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Our mission is to

Protect & Strengthen

Long Island’s most vulnerable children, seniors, families and communities.

Family & Children’s offers assistance to

those who are experiencing social, emotional and economic challenges.

IN 2014, WE SERVED MORE THAN 20,000 OF OUR NEIGHBORS IN NEED, GIVING THEM A HAND UP TO A BETTER LIFE.
**MANAGEMENT TEAM**

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Bill Best, LMSW
DIRECTOR, RESIDENTIAL AND YOUTH SERVICES

Nancy Cohan, MA, LMFT
TEAM LEADER, JUVENILE JUSTICE
DIRECTOR, GRANTS MANAGEMENT

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DIRECTOR, HOME & COMMUNITY-BASED SERVICES

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DIRECTOR, YOUTH SERVICES/COMMUNITY RELATIONS

Christine Santangelo, MS
DIRECTOR, QUALITY ASSURANCE AND COMPLIANCE

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Terry Wood, LCSW
DIRECTOR, FAMILY TIES/FAMILY SUPPORT/PACT
Dear Friends of FCA,

On behalf of the Board of Trustees, dedicated staff and loyal volunteers, we are proud to present you with our 2014 annual report. 2014 was a year of transition: we secured a new President/CEO; we revamped programs; strengthened our internal infrastructure, boosted our compliance efforts and invested in IT and our physical spaces. We’ve launched a new agency website, re-doubled our social media activities and are in the process of rebranding all of our printed materials. In short, we are using 130 years of history to re-emerge and re-imagine our services in a way that disrupts the status quo.

To be sure, the needs – and opportunities to help – will likely increase as communities across Long Island struggle to address deepening income inequality, educational achievement gaps, health care disparities, and untreated mental health disorders, including epic levels of addiction. An aging population and growing number of returning military veterans signal demographic shifts that will also boost the demand for our services.

That means we must invest our resources strategically, demand not only competence but excellence, insist on program accountability and remain true to the principles and core values that set us apart.

We’re privileged to see those core values - service to others, social justice, dignity and worth of every person, importance of human relationships, and unwavering integrity - on display everyday as we witness the work of our staff, volunteers, board members and community partners. We are proud of our clients’ sheer determination, who, with just a little help, can redefine health, happiness and success on their own terms.

Sincerely,

Jeffrey L. Reynolds, Ph.D.  
President/CEO

Drew S. Crowley  
Chair, Board of Trustees
Back in 2009, I was 25 when I was mandated by the courts to begin treatment for my marijuana use. I was smoking pot daily and believed it was no big deal. As a requirement for my treatment with FCA, I had to abstain from drug use. I figured I’d do what had to be done for the moment but would probably go back to smoking once the program was over. Less than a year later, when I finished with the program, my abstinence was intact. What? I realized that I had learned to live without pot; somehow I learned to deal with my thoughts, upsetting events and even emotions without smoking weed. I was happy to end my treatment and get on with my life.

Then in 2014, I decided to return to FCA, this time voluntarily. I got older and had come to a crossroads in my life and realized my former addiction had made me unmotivated, uninvolved in my future and unprepared for a career. It was time to do something about it. So, I began treatment again to strengthen my recovery and joined your Vocational Education program and obtained a high school equivalency diploma setting myself up for acceptance at trade school. Today, I’m licensed, working and sober—thanks to FCA.

— John H.
CLIENT, HICKSVILLE COUNSELING CENTER
TACKLING ADDICTION

Heroin use has exploded in what is being described as an epidemic on Long Island. This has been a growing issue over the last 15 years and now law enforcement and the mental health community have been forced to play “catch up” in trying to stem the tide of addiction. In search of a high, youth pay only $10 for a package of heroin versus $80 for an 80-milligram pill of OxyContin. Underage drinking, the availability of starter drugs like marijuana and the low cost of heroin provide a fertile breeding ground for youth addiction. Substance use disorders impact one in four families, putting great strain on the physical, emotional and financial health of the individual, their family and our community.

CHANGING BEHAVIORS & CREATING OPPORTUNITIES

FCA offers adults and youth with behavioral health or substance abuse issues a pathway to stability, empowering them to build stronger, healthier lives. Our qualified health professionals, credentialed substance abuse counselors, social workers, psychiatrists and nurse practitioners deliver evidence-based treatment practices to individuals, couples and families. We offer education and information along with practical tools for managing mental health issues or changing unwanted behaviors or addictions. We assist our clients by engaging their loved ones in their recovery efforts; providing respite and childcare to parents; and offering vocational or ESL education to adults. Ours is a holistic, multi-disciplinary approach that treats psycho-social, psychiatric, substance abuse issues or co-occurring disorders.

We have two NYS OASAS-licensed outpatient treatment facilities that provide individual, group and family treatment for those struggling with addiction and substance use disorders, one in Hicksville and one in Hempstead. We’re in the process of transforming our chemical dependency treatment center in Hempstead into the go-to place for families dealing with addiction. We’ll look at how men and women respond differently to stressors that lead to reliance on drugs and alcohol and offer evidence-based treatment that brings results. We will be working towards ending addiction for the parent while simultaneously sharing prevention information and support to the family. As part of our commitment to mothers, we’ll be offering free childcare at the center. We believe change is possible, and we give our clients a strong foundation from which to move forward.

ADDITION TREATMENT AND BEHAVIORAL HEALTH SERVICES:
• Hicksville Counseling Center
• Hempstead Family Treatment and Recovery Center
• Home & Community-Based Services
• Spousal Abuse Group Education
• Anger Management
• Veterans Services
• Vocational Education

THANK YOU TO…
The Unitarian Universalist Congregation at Shelter Rock for their $100,000 donation.
CLIENT STORY

I love to draw and my friends thought it was cool to “bomb” our neighborhood with spray paint on fences and buildings. But, I got arrested and had to meet with an FCA case manager as part of my probation and learned that I shouldn’t always listen to my friends. My case manager found a local screen printing shop where I could volunteer every week and the owner even let me create custom designs for tee shirts. This was way cooler than just spray painting buildings.

I’ve been working with my case manager on being responsible for my actions and now my 60 day probation is over and I’m doing well in school, at home and at my volunteer job. Everything’s OK.

— James

14 YEAR OLD CLIENT OF JUVENILE JUSTICE PROGRAM

An Outlet for Expression

*Some names and photos have been changed to protect client confidentiality.
In 2014, we opened our Learning Center, a warm and hospitable place for young people to come for acceptance and to develop the confidence and skills they’ll need to succeed. Many of the young people we assist come from underserved neighborhoods and failing school districts; some are homeless; some are in foster care and others are falling through the cracks at home and in school. At the Learning Center, all are welcome; we engage youth in meaningful exercises and workshops to help them develop the skills they need to prepare themselves for employment, college and successful adulthood. We invite volunteers from the business community to share their knowledge on subjects ranging from health and nutrition to job seeking skills or how to write a winning essay for a college application. A key component of the Learning Center’s mission is connecting these young people with compassionate and concerned adults who are willing to guide them and offer assistance and jobs that enable them to succeed. This mentor-mentee program is part of a larger Step Up to Success initiative which began in 2013 as a way of ensuring that clients receive the practical help they need to create positive change in their lives.

A FUND FOR THE FUTURE

Our Scholarship Fund is another very important component of our Educational Opportunities & Life Skills for Youth Division. This fund is dispersed to students enrolled in college or trade school, who maintain a 2.5 GPA, and are willing participants in one of our programs. Generous donors and corporations contribute annually to the fund in order to ensure that the doors to a higher education are open to any youth willing to do the work. To date, we have awarded over one million dollars to Long Island youth – a sound investment in the future of our community.

IN MEMORY OF CAROL WESSEL

In 2014, we lost our friend, trustee and benefactrix Carol Wessel. However, her legacy lives on in the passion of our staff and the success of our clients who’ve all been touched by her enthusiasm, grace and compassion.
Giving Youth a Chance

DONOR STORY

I like to find good people and keep them for as long as I can. In keeping with this strategy, I hired seven youth from FCA’s Step Up to Success initiative: John, Jay, April, Nancy, Rachael, Ted and Steven. These young people are now part of the LI Frozen Storage team in part-time or full-time positions where they can use their talents, continue their education and obtain valuable work experience.

In the past, there used to be a level of social mobility that people could attain through employment; if you worked hard enough you could improve your financial situation and obtain a standard of living that exceeded that of your parents. But today, it is very difficult to prove how hardworking you are when you can’t get an entry level job without a college degree. That is why we hired young people sponsored by Family & Children’s Association; we wanted to give them that initial opportunity they need to succeed. And we’re thrilled with how they’ve responded. FCA did a great job of screening the applicants and gave us dedicated, hard-working kids.

We want to make sure that they can earn a wage that allows them to live on and remain part of the Long Island community. Giving young people a chance is the least we can do. What would be the outcome if we did nothing?

— Avi Felix, Ph.D.
CEO, LI FROZEN STORAGE

*Some names and photos have been changed to protect client confidentiality.
STRENGTHENING FAMILIES

The challenges facing many Long Island families are complex; in addition to financial and substance abuse issues, FCA is seeing an increase in families with undiagnosed mental illness; medically-fragile children; and those diagnosed with Autism (or one of the disorders on the Autism spectrum).

In order to improve the lives of these children, from infancy through adolescence, we introduced evidence-based treatment programs such as “Strengthening Families” into our toolbox for transforming families in need. Staff in all family-focused programs received certification in this methodology allowing us to improve client outcomes. Parents gained greater control of their home environments, improved their parenting skills, time management and money management skills resulting in more stable home lives for their children.

AT RISK YOUTH

For families requesting a Person in Need of Supervision Petition from the court system for their challenging adolescent, our PINS Diversion program is the answer. Since 2011, we have saved 3,200 teens from entering the juvenile justice system, family court or out-of-home placement. And, in 2014 we successfully implemented a new team approach to provide multi-faceted counseling to the most difficult cases, because we believe that each child, no matter how resistant, deserves a chance to prosper. Our success rate, of more than 90% each year, translates into billions of dollars in savings to taxpayers. The impact on families is priceless.
FROM OUR LITTLEST CLIENT

THANK YOU

FAMILY SUPPORT  FAMILY TIES  NURSERY CO-OP  HCBS

CHEMICAL DEPENDENCY TREATMENT  YOUTH ADVISORY COUNCIL

10) Transforming Lives
FROM OUR LITTLEST CLIENTS TO OUR SAVVY SENIORS
THANK YOU FOR CARING

SPECIAL VOLUNTEERS

WALKABOUT

PINS DIVERSION

VETERANS SERVICES & RESIDENCE

SENIOR SERVICES

2014 Stewardship Report (11)
COUNSELING, SERVICES AND SUPPORT FOR ADULTS & SENIORS:

• Community Guardianship
• EISEP Case Management & In-Home Assistance
• Health Insurance Information Counseling and Assistance
• Home Energy Assistance Program
• Ombudservice

Each year, FCA serves nearly 9000 individuals who are 60 years of age and older. We focus on the individual needs of each person, providing a variety of services that enhance their well-being and support their life goals. For those living independently at home, we provide information, financial and health insurance counseling, home visits and referrals to available entitlements. For others who may be unable to manage their affairs or reside in adult/nursing facilities, we offer guardianship and advocacy to ensure they receive proper care. Our professional and caring staff gives seniors the help they need to live their lives with dignity.

ASSESSING & RESPONDING

Case managers and volunteers visit seniors in their homes and senior-care facilities to evaluate their situation and create a plan for their individual needs. Do they need help around the house or a healthcare aide? Are they entitled to free services such as Meals on Wheels, Friendly Visiting, food stamps or a free one-time delivery of home heating oil? Are they being cared for appropriately and with respect? Our staff and volunteers devote themselves to the concerns and proper care of Long Island’s most vulnerable residents.

Working with seniors offers our volunteers opportunities to make a real contribution in a person’s life: our bill payers, for example, visit clients’ homes and help organize their paperwork and bills on a monthly basis. Our friendly visitors bring companionship and solace to those struggling with loneliness and isolation. Visits like these start out as a professional calls yet slowly morph into a visit between friends – and that’s our community of caring at work.

SPECIAL THANKS TO…

The Fay J. Lindner Foundation for their unending support of our senior programs. Giving since 1991, the Foundation has contributed over $1.2 million in support of vulnerable seniors.
My house was severely damaged during Super Storm Sandy. Thankfully I received money for repairs from FEMA but was hospitalized shortly thereafter before I could arrange for reconstruction. Unfortunately, I entrusted my son to take over doing the repairs but then he walked off with the balance of the money and I’ve been unable to locate him ever since. With nowhere else to go, I returned to my house after my hospitalization, but at 75 years of age, it’s very difficult to live in such an unsafe and mold-infested place. A neighbor recommended I contact FCA and with nowhere else to turn, I made the call.

Your senior financial counselors listened to my story and were very supportive; they helped me figure out next steps and together we filled out the application for a reverse mortgage. This was a God send! I’ve gone through an assessment of my home and am now receiving monthly stipends in order to make repairs and remain in my home for the rest of my life. This is a happy ending to a terrible period in my life, all thanks to FCA.

— Cynthia W.

CLIENT OF SENIOR SERVICES
In recognition of these results, FCA has been awarded significant funding for our youth emergency shelter and transitional residence. We will receive approximately $180,000 per year for the next three years through a Basic Center Grant and nearly $200,000 per year for the next five years from a Solutions to End Homelessness Program (STEHP) grant awarded by Office of Temporary and Disability Assistance (OTDA).

During our expansion phase in 2014, FCA enrolled 49 young men and women from across our agency and each was given sessions with a transition coach who delivered intensive, one-to-one counseling that focused on mastering 16 life skill sets or “domains.” Skills such as job seeking, job maintenance, money management, housing, education, financial counseling and personal grooming were taught to youth and their progress was closely monitored by staff. With financial support from donors, encouragement from caring mentors from the community, and job opportunities provided by Long Island-based companies, these young people earned a combined $124,000 in direct income and financial aid awards; 84% of active clients were enrolled/attended school and 75% were employed.

Plans are underway to incorporate the Step Up to Success protocol into all divisions within the agency; full integration will occur in 2015.

In 2013, FCA brought together 17 young men and women from across our agency and inducted them into our Step Up to Success initiative (SU2S). This innovative project was designed to deliver the tools for successful adulthood into the hands of our clients, aged 16 - 24, who were homeless, in foster care or in failing schools. These young people presented with a wide range of challenges and varying degrees of readiness for independent living – in addition to histories of physical and/or emotional trauma. Results for the test phase were very promising: 14 out of the 18 clients moved up one or more rungs on our “ladder of success.”

SU2S intended impact is to help Long Island at-risk youth successfully transition to adulthood and realize their full potential. We work with youth who are vulnerable...

To stabilize their lives in the short-term...

And help them become successful adults reaching their full potential in the long-term...

SU2S redesigned FCA’s traditional service model to deliver enhanced outcomes.

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*Some names and photos have been changed to protect client confidentiality.*
CLIENT STORY

I was 16 when I was arrested. The police were called to our house because of a fight I was having with my dad. I was taken to jail and we ended up in Adolescent Diversion Court where the judge required us to participate in your PINS Diversion program. I really didn’t want to go to the Strengthening Families group with my dad, but it was part of the program so I went along. It was tough in the beginning, but over time I started to see my dad in a different way. I could see that he was trying to learn how to listen and he tackled our homework assignments with enthusiasm, so I did too. After completing the program, my case was dismissed by the court! I was thrilled and also happier because it was nicer at home, our disagreements didn’t automatically turn into screaming matches and fights. We learned how to get along and respect each other’s opinions and now things are better for both of us. Thanks for the help.

— Taylor
CLIENT OF PINS DIVERSION
INCOME
- Fees $730,630.00
- Contributions $897,647.00
- Fundraising $229,036.00
- Government $10,657,473.00
- Investment $4,854,868.00
- Medicaid/Medicare $1,168,123.00
- Other $77,767.00

Grand Total $18,615,544.00

EXPENSES
- Program Services $16,329,719.00
- Management & General $2,281,083.00
- Fundraising Services $337,738.00

Total Expenses $18,945,540.00
Net Deficit from Operations $(329,996.00)

THANK YOU FOR CARING!
$1,000 TO $4,999
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Al & Peggy Dematteis Family Foundation
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• Anger Management
• Hicksville Counseling Center
• Hempstead Chemical Dependency Treatment Center (Hempstead Family Treatment and Recovery Center)
• Home & Community-Based Services
• Spousal Abuse Group Education (SAGE)
• Veterans Services
• Vocational Education

Educational Opportunities & Life Skills for Youth
• The Learning Center
• Parents and Children Together
• Project Independence Nassau & Suffolk
• Scholarship Fund
• Youth Advisory Council

Strategies for Building Family Success
• Family Center
• Family Mediation
• Family Support
• Family Ties
• Nursery Co-op
• PINS Diversion
• STARS

Counseling, Services and Support for Adults & Seniors
• Community Guardianship
• EISEP Case Management & In-Home Assistance
• Health Insurance Information Counseling and Assistance
• Home Energy Assistance Program
• Ombudservice
• SAFE
• Senior Financial Counseling

Shelter & Services for Homeless Youth, Adults & Veterans
• Lakeview House
• Nassau Haven
• Veterans Residence
• Walkabout
• West Nassau Residence
• Street Outreach

Innovative Approaches to Strengthening Communities
• Step Up To Success (SU2S)
• Village of Hempstead Initiative

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(516) 746-0350 x372

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