

Seniors
Adults
Families
Children



Family &
Children's
AGENCY

YEARS OF SERVING THE COMMUNITY

ANNUAL REPORT

2021 - 2022

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2021-2022

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MISSION

BUILDING BETTER LIVES
AND STRENGTHENING OUR
COMMUNITY BY PROVIDING
ESSENTIAL HUMAN SERVICES
TO CHILDREN, FAMILIES,
ADULTS, AND SENIORS

VISION

A THRIVING COMMUNITY OF
EMPOWERED INDIVIDUALS
AND HEALTHY FAMILIES

VALUES

PROFESSIONALISM, INTEGRITY
& EXCELLENCE; PROACTIVE
APPROACH TO MEETING
COMMUNITY NEEDS; STRENGTH-
BASED, OUTCOME DRIVEN
SERVICES & PROGRAMS;
SUPPORT OF DIVERSITY

LETTER FROM PRESIDENT & CHAIR

Dear Friends,

Over the past year Family & Children's Agency (FCA) began celebrating 80 years of serving the community. This incredible milestone provided us the opportunity to reflect on all we have accomplished and, of course, a chance to look ahead to the future.



When our organization was started by one remarkable woman, Margaret Pantzer, who at the time was concerned about her neighbors and the impact of WWII, she probably never dreamed that millions of lives would be impacted by her creation. Yet over the years, children, families, adults, and seniors have found help, hope, and compassion at FCA.

One of the core tenets of FCA has been consistently evaluating the needs of the community and adapting to meet those needs. Certainly, the COVID-19 pandemic had a major impact on our organization and how we serve our clients. Adding services, adjusting programs, and focusing on new areas of need as they arise has always been part of the fabric of FCA, and this past year we continued that legacy by deepening our community partnerships and expanding our targeted services. In addition, at the Board and staff level we have been actively engaged in efforts to promote diversity, equity, and inclusion into all aspects of our work.

As we look forward, we see opportunities for growth, new partnerships, and extending our reach to more clients in need. Inside, we are excited to share with you how our new initiatives are serving children, families, adults, and seniors, and how we are strengthening our already successful programs. The successes of our past and the potential for our the future is made possible by caring friends and generous supporters like you.

Thank you for 80 years!

Sincerely,

Robert F. Cashel
President & CEO

Rita McKenna Olson
Board Chair



ASPIRE - NICHOLAS' STORY

Nicholas had a very rough childhood. His father was incarcerated and not involved in his life, and Nicholas experienced both physical and mental abuse from his mother. As a toddler, Nicholas experienced homelessness and moved from shelter to shelter. He had no official schooling or education until kindergarten, when a family friend took him in so he would not enter the foster care system.

Developmentally, Nicholas was very delayed and is diagnosed with significant learning disabilities, ADHD, and PTSD. When Nicholas came to ASPIRE in 6th grade, he was struggling.

While his guardian did the best she could to support him, she was working long hours at a demanding job and needed support. Nicholas had trouble reading and performing simple addition and subtraction. His confidence was low and he often made self-deprecating comments about how stupid he was or that he “couldn’t do things.”

Over the three years of ASPIRE’s middle school program, staff worked with Nicholas daily on his academics and homework as well as his self-confidence. His case manager attended school meetings to ensure he was getting the academic support he so desperately needed.

By his 8th grade year, Nicholas was doing two-step algebra and writing five-paragraph essays that earned him high marks. Nicholas also became an “Academic All Star” at ASPIRE, meaning he earned a B- or above in math, science, English Language Arts and social studies. Nicholas also earned the coveted Academic Warrior Award for his hard work and academic growth throughout the past three years.

Now, Nicholas takes pride in himself and in his work. He understands he might need more support at times to succeed but knows that if he works hard, his possibilities are endless.

Building Better Lives By Educating Children

Children

PROVIDING MORE OPPORTUNITIES

FCA's ASPIRE program provides after-school and summer programming for Norwalk middle and high school students to empower them to graduate. By providing multi-faceted, wraparound services focusing on academics, social-emotional assets, and a system of support, ASPIRE bridges the opportunity gap.



Last year, FCA's ASPIRE after-school program began a new initiative to give high school seniors the opportunity to intern with our summer program for middle schoolers. Interested students were guided through the application process as they created resumes and cover letters, interviewed with staff members, and learned workplace norms like dress codes, clocking in and out for their shifts, and attending staff meetings.

The program was so successful that this year it was expanded so incoming juniors could also participate. The interns gained valuable skills necessary for the job market including leadership, communication skills, reliability, time management, and decision making.



100% of students graduated high school in four years



100% of students enrolled in post-secondary education or vocational training after high school graduation

ENGAGING MORE HIGH SCHOOL STUDENTS

This past year, more high school students than ever were engaged with the ASPIRE program, which grew to serve 12.5% more students than the previous year. The teens who participated also attended more groups on average. That means more interactions with students and their families, more days of extended program hours, and more support provided to students about to graduate high school and become adults.

In addition to increased utilization of existing programs, individual college preparation was

provided after students and parents expressed the need for that assistance. Staff guided students through the college application and financial aid processes, brought students to tour college campuses, and helped them choose schools that would be a good fit for them as individuals.

With every high school senior graduating and heading off to college or career training, these added opportunities give them a solid foundation for a lifetime of success.

Building Better Lives By Protecting Kids

KEEPING KIDS SAFE AT HOME

FCA's Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS) program serves children with severe mental health needs. By working with the entire family in their home, we are able to prevent children from requiring hospital admissions and improve their emotional state and overall mental health.

Last year, 102 children participated in the program, and because of FCA none of them were hospitalized or in a residential treatment program at the time they were discharged.



None of our IICAPS clients were hospitalized or in a residential placement when discharged from FCA



62% of children in FCA's Foster Care found permanency



75% of children were maintained in their foster care placement

SCREENING FOR DELAYS

Early intervention for developmental delays is key to helping children reach milestones and succeed. Last year, FCA was able to screen 140 children using the Ages and Stages Questionnaire (ASQ).

The ASQ empowers parents to assess their child's development. By identifying challenges early, we are able to refer families for services so kids can stay on track or get the additional support they need.



FOSTER CARE CELEBRATES GRADUATES



Family & Children's Agency is one of the largest providers of specialized foster care in Connecticut with 135 kids in care last year. Our programs are designed for children with serious medical, emotional, and behavioral issues. By providing intensive therapy for children and round-the-clock support for foster parents, we help children attain the stability and permanency they deserve.

This past year, our Foster Care department celebrated seven graduating high school seniors. Graduation is an important accomplishment for any teen, but it is especially notable for students who have been through turmoil and trauma.

One of these incredible graduates is Courtney (pictured right). Courtney is already enrolled in a cosmetology school studying hairdressing and has plans in the future to go to law school. She said FCA staff helped her transition to a foster home that was a better match for her.

"FCA put me in a better place so I could have a better mindset," she said.

FOSTER CARE - BRUNI'S STORY

Bruni was placed into foster care when she was just a baby, and was bounced to 16 different homes before she was 7 years old. This trauma led to outbursts both verbally and physically as she coped with feelings of abandonment and instability. She was hospitalized and suspended from school, screaming and kicking when triggered. When she was transferred to FCA and enrolled in our highest level of care, our staff knew it would take a very special foster family to connect with her.

FCA worked hard to pair Bruni with a family who would be a good match. She received intensive clinical therapy, case management support, medication management, and community programming. In addition, her foster family was provided with education on the impact of childhood trauma, weekend respite care, and ongoing support.

Bruni wanted to be adopted into this incredible family, but it wasn't smooth sailing. Bruni's foster father, Derrick, said just taking it one day at a time is how they got through the toughest times, and knowing that if he gave up on her she would end up in a residential facility is what made him stick with Bruni. Over the years, her foster family learned to see small positive steps as big victories. They became closer during the COVID-19 lock-down, and in 2021 Bruni's wish finally came true. She was adopted into her foster family, gaining the permanence and stability she always wanted.

"I'm very grateful to be here," said Bruni. "FCA did a lot of things to help me grow in this house."



CHILD & FAMILY DEVELOPMENT - ANDREA'S STORY

When Andrea's daughter, Samantha, began showing developmental delays and signs of autism, her husband reacted poorly. He began berating their daughter, refusing to believe there was anything medically wrong. That was the impetus for Andrea to leave her husband, who had been abusive to her in the past. Unfortunately, with a low-paying grocery job, a daughter to support, and no family nearby, she had nowhere to go.

Andrea and Samantha began staying with a friend, but the one-bedroom apartment couldn't be their permanent solution. That friend suggested she call Family & Children's Agency for help.

Andrea's FCA case manager helped her see her potential and gave her the confidence and resources to make the changes she needed. They were by her side when the Department of Children and Families was concerned about her living situation and helped her find a place to rent that she could afford. They connected her with other community resources so she could get certified to open the home daycare she always dreamed of and encouraged her to get more help for her daughter.

When Samantha was officially diagnosed, it was challenging and overwhelming for Andrea. Her FCA parent educator helped her learn more about autism, helped her find services for Samantha, and provided activities the two could do together to bond.

Now, Andrea provides home daycare with four employees and is getting ready to purchase a house. She's taking English classes to better communicate with her clients and says she's finally happy. She has recommended FCA to other moms and has a message for anyone dealing with domestic violence.

"I want to tell other women that they can do it. There are people out there like FCA to help you," she said.

Building Better Lives By Counseling Families

EXPANDING ADOPTION SUPPORT

As a result of the COVID-19 pandemic, adoptions both domestically and internationally faced many increased challenges and barriers, all of which added stress to families hoping to expand their families. FCA's Adoption department recognized this need and added additional support groups for our post-adoption families in collaboration with the Adoption Assistance Program. Additionally, FCA staff developed and facilitated a monthly Waiting Family Support Group which has been very well attended and proven to be invaluable.



100% of children FCA placed for adoption achieved permanency



85% of children FCA screened for development delays remained on track or showed improvement



None of the high-risk families in FCA's early childhood home visiting programs had a newly documented case of child abuse or neglect

BROADENING OUR IMPACT

Parental separation and divorce can be incredibly difficult for the children involved. In Connecticut, parents going through a custody, visitation, or divorce issue are required to take a Parent Education Program (PEP) course. FCA is proud to have been providing this service for families in the Stamford/Norwalk Judicial District for 27 years. By teaching parents about child development, cooperative parenting, conflict management, and stress mitigation, we can help children successfully adjust to family changes. Last year, FCA became the PEP provider for the New Haven Judicial District and the Fairfield Judicial District, which includes Bridgeport. These additional districts are a demonstration of confidence from the State in the high quality of FCA's program.



REACHING OUT TO THE COMMUNITY

This year, FCA's Child & Family Development department added a new position - Community Outreach & Engagement Specialist. This new role, filled by a bilingual staff member, works with critical healthcare providers who serve pregnant women and parents with young children in Norwalk.

FCA's Community Outreach & Engagement Specialist meets with all families who give birth at Norwalk Hospital and with patients visiting the women's health and pediatric departments at Norwalk Community Health Center to assess risk-factors and link parents to resources in the community.

As a result, more parents are reaching out to FCA for home visiting programs so they can be provided with services to enhance their parenting skills during the critical early years in the life of a child.

Building Better Lives By *Housing the Homeless and Aiding in Recovery*

EXPANDING LOW-INCOME HOUSING PROGRAMS

For more than five years, FCA has been providing support services to residents at Monterey Village, a low-income housing development in Norwalk. Our on-site case manager connects families to local community resources and offers one-on-one training and counseling to help families maintain independent living and transition into self-sufficiency.

Last year, FCA worked with 57 clients at Monterey Village. With FCA's support, 81% of clients maintained or increased their annual income to move towards self-sufficiency.

In addition to our program at Monterey Village, last year FCA began providing this program at Soundview Landing, a new mixed-income



housing development in South Norwalk, and we worked with more than 30 residents on site.

SUPPORTING WOMEN THROUGH RECOVERY

Addiction is an issue that has widespread impact and became even more challenging during the peak of COVID-19. Our Project REWARD staff helps women overcome addiction, maintain their sobriety, and learn to cope in healthy ways. By supporting clients in a female-only environment, we can be a safe space for women who have often faced serious traumatic experiences.

Last year, Project REWARD provided more than 700 therapy sessions for nearly 70 clients to aid them in becoming substance-free and maintaining their sobriety.



861 people met with FCA to access urgent resources to avoid immediate homelessness



100% of clients in FCA's supportive housing program remained in their home or transitioned into permanent housing



1,568 individual therapy sessions completed

PROJECT REWARD - APRIL'S STORY

When April became pregnant with twins due to being raped, she had an incredibly difficult decision to make.

Despite all she had endured, she decided parenting her children was right for her. She worked multiple jobs, waking up early each morning and giving her daughters the best life she could. With no support from her family, she was overwhelmed and turned to opioids to cope with the lingering effects of her traumatic experiences.

When April realized she couldn't pay her bills due to her addiction, she knew she needed to seek help. She voluntarily went to an inpatient program and then came to Family & Children's Agency to maintain her sobriety, improve her mental health, and heal herself so she can be the best possible mother to her girls.

April is a dedicated member of FCA's new Trauma Recovery Empowerment (TREM) group and has been working to overcome her history of abuse and trauma. With over a year free from opioids under her belt, April is on her way to a lifetime of sobriety with her beautiful children.

Building Better Lives By Caring for Seniors

SENIOR SERVICES UMBRELLA COVERS HUNDREDS

Since becoming the City of Norwalk's new Municipal Agent for the Elderly just one year ago, FCA's new Senior Services Umbrella program has served more than 930 people.

The program helps area residents aged 65 and older with accessing health care, utility assistance, food access, housing, and home care. Caring and well-trained workers guide seniors through complicated paperwork to ensure they get all available financial assistance.

In addition, the Senior Services Umbrella hosts events and panel discussions for seniors on topics including healthy eating, elder abuse and fraud protection, and financial assistance programs. Staff have even gathered seniors for a Community Sharing Group where elderly neighbors can share cultural food dishes and each others' company to reduce isolation.

By ensuring the elderly have access to existing supports and developing new opportunities as needs arise, FCA is caring for some of the most vulnerable in our community.



MORE SENIORS IMPACTED

This year, nearly every aspect of our Home Care program saw increased participation, improving the lives of even more people than last year.

We had more clients receiving in-home care this year, meaning we were able to help more seniors stay in their homes rather than move to a nursing home or other senior facility.

We counseled more caregivers, providing support to them so they were able to be present and engaged with their aging family member.

We provided more home fall safety risk evaluations, leading to home modifications to reduce the risk of a dangerous fall.

And we engaged with more clients in our Senior Outreach program, which targets seniors with mental health or substance use disorders to connect them to treatment and increase their social supports.

These increased numbers have resulted in significant improvements for the elderly in our community.



1,178 seniors received services, an 80% increase from the previous year



Only **2%** of seniors receiving in-home services had a fall



99% of Seniors receiving in-home services remained in their home



SENIOR SERVICES - CAMILLA AND FRANCES' STORY

Camilla knew her mother-in-law, Frances, 86, needed help, but she didn't know where to turn. Frances was struggling with dementia and her home was in horrible condition. She was refusing to take her medication, had no way to get to her medical appointments, and had been neglecting her personal hygiene and hadn't showered in months. Camilla called several organizations and was turned away. Thankfully, she heard about FCA and called our Senior Services Umbrella.

"She took care of us all our life and now we need to take care of her," said Camilla about her mother-in-law.

When Camilla's FCA case manager, Tania, visited the apartment she immediately contacted the Health Department who deemed it unfit for occupancy. Frances moved in with Camilla and Tania sprang into action. FCA was able to provide them with a shower chair, adult diapers, toiletries, and a few gift cards so they could get the basic items they needed to aid in this transition. Tania arranged safe and reliable transportation so Frances could get to her doctors. In addition, Camilla was supported and guided as she adjusted to her new housemate and the difficult role of caregiver.

Now, Frances' apartment has been renovated and Tania is helping Camilla arrange nursing care so Frances can move back into her home. Because of FCA, Frances can live a healthier life in a home that is safe.



COMMUNITY HEALTH - SILVIA AND HUGO'S STORY

Silvia and Hugo are a hardworking couple who immigrated to the United States from Central America several years ago to build a better life. It hasn't been easy, but both managed to find work in food service and were economically stable until the double-hit of the COVID-19 pandemic and a major health issue threatened to wipe out what little they had.

It was late 2019 when Hugo found a mass growing on his back. It was small at first, hardly noticeable, but by early 2020 it was large enough that he felt it was important to be seen by a doctor. Unfortunately, it was impossible to get an appointment due to the pandemic. Stress mounted for the couple as they both lost their jobs, first Hugo and then Silvia. Their money dwindled, and they had less money for basic needs like food.

"It was like hell on Earth," Silvia said.

Finally, Silvia saw a flyer for Family & Children's

Agency's Community Health Workers. FCA connected them with free medical services where they were treated for malnutrition and other issues. Another connection gave Hugo a medical appointment with a specialist who looked at the mass and diagnosed him with cancer which had already begun to spread and required urgent surgery and chemotherapy.

"It was such a scary thing to hear," Hugo said. "I didn't know how we could afford the treatment."

Fortunately, their FCA case manager was able to help them apply for financial assistance with the hospital so Hugo could get the treatment he needed. Now Silvia is back at work and Hugo is completing his outpatient treatment - free of charge.

"Our outlook is so different now. I feel like we are going to be okay," said Silvia.

Building Better Lives By Serving the Community

SUPPORTING CRIME VICTIMS

As the area provider of the Victims of Crime Act (VOCA) program, FCA supports community members during the most difficult time in their lives.

In the past year, FCA worked with 55 clients who were victims of crime to provide assistance with the victims compensation process, advocacy and emotional support, connection to resources, crisis intervention, and case management.



1,231 clients served through contact tracing and community health work, a 21% increase from the previous year



5,934 people received outreach and education



2,131 individuals vaccinated at clinics where FCA community health workers assisted



NORWALK HEALTH DEPARTMENT HONORED

In 2021, FCA honored the Norwalk Health Department with the *William O. Murphy Family Strengthening Award*, which recognizes individuals and organizations in the community whose contributions have dramatically impacted FCA's ability to strengthen and stabilize families.

The Norwalk Health Department navigated the highly unprecedented COVID-19 pandemic by immediately establishing a communication strategy to disseminate critical information to all of Norwalk's citizens. Their swift actions helped community organizations like FCA to develop internal policies and procedures to respond to COVID-19 and keep our employees and clients safe.

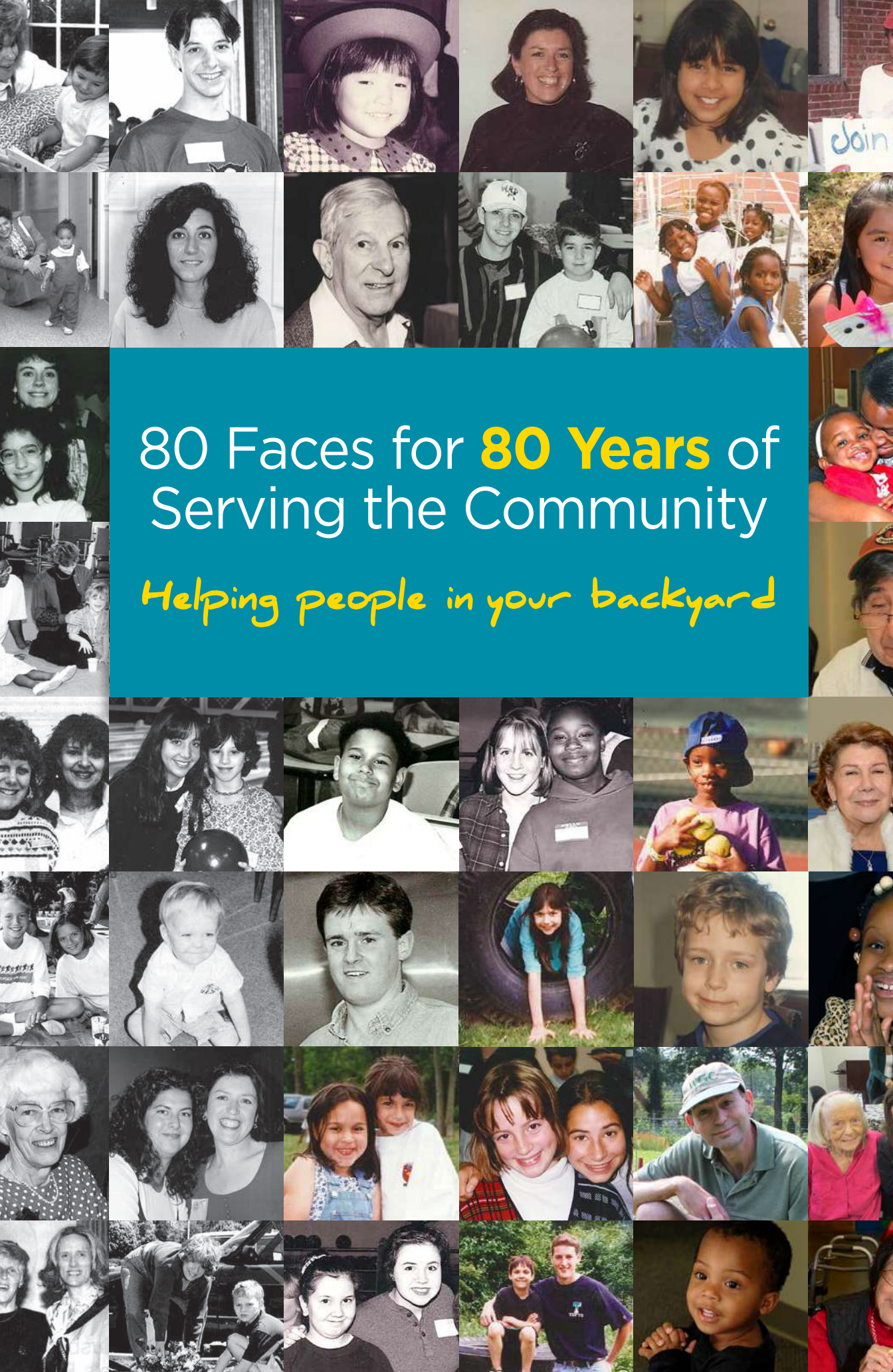
"Working with the Norwalk Health Department by providing contact tracing and community health workers has allowed FCA to deliver a vital service to the community. We are proud to have been partners with the City during this difficult time, and grateful to the Norwalk Health Department for their hard work," said Robert F. Cashel, President & CEO of Family & Children's Agency.

BUILDING COMMUNITY PARTNERSHIPS

Over the past year, FCA's Community Health Workers have been knocking on doors and building relationships to create a safety net for our neighbors in need.

In addition to working in tandem with the Norwalk Department of Health to educate, they have been developing incredible champions in the community like Sonia's Kitchen restaurant. By encouraging their customers and neighbors and spreading education and referrals to FCA, Sonia's Kitchen staff is responsible for hundreds of people getting vaccinated against COVID-19, a monumental achievement and contribution to the community.





80 Faces for **80 Years** of
Serving the Community
Helping people in your backyard





80 YEARS OF BUILDING BETTER LIVES



1942

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Family Service Bureau of Norwalk opened its doors, providing counseling and support to women and families of U.S. soldiers who were coping with the stress and separation of war.



1960

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1985



Proactively responding to the changing needs of the community, a new program was introduced and grew into what is now the Agency's Home Care services.



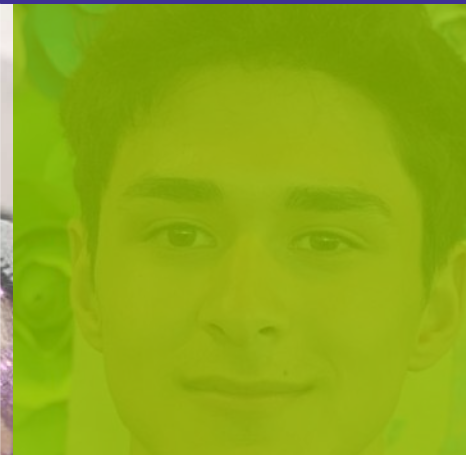
1974



FCA created programs to promote family guidance, including Project Friendship, a mentoring program, and added the Adoption program.



The Agency connected with Wilton's Minks to Sinks volunteer organization and became the sole beneficiary of the organization's semi-annual tag sale.



2001



The Agency was designated as the lead organization in Connecticut to provide outreach and support services to local families of 9/11 victims.





2020

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During the COVID-19 pandemic, FCA began programs to improve public health, including crisis counseling for those impacted by the pandemic. These programs are now expanding to address the increasing health disparities in our community.



2022

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Today, 80 years since opening our doors, we are still helping children, families, adults, and seniors overcome barriers and build better lives.

DONORS

The generosity of our donors helps make FCA’s life-changing work possible. Thank you for your dedication and support.

Individuals’ names reflect cumulative cash gifts between July 1, 2021 and June 30, 2022.

*Have given consecutively for the past 5+ fiscal years

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DR. MARTHA SMALL HONORED



In 2021, Dr. Martha Small was presented with the *Anne C. Cary Volunteerism Award* by FCA for her dedicated efforts as a member of FCA's Board of Directors, especially during the COVID-19 pandemic. The Anne C. Cary Volunteerism Award is presented to an individual who has demonstrated the highest level of volunteerism on behalf of Family & Children's Agency.

"It is a true honor to recognize Dr. Martha Small with this award. Her counsel and expertise have been invaluable since she joined the Board, and especially over the past year," said Robert F. Cashel.

Dr. Small joined FCA's Board of Directors in 2016. Prior to her remarkable support and guidance during COVID-19, she conducted numerous parent education workshops for young parents and has been an active participant in FCA's efforts to focus on diversity, equity, and inclusion.

Throughout the pandemic, Dr. Small used her vast knowledge and experience as a pediatrician, an Attending Physician at both Yale New Haven Hospital and St. Vincent's Medical Center, and Fellow of the American Academy of Pediatrics, to guide FCA and shape policies and procedures. During the most difficult times, Dr. Small provided literally hundreds of hours of critically needed medical and public health guidance to FCA on how best to keep staff and clients safe and conducted numerous education sessions for our staff around the importance of wearing a mask and getting the vaccine.

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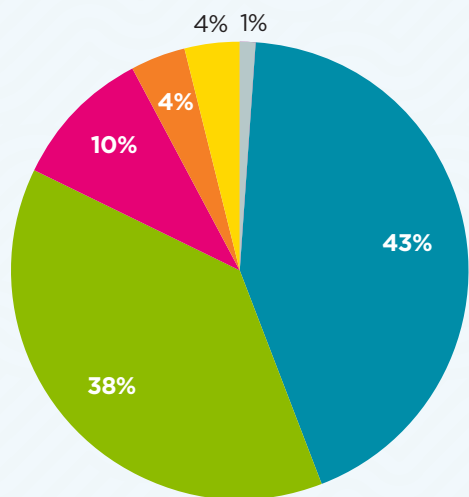


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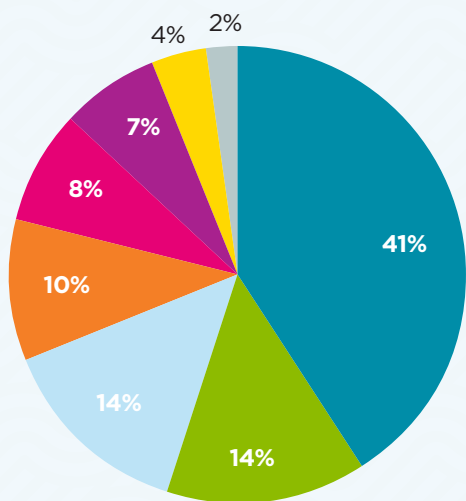
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Results are unaudited as of publication date. Complete financial statements audited by CliftonLarsonAllen are available upon request.



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Program Services	\$7,907,659
Government Grants	\$6,979,071
Private Grants	\$1,756,852
Contributions	\$699,444
Special Events	\$695,654
Investment Activities	+ \$138,245
	\$18,176,925



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