

Report to Our Community: A Year in Keeping Families Strong 2017



Letter from the Executive Director

Dear Friends,

Grateful for Your Generosity

While the needs are great in our community, the compassion, care and commitment that we have to each other is even stronger. The Laura Richardson Houghton Youth Center provided 19,625 meals and snacks in 2017, an increase in almost 4,000 meals and snacks from the previous year. In fact, the number has grown significantly the last three years in a row. It is only through the kindness of so many that we are able to serve the hearty, healthy food children need to thrive.

Your generosity is what makes it possible for Family Service Society to provide a broad array of children and family counseling and community services. We are thankful to local grant making agencies like United Way, foundations like Fund for Women and the Community Foundation of Elmira-Corning and the Finger Lakes. We are also thankful for the numerous sponsors and participants who support our annual fund raisers, *The Myron and Anne Crispino Chips Fore Children Memorial Golf Tournament* and *Bowl for Kids' Sake* that raise money for the youth center and Big Brothers Big Sisters. Thank you too for those who respond so generously to our annual appeal letter and through donations made throughout the year.

Volunteerism is also key. We are so appreciative of all those who volunteer their time to mentor youth, do the unglamorous work of cleaning up at the youth center and provide a hand during our annual Thanksgiving and Christmas dinners. You, together with our Board, Big Brothers Big Sisters Committee and hardworking staff make it all happen! Thank you.

Improving Access: A Strategic Priority

Greater access to services was a strategic priority in 2017. We improved access in several important ways. We started by purchasing property in downtown Bath near public transportation and within close proximity to other services many of our clients use in order to provide more convenient, accessible services. Our new building is warm and welcoming letting our clients know how much we value them. While purchasing the property, rather than renting, reflects our longstanding commitment to meet community needs in Bath and the surrounding area.

We also expanded insurance coverage to include Fidelis in our counseling services. Fidelis is the largest Managed Medicaid provider for people living in poverty in Steuben County. By accepting this coverage, we are able to offer quality mental health services to many more people in need.

We restructured our substance use prevention program this year as well, and as a result, were able to provide comprehensive, school based prevention education services to over 350 additional children in 2017-18 school year without any additional funding.

We updated our website making it more attractive and easier to navigate for people to gain access to our services. Our website provides linkages to other community services as well to assist people in finding other programs that could be of benefit to them. We established a bi-monthly newsletter to begin this February to better communicate the programs and services we offer, and agency leadership is involved in numerous local initiatives to better connect what we do with the work of others in our community. One initiative we are proud to be a part of is the Enough Abuse Campaign that provides education to the public on how each of us can help prevent child sexual abuse.

Our Professional Training Institute reached 546 mental health professionals in our region this year, offering licensure approved continuing education on a variety of clinical topics delivered by nationally and internationally renowned presenters. The Institute expanded in 2017 as well to provide greater access to quality training opportunities for local professionals. The new “Coffee and Continuing Education” series provides training in an abbreviated two hour format. The program was developed in response to feedback from agencies that employees often cannot get away for an entire day of training. This new model offers flexibility to meet the staff development needs of many human service workers unable to attend our traditional program.

The Professional Training Institute also provides trainings on site to local businesses, community agencies and schools. This year, Family Service Society was able to partner with the Corning Painted Post School District to provide suicide prevention training to over 700 school employees as well as support parents in better understanding how to recognize the signs of suicide and how to respond. Offering high quality, local training both deepens clinical expertise leading to better care and provides the community with the tools they need to more effectively respond to life challenges.

Building Resilience to Meet Community Needs in 2018

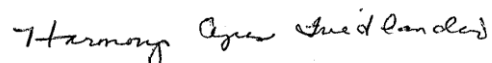
There is a strong correlation between trauma and poor outcomes across the lifespan. Many agencies in Steuben County are adopting a trauma informed lens as evidence mounts on the crucial role ACES or Adverse Childhood Experiences play later on in our adult lives. ACES, like being abused as a child or growing up with a parent who struggles with substance use, are related to greater risk in developing numerous health conditions, poor educational outcomes and financial instability in adulthood.

Increased risk however is only part of the story. The programs we provide help children and families develop the resilience they need to overcome life adversity. Mentorship programs like Big Brothers Big Sisters that ensure every child has at least one caring adult in their life, a parenting education program like Family Focus, that helps parents develop healthy and safe discipline strategies, professional counseling to address the impact of sexual abuse and other trauma like the Choice Program and a youth center and afterschool program that provide safe, educational and nurturing environments while parents are at work are all ways we contribute to building resilience for the future.

We will continue to develop our clinical skills in the treatment of complex trauma and improve the integration of our services with others in the community to better support families in crisis. We will explore additional ways to increase access to care like providing services right in family homes whenever possible and work to expand evidence based programs like Big Brothers Big Sisters that have a long history of promoting resilience in children.

Thank you for helping make 2017 a successful year in serving our community. We look forward to the year ahead in our partnership together as we support those most in need to develop the resilience necessary to overcome life challenges.

Sincerely,



Harmony Ayers-Friedlander, MPA, MA, LMHC

Who We Are

Our Purpose

To be the leader of professional counseling and community services.

Our Culture

Our environment will be one of cooperation, respect, trust, creativity and commitment.

Our Focus

Those we serve will be the focus of all we do and the heart of every decision made.

Our Goal

Provide services that empower individuals and families to deal more effectively with their challenges enhancing the quality of their lives.

[Click here for Family Service Society, Inc.'s mission, vision, and values.](#)

What We Do

Big Brothers Big Sisters

Laura Richardson Houghton Youth Center

Advantage After School Program

Substance Use Prevention Services

Bath PD Program

Youth Services

Family Focus

Parent Education Program

Counseling Services

Choice Counseling providing child sexual abuse treatment for victims and their families with separate specialized treatment for offenders

General Counseling providing family and children's therapy to the community

Professional Training Institute

Meeting the training needs of mental health professionals in the region.

Where We Are Going: Our Strategic Priorities

GROW EXPERTISE AND SPECIALIZATION

By further developing
niche services for high
needs families

BE THE PROVIDER OF CHOICE

By ensuring access to
quality family and
children's counseling
and community
services

OFFER SEAMLESS SERVICE DELIVERY

Where clients receive
coordinated services
that meet their most
pressing needs in order
to make lasting positive
change

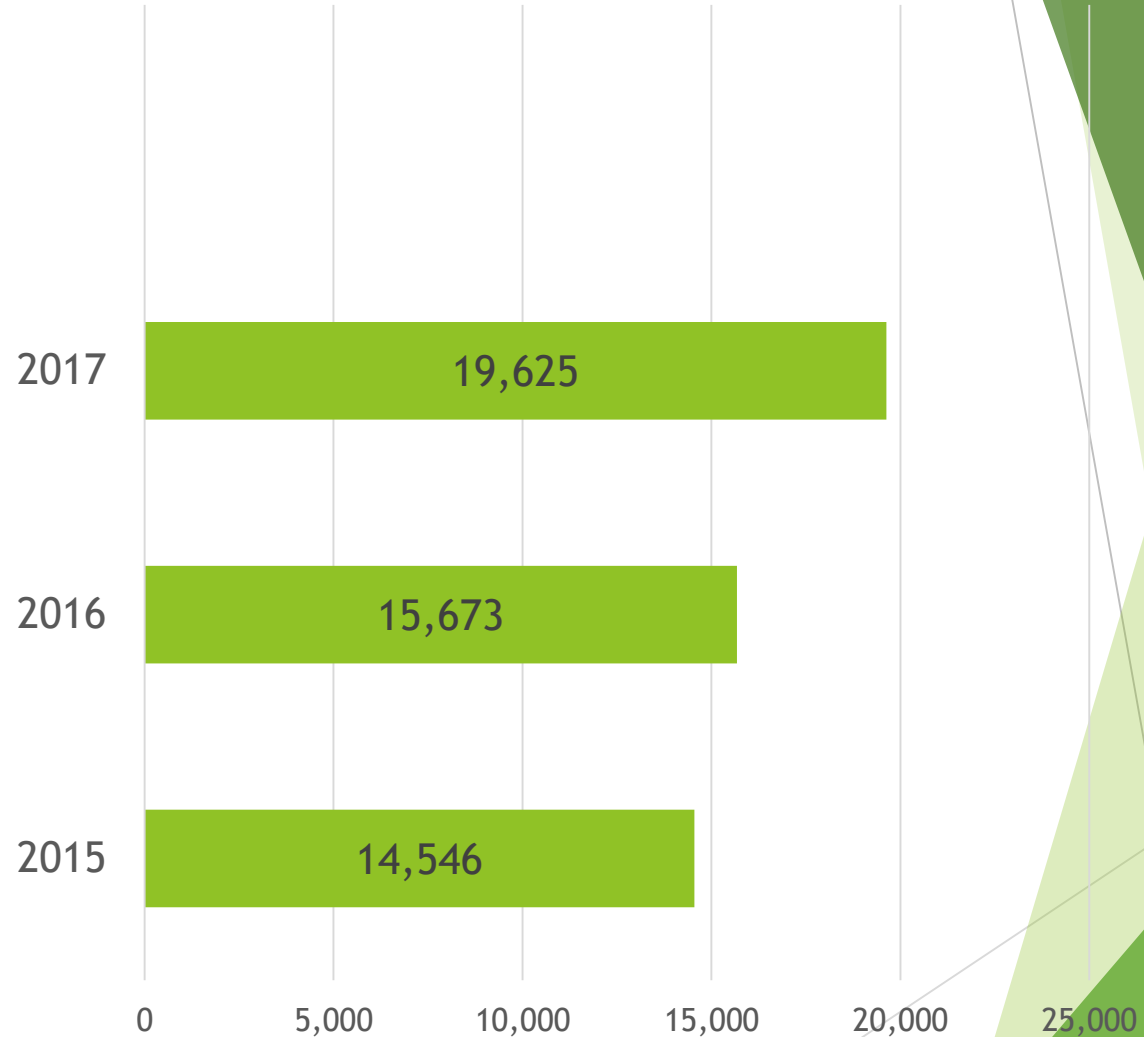
OUR IMPACT

Fighting Hunger at the Laura Richardson Houghton Youth Center

Food insecurity is related to absenteeism, smaller gains in math and reading, reduced rates of graduation. Children have increased health problems including asthma and a greater risk of developing anxiety, depression and other mental health conditions (American Youth Policy Forum, Food for Thought: How Food Insecurity Affects a Child's Education).

The Youth Center is serving more meals and snacks today than at any other time in the last decade. Healthy meals combined with learning opportunities give local kids a better chance at success in the future.

Increase in Meals & Snacks Served



The Youth Center Robotics Club Creating Learning Opportunities in Science, Technology, Engineering & Math





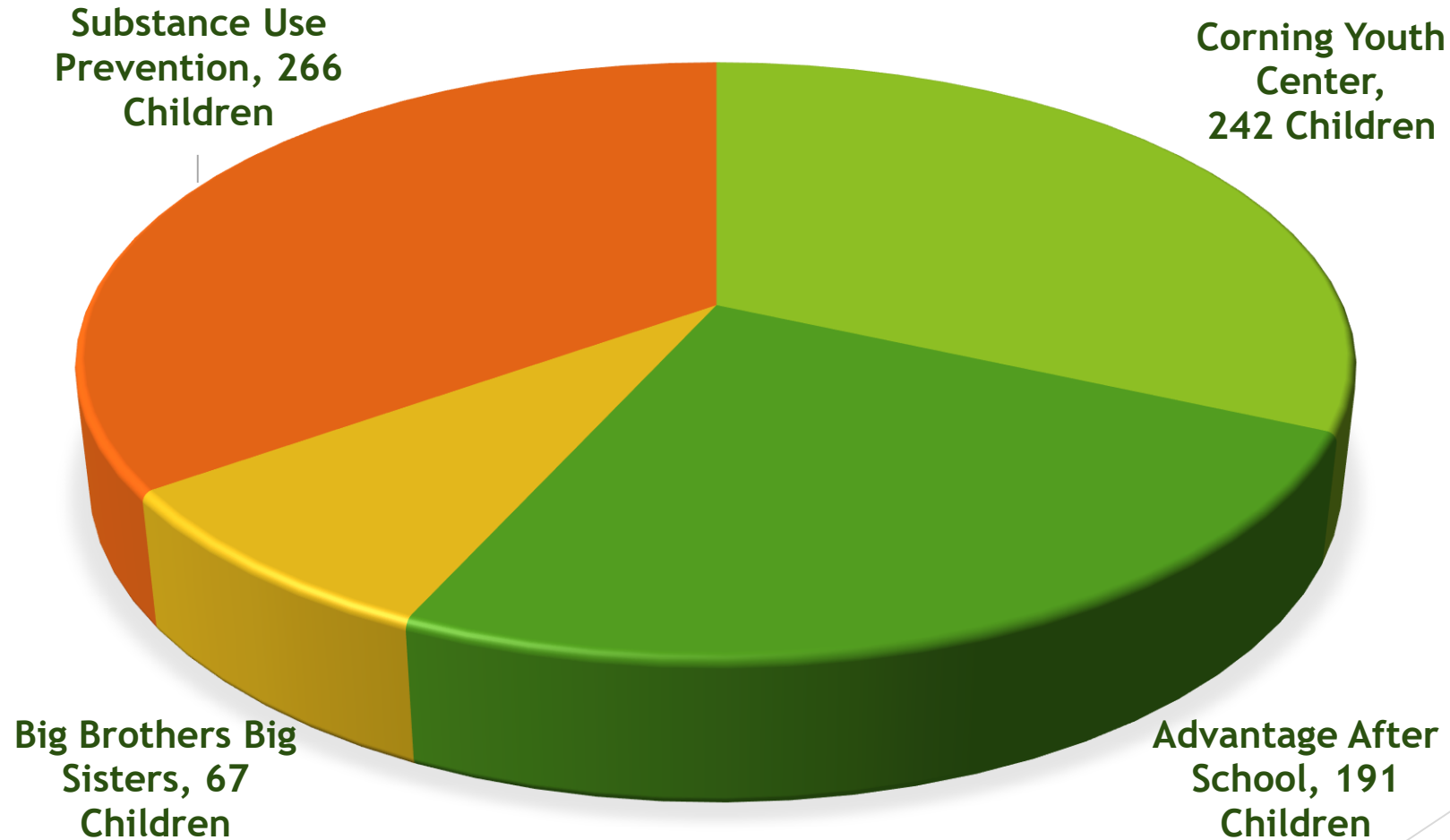
BIG BROTHERS BIG SISTERS

volunteer to start something

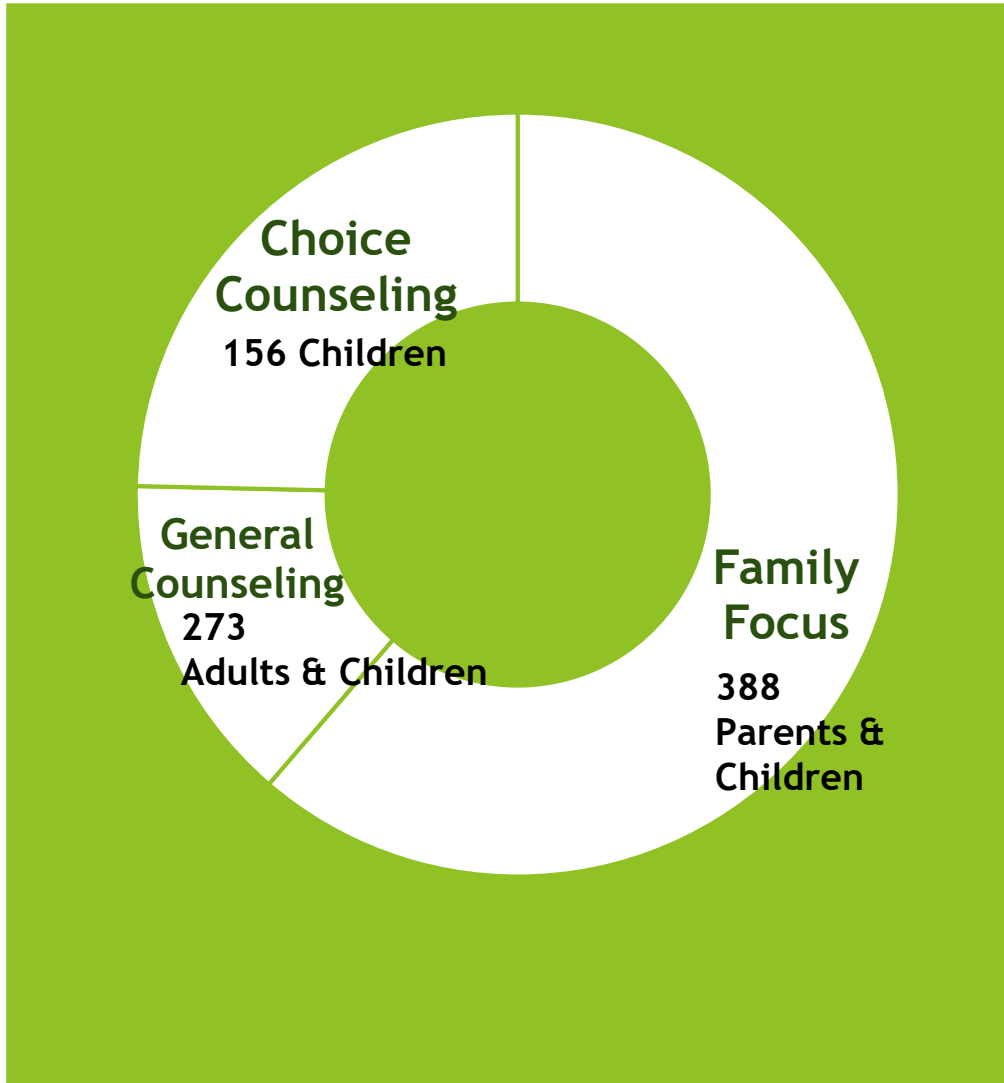
- ▶ 86% of Littles report having a strong or very strong relationship with their mentor
- ▶ 79% have positive attitudes about avoiding risky behaviors
- ▶ 88% expect to finish college
- ▶ 84% have improved in at least one core subject in school or maintained a B average or better.
- ▶ 74% showed an improved sense of social acceptance by peers
- ▶ 63% of Littles showed improvement in school attendance
- ▶ 82% of Bigs reported they feel their Little has made improvements since they started meeting
- ▶ 79% improved in parental trust
- ▶ 72% showed an improved confidence in academic abilities

BIG BROTHERS BIG SISTERS OF THE CENTRAL SOUTHERN TIER YOUTH OUTCOMES IN 2017

Youth Services: Meeting the social-emotional and recreational needs of 766 children in our community



Preventing Child Abuse and Improving Mental Health in our Community



Family Focus - Helping families under stress who are experiencing problems including child abuse and neglect

Choice Counseling - Providing child sexual abuse counseling and separate specialized services for offenders

General Counseling - Offering low cost treatment for general counseling needs and free counseling for victims of domestic violence

Expanding Access to Services in 2017



Purchase of Bath Property



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Updated Website

Expanding Access to Services in 2017

Accepting Fidelis Medicaid
Managed Care, Child Health
Plus and other Insurance
products in Counseling
Services



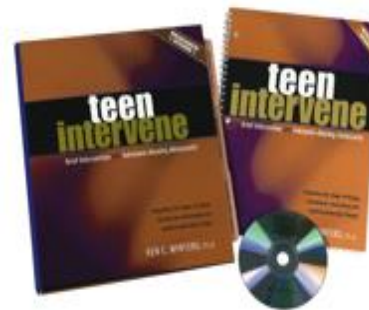
FIDELIS CARE®



Expansion of Professional
Training Institute to include
local trainings like the New
Coffee and Continuing
Education Series and School-
Based Suicide Prevention
Training

Expanded Prevention
Education Classes in local
school districts with 17 more
classes in 2017-18.

Implementing Teen Intervene
Early Intervention in 2018. An
early intervention program for
teens using alcohol or drugs.



Member of Steuben
County Substance
Abuse Prevention
Coalition

Recognizing Excellence: Choice Counseling

Providing quality services to families impacted by sexual abuse

Clinical Staff have Certificate in Trauma Focused Cognitive Behavioral Therapy

Receiving Trauma Informed Care & Counseling Certificate through the University of Buffalo



Member of Steuben County Enough Abuse Campaign Community Education to Prevent Child Sexual Abuse

<https://www.enoughabuse.org/states/new-york/steuben-yates-counties.html>



93% of the 87 children receiving sexual abuse counseling demonstrated improvement

Recognizing Excellence: Family Focus

Family Focus is a parenting education program that supports parents reducing the risk of child abuse



94% of parents actively engage in activities that support positive development in their children and

93% of parents practice appropriate, effective and non abusive parenting methods as a result of program participation

Based on United Way Annual Reporting July 2016-June 2017

Our Financials

Support and Revenue

| | |
|---------------------------------------|---------------------|
| School Programs | \$ 115,405 |
| Family Focus | 531,337 |
| Choice | 372,444 |
| Employee Assistance Program | 51,680 |
| Counseling Services | 269,688 |
| Youth Service Prevention Program | 128,623 |
| Laura Houghton Youth Center | 220,576 |
| Domestic Violence Program for Men | 21,091 |
| Big Brother/Big Sister | 84,513 |
| Parkway Elderly Housing | 8,385 |
| Professional Training Institute | 71,095 |
| Other Program Services | 178,301 |
| Interest Income | 1,276 |
| Unrealized gain (loss) on investments | 2,196 |
| Miscellaneous Agency Donations | 73,048 |
| Total Support and Revenue | \$ 2,129,658 |

Expenses

| | |
|----------------------------------|---------------------|
| General Counseling | \$ 272,635 |
| Choice | 370,899 |
| Family Focus | 531,513 |
| Youth Service Prevention Program | 129,057 |
| Laura Houghton Youth Center | 214,950 |
| Big Brother/Big Sister | 83,925 |
| All other Agency Programs | 422,355 |
| Total Program Services | \$ 2,025,334 |

Based on Audited Financial Statements for 2016

Celebrating A Century of Service 1918 to 2018

Our Focus in the Year Ahead

- ▶ Continue to develop counseling services to better meet the needs of children and families
- ▶ Expand Youth Services in communities with limited access to programs
- ▶ Deepen collaboration with community partners

“100 Years of Inspiring Better Tomorrows”