

2012 ANNUAL REPORT





Family
Resources
Community
Action **2012**
ANNUAL REPORT

Dear Friends and Colleagues,

I am pleased to share with you FRCA's 2012 Annual Report. As with most human service organizations, it has been a year of challenges and change. In the face of unprecedented human need, a great deal of which is tied to state and national economic conditions, we have seen continual funding reductions for human services for vulnerable families and individuals.

As state agencies systematically downsize their funding and personnel, the need for community based organizations to respond, adapt, and collaborate strategically with other non-profits to develop innovative flexible service approaches has become more important than ever.

While the crisis mode in which we live can bring opportunity for change, sometimes it simply creates more negative outcomes for vulnerable populations. The advocacy challenge we face is educating elected officials and the general public that investments in people be they affordable housing, employment and training, social services, healthcare or recovery support, will strengthen our local communities and Rhode Island as a whole in the long term.

Thank you for your interest and support of our mission and work at Family Resources Community Action and that of our many partners.

Respectfully submitted,

Benedict F. Lessing, Jr. MSW
Executive Director



**“Like slavery and apartheid, poverty is not natural.
It is man-made and it can be overcome and
eradicated by the actions of human beings.”**

**- Nelson Mandela,
South African Civil Rights Leader**



The Need

A victim of domestic violence, Cozette found the strength to leave her husband in order to have a more stable life with her three young children. Though this was best for her family, the move led to a drop in income and additional financial hardship when old household bills in her name went unpaid, creating back-payments of thousands of dollars. Cozette and her children became homeless and sought support from the Woonsocket Shelter.

Connecting to Supports

FRCA's Family Support Center staff helped Cozette develop a payment plan to address her back rent, and referred her to the agency's financial literacy classes for additional assistance. Cozette updated her skills through participation in a FRCA employment and training program.

In addition, Cozette received support from her Case Manager with a range of concerns, including referrals to programs to assist stabilizing her disabled eldest son and addressing barriers to securing permanent housing.

Outcome

The support enabled Cozette to pay off her debt and open a checking and savings account. With her financial situation improved, the family was able to move into an apartment. Through the transition, Cozette's Case Manager helped her advocate for her son so he could receive needed services. "Being connected to services really helped me," said Cozette. "Having my Case Manager made a huge difference. When things go wrong, I can call her. All my kids can talk to her. She is more than a social worker, she is a friend." Cozette, who wants to eventually go back to school in nursing or social work, acknowledged her progress. "I've come a long way," she said.

"Working with Cozette was easy because she had set goals for herself. Her kids are her priority. She knew what she wanted, but didn't know how to get there. She just needed help getting there."

-Cozette's Case Manager



The Need

Carmen had been working as a Certified Nursing Assistant (CNA) for six years before she was laid off in 2011. At the time, she had a young son and another child on the way. After months of seeking employment, she turned to the Department of Human Services for assistance until she was able to stabilize her family. A DHS worker told Carmen about programs offered at FRCA's Employment & Training Center.

Connecting to Supports

Carmen enrolled in FRCA's Healthcare Reimbursement Specialist program that provides job readiness training and prepares individuals for careers in the medical field. Carmen also received services through FRCA's Financial Opportunity Center including basic needs supports and assistance from a financial coach. "With two children, it is a challenge saving money for gas, diapers, and other

"I was disheartened when I lost my job. The FRCA staff worked with me, and helped make sure I was focused. I got the foundation I needed to prepare me for the workplace."

- Carmen, FRCA Employment & Training graduate

needs," Carmen said. "The financial coaching helped me set goals. I want to own a home. I want a backyard where my children can play."

Outcome

After graduating from the training program, Carmen secured a job as a scheduler at Comfort Keepers, a position in which she was able to use her background as a CNA and her newly acquired healthcare administration skills. With her job and ongoing financial coaching support, Carmen was able to improve her credit score, save money for a down payment and purchase a new car. "I love my job. I am so grateful to have this opportunity," she said. "My children were my motivation to study hard. I wanted to be a role model for them. All of the services really helped me. I wouldn't be where I am today without the support."





The Need

Tori and Brian noticed early on that their infant daughter Charlee was not progressing as expected, and soon learned she had Cerebral Palsy. "This was totally new territory for me, not only having a child, but having a child with special needs," said Tori. When Charlee was two months old, the family sought services from FRCA's Early Intervention Program that works with children with developmental needs and their families.

Connecting to Supports

Early Intervention assembled a team led by a Service Coordinator to work with Charlee and her family, providing education and supports and identifying strategies to support her in everyday routines and activities. Services included physical and occupational therapy to help

improve Charlee's motor skills and a speech therapy to support language skills. In addition, EI helped the family navigate complex systems, securing coverage for equipment through Katie Beckett and CEDARR and aiding the transition to the school department after ending Early Intervention. "It was a blessing to have this free service in the home," said Tori, who has since given birth to a son.

Outcome

With the support of EI services, Charlee has progressed in many areas, surpassing many of her goals. "Families don't always see the small changes that occur while developing language and motor skills. EI looks for these things," noted the EI Service Coordinator. "Tori is a great advocate for her daughter. Our goal is to help educate parents so they can advocate for their child when they leave EI." Tori also noted Charlee's progress. "We don't pamper her. We encourage independence," she said. "I see the range of motion improving. We are taking advantage of all available services. I want whatever is going to help Charlee be the best she can be."

"I'm in a much better place now. The Early Intervention staff is so supportive. It is more than just therapy."

- Tori,

Early Intervention Family



The Need

Many young people struggle to answer the question, "What do I want to do with my life?" Sean, age 20, was no exception. He had dropped out of high school and Job Corps, and had never held a job. In addition, some questionable choices had led to misdemeanor charges. In 2011, Sean came to FRCA's YouthWorks411 Center seeking guidance on getting his life on track.

Connecting to Supports

Youth Center staff enrolled Sean in the Young Adult Incentive Program funded by the Workforce Partnership of Greater Rhode Island, and he was placed at The Cakery, a local restaurant in Woonsocket for a six week paid internship. During this time, Sean successfully completed his GED. The following year, Sean's Case

Manager connected him to an interview for a 10 week paid internship at Electric Boat, a submarine building company in Quonset, through the Governor's Workforce Board. Prior to the interview, Sean completed job readiness training that helped him write his resume and prepared him for the interview process.

Outcome

After an extensive series of interviews, tours and background checks, Sean landed the Electric Boat internship. Due to his hard work and dedication, Sean was offered a permanent, full-time position that provides an opportunity for career advancement and securing advanced degrees at New England Tech. His job enabled Sean to move into an apartment. For the first time in his life, Sean has excellent health and dental benefits, and is on an exciting career path, one that he truly loves.

"The staff at FRCA helped me see my own potential, believed in me and gave me opportunities to believe in myself."

-Sean, FRCA Youth Center Participant



Array of Services



FRCA links individuals and families to an array of services to strengthen their condition and enhance their quality of life. FRCA approaches service delivery in a comprehensive manner, addressing short term needs while guiding people to resources to help them achieve longer-term stabilization. Because FRCA operates over 30 programs across many service areas (basic needs support, early childhood programs, substance abuse and recovery services, employment training, parenting support, shelter and supportive housing, child welfare, and more), individuals are seamlessly connected to a wide range of programs to assist themselves and their families.

FRCA is committed to working collaboratively with other organizations on the delivery of many of these services in order to maximize resources and attain the most positive outcomes for the people we serve. Additional information about FRCA's programs and services as well as a listing of the many partners with whom FRCA collaborates can be found on the agency's website at famresri.org.

Economic Opportunity & Stability

The **Family Support Center** served 4,237 households representing 6,858 individuals addressing a range of basic needs, including housing, utilities, food, and other crisis concerns.

The **Employment & Training Center** provided job-readiness and workforce development training for 66 individuals, 32 of whom obtained unsubsidized employment by the end of the program year. FRCA continued its partnership with St. Antoine Residence in support of its TEAMhealth CNA training and career laddering program. Fifty individuals completed the CNA training, all of whom secured employment.

A total of 165 individuals received services from the Woonsocket **Financial Opportunity Center** that offered financial literacy classes, one-on-one coaching and links to income supports, workforce development and educational opportunities. Over 200 individuals completed the four-week financial literacy workshop series, while 107 individuals received individualized financial coaching assistance. This project is in collaboration with NeighborWorks Blackstone River Valley.

The **Volunteer Income Tax Assistance (VITA)** program prepared 1,346 returns for low income individuals, returning over \$1.9 million to the community, \$825,000 of which was from Earned Income Tax Credits.



The Family Support Center made payments of over \$250,000 on behalf of vulnerable families for rent, utilities and basic needs, preventing many families from becoming homeless.

Family Stabilization & Permanency

The **Woonsocket Shelter**, including emergency apartments, provided over 24,000 bed nights of shelter to 258 individuals, including 133 children. Of the 96 adults who left the shelter or emergency apartments, 45 transitioned to permanent housing. The **Transitional Housing Program** served 18 new families. Of the 26 adults in families that left the program, 20 moved to permanent housing. The **Permanent Supportive Housing Program** served 15 single females, one male, and two families. Three of the six residents that left during the year transitioned to permanent housing.

The **Foster Family Support Program** served 50 kinship families who in turn cared for 54 children; this represents a 67% increase over the number of kinship families served last year.

The **Treatment Foster Care** program served 50 youth during the program year. Twenty youth were discharged, 19 of which were positive discharges. The average length of stay for all youth was 15.75 (down from 21.7 months from the prior year). This reduction is attributed to the team's focus on permanency and earlier engagement with biological families.

The **Family Care Community Partnership** and related programs in **Family Preservation** continued to be an important resource for families in crisis. Last year, 440 families referred to the northern FCCP were connected to one of the four partner agencies and received either screening or care coordination; 120 of these families were served by FRCA.



Stabilizing families and assuring permanency and well-being through customized, comprehensive services is at the core FRCA's philosophy.

Strengthening Infants/Toddlers, Youth, and Their Families

Over 90% of families served through FRCA's Early Intervention program stated they would recommend the program to other families.



The **Early Intervention** program that provides support to children with disabilities and their families served 520 children, a 13% increase from last fiscal year.

First Connections Infant/Toddler home-visiting program provided service to 661 children, helping to strengthen parent-child relationships during the crucial early years. **Healthy Families America** began services this year, providing home visitation support to mothers during the prenatal period through the child's third birthday.

The **YouthWorks411 Career Center** provided work-readiness, GED services, academic tutoring and career support to youth ages 14-24. Over 900 youth were open to the center, including 232 newly enrolled youth; 275 youth completed work-readiness training. **Project Impact** provided support for 59 pregnant and parenting teens and other young men and women who have dropped out of high school, 15 of whom earned their GEDs and 14 of whom secured permanent employment. **Youth Success** provided case management and GED support for 46 pregnant and parenting teens. Sixty youth participated in the **Summer Jobs Program**.

Recovery & Well-being



The **Access to Recovery** statewide Assessment and Care Coordination program served 1,144 individuals; FRCA provided substance abuse counseling services to 47 individuals during the fiscal year.

Access to Recovery consumers demonstrated significant gains in housing stability and employment as a result of the service linkages provided by this program.

The **Northern RI Visitation Center** provided services to 49 parents including six couples. Eight families were reunified during the year, and 13 families continued to work towards reunification.

The **Agape Center** provided one or more services to 264 individuals living with HIV/AIDS. Eighty six clients received over 4,200 hours of case management support, helping them remain stable. Additional services included on-site meals, access to food pantry and personal care products, and educational luncheons.

The Agape Center celebrated its 15th Anniversary in January 2013!

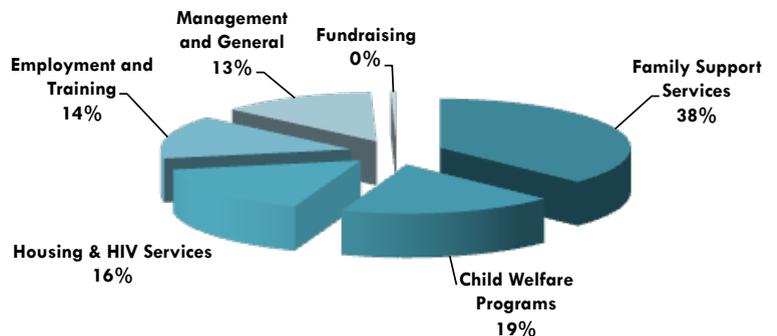
FRCA Has Highlighted Several Strategic Directions for 2013:

- Permanent supportive housing and case management resources for homeless men.
- On-the-Job training and internship opportunities for unemployed individuals.
- Mental health and recovery supports for individuals and families dealing with trauma and other complex needs.
- Financial literacy and other economic supports for low-income families and individuals.
- Community based permanency supports for families in the child welfare system.

Financial Statement

For The Year Ending June 30, 2012

Current Assets	1,040,543
Restricted Cash	-
Property and Equipment (net)	1,242,369
Investments Held in Perpetual Trusts	849,168
Total Assets	3,132,080
Current Liabilities	861,064
Long Term Debt	623,538
Total Liabilities	1,484,602
Unrestricted Net Assets	167,617
Invested in Facilities/Fixed Assets	589,738
Temporarily Restricted	40,955
Permanently Restricted	849,168
Total Net Assets	1,647,478
Total Net Assets and Liabilities	3,132,080



Total Expenses \$7,358,137 by Services

Administrative Offices, Family Support Center, Agape Center, Counseling Services

245 Main Street
Woonsocket, RI 02895
401.766.0900
www.famresri.org
www.facebook.com/familyresources

Adult and Youth Employment & Training Center, Financial Opportunity Center

55 Main Street
Woonsocket, RI 02895

Child Welfare Services

65 Main Street
Woonsocket, RI 02895

Early Intervention, Family Preservation, First Connections, Family Care Community Partnership

8 Court Street
Woonsocket, RI 02895

The Northern Rhode Island Visitation Center

31 Orchard Street
Woonsocket, RI 02895
401.769.4558

Emergency Shelter and Transitional/Permanent Supportive Housing

Woonsocket, RI 02895
401.767.0866

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RiverzEdge Arts Project



Family Resources Community Action



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** As of January, 2013*

Mission:

To strengthen families and individuals through social services, education and economic opportunity while respecting the dignity of the people we serve.

