THE FAMILY CENTER WORKS TO STRENGTHEN FAMILIES AFFECTED BY ILLNESS, CRISIS, OR LOSS TO CREATE A MORE SECURE PRESENT AND FUTURE FOR THEIR CHILDREN. WORKING WITH US, FAMILIES STAY STRONGER. LONGER.
THE FAMILY CENTER DOESN’T JUST DELIVER QUALITY SERVICES TO VULNERABLE FAMILIES; THEY ALSO EMBRACE CLIENTS WITH THE UTMOST COMPASSION AND PROFESSIONALISM WHILE STILL GETTING RESULTS.

—BARBARA YOUNGER, TRADING ASSOCIATE, DEERFIELD MANAGEMENT
The Family Center (TFC) helps New York City families in crisis stay stronger, longer with proven, comprehensive services that address healthcare, social, and legal needs and—above all—help establish and maintain stability in the lives of the children in these families. We help parents and caregivers facing life-threatening illness reduce the impact of their circumstances on the daily lives of their families.

Over 90% of our clients are single women raising children under age 18 years and living in poverty. With our help, critically- and terminally-ill parents and caregivers who cannot work are able to access services and benefits that prevent a complete family breakdown. We also provide a Buddy Program, which pairs adult mentors with children and provides the friendship, fun, and stability so desperately needed by a child in crisis. The Buddy Program reflects the hands-on, personalized, transformative nature of our work.

In 2012, our child welfare programs marked a 92% success rate helping families keep children out of foster care by creating safe, healthy homes. Our attorneys won 92% of cases for TFC clients on critical issues such as disability insurance and food stamps. Clients in our Diabetes Prevention and Control Walking Club covered the equivalent of two times around the earth, lost weight, and improved their blood-sugar levels significantly. These accomplishments are a few of the markers that demonstrate how our programs help families remain stable and productive.

The Family Center is always developing ways to help strengthen the New York City community, and this year, we are thrilled to be opening The Irene Leekong Health & Wellness Institute at The Family Center. This innovative institute is designed with the needs of our clients in mind and will offer a full range of counseling services to youth and their families who are struggling with mental illness. The new institute will serve 250 children and teens annually.

In 2014, we will celebrate our 20th year and helping over 10,000 New York clients! As we prepare for this exciting milestone, we reflect on all the vulnerable families who have grown stronger as we continue to help New York City families in need.

Sincerely,

Amy Yates Capone, Board Chair
Ivy Gamble Cobb, Executive Director

WE HAVE CLIENTS AND FORMER CLIENTS INVOLVED IN EVERY ASPECT OF THE FAMILY CENTER, INCLUDING OUR BOARD OF DIRECTORS, WHICH GIVES US A UNIQUE PERSPECTIVE INTO HOW WE CAN HELP FAMILIES...
Two Languages, One Bond

In October 2012, at the age of 11, Alexis moved to the United States from the Dominican Republic. He left behind the only home he had ever known. Saying goodbye to the grandparents who had raised him, Alexis joined his mother and three siblings in New York City. His world changed suddenly and radically.

Shy and Confused, a Child Struggles

Transitioning to the United States was a tremendous challenge for Alexis, which troubled his devoted mother. His siblings were strangers to Alexis and his struggle to bond with them caused family friction. Shy and unable to speak much English, Alexis couldn’t make friends. Confused by his new environment, he had trouble adapting to it. Not surprisingly, Alexis had a tough time concentrating in school.

An Unlikely Pair Really Clicks

A case planner in Family Net, a Family Center child welfare program, observed the family dynamic and made what would become a life-changing suggestion for Alexis: provide a Family Center Buddy. He was paired with Albert Meng, a member of the TFC Leadership Council. Alexis spoke but a few words of English, and Albert spoke no Spanish. Yet, the two connected immediately. Born and raised in New York, Albert is the son of Chinese immigrants and understood the monumental challenges Alexis was facing. Albert was patient and compassionate.

Spending time with his Buddy, Alexis was able to practice his English and explore his new hometown. He gained confidence and started to feel more at home in his family and his new country. He showed more interest in school, which thrilled his mom, who teaches her children that education is the cornerstone of a better life. In six months, Alexis developed a better relationship with his family and his test scores have gone up.

Much More English and a Dash of Chinese

Buddy Albert remains a driving force in the life of young Alexis as mentor, friend, motivator, and role model. Now 13, Alexis—who speaks English like a pro and has even learned a word or two of Chinese—is often heard telling people he really looks up to Albert. With the support of his family and Buddy, Alexis is on track to thrive and have a wonderful childhood and bright future.

“Thanks to the Family Center Buddy program, my Alexis is so much happier! He is speaking more English and doing better in school as a result.”

:: Aracelis, Alexis’s Mother
THE FAMILY CENTER
PROGRAMS AND SERVICES

Every day at The Family Center, we provide services that help strengthen and support families. Seeing the positive results of these programs reinforces how important they are to vulnerable New Yorkers. Our expert social, legal, and healthcare-coordination services help to keep vulnerable NYC families stronger, longer.

COUNSELING AND CASE MANAGEMENT

TFC clients are carefully assessed in order to provide counseling that meets their particular needs. Social workers work very closely with both families and individuals to work through acute and ongoing challenges in individual, family, and group counseling. All TFC staff members work with families to access crucial benefits for them, such as Social Security, Food Stamps, and Section 8 housing vouchers. We provide ongoing oversight of all the benefits provided.

PARENTING AND CHILD DEVELOPMENT

Early Support for Lifelong Success specifically addresses the well-being, school readiness, and safety of children aged 0 – 5 years who have experienced prenatal exposure to HIV. It also addresses keeping children at home and avoiding foster care. Children are given a developmental assessment and interventions as necessary. These interventions include art therapy and play therapy, which are truly valuable and proven modalities for children too young to articulate their struggles.

CHILD WELFARE SERVICES

The evidence-based programs of TFC provide intensive preventive services that keep children and teens in their homes, with their families, and out of foster care. We:
• Develop ways to minimize the challenges faced by teens struggling with truancy, substance abuse, and gang involvement
• Provide counseling for families with young children
• Serve as a designated provider of services by the NYC Administration for Children’s Services, for families with teens identifying as LGBT (Lesbian/Gay/Bisexual or Transgender)
• Provide services that include one-on-one counseling, family counseling, and case management
• Coordinate recreational activities that nurture and build family strength

LEGAL SERVICES

Attorneys represent our clients in court on the following issues:
• Long-range plans, such as standby guardianships and wills
• Family law, including child custody and visitation
• Income maintenance, including food stamps
• Housing, including eviction and repairs

HEALTH CARE COORDINATION

We provide intensive, individualized medical case-management for parents and caregivers with life-threatening illnesses, including cancer, HIV, and diabetes. All services are designed to meet each client’s unique needs. Our expert health professionals work with clients to obtain and maintain quality healthcare and utilize medication-adherence techniques. Clients also receive education in healthy lifestyle habits, including diet and exercise.

THE BUDDY PROGRAM

Children facing crisis or the loss of a loved one often need someone to talk to. The Buddy Program pairs adult volunteer mentors with children ages 6 through 16 years. Each mentor, or Buddy, provides a “Little Buddy” with friendship and positive new experiences, while serving as a role model. The Buddy experience is consistently cited by children as one of the most rewarding aspects of their lives.

“ I’M A SINGLE DAD AND JUST LOST MY PARTNER. IN ADDITION TO GRIEVING, MY DAUGHTER CLARISSA AND I HAD TO FIND A NEW PLACE TO LIVE. WITHOUT THE FAMILY CENTER, WE WOULD HAVE BEEN FORCED TO MOVE INTO A SHELTER. IN OUR NEW HOME, AND WITH FAMILY CENTER COUNSELING, WE CAN FOCUS ON MOURNING AND RECOVERING.”

ALFREDO, CLIENT

65% of 1,330 people screened for diabetes risk through 2012, 65% were diabetic or pre-diabetic.

275 individuals received health care coordination services via THE FAMILY CENTER in 2012 and experienced improved health as a result.

TFC WORKS CLOSERLY WITH FAMILIES AT RISK TO ENSURE A HEALTHIER LIFESTYLE, INCLUDING THE TREATMENT AND COUNSELING THEY NEED TO SUCCESSFULLY MANAGE THEIR ILLNESS.
The Family Center completes a comprehensive assessment of each client to determine their needs. A case planner then works personally with the client family to set up and follow through on the appropriate programs and services and ensure successful outcomes.

**HEALTH SERVICES**
- Leekong Mental Health Institute
- Health Management
- Medical Adherence
- Healthy Lifestyle Activities

**FAMILY SUPPORT**
- Parenting/Child Development
- Child Welfare Programs
- Counseling
- Art and Play Therapies

**LEGAL SERVICES**
- Wills
- Custody
- Social Security
- Food Stamps
- Housing
- Court Representation

**DEDICATED CASE MANAGER** is chosen

**INTAKE TEAM**
- Develops Plan

**ISSUES THAT BRING CLIENTS TO THE FAMILY CENTER**
- Include health and family crises

**HEALTH SERVICES**
- Leekong Mental Health Institute
- Health Management
- Medical Adherence
- Healthy Lifestyle Activities

**FAMILY SUPPORT**
- Parenting/Child Development
- Child Welfare Programs
- Counseling
- Art and Play Therapies

**LEGAL SERVICES**
- Wills
- Custody
- Social Security
- Food Stamps
- Housing
- Court Representation

**BUDDY PROGRAM**
- Positive Adult Role Model
- Friendship
- Mentoring

**DEDICATED CASE MANAGER IS CHOSEN**

**INTAKE TEAM DEVELOPS PLAN**

**THE FAMILY CENTER’S PASSION FOR KEEPING FAMILIES STRONGER, LONGER CONSTANTLY INSPIRES ME AND THE RESULTS ACHIEVED BY THE ORGANIZATION NEVER CEASE TO IMPRESS ME! THE PROGRAMS OFFERED BY THE FAMILY CENTER ARE INCREDIBLY TRANSFORMATIVE, AND THE STAFF IS TRULY DEDICATED TO PROVIDING EXCELLENT SERVICE TO THEIR CLIENTS.**

- Nicole Jala, Senior Contracts Manager, Google Inc.

**LEADERSHIP COUNCIL**
Local professionals passionate about The Family Center volunteer to raise awareness of our organization and fund for our work. Members host fundraising events and advocate for TTC with their corporate employers. Leadership Council members often participate in volunteer outings with client families, including picnics in the park, bowling, and holiday events.
As a child, I remember that my house was always welcoming to my friends. My grandmother always kept a door open, and an eye out, for the kids in the neighborhood. She felt that everyone deserved a safe place. The Irene Leekong Health & Wellness Institute at the Family Center will be built on that premise; we are creating a sanctuary for youth at risk and struggling with emotional issues.

- Arien Leekong, Managing Director, Highbridge Principle Strategies, The Family Center Board of Directors
CREDIT SUISSE’S FINANCIAL SUPPORT OF THE FAMILY CENTER’S VITAL MISSION IN SERVICE OF THEIR CLIENTS IS DRIVEN BY THE LONG-TERM INVOLVEMENT OF OUR EMPLOYEES WHO ARE MOTIVATED TO IMPROVE THE LIVES OF OTHERS THROUGH THEIR TIME AND TALENTS.  

ERIC ECKHOLDT, FOUNDATION EXECUTIVE DIRECTOR, CREDIT SUISSE AMERICAS

KEY FINANCIALS AND METRICS

<table>
<thead>
<tr>
<th>REVENUE AND OTHER SUPPORT</th>
<th>2011</th>
<th>2012</th>
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<tbody>
<tr>
<td>Government Grants</td>
<td>$3,607,546</td>
<td>$4,190,822</td>
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<tr>
<td>Foundation Income</td>
<td>$620,921</td>
<td>$665,979</td>
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<tr>
<td>Events and Other Income</td>
<td>$98,840</td>
<td>$110,777</td>
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<tr>
<td>Donations: Individual</td>
<td>$146,481</td>
<td>$109,956</td>
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<tr>
<td>Donations: Corporate</td>
<td>$133,316</td>
<td>$98,066</td>
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<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$4,602,104</strong></td>
<td><strong>$5,175,160</strong></td>
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EXPENSES

<table>
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<tr>
<th>PROGRAM SERVICES</th>
<th>2012</th>
<th>2012</th>
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<tbody>
<tr>
<td>Social Services</td>
<td>$2,541,913</td>
<td>$2,360,025</td>
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<tr>
<td>Legal Services</td>
<td>$96,124</td>
<td>$520,513</td>
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<tr>
<td>Child Welfare</td>
<td>$687,273</td>
<td>$1,218,734</td>
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<tr>
<td><strong>TOTAL PROGRAM SERVICES</strong></td>
<td><strong>$3,625,360</strong></td>
<td><strong>$4,099,272</strong></td>
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<table>
<thead>
<tr>
<th>SUPPORTING SERVICES</th>
<th>2012</th>
<th>2012</th>
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<tbody>
<tr>
<td>General and Administrative</td>
<td>$663,590</td>
<td>$663,452</td>
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<tr>
<td>Fundraising</td>
<td>$316,617</td>
<td>$415,723</td>
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<tr>
<td><strong>TOTAL SUPPORTING SERVICES</strong></td>
<td><strong>$980,207</strong></td>
<td><strong>$1,079,175</strong></td>
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**TOTAL EXPENSES**  
$4,605,567  
$5,178,447

Change in Net Assets  
$9,470  
$737

Net Assets Beginning  
$3,163,398  
$3,172,868

NET ASSETS ENDING  
$3,172,868  
$3,173,605

Chart showing revenue sources: 81% Government Grants, 13% Foundation Income, 2% Events & Other Income, 2% Corporate Donations, 2% Donations: Individual, 2% Donations: Corporate.

Chart showing expense sources: 21% Supporting Services, 79% Program Services.
Sibia was eight years old in 2012 when her mother, Suhanny, left for her native Honduras. Suhanny was dying of breast cancer and wanted to spend her last days in the country of her birth. Sibia’s younger sister went to Honduras, but passport issues kept Sibia at home. Suhanny died soon after leaving the U.S. Sibia never got to say goodbye to her mother, and she struggles with her loss to this day.

Thanks to a Family Center attorney, Sibia and her sister were able to stay out of foster care. They are being raised by their maternal grandmother, Glenda, who has legal custody. But Glenda noticed behavior issues in both girls following their mother’s death, and she sought help from us. We set the family up with a social worker, who provides both individual and family counseling to help the family process their grief and transition into their new lives. As a family, they also participate in Parents and Children Together, a TFC-art therapy group hosted by Free Arts NYC.

Ms. Gomez has joined the Adult Role Models program, which helps caregivers learn how to talk with children and teens about sex. Sibia has also been matched with a mentor through our Buddy Program. Recently, Sibia went with her Buddy to Take Your Mentee to Work Day. She was inspired and delighted to see her Buddy in action professionally. Sibia has also gone with her Buddy to the Museum of Modern Art, The Brooklyn Children’s Museum, and Prospect Park.

While Sibia has been participating in therapy and working through her grief, her passport issues have been resolved and she is able to travel internationally. Almost one year after losing her mother, Sibia can finally go, with her sister and grandmother, to Honduras. Although the trip will be sad in part, it will also be filled with the joy of connecting with family and being nurtured and supported by doting aunts, uncles, and cousins. Perhaps little Sibia will experience closure and feel able to move on with her life, just as her mother would want her to do.
WHERE YOUR MONEY GOES

When you support The Family Center, you support a person, a family, a community—you support New York City. Our services change the lives of children and families by providing networks of support for them. And everyone benefits when families are strong.

Here are some of the many ways in which your donation helps Families Stay Stronger, Longer.

<table>
<thead>
<tr>
<th>DONATION</th>
<th>DONATION IN ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50</td>
<td>Screening and training a buddy for a child</td>
</tr>
<tr>
<td>$100</td>
<td>Counseling session for a child grieving the death of a parent</td>
</tr>
<tr>
<td>$250</td>
<td>Legal representation at one family court appearance for the new caregiver of a child who recently lost a parent</td>
</tr>
<tr>
<td>$500</td>
<td>Play therapy supplies for 10 families affected by cancer and HIV</td>
</tr>
<tr>
<td>$1,000</td>
<td>One cycle of adolescent bereavement group sessions</td>
</tr>
<tr>
<td>$2,500</td>
<td>Legal representation and court fees associated with preventing eviction and keeping a family in their home</td>
</tr>
<tr>
<td>$5,000</td>
<td>One year of group therapy for a family of four</td>
</tr>
<tr>
<td>$10,000</td>
<td>Test kits to screen 1,000 parents living with diabetes</td>
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FINDING THE COURAGE TO BECOME A SURVIVOR

AS A BREAST CANCER SURVIVOR, I AM GRATEFUL TO THE FAMILY CENTER LEGAL SERVICES. THANKS TO THEM, I CAN SLEEP WELL AT NIGHT, KNOWING THERE’S A PLAN IN PLACE FOR MY DAUGHTER SHOULD ANYTHING HAPPEN TO ME.  

:: ALANTHESA PEÑA, BOARD MEMBER AND FORMER CLIENT

ONE DAY IN SEPTEMBER 2012, ADONIA, A YOUNG MOTHER FEARING FOR THE SAFETY OF HER CHILDREN AND HER LIFE, QUIETLY PACKED UP JUlia, AGED 2, AND JOSEPH, AGED 5, AND FLED HER HOME WHILE HER HUSBAND SLEPT. SHE HAD TO ESCAPE THE MAN WHO OFTEN ASSAULTED HER IN FRONT OF THE CHILDREN. AS AN IMMIGRANT FROM ARGENTINA, ADONIA KNEW NOTHING ABOUT HER RIGHTS AS A WIFE AND MOTHER. SHE JUST KNEW SHE HAD TO RUN.

EXPERIENCING SAFETY AND SECURITY FOR THE FIRST TIME

Adonia was referred to The Family Center by a city agency, and Case Planner Jessica Negron was assigned to the family. Jessica began to help Adonia immediately, securing safe and appropriate housing and setting up family counseling. Julia and Joseph had intensive play therapy to address all the violence they had witnessed, while TFC educated Adonia about her rights.

JOSEPH STRUGGLES, BUT FINDS HIS WAY

Joseph had a difficult time understanding and adapting to his new situation. He was confused and angry. Court-ordered visits with his father upset him greatly, and after the visits, he would be physically aggressive toward his mother. Once, he came home from a visit and said he wanted to become a police officer, so he could “get a gun and shoot” his father. To make matters worse for Joseph, his father tried to take him out of school without permission on several occasions. The Family Center stepped in and began an ongoing collaboration with the school to ensure Joseph’s safety. At the same time, we matched Joseph with a mentor in our Buddy Program. Now, he experiences a positive, adult male role model with whom he talks and spends time. Our educational advocacy and therapy were effective, and Joseph’s behavior began to improve. Thanks to counseling and spending time with his Buddy, Joseph now has a loving, strong relationship with both parents.

ADONIA FINDS STRENGTH AND A POSITIVE NEW OUTLOOK

With the help of The Family Center and Jessica, Adonia has learned to advocate for herself and her family. She has become so empowered by working with us that she has begun a legal petition to receive child support for her children. Adonia says with pride, “Before I came to The Family Center, I considered myself a victim. Now I know that I am a strong survivor.” We know how brave she is, and we are proud of her, too! We also know that the strength Adonia has gained over the past year will sustain her and her children as they move forward.

WORKING WITH ADONIA WAS SO REWARDING. THROUGH OUR WORK TOGETHER AT THE FAMILY CENTER, I SAW HER BLOSSOM INTO A STRONG WOMAN, MOTHER, AND ADVOCATE FOR HER FAMILY.

:: JESSICA NEGROV, FAMILY CENTER CASE PLANNER

92%

In 2012, attorneys advocating for TFC clients won 92% of their cases, which resulted in over $1.7 million in awards for families.

“"
In June 2012, Christina walked into the New York City Administration for Children’s Services (ACS) and asked to place her teenage son, Christopher, in foster care. Routinely truant from school, Christina’s son was also smoking marijuana and behaving aggressively toward her and Christopher’s stepfather. To her surprise, ACS referred Christina to The Family Center, an organization she had never heard of. ACS explained that TFC might be able to resolve Christopher’s troublesome behavior and activities, so that he could remain at home.

A young man inspired to rethink his life

Child welfare worker Edward Taylor began to work with Christopher, his mother, and his siblings. Edward counseled Christopher individually and the whole family together.

Dedicated to helping young males like Christopher, Edward talked about the impact of drugs on his own family. He explained that his older brother died tragically because of his involvement with drugs.

Just like Christopher, Edward’s older brother fought frequently with his stepfather. But when Edward’s brother died, his stepfather was overwhelmed by grief and filled with remorse and regrets.

Making positive choices and changes

Edward’s story had a powerful impact on Christopher, who realized immediately that he was walking the path of Edward’s older brother. He began to change for the better.

Christopher’s behavior has improved gradually, and profoundly. He no longer uses drugs and he has a much more positive attitude about school. His improvement in behavior and activities has inspired a more positive attitude toward him by his stepfather. With Edward’s ongoing support and input, Christina’s family is staying together. Christopher and his stepfather are slowly making amends and repairing their relationship, and there is a much-cherished peace at home.

With the help of The Family Center, one more child stays out of the foster care system.

Through our child welfare programs, in 2012 we were able to keep 384 children with their families, a 92% success rate.
A LITTLE GIRL GROWS UP STRONG

Erica, 24, was mommy’s little girl. She and her mother were inseparable and simply adored each other. Because a brother with extreme special needs had to live apart, Erica experienced life as an only child, and she and mom Adrianna were best friends. But Adrianna was terminally ill and her health was declining; she knew she would not always be around for her little girl. When Erica was 8, Adrianna enrolled with The Family Center to obtain vital health and legal services. To assure that Erica would always be taken care of, Family Center attorneys helped Adrianna create and execute guardianship papers, for which a beloved aunt was chosen. At the same time, Erica was paired with a TFC Buddy and found great comfort in having someone to turn to as her mother grew sicker.

LEARNING ABOUT LIFE WHILE HAVING A LITTLE FUN

The Family Center also sent Erica to camp for three summers in a row. She fondly remembers horseback riding, swimming, and socializing with lots of kids her age. Having grown up as an only child, she also learned the valuable lessons of sharing and negotiating social situations. And during those busy, action-packed summers, Erica found her tenacity and strong spirit.

Erica and Adrianna had 4 more years together, but the loving little girl was just 12 when she lost her devoted mother. She moved to Virginia to live with her aunt, who showered her with affection and support as they both moved through their grief.

THE ESSENCE OF TFC IN ACTION

Today, Erica is a productive member of the community. She works at New York University Medical Center and is studying for a Bachelor’s degree in health-care management. She readily acknowledges the positive effect of TFC on her life, which she demonstrates by paying it forward. Five months ago, her brother became a father. Unfortunately, neither he nor the baby’s mother is able to take care of the baby, but Erica has stepped in to do so. Scooping up nephew Noel from the hospital a few days after he was born, Erica is bravely stepping up to the task of being a working mother. She laughs and sighs at the same time when she says, “It hasn’t been easy, but every time Noel looks up at me and smiles I’m reminded of how blessed I am to have him in my life.” Erica will take wonderful care of this little boy, because she knows firsthand the extraordinary, positive impact of supporting a young life.

“IT WAS A HARD TIME FOR ME, BECAUSE MY MOM WAS SICK AND IN AND OUT OF THE HOSPITAL. BUT MY BUDDY WAS SOMEONE I COULD TALK TO, AND THE FAMILY CENTER WAS ALWAYS THERE FOR ME.” — ERICA

In 2012, TFC Served its 10,000th Client.