



ANNUAL REPORT

2020/21

“

The Family Center provided my family with services, allowing us all to work through and share our pain with other traumatized community members. I joined many [Family Center] groups... In a world that is not always friendly, welcoming and safe for people like me, I found a place where I could proudly be a woman of color.

– Carolynne, Board member and client

”



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Audited Financials
& Donor Lists
2021

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“

I have been through nine surgeries in the past three years. Because of The Family Center, I had support every step of the way. I'm still healing. I'm back at work. I graduated culinary school. Every day, I'm thankful.

—Bertina, client

”



As you our supporters know, the Covid-19 pandemic has been terribly challenging for The Family Center clients, their children and families. Many face illness and loss. Others confront sharp increases in food and income insecurity. Everyone fears for themselves and those they love.

If Covid-19 proved anything, it's that **New Yorkers can count on The Family Center** in times of trouble. Shifting as many services as possible to virtual in March 2020, we transitioned rapidly with minimal disruptions to clients. We leveraged relationships and funding streams to accommodate clients' need to stay healthy and home, while still receiving critical services. Notably, **The Family Center's office never closed**, and many staff continued providing in-person services when the health and safety of clients and staff could be ensured.

In May 2020, The Family Center learned that the federal Substance Abuse Mental Health Services Administration had awarded us a grant to open a Certified Community Behavioral Health Clinic. Known as Healthy Branches, this program provides New Yorkers and their families with integrated behavioral health services, including medication assisted treatment. This is a pivotal step in The Family Center's almost 30-year journey to provide New Yorkers and their families with integrated care that positively, sustainably impacts their health.

Thank you again for your interest and investment in The Family Center and our work. We hope you enjoy our stories on the following pages of this Annual Report.

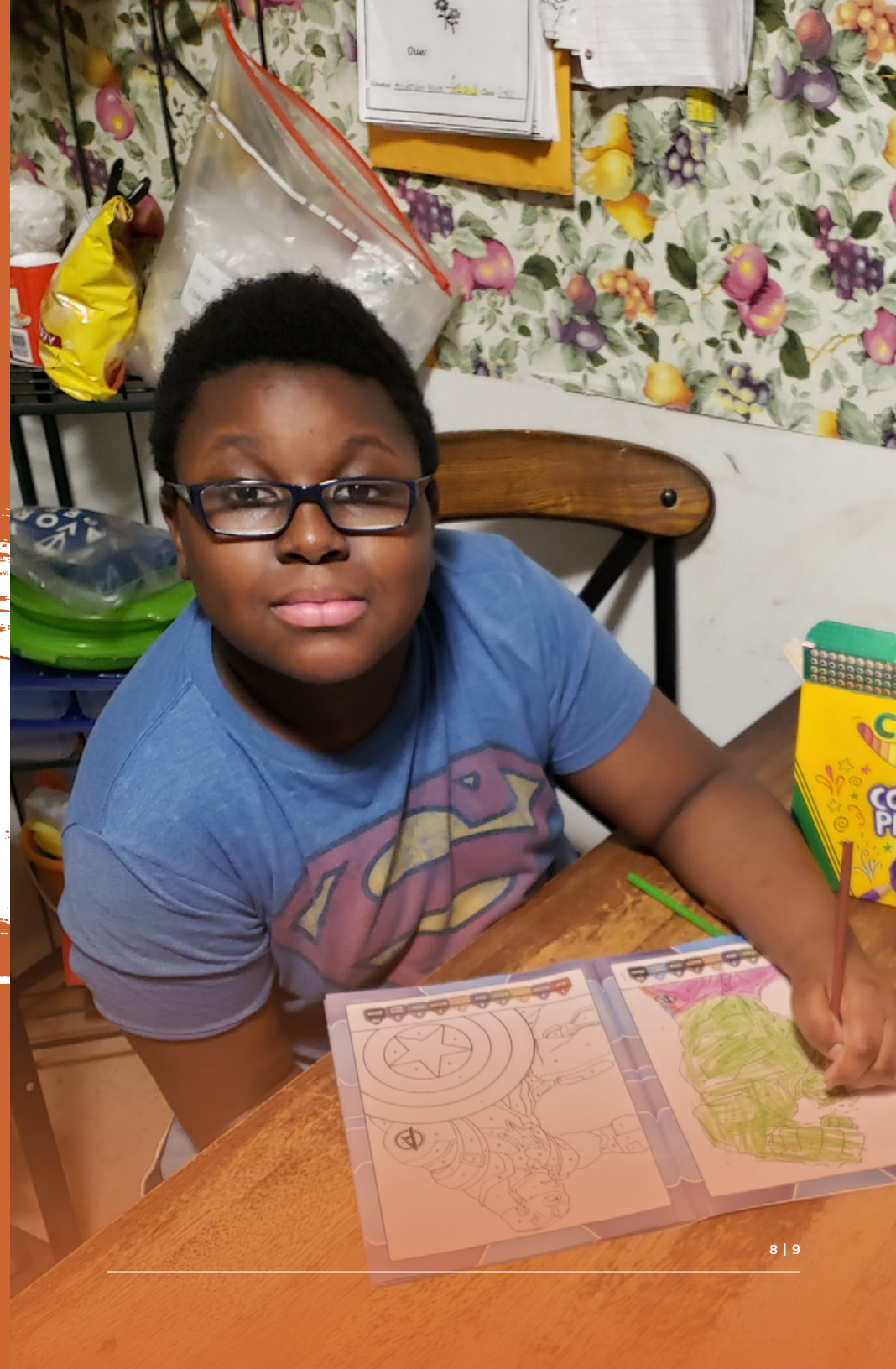
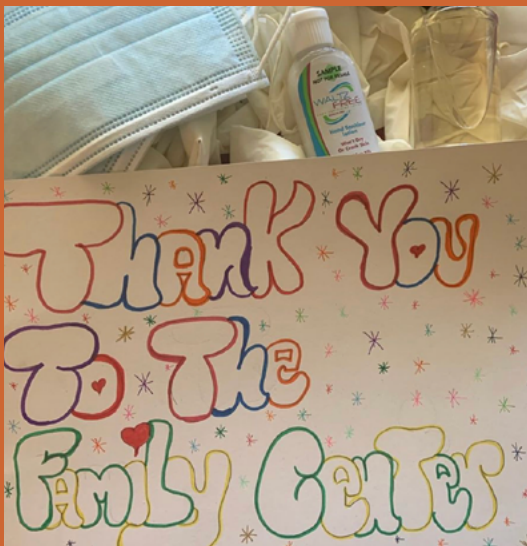
Sincerely,

Joel M. Field, III, Board Chair

Ivy Gamble Cobb, LMSW Executive Director

FRAMING THE CONTEXT: WE RESPONDED

When Covid-19 began impacting NYC, The Family Center transitioned the majority of our clients to virtual HIPAA-compliant services. A NYS-designated essential business entity, we never closed. While direct service staff continued much in-person field work with our clients and their families, operations staff steadfastly supported their work: coming into the office and ensuring the right infrastructure was in place for The Family Center to continue operating.



The Family Center also launched multiple new Covid anxiety virtual support groups, including one for monolingual Spanish-speaking clients: "Grupo de Apoyo: Enfrentando Momentos Dificiles." Our Covid-19 relief work addressed clients' concrete needs: sending hundreds of client households care packages

containing food and essential items like diapers and toilet paper. Many care packages also contained board games and puzzles to help reduce stress and boredom, and bring families together. Hundreds more client households received packages of PPE, many delivered directly to clients' homes by masked staff.



To allow our staff to safely return to our office, The Family Center restructured and redesigned the interior of our space. This involved accounting for social distancing between staff, clients and any visitors to our building. It also entailed an extensive HVAC upgrade to our entire office so that circulating air is regularly sanitized and safe for everyone present.

As of January 2021, all Family Center staff are back in the office on a hybrid work schedule that allows for social distancing. Our clients have the option to return to in-person too. The Family Center recognizes the human need to connect. In addition to providing high-quality efficacious services, we aim to connect with our clients whenever possible.



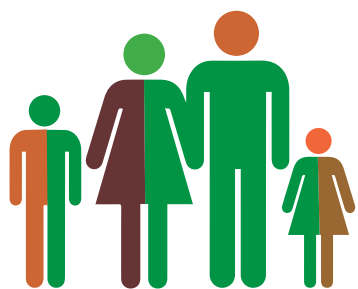
DIVERSITY, EQUITY & INCLUSION

After George Floyd's murder, The Family Center did more than email all clients about our commitment to continuing our anti-racist work strengthening New Yorkers of color and their families. The Family Center has worked at the intersection of health and racial justice for over twenty-five years. Yet, we know that we all still have work to do.

To raise funds and awareness for The Family Center's anti-racist work, our Leadership Council launched their *Stand with Us* campaign. In spring and summer 2020, *Stand with Us* raised thousands of dollars online and

reached thousands of New Yorkers and Americans with messages about The Family Center and our work.

Also in 2020, The Family Center launched a Diversity, Equity and Inclusion initiative, auditing our policies and procedures, and setting goals around our racial equity work. Led by a nationally-recognized expert, this initiative involved developing metrics for measuring The Family Center's progress and guiding our future work. The resultant Racial Equity Action Plan is providing a solid foundation for The Family Center's future.



PROGRAMMING OUTCOMES

The Family Center has not only continued serving vulnerable New Yorkers during the pandemic and unrest following George Floyd's murder. We also continue achieving positive, sustainable outcomes on behalf of our clients. Below are just a few examples of how The Family Center persisted despite the great adversities faced in the last two years:

Over \$3.6M secured in affirmative judgments, payments and benefits, as well as savings and resources retained for clients by our attorneys (during a time when many courts were barely open).

3.6
MILLION

More than 640 HIV-positive New Yorkers and their families were provided with case management, counseling and other supportive services.

Expert psychiatric and psychological counseling services, as well as medication management and other supportive services, were provided to over 735 children, teens and their parents/caregivers struggling with mental and behavioral health challenges.



640
HIV POSITIVE

An entirely new Family Center program, Healthy Branches, dedicated exclusively to Central Brooklyn residents struggling with substance use disorders and/or severe mental health challenges, was launched. Read about it on page 20!



735
CHILDREN



PROGRAMMING

Healthy Branches

This Family Center program provides integrated services to children and adults with complex, severe, or co-occurring mental and behavioral health diagnoses. Programming includes a full range of integrated mental and behavioral health care, substance use treatments, and primary medical care screenings and assessments. This is our latest program –read more about Healthy Branches on page 20!

Irene LeeKong Health & Wellness Institute

Our NYS-licensed mental health clinic provides individual and group mental health treatment including psychiatric services for children and teens with mental and behavioral disorders that are less severe than those treated through Healthy Branches. Specialized programming includes Project Bienestar, which provides free, mental health treatment and psychiatric services for unaccompanied immigrant minors.



Health Promotion & Education Services

For HIV-positive New Yorkers and their families, these include treatment adherence support, supportive counseling, and connection with primary care. The Family Center also runs The Positive Life Workshop (TPLW): a peer-led group workshop that promotes support, connection, and healthy living skills.



Legal Wellness Institute

Through LWI, The Family Center provides accessible, holistic civil legal services to low-income New Yorkers and families affected by serious illness and disability. Our attorneys practice in the areas of Family Law, Lifetime Planning, Income Maintenance & Public Benefits, and Housing Law.



Caregiver & Parenting Support Services

The Family Center provides supportive counseling, case management, advocacy, and groups for families in which children are raised by someone other than biological parents, often due to death, illness, incarceration, or abuse/neglect.



WELCOME HEALTHY BRANCHES!

Healthy Branches provides New Yorkers and their families with integrated behavioral health services, including:

- Substance use disorder treatment,
- Mental health counseling and medication management, and
- Primary medical care screenings and assessments.

Our ability to offer these new Healthy Branches services is the culmination of years of planning and lots of teamwork. In 2019, The Family Center was accepted into the Morgan Stanley Strategy Challenge. As a result of the Challenge, The Family Center received incredibly useful tools to assess both partnership opportunities and financial models of new programming. Thanks to this foundational work, The Family Center now serves more New Yorkers through Healthy Branches!





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 NYS Unified Court System
 US Department of Health & Human Services, Substance Abuse
 and Mental Health Services Administration, Center for Mental
 Health Services

AUDITED FINANCIALS 2020

Revenue and Other support

Government Grants	\$4,898,597
Contributions	\$859,361
Mental Health Clinic program fees	\$539,949
In-kind contributions	\$0
Interest and other income	\$14,053
Special events	\$212,647
Total Revenue and Other Support	\$6,524,607

Expenses

Program Services

Social Services	\$1,672,837
Legal Services	\$684,298
Child Welfare	\$1,307,747
Health & Wellness Institute	\$808,527
Total Program Services	\$4,473,409

Supporting Services

General and Administrative	\$1,224,111
Fundraising	\$373,494
Total Supporting Services	\$1,597,605

Total Expenses

\$6,071,014

Change in Net Assets	\$453,593
Net Assets Beginning	\$2,148,818
Net Assets Ending	\$2,602,411

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 Mental Health Services

AUDITED FINANCIALS FOR 2021

Revenue and Other support

Government Grants	\$4,442,467
Contributions	\$1,246,200
Paycheck Protection Program	\$751,942
Mental Health Clinic program fees	\$581,945
In-kind contributions	\$46,300
Interest and other income	\$3,692
Special events	\$65,399
Total Revenue and Other Support	\$7,137,945

Expenses

Program Services

Social Services	\$1,356,425
Legal Services	\$852,040
Behavioral Health Services	\$2,401,673
Total Program Services	\$4,610,138

Supporting Services

General and Administrative	\$1,209,878
Fundraising	\$336,529
Total Supporting Services	\$1,546,407

Total Expenses

\$6,156,545

Change in Net Assets	\$981,400
Net Assets Beginning	\$2,602,411
Net Assets Ending	\$3,583,811

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“

...The Family Center doesn't just take care of the children – the whole family receives support. The Family Center nurtured me. Thanks to encouragement from The Family Center, I returned to school and got my undergraduate degree. I went onto achieve my Master's degree in Social Work with the hopes of paying forward what I received.

– Tina, founding Consumer Advisory Committee member

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