

2018 Annual Report

A Partnership Ready to Adapt to Changing Times



**CONNECTICUT COUNCIL OF
FAMILY SERVICE
AGENCIES**

Strengthening Connecticut's Families



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Welcome Note

A letter from CCFSA President & CEO William J. Hass, Ph.D. and Chairman of the Board of Directors, Barry Simon.

Like many nonprofit organizations over the past few years, the CT Council of Family Service Agencies (CCFSA), has experienced the turbulence of the environment in which we work to meet the many needs of Connecticut's children and families. Challenges abound; from limited funding, increased demand for services, hiring and retaining quality staff, increased regulation and reporting, technology needs, and general increasing cost of doing business. Organizational sustainability is becoming more difficult on a daily basis.

Today, CCFSA approaches the challenge head on, and achieves the goal of sustainability through innovation, strategic partnerships, and entrepreneurial energy. To be a successful organization, the Council acts proactively, is agile, and ready to adapt to the changing times.

CCFSA has created a coordinated statewide social service partnership that can meet the needs of CT's families, many of whom are challenged financially, mentally, physically and have been raised in poverty, with little hope of escape. Our partnership consists of 15 high performing, accredited organizations that are mission focused with staff who are passionate about their work. The strong relationships among its network partners enhances the quality of the network. The CCFSA partnership has adopted a new business model. As a partnership, we are cost effective, outcomes driven and collaborative minded which enables the Council to be able to bring innovative and effective solutions to the problems presented by our clients, one client at a time.

Our advocacy work is designed so that the Council can empower our clients by finding ways for them to communicate their needs to those who make decisions about policies that significantly impact their lives. CCFSA also aligns its legislative agenda not only with that of its network partners but also with organizations like the CT Alliance for Nonprofits and CT Association of Human Services in order to amplify our advocacy voice.

CCFSA has been and will continue to be a champion of children and families throughout CT. We continue to serve over 180,000 annually, provide services at more than 100 locations statewide, employ over 4600 individuals and engage 5000 plus volunteers a year. All network partners are accredited by one of three national accrediting bodies, demonstrating a high quality of service.

We appreciate the support of our funders, nonprofit colleagues and the nonprofit community. It supports us to continue to help those who we serve to improve their quality of life.



President & CEO, CCFSA

William J. Hass
William J. Hass, Ph.D.

President & CEO, Oak Hill; Board Chair

Barry Simon
Barry Simon, MA, MPA

About CCFSA

Mission

The mission of the Council is to be the premier resource to strengthen CT's diverse individuals and families, and the communities in which they live. To accomplish this mission, we will build network partners' capacity for collaboration and innovation; advocate for the development of State and Federal policies that will foster the well-being of CT's children, adults, and families; develop and provide services that empower them to move toward self-reliance and healthy interdependence; and be relevant and responsive to CT's diverse populations.

About CCFSA's Partnership

Cost Efficient

By contracting with one organization, funders receive the benefit of an efficient statewide service delivery system.'

Statewide Impact

CCFSA's network partners provide services that reach children and families living in all 8 counties.

Outcomes Driven

Outcomes are embedded in the DNA of every program at CCFSA. Our network partners provide significant return on investment.

Strong Relationships

CCFSA has partnered with the Dept. of Social Services, Dept. of Labor, and Court Support Services Division for over 25 Years.

Program Database

CCFSA uses a centralized performance management system, Efforts to Outcomes, to collect and track data to drive continuous quality improvement.

Consistent Services

Partner network implements one model across all sites. CCFSA provides program design and management, centralized fiscal administration, and quality assurance.

Our Network Partners:

Serve
180,000+ people
Annually

Provide Services at
more than 100 locations
across Connecticut

Engage
5,000+ volunteers
annually

Employ
4,600+ individuals
throughout CT

Are all
state licensed & nationally
accredited

Have more than
\$250 million
in annual revenue

Our Network Partners



www.ccaoh.org



www.ccfairfield.org



www.ccfns.org



www.familycenters.org



www.familyandchildrensagency.org



www.intercommunityct.org



www.jfshartford.org



www.jfsnh.org



www.ctjfs.org



www.klingberg.org



www.lifebridgect.org



www.newtownyouthandfamilyservices.org



www.oakhillct.org








www.unitedservicesct.org



www.thevillage.org

Services Provided by

							
STABLE	Family Support	Adoption	✓	✓	✓		✓
		Basic Needs	✓	✓	✓	✓	✓
		Case Management	✓	✓	✓	✓	✓
		Domestic Violence	✓		✓		
		Foster Care	✓				✓
		Housing	✓		✓	✓	✓
		Immigration	✓	✓	✓		
		Preservation/Stabilization	✓	✓	✓	✓	✓
		Support Groups	✓	✓	✓	✓	✓
HEALTHY	Behavioral Health & Addiction Services	Addiction Treatment	✓	✓	✓		✓
		Children	✓	✓	✓	✓	✓
		Family	✓	✓	✓	✓	✓
		Group	✓	✓	✓	✓	✓
		Individual	✓	✓	✓	✓	✓
	Health	Elderly Services	✓		✓	✓	✓
		Health Services	✓	✓	✓	✓	
		Residential Services	✓				
SAFE and THRIVING	Education	Early Childhood	✓		✓	✓	
		Employment	✓		✓	✓	
		Family Financial	✓	✓	✓	✓	✓
		Parenting Programs	✓	✓	✓	✓	✓
	Youth Development	Educational Programs	✓			✓	✓
		Justice Involved	✓				
		Mentoring	✓				

Our Network Partners

InterCommunity Community Health Solutions	Jewish Family Services Enhancing Possibility	JEWISH FAMILY SERVICE OF HAVARAH AND BAY AREA	ELIYAH & JACOB SCHWARTZ JEWISH FAMILY SERVICE OF FAIRFIELD COUNTY	KLINGBERG FAMILY CENTERS	LifeBridge Community Services	Newtown Youth & Family Services	Oak Hill Empowering People With Disabilities	United Services, Inc. Creating healthy communities	The Village So every child believes in tomorrow
		✓		✓					✓
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Advocacy


CCFSA provides a unified and expert voice on policy issues facing children and families throughout CT. CCFSA understands the many complex challenges facing children and families. It effectively communicates and advocates for services and supports to meet those needs. CCFSA provides input on policies and programs

through engagement with both Executive Branch state agencies and legislators. CCFSA is a proactive partner with government, working to ensure that policies and financial support are aligned to provide high quality services and meet meaningful outcomes for children, families, and individuals throughout CT.

CCFSA has monitored over 200 legislative proposals this session which had potential impact on our partner agencies or the 180,000+ individuals we serve. We provided 15 sets of testimony for the legislative committees and met directly with more than 50 legislators.

CCFSA's staff, board members, and agency leadership hold leadership positions on the Governor's Cabinet for Nonprofit Health and Human Services. CCFSA is strongly represented by staff and partner agencies in efforts to streamline the state's licensing and certification. During the 2017 Legislative Session, Special Act No. 17-21 was passed, establishing a

working group to review the licensure and certification process for certain nonprofit community providers. The partnership between state agency leadership and nonprofit provider leaders led to groundbreaking improvements in the licensing and certification process, which will save significant time and financial resources for providers and improve service delivery for clients.



"When I thought there was no hope, the Safety Net Program, came to my door and relieved my stress. It wasn't easy and neither was it just handed to me. There were criteria's I had to meet and goals I had to complete before any assistance. Because now I am determined and want the best for my children. I would do anything for them. The Safety Net Program, gave me motivation. My Case Manager wanted me to move forward and helped me to do better for my family and me."

-- TANF Case Management Client

Programs

CCFSA is focused on meeting the needs of Connecticut's children and families. By partnering with the network, CCFSA offers programs and services that help meet the basic needs of Connecticut's residents and build the capacity of the agencies who serve them.

Housing Mobility Counseling

The Housing Mobility Counseling and Search Assistance program provides free tenant education, mobility counseling and housing search assistance for eligible participants in the Department of Housing's rent subsidy programs: Section 8 Housing Choice Program and Rental Assistance Program (RAP). Services emphasize mobility moves from areas of low opportunity to those of higher opportunity, with a priority placed on serving families with young children.



CCFSA and its network partners believe that people deserve safe and stable housing in communities where they can live and thrive, and where opportunities are equitable. Research shows that where families live strongly influences their likelihood of success with regards to education, health, employment, and overall self-sufficiency. Access to secure, stable, and appropriate housing can be the catalyst that lifts a family out of poverty.

Services are managed under CCFSA's administrative umbrella and are focused in Hartford, Stamford/Norwalk, and Waterbury.

Counseling Services

CCFSA's partnership is the statewide provider of therapeutic counseling services through funding from the Department of Social Services (DSS) under the federal Social Service Block Grant. The program provides clinical counseling services for vulnerable families struggling with poverty with a focus on those who are uninsured.

The program helps clients reduce barriers to healthy marital, parenting, and family relationships and improve overall behavioral health. Licensed clinical therapists provide counseling throughout CT in a CCFSA partner outpatient clinic. The program is offered consistently across the state and CCFSA partner agencies share best practices and tools to help strengthen families through this collaborative effort.



TANF Case Management

The Temporary Assistance to Needy Families Case Management Program (TANF-CM), formerly known as the Safety Net Program, is a statewide home-based case management and basic needs support program designed to promote self-sufficiency and child well-being.

The program assists recipients of Temporary Family Assistance through intensive, solution-focused case management and care coordination to identify and reduce barriers to sustained employment, increase access to community resources, and nurture child development.

TANF-CM Family Story

“Marie” is a 26 year old single mother with two children under age five, and pregnant with her third. She had limited family support. She feared for her family’s safety given the prevalence of drug use in her apartment building. She had exhausted all of her cash assistance and was asking for help. Through the TANF Case Manager’s coaching and assistance with navigating multiple education and service systems, the mother applied for the Housing Choice Voucher, secured an apartment in a safe neighborhood, learned basic budgeting skills, and engaged in mental health counseling.



By the time she exited the TANF CM program the mother was employed, had signed up for GED classes and, with the support of her employer, intends to get her CNA to pursue additional opportunities as a nurse assistant.

Strengthening Families by Building Resilience

Our Approach:

- Family Centered
- Strength-Based
- Culturally and Linguistically Sensitive
- Multi-Generational
- Collaborative
- Home-Based
- Results Driven

Our Areas of Service:

- Goal Setting to Manage Barriers
- Budgeting and Housing Needs
- Managing Work and Life
- Transportation Problems
- Communication Skills
- Developing Job Skills
- Self-Advocacy
- Resources
- Life Skills

Parent Education Program

The Parenting Education Program (PEP) is court-manated for all adults filing for divorce that have children under the age of eighteen. It's a class designed to educate adults about the many issues children face when their family situation changes. The program trains participants about how to help children adjust in a healthy way to divorce or living apart from a parent.

The program includes information about children's developmental stages, helping children adjust to parent separation, cooperative parenting, conflict management and dispute resolution techniques, guidelines for scheduling parent access, and stress reduction for children.

CCFSA has partnered with the CT Judicial branch for 25 years to provide comprehensive parent education that helps Connecticut's children and families thrive.

Taught
427+
PEP Classes

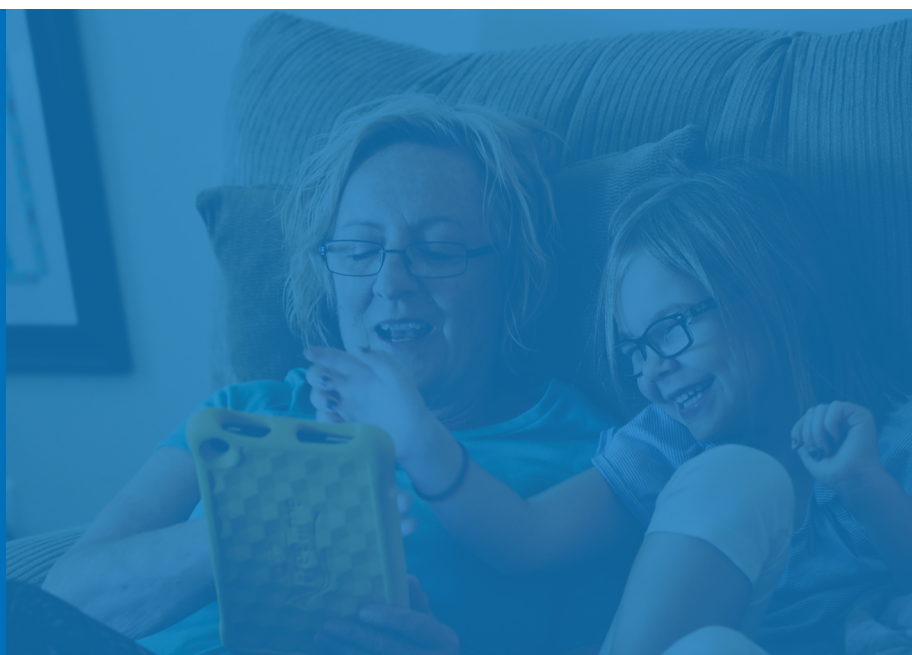
In FY 2018, CCFSA's network of partners provided classes in all of Connecticut's 13 judicial districts. The statewide reach of CCFSA's partners is essential for making sure that all families are served.

Educated
3,125+
Parents

More than 3,125 parents completed the 6-hour training program in FY 2018. All are now equipped with enhanced parenting and communication skills to support their new family situation.

What They Learn

- What is Divorce or Family Disruption Like for Kids?
- What do Children Need to Help Them Deal With Divorce or Family Disruption?
- Developmental Stages of Children and Their Reactions to Divorce and Family Disruption
- Loss and the Grieving Process
- Skills for Talking and Listening with Children
- How to Talk to Children about the Divorce or Separation
- Dealing with Anger and Conflict Resolution
- Divorce "Games" Parents and Children Play
- Custody and Parenting Plans
- Parallel and Cooperative Parenting



Legislative Agenda

The CT Council of Family Service Agencies (CCFSA) is an innovative and efficient statewide provider network offering high quality, outcome-driven human services focused on strengthening CT's families and communities. We support policies that strengthen the services we provide to more than 180,000 people in CT each year and the family service agencies that provide those services. As a result of CCFSA's rigorous standards, we represent the most highly qualified of CT providers producing the strongest outcomes in the areas of child welfare, mental health, intellectual disabilities and substance use services. CCFSA's statewide human service delivery network partners strengthen communities across the state through collaboration of local service providers under one centralized administrative system for program management, fiscal oversight and data/ quality assurance.

CCFSA should be utilized by policy makers as a resource and thought-leader in issues related to the complex needs of children and families across CT.


CCFSA strongly supports State and National public policy that promotes a partnership between government and nonprofit human service agencies that collectively provide for the stability, self-sufficiency, health and hopeful future of children and families.

In order to achieve personal wellbeing for CT residents, CCFSA is promoting the following public policy priorities for 2019:

- 1. Government should support high quality programs and services that strengthen CT's families and communities.**
 - Funding should be targeted to effective statewide services that strengthen families, particularly those like CCFSA's TANF Case Management Program, which uses a 2 Generation approach to break the cycle of poverty among the highest need families across CT;
 - Resources should be prioritized to support the health and stability of families related to housing such as the Housing Mobility Counseling Program, which helps reduce generational poverty by supporting families in accessing appropriate housing for their families.
- 2. Funding should support a stable human service delivery system through reimbursement models which cover the costs of providing quality services to vulnerable children, families and individuals.**

Public policy, government contracts and funding should be provided to allow individuals and families to:

- Access vital services such as behavioral healthcare, case management, housing, employment, early care, education, child development, residential and day programming as well as adaptive technology for people with disabilities, nutrition services, foster care, healthcare and other human services
- Move from dependence to self-sufficiency;
- Reduce poverty and increase equity;
- Minimize crisis by funding prevention and early intervention services



"The Safety Net Program gave me a head start in life. The Safety Net Program placed me in the position I am today. I am working full-time and attending school part-time. The Safety Net Program assisted me with multiple job listings, referrals, basic needs, utility bills, rent and food vouchers when I was extremely low on food for my children."

-- TANF Case Management Client

3. Resource allocation and program evaluation should be based on dynamic, outcome and data-driven systems.

- Funding decisions should take into account program effectiveness and should focus on return on investment in driving towards population-level results.
- Government should consider short-term and long-term impact on consumers and communities when making investments in programs and services.

4. Government should invest in models of collaboration, innovation and efficiency in the delivery of human services.

- Government policies should encourage innovative service models utilizing best practices that allow providers to achieve desired results in cost-effective ways. Public policy should support efforts to drive towards efficiency in service delivery, administration and contracting.
- Government should be flexible and creative in its approach to service delivery to foster innovation.

5. Policies should support collaboration between government and human service providers as a best practice for systems improvement.

- Administrative efficiencies should be identified and supported, such as the Licensure and Certification Workgroup's efforts to streamline the provider licensing process, which was a collaboration between state agencies and providers through a Lean management process to streamline and align the licensure process.
- Recommendations of the Governor's Cabinet on Nonprofit Health and Human Services to improve contracting, reimbursement systems, data collection and workforce development should be supported and the model of collaboration and partnership between state agencies and providers should be more broadly utilized as a best practice.
- Policies should provide flexibility in budgeting to allow contractors to make the best use of government funding, including reinvestment of savings to support long-term stability and sustainability of the system.
- Maximize access to bonding and other funding for capital improvements, technology and other long-term needs.

Annual Awards

Each year, CCFSA recognizes the work that elected officials and staff at our partner agencies do in support of Connecticut's children and families.

Family Legislator of the Year

This award is given annually to a State of Connecticut Legislator or Congressional delegate who has demonstrated leadership in promoting public policy that strengthens families across our state.

The Connecticut Council of Family Service Agencies (CCFSA) has given State Representative Jay Case (R- Winsted) its 2018 Annual Family Legislator of the Year award because of his unwavering support of CCFSA's mission to strengthen the state's diverse individuals and families, and the communities in which they live. Rep. Case serves as Ranking Member of the Legislature's Human Services Committee. He also serves on the Internship and Appropriations Committees. In addition to his role as state representative, Case is a Board Member of the ARC of Litchfield County (LARC) and has volunteered with Special Olympics Connecticut.



Rep. Case is also a co-founder of the legislature's Intellectual and Developmental Disabilities (I/DD) Caucus. This bi-partisan caucus works on shaping public policy based on the needs and input from the I/DD community in order to strengthen the safety net, which directly aligns with the overall mission of CCFSA.

"Representative Case is a true advocate for human services. In light of difficult budget constraints, he continually supports measures to provide resources to programs that strengthen the safety net. He promotes the use of outcome data to drive funding decisions and emphasizes the value of collaboration and innovation, as demonstrated by CCFSA's network human service delivery model.

The Connecticut Council of Family Service Agencies is appreciative of Representative Case's ongoing efforts to ensure essential, high quality services are available to the 180,000 children and families we serve," said Alyssa Goduti, former President and CEO of CCFSA.

"It is an honor to be named Family Legislator of the Year. CCFSA does an amazing job providing educational resources and programs to Connecticut's diverse and growing number of families. Ensuring funding is available for such programs are legislative priorities of mine. In addition to services, CCFSA leads advocacy efforts, on behalf of their membership, about the importance of programs that serve and support the state's most vulnerable children and families. It is a pleasure to work with CCFSA and its Member Agencies to connect people with life improving services."

-- State Representative Jay Case

Family Champion

At this annual event, CCFSA recognizes a Board and staff member from each agency who have demonstrated a commitment to empowering families and building strong communities. Family Champions go above and beyond the call of duty to embrace the agency mission and positively impact the lives of families.

Since 2006, the Celebration of Family Champions has become an opportunity for The Council to recognize two individuals from each partner agency who have gone above and beyond the call of duty to strengthen and support families in Connecticut.

To celebrate these family champions we first recognize that it is a person's individual talent, skill and dedication that changes lives forever. Each of the councils 2018 champions achieved this honor in their own personal way, by demonstrating the best of what their agency has to offer, consistently giving more, reaching further, and taking bold steps to strengthen and improve the lives of families throughout our state.



William J. Hass, Ph.D., former President & CEO of Lifebridge Community Services, (photoed above, second from the left) was given the Lifetime Achievement award for his years of service advocating for Connecticut families.

MEET THE INDIVIDUALS WHO ARE THE “BEST OF THE BEST” IN THE FIELD OF FAMILY SERVICES IN CONNECTICUT FOR 2018

Catholic Charities, Archdiocese of Hartford

John Ruben Flores, Board Member
Christina Jimenez-Colon, Staff Member
Margarita Morales, Staff Member
Nilda Morales-Rivera, Staff Member
Nelly Castro, Staff Member
Joel Cruz, Staff Member

Catholic Charities, Diocese of Norwich

Monsignor Leszek T. Janik, J.C.L., V.G., Board Member
Cindy Mageski, Staff Member

Catholic Charities of Fairfield County

Charles Coretto, Staff Member
Larry & Meg Riefberg, Volunteers

Family and Children's Agency, Inc.

Trish Weber, Board Member
Lisa Habasinski, Staff Member

Family Centers, Inc.

Terri Walker, Board Member
Tania Recinos, Staff Member

InterCommunity, Inc.

Matthew M. Kurtz, Ph.D., Board Member
Alaina Crawford, BS, Staff Member

Schoke Jewish Family Service

Edith Samers, Board Member
Vanessa Butler, Staff Member

Jewish Family Services of Greater Hartford

Robert Preminger, Board Member
Svetlana Berlinsky, LCSW, Staff Member

Jewish Family Services of Greater New Haven

Linda Randell, Board Member
Rachel Scolnic Dobin, Staff Member

Klingberg Family Centers

Natalie Lynne Smith, Board Member
Timothy Conaway, Staff Member

LifeBridge Community Services

Jeanne Breen, M.D., Board Member
Iraida Negron, Staff Member

Newtown Youth & Family Services

Martha Shilstone, LCSW, Staff Member
Nereida Medina, M.Ed., Staff Member

Oak Hill

Karen Neag, Volunteer
Shanna York, Staff Member

United Services, Inc.

Sheldon Mossberg, Board Member
Mary E. Allard, Staff Member

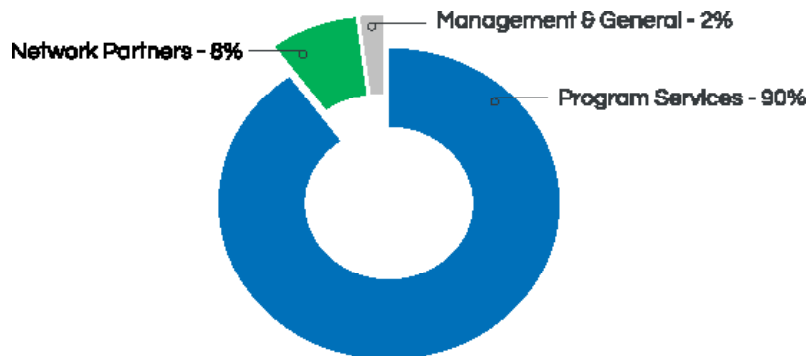
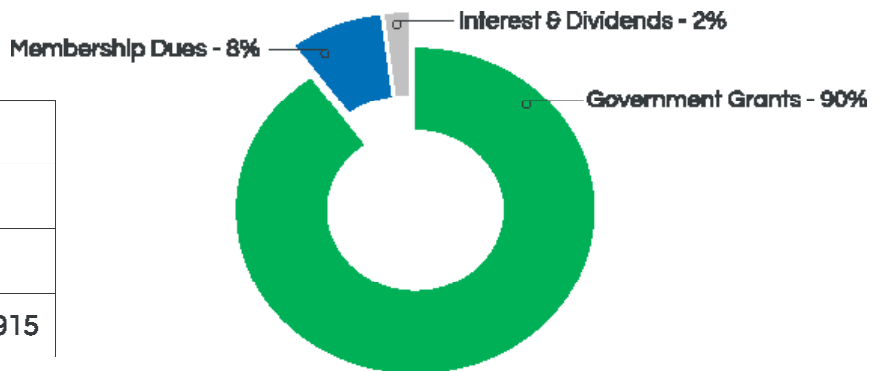
Village for Families and Children

David L. Friar, Board Member
Melissa Aiello, Staff Member

Financials

Revenue & Support

Government Grants	90%
Membership Dues	8%
Interest & Dividends	2%
Total	\$2,234,915



Functional Expenses

Program Services	90%
Network Partners	8%
Management & General	2%
Total	\$2,175,306

We Gratefully Acknowledge the Ongoing Support of the Following Partners



Our Team

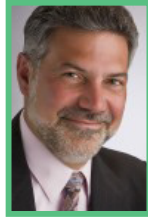
Board of Directors



Chair
Barry Simon
President & CEO
Oak Hill



Vice Chair
Marek Kukulka
CEO
Catholic Charities,
Archdiocese Htfd



Vice Chair
Steve Girelli, Ph.D.
President & CEO
Klingberg
Family Centers



Secretary
Rob F. Cashel, LCSW
President & CEO
Family & Children's
Agency, Inc



Treasurer
Robert Arnold
President & CEO
Family Centers, Inc



At Large
Diane Manning
President & CEO
United Services, Inc



Ed Tessman
Executive Director
Catholic Charities,
Diocese of Norwich



Alan Mathis
President & CEO
Lifebridge
Community Services



Galo Rodriguez
President & CEO
Village for Families
and Children



Amy G. Rashba, LCSW
CEO
Jewish Family Service
of New Haven



Al Barber
President
Catholic Charities
of Fairfield County



Candice Bohr
Executive Director
Newtown Youth and
Family Services



Anne Danaher
CEO
Jewish Family Service
of Greater Hartford



Matt Greenberg
CEO
Elayne and James Schoke
Jewish Family Service
of Fairfield County



**Kimberly Beauregard,
LCSW**
President & CEO
InterCommunity, Inc.

CCFSA Leadership Staff



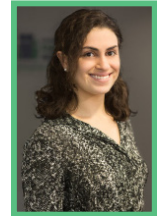
William J. Hass, Ph.D.
President & CEO



Beverly Malinowski
*Director of Finance &
Administration*



Cindy Guerrieri
*Director of Programs & Business
Development*



Cassandra DeFelice
*Quality Assurance & Data
Specialist*



CONNECTICUT COUNCIL OF
FAMILY SERVICE
AGENCIES

Helping Families Weather Tomorrow's Storms

www.ctfsa.org | info@ctfsa.org

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