



FOR BRIGHTER FUTURES

**Family** **Service**
of Rhode Island

1st OF ITS KIND IN RHODE ISLAND!

New! The Trauma and Loss Center

The Trauma and Loss Center provides follow-up treatment and wrap-around support to children and families harmed by violence.

We are the only program in Rhode Island to use the cutting-edge treatments of **Dr. Alicia Lieberman**, a national expert in trauma in the very young. We are investigating and implementing proven trauma treatment models and techniques that are culturally appropriate and effective for children at all stages of development.



Police as Partners Helping Kids . . .

1st IN RHODE ISLAND! NATIONAL BEST PRACTICE MODEL.

The Police Go Team: Responding day or night, 365 days a year, our Police Go Team provides immediate on-scene crisis intervention, assistance, and language support to children and families who are victims of violence. In 2004, our Team responded to 58 incidents.



Our Police Go Team is the *only emergency response program of its kind in Rhode Island*. It is also the only Yale Child Development – Community Policing Program site in Rhode Island. Yale is the National Center for Children Exposed to Violence.

1st IN RHODE ISLAND!

New! On the Beat

Bilingual staff rides with Providence police to reach families *before* violence explodes and gets them help.

New! In the Schools

Staff works with student resource officers from the Providence police in 15 Providence public schools to help students *before* they get into serious trouble.

New! In the Neighborhoods

Staff attends neighborhood meetings to help residents resolve problems and get needed services.

New! Planning Together

Staff participates in weekly Providence Police Command Conferences to intervene in neighborhoods *before* crises erupt.

New! Training

Staff trains new recruits at the Providence Police Academy and Camp Varnum, experienced officers in Sergeant's Class, and VISTA volunteers assigned to police substations.

Picking Up the Pieces...



After the Pawtucket Mercury Contamination

Making daily crisis intervention, counseling, emergency child-care and after-school care, transportation, and support services available on-site to the 60 displaced families throughout their long ordeal.

After the Station Nightclub Fire

Even after the second anniversary of Rhode Island's worst disaster, we continue providing mental health counseling and support services to the survivors and families of the victims. Assistance is now focused on long-term recovery especially for the 170 children who lost one or both parents.

Preparing for Emergencies – Big or Small . . .

In Your Home or Family

Clients may directly speak to an experienced counselor by telephone any time day or night.

In Your Neighborhood or in Your Workplace

Members of the Rhode Island CISM (Critical Incident Stress Management) network. Our nationally certified CISM Team responds during a search and rescue and in its tragic aftermath. We help the survivors of a street or workplace shooting or a sudden death. In 2004, we assisted in 29 incidents statewide.

In Our Community

Members of the Providence Emergency Management Team. Trained by the Rhode Island Red Cross using national models, our teams help provide residents with emergency shelter and food during times of disaster.

Bridging the Gap between Science and Faith . . .



1st IN RHODE ISLAND!

New! Family Service and The Chaplaincy Center bring mental health clinicians and faith based counselors together to learn from each other in support of our mutual efforts to help families through crises, speed their recovery, and develop lasting resiliency.

We are working to establish a supportive network of mental health professionals and clergy.

- ▶ TO RESPOND CREATIVELY to the unmet needs of individuals, families and the community by building partnerships that *“help people help themselves.”*



Helping Kids in Trouble. . .



Alternatives to Jail

“Article 23” gives children with serious behavior problems, running-away, or truancy a second chance to turn their lives around. In Providence and the East Bay, the police send them to us for treatment and services instead of court and jail. Our Youth Diversion Program provides family mediation, school advocacy, case management, and mentoring. Others receive intensive counseling, psychiatric services, or residential treatment.

And it’s working – for seven out of eight children! The number of “wayward” children in Providence has dropped from 224 in 2002 to just 29 in 2004!

Helping Girls in Trouble . . .

At The RI Training School

New! Girl's Circle, a nationally recognized group therapy program, helps girls learn to make good choices.

New! Visitation Program helps girls connect with their families.

New! Transition Program provides family therapy and support for girls to ease their re-entry into the community and prevent their return.



Helping Troubled Kids . . .



Children's Intensive Services helps children with serious emotional and behavioral disturbances receive treatment in their home and community avoiding residential or hospital care.

Outpatient: Psychiatrists specializing in adolescents are on staff for individual appointments.

Residential Treatment

We operate six residential programs that treated 136 children in 2004. These children were unable to live at home due to physical or sexual abuse, severe neglect, or serious mental health problems. Programs vary from intensive supervision to independent living allowing children to heal and gradually return to normalcy.

New! Independent Living Apartments

Three independent living apartments provide safe housing, continuing treatment, and life skills training for six older adolescent girls. Includes pregnant and parenting girls.



Helping Troubled Families...

Comprehensive Emergency Services is an intensive home-based intervention preventing child abuse and neglect in high risk families or families experiencing severe disruption. Case managers provide family support and access to emergency child care, medical treatment, mental health counseling, substance abuse treatment, or other critical services.



1st IN RHODE ISLAND!

Side by Side, a Visitation Program

Our 18-week visitation program is the only one in Rhode Island keeping older children in residential or foster care connected with parents or siblings.

Informal supervised visits in community settings provide quality time and healthy relationship building. Outcomes show significant improvements in attachment, parenting, communication, and response.

Family Care

Family Care is about permanency. Families are prepared for a child's return or if that is unrealistic, a permanent, safe alternative home is found. Family therapy and support continue after the child's return.



Helping Parents Help Their Kids . . .



Getting the Lead Out!

Comprehensive Lead Services help families whose young children have moderate to elevated lead levels reduce any continuing exposure and improve their child's long-term health.

The Hanen Language Programs

Specialized language programs for parents of children with mild to severe language disorders including autism. Certified instruction. An international Best Practice model.

Preventing Substance Abuse

New! Science-based program, research by Rhode Island College. Separate simultaneous classes educate parents and youth in substance abuse prevention and family relationships. Held at the Chad Brown and Hartford Park Housing Projects.

Creating Healthy Relationships

New! Parenting classes are now offered in community locations including faith-based locations such as the Sheldon Street Church.

Keeping Our Kids Safe

Homes with small children are screened for safety. One-on-one safety education and a home safety kit including a smoke detector are provided. Supporting community research at RI Hospital.

Creating New Families . . .

Therapeutic Foster Care and Adoption

Some children don't need residential treatment but home isn't a healthy or safe option. Single adults and families are always needed to open their homes and hearts for a short time or forever. Support provided. About 30 new families are created each year.





Early Intervention

A team of educators, health care professionals, and social workers provide intensive services in the home to babies and toddlers who are at risk of serious physical, social, or language delays. In 2004, we evaluated 256 children and provided treatment to 222 children statewide.

Learning to Learn . . .



Mount Pleasant Academy, now in its third year, has earned a *statewide reputation as the school of last chances* – succeeding where earlier placements have failed.

In addition to being an approved year-round special education/elementary school, it is also a private psychiatric day hospital enrolling up to 37 children with severe learning and emotional problems. Programs include a musician in residence. Located in Providence, children accepted statewide.

New!

In the North Kingstown *and* Providence Public Schools

Staff provides advanced one-on-one training and consultation for classroom or special education teachers struggling to teach children with special learning or behavioral problems.

Our educators/clinicians observe children in selected classrooms to assess their individual education needs, offer parents referrals, and help classroom teachers respond more effectively.



Helping Kids Learn . . .

The Providence Wellness Initiative – Now at 4 schools!

HOPE HIGH SCHOOL

FEINSTEIN HIGH SCHOOL

New! PROVIDENCE ACADEMY FOR INTERNATIONAL STUDIES

New! COOLEY HEALTH, SCIENCE, AND TECHNOLOGY ACADEMY

The Wellness Initiative keeps kids in school by removing the barriers to learning and attendance. We are the lead agency in this extensive community-wide collaboration and also provide all follow-up case management for families.

A multi-disciplinary, multi-agency team meets weekly identifying students with social service, special education, physical, or behavioral health needs *and getting immediate help to them and their families*. About 325 students and families will be helped in the 2004-5 academic year.

Special Services in the Providence Public Schools:

New! Partnering in 15 schools with police student resource officers, guidance and social work staff, teachers and administrators to get help to kids at risk.

New! Psychiatric services.

New! Social service support and referral for families of the students at the Newcomer Academy, a special school for immigrant and refugee children.



The Personal Nature of Trauma . . .



Each child feels trauma differently, filtering it through his or her experiences. Repeated violence at home or on the streets changes the way a child sees the world. Colors fade, emotions numb. Anger or depression fills the emptiness and the child who sees trouble becomes the child in trouble.

The faces of trauma are many. One child cries; another hides; a third holds tight to her mother's leg. But there are also the numb faces, the empty faces. A boy sits quietly in front of a television as his mother is taken away. A group of teens act out on the corner after their friend is shot. A worried frightened child fidgets at his desk not learning, not focusing.

Sometimes, sudden violence creates an opportunity for change – a brief moment when there is a chance to bring a child and family into treatment and reconnect broken relationships. But once the shock passes, the moment is lost and “normalcy” returns.

That's why we created the Police Go Team who literally go – out on site with police to a home, school, or hospital wherever or whenever a child and family need our help.

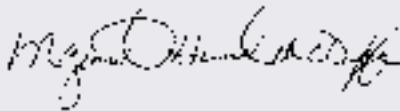
They are the only such emergency response group in our state and the only local group to use the crisis intervention techniques of the Yale Child Study Center and **Dr. Steven Marans**.

But emergency response isn't enough. That's why we created the Trauma and Loss Center, the only mental health trauma center in our state focusing on children and their families. Many of these parents are themselves victims of earlier trauma and violence. Some fled harsh regimes and violence in their homelands. Some are so numb or caught up in their daily grief that they can't see their children's hurt or help their recovery. Yet they are their child's greatest resource in overcoming the shattering effects of violence.

This treatment is also based on cutting edge research, that of **Drs. Alicia Lieberman and Joy Osofsky.**

We are very grateful to the Rhode Island Foundation, the RI Justice Commission, the United Way of Rhode Island, and the Providence police for giving us this opportunity to set new standards for emergency response and treatment for our children and families.

Sincerely,

A handwritten signature in black ink, appearing to read "Margaret Holland McDuff". The signature is fluid and cursive, with the first name "Margaret" being the most prominent.

MARGARET HOLLAND MCDUFF

Chief Executive Officer

Bringing Services to the Need: Outpatient

New! In Westerly

Providing on-site individual and family counseling and referrals for psychiatric or other services at the Westerly Integrated Service Program Center (WISP), a nationally recognized model of service delivery. Located at Westerly High School.

New! In Exeter at Camp E Hun-Tee

Providing psychiatric services to children as well as follow-up and transition support on their re-entry to the community.

North Kingstown and Providence Offices

Individual mental health counseling and psychiatric services by appointment for depression, anxiety, post-traumatic stress disorder, bipolar disorder, eating disorders, Attention Deficit Hyperactivity Disorder (ADHD), oppositional or conduct disorders, and substance abuse. Children age 5 and older, teens, and adults. Psychiatric medications.

Located at 650 Ten Rod Road in North Kingstown on Route 102 and 55 Hope Street in Providence. Evening and Saturday hours. Bilingual counselors and psychiatrists.

Bringing Services to the Need: Outpatient



Bringing Services to the Need: Home Based

Home based services include wrap-around care, mental health and substance abuse counseling, access to transportation, childcare, health services, emergency food, clothing, heating, and housing assistance. Member of the Rhode Island Food Bank. Nearly one-third of staff speaks a second language.

Special services for individuals and families with HIV/AIDS.



Bringing Services to the Need . . .



As the managing partner of Family Solutions CEDARR, we match families whose children have special health care needs to effective local services. One-third of the staff is bilingual. CEDARR provides one-stop Comprehensive Evaluation, Diagnosis, Assessment, Referral, and Re-evaluation ensuring that families get the best possible services.

Family Solutions CEDARR is a joint program of Family Service of Rhode Island, Butler Hospital, The Kent Center, South Shore Mental Health Center, Newport County Community Mental Health Center, Spurwink/RI, and Saint Mary's Home for Children.

Special Services: Living with HIV/AIDS



The AFIA Center for Health and Wellness

The AFIA Center, now one year old, offers drop-in group counseling, individual nutritional counseling, basic needs assistance, a hot meal, and social, spiritual, and recreational opportunities to more than 120 adults living with HIV/AIDS.

Located within the Mathewson Street Church in downtown Providence, the AFIA Center reaches minorities as well as the isolated, poor, and mentally ill. A Title II Ryan White program.

Providing a Complete Range of Care . . .

Home-based case management services to help individuals maintain their health. Individual out-patient psychiatric services and mental health counseling including substance abuse counseling. Psychiatric medications. Services available regardless of insurance. A Title II Ryan White program.

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CONTRIBUTING TO BEST PRACTICE STANDARDS!

When Hepatitis C, a deadly liver disease, strikes individuals with HIV/AIDS, they frequently die from it. With the Miriam Hospital Coinfection Clinic, we developed an award winning program allowing these patients to receive life-saving Interferon. *Presented at the National Institutes of Health, this program is nationally shaping Best Practice standards for treating the coinfectd.*

We also maintain six units of low-income housing for individuals with HIV/AIDS under the management of Aids Care Ocean State.

Special Services: Substance Abuse

State licensed for substance abuse treatment at both our Providence and North Kingstown facilities. Accepting clients statewide.

Individual and family counseling for substance abuse and relapse prevention. Referrals for higher levels of treatment. Case management services at Providence Housing Authority apartments.

We are one of the few agencies treating *adolescents or adults with co-occurring substance abuse and mental health disorders*. We also provide intensive home-based support for families in crisis as a result of substance abuse.

Group Therapy: Sessions organized on request for teens, relapse prevention, and mental health/ substance abuse.

Project Vista: Primary partner with the Miriam Hospital Immunology Clinic. Treatment for individuals who are HIV positive or at high risk.



Interns: Family Service is proud to be a teaching institution. This year we have 17 interns from undergraduate and graduate social work programs and the URI Marriage and Family Program working and learning with us. Our affiliations include the University of Rhode Island, Rhode Island College, Boston College, Simmons, and Salve Regina.

Students: Several staff members including two senior vice presidents are also full-time or adjunct university faculty, teaching and training a new generation.

All case managers and clinicians complete extensive mandatory trainings. Experts from universities and local community agencies including the Narragansett Indian Health Center, the RI Coalition Against Domestic Violence, and the Sexual Assault and Trauma Recovery Center conduct staff seminars on specialized topics. Staff and parent volunteers have received intense trainings in autism spectrum disorder.

Nationally recognized experts such as **Dr. Steven Marans** and **Dr. Betsy McAlister Groves** provide special trainings in their cutting-edge research and techniques. Staff and police study together at the National Center for Children Exposed to Violence at Yale University. Staff travels to national conferences and trainings bringing back the “best that is out there.”

Sponsor of a “Multicultural Family Conference” in collaboration with Butler Hospital and Neighborhood Health Plan. Bringing to Rhode Island nationally known authors, teachers and family therapists **Dr. Monica McGoldrick** and **Nydia Garcia Preto, LCSW, ACSW.**

1st IN RHODE ISLAND!

CONTRIBUTING TO BEST PRACTICE STANDARDS.

Our Utilization Management (UM) program continually challenges us to “do things better.” Current progress and research are presented each year at the Building Family Strengths Conference sponsored by the National Research and Training Center on Family Support and Children’s Mental Health. Additional research by URI and Emerson College faculty planned. Contributing to Best Practice standards in the delivery of clinical services.

Each client’s progress is individually reviewed by a multi-disciplinary supervisory team at regular intervals to ensure that all needed services are being provided and that those services are the best they can be. High risk UM held daily.

New! Grand Rounds brings together our collective knowledge and experience to teach our interns, train our staff, and most of all . . . help each client.

Who We Are . . .

One of the **1st** in Rhode Island! Since 1892.

We are one of the oldest and largest non-profit human service agencies in Rhode Island. We are accredited by the national Council on Accreditation and state licensed for behavioral health services and substance abuse treatment. Programs like Early Intervention and Children's Intensive Services are also state certified. We are in the process of obtaining approval as meeting the new highest standard for diversity as a nationally recognized provider of Culturally and Linguistically Appropriate Services (CLAS).

We accept most medical insurance or will set fees on a sliding scale. Many programs are provided without charge.





Family Service has more than 400 staff members including contract professionals and interns. Included are board certified psychiatrists, licensed clinicians, educators, physical, occupational and speech therapists, nurses, case managers, and information specialists.

More than a dozen languages are spoken including Spanish, Creole, Portuguese, Khmer, and Laotian. We provide TDD service for the hearing disabled.

30% of direct service staff are minorities – 14% African American; 14% Hispanic; and 2% Southeast Asian; 20% *are bilingual*.

Who Our Clients Are . . .

Residents of Every Community in Rhode Island: In 2004, our core home-based and outpatient programs provided services to 3,030 children and adults from every area of Rhode Island and nearby communities. Our services reached 30% more individuals and families during the past year.

Hundreds more received services through the Wellness Initiative, our CISM and Police Go Teams, the AFIA Center, and the Family Resource Center for the Station Nightclub Fire.

Minorities: 21% Hispanic; 12% African-American; 4% multi-racial; 2% Asian; and 2% Native American.

Immigrants: 22% had limited or no English language skills.

Young: Half are 14 or younger; *two-thirds are 18 or younger.*

Male and Female: Virtually equal number of men and women, boys and girls are served by our programs.

Poor: More than half live below the poverty line and more than 90% are low-income.

Responses from our annual client survey:

- 96% Our services *helped them* with their problems.
- 97% Received the services *they wanted*;
- 97% *Satisfied* with their overall services;
- 97% Would *recommend us* to a friend with similar needs;
- 98% *Would return* if they needed help again.



What Our Results Tell Us . . .



Clients are healthier. They have fewer physical complaints like body aches or digestive problems.

Clients are happier. They feel less anxiety, depression, hostility, or fear and greater self-esteem.

Clients are living better. Symptoms interfere less with their lives.

How We Get Those Results...

- **We listen to you** – client centered treatment – to your needs and your goals.
- **We respect** differences in culture, race, sexual orientation, creed, and the importance of faith in treatment.
- **We treat** children AND their families, whenever possible.
- **We build** on family strengths.
- **We combine** cutting edge research, best practices, science-based therapy, and experience to get the best possible results.
- **We use** a multi-disciplinary team review to guide us in our progress.
- **We work** with community partners to develop solutions.
- **We are** constantly evolving and changing to meet community needs.

Family Service of Rhode Island . . .

Margaret Holland McDuff
CEO

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Working with the Community. . .



- **Supporting** DCYF in systems reform.
- **Setting** new standards for emergency response.
- **Collaborating** on statewide responses to domestic violence.
- **Setting** police policy and protocols for sexual abuse response.
- **Collaborating** with the faith-based community.
- **Bringing** needed services throughout South County.
- **Leading** and advocating on the Children's Policy Coalition.
- **Working** with the U.S. Attorney General, the Family Court, the Office of Probation and Parole, and the police.
- **Working** on the Governor's Commission to provide basic needs such as heat for families falling through the safety net.
- **Leading** the Mayor's Substance Abuse Prevention Council (Providence).

Community Support . . .

Major Corporate, Government, and Foundation Donors*

AAAForay	The Champlin Foundations	Fresh and Fancy Foods
Abbott Laboratories	Check the Florist	Fuller Box Company
Adler's Hardware	Children to Children	Glaxo Smith Kline
ADP volunteers	Children's Advocacy Center	Gould Charitable Lead Trust
Aim High Early Learning Center	Employees	GTECH
All Children's Theatre	Citizens Bank	Guy Abelson Catering
Amica Mutual Insurance	CIVN Employees	The Happy White Foundation
Andrade-Faxon Charities for Children	Cornelia Howell Fund	Haun Properties
Astra Zenica	Cox Communications	Herff Jones, Inc. Employees
The Avenue	CVS	Hinckley Allen & Snyder, LLP
Bank of America/Fleet Rhode Island	Davisville Middle School	The Home Depot
Bed Bath & Beyond	DBA Management Solutions	The Cornelia Howell Fund
Blue Cross & Blue Shield of RI	The Disney Stores	The Helen Howell and Fred Otis Fund
BCBSRI Employees Association	Domino's Pizza	International Stamping, Inc.
Big Sisters	East Providence CDBG Program	Janssen Pharmaceutical Company
Books on the Square	East Providence Medical Center Employees	The John Clarke Trust
The Boston Red Sox	Edwards & Angell Employees	Johnny Rockets
Bristol-Myers Squibb Company	Edwards & Angell Women's Group	Jones Moving
Broad Spectrum Services	The Ellen D. Sharpe Fund	The June Rockwell Levy Foundation
Butcher Shop Deli	Eli Lilly	The Kilmartin Charitable Corporation
Butler Hospital	Emma L. Myrick Memorial ` Fund	Lamco Group
Cassarino's Restaurant	Encore Catering	Lincoln School for Girls – Middle School
The Law Offices of George M. Cappello, Ltd.	The Feinstein Foundation	LiRog Florist
Cenerex/Burroughs	The Felicia Fund	M. Hearn Hair Design
Wellcome/G B Elion	Festival Ballet	MacManus Law Office Staff
Cephalon	Fidelity Information Services Employees	Mare Studios
	Forest Pharmaceuticals	Mary Dexter Chafee Fund
	Frank B. Hazard Charity Fund	Mathewson Street Church

Community Support . . .

Navy-Marine Corp Toys for Tots	Providence CDBG Program	The Sturtevant Group
NBC 10 WJAR	PRSA, Providence Chapter	Synthon
NCEB AAUW	Regan Communications	Talbot's and Talbot's Kids
Neighborhood Health Plan	RI Department of Children, Youth, & Families	U.S. Office of Justice
New England Gas	RI Department of Education	The United Way of Rhode Island
Newberry Public Relations & Marketing	RI Department of Health	University Medicine
Nextel Communications	RI Department of Human Services	Very Special Arts
NFL Films	RI Department of Mental Health, Retardation & Hospitals	The Vigneron Memorial Fund
Nortek	Rhode Island Donation Exchange Program	Village Retirement Communities
Novartis Pharmaceutical Company	The Rhode Island General Assembly	W B Mason Company
The Ocean State Charities Trust	The Rhode Island Food Bank	Wal-Mart Stores
Ocean State Job Lot	The Rhode Island Foundation	The Washington Trust Company
Ortho-McNeil Pharmaceutical Company	The Rhode Island Justice Commission	Wickford Art Association
PawSox	The Rhode Island State Council on the Arts	Williams Sonoma
PDi-Pharmaceuticals	Rue De l'Espoir	Wilson's of Wickford
The Pellegrini Trust	Saint-Gobain Corporation	WPRI/WNAC TV
Pfizer Corporation	Sam's Club	Wyeth-Ayerst Laboratories
Picture This	Sanofi-Synthelabo, Inc.	The Yawkey Foundation
Pizza Pie-er	Sheldon Street Church	
Point Judith Capital	Sir Speedy Downtown	
The Pottery Barn and Pottery Barn Kids	Small Pleasures	
Pranda North America	South Street Café	
Project Bridge	Solvay Pharmaceuticals	
The ProJo Santa Fund	Smithfield Police Department	
The Providence Journal Charitable Foundation	Stephen T. Haun	
Providence Police Department		
The Providence School Department		

**Including the entire board of
Family Service of Rhode Island,
264 members of our staff, and
many caring individuals and
families from throughout our state.*

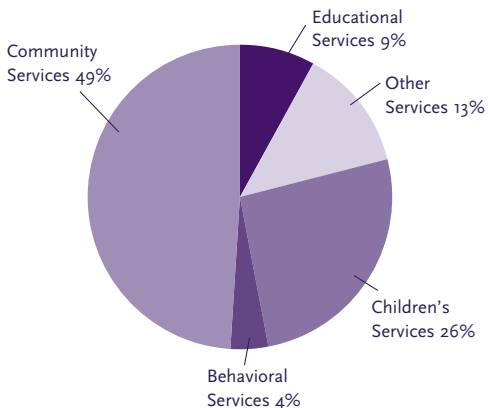
PUBLIC SUPPORT & REVENUE

	Year ended June 30, 2004	Year ended June 30, 2003
Public Support	\$2,048,770	\$1,238,822
Contract Revenue	\$6,006,672	\$5,380,501
Program Fees	\$9,395,360	\$8,056,546
Other Revenue	\$353,169	\$152,548
Total Support & Revenue	\$17,803,971	\$14,828,417

EXPENSES

Program Services	\$15,427,573	\$12,756,766
Management	\$1,742,463	\$1,642,207
Development	\$91,891	\$84,780
Rental Property & Equipment	\$42,750	\$33,487
Total Expenses	\$17,304,677	\$14,517,240

EXPENSES Fiscal Year 2004



Community Services includes Home-based Services, Providence School Services, Prevention, Early Intervention, Family Resource Center, and Solutions/ CEDARR

Children's Services includes Residential Treatment, Therapeutic Foster Care/ Adoption, and Family Care

Educational Services includes Mount Pleasant Academy

Behavioral Health Services includes Outpatient Mental Health, Substance Abuse, and Psychiatric Treatment

Other Services includes Administration, Quality Management, and Development

**FAMILY SERVICE OF
RHODE ISLAND, INC.**

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Additional facilities in
Lower South Providence,
Mount Pleasant, Smithfield,
North Smithfield, Bristol,
and East Providence.