



Family Service
OF RHODE ISLAND
healthy families • strong communities

ANNUAL REPORT
2021

MISSION: To advance equity, opportunity, and hope in our communities.

FROM THE CEO

In a year defined by recovery and rebuilding, FSRI continues to champion resilience for the children and families we serve. Our tireless frontline providers brought an extraordinary level of advocacy to the families facing astounding degrees of new hardships.

Through lack of basic needs access, a spike in domestic violence, and an eruptive housing crisis, Rhode Islanders need support now more than ever. FSRI remains steadfast in our commitment to endow these children and families with the hope they deserve.



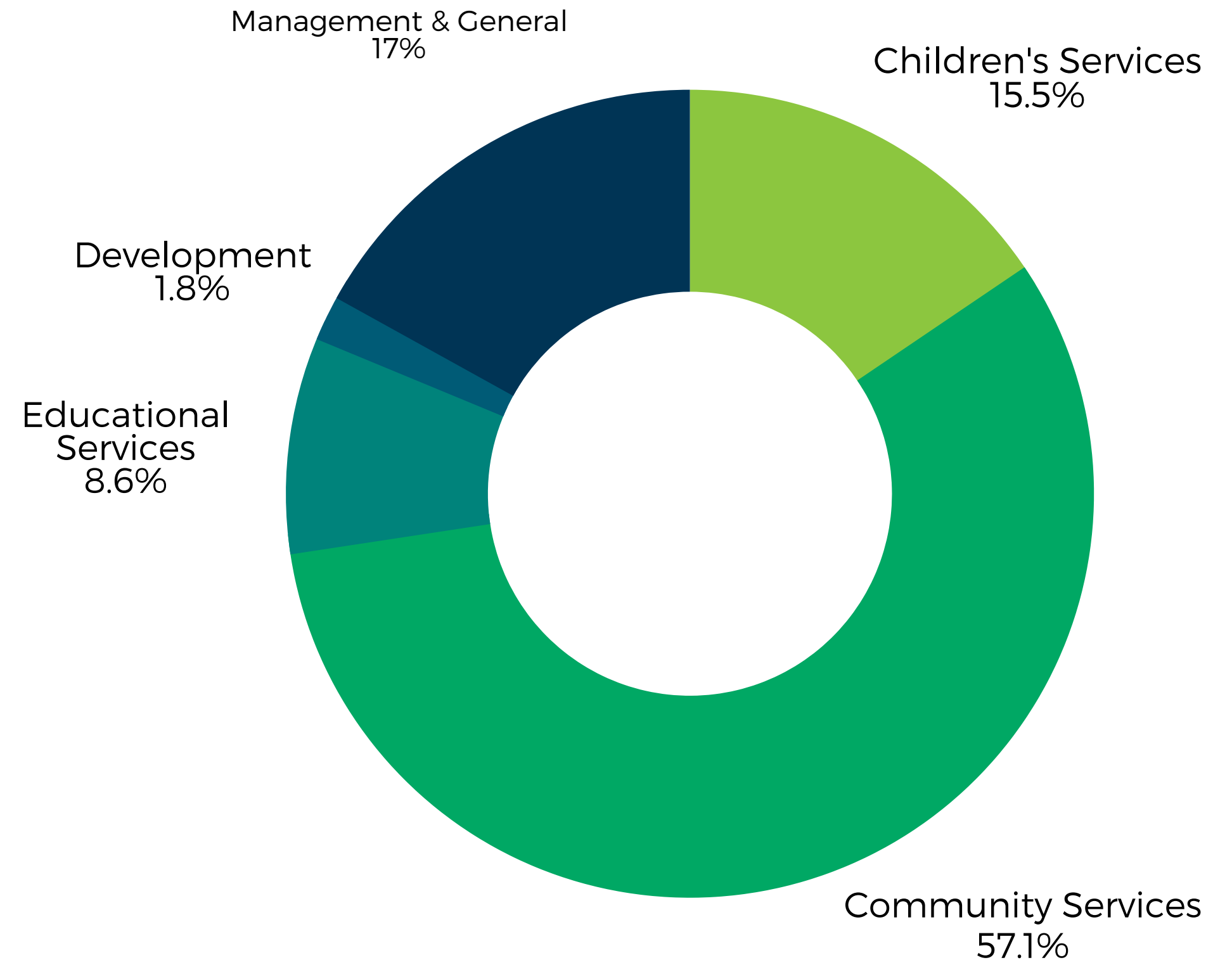
A handwritten signature in black ink, appearing to read "Margaret D. Farrell". The signature is fluid and cursive.

Board of Directors: Donnie Anderson, Sybil F. Bailey, Johnnie C. Chace, Hugh T. Clements, Jr., Doris M. De Los Santos, James A. Diossa, Daniel R. Dwight, Susan M. Erstling, Dean M. Esserman, Malcolm Farmer III, Margaret D. Farrell, Marta R. Glazier, James Kinney, Julie Manigault, Glen P. Martin, Dacia Reed, John C. Simmons, William E. Smith, Robert K. Vincent, Robert S. Waddington, M. Teresa Paiva Weed.

EXPENSE BREAKDOWN

FY21

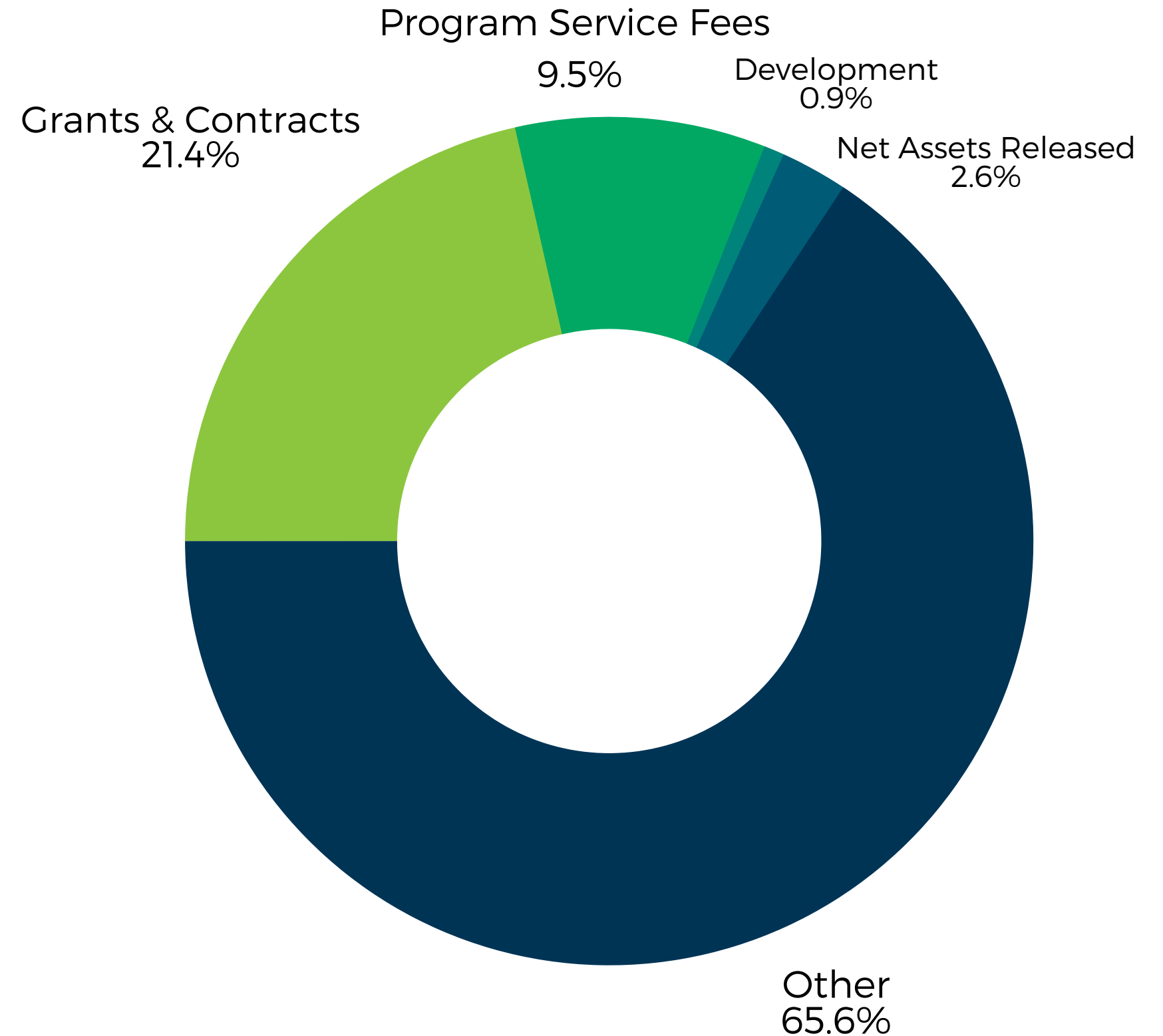
Children's Services	\$2,970,229
Community Services	\$10,917,449
Educational Services	\$1,654,579
Development	343,948
Management & General	\$3,242,675
Total	\$19,128,880



REVENUE BREAKDOWN

FY21

<i>Community Services</i>	\$10,976,641
<i>Infrastructure & Operations</i>	\$3,242,675
<i>Children's Services</i>	\$3,241,798
<i>Educational Services</i>	\$1,654,579
<i>Development</i>	\$343,948
Total=	\$19,459,641



BY THE NUMBERS

29,700+

Rhode Islanders served

61%

**of FSRI's clients
are children.**



265

**FSRI team
members**

19%

**FSRI team members
identify as bilingual**

89%

**are satisfied with their
FSRI Services.***

***2021 client survey**

Health

Enhancing care for improved well-being.

Healing

Delivering trauma response and recovery.

Hope

Creating educational and family success.

Home

Fostering safe and loving homes.



How **FSRI** Impacts the Community

Health	Healing	Hope	Home	Help
Enhancing care for improved well-being.	Delivering trauma response and recovery.	Creating educational and family success.	Fostering safe and loving homes.	Providing systems and support.
<p>AIDS Project RI</p> <p>Accountable Entity (AE) - PCHC</p> <p>Community Health Team</p> <p>Early Intervention</p> <p>First Connections</p>	<p>Victim Services</p> <p>Trauma Outpatient</p> <p>Project SOS</p> <p>TST Community</p> <p>Functional Family Therapy/Enhanced Outpatient Services</p> <p>Psychiatry</p> <p>Intake and Emergency Services</p> <p>Familias Unidas</p> <p>Lucy's Hearth</p> <p>Trauma Training Institute</p>	<p>FCCP</p> <p>School Based Mental Health</p> <p>Seven Challenges</p> <p>AmeriCorps AIM</p> <p>Providence Children's Initiative/VISTA</p> <p>Family Coaching and Visitation</p> <p>SafeCare</p> <p>Healthy Families America</p> <p>Central Falls Housing Navigator</p> <p>Central Falls Restorative</p> <p>Mount Pleasant Academy</p>	<p>Foster Care</p> <p>Residential Treatment:</p> <p>Greenville House</p> <p>Quanacut House</p> <p>Sakonnet House</p> <p>Wilson House</p> <p>Enhanced Case Management</p>	<p>Finance</p> <p>Human Resources</p> <p>Quality Management</p> <p>Development</p> <p>Information Systems</p> <p>Facilities</p>

Health

Enhancing care for improved well-being.

Family Service of Rhode Island's (FSRI) Community Health Workers (CHWs) are multi-disciplinary, multi-lingual staff representing the communities we serve who provide services within four programs, including our Community Health Team. Our CHWs provide services statewide with a focus on the state's underserved communities, which were hit hardest by the pandemic.



Consider the experience of one of our families - a COVID positive mom with five COVIDpositive children, including a newborn. A mom alone - because her COVID-positive husband was recovering in the hospital, the children's grandfather had passed away due to COVID and the children's grandmother was on a ventilator with COVID. A mom exhausted and sick with no access to cash (her husband was not working and controlled the finances) to buy basic necessities, like cough medicine. FSRI's First Connections team received an emergency call from the DOH for this family and immediately delivered (contactless) food, cleaning supplies and masks after hours that same day. Staff connected the family with FSRI's Family Care Community Partnership (FCCP) services through a provider with a similar cultural background (Chinese). First Connections continued daily contact with the family bringing diapers and food as needed, and provided the mother with information on TDI benefits. They collected toys, food, medicine and other necessities to help keep the grateful mother and children fed and busy until another family member could step-in to help further. As the family recovered, First Connections connected the mother with Head Start and Early Head Start for her youngest children. "The kids would come out on the porch in their pajamas to say 'Thank you!' to us as we left items for them, and the mom was crying."

Healing

Delivering trauma response and recovery.

For 15 years, FSRI has partnered with local and state police departments in Rhode Island to provide 24/7/365 joint response and support to victims of crime, with a special focus on children exposed to traumatic events. In 2019, the GO Team expanded to Central Falls, and in 2021, the team created even more significant change for its victims served.



Serving Central Falls - Rhode Island's densest city, and one most severely affected by COVID-19 is integral to FSRI's goal of trauma response delivery. Domestic violence and youth trauma exposure are of particular concern to Central Falls Mayor Maria Rivera. In FY21, the Central Falls GO Team served 98 residents.

The Central Falls GO Team's impact is wide-ranging and life-changing, as shown in one of this year's cases. The Central Falls Police Liaison was riding along with Patrol when they were called to a storefront where there was a reported disturbance. Upon arrival, they came across an adult woman who appeared disheveled and dysregulated. The Police Liaison conducted an assessment and determined that the woman had been in a fight with her boyfriend- she had visible bruises and marks on her face and neck. The Liaison accompanied the victim to the Emergency Room where, upon further assessment, it was determined that the victim was a victim of human trafficking. The Police Liaison assisted with getting the victim shelter, ongoing services and provided multiple follow-up police support visits.

Hope

*Creating educational
and family success*

FSRI's school-based mental health programs provide counseling and social-emotional support to students and their families in over 20 Providence schools. These school-based solutions include mental health counseling, attendance promotion, juvenile delinquency prevention, and special education initiatives.



One in five Rhode Islanders - our parents, neighbors, and children - live with a mental illness. Sadly, the COVID-19 pandemic significantly increased that figure to one in three adults. Though living with mental illness is far too common in the U.S., individuals rarely seek treatment. Children were especially at risk in 2021, amid a world-changing return to in-person education that proved particularly challenging for students with developmental, emotional, or behavioral obstacles. In 2021, FSRI's school-based mental health team cared for 213 students and provided 3,780 individual services.

FSRI's school-based mental health program proved essential in 2021, giving students the support necessary to readjust to socialization through healthy expression. Nearly half of all students served during this tumultuous period exhibited adjustment disorder - a figure that highlighted the necessity of our team's care.

Home

*Fostering safe
and loving homes.*

FSRI provides residential foster care to children and youth in Rhode Island communities whose families may be in crisis through our four residential homes and Lucy's Hearth, an emergency transitional shelter. These facilities offer a continuum of treatment that covers several levels of care using Trauma Systems Therapy (TST). This continuum includes assessment and stabilization, residential treatment, step down and semi-independent living programs.



FSRI is committed to individualized treatment and is adept at addressing specialized needs as they arise. As a leader in trauma-informed and strengths-based programming, FSRI remained committed to providing consistent residential care services amid a surge in housing insecurity and familial strife. FSRI has historically allowed for flexibility in creating residential programming to meet specific state needs, including opening a COVID-isolation program during the pandemic as well as developing new programming at Wilson House to serve higher-risk older youth. FSRI's team took the lead in adapting each residential program to conform to ever-shifting statewide health regulations throughout 2021, and those frontline heroes provided love and protection, security and stability, and lasting connections each day to our state's youth.

Not only did FSRI champion compassion and healing for foster children in youth in residential care in 2021, but our team advanced their advocacy on a statewide level, too. In response to the agency's dedication to service and governmental outreach, Governor Daniel J. McKee issued a proclamation to designate May 2021 as Foster Care Awareness Month. The Governor's proclamation cited FSRI by name for our diligence and enduring, valuable contributions to the children of our state.

Impact in Action

“

To think that there's kids out there who don't have love - that's all they want, to feel loved. FSRI is giving them the opportunity for love, and they're giving parents the opportunity to love.

-Marlena, FSRI Foster Parent

”



Throughout 2021, Rhode Island has faced a crisis in foster care: the number of children awaiting foster placement has reached a new high. FSRI continues to work tirelessly on behalf of these children and our inspiring foster families.

Foster parents Marlena and Brian, of Pawtucket, shared their family story with FSRI and our supporters during 2021's Brighter Futures event. Facing barriers to parenthood, and learning about the trauma and neglect experienced by Rhode Island children now awaiting foster families, the couple came to a stark realization.

"These kids need parents like us," Brian told Marlena. Now in contact with FSRI's Family Case Managers, Marlena and Brian ventured into foster parenthood and opened their home to two young brothers.

"The moment they came in, it was like they were meant to be there," Marlena said.

A three-hour respite turned into a day-long stay here and there, and soon, the couple was caring for the boys for weeks at a time. Now, Marlena and Brian are no longer foster parents; they're adoptive parents. To them, FSRI's impact was immeasurable:

"When they can recall something you've taught them - to treat others with respect, to be kind - and you realize the difference you're making in their lives and loving them, seeing them glow, seeing them flourish, and seeing them laugh and smile, there's no better reward than that," Marlena said.

BRIGHTER FUTURES

Resilience and Rebuilding continued in 2021 as FSRI's virtually-held annual development event and honored the 40th U.S. Secretary of Commerce and former Rhode Island Governor Gina Raimondo. As the state's first female governor, she led our communities through the COVID-19 pandemic and empowered entrepreneurs, workers, and businesses to remain resilient in a time of crisis.

Brighter Futures was hosted by Jess "The Lady J" Brown of the Rhode Island School of Design. The event featured appearances from Senators Jack Reed and Sheldon Whitehouse, Congressmen David Cicilline and Jim Langevin, and Doris De Los Santos, Director of the Rhode Island Center for Women and Enterprise.



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