

Vision:

In the eyes of the community, Families First will be synonymous with integrity, exemplary service, and a compassionate approach.

In the eyes of families, Families First will be a trusted partner offering hope and bolstering stamina on parents' journeys toward improved emotional/behavioral health for their children.

*Families First in Essex County, Inc.
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Elizabethtown, NY 12932
* 518-873-9544 *
* www.familiesfirstessex.org **



Families First in Essex County, Inc.

2020 Annual Report



From the Board Co-Chairs:

Dear friends, staff and community partners of Families First,

As Co-Chairs of the Board of Families First, it is our privilege to serve this excellent organization that serves our widespread community. This past year has truly highlighted what an amazing group of people work at Families First.

2020 began with the onset of the Covid 19 Pandemic. We had no idea how long or challenging this would be for our staff and families. Under the strong leadership of our Director, JoAnne Caswell and the dedication of the staff, our clients and families continued to receive the support they needed.

On March 18, Families First closed the office to all but essential personnel. The staff went 100% remote and provided services via Telehealth. The board approved the purchase of agency cell phones, upgrades to computers and the purchase of Zoom accounts to support the new normal. It was not known at the time exactly how this was to be paid for, but families do come first, so it was done.

On June 15, the office reopened to a few staff and by August, Face to Face meetings were allowed. In mid November, with Covid 19 cases on the rise more remote services were required. Despite all the restrictions and many changes the staff adeptly adjusted their approach to client needs through many creative measures.

The 2019 issues of untimely reimbursement for services provided was resolved this year with all back revenue from 2019 being paid. This was resolved due to the extra efforts of management and staff, yet another example of the dedication of the Families First team. We now have new electronic billing systems in place to insure timely payment for services provided and the challenges of contracting with Managed Care Organizations and working with a Clearinghouse have been resolved.

Our traditional annual meeting was canceled and instead held via Zoom. We welcomed Ken White and Linda Jackson to the board and said good bye to Mary Rhodes and Winky Thomas. Many thanks to Mary and Winky for your time and dedication to Families First.

Our annual \$10,000 raffle was also cancelled due to the Corona Virus.

We were fortunate to be awarded several grants (including 2 CARES Act grants and a FCC Grant) and received some very generous donations from our annual fund drive which helped to cover the unexpected expenses and loss of revenue due to the Pandemic.

The Board continues to support Families First's membership in the Northwinds IPA (Independent Practice Association), which remains under development to help agencies deal with the new concept of Value Based Payments. We believe strongly in the concept of community collaboration and in the value of Behavioral Health Services.

The holiday drives still happened with Thanksgiving dinners being provided via grocery store gifts cards, instead of food boxes. Christmas presents were provided for pick up to a smaller, limited number of qualified families.

Despite all of these challenges, Families First continued to grow, with new staff hired and increased numbers of families served.

The year ended with the retirement of our Director of Finance, Andrea Kuhn. Thank you for your many years of service, you will be missed.

Respectfully submitted, Hillary Stransky and Sharon Cook



Zoom



Working Remotely

Social Distancing



Face Masks

Telehealth

COVID-19



2020 - Corona Virus

Pandemic



**WE'RE
TEMPORARILY
CLOSED**

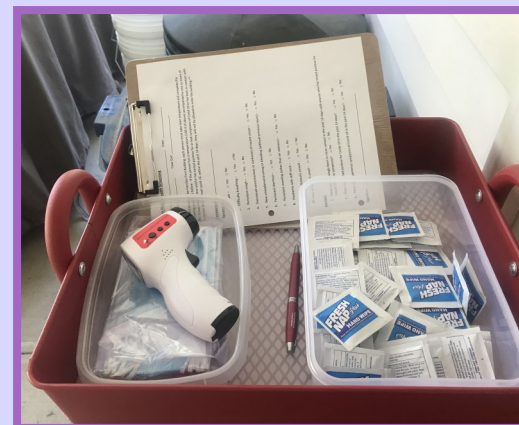


**STAY HOME
STAY SAFE**

Re-opening



Testing



PPE

Contact Tracing



Board of Directors:

Officers:

Sharon Cook: Co-Chair, Essex
Hillary Stransky: Co-Chair, Essex
Joe Bogardus: Treasurer, Keene
Karen Ashline: Secretary, Willsboro

Members:

Malinda Chapman: Ticonderoga
Margie Emery-Ginn: Essex
Linda Jackson: Elizabethtown
Sue Reaser: Westport
Audrey Sparre: Essex
Ken White: Westport
Shelley Winters: Moriah

Advisory Board:

Dr. Russell Barkley
Janet Cross
Ronnie Cunningham
Joyce Daniels
Bill James
Richard Kelly
Debbie Lynch
Carol Prevost
Paul Reiss
Teresa Sayward
Fred Shaw
Kip Thompson
Libby Treadwell
Monique Weston

Our Mission:

In the hopes and dreams of parents we find our work - offering a hand in partnership to families who have children with emotional or behavioral challenges - That self-doubt give way to uncovered strengths, despair be replaced with hope, and the once-diminishing dreams for their children's success will blossom anew.

From the Executive Director:

2020 – What a Long, Strange Trip it Was!

As with the rest of the world, the Corona Virus made 2020 a very strange, challenging and LONG year for everybody involved with Families First.

As COVID -19 gained strength across NY State early in 2020, the immediacy in March of the challenges needed to accommodate the stay at home orders and office closer procedures by the State necessitated a very rapid response by the Board of Directors and the Management staff at Families First. We scrambled to get our staff prepared to provide services to our families in a remote, telehealth manner, while searching for PPE supplies, figuring out how to use the new Zoom technology and creating procedures and guidelines for our staff to operate within. The staff at Families First banded together with the primary mission of ensuring that the families we served were safe and had the connections and services that they needed and that the staff could do their job safely.

We struggled with the loss of face to face contact with our clients, with each other as co-workers and with the inability to provide group and large social gatherings for our participants. There were no summer gatherings, no Summer Camp, no youth groups, no picnics, etc. You will notice that this report lacks many pictures of kids in our normal Agency sponsored events (as there were none), I am however pleased to showcase pictures of the children of many of the staff members at Families First.

During the year, we added eight new staff members at Families First (Claire Lafountain, Kari LeClair, Alys Quattrocchi, Jessica Thompson, Meaghan Lee, Michaila Callis, Nicole LaValley, and Nicole Meager). These people were all interviewed, hired, oriented and trained in a mostly remote/virtual manner (not our preferred manner!). Thus they were not able to make meaningful connections with their co-workers, their supervisors or even their clients. We appreciate their flexibility and commitment to adapt to this challenging manner of onboarding. We said goodbye to Donna Farrell and Andrea Kuhn, who both retired, Elora Yellott who decided to stay at home and raise her new son and Brittany Pope and Alys Quattrocchi who struggled with Covid challenges at home and in their careers. They will all be missed!

I would like to take this opportunity to thank all of the staff members of Families First. The incredible flexibility, courage and dedication that it took to continue to provide excellent services to the families that we serve, during a Global Pandemic, was amazing by one and all! They never missed a beat! The amount of creativity that they exhibited in a world of unknowns was truly amazing! I am truly blessed to call them my coworkers!

I would also like to thank the Board of Directors for their longstanding work in building and oversight of our Endowment Funds and for their planning, guidance and oversight of our Investment Funds. This year, for the first time in a long time, we took the 5% payout in our Endowment funds as revenues were so unknown. The dividends from our Investment Account were also a huge help in revenue this year.

We realize that the Corona Virus will still be with us as we enter 2021, but we are hopeful that we are now more experienced and able to deal with its challenges. We certainly learned to value our co-workers, our colleagues at our partner agencies, our donors, Grantors and local Family Foundations for the support and flexibility that they provided us during 2020.

Thank you for your continued support - good health and happiness to everybody associated with Families First.

JoAnne M. Caswell - Executive Director



Program Report: - (continued)

Our motto “No family should have to struggle alone” became even more of a living presence in our work, because of the pandemic. We ended 2020 with a renewed appreciation for the human connections that all of us rely so deeply upon.

Tracey Serlock, Director of Behavioral Health Services and Anne Griffin, Director of Family Services



<i># of Youth Served in 2020, by Program Type and Quarter:</i>	<i>1.1.20- 3.31.20</i>	<i>4.1.20- 6.30.20</i>	<i>7.1.20- 9.30.20</i>	<i>10.1.20- 12.31.20</i>
<i>Health Home Care Management</i>	<i>180</i>	<i>173</i>	<i>174</i>	<i>169</i>
<i>Non Medicaid Case Management (NYS OMH)</i>	<i>1</i>	<i>2</i>	<i>2</i>	<i>2</i>
<i>Family Support Program (NYS OMH Aid to Localities)</i>	<i>82</i>	<i>74</i>	<i>70</i>	<i>69</i>
<i>CFTSS (program started 1.1.19)</i>	<i>77</i>	<i>83</i>	<i>97</i>	<i>106</i>
<i>HCBS (program started 4.1.19)</i>	<i>28</i>	<i>28</i>	<i>34</i>	<i>37</i>

Program Report: - (continued)

Despite these enormous challenges, we continued to meet the need. In July we hired and trained four new staff to provide direct services, and in October, another four.

We made progressive weekly adjustments to the continually updating guidance, implementing new policies and procedures constantly. During all of this, we had very few participants discharged from services because of stressors related to Corona Virus and very few visits to emergency rooms or hospital admissions. Our staff, concerned about families, constantly worked at developing creative ideas for stabilization in unprecedented circumstances and times.

Even though our work was very challenging, we continued to progress. We were able to transition two care managers into supervisory roles; streamline and fine tune our direct services billing process, implement innovative supervision strategies over Zoom and develop a “toolbox” of approaches for remote direct service delivery.

We maintained the integrity of our health homes care management program. There were many risks, but we were able to keep youth at home and in their communities. When the regulations initially removed the face-to-face requirements, we decided to quadruple the minimum contacts remotely, to ensure that each family received a phone call or Zoom meeting weekly, to assuage their discomfort.

Our staff exhibited resiliency, flexibility, and creativity with a focus on understanding participants’ needs and problem-solving barriers - mostly in isolation and without the benefit of synergy or the connections we all so relied on. We were able to hang on to our families. We didn’t experience much growth, but we did maintain stability.

Without time spent in travel, we were able to deliver direct services to many more participants. We kept a good base of service delivery, keeping people connected and supported. We were able to help parents/ caregivers by lending them an ear when needed, or by letting them have a break now and then while helping our youth learn new skills or just allowing them to blow off some steam.

Some staff members struggled with physical separation from participants, while others thrived, finding new ways to more efficiently manage their time and to implement clever and imaginative tools and solutions to all sorts of new obstacles we were facing.

Our staff is truly remarkable. When the chips were down, they stepped up to the plate. They came to work every day while trying to manage their *own* children and their educational needs, their *own* families, their *own* inability to get needed supplies and so many questions about the future and so many additional stressors. They consistently showed up to do their very best in order to ensure that our participants would receive the finest services that the agency could provide. They did Families First proud. Overall, thanks to our committed staff, we survived and even thrived, in the time of COVID.

Services:

* Health Home Care Management

* Children & Family Treatment & Support Services (CFTSS)

* Home & Community Based Services (HCBS)

* Family Support

* Wraparound Services

* Respite

* Family Peer Support Services

* Youth Peer Support Services

* Crisis Intervention

* Transitional Case Management

* Linkage & Referral to Primary Care and Other Community Services

* Prevocational

* Supported Employment

* Support Groups

* Advocacy

* Parenting Education

* Transportation

* Social & Recreational Opportunities



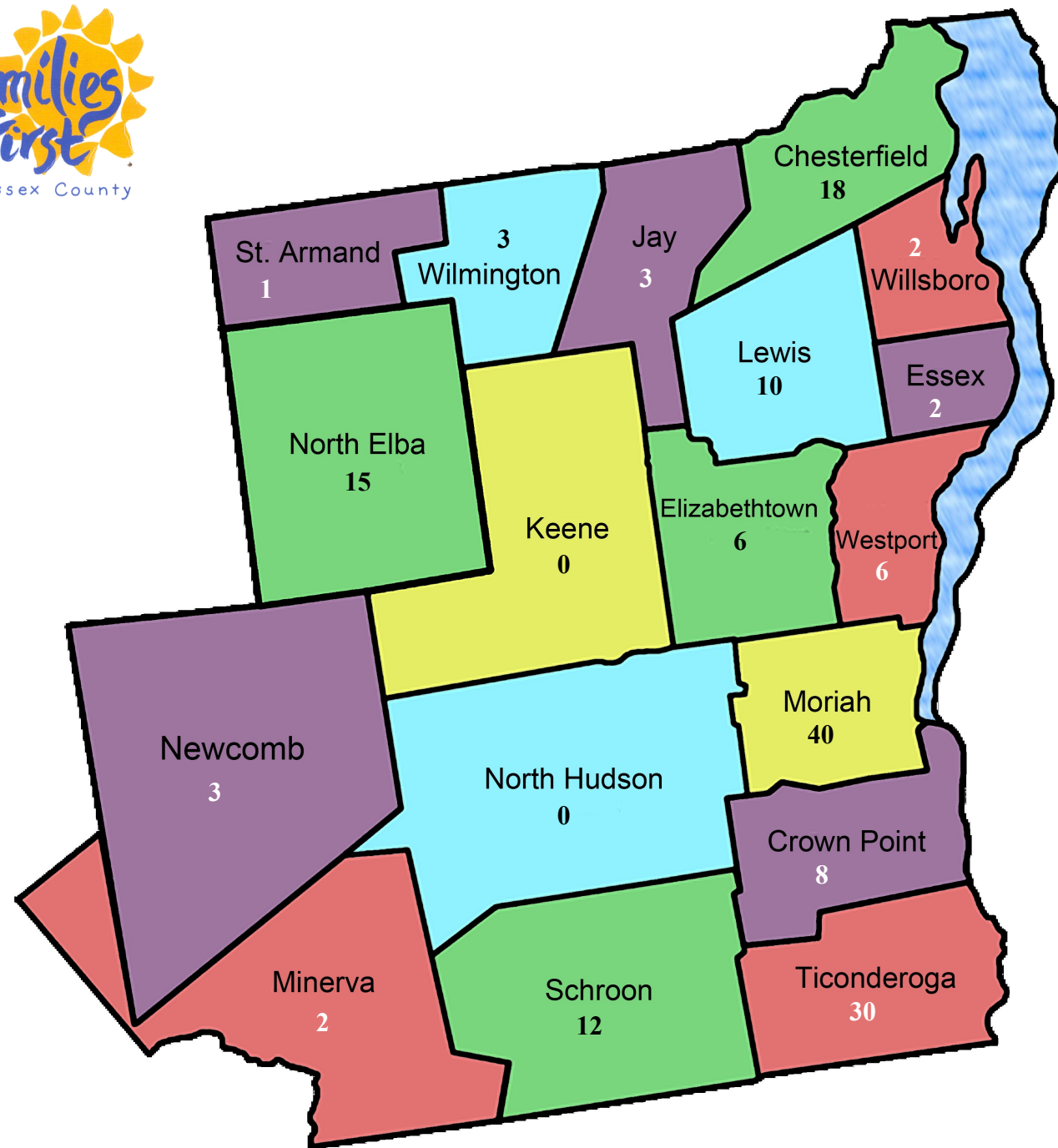
Staff:

JoAnne Caswell
Executive Director
Tracey Serlock
Director of Behavioral Health Services
Anne Griffin
Director of Development & Family Services
Robin Nelson
Compliance Officer
Nicole Meager
CFO
Deb Mitchell
Program Services Coord.
Mackenzie Lahue
Sr. HH Care Mgr / Supervisor
Kayleigh Wojewodziec
Sr. HH Care Mgr. / Supervisor
Paul Pulsifer
Community Outreach / Operations Mgr.
Stacey Vaughn
Health Home Care Manager
Brian Gay
HH Care Manager
Tara Stockwell
HH Care Manager / DS Prof.
Courtney Farrington
HH Care Manager
Ryan Yellott
HH Care Manager
Jennifer Deyo
HH Care Manager
Janelle Bausman
HH Care Manager
Kari LeClair
HH Care Manager
Peter Casanova
Office Manager/Admin. Assist.
Judy Feigenbaum
Direct Service Professional
Jim Jaquish
Direct Service Prof.
Buffy Marcil
Family Peer Advocate
Robyn Anson
Family Peer Advocate
Lisa Sheehan
Family Peer Advocate
Kathy Drew
Direct Service Provider
Claire Lafountain
Direct Service Provider
Meaghan Lee
Direct Service Provider
Nicole LaValley
Direct Service Provider
Jessica Thompson
Direct Service Provider
Michaila Callis
Youth Peer Advocate



*Number of Unduplicated Families, served in 2020,
broken down by Town: **172***

*Number of Unduplicated Children/Youth within these families: **243***



Essex County 18 Towns

Franklin Co. - 3 Clinton Co. - 6 Warren/Washington Co.'s. - 2

Program Report: - (continued)

Regulations related to telehealth were quickly relaxed under the pandemic, and we began to work to understand how we were going to deliver our services remotely. It had been difficult and costly to prepare for remote work, to learn how to utilize the technology that we were all being forced to rely upon. How much more difficult it must have been for our families! Our participants faced obstacles that seemed almost insurmountable. We began quickly to assess our families, and focused on helping them with some of their most pressing needs. Using flexible grants (see a chart in side bar), we were able to help families purchase internet access, food, cleaning supplies, and even masks for adults and children.

We plunged directly into learning to work remotely, only to realize how much we, as an agency had relied on human connection as well. Prior to the pandemic, in every week, there had been hundreds of the opportunities for human connection with our co-workers, from the laughter and shared stories at the lunch table, to the co-worker stopping by our offices just to say hello, or ask a quick question. We had celebrated birthdays and holidays together, staff retreats, and regular in person meetings. Those moments had provided deeply nourishing connections, and moments to refresh our minds and spirits during the workday. All of those were gone now, and we saw each other only through Zoom. The days began to seem longer, harder, and more exhausting for all of us, as we sought to bolster our families through these difficult times. The synergy we experienced as colleagues became a casualty of the pandemic, and we experienced the same isolation our participants did.

Big chunks of our lives and milestones were lost because of COVID. There were no graduations, proms, sports - all things we previously worked hard for families to be able to experience, because raising special needs children already puts those "average" milestones in jeopardy. In an effort to help families create memories of special times, we committed to using grant funds to provide families with opportunities to create their own backyard fun. We purchased tents, camping equipment, inflatable swimming pools, yard games, rafting tubes, volleyball and badminton sets, sleeping bags, and grills for individual families, so that they could safely enjoy time together.

We became aware that there was an increase in depression, alcohol and substance use, as well as domestic violence and hunger. We had to think of ways that we could help alleviate some of the stressors that were exacerbated by the residual effects of the pandemic. Fortunately, Foundations quickly understood the compelling needs families were experiencing, and allowed flexibility in meeting those needs through grant funds.

Foundations and Grants received in 2020 to assist with Corona Virus Challenges - (see Development Report for details)

United Way - ALICE Grant - \$5,000

Kelsey Trust - \$3,500

ADK Foundation - Sun Fund Grant - \$3,000

Charles R. Wood Foundation Grant - \$6,000

Stewarts Foundation Grant - \$2,000

International Paper Grant - \$6,163

Jacob Reiss Family Foundation Grant - \$5,000

Program Report:

Statement of Purpose:

Families First is a private, not for profit, parent designed agency that has been providing support to families in and around Essex County, NY for more than 25 years. Our particular area of expertise is children (ages 0-21) with emotional and/or behavioral challenges who are at risk of out-of-home placement. Recently we have begun to provide services to youth that have medical, substance use and complex trauma needs as well. A variety of support services are provided to help families keep their children at home. The services offered are individualized to match each family's strengths and needs. Parents are provided the support needed to create a safe, nurturing, positive environment for their child to learn and grow in order to remain at home in their community instead of being hospitalized or residentially placed. Our services help to improve their quality of life, allow them to be healthy, get a good education and become productive members of the society.

Human connection - that's what Families First is built on. Our motto is "No family should have to struggle alone". In 2020 we discovered just how critical this need is. We've always known how important these connections are to our participating families. They often experience social isolation and stigmatization because of their children's behavioral health needs, feeling blamed and shamed. Many of our families lack access to some of the most basic elements of a functional life - a car to get to a job, food on the table, heat in their home, enough money to provide stability. In addition, in their struggle to understand and meet their children's behavioral health needs, they often experience a lack of understanding from their extended families, and the community at large. That's one reason why we have always held large family events - to create a safe place where families can participate in a normalizing and pleasurable social activity without judgement, knowing that all the other families there experience many of the same challenges.

However, when 2020 began we had no idea how deprived of human connection we were all about to become. We began the year with visions of innovation and growth. In January and February, we concentrated our efforts on deepening our understanding of the rules and process for services that had begun in 2019, educating our stakeholders regarding our new services and structure, and pursuing new referral sources to increase our families served.

But in early March the corona virus that we had been hearing about was becoming forefront in the news. The ramifications of the virus were hurtling toward us, with increasing speed. Guidance and directives began coming out daily, and before we had much of a chance to absorb how quickly things might change, the order came for a statewide lockdown. We had little time to prepare, but we quickly created a list of everything we might need to work remotely, and were able to purchase work phones for each staff member, as well as Zoom accounts, and other needed technology to ensure that we would be able to begin remote work--for how long we had no idea. The Families First office was closed on March 18th. We hoped it might only be a matter of a few months.

The impact on our families was immediate and tremendous. Schools closed, while everyone scrambled to equip children and families with what they needed to participate in education remotely. Many of our parents became unemployed, lost their childcare, and then had to learn how to shepherd their children through a virtual education process that proved to be an ongoing challenge.

The links of human connection were immediately broken. We realized how distressing this would be for our families, and we committed to weekly phone calls to each of our families, even though we did not know if we would be able to bill for this service.

A Parent Testimonial:

We started "Mark" with Families First back in 2016 when we started with family support services. Mark was struggling with symptoms of trauma in the form of audio flash backs leading to needing further assessment. Prior to the symptoms of Trauma, Mark was bright, bubbly, and everyone was excited to see him. We got Families First involved to get a support system in place that could help identify providers and resources. Tara was assigned as the Family Peer Advocate and started assisting with some struggles at school that would occur after confrontations with teachers. Tara assisted me with advocating for Mark's needs through the school to ensure he could be successful. We worked on preparing everyone that was involved for the new "normal" that was coming due to the trauma Mark had faced.

We got everything in place and were at what felt like a stable place where Mark was only seeing his primary care doctor to manage medications. Mark was thought to have a couple different diagnosis but ultimately it was decided that what Mark was experiencing was audio flash backs which then eventually turned in to night terrors. At this time Tara and I had a real conversation about what should be in place once more repressed memories surfaced and she mentioned a new program at Families First called Children's Health Home Care Management. We were referred to this program by Tara. At this time we started to work with Brian as our children's Health Home Care Manager. We started discussing what we needed in place to help pre plan for the future. As time went by more repressed memories surfaced, and we started to discuss implementing different providers to assist with developing coping strategies to deal with the remembering the memories that were repressed.

Out of the blue, one of Mark's siblings, set a small fire in the bathroom which was discovered later in the evening. I called Brian early the next morning for guidance on what to do about this situation because after being confronted about setting the bathroom on fire Mark's sibling, "Chris" stated that he did not remember doing anything which was very unsettling for Mark. Brian recommended a visit to the doctor for the blisters on his fingers, and a Crisis Evaluation due to not remembering the incident. Brian had discussed with his supervisor attending the Crisis Evaluation with Essex County Mental Health to help keep me pointed in a direction and regain stability for Mark. During this evaluation Brian recommended Children's Health Home Care Management services for Chris. We, with the Essex County Mental Health Crisis worker, called Four Winds Saratoga for a planned admission and were placed on the waiting list. From here we started safety planning around the 24x7 supervision that Four Winds recommended in a home with 7 children. Brian discussed using flex funds with his supervisor to purchase wifi security cameras to help ensure safety. Once the cameras were installed things were not necessarily easier, but felt a little safer. From here we checked in with Four Winds Saratoga once or twice daily to see if a bed was available. Due to 2 weeks passing under 24x7 supervision Brian had mentioned the possibility of admission to Four Winds Katona as the supervision was becoming unmanageable. Four Winds Katona also added us to the wait list but managed to place Chris quicker. Brian then discussed with his supervisor assisting with a gas card as Four Winds Katona is located just outside of New York City. Chris stayed in Four Winds Katona for about 2 months. During the discharge meeting, which Brian attended to prepare for Chris's enrollment in the Health Care Management Program we also learned that Chris had the markers for the Hashimoto disease. Once Chris was home we enrolled him, while developing a Safety Plan for the home to make sure everyone was safe. We also worked together to get Chris established with Essex County Mental Health for therapy and psychiatry. In addition to making a doctor's appointment to follow up with the Hashimoto diagnosis. From here Mark re-established with a therapist with Essex County Mental Health. We went a year where everything felt calm, and then Chris displayed inappropriate sexual behavior towards a sibling raising the need for higher supervision and more safety planning. From here Mark's repressed memories all came back.

At this time my oldest daughter "Julie" was triggered due to the behavior of Chris causing a regression and a break down while preparing to go to college. Julie requested to start working with Brian as well leading to her enrollment in the Health Home Care Management Program. Chris's behavior also lead to Brian referring Mark for CPST services and Tara starting to work with the family again. Mark's stability and ability to perform self-care collapsed upon the COVID-19 pandemic occurring. At this time Brian recommended HCBS services. I agreed. Once approved, Brian referred him for Planned Respite and Parent Peer support. So at this time we were working with Brian, Tara, Robyn, and Michaila for Mark in addition to Megan for Chris as Families First providers, in addition to the therapists, psychiatrist and doctors. Robyn started to assist with helping with managing it all in a house with 7 children as a family peer support because Mark's stability started to be at risk when schedules started to collide.

The providers working with Mark and Chris have been encouraging and working with them to build self-esteem, community inclusion, independence, and adjusting to a new normal during a pandemic. The providers worked with us to meet both in person and via Zoom.

Ultimately it was the right decision to get Families First involved after discovering Mark's trauma as his needs increase and decrease based on the needs of the household. Families First has been there through the ebb and flow of the household based on the needs of the children, they were there when things were calm, and no longer calm. It was integral to pick up the phone and call instead of wading through paperwork to work on the next step. It's a sense of security that no matter what the need is knowing that they will find a way to help.

We are truly grateful for Families First! - Sincerely, Mark, Chris and Julie's' Mom

No Family Should Have To Struggle Alone

Development Report:

2020 was an unusual year in Development and Fundraising, as it was in virtually every other area as well. We began the year with our Fundraising plan in place, which included our usual \$10,000 Raffle, Friendraising events, and plans for using grant monies to attend and offset our costs for our annual Southwoods Summer Camp.

All of that changed in March. When the pandemic was officially declared and we closed the office to the public, we had no idea that the remainder of the year would be spent in pandemic status, and that we would need to be nimble and proactive regarding changes in our fundraising plans.

Almost immediately, we needed to modify our thinking about received and pending grants. We needed to contact our funders who had approved our grant requests for Summer Camp, and request flexibility in using those funds, in the event that camp was cancelled. Many thanks to Stewart’s Foundation, The Kelsey Trust, the Jacob Reiss Family Foundation, and the Charles R. Wood Foundation, all of which allowed us to use funds in flexible ways. Our Charles Wood Foundation grant of \$6,000 went to Special and Urgent Needs of families, helping with such things as car repairs, utility bills, warm clothing, car seats, gas, etc. Our Stewart’s Grant of \$2,000 was diverted to the Holiday Drives. The Kelsey Trust grant of \$3,500 went toward subsidizing family fun activities, since we were unable to provide our usual summer events or camp. These monies purchased things like backyard games, camping equipment, tents, rafting tubes, small swimming pools, so that families could safely enjoy summer fun. A grant from the United Way (ALICE Funds) was used flexibly on behalf of families, as well as the Reiss Family Foundation grant. We also applied for and received \$3,000 from the ADK Foundation Sun Fund for food assistance for families. Using this grant, we were able to both purchase groceries for families, and stock our food shelf. In August, we applied to International Paper for a grant to help us purchase needed signature pads and other technology, to help streamline some of our documentation practices. It was a very good year for small grants - many thanks to these local Foundations for their support, allowing us to provide much needed assistance to well over 100 families!

Due to the pandemic, we cancelled our \$10,000 Raffle and made no effort to hold Friendraisers. Even without these events however, we were able to raise \$165,307, which surpasses previous years fundraising totals. Our Annual Appeal brought in \$81,635, far exceeding any other appeal and we chose to take our available 5% payout of our Endowment Funds due to unknown revenues.

As always, we are grateful to both our new and long-time donors for your incredible support in this most challenging year.

Anne Griffin -
Director of Development



**Total Funds
Raised:
\$165,307**

**Unrestricted:
\$138,609**

**Restricted:
\$ 26,698**

2020 Giving Categories

**Annual Appeal
Letter:
\$81,635**

**Board Member
Contributions:
\$18,400**

**Grants/
Foundations
Corporations:
\$18,690**

**Holiday Drives:
\$7,135**

**Unsolicited:
\$6,090**

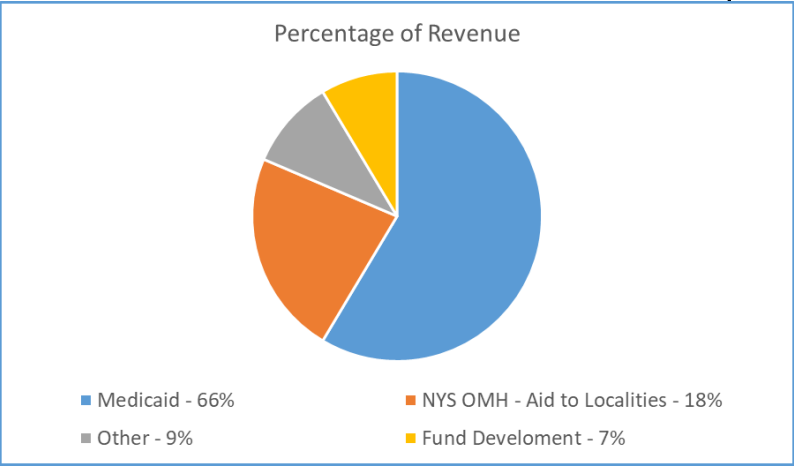
**Investment
Dividend,
Endowment Payout,
Interest:
\$33,357**

Financial Statement

Families First in Essex County, Inc., Condensed Financial Statements, Unaudited Year Ended December 31, 2020

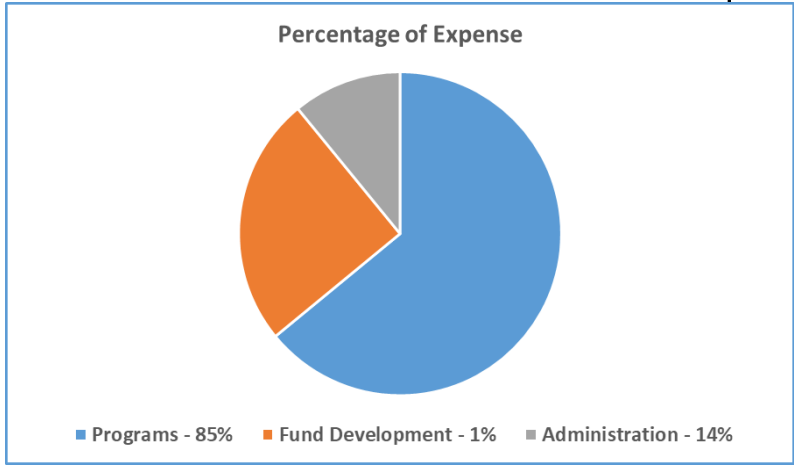
Revenues

Medicaid (HCBS Waiver & Health Homes, CFTSS, HCBS)	\$ 1,423,138
Aid To Localities (NYS OMH)	\$ 380,428
Other (DSRIP, OMH grants, CARES Act Grants, FCC Grant)	\$ 190,280
Fund Development (Restricted & Unrestricted)	\$ 165,307
Total Revenues	\$ 2,159,153



Expenses

Programs: (HCBS Waiver, Health Homes, CFTSS, HCBS, Family Support, other)	\$ 1,735,967
Fund Development	\$ 16,181
Administration	\$ 278,716
Total Expenses	\$ 2,030,864
Net Revenues	\$ 128,289



Fiscal Report:

2020 started out relatively normal. We were able to clear up all of the Medicaid Billing challenges from 2019, which we experienced due to multiple new contracts with Managed Care Companies, a new contract with a Clearinghouse and an old EHR system that needed multiple updates. All back due revenue was retrieved! We were off to a good start and looking forward to a productive year.

Then the Corona Virus hit! As discussed in previous reports throughout this annual report, we were immediately forced with how to proceed in providing remote services to our clients. With approval from the Board of Directors the Finance Department and Sr. Management Team was able to secure new/updated laptops for all staff to use in the field, secure cell phones for all staff to use and purchase zoom accounts for each staff member. The Finance Director and Executive Director, then applied for a Federal Communications Commission (FCC) grant to assist with the costs of these unplanned for, but necessary purchases and successfully received a grant for \$27,000. In addition, we applied for two Coronavirus Aid, Relief, and Economic Security Act (CARES) Grants to help cover projected losses sustained in our CFTSS and HCBS Programs, due to the inability to provide face-to-face services and received a total of \$60,158. This award in addition to the very generous support of local Grantors and Foundations, along with our Annual Fund Development Appeal letter and Board Fundraising (without our annual \$10,000 Raffle due to the Corona Virus) allowed us to finish in the black for 2020, which was very much in doubt for most of the year.

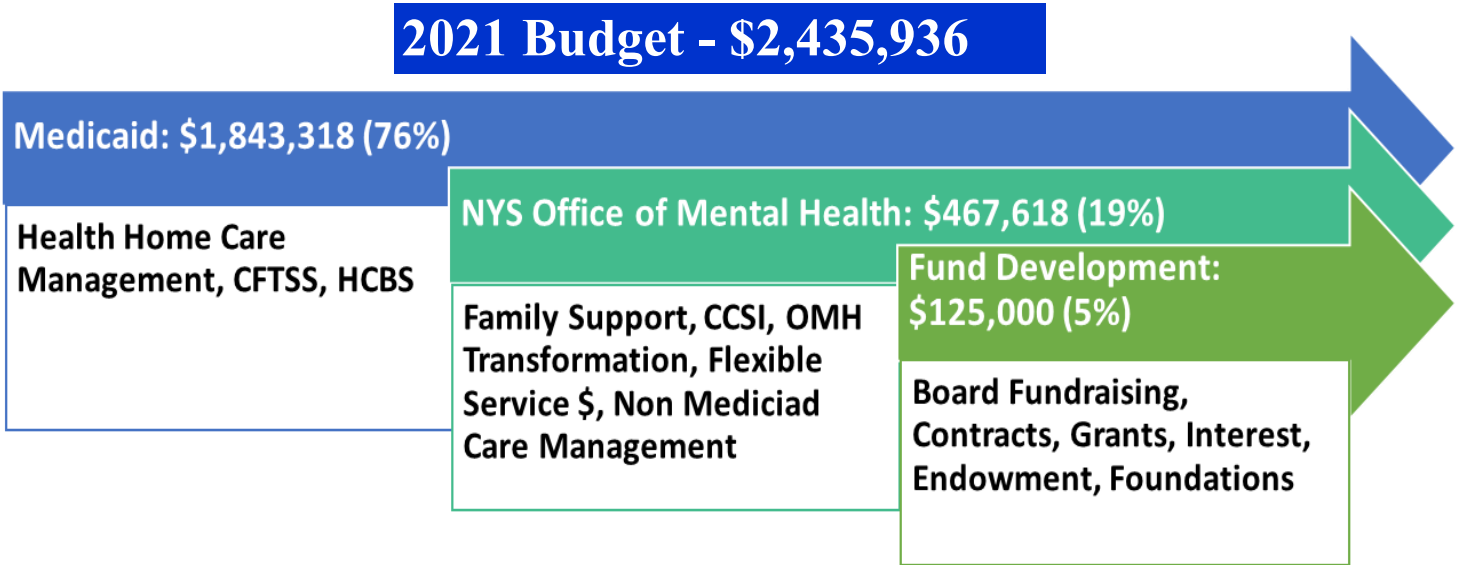
Our annual external Agency Audit was postponed for multiple months due to the challenges of the Corona Virus, but after navigating many challenges, was conducted in the fall and we are pleased to report that there were no material findings and we received a positive audit report.

Budget planning for 2021 was a significant challenge for the Sr. Staff and the Board of Directors during the fall, as NY State was very unsure of what State fund awards for the Mental Health field were going to look like for 2021. The Board approved a draft budget with a 40% cut in our NYS OMH funding (this amounted to a potential loss of \$187,047). Multiple plans were made for how to make cuts, and absorb this loss. Fortunately at the time of the writing of this report (4.2021) all funds have been restored to the full amount of \$467,618.

2020 ended with a search for a new CFO, as our long time Director of Finance, Andrea Kuhn retired after 15 years of service. We hired Nicole Meager out of the Albany area and she started on 12.1.20, with an overlap of one month with Andrea for training.

We anticipate more challenges from the Corona Virus in 2021 but feel more comfortable in dealing with the challenges and the solutions.

JoAnne Caswell - Executive Director



Annual Giving Report:

Our Annual Giving Program runs from January 1 through December 31 each year. We recognize gifts made to the Annual or Endowment Funds and those gifts that were commemorative. A separate list recognizes donors, groups and businesses that supported our Holiday Drives.

We regret that space does not allow us to list all those who supported our special event fundraisers. If you bought raffle tickets, or attended a fundraising event we appreciate your support and want you to know that each of these gifts has made a difference to Families First.

Our apologies if your name has been inadvertently misspelled, omitted or incorrectly listed. Please call the Development Director for corrections.

Benefactors: (\$10,000 & Up)

Miles and Joan Kulukundis**
Winifred Thomas**

Patrons: (\$5,000 to \$9,999)

Joseph and Linda Bogardus**
Bristol Myers Squibb**
Charles R. Wood Foundation*
George and Sam Chandler
Daphne Hollowell**

International Paper

Champions: (\$1,000 to \$4,999)

Adirondack Foundation**
Mary Elizabeth Alexander**
Karen and Robert Ashline*
Babette Atz*
Brooks and Joan Fortune
Family Foundation
Cloudsplitter Foundation*
Barry and Sharon Cook
Therese Denton
Margie and Scottie Emery-Ginn**
Adirondack Foundation -
Evergreen Fund

Dr. John and Mrs. Jan Fortune
Harold and Joan Feinbloom
Family Foundation

The Kelsey Trust*
Melissa Murphy**
Katharine Preston and John
Bingham**
Carolyn Sicher and Aaron Woolf*
Stewart's Foundation**
Mr. and Mrs. Thomas Stransky*
John and Sandra Taylor**
Wielandy Family Charitable Fund

Sponsors: (\$500 to \$999)

Adirondack Foundation-Rocky Bog
Fund
Anonymous (2)
Rolland and Donna Baribeau
Monique Weston Clague**
James and Margaret Cooke

Sponsors: (\$500 to \$999) - Continued

Dr. and Mrs. Karin DeMuro
Jay Heald and Shalonie Persaud-Heald
Janice Kyle and Hans Himelein**
Hunter and Priscilla Hollowell
Colin Kahn
David Kahn
ADK Foundation--Charles H. Lewis and
Renee A. Rosch Lewis Endowment
Fund
Jill Neeley and Greg Owens
New England Federal Credit Union
Clay and Sue Reaser*
Barbara Rehm
Rotary Club of Lake Placid
Sarah M Smith
Dr. Deborah Camalier-Walker and
Mr. Richard Walker
Shelley Winters**
Megan and Erik Young

Supporters: (\$100 to \$499)

Bechard's Sugar House
Jim Kinley and Mary Bell
The Birch Store
S.E. and A.D. Bissell
Ted and Catherine Blazer
Denise and Kevin Bolan
Elena Borstein
Tom and Alana Both
Timothy Brearton
Thomas Burleigh*
Ann Burgess Cammack
Rogers-Carroll Family Foundation
Dean and Caudia Caveney
Champlain Contracting
Dr. Glen and Malinda Chapman
Allan Clark
Linda Miller Clark
Catherine Conover Covert
George Davis and Susan Bacot-Davis
John Davis and Denise Wilson-Davis
Jenifer Hale Deming

Supporters: (\$100 to \$499) - Continued

Erica and Peter Diestel
Susan Doolittle
Joan Egglefield
Dominic and Melissa Eisinger**
Gail Smith Else
Len and JoAnn Folin*
Kirk Kellogg Foundation*
Dick and Susan Gaffney
Susan and Woody Gandy*
Tobin and Susan Greschler
Evelyn Hatch*
Matthew Hinge and Hillary Hollister-
Hinge
Diana C. House*
Raymond and Michelle Hudson
Janet Findlay and David Hunter**
Linda Jackson
Gregory and Carol Johnson
Bill and Meredith Johnston**
Adirondack Foundation-Catherine and
Wayne Johnston Fund
Richard and Joan Kelly**
John and Miriam Klipper
Laura and Henry Kennedy
Dr. Daniel Larson
Bernard Leerkes
William McMahon and
Catherine LaRock-McMahon
Amy McNamara
Dr. Charles Moisan, Jr.**
Richard and Mona Morgan
Timothy Mount and Lynne Macco
Mount Moriah Presbyterian Church
Nick and Carol Muller*
Scott and Jill Murray
Mr. and Mrs. Archie Nelson**
George and Libby Pataki
Mickie and Mike Parker
Charles and Gloria Pfund
James and Emily Pugsley**
Rosemary and Paul Reiss
David and Margaret Reuther

Annual Giving Report - (continued)

Supporters: (\$100 to \$499) - Continued

Wouter and Loretta Rietsema
James Rosenberg**
Harriet H. Savage**
Cynthia Schira
Joyce Scovell*
Bev and Don Sears*
Arthur and Anne Smith
Donald and Ellen Stiles**
Maria Stitt**
Richard P. Suttmeier**
Peg and Perry Teillon
Richard and Bethany Teitelbaum
Charles and Delia Thompson**
George L. Topka*
TrailNorth Federal Credit Union*
Charles and Anne Turek
Claude and Wanda Turner
Amy Valentine
James and Colleen VanHoven*
Dorothy Voorhis**
David and Mary Welch
Ken White**
Kim Koch-Wright and Wayne Wright**

Friends: (\$1 to \$99)

Carl and Inge Aiken*
AmazonSmile
Robert Andrews and Margaret Wilson
Perry and Susan Babcock
Tom and Candy Sue Baker
Joseph and Patricia Beneshan
Judy Bertsche
Frank and Barbara Bezon
Anthony Blair
Linda Blair
Brian and Janet Bliss
Matthew and Sarah Bosley
John and Elaine Bottiroli
Evelyn Brant
George and Cam Brown
Bryant's Lumber, Inc.
Ed and Susan Bryant
Mary and Tim Burke
Champlain National Bank
Janet and Bryan Coburn
Richard and Lea Covell
Michael and Julie Cruickshank*
Mr. and Mrs. James Cunningham
Ginny Delia

Friends: (\$1 to \$99) - Continued

Stephen and Marcella Denton
Stan and Barb Dickinson*
John Doyle and Laura Sells-Doyle
Maureen Ecclesine
Stephanie Frazier
Howard and Karen Glass
Norma Goff
Gordon Pratt Agency**
Laura J. Groshans
Harkness Methodist Church
Carla Hendrix
John and Peggy Hunn
Robert and Priscilla Hurd*
John and Karen Huttlinger
Mr. and Mrs. Ingleston
Reverend and Mrs. Robert Johnson
Charish Johnson
Pat Kelly and Chuck Stewart
Glenn and Valerie Kelsey
Brian and Laura Kiely*
Col. George and Heidrun King
Jay and Candy Kohen
Terence and Mary Jane Lamb
David and Lora Langston
George and Terry Lavin
Charlotte Lichtenberg
Betty Light
James and Kathy Marshall
Patricia O. Marshall**
Malcolm and Judy Martin*
Anne B. McDonald
Robert and Joanne McShane**
Schelling and Annie McKinley*
Peter McNally
Hildegard Moore**
Ben and Joann Morris
Northern NY Behavioral Health Institute
Gay Olcott
Eugene and Janice Orlowski
Sherry Osborn
Richard and Joann Pecor
Cynthia Poppino
Jerry and Cynthia Pulsifer
Nancy Reale

Friends: (\$1 to \$99) - Continued

Peter and Lynne Reale
Matt and Caroline Roy
Mary and Charles Ruger
Dan and Betsy Senkowski
Nelson and Dianne Shapiro
Larry and Leslie Shipp
Ann Sayers and Pete Slocum
Ms. Barbara R. Strowger
Jack Swan
Naomi Tannen
Jane Terlouw*
Francis and Sharon Trudeau
Helene and Larry Vanderburgh**
Chattie Van Wert and Arthur Hatfield
Jerry Charboneau and Jill Vickers
Linda A. Warner
Rita Warren
Jamie Weeks
Kathleen Wiley
Dr. Thomas Woodman**

Bequest Society:

Anonymous
Monique Weston Clague
Trisha Forrest
Anne Griffin
Richard Kelly
H. Nicholas and Carol A. Muller
Winky Thomas
Helen Paul (realized)
Jamie Paul Clark (realized)
Henrietta Thomas (realized)

Tribute Gifts:

Linda Miller Clark - In Honor of - Bob Miller

Goerge Topka - In Memory of - Jamie Clark

Sharon Cook & Hillary Stransky - In Honor of - Catherine Conover Covert

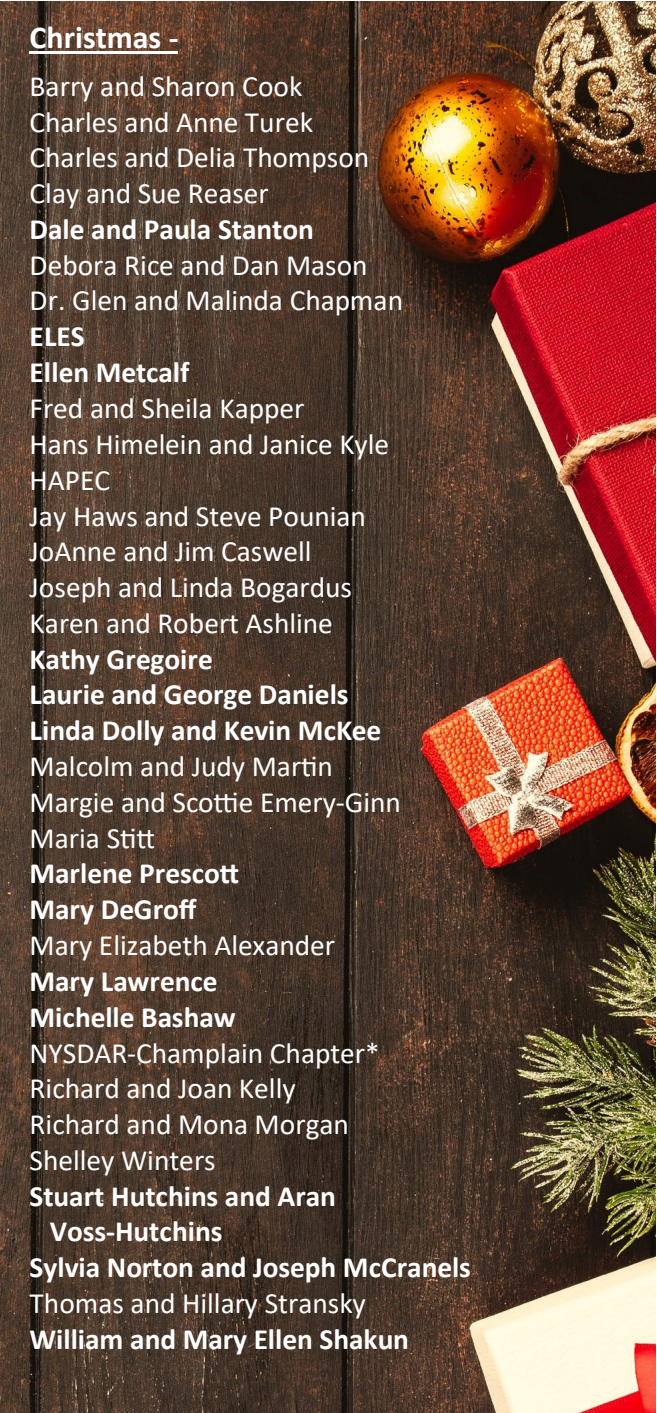
Clay and Sue Reaser - In Memory of - Charles V, Coble

Names in Bold = new donors
Names with an * = donors who have given to FF for 5 or more consecutive years
Names with an ** = donors who have given to FF for 10 or more consecutive years

Holiday Drives: This includes businesses, individuals, groups or families who contributed to our Thanksgiving Food Drive, who “adopted” a child for Christmas giving, or made it possible for us to purchase gifts for teens. 100% of these contributions of food and gifts are distributed directly to families.



In 2020, 100 gift cards (to grocery stores) were given to families, in lieu of food baskets, due to the Corona virus and a bulk Turkey shortage.



In 2020, gifts were distributed to 175 kids (73 families) throughout the region. These numbers are down as we were only able to donate to families that were actively receiving services at that time, due to the Corona Virus and distribution challenges.