

Cambridge Family & Children's Service

Impact Report

2021



Cambridge Family & Children's Service

60 Gore Street
Cambridge, MA 02141
www.helpfamilies.org

A Letter from Bob

Dear Friends,

I hope that this report finds you and your loved ones well as we all continue to navigate our way through this extraordinary time. We share the hope that we are truly moving closer to the time when we can resume more normal personal interactions with one another.

I have always been proud of the dedication and hard work that our staff bring to meeting the needs of those we are privileged to serve. The same is certainly true this year. As we have responded to the disruptions and challenges caused by the pandemic, I have been especially proud of the creativity, persistence and continued hard work CFCS staff have devoted to ensuring that we go above and beyond to meet the needs of our clients.

The past year has benefited all of us by bringing to our collective attention the stark disparities in our society. We have known that a gulf exists between the haves and the have nots, but the breadth and depth of that gulf, and the human toll it takes on so many, became so much more visible during the pandemic. It showed us the greatest areas of need and provided us with the opportunity to make a meaningful difference.

That is why I am so proud of the work done by everyone affiliated with CFCS, from board members, to managers, to staff, to our clients and all of our supporters. All of you play a major role in allowing us to make a real difference in our community. And our cornerstone initiative of helping those we serve find permanency (safe, secure parenting relationships) holds the promise of change that is lifelong and multi-generational.

I am very happy to have this opportunity to thank them and to thank you for all you do to support our work. We look forward to continuing to expand and strengthen our programming in the year ahead so that we can have an even greater impact and do our part to bring about a more equitable society.

Thank you!



Sincerely,
Robert Gittens
Executive Director

Program Reviews

Adoption

Our Adoption program works to ensure that all children and teens have the opportunity to grow up in a safe, healthy, loving family that provides unconditional love, a sense of security and a community for the child to call their own.

Adoption's Year-at-a-Glance

While we are enormously proud of the work of our staff, the real heroes of the year were our foster and adoptive families. They continued to love and care for the children in their homes through the challenges of remote schooling, quarantining, and social isolation. They remained committed when their children's mental health struggles and behavioral needs increased amidst the stress, worry and fear of the pandemic. They provided comfort to children who were not able to see their birth parents, grandparents, and siblings in person anymore, and they provided reassurance that things would get better – a critical message during such times of deep uncertainty.

Despite the many barriers the pandemic presented, the adoption program saw many achievements last year. We finalized 21 adoptions, a massive number for a program of our size. We placed four children with permanent families and identified adoptive matches for others who will soon transition into their new homes. As we enter FY22, we are armed with the experience and knowledge to support our clients and move children toward permanency in our new, socially distanced landscape.

While the program was forced to contend with multiple challenges in FY21, we are extremely proud of the dedication of our team, who found ways to meet the needs of our clients despite difficult circumstances. We are pleased to be entering FY22 with a highly skilled group of social workers who are committed to the program's purpose and mission.

Our Year, By the Numbers



61

children were served by our Adoption program



21

adoptions were legalized



3

children were placed in pre-adoptive homes



15

groups of siblings were served by our Adoption program

Families United Through Adoption



2-year-old Jayden was adopted by his long-term foster family during National Adoption Month! His parents, Shaun and Ilona, have been overjoyed to watch Jayden learn and grow every day, and his brothers adore him.



Karen and Aldo Sferra were so excited when their adoption of their son Alex was finalized in February! Karen first met Alex as his Special Kids Special Care nurse, taking care of Alex's complex medical needs when he was in his first foster home. Today, they're a happy, healthy family!



Ava's parents Kate and Matt and her sisters Sadie and Maisie have been a loving foster family for 11 years, but Ava is the first youth they've cared for that they won't ever have to say goodbye to. **Top:** Ava and her dad Matt share a moment during Ava's adoption legalization. **Bottom:** Ava, carried by her mom Kate, says hello to our Director of Adoption Susan Rooney.

A Permanency Success Story: Family Across State Lines



Shortly after baby Eli was born, upon his discharge from the hospital, he was placed in foster care. Within a few days, Eli's uncle stepped forward and offered to open his home to the baby.

Because Eli's uncle lived in another state, his homestudy process took over a year to be approved.

During that time, Eli's foster parents came to love Eli and asked to be considered as a prospective adoptive family for him. Because they had been caring for Eli for so long, they were also entitled to consideration, and their homestudy process began as well.

Eli was nearly two years old by the time both homestudies had been completed, and the Adoption team had a difficult decision to make: should we allow Eli to remain with his lifelong foster parents, the only caregivers he had ever known, or move him 2,000 miles away to the home of his uncle, whom he had only seen on a video screen? Allowing his foster parents to adopt him would enable Eli to maintain his most important attachments and prevent the trauma of separation and loss that would occur with a move. Moving Eli to his uncle's home would give him the chance to grow up with his birth family and three older siblings. It would also offer him an intimate connection to his family's culture and background that adopted children often don't get to experience.

All decisions of this magnitude are made jointly by the Adoption and Family Services teams at CFCS. We do our best to ensure that multiple perspectives are considered so that we can make the best possible decisions for our young clients. After much discussion and careful consideration, the team unanimously decided to place Eli with his uncle for adoption.

Last spring, when Eli was 31 months old, his uncle flew to Boston, held Eli in his arms for the first time, and boarded a plane to return with Eli to their home. Today, the family is doing wonderfully. Eli has adjusted beautifully to his new home, family members, climate and culture. Eli's uncle recognizes the importance of Eli's relationships with his foster parents, and he has helped Eli maintain frequent contact with them through weekly facetime calls. Soon, his foster parents may travel to celebrate Eli's upcoming 3rd birthday with him and his family.

Making the choice to move a child from a lifelong foster placement is always painful. But seeing Eli thrive in the care of his birth family while keeping in contact with his former foster parents reminds us that the best decisions result from encouraging collaboration among adults and maintaining focus on the long-term interests of the child.

Looking Forward

With the COVID-19 pandemic now in its second year, our team enters FY22 working within a hybrid model of in-person and remote service delivery. We are continuing to improve how we connect with and support families and children when in person contact is not safe, and how to minimize risks when we do interact in person. Though these remain trying and stressful times for our clients and staff, we're amazed and uplifted by our clients' flexibility and determination, and by the commitment and dedication of our staff.

Developmental Disabilities Program

Our Developmental Disabilities Program (DDP) provides training, advocacy and social opportunities to individuals with developmental disabilities and their families. We offer our clients skills and knowledge to help them strengthen the relationships they rely on, and opportunities to make their lives easier, richer and full of bright experiences.

DDP's Year-at-a-Glance

As it did for everyone, FY21 held many challenges for our DD program. Most case management needed to be conducted remotely. Although some initial adjustment was needed, we continued to provide the highly effective case management our clients deserve.

This past year, our program provided case management to over 300 individuals and their families through our various contracts with the Department of Developmental Services. We helped individuals and families set and achieve goals; assisted in drafting Expenditure Plans and Spending Plans; helped them complete applications for benefits; attended virtual Individual Education Plan meetings and Individual Support Plan meetings; facilitated and participated in virtual, educational and medical appointments; supported individuals and families in navigating the guardianship process; assisted in housing issues; provided guidance in spending stipends and other state funding; assisted in identifying in-home providers; hired skills trainers and respite caregivers, and so much more.



We were proud to feature the story of Tripp Black, his mom Mary-Helen and their family during our Circle of Friends Gala this year. The Black family's commitment to Tripp and his well-being inspires us all.



Tripp has a moment with his father.

Events and Activities

Due to the pandemic, the activities and trainings we offered needed to be virtual, but this did not impact the attendance or the enjoyment! From Bingo to an Australian Koala Bear Sighting Party (broadcasted to us straight from the Land Down Under) to our annual spring Prom, our social groups were busy and happy. We were able to offer the same useful trainings our clients have come to expect, including trainings on financial skills, coping skills and Guardianship Training. We found that by holding activities and training courses virtually, some individuals who were previously unable to attend were able to join us. Parents and guardians told us that they preferred virtual training, as it was far more convenient. We're taking that feedback into consideration as we plan our social and training calendars moving forward.



A DDP client in the middle of apartment-hunting. Despite the restrictions of the pandemic, we helped our clients remain active and ensured they didn't lose progress working towards their goals!

This year, our program made an impact in the lives of...



105 children



283 adults



362 families

A Permanency Success Story: Finding Stability



Mary has been a client in our Developmental Disabilities Program for many years. When Mary began working with CFCS, she had a young son. When her son was 3, he was removed from his home by the Department of Children and Families (DCF), citing Mary's lack of parenting skills, and placed in a residential program. During the two years her son was in placement, Mary worked closely with her CFCS case manager on her parenting skills, attended meetings with DCF, and focused on being reunified with her son while not losing track of her other important personal goals. Thanks to Mary's willingness to improve her parenting skills and collaborate with DCF and the Department of Developmental Services, we are happy to report that two years later, she was reunited with her son.

In addition to working towards reunification with her son, Mary achieved her goal of becoming a US Citizen. Since then, Mary has been able to vote in the last two presidential elections and has obtained her US Passport.

Since reuniting with her son, Mary has married and had two other children. She still works with her support team on parenting skills and on her own daily living skills as she is committed to providing permanence for her family. Mary continues to work part-time as a cleaner. She has held this position for over five years and was recently honored by her employer for her years of successful employment.

Mary continues to make great strides as she works with her CFCS case manager and support team. Mary's top priorities are to be able to live independently and take care of her children at home. Mary is grateful for the support that she receives, and we are grateful to be able to work with her!

Looking Forward

DDP Staff are now accustomed to working productively and efficiently offsite. Our team no longer believes that one must be in the office to provide our clients with services and support. The time we used to spend traveling to the office or to meetings can now be used to provide additional support to individuals and families.



We will continue to offer activities and training safely and in ways that allow for more individuals and families to participate. We are looking forward to continuing to provide support to individuals and families in whatever the 'new normal' will be.



Family Services & Intensive Foster Care

Our Family Services program recruits, trains and supports adoptive and foster parents from the very beginning of their adoption or foster care journey to the very end, ensuring that they are prepared to offer a safe, loving and therapeutic home to the children they will care for.

Year At-a-Glance

In May 2020, Family Services Director Sarah Medrano-Palmer became Director of both Family Services and our Intensive Foster Care Program. To reflect Sarah's leadership of both programs throughout FY21, we are presenting the reports for both programs together.

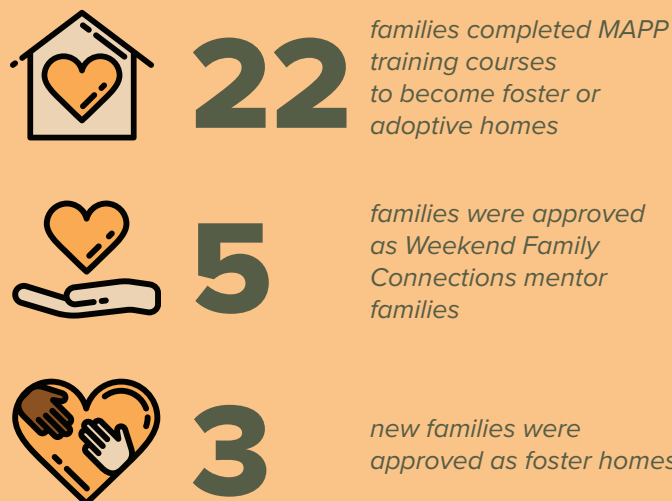
Though this year was unique and challenging in many ways, the dedication and work of our families continued to remind us how essential foster care is for vulnerable children. IFC and pre-adoptive families continued to contend with challenges like no others: school closings, sudden quarantines following exposures and, unfortunately though not surprisingly, sick family members. Yet many families rose to the challenge repeatedly throughout this past year, providing safety, nurture, and love to our children.

Our Intensive Foster Care (IFC) program provides youth who were born exposed to substances, who were subjected to abuse and/or neglect, or who have complex medical needs the opportunity to live and thrive in a safe, nurturing family and community.

Waiting Families

This year saw positive outcomes for many of our pre-adoptive families. 16 new prospective adoptive families successfully completed our Massachusetts Approach to Partnerships in Parenting training courses. After our staff conducted the required homestudies, we approved 17 families for adoption. Five approved families accepted child placements during the year, and several more families will transition children into their homes shortly after the close of the fiscal year.

Family Services' Year, By the Numbers





John and Alisha Moquin first met and got to know their adopted daughter Laura over Zoom. They spoke with her remotely for weeks before she was able to move into their home. We're so excited to share that Laura's adoption will be finalized this fall!

Weekend Family Connections (WFC)

This year, the Weekend Family Connections program, a collaboration between CFCS and the Massachusetts Adoption Resource Exchange (MARE), accepted its first applications from people interested in becoming mentor families and adoption advocates for older youth in residential care. Over the course of the year, 11 applications were submitted, 10 families participated in training and six families were homestudied and approved as mentor families.

To date, three WFC families are matched with a youth at St. Anne's. One of the WFC mentor families has decided to become an adoptive mother to her mentee, a 14-year-old boy who has lived in residential care for over five years. They are now visiting every weekend and anticipate he will move into her home in the fall of 2021!

Vivienne Campbell Award

The annual Vivienne Campbell Award was given to Ms. Fanita Grubbs this year. Ms. Grubbs has been a Cambridge Family and Children's Service foster parent since 2012. Over the course of the last nine years, she has fostered 19 children, including numerous sibling groups. The impact she has made on their lives is immeasurable.

Fanita Grubbs has been an incredible partner to social workers on our team. She collaborates with us regularly to ensure that all of the children in her care are receiving everything that they need to thrive. She is nurturing and loving with all of her foster children and provides them with a steady, reliable and trauma-sensitive home environment. Ms. Grubbs has a wealth of experience caring for children who are impacted by trauma and loss and has brought stability and normalcy to the youth that she cares for.



Ms. Grubbs was presented with her award at the Foster Parent Appreciation event we hosted at Castle Island in May 2021, surrounded by her three foster sons. We are so thankful to her for her service.



Ms. Grubbs is currently caring for three boys in foster care. She has thoroughly enjoyed having all of them in her home.

IFC's Year, By the Numbers



14.8
months

the average length of a child's stay in foster care with CFCS



4

youth ages 18 to 22 were cared for in CFCS foster homes. Three earned their high school diploma or GED this year, and one enrolled in college.



30

children placed in safe, nurturing foster homes

A Permanency Success Story: Working as a Team

Beth and Daniel Moore, a young couple from Boston, applied to become adoptive parents with CFCS two years ago. The couple has always expressed excitement about the possibility of parenting siblings. Following the approval of their homestudy, Beth and Daniel learned about a young brother and sister, Allan and Kate, ages four and two.

Allan and Kate had been in foster care for about two years. During that time, they had regular visits with each other, but had never lived together in the same home. The Moores took time to learn everything that could about Allan and Kate before saying yes to becoming first-time parents to these two young children.

The family did not have the smoothest start together. When Allan moved into the Moore's home in 2020, he had difficulty sleeping and often threw tantrums, no doubt related to his history of loss and trauma. Later, when Kate was able to join the family, she was confused and uncertain about what was happening in her life. Both children struggled both emotionally and behaviorally.



Throughout everything, Beth and Daniel were present and nurturing parents to Allan and Kate. They focused on creating safety and security in their home, giving their children the opportunity to process and talk about their feelings at their own pace. They patiently supported both children through many tantrums and sleepless nights and gradually watched them stabilize, begin to trust, and eventually thrive in their new home.

Beth and Daniel have also been strong advocates for their children. They are strong proponents of open adoption and are committed to doing everything that they can to nurture their children's relationships with their birth family. Beth and Daniel attended every offered visit with Allan and Kate's birth family. They successfully negotiated an Open Adoption Agreement with sensitivity and compassion for everyone involved. Today, the family is eagerly awaiting a date to finalize their adoption, anticipated in the fall of 2021!

Looking Forward



The Family Services team is eager to continue meeting the needs of vulnerable children and adolescents in foster care in the year to come. To that end, we are currently seeking to hire a third Family Resource Coordinator. This will give us greater capacity to bring in new families to provide Intensive Foster Care, pre-adoptive care and Weekend Family Connections mentorships to our youth. Additional staff will give us increased flexibility and resources to dedicate to recruitment of new families and allow us to better support our current families with support groups and training that meet their needs.

Family Support & Stabilization

The Family Support & Stabilization (FSS) program provides services designed to stabilize families as well as young adults transitioning out of foster care. We ensure that they have the skills, resources and family connections they need to be successful.

FSS's Year-at-a-Glance

This past year has one of growth for the FSS program. We were able to add additional case management roles and expand our management capacity to include both an FSS Coordinator and Independent Living (IL) Program Manager.

Across each of our programs, FSS has continued to make permanency a priority. Whether we are keeping a family intact, strengthening a parents' resilience, helping resolve conflict or supporting a reunification, permanency practices are embedded in all that we do. We worked specifically with our Supervised Family Visitation cases to ensure that we were appropriately monitoring and advocating for additional visitation when it was safe to do so. Supervised visitation families saw an increase in frequency and length of visits and many of them were able to transition to less restricted community visits.

Parenting Journey

Our Parenting Journey series, which offers an opportunity for parents to develop themselves as nurtured and nurturing people, was needed more than ever this past year. Through funding awarded to us by the Children's Trust we were able to offer two virtual series of our popular parenting skills training course, Parenting Journey. In FY21, we celebrated 17 graduates.



FSS staff observing COVID-19 safety guidelines during a team meeting.

Young Parents Support (YPS)

Our Young Parents Support (Program, which began operating in March of 2018, continues to thrive. Over this past year, we have continued to develop and improve program policies and service delivery. We have continued to offer ongoing enrollment and have maintained a high client enrollment between 25-30 clients at a time throughout FY21.

Independent Living (IL)

Fortunately, all our IL clients were able to remain stable as they navigated the pandemic. Through donations and other fundraising efforts, we successfully ensured that the youth in this program had the groceries, household items and technology they needed. Knowing the isolation brought on by the pandemic was a major concern for IL clients, we ramped up permanency efforts to strengthen family relationships and help mitigate isolation. We are excited to report that all six clients were able to keep their jobs or seek new opportunities. One of our clients was even able to successfully complete a vocational training program.

FSS's Year, By the Numbers



189

families were served by our FSS program this year



253

children (ages zero to 18) received support from FSS



43

parents enrolled in our Young Parents Support program



A Permanency Success Story: Thoughtful Collaboration

The Spar family consists of Mom Helen and her two children, 9-year-old Monty and 10-year-old Sara. DCF referred the family to our Family Support Team to help Helen and her children stabilize their home. Helen cited concerns for both of her children often, but particularly for her daughter Sara.

Sara is a bright child with unique interests. The impact of the pandemic made finding friends difficult for her, and the social isolation began to take a toll. The isolation exacerbated Sara's depression and loneliness, eventually leading her to vocalize suicidal ideations.

Despite our initial efforts, the cynical and camera-shy Sarah was not open to working with our team at first. Eventually, after months of little to no engagement, Sarah's FSS worker Thai discovered that she and Sarah had a shared interest: anime. This shared interest allowed Sara to open up enough to allow the FSS team in and to help her navigate her crisis.

Though it took a lot of time, the connection between FSS and Sara was firmly established, which provided a safe environment for her to explore her thoughts and feelings. The communications with Sara's network, including her previous school counselor, provided us insight into understanding and building connection with Sara.

Eventually, our time working with Sara's mom and brother came to a close, but Sara still needed our support. Thanks to the positive relationship our FSS team built with Sara's family and network, we were able to continue working with her through our Youth Support services program. With Sara as the primary client, FSS increased visits to twice weekly with Sara and continued to provide emotional support, socialization and a safe space for self-exploration.

With the intentional collaboration of providers, Sara went from refusing to meet with the FSS team to requesting additional visits. FSS often chose activities that Sara was interested in, like reading manga together, trying new treats (i.e., boba tea), and spending time together at the park. Through the consistent interactions with FSS, Sara identified strengths to build on positive self-esteem and self-efficacy, explored and welcomed the use of healthy coping skills, especially ones to use when she felt depressed, and created a self-care plan.

FSS is proud of the work accomplished with this family and the work we have done with so many other families who have partnered with us. Making changes, even necessary changes, can be hard. Especially during unsettled and challenging times like so many have faced over the past year. This family is a great reminder that with thoughtful collaboration and creativity, FSS can provide a safe space for families to take the next steps in their process.



This year, we worked hard to keep siblings and families connected to each other, especially when they were separated by foster care. Social worker Genevieve Spears captured this sweet moment from an outdoor sibling visit.

Residential Services: Putnam Place

Putnam Place is a group home for young adults ages 16 to 21 who are transitioning out of foster care and need a safe space where they can live and learn. With our guidance, our residents strengthen their relationships with family members and committed adults as they pursue their education and employment.

Putnam Place's Year-at-a-Glance

Putnam staff continued to focus on reconnecting youth with their family members throughout this difficult year. Staff continued to communicate with and assist family members as they worked to strengthen their relationships with our residents. We supported residents like Brian, who had chosen to have no contact with his mother when he moved into Putnam. Due to the hard work of his DCF worker and Putnam staff, Brian is now regularly seeing his mother and some of his younger siblings. His mother has been able to visit him, cook for him, and take him to set up his own bank account. Putnam staff is excited to see even more progress as time goes on.

We have been able to offer our residents more activities outside the home. This summer, the youth were able to go to four Red Sox games, movie day on Saturdays, go-carting and bumper boating, ziplining, and lastly a celebration dinner for all four residents who attended and completed their 12-week workshop with Silver Lining Mentoring program!

Putnam looks to the future to build and maintain a strong house leadership team once a House Manager and Clinical Case Manager can be hired. In true Putnam style, the Program Director has been able to rely on her core lead staff to pick up many responsibilities the house manager would be doing. The Director of Clinical Services has taken on the clinical and case management of the current youth case load. And we have expanded our team by hiring additional counseling staff with greater expertise and a wide range of experience to serve our youth.



Longtime Putnam resident T shares an original work of art.

Putnam Place's Year, By the Numbers



3

residents received their high school diplomas



3

residents enrolled in college



2

residents became or remained employed



2

residents transitioned to an Independent Living program



Lead milieu counselor Wilbert (bottom left) hangs out with two residents at CFCS's Juneteenth lunch.

A Permanency Success Story: Youth Guided Team Meeting

When Marty first came to Putnam a year and a half ago, he had no relationship with his biological mother and had a strained one with his father. When he and his father spoke, the conversation was usually about Marty needing money and his father giving it to him. But our Clinical Case Manager Derek did such incredible work with Marty and his family that things started to progress in a positive direction. Marty began talking to his father on the phone every Friday. Both parties worked hard to focus their conversations on about what was happening in each other's lives. Derek was able to assist Marty with inviting people on his team to a meeting to discuss how we could all assist him with moving towards independent living. His mentor was there and so was his father!



Marty was so anxious at the start of the meeting waiting for his father to join. Once he did, Marty ran the meeting smoothly. The meeting closed with Marty's questions about the support his father and mentor were willing and able to offer him, answered. Recently, he has even had three extensive phone calls with his mother. They have all gone well and have been up to a half hour each time. We are in the process of getting ready for another team meeting and are hopeful this is a good sign that mom will attend as well.

Looking Forward

Putnam is looking forward to growing our staff. We are hoping to connect with other residential programs with a 1:4 and 1:3 counselor to resident ratio, to open the lines of communication between all of us. We realize that we can have a greater understanding of where each youth is coming from if we are also familiar with the programs they are coming from, not just the individual. Another important goal is for us to continue to create new community connections for the residents to utilize.

Residential Services: Teens Learning Choices

Teens Learning Choices (TLC) is a group home for youth ages 16 to 21 who are transitioning out of foster care and need a safe space where they can live and learn. With our guidance, our residents strengthen their relationships with family members and committed adults as they pursue their education and employment.

TLC's Year-at-a-Glance

Although this year was filled with uncertainty, changes and losses there were more successes and happy moments at TLC. Program Director Karlah Paul greatly improved staff morale by creating greater transparency in the home around roles, policies, training and overall understanding of TLC and its mission. This year we have seen a higher commitment from staff to working in the program which has led to increased stability and positive outcomes for our residents. Our group of Milieu Counselors are at the core of the success we have as a program.

Meanwhile, Clinical Case Manager (CCM) Madison worked to revamp our resident intake process with Karlah's support. As a result, two of our referring agencies, DCF and Ascentria Care Alliance, better understand which youth TLC is best equipped to care for. Now, DCF and Ascentria refer youth who are more likely to succeed in the environment we provide. Today, we are at capacity, housing eight residents on site with a working waitlist.

In a recent client survey, 56% of residents reported feeling as though they had at least one professional person (social worker, therapist, clinical case manager, teacher, etc.) they can count on for support. 87% of residents reported feeling that they had at least one unpaid adult (family, mentor, member of religious community) that they could consistently count on for support.

TLC's Year, By the Numbers



2

residents received their high school diplomas



2

residents enrolled in college



6

residents became or remained employed



2

residents transitioned to an Independent Living program



TLC residents had tons of fun playing cornhole with staff, Board members and fellow residents at CFCS's first Juneteenth celebration this summer! **Far right:** TLC Program Director Karlah Paul.

Looking Forward

TLC is looking forward to strengthening our house leadership team so we can continue to provide even more support to counselors and implement an annual team building workshop.

In addition, we aim to further improve our referral and intake process to provide quality support to the clients we serve. We are looking to engage and conduct more community outreach, creating a better relationship with the Malden PD, Fire Department, YMCA personnel, schools, and other community resources.

TLC has begun collaborating with another agency in adopting the Attachment, Regulation and Competency (ARC) framework, which will provide training and help support staff to better assist youth who have complex trauma. While TLC receives training on how to best support our youth, we are hoping that our community also joins hands with us in providing a safe environment for our residents to live in and become a part of.

A Permanency Success Story: The Power of Persistence



When Brianna came to TLC a little over a year ago, she could only speak a few words in the English language, her primary language being Spanish. Both Brianna and

TLC counselors understood that communication would be challenging, but we immediately went to work finding ways to bridge this communications gap.

We translated our resident handbook into Spanish so Brianna could understand our rules and expectations. Counselors endeavored to learn Spanish while Brianna was working on learning English. Our counselors were committed to learning as much about Brianna as they could so they could better support her. Their efforts made her feel welcome, safe and a part of TLC.

Recently, Brianna found a local church that reflected her culture and beliefs. She was able to fit right in, becoming a leader in their youth ministry and playing trumpet for the church band. Brianna excels academically: currently, she is taking business classes while she studies how to become a worship leader. However, Brianna recognizes that she struggles socially. She has no trouble building positive connections with adults in her life, but it's challenging for her to maintain strong peer connections, especially peers close in age. Ever the hard worker, Brianna worked on building positive peer relationships, and now has found friends her age. Brianna is committed to maintaining her friendships and making sure they remain successful and healthy relationships.

Brianna, like many students, had a hard time attending school virtually during the peak of a pandemic. But she still earned straight A's last year! Today, Brianna is on track to graduate from high school and her dream is to attend Harvard University. She recently found a job, which will help her save more money, expand her understanding of English and offer her the opportunity to work on social interactions in the workplace. She is nervous to attend school in person but looks forward to all the positive connections and experiences she will have.



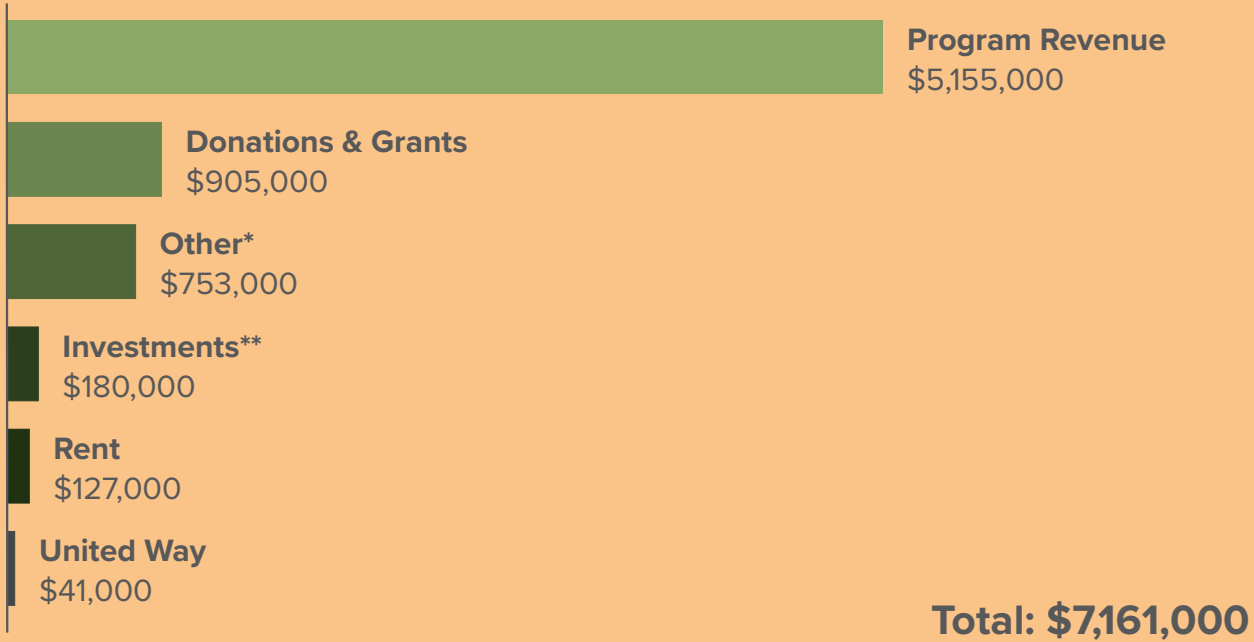
TLC resident Becky (left) and Clinical Case Manager Maddie Summers. Becky counts Maddie as one of her most trusted, supportive adults.

Finance Review

FY21 Financial Breakdown

Sources of funds & expenses for the fiscal year ending on June 30, 2021.

FY21 Income



FY21 Expenses



* The bulk of this amount represents forgiveness of a Paycheck Protection Program loan from the Small Business Administration.

** The agency maintains funds in an investment portfolio with an annual draw down of 4.75% of the previous 3 years balance.

An annual audit is available upon request.

Our FY21 Board of Directors

Ruth Whitney, President & Chair of the Board
Erika Eurkus, Vice President
Debra Wekstein, Vice President
Dennis Scannell, Treasurer
William J. Mostyn, III, Assistant Treasurer
Sally Martin, Secretary

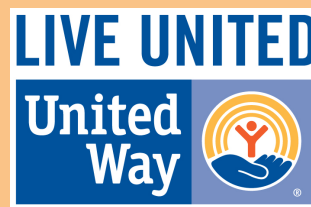
Debjani Banerji
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Beth Kreidenweis
Patricia Welbourn Lorsch
Lisa Rodericks
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Susan Spurlock
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William Tsoules
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Thank You to Our FY21 Visionary Partners!



The Clipper Ship Foundation

**Mabel Louise
Riley Foundation**



Despite this year's many challenges, we still found ways to connect with and support each other.



Director of Adoption Susan Rooney (left) and Family Services Director Sarah Medrano-Palmer take a selfie in the midst of participating in the Jordan's Furniture Walk/Run for Adoption.



Family Support & Stabilization Program Director Nanci Lytes receives her first shot of the COVID-19 vaccine at our first vaccine clinic in February 2021.



Family Support & Stabilization Assistant Program Director Thara Young (left) and Human Resources Coordinator Cassandra LeBrun share a laugh during our outdoors Juneteenth lunch and celebration.



Cambridge Family & Children's Service

www.helpfamilies.org