Dear Friends,

We are delighted and honored to share this annual report for the 2016-2017 fiscal year with you, our supporters and stakeholders here at Family Services of Westchester.

It showcases just a few of the many initiatives our team has spearheaded as part of FSW’s mission to offer vital, timely, and innovative human services to the residents of Westchester County, New York.

We have seen those service needs evolve rapidly in the recent past, as our Westchester County communities have grappled with new challenges such as preventing gun violence, assisting immigrants with their assimilation, and serving an ever-expanding aging population.

CRAFTING COMMUNITY-BASED SOLUTIONS

Family Services of Westchester is grateful to you for endowing us with the staff and financial resources that let us step up when our neighbors turn to us for help in crafting effective, community-based solutions.

On the pages that follow, we’ve highlighted three of those solutions — Project SNUG, a public-health-based approach to violence prevention, Latino Connections, a comprehensive network of support services for Latino immigrants, and our thriving My Second Home program, which offers an affordable and innovative inter-generational approach to adult day services.

THANK YOU FOR YOUR GENEROSITY

You will also find our financial statements for the 2016-2017 fiscal year. We are proud to be in an even better financial position than the previous fiscal year, and appreciative because that is due in no small part to your continued generosity. With each appeal for support, you have answered our call. On behalf of our clients and our communities, we are deeply thankful.

As we look to the future, we remain steadfast in our resolve to make a difference, right here, at home. As you read through the pages ahead, may you find yourself in our successes, discover additional opportunities to become involved in FSW’s programs, and — above all — realize how much your support means to us here at FSW.

Sincerely,

LISA COPELAND
Chair, Board of Directors

POLLY KERRIGAN
Acting President & CEO
OUR MISSION

FAMILY SERVICES OF WESTCHESTER IS DEDICATED TO PROVIDING A BROAD RANGE OF SOCIAL AND MENTAL HEALTH SERVICES TO SUPPORT AND STRENGTHEN WESTCHESTER COUNTY’S CHILDREN, INDIVIDUALS AND FAMILIES THROUGHOUT EVERY STAGE OF THEIR LIVES.
FSW PROGRAMS

ADULT CARE
- Elder Abuse Prevention
- Gatekeepers
- Home Health Care
- Livable Communities Connection
- Maple House Enriched Housing
- My Second Home
- Partnership Innovation Program for Older Adults
- RideConnect
- Service Coordination
- White Plains Guest Home

EARLY CHILDHOOD
- Early Head Start
- Early Step Forward
- Head Start
- Great Beginnings Universal Pre-K
- Prime Time: Special Education and Evaluation

HIV/AIDS EDUCATION AND SUPPORT
- Camp Viva
- Community Resources
- HIV Supportive Housing Service
- Living Together
- Medical Case Management

FAMILY STRENGTHENING
- EMERGE
- Family Mental Health
- Family Preservation
- Latino Connections
- Navigators Fatherhood Re-Entry Program
- Step Down/Family Success

VETERANS SUPPORT
- VET2VET
- Veterans Outreach & Support

YOUTH DEVELOPMENT
- ADAPT Family Mediation
- Adoption and Children’s Services
- Advantage After School
- Bienvenidas
- Big Brothers Big Sisters
- Community Residence for SED Youth
- Girls’ and Boys’ Group Homes
- Port Chester Cares
- Project SNUG
- Respite/Camp Success
- Junior/Senior Youth Councils
- Successfully Transitioning Youth
- The Sharing Shelf
- Therapeutic Foster Care
- Youth Forum/Aging Out/Youth Residences

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KRISTER WILLGREN ................................................................... Chief Information Officer
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SHARIFA ARMORER, LCSW-R ........................................... Vice President, Compliance & Program Operations
CAROL ROBINSON, MS ED ................................................... Director, Early Childhood Educational Programs
THERESA MORGAN, MS, SPHR ............................................. Senior Director, Human Resources & Administration
ADAM GARRISON ............................................................... Director of Administration, Facilities & IT
VALERIE A. BROWN ............................................................ Executive Director, Big Brothers Big Sisters of FSW
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• New York State Office of Mental Health for Community Residences
• New York State Department of Health for Home Health Care
• New York State Department of Health for Adult Homes
• New York State Department of Health for Enriched Housing for Older Adults
• New York State Department of Education for Special Education Services
• New York State Office of Children and Family Services for Residential (Group) Homes
• New York State Office of Children and Family Services for Therapeutic Foster Care

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• Collaborative for Children and Families
• Health Care Compliance Association
• National Council of Behavioral Health
• New York Council of Nonprofits, Inc.
• New York State Adult Day Services Association, Inc.
• New York State Association of Family Service Agencies

ACCREDITATIONS
• Better Business Bureau
• Council on Accreditation

LICENSES, ACCREDITATIONS, AFFILIATIONS AND MEMBERSHIPS

FSW LOCATIONS & MAP

1 MAIN/CORPORATE OFFICE
2975 Westchester Avenue
Suite 401
Purchase, NY 10577
914-937-2320
914-937-3183 fax

2 ECHO HILLS CLINIC
78 Main Street
Hastings-on-Hudson, NY 10706
914-274-8334

3 MY SECOND HOME MOUNT KISCO
95 Radio Circle Drive
Mount Kisco, NY 10549
(914) 241-0770

4 MOUNT VERNON CLINIC
6 Gramatan Avenue, Suite 401
Mount Vernon, NY 10550
914-668-9124
914-668-0940 fax

5 PELHAM CLINIC
507 Fifth Avenue
Pelham, NY 10803
914-738-1728
914-738-7221 fax

6 SLEEPY HOLLOW CLINIC
239 North Broadway
Sleepy Hollow, NY 10591
914-631-2022
914-909-5250 fax

7 WHITE PLAINS CLINIC
1 South Broadway
White Plains, NY 10606
914-948-8004

8 THE LANZA CENTER FOR ALL AGES MY SECOND HOME WHITE PLAINS
106 North Broadway
White Plains, NY 10606
914-422-8100

9 YONKERS CLINIC
20 South Broadway
Yonkers, NY 10701
914-964-6767
914-964-8282 fax
YEAR IN REVIEW
KEY MILESTONES & HIGHLIGHTS

Past President and CEO Susan B. Wayne and board member Howard Greenberg bid farewell to departing board member Dierdra Clark.

U.S. Senator for New York Kirsten E. Gillibrand (center) and then-New York State Senator (now Westchester County Executive) George S. Latimer (second from right) visit My Second Home.

FiOS1 NewsBreakers host Andrew Whitman interviews past President and CEO Susan B. Wayne and Board Chair Lisa Copeland.

Board member Les Rosenberg and his wife, Sybil, are honored by White Plains Mayor Thomas Roach, with Board Chair Lisa Copeland, left, and past President and CEO Susan B. Wayne, right.
BIG BROTHERS BIG SISTERS: THE REALLY BIG SHOW
NOVEMBER 5, 2016 AT PORT CHESTER’S CAPITOL THEATRE

Headliner Joan Jett and The Blackhearts
Founder/Creator Richard Franchella
Brandon “Taz” Niederauer & George Porter of The Meters
Host Mandel Crawley of Morgan Stanley with some of our Bigs and Littles

The 3 Painters
MY SECOND HOME: AFFORDABLE INTERGENERATIONAL ADULT DAY CARE

My Second Home, with sites in Mount Kisco and White Plains, is FSW’s award-winning intergenerational social day program for older adults. Both sites feature structured activities that bring the generations together: In Mount Kisco, My Second Home shares a site with the Mount Kisco Child Care Center, while in White Plains, at FSW’s Center for All Ages, seniors attend carefully planned activities with students from FSW’s White Plains Universal Pre-K program.

As the only program of its kind in Westchester County — and a model at the national level — My Second Home provides a supervised, home-like environment featuring excellent nutrition, careful attention to personal care, and transportation services, all at one-third the cost of in-home day care.

Those elements combine to offer the essential respite care that lets family members maintain their own wellness, care for other family members and continue to work.

**Adding Joy and Meaning to Seniors’ Lives**

But what really sets My Second Home apart is the program’s emphasis on offering activities that have been scientifically shown to help cognitively and physically impaired seniors add new joy and meaning to their lives.

For example, building on new findings about the best ways to delay the natural progression of Alzheimer’s disease and stave off depression, My Second Home provides therapeutic art, music and yoga offerings from Sun and Moon Yoga and Reach-Out Arts. Activities are carefully customized to stimulate cognition by relying on preserved abilities rather than requiring speech or mastering new material.

**Sharing Life Experiences and Skills**

What’s more, older adults achieve a sense of fulfillment by interacting with children and passing on life experiences and skills. Just ask volunteer Nancy Taddiken, who shares her love for horticulture by teaching classes several times a week at both sites.

Taddiken, who stepped down as superintendent of the Edgemont school system in 2013 after a 30-year career as a math teacher and principal, was searching for a new way to channel her energies when she discovered My Second Home. Now, she has found it — a warm and caring community that brings a smile to her face each time she walks through the door.
PROJECT SNUG: PREVENTING VIOLENCE AND TURNING YOUNG MEN’S LIVES AROUND

Project SNUG — named for the word “guns” spelled backward — is an FSW program for adolescent boys that aims to prevent violence by treating it as a community public health epidemic. SNUG is based in Mount Vernon, New York and is funded by a grant from the New York State Division of Criminal Justice Services.

SNUG borrows from the playbook used by public health professionals when they work to prevent the spread of disease in a community: identifying and treating the highest risk individuals, preventing future problems before they happen, and educating everyone about warning signs to watch for in the future.

When Kevin Met Henry
Kevin, now a high school sophomore, lives in nearby Pelham and joined SNUG at age 14 as the program’s youngest participant. He was having trouble behaving in school and trouble communicating with his family. As Kevin explained, “I was trying to be a man and figure out my own way and it led to some bad decisions.”

When Kevin’s high school principal suggested he visit the SNUG office, Kevin immediately felt welcome. He and his mother met Kevin’s assigned caseworker, Henry Terry, who focused on establishing good communication between the three of them. “Kevin would never open up at all,” Terry recalled. “That was his mom’s biggest issue. It led to a lot of misunderstandings.”

At their first meeting, Terry, who is a father with six children of his own, had a “guy-to-guy” conversation with Kevin. “I promised him from the day he came in that I’d be there for him whenever he needed me.” Although the SNUG office is open Tuesday through Saturday and participants meet once a month, caseworkers are on call all the time.

If I Can Change, You Can Change
At first, Kevin admits he didn’t want SNUG’s help but he rapidly warmed to the program’s nonjudgmental approach. “As I went, I realized how it opened life up. I started looking at life differently. I started to become a better person.”

Now, Kevin is focused on joining the Marines or Air Force, with the ultimate goal of becoming a police officer. What’s more, Kevin has taken SNUG’s message back to his school, telling friends, “If I can change, you can change. Anyone can do it if they have the heart.”

SNUG caseworker Terry couldn’t be happier. “Out of all the participants, I am the proudest of Kevin,” Terry said. “He was on the verge of being kicked out of school and really getting into trouble.” Kevin agrees. “Without SNUG, I’d be out on the streets and working against my mom. Now, we communicate well.”

“Without SNUG, I’d be out on the streets and working against my mom. Now, we communicate well.”
LATINO CONNECTIONS: HELPING NEWCOMERS BOND WITH THEIR NEW COMMUNITIES

Latino Connections is an FSW enrichment program that helps recently arrived Latino families put down roots in their new Westchester communities. Established over 15 years ago, the program is based in Port Chester, New York, where the majority of residents are first- or second-generation Latinos originally from Mexico, Central America and South America.

Every Friday morning, between 12 and 25 newcomers meet with Sandra Batista, a bilingual FSW staff member who helps them acclimate to their new country. She listens to their concerns, offers reassurance and connects them to community services that can help them secure food, shelter and jobs.

Building Community at Group Meetings
The group, which originally launched with ten mothers, has now grown to 35 participants, including six fathers. The program meets at Port Chester’s nearby Carver Center every Friday morning for a discussion, followed by a group lunch. Each week, attendees hear from a different expert on topics ranging from parenting skills, nutrition and domestic violence to education, financial planning and immigration law.

The group also meets monthly with Spanish-speaking psychologist, Dr. Mariana Lozada, who donates her time to conduct group counseling sessions aimed at increasing participants’ confidence and sense of self-worth.

Going the Extra Mile With One-on-One Support
In addition to the group get-togethers, Latino Connections also works one-on-one with individuals and families whose language or cultural barriers might be preventing them from seeking the services they need. For example, when one group member — a single mother with two sons enrolled in elementary school — discovered that her older boy had a learning disability and was falling behind in class, Latino Connections helped her navigate the system to arrange for the support resources her son needed.

For Batista, one happy sign that her newcomers are really settling in is when they begin doing their own volunteer work, whether at the food pantry, teaching skills to the group or helping with childcare. “One of the greatest benefits of Latino Connections is the sense of community we’ve created,” she noted. “While we are helping these new immigrants connect with their new surroundings, we are also helping them connect with each other.”
## Statement of Activities

### Revenue & Expense Statement

<table>
<thead>
<tr>
<th>Operating Support and Revenue</th>
<th>7/1/2016 - 6/30/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support</strong></td>
<td></td>
</tr>
<tr>
<td>• Contributions</td>
<td>$1,737,173</td>
</tr>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
</tr>
<tr>
<td>• Government and Other Grants</td>
<td>$8,738,747</td>
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<tr>
<td>• Program and Client Fees</td>
<td>$11,687,885</td>
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<tr>
<td>• Other</td>
<td>$42,709</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>$20,469,341</td>
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<tr>
<td><strong>Total Operating Support and Revenue</strong></td>
<td>$22,206,514</td>
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</table>

<table>
<thead>
<tr>
<th>Operating Expenses</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Program Services</strong></td>
<td></td>
</tr>
<tr>
<td>• Youth Services</td>
<td>$4,264,695</td>
</tr>
<tr>
<td>• Family Mental Health</td>
<td>$6,639,194</td>
</tr>
<tr>
<td>• Elder Services</td>
<td>$2,777,841</td>
</tr>
<tr>
<td>• Home Care Services</td>
<td>$941,647</td>
</tr>
<tr>
<td>• Education Services</td>
<td>$4,626,055</td>
</tr>
<tr>
<td><strong>Total Program Services</strong></td>
<td>$19,249,432</td>
</tr>
<tr>
<td><strong>Management and General</strong></td>
<td></td>
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<tr>
<td><strong>Contributions</strong></td>
<td>$1,670,104</td>
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<tr>
<td><strong>Total Operating Expenses</strong></td>
<td>$21,591,603</td>
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<tr>
<td><strong>Change in Net Assets from Operations</strong></td>
<td>$614,911</td>
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</table>

<table>
<thead>
<tr>
<th>Non-Operating Activities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Investment Income (Loss)</td>
<td>$45,646</td>
</tr>
<tr>
<td>• Unrealized (Loss) Gain on Interest Rate Swap</td>
<td>$66,847</td>
</tr>
<tr>
<td>• Change in Value of Beneficial Interest in Trust</td>
<td>$7,100</td>
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<tr>
<td>• Depreciation and Amortization</td>
<td>($392,809)</td>
</tr>
<tr>
<td>• Reserve for Contingency</td>
<td>($25,238)</td>
</tr>
<tr>
<td><strong>Total Non-Operating Activities</strong></td>
<td>($299,654)</td>
</tr>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td>$315,257</td>
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<tr>
<td><strong>Net Assets — Beginning of Year</strong></td>
<td>$1,929,685</td>
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<tr>
<td><strong>Net Assets — End of Year</strong></td>
<td>$2,244,942</td>
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</tbody>
</table>
SOURCES & USES OF FUNDS

OPERATING SUPPORT & REVENUE
- CONTRIBUTIONS / $1,737,173
- GOVERNMENT & OTHER GRANTS / $8,738,747
- PROGRAM & CLIENT FEES / $11,687,885
- OTHER / $42,709

OPERATING EXPENSES
- YOUTH SERVICES / $4,264,695
- FAMILY MENTAL HEALTH / $6,639,194
- ELDER SERVICES / $2,777,841
- HOME CARE SERVICES / $941,647
- EDUCATION SERVICES / $4,626,055
- MANAGEMENT & GENERAL / $1,670,104
- FUNDRAISIN / $672,067
We are grateful to the members of our President’s Circle, a select group of contributors who demonstrate their commitments to the community by donating $5,000 or more annually. Their support is vital to the work we do.
THANK YOU FOR HELPING US BRING HOPE.

The support from our Board of Directors, volunteers, foundations and individuals means so much to us. We couldn’t do this important work without your generosity. Below we have listed all donations from July 1, 2016 to June 30, 2017. We do our best to ensure that all contributions are included, and sincerely apologize for any unintended omissions or errors.

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Naomi Kaplan
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Kathleen McDonough
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Patricia Abrams
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Krysti Adamson
Mike Adank
Lisas Ahmad
Colin Aitchison

Ebonette Bates
Gerry Battista
Sonia Battle
Kyle Bauer
Caroline Bauman
Christine Beach
David Beach
Stephen Bear
Dominique Beaufort
Craig Beazer
Hatice Beba
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Bedford Presbyterian Church
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Joseph Bellofato
Robert Belson
Serge Benchetrit
David Bender
Priscilla Bender
Thalia Bender
Grace Benedikt
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The Benevity Community Impact Fund
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Meg Benson
Matthew Berg
Zachary Berger
Geoffrey Bergman
Shelley Bergman
Lori Berisford
Anne Berman
Karen Berman
Richard Berner
Roslyn Bernstein
Sarah Bernstein
Phillip Besolot
Ann Betkowski
Alan Bey
David Beyer
Vikas Bhayana
Ernest Bial
John Blanchamano
Molly Bianco
Debra Bierman
Robert Bierman
Richard Biernacki
Freya Bimston
Michael Binko
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Lisa Black
Andrew Blank
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Daniel Blatt
Viktor Blazoudakis
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Peter Blumenthal
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Kevin Brown
Margaret Brown
Mark Brown
Stacey Brown
Tamiko Brown-Andres
Gale Meltzer Brudner
Anne Brusca
Mary Katharine Bryan
Nicole Bryant
David Bubser
Gail Ann Bucolo
Lorraine Bueti
Deirdre Bull
Ryan Burns
Joanne Burstell
Chris Busch
John Buszta
Butchy’s Wine and Spirits
Lisa Butera
Barrett Butlien
Ashley Cabrera
Frank Caccoma
Noreen Cadigan
Patti Cahill
Barbara Calabrese
California Pizza Kitchen, Inc.
Courtney Calta
Calvert Investments
Hedy Campbell
Lloyd Campbell-Gibson
Karen Campione
Jed Canaan
Raymond Cantatore
Tim Capalbo
Harriet Capasso
Marikey Capasso
Keisha Capetillo
George Caponera
Ron Capossela
Patricia Capparelli
Sheila Cappel
Larry Carcaterra
Hedy Cardozo
Laura Parsons
Lino Pasqualone
Sylvia Pastena
Shirley Pastore
Bill and Jane Pearson
Lillian Pena
Bill Pence
Nicholas Penn
Anthony Pepe
Jennifer Perri
Annette Persampieri
Joan Pertak
Jonathan and Peggy Peters
Bogdan Petre
Philip Petrone
Robert Peyreigne
Joanne Peyser
Kacey Pham
Leigh Phelan
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Melissa Planko
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Roger Poultoun
David Poultoun
Sherman Power
Eileen Price
Shari Price
Lyne Prior
Kathleen Pryce
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Suzanne Raimondi
Adithya Rajasekar
Staci and Anand Ramachandran
Bessie Ramos
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