



FAMILY SERVICES OF WESTCHESTER
**IMMEDIATE
RESPONSE
IMPACT
FUND**

In response to the devastating effects of the
COVID-19 pandemic

The Case For Your Support

FSW
FAMILY SERVICES
OF
WESTCHESTER



HELPING OUR NEIGHBORS COPE AND SURVIVE

Serving 30,000 people a year, including 20,000 children, with counseling, education and support during a crisis, Family Services of Westchester (FSW) is a pillar of health in the Westchester community. Since opening our doors in 1954, FSW has served as an invaluable network for the most vulnerable Westchester residents, here to create hope, restore dignity and connect families with the resources to get back on track.

In response to the devastating effects of the COVID-19 pandemic, Family Services of Westchester has launched a campaign to raise \$500,000 for a special Impact Fund, income from which will allow FSW to immediately respond to critical program needs. This Immediate Response Impact Fund will enable us to strengthen and invest in our essential services that serve and protect those most in need. Should anything —even of this magnitude— occur again, we will be prepared.

OUR MISSION

Family Services of Westchester is a nonprofit organization dedicated to providing the residents of Westchester County with a broad range of social and mental health services that strengthen and support families, children, and individuals through every stage of the life cycle.

WHO WE SERVE

FSW is quite often the first place people turn to in a crisis. We are a beacon of hope to vulnerable residents, including foster children, veterans, low-income families and abuse survivors. Our FSW community suffers from extreme adversity including poverty, domestic abuse, mental illness, hunger, post-traumatic stress disorder, substance abuse, gun violence, dementia and HIV/AIDS. Annually, FSW enables 30,000 clients to learn, earn, heal and thrive.

FSW AT A CROSSROADS: THE NEED

The FSW Impact Fund is launching during the COVID-19 pandemic, a crisis of unimaginable magnitude and duration. At a time when our services are most needed, most of our funding streams are severely reduced. Contributors will include those who have supported FSW in the past, along with many others who share our mission and values. While a commitment at any level will be deeply appreciated, several major pacesetting gifts are needed if we are to ultimately fulfill our fundraising goal.

Those in critical need of our services rise significantly in number each year, increasing our program and personnel expenses. Each year, the FSW Board and staff work hard to cover our operating expenses from a multitude of funders: foundations, corporations, government and individuals. Unfortunately, COVID-19 forced us to postpone the 2020 Star Gala, our largest fundraising event of the year, from April to October. Many other fundraising appeals have been put on indefinite hold. Without these dollars, FSW is stretched to the limit.

We would greatly prefer to launch a reserve fund in a much more temperate fiscal and emotional climate, but we have no choice but to do it now. COVID-19 has forced us to make significant adjustments to all our programs, even as we respond to an influx of new clients requiring support in this time of crisis.

Esther* is a 75 year old grandmother who is the caregiver for her 14 year old grandson Michael. Her grandson recently had surgery and has been unable to help her obtain food or medicine. During this time of crisis her level of anxiety and depressed symptoms have increased. Esther does not speak English. Since the quarantine, FSW has had phone contact with her at least twice a week, assisting her by: providing teletherapy, adjusting her psychiatric medication, making her medical appointments, coordinating food and medicine delivery and helping her complete her food stamp re-certification. Through this support system her spirits have improved, enabling her to cope from the safety of her home while also taking care of her grandson.



FSW DELIVERS IN TIMES OF CRISIS

FSW has a long history of healing the hidden wounds of trauma after a collective crisis. Today, we are a lifeline to those who rely on us.

In the 1990's, FSW emerged as a pioneer of psychosocial support to those effected by the HIV/AIDS pandemic. For more than 25 years, FSW's Camp Viva has provided a week long summer sleep-away camp and a year-round follow-up program for those affected or infected by HIV/AIDS. Camp Viva provides respite, medical supervision, support, recreation and education to reduce the spread and impact of HIV.

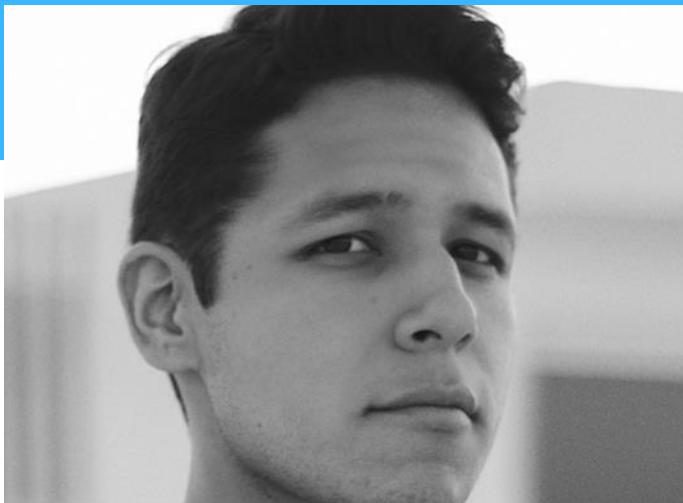
After 9/11, FSW mobilized with a comprehensive mental health response. We provided grief and trauma counseling to survivors, responders, and others directly impacted like airport employees at JFK. Children of victims and survivors received art therapy and grief counseling.

Today, in the face of the COVID-19 pandemic, financial pressures and social isolation make our at-risk neighbors even more vulnerable to depression, loneliness, self-harm and destructive behaviors. Children are at higher risk of abuse and neglect. Racial inequalities and vulnerabilities have been exacerbated by the pandemic, and COVID-19 is having a severely disproportionate impact on communities of color. FSW has mobilized to help our neighbors cope and survive.

FSW's Pandemic Supportive Services Program supports clients and families who have tested positive for COVID-19 and are at a higher risk for health and economic challenges, particularly communities of color. Clients of this program receive comprehensive case management services including: PPE supply "care packages," counseling via teletherapy, multiple daily wellness checks, referrals to other healthcare providers and services, contact tracing, and contactless food delivery. Our staff not only monitors clients' health, but also provides them with reassurance, support, resources and education. The goal of the program is to destigmatize the need for appropriate medical attention, promote education and prevent the further spread of the virus.

Sam* is a Navy Veteran who was discharged nine years ago due to his preexisting mental health diagnosis. The confinement of being on an aircraft carrier was problematic for him, and he was the target of bullying and racial discrimination. Since the COVID-19 outbreak, social isolation and anxiety triggered suicidal feelings. FSW encouraged him to admit himself to the Veterans Affairs mental health treatment facility. Peers from our veterans support group have called him frequently to encourage him and motivate him

through this crisis. The peer support group provides a social support network that enhances self-esteem, boosts social functioning and lifts spirits through shared experiences and camaraderie.



FSW's RideConnect has become an essential service for hundreds of residents who are staying home to safeguard their health. RideConnect matches volunteer drivers with seniors in need of transportation to grocery stores, chemotherapy or dialysis. During this crisis, we have dramatically expanded the program to include grocery and medication delivery for our most vulnerable population. In just one week, our volunteer force more than doubled from 300 to nearly 700. In 2019, three hundred volunteer drivers provided 22,935 rides. We have a goal of increasing our capacity to 35,000 rides per year. Additional staff and funding will soon be needed to screen volunteers and coordinate rides and deliveries.

Our **Family Mental Health Centers** remain a lifeline to those who struggle with anxiety, depression and trauma. FSW has invested in secure video therapy sessions, allowing our mental health clinicians to conduct a record-breaking 1,300 therapy sessions in its first week via telephone and video, an increase over the same period last year. To meet the growing demand, we will need to hire and train additional staff.

FSW provides three safe, nurturing **homes for teen boys and girls** who cannot be safely cared for by their families. During the COVID-19 crisis, these homes remain open, as our staff bravely continue caring for our vulnerable young residents, while taking special health and safety precautions. Our **residential program for adults** also remains open, caring for older neighbors who cannot live independently because of mental and physical challenges.

Our certified preschool teachers are providing **childcare for children of healthcare workers and first responders** in the city of White Plains. Additional funds will be needed for sanitizing supplies, educational materials and training for the staff while caring for the children of those on the front lines of this crisis.

We provided an unbroken chain of support to our **veterans** virtually. We have expanded peer support groups to include caregivers and spouses. Our "happy hour check-in" on Fridays welcomes both veterans and their families to participate and connect via video conference. We continue to make grocery deliveries to stay in frequent touch with our entire list of clients. With our most vulnerable clients, we maintain daily contact to combat feelings of isolation.

At My Second Home, FSW provides meals, socialization and stimulation to adults with dementia, while providing respite for their caregivers. We made the difficult decision to suspend this program, to protect the health of these very fragile seniors. However, our dedicated staff continues to connect via telephone to the participants and their caregivers, to offer support and resources. My Second Home will reopen as soon as it is safe to do so, but we will require significant additional funding to ramp up this program once the COVID-19 epidemic has passed.

As a well-established and respected presence throughout the county, FSW will implement a far-reaching “**stay at home**” **education campaign** for our at-risk communities. Our large network of social workers are connecting families with resources, information and support to survive during this challenging time.

POST COVID-19: YOUR INVESTMENT IN OUR LONG-TERM INITIATIVES

Your contribution to the FSW Impact Fund will allow us to accommodate significant annual growth in demand for social services. Technological improvements will allow us to track our clients’ needs and outcomes in real time, ensuring much improved follow up care.

Increasing capacity at our adult group home and adult day program will allow us to meet the growing needs of our aging population. Improvements to the facilities, additional staff and advanced training will be required to meet this need.



Alicia* has been placed in an out-of-district school with a therapeutic setting to support her academic, behavioral and speech needs. She has difficulty socializing with her peers and is at risk of running away.

Alicia's mother has many medical issues that interfere with her ability to engage in everyday tasks. She struggles with suicidality and self harm. She cares for her six children, four of whom receive special education services.

Due to the COVID-19 pandemic, additional stressors on the family have lead to increased stress, mood dysregulation, financial concerns, minimal engagement in their academics and lack of access to their normal resources.

FSW provides the family with:

- Ongoing therapy
- Crisis intervention services
- Parenting skills training
- Behavioral modification training to promote home learning
- Mindfulness techniques
- Ongoing coordination with the school care teams
- Customized safety plans to cope in a mental health crisis

FSW continues to provide a lifeline of support to Alicia and her family as they suffer from the hidden effects of this pandemic.

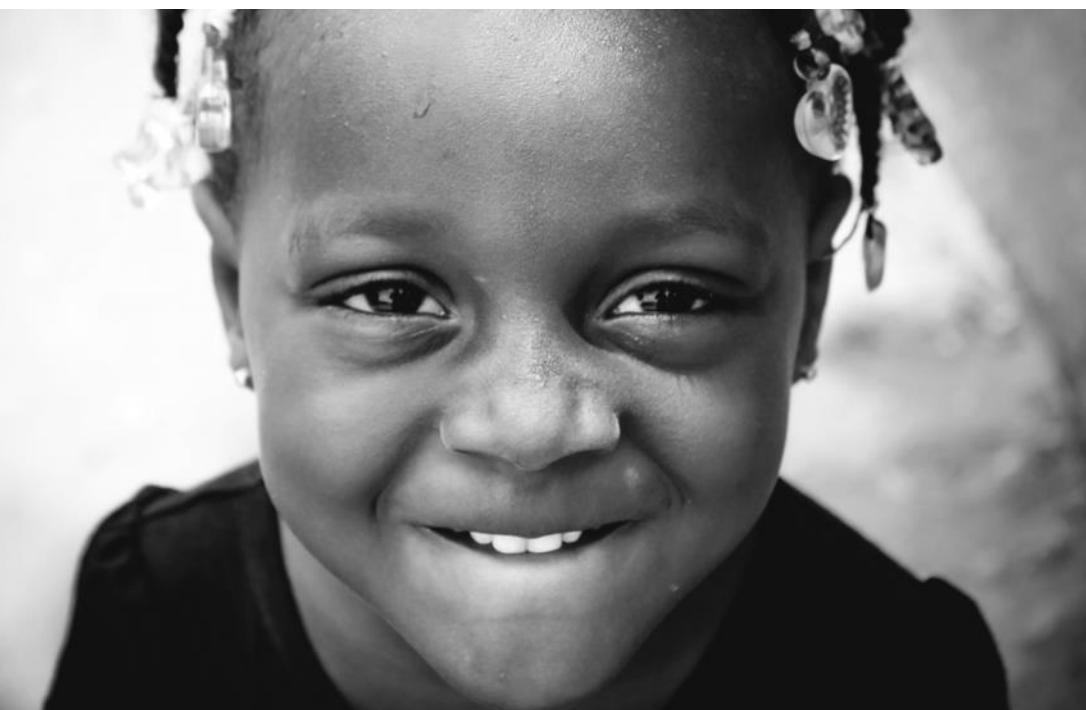


As the economic effects of the COVID-19 crisis are felt in the coming years, the need for FSW's services will increase. Supporting FSW now ensures that we will be there for our most vulnerable neighbors in the years to come.

CONCLUSION: WE NEED YOUR IMMEDIATE SUPPORT

For 65 years Family Services of Westchester has provided an unbroken chain of social and mental health services benefiting women, children, families, seniors and the socio-economically disadvantaged. In this unprecedented moment in time, we are reaching out to longtime friends and new sources of support with the confidence that comes from generations of providing innovative, cost-effective, and caring programs to Westchester's most vulnerable residents.

The FSW Immediate Response Impact Fund will allow us to brave and respond to unanticipated and even catastrophic events as they arise. We ask for your support on behalf of all those in need who depend on Family Services of Westchester, now more than ever.



THANK YOU

TO OUR GENEROUS DONORS

On behalf of the 30,000 people, including 20,000 children, who each year rely on FSW's invaluable services



Hugh J. Andersen Foundation · Jandon Foundation
George Link, Jr. Foundation · Paquin Family Charitable Fund

Blakely and Martin Brodbeck
Dr. Alec Cecil and Diane Zultowsky
Leslie and Geoffrey Chang
Charles Copeland and Lyn Traverse
Lisa and Jordan Copeland
Mr. & Mrs. Edward Foley, Jr.
The Charles A. Frueauff Foundation
Harvey Family Foundation
Junior Board of Family Services of Westchester

Tracy McCarthy
Donna Prummell and Denis Donoghue
Sandpiper Fund
William & Sylvia Silberstein Foundation
R. Jeffrey Smith
Brandon and Mara Steiner
UBS Matching Gift Program
Wegmans Food Markets, Inc.

Joseph P. Adams · Susan Cody · Tina Constable · Courtney and Andrew DiMiero
Fortress Investment Group, LLC · Ken & Sue Furst Charitable Fund · Katharine McLoughlin
Mr. & Mrs. Praful Mehta · Dalila Namy · Dana Niedzielska · Katherine Pringle · Elizabeth Rigert
Theodore Sannella · Mr. and Mrs. Scott Snell · Kendall Truman

(as of July 31, 2020)

BOARD OF DIRECTORS

Lisa W. Copeland, Chair

Blakely Brodbeck
Alec Cecil
Leslie Chang

Ona Cohn
Barbara Ellsworth-Robinson
Howard E. Greenberg

Marcie Klein
Douglas J. McClintock
Magda Meza

Donna Prummell
Les Rosenberg
Leah Sills

EXECUTIVE STAFF

Polly Kerrigan, LCSW, President & CEO

Geoffrey Barsky
Chief Financial Officer
Sharifa Armorer, ND LCSW-R
VP, Programs

Valerie A. Brown
Executive Director, BBBS
VP, Programs
Karen Fink, LCSW
VP of Clinical Services

Theresa Morgan, MS, SPHR
Senior Director of Human
Resources & Administration
Carol Robinson, MS ED
Director of Early Childhood
Programs

Krister Willgren
Chief Information Officer

FSW'S COVID-19 NEWS COVERAGE

[This New Local Program Aims to Close the Racial Divide in COVID-19 Cases](#)

Westchester Magazine, July 24, 2020

[Westchester assistance program helps people who tested positive for COVID-19](#)

News12 Westchester, July 22, 2020

[Family Services RideConnect Safeguards Vulnerable Residents](#)

Westchester County Business Journal, April 13, 2020

[Shopping for Seniors](#)

Wag Magazine, April 10, 2020

[What You Need to Know](#)

Scarsdale Inquirer, April 9, 2020

[Family Services of Westchester Provides Grocery Delivery to Seniors](#)

Scarsdale10583.com, April 7, 2020

[United Way delivers food to Putnam Co. seniors, those who are immunocompromised](#)

News12 Westchester, April 2, 2020

[Helping Westchester Seniors in Need](#)

NBC News, March 29, 2020

[Volunteers pick up groceries for people in need amid coronavirus pandemic](#)

News12 Westchester, Mar 28, 2020

[More Good News to Brighten Up Your Week](#)

Westchester Magazine, March 27, 2020

[United Way delivers food to Putnam Co. seniors, those who are immunocompromised](#)

News12 Westchester, April 2, 2020

[New York City Foster Care Rushes to Prepare for Coronavirus](#)

Chronicle of Social Change, March 14, 2020

[Not-for-Profits, Organizations Continuing to Serve Needy During Crisis](#)

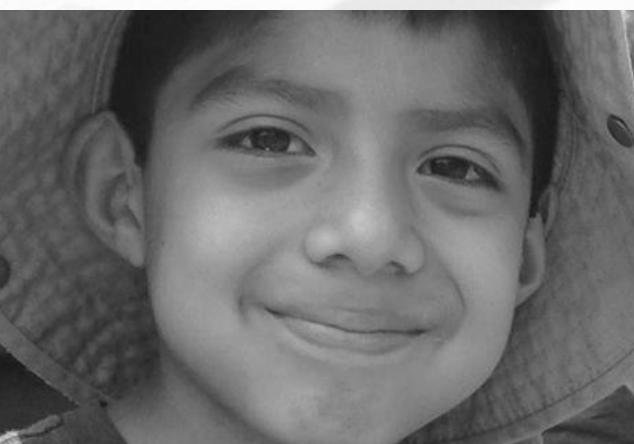
The Hudson Independent, March 24, 2020

[Surge in Volunteers Offering to Deliver Groceries to Elderly](#)

HamletHub, March 26, 2020

Our special thanks to FSW board member Leslie Chang for her invaluable efforts in preparing this document.

*Some details have been changed to protect privacy.



MAKE AN IMPACT

www.fsw.org/impact

TEL 914.305.6919 EMAIL fsw@fsw.org
SOCIAL [FSWestchester](#)

2975 Westchester Ave, Suite 401 • Purchase, NY 10577

FSW
FAMILY SERVICES
OF
WESTCHESTER