We believe that our consistent behavior, based on the following values, significantly defines us as an organization:

- **A Philosophy of Excellence** - We value the creation of an inspired vision and clear priorities, the pursuit of challenging goals, and the maintenance of effort until these goals are achieved.

- **Growth and Change** - We value a proactive, progressive, and creative approach to challenge and opportunity, and we utilize the latest research and technology in our ongoing planning to improve quality of care.

- **Ethics and Professionalism** - We value principle-centered decision-making, and we act ethically in our relationships with our constituents and members of the community at large.

- **Healthy Human Interaction** - We value individual relationships built on trust, mutual respect, and a sincere desire for personal growth and development. We care about people, we keep people informed, and we go beyond expectations in helping people feel safe, involved, and supported.

- **Continuous Improvement** - We value the implementation of an integrated cycle of continuous improvement in all facets of the agency (design, measure, assess, improve), and our goal is to “do the right things well.”

- **Leadership and Teamwork** - We value participatory decision-making at all levels and the creation of multi-disciplinary high performance teams oriented toward common goals.

- **Developing Staff** - We value the creation of a motivating environment in which our diverse, high caliber staff can perform at their highest level. We assess the strengths and competencies of staff and provide quality on-going training, continually developing the potential for leadership within the agency.

Senior Leadership Team: Left to right, Sharon Ford, Chief Program Officer; Deborah Ignagni, Chief Financial Officer; Carol A. Nagle, President & CEO; and Lori Mahoney, Chief Administration Officer
A MESSAGE FROM OUR BOARD CHAIR

The Realization of a Dream

By any measure, 2019 was an incredible year for Family Service Association. It featured many exciting and notable highlights, including the completion of an extraordinary journey that fulfilled the hopes, dreams, and vision of the agency’s Board of Directors, administration and staff.

The expansion and diversification in recent years of the FSA’s Children’s Development Services had made it clear to our Board that a new state-of-the-art educational child care facility was needed – one that would be worthy of our community’s children and families. In 2016, the search officially began.

The need was urgent to find a new home for the longstanding program that had been previously known to the community as WORD Child Development Center. The bar was set high, with the expectation that a new facility would be of the highest quality. It would need bright and colorful classrooms, a spacious and well-equipped playground, safe off-street parking, and all the other features that would not only satisfy regulatory and licensing requirements, but also give it that desirable “wow factor.” Our community deserved nothing less.

An exhaustive search led us to a former church in Fall River’s north end. We immediately knew that this gem of a property would bring our vision of excellence into clear focus. We had found a new home – perfect for the future home of what soon came to be known as Kids Academy.

As with so many ambitious endeavors undertaken by Family Service Association over the years, this incredible project would require the support of many partners. We needed a skilled and dedicated team of agency staff, design experts and construction professionals, in order to make it all come to life. And thanks to a committed group of local businesses, charitable entities, and private foundations, community support for Kids Academy quickly grew - helping FSA push the ball over the goal line.

The result is nothing short of remarkable. Today, Kids Academy shines as a bright star within the constellation of quality programs that we at Family Service Association deliver to the families of our community every day.

This remarkable new facility represents the realization of a dream. And it has been my honor to serve as Chair of our Board of Directors during this incredible chapter in our agency’s history. On behalf of my fellow Board members, our administration and staff, I wish to express our gratitude to all those who have collaborated on this project. By working together, we have proven that sometimes dreams really do come true.

George Oliveira, Chair
Board of Directors
BOARD OF DIRECTORS
2019

OFFICERS:
Chair of the Board
GEORGE OLIVEIRA
Vice Chair
JO-ANN PELLETIER
Clerk
TAPA AWOLAJU
Treasurer
PAUL MEDEIROS
Assistant Treasurer
PAUL LENNON
Immediate Past Chair
MARITA DURKIN GRAY, ESQ.

President and Chief Executive Officer
CAROL A. NAGLE, MS

ADDITIONAL BOARD MEMBERS:
GEORGE ARRUDA
ROBERT GOODMAN
JENNIFER RAXTER
JUDITH CHAREST
BRENDA PANAGGIO, ESQ.
CLIFFORD A. WRIGHT

HONORARY BOARD MEMBERS:
GEORGE BOYCE, ESQ.
KAREN DREYER*
MARION GREER*
REV. ROBERT LAWRENCE*
JAMES DONNELLY, JR., ESQ.
ANNE FORTIER*
JACK HUBBARD

*deceased
## 2019 Financial Report

### Comparison Balance Sheet

<table>
<thead>
<tr>
<th></th>
<th>YEAR ENDING JUNE 2018</th>
<th>YEAR ENDING JUNE 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td>$26,588,163</td>
<td>$27,086,622</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>$7,513,231</td>
<td>$7,381,194</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td>$19,074,932</td>
<td>$19,705,428</td>
</tr>
</tbody>
</table>

### Revenue:

- **FEES** ........................................17,085,711
- **STATE CONTRACTS** ...................3,427,594
- **UNITED WAY** .............................. 138,101
- **PRIVATE TRUSTS/FOUNDATIONS** . 248,585
- **INVESTMENTS** .............................411,995
- **OTHER** ........................................ 235,694

### Expenses:

- **CLINICAL SERVICES** ....................... 2,824,178
- **ADULT AND ELDER SERVICES** .............9,983,451
- **CHILDREN AND YOUTH SERVICES** .....6,217,248

### Pie Chart

- **FEES**
- **STATE CONTRACTS**
- **UNITED WAY**
- **PRIVATE TRUSTS/FOUNDATIONS**
- **INVESTMENTS**
- **OTHER**

- **CLINICAL SERVICES**
- **CHILDREN AND YOUTH SERVICES**
- **ADULT AND ELDER SERVICES**
We gratefully acknowledge those who share our vision for our community’s children and families.

GOLD SPONSORS
BayCoast Bank
Mechanics Cooperative Bank
Rodgers Family Foundation
United Way of Greater Fall River

SILVER SPONSORS
BankFive
Rua-Dumont-Audet Insurance

BRONZE SPONSORS
Bristol County Savings Bank
Fall River Women’s Union
Mutual of America

DONORS
All-Brand New England
Baystate Benefit Services
Cabot Risk Strategies
Cape Cod Business Solutions
Mallard Printing
Introducing Kids Academy - serving our community’s infants, toddlers, preschoolers and their families with quality, affordable, and educationally-based child care.
<table>
<thead>
<tr>
<th>PROGRAM:</th>
<th>SERVICE PROVIDED:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Health</td>
<td>109,210 hours of program service and 38,369 units of transportation</td>
</tr>
<tr>
<td>Adult Family Care</td>
<td>82,163 days of 24-hour care; 1,218 days of respite care</td>
</tr>
<tr>
<td>After School Day Care</td>
<td>197,446 hours of child care in both before school and after school</td>
</tr>
<tr>
<td>Behavioral Health Center</td>
<td>591 units of case consultation, 19,312 hours of professional counseling and psychiatric services, including 18,626 individual sessions, 484 evaluations, 1,003 family sessions, and 2,723 medication reviews for 1,068 total clients</td>
</tr>
<tr>
<td>Community Partner Program LTSS</td>
<td>2,017 members assigned, 986 average number of monthly contacts</td>
</tr>
<tr>
<td>Community Service Agency</td>
<td>64,686 days of service to 440 clients</td>
</tr>
<tr>
<td>Employer Support Program</td>
<td>304 hours of professional counseling and 43 hours of staff training and critical incident debriefing</td>
</tr>
<tr>
<td>Family Resource Center</td>
<td>Served 551 families and provided 3,685 units of service</td>
</tr>
<tr>
<td>Guardianship Program</td>
<td>5,865 units of legal services; 6,383 units of case management; 7,108 units of financial services</td>
</tr>
<tr>
<td>Home Assistance Program</td>
<td>26,196 units of direct care</td>
</tr>
<tr>
<td>In-Home Therapy</td>
<td>Served 261 clients while providing 26,392 units of family therapy and therapeutic training and support</td>
</tr>
<tr>
<td>King Philip Preschool</td>
<td>53,382 hours of child care, both part-day and full-day</td>
</tr>
<tr>
<td>Parents Forever</td>
<td>1,641 clients received 9,850 hours of educational training</td>
</tr>
<tr>
<td>Personal Care Attendant Program</td>
<td>11,108 units of functional skills training; 804 units of nursing services; 38 units of occupational therapy</td>
</tr>
<tr>
<td>Representative Payee Program</td>
<td>Financial management services provided to 363 persons</td>
</tr>
<tr>
<td>Therapeutic Mentoring</td>
<td>Served 478 clients, providing 32,386 hours and 129,808 units of structured, one-to-one strength-based services</td>
</tr>
<tr>
<td>WORD Child Development Center</td>
<td>11,753 breakfasts; 15,457 lunches; 15,049 snacks served</td>
</tr>
</tbody>
</table>
A Celebration of Service to Families

These dedicated members of our Family Service Association team celebrated milestone years of commitment to our agency and its clients:

**5 YEARS OF SERVICE**
- Cleide Art (Behavioral Health Center)
- Jenifer Brassil (Home Assistance Program)
- Nancy Conde (Adult Family Care)
- Joseph DaCruz (Therapeutic Mentoring)
- Erica Figueroa (Community Service Agency)
- Aja Grice (Accounting Department)
- James Hilario (Therapeutic Mentoring)
- Cindy Keene (After School Day Care)
- Emily Kelleher (Community Service Agency)
- Hakim Lienghot (Behavioral Health Center)
- Lori Mahoney (Administration)
- Heather Martel (GenCenter Adult Day Health)
- Chalice Mathioudakis (Behavioral Health Center)
- Paul Medeiros (Facilities)
- Avery Oliver (Therapeutic Mentoring)
- Jonathan Ponte (Therapeutic Mentoring)
- Cheryl Rocha (Personal Care Attendant Program)
- Natasha Sopchak (Therapeutic Mentoring)
- Charles Walker (Community Service Agency)
- Angela Young (Home Assistance Program)

**10 YEARS OF SERVICE**
- Stacey Goncalo (Representative Payee Program)
- Gina Fernandes (Therapeutic Mentoring)
- Denise Hoyt (Community Service Agency)
- Shirley Mulcay (Community Service Agency)
- Stacey Medeiros (Therapeutic Mentoring)
- Jason Pacheco (Behavioral Health Center)
- Hazel Patterson (Adult Family Care)
- Laura Ramos (Community Service Agency)
- Stephanie Vieira (Family Resource Center)

**15 YEARS OF SERVICE**
- Ann Cabral (Home Assistance Program)
- Maria Carrelas (Billing Department)
- Jennifer Emond (Accounting Department)
- Anne Mercer (Behavioral Health Center)
- Debra Mumford (Adult Family Care)
- Carol Reznekervitz (Cornerstone Adult Day Health)
- Jeniene Stockwell (Guardianship / Parents Forever)

**20 YEARS OF SERVICE**
- David Costa (Parents Forever)
- Ranee Levesque (Payroll Department)
- Anne McGuirk (Adult Family Care)
- Carla Moe (Behavioral Health Center)
- Tammy Stewart (GenCenter Adult Day Health)
- James Tremblay (Behavioral Health Center)

**30 YEARS OF SERVICE**
- Theresa Collard (Behavioral Health Center)
Family Service Association salutes our incredible community partner, the United Way of Greater Fall River. Thanks for all you do.
Program Sites

Administrative Offices
After School Day Care
Community Partner LTSS Program
Continuous Quality Improvement
Employer Support Program
Guardianship Program
In-Home Therapy
Parents Forever
Representative Payee Program
Accounting / Billing / Payroll
Human Resources
Information Technology
101 Rock Street
Fall River, MA 02720
(508) 677-3822

Behavioral Health Center
151 Rock Street
Fall River, MA 02720
(508) 678-7542

Adult Family Care
Home Assistance Program
Personal Care Attendant Program
130 Rock Street
Fall River, MA 02720
(508) 677-3822

Community Service Agency
Therapeutic Mentoring
21 Father DeValles Boulevard
Suite 104, #13
Fall River, MA 02723
(774) 627-1149

Community Partner LTSS Program (Additional Locations)
34 Welby Road
New Bedford, MA 02745

179 Quincy Street
Brockton, MA 02302

218 West Main Street
Hyannis, MA 02601

Family Resource Center
45 Rock Street
Fall River, MA 02720
(508) 567-1735

After School Day Care
Mary L. Fonseca School
160 Wall Street
Fall River, MA 02723

Alfred S. Letourneau School
323 Anthony Street
Fall River, MA 02721

Carlton M. Viveiros School
525 Slade Street
Fall River, MA 02724

Before School Day Care
Henry Lord Community School
151 Amity Street
Fall River, MA 02721

Kids Academy
745 Wilson Road
Fall River, MA 02720
(508) 673-4421

Adult Day Health Program
Cornerstone Adult Day Health
21 Father Devalles Boulevard
Fall River, MA 02723
(508) 324-4208

Countryside Adult Day Health
244 North Main Street
Raynham, MA 02767
(508) 822-6603

The GenCenter
397 Bay Street
Fall River, MA 02724
(508) 646-0135

Adult Family Care
Home Assistance Program
34 Welby Road
New Bedford, MA 02745
(508) 998-3626

Adult Family Care
629 South Street
Raynham, MA 02767
508-822-1394

218 West Main Street
Hyannis, MA 02601

Home Assistance Program
68 Nahatan Street
Norwood, MA 02062
(781) 769-0150

Parents Forever
Kennedy-Donovan Center, Inc.
25 Forest Street
Attleboro, MA 02703

Shaw’s Supermarket Conference Room
127 Marion Road
Wareham, MA 02571

Family Service Association
101 Rock Street
Fall River, MA 02720

UMass Dartmouth
McLean Center
285 Old Westport Road
North Dartmouth, MA 02747

244 North Main Street
Raynham, MA 02767
(This is also the site of Countryside Adult Day Health.)

Southeastern Regional Vocational Technical High School
250 Foundry Street
South Easton, MA 02375
Mission Statement

We are committed to providing a wide array of high quality programs and services designed to strengthen individuals and families and to addressing the social service needs of our very diverse and changing communities.