



Strengthening individuals
and families for 135 years

2023 Annual Report

VALUES STATEMENT



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 value the strengths and competencies of staff and provide quality on-going training, continually developing the potential for leadership within the agency.

1888 - Members of the Fruit and Flower Mission of Fall River churches and local charitable organizations established an office at Durfee Bank at 60 North Main Street, Fall River.

1889 - Chaired by John W. Cummings, the organization is incorporated in November when a charter is granted to the Associated Charities of Fall River.

1946 - The agency officially changes its name to Family Service Association of Greater Fall River.

1947 - Family Service Association becomes a member agency in the newly-formed Community Fund of Greater Fall River, Inc.

1946 - The agency officially changes its name to Family Service Association of Greater Fall River.

1966 - Family Service Association is 75 years old. Donald J. Emond, a clinical social worker with the agency, is promoted to be Executive Director, a position he would hold for the next 40 years.



JO-ANN PELLETIER
Outgoing Chair

A Message from our Outgoing and Incoming Board Chairs



BRENDA L. PANAGGIO, ESQ.
Incoming Chair

From humble beginnings in two rooms of the Durfee Bank Building, to the 300+ person agency of today serving thousands of clients across dozens of communities throughout Southeastern Massachusetts, the evolution of this organization in those intervening years is as remarkable as the global changes across that span. Much like our predecessors in 1888 couldn't have imagined the leap from horse-drawn carriages and steam ships to interstates and commercial airplanes, let alone to high speed internet and Zoom meetings, they also couldn't have foreseen the complexity of the society we live in, nor the challenges to the families and individuals FSA now serves.

Organized social work had its roots in this agency in Fall River serving the poor, the under-served, and the overlooked, those down on their luck. To an extent, that remains true, but FSA has grown to do so much more, as has the sector of social services. What once was the realm of the one-on-one support of a charitable gift to meet a need, the provision of a low-cost medical or professional service, a short-term place to stay, or a site to get a needed meal has developed into carefully crafted network of support for the individual, the family, and the community at large. Services delivered in a way that not only brings people into the four walls of our many buildings, but also actively weaves our people and services into the very communities we serve.

Today, we care for clients and families quite literally across the lifespan, from infants in our care at Kids Academy to the nonagenarians who spend their days with us in Adult Day Health. We provide hundreds of Fall River children a safe place to learn and socialize through After School Day Care, ensure the ability to stay safely and comfortably in a home environment for adults with disabilities or who wish to age in place through the Home Assistance Program and Adult Family Care, and navigate complex legal and financial situations for our Guardianship clients.

As our understanding of behavioral health has grown exponentially in recent decades, so have our areas of practice, and our clinical services proudly support children, youth and adults in seeking personal growth, development, and healing through our Behavioral Health Center, while introducing community- and family-oriented solutions for better day-to-day functioning through programs like In-Home Therapy and Therapeutic Mentoring. The wraparound approach of supporting the whole person and the whole family unit has become a watchword in all we do, from the referrals, resources and supports we provide in our Family Resource Center to the tremendous success of our Long-Term Services and Supports Community Partner Program (LTSS CP). The LTSS CP which has just been extended for five more years of service to MassHealth members, assisting with crucial navigation of the complex systems of care planning and social supports required by those with high-level and long-term medical needs.

Of course, all of this is predicated on our people. FSA is an organization of helpers, of healers, and of those who take on the challenges of others and make them their own to solve. That is difficult and strenuous work, and we are mindful and grateful that the FSA team is one that truly has lived the work. In challenging times, the program leaders have been right there on the front-lines with staff to continue the delivery of the highest quality and most dependable service to the community, and in looking ahead our staff and leadership have consistently proven to be thoughtful, adaptable, and creative in stretching the bounds of how to ever-better serve their clients.

For all of these reasons we, as outgoing Chair and incoming Chair, maintain the highest confidence in Family Service Association and its people. This agency was built on challenge, that of a city thrust into a new era. FSA has evolved, adapted, and emerged stronger consistently for 135 years, and is well poised to take on the newest opportunities and challenges laid out before it.

Board of Directors

Jo-Ann Pelletier
Chair

Brenda L. Panaggio, Esq.
Vice Chair

Marita Durkin Gray, Esq.
Treasurer

Ed Misiolek
Assistant Treasurer

Judith Charest
Clerk

Carol A. Nagle, MS
President

Sharon E. Ford, MPA, LSW
Chief Executive Officer

Carmen Aguilar **Paul Medeiros**
Nancy Resende **Rui Rosa**

Honorary Board Members

Jim Donnelly **George Oliveira**
Paul Lennon **Clifford Wright**



LONG TERM SERVICES AND SUPPORTS COMMUNITY PARTNERS

On July 1, 2018, Family Service Association (FSA) started providing LTSS Community Partners program services through a contract with MassHealth. Over those first 5 years, the agency provided services to 8,977 children and adults from ages 3 to 64 with complex long term services and support needs such as physical and developmental disabilities and brain injuries.

In September of 2022, FSA responded to a request for response from the state to become qualified to provide services through a new and improved LTSS Community Partners model (CP 2.0). The new model continues to provide care management and coordination for children and adults with complex needs but has a more clinical staffing structure, including the addition of Registered Nurses and licensed Clinical Supervisors on each team, a Medical Director, and smaller staff to member ratios. Additionally, the new model added a requirement to develop important formal collaborations with an elder service organization and an independent living center organization.

FSA learned in December of 2022 that the agency was one of only 8 organizations from across the state selected to provide LTSS CP services in the 2.0 model with the goal to improve coordination of care and health outcomes while lowering costs of care. The LTSS CP Leadership team got to work developing new workflows, job descriptions, staffing patterns and so much more to be ready for the launch of the new program in April 2023. The program is now qualified to serve up to 1,800 members and has 4 teams across the Southeastern, Massachusetts area, including Nantucket and Martha's Vineyard. While we partnered with our accountable care organization (ACO) and managed care organization (MCO) partners, the new model will have our work more integrated to create a more seamless coordination of care. Additionally, we formed Affiliated Partner agreements with Elder Services of Cape Cod and the Islands (ESCCI) and Southeast Center for Independent Living (SCIL) to enhance our ability to support individuals with disabilities and the aging population. We are humbled to have been selected to continue to provide these critical services to children and adults with complex needs for the next five years!



BROCKTON



MASHPEE



FALL RIVER



NEW BEDFORD



LEADERSHIP TEAM



*“Happiness is
achieving your goals”*



1978 - The Adult Family Care program begins at Massachusetts General Hospital in Boston. Family Service Association starts its own program that same year, providing community-based living for frail elders and disabled adults. It soon becomes the largest program of its kind in the Commonwealth of Massachusetts.

1981 - The Employee Assistance Program is started to directly bring the agency's services to the business community. This year also marks the beginning of the new Bilingual Program, serving the Portuguese speaking community.

1984 - Family Service Association started the Representative Payee Program, providing financial management for Social Security beneficiaries who are unable to properly manage their own finances.

1985 - Family Service Association purchases and establishes new headquarters in the former Truesdale Clinic building at 151 Rock Street, Fall River. The agency is licensed as an outpatient Mental Health Clinic by the Massachusetts Department of Public Health.



Recognizing Care and Compassion

Award of Excellence



**Maria Castro
Coordinator**

Essential Piece Award



Cornerstone Adult Health Care Center

My uncle was Joseph B. and he lived with my mom, my sister and myself for over 10+ years. Growing up my Uncle Joe was one of my favorite people ever. He brought all of the laughter with him and was always in high spirits. When we found out my uncle did not have a home, my mom instantly took him in her care without any hesitation. My mom became his primary care taker and decided to go to a doctor where he was diagnosed with Autism and early dementia. Navigating this all, she eventually got him set up with Fall River Family Service Association.

However this conversation is specific to one individual. Maria Castro. It brings tears to my eyes as I write this. Maria is such an amazing person that will hold such a special spot in our family's hearts forever.

On Saturday March 25th my uncle was brought to the hospital. My uncle, only 67 years old, was in good health to our knowledge. Yet upon investigating further, they also diagnosed him with cirrhosis of the liver and kidney failure. Rapidly he began declining, also having a heart attack during his stay. Surgery became out of the question, transferring became out of the question and the only option left was to admit him into Hospice.

The day that he was transferred to hospice we noticed a woman who was walking with him during the transfer. She introduced herself as Maria and asked to speak with Uncle Joe. Before she walked in, he had been sleeping and not really as verbal as we know him to be. However, the minute she walked in everything changed. Once he heard her voice, his eyes opened wide. He became alert and was so happy to see her. Both my mom and I had never met Maria in person but seeing the way he made him smile, we knew he loved her. She took the time with him holding his hand and speaking with him. Calling his friends at the care so he could speak with them. Not one person left that room with a dry eye.

Later that evening we met Maria again, but now she was accompanied by a group of women. Those women took time out of their personal lives to come see him. To see that room filled with people that loved my Uncle as much as we loved him at home was a moment where we knew he had a better life than we could have ever imagined for him. They told us stories about him- stories we had never heard filling the room with nothing but laughter and tears.

That night March 31st into April 1st, my uncle passed away. It gives us comfort knowing everyone was surrounding him with love on his last day on earth.

His service was last week on Monday. I bet you can guess who also took time out of her personal time to pay her respects and say goodbye- Maria. Tears again filled my mom and my eyes.

In the world we live in today, it is extremely common to find employees that clock in and clock out. That is what they are paid to do. However, finding employees that treat patients like they are family is far and few between. You at Fall River Family Services have yourself a gem. She has touched our family in ways I won't forget ever. She has not only gone above and beyond, she set a bar so high I don't know how anyone could ever surpass it. I want to thank you all- but mostly I want to thank Maria.

Alexis (Niece)

AWARD OF EXCELLENCE

Those who dedicate their career to helping others are truly very special people. Countless professionals work each day in the field of social services and healthcare, driven by the simple idea that their efforts can make a significant difference. Whether it's helping a local family desperately in need of housing, mentoring a young person who is dealing with more challenges than a child should ever face, providing professional clinical services to a person trying to cope with trauma and stress, or working behind the scenes to coordinate and facilitate needed services for an elder or disabled adult – those who are committed to helping others are indeed heroes.

At Family Service Association, heroes are in abundant supply. Although they perform their heroic tasks each day without fanfare, working outside the glare of the spotlight, their successes are genuine and radiate throughout the community they serve.

1986 - The agency's Guardianship Program begins offering services throughout the Commonwealth of Massachusetts. The program would become a unique model of legal, clinical and financial services.

1991 - The agency receives a license as a Substance Abuse Clinic from the Massachusetts Department of Public Health. It also marks the start-up of the children's tutorial program at the Sunset Hill Housing Development.

1995 - The Home Assistance Program, utilizing the Massachusetts Group Adult Foster Care model, is established to offer home health services to frail elders and disabled adults. Family Service also opens its first Adult Day Health program, with medically-based services designed to help elders and disabled adults maintain good health. In addition, the agency began providing clinical services to the residents of St. Vincent's Home.

1997 - The Bristol County courts collaborate with Family Service for the Divorcing Parents Education Program, helping parents understand the impact of separation and divorce on their children. The program would later be renamed as Parents Forever.



Tami O'Neil

Case Manager Supervisor
Home Assistance Program



Simone Mendes

Administrative Assistant
Long Term Service and Supports -
Community Partners



Lisa Blackmer

Community Support Specialist
Adult Family Care



Ellen McCabe
Clerical/Intake Coordinator
Behavioral Health Center

Ashlyn Patricio
Representative Payee
Payment Processor
Guardianship



Monique Da Silva
Director of Children's
Development Services
After School Day Care &
Kids Academy



Ember Simmons
Case Manager Supervisor
Guardianship

ESSENTIAL PIECE



1998 - Family Service Association launches its Internet web site at www.frfsa.org. The agency also opens its third Adult Day Health program.

2001 - Family Service Association purchases the building at 101 Rock Street from the United Way. It is the original Fall River Women's Union and would become FSA's administrative headquarters. Late that year, members of the Family Service Association police peer group are invited by New York City police to help emergency response professionals work through the aftermath the 9/11 crisis.

2002 - Countryside Adult Day Center, the agency's fourth Adult Day Health Program, is opened.

2003 - The Big Friends Little Friends mentoring program and Lives In Forward Transition (LIFT) program are established.

2004 - Family Focus, the agency's local access cable television program, goes on the air for the first time. The Personal Care Assistance Program, assisting individuals with daily living needs.

Service Statistics



Adult Day Health

16,140 hours of program service and 27588 units of transportation

Adult Family Care

74,327 days of 24-hour care including respite care

After School Day Care

104,490 hours of child care in both before school and after school

Behavioral Health Center

813 units of case consultation, 12,182 hours of professional counseling and psychiatric services, including 10,980 individual sessions, 177 evaluations, 73 family sessions, and 1051 medication reviews for 667 total clients

Long Term Support & Services Community Partner Program

2,649 members assigned, 26,239 average number of monthly contacts

Community Service Agency

33027 days of service to 257 clients

Employer Support Program

444 hours of professional counseling and 124 hours of staff training and critical incident debriefing

Family Resource Center

Served 1581 families and provided 8,228 units of service

Guardianship Program

446 units of legal services; 2,052 units of case management; 1,662 units of financial services. An additional 338 persons served in financial management

Home Assistance Program

11,994 units of direct care

In-Home Therapy

Served 128 clients while providing 23,335 units of family therapy and 6,731 units of therapeutic training and support

Kids Academy

We served 18,300 nutritional meals and snacks through USDA

Therapeutic Mentoring

Served 264 clients, providing 19310 hours and 77240 units of structured, one-to-one strength-based services

2006 - Carol A. Nagle succeeds Don Emond as President & Chief Executive Officer of Family Service Association.

2009 - Family Service Association partnered with the State of Massachusetts with the Child Behavioral Health Initiative. The Employee Assistance Program is started to directly bring the agency's services to the business community. This year also marks the beginning of the new Bilingual Program, serving the Portuguese-speaking community.

2010 - Family Service Association started the Representative Payee Program.

2012 - Family Service Association purchases and establishes new headquarters in the former Truesdale Clinic building at 151 Rock Street, Fall River. The agency is licensed as an outpatient Mental Health Clinic by the Massachusetts Department of Public Health.

Financial Report 2023

Comparison Balance Sheet

Year ending June 2023

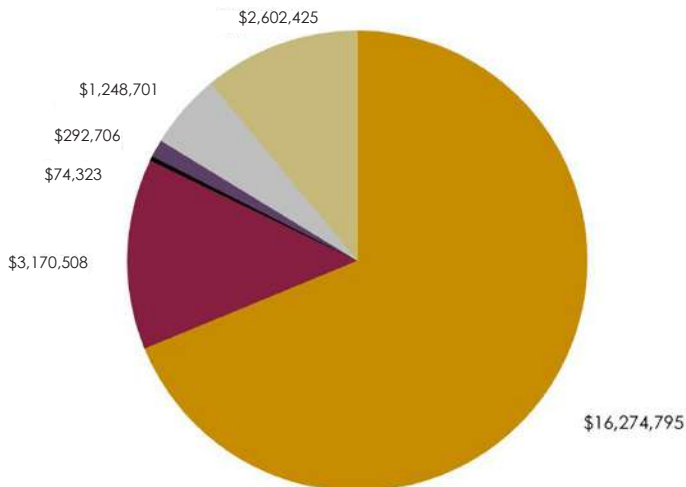
	Year Ending June 2022	Year Ending June 2023
Assets _____	\$30,447,641	\$28,474,890
Total Liabilities _____	\$ 8,798,680	\$ 7,367,777
Total Equity _____	\$21,648,641	\$21,107,113

REVENUE	FY 2022	FY 2023
FEES _____	\$18,042,942	\$16,274,795
STATE CONTRACTS _____	\$ 2,456,596	\$ 3,170,508
UNITED WAY _____	\$ 98,712	\$ 74,323
PRIVATE TRUSTS/FOUNDATIONS _____	\$288,556	\$ 292,706
INVESTMENTS _____	(\$ 1,732,806)	\$ 1,248,701
OTHER _____	\$ 3,376,694	\$ 2,602,425

EXPENSES	FY 2022	FY 2023
CLINICAL SERVICES _____	\$ 3,155,996	\$ 2,820,552
ADULT AND ELDER SERVICES _____	\$12,494,915	\$13,233,453
CHILDREN AND YOUTH SERVICES _____	\$ 7,809,808	\$ 7,433,599

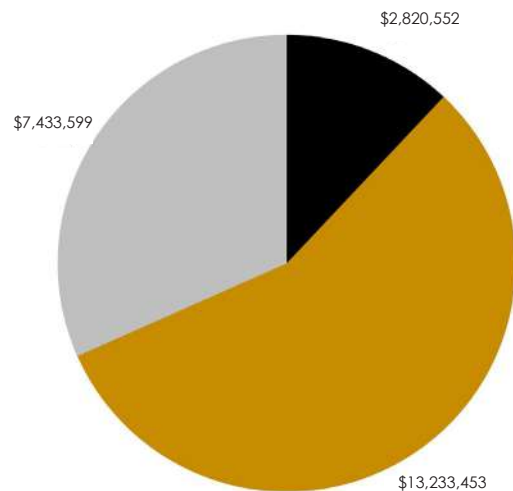
*Unaudited financials

REVENUE



- STATE CONTRACTS
- UNITED WAY
- PRIVATE TRUSTS
- INVESTMENTS
- OTHER

EXPENSES



- CLINICAL SERVICES
- ADULT AND ELDER SERVICES
- CHILDREN AND YOUTH SERVICES

Program Sites

Administrative Offices Behavioral Health Center Continuous Quality Improvement

151 Rock Street
Fall River, MA 02720
508-677-3822

Accounting • Billing • Payroll Adult Family Care Home Assistance Program Employer Support Program Guardianship Program Human Resources Information Technology Long Term Service and Supports - Community Partners Program

101 Rock Street
Fall River, MA 02720
508-678-7542

Community Service Agency In-Home Therapy Therapeutic Mentoring

21 Father DaValles Boulevard, Suite 104, #13
Fall River, MA 02723
774-627-1149

Family Resource Center

45 Rock Street
Fall River, MA 02720
508-567-1735

After School Day Care

The GenCenter
397 Bay Street
Fall River, MA 02724
508-496-6670
Administrative Office
774-929-6111

Mary L. Fonseca School
160 Wall Street
Fall River, MA 02720

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

Kids Academy

745 Wilson Road
Fall River, MA 02720
508-673-4421

Adult Day Health Program

Cornerstone 21 Father DaValles Blvd Fall River, MA 02723 508-324-4208	Countryside 244 North Main Street Raynham, MA 02767 508-822-6603
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The GenCenter 397 Bay Street Fall River, MA 02724 508-646-0135	SeaView 470 Main Street Mashpee, MA 02649 774-361-6623
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Long Term Service and Supports Community Partners Program

470 Main Street
Mashpee, MA 02649
774-361-6623

34 Welby Road
New Bedford, MA 02745
508-998-3626

179 Quincy Street
Brockton, MA 02302

Adult Family Care

34 Welby Road
New Bedford, MA 02745
508-998-3626

629 South Street
Raynham, MA 02767
508-822-1394

470 Main Street
Mashpee, MA 02649
774-361-6623

Home Assistance Program

34 Welby Road
New Bedford, MA 02745
508-998-3626

68 Nahant Street
Norwood, MA 02062
781-769-0150





Celebrating Service to Families

FIVE YEARS

Pascale Azor	Care Coordinator	Long Term Service & Supports- Community Partners
Lisa Blackmer	Community Support Specialist	Adult Family Care
Vanessa Boyce	Secretary/Receptionist	Family Resource Center
Brenda Campbell	Quality Specialist Payment	Long Term Service & Supports- Community Partners
Joseph Dixon	Van Driver	Transportation
Beth Faria	Executive Assistant	Administration
William Ferreira	Care Coordinator	Long Term Service & Supports- Community Partners
Vianeska Ortiz	Billing Assistant	Billing Department
Ashlyn Patricio	Payment Processor	Guardianship



TEN YEARS

Antoine Ferreira	Therapeutic Mentor	Therapeutic Mentoring
Adam Gagnon	Therapeutic Mentor	Therapeutic Mentoring
Sarah Joyce	Registered Nurse	Countryside Adult Day Health
Beth Lawrence	Case Manager	Adult Family Care
Benjamin Machado	Clinician & CBHI Intake Coordinator	In-Home Therapy
Michael Miranda	Clinician	In-Home Therapy
Joseph Vickery	Help Desk Technician	Information Technology



FIFTEEN YEARS

Dana K. Borgia	Director of Care Coordination	Long Term Service & Supports- Community Partners
Luis A. Carrelas	Van Driver	Transportation
Susanne Hiatt	RN/Supervisor	Adult Family Care
Allison Hague	Program Manager	Family Resource Center
Katherine M. Kasheta	CBHI Clinical Supervisor	Community Service Agency
Maria Miranda	Senior Case Manager	Guardianship



TWENTY YEARS

Maria F. Demelo	Direct Care Aide	Home Assistance Program
Susan E. Dixon	Legal Assistant	Guardianship
Robin B. McGinn	Community Support Specialist	Home Assistance Program
Elaine-Tauni Paradise	Direct Care Aide	Home Assistance Program
Brandy L. Rivera	Jr. Site Coordinator	After School Day Care
Donna Stanley	Bookkeeper	Guardianship
Amy Wirth	Registered Practical Nurse	Adult Family Care
Susan M. Thompson	Program Attorney	Guardianship
Charles Mickle	Senior Technician	Information Technology



TWENTY-FIVE YEARS

Maria Castro	Coordinator	Cornerstone Adult Day Health
Carrie Jarabek	Direct Care Aid	Home Assistance Program
Sharon LaFleur	Program Director	CBHI Family Supports and Resources
Mary Louise Rothman	Registered Practical Nurse	Adult Day Health



THIRTY YEARS

Caryn S. Julien	Clinical Social Worker	Behavioral Health Center
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THIRTY-FIVE YEARS

Deborah Ignagni	Chief Financial Officer	Administration
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2013 - The agency's Guardianship Program begins offering services throughout the Commonwealth of Massachusetts. The program would become a unique model of legal, clinical and financial services.

2015 - The Family Resource Center at 45 Rock Street, Fall River opened, providing a variety of community-based, culturally competent family support services, in collaboration with Greater Fall River RE-Creation.

2018 - Family Service Association is awarded a contract for MassHealth Reform/Long Term Service and Supports.

2019 - Family Service Association purchases property on Wilson Road and merges King Phillip Child Care and Word Inc. to become Kids Academy.

2022 - Seaview Adult Day Center in Mashpee, the agency's fifth Adult Day Health Program, is opened.

2023 - Family Service Association is awarded a grant for Long Term Service and Supports Community Partners Program 2.0.





Adult Family Care

“They are so compassionate and personable, very easy to talk to.”

Home Assistance Program

“My care givers are wonderful. I’ve had my services for years and have never had one complaint ever! I get along with them. They do their job reasonably well and I don’t have any concerns about it.”

In-Home Therapy

“Was doubtful at first but now delighted at the progress. E. may be getting discharged tonight! There has been a big turnaround. She is doing tremendously well and it was a struggle with her! - all positive!”

Adult Family Care

“They are so compassionate and personable, very easy to talk to.”

Behavioral Health Center

“Jack has been amazing for my son. I couldn’t have received a better therapist for my child. They relate on many levels and I am thankful for the services.”



Mission Statement

Family Service Association is committed to providing a wide array of high quality programs and services designed to strengthen and support individuals and families and to addressing the social service needs of our very diverse and changing communities.



101 Rock Street
Fall River, MA 02720
508-677-3822 • frfsa.org

Member of the United Way of Greater Fall River
Member of the Alliance for Children and Families
Accredited by the Council on Accreditation