Family Service Association

FSA

Strengthening individuals and families for over 136 years

Annual Report

2025

Gratitude, Growth, and Power of Community

This year has reminded us why Family Service Association exists and why our work continues to matter so deeply. Each day, we see the difference that compassion, collaboration, and care make in the lives of those we serve. Whether through programs that strengthen families, services that restore stability, or partnerships that build community, our shared purpose continues to shine through.

It has been my honor to serve on the Board of Directors of Family Service Association since 2018. From the beginning, I was drawn to an organization with an impeccable reputation, one that consistently adapts and grows to meet the evolving needs of our community. Over these seven years, I have witnessed remarkable progress: new programs and partnerships that are innovative, collaborative, and deeply responsive to the challenges facing local families. What has remained constant is the unwavering commitment of our staff to deliver services with excellence, empathy and integrity.

The Board of Directors has remained focused on ensuring that our mission stays firmly rooted in service; service to clients, support for our staff, and investment in the long-term strength of our organization and the communities we serve. This year, our work centered on strategic planning, governance, and sustainability to ensure that Family Service Association remains strong, adaptive, and ready to meet future needs.

We are deeply grateful for the leadership of our staff and the trust of our clients and partners. Their resilience, creativity, and compassion continue to inspire us all. Together, we are building a community where every person is supported, valued, and empowered to thrive.

To our clients, thank you for allowing Family Service Association to be part of your journey. The trust you place in us is both humbling and motivating. It reminds us every day that our greatest impact comes from standing beside those we serve with care, respect, and integrity.

As we look ahead, we do so with optimism and resolve. The challenges around us are real, but so too does our shared strength. Guided by our mission and inspired by the people we serve, Family Service Association will continue to lead with compassion, adapt with purpose, and build hope-together.

With gratitude,

Brenda L. Panaggio

Brenda L. Panaggio, ESQ
Chair

A Year of Resilience and Renewal

Finding the right words to describe what our organization, staff, and clients have experienced this year is no easy task. The challenges have been immense; uncertain funding, rising costs of living, housing shortages, and the heartache of a community struggling to make ends meet. For many families, these hardships are part of daily life. Yet even amid these realities, Family Service Association has continued to stand as a beacon of hope and care.

We have also witnessed extraordinary moments that remind us why our mission endures. We celebrated a decade of service at the Family Resource Center and welcomed children back into revitalized classrooms at the Kids Academy. Our 101 Rock Street office came alive with color and meaning through the creativity of Yeah Corps Youth, transforming it into a place of beauty and belonging. We marked our first full year of the Bridgeview Adult Day Health program, where connection and compassionate care guide every interaction. And when the unimaginable loss occurred at the Gabriel House, our staff once again demonstrated unmatched courage and empathy, providing immediate comfort to those in need.

Behind these visible accomplishments lies a deeper journey. Over the past year, our teams have reflected, strengthened best practices, and continued our pursuit of accreditation through the Council on Accreditation. These efforts along with our steadfast commitment to diversity, equity, and inclusion represent ongoing investments in our mission, our people, and our future.

At the heart of everything we do is a simple belief: people matter. Every person, client, staff member, partner, and neighbor is valued equally. Our mission calls us to meet people where they are, and our commitment to diversity, equity, and inclusion is not a tagline; it is the foundation of who we are and how we serve.

Each day, our staff works to honor that trust through empathy, professionalism, and an unwavering belief in our clients' resilience. We have heard that we are like a "Warm Hug" to those in need. It is our privilege to walk beside them on their journeys, and we look forward to continuing to serve with heart, hope, and purpose.

As President & CEO, I am grateful beyond words for the passion and dedication of our team, and for the trust our community places in us. Together, we are not just responding to hardship we are building hope.

With appreciation,

Sharon E. Ford

Sharon E. Ford
President & CEO

BOARD OF DIRECTORS

We are deeply grateful to our Board of Directors for their steadfast commitment and leadership. As fiduciaries, they guide our organization toward a sustainable future through ethical governance, strategic planning, and sound financial oversight. Their dedication ensures we remain mission-focused and equipped to serve those in need with integrity and purpose.

Brenda L. Panaggio, ESQ
Chair

Edward Misiolek
Vice Chair

Paul Medeiros
Treasurer

Judith Charest
Clerk

Nancy Resende
Assistant Treasurer

Jo-Ann Pelletier
Past Chair

Sharon E. Ford
President & CEO

Carmen Aguilar

Marita Durkin Gray, Esq.

Christopher Rego

Frederick J. Rocco, Ph.D.

Rui Rosa

Sandy Tente

Wendy Wentworth-Boyd

Honorary Directors

James Donnelly

Paul Lennon

George Oliveira

Clifford Wright

Programs & Sites

Accounting • Billing • Payroll
Administrative Offices
Adult Family Care
Continuous Quality Improvement
Home Assistance Program
Guardianship Program
Human Resources
Information Services
Long Term Services and Supports
-Community Partners Program
101 Rock Street
Fall River, MA 02720
508-678-7542

Adult Day Health Program
Bridgeview
306 N. Main Street
Fall River, MA 02720
508-646-0135

Cornerstone
21 Father DeValles Blvd.
Fall River, MA 02723
508-324-4208

Countryside
244 North Main Street
Raynham, MA 02767
508-822-6603

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

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

470 Main Street
Mashpee, MA 02649
508-677-3822

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 02723

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

Behavioral Health Center
Employer Support Program
151 Rock Street
Fall River, MA 02720
508-677-3822

Community Service Agency
In-Home Therapy
Therapeutic Mentoring
21 Father DeValles Blvd.
Suite 201
Fall River, MA 02723
774-627-1149

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

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

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

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

Long Term Services and Supports
-Community Partners Program
470 Main Street
Mashpee, MA 02649
774-361-6623

34 Welby Road
New Bedford, MA 02745
508-677-3822

179 Quincy Street
Brockton, MA 02302
508-677-3822

Service Statistics

ADULT DAY HEALTH
144,444 hours of program service and **36,439** units of transportation

ADULT FAMILY CARE
77,359 days of 24-hour care including respite care

AFTER SCHOOL DAY CARE
2,468,868 hours of childcare in both before school and after school

BEHAVIORAL HEALTH CENTER
Provided **383** units of case consultation, **8,922** hours of professional counseling and psychiatric services, including **8,519** individual sessions, **106** evaluations, **13** family sessions, and **823** medication reviews for **439** total clients

COMMUNITY SERVICE AGENCY
Provided **43,576** days of service to **245** clients

EMPLOYER SUPPORT PROGRAM
Provided **778** hours of professional counseling and **30** hours of staff training and critical incident debriefing. Provided **54** Fall River Police officers with 1:1 meetings

FAMILY RESOURCE CENTER
Served **1,137** families and provided **2,793** units of service

GUARDIANSHIP

Provided **832** units of legal services; **2,386** units of case management; **1,461** units of financial services. An additional **309** persons served in financial management

HOME ASSISTANCE PROGRAM

Provided **21,220** units of direct care

IN-HOME THERAPY

Served **125** clients while providing **4205** units of family therapy and **831** units of therapeutic training and support

KIDS ACADEMY

Served **40,085** nutritional meals and snacks through USDA in a 9 month timeframe before the COVID shutdown

LONG TERM SERVICES & SUPPORTS -COMMUNITY PARTNERS PROGRAM

2,698 members were assigned; **1,277** average number of monthly contacts

THERAPEUTIC MENTORING

Served **221** clients, providing **1417** hours and **5667** units of structured, one-to-one strength-based services

Family Resource Center

This year, our agency's Family Resource Center proudly celebrates a significant milestone—ten years of dedicated service, heartfelt compassion, and steadfast commitment to strengthening the Fall River community.

Since its founding, the Family Resource Center has grown into a trusted hub of support—providing housing assistance, transportation, food, diapers, referrals, educational groups, and compassionate guidance to thousands of individuals and families.

Led by a caring and experienced director, the center is staffed by a dedicated team, including individuals who once received services themselves and now give back as professionals. Their lived experience brings empathy and authenticity to every interaction, creating a safe and welcoming space for all who enter.

10TH ANNIVERSARY

As we mark this milestone, we celebrate the countless lives touched and the enduring commitment to meeting people where they are, with dignity and hope.

Over the past decade, the Family Resource Center has become more than a service provider—it's a lifeline. It fills critical gaps, strengthens families, and fosters resilience across the community.

Here's to the next ten years of impact, innovation, and unwavering support.

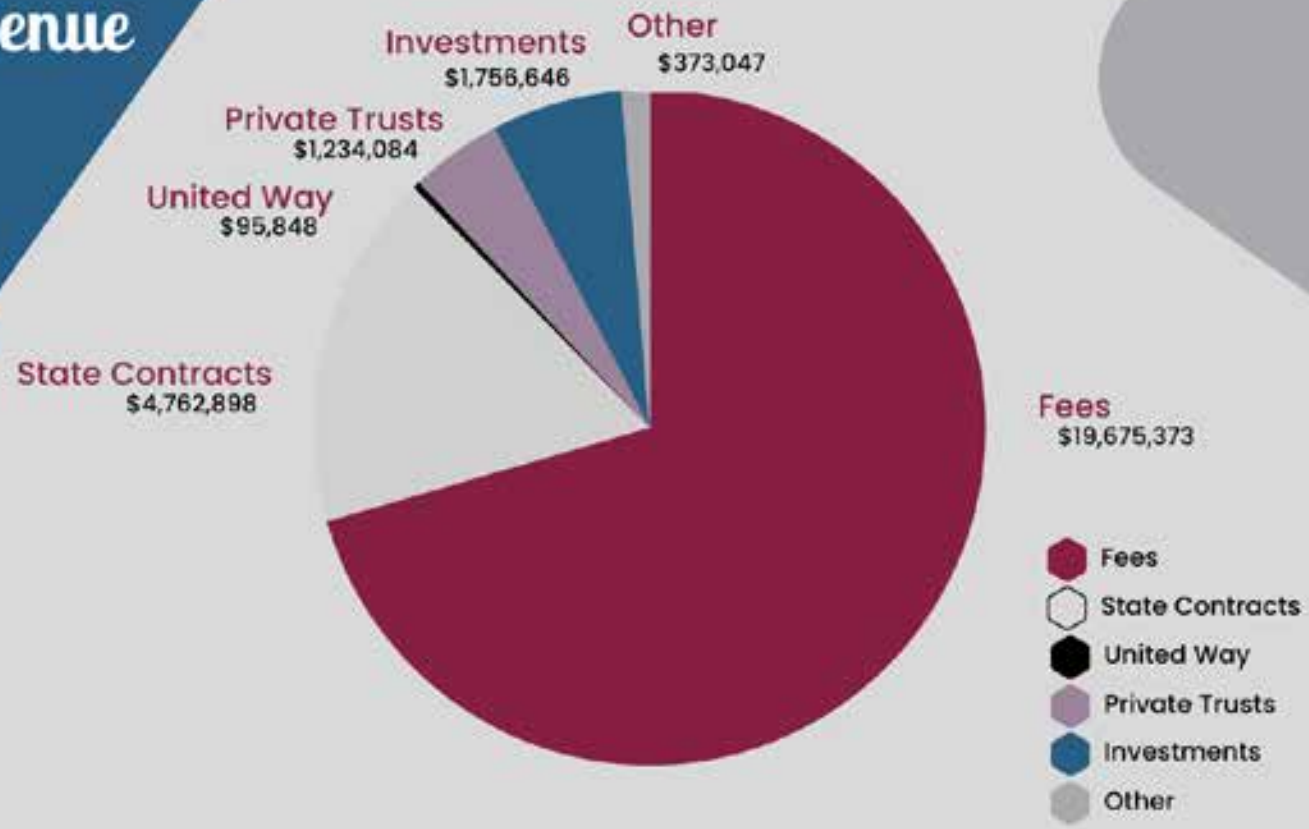
FINANCIAL REPORT

Comparison Balance Sheet

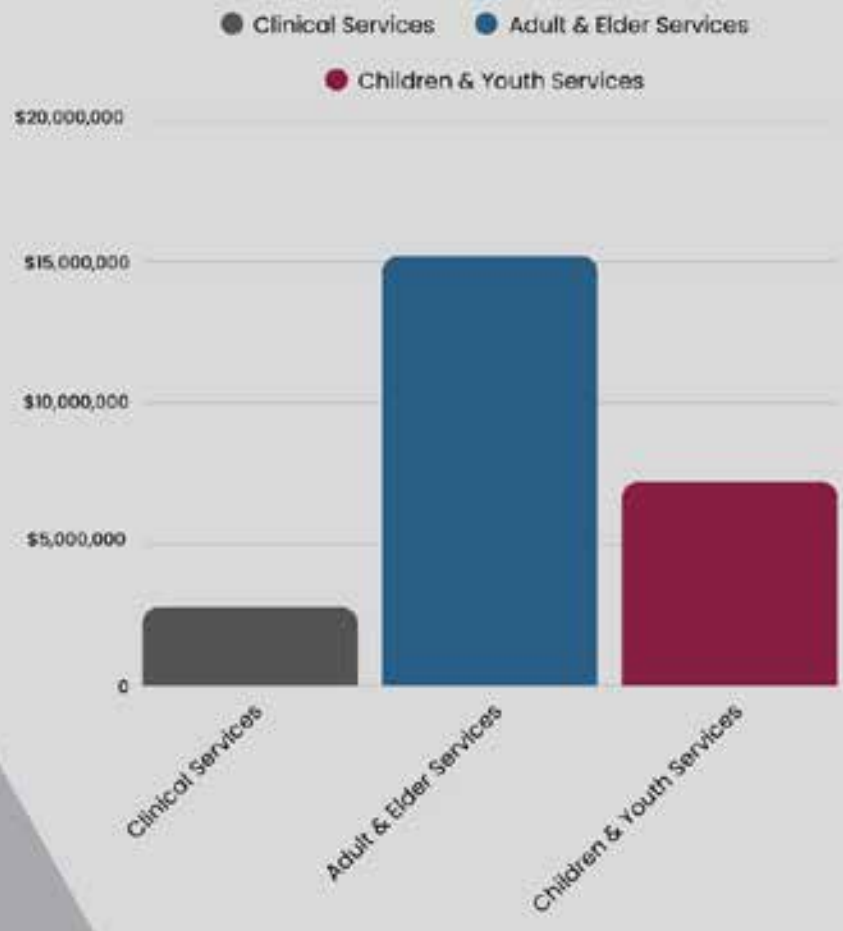
Year ending June 2025

	Year Ending *June 2024*	Year Ending *June 2025*
Assets	$33,740,869	$33,753,530
Total Liabilities	$8,352,923	$6,085,973
Total Equity	$25,387,943	$27,667,557
REVENUE	*FY 2024*	*FY 2025*
Fees	$20,218,185	$19,675,373
State Contracts	$4,001,708	$4,762,898
United Way	$92,034	$95,848
Private Investments/Foundations	$930,965	1,234,084$
Investments	$2,157,162	$1,756,646
Other	$384,433	$373,047
EXPENSES	*FY 2024*	*FY 2025*
Clinical Services	$2,744,912	$2,791,641
Adult & Elder Services	$14,649,088,	$15,202,776
Children & Youth Services	$7,270,541	$7,624,390

Revenue



Expenses



STAFF RECOGNITION

Award of Excellence

Acknowledges staff/peers who have gone above and beyond in one or more of the following areas:

- A Philosophy of Excellence
- Growth and Change
- Ethics and Professionalism
- Healthy Human Interaction
- Continuous Improvement
- Leadership and Teamwork
- Developing Staff

Gemma Bornas
Licensed Practical Nurse
SeaView Adult Day Health

Jennifer Emond
Director of Financial Services
Finance

William Ferreira
Care Coordinator
Long Term Services & Supports
-Community Partners Program

Cindy Ferruzola
Therapeutic Training & Support
In-Home Therapy

Sharon LaFleur
Program Director
Children's Behavioral Health Initiative
Family Supports & Resources

Stephen Mathioudakis
Lead Clinician
Behavioral Health Center

Robin McGinn
Licensed Practical Nurse
Home Assistance Program

Essential Piece Award

Peers nominate staff who they feel are doing an excellent job and should be recognized for their work.

Michael Miranda
Clinician
In-Home Therapy

Debra Mumford
Care Manager Supervisor
Adult Family Care Program

Brad Faria
Help Desk Technician
Information Technology

Catherine Santiago
Scheduling Assistant
Home Assistance Program

CELEBRATING YEARS OF SERVICE

35 Years

Ellen McCabe
Clerical & Intake Supervisor
Behavioral Health Center

25 Years

Derek Foulds
VP of Community Supports
Administration

Kimberly Lima
Senior Site Coordinator
After School Day Care

20 Years

Kathleen Heffernan
RN Case Manager
Adult Family Care

15 Years

Nelia Benjamin
Program Aide
Countryside ADH

Amy D'Souza
Director of CBHI
Clinical Supports

Hector Gonzalez
Therapeutic Mentor
Therapeutic Mentoring

10 Years

Neusa do Nascimento
Case Manager
Adult Family Care

Denise Langley
Case Manager
Adult Family Care

Simone Mendes
Administrative Assistant
LTSS-Community Partners

Raymond Sem
Therapeutic Mentor
Therapeutic Mentoring

5 Years

Sheily Alvarez-Cruz
Direct Care Aide
Home Assistance Program

Danielle DiMarco
RN Case Manager
Adult Family Care

Brad Faria
Help Desk Technician
Information Technology

Marilou Lacombe
Program Aide
Cornerstone ADH
Backup Van Driver
Transportation

Patricia Martins
Clinical Director
Behavioral Health Center

Anna Pereira
Clinical Care Manager
LTSS-Community Partners

Nancy Pereira
Site Service Coordinator
Bridgeview ADH

CONTINUOUS IMPROVEMENT

because "Good Enough" is never enough

Family Service Association proudly maintains accreditation through the Council on Accreditation (COA), a respected nonprofit body that champions excellence in human services. This accreditation underscores our commitment to high standards in service delivery, governance, and continuous improvement. COA's rigorous peer-reviewed process evaluates our operations against nationally recognized benchmarks, ensuring accountability and quality across all programs.

Following our most recent review, we received a highly complimentary report from the COA evaluation team, who praised the strength and consistency of our practices. Due to their positive impressions and high scoring, our re-accreditation was fast-tracked—completed without the need for corrective actions or a full Commission review. This achievement reflects our unwavering dedication to excellence and best practices in serving our community.

761 Standards Reviewed

- #1 - 81% [616/761]
- #2 - 18% [139/761]

99% adherence to nationally benchmarked standards

Adult Day Health
Facilities were praised as exceptional and thoughtfully designed, offering a comfortable, engaging environment with diverse on-site programming. Staff were recognized for their passion and meaningful interactions with participants.

Adult Family Care
The program was commended for delivering critical supports that enhance quality of life for service recipients and caregivers alike. Staff were described as amazing and deeply committed, with strong interdisciplinary coordination ensuring excellent service delivery.

Community Partners & Community Services Agency
Case management staff were celebrated for their dedication, passion, and resilience. Their commitment to both client advocacy and personal well-being stood out as a model of professional excellence.

Guardianship
Continues to demonstrate exceptional service delivery through a highly skilled and knowledgeable team. Staff consistently meet the complex needs of service recipients using a multidisciplinary, collaborative approach—working seamlessly within the program, alongside community partners, and in coordination with the court system. The volume of clients served is notable, and the team is recognized for their outstanding ability to address the diverse needs of each individual.

Behavioral Health Clinic & In-Home Therapy

The Behavioral Health teams (both in-clinic and in-home) embody a profound dedication to those they serve. Their close-knit collaboration fosters resilience and mutual support, especially during challenging times. Staff are consistently respectful, knowledgeable, and thorough with documentation that reflects a high standard of clinical excellence.

Home Assistance Program

Delivers high-quality support aimed at helping adults maintain independence within their chosen community settings. Staff demonstrate deep commitment and enthusiasm for their work, coordinating services through a robust interdisciplinary framework that includes nursing and social work. Their efforts are further strengthened by strong partnerships with external service providers, ensuring continuity and excellence in care.

Family Resource Center

Recently celebrated its 10-year anniversary, continues to serve as a vital lifeline for the community, guided by a compassionate and experienced director. The center offers a wide array of essential supports—including housing assistance, referrals, transportation, food, diapers, educational groups, and emotional support—to all who seek help. Staff members provide a dependable safety net, many of whom bring lived experience to their roles, having once been recipients of the very services they now deliver. This program has become indispensable to the region, addressing critical needs and fostering resilience among families.

Therapeutic Mentoring Services

Therapeutic Mentoring Services continues to be a cornerstone of support for children and their families. Mentors demonstrate remarkable flexibility, diligence, and dedication, taking great pride in their work. They maintain strong, consistent communication with parents and caregivers, playing a vital role in family dynamics. Beyond supporting the youth directly, mentors empower families by sharing effective strategies that foster the child's growth and success.

Kid's Academy

Kid's Academy continues to set the standard in early childhood education. In a warm, thoughtfully designed setting, the program nurtures leadership, social-emotional growth, and inclusive learning through engaging activities. Children with unique needs receive individualized attention, ensuring every child feels valued.

The team's compassion and mission-driven focus shine through in their work with children and families. A special partnership with Citizens for Citizens brings elder adults into the classroom, fostering meaningful intergenerational connections.

Kid's Academy remains a shining example of best practices and a model for early learning programs nationwide.

After School Day Care

Exemplifies its mission by providing a safe, nurturing environment that strengthens both individuals and families. Through a rich array of activities, nutritious meals, and high-quality care, the program integrates social-emotional learning into every aspect of its daily routine. Staff serve as compassionate role models, offering consistency, encouragement, and positive guidance. By partnering with schools and community organizations, the program continues to deliver an essential and impactful service at our sites both before and after school.

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.

It is the culture of the agency to uphold and honor the dignity of all people regardless of their race, ethnicity, creed, national origin, gender, gender identity, sexual orientation, age, ability, socio-economic or veteran status.

We will not tolerate racism nor support others who discriminate against any person based on any of these factors with respect to employment, volunteer opportunities and the provision of services.

Family Service Association
FSA

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

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United Way

Alliance for Children & Families

COUNCIL ON ACCREDITATION