Family Service Association

2024 Annual Report

Strengthening individuals and families for over 135 years

"Thank you for helping me and my family. Everyone is nice and I appreciate all the effort they put in."

"I love everything about coming here. The services are amazing. Everyone does a great job and I don't see any need for improvement."

Board of Directors

Brenda L. Panaggio, ESQ
Chair

Edward Misiolek
Vice Chair

Jo-Ann Pelletier
Past Chair

Paul Medeiros
Treasurer

Judith Charest
Clerk

We are grateful to all of our Board members who contribute their time to help those in need. Our Board members are the fiduciaries who steer the organization toward a sustainable future by adopting sound, ethical, and legal governance; informed, forward thinking strategic planning and guidance; and finally, fiscal management as well as ensure that we have adequate resources to advance the mission.

Rui Rosa

Carmen Aguilar

Nancy Resende

Frederick J. Rocco, PH.D.

Sharon E. Ford
President & CEO

HONORARY DIRECTORS

James Donnelly
Paul Lennon
George Oliveira
Clifford Wright

A Message From Our Board Chair & President

Webster's Dictionary defines community as "a unified body of individuals; the people with common interests living in a particular area." To us at Family Service Association, community is more than just a word. It is a vitally important entity whose meaning and significance are central to the mission that guides us each day.

If there is one constant in the work of social services, it is a constantly changing, shifting, growing need of the populations we serve. For those of us who work within the many communities, 2024 has been no exception to this rule, and the year has been a challenging one on many fronts. The people of the cities and towns served by Family Service Association are as varied as they are many, and their needs are numerous and urgent.

This year, families and individuals faced high costs of living, creating pressures on other areas of their lives as they adapted and strained in many cases to meet basic needs. These challenges have contributed to hunger, housing displacement, youth violence, and worsening physical and mental health status for many. As members of the communities in which we serve, we are acutely aware that our colleagues are also not immune to the hardships faced by our neighbors and clients. In difficult times that create or exacerbate instability for our communities, Family Service Association and our hundreds of professionals are reminded anew of the very vital role we play in providing a system of programs to strengthen and support families, both within and outside our walls.

With that reminder, despite these struggles, 2024 will be marked as a year of progress for the agency. We saw tremendous growth, both in demand for our services and in our offerings.

- Our new guardianship contract in the North Shore area provides assurance that clients' legal, clinical and financial best interests are managed and protected.
- Our grant-funded workforce development program came to fruition, providing a pipeline for the development of future professionals in our field through internship programming and mentorships.
- We added two new 14-passenger vans with capacity to transport three wheelchairs to our fleet through funding from the Massachusetts Department of Transportation

Family Service Association remains strong, and as always with still more work ahead. We are constantly striving to provide broad-based services aimed at making a positive difference in the community, while remaining focused on the individual needs of every person and family we serve. Most importantly, we pause to note our gratitude and pledge our ongoing support for our staff, the very backbone of the work we do and the embodiment of the spirit in which we do it.

As we reset and look forward to welcoming a new year, we do so knowing that our organization makes a difference daily in the lives of thousands of our fellow Massachusetts residents and that the measure of that impact will be felt in generations to come.

Sincerely,

Brenda L. Panaggio

Brenda L. Panaggio, Esq.
Board Chair

Sharon E. Ford

Sharon E. Ford
President & CEO

New Initiatives

"Very nice people I have working with me. They are very good at their job and helping my family. I appreciate all the effort they put in. Thank you."

WORKFORCE DEVELOPMENT

In the summer of 2023, Family Service Association was awarded a Workforce Development grant. With this funding, the association was able to hire a Workforce Development and DEIB Coordinator. The role of this coordinator is to work alongside Human Resources and the Continuous Quality Improvement team to hire paid interns, as well as begin a tactful, yet impactful, DEIB evaluation and programming throughout the agency. As a result of this grant, our agency has seen an increase in recruitment and retention of our interns, with more paid internship opportunities becoming available throughout our programs.

TECHNOLOGY GRANT AWARDED

This fall Family Service Association was proud to be awarded $335,518 from the Massachusetts Executive Office of Health and Human Services (EOHHS) under the Provider Technology Grant Program to modernize and upgrade our technology and information systems. This will allow us to contribute to the future sustainability of our home and community-based services and provide services to more members of our community while improving access to those we currently serve.

THE GUARDIANSHIP PROGRAM IS NOW OFFERED IN NORTH SHORE, MA

This program provides a variety of legal, clinical, and financial services from court-ordered legal corporate guardian to persons considered by the courts to be incapable of making important life decisions without the assistance of others.

MASSACHUSETTS DEPARTMENT OF TRANSPORTATION VEHICLE GRANT

Thanks to this grant Family Service was able to purchase two 2024 Ford, 14-passenger, 3-position wheel chair accessible vans to transport participants to our Adult Day Health programs. These handicapped-accessible vans have a camera system for the safety of our clients and a passive safety alarm system so that drivers are made to check all passenger seats before shutting the alarm off and driving.

LITTLE FREE LIBRARY

FSA has become part of the Little Free Library network. Their mission is to be a catalyst for building community, inspiring readers, and expanding book access for all. People are empowered when the opportunity to discover a personally relevant book to read is not limited by time, space, or privilege.

Our Continuous Quality Improvement Director, Rick Mancini built a beautiful library book box located out front of the Behavioral Health Clinic at 151 Rock Street.

EARTH DAY CLEAN UP AND BEAUTIFYING

Family Service Association is proud to have been serving the Greater Fall River community for over 135 years. As part of an ongoing beautification initiative across the agency, staff gathered together on Earth Day to clean and spruce up the properties.

DIVERSITY, EQUITY, INCLUSION, AND BELONGING BOOK CLUB

This book club is open to all FSA staff. A new book with a focus on diverse authors, stories, and topics is read each month. This is an opportunity to learn and think more about DEIB. It is a goal of FSA to grow as an agency and staff as human beings.

Bridgeview Adult Day Health

In the spring of this year, Family Service Association acquired Highland Adult Day Care; a center that has been servicing individuals with disabilities and older adults in our community for over 30 years. The development of Bridgeview Adult Day Health, located in the old Quequechan Club on N. Main Street, is the merging of Highland Adult Day Care and one of the association's existing programs, GenCenter Adult Day Health.

The announcement of the new Bridgeview Adult Day Health program kicked off National Adult Day Services Week (September 15th-21st, 2024), which celebrates the services and programs provided to meet the needs and enhance the lives of our participants.

The development of the new Bridgeview ADH program as well as the expansion of Cornerstone ADH will increase the agency's ability to provide high-quality, healthcare services to more older adults and adults with disabilities in the City of Fall River and beyond.

Family Service Association operates four Adult Day Health Centers – two in Fall River, one in Raynham and one in Mashpee as well as a host of other critical services for older adults and individuals with disabilities.

Grand Opening with Rep. Carole Fiola and Mayor Paul Coogan

Programs and 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 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

"I am extremely satisfied with the program. The entire staff is exceptional, caring, kind, and professional. It is a blessing"

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

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

Staff Recognition

Award of Excellence

Amy Bailey

Care Coordinator

Essential Piece Award

Elyse Mullen

Human Resource Recruiter

Leidy Castillo & Erica Figueroa

Intensive Care Coordinators

Community Service Agency

Children's Advocacy Center BRISTOL COUNTY A PROGRAM OF CJRI

Multidisciplinary Team of the Month Award

"Absolutely love who we are working with. He is amazing. I couldn't ask for a better worker."

Thirty-Five Years

Theresa G. Collard	Secretary/Receptionist	Behavioral Health Center

Twenty-Five Years

Ranee Levesque	Payroll Accountant	Administration
Anne McGuirk	Case Manager	Adult Family Care
Sandra K. McKenna	Intake Worker	* LTSS-CP
Tammy Stewart	Program Aide	Bridgeview Adult Day Health
James Tremblay	Clinician	Behavioral Health Center

Twenty Years

Ann M. Cabral	Direct Care Aide	Home Assistance Program
Maria Carrelas	Intake & Authorization Specialist	Billing
Jennifer M. Emond	Director of Financial Services	Administration
Debra J. Mumford	Care Manager Supervisor	Adult Family Care

Fifteen Years

Gina Fernandes	Therapeutic Mentor	Therapeutic Mentoring
Stacey Goncalo	Payment Services Specialist	Guardianship
Denise M. Hoyt	Intensive Care Coordinator	Community Service Agency
Stacey L. Medeiros	Clinical Supervisor	^ CBHI
Jason A. Pacheco	Clinician	Behavioral Health Center

Ten Years

Jennifer L. Brassil	Direct Care Aide	Home Assistance Program
Nancy Conde	Registered Nurse	Adult Family Care
Erica V. Figeuroa	Intensive Care Coordinator	Community Service Agency
James R. Hilario	Therapeutic Mentor	Therapeutic Mentoring
Cindy H. Keene	Intake & Assessment Coordinator	After School Day Care
Emily J. Kelleher	Clinical Supervisor	^ CBHI
Heather Martel	Direct Care Aide	Home Assistance Program
Charles M. Walker	Intensive Care Coordinator	Community Service Agency
Angela Young	Registered Nurse	Adult Family Care

Five Years

Kellie A. Belanger	Junior Site Coordinator (Interim)	After School Day Care
Alyssa Cabral	Teacher	Kids Academy
Gina Camacho	Teacher	Kids Academy
Monica J. McGraw	Clinician	Behavioral Health Center
Jeffrey Dixon	Van Driver	Transportation
Cindy Ferruzola	Therapeutic Training & Support	In-Home Therapy
Maribel Fuentes-Saez	Direct Care Aide	Home Assistance Program
Tara Howard	Case Manager	Home Assistance Program
Cristina Jones	Family Partner	Community Service Agency
Jaydith Matias-Diaz	Program Manager	Family Resource Center
Mandy Monteiro	Junior Site Coordinator	After School Day Care
Tanya Pereira	Clinician	In-Home Therapy
Wade J. Saucier	Assistant Group Leader	After School Day Care
Virginia A. Sylvia	Program Aide/Back-up Van Driver	Countryside Adult Day Health
Genesis S. Torres	Family Partner	Community Service Agency
Caitlin Wager	Family Support Worker	Family Resource Center
Nicole L. Wood	Lead Clinician	Behavioral Health Center
Rebecca Zahara	Intensive Care Coordinator	Community Service Agency

* Long Term Services & Supports-Community Partners
^ Children's Behavioral Health Initiative

Celebrating Service to Families

Service Statistics

"The services provided are amazing. I am happy my child comes here because she comes out of each session happy."

ADULT DAY HEALTH
20,554 hours of program service and 18,580 units of transportation

ADULT FAMILY CARE
84,543 days of 24-hour care including respite care

AFTERSCHOOL DAY CARE
155,042 hours of child care in both before school and after school

BEHAVIORAL HEALTH CENTER
Provided 762 units of case consultation, 11,981 hours of professional counseling and psychiatric services, including 11,663 individual sessions, 230 evaluations, 72 family sessions, and 707 medication reviews for 666 total clients

LONG TERM SERVICES & SUPPORTS - COMMUNITY PARTNERS PROGRAM
2,897 members were assigned; 2,245 average number of monthly contacts

COMMUNITY SERVICE AGENCY
Provided 41,982 days of service to 269 clients

EMPLOYER SUPPORT PROGRAM
Provided 788 hours of professional counseling and 10 hours of staff training and critical incident debriefing. Provided 200 Fall River Police officers with 1:1 meetings

FAMILY RESOURCE CENTER
Served 1,286 families and provided 5,581 units of service

GUARDIANSHIP
Provided 157 units of legal services; 2,559 units of case management; 2,159 units of financial services. An additional 321 persons served in financial management

HOME ASSISTANCE PROGRAM
Provided 21,220 units of direct care

IN-HOME THERAPY
Served 134 clients while providing 26,718 units of family therapy and 4,958 units of therapeutic training and support

KIDS ACADEMY
Served 44,544 nutritional meals and snacks through USDA

THERAPEUTIC MENTORING
Served 231 clients, providing 15,698 hours and 62,792 units of structured, one-to-one strength-based services

Financial Report 2024

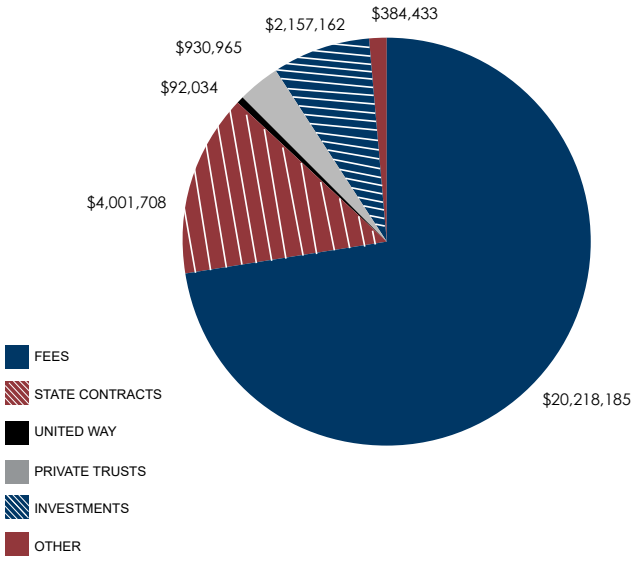
Comparison Balance Sheet

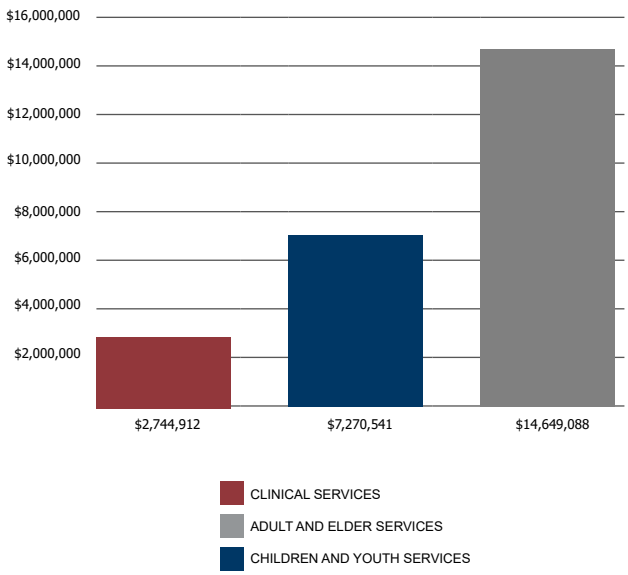
Year ending June 2024

	Year Ending June 2023	Year Ending June 2024
Assets	$28,474,890	$33,740,869
Total Liabilities	$ 7,367,777	$ 8,352,923
Total Equity	$21,107,113	$25,387,943

REVENUE	FY 2023	FY 2024
FEES	$16,274,795	$20,218,185
STATE CONTRACTS	$ 3,170,508	$ 4,001,708
UNITED WAY	$ 74,323	$ 92,034
PRIVATE TRUSTS/FOUNDATIONS	$ 292,706	$ 930,965
INVESTMENTS	$ 1,248,701	$ 2,157,162
OTHER	$ 2,602,425	$ 384,433

EXPENSES	FY 2023	FY 2024
CLINICAL SERVICES	$ 2,820,552	$ 2,744,912
ADULT AND ELDER SERVICES	$13,233,453	$ 14,649,088
CHILDREN AND YOUTH SERVICES	$ 7,433,599	$ 7,270,541





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.

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

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