



FAMILY
FORWARD

safer, healthier relationships
for children and families

The thousand-mile

journey

2020 Annual Report



Dear friends,

For many, 2020 will forever be remembered for a once-in-a-lifetime global pandemic, historic unemployment, and civil unrest, which touched every corner of our community. For kids and families who've experienced trauma – hardships most of us can't and certainly don't want to fathom – the thousand-mile path is littered with debris. For me, last year was more than these boulders blocking our path; it was a time to be flexible and patient, reflect on our responsibility to move forward strategically, with our vision to lead the arduous trek through this collective trauma. It was also the year you answered the call to walk this journey alongside clients and staff in meaningful ways.

You showed generosity by contributing to our COVID Crisis Fund, which allowed us to keep kids and families safe by providing direct support to those who needed it most. For instance, your support allowed us to purchase a new Chromebook for Molly so she would not fall behind with schoolwork while transitioning to remote learning. She'd never had anything like that to call her very own! On page 7, you will see how your contributions translated to real and life-changing relief for kids and families.

Our dedicated and whole-hearted staff worked remotely from mid-March 2020 through June while creatively using telehealth to provide individual and family therapy, coaching, and case management. Our therapeutic preschool team developed videos to share with children

remotely so they could see a calm and familiar face during scary times.

Thank you for joining us on this journey to healing. You have helped us alter and sometimes save lives with your single step, clearing the path to a brighter future for thousands of children and families we serve. Great things are on the horizon, and FamilyForward is in a unique position to lead the way forward – for children, their families, and our communities.

Gratefully,

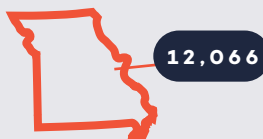


Karen Nolte
Chief Executive Officer



Defining the need

During the fiscal year 2020, 12,066 children in the St. Louis area were reported to the Missouri Child Abuse and Neglect Hotline



Making an impact

5,478 children, their families, and community members were served by FamilyForward in 2020



The thousand-mile journey

History: **WHERE WE WERE**

FamilyForward begins with assessments to evaluate the impact of past experiences and identify strengths and vulnerabilities

Help: **WHERE WE ARE**

Our staff partners with families to address stressors, understand needs and behaviors, and provide tools to develop and sustain safer, healthier relationships

Hope: **WHERE WE ARE GOING**

Individualized coaching, mentoring, training, advocacy, support, and therapy promote healing and improve quality of life



Executive Team

Karen E. Nolte, LCSW, Chief Executive Officer
Robert Ahrens, Chief Financial Officer
Rachel Neukirch, LCSW, Chief Program Officer
Jessica L. Dederer, MHA, Chief Development Officer
Paula Pettibone, MEd, MSW, Chief Administrative Officer

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Ryan Freeman	Mary Jane King	

Vision

FamilyForward leads the community in providing innovative solutions for advancing safer, healthier relationships for children and families.

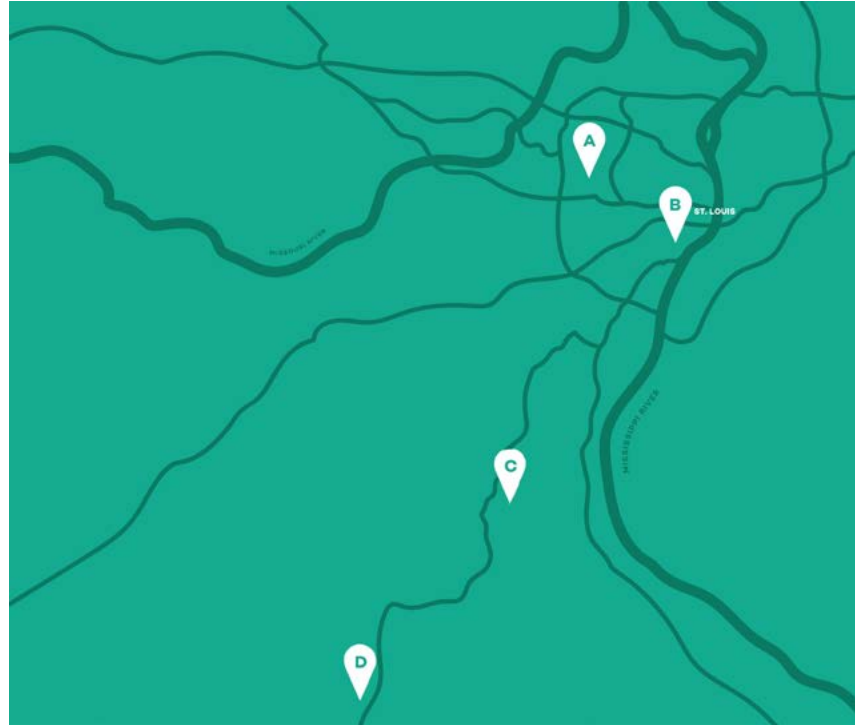
Mission

FamilyForward moves vulnerable children in the direction of hope by delivering comprehensive therapeutic and educational services to support biological, foster, and adoptive families.

Extending our reach

FamilyForward expanded our foster care services to support children in Washington County with the Potosi office opening. With 42 dedicated and caring staff now providing services in Washington and Jefferson Counties, we support children in foster care and their families as they navigate their path to a brighter future.

As a Children's Permanency Partnership (CPP) member, we provide services to children in foster care and their families residing in St. Louis City and St. Louis, Jefferson, Washington, and St. Charles Counties. CPP is a consortium of three highly respected child welfare organizations, Epworth Children & Family Services, FamilyForward, and Youth In Need. CPP provides recruitment, licensing, training, and case management services to over 1,000 children and families through a contract with the Missouri Children's Division.



A. CREVE COEUR

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Saint Louis, MO 63132-1716
314.968.2350

B. SOUTH ST. LOUIS CITY

3309 SKingshighway Blvd
Saint Louis, MO 63139-1101
314.534.9350

C. HILLSBORO

4626 Yeager Rd
Hillsboro, MO 63050-5210
314.534.9350

D. POTOSI

301 E Jefferson St, Ste 6
Potosi, MO 63664-2900
573.436.1382



A Helping Hand in a Time of Crisis

Becky*, a mother of three young children, worked with our Foster Care services after her children were returned to her when tragedy struck - she and her children were displaced by a house fire. She was worried her children would enter foster care again due to the loss of their home. Jodi, a caseworker with our Foster Care program, knew she needed to provide immediate stability to ensure the family could remain together.

In 2020, FamilyForward established a dedicated COVID Crisis Fund supported by contributions to help families like Becky's. Families on their journey to recovery but who may have experienced obstacles exacerbated by the global pandemic. This generous support enables staff to have the ability to provide direct financial assistance to clients who need

help with rent and utilities, groceries, household supplies, and personal items. Funds are also used for technology, transportation, and other expenses, causing a significant burden on families.

Jodi utilized these funds to deliver immediate financial support for Becky and her family by providing gift cards for rent, transportation, and household bills. With support from contributions to the fund, Becky was able to keep her family together and move forward on their journey of hope and healing.

Because of your generosity, we raised \$122,692 to support more than 500 individuals in 179 households using the COVID Crisis Fund.

**name changed to protect identity*



Our Impact

2020 COVID/CRISIS FUND

\$122,692

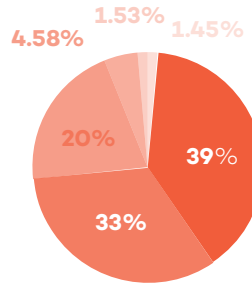
TOTAL DIRECT ASSISTANCE

TO

 **509**
INDIVIDUALS

IN

 **179**
HOUSEHOLDS



\$5,621
TECHNOLOGY

24 CHROMEBOOKS
REPURPOSED

62 DESKTOP COMPUTERS
REPURPOSED



\$47,908
HOUSEHOLD ASSISTANCE



\$40,474
RENT/MORTGAGE ASSISTANCE



\$25,035
UTILITY ASSISTANCE



\$1,879
TRANSPORTATION



\$1,775
EMERGENCY SHELTER

How we help

In 2020, we walked alongside families from varied backgrounds as our dedicated and caring staff provided the tools and support needed to lead healthier and more hopeful lives.

Achievements



FamilyForward is now a proud affiliate of Healthy Families America® (HFA). This association helps us equip parents with the tools and resources needed to create strong, lifelong relationships with their children. Additionally, FamilyForward has been reaccredited by Council on Accreditation (COA) through 2024! These are significant achievements for our agency as we continue to strengthen our ability to improve the lives of the children and families we serve.



FamilyForward was the first agency in the St. Louis region to become site certified in the Neurosequential Model of Therapeutics (NMT) and holds the distinction of being phase two NMT trained by the Neurosequential Network.



FamilyForward is accredited by the Better Business Bureau and Council on Accreditation, and has achieved the highest standard of donor transparency from GuideStar, the world's largest source of information on non-profit organizations.

Supporting children and families

Developmental Trauma Center

1,423

Incorporating the Neurosequential Model, developed by Bruce D. Perry, MD, PhD, our clinical team supports children and families on their path to healing by providing assessment, treatment, and parent education services. Our Therapeutic Preschool serves children ages three to five, offering individual assessments and therapy designed to address emotional, behavioral, and relational difficulties caused by early trauma.

Community Services

1,238

We serve clients in the home, community, or office, providing mentoring, parent coaching and education, and therapy services for young and pregnant parents, and families with children up to the age of 19. Our prevention and early intervention services promote resiliency in each family to cushion and avoid potential adverse impacts of early childhood trauma.

Redevelopment Opportunities for Women (ROW) **444**

Our caring staff empowers women impacted by domestic violence and economic hardship by providing financial services, advocacy, therapy, wraparound support, and hope for the future.

Foster Care **457**

As a Children's Permanency Partnership member, FamilyForward provides foster care and adoption case management, recruitment, training, and licensing services for foster and adoptive families.

*Care for Children with Developmental Disabilities** **90**

Our residential and respite care services served long-term 24-hour residential care and 24-hour respite care for non-ambulatory children with developmental disabilities and significant medical needs from ages 0-21. These services ended in 2020.

Numbers represent direct clients and participants served through programs in 2020.

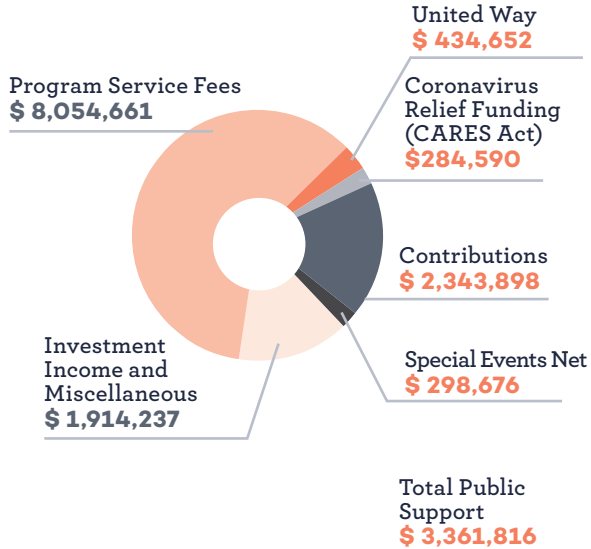
After much thought and consideration, FamilyForward ceased operations of our residential and respite care services at the end of 2020 and relocated children to other service providers according to their needs. Operating a residential healthcare facility for children is complicated, even in the best of situations. Additional restrictions and unknowns associated with COVID-19 made it even more trying. The discontinuation of these services was a difficult decision and allows us to focus on our commitment to preventing and treating child abuse and neglect.

“Our residential and respite care services added value to hundreds of children’s lives by helping them live the lives they were meant to live, and not ones determined by circumstances or experiences they could not control.”

- Karen Nolte, Chief Executive Officer

The numbers

Revenue



Total Public Support and Revenue
\$13,330,714

Expense



Program Services
\$ 10,482,757



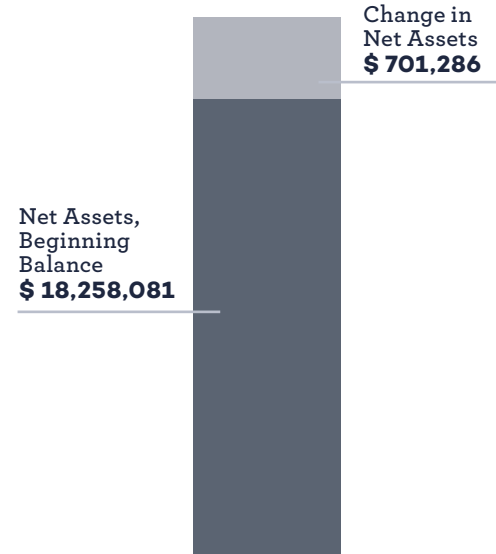
Administrative Services
\$ 1,566,136



Development Services
\$ 580,535

Total Expenses
\$ 12,629,428

Net Assets



Net Assets, Ending Balance
\$ 18,959,367



Our most recent events

Our 2020 Rocket Ball reached new heights and raised a record-breaking \$640,000 just weeks before everything changed due to the pandemic. We are incredibly grateful that we were able to host a fun and transformative event for 560 FamilyForward supporters.

These funds enable our highly skilled staff to create partnerships with parents - and the many other people who care for kids - so they can meet children where they are, understand their needs and behaviors, and nurture them.



Visit familyforwardmo.org/events for upcoming event details and get involved.

The gift of time



154
actively engaged
volunteers



1,819
volunteer hours
contributed

Spreading holiday cheer for children



739
children's wishes were granted from our
holiday projects

Thank you!

Your support enabled FamilyForward to serve 5,478 children, their families, and community members in 2020.

\$1 million+

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\$100,000 to \$999,999

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\$50,000 - \$99,999

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The Greg Echele Guardian Society recognizes individuals who make significant and ongoing financial contributions to FamilyForward. The name honors Greg Echele, Family Resource Center co-founder and 28-year Chief Executive Officer, who retired in 2016. We are proud to recognize Greg, who devoted his career to the prevention and treatment of child abuse, neglect, and family violence.

Visit familyforwardmo.org for a complete list of 2020 donors.

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