



FAMILY  
FORWARD

safer, healthier relationships  
for children and families

# A roadmap for *healing*

2019 Annual Report

## Dear friends,

While this publication is meant to serve as a 2019 year-in-review (which it will), I write this letter from the dizzying pandemic haze of 2020. Almost everything is different but this: FamilyForward's commitment to being there for the children and families we serve. The effects of COVID-19 are causing trauma for everyone, and even more so for vulnerable populations. We understand the effects of trauma and we know how to treat it.

FamilyForward also understands that there is no one-size-fits-all approach to advancing safer, healthier relationships for children and families. We must consider where children or parents have been and where they are now to create a roadmap for healing. Each journey forward is unique, and we have the expertise

to lift up struggling children and families and move forward together in the direction of hope.

Our supporters and partners have helped position us to be strong, stable, and flexible during this public health crisis. FamilyForward is serving our community safely and responsibly. We are offering telehealth services and virtual programming so clients and participants can continue making progress and cope with stress. We are assisting with rent and utility payments to ensure families stay safe. We are providing technology so children can keep up with their peers academically and stay in touch with loved ones outside of the home. We are delivering everything from household supplies to therapeutic books. We are creating and sharing video content to meet

the specific needs of individual kids and support their caregivers. We are doing whatever it takes.

FamilyForward prevents and treats child abuse and neglect. We empower women who have survived domestic violence to build a future that is not defined by their past. Our team helps children and the people who care for them address difficulties, create healthy developmental experiences, and promote resiliency.

Thank you for supporting FamilyForward so those we serve can go from hardship to healing.

Gratefully,

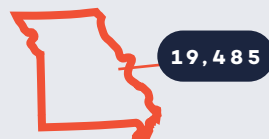
*Karen*

**Karen Nolte**  
Chief Executive Officer



### Defining the need

During fiscal year 2019, 19,485 children in the St. Louis area were reported to the Missouri Child Abuse and Neglect Hotline



### Making an impact

8,520 children, their families, and community members were served by FamilyForward in 2019



## A roadmap for healing

### 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

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## 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.



## Walking alongside Riquita and her family

Riquita came to FamilyForward when she was pregnant with her fifth child, Mycah. Erica, a family coach, supported Riquita through her high-risk pregnancy and provided parenting education that enabled her to better understand all of her children’s developmental stages and needs. Erica explained, “I am able to serve the whole family. We can’t just work with one person in this family because everybody’s being affected by what’s going on.” Erica also helped improve the strained relationship between Riquita and her oldest daughter, who was rebelling and distancing herself from the family.

*“I am able to serve the whole family. We can’t just work with one person in this family because everybody’s being affected by what’s going on.”*



Riquita learned new techniques so she could give her children what they needed. For Makyrah, that

was space to be alone and recharge. For Milana, that was journaling time to write down her feelings. For Maurice, that was channeling his energy into structured activities. For baby Mycah, that was taking time to recognize the important milestones those first few years bring.

Erica admires Riquita’s focus on family and desire to break the cycle of generational poverty by demonstrating the importance of hard work and education. “She raises them that you don’t have to be a product of your environment.”

Being a parent is hard and navigating the journey alone is even harder. “My kids only have me, which I think is the added stress that I have,” Riquita said. Through the partnership they established, Erica is there for her. FamilyForward is there for her.

Watch Riquita’s story at [familyforwardmo.org/community-services](http://familyforwardmo.org/community-services) and read about our strength-based coaching, mentoring, and therapy services.

## How we help

Guided by a trauma-informed, developmentally sensitive approach, FamilyForward's comprehensive services support the child, family, and broader community.



*"The assessment gave us so much insight into what was going on with our kids' development. Our therapist has an amazing ability to connect with kids of all ages, especially our teenage daughter. She has played a key role in helping her with her behavior issues, which has greatly improved our family environment at home."*

- Adoptive parent



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.



## Children and families served

### Developmental Trauma Center

995

Utilizing the Neurosequential Model of Therapeutics (NMT), individualized recommendations are offered to support children with trauma histories at home, in school, and with therapeutic interventions. Assessment, treatment, and parent education services engage the child, family members, teachers, therapists, and other professionals. Therapeutic Preschool serves children ages three to five who have experienced early adversity, providing structure and stability in a nurturing, therapeutic environment.

### Community Services

1,605

Coaching and mentoring to address family stressors such as safety, shelter, unemployment, and parenting. Building the family unit's resilience, social connections, and knowledge to ensure a stable and nurturing environment. Individual, family, and group therapy provided in-home and in-office using trauma-informed practices.

### Redevelopment Opportunities for Women (ROW)

766

Financial sustainability services, advocacy, therapy, and wraparound support for women, many of whom have been impacted by domestic violence and economic hardship. Empowering women and their families to build safety, skills, economic security, and hope for the future.

### Foster Care

413

Foster care case management and resource development services, as a member of Children's Permanency Partnership. Recruitment, training, and licensing for foster and adoptive families.

### Care for Children with Developmental Disabilities

53

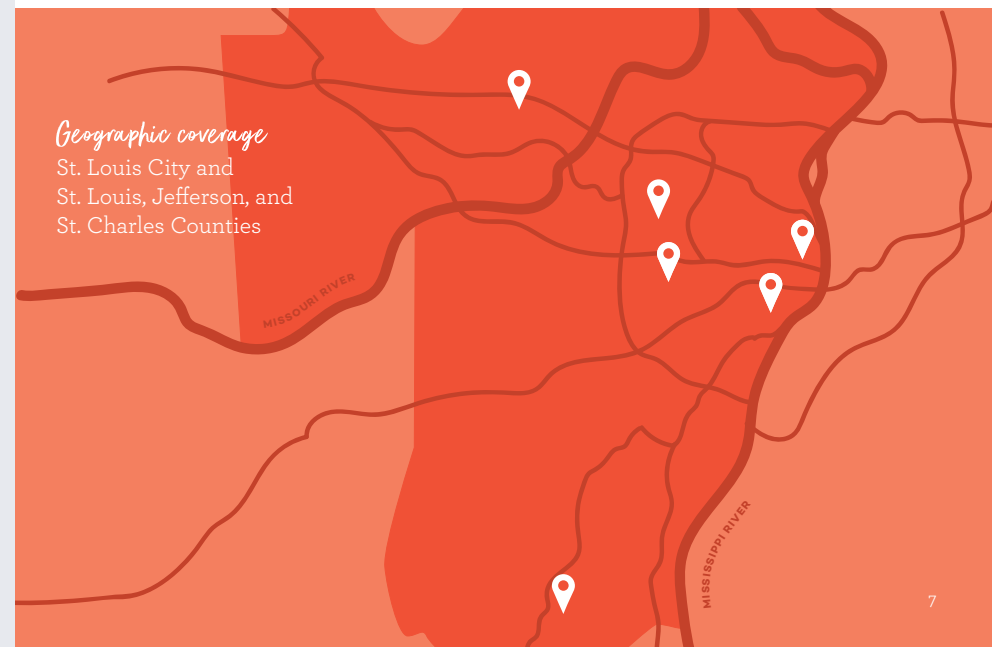
Long-term, 24-hour residential care and short-term, 24-hour respite care for non-ambulatory children ages 0-21 with developmental disabilities and significant medical needs.

*Numbers represent direct clients and participants served through programs in 2019.*



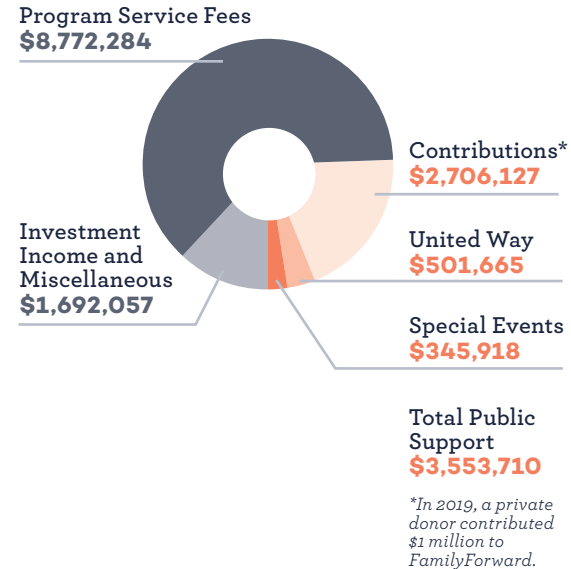
*"FamilyForward's economic empowerment groups have given me some direction in my life, made me more confident, and helped me to see a clear future for myself."*

- ROW participant



# The numbers

## Revenue



**Total Public Support and Revenue**  
**\$14,018,051**

## Expense



**Total Expenses**  
**\$11,837,152**

## Net Assets



## Our most recent events

The Rocket Ball reached new heights on Saturday, February 22, 2020 at The Ritz-Carlton, St. Louis and just weeks post-event, everything changed. We are incredibly grateful that we were able to host a fun and transformative event for 560 FamilyForward supporters.

Together, we raised over \$640,000 – a record-breaking amount – to advance safer, healthier relationships for children and families. These funds enable FamilyForward’s 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. This work helps vulnerable children become successful adults.

For the health and safety of our community, we canceled our 2020 Drive the Change Golf Tournament. We look forward to teeing off and having fun together next year!



Thanks to events like these, FamilyForward’s comprehensive services can support the child, family, and broader community. Learn more at [familyforwardmo.org/events](https://familyforwardmo.org/events) and get involved.

## The gift of time



**408**  
 actively engaged  
 volunteers

**3,872**  
 volunteer hours  
 contributed

## Spreading holiday cheer for children



**952**  
 children benefited from  
 our holiday projects

**128**  
 supporters created  
 joyful moments by  
 making toy, gift, and  
 clothing donations

# Thank you!

Your support enabled FamilyForward to serve 8,520 children, their families, and community members in 2019.

## \$100,000 & ABOVE

The Boeing Company  
Missouri Foundation for Health  
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United Way of Greater St. Louis  
YouthBridge Community  
Foundation

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