Dear Friends,

It seems each year when I sit to write this “year in review” letter, I am overwhelmed by the growth of our organization. Not only do we grow in the number of people served, but also in our capabilities, capacity and expertise. This past year, Family Services changed the lives of 7,408 individuals for the better. As we work with these individuals, we learn more about the current challenges people are facing and how we can help to improve their lives and provide them with a sense of hope for the future.

Specific achievements that highlight our growth during our FY18 include:

- Opened our “Family Center” at One Union Street in Lawrence, which houses our parenting programs as well as our Family & Community Resource Center, serving 2,293 people in FY18.
- Started our Success Mentors program, providing enhanced mentoring for young people at risk of dropping out of school.
- Expanded the Essex County CASA program to include the Lynn Juvenile Court, moving the organization even closer to ensuring that all abused and neglected children in Essex County have an advocate to fight for their best interests.

As I’m sure you are aware, in September 2018 the Merrimack Valley experienced a crisis with the disruption of gas utilities to thousands of families. Family Services was pleased to be involved with the response to this crisis in a variety of ways: through assistance with distributing relief funds, the provision of individual and group counseling, and assistance with basic needs. As the relief efforts continue into 2019, we’ll continue to help individuals and families recover.

All the work we do is made possible with the support of so many people who share our commitment to helping children and families. This year, we were honored to be supported by 94 staff members, 404 volunteers and 857 donors. Thank you all for your commitment!

Sincerely,

Elizabeth Sweeney
Chief Executive Officer
History & Mission

Family Services of the Merrimack Valley was originally established as the Lawrence City Mission in 1854, just two years after the founding of the City of Lawrence, MA. Over its 164 year history, the organization changed dramatically to meet the evolving needs of the community. In its first 70 years, the organization was concerned primarily with meeting the material needs of city residents. In the second half of the 20th century, Family Services evolved into an organization committed to building social and emotional skills so that individuals were equipped to care for themselves and their families.

Today, Family Services has expanded from its original catchment area. In 2018, Family Services improved the lives of individuals throughout Essex County, MA. What is more, the capacity and expertise of the organization has grown to include service models that range from trainings for professionals to individual case management.

Rooted in compassion and respect for the diverse population we serve, Family Services helps more than 7,400 people in the Merrimack Valley each year by designing and delivering over 21 programs focused on youth development, parent education and emotional health. All of these services are infused with a sense of hope and possibility and produce tangible and sustainable change, enabling individuals to thrive within their family, community, workplace and school.
Family Services is committed to helping young people navigate the difficult stage of adolescence by recognizing and building on their strengths. Key to this approach is providing young people with opportunities to discover their assets and create positive relationships. Through mentoring, life skills training and leadership programs, Family Services ushers young people onto the path of success.

In FY2018, Family Services served 1,008 young people (ages birth-18) through eight youth development programs.

2018 Highlights

- The Essex County CASA program advocated for 115 children, expanding its service to also include abuse and neglect cases heard out of the Lynn Juvenile Court.

- 330 young people spent 10,176 hours with their mentor, creating friendships, experiencing new things, and being inspired to succeed in school and in life.

- 532 at risk youth participated in leadership development, health education and outdoor recreation activities to improve skills for healthy living.
Parent Education

Parent education programs offered by Family Services provide individual and group support to parents, guardians and caregivers to help them raise children in healthy, happy homes. Grounded in evidence-based practices, parent education services help parents understand child and adolescent development, gain skills for responding to challenging behaviors, and offer opportunities to nurture and care for all family members.

In FY2018, Family Services served 2,440 parents and guardians through seven programs.

2018 Highlights

- **730 classes**, support groups, play groups and events were held for parents to support them in their role as caretakers, nurturers and family leaders.

- **540 referrals** were made to over 30 other organizations and providers to connect parents with additional resources.

- Parenting programs were expanded to include a support group for grieving parents and parent education for incarcerated fathers.
Most people, at one point in their lives, experience trauma or struggle with depression, anxiety and other mental health issues. For many, professional help is required. Family Services provides a wide array of prevention and treatment services with the goal of enabling all people to achieve emotional wellness for today and hope for the future.

In FY2018, Family Services helped 3,968 people through six emotional wellness programs.

### 2018 Highlights

- The Samaritans of Merrimack Valley provided suicide prevention training and education to over **2,529 individuals** who come in contact with children and adults at risk.

- **8,635** individual and family counseling and therapeutic mentoring sessions were held with professional mental health therapists.

- Family Services collaborated with **12 local schools** to provide **1,960** mental health treatment sessions on-site to students from pre-k through grade 12.
Financial Report

Statement of revenue, expenditures and change in net assets for the fiscal year October 1, 2017 through September 30, 2018.

Revenue

- Program Service Fees: $1,275,489
- Govt Grants & Contracts: $2,802,403
- Contributions: $195,478
- Foundation Grants: $550,289
- United Way: $46,841
- Special Events, Net: $239,405
- Miscellaneous: $52,652
- In Kind Contributions: $98,198
- Interest & Dividend Income: $16,021
- Net Unrealized & Realized Gain on Investments: $22,460
- Total Revenue: $5,299,236

Expenditures

- Personnel: $3,434,914
- Professional Contract Services: $503,656
- Professional Fees: $44,049
- Grant Expense: $266,608
- Dues & Memberships: $7,321
- Insurance: $41,628
- Facility Rental: $12,084
- Meeting & Conference: $19,690
- Office Rent: $103,828
- Building & Office Space Maintenance: $90,513
- Office Services: $50,808
- Program Supplies: $418,714
- Travel & Transportation: $118,059
- Printing: $51,468
- Miscellaneous: $10,417
- Depreciation: $38,371
- Total Expenditures: $5,212,128

Change in Net Assets: $87,108

Note: The above statement of revenue, expenditures and change in net assets has been abstracted from the organization’s financial statements for the fiscal year ended September 30, 2018, which were audited by Shaheen, Pallone & Associates, P.C. Because this information does not include all the disclosures required by generally accepted accounting principles, it is not intended to present the financial position of the organization.

~Shaheen, Pallone & Associates, P.C.
The purpose of the Audit Committee is to assist the Board of Directors of Family Services of the Merrimack Valley in fulfilling their oversight responsibilities in regard to the accounting and financial reporting practices of the organization and the system of internal financial controls.

The Committee is also responsible for the selection of and communication with the outside auditors and evaluation of the outside auditors’ independence. Family Services is in the third year of a three year contract with Shaheen, Pallone & Associates, P.C. as outside auditors.

The charter of the Audit Committee is reviewed annually and updated as necessary by the Audit Committee and the Family Services’ Board of Directors. The members of the Audit Committee are: John Weaver, Chair, Andy Girdwood, Kerin Pintzopoulos, Joanne Quinlan-Roberts and Carol Reid.

In fulfilling its responsibilities, during the fiscal year which ended 9/30/18 the Audit Committee:

- met with external auditors to discuss the annual audit prior to the commencement of the audit activities;
- met with the external auditors, Chief Executive Officer, and the Chief Financial Officer to review and discuss a draft copy of the audited financial statements upon completion of their audit;
- obtained proper assurance from the outside auditors that they are financially independent of the Agency;
- based on the above, recommended that the Board of Directors accept the audited financial statements; and,
- provided copies of committee meeting minutes to the Board of Directors.
Commemorating the year of Family Services’ founding, “The 1854 Society” recognizes donors who, through their investment in Family Services, demonstrate a deep commitment to helping vulnerable children and families in our community by contributing over $1,000 each year (including ticket and auction purchases as well as gifts in kind). Family Services is grateful for the generous financial support of members of the 1854 Society, and all donors to the organization.

We strive to record and accurately include all Family Services donors in this donor acknowledgment list for the Fiscal Year ending 9/30/18. Please accept our apology for any inadvertent inaccuracies or omissions. Please call our Development Department at 978-327-6639 with any corrections.
Thank you to our Donors

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In Honor of Jane Finger on the occasion of her birthday
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In Honor of Linda Porcelli
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In Honor of Mike & Sandy Francis
Louann Basillio

In Honor of Lois Burkholder
Deborah Burkholder & Tom McDonough

In Honor of Peter & Karen Grant
Louann Basillio

In Honor of Rosemary Heiseler, in memory of her mother and sister
North Andover Safe Place Group

In Honor of Scott Erlandson
Faith Johnson

In Memory of Americo Coppola
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In Honor of Janine LaPlume
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In Honor of Lois Burkholder
Deborah Burkholder

In Honor of E. Jane DeGregorio
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Massachusetts Department of Elementary & Secondary Education
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Massachusetts Office for Victim Assistance
Massachusetts Trial Court
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The Boston Foundation
The Charlotte Home
The Rogers Family Foundation
The Stevens Foundations
The White Fund
The Women’s Fund of Essex County
UNICO
United Way of Massachusetts Bay & Merrimack Valley
U.S. Department of Health & Human Services
U.S. Office of Juvenile Justice & Delinquency Prevention

Thank you also to the 608 donors whose giving range was $1.00 - $249.00. We value your support!
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Karen Manzi, Human Resources Director
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