



2016 **IMPACT REPORT**

NORTHERNRIVERS

NORTHEAST PARENT & CHILD SOCIETY
PARSONS CHILD & FAMILY CENTER

Life changing care



Dear Donors, Friends and Stakeholders: IMPACT.

It's a powerful word that illustrates the force an object has upon someone or something. And a word that you will see again and again on the pages that follow. The **impact** that we have as a human services organization is a direct result of tremendous community support – and we want to show our appreciation.

You are receiving this report because you have made an **impact** on our children and families. On the following pages, you will see, feel and experience this **impact** and the difference it makes in the lives in those we serve - due in part to your support. You will read some heartwarming stories from some children and families who have utilized our services. Although you may have never met them, you have made a difference in their lives. Your support empowers our talented workforce to provide this **Life changing care**. It helps keep our children safe, ensures our students are prepared for the future, supports adults, families, and children in moments of stress and crisis, and assists and guides families in their goals.

As you look through this year's report, you will see that we are truly a unique organization, with a tremendous **impact** upon the communities we serve. We recognize our responsibility in developing and implementing best

practices in human services with great pride. While we have more than 300 combined years serving children, adults and families, we are not bound by tradition. We value and promote innovation and focus on outcomes. This unending drive enables us to rethink philosophy, methodology and structure in order to exceed the needs and expectations of our communities.

So, please stay connected with us as we continue our transformation in continuing to meet the unique needs of those we serve. Visit the Northern Rivers Facebook page (if you haven't already) and like us. Join our e-mail list by visiting our webpage and click the "Join our Mailing list" button at the bottom of the home page. Each month, we send stories and photos of the great work we are doing – each and every day. We want to share our journey with you.

And, thank you for helping those we serve discover opportunities for success and a better future. We look forward to sharing more outcomes, stories and numbers with you as our transformation continues. Your commitment truly has a profound **impact** on our communities, our workforce, and those we serve – today, tomorrow and in the future. We are so appreciative of your continued support.



William T. Gettman, Jr.
Chief Executive Officer



Kimberleigh A. Phelan
Chair, Board of Directors

AT A GLANCE.

Northern Rivers Family of Services is the parent organization to **Northeast Parent & Child Society** and **Parsons Child & Family Center**. Together, we are a family of human service agencies who work together to provide **Life changing care** to those we serve. Our quality of care, depth of programs, combined size and passion for the mission give us the strength to make positive change in our communities.

Our Family Tree

Coordinated Care and Community Solutions
5,460 served

Behavioral Health
4,490 served

Education
1,805 served

Residential & Foster Care Services
2,555 served

Management & Administration
1,300 served

+ More than **14,000** children, adults & families served

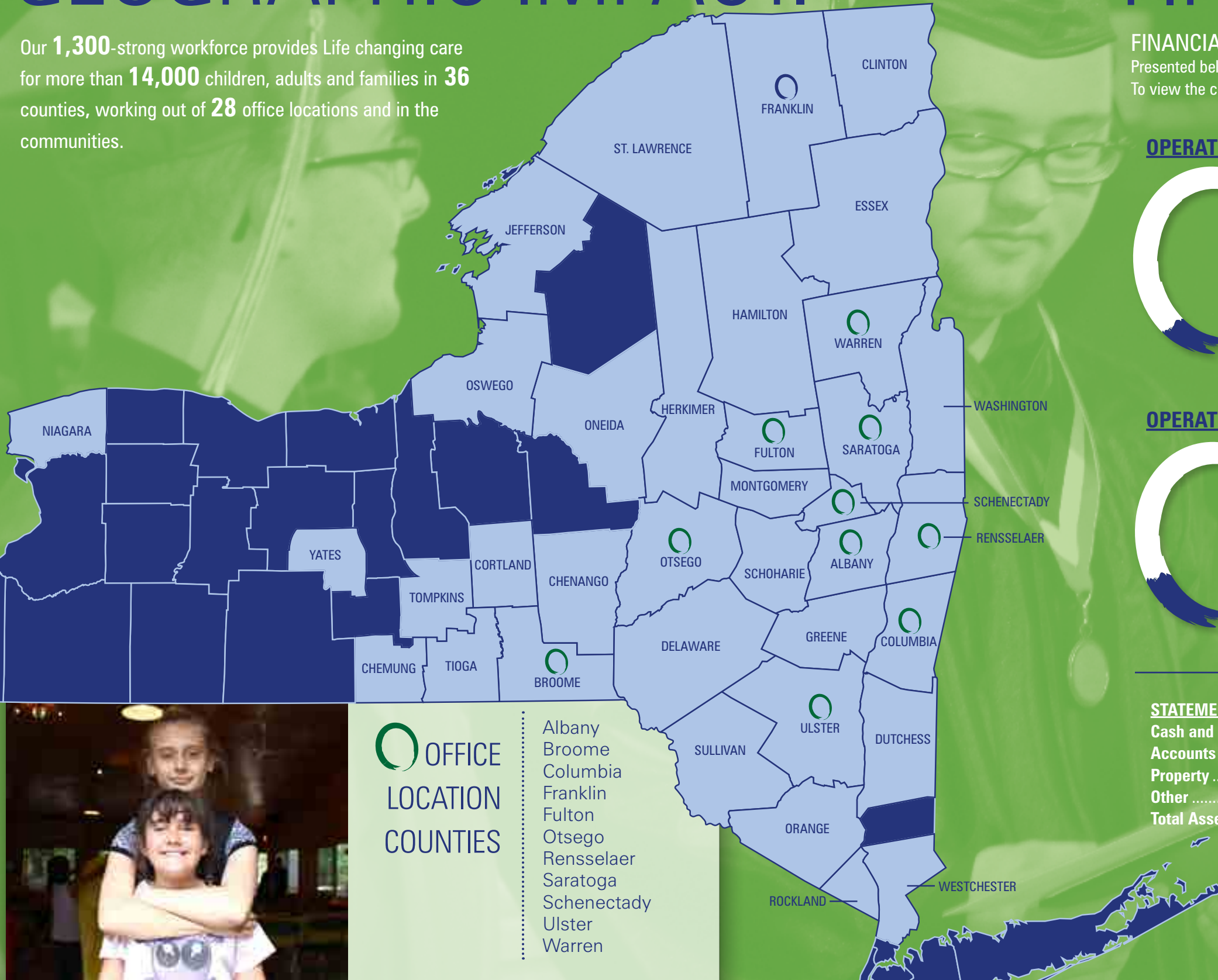
+ More than **70** programs, services & departments

+ **1,300**-strong workforce



GEOGRAPHIC IMPACT.

Our **1,300**-strong workforce provides Life changing care for more than **14,000** children, adults and families in **36** counties, working out of **28** office locations and in the communities.



OFFICE LOCATION COUNTIES

Albany
Broome
Columbia
Franklin
Fulton
Otsego
Rensselaer
Saratoga
Schenectady
Ulster
Warren

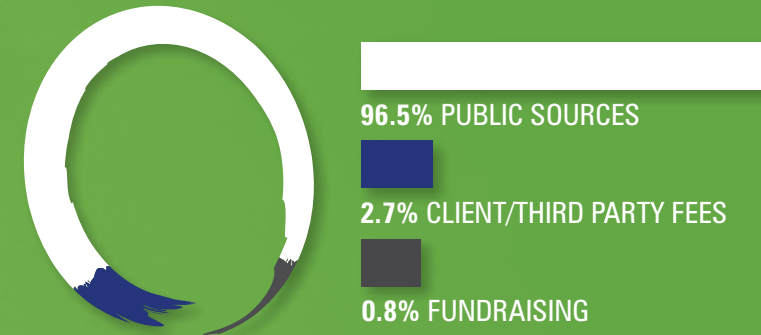


FINANCIAL IMPACT.

FINANCIAL REPORT: July 1, 2015 - June 30, 2016

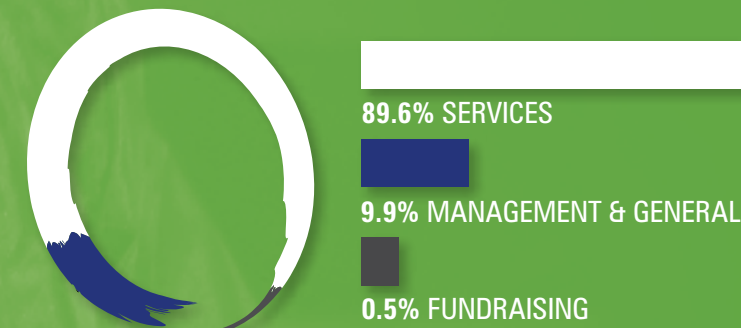
Presented below is a summary of our organization's financial results subject to final audit. To view the complete audited financial report, visit northernrivers.org/financialimpact.

OPERATING REPORT: REVENUES



PUBLIC SOURCES	\$78,811,162
CLIENT/THIRD PARTY FEES	\$2,161,505
FUNDRAISING	\$660,881
TOTAL OPERATING REVENUES	\$81,633,548

OPERATING REPORT: EXPENSES



SERVICES	\$72,983,100
MANAGEMENT & GENERAL	\$8,053,211
FUNDRAISING	\$380,793
TOTAL OPERATING EXPENSES	\$81,417,104

STATEMENT OF FINANCIAL POSITION

Cash and Investments	\$14,594,050
Accounts Receivable	\$13,916,029
Property	\$22,406,485
Other	\$403,393
Total Assets	\$51,319,957

Liabilities	\$39,419,617
Net Assets	\$11,900,340
Total Liabilities and Net Assets	\$51,319,957



BUILDING HIS LIFE:

Tyler

"It's kids like Tyler that make me want to come to work every day," said **Kim Klingbeil**, Coordinator of Transition Services at the School @ Northeast. When Tyler stood at the podium at commencement, he made Kim and his whole team proud. "Look around you," he urged his fellow classmates. "There are people here who love you, and with their help, you can make it."

From his first days in an intense, clinical residential program at Northeast, Tyler worked his way up through several less restrictive levels of care to his own apartment while attending the School @ Northeast. He progressed from a school employment program to a job of his own, working 30 hours a week while making honor roll. And he gave back to his community, volunteering at the Regional Food Bank, the American Cancer Society and an assisted living facility. "He is one of the most remarkable young men I have ever met here," Klingbeil said.

When the ceremony ended, with diploma and scholarship awards in hand, Tyler reflected on his next step—studying construction at SUNY Delhi. "There was a point where I thought I wasn't going to make it," he said. "But I'm here. I'm proving it can happen. I want to tell everyone to believe in themselves, and it can happen. It feels amazing."

THANK YOU.

To the **MORE THAN 170** community organizations who supported the **LIFE CHANGING CARE** we provided over the past year. **1,000** corporate, community and in-kind donors made a difference to the lives of the children, adults and families we serve. View the full list at NORTHERNRIVERS.ORG/DONORS.

There are many ways you can continue your support. VISIT NORTHERNRIVERS.ORG/GIVING for more information.

COMMUNITY PARTNERS

JULY 1, 2015 - JUNE 30, 2016

\$25,000+

American Clothing
CDPHP
GE Family
United Way of the Greater
Capital Region

\$10,000+

BBL Construction Services, LLC
Charles R. Wood Foundation
Citizens Bank
Citizens Bank Foundation
Henry M. Butzel Family
Foundation, Inc.
Rose & Kiernan, Inc.

\$5,000+

Barclay Damon LLP
Berkshire Bank
Berkshire Bank Foundation
Coca-Cola
Cresa Albany
Fenimore Asset Management
& FAM Funds
Ginsberg's Foods Inc.
Hannay Reels
J.M. McDonald Foundation, Inc.
M&T Bank
The M&T Charitable Foundation
Macy's
Marvin and Company, PC
Pioneer Bank
Review Foundation of The
Community Foundation for
the Greater Capital Region
Southwest Airlines®

\$2,000+

Adirondack Trust Company
Community Fund
ADP
Bond, Schoeneck & King, PLLC
Bryant Asset Management, Inc.
Choppa & Son Formal Wear
CSArch
FirstLight Fiber
Green Island Lanes

Halliday Financial
Iberdrola USA Foundation, Inc.
IBM Corporation
KeyBank
Lia Auto Group
Manning and Napier Advisors, Inc.
Miller Printing and Litho, Inc.
Milliman
National Grid
NBT Bank
New York State Head
Start Association
Northway Toyota
The Pike Company
Price Chopper's Golub Foundation
Rueckert Advertising &
Public Relations Inc.
Stewart's Shops
Toyota Dealer Match Program
Toyota Financial Services
WB Mason Co., Inc.

\$1,000+

Albany College of Pharmacy
and Health Sciences
American Mobile Dental
CAP COM Federal Credit Union
Clear Channel Broadcasting
Council 82 Law
Enforcement Union
Eastern Heating & Cooling Inc.
Excelsior College - School
of Nursing
Family Danz Heating & Cooling
First Niagara Bank
First Presbyterian Church
Genesys Consulting Services, Inc.
Glennpeter Jewelers, Inc.
Hoosick Valley Contractors, Inc.
Marini Homes, LLC
Martin, Harding & Mazzotti, LLP
Mazzone Hospitality
Morrison Consulting
New York Business
Development Corporation
O'Connell and Aronowitz, P.C.

Renaissance Corporation
of Albany
Royal Care Pharmacy Services,
an Omnicare Company
School Systems Federal
Credit Union
SEFCU
Siena College
Tri City Rentals/
Massry Realty Partners
Usherwood Office Technology

\$500+

Aflac New York
Albany Medical Center
B. Nur Cheyenne Memorial Fund
of The Community Foundation
for the Greater Capital Region
Bank of America
Bank of America
Charitable Foundation
BNY Mellon Wealth Management
Cobblestone Reformed Church
Cool Insuring Agency, Inc.
Excel Systems Inc.
Fagan Associates
Four Winds Saratoga
Fredericka V. Slingerland
Family Foundation
Hershey Family Fund of The
Community Foundation for the
Greater Capital Region
The Mohawk Baseball Club
MVP Health Care
New York State Insurance Fund
New York State United Teachers
NYS Office of General Services
Pierro, Schaeffer & Connor, LLC
Pinnacle Human Resources, LLC
Power Generation Professional
Employee's Association
Q.U.I.L.T.S. of Schenectady
Richard Tenenini Fund for
Mental Health Recovery of The
Community Foundation for the
Greater Capital Region

The Sagamore Resort
St. George's Ladies
Philoptochos Society
Trudeau Architects PLLC
Ungerman Electric, Inc.
Upstate Respite Services
Walt Disney World Co

\$250+

3N Document Destruction, Inc.
Albany City Rocks
Albany Fire Extinguisher
Sales & Service, Inc.
Bechtel Plant Machinery, Inc.
The Bonadio Group
Bosman & Associates, PLLC
BurgerFi
Center for Disability Services, Inc.
Cerone Development Co.
Crisafulli Bros. Plumbing &
Heating Contractors, Inc.
CT Male Associates, PC
The Desmond Hotel and
Conference Center
First United Methodist Church
Golub Family Foundation, Inc.
Ingalls & Associates, LLP
Ivery Consulting, LLC
Konica Minolta Business Solutions
Loyal Order of Moose #1185
MicroKnowledge
Momentive Performance
Materials, Inc.
New York State Department
of Transportation
Repeat Business Systems
Residence Inn - Saratoga Springs
SAFE, Inc. of Schenectady
Soroptimist International
of Fulton County
St. Peter's Health Partners
The Swyer Companies
Truist
Verizon Foundation
Wojeski & Co.



IMPACT.

by the Data

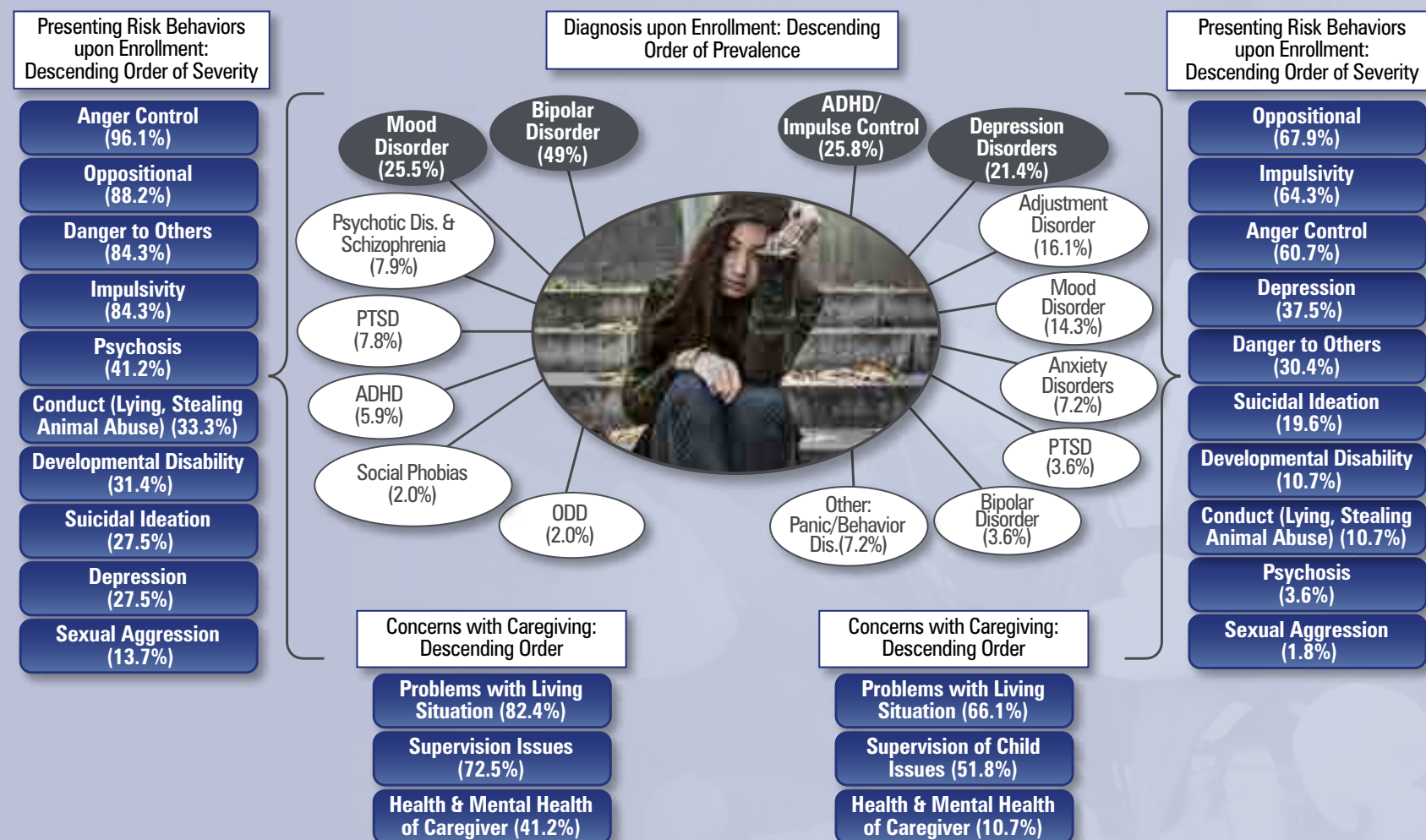
The best way to treat an issue is to provide the right service at the right time in the right dose. To accomplish this, we have to develop a complex understanding of the entire situation. That means collecting and understanding sophisticated data—an innovative technique in the field of human services. “With the help of national experts, we’re creating the first real industry benchmark for children in the child welfare system receiving mental health services,” said **Eve Kintner**, Director of Performance Management. “It’s very exciting.”

The Quality Management team is focused on developing groundbreaking metrics with qualitative and quantitative data

analysis. This information will enable us to understand the unique needs of those we serve, measure their progress, and tailor their care to meet those specific needs. This also includes training our workforce on baseline coding, standardizing assessments, auditing programs and placing an emphasis on real outcomes.

This work is transforming the way services are delivered for the children, adults and families we serve in the future, and will ultimately help them find opportunities for better futures. We look forward to sharing progress as we continue our journey.

An example of a needs assessment tool used by one of our programs.



IMPACT.

by the Numbers

More than **14,000** children, adults and families served

More than **70** programs, services and departments

1,300-strong workforce in **28** office locations serving **36** NYS counties

Fiscally strong with more than **\$80 million** in resources and assets

More than **2,090** children, adults and families received therapy and counseling in more than **23,000** sessions

Responded to more than **990** emergency intervention calls for children and adults in crisis

3,640 children safely maintained in their homes and communities

More than **300** students in grades K through 12 from **61** school districts enrolled in **two** schools

Strong **88%** graduation rate from **two** senior classes

150 students participated in vocational programs and earned valuable workplace experience

More than **280** children engaged in learning at the Early Learning Center and Early Head Start programs

More than **250** foster families provided the opportunity for more than **530** children and young adults to rebuild their lives

37 of our foster children achieved permanency through adoption by their foster families

More than **450** children and young adults living in a residential or group home setting

More than **650** classroom and online trainings provided to more than **24,500** staff, community and education professionals

600 community volunteers and interns dedicating more than **5,000** hours of service.

76 Government and education funding sources

+ 1,000 individual, corporate and community donors

= The ability to positively impact the futures for those we serve



OVERCOME: *Naomi*

It’s hard not to cry when Naomi tells you her story. With quiet grace, she’ll tell you about being adopted from Liberia at age six, facing shocking abuse and neglect in a series of homes across the US and finally landing at the Parsons Residential Treatment Facility (RTF) in 2014. “I knew none of it was right, but I still trust people,” she said.

“She doesn’t blame anyone,” said **Brittany Beaudette**, Naomi’s clinician at the group home where she found her way. With the help of her group home team including **Danielle Carey**, **Arriel Howard** and **Katie Broadwell**, **Beaudette**, mentor **Sarah DeLuca** and her prospective foster parent, **Melody Albert**, Naomi became a leader. She made the honor roll as a freshman, volunteered in the community and helped her housemates with their struggles large and small. She has also a veteran of the Camp to Belong program, having enjoyed activities and making new friends for several years.

Naomi, who capped off the year by being honored at the Albany Rotary Club Youth Recognition Awards, credits her growth to her ability to accept help. “If I was angry, I’d be in places I didn’t want to be,” she said. “You can’t be afraid to trust people who want to help. Counseling can change your life. I can talk to Brittany about anything.”



IMPACT.

of our Community Partners



IMPACT.

in Their Own Words

"The staff are all educated in their field, and genuinely care about the families they work with."

"RESPITE GAVE ME A CHANCE TO REGROUP AS WELL AS GET A BREAK AND GAVE MY FAMILY IDEAS WITH HOW TO COPE WITH MY CHILD."

"Our crisis counselor was the best. She made it fun while working on our challenges. My daughter and I have a much better relationship."

"The staff are actively involved with the kids."

"I CAN TALK TO STAFF ABOUT ANY ISSUE I MAY HAVE."

"Your program has literally saved my life."

"My Prevention worker helped me and my son communicate better. He isn't so angry anymore and we spend more time doing fun things together."

"Thank you for the support you gave me to bring my children home!"

"They helped me learn that I could still have a life even after what happened to me."

"This is the first place where I ever felt like anyone really understood me."

"Thank you for loving me when no one else did."

"EVERY DAY I LEARN A NEW LIFE LESSON FROM THE STAFF."

"Your program has literally saved my life."

"The team gave me much more than I expected... they gave me hope and the knowledge that I am not alone."

"The family advocate was comforting, as another mother who understood. We just clicked together."

"I chose to suffer in pain. I gave up on myself. But people like you cared. I was afraid of my own failure, but now I have faith and determination."

STANDING TALL:

Victor

Victor watched with joy as his son Shalun graduated from the Neil Hellman Preschool. Then he walked up to Chief of Educational Services **Kris Youmans** and waited for the shock of recognition to hit her. Eighteen years ago, Kris knew 11-year-old Victor as the shortest kid at the School @ Northeast. Today as a single father raising a family, he's standing tall, and he gives the credit to the team who gave him hope.

"**Linda Hayner** was always straight with me. **Tom Chimera** wouldn't give up. **Lynn LaBarge** gave me tough love. **Patrick Cummings** was the paper, **Cindy McDonald** was the pencil and **Emily Clancy** was the glue, and they fixed this broken kid," he said. "I was illiterate when I got here, and this place full of teachers and people who care gave me the chance to succeed."

Seeing his son graduate that day brought Victor back to the place he calls home. "I know I'll burst into tears when I go visit," he said. "The school was where my life began. The lessons I learned make me a better father. Every day of my life, I want to be the person they told me I could be."

MAKING A CHOICE:

Kim

Kim was at the county office with her caseworker when she overheard Clinical Case Manager **Wales Brown** talking to someone about the parenting classes he led. "It sounded like something that could help me," she recalled. "So I asked my caseworker if I could join." The caseworker turned to Wales, who leads the Parent Education and Consultation (PECP) and Supervised Visitation (SVP) programs. Soon, Kim was enrolled in a 10-week class with other parents in similar situations.

After joining the PECP classes and getting to know Wales, Kim also enrolled in SVP to spend more time learning. "The classes helped me understand my son better," she said. "I learned what different kinds of crying meant, and I learned how to listen to him. I got to know other parents and understand what they were going through too. And Wales helped me through a lot. I trust him."

That trust paid off. Kim now spends more time with her son, is working to secure stable housing and hopes to continue making progress. The parenting book she got as part of the class is never far from her side, and her son is always on her mind. "I'm a better mother now, and I keep going back to what I learned," she said.

NORTHERN RIVERS

NORTHEAST PARENT & CHILD SOCIETY
PARSONS CHILD & FAMILY CENTER

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