

NORTHERN RIVERS

2017 IMPACT REPORT

NORTHEAST PARENT & CHILD SOCIETY
PARSONS CHILD & FAMILY CENTER

Life changing care



The future is bright

Impact



Dear Donors, Friends & Stakeholders:

Take a good look at the cover of this Impact Report. The title says, “The future is bright,” as a child looks back over his shoulder. If our future is bright, you may wonder, why he isn’t looking ahead? He’s looking back because our past is the strong foundation on which we build that bright future.

Many of you already know our organization, while for others this publication will serve as an introduction. Whether you’ve been part of our past or you’re part of that future, we promise you’ll see things in these pages that will warm your heart, spark your mind, and move your soul. You’ll learn about children and families who achieve success in our care and about the passionate, talented workforce who helped make that success possible. You’ll learn about our growing role in the community as we continue to make this a better world for every person. And you’ll get a sneak peek at what’s coming next as we develop innovative new ways to meet every challenge.

Every child and family in our care, from our first day in 1829, has taught us something. Their strengths and talents, their challenges and struggles, their questions and their needs—each one has provided an opportunity for us to learn and grow as an organization. We have used that knowledge to develop innovative solutions, challenge conventional wisdom, and most importantly give children and families the chance to live the lives they deserve.

Many people are involved in making Northern Rivers the great place it is for our children. We’d like to thank the board members for their service, especially the board members who have completed their terms: Mark Bryant, Angela Colvin, and Nina Tyzik. Their service has been invaluable.

As we prepare to step boldly into a future that integrates our services even more fully into healthcare and public welfare, we do so because of you. Your faith, trust, and support give us the power to provide life changing care to those who need help. We are honored to call you our friends and look forward to walking into that bright future together.

William T. Gettman, Jr.
Chief Executive Officer

Kimberleigh A. Phelan
Chair, Board of Directors

Hanna
Mazella
Zora
Shelby
Jason

Board of Directors

William T. Gettman, Jr.
Chief Executive Officer

Audrey LaFrenier,
LCSW-R
*President/Chief
Operating Officer*

Kimberleigh A. Phelan
Chair

Andrew W. Halliday
Vice Chair

Susan Evans, CPA
Treasurer

David Pollitzer
Secretary

Rose Mary Bailly, Esq.
Laurie V. Springer Brandon

Katharine Briar-Lawson
Garrett E. DeGraff, Esq.

Elizabeth Gaudet
Stacey L. Hughes

Lee Lounsbury

John J. Malone
Robert McMahon

Rose Miller
Angelicia Morris

Kristina Oliver
Frances M. O'Rourke

Justin Priddle

JoAnn Smith
Michele T. Sweeney

Jesse A. Tomczak
Dominick J. Trimarchi

Ann Wendth

At a Glance

Founded where the Mohawk and Hudson meet, like the rivers that shaped our region, Northern Rivers Family of Services helps change lives by shaping the future of those we serve throughout the Capital Region and beyond. Formed in 2012, Northern Rivers is the parent organization to Parsons Child & Family Center (founded in 1829 in Albany) and Northeast Parent & Child Society (founded in 1888 in Schenectady). Our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

Our Family Tree

BEHAVIORAL HEALTH
5,950 served

**COORDINATED CARE &
COMMUNITY SOLUTIONS**
6,200 served

**MANAGEMENT &
ADMINISTRATION**
1,400 served

EDUCATION
1,850
served

**RESIDENTIAL &
FOSTER CARE SERVICES**
2,000 served

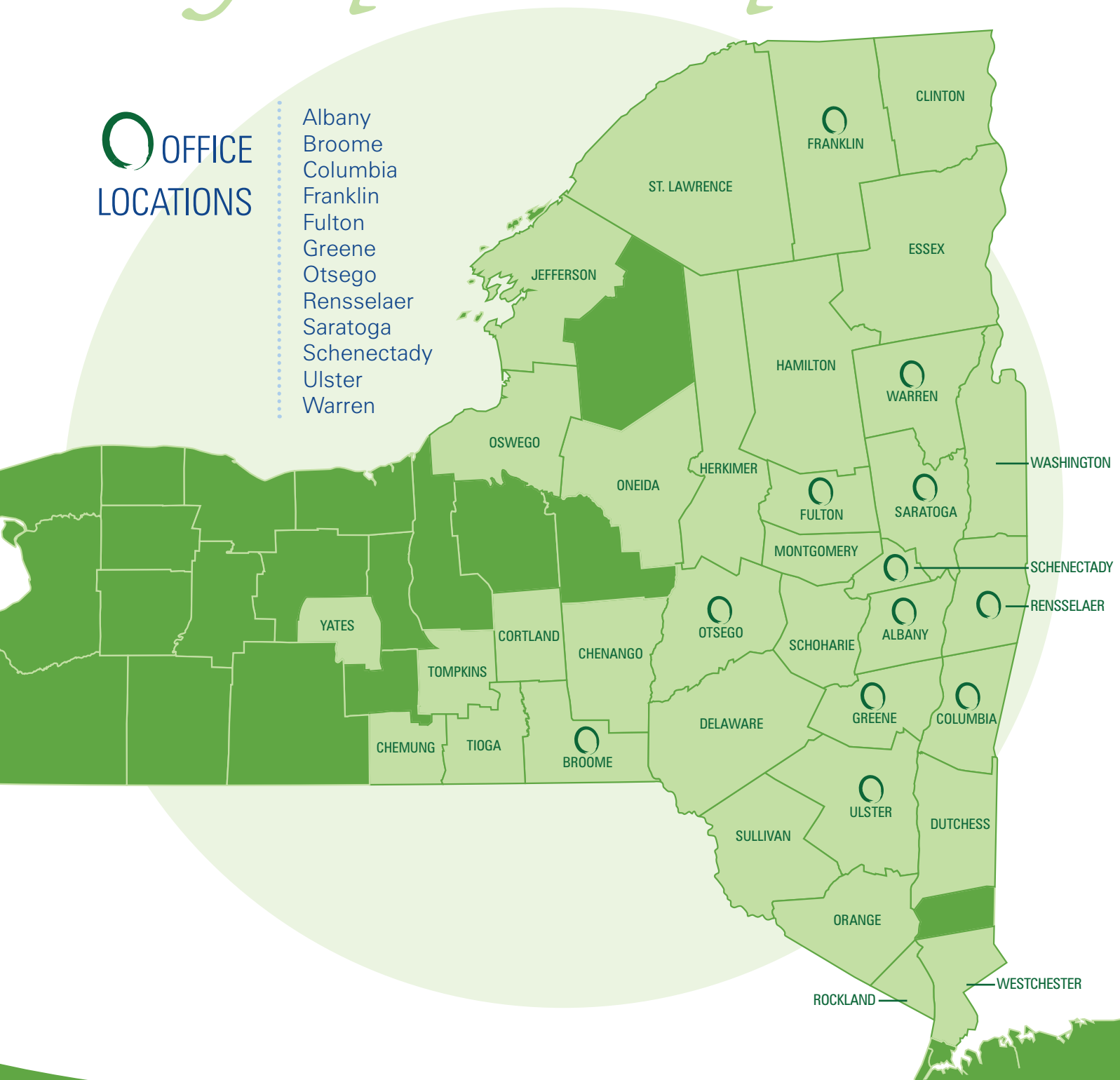
+ More than **2,891** children, adults, and families received therapy and counseling in more than **35,035** sessions

+ Responded to more than **1,324** emergency intervention calls for children and adults in crisis

Geographic Impact

OFFICE LOCATIONS

Albany
Broome
Columbia
Franklin
Fulton
Greene
Otsego
Rensselaer
Saratoga
Schenectady
Ulster
Warren



+ 3,840 children safely maintained in their homes and communities

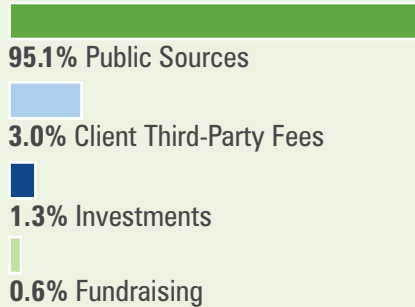
+ 95 students participated in vocational program, giving them valuable work experience

Financials & Economic Impact

Financial Report: July 1, 2016 – June 30, 2017

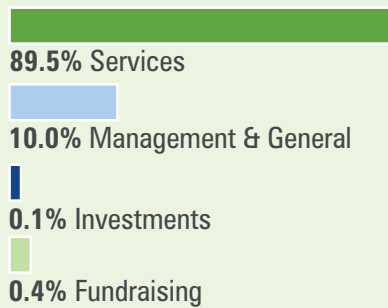
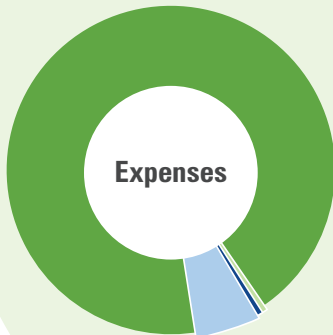
Presented below is a summary of our organization's financial results subject to final audit. To view the complete audited financial report, visit northernrivers.org/financialimpact.

Operating Report: Revenues



Public Sources	\$76,285,930
Client Third-Party Fees	\$2,435,476
Investments	\$999,042
Fundraising	\$520,000
Total Operating Revenues	\$80,240,448

Operating Report: Expenses



Services	\$71,728,652
Management & General	\$8,005,602
Investments	\$54,120
Fundraising	\$343,523
Total Operating Expenses	\$80,131,897

Statement of Financial Position Fiscal Year Ended June 30, 2017

Cash & Investments.....	\$14,778,705	Liabilities	\$35,457,330
Accounts Receivable.....	\$13,738,582	Net Assets	\$14,409,324
Property.....	\$21,012,992		
Other.....	\$336,375		
Total Assets.....	\$49,866,654	Total Liabilities & Net Assets	\$49,866,654

+ The schools serve **50** school districts in the Capital Region

+ Early Head Start served **203** children, with **50** children moving on at age 3 to other programs such as Head Start or Preschool

Community

JULY 1, 2016 – JUNE 30, 2017



JULY 2016 GOLF TOURNAMENT AND SUMMER CELEBRATION

Our Golf Tournament and Summer Celebration in July 2016 at Saratoga National Golf Club was the party of the season. Our friends from Rose & Kiernan, major sponsors of this event and supporters of our other special events and holiday campaign, put in a great showing on the course.



JULY 2016 GOLF TOURNAMENT AND SUMMER CELEBRATION

Honorary chairperson Rodger Wyland (second from left) kept everyone in line. Special thanks to American Clothing, Marvin & Company, and all of our sponsors for helping make it possible!



MARCH 2017 TRIVIA CHALLENGE

Pop quiz: How great was our Trivia Challenge? Answer: Amazing! Master of Ceremonies Chris Onorato from WNYT NewsChannel 13 and our friends from Pioneer Bank and Rose & Kiernan were the unquestioned stars of the night at Revolution Hall in Troy. Kudos to the brainiacs from Barclay Damon who took first place.



MARCH 2017 TRIVIA CHALLENGE

Our Trivia Challenge is a great way to build teamwork and camaraderie. The team spirit award went to the colorful employees from Hoosick Valley Contractors.

\$20,000+

- American Clothing
- GE Family
- The Mary McClellan Foundation
- Rose & Kiernan, Inc.
- United Way of the Greater Capital Region

\$10,000+

- BBL Construction Services, LLC
- Berkshire Bank
- Berkshire Bank Foundation
- Charles R. Wood Foundation
- William Gundry Broughton Charitable Private Foundation, Inc.
- YMCA Camp Chingachgook

\$5,000+

- Albany Medical Center
- CAP COM Federal Credit Union
- Hannay Reels
- Henry M. Butzel Family Foundation, Inc.
- M&T Bank
- The M&T Charitable Foundation
- Marvin and Company, PC
- NYSEG
- Pioneer Bank
- Review Foundation of The Community Foundation for the Greater Capital Region
- Southwest Airlines
- Toys for Tots
- University at Albany
- WB Mason Co., Inc.

\$2,500+

- American Mobile Dental
- Barclay Damon LLP
- Bond, Schoeneck & King, PLLC
- Camp To Belong
- CDPHP
- Choppa & Son Formal Wear
- Delta Dental
- Digital XPress
- Ginsberg's Foods Inc.
- IBM Corporation
- Janitronics

- KeyBank
- Manning and Napier Advisors, Inc.
- Marini Homes, LLC
- Massry Realty Partners/ Tri City Rentals
- Mattress Firm/Ticket to Dream Foundation
- MAXIMUS Charitable Foundation
- Milliman
- National Grid
- NBT Bank
- Pajama Program
- Palace Performing Arts Center
- Pinnacle Human Resources, LLC
- Richards Electrical Service
- Roser Communications Inc.
- Rueckert Advertising & Public Relations
- Stewart's Shops
- WCGS Architects

\$1,000+

- Albany College of Pharmacy and Health Sciences
- Albany County Executive's Office
- Albany Medical Kids
- Albany Punishers
- Berkshire Taconic Community Foundation
- BurgerFi
- CBRE – Albany
- County Waste & Recycling
- CSArch
- DoubleTree by Hilton
- Eastern Heating & Cooling Inc.
- Family Danz Heating & Cooling
- Genesys Consulting Services, Inc.
- Hoosick Valley Contractors, Inc.
- Hugh Johnson Advisors
- Huthmaker Violins
- IHS GlobalSpec, Inc.
- Jersen Companies
- Lemery Greisler LLC
- Martin, Harding & Mazzotti, LLP
- MVP Health Care
- New York Business Development Corporation

Foundation Support

+

Donor Support

+

In-Kind

- + Nearly \$110,000 secured**
- + 14 Foundations**

- + \$520,000 donated**
- + 705 donors, 422 new**

- + \$250,000**
- + More than**

Partners

Niskayuna Reformed Church
 O'Connell and Aronowitz, PC
 Renaissance Corporation of Albany
 Schenectady Seventh Day
 Adventist Church
 SEFCU
 St. Joseph's Church
 St. Pius X Catholic School
 The Standish Family Fund of The
 Community Foundation for the
 Greater Capital Region
 Twill
 United Healthcare
 Upstate Cakes for Kids
 Usherwood Office Technology
 Xerox State Healthcare, LLC

\$500+
 3N Document Destruction, Inc.
 Aflac New York
 B. Nur Cheyenne Memorial Fund of
 The Community Foundation for
 the Greater Capital Region
 Clear Channel Broadcasting
 The Community Foundation for the
 Greater Capital Region
 Cool Insuring Agency, Inc.
 Crisafulli Bros. Plumbing & Heating
 Contractors, Inc.
 Fredericka V. Slingerland Family
 Foundation
 Konica Minolta Business Solutions
 Momentive Performance
 Materials, Inc.
 NYS Office of General Services
 Pierro, Connor & Associates, LLC
 Q.U.I.L.T.S. of Schenectady
 Repeat Business Systems
 School Systems Federal
 Credit Union
 Second Reformed Church
 of Rotterdam
 The Shannon Companies

Sycaway Creamery, Inc.
 Upstate Respite Services
 Wainschaf Associates, Inc.
\$200+
 ADP
 Albany City Rocks
 Albany County Department
 for Children, Youth & Families
 Bechtel Plant Machinery, Inc.
 Bryant Asset Management, Inc.
 The Business Council of NYS, Inc.
 Clardon Swimming Pool Service
 The College of Saint Rose
 CommerceHub
 Commonwealth Cares Fund, Inc.
 CT Male Associates, PC
 DR Pension Services
 Four Winds Saratoga
 Goldman Sachs
 Halliday Financial
 HIXNY
 Hopmeier Evans Gage Insurance
 Interfaith Story Circle of the
 Tri-City Area, Inc.
 Joseph P. Mangione, Inc.
 Main Care Heating Service
 New England Systems & Software
 Office of County Executive
 Kathleen Jimino
 Rensselaer County Regional
 Chamber of Commerce
 Schenectady Baseball Club, Inc.
 Schenectady Radiologists, PC
 St. Peter's Health Partners
 T & P Lawn and Landscape
 Truist
 Union Mutual Fire
 Insurance Company
 University at Albany
 Wonderful Giving



**MAY 2017 CHAMPIONS
 FOR CHILDREN**

This year's Champions for Children of the Capital Region, Albany Medical Center, Upstate Cakes for Kids, Siena College, and Paula Stopera and the CAP COM Cares Foundation (at left with CEO Bill Gettman and Congressman Paul Tonko) were some of the best we have had the privilege of honoring.



**GE APAF WALK
 FOR EDUCATION**

The GE Asian Pacific American Forum (APAF) held their annual Walk for Education, raising funds to support educational initiatives at Northern Rivers. CEO Bill Gettman and students from the School at Northeast in Schenectady joined more than 30 APAF members, who raised more than \$5,000 to benefit our educational programs.



**BERKSHIRE BANK
 XTRAORDINARY DAY**

Berkshire Bank is a longtime corporate sponsor of our signature annual events, and they are also committed to giving back at the program level. The employees have provided grant funding for career services programming to help our young adults build their lives and for our Early Head Start program that supports new mothers and young families. And they're not afraid to roll up their sleeves and get their hands dirty—they take part in a number of beautification projects on our campus as part of their annual Xtraordinary Day volunteer event.

**VIEW OUR FULL LIST OF DONORS AT
NORTHERNRIVERS.ORG/DONORS**

Support	+	Volunteer & Intern Support	=	Total Community Impact
estimated value 1,000 donations		+ \$830,618 value + 29,602 hours + Nearly 450 volunteers & interns		\$1,710,618



SATRI

Education is one of the keys to a bright future, and our Sidney Albert Training and Research Institute (SATRI) provides cutting-edge training to staff and the community. In addition to providing free continuing education credit courses to staff, our team of experts build and deliver specialized trainings to meet the needs of school districts, businesses, human services agencies, and colleges.

This year, we:

- + served more than **4,500** professionals through our statewide service training contract
- + provided more than **12,000** units of training to Northern Rivers staff
- + served more than **1,300** participants from school districts and other external agencies

Our trainers are some of the best in their field because they have firsthand experience working with children and families. From curriculum development to crisis intervention instruction to customized trainings tailored to specific environments, SATRI can provide the right educational resources to lead any team into the future.

Volunteers & Interns

The workforce of the future needs experience today, and our internship program provides the training, supervision, and experience that gives aspiring human services professionals a great start to a rewarding career. This year, we welcomed nearly 60 student interns from schools including the University at Albany's School of Social Welfare, Siena College, the College of Saint Rose, and the Sage Colleges.

Our interns work with multidisciplinary treatment teams, which may include social workers, psychiatrists, psychologists, teachers, child-care workers, and education specialists, and participate in agency orientations, weekly individual supervision sessions, staff meetings, and more, and benefit from our extensive internal training catalogue.

We're always looking for motivated young professionals to join the team and be part of our future.

OUR SALUTORIAN — KAIN

As an adolescent in the foster care system, Kain moved from school to school for a few years. "I got used to being the new kid," he said. "You can be the new kid and still come out on top." Then, about two years ago, Kain was placed with foster parents Colleen and Allan, and began working with clinician Meghan Wilson.

Then he stopped being the new kid bouncing from school to school. Now he's salutarian of the Class of 2017 at Cairo-Durham High School, heading off to SUNY Oswego, and looking to educate others about foster care. Kain used his salutarian speech to discuss his journey and talk openly about his beliefs. We'll let him take it from here.

"Look at me," he said to the assembled crowd. "If I didn't tell anybody I was a foster child, you probably wouldn't guess. I knew I could be special, so I decided to be special. I pressed on every day, and I believe that everybody here can do the same. Pain doesn't last forever, I promise you. Please don't quit.

"I'm sure we all have somebody like [Colleen and Allan] in our lives, the influential piece that puts everything together. Meghan is honestly one of the funniest and most hardworking people I've ever met. She and everyone on her team are partially the reason I'm as successful as I am . . . I am a shining example of why foster care works. I urge the world to break this negative stereotype and be more open about the system that's taken such good care of me."

+ More than **269** foster families provided the opportunity for more than **612** children and young adults to rebuild their lives

Our Workforce

Our 1,400-strong workforce is the key to our future. Their passion, talent, diversity, commitment, experience, and skills fuel our success. We're dedicated to finding, training, and keeping the best professionals in our field—and to do that, we must listen.

This year, we participated in an independent, in-depth survey designed to gauge employee satisfaction. We are proud to say that we ranked seventh out of more than 100 participating organizations of our size throughout the Capital Region. We are even more proud to share some of the things our employees said about us:

"I love being part of this family."

"I believe in what we do as an agency to help families and children."

"We are part of something bigger, and our agency voice often influences policy."

"It is meaningful to be able to make a difference in the lives of young people."

"We are change agents."

"My coworkers are always there to help and be supportive."



OUR SHINING EXAMPLE — CHRISTIE TOMALA

We are fortunate to have a workforce that is both highly skilled and incredibly passionate about helping children and families. That skill and passion is evident to everyone they work with, including Assistant Saratoga County Attorney Michael J. Hartnett. Hartnett was so moved by the work of Christie Tomala, a clinician in our prevention programs, that he took the time to write to us.

Tomala spent months working with a family struggling to maintain a safe home. Eventually the county felt that the best solution was to remove the children, and the case went to family court. Tomala was subpoenaed and testified for hours, including direct examination and cross examination by five attorneys.

"I have personally litigated hundreds of trials and hearings in family courts throughout New York State," wrote Hartnett. "Ms. Tomala's testimony was some of the most effective and impactful I have ever heard. . . . Not only did Ms. Tomala go above and beyond in working with this family, she then doubled down on her good work by providing remarkably effective testimony which enabled Child Protective Services to obtain court orders that served the best interests of the children."

While testifying in family court is difficult, Tomala has the strength to do what is right for children and families. "Knowing in my mind that the professional decisions I make will help a child is what matters," she said. "I can sleep at night knowing that children are safe."

In a difficult family court case, emotions run high and conflict is to be expected. In this case, however, Hartnett credits Tomala with bringing the room together. "After she spoke, all sides were in agreement," said Hartnett. "Everyone left the courtroom nodding yes."

+ More than **260** children and young adults living in a resident group home setting

+**20** of our foster children achieved permanency through adoption by their foster families

Pay It Forward

The youth in our care face many challenges. They face them with strength, courage, and grace, and they amaze and inspire us every day. They come to us to heal and grow, and for many that growth includes a burgeoning desire to help others. They seek out opportunities to volunteer in their communities, help others, and pay it forward—to make the world a better place for everyone, one day at a time.

DAN GOES TO WORK

Like a lot of teenagers, Dan picked up a part-time job to make some money. He started working part-time with the maintenance crew at the School at Northeast during the school year, taking shifts during his free periods. “He did a great job, and they liked having him on the team,” said Kim Klingbeil, coordinator of transition services.

When the school year ended, so did the need for Dan’s services at the school. But the team didn’t want to lose him, so they found him a spot at our Children’s Home. “This is my first job, and I really like it,” said Dan. “I get to meet new people, my boss, Orlando, is great, and I like being able to help out.”

Dan takes such pride in his work that he had to be convinced to take a day off for a special event. “He got the chance to go to a Yankees game, and we had to make sure he knew it was okay to go,” said Klingbeil. With a work ethic like that, you know that Dan will always get the job done.

GAVIN If it’s a nice day on our Albany campus, you’re likely to see Gavin pushing a cart up and down the sidewalk, transporting his giant orange cooler and a stack of cups, asking everyone he sees if they’re thirsty. Lots of kids sell lemonade and iced tea during the summer to make a little pocket money—but that’s not why Gavin’s out there.

A few months back, Gavin lost a friend in a tragic accident. As he and his classmates struggled with their pain, Gavin remembered that there were others hurting as well. “I wanted to do something to help support the family,” he said.

With the support of his team and some friends, Gavin purchased supplies, borrowed the cooler and cart, and got to work—and the response was incredible. Now, after helping his first family, Gavin’s collecting money for other causes, making donations to those in need. “I want to do things for other people,” he said. “It’s why I’m here.”



MANNY When we first met Manny, he was very shy and withdrawn. He kept his head down and his thoughts to himself. Then he connected with some volunteer opportunities, and he began to blossom. First he worked with the recycling program at his school, where he made weekly rounds and worked with school staff to help the environment. But that was just the beginning for Manny.

He then began to help out with a local free lunch program, handing out meals to children struggling with poverty. He volunteered with the Regional Food Bank, helping sort donations every week. He made weekly visits to the Hope Club, visiting with and supporting cancer patients. It seems like every day, Manny finds someone new to help.

“He’s a wonderful young man and a role model,” said clinician Jessica Mintzer. Manny is modest about the praise. “I just do what I can, like anyone else,” he said. Well, Manny, we respectfully disagree. You do a whole lot more.

KAYLA Kayla helps out every week at the Shop on Park, a free thrift store for our clients. She helps organize stock and assists customers with their needs. Most importantly, she’s there to make sure that everyone leaves the store happier than when they walked in.

“If I can help someone get in to a better mood, it’s a great day,” she said. And while she’s giving out good cheer, she’s getting something back, too. “Being a volunteer and learning to work with people totally changed my mood and attitude,” said Kayla. “The more I smile and the more I can make other people smile, the more I want to do. More friends means a better life.”



+ Northern Rivers schools (the Neil Hellman School and the School at Northeast) had a strong **85%** graduation rate in 2016–2017

The Future Is Bright

We have come a long way over the past 188 years. The seeds of our growth were sewn in a patch of farmland in Albany and a women's civic meeting in Schenectady, and we remain rooted in the ideals of our predecessors—to find innovative new ways to give children and families strength and hope. To help them grow and make their future better than their past.

When the community needed orphanages, we built safe, loving homes for children with nowhere else to go. When they needed educational resources for challenging students, we built innovative schools. When they needed community-based resources, we built a forward-thinking continuum of care that helped keep families together.

*And because of you,
that future starts now.*

We were ready to build all these things because we listened and we learned. Whenever our world changed, we not only were able to change with it—but we were also able to lead. And as that world continues to change, we are fortified to lead once again, fueled by the knowledge we have gained, the expertise we possess, and the strength of our supporters.

No single program or service is ever the answer. Only by integrating our services, partnering with others, and collaborating toward a shared goal can we truly provide the help our clients and our community deserve. That's why we're embarking on a transformative effort to bring primary care and behavioral healthcare together and more effectively and efficiently manage that care for clients.

In the months ahead, you'll learn about our innovative new approach to integrating care. Exciting infrastructure changes and new program designs will represent the investment our clients and community deserve. All this is possible because you cared enough to make it all possible. Yes, the future is bright. And because of you, that future starts now.



+ More than **60** programs, services, and departments

+ A **1,400**-strong workforce

+ More than **16,000** children, adults, and families served

NORTHERN RIVERS

NORTHEAST PARENT & CHILD SOCIETY
PARSONS CHILD & FAMILY CENTER

Life changing care

60 Academy Road | Albany, NY 12208
518.426.2600 | www.northernrivers.org



Non Profit Org
US Postage
PAID
Albany, NY
Permit # 918

2017 **IMPACT REPORT** *The future is bright*

Copyright © 2017 Northern Rivers Family of Services