



LSA Family Health Service
Founded by the Little Sisters of the Assumption

2015 Annual Report

LETTER FROM OUR BOARD CHAIR

Dear Friends,

When Pope Francis visited East Harlem in September of 2015, he put a global spotlight on the community that has been home to Little Sisters of the Assumption Family Health Service for 58 years. It highlighted both the resilience of our community and its ongoing needs. For LSA, it reinforced the importance of our work and its roots in the healing power of relationships.

With the support of the many hundreds of individuals and institutions who share our vision, LSA rose to the challenges presented by shifting demographics, changes in healthcare, issues relating to immigration, and the unmet needs of the poorest of the poor. We served families and individuals from Central America, Africa, the Middle East, Asia and Europe. Immigration issues continued to take center stage for many of our clients, so we counseled them on DAPA and DACA regulations and welcomed community partners to provide legal advice and educational clinics. To keep up with changes in healthcare, we brought on a new Director of Patient Services with a strong background in community health nursing and public health.

The need for food, clothing, housing, jobs and education was unabated and grew steadily in 2015. In 2014, 1,800 people came to our food pantry each month; in 2015 that number exceeded 1,900. In 2014, 3,361 people were enrolled in our programs; in 2015 it was more than 3,600.

In everything we do, we remain faithful to our mission to help families achieve wellness and stability by addressing the physical, emotional, and spiritual dimensions of family health. We know that the quality of life among those who are the poorest affects the quality of life of all of us. So join with us. Donate, volunteer your time, spread the word about the important work that still needs to be done in this community. Help struggling families live healthier, more stable and economically promising lives by supporting LSA Family Health Service programs.



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* Retired from Board in 2016

** Traci Lester served as CEO
until August 2016.

Healthy Families



REACHING OUT

LSA reached over 2,300 families in 2015 with our multi-service approach to health and well-being. For many, the first point of entry to the agency is our Advocacy program, which offers food assistance through a client-choice food pantry and connects families to essential services at our agency and through our many partners. One key partner is Food Bank For NYC, which awarded us a certificate of Highest Achievement for participating in their TEN program. In addition, we offered a 6-week Community CookShop class, in partnership with Food Bank For NYC and the Mario Batali Foundation, which focused on techniques to prepare healthy and economical family meals.

Our Advocacy program continued to provide resources for immigrants through partnerships with the Legal Aid Society, CUNY Citizenship Now!, Lenox Hill Neighborhood House, and MIDA (Mexican Initiative for Deferred Action). Our DACA immigration outreach program expanded work and educational opportunities for 21 young people by helping them apply for DACA (Deferred Action for Childhood Arrivals), which will allow them each to obtain a work permit and social security number.

KEEPING KIDS SAFE

We combatted the high rates of asthma in East Harlem by working with families to improve the indoor environment and air quality of their homes. 2015 saw the completion of a study on the effectiveness of our environmental health intervention, conducted in partnership with the New York Academy of Medicine. The study found that, through our services, children with asthma living in low-income, urban public housing had significantly fewer visits to the emergency room, used less rescue medication, and had less disrupted sleep. We are now partnered with both the New York Academy of Medicine and Columbia University on a 3-year HUD Technical Studies Grant.

Our staff continued to keep children safe and families together through our family support services for children at risk of being placed in foster care. To ensure the quality of the program, our Preventive Services team embarked on a new "Collaborative Quality Improvement Methodology" program evaluation. This quantitative process focused on program outcome data and organizational health and functionality. In 2015, our Preventive Services made a total of 1,101 home visits and kept 98% of children in the program out of foster care.



PAULETTE ETOTY

Paulette first visited LSA for food assistance, but eventually came to volunteer 4 days a week at our food pantry and thrift store. Part of what made her want to volunteer is the warm, welcoming environment she encountered on her first visit.

“ When I realized how good, how welcoming, how friendly this family is, I said, ‘I may not have a job right now, but I’m going to give back.’ The joy I see in people’s faces when you put all that food in their basket, that just makes my day. ”

Healthy Kids



STARTING STRONG

From infant care to educational enrichment, our services help children thrive. In 2015, our Certified Home Health Agency (CHHA) served 170 pediatric and maternity patients with complex diagnoses. To meet the growing community need, and in response to Medicaid reform, we added a weekend nurse to our staff rotation, and began recruitment for an additional full-time staff nurse. We also began exploring electronic documentation software that will allow us to store and track data specific to CHHA needs.

We continued to work with parents to foster development in children 0-3 years old through home visits and socialization groups in our cheerful early childhood classrooms. Among parents who initially showed high or moderate risks in two or more areas, 80% demonstrated stronger parenting skills after participation in the program. The music programming for the socialization groups was enhanced to include a musician who works with our staff to provide families with a rich and dynamic music and movement experience. We also joined the Cool Culture Adopt-a-Museum initiative, which allows LSA clients

to have more opportunities to experience the Metropolitan Museum of Art through hands-on activities. Finally, we provided evaluations and service coordination for 260 children who demonstrated signs of developmental delay, through our contract with the NYS Department of Health.

For families with school-aged children, we offered educational advisement, and provided children with academic support and arts enrichment. Among children who received homework help and tutoring at LSA, 89% gained at least one reading level – 63% gained two reading levels. In addition to academic support, our program offered students the opportunity to widen their horizons through arts workshops in partnership with Free Arts NYC and through special field trips, including a visit to the Whitney Museum. During the summer, children participated in Reading and Math Academies aimed at preventing learning loss when children are out of school. We also offered a Summer Poetry Workshop, where children explored themes of home and identity through writing.



AYA TANAKA

Aya was concerned that her one-year-old son Takis only knew three words. When she came to LSA for our food pantry, the client advocate she met with helped her register for SNAP (Supplemental Nutrition Assistance Program) and also for our socialization groups that promote development in children 0-3 years old.

“ The first time we came, he just kept crying. He was so shy. But I kept bringing him here. In the second month, he started getting comfortable. Now he is smiling and talking a lot. This really helped him. ”

News and Events

2015 SPIRIT OF EAST HARLEM GALA

Over 400 guests gathered at the Pierre Hotel to celebrate the Spirit of East Harlem, our 2015 Gala co-chaired by Scott and Kateri DePetris, and Cecilia and Mark Vonderheide. The event raised over \$1.4 million for LSA's programs. Guests enjoyed an auction, dinner, and dance performance by mothers in LSA's Building Bridges support group. Awards were presented to philanthropist Jean Ackerman; Sr. Margaret Leonard, founder and Board Member of LSA Family Health Service; and Joseph A. Tahl, Co-founder and President, Tahl Propp Equities.



VOLUNTEER INITIATIVES

Several volunteer initiatives were launched in 2015, giving supporters more ways to get involved with and make a difference to our families. A Junior Board was inaugurated in March. It is a group of young professionals who participate in fundraising and direct service events that help LSA to serve and empower East Harlem families. The Junior Board also cultivates future Board leadership. A Community Service initiative was undertaken to increase awareness of volunteer opportunities at LSA among high school students. The initiative has been successful in increasing engagement among students, who have supported the agency through fundraising drives and hands-on volunteer activities. Finally, a Business Advisory Council was formed to explore opportunities for corporate involvement and support of LSA.



POPE FRANCIS VISITS EAST HARLEM

Pope Francis's visit to East Harlem in September 2015 gave LSA an opportunity to gain exposure about the challenges faced by many of the families we serve. Our Environmental Health Services program was featured in a National Geographic story on the high rates of asthma in East Harlem. In addition, an immigrant family receiving services from LSA was invited to attend Pope Francis's reception at the school, Our Lady Queen of Angels. The family represented the many immigrants in our community who face daily struggles with dignity and resilience. LSA parents created 220 paper flowers in the Mexican folk art tradition which adorned the tables at the event.



From top left: Gala honoree Joseph Tahl and LSA Board Chair Scott DePetris; dancers at the Gala; Francesca Fanelli, Junior Board Co-Chair, works with an LSA student; Sr. Susanne Lachapelle and the Juárez-García family with their tickets to the private reception with Pope Francis at Our Lady Queen of Angels.



MARITZA GALVEZ

Maritza and her sister Sameli were testing below grade level in math and English, and their mother had difficulty helping them with homework, because she does not speak English. The girls visit LSA several times a week for one-on-one tutoring, homework help, and arts enrichment workshops. Today their math and reading skills are improving, and they have more confidence in the classroom.

“ I love to come here because my teacher is always showing me how to learn things I never knew. ”

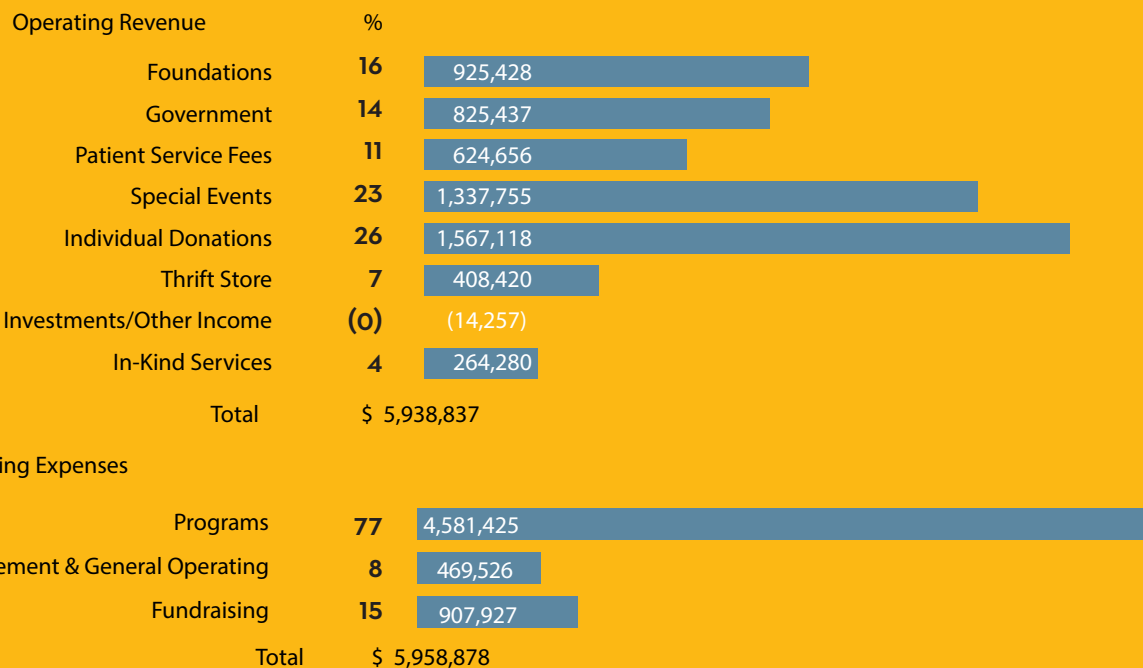
Financials

Year Ending December 31, 2015

2015 FINANCIAL REPORT & EXECUTIVE SUMMARY

The 2015 calendar year continued where 2014 concluded, with LSA Family Health Service continuing to grow incrementally financially. The operating budget grew from \$5.5 million in 2014 to \$6 million in 2015. LSA's leadership team continued the ongoing commitment of controlling costs while strategically managing growth. The agency ended

2015 with a deficit of \$20K which was absorbed by funds from a board-designated reserve. LSA's operating income consisted of 64% in contributions that came from events, foundations and individual donors. 77% of the revenue LSA received in 2015 was spent on programming to support families in crisis.



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 New York Immigration Coalition
 Research Foundation of NYC - ActionNYC
 Society of the Sacred Heart/Duchesne Fund
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 United Way of New York City

Year in Numbers

FAMILIES SERVED: **2,300**

INDIVIDUALS IMPACTED: **7,800+**

CLIENT PROFILE

Average household income:
\$18,125

98% are low-income

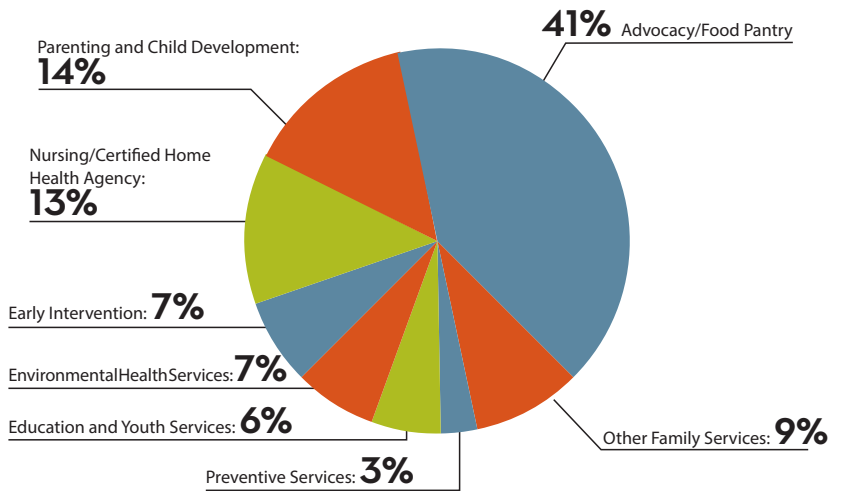
78% live below the federal poverty level.

42% of families have children 4 years old or younger

38% of families live "doubled up" in households with more than one family

ENROLLMENTS BY PROGRAM

(clients may be enrolled in more than one program)



2016 PROGRAM IMPACT



1,968 people on average per month were fed by our Food Pantry



80% of parents in our Parenting & Child Development program with high or moderate risks showed strengthening of parenting skills



4,800 total home visits made to provide nursing, environmental health, child development and family support services



Improvement in reading levels for students in LSA's tutoring program: **26%** gained 1 reading level, **63%** gained 2 reading levels



7,200 lbs of fresh local produce were distributed, through collaboration with Just Food and HPNAP/United Way NYC

98% of at-risk children served were kept out of foster care



156 individuals were served by the Legal Aid Society immigration legal clinic held at LSA



1,101 home visits were made to keep children out of foster care



96% of infants receiving home nursing visits attained appropriate developmental milestones



3,113 therapy sessions were provided to children with developmental delays

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www.littlesistersfamily.org

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