

2014 Annual Report



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

Bringing Wellness Home

# Rallying Together

## LETTER FROM THE BOARD CHAIR AND CEO

## 2014 BOARD OF DIRECTORS

## KEY STAFF

Dear Friends,

2014 was a transformative year for LSA!

A change in LSA's leadership at the end of 2013 brought with it an opportunity for the Board and staff to engage in a process of wide reflection and deep dives to examine the trajectory of LSA — where we were, where we wanted to be for the future, and what we needed to do to get there. 2014 was largely dedicated to that process. And it was, indeed, transformative!

LSA's long-time Board Chair, working closely with an Interim Executive Director, led the effort. At the forefront of everyone's thinking was LSA's mission — to address the physical, emotional, educational, and spiritual dimensions of family health. That is sacrosanct, the very reason for LSA's existence.

During this time, our Board and staff rallied together, understanding that LSA had to change and strengthen its infrastructure in response to a changing environment so we could more effectively do what we do best: be advocates for the health and well-being of the city's most vulnerable families.

By the end of 2014, LSA had a new Chief Executive Officer, a new Board Chair and, for the first time, a plan for the creation of a senior management team that would guide LSA into the future. Along with the uncertainties that came with such profound change also came a strengthening of partnerships and a renewal of faith in all that can be achieved when people work together for a common cause. Today we are a community hub, a beloved "second home" for many and a reliable resource for families struggling with the challenges of poverty.

We are grateful for the support we have received from the many hundreds of individuals and institutions who share our belief in the healing power of relationships. That support is what has made LSA an institutional anchor for the community for 58 years. But we are a long way from equal opportunity for the "poorest of the poor," and we urge you to join us: donate, volunteer your time, spread the word about the important work that still needs to be done in this community. Together, we can bring wellness home to families in East Harlem and beyond.

With our thanks and appreciation,



Scott DePetris  
Chair, Board of Directors



Traci Lester  
Chief Executive Officer

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*Director, Early Intervention*

Nilsa Welsh  
*Director, Family Support and  
Preventive Services*

\*Mark Moran became Vice Chair in 2015.

†Retired from 2014 Board.

‡Ralph Siciliano was Board Chair through 12/9/2014, when Scott DePetris assumed Chairmanship.

# A Strong Community

n **ADVOCACY AND FOOD PANTRY** programs help families meet their immediate need for food and address the longer-term issues that keep people in poverty.

n **THE SHARING PLACE THRIFT STORE** is East Harlem's popular destination for those in need of good quality, bargain-priced clothing and items for the home.

## COMING TOGETHER IN THE FACE OF TRAGEDY

A gas-line explosion in March of 2014 caused the collapse of two buildings in East Harlem and the displacement and injury of many residents. In the days that followed, our Advocacy program formed a team that identified families throughout the neighborhood in need of support who may not have otherwise come forward due to language barriers or immigration status. In addition, our Environmental Health Services team responded to the potential health risks of dust and debris in the air.

After the explosion, LSA:

- n Provided food from our pantry.
- n Replaced damaged goods, including clothing, bedding, and other items families needed to get on their feet again.
- n Helped families in neighboring buildings clean dust and broken glass from their homes.
- n Provided air filters and conducted lead tests.
- n Continued to monitor homes to make sure they were safe to live in.

**97** regular volunteers assisted LSA programs



## FREDY

*Struggling parent turned community advocate*

Fredy struggled to find work and had barely enough money for food. His pregnant wife, Merced, was diagnosed with thyroid disease, and dealing with a high-risk pregnancy and gestational diabetes. As newcomers to New York City, they felt isolated and didn't know where to go for help.

A neighbor told Fredy about the food pantry at LSA. When he came, our advocates took the time to learn more about the family's needs. Before long, an LSA nurse was giving prenatal care to Merced and referred her to counseling for her depression. When their daughter was born, Merced began attending our Parenting and Child Development program, where she learned how to support healthy development during her daughter's early years.

As the family became more stable and healthy, Fredy decided to give back to LSA. He became president of the Parent Committee and, in the aftermath of the East Harlem gas explosion, became a core member of our East Harlem relief outreach team.

# Healthy Families

n **NURSING**, through our Certified Home Health Agency (CHHA), provides direct nursing care to patients at home. The program specializes in Maternity Outreach — prenatal and postpartum care and follow-up care to newborns.

n **ENVIRONMENTAL HEALTH SERVICES** improve health and well-being by helping families remove asthma triggers from their homes.

n **PREVENTIVE SERVICES** is a support program that strengthens family functioning to avoid placement of children in foster care.

## PROMOTING HEALTHY HOMES AND LIFESTYLES

Our Certified Home Health Agency continued to focus on maternal care through home health visits, breastfeeding workshops, and parenting classes. In addition, over 50 families participated in the *Cada Paso* initiative – a partnership with the Department of Preventive Medicine at Mount Sinai Hospital. The initiative engages the whole family in walking and other physical activities that promote a healthy lifestyle.

In May 2014, LSA was recognized as a “Healthy Home Champion” by the National Safe and Healthy Housing Coalition for our innovative Environmental Health Services program. Dateline NBC featured this program in a special investigative report by journalist Lester Holt. The report examined the link between poverty and asthma, and illustrated how LSA cleans up asthma triggers like mold and negotiates with landlords for building maintenance to improve air quality.

**1,300** home visits were made to keep children out of foster care



### MELODY

*Proud mother of four*

“ My daughter was born with a hole in her heart. When I had Erica, my doctor reached out to LSA. A nurse from LSA came to the hospital when I was still there and helped me to take care of my daughter after I brought her home. I know I can always come to LSA for anything and everything. They don't just take care of you and that's the end. Whenever I need help and call, no one says 'no.' No one turns me away. It's very comforting to know there's somewhere to go if you need help. It means a lot. ”

# Bright Futures

n PARENTING AND CHILD DEVELOPMENT works with parents to keep very young children (up to age three) developmentally on track through home visits and socialization groups.

n EARLY INTERVENTION is a public program approved by New York State to provide therapy for children less than three years of age with developmental delays or special needs.

n EDUCATION AND YOUTH SERVICES offer academic and enrichment programs for school-aged children. These include after-school tutoring, summer math and reading academies, a girls' mentoring program, and arts programs.

## PREPARING CHILDREN FOR THE FUTURE

Our Parenting and Child Development program underwent a huge expansion to help children ages 0-3 stay developmentally on track. The strategy centers our work with families on five areas of focus: Attachment, Security and Separation; Language and Literacy; Exploration, Play and Learning; Self-Regulation and Emotional Development; and Connections to Resources. We doubled the number of our socialization classes, giving children more time to play and learn in our early childhood classrooms and deepening parent engagement.

We continued to support children beyond early childhood through our Education and Youth Services for

school-aged children. 198 students received homework help, tutoring, mentoring, or attended summer learning academies. In addition, students participated in enrichment programs including art workshops, yoga classes, and even a summer health and wellness camp at which boys learned how to prepare healthy meals. Our Education and Youth Services Director works closely with students and parents to help them navigate the education system as they apply to schools and access other resources. This family-centered approach to education builds confidence in children and keeps them on track for success in school.

**208** children with developmental delays received therapy from trained specialists



**KARLA**

*Graduate of LSA's Education and Youth Services program*

“LSA has always been my second home – it’s the place I’m most thankful for. I immigrated to the United States at a young age. LSA formed a community for me. I was able to learn English and excel in my academics. My LSA mentor, Megan, has taught me that no matter what my background and circumstances are, I can always do anything I put my mind to. One of those things is getting into a college, which Megan encouraged me to pursue. LSA has witnessed me grow from a child to a young adult. There are so many things I wouldn’t have been able to do without them, and for that I will eternally be grateful.”

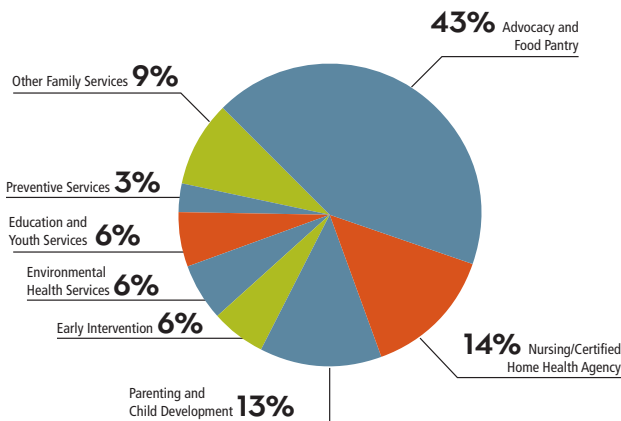
# Year in Numbers

FAMILIES SERVED: **2,100**

INDIVIDUALS IMPACTED: **7,000+**

## ENROLLMENTS BY PROGRAM

(clients may be enrolled in more than one program)



## 2014 ANNUAL GALA

Our annual gala, *Building Blocks: Helping East Harlem Families Rise*, which took place at The Pierre Hotel on Monday, October 20th, proved to be our most successful to date. The event raised \$1,250,000, more than double the previous year's gala. Gala Chairs Paula and Tom McNerney (left), and Honorees Judy and Russ Carson (right) were critical to the success of the event, proving that their long-standing commitment and generosity to LSA remain as steadfast as ever.

## 2014 PROGRAM IMPACT



### Advocacy and Food Pantry

**1,800** people served by our food pantry each month



### Parenting and Child Development\*

**172** developmentally at-risk children and their families participated in our parenting and socialization program



### Early Intervention

**3,469** therapy sessions were provided to children with developmental delays



### Nursing/Certified Home Health Agency

**95%** of infants attained appropriate developmental milestones



### Environmental Health Services

**327** fewer school days were missed due to asthma symptoms



### Education and Youth Services

Improvement in reading levels for students in LSA's tutoring program: **25%** gained 1 reading level, **63%** gained 2 reading levels



### Preventive Services

**95%** of at-risk children served were kept out of foster care



### The Sharing Place

**813** donors gave clothing and goods to the Sharing Place Thrift Store

\*In 2015, Home Based with Socialization was renamed Parenting and Child Development

## CLIENT PROFILE

**78%** live below the federal poverty level

**41%** of families have children 4 years old or younger

**33%** of families live "doubled up" in households with more than one family

# Financials

Year Ending December 31, 2014

## 2014 FINANCIAL REPORT & EXECUTIVE SUMMARY

LSA Family Health Service continued to grow and thrive financially in the 2014 calendar year. The operating budget grew from approximately \$5 million in 2013 to \$5.5 million in 2014. In 2014 the decision was made to build a new leadership team and work to increase revenue streams. During this period, the agency invested resources to support the transition of leadership and begin to buttress the organizational infrastructure. As a result, the agency ended the year with a \$366K deficit that was compensated with funds from a board-designated reserve.

Even with this deficit, LSA's financial position was strong, with \$7.3 million in assets and low short-term debt of \$182K. With a new leadership team in 2015,

staff will focus on cultivating relationships with new donors and strengthening programs in order to increase revenue, with the ultimate goal of providing more services to children and families in need.

2014 was the first year that the gala fundraising event brought in over one million dollars in contributions, which were used to provide food and much-needed aid to families. LSA's operating income consists of 52% in contributions that come from events and contributions from foundations and individuals. 19% of revenue was derived from government funding and 11% was derived from fees paid for services. The remaining funding came from thrift store sales and other revenue. 74% of LSA's revenue was spent on programming to help families in crisis.

### Operating Revenue

Foundations	20%	\$1,014,103
Government	19%	\$977,948
Patient Service Fees	11%	\$579,735
Special Events	22%	\$1,163,100
Individual Donations	10%	\$530,388
Thrift Store	8%	\$429,454
Investments and Other Income	3%	\$177,227
In-Kind Services	6%	\$325,053
<b>Total</b>		<b>\$5,197,008</b>

### Operating Expenses

Programs	74%	\$4,091,083
Management & General Operating	15%	\$847,654
Fundraising	11%	\$624,576
<b>Total</b>		<b>\$5,563,313</b>

# Our Supporters

We would like to offer a special thanks to all those who generously donated items throughout the year to The Sharing Place Thrift Store and, in doing so, supported our programs and our community.

## \$1000 + Supporters

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EFSP-Emergency Food and Shelter Program  
HPNAP-Hunger Prevention and Nutrition Assistance Program  
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New York City Administration for Children's Services  
New York City Council  
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TEFAP-The Emergency Food Assistance Program



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