Dear Friends,

LSA Family Health Service remains as committed as ever to delivering high-quality programs to improve the quality of life of New Yorkers. Though we see the difference we make in the lives of families, we also recognize that the need in our community continues to grow.

The average annual income of those making less than $20,000—reflecting the majority of families at LSA—has fallen in recent years, according to a 2017 report of the City’s Independent Budget Office. For these families, the barriers to health and well-being are titanic. LSA serves families that are homeless, facing eviction or “doubled up” with one or more families in a small apartment. Apartments in our community have higher rates of mold, pests and lead, literally poisoning their inhabitants. Even with a working adult in the household, families struggle with food insecurity. And these challenges faced by parents trickle down to their children, creating toxic stress that can lead to developmental delays.

Our expert staff members help these families in crisis find the resources and services to get on their feet. Then we support the family with ongoing health and parenting resources that create community and foster long-term resilience. Finally, our programs create educational opportunities for children and parents that open up a future of greater possibility.

The progress families are able to make is inspiring. In 2017, parents in our programs stepped up as “madres maestras” – teaching mothers who mentor new mothers in our breastfeeding and birthing classes. They became financial health promoters, trained to provide financial literacy education to their neighbors. They serve as leaders on the Parent Committee for our early childhood program, an experience that they take with them as their children move on to preschool and elementary school. And our entire community rallied in the wake of natural disasters in Mexico and the Caribbean to contribute clothing and other goods to families who were affected.

LSA Family Health Service truly is a FAMILY. The intensive work we do transforms the lives of the families we serve, our staff, volunteers and supporters.

We thank YOU for standing with us, and we hope that you will support our work championing the health and well-being of New York families in years to come.

Sincerely,

Scott DePetris
Board Chair

Reada Edelstein
Chief Executive Officer
Fiscal year 2017 was a pivotal year for LSA, in which we made great strides toward achieving long-term financial stability and earned a 4-star rating with the nonprofit watchdog group, Charity Navigator. The organization’s hard work and fiscal prudence enabled significant improvements in operating activities. LSA ended calendar year 2017 with a surplus in net assets of $129,645, as compared to a 2016 deficit of $895,919—an improvement of $1,025,564. This hard work led to enhancements to our programs and services, ultimately strengthening the financial condition of the organization. We look forward to continuing this trend in calendar year 2018.

We received the highest rating from charity watchdog group, Charity Navigator.

**2017 Financial Report**

**2017 PROGRAM IMPACT**

**FAMILIES SERVED:** 2,130  
**INDIVIDUALS IMPACTED:** 7,000+

- **1,943** people on average per month fed by our food pantry
- **100%** of high-risk parents showed stronger parenting skills
- **3,558** total home visits to provide nursing, environmental health, child development and family support services
- **98%** of infants receiving home nursing visits attained appropriate developmental milestones
- **93%** of children in our summer enrichment program advanced at least one reading level
- **98%** of at-risk children served were kept out of foster care
- **80%** of school children had fewer or no emergency room visits as a result of asthma
- **1000+** donation pickups for the Sharing Place Thrift Store
Community Health and Wellness Programs

Advocacy and Food Pantry programs help families meet their immediate need for food and address the longer-term issues that keep people in poverty.

Environmental Health Services improve health and well-being by helping families remove asthma triggers from their homes.

Nursing, through our Certified Home Health Agency (CHHA), provides direct nursing care to patients at home. The program specializes in maternity outreach — prenatal, postpartum, newborn & pediatric care.

STRENGTHENING FAMILIES IN CRISIS

Advocacy & Food Pantry

Our Advocacy & Food Pantry program significantly expanded its ability to stabilize families by introducing electronic benefits enrollment, in collaboration with the Food Bank for NYC. In addition, partners who deliver their services at LSA helped prevent evictions and assisted families with immigration concerns. The pantry fed around 2,000 individuals each month, putting fresh local produce and other staples on the table for families struggling with food insecurity.

Preventive Services

Our Preventive Services—a program in contract with the NYC Administration for Children’s Services—served 265 children in 2017. The program ranked #2 in excellence among similar agencies citywide, providing intensive family services, creating safer homes and preventing children from being placed in foster care.

The Sharing Place Thrift Store

The thrift store supports our program work by providing families in urgent need with clothing, shoes, and housewares. Store staff also work with social workers to provide families with furniture and mattresses when available. In 2017, the Sharing Place helped distribute hundreds of coats and winter accessories to families in need, including those newly arrived from Puerto Rico in the wake of Hurricane Maria. The store relies entirely on donations from companies and individuals.

FOSTERING HEALTH & WELL-BEING

Nursing

Our Nursing Department welcomed a new Director of Patient Services, Jean Sale-Shaw, and continued to provide nursing care to patients with acute diagnoses requiring regular follow-up care. On-site lactation and birthing classes, as well as parenting groups, created networks to support parents as they foster the overall health of their children. Additionally, over the last five years, medical students from the Icahn School of Medicine at Mount Sinai have been culling data from our nursing program to understand its impact on the health of mothers and babies. This rich data has been presented at many national pediatric meetings, including the 2017 New York State Pediatric Advocacy Coalition annual conference.

Environmental Health Services

A 2017 report, released in collaboration with the New York Academy of Medicine, shared findings about our innovative Community Health Worker (CHW) program, which assists low-income families in addressing conditions that exacerbate asthma. Throughout the year, we strengthened our partnership with NYC Health + Hospitals to streamline the process through which children with asthma are referred to our services. In addition, our team has been a key collaborator with Manhattan Together in helping the NYC Housing Authority develop a pilot to improve the inspection of apartments and maintenance of safe air quality in public housing.
Family Support Programs

Parenting and Child Development works with parents to keep very young children (up to age 3) developmentally on track and provides academic enrichment and support to school-aged children in grades K-3.

Preventive Services is a support program that strengthens family functioning to avoid placement of children in foster care.

The Sharing Place Thrift Store is a popular destination for good quality, bargain-priced clothing and housewares. In addition, the store provides free emergency clothing to clients in immediate need.

CREATING A HEALTHY TOMORROW

Parenting & Child Development
LSA's Parenting and Child Development Program (PCD) supports parents' abilities to keep young children developmentally on track, and supports school age children in meeting their academic potential. The program served 154 families with children from birth to three years old. Our classroom teachers and home visitors worked closely with each of these families to ensure the children achieved appropriate developmental milestones during these critical years for brain development.

Our K-3rd grade enrichment program expanded its summer academy from 4 weeks to 6 weeks, with an added parent engagement component. The summer cohort of our youth program received increased academic support, with 93% of children gaining at least one reading level.

Mental health services complimented the work of all LSA programs with greater depth and reach in 2017, thanks to a grant from the NYC Department of Health and Mental Hygiene's Improving Health Equity and Maternal Infant Health Outcomes (MIH) project. These services included one-on-one counseling, family therapy, and therapeutic groups and workshops. In February 2017, staff reported that 73% of families they worked with described an increase in symptoms of anxiety due to anti-immigrant sentiment and changes to immigration policy. Responding to the needs of families with trauma-informed, culturally and linguistically responsive care became an important milestone for the Parenting & Child Development programs.

FAMILY SPOTLIGHT

Kafayat was referred to LSA for nursing care after the birth of her daughter, due to pain in her hips that made it difficult for her to move. Her family was struggling—her husband had not been able to find work and they were forced to live in a family shelter. Brigida, a home visiting nurse from LSA, not only provided health care to Kafayat and her baby, she made referrals to our food pantry and other resources to help the family move forward. When Kafayat was told she would need a double hip replacement, Brigida counseled her through her fears.

"I was very scared and nervous because I had never had such a major surgery before. Brigida stood by me, motivated me, and helped me feel more comfortable with the procedure. This organization has been a blessing to our family."
Our Supporters

Our thanks to the many donors whose contributions make our programs for children and families possible. We extend our sincere thanks to all who gave under $500 but are not listed in the printed report due to space limitations. Special thanks to those who made in-kind contributions or generously donated to The Sharing Place Thrift Store.

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