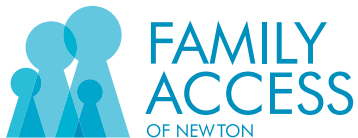




Shaping Futures. Enriching Lives.

HELPING VULNERABLE CHILDREN AND FAMILIES IN OUR LOCAL COMMUNITY

2021 ANNUAL REPORT



LETTER FROM LEADERSHIP

Dear Friends of Family ACCESS,

As we reflect on another year like no other, we are proud to share with you a message of hope and accomplishment. We are so proud of how Family ACCESS has continued to nurture young children, promote literacy and support family resilience during a time of great uncertainty. Our staff has worked creatively to envision new models of service that maintain everyone's safety. And all the while, they have maintained deep, trusting connections with our families. We are grateful to our families and our supporters, like you, who partner with us to provide high-quality early childhood programs that help our children to learn, grow and thrive. Thanks to the dedication of

our staff, volunteers, families, Board, and community of supporters, Family ACCESS continues to be a vital and trusted resource to so many.

**"WE ARE EXCITED TO REPORT
THAT OUR FINANCIAL OUTLOOK
HAS REBOUNDED FROM
THE INITIAL IMPACT AND CLOSURE
OF THE COVID-19 PANDEMIC."**

As a community, we have accomplished so much this past year in supporting the children and families who look to us for help and guidance. And yet, there is still much to be done in the year to come as our programs focus on building stability and resilience for these young families as



Covid-19 variants continue to surge and buffet the most vulnerable populations in the cities and town we serve.

In response to these challenges, we pivoted the entire agency to providing virtual or socially-distanced programming, maximizing available technology and re-opening our early learning center safely. Since our programs all had significant in-person requirements, we built virtually every aspect of remote work and programming from the ground up. Our home-visiting literacy, counseling and parent support programs shifted to virtual visits. We trained our staff and volunteers to effectively communicate and deliver



On average, children from lower income families start Kindergarten 12 to 14 months behind their peers in pre-literacy and language skills.

— A Matter of Equity: Preschool in America,
Department of Education, April 2015

services to families through virtual and other safe but creative interactions. We bagged groceries and clothing from our food and clothing pantries and delivered them when families could not come to us. We met clients in parking lots and parks when technology failed. We ensured that families, regardless of income or access to technology, were able to access the different programs we offered for support.

We are also excited to report that our financial outlook has rebounded from

Marcen A. Lister
Executive Director

the initial impact and closure of the COVID-19 pandemic. Taking advantage of federal and state support coupled with the generosity of our donors, Family ACCESS has continued to staff our programs and we have expanded our impact in existing and new communities.

All our work this year would not be possible without the amazing and talented staff, volunteers, and supporters of Family ACCESS. Whether you donated your time, talent, or treasure, we thank you for your contribution.

Jan K. Robert
Chair of the Board of Family ACCESS



OUR MISSION

Family ACCESS empowers and strengthens families and the community by providing programs that nurture child development, prevent trauma, promote effective parenting skills and support working parents.

For over 100 years, our organization has served thousands of families from racially, economically and culturally diverse backgrounds in local communities across Middlesex and Norfolk counties.

Our four integrated programs are based on decades of research in neuroscience and early child development that points to the importance of early formative experiences and the power of engaged parents to raise strong, resilient children.



OUR PROGRAMS & HIGHLIGHTS

◆ **EARLY LITERACY SERVICES**

Provides a variety of evidence-based programs, resources, and referrals to help build literacy-rich homes, support parents in understanding their child's development and offer opportunities to engage with other families in the community.

HIGHLIGHT: Served 6,690 clients — over 1,300 more than the year before!

◆ **COUNSELING AND CONSULTATION**

Provides comprehensive clinical services and social-emotional support to parents and their children to address present challenges and mental health concerns.

HIGHLIGHT: 94% of parents showed improvement in their parent-child relationship skills after a minimum of 6 months of intervention.

◆ **CHILD ASSAULT PREVENTION**

Empowers children to be Safe, Strong & Free from bullying and sexual assault through interactive classroom workshops.

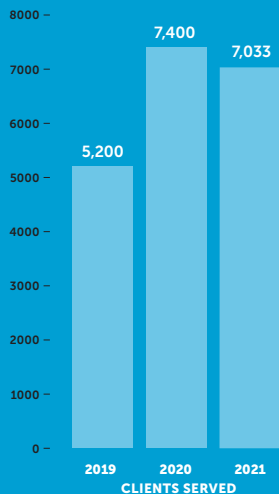
HIGHLIGHT: New CAP resources assist parents and teachers in coaching children on personal body safety, including a new Parenting Webinar.

◆ **EARLY LEARNING CENTER**

Provides high-quality, play-based early education and family support services to infants, toddlers and preschoolers from economically and culturally diverse communities.

HIGHLIGHT: We supported 252 families, offering children and parents safe childcare during a global pandemic.

WHO WE SERVE



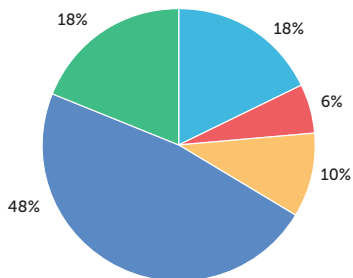
IMPACT

Thanks to our supporters, Family ACCESS was able to provide critical services to 7,033 clients.

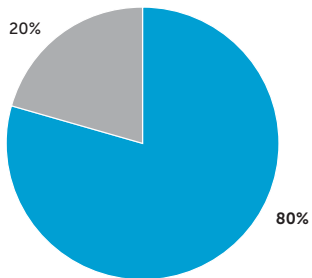


FINANCIALS

FISCAL YEAR JULY 2019-JUNE 2020



\$3,782,749
2021 Revenue



Where your dollar goes

For every dollar raised,
80 cents goes directly to our
mission-driven services



FUNDING

Services provided by our programs generated 48% of our revenue with another 42% coming from government support, COVID relief, and foundation grants. The remaining funds are contributed by our generous donors — Thank You!

2021 INDIVIDUAL GIVING SNAPSHOT

Family ACCESS is proud to be supported by individuals from our community. This year 366 donors made 493 gifts totaling **\$318,610** to help support our mission and programs. To see a full list of our supporters, please visit our website: www.familyaccess.org/annual-report-donors



GIVING HIGHLIGHT

Family ACCESS is proud to have collaborated with the United Way of Massachusetts Bay and Merrimack Valley and the City of Newton to serve as the lead agency to distribute the Newton COVID-19 Care Fund. The fund was started on March 20th, 2020 and provided short-term emergency financial relief to residents of Newton who were financially burdened by the pandemic.

"During the darkest days of the pandemic, Family Access answered our call," said Mayor Fuller. "When we thought about who could best distribute the hundreds of thousands of dollars raised in pandemic relief for families in need, we all thought of Family Access."

*"THIS WAS A TREMENDOUS EFFORT
BY THE COMMUNITY
TO SUPPORT EACH OTHER.
FAMILY ACCESS WAS THRILLED
TO PLAY OUR PART
FOR OUR NEIGHBORS."
– MAUREEN LISTER*



Thanks to the Care Fund, Family ACCESS administered the fund, sending over 1,125 checks to aid over 350 families in Newton totaling more than \$711,000, to support basic needs like rent, utilities, internet access, childcare, and medications.

"Family ACCESS stepped up to work with us and a committee of resident leaders to establish a process for people who are eligible to apply for assistance." Gail Sokoloff — Vice President of Strategic Partnership at the United Way of Massachusetts Bay and Merrimack Valley

To learn more about the fund and its impact, use this link: <https://unitedwaymassbay.org/wp-content/uploads/2020/06/2020-06-04-Newton-Covid-Fund-Report.pdf>

STORIES THAT INSPIRE US!

Lily was referred to us from her Ob/Gyn's office as an expecting teen mom with a high risk pregnancy. She was a recent immigrant from Central America who had left her mother, family, and friends, to live with her father.

During one of her checkups, doctors discovered additional complications to her pregnancy and she was admitted to the hospital to be monitored while on bed rest. Lily's dad visited regularly, but she had very few visitors and her limited English made communicating with most hospital staff a challenge. She was isolated, lonely, confused, and anxious.

Family ACCESS was able to connect her with Nuria, a bilingual counselor in our CCS program. While at the hospital, Lily reported feelings of isolation, confusion, and anxiety,

so Nuria started visiting her at the hospital where she was able to offer companionship, emotional support, and helped Lily advocate for herself and child. Together they talked through the questions and concerns that so many new parents have about childbirth and taking care of a newborn.

Once Lily's son was born, Nuria continued to regularly meet with the family, providing resources and talking through the worries and concerns of young motherhood. In addition to the struggles that so many new parents experience, Nuria is helping Lily adjust to her new life in a completely new culture.

Lily inspires us as she continues to work with Nuria on the everyday parenting challenges as she builds a life for her and her son.



COVID-19 UPDATE

Like many organizations across the country, Family ACCESS was able to pivot its programming due to the COVID-19 pandemic. Initially we closed the doors of our physical building in April of 2020 to help stem the spread of the virus and to comply with the state mandated closures. During that time our counselors and specialists continued to work virtually to help the vulnerable families in our community.

As our building reopened in early summer, we began to emerge stronger and better than ever. While implementing new policies to mitigate the spread of COVID-19, we initiated a small summer child care program for families. Our Early Learning Center student population grew as parents needed a quality childcare experience. We also continued to work with vulnerable children and their families in our

Counseling and Consultation program and our Early Literacy Service program on a virtual basis. Simply put, the need for our services by our clients was even greater due to the stresses of the pandemic.

As the fall turned into winter, our programming continued to thrive with our safety measures in place. Both children and parents found Family ACCESS programming to be safe and a welcomed opportunity for children to learn among their peers. With more than 80 children enjoying the classroom spaces at Family ACCESS, a small sense of normalcy once again graced the halls. Because of the commitment of our teachers and staff and the trust they established with our families, Family ACCESS was once again doing what it does best — strengthening children and families in our local community.



MAKE AN IMPACT TODAY

We are always seeking dedicated volunteers for our Early Literacy and Child Assault Prevention programs. If giving back through single event or repetitive volunteering is of interest, please contact us:

[www.familyaccess.org/
contact-family-access/](http://www.familyaccess.org/contact-family-access/)

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DONATE!

To support the people and programs of Family ACCESS please make a donation at www.familyaccess.org/donate

For more information visit www.familyaccess.org or contact Seth Goldberg at development@familyaccess.org

THANK YOU TO OUR SUPPORTERS



- ◆ **EARLY LITERACY SERVICES**
- ◆ **COUNSELING & CONSULTATION SERVICES**
- ◆ **CHILD ASSAULT PREVENTION**
- ◆ **EARLY LEARNING CENTER**



Opening Doors
to Success

Entering School
Ready to Learn

Supporting
Families

Empowering
Young Students

Strengthening
Children and Families
in our Community



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