2017 Impact Report
Giving Families A Hand Up

Since we opened our doors in 1990, Families First has reached some 40,000 children and their families, helping them thrive. We have focused on children in the context of the family, recognizing that if the family succeeds, so do the children.

Families First helped set a new path for social services, stepping out of centrally located offices to provide services in families’ homes and communities. We have recognized that families know best what they need to be healthy and functional. We listen to them and shape services around those needs – respecting cultures, languages, circumstances, and expected outcomes. And, you’ll see on the following pages that what we’re doing is working. Families are remaining together and thriving physically, mentally, and emotionally.
OUR MISSION
To advance the well-being of children and families through high-quality programs in prevention, early intervention, child development, behavioral health, education and advocacy.

OUR VISION
To be a leader in providing outstanding programs and services for families so children grow up in safe and loving homes that lead to stronger families and stronger communities.
"It is easier to build strong children than to repair broken adults."

- Frederick Douglass, statesman

We can show you some pretty impressive statistics demonstrating how successful our work has been for the past 27 years. And the statistics are impressive, as reflected later in this report – more than 40,000 children and families served; 100 percent of the babies born to women in our TOPWA program are born HIV negative; 100% of the families in our Healthy Families Palm Beach program are free from abuse and neglect a year after completing the program.

However, it is the families’ stories of triumph that keep our staff, our boards, and you – the community – working hard to see that we continue this most important work. You can read them on the following pages – a homeless pregnant mother who is now self-sufficient and thriving; a grandmother thrust into the role of parent to her grandchildren who got the legal and emotional support to do it well; a victim of domestic violence who fled her abusive husband with her children, was given a place to live, and learned the skills she needed to succeed.

And, two of our most poignant stories of success came from our keynote speaker at our Children's Day Awards Luncheon, as well as a video story presented that day by a client – a grandmother raising her grandchildren after her daughter left the three toddlers on her doorstep. Our keynote was School Board Member Barbara McQuinn who shared, for the first time publicly, her story of triumphing over childhood abuse and neglect. While she was never one of our clients, her experience mirrors hundreds of those who are and gives them hope. Grandmother Andrea Latson shared her story of the total desperation she felt when she became mother to her three grandchildren until she got the ongoing support of our Kin Support Project. She and the children, now teens, are all prospering.

The point is that, while we have helped and continue to help thousands of children and families, each is an individual with a unique story, a unique circumstance. Any of their stories could be ours and each of them deserves a hand up in becoming self-sufficient, contributing members of our community. The stories help us all see the person, not the numbers, not the data, but the people behind them.

We are proud to be part of their stories and of knowing that we are helping to end cycles of abuse, helping families remain intact and on their way to a better future.

By investing in prevention and early intervention, we are saving our community thousands of dollars in later costs for services such as criminal justice, foster care, school failure and lifelong dependence on public dollars.
Our County’s Future Starts Today

Traditionally, nonprofit organizations are viewed as “charities” providing helpful services to the downtrodden in a community, without impact to the rest of “us” or the bottom line in the community’s economy. However, nothing could be farther from the truth. Nonprofits nationally comprise 5% of the gross national product, are collectively one of our county’s largest employers (and taxpayers), and help thousands in our county become or return to being contributing members of our community. In other words, they should be at the top of our list of investments because of their triple impact: employment, tax revenue, and rehabilitation from users of services to productive citizens.

That’s why, five years ago, Families First created a foundation – we put a plan in place to ensure that Families First can continue to provide the outstanding services that help build stronger families and, thus, stronger communities, for generations to come.

Every member of our community should understand that nonprofits such as Families First, which has proven its value and worth over and over in the past 27 years, are a valuable investment opportunity – an investment in a healthy Palm Beach County. Why? Because what is affecting the lives of so many of our families also affects us – for businesses in our hiring; for the community in its safety and hopes for our next generation; and for our wallets, by “fixing” issues before they become lifelong and costly to taxpayers.

Contributing to the Families First Foundation is an investment in our county’s future. Help us ensure that families can continue to benefit from services that lead them to self-sufficiency.
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Without Our Committed Boards, We Could Not Do This Work...

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An evidence-based program aimed at reducing the negative, long-term developmental impact of stress and trauma on children.

In 2017, Families First served 98 families including 163 children and 144 adults. While the program is too new to analyze data, parents report improvements in their own stress and depression, as well as in their children’s behavior, social skills and communication due to this program.

Even at the age of 2½, little Victoria was suffering the effects of the violence and trauma that were part of her parents’ lives. Before Victoria’s birth, her mother, Maria, had escaped the violence of her home country both because of the trauma she suffered at the hands of an abusive, criminal husband, as well as threats made by gangs to kidnap her older daughter and sell her to human traffickers.

Despite her love for Victoria, Maria had become a shell of her former self because of the abuse and had trouble focusing on her baby’s needs. She was oblivious to the effects that a traumatic hospital visit and witnessing a car accident had on her baby daughter. The Child First team, comprised of a therapist and care coordinator, stepped in, earned Maria’s trust and helped her with some basic needs. Then the trauma-focused work began.

The Child First team helped Maria through a medical crisis with Victoria and then engaged mother and daughter in child-parent psychotherapy. This allowed them to deal with their shared and individual trauma and emerge from its impact. They educated Maria on safety and child development. Soon, a healthy, happy child emerged and a mother was set on a course to provide a safe and happy home for her children.

Maria celebrated her new-found freedoms and child-raising skills with the Child First team. They all attended Victoria’s swimming class (arranged by the care coordinator) and watched this little girl, who had once been highly anxious, demonstrate her emerging competence in swimming. Victoria and Maria were becoming a competent family in many domains.
A nationally accredited program through Healthy Families America and an evidence-based child abuse prevention program.

In 2017, Families First served 335 families including 770 children and 321 adults. 100% of the children were free from abuse and neglect both during service and one year post service.

Cost Savings: Up to $105,131, in a five-year period, for every child remaining with their family and out of the child welfare system.

On April 29, 2017, 57 moms and 16 dads graduated from our Healthy Families Palm Beach program during a celebration at Lion Country Safari. In addition to the moms and dads, 89 children joined the festivities, for a total of 162 attendees.
A nationally accredited program through the Council on Accreditation guides relative caregivers raising a loved one’s children in finding and accessing legal and other needed services. Its goal is to keep children out of the child welfare system.

In 2017, Families First served 58 families including 138 children and 66 adults. 137 children remained with relative caregivers and out of the foster care system, a 99% success rate.

Cost Savings: Up to $105,131, over five years, for every child remaining with their family and out of the child welfare system.

Times were already tough for Julie Hernandez. She had suddenly been thrust back into the role of parent to her two young granddaughters who initially were placed in foster care because of their mother’s drug abuse. Julie was working full time when she was given custody of the girls, but then her world came crashing down – she lost her job, and thus her home and car, and couldn’t find another job. Rather than let her become homeless, a friend let her move in temporarily in return for paying utilities, but that temporary help soon ended.

For a while, her daughter straightened out her life and mother, daughter, and the two girls moved in together for more than four years. Then her daughter relapsed and Julie again had custody of her granddaughters – both struggling with behavior and school problems from having been bounced among caregivers and a variety of schools. Her older granddaughter was placed in a foster home in Orlando, ran away, and was later reunited with her grandmother.

When she found Families First’s Kin Support Project, Julie’s life began to change for the better. Staff helped her get food assistance and Medicaid and found stable housing for the three of them. “They went above and beyond for me and the girls. They were always there when there was a crisis; they never judged me, but were there to answer any questions I had. They were very resourceful in finding anything I needed, including furniture for the girls when we got a house.” – said a grateful Julie.
A street outreach program aimed at finding high-risk women and getting them services to prevent transmission of HIV/AIDS to their babies.

In 2017, Families First engaged 218 pregnant, high-risk women; 100% of the eight babies, born to TOPWA mothers, who were HIV positive, tested negative for HIV within six months.

Savings: $21,768 per year for every child born free of HIV.

Shaniqua Anderson, expecting her third child, was homeless and had just lost her mother when TOPWA came to her rescue. “I was in a real desperate situation – I had no place to go with my children, my mother had just passed away, I was new to Palm Beach County, had no identification, and no transportation.”

TOPWA staff helped her with temporary housing until she got stabilized and moved into permanent housing. They got her into a health clinic so she could get proper prenatal care, provided gift cards to get things needed for her children, such as diapers, bus vouchers, as well as providing emotional support.

“Whenever I feel down because it’s stressful with two children and another on the way, I can call my support worker and get the emotional support I need.”

Within two months of getting involved with TOPWA, Shaniqua had housing, was enrolled in college classes, saved enough money to purchase a car, and had a support worker available anytime she needed to talk or get advice.

She had never heard of TOPWA before. “They are very caring and compassionate. A very loving organization. When they say Families First, they mean families first – they really care about the people and the children they help. They do everything to make sure we are okay.”
A nationally accredited program through the Council on Accreditation provides permanent, supportive housing for families in the western communities, including the Glades area, who are facing medical and mental health challenges that impair their ability to be self-sufficient.

*In 2017, Families First served 10 families that included 14 children and 15 adults. 100% of the families maintained a safe and functional living space and permanent housing for the year.*

*Savings: Homeless services cost $31,000 yearly; permanent supportive housing $10,000; savings of $21,000 per family.*

*Michelle had a turbulent childhood, being tossed back and forth between her divorced parents and her grandmother. It left her ill-prepared for adulthood and she fell from one bad circumstance to another. She lost custody of her first child, faced several bouts of homelessness, domestic violence, and suffered from severe depression that resulted in an attempted suicide. An 11-year marriage ended in divorce and the father’s deportation, and Michelle was left to raise two young sons.*

Earning little money as a farmworker, Michelle and her sons moved in and out of hotels, became homeless, often living on the streets. Then someone introduced her to Families First and its Bridges to Success program and life changed for Michelle and her sons. They moved into an apartment where they have remained ever since.

But it has not been an easy road for Michelle, who had no idea how to maintain an apartment to keep it clean and safe, handle finances, or deal with her ongoing depression. For much of her adult life she had spent money on eating out. “I never put the bills or children first; I put luxury first,” she explained. “Being in this program allowed me to grow up and let go of my old ways.” She said she learned how to manage money and keep the house clean. “I did it because I never wanted to be homeless again.”

Diagnosed with depression, bipolar and anxiety disorders, she was placed on medication, learned to take it as prescribed, and follow up with doctor appointments so she can remain stable. She expressed pride in her accomplishments with the help of Bridges To Success. She feels she has come a long way and has goals for the future. “I want to be able to leave the program one day and own a house of my own.”
A nationally accredited program through the Council on Accreditation, provides individualized, comprehensive, family-driven mental health services for at-risk and high-risk children and their families across Palm Beach County.

In 2017, Families First served 70 families that included 141 children and 104 adults. 95% of children served improved their behavior at home; 95% improved their social emotional functioning both in the home and school settings; 90% improved in their behavior in school.

Savings: $2,776.85 per child, per year, based on reduced days of hospitalization.

The trauma of watching her alcoholic father beat her mother and the harrowing trip to the U.S. from El Salvador to escape him, left 14-year-old Carmen Pérez in constant fear with nightmares and flashbacks. She felt she couldn’t share her growing anxiety with her mother who had fled her native country with her daughter and 6-year-old son, Luis, to escape the abuse and threats from local gangs.

Not even the comfort of coming here to live with her mother and brother, to share a home with her aunt and uncle and their four children helped.

Carmen’s emotions were triggered by any family conflict – it led to flashbacks of her father’s abuse. She felt that if she wasn’t around, her family would get closer. So, she attempted to take her own life. It was then that Carmen was referred to the behavioral health program.

Families First’s Behavioral Health Services engaged her in therapy to learn new coping skills, get past her depression and learn how to communicate her fears to her mother. Fast forward a year and the picture has changed dramatically. Carmen, despite her growing-but-still-limited English skills, is an A and B student. She has learned to communicate with her mother and family and, in doing so, realized how supportive they are of her. Her goal is to return to the hospital that cared for her after her suicide attempt to offer advice and guidance to other teens facing similar challenges.

“She has been doing super; she’s an over-achiever in school. She’s hoping for a better future; education is important to her and her whole family – another reason her mother brought her here,” said Jaisy Gutierrez, therapist.
Providing social services is no longer the only mission of solid nonprofits. More and more, potential donors, foundations, and the public demand that nonprofits exhibit strong business practices, as well. Families First of Palm Beach County has done just that.

The organization, which is in its 27th year of operation, voluntarily submitted to the rigorous evaluation of the Council On Accreditation. The Council is an international, independent, nonprofit, human services accrediting organization. Accreditation signifies that an organization or program is effectively managing its resources and providing the best possible services to all of its stakeholders. Through a grueling months-long process of self-examination and on-site inspection by a group of national experts, organizations are reviewed for business practices, standards, ethics, accountability and a host of other best practices. Families First received its second accreditation from this organization that has evaluated more than 2,200 agencies nationally serving more than seven million individuals and families.

In 2016, Families First was moved up to the highest rating with GuideStar which bases its ratings on a variety of indicators of sound business and financial practices. This national organization looks at how well nonprofits document and collect data, among other indicators of organizational well-being.

In 2006, Families First was the second organization in Palm Beach County to receive accreditation through Nonprofits First, a local evaluation organization that examines the business and financial practices of local nonprofits. This accreditation has been required by major local funders of organizations seeking their financial backing. Families First has proudly continued to receive this accreditation each year.
Healthy Families Graduation

Bank of America’s Neighborhood Builders Grant

Asian-Inspired Evening at the Polo Club

Donor Appreciation Day. Mike Moir (left) with Foundation President, Domenick Macri

Smash Bash Pinball Challenge

Community Denim Day
Roger Dean Stadium hosted the All In for Families First Poker Tournament.

Board President Mike Gauger celebrates Julie Swindler’s 25 years as CEO of Families First at Children’s Day Luncheon.

Board member and School Board Member Barbara McQuinn delivers keynote at Children’s Day Luncheon.

Staff of the Castle Group gave back to the community by painting rooms at Families First.

Father and daughter, Mark and Paige Bellissimo, were cited for their philanthropic work, including the Great Charity Challenge, at Children’s Day Luncheon.

Grandparents in our Kin Support Project were celebrated with a luncheon on Grandparents Day.

The equestrian team representing Families First got in the spirit of the Rugrats theme with their costumes at the Great Charity Challenge.
FUNDERS & DONORS FOR FISCAL YEAR 10/1/16-9/30/17

GOVERNMENT & AGENCY
Children’s Services Council of Palm Beach County
Department of Housing & Urban Development
Florida Department of Health
Health Care District of Palm Beach County
Palm Beach County Board of County Commissioners
The Ounce of Prevention Fund of Florida
Town of Palm Beach United Way
United Way of Palm Beach County

$25,000 PLUS
Great Charity Challenge
Jewish Women’s Foundation of the
Greater Palm Beaches, Inc.
Libra Foundation
Mary Alice Fortin Foundation
Quantum Foundation
The Batchelor Foundation
The Jim Moran Foundation
The Lost Tree Village Charitable Foundation

$10,000 to $24,999
Bank of America Foundation
Celia L. & Victor W. Farris Foundation
Community Foundation of Palm Beach & Martin Counties
Conrad Hilton Foundation
Itto Willits Charitable Foundation
PNC Foundation
Sun Sentinel Children’s Fund
Walter & Adi Blum Foundation

$5,000 to $9,999
A Friend in Palm Beach Gardens
BMO Private Bank
Children’s Healthcare Charity, Inc.
Frances Fisher
Goody Two Shoes, Inc.
Law Enforcement Trust Fund
Mike Moir, Little Moir’s Leftovers, Inc.
NCCI Holdings, Inc.
One Parking
Scaife Family Foundation
TD Bank Charitable Foundation
Wycliffe Charities Foundation, Inc.

$2,000 to $4,999
Andrew Meshbane
Castle Group
CBIZ Insurance Services
Cindy & Jim Nau
Connie & Pedro Zamroz
Deborah & Christian Searcy
Florida Power & Light, Co.
H. E. Hill Foundation
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Public Accountants & Consultants
JoAnn & Rick Wagner
Jo Ann & Edward Sears
Julie & Ted Swindler
Kaufman Rossin & Co.
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Phyllis & Michael Gauger
Pike & Lustig, LLP
Publix Super Markets Charities
Sandra & Michael Fleming
Sherry Borchert
TD Wealth*
Two Men and a Truck, Palm Beach & Treasure Coast
FUNDERS & DONORS FOR FISCAL YEAR 10/1/16-9/30/17

$500 to $1,999

Lisa A. Holland
Lori Berman Campaign Fund
Mary & Rey Aguair
McLaughlin & Stern, LLP
Michelle & Michael Borenstein
Northwestern Mutual
Ofelia Utset, M.D. & Tom Kodake, Ph.D.
Palm Beach Community Bank
Palm Beach Kennel Club
Palm Beach County Sheriff's Office
Patricia Bowman Family Trust
Patricia Kent
Patty & Chris Spencer
Rasmi Akel
Sandy Pines Hospital
Searcy Denney Scarola Barnhart & Shipley
Shirley A. Schwartz
South Florida Chapter of RMA, Inc.
Suntrust Investment Services
Suzanne Holmes
Templeton & Company
Toshiba Business Solutions Florida
Venture Insurance Partners

$250 to $499

Jennifer & Domenick Macri
Joan Thiemann
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Joey Deloa Davis
John Inglis
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Laura Bennetti
Lisa & Jim Mahlbacher
Lon Copie
Mary Gushee
Megan Johnson
Mike Bauer
Michelle Diffenderfer
Miller’s Fine Decorative Hardware, Inc.
Penny Masur Levy
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Score at the Top
Tami Baldinger
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The International Society of Palm Beach
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Jennifer Molina
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Frank Rodriguez, Ph.D.
Gardens Dermatology
Guy Guenthner
Heather & Michael Floyd
Jennifer Chiarenza
### SUMMARY BALANCE SHEET

<table>
<thead>
<tr>
<th></th>
<th>2017 Total</th>
<th>2016 Total</th>
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</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>419,217</td>
<td>538,162</td>
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<tr>
<td>Investments</td>
<td>737,386</td>
<td>667,039</td>
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<td>Other Current Assets</td>
<td>582,714</td>
<td>417,293</td>
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<tr>
<td>Non-Current Assets</td>
<td>99,911</td>
<td>87,084</td>
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<tr>
<td><strong>Total</strong></td>
<td>1,839,228</td>
<td>1,709,578</td>
</tr>
</tbody>
</table>

| **Liabilities and Fund Balance** |            |            |
| Accounts Payable         | 162,824    | 121,690    |
| Deferred Revenue         | 46,635     | 46,261     |
| **Net Assets**           | 1,629,769  | 1,541,627  |
| **Total**                | 1,839,228  | 1,709,578  |

### SUMMARY STATEMENTS OF ACTIVITIES

| **Revenue and Support** |            |            |
| Government              | 3,429,116  | 3,322,753  |
| Community               | 183,375    | 168,668    |
| Foundation Grants       | 565,454    | 479,930    |
| Other                   | 87,392     | 45,815     |
| Fundraising             | 141,921    | 114,648    |
| Investments             | 63,579     | 43,690     |
| **Total**               | 4,470,837  | 4,175,504  |

| **Expenses**            |            |            |
| Program Services        | 3,582,679  | 3,405,222  |
| Supporting Services     | 800,016    | 810,170    |
| **Total**               | 4,382,695  | 4,215,392  |

| **Change in Net Assets** | 88,142     | (39,888)   |

Families First is audited by the independent CPA firm of Templeton & Company, LLP which conducted its examination in accordance with Government Auditing Standards. Templeton & Company, LLP rendered an unqualified opinion (typically called a “clean opinion”) on Families First’s financial statements for the fiscal year ended September 30, 2017. Highlights of Families First’s financial position and results of operations are presented here.
## EXPENSES BY PROGRAM

<table>
<thead>
<tr>
<th>Program Services</th>
<th>2017 Total</th>
<th>2016 Total</th>
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</thead>
<tbody>
<tr>
<td>Healthy Families</td>
<td>1,631,210</td>
<td>1,587,192</td>
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<tr>
<td>Bridges to Success</td>
<td>311,605</td>
<td>258,402</td>
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<tr>
<td>Child First</td>
<td>752,003</td>
<td>724,949</td>
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<tr>
<td>Behavioral Health Services</td>
<td>370,958</td>
<td>213,114</td>
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<tr>
<td>Kin Support</td>
<td>192,175</td>
<td>200,939</td>
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<tr>
<td>Targeted Outreach for Pregnant Women (TOPWA)</td>
<td>324,285</td>
<td>317,941</td>
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<td>Project Connect</td>
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<td>98,949</td>
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<tr>
<td>Other Program Services</td>
<td>443</td>
<td>8,736</td>
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<td>Management and General</td>
<td>756,391</td>
<td>759,219</td>
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<tr>
<td>Fundraising</td>
<td>43,625</td>
<td>50,951</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>4,382,695</strong></td>
<td><strong>4,215,392</strong></td>
</tr>
</tbody>
</table>

### Pie Chart

- Healthy Families: 37.22%
- Bridges to Success: 7.11%
- Child First: 17.16%
- Behavioral Health Services: 8.46%
- Kin Support: 4.38%
- Targeted Outreach for Pregnant Women: 7.40%
- Management and General: 17.26%
- Fundraising: 1%
- Other Program Services: 0.01%
PLANNED GIVING

Leave a Legacy of Love

Since 1990, Families First of Palm Beach County has helped more than 40,000 children and their families. While our successes are many, there will always be families that need a hand up in order to regain self-sufficiency. We will always have parents who face barriers and need guidance to provide the best for their children.

Our Families First of Palm Beach County Foundation was created in 2012 to help ensure that we can continue our successes. We need you to help us continue our work over the coming generations.

Families First of Palm Beach County Foundation, Inc. offers many ways to make it a beneficiary of your planned giving. You can designate a specific dollar amount, a percentage of your estate or residual remains of estate. You can also restrict the funds for a designated purpose or make the donation unrestricted so that it benefits the agency’s area of greatest need at the time of the bequest.

The term “Planned Giving” refers to charitable gifts that require some planning before they are made. Whether it is through cash, stocks, bonds, paid-up life insurance, Individual Retirement Account, real estate, or other financial assets, the benefits of a planned gift are immeasurable - to both the donor and our foundation. They can provide the donor with valuable tax benefits and, in some cases, income for life.

See our website for a list of possibilities and benefits to you. www.familiesfirstpbc.org

For more information on the Foundation, the organization, and planned giving opportunities, please contact Samantha Whiteman, Director of Development, at 561.318.4219.
Help Us Help Families . . . Forever

An Investment in the Future

Families First of Palm Beach County has an endowment fund with the Community Foundation for Palm Beach and Martin Counties. Building a long-term, revenue-producing permanent endowment is one of the best ways our nonprofit organization can ensure sustainability and build a stable financial future.

Our Nonprofit Endowment Fund:

- Protects our organization’s endowed monies for future needs.
- Provides annual income, depending on market performance.
- Demonstrates a commitment to long-range financial planning.
- Provides a way for donors to give complex gifts such as stocks, life insurance or property.
- Increases investment yield, as agency endowments are pooled with the Community Foundation’s other funds to provide maximum return and lower fees.

Please consider a gift to the Families First of Palm Beach County Endowment Fund For more information, visit the Foundation’s website at www.familiesfirstpbc.org

Community Foundation for Palm Beach and Martin Counties

The Community Foundation for Palm Beach and Martin Counties is one of Florida’s largest community foundations. The nonprofit organization has provided nearly $139 million in grants and scholarships over its 45-year history and hosts hundreds of charitable funds.
A million thanks to...
Our Annual Sponsors

and...
Our Funding Partners
“If children feel safe, they can take risks, ask questions, make mistakes, learn to trust, share their feelings, and grow.”

Alfie Kohn

“Every day, in 100 small ways, our children ask, ‘Do you hear me? Do you see me? Do I matter?’ Their behavior often reflects our response.”

L.R. Knost

“Kids don’t remember what you try to teach them. They remember what you are.”

Jim Henson

“Don’t educate a child to become something or someone, educate to help them explore and celebrate who they already are.”

Vince Gowmon
“Every kid is one caring adult away from being a success story.”

– Josh Shipp

Families First of Palm Beach County
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