

2020

ANNUAL REPORT





Our Mission:
**HELPING
FAMILIES
THRIVE**

Letters

From the Board President

“While it was a challenging year, the entire staff at Family Service showed their commitment and dedication to our community. We are grateful for their continued effort to help families thrive!”

- Yohance Christie, Board President

From the Executive Director

“Every 2020 annual report you’ll read this year will talk about the impact of the coronavirus pandemic and the challenges faced. Without question, 2020 changed our personal and professional lives in ways no one could have imagined. We would be remiss not to mention the pandemic in this report, but as you read about our successes and challenges, I hope you walk away feeling a sense of pride for the support we provided to families and the improvements accomplished that will last long into the future.”

- Dennis Hoffman, Executive Director



"Pint-sized scientists running the Think Make Create Lab"



"Summer camp warriors"



"Getting our name around town"



"Our favorite time of day"

Accomplishments

- Established our Housing and Support Services department to respond to the economic crisis families encountered during the COVID-19 pandemic. The three programs in this department: Community Response, Emergency Rental Assistance, and InResponse Rapid Rehousing, work collaboratively to keep children safe and in the family home.
- New program grant revenue totaled \$2,280,904.
- Transitioned WIC and CCFP to remote services.
- Secured grant funds to assist families in meeting their basic needs, replacing lost revenue, and purchasing personal protective equipment.
- Created COVID-19 response handbooks for parents and staff.
- Returned 168 staff back to work after furlough.
- Complied with Directed Health Measures to prevent the spread of the coronavirus.
- Secured a PPP loan to support payroll costs and to provide staff with additional "hazard pay."
- Provided a stable source of income for CCFP child care providers throughout the pandemic.
- Established a regular social media and marketing presence to highlight our programs and successes.
- Developed a strategy for board growth and engagement.
- Maintained an investment portfolio that mitigates risks.
- Implemented an electronic Behavioral Health Record system.
- Provided \$159,751 in reduced fees to families in need of financial assistance.
- Mobilized STEM activities with a Think Make Create Lab.



Behavioral Health



What We Do:

Partner with schools and the community to provide behavioral health services to youth and their families.

Achievements

• • •
Bilingual therapist added at Crete Middle and High School.

Community Response Partner added to serve Goodrich and Campbell families.

Satisfaction

• • •
I felt my child had someone to talk to when troubled. - 100% of parents surveyed

Staff treated me with respect. - 100% of students surveyed

My child is better at handling daily life. - 100% of parents surveyed

COVID-19 Response

• • •
Telehealth care provided to students during school closing and for remote learning students.



Child Care Food Program



What We Do:

Promote healthy meals and provide early childhood education and support.

Achievements

63 child care providers, serving over 800 children, received training from national and regional speakers to help prevent obesity.

Satisfaction

51 out of 58 of providers surveyed agreed that CCFP assisted them to provide children in their care more nutritious meals.

COVID-19 Response

CCFP provided remote services including porch visits and inspections beginning in March to ensure uninterrupted services.

On-line training offered to child care providers.

Our Stakeholders say it best:

“At a time when all of our support systems were shutting down, Family Service was always there.” - **CCFP Recipient**



“Duane is a cool dude, and I can tell him anything. He helped me see the importance of staying in school because I was going to drop out.”
- **Mead Public School student**



“I'm self-employed and COVID-19 hit my family hard. We could really use some help to get back on our feet.”
- **Email sent to Family Service**



“I had a caller who had to quit working when her kids were quarantining due to a COVID-19 exposure. When she found out she was approved for several months of rental assistance, she cried because it relieved so much of her concerns.” - **Randi, LPAC Case Manager**

“A client told us that life was stressful for her now, and that we made it easy to complete her appointments and if she could bring us donuts every day, she would!”

- **Mayte, WIC Senior Client Services Specialist**



“These have been very difficult times for everyone but particularly for agencies that provide services like FSL. I am impressed with the excellent work of the staff and leadership at FSL over the past 8 months. Thank you.” - **Family Service Board Member**



“I have had the opportunity to have Family Service at other schools in past years. I have also been a parent of children who attended Family Services after school in the past. The CLC at Huntington is very well organized. The staff do an excellent job of maintaining a calm environment. They have high standards for their program - and I GREATLY appreciate it!”
- **LPS School Principal**



“My job keeps me on my toes, everyday is different and I am never bored.”
- **Family Service staff member**



Housing and Support Services

InResponse participant getting keys to her new apartment



What We Do:

Partner with families to keep children safe and in the family home; provide rent and utility assistance to prevent a housing crisis; transition families from homelessness to permanent housing.

Achievements

Received 1.98 million dollars in grant funds to provide permanent housing for families experiencing homelessness.

Secured emergency rent and utility assistance for 153 households impacted by COVID-19 in 5 months and secured permanent housing for 21 households in 6 weeks.

Satisfaction

What I witnessed next was an overwhelming emotion of extreme gratitude. It was like visually seeing some of the weight from the previous weeks lift off of his shoulders. - Kristi Painter, InResponse Case Manager

COVID-19 Response

Protective health measures used during home visits to protect staff and program participants.



Youth Development

After School Homework Zone



What We Do:

Provide extended learning opportunities and structured activities for school-age youth and their families.

Achievements

Interlocal funds provided new opportunities for CLC's including a technology club at Dawes where students create their own computer programs.

STEM, Arts and Culture, and Sports and Rec Academies offered at all before and after school sites.

Satisfaction

97% of families surveyed felt our before and after school programs provided a safe environment for their kids.

COVID-19 Response

Directed Health Measures exceeded Health Department requirements.

\$155,000 in grant funds secured to manage the impact of COVID-19.



Women, Infants and Children



What We Do:

Improve the health of pregnant women, new moms, infants, and children under age five.

Achievements

Client participation increased by 5%.

Breastfeeding peer support counseling participation increased from 12 to 52 mothers.

Satisfaction

93% reported being satisfied with their most recent WIC appointment.

“WIC is Amazing.” - Participant Survey Response

COVID-19 Response

First WIC agency in Nebraska to offer remote services.

IMPACT

by the numbers

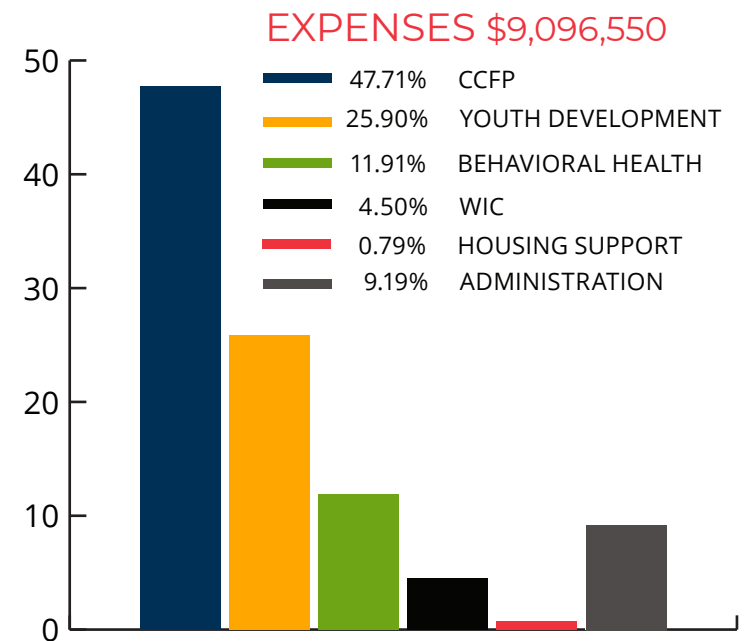
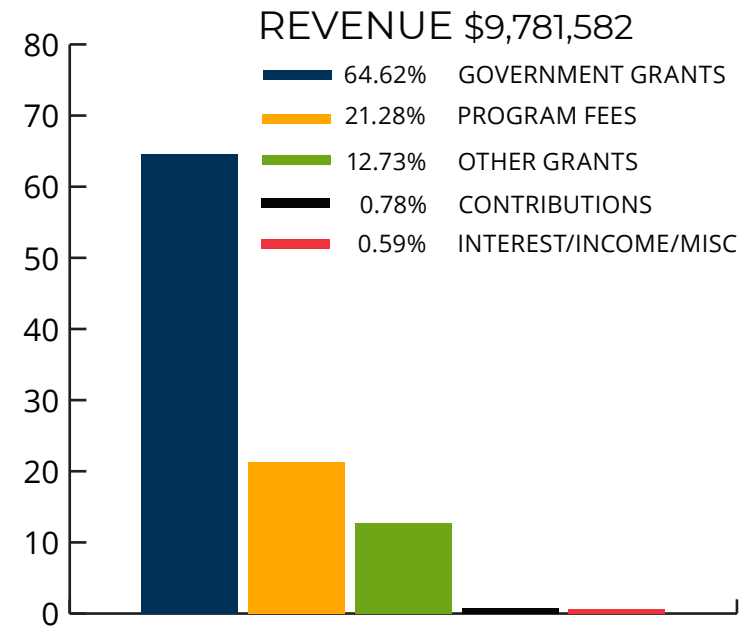
YOUTH DEVELOPMENT PROGRAM	BEHAVIORAL HEALTH PROGRAM	CHILD CARE FOOD PROGRAM	WOMEN, INFANTS, AND CHILDREN	HOUSING AND SUPPORT SERVICES
2,683 Youth in summer and before and after school programs	703 Youth supported	724 Child care providers enrolled	1,762 Families assisted per month	\$1,980,000 Funds secured to provide Rapid Rehousing
992 Youth in Community Learning Centers	8,589 Hours of therapy provided	11,860 Children Fed	884 New babies enrolled	5 InResponse partners collaborate to address homelessness (Family Service Lincoln, Matt Talbot Kitchen and Outreach, Lincoln Housing Authority, Asian Community and Cultural Center, Friendship Home)
100% School principals satisfied with implementation of COVID-19 health directives	31 Schools received school-based therapy	3,738,638 Meals	7% No show rate (state average 11-13%)	201 Hours of Community Response Support provided
24% increase in before and after school enrollment after pandemic reduced participation to 64%.	89% Improvement when comparing pre and post treatment assessments	16% Decrease in the number of processed foods served by child care providers	88% Appointments kept and benefits utilized	7 TH Public Access Point added to Lincoln's effort to end homelessness



Saratoga CLC Students Crazy Science Project

Financials

2020





501 S. 7th



Family Service main office
located in Lincoln, NE



501 S. 7th St.
Lincoln, NE 68508
402.441.7949

 @familyservicelincoln

 @familyservicelincoln

Your support ensures Lincoln families thrive.

To make a gift please visit: www.familyservicelincoln.org



LINCOLN
COMMUNITY
LEARNING CENTERS