



Little Flower

*Children and Family
Services of New York*

BIENNIAL REPORT JULY 2019-JUNE 2021



OUR MISSION

Little Flower transforms caring into action to deliver services, programs, and direction to improve the lives of children in crisis, families, and adults with developmental disabilities.



In January 2019, Little Flower welcomed St. John's Residence for Boys as an affiliate partner organization.

St. John's provides holistic and strength-based residential education, treatment, and care to young men in need to help them heal and realize their self-worth.

This report is the first joint report of the affiliated organization.





Howard Nolan
Chair, Board of Directors

MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CHIEF EXECUTIVE OFFICER



Corinne Hammons
President
& Chief Executive Officer

Dear Friends,

Looking back at the last two years, none of us could have predicted a global pandemic and the world we find ourselves living in today. We went from celebrating 90 years of transforming caring into action in 2019 to navigating an unfamiliar world just months later in 2020.

Our community – our children, families, residents with disabilities, and heroic essential workers – experienced constant change, loss, challenges, and uncertainty. Yet, our employees demonstrated remarkable courage and commitment to the clients we serve by showing up every day and adjusted to the pivots of policy changes to continue to help our clients reach their full potential.

We owe much of our stability to our frontline workers. They worked diligently to ensure the safety of their families and residents and were key to minimizing the spread of the virus. But, like much of the world, we still experienced loss. It was not an easy time for our community but we persevered. We continue to honor the lives and memories of the victims of the pandemic with memorial gardens and plaques throughout our facilities.

Two years later, we can reassuringly say that we are resilient, stronger than ever, and ready to embark on the next chapter. With the support of our Board of Directors, we are ready to nurture our innovative vision of what we do and how we do it. We aim to continue to strengthen our values of excellence, integrity, and hard work.

We are well positioned to build on our strong foundation of improving the well-being of the children, families, and people with developmental and intellectual disabilities in our care through the implementation of a three-year, joint strategic plan with our affiliated partner, St. John's Residence for Boys. The plan, a first for the affiliated organization, is a roadmap for the future and ensures our programs and services continue to meet our clients' growing and changing needs.

Paul J. Garavente, President, St. John's Board of Directors, shares this sentiment, "The challenges of the past two years brought about impressive achievements and great hope for our future, which is evident in the joint strategic plan."

We look forward to harnessing this hope through continued collaboration with our partnerships, both new and long-standing, our growing community networks and with the trust and support of our donors.

Thank you for your continued support and partnership in our mission of transforming caring into action!

Sincerely,

Howard Nolan, Chair, Board of Directors

Corinne Hammons, President & Chief Executive Officer

OUR IMPACT

We take great pride in our commitment to improving the well-being of children, families, and individuals with developmental and intellectual disabilities across New York City and Long Island so they can reach their best potential.

We have strategically partnered to amplify the impact of our programs and services to empower even more children and families.

Our team of more than 600 dedicated staff provide foster boarding home care, residential treatment care, juvenile justice programs, adoption services, services for people with developmental disabilities, and medical and mental health services and coordination.

We are proud to have helped so many find safety and stability throughout the unprecedented nature of the last two years. Here are a few of the highlights:

LITTLE FLOWER



Served **810** children in nurturing foster homes



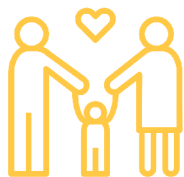
Assisted **723** children access critical health care through health homes



Reunited **342** children with their families



Served **213** children in the Residential Treatment Center and Inner Lights program



Helped **73** children find their forever families



Supported **55** young adults as they stepped into adulthood



Helped **364** individuals with developmental and intellectual disabilities lead more rewarding lives

ST. JOHN'S



Reunited **10** youth with their families



Served **84** young men in the Residential Treatment Center



Supported **12** young men as they took their first steps into adulthood



Served **27** young men in Non-Secure Placement programs



Reunited **20** youth with their families

ROADMAP FOR OUR FUTURE

As an affiliated organization, Little Flower and St. John's have collaborated in various ways to increase the efficiency and quality of programs and services we provide, and ultimately increase our impact.

Within the last year, we took a collective step toward actualizing our vision for the future with the first ever joint three-year strategic plan that serves as a road map for our success.

The six pillars of the plan focus on:

1. **Governance and Leadership** - Ensuring the Board and leadership team consist of diverse leaders that are active and capable of guiding, planning, and supporting our mission and goals
2. **Staffing and Workforce** - Strengthening our position as one of the choice employers in this field, to attract and retain talented, mission-driven employees and volunteers
3. **Financial Stability and Growth** - Maintaining a strong fiscal foundation to support our operations and long-term sustainable growth
4. **Program Development and Service Innovation** - Continuing to meet the ever changing needs of those we serve through implementation of new and evidence-based programs and services
5. **Infrastructure** - Ensuring our operations are effective, efficient, and ready to grow to meet the needs of our staff and clients
6. **Impact** - Promoting the success of our services and the positive contributions we bring to our community, to foster new partnerships and leverage our reach for the greatest impact



The above photos show senior leadership at a leadership retreat

DIVERSITY, EQUITY, INCLUSION, AND BELONGING

Little Flower took a deep, introspective dive to ensure our organization lives its anti-racist values and carries out our mission in a meaningful way, prioritizing diversity, equity, inclusion, and belonging (DEIB).

Our commitment to race equity has been interwoven in our work since our founding. Yet, we acknowledge and recognize that there is further opportunity to improve how we live out these values.

Below are a few examples of the progress we have made to ensure our organization is a place where everyone is welcomed and can thrive:

- Our clear statement of our commitment to diversity, equity, inclusion, and belonging was shared publicly on our website at www.littleflowermy.org.
- We provide safe, informal spaces for employees to engage in meaningful dialogue about racial equity.
- We now observe Juneteenth as an official organization holiday.
- A Day of Reflection was offered to staff as time to honor and recognize challenges, achievements, and focus their commitment to this work.
- All Little Flower and St. John's staff participated in anti-racist trainings.
- We have started to review all corporate policies to assess for disparate impact to ensure fair and equitable hiring and management practices.
- Our internal DEIB committee was established, comprised of staff from all levels and departments of the organization, to lead the implementation of our DEIB strategic plan.

We are excited and motivated to embrace this work together and further our commitment to becoming a more diverse, equitable, and inclusive workplace, where everyone feels they belong.

If you would like to be a part of this important work, please get in touch with us at info@lchild.org.

NATIONAL ACCREDITATION

Excellence and innovation are critical to fully realizing our vision for our future. That is why we are proud to share that we successfully achieved our first national accreditation from a recognized accreditation body, Social Current, formerly the Council on Accreditation.

Accreditation means that the organization was recognized for delivering quality services that meet best national practice standards in our work with clients, support to our employees, and compliance with oversight bodies. Accreditation will also help strengthen our partnerships and relationships with legislative partners, donors, funders, and the community.

The organization began the rigorous process in 2020, while also navigating the COVID-19 pandemic, and obtained accreditation Fall 2021.

Accreditation is a badge of honor we will carry with us as we continue to strengthen our work to improve the safety and well-being of the children, families, and people with developmental disabilities in our care.

SUPPORTING AND THANKING OUR ESSENTIAL WORKERS

COVID-19 brought much change to our world, but it did not change our commitment to those we serve. Over the last two years, throughout the pandemic, Little Flower and St. John's never stopped providing services to our clients. Over the last two years, the affiliated organization continued to ensure the safety and security of the children, families, and people with developmental disabilities in our care. Our remarkable essential workers - our frontline workers and support and administrative teams - are at the forefront of that important work every day.

Our staff demonstrated tremendous courage, dedication, determination, and selflessness. In acknowledgment of their heroism, we rolled out a number of appreciation activities as part of our staff recognition campaign, "I Am Little Flower" and the Board of Directors presented staff with a proclamation in recognition of their service.

We thank all our Little Flower Heroes for their commitment and service to those we serve and to each other.



Award winning actress and best-selling author Susan Lucci, supporting our essential workers with a special video.



I AM Little Flower Recognition Campaign

PROGRAM HIGHLIGHTS

Our staff and those we serve persevered despite the challenges of the past two years. They continued to flourish, gaining new experiences, and achieved phenomenal goals. Here are a few examples and highlights.

FOSTER CARE

The older foster youth in our care remained determined to be prepared for their next chapter and acquire the skills and know how needed to succeed in the working world.

Two cohorts of The Emergence ProjectSM (TEP) successfully completed the program after working one-on-one with partners at Trade Web, JuicePharma, and Fluent, Inc., to name a few. Our young people practiced resume writing, participated in interview training, learned goal setting techniques, and how to network.



TEP Graduates

Thank you to our partners for their commitment and support as we work together to ensure our young people are ready for adulthood.

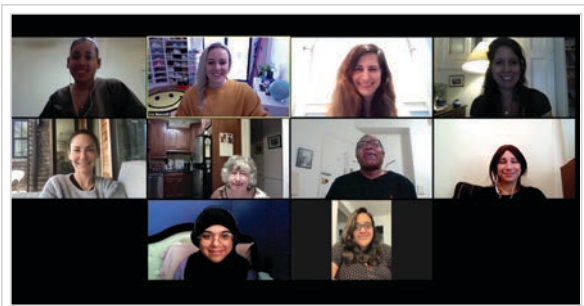
SERVICES FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES



Staff and Residents of Rose House

Our residents with disabilities rely on their routines and community-based services. When the pandemic forced us make changes, our direct support professionals found new and creative ways to keep our residents engaged, such as learning to bake cookies, which helped them cope with the unexpected changes to their routines.

MEDICAL AND MENTAL HEALTH SERVICES AND COORDINATION



Little Flower Mental Health Team

Our medical and mental health teams never missed a beat ensuring our children and families remained connected to the vital service they need through telehealth. Caring donors made it possible for families to get the necessary equipment and devices to connect with our health professionals.

RESIDENTIAL TREATMENT PROGRAMS

We are fortunate to collaborate with fantastic volunteers and partners to ensure our youth don't miss out on new experiences:

- The Young Entrepreneur Scholars (YES) Program led our kids in a series of business focused virtual classes to learn the basics of planning a business and provided youth with special kits filled with supplies and fun business tools.
- Staff and youth gave back by joining Assemblywoman Stacey Pheffer Amato at a Thanksgiving volunteer event.
- Thanks to a partnership with the Rockaway Hotel and Imagine Swimming, two cohorts of St. John's program youth learned to swim.

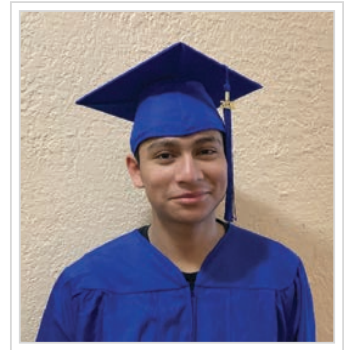
We are immensely proud of our youth for meeting the unprecedented challenges head on to accomplish their educational goals, which for some meant graduating. This was even more profound for the young men at St. John's program - their graduating class was the largest in recent St. John's history!



Youth at the Little Flower RTC designing custom aprons during a YES workshop



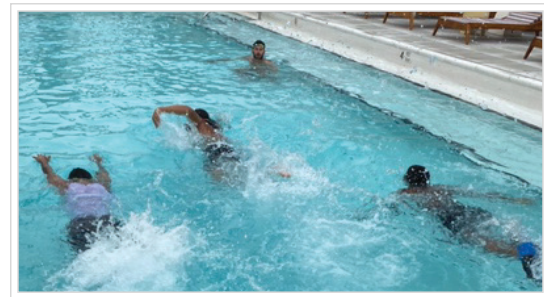
Little Flower RTC graduate



St. John's graduate



St. John's youth and staff with Assemblywoman Stacey Pheffer Amato



St. John's youth at the Rockaway Hotel learning to swim with Imagine Swimming

OUR DONORS

Words alone cannot express our appreciation and gratitude for the more than 1,000 extraordinary individuals and organizations who have partnered with us in our mission of transforming caring into action. Your support, with an average gift of \$2,100, has provided vital support to help our children, families, and people with developmental disabilities reach their full potential!

We could not do this important work without your support. We hope you take great pride in the impactful difference you make in the lives of those we serve.

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LITTLE FLOWER AND ST. JOHN'S COMBINED STATEMENT OF REVENUE AND EXPENSES

July 1, 2019 - June 30, 2020

July 1, 2020 - June 30, 2021

REVENUE

PROGRAM SERVICES

FOSTER BOARDING HOME	\$20,603,103	\$19,488,408
RESIDENTIAL TREATMENT CENTER	\$14,097,675	\$13,271,656
ADULT RESIDENTIAL SERVICES	\$8,995,422	\$10,915,503
MEDICAL/MENTAL HEALTH	\$7,207,632	\$7,032,929
FAMILY CARE	\$3,286,455	\$3,039,201
CLOSE TO HOME	\$4,256,941	\$3,855,887
HEALTH HOMES	\$2,437,080	\$2,256,150
DEPARTMENT OF JUVENILE JUSTICE	\$1,457,064	\$1,319,814
DAY HABILITATION	\$496,431	\$1,018,241
GRANTS	\$417,377	\$1,240,096
PREPARING YOUTH FOR ADULthood	\$111,810	\$77,308
MULTISYSTEMIC THERAPY	\$133,222	\$427,663

TOTAL PROGRAM SERVICES	\$63,500,212	\$63,942,856
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OTHER REVENUE

CONTRIBUTIONS	\$918,060	\$812,274
FUNDRAISING & SPECIAL EVENTS, NET	\$188,811	\$216,785
OTHER INCOME	\$300,700	\$291,006
INTEREST & INVESTMENT GAIN, NET	\$5,973	\$475,778
NET ASSETS RELEASED FROM RESTRICTIONS	\$466,826	\$89,884

TOTAL OTHER REVENUE	\$1,880,370	\$1,885,727
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TOTAL REVENUE	\$65,380,582	\$65,828,583
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EXPENSES

PROGRAM SERVICES

FOSTER BOARDING HOME	\$19,389,964	\$18,249,119
RESIDENTIAL TREATMENT CENTER	\$10,844,919	\$11,359,138
ADULT RESIDENTIAL SERVICES	\$10,219,650	\$9,732,544
MEDICAL/MENTAL HEALTH	\$6,345,404	\$5,990,839
FAMILY CARE	\$2,550,421	\$2,694,537
CLOSE TO HOME	\$3,993,115	\$3,664,611
HEALTH HOMES	\$1,508,810	\$1,750,176
DEPARTMENT OF JUVENILE JUSTICE	\$1,343,651	\$1,235,281
MANAGED SERVICE COORDINATION	\$39,203	-
DAY HABILITATION	\$449,560	\$628,203
PREPARING YOUTH FOR ADULthood	\$103,882	\$84,544
MULTISYSTEMIC THERAPY	\$121,038	\$385,164

TOTAL PROGRAM SERVICES	\$56,909,617	\$55,774,156
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SUPPORTING SERVICES

MANAGEMENT AND GENERAL	\$6,717,871	\$8,278,887
FUNDRAISING	\$637,046	\$727,292

TOTAL SUPPORTING SERVICES	\$7,354,917	\$9,006,179
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TOTAL EXPENSES	\$64,264,534	\$64,780,335
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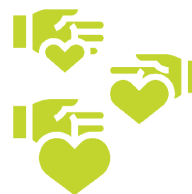
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We rely on product donations
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such as gift cards and sensory toys!



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form. Talk to your employer about
adding Little Flower as a write-in option.



Many companies offer matching
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contribute to charitable organizations.
Some match funds to support employee
volunteer hours. Ask about it at your
company and if one is not offered,
ask to start one!

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charitable income tax deductions and
capital gains tax savings by donating
appreciated assets to Little Flower.

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as a beneficiary? Let us know
so we can properly thank you!

For more information on any of these options or anything in this report, please contact Little Flower's Development Office at 631-929-6200 ext. 6924 or info@lfchild.org



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