

A photograph of a woman with long dark hair and a young girl with curly hair, both smiling warmly at each other. The woman is on the left, wearing a purple top, and the girl is on the right, wearing a blue denim-style top. They are outdoors with a blurred background of trees and sunlight.

**Child & Family
Agency** of Southeastern
Connecticut, Inc.

2021-2022

**ANNUAL
REPORT**



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MESSAGE FROM LEADERSHIP

Dear Friends,

Welcome to our 2021-2022 annual report. We are proud of our continued work this year to support families, children, and adults throughout our service area of New London, Windham, Middlesex, and New Haven counties.

This year, we **focused efforts on social-emotional health and wellness, accessible medical services, and expanding our behavioral health programming.** This decision resulted in tremendous growth for the Agency, with six new medical, behavioral health, and community-based programs spanning the southern and eastern Connecticut community.

Despite ongoing challenges due to the Pandemic, Child and Family Agency of Southeastern CT (CFA) continued to set a strong example for the nonprofit sector. The Agency hosted multiple in-person events, including our annual golf tournament and the most highly attended Touch A Truck in its 13-year history.

From our amazing community, staff, colleagues, valued contract agencies, donors, and the CFA Board – everything we are and accomplish is because of the passionate and dedicated people that comprise CFA! Thank you for all you do!

We hope you will enjoy our 2021-2022 Annual Report, and thank you for being with us on this journey.

Our grateful best wishes,

Lisa Otto, LCSW

Chief Executive Officer

Terry Burbank

Board Chair

OUR MISSION

To provide equitable clinical and supportive services in accessible ways to meet the evolving needs of our communities.

OUR VISION

Assure community health and well-being through innovative leadership and sustainable partnerships.

OUR VALUES

Quality
Compassion
Respect
Integrity
Inclusion
Transparency
Adaptability



Lisa Otto, LCSW
Chief Executive Officer



Terry Burbank
Board Chair

Outpatient Clinic

CFA provides outpatient mental health services to families, children, and adults. We provide psychiatry and psychotherapy services through evidence-based therapies to address depression, family conflict, anxiety, trauma and more.

School-Based Health Center

In FY 2022, CFA operated 13 School-Based Health Centers. These centers provide behavioral health care and supplement the medical care received from a child's primary care physician.

Community Bridge Clinic

Community Bridge Clinic (CBC) offers high-quality medical care and on-site behavioral health referrals for children and adult residents of southeastern CT.

Healthy Futures

Healthy Futures is a parent education, in-home program using the Parents As Teachers model to support expecting parents and families with children, birth - 5 years old.

Community-Based Services

Community-Based Services support families who are in significant distress and need a higher level of care than outpatient services can provide.

Child Welfare Services

Child Welfare Services work in partnership with the Department of Children and Families to provide treatment and support to families negatively impacted by child abuse and neglect and/or Intimate Partner Violence.

Early Childcare and Education

Through our two centers, our Associate and Bachelor level teachers provide a play-based curriculum that meets the individual needs of each child, helping them to meet developmental milestones and prepare for school.



**Learn
more.**

Healthy Futures

We'll Help You Get There.

Healthy Futures is a new program, in partnership with The Connecticut Community Doulas and Middlesex Health, funded by a grant from the Office of Early Childhood.

Available to new and expecting families in Middlesex County, Healthy Futures uses the evidenced-based model, Parents As Teachers. This approach focuses on the power of nurturing relationships, recognizing strengths, and fostering skills for school readiness.

Healthy Futures

We'll help you get there.

Referral Information

Scan the QR code to submit an inquiry application or email

HealthyFutures@ChildandFamilyAgency.org



FREE to residents of Middlesex County!

Early Childhood Mental Health Consultant

Early childhood experiences shape the architecture of a child's developing brain. These experiences lay the foundation for sound mental health.

Since COVID-19 CFA has seen a decrease in New London's children's learning and social-emotional developmental experiences (a child's ability to understand them-self, control and change their emotions, and form relationships with others). In extreme cases, children have experienced regression in meeting developmental milestones.

CFA's consultants support New London School Readiness classrooms by working with children, teachers, and families to foster skills for emotional regulation, strengthening the interconnection of families and educators, and providing cultural and age-appropriate support.



**Jewell Jones, LCSW
Certified Imago
Relationship Therapist**

"This is my third career; first was serving our country for 13 years, then banking and finance for 21 years.

I loved my previous careers, however, after our five children left the nest, my husband said, it's your turn to go do what you love, not because you have to, but because you want to. Becoming a clinician was the clear choice since the common thread in all of my careers was how to help others achieve their goals.

Now, I support Early Childhood Centers with child social/emotional development and parent engagement, specifically parents and children ages 3-5, strengthening their relationship utilizing Child Parent Psychotherapy (CPP)."

FUNDER SPOTLIGHT CITY OF NEW LONDON



The Human Services Division of the Mayor's office oversees the non-profit human services delivery system to safe-

guard and improve the general wellbeing of City residents. This includes mental health resources, healthcare solutions for children and families, Homeless Hospitality Centers, and more. Learn more about the City of New London's Human Services at newlondonct.org/human-services

Community Bridge Clinic

Community. Health. Connection.

Community Bridge Clinic (CBC) offers high-quality medical care and on-site behavioral health referrals for children and adult residents of southeastern CT.

We provide a “bridge” for much needed services between behavioral health, physical health, and finding a primary medical home. The CBC also provides an easy access location for acute health visits (URI, strep tests, etc.) to help our community not miss work and stay out of the emergency room.

Medical Services

- Acute Care
- Physicals (Annual, schools, sports, employment)
- Reproductive Health
- Sexual Transmitted Infection (STI) testing and treatment
- Referrals to specialists and care coordination
- Mental health screenings
- Prescriptions
- Labs
- Vaccines, including 1st and 2nd dose COVID and Omicron boosters
- ADHD Medication Management
- Educational support for healthy life-style habits

Referral Information

To submit a referral or inquire about Community Bridge Clinic medical services please call 860-437-4550 and follow the prompts for medical services.

New London Location: 7 Vauxhall Street, New London, CT 06320

Westbrook Location: 4 Grove Beach Road North, Unit 2D, Westbrook, CT 06498



Carly Madore, FNP-C, APRN is a board-certified Family Nurse Practitioner with more than 15 years of nursing experience across a variety of healthcare settings. She currently practices at CFA's Community Bridge Clinic, providing supplemental primary care outpatient medical services to the New London County and Middlesex County Communities.

Carly earned her Masters of Science in Nursing (MSN) from Quinnipiac University (2011) and her Bachelors of Science in Nursing (BSN) from Sacred Heart University, School of Nursing (2007). Carly is a member of the American Association of Nurse Practitioners and Sigma Theta Tau International Honor Society.

Perinatal Eye Movement Desensitization and Reprocessing (EMDR) Therapy

Through CFA's four outpatient clinics in New London, Groton, Pawcatuck, and Westbrook, we provide psychiatry and psychotherapy mental health services. Our clinical staff are trained in eight Evidence-Based Practices, including EMDR and Perinatal EMDR.

EMDR is an exposure therapy for those suffering from trauma, anxiety, panic disorders, disturbing memories, and post-traumatic stress.

CFA was the first provider in southern CT to offer this perinatal focus, working with women and couples experiencing complications becoming pregnant, pregnancy loss, complications during pregnancy or around birth, infant death, and more.

This treatment is specifically for those who suffer from trauma, anxiety, panic disorders, disturbing memories, and post-traumatic stress.

Referral Information

Call 860-437-4550 to speak with one of our client support specialists.



*This may not be how
you thought your story
would unfold...*

**We're here
for every chapter.**

FUNDER SPOTLIGHT WOMEN AND GIRLS FUND OF SOUTHEASTERN CT



Community Foundation
of Eastern Connecticut

The Women and Girls Fund of Southeastern CT's mission is to advance the equity and wellbeing of women and girls throughout southeast, Windham, Norwich, and northeast

areas of CT. The fund focuses on empowering Women and Girls to make positive decisions, promoting healthy relationships, preventing domestic violence, advancing family economic security, and supporting access to women's health, mental health and reproductive health services. Learn more about the Women and Girls Fund of Southeastern CT and their other funding priorities by visiting: cfect.org/donors/women-girls-fund

Parent Child Interaction Therapy (PCIT)



PCIT (Parent-Child Interaction Therapy) is a highly rated, evidence-based practice on the California Clearinghouse that offers treatment for young children 2-7 years old experiencing behavioral challenges and their caregivers. Eligible families must be working with Department of Children and Families (DCF).

PCIT involves “coaching” sessions. The caregiver and child are in a playroom while the therapist watches their interactions through the one-way glass in an observation room. Therapists then coach caregivers on interpersonal interaction skills to better manage their child’s behavior in real-time.

DCF REFERRAL REQUIRED

Call 860-437-4550 to speak with one of our client support specialists.

Urgent Crisis Center - Opening June 2023

In 2022, CFA received a grant award to open the Southern CT Urgent Crisis Center (UCC). This new service will provide **24/7 care** to children and youth facing a mental health crisis that does not require hospitalization. Serving residents of region three (New London County, Windham County, and Middlesex County), the UCC will provide crisis intervention, diagnostics, treatment planning, and service linkage to support long-term stabilization.

REFERRAL INFORMATION

Police Referral | EMT Referral | ER Referral
Self Referral | Primary Care Referral | School Referral

Call 860-437-4550 to learn more.

FUNDER SPOTLIGHT

CT DEPARTMENT OF CHILDREN AND FAMILIES

Prior to COVID-19, high numbers of youth with behavioral health conditions were seeking evaluation and treatment in ER’s. These numbers have continued to climb. For CT to implement a sustainable solution, the CT Department of Children and Families has invested in UCCs in New London, Hartford, Waterbury, and New Haven, CT. Learn more about CTDCF at portal.ct.gov/dcf



2021-2022 Events



CFA Golf Tournament



CFA Golf Tournament



*The ForGood Fund and CFA present
A night with CFA & Jenna Bush Hager*



Touch A Truck

THANK YOU

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*Many thoughtful people have
 chosen to honor or
 memorialize a loved one or
 friend by sharing in
 Child & Family Agency's
 efforts to serve children and
 their families in Southern
 and Eastern CT.*

Gifts Made in Honor Of

Sam & Doug Clough
 Pat Thompson
 Mary Tibbals

Gifts Made in Memory Of

Dorothea S. Alderman
 Lynette Anderson
 Patricia Belcher
 Janice E. Carty
 Joan Cerniglia
 Cynthia A. David
 Marilyn Douglas
 Priscilla A. Eckblom
 Marie Fitzgerald
 Charlotte Johnson
 Diane Fanelli McCue
 Catherine Mooney
 Alma Havir Peterson
 Ashley Saunders
 Anne Sergeant
 Jane I. Jonyai & Peter Stevenson

Leaving a Legacy

2021-2022 Legacy Society

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 Mr. & Mrs. Wilson G. Bradford
 Mr. & Mrs. Richard D. Calvert
 Lynn & James Fairfield-Sonn
 Mr. & Mrs. Harry L. Ferguson
 Mr. & Mrs. Thomas Gullotta
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 Mr. Arthur A. Nagel
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*Child and Family Agency of
 Southeastern CT is fortunate to
 have dedicated benefactors
 supporting its mission through
 CFA's Legacy Giving program.*

*Please contact us at
 (860) 437 - 4550 ext. 1403
 to learn more.*

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Virginia Ager
Cynthia Aird Miller
Dolores Albrecht
Joann Aldred
Cynthia Allyn
Louis Allyn
Susan Wood Alpeter
Virginia Anderson
Norma R. Anderson
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Janice Atkeson
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Cheryl Auerbach
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Marsha Bansavage
George Ann Bardenheier
Phyllis Bartelli
Anne B. Bartholet
Jane Bates
Suzanne Baum
Martha Beaudoin
Krissa L. Beene
Joan Behrendt
Heather Bennett
Loretta Berry
Camilla Bertsche
Mary Ann Besier
Linda Bierrie
Martha Biloskirka
Judith Blair
B. J. Blair
Neal Bobruff
Eileen Boehme
Mary E. Boone
Mary Boone Butler
Dawn Boulanger

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Victoria C. Bradford
Patricia Brennan
Maryellen Brousseau
Marian Brown
Diane Brown
Pauline Brown
Beth Brucker
Jane Bucklin
Virginia Bundonis
Teresa Burbank
Judy Burdick
Monica Burnett
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Jane Bysko
Peggy Callahan
Amy Cameron
Barbara Campbell
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Melinda E. Carlisle
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Carol Connor
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Constance Connor

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Nancy Cowden
Jeanne H. Coyne
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Sharon Craig
Sally Crawford
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Cheryl Crocker
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Sue Curtiss
Danielle Danese
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Joan Davis
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Jeri A. DeSantis
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Sandra Eubank
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Judith L. Honiss	Rose C. Longo	Linda Minchin	Paula Powers
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Sharon Howell	Yolanda T. Lowe	Laura Mooney	Martha Quaratella
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Marilyn Jacobs-Christopher	Catherine Mackey	Henrietta Mountz	Linda Reamer
Melissa Jacobsen	Carole V. Mackin	Margaret Mummert	Morgan Regan
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Joan Kivlin	Siobhan McAndrews	Janice Ogden	Carol Ryland
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Carol Klimek	Claire A. McCarter	Margaret M. O'Shea	Rosetta Salamone
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Mary Seidner
Famah Sells
Susan Senning
Dianne Sexton
Judith Shanley
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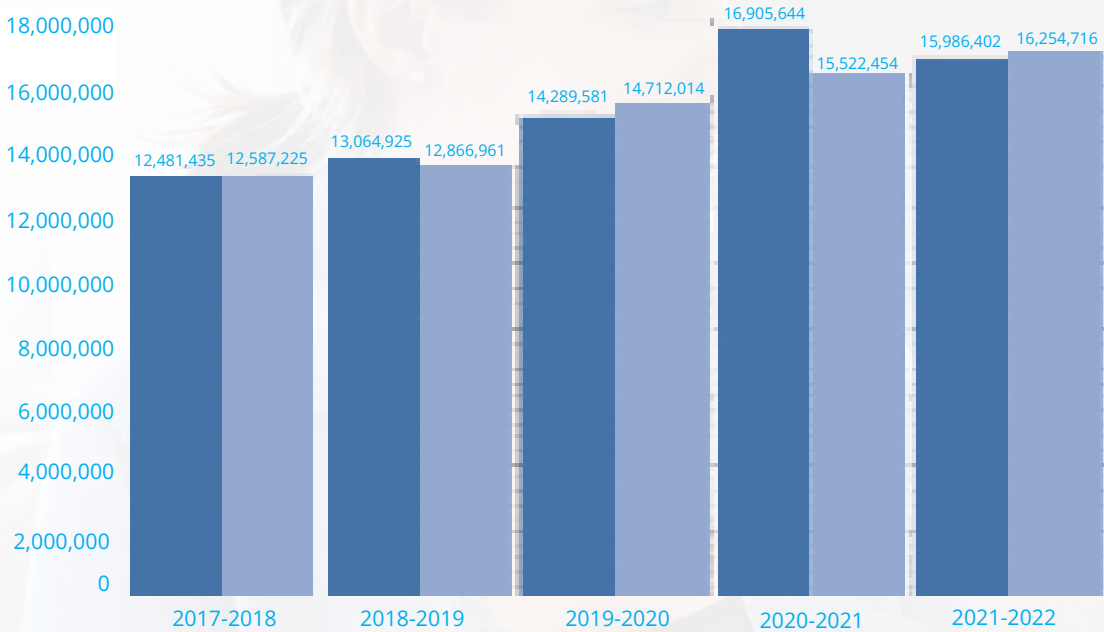
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Cynthia Allyn
B. J. Blair
Neal Bobruff
Danielle Danese
Mary S. Dangremond
Caryn Erickson
Emily T. Fisher
Nancy Jewett
Elsie H. Johnson
Christine Kitchings
Jane Lassen Bobruff
Judith O. Lovelace
Catherine Mackey
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Jane M. McLane
Denisemarie K. Mendler
Christine Platt
Margaret H. Prescott
Claire Sauer
Theresa Sistare
Mauriane Smith
Maureen Spilsbury
Patricia Spratt
Mary Varano
Linda Watkins

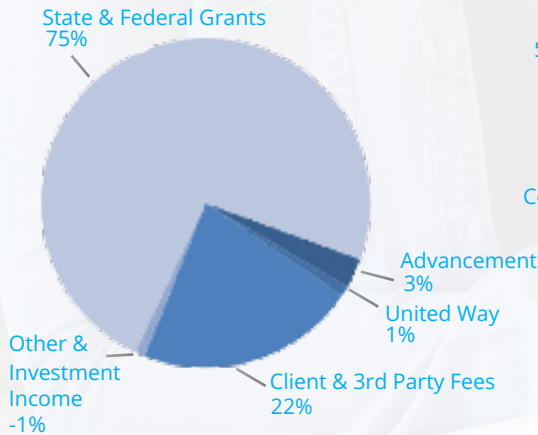
FINANCIALS

July 1, 2021- June 30, 2022

Summary of Operating Revenue / Expenses



Revenue 2021 - 2022

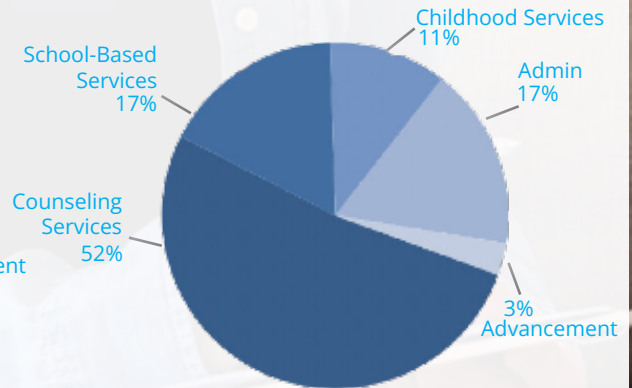


Total Revenue

*2020-2021 \$16,905,644
2021-2022 \$15,986,402

*Inc. \$1,277,150 gain on investment

Expenses 2021 - 2022



Total Expenses

2020-2021 \$15,522,454
2021-2022 \$16,254,716

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Erin Saylor, LCSW

Chief Operations Officer

Lisa Baxter

Chief Finance and Administration Officer

Jason Lawrence

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WAYS TO GIVE

Your donations are more important than ever as clients' need for financial assistance for their out-of-pocket cost for treatment and services continues to grow. You can specify that your gift go to one of our programs or give an unrestricted gift, which allows us to direct the monies toward the greatest need. All gifts are tax-deductible.



LEGACY GIVING :

Leave a Legacy and make a lasting impact by including CFA in your estate plans. Visit childandfamilyagency.org/leaving-a-legacy to learn more.



PHONE:

To donate over the phone, please call (860) 437-4550 to speak with someone from our Advancement Department.



EMPLOYER:

Double your impact. Many employers will match tax deductible charitable contributions made by their employees, retirees, and employees' spouses. Ask your current employer about this opportunity to support a worthy cause!



CFA'S MONTHLY GIVING PROGRAM:

Through a monthly commitment, our monthly donors provide crucial, consistent funding so that we can continue to help thousands of people who desperately need it. Learn more at ChildandFamilyAgency.org/monthly-donors/



ONLINE:

Go to www.childandfamilyagency.org/donate to donate directly through our website. You can also donate in honor or memory of someone.

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