Child & Family Services was founded in March of 1843. Throughout the years the name of the agency has changed several times; however, our mission remains the same, which is to continually improve the lives of children and their families. In the last 170 years of operation, the agency has succeeded in doing so.

At the start of the 19th century, Child & Family Services, then called the Children’s Aid Society, employed only two individuals who cared for 33 children. The size of the agency has grown significantly since then and with that growth came the opportunity to provide additional services, which in turn allowed us as an agency to expand into many different areas in Massachusetts. Today, Child & Family Services employs over 450 talented individuals who have dedicated their lives to better serving those in New Bedford, Fall River, Lawrence, Cape Cod, Plymouth, Florence, Somerville, and Worcester. Child & Family Services is now providing services to over 18,000 people.

All of these factors have allowed us to reach a budget of over $26,000,000 securing a solid future for the agency. We have a dedicated Board of Directors, a superior management team, and hardworking employees all working together to ensure many more years of caring for the lives of children and families. As the President of the Board of Directors, I look forward to seeing Child & Family Services continuously grow and allow those in our society to live better lives.

Anthony F. Cordeiro
Board of Directors President

“Thank you to our incredible group of staff, volunteers, interns, and Directors... They are the foundation on which we continue to build.”
One hundred and seventy years young. Strong and growing. Child & Family Services continues with its mission “… to heal and strengthen the lives of children and families.”

On March 3, 2013, we celebrated our 170th birthday. During our annual Board meeting, we enjoyed a presentation from Mary Jean Blasdale, author of the book, Caring for New Bedford’s Children, 1839 – 1949. Listening to the presentation of our early history, reminds us that our commitment to helping those least fortunate in our community was as strong 170 years ago as it is today.

Child & Family Services continues to expand programmatically, geographically, and numerically in staff. Just in the past year, we have added two new programs.

In partnership with Boston Medical Center, we have entered into an agreement to provide Recovery Connection Centers in Fall River and New Bedford. Boston Medical Center receives funding to provide a network of services referred to as the South East Recovery Learning Center (RLC). The RLC is dedicated to improving the lives of people living with mental health conditions as well as their families, friends, and other supporters. This network of services throughout southeastern Massachusetts provides an easily accessible place for people to connect with peers, make friends, attend groups, take classes, and have fun.

This year, we were able to launch a satellite mental health clinic in Harwich Port, MA. Our experience in providing outpatient mental health services on Cape Cod taught us that residents from the Lower Cape area were in need of the same type of services. Historically, these services are often provided in the home. The Cape does not offer widespread public transportation, and the geographic area of the Cape is large, leading to isolation from services. Establishing an office in the Lower Cape allows our staff to travel less and to offer office-based therapy.

On April 30th of this year, we moved our Administrative and Outreach Program staff to our newly acquired and completely renovated space located at 3057 Acushnet Avenue in New Bedford. The 30,000 sq. feet of space is modern, welcoming, and conducive to the work we do and conveniently offers plenty of parking. Our new space currently houses approximately 120 staff and can accommodate up to 160 staff. ROOM TO GROW!

As always, special recognition must go to our strongest and most vital asset in responding to the needs of the children, adults, and families we assist. Thank you to our incredible group of staff, volunteers, interns, and Directors who all recognize the uniqueness and inherent worth in each individual who seeks service from our agency. They are the foundation on which we continue to build. Through their dedication, professionalism, and consistent efforts, Child & Family Services has continued to grow regardless of the country’s economic crisis. Our fiscal strength is a direct result of our ability to adapt to change while maintaining effective models of service.

Please consider a gift to help us to continue to fulfill our mission. We hope this community report will highlight our accomplishments of the past year.

Anne G. Sampaio
Executive Director
Healing the Lives of Children and Families

Whether it is children exposed to abuse or violence, families coping with mental illness, or matching children with mentors or loving adoptive families, we are there to offer guidance, education and support. Our programs serve more than 18,000 people each year including individuals and families facing some of life’s most distressing challenges. Behind each program are dedicated staff who work tirelessly to help those in need during their darkest hours, and fulfill our mission: “...to heal and strengthen the lives of children and families.”

Youth & Family Services
- Big Brothers Big Sisters
- Caring Network
- Community Service Agency
- Empowering Families for Success
- In-Home Therapy
- Mixed Population
- Parent Mentor
- Therapeutic Mentoring
- Young Parents Believe & Achieve
- Young Parent Support

Emergency Mental Health Services
- Community Crisis Stabilization
- Emergency Services

Mental Health Services
- Adult Behavioral Health
- Cape Net
- Child Behavioral Health
- Community Based Acute Treatment
- School Based Counseling
- Specialized Assessments

Adoption Services
- Adoption Journeys
- Older Children & Special Needs Adoption

11 Locations
20 Programs
18,000+ People

Fundraising & Community Projects

Child & Family Services’ events and community projects make a difference to families in need. Our three major fundraisers: 365 Days of Hope Gala, Bowl for Kids’ Sake, and Annual Charity Golf Invitational all provide financial support and awareness. Our Holiday Hope Project, Scallop Project and Hetty’s Thrift Shoppe provide additional support to children and families in our programs. A dedicated Board of Directors, event volunteers, and community champions make it possible for us to reach our goals. They know that when we work together we accomplish great things!
This year, Big Brothers Big Sisters of Child & Family Services is celebrating 40 years of providing friendships and role models to boys and girls living in the Greater New Bedford area. Having a big brother or sister can make a real difference in a child’s life and help them to better handle life’s ups and downs. By following the simple acts that form the bond of a lasting friendship — trips to the park, afternoons shopping, watching a movie, playing a sport — a big brother or sister nurtures healthy growth and positive decision making. Our Bigs come from all walks of life, economic levels, marital status and backgrounds. The bond they share is the willingness to make a positive difference in a child’s life. The most important thing they give is their time and friendship.
When we first opened in 1843, electricity was not yet a common fixture in most homes. Horse and buggies were still the primary mode of transportation and as President John Tyler began his pursuit of annexing Texas, the United States still had only 27 states. This was a time when the concept of mental health was still in its infancy, but was just as important then as it is today. In our first years, we started out not as a mental health clinic, but as the New Bedford Orphans’ Home. As the name implies we focused primarily on sheltering homeless children within the city. Our first site was located on Point Road (what is now West Rodney French Boulevard) in New Bedford’s South End until 1898 when the Orphans’ Home moved to a new facility on Taber Street. Here, hundreds of children were cared for until 1910, when the site was purchased by St. Luke’s Hospital. With the building sold, the Orphans’ Home reformed as a children’s clinic in the basement of the former Knowlton Elementary School on Ashley Boulevard under a new name: the New Bedford Children’s Aid Society. The Society now incorporated new placement methods that allowed each child to be better matched with a family. By 1917, World War I was reaching its climax and the effects were hitting families back home in full force. Many were left broken as the war claimed the lives of fathers serving overseas, causing mothers to care for their children alone. To bring some relief, the Children’s Aid Society offered a free child care service for widowed mothers struggling to get their lives back together. In 1945, the Aid Society voted to merge with the New Bedford Family Welfare Society to provide a wider range of available services. With this, the agency name was officially changed to New Bedford Child & Family Service. As the years went by, the agency continued to grow by adding more programs specifically designed to treat people of varying ages and symptoms. In January 1983, New Bedford Child & Family, with the help of a generous donor, purchased the building at 1061 Pleasant Street in New Bedford (a building with a rich history of its own; it was the childhood home of Hetty Green, “the Witch of Wall Street”, and later converted to St. Joseph’s Hospital). With the addition of new offices in Fall River and Hyannis, the agency’s board of directors decided to change the name to Child & Family Services, Inc. No longer was the agency bound to one city, but now served many communities throughout southeastern Massachusetts. Today, Child & Family Services has 11 locations in Massachusetts with programs offering a wide range of services, including adoption, Big Brothers Big Sisters, Young Parent Support, Therapeutic Mentoring, school-based counseling and more. We are proud to have become one of the largest nonprofit agencies in the state and look forward to growing in the years to come. The last 170 years have brought a lot of change, but our services have always been true to our mission “…to heal and strengthen the lives of children and families.”

LEARN MORE ABOUT CHILD & FAMILY’S HISTORY OVER THE PAST 170 YEARS ONLINE AT: WWW.CHILD-FAMILYSERVICES.ORG/HISTORY
Making an Impact
ADOPTION JOURNEYS
A 15 year old boy and his 13 year old sister met for the first time since being adopted as babies. They were told by their adoptive families they had birth siblings and by working with staff at Adoption Journeys, they were able to meet and form a relationship, and are creating new memories together.

CHILD BEHAVIORAL HEALTH SERVICES (CBHS)
A 13 year old boy, with multiple learning disabilities, was struggling with family conflict and had no contact with his father. Now, several years later, he has gained the self-confidence and coping skills needed to not only graduate from a vocational high school but attend Bristol Community College and hold a job. He has been able to succeed because of his continued work with his therapist and participation in support groups.

EMPOWERING FAMILIES FOR SUCCESS (EFS)
A 17 year old boy, who had a criminal record for vandalizing, was able to resolve his court case by meeting with his respite provider and attending the program’s Independent Living Skills group. The course of treatment also involved his mother, who received parenting support services. He is now enrolled in a technical school where he is pursuing a degree as an automotive technician.

THERAPEUTIC MENTORING & IN-HOME THERAPY | FALL RIVER
A single father raising his autistic son and daughter were able to overcome their family issues and individual struggles. By working in collaboration with both programs, the family learned how to effectively communicate with each other and problem solve. They have strengthened their relationships through family psychotherapy and have a new-found genuine happiness together.

YOUNG PARENT SUPPORT (YPS)
A 15 year old parenting her 2 year old child was living in a shelter and had no family support system. Through her work with YPS, she managed to graduate from high school, find a safe and stable apartment, enroll in college, get a part-time job, obtain her driver’s license and be the best parent she can be for her child.
Testimonials

“I love everyone here!”

CLIENT - ADULT BEHAVIORAL HEALTH SERVICES
“If it weren’t for the services my child receives, my son would most likely be locked up. I am grateful for the services.”

CLIENT | COMMUNITY SERVICE AGENCY

“...my kids love it. The therapist that I have for the kids works with both kids. They look at the whole picture and not half of the picture.”

CLIENT | FALL RIVER CLINIC

“The reason I volunteer with Child & Family Services is because of the need within the community. I believe that giving back to people in need is very important, since we are blessed with so much.”

FATIMA | VOLUNTEER

“I take satisfaction in the fact that the job I do helps keep the agency running and able to continue with the awesome work that it does.”

MARGARET | ACCOUNTS RECEIVABLE COORDINATOR

“Everything was terrific. Counseling, groups, down time, speaking with peers, and staff. The staff was the most helpful; Stephanie and Jonathon were terrific, beautiful people. Thank you so much!”

CLIENT | COMMUNITY CRISIS STABILIZATION

“I was respected and helped on many occasions. Child & Family was always there for me.”

CLIENT | COMMUNITY SERVICE AGENCY

“They know what they’re doing and are great at what they do. They’ve also been a part of my son’s life for a long time and helped him through his tough times.”

CLIENT | HYANNIS THERAPEUTIC MENTORING & IN-HOME THERAPY

“When we first called for help we had Erin and John as an IHT team. I call them the miracle workers! John just clicked with my daughter and she just opened up completely to him. Erin was just so easy for my husband and I to talk with. Together they made a great team for our family. We are greatly in their debt.”

CLIENT | IN-HOME THERAPY

“My involvement with Child & Family Services goes back more than 20 years and it continues with the highest enthusiasm because of the unparalleled care our staff provides in healing and strengthening the lives of children and families. I have always been inspired and simply blown away by the commitment, dedication, and compassion our staff shows in the continuum of care we provide to nearly 20,000 people each year. The staff’s heartfelt commitment and enthusiasm leaves an indelible impression on me that grows continually.”

STEPHEN BUCKLEY | 2ND VICE PRESIDENT

“Every single staff member was wonderful. Everyone helped me; you saved a life.”

CLIENT | COMMUNITY CRISIS STABILIZATION

“From my very first meeting with Trevor, I found him to be pleasant, down to earth and organized. I knew right away that he would be a wonderful match for my son and working with Trevor has been far better than I had even expected. He does his job above and beyond my expectations.”

CLIENT | FALL RIVER CLINIC

“I couldn’t ask for anymore, for what the staff has been providing to my son: help, support, caring, love. I appreciate everything CBAT has provided for me and my son. I’m going to take the skills CBAT has taught me and take them home with my family. Thank you for all your support.”

CLIENT | COMMUNITY BASED ACUTE TREATMENT

“The team management is an excellent service to the community and our family.”

CLIENT | HYANNIS IN-HOME THERAPY

“I just wanted to say thank you for everything you did for us during such a difficult time. I can’t thank you enough for all the support, the kind words, the check-ins, and the hope.”

CLIENT | EMERGENCY SERVICES
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Fiscal Year 2013

Distribution of Funds

- Intensive Family Services: 13%
- Adoption & Child Focused Services: 22%
- Out-Patient Mental Health Services: 48%
- Emergency Services: 7%
- Fund Raising: 2%
- Acute Residential Services for Children: 8%

Sources of Operating Revenue & Support

- Fee-for-Service: 74%
- Contracts: 23%
- Contributions/Foundations: 3%
Mrs. William Rotch Rodman Society ($25,000 +)
The Peter and Elizabeth C. Tower Foundation
United Way of Greater New Bedford

Mrs. William J. Rotch Society ($10,000 +)
Community Foundation of Southeastern Massachusetts-Acushnet Foundation Fund
Ida S. Barter Trust
Island Foundation Inc.
Leonard & Hilda Kaplan Charitable Foundation
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Dean Foundation for Little Children
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Carabiner’s Indoor Climbing, Inc.
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