

Children's
FRIEND

2020 ANNUAL REPORT

LIFE *lines*





DEAR FRIENDS

I have long considered the work of Children's Friend to be a lifeline to those we serve. The work of our staff in support of the youngest and most vulnerable children in Rhode Island certainly meets the definition of a lifeline. Our services do save lives and do create better lives for those we serve.

The COVID-19 pandemic of the last year has enhanced and expanded my understanding of lifelines, our work, and our community.

Almost immediately as the impacts of the pandemic began to set in, families we serve experienced serious food insecurity. This literally meant they did not have food to feed their families. On a daily basis, in the midst of the chaos and unknowns, our staff and supporters jumped into action. For over six weeks the staff of Children's Friend delivered over 100 meals each day to kids and families in need.

As the pandemic made it unsafe for Children's Friend to provide services in-person with our kids and families, technology became a lifeline for how we connected with one another. Email, video chats, text, phone, and social media among other means allowed us to connect, communicate, and share information with each other. Thankfully, so much of our work was able to continue in a virtual way.

As our fee-for-service revenue and billings instantly disappeared and were drastically

decreased, our community became a lifeline to us. So many of our individual and corporate friends and partners stepped up to provide support for our response to our kids and families. On a larger scale, The Rhode Island Foundation and the United Way of Rhode Island harnessed their goodwill statewide to raise and distribute millions to agencies such as Children's Friend, to continue our response to the pandemic.

This past year has been full of challenges. It has also been full of lifelines. Lifelines that we provide to those in need, and lifelines that others provide to us in our times of need. I certainly have a new understanding of and appreciation for lifelines. Both providing lifelines when able, and receiving lifelines when needed, help to make our community stronger and better.

Thank you for being a lifeline to Children's Friend and to those we serve.

Sincerely,

David

David Caprio
President and Chief Executive Officer



OUR PRINCIPLES



FAMILY-CENTERED:

Discovering child and family needs and working with families to best meet them. Providing opportunities for families to be meaningfully engaged in the design of services. Being committed to serving families of diverse cultures and lifestyles in a non-biased and non-judgmental way.



SEAMLESS:

Coordinating and integrating our services to ensure that families receive the support they need, regardless of point of entry to the agency. When our families face challenges outside our expertise, we partner with other high-quality organizations.



OUTCOME-DRIVEN:

Thoughtfully measuring the impact and effectiveness of our services. Engaging in ongoing learning and innovation to ensure we are offering effective services to children and families. Consistently identifying what we can improve, doing what we can do best, and measuring our self against national benchmarks.



ADVOCATES:

Taking a leadership role in educating policymakers and the public on the needs of the youngest and most vulnerable children, even when it means taking risks for the benefit of children.



STEWARDS:

Taking responsibility for growing and sustaining our human and financial capital. Demonstrating respect and cultural sensitivity for our community, staff, and Board.

ABOUT CHILDREN'S FRIEND

Children's Friend, a non-profit organization founded in 1834, is Rhode Island's oldest child welfare organization and a leading provider of child welfare, family support, mental health, and child development services.


MISSION

Children's Friend is the innovative leader in improving the well-being and healthy development of Rhode Island's most vulnerable young children. We accomplish this by providing flexible, effective, and culturally-relevant services, and advocating for programs and policies that support and strengthen these children and their families.

Children's Friend is a founding member of the Child Welfare League of America and is accredited by the Council on Accreditation.

**The names of the children and families we serve have been changed to protect privacy and confidentiality.*





**THERE CAN BE NO
KEENER REVELATION
OF A SOCIETY'S SOUL
THAN THE WAY IN
WHICH IT TREATS
ITS CHILDREN.**

—NELSON MANDELA

**WHEN
TRAGEDY
STRIKES...**



IVANDA'S STORY

Ivanda worked as a Certified Nursing Assistant (CNA) until an unfortunate tragedy struck not once but twice. A severe car accident prevented her from working in a job she truly loved. When her landlord sold the building, Ivanda lost her apartment. A single mom with two young children, she was desperate and had nowhere else to turn for help. Ivanda's children were enrolled in the Children's Friend Early Head Start and Head Start programs. As a parent, she was very involved in their education. She soon began to build great relationships with the Children's Friend teaching team. She was also very excited to welcome her Family Advocate, Paty, into her home for monthly visits. Besides providing educational development support, Paty also provided Ivanda with donations of food, clothing, diapers and help with mounting utility bills.

Ivanda began to build a trusting relationship with Paty. She disclosed details about the abuse she experienced as a child, a secret shared with no one except her Family Advocate. Paty immediately connected Ivanda with various resources to receive the necessary therapy to help her cope with her feelings of despair.

In addition to her childhood trauma, Ivanda sought counseling for an emotionally, psychologically, and verbally abusive relationship with the father of her children, a man she has known since the age of 18. She reached out to her Family Advocate, who was there for her and provided emotional support, guidance, and encouragement. "Ivanda is incredibly strong," Paty said, "and has endured much hardship in her life."

Ivanda finally had the courage and support to break away from this abusive relationship. Paty helped find a safe place to land, and she moved to a shelter in Middletown, RI. In the



THIS FAMILY IS ONE OF THE BIGGEST REASONS WHY I LOVE MY JOB.

early weeks of the pandemic, this was the only place to accept Ivanda and her children. She was thankful to have a place to stay even though it was a small, one-room apartment far from her community. Paty continued to support this family during these unprecedented times, especially the overwhelming stress and depression about certain situations in her life.

Paty recommended that the family be placed on a waiting list for McAuley Village, a nonprofit organization sponsored by the Sisters of Mercy and a partner of Children's Friend. Soon after, Ivanda shared the good

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Substance-affected families participated in intensive home-based services designed to help parents overcome addiction while safely parenting their children.

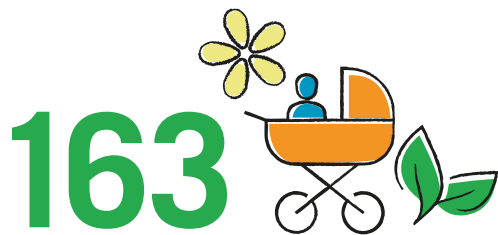
news that a three-bedroom apartment had become available. Although the rental contract was just for one year, it provided her with time to regroup, gain her emotional strength, and find a job. She'd also have time to work on being independent and self-sufficient.

Needless to say, this family has experienced some challenging times during the past few years. The COVID-19 pandemic has profoundly impacted the families we serve, making already difficult circumstances all the more complicated.

Through it all, Children's Friend has been a lifeline offering comfort and support in so many ways. In helping this family, Paty received a great sense of satisfaction in the knowledge that, in some small way, she is helping to ensure the safety and betterment of someone's life.

As she affirms, "This family is one of the biggest reasons why I love my job."

WHEN FAMILIES GROW...



Expectant mothers and families with newborns

received home visiting services to promote and strengthen positive parent-child relationships, promote positive growth and development in children, and build strengths of families and their protective factors.

JOHN AND SARA'S STORY

Panic, Relief, Joy – these three words come to mind in describing Sara's emotions when she and her husband, John, were notified that their application was approved. After a very long and frequently draining process, they could now breathe a sigh of relief that their dream of adopting a child had finally come true. In the spring of 2014, John and Sara learned about Children's Friend through a co-worker familiar with the agency's foster care and adoption services.

John and Sara soon began to participate in TIPS-MAPP training classes, encompassing ten weeks of three-hour courses at Children's Friend. Then, in October of 2014, they started the home study process, which lasted four to six weeks and involved an extensive interview process covering finances, medical history, references, and an assessment to determine whether they are willing and able to raise a child. Sara and John were primarily interested in the permanency of adopting a child. As Sara states, "I don't know what I would do if they had to take the baby away from us."

Several months had passed, and in the summer of 2015, Sara received a telephone call from Children's Friend. She was informed that a woman wanted a family to adopt her unborn child. Of course, the couple indicated that they wanted to be considered. Unfortunately, they were not chosen. Three months later, another opportunity for adopting a child became available.

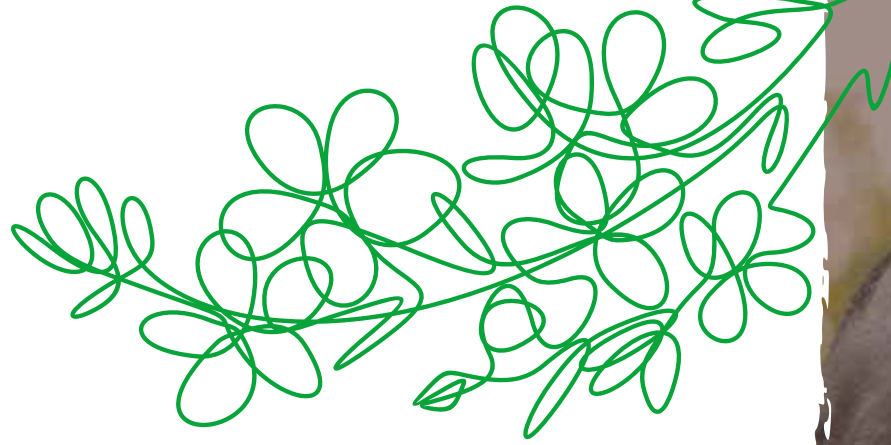
Again, the couple was informed that they were not chosen. Needless to say, Sara and John were very disap-

pointed and anxiously waited for the next opportunity, which came about one year later. Disappointment set in once again as John and Sara experienced another unfortunate setback when the birth mother reconsidered her decision and decided against adoption.

In August of 2019, Sara had a conversation with her Children's Friend Case Worker, Melanie, who asked them if they would consider becoming foster parents. "From the very beginning, Mel was our rock and would check in with us even when nothing was happening," Sara said. "Since the very beginning, she has been there for us and got me over the hump to seriously consider foster care."

Approaching two years since this couple first became involved with the adoption process, they both agreed and said, "Yes, let's do it. We need to do something." On December 14, 2019, Sara received a telephone call informing her that a one-month-old boy needed a loving and caring foster home.

Sara and John were thrilled and couldn't wait to meet their new foster



son at the hospital. Then, three weeks to the day, Sara received a telephone call from Melanie at Children's Friend, who said, "There's a little girl that was born the day after Christmas. Do you want to be considered?" The answer was yes.

This opportunity seemed different. This time, the couple was asked follow-up questions that they determined to be a good indication that they were seriously considered. On January 8, 2020, they were notified that they were chosen to be the adoptive parents of a newborn baby girl – panic, relief, joy.

Nora Hope's adoption was finalized in court on July 16, 2020. John and Sara were now both foster parents and adoptive parents to two beautiful children who are just 22 days apart in age. The happy couple is currently working towards seeking permanency for their little boy and is thankful that the longest six years of their life are now behind them.

They credit Children's Friend and Melanie with providing the frame-

work, training, and support that was so essential throughout this entire process. In describing this family, Melanie reflects, "They are such a wonderful family who waited a very long time and through it all, demonstrated positivity, grace, and dignity." She adds, "As the saying goes, 'All good things come to those who wait.'"

"Our home had an awful quiet sense to it," remembers Sara when she would come home from work every day. She would put the television on just so that there would be some type of noise in the house. Sara is now thankful for the sweet sounds of babbling voices emanating from the babies' cribs. She receives great joy in hearing the laughter and happiness in her husband's voice when playing with the children in another room.

Their once quiet home is rarely quiet anymore. Gratefully, now it is filled with precious moments of young children thriving in a loving and caring environment.



**WHEN
ESSENTIAL
HEALTHCARE
IS NEEDED...**





LYNNE'S STORY

Lynne's* three-month-old son, Ben*, was experiencing symptoms of the common cold. A first-time mother, she made an appointment with her son's pediatrician and was then provided with saline drops to help alleviate some of her son's nasal congestion. When her Children's Friend nurse, Maria, visited her home, Lynne expressed concern that Ben's symptoms had not subsided. Maria examined Ben and heard wheezing and respiratory retractions in his upper lungs.

She immediately telephoned his pediatrician and was able to schedule a doctor's appointment that same afternoon. As a result, he received immediate treatment. Lynne was provided with a nebulizer to administer the medication to her son at home as needed.

Maria followed up with Lynne with a home visit and, through a demonstration, instructed her how to properly use the nebulizer to distribute the medication. She attended pediatric appointments with Mom, and provided referrals, and accompanied her on appointments for an allergist, asthma specialist, and an ENT physician.

Originally from the Dominican Republic, Lynne has lived in Rhode Island for the past four years. She first heard about Children's Friend through a referral from the Providence Community Health Center during the early stages of her pregnancy. In October of 2018, Maria began regular bi-weekly visits with Lynne to educate her about her pregnancy. Specifically, she discussed how her

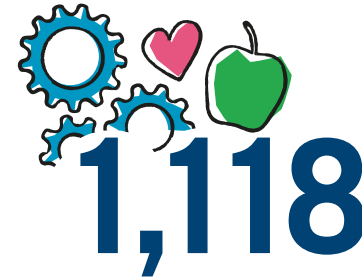


MY JOB SEEKS TO IMPROVE ACCESS TO BETTER THE QUALITY OF THEIR LIVES.

baby will grow, some common danger signs that may occur during pregnancy, what to expect during labor and delivery, and how to take care of a newborn.

When Ben was born, Maria was there to help Lynne when she experienced difficulties with breastfeeding. She visited her home and was joined by another Children's Friend nurse, a Certified Lactation Consultant. Ben responded immediately after the consultant guided and supported Lynne in breastfeeding.

The Nurse Family Partnership is a maternal and child home visiting service for expectant first-time mothers and



Vulnerable children and their families received child and family development services, including education, health, nutrition, social services, and other supports.

their newborns. This program aims to improve pregnancy outcomes by helping women engage in good preventative health practices and improve child health and development by helping parents provide responsible and competent care. The program also improves the economic self-sufficiency of families by assisting parents in developing a vision for their own future, planning future pregnancies, continuing their education, and finding employment.

Through practical education and compassionate care, Maria can improve her client's health and her client's family health. As she affirms, "My job seeks to improve access to better the quality of their lives." In light of COVID-19 restrictions, Maria can still communicate with her clients through virtual telehealth visits, telephone conferences, and text messages. She adds, "The beauty of this program is that we orient and guide first-time mothers with the tools to empower them to be the main advocates for their own children."



WHEN WRAP- AROUND SERVICES ARE NEEDED...

LUCY'S STORY

Sometimes it is easy to take much for granted in our lives. Good health, a steady income, an ample supply of food, and a roof over our heads are just a few of the things that come to mind. Now imagine being so poor that you could not afford a pair of shoes until after your 15th birthday.

In 2017, Lucy* left Guatemala and traveled to the United States in search of a better life for herself and her two children. Growing up in Guatemala, school was never an option because her parents needed their daughter to work to make ends meet. In helping her family financially, Lucy wasn't privileged to receive an education. As a result, she is still to this day unable to read or write in English or Spanish. The only skill that Lucy possessed was her ability to sew.

Upon arriving in Rhode Island, Lucy learned about Children's Friend and how this organization helps to ensure the well-being and healthy development of vulnerable young children and their families. She immediately enrolled her ten-month-old son, Eric*, within the Early Head Start Program at Children's Friend. Comforted that her son was now in a caring and nurturing environment for learning, she was committed and enjoyed the frequent Early Head Start

home visits with her Family Advocate. She looked upon these visits as a valuable opportunity to learn more about good parenting and child development.

The Family Advocate encouraged her to read to her son. However, Lucy was concerned about her inability to read. The Family Advocate reassured her that the most important thing was to expose her son to words by simply pointing to pictures. As Eric grew older, she began to set aside a portion of the day for "storytime," an activity that soon became "family time" when her older daughter gladly helped to read to her little brother.

When Eric was three years old, mom was so excited to witness her son's ability to speak the languages of Quiche Dialecto, Spanish, and English. Research has shown that being bilingual or multilingual can have practical benefits that positively affect cognitive abilities. This improvement in cognitive

ability may help a bilingual person to process information better.

Eric's growth and progress have been remarkable. But more striking has been Lucy's development as well. Children's Friend also supported her in attaining her own personal goals. She began to make and sell tamales from her kitchen to provide for her family and secure some income. She eventually applied for and received her work permit, received her driver's license, obtained her green card, and is now a full-time employee.

Children's Friend has always been there for this family to ensure that they received all the resources and benefits of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). Once a teenager with no shoes and no education, Lucy is now a proud mother who provides the tools necessary to have the best life possible for her children.





A YEAR LIKE NO OTHER



The year 2020 was undoubtedly filled with unprecedented events and many challenges. As the world closed down with safety measures to protect against the spread of COVID-19, Children's

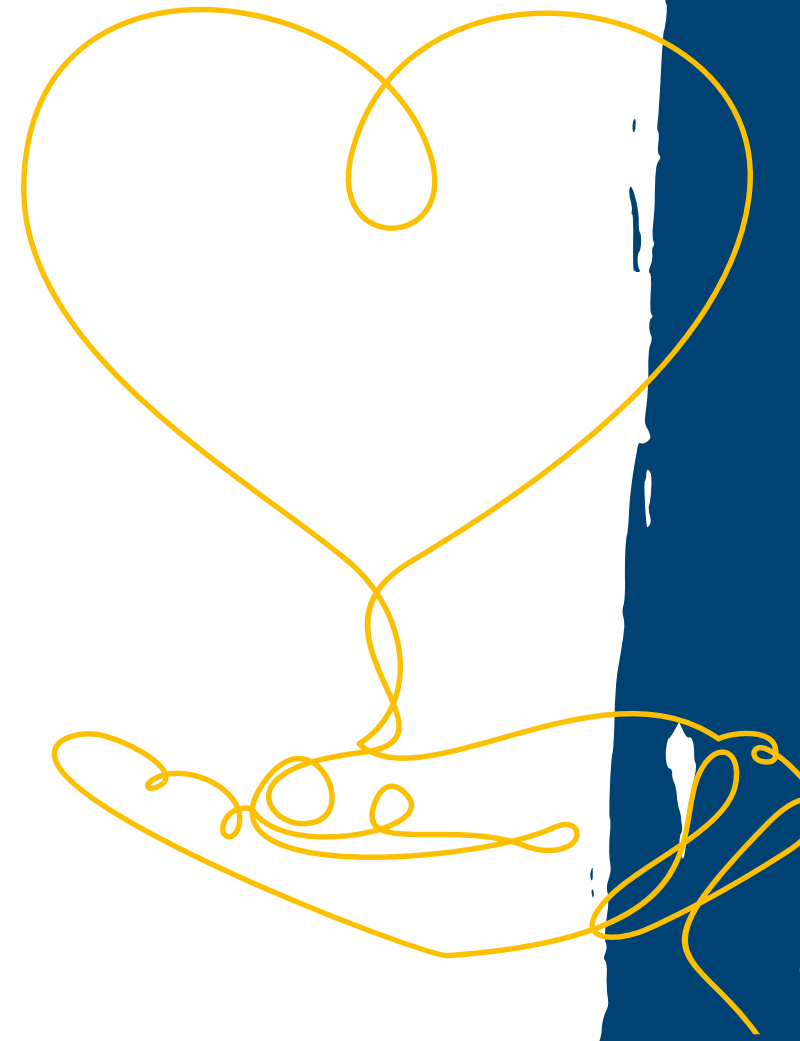


**WE SAW OUR MISSION
AT ITS BEST – BEING
INNOVATIVE AND QUICKLY
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CHILDREN AND FAMILIES
AS BEST WE COULD IN
THE SAFEST AND MOST
CREATIVE WAY POSSIBLE.**

Friend quickly shifted to remote services to best serve our children and families, as they were the ones who have been hit hardest during this crisis, with little to no safety net.

We saw our mission at its best – being innovative and quickly adapting to serve our children and families as best we could in the safest and most creative way possible. Our teachers mastered remote learning, organizing

fun activities, readers on Zoom, and planning Spirit Days for our kids. Our family visiting staff conducted virtual home visits and made curbside deliveries of food and diapers to ensure our families have the essentials. Our WIC, Women, Infants, and Children workers ensured that over 6,000 families had uninterrupted access to healthy food and nutrition supports. Our services never stopped and were an essential lifeline to those hardest hit by the pandemic.



DONORS MAKE IT ALL POSSIBLE

Thanks to your support, Children's Friend provided essential services to our most vulnerable children throughout Rhode Island.

LET'S DO THE NUMBERS...



60 


At-risk families received high-fidelity wrap-around services.


134,416

Nutritious meals were provided to children in our programs.


197

Children received high-quality, bilingual childcare services.


8,491

Families participated in a nutrition program that provides healthy foods, nutrition education, and referrals to doctors, dentists, and other community services.


579

Infants and toddlers with developmental delays and disabilities were provided therapy and educational services.


202

Early care & school age educational professionals participated in training and technical assistance.

1,325 

Families received home-based outreach services intended to promote the health and well-being of mothers and their newborn children.

293 

Families received home visits by a registered nurse including prenatal and parenting education, developmental screenings, social supports, as well as support for educational and professional goals for the client.

86 

Children & families received individual & family counseling services addressing issues of loss, parent-child conflict, school and behavioral issues, etc.

OUR DONORS

Children's Friend is deeply grateful to the individuals, businesses, foundations, and organizations who generously invest in the lives of our most vulnerable children and families.

Your investment has great impact! You provide essential services to build the foundation for our families to succeed. **Thank you for your generosity!** You truly make the difference!

Please join us in recognizing those donors who supported Children's Friend in 2020.

We very much appreciate your generous support! The following lists have been prepared with great care.

If you feel as though your name has been omitted or is incorrectly listed, please accept our sincerest apologies and notify Stacy Couto, Chief of Philanthropy, at 401-276-4306 or scouto@cfsri.org.

Thank you!

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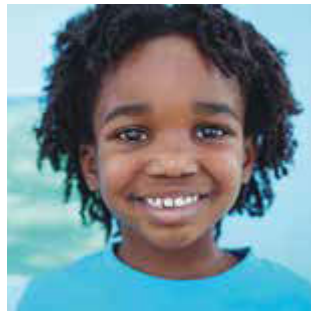
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Children's Friend regularly receives donations from individuals and families in honor of someone who has made a positive impact within our community. In addition, contributions are also received in memory of a loved one who has passed away.

Children's Friend would like to thank our tribute donors for their generosity in honoring those who unselfishly gave back to improve the lives of others.



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HOLIDAY DRIVE



Even during the height of the pandemic, The Children's Friend Spirit of Giving Holiday Drive continued to brighten the spirits of thousands of children and families who experience difficult times by providing toys, games, books, and warm clothing for the winter months.

While we missed the hundreds of volunteers, gift drop-offs, and cheer of the season, our dedicated donors shifted gears and embraced a new tradition. Through the extraordinary efforts of our many donors, the Children's Friend Spirit of Giving Holiday Drive has exceeded expectations and in doing so, has provided holiday gifts to over 1,200 families and 4,000 children.

On behalf of all the children and families who enjoyed a happy and joyous holiday season, we thank our loyal supporters for their overwhelming generosity. Because of your kindness, the Children's Friend's first-ever virtual Holiday Drive was a tremendous success. It truly is a season of celebrating and, more importantly, a season of giving back in gratitude.

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DONOR SPOTLIGHT

Salvatore and Christine Cosimano

Salvatore and Christine Cosimano have great memories of celebrating the holidays with their two daughters, Katie and Gina. They fondly remember the happy times seeing their young daughters so excited to open their presents. They recall the smiles, laughter, and joy that this most wonderful time of the year brings to their family. Sal and Chris hope that other families, who may be struggling to make ends meet, will also experience their own wonderful holiday memories.

Unfortunately, many of the families served by Children's Friend worry about putting food on the table and wonder how they will pay their monthly rent and utility bills. Sadly, for many of these families, there is insufficient money in the budget for holiday presents. The outbreak of the COVID-19 pandemic has hit these most vulnerable children and their families the hardest.

The Cosimano's first learned about Children's Friend ten years ago when their daughter, Katie, worked at the agency. Chris was heartbroken when she heard of a family with a three-year-old girl and an 18-month-old boy. Everyone thought the little boy was a girl because the only clothes he had were his sister's hand-me-downs. She vividly remembers Katie being so upset one year when she witnessed first-hand how many families

fell on hard times during the holidays. Chris noticed the sadness in her daughter's eyes and comments, "As a mother, it was very hard to see her so upset because she cared so much about her clients and felt helpless."

Since that moment nearly a decade ago, Sal and Chris have donated to the Children's Friend Spirit of Giving Holiday Drive. And the pandemic did not stop them. It may have changed their volunteering, but not their commitment to our children and families. A socially distant drop-off schedule was made, and the couples' extraordinary generosity, along with the help of the outpouring of online donations and Amazon wish list donations from many generous donors, helped Children's Friend provide holiday gifts for over 1,200 families.

The couple feels assured that their yearly toy and clothing donation will go directly to families who are genuinely in need. They begin shopping for the next year's Holiday Drive the day after Christmas and continue throughout the year. Always on the lookout for bargains, store managers even notify them when certain items are marked down in price. "Gathering everything is almost like a job," Sal quips.

When they first started, they stored their purchases in a small closet. Now their donations spill over to two rooms that

were once their daughters' bedrooms. This past year, in addition to hundreds of clothes, toys, shoes, cosmetics, and bath sets, Sal and Chris generously donated enough warm coats for young children to fill 16 trash bags.

The old adage is true – "It is better to give than to receive." The act of helping others by donating to charity improves your emotional well-being. Giving provides happiness and fulfillment for the giver because they know their kindness will benefit those less fortunate, which can be inspirational.

Simply stated, we feel good when we help others.

Maya Angelou, the American poet, memoirist, and civil rights activist, once said, "When we give cheerfully and accept gratefully, everyone is blessed."

For Salvatore and Christine Cosimano, they give from their heart to the Children's Friend Spirit of Giving Holiday Drive because they are grateful for all their many blessings. The couple provides gifts each year, knowing that their kind offerings are accepted gratefully by many needy parents who are so thankful that their family will experience a joyous holiday season.



BROADEN YOUR IMPACT WITH ONE SIMPLE STEP

Did you know that you can significantly increase the value of your gift to Children’s Friend? Simply verify if your employer offers a Matching Gift Program which encourages employees to contribute to charitable organizations.

Please note that most Matching Gift Programs match contributions dollar-for-dollar, while some programs even double or triple the amount of your donation. Moreover, some companies provide matching funds to support employee volunteer hours.

MATCHING GIFTS

Children’s Friend would like to express our thanks and appreciation to the companies listed below for generously matching the charitable gifts made by their employees to support our mission.

- | | | |
|---------------------------------|---------------------------------------|------------------------------------|
| AbbVie Employee Engagement Fund | Coverys Fidelity Charitable Gift Fund | Natixis Oracle |
| Amica Companies Foundation | FM Global | Okta, Inc. |
| Bank of America Matching Gifts | Hewlett-Packard | The Benevity Community Impact Fund |
| Bright Funds Foundation | Liberty Mutual Insurance Company | The Gap Foundation |
| Citizens Charitable Foundation | Microsoft Matching Gifts Program | Wells Fargo Matching Gifts |

CONTRACTS THAT GENERATE REVENUE

- | | | |
|---------------------------------------|---|--|
| City of Pawtucket | Rhode Island Department of Children, Youth & Families | Rhode Island Foundation |
| City of Providence | Rhode Island Department of Education | US Department of Health and Human Services |
| DC Child & Family Services Agency | Rhode Island Department of Health | US Department of Justice |
| Family Service of Rhode Island | Rhode Island Department of Human Services | United Way of Rhode Island |
| Local Initiatives Support Corporation | | |

PLANNED GIVING

The Harriet Ware Society

Have you ever felt like you didn't know where to turn at times during your life experiences? Many of our families have that same feeling but have no resources to support them during such times. That is when Children's Friend can provide them with what feels like and is a lifeline.

Your commitment to Children's Friend has ensured that we could provide our services even during a pandemic. The impact of creating a legacy gift today can provide a lifeline to families well into the future.

Our children and their families depend upon us.

Creating a legacy is easy while continuing to provide for your loved ones. You do not have to be elderly, and you do not have to be wealthy; however, it does require compassion and strength to take action.

Wills are the simplest way to create a planned giving action by adding a codicil to your existing document or including Children's Friend in your will when you make one.

You may be asking, "Why would I do this?"

Perhaps you had adopted your child through the agency, or you are the adoptee; you are passionate about the work Children's Friend is committed to; the agency had helped you in your past, and you want to give back. The reasons are many. The act is impactful.

The Harriet Ware Society, named for our founder, honors those who help to ensure that we continue to meet the needs of our children and families long into the future. We are grateful to the members of the Harriet Ware Society for their vision and generosity:

William & Amabel Allen
Alida J. Anderson
Mildred A. G. Anderson
Lillian Barton
Mabelle H. Chappelle
David Caprio
John D. Cregan
Walter L. Davol
Theakston Decoppett
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The Dodenhoff Family
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Laura B. Sims
Charlotte Lumb Swift
Imogene Watson

**Become a member today! For further information contact:
Joyce LaFrance Tormey at jtormey@cfsri.org.**



MEMBER SPOTLIGHT

I have been fortunate to have been involved with Children's Friend for the past thirty years, the last 28 years as a Board Member. It has been a privilege to have a front-row seat from which to witness the evolution of the agency from a small, passionate organization with a budget of \$1M 30 years ago to a large, dynamic organization with a \$32M budget today.

I have heard hundreds of real-life stories where Children's Friend has had a significant, favorable impact on a child or family. Last year alone, over 27,000 children and their families benefited from the programs and services offered by Children's Friend. The difference Children's Friend can make in a child's life is game-changing and the critical factor in my long-term involvement with the agency. I have a tremendous appreciation for the organization. Once you learn about Children's Friend, you want to do as much as possible to promote their mission and work to ensure they continue to thrive and make a difference for as many kids as possible.

Harriet Ware founded Children's Friend back in 1834. Today, Children's Friend is a nationally recognized, innovative

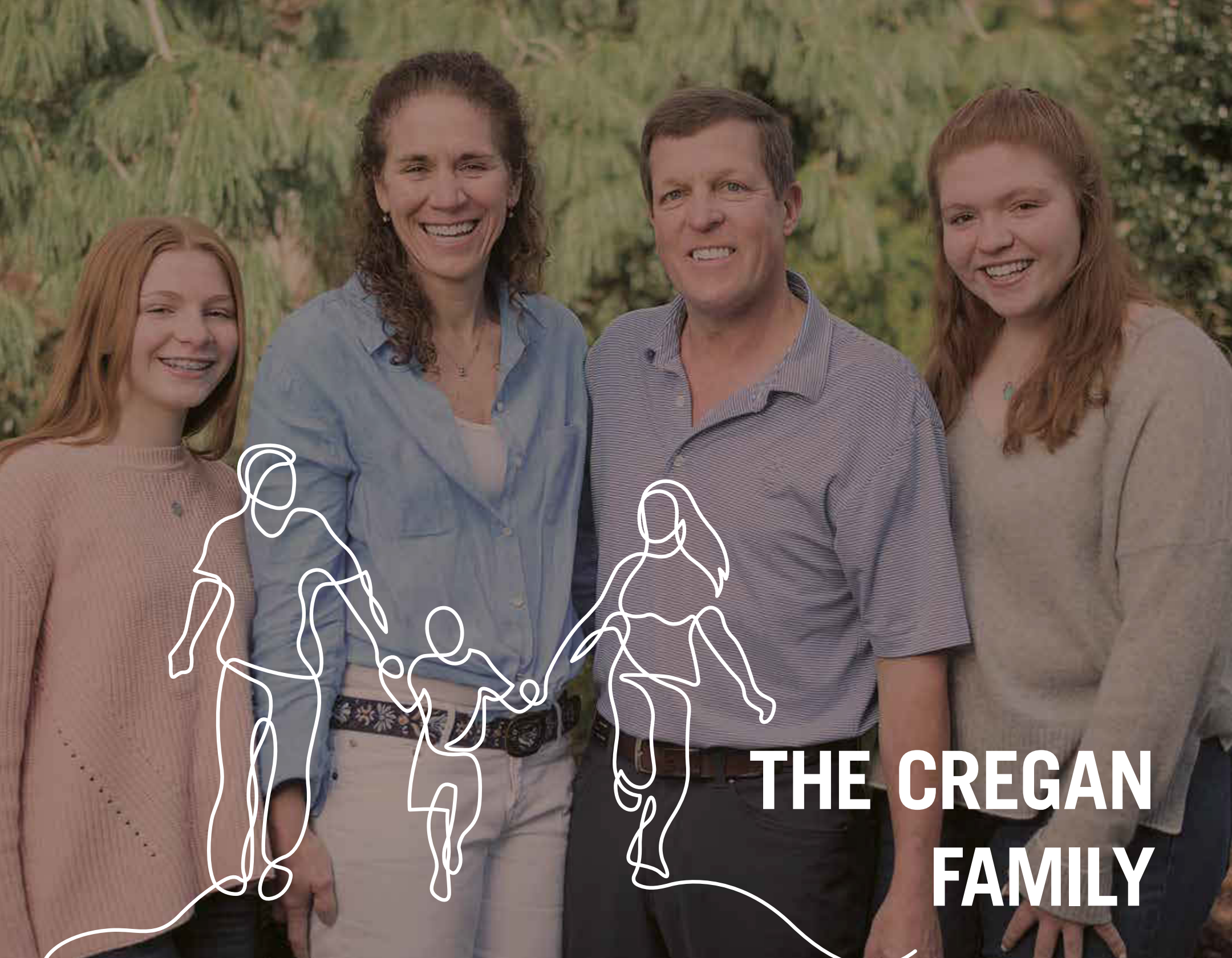


AS A FRIEND AND FELLOW BOARD MEMBER OFTEN SAYS: "IT'S ALL ABOUT THE KIDS."

leader in providing programs and services to improve the lives of our most vulnerable children. It takes an army, and Children's Friend has one. Our experienced and visionary leadership team, determined and exemplary staff, our dedicated, diverse, and engaged Board, our passionate volunteers, and hundreds of loyal donors from individuals and small businesses to Fortune 100 corporations make the difference for so many families. They have embraced the agency as they appreciate the work and mission of Children's Friend and the difference the agency makes in the lives of vulnerable children.

Children's Friend has been a long-time family affair. My wife has been a volunteer, supporter, and donor since before our teenage daughters were born. Our girls constantly donate children's clothes, books, and toys to the agency. They have happily attended numerous events over the years, from the Holiday Drive and volunteer gift wrapping to summer learning cookouts, the annual Walk, and reading day, etc.

Since I have been a loyal supporter of Children's Friend and my family has a great interest in its work and mission, it was an easy decision for us to become a Harriet Ware Society legacy member. We have seen first-hand the amazing work and outcomes from the top-notch programs and services provided by Children's Friend to the neediest children in our state. Now, more than ever, it is the time to ensure that the innovation and success of this organization continue over the years and decades ahead. Through the Harriet Ware Society, a legacy investment is a win-win proposition that my family and I were very pleased to make. As a friend and fellow Board Member often says: "It's all about the kids."



**THE CREGAN
FAMILY**

OUR TEAM

THE YEAR 2020 WAS LIKE NO OTHER.

Throughout the COVID-19 pandemic, our staff was creative, flexible, and responsive in meeting our families' growing and changing needs. From remote lessons to meal and diaper drop-offs, on-site WIC services, and outdoor, socially distant meetings, the staff at Children's Friend has skillfully performed their duties and responsibilities to help those among us who so desperately need our help.

Children's Friend is proud to acknowledge and thank our many valuable employees for their continued hard work and admirable dedication.

Juwariyah
Abdul-Rashid
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Talia DiGiulio
Linda Ann DiPasquale
Carrie Dipietro
Katelyn DiSano
Bertha Dischert
Aida Dones
Sophia Dong
Steven Doughty
Susan Dounetos
Yomari Duarte
Michael Dulin
Ariona Eaddy
Johanna Espinal
Zuleika Estevez
Teixeira
Misty Faella
Ariana Fajardo
Olajumoke Famuyiro
Maria Feliz
Ashley Fernandes
Ambiorix Fernandez
Taveras
Gina Ferri
Crescencia Figueroa
Jessica Figueroa
Maryann Finamore
Veronica Flores
de Gomez

Anaiz Flores
Johanna Flores
Gabriella Florio
Logan Fontes
Jeanne Fowler
Sandra Fraenkel
Juliana Francisco
Claudia Galeano
Jose Galzin
Altagracia Garcia Ramos
Kayla Garcia
Wanda Garcia
Kimberly Gaudreau
Bethany Gauthier
Michelle Gazzero
Lindsay Gearhart
Aris Genao Batista
Bernadette Gibbs
Michelle Gil
Joanne Gilbert
Bryon Gilbody
Isolita Gomes
Daysi Gomez
Rosa Gomez
Yajaira Gomez
Manuel Goncalves
Rosa Goncalves
Carmen Gonzalez
Carla Goode
Chary Goris
Andrea Gosselin
Lisa Granda
Susan Grant
Kenia Grave
Jennifer Greenwood
MacDonald
Katerine M. Guerra

Erica Guerrero
Deyanira Guillen
Emilee Guzman
Robert Hagberg
Heather Hall
Laura Harkness
Katlyn Hashway
Owen Heleen
Laura Henao
Stephanie Henderson
Allison Hernandez
Jeny Hernandez
Orlando Hernandez
Orlando A. Hernandez
Jennifer Heywood
Leila Hill
Michelle Hirst
Mary Jane Holland
Rita Holmes
Ann Homer
Donna Hulstyn
Lori Iannella
Olga Iboy
Rosa Inirio
Llosmina Interiano
Milangie Irizarry
Esperanza Jaime
Kanela Jaime
Lucia Jal
Fern James
Jennifer Jarvais
Marguerite Jeremie
Julia Jimenez
Vanessa Jimenez
Jourdan Johnson
Satta Josiah-Faeduwor

Diana Jurado
Stella Jurado
Lea Kabbas
Susan Kane
Oretha B. Karweh
Jonathan Keller
Carissa Kennedy
Megan Kerrigan
Mailee Khang
Katharine Killilea
Christopher Kilsey
Margaret King
Sarah King
Alice Knight
Stanley Kuziel Jr.
Nancy LaChance
Laurie Laliberte
Cheryl Lancellotta
Linda Landolfi
Elizabeth Lanni
Christine Lantagne
Valentina Laprade
Margaret Lascola
Edouard Latortue
Elizabeth Laureano
Sherry Lazzareschi-Araujo
Margarita Ledesma
Cha Lee
Sorhenis Lee
Jillian LeTellier
Pierre Leveille
Joseph Lezon
Brianna Lindsay
Nery Llaverias
Alexandra Lloyd
Kaitlyn Long
Nicole Long
Maria Lopes



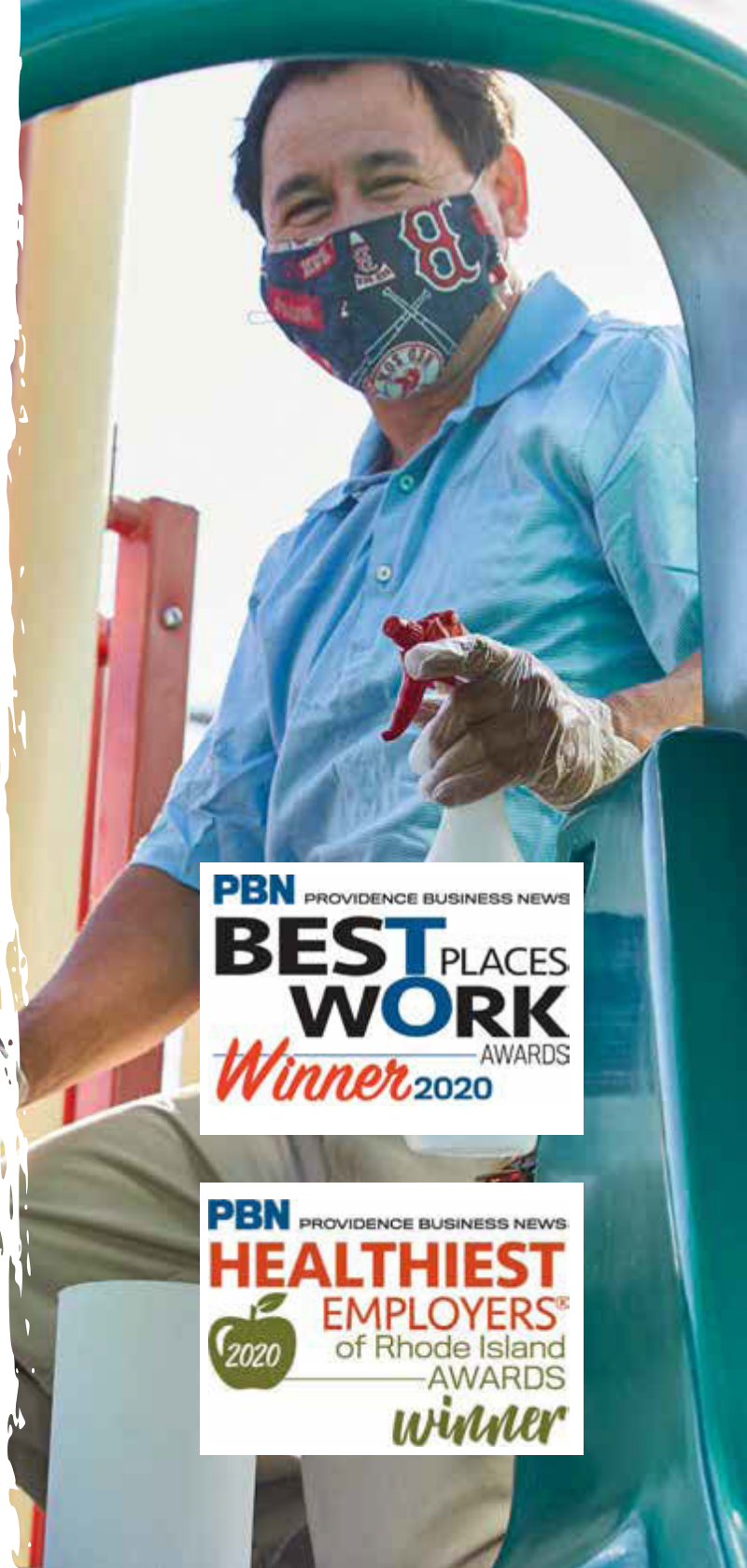
Beatriz Lopez
 Jasmin Lopez
 Lucrecia Lopez
 Felicia Love
 Laurie Lucia
 Tammy Macchio
 Shelby Mack
 Shalini Malhotra
 Maia Malo
 Diana Marin
 Rafaela Marmol Tineo
 Ana A. Marquez
 Pamela Marroquin
 Yairis Marte
 Diosa Martinez
 Norma Martinez
 Amie Marzilli
 Mariel A. Mastrostefano
 Thalya Matos
 Mary McGinn
 Cynthia Medeiros
 RessayMarie Medeiros
 Zoraida Medina
 Nancy Medrano
 Marie Melucci
 Ana Patricia Mercado
 Carmen Mercedes
 Daiana Mercedes
 Amy Merola
 Laura Miles
 Cynthia Miranda
 Joseph Miranda
 Yasmin Mola
 Romira Monteiro
 Stacey Monteiro
 Karla Montenegro
 Harryetta Moore
 Caren Morales

Luis Morales
 Pamela Morales
 Alicia Moran
 Keyssi Moronta
 Keith Morris
 Ana Mosquera
 Dana Mullen
 Tahani Mustafa
 Patricia Nance
 Judy Nelson-Mintzer
 Katelyn Newman
 Melina Nunez
 Yaquelin Nunez
 Karen Obispo
 Robert O'Brien
 Linda Oden
 Liz Olique
 Hilcias Olivo
 Christine Olsen
 Peggy Orsini
 Nathalie Ortiz
 Pablo Ortiz
 Wilnelia Ortiz
 Gregoria Palma
 Jennifer Paradis
 Jeneen Paris Brito
 Charlotte Patterson
 Rochelle Patterson
 Heather Paulo
 Veronique Pereira
 Yeisha Pereira
 Wendy Perez
 Sue Perry
 Kimberly Pete
 Jacqueline Phillips
 Tania Pintado
 Paula Pirolli
 Regina Porter
 Indira Prado

Jennifer Prestly
 Frank Puleo
 Rosana Ramirez
 Evelyn Ramos
 Zobeida Ramos
 Judith Raponi
 Helen Redd
 Natalie Redfearn
 Alexandria Rego
 Christine Rego
 Andrea Reis
 John Reis
 Joycy Reyes
 Tiffany Rezendes
 Annette Rivera
 Milagros Rivera
 Sara Rivera
 Gianna Robenhymmer
 Lilia Roberson
 Sandra Robinson
 Shirley Robinson
 Telma Rodas
 Shirley Roderick
 Casey Rodgers
 Brenda Rodriguez
 Georgina Rodriguez
 Ingris Rodriguez
 July Rodriguez
 Belinda Roias
 Brenda Rojas
 Shirly Rojas
 Elizabeth Roman
 Judith Romero
 Lilian Romero
 Carmen Rosario
 Maritza Rosario
 Patricia Rosas
 Lucy Rose-Correia

Anna Russell
 Catherine Salas
 Christopher Salaun
 Christine Salem
 Kim Samos
 Melissa Sanchez
 Narcisa Sanchez
 Kyana Santiago
 Lucia Santiago
 Monica Sar
 James Savickas
 Luz Scanlon
 Sara Schiavoni
 Dawn Schneider
 Michelle Scorpio
 Andrea Scott
 Rosy Semper
 Maria Serrano
 Lorelin Silfa
 Stephanie Silva
 Miriam Silverman
 Lisa Sisson
 Dominique Smith
 Kathleen Smith
 Sola Solarin
 Haydee Soto
 Jennifer Soucar
 Robert Spirito
 Jodi Staples
 Hope Starkey Cox
 Jeris Stephen
 Roxeanne Strickland
 Julie Sullivan
 Deborah Taillon
 Dinora Tangui
 Sharon Tariq
 Rita Tavares-Burk
 Sabrina Taylor

Courtney Teixeira
 Anna Thomas
 Lori Thurber
 Jessica Toc
 Gauri Todkari
 Arianna Togbay
 Jayde Tolentino
 Donna Tomaselli
 Joyce Tormey
 Lisuannette Torres
 Rebecca Trahan
 Margaret Tremblay
 Hilda Trujillo
 Shanyn Turner
 Anne Underhill
 Brianna Van Gyzen
 Choua Kathy Vang
 Jacqueline Vazquez
 Alana Vega
 Annette Vega
 Carol Vespia
 Claudia Villa
 Michelle Wain
 Geneva Washington
 Susan Wathen
 Milagros Weber
 Derek Webster
 Gail Williams
 Diane Williams-Giordano
 Sandra Witherell
 Joshua Wizer-Vecchi
 Golnue Yang
 Alycia Zagaglia
 Emily Zanzarav
 Cruz Zapata
 Melanie Zeitounian



OUR FAITHFUL LEADERS

Children's Friend is fortunate to have exceptional leadership. We are grateful to our Board of Directors and our Head Start Policy Council for their guidance and counsel in implementing our mission. In sharing their stewardship of time and talent, our leadership team exemplifies their sincere dedication to safeguarding the well-being and healthy development of the children and families we serve.

BOARD OF DIRECTORS

Chairman Michael DiSandro	William J. Allen Kamilah A'Vant
Vice Chairman Maureen Gurghigian	Lisa M. Bousquet Mary Cram John D. Cregan
Treasurer Jose R. Lopez, Jr.	Rosa E. De Castillo Charlotte Diffendale
Assistant Treasurer Mark G. Griffin	Eva C. Hulse-Avila Leonard L. Lopes, Esq.
Secretary Marie Ganim, Ph.D.	Kimberly I. McCarthy, Esq. Carmen A. Mirabal Eduardo E. Naya Carl R. Neal Martha Newcomb, Esq. Donald St. Peter

HEAD START POLICY COUNCIL

Chairman Rut Albornoz	Community Representatives Mary Cram <i>Children's Friend Board Member</i>
Vice Chairman Kenia Aldana	Parents Lori Boss Josiene DaSilva Patricia Janvier Helen Lincoln Paula Mizzone Natalia Mustafa Sharleene Owusu
Treasurer Michel Dasilva	
Secretary Yuric Ardon	
Members Erika Aldana Sokpha Chea Maria Chocoj Ana Echevarria Rachael Fayemi Sarah Luna Matilde Morales Keilyn Osorio Rosa Pulido Evelyn Romero Naomi Stanley	

VOLUNTEERS NEEDED!

Would you like to share your time and talent? Children's Friend needs volunteers throughout the year. We welcome volunteers to help us in fulfilling our mission. There are many volunteer opportunities available such as joining a committee, reading to children in our classrooms, chaperoning a summer field trip, or holding a donation drive to collect necessities that families need every day. Or, maybe you have some new or gently used items such as children's books, backpacks, or school supplies you'd like to donate.

If you are interested in volunteering, would like to take a tour, or are looking to learn more about Children's Friend, please contact Stacy Couto, Chief of Philanthropy, at (401) 276-4306, or by e-mail at scouto@cfsri.org.

WISE STEWARDSHIP OF RESOURCES

Thanks to a long history of committed individuals invested in our community, Children’s Friend is fortunate to provide a level of excellence in services and supports even when funding at the local, state, and federal levels is limited.

Disciplined spending allows Children’s Friend to offer high-quality services and expert staff when our families need us the most. This is accomplished thanks to wise stewardship of our resources and a “spending rule” that holds our annual spending to 5.1% of the rolling 3-year market value average of the endowment. Support families today and invest in the future of the organization.

You can earmark donations to the endowment by contacting Stacy Couto, Chief of Philanthropy, at 401-276-4306 or scouto@cfsri.org.



I AM VERY GRATEFUL TO BE A MEMBER OF THE POLICY COUNCIL. DURING THIS TIME, I HAVE ATTENDED CONFERENCES AND TRAINING SESSIONS TO BETTER MYSELF AND GROW AS A PARENT. I MET SO MANY PEOPLE WHO HAVE HELPED ME GROW THESE PAST TWO YEARS.

- Naomi Stanley
President, Policy Council 2018-2020

OFFICE OF STRATEGIC MANAGEMENT

The Impact of Seamless Services for Families

Due to COVID-19, 2020 brought about some of the most sweeping changes in Children’s Friend’s 186-year history. Amid tragedy and grief, we also found opportunities for strategy and innovation as we continued to adapt to the ever-changing situations and circumstances. Children’s Friend staff have always been a core support and lifeline for those they serve, and this role is more crucial than ever during the pandemic. Following the strategic “North Star” we set in 2018 to prioritize the most vulnerable kids, all while operating in this new pandemic context, we’ve learned many lessons about engaging families that have changed us dramatically.

In the “new normal” of hybrid in-person and virtual home visiting and learning, with many families experiencing more vulnerability than ever, we recognize that families need seamless supports. With 19 programs and specialists across early education, child welfare, and child development, we can significantly impact a family. But our ability to do so is influenced by how easily – seamlessly – our teams can work together to create a network of support for a family.

So we asked a question: How might we seamlessly connect families and pro-



2020 BROUGHT ABOUT SOME OF THE MOST SWEEPING CHANGES IN CHILDREN’S FRIEND’S 186-YEAR HISTORY.

viders across our programs to offer families the supports and services they need to maximize their child’s growth and development?

To answer that question, we’re undertaking several innovative initiatives, three of which we’ll share here:

Launch an Innovation Lab: As a coordinated effort between our Philanthropy department, Programs, and Office of Strategy Management, the Innovation Lab will support our work to gather actionable feedback from staff and families that will guide program decisions, develop new approaches to supporting families, and help us improve through learning from our shared experiences.

Keep offering virtual services: Children’s Friend plans to continue offering hybrid virtual and in-person services to families even after the pandemic because we’ve learned that in many cases, virtual options expand seamless access to our services and collaboration across providers.

Create a Centralized Intake process for all of our programs: We are using a staff and client-guided (Human-Centered) approach to design a new Centralized Intake department that connects families to the services they need while building connections across our programs.

Starting in 2021, the Innovation Lab and the Office of Strategy Management will work with a small team to design, test, and gather feedback from families and staff on different approaches to building seamless connections at intake. In an organization with 19 discrete programs, each with varied intake requirements and goals, this is no small task. With the experience of families and staff as a guide, we will create something that meets their needs first and plants the seeds for lasting, supportive relationships.

FOSTER HEROS

All children deserve safe and loving homes. Children’s Friend is grateful for our dedicated Foster Parent Heroes, who provide stable and loving care to children in need of temporary places to live. Our diverse Foster Parent Heroes care for children throughout the State, ensuring their needs, from the tall to the small, are met day and night. Thank you to our Foster Parent Heroes, who all make a tremendous difference in the lives of our most vulnerable young children.

- | | | | |
|---------------------------------------|--|---|--|
| Cassie and
Mike Affonso | Julie and Richard Doire | Ngina Johnson | Krystal and
Anthony Pezza |
| Kellen and
Hakeem Alabi | Kim Drape | Amber Kaltenstein and
Kevin McKenna | Stephanie and
Matthew Plain |
| Megan and Jeff Bain | Rebecca and
Dean Duffy | Brittany Masion and
Ed Kanderzki | Jennifer Rado and
Bethanie Roman |
| Shayna Banfe | Tammy Eaton | Margaret Koosa and
Jaime Borch | Alison and Jeffrey Riese |
| Lori Basile | Erica and
Stephen Emond | Janet and Brian Lacroix | Christie and Corey
Rishworth |
| Kelli and Lee Barber | Jessica Farrell and
Gelissa Salazar | Brian and Patty
Lamothe | Robert Rocchio and
Arthur Taylor |
| Jennifer and
Andrew Beck | Eugenia Ferreira and
Kevin Cliff | Norkis Latigue | Marissa and Eric
Schaumberg |
| Sydney and
David Bilodeau | Stephanie and
Barkley Finsterbush | Maureen Lawrence | Karen Scotti |
| Kristine Boavida | Jamee and Mike Flynn | Lisa and Scott Listenfelt | Bridget and
James Sherrod |
| Tamara and
Nathan Bonds | Shirley Fraticelli and
Alex Miller | Kathleen Mahoney | Korina and Ken Short |
| Krystin and Paul Breau | Amy and Tyler Fontaine | Dawn Manchester and
Deidre Rowles | Deb and Tim Steen |
| Thea and
Michael Brennan | Adrienne Bryant &
Lester Goss | Anthony and Shaun
Martins-Torres | Jose Tavares |
| Amy and Stephan Brock | Hillary Greene and
Riley Nolan | Tammy and Lee Martin | Cherylanne Turgeon
and Scott Santos |
| Betinna Brothers | Kristy Griffiths | Lisa and Dino Messina | Jordan and
Anthony Votto |
| Brenda and Alfred
Carnevale | Annette Haman &
Michael Kerr | Stacy and Julio Murga | Becky Wallace |
| Lisa and Scott Carr | Jessica Hatch | Dana Borelli-Murray
and Colin Murray | Jay Wolstencroft and
Tiago Costa |
| Sherri Casali | Seth and Shannon
Hobson | Laura Napolitano | Ashley and
Zachary Yoakum |
| Megan and Ryan Coolan | Sarah Howe | Sara and John Natalizia | |
| Erica Crossman | Eben and Marc
Hutchinson | Lauren and Tyler Nobis | |
| Bethany Dansereau | Colleen and
Matthew Johns | Gina and Timothy
O’Donnell | |
| Daniel DiCamillo and
Kyle Spalholz | | Crystal and
Luis Pacheco | |
| Laurie and John
Dickinson | | Elizabeth and
Alberto Palmeri | |



Curious About Foster Care? Want to Help?

There are still many children in Rhode Island who need foster homes. Please consider partnering with us to ensure that every Foster Care child experiences stable upbringings where they receive love and support. These children need our help now more than ever.

Do you think you would be a great Foster Parent? If so, please call Children’s Friend and learn more about the steps involved in becoming a Foster Parent. Heather Ashworth, our Foster Care Recruiter, is available to talk to you about your decision and the special joy that you will experience when you help a child in need. You can reach Heather at hashworth@cfsri.org, or by calling (401) 276-4371. Thank you!

IMPACT OF INVESTMENTS

MAKE A SUSTAINING CONTRIBUTION

A recurring gift to Children's Friend will ensure that at-risk families receive the resources and information they need throughout the year. A monthly donation will help us provide comfort and support to Rhode Island's most vulnerable children and their families.

All it takes is a simple click. Your generosity will certainly make a positive difference in the lives of those who turn to us in their moment of need.

Please visit our website at www.childrensfriendri.org and click on the "Make a Donation" tab. Once your gift has been designated, you can indicate the amount of your donation and provide your credit card information for processing.

We are so appreciative of the generosity of our donors who make all this good work possible. On behalf of the thousands of families that are served, we thank you!

THE IMPACT OF YOUR GENEROSITY – 100% PROGRAM SUPPORT

Children's Friend is proud to report that 100% of your gift supports the many programs and services which are offered to our at-risk children and families. Because our endowment provides our agency with long-term financial security, you can rest assured that the donations we receive are carefully utilized and make a positive impact in the lives of our most vulnerable young children and their families. Please note that no donations are used for fundraising or administrative expenses. Your continued support is greatly appreciated.



27,140

Children and Their Family Members benefited from Children's Friend services.

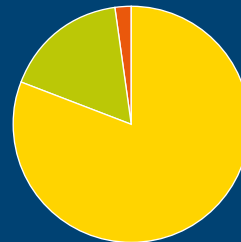
INCOME STATEMENT

2020 REVENUE	
Contracts	21,487,743
Fee for Service	4,019,151
Investment Income (losses)	975,203
Contributions/Grants	1,256,324
Donated Goods, Services, Facilities	1,286,793
Other Income	212,114
Total Operating Revenue	29,237,328

2020 EXPENSES	
Early Intervention	2,130,946
Family Counseling	81,039
Family Support	19,355,409
Family Preservation	3,198,744
Health & Nutrition Services	5,059,090
Total Program Expenses	29,825,228
Administration	660,207
Development/Fundraising	786,469
Total Operating Expenses	31,271,904

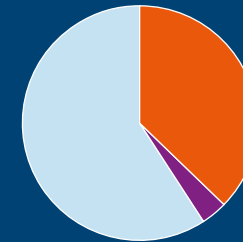
**Subject to Change Upon Completion of Agency's Audit*

A BREAK DOWN OF THOSE WE SERVED



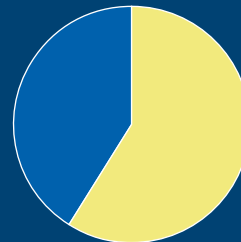
AGE

- 0-9 : 87%
- 10-19 : 2%
- 20+ : 11%



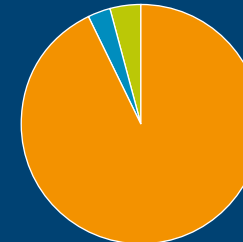
ETHNICITY

- Hispanic/Latino : 57%
- Non-Hispanic/Latino : 35%
- Unknown : 8%



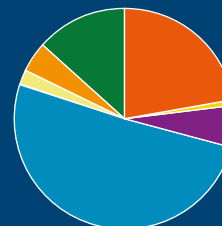
GENDER

- Female : 53%
- Male : 47%



INCOME POVERTY LEVEL

- Under 100% : 93%
- 100-175% : 4%
- Over 175% : 3%



RACE

- Asian: 2%
- Black: 21%
- Multiracial: 3%
- American Indian or Alaska Native: 1%
- Client Declined to Provide: 16%
- Unknown: 14%
- White: 43%

The agency's audited financial statements are available upon request. For more information, please contact Stacy Couto, Chief of Philanthropy, at 401-276-4306 or scouto@cfsri.org.

**ANNUAL REPORT
DESIGNED BY GLAD WORKS**



Children's
FRIEND

153 Summer Street
Providence, RI 02903

401-276-4300

ChildrensFriendRI.org

