

A Year of Persistence

STRENGTHENED BY
YOUR SUPPORT

ANNUAL REPORT
2020



THE CENTER FOR
YOUTH & FAMILY
SOLUTIONS
cyfsolutions.org

A LETTER FROM THE PRESIDENT



Dear Friends,

What a challenging year it has been. All of us share the experience of disruption in our daily lives. For the children and families we serve at The Center for Youth and Family Solutions, the effects were amplified as they face extra hurdles, must navigate additional barriers, and often have limited resources to fall back on. During it all, CYFS continued helping families heal, cope, and thrive by adapting, creating, and delivering the critically important services on which children and families in our communities

depend. It has taken flexibility, persistence, and teamwork. We want to sincerely thank each of you for joining us in this effort.

As the pandemic unfolded, CYFS moved quickly to prevent any service interruption and address rapidly emerging needs. Early on, volunteers from across central Illinois provided masks for our staff when face coverings were in short supply. We planned innovative ways to safely deliver all services. Embracing technology, we integrated in-person, audio and video contacts. Importantly, we ensured that all families had the equipment and internet access necessary to stay engaged with us. Against all odds, our dedicated and caring workers proved they can help children and families achieve lasting changes even in the midst of a global pandemic.

As isolation, loneliness, and the effects of COVID-19 on work, school, and home life undermined well-being, CYFS therapists found innovative ways to help. As children's need for a forever family only intensified during the pandemic, our Adoption and Foster Care programs responded. CYFS' Youth, Family, and Community Outreach Services provided, without interruption, on-the-spot crisis intervention services throughout the year. When addressing mental health challenges and isolation amongst our senior population was paramount, 98% of our New Day Senior Service clients continued to live independently. At Guardian Angel Home, we maintained all educational and therapeutic services throughout, thereby offering the support and consistency necessary for healing boys with trauma histories. We just kept doing what we do - keeping children safe from abuse and neglect, strengthening families, and supporting people throughout the life span.

CYFS adapted to stabilize client services, but we didn't sit still. We also stepped up, adding new services and ways to help our communities. You will see examples of our innovations throughout this report.

At the Center for Youth and Family Solutions, we believe that communities work best when working together. Our ability to persevere throughout 2020 was strengthened by a community uniting to address shared concerns. Thank you for being part of that community. We appreciate your participation and value your support for our mission. We are planning for success in the upcoming year, whatever comes our way.

Respectfully,

A handwritten signature in cursive script that reads "Michael O'Melia".

Michael O'Melia
CYFS Board President

CYFS FY2020 PROGRAM HIGHLIGHTS



CYFS PROGRAMS
HAVE HELPED

20,190
PEOPLE HEAL,
COPE, AND THRIVE



All CYFS programs have a shared goal of helping children and families who have experienced trauma and other life challenges heal, cope, and thrive. Over the past year, we proved that no matter what gets thrown our way, with support like yours, we will persist in helping all people achieve solutions that impact them for a lifetime.

Last year, CYFS programs supported **20,190 people** facing life challenges by providing them the tools they needed to build their resilience and coping skills, and strengthen their overall well-being.

CYFS HELPED

8,267
FAMILIES ACHIEVE
SOLUTIONS TOGETHER



Strong families are at the heart of strong communities. CYFS helped **8,267 families achieve solutions together** by being there when they were in crisis, advocating for equitable access to critical services, and providing evidence-based interventions to build stronger parenting skills and healthier relationships.



ADOPTION

With integrity, dignity, and compassion, our **Adoption Program** makes a lifelong commitment to serve those touched by adoption while ensuring the best interest of the child. It is our goal that every child we serve has a loving place to call home and a forever family. Our Adoption Program matched **181** children—infants, toddlers, sibling groups, and teens—with loving adoptive families.



181
CHILDREN

And, 95% of CYFS adoptive parents reported feeling very satisfied with our Adoption Program.



GUARDIAN ANGEL RESIDENTIAL PROGRAM

Guardian Angel Home in Morton provides boys who are coping with emotional, behavioral or mental health challenges as a result of significant trauma, abuse, and neglect an opportunity to heal and learn new coping skills in a caring, therapeutic, trauma-informed residential setting. Last year, the program provided **26** boys age 6 through high school with a safe, supportive living and learning environment.

"They keep me safe, and I love that."
Guardian Angel Resident,
Age 9



26
BOYS



8^{OUT} OF 10

CLIENTS REPORTED
FEELING BETTER
AFTER COUNSELING

BEHAVIORAL HEALTH AND COUNSELING

At some point in our lives, we may experience an emotional or relational problem that wears us down. A situation where we can't just "work it out" on our own. Our **Behavioral Health and Counseling Program** is here to help.

Over the past year, **8 out of 10** clients we served reported feeling better, having stronger relationships with loved ones, and being better able to cope with life stressors.



At the onset of the pandemic last spring, CYFS Behavioral Health and Counseling Program also stepped up and provided a free emotional support line for anyone experiencing feelings of stress and anxiety brought on by the coronavirus.

"If it wasn't for my therapist, I honestly don't think I'd be here today. She was there for me at a very dark time in my life and provided me the support I needed to make some really big changes."

Former Counseling Client

FY 20 ANNUAL REPORT | 5

YOUTH, FAMILY, & COMMUNITY OUTREACH SERVICES

900
FAMILIES

Our **Youth, Family and Community Outreach Services** (YFCOS) helps stabilize children, teens, and families in crisis with prevention, diversion, and intervention services.

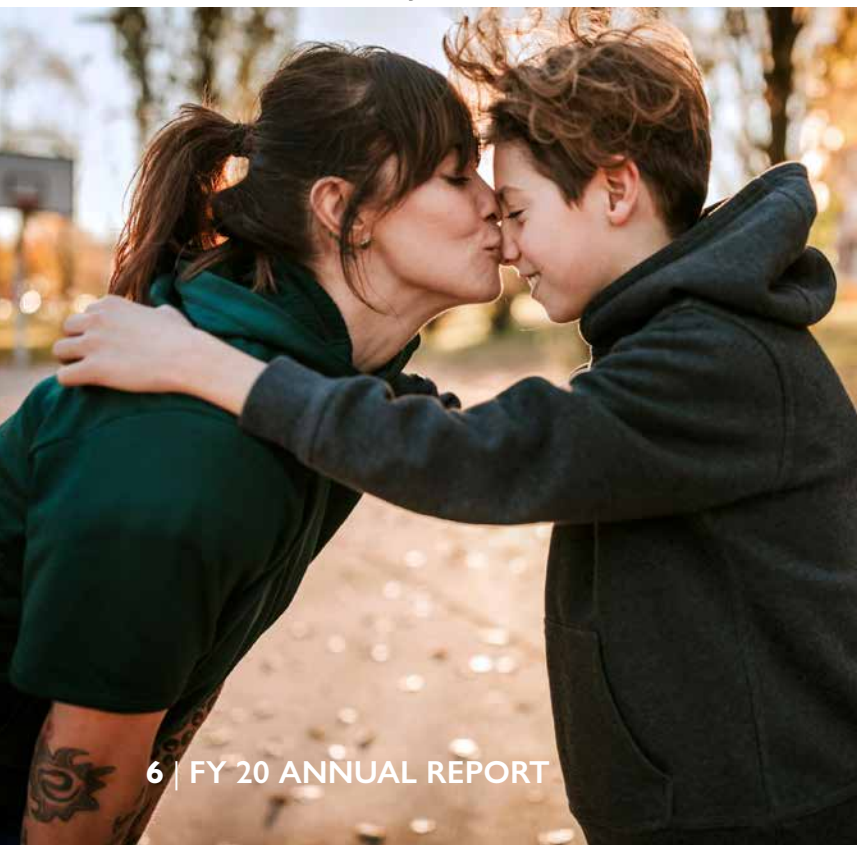
Our YFCOS Program reached over **900** families in crisis during the course of the year. We provided these families the support they needed to help with things like addressing family dynamics where safety is a concern, and navigating productive dialogues when teens ran away or were locked out of the home.



Last summer, we entered a formal progressive collaboration with the Moline Police Department, where CYFS social workers partner with the city police to provide additional support for community members in crisis. This allows for immediate access to social work services and help with needed referrals, advocacy and follow up.

3,500
CHILDREN AND
INDIVIDUALS

Nearly **3500** children and individuals served by our YFCOS Program received comprehensive case management services with a focus on addressing trauma, abuse and neglect, or other significant life challenges.



“Our caseworker was able to interact with my troubled son in a positive way. At times, she was the only one outside of my immediate family that he would talk to.”

*Parent of a teen who was in crisis
and received YFCOS services*



NEW DAY SENIOR SERVICES



A new day brings hope and CYFS provides in-home counseling, volunteer companion services, training, and outreach to isolated older adults coping with depression, grief and loss, and loneliness.

Addressing mental health challenges and isolation while seniors still live independently helps prevent costly and premature nursing home care. 98% of clients served by these programs last year continue to live independently.

98%

CLIENTS CONTINUE
TO LIVE IN THEIR
OWN HOMES

*“My counselor has been a godsend.
The counseling helps a lot. I really need
someone to talk to.”*

*New Day Senior Services client
who received in-home counseling*



CHILD ABUSE PREVENTION AND INTERVENTION SERVICES



Our **Child Abuse Prevention and Intervention Program** is the largest in central Illinois and recognized year after year for achieving some of the best long-term outcomes for children in Illinois. We are committed to helping every child we serve grow up in a safe, stable, loving family. Our values and commitment show in our trauma-informed approach with all families. Our in-home interventions prevent abuse and neglect by intervening before a child is hurt. We help parents build their skills, advocate for access to needed services, and provide support so families can remain together and provide their children with a safe, nurturing, and stable home.

1,546

CHILDREN

We also served **1,546** children in our foster care program this past year. When a child is referred to our foster care program due to abuse or neglect, we seek relatives or caring foster families to provide a safe and loving home. We then work with parents to make the critical changes necessary to ensure they can parent their children free from abuse or neglect and we provide additional support and monitoring when reunification occurs. If reunification is not a safe option for a child, we work diligently to find a forever family through adoption or guardianship with relatives.

"My caseworker really helped me through this complicated situation and she did so from her heart from the first day I met her. She always treated me like a human being. She wasn't judgmental and wanted to see me do better so I could get my kids back. I am so grateful for her support."

A mom reunited with her children





Last year, through successful reunification, adoption, and guardianship, our team ensured **374** children experienced a permanent, safe and loving forever family with adults they trust to care for them for a lifetime.

374

CHILDREN EXPERIENCED
PERMANENCY



MAKING A DIFFERENCE IN OUR COMMUNITIES

Volunteers and Interns provided **16,673** hours of compassionate service helping CYFS live its mission throughout the communities we serve. Whether it was reading a book on video for the young boys at Guardian Angel during the pandemic, making literally hundreds of cloth masks for our frontline social workers and the families we work with, tele-connecting with a lonely senior, or assisting our family workers in achieving solutions, our volunteers and interns are an essential part of the work we do each and every day and we are grateful for the support they provide!

16,673

HOURS



EQUITY, DIVERSITY, AND INCLUSION

WHY IT MATTERS IN OUR WORK, TO THOSE WE SERVE, AND TO US ALL

This past year, the pandemic amplified structural racism, economic inequity, and health disparities in our local communities. George Floyd's murder and the violent mob insurrection on our nation's capital further exposed deep seeded hatred and systemic racism in America. These were heart wrenching reminders that we all still have much to do to address underlying systemic racism, prejudice, and harmful biases that impact the children and families we serve.



WHO WE ARE

Here at CYFS, providing equitable services to all community members is embedded in all we do. Promoting social justice and participating in collaborative problem solving to address systemic issues are part of why we exist. We have built a reputation for serving those who cannot find access to needed services elsewhere or can't afford them. We demonstrate in our practice that healthy strong families come in all shapes and forms. Everyone who comes through our doors has different and unique cultural backgrounds, face different challenges and hurdles, and has different economic resources and levels of support readily available to them. Therefore with great humility, we embrace every opportunity to learn from those we serve, demonstrate a very real commitment to change as we learn; and openly admit, without hesitation, that we always have room to keep improving what we do.





WHAT WE KNOW AND SEE

We clearly see evidence of racial inequities and disparities within the systems where our work takes place—child welfare, health, education, juvenile justice, behavioral health. Black children are disproportionately more likely to be removed from their homes and referred to our foster care program. A disproportionate number of homeless youth are LGBTQI+. We see inequity in the life challenges we address—poverty, homelessness, addiction, trauma, and isolation. We saw firsthand the impact of the pandemic on parents who were unable to work due to childcare issues and we saw the increased isolation for those who had less access to the technology that kept so many of us connected.

WHAT WE ARE DOING

We are acting on our mission and values. We developed an overarching EDI statement for our agency as a public commitment to those we serve. Not only is it important to share our stated principles of equity and inclusion, but we are also taking a closer look at all we do and our outcomes through an equity lens.

For example, led by our Equity, Diversity, and Inclusion Committee, we amplified our efforts in educating our workforce on cultural humility, racism, and implicit bias. We partnered with experts to strengthen our capacity for individual self-examination as well as addressing personal biases that can impact our work. We are engaged in the Human Rights Commission's All Children All Families certification process—examining our policies and practices to better ensure welcoming, inclusive, and competent services in our work with youth and families who are LGBTQ+. And we are developing a Police-Social Work Partnership to provide services and linkages when social work intervention is better suited than law enforcement to meet the needs of a community member.

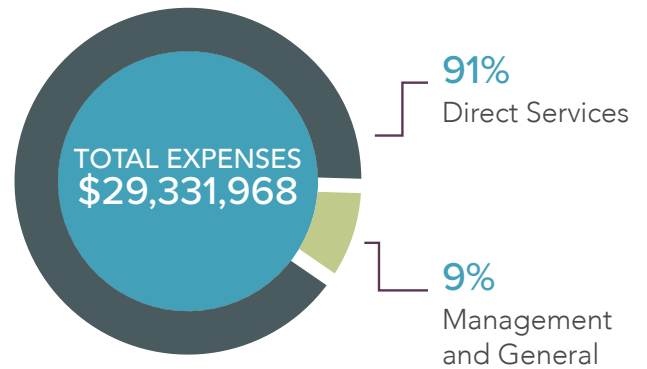
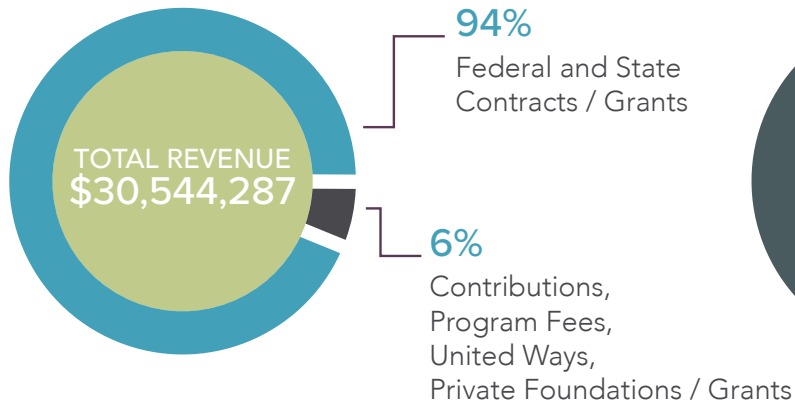
This past year, a strong recommitment emerged in our sector to address systemic racial inequities



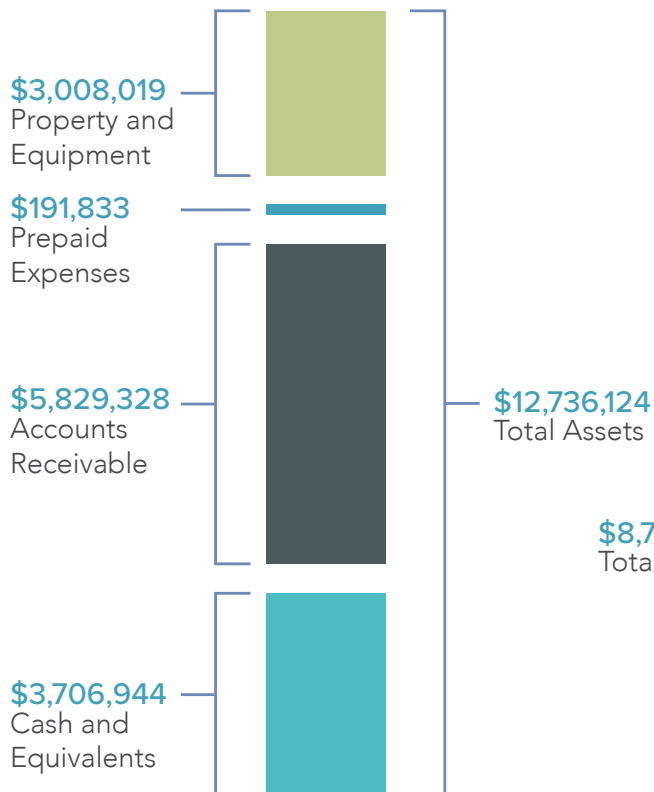
and disparities and we joined with other like-minded agencies to use our collective voice to address systemic racism in child welfare and other systems—promoting policy and practice change through advocacy with the judicial, legislative and executive branches of our government.

This is who we are and we will remain committed both to improving what we do every day with those we serve and joining with others to accomplish change in the larger systems that impact all children and families in our communities. Together we are all part of the solution.

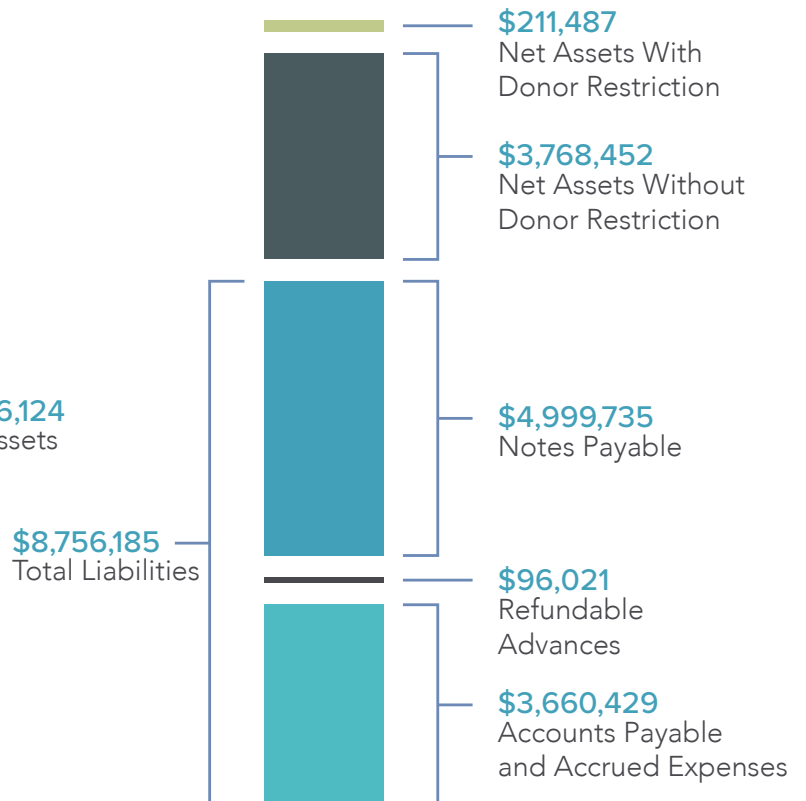
FY 20 FINANCIAL POSITION



TOTAL ASSETS



TOTAL LIABILITIES AND NET ASSETS



CYFS SUPPORTS FAMILIES WEATHERING THE FINANCIAL STORM DURING THE PANDEMIC

One of our greatest concerns as the pandemic persisted was how to help the many families we saw who were struggling with new and challenging financial burdens. We sought out multiple COVID-relief funding from grants and foundations and turned our attention to helping those most in need. As a result, we received close to **\$120,000** in additional funding that we were able to use to help support **280** families in crisis.

Providing emergency food, basic supplies, interim housing and shelter, utility and auto payments, and home and auto repairs were all ways we helped families meet basic needs as they weathered the financial challenges brought on by the pandemic.

We are grateful to the following partners whose COVID-19 Relief Funds helped us support families through this most difficult year:

CHICAGO BANK AND TRUST —
ILLINOIS COVID-19 RESPONSE FUND

COMMUNITY FOUNDATION OF CENTRAL ILLINOIS

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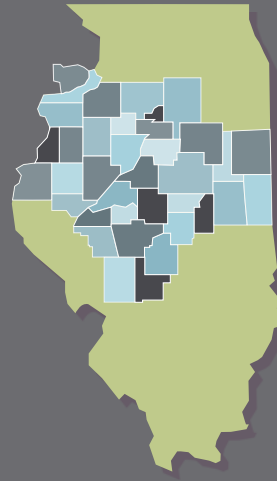
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