

INNOVATIONS
UPDATE
2017 - 2018



IMPACT

In the outpatient clinic, for FY18 Clifford Beers served 1,890 individuals -- an increase of 28% over FY17!



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Because of you,
**Clifford Beers can work with children
and families and find real, workable
solutions to their problems.**

**We are grateful to you
for your support
of these efforts.**



A special note from the CEO

ALICE M. FORRESTER, PhD

Dear Friends —

Let me just start by saying that you helped us put together one heckuva year! In my 11 years leading this agency, I cannot recall a time period quite like FY18.

What makes the year stand out is the energy that seems to be everywhere. It's a new rhythm, and it is powering so many wonderful things to help children and families move forward toward their best health and wellness.

Marne Street Clinic is a great example of that. Opened in November 2017, we established an integrated care center for individuals with autism and intellectual/developmental disabilities that offers comprehensive care. True to our core belief that a whole-family approach is the best way to deliver care, Marne Street Clinic supports the individual's parents, caregivers and siblings, too. MSC care is compassionate and effective, which is why it is drawing families in our community as well as from the far reaches of Connecticut.

Speaking of the far reaches of Connecticut, in FY18 we found ourselves traversing the Nutmeg State to deliver trauma-informed training to school districts in all types of communities: suburban towns, rural communities and urban settings alike! This is an important development. Teachers and administrators who become trauma informed begin to respond to poor behavior not with discipline but instead with support services to treat trauma and foster healing. Short term, attendance improves and grades go up! Long term, as adults these students can avoid poor social and health outcomes. The momentum behind this is really something. We have worked toward making it a movement, and we're just about there!

Also in FY18 we saw an opportunity and pursued it in one specific Connecticut town: Norwalk. With the timing being just right we moved forward with the acquisition of the Child Guidance Center of Mid-Fairfield. While each organization has retained an independent 501c3 status, as of this writing I can report a deep and meaningful thought partnership with an agency committed to our whole-child/whole-family approach to care. Early results include increased efficiencies and cross-fertilization of ideas to better serve children and families. I look forward to updating you on this exciting development!

You have made it possible for us to move forward in these vast and varied directions. We absorbed that phrase -- moving forward -- as part of our rebranding, because it speaks so well not just to the agency's full-speed-ahead philosophy but also to what we envision. Children moving forward. Families moving forward. Communities moving forward.

And it's all because of you. With your support we will continue to think big and act boldly, all in an effort to lift everyone up to the health and wellness we all deserve.

Thank you so much for your caring, your commitment, and your compassion.

A handwritten signature in black ink, appearing to read 'Alice M. Forrester'.

Alice M. Forrester, PhD
Chief Executive Officer

#MovingForward

As you may know, over the last year we have been asking ourselves some strategic questions. *Who are we to the community? What have we done so far? Maybe most importantly: What will we do next to make sure our families receive the very best care?*

With your input we set out to find the appropriate words, phrases, and colors to describe who we are and what we do.

We looked into details like adjusting the colors to green, blue and white. Collectively, these are widely interpreted as representing health, trust, calm, and peace.

Through the process we learned from **YOU** that Clifford Beers is not so much a place or a building but instead a brand of health and wellness innovation. Did you notice? We listened, and the word *clinic* is no longer in the art!

Another change is featuring the phrase *moving forward*. Your feedback highlighted the need to use broad terms that speak to momentum and capture what we envision for those we serve: **children** moving forward, **families** moving forward, and **communities** moving forward.

Thank you!!

At every turn your support and input prove invaluable.



MOVING FORWARD

Thoughts from you on the new look and language:

- “It’s clean, fresh and bright. Looks like Clifford Beers.”
- “*Moving Forward* is great for all of us!”
- “You kept a heart in the art. There’s a lot of heart at Clifford Beers. Good call!”



Our reach: made possible by YOUR generosity!

5552

TOTAL CHILDREN SERVED ♦

494

TOTAL CAREGIVERS SERVED ♦

5723

OTHERS SERVED *

Numbers reflect individuals served across CB programs.

- ♦ Clinical care, crisis care, prevention services, integrated care, and care coordination
- * Clinical care, integrated services, trauma screening, and professional development/trauma training

OUTPATIENT SERVICES

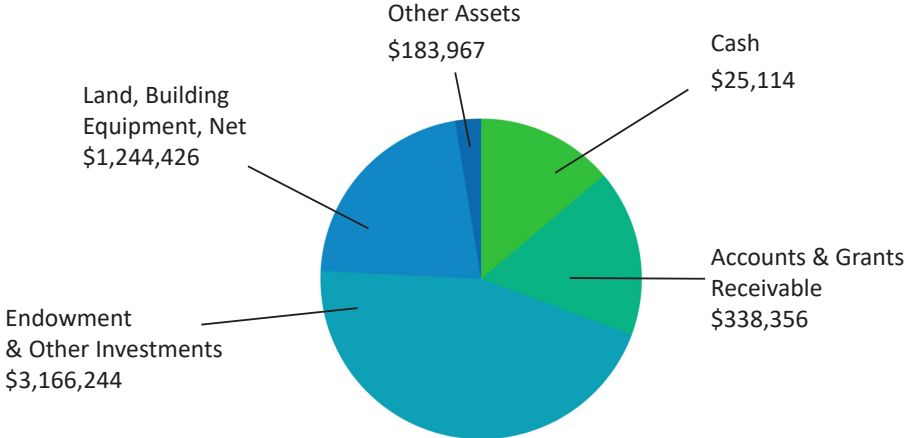
AGES	0 - 2	0.7%
	3 - 6	19%
	7 - 11	38%
	12-15	30%
	16-18	12%
	*19+	0.3%
GENDER	Male	61%
	Female	39%
ETHNICITY/RACE	Black	29%
	Hispanic	38%
	White	26%
	Multi-Racial	3%
	Other	4%



Agency Demographics

Financial Report

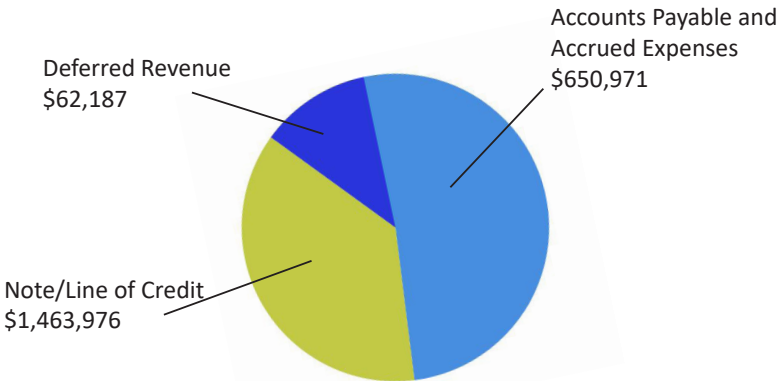
Assets



Total \$4,958,107

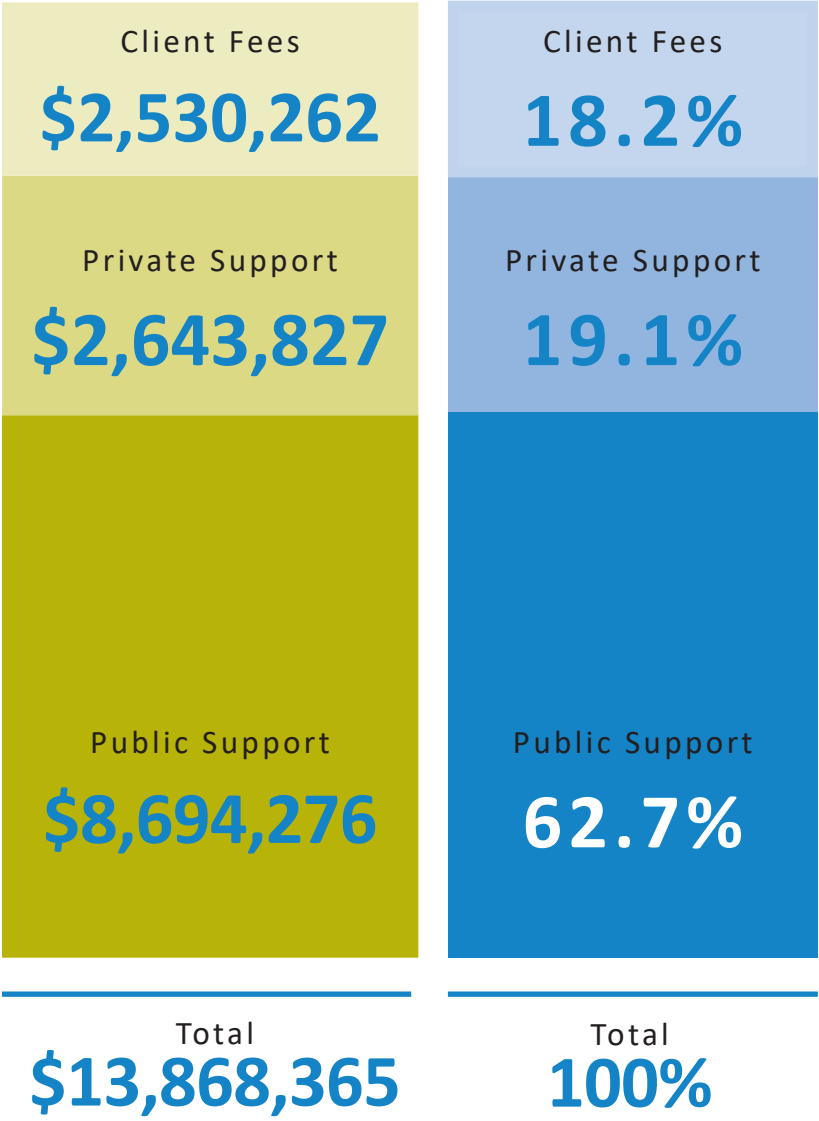
Unrestricted Assets:	\$1,196,669
Temporarily Restricted:	\$296,011
Permanently Restricted:	\$1,288,293

Liabilities



Total Assets:	\$4,958,107
Total Liability:	(\$2,177,134)
- Net Assets:	\$2,780,973

Operating Budget



School-Based Care

Your support makes this service possible -- support that has us working with students and their families to improve grades, reduce absenteeism and address behavioral issues.

In FY18, **67%** of youth in our school-based care with poor attendance improved their school attendance.



“ Cara was constantly missing school. She would come up with every excuse to not go -- *my stomach hurts, we have a sub today, I missed the bus.* On the days she did go she would leave after first period. She had a low GPA and was constantly getting suspended. I didn't know what to do and felt like I was out of options.

Then, a friend told me about Clifford Beers being in the school to help kids like Cara. Cara was encouraged to join the group session, and she's going! Now she attends regularly, and she actually tells me she *had a good day at school.* THANK YOU!

”

- Laura, mom of Cara

Care Coordination

Care coordination is a big part of helping families move forward toward health and wellness! It all begins with a highly trained care coordinator who approaches each family with kindness and compassion. Care coordinators are great listeners who don't tell families what they need. Instead, they first learn where the family is already strong so that gaps in care can be addressed.



In FY18, **96%** said care was culturally sensitive, **69%** said their child was functioning better, and **85%** felt better connected to support from friends and family.

A Care Coordination Story

"We're trained to provide *unconditional care*, and that is so important," says Care Coordinator **Dami Cox**.

What does that mean?

"I was working with one child who was really, really stubborn. He fought everything, including exploring new activities. But we didn't push any one activity too much -- we listened to him. Then, we introduced him to a music room, and **everything** changed. His behavior. His level of respect for teachers, parents, and friends. Everything!

"Listening is a big part of *unconditional care*. It gives kids and adults the power to find their voice."

THANK YOU for your support of care coordination -- you are the reason why we can tell these stories about children and families finding their voices!

Clinical Care

Your kindness makes it possible to offer individual, family and group therapy to children and families who have experienced trauma or who are facing other behavioral health challenges.

In FY18, **85%** of youth with a history of hospitalization for behavioral health reasons were not readmitted while in our care.



“ Looking back, my parents’ divorce was just so bad.

I was so angry. I would yell and blame everyone around me. They didn’t understand that the divorce *really* bothered me.

I still have some off days, but I have learned ways to keep positive. My parents started to understand how I felt too, which is the best part for all of us.”

- Randy, age 15

MARNE STREET CLINIC

Friends like you never cease to amaze us! In recent years you have made it possible for us to grow things like our Latino services and our care coordination programming -- two incredibly essential interventions that improve health and wellness for children and families.

Just last year, you made it possible for us to reach a very special population: children and their families facing autism and intellectual/developmental disabilities. You read that right! Because of YOU we were able to create, then tweak, then refine a line of services for these families that all led to the 2017 opening of Marne Street Clinic in Hamden, CT!!

We are so grateful for the support you provided to allow us to be as thoughtful and thorough as possible. One terrific aspect of what we've designed is the variety of necessary services we have put

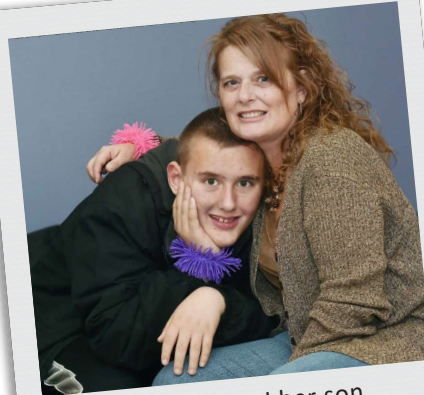
under one roof so families can get what they need.

There is a lot of great buzz from families who are accessing MSC care.

"Something like this gives me new hope for my son," says **Cheryl D'Argento** whose son, **Michael**, is in our care. "It's really for both of us, too. We aren't clients [with Clifford Beers]. We're treated like family members or familiar friends."

According to Cheryl, it's a real benefit to have everything in one place not just because it cuts down on travel but also because it makes for a smoother care process. "Michael doesn't always adjust well to changes in scenery or surprises, so the consistency at Marne Street is really helpful," she says.

Without you, Cheryl and Michael would feel less connected and less



Cheryl D'Argento and her son Michael at the MSC opening*



Board President Thomas J. Sansone (third from right) cutting the ribbon at the opening of Marne Street Clinic, November 2017



The Marne Street Clinic team

supported -- and that is incredibly lonely.

"The families we serve at MSC face circumstances that can leave them feeling very lonely," says **Trude Piscitelli**, vice president of integrated care at Clifford Beers. "With MSC, we can be the community a family needs to manage their circumstances and improve their quality of life."

Your kindness and compassion have made that possible!

Please visit cliffordbeers.org to learn details about the care we provide at Marne Street Clinic. And check back, too! We plan to expand services!

Thank you for supporting all that we do to help children and families move forward!

*Photo reprinted with permission Connecticut Hearst Media Group

Mission Complete: Operation Happy Holidays

247

TOTAL
FAMILIES
SERVED

566

TOTAL
CHILDREN
SERVED

“Wow! You guys made so much holiday magic this year. Thank you!!”

- Yolanda Lopez
Program Manager
Trauma-Informed Schools



“

I don't like asking for help, but I needed it.

Four days before the holiday my care coordinator and three others from Clifford Beers came to my house with bags of gifts. I can't thank you enough for giving my children a really great holiday!

- Yari P., mom of 2

Because of Clifford Beers I spent Christmas down on the floor with my youngest child playing an alphabet game!! My girls played with the dolls, and all of us played cards. I am so grateful for everything [Clifford Beers Care Coordinator] Carmen has done for us. Her guidance and help have meant so much.

- Mariana F., mom of 3

THANK YOU!!! It was such a relief to know our children could celebrate Christmas.

The gifts we got were beyond anything we could have imagined. It could have been one of the worst Christmases ever, but it turned out to be one of the best!

- Ed & Kimberly V., parents of 2

”

Backpack Drive

313

TOTAL
CHILDREN
SERVED

On the first day of school, 313 students from the Greater New Haven area were packed up and ready to go with the tools for academic success!



SPECIAL NOTES OF THANKS --

Dear Wireless Zone of
Hamden:

Thank you for donating
160 filled backpacks! Wow!

From: The children and
families of CB

Dear Friends of
Jimmy Miller:

Thank you for
donating **150** filled
backpacks! Awesome!

From: The children
and families of CB

15th Annual Builders of Hope Breakfast

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Rosie and her
mum, Sharon King



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