Innovations Update
FY 2019-2020

MOVING children, families and communities FORWARD
Dear Friends,

The end of 2019 was looking bright for Clifford Beers. We spent years developing our psychology program which was approved for American Psychological Association (APA) accreditation in November. In December, we were one of 7 states in the country to receive the Integrated Care for Kids Grant (InCK) with Clifford Beers as the Lead Organization. Now Embrace New Haven (CT InCK), this new system of care is still in development, but looking so promising. Marne Street Clinic has continued to grow in size and services, building out our offices and expanding our staff. We advocated and were approved for more bilingual clinicians in Norwalk public schools supported by our affiliate, Mid-Fairfield.

There was much to celebrate and much still up in the air as we entered 2020—until we were all hit by the COVID-19 pandemic and forced to live in a "new normal". After closing our offices to the public on March 17, 2020, we quickly pivoted to build out our telehealth services so we could offer our full range of services to our families within 72 hours of closing our doors. By April we were back up to 87% of our clients continuing their services via telehealth where many other organizations were not as fortunate. The dedication our care coordinators have to the families we serve is immeasurable.

Still, so many families have been in crisis throughout the pandemic. We have given tens of thousands of dollars worth of gift cards to our families to make sure they have health, food and basic needs attended to. We have made contactless grocery deliveries to families who can’t leave their homes due to COVID-19 illnesses. We have trained teachers on how to keep students engaged in virtual learning. In April we also developed Reach Out New Haven, a free, emotional support helpline for folks to call for compassionate listening and connections to basic needs resources. Thanks to state funding from 4-CT, we were able to expand the warmline to be statewide towards the end of our fiscal year, now Reach Out Connecticut.

This era is traumatic for us all, but as always, we will move forward. The amount of generosity we have seen from our donors fills us with so much hope. We will get through these times with perseverance and the power of community.

Warm regards and gratitude,

Alice M. Forrester, PhD
We celebrate yet another year of having such a dedicated board of directors. We thank you for your continued service.
As the COVID-19 pandemic began in the middle of our fiscal year, Care Coordination and providing children and families with the resources they need have been more important than ever.

Out of the 121 children and 120 caregivers we saw through our Care Coordination program, 73% were satisfied with overall Outcomes, 90% were satisfied with Social Connectedness (while we were meeting virtually via telehealth!), and an astounding 100% were satisfied with both Access to Treatment and Cultural Sensitivity.

We are so proud to be able to provide high quality services during these unprecedented times.
Our Reach

4,724*
Total children served

702*
Total caregivers served

3,881+
Total others served

849+
Total adults served

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

Numbers reflect individuals across all 16+ programs at all Clifford Beers locations. A decrease in clients served this fiscal year is largely due to not being able to provide in-person services due to the Covid-19 pandemic.

Made possible by YOUR generosity.
# Client Demographics

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<tr>
<th>AGES</th>
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<tbody>
<tr>
<td>0-5 years</td>
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<tr>
<td>6-18 years</td>
<td>71.7%</td>
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<tr>
<td>19-24 years</td>
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<tr>
<td>25-64 years</td>
<td>16.7%</td>
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<tr>
<td>65+ years</td>
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<tbody>
<tr>
<td>Male</td>
<td>48.6%</td>
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<tr>
<td>Female</td>
<td>51.4%</td>
</tr>
<tr>
<td>Cisgender</td>
<td>98.9%</td>
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<tr>
<td>Trans Male</td>
<td>0.4%</td>
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<tr>
<td>Trans Female</td>
<td>0.1%</td>
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<tr>
<td>Non-Binary</td>
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<table>
<thead>
<tr>
<th>RACE / ETHNICITY</th>
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<tbody>
<tr>
<td>Black</td>
<td>27.4%</td>
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<tr>
<td>White</td>
<td>28.5%</td>
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<tr>
<td>Hispanic/Latinx</td>
<td>37.4%</td>
</tr>
<tr>
<td>Multi-Racial</td>
<td>2.2%</td>
</tr>
<tr>
<td>Other</td>
<td>2.9%</td>
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**Financial Report**

### Assets
- **Endowment & Other Investments** $4,834,041
- **Land, Building Equipment, Net** $1,001,056
- **Accounts & Grants Receivable** $839,484
- **Cash** $2,330,343
- **Other Assets** $202,766

**Total**: $9,207,690

### Liabilities
- **Note/Line of Credit** $2,297,812
- **Deferred Revenue** $2,483,804
- **Accounts Payable and Accrued Expenses** $1,101,864

### Net Assets:
- **Without Donor Restrictions**: ($1,258,059)
- **With Donor Restrictions**: $4,582,269

### Operating Budget
- **Private Support**: $1,891,009 (9%)
- **Client Fees**: $2,604,085 (26%)
- **Public Support**: $9,331,098 (65%)

**Total**: $13,826,192

- **Total** without donor restrictions: $1,258,059
- **Total** with donor restrictions: $4,582,269
"A success I've had since beginning telehealth is with one of my clients, Mateo. Mateo has Autism and we had been seeing consistent improvement with him in our in-person meetings; then the COVID-19 pandemic came to Connecticut.

Before COVID-19, I usually met with Mateo solo and checked in with his dad and him later. Because of telehealth and Dad's time restrictions of working from home and balancing Mateo's schooling, we began meeting all together. Through our telehealth sessions I got to see more of their home life, and learned that his older sister plays a big role in his life, like a mother.

Using telehealth is what helped me realize this, by seeing a snapshot into their home that I wouldn’t have seen meeting face to face in clinic. I thought using telehealth would impact my ability to understand my families, but it has actually given me more insight than I had before. We started doing full family sessions with Mateo, his father and sister. It's allowed me to get the family’s perspective, provide education to them and hold mini planning sessions on how to help them learn how to better assist Mateo. We’ve made tremendous progress using telehealth, and it feels like the truest form of family therapy getting to work with them in their own home."

- Clifford Beers Clinician

When we closed our offices to the public on March 17, 2020, we knew we had to immediately pivot to be there for our families. Within 72 hours, our full range of services throughout Clifford Beers programs were available via telehealth. Throughout these difficult months, we have been able to continue to meet with the children and families we serve virtually and reach clients in different parts of the state that we have never been able to reach before.

Prior to the pandemic, we were not seeing any of our clients at our Autism/ID/DD clinic via telehealth. Now, at the end of our fiscal year, about 80% of our clients at this clinic are using telehealth for either a portion or entirety of their treatment.

Many of these clients have expressed their desire to remain either full telehealth or using a telehealth/in-person hybrid model even after the pandemic is over. We are excited to see how unexpectedly beneficial telehealth has been in so many ways.
Child Support for Families

In FY19-20 there were 296 children seen in the Child Support for Families (CSF) Program. By the end of FY 19-20 92.3% had met their treatment goals upon being successfully discharged. This is up from last year, when 87% of clients had met their treatment goals.

CSF engages families referred by DCF to connect them to concrete, traditional and non-traditional resources and services in their community. This inclusive approach and partnership places the family in the lead role of their own service delivery. The role of the Community Support Worker (CSW) and the Parent Navigator (PN) are to assist the family in developing solutions, teaching them to identify sustainable and reliable community resources and supports based on need and help promote permanent connections for the family.

An eight-person family living in a two-bedroom apartment came to us who had three adults, one infant and four children in the home; two of the adults sick with COVID-19. By not being able to work due to their illness, they feared putting their children at risk of getting sick and not being able to afford rent or food. Immediately, we knew we had to step in and help.

We secured groceries to the family and delivered them contactless. We were also able to give the family gift cards for future expenses and gave them relevant information on how to get tested and treated for COVID-19, how to isolate from other family members and where to go for immediate rental assistance.

We continued to check in with the family and are grateful to report that all family members have recovered from their illnesses and were able to return back to work. Sometimes families need a little extra help to get by, and we are so glad to be that resource in times of stress and crisis.

- Clifford Beers Community Support Worker
SAFE-Family Recovery

Our SAFE-Family Recovery: Screening, Engagement, and Family Recovery Service completed its first full year of operation in 2020. SAFE-FR provides substance use screening, home/community-based support services and resources for parents and caregivers who are sustaining their recovery from substance use. SAFE-FR provides 4 different services: 1) SBIRT- Screening, Brief Intervention, and Referral to Treatment; 2) MDFR- Multidimensional Family Recovery; 3) RMCS- Recovery Management Check-Ups and Support; 4) Hair Testing* (for substance use).

In FY19-20, there were 314 clients in the SAFE-FR program. Of these clients, 92.8% met their treatment goals upon successful discharge from the program. We are proud to see such a high success rate so early on into this new program, and we look forward to how our services within SAFE-FR will expand in the following years.

*Substance testing was suspended due to the Covid-19 pandemic with plans to resume as state restrictions are lifted.

— Richard Spears, Program Manager, SAFE-FR

We had a single father who lost custody of his two children due to substance use who was referred to our program. At first he was very resistant and did not want to participate. After speaking with some of our staff, the father connected with one of our Recovery Management Check-Ups and Support (RMCS) specialists and they just clicked. They were from very different backgrounds but were able to find common ground, and the father grew to trust this RMCS staffer immensely. We helped him find more stable housing and employment in just his first three months of being in the program. His performance consistently improved and he was recently granted custody back to his children. From the personal connection our RMCS staffer was able to form with this father, not only were we able to improve his life, but also contribute to the reunification process of his family.

During Covid-19, the Department of Children and Families (DCF) has consistently rated RMCS as "number 1" in the DCF Region for referrals, which is just a testament to how effective our program is and how eager families are to work with us on their recovery.

— Richard Spears, Program Manager, SAFE-FR
Isabella*, now 13, still struggles to talk about her harsh experience back in her hometown in Guatemala. It is not something she prefers to talk about, but she does remember a time when she would not speak at all. Isabella came to the United States at the age of nine, with a significant language barrier. Isabella and mother fled their hometown to start a new life and to escape a history of physical and sexual abuse by Isabella’s father. Living in constant fear, Isabella was afraid she would have to return to her hometown, in spite of her mother assuring her daily that they were secure in their new home. Isabella’s teachers first observed Isabella looking stressed daily. One teacher described: “She would have moments of happiness, and then it was like someone flicked a switch off. She had a pale, nervous look to her. As if she saw a ghost.” They assumed these behaviors were a result of Isabella’s drastic move from Guatemala. Her teacher suggested that Isabella could benefit from talking to someone and referred Isabella and her family to our Open Access “walk-in hours”. Isabella was paired with a Project CATCH (Collaboration, Advocacy, and Treatment for CHildren) clinician and began services. Isabella’s extensive trauma history became better understood, and multiple behavioral issues were identified, including anxiety, emotional stress, anger, paranoia, and extreme night terrors. Isabella’s clinician explored the details of her past, which caused Isabella to be silent, grow nervous, and then get angry. Isabella described that she felt afraid that her father would come to find them. She remembers sleeping with her sister some nights to protect herself from her father’s sexual advances. She visited her clinician weekly, where they would work on techniques to make sense of her experience, including relaxation, mindfulness, and coping skills that have transformed Isabella’s happiness and overall wellbeing.

- Clifford Beers Clinician

Isabella’s childhood story is, unfortunately, not unusual. **One in four women** and **one in seven men** have experienced severe physical violence. Roughly **13.6 million children** have been exposed to violence in the home.** These numbers are real, and Isabella is an example of a brave, strong survivor of violence. Your generous support makes success stories possible. Isabella is now well versed in English, has strong grades in school, and her mother has been able to utilize Project CATCH services and more. Recently, Isabella’s mother worked with an advocate to navigate the court system to proceed with a divorce from Isabella’s father. Because of you, stories like Isabella’s are possible.

*The child’s real name has been changed to ensure confidentiality.

In August 2019 our staff filled a record number of 313 backpacks to give to the children and families we serve. Notebooks, pens, markers and more were given to our kiddos to make sure they are prepared for the school year ahead!
"BINGO!"

Stony Creek Brewery in Branford hosted our BINGO Night in November 2019. Beers for Clifford Beers were had by all and winners went home with cash and gift prizes!

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No kiddo should ever have to go without gifts during the holiday season. Each year, our staff calls for gifts from our donors, sponsors, and other community members who want to contribute to our Holiday Drive. Gifts were delivered to over 500 children and families we serve this year. Thank you for making the holidays just a little bit happier for our families who are struggling.
When we closed our offices on March 17, 2020 due to the COVID-19 pandemic, we knew we had to quickly pivot to find fun solutions to still spend time together, safely. Many thanks to Get Your Bingo On for hosting our first ever virtual event! We had a great time listening to hits from the 70s, 80s and today. We can’t wait to celebrate in person again soon, but in the meantime, this was the perfect way to spend the night "in"!

We thank our donors for the immense generosity we have seen during these unprecedented times. Many of you continued to give your traditional giving amount or even doubled it. This is truly humbling during a time with so much financial uncertainty for so many, and you will forever be in our hearts.
Thank You to our Donors

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Guadalupe Santiago
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Stony Creek Brewery
Stop and Shop Supermarket
The Sound BNI
Thermo Fisher
Nikki Travaglino – William Pitt Sothebys
UNITAS Club
Wiley Etter and Doyon, LLC
Wireless Zone of Branford
Yale Beinecke Library
Debbie Zyck

We apologize for any errors or omissions in the above donor listings. Please send communication with corrections to development@cliffordbeers.org and we will be sure to make updates accordingly.
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