

STRONGER COMMUNITIES

Resilient Families



20 ANNUAL IMPACT
23 REPORT

Creating a stronger, more diverse community for all

In reflecting upon FY23 through this annual report, I am drawn to also share a glimpse into our journey during the pandemic years, for which an official report was not produced. At the peak of the crisis, East River Family Strengthening Collaborative, like many, closed its doors to in-person activities, seamlessly transitioning to a remote work setup, with exceptions made to deliver essential services to our most vulnerable populations.



Collaborations with community organizations were pivotal in enabling us to provide crucial resources, such as food, PPE, and COVID-19 vaccine information, to families and seniors during these challenging times. A core group of administrative staff bravely continued to work in person to facilitate these efforts. To maintain the provision of necessary services, we equipped our team with home office supplies and provided tablets to seniors and families, also leveraging virtual platforms to continue our services without interruption.

As we stand here, a couple of years post-pandemic, our modality of operation has evolved from fully remote to a hybrid work model, with an inclination towards more in-person days.

This annual report seeks to highlight our accomplishments within the past year, which include program growth, staff increases, and securing a new primary operations location, all aimed at enhancing programming for our residents not only in Ward 7 but across the city through our broadened service delivery.

Success, indeed, is twined with challenges. Our team navigates through hesitations regarding returning to in-person work, gradual re-engagements of seniors at our Wellness Centers and Dining Sites, and newfound difficulties in staff recruitment. Nonetheless, we have persevered and remain steadfast in our commitment to continue doing so.

As we gaze towards FY24, we are imbued with a spirit of resolve to embrace our challenges and transform them into new beginnings. We remain unwaveringly committed to developing Resilient Families and Strong Communities.

Mae H Best
Executive Director



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Our Mission and Vision

Our mission is to empower families, youth, seniors and communities to become more self-sufficient through integrated and collaborative community-based services utilizing evidence-based practices that are family focused and person-centered.

Our vision is to equip the Ward 7 community with the tools and skills to dramatically increase individual self-sufficiency and family stabilization. The tools and skills provided are nationally recognized best practices developed by ERFSC and its partners.

2023

NOTABLE ACCOMPLISHMENTS

THIS YEAR WE:

- Relocated to a new facility at 4020 Minnesota Ave
- Partnered with CFSA and the Casey Family Program to operate the Thriving Families Program
- Partnered with Jane Bancroft Foundation and Black Women Thriving East of the River
- Received full funding to operate the Minnesota Avenue Corridor Safe Passages Program
- Received funding to operate the Benning Terrace OST Program
- Received new funding (FRSP) to provide housing and supportive services to 300 homeless families
- Partnered with CFSA, HFTCC's, government and community partners to create a new service structure for families to prevent them from entering the Child Welfare System of Care
- Awarded grants to operate Ward 7 & 8 Lead Agencies and will co-manage the Ward 1 Lead Agency with DACL
- Presented the second series of The Voices of Ward 7 Podcast

ERTFSC AT A GLANCE

HIGHLIGHTS

Served over 5,024 seniors with meals, socialization and fitness and wellness activities

Family Success Centers served over 2,349 families

Provided housing to 297 families and 583 children

Provided support to 9 schools in reducing truancy by engaging 111 students and reaching out to 619 referred children

Our Family Services Program exceeded targets for Front Yard case type. The Target was 42 cases but served 103 families.

Graduated 74 parents in our Parent Education and Support programs while serving 194 families

Our efforts have directly impacted over 2,500 youths, families, and seniors

Awarded \$960,000 to operate the Minnesota Avenue Safe Passages



I want to thank Ms. Chanae for assisting me with the issues, while taking the steps to resolve them. She is my first experience with having a case manager that actually follows through.

-Lynne Magruder

OUR Board of Directors

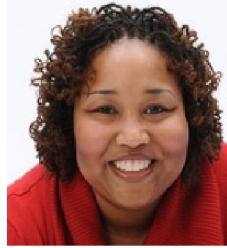
The ERFSC Board of Directors is composed of distinguished professionals deeply committed to the community. Chair Dr. Janice M. Davis, a seasoned social worker and academic, leads with a focus on health disparities and substance abuse. Vice Chair Rev. Dr. Lewis T. Tait Jr. brings a rich background in business, divinity, and social work, while Treasurer Stacye J. Stewart upholds a long-standing family business and expertise in human resources. Secretary Vanessa Jay Banks is a dedicated social worker and advocate, alongside board members Dr. Rustin M. Lewis, an executive and community leader; Bernadette Morris, an educational supervisor; Sheldon King, a financial strategist; Vanessa Brooks, a business leader and community activist; Aaron L. Ford, a technology consultant and MBA; and Saundra Armstrong, a fervent educator and community advocate. Together, they form a robust team guiding ERFSC towards its mission.



Dr. Janice Davis,
Chair



Dr. Lewis Tait Jr.
Vice Chair



Stacye Stewart
Treasurer



Vanessa Banks
Secretary



Sheldon King
Board Member



Bernadette Morris
Board Member



Saundra Armstrong
Board Member



Dr. Rustin Lewis
Board Member



Vanessa Brooks
Board Member



Aaron Ford
Board Member



PROGRAMS SERVICES



COMMUNITY ENGAGEMENT & PARTNERSHIPS

The Community Engagement and Partnership (CEP) department's primary purpose is to engage community residents to identify their needs and provide those services directly or indirectly through partnerships. We also enter into agreements with partners to ensure that their services are available to Ward 7 residents, preferably in the neighborhoods where they live.

FAMILY AND YOUTH SERVICES

The Family and Youth Services operates with the goal of preventing youth from entering the child welfare system through prevention and support services. Our range of complement programming equips the family unit in Ward 7 with the necessary tools to create a safe and stable environment.

FAMILY SUCCESS CENTERS

Our Family Success Centers in Ward 7 work with families to increase their overall well-being and give everyone a fair shot in our rapidly changing city. Families from anywhere in DC can access the Family Success Centers in each ward, receive services, and build new relationships.

SENIOR SERVICES

Our Senior Connections program provides a healthy quality of life that affords seniors independence during their golden years.

"I WANT TO SPECIFICALLY EXPRESS MY GRATITUDE TO THE ENTIRE STAFF, WHOSE DEDICATION AND COMMITMENT TO HELPING INDIVIDUALS LIKE MYSELF HAVE MADE A PROFOUND DIFFERENCE. WHEN IT SEEMED LIKE NO ONE ELSE WAS WILLING TO LEND A HAND, YOU WENT THE EXTRA MILE TO BLESS ME WITH A BRAND NEW WHEELCHAIR, ENABLING ME TO LIVE A HEALTHIER AND MORE FULFILLING LIFE."

-Edith Floyd 6



COMMUNITY ENGAGEMENT AND PARTNERSHIPS

Impact on Families in FY 2023:

During the current fiscal year, the Community Engagement and Partnership (CEP) Department has made meaningful connections with 8,140 individuals and 1,784 households. Our efforts have directly impacted over 2,500 youths, families, and seniors, thanks in large part to collaborations with key community entities, including Advisory Neighborhood Commissions, Civic Associations, and various Non-Profit Organizations. This sector represents the broadest segment of our engagement, accounting for 31% of all individuals reached.

The Community Engagement and Partnership (CEP) Department serves as the welcoming gateway for the communities reached by the East River Family Strengthening Collaborative (ERFSC). Our foremost objective is to make known and elucidate ERFSC's offerings, aiming to enhance the well-being of youth, families, and the elderly through dynamic and individualized interactions. Furthermore, CEP acts as the conduit through which the management, staff, and board members of ERFSC gain insight into the community's pulse. The department's ancillary aim is to forge alliances and foster avenues for robust community involvement.

Programs:

- Safe Passage
- Out of School Time
- Ward 7 Faith Leaders
- Voices of Ward 7 Podcast

Notable Highlights

Safe Passage: ERFSC's Safe Passage program grew from a \$50,000 grant in FY2019 to \$960,000 in FY23, enhancing student safety and attendance through community-based ambassadors in six schools along the Minnesota Avenue Corridor.

Out of School Time: Since receiving a \$100,000 grant in 2018, ERFSC expanded its enrichment program from summer-only in Lincoln Heights to year-round, reaching over 70 youth in multiple communities with a \$400,000 grant in FY 2023.

Ward 7 Faith Based Leaders: ERFSC unites Ward 7's diverse faith leaders, including pastors, imams, and rabbis, to collaborate with law enforcement and combat violent crime, engaging over 1,200 individuals in FY23 through regular meetings and quarterly prayer breakfasts.

Voices of Ward 7 Podcast: FY 2023 ERFSC introduced "The Voices of Ward 7", a multi series podcast that gives a voice to the residents of Ward 7 community.



FAMILY AND YOUTH SERVICES

Summary:

The Family and Youth Services division is dedicated to keeping youth out of the child welfare system by offering prevention and support services. Our comprehensive programs provide families in Ward 7 with essential resources to foster a secure and stable home environment.

Family Re-housing and Stabilization Program:

ERFSC Family Re-Housing and Stabilization Program (FRSP) is a short-term rental assistance program funded by the District of Columbia Department of Human Service. This program is designed to help end homelessness in DC by providing services and resources that will ultimately result in families living independently without case management and rental assistance.

Community Based Child Welfare Program:

In FY23, the Community-based Child Welfare Program at East River Family Strengthening Collaborative (ERFSC) was dedicated to preventing youth from entering the child welfare system in Ward 7, focusing on providing prevention and support services to empower and stabilize families. The program implemented various activities and evidence-based parenting curriculums, such as Angel Tree, Mother's Day and Father's Day events, and cultural outings to engage families in wholesome activities.

Truancy Reduction Program:

The Show Up, Stand Out (SUSO) program plays a crucial role in supporting parents to ensure consistent school attendance for their children, identifying and overcoming barriers to education. It also actively engages with middle school students, offering resources aimed at enhancing their outlook on schooling and academic engagement.

Notable Highlights

Community Based Child Welfare Programs: In FY23, our staff began preparation for the shift of the Child and Family Services Agency from being a Child Welfare Agency to a Child Well Being Agency. We excelled in surpassing service targets in key areas like Self-Referral/Walk-In and Community Diverted cases. The program saw significant success with its Parent Education and Support Program, graduating 74 parents and serving 194 families.

Truancy Reduction Program: The Show Up, Stand Out (SUSO) program made significant strides in truancy reduction this year, providing support to 9 schools and engaging 111 children. Key initiatives included hosting 116 attendance meetings, conducting 192 attendance conferences, and incentivizing improved attendance in 50 students. Notably, 7 of the 9 schools served by SUSO exhibited an increase in attendance, underscoring the program's effectiveness in enhancing school engagement.

Family Re-housing and Stabilization Program: The Family Re-housing and Stabilization Program (FRSP) significantly expanded its service to 300 families, including 583 children, up from 120 families. Achieving notable success, 72 families attained housing stability, with 70 gaining employment and 61 relocating successfully. Employing the Housing First Model, FRSP not only ensures families obtain housing but also provides critical support services and resources, such as employment and mental health services, to maintain stability and prevent homelessness.



FAMILY REHOUSING AND STABILIZATION

What were the organization’s major accomplishments and milestones during the past year?

- FRSP increased the number of families served from 120 to 300
- 72 families obtained housing stability and exited ERFSC FRSP successfully
- 297 families were served, which included 583 children.
- 70 families employed.
- 54 families relate to their DHS TANF Employment Provider.
- 61 families approved for Relocation for another unit.
- Monthly Rent Ready and Workforce
- Development sessions held with families

ERFSC Family Re-Housing and Stabilization Program (FRSP) is a short-term rental assistance program funded by the District of Columbia Department of Human Service. This program is designed to help end homelessness in DC by providing services and resources that will ultimately result in families living independently without case management and rental assistance. FRSP rental subsidies are short-term for up to 18 months.



How has the organization’s impact been felt in the community?

Family Rehousing and Stabilization Program (FRSP) utilizes the Housing First Model, to ensure families are able to obtain housing and receive case management services to achieve housing stability and not re-enter the homeless system.

Could you provide specific examples of positive changes brought about by the organization programs and services?

Families were referred and linked to community resources (employment, education, mental health service, and etc) to reduce barriers to maintaining housing.






SUSO TRUANCY REDUCTION PROGRAM / OFFICE OF VICTIM SERVICES JUSTICE GRANT

What were the organization's major accomplishments and milestones during the past year?

This year we provided truancy reduction support to nine schools.

- 1. CW Harrison ES
- 2. Drew ES
- 3. Elliot- Hines MS
- 4. Houston ES
- 5. JC Nalle ES
- 6. Plummer ES
- 7. Smothers ES
- 8. Sousa MS
- 9. Whitlock ES



The Show Up, Stand Out (SUSO) is a community-based truancy reduction program that helps parents get their children to school every day. The program works with families to identify barriers to school attendance by providing support services that address the family needs to make sure their kids attend school regularly- a critical first step for a good education and success later in life. The program also works directly with middle school youth to reengage students by providing them with the opportunity to receive additional resources that will positively impact their attitude towards school.

Additional Information:

- 619 Children Referred by OSSE and Schools
- 111 children engaged
- 421 general education supports provided to students and families
- 263 targeted supports provided to students and families
- 116 attendance meetings attended by SUSO Staff
- 192 attendance conferences
- Incentives provided to program participants with improved attendance 50
- 6 community engagement school events. (213 students)



COMMUNITY BASED CHILD WELFARE PROGRAM

The Community Based Child Welfare Program operates with the goal of preventing youth from entering the child welfare system through prevention and support services. Our range of complementary programming equips the family unit in Ward 7 with the necessary tools to create a safe and stable environment. The department uses evidenced based parenting training curriculums to support parents in the care of their children. Wholesome family activities are also used to engage families. During FY23, the following activities were provided: Angel Tree, Mother’s Day and Father’s Day events, Parents’ Night Out and trips to see The Little Mermaid and UniverSoul Circus. Together, we can create a health environment for youths and families.

CATEGORY		TARGET #	NEW FAMILIES SERVED	MEET REQUIREMENTS?
Front Yard	Self-Referral/Walk in	42	103 (61)	ERFSC exceeded Front Yard / Self-Referral / Walk-in Referrals.
Front Porch	Community Diverted (Not Positive Tox.)	101	118 (17)	ERFSC exceeded Community Diverted (Not Positive Tox.) Referrals
	Community Diverted (Positive Tox.)	4	3	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.
	Teaming	11	0	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.
	Investigation		1	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.
	In-Home Step Down (Including Housing)	28	23	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.
	Out of Home Step Down (including Housing)	16	3	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.
Front Door	In Home Teaming (including Housing)	16	12	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.
	Out of Home Teaming (Including Housing)	6	1	As a result of the low case referrals from CFSA Social Workers ERFSC was unable to meet the target.

PARENT EDUCATION AND SUPPORTS

Parent Education and Support Program (PESP) helps build parenting skills through classroom style curriculums, direct services, workshops, and special events. PESP taught the below listed programs and activities including the evidence-based best practice curriculums, Effective Black Parenting (EBP) (children ages 6- 18 year), Nurturing Parenting (NPP) and Anger, Alcohol and Abuse 0- 5 years of age. A total of 74 parents graduated after successfully completed evidence-based best practice parenting workshops. 194 Parents participated in programming at East River Family Strengthening Collaborative’s Parent Education and Support Program during FY 23, ranging from 19 to 63 years of age.

SERVICE TYPE	TOTAL
Eligibility Benefits	23
Employment/ Employment Services	50
Food	20
Furniture	27
Housing/Housing Supports	87
Information and Referral	180
Mental Health (Adult)	23
Parenting Support	22
Rental Assistance	37
Utility Assistance	53

QUALITY ASSURANCE

The Quality Assurance Program plays a vital part in the stability of ERFSC. Our Quality Assurance Program monitors senior services, and family services by:

- Working with program staff to identify gaps in services.
- Evaluating and tracking- the completeness and accuracy of service delivery based on compliance with statutory and regulatory requirements of funders.
- Monitoring grant/contract outcomes.
- Provide training and refresher classes on data collection and integrity.
- Provide oversight of the Efforts to Outcomes Case Management system.
- Support evaluation efforts of collaborating contractors.
- Develop policies and procedures to support data collection and evaluation.
- Review and monitor reports submitted to funders.
- Develop an annual quality assurance plan, and senior surveys.
- Audit files and report findings



PROGRAM HIGHLIGHTS

FAMILY SUCCESS CENTERS

"Success is Within Reach."

East River Family Strengthening Collaborative believes in two-generational support, ensuring that we are strengthening the whole family. Through concerted efforts, targeted programs, and community outreach, we continue to empower families, enabling them to reach their fullest potential.

THIS YEAR WE HELPED FAMILIES SECURE:

- CDL LICENSES
- FOOD HANDLERS LICENSE AND MANAGERS LICENSES
- PHLEBOTOMY CERTIFICATIONS

WE ALSO HOSTED

- WORKFORCE DEVELOPMENT PROGRAMS
- PARENT CAFES AND SUPPORT GROUPS
- SUMMER ENRICHMENT PROGRAMS
- CLOTHING DRIVES AND PRODUCE GIVEAWAYS
- VACCINATION CLINICS (FLU AND COVID)
- HOLIDAY GIFT GIVEAWAYS
- MENTAL HEALTH AND SOCIO-EMOTIONAL LEARNING AND SUPPORT

WE DISTRIBUTED

- OVER 200 OPIOID AND NARCAN KITS

Success is Within Reach

"With lupus I will have my good days and bad days, but with all the knowledge that I have gained from Mrs Christy, I am well advanced in managing my pain and paying attention to my body and doing what it needs the most."

TAMIKIO ZEPHYRIN-WHEALTON

2349
FAMILIES SERVED

2

FAMILY SUCCESS CENTERS

821
NEW FAMILIES

- BENNING PARK/BENNING TERRACE
- BENNING ROAD/MINNESOTA AVENUE



SENIOR SERVICES

This year, East River Family Strengthening Collaborative has been at the forefront of senior care in Washington DC, serving a community of 5,024 seniors across Washington DC. This year our seniors redesigned our dining sites creating Friendship Cafes, a safe and warm place for seniors to meet and cultivate relationships with each other. Our services run six days a week, featuring programs like community dining, daily socialization calls, and specialized services for the deaf and hard-of-hearing. We are committed to building a community where seniors are socially active, connected, and satisfied.

PROGRAMS OFFERED:

THIS YEAR WE PROVIDED SENIORS WITH:

- COMMUNITY DINING (FRIENDSHIP CAFE)
- CARE COORDINATION (SHORT TERM CASE MANAGEMENT)
- SOCIALIZATION CALLS
- DEAF AND HARD OF HEARING PROGRAMMING AND ASSISTANCE
- HOUSE CLEANING PROGRAM
- RECREATION AND SOCIALIZATION EVENTS
- WELLNESS CENTERS (TWO)



PROGRAM HIGHLIGHTS
SENIOR SERVICES 2023

5024 SENIORS SERVED

94% APPROVAL RATING

6 DAYS PER WEEK

40 EXPERIENCES PER MONTH





SENIOR WELLNESS CENTERS

Washington Senior Wellness Center

3001 Alabama Ave SE,
Washington, DC 20020

The Congress Heights Senior Wellness Center

3500 Martin Luther King Jr Ave SE,
Washington, DC 20032 (contracted with Far
Southeast Family Strengthening Collaborative to
operate)



Our Senior Wellness Centers have been improving the lives of over 1,000 Washington DC's senior residents through health promotion programs that increase health promotion and provide a space for recreation and socialization, while assisting all members to age in place and enhance community engagement. Our programs and community partners provide seniors access to health, economic security, social engagement, purpose, creativity, mobility, and nutrition—all in a social and fun environment.



“Every year our residents look forward to attending the various activities and events that keep them engaged and connected to the culture and current events in our city. This year was no different! From the viewing of The Platinum Amazing Grace, at the Publick Playhouse, to SeniorFest and the Senior Symposium; our residents truly appreciate being able to socialize and enjoy quality experiences and it could not have happened without your help, thank you!”

-Carver



FINANCIAL PERFORMANCE

We extend our deepest gratitude to all of our donors, whose generous contributions are the cornerstone of our ability to empower and support our community.

& DONOR RECOGNITION

Child and Family Services (Base)

\$3,062,249

CFSA-Family First Centers

\$658,000

Out of School Time

\$320,000

Department of Human Services - FRSP

\$3,287,023

Justice Grant Administration

\$320,000

Casey Family Programs

\$93,600

Washington Homes Grant

\$126,650

Deputy Mayor for Education - Safe Passage

\$960,000.00

Department of Aging and Community Living

\$2,569,430.68

(DACL) Washington Senior Wellness Center

\$385,734.38

(DACL) Congress Heights Sr. Wellness Ctr.

\$410,821

Community Foundation

\$5,000

Deputy Mayor for Planning and Economic Development

\$40,000

Private Pass Through

\$1,076,140

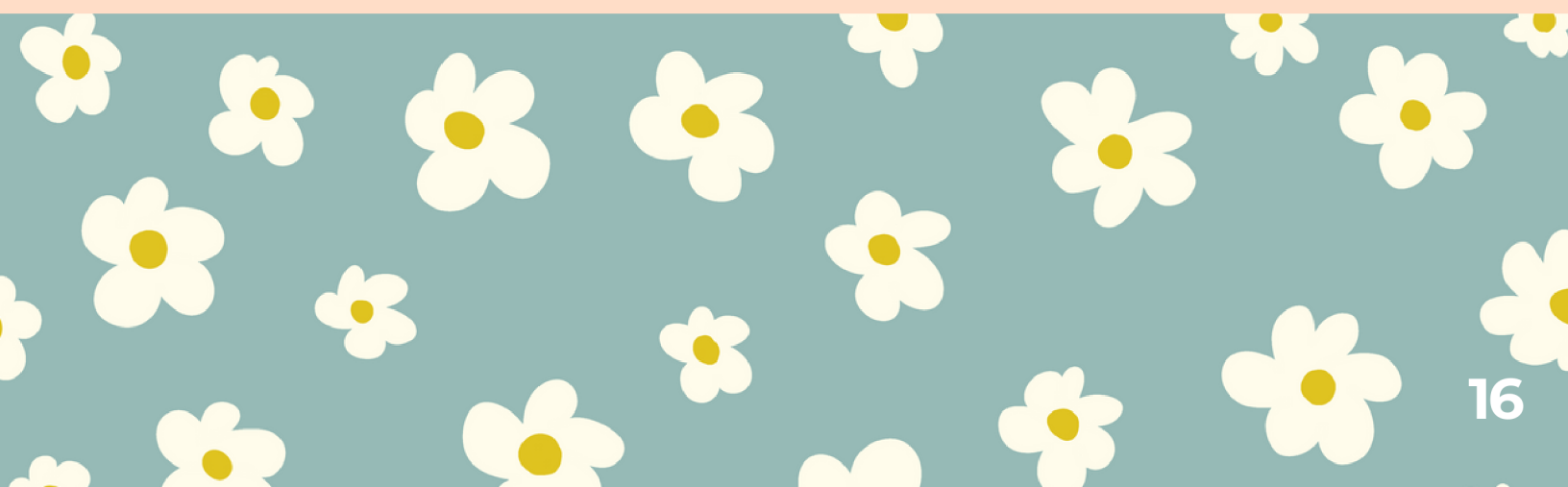
Anonymous

\$30,000

Department of Parks and Recreation

\$10,000

Total = \$13,034,648





CONNECT WITH OUR

LEADERSHIP TEAM

MAE H. BEST, LICSW

Executive Director

ERIC COBBS

Deputy Director of Finance and Operations

ARTHERELLE WEST, LGSW, LMFT

Deputy Director of Youth and Family Services

AISHA BAILEY

Deputy Director of EOTR HUB

ANGELA DAVIS

HR Director

DR. JEMILA DANIELS

Chief of Staff

IRWIN ROYSTER

Director of Community Engagement and Partnerships

BEATRICE DELIMA, LICSW

Director of Senior Connections EOTR HUB

MOSI TOMLINSON

Program Director- Washington Senior Wellness Center

ROSE ANSARA

Director of Deaf and Hard of Hearing Program