

FACS AT A GLANCE

Winter 2022/2023



Family and
Children's
Services, Inc.

Strengthening Families,
Building Futures Since 1893

Dear Friends of FACS:

I hope 2022 has been a year of peace and recovery for you and your loved ones. At Family and Children's Services, we continue to serve some of our community's most vulnerable families with evidence-based, trauma-informed therapy and case management services. Though the worst of the pandemic appears to be behind us, financial and emotional challenges remain for many of our clients. For some, the expiration of an eviction moratorium during the pandemic meant the threat of homelessness. For others, the toll of illness combined with job loss, left them feeling desperate and alone. Through it all, our amazing staff worked tirelessly to support them with listening ears, linkages to basic resources, and empathetic hearts. Thank you for being part of our team, and **please consider an end-of-the-year gift to help us in our mission to build hope and heal trauma to strengthen families and communities.**

Best wishes,

Molly Fagan, LCSW
Executive Director

Client Profile: An Adoption Story

Families who decide to adopt a child out of the foster care system have unique needs and concerns. FACS has a long history of providing pre- and post-adoption counseling for prospective parents and children. FACS staffer, Victoria Turitz, LSW, was privileged to witness her 6-year old client, Boston, be adopted by Glorianne and Jonathan on National Adoption Day at the Middlesex County Courthouse. We spoke with Glorianne about her family's journey.

Can you tell me a little bit about how Boston came to you?

We began fostering Boston when he was 19 months old, as his mother was unable to take care of him.

Was it hard to make the decision to adopt Boston?

Not at all! He is so easy to love, and we wanted to adopt him from the beginning. It was difficult for us to let the foster/adoption process play out, and it was hard to watch the yo-yoing back and forth for Boston. It was confusing for him and frustrating for us. Because we were his safe space, he'd lash out at us. A lot of that experience was re-traumatizing for him. We are very faith based and that has sustained us through the process.

What did it feel like in court when Boston was finally adopted?

Lots of bursting out into tears! It had been a roller coaster ride; our family always felt so true, and that I'm supposed to raise this child. Adoption Day was emotional, as if a huge weight had been lifted. We felt a huge sense of joy, relief, and unburdening.



How did Family and Children's Services help in the adoption process?

Within the first year of having him we realized he needed help – he was experiencing a lot of anger and separation anxiety. It took a long time to find the right fit – Victoria was our 5th therapist! We felt a huge relief, as she was capable, knowledgeable, and helpful. The first time she came, her techniques and ability to get on his level were wonderful. Sadly, at one point, we found out his birth mother died, and Victoria guided us through that process with Boston.

What would you say to other families who are considering adoption?

It's going to be hard, but you can do hard things! The child needs you – think about what they've been through before you worry about the difficulty of your own experience. Also, focus on education and emotional health – these things were very helpful to me as a mother, and without emotional health, I couldn't have parented him well, understanding his needs and reactions.

FACS Our Interns!

Family and Children's Services runs a robust, comprehensive internship program for graduate students earning a master's degree in social work, counseling or marriage and family therapy. Students are mentored by dedicated, professional supervisors who provide clinical guidance, facilitate professional development opportunities, and help students navigate various legal and ethical issues.

Our agency's collegial environment provides students with the support necessary to hone their skills and build confidence. Supervisors and other staff members are accessible and exceedingly helpful. Students have weekly scheduled supervision with their assigned supervisors, however they are able to take advantage of the wealth of knowledge of any staff member whenever necessary.

Post-internship, students often continue working at the agency. They find success as case managers, program coordinators, and clinical mental health counselors.

Stephanie Lindy, MSW recently completed her internship at FACS. "I couldn't have asked for a more supportive, clinically challenging agency for my internship. She said.

"My supervisor gave me the knowledge and confidence I needed to test my skills and grow as a clinician. I'm so grateful for the time I spent at FACS."

Save the Date!
The 11th Annual Red Carpet Party
May 4, 2023
Canoe Brook Country Club



MSW intern Jacquelyn Class with her task supervisor Shannon Soucy, LPC, and her clinical supervisor, Donna Ray, LCSW, celebrating FACS' values at our staff Winter gathering"

All About Outcomes – How Effective are FACS' Services?

Each year, FACS provides mental health counseling and case management (basic needs) support to 1,000 people across a number of programs, including parenting support, juvenile-justice involved youth, and individual therapy, among others. Each of clients is encouraged to provide feedback on how well we are meeting their needs. FACS uses a number of tools, including pre- and post-therapy symptom questionnaires, customer satisfaction surveys, and client suggestion boxes in our offices.

We love constructive feedback as much as compliments! When we do receive feedback indicating room for improvement, FACS' quality assurance team analyzes the results, identifies root causes of issues, and develops interventions to improve performance.

In our most recent score report for client-reported symptoms of depression and anxiety over the course of treatment, all three age categories studied saw a drop in clinical symptoms (anxiety, depression, behavioral issues) from the beginning of treatment to the end.

**The words most frequently
used by clients in their
FACS End of Service Survey.**

2022 Client Satisfaction Survey Comment

FACS' therapy is very good because it helps us to express ourselves when we cannot do it. It helps us cope with our lives when we feel like nothing makes sense anymore.