



REPORT  
TO OUR  
COMMUNITY

Resilient.  
Responsive.  
Resourceful.



A close-up photograph of a woman with dark hair, wearing a light blue surgical mask. She is holding a baby who is sleeping peacefully. The baby is wearing a pink knit hat and a pink jacket. The woman is wearing a dark blue jacket with white and black striped sleeves. The background is a soft-focus green, suggesting an outdoor setting. The image is framed by a white border, and the right side of the overall graphic has a solid green background.

# Resilient. Responsive. Resourceful.

Three powerful words that can be attributed to both SCO Family of Services as well as the 50,000 New Yorkers we have the privilege to serve. Resilient. Responsive. Resourceful. Throughout our more than 125 years of service, SCO has always answered the call to help communities and families in need. Yet despite the historic challenges of the pandemic that disproportionately impacted clients in communities of color, we witnessed great acts of generosity of spirit and community.

We saw professionals taking young adults under their wings as mentors to help them soar. We celebrated the abilities of individuals with special needs as they pushed out of their comfort zones to find their place in the world. We were inspired by incredible foster parents who opened their hearts and homes to children in need. And we felt the collective strength of a community that is improving outcomes for its youngest children. With your support, SCO provides the guidance and resources, but our clients provide the determination and grit to improve their lives.

Our work is critical to so many New Yorkers, and it's more challenging now than ever before. Education, housing, career development, and wellness are at the heart of our programming. And you are the key to our success. It takes a community to serve a community. Thank you for your continued support.



# SCO's far-reaching impact

## Mission

SCO Family of Services delivers vital human services to children, families, adults, and the community to provide them with the necessary tools to achieve success.

For over 125 years, SCO has been helping people across Long Island and New York City build a stronger foundation for the future.



SCO delivers life-enhancing human services through a social justice lens to promote equity for all.





# Ashanti

## Strengthening families and communities

Service to others is a calling for Ashanti, who joyously believes her “life’s purpose is to connect families to resources.” An energetic mother of three, Ashanti juggles home schooling son Cameron, keeping up with toddler Callie, tending to baby Kairo, and caring for her teen sister, Genesis, with her personal commitment to support

families in her Central Brooklyn community.

When United for Brownsville (UB), an initiative incubated by SCO and Community Solutions, began its work to unite families and professionals in Brownsville around the shared goal of strengthening early childhood education in the community, Ashanti was all in – and soon became a member of its Family Advisory Board.

“UB gives us a voice in the types of programming, activities, and goals we have for our families – and gives us the opportunity to share what we are doing well and learn from one another,” recalls

Ashanti. “So many parents and caregivers in our community didn’t know all that Brownsville has to offer. We’ve become a big family that supports one another.”

The results of this collaboration speak for itself. Families have a seat at the table to discuss everything from improving Early Intervention services in the community, to workshops on implicit bias and racism, to collaborating on building an inclusive playground. And Ashanti has found her calling as a Parent Ambassador, a professional position that enables Ashanti to serve as a liaison between families and providers.

In the past few years, UB has launched three interconnected initiatives that focus on improving the experience of infants and toddlers in Brownsville. **Books for Brownsville** is a service provider training initiative; **Learning Landscapes** transforms everyday places, such as grocery stores, into learning spaces; and the **Family Co-op**, in partnership with Scholastic, brings free, fun, and education-enriching weekend programming to underutilized spaces in Brownsville.

*With a mission to improve outcomes for the 3,500 children under the age of three living in Brownsville, UB’s strength-based, family-first approach celebrates the vibrancy of the community, the diversity of its families, and fosters pride-in-place where people live and learn.*





# Shalini

## Ensuring the right resources for a bright future

Shalini is a young woman who knows exactly where she's headed. A chance experience tutoring young children as a high school student while in SCO's foster care program ignited her passion for teaching and now guides her every step.

With a razor-sharp focus on achieving her goals, Shalini has mapped out her immediate and long-term plans. First, she'll graduate from college with a bachelor's degree in early education. And then it's off to graduate school to earn her master's in teaching. A few years ago, these might have been considered lofty goals, but with the right supports in place, Shalini is well on her way.

Shalini was placed in SCO's Foster Care program after the death of her father nine years ago. While safe and well-cared for by her foster family, she was angry and worried about the future. "I needed a team to support me and advise me, and give me the right tools to succeed," she reflects.



And a team is exactly what she received. SCO provided the resources, services, and guidance she needed to become her best self. During high school, a team of education and mental health specialists helped Shalini overcome obstacles and helped her to realize she "did not have to transition to adulthood alone." She participated in mentoring programs, made new connections, and built relationships with other young adults in care. As her confidence grew, Shalini began tutoring children from a nearby elementary school as part of her program with SCO. That was the "aha" moment that shaped her future. She fell in love with teaching!

When it was time for college, SCO's staff helped Shalini complete applications, navigate financial aid, and apply to the Dorm Project, which enables her to live in a college dorm all year round. Her SCO coach remains a constant presence and is even helping Shalini work towards getting a driver's license.

Today, Shalini is a rising junior at Hunter College, and we have no doubt she will achieve all she sets out to accomplish.

SCO is building a future where all young people have the supports needed to successfully transition to adulthood. We support the academic achievement and well-being of young people in our programs, providing a full array of services and supports that focus on career readiness, life skills, education, and housing.



*We pay special attention to disconnected and at-risk youth who are homeless, court-involved, LGBTQ, aging out of foster care, and young parents. And we offer specialized schools for teens with special needs, developmental disabilities, or who are under-credited and over-age.*



# Daniel

## Providing a continuity of care and well-being



At 24, Daniel has overcome seemingly insurmountable challenges. Born with developmental disabilities, behavioral health issues, and addicted to drugs, Daniel entered foster care as an infant. He was adopted as a toddler by a loving mother who tragically passed away just a few years later. Daniel's aunt cared for him until his needs eventually became too difficult for her to manage on her own. That's when he was introduced to SCO.

When he was 15, Daniel came to SCO's Extraordinary Needs group home, where specially trained staff provide care, guidance, and a homelike experience for adolescents with developmental disabilities.

At first, Daniel was reserved and had trouble communicating. But as time went on, Daniel gained confidence and found his voice – literally – while attending singing and performance workshops. Daniel had finally discovered a way to express himself.

Since then, his progress has been nothing short of remarkable. Daniel is now able to talk and has become quite the social butterfly. He loves to bowl, watch Jeopardy, and engage in community activities. A budding diplomat (and Mets fan), he even attended a Yankees game with his housemates, although he refused to cheer.

Daniel is open and honest and has become a model resident. He's a meticulous dresser who always puts his best foot forward. "That's how we do it at SCO," he says. Often referred to as the mayor of the house, Daniel keeps track of everything and everyone, advocating for himself and his peers.

As Daniel transitions to adulthood, SCO remains by his side with the supports he needs for a bright future. Last year, Daniel moved into a new SCO Individual Residential Alternative (IRA), a residence designed specifically for adults with challenges like his. Here Daniel continues to receive services, supports, and encouragement to live a full and independent life. New routines, new friends, and new adventures lie in store for Daniel, who is navigating his new surroundings like a pro.



*In our programs for people with special needs, we work to help individuals discover their hidden strengths and overcome challenges to become as independent as possible. We offer behavioral health services as well as residential schools, group homes, and community supports for people with developmental and intellectual disabilities and their families.*



# Kelly

**Focusing on recovery, sobriety, health, and wellness**

Kelly lives on a quiet, tree-lined street with her husband, two sons, and an energetic puppy named Molly. Life is pretty good these days. In her own words, she has a decent job, a home, a car, and a supportive family – all things she never thought possible before entering SCO's Morning Star residential program for women recovering from substance use.

Since the age of 13, Kelly had been hooked on alcohol. For the next 10 years, she struggled with severe alcoholism, heroin addiction, and all the terrible symptoms that go along with that. She tried every which way to control her use but failed over and over again. Institutions, hospitals, and psychiatric facilities became a normal part of life. At the age of 23, Kelly realized she was running out of options. She had no place to live, was unemployable, and had no way to provide for herself or her 4-year-old son, Joseph. That's when she found SCO.



Kelly was 35 days sober for the first time in her adult life when she entered SCO's residential program. This would be the first of many pivotal firsts. While in program, she learned about accountability and structure. She was introduced to Alcoholics Anonymous and attended off-site treatment programs. She felt supported and heard by the women and staff at Morning Star and thrived in this environment. Little by little, Kelly rebuilt her life. With the help of vocational counselors, she returned to school, received her high school diploma, and took clerical courses. She was thrilled when Joseph came to live with her on campus, working with SCO's coaches and childcare team to hone her parenting skills. And she addressed her past traumas head on with mental health counseling at SCO's Family Services Clinic.

Kelly credits her time in Morning Star as life-changing. She has been gainfully employed since leaving the program in 2012 and now works for a successful law firm. She found her soulmate in Rob and was married in 2015, and expanded her family with another son, Aidan, a few years later.

She likes to say she is a work in progress – and we know there are plenty of firsts still ahead for Kelly.



*SCO's comprehensive health and wellness programs include an array of behavioral health services that address the mental health and substance use needs of children, adolescents, and families. We provide programs at home, in the community, in our clinics, and in our residential programs. We provide trauma-informed, family-centered and family-driven care.*



# Our pandemic response

When COVID-19 barreled through New York, SCO found a way to help the communities we serve fight back. Early in the pandemic, SCO partnered with New York City government on its COVID-19 response and recovery efforts through the Test & Trace (T2) Program. Each week, we sent teams of Outreach Ambassadors into communities armed with educational materials, masks, and information on testing and vaccines. SCO was the largest provider in the five boroughs with a team of 60 Ambassadors who went wherever and whenever they were most needed to help keep our City safe.

Outreach in many facets:

FLYERS	MASKS
154,735	423,876
POSTERS	TOWN HALLS
7,522	65
IN-PERSON CONVERSATIONS	TEXTS AND CALLS
64,504	8,690

7/31-8/20/21



**Delivered \$1.2M Worth of Meals**  
Thanks to a generous anonymous donation, SCO partnered with DoorDash to provide meals to 1500 homebound families while supporting local businesses.



**Burlington and SCO Clothe Thousands**  
SCO, Burlington Stores, and Delivering Good delivered 12 fully loaded tractor trailers packed with 35,000 pieces of clothing, bedding, and luggage to our clients at five distribution sites in NYC and LI. The donation was valued at over \$500,000 and helped families impacted by COVID.



**Trinity Church Compassion Market**  
SCO partnered with Trinity Church Wall Street to supply 260 client families with groceries to help combat food insecurity. SCO was designated as a “Compassion Market,” an expansion of Trinity’s food programs, in response to the historic rates of food insecurity among city residents as a result of the pandemic.



**Virtual Graduation**  
COVID put the brakes on many annual traditions, but it didn’t stop our staff from celebrating important milestones in the lives of our young people with the help of Alicia Keys, Blair Underwood, and Alexandria Ocasio-Cortez.





# Our programs help people reach their full potential

FOR MORE THAN 125 YEARS, SCO has delivered programs and services to New York's most under-resourced communities, offering long-term, life-changing results.

With 84 programs at over 120 locations, our vast network of programs offers clients and their families access to a continuum of care and services.

## Six core service areas:

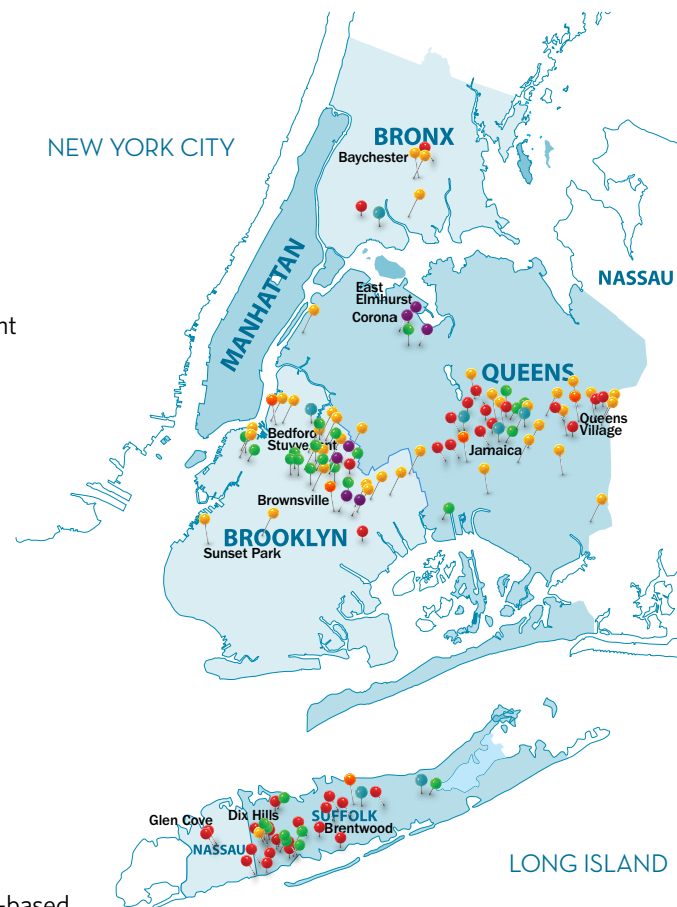
- Early Childhood
- Education & Youth Development
- Families & Communities
- Foster Care
- Homeless Services
- Special Needs

## Early Childhood

- Nurse-Family Partnership: home-based program to promote healthy pregnancy and child development
- ParentChild+: home-visiting program that promotes parent engagement, early literacy, and school readiness
- Early Childhood Education Centers: early care and education, preschool, and pre-K
- Early Head Start: center and home-based childcare and parenting support for families with infants and toddlers
- Family Child Care Networks: childcare in small group settings
- Family Co-op: two-generational program for infants/toddlers and their caregivers that brings free, fun, and educationally enriching weekend programming to underutilized spaces

## Education & Youth Development

- Close to Home: residential program for court-involved youth
- Juvenile Justice Initiative: intensive therapy to prevent and change delinquent behavior
- Transfer Schools: high schools for over-age, under-credited students
- After School and Summer programs for school-age youth
- Young Adult Workforce Program: educational and vocational services for young adults on Rikers Island
- Jail-based Program: services for justice-impacted youth (18-21) in NYC Department of Correction custody



- Brooklyn Youth Center: resources and services for homeless and at-risk youth
- College- and Career-Readiness
- Coaching, Mentoring, and Internships

## Strong Families & Communities

- Beacon Community Center
- United for Brownsville: an initiative for young families incubated by SCO and Community Solutions
- Fathers' Program: parenting skills workshops, peer mentoring, and support services
- Care Management: manages health care, behavioral health, and service needs of children and young adults
- Family Counseling, Support, and Preventive Services
- Food Pantry

## Foster Care

- Family Foster Care
- Therapeutic Family Foster Care
- Adoption Services
- Group Homes for young adults, young women with children, and LGBTQ youth in foster care

## Homeless Services

- Adult & Family Shelters
- Independence Inns: transitional housing for runaway and homeless youth
- Scattered Site Supportive Housing for youth aging out of foster care

## Special Needs

- Residential Schools
  - Westbrook Preparatory School: junior/senior high school for students with high-functioning autism
  - Ottolie Residential Treatment Facility (RTF) and Theresa Paplin School for youth challenged with a serious emotional disturbance as well as developmental disability
  - Madonna Heights RTF, Group Residence and School for young women healing from trauma

- Robert J. McMahon Children's Center and Tyree Learning Center for youth with developmental disabilities
- The Christopher School for adolescents with developmental disabilities
- Developmental Disabilities
  - Individual Residential Alternatives: small group homes serving adults
  - Intermediate Care Facilities: residential programs with 24-hour nursing care
  - Integrated Community Supports for adults with DD: enable adults and children to remain at home and engage in community life
  - Family Care: support and guidance in family homes for adults with developmental disabilities
  - Family Support and In-Home Respite for families/caregivers
  - Day Habilitation
- Behavioral Health
  - Family Mental Health Clinics
  - SCO Clinic: outpatient substance use treatment program
  - Substance Use Recovery Programs
  - Pregnant and Post-Partum Women's Services: to decrease substance abuse disorder, improve birth outcomes, and promote healthy child development
  - Children and Family Treatment and Support Services
  - Targeted Case Management and Home & Community Based Services: intensive services that enable children and adults to remain at home
  - Supportive Single Residence Occupancy: a residence for young adults
  - Children's Community Residences: group homes in community settings
  - Crisis and Planned Respite: temporary out-of-home care
- High Fidelity Wraparound Services to provide youth and their families with extensive supports to remain at home.

## SCO TOUCHES THE LIVES OF 50,000 NEW YORKERS (CLIENTS AND THEIR FAMILIES) ANNUALLY THROUGH OUR PROGRAMS.

### Individuals and Families Served Annually



Sheltered

5,200

youth, adults and children experiencing homelessness



Helped

2,700

individuals with special needs develop skills to reach their full potential



Prepared

1,500

young children for kindergarten in our early childhood programs



Served

1,100

children and young adults in foster care and their families



Guided

5,400

children and teens on the path to academic success through after school, summer and work-readiness programs



Strengthened families in communities across the metro area, providing

14,000

New Yorkers with counseling, support and community-based services



84

programs serving

50,000

Our clients are at the heart of everything we do. We stand beside them on their journey, helping them to see the possibilities, gain access to resources, and improve the quality and well-being of their lives.

Their challenges are our challenges. And their triumphs are our triumphs. We are proud of the impact of our work. But we are most proud of the strength and resilience of our clients.

# Unlocking positive outcomes



LEARNING

96% of 12th graders in Family Foster Care graduated high school; 61% are enrolled in postsecondary education.

100% of eligible students at Westbrook Preparatory School took and passed the Regents exam.

UB's focus on Early Intervention led to an unprecedented 28% jump in referral rates for Black children in Brownsville.

Children in our NYC shelters had a 96% attendance rate at NYC DOE schools.



WORK

88% of young adults in foster care (ages 18+) are currently working or enrolled in school.

100% of eligible residents at our Dix Hills Residential Treatment Facility participated in work, internship, or volunteer activities.



85% of residents in our group homes for adults with developmental disability attended Day Hab and receive vocational services.

WELL-BEING

93% of adults with developmental disabilities living in SCO's IRAs (group homes) made meaningful connections by participating in community inclusion activities.



99% of at-risk families throughout Brooklyn & Queens remained together and stable with family support services.

91% of babies in our Nurse-Family Partnership were current with immunizations at 24 months.



90% of residents in our NYC shelters were successfully discharged to stable housing.

95% of women in our residential recovery program remained substance free.





Thank you! SCO is grateful for the generous support of the following individuals, corporations, foundations, and organizations. Gifts listed were received between July 1, 2019 and June 30, 2021.

*We apologize for any omissions or errors in recognizing our generous supporters.*

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Department of Social Services

Suffolk County

Department of Health  
Department of Social Services

United States

Administration for Children & Families  
Department of Health and Human Services  
Substance Abuse and Mental Health Services Administration



REVENUE AND SUPPORT

Government Revenue	237,788,975
Foundations and Other Grants	5,841,741
Prior Year Cost Reimbursement Adjustments	663,336
Contributions	943,030
Other Income	3,940,246
Special Events	685,270
<b>TOTAL OPERATING REVENUE AND SUPPORT</b>	<b>249,862,598</b>

EXPENSES

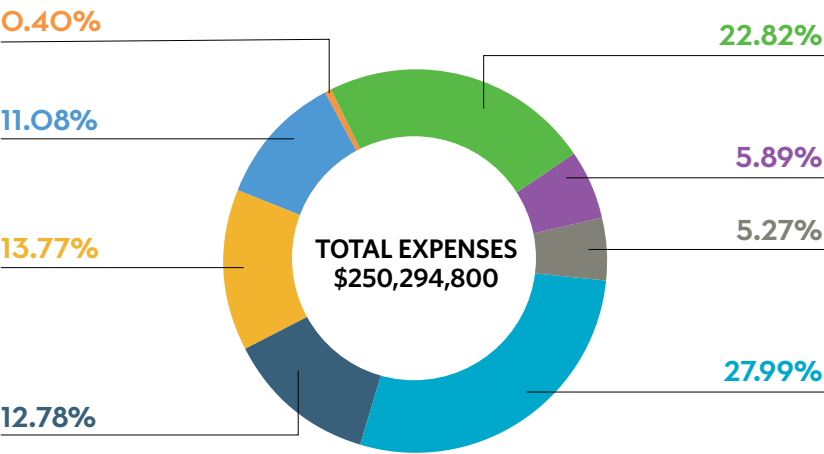
Program Services	221,570,276
Management & General	27,725,699
Development	998,825
<b>TOTAL EXPENSES</b>	<b>250,294,800</b>
<b>CHANGE IN NET ASSETS FROM OPERATIONS</b>	<b>(432,202)</b>

NET ASSETS

Without Donor Restrictions - Operations	73,737,510
Without Donor Restrictions - Pension Related Changes	(41,282,035)
Total Net Assets Without Donor Restrictions	32,455,475
With Donor Restrictions - Temporary in Nature	1,800,544
With Donor Restrictions - Perpetual in Nature	1,442,996
<b>TOTAL NET ASSETS</b>	<b>35,699,015</b>

ACTUAL EXPENDITURES FISCAL YEAR 2021

by program area and percentage:



Foster Care Services	57,127,996
Family Support Services	14,736,354
Early Childhood Services	13,194,282
Special Needs & Behavioral Health Services	70,054,130
Education & Youth Development Services	31,983,520
Shelters & Homeless Services	34,473,994
Management & General	27,725,699
Development	998,825
<b>TOTAL EXPENSES</b>	<b>250,294,800</b>

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