



Children's
Bureau, Inc.



FamiliesFirst

ANNUAL REPORT

2020



In the tapestry of life, we're all connected. Each one of us is a gift to those around us helping each other be who we are, weaving a perfect picture together.

~ Anita Moorjani

A tapestry is a fabric with multiple-colored threads woven into it to create texture, color and interconnected beauty. Like a tapestry, Children's Bureau is a combination of programs, staff, provider-partners and various supporters all interconnected to create positive community impact.

In 2020, the strength of the CB's tapestry was tested. The pandemic and immediate need to alter services tested the organization's response time and nimbleness. Our staff were among the unsung heroes. They responded to hundreds of emails and calls from those who work in other interconnected systems that are critical threads in our overall impact. Rich threads of beauty and color were reflected in our staff's abundant creativity that continued to shine during the most difficult of times. To each of them, I am forever grateful.

Our tapestry was also strengthened by new threads of support. Donors and funders worked through us to help those with the greatest needs. We witnessed amazing acts of generosity as our community came together to support the critical work that we do. Whether it was making masks when they were difficult to find or hanging televisions for kids in quarantine, these new threads strengthened our whole tapestry.

A new texture was added to our organizational tapestry as a result of the tragic events and subsequent protests calling for racial equity. We were called to hear the cry for help from those struggling with racial trauma as we witnessed touching moments that came from times of vulnerability and personal growth. This new texture will continue to enrich our organization with open discussions, personal growth opportunities and a renewed commitment to diversity, equity and inclusion.

Finally, the very fabric of CB was forever changed when two governing boards defined a new organizational operating structure that would support the subsequent merger of Children's Bureau and Families First. For this, I am grateful to each individual board member who proved invaluable to both organizations. We are deeply appreciative of your service.



Tina Cloer; President & CEO
CB + FF

A tapestry is a work of art. It is imperfect; most of the colors of thread start, change and stop in each row to ultimately create a beautiful picture. As 2020 closed out, it too could be described as one of starts, changes and stops.

We are deeply grateful to all the volunteers, donors, supporters and friends who were colorful threads of strength throughout 2020. We needed you and are so grateful for the way you cared for us, as we cared for others.

Tina Cloer

A NOTE FROM TINA

A NOTE FROM GINGER



Ginger Lippert; Families First 2020
Board Chair

This past year has looked unlike any other in our 185-year history. I am proud of the resiliency of the Families First staff and the continuity in service delivered to our clients. I am also hopeful about our ability to provide an even greater impact to our community in the future.

In December, we announced our intent to merge with Children's Bureau. However, the process to explore strategic partnerships began in early 2019 to address current and anticipated challenges facing the human services sector. Families First's Board of Directors worked with an external consultant to gain independent perspective for thorough exploration and planning.

The process that resulted in this merger included:

- Visioning sessions with staff and board
- Clarification of key factors for exploration of strategic partners
- Environmental scan of local and national organizations for partnership
- Comprehensive analysis of organizations that best met key factors
- Deep analysis of Children's Bureau in the areas of staffing & economies of scale, continuum of service, contracts & revenue, impact of COVID-19, and racial equity efforts
- Exploration of options to remain independent compared to merging
- Integration planning

Ultimately, the Board decided that combining resources and expertise with Children's Bureau offered a more holistic approach to child abuse prevention, family preservation and recovery services. The combined staff would be better able to coordinate and deliver services that considered the whole person—not just a set of concerns.

As we worked through the transition, I am impressed by and grateful for the dedication of the staff of both organizations who have put countless hours into ensuring that our clients experience no disruptions in service.

To all who have supported our organization, this is not the end of Families First's rich history; it is yet another evolution, and one that I believe will provide a greater level of care for members of our community.

On behalf of the Board, thank you for your support and generosity during this extraordinary time.

A handwritten signature in black ink that reads "Ginger Lippert". The script is cursive and elegant.

A SHARED HISTORY

THROUGH THE CENTURIES

Children's Bureau and Families First are two of Indiana's most established nonprofits—with roots in the community that go back more than 185 years. Families First has been supporting and strengthening Indiana families since 1835, when it was founded as the Indianapolis Benevolent Society. And the Widows and Orphans Friends' Society—founded in 1851 as an outreach of the very same Indianapolis Benevolent Society—would later give rise to Children's Bureau.



The widows and children who passed through the asylum were generally anonymous. Sometimes they needed only temporary shelter and food; at other times, they required help for longer periods of time.

THE INDIANAPOLIS BENEVOLENT SOCIETY

On Thanksgiving Day, in 1835, a group of philanthropic citizens founded the Indianapolis Benevolent Society. Its mission was “to search out destitute families and afford them prompt relief.”

The Indianapolis Benevolent Society was the first family agency in the United States organized to meet the needs of individuals and families—no matter their race or religion—throughout the community. It provided food, clothing, and sometimes money to supplement the limited public funds for relief of families in poverty.



Prominent men such as Calvin Fletcher established the Indianapolis Benevolent Society. He and his wife Keziah volunteered by walking the city collecting donations.
Source: Indiana Historical Society



After the Civil War, the Indianapolis Widows and Orphans Friends' Society enlarged its facility as the number of orphans increased.

WIDOWS AND ORPHANS' FRIENDS' SOCIETY

Children's Bureau has its roots in the Widows and Orphans Friends' Society, founded in 1851 as an outreach of the Indianapolis Benevolent Society aimed at relieving "the physical, intellectual and moral wants of the widows and orphans of the city."

“*Our lives are connected by threads. We weave our own stories, but there are so many threads that connect us to one another: invisible, strong, sparkling threads.*”



Homes for Black Children symbolized the shift of the Children's Bureau at the end of the twentieth century toward community programming.



An unidentified employee and a child in the offices of the Children's Bureau in 1953.



The Auxillary, a group of female volunteers, donated time and talents to help the orphans and raise money for the orphanage.

GROWTH AND CHANGE

In Indianapolis, as elsewhere in the late nineteenth and early twentieth centuries, people wrestled with the theories of childhood development and the causes of poverty. Reformers attempted to differentiate between the worthy and unworthy. Ideas about the value of family life and institutional care were evolving. Increasing value was placed on the role the family, especially the mother, played in the development of the child. Children came to be valued less for their ability to work, and more for the love and joy they brought to a family.



TO THE PRESENT DAY

As the nature and focus of family assistance changed after World War II, the missions of human service organizations changed too.

The closure of the Children's Bureau orphanage in 1941 marked its transition from a primarily public organization to a private one. Finding homes for children in need via adoption and foster care would become its mission—with expansion including group homes, transitional living and programming for children at risk.

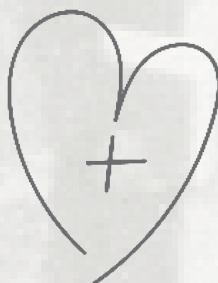
Families First (then known as Family Welfare Society, and later Family Service Association of Indianapolis) shifted its focus away from relief and toward social work and counseling services aimed at strengthening families and community.

Today, both organizations embrace an inclusive idea of family that encompasses those connected by nurture and support, as well as biology. And both organizations have evolved to serve a diverse group of children and families.

Where we serve people—and how—has changed, too. We meet people where they are—at their homes, and in their lives—with respect for self-determination and independence.



Children's
Bureau, Inc.




FamiliesFirst

COMING TOGETHER AGAIN

In recent years, both Children's Bureau and Families First increasingly coordinated services with other public and private organizations that provide social services in the community. Yet, as in the late 1800s, the evolution of a complex web of agencies has led to overlap in many areas.

Today, we are one organization. Combining our resources and expertise allows us to offer a more holistic approach to child abuse prevention, family preservation and recovery services. As a result of this change, we will have an even greater impact. And we're excited to be one agency for Indiana families.



better together **CAMPAIGN**

In May 2019, Families First embarked on a \$1 million capital campaign to secure the purchase of the building at 2240 N. Meridian Street. Led by volunteers Bob and Pat Anker, the campaign goal was surpassed within fourteen months, totaling over \$2.6 million.

Clients experience the impact of donor support for this campaign every day through professional, affordable, counseling and services with improved accessibility, convenience, security, and dignity.

**IN HONOR
OF FAMILIES
FIRST'S 185TH
ANNIVERSARY THE
CLOWES FUND
MATCHED
GIFTS UP TO
\$50,000.**

**SPECIAL THANKS
TO BILL AND
ROBERTA
WITCHGER
FOR PROVIDING
THE LEAD GIFT
AND ENSURING
OUR SUCCESS.**

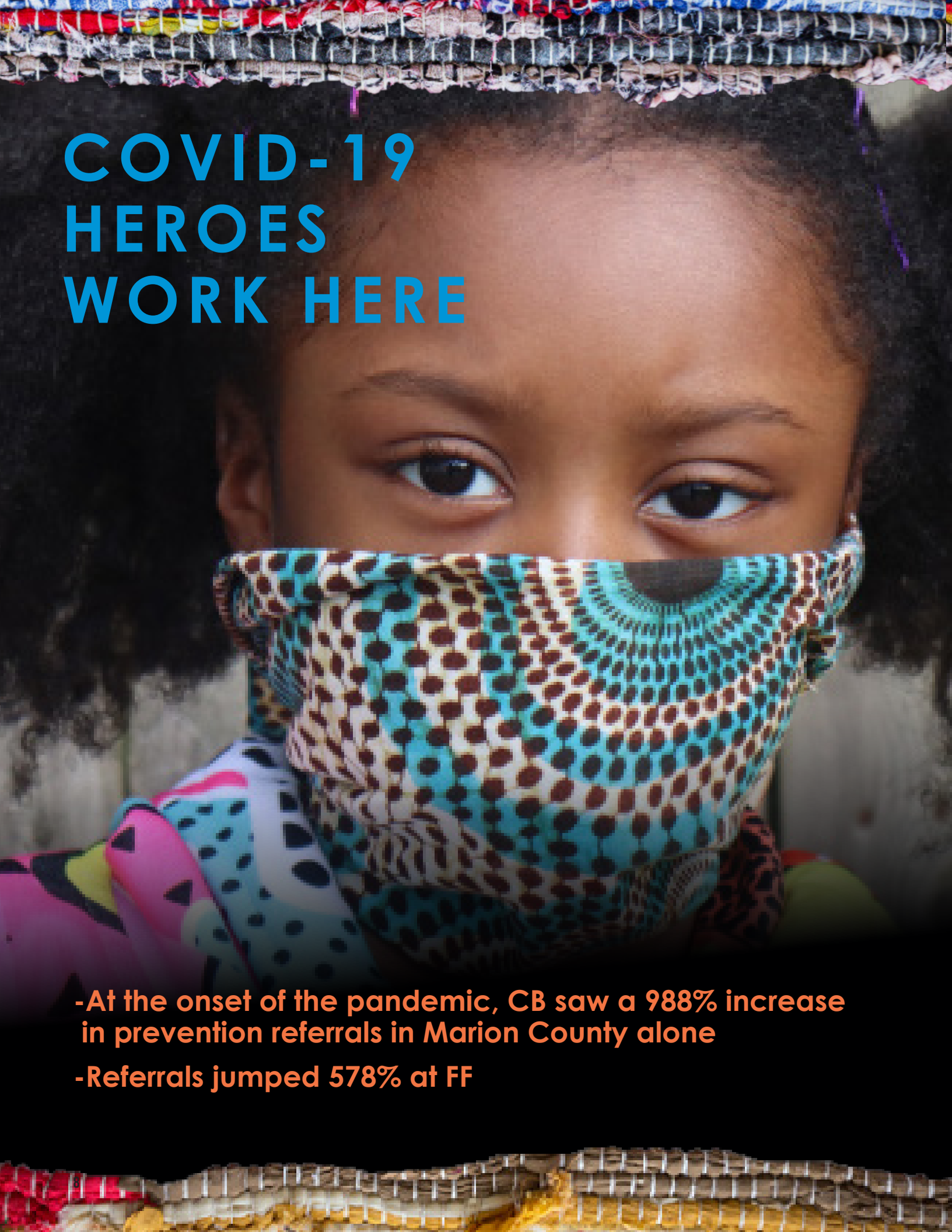


THANK YOU TO OUR INDIVIDUAL DONORS

Pat & Bob Anker
Harris & Bernice Anthony
Richard & Katherine Badertscher
Rebecca Black
Brad & Norma Boyd
Shaun Clifford
Steve & Lori Clyne
Christine & Kevin Cook
Cook Device Solutions
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Chris & Monique York
Mary Ann & Gene Zink



COVID-19 HEROES WORK HERE

- At the onset of the pandemic, CB saw a 988% increase in prevention referrals in Marion County alone
- Referrals jumped 578% at FF

The pandemic has not been forgiving to those who work in human services; face- to-face interaction cannot be replaced with technology.



In the beginning, Children's Bureau was heavily focused on providing basic needs assistance and using digital means to ensure child safety. But with a rise in domestic violence incidents and referrals, we returned to in-person client visits in June. Case managers stayed on sidewalks or in yards to see the children and assess their safety. Staff contracting COVID-19 and requiring quarantine due to exposure was a significant challenge. One of our outstanding case managers, Reba Luken, lost her battle with COVID-19 in October. Staff were fatigued as they struggled to balance increased community need with their own personal responsibilities and safety.

At the onset of the pandemic, The Rachel Glick Courage Center was temporarily repurposed as Project Courage, providing temporary shelter for children displaced due to COVID-19.

Many of the children we serve in the shelters and foster care are behind academically. Emotional/behavioral challenges are common, but trying to educate these young people, in a group, was particularly challenging for staff. CB hired two educational coordinators and several tutors to assist the residential staff with facilitation of e-learning for multiple kids, in various grades, enrolled at different schools.

CB saw a significant increase in clients seeking assistance with housing, utilities and other basic needs.



The stressors brought on by the pandemic – job loss, isolation, schedule disruptions, working and learning from home – was tough for everyone, particularly those who struggle with depression, anger management, and substance use.

At the inception of the statewide closure, a need to completely pivot Families First's in-person services model became apparent. In less than two weeks, FF moved to virtual/ telehealth services. Unfortunately, not all of FF's clients had access to internet, computers, or smart phones. Since these barriers made it difficult for clients to participate in telehealth services, FF continued to serve certain clients through in-person office hours and in-person community visits.

Through donor support, FF waived and reduced fees and provided financial assistance for basic needs like food, shelter, and access to healthcare.

A close-up photograph of a woman and a baby, both wearing white surgical face masks. The woman is on the right, looking slightly to the left. The baby is on the left, looking towards the camera. The background is blurred, showing what appears to be a window. The image is framed by colorful, textured woven borders at the top and bottom. The top border features green, blue, and purple threads, while the bottom border features blue, pink, and white threads.

JESSICA & BABY GEE

Jessica is a single mom who requires frequent hospitalization. Grandma (Jessica's mom) is her go-to person for childcare during those times. But, sometimes Grandma's health hinders her ability to care for the little one. A prolonged hospitalization brought them to the children's shelter. A case manager listened, asked questions & assured Grandma that baby Gee was going to be safe and cared for in a loving environment. And she was! Baby Gee did not spend much time outside of loving arms. Children's Bureau is unique in that kids 0 to 17 stay without the presence of a guardian. Donors, like you, made this service possible.



A HOLISTIC APPROACH



PREVENTION

- Community Partners for Child Safety
- Functional Family Assessments
- Parenting Education
- Emergency Children's Shelter



FAMILY PRESERVATION

- Alternatives to Family Violence
- Emergency Shelter Care For Children
- Father Engagement
- Foster Care & Adoption
- Home Based Case Work, Therapy & Visitation
- Older Youth Services

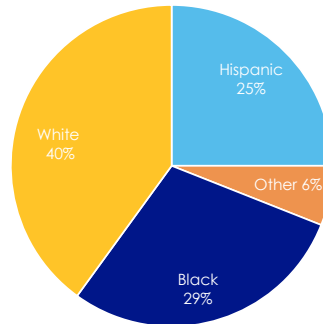


RECOVERY

- Domestic Violence Survivor Counseling
- Sexual Assault Counseling & Advocacy
- Substance Use Assessment & Treatment

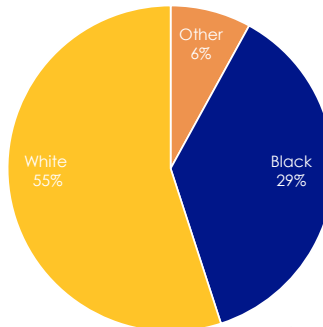
COLLECTIVE IMPACT

**CHILDREN'S BUREAU
SERVED 41,681
CHILDREN IN OVER
20,191 FAMILIES**



97%
of the families
served lived at or
below
poverty level.

**FAMILIES FIRST
SERVED 30,180
PEOPLE**



75%
of those served
lived at or below
poverty level.

* Poverty level for a family of 4 is an income of less than \$26,500 a year.

VOLUNTEERS



Volunteers read virtually to the residents in the shelters



Volunteers participated in parades to boost shelter morale



Volunteers landscaped the Children's Shelter playground



A young professional colored with a shelter resident

CHILDREN'S BUREAU



195 Unique Volunteers



1,387.25 Hours



\$35,277.76 Value

FAMILIES FIRST



55 Unique Volunteers



3,936.5 Hours



\$171,395.21 Value



YOUNG PROFESSIONALS ADVISORY BOARD & EMERGING LEADERS COUNCIL

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Jessica Steinacher
Megan Stoner
Brett Tanaka
Yvette Tran
Ellie Voith
Kaitlin Voller
Quentessa Williams

“ *Young leaders provide us the skills and passion necessary to create a new social fabric of diversity in our community.* ”

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CORPORATE PARTNERS

We're proud to partner with companies that believe providing kids and families a chance to succeed is the precursor to a stronger community. Employees of our Corporate Partner companies attend special events, volunteer, and personally donate.

Ambassador \$20,000



Leader \$15,000



WESTPOINT
PRIVATE CLIENT GROUP

Champion \$10,000



Educator \$7,500



Mentor \$5,000

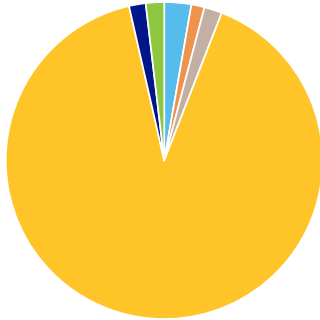


Supporter \$2,500



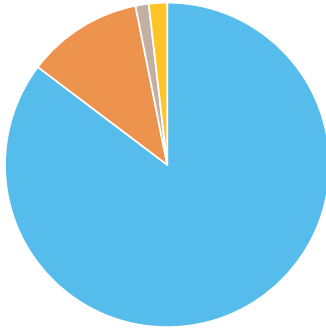
REVENUES & EXPENSES

CHILDREN'S BUREAU



Revenue Total \$ 29,448,046

| | | |
|-----------------------------------------------|--------------|--------|
| • Contributions & Special Events | \$809,339 | 2.75% |
| • In-Kind Donations | \$395,623 | 1.34% |
| • Non- Government Grants | \$535,305 | 1.82% |
| • Government Contracts, Grants & Service Fees | \$26,655,036 | 90.52% |
| • Other Income (includes investments) | \$499,932 | 1.70% |
| • United Ways | \$552,811 | 1.88% |



Expenses Total \$ 30,080,972

| | | |
|---------------------------|--------------|--------|
| • Programs & Services | \$25,659,362 | 85.30% |
| • Management & General | \$3,478,030 | 11.56% |
| • In-Kind Donations | \$395,623 | 1.32% |
| • Development/Fundraising | \$547,957 | 1.82% |

Net Surplus / (Loss): (\$632,926)

FAMILIES FIRST

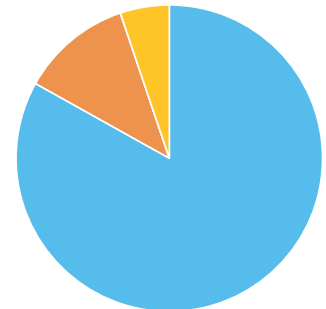
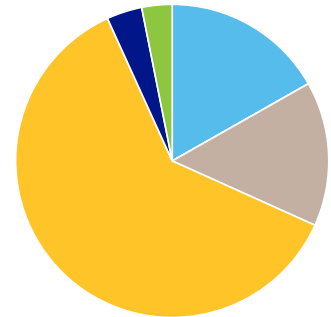
Revenue Total \$5,292,006

| | | |
|-----------------------------------------------|-------------|--------|
| • Contributions & Special Events | \$888,745 | 16.79% |
| • In-Kind Donations | - | 0.00% |
| • Non- Government Grants | \$790,975 | 14.95% |
| • Government Contracts, Grants & Service Fees | \$3,253,086 | 61.47% |
| • Other Income (includes investments) | \$193,665 | 3.66% |
| • United Way | \$165,535 | 3.13% |

Expenses Total \$6,458,414

| | | |
|---------------------------|-------------|--------|
| • Programs & Services | \$5,367,208 | 83.10% |
| • Management & General | \$757,191 | 11.72% |
| • In-Kind Donations | - | 0.00% |
| • Development/Fundraising | \$334,015 | 5.17% |

Net Surplus / (Loss): (\$1,166,408)





CHILDRENSBUREAU.ORG
317.634.5050

