



TIDES FAMILY SERVICES

Annual Report 2022-2023

ROOTED IN COMMUNITY

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Dear Tides Family Services Friends,

This year, we celebrated our 40th year of serving Rhode Island children, youth and families. Since 1983, Tides has promoted family preservation and maintenance of youth within their communities through individual, family and group counseling; home visitations; educational and court advocacy; as well as the networking of social services. Tides continues to provide innovative programs to best serve individuals in the child welfare and juvenile justice systems along with their families.

This year, we have expanded our behavioral health programs, including the Children's Mobile Crisis Response (CMCR) and NEXO Behavioral and Mental Health Center, which decrease barriers to accessing critical services for youth and their families with the goal of diverting individuals away from unnecessary higher-cost Emergency Department and hospital inpatient care;. More information on these programs are within this report.

Together with fellow Tides staff and the Board of Directors, we have been actively advocating for greater investments in children's behavioral health and our workforce. . This past legislative season, our efforts led to a temporary increase in funds for our two largest Department of Children, Youth and Families (DCYF)-funded contracts, continued wage support, and issuance of Requests for Proposals for new DCYF-funded contracts. Tides remains dedicated to enhancing the well-being of children and families and our commitment extends to our ongoing advocacy before the General Assembly for their crucial needs and those of our workforce. .

Social connections are at the very core of our work – now more than ever – and the stories on these pages are evidence of the strength and value of our connections. We hope you will learn more about those we serve and the volunteers, donors, and community partners who come together to create hope and a feeling of connectedness, where we can all experience increased resilience and well-being. I am beyond proud of and grateful to our staff, our board members and our funders who stand with and support Tides by embodying our agency's mission of Never Giving Up.

Beth A. Bixby, MSW, LICSW

BOARD OF DIRECTORS

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EXECUTIVE LEADERSHIP TEAM

Beth Bixby, MSW, LICSW

Chief Executive Officer

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Assistant VP of Treatment Programs

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West Warwick

215 Washington St.
W. Warwick, RI 0289

Providence

790 Broad St.
Providence, RI 02905

Pawtucket Central Falls

242 Dexter St.
Pawtucket, RI 02860

Woonsocket

129 Main St.
Woonsocket, RI 02895

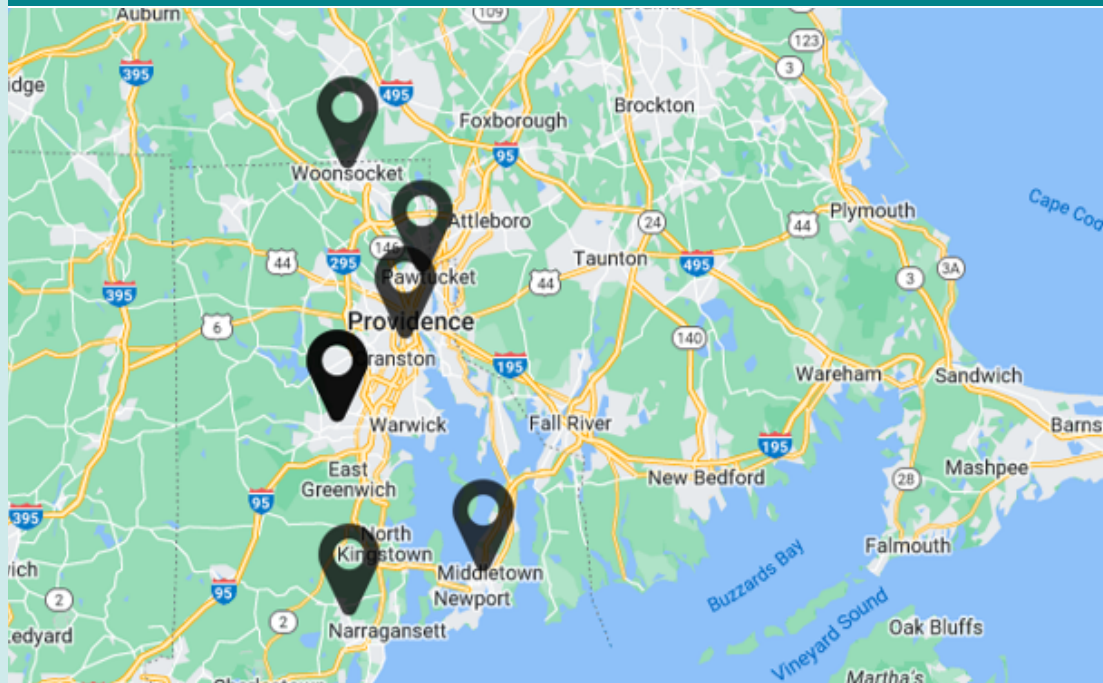
Newport

221 Third Street, Suite 407
Newport, RI 02842

Wakefield

24 Salt Pond Rd.
South Kingstown, RI 02879

TIDES FAMILY SERVICES LOCATIONS



TIDES FAMILY SERVICES is a 501(c)3 serving approximately 500 youth (ages 6 – 21) a day in Rhode Island in order to keep families together. We have been providing in-home services to families in the most economically disadvantaged communities of Providence, Pawtucket, Central Falls, Middletown, West Warwick and Woonsocket since 1983. Right now, 1 in 5 children in Rhode Island are living in poverty, with 2 out of every 3 of those children living in the communities we serve.

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HOW DO WE HELP?

We strive to maintain clients within their homes and to strengthen family systems so youth can reconnect with their community, acquire practical life skills and pursue productive lives with long-term goals for success. our programs “wrap around” the client and the family. We advocate for youth in public schools, with DCYF, and in the RI Family Court. We offer counseling that focuses on personal strengths, structured recreation, multi-systemic therapy, cognitive behavioral therapy, and 24/7 coverage for emergency crisis situations.

SERVICES

- Tides School
- Tides Outreach and Tracking (TOP)
- Preserving Family Network (PFN)
- Youth Transition Center (YTC)
- Functional Family Therapy (FFT)
- Believe in Making Results (BMR)
- Clinical Enhanced Outpatient Services (EOS)
- Children’s Mobile Crisis Response (CMCR)
- NEXO Behavioral and Mental Health Center

TIDES FINANCIAL DATA 2022-2023

Revenues	\$ 11,276,654.25
DCYF	\$ 7,529,738.33
CMCR	\$ 1,808,846.04
Fee Programs	149,596.69
Educational	\$ 1,038,820.40
Other	\$ 749,652.79

Program Expenses	\$ 8,068,229.88
DCYF	\$ 6,210,012.87
Educational	\$ 796,552.10
CMCR	\$ 757,769.36
Fee Programs	\$ 303,895.55

Expenditures	\$ 8,277,410.29
DCYF	\$ 6,210,012.87
Educational	\$ 796,552.10
CMCR	\$ 757,769.36
Fee Programs	\$ 303,895.55
Management	\$ 112,949.41
Fund/Other	\$ 96,231.00

Salaries	
Direct Program	90%
Administration	9%
Fund Development	1%

PROGRAM OUTCOMES

Prior to October 2022, TFS utilized case management software to track and report on client data and outcomes. The system served TFS well for approximately ten years allowing TFS to understand data and client care through a new lens. As TFS has continued to grow and evolve services to align with the needs of the target populations and funders, the agency moved towards an investment in an electronic health record. This system allows for TFS to be 100% paperless with client health records minimizing the time staff need to spend at a desk in an office chart. The system also includes more sophisticated billing capabilities and integrates PowerBI to build out custom dashboards to further strengthen TFS’ ability to provide high quality client care by monitoring the impact and effectiveness of the care our teams provide.

FY 23 Client Statistics

Total # of unique clients served **811**

FY 23* (10/1/22-6/30/23)

Discharge outcomes*

Aged Out/closed to DCYF	5	1%
Court Order	1	0%
Detained/Sentenced	20	3%
Other	17	3%
Out of Home Placement	83	12%
Runaway/Absent	8	1%
Successful Completion	538	80%
Total discharges	672	

* removed family moved, refused services, and services inappropriate from the calculation of % success completion

Wellness Community

3-on-3 Basketball Tournaments

The Youth Transition Center Community Outreach Liaison, Travis Wiggins, has put together several 3-on-3 Basketball Tournaments throughout the year at our Providence Office Gym, the Rhode Island Training School and at San Miguel.

The team consists of a combination of youth and adult community helpers to establish trusting relationships within the community.

Adult community helpers are established through community partnerships from Providence Police, Providence Fire Department, Juvenile Probational Officers, Office of the Child Advocate, Nonviolence Institute Staff, and Tides Staff.

The goal is to provide opportunities focused on establishing connections and roots within the community by encouraging clients to build sustainable relationships with a range of community support from informal peer-to-peer relationships.



WELLNESS WORKFORCE ACUHEALTHRI

Funded by a generous TFS Board Member, Acuhealth Rhode Island was founded in 2022 to provide a 30 minute massage session for Tides Family Services employees as an employee wellness and retention tool.

Employees are not required to have a specific reason or medical issue for an appointment, each session can simply offer relaxation. These sessions are designed to offer a brief pause from the workday, which can help improve productivity and energy.

It is AcuhealthRI's hope that this clinic will serve as a model for other human services organizations seeking to provide care to their community members.

STAFF TESTIMONIES:

WONDERFUL SERVICE FOR STAFF! GRATEFUL FOR THIS GIFT TO OUR AGENCY!

I AM SO GRATEFUL FOR THESE PROFESSIONALS! SELF-CARE MAKES A HUGE DIFFERENCE IN THE WORKPLACE!

MEET THE TEAM

DR. HEATHER PICERNE, DA

"I am a licensed acupuncturist and a graduate of Providence College and MCPHS University with a Master of Acupuncture degree. It is with great pride and passion that I serve as a board member of Tides and am a committed supporter of the amazing work that Tides does. As a practitioner, I specialize in treating anxiety and women's health, but I am interested in all aspects of healing. I feel humbled to have the AcuhealthRI team be part of the Tides community."

BIANCA JULIEN

"I am a Licensed Massage Therapist in RI & MA. I graduated from Lincoln Technical Institute in June 2022, but have been practicing massage since high school (2006). I customize each massage to my client's needs. I have different techniques to relieve muscle tension while relaxing the mind, body, and soul. Massage can help with anxiety, depression, insomnia, everyday body aches, pains and more."

Children's Mobile Crisis Response (CMCR)

TFS' CMCR program was initially designed based on an assessment of community needs and in direct response to the increase in children accessing behavioral health care in emergency room settings. Over the past 3 years, TFS has successfully diverted 86% of children and youth from emergency rooms or other out of home placements. Referrals have ranged in presentation from youth who are experiencing symptoms of anxiety and or depression causing a significant functional impairment, youth who have experienced trauma, and youth with SI/HI.

CMCR is provided by an interdisciplinary team led by a master's level clinician overseeing bachelor's level behavioral assistants (BA), and dual certified Community Health Worker/Peer Recovery Specialists (PRS). The staffing pattern for TFS' CMCR program ensures adequate staffing to provide coverage for the 24/7/365 on-call rotation to provide rapid response to referrals and ongoing crisis stabilization needs. To limit barriers to access, CMCR is delivered in locations that are convenient for the family; there are no transportation requirements for families.

CMCR remains in place for up to 30 days to provide ongoing support with the implementation of the safety plan and coordination of longer term aftercare support that will address the root cause of the crisis to prevent further crisis situations that jeopardize placement stability. To support the aftercare planning process, TFS reviews all CMCR cases with an interdisciplinary team of representatives from agencies in this partnership.

Since its inception, in May of 2020, TFS' CMCR program has provided crisis response services to 560 youth across the state of RI as of August 2023.

"JC made huge strides in such a short time with them, and they were indeed the most valuable tool we had to getting some sense of normalcy back in our lives. I truly believe that without their guidance and words of wisdom, the ability to reach JC when no one else could, is the only reason our son is still living with us." - Ashley, CMCR Parent

"I was definitely going down the wrong path, school never meant anything to me at all. After Tides, I got a college degree. I definitely wouldn't have been able to do it if it was for Tides."

MELANIE
Received services in 1998



TESTIMONIAL

“

"We would like to thank Tides, for your great help. The emotional support and knowledge applied in our case, helped us understand each other more. The programs that this institution has are very helpful. The knowledge and experience that the staff has, are helping many families like ours. Please let's help these programs move forward."

Former Parent

TESTIMONIAL

“

"I don't think I would have graduated, or be where I am without my case worker, and Tides. I have mentioned my worker many times over the years as someone who has made a positive impact in my life."

Former Student



"I will always be grateful! You and everyone at Tides do amazing work for the community. I'm sure you've all touched so many lives over the years. "

BRITTANY
Received services 2005-2007

"I always knew I could trust my worker with anything. It was the best service I could get."

JORGE
Received services 2021-2022



TESTIMONIAL

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"My daughter was given the Tides number from a friend. I was apprehensive about calling at first, but I knew my daughter was having a major emotional emergency and I was at an emotional breaking point myself. Within 30 minutes of calling Tides, our case worker was at our door talking to my daughter and helping me set up plans."

Former Parent

NEXO

BEHAVIORAL AND



As the urgent need for behavioral and mental health services continues to grow in the wake of the COVID-19 pandemic, Tides Family Services (TFS), in partnership with Community Care Alliance (CCA), established the NEXO Behavioral and Mental Health Center in one location, TFS Pawtucket Office, to maximize community resources and give patients and families a voice in their recovery. The center received initial grants from the June Rockwell Levy Foundation, Papitto Opportunity Foundation, and Senator Reed Federal Appropriation Grant. .

“We are excited to provide a community-based approach that addresses the unique needs of families and the community. This approach is critical to reducing health disparities and moving toward health equity” says Beth Bixby

NEXO uses evidence-based treatment to provide integrated care that addresses chronic and toxic stress. The center’s mission is to eliminate the barriers faced by low-income, minority populations (mostly Hispanic), by offering culturally and linguistically competent care to better address mental health issues and reduce the stigma of treatment.



Led by **Dr. Ornella Potter**, board-certified pediatric psychiatrist alongside **Ana Lopes**, who serves as the Director of BIPOC Behavioral Health Programs providing health education and outreach services to clients and families.



MENTAL HEALTH CENTER

NEXO has served approximately 43 youth to date ranging from 6 years old to 18 with the average being 15 years old. The youth served are in either East Providence, Providence, Pawtucket, and the majority are from Central Falls. We are happy to report that two clients have successfully completed their goals and were discharged from NEXO.



CELEBRATING 40 YEARS OF EMPOWERING LIVES AND STRENGTHENING COMMUNITIES



This year, Tides Family Services celebrated an incredible milestone- our 40th anniversary of delivering home and community-based services to youth and their families. Tides' Annual Gala, "Celebrating 40 Years of Empowering Lives and Strengthening Communities" at Quidnessett Country Club in North Kingstown.

Tides honored US Senator Jack Reed with the Brother Michael Reis Lifetime Achievement Award for his decades of



advocacy on behalf of Rhode Island's most vulnerable children and families.

Senate Finance Chair Louis DiPalma and House Deputy Majority Leader Julie Casimiro also received Humanitarian Awards for their support in strengthening the network of children's behavioral health services in Rhode Island. It was an occasion to commemorate the meaningful impact we have made together over the years and to honor the individuals, families, and communities whose lives we have touched.



Wade
Stronger
Roots.

Stronger
Tomorrow.



Stronger
Stronger



Roots,
Tomorrow.





Thank you to all of our donors and volunteers for your generosity

EVERY DONATION, ANY AMOUNT, MAKES AN IMPACT

EXTRACURRICULAR ACTIVITIES:

Unrestricted funds were used to enroll a youth in a sport that he loves. It became a positive coping skill for him. Tides assisted the family in paying for the soccer team registration fee and purchase the needed equipment.

FOOD INSECURITIES:

"Tides helps with checking on the kids setting goals with them to get food"

BASIC NEEDS:

Provide assistance to purchase basic needs such as blankets, pillows, and sheets.

We couldn't do this work without your generous *support!*



We appreciate the generosity of each and every one of our donors and volunteers. Your consistent support has fortified our efforts to instill hope and anchor families within the communities we serve. Thank You!



TIDES

FAMILY SERVICES

**"WE NEVER GIVE UP
ON A KID... NEVER!"**

— Brother Michael Reis

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