



Strengthening Connecticut's Families

## Who We Are

The Connecticut Council of Family Service Agencies, Inc. is a statewide network of fifteen independent, nonprofits that have been effectively serving CT families for over 100 years. Member Agencies are community based, licensed by the State of CT, nationally accredited and are governed by volunteer boards of directors from their respective communities.

The Mission of the Council is to be the premier resource to strengthen Connecticut's diverse individuals and families, and the communities in which they live. To accomplish this mission, we will build member agencies' capacity for collaboration and innovation; advocate for the development of State and Federal policies and programs that will foster the well-being of CT's children, adults and families; develop and provide services that empower them to move toward self-reliance and healthy inter-dependence.

- **Services:** CCFSA members deliver services to over 180,000 families annually from more than 100 sites located throughout Connecticut. Members provide a full complement of services to culturally and ethnically diverse families, youth, and children across the age continuum from cradle to grave. Services offered include mental health and substance abuse services, early childhood services, disability services, parent education, family strengthening, adoption, employment services, senior services, home visiting services, domestic violence services, housing, basic needs and case management.
- **Funding:** The combined annual budgets of Council member agencies total more than \$214 million. Member agencies rely upon blended funding to accomplish their mission which includes state and federal funds, local United Ways, foundations, contributions from individuals and businesses, and client fees.
- **Staffing:** Member agencies employ over 4,600 staff, inclusive of both full-time and part-time employees.
- **Volunteers:** Member agencies draw upon the talents and gifts of over 5,100 community volunteers who contribute their time and passion to make a difference in their local communities.

### Network Partners:

Family Centers, Inc.

Catholic Charities, Diocese of Norwich

Catholic Charities of Fairfield County

United Services, Inc.

Newtown Youth and Family Services

Catholic Charities, Archdiocese of Hartford

Family & Children's Agency, Inc.

Elayne and James Schoke Jewish  
Family

Intercommunity, Inc. Oak  
Hill

Service of Fairfield County

Jewish Family Services of Greater Htfd

Klingberg Family Centers

Jewish Family Service of New Haven

Village for Families and Children

Life Bridge Community Services, Inc.

## Statewide Provider Network

CCFSA has developed a statewide provider network to deliver services that empower children, adults and families to move toward self-reliance and healthy inter-dependence. Member agencies currently serve as a statewide provider network for three Council programs — the welfare-to-work Empowering People for SUCCESS Program, the court mandated Parent Education Program for parents involved in divorce or child custody proceedings, and FOCUS on K.I.D.S., a structured program for high conflict divorcing or divorced parents.

### ➤ Cost Efficient: One Contract Statewide Impact

By contracting with one organization, CCFSA, funders receive the benefit of an efficient statewide service delivery system provided by our network of 15 family service agencies. CCFSA provides the administrative and programmatic oversight, develops and maintains contractual relationships with funders, and provides all quality assurance activities. Member agencies hire and supervise direct program staff, and deliver the services within the communities they respectively serve.

### ➤ Outcome Driven

CCFSA implements a state of the art centralized web-based case management software, Efforts to Outcomes (ETO) to manage cases and collect outcome data that measures who is better off as a result of receiving program services. Case workers across the state access the ETO platform from any remote location that has internet connectivity and ETO is also used by State workers at both DSS and DOL to make direct referrals to program services. CCFSA has partnered with the Harvard Business School Club of Connecticut Community Partners to measure the economic value of CCFSA's programs, which showed a significant return on investment from CCFSA services.

### ➤ Consistency of Services

Developed collaboratively, member agencies implement one program model across all service delivery sites. Fidelity to model is monitored by CCFSA central office staff and CCFSA provides ongoing training and technical support to member agencies to ensure quality of service delivery and consistency regarding program implementation.

### ➤ Expertise

CCFSA member agencies are state-licensed, nationally accredited and staffed by experienced professionals in virtually every area of social service.

### ➤ Strong Partnerships with State Agencies

CCFSA has partnered for over 15 years with the Department of Social Services, Department of Labor and Court Support Services Division to deliver the Empowering People for Success and Parent Education programs.

**VOCA**  
Case Management Program  
[www.ctfsa.org](http://www.ctfsa.org)



**FREE**

Holistic case management to support the safety, stability, and healing of victims of crime and their families:

- Assistance with victims compensation process
- Advocacy and emotional support
- Crisis intervention services
- Safety Planning
- Information about court and criminal justice system

Program Administered By:



800-505-9000

**Agencias Participantes**

Catholic Charities Fairfield County  
Danbury 203-416-1503

Jewish Family Services of Greater Hartford  
Greater Hartford 860-236-1927

Catholic Charities Archdiocese of Hartford  
Hartford 860-493-1841

United Services Inc.  
Killingly/Windham 860-456-2261

Klingberg Family Centers  
New Britain/Middletown 860-832-5503

Family & Children's Agency  
Norwalk 203-523-5351

Catholic Charities Diocese of Norwich  
Norwich/New London 860-889-8346

Family Centers  
Stamford 203-869-4848

LifeBridge Community Services  
Bridgeport 203-368-4291

**Financiado Por:**  
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Victim Services



STRENGTHENING CONNECTICUT'S FAMILIES

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