



NFI
MASSACHUSETTS

NAFI | FL

FY 2025 Annual Report



Published December 2025

From the Executive Director

Dear Friends,

It's an honor to introduce myself as the new executive director of NFI Massachusetts and NAFI Florida. Following the retirement of our longtime leader, Lydia Todd, I'm excited to carry forward the mission of our organization that has served our communities for more than 50 years.

Accreditation

In April 2025, NFI earned its second consecutive expedited accreditation from the Council on Accreditation, meeting all 861 standards with zero findings. This distinction reflects the strength of our services and the dedication of our staff.

Awards and Recognition

NFI Massachusetts was recognized as a Top Workplace. This recognition affirms our dedication to cultivating an innovative, mission-driven workplace where our values guide everything we do.

Strategic Planning and Advocacy

We launched our three-year strategic plan to ensure our continued stability. Throughout the year, we remained active in statewide advocacy, working with partners, legislators, and state agencies to protect and expand children's behavioral health services. These efforts underscore our enduring commitment to accessible, high-quality care for those we serve.

NAFI Florida

Our staff continues to empower families through evidence-based practice. Over the past year, we supported more than 300 youth and families across six counties, exceeding performance measures and strengthening stability for children in foster care and those returning home from juvenile justice programs. These outcomes not only transform lives but also create meaningful savings for the state, proof that excellence drives both impact and sustainability.

As we reflect on the accomplishments of FY 2025, I am deeply grateful to our staff, partners, and communities. Together, we will continue to maximize potential for those we serve across Massachusetts and Florida.

**Sincerely,
Eric Klingaman
Executive Director**



Our Mission

Maximizing the Potential to Achieve the Full Promise of Community Living



Integrity: NFI is committed to ethical integrity, which means we will always be honest and transparent in our actions and interactions. We will be trustworthy and “do what we say, say what we do.”

Passion: NFI holds the premise that passion is a prerequisite for serving our fellow humans. Passion may be expressed in various ways by different people, but at the core is a commitment to improving life outcomes for the children, youth, individuals and communities we serve.

Kindness: NFI is deeply committed to respect, and data shows positive approaches are most successful in implementing change.

Resourcefulness: Because our work is transformational, doing whatever it takes means that we persevere and we explore innovative, creative, and cost-effective solutions to obstacles.



NFI MA Strategic Plan FY 2026 - FY 2028

Beautiful Spaces

Dedicated, Diverse, and Supported Workforce

Be Present, Be Visible, Be Known

Diversify Funding, Expand Services, and Pursue Opportunities

NFI MA's FY 2026 to FY 2028 strategic plan is powered by the voices of senior management, the board of directors, our parent company, advisory members, focus groups with young people and family members, interns, staff, trade organizations, funders, and legislators. We analyzed our own strengths and weaknesses, as well as external opportunities and threats, to craft a plan that propels our mission forward. We distilled all of this into four key goal areas that will require our time, dedication, and resources—in addition of course, to our ongoing work—to get us to “next level” excellence. These areas elevate our workforce, enhance our program spaces, amplify our visibility, and drive meaningful growth. This plan is our roadmap to get us closer to our vision, and to ensure we remain healthy, viable, and exquisitely tuned into our mission.



Advocacy



Above: NFI MA joined by other agencies to protest DMH budget cuts



Left: NFI MA employees attending the 13th Annual Caring Force Rally

NFI Massachusetts attended three Caring Force regional rallies this year. These events support human service workers and celebrate the dedication of not only NFI Massachusetts but also our colleagues statewide, who are committed to improving the lives of those we serve in the community. State legislators participate in these rallies, allowing human service workers to speak directly about our challenges and successes with members of the state government. Earlier this year, NFI Massachusetts collaborated with other agencies to advocate for the restoration of funding for essential children's mental health services across the state. Our voices were heard, and funding was successfully restored to these vital programs.

By the Numbers

2,263 Individuals
served

Individual
Satisfaction Score of
86.2%

Family Satisfaction
Score of 94.2%

80% of Improvement
Goals Resulted in
Improvement

Annual Revenue:
\$44,688,147

Budget Surplus: 6.9%

153 Hires

81.6% of Individuals
Discharged to a
Lower Level of Care*

Staff Satisfaction
Score of 84.1%

*When data was available – does not count administrative discharges

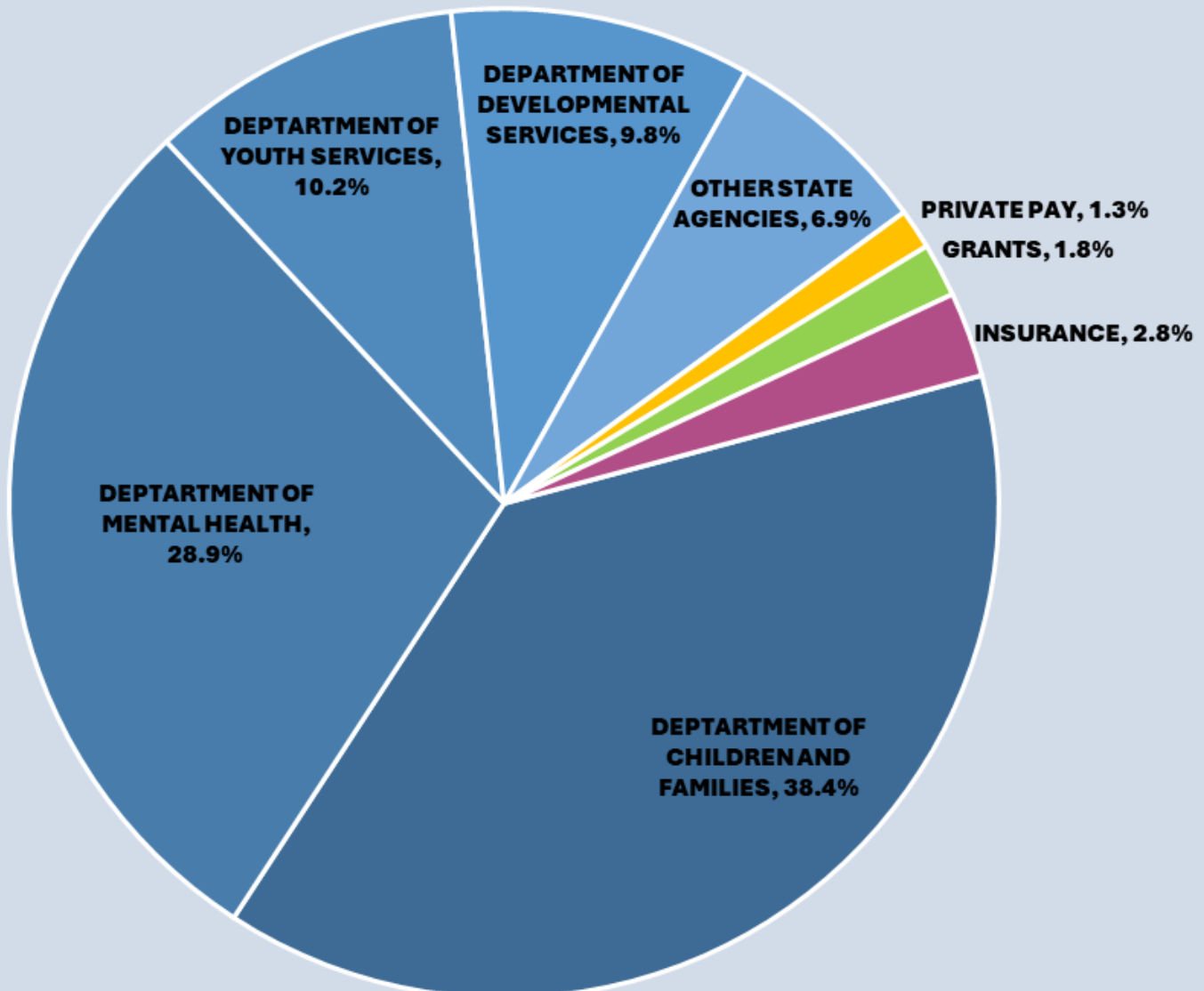
Our Funders and Accreditors

Funders

Bureau of Substance Abuse Services
Commonwealth Corporation
Department of Children and Families
Department of Developmental Services
Department of Public Health
Department of Mental Health
Department of MassAbility
Department of Youth Services
Heartland for Children
Department of Juvenile Justice
Juvenile Court Department
MassHealth
Massachusetts Parole Board

Accreditations

Council on Accreditation
Joint Commission



NFI Massachusetts is acknowledged as a Top Workplace in Nonprofits for Massachusetts for 2025

*Celebrating excellence in workplace culture and employee
satisfaction across Massachusetts.*

The results are in! The Best Workplaces in Massachusetts for 2025 have been revealed, highlighting organizations that emphasize employee satisfaction, an inclusive culture, and innovative practices. This year, companies showcased their dedication to fostering environments where employees can flourish.

NFI Massachusetts is thrilled to announce that we have been recognized as a top workplace, receiving the Cultural Excellence Award for our commitment to leadership, innovation, values, flexibility, and professional development. Additionally, we earned the Nonprofit Industry Award for our exceptional employee engagement and workplace culture. These accolades affirm what we already know: our staff are truly the heart of our success.

Leading organizations prioritize professional development, work-life balance, and community engagement. These workplaces excel not only in traditional metrics but also create unique employee experiences that enhance overall well-being.



Vanessa Henry,
Director of Human Resources

Development:



Council on Accreditation

As Eric mentioned above, the Council on Accreditation surveyors recognized our adherence to industry best practice standards. Our mission-driven work and commitment to excellence at all levels of the organization showed! We received an expedited decision with no findings.

New NFI Services

The Department of Children and Families awarded NFI 24 Support and Stabilization contracts. Foundations for Families reconfigured existing services and implemented new evidence-based services. We are partnering with Family Therapy Training of Miami to provide the evidence-based Brief Strategic Therapy to youth and families, and the University of Massachusetts Chan Medical School's Center for Integrated Primary Care to bring Motivational Interviewing to youth, families, and individuals.

The Department of Public Health Bureau of Substance Abuse Services awarded NFI a School-Based Targeted Intervention program at the Consentino Middle School in Haverhill, Massachusetts. The Outpatient Services Division will provide Intensive Wraparound services for students who are identified as at high risk for developing substance use disorder. NFI will partner with school personnel to provide on-site screening, assessment, service planning, lunchtime psychoeducation, and an array of services year-round.



Mairin Schreiber,
Director of Quality and Development

Quality Improvement:

Each fiscal year, NFI programs develop a Quality Improvement Plan (QIP) to improve systems, services or practices identified through satisfaction surveys, licensing, funder, or accreditation studies or NFI's internal program monitoring process. NFI programs identify goals with corresponding measures and targets and participate in a semi-annual review with the Quality Department and at year's end with NFI's Executive Director. NFI programs met or partially met most goals set for the 2025 fiscal year. Program development was the largest goal area in FY'25. A substantial obstacle faced in FY'25 was the COA accreditation which took the attention of all staff in of the agency for the first three quarters of FY'25.

40 total QIP goals across 20 NFI programs
80% of goals resulted in improvement
47.5% of goals were met or exceeded

Common Targeted Goals and Results The top 3 most common QI goals were:

Goal Theme:

% of goals met

% of goal improved
upon

1. Program development, creating new plans to be more effective or expanding services and create more workshops.

27%

73%

2. Client care, plans focused on improving client wellbeing and ensuring treatment goals are met.

63%

100%

3. Staffing, goals related to improving employee retention rates as well as increasing new hire.

43%

71%

From those we serve:

They communicate and interact with me in a way that makes me feel safe and they make good jokes! - Northeast Diversion Client

Coming up with goals and strategies for my child and family. - Foundations for Families Family member

The program's structure is very organized, easy to understand, & helpful. - Safe Harbor Client

They are great with communication and very nice people. - Multisystemic Therapy Family Member

I feel the program does well supporting me, working around my schedule and providing me with resources and assistance with treatment goals. - Foundations for Families Client

I feel well listened to, and my therapist works with me on my issues. - Outpatient Clinic Client

Division Highlights

Adolescent Group Homes

We had over 5 staff participate in the mentoring program across the division.
Over 100 youth and staff attended Day Out at Canobie Lake Park.
For the 4th straight year, the residential staff and youth donated Thanksgiving baskets to families in need in the community based division.

Intensive Residential

Glory, the IRTTP service dog, was honored as the "Service Dog of the Game" by the Boston Red Sox at Fenway Park!
The IRTTPs led the charge to restore DMH funding to much-needed children's mental health services across the state.
The IRTTP accomplished a major goal of ensuring all staff and residents are up to date on vaccinations.

Adult

One of NFI MA's Adult programs was selected by DDS to serve as a model group home, setting an example for other ABI homes in the state.
Multiple homes in the divisions followed through on goals to increase their residents' engagement with their surrounding communities.
The division experienced near zero employee turnover.

Community

Regional expansion of our FFF and MST services.
Lowell FRC celebrated 10 years of operations in June 2025.
New evidence-based practices implemented: Brief Strategic Family and Motivational Interviewing.

Outpatient

96.4% of MID/SOA treatment goals accomplished at discharge.
In October of 2024, the Haverhill clinic hosted a Flu and COVID vaccine clinic.
In December of 2024 and June of 2025 the HOPE Program hosted a Winter Recovery Event the provided free Narcan and Narcan training as well as assorted community resources for attendees.



We are partnering with families to become the best versions of themselves!

NAFI FL provides two evidenced-based therapy models, Parenting with Love and Limits (PLL) and Functional Family Therapy (FFT) to families involved in the Juvenile Justice and Child Welfare systems. Over the past fiscal year, our teams of therapists and case managers have provided community based services to 315 youth and families within six counties in Central and Northeast Florida.

We are proud of not only exceeding our performance measures for the fiscal year, but more importantly our services have provided stability to foster care youth and youth returning from commitment to juvenile justice facilities across the state, resulting in a positive financial impact for the state of Florida.

NAFI Florida's excellence in providing evidence-based models has resulted in increased funding for our services within a fiscally tight landscape.





Board of Directors

Roger Marcorelle, Board Chair

Pam Rocha, Treasurer

Dr. Barbara Vinick, Clerk

Stacie Bloxham, LICSW

Dr. Harvey Lowell

Howard Rich

Linda Richards, LICSW

Dr. Katherine Turner

Barnet Weinstein

Executive Leadership

Eric Klingaman, Executive Director

Bill Frankenstein, Director of
Finance and contracts

Vanessa Henry, Director of
Human Resources

Holly Lawrence, Director of
Operations

Cindy Powers, Assistant Director
of Operations

Mairin Schreiber, Director of
Quality and Development



We're looking forward to another great year!





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978-538-0286



300 Rosewood Dr Suite 100
Danvers, MA 01923



www.nfima.org



www.nafi.com/programs/florida

