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As of September 6, 2023

Annual Report 2022-2023

MISSION

Building better lives and strengthening our community by providing essential human services to children, families, adults, and seniors

VISION

A thriving community of empowered individuals and healthy families

VALUES

Professionalism, Integrity &
Excellence
Proactive Approach to Meeting
Community Needs
Strength-Based, Solution
Focused Services
Support Diversity & Promote
Equity & Inclusion

Letter from President & Chair



Dear Friends,

As we reflect upon the last fiscal year, we are immensely grateful for your unwavering support of Family & Children's Agency (FCA). Your commitment and generosity have allowed us to make a significant impact on the lives of countless individuals and families in our community.

We are proud to present our annual report, which serves as a testament to the remarkable achievements we have accomplished together. Within its pages, you will discover the profound impact of our collective efforts and the transformative work we have undertaken. We invite you to delve into the report

to explore the stories of hope, resilience, and progress that have unfolded over the past year.

One success highlighted inside is the strong community partnerships we have forged. We know that collaboration strengthens the community, deepens our impact, and broadens our reach. Through joint initiatives, we have been able to expose teens to careers in healthcare, connect new parents with support and guidance, screen children for developmental delays, provide mental health care for those who can't otherwise afford it, help college students remain housed, and much more.

As we share these achievements with you, we invite you to celebrate the collective impact we have made and recognize that each success story, every individual empowered, is a testament to your generosity.

Thank you for standing with us, for championing our cause, and for believing in the potential of every person we serve. We are honored to have you as part of our Family & Children's Agency family.

Rita Mc Kenna Olson

With heartfelt gratitude,

Robert F. Cashel

Rod Corle

President & CEO

Rita McKenna Olson

Board Chair

Building Better Lives by **EDUCATING CHILDREN**

FCA's ASPIRE after-school program supports Norwalk's youth and empowers them to graduate high school ready for college or career

PROVIDING ONE-ON-ONE SUPPORT

Studies show that family participation has a positive impact on student engagement. In an effort to further prepare our 8th grade students for a successful transition into high school, last year ASPIRE staff began holding individualized meetings for students and their families.

These discussions create a space for the students to share their experiences and identify both hardships and personal academic goals. Staff then work to help students sustain their successes and reach their objectives. The results have been positive, with some of our most academically challenged students meeting and exceeding their personal expectations.

INCREASING ATTENDANCE

Last year, ASPIRE was able to reinstate late nights for high school students, staying open from after school ends at 2 p.m. until 7 p.m. By offering these extended hours monthly for students and twice a year for families, we have created an opportunity for parents and students to have fun and inspire one another, discuss important issues, strengthen communication, and nurture positive relationships.

In addition, the program was able to add free transportation for high school students, which increased the number of students who came to "drop-in" programming. By focusing on breaking down barriers to attendance, we have more students participating in our program and, as a result, succeeding in school.

Community Partnership

STUDENTS EXPLORE CAREERS WITH NORWALK HOSPITAL

For eight weeks during the academic year, 10 high school students in FCA's ASPIRE program participated in "Introduction to Healthcare Roles for High School Students," a career exploration program with Nuvance Health at Norwalk Hospital. Each week students received hands-on experience and learned about different facets of healthcare, including emergency medicine, nursing administration, human resources, pathology, and behavioral health.



In addition to career exploration, students learned responsibility as they had to be present and were held accountable for their personal badges in the hospital. They also learned to be mindful and respectful of the staff and patients.

The inaugural program was so successful that FCA was able to participate with a second cohort of students and we look forward to continuing this program in the future.



RISING ABOVE: REGINA'S TRIUMPH WITH ASPIRE

June has to pause to wipe away tears as she reflects on her daughter Regina's journey through the ASPIRE program. At just 12 years old, Regina was engaging in self-harm and was more focused on her social life than her grades.

Regina originally resisted attending ASPIRE. She struggled to focus on her schoolwork, embarrassment kept her from asking questions when she didn't understand the material, and her grades began to slip.

"I focused more on where I was socially than on school," she said.

ASPIRE staff worked with Regina to give her the self-confidence to raise her hand and ask questions. She was encouraged to think about others and

stop her bullying behavior and was celebrated when she earned good grades. She asked for a tutor and requested a quiet workspace, both of which ASPIRE was able to provide. As Regina's grades improved, so did her self-esteem.



In 8th grade, Regina set a personal goal to be the first person in her family to attend college. She ended the year as an Academic All-Star and is now mentoring younger students as she begins the high school component of ASPIRE. Regina wants to be an immigration lawyer, and we know she has a bright future ahead.



Building Better Lives by **PROTECTING KIDS**

FCA's Foster Care and IICAPS programs give children a safe place and a listening ear as we provide intervention and guidance to stabilize their lives



NEW MODEL FOR BRIGHT FUTURES

All children in foster care have experienced trauma simply by entering into care and being removed from their home. Family & Children's Agency offers foster care programs designed for youth with acute trauma experiences resulting in emotional and behavioral challenges.

In the past year, FCA successfully transferred 80 children into a new foster care model launched by the Department of Children and Families (DCF). Youth ages 6-18 are assigned a team of two professionals who provide weekly in-home family therapy for the child, biological family, and foster family as well as case management, permanency family connections, and life skills development.

By working together with the entire biological and foster family, our goal is to decrease a child's length of stay in care and increase the chance for permanency with an identified relative or kinship placement.

CELEBRATING FAMILIES

During our Foster Parent Appreciation event, we were thrilled to honor families who have been fostering with FCA for many years. These dedicated couples and individuals have opened their homes to countless children, providing the stability, safety, and love they so desperately need. The longevity of these foster parents can be attributed to the support provided by our incredible staff who engage parents with training and 24-hour crisis support.



KEEPING KIDS SAFE AT HOME

Family & Children's Agency's Intensive In-Home Child & Adolescent Psychiatric Services (IICAPS) program is a beacon of hope for families navigating the challenges of parenting children with mental health needs. With a focus on providing targeted support to children at risk of or returning from psychiatric hospitalization, IICAPS offers a lifeline of stability and healing within the home environment through individualized assessments, crisis intervention, and family therapy.

Last year, IICAPS worked with 85 clients and 49 benefited from essential medication management services. An impressive 96% of IICAPS clients successfully avoided hospitalization or residential placements at the time of discharge. These numbers show that the program's compassionate care and unwavering commitment converge to shape brighter futures for children and families alike.

A TALE OF RESILIENCE: MALIA'S IICAPS JOURNEY

At 14 years old, Malia was literally hiding from the world, ensconced in hoodies to hide her face and never speaking above a whisper. Struggling with both hearing and seeing things that others couldn't while isolating herself, she faced her serious mental health issues alone.

But then, FCA's Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS) program came into her life and Malia discovered a safe and supportive space. Through the program, she learned to connect with others, forming friendships that she hadn't thought possible. She even took a step many wouldn't have expected — she attended her prom, a testament to her growing confidence.



With the help of IICAPS, Malia found the strength to open up to her family about her challenges and no longer had to shoulder her burdens alone. Thanks to the profound impact of FCA's professional care, Malia learned strategies to manage her mental illness, gaining tools that empowered her to navigate her hallucinations without needing to be hospitalized.

Now, Malia is stable, attending school, and is optimistic about her future.

"Thanks to IICAPS I learned that my mental illness doesn't define me," said Malia.

I FEEL GOOD IN MY FOSTER HOME BECAUSE I'M COMFORTABLE, RESPECTED, AND HAPPY.

OF
CHILDREN WERE
MAINTAINED IN
THEIR FOSTER
CARE PLACEMENT

CHILDREN
WERE SERVED
IN FCA'S IICAPS
PROGRAM
FOR KIDS
WITH SEVERE
PSYCHIATRIC
NEEDS

82% OF HIGH SCHOOL SENIORS IN FCA'S FOSTER CARE PROGRAM GRADUATED

Building Better Lives by **SUPPORTING FAMILIES**

Through child development education and adoption, FCA is uniting families and building a stable base for a bright future

EXPANDING PROGRAMS FOR SEPARATING PARENTS

Separation and divorce are challenging and difficult, especially when children are involved. For more than 27 years, FCA has been providing the Connecticut state mandated Parent Education Program (PEP) for families going through a custody, visitation, or divorce issue in the Stamford/Norwalk Judicial District.

Last year, FCA was awarded a contract to become the PEP provider for the New Haven and Fairfield Judicial Districts as well, a demonstration of confidence from the State in the high quality of FCA's work. This expansion has more than doubled the number of parents we see in this program. In addition, we are one of the only Spanish-speaking providers of PEP in the State.

By teaching parents about child development, cooperative parenting, conflict management, and stress mitigation, we can help children successfully adjust to family changes.

Community Partnership

REACHING PARENTS TOGETHER WITH THE NORWALK COMMUNITY HEALTH CENTER

In partnership with the Norwalk Community Health Center (NCHC), we are bringing vital FCA services into the community.

We know that the earlier we can intervene in a family's life, the better the outcomes will be for children and families. With two FCA staff members holding office hours at NCHC, we have been meeting with patients prenatally to increase support and mitigate postnatal mental health challenges, offer home visiting programs, and screen children for developmental delays using the Ages and Stages Questionnaire (ASQ).

Thanks to these FCA programs and the work of other organizations in the community, the number of children entering kindergarten developmentally ready increased last year with 524 out of 728 children meeting that benchmark.



BUILDING FAMILIES WITH ADOPTION

Last year, FCA completed 20 adoptions, transforming the lives of children and their new forever families. To support these families and those just beginning their journeys, we held comprehensive training programs, including Adoption 101. Recognizing the importance of community-building, we hosted Waiting Family Support Groups, bringing together families who formed strong and enduring friendships. Post-adoption, we fostered connections through networking events like Spring Fest, which provides ongoing support and a chance to share experiences with those who truly understand what adoption entails.

276 parents participated in FCA's Parent Education Program (PEP) classes

NEW GROUPS LEAD TO NEW OPPORTUNITIES

Over the past year, FCA's Child & Family
Development (CFD) program saw an increase
in group attendance as we worked to offer
programming based on needs seen in clients. Trainings
on topics like co-parenting were widely attended and provided
an opportunity for clients to build connections. Staff also looked for ways
to increase skill-building and self-sufficiency, and one such success was a
sewing group. Parents who attended all eight sessions were eligible to
receive a brand new sewing machine for their home, and many began to earn
additional money through side work of alterations and other sewing projects.

O high-risk home visiting families had a newly documented case of child abuse or neglect

179 families were served in FCA's Child & Family Development home visiting programs

HEALING AND HOPE: CFD TRANSFORMS REYNA'S FAMILY

Reyna's family was in crisis. Her abusive husband had abandoned the family and left Reyna, who speaks only Spanish, and her two children with no income, no child support, and no mode of transportation. Reyna was struggling to feed her family and they were on the brink of homelessness. Her daughter, Berta, was hospitalized several times due to her suicidal ideation stemming from the physical and emotional abuse she had endured from her father. At the same time, Reyna's son, Josue, was struggling with a significant speech delay. Their lifeline came when the Department of Children and Families connected them with FCA for assistance.

Guided by an FCA home visitor, Reyna's journey to stability began. She received support in securing employment, achieving self-sufficiency, finding a stable home, and accessing therapy. During this time of dire need, FCA provided diapers for Josue and

the grocery boxes FCA delivered were the family's only source of food. Berta was counseled by FCA's IICAPS mental health services and enrolled in the ASPIRE after school program, and Josue was linked to community resources for his speech delay.



Empowered by insights into child development, Reyna took strides in supporting her children's growth. Josue's enrollment in preschool marked a turning point, leading to his entry into kindergarten with improved speech and language skills. Berta found increased emotional stability, and the family formed a robust support network by engaging in FCA's workshops, groups, and activities. Reyna now works two jobs and is able to support her family.

"Without FCA's help I don't know where we would be in this moment. I couldn't do it by myself," said Reyna.

Building Better Lives by HOUSING THE HOMELESS & AIDING IN RECOVERY

FCA provides a safe and reliable place for those facing substance use disorder or homelessness so they can heal, recover, and start a more stable next chapter

Community Partnership

SECURING MORE HOUSING

In the last year, FCA welcomed a Housing Mobility Coordinator, a new position awarded in collaboration with The Housing Collective and Norwalk Housing Authority.

This new staff member is working to increase the number of homes and apartments available to those with housing vouchers. By educating landlords on the many benefits of working with FCA, including guaranteed rent payments, we are able to get more units on the market and more residents experiencing homelessness into the clean, safe homes they deserve.

SUPPORTING STUDENTS

Students in area community colleges face many challenges, and thanks to a partnership with CT State Community College Norwalk and Housatonic Community College (HCC), FCA is there to help.

With a Rapid Rehousing Case Manager at both schools, more than 130 students at risk of homelessness have been connected to resources. In addition, more than 1,000 students were provided with food at the college student pantry at CT State Community College Norwalk, run by an FCA staff member.

The high number of students supported demonstrates the critical level of need in this community and we are proud to assist.

SERVING THE UNDERSERVED

Last year, FCA was awarded a grant from the City of Norwalk to provide mental health supports and therapy to underserved populations and those who otherwise could not afford these resources. This has allowed us to build upon already strong and robust mental health care services.

The need for these services is great. By providing highquality, multi-lingual mental health services at no cost, FCA can make an important difference in the lives of our neighbors in need and support clients who may otherwise fall through the cracks.

WILLIAM O. MURPHY FAMILY STRENGTHENING AWARD: DAVID RICH AND THE HOUSING COLLECTIVE



The William O. Murphy Family Strengthening Award, recognizing those in the community whose contributions have dramatically impacted FCA's ability to strengthen and stabilize families, was presented in 2022 to The Housing Collective and its President & CEO, David Rich.

The Housing Collective is the backbone agency for five regional affordable housing and homeless

initiatives. Working with more than 300 partners, David and The Housing Collective have created more than 2,000 units of affordable and permanent housing in western Connecticut

David Rich and The Housing Collective are leaders and key partners of FCA as we focus on ending chronic homelessness for individuals, families, and youth in the areas we serve.



I FEEL
RESPECTED AND
AFTER EACH
APPOINTMENT
I COME OUT
MOTIVATED.

EMBRACING TRANSFORMATION: BRENDA'S RECOVERY

Brenda has been facing a steep hurdle - the life she wanted for herself lay just beyond her addiction, from which she could never seem to break free. From alcohol and marijuana to cocaine, this destructive cycle led her down a path of incarceration and homelessness - a heavy price.

Finally, Brenda made a courageous decision to reclaim her life and embrace a brighter future. It was at this pivotal time that she found hope and support in FCA's Project REWARD.

From the moment Brenda stepped into our program, she exuded determination and resilience. She spoke passionately about her desire to never endure homelessness again. FCA's caring and dedicated staff became her pillars of strength as they helped empower her on this difficult journey.

While in Project REWARD, Brenda enrolled in a program to become a home health aide. She's received glowing reviews and encouraging feedback from professors and excelled on her midterms, giving her the confidence to keep going on this new path

But her transformation didn't end there. Recognizing the significance of continuous support, Brenda wisely chose to stay in treatment. With the guidance of FCA's expert staff, Brenda laid the groundwork for a life of stability and structure, a success that showcases the power of rehabilitation and Brenda's resilience.

HELPING WOMEN OVERCOME ADDICTION

FCA's Project REWARD program brings women together in a safe space as they work to overcome substance use disorder.

The incredible impact of this program is clear from the outcomes it has celebrated. Last year, 78% of Project REWARD clients were substance free at discharge from Early Intervention, surpassing the state average of 35%. 64% of clients were substance free at discharge from the Intensive Outpatient Program, again exceeding the state average of 50%.

These extraordinary statistics reflect the program's excellence and commitment to empowering individuals on their journey toward lasting recovery.

154

CLIENTS SERVED IN SUPPORTIVE HOUSING PROGRAMS

WOMEN
WERE SERVED IN
PROJECT REWARD,
THE HIGHEST
NUMBER IN THE
LAST FIVE YEARS

OF CLIENTS WERE SUBSTANCE FREE AT DISCHARGE FROM PROJECT REWARD'S EARLY INTERVENTION -MORE THAN TWO TIMES THE STATE AVERAGE

Building Better Lives By CARING FOR SENIORS

As the Municipal Agency for the Elderly in Norwalk, FCA helps our elderly neighbors live safe and fulfilling lives as they age

RENT REBATE SAVES SENIORS HUNDREDS OF THOUSANDS

FCA staff process rent rebate applications both in our offices and at locations in the community like the library and senior center. Over the last year, more than 700 applications were processed last year, and those rebates collectively saved seniors nearly \$300,000.

While meeting with seniors to file their rent rebate forms, FCA staff also utilize that time to screen for other needs. Seniors can then work with FCA to apply for programs like food assistance, energy assistance, and more.

By helping seniors save money on these basic needs, we are allowing those on a fixed income to have capacity for discretionary spending and a more comfortable life.



SHARING FOOD TO BUILD COMMUNITY



FCA's Senior Services Umbrella is working to engage elderly residents and link them to services and activities that will promote their health, well-being, and independence.

One way FCA is accomplishing that goal is by hosting Community Sharing events which bring together senior community members to share culturally significant dishes. These events help overcome isolation and build community.

45 Home Safety Risk Evaluations were completed to ensure seniors' homes are safe and fall risks are mitigated

738 RENT REBATE APPLICATIONS PROCESSED, SAVING SENIORS NEARLY \$300,000

A CUSTOM APPROACH: BLANCHE'S INDEPENDENCE

Blanche, 69, lives alone despite facing many challenges. She has suffered a stroke, spinal surgery, and memory loss, all while lacking nearby family for support. Everyday tasks have become uphill battles, and her medical conditions exacerbate the dangers of independent living.

Enter FCA's Senior Services programs, which crafted a personalized care plan that catered to Blanche's distinct needs and preferences. The program's compassionate roster of social workers and caregivers cocooned her in an environment where she felt not only cherished but also profoundly supported. Paramount in their list of priorities was Blanche's safety. The team assessed her living space and arranged for essential modifications like a shower chair and safety grips to minimize the risk of falls and create an environment where Blanche could navigate her home with confidence.

Understanding her passion for cooking, FCA staff made sure she was never alone in the kitchen, with a caregiver offering continuous support during her culinary adventures. Recognizing that social interaction is vital for Blanche's overall well-being, her care team arranged for her to attend a group at the senior center, reducing social isolation and giving her connection in the community.

Staff in FCA's Senior Services department are committed to honoring the life experiences of each senior entrusted to our program, and by recognizing the individuality of each client we can provide customized, compassionate care.

807 clients served in FCA's Senior Services Umbrella program 97% OF SENIORS RECEIVING IN-HOME SERVICES REMAINED IN THEIR HOMES



CELEBRATING A MILESTONE

Last year, FCA celebrated our 80th anniversary and to commemorate the occasion we threw a Community Block Party at CT State Community College Norwalk.

More than 1,000 attendees of all ages enjoyed a touch-a-truck and petting zoo, played carnival games and bingo for prizes, and learned about FCA's services through crafts and activities. They were also able to visit the Norwalk Public Library's pop-up library and enjoy delicious food trucks.

"Many of FCA's services take place in the home, so we are delighted to have been able to provide this event for our community. I'm proud that FCA has been supporting our neighbors in need for 80 years," said FCA President & CEO Robert F. Cashel.

Proclamations and congratulations were offered by Norwalk Mayor Harry Rilling and First Lady Lucia Rilling, State Sen. Bob Duff, State Rep. Lucy Dathan, State Rep. Stephanie Thomas, State Rep. Travis Simms, and Jonathan Smalls, Outreach Assistant for Sen. Chris Murphy, underscoring the significance of FCA's impact on the community.











Donors

The generosity of our donors helps make FCA's life-changing work possible. Thank you for your dedication and support. Individuals' names reflect cumulative cash gifts between July 1, 2022 and June 30, 2023. *Have given consecutively for the past 5+ fiscal years

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The Anne C. Cary Volunteerism Award is presented to an individual who has demonstrated the highest level of volunteerism on behalf of Family & Children's Agency. Last year's award was presented to Kris Herlyn.

Kris has been a long-time supporter of FCA dating back to 2003 and a dedicated member of our Board of Directors since 2013. Her roles at FCA have included various Board committees, including most recently as Co-Chair of Board Governance, where she was instrumental in updating and reworking the by-laws and helping define and add a new diversity, equity, and inclusion by-law.

Kris has also been a member of FCA's signature fundraiser committee, IMAGINE, since 2011 and served as a benefit Co-Chair in 2012 and 2014. She participated in Dinner With Friends through our Community Connections program in 2016, 2017, and 2018. A role model to her children, Kris organized her son's Wilton Lacrosse team to help clean up FCA's Ben Franklin site and assisted with set up of the Minks to Sinks sale. In addition, Kris' daughter was a summer intern in FCA's ASPIRE after-school program.

Throughout her involvement with FCA, Kris has been passionate about the work of the organization and its mission. She has spent tireless hours with diligence supporting the work of the committees she serves on and is highly regarded by her Board peers as well as FCA staff.

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The 2022 Golf & Tennis Classic was a resounding success, featuring incredible golf at the beautiful Brooklawn Country Club and energetic tennis on their courts. Special guest Ian O'Connor engaged in a captivating discussion with Armen Keteyian, sharing insights as a renowned sports columnist and author of four consecutive New York Times bestsellers.



FCA's Junior Board of Advisors hosted our first-ever Bingo at the Beer Garden. Attendees enjoyed an afternoon of bingo, prizes, and a raffle. All proceeds supported FCA's vital programs!







FCA's Mother's Day Tea

broke the event's record with more than 100 people in attendance.

The Tea, hosted by Julene Greenshields and Brigitte Mansourian, featured a special book signing and remarks by Lydia Fenet, author of "The Most Powerful Woman in the Room is You" and "Claim Your Confidence."

The Mother's Day Tea is dedicated to honoring the memory of Charlotte Taverna and Allison Haupt, two beloved volunteers who left a lasting impression on FCA. The funds raised from the event support FCA and the memorial funds established in their honor.



In Honor & Memory

We are extremely thankful to those who chose to honor and memorialize their loved ones by donating to Family & Children's Agency.

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IN RECOGNITION OF ALL THE EXTRAORDINARY MEN AND WOMEN HONORED AND MEMORIALIZED THROUGH OUR MAY AND JUNE CARD CAMPAIGNS:

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IN MEMORY

Maxine Bendheim, Sandra Campbell, Marianne K. Dolan, Nelida Enrique, Sara Fleming, Elizabeth Furlong, Lillian Galante, Richard Gifun, Camille Golia, Bob Killian, Virginia Lusardo, Ann Potocki, Margaret Skelly, Duncan M. Toll, Mary Vakos

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Through their selfless contributions, volunteers not only amplify FCA's impact but also create a sense of community and empowerment for those they serve.

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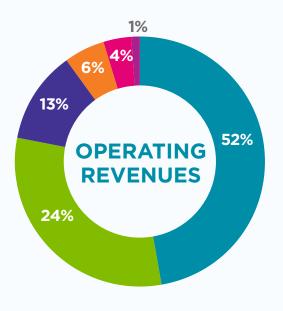
Westport Auction
Natalie White
Maria Wilcox
Katy Williams
Gwenna Williamson
Andrew Wind
Carolyn Wissinger
Martha Witte
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Nicole Woodring
Rick Zaremski
Susan Zelman
Keira Zheng
Ellen Zumbach



WHEN THE STUDENTS I'VE
BEEN ASSIGNED TO HELP WITH
THEIR HOMEWORK THANK ME ITS
PRECIOUS, FROM THE HEART.
-FCA VOLUNTEER

Financial Report 2022-2023

Results are unaudited as of publication date. Complete financial statements audited by CliftonLarsonAllen are available upon request.



Government Grants	\$ 7,943,856
Program Services	\$ 3,652,161
 Private Grants 	\$ 2,046,735
 Contributions 	\$ 875,527
Special Events	\$ 658,958
Investment Activities	+ \$ 126,857

\$ 15,304,094



Family Support & Foster Care	 Behavioral Health
Early Childhood Home Visiting	 Development
Senior Services	 ASPIRE
Homelessness Services	 Management & General









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