
FAMILY CENTERS
GROWING TOGETHER
2024 ANNUAL REPORT
FAMILYCENTERS.ORG

MESSAGE FROM OUR CEO AND CHAIR



Family Centers has been on an amazing trajectory of growth this past year with the launch of several strategic initiatives and program expansion opportunities. Through these efforts, our integrated model of care touched the lives of 26,000 children, adults and families in our community. This number is especially significant because we offer multiple services to so many of the people who turn to us for help. The more we wrap around an individual or family with a wide range of medical, education and human services, the better the outcomes they experience.

Individuals and families often come to us seeking solutions for a variety of issues that confront them daily. Our skilled professionals assess all incoming situations and provide each person with the support and services needed to improve their lives and achieve their goals. To accomplish this in an integrated way, we are constantly engaged in capacity-building efforts to better serve our clients.

Some highlights for this year include: The addition of a culturally competent, bilingual doula to improve maternal health for low-income mothers in our Parents as Teachers (PAT) program. In January, we added a full time Psychiatric APRN to our mental health team to enhance our ability to assess and treat conditions that require medication and monitoring. Through a new Ryan White Part B grant, we also expanded our medical case management staff, medical care team, dental care and critically needed financial assistance for utilities, food and housing for people living with HIV in our community.

This increased capacity has made the expansion of our physical space a necessity. With over 60 locations in schools, public housing communities and other sites throughout Stamford, Greenwich and Darien, it made sense to decentralize many of our services so that our client population can easily access the help they need. It also remains essential that we retain "critical hubs" for the operation of our licensed clinics and extensive outreach programs. The acquisition of 986 Bedford Street in downtown Stamford is a big leap forward for our service delivery structure. With more than twice the space of our Palmers Hill Road location, the new building is situated close to public transportation and is well suited to Family Centers' growing client population. We have been well served by our Palmers Hill Road building since 1968 and are pleased that it will now become a part of the Children's Learning Centers' (CLC) campus.

A new School Based Health Center is under construction at Turn of River Middle School and is slated for completion in the spring of 2025. Our new adult, geriatric and pediatric health centers on Holly Hill Lane are scheduled to open in the next few months, and the transition with our partners at Greenwich Hospital/Yale New Haven Health (YNHH) is nearly complete. This all points to a bright horizon ahead.

Amid all this growth, our amazing professionals continue to perform their jobs in an exemplary way.

We are proud of our Family Centers Health Care team for earning five Quality Recognition badges from HRSA—more than any other Federally Qualified Health Center in the state. For the 13th year, Family Centers was named a Top Workplace by Hearst Media and for the 15th year we received Charity Navigator's Four-Star Rating for fiscal responsibility and management. This dedication to the highest standards is baked into our culture at Family Centers.

Many of the people who seek our help cannot afford the full cost of the services they receive, and some can't pay anything. In addition to the government grants and fees we collected, Family Centers provided another $5.8 million in subsidized care. This was made possible by our generous and enlightened donors who recognize the power of an integrated service delivery model in producing better outcomes for all who are committed to improving their lives. Our Board of Trustees is serious about their fiduciary responsibilities and the need to make Family Centers' critical services available to all. The Board conducts an annual drive and several special events a year. They are currently planning ways to increase Family Centers endowment and special funds to keep pace with our client growth. We understand that when we strengthen Family Centers financially, we create a more reliable and sustainable source of human solutions for this generation and generations to come.

Bob Arnold, *CEO* Kate Clark, *Chair*



TEAM FAMILY CENTERS

OUR MISSION: Empowering Children, Adults, Families and Communities to Realize Their Potential

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Helen Dixon
Patti Fast
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Mary Moran
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Yenny Toone**
Dennis Torres**
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Joanne Derwallis**
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Catherine Hogan**
Darian Jones
Michelle Kanarek
Eleanor Kelley
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Molly Milligan
Margarita Munoz**
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Melissa Schreff**
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Jonna Trovato
Nataliya Tsoi
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Jessica Wisnieski

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Xunashy Aguilar Garcia
Guisella Aguirre
Loribelle Agulay
Ramin Ahmadi
Jesica Alarcon Cortez
Amy Albright
Tanya Alcantara
Carolina Alicea
Emily Alogna
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Alma Paola Alquicira Becerril
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Eluisa Brunetto
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Liceth Bueno Chavez
Megan Burns
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Daniel De Andrade
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Angelique De Nofa
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Ines Escudero
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Nutan Gupta
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Fatima Leguiza
Brittany Lindao
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Saira Lopez
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Nayeli Rodas
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Johanna Zuniga

**Directors **Leadership Council †Deceased*
We apologize for any errors or omissions



500+
Volunteers

2023-2024

FAMILY CENTERS BY THE NUMBERS

More than
26,000
Lives Touched

13x
Hearst
Connecticut
Media Top
Workplace

300+
Professionals



15x Charity Navigator 4-Star Rating







60+ Service Delivery Sites

70+ Community Partnerships

21 Licensed Facilities in Stamford, Greenwich and Darien

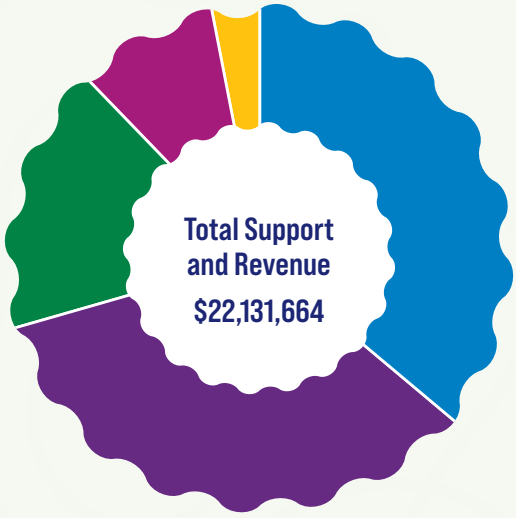
$3.1M in Preschool Scholarships Awarded

FY2024

FINANCIAL REPORT

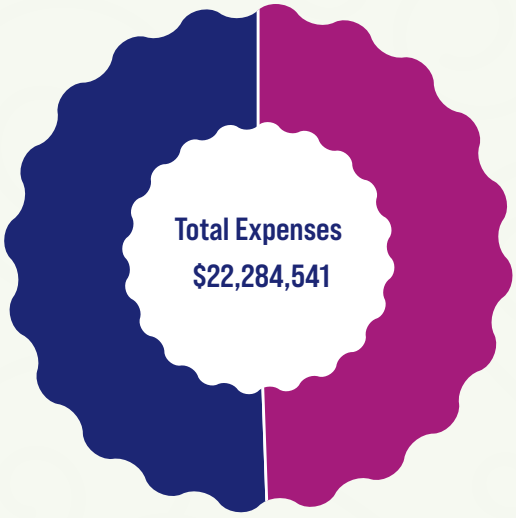
JULY 1, 2023–
JUNE 30, 2024*

OPERATING REVENUE



Government Grants	$ 8,047,754	36%
Service Fees	$ 7,631,531	34%
Foundation Grants	$ 3,831,010	17%
Contributions and Special Events	$ 1,986,776	9%
Other	$ 634,593	3%

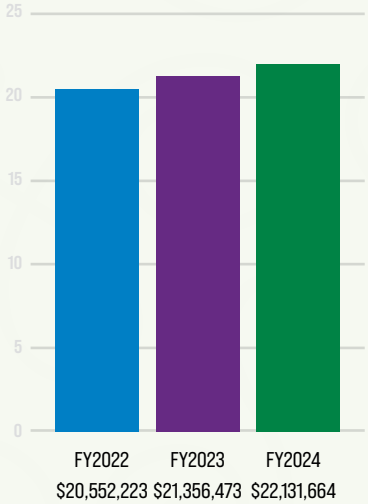
OPERATING EXPENSES



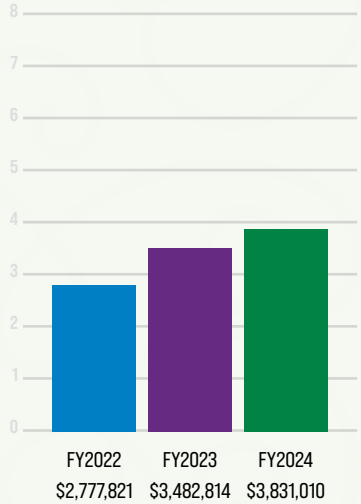
Education and Human Services	$ 11,258,715	51%
Health Care	$ 11,025,826	49%

2022–2024 FISCAL GROWTH*

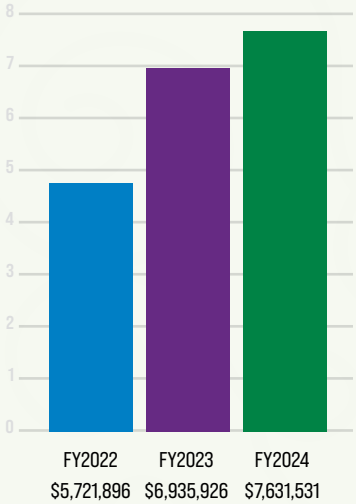
Growth of Support and Revenue



Growth of Foundation Grants



Growth of Service Fees



FY2022 FY2023 FY2024

** FY2024 figures unaudited as of publication.*

FAMILY CENTERS ENJOYS ANOTHER BANNER YEAR OF SPECIAL EVENTS

Through its special events this past year, Family Centers explored the mind of one of the world's most enigmatic billionaires, celebrated a major milestone and took a journey to Wonderland. More importantly, these events raised over $1.4 million to support our network of health, education and human service programs.

On November 17, bestselling biographer and renowned professor **Walter Isaacson** headlined the latest Titan Series breakfast. During a conversation with **Robert K. Steel**, Isaacson discussed his two years shadowing **Elon Musk** for a new biography on the Tesla and SpaceX founder. More than 250 guests were captivated by Isaacson's stories detailing Musk's triumphs, failures and drive to push innovation forward.

The Den for Grieving Kids celebrated its 30th anniversary at the **Center for HOPE**'s Annual Luncheon on September 27. Emmy-winning journalist **Luke Russert** served as the event's keynote speaker and shared how the loss of his father – *Meet the Press*' **Tim Russert** – shaped his life. He also stressed the important roles programs like The Den for Grieving Kids and the Center for HOPE play in guiding people through their personal journeys with grief.

Family Centers also presented the **Junior League of Greenwich** and **Greenwich Country Day School** with the **Ray of HOPE Award** for their roles in establishing The Den. The Junior League founded the Den in 1993 and ran it for three years before asking Family Centers to take it on as one of its programs. Greenwich Country Day School generously donated meeting space and gave The Den a home during its first three years. Congratulations to **Janet Cling**, **Erin Gaudreau**, **Ashley Reid** and **Emily Stern** for planning a beautiful afternoon.

Then on June 1, more than 350 guests followed their curiosity down the rabbit hole for the Through the Looking Glass benefit. Drawing on themes from the beloved Lewis Carroll book, co-chairs **Claiborne Swanson Frank**, **Bri Hart**, **Sara Peters** and **Rachel Robison** planned an evening filled with whimsy and discovery in Wonderland. Thank you to our hosts, **Nisha and Brian Hurst**.

Many thanks to the donors and sponsors who made these events a success!







Clockwise from top: Robert K. Steel and Walter Isaacson; Emily Stern, Ashley Reid, Luke Russert, Erin Gaudreau and Janet Cling; Rachel Robison, Sara Peters, Claiborne Swanson Frank and Bri Hart.

PINNACLE GIFTS



$200,000+

Marge and Bill Berkley
Laurie and Peter Grauer
Greenwich United Way
Harold W. McGraw III Fdn., Inc.
The Harold W. McGraw, Jr. Family Fdn.
Lone Pine Fdn., Inc.
Sue and Steve Mandel
The Selander Fdn.
The Suzanne McGraw Fdn. Inc.

$100,000–$199,999

Anonymous
Bloomberg Philanthropies
Kate and Jim Clark
The Goodnow Fund
The Grossman Family Fdn.
Arlene and Reuben Mark
The Resource Fdn., Inc.
Victoria and Mike Triplett
The Tudor Fdn. Inc.
Viking Global Investors L.P.

$50,000–$99,999

Leigh and Ben Carpenter
Gabelli Fdn., Inc.
The M&T Charitable Fdn.
The Ruth W. Brown Fdn.
Stapleton Family Fdn.
TurningPoint Fdn.
The Sydney J. Weinberg Jr. Fdn.

$25,000–$49,999

Anonymous
Back to You Fund (FCCF)
Berthe M. Cote Fdn.
Dede and Mike Brooks
Nancy and Dominic Casserley
The Community Fund of Darien
Edward John Noble Fdn., Inc.
Fairfield County's Community Fdn.
Amy and Brian France
Kim and Kenny Habul
Kristin and Chris Miller
Mary and Garrett Moran
Barbara Netter
The Oaklawn Fdn.
Marree and John Townsend
The Windmill Fdn., Inc.
Jean and Rick Witmer



$10,000–$24,999

The 1830 Family Fdn.
Adolph and Ruth Schnurmacher Fdn., Inc.
Lucy and David Ball
Karen Casey
Jan and Bob Dilenschneider
Lauren and John Driscoll
First Presbyterian Church of Stamford
Garden Homes Fund
Julie and Robin Graham
Anne and Bill Harrison
Bri and Greg Hart
Henry E. Niles Fdn., Inc.
Alice and Chris Holbrook
Horizon Fdn.
Kim and Flip Huffard
Nisha and Brian Hurst
Polly and Tom Ketchum
Kim Kispert and Dwight Jackson
Karin and John Kukral
The Estate of Duane F. MacFarland
Valerie and Mike McKeever
Judy and Tom Melly
Martha and John Murphy
Near & Far Aid Association
Ashley and Robert Reid
Ring's End Lumber Co.
Alexandra and Alex Robertson
S & L Marx Fdn.
Diane and John Samuels
Carter and Talbott Simonds
Gillian and Bob Steel
Diane and John Straus
Lisa and Scott Stuart
Lisa and David Tuttle
Anne and Howie Ward
Debby and Peter Weinberg
Lois and Greg Willis

$5,000–$9,999

Anonymous (2)
Amalia and Nicola Giuliani Fund (FCCF)
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Kate and George Boudria
Broadway Cares/Equity Fights AIDS
Melinda and Brian Carroll
Crane Charitable Funds
Katelyn and Brendan Dyson
Courtney and Jonathan Evans
Patti Fast
First County Bank Fdn., Inc.
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Greenwich Horseneck Club
Joli Gross
Sally and Mike Harris
Barbara and Edgar Harty
Michael Hobbs
Laurie and George Host
Jake and Jen Hyde
Peggy and Scott Kalb
Marie and Rene Kern
Kristina and Frank Loverro
M. Bonnie Axthelm Charitable Fdn.
Alexa and Fernando Maddock
Erica and Todd Maher Silverman
Mary Shaw and Rob Marks
Lexie and Mark Maruszewski
Kim and Adam Nemser
Bryna Noyer-Maingard
Paula Oppenheim
Cristina and Andrew Orchulli
Lauren O'Shaughnessy
Sara and Ryan Peters
Pitney Bowes, Inc.
The Richard Davoud Donchian Fdn.
Rachel and Adam Robison
Nicki and Charles Rose
Lauren and John Roth
Christina and Dan Seale
Susan and Gene Shanks
St. John's Community Fdn., Inc.
Magali and Matthew Swanson
Claiborne Swanson Frank
Kerry and Charles Tyler
Erin and Rob Vendig
W.R. Berkley Corporation
Terri and Chris Walker
Elisa and Tom Wilson
Susan and Cliff Yonce



LEADERSHIP GIFTS

$2,500–$4,999

Anonymous
Aircastle Advisor LLC
Elizabeth and Ethan Bing
Anne Bourne
Margot Bush
Charter Oak Communities
Vicki and David Craver
Ann and Sam Croll
Jen Donnalley
Bob Donnalley
Christina Drossakis
Muffie and Desmond FitzGerald
Lindsey Goldfaden
Brett Kellam
Beth and Jonathan Kern
Ann Mandel
Trina and Mike Overlock
Leigh Ann and Bob Ryan
Lauren and Douglas Ryder
Alice and William Sherwood
Splash Car Wash
St. Francis Episcopal Church
Emily and Brian Stern
Maryellen and Dave Tortorello
Town of New Canaan
Alicia Tranen
Veronica Beard
Dee and Pug Winokur

$1,000–$2,499

Liz and Gary Anderson
Liz and Scott Anderson
Anne and Peter Ardery
Andrea and Bob Arnold
Elli and John Bai
Jannell and Lance Bakrow
Brooke and Townsend Bancroft
Lucy and John Barrett
Carol and John Benenati
Heather and Joshua Benn
Judy Biggs
Eryn and Mike Bingle
Merilee and Roy Bostock
Carrie Braddock
Elizabeth and Doug Brown
Stephanie Brown
Ashley and J.P. Bruynes
Molly and Benn Calhoun
Dave Campbell
Cindy Cioffari
Meghan and Robert Cioffi
Nancy and Jock Coffin
Judy and Christopher Collins
Connecticut Health Fdn.
Laurie and Brian Conroy
Lauren and Chris Corrinet
Monique and Jason Cunningham
CURANT Health
Lucy and Mike Danziger
Phoebe de Croisset
Luis and Cora Delgado
Deloitte
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Helen Dixon
Karen and William Doniger
Ann and Jonathan DuBois
Lisa and Chris Errico
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Mary and Paul Fox
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Erin Gaudreau
Amy and Andrew George
Cosby and Timothy George
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Erin and Taylor Glasebrook
Jonathan Gottlieb
Melissa and Tom Graham
Anne and Clifton Gray
Anne and Jim Green
Nan Harman
Ren and Spencer Harman
Hilary and Andre Haroche
Chase Haynes English
Courtney Henritze
Marie and Mel Hertzig
Louise Herz
Caroline and Harry Heyer
Allison and Brett Hickey
Judy Higgins
Ann Hinchcliff
Keeley Hynes
Grace and Alex Jachmich
Jennifer James
Hilary and Ja Kao
Hossein Karimi
Virginia and Henry Keeshan
Annie and Chip Kelley
Cody Kittle
Sandra Kostel
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Christine and Jon Litt
Sally and Phil Lochner
William Looney
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Beth and Matthew Lucey
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Mary-Jane and Rob McCormack
Ashley and Naveen McCormick
Jenn and Bish McDonnell
Trish McGuire
Sarah McLellan
Octavia and Tommy Melly
Lauren and Samuel Mencoff
Sara and Brian Mendell
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Beth and Tony Miranda
Lauren and Alex Mitzner
Caitlin Moffett
Adelaide and George Mueller
The Nalewajek Family
Deborah and Bob Neiman
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Melissa and Oliver Nisenson
Indra and Raj Nooyi
Martha and Anthony Okie
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Beverly and Peter Orthwein
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Brooke Pederson
Zeina Pike
Tann Pinney
Dale and James Pinto
Regina Pitaro
Gerald Pollack
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Sam Purcell
Ivan Qi
Abby and Jimmy Ritman
Jean Rose
Holly and William Russell
Kathleen Ryan-Mufson
Kathy and Peter Sachs
Lisa Beth and Adam Savitz
Patti and Tab Shanafelt
Jane and Paul Shang
Cynthia Smith
Alison and James Soldano
St. John's Episcopal Church
Margaret Steinbach
Margaret Stevens O'Keefe
Alexander Stewart
Ann and Thayer Stewart
Nonie and John Sullivan
Danielle Taylor
Annie Teillon
Catherine and David Tompkins
Dennis Torres
Debbie and Vin Tufo
Joy Ubina
Susie van den Berg
David Van Dyke
April Vehslage
Kelly and Jason Vintiadis
Lisa Volling
Sam Walker
Kathleen and Kevin Walsh
Jill and Jon Weiner
Ann Marie and Michael Wheeler
Nicole Whidden
Alison Willingham
Terrie and Jay Wood
Peter Wright
Amanda and Doug Wurtz
Jim Xhema



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Anne Firestone Ball Family Strengthening Fund
Audrey R. Blair Scholarship Fund
Carole Elias Family Assistance Fund
Cory Donnalley Scholarship Fund
The Laurie and Peter Grauer Scholarship Fund
Lynn Laitman Fund
The Alissa Manacher Fund
Mary B. Pivirotto Fund
The Professional Enhancement Fund
Joanna B. Schulman Fund
Joan Melber Warburg Fund
Candee I. Weed Fund

We apologize for any errors or omissions

SOWING THE SEEDS FOR
LONG-TERM SUSTAINABILITY

While Family Centers has always adapted to the community's ever-changing needs, several strategic operational plans have come into focus during 2024, to launch the organization into a period of extraordinary growth.

"We've been evolving for years, steadily adding and expanding programs," said CEO Bob Arnold. "This period of growth results from seeds planted over time that are now coming to fruition."

One major development is the purchase of a new building at 986 Bedford Street in Stamford. This downtown location is twice the size of Family Centers' current offices and will increase accessibility and capacity for critical programs such as English language instruction, job readiness training, parent education, and group therapy sessions. The central location will also enhance community engagement and strengthen partnerships with local organizations.

Family Centers is also closer to finalizing its partnership with Greenwich Hospital and Yale New Haven Health Systems (GH/YNHHS). Later this year, Family Centers will assume management of the adult and pediatric primary care health centers formerly operated by Greenwich Hospital. With Family Centers in the lead, patients benefit from a more holistic health care experience that offers direct access to behavioral health services and other wraparound supports. The full transition of the clinics, located at 75 Holly Hill Lane in Greenwich, is expected to be completed by the end of 2024.

"Our patients need access to not only good primary care, but also specialty care and behavioral health services," said Chief Health Officer Dennis Torres. "Together with Family Centers' integrated network of services, we're able to wrap around each patient and help bridge that gap."







Clockwise from top: A new School Based Health Center will open at Turn of River Middle School. Family Centers Health Care will offer patients expanded primary medical care in Greenwich. Family Centers' New Stamford home.

Work is also underway to build a full-service School Based Health Center at Turn of River Middle School. Thanks to a federal grant secured by Rep. Jim Himes, Family Centers will be able to add primary medical care to the existing mental health services offered to students at Turn of River. The center is expected to open during the 2024-25 school year, further strengthening the comprehensive support system available to the school's students.

Education and human service programs also expanded over the past year. With funding from the Connecticut Office of Early Childhood (OEC), Family Centers opened two new toddler classrooms at the Gateway Preschool for the 2023-24 school year, creating 16 additional State-funded toddler spots. This expansion addresses the growing demand for quality early childhood education services for working families.

The Parents as Teachers (PAT) program has broadened its scope to include culturally competent doula services for participating mothers. These trained doulas provide non-medical support before, during, and after childbirth, potentially improving outcomes such as full-term births and breastfeeding success.

"We're thrilled to have trained doulas as part of the PAT team," said Chief Program Officer Leslie P. Sexer. "Because there's typically a significant cost associated with doula services, they're out of reach for many lower-income families. By offering doula services, we expect to enhance the birthing experience and improve maternal health outcomes for the mothers we work with."

Each of these programmatic and capital improvements further enhances Family Centers' integrated network of health, education, and human service programs offered to local children and families. As lower Fairfield County continues to evolve, the organization remains committed to adapting, shifting, and innovating to meet the changing needs of the community. Family Centers continues to be the trusted community resource that so many individuals and families rely on for comprehensive support and care.

INTEGRATED APPROACH, INNOVATIVE SOLUTIONS



People of all ages, cultures and backgrounds thrive with access to quality health, education, and human service programs. Family Centers has created an integrated model that ensures families stay healthy, grow academically, and become self-sufficient by offering these essential services under one roof. To meet clients' evolving needs, we have two focus areas: Healthcare and Education & Human Services.

Our Healthcare offerings break barriers to accessing quality services and build stronger communities. Services include a Federally Qualified Health Center (FQHC) with primary medical, dental, and behavioral health services; individual, family, and group therapy; full-service, school-based clinics; bereavement and trauma support services; HIV medical case management and prevention; service provider training and educational resources.

Our Education & Human Service programs utilize a holistic approach focusing on the whole family to ensure children and parents succeed. Services include preschool and early childhood education; academic and social-emotional supports for elementary-age students; vocational and self-sufficiency support; adult and family English-language and basic literacy education; two-generational, home-visiting parenting support programs; and housing resources.

The testimonials and statistical outcomes in the pages that follow provide a snapshot of how Family Centers continues to meet the ever-changing needs of the community in a coordinated, innovative way. **>>>**

EDUCATION & HUMAN SERVICES

EDUCATION & HUMAN SERVICES PROGRAMS

- Community and Supportive Services
- Early Care and Education
  - Armstrong Court Preschool
  - The Grauer Preschool
  - Greenwich Head Start
  - Gateway Preschool
  - Joan Melber Warburg Early Childhood Center
- Family First in Education
- Greenwich Parents as Teachers (GPAT)
- Family Self Sufficiency Program
- Friendly Connections
- Housing Resource Program
- Here-to-Help
- Intensive Family Preservation
- Literacy Volunteers
- Pathways to Employment Growth (PEG)
- Parents as Co-Educators Program
- Parents as Teachers (PAT)
- Reaching Independence Through Employment (RITE)
  - RITE Start at Anchor
  - RITE Start at Windrose
- Screening Connecticut's Youth (SCY)
- Screening Stamford's Youth
- Victims of Crime Act (VOCA) Case Management



"Social anxiety made school difficult, and I was nervous about entering the workforce. RITE Start gave me valuable work experiences in different fields, helping me develop organizational skills and explore potential career paths. Now that I see a clearer direction, I'm more motivated and excited about the future."

— MAYNORD GONZALEZ, RITE Start Student

"When I first moved to the U.S. from Ecuador, I wanted to improve my English but starting a new life for my family took all my time. It wasn't until my car – along with my green card and other important documents – was stolen that I realized I needed to learn the language. Communicating with immigration services was very difficult, and I feared I wouldn't be able to stay in the country. I heard about Literacy Volunteers' free English classes and immediately signed up. The virtual classes fit with my work schedule, and the teachers were very supportive. Thanks to the program I am now able to have conversations in English. I even passed the U.S. citizenship test! I have so much more confidence now and feel I have a bright future ahead of me."

— ELSA MOROCHO, Literacy Volunteers Student



"In our home country of Kenya, kids are often given too much schoolwork, leaving very little time for play. At Family Centers, early education is interactive and fun. The kids get to learn at their own pace with an age-appropriate curriculum. Not only are the teachers providing the children with an important educational foundation, they're also paying close attention to make sure they reach the developmental milestones needed to succeed in kindergarten. Family Centers really understands the responsibility of caring for our kids and take it very seriously. It's reassuring to know they're in safe, loving, and caring hands."

— VERA MUGO AND FRANCIS MULWODO
Grauer Preschool and Warburg Center Parents



Family Centers utilizes a holistic approach that focuses on the whole family to ensure children receive a solid educational foundation and parents can achieve their goals. Services include early education programs, two-generational support, vocational training, literacy and English language education, housing resources and more.



"I was in a major car accident when I was younger that left me physically disabled. While I'm able to live on my own, taking care of some day-to-day tasks can be a challenge. The Resident Services Coordinator at my housing community has gone above and beyond to help me remain self-sufficient. She's worked with me to create a budget, ensures all my bills are paid and even arranges for grocery deliveries when I can't get out of the house. Having someone in my corner to advocate for my needs is reassuring, and allows me to live my best life possible."

— ALCIDEZ PEREZ
Community and Supportive Services Program Participant



"Over 20 years ago, I came to the United States from Turkey uncertain of what life would be like. Things became even more challenging when I became a single mom to my two kids. Determined to support them on my own, I sought help from Greenwich's Department of Human Services, where I discovered RITE. I was connected with a career counselor who truly understood my personal and professional goals. My passion for cooking and baking led me to a job as a chef in a senior living facility, where I now have benefits for the first time in years. With a solid foundation, I'm excited to start English classes with Literacy Volunteers to improve my language skills and communicate more easily at work. I'll also be meeting with a counselor through Outpatient Behavioral Health to work through past trauma. As I lay the groundwork for a small baking business, I finally feel like I can take a step back and plan for my future. I'm incredibly grateful to the Family Centers team for helping me build a brighter, more secure future."

— LEYLA ILTER, RITE Participant

202
children received a quality early education experience through the **Early Care and Education** and **Head Start** programs.

611
students representing **45 countries** and **21 native languages** received English language instruction and vocational support through **Literacy Volunteers**.

$287,797
was collectively saved by Section 8 residents participating in the **Family Self Sufficiency Program** to use toward a future home downpayment, tuition costs or any other self-sufficiency related expense.

92%
of families participating in the **Here-to-Help** program became more engaged with their children's school.

Family First in Education provided Greenwich Public Schools students and their families with

620
hours of afterschool programming,

867
hours of tutoring and

343
in-person or virtual parent meetings.

1,050
calls or personal visits were facilitated by **Friendly Connections** to keep local seniors engaged in the community.

2,812
home visits were offered to **177 families** enrolled in the **Parents and Teachers (PAT)** and **Greenwich Parents as Teachers (GPAT)** programs. These visits helped increase parent engagement and promoted healthy child development.



"Being a single mom to two kids with special needs has been really hard, especially when we spent a year living in a shelter. But things changed when I joined the Parents as Co-Educators program. In addition to helping me find stable housing, finding a car seat for my son and supporting me during parent-teacher meetings, I've learned how to advocate for my kids so they get the services they need in school. Now that my life is stable, I can focus on being the best mother I can be."

— YUDELKY CAPELLAN, Parents as Co-Educators Program Parent

HEALTH CARE CONNECTIONS

HEALTH CARE CONNECTIONS PROGRAMS

- Care-to-Care
- Counseling & Mental Health Services
  - Center for HOPE
  - Wellness and Prevention Services
  - Trauma Response
  - WorkLife Solutions
- The Den for Grieving Kids
- Family Centers Health Care
- School Based Health Centers
- Stamford CARES



"When I moved to Connecticut a few years ago, I didn't have a medical provider to help manage my diabetes. My daughter was a patient at Family Centers Health Care and insisted I schedule a visit. From the moment I walked into the health center, the staff put me at ease. They not only take the time to understand my needs, but also go above and beyond to handle everything from communicating with my insurance to making sure my medications are perfectly managed. I feel truly cared for here. I always tell people, if you're looking for high-quality care from providers who genuinely care, Family Centers Health Care is the place to go."

— JUANA GAMEZ, Family Centers Health Care Patient



"Almost two years after our older daughter died of cancer, we wanted age-appropriate support for our younger daughter, Leila. The Den for Grieving Kids was exactly what we needed. Leila feels safe to talk about her sister there, and I, as a bereaved mother, have found comfort and hope through participating in the parents group. The Den has been crucial in our journey through grief, and gave our family what we needed to heal together."

— IZUMI FAVIA, The Den for Grieving Kids Participant



"I struggle with anxiety and depression, especially at school. I reached out to the Health Center at Stamford High because I had heard that there were counseling services available. Through sessions with my counselor, I've worked through some of the root causes of my anxiety along with family issues and ways to cope with my depression. The Health Center has become a safe space for me, and having somewhere to go to talk through my feelings has allowed me to grow in other parts of my life."

— ELYSIA RING-HOWELL, School Based Health Centers Student

A healthy community is one that thrives. Family Centers' extensive network of primary health, dental and mental health centers, behavioral and mental health programs, educational resources, and support services breaks down barriers associated with accessing quality health care and builds stronger communities.



"When I started Edgewood Academy in 2006, I was new to running a daycare and felt a bit lost – especially since I didn't have children of my own. But I knew I wanted to create a place where my team could really connect with families and support them in raising their children. Thanks to the Care-to-Care program and our nurse's weekly visits, we've streamlined our operations and made sure our staff is always ready to provide the best care. Our nurse goes above and beyond, keeps our medical records and trainings up-to-date and makes sure the kids are healthy. Care-to-Care also participates in our monthly parent seminars on important parenting topics like safety, first aid, and nutrition. This has really added a special touch to what we offer."

– KATIA BARKER
Edgewood Academy Owner and Care-to-Care Client

"For years, I struggled with panic disorder, anxiety, and depression. I saw several therapists, but nothing seemed to click until I found Family Centers. Their approach was refreshingly different, as my therapist helped me understand the science behind mental health and didn't just treat my symptoms. Family Centers' psychiatrist also prescribed the medication I needed, and the combination of therapy and medication management has been transformative. Through therapy, I learned that seeking help for my struggles isn't a flaw. In fact, I've shifted from a mindset of panic to one of calmness and am ready to thrive in both my personal and professional lives."

– LIAM COCHRAN
Mental Health & Counseling Program Patient



3,498
adults and children received medical and dental services through **Family Centers Health Care**.

100%
of **Stamford CARES patients** were prescribed HIV medication, and 94% are virally suppressed.

646
Home and center-based child care providers serving
2,000+
children received CPR, First Aid, EpiPen administration and other trainings from **Care to Care**.

The **Center for HOPE** helped
219
people cope with the loss or a critical illness diagnosis by offering
1,454
bereavement and trauma therapy sessions.

84
Family Centers Health Care patients were received assistance to enroll in health insurance.

248
The number of HIV and Hepatitis C tests administered by **Stamford CARES'** Prevention team.

The School Based Health Centers' medical team administered
575
physical exams and
2,789
immunizations.

18,000+
individual and group therapy sessions were offered by the **Counseling and Mental Health** program and the **School Based Health Centers**.

Family Centers' psychiatry team facilitated
1,043
psychiatric evaluations and medication management sessions.

CLIENT FEATURE

XIMENA VELASQUEZ



> **“I was lost so many times and Family Centers was there for me with every struggle. They were like angels to me.”**

For the past 18 years, Ximena Velasquez has called Stamford home after she left Colombia in search of a better life. A single mother of three daughters, Sara, Samantha, and Suzie, Ximena has faced numerous challenges while striving to provide a stable environment for her children.

After arriving in the U.S., Ximena met her daughters’ father and soon began having children. Despite limited English skills, she learned the language by getting involved with her daughters’ daycare, improving her fluency and remaining a constant presence in their lives.

However, Ximena’s journey as a mother has been fraught with difficulties. In 2014, she began experiencing domestic violence, leading to severe anxiety and depression. This burden impacted her ability to function as a mother, and in desperation, she turned to Family Centers’ **Outpatient Behavioral Health**, where she began therapy and received psychiatric counseling. Medication prescribed by her psychiatrist improved her mental health, and therapy gave her coping mechanisms to address underlying trauma.

“Before I found Family Centers, I was going to the emergency room two to three times a week for panic attacks, and nothing they did helped,” Ximena recalled. “Even my regular doctor’s prescriptions for anxiety medicines only made things worse. But when I went to Family Centers, I started therapy, and the psychiatrist prescribed medicine that actually helped. I became less anxious and started to see genuine improvements in myself.”

After a period of stability, Ximena discontinued therapy and medication. However, the onset of the COVID-19 pandemic in 2020 brought new challenges. The lockdown severely affected her eldest daughter Sara’s mental health, causing her to withdraw from the family. She was sleeping excessively and had little interest in showering, eating, or leaving her bed. During Stamford High School’s freshman orientation, Ximena learned about the **School Based Health Center** and its counseling services, and immediately arranged therapy sessions for Sara. Within a few sessions, Sara was referred to Family Centers’ psychiatrist for a mental health diagnosis and was then prescribed antidepressants.

“I was hopeless and unsure if therapy would work because Sara is so shy and was so depressed. But within a month of regular counseling and medication, I was blown away at how much she had improved.”

While Sara’s mental health improved, her physical health began to decline. She was utilizing the School Based Health Center for check-ups and sick visits as well as her anti-depressant medication management, but ultimately her persistent vomiting, fatigue and swelling warranted a referral to Stamford Hospital. Multiple hospital visits failed to diagnose the problem. Finally, after over a year of tests and consultations with dozens of doctors across the state, Sara was diagnosed with Lupus Nephritis, an inflammation of the kidneys due to autoimmune disease.

“We were in and out of the hospital for nearly a month. Because I needed to be with Sara, I couldn’t work and struggled to pay rent. I was in contact with Sara’s counselors at school and they knew I was struggling. Family Centers helped me pay my rent, which alleviated a lot of stress.”

While Sara finally had a prognosis, Ximena’s youngest daughter, Suzie, needed help, too. She was struggling with dyslexia and social issues that impacted her education. Through a recommendation by a School Based Health Center counselor, Ximena enrolled Suzie in the **Here-to-Help** program, which connected the family with an advocate to help understand Suzie’s challenges and how to solve them. Because Ximena was unfamiliar with the U.S. education system, having someone to advocate for Suzie’s special accommodations was key. With this extra support going into middle school, Suzie can now succeed academically.

“Family Centers didn’t stop at helping my mental health. They changed Sara’s life through counseling and psychiatry too. They have helped with our medical and educational needs, and have given me the resources we need to succeed as a family. I was lost so many times and Family Centers was there for me with every struggle. They were like angels to me.”

CLIENT FEATURE

YOLANDA CONTRERAS



“Family Centers has been with us every step of the way, removing so much of the stress I was dealing with. They’ve given us the strength to keep moving forward as a team.”

Yolanda Contreras has always been the backbone of her family. But when her husband passed away suddenly in 2015, the weight of her new reality as a single mother was overwhelming. Rather than taking the time to grieve, her focus immediately shifted to supporting her sons Zuriel and Ariel – who were just one and two years old at the time. It wasn’t until Yolanda reconnected with Family Centers years after her husband’s death that she found the support she needed to help her family begin to heal.

Yolanda was first introduced to Family Centers right before her husband passed away through the **Gateway Preschool**, where both of her boys attended. As they transitioned to New Lebanon Elementary in Greenwich, the boys joined the **Family First in Education** program, which quickly became a lifeline for Yolanda. Working long hours and a lack of English skills meant she wasn’t always able to help with homework. But Family First provided the academic support and structure her sons needed. They not only received help with their schoolwork but developed a sense of independence and drive. The program’s teachers and tutors became role models who guided her sons toward academic success.

“Family First has been a blessing,” Yolanda shared. “It allowed me to work full hours without worrying about my sons falling behind in school. The program gave them the tools to succeed, and I saw them grow more confident.”

The family’s involvement with Family Centers didn’t stop there. In addition to supporting her children, Yolanda was offered a job as a substitute teacher for Family First and the **Early Care and Education** programs. This opportunity not only allowed her to contribute to the community but also helped her improve her English and build meaningful connections with other families in the community.

While working at Family First, Yolanda told her manager about her husband’s death and mentioned she never really addressed the tragedy. Thinking she could benefit from the support of others who have lost a loved one, her manager suggested she and her kids look into **The Den for Grieving Kids**. Twice a month, Yolanda and her sons attend sessions at the Den where they each join separate groups and find a safe space to express their feelings and connect with others to understand the complexities of grief. The impact has been profound.

“The Den has been life-changing for us,” Yolanda said. “It’s helped my sons understand their emotions and come to terms with their father’s death, especially since they were so young and remember very little of him. For me, it has been a chance to grieve—a luxury I hadn’t had time for before. The support we’ve received has been incredible, and meeting other Spanish-speaking parents who’ve lost spouses has made me feel less alone.”

The Den has also helped Yolanda navigate the unique challenges of raising her sons, teaching her that every child has their own needs and requires specialized care. The behavioral issues one of her sons was struggling with also began to improve as he learned to cope with his grief.

Inspired by her experience at The Den, Yolanda hopes to one day volunteer as a group facilitator and share her story with others who are going through similar struggles. Although she’s not ready yet, she knows that when the time comes, her journey of healing will have prepared her to help others.

“I never imagined programs like Family First and The Den could make such a difference in our lives,” Yolanda said. “Family Centers has been with us every step of the way, removing so much of the stress I was dealing with. They’ve given us the strength to keep moving forward as a team.”

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AWARD WINNERS



Jean Witmer

Helen Gratz Rockefeller
Outstanding Volunteerism Award

"Jeannie's big-picture outlook and deep passion for our community's most vulnerable populations has been instrumental in making Family Centers the innovative and responsive organization so many people rely on. As Board Vice Chair, her thoughtful leadership and strategic approach has influenced the agency's fundraising tactics, service delivery and governance practices. Jeannie was also a founding member of our Diversity, Equity and Inclusion Committee, and continues to guide the agency's efforts in this important area."

— BOB ARNOLD, CEO



Jim Vivier & Melissa Schreff

Janet Hennessey Dilenschneider
Excellence in Leadership Award

"Jim's ability to navigate the complexities of collaborative leadership while helping to foster the organization's continued progress makes him an exceptional leader. Throughout his tenure at Family Centers, he has consistently advanced the organization's mission by overseeing key departments such as Human Resources, Information Technology, and Administration, all while keeping an eye on employee growth and development. His leadership has also been instrumental in driving the expansion of Family Centers' physical footprint, including several major building projects."

— BOB ARNOLD, CEO

"Melissa not only built Family Centers' Quality, Compliance, and Analytics department from the ground up, but she has also played a critical role in ensuring the smooth operation and continuous improvement of Family Centers' electronic health systems. When the ink had barely dried on the contract with Yale New Haven Health, she eagerly stepped up to lead more than 100 staff and colleagues through the setup, training, and implementation of Epic, our new electronic health record system."

— DENNIS TORRES, Chief Health Officer



Trish McGuire

Anne Firestone Ball
Family Champion Award

"Trish McGuire was instrumental in getting the Family First in Education program off the ground eight years ago. As principal of the Julian Curtiss School elementary school, she agreed with us that there was a need for a quality afterschool and family engagement program for her students, and advocated with the Greenwich Public Schools to secure access to data, learning platforms and classroom space needed to fulfill this important work. Trish is also an amazing connector who fostered strong relationships with the schools' staff that helped Family First serve 100 kids and their families and become a fully integrated partner with the school district."

— CAROLINA AHUMADA, Director of Outreach Services

A Journey's End

As I recently began my 48th year at Family Centers and 42nd as CEO, my mind drifted back to my first day. I arrived at 40 Arch Street on a warm September day in 1977 as a second-year social work intern from Columbia University. The atmosphere was more 1950's than the modern 70's. I began to wonder if I had erred in ignoring my faculty advisor's advice not to choose The Family Center for my internship. She had informed me that it was "very old school," not at all progressive and that I probably would not have an optimal experience.

She warned that the ladies that ran the place had sherry in the library every day at 4 p.m., but thankfully that ritual ended three years earlier. My advisor's "old school" assessment was right. But as it turned out, The Family Center was the perfect place for me to land because it was ripe for change. I never could have imagined on that first day that I would stay all these years and be a part of a constantly evolving, dynamic organization that became all about change.

My professional journey at Family Centers has been nothing short of amazing. I have met and worked with some of the most interesting people from all walks of life. Helen Gratz Rockefeller and Dorothy Walker Bush, both of whom chaired the Board back in the early 1930's and 40's, were still attending annual meetings and remained engaged in the agency's work. Their efforts and those of their contemporaries led to four nonprofit mergers throughout the 1930's. I gained a clear picture of the early years of philanthropy in Greenwich and the influence it had in the formation of The Family Center, and more importantly the role it could play in the organization's future.

It was a twist of fate that I landed in the CEO position in 1982, when the late Muffie Lynch and April Vehslage, co-chairs of the search committee, made a calculated risk recommending a 29-year-old social worker to take the reins. I will always be grateful to those two daring and





remarkable women for placing their faith in me. During my tenure, we have successfully completed nine mergers and acquisitions, which created a larger, more efficient and comprehensive service delivery system for critical services.

> **"For me, the mission of Family Centers has always been the centrifugal force holding on to me and others who deeply believe in the powerful impact our work has on people's lives.**

For me, the mission of Family Centers has always been the centrifugal force holding on to me and others who deeply believe in the powerful impact our work has on people's lives. It has been a privilege and sheer joy to spend so many years of my life in service to that mission. I am not saying there weren't enormous challenges along the way – and there will be more in the future – but the wonderful, smart people I worked with always found solutions to those challenges. That's just the way things work at Family Centers.

As I make my way to the exit and the next chapter in my life, I could not be more excited about the future that lies ahead for Family Centers, the people we serve, and my extraordinary colleagues who will continue to carry on the transformational work of this treasured institution. My heart will always reside at Family Centers, and I will forever remain in the bleachers cheering on the team.

Bob