



# FAMILY AND COMMUNITY RESOURCES, INC.

ANNUAL REPORT FY2023  
JULY 1, 2022 - JUNE 30, 2023



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*“No one is useless in this world who lightens the burdens of another.” - Charles Dickens*



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# MISSION, VALUES & VISION

The **mission** of FCR is to provide a welcoming, inclusive, and safe environment for all survivors of trauma, including those impacted by domestic and sexual violence, substance abuse, bereavement, and other causes. With the understanding that the aim of equality and justice is ongoing, we are committed to modeling diversity, inclusivity, and equity within our organization to reflect the communities in which we serve.

FCR services center around our **values** of **choice, acceptance, hope, and dignity**.

Our **vision** is to inspire healthier communities free from family and community violence. Through our work in support of vulnerable populations, one day all children and adults will be able to thrive in a safe, just, and equitable world.

## Dear Friends and Supporters,

As we reflect on this past year for FCR and all we have achieved together, it is remarkable in so many ways. The COVID-19 Pandemic taught us all at FCR about ourselves and about the resiliency of our community. Through the ups and downs of adjusting to the new normal, our staff never missed a beat. They kept working to not only provide our clients with the highest standard of care, but to expand our reach to help even more survivors of various crimes heal and find a path to a brighter future.

Throughout our growing process this year, the Board of Directors' support never wavered. The Board recommitted itself to maintaining both the financial stability and longevity of the agency. Their steadfast support while we opened a new visitation center in Braintree, increased our staff by 12% by recruiting the best caregivers in the Commonwealth, and created new innovative care programs demonstrated their dedication to improving the lives of all survivors of trauma. This growth would not have been possible without the support of our friends. By volunteering their time and generously donating their resources, the companies, individuals, and public entities whose support is integral to FCR's achievements made an incalculable contribution to the work we do.

As we look to the future, be sure that FCR will continue to be at the forefront of our field, and we hope you will continue to stand with us as we extend our message of hope and healing to all those in need in our community.

Sincerely,



Patricia Kelleher-Parker  
President & CEO

## EXECUTIVE AND SENIOR MANAGEMENT

Patricia Kelleher - President & CEO  
Janice Peneno, LICSW - Vice President of Programs  
Rochelle St. Martin - COO  
Ruta Gudmond - Director, Finance  
Joanne Hoops - Director, Development and Communications  
Sara Keough - Director, DPH IPAEP  
Dr. Ryan Lydon - Medical Director  
Nicole Modes, LMHC - Director, Mental Health Services  
Linda Siegel - Director, Family Stabilization Services  
Heather Sullivan - Director, IPV Survivor Services  
Katia Taylor - Director, Housing Programs  
Dieja Varella - Director, Visitation

## BOARD OF DIRECTORS

David Madoff, Esq. - Chairman  
Sheree Marinilli - Treasurer  
Linda Kenney-Logan - Clerk  
Shirley Asack-Younes  
Sarah Broyer Noble  
Phyllis Ellis  
Susan Kantor  
Debra Prepas  
Stephen Prone  
Beth Scherer

*Please Join us in Welcoming our Newest Members*

Haley Kardon  
Danielle McNeil-Speller  
Carolyn Normand

## COMMUNITIES WE SERVE

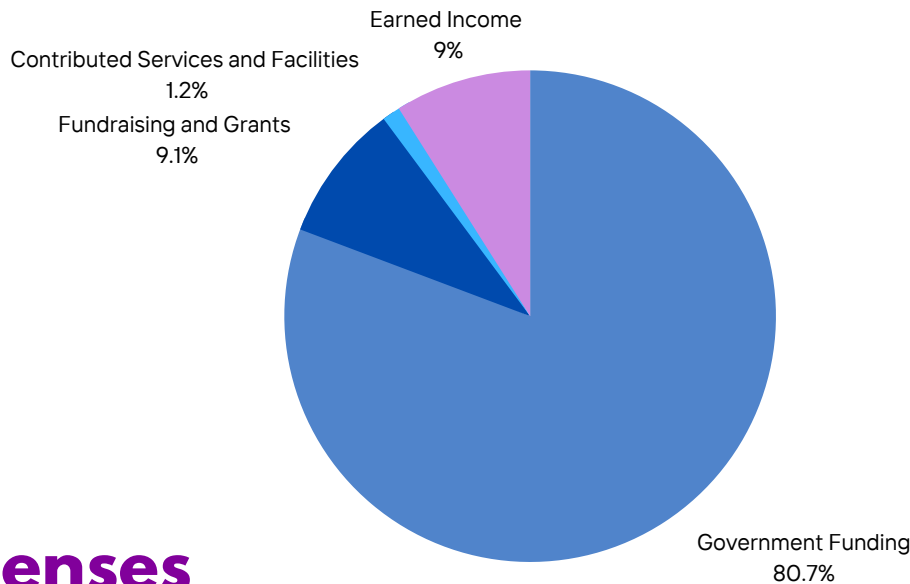
**We primarily serve the Metro Brockton area, but our reach extends to 52 cities and towns in Southeastern Massachusetts**



# FINANCIAL OVERVIEW

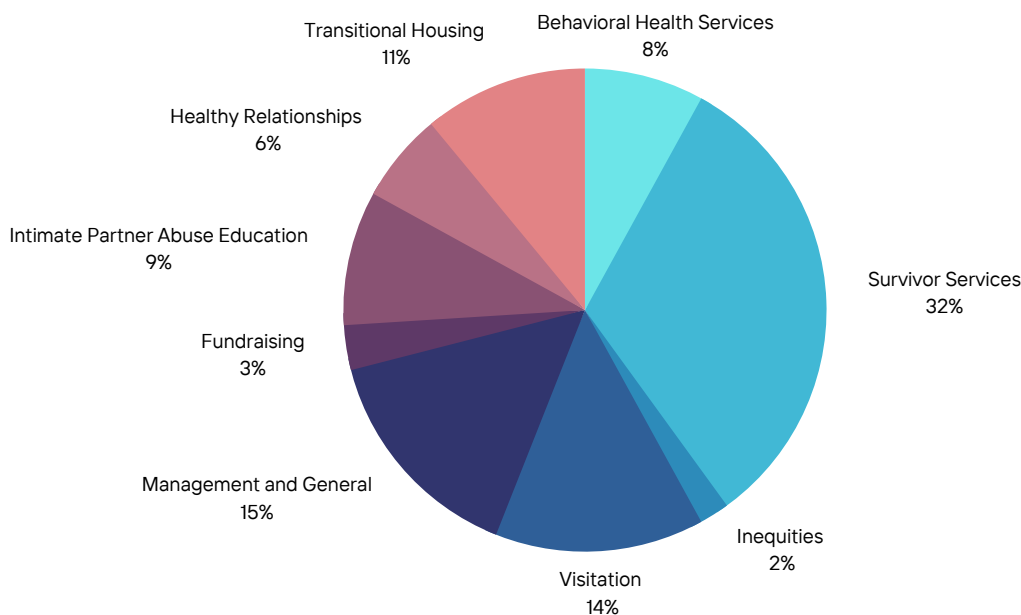
Our programs are primarily funded by state and federal contracts, followed by federal, government, and private foundation grants, health insurance reimbursements, generous individual contributions, and a forgiven PPP loan. These contributions enabled us to continue providing our services and expand on new programs to ensure equity and improve the quality of client care.

## Revenue



Funding Sources	
Government Funding	\$3,094,773
Fundraising and Grants	\$348,522
Contributed Services & Facilities	\$45,679
Earned Income	\$344,017
<b>Total Revenue</b>	<b>\$3,832,991</b>

## Expenses



**Inequities** refers to new initiatives added on to all our services to help compensate for decades of inequal access to resources for disadvantaged communities

# CLIENTS STATISTICS: MAKING A DIFFERENCE FOR THOUSANDS OF FAMILIES

## Key Program Clients Served

Domestic Violence	<b>551</b>
Mental Health	<b>122</b>
Supervised Visitation	<b>654</b>
IPAEP	<b>354</b>
Hotline Calls	<b>423</b>
Housing	<b>89 individuals in 37 families</b>



**“I sincerely appreciate you, you have no idea”**

Kayla and her two young children came to FCR at the end of 2022. Kayla had been in an abusive relationship and was facing homelessness because of her partner’s actions.

The Housing Program helped Kayla with the move in costs associated with getting her and her children into housing and with securing short-term rental assistance for 12 months. FCR’s housing staff did not stop there. They went the extra mile and helped Kayla find educational training, employment resources, and even holiday gifts and gift cards through the Adopt-a-Family program.

Soon, Kayla will be in permanent, stable housing with her children. She attributes her and her children’s newly secure futures in large part to the work done on her behalf by everyone at FCR.

# A YEAR OF GROWTH

How we expanded our impact

2022 was a year of growth for Family and Community Resources. When facing a greater than ever need for services, FCR developed new resources and connections to better the community.

## Expanding Mental Health Services

Thanks to a \$387,000 SAMHSA grant, FCR will be able to hire 3 additional mental health clinicians and expand its behavioral health services for both children and adults. As a result of the pandemic, the mental health crisis in this country has grown. Thanks to the advocacy of Massachusetts Senators Elizabeth Warren and Ed Markey, as well as our local representatives, FCR can help meet this need.

## Workforce

### Development

This year, FCR received a \$350,972 grant from the Massachusetts Executive Office of Health and Human Services to provide paid internships and training supervision programs through 2025. The lack of paid opportunities deterred many students from exploring potential careers in public human services in years past. By compensating interns for their hard work, FCR is helping to develop the next generation of public service leaders and ensuring their mission will continue to better the community for years to come.

## Partnership with Plymouth County Children's Advocacy Center (PCCAC)

Beginning in January of 2023, Family and Community Resources is proudly partnering with Plymouth County Children's Advocacy Center to provide Mental Health Care Coordination Services for children and families. In particular, FCR provides referrals to children and families for support groups, in-home, and outpatient therapy after forensic interviews at PCCAC, a critical but challenging step in the process of healing from abuse. Many families going through abuse investigations get overwhelmed by the process and have expressed their appreciation to FCR for stepping in and helping them access the services they need. Through this partnership, FCR is also connecting with new providers and agencies throughout Plymouth county, cultivating new relationships and more opportunities to expand our community impact in years to come.



# W.I.S.E. Program

In 2022, using resources from the American Rescue Plan, FCR created the W.I.S.E. Program, which hires and trains local retirees as Visitation Monitors. As the need for FCR's Supervised Visitation Services increase, W.I.S.E. Monitors benefit not only the operations of FCR, but the members of the community we serve. Covering hundreds of visit hours, W.I.S.E Monitors enable Visitation Coordinators to better organize schedules and meet client needs. The humor, self-confidence, and insight that W.I.S.E. monitors bring to each visit also benefit the children served by FCR, providing them a positive role model when they may lack positive influences from biological grandparents.



"This was completely different from my previous job. I was an administrative assistant [before retiring]. One of the reasons I wanted to get involved is the fact that I enjoy helping people. Making someone smile or laugh makes my day. This line of work has been an eye opener to so much regarding child abuse, drug addiction, and domestic violence. [It] has made me sad to see and hear what goes on. The best part of being a W.I.S.E. Monitor is seeing the smiles and faces of both the children and the visiting parent. Watching them interact with each other, whether it's doing crafts, reading books, or just talking about their day. Seeing how the visiting parent is working hard to achieve their goal of reunification. But the *best* thing for me personally is knowing that I am making a difference and that I am able to help. Without monitors, these visits could not take place."

- Belinda Pelton, W.I.S.E. Monitor

When Frida and her children first came to FCR through the FBS Visitation Program, their visits were chaotic and often ended in tears. But after learning from Belinda better ways to structure play and approach family time, Frida's relationship with her children changed for the better. Now, their plan with DCF has transitioned from focusing on setting the children up for adoption to reuniting them with their mother.



# DONORS AND VOLUNTEERS

None of the work that FCR does would be possible without the dedication and commitment of our amazing volunteers and donors. This year, that commitment, whether in the form of in-kind donations to our food pantry or Janice's Closet or a generous monetary contribution, was reflected in FCR's ability to serve an increasing number of clients.

*We are so grateful to everyone who donated their time and resources this past year - your contributions to client care do not go unnoticed.*



FCR had great successes fundraising for various initiatives this year at multiple events. While our Walk for Survivor Safety was initially rained out, we had a wonderful turnout for our Halloween-themed festivities, led by local leaders from across the Brockton area. We also had wonderful participation in our Holiday Adopt-a-Family event, where generous toy and clothing donations helped many families have a happier holiday season. That good cheer carried into our Celebration of Gratitude Spring Gala, which, thanks to generous donors and sponsors such as the 24 Nissan Auto Group and The Prone Family Foundation, surpassed fundraising goals. Whether part of a larger event or an independent act of generosity, as we move forward into 2024, **we will continue to celebrate the wonderful contributions of our donors, volunteers, and staff who make all of what we do possible!**





# Award Winning Commitment

During our Celebration of Gratitude Spring Gala, we honored several members of our community whose consistent support enables FCR to carry out it's mission, now and in the future. These honorees included:

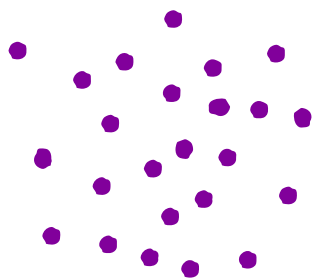


**Community Spirit Award - Tom Thibeault, Brockton Housing Authority**

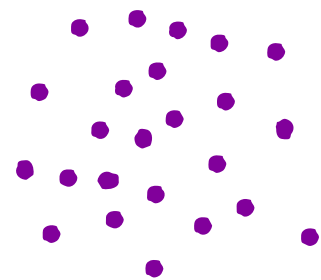
**Wayne McAllister Distinguished Service Award - Beth Scherer**

**Corporate Partnership Award - Jiten Hotel Management**

**Youth Visionary Leadership Award - Azzure Lewis and Markayla Petit-Frere**



*Thank you all for  
your continued  
support of FCR!*



# Donor Spotlight

*The path to getting involved with Family and Community Resources is often a deeply personal one. Here is how Beth Scherer got involved with FCR.*



**“My motto is ‘How can I help?’”**

Growing up in Rockland, Beth did not understand why her mother would spend the little free time she had helping with community events. But now, Beth fully understands and embodies the message that everyone has the power to make differences, big and small.

Beth entered the Brockton Business Community as part of Jiten Hotel Management in 1994. Since then, wherever she saw a need in the community, she asked the question “How can I help?” Of note is her significant role in housing over 150 displaced families in the Holiday Inn during the 2008 recession. Working in the hotel industry, Beth saw first hand the impact that domestic violence can have on survivors, since they often are forced to stay in hotel rooms when they have nowhere else to go. She always treated these individuals and their families with compassion and wished she could do more to support them, but did not know any good resources to refer them to.

Then, she learned of Family and Community Resources through a friend. It was the perfect fit. Getting involved with FCR presented an ideal opportunity to marry her career with her passion for helping others. Not only does Beth donate her time by liaising with hotels managed by Jiten Hotel Management and FCR to help provide a safe and anonymous places for survivors and their families to stay, but she plays a critical part in organizing several key fundraisers and events. Beth joined FCR’s Board of Directors in 2017, served as Gala Chairperson in 2023, and helps between 15 and 20 families have happy holidays annually through the Adopt-A-Family program. What she does, she does purely out of love for the community and desire to help people, even if their background is misunderstood by others. “Their smile and appreciation is a far greater gift than anything I could ever give them.”

***Thank you Beth and all our wonderful donors who demonstrate the impact of asking “How can I help?”***

# SUPERVISED VISITATION CENTER OF THE YEAR AWARD PRESENTED TO FAMILY AND COMMUNITY RESOURCES

We are thrilled that Family and Community Resources was honored at the end of 2022 with the Hedi Levenback Award from the Supervised Visitation Network. Members of the Supervised Visitation Network from around the world voted to give FCR this honor because of our consistently high standard of care and innovative practices. The award demonstrates the commitment of our program directors, case managers, and visitation monitors, who take the challenges that come with coordinating visitations in stride, going above and beyond to provide the best visitation experience possible to maintain critical parent-child relationships.



“FCR operated the first supervised visitation program in Massachusetts, and receiving this award shows that we are still at the forefront of our field, not just in the state but nationally and internationally. I am proud of the hard work all of our visitation staff put into protecting the safety of survivors and their children through our supervised visitation programs.”

- Pat Kelleher, FCR President and CEO





**Domestic/Sexual Violence - Survivor Advocacy Support Services**

**24 - Hour Crisis Line with Multilingual Survivor Services**

**Mental Health Services**

**Survivor/Trauma Support Groups for Men and Women, Children, and Teenagers**

**Children Exposed to Domestic Violence Services**

**Plymouth County Children's Advocacy Center Partnership**

**Supervised Visitation Centers**

**Family Violence Offender Programs**

**Trafficking Awareness and Prevention**

**Transitional Housing Support**

**Community and Education Training**

**Teen Peer-Led Healthy Relationships Group**

**Intern and Volunteer Opportunities**

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370 Oak St. Suite B, Brockton, MA 02301

150 Wood Road, Braintree, MA 02184

524 New State Highway, Unit 1, Raynham, MA 02767

35 Winter Street, Suite 100B, Hyannis, MA 02601

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[www.fcr-ma.org](http://www.fcr-ma.org)

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United Way of  
Greater Plymouth County



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