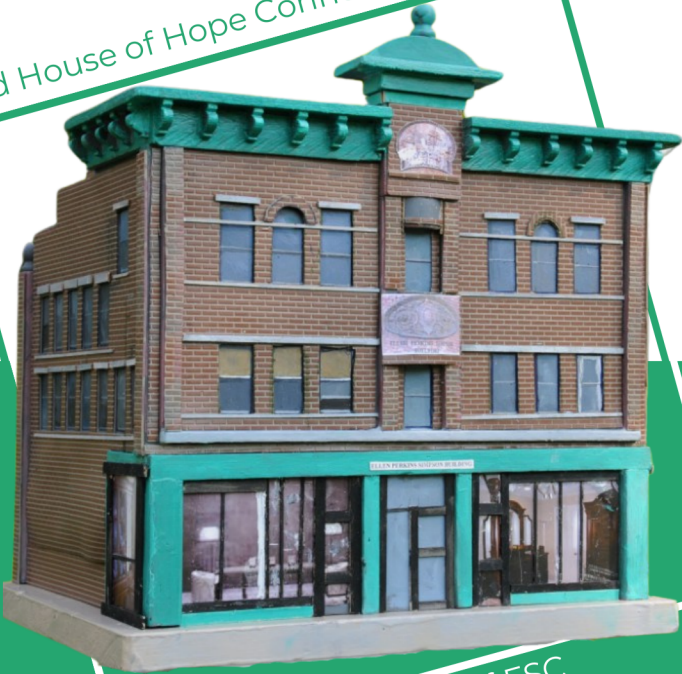




# Friendship Service Center, Inc.

love made visible

Bird House of Hope Connection Center



made by the Friends of FSC

## ANNUAL REPORT DECEMBER 2023



# CAITLIN ROSE

EXECUTIVE DIRECTOR, LMFT

“Our staff  
work  
miracles,  
truly.”

Dear Supporters-

The close of this year begins Friendship Service Center's 55th year in operations, and to look back on the growth and development of the Agency has been quite a treat.

To those of you who celebrated our anniversary with us in October, we are so thankful for your support. To those of you who are new to our journey, or have been following along over time, we are thrilled to share with you how we have grown, particularly over the past two years.

As we close 2023, we focus on the sustainability of our programs, the refinement of our services, and the investment in our employees.

Both clients and staff alike are impacted by the ripple effects of inflation, yet staff continue to provide professional, comprehensive services that can ensure not just housing placements, but relationships that can regenerate the belief in one's own self-sufficiency.

Our staff work miracles, truly. We sheltered **91** households in our year-round shelter program last year, and roughly **80%** of them left our program to stable housing. Our Housing Search Specialist served **87** households and housed over **84%** of people. Hope Connection Center, our drop-in center that opened this spring to provide a safe place for people at-risk of or experiencing homelessness to go to receive services and referrals, served **348** people between April 1, 2023 and September 30, 2023. Of those, **79** of them were housed, and **34** of them were sheltered. If that doesn't sound like **love made visible**, I don't know what does!

From us to you this holiday season, thank you for your investment in our work and mission.

**We can't do this without you!**



Caitlin Rose, LMFT  
Executive Director

# MISSION



With community collaboration, our work is *love made visible* through supportive services and partnership with people experiencing, or at risk of, homelessness

# VISION

Friendship Service Center, Inc. is a place where the hungry are fed, the homeless are sheltered, and everyone is welcome. We believe that every act of generosity and kindness can transform the world for those around us and together we can create a world without homelessness.

“Since getting involved with FSC, I’ve gotten a front row seat to how they run their operations and handle business. I joined the Board of Directors as Chair this past year as a way to continue to support the agency’s incredible work helping people experiencing homelessness in the community in a hands-on way.”

**PATRICK  
ZAPATKA**  
FSC BOARD PRESIDENT



# 2023

## BY THE NUMBERS

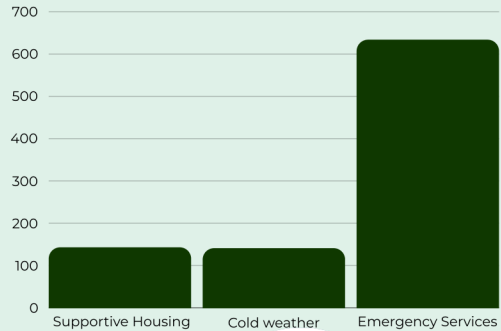
We served over  
**1,100**  
people from  
**900**  
households!

**84%**

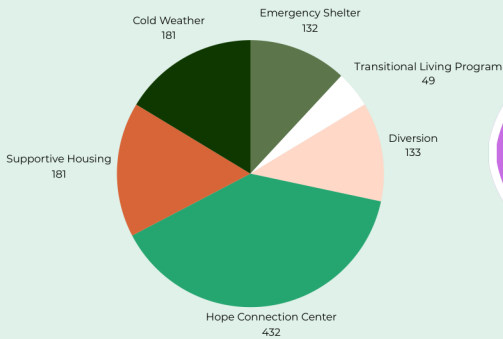
of folks referred to our  
Housing Search  
Program achieved  
stable housing

In 2023, we served  
an additional  
**421**  
households,  
compared to 2022

### HOUSEHOLDS SERVED



### PEOPLE SERVED BY PROGRAM



**39%** of Transitional Living Program participants report being a domestic violence survivor or having domestic violence contribute to their episode of homelessness.

# RAUL'S STORY

Raul came to Friendship Service Center, Inc. (FSC) as a participant in our regional Cold Weather Program in the winter of 2023 after finding himself abruptly unsheltered and forced to sleep outdoors, exposed to the elements, vulnerable, and disabled.

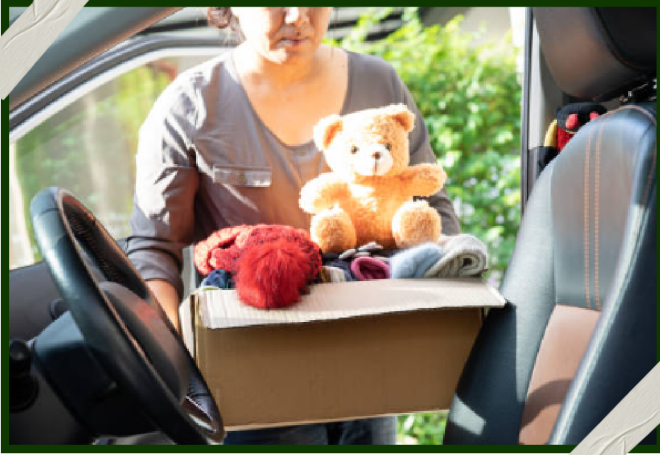


Raul was connected with the Hope Connection Center for support and services, and working closely with Diversion staff, he followed all recommendations and was able to obtain his necessary documents, attend appointments with his medical providers, secure a shelter bed, and get his mobility scooter on the road so he could easily get from place to place independently.

Four months after being in FSC's Emergency Shelter, the Diversion Team, in collaboration with our Housing Stabilization Case Manager was able to secure rapid exit funding to assist with a security deposit and first month's rent.

We are thrilled to announce Raul is thriving in his own apartment. Despite health and income barriers, Raul persevered and improved his situation and ultimately ended his period of homelessness.

# CHARLENE'S STORY



In October of 2022, Charlene found herself unexpectedly homeless after losing her job. The sudden upheaval left her unstable, causing her to

lose her residence of seven years and all her belongings in the process.

The subsequent journey toward stable housing was not without its complexities. After sustaining for as long as her savings would allow in a motel, Charlene was forced to move into her car while she sought employment. Undeterred, Charlene's commitment to the rebuilding process remained resolute.

In August 2023, came a pivotal breakthrough. Together with FSC's Housing Search Specialist, they found a one-bedroom apartment that Charlene loved, signifying a turning point in her arduous journey.

On September 29, 2023, Charlene achieved the stability she had been earnestly pursuing—she was officially housed!

**RAUL AND CHARLENE'S STORIES ARE ONLY POSSIBLE  
WITH YOUR SUPPORT!**

# OUR COMMITMENT TO THE COMMUNITY

At Friendship Service Center, Inc. our unwavering commitment to the community fuels our mission. We stand as a steadfast partner, dedicated to creating positive impacts, fostering collaboration, and providing essential support.

Together, we envision and work towards a stronger, more compassionate community for all.

We are thrilled and honored to be the **Nonprofit Business of the Year** awarded by the Greater New Britain Chamber of Commerce and to have received **Special Congressional Recognition** from Congresswoman Jahana Hayes for 55 years of service to the community!





# OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

Our **DEIB** (Diversity, Equity, Inclusion, and Belonging) Committee is passionately dedicated to fostering unity and awareness, ensuring that our agency, community, and those we serve thrive in an atmosphere of respect and understanding.

From diverse leadership to inclusive policies, we are proud to cultivate an environment where everyone can show up authentically, free from inequitable standards.

As part of this commitment, two of our esteemed staff members were selected to participate in the state-wide **Department of Mental Health and Addiction Services (DMHAS) Champions Cohort**, gaining valuable insights and tools to champion inclusivity within our organization.

“The whole experience has been eye-opening. Learning about the different types of privilege, beyond just the scope of race, has been really interesting and I have been able to bring back what I learned to help inform our DEIB work at FSC.”

- Valerye Quintana



**Rhasheedah Byers**

Intake  
Specialist



**Valerye Quintana**

Marketing  
Associate

# GIVING SOCIETIES:

*To recognize our extraordinary donors, we are instituting a new Giving Society with the following giving levels:*

**\$50,000+** Love Made Visible Partner

**\$10,000- \$49,999** Compassion Champion

**\$1,000 - \$9,999** Community Collaborator

**\$500 - \$999** Friendship Ambassador

**\$250- \$499** Housing Advocate

**\$0-\$249** Loving Neighbor

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### **Carol (May) Eigenraam**

Arlene M. Basarab  
Ellen Bertolami  
Arlene May Billy  
Paul Gianaris  
Kern & Kern, LLC  
Barbara A. May  
Dorothy Paine

### **Mrs. Margaret P. Pape**

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# **COMPASSION CHAMPION**

Connecticut Foodshare

Farmington Bank Community Foundation

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United Church of Christ Central CT Association

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Tammy Vrabely

*Thank you to our wonderful donors  
for your generous support! Your  
contributions are the bedrock of our  
mission, providing hope, shelter, and  
a brighter future to those in need.*

# LOVING NEIGHBOR

Anonymous

Steve and Melanie Alvarez

Patricia D. Anderson

Stephen J. Anderson

Suzanne M. Attwood

Gervais Barger

Arlene M. Basarab

Ellen Bertolami

Arlene May Billy

John Biskupski

Timothy Bottone

Catellia Casey

Central CT State University

City of New Britain

Collier Electrical Corp.

Big Y Foods, Inc.

Maureen Cooney

John Csonka, Jr.

CVS Health Foundation

Christina D'Amato

Joan and Garry Daigle

Todd DeGroff

Nancy DePalma

Maria Falvo

Michael J. Festa

Paulette Fox

Judith L. Gaffney

William A. Galdi

Steven A. Girelli

Pablo and Sandy Gomez

Stop & Shop Supermarket  
Company

Donald G. Goranson

Grace Episcopal Church

Anthony Guerrera

Michael Halloran

James Hegg

Linda Iovanna

Chris Janczyk

Mark Jankovich

Journey Home

Kern & Kern, LLC

David Koskoff

Linda Larkin

John Lawlor

Mrs. Patricia Lombardi

Kenneth Loveland

Sylvia Wilson Lucas

Tracey Madden-Hennessey

Tyler Magnano

Vanessa Malley

Norman Margnelli

Patricia Marinelli

Barbara A. May

# LOVING NEIGHBOR CONT.

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John McNamara

Metro Realty Group

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Hinda R. Niemeyer

Matt Noeker

Kathleen O'Hare

David and Linda Oparowski

Dorothy Paine

Sarah Pavone

Terry George Plumley

Kathy Prentice

Chelsea Reid

Joan Rhinesmith

Jane Rowe

Robert W. Schilling

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Gregory S. Slater, Jr.

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Dayna Snell

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Britain General

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William Tomasso

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Kevin Vanderveer

Stephen Varga

Jessica Vargas

Rose Vigdal

Joe Waite

Walker, Feigenbaum &

Cantarella Law Group

Carol Yorker

Penny Young

## EMERGENCY SHELTER HALLOWEEN PARTY

We hosted a spooktacular Halloween Party on October 29th, where the kids at our Emergency Shelter dressed up as their favorite characters. They enjoyed sweet treats and wrapped up the day with a dance party!



# WE LOVE OUR VOLUNTEERS



Together, we are building a stronger, more supportive community.



## STAFF APPRECIATION

Our exceptional staff are the cornerstone of our success. It is through their tireless efforts that we continue to make profound and positive changes in the lives of those we serve.

Thank you for your extraordinary commitment to our mission.



# WAYS TO GIVE



## ENVELOPE

Mail a check or cash  
using this envelope



## TEXT

Text "GIVE" to  
(860) 718-4909



## ONLINE

Visit  
[fsc-ct.org/donate](https://fsc-ct.org/donate)

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WITH FRIENDSHIP

 Email: [Info@fsc-ct.org](mailto:Info@fsc-ct.org)

 Phone: 860.225.0211

 Address: PO Box 1896  
New Britain, CT, 06051

