

FSC Thanks You!

We are so proud to recognize the individuals and partners who supported our work this year.

Click [HERE](#) to view our 2025 Giving Societies and join us in celebrating their generosity.



WAYS TO GIVE

TEXT "GIVE" TO (833) 300-0756

OR

VISIT [FSC-CT.ORG/DONATE](https://fsc-ct.org/donate)



Friendship
Service
Center, Inc.
love made visible

FSC'S 2025 ANNUAL REPORT





Dear Supporters,

It means so much to us to have you be a part of FSC's journey over this past year.

Whether you donated to our operations; volunteered your time or resources; or were merely more kind and understanding towards a person experiencing homelessness, you were **making love visible** alongside us. We thank you- we truly couldn't do this without you.

Social service providers need community support now more than ever. Dominant discourse in the media is villainizing people experiencing homelessness, and our federal government is decimating social safety nets that have allowed those we serve the space to heal. The future remains uncertain, but we know that for good or for bad, it will bring change.

We remain steadfast in our commitment to our mission and vision, and maintain the dedication we have to not just the immediate crisis of homelessness, but also a world where people are accepted and provided equal opportunities to succeed.

To that end, we have updated our Mission & Vision to put a more refined point on what we provide to the community.

Thank you for your continued support of FSC, and those most vulnerable among us. From us to you, Happy Holidays.

Caitlin Rose, LMFT
Chief Executive Officer



MISSION

Friendship Service Center makes love visible through compassionate, person-centered services for those at risk of or experiencing homelessness.

VISION

Friendship Service Center, Inc. envisions a Greater New Britain community where everyone has a safe, affordable home and episodes of hunger and homelessness are brief and non-recurring.



SPREADING THE GIFT OF HOPE

1.1.25 - 10.31.25

SO FAR IN 2025 WE'VE SERVED

1029
PEOPLE

^ 13.1%

824
HOUSEHOLDS

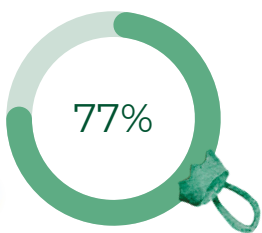
^ 12.3%



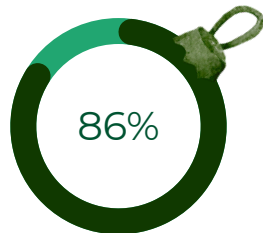
75% of households served came from New Britain

POSITIVE EXITS

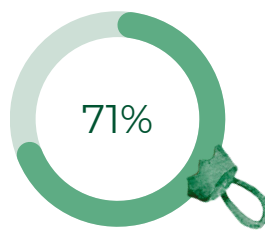
When a client successfully leaves our program to stable housing such as: independent housing, housing voucher or reunion with family/friends.



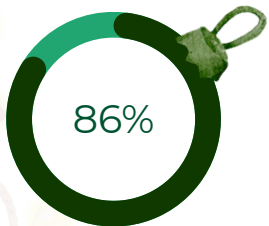
Overall Emergency Shelter



Emergency Shelter Families



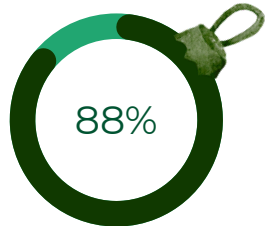
Emergency Shelter Individuals



Housing Search



Rapid Rehousing



Transitional Living Program



4.1.25 - 10.31.25

ECONOMIC BENEFIT HIGHLIGHTS

7 Medicaid Enrollments
1 Medicare Enrollment



SNAP Benefit Approvals



SSI/SSDI assisted applications submitted (all pending DDS decisions)



3 individuals secured employment

A HOME FOR THE HOLIDAYS



Mr. Ramos was referred by FSC's Outreach Team to Rapid Rehousing Specialist Michael Goodson, after Mr. Ramos and his 16-year-old daughter were discovered living out of their car. The family was hesitant to receive assistance, expressing that previous service attempts in the past had not come through. After meetings and conversations with Michael, Mr. Ramos gained hope and saw that the best way to receive housing was to see through his housing plan with these new resources.

Within just **two weeks** of working with Michael, the family was approved for housing in the Hartford area! Since, Mr. Ramos has reconnected with Michael to express his gratitude, and is exploring better employment opportunities to become more financially stable.



LOVE MADE VISIBLES

DONOR SPOTLIGHT

Vox Church has been working with us since their return to New Britain in 2023.

Since then, they have contributed over 50 Thanksgiving Baskets every year for Adopt-A-Family, gift-wrapped holidays gifts for us, repainted our Tomasso Community Kitchen, and so much more!



VOLUNTEER SPOTLIGHT

Our work is strengthened by partners like **Parker Hannifin**, who volunteer regularly and lend valuable support to our day-to-day needs. From the kitchen to painting projects, their hands-on involvement truly makes a difference.

