



ANNUAL REPORT 2023-2024



OUR MISSION: The Family Place delivers comprehensive programs designed to strengthen positive relationships, teach essential skills and promote enduring healthy growth for families with young children in the Upper Valley and surrounding communities.



www.familyplacevt.org



A Message from our Executive Director

BOARD OF DIRECTORS

Jan Peltzer, Chair
Linda James, Vice Chair
Katie Friedland, Secretary
Reuben Hampton, Treasurer
Madeleine Bothe
Catherine Clement
Erica Dudley
Cadence Genereaux
Joslyn Meier
Nancy Polidor
Michael Redmond
Lauren Rhim
Barbara Rosenquest
Nina Sand-Loud
Shawn Winslow

STRATEGIC ADVISORS

Elizabeth L. Adams
Jennifer K. Argenti
Bill Boyle, M.D.
Mary Brown
Elizabeth Chabot
Elaine Guenet
Mary Howell
Nina McCampbell
Margaret Mulley
Amy Robb
Arline S. Rotman
Ann Seibert
Kathleen O. Snyder
Marie Stansfield
Posie Taylor
Charles Wheelan
Jack Wilson

Dear Friend of The Family Place,

On behalf of our staff and Board of Directors, I am excited to share our Annual Report for July 1, 2023 – June 30, 2024. This year's accomplishments are a testament to the incredible support from our community and donors as well as the dedication and expertise of our staff who do so much every day and throughout the year to support families with young children in our community. In my first year as executive director, I am grateful for the support I have had from long-time staff, Board members, and community supporters.

Using our 2023-2026 Strategic Plan as a road map, this report provides a snapshot of some of the key metrics, accomplishments, and voices from this time period. From expanding our programs and reaching more children, launching our Family Advisory Committee and giving families a voice, and each individual therapy session, home visit, forensic interview, or other form of family support we provided, thank you for helping to make it all possible.

As a complex agency that supports families in a variety of ways, it is impossible to capture everything we have done in these pages alone. If you have further questions about any of our programs, funding sources, or future plans, do not hesitate to reach out: stephanies@the-family-place.org or 802-649-3268.

Thank you for all you do as a member of The Family Place community,

Stephanie Slayton

Early Care & Education Program

Our **Early Care and Education Program** (ECEP) is a 5 STAR licensed child care center that serves infants and toddlers up to age three. Each classroom welcomes up to eight children with two teachers, and children are grouped based on their age and development. For over a decade, our program has been applying the research-informed Strengthening Families Protective Factors Framework, focusing on increasing family strengths, enhancing child development, and reducing the likelihood of child abuse and neglect. Additionally, our ECEP is a certified Specialized Child Care Center.



- Added a full time Float position to increase support in the classroom.
- Partnered with the Upper Valley Music Center to offer weekly Music Together programming, which introduces children and their families to the joy of music.



“The Family Place has really been a ‘home’ for Layla and we are so grateful to have found a place we love!” - Early Care and Education Program Parent

Parent Education

Our **Parent Education** team organizes **Playgroups**, workshops, and trainings that provide education and social connections for families with young children. Many families attend a parent education event and end up connecting with us to access other programs and resources. All events are free and open to anyone in our service area (VT or NH).



- Created a full time Parent Education Coordinator position to expand playgroups, workshop offerings and increase engagement.
- Launched our Male Caregivers playgroup in June 2024.
- 182 children, 165 adults, and 148 individual families participated in playgroups or parent education activities.
- Paused our **Families Learning Together** (FLT) program.
 - Consulted with area partners to form a workgroup to develop a new model that will meet current needs of young families.

Children's Integrated Services

The Family Place is the State of Vermont's **Children's Integrated Services** (CIS) provider for Northern Windsor and Orange County. Our CIS staff connect families to the support they need through **Early Intervention, Specialized Child Care, Early Childhood and Family Mental Health, and Strong Families VT Home Visiting**, with a focus on prevention services that help ensure the healthy development and well-being of children and families. CIS received 262 referrals for our catchment area.

Strong Families VT Home Visiting

Strong Families VT includes **Nursing & Family Support Home Visiting** provided to prenatal families and those with children through age 5. We assist caregivers as the child grows and develops, offering guidance on adapting to changes in routines such as feeding, sleep patterns, behaviors, and potty training. We help caregivers connect with and respond to their child in ways that promote healthy development, ensuring children feel safe, secure, and supported.

- Provided 39 families with supports through CIS **Responsive Home Visiting**.
- Family Support Home Visitors led two Circle of Security classes to VT/NH families, helping caregivers understand that children's behaviors often communicate underlying needs.
- Offered Circle of Security training to staff, which was well received and enhanced their cultural competency for providing future referrals for families.



Family Highlights:

- “After 2 months of weekly sessions with one family, the child successfully weaned from using a bottle, sleeps through the night, and eats over 40 different foods. The parents report feeling happier, getting more sleep, and less stress with mealtime.”
- Parent Child Center Specialist
- “Through CIS Responsive Home Visiting, we met with a family at the Montshire Museum to offer social experiences for this child who would otherwise be at home seven days a week. This opportunity offers families with limited income and summer camp access a chance to engage in meaningful activities while receiving CIS support.”
-Nurse and Family Support Home Visitor



Children's Integrated Services

Early Intervention

Our CIS **Early Intervention** (EI) team is dedicated to supporting families with children from birth to age three. The team consists of a Supervisor with Nursing experience, Developmental and Service Coordinators, a Speech-Language Pathologist, and a Physical Therapist, along with partnerships with additional providers in the community and the Hartford CIS Team.



- 195 children received developmental instruction through Early Intervention.
- “One child’s language and communication score improved from the 7-8.5 month range at 22 months old to the 30-33 month range at 31 months — an impressive gain in less than a year of participating in CIS-EI.” - CIS Regional Coordinator



“My son was experiencing some delays. With the help of Amber (Physical Therapist), Sarah (Speech-Language Pathologist) and Lauren (Service Coordinator), my husband and I were empowered to incorporate the skills that these individuals were teaching us to best support our son.”
- EI Program Participant

Early Childhood and Family Mental Health



Our **Early Childhood Family Mental Health** (ECFMH) clinicians, contracted with Healthcare and Rehab Services (HCRS) and Clara Martin Center (CMC), provide support and education to families with children birth up to 6 years to support their children’s social-emotional development and skills.

“I am currently working with a family experiencing homelessness, and I have been able to continue offering support by meeting them where they are. Whether it's at their hotel room, my office, another provider's office, or virtually, I ensure they receive the services they need.” - CIS ECFMH Clinician

“The Family Place gave us reassurance, hope and relief as parents. They supported our young daughter to overcome challenges that used to be a source of anxiety for us with methods that were fun for our daughter, as well as convenient in our busy schedules.” - CIS Participant

Children's Integrated Services

Specialized Child Care

Our **Specialized Child Care** Coordinator assists families, early childhood educators, and children six weeks through age 12 residing in Northern Windsor and Orange County. Specialized Child Care Services are intended to increase access to and enhance children's success in high quality development programs to those families who are experiencing stressful and challenging times, children with special physical and developmental needs, and those children who are in protective services.



- 93 children received support through our CIS Specialized Child Care Services

Child Care Financial Assistance Program

Our **Child Care Financial Assistance Program** (CCFAP) is the State-designated Community Child Care Support Agency for Orange and northern Windsor counties. We help families apply for child care financial assistance and connect them with child care providers in their community.

Our eligibility specialists provide technical support for childcare providers in both Vermont and New Hampshire to help navigate the CCFAP online system and implementing the benefits in their program. Our eligibility specialist meet in person, via phone, and through video conference calls to make the program as accessible as possible.



- Added an new full time position to respond to the influx of applicants after the ACT 76 eligibility expansion began.
- Processed 598 applications for families seeking financial assistance.
- Increased our connection with area childcare providers, which includes 97 providers in VT and five in NH.
- Provided 80 Referrals to families seeking child care.
- Began offering in-person training and application assistance sessions for both providers and families.

Child and Family Therapy

Our **Child and Family Therapy Services Program** provides therapeutic support for children, caregivers and family members who have experienced trauma, loss or other mental health challenges. Our therapists are experienced in a number of therapeutic modalities and offer an inclusive, supportive and nonjudgmental environment with treatment tailored to individual needs.



- Hired 2 new therapists to increase capacity
- Conducted 676 sessions; saw a total of 63 children and family members
- Hosted a Mental Health Open House to provide education about tools and resources to promote mental health.
- Provided mental health support and psychoeducation to new parents in the Women's Health Resources' 4th Trimester Group.

“The staff at The Family Place really love and care about what they are doing and it shows in the quality of their programs.”
– Child and Family Therapy Participant



Child Advocacy Centers and Special Investigation Unit

The Family Place's **Special Investigation Unit** provides a multi-disciplinary response to all reports of child and adult sexual assault and abuse, and reports of serious physical injury to a child, including child fatalities.

The Family Place manages the Windsor County and Springfield Area **Child Advocacy Centers** (CAC), two of the 12 in Vermont. Our CACs provide forensic interviews, case management, therapy, coordination of medical exams and victim advocacy for children and families who have experienced sexual abuse. Our CACs are accredited members of the National Children's Alliance.

- Provided support and resources for 98 children and 29 adults who experienced sexual abuse.
- Relocated to a newly renovated space after a pipe burst in our North Springfield office, allowing us to resume direct services after a several month hiatus.
- Made significant upgrades to iRecord systems for audio and video recording interviews; these upgrades improved the quality of the forensic interviews that we provide.



Equity and Inclusion

The Family Place's **Equity and Anti-Racism (EAR) Committee** organized monthly equity learning sessions for staff on DEI-related topics such as disability awareness, gender identity, race and racism. The EAR Committee also collaborated with our development team to promote suggested books and "read-along" videos for families on social media during Black History Month and Pride Month.



The Family Place's program staff celebrated two national awareness campaigns to highlight our work locally here in the Upper Valley. In April, we hosted child and family themed events on our campus for the Week of the Young Child. In May, we celebrated Mental Health Awareness Month by sharing information about mental health needs, and highlighting the mental health services that we offer for young children and caregivers at The Family Place.

Family Voice and Representation

During FY24, we officially launched our **Family Advisory Committee (FAC)**, which provides a direct voice for families within the organization. FAC is made up of parents/caregivers who are participants in one or more of our programs.

Some highlights of FAC's community involvement this year included: serving on the planning committee for the organization's signature community event (our annual Gingerbread Festival), testifying during the Early Childhood Day at the Legislature, and initiating new programs, such as a new Saturday Playgroup for Dads and male caregivers.



"The FAC was very accommodating to my situation and offered virtual meetings so I could attend from home. This group's purpose is to bridge the gap between families of the Upper Valley and The Family Place, reaching as many families as possible. I am so glad they reached me!"- Bradnee DeAguiar (2022-2024 FAC Member)

Workforce and Development

This year, The Family Place staff and Board began a long-term Salary Structure Project to increase equity and transparency regarding staff compensation across the organization. The Board committed to a short term goal of raising all employee wages up to the level of our new salary bands and a longer-term vision of achieving a Living Wage and then a “Thriving Wage” for all employees.

The Family Place is committed to addressing systemic barriers to economic well-being and thriving, and investing in the talented and dedicated staff on our team allows us to tackle these same issues with many of the community members we serve.

“As a long-time employee whose kids have literally grown up during my time here, I’ve always appreciated the fact that The Family Place values my family as much as it values the families we work with. This commitment from our board is one more example of the ways The Family Place creates a positive work-life balance that helps staff be at our best when working with the families we serve.” - Tonya McMurray

2024
Silver Bell Seal
for Workplace
Mental Health from
Mental Health
America



MEET OUR TEAM: WWW.FAMILYPLACEVT.ORG/WHO-WE-ARE

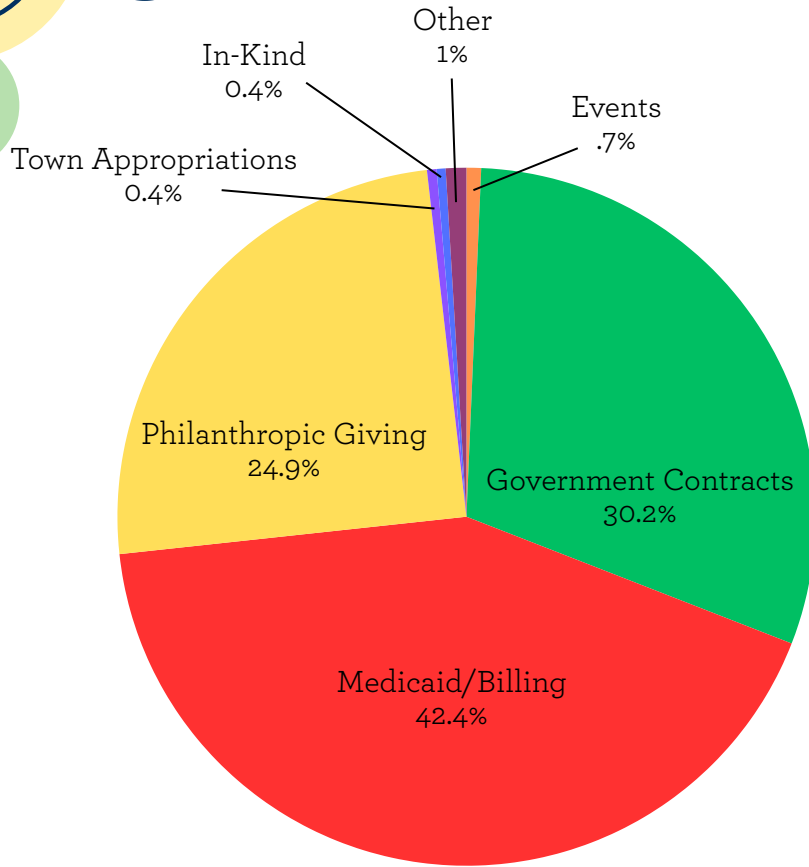


Financial Sustainability

The Family Place is funded by a diverse range of sources, including individuals, businesses, foundations, fee for services, tuition, healthcare reimbursements, and government contracts. As we continue to expand the reach of our work, it's important for us to both steward past supporters and engage with new partners. In FY2024, we completed an analysis of our fundraising data, and began updating our case for support for donors. We also started work on developing a longer term budgeting process that will help us better prepare for the future.

2023-2024 Financials

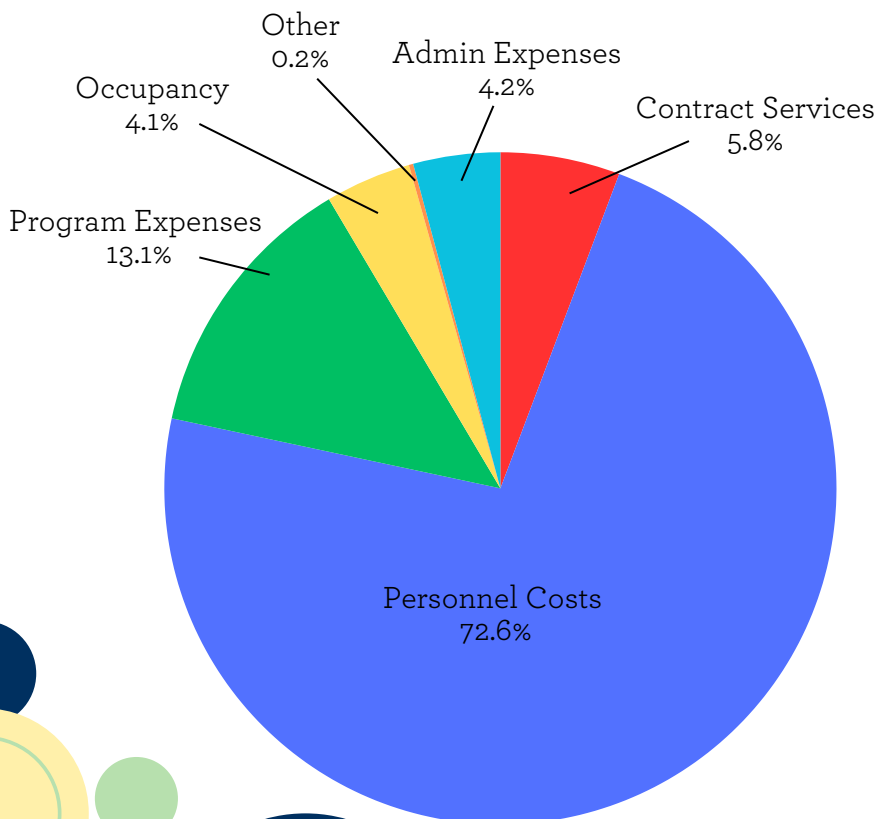
INCOME



<div></div>	Philanthropic Giving:
	\$910,375
<div></div>	Events:
	\$24,682
<div></div>	Government Contracts:
	\$1,105,620
<div></div>	Medicaid/Billing:
	\$1,549,223
<div></div>	Town Appropriations:
	\$16,200
<div></div>	In-Kind:
	\$15,208
<div></div>	Other:
	\$34,733

Total Income: \$3,656,041

EXPENSES



<div></div>	Personnel Costs:
	\$2,364,337
<div></div>	Contract Services:
	\$187,385
<div></div>	Program Expenses:
	\$427,930
<div></div>	Occupancy:
	\$134,499
<div></div>	Admin Expenses:
	\$136,207
<div></div>	Other:
	\$6,794

Total Expenditures: \$3,257,152

THE FAMILY PLACE

The Family Place is an independent 501(c)3 non-profit organization that provides programming, resources, and support for families with young children throughout the Upper Valley region of Vermont and New Hampshire. In Vermont, we are also the State-designated Parent Child Center (PCC) for the Hartford region (southern Orange and northern Windsor counties) and a member of the **Vermont Parent Child Center Network**.



In partnership with the **Vermont Department for Children and Families**, The Family Place serves the following roles:

- **Children's Integrated Services Provider** for White River – Hartford
- **Community Child Care Support Agency** for Orange/Windsor (North)

The Family Place is also a nationally accredited member of the **Vermont Children's Alliance** and **National Children's Alliance**, and manages the following programs:

- **Hartford Child Advocacy Center** (The Family Place)
- **Springfield Child Advocacy Center** (Springfield Parent Child Center)
- **Windsor County Special Investigations Unit**



Spring 2024 PCC Survey Results

(completed by 24 families who received services at The Family Place)

- 100% say “The services had a positive impact on me/my family”
- 100% say “I would recommend the services to a family or friend”
- 100% of participants reported an increase in understanding their child(ren)’s development after receiving services at The Family Place.



Stay Connected!

Find us on
Social
Media!

@FamilyPlaceVT



Join Our
Mailing List!



DONATE 

(802) 649-3268

319 US ROUTE 5 SOUTH
NORWICH, VT 05055

THE FAMILY PLACE

