

25 YEARS OF SERVING SUMMIT COUNTY

FIRC Family & Intercultural
Resource Center

2018 ANNUAL REPORT

**CELEBRATING
25 YEARS**

STRONG FAMILIES. STRONG COMMUNITY.

OUR IMPACT

The high cost of living makes Summit County a difficult place to raise a family, and budgets are stretched more than ever before. Thanks to supporters like you, we have been able to adjust programs to meet the changing needs of families and help them thrive.

FIRC's programs impact the most critical needs facing families; housing, health-care, parenting education and emotional wellbeing. Our staff provides education and support to help people manage the challenges of Summit County so they can remain living and working here. When families feel supported, they are stronger parents, employees, and members of our community, which benefits us all.



Strong Families. Strong Community.

Mission

FIRC promotes stable families.

Values

- We believe that with the proper tools, people can succeed as individuals, parents, and community members
- We believe that strong families are the framework for strong communities
- We believe diversity makes for a richer community
- We believe parents are the first and most important teachers to their children

Impact

- Provide the most effective tools for families and individuals to succeed
- Self-sustainability for families living and working in Summit County
- Strengthen the bond between parents and children
- Culturally integrated community that is welcoming to all backgrounds

Board of Directors

Oct. 2017-Sept. 2018

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Photo Credit:
Pricilla Balaras (Cover)
Kate Lapidés
Bob Winsett

1993

SUMMIT COUNTY FAMILY RESOURCE CENTER
OPENS AS A NONPROFIT

200

people used FIRC's referral, food and emergency assistance services in our first year

**3 STAFF
MEMBERS**

\$200,000
operating budget



2018

FAMILY & INTERCULTURAL RESOURCE CENTER
STRONG FAMILIES. STRONG COMMUNITY.

4,300

people served
by programs

2,476

people served in
our food pantry

215

Children served
through home visits

\$4.5 MILLION

operating budget

55 STAFF MEMBERS

providing programs and services
in Silverthorne and
Breckenridge offices and working
at the Dillon and
Breckenridge thrift store
locations





Over the last 25 years, FIRC has worked tirelessly to address the changing needs of Summit County. Through our collaboration with local partners we work to provide families with the education and support they need to achieve their dreams.

– Tamara Drangstveit, FIRC Executive Director

SUMMIT COUNTY RESOURCE CENTER

In 1993, childcare and parent effectiveness were identified as major challenges facing Colorado residents. As a result, the state provided partial funding for “Family Centers” with missions to address these and related issues; the funds provided helped kick-start the Summit County Family Resource Center (FRC).



In 1995, FRC opened the first thrift store in Summit County to supplement program funding and house program offices. The store naturally became a gathering place for the immigrant community.

1993

1995



FAMILY & INTERCULTURAL RESOURCE CENTER

In 2000, when the Census revealed a 700 percent increase in the immigrant population of Summit County, community leaders looked to FRC as the organization to help working families integrate into the American systems. As a result, board members and the diversity planning team worked together to recreate the goals and mission for the newly named Family & Intercultural Resource Center (FIRC).



In 2001, FIRC started providing free home visits to 25 children ages 3-5 to support parents and early childhood development. The Families United program now serves over 200 kids ages 0-5 each year with the goal of giving children the best start to life.

GREAT RECESSION

In 2009, the effects of the Great Recession were being felt in Summit County. The country was struggling, which had an impact on the tourism industry. Hours and jobs were being cut across the community and FIRC was one of the only safety nets available.

The FIRC Food Bank saw a 470% increase from the previous year. Families who had never considered needing help were coming to FIRC for housing, medical or utility assistance. Thankfully the thrift store sales were able to keep FIRC programs sustainable during these difficult economic times.

2000

2001

2009



EXPANDING PROGRAMS TO MEET NEEDS

In 2011, FIRC started offering health insurance enrollment assistance for CHP+ to help families avoid financial bankruptcy from medical bills and ensure children's access to care. Two years later, FIRC's health insurance enrollment expanded to Medicaid and the Marketplace plans and now enrolls over 1,400 people each year.



In 2013, FIRC strengthened its relationship with Summit School District to provide programs for parents with school-aged children.

The Connexiones program worked to build relationships between Latino parents and the school administrators leading to improved student academic performance.



In 2013, FIRC created a Healthy Living program to teach kids and adults how to cook and improve nutrition. The program taught new ways to shop for healthy options on a low budget.

In addition, the Food Pantry added refrigerators and freezers and collaborated with grocery stores and gardens to offer fresh and healthy items for people.

2011

2013

2013



A COMMUNITY CENTER

In 2014, FIRC purchased office space in Silverthorne. The new location provided classroom and childcare space, a teaching kitchen, food bank and offices for 25 staff. The new office allowed FIRC to offer many more classes for the community and support for the expanding programs.

FIRC continues to be a community leader in the area of cultural integration, resource and referral services, emergency services, family support and early childhood development.



ADDRESSING THE HIGH COST OF LIVING

As the economy recovered from the recession, the cost of living has continued to increase as wages remain stagnant. This combined with homeowners utilizing short-term rental companies like VRBO instead of long-term rentals for the workforce has changed the housing inventory in the county. Families are now paying 50% or more of their income on housing, which is making it nearly impossible to afford the other basic needs of healthcare, childcare and food. As a result many are struggling from toxic stress, which is a key reason why FIRC partnered with Building Hope to reduce barriers to accessing mental health support. FIRC is working closely with community partners to find innovative solutions to keep families living and working in Summit County.

2014

2018

1993

“One thing that has stayed true to FIRC over all of these years is their authentic caring attitude about local families. FIRC has always worked for the clients that come in the front door.”

– Gini Bradley, Founding Member

THE BEGINNING

FROM A FOUNDING MEMBER

The original FIRC office was housed in Frisco and shared space with county programs that offered parenting and after school support including Mountain Mentors and Youth and Family. The Resource Center had a small closet with donated clothing and some cans for people in need of food.

“I would estimate FIRC served 200 people in their first year through resources and referral for childcare, housing, food and emergency assistance needs,” said Gini Bradley, one of the original committee members. “There weren’t a lot of support systems in place at the time so we were kind of problem solving by the seat of our pants in those first years.”

Bradley has remained an involved community partner over the years and is proud to see a culture of care and inclusivity that has thrived with the growth of FIRC’s programs.

“When the resource center opened in 1993, our community had about 12,000 people living here and was very informal,” said Bradley. “But the staff at FIRC have always had a very authentic caring attitude about local families. FIRC has always worked for the clients that come in the front door and staff was always committed to doing business differently. Whatever the problem, the staff had a “can do” attitude about finding solutions to help people. I believe that attitude is the reason why so many people know they can reach out to FIRC when there’s a need.”



2001

A WELCOMING PLACE FOR EVERYONE

PROGRAMS TO SUPPORT IMMIGRANTS

One of the first steps FIRC took towards understanding the barriers immigrant families were facing was through an inventive grant which resulted in the Latino Needs Assessment. Through focus groups and interviews, FIRC was able to learn that the struggles affecting immigrants were not simply about a language barrier and were more complex, like navigating new American systems.

“From this assessment, FIRC started the Families United home visitation program for families with children ages 3-5 to help parents gain access to preschool and encourage parent engagement throughout their child’s education,” said Paty Cruz, the first parent educator for FIRC. “FIRC was the first agency to reach out to Latinos and was a pioneer in working to understand their needs and realizing each families’ goals are unique.”

Over time FIRC has continued the spirit of asking the community what it needs and finding innovative solutions that are culturally inclusive. In 2013, FIRC partnered with Summit School District to create the Conexiones program that increased the connection between Latino families and school administrators. This relationship resulted in improved academic performance and behavior from students and empowered parents to communicate with administrators.

In 2014, FIRC worked with the Summit Community Care Clinic and local therapist, Mili Shoemaker, to begin offering ‘Grupo de Apoyo’, a support group for parents who have children struggling with mental and behavioral health. The group grew from 3 parents to nearly 30 over the past three years and the friendships and support formed have helped many people through challenging times.

“We are proud of the trusting relationships that we have formed with families and the on-going collaborations with community partners to continue improving cultural inclusivity and addressing issues,” said Noelle Sivon, FIRC’s Families United Program Manager. “Our bilingual staff and focus on families’ strengths and needs has helped FIRC become a welcoming place for all.”



1993

COST OF LIVING

COSTS OF RAISING A FAMILY IN SUMMIT COUNTY

\$2,873 Salary (Median household income in CO)

-\$400 Housing (average home \$118,000)

-\$460 Childcare (\$20 per day)

-\$600 Food

-\$436 Health Insurance

\$937

This budget doesn't include any costs for savings, loans or transportation



2018

COST OF LIVING

\$4,166 Salary (93% of the workforce earns \$50,000 or less*)

-\$2,300 Housing (average home 545,700)

-\$1,300 Childcare (\$75 per day)

-\$1,000 Food

-\$450 Health Insurance

-\$884 Deficit

This budget doesn't include any costs for savings, loans, transportation or phones.

13,500 locals are one crisis away from leaving

**Statistics from Northwest Colorado Council of Government*

2018



STRONG FAMILIES. STRONG COMMUNITY

A LETTER FROM OUR DIRECTOR

When I was hired as FIRC's Executive Director in 2008, the operating budget was \$750,000, we had 10 program employees and we provided emergency assistance, early childhood support, a food bank and Summit Thrift & Treasure in Dillon. The organization was facing a \$185,000 budget deficit and we received around \$60,000 in yearly support from donors. FIRC was mainly focused on helping low-income families with education and support, but when the recession hit, we started to see more middle class families struggling to make ends meet.

As the economy bounced back, wages remained stagnant and the costs of housing and healthcare started to climb. The budgets that middle income families were working with resembled similar deficits to low-income families. FIRC prides itself on our ability to respond to the changing needs of Summit County, so when we realized that medical bills were forcing people into bankruptcy and many were facing foreclosures on their homes, we responded with new programs to support families.

In recent years the housing crisis, high health insurance premiums and the cost of childcare are making it extremely difficult to raise a family in our community. As a result, FIRC has been a key partner to county and town officials and other nonprofits to find innovative solutions like the Housing Works Initiative and the Peak Health Alliance to help lessen the financial burden on our workforce.

Over the past 25 years FIRC has become an essential nonprofit to this community. FIRC's operating budget is \$4.5 million, we raise over \$500,000 from donors and we have over 55 employees across our programs and thrift stores. FIRC offers program support for family development, early childhood, parent engagement, health insurance enrollment and healthcare connection, as well as two food pantry locations and two thrift store locations. Our growth is a direct response to the community's changing needs. I'm proud to live in Summit County where people come together to solve problems and where we support strong families, ensuring a stronger community for us all.

Sincerely,
Tamara Drangstveit , FIRC Executive Director since 2008

SERVING SUMMIT COUNTY

FIRC CLIENT DEMOGRAPHICS

YEARLY INCOME

CATEGORY	# of CLIENTS
\$10,000 or Less	922
\$10,000-\$20,000	931
\$20,000-\$30,000	957
\$30,000 or more	1,317



NUMBER OF FAMILY MEMBERS

Individuals	1,069
Two People	607
Three-Four People	1,648
Five-Six People	717
Seven+	86



YEARS LIVING IN SUMMIT

Less than one year	360
1-5 Years	734
6+ Years	937

TOWN

Alma/Fairplay	27	Leadville	84
Breckenridge	351	Frisco	129
Dillon	381	Silverthorne	323

RACE/ETHNICITY

Asian	36
African American	85
Hispanic or Latino	1,639
Multi-Racial	186
White	2,139

HOUSING STATUS

Homeless	59
Owner	498
Rent	1,361
Share with Roommates	139
Temporary Living	61





215

Children ages 0-5
served through Parents
as Teachers home
visitation

2,814

Total home visits

FAMILIES UNITED

The Families United program offers a variety of resources for parents with children ages 0-5. FIRC Parent Educators empower parents to provide a safe and nurturing environment during the most critical years of development, which results in school readiness, emotional well-being and lifelong success.

The Families United program offers free home visits that focus on improving the parent-child bond and giving parents the support and education to be the best teacher for their child.



WAYS WE HELP

- School Readiness
- Developmental Screening
- Connection to Resources
- Improve parent-child bond
- Education and support for developmental challenges
- Support for parents struggling with stress
- Facilitate friendships

FIRC's programs are available to anyone who lives or works in Summit County.

Common situations parents face in Summit County that Families United supports:

- Desire to give their child the best start to life
- Both parents working
- No extended family in the area
 - Single Parent
- Child struggling with development or behavior

HEALTH INSURANCE & CONNECTION TO CARE

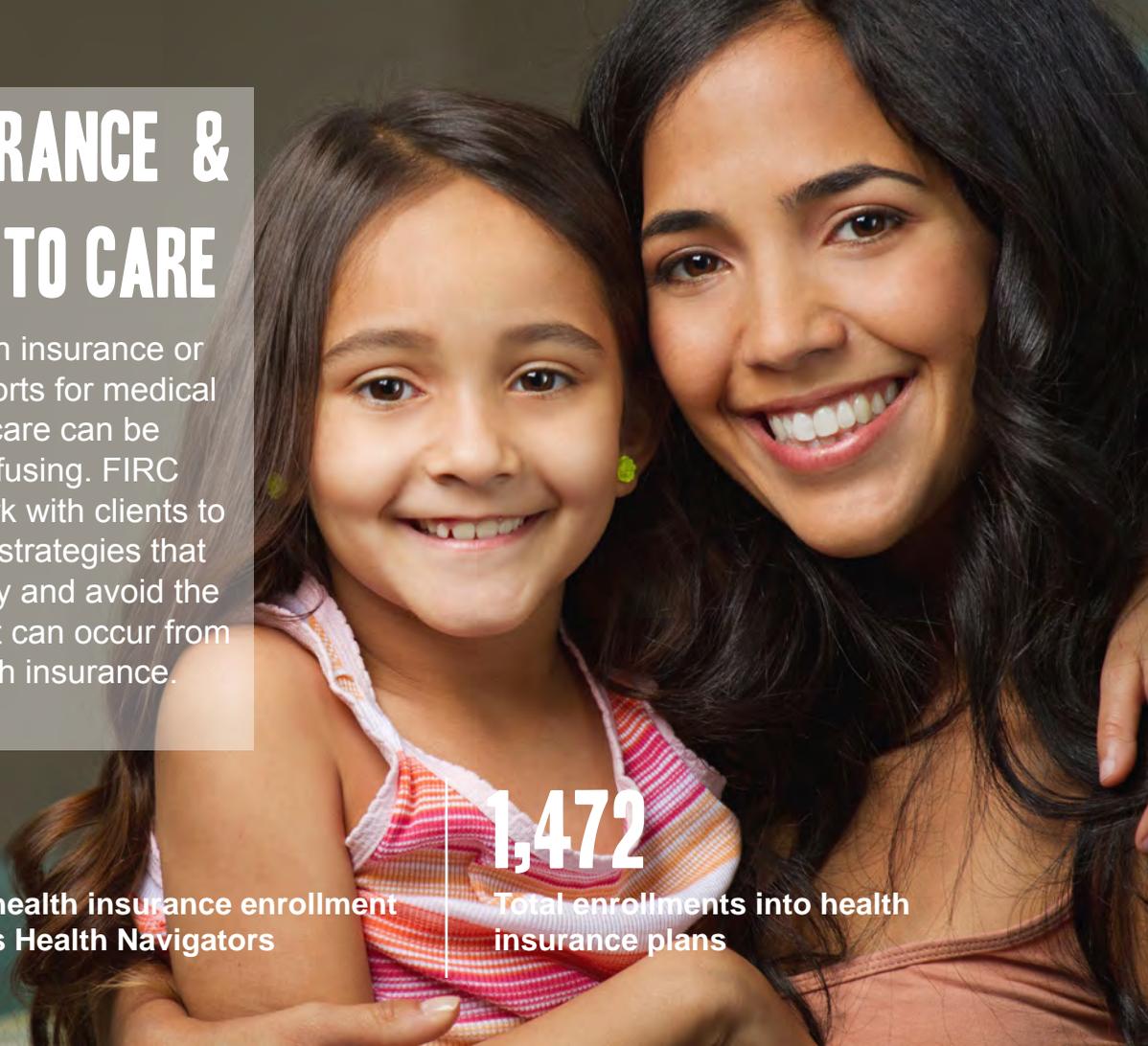
Understanding health insurance or finding the right supports for medical or mental health care can be frustrating and confusing. FIRC Health Navigators work with clients to identify preventative strategies that help them stay healthy and avoid the financial downfalls that can occur from going without health insurance.

2,367

People have received health insurance enrollment assistance from FIRC's Health Navigators

1,472

Total enrollments into health insurance plans





WAYS WE HELP

- Health insurance enrollment assistance for Marketplace, CHP+ and Medicaid
- Connection to mental health resources
- Education on how to use insurance coverage
- Medical bill assistance
- Assistance with health insurance issues

Common situations people face in Summit County that Health Navigators support:

- Confused by the health insurance system
- Had an accident and cannot cover the bills
- Struggling to find mental health support
- Need health insurance for their children
 - Lost their health insurance



FAMILY SUPPORT PROGRAM

Family Support focuses on helping people overcome the challenges caused by the high cost of living in Summit County. The purpose of our programs are to assist people with setting goals, one-on-one budgeting and establishing connections to community resources.

We provide education and support to ensure families' basic needs of housing, food, physical and mental health are met to help families thrive.

230

Families in crisis received rent, utility or medical assistance

900

People met with Family Support Counselors for support and connection to resources



WAYS WE HELP

- Family Goal-Setting and Budgeting Support
- Housing Counseling
- Emergency Assistance
- Life Skills Classes
- Medical and Dental Assistance
- Food & Clothing Assistance
- Mental Health Resources

Common situations people face in Summit County that Family Support Counselors support:

- Loss of job or hours at work
- Accident or Injury
- Divorce or Separation
- Housing Challenges
- Struggling to access mental health care
- High Energy Bills

PARENT ENGAGEMENT

FIRC offers a variety of resources and support for parents with children ages 0-18.

The Parent Engagement program provides parents with the education and support to improve communication, address issues and help kids become a successful adult.

Support groups are also available for parents to share their experiences and build connections with others who are facing similar challenges.

765

Parents participated in parenting classes, workshops or support groups

827

Meals were provided for the Summer Food Program





WAYS WE HELP

- Parenting Workshops
- Techniques to improve family communication
- Education to help with difficult conversations
- Parent support groups
- Connection to resources
- Partnership with Summit Schools
- Summer Food Program for kids

Reasons parents access the Parent Engagement program:

- Desire to give children the best start to life
 - Want to share experiences and challenges with other parents
- Child is struggling with behavior
- Want to help children make healthy choices
- Partners have different parenting styles

FOOD ASSISTANCE

The high cost of living in Summit County makes it difficult for people to afford the basic needs. FIRC's Food Assistance programs help over 2,400 people keep food on the table each year. The two food pantry locations in partnership with local grocers work to provide healthy options for everyone in need of assistance.

5,272

Food Pantry visits

2,476

Families used the Food Pantry

THRIFT STORES

FIRC's owned and operated Summit Thrift & Treasure Thrift Stores in Dillon and Breckenridge support 24% of program funding and offer affordable shopping options for the community. Last year the stores focused on improving customer service and the shopping experience and as a result saw a 12% increase in sales.



\$984,071

Revenue from stores

542

Vouchers given to clients for job interviews, school or work to buy needed items



A Community that Cares

The Parkers moved from the Front Range to Summit County when Scott was hired as a high school teacher and Gaylynn was hired as a PARA at Dillon Valley Elementary. They had dreamed of living in Summit County and now it was becoming a reality.

The couple had recently become parents of young children, once again, as they made a decision to raise their grandchildren Ella, age 9 and Charlotte, age 2. When they moved to Summit County, they quickly realized the financial struggles families face in this community.

“We pay \$3,000 a month in rent,” said Scott. “That’s 75% of our income. On a teacher’s salary, it makes it really hard to afford anything else.”

As parents, the Parkers wanted to provide every opportunity for the girls to learn. The family was placed in the Early Head Start program and they received weekly visits from Denisse at FIRC.

“We knew what it was like to parent in the 90’s but a lot has changed over the years and you can always learn more,” said Scott. “I feel like doctors and educators have learned so much about a child’s development since then and why children act in certain ways. I don’t get frustrated anymore like I might have when I was a younger parent because now I can recognize that these behaviors are just the girls trying to explore the world.”

FIRC’s home visitation program utilizes the Parents as Teachers

The Families of Summit County

curriculum with the goal of teaching activities that parents and caregivers can use, in order to help with their child's development. Connection is a big part of the program as it offers a chance to meet other families, play with other kids and connect to other FIRC programs and resources. The home visitation program also offers screening tools to assess child development. It was through this evidence-based screening that the Parkers realized Charlotte's development was delayed. Denisse, the parent educator, was able to connect the family with Early Intervention for further testing. Charlotte was able to access an occupational and speech therapist and was able to qualify for free preschool, saving the family over \$600 each month.

"I couldn't believe the support from FIRC and these other groups," said Gaylynn. "Their expertise and care has been so beneficial to Charlotte. It's amazing how everyone is looking out for the girls and helping our whole family succeed."

As Denisse got to know the Parkers better, she was able to help with other areas that were making living in Summit County difficult. As the Parkers struggled to provide the basic needs for their family, they felt many of the needed amenities for two children seemed out of reach.

"Denisse helped us prepare for winter and helped us get winter jackets," said Gaylynn. "She told us about the rec center scholarship so the girls could take gymnastics and swim lessons. Denisse also helped us lower our energy bills. We had a very cold house and when the wind would blow, soot from the chimney would cover the living room."

The family was facing a monthly energy bill of \$600 so Denisse connected them with FIRC's Family Support program. Their situation qualified for an energy efficiency CARE grant through High Country Conservation, which allowed for some efficiency improvements and their energy bills were reduced. In addition to the help with costs, the Parkers finally have a warm place to call home.

"Everyone that we have worked with in Summit has been so friendly and genuinely happy to help us," said Gaylynn. "We consider Denisse a friend and if we didn't get involved with FIRC there is no way we would be able to live here. We feel very blessed to be able to raise the girls here and never want to leave."



FINANCIALS

PROGRAM EXPENSES

Family Support

Family Support Case Management: \$490,027

Emergency Assistance: \$184,153

Operations: \$49,350

Food Pantry: \$53,704

Building Hope: \$266,053

Total: \$1,043,287

Families United

Home Visits: \$596,343

Operations: \$51,041

Family Activities: \$23,892

Childcare & Therapeutic Assistance: \$8,200

Fatherhood Programs: \$31,385

Emergency Assistance: \$6,322

Total: \$717,183

Parent Engagement

Program Delivery: \$234,733

Health Insurance Enrollment

Program Delivery: \$350,394

Expense Ratio:

$$\frac{\text{Total Program Service Expenses: } \$4,088,721}{\text{Total Expenses: } \$4,899,590} = 83\%$$

According to the Better Business Bureau, an organization should spend at least 65% of its total expenses on program activities.

ORGANIZATION'S INCOME \$4,034,877

**Reported 990 income of \$5,087,720 includes in-kind donations*

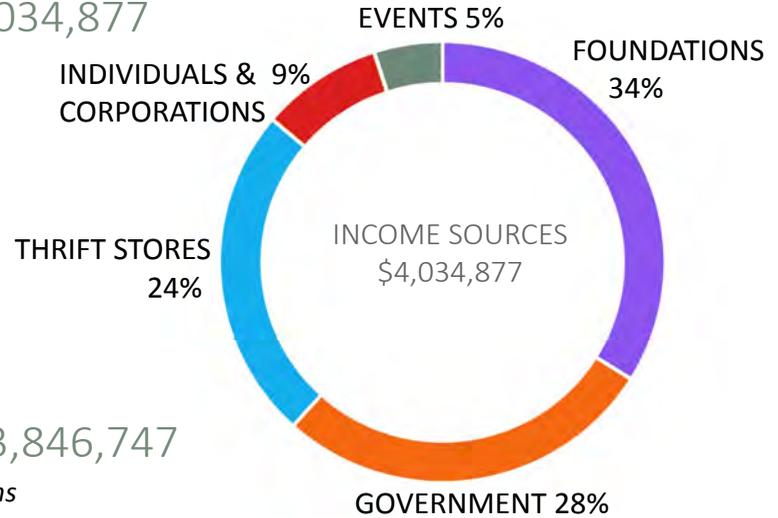
Foundations: \$1,365,636

Federal, State & Local Government: \$1,119,892

Summit Thrift & Treasure: \$984,071

Individuals and Corporations: \$356,655

Special Events: \$199,623



ORGANIZATION'S EXPENSES \$3,846,747

**Reported 990 expenses of \$4,899,590 includes in-kind donations*

Family Support: \$1,043,287

Summit Thrift & Treasure: \$743,527

Families United: \$717,183

Operations & Development: \$757,623

Parent Engagement: \$234,733

Health Insurance Enrollment \$350,394

Total end of year Net Assets: \$845,882

Fundraising Ratio:

Total Fundraising Expenses (Events only) \$53,246 = 27%

Total Related Income \$199,623

According to the Better Business Bureau, an organization should spend no more than 35% of related contributions on fund raising.

THANK YOU DONORS \$500 AND UP

Marci and Andy Aerenson
Aha Labs Inc
Alpine Bank
Matt Ansnes
Matthew Stais Architects
Katherine and David Armstrong
Arrow Insurance
Annette Balog
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Family Resource Center Association
Health Links
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Moniker Foundation
Office of the District Attorney –
5th Judicial District
Parent Possible TGYS
Rocky Mountain Health Foundation
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State of Colorado
Department of Health Care Policy &
Financing
Department of Public Health &
Environment
Office of Behavioral Health
Department of Human Services
Office of Early Childhood
Summit Community Care Clinic
Summit County Government (pass
through from Federal gov't.)
Summit County Seniors
Temple Hoyne Buell Foundation
The Colorado Health Foundation
The Summit Foundation
Town of Blue River
Town of Breckenridge
Town of Dillon
Town of Frisco
Town of Silverthorne
Vail Resorts – Epic Promise

2019

MOVING FORWARD FIRC PRIORITIES

- Working closely with mental health and early childhood initiatives from the 1A ballot funding to support local families
- Partnership with Summit School District and Building Hope to improve parent engagement and social emotional support for students
- FIRC is excited to offer the Health Promotion and the ALMA (Amigas Latinas Motivando el Alma) programs to address the physical and emotional challenges facing many of FIRC's clients. Both programs focus on using peer support to encourage connections and promote healthy lifestyle changes.
- Pursuing health insurance options and ideas to lower medical costs for locals
- Expanding the Housing Works Initiative and other housing support programs.

