

# ANNUAL REPORT

Strong Families.  
Strong Community.

FY2020 | Resilient

**FIRC** Family & Intercultural  
Resource Center



# RESILIENT

the strength of our community

March 2020 - the month everything changed. Two-thirds of the community was financially impacted when the tourism, restaurant and retail industries ground to a halt on March 14, 2020. We soon realized the pandemic was here to stay. Every week brought new information, challenges and change. As we moved through the pandemic, it became clear that FIRC is a first line of defense for Summit County. Maintaining basic needs and supporting mental health became the focus of FIRC's programs. We provided food, rent assistance, connection to medical and mental health resources and parenting support. We did everything we could to keep families strong and our community intact. Our community and our organization became resilient.

**The strength and support of our community  
makes our work possible.**



# 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 GOALS:

- 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. 2019-Sept. 2020

Nick Doran, President

Barbara Gibbs, Vice President

Clare Lehman, Secretary

Scott Binder, Treasurer

Thomas Davidson, Member at  
Large

Erin Hay Beckerman, DO

Kendra Carpenter

Don Dankner

Paul Finkel

Peter Joyce

David Preaus

Ned Walley

Maureen Westerland



"Asking for help is never easy, but knowing that FIRC is here for us when we need it the most has given us strength to get through these hard times." - FIRC Client

# LESSONS LEARNED FROM THE PANDEMIC

## FIRC IS A FIRST LINE OF DEFENSE FOR THE COMMUNITY



People are living paycheck to paycheck. If businesses shut down, FIRC is a first line of defense, providing basic needs.



FIRC is an information hub and provides accurate and culturally relevant materials for our diverse community.



Many people in our community do not qualify for unemployment or government benefits and have challenges navigating the system.



The pandemic is causing a rise in isolation, depression, substance use, family issues and anxiety. Mental health supports are key.



**Our community is resilient and generous.**



# FIRC services during COVID-19: 1 year



**425,000 LBS.**

WE GAVE 425,000 LBS. OF FOOD IN A YEAR. 685 HOUSEHOLDS/MONTH USED FIRC FOOD PANTRY UP FROM 320/MONTH PRE-COVID. **PROVIDED \$700,000 WORTH OF FOOD**



**\$2.67M**

2,248 HOUSEHOLDS RECEIVED RENTAL RELIEF & FIRC DISTRIBUTED \$2.67M.



**843**

HEALTH INSURANCE ENROLLMENT APPOINTMENTS. WE HELPED ENROLL 202 PEOPLE IN CONNECT FOR HEALTH, 313 IN MEDICAID AND 49 IN CHP+



**20,000**

ESTIMATE OF ADULTS AND CHILDREN IN SUMMIT COUNTY AFFECTED BY INCOME LOSS DUE TO COVID-19 RESPONSE

**FIRC 42**

STAFF MEMBERS WORKING TO PROVIDE FIRC'S SERVICES TO THE COMMUNITY.



**100K**

PEOPLE ARE RELYING ON FIRC FOR UP-TO-DATE AND RELIABLE INFORMATION. **WEBSITE VISITS DOUBLED IN THE PAST YEAR WITH OVER 100K VIEWS.** THE FOLLOWERS ON FIRC'S FACEBOOK PAGE IS UP 40%.



**551**

REFERRALS TO FIRC FOR PEOPLE FOR MENTAL HEALTH SUPPORT

# OUR PROGRAMS



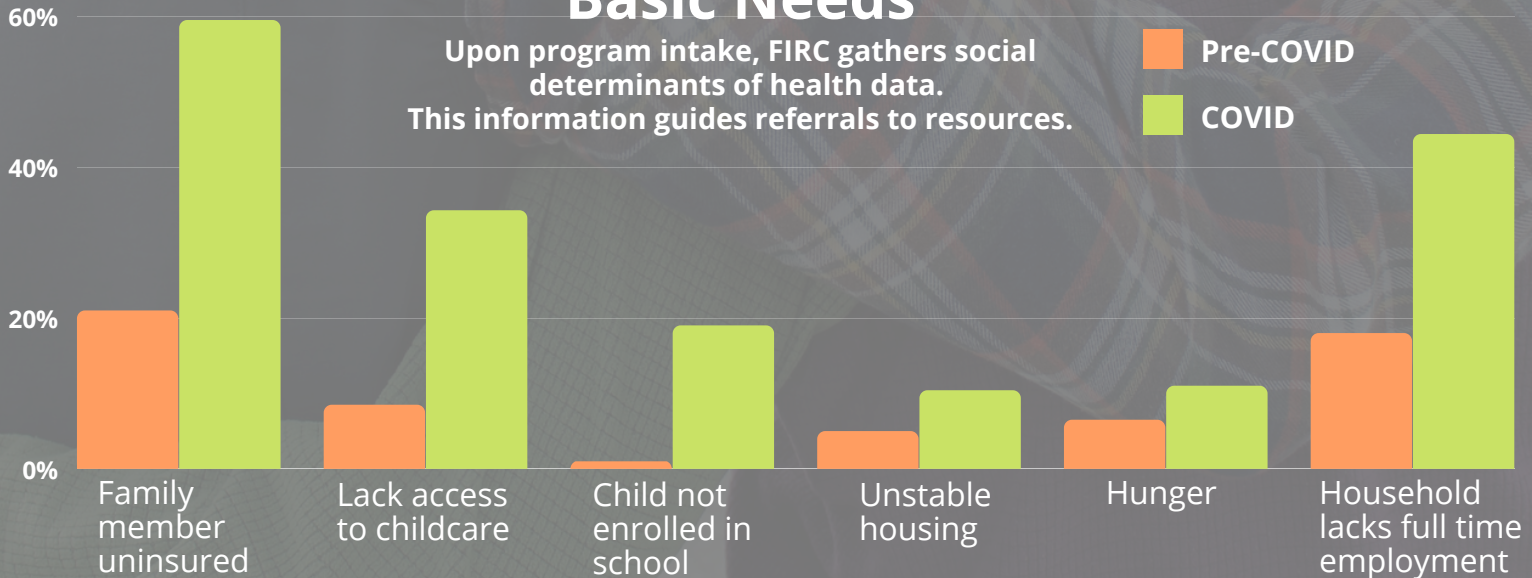
In most communities, FIRC would be 4+ different nonprofits due to the wide scope of services that we offer. Fortunately for families, FIRC was designed to offer a holistic approach to serving families all under one roof. We know that a client might come in because of one issue, but they are typically being affected by many other situations. Our programs are designed to work together to ensure families get the support and education they need to thrive.

# MEETING FAMILIES WHERE THEY ARE

Of enrolled families, 48% are single parent households.  
On average, these families earn 23% less income  
than 2 parent households

## Basic Needs

Upon program intake, FIRC gathers social determinants of health data.  
This information guides referrals to resources.





# SUPPORTIVE SERVICES



## Support for basic needs

Food, housing, medical, utility and clothing assistance.



## Family Goal-Setting

Strength-based to help families address budgets and achieve goals



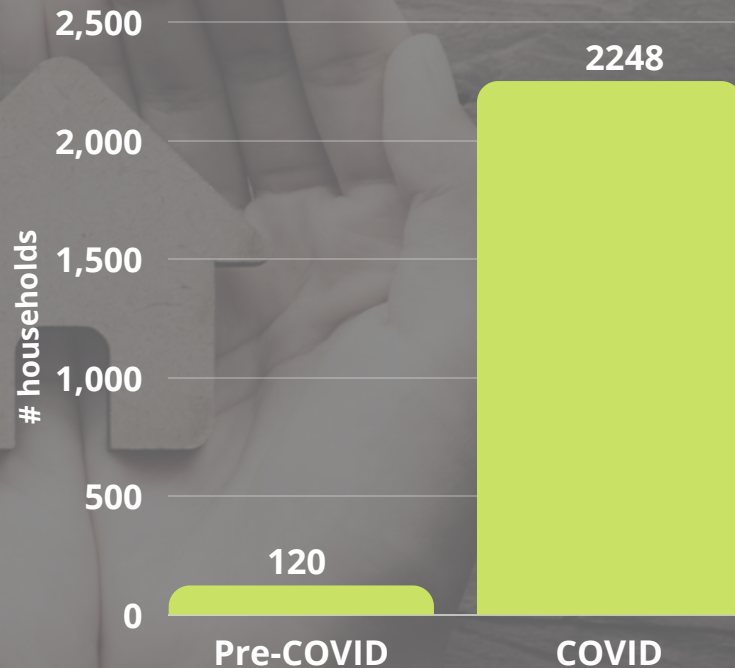
# SUPPORTIVE SERVICES YEAR IN REVIEW

On average, families at FIRC are earning **less than half the income** required to afford their basic needs, let alone save for emergencies.

They face a \$500 monthly deficit when they enter the Family Support Program.

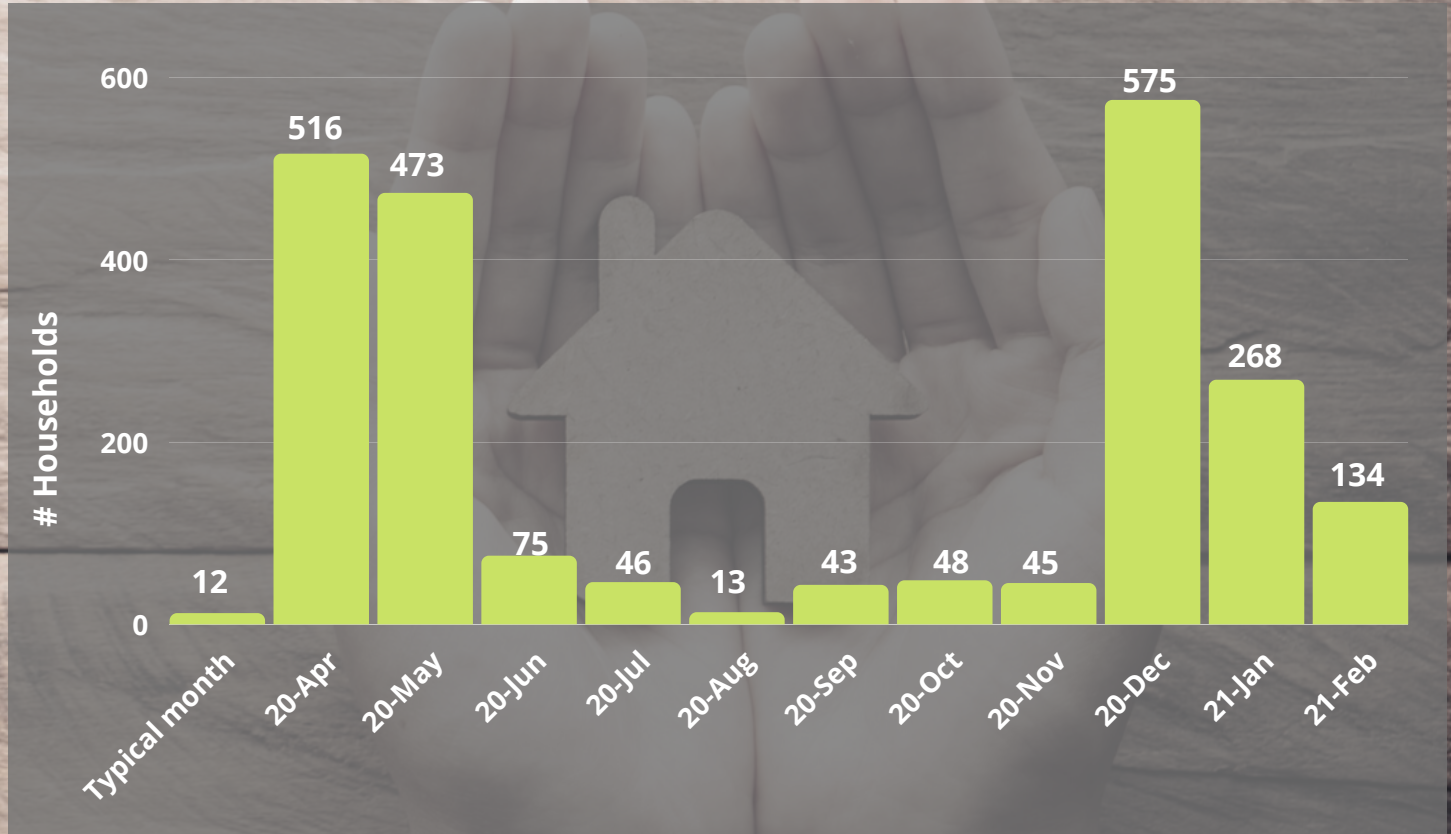
**\$2.67M rental assistance distributed from March 16, 2020 - March 9, 2021**

## HOUSING ASSISTANCE



**Note:** some households may receive multiple rent assistance payments.

# RENTAL SUPPORT YEAR IN REVIEW



"Thank you so much for supporting our community during the pandemic. I am overwhelmingly grateful for the rental assistance program. It's been a huge relief for me to receive a grant as I navigate sudden changes in employment and it has allowed me to stay in Summit. This note doesn't do my appreciation justice, but please know that I am so thankful for all the hard work you engage with and the positive impact it is having on residents like me."

- FIRC RENTAL CLIENT



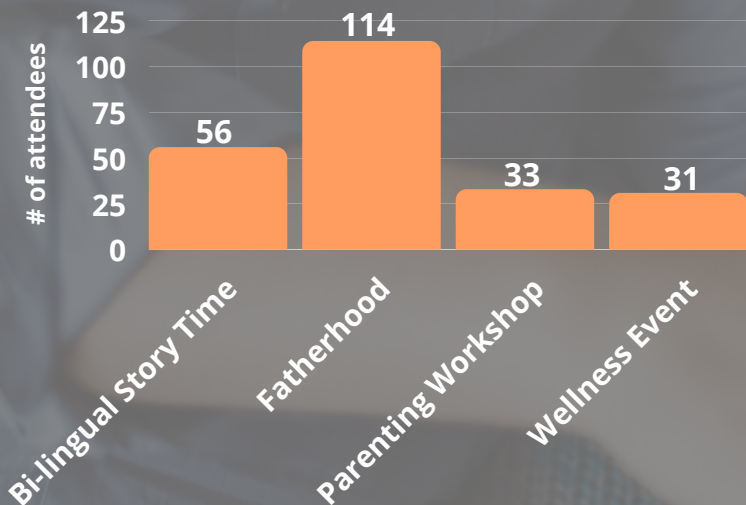
# PARENTING SUPPORT

- ✓ **Home Visits**  
2 virtual visits a month for children ages 0-5.
- ✓ **Start kindergarten ready to learn**  
Visits address any delays and offer ways to advocate for child's education. When children start kindergarten at grade level they are likely to stay at grade level.
- ✓ **Parenting Support**  
The Parents as Teachers curriculum offers ways for parents to support their child's growth.
- ✓ **Parenting Workshops**  
Workshops are offered to support parents on a variety of topics.

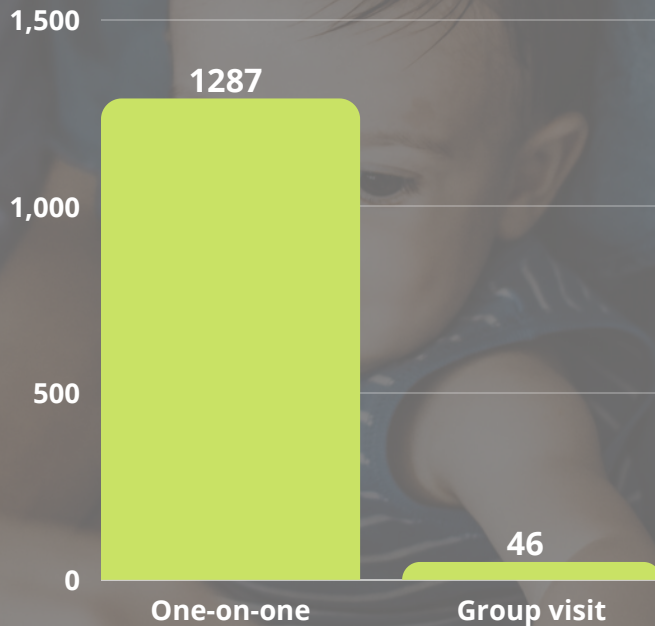


# PARENTING SUPPORT YEAR IN REVIEW


## Virtual events 2020



## Virtual home visits 2020



**PARENTS AS TEACHERS:  
91 children enrolled**

A close-up photograph of a baby with dark hair, wearing a blue and white striped sleeveless shirt, being held by an adult. The baby is looking down and smiling. The adult's hands are visible, holding the baby. The background is a soft-focus blue fabric.

“My husband was injured on the job and can’t walk or work. It’s been a month with no income and my Parent Educator referred me to the Family Support program. The only person who is always supporting and encouraging me is my Parent Educator. When life is hard, she helps me to be strong and able to deal with anything life puts in front of me.”

- FIRC PARENTING CLIENT

# HEALTH & WELLNESS



## **Health Insurance**

Enrollment into Marketplace, CHP+ and Medicaid plans.



## **Mental Health**

Mental health navigation to connect individuals to multiple resources and providers including Building Hope and vouchers for service.



## **ALMA - Amigas Latinas Motivando el Alma**

Peer support program for Latino and Hispanic women who are going through challenging times.

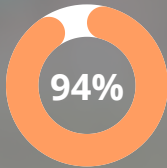




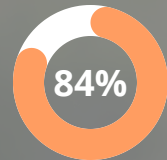
# HEALTH NAVIGATION YEAR IN REVIEW

Summit County residents are more than twice as likely to be uninsured than residents across the State, and 1 in 5 report they forgo care due to cost (CHI, 2019).

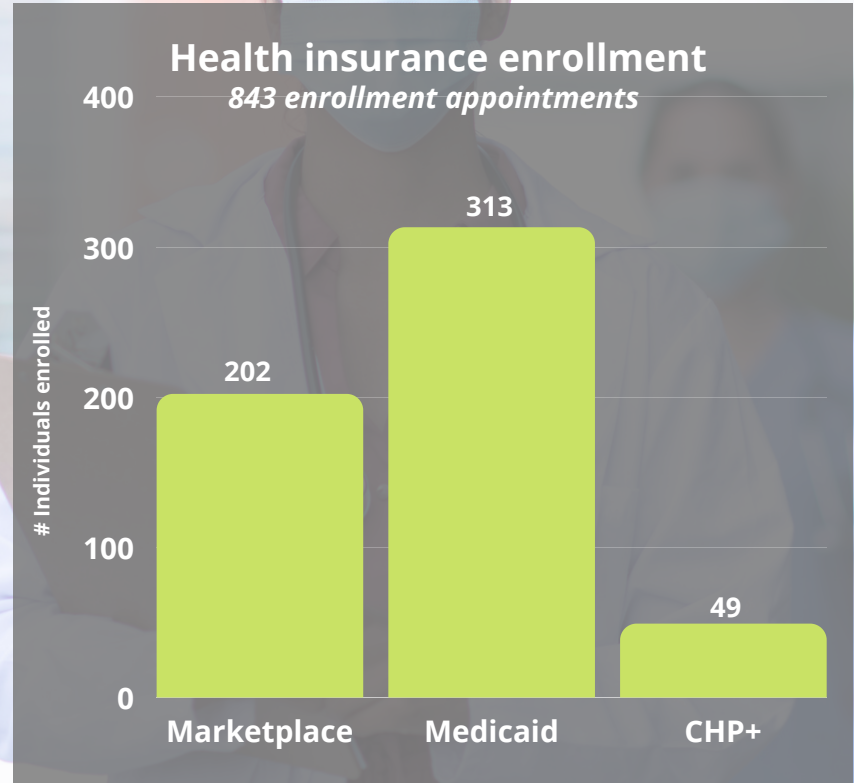
## Promoting healthy smiles



94% report increased knowledge of how to access oral health care



84% better understand how to access an in-network dentist



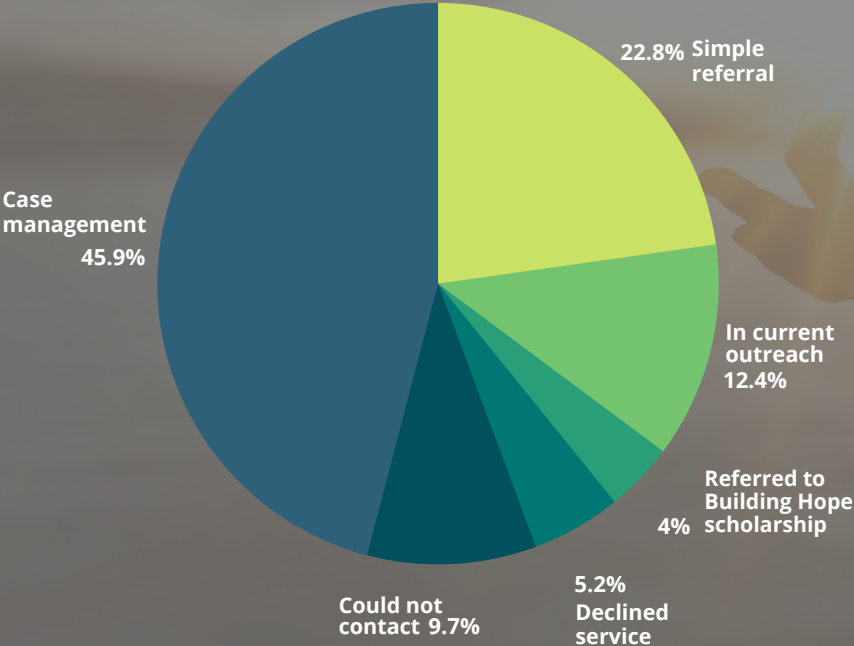
# MENTAL HEALTH NAVIGATION YEAR IN REVIEW



More than 1 in 3 adult residents report they needed mental health care last year. More than 1 in 3 who needed it, were unable to gain access due to cost, availability, no time, didn't try or they didn't know where to go.

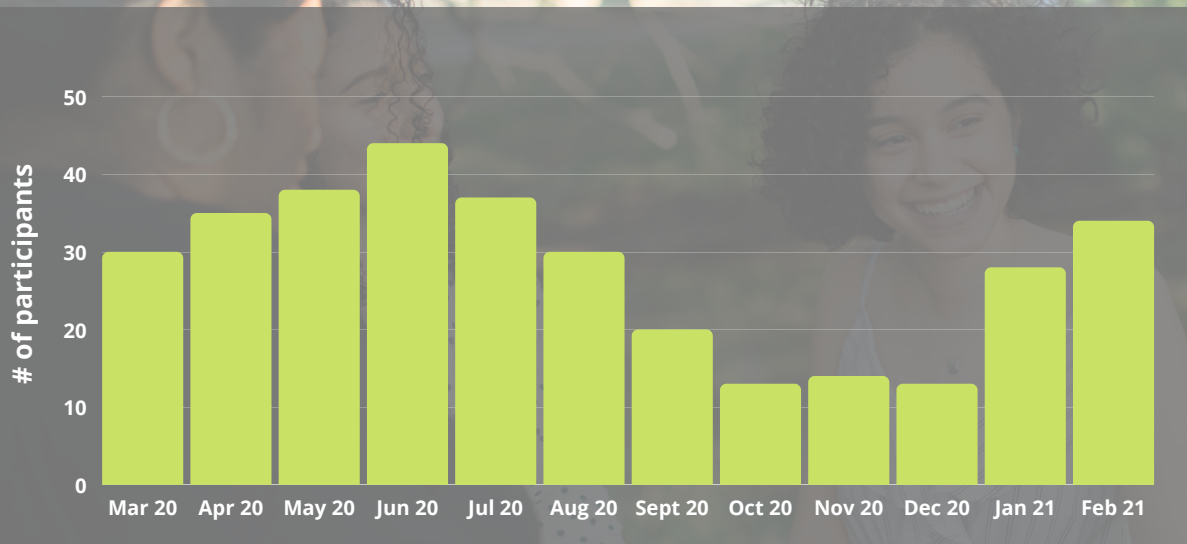
(PRC Community Survey data)

### Service outcomes of referrals received



**312**  
families &  
individuals have  
enrolled in mental  
health navigation  
since March 2020

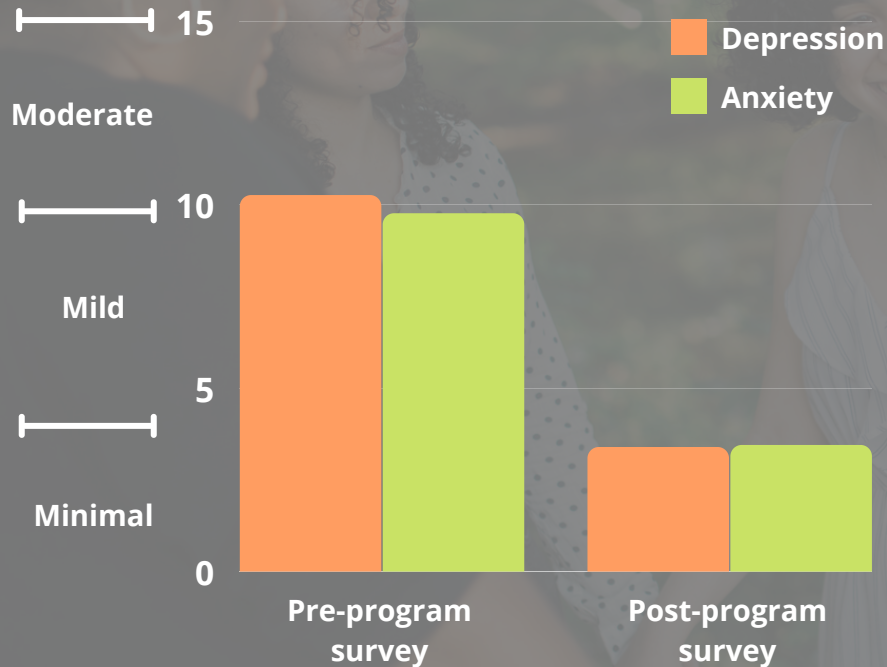
# ALMA YEAR IN REVIEW



On average, 8 people are referred to the program and 5 enroll each month. Engagement levels and successful program completion rate are high.

For Latina and Hispanic women who feel isolated and are not comfortable seeking formal therapy, the Amigas Latinas Motivando el Alma (ALMA) can be a helpful solution. ALMA is a peer-support program that pairs women going through hard times with volunteers who have faced similar challenges. To address feelings of loneliness, worry or stress, the ALMA Program provides support and helps empower women to make changes in their lives.

# ALMA YEAR IN REVIEW



Using a Patient Stress Questionnaire, FIRC measures anxiety and depression.


Despite high levels of ongoing stress, ALMA participants achieve:

**67% reduction in Depression**

**64.7% reduction in Anxiety**

Since COVID, participants are experiencing significantly higher stress levels. Pre-covid, they showed a significant decrease in stress from pre to post assessment.

The program increases skills, and promotes resiliency and mental health.



"I had a very terrible loss and this program helped me. I used to think that asking for help was for weak people and I thought I was strong. But no. Through the exercises and conversations I realized I was fragile. She (Companera) gave me an exercise to consider things that I did well and it helped me so much."

- FIRC ALMA CLIENT

"I was talking to one of my clients this week and her experience with the ALMA program is literally life and sanity saving for her. I wanted to congratulate your team. Please let them know that from my side of the treatment continuum, I can see the difference it's making in the lives of the women involved. What your program is doing is important and it matters."

-LICENSED THERAPIST

# FOOD & THRIFT



## Food Pantry

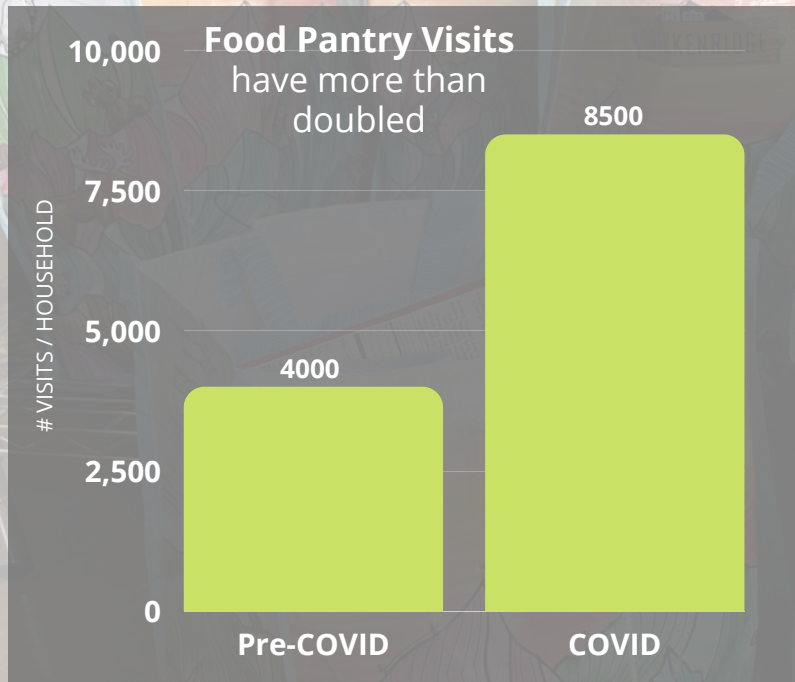
We provide options for healthy and nutritious food and help families stretch their budgets by offering pantries in Silverthorne, Breckenridge and a mobile pantry.



## Summit Thrift & Treasure

Our Breckenridge Thrift Store was converted into a food pantry to meet the community's food needs. Our Dillon store remains open and offers affordable clothing options. Proceeds benefit our programs.

# FOOD YEAR IN REVIEW



**1 IN 8 SUMMIT COUNTY HOUSEHOLDS EXPERIENCE HUNGER**

The Food Equity Coalition, led by FIRC, works toward improving local food systems to increase access to community and government food resources. The group is made up of residents and service providers, but strategies are guided by those with lived experience of hunger.

**Families using the food pantry weekly save an average of \$350 per month.**

**FIRC has provided approximately \$700,000 worth of food to the community since March 15, 2020.**

"I got laid off in August. Since then I've been babysitting, very part-time, only on weekends. I have survived out of savings I had and the food pantry. For this month's rent I had to sell things I owned. I pawned my wedding rings for November's rent. Schools are closed and the kids at home, so I can't afford a sitter to go work."

- FIRCL CLIENT

#VIST

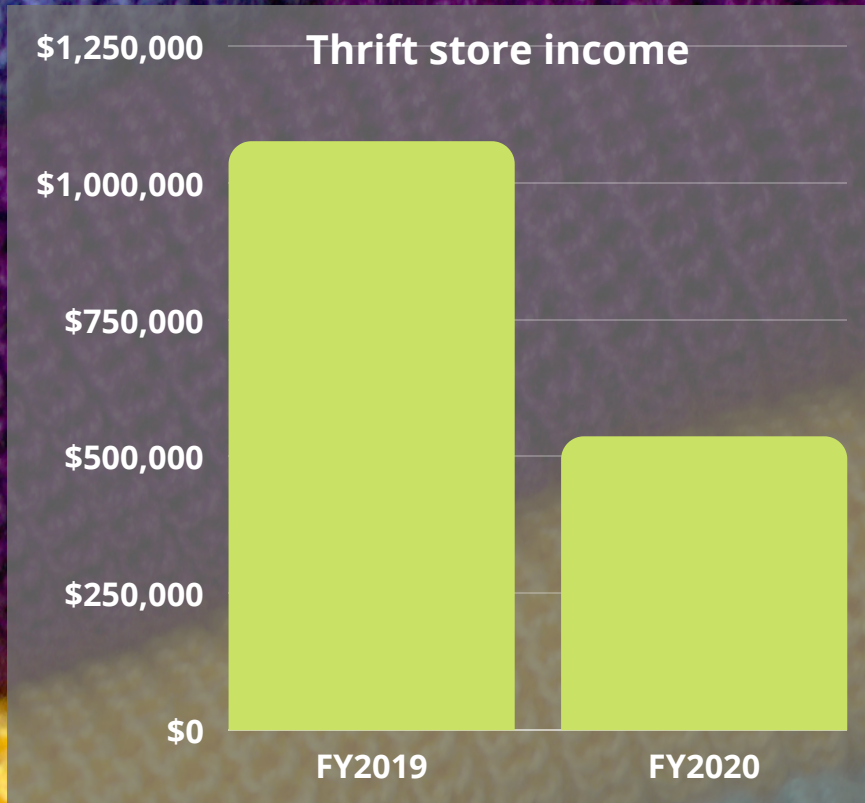
"My hours are reduced to comply with COVID restrictions. My tips are down 90% because my job is not as busy as it used to be. I was 4 days late on December rent and car insurance is due. I have medical bills for seeing a therapist regularly. I've been using the food pantry."

- FIRCL CLIENT





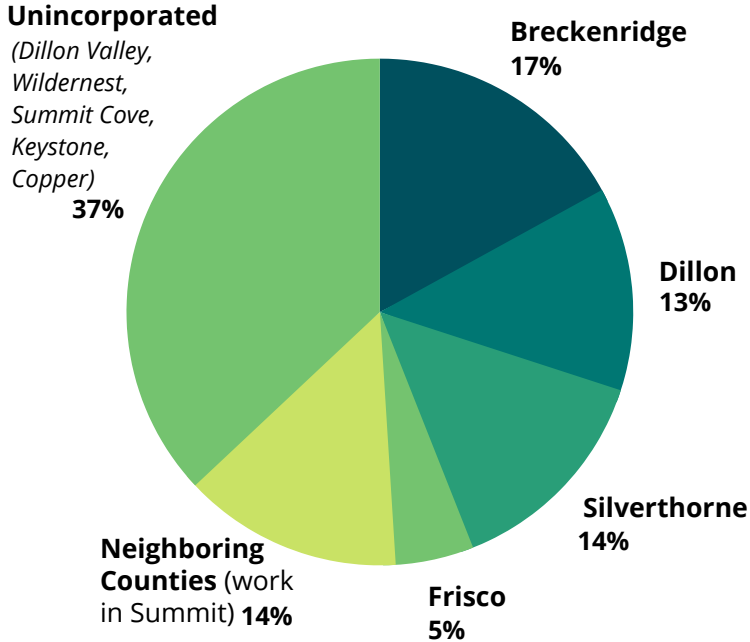
# THRIFT YEAR IN REVIEW



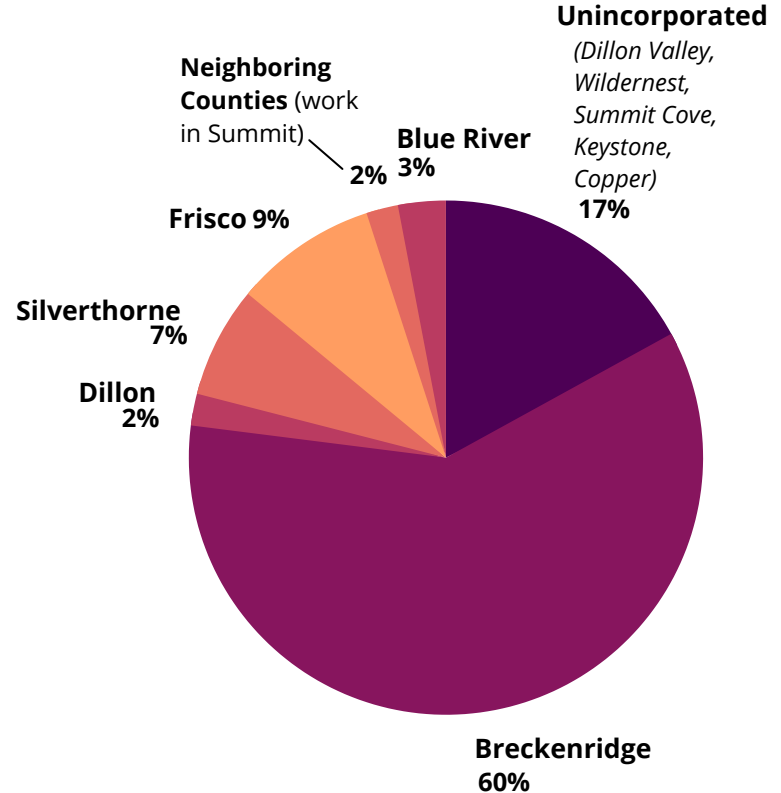
Due to the pandemic and community need, we converted the Breckenridge Thrift & Treasure store into one of our food pantries. In a typical year, the Breckenridge and Dillon Thrift Stores support 25% of program funding. For FY2020, our Thrift Store revenue decreased and only supported 8% of our program funding.

# CLIENT DEMOGRAPHICS

## Residency of program clients

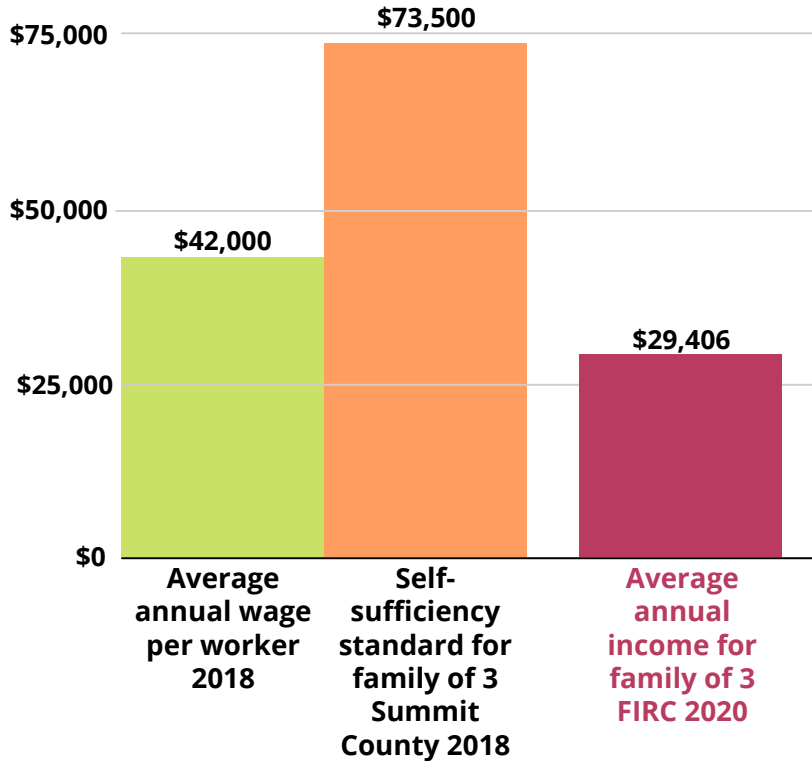


## Rental assistance residents

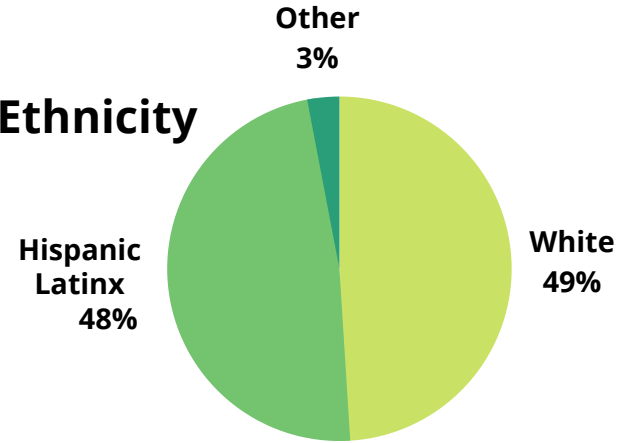


# DEMOGRAPHICS

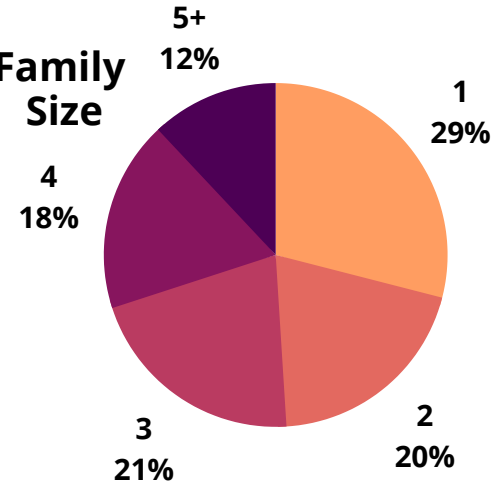
## Summit County annual wages



## Ethnicity



## Family Size



# FINANCIALS

**FY2020: October 1, 2019 -  
September 30, 2020**

## **Organization's Income: \$6,384,350**

Reported 990 income of \$7,323,342

includes in-kind donations

**Foundations:** \$1,971,645

**Federal, State & Local Government:** \$2,571,381

**Summit Thrift & Treasure:** \$535,460

**Individuals and Corporations:** \$1,130,787

**Special Events:** \$175,077

## **Organization's Expenses: \$4,873,569**

Reported 990 expenses of \$5,909,103

includes in-kind donations

**Supportive Services:** \$2,105,784

**Summit Thrift & Treasure:** \$639,847

**Parenting:** \$569,574

**Operations & Development:** \$766,415

**Health Insurance & Mental Health Navigation:** \$791,949

**FY2020 surplus allocated  
to these needs:**

**Food pantry**

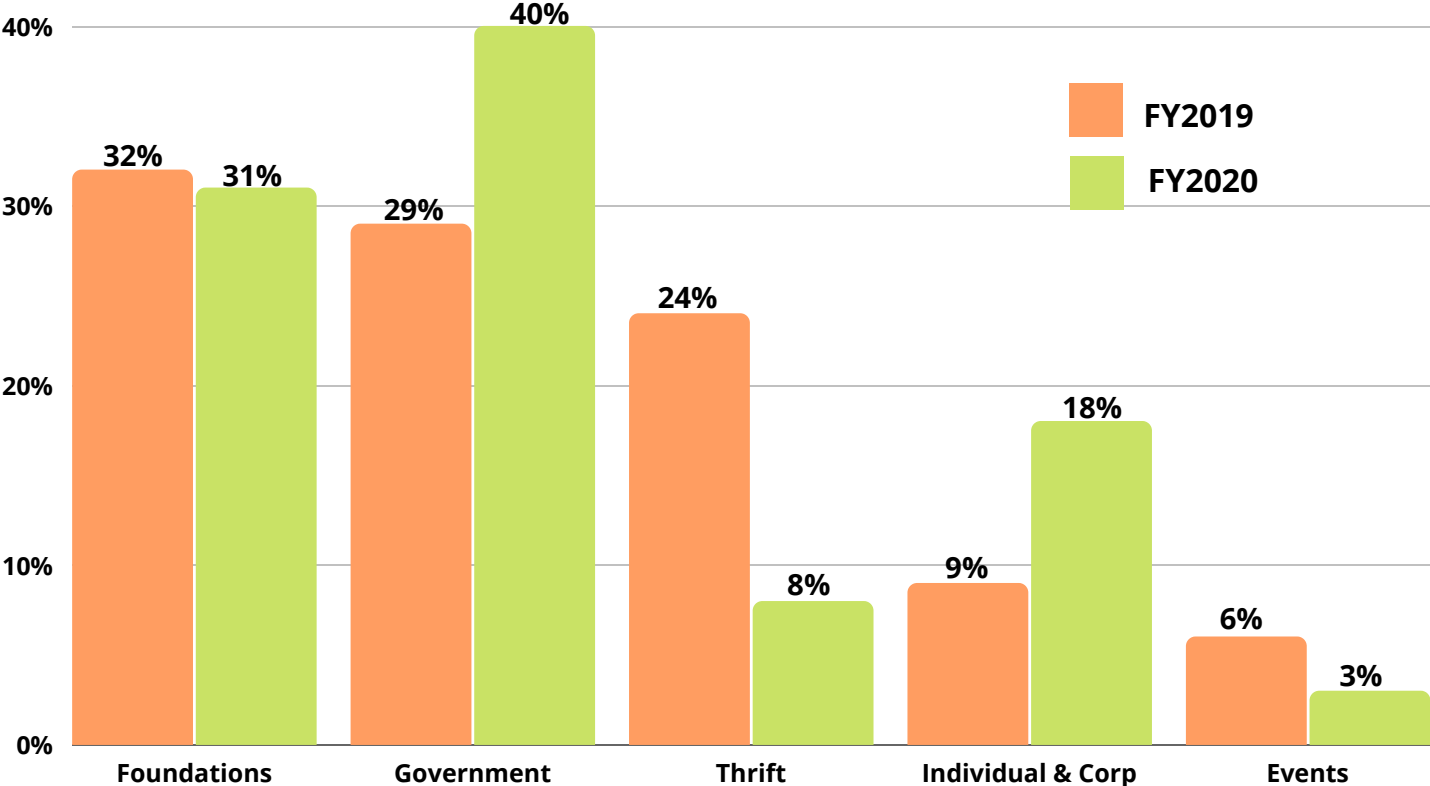
**Housing assistance**

**Mental health navigation**

**Parenting programs**

**Total End of Year Net Assets:  
\$2,644,451**

# Comparison of Organization Income FY2019 to FY2020



# PROGRAM EXPENSES

## Supportive Services

**Family Support Case Management:** \$613,611

**Emergency Assistance:** \$1,236,241

**Operations:** \$27,603

**Food Pantry:** \$228,329

**Total:** \$2,105,784

## Health & Wellness

**Health Insurance Enrollment:** \$443,772

**Mental Health Navigation:** \$277,204

**Operations:** \$791,949

**Total:** \$791,949

## Parenting

**Home/Virtual Visits:** \$495,884

**Operations:** \$29,263

**Family Activities:** \$29,427

**Fatherhood Programs:** \$15,000

**Emergency Assistance:** \$1,000

**Total:** \$569,574

## Expense Ratio:

Total Program Service Expenses: \$4,107,154

Total Expenses: \$4,873,569

**= 84%**

# DONOR & FUNDER SUPPORT

**2,548\*** gifts of

**\*213% increase**



**hope**

**Thank you.**

FIRC's work in Summit County would not be possible without donor and funder support - you make our community resilient during COVID. Your kindness sustains us, and we are able to pass that hope along to our clients. With your help we are building stronger families by giving children the best start to life, ensuring people can access basic needs and strengthening our community.