



## 2021 ANNUAL REPORT



2020  
PANDEMIC  
CHALLENGES  
DISTANCING  
REMOTE

•ican 2021

INVESTMENT  
EXPANSION  
GROWTH

*MOMENTUM*



The pandemic kept us apart. 2021 brought us back together. It was a year of big moves, big projects that made great strides, as well as growth in our teams and our programs. While 2020 was a year history will never forget, 2021 was truly historic for ICAN.



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CEO/Executive Director



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**CHRIS LAMBE**  
Chief Financial Officer



**ALLISON JACKSON**  
Chief Program Officer



**JEREMY BUTLER**  
Chief Administrative Officer



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Board Member



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**DR. MARK MONTGOMERY**  
Board Member



**MICHAEL PARSONS**  
Immediate Past President

# A BIG YEAR

The last two years have been unprecedented for us – living through a global pandemic and changing the way we work, deliver services, communicate with each other and prioritize our lives. It has been a challenge that we have met head on as an agency, while keeping our staff, our families and ourselves safe. Despite the pandemic, our work forged forward.

2021 was indeed a big year for ICAN – from the grand opening of our Herkimer Hub in March to the groundbreaking of our Family Resource Center in Utica in October, we increased our footprint with two significant building projects. We also launched our Capital Campaign – a first for our agency as we work toward a \$7 million fundraising goal to complete this project on the Parkway and open the new Children’s Museum.

***With these big moves underway, we never forget the reason behind it all.***

Family is the cornerstone of everything we do at ICAN – it is the essence of all of our programs and services. Our agency itself is a family. Over 180 staff, the 200+ subcontracted service providers, seven board members and all the people we work alongside; that is our ICAN family. While we have invested in brick and mortar assets, our single greatest asset is our people. We believe wholeheartedly that if our staff are empowered and able to prioritize themselves and/or their own families, they will then be able to provide the best possible care to those we serve. ***This is built on the simple premise—strong families help build strong communities.***

This agency started 25 years ago with one program, a handful of staff, and one office and we are proud of and humbled by our growth. At the same time, we have prioritized preserving the culture that makes us a trusted agency for clients, a strong collaborator with partners AND a sought-after place to work.

A great deal of strategic and schematic planning, increased growth in staff and programming, and incredible support from our community partners occurred in 2021 – all of which is laying the groundwork for a VERY exciting future for ICAN.

Best regards,  
The ICAN Executive Team and the ICAN Board of Directors

# NEW BUILDINGS. NEW AND EXPANDED PROGRAMS.



## HERKIMER HUB REVITALIZES MAIN STREET



In March 2021, our new Social-Emotional Hub officially opened at the corner of State, Mohawk and South Main Streets in Herkimer. The former bank building is now a central location to access family-focused services, including the Kids Herkimer program, Healthy Families Herkimer County, Adult and Children's Care Coordination and Herkimer County System of Care. The new center also provides space for local community organizations that serve youth and families to host trainings and events, and to reach clients. It was an amazing opportunity to reinvigorate an anchor property downtown, to expand our footprint and to create a space to serve Herkimer County residents.



## DEIB COMMITTEE BEGINS FIRST YEAR

The staff formed a committee for diversity, equity, inclusion and belonging in the of summer 2021, fulfilling a goal in ICAN's strategic plan to make a more formal commitment to inclusivity as an agency. Thirteen staff members (including our new Director of Diversity and Engagement) and two providers make up the membership. They meet bi-monthly, discussing race, gender and accessibility. In November, the group named themselves the Inclusion Coalition for Action Now (ICAN). Members determined their charge would be to pilot staff diversity trainings, preview future diversity surveys and to brainstorm equity policies. The Coalition also serves as a space for members to reflect on difficult cultural issues that may impact their personal and professional lives.



## College Supports

Through new partnerships with Herkimer College and PrattMWP, behavioral health support and case management became readily available to students on demand, providing immense support and relief to both colleges during these challenging times. Our staff are embedded into the space and culture at the colleges, lending to solid relationships with students and between the organizations.



## CFTSS Leads in NYS

Child and Family Treatment and Support Services (CFTSS) served over 570 families in 2021 —no less than 250 each month—leading to the addition of two new staff to support this growth. It continues to be a leading program across New York State and capped the year off by becoming licensed by NYS Office of Mental Health as a Children's Mental Health Rehabilitation Services (CMRHS) agency.



## Designations for Care

ICAN was granted the designation as a Specialty Mental Health Care Management Agency (SMH CMA), allowing us to serve the highest needs adults with serious mental illness by spending increased time in a team-based approach to address service gaps and provide meaningful outcomes. We were also granted additional designations to provide services in Otsego County, as well as enhanced services focused on education, vocation and employment.

## TORCH PROMOTES POSITIVE YOUTH DEVELOPMENT



ICAN added a new preventative program with an evidence-based curriculum for teens in 2021. Teen Outreach for Regional Community Health (TORCH) will improve the health of adolescents in Oneida, Madison and Herkimer Counties. TORCH will implement effective programming with youth in grades 6-12 who have mental, emotional and/or behavioral health challenges, are involved with the foster care system, or juvenile justice system, or are experiencing homelessness or displacement. The program optimally will change the map for teen pregnancy prevention. TORCH brings the Wyman Teen Outreach Program (TOP) to teens, which will help them develop strong social-emotional skills, learn to build healthy relationships, avoid risky behaviors and develop a sense of purpose.



# FAMILY RESOURCE CENTER



On October 26, 2021, we broke ground on our new Family Resource Center in Utica which will be the first in the nation to have a human services non-profit and a children's museum co-located together. Our Healthy Families Program, School-Based Services, Nurturing Parenting Program (including parenting classes and supervised visitation services) and Community Training will occupy our first floor. It will also house a flexible community space that various groups will be able to use for events, trainings and meetings. ICAN administrative departments on the third floor will also support the Children's Museum, assuring its sustainability. We are reinventing a landmark building and creating an accessible, inclusive regional destination that will have an immense educational and social impact on children and families.



## IMPACT OF PROJECT

**Social and Economic Impact • Break the Stigma of Mental Health  
Museum Sustainability • Quality of Life • Regional Destination**

We are creating a space where families can meet, interact and spend time together – families from our neighborhoods as well as families from across the state, our nation and around the world. The location will enhance the recreation-rich Parkway District of the city. The museum will also be an additional amenity for families traveling into town for sports and dance tournaments, the Boilermaker, college visits and events, and so much more. Having ICAN's comprehensive health and mental health services in the space will destigmatize mental health care and enable more youth and families to access services they need. Healthy individuals and families lead to a healthy community.



[www.TogetherWeCan.family](http://www.TogetherWeCan.family)

## PROJECT DETAILS

- 106 Memorial Parkway in Utica, NY
- 3 floors
- 34,000 total square feet
- 1st floor: ICAN programs and community space
- 2nd floor: Utica Children's Museum (10,000 square feet)
- 3rd floor: ICAN administrative offices
- Glass rotunda addition (4,000 square feet)



Main Entrance to ICAN and the Museum



Meeting Space and Climber in the Rotunda



Third Floor ICAN Office Space



First Floor Community Space

# FUNDING THE PROJECT

ICAN launched a \$7 million capital campaign in 2021 to raise funds for the Family Resource Center – the first time the agency has ever taken on an effort of this magnitude. The total cost of the project is estimated to be \$14 million. Half will be funded through ICAN and UCM holdings, along with grants. The first phase of the campaign was focused on outreach, securing major gifts and partners and completing grant applications.

## Campaign Co-Chairs

Robert Esche  
Kelly Parsons  
Mike Parsons

## Honorary Chair

Margaret Buckley

## Committee Members

Aricca Arcuri  
Natalie Brown  
Sheila Gilroy Buckley  
Enessa Carbone  
Jon Earl  
Mary Radel  
Sal Raspante  
Cindy Reed

## TOGETHER WE CAN!

The Campaign for the Family Resource Center



The Community Foundation of Herkimer & Oneida Counties commits \$1 million



Mayor Robert Palmieri (right) announces a \$2 million gift at our groundbreaking event

## 2021 PROJECT PARTNERS



# MUSEUM ON THE MOVE



## SAYING GOODBYE TO 311 MAIN STREET

The monumental task of cleaning out and shutting down the Utica Children's Museum was completed in April. Many items found new homes in museums and collections across the state. It was a bittersweet goodbye to a home of over 40 years, but the year was also filled with excitement and planning for a brand new museum space and experience.

## PLANNING CONTINUES IN 2021

Schematic design for the new museum continued throughout the year with the professional guidance of Hands On! Studio. Community groups reviewed exhibit plans and gave feedback as the planning progressed and the new spaces began to take shape.

## GETTING OUT INTO THE COMMUNITY

The new Mobile Museum rolled out in November by taking its maiden ride down Main Street from Utica Signs to ICAN. It has started its "on the road" programming at local schools, libraries and events and will serve the community while the new museum is being built and beyond. Funding for the new Mobile Museum was made possible by M&T Bank Partners Trust Bank Charitable Fund and the Jim and Juli Boeheim Foundation, with additional assistance from Carbone Dodge Chrysler Jeep Ram.

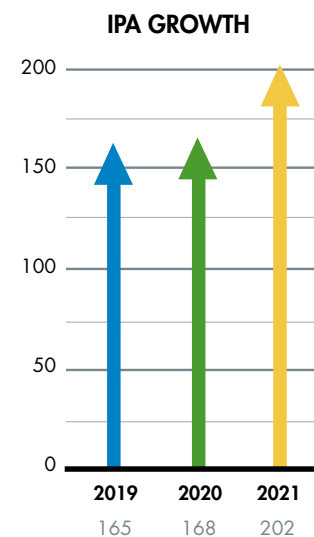
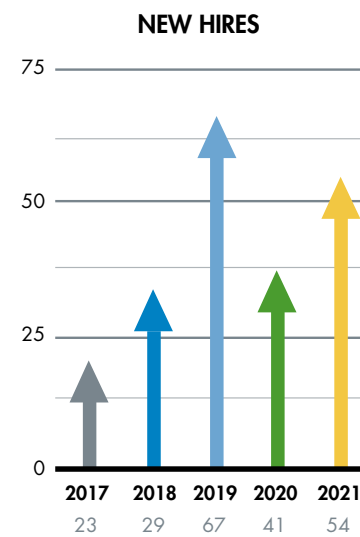
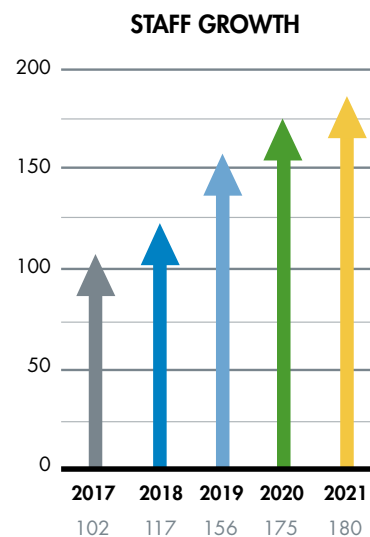




# BIG MOVES FOR OUR PEOPLE AND DEPARTMENTS

## Growth • Expansion of Departments Culture • Employment Impact

Staff growth continued in 2021 for ICAN, bringing our total workforce to 180. Our Independent Practice Association (IPA) also saw an increase, ending the year with over 200 individuals providing services to ICAN clients. We also saw the creation and expansion of departments that support everything from quality improvement, human resources, IT and grants to data analytics, marketing and development.



### Anasa Sinegal Named Director of Diversity and Engagement

The shared position with Munson-Williams-Proctor Arts Institute will serve as a model for other agencies and will develop diversity, equity and inclusion training programs to be shared in the community.



### Human Resources Team Aids in Agency Growth

The HR team is constantly in motion recruiting, hiring, onboarding, enhancing the new hire experience, and ensuring an empowering and compliant work place for all. They handle all of the day-to-day needs of a rapidly growing staff, and plan to continue diversifying recruitment efforts and implementing initiatives that will help build upon ICAN's company culture.



### Jeremy Butler Promoted to Chief Administrative Officer

This is a new position for the agency that is responsible for directing the company's day-to-day administrative operations and ensuring the business runs smoothly according to established policies and vision.



### Strategy Team Elevates Information Technology, Data Analytics and Grant Research/Development

This newly formed team is sharing their expertise with many projects – our Capital Campaign, infrastructure for the Family Resource Center, our largest technology upgrade to date and migration to a single electronic health record for data collection and analysis, focusing on outcomes.



### Commitment to Quality

The Quality Improvement team's focus this year was developing, improving and streamlining new and current auditing, reporting, billing and investigation tools to ensure the highest quality services are being provided throughout all ICAN's programs.



### Our Newly Created Marketing and Development Department

Focused on raising funds for our Capital Campaign, all internal and external communications, special events and more, this team is made up of longtime consultants turned full- and part-time staff mixed with brand new team members. It is the first time that ICAN has had these skills fully in-house.

# ICAN PROGRAMS MAKING BIG IMPACT

## PROGRAM EFFORTS KEEP FAMILIES TOGETHER

There are so many aspects of 2021 that made it a memorable year at ICAN. One constant stand-out is our staff's dedication to the mission and vision of our organization that continues to lay the foundation for incredible impact to many in the Mohawk Valley. Here are just a few examples of how we are Empowering Individuals and Families in our efforts of Keeping Families Together.



### Taking it to the Streets to Assist Those Who are Homeless

July 2021 our community faced a major housing crisis when a major historical apartment building was abruptly closed, leaving over 60 individuals homeless and unable to access their personal belongings. Our Street Outreach team worked tirelessly, in partnership with other community organizations, to find temporary shelter for the majority of the individuals displaced and continued past those immediate needs to assist many in finding permanent housing.



### Sharing our Knowledge

Trainings took an unprecedented leap in 2021 despite the barriers of face-to-face gathering. ICAN staff provided 118 trainings to 4,921 participants not only across New York State, but across the country. Topics included Understanding Trauma, Screen Time and Mental Health and Innovative Approaches to Special Education. We were able to support over a dozen ICAN staff and Herkimer County professionals in getting certified to train a Youth Mental Health First Aid Course.

## Expanding Our Efforts for Herkimer County

Our impact in Herkimer County goes well beyond the opening of our new Social-Emotional Hub in Herkimer. We continue to collaborate with local entities to increase our reach to families in need. In 2021, ICAN embedded two full time Persons In Need of Supervision (PINS) Preventive Workers in conjunction with the Herkimer County PINS unit. These staff partner with Jarvis Middle School and BOCES Pathways Program Committee for Special Education and administrative staff to service families referred by the Herkimer Department of Social Services School in Partnership program in helping them overcome barriers to appropriate school attendance and engagement. ICAN staffs several employees for the Herkimer County System of Care (SOC), which uses the Herkimer County Office Building as their home base and shares space at our Herkimer Hub. In 2021, SOC served 132 youth and families, a 313% increase from the prior year. Staff made 335 referrals for mental health and support services for youth and their families, thus increasing access to home and community based clinical mental health services in Herkimer County.



## School Based Supports Continue to Grow

In 2021, our school based program expanded into the Greater Johnstown Central School District, producing ICAN's first full-time position in Fulton County. Westmoreland Central School District also committed to two full-time staff embedded in their district. Our ARCHES program added another classroom to now include high school students, bringing that program to four total classrooms and 24 enrolled youth alongside our STARRS program consisting of four classrooms with 25 youth. We established a contract with Oneida-Herkimer-Madison BOCES which will allow for expanded services to any school districts in Oneida County. This allows districts to "purchase" ICAN support such as full and part time staff, training and education and a la carte supportive services.



# BIG GOALS BEING MET BY OUR CLIENTS

## MAKING SIGNIFICANT STRIDES AT HOME AND AT SCHOOL

Kisea (pronounced “kah-SAY”) first came to ICAN as a referral when he was six years old and now he is ten. Having witnessed traumatic events and domestic violence in his young life, he was starting to outwardly show severe anger and destructive behavior, doing dangerous things such as breaking televisions, starting fires and ruining property.

### Challenges in the Home and Beyond

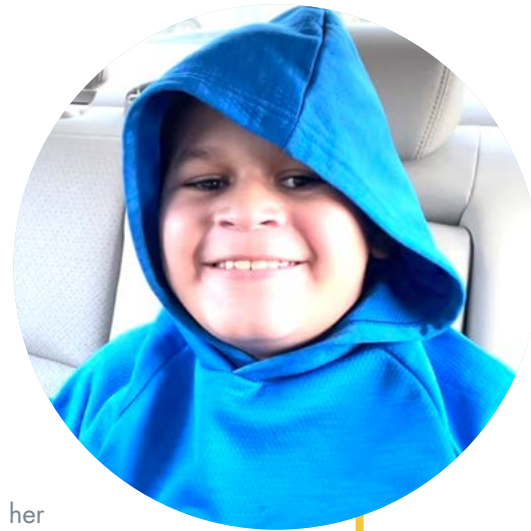
As Kisea’s behaviors became more extreme, it was practically impossible for his mom Kelly to give the appropriate attention to her household of six kids, ages 2-12. His behavior affected the entire family and went well beyond family, into his school and neighborhood. Kelly faced multiple evictions stemming from complaints about his behavior and couldn’t even take him into stores.

### Wraparound at Work

Kisea is a perfect example of how ICAN’s Wraparound services partner with a family – a collaborative team included a Youth Care Coordinator from our Children’s Care Management program, a counselor, his teacher and his mentor through CFTSS services. Through persistence in finding the perfect mix of services, the team worked together to navigate behaviors at home, school and in the community to the point where months would go by without any outbursts or negative reports.

### A Big Change is Happening

Kelly became so accustomed to receiving negative calls daily about Kisea but now sees that he has a better outlook on himself and his life – focusing more on the activities he loves like basketball and swimming that he learned from time with his mentor. Kisea’s mom and the entire ICAN team have seen his progress over the past few years and have great confidence that he can achieve and thrive in life.



**His mom is so proud that now people are seeing a positive side of Kisea and they are in his corner supporting him.**



## “I Don’t Know Where I’d Be...”

Zeina moved into Evelyn’s House at 23 years old, when she and her two year old faced homelessness. She came to Evelyn’s House wanting to strengthen her parenting skills to better care for her daughter and also to build more life skills to become independent in managing her household. While living at Evelyn’s House, Zeina committed to following through with appointments and services, all while building her confidence and self-esteem. Staff worked with her to remove barriers, build skills and surround her with what she needed to support her success. Zeina began to demonstrate budgeting skills, set healthy boundaries with family and friends, and confidently and lovingly parent her daughter. After ten months, she proudly moved into her own apartment and has been able to maintain that for almost a year. She embraces and implements what she learned at Evelyn’s House every day and has expressed that she does not know where she would be today if she had not moved in.

## On Track for Herself, Her Future and Her Family

Delilah came to ICAN’s Adult Care Management program as a single mom living with family, needing assistance to earn income, to obtain independent housing for her and her kids, as well as to go to college. By working together to complete paperwork, applications and resumes, as well as accessing community resources, Delilah was able to complete all of her goals. Teamwork, hard work and resilience paid off! Delilah got a job helping others as a home health aide which allowed her to independently afford her own apartment in her ideal part of town. She enrolled in college for the fall semester at Mohawk Valley Community College to pursue her associate’s degree to make an even better life for her family. Delilah successfully discharged from our program after stating that she felt as though she was able to live an independent life.





# MAKING MOVES IN THE COMMUNITY AND AT ICAN

## IN THE COMMUNITY



Outdoor community events made a comeback after the pandemic and ICAN took advantage of and enjoyed every moment! We were at food truck rallies in Utica and the Valley, at music concerts, creating pop up wiffle ball games, tabling at community events and hosting college freshmen in our neighborhood. Our Mobile Office was along for the ride as we spread awareness about our services and shared smiles with everyone we met. Supporting these events also created great opportunities for our staff and Independent Practice Association (IPA) network to bring mentees and engage families in great activities.

### Top row:

- Utica College Pioneer Day
- Ilion Food Truck Frenzy
- Wiffle Ball Game with the Mohawk Valley Diamond Dawgs at the Herkimer Downtown Chowdown

### Bottom row:

- Levitt AMP Utica Music Series
- Cruise Inn by Mike Fireworks Event in Little Falls (photo courtesy of MyLittleFalls.com)

## INSIDE ICAN



Child Abuse Prevention Month (April) and Mental Health Awareness Month (May) took place at ICAN and included national speakers, virtual training, education, internal efforts and region-wide Wear Blue and Wear Green days. These efforts reached tens of thousands of people to help raise awareness for both causes and also thanked our staff, who work hard each day preventing child abuse and helping those with mental health challenges. The month of May focused on staff self care and culminated with a social event at all of our sites.



Thanksgiving for All provided 225 families with turkeys and all the fixings.

Adopt a Family helped 326 families (916 individuals) have a brighter holiday.



# ican 2021 DONORS

We are thankful to the many businesses and individuals who supported our work and our mission of Keeping Families Together this year...

## BUSINESSES AND ORGANIZATIONS

5 AXIS Motorsports  
American Fireworks Display, LLC  
AmeriCU Credit Union  
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BME - Business Machines & Equipment, Inc.  
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Utica National Group Foundation  
Utica/Rome Chapter of New York Credit Union Association  
Vernon Center Methodist Church  
Vincent A. Enea Funeral Service  
Walmart Supercenter - Rome  
Zonta Club of Utica

## FOUNDATIONS AND FUNDS

The William Boyle Jr. Fund at The Community Foundation of Herkimer & Oneida Counties  
The Benevity Community Impact Fund  
Bright Funds  
BNY Mellon Community Partnership  
CG Philanthropic Fund at The Community Foundation of Herkimer & Oneida Counties  
Christopher and Deborah McGrath Family Fund at The Community Foundation of Herkimer & Oneida Counties  
The Community Foundation of Herkimer & Oneida Counties  
Hannaford Bloomin' 4 Good  
Hannaford Community Bag Program  
M&T Bank/Partners Trust Charitable Fund at The Community Foundation of Herkimer & Oneida Counties  
New York State School Counselors Education Foundation  
Senator James H. Donovan Memorial Fund at The Community Foundation of Herkimer & Oneida Counties  
The Women's Fund of Herkimer and Oneida Counties

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Heather Amato  
Anthony and RoseMarie Arcuri  
Edward Bailey  
Joanna and Frank Basile  
Beverly Beck  
Margaret Beck  
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Barbara Yates  
Lydia and Andrew Zaffarano  
Nancy and Richard Zdyb

## GIFTS IN MEMORY OF

Congressman Sherwood Boehlert  
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Ira Domser  
*Johanna Goderee Jones Judith Pasick Bonnie Sanderson*  
Congressman Richard Hanna  
*Mike and Kelly Parsons and Daniel Karrat*  
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*Bruce and Winnie Baluch Ron Johnson*  
Matthew Terpstra  
*Maryellen Terpstra*

## GIFTS IN HONOR OF

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*Justin and Jamie Weiler*  
Cathy Kernan  
*Patrick Knapp*  
Eleanor and Theodore Lumnah  
*Megan Lumnah*  
Mary M. Miner, Esq.  
*Nannette Backus*  
Deborah Palmer  
*Douglas and Vivian Perry*  
Ann Tomarchio  
*Dora Tuttle*

## THANK YOU TO THE ICAN EXECUTIVE TEAM AND BOARD OF DIRECTORS FOR THEIR SUPPORT

If you would like make a donation to ICAN in 2022, please contact Julian Galimo at (315) 731-2629 or [jgalimo@ican.family](mailto:jgalimo@ican.family)

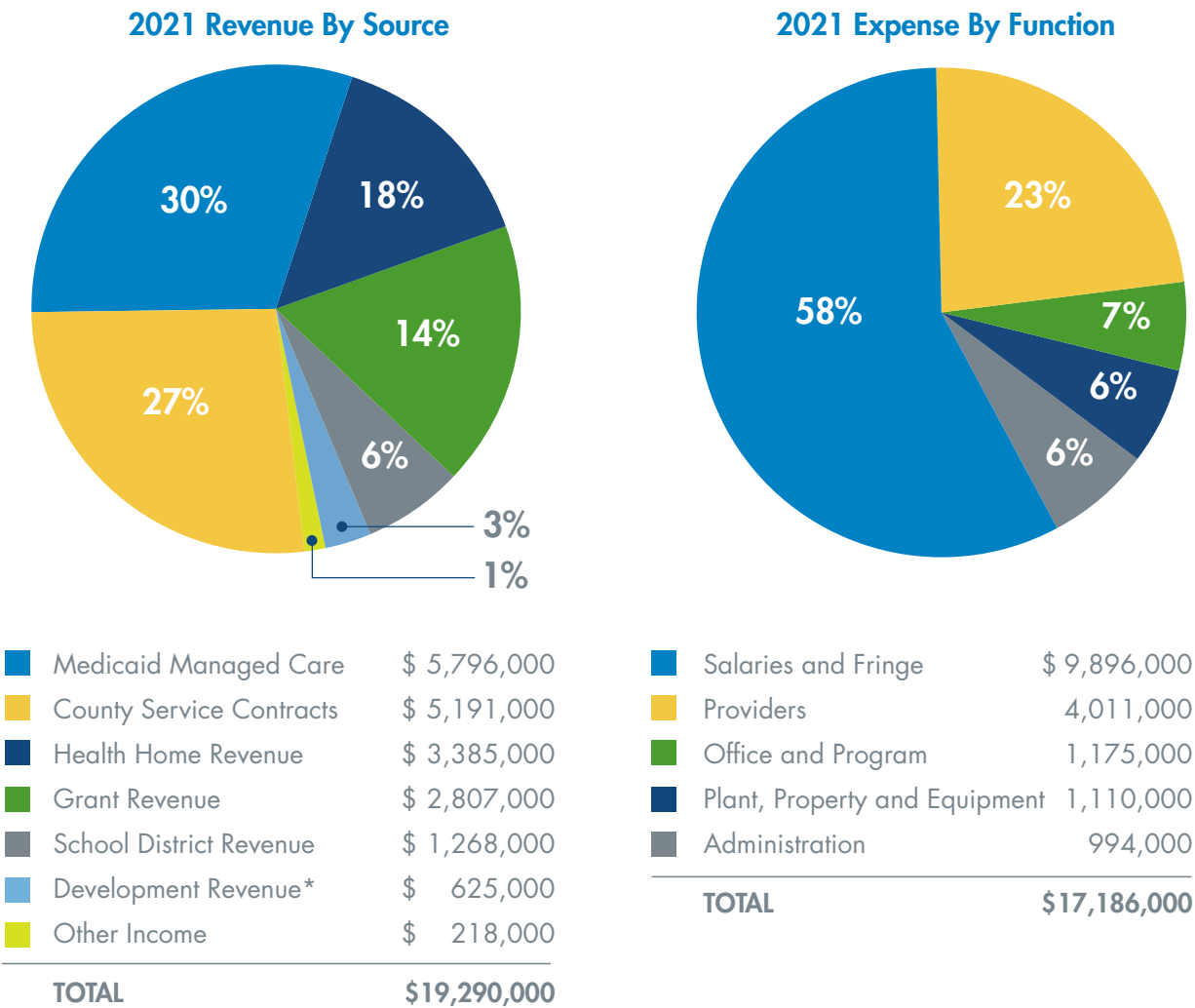


# CONTINUED FINANCIAL GROWTH



# COMING UP IN 2022

ICAN reported continued financial growth and sustainability as a direct result of our continued investment into staff, providers and facilities. In the midst of a fundraising campaign and significant capital projects, financial strength is more important than ever. ICAN has an unwavering commitment to the culture, compensation and growth of our employees and providers.



\*Development Revenue only reflects cash received, not pledged amounts.



As we approach our 25th anniversary in 2022, we will celebrate by reflecting on our history, growth and successes. It will be an opportunity for ICAN to further strengthen, deepen, and expand the work we do and impact we have on children, families and our community. We’re excited to share some key highlights that we’re looking forward to.



**A New Children’s Crisis Residence and Services**  
Due to the COVID-19 pandemic, more children than ever are experiencing mental health crises. Right now, our community lacks a space specifically for them and their families. ICAN will launch a new center that will offer crisis respite and comprehensive crisis services to help children and their families heal and recover from trauma.



**Education and Trainings Across the Region**  
With expertise training children, parents, school staff, and healthcare professionals across the state and nation, our Training Department will further expand its offerings and audiences. In 2022, the team of trainers will reach hundreds of people across the region and state and lead train-the-trainer programs to further share information about trauma-informed care, mental health and wellbeing, and more.



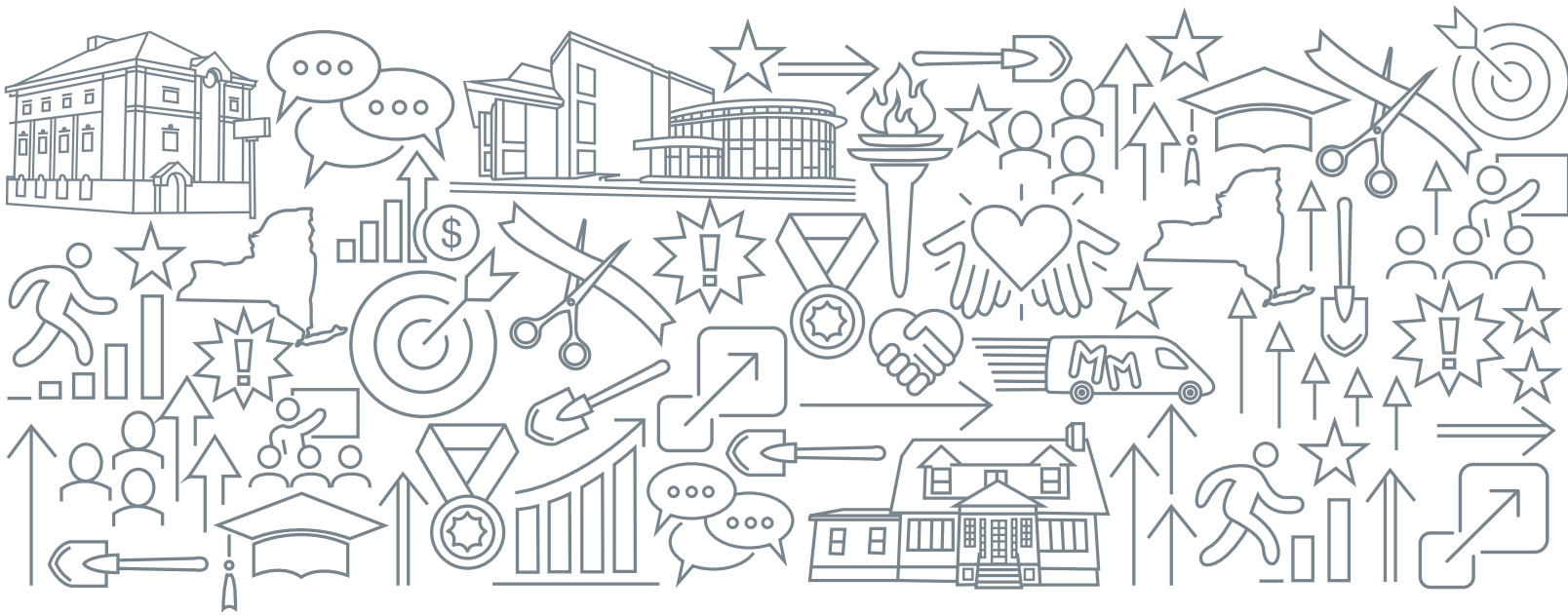
**Grand Opening of the Family Resource Center**  
ICAN’s new state-of-the-art Family Resource Center, located at 106 Memorial Parkway, will celebrate its grand opening in late 2022. All of ICAN’s child and family-focused programs will be based out of this central community hub to increase access to services. ICAN will continue renovating the second floor of the facility for the Utica Children’s Museum’s projected opening in 2023.



**Enhanced Licensed Mental Health Programs**  
ICAN’s Youth Assertive Community Treatment (ACT) program is our most intensive level of community-based services for children with serious emotional disturbances and their families. In 2022, ICAN will align ACT with the new statewide model, blend our Kids Oneida program with Children’s Mental Health Rehabilitation Services (CMHRS) and double the number of children reached through CMHRS.

Mission  
Empowering Individuals and Families

Vision  
Keeping Families Together



Integrated  
Community  
Alternatives  
Network

Keeping Families Together

310 Main Street Utica, New York 13501 (315) 792-9039

[ican.family](http://ican.family)

