



*Family Support & Resource Center*  
**Annual Report 2023**



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FSRC@FSRCDANE.ORG ▪ WWW.FSRCDANE.ORG

## Our Mission:

*The mission of Family Support & Resource Center is to make it possible for Dane County children and youth with disabilities to live at home with their families as valued and participating members of the community.*

Disability affects families from all walks of life. The families we serve vary greatly in their circumstances, in their resources, and in their ability to cope with the extra responsibilities placed on them.

What families do have in common is the need for flexible and individualized assistance that will help keep them connected to their community, hopeful about the future, and supported in managing the extra stresses and expenses. Because disabilities are not typically cured and their impact often increases over time, most families we serve need long-term supports.

**“Thank you for all of your support. We are so appreciative of our case manager.”**

## FSRC is guided by these principles

- ◆ All children, including children with disabilities, benefit by growing up as a secure member of a family and sharing in positive, long-term relationships with other family members.
- ◆ Families have great capacity to care for children who have disabilities when they receive support from friends, neighbors, human service professionals, and other community members.
- ◆ Parents are generally in the best position to define their own needs, to find solutions, and to choose the kinds of services that will help them to care for their child with a disability.
- ◆ A sense of trust and confidence in the continuity of support is important to establish and preserve with each family.
- ◆ Communities are enriched when all people, including those with disabilities, are valued and included as full contributing members.

**80% of staff have worked at FSRC for over 3 years**

## Administrative Staff

**Heidi Rossiter**  
Executive Director

**Karin Finken**  
Business Manager

**Heather Hoemke**  
Office Manager

**Kari Mork**  
CLTS Assistant Director

## CLTS Case Managers

Julie Bump  
Josh Davidson  
Sara Frazier  
Ginger Ganser  
Amy Gile  
Beth Hefty  
Ally Hollander  
Cortney Lyons  
Araceli Nord  
Marisa Patterson  
Amy Polka  
Abby Porter  
Kristi Ratley  
Jessica Richter  
Tracee Rockow-Vivier  
Brooke Schappe  
Jessica Swan  
Andrea Traverse  
Rebecca Uselman  
Kaela Winter  
Heather Wittwer  
Kevin Yanke  
UW Intern Cailen Inman

## Board of Directors

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President  
**Paola Perez**  
President/Vice President  
**Teri Smith**  
Secretary

Isabel Agasie  
Alberta Danso Hagan  
Brittany Nesbit  
Deb Notstad  
Alicia Reinhard  
Dan Woodson

## Thank You to All of Our 2023 FSRC Donors

Achieving  
Collaborative  
Treatment  
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Carufel-Wert  
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Sentinel Advisory

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Kevin Yanke

### In Kind Contributors

Allison Smith  
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AT&T Pioneers  
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Living Christ Church  
Quilting Group  
Overture Center for  
the Arts

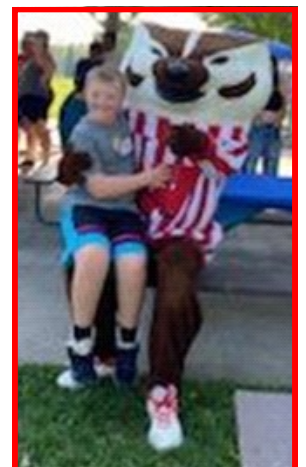
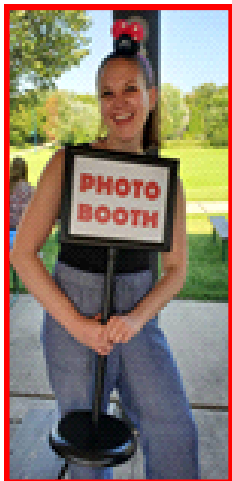
## FINANCIALS

### INCOME

<b>EXPENSES</b>	\$2,325,028		\$1,944,162
Dane County Dept. of Human Personnel	\$54,713	Services	\$196,089
Donations	\$1,744		\$225,794
Operating	\$2,381,485		\$2,366,045

## 2023 Agency Highlights:

- ♥ The FSRC mission is to support families in raising their children at home. During 2023 no child supported by FSRC was removed from their home or moved to an out-of-home placement
- ♥ Staff resumed pre-Covid practices of screening children for functional eligibility, meeting with families face to face, disenrollment, and Medicaid reviews
- ♥ Significant work to transition 32 young adults from CLTS Waiver to Family Care, Partnership or IRIS
- ♥ Completed intakes for 56 children as part of statewide wait list elimination project
- ♥ Facilitated 23 major home and vehicle modifications to increase accessibility for children
- ♥ Successful annual CLTS record review by the Wisconsin Department of Health Services
- ♥ Staff participated in Dane County sponsored Case Management Symposium, Towards More Culturally Sensitive and Racially Just Children's Disability Services



**FSRC Annual Picnic:** - On August 19, we hosted our annual picnic at McKee Farms Park in Fitchburg. 240 people attended and enjoyed fun with Bucky Badger, Ladybug the Clown, MetamorFaces Painting, photo booth, tattoos, games, good food and great company. Make sure to join us on **August 17, 2024**, if you missed us in 2023.

## **Keeping All Children at Home with Their Families**

Our Children’s Long-Term Support (CLTS) Waiver Program provided ongoing services to 623 children in 2023, including 56 children who entered off the CLTS wait list. 25 CLTS children were dually supported through Comprehensive Community Services (CCS). 83 children and young adults were closed from the agency during the year:

- 32 young adults transitioned to adult services
- 23 children moved from Dane County
- 12 not functionally eligible
- Eight voluntarily closed
- Five transferred to another lead agency
- Two remained hospitalized
- One passed away

### **Demographics of the Children and Youth Served in 2023**

<b>Gender:</b>	
Male	67%
Female	33%
<b>Age:</b>	
Birth - 6 years	16%
Six - 12 years	52%
Thirteen - 18 years	32%
<b>Ethnic Background:</b>	
White	59%
Hispanic	13%
Asian	6%
African-American	14%
Multi-Racial	2%
<b>Primary Diagnosis:</b>	
Autism Spectrum	46%
Intellectual	19%
Cerebral Palsy	6%
Other Developmental Disabilities	7%
Mental Health	15%
Physical Disability	7%
<b>Place of Residence:</b>	
Madison	36%
Outside Madison	64%

**“We are very thankful for you. It brings us peace of mind to know that you care about us, our child’s well-being, and are helping her to reach her potential.”**

*- Parent of child served by FSRC*

### **Children’s Waiver staff work with families to:**

- Understand and gain access to available resources
- Coordinate services, advocate for the child and facilitate teamwork and problem-solving
- Purchase needed goods and services not available through other funding sources
- Help families to build and strengthen networks of supports, to encourage friendships for their children, and to plan for the future

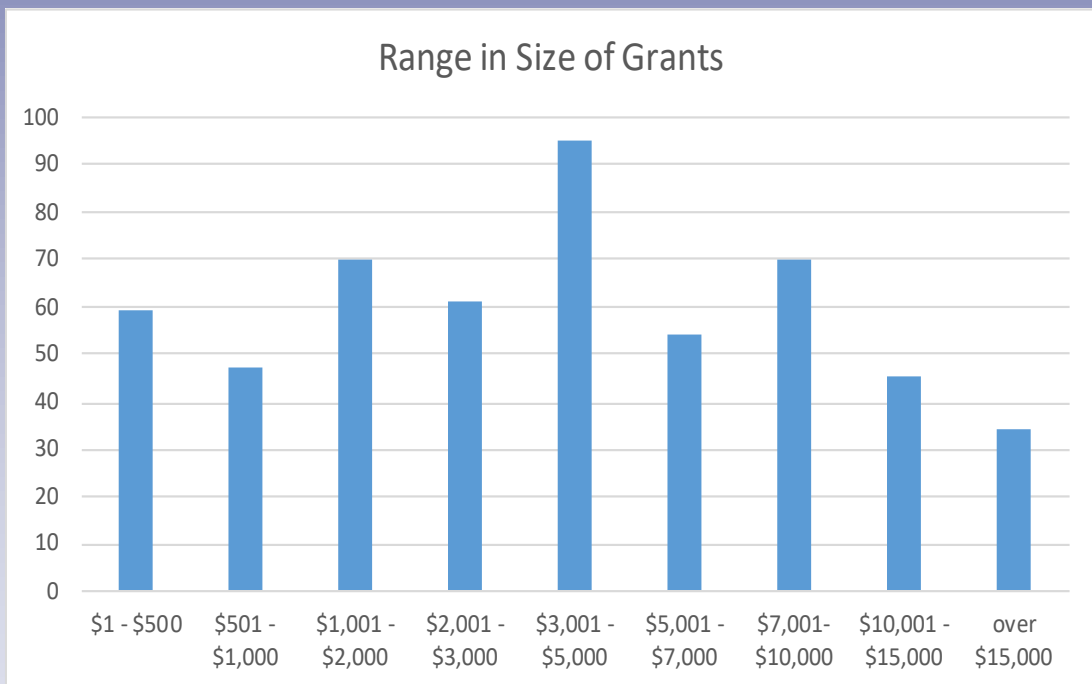
### **Waiting List Families**

As of December 31, 2023, there were over 400 children on the CLTS waiting list in Dane County.

## ***FSRC Programs Offer Choices, Flexibility & High Impact Assistance***

Families in our CLTS Program have access to and choice among goods and services that are flexible and individually tailored to meet their needs. Families receive varying levels of case management time and financial assistance, based on their assessed desire for support..

Funds are received through various sources, including Dane County Department of Human Services, United Way, donors, and other funders. The majority of our funding is connected to the State Children’s Community Options Program and the Children’s Long Term Support (CLTS) Waiver Program. In 2023, total CLTS funds on Individual Services Plans were distributed within the following ranges:



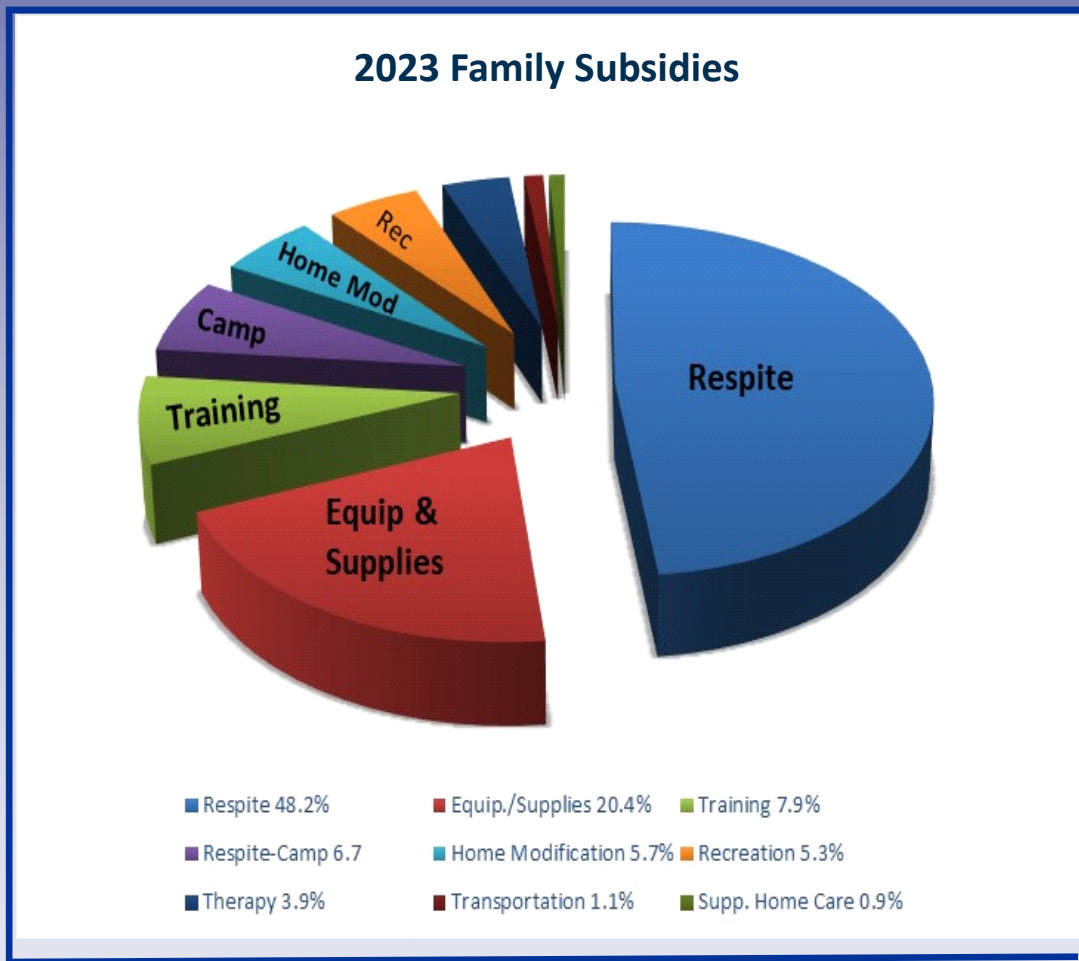
### **Size of Grants**

- ◆ 623 children received CLTS funding during 2023, the majority of funds were for services under contract with the Dane County Dept. of Human Services
- ◆ Total grant funding distributed directly through FSRC was \$225,794, primarily for recreation, adaptive equipment and medical supplies
- ◆ >99% of funding was CLTS Waiver, 1 <% Children’s COP



## Family Subsidies

The chart reflects CLTS Waiver and Children's COP funds that were paid per Individual Service Plans for children supported through the Family Support and Resource Center. During 2023 the majority of funds were used for respite care, camp, equipment and supplies, home and van modifications, and training. Lesser amounts were utilized for transportation, recreation, therapy, and supportive home care.



## Community Partners

FSRC is grateful to have been involved with so many community partners throughout 2023!

### AT&T PIONEERS SUPPORT STUDENTS!

52 children received a new backpack full of school supplies to start off the 2023 in-person and virtual school year. We would like to thank all of the AT&T Pioneer members and several individual donors who were involved with the backpack program and other education-based support that make children's needs a priority. We have enjoyed participating in this annual activity since 2004.

### ALLISON SMITH FOUNDATION

Through generous funding from the Allison Smith Foundation, we were able to provide grants to 36 families for the sole purpose of having fun!

### CONCOURSE HOTEL

We have partnered with the Concourse Hotel for over 30 years to provide a phenomenal overnight experience to parents with whom we work. Parents receive an overnight stay in the Governor's Club and a complimentary dinner at the hotel's restaurant. Over 300 families have been treated to date to this experience at one of Madison's premier hotels.

Staff represented FSRC and CLTS services at various school and community resource fairs, and parent support groups.

### UNITED WAY

FSRC partners with United Way as part of their annual Employee Contribution Campaign. Please donate to FSRC in next year's campaign

**"Thank you for your compassion and expertise, We are grateful for your work."**

**- Quote from FSRC Parent**

### THANK YOU HOLIDAY DONORS!

We are amazed each year at the generosity and dedication of our holiday donors who give of their resources and time to help make the holidays brighter for so many families. This year, 217 children and their families received individually selected gifts. Our donors included Unity Church of Madison, Community Living Alliance, Promega, Miron Construction, Studio Z Salon, Wisconsin Bankers Association, Wind River Financial, UW Health Clinical Education Team, PPD/Thermo Fischer,



### COMMUNITY COMMITMENT

Staff worked on behalf of many community issues, and participated with others on the Connecting Families Planning Committee, Case Management Symposium Planning Committee, MMSD Superintendent's Human Relations Advisory Committee, and Community Conversation Committee.

### QUILTING GROUP AT LIVING CHRIST CHURCH

Over 30 handmade quilts were donated to FSRC families through the LCC Quilting Group. Thank you quilters for your beautiful handiwork.

### OVERTURE CENTER FOR THE ARTS COMMUNITY TICKET PROGRAM

This program helps families who are low income enjoy performances at Overture for a greatly reduced price.

### RETIRED SENIOR VOLUNTEER PROGRAM

Thank you to all of those who provided FSRC with beautiful handmade items for families.



# A Look Back to 2023



**"I don't know where we would be without you. You are all wonderful. Thank you so much."**

*- Parent of child served by FSRC*



