

4TH QUARTER REPORT 2024

EVALUATION & APPRECIATION



OUR MISSION

The Horseheads Family Resource Center provides inclusive, strength-based programs for young children and their families that increase school readiness, support informed parenting, and strengthen community relationships.

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HorseheadsFamilyResourceCenter.org



**Horseheads Family
Resource Center**

"Where families learn together"

Message from the Executive Director Successes & Challenges

As we reflect on the past quarter, I am proud to share some exciting milestones and acknowledge the challenges we continue to navigate. The dedication of our staff, volunteers, and community partners has been instrumental in advancing our mission, and I am grateful for everyone who plays a role in supporting the families we serve.

One of our key successes this quarter has been the growing participation in our Coffee & Chat program, which provides helpful parenting information and fosters meaningful connections among parents and caregivers. Additionally, we invested in two days of staff training on child development and trauma-informed care, ensuring that our team is well-equipped to support families in the best way possible. We also made significant progress in strengthening our Supervised Visitation Program, with a recent meeting with court officials to explore ways to better serve families in need of this critical service. Another highlight was offering CPR training to the community, reinforcing our commitment to family and child safety.

On a more tangible level, we took the time to deep clean and rearrange our playrooms, creating a refreshed and welcoming space for the children and families who visit HFRC. We also launched a new HFRC trifold brochure, providing a clearer picture of our programs and services to the community.

Despite these wins, we also faced challenges, including the disappointment of not receiving funding from one of our key funders this year. While this presents a financial hurdle, we remain committed to seeking new funding opportunities to sustain and grow our programs.

Looking ahead, we are excited to build on this momentum, strengthen our partnerships, and continue providing vital services to our community. Thank you for your ongoing support—you are an essential part of the HFRC family, and together, we will keep making a difference.

-Shelby Mickinkle

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Program Attendance 2024

	2024 Goals	2024 Actual Numbers
Unduplicated families served by HFRC	700	853
Attendance at Playful Learning Program Open Hours	10,000 (avg. 192/week)	11,563 (avg. 222/week)
Attendance at small group programs	1,450 (avg. 28/week)	1,883 (avg. 36/week)
Attendance at Supervised Visits	575 (avg. 11/week)	669 (avg. 13/week)

Survey Results

In October, HFRC conducted its annual survey of families at our centers. This year we had more responses than ever with 148 participants taking the survey.



When families were asked to rate their experience at HFRC from 1-10 our **average rating was 9.5!**

What participants had to say:

“I think this is a wonderful program offered to the community. It offers interaction with other children that is greatly needed!”

“I have more confidence with my child and they gain more skills in their school activities.”

“These activities are all thoughtfully organized, and we are always happy to participate... I also learned a lot of parenting tips during the chat sessions, and the staff’s explanations were very attentive.”

“I think all these programs are amazing and I’m blessed that they are available to our community. My daughter looks forward to all the programs every week.”

“I think these are all great opportunities for families to meet each other, it can be hard for parents with young children to find each other and support each other”

2024 Annual Survey Results from Families	
99%	agree that the HFRC is welcoming and accepting of all cultures, races, family structures, and abilities.
99%	say that the HFRC environment is safe, fun, and clean.
97%	agree that the HFRC offers programs that are useful for families with young children.
93%	say that their child(ren) benefit from playing with other children at the HFRC.
89%	agree that their child learns about and/or practices group rules such as taking turns, following directions, and cleaning up at the HFRC.
91%	feel that coming to the HFRC makes them feel more connected to their community.
84%	feel more confident and empowered to manage the challenges of raising a child after visiting the HFRC.
85%	learned more about their child’s developing skills and behaviors at the HFRC.
73%	learned at the HFRC about parenting techniques to use with their child.
94%	learned at the HFRC about activities, services, programs, and resources that are available in our area.

THANK YOU!

The HFRC receives support from many sources including several foundations, businesses, and, of course, our families and community. We appreciate all of them!

2024 Donors Include:

Foundations

Douglas G Anderson -
Leigh R Evans Foundation
Community Foundation of Elmira-Corning
and the Finger Lakes
Corning Incorporated Community-
Impact & Investment
Eaton Charitable Fund
Fund for Women of the Southern Tier
Rose's Youth Philanthropists
The Anderson Foundation
The Hilliard Foundation
The New York Bar Foundation
The Triangle Fund
The Tripp Foundation
United Way of the Southern Tier

Businesses

Chemung Canal Trust Company
Excellus BlueCross BlueShield
Gough Holding Corporation

Service Groups

Horseheads Kiwanis Club
Notre Dame High School Student
Dress Down Day
United Women in Faith

67 Donations from Community Members

Over 80 cash donations from HFRC Participants

HFRC is also so grateful to the board members, families, friends, and businesses that donate money, supplies, and their time to our organization. We couldn't do it without them!



**HFRC does not receive any federal or state funding, and
your donations make what we do possible!
You can help HFRC to serve our community
by donating here!**

