# BUILDING COMMUNITY Together





# A MESSAGE FROM CED



On the right are ICAN's team of Executives and Directors – a growing leadership team who live day-to-day for the betterment of families.

They lead and inspire mission-driven teams and projects. They embrace responsibilities that allow ICAN to operate with professionalism, empathy and innovation – a combination which produces amazing results we can never quite put into words. It's a feeling you get and an approach you adopt and thrive in as soon as you start working with us. That recipe

makes us one of the best places to work in Central New York year after year, but also one that delivers consistent and impactful support and solutions to over 2,100 individuals and families daily.

Our people and their expertise are the foundation of what is elevating ICAN to become so much more than just a service provider... but a driver of true economic and community impact.

We are goal setters and go getters.

Caregivers and changemakers.

Collaborators and innovators.

While 2023 produced many wins for us in the realms of geographic expansion, events, fundraising, grants and programmatic success and growth, the true impact of our work can many times be measured in the small, important ways that make ALL the difference to children and families. For over 25 years, ICAN has embraced the Wraparound Philosophy, placed focus on social determinants of health that affect every aspect of the lives of those we serve and consistently produce solutions that hit the mark.

The right people – with empowering support to help those who need it most and a culture that allows them to do their BEST work – is a powerful combination. That, my friends, is ICAN.

Steven Bulger CEO/Executive Director **OUR BOARD OF DIRECTORS** 

Dr. Lynn Kattato, President Sarah Lam, Vice President Rob Swenszkowski, Secretary/Treasurer BJ Adigun, JP Kidwell, Tatjana Kulalic



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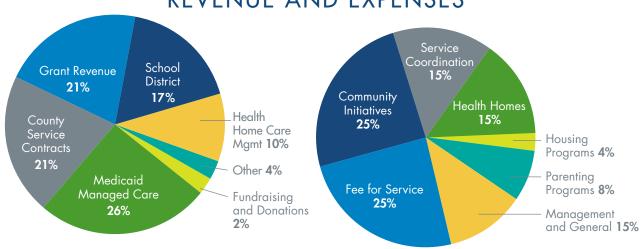
# A YEAR OF CONTINUED Growth

2023 REVENUE \$32,214,000

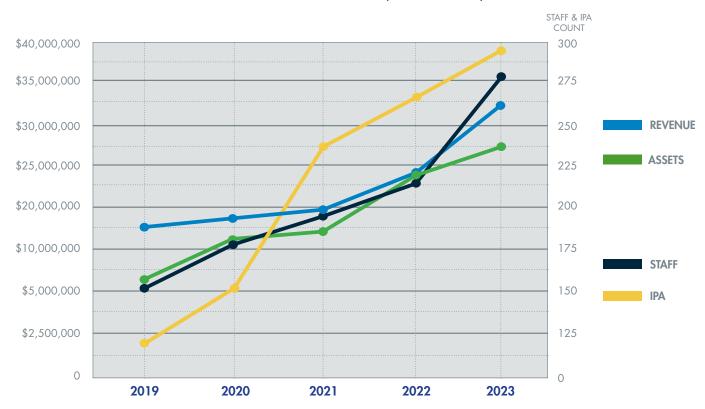
2023 ASSETS

\$27,360,000

## REVENUE AND EXPENSES



## FIVE YEAR GROWTH IN REVENUE, ASSETS, STAFF AND IPA



# GROWTH IN OUR ICAN Family



113

new staff
members were
welcomed
into the ICAN
family – one of
our largest years
of growth yet

14

new positions at ICAN were created to meet our growing programmatic, service and leadership needs 39

staff were
promoted or took
on new positions
within the agency –
a result of great
professional growth
opportunities

42%

of new hires
were referred by
current staff,
showcasing that
our sought-after
ICAN culture is
felt and shared
by our staff!

Since 2019, our operational departments have grown over 200%, going from ten staff to a total of 35 staff across departments. This includes Human Resources, Information Technology/Data & Strategy, Quality Improvement, Development, Finance, Marketing and Facilities/Maintenance. These departments are internal professional services which power ICAN, the ICAN IPA, Utica Children's Museum and Elevate CNY's operations and will continue supporting agency growth and additional managed services relationships in the future.



# DEEPENING SUPPORT FOR UTICA'S Students

In September 2023, ICAN's Utica City School District System of Care kicked off in 13 schools across the city. An innovative model, it is designed to strengthen students' skills and learning to best support their educational journey and also support parents and guardians navigate community, school and home.

As an extension of the work that is being done in schools, we work in close partnership with the district, teachers, guidance counselors and school social workers to identify those students in need.

We build relationships and support students involved in high-risk behavior or are risk of engaging in such behaviors. "High-risk" has an ever-evolving definition. Students may lack strong outside supports, have truancy issues, and/or have behavioral or mental health challenges. We keep them from slipping through the cracks and remove barriers which are prohibiting them from being their best selves and reaching their full potential at school and at home.

Having ICAN right in the schools increases access and quickly can deliver services to help students, parents and school staff in any way needed to assure the success of students – one-on-one meetings, attendance in classrooms, facilitation session with/between families and service providers, medication reviews, research-based assessments and much more. Our team also creates "beyond-school" recreational, educational and specialized programs rooted in self-care and empowerment.

# UCSD UTICA CITY SCHOOL DISTRICT System of Care •ICCIN

## ICAN Staff in Schools:

- Student Engagement Specialist
- Peer Specialist
- Facilitation Specialist
- Behavior Support Specialist
- Clinical Care Coordinator
- Psychiatric Support
- Education and Training

# SNUG COMPLETES Year One



SNUG completed a year of operation in Utica in 2023 with impressive numbers and impact. An evidence-based violence reduction initiative, SNUG prioritizes those who are most at risk of being impacted by gun violence. The Division of Criminal and Justice Services (DCJS) administers SNUG in 14 sites across New York State. SNUG responds to shootings to prevent retaliation through mediation of conflicts and disputes, mentors high-risk youth and connects them with job training, education and other opportunities, assists family members of those who have been injured or killed, organizes marches and other events to show the community's stand against violence and engages neighbors through events and projects.

43
participants

26
shooting response

community events

23
participant events

35 community group presentation

# CAMPAIGN RECEIVES Recognition



ICAN was one of seven projects awarded funding from the New York State Office of Mental Health, all with the purpose of decreasing the negative stigma of mental health. Our marketing team created a multi-faceted campaign that included recruiting three Mental Health Ambassadors to share their stories, use their platforms, give advice to managing mental health, and spread the campaign message of "Everyone Has It. Every Day."

Print materials, social media, articles, radio spots and live radio appearances, swag like stickers, buttons and t-shirts, videos and more were created and the ambassadors also took that message on the road and visited schools and youth groups. Hundreds were reached in person and thousands were reached digitally. The campaign was featured in the statewide publication Behavioral Health News and will be showcased in a webinar in 2024. Phase two of the campaign will feature the return of our ambassadors and the recruitment of youth to work alongside them.



# PARTNERS IN PROVIDING SERVICE AND Expertise

Supporting our ICAN staff and the 2,100 individuals and families we serve every day is our incredible IPA network. These are professionals who provide expert service, who are the "boots on the ground" working with families and who are an integral part of the delivery of our Wraparound philosophy.

Over 300 IPA providers are in the homes, communities and lives of families providing an array of services which improve health and wellness. Every child, youth and adult in need of care deserves to have the highest quality services available to them right when they need it the most – together, we make that happen.

Who are the IPA providers? They are social workers, behavioral specialists, teachers, therapists and professionals who have a passion for seeing youth and adults succeed and communities thrive. They are also entrepreneurs, owners of private practices and employers. The IPA is an opportunity to earn additional income by doing essential community work and potentially building independent businesses to enjoy the flexibility and many benefits of self employment. Providers may also be community organizations which provide complimentary and essential services to fill specific needs in client care for us.

# **-ICan**IPA

Independent Practice Association

## **IPA provides:**

- Mentoring
- Behavior Management
- Family Peer Support
- Clinical Services
- Crisis Intervention
- Home & Community-Based Services
- and more!

### ICAN's IPA directly addresses social care needs in our communities:

Food Assistance Mental Health
Housing & Shelter Transportation
Trauma & Stress Substance Use
Parenting & Childcare Education, Employment & Finances

System Navigation Clothing & Household Goods

& Public Benefits Social Enrichment



### Who can utilize the IPA?

Agencies, municipalities, private practices, school districts, hospitals, colleges, counseling centers or managed care organizations may utilize contracts with us to ensure their clients can have direct access to ICAN services.

### Joining the IPA through ICAN has its benefits:

- Access to an integrated network of quality providers with 25+ years of experience.
- Access to our data to see target metric outcomes
- Decreased time and effort in finding resources to serve community members, ICAN's team will be your point of contact for all referrals
- Streamlined billing/payments to CBOs
- Office drop-in space available to providers in Utica, Herkimer, Rome, Oneida and Amsterdam
- ICAN manages all back-end operations to ensure quality work is being provided

## Being a part of the IPA is perfect for those interested in:

- *⊠* Extra Income
- **⊘** Flexibility
- **Personal Growth**
- **⊘** Creating a Better Community

A new website for our IPA launched in 2023

ICANIPA.com



**IPA 2023 IMPACT** 

61,035
total hours of
service provided

50 network agencies

103
providers onboarded

17% growth in providers

**1,218** clients served

**71**average number
of minutes spent
with clients per visit

\$4.7M in revenue paid to providers

Call today to find out more about how you can become part of our network: 315-792-9039

# FURTHERING OUR MISSION THROUGH Sports



Opening in November 2022, Elevate CNY celebrated its first year of operation with great successes. With sports, athletes and mental health in the forefront of national conversations, this extension of ICAN is more important than ever!

Elevate CNY, powered by ICAN, hit the ground running and hosted a wide variety of sports leagues, skill-building camps, clinics, academies, summer and school break rec camps and speical events in 2023.

The Vinny Maugeri Court was unveiled in November, opening up the opportunity for additional basketball, volleyball and pickleball programming. The Edwin J. Wadas Foundation supported the construction of the multi-purpose hard court surface along with the batting cages and other sports-related equipment to enhance Elevate's overall offerings and opportunities.

Along with the new court, the 60,000 square foot facility has two complete turf fields and also includes approximately 23 acres of land with walking trails

for future outdoor programming and opportunities. The indoor space is imperative for Central New York's four season climate and there is an increased demand for field time for teams and leagues in our area.

ICAN's acquisition of the building has allowed this community asset to remain operating for youth sports and recreation for all. With ICAN's expertise as a trusted human services agency focused on mental and behavioral health services, Elevate will also offer additional non-traditional programming for youth at the new facility. ICAN's Community Education and Training Program is able to integrate "beyond the sports" offerings such as leadership academies and training for coaches and teams, which compliments athletics perfectly.





## Celebrating major milestones in 2023, the museum kept the fun going and readied the building, the brand and the team as it moved closer to announcing an opening date!

The 4,000 square foot rotunda addition was completed in September and the certificate of occupancy was granted the same month. The second floor space was finished as well and fabrication of all galleries is underway.

The museum continued to hold events, create programming and take the fun on the road across the Mohawk Valley. They held school break activities and their annual Mini Golf Classic along with the Worldwide Day of Play which welcomed over 325 visitors to the grounds of the new space. The popular 100 Plates. One Table. fundraiser was held in the new museum space for a one-time-only experience before the exhibits are installed. The Mobile Museum completed 42 visits greeting over 4,200 children and adults.

A highlight of the year, the new brand of the museum was created in a unique, innovative way to shine a light on creative workforce development and brought together local arts professionals and high school students. A collective co-creation of a dynamic logo and identity system was the result. In conjunction, an all-new website was launched.





# BE PART OF A CULTURE THAT CHANGES Communities



"Over many years of working many places, ICAN is unmatched in providing an environment of great vision, transparency, fairness, equality, opportunity, and most of all, the highest quality of services to the children and families we serve."

"I am allowed creative freedom to explore a variety of opportunities to help move the agency forward." "From day one, I felt
a sense of belonging,
that this is where I was
supposed to be. The environment
from my supervisor to my
peers has been so supportive.
The encouragement is second
to none here at ICAN."

Our staff has close to doubled in the past five years with our exponential geographic and programmatic growth. Maintaining a close knit and family-first culture is imperative as we expand our team – staff well-being, advancement and professional development are always at the forefront of our strategic plan and our leadership is committed to managing that growth while always instilling the feel of *FAMILY!* 



"Working here at ICAN
I feel human, heard and
understood. Not only when it
comes to the work environment
but when it comes to
my home life as well."

"A never-ending learning experience, you are continually encouraged to be your best self."

"It has been great, I feel as though I have grown throughout my time with the company and ICAN has been very open to internal growth as well."

# EVENTS THAT SUPPORT OUR STAFF, OUR AGENCY AND OUR Community

ICAN fills our year with signature fundraisers, important community outreach, essential trainings, recognition of cultural celebrations and staff appreciation efforts. WHY are we consistently ranked one of the best places to work in Central New York? It starts from within...



















Our annual golf fundraisers – Nicholas D. Laino Tournament and our Par 4 Kids Ladies Tournament – were once again successful, with great weather for both! Our second annual Mohawk Valley Gives campaign increased support over year one and helped close the gap on our Capital Campaign goal.

We plan our advertising and support carefully each year, selecting opportunities grounded in *family* which allow us a chance to spend time together as an ICAN family *and* also engage the children and families we serve so they can also enjoy some great recreation and entertainment. We also support efforts for staff of all levels and programs at ICAN to gain training, network and immerse themselves in the communities we serve.

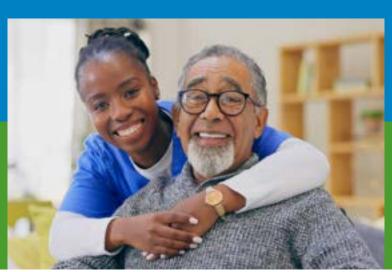
Our internal efforts are plentiful and impactful – from quarterly all-staff DEIB trainings and collectively raising awareness of mental health and child abuse prevention, to family ice skating at Nexus or an ICAN trip to Water Safari. These efforts strengthen our team professionally and personally, as well as showing deserved appreciation for the excellent work our team does each day.



# EXPANDING SERVICES AND OUR FO INCREASING IMPACT FOR

Projects and programs that are well in the works, alongside newer initiatives that will advance our mission. For 2024 and beyond, big things are in store!





## A Safe Haven for Children and Families in Crisis

Right now, children and families experiencing mental health crises in our region have nowhere to go except to the emergency room. ICAN's Children's Crisis Residence, set to open in 2024, will provide a safe, kid-friendly respite home to help children experiencing mental health crises recover, reunite with their family, and access the support they need to return home. Located at 2619 Genesee Street, the 3,800 square foot home has eight bedrooms for youth to stay in for up to 21 days at a time. During and after their stay, youth and their families will be connected to ICAN's wraparound services, ensuring that they have care needed at home to better respond to and prevent future crises.

# A shift to the NYS 1115 Medicaid Waiver will reflect a more integrated and equitable approach to healthcare

The redesign will reflect a broader trend in healthcare towards addressing the root causes of health disparities. The waiver's focus on Social Determinants of Health recognizes that healthcare alone is not enough to improve outcomes - social factors must also be addressed.

Social Care Networks (SCNs) are cooperative regional networks that will provide screening and referral services. They are designed to connect healthcare providers with community-based organizations (CBOs) like ICAN that address the non-medical factors affecting health. These networks facilitate the coordination of services such as housing assistance, food security, transportation and employment support – all essential for improving overall well-being.

# OTPRINT CHILDREN AND Families





# Access to Home-Based Crisis Intervention 24/7

In response to an increase in mental health crises among youth in our community, ICAN will launch the Child & Youth Home Based Crisis Intervention Project in 2024. Through this new initiative, ICAN will deploy highly trained Interventionists - who are available 24/7- to deescalate and provide intensive crisis intervention to children at home, in school and in the community. Designed for youth ages 5-21, this project will significantly reduce the number of children and youth who experience the trauma of hospitalization or institutionalization. By providing high-quality, evidence-based services that are trauma-informed, youth guided, and culturally responsive, the Crisis Intervention Project will support youth and families in building the skills needed to prevent and intervene in future crises.

### Opening of the Utica Children's Museum

The grand opening of the reimagined Utica Children's Museum–located in ICAN's Family Resource Center at 106 Memorial Parkway– is coming up in 2024. As the first children's museum in the nation to meet Universal Design Standards from concept through construction and completion, this 14,000 square foot state-of-the-art facility includes six new galleries which are reflective of the region and 60+ exhibits within – there will truly be something for everyone! We're excited to celebrate the museum's grand opening with the community and hope you'll join us!



# GENEROUS SUPPORTERS OF OUR MISSION AND OUR VISION



# WE ARE THANKFUL TO THE MANY BUSINESSES AND INDIVIDUALS WHO SUPPORTED OUR WORK AND OUR VISION OF KEEPING FAMILIES TOGETHER THIS YEAR

### **BUSINESSES AND ORGANIZATIONS**

5 AXIS Motorsports A&P Master Images **AAA** Northeast Abdoo Security & Automation Added Touch Drapery Shop Adirondack Bank Adirondack Central School Adirondack Financial Services Advanced Group Financial Services Al Candido Consulting All Seasons Textile Services American Dining Creations AmeriCU Credit Union Andrew Woods & Associates Arc Herkimer **Arlott Office Products** Association of Children's Museums AX Enterprize B.P.O.E. Herkimer Elks Lodge #1439

B.P.O.E. Utica Lodge #33
Bank of Utica
Berkshire Bank
Birch Wealth Management
Black River Systems Company
Bonacci Architects
Bono Brothers LLC

Broadway Theatre League of Utica Brooks Apartments

Builders Club/Perry Jr. High School

Canal Side Inn

Casale Public Affairs

Catholic Charities Oneida Madison County

Charles A. Gaetano Construction

Cleaning by Kelly Clifford Fuel Company

Clinton Central School District

Central New York Developmental
Disabilities Service Office
CNY Youth Connections
Community Bank
Compass Financial Wellness
Cooley Group
Crowley-Barnum American Legion Post 25
Cruise Inn By Mike
CSArch
Cuda Counseling LCSW, PLLC
D'Arcangelo & Co., LLP
Daneli Partners

Delmonico's Italian Steakhouse
Delta Kappa Gamma Nu Chapter
Dick's Sporting Goods Open
Dr. Theodore Camesano and Dr. Korin
Carville's Dental Office

Carville's Dental Ottice

East Utica Optimist Club Empower Business Strategies Estate Planning Law Center Eversan F.J. Basile, CPAs, PC Fat Cats

New York Federal Credit Union Association Utica-Rome Chapter FedEx

First Baptist Church
First Presbyterian Church of Holland Patent
First Source Federal Credit Union
FMS Solutions

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Getnick Livingston Atkinson & Priore Gilrov Kernan & Gilrov GPO Federal Credit Union Guardian Life Insurance HallKeen Management Hage & Hage LLC Hancock Estabrook Hannaford Supermarket Herkimer College Herkimer County Commissioner of Jurors Herkimer Tool & Equipment Company Indium Knucklehead's Brew House L.B. Security & Investigations, Inc. Lafa Mediterranean by Zeina's LawnCraft Property Management, LLC

Little Falls Ace Hardware

Little Falls Youth & Family Center

New Hartford Teachers Associates New Vision Family Services LLC Nina's Pizza Northeastern Roofing & Construction Northland Communications Nothina Bundt Cakes NYSUT Retiree Council 8 O.B. Trainina One Genny LLC Oneida County Probation Oneida Indian Nation Oneida Nation Enterprises Oneida Youth Inc. Office for People with Developmental Disabilities Pacemaker Steel & Piping Company Palermo Pizzeria

Paradigm Consulting

Sangertown Square Seneca Wine & Liquor Site-Seeker Skinner Sales Sotera Investigative Group Spirit of Hope Catholic Community Steet Ponte Auto Group Stephen S. Starr Mechanical Corporation Stewart's Shops Stone Ridge Residences T.R. Joslyn Enterprises, LLC Target - New Hartford The Celtic Harp Federal Credit Union Association Utica-Rome Chapter The Fountainhead Group The Garden Path Club of Utica

The Garden Path Club of Utica
The Goldmine Jewelers
The Inn at Stone Mill
The Lake House at Sylvan Beach
The Mill Family Fitness Center
The Pines at Utica Center for
Nursing & Rehabilitation
Tidal Basin Group

Tidal Basin Group Total Solutions Trainor

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United Way of the Mohawk Valley Upstate Wealth Consulting

US Navy DIA MARC

Utica Coffee Roasting Co.

Utica Comets

Utica First Insurance Company Utica National Insurance Group

Utica Spray & Chemical

Utica University

Utica-Rome Chapter of New York Credit

Union Association

Valley View Golf Course

Vincent A. Enea Funeral Service

Walmart - New Hartford

Walmart - North Utica

Walmart - Rome

Wednesday Morning Club

Westmoreland Central School District

Wolfspeed

Oneida County Workforce Development

WÜRTH WUTR TV

YBR Casino & Sports Book

Yetty's Pizza

YMCA of the Greater Tri-Valley



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Parkway Drugs Performance 420 Coach Stalteri PiN7 PI Green Point Place Casino Polish Community Home Price Chopper - The Golub Corporation Psychic Access Quality Manufacturing Company Quality Youth Services R. A. Wood Associates Remington Federal Credit Union RES Youth Works Retro Fitness Revere Youth Services LLC Robert E Myles Elementary School Rock City Development Roemer Wallens Gold & Mineaux LLP ROI Office Interiors Rome Select Basketball Roots Yoga and Fitness Rotary Club of New Hartford

### **FOUNDATIONS AND FUNDS**

All in For Vin Memorial Fund
Baird Foundation, Inc.
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Joseph and Inez E. Carbone Foundation
Charles W. Soule Herkimer PBA
Estate of Robert G. Pecci
Gabriel, Joseph and Lila Mandour Karam Fund
Heath Foundation of Central and Western New York
John Winter and Kathy Winter Family Fund
Kristin's Fund/The Palumbo Family
Marlene Brown and Earl Lewis Endowment Fund
Mother Cabrini Health Foundation

Robert and Grace Reed Memorial Fund
Rome Police Dept. Philip S McDonald Police
Benevolent Association
Save of the Day Foundation
The Bank of America Charitable Foundation, Inc.
The Community Foundation of Herkimer & Oneida Counties
The Edwin J. Wadas Foundation
The GE Foundation
The Indium Corporation & Macartney Family Foundation
The Shoreline Group Fund
The TJX Foundation, Inc.
UpMobility Foundation, Inc.

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### **GIFTS IN MEMORY**

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Anne Altongy

Baby Cardone Jessica Wameling

Thomas Fuoco Rosa Hosp



Brianne Miller

Terry Giarruso Cruise Inn By Mike

Chris Harris Tim Williams Paul & Peggy Joslyn Rebecca Paladino

Bernard "Butch" Knopka Jr. Bernie Knopka III

Margaret Kojac Steve Yaworski

Bo Lambe Adirondack Bank Adrianne Arnone Andrew Woods & Associates, LLC Sandra Bellassai Ross & Julie Berntson Leila Bjornland Patrick & Lori Boyle lessica Brondou John F. Buffa Steven Bulger & Family Jeremy Butler & Family Alexis Candido & Zach Cormier Al & Deb Candido Brandi & Kim Candido Jennifer Candido Edward Carolla Joseph Caruso Charles A. Gaetano Construction Timothy Christian Dominick Commisso Carrie Conte Beth Coombs Jaclyn Countryman D'Arcangelo & Co., LLP Gina Dier Shannon Doody Conner Flisnik John Flisnik Michael Frame - The Frame & Hage Family Julian Galimo Gilroy Kernan & Gilroy Max Gottfried Hage & Hage LLC Gabriel Hage Lore S. Hagemeyer Dean & Mary Hayes Gordon

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Nick Spina Geoffrey Stewart Mary Taverne Alyssa Trevisani Viti Golf League Lant & Susan Wagner Annette Wilcox Bethany Williams



Mara Mulligan
Alexis Nassar
The Oneida Teachers
Association
Rebecca Paladino
Susan & Stephen Palmieri
Paradigm Consulting, Inc.
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Barbara Taurisano Kevin Fahy

Robert D. Willson Margaret A Willson

Theodore Wurz Mary Beth King

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The Bulger Family Steven Bulger

Steven Bulger The Garden Path Club of Utica

Burn Tone Sculpt Angel Le

The Conte Family
Carrie Conte

Nicholas F. Laino, Cynthia Pavia Laino, Francesca R. Laino, & Isabella N. Laino Nicholas Laino

Vivian McKee Christina McKee

Cynthia Reed Earle Reed

Earle C. Reed Jane Terrill

If you would like make a donation to ICAN in 2023, please contact Julian Testa at (315) 731-2629 or igalimo@ican.family



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