







FISCAL YEAR 2026 Annual Report

NAFI | CT · NY · RI



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A MESSAGE FROM

Andy Quinn & Amy Lefebvre





Each year, our annual report gives us an opportunity to do more than share numbers and outcomes. It gives us a chance to reflect on who we are, the communities we serve, the progress we have made, and the people and partnerships that make our work possible.

At NAFI CT | NY | RI, our work is rooted in a simple belief: meaningful change happens through relationships, community, and a willingness to meet people where they are. Across Connecticut, New York, and Rhode Island, our teams work alongside children, adults, and families during some of the most challenging and important moments in their lives. We take that responsibility seriously, while trying not to take ourselves too seriously along the way.

This past year brought both opportunities and challenges. We adapted to changing needs, strengthened programs, expanded partnerships, raised expectations, and made thoughtful decisions about where and how we could have the greatest impact. Through it all, we remained focused on what matters most: providing high-quality, responsive services that help individuals and families build on their strengths and create lasting change.

The pages that follow tell part of that story. You will see outcomes, accomplishments, program highlights, and examples of the impact being made across our region. Behind every number, however, is a person, a family, a staff member, a community partner, and a story that cannot always be captured in a data point.

What makes us especially proud is not only what we accomplished this year, but how we accomplished it. We believe the best solutions are rarely created in isolation. They emerge when we listen to the individuals and families we serve, to our staff, to our partners, and to the communities that invite us to be part of their work. Our staff continued to show up with creativity, compassion, resilience, and an extraordinary commitment to the people we serve. Our community partners worked alongside us, challenged us, and helped us identify new possibilities. Together, we strengthened our ability to respond to the evolving needs of our communities.

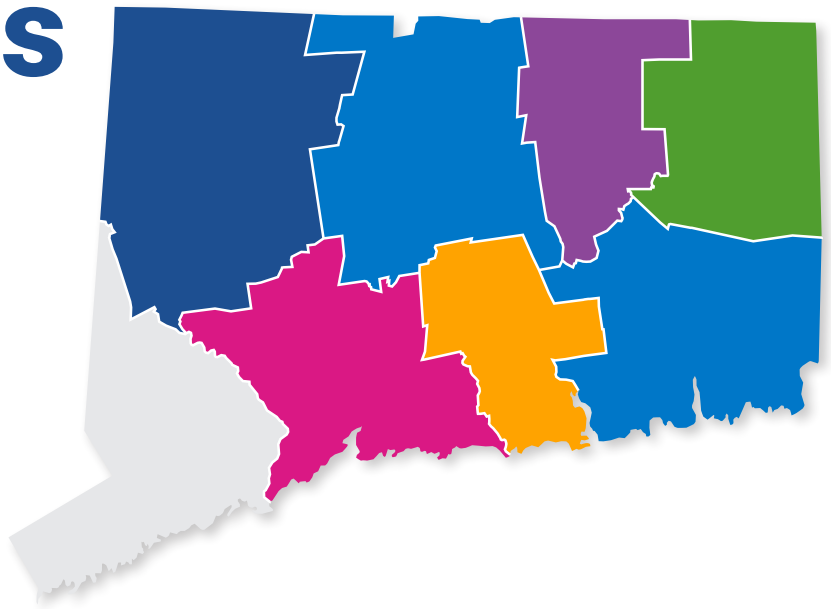
As we look ahead, we do so with tremendous optimism. This is the Year of the Horse, which symbolizes strength, energy, determination, and forward momentum, qualities that feel particularly fitting as we consider where we have been and where we are headed. To our staff, community partners, funders, referral sources, board members, and all those who place their trust in NAFI CT | NY | RI: Thank You! Your partnership makes this work possible and meaningful.

We are proud of what we have accomplished, energized by what lies ahead, and grateful to have you as part of our community.

With gratitude,
Andy Quinn, Board President
Amy Lefebvre, M.Ed, Executive Director

> **At NAFI CT| NY| RI, our work is rooted in a simple belief: meaningful change happens through relationships, community, and a willingness to meet people where they are.**

Our Locations & Programs



Connecticut

Hartford County

- **Corporate Office:** Training & Consultation
- **Multisystemic Therapy for Emerging Adults (MST-EA):** Behavioral Health & Wellness
- **Multisystemic Therapy for Youth with Problem Sexual Behavior (MST-PSB):** Family Strengthening
- **Corbin House:** Group Homes & Residential Services
- **Adolescent Sexual Behavior Treatment & Education Program:** Family Strengthening
- **All Access Hartford:** Youth Development and Family Strengthening

Middlesex County

- **Multisystemic Therapy for Youth with Problem Sexual Behavior (MST-PSB):** Family Strengthening
- **Adolescent Sexual Behavior Treatment & Education Program:** Family Strengthening

Tolland County

- **Adolescent Sexual Behavior Treatment & Education Program:** Family Strengthening
- **Linking Youth to Natural Communities (LYNC):** Youth Development and Family Strengthening

New London County:

- **Adolescent Sexual Behavior Treatment & Education Program:** Family Strengthening

Litchfield County:

- **Thomaston Home:** Developmental Services
- **Touchstone Program for Unaccompanied Children:** Group Homes & Residential Services

New Haven County:

- **Corey Road Home:** Developmental Services
- **Individual Supports:** Developmental Services
- **Pierpont Home:** Developmental Services
- **Milton Avenue Home:** Developmental Services
- **Tress Road Group Home:** Group Homes & Residential Services

Windham County:

- **Multisystemic Therapy for Problem Sexual Behavior (MST-PSB):** Family Strengthening
- **Adolescent Sexual Behavior Treatment & Education Program:** Family Strengthening
- **Linking Youth to Natural Communities (LYNC):** Youth Development and Family Strengthening
- **Outpatient Behavioral Health & Wellness Center:** Behavioral Health & Wellness
- **Family Based Recovery:** Family Strengthening
- **Parent Child Interaction Therapy:** Family Strengthening
- **Youth Promise Career Pathways:** Youth Development
- **Victims Assistance Project:** Behavioral Health & Wellness

Rhode Island

Providence County:

- **Lincoln House:** Adult Services
- **Ridge Street:** Group Homes & Residential Services
- Foster RI: Foster Care
- **Multisystemic Therapy for Youth with Problem Sexual Behaviors (MST-PSB):** Family Strengthening
- **Parenting with Love and Limits (PLL):** Family Strengthening
- **Brief Strategic Family Therapy (BSFT):** Family Strengthening
- **Functional Family Therapy – Therapeutic Case Management (FFT-TCM):** Family Strengthening
- **Rapid Crisis Stabilization:** Behavioral Health & Wellness
- **Enhanced Outpatient Services:** Behavioral Health & Wellness

Bristol County:

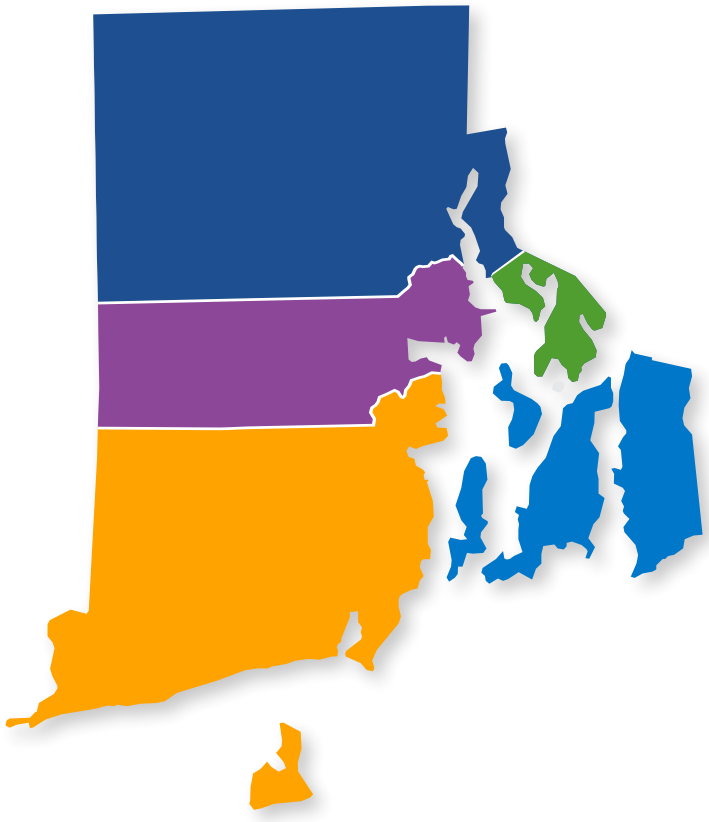
- **Main Street Semi-Independent Living:** Group Homes & Residential Services
- **Foster RI:** Foster Care
- **Multisystemic Therapy for Youth with Problem Sexual Behaviors (MST-PSB):** Family Strengthening
- **Parenting with Love and Limits (PLL):** Family Strengthening
- **Brief Strategic Family Therapy (BSFT):** Family Strengthening
- **Functional Family Therapy – Therapeutic Case Management (FFT-TCM):** Family Strengthening
- **Rapid Crisis Stabilization:** Behavioral Health & Wellness
- **Enhanced Outpatient Services:** Behavioral Health & Wellness

Washington County

- **Foster RI:** Foster Care
- **Multisystemic Therapy for Youth with Problem Sexual Behaviors (MST-PSB):** Family Strengthening
- **Parenting with Love and Limits (PLL):** Family Strengthening
- **Brief Strategic Family Therapy (BSFT):** Family Strengthening
- **Functional Family Therapy – Therapeutic Case Management (FFT-TCM):** Family Strengthening
- **Rapid Crisis Stabilization:** Behavioral Health & Wellness
- **Enhanced Outpatient Services:** Behavioral Health & Wellness

Newport County

- **Foster RI:** Foster Care
- **Multisystemic Therapy for Youth with Problem Sexual Behaviors (MST-PSB):** Family Strengthening
- **Parenting with Love and Limits (PLL):** Family Strengthening
- **Brief Strategic Family Therapy (BSFT):** Family Strengthening
- **Functional Family Therapy – Therapeutic Case Management (FFT-TCM):** Family Strengthening
- **Rapid Crisis Stabilization:** Behavioral Health & Wellness
- **Enhanced Outpatient Services:** Behavioral Health & Wellness



Affiliations/Memberships

- NAFI/NFI
- Children's Welfare League of America
- Children's League of Connecticut
- CT Community Nonprofit Alliance
- Family Focused Treatment Association
- Rhode Island Coalition for Children and Families
- The Council of Family and Child Care Agencies

Accrediting Bodies and Licensures

- Council on Accreditation
- All Children All Families
- CT Department of Children and Families
- CT Court Support Services Division
- CT Department of Developmental Services
- RI Department of Behavioral Healthcare, Developmental Disabilities and Hospitals
- RI Department of Children Youth and Families
- Westchester County Department of Social Services
- Orange County Department of Social Services
- Rockland County Department of Social Services
- U.S. Administration for Children and Families



New York

Westchester County

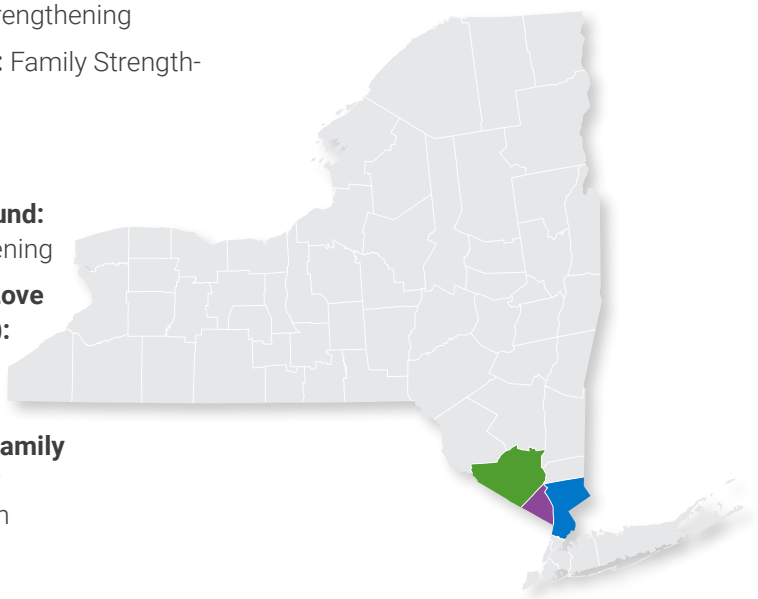
- **Family Wraparound:** Family Strengthening
- **Parenting with Love and Limits (PLL):** Family Strengthening
- **Familias Unidas:** Family Strengthening

Rockland County

- **Brief Strategic Family Therapy (BSFT):** Behavioral Health & Wellness

Orange County

- **Family Wraparound:** Family Strengthening
- **Parenting with Love and Limits (PLL):** Family Strengthening
- **Brief Strategic Family Therapy (BSFT):** Behavioral Health & Wellness



By the Numbers

Behavioral Health & Wellness

95% of clients were discharged to a lower or lateral level of care

89% of clients were actively engaged in educational/ vocational program at discharge

97% of youth remained home/ community at discharge

90% of clients experienced no police involvement during treatment

82% of clients had increased school attendance

Developmental Services

100% of clients maintained a minimum of one community connection

100% of clients increased daily and/or independent living skills

100% of clients maintained employment/vocation plan

100% of clients maintained living arrangement in least restrictive environment

100% of clients participated in healthy living activities

Family Strengthening & Youth Development

100% of clients had a decrease in substance use

84% of youth remained at home of nexus or with identified permanency resource at time of discharge

95% of clients did not experience a new arrest while in program

84% of clients maintained in home placement (benchmark 90%)

92% of clients had family connected to at least one resource upon discharge

Foster Care

97% of clients were discharged to a lower or lateral level of care

100% of clients attended school 80% of the time

88% of youth showed reduction in problem bx

90% successful discharge

Group Homes & Residential Care

83% of clients experienced success in an educational/ vocational program

100% of clients had decreased hospitalizations

83% of clients had increased school attendance

100% of clients decreased self-harm

100% of clients were discharged to a lower or lateral level of care

Stories of Success

T.A. (16-year-old)

When Tristan was referred to NAFI New York's Parenting with Love and Limits (PLL) program, school attendance was one of the family's most significant concerns. Tristan had reportedly attended only one day of school that academic year and had experienced years of chronic absenteeism, leaving him largely disengaged from education since middle school.

Through consistent case management, the PLL team took the time to understand the barriers preventing Tristan from successfully returning to a traditional school setting. Rather than focusing solely on getting him back into a classroom, the team worked with Tristan and his family to identify an educational option that matched his individual needs, interests, and goals. This led to his connection with the Youth Employment Program (YEP), which offered him an alternative pathway toward completing his education while also exploring workforce development opportunities. Alongside this work, the PLL clinician continues to provide family coaching focused on strengthening communication, reinforcing healthy boundaries, and supporting the family as they navigate ongoing challenges together.

The results have been remarkable. After nearly four years of significant school disengagement, Tristan has attended every scheduled class, completed all of his assignments, and is preparing to continue into his next semester in 2026. Even more encouraging, Tristan has expressed growing excitement about the workforce component of the program and the opportunity to pursue trade education and career preparation.

Tristan's progress highlights the impact of individualized, attentive case management and coordinated family support. By identifying his specific barriers, listening to what he wanted for his future, and connecting him with a program that met him where he was, the PLL team helped Tristan move from years of educational disengagement toward a path of academic achievement, workforce readiness, and greater confidence in his future.

Jonathan (16-year-old)

Jonathan came to NAFI Main St. on May 24, 2023, before he had even turned sixteen. During his three years with us, it was important to him to remain connected to his high school and continue playing football. We proudly supported him, including many 45-minute drives home from practice. Whether those rides brought serious conversations or laughter, each one gave us another opportunity to know and support him. We watched Jonathan become part of a team, attend proms, banquets, and other school events, and navigate the challenges of being a teenager. Through every high and low, he continued to grow, mature, and move forward.

One of our proudest moments was watching Jonathan graduate from high school, followed by his acceptance to Rhode Island College. On August 28, 2026, we helped move him into his dorm—not to say goodbye, but to wish him good luck. Jonathan remains an important part of our Main St. community. He visits regularly, continues to work in the neighborhood, and serves as a positive role model for our other young people. His story represents what we hope for every client: the opportunity to face challenges, learn from them, grow through them, and step into the future knowing they are not alone.



Finding Hope, Building Independence: Mateo's Story

Sometimes, the path to a brighter future looks different than we imagined. For Mateo, that journey became one of resilience, personal growth, and discovering his own potential.

When Mateo arrived at NAFI Connecticut's Corbin House in 2021, he expected his stay to last just three months. Instead, what began as a temporary placement became a five-year journey that would transform his life.

During his time at Corbin House, Mateo faced difficult news: returning home to his adoptive family was no longer an option. For a teenager who had hoped to reunite with his family, the news brought feelings of disappointment and uncertainty about what his future might hold.

But Mateo did not have to navigate those emotions alone.

With the steady encouragement and support of the Corbin House team, Mateo gradually began to shift his focus from the circumstances he could not change to the opportunities he could create for himself. What followed was a remarkable transformation.

As Mateo began to recognize his own strengths, he found his voice. He learned to advocate for himself, set meaningful goals, and take an active role in shaping his future. Rather than allowing setbacks to define him, he became increasingly determined to build a life of independence and possibility.

Over the years, Mateo turned that determination into action. He earned greater independence in the community, held several part-time jobs, and served on a youth advisory board, where he had the opportunity to share his perspective and help give young people a voice. He continued to pursue his education and personal goals, demonstrating just how far he had come.

In May 2026, Mateo took another important step forward when he transitioned from Corbin House into a program designed to help young adults prepare for independent living. Today, he continues his vocational education while also working part-time. His progress has been so significant that he is now preparing for the possibility of living independently.

Although Mateo has moved on from Corbin House, he still returns to visit the people who supported him along the way. He has shared how meaningful those years were to his growth and the person he has become.

Mateo's story is a powerful reminder that hope can take root even in the most uncertain circumstances. With patience, encouragement, and people who believe in their potential, young people can move beyond difficult beginnings and discover what is possible.

For Mateo, Corbin House became more than a place to stay. It became a place where he found his voice, discovered his strength, and began building the future he deserves.













2025 Employee Recognition Awards

Each year, NAFI recognizes and celebrates employees for the outstanding work they do in providing the highest level of innovative human and social services to individuals and families. The awards are announced by Amy Lebfevre, Executive Director.

Rookie of the Year

The Rookie of the Year award is presented to someone who has worked for the agency for less than one year but has already made a notable mark on their program, having shown great enthusiasm for their job and commitment to professional growth.

Emily Tartsinis, NAFI CT

Emily joined our team as the solo clinician for our brand-new Parent Child Interaction Therapy (PCIT) program—an evidence-based treatment model designed to strengthen the bond between children under seven and their parents through positive interactions and effective behavior management.

Starting a new program is never easy, and Emily met every challenge with enthusiasm and determination. From day one, she took full ownership of PCIT's success—developing marketing materials, connecting with daycares, pediatricians, and schools throughout Windham County, and representing both PCIT and NAFI at countless community events.

While learning a new therapeutic model, at a new agency, within a brand-new program, Emily also stepped up to support our outpatient clinic operations—managing intakes, coordinating provider schedules, and even carrying the infamous OPC phone. Her dependability, organization, and positive attitude make her a joy to work with and to learn from. Her eagerness to learn has set a high bar for all of us.

Emily's dedication to her clients and to NAFI's mission is clear in everything she does. As she proudly said in supervision recently, "This program has my name

on it, and I will ensure its success." And she has. PCIT is now thriving, with a steady stream of referrals, consistently exceeding caseload quotas, and a recent graduation of one of her families. She has even expanded the program's reach by collaborating across state lines with NAFI Rhode Island.

Her hard work, passion, and commitment have made an incredible impact in such a short time. We can't wait to see all the amazing things she'll accomplish next.

Andrea Sladewski, NAFI NY

Andrea will soon be approaching her one-year anniversary at NAFI NY and has already become an integral member of her program and the NY region. She has had a thirst for knowledge and continued growth from the moment she started and has never shied away from new opportunities to grow within her role and to support her team.

She has spearheaded her program's Community Based Action Team, building lasting community partnerships to support our clients. Through her efforts, her program has been able to consistently host CBAT meetings for the first time in many years. Her diligence in making collateral contacts and her dedication to ensuring the documentation of all her efforts with families has also led to her being awarded our first ever Engagement Excellence Award.

Michael Hampson, NAFI RI

Michael Hampson is being honored with the Rookie of the Year award for outstanding leadership, commitment to excellence, and exceptional contributions to our program and staff. Since joining our agency, Michael has consistently demonstrated the highest level of professionalism, initiative, and compassion in their work. In their current role, he has taken ownership of the program schedule, maintained full coverage while ensuring minimal to 0 overtime, reflecting his resourcefulness and strong organizational skills.

Michael is deeply committed to staff development, prioritizing training and ensuring all team members remain in compliance by completing coursework on time. His attention to detail and proactive approach have kept the team on track and well-prepared. Michael's leadership extends beyond administrative duties. He actively implements what he learned with our leaders to provide morale-boosting feedback and engages staff in meaningful team-building activities. Michael practices trauma-informed supervision and fosters an environment that promotes professional growth, emotional safety, and mutual respect.

Award of Excellence

The Award of Excellence is presented to someone who serves as an example of superior performance in their agency, having made significant accomplishments during the year. Recipients are recognized for exemplary leadership, innovation, or initiative.

Marisa Landry, NAFI CT

This year's Award of Excellence is presented to Marisa because she truly embodies what it means to lead with courage, curiosity, and heart.

When she was promoted to a supervisor position, it happened quickly, and she was stepping into a tough role. She had no prior experience in the position, but you would never have known that from the way she showed up. From day one, she hit the ground running.

Despite leading a team that was short-staffed and navigating a model that was completely new to her, she approached everything with confidence and determination. She spent weekends researching, reading, and studying, all to make sure she could give her team the support they deserved. She might have felt nervous at times, but we never doubted her.

Over the past year, we've had the privilege of watching her grow, not just as a professional but as a leader. She has built a happy, confident team. She's found her voice. She's become a leader who inspires others to step into their own strengths. Marisa goes above and beyond for her team, her clients, and the agency as a whole.

She's not afraid to ask tough questions and welcomes constructive feedback even when she's already receiving nothing but praise. She's created what might be the best tracking documents known to humankind. She embraces change when others shy away from it.

She supports her peers, volunteers to help with office moves, dives into data because she actually enjoys it, and spoils us with her test-run baked goods along the way.

She is kind, thoughtful, determined, and tenacious, a perfect example of what excellence looks like in action.

Thank you for all you do Marisa!

Patrick Ginter, NAFI CT

It is an honor to present an Award of Excellence to someone whose reliability, craftsmanship, and kindness set the gold standard across our organization: Director of Facilities, Patrick Ginter.

Patrick is the definition of dependable. When he says he'll be there, you can count on it—often arriving earlier than anyone else and ready to get the job done. His skill set is second to none, and his dedication to the individuals we serve shines through in everything he does. Patrick never takes shortcuts, ensuring that every task, no matter how big or small, is done with care, precision, and pride.

Whether it's a facilities emergency, a last-minute fix, or a 7,000-piece furniture assembly for RI, he rolls up his sleeves and does whatever is needed to support our programs and staff. He has built relationships with new vendors, landlords, fire marshals, and state partners—learning the ins and outs of every location and making sure nothing falls through the cracks.

This year, Patrick also oversaw a major renovation project at our Hartford Regional Office—a huge project that required early mornings, long days, and weekend work for several weeks. His commitment to seeing the project through wasn't just about getting it done, it was about getting it right.

Patrick's attention to detail and determination to create a welcoming, well-functioning space reflect his belief that our programs and offices should shine for both staff and clients. He takes extra care in our group home programs, understanding that those spaces aren't just worksites, they're our clients' actual homes.

Patrick's impact extends beyond facilities. This summer, he supported a youth through a summer work program, inviting him to join the facilities team. Under Patrick's guidance, that youth learned practical skills, gained confidence, and stayed engaged in positive, meaningful activities during the school break. It's just one more example of how Patrick turns everyday work into opportunities to support our mission.

Patrick manages the constant juggle of daily operations, unexpected challenges, and big projects without ever breaking a sweat, and always with a kind smile. He is truly deserving of this Award of Excellence.

Erica Pagan, NAFI NY

Erica continues to raise the standard for service delivery and client engagement. Within just this year, she has advanced through her evidenced based model's curriculum at an exceptional pace, progressing from intermediate to advanced and now standing only one video away from achieving Mastery level. To reach this distinction within her first two years is truly a remarkable accomplishment. She has quickly become a true "culture bearer" of what NAFI NY represents.

Her positive attitude and determined optimism set the tone for those around her, inspiring peers to approach challenges with the same resilience and drive. She consistently challenges the status quo and takes initiative to implement changes that move NAFI NY forward.

Most recently, she spearheaded an audit of her program's digital records and has been collaborating with our IT department to test innovative methods for streamlining the intake process, ensuring greater accuracy and efficiency. Beyond these accomplishments, she remains a steadfast source of support for her colleagues, clients, and senior leadership always willing to step in to ensure needs are met and goals are achieved.

Rachel Rivera, NAFI NY

Rachel has been with the agency for less than two years, and yet the foundation she has created within her program is one that will leave a lasting legacy for the NY region. She has been a fierce, equitable, and compassionate advocate for the families she serves.

Her first year brought both successes and challenges; yet her journey has consistently demonstrated commitment, dedication, and unwavering support. She has become a trusted source of knowledge, resources, and guidance among her colleagues and peers, never hesitating to share information to ensure families' needs are met.

Through her consistency, reliability, and strong work ethic, she has earned the respect for all those she collaborates with. She also took initiative in building and leading a new collaborative relationship with the Children Enrichment Committee, further expanding opportunities for the families we serve.

This year, she faced the heartbreaking loss of two families she worked closely with. Despite this, she honored their memory and continued her commitment by securing an Art Grant for a mural to painted in their honor, a lasting tribute that reflects her compassion and dedication.

Erica Basilio, NAFI RI

Throughout her time at NAFI, Erica has exemplified an unwavering commitment to our mission, consistently going above and beyond to serve our clients, support her colleagues, and strengthen our community. Resilience is a defining quality in Erica's work. In the face of challenges, such as changes to billing procedures or shorter waitlists, Erica approaches each situation with perseverance and a solutions-focused mindset.

Her ability to adapt while keeping our shared purpose at the forefront inspires those around her and models the very values this award represents. Equally remarkable is Erica's willingness to participate in program and agency events. This year alone, she helped raise over $500 in sponsorships for the annual 5k race by adding 5 new businesses along with getting $300 in raffle gifts!

On a program level, Erica is the voice behind EOS. Her relationships with referral sources contribute to the success of the program on many levels. Collaterals continue to speak so highly of her communication, follow through, and whatever it takes attitude. Erica's dedication, resilience, and openness to growth makes her a shining example of this award!

Ross Preston, NAFI Rhode Island

Ross Preston truly embodies the spirit of dedication, creativity, and care that makes our group home more than just a place to work but a place to grow, connect, and thrive. He has been with NAFI for two and a half years, and in that time has made a real and lasting impact on both staff and residents alike.

Ross doesn't just come to work and do their job—they show up every day with a purpose: to make a difference in the lives of others. He is a true team player, always encouraging and motivating residents to get involved—whether it's through helping with meal prep, joining in on group activities, or simply engaging in meaningful conversations that brighten someone's day.

Over the years, Ross has worked with the residents to collect cans and bottles, cashing them in to fund projects that bring joy and comfort to the home. One of the most impactful projects was the addition of a pergola on the deck, giving residents a peaceful place to sit, eat, and talk—out of the hot sun, or even the rain. And if you've noticed a hummingbird feeder out front, that's his touch too.

This is the kind of dedication that can't be measured in a job description. It comes from the heart. NAFI Lincoln House thanks Ross Preston for his creativity, consistency, and genuine care, and for being someone we can always count on.

Sue Murtagh, NAFI RI

Over the past year, Sue Murtagh has demonstrated exceptional leadership, initiative, and organizational skill. One of the most impact contributions was transitioning the program to a paperless system by successfully integrating the entire intake packet into Evolv. This effort involved close collaboration with the IT Coordinator and the NAFI Quality Assurance team, showcasing an impressive ability to manage complex projects and work cross-functionally … .

Sue's attention to detail and commitment to compliance have strengthened the program's overall documentation practices. In partnership with the program Clinician, she has played a key role in managing incoming referrals, conducting interviews, and completing intakes. Her ability to organize and streamline these processes has contributed to a more efficient and responsive intake system.

She also handles administrative assignments with reliability and professionalism, consistently delivering high-quality work. She continues to serve as a vital liaison with school departments, participating in intakes, IEP meetings, and behavioral planning for all clients. Her involvement ensures continuity of care and strong communication between the program and educational partners. … Her dedication, leadership, and ability to manage both people and systems with excellence have made a lasting impact on our program.



Spirit of Community Award

The Spirit of Community Award honors individuals who exemplify the organization's values through leadership, compassion, integrity, and dedication to the individuals, families, and communities we serve.

Heather Kalin, NAFI CT

One of this Heather's rare gifts as a leader is the ability to navigate through tough situations and courageous conversations—helping everyone involved feel supported, especially when accountability is on the table. Always guided by a strong ethical compass, she has the charisma to walk into a room and present with confidence and care (even if they might secretly wish to be anywhere else at that moment). Heather brings a wealth of lived and professional experience, having climbed the crooked ladder of varied roles—meeting each uneven rung with resilience, humor, and hard-earned victories along the way.

Whether it's learning complex systems, interpreting ever-changing rules, or helping the rest of us make sense of it all—each time she brings clarity, steadiness, and heart. Her thoughtful ways and attention to "The Process," as we like to say at NAFI, reminds us that leadership is not just about decision-making—it's about creating space for growth, connection, and shared purpose. At the center of so many complex situations, Heather remains tenaciously devoted to those we serve, making sure our teams have the support, resources, and guidance they need so that every employee—and every client—experiences equity, fairness, and belonging.

She carries one of the most demanding roles in the organization, where "good news" is often the rare exception in her inbox. We know that she doesn't always love being pulled into team-building activities, she's not a fan of being asked to perform at a moment's notice and she strongly dislikes being confronted with a cold-cut sandwich at a meeting. Regardless of all of that, she's a good sport and always shows up. That's what true leadership looks like: being present, even when it's not glamorous.

Ultimately, in almost any other role, qualities like hers would make someone the most sought-after, most popular person in the organization. But let's be honest—when the Director of HR calls you into her office, your first instinct is rarely excitement. Yet those who know this 29-year employee know that what waits on the other side of her door is not judgment or harsh policy talk, but compassion, wisdom, and an unwavering belief in fairness and dignity for everyone.

For her steadfast advocacy, her courage in the hard conversations, and her ability to carry the "hard stuff" with grace and humanity—this is why Heather Kalin is at the heart of the NAFI Spirit of the Community Award.

Erica Pagan, NAFI NY

Erica has recently achieved the two-year milestone at NAFI. While some may shy away from challenges, she consistently runs toward them with determination and purpose. From her very first day, she has demonstrated a can-do attitude, professionalism, and an eagerness to learn—qualities admired by colleagues, leadership, and clients alike.

She began her journey at NAFI NY during a period of major transition and low staffing and yet rose to every occasion to ensure quality services were delivered without compromise. She has played a pivotal role in supporting some of our most challenging cases, setting an incredibly high bar for client engagement skills. Through her unwavering commitment, she has helped families who were ready to give up find renewed hope. One family even shared, "Every other provider would have given up on us by now." Her efforts have brought missing teens home safely, connected children with special needs to reliable supports and educational resources, and inspired youth to pursue personal growth even in the face of difficult circumstances.

Equally inspiring is her positive spirit. Despite barriers such as staffing shortages, low referrals, complex family dynamics, or internal challenges, she has remained the voice of optimism. She looks at difficult referrals and says, "No problem, we got this." She listens to her team and says, "It's okay, I got you." She looks to senior leadership and asks, "How can I make your life easier?"

Beyond her direct casework, she continuously offers a helping hand to colleagues, clients, and the community. As an active member of both the Spirit Committee and the Fundraising Committee, she is always brainstorming creative ways to strengthen community engagement. She embodies NAFI's mission through her resilience, willingness to both learn and teach others, and her ability to take thoughtful risks when appropriate. She embraces feedback as an opportunity for growth, modeling a commitment to continuous improvement for those around her.



Susan Reed, NAFI RI

What sets Susan person apart is the way she builds relationships. Her connection with each resident is unique, personal, and deeply rooted in trust. She believes that every individual deserves the opportunity to grow and change. And this is felt by what this person embodies: fairness, compassion, and respect.

Even in the most challenging times, Susan has shown up—especially during the height of the COVID pandemic. When others couldn't be there, she stayed for days at a time, making sure residents felt safe, supported, and cared for. Her calm and steady presence helped carry the program through one of its most difficult chapters.

She doesn't seek recognition. She simply shows up—day in and day out—to make sure the residents, the staff, and the program are supported, safe, and valued. Her leadership isn't loud, but it is deeply felt.

Susan has worn every hat imaginable—working overnights, cleaning the building, transporting residents, all while leading the program as its director. No job has ever been too small or too big. She has stepped in wherever needed, always with humility and heart.

Her commitment hasn't gone unnoticed—not just by us, but by BHDDH and other partner agencies who continue to recognize the outstanding work being done at Lincoln House. She lives and breathes the mission and values of NAFI.

Susan has been the cornerstone of the Lincoln House program for decades. In fact, this coming February will mark an incredible 35 years of service to the individuals of Lincoln House and the broader NAFI community.

DEI&B Champion Award

The DEI&B Champion Award is presented to a NAFI employee who is actively working toward achieving a welcoming, supportive, and inclusive environment. It is intended to celebrate those who embrace the values of diversity, equity, inclusion, and belonging and recognize how those values help advance the mission of NAFI.

Diane Thompsom, NAFI CT
Director of Community Based Services

Diane has demonstrated interest and commitment to the DEIB process since its inception within the NAFI Tri-State. She supported the agency through the adaptation of CLAS Standards and is a Courageous Conversations facilitator. Not only does she advocate for the best interest of those that we serve but for our staff as well. Diane has been dedicated to the process of NAFI being a diverse, equitable and inclusive agency where everyone belongs. She inspires others to embrace their true feelings and process them in a safe environment even when things don't feel that great!

She acknowledges issues of adversity and inequity openly and safely—role modeling for others the importance of sitting in the discomfort and cultivating change from within. Diane nurtures the feelings and emotions of her staff—so that through the parallel process, they can do the same with those that they serve. Lastly, she equips her staff with the necessary tools to be successful in navigating the many challenges that we face on a daily basis. Diane's presence within and passion for Diversity, Equity, Inclusion & Belonging has been a consistent force which is why she is most deserving of this award.

Executive Director's Choice:

Each year, the agency's Executive Director selects one individual to receive this distinguished award. It recognizes an individual who has made a significant impact on the organization based both on performance of job responsibilities, as well as contributions to the overall mission, goals, and values of NAFI.

Casey Cullinane, NAFI CT

Casey Cullinane came to NAFI through an internship, and it quickly became clear that we couldn't afford to lose such talent, so we were thrilled to bring Casey on as a fulltime Therapist at our Outpatient Behavioral Health & Wellness Center. From day one, Casey has consistently brought energy, dedication, and heart to every aspect of their work.

Casey has been a driving force in our programs, playing an instrumental role in the growth of the OPC and consistently meeting productivity goals for the past two years.

Their engagement with clients reflects a deep passion for helping others succeed, and that same warmth and welcoming spirit extends to everyone they encounter. Step into Casey's office and you'll see it mirrors that personality: comfy furniture, playful accents, and toys and fidgets tucked into every corner, creating a space where anyone instantly feels at ease.

Having started at NAFI as an intern, Casey now mentors the next generation of team members, sharing insight and encouragement with patience and care. A respected colleague, Casey is always willing to lend a hand, offer support, or jump in wherever needed.

Beyond professional achievements, Casey is a vibrant presence in the NAFI community. They actively participate in agency events such as community fairs, 3rd Thursdays in Willimantic, and staff celebrations. Casey also serves as a dedicated member of the DEI&B Committee, where, in addition to thoughtful contributions, they proudly hold the unofficial title of reigning trivia champion.

Casey truly embodies the spirit of this award: dedication, passion, and a commitment to making NAFI Connecticut a place where both clients and colleagues thrive.



Because of You

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Susan Reed

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John H. Basiliere Jr.
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Thirty-One Years of Service
Melissa A. Petrone

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Dawn M. Sparadeo

Twenty-Nine Years of Service
Heather M. Kalin
Andy Torres

Twenty-Eight Years of Service
Matt Burns

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Cynthia Livsey

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Twenty-Five Years of Service
Terri M. Fainer
Suzanne L. Murtagh

Twenty-Three Years of Service
Antonio A. Vazquez Sr.

Twenty-Two Years of Service
Hillary F. DePina
Sherry A. Hicks
Melissa A. Niver

Twenty-One Years of Service
Jessica E. Marcil

Twenty Years of Service
Stephanie E. Calise

Nineteen Years of Service
Jessica L. Lamkin
Catherine B. Pfahl

Eighteen Years of Service
Melinda S. Baller
Jessica L Clow
Mayowa Ogundare
Diane B. Thompson

Seventeen Years of Service
Ashley M. Walker

Sixteen Years of Service
Mai Nou Vang

Fifteen Years of Service
Pontien B. Moket
Abigail E. Okarmus
Tracy J. Rave
Clifton S. Roberts
Kerel R. Tiggett

Thirteen Years of Service
Thomas A. Aitkens
Erica L. Basilio
Heather M. Dattel
Kristen E. Devany
Kristal L. Glaude
Kevin C. McLaughlin
Alison B. Rodino

Twelve Years of Service
Timothy B. Goldberg
Amy M. Lakin
Jaime Perez
Jonja A. Russo

Eleven Years of Service
Matesha L. Davis

Ten Years of Service
Gina Santoro

Nine Years of Service
Celine E. Baker
Derek LeDoux
Brian Siecienski
Telicia Townsend
Emily Tyson

Eight Years of Service
Tyra Brooks
Maria Do Carmo
Rachelle Franco
Elise N. Jarvis
Avina Johnson-Smith
Julie Kolakowski
Joshua McGaw
Tracey L. Pearson

Seven Years of Service
Othilia Davis
Ana M. Depina
Kathleen Eldredge
Antoinette M. Fearon-Eugene
Edward Hughes,
Brenda Melendez
Solinez Torres

Six Years of Service
Damani Brandon
Robert L. Garrett
Roberto Marquez
Kyle N. McCurdy
Maggie Orellana
Edward Ramos
Dakota Rockwell

Five Years of Service
Milka C. Aquino
Sherri L. Cox
Kayla Dos Santos
Tyler M. Evans
Stephanie C. Huancas
Marlen Peguero
Charles A. Sherwood Jr.
Danielle M. Soule

Four Years of Service
Julita Becolli
Christina Bryant
Ezekiel Byfield
Amanda Cervone
Kristen M. Clark
William Congdon III
Myra Duhaime
Donovan C. Edwards
Diane Fazzina
Michelle Link
Mel-Liaky Lovett
Alberto Madera Jr.
Isabel M. Pellot
Craig S. Schmitt
Wafa Simpore
Carolyn Tejera
Allison Towers
Gabriella M. Zone

Three Years of Service
John Almeida III
Walter Asbury
Michael V. Bartelli
Jolly Black
Michelle Blake
Joshua J. Callaghan
Giovanni Ciarlo
Monica Claros White
Mariah P. Conte
Laury C. Cruz Medina
Ana Carmen DeMatteis
Janine M. Martins
Anna Mastroianni
Amanda Nunez
Mirian A. Polanco Baret
Jessica Ramirez
Katherine Rodriguez
Daianira Ruiz-Arroyo
Jennifer Shammas
Aireece Terry
Stanley Urey
Renee D. Vargas

Two Years of Service
Amadelys Afanador
Damariz Arias Cordero
Adam Axelrad
Katherine Bonilla
Belle Bowen
Rhashita Brown
Chelsea Calcagni
Daria Cerce
Rhina I. Cruz
Oscar D. Cuebas Jr.
Emma Duffney
Patria Echavarria
Christina M. Emons
Kurt L. Feinberg
Patrick J. Ginter
Tatiyana Gonzalez
Joshua C. Granton
Laura X. Gualtero
Maria Guerrera
Cesar Herrera
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Alitha Krolikowski
Riley Laird
Megan Lamoureux
Marisa Landry
Samantha Legere
Kevonna L. Letourneau
Delilah Lopez
Terence D. Lott
Monique Mann
Shannon Mann
Kassandra Martinez
Greyshen Martorony
Katelyn R. Michaud
Caroline Mignacca
Melanie Muzzulin
Estefania Naut
Jocelyn Orellana
Erica Pagan
Corina Parkmond
Araceli Patinha
Janell C. Penn
Jamie Polityka
Margia Ramirez
Rick A. Ramos
Wilmary Rios
Rachel S. Rivera
Alanzo A. Rolon
Seleena Rosado
Tyler Russo
Marinelly Ventura
Pilar M. Weingart
Kristin Welch
Jada Williams

One Year of Service
Brittany Afanador
Louis T. Berry Jr.
Sidney Butler
Eric Byrd
Victoria Cronin
Lucy Curell
Alexandra Davila Carrasquillo
Emily DeCrescenzo
Michael DeJesus
Denise A. DiOrio
Johanna L. Echevarria
Monica Egusquiza
Haley Ford
Alyssa Gomes-Normil
Kristina A. Gomez
Ariana Goordhin
Nina Guerrera
Michael Hampson
Quinn D. Harlan
Daysha Hicks
Sarah Jeffries
Sophia Kaczmarzyk
Harmony Lach
Marnie G. Lewis
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Luckens Mathelier
Ocion R. Mollison
Yesenia Nieves
Julieta Ramirez
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Jovan Santiago
Michelle Saul Carrasco
Max Schuster
Alexandra Serrano
Ashley L. Shaw

Alison Shephard
Andrea L. Sladewski
Kiara A. Speer Rodriguez
Nicole Szilagyi
Emily K. Tartsinis
Mely Taveras
Nicole P. Toimil
Maria E. Torres
Debra Waldinger

Under One Year of Service

Jashleen Abreu Flores
Adonis Acevedo
Jerome Akpofure Akiti
Amelia Bergamo
Saul Bethea
Vincent Bosse
Dustin Briggs
Sade Burke
Andres Caceres
Theany Cardoso
Yarianly Castro Robles
Brianna Davis
Courtney DiFonzo
Crystal Donahue
Yarri Downey
Nikki S. Escobar
Kevin Filonow
Angela Flanagan
Ashley Flores
Lidia Fortune
Lee Ann Freitas
Jose R. Garcia
LaNae Gonzalez
Katlyn Grullon
Grettel Gutierrez
Arthur L. Hamilton Jr.
Cacia Harb
Tikyra Q. Harrison
Kenneth P. Howard
Chitia N. Jackson
Cynthia James
Shamika C. Johnson
Behanzin S. Keitazulu
Mirian L Lata .
Alexandra Lewis
Carlos Lopez
Jarren A. Mabray
Adenis Martinez Abramson
Luis J. Matos
LaShawn McBride
Jenea I. Mccown
Emma McGrath
Nicole McKenna
Carmen M. Mendez
Marissa Mendola
Rashetta N. Merrick
Camille Miller
Michelle Morin
Alisha B. Oyewole
Michelle Paiva
Kyle Parisi
Mariah Parreira
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Brayant Paulino De Leon
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Michaella J. Pinga
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