



# **ANNUAL REPORT 2024**

# WATERFORD YOUTH AND FAMILY SERVICES

Proudly serving Waterford since 1991



860-444-5848



24 Rope Ferry Rd, Waterford, CT 06385



# **WELCOME**

### **DANI GORMAN**

HUMAN SERVICES ADMINISTRATOR
MUNICIPAL AGENT FOR CHILDREN
MUNICIPAL VETERAN'S REPRESENTATIVE
ADA LIASON

2023–2024 was a time of extraordinary need. While the pandemic ushered in an unprecedented number of resources to keep households and businesses afloat, many of those measures began to dissolve in fiscal year 2024. In record numbers we had families turn to us for help with rehousing, homelessness, energy, and financial strains that impacted their lives in a way that was crippling. Young people experienced anxiety, family problems, school refusal, isolation, and physical disputes at astonishing levels. So many sought help for mental health services and finances. At all levels of programs and services, the small group of staff members, clinical contractors, and volunteers remained steady and committed to delivering help and positive opportunities for growth. They also inspired hope for so many children and helped them return to school, socialization, and normalcy again.

There was no greater need than residents who sought help with human services / social services. As moratoriums continued to be lifted, an unprecedented number of families were left with financial struggles that surpassed their capacity to overcome them. Rental fees and mortgage payments that were months behind, and electric bills reaching two-to-three, in some cases over ten, thousand dollars, prompted staff to strengthen partnerships with local and state agencies to provide the assistance needed. At no other time was the demand to combat compacted needs higher than in 2023-2024. Residents faced housing crises, job losses, school refusal, family problems, and food insecurities all at the same time. We managed more cases in fiscal year 2024 than the past five years combined. As cases came in, we triaged them to dive into the most urgent needs first and then expanded out to introduce measures that restored stability. In the face of uncertainty, we reaffirmed our department as a place of rebuilding and restoration.

Programs for children, families, and the community were the impetus for bringing residents of all ages back together; reducing feelings of isolation and overcoming emotional struggles. Registrations for after-school programs filled to capacity within hours, children and teens flocked to Dungeons and Dragons, Pathfinders made profound changes in the lives of boys, Girls Circle inspired middle school students to nurture friendships, and Camp DASH scored a 99 percent satisfaction rating of excellence in surveys completed by parents and guardians. Youth Promise, recognized in a local newspaper for its ingenuity, was offered to all of Waterford's fifth grade students through a partnership between youth services and the police. Data was collected in over 95 percent of the department's programs to measure satisfaction, effectiveness, and level of engagement. Private donors, schools, civic groups, faith based organizations, and businesses provided food and brand new gifts for over 400 households at Thanksgiving and then again in December for the holiday season. Programs

not only made meaningful differences in our youngest residents, but, for so many, the department's initiatives were life-changing; returning children to school without fear or anxiety, helping teens make new friends, and providing parents with care for their children so they could rebuild their lives.

Mental health services remained at the core of the department's functions. An unyielding number of referrals came in from parents, grandparents, schools, DCF, juvenile court, physicians and outside agencies seeking counseling for children and families. Two contract clinicians and a graduate intern maintained full caseloads of residents needing help for anxiety, depression, stress, substance use, and defiant behaviors (top presenting issues). The department's mental health services, recognized for excellence in satisfaction surveys, helped nearly 300 children through individual counseling and support groups. Case management assisted families with finding medical treatments, in-patient and partial hospitalization programs, and extended care. Additionally, staff who provided intakes answered phones, and led our youth programs were all trained in mental health first aid and being appropriately responsive with consumers during their time of need. In 100 percent of all referrals, our mental health contractors phoned parents and guardians within four hours of an intake. For children in crisis, our response time was within 15 minutes when a 911 call was unwarranted. In 100 percent of surveys completed by parents regarding their satisfaction, clinicians scored at the highest tier of the scale. All of this data was submitted to the state as required through grants.

The Waterford Community Food Bank remained a model program for others throughout the region. It was one of the few programs to provide consumers with "client-choice" and "shop the shelf" to affirm the autonomy and dignity of its patrons. The devoted and close-knit group of volunteers inspired a beautiful space filled with warmth, kindness, and hope for better days to come. The shelves were stocked with staple items, while commercial refrigerators and freezers kept perishable food readily available for consumption. Kid-friendly cereals, low sodium food products, fresh fruits, and vegetables met the needs of those with food insecurities with a pinpoint accuracy because of the thoughtful approach of volunteers and donors. Food bank volunteers also launched special meal packages, once a month, to promote engagement and increase participation levels. Community food drives and direct buying made the food bank a place for helping residents offset costs and keeping food on tables for hundreds.

Grants were awarded to support mental health services, the food bank, positive youth development, enrichment programs, camp scholarships, prevention, intervention, and energy assistance. As needs grew and the need for more funding skyrocketed, the busy and capable staff was unshaken. To counter the anticipated deficits, they wrote grants to fill the gaps and meet the needs of youth and families. They never left the frontlines of helping others and, in fact, sought solutions through grants and donations.

The Waterford Veterans Coffeehouse became the largest program in eastern Connecticut, attracting over 70-80 veterans per month. Hosted by the First Selectman with Filomena's, Veterans received full breakfast meals with VA staff available to answer questions and guide them to the appropriate places for help. U.S. Representative Joe Courtney visited the coffeehouse on multiple occasions along with special guest speakers who were encouraged

to keep their presentations to 15 minutes so Veterans could socialize and enjoy each other. On Veterans' Day, children from Great Neck School not only sang to them, but presented them cards of gratitude for their service to our country. Also at the Veterans' Day breakfast, everyone received a Thanksgiving basket from the town in partnership with the Mohegan Tribal Nation. The department also partook in partnership special events such as; Trunk or Treat, Light Up the Night, the annual Christmas Tree Lighting, and the Waterford Parade. For all of these events, thousands of residents participated and the feeling of community belonging was never stronger.

On Friday October 17, 2024, two of the department's programs were selected by the Connecticut Youth Services Association to be recognized and featured on the State stage. Both programs, Youth Promise and Pathfinders, were highlighted among the hundreds of programs provided by over 130 youth service bureaus across Connecticut. In closing, while fiscal year 2024 presented endless challenges in unprecedented territory, the department weathered every storm with unconventional ideas, innovative thinking, and fearless efforts.

On behalf of myself and Chairman Buscetto, we respectfully present the 2024 Annual Report.

Sincerely,

Dani Gorman

**Human Services Administrator** 









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# MEET THE TEAM!



**DANI GORMAN HUMAN SERVICES ADMINISTRATOR** 



**HEIDI MCSWAIN HUMAN SERVICES** COORDINATOR



**JOSEPH TRELLI PROGRAM** COORDINATOR



**BRANDON SMITH PROGRAM** COORDINATOR



**JULIANNA TIGELEIRO ADMINISTRATIVE AND INTAKE SPECIALIST** 



**AYDEN BOUSQUET** YOUTH ASSISTANT



**ANNE OGDEN** WCFB VOLUNTEER COORDINATOR



**ANDREW STAUNTON** CONTRACT CLINICAL **SUPERVISOR** 

### **ADVISORY BOARD**

MICHAEL BUSCETTO III CHAIRMAN **ROBERT J. BRULE** FIRST SELECTMAN MARC BALESTRACCI CHIEF OF POILICE MICHAEL CRISTOFERO BOARD MEMBER

**AMANDA BATTY** SUPERINTENDENT'S REP JOSEPH M. FILIPPETI BOARD OF FINANCE LIAISON **CLARA MAHONEY** STUDENT REPRESENTATIVE DANI GORMAN HUMAN SERVICES ADMIN RYAN MCNAMARA REC & PARKS LIAISON **ERIN MCNAMARA** PARENT REPRESENTATIVE **BRADY SUTMAN STUDENT REPRESENTATIVE** JOSEPH TRELLI PROGRAM COORDINATOR **CHRIS MUCKLE** COMMUNITY REP



# **VOLUNTEERS**

In fiscal year 2024, our volunteers, both youth and adult, played a crucial role in supporting Waterford Youth and Family Services programs and the Waterford Community Food Bank.

#### **CAMP DASH**

This year, with the removal of Waterford High School's Learning Through Service (LTS) program as a graduation requirement, we initially worried about a drop in summer camp volunteer numbers. LTS volunteers have historically been the backbone of our Camp DASH program and often transition into summer staff in the following years. But we didn't lose hope. Instead, we transformed our traditional summer volunteer program into the Waterford Youth Leadership Corps (WYLC), a leadership program offering training and opportunities for aspiring volunteers. While our numbers were lower than in previous years, we welcomed 45 dedicated youth volunteers who chose to join WYLC and contribute to the success of Camp DASH. Their hard work was instrumental in making camp a success.

#### WATERFORD COMMUNITY FOOD BANK

The Waterford Community Food Bank was equally supported by a passionate team of adult volunteers, led by the incredible Anne Ogden-Hinners. This group of a dozen dedicated individuals worked tirelessly to provide essential food assistance to our community, ensuring that families in need received nutritious support. Their compassion and dedication are the foundation of our food assistance efforts, impacting countless lives and embodying the spirit of service that defines Waterford Youth and Family Services.



# **PARTNERSHIPS**

- · BJ's of Waterford
- Bouvier Insurance
- CB Painting Co.
- Charter Oak Federal Credit Union
- Chelsea Groton Bank of Waterford
- CriticalSigns and Screen Printing
- DJ Pix
- Ed's Plumbing, LLC
- Home Depot of Waterford
- JLJ Knits
- Joshua's Limousine
- LensCrafters of Waterford
- Liberty Bank of Waterford
- Northeast Medical Group
- Rent-A-Space Waterford
- Riverhead Building Supply
- Shop Rite of New London
- Sirena Medical Aesthetics
- Sportees
- Target of Waterford
- Walmart of Waterford
- Whaling City Athletic Club
- Brian Dagle Foundation
- Cactus Jack Foundation
- Connecticut Youth
   Services Association

- Connecticut Foodshare
- Emily Eshenfelder Foundation
- Gemma Moran United Way Food Bank
- Gardner Family Foundation
- Heavy Hitters USA
- New London Homeless Hospitality Center
- OneCircle Foundation
- Safe Futures
- SERAC
- TBBCA Foundation
- TVCCA
- United Way
- Community
   Organizations & Clubs
- Crossroads Presbyterian
   Church
- Waterford Leo's Club
- Waterford Little League
- Waterford Police Union Local 1948
- Waterford Rotary
- St. Paul Church
- Troop 36
- Waterford Public Schools
- Waterford Board of Education

- Waterford High School Athletics
- 211 Mobile Crisis
- Department of Developmental Services
- Department of Children and Families
- Juvenile Matters Court
- Ledge Light Health District
- Waterford Ambulance
- Waterford Emergency Management
- Waterford Fire Department
- Waterford Planning and Building Department
- Waterford Police Department
- Waterford Print Shop
- Waterford Public Library
- Waterford Recreation and Parks
- Waterford Senior Services
- · Captain Scott's
- Crown Pizza
- Filomena's Restaurant
- Longhorn Steakhouse of Waterford
- · Nana's Byrek
- Supreme Pizza

In fiscal year 2024, we partnered with a diverse array of local entities. These partners offered critical support and played pivotal roles in addressing community needs. This collaborative network was essential in empowering us to continue our mission of supporting Waterford's youth and families through a wide range of services and initiatives.









# OUR PROGRAMS

This past year, our focus on client-centered support, data-driven insights, and measurable outcomes has been pivotal in strengthening and expanding our programs. This approach has not only allowed us to meet challenges head-on but has also enabled a holistic, family-centered model, empowering both adults and youth to pursue and reach their goals.

Waterford offers a diverse range of social and emotional wellness resources, from team sports to music programs, yet barriers to equal access remain for many young people. Through our expanding programs, we are breaking down these barriers and creating inclusive spaces that reflect our values of equity, accessibility, and community support. Our afterschool programs have now become a vibrant hub for Waterford youth, providing a place to enrich their skills, make new friends, and explore important aspects of their growth.



**780+**INDIVIDUALS PARTICIPATING

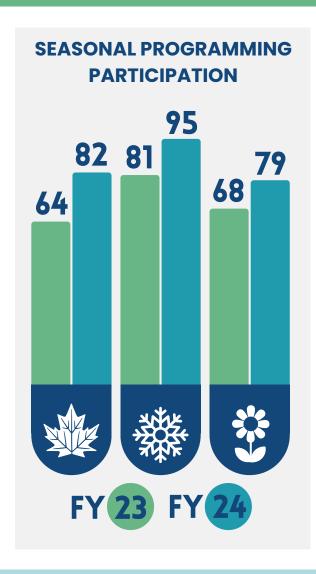


500+
HOURS OF SUMMER PROGRAMING



\$40,000+
GRANT MONEY AWARDED

# OUR PROGRAMS



#### **PROGRAM GROWTH**

In Fiscal Year 23/24, our afterschool programs saw substantial growth, with attendance rates reaching new highs compared to previous years. Alongside these afterschool offerings, participation across a variety of other programs also increased, reflecting a deepening community engagement and trust in Waterford Youth and Family Services. Beyond traditional sports, our programs have become the preferred destination

supportive environment where they can develop skills, forge meaningful connections, and explore enriching pathways for personal growth.





#### DND

Dungeons and Dragons gives kids the opportunity to explore their imagination.



#### BAKING

This program teaches kids new recipes and kitchen safety while having fun.



#### MIXED MEDIA

Kids were able to explore their creativity and learn new forms of art



#### **PATHFINDERS**

This is a great SEL program that teaches young men healthy ways to express emotions.

# OUR PROGRAMS

#### **YOUTH PROMISE**

The Youth Promise Program at Waterford Youth and Family Services equips all Waterford 5th graders with essential life skills to tackle today's challenges. Running from late September to May across the town's three elementary schools, Program Coordinator Joe Trelli, along with Officers Fredricks, Lane, and Winters from the Waterford Police Department, delivers engaging 45-minute monthly sessions covering the following topics.



SOCIAL MEDIA
AWARENESS



HEALTHY GAMING



MENTAL HEALTH



DRUG RESISTANCE



ANTI-BULLYING AND SELF CONFIDENCE



THE ROLE OF THE POLICE



CONFLICT MANAGEMENT



PEER PRESSURE AND CITIZENSHIP



Youth Promise has gained statewide recognition, being featured at the Connecticut Youth Services Association (CYSA) annual conference in Hartford. Communities across Connecticut are now reaching out to develop their own versions of Youth Promise, inspired by its impact and success in Waterford

#### **JUVENILE REVIEW BOARD**

The Juvenile Review Board (JRB) facilitated by Chairman, Chris Muckle alongside WYFS provides a constructive alternative to the juvenile justice system for first-time, low-risk youth offenders, focusing on accountability, personal growth, and community connection. In FY23, the JRB handled a variety of cases, addressing each with tailored interventions in collaboration with schools, families, and community partners. Our completion rate stands at 34% above the state average, demonstrating the program's effectiveness in supporting youth and reducing recidivism, which benefits both the individuals and the community.









# **CAMP DASH**

Camp DASH saw another successful season. Payton Sutman took the lead as the Executive Director of Camps, overseeing yet another summer of fun. We employed 63 staff members, with over 75% of our staff and 100% of our leadership team returning from the previous summer. Camp DASH ran between two sites, one at Oswegatchie Elementary School and the other at Quaker Hill Elementary School. Between the two sites, we saw an average of 182 campers per week, an increase from last year.



**2**CAMP SITES



**8**WEEKLY THEMES



**35**DAYS OF SUMMER FUN



**45** VOLUNTEERS



**63** STAFF MEMBERS



182
AVERAGE CAMPERS PER WEEK

# CAMP DASH

## **TODAY I CHOOSE HAPPINESS**

With the introduction of the Happiness fund, we were able to add even more exciting activities for our campers through the "Today I Choose Happiness" Initiative! This included tie dye Camp DASH t-shirts for every camper, weekly ice cream truck visits, additional social emotional support on site and much more.

## **DASH AT DARK**

We introduced DASH at Dark to give parents an opportunity to have a night out after work while giving campers a fun night of pizza, popcorn, and movies with their favorite Camp DASH Leadership staff. Any camper that was signed up for 3 or more weeks of camp were able to sign up for this program for free!

## TRAIL BLAZERS

We look forward to introducing a new age-group next year, with the division of our 1st though 3rd grade "base camp" and Pre-K though Kindergarten "happy trails" groups, creating "trail blazers" for Kingergarten through 1st graders. Having age group offerings split into smaller groups will give each of our campers an

even more individualized experiences as well as being beneficial for our staff.

# SUMMER OF FY24 WEEKLY THEMES



WEEK 3

CAMP CARNIVAL



WEEK 6
SUPER HERO



WEEK 1
WELCOME WEEK



WEEK 4
ALL-STAR SPORTS



WEEK 7
SUPER SOAKERS



WEEK 2
WACKY WATER



WEEK 5 SPLASH N' DASH



WEEK 8

CAMP SPIRIT

# CAMP DASH

#### OSWEGATCHIE SITE DIRECTORS



ADAM PINCH



MARIN MAHONEY



RILEY WIELACHOWSKI

#### **QUAKER HILL SITE DIRECTORS**



MELINA SANTANGELO



SOFIA GONZALEZ



AYDEN BOUSQUET

### THE REVIEWS ARE IN



90% of parents and caregivers who completed our surveys reported that they were likely to re-enroll next summer.



95% of parents said that their interaction with the staff was good or excellent.



94% of parents reported that Camp DASH is the best summer program compared to similar ones in the area.



PAYTON SUTMAN
EXECUTIVE DIRECTOR
OF CAMPS

"Adorable, fun,
engaging! Thanks for
another great summer
and your efforts with
offering a fun
experience for my kids"
-Addy

"There is no shortage of activities and offerings ensuring kids are receiving the highest quality care during the Summer months!"

-Samantha

"My son looks forward to Dash every year.
Once the holidays are done he brings up
Camp Dash and begins his countdown."
-Doris

# GRANTS AWARDED

## SUMMER MENTAL HEALTH SUPPORTS GRANT

Through the ARPA Summer Mental Health Supports Grant, Waterford Youth and Family Services was able to strengthen mental health support for campers in the Camp DASH program. This funding allowed us to add trained staff, implement Social Emotional Learning (SEL) programs, and offer enrichment opportunities specifically designed to address the mental health needs heightened by the pandemic.

TODAY I CHOOSE HAPPINESS

Our "Today I Choose Happiness" initiative was launched with this grant, enabling comprehensive staff training in Mental Health First Aid and certifying select staff to facilitate evidence-based programs like Girl's Circle and Boy's Council. These programs provided campers with tools for emotional resilience, social skills, and coping strategies, while also promoting open conversations about mental health to reduce stigma. Additionally, we offered structured volunteer opportunities through the Waterford Youth Leadership Corps, providing older campers with mentorship and community engagement experiences that foster personal growth and leadership.



By integrating mental health support across camp activities, we created a supportive environment that prioritized well-being, empowering campers to thrive both at camp and beyond. The grant's impact was significant, addressing immediate mental health needs and contributing to the long-term resilience of Waterford's youth.









# HOLIDAY PROGRAMS

Each year, we are proud to offer vital support to families throughout our town by providing Thanksgiving meal assistance, holiday meal assistance, and holiday gift assistance. Through the generous donations of local residents, businesses, and organizations, we are able to ensure that no family goes without during the holiday season. Our program distributes thousands of food items, including full holiday meals, fresh produce, and pantry staples, as well as gifts for children and essential clothing for families in need. Whether it's a Thanksqiving dinner, a holiday meal, or thoughtful gifts for loved ones, we are committed to spreading holiday cheer and providing a sense of hope and community to those who need it most. We are deeply grateful for the continued support of our community, which makes it possible to touch the lives of so many families each year.



**75** HOLIDAY DONORS



**70**FAMILIES RECIEVED GIFT ASSISTANCE



**512** THANKSGIVING MEALS



**427** HOLIDAY MEALS









# VETERANS INVOLVEMENT

The commitment to our Veterans remains strong, we have welcomed a veteran's liaison to our staff to assist Veterans with questions regarding benefits and tax exemptions. The Veteran's liaison has helped in strengthening our department's capacity to aid more veterans and help guide them to answers. Our monthly Veteran's Coffee House hosted at Filomena's Restaurant continues to remain the largest in the region with 80 Veteran's monthly gathering. We have also partnered with other businesses in the area to provide Veterans with a free breakfast and coffee. Furthermore, our clinician, a Veteran himself, meets with veterans at a local housing complex to provide support groups and a monthly coffee house. We were also honored to work with Veteran's Affairs in hosting Vet's Fest at the Waterford Community Center in the summer where we welcomed over 150 Veterans from around the state who came to meet with VA officials.







**310** FOOD BAGS DISTRIBUTED TO VETS









# WATERFORD COMMUNITY FOOD BANK

The Waterford Community Food Bank continues to serve as a model program for other organizations and municipalities. Our food bank is very welcoming, clean, well organized, and friendly. Shoppers and volunteers work together to select items they would like for themselves and their families. Our "Shopping the Shelf" option remains popular. Volunteers have consistently served the community to provide a private shopping experience.



1,402
TOTAL HOUSEHOLDS SERVED



2,605
TOTAL PEOPLE SERVED



13,164
LBS FROM FOOD BANKS



**12** VOLUNTEERS



**512** THANKSGIVING MEALS



**427** HOLIDAY MEALS

# WATERFORD COMMUNITY FOOD BANK

#### **GROWING DEMAND**

In the past year, we have continued to see the demand for the Waterford Community Food Bank to rise. The food bank continues to provide on-going relief financially and emotionally.



179

**NEW** HOUSEHOLDS THIS YEAR



363

**NEW** INDIVIDUAL CLIENTS







The Waterford Community Food Bank continues to serve many residents struggling with food insecurities. Expanding on our recent additions of paper goods, toiletries, and kid-friendly snacks we now have a special dietary needs section serving those who are gluten free, low sodium, and organic options.

#### MONTHLY FOOD BAGS

We provided 6 themed monthly food bags this year with an average of 65 households signing up for each one! Some of the themes included taco night, summer cook out and chilli dinner.

#### **VOLUNTEER COORDINATIOR**

**Anne Ogden Hinners** 

### **VOLUNTEERS**

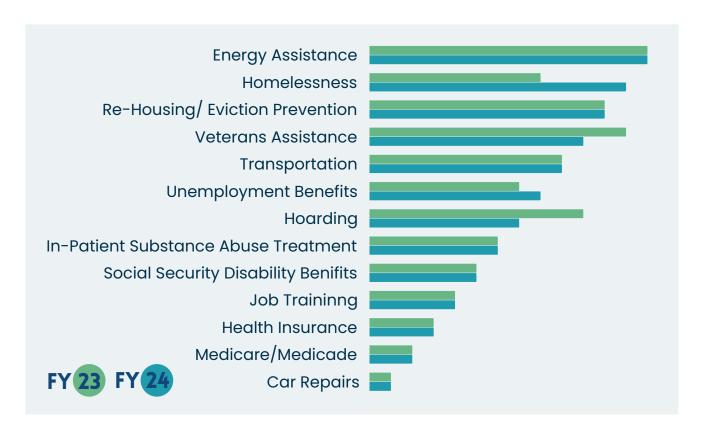
Sue Gardiner
Trish Roy
Janet Pettinari
Leeann Spence
Deb Wiseman
Bert Chenard

Pam Crawford
Liz Beals
Joan Ballassi
Terry Abate
Regina Clark
Ada Filipetti



# **HUMAN SERVICES**

The chart below reflects the prevalence of types of human services cases taken in. The data shows the difference in prevalence from FY23 to FY24. Some types of cases saw a major increase, while others have decreased.





# **HUMAN SERVICES**



#### **EMERGENCY FUNDING**

Offers financial assistance to help with basic needs in order to maintain the independence, dignity, and quality of life to Waterford residents who income qualify. Funding may include home repairs, handicap accessibility, transportation, storage, utilities, fuel, and more.

**24** HOUSEHOLDS



#### **ENERGY ASSISTANCE**

This program helps low and middle income families and individuals pay for their home heating bills. Basic grants range from \$100 to \$530 plus additional crisis benefits of \$1,230 per household for deliverable fuel.

195
HOUSEHOLDS



### **WELLNESS CHECKS**

We visited homes at the request of loved ones, police, fire and residents. We not only made sure the residents were okay, but we provided case management services to assist them with overcoming physical and emotional hardships.

44
HOMES VISITED



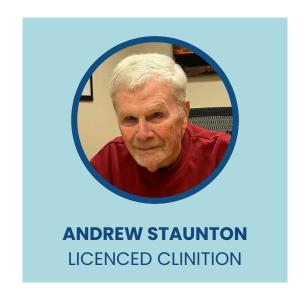
### WATERFORD CARES

We partnered Ledge Light Light Health District, police, fire, Waterford Ambulance, zoning and building departments to provide intensive case management services to residents. We were able to coordinate resources to support well-being and managing life challenges.

**67**RESIDENTS SERVED

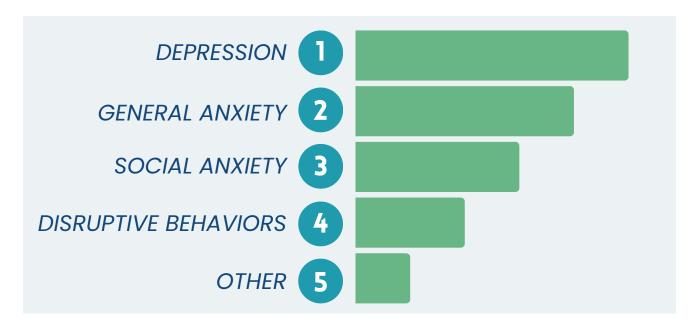
# MENTAL HEALTH





An unyielding number of referrals came in from parents, grandparents, schools, DCF, juvenile court, physicians, and outside agencies seeking counseling for children and families. Two contract clinicians and a graduate intern maintained full caseloads of residents needing help for anxiety, depression, stress, substance use, and defiant behaviors.

### TOP PRESENTING MENTAL HEALTH DISORDERS IN FY24



# LOOKING AHEAD

### **COMING UP IN FISCAL YEAR 2025**



This upcoming year, we are excited to broaden our impact, deepen our community partnerships, and make even greater strides in creating a nurturing, inclusive environment for all. With two full-time program coordinators now on our team, Waterford Youth and Family Services is poised to expand our offerings in Social Emotional Learning (SEL) and after-school programs. This added capacity allows us to reach more youth with meaningful, impactful programming that emphasizes mental health and personal development.

Additional after-school programs will engage students in skill-building activities, creative expression, and team oriented projects, providing a safe and supportive space for growth beyond the school day. Our expanded team is also positioned to enhance mental health support across all programs, offering a range of services and resources to meet the diverse needs of Waterford's youth and families.

We will build on successful initiatives like our SEL-focused "Today I Choose Happiness" and Youth Promise programs, incorporating new evidence-based practices that foster resilience, emotional intelligence, and healthy relationships.





