



**Marrakech, Inc.**  
Embracing Human Potential

# 2016 YEAR IN REVIEW

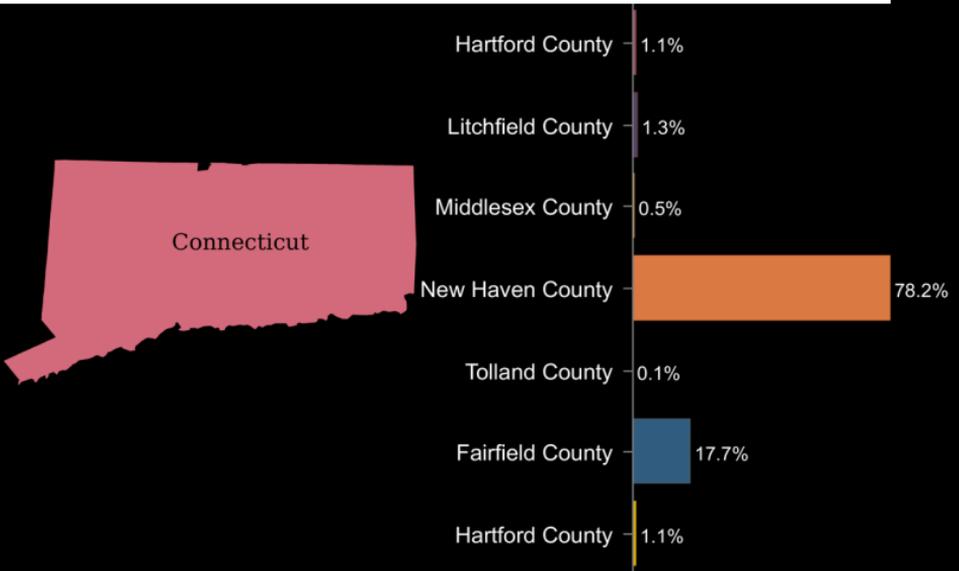
**1,484**

Children and adults served by Marrakech who faced challenges including developmental and acquired disabilities, mental illness, substance abuse and economic disadvantage.

**91%**

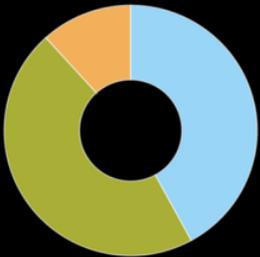
Reported satisfaction by individuals served across all programs.

## LOCATIONS OF PERSONS SERVED



## FINANCIAL ANALYSIS

### Donor Analysis 2016

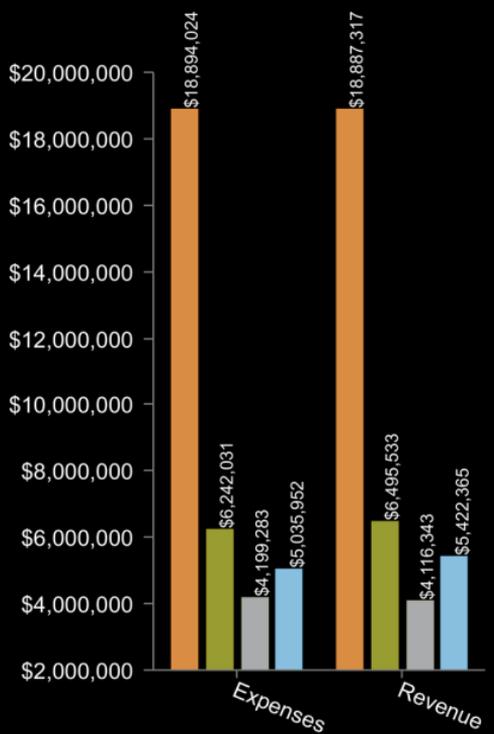


- Retained Donors: 183
- New Donors: 201
- Reactivated Donors: 51

**435**

Active donors with a total of 763 gifts.  
Compared to 2015, active donors increased by 25%.

- Department of Developmental Services
- Department of Social Services
- Department of Mental Health & Addiction Services
- All Other



## A MESSAGE FROM THE CEO

In 2016, our Marrakech family continues to impress and break barriers. You will note in this report just some of the areas in which the great work of Marrakech has positively impacted individuals, families and communities in Connecticut.

Grateful is how I feel almost every hour of every day because I know, 24/7, that there are hundreds of dedicated Marrakech staff and volunteers working hard, all on behalf of our mission. Dedicated, supportive, hard-working and competent are understatements about the many people who come together and help others achieve self-sufficiency and quality of life.

I am into my 31st year of employment at Marrakech, yet I am just hitting my 3-year anniversary as President and CEO. For some reason these immediate past three years seem magnified, as if they each held a decade of impact, success, setbacks, loss, and pride. Thank you to all of you who together strengthen our resolve to continuously embrace human potential.

# IMPACT IN 2016

Over 450 people were newly served by Marrakech in 2016.

100% of the individuals supported in our Community Support Services program area were able to remain in their family homes.

Over 60% of the individuals supported in our DDS-funded employment services were competitively employed.

Marrakech obtained a 93% average Quality Service Review (QSR) score across the DDS-funded programs.

100% of individuals supported in the Young Adult Services Transitional program participated in a natural support based activity in the community at least once each month.

100% of the graduates from the Waterbury Academy for Human Service Training (AHST) retained their training-related employment for 6 months or more.

100% of the youth in the Community-Based Life Skills program showed improvement in 1 or more life skill domains.

90% of the individuals in our Stamford Work Services program were competitively employed.

Marrakech's Quality of Life department hosted almost 50 events and activities in 2016 for the people we support, which included trips to the Big E and New York City, Camp Harkness, a Haunted Hayride, dances, jazzercise classes, movie nights, arts and crafts club, theatre club, and more.

The president of Marrakech's self-advocacy group traveled to Indianapolis to attend a Best Buddies conference and is now a Best Buddies Ambassador.

A total of 16 employees took advantage of our Tuition Reimbursement program, which helped them pay for 36 career-related college classes.

Marrakech continued to offer its Homeownership Program, helping one employee with a down payment on a new house.

In September 2016, 97 members of Marrakech's management team participated in a Management Retreat focused on leadership skills, accountability and communication.

128 Marrakech employees celebrated 5, 10, 15, 20, 25 and 30 year anniversaries with Marrakech. Over 15% of those employees have been with Marrakech for 15 or more years.

The individuals we support volunteered for various community organizations across Connecticut, including Fish in New Haven, People to Person in Norwalk, Meals on Wheels in Waterbury, New Milford, and Norwalk, New Haven Parks and Recreation, Community Soup Kitchen in New Haven, several community churches, and a community farm.

Marrakech received \$20,000 in grants from the Annie E. Casey Foundation to support a DCF-funded program providing services for youth transitioning from foster care services; funds contributed were used for matching funds for education, housing, health care, and transportation as well as for financial coaching for youth.

East Street Arts (ESA), a social enterprise of Marrakech, Inc. had its Grand Opening in May 2016; ESA was awarded \$5,000 for a Public Art Project through the Mayor's Neighborhood Cultural Vitality Grant, a \$4,000 REGI grant, and the 2016 Creative Communicators Award from the Arts Council of Greater New Haven.

Marrakech was awarded a two-year grant from the Community Foundation for Greater New Haven that was partially used to carry out a marketing plan, the creation of a new Marrakech video, updated logos and a new tagline: Embracing Human Potential.

## **PRESIDENT & CEO**

Heather I. LaTorra

## **BOARD OF DIRECTORS**

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