



2017 YEAR IN REVIEW

A MESSAGE FROM OUR CEO

In 2017, Marrakech thrived, developed new programs and services, and assisted many people in achieving a greater self-sufficiency and increased quality of life.

2017 was also a year of advocacy for the people we support, for the families and individuals unserved and underserved, and on behalf of our hard working Marrakech Staff. Despite the fiscal woes of our State, Marrakech not only continued its mission, it has been expanded. We are nimble, fiscally responsible and programmatically creative.

The work that is done here at Marrakech, 365 days a year, takes a village. Fortunately our staff heroes do not give up. We have these long term 5, 10, 15, 20, 25, 30+ year employees because they believe in our mission, they embrace the potential of the people we support, and they take pride in the career paths they followed - dedicated to positively impacting the lives of others.

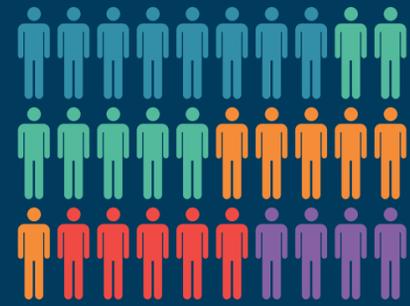
Marrakech's success in 2017 is proof that our staff, volunteers, donors, community partners, the people we support and their families are all heroes. I am in awe and appreciation of this every day.

Heather I. LaTorra
Heather I. LaTorra

A MESSAGE FROM PARENTS

We feel so fortunate to have our son Sam living and working with the Marrakech Team. He has been able to take some giant steps towards independence, surrounded by a loving and supportive staff. The challenges of being a non-verbal teenager are immense. The unconditional acceptance and companionship that he has received at Wolf Harbor/Marrakech are truly life changing. Thank you so much for all of your help! -Hillary and Jonathan Sollinger

When I realized that my daughter's needs were too great to be met by her day program, I started searching for an appropriate residential school. Finding out about a new residential program at Wolf Harbor, I jumped at the opportunity to learn more about it. I was especially excited about the continuation of programming due to the Wolf Harbor staff's collaboration with my daughter's school. The Wolf Harbor residence provides many opportunities for my daughter to increase her independence through practicing ADLs. Seeing my daughter happy and safe made the transition easier. When my daughter moved into the residence, I finally realized how much I needed this "repite." My exhaustion and stress started to melt away. Also, our relationship has improved quite a bit. Once again, I am hopeful about her future. - KB

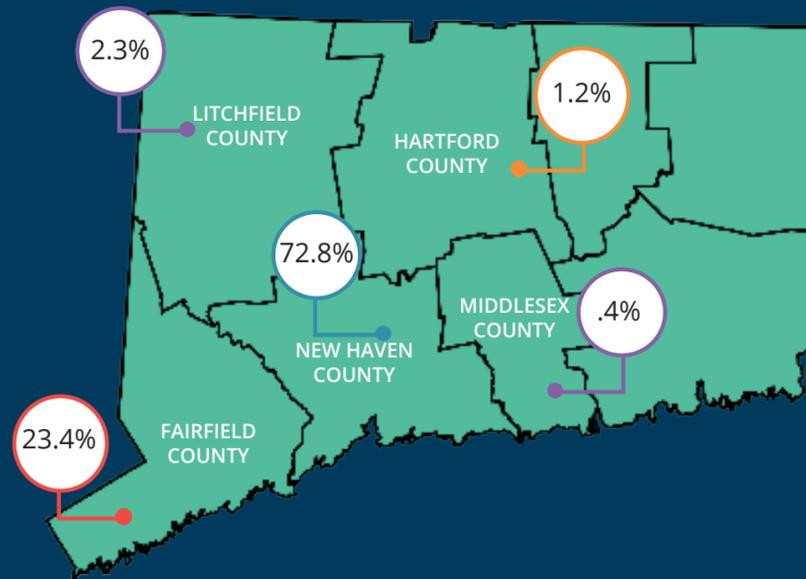


1,321 Children and adults served by Marrakech who faced challenges including developmental and acquired disabilities, mental illness, substance abuse and economic disadvantage.

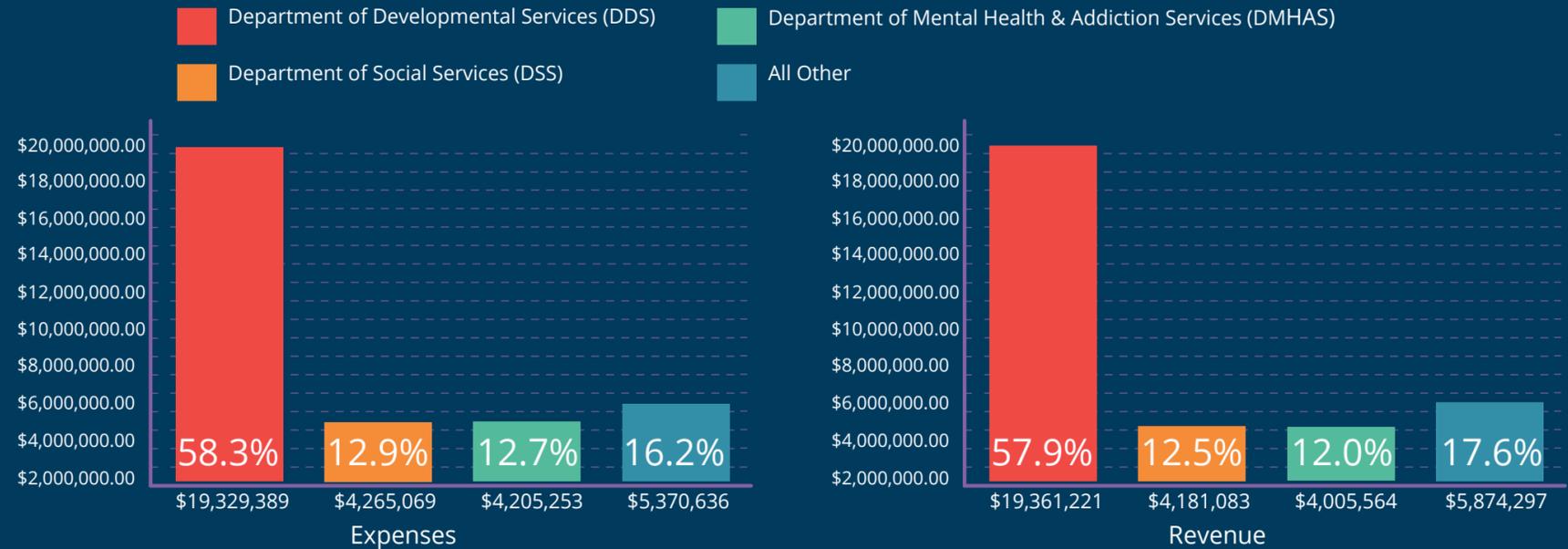


Reported satisfaction by individuals served across all programs.

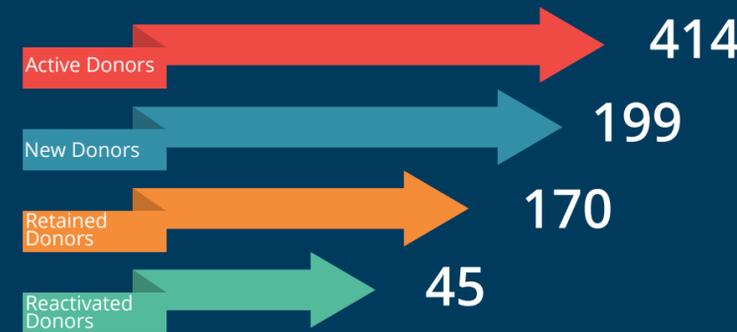
LOCATIONS OF PERSONS SERVED



FINANCIAL ANALYSIS



DONOR ANALYSIS



- 878 total gifts. Compared to 2016, the number of gifts increased by 15%.
- Average gift in 2017 was \$423.26. An increase of 12% from 2016.
- 176 donors gave two or more gifts. An increase of 10% from 2016.



PRESIDENT & CEO
Heather I. LaTorra



BOARD OF DIRECTORS
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IMPACT IN 2017

91% of Academy for Human Service Training students completed the entire program and received their training credentials – deeming them eligible for human service/customer service employment opportunities.

Marrakech supported 340 people in a wide array of DDS funded residential supports. Of those, 77% maintained or showed progress toward one or more life goals.

At the Work to Learn Program, 89% of program participants in New Haven and 90% of program participants in Waterbury remained in school or attended GED classes.

100% of individuals living at home with family receiving Marrakech supports, remained at home.

Our Community Young Adult Services (YAS) program assisted a young woman with moving from Connecticut Valley Hospital, where she lived for a full year, to living safely in her own apartment in the community with no further hospitalizations necessary. In addition, this team was successful in transitioning five other young adults into apartments in the community.

Over 1,800 opportunities were taken to participate in Quality of Life events offered such as attending dances and parties, bowling, beach day, Special Olympics practices and competitions, self-advocacy groups, bingo and other game nights, pumpkin painting, haunted hayrides, monthly birthday nights, financial literacy classes, talent shows, amusement parks, movies, NYC bus trip, Camp Harkness, the Big E and more.

Agency wide, DDS-funded programs had an overall rate of 90% in Quality Service Reviews.

Marrakech expanded nonprofit collaboration partners in the community. FISH of Greater New Haven moved their operations to Marrakech's Island Lane Building, giving individuals more work and volunteer opportunities helping others in their communities.

Marrakech is leasing a home from and collaborating with Milestones Behavioral Health in the opening of Marrakech's first residential home for children licensed by DCF. The opening of this house made it possible for the children, at risk of hospitalization or out of state services, to remain in Connecticut close to their families while attending school.

Marrakech increased our presence and advocacy efforts at the State Capitol this year. There were five group opportunities provided for staff, board members, individuals we support and their families to meet with legislators or attend advocacy events regarding passing a state budget, saving essential services and providing COLAs for our hardworking and dedicated staff.

Marrakech hired 198 new employees in 2017.

There were 62 Staff recognized by parents, funding sources, and co-workers for going above and beyond their job duties.

72% of all open management positions were filled by promoting existing employees.

Marrakech completed all of the action steps on our five year strategic plan and received funds to develop a new one for the next three to five years.

Marrakech maintained a waiting list of qualified Board Members and transitioned four new directors with the expertise identified in our assessment findings.

Marrakech established a Board-Designated Endowment Fund, managed by the Community Foundation for Greater New Haven.

Marrakech was recognized by several community organizations this year, including East Street Arts being named as a Creative Communicator by the Arts Council of Greater New Haven, Marrakech's Health and Wellness Committee being honored with the Caring Heart Award from the Women's Heart Wellness Committee at Griffin Hospital, and our Safety Committee being presented with the Safety & Health Committee Award of Excellence from the Workers' Compensation Trust.

Marrakech's expertise was recognized, awarded and represented throughout the State. Marrakech served on several regional and statewide panels including The State Budget Crisis and its Impact on Non-Profits, Sustainability of social service agencies during economically challenging times, a presentation of Shared Living Options to the IDD Caucus in Hartford and had a spot on iHeart Radio.