





# Letter from our CEO

*Susan Fette, MFT*  
*Chief Executive Officer*

Hello Trusted Community Member,

This year, TLC Child and Family Services celebrated 50 years of serving the most vulnerable youth and families. We crossed this milestone with both hope and humility. Hope because of the profound impact we've made across five decades, and humility as we recognize that our youth and families need us today more than ever.

For those of us in the field, unprecedented challenges are at the forefront of our minds each day: rising mental health crises, severe housing shortages, policy uncertainty, insurance barriers, and nonprofit closures. While these challenges have forced other organizations to close their doors, TLC remains open, stable, and innovative.

As a stable force in our community for half a century, TLC has a proven track record of utilizing evidence-based practices with fiscally sound policies so that we are here for the long term.

We ensure young people do not fall through the cracks of what can often seem like a broken system.

Over the course of five decades, we have served thousands of vulnerable youth - providing safe places to sleep, the opportunity to learn new skills, gain confidence, and in the process, we have put youth on a path to a better life. TLC has been there to wrap around them, providing young people with the stability and comfort they needed.

Thank you for your support. Our work is only possible because of you. Join us in celebrating the impact and helping shape the next 50 years and beyond.

With Gratitude,

**SUSAN FETTE, MFT**

Chief Executive Officer  
TLC Child and Family Services

*Your generous 501(c)(3) gift goes directly toward improving a child's life.  
Thank you for your involvement and life-changing support.*



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# 50 YEAR ANNIVERSARY

This year, TLC Child and Family Services celebrated 50 years of serving our community's most vulnerable youth and families. What began in 1975 as a group home has grown into a comprehensive organization providing foster care, adoption, residential treatment, behavioral health, special education, and transition-age youth housing services.

Yet, with our growth, our core mission remains unchanged: *Providing healthy, healing environments and experiences for foster and other youth and their families, in which their differences are leveraged, valued, and celebrated.*

The youth we serve have incredible potential. With the right support, they graduate high school, pursue education and careers, mentor others, and give back to their communities.

**Our Philosophy:** Connection to Self, Other, and Community

**Guided by our Values:** Excellence, Integrity, Transparency, Collaboration, & Equity



# BEHAVIORAL HEALTH SERVICES: PATHWAYS FOR GROWTH AND HEALING

***"The mental health support I received has been the most helpful thing I received over the last 6 months." - Residential student living in our community***

TLC has been a leading provider of behavioral health services, offering trauma-informed, evidence-based therapeutic interventions through our team of highly-skilled clinicians. Where other agencies have closed or had to scale back, TLC has deepened our commitment and found a way to serve those who need it most.

This year, we've strengthened our capacity to serve more families by growing our team of clinicians and expanding our office locations throughout the community. Increasing accessibility in confidential locations.

Our comprehensive services include community collaborations and partnerships with school districts, as well as family, group, and individual therapy. In-home Behavioral Support provides family therapy and parenting support to caregivers to reduce the risk of abuse and child welfare system involvement.

Feedback indicated that 95% saw encouraging outcomes in their child's mental health concerning suicidal ideation. - Parent Survey

***"When I was struggling, [my clinician] listened and acted in the way I needed...they also were kind and really wanted to help, not cause it was their job." - Behavioral Health Services Recipient***



***TLC respects and honors the strength of each youth and family, despite the challenges they face.***

# TRANSITION AGE YOUTH HOUSING PROGRAMS: LAUNCHING INDEPENDENCE

*95% felt supported and educated in managing personal finances and finding employment*

Our Transition Age Youth Housing Programs bridge the gap for youth ages 16-25 who were experiencing homelessness or at-risk of homelessness, living on the streets or in cars, scared and hungry. Participants immediately received warm showers, meals, clothing, and personal items from our Resource Center. In tandem, the immediate need to secure housing is addressed.

A growing percentage of our participants are also young parents, a trend echoed countywide in the 2025 Point-in-Time Homeless Count, showing a 37% surge in unhoused families despite overall decreases in homeless individuals. TLC has expanded specialized support, including resource navigation, parenting classes, and supplies to meet families' unique needs.

To ensure independence and stability, youth's educational barriers were removed. This included: partnership with the Santa Rosa Junior College, transportation support, academic counseling, and financial assistance.

Promoting youth advocacy and civic engagement, TLC participants created a video sharing their stories that premiered at a local theater. This video is now used as a training tool for organizations that support marginalized young people.

**Elevating youth voices - building empathy and understanding.**

*97% overall satisfaction with their experience in the program: "My case worker has been extremely helpful in every aspect I've needed from support, helping get a job, helping me enroll in college, transportation, anything you can name." - Participant*



# JOURNEY ACADEMY: SAFE & SUPPORTIVE EDUCATION TO REALIZE POTENTIAL

*91% have increased the number of days they were in school, a significant achievement for a student population with a history of not attending*

Journey students are capable. Many have faced challenges such as depression, anxiety, bullying, or trauma that made traditional school settings difficult. Journey's specialized environment provides the structure and support needed to help students re-engage in their education, build confidence, and develop the skills for lifelong success.

Journey Academy includes a Residential Treatment Center with an onsite Non-Public School (NPS) and therapeutic services for qualifying special education students.

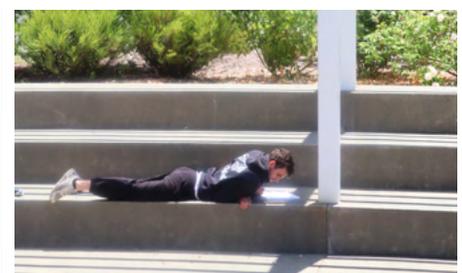
## **Residential Treatment Center**

Youth who need comprehensive services receive care in a homelike environment, including academic and emotional support, while developing the skills necessary to thrive in all areas of their lives.

## **Journey High School**

Serving students with specialized academic and therapeutic programming in a small-class environment prepares students for graduation with practical skills and clear pathways to employment or higher education.

*86% of students increased credit completion compared to performance before attending Journey*



# FOSTER FAMILY AND ADOPTION: STABILITY, CONNECTION, BELONGING



***92% of foster children improved vital social skills, gaining confidence and connection after experiencing environments with limited opportunities for healthy social interaction.***

Comprehensive services include foster care, adoption, post-adoption, and relative caregiver support programs developed in partnership with Sonoma County Family Youth and Children's Services.

The need for foster families exceeds availability. As Foster Family Agencies across California close due to rising costs, TLC's doors remain open and committed to providing nurturing, healing homes for children from infancy through early adulthood.

***82% of foster youth reunified with a birth parent, relative, or were adopted. For the 18% still seeking permanent connections, TLC provides stable housing, therapeutic care, education, and life skills, ensuring every young person gains the tools and relationships needed to thrive in independent adulthood.***



# INNOVATION: MEETING COMMUNITY NEED

## Legacy Program / Fund

Many foster youth lack access to essential dental and orthodontic care due to limitations in Medi-Cal coverage. Without these services, youth experience pain, difficulty eating, or self-consciousness about their smiles. TLC provides the funds for dental and orthodontic treatment - helping youth gain comfort, confidence, and the ability to face the world with a healthy smile.

To date, 178 foster youth have received vital orthodontic and dental services, totaling: \$648,780.69

*This program is made possible by the Sonoma County Children's Village legacy fund.*



## Project Flare

### ***Undoing Aloneness***

Through sharing youth's personal stories through social media, Project Flare creates hope and connection within the LGBTQ+ community.



## Farm to Table

With mentorship and hands-on experience in the garden and teaching kitchen, students develop confidence and emotional well-being while developing career paths in food service, hospitality, and agriculture.



# STRONG STEWARDSHIP FOR A STRONG FUTURE

Since our founding in 1975, TLC has understood that caring for youth also means caring for the organization that serves them. The landscape of child welfare is complex and ever-changing - which is why TLC has built strong systems of governance and financial management to protect every dollar entrusted to us.

## Guided by Strong Governance

Our Board of Directors meets monthly to review program updates, address challenges, and ensure our financial health remains strong. A dedicated Finance Committee carefully reviews detailed financial statements each month, ensuring that your support is managed with the highest level of accountability.

## Financial Strength that Protects Our Mission

TLC maximizes its cash reserves through prudent investing and high-yield accounts, guided by a highly respected financial planning organization. We maintain two months of operating reserves so that our doors stay open and our youth continue to receive care, no matter what challenges come our way.

We recently shifted to a fiscal year that aligns with federal and state funding cycles, giving us stronger forecasting ability and allowing us to plan for the future with confidence.

## Commitment to Excellence & Compliance

Our commitment to quality goes beyond finances:

- Joint Commission-accredited organization
- Journey Academy is accredited by the Western Association of Schools and Colleges
- Annual agency and HIPAA audits plus ongoing program oversight

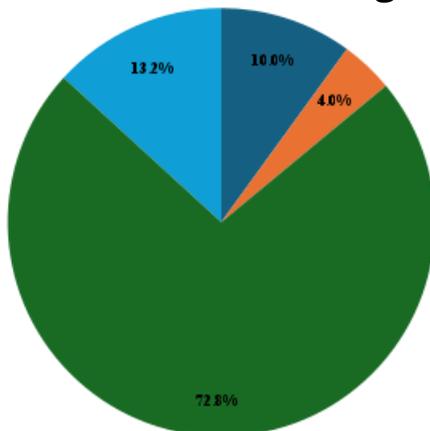
These accreditations and audits reflect the same level of care and excellence that we bring to every young person we serve.

## Investing in Youth - Together

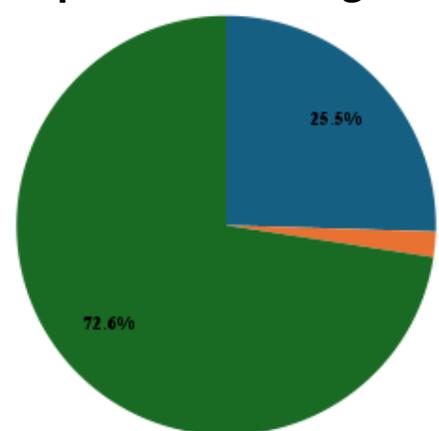
While federal funding has declined, so has local and state funding due to federal cuts. Your partnership allows us to meet these challenges head-on, keeping youth safe, supported, and on a path toward brighter futures.

Because of you, TLC is strong, prepared, and ready to serve the next generation.

### Income Percentage



### Expense Percentage



# ACCREDITATION AND RECOGNITION

## Joint Commission

"TLC is one of the best organizations I have ever assessed," - Joint Commission representative. Praising exemplary quality of care and compassion for clients and staff.



## Western Association of Schools and Colleges

Providing accredited education that meets the highest academic standards.



## Human Rights Campaign - Highest Recognition

Awarded both the "Innovator" and "You Are Welcome Here" seals. Creating welcoming and inclusive spaces for our youth and families.



## North Bay Business Journal - Best Places to Work

Recognized for the third year in a row.

"I love the meaningful impact our work has on families and youth. It's an honor to contribute to lasting, positive change in my community." - TLC Staff



## Candid/Guidestar - Platinum Seal

Joining the top 0.1% of organizations.

Commitment to transparency of mission, impact, and financials.



# Meet Cheyenne Pimentel Perez

Cheyenne was in and out of foster care from 18 months to six years old, and was adopted at age ten. After high school, excited about her future, she struck out on her own, getting her own place with her then-boyfriend and starting college. However, the relationship became abusive, leaving her homeless and needing corrective surgery.

She fled for her safety, finding shelter in parks and under bridges. Seeking a fresh start, she came to Sonoma County to live with her biological family, only to find herself in an unstable, drug-impacted environment, sleeping on the couch or floor.

The turning point came when her employer, a TLC foster parent, overheard her story and arranged for her intake at TLC's Transition Age Youth Housing Program. Soon after, she had safe housing and was wrapped in care.

With stable housing and her basic needs met, she was surrounded by a team of people who genuinely believed in her potential. For the first time in a long while, she had the space to rest and focus on healing. She began prioritizing her mental health, pursuing her education, and exploring different career paths. Even everyday comforts, like preparing her own meals in her own unit and having access to clean laundry became meaningful reminders of the security she'd been hoping for.

Now, as a social worker for TLC's Transitional Housing Program. She's pursuing her Master's degree with the goal of becoming a licensed Marriage and Family Therapist. She serves as a compelling advocate for former foster youth and at-risk youth, speaking at community events to raise awareness about the unique challenges and successes youth face. Over the years, she has been instrumental in developing and leading peer-led programs that create meaningful connections among young people, providing them with platforms to share their experiences and offer mutual support.



## Looking Forward

From a 4-bed group home to a comprehensive organization serving thousands over the years. Together, we have helped youth and families who were once lost discover their strengths, graduate high school, secure stable housing, pursue higher education, and become confident, empowered community leaders.

*Your generosity transforms lives. Please donate to support TLC's mission and help us serve our community for generations to come.*

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# THANK YOU



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