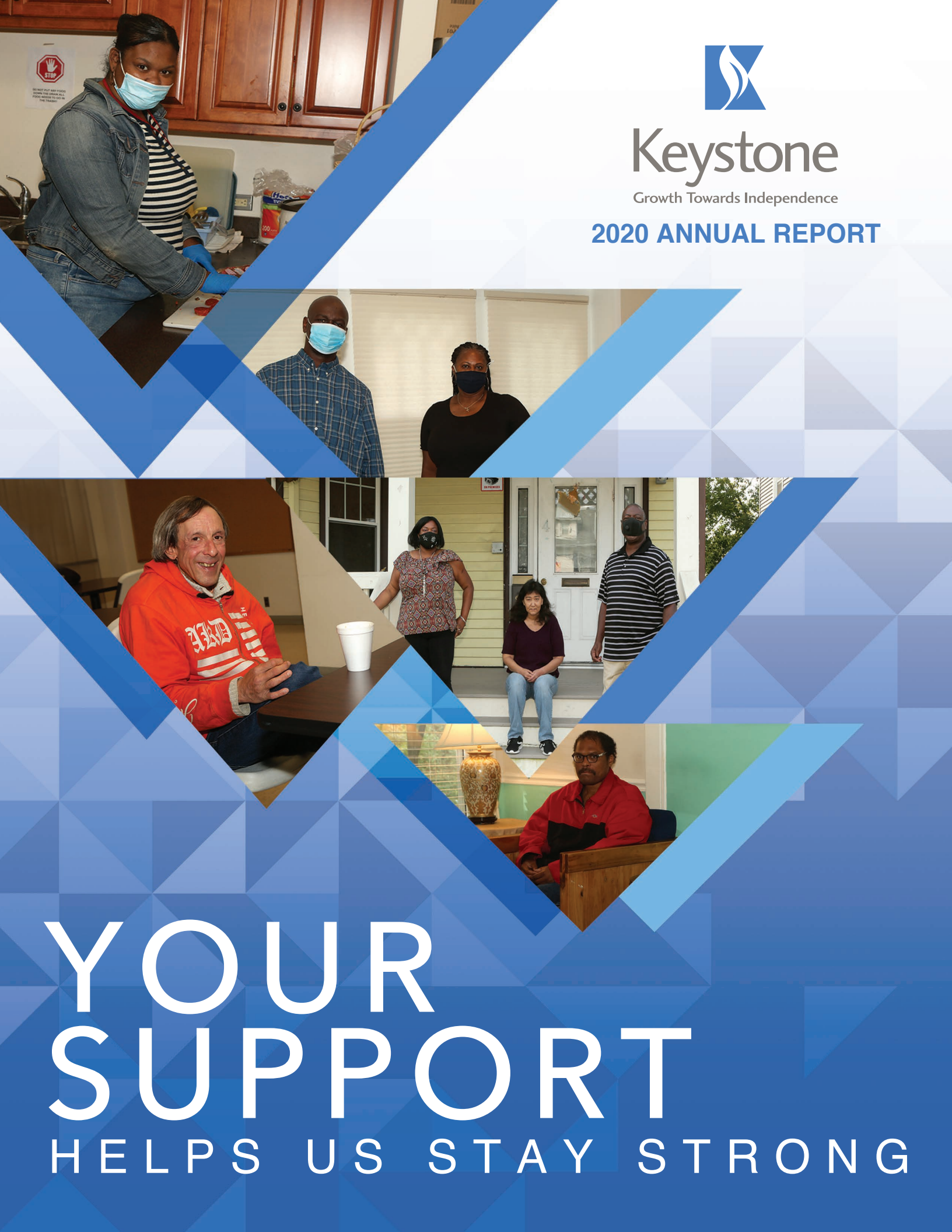




Keystone

Growth Towards Independence

2020 ANNUAL REPORT



YOUR
SUPPORT
HELPS US STAY STRONG

"The world breaks everyone, and afterward, some are strong at the broken places."
Ernest Hemingway

MISSION

Keystone House, Inc. is a 501(c)(3) not for profit organization that provides residential and psychosocial services for adults with psychiatric disabilities in the greater Norwalk area. The mission of Keystone is to increase the ability of persons with disabilities to adjust to and remain in the community environments of their choice with personal success and satisfaction with as much independence as individually possible.

BOARD OF DIRECTORS

Chairperson

Anthony Perrone

Vice Chairperson

Miklos P. Koleszar, Esq.

Treasurer

Victoria Sabol

Secretary

Gary Lorusso, Esq.

Board Members

Sheila Content
Andrew S. Garfunkel
Carol Masi Salvato
F. Jared Sprole
Mike Tolla
Lori S. Torrano
Anil D. Vartak

Executive Director

Valerie S. Williams

LEADERSHIP STAFF

Valerie S. Williams
Executive Director
vwilliams@keystonehouse.org

Andrea Grant, FCCA
Chief Financial Officer
agrants@keystonehouse.org

Kirsten Coveney-Clarke, LCSW, CSOTP
Director of Client Services
kclarke@keystonehouse.org

Ann Brennan
HR Manager
hr@keystonehouse.org

Kim Carter
Development Officer
kcarter@keystonehouse.org

Nicole Murray-King
**Program Manager
St. John and Genoa Residences**
nking@keystonehouse.org

Sandra Fairbairn
**Program Manager
Elmcrest Residence**
sfairbairn@keystonehouse.org

KEYSTONE LOCATIONS

Administration & Community Living Center
147 Main Street
Norwalk, CT 06851
203 855-7920
Fax: 203 855-7943

Elmcrest Terrace Residence
16 Elmcrest Terrace
Norwalk, CT 06850
203 857-1158
Fax: 203 286-6471

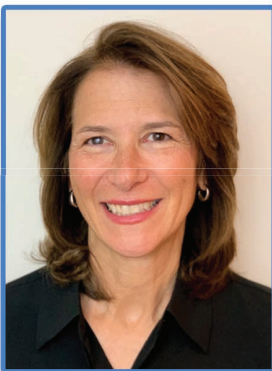
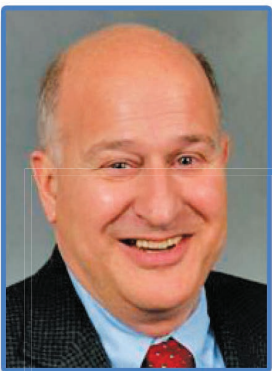
St. John Street Residence
4 St. John Street
Norwalk, CT 06851
203 857-1155
Fax: 203 295-8428

Genoa Street Residence
12 Genoa Street
Norwalk, CT 06850
203 857-0188
Fax: 203 857-4452



Follow us on Facebook

Photos courtesy of Richard Bonenfant



A MESSAGE FROM OUR CHAIRMAN OF THE BOARD AND EXECUTIVE DIRECTOR



Keystone

Growth Towards Independence

KEYSTONE HOUSE, INC.

Valerie S. Williams
Executive Director

Administrative Offices
147 Main Street
Norwalk, CT 06851
P 203 855 7920
F 203 855 7943

Board of Directors

Anthony Perrone
Chairperson

Miklos P. Koleszar, Esq.
Vice Chairperson

Victoria Sabol
Treasurer

Gary Lorusso, Esq.
Secretary

Sheila Content

Andrew S. Garfunkel

Carol Masi Salvato

F. Jared Sprole

Mike Tolla

Lori S. Torrano

Anil D. Vartak

Your Support Helps Us Stay Strong. At this time last year, we were making plans for our annual client picnic, Thanksgiving Dinner for 100, and working with our board in developing a Strategic Plan. In March 2020, we held our first COVID19 planning meeting, and our world was changing.

We spent days and nights searching for masks and gloves, hours on phone calls to anxious clients and family members. There were countless hours researching how we could best protect our clients, staff, and family members from this virus. We applied for loans and grants to help offset the unexpected costs and tried to find ways to support clients in crisis, when all in-person crisis services were shut down.

It has been tough, unimaginable, and yet also rewarding. We are so thankful for our residential staff who have worked every shift in close proximity to one another. Keystone's board saw the need and changed from monthly meetings to weekly ZOOM meetings. Clients were contacted in person, by phone and through the mail. In April, staff were dropping toilet paper and other essentials to clients in need.

Is there a silver lining in all this? There most certainly is. We have learned how resilient our staff are, but most of all, how resilient and strong the people we serve are. Individuals living in their own apartments and those that had attended our social program formed telephone trees, called one another, helped each other out and called staff when they knew someone needed more support. We saw the staff in our residential programs step up to the challenge and facilitate more groups and fun activities in the houses. Our board took action and converted our in-person Gala and hosted a successful online fundraising event which will carry forward into 2021.

We are using this opportunity to re-imagine our programs, focus on client centered recovery-oriented services, and embark on an ambitious strategic planning process.

IT IS BECAUSE OF YOU, OUR GENEROUS SUPPORTERS, that we can find our way through this difficult time and support our clients.

Thank you for your support.

Anthony Perrone

Anthony Perrone
Chairman, Board of Directors

Valerie S. Williams

Valerie S. Williams
Executive Director



www.keystonehouse.org

Keystone House, Inc. is 501(c)(3) not for profit organization that provides residential and psychosocial services for adults with psychiatric disabilities in the greater Norwalk area. The Mission of Keystone is to increase the ability of persons with disabilities to adjust to and remain in the community environments of their choice with personal success and satisfaction with as much independence as individually possible.

ABOUT US

At Keystone, it's all about our clients. They come from all walks of life and have very different backgrounds. Some have high levels of education, some do not. Some have been very disabled by their illnesses, while others have not. No matter who they are or what their background is, our goal is to help each client live their best lives and meet their personal goals. We do so by providing a variety of programs.

ELMCREST TERRACE GROUP HOME

Keystone's first residence offers twelve residents a supportive, safe and friendly environment where they can learn, and practice skills needed to live more independently in the community. Services are individualized through each client's Recovery Plan. All plans are client driven, reflecting their assessed needs, preferences and the involvement of significant others, including service providers, family and other natural supports. There is always staff on site to support residents as they work on their goals.

GENOA HOUSE

Genoa House provides clients with the necessary supports and guidance to live as independently as individually possible in the community. Value is placed on providing residents with a home environment that is designed to enhance the individuals' quality of life, often the residents have experienced homelessness or prolonged hospitalizations before joining our program. Recovery plans focus on goals to assist everyone to reach their fullest potential.

ST. JOHN GROUP HOME

St. John Group Home provides a supportive environment where residents can learn and practice the skills and routines needed to live more independently in the community. There are staff on site 24/7 to provide support and guidance. The many restrictions of COVID19 were an extra challenge for this home as the first-floor bathroom renovation project began mid-February 2020, right at the beginning of the pandemic. Amazingly, our staff, residents, and the construction crew were able to adhere to the new restrictions and complete the project quickly. The residents also weathered disruptions this past summer when the new driveway and stone wall were completed.

THE COMMUNITY LIVING CENTER-CLC

Services in the Community Living Center program are client-centered to meet the goals, hopes and dreams of participants. Individualized services and skill groups are focused on recovery and are developed to increase independence. CLC activities were hit hard by COVID19, we shut down our on-site groups and lunch program in mid-March. Staff made outreach calls and visits, often dropping off all a wide variety of supplies such as worksheets, colored pencils, canned food and rolls of toilet paper! Everyone - clients and staff were very happy in August when we began offering on-site activities.

KEYSTONE'S COMMUNITY SUPPORT PROGRAM

Keystone's CSP (Community Support Program) brings support to the person living in the community. We follow the statewide model that includes a comprehensive array of rehabilitation services, most of which are provided in non-office settings by a mobile staff. Services are focused on skill building with a goal of maximizing independence. It is the CSP services that support over 35 people a year to live successfully in their own apartments.

PILOTS SUPPORTIVE HOUSING

In collaboration with Norwalk's Family & Children's Agency, Keystone supports those that are challenged by mental illness and substance use who also experience chronic homelessness. The PILOTS program provides case management and residential support for clients living in their own apartments focusing on fostering independence and building natural community supports.



Elmcrest Terrace Residence



Genoa House



St. John Street Residence

WELCOME TO THE KEYSTONE FAMILY

KIRSTEN COVENEY-CLARKE, LCSW, CSOTP
DIRECTOR OF CLIENT SERVICES

WHAT IS IT LIKE TO START A NEW JOB DURING THE COVID19 PANDEMIC?

Adapting was surprisingly pleasant. I started on March 9th and was extremely nervous but looking forward to the opportunity. Everyone was very welcoming, and I just felt I was connected from the moment I arrived. I knew I had come to a place that strived to make a difference. COVID19 was not on my mind that day, as strange as that may sound. It wasn't minimized, I was simply focused on learning my new role. I was brought right into clinical operations and programming. I was able to meet staff and clients. This is an agency that cares about its clients. It is an agency that cares for and protects staff. So, to say I had to adapt is a fallacy. I simply fell into the process of being a clinician and doing what I could to support people around me. I did the job I love.

Each program adapted differently to COVID 19 concerns. Within our community programs, we maintained weekly contact via phone, sent small care packages and helped clients process the pandemic. In our 24/7 staffed homes, staff readily continued to work. It was a joy to see that staff remained so dedicated to client care. I think this is a true testament to the organization's support of its staff as well as the culture already present within Keystone. Many staff worked from home, but I was still able to connect with people via Zoom.

I've learned that I love my job here. I love what I do as both a social worker and administrator. Keystone makes this job easy and the clients and staff are a joy. I can say no two days are the same and I love the variety. But most of all, I've learned that I've found the agency I can call home. I know this is the environment I was always meant to work in.

COVID19 has caused us all to replace the lens from which we used to view the world to a completely different one. The 'normal' we knew is gone and what is left is confusing, overwhelming and frustrating. Our clients feel scared, depressed, anxious and lonely. Our role in embracing change is to provide the bridge for them to cross so that we are still there for them, still empowering them and still helping to make their lives as independent as possible. It hasn't been about so much as embracing change as it has been about reinforcing our mission.

**Thank you for hiring me.
I love being here.**



We are grateful for the support we received from donations and grants. We would not have been successful this year without you and for that, we are so appreciative. Together, we are stronger.



Genoa Front and Side Entryway Renovation and Backyard Shed – Michael Boll Trust and Westport Woman’s League

SECURITY SYSTEM
FOR ELMCREST
AND ST. JOHN
FACILITIES –
Worker’s
Compensation
Safety Grant



Home Sweet Home Program – First County Bank



RTC/DTC Inaugural Charity Softball Game Recipient

HOLIDAY
FOOD BINS
St. Matthews
Catholic
Church



New Genoa Van – The Daphne Seybolt Culpeper Memorial Foundation and Dr. Richard Sallick



St. John Street Driveway and Retaining Wall Project – CDBG Grant

Keystone received a wonderful surprise in November 2019, when one of our Founders, DR. RICHARD SALLICK, called to tell us he was making A STOCK DONATION TO KEYSTONE! We were able to complete two needed projects; purchase a new van and fund our Strategic Planning Project



Thanksgiving Dinner Celebration Grant and Preparation – Eversource



St. Ann Society of Norwalk



NAA Grant and Recipient of Most Just Company 2020 Award – Eversource



Toiletry Drive – West Rocks Middle School



St. John Street Bathroom Renovation – CDBG Grant

STRONGER TOGETHER

GOOD VIBRATIONS GALA

How quickly things changed..... In February, we were working with the Norwalk Inn selecting napkin colors and appetizers for our in-person Gala. Just a few weeks later, we made the decision to take our Gala virtual. Looking back, we are overwhelmed with the feeling of gratitude. We are so grateful to our sponsors, donors, and attendees that supported us 100% and made our virtual event such a success.

THANK YOU SPONSORS

Success Sponsor

Fairfield County Bank

Partner Sponsors

eBenefits Group Northeast, LLC
Truetox Laboratories, LLC

Ability Sponsors

Carney, Roy & Gerrol, PC
The Stroup Family

Achievement Sponsor

Lee Ann Fallet

Table Sponsors

Law Office of Miklos P. Koleszar
Gary Lorusso, Esquire
Seligson Properties
Con Edison Solutions
Susan Paternoster
& Tricia Raneri

Inside Cover

Con Edison Solutions

Entertainment Sponsor

Andy Garfunkel

Dessert Sponsor

Angela Mia Bakery

PROGRAM ADS



Signs by Anthony

American Auto Body



Thank you to the Stroup Family for your support!

Thank you to Andy Garfunkel for your support!

Thank you to Lee Ann Fallet for your support!

Thank you to Susan Paternoster & Tricia Raneri for your support!

Thank you to Gary Lorusso, Esq. for your support!

Thank you to Art & Janet Dicks for your support!

Thank you to Law Office of Miklos P. Koleszar for your support!

Thank you to the Luzynski Family for your support!

SAVE THE DATE | Keystone's Virtual Gala
May 1, 2021 | More Details to Follow

FINANCIAL STATEMENT

July 1, 2019 - June 30, 2020

SUPPORT AND REVENUE

FY2020

*Government Grants	\$	2,469,183.00
Client Fees	\$	184,338.00
Special Events	\$	47,552.00
Private Donors	\$	112,676.00
Other Income	\$	37,995.00
TOTAL	\$	2,851,744.00

EXPENSES

Program Services	\$	2,226,942.00
Management and General	\$	470,084.00
Fundraising	\$	110,050.00
TOTAL	\$	2,807,076.00

CONSOLIDATED SUMMARY OF FINANCIAL POSITION

Total Assets	\$	1,813,646.00
Total Liabilities	\$	911,985.00
TOTAL NET ASSETS	\$	901,661.00

* Includes funding from the Connecticut Department of Mental Health and Addiction Services.

THANK YOU TO OUR DONORS

Harriet J. Abel American Autobody James Anderson Roy and Susan Anderson Karim and Yasmin Assef Bankwell Fred M. Barr Belvedere Foundation Michelle Beyman Bluesky Behavioral Health Clinic Constance Boll Gifford and Marie Broderick Yvonne Brown Carmen M. Calder Cappello Realty Shoreline Properties Gennaro & Luisa Cappuccia Rose Caputo Frank and Rosa Careccia Carney, Roy & Gerrol, PC Jillian Carter Cheryl Chirillo Con Edison Clean Energy Businesses Sheila Content James Cook Ray Cooke Priscilla L. Brawley Charles N. Cornell Miriam Crandall Crystal Restoration Services of CT Inc. Cassandra Dais Day Dream Communications, LLC Art and Janet Dicks Dominick Fuel Inc. Dumouchel Paper Company eBenefits Group Northeast, LLC Eversource Energy Exchange Club of Norwalk Frederick H. Fachner Fairfield County Bank Lee Ann Fallet John and Candace Federici Denise Festa First County Bank Ruth Ann Flynn Ruth Freeman Edward N. Fried Andy Garfunkel H. Paxson and Marilyn Gifford Jr. Susan Gilgore Janice and Lou Giordano	Charles B. Lewis, Jr. and Shirley M. Goodall-Lewis Sherry Gordon Saul Haffner & Barbara Jay Ann P. Hahn Paul F. Hannah Jr. Hatchmasters Douglas E. & Donna L. Hempstead Lisa Henderson Barbara Henry-Mazut Betty Henshaw John and Susan Henshaw Stephen M. Henshaw Vivian Henshaw Mary A. Hlavac Marie E. Iannazzi Impact Personnel, Inc. Christopher Jarboe Barbara Jay Peter Kearney Ruth A. Kelley Timothy and Kathleen Kelly Richard E. & Joan E. King Knights of Columbus Council 46 Miklos P. Koleszar, Esq. and Dr. Michele Koleszar Richard and Gigi Koleszar Dr. Robert S. Kruger, Bessemer Trust Chief Thomas and Julie Kulhawik Lucie Labreche LaJoie's Auto & Scrap Recycling Co., LLC James and Patty Lamb Mary B. Lavelle Steve and Joan Law Law Firm of Miklos P. Koleszar Catherine Lezon Eriberto & Charito A. Lomotan Gary Lorusso, Esq. and Loretta Lorusso Jeanie Lovetri Franklin Y. Chew & Gwendolyn M. Lupinek The Luzynski Family Dr. Richard L. & Annette M. Maiberger Thomas A. Malin Anne Mauk Elizabeth McDermott Barbara McDonough Michael J. McNeil, Northwestern Mutual; CLU, ChFC Francis J. Mecca	Maura Merritt Tammy Mikita Usha Mital Peter W. Moyer Revocable Trust Andy and Julie Murray The Nellie Thomas Trust Daniel F. O'Connor Pasquale and Constance Pasquarella Charles and Ann Penrose Anthony & Birgitta Perrone Art and Kim Petrone John Pfenning James & Maureen Pollina David & Deedee Pramer Dorothy M. Pramer RA International Robert Amerigo Loscialpo Susan Paternoster & Tricia Raneri Ginger Sollazzo Raymond Meghan Rickard Arthur Scialabba & Patricia Risley James & Dawn Robertson Michael and Tracy Roman Larry Rossi Kevin and Margaret Ruhnke Edmund Ryan Ronald & Madeline Rybnick Sr. Rebecca Sabol Steven and Victoria Sabol Saint Matthew's Church Richard Sallick, MD Carol Masi Salvato Jonathan and Jessica Salvato Bradford & Kathryn Scheller Thomas R. Sheil, TTEE Scott and Susan Shirken Signs by Anthony Brian Smith Jerry and Beth Sprole Jonathan Sprole Sarah Sprole St Ann Society of Norwalk Inc. St. Matthews Episcopal Church St. Peter Lutheran Church Stamford Office Furniture Stanley M. Seligson Properties David Stefan Loretta Jay Stepanskly Artie D. & Kelly L. Straniti Emerson Straniti
--	---	--

Paul Street Chris and Catherine Stroup Joseph Terenzio Jr. The Daphne Seybolt Culpeper Memorial Foundation, Inc. The Knapp Fund Jim Thurston Michael Tolla Lori Torrano Town Fair Tire Foundation Inc.	Triple S Inc. Truetox Laboratories, LLC Tuff Lawn Lawn Service, Inc. United Church of Rowayton Peter and Barbara Varco Anil Vartak Arthur and Ruth Walker Adelaide Waring Wellspring Trust Brett L. Whitton	Kevin and Valerie Williams Matthew Williams Wilton Congregational Church Wilton Kiwanis Foundation Beatrix Winter Carol B. & Richard H. Wolf Workers' Compensation Trust Services Norma Zukin Zeller Tire
---	--	---

IN-KIND DONORS

AAA Northeast Fontain Allen American Auto Body Angela Mia Bakery Michelle Beyman Anne Bloom Richard Bonenfant Ann Brennan Adrienne Calderone Carol Carter Kim and Jay Carter Connecticut's Beardsley Zoo Sheila Content Copps Island Oysters and Norm Bloom and Son, LLC Curtain Call Daydream Communications, LLC Justine Domuracki Carolyn Donohue Ulman Ernie Dumas Eversource Energy Fairfield County Bank Lee Ann Fallet Denise Festa First County Bank Andy Garfunkel Justin and Missy Garfunkel Ed Gormbley, IVE Andrea Grant George Grover Hatchmasters	Hotel Zero Degrees Norwalk Impact Personnel Italia Pizzeria Restaurant Miklos Koleszar, Esq. and Dr. Michele Koleszar Lucie Labreche Law Office of Miklos P. Koleszar Jack A. Lorenz, Cutco Gary Lorusso, Esquire Jeanie Lovetri Barbara McDonough John McGuirk Michael J. McNeil, Northwestern Mutual; CLU, ChFC Nicole Merlo-White Stephanie Mewes Mike Riccio Sports, LLC Mohegan Sun Julie Murray Mystic Seaport New York Football Giants New York Jets Football Newday Communications O'Neill's Irish Pub Vivien Orbach-Smith Anthony and Birgitta Perrone John Pfenning Saint Ann Society of Norwalk, Inc. Mustafa Salahuddin Carol Masi Salvato Jonathan and Jessica Salvato	SCORE Fairfield County Service Master of Westport Daisy Smith Sono 1420 American Craft Distillers Jerry and Beth Sprole St. Ann Society of Norwalk, Inc. St. Matthews Episcopal Church St. Phillips Lutheran Church Stepping Stones Museum for Children Steven and Victoria Sabol The Stroup Family Joe Terenzio The Edge Fitness Clubs The Norwalk Seaport Association The Silver Ribbon The Valley Railroad Company Thurston Power-Washing Services Mike Tolla Lori Torrano Total Wine & More Pat Tyre and Tom Chiapetta Peter Varco Anil Vartak Vineyard Vines Westport Community Theatre Kevin and Valerie Williams Students of West Rocks Middle School Wilton Congregational Church Zeller Tire
---	---	--

THANK YOU TO THIS YEAR'S DONORS, JULY – JUNE 2020.
We do our best to make sure our donor listing is complete and accurate. If we misspelled your name, or missed your name at the time of printing, please accept our apology.

"I am proud to have an organization like Keystone House play an integral role in the Norwalk community. I want to extend my heartfelt appreciation to all their essential workers in keeping Norwalk strong and, continuing to provide the needed programs and services for our Norwalk citizens!"

**Yours truly,
Harry W. Rilling
Mayor, City of Norwalk**



Keystone

Growth Towards Independence

2020 ANNUAL REPORT

Call 203-855-7920 for more information.

147 Main Street, Norwalk, CT 06851
www.keystonehouse.org