



Transformational  
LIVING CENTRE  
FOR FAMILIES

# 2022-2023 ANNUAL REPORT

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FEBRUARY 1, 2022 TO MARCH 31, 2023

FAMILIES  
FLOURISHING  
TOGETHER

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## Our Vision & Mission

The Transformational Living Centre (TLC) for Families is a purpose-built facility that serves as a safe, peaceful environment and programme that promotes healing, growth and transformation.

In partnership with community stakeholders, the TLC enables the transformation of women and their children to move beyond surviving to thriving.

## Our Strategic Goal

Over the next 5 years, the TLC for Families will dramatically transform the trajectory of 45 homeless women and as many as 135 children. Residential capacity is 9 families and can include as many as 27 children per 12-month period.

## Our Organisational Values

- Respect, Choice & Diversity
- Partnership & Empowerment
- Excellence & Leadership
- Integrity & Accountability



## Who We Serve

The Transformational Living Centre for Families serves single mothers (age 25+) and their children (age 15 and under) who have been burdened by housing and economic insecurity. We exist to create a liberating space of opportunity for these families, equipping and empowering them to flourish.

# MESSAGE FROM THE CHAIR

*“TLC has been so much more than steady housing for me. It has been a place to grow. It has pushed me out of my comfort zone and into thinking seriously about my path and future. It has helped me to develop life skills, parenting skills and work on my people skills. I am grateful that this place exists. I am learning to start living, not just surviving.”*

These are the words of one mother who epitomises our reason for being.

It has been an incredible year, one filled with many successes and challenges. We have chosen to learn from it all. Over the past year our inaugural guest families have experienced healing and have adjusted to the expectations of the programme. Daily we see the positive impact on their lives.

The magnitude of the need is significant. We are at full capacity and maintain a growing waiting list. This is one of our main challenges, stretching us to be creative. Accommodating families at the TLC expands beyond the need to provide comfortable beds and nutritious food. We intentionally incorporate personalised empowerment programs, dedicated case management, regular counselling, and more. All this as we reconnect them with housing, employment, and the life skills they must master to be independent and to thrive. Our ultimate goal is to prepare our families for a stable and fulfilling life after the TLC.

On behalf of our Board of Directors, I would like to thank our amazing staff. Your commitment to both our vision and our incredible families is commendable. We would like to thank all of our generous donors. Your support, financially and by way of your time, talent and helping hands, is enabling us to accomplish our vision. We are blessed to have had tremendous community support. The TLC is, and must be, a community undertaking. We are very grateful.

The need for our programme has proven to be as relevant as we believed. We are very proud of the successes thus far and even more delighted to witness transformation in our families' lives.

Being the “village” is not light work and we thank you all for your continued support!



## **Voluntary TLC Advisory Board of Directors**

- Elaine Butterfield – Chairperson
- Sophie Campeau – Finance
- Judy Teart – Programs
- Sheelagh Cooper – Community/ Non-Profit Partner
- Fiona Dill – Community Partner/ Programs
- Juanae Crockwell – Women’s Resource Centre Representative
- Marion Dyer - Ex-officio Member, Executive Director

Elaine Butterfield  
TLC Advisory Board Chairperson



*2022-2023 Strategic Focus*

**"REAL CHANGE,  
ENDURING CHANGE,  
HAPPENS ONE STEP  
AT A TIME."**

Ruth Bader Ginsburg

# HOUSING

## Rationale

The provision of safe, secure, stable housing is an essential phase on the transformation journey for the families we serve.

## Our goal

To provide a stable home environment for 9 single mothers with up to 27 children.

## Our outcomes

A total of 11 single mothers, most displaced from stable housing for 3-5 years, took up residence at the TLC between February 2022 and March 2023 (3 did not continue with the program). By March, adjustments were in progress to accommodate 1 additional family.

Each family enjoys a private living space configured for their family unit, with access to a private bathroom. Common areas include a great room, dining room, kitchen, office, and garden.



***"I cried. I was very excited because I knew that I was going to get the help that I needed and that me and my son would be in a safe environment. . . . It lifted a lot of weight off my shoulders."  
- TLC Resident, Feb 23, 2022 RG Article***





# EDUCATION & THERAPY

## Rationale

Empowering residents with necessary tools and skills is essential for them to achieve self-sufficiency and the capacity to thrive within the broader community.

## Our goal

Within 12 months in residence, each family would participate in our Transformational Support Services (TSS) Programme which includes a range of developmental, educational and therapeutic programmes designed to heal, empower and ready our families for transition.

## Our outcomes

- All residents are actively participating in the TSS Programme. The capstone experience (Phase 2), the creation of individualised life plans, is now in progress to prepare families for graduation to independent life after the TLC over the next 6 to 12 months.
- As of March 2023, 75% of moms were employed with 25% (newer to the programme) seeking employment.
- The children were provided with psychosocial, developmental, behavioural, and academic support and took part in empowerment and enrichment activities.

The range of TSS courses, offered by our community partners, included: Understanding Money, Self-Esteem, Assertiveness, Parenting Skills, SCARS, CPR, Healthy Relationships, Domestic Violence, Healthcare and Wellbeing – Prevention, Maintenance Orders, Landlord/Tenant Laws, Reinventing Yourself, Developing Interpersonal Skills, and Career Readiness.

# EVALUATION

## Rationale

Operating within a framework of assessment ensures we are held accountable to delivering exceptional value in alignment with our mission and remain responsive to the needs of our families.

## Our goal

Within the first 12 months of having families in residence, formalise an evaluation tool based on emerging data to assess programme performance.

## Our outcomes

A performance evaluation framework has been developed and adopted. It is now in its implementation phase, allowing us to identify and leverage key strengths and initiate necessary improvements across the organisation.

# STAFFING

## Rationale

A key contributor to the transformational possibilities of our families rests with the quality of staffing on hand to deliver support.

## Our goal

Source the appropriate mix of talent, equipped with both technical and soft skills, to serve the needs of vulnerable families.

## Our outcomes

- Recruited and realigned staff to better support family needs and experiences.
- Equipped our staff with current tools and practices for engaging with and advocating for our families with empathy and excellence.
- Implemented staff enrichment trainings including Trauma Informed Care, Mental Health First Aid, SCARS, and other value adding certifications.



**Our new Executive Director, joining us officially on July 1, 2023, is Ms. Marion Dyer.** We are thrilled with the experience that Ms. Dyer brings to the TLC, having formal education and years of demonstrated experience in the areas of Human Development and Trauma Support. Her over 25 years of leadership in the public school system attest to the value she brings to our families, serving both adults and children. We fully anticipate that her passion and proficiency will further cultivate the nurturing and empowering environment needed for our families.





# DONOR RELATIONSHIPS & COMMUNITY SUPPORT

## Rationale

Multiple and diverse streams of community investment and partnership are integral to our sustainability.

## Our goal

Establish partnerships with corporate and individual donors to support the needs of each guest family and enhance the TLC.

## Our outcomes

- Through our Adopt a Family programme we secured 12 months of financial support for the needs of 6 families residing at the TLC.
- Community partners have extended employment and opportunities for upward mobility for several of our moms.
- Donations from multiple organisations and individuals included:
  1. significant physical plant enhancements (solar panels,\* playground equipment, landscaping, decorating, and an in-house shopping boutique)
  2. volunteer hours
  3. financial donations
  4. personal items
  5. grocery items and special occasion meals

*\*anticipated operational savings of \$4,500 per year*

lives in transformation

- 8 mothers
- 6 employed; 2 seeking
- 1 pursuing GED
- 12 children

2 families preparing to transition out  
4 families on the waiting list

70% self referrals

30% agency referrals

referrals received

TSS community partners

16

corporate donors

6

adopt a family donors

\$350,000

government grant, corporate, and individual donations

# 2023-2024 STRATEGIC FOCUS

1

## Transformation Support

Extend enhanced TSS support systems to current and former residents for up to 24 months.

## Board Capacity

Recruit for strategic skill sets including Corporate Secretary, Legal, Marketing, Funding, and Program Development. Add client-base representation of a formerly homeless person. Establish board committees.

2

## Sustainability

Focus on fundraising efforts and establishment of entrepreneurial component (involving families) to generate operating revenue.

3

## Marketing

Broaden visibility to aid fundraising and partnership opportunities, increase awareness to potential clients, and acquire referrals.

4

# 2022-2023 FINANCIAL STATEMENT

**THE TRANSFORMATIONAL LIVING CENTRE  
STATEMENT OF OPERATIONS  
FOR THE YEAR FROM APRIL 1 2022 TO MARCH 31 2023  
(Expressed in Bermuda dollars)**

	<b>2023</b>
<b>REVENUES</b>	
<b>Donation</b>	
Corporate	\$ 264,924
Individuals	8,812
Donations in Kind	10,430
Government Grant	75,000
Rental Income	51,087
Other Income	10,000
Total Revenues	<u><b>420,254</b></u>
<b>EXPENDITURES</b>	
Case management and transformational services	215,347
Management and administration	119,847
Rent	6,000
Maintenance Charges	18,314
Utilities	21,171
Office Supplies	1,832
Donations in Kind	10,430
Professional Fees	2,039
Guest Residential Expenses	6,188
Miscellaneous	613
Total Expenditures	<u><b>401,780</b></u>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	<u><u><b>\$ 18,473</b></u></u>



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PEMBROKE HM 17

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