

# SNAP Family Center

**ANNUAL ACTIVITY REPORT**

**2024-2025**

# Our History

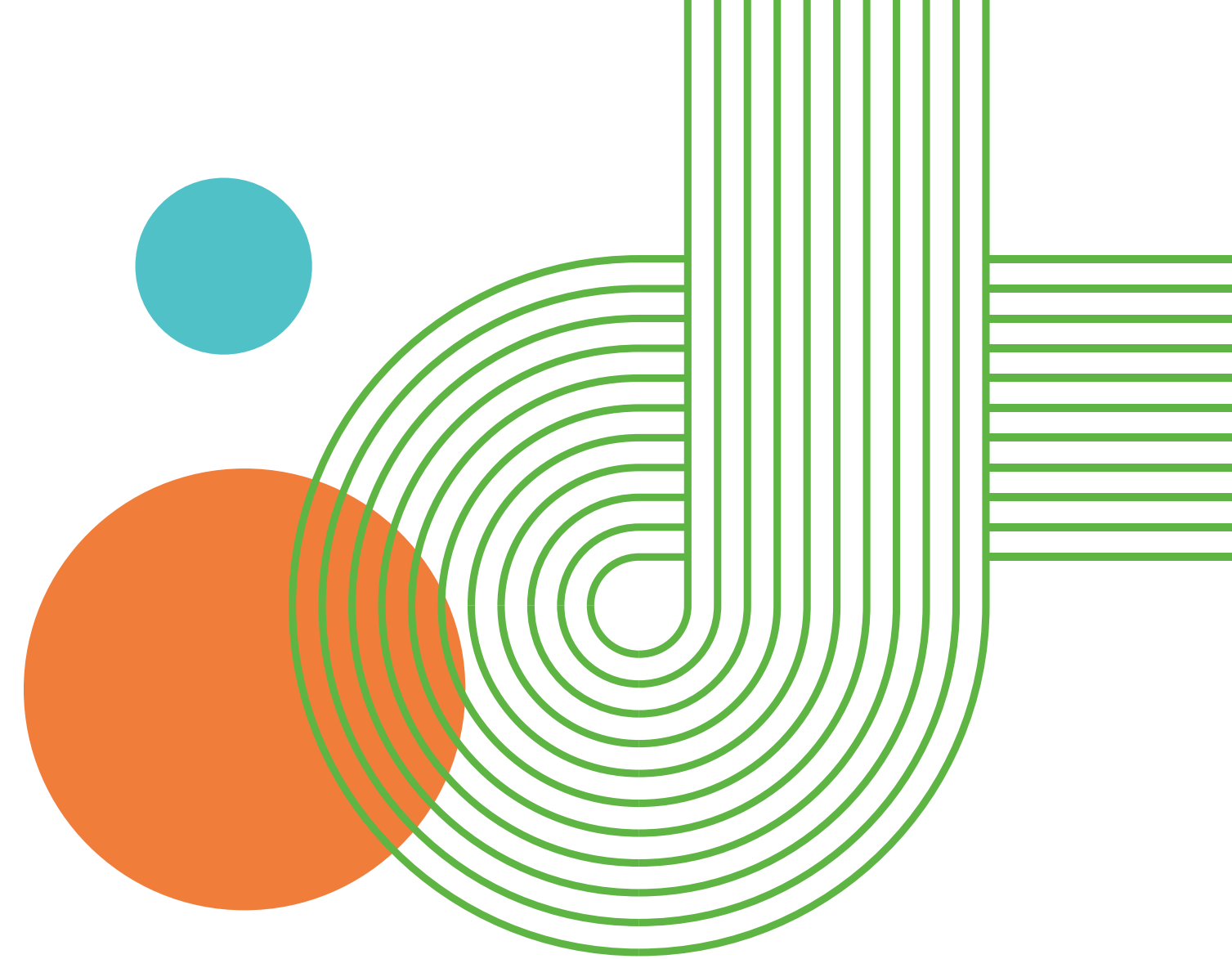
Founded in September 1999 and incorporated in May 2000, **SNAP Family Center** (formerly known as Centre Famille & Ressource A.D.D.) has long been dedicated to supporting children and families through individual and school-based programs.

In 2013, we partnered with Station 3 of the SPVM and Projet Communautaire de Pierrefonds, leading to a five-year grant from Public Safety Canada's Crime Prevention Action Fund. This funding launched the **SNAP**® (Stop Now And Plan) program on the West Island of Montréal in 2014.

After significant staff and board turnover in 2017, we restructured with support from the Quebec Ministry of Health and Social Services through the Programme de soutien aux organismes communautaires. At that time, we made SNAP our flagship program.

Referrals to SNAP continue to grow, now coming largely through professionals, word of mouth, and social media. We also offer parent support groups, including a Mom's Group, Dad's Group, and a 0–5 Parenting Group.

In 2024, we officially rebranded as: *Centre Famille* **SNAP Family Center**, reflecting our renewed focus and identity.



# Who we are



## MAIN PURPOSE

**Our mission is to help families with children experiencing learning and/or behavior problems by offering individual and group support to the children and their parents.**

Our goals and objectives

- Help children and families to better manage their emotions and reduce the impact of their challenging behaviors
- Assist and support families in crisis
- Empower families to assist in their children's academic objectives
- Be a point of reference for families that require assistance beyond our scope of services through referral
- Build and strengthen connections within the community
- Act as a Centre of excellence for the implementation and development of effective parent/child intervention programs.

# This past year

**3898**

Interventions were  
made

**126**

children are still  
waiting for SNAP!

**26**

groups

**12-18 month waiting list**





# From our President

Dear Members, Partners, and Friends,

As we reflect on the past year, I am proud to share the progress and milestones achieved by the SNAP Family Center. Our commitment to supporting families and children facing socio-emotional and behavioral challenges has remained steadfast, and our efforts have yielded significant outcomes.

## **Community Engagement and Program Expansion**

This year marked a notable increase in our community involvement. By adding new groups to our offerings, we successfully reduced our SNAP (Stop Now And Plan) program waiting list from 147 families in March 2024 to 126 families in March 2025. This expansion has allowed us to serve more families in need and demonstrates our dedication to accessibility and support.

## **Organizational Stability and Growth**

We maintained a stable team with no staff changes, ensuring continuity in our services and programs. Our staff's unwavering commitment has been instrumental in delivering consistent support to the families we serve.

In alignment with our evolving mission and vision, we underwent a name change to better reflect our identity and the communities we support. This rebranding signifies our growth and the broadening scope of our services.

## **Looking Ahead: Celebrating 25 Years and Addressing Funding Challenges**

As we approach our 25th anniversary, we are preparing to celebrate a quarter-century of service and impact. This milestone offers an opportunity to honor our history and set the stage for future initiatives.

However, we recognize that funding will be a significant challenge in the coming year. Sustaining and expanding our programs require financial resources, and we are actively seeking support from our community, partners, and stakeholders to continue our vital work.

## **Gratitude and Commitment**

I extend my deepest gratitude to our dedicated staff, volunteers, partners, and supporters. Your contributions have been the backbone of our success. Together, we will continue to build a resilient and supportive environment for families and children.

Sincerely,

**Fred Jansen**



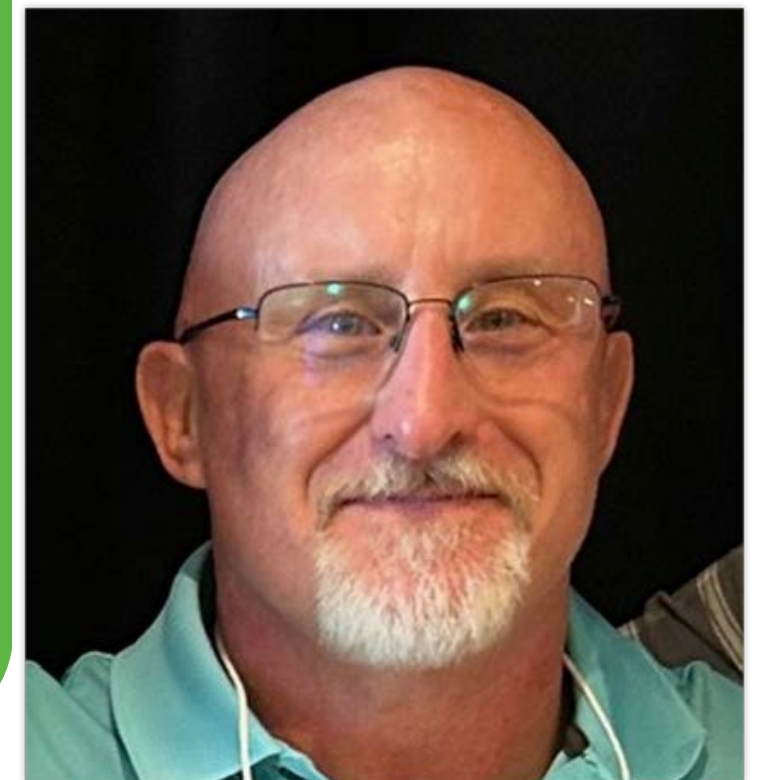
# From our Director

I find myself impressed by yet another year of successful facilitation as well as overcome by the enormity of the work to be done. Thanks to the staff's commitment, professionalism & dogged determination, we have completed another 26 groups to the great satisfaction of our families as reported by their surveys done upon the conclusion of sessions. Community connectivity has continued to entrench us in the hearts & minds of our professional, governmental & municipal partners. The ongoing efforts of our Board of Directors facilitates organizational growth & steadfast commitment to our mandate.

Our focus, yet again, falls on the acquisition of sustained core funding. Once again at a familiar crossroad, whereby we need to ensure the continued offering of, what we know to be, an intensely required service to our community. Not to mention the continued employment of a stellar cast of committed professionals. Our ever-present waiting list remains high as does the frustration we feel in regards to our inability to respond to it. Avenues continue to be explored to resolve this issue in the hope of addressing the needs of those we serve.

We look forward to celebrating our 25<sup>th</sup> year with our new official name change while continuing to offer the same exceptional level of service that has been our trademark. Here's to another quarter century of bringing families together!

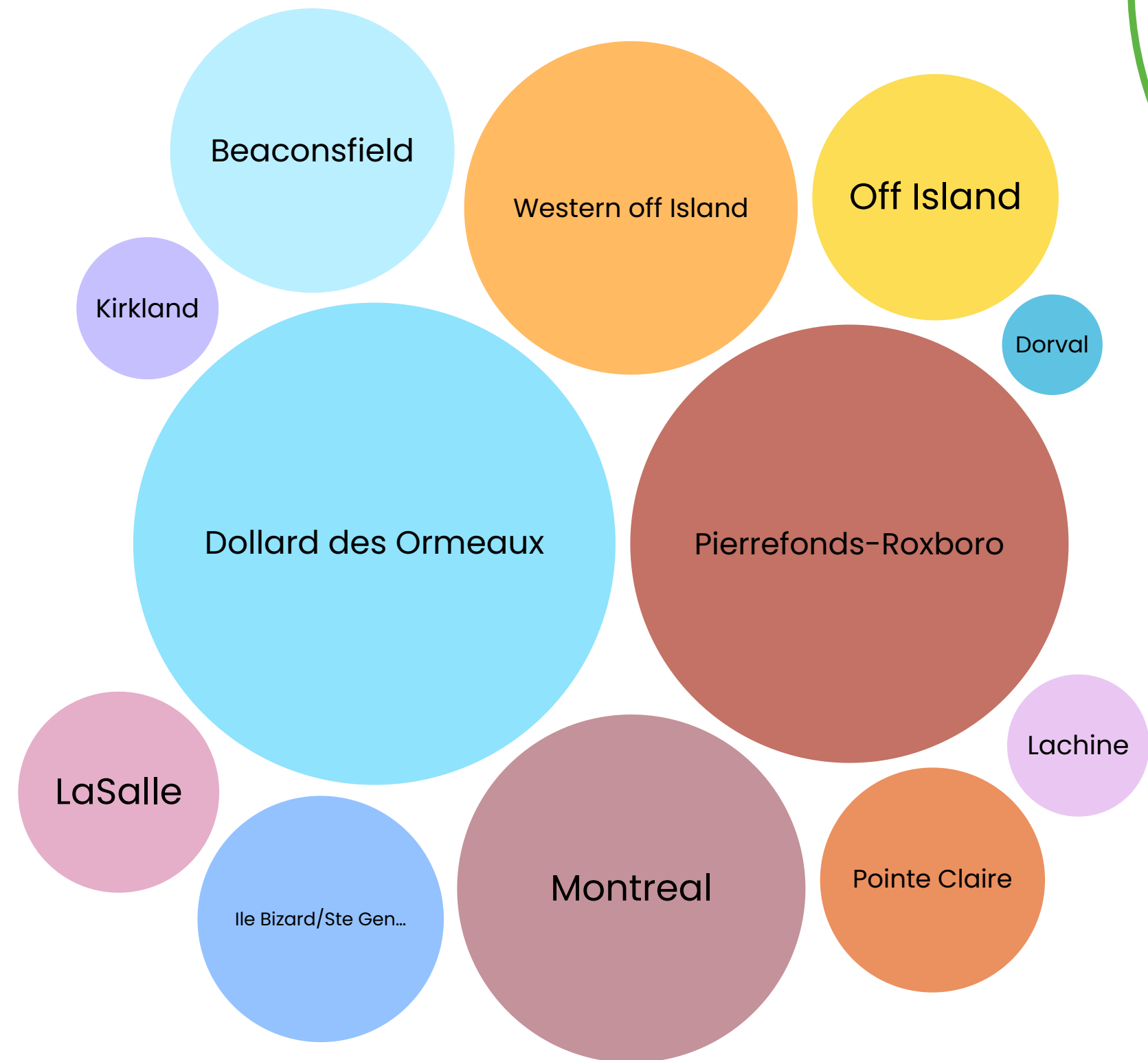
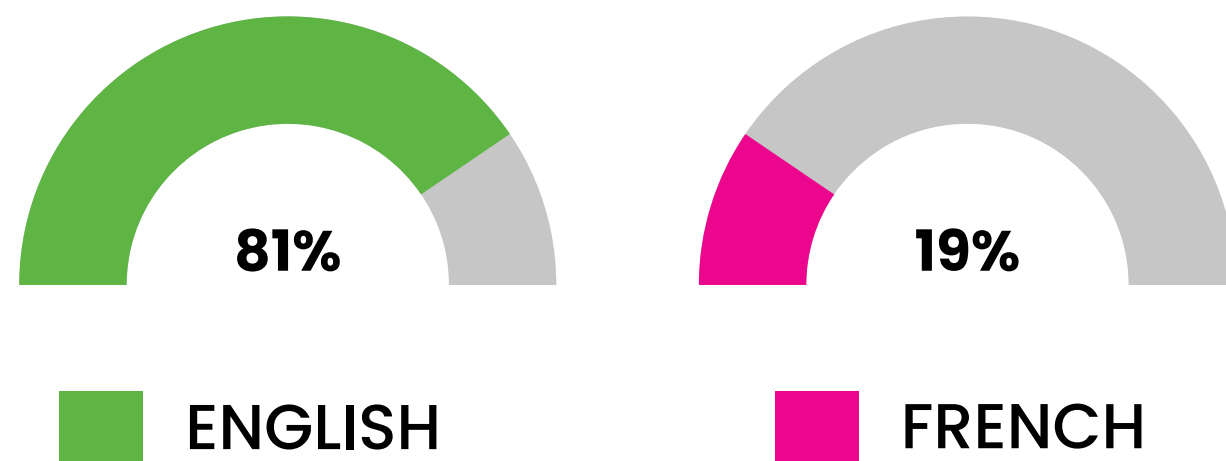
***Ron Swan***



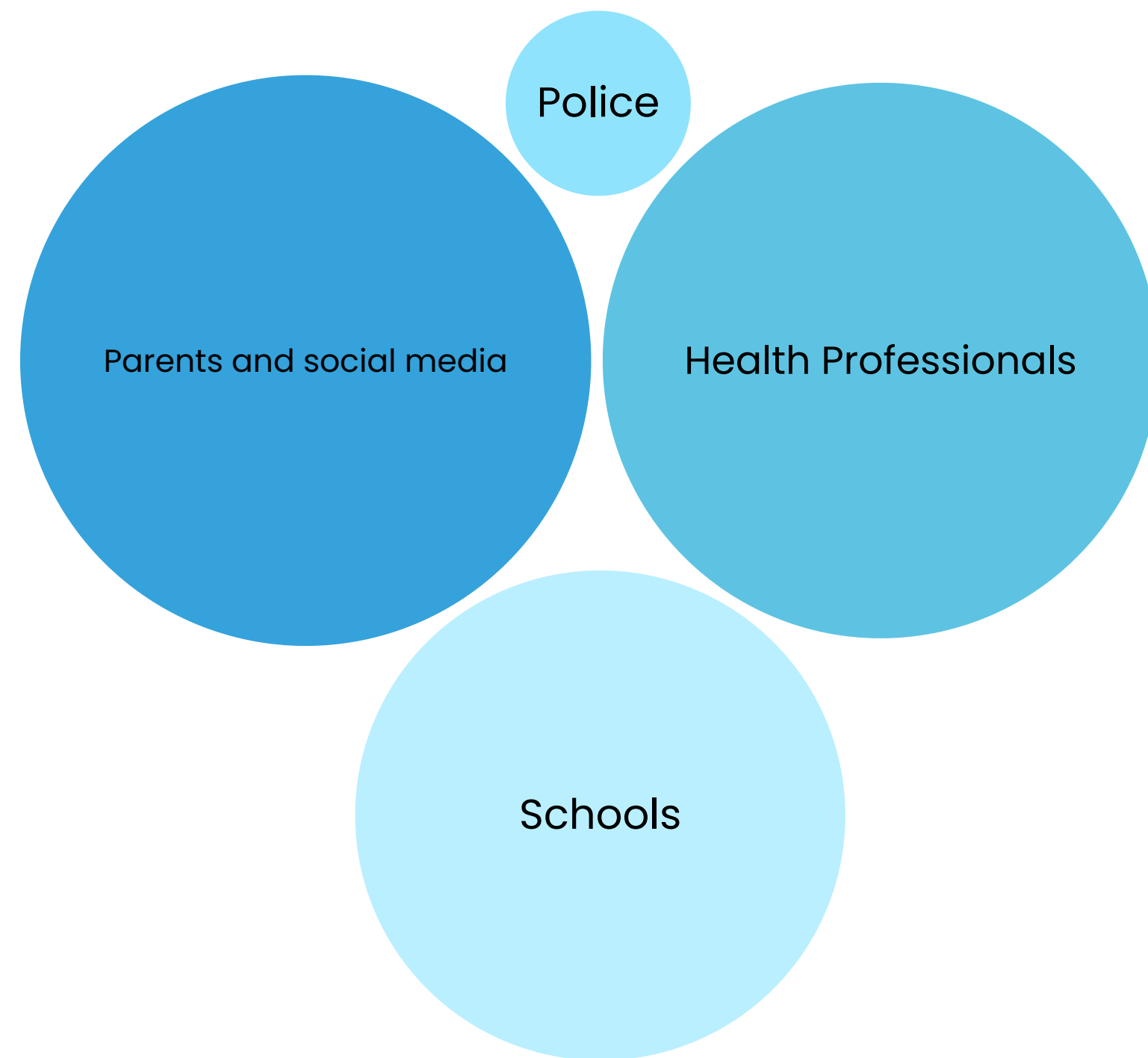
# Our Numbers

While the numbers for DDO show an increase, this is solely due to the launch of our in-school SNAP pilot program.

We're also seeing an increase in referrals from outside the West Island especially the Montérégie, as we are one of the few organizations supporting this age group—particularly in English.



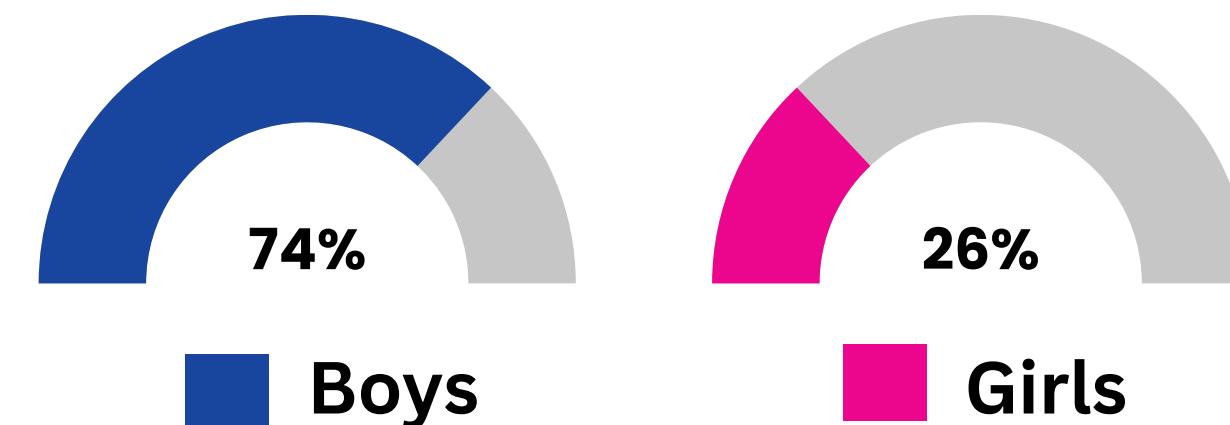
# ..Our Numbers



This year, we observed a slight change in referral sources, with an uptick in referrals from the SPVM and local schools.

Nonetheless, word of mouth and social media remain the primary channels, continuing to generate the highest number of referrals.

**106** new referrals to SNAP





# Review of the year

**Wow—what a year it's been, starting with our rebranding!**

We officially became the **SNAP Family Center**, and with that came a whirlwind of updates. Debbie has been hard at work redesigning our logo, refreshing our brochures and business cards, and even launching a more user-friendly website (still a work in progress!).

Thankfully, a grant from **PME MTL – West** Island has helped offset some of the rebranding costs.

Of course, alongside all of this, we continued to run our many groups and workshops throughout the year—supporting families, building skills, and strengthening our community.

**Let's take a look back at everything we accomplished...**





# Our programs

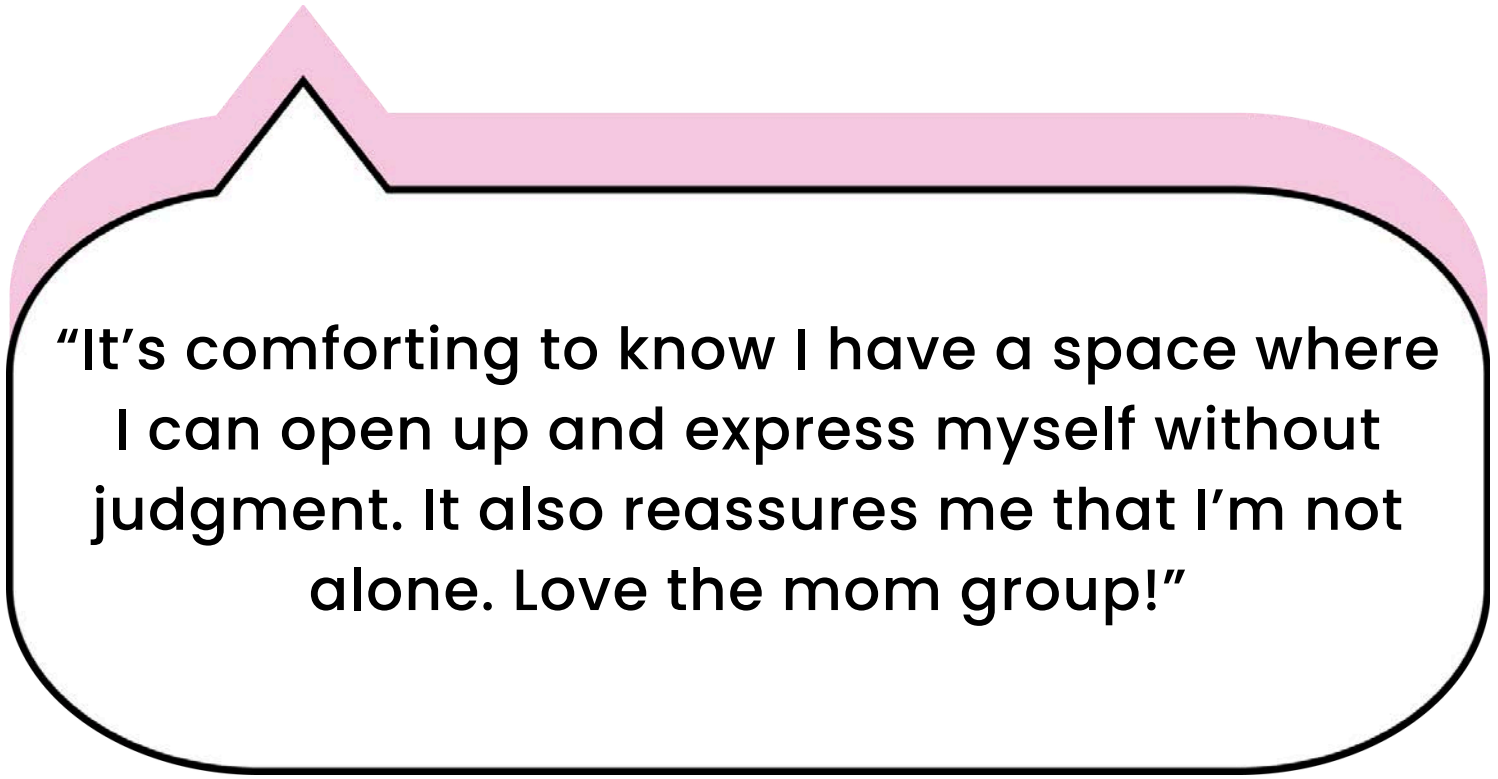
**The mom's group provides a safe and supportive atmosphere where moms can come together and share their struggles whether it be with their children or other aspects of their lives.**

## **What Moms Said They Got Out of It:**

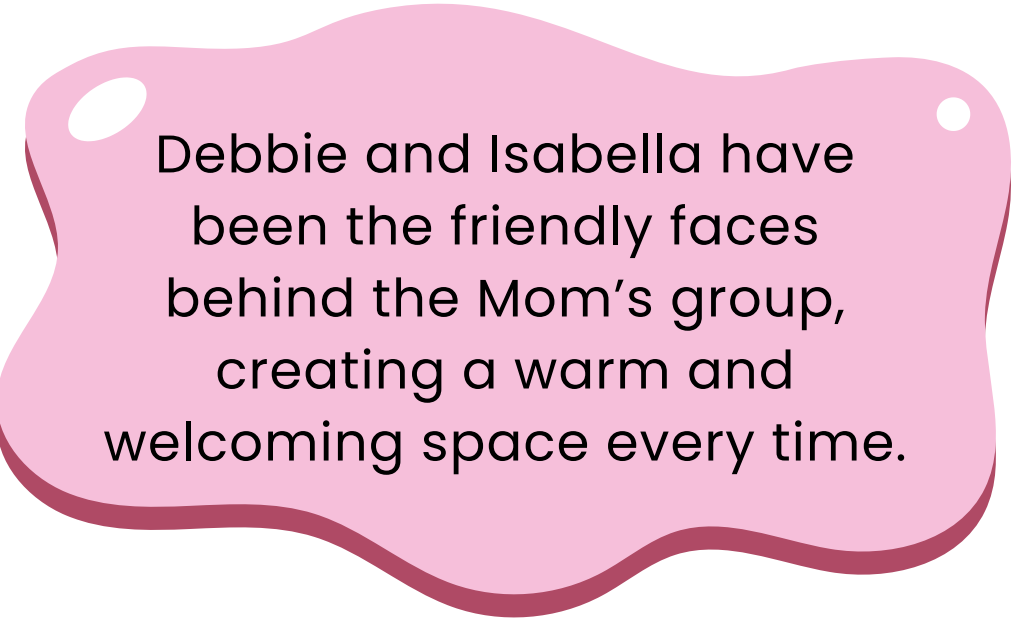
Support, shared stories, comfort, helpful advice — and a real sense of community, almost like being part of a family.

## **What They'd Love to See Next:**

A loose agenda with some topics or themes to help guide the conversations.



"It's comforting to know I have a space where I can open up and express myself without judgment. It also reassures me that I'm not alone. Love the mom group!"



Debbie and Isabella have been the friendly faces behind the Mom's group, creating a warm and welcoming space every time.



**5** meetings for a total of 29 present



**MOM'S GROUP**



# ..Our programs

**The Dad's drop-in group is an informal monthly get-together where Fathers are provided with the opportunity to express their woes & celebrate their victories.**

Discussions vary from children, spouses & jobs to sports, politics & occasionally, even religion. The session is an open forum concept where each individual is free to discuss issues, solutions to common problems & inquiries they may have on myriad subjects.

The social aspect of the group lends itself nicely to a particularly isolated group of men that benefit from the comradery as well as the meeting of minds.

'The Dad's group has given me a place where I can connect with other dads who have similar challenges and where we can just be ourselves without being judged.'

Ron as a facilitator brings warmth, humour, and a steady hand to each session, helping to create a space where everyone feels heard and welcome.

9 meetings for a total of 63 present

**DAD'S GROUP**



# ..Our programs

**“Fatherhood as an opportunity & not just a responsibility”**

An 8-week workshop on Fatherhood.

Topics as they relate to becoming a better parent, partner & individual

Unfortunately, we didn't have enough interest this past year to run the group — but we're confident it'll be up and running in the year ahead. The interest is there, and we know how valuable this space can be.

**FATHERHOOD**

# ..Our programs

**Series of workshops designed just for parents of young children. Sessions take place over several weeks and move at your pace, giving you time to try out new tools at home.**

Key topics include:

- Communication, Giving clear directions, Praise and encouragement
- Setting consequences, Getting ready for school transitions

When parent was asked if they would recommend:

‘Yes, because she helped me understand some of my child's reactions and challenges in respecting rules, instructions and requests, depending on how I verbalized them.’

"Nothing was easy to implement. I had to change my way of intervening, which was ingrained in me, and my child also had to adapt to this change in intervention."

With Jennifer, at the helm, the workshops offer practical strategies and a supportive space to share and learn together.

**8 families**  
**14 parents**

In most cases, both parents attend – which makes for great teamwork

This past year, we were grateful to receive support from the Table de concertation Enfance Famille Jeunesse de l'Ouest de l'Île to run a pilot project and continue these important sessions.

**0-5 PARENTING  
WORKSHOP**






# ..Our programs

Led by Jennifer, we launched, in March, a 6-week pilot project at Wilder Penfield Elementary, bringing a condensed version of the SNAP program to the classroom. This initiative offered key strategies and tools in a shorter format

Please read the letter in the testimonial section that was sent to us by the Behavior technician



**2 classrooms**  
**41 students**  
**2 teachers**  
**1 behavior technician**



**IN-SCHOOL SNAP  
PILOT PROJECT**

# ..Our programs

**SNAP®, which stands for Stop Now And Plan, is an evidence-based cognitive behavioural model that provides a framework for teaching children struggling with behaviour issues, and their parents, effective emotional regulation, self-control and problem-solving skills. The program was developed by the Child Development Institute in Toronto in 1985. Since 2014, the SNAP Family Center is a licensed affiliate.**

This year, we saw a decline in new admissions, largely due to the overwhelming size of our waiting list. Many professionals are understandably hesitant to refer families, knowing how long the wait can be. Despite adding three new groups over the past year, we still have over a one-year waitlist with approximately **126** children. It's truly heartbreaking to tell a parent in crisis that we cannot start SNAP sessions immediately. Although we offer crisis intervention and school advocacy in the meantime, the need for immediate support is urgent and deeply felt. These are families reaching out at some of the most vulnerable moments in their lives, and every delay feels like a missed opportunity to help. Without additional funding, we fear this situation will only worsen, as we may be forced to reduce staff—further limiting access to the care these children so urgently need.

School wrote: "Just wanted to let you know that your daughter has had a couple of good days. There have been some conflicts, but she has been making good choices. You can be proud of her"

**22** groups  
**6** English boys  
**2** English girls  
**2** French boys  
**1** French Girl  
**11** parent groups



**SNAP**



# ..Our programs

## **Parent Feedback – What We Heard**

At the end of each cohort, parents are invited to complete a confidential survey. Here's what they shared with us:

### **What they liked most:**

- “Sharing experiences, feeling understood by my peers.”
- “The sharing, the no judgement, and especially the understanding of how difficult it can be to parent a neurodivergent child.”
- “Just knowing that we aren't struggling alone is helpful.”

### **What they liked least:**

- The “homework”.
- Not always enough time during sessions.

### **Suggestions for improvement:**

- “Nothing — I liked the way it was run.”
- Offer a few follow-up sessions or an open support group for parents who want to stay connected.
- Extend the program beyond 13 sessions.

**See more comments at the end of the report**

**SNAP**



## SPECIAL PROJECTS

### Supporting Caregivers – A Step Forward

In 2023, we were fortunate to receive a 3-year grant from the Ministry of Health and Social Services, as part of the Government Action Plan for Caregivers 2021–2026.

Thanks to this support, we were able to bring on a **part-time team member** who has made a meaningful difference — helping to reduce our waiting list and reaching out to families in crisis.

With this extra support, we also added **two more** groups to our schedule, expanding our reach and impact.

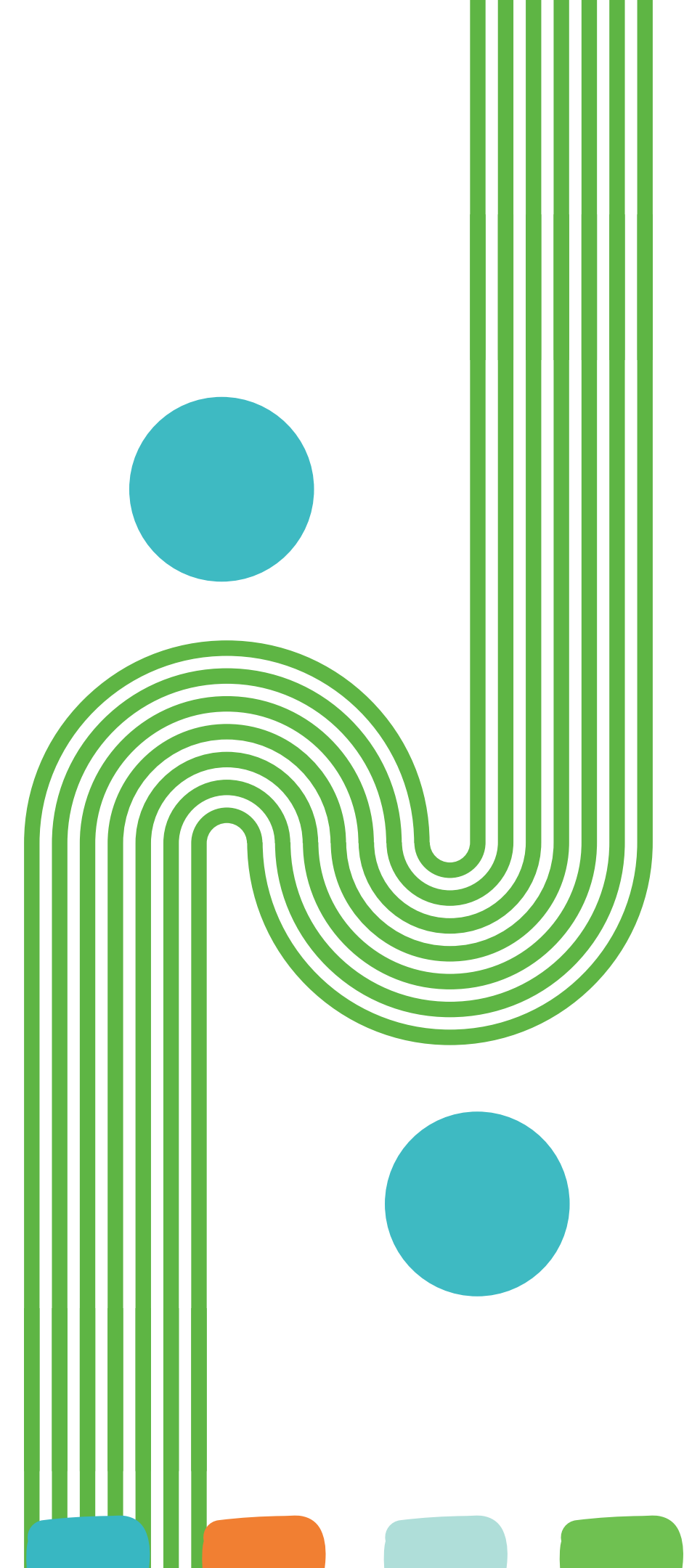
In total, **397 interventions** were provided over the past year — a testament to how vital and effective this added capacity has been.

### Urban Safety Prevention Program – Supporting Vulnerable Children and Youth

In the spring of 2023, we received a 32-month grant from the City of Montreal as part of its Urban Safety Prevention Program.

This crucial funding allows us to continue offering our SNAP groups, providing early intervention and support to children and families who need it most.

Over the past year, thanks to this support, we were able to carry out **1,047 interventions** — a powerful reflection of the ongoing need and the impact of the funding for this program.

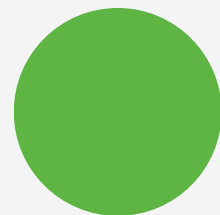




# Community Involvement

## EVENTS ATTENDED

- CRC Jingle and Mingle
- BBBS Valentine breakfast
- St-Patrick's annual breakfast benefiting the Teresa Della Palliative Care Centre
- Launching of the TQNOIM action plan
- Inauguration of the Friends for Mental Health new location
- Debbie and our volunteer Claudine at the 122e Scout (Marie-Reine-de-la-paix) spaghetti dinner
- Community Perspective in Mental Health's annual neighbour day.



## EVENTS ATTENDED

- Seminar in Quebec for the Regroupement des Centre De Crise du Quebec on taking care of oneself and others
- Town Hall Meeting organized by the Youth Council of the Robert Baldwin riding, on the future of education and the issue of mental health among youth
- We attended several of our community partners Annual General Meetings.



# ..Community Participation



Always glad to participate in events sponsored by our local MNA



Christine Richard, director of The West Island Crisis Center  
Saint Laurent MNA, Marwah Rizgy  
Deborah St-Martin  
Robert-Baldwin MNA, Brigitte Garceau





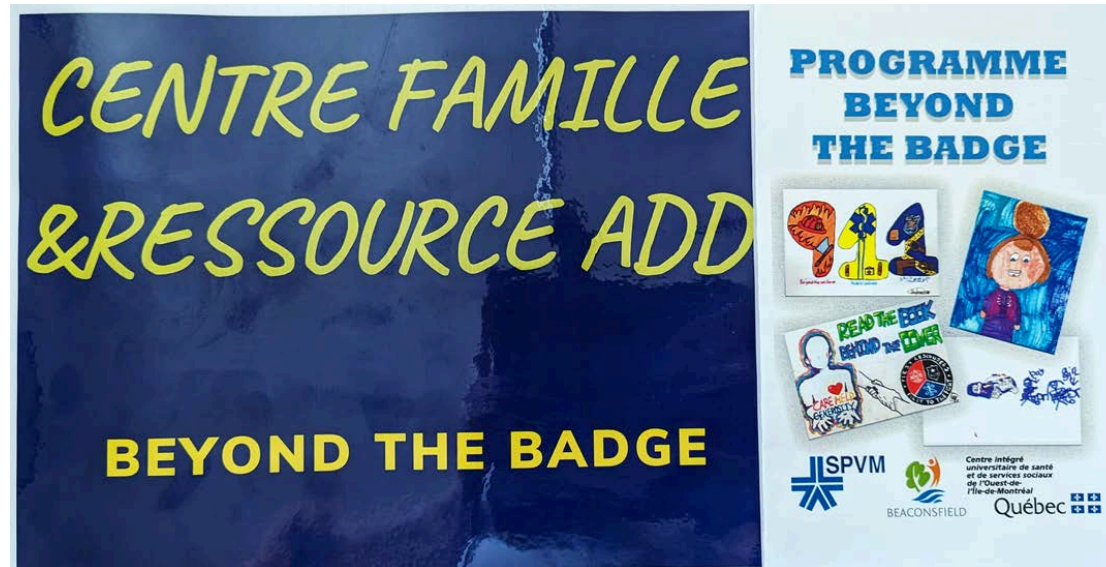
# ..Community Participation

Pierrefonds Family Day, Jennifer was also part of the organizing committee





# ..Community Participation



Organized by Batshaw Youth and Family Centres, the SPVM, and the City of Beaconsfield, 'Beyond the Badge' was a special event designed for children in group homes. It introduced them to the many community helpers—police, fire, ambulance, and even CN representatives. The event also featured the SPVM's mounted unit and police dogs, making it both informative and memorable for the children

We also participated in

- The Cloverdale community party
- The Community Resource Center (CRC) funding strategies
- One of the sub-committees of the action plan of the Table de concertation enfance famille jeunesse de l'Ouest de l'Île
- In the inquiry by Quebec on children's development in kindergarten
- Consultation on the launching of the 1st Nurse Practitioner led university community clinic



Board Speed Dating organized by the West Island Community Shares. This was a chance for organizations to recruit new board members.



# SNAP Community of Practice



As members of the SNAP Community of Practice, which connects SNAP sites globally, we've had the opportunity to participate in several Zoom meetings that provide valuable insights into the work of other organizations and updates from the Child Development Institute. In July, we were proud to present our own organization to the international network of affiliates.

We co-facilitated the EARLv3 training in French

The SNAP Symposium was a two-day event held in Toronto, offering a valuable opportunity for staff to connect with colleagues from other sites and exchange insights on program delivery. Attendees also gained a deeper understanding of the SNAP for Schools program and participated in inspiring presentations from SNAP creators and mentors.

Notably, Debbie and Ron were part of a panel on Sustaining SNAP strategies and best practices for long term success and Debbie contributed to the event as a member of the organizing committee.

*Below are some of the individuals delivering the program in French at sites across Canada*



# Presentations



We were asked to present our organization to several partners, some visited our location and some were at their offices. This resulted in more referrals and a better understanding of our community partners.

- CLSC Dorval-Lachine
- Guichet Santé Jeunesse de Ouest-de-l'Île
- Santé Publique Jeunesse
- Première ressource Aide aux Parents
- St-Edmund Elementary School
- Table de concertation Enfance Famille Jeunesse de l'Ouest-de-l'Île





# Trainings



- Debbie has been participating in a training program titled 'My Company, Our Well-Being,' which focuses on organizational health and fostering a supportive work environment. To date, she has completed five group sessions and two individual coaching sessions, with two more group sessions and a possible additional coaching session still to come.
- As part of our licensing agreement with the Child Development Institute, we continue to engage in regular meetings focused on consultation, leadership, training, new procedures, and the development of core competencies.
- Our staff attended several virtual seminars from Conférences Connexion on the positive mental health of children.
- Debbie trained a new SNAP administrator from another Québec site.



# Donations

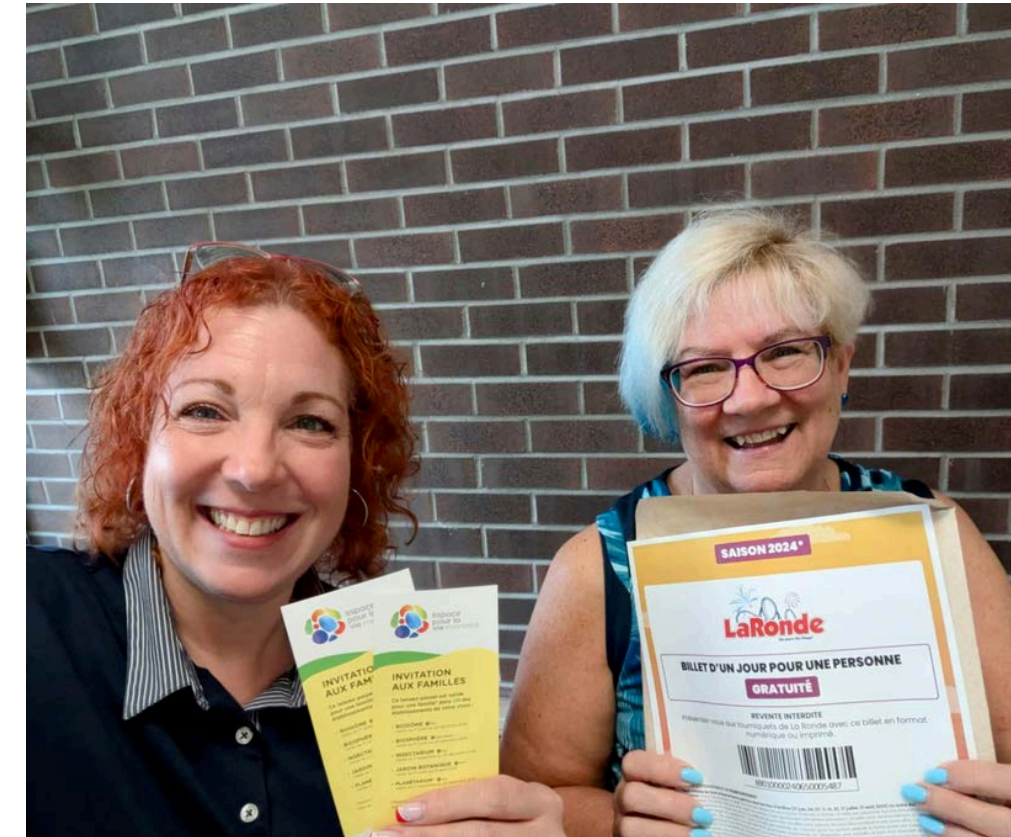
Throughout the year, we received many generous donations from community partners. Each contribution — big or small — has helped us continue our work and reach more families. We're truly grateful for this ongoing support. It reminds us that we're not doing this alone.



## A Special Thank You to the Roxboro Optimist Club

We're so grateful to the Roxboro Optimist Club, who graciously donated gifts for our children's treasure chest.

Their generosity brought smiles to many little faces — and helped us continue creating a space where children feel seen, valued, and encouraged.



## A Big Thank You to the Borough of Pierrefonds

We'd also like to extend our heartfelt thanks to the Borough of Pierrefonds, who generously provided tickets to local attractions like the Carnival, La Ronde, and Montreal institutions such as the Biodôme and Planétarium.

These outings gave our families the chance to create fun, lasting memories — moments of joy that mean so much.

## And a Thank You to the SPVM

We can't forget to thank the SPVM for including us in their bean drive — a creative initiative that also resulted in a generous donation to support our work. Every contribution helps us keep going, and we're truly grateful for their continued support and community spirit.



# Committees

To remain connected and up to date on sector developments, our organization is involved in several committees at the local and regional levels.

Table de concertation - enfance-famille-jeunesse - Ouest-de-l'Île

Community health and social service network (CHSSN) - Ron has been a board member since September

TSUAPR (Table de sécurité urbaine de l'arrondissement Pierrefonds-Roxboro)

SNAP Community of Practice in both the English and French groups

Table de quartier du nord de l'Ouest de l'Île de Montréal

West Island Crisis Center - Debbie has been a board member for several years

Quebec Community Groups Network (QCGN)

Regroupement pour la valorisation de la paternité

RIOCM (Regroupement intersectoriel des organismes communautaires de Montréal)

African Canadian Development and Prevention Network (ACDPN)

Regroupement des Organismes pour Hommes de l'Île de Montréal (ROHIM)

Table de santé mentale de l'Ouest-de-l'Île



# Financial Overview



Despite ongoing underfunding, we were able to close the year with a surplus, thanks to generous donations. This surplus will be allocated to the next fiscal year.

However, with a few key grants set to expire in the coming year, the organization's financial stability remains uncertain.





# Our Board of Directors

Our Board of Directors met **six** times over the past year, continuing to offer their time and support to guide our work.

We also created a Fundraising Committee, whose role is to help us in our ongoing (and never-ending!) search for funding. This year, a big part of their efforts — and ours — went into planning our 25th anniversary celebration. They met **5** times this past year.

Today, we also say goodbye to our longtime board member, **Fred Jansen**.

Fred has been a dedicated part of our organization for many years, and we're so grateful for the wisdom, humour, and steady support he brought to the table. He'll be missed!



**Fred Jansen**

President

**Brian Gutenplan**

Vice-president/  
user representative

**Sam Tenser**

Treasurer

**Matthew Paolini**

Secretary

**Laura Mosca**

User representative

**Genevieve Gagnon**

Director

**Ely Bonder**

Director

**Julie Verdon**

User representative

**Catherine Louca**

Director





# Our Experienced Team

Even though we're a small team of just **6**, we still managed to make a big impact — with nearly **4,000 interventions** and **26 groups** run over the year.

It's a testament to the dedication, heart, and hard work behind everything we do.



**Ron Swan**

Clinical Director

**Deborah St-Martin**

Administration Director

**Jennifer Lichtner**

SNAP & 0-5 Worker

**Siera Sarkadi**

Intake Worker

**Isabella Bedford**

Facilitator

**Elysia Katcho Vieira**

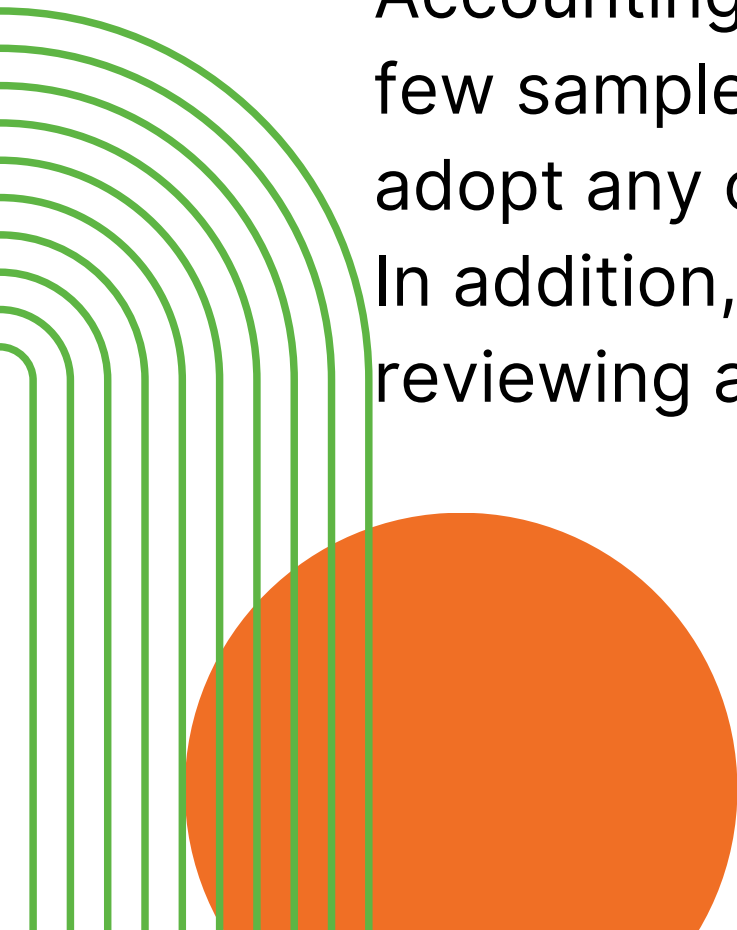
SNAP Worker





# Stagiaires

Once again, we were approached by Cégep Gérard-Godin to host students seeking internship opportunities. We welcomed four (4) students from the Early Childhood Education program (Éducation en petite enfance), who had the opportunity to observe our SNAP parent groups. While their studies focus primarily on working with children, they noted that engaging with parents is a skill in itself—sometimes even an art form!



We also agreed to take part in the “Projet Apprentissage en milieu de travail (AMT)” through the Accounting and Management Techniques program. As part of this collaboration, the class created a few sample brochures for us while we were in the process of updating our own. While we didn’t adopt any of them as-is, the project gave us valuable insights and inspiration for improvements. In addition, the students developed a database using Microsoft Access, which we are currently reviewing and adapting to better suit our needs.

# What's next

As we celebrate our first 25 years, the future holds both pride and uncertainty.

Without more stable and recurring funding, we won't be able to maintain our current staffing levels beyond 2025.

That said, our commitment to the families we serve remains strong. We'll keep working hard to secure sustainable support through foundation grants, fundraising initiatives, and partnerships that align with our mission.

Looking ahead, we hope to start including the SNAP for Schools app, a prevention program designed for students in Grades 2 to 5. Delivered by one of our facilitators over 12 interactive sessions. It also equips school staff with practical tools to support children with disruptive behaviours — reinforcing the impact of early intervention where it matters most.



**Agence de la santé  
et des services sociaux  
de Montréal**

**Québec** 

A heartfelt thank you to our funders —  
without your support, we simply couldn't  
continue offering the programs that make  
a difference in so many families' lives.

And to the many generous donors who  
contributed throughout the year — your  
kindness helps keep our work going and  
growing. We're deeply grateful.

**Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Sud-  
de-l'Île-de-Montréal**

**Québec** 

 Pierrefonds  
Roxboro  
**Montréal** 

Diversité et  
inclusion sociale  
**Montréal** 





# CONCLUSION



We'd like to finish by saying some much-needed thank-yous:

- To our **Board of Directors**, for their ongoing dedication and guidance;
- To our **Fundraising Committee**, who never stop looking for creative solutions and support;
- To our **stagiaires**, who bring a breath of fresh air and the energy of young, creative minds;
- To our amazing **volunteer**, Claudine, who generously continues to help us with translations,
- **And the families** who open their hearts to us — thank you for allowing us to walk with you through your challenges, your triumphs, and everything in between.

We truly couldn't do this without you!

**THANK  
YOU**



# SUPPORTING AND STRENGTHENING FAMILIES FOR LASTING CHANGE

## GET IN TOUCH



514-676-7775



[www.centrefamille.com](http://www.centrefamille.com)



12301 rue Colin, Pierrefonds, Qc  
H9A 1C3



frcsnapwi



**Letter received from the behavior technician at Wilder Penfield Elementary who participated in the pilot in-school SNAP group:**

“Each session started off with a review of the class goal, a question and answer period then the introduction and teaching of the lesson of the week. The students found the role play to be a fun way to practice using their SNAP skills. The students particularly enjoyed the cool down before heading out.

Overall the students participated enthusiastically, enjoyed sharing their experiences and learning how to keep problems small while working through tough emotional moments in their life.

This program has been useful during interventions in the school yard and during transitions. The students have shown that they can use SNAP when prompted by the adult who is intervening. I have seen that the students have shown that calming themselves and thinking over a problem can lead to a solution that benefits everyone involved.

What would be helpful is to have posters around the school reinforcing what skills the kids have learned.

SNAP has been an asset to students who struggle with social skills and emotional regulation.”

Kareen

### **Letter received from a parent in the 0-5 parenting workshops**

I had read books, blogs, Instagram reels, sought help from the CLSC, our pediatrician, a therapist and yet I was at my wits end with my parenting. We, as a family, were in utter chaos and something needed to change.

I was told about SNAP Family Center and willing and wanting to try anything in the world to improve myself and our family dynamic. I called in desperation and was immediately greeted by a gentle and kind voice and after pouring my heart out, was told that I was in the right place and that they could take me on. What a sigh of relief that help was on the way.

I count myself lucky to have met Jennifer when I did. I was in such a bad place and my parenting style needed a drastic steer in another direction. I would go to bed every night feeling awful and guilty. We found ourselves yelling way too much, which in turn was making our children yell. What was I doing wrong? I was asking my son kindly to perform a task, once, twice, ten times ... Who would have thought that all it would take were a couple of tweaks here and there – and a lot of work for us parents to make them – for us to see big improvements.

And who do I owe it all to? Jennifer. Jennifer is kind, listens, never judges and has a wonderful outlook on parenting. Her ideas, tips and tricks to help guide parents and children alike actually WORK! Most importantly she takes her time. You don't feel rushed through the program. If the concepts learnt a previous week, require tweaking or more time, then she doesn't move forward with a new concept. You truly feel heard and taken care of.

We are a family of 4, and one of my children is neurodivergent. Parenting a neurodivergent child is not easy. We as parents need to make big adjustments and find our own patience and apply the right parenting style to ensure a harmonious environment for all, and Jennifer, along with SNAP is the key to get there.

If you, like me, find yourself in desperation and are seeking help, and willing to put in the work to see change then please try SNAP Family Center and ask for Jennifer. You will be so happy you did.

## Comments received from parents:

"Thank you for investing in the time to help me and my child have a better relationship and be able to navigate hardships."

"We are glad we participated in this program. It broadened our perspectives and equipped us with strategies to better support our daughter."

"We are so happy and lucky to have participated in this program. We learned invaluable tools, strategies and information to help us. This program changed our lives, we are so grateful. We also appreciate the one on one help and support outside of the sessions. We finally feel like we have the help and support that we desperately need moving forward. Thank you !

"We just got A.'s report card, the notes from his teachers were incredible. He has definitely come a long way and have you and the program to thank for the support. Hope you're doing well"

I came with the goal to change the behavior of my child but instead realized that I need to change my approach and techniques I used with her. Thanks to SNAP group I was able to learn and practice new skills which are helping me to build more respectful and close relations with my child. I would say the whole dynamic started changing within the family, I didn't have much hope that it can be changed before we started SNAP.

Thank you for your time and effort to make our lives better,  
With best regards, Dana

I am so grateful for  
you're help, now my  
family is happier and I  
made new friends here  
at SNAP.  
Love F.

A child wrote: "It can  
change your life!"



