Your Journey, Your Way

Supporting families to live life on their own terms

Annual Report 2025

Family
Resource
Navigators

2025 in Numbers

4,589 Resources Unlocked
Number of services unlocked for families, including school district services, basic needs, Regional Center referrals, insurance, IHSS, SSI, therapies and more.

2,506 people served
This includes people who received 1:1 support, information, and resources.

33,946 Touchpoints
We stay in touch through calls, outreach events, training, and texts.

171.50 of hours training
We offer leadership training, as well as workshops for individuals and families.

1,016 people provided with 1:1 navigation support:
Tailored support to help individuals and families navigate complex service systems.

It is a sincere honor to step into the role of Executive Director at Family Resource Navigators, an organization that has been part of my life as a parent, volunteer, and staff member.

I first want to recognize our outgoing Executive Director, Eileen Crumm, whose vision guided FRN's transformation from a small program in one room into an independent nonprofit organization with more than 25 staff members who collectively speak 14 languages and support over 2,500 families each year. That growth lives in every family connected to services and every parent who finds their voice.

My own journey with FRN began as a mother seeking support for my two children, who both have additional needs. Like so many others, I came looking for information and found genuine connection instead. Over time, I became an IEP mentor volunteer, joined the staff as an FRN CCS navigator, managed our Early Start program, helped launch our Family Empowerment Center, and most recently served as Director of Finance and Operations. Each stage of my journey has deepened my belief in the power of family-centered support and community leadership.

As the parent of two children with disabilities, I remain connected to the lived experiences across Alameda County. My leadership in PTA and PTO, and my service on the Board of the Regional Center of the East Bay, have strengthened my resolve to ensure that families of all backgrounds have a voice in the systems that affect their lives.

What inspires me most is how our diverse staff help families navigate complex systems of care while connecting them to inclusive community opportunities — because belonging matters as much as accessing services. Every day, I witness families, self advocates, staff, and partners building strength and working together so children and adults with disabilities can reach their fullest potential.

I am humbled by this opportunity and energized by what lies ahead. Thank you for your trust as we build on this foundation together.

-April Key-Lee, Executive Director

Supported Decision-Making

Launched new new multi-lingual & accessible website with 10 training modules for adults with disabilities and their families

Supported Decision-Making (SDM) reveals something powerful: young adults with disabilities don't have to choose between getting help and having a voice in their own lives. More families are recognizing that their child has a legal right to independence — to make choices and take reasonable risks just like everyone else.

For immigrant families in particular, SDM can be a lifeline. It offers legal protections for young adults without requiring families to navigate a court system that can feel inaccessible or unsafe. SDM isn't the right fit for everyone, especially those with more complex cognitive or mental health needs, and families need to choose what works best for them. Starting early makes all the difference. When decision-making goals are woven into a child's IEP, they grow up practicing the skills SDM requires. By the time they reach adulthood, it isn't a new concept — it's already part of who they are.

yourdecisionmatters.org

"I didn't think about any alternatives to conservatorship because the school just started asking me when I was going to do it. I wish I had had this information sooner." - TRAINING PARTICIPANT

749 trained

280 provided with in-depth support

23,299 social media views

2,491 provided with information

21% adoption rate for SDM

Multicultural Leadership

With the support of the Department of Developmental Services, FRN trained parent leaders from Arabic and South Asian communities – Hindi, Punjabi, Tamil, Telugu, and Urdu speakers – to navigate systems, advocate for their children, and become ambassadors within their own communities.

These are families of children with developmental disabilities in Alameda and Contra Costa Counties who have historically accessed Regional Center services at less than half the rate of English-speaking counterparts.

Staffed with coordinators who share the language and lived experience of participants, every participant who completed the training developed a plan for systemic advocacy — and many went on to attend Regional Center board meetings, IEP meetings, and legislative advocacy events in Sacramento with a newfound confidence.

69
leaders recruited across Arabic and South Asian cohorts

35
leadership workshops delivered

621
individual coaching sessions conducted

I Can Pretty Much Handle It All

Daoud's Story

My name is Daoud Stevenson. I'm 22 years old. I like to play video games, hang out with friends, and I'm working toward a career in the culinary arts — preferably as a chef.

Transitioning into adulthood has been up and down, to be honest. What's going smoothly is my perseverance. What's been challenging is just not having a very strong mind — yet. But I've noticed changes. I've become the one to initiate things, to push the progress forward.

One thing I've learned is that not all options are available at once — and that's okay. Recently, I wanted to buy four books from my local bookstore, but I could only get two. I did not like it. But in the end, I decided to buy two this week and two for another week. It feels good. I'm pretty confident.

When my class goes out for a community outing, I ask my classmates, "Where would you like to go?" I listen, gather ideas, and then I say — it's time to put it to a vote. That's something I've grown into.

Going to SF State was a little bit of both — exciting, but also a little underwhelming at first. But I like new things. New faces, new

classes, new teachers. Being at SFSU lets me appreciate all of that. And I learned that a couple of my teachers from my past also went to San Francisco State. That meant something to me. I learned that I wasn't alone.

When it comes to medical and financial support, I'm fine with it — unless I have a question. And when I practice supported decision-making, it does make me feel independent. It makes me feel empowered. It's amazing, really.

I can pretty much handle it all.

Daoud's story is a reminder that independence looks different for everyone — and that the goal was never to remove support, but to make sure young people like Daoud are the ones directing it.

With FRN's Supported Decision Making resources, young adults gain the tools to make real decisions, navigate real challenges, and step into adulthood on their own terms.

Watch now

Eileen Crumm

retired from Family Resource Navigators after 17 years

"As I look back over these 17 years, I thought about how much has changed, but also how much has stayed the same.

FRN maintains so many core values today as it did then: a focus on relationships and family; hiring and training community members who speak the same language and share the same culture as the families we serve; building the strength and capacity of family members and people with disabilities to advocate for themselves. These are important elements of FRN's DNA.

I am so proud of all that we have accomplished together. We added staff to expand the number of people we can help, and expanded to include 12 more languages. We founded our own independent nonprofit which gave us the flexibility to create new programs to address the needs of our community: we helped families with special education and moved from a focus on young children to serving all families. Today, FRN partners with more than 2000 families each year, helping build skills, navigate the system or advocate for what they need. We have built so many deep allies and supporters in the community who help us make real positive changes in people's lives.

Tears of remembrance and pride marked my last day at FRN, but I know that the FRN community is strong and powerful and that I will always be part of that tribe." **- Eileen**

"Great mentors create a ripple effect that extends far beyond their own reach, and Eileen exemplifies this beautifully. She opened the door for me to become a family advocate, sharing her knowledge generously. Years later, I found myself doing for other families what she had done for me: guiding, encouraging, and empowering. That is Eileen's legacy, not just what she teaches, but what her students go on to do." - Lilian

FINANCIALS

Income

Government	$2,198,171	90.19%
Foundations	$160,960	6.60%
Donors	$78,186	3.21%

$2,437,316
Total revenue

Expenses

Programs		
Early Start	$160,245	6.03%
First 5 Help Me Grow	$523,819	19.71%
Family Empowerment Center	$426,824	16.06%
California Children's Services	$96,000	3.61 %
Community Navigator Program	$270,879	10.19%
CalFresh	$25,000	0.94%
Special Projects		
Supported-Decision Making	$326,845	12.30%
Equitable Transition Service Coordination	$144,245	5.43%
Multicultural Leadership	$101,461	3.82%
Families Lead	$141,142	5.31%
Supporting Services		
General Operations & Facilities	$432,389	16.27%
Fundraising	$9,025	0.34%

$2,657,874
Total expenses

2025 Board members

Sujatha Ranganathan, Chair, parent
Cheri Hatanaka, Treasurer, parent
James Ricks, Secretary, parent
Sumita Kalra, parent
Steve Allie, parent
Mary Joseph

Our funders

Government
First 5 Alameda County
Alameda County Public Health
Alameda County Community Food Bank
Alameda County Health Care Services
Alameda County Capacity Development Projects
California Department of Developmental Services - Early Start
California Department of Developmental Services - SAE
State Council on Developmental Disabilities
Public Health Foundation Enterprises dba Heluna Health
California Department of Education
Full Circle Health Network

Foundations
Heising-Simons Foundation
Magic Cabinet
The Children's Future Fund
Bright Funds
GS Donor Advised Philanthropy Fund
Network for Good

Thanks also to the individual donors and supporters who made donations this year!

"FRN has been an important part of the Heising-Simons Foundation's Families Lead California Initiative. They know the complex systems families navigate to secure early intervention services because they have lived it. FRN peer navigators are unique and valued partners to family support organizations across the early childhood landscape."

-Malia Ramler, Program Officer, Heising-Simons Foundation

Coming up in 2026

Coordinated Family Support — Regional Center of the East Bay

FRN is proud to announce our approval as a vendor with the Regional Center of the East Bay, launching a new **Coordinated Family Support** service through our Voices and Choices program. A dedicated CFS Navigator will work one-on-one with adult consumers and their families — helping them remain safely in their family homes, build independence, and navigate alternatives to conservatorship through Supported Decision-Making.

All person-centered goals are developed collaboratively with adult clients and their families, grounded in cultural humility and the belief that adults and families are the ultimate decision-makers in their own lives.

Enhanced Care Management

This new program provides free, personalized care coordination assistance to help families navigate life's difficulties. We are now providing care coordination to children, youth, and their families insured through Medi-Cal in Alameda and Contra Costa Counties. Our care managers connect families facing complex medical, developmental, and social challenges to the doctors, services, and community resources they need – so no family has to navigate the system alone.

We help with everything from finding doctors, dentists, and therapists, assistance with scheduling appointments, to providing connections to local programs, community resources, and public benefits.

“Thank you for welcoming me with open arms. I am grateful to have gotten the opportunity to have been in your class. The women have shown me so much support after sharing with them my loss and they don’t know how much of a difference they made.”
- Allison, **Parent Leadership Training Participant**

“Thank you so much for your help. I appreciate you going out of your way to find me more information.”
- Family Empowerment Center Parent

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familyresourcenavigators.org