



Empowering Through Education

FISCAL YEAR 2024

LEARN



WORK



CONNECT



A Letter to Our Supporters

Dear Friends,

For over 70 years, Pine Castle has been steadfast in its efforts to expand opportunities for adults with intellectual and developmental disabilities (I/DDs) to engage in opportunities to learn, work, and meaningfully connect with the First Coast community. At Pine Castle, we believe in the empowering our participants through education: a guiding principle that has lead our organization to creating and adopting specialized, academic curriculums for each of our Academy Day Program Pathways. The lessons learned through inclusive education are boundless, and our participants continue to amaze and inspire us every day as they work hard to achieve their personal and professional goals.

As we reflect on Fiscal Year 2024, we are overwhelmed with gratitude for the endless amount of support from the community and the generous financial support we received. Every dollar donated to Pine Castle directly supports our vital programs and services, helping to ensure that we are able to continue providing education, mental health services, enriching activities, and employment opportunities to adults in the I/DD community – helping them achieve greater independence and improved quality of life.

We also want to recognize the amazing families and caretakers of participants, dedicated staff, volunteers, and valued community partners that helped make this year a success. Time and again, these individuals show us what strength, selflessness, and resilience truly look like. The meaningful connections we build as a Pine Castle family are priceless and are a testament to the wide-reaching impact we have created together.

Again – thank you to every one of our supporters that made FY24 another successful year for Pine Castle. We could not do this without it!

With Gratitude,
Pine Castle's Leadership Team

MISSION

Empowering adults
with intellectual
and developmental
differences through
opportunities to
learn, work,
and connect.



VISION

A community
where persons
with intellectual
and developmental
differences achieve
their potential for
independence.



CORE VALUES

Embrace Differences

Respect
Personal Choice

Care Deeply

Practice
Servant Leadership



Pine Castle Leadership

Lori Ann Whittington
Chief Executive Officer

Jose Rodriguez
Chief Operating Officer

Anthony Sutton
Chief Development Officer

Lisa Jenkins
Chief Financial Officer

Lotsy Simon
Director of Life Enrichment Services

Danielle Bingham
Director of Mental Health Services

Harlee James
Director of Admissions and Case Management

Wendy Mayle
Director of Development

Nichole Rivera
Director of Marketing and Communications

Cathy Taylor
Director of Residential Services

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Prosperity Home Mortgage

Life Enrichment

The Life Enrichment Pathway is designed to help participants with I/DDs build personal and life skills that support greater independence and an improved quality of life. The program uses a hands-on curriculum where each module focuses on key areas like interpersonal skills, self-advocacy, money management, and productivity. Beyond the classroom, participants engage in meaningful activities across campus—whether that’s playing basketball with friends or completing a puzzle independently—reflecting our commitment to honoring individual strengths, interests, and goals.



Roland shared that she loves coming to Pine Castle because she gets to **attend activities and spend time with friends.**

When asked why she likes coming to Pine Castle, Roland said, “Because it’s fun.” **“I do many activities. One of my favorites is arts and crafts.”** Roland is an active individual, participating in activities in her workshop and attending events for the whole campus.



133 PARTICIPANTS
enrolled in the
Life Enrichment pathway



28 NEW PARTICIPANTS
enrolled in FY24



3 NEW
clubs or initiatives



93.75% PASS RATE
for curriculum
(average between 4 modules)





Mental Health

Our holistic Mental Health program offers assessments, individual counseling, and Psychosocial Rehabilitation (PSR), enabling participants to develop coping strategies, enhance their overall well-being, and achieve their treatment goals. This year's outcomes highlight meaningful progress and resilience among those we serve.

52 individuals
received Mental
Health services
here at Pine Castle.

- **36 in PSR**
(Psychosocial Rehabilitation)
- **16 in Individual Counseling**

Program Outcomes

94%

of participants rated their satisfaction with services as 5/5;

100% rated satisfaction as 4/5 or higher.

56%

improved their FARS scores, reflecting gains in behavioral and functional health.

46%

successfully completed at least one treatment plan goal, with additional participants showing ongoing progress.

100%

learned a new coping skill to improve their mental health.



New Initiatives

In FY24, the department added a new Mental Health Support Coordinator role to strengthen service delivery and participant support. We also introduced individual participant profiles to better track due dates, paperwork, and assessments. These improvements increased efficiency, ensured compliance, and allowed staff to focus more deeply on serving our participants.

Billing & Credentialing

We are thrilled to share that in September 2024, we successfully completed credentialing with Optum Health, earning a 100% score on our credentialing audit. This accomplishment strengthens our program's sustainability and ensures ongoing access to care for participants.



FY24 Employment Partners

Aramark

Bellingham Marina

Bigby Coffee

Bruster's Ice Cream

Discovery Village

Goodwill Industries
of North Florida

Habitat For Humanity

Happy Brew

Hyatt Regency-Jacksonville

Iguana on Park

Massage Envy

Publix

Texas Roadhouse

Community Employment Pathway

On the Community Employment Pathway, participants study employment-based curriculum and are provided with various employment opportunities and on-the-job training support in integrated, inclusive work environments. With opportunities to work both on-campus as part of an Employment Crew or abroad in the community, the Employment Pathway empowers individuals with I/DDs to do their best while on the job and strive to reach their individual career goals.



5 PARTICIPANTS

placed in
community
employment.



45 PARTICIPANTS

in on-campus employment
including Custodial, Culinary,
Woodshop, Drug Kits,
and Industrial Contracts.





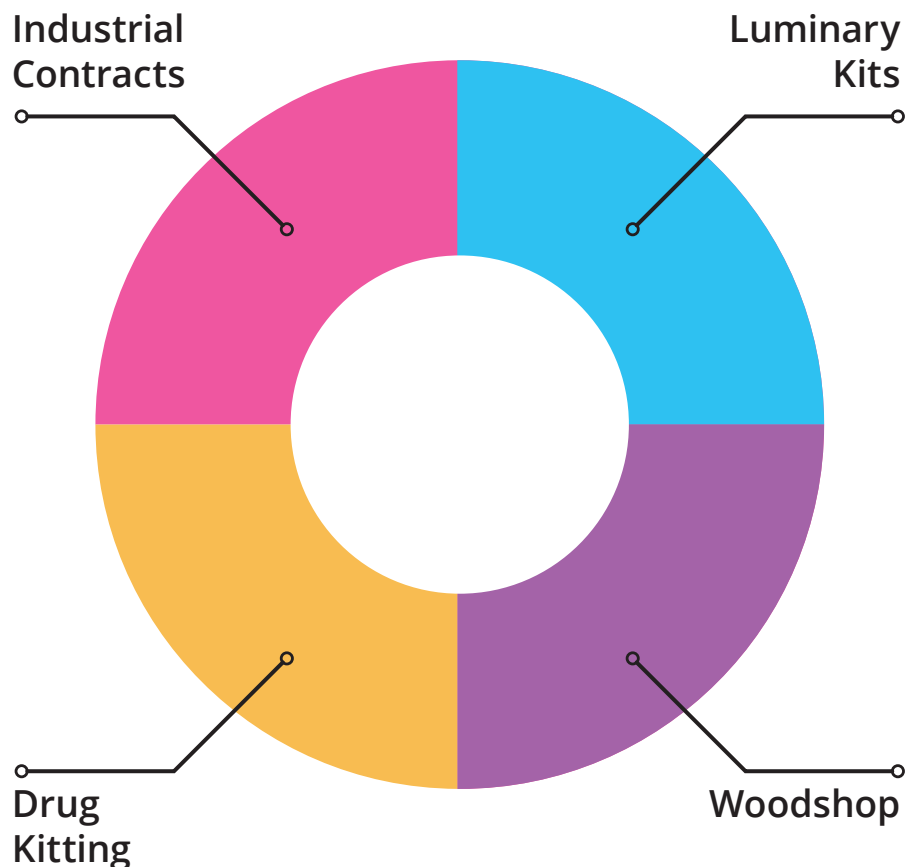
“My time at Pine Castle has taught me a **wide variety of skills** and I owe it all to my staff for the training they gave me. I feel the training has allowed me to **live a more meaningful, positive, and productive life!**”

—
Justin Brosseau
*Pine Castle
Culinary Crew*



Production Sales

Pine Castle partners with businesses from all over the state of Florida to provide assembly services via industrial contracts, stakes and other wood products from our Woodshop, drug kitting for various law enforcement agencies, and Luminaira kits for the holiday season. These on-campus opportunities give our participants the chance to develop their work skills, earn a paycheck, and gain the confidence to get jobs in our community.



OVERALL TOTAL
\$1,328,787



"I love living in the Group Home because **I get to see my friends every day.** It's right on campus, so coming to Pine Castle every day is easier. I like my room and spending time with the guys at home."

—

Dennis Black
*Group Home
Resident*



Residential

Through the assistance and guidance of 24-hour staff support, Pine Castle's Group Homes provide a safe, inclusive environment for participants to call home. During their time in the Group Homes, residents learn self-care and homemaking skills such as cooking, laundry, housekeeping, grooming, money management, and decision-making. Each Group Home provides essential coaching and life skills instruction in a supported living environment that is vital to integrating and maintaining the involvement of the residents in the broader community. Our dedicated Group Home staff members continuously provide support and love to each resident, and provide them with opportunities to develop and maintain personal and social relationships with their housemates and with others.



**5 GROUP HOMES
IN JACKSONVILLE**

two on-campus and
three off-campus in Mandarin



**36 GROUP HOME
RESIDENTS**



CONNECTING



FY24 Financial Overview

Pine Castle is grateful to the individual donors, corporations, foundations, government entities, and community organizations whose support helps fuel Pine Castle's mission to empower individuals with intellectual and developmental differences.

Programming Costs

\$125 is the average cost per day to serve the 200+ participants enrolled in the Academy Day Program.

\$0.79 of every dollar earned directly supports Pine Castle's programs.

Source of Funds



*Pine Castle's fiscal year is October 1, 2023 through September 30, 2024.
Please refer to Pine Castle's 990s for detailed financial records.*

Friends of Pine Castle

Andrea Harper
Carla Fitzpatrick
Carolyn and Claude Porter
Cathy Golon
Cheryl Smith
Cliff Evans
Cynthia and Chuck Harcrow
Dan Landrau
Danielle Bingham
Dawn and Bill Zattau
Delois Johnson
Donnie Trednick
Earnestine Dupree
Eileen Seuter
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Gina Winslow
Gretchen and Wayde Quisenberry
Harlee and Jaida James
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Rose Massery and David Reich
Rosemary Naughton
Stephen Williamson
Travin Johnson
Walter Keller
Wendy and Robert Mayle

Evergreen Legacy Society

Dr. Thom and Pat Borowy
Bob & Lynn Ellis
Jim and Sue Henry
James and Susan Knutzen
The Henry and Lucy Gooding Endowment
advised by the Bryan Family Trustees
Ralph and Elizabeth Mundell Endowment
Diane and Ray Young

Donor Appreciation

Pine Castle greatly and humbly thanks every one of the amazing donors that believe in our mission and help provide financial support for our programs and services. Whether they donated through reoccurring monthly payments, yearly pledges, bestowed Pine Castle with a major gift, or named Pine Castle as a beneficiary in their wills or estate, each donation made a direct positive impact on our life-changing programs and services.

Inspirations Society

TRANSFORMING PARTNERS - \$10,000+

Bradbury Family Charitable Foundation
Gary and Nancy Chartrand
Randy and Becky Johnson
Mark and Sylvia McCall
Nona J. Rawls & H. Taylor Jones Foundation
Stenner Pump Company

ENRICHING PARTNERS - \$5,000-\$9,999

American Electrical Contracting, Inc.
Edward Buttner
Ida M. Stevens Foundation, Inc.
Miller Electric Company
Fem Robert
Rick and Susan Sontag
Alet Wiest

1952 FOUNDERS CLUB - \$1,952-\$4,999

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bestbet Jacksonville
Borowy Family Foundation
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Suzy and Brad Orr
David and Chrissy Price
Rowland Graner Charitable Fund
Nikki Sutton
Lori Ann and Ron Whittington
Vonnie Wiggins
Chris and Tabitha Wilkey
Zimmerman Family Foundation

SUSTAINING PARTNERS \$1,000-\$1,951

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Kimberly Bass
Michele Bear
Tony C. Bellamy
Kendall G. Bryan, Jr.
Jacquoline Burke
Jill and John Cole
Critical Fuel Services, LLC
Deborah Jump Dawson
Melissa and Mark Dearing

(SUSTAINING PARTNERS CONT.)

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Donald and Becky Presley
José and Yolanda Rodriguez
David R. Rowland
Amy L. Ruth
Geoffrey D. Sessions
Steven Spetnagel
Anthony Sutton
Cary and Alison Wright



"We started a monthly donation because it makes us feel like we're part of something special and the ongoing support makes a difference for the Pine Castle Participants, including our son Carson. We actually increased the monthly amount about a year ago because we decided to raise our "Standard of Giving" versus raising our "Standard of Living."

*Friend of Pine Castle Donor
& Participant Parent,
Gretchen Quisenberry*



"For more than twenty years we have been supporters of Pine Castle, both as volunteers and donors. When the Inspirations Society was first introduced, we joined immediately and have recently renewed for another five years as a way of showing our ongoing support and commitment. We know these long-term pledges are an important part of Pine Castle's future financial stability."

*Inspirations Society Members
Jim & Sue Henry*

How Can YOU

BECOME A PINE CASTLE AMBASSADOR

Schedule a 10+ person Pine Castle Experience Tour for your colleagues and friends! This behind-the-scenes experience gives insight into our residential services, learning classrooms, and working shops. During the tour, your guests will learn about our history, mission, and vision, while engaging directly with participants as they share their personal life journeys and the impact our programs have had on their lives.



VOLUNTEER YOUR TIME

Volunteers are an integral part of our organization and with dedicated individuals like you, we can achieve even more. Whether it's assisting our participants with projects, lending a helping hand with campus enhancements, or coming together to execute a special event, we have the perfect volunteer experience for you.



Make an Impact?

BECOME A SUSTAINABLE DONOR



As a nonprofit, Pine Castle is always looking for individuals that want to take their support of our programs and services to the next level. All financial gifts help provide support for our mission and create sustainability within the organization. By joining the Friends of Pine Castle monthly giving program, the Inspirations Society, or the Evergreen Legacy Society, you will play an active role in stabilizing Pine Castle today, building sustainability for tomorrow, and securing the future of our life-changing services for generations to come.

SPREAD THE WORD



Help us empower more lives - share our mission or refer someone for enrollment today! Pine Castle is a place to learn and develop new friendships while pursuing personal development, career development, community engagement, and employment opportunities. We take immense pride in our exceptional team of dedicated professionals who bring an award-winning curriculum and experience to our organization. If you have a loved one or friend who might benefit from receiving our services, please contact our Admissions Department at admissions@pinecastle.org.



We are
GRATEFUL

for another year of supporting our mission
to empower adults with intellectual
and developmental differences –
we couldn't have done it without you!

