

Success Serving as a Beacon to Survivors of Domestic Violence



As a Case Manager for the Domestic Violence Services division of Unity House, Felicia Lloyd uses her years of experience and education to help those in need of domestic violence services. According to the Unity House website, she manages activities concerning “living skills training, obtaining and maintaining housing, utilities and employment, financial literacy, legal assistance, coordinating with the Department of Social Services, Mental Health Services, health care providers and other community resources.”

Felicia attended the Community Technology Initiative’s full-time computer and employment class when she was a Section 8 voucher holder and has been a long-time patron of the WAGE Center. Since beginning with CTI, Felicia has transformed her career to help others. It began with realizing that she wanted to help people improve their situations.

From there, she enrolled in the Human Services Associate’s Degree program at Hudson Valley Community College. She held two jobs while in college at LaSalle School and performing security at Albany High School. She has recently landed a goal job at Unity House, where the Director of Domestic Violence Case Managers, Claudette Senior, saw her sincerity for the field. Throughout the course of the last several years, Felicia has become totally independent of housing assistance and has developed her career to a place where she is professionally and economically comfortable.

Felicia’s advice for those looking to improve their situations is: “It starts from your way of thinking.” It was clear years ago, during CTI computer class, that she was thinking. When two students got into a conflict after class, it was Felicia who intervened and talked sense into the two parties. That moment may have been a preview of where she would go in Human Services as a path began to make itself clear.

Fast forwarding to the present, Felicia is in a position to assist women who are trying to start over. She says of her achievements, “I would like my children to have an amazing story to tell my grandchildren [of] how education and perseverance will make you thrive.”



These truly are the stories that become family legend and serve to inspire others. Felicia is a perfect spokesperson for the power of attitude and perseverance. She is, no doubt, the perfect role model for the women at Unity House who can not only show a clear path forward, but also identify with how to get on and stay on that path.