

2012 Annual Report



FAMILY & CHILDREN  
SERVICES A SOURCE OF HOPE

Dear Friends,

Family & Children Services partnered with our communities as a reliable, quality source of hope for Child Welfare, Youth Development, and Behavioral Health services for nearly 9,000 individuals in 2012. The members of our highly trained and qualified staff were privileged to support many children and adults as they faced difficult personal and family issues, recovered from trauma, and navigated complex community systems. Our staff actively listened and helped identify obstacles, shared best practices, encouraged strength-based solutions, and celebrated small and large personal victories and healthier outcomes.

For the fifth year in a row, our programs grew as we developed new community partnerships. Two bilingual, bicultural therapists were added in the Counseling Center, one of whom was placed off-site at The Hispanic American Council. A part-time therapist was placed at The Family Health Center to support its new Behavioral Health program. Under contract with United Way of Battle Creek and Kalamazoo Region, Family & Children Services was recently approved to add a school-based counseling program that includes a 'Drop-In Parent Consultant' on-site at Verona Elementary in Battle Creek. We joined with our Department of Human Services partners in launching "Incredible Years" evidence-based parenting education offering facilitated groups where birth, foster parents, and young children enjoy 'hands on' experiential learning. Birth parents whose children have been temporarily removed learn developmental milestones and practice new methods of interacting with their very young child. We also began an innovative and promising Family Supportive Visitation model, where birth parents hoping to have their children returned home have planned and coached child visits monitored by our staff.

This level of innovative program growth requires equally strong clinical management to support delivery of continuing high quality services. Several new positions have been added, including Program Managers for Child Welfare and Behavioral Health services, a dedicated Quality Management position, and an Agency Trainer.

Exceeding the expectations of those we serve—our funders, our donors, and our communities, remains our goal for the coming year so that we remain true to our 110-year mission—to support, strengthen and preserve the safety, well-being and dignity of children, individuals and families.

Thank you for your continued interest.



Rosemary Gardiner  
*Chief Executive Officer*



James B. Falahee, Jr.  
*President - Board of Directors*

**Mission Statement** "Family & Children Services supports, strengthens and preserves the safety, well-being and dignity of children, individuals and families."

## Program Demographics.

### Child Welfare Services

■ Foster Care	290 Children
■ Adoption	73 Children
■ Supervised Parenting Time	6,666 Hours Provided
■ Families First	504 Individuals

### Behavioral Health Services

■ The Counseling Center	2,849 Individuals
■ School-Based Counseling	15 Schools
■ Case Management	984 Individuals
■ Intensive Home-Based Treatment	710 Individuals
■ Parenting Classes	166 Individuals
■ Mobile Crisis Response	1,145 Individuals

### Youth Development Services

■ Respite/Family Directed Respite	165 Adults, 590 Children
■ Community Living Supports-Link	188 Children

## Who We Serve.

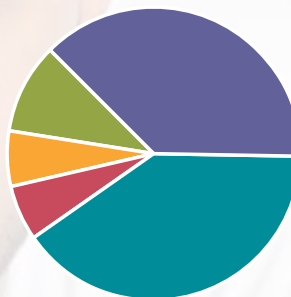
200% of Federal Poverty Guidelines	82%
0–19 years	65%
20–64 years	35%
White/Caucasian	63%
Black/Afro-American	19%
Hispanic/Latino	3%
Other/no response	15%

## 2012 Financial Highlights.

Family & Children Services' operating budget for 2012 was \$10,247,000.

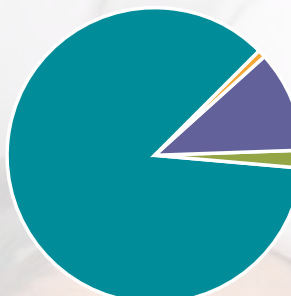
In addition to United Way donations during 2012, which were included in the operating budget, Family & Children Services' friends generously donated \$567,247 in restricted and endowment gifts and non-cash gifts with an estimated value of \$107,943.

### Revenue



Community Mental Health	40%
Michigan Department of Human Services	38%
Community United Ways	10%
Other Sources	6%
Private Insurance & Fees	6%

### Expenses



Provision of Services	86%
Agency Expenses	11%
Depreciation	2%
Fund Raising	1%

## Family & Children Services. A Source of Hope.



For 110 years, Family & Children Services has responded to the needs of the communities it serves and accomplished its mission through provision of a comprehensive program of Child Welfare, Behavioral Health, and Youth Development services.

The Agency serves clients in Allegan, Berrien, Calhoun, Kalamazoo, St. Joseph, and Van Buren counties. Services are delivered in clients' homes, at a variety of schools, community centers, respite houses, off-site locations, and Agency service sites located in Kalamazoo and Calhoun counties.

Quality of services are assured through state and local regulatory bodies, the Council on Accreditation (COA) and internal Quality Management committees.

In 2012, Family & Children Services served 8,782 individuals across our regional services area. 4,712 were children.

## Child Welfare Services.

**Foster Care** offers a safe, stable living environment for children by providing family care when out-of-home placement becomes necessary following removal of a child due to abuse, neglect, or family crisis. Foster families are recruited and licensed by the Agency and trained to nurture and promote the development of children.

**Foster Care to Adoption** transitions children from foster care into permanent families following legal termination of parental rights when in the best interest of the child.

**Adoption and Information Services** provide families and the children they have adopted with counseling, educational support, and referrals to community services.

**Supportive Visitation/In-Home Parent Education Program** provides intensive individualized parent skill coaching and education centered on the specific needs of children.

**The Family Advocate Program** serves families identified by Child Protective Services as needing support. The families are offered a Family Advocate who links families with direct services including counseling, parenting education, and community referrals to meet critical needs.

**Families First** serves Kalamazoo families whose children are at high risk of out-of-home placement due to child abuse or neglect and children in foster care being reunited with their families. Interventions are focused on maintaining the safety of children in the home while providing intensive parenting education, violence reduction, and referrals to community resources.



## Behavioral Health Services.



[The Counseling Center](#) provides a wide variety of counseling services including individual, couple, family, in office, and in schools.

[Case Management Services](#) empower individuals/families to participate successfully in a community. This program coordinates services for youth/families and young adults who have a mental health or developmental disability by linking and referring them to appropriate community resources, providing management of services and advocacy to ensure quality of care and support.

[Family and Community Treatment](#) is an intensive, home-based treatment serving families with a child who is experiencing a mental health and/or substance use issue. Counselors provide individual, group and family therapy, supportive parenting education, and referrals to essential community resources. The treatment assists youth in living successfully at home, in school and in their community.

[Parent Infant Program](#) is a comprehensive, home-based treatment serving families where either the parent or child (pregnancy to age three) is struggling with mental health issues and focuses on attachment/bonding, mental health, child development, crisis management, behavioral issues, and developing a positive family environment.

[Positive Parenting Classes](#) are designed for clients needing help with basic parenting skills. Classes focus on trust, anger management, developmental stages of childhood, and effective discipline.

[Mobile Crisis Response](#) is a 24/7 response team for youth in Kalamazoo County facing a mental health or substance use crisis. This service provides immediate crisis intervention, clinical assessments, assists families in developing practical safety/crisis plans, and provides follow up services until the youth and family are connected with appropriate ongoing services.

## Youth Development Services.



[Respite Programs](#) are offered to children and youth ages 4–17 with a serious emotional disturbance and/or developmental disability. A variety of services are available to meet the needs of these individuals – all with the intent of enhancing social, life, and community integration skills for the child in addition to providing a break from care giving responsibilities for their families. Services are provided in three family-like homes and are available year-round, 24 hours, 7 days a week.

[The Link and “Out & About” Programs](#) offer children and youth ages 4–17, with a serious emotional disturbance and/or developmental disability, a lively array of structured group activities tailored to each child’s individual needs in a variety of community settings. The programs offer broad skill development activities with the goal of integration into community-based settings. Music, art, swimming, sports, and other community-based activities are part of an individualized plan for each child. The curriculum provides a structure that supports skill development, community integration opportunities and assists children in working toward their goals.

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Our most sincere appreciation to everyone who contributed to Family & Children Services throughout 2012.

## Giving Opportunities.



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Family & Children Services responds to each community's changing human services needs and invites community members to join us through donation and volunteer service.

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- HANDLE WITH CARE: a unique safety net providing clients of Family & Children Services with basic needs and specialized services when there is no other source in the community
- "Pack a Child for Camp": provides camp scholarship opportunities for children being served by the Agency
- Holiday Giving Program: individuals, schools, community groups, and corporate donors are matched individually with client families to provide holiday meals and gifts
- Year 'Round Pantry: individual, community, and corporate in-kind gifts are provided to clients served by the Agency. These items include toys, camping supplies, back-to-school needs, blankets and bedding, baby and toddler essentials and other personal care items

### Visionary Club

- Deferred and Planned Gifts: please contact the Development Office for more information about making a planned gift

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Thank you doesn't seem like enough. One thing I love doing is being a mom. When my kids are asleep it's bill time, one of the things I hate doing!! There are times I have wet the bed from crying when you can't pay the bills you feel like you're not a good mom. I didn't know how I was going to pay my Consumer's bill until I had you to lean on. Thank you for giving me hope!



I appreciate everything you have done for us. We are in a real bind right now and the beds are so helpful. We have slept on the floor for months. We really really appreciate everything that you have done. Without your help it would be a few more months before we got things together.

Thank You

To whom it may concern,

I'd like to thank you for the generosity of those who donated and helped me get glasses that I desperately needed. I can now help my kids with their homework but most importantly I can drive at night. This means if something happens or my kids are sick I can take them to a hospital. Without your help I would not have been able to get them.

Signed,

Thankful in Kalamazoo



It is truly an honor to serve you as the new Director of Resource Development for Family & Children Services. As a past board member and active community volunteer, I know how fortunate we are to live in a community that truly cares for and supports our most vulnerable citizens. I welcome the opportunity to work with you to match your vision with the needs of the families and children we serve. I sincerely thank you for your continued compassion and your generous spirit!

– Courtenay VanderMolen *Director of Resource Development*

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