

2013 Annual Report



Dear Friends,

The community looks to Family & Children Services to play a significant role in stabilizing the social and emotional lives of thousands of children as they grow to become healthy, productive and successful adults.

Our highly skilled staff identifies the many aspects of trauma that are likely to cause harm and offers effective, timely and appropriate services to children, in partnership with their families and community. They also counsel adults who are troubled and, unfortunately, did not receive the early intervention that could have helped them. Family & Children Services directs its work to support, strengthen and preserve the safety, well-being, and dignity of children, individuals and families.

Our program development is designed to meet future demands for high-quality services, characterized by excellent metrics and strong outcomes. Each new service is adapted to the specific needs of new populations in response to changing community conditions. Over the past five years, program growth has increased from \$8 million in 2009 to over \$11 million in 2013, and staff growth to 250. This is an indication of organizational strength in an environment of funding that focuses squarely on implementation of evidence-based practices that deliver measurable results. Even so, our most cherished measure is the positive feedback from and successful outcomes for the 9,038 clients we serve annually.

Family & Children Services relies on sound planning and strategic program mapping for the future. Future plans will include an exciting campus-wide expansion in 2014-15 to meet the growth of services. A new family visitation area is being planned to handle increasing child welfare services, provide parenting training and reduce the trauma of transitions for children. A pool renovation will offer active space for youth skills development, connect to the Respite gym, and relocate Respite staff alongside program spaces. The new and renovated buildings will be connected by green spaces and play areas for children.

Family & Children Services continues to move out into the community through expanding local public/private partnerships and new relationships with surrounding counties, particularly in the area of child welfare. Co-delivery of services where children go to school and receive medical care and community services makes navigation and access to mental health services simpler and more cost-effective.

All of our programs, whether delivered at service sites or in the community, are consistent in staff commitment to meet each client - whether a small child or vulnerable adult - with the same level of engagement, respect and dignity.

By thoughtfully assessing each situation and plan of service and mobilizing the many resources of Family & Children Services and the community, we successfully take the people we serve to higher ground, standing by until each individual is safe and in a position to stand by themselves. It is our honor.

Best,



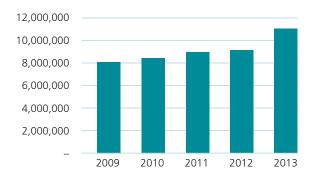
James B. Falahee, Jr.

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James B. Valorice

Rosemary Gardiner
Chief Executive Officer

Program Growth.



Program Demographics.

Total Served in 2013

- 9,038 Individuals
- 4,905 Children

Child Welfare

Families First
 Foster Care
 Adoption
 Family Advocate
 609 Individuals
 310 Children
 97 Adoptions finalized
 224 Individuals

Behavorial Health

The Counseling Center
 Case Management
 Mobile Crisis Response
 Parenting Classes
 Parent Infant Program
 Family And Community
 Treatment
 2,843 Individuals
 1,253 Individuals
 77 Individuals
 573 Individuals

Youth Development

Respite/FamilyDirected Respite203 Parents; 486 Children

Community LivingSupports-Link193 Children

Who We Serve

Income under 200% of Federal Poverty - 80%

Age

0 - 19 yrs20 - 64 yrs38%

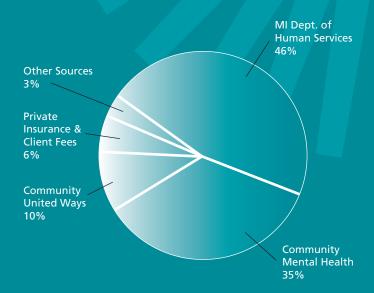
Race

White/Caucasian
Black/Afro-American
Hispanic/Latino
Other/No response
13%

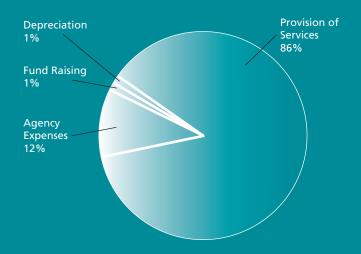
2013 Financial Highlights.

Family & Children Services' operating budget for 2013 was \$11,693,670. In addition to United Way donations during 2013, which were included in the operating budget, Family & Children Services' friends generously donated \$363,467 in restricted and endowment gifts as well as non-cash gifts with an estimated value of \$153,222.

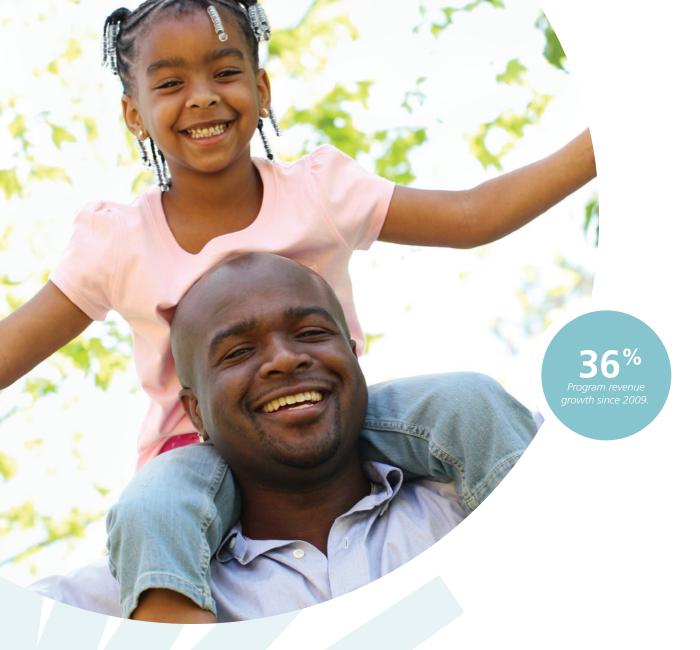
Revenue



Expenses



1



Family & Children Services. A Source of Hope.

Family & Children Services traces its roots back to two of Kalamazoo's landmark organizations: the Women's Civic Improvement League and the Kalamazoo Branch of Michigan Children's Aid Society. For 111 years, this private, nonprofit agency has been a source of hope for those needing critical human services.

In recent years we have experienced unprecedented growth in services, not only because of state privatization of child welfare and increasing behavioral healthcare needs, but also because of the quality of care our staff provides.

Service quality is assured through state and local regulatory bodies, the Council On Accreditation (COA), and Internal Training and Quality Management systems directed at best practices in the delivery of human services. The Agency has been accredited since June 1987 and is licensed for the care of children by the State of Michigan.

Family & Children Services offers more than 30 Behavioral Health, Child Welfare programs and Youth Development services. Thousands of families and children in Allegan, Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren counties receive those services – delivered in clients' homes, at a variety of schools, community centers, respite houses, and Agency service sites in Kalamazoo and Calhoun counties.

The Agency partners with other agencies and institutions to ensure a continuum of care for the community.

Child Welfare.

Family & Children Services' programs have grown in response to increasing child welfare needs in our community. Simply put, every year, we reach more families and help more children. Many of our programs provide a port in the storm for families in crisis – and safe havens for their vulnerable children.

"My world came crashing down around me in a matter of a few days," one parent said. "I was lost and felt like everything was hopeless. I was scared and did not know what to do." Our staff came through for this family – along with 9,037 other individuals in 2013.

Services range from Foster Care, which ensures safe, stable family care for children when removal and out-of-home placement is necessary because of abuse, neglect or family crisis; to Adoption, when it's determined to be in the best interests of the child. In addition, there are specialties within that spectrum of services, guided by evidence-based practices. Many are designed to help families before major crisis occurs.

Prevention/Crisis programs, such as Families First, serve those families whose children are at risk of out-of-home placement because of child abuse or neglect, and serve children in foster care who are being reunited with their families. The Family Advocate Program helps families needing immediate support and provides an array of services, as well as counseling, housekeeping skills, parenting education and community referral.

When a child must be removed from family, our overarching goal is to work with them in hopes of returning the child to their home. Several initiatives are designed with that in mind: Foster Care Supportive Visitation/In-Home Parent Education, a new and expanding program at the Agency, is focused on the child to provide intensive, individualized parent-child visits, parenting education and coaching. The Agency also offers Supervised Parenting Time to improve parenting skills and increase communication between parents and their children in a safe and controlled environment. In addition, Parenting Classes are designed for DHS-referred clients who need help with basic parenting skills.

"I'm very happy to say my son was returned to my care," one mother wrote. "...Still, to this day, I talk to my caseworker and to the foster mom who had my son. I hope that whoever reads this sees that there is hope – and places and people you can turn to – to help you and be a support system for you."

Family & Children Services was "a light at the end of a dark tunnel," she wrote.

106%
Increase in the number of children in foster care since 2009

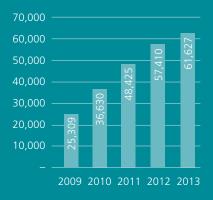
Court-ordered privatization of
Michigan's child welfare system has
increased the number of children
coming into the Agency's foster care
program.

In 2008, 113 children had been in care at the Agency; by the end of 2011, that total had nearly doubled – and continues to grow.

In 2012, a total of 288 children had been in care.

By the end of 2013, that number had grown to 310.

Foster Care Days.



Behavioral Health.

Our staff members work quietly "on the ground" in our Agency service sites, as well as in homes, schools and community settings to meet a range of critical human-service needs. No one is immune from tragedy, and many people live with developmental, mental or emotional disabilities of their own or their family members.

We make a major difference in their lives: "What an amazing team," wrote one parent. "Thank you for all your hard work and love of families." Through our services, clients see the social, psychological, and interpersonal issues that may be interfering with relationships, and school or job performance. As they learn coping skills and experience less stress, they learn how to adapt to change and manage challenges successfully.

Multiply this individual impact by the thousands of people we serve annually to understand how these efforts contribute to the well-being of the community at large.

Outpatient Counseling services are available for individual clients from all socioeconomic levels. For those without insurance, fees for service are charged on a sliding scale, made possible through the United Way.

Home & Community Based Interventions for Youth and Adults address issues that would otherwise defeat a child or family. For example, Case Management /Supports Coordination serves those with mental illnesses or families whose children have developmental disabilities or serious emotional disturbances. Family And Community Treatment provides comprehensive, home-based treatment service for families with children diagnosed with mental illness. Integrated Co-Occurring Treatment utilizes an intensive home-based service delivery model to serve youth with the co-occurring conditions of mental health and substance use. This program aims to decrease risk behaviors, mental health symptoms, and substance use.

The Parent Infant Program, which partners with parents where a family member is struggling with mental health issues, focuses on attachment/bonding, mental health, child development, crisis management, behavioral issues, and developing a positive family environment.

When a crisis occurs, Mobile Crisis Response is there 24/7 for young people and their families facing a mental health or substance use crisis. This program offers intervention, clinical assessments, and assists families in developing practical safety/crisis plans with follow-up for ongoing community services.

Specialty services include Bilingual, Bicultural Outreach Counseling for Spanish-speaking youth with a therapist on site at the Hispanic American Council and Family Health Center. Children's Specialty Trauma Services include trauma assessments offered by therapists trained by The Children's Trauma Assessment Center.





Youth Development Services.

Beyond traditional services, our programs aim to help children with serious emotional disturbances and/or developmental disabilities by expanding their social and emotional learning beyond family and encouraging community integration.

It is vital to offer caregivers a break from caregiving responsibilities. We do that through Respite for Children, with overnight care in three respite sites. Family Directed Respite supports families with children or adults with developmental disabilities to direct their own respite care needs. Link provides social/emotional learning groups for children year-round as well as a summer program. The learning groups use music, art, sports, nature and science as the activity in which the children learn and practice their social and emotional skills.

In all of these programs, strong relationships with the people we serve and quality clinical practices are our trademark – and it's powerful.

A place for Respite.

The stress of managing jobs, relationships and needs of other family members, while parenting a family member with special needs, can become overwhelming.

The precious gift of time for these caregivers, thanks to Respite, provides an opportunity for renewal and, ultimately, a more stable and fulfilling family life.

Family & Children Services began offering this program in 1986 as a response to families' needs.

Since then, these services have evolved, shaped by the personal preferences of the youth being served, their families and funders who support the programs.

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