



2015 ANNUAL REPORT



DEAR FRIENDS

It is with excitement and gratitude to our private and public donors that we welcome you to this year's Annual Report.

You will read of the amazingly successful Making Room For Hope Capital Campaign, at the same time you will read about critical mental health crises being faced by families and children that resulted in the creation of new Crisis Residential and Crisis Respite Programs serving youth from eight counties. You'll also read about innovative Family Preservation and Parent Support initiatives that hold the promise of averting the trauma of removing children from homes when intensive parenting coaching can make the difference.

Unmet human need does not take a break during summer or wait for a beautiful building to be completed. It keeps us grounded as community leaders and compels staff dedication to children and families. Meeting human need with effective programming is Family & Children Services' constant - and is constantly changing with community needs.

With change in mind and my retirement imminent, the Board of Family & Children Services appointed a CEO Search Committee in March, made up of current Board Members, co-chaired by past and present Board Presidents Chip Falahee and Mac Waldorf. They have been actively reviewing a robust field of candidates. As the committee is nearing its final selection, staff eagerly await the announcement while continuing to deliver quality services—strengthening and growing programs that impact our communities.

I want to extend my gratitude to so many of you who have offered support throughout my 44 years at Family & Children Services. There is no reward that I can imagine more lasting than to serve community, support the lives of children and families, and lead dedicated people. If the past is any indicator of future success, Family & Children Services and those we serve have a very bright future. Thank you for your support - when we build strong families, we build community!

Best,

Rosemary Gardiner, *Chief Executive Officer*

A Message from the Board President

It is with great pride that I write on behalf of the Board of Directors of Family & Children Services extending our heartfelt gratitude for 44 years of distinguished service by Rosemary Gardiner.

Through her tenure at Family & Children Services, Rosemary has held multiple roles leading up to her eight-year position as Chief Executive Officer. During these years, Rosemary's passion for helping others shined through in everything she did. Her positivity and motivation for making real change in peoples' lives has impacted clients, staff, donors, and community partners alike.

Never one to take "no" for an answer, Rosemary worked tirelessly to solve the issues we faced while maintaining the quality of service our community expects. Personally, I will deeply miss working alongside her and watching with enthusiasm as she so caringly led our organization.

Thank you for your continued support of our beloved Agency and please join us in wishing the very best of luck to Rosemary on her new adventure!

Kind Personal Regards,

Clayton M. Waldorf, *President, Board of Directors*





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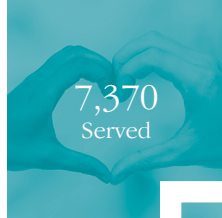
Donald Vander Kooy

CHIEF EXECUTIVE OFFICER

Rosemary Gardiner

DIRECTOR OF RESOURCE DEVELOPMENT

Courtenay VanderMolen



AGENCY PROGRAM OVERVIEW

CHILD WELFARE

Family Preservation **1,072** Individuals

Parenting Support **182** Individuals

Foster Care **776** Individuals

Adoption **354** Individuals

BEHAVIORAL HEALTH

The Counseling Center **1,614** Individuals

Mobile Crisis Response **1,137** Individuals

Community Based Mental Health **1,865** Individuals

Respite/Social Emotional Learning **370** Individuals

WHO WE SERVE

TANF 80%
(Income under 200% of
Federal Poverty)

Age

0-19 yrs 66%
20-64 yrs 34%

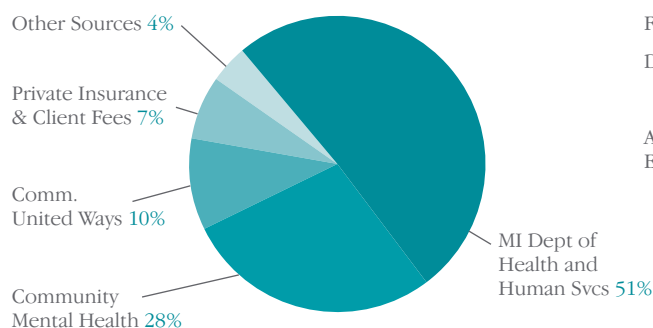
Race

White/Caucasian 57%
Black/Afro-American 20%
Multiracial 11%
Hispanic/Latino 4%
Native American 1%
Other/No Response 7%

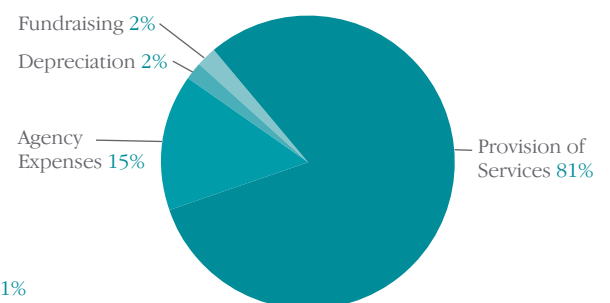
2015 FINANCIAL HIGHLIGHTS

Family & Children Services' operating revenues for 2015 were \$9,555,770. In addition to United Way donations during 2015, which were included in operations, Family & Children Services' friends generously donated \$6,675,446 in restricted and endowed gifts, including donations for the Making Room For Hope Capital Campaign. Non-cash gifts had an estimated value of \$144,604. Operating expenses were \$10,503,913.

REVENUES



EXPENSES





TRUE TO OUR PAST.
FOCUSED ON TODAY.
COMMITTED TO TOMORROW.

Since 1903, Family & Children Services' mission "to support, strengthen and preserve the safety, well-being and dignity of children, individuals and families" has endured. Today, 113 years later, this mission is accomplished through a continuum of child welfare and behavioral health services that support individuals and families as they work to make healthy changes in their lives.

All of our services are characterized by the quality and compassion with which they are delivered. And we believe in the power of collaboration. We will continue to work with other critical organizations to create a deep, strong system of care for our community.

As community needs shift and clinical interventions evolve and improve, Family & Children Services will continue to lead and innovate throughout our next century of care.





Thank You.

\$5,631,319
Reached

MAKING ROOM FOR HOPE.

460
Donors



THE AMBITIOUS GOAL OF THE CAPITAL CAMPAIGN WAS REACHED IN UNDER TWELVE MONTHS:

- **Family Center addition**

- Wraps services around each child's need
- Helps birth parents learn parenting skills through hands-on coaching
- Supports the stabilization of the family environment while working toward permanent solutions
- Provides home-like atmosphere
- Provides indoor and outdoor spaces for children to play with birth parents and siblings
- Complies with new foster care family visitation requirements

- **Youth Activity Center renovation**

- Provides space for youth in need of social-emotional education through skill-building groups, art and music, and summer programs

- Connects multi-use activity center to existing gym
- Includes running track for safe outdoor exercise
- Increases productivity by moving staff offices closer to where children are served

- **Counseling Center and Central Reception renovations**

- Relocates child welfare services to new family center, freeing up critical space for our counseling center
- Dramatically boosts overall efficiency and effectiveness of behavioral health services
- Increases service level and responsiveness by adding intake station and reducing overcrowding in reception area

Estimated project completion date late Fall 2016

"Family & Children Services is the best public service organization I've ever seen. The campaign committee was multigenerational and diverse, and members had a lot of heart."

James B. (Chip) Falahee

President Emeritus

Family & Children Services Board

"Building on our history of compassionate care, we are setting a path for a future of positive community impact."

Mac Waldorf

President

Family & Children Services Board and Co-Chair, Making Room For Hope Campaign

"In this space, all parties have the opportunity for a new start. Children, parents, siblings and extended family can interact in a space that conveys hope for the future."

Rosemary Gardiner

Chief Executive Officer

Family & Children Services


Making Room For Hope.





CRISIS SERVICES INTERVENTION



This year, Family & Children Services also transformed Glen's House from a respite care facility to one focused on crisis residential services. This completed and enhanced the continuum of crisis care offered by Family & Children Services. Thanks to our donors' support, that care now features:

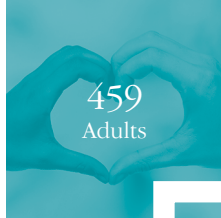
- **Mobile Crisis Response Team**
 - 24-hour mobile response team for youth facing a mental health crisis
 - Immediate intervention, clinical assessments, assistance in developing safety plans, and interim follow-up services
- **Glen's House Youth Crisis Residential and Crisis Respite**
 - Short-term placement for children and youth in mental health crisis
 - Assistance in the stabilization of crisis situations, helping prevent at-risk children from harming themselves and others
 - Preservation of critical foster home and adoptive placements
 - Stays of up to 14 nights for children in acute mental health crisis, with the goal of avoiding inpatient psychiatric admissions and shortening inpatient stays

"It's never easy when kids are in crisis, but this is a really great opportunity to keep our youth safe, get them appropriate treatment, and keep them close to their families."

Susan Davis
Program Manager
Family & Children Services

"To All Staff Members at Glen's House: Thank you very much for taking good care of my daughter during her stay. You all are so wonderful at what you do with and for these children. It's people like you that make a positive difference in families lives. I am forever grateful to each one of you!"

Mother of Glen's House Client



PREVENTING FOSTER CARE THROUGH FAMILY PRESERVATION AND PARENTING SUPPORT



At Family & Children Services, we strive to keep families together and prevent the removal of children from their birth homes. In cases where removal is necessary, we work to make it temporary—our goal is to return children to their homes as quickly as possible.

Such goals are challenging, of course. To accomplish them, we must support, strengthen and empower families. That includes teaching parents how to provide safe, secure and nurturing environments for their children.

During the past year, we provided 459 adults with practical in-home assistance while promoting the physical safety and social and emotional health of 759 children.

Our continuum of programs includes:

- **Families First** — Intensive, short-term crisis intervention and family education services in which children are at imminent risk of removal
- **Families Together Building Solutions** — Moderately intensive, sustained intervention and family education effort that is solution-focused to prevent a crisis that could threaten family stability
- **Family Advocate** — Low intensity, sustained intervention and family education designed to prevent a crisis that could threaten family stability
- **Foster Care Supportive Visitation** — Individualized, family-centered, parent-child visitation designed to build nurturing parenting skills and promote family reunification when children have been removed due to abuse or neglect

“Our job is to bring in the light of possibility; we believe in the parents until they can believe in themselves.”

Allison Bland

Program Manager

Family & Children Services

“If you can strengthen a parent and assist them in understanding and meeting their children’s needs, then the cycle of abuse and neglect is broken –it has the power to change the course for the next generation and our community.”

Joyce Daily-Spence

Director of Child Welfare Services

Family & Children Services



GIVING OPPORTUNITIES



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

Annual Giving

- **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, household items, camping supplies, back-to-school needs, blankets and bedding, baby and toddler essentials and other personal care items.

Endowments Held by Family & Children Services at Greenleaf Trust

- Circle of Hope Endowment
- Gilmore/Smith Children's Respite Endowment

Endowments Held at the Kalamazoo Community Foundation

- Family & Children Services, Inc. Endowment
- Donald Vander Kooy Executive Director's Endowment
- Family & Children Services Endowment Fund for YMCA Sherman Lake Camp Scholarships

Endowments Held at the Battle Creek Community Foundation

- Family & Children Services Endowment

Visionary Club

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



For more information,
please contact
Courtenay VanderMolen,
Director of Resource Development
269.373.0248 ext. 417

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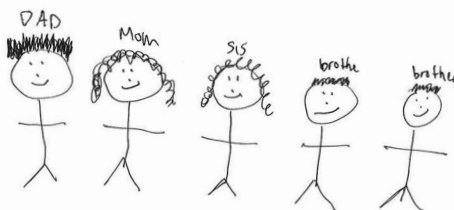
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I want to thank you so very much with
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I am a proud & super believer of Family & Children's
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& well being of those less fortunate, I say "Hooray". You are
the lucky ones.



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269.344.0202 | fax 269.344.0285

