

**OUR MISSION**

“TO SUPPORT, STRENGTHEN AND PRESERVE THE SAFETY, WELL-BEING AND DIGNITY OF CHILDREN, INDIVIDUALS AND FAMILIES.”



Since 1903 Family & Children Services has been the voice of concern and compassion for our most vulnerable citizens. We are a private, nonprofit, nonsectarian, human service organization. Our mission is accomplished through a continuum of child welfare, behavioral health and crisis services that have evolved over the years to meet the needs of our community.

All services are strength-based and client-centered, supporting individuals and families as they create healthy changes in their lives.

A 24-member Board of Directors and staff of 175 take the Agency’s mission personally and commit every day to being a *Source of Hope* to those we serve.

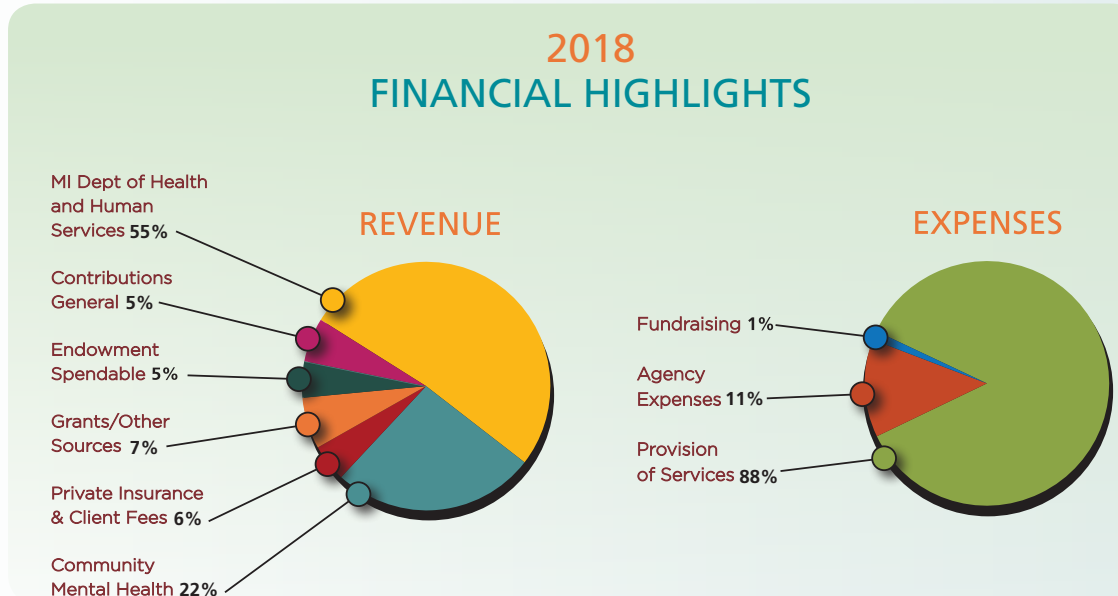
**Serving the Community for more than 116 Years**

**8,262**  
Total Individuals Served in 2018  
**4,980 Children**

- 76% Income under 200% Federal Poverty
- 66% Under age 19

- 58% White/Caucasian
- 19% Black/African American
- 13% Multi Racial
- 6% Hispanic
- 4% Other/Not Available

**OUR MISSION IMPACTS MANY**



**2018 PROGRAM OUTCOMES**

**CHILD WELFARE**

- 83% of parents increased parenting skills
- 89% of high risk families remained together after services

**BEHAVIORAL HEALTH**

- 84% of youth/families improved or maintained functioning

**CRISIS RESPITE / RESIDENTIAL**

- 97% of youth improved behaviors and functioning
- 93% of youth decreased suicidal/homicidal ideations

**CUSTOMER SATISFACTION**

- 97% felt treated with respect
- 95% satisfied with all services
- 93% felt staff were sensitive to culture/ethnicity

**BOARD OF DIRECTORS**

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Connie McFee, Vice President  
Linda Miller, Treasurer  
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James A. Shamp  
Elaine Van Leeuwen  
Donald Vander Kooy  
Larry J. Wilson

**CEO EMERITI**  
Rosemary Gardiner  
Donald Vander Kooy, ACSW

**AGENCY LOCATIONS**

1608 Lake Street  
Kalamazoo, MI 49001  
269.344.0202  
FAX 269.344.0285

778 W. Columbia Ave.  
Battle Creek, MI 49015  
269.965.3247  
FAX 269.966.4135



**CRISIS SERVICES**

Glen's House  
Crisis Residential & Respite  
1630 Lake Street  
Kalamazoo, MI 49001

Gail's House  
Shelter Foster Care  
1638 Lake Street  
Kalamazoo, MI 49001

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**Chief Executive Officer**  
Sherry Thomas-Cloud, MSW, LMSW

**Resource Development Director**  
Courtenay VanderMolen

Fund Development  
Marketing/PR

**Operations Director / Information Security Officer**  
Jeff Marshall

Finance  
Human Resources  
Facilities  
IT

**Behavioral Health Services Director**  
Diane Marquess  
MS, LPC

The Counseling Center  
School-Based Counseling  
Case Management/Supports Coordination  
Family And Community Treatment (FACT)  
Integrated Co-Occurring Treatment (FACT-ICT)  
Parent Infant Program (PIP)  
Link - Social Emotional Learning  
Mobile Crisis Response  
Youth Crisis Residential / Respite  
Shelter Foster Care

**Child Welfare Services Director**  
Joyce Daily-Spence  
MA, LLP

Foster Care  
Adoption  
Recruitment/Licensing  
Foster Care Supportive Visitation  
Families First  
Families Together Building Solutions  
Family Advocate  
Supervised Parenting Time  
Parenting Support

**Quality Services and Compliance Privacy Officer Manager**  
Rebecca Clore  
LMSW

Strategic Planning  
Lean Management  
Accreditation  
Quality Management

**Primary Services Areas**

**CHILD WELFARE PROGRAMS:**

Family Preservation & Parenting Support – 1,973 Individuals served  
Foster Care – 881 Individuals served  
Adoption – 168 Individuals served

**BEHAVIORAL HEALTH PROGRAMS:**

The Counseling Center – 2,176 Individuals served  
Community Based Mental Health & Social Emotional Learning – 1,747 Individuals served  
Crisis Services – 1,317 Individuals served

**KALAMAZOO**

Foster Care and Adoption  
Supportive Visitation/In-Home Education  
Families First  
Families Together Building Solutions  
Supervised Parenting Time  
Parenting Support Services

**The Counseling Center**  
Individual, Couples, Family Counseling  
Trauma Consultation and Treatment  
School-based mental health counseling

**Community-Based Mental Health**  
Case Management/Supports Coordination  
Family and Community Treatment (FACT)  
Integrated Co-occurring Treatment (FACT-ICT)  
Link - Social Emotional Learning

**Crisis Intervention**  
Mobile Crisis Response (MCR)  
Youth Crisis Residential  
Youth Crisis Respite  
Shelter Foster Care

**CALHOUN**

Foster Care and Adoption  
Supportive Visitation/In-Home Education  
Family Advocate  
Families Together Building Solutions  
Supervised Parenting Time  
Parenting Support Services

**The Counseling Center**  
Individual, Couples, Family Counseling  
• Trauma and Infant Mental Health  
Substance Use Disorder Outpatient Services

**Community-Based Mental Health**  
Case Management/Supports Coordination  
Family and Community Treatment (FACT)  
Parent Infant Program (PIP)

**Crisis Intervention**  
Youth Crisis Residential  
Youth Crisis Respite  
Shelter Foster Care

