

### 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 volunteer Board of Directors and dedicated staff take the Agency’s mission personally and commit every day to being a **Source of Hope** to those we serve.

Serving the Community Since 1903

**4,958**

**Total Individuals Served in 2021**

**2,962 Children**

- 80% Income under 200% Federal Poverty
- 60% Under age 19

63% White/Caucasian

18% Black/African American

11% Multi Racial

4% Hispanic

1% Asian

3% Other/Not Available

### 2021 FINANCIAL HIGHLIGHTS

MI Dept of Health and Human Services

57%

Contributions General

7%

Endowment Spendable

4%

Insurance, Fees & Other Contracts

7%

Community Mental Health

10%

Grants / Other Sources

15%

#### REVENUE

#### EXPENSES

1% Fundraising

15% Agency Expenses

84% Provision of Services

### 2021 PROGRAM OUTCOMES

#### CHILD WELFARE

- 98% of high risk families remained together after services

#### BEHAVIORAL HEALTH

- 83% of youth/families improved or maintained functioning

#### CRISIS RESIDENTIAL

- 70% of crisis resolved without out of home placement

#### CUSTOMER SATISFACTION

- 95% felt treated with respect
- 93% satisfied with all services
- 90% felt staff were sensitive to culture/ethnicity

**BOARD OF DIRECTORS**

Brian K. Hudson, President  
 Connie McFee, Vice President  
 Linda Miller, Treasurer  
 Douglas G. Worgess, Secretary

Kris W. Bahner  
 David Boysen  
 James A. Bridenstine  
 Kelli Collins, D.O.  
 Fiona S. Denny  
 Cheryl A. Dickson, M.D., MPH  
 Teresa M. Durham  
 Michael D. Evans  
 David Furgason  
 Suzanne M. Gonzalez  
 Annie Johnston Henn  
 Alan J. Hovestadt  
 N. Dean MacVicar  
 Nicole L. McAllister  
 Alba McKay  
 Carrie R. Morrow  
 Patrick H. Munley, Ph. D.  
 Carlos Rangel  
 Victoria Reese  
 Sarah K. Willey  
 B. Jay Yelton, III

**COMMUNITY VOLUNTEERS**

Peggy Anderson  
 Kelly Conway  
 Steven Grieve  
 Colette A. Gushurst, M.D.  
 John T. Hayden  
 Barbara L. James  
 Brian S. Loken  
 Ann V. Parfet  
 Peter R. Seaver  
 John Stap  
 James R. Valk  
 Carlos Vega  
 Von Washington Jr.

**LIFE MEMBERS**

Edward P. Bauman  
 Robert E. Boughner  
 Ross E. Chapman  
 James B. Falahee, Jr.  
 Rosemary Gardiner  
 Barbara L. James  
 Barbara J. Kreis  
 Craig H. Lubben  
 Jan Maatman  
 Mary E. McLean  
 Florence U. Orosz  
 Ann V. Parfet  
 Peter R. Seaver  
 James A. Shamp  
 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



Family & Children Services' facilities are barrier-free.

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

**Resource Development Director**  
 Courtenay VanderMolen

Fund Development  
 Marketing/PR  
 Communications  
 Volunteers

**Clinical Services Director**  
 Diane Marquess, MS, LPC

The Counseling Center  
 Home & Community Based  
 Mental Health  
 Family Preservation &  
 Parenting Support  
 Crisis Intervention

**Children Services Director**  
 Elizabeth Lord, MA

Foster Care  
 Adoption  
 Recruitment/  
 Licensing

**Operations Director**  
 Melissa Mehalko

Finance  
 Human Resources  
 Information Technology  
 Facilities

**Quality Services and Compliance Privacy Officer Manager**  
 Allison Bland, MA, LLPC

Quality Management  
 Strategic Planning  
 Lean Management  
 Accreditation

**DEI Manager**  
 Tony Shepherd

Diversity  
 Equity  
 Inclusion

**Primary Service Areas**

**CHILD WELFARE PROGRAMS:**

Family Preservation & Parenting Support – 1,370 individuals served  
 Foster Care – 912 individuals served  
 Adoption – 183 individuals served

**BEHAVIORAL HEALTH PROGRAMS:**

The Counseling Center – 520 individuals served  
 Substance Use Disorder Services – 149 individuals served  
 Community Based Mental Health & Social Emotional Learning – 719 individuals served  
 Crisis Services – 1,105 individuals served

**KALAMAZOO**

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

**The Counseling Center**  
 Individual, Couples, Family Counseling  
**Community-Based Mental Health**  
 Case Management/Supports Coordination  
 Family and Community Treatment (FACT)  
 Integrated Co-occurring Treatment (FACT-ICT)

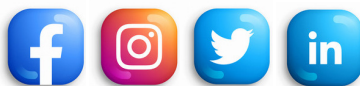
**Crisis Intervention**  
 Therapeutic Residential Youth Services  
 Mobile Crisis Response (MCR)

**CALHOUN**

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

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

**Crisis Intervention**  
 Therapeutic Residential Youth Services



Other Counties Served: Allegan, Barry, Berrien, Branch, Cass, Saint Joseph, VanBuren

