

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 26-member Board of Directors and staff of 150 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 118 Years

6,352

Total Individuals Served in 2020

3,460 Children

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

57% White/Caucasian

20% Black/African American

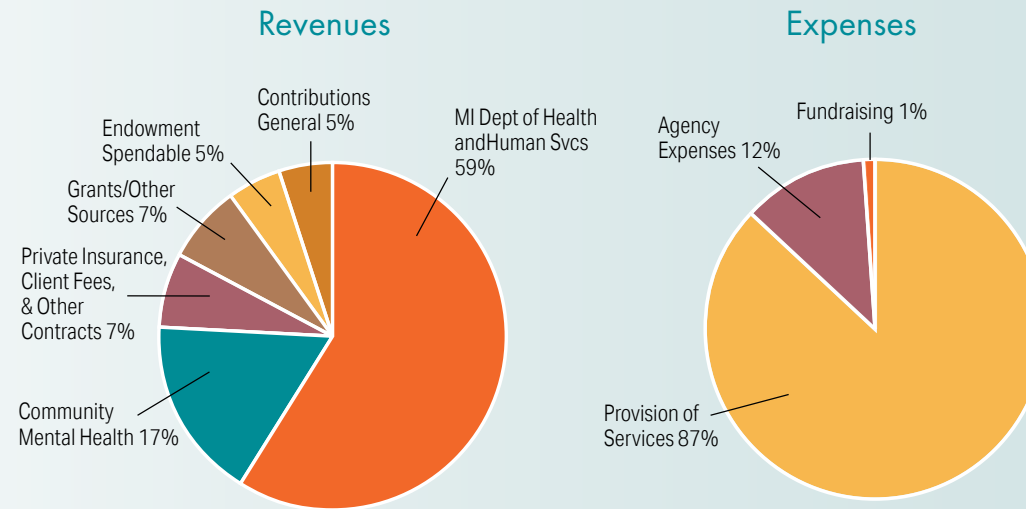
13% Multi Racial

5% Hispanic

1% Asian

4% Other/Not Available

2020 FINANCIAL HIGHLIGHTS



2020 PROGRAM OUTCOMES

CHILD WELFARE

- 99% of high risk families remained together after services

BEHAVIORAL HEALTH

- 97% of youth/families improved or maintained functioning

CRISIS RESIDENTIAL

- 97% of youth discharged as planned
- 99% of youth with no return after 90 days of discharge

CUSTOMER SATISFACTION

- 98% felt treated with respect
- 93% satisfied with all services
- 94% felt staff were sensitive to culture/ethnicity

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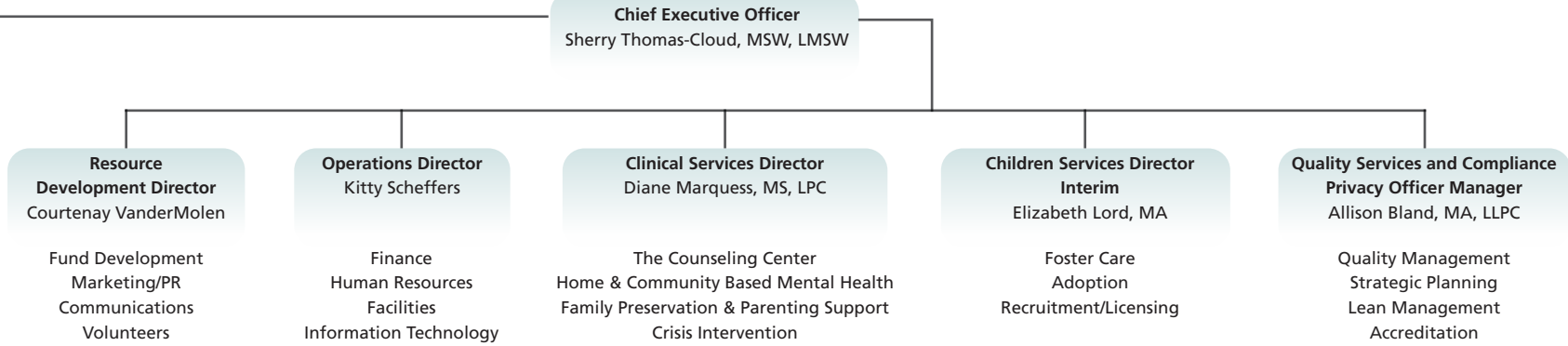
CEO EMERITI

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



Primary Service Areas

CHILD WELFARE PROGRAMS:

Family Preservation & Parenting Support – 1,385 individuals served
 Foster Care – 835 individuals served
 Adoption – 184 individuals served

BEHAVIORAL HEALTH PROGRAMS:

The Counseling Center – 830 individuals served
 Substance Use Disorder Services – 163 individuals served
 Community Based Mental Health & Social Emotional Learning – 1,294 individuals served
 Crisis Services – 1,321 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

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)
 Parent Infant Program (PIP)

Crisis Intervention
 Therapeutic Residential Youth Services