

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 160 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 117 Years

7,414
Total Individuals Served in 2019
4,356 Children

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

- 57% White/Caucasian
- 20% Black/African American
- 13% Multi Racial
- 5% Hispanic
- 1% Asian
- 4% Other/Not Available

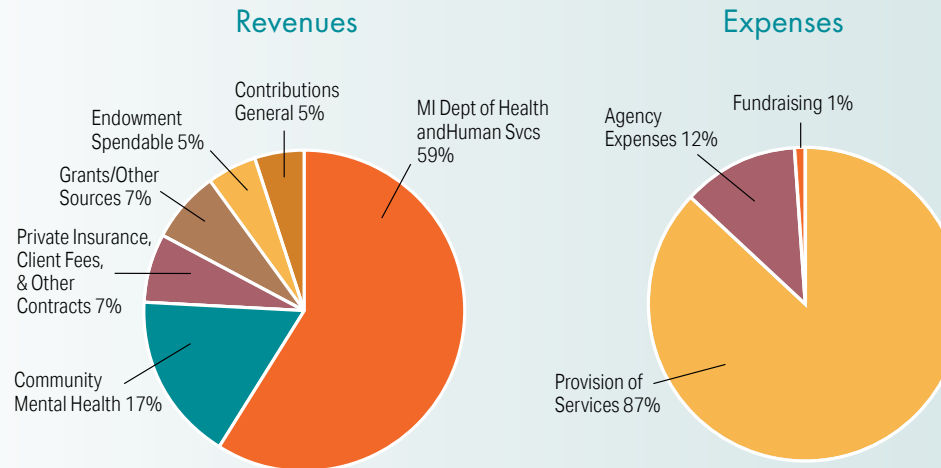
OUR MISSION IMPACTS MANY



COUNTIES WE REACH

- Kalamazoo
- Calhoun
- Allegan
- Barry
- Berrien
- Branch
- Cass
- Genesee
- Ingham
- Kent
- Lake
- Macomb
- Mason
- Monroe
- Muskegon
- Oceana
- Oakland
- Ottawa
- Saint Joseph
- VanBuren
- Wayne

2019 FINANCIAL HIGHLIGHTS



2019 PROGRAM OUTCOMES

CHILD WELFARE

- 97% of high risk families remained together after services

BEHAVIORAL HEALTH

- 92% of youth/families improved or maintained functioning

CRISIS RESPITE / RESIDENTIAL

- 96% of youth discharged as planned
- 99% of youth with no return after 90 days of discharge

CUSTOMER SATISFACTION

- 96% felt treated with respect
- 91% satisfied with all services
- 92% 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

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James A. Bridenstine
Ken Buechele
Kelli Collins, D.O.
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Michael D. Evans
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Alba McKay
Carrie R. Morrow
Carlos Rangel
Victoria Reese
Sarah K. Willey
B. Jay Yelton, III
Theodore Young, MS, PharmD

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
Von Washington Jr.

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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
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



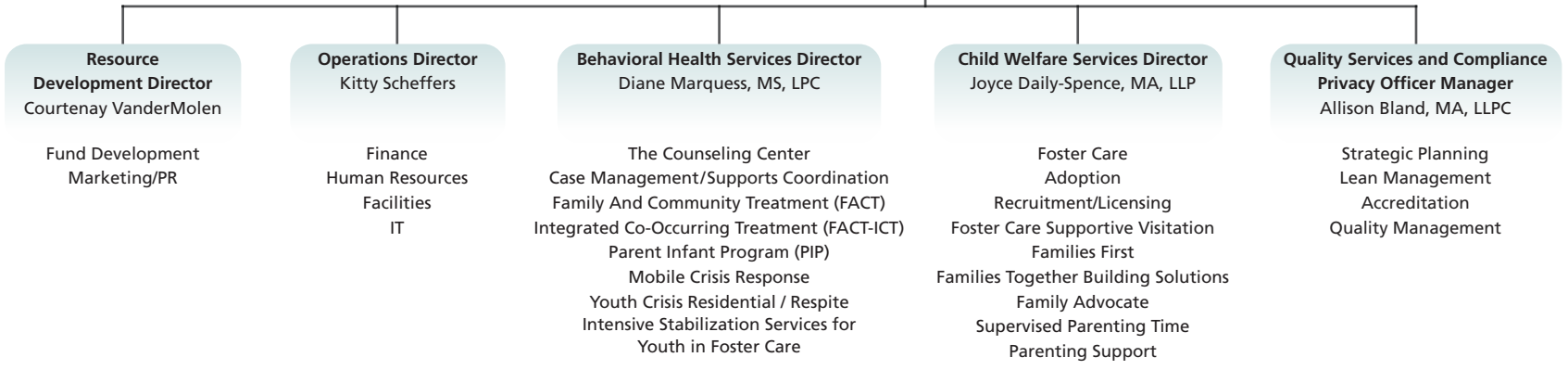
CRISIS SERVICES

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

Gail's House
Stabilization Services for
Youth in Foster Care
1638 Lake Street
Kalamazoo, MI 49001

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Chief Executive Officer
Sherry Thomas-Cloud, MSW, LMSW



Primary Services Areas

CHILD WELFARE PROGRAMS:

Family Preservation & Parenting Support – 1,912 individuals served
Foster Care – 869 individuals served
Adoption – 210 individuals served

BEHAVIORAL HEALTH PROGRAMS:

The Counseling Center – 1,422 individuals served
Substance Use Disorder Services – 215 individuals served
Community Based Mental Health & Social Emotional Learning – 1,474 individuals served
Crisis Services – 1,312 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

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

Crisis Intervention
Mobile Crisis Response (MCR)
Youth Crisis Residential
Youth Crisis Respite
Intensive Stabilization Services for Youth in 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
Intensive Stabilization Services for Youth in Foster Care

