

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.

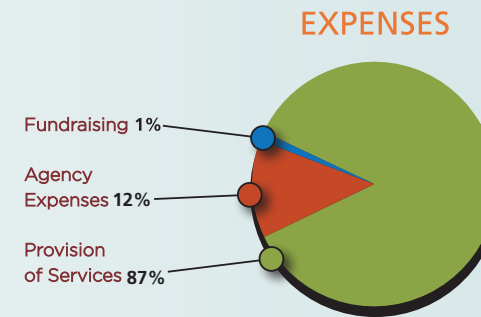
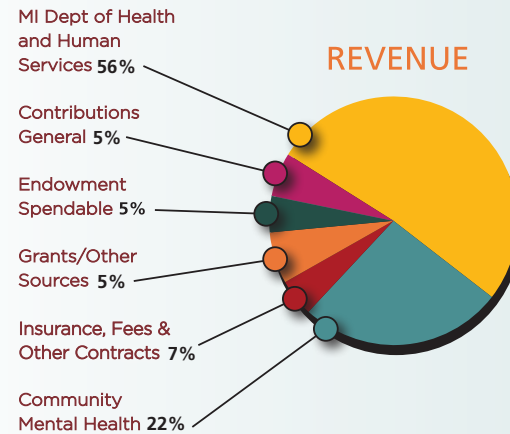
Serving the Community for more than 116 Years

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

2018 FINANCIAL HIGHLIGHTS



OUR MISSION IMPACTS MANY



COUNTIES WE REACH

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

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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 Linda Miller, Treasurer
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 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



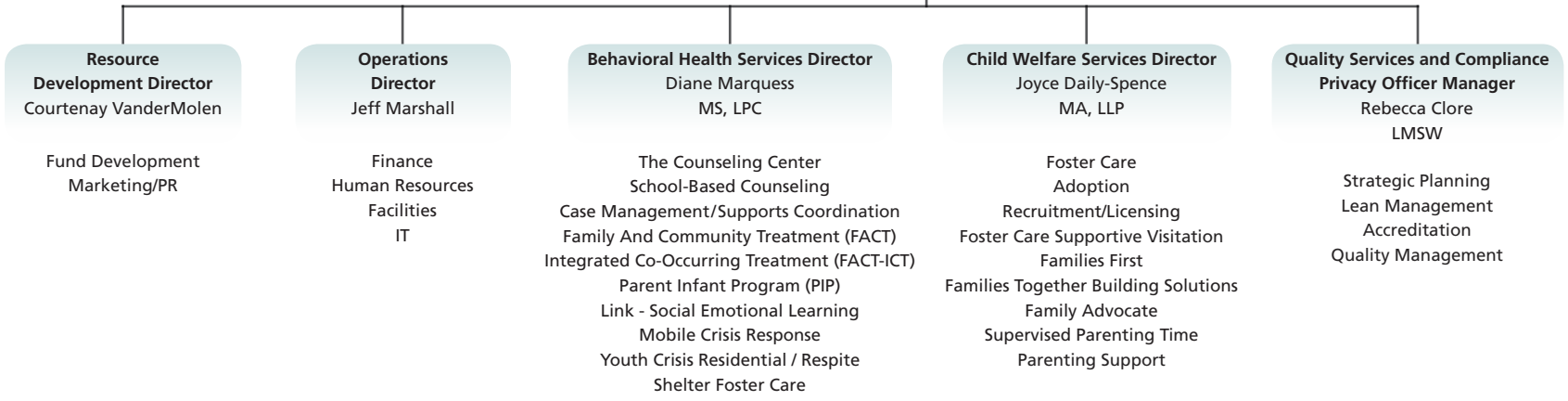
CRISIS SERVICES

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



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

