



## Reaching Back With an Attitude of Gratitude

While 2020 brought many challenges, it also brought Family & Children's Services opportunities to expand our services in new ways and continue to improve accessibility for those with limited resources just as we have since 1925. We are so thankful for the support that helped us to fill gaps and increase outreach to serve growing numbers of people who turned to us for counseling, education and support during this difficult year when many public health organizations began sounding an alarm about a coming wave of mental health problems related to the COVID-19 pandemic. In our community, there were even more challenges as people coped with the effects of the flood.

- In January, our continued demonstration of a practical method for continuous improvement that integrates all functions including policies, processes, the client experience, board policies, and bylaws resulted in a three-year renewal of the highest level of national accreditation from CARF International, an independent, nonprofit accreditor of health and human service organizations.
- We bolstered our Compass LGBTQ+ program by offering a 6-week session that used art therapy activities to help participants raise their self-awareness, comfortably express their own uniqueness, learn to cope more effectively with stress, and improve self-esteem and emotional well-being as they created and reflected on art projects.
- On February 22, we hosted the 5th annual Great Lakes Bay Mom Prom which was attended by 530 women and raised over \$30,000 to support our mission. Due to the pandemic, we will not be able to host a Mom Prom this coming February, but we invite the entire Great Lakes Bay Region to join us in the Care for Yourself Challenge, an 8-week long virtual event to improve well-being and raise both funds and awareness to support good mental health.
- We added two new groups this year - an anger management group called Aggression Prevention and a skills-based group for individuals with developmental disabilities.
- In March, in only two weeks, we created a system that allowed us to provide uninterrupted mental health services via telephone and video when we were suddenly unable to meet with clients face to face.
- In June, we made the difficult decision to cancel Fashion for Families, an Evening of Style, our annual fashion show fundraiser held each August. Special thanks to the many sponsors who chose to continue their support with a gift.
- We made the changes necessary in our building and work processes to keep our staff and clients safe as we prepared to move through a gradual re-opening of our building to clients.

More than half of Michigan is designated as a mental health professional shortage area and only 41 percent of people with mental health problems received treatment last year. Your support of Family & Children's Services sets our community apart by ensuring that we can provide uninterrupted mental health services to those who turn to us for help.

**MISSION :** We inspire hope and well-being for people of all ages by providing counseling, education, and support.

**VISION:** For everyone to feel welcome to come as they are and leave as they want to be.

## A note from our leadership



No one could have anticipated the emotional and financial toll that the events of this year have taken on our community. As Chair of the Family & Children's Services' Board of Directors, I am grateful that the agency has been able to provide uninterrupted, affordable mental health services at a time when so many people are struggling with feelings of depression, anxiety, and hopelessness due to the COVID-19 pandemic, related financial and economic disruptions, and the devastation of the flood.

Nearly every day, FCS receives calls from people who may have nowhere else to turn. We are here to offer free crisis services and mental health counseling on a sliding scale basis. Family & Children's Services turns no one away regardless of age, presenting concern, or ability to pay, but we are facing unexpected financial challenges due to the cancellation of fundraising events. FCS is proud to be a vital safety net for our community, but we need your help.

Your gift to Family & Children's Services will help provide affordable mental health services that could be not only life changing, but even lifesaving, for those who are most vulnerable and improve quality of life for our entire community by making sure that those who need mental health treatment are able to receive it.

Andrew G. Madsen  
Family & Children's Services Board of Directors

## A Message From A Volunteer

I volunteer at Family & Children's Services today because I want to be a part of making sure that everyone has access to the same high-quality counseling services that helped me, as well as my parents, when I was seventeen.

My parents struggled with how accept the idea that their straight-A student with a college scholarship was pregnant. I struggled with how to tell them that I didn't want to give up my baby and also that I had been sexually abused by a neighbor as a child.

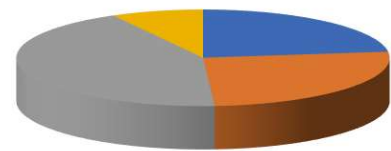
In counseling, I gained self-confidence and the ability to make my voice heard. I was able to tell my parents what happened to me when I was younger. My parents gained knowledge that they didn't have about their child. It gave them tools to make decisions and to see me as a human having another human instead of an awful person.

With counseling, I realized I wasn't a bad person. I could make better decisions for my child and myself and also have a good relationship with my parents. People who are facing a difficult time in their lives need to know that there is help available no matter what their situation. The counselors at FCS are kind and caring and an amazing resource for the whole family.

Mental health is as important as physical health. Needing help is not something anyone should be ashamed of. Family & Children's Services is so needed in our community, they are saving the future.

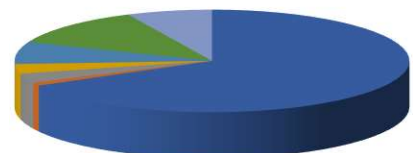
## Making it Count

### SOURCES OF REVENUE - 2019



Public Support	23%
United Way	26%
Program Fees	43%
Other/Investments	8%

### EXPENSES BY PROGRAM - 2019



Individual & Family Services	67%
Crisis Services	1%
Employee Assistance	3%
Addiction & Recovery Services	3%
Youth Services	7%
General & Administration	12%
Fundraising	7%

## By the numbers

### WE SERVE PEOPLE OF ALL AGES

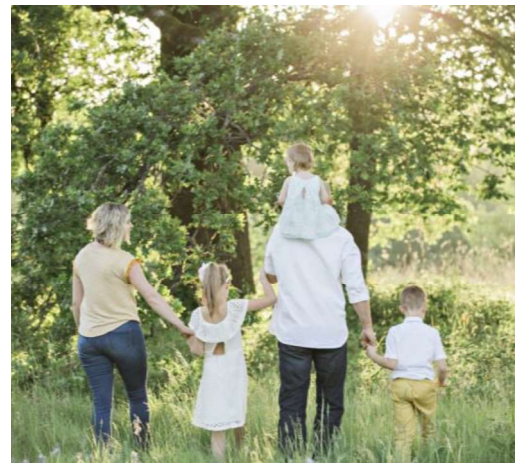
- 33% of our clients are under age 18
- Over 20% of the adults we serve are age 65 or older

### WE MAKE QUALITY TREATMENT AND SUPPORT SERVICES ACCESSIBLE TO THOSE MOST IN NEED

- More than half of our clients are low to moderate income
- Our Crisis Services Program makes same-day free services available to those who may have nowhere else to turn

### WE MAKE A DIFFERENCE

- We are the life changing call made by 1,000 people each year
- 96% of FCS clients feel that our services have helped to improve their lives
- We served 125 clients in crisis during 2019



### HOW CAN YOU HELP? CONSIDER A GIFT TO FAMILY & CHILDREN'S SERVICES THIS YEAR

**\$5,000** provides the food, activities, and programming for Camp Iknowme, a program for at risk youth.

**\$2,500** provides a 6 week art therapy program for youth who have experienced trauma

**\$1,000** provides 6 hours of counseling for someone who is struggling with depression and feels hopeless

**\$500** provides 3 weeks of co-parenting education and counseling to help families going through divorce

**\$100** provides one crisis counseling session

## Mission Spotlight – Meeting Community Needs

For nearly 100 years, Family & Children's Services has focused on developing new programs and initiatives to meet needs as they are identified in the community. This longtime history of adapting to serve our community was invaluable as the COVID-19 pandemic and the government response to it developed starting in March.

Closing our doors to the public at a time when many in our community faced serious challenges in every area of their lives was a difficult decision, but our number one concern is always the well-being of our clients and staff.

We are proud that in just two weeks, we were able to create a system that allowed us to provide uninterrupted mental health services. Creating this system required researching and enrolling in a program to allow for HIPAA-compliant video telehealth appointments, updating our electronic medical records system, training therapists in the use of the telehealth program, purchasing additional laptop computers equipped with cameras and microphones, and developing new ways for staff to work together while maintaining the distance necessary to stay safe. We continue to provide individual and group services by phone and video as we move through a gradual, safe re-opening of our building to clients.

Along with implementing more frequent cleaning and disinfection procedures, we have installed an air filtration system. Plexiglass dividers were added in our front office and the fabric covered chairs throughout the building were replaced with vinyl chairs that can be cleaned and disinfected easily between clients to ensure that we can keep each other safe while meeting the mental health needs of our community.

With your help, we will continue our long tradition of adapting quickly to meet the needs of friends, families, and neighbors who count on us to help with depression, anxiety, domestic violence, addiction and recovery, perinatal mood disorders, improving the mental health of our youth, and many other concerns.

## Current Needs

Gas Cards



VISA Gift Cards

Dial-A-Ride Passes



Grocery Store Gift Cards



Salon Gift Cards

Donations help clients who have difficulty making appointments by assisting with transportation needs such as car repairs, gas cards, or Dial-A-Ride tickets. When possible, we also offer assistance with personal care needs.



## CARE FOR YOURSELF CHALLENGE

There has never been a better time to make self-care a **priority!** Join us in this 8-week challenge to encourage well-being and raise awareness about the importance of mental health.



Visit [fcs-midland.org](http://fcs-midland.org) to learn more!

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