



## 75 Years of Progress



Family & Community Services, Inc.  
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**Annual Report**  
July 2015 – June 2016

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## Family & Community Services, Inc. seeks to strengthen, empower and enrich the lives of individuals and families through a broad continuum of services.

Family & Community Services, Inc. will effectively respond to community needs by advocating for social awareness and social action in four primary areas: Engaging and Empowering Communities; Strengthening and Supporting Individuals and Families; Focusing on the Futures of Children, Dependents and Youth; and Providing Tools for Healthier Lives. Action outcomes include striving towards achieving a high level of dignity and satisfaction for our clients, developing innovative partnerships, promoting volunteerism, and maintaining a strong financial position.

This year was filled with many milestones for Family & Community Services, Inc. We celebrated our 75<sup>th</sup> anniversary as an agency, which gave us the opportunity to reflect on our accomplishments and refocus on our mission. If not for our supporters, we wouldn't be able to do the essential work that we do.

A noteworthy milestone of the year was the start of construction on a shared facility with AxessPointe Community Health Centers. This project will be complete this coming fall and will help us better meet the needs of our clients who use any of our counseling services. Another highlight is a new and improved agency website. Because of our continuous growth, an updated website that reflected these changes was necessary.

The past 75 years of progress have tried, tested and blessed our agency. I am very proud to say that we remain committed to helping those who come to our doors and that we will continue on our path of going forth and doing good.

– **Mark Frisone**, *Executive Director*

## Board of Trustees

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**Vice President**  
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*Vic Gramoy*

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*Debbie Mann*

*Dan Rhodes*

*Mary Swift*

In 1941...

Catholic Charities  
Bureau of the  
Ravenna Deanery

2  
employees

2  
programs

1  
county

1  
building



In 2016...

Family & Community  
Services, Inc.

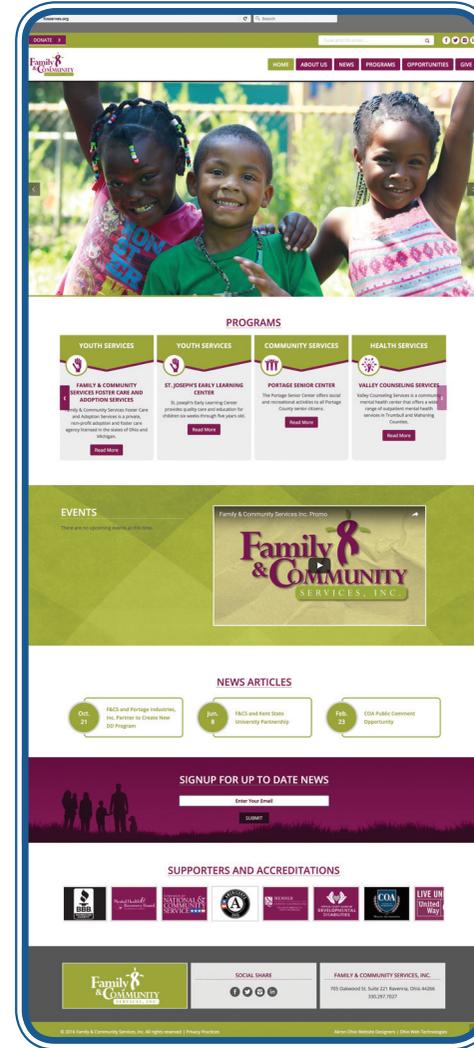
600  
employees

71  
programs

23  
counties

75  
buildings

100,000  
people served annually



# Website Refresh

This year the Family & Community Services, Inc. website received a much needed facelift. This updated website highlights all of the work F&CS does.

In addition to updating the look of the website, the URL was also updated. The change from fcsohio.org to **fcsserves.org** reflects the fact that F&CS is no longer just in Ohio. We are already in three counties in Michigan and this change to

the URL allows us to have flexibility for future expansion.

Along with a new look and name, the website features “donate” and “give” buttons to encourage and simplify the giving process. With these as a focus, the hope is to see an increase in online donations. Also included is a link for our clients, supporters and volunteers to stay up to date by signing up to receive the agency’s electronic newsletters.

# Engaging & Empowering Communities

Retired Senior Volunteer Program

Foster Grandparent Program

Senior Companion Program

AmeriCorps VISTA

Medication Access Program

Portage County Senior Center

Portage County Safety Council

SCOPE

King-Kennedy Community Center

Skeels-Mathews Community Center

Chagrin Falls Park Community Center

Emerald Transportation

## King-Kennedy Community Center's summer program

has served **101** children

**212,781**

total volunteer hours have been given from **Senior Corps** members



## Medication Access Program

**150**

individuals have received help from the

## Medication Access Program

## Medication Access Program

Seniors enjoy

**Emerald Transportation** has **16** vehicles for medical & non-medical transportation

Volunteers served for **3,235** hours at the **King-Kennedy Community Center**

**170** seniors are enrolled at the **Portage County Senior Center**

Cortland | Champion  
Howland | Lordstown  
Niles | Warren

**SCOPE** serves seniors throughout

**6** counties

**25**

different types of activities throughout the year at

## Portage County Senior Center



**T**hree Senior Corps volunteers were inducted into the 2016 Senior Hall of Fame. They were honored at the Direction Home Akron-Canton 2016 Awards. This honor speaks to the caliber of volunteers received at the Senior Corps programs.

### Fred and Diane Merritt have

volunteered at RSVP of Stark County for eight years. They have provided about 2,000 volunteer hours of transportation assistance to seniors in need. Not only do they drive, but they also assist the seniors with anything needed while out and about.



### Pam Uren has volunteered at RSVP

of Portage County for about a year. She reached out after being diagnosed with Meniere's disease, an inner ear disorder that causes vertigo. She used to feel lonely and secluded due to her illness, but she has found a new purpose in life through volunteering.



# Senior Hall of Fame

## Strengthening & Supporting Individuals & Families

Center of Hope/  
Christian Cupboard

Kent Social Services/  
Lord's Pantry

Mobile Meals and Meals  
in Motion

County Clothing Center

Housing and Emergency  
Support Services

Safer Futures

Place of Peace

Someplace Safe and  
Solace Center

Miller Community House

Freedom House

Valor IOP

Valor Homes of Summit  
and Lorain

Veteran's Haven

The White House

Miss Liberty House

Supportive Services for  
Veteran Families

Portage Area  
Transitional Housing

Next Step

Property Management

Safe Path

Employment Integration  
Program

**376,172** pounds of clothing saved from the landfill by the **County Clothing Center**

**43** at-risk 18-24 year olds helped by **Next Step**

**209** victims fleeing domestic violence were sheltered by **Someplace Safe**

**524** supervised visits took place at **Place of Peace**

**32** women received shelter from **Safer Futures**

**537,889** meals served in to individuals aged 14 months to 112 years by **Mobile Meals**

**Kent Social Services & Center of Hope** served **61,490** hot meals

**427** households served by **Housing and Emergency Support Services & Supportive Services for Veteran Families**



**M**obile Meals of Akron is a program that partnered with Family & Community Services, Inc. this year. Mobile Meals, the Northeast Ohio affiliate of Meals on Wheels, provides meals and supplements to people of all ages and economic circumstances. Mobile Meals operates in Summit, Cuyahoga and Portage counties.

Mobile Meals offers a variety of services in order to best serve their clients. These services include daily hot meals and a weekly supply of frozen meals.

F&CS and Mobile Meals of Akron joined to expand the impact that both organizations can have throughout Northeast Ohio. Both organizations have a similar vision and uphold similar values, making this an ideal partnership.



Meal and Nutrition Services for All

# Mobile Meals



Operation Restoration is the latest project for Family & Community

Services, Inc. This historic house on West Riddle Ave. in Ravenna is being transformed into four, separate, one-bedroom apartments for local homeless veterans.

The Ravenna American Legion Post 331 has had a major role in supporting this project and bringing it to fruition. Along with the support for the American Legion, we have been fortunate to have many contributors from our community. Without the giving of their resources, volunteer hours and home items, Operation Restoration wouldn't have been possible.

## Operation Restoration



## Safer Futures

Just before Christmas, a woman who had suffered years of horrifying abuse entered the Safer Futures domestic violence shelter. She had escaped from her abuser who kept her tied to the hot water tank in the basement. He would give her a slice of bread, a glass of water and 30 seconds to consume it. If she didn't finish in time, he would take it away from her. When she came to the shelter she had a difficult time sleeping; she told us that she would wake up covered in sweat because of nightmares where the hot water tank exploded and burned her skin.

It was Christmas time during her first week with us and we were seeking sponsors to adopt our families for the holidays. When asked what she wanted she put three things on her list. The items she listed were necessities, so we asked her to put at least one thing down that she wanted. She wasn't used to anyone trying to help her as her family took the abuser's side. He promised to give them money for Christmas if they didn't help her. She shared this information with tears in her eyes and said, "My own family sold me out for Christmas money."

While at the shelter, she was able to gain support from the staff and other residents. Soon, she was cooking meals, eating with others, sleeping better, identifying goals and beginning to achieve them. With housing assistance, she found a small apartment. She was excited to have it and loved that it had a balcony. She moved into that apartment and is doing well.

# Focusing on the Futures of Children, Dependents & Youth

Big Brothers and Sisters of Portage and Jefferson Counties

Family & Community Services Foster Care and Adoption Services

Help Me Grow Home Visiting Program

Early Intervention Services

St. Joseph's Child Care

Youth Development Services

Unified Resources

**111** children received 1-on-1 mentoring through **Big Brothers and Sisters**

**532**

children received support from the **Help Me Grow Home Visiting Program**

**98**

children found their forever family through **F&CS Foster Care & Adoption Services**

**18**



enrolled in **St. Joseph's daycare**

**Unified Resources** gives their clients VIP access to all

**70**

students earned **\$60,000**

through their jobs via the **Youth Development Program**

**71**

F&CS programs



**U**nified Resources, UR, is the result of a merger between two Family & Community Services, Inc. programs, POWERcorps and Emerald Transportation, and Portage Industries, Inc.

This merger allows people from the developmental disability community to receive employment, recreation and transportation from one service provider. UR members are also given "VIP access" to all 71 F&CS programs. This VIP access gives them priority in receiving service from these services. As a UR member, they have access to any extra help they might need!

## Unified Resources

## Providing Tools for Healthier Lives

Valley Counseling

Gougler Counseling Services

Diversion Programs

Substance Treatment Programs

Anger Management Group and Solutions Programs

Parenting Toward Solutions, Parenting Group and Early Childhood Services

Portage Parent Project

Fast Track Summit County

Family Solutions

Driver Intervention Program

Multisystemic Therapy (MST) and Multisystemic Therapy for Problem Sexual Behavior (MST-PSB)

Consumer Credit Counseling and Payee Services

On Track to Recovery #12 Recovery House

The Root House

# 2,788

people served by **Gougler Counseling Services**

**4** locations operated by **Valley Counseling Services**

# 6,700

children, adolescents, and adults received help from **Valley Counseling Services**



**873** completed a **Gougler Counseling Services** intervention program

# 572

individuals received budget counseling from **Consumer Credit Counseling Services**

**772** participants at the

# 772

financial literacy seminars by **Consumer Credit Counseling Services**

# 107



**AxessPointe**  
Community Health Centers

**F**amily & Community Services, Inc. and AxessPointe Community Health Centers have partnered together in the construction of a new shared facility. AxessPointe's Kent location will be moving into the new addition currently being constructed at the F&CS Gougler Counseling Services building.

This partnership will be a cutting edge, innovative approach to healthcare. Many services will be brought together under one roof, with AxessPointe providing medical, dental and pharmaceutical care and F&CS continuing to provide behavioral health and addiction services. The anticipated construction completion is in fall 2017.

## AxessPointe + Gougler

Portage Area Recovery Center/The Women's Recovery House

Senior Outreach Services

Hearts Program

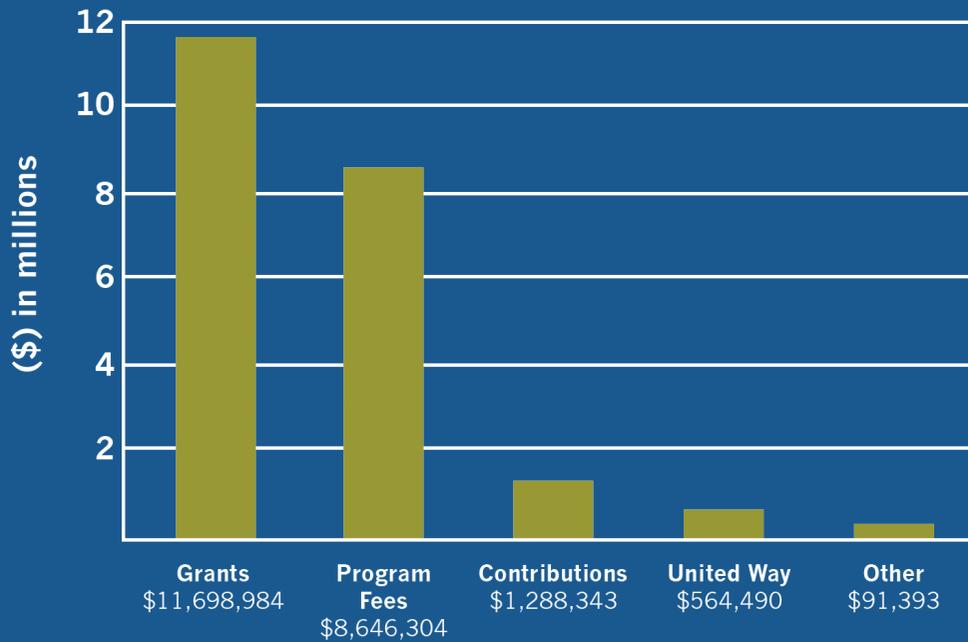
WIOA Program

NBA and PASS Programs

Alternative Sentencing Program

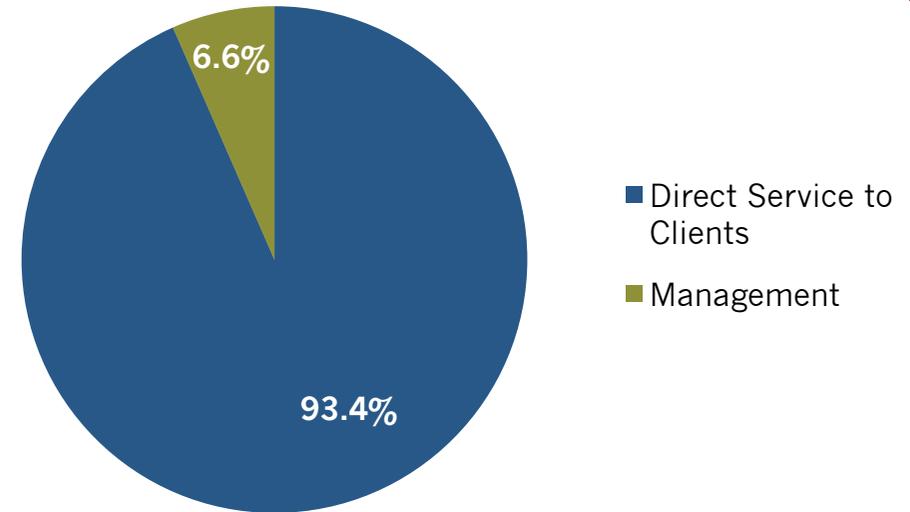
Wrap Around Coordination

“United Way is proud to partner with so many F&CS programs and advance their impact in going forth and doing good.”  
 – Bill Childers, President & CEO United Way



## Support & Revenue

## Expenses



Direct Service to Clients	\$20,345,216
Management	\$1,430,694
<b>Total Expenses</b>	<b>\$21,775,910</b>

“Family & Community Services, Inc. is committed to being good stewards of the funds entrusted to us. We are proud to say that 93 cents of every dollar donated goes to direct service.”  
 – Mark Frisone, Executive Director F&CS

# 4 Key Missions



Engaging and Empowering Communities



Focusing on the Futures of Children, Dependents and Youth



Strengthening and Supporting Individuals and Families



Providing Tools for Healthier Lives

# Fun Facts



of every **\$1** donated goes to our programs

Over **160** grants administered every year



Over **3,600** individuals volunteer every year for over **375,000** hours

Over **100,000** individuals served every year

