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ADMINISTRATIVE OFFICES

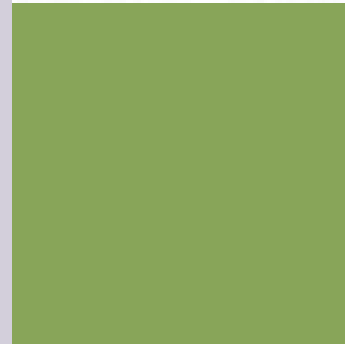
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ANNUAL REPORT

2020

GO FORTH. DO GOOD.

A WORD FROM MARK

Family & Community Services adapted to many challenges and unexpected changes over the past year. However, there was one constant through it all – helping our neighbors in need. From providing food for the hungry, shelter for the homeless, or transportation to critical populations, our staff and volunteers worked on the front lines to ensure that our community was supported in such an unprecedented time.

Our dedicated supporters and funders also responded in an unprecedented way with donations and grant funds to help us with the increased community need. Fundraisers went virtual, events became drive-through, and we were able to continue our services while keeping everyone safe and healthy.

In 2020, we served nearly 200,000 individuals and families through more than 70 programs in Ohio and Michigan. As we continue to grow and adapt to the changes over the past year, we remain committed to helping those who depend on us day after day. Thank you to those who have helped make our work possible. Together, we will Go Forth and Do Good.



BASIC NEEDS

We provide food assistance, clothing and hot meals, as well as permanent housing, transitional housing, and emergency shelter to those in need.



SAFETY & SUPPORT

We provide emergency shelter, 24/7 support, legal advocacy, as well as safe exchanges and visitations for families impacted by violence and abuse.



TRANSPORTATION

We provide door-to-door transportation for seniors and people with disabilities by helping them get to day centers, appointments, and other critical commitments.



COUNSELING & RECOVERY

We offer behavioral health support with individual and group therapy, as well as case management, psychiatry and nurse practitioner services. Also, we have prevention, intervention, and intensive outpatient programs, and various levels of housing for those in recovery from substance use.



ENRICHMENT

We offer enriching opportunities for those of all ages including educational programming, volunteering, and mentoring. Between our volunteer programs, senior centers, community centers and youth programs, there's something for all.



Over 280 grants administered each year



Over 3,800 individuals volunteer every year for over 432,000 hours

of every \$1 donated goes to our programs



198,241 individuals served this year,
151,899 adults and 46,342 children



PROGRAM STATS



608 victims of domestic violence were sheltered, and **2,257** survivors were assisted with outreach and support.

515 supervised visits and **116** safe exchanges were provided to families experiencing abuse or neglect.

1,535 crisis calls and **226** safe chats were made by our domestic violence shelters.



- The County Clothing Center distributed **159,846** lbs of clothing to **30,034** shoppers.
- **413,069** meals were served and **24,299** bags of food were delivered by Kent Social Services, the Center of Hope and Mobile Meals.
- **877** households were provided with housing, shelter and support.

183,121 total hours were provided by **901** generous volunteers through our National Service program.



Our community centers served **820** children and **5,210** adults with food assistance and educational programming.

364 local youth received support through Big Brothers Big Sisters and the Youth Development Program.

123 adults with disabilities participated in many recreational activities through United Resources.

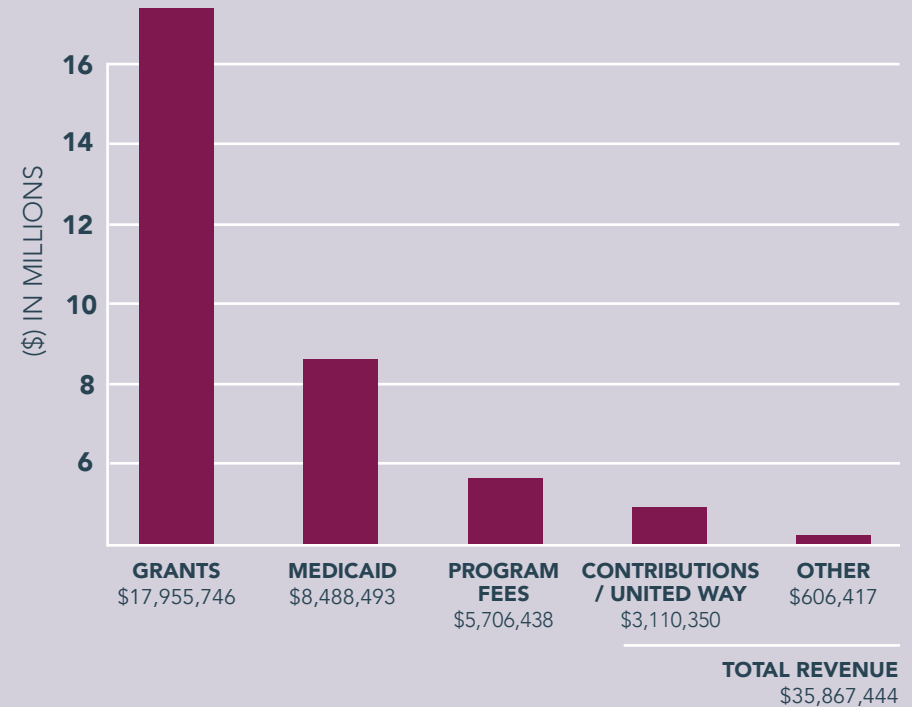


Emerald Transportation provided 10,350 rides to 430 clients.

- 7,600 individuals received mental and behavioral health services from our counseling department.
- 1,300 individuals received support through our recovery services and housing programs.
- Foster care and adoption services were provided to 535 children.
- Credit counseling and financial literacy services were provided to 224 individuals.



SUPPORT & REVENUE



EXPENSES

