



ANNUAL REPORT

2021

A WORD FROM MARK

2021 marked eighty years of service for our organization. During this expanse of time, Family & Community Services grew from a small social service agency of just two programs and staff to what it is today – a large network with over 70 programs and services that helps to meet the needs of our communities.

In fact, our growth over the years has not only increased our service offerings and geographical presence, but also our community partnerships. The most recent example – our alliance with AxessPointe Community Health Centers – is a collaboration that involves shared leadership and enhanced resources for those served by each organization, from housing to healthcare, and everything in between.

We also neared completion on a number of capital projects over the past year, allowing us to increase programming, improve services at several locations, and make necessary updates to our current facilities, and we have plans for more in the next coming year as well.

Throughout the growth and change, our focus continues to remain on one thing – our clients. They are the reason we are here, day after day, doing what we do. Thanks to the help of our supporters, funders, and community allies, we will continue to grow and adapt, and Go Forth and Do Good.

A handwritten signature in black ink, appearing to read "Mark", with a stylized, flowing script.

GO FORTH. 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 individuals 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 350 grants administered this year.



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



Over 205,000 individuals served this year, including 153,000 adults and 52,000 children.



\$0.94 of every \$1 donated goes to our programs.

PROGRAM STATS



1,882 crisis calls and **253** safe chats were made or received by our domestic violence shelters.

640 supervised visits and **153** safe exchanges were provided to families experiencing abuse or neglect.

414 victims of domestic violence were given shelter for **9,257** nights and **2,445** survivors were assisted with outreach and support.



7,600 individuals got 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 **570** children.

Credit counseling and financial literacy services were provided to **191** individuals.





Veteran's Services provided **17,864** bed nights.

1,098 families were provided with housing and support.

429,948 meals were served and **25,312** bags of food were distributed by Kent Social Services, Center of Hope and Mobile Meals.



Our community centers served **220** children and **2,535** adults with food assistance and educational programming.

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

103 adults with disabilities participated in many of our recreational activities through United Resources.

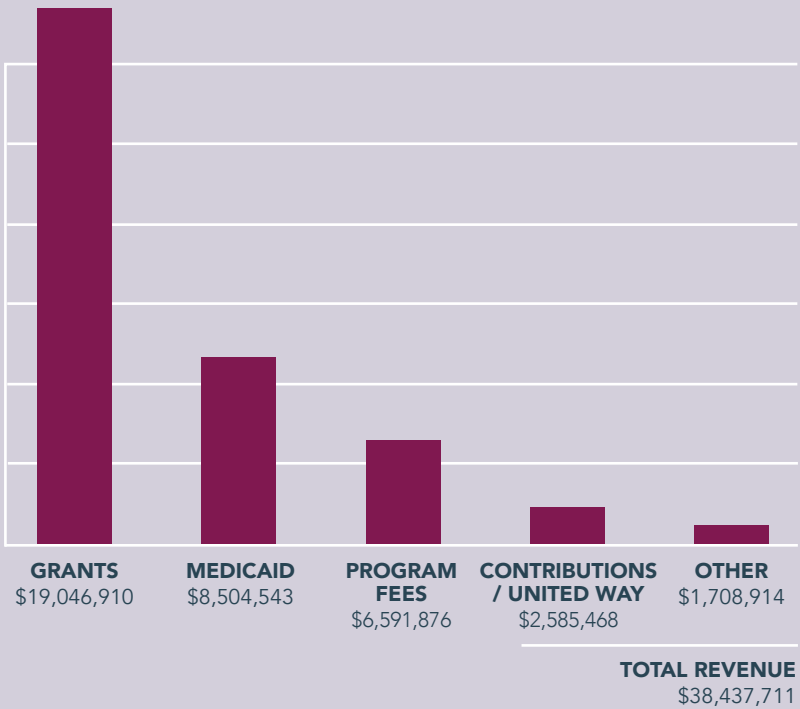


154,079 total hours were provided by **898** generous volunteers through our AmeriCorps programs.

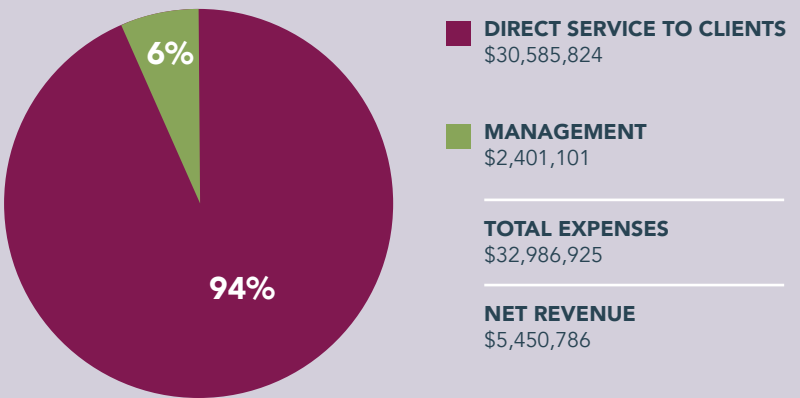


Emerald Transportation provided **272,946** rides to **530** clients.

SUPPORT & REVENUE



EXPENSES





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