



ANNUAL REPORT

2023

A WORD FROM MARK

2023 marked another year of progress and impact for Family & Community Services, building on over eight decades of service to our communities. From our humble beginnings as a small social service agency, we have grown into a trusted provider of comprehensive programs that meet the diverse needs of individuals and families.

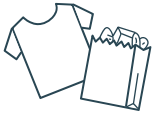
This past year, we expanded our reach through the expansion of our veterans' services and furthered our commitment to addressing critical needs like housing, food security, and transportation support to help our communities continue to recover from the financial and personal burdens of the pandemic.

We've also continued to build valuable partnerships within the community, including our collaboration with AxessPointe Community Health Centers, as we've worked to integrate health care access with social services. Together, we've addressed the broader social determinants of health while maximizing our impact and ensuring that those we serve have access to the resources they need.

As we look ahead, we remain dedicated to enhancing our programs, building strong partnerships, and innovating to create lasting impact. Thank you for your continued support in making this mission possible and for helping us to *Go Forth and Do Good*.

A handwritten signature in black ink, appearing to read "Mark". The signature is fluid and cursive, with a large initial "M" and a long, sweeping tail.

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.



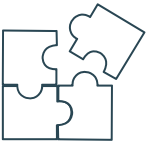
TRANSPORTATION

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 400 grants administered this year.



Over 3,800 individuals volunteered over 423,000 hours.



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



of every \$1 donated goes to our programs.

PROGRAM STATS



1,290 crisis calls and **254** safe chats were received by our domestic violence shelters.

1,250 supervised visits and **277** safe exchanges were provided to families experiencing abuse or neglect.

Over **400** victims of domestic violence were given shelter for **11,280** bed nights and supported through our services.



7,213 individuals received behavioral health services from our counseling department.

1,600 individuals received support through our recovery services and housing programs.



Foster care and adoption services were provided to **375** children.

Credit counseling and financial literacy services were provided to **466** individuals.





Our Veteran's Services programs provided **22,971** bed nights to **474** veterans.

302 families were provided with housing and support.

216,555 meals were served and **5,555** families received emergency food support from Kent Social Services, Center of Hope, and Mobile Meals.



Our community centers assisted **405** children with tutoring and support services, and served **66,970** meals to families in need.

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

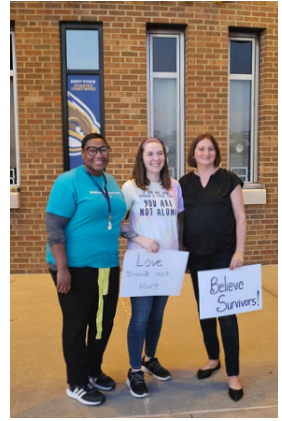
140 adults and teens with disabilities participated in many of our recreational activities through United Resources.



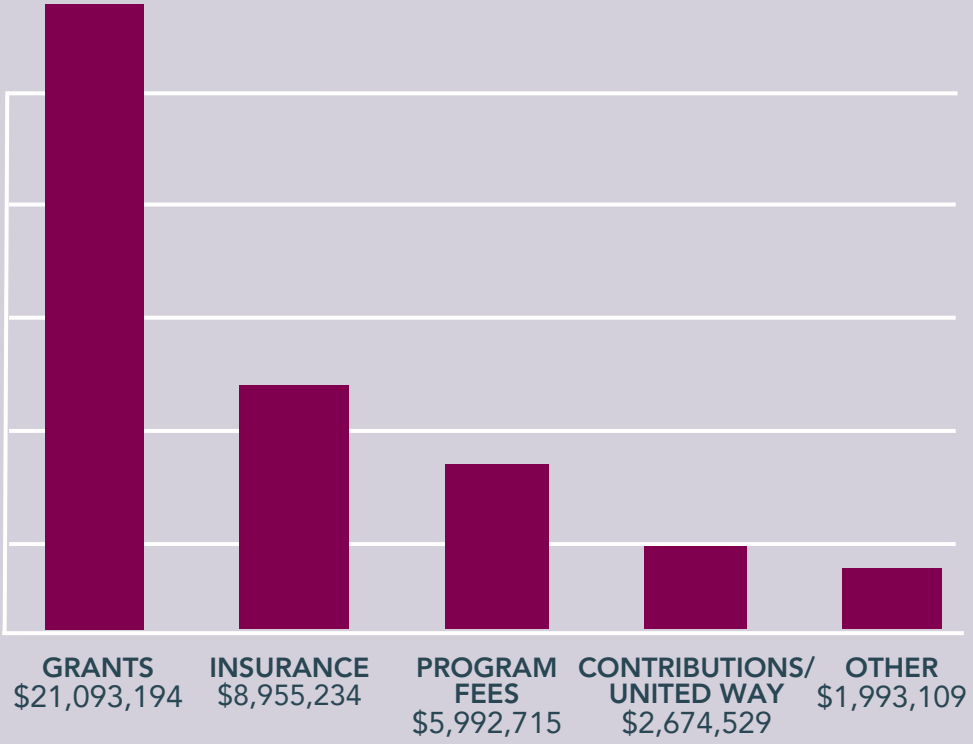
189,650 total hours were provided by **660** generous volunteers through our AmeriCorps Programs.



Emerald Transportation provided **274,800** rides to more than **500** clients.

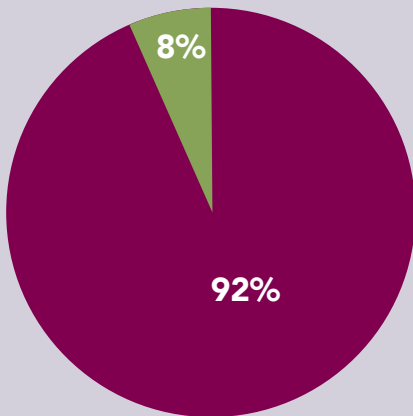


SUPPORT & REVENUE



TOTAL REVENUE
\$40,708,781

EXPENSES



DIRECT SERVICE TO CLIENTS
\$35,660,325

MANAGEMENT
\$3,200,149

TOTAL EXPENSES
\$38,860,474

NET REVENUE
\$1,848,307

BOARD OF TRUSTEES

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