



*Family*  
RESOURCES

# 2022 IMPACT REPORT

[www.famres.org](http://www.famres.org)

## OUR MISSION

# Supporting successful *lives* to build **strong communities**

## OUR VISION

A safe, healthy, and inclusive community

## OUR VALUES

**Safety** We create safety, both physical and emotional, for clients, employees, and community partners. When individuals feel safe, they can succeed.

**Integrity** We are honest and do what is right.

**Trauma Informed Care** We recognize trauma is widespread, and therefore we operate under a strengths based framework that is grounded in an understanding of adverse life experiences that individuals encounter. We promote a culture of safety, empowerment, and healing.

**Partnership** To achieve incredible outcomes and community success, we collaborate.

**Diversity & Inclusion** All are welcomed, included and empowered. We create an inclusive, organizational culture that respects and appreciates each individual's lived experiences. Diversity in all forms creates a stronger organization and community.



# SERVICES

## SURVIVOR SERVICES

Comprehensive Sex and Labor Trafficking Services  
Survivors of Homicide and Other Violent Crimes Services  
Comprehensive Domestic Abuse Services  
Sheltering and Housing Services  
Comprehensive Sexual Abuse Services

## FOSTER GROUP CARE

24 hour Residential Treatment Services for children ages 12-18  
Bridge House  
Specialized Delinquency Beds - Leslie

## FAMILY RESTORATION

Foster Care & Adoption Licensing & Support  
Iowa Aftercare Services Network

## CHILD WELFARE EMERGENCY SERVICES

Emergency Youth Shelter  
Diversion Services

## MENTAL HEALTH CARE SERVICES

Adolescent Sexual Abuse Outpatient Services  
Counseling and Therapy Services  
Behavioral Health Intervention Services

## ADVOCACY & EDUCATION

Volunteer Program  
High Roads Advantage Program

## COMPREHENSIVE CARE COORDINATION

Integrated Health Home  
Holistic Care Coordination  
Coordinated Assessment Program

## NEW EXPANDED CRISIS RESPONSE AND SPECIALIZED PROGRAMMING

Community Crisis Stabilization for Youth and Adults  
Law Enforcement Co-Responder Services  
Crisis Stabilization Residential Services  
Specialized Care Coordination Services

**“When the roots are deep,  
there is no reason to fear the wind...”**

– African Proverb

## MESSAGE FROM THE PRESIDENT & BOARD CHAIR

When it comes to the work we do at Family Resources, there’s one thing we know for sure:

*Roots matter.*

**They matter to our past** as we consider the rich history of our 173 year-old organization with gratitude for the firm foundation on which we’ve been built.

**They matter to our present** as we continue to work through the challenges we face in a “post-pandemic” world, inspired by the resilience of the people who surround us.

**They matter to our future** as we look at the years ahead of us and set a confident course forward, knowing that we’re standing on solid ground.

**But roots really matter most to the people we serve and to the places where they’ve been planted, which is what brings us to this letter today.**

Because of a generous gift by the Morency Family and the opportunities it afforded us to do research and development, we know now, more than ever, that our future course forward must be set with these roots in mind. We know that supporting successful lives requires that we provide crisis response, focus on early identification and intervention, and address root causes of trauma. We know that none of this is possible without community partnerships like our Group Violence Intervention Strategy, a joint venture to end gun violence with the City of Davenport; or our Coordinated Assessment Program and High Roads Advantage Program, both of which allow us to engage with community school districts to provide wrap around services to people in need. We know that any course forward must be deeply rooted in supporting our staff who serve as the soil in which we are able to grow good things, and we know, beyond a shadow of a doubt, that none of this is possible without people like you by our side.

And so we thank you for another year of being such a vital part of what makes us strong, keeps us grounded, and helps us grow, and we look forward toward a future with deep roots, decisive purpose, and dedication to the people we serve.



*Nicole Cisne Durbin*

Nicole Cisne Durbin,  
President



*Jeff B. Bach*

Jeff Bach,  
Chair





# SURVIVOR SERVICES

Free, confidential services to survivors of domestic abuse, sexual abuse, human trafficking, homicide, and other violent crimes.

Need help? Call the 24-Hour Crisis Line IA: 866-921-3354 IL: 309-797-1777

**6,585** crisis line calls

**396** survivors were provided shelter and/or housing

## CLIENTS SERVED:

- **365** Survivors of Homicide and Other Violent Crimes
- **1,200** Comprehensive Domestic Abuse Services
- **609** Comprehensive Sexual Assault Services
- **203** Braking Traffik
- **57** Engaging Males Mentoring

## FAMILY RESTORATION

We offer licensing and support to prospective and current foster and adoptive families.

### CLIENTS SERVED:

- **266** Foster/Adoptive Families
- **239** Foster Care Youth Referrals



## CHILD WELFARE SERVICES

- **78** Child Welfare Juvenile Justice
- **36** participated in Iowa Aftercare Services Network - voluntary services and support to young people ages 18-24 who have aged out of foster care or other court-ordered placement.



# MENTAL HEALTH CARE

We are a private provider of mental and behavioral health services in Muscatine and Scott counties. Our therapists provide individual, family and group therapy services on an outpatient basis including play therapy and parent-child interaction therapy.

**734** received counseling and therapy

**456** participated in group services



## COMPREHENSIVE CARE COORDINATION

This program addresses social, financial, educational, and other barriers for a healthy kid and healthy life!

- **1,132** participated in Integrated Health Home or Holistic Care Coordination

*"If it wasn't for Family Resources I wouldn't be in the positive position I am in today. I was beaten, broken and didn't know where to start. Their services helped give me the confidence and empowerment to build my life back up. I went from no job, no access to finances and no home to gainful employment and eventually buying my own house. Family Resources helped me transform from victim to survivor and from feeling helpless to being able to help others in need. Family Resources gave me a future and brought value back into my life."*

- Ann Marie, Client

# ADVOCACY & EDUCATION

Our school systems are an incredible partner to Family Resources. They are an access point to identifying children and families in need.

**90,451** outreach participants

## COORDINATED ASSESSMENT PROGRAM

We're on a mission to connect all Scott County families to the resources needed to support the health, happiness and ongoing success for youth.

Our qualified professionals specialize in helping families build individualized care plans for their children - which can range from advocacy, educational support, therapy, medical and medication management, and basic needs to behavioral health intervention.

**272** connected with services

## HIGH ROADS ADVANTAGE

The mission of High Roads Advantage Youth Program is to promote literacy and economic stability for young adults and families by providing effective, rewarding, work-based education that integrates basic skills in real work situations for youth ages 16-24.

- **40 students participated**



## FINANCIALS

Family Resources thanks our many donors for their generous contributions over the past year. In Fiscal Year 2022, we received:

### MONETARY GIFTS

**\$518,829.20**

### IN-KIND DONATIONS

**\$158,169.98**

**REVENUE \$9,772,000\***

Government funding, private donations, grants

**OPERATING EXPENSES \$10,136,000\***

\*Pre-Audited Numbers

*“As we continue to implement community wide strategies to address violent crime, the Davenport Police Department is fortunate to be able to partner with Family Resources to address the critical needs of those who have been affected by violence. By partnering together, we can make an impact greater than the sum of our individual parts.”*



**- Chief Bladel  
Group Violence  
Intervention (GVI)**

**VOLUNTEERS 1,047**

**HOURS OF SERVICE 24,089**

**VALUE OF VOLUNTEER TIME  
\$381,231.00**

**EMPLOYEES 138**

**FULL-TIME 126**

**PART-TIME 12**

## BOARD OF DIRECTORS

Jeff Bach – Chair

Dennis Conard – Vice Chair

LuAnn Haydon

Pamela Askew

Mike Weipert

Juliet Christenson

Dr. Ellen J. Bluth

Craig Srajer

Jennifer Clossin Swanson

Richard Wehrheim

Melissa Uzzell

Dr. Toyosi Olutade

Jadiem Wilson

## OUTGOING BOARD OF DIRECTORS



**Cristy Tackett-Hunt**

*Thank you for your 9 years of service on our board!*

## INCOMING BOARD OF DIRECTORS



**Heidi Huiskamp-Collins**

*“I am so humbled and honored to sit on the Board of Family Resources and be a small part of the story of how they are changing lives every day. The staff and administration are second to none and their commitment to improving circumstances for some of the most vulnerable in our community is such a blessing to us all.”*



**Ian Russel**

*“The mission of Family Resources is critical to the Quad Cities. I look forward to bringing my experience and knowledge to help Family Resources in the coming years.”*



**MEMBER OF**

Alliance for Strong Families and Communities  
Coalition for Children and Family Services in Iowa  
Illinois and Iowa Coalitions Against Domestic Violence  
Illinois and Iowa Coalitions Against Sexual Assault  
United Way of the Quad City Area  
United Way of Muscatine  
United Way of Clinton County, Iowa  
Quad Cities Chamber of Commerce  
Clinton Chamber of Commerce  
Greater Quad Cities Hispanic Chamber of Commerce  
Dewitt Chamber and Development Company  
Greater Muscatine Chamber

**ACCREDITED BY**

Council on Accreditation of Services for Families and Children

**LICENSED BY**

State of Iowa

[www.famres.org](http://www.famres.org)