



Creating Opportunities, Changing Lives, Impacting Communities



FAMILY RESOURCES

Social Services · Advocacy · Family Restoration · Education

2015 ANNUAL REPORT

Message from the President



Mary Macumber Schmidt
PRESIDENT, FAMILY RESOURCES

We are often asked, “How many clients do you serve?” While that is certainly a valid question, at Family Resources we strive to answer the much larger question, “How do the services we provide impact the communities in which our clients live, work, and contribute to the vitality of the area?” Many times, change and impact occur hand-in-hand and provide opportunities for new ideas. This past year, these new ideas and their impact have provided Family Resources with many opportunities for innovation which will be reflected in this year’s annual report.

When I interviewed for an entry-level position 22 years ago, I certainly never anticipated I’d be authoring a message for the Annual Report as President. I am proud to have the opportunity to lead Family Resources, a strong provider of social services with a long history of partnership and commitment to improving the lives of individuals, children and families.

Taking action on the goals of our strategic plan, the Family Resources Board made the decision one year ago to affiliate with Four Oaks. This affiliation has provided us with many opportunities, and we are confident that this decision has placed us in a strong position to navigate the many changes and challenges facing our nonprofit sector. Despite programmatic changes, we continue to provide our region with a variety of critical programs and services aligned with our mission “to strengthen children, families and individuals by providing quality services that engage community resources to create effective solutions.”

This year, the Iowa Department of Human Services is moving further into a managed care environment for the physical and mental health needs of many of the individuals we serve. This decision will further challenge us to ensure that the quality of services we provide are provided at the “right” time. I am confident we will have the opportunity to further examine how to creatively engage in deeper and more meaningful partnerships and collaborations in our community that will advance our mission. We believe a managed care environment is the future of caring for individuals and families that have complex needs, and it will be a driving factor in how services are delivered in a much more holistic way.

The importance of your support cannot be understated. Your commitment, shared resources and talents are, without a doubt, pivotal to our mission. On behalf of all of us at Family Resources, thank you for helping us not only to serve a “number” of clients but also to IMPACT our communities in truly amazing ways.

Warmest Regards,

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2015

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- Sheriff Dennis Conard
- Barb Davis
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- LuAnn Haydon
- Jim Hayes
- Sarah Johnson – Chair
- Joe Judge
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- Nicole Cisne Durbin – Program Officer
- Erin Van Hook – Controller
- Susan Earp – Manager, Mental Health Services
- Stephanie Hernandez – Director, Child Welfare & Juvenile Justice Programs
- Jim Ottesen – Corporate Counsel
- Scott Roenfeldt – Supervisor, Facilities & Grounds
- Kristen Ryan – Human Resources Manager
- Torri Smith – Iowa KidsNet
- Carly Voltz – Director of Development
- Eric Willis – Manager, Quality and Performance Improvement

Accredited by: Council on Accreditation of Services for Families and Children, Inc.

Licensed by: State of Iowa

Member of: Alliance for Strong Families and Communities; Coalition for Children and Family Services in Iowa; Illinois Coalition Against Domestic Violence; Illinois Coalition Against Sexual Assault; Iowa Coalition Against Domestic Violence; Iowa Coalition Against Sexual Assault; United Way of the Quad City Area; United Way of Muscatine; and United Way of Clinton County, Iowa.

Our Mission

To strengthen children, families and individuals by providing quality services that engage community resources to create effective solutions.

Our Vision

A caring community of healthy families.

Our Values

We are passionately committed to our core values. We believe that these values give purpose and meaning to our lives and to those of our clients. They also provide direction for the whole organization. We intend that these values will guide us in our decision-making for many years to come.

Safety: We believe that safety is fundamental. We believe that safety comes first for our clients, our staff and the community. A safe environment is necessary for our clients to learn, to grow and to turn their lives around. Safety grows out of trusting relationships that are based on respect for the dignity of all persons.

Service: We are here to serve others. Service has been a core value of Family Resources for more than 150 years. We serve others because we care deeply about kids, people, families and the community. We care so much that we are committed to providing a continuum of services to respond to the needs of people.

Teamwork: We believe that teamwork works for us, for our clients and for the community. Our board, staff and clients work together in teams. As an organization, we believe that working collaboratively with other partners in the community is the most effective way to pursue our mission.

Resourcefulness: We believe that Family Resources has grown for more than 165 years because we are resourceful. As the needs of our community changed, we have learned to adapt, grow and change with the times. We believe that to accomplish our mission, we need to continuously learn, innovate and be open to new ideas.

Integrity: We believe so passionately in these core values that we are committed to act upon them.

Family Resources Locations

Burlington Office

218 North 3rd Street
Suite 515-16
Burlington, Iowa 52601
(563) 263-0067

Services:

- Behavioral Health Intervention Services
- Counseling & Therapy Services
- Foster Care Licensing & Support Services
(Iowa KidsNet)

Clinton Office

244 23rd Avenue North
Clinton, Iowa 52732
Iowa Crisis Line (866) 921-3354

Services:

- Foster Care Licensing & Support Services (Iowa KidsNet)
- Comprehensive Domestic Violence Services
- Comprehensive Sexual Assault Services
- Sheltering & Housing Services

Davenport Office

Main Campus—Annie Wittenmyer
Complex
2800 Eastern Avenue
Davenport, Iowa 52803
(563) 326-9191
Iowa Crisis Line (563) 326-9191

Services:

- Adolescent Sexual Abusers Treatment Program
- Behavioral Health Intervention Services
- Counseling & Therapy Services
- Crisis Intervention Program
- Foster Care Licensing & Support Services (Iowa KidsNet)
- Foster Group Care
- In-Home Detention
- Iowa Aftercare Services Network
- Parenting Inside Out
- Pediatric Integrated Health Program
- Comprehensive Domestic Violence Services
- Comprehensive Sexual Assault Services
- Sheltering & Housing Services

Dubuque Office

180 West 15th Street
Dubuque, Iowa 52001
(563) 231-1004

Services:

- Child Mental Health Services
- Crisis Intervention
- Foster Care Licensing & Support Services
(Iowa KidsNet)

Muscatine Office

119 Sycamore Street
Muscatine, Iowa 52761
(563) 263-0067
Iowa Crisis Line (866) 921-3354

Services:

- Behavioral Health Intervention Services
- Counseling & Therapy Services
- Foster Care Licensing & Support Services
(Iowa KidsNet)
- In-Home Counseling Services
- Iowa Aftercare Services Network
- Pediatric Integrated Health Program
- Comprehensive Domestic Violence Services
- Comprehensive Sexual Assault Services
- Sheltering & Housing Services

Moline Office

1521 47th Avenue
Moline, Illinois 61265
(309) 793-6534
Illinois Crisis Line
(309) 797-1777

Services:

- Comprehensive Domestic Violence Services
- Comprehensive Sexual Assault Services
- Sheltering & Housing Services

Description of Services



personal
IMPACT

Social Services

Group Care

24-Hour Foster Group Care Programs for children ages 12-18

- Bridge House - Specialized programming for girls
- Leslie - Secure programming for boys
- SUMMIT - Short-term programming for boys
- Victory House - Specialized programming for boys

Mental Health Services

Adolescent Sexual Abusers Treatment Program

- Provides outpatient education and treatment for youth who act out sexually.

Counseling & Therapy Services - Offers individual, couple, family and group mental health therapy and counseling across the lifespan.

Behavioral Health Intervention Services -

Provides skill development services for children age 18 or younger and covered under Iowa Medicaid with behavioral mental health needs.

Play Therapy - Uses the language of play to help children express what is troubling them when they cannot say their thoughts and feelings in words. Since play is fun, this makes it easier for children to confront what is bothering them.

Pediatric Integrated Health Program - Coordinates individual whole health care needs, including physical and mental health care, and provides help and support to families when children are experiencing emotional and behavioral health issues.

SafePath Survivor Resources

Comprehensive Domestic Violence Services -

Provides counseling and advocacy for individuals and children who have experienced or are survivors of partners of abuse.

Sheltering and Housing Services - Offers a safe place of counseling and services for individuals fleeing violent situations.

Comprehensive Sexual Assault Services - Provides counseling and advocacy services for survivors of sexual assault and sexual abuse and their significant others.

Advocacy

Volunteer Program - Coordinated volunteer opportunities to assist in the operations of our programs and services.

Resourceful Buying Network - A membership program offering area non-profits purchasing power to order high quality products at volume discount rates.

Trauma Informed Care - Key partner in the Eastern Iowa/Western Illinois Trauma Informed Care Consortium.

Education

Eastern Iowa - Western Illinois Trauma Informed Care Consortium - A group of concerned community partners brought together by Family Resources and the Child Abuse Council to prevent, reduce and address the effects of childhood trauma in Scott and Rock Island Counties.

Parenting Inside Out - Evidence-based, cognitive-behavioral parent management skills training created for incarcerated parents.

Our Philosophy

We believe it is a privilege to work with children, families, individuals and communities. We believe they have the most insight into their past, present and future. Our role is to partner with them in creating effective solutions with respect to diversity. With this understanding, Family Resources carries out its mission.

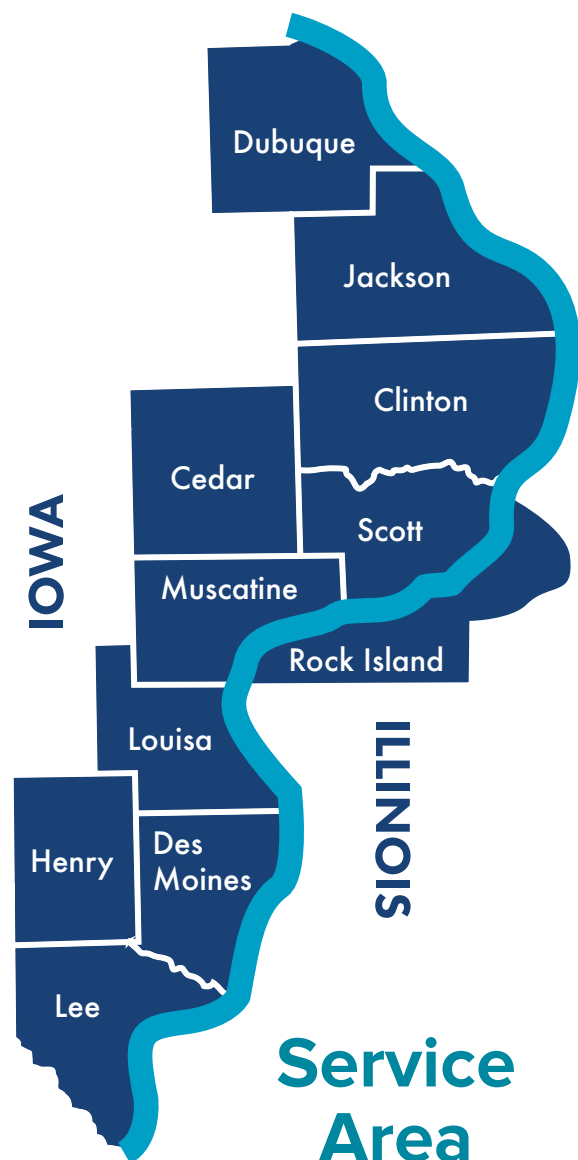
Family Restoration

Crisis Intervention Services - Provided to children and families who come to the attention of authorities in a crisis situation not subject to police custody.

Foster Care Licensing & Support - Our collaboration with the Iowa KidsNet Retention & Recruitment Program, including post-adoption support services.

Iowa Aftercare Services Network - Case management for young adults, 18-21, exiting the foster care system.

In-Home Counseling Services - Family education, skill development and counseling services provided in the client's home.





Program Highlight: Eye Movement Desensitization and Reprocessing (EMDR)

We all have a natural emotional healing process within us, just as we have a natural physical healing process. When we get a cut, our physical healing process repairs us. When emotionally upsetting things happen to us, we are usually able to get over them and go on with our lives. When people say, "Time heals all wounds," it is not really time that does the healing, it's our natural internal emotional healing process at work over time.

However, a cut does not always heal until it is cleaned and an antibiotic is applied. Similarly, when something emotionally disturbing happens, the brain's processing system is not always able, without help, to process it and put it into the perspective of our whole, in-the-present lives. This disturbance can either be a major traumatic event or repeated smaller life events that undermine our current feelings of well being or "ok-ness" in the world. Sometimes we don't even realize what is happening. The picture of the event may not come to us consciously, yet suddenly we feel fearful, unworthy, hopeless, sad, or nauseous and act or

react based on the past adverse life experience. We may behave in ways that later we wish we hadn't and not fully understand why.

Eye Movement Desensitization and Reprocessing (EMDR) can help the brain's processing system for emotional wounds. The eye movements or other bilateral stimulation (auditory or tactile), seem to stimulate the information to allow the brain to reprocess the past trauma. EMDR is one of two treatments for Acute Stress Disorder and Post Traumatic Stress Disorder (PTSD) and is highly recommended by the American Psychiatric Association. With EMDR therapy, it is your own brain doing the healing and you are the one in control.

Family Resources has seven therapists trained in EMDR. Last year EMDR techniques were used with more than 50 clients and 150 sessions. Karen's story is just one of the many "successes" that we have seen with this treatment option.

Karen's Story:

When Karen came to Family Resources' Therapy and Counseling Services, she could not really identify what was troubling her.

Initially she stated that she was very untrusting of anyone not within her family and that she had some kind of posttraumatic stress, but was unable to determine where it originated from. Karen slept an average of 5 hours a night in 45 minute intervals. She complained of hearing voices, having flashbacks, and of losing time during the day. Karen also had rigid vigilance about certain practices, one example is that before she could enter any new place she had to know where every fire extinguisher, and possible exit was located. She had constant complaints of pain in areas that she had sustained no recent injury or any injury in her memory. Karen had been working at the same job for the last 23 years because "she knew all the safety protocols", which was her only real motivation for remaining in this position. She had had several hospitalizations prior to seeing the Family Resources' therapist and had seen other mental health professionals in the past and tried various approaches.

Through therapy, Karen was able to uncover that she would go into disassociative states and would do things that she would not recall later. She began to use Eye Movement Desensitization and Reprocessing (EMDR) to create the ability for her to enter these states and regress back to earlier childhood moments, specifically those associated with intense trauma, specifically moments of sexual abuse from family members. Together Karen and her therapist created an individual EMDR protocol for her to remain conscious of the current time while engaging past trauma as well as confronting her abusers in her mind.

Currently, Karen has not heard voices, had disassociation issues, or flashbacks for several months and her vigilant safety behaviors are extinct. Karen often jokes that she has "normal people worries" now. She has been able to confront several of the sources of her trauma without further personal. She is looking for a new job while continuing to hold down the job she has always had. She is eating healthy and engaging with her family in healthy and productive ways.

Make Your IMPACT

You have a chance to be an agent of change in the life of an individual like Karen (her story on the next page). Each year we are challenged by the ebbs and flows of contracts, legislative policy, and unpredictability of grant funding. To sustain our exceptional quality, wide-ranging services that are critical to our community, we rely heavily on the generosity of donors like YOU! This year we have gathered a group of community leaders that are prepared to match dollar for dollar new or increased gifts made to the Annual Fund. You have the opportunity to create an exponential impact by contributing to the Annual Fund.

Gifts to the Family Resource's Annual Fund may be made online at www.famres.org OR by mail at Family Resources, 2800 Eastern Avenue, Davenport, Iowa 52803



Volunteers and Special Events

2015 Opening Doors Gala

Our 9th Annual Opening Doors Gala was held on April 25th at the Quad Cities Waterfront Convention Center. This year's theme was Phantom of the Opera: Beyond the Mask. Family Resources provides services for children, families and individuals who have created their own "mask," like the Phantom, to hide from their pain and struggles endured from traumatizing experiences. With the help of nearly 375 friends of the agency, we were able to raise more than \$60,000—supporting all of Family Resources' programs and services.

2015 Events

October: Rising Up Against Sexual Violence

February: Wine Tasting at Biaggi's

April: Opening Doors Gala

June: DOVE (Domestic Violence Ended)

Sharing my interest in jewelry making with the young women in the Bridge House program has expanded into volunteer opportunities for myself in other Family Resources' programs such as SafePath. It is my privilege to interact with so many diverse & courageous people.

--Rita Lietz, Volunteer



Total Number
of Volunteers
492



Total Number
of Volunteer Hours
11,720



Dollars Raised
at Annual Gala
\$60,000



Attendance
at Annual Gala
375

social IMPACT



FY2015 Annual Report Financials

Income

Government Purchase of Service	\$5,780,000	61.0%
Program Service Fees	\$857,000	9.0%
Grants	\$1,516,000	16.0%
Contributions	\$786,425	8.3%
United Way of Quad Cities & Muscatine	\$533,038	5.6%
Investment	\$2,125	0.0%
Total Revenue	\$9,475,000	100.0%

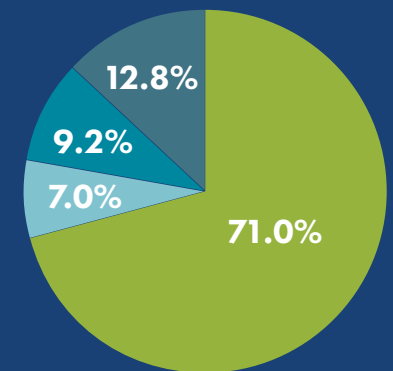
Expenses

Child Welfare/Juvenile Justice Services	\$5,690,000	60.5%
SafePath	\$2,205,000	23.4%
Mental Health Services	\$1,048,000	11.1%
Muscatine Center Services	\$462,000	4.9%
Total Expenses	\$9,405,000	100.0%

Expenses by Type

Total Expenses	\$9,405,000	100.0%
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financial IMPACT



- Salaries, Tax, Benefits (\$6,677,550)
- Facility Costs (\$658,350)
- Other Program Costs (\$865,260)
- Administration (\$1,203,840)



Clients Served 2015

Child Welfare & Juvenile Justice

In-Home Detention Monitoring	8
Family Centered Services	681
Scott County	225
Muscatine/Louisa/Cedar Counties	101
Clinton/Jackson Counties	104
Des Moines/Henry/Lee Counties	131
Dubuque County	120
<i>Includes Family Safety, Risk, & Permanency, Safety Plan, and Family Centered services.</i>	
Iowa Aftercare Services Network	62
Crisis Intervention	21
Group Foster Care	146
<i>Includes four specialized group foster care programs.</i>	
Parenting Inside Out	80
TOTAL	1,198

Mental Health Services

Adolescent Sex Abusers Program	23
Counseling & Therapy Services	1,590
Scott County	1,136
Muscatine County	442
Burlington & Dubuque Counties	12
Behavioral Health Intervention Services	198
Muscatine Community College Counseling ..	22
Scott Community College Counseling	11
Pediatric Integrated Health Program	550
TOTAL	2,394

SafePath Survivor Resources

Domestic Violence Comprehensive Services	1,462
Scott County	660
Muscatine/Louisa Counties	239
Clinton/Jackson Counties	160
Rock Island	354
Other	49

SafePath Survivor Resources (Continued)

Sexual Assault Comprehensive Services	424
Scott County	176
Muscatine/Louisa Counties	20
Clinton/Jackson Counties	16
Rock Island	169
Other	43
Sheltering Services	542
Scott County	289
Muscatine/Louisa Counties	15
Clinton/Jackson Counties	44
Rock Island	90
Other	104
Rapid Re-Housing Services	45
Scott County	40
Muscatine	5
24-Hour Crisis Line Services	5,130
Number of Attendees at Presentations and Trainings	22,393
SafePath TOTAL:	29,996

AGENCY TOTAL - 33,588

Contributors

Family Resources would like to thank the generous individuals, corporations, organizations, foundations and volunteers who have given their time, talents and resources throughout Fiscal Year 2015 (July 1, 2014-June 30, 2015). It is through these contributions that we are able to help strengthen children, families and individuals and preserve our safety net of services for those in need. We deeply regret and sincerely apologize for any omissions or errors in our listing. We strive for accuracy in acknowledging all of our donors who are a vital part of our success. Please call the Resource Development Department at (563) 468-2332 regarding any omissions or corrections.

INDIVIDUALS

Alyssa Acton	Lance Baker	Angela Boelens	Nicole Carkner
Kirstin and Daniel Adams	Shari Baker	Jennifer Bohler	Cindy Carlson
Cecelia Aguilera	Tracey Baker	Mark Bowers	Paula Carlson
Elizabeth Ahee	Latha Balamuniswamy	Linda and Jerry Boyd	David and Linda Carnithan
Cheryl Akin	Linda Barber	Janice and Robert Boyd	Laurie and Joseph Carpio Jr.
Brenda F. Albertson	Joan Baril	Amanda and Matt Boyer	Lisa Carstens
Chelsey and Clint Allaman	Nina Barnes	Shannon Boynton	Mary Lynn Carstens
Marsha and Sam Allen	Randall Bartholome	Ann Marie and Kelly Bramer	Stacey and Danny Cary
Leah Allen	Joyce and Bob Bateman	Meena and John Brandt	Neva Casad
Marsha and Sam Allen	M. and R. Baugh	Olivia Bratt	Michelle Casillas
Travis Allen	Michelle and Steven Baumann	Carol and Steve Brenner	Kitty and Rocky Casini
Mildred Alene Allison	Joan Baxt	Karen and Matt Brenot	Jane Cassidy
Lori Almasi	Linda Beard	Carey Brewer	Dave Casteevens
Meredith and Jason Ambrosion	Honey and Daniel Bedell	Tara and Andrew Bries	Susan and Paul Castro
Tina Andersen	Trudy Beert	Brian Broderick	Christine and Scott Cauwels
Arnold Anderson	Jayne Behal	Carol and Dave Brown	Brandon Chaison
James Anderson	Thomas Behne	Edwin and David Brown	Candice Chaloupka
Jill and Joshua Anderson	Colleen and Ryan Bell	Laura and James Brown	Shelley and Joe Chambers
Kim and Dominick Anderson	Carol Benac	Laura Brunner	Andrew Champion
Ron Anderson	Gena Benoit	Lynne and James Bullock	Angie and Brandon Champlin
Stephanie D. Anderson	Sonia and Richard Berg	Makalia and Chris Burger	Shannon and Tim Chap
Eugene Anthony	Caciona and David Bernstrom	Tara Burhans	Teresa and Jack Chatfield
Andrew Apicella	Nick Berry	Laura Burkamper	Jerrie Cheffer
Dale Armstrong	Kristine and Matthew Berst	Joan Burke	Jeanne Christensen
Kimberly Arnold	Sharon Bertram	Bryanna Burkey	Kathy Christensen
Teri Arnold	Lynn and Joshua Bestold	Diane Burkey	Peggy Christensen
Rebecca Atteberry	Nancy Bichler	Brad Burkland	Wade Christensen
Brandelyn Avants	Lela Bieri	Ron Burmeister	Kami and Scoot Christiansen
Tia Avila	Kathleen and David Bierl	Stephanie Burns	Pat and Jim Christiansen
Genevieve Babecki	Leslie and William Bishop	Dixie and William Burress	Megan Christner
Rachel and Jeff Bach	Kelly Bitel	Daphne and Russ Burt	Victoria Ciriac
Doris Baele	Paddy and John Blackman	John Caleo	Nicole Cisne Durbin and Derek Durbin
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Cheyenne Baker	Trina and Anthony Blair	Ann Marie Campagna	Jean Clark
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	Wendy Bock	Bonnie and Don Carey	

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 Paula and Derek Cockrell
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 Cassandra Collum
 Vicki and Dennis Conard
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 Michele and Sean Connors
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 Jolene Cook
 Thomas Cornic
 Michael Corry
 Laura Cortez
 Kathy and James Cottrell
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 Holly Cox
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 Jane F. Crankleton
 Karrie and Jamie Crawford
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 Kathy and Craig DeBo
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 Renee Elliott-Jacobs
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 Jodi and Scott Ennis
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 Cristin Erdman
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 Kendra Ervin
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 Cynthia and Scott Gillispie
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 Janet Glass
 Nicole Gleason
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 Sue and Dale Goodmundson
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 Monique and Michael Gorsline
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 Kristy Graham
 Eloise Graham
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 Joyce Green
 Joyce Greene
 Linda Greenlee

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 Rebecca Griesbach
 Maritia Griffith
 Janice Grimm
 Charlotte and Robert Gritton
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 Anne and Douglas Gruenewald
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