



2023 IMPACT REPORT



Family
RESOURCES

www.famres.org

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

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.

Safety: Ady Werkmeister & Sydney Bernauer

Trauma Informed Care:

Partnership: Jeta Valencia

Diversity & Inclusion:

Integrity: Emily Blackden

Empowerment: Stephanie Hernandez

“We cannot become what we want by remaining what we are.”

- MAX DEPREE

It's true what they say about change, isn't it?

That it can be both painful and persistent.
That it is a source of fear for some and of freedom for others.

But at Family Resources, we've learned that change is also an invitation to consider what we might become in the face of challenge when we let the strength of our deep roots hold us fast to what matters most - our clients and the communities we serve. And during this past year, we've had to put this to the test, time and time again.

From ending our provision of Foster Group Care Services on the historic Annie Wittenmyer Campus to finding a new home for our community-based and administrative services, we have considered everything that might keep us from being as agile as we need to be for our future, and we have made changes where changes needed to be made. We have adapted our service delivery to include our Crisis Stabilization Program and Group Violence Intervention Initiative, both collaborative efforts with influential community partners that have yielded incredible results in the first year alone. And after celebrating the accomplishments of our last three-year Strategic Plan, we have begun implementation for the next three years, focused on clients, services, employees, location, and finances.

In short, we've embraced change so that we can become exactly who we need to be to continue supporting successful lives to build strong communities... and we couldn't have done any of it without you.

So, thank you for helping us get to where we needed to go, and thank you for standing by our side as we continue to change for the sake of this community. We cannot wait to see what we can continue to accomplish together!



Nicole Cisne
Nicole Cisne, President



Jeff B. Bach
Jeff Bach, Chair

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OUTGOING BOARD OF DIRECTORS



LuAnn Haydon

"Having a passion to serve and support women and children in need, my heart lead me to my connection with Family Resources. The years on the board and the gifting opportunities to help make a difference have been a remarkable experience. Can't thank you enough for offering me a seat at the table."



Pam Askew

"I chose to participate as a Family Resources board member because I firmly believed in the organization. It has provided needed services in the surrounding communities for many years, partnering with other agencies to help individuals and families to succeed. I wanted to be part of that."

I am honored to have been able to have been on the board with great members throughout my term. I wish Nicole and her team continued success and know that they will continue to make an impact on the families and people's lives they touch."

SURVIVO R SERVICES

3,522

Total clients served

*Includes Iowa and Illinois

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

Comprehensive Domestic Abuse Services	1,207
Comprehensive Sexual Abuse Services	705
Sheltering and Housing Services	530
Survivors of Homicide and Other Violent Crimes	712
Comprehensive Sex and Labor Trafficking Services (Braking Traffik)	368



Tee LeShoure, Director of Community Violence Intervention and Engagement, was awarded Mayor Mike Matson's Community Excellence Award!



SHELTERING AND HOUSING

12,142 total nights
Includes agency shelter and hotel stays



14,726 crisis line calls

GROUP SERVICES

1,064 total sessions

40 TYPES OF GROUPS 752 TOTAL GROUP PARTICIPANTS

Filled with Hope

A client reached out to our domestic violence program, seeking help for severe emotional and physical abuse inflicted by her partner, which left her feeling isolated and trapped. Initially hesitant and fearful, our dedicated team provided her with a safe and non-judgmental space to share her story. We offered her **free counseling, legal advocacy**, and a tailored **support group** for limited English proficiency female survivors. Through counseling, she addressed her deep trauma, worked on self-esteem, and learned coping strategies. With our legal advocate's assistance, she obtained a restraining order, bringing her a much-needed sense of security. Over time, she transformed into an active support group participant, connected with others, and diminished her sense of isolation. Empowered, she joined workshops and educational programs to enhance her employability. Thanks to the Domestic Violence Program at Family Resources, her journey toward healing and independence became possible. She emerged from counseling and advocacy sessions as a survivor filled with hope and a renewed outlook on life. She secured a stable job and moved to a safe, supportive environment.

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

ADVOCACY & EDUCATION

62,660

Total Attendees
Trainings &
Presentations

6,464

Total Outreach
Activities



FAMILY RESTORATION

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

283

Foster/Adoptive
Families

263

Foster Care
Youth Referrals

Aftercare services guide young people toward stability and self-sufficiency

Iowa Aftercare
Services
Network

45



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.

THERAPY AND COUNSELING SERVICES
726

CRISIS STABILIZATION & INTERVENTION PROGRAMS

Providing stabilization for youth during moments of mental health crisis

35 Crisis Stabilization Residential

28 Crisis Intervention Stabilization Reunification



COMPREHENSIVE CARE COORDINATION

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

- 354** Integrated Health Home
- 590** Holistic Care Coordination
- 582** Coordinated Assessment Program
- 337** Eastern Iowa Regional Coordination

102 BEHAVIORAL HEALTH INTERVENTION SERVICES



Partnering to make our communities safer

St. Ambrose University and Family Resources Survivor Services programs value our collaborative efforts in trauma-informed education and survivor advocacy. This partnership includes hosting MPH students who serve a Practicum with Family Resources, contributing to the development of the 64 Hour Survivor Advocacy Training. In Spring 2023, we offered this training as a university course titled "Global Gender-Based Violence & Survivor Advocacy," highlighting the global prevalence of intimate partner violence and sexual violence. Students in this course can become trained advocates and collaborate with Family Resources programs, as well as join the St. Ambrose Sexual Assault Awareness Team (SAAT) to promote a safe SAU campus. These students, upon graduation, will spread this message in various communities, enhancing community safety, which is a public health concern. Family Resources' dedication in this area greatly benefits our community.



Melissa Sharer
Director, Assistant Professor
St. Ambrose University

FINANCIALS

Family Resources thanks our many donors for their generous contributions over the past year. In Fiscal Year 2023, we received:

MONETARY GIFTS

\$1,055,679

IN-KIND DONATIONS

\$147,752

REVENUE

\$10,908,000

Government funding, private donations, grants



OPERATING EXPENSES

\$10,929,000

*Pre-Audited Numbers without depreciation

VOLUNTEERS 1,381

HOURS OF SERVICE 26,067

VALUE OF VOLUNTEER TIME \$412,380

EMPLOYEES 233

FULL-TIME 213

PART-TIME 20



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
Quad Cities Chamber of Commerce
Clinton Chamber of Commerce
Greater Quad Cities Hispanic Chamber of Commerce
Dewitt Chamber and Development Company
Greater Muscatine Chamber of Commerce

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Children

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