

# Family Resources

Strong Connections. Strong Children. Strong Families.



## 2018 Annual Report



**FAMILY RESOURCES**

Social Services · Advocacy · Family Restoration · Education

## MISSION

Family Resources strengthens 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 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 169 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.

## OUR PHILOSOPHY

We believe it is a privilege to work with children, families, individuals and communities. We believe that 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.

# SERVICES

## FOSTER GROUP CARE

### 24-HOUR CARE FOR CHILDREN AGES 12-18

## MENTAL HEALTH CARE SERVICES

- Adolescent Sexual Abuse Treatment Program
- Counseling and Therapy Services
- Behavioral Health Intervention Services
- Integrated Health Home

## ADVOCACY

- Volunteer Program
- Resourceful Buying Network

## EDUCATION

- Eastern Iowa - Western Illinois Trauma Informed Care Consortium

## FAMILY RESTORATION

- Crisis Intervention Services
- Foster Care Licensing & Support
- Iowa Aftercare Services Network
- In-Home Counseling Services

## SURVIVOR SERVICES

- Human Trafficking
- Survivors of Homicide and other violent crimes
- Comprehensive domestic violence services
- Sheltering and housing services
- Comprehensive sexual assault services
- Engaging Males

## **A**dapting, Connecting and Innovating

From our earliest roots, Family Resources has embraced adapting, connecting and innovating in order to respond to the needs of our communities. As we assemble this Annual Report, we reflect on the impact of many strategic decisions made throughout this past year. Decisions intended to connect us to the individuals, children and families across Eastern Iowa and Western Illinois that need our help. Decisions designed to ensure that your support is invested wisely.



**Mary Macumber  
Schmidt**  
President



**Rob Woodall**  
Board Chair

**Adapting** - Driven by a reduction in funding at the State level, we consolidated facilities on our main campus in Davenport - bringing employees together in shared work spaces to create efficiencies and enhance client service.

**Connecting** - With an eye toward increasing client accessibility, we identified more cost effective office spaces in Clinton and Muscatine.

**Innovating** - 2018 was a year of expand and contract. As we sought to contract our facilities footprint, at the same time, we embraced opportunities to expand and innovate. We experienced growth in our Survivor Services - adding Transitional Housing in Iowa, and Community Violence Programming in Illinois - to our array of services. We know the important impact these services have on support for families affected by housing insecurity and advocacy for families affected by the increase in violence we're experiencing in our communities.

The importance of this work, and your support, cannot be overstated. Together, our shared resources and talents are - without doubt - pivotal to our mission of strengthening children, families and individuals. On behalf of the Family Resources' staff and Board of Directors, we thank you for your ongoing support - you are creating a caring community of healthy families!

A handwritten signature in black ink that reads "Mary M. Schmidt".

**Mary Macumber Schmidt**

A handwritten signature in black ink that reads "Rob d. Woodall".

**Rob Woodall**



# A COMMUNITY OF SUPPORT

**TotalChild**

Lindsay and her two children have benefited from services provided by Family Resources and our community partners.

Lindsay's daughter, Samantha, 13, and son, Michael, 12, enrolled in TotalChild in 2016. Both children were experiencing behavioral issues in the home that impacted all aspects of their life including school attendance and education attainment. Lindsay's family learned of TotalChild through Family Resources as she was receiving Behavioral Health Intervention services.

"I was looking for more stability for me and my kids," Lindsay said. "We've had a lot of physical and mental challenges to overcome and dealing with those as a single parent was difficult."

One of the major struggles that Lindsay was facing was setting and following through with expectations for her children.

One of Lindsay's goals when she enrolled in TotalChild was to learn effective and nurturing ways to effectively praise and discipline her children. With the help of her Success Manager, they explored effective parenting strategies that Lindsay could use to parent her children.

Lindsay's Success Manager worked with the entire family including the children's grandmother, with whom they lived, as she was also parenting the children. After many conversations and opportunities to model and practice new strategies, as well as get connected with additional community services and supports, the children's behavior began to turn around.

Lindsay and the children's grandmother were setting clear expectations that the children were following. By this time, the family was involved in several services including Behavioral Health Intervention and Counseling and Therapy to help with skill building and communication, as well as Integrated Health Home within Family Resources.

Lindsay told her Success Manager that her dream was to provide a home that was safe and stable for her children to grow up and be around positive influences. Lindsay set a goal to buy a home. After working with her Success Manager and connecting to community partners, Lindsay was able to purchase her first home, just eight months after being involved with TotalChild. Samantha and Michael are now experiencing success in school while continuing to participate in services coordinated by their Success Manager.

"We've had some struggles throughout our life, but with the help of our Success Manager, we are getting through them. I couldn't do this all by myself. If I needed a shoulder to cry on, she was there. I couldn't have asked for a better Success Manager at this time in my life," she said.

**151**  
ENROLLED IN  
TOTALCHILD IN  
SCOTT COUNTY

**82%**  
REACHED STABILITY  
IN EDUCATION,  
FAMILY, YOUTH AND  
COMMUNITY



In 2018,  
Family  
Resources  
impacted more  
than 37,000  
individuals in  
Iowa and Illinois.

326

SURVIVORS OF  
HOMICIDE AND  
OTHER VIOLENT  
CRIMES

37,603

TOTAL COMMUNITY  
MEMBERS IMPACTED

63

PARENTING  
INSIDE OUT

1,087

SEXUAL ABUSE  
COMPREHENSIVE  
SERVICES

191

CHILD WELFARE  
JUVENILE JUSTICE

876

SURVIVOR  
SERVICES  
SHELTER

459

INTEGRATED  
HEALTH HOME

68

RAPID  
RE-HOUSING

2,701

24 HOUR  
CRISIS LINE

28,417

TRAININGS AND  
PRESENTATIONS

159

ENGAGING MALES

2,386

DOMESTIC ABUSE  
COMPREHENSIVE  
SERVICES

794

COUNSELING AND  
THERAPY SERVICES

76

BRAKING  
TRAFFIK

# OUR 2018 EVENTS

ISABEL BLOOM  
SIGNING  
EVENT



RISING UP AGAINST  
SEXUAL ABUSE  
LUNCHEON



OPENING  
DOORS  
GALA



## FILL THE TRUCK



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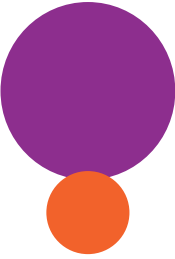
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Veola McGowan-Gilmore  
Vidhya Ganesh  
Virginia Skipper  
Wells Fargo - Davenport  
Will Brooke  
William and Diane Wagner  
William and Dixie Burress  
Willie and Susan Singleton  
Willie Smith





**FAMILY RESOURCES**

Social Services - Advocacy - Family Restoration - Education

2800 Eastern Ave.  
Davenport, IA 52803

Non-Profit  
U.S. Postage  
PAID  
Cedar Rapids, IA  
Permit No. 377



/famres



@FRI\_QCA



@familyresourcesqc

## EMPLOYEES

**\$10,925,457\***  
**REVENUE**

Government funding,  
private donations,  
grants

\* Pre-audited numbers

**\$10,914,458\***  
**EXPENSES**

**162**  
**FULL-TIME**

**30**  
**PART-TIME**

Family Resources thanks our many donors for their generous contributions over the past year. In fiscal year 2018, Family Resources received

**\$991,446**

in monetary gifts and an additional

**\$205,658**

of in-kind donations.

**7**

**DONORS**

## VOLUNTEERS

**685**  
**VOLUNTEERS**

**21,061**  
**VOLUNTEER HOURS**

**\$327,709**  
**DOLLAR VALUE OF VOLUNTEER TIME**