



FAMILY SERVICE
OF CHESTER COUNTY

envisioning your potential.

IMPACT REPORT 2020-21

ABOUT FAMILY SERVICE OF CHESTER COUNTY

Vision

To empower Chester County residents to be healthy, supported, and fully integrated into the community.

Values

- Compassion
- Empowerment
- Quality Care and Excellence
- Diversity and Acceptance
- Collaboration

Mission

To provide life-changing individual and family support by removing barriers and providing access to counseling, case management, youth services, and family programs.

We believe in treating everyone with dignity and respect. All voices are welcome and appreciated.

Everyone deserves access to quality programs with trained professionals who are committed and passionate about helping others.

We empower you to reach your full potential. We listen. We provide support and resources. You are the reason we are here.



A MESSAGE FROM LEADERSHIP

Every year, in the spring, there is a newness that permeates day-to-day life in which even humans can uniquely sense. New life always creates a sense of hope especially after some challenging times. 2020-21 has felt like a new chapter in a long book.

During the challenging pandemic year, when many of us were forced to retreat to our homes and curtail our activities, Family Service used the opportunity to engage all staff members in assessing and reaffirming our mission. This “soul searching” has helped create new familial bonds within the agency. We have reached out to connect more deeply with the greater community, searching for unmet needs, seeking new sources of funding, informing our valuable donors, and adding key new programs and staff members. We have updated our website to be more accessible and informative. We are emerging from the pandemic with surprising energy and growth, and encouraging successes.

With our incredible staff, knowledgeable Board of Directors, and foundation of 70+ years serving Chester County, Family Service can create a lasting impact. If you want to be part of what Family Service is doing, you are welcome here!

While we don't know the future, what we do know is no matter what, we will continue to provide life-changing individual and family support by removing barriers and providing access to counseling, case management, youth services, and family programs. We thank you for your support and look forward to your continued engagement.



Mark Butler

Mark Butler, MS
Executive Director



Rhoda McNitt

Rhoda McNitt
Board President

AROUND THE AGENCY

1,250 CLIENTS

Every person who walks through our doors is treated with dignity and respect. Many of our clients are engaged in multiple programs and we believe it's not the number but the impact which is the most important.

NEW WEBSITE

Our previous website was outdated and in need of a redesign. After putting a plan together, we started working on our new site in May 2020. The site turned out great. Check it out at www.familyservice.us.

11% BUDGET INCREASE

Our agency is growing and this means new programs, new staff, and new opportunities. Family Service is trying to keep up with the needs of the community.

11 NEW HIRES

Family Service is grateful for the 11 new team members we added. We hired therapists, social workers, case managers, and more. We believe that our team members are what makes Family Service special.

20,000 IMPRESSIONS

Between our website and social media accounts, we had over 20,000 unique views. Our goal is to provide regular updates to donors, useful content for clients, and help highlight the positive things happening.



Counseling Program

- Our counseling department went through a major change with our previous Director, Meg Pope, retiring at the end of May. Our new Counseling Director, Kevin Hayes, was previously a full-time counselor.
- There was a total of 635 clients and 3,126 sessions.



We believe in creating authentic connections and believe in leveraging those connections to help more people.

Génesis Rubo
Bilingual Therapist



KCSD Partnership

We are partnering with Kennett Consolidated School District to introduce a new network of therapeutic support services to students across the district.

These five newly hired family therapists will be placed within the KCSD to promote the social and emotional wellbeing of K-12 students. We look forward to strengthening our relationship with The Kennett Consolidated School District as a trusted referral source through this partnership.



Supportive Housing

- There were 12 young adults already enrolled in the program. In the FY 2020-21 there were 18 new referrals and 19 completed the program.
- Youth had the option to receive food deliveries through the local food bank.
- A client testimonial video was produced telling Dyanar's story. Go to our YouTube page to watch!

Our goal is to impact the youth and change lives one person at a time.

Alvin Herring
Supportive Housing Director



Zoom Driver Program

Since March 2020, the Zoom Volunteer Driver program has been temporarily suspended due to COVID-19. This vital program has helped thousands of clients throughout the county receive transportation to critical medical appointments. Due to the ongoing challenges of the pandemic, Family Service is utilizing our resources to meet the varying needs of Chester County residents. Family Service is in communication with partner agencies about transitioning this program to a more suitable environment. We firmly believe this program is necessary for clients to maintain their access to medical appointments.



Strengthening Families Program: For Parents and Youth 10-14

- Through the Department of CYF funding, SFP 10-14 was implemented virtually for a total of 84 participants.
- Family dinners were delivered weekly for a total of 588 meals served.



Even in a virtual setting, it was incredible to see the connection families had with our talented facilitators.

Johnna Goodridge
Prevention Director



Familias Unidas/Families United

- 144 total participants attended virtual group and individual family sessions throughout the year.
- With funding from the Department of CYF, 1,040 dinners were provided program participants.
- Through community partnerships, we were able to provide families with rental assistance, utility assistance, food, clothing, and technology to help their children continue learning remotely.



Exchange Club Family Center

- ECFC hired two new case managers, Gaby Baeza and Melissa Urban.
- There were 54 Families with a total of 154 children served in 2020-21.
- There were 306 doorstep food deliveries.
- Case managers introduced the Nurturing Family Model into family sessions.



ECFC's Pinwheel for Prevention campaign helped fund family-centered programs to reduce negative childhood experiences.

Amy DeFonzo
ECFC Director



Project ONE

- 9 new clients joined the program (107 clients total).
- Clients are located in 23 different zip codes throughout Chester County.
- Case management work continued remotely doing check-ins and monthly group sessions.
- We added a new case manager, prevention specialist, and a registered dietician!



IMPACT STORY

Jennie was lost. She had it rough from day one of life. Even as a kid, she felt like no one loved her. As she started her journey in recovery from substance abuse in 1991, she realized she couldn't go any further. Reaching out for therapy was a massive step for Jennie as she always had deep mistrust in any institutions. Even though Family Service was down the street, it might as well have been on the moon.

One day she finally made the leap; Jennie enrolled in counseling at Family Service of Chester County. She was able to have access to professional counseling without financial barriers.

For the last 25 years, Jennie has worked with our veteran counselor, Ednah. Jennie attributes a great deal of her success to the kind and compassionate work of Ednah and the Family Service staff. From the second she walked in the door, she always felt safe. Together, they have worked to break down the negative ideas keeping Jennie from living her life with purpose and freedom.



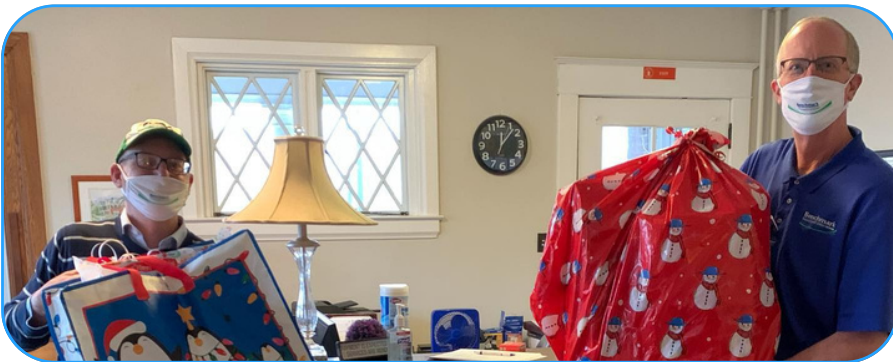
While Jennie still has her struggles, she continues her treatment and pushes ahead despite the obstacles. "Life is good for me now; simple but good," Jennie said. Over the years, therapy has given her the freedom to start to engage in life and not be held back by the bondage of fear and self-doubt. Jennie became a 2nd-degree blackbelt after 25 years of karate and works for the Police Athletic League as an administrative assistant.

Jennie wanted to share her story because she believes in the power of example. Good things happen when people stop trying to act like they have it all figured out. There is so much freedom with this attitude. At the end of the day, the best advice Jennie has for people on the fence about therapy is, "you just gotta go".

COMMUNITY



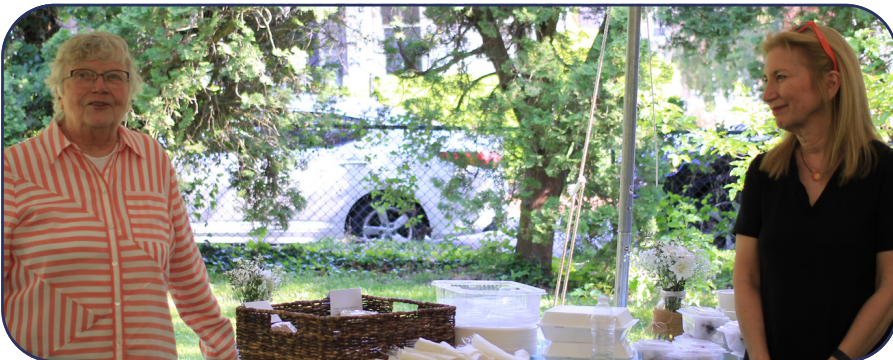
**Thank you to everyone
who helped supply gifts
for over 212 children!**



**Benchmark FCU
donating gifts for our
2020 Holiday drive!**



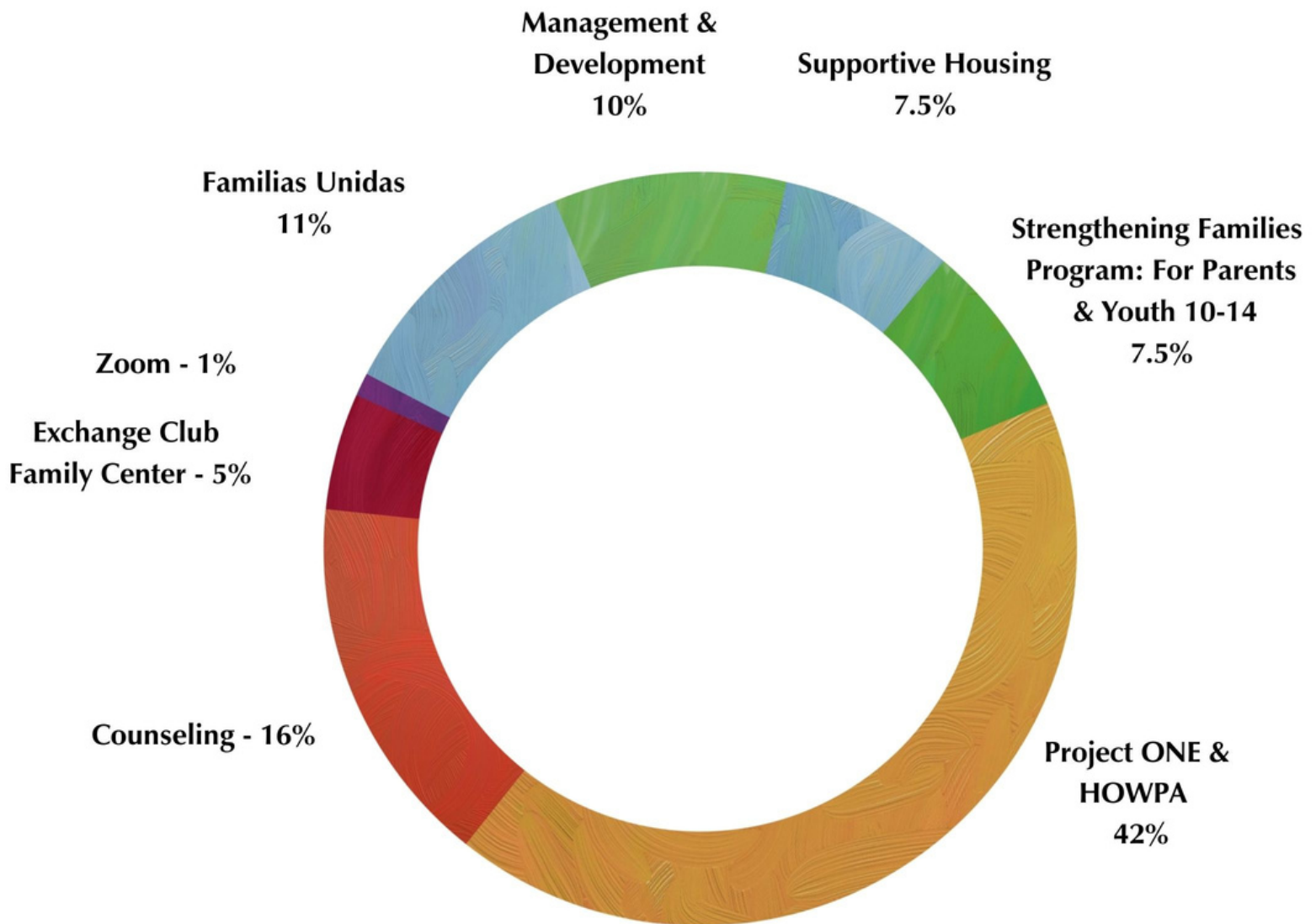
**ECFC received \$10,000
through Jeff Kitchen and the
Edward Jones Foundation.**



**Sharon Owen honoring
Meg Pope at her
retirement party
in May 2020.**

FINANCIAL STATEMENT

PERCENTAGE BY PROGRAM AREA



"2020-21 was an incredible year. With our proven infrastructure, we were able to keep overhead costs down and continue to provide as much value to our clients as possible."

ALBERT ANDERSON | FISCAL DIRECTOR

Stay in Touch!



@familyservicecc

THE
FAMILY
TREE

Join our community of monthly donors bringing help to local families in need. As part of this community, we will bring you along for the journey with impact stories, pictures, and how the resources are being utilized.

\$25/month | provides monthly tangible support for a local family

\$50/month | provides access to monthly counseling sessions

You can sign up at www.familyservice.us/donate

www.familyservice.us