



# DONOR IMPACT REPORT





You Restore Hope

In 2019, your support gave local children, families, and individuals the care they needed in times of crisis, struggle, or transition. Thanks to you, we helped them restore their hope, overcome their struggles, and find stability, healing, and opportunity!

# OUR STORY

#### MISSION

At Family Services, we've made it our mission to protect, heal and care for the most vulnerable people in Northeast Wisconsin. We care for children, families and individuals in need, protect them from harm, and heal those that have been hurt by abuse and neglect. Our staff uses a trauma-informed approach to help each individual reconnect to their family and their community while helping them reach their goals for a bright future.

#### HISTORY

Since 1899, Family Services has served as a critical resource to families as they navigate life's challenges and transitions. We are the oldest human services agency in Green Bay and serve over a dozen counties across Northeast Wisconsin. We are continuously evolving to meet the ever-growing needs of our communities to ensure that families are strong, children are thriving, and individuals are healthy.



Over 18,000 people helped each year



94% of clients say our staff helped them reach their goals.

Over 35 programs serving over a dozen counties



A proud community partner of the United Way

Here for all of life's challenges & transitions

I believe that it is the **responsibility** of every one of us to care for others in any way we can. Improving the lives of those around us has **immeasurable value** and supporting an organization like Family Services **amplifies that impact**.

**Kristy Maney** Vice Chair, Family Services' Board of Directors

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#### MENTAL HEALTH AND THE GLOBAL PANDEMIC: WE'RE ALL IN THIS TOGETHER

Family Services' mission to Protect, Heal, and Care has been tested time and time again over the course of our 120-year history. But never more so than during the onset of the COVID-19 pandemic, which continues to impact us in unprecedented ways.

Fear, anxiety and social isolation have taken a toll on us all. From parents trying to work from home while also homeschooling their children, to workers who suddenly find themselves unemployed, to those of us who struggle with anxiety and depression.

During these difficult and unsettling times, Mental Health services and supports are not only important, they are critical. A recent poll conducted by the American Psychiatric Association determined that one third of respondents feel the pandemic has had a "serious impact" on their mental health. These are profoundly serious numbers and must be a concern to us all.

Family Services has evolved to be there in every way possible for children, families, and individuals throughout the day-to-day uncertainty of the virus. And, we will continue to be there for them when our lives return to some semblance of normalcy as we collectively attempt to recover from the trauma of the pandemic.

In this Impact Report, we have chosen to highlight Family Services' full range of mental health services. Mental health care is a large component of what we do, and we feel it has never been timelier than it is now to focus on the amazing work of our counselors and social workers. They are truly keeping our communities safe while delivering on our longstanding mission to Protect, Heal and Care.

Family Services has been there for our communities in the past; we are there now as we navigate this crisis; and we will be there in the future as we heal from this unprecedented threat not only to our physical health but our mental health as well.

Thank you for your support of Family Services and our efforts to keep our communities safe and healthy. We are in this together and we will get through this together.

Jeff Vanacheert

JEFF VANDELEEST PRESIDENT & CEO

Thomas Wedgemund

TOM SIGMUND CHAIR, BOARD OF DIRECTORS

# Support that Saves Lives

The staff at the Crisis Center is always accommodating to law enforcement and willing to help out. Their mobile response allows them to often contact people in crisis and get them the services they need without the involvement of law enforcement. The involvement of law enforcement often creates anxiety and undue stress for a person in crisis and that person is already under a lot of stress.

**Captain Dan Sandberg** Brown County Sheriff's Office Crisis Counselors provide the **emotional support**, resources, and crisis intervention strategies necessary to **prevent suicide**.

# CRISIS SERVICES



Suicide is the 2nd leading cause of death in WI among ages 15-34. †



Thanks to you, crisis counselors responded to 24,596 calls in 2019.



Over 80% of crisis callers stated feeling better after the call.

#### YOU PROVIDE HOPE TO THOSE WHO FEEL HOPELESS

Thanks to your support, people in extreme emotional or mental distress have somewhere to turn 24 hours a day, 7 days a week. People like \*Sally. Sally was struggling with daily thoughts of suicide when she came to the Crisis Center of Family Services with her adult children. The family felt she was no longer safe at home. A Crisis Counselor talked with Sally about how she was feeling and how she could be safe. Both Sally and her children expressed a desire for inpatient treatment. Within a matter of hours, the Crisis Counselor had secured Sally's placement at a local facility. She was admitted that day and could finally feel safe.

During a follow-up with her Crisis Counselor, Sally expressed that she was doing much better. She was taking medication for her mental health issues and had set up an appointment for ongoing therapy. Sally wrote, "I have always been treated with kindness and concern. Thank you very much! I got the help I needed." Thanks to your support, thousands of people like Sally are able to get the care and compassion they need to prevent suicide and find a way forward.

# MENTAL WELLNESS

#### YOU MAKE MENTAL HEALTH CARE MORE ACCESSIBLE

Mental, emotional, and behavioral health issues can affect anyone at any time. Addressing these problems as soon as possible is critical to preventing long-term negative affects. This is especially true for our community's youth. Kids like Chloe\* who, without your support, may have otherwise been unable to access the mental health care they needed to thrive.

Chloe came to our outpatient Triumph Program in deep despair. She was on the verge of being admitted to the hospital for thoughts of suicide and lacked support from her mom, who was also struggling with her own mental health issues. Thanks to you, Chloe was able to receive group and individual therapy in a setting that allowed her to work on both her academics as well as her mental health. Through the Triumph Program, she was able to stabilize her depression and anxiety. Chloe overcame many obstacles to graduate high school early. She now holds a full-time job, lives independently, and hopes to further her education to become a mental health therapist!



1 in 5 U.S. adults and 1 in 6 youth live with a mental health disorder. †



You helped over 2,000 individuals access outpatient therapy in 2019.



Over 70% of clients reduced their symptoms, exceeding national standards.

\*Name and other information has been changed to protect the client's identity. 1 According to the most recent CDC and SAMHSA data.

In 2019, Family Services therapists provided **professional counseling** and mental health services to students who needed it in over **one dozen schools**. Triumph has been the best decision of my life. When I started I was **depressed**, **suicidal**, **anxious**, and was struggling with daily life in general. Triumph helped me be where I am at today. **Today I am strong, happy, and resilient**... I'm glad I gave Triumph a chance because I am **no longer suicidal** and am now eight months clean.

Forging Healthy Connections

Anonymous Student Triumph Program, Fox Valley All Family Services staff are trained to use a **Trauma-Informed Approach** to effectively treat behaviors and symptoms related to **traumatic experiences.**  I have had multiple youth complete the Family Services' Residential Program. Several of those youth have made **significant progress** in their lives... I've had multiple clients that have reflected on their experience at Family Services as **a time when they were able to start a new path** and develop better skills to have a positive impact on their day-to-day lives.

**Aaron Alexander** Social Worker/Therapist, Brown County

Healing childhood trauma

### INTENSIVE TREATMENT



Nearly 1 in 6 adults has had 4 or more Adverse Childhood Experiences (ACES). †



You helped 233 individuals access treatment to begin to heal.



98% of clients said staff treated them with dignity and respect.

#### YOU RESTORE FEELINGS OF SAFETY & STABILITY

Your support is helping us break the cycle of trauma and abuse in our communities. An experience of trauma like abuse, sexual assault, or abandonment can have severe and long-lasting effects on an individual's mental, behavioral, and physical health. Especially if the traumatic experience occurs in childhood. You allow us to restore a sense of safety and stability to those who experience trauma, through our intensive treatment programs.

Joe\* had been placed in 11 different foster homes before coming to our inpatient Residential Treatment program. His mother had struggled with addiction and had long been absent from his life. As a result, Joe had a hard time trusting anyone and suffered from a severe attachment disorder. Our staff had to continually show him through their actions and words that no matter how hard Joe pushed them away, he would receive their support and care. Once they had his trust, they were able to help Joe work through his past trauma and learn effective ways of coping. He gained confidence and reconnected with family members. Thanks to your support, Joe successfully left the program to live with a relative. His therapist says that 6 months after leaving, Joe was still doing well, getting good grades, and making healthy connections in his community!

## THANK YOU

#### YOU PROTECT, HEAL, & CARE FOR PEOPLE IN OUR COMMUNITY

#### \$25,000 +

Associated Bank Cornerstone Foundation of Northeast Wisconsin The George Kress Foundation Green Bay Packers Give Back J.J. Keller Foundation, Inc. Rotary Club of Green Bay Project Fund Schneider Foundation

#### \$10,000 - \$24,999

Amerhart, Ltd. Anonymous Shanna & Wendell Ellsworth Green Bay Packers Foundation Humana, Inc. Joseph & Sarah Van Drisse Charitable Trust K.C. Stock Foundation Long Family Fund for Catholic Charity Nicolet National Bank Other Guys Law Enforcement Motorcycle Club Procter & Gamble Paper Products Cathy & Rob Riordan

#### \$5,000 - \$9,999

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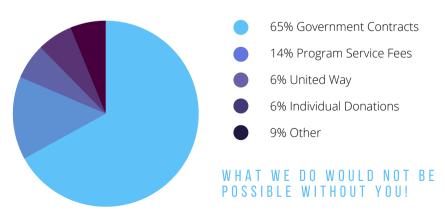
#### \$1,000 - \$2,499

Alive & Kickin' Pizza Crust

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#### SOURCES OF REVENUE



#### \$1.000 - \$2.499 (cont'd)

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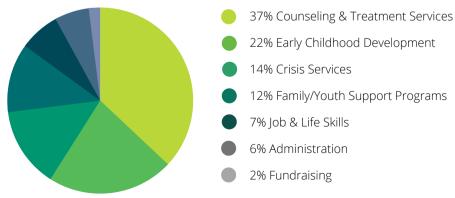
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#### USES <u>OF FUNDS</u>



- 22% Early Childhood Development 14% Crisis Services
- 12% Family/Youth Support Programs
- 7% Job & Life Skills
- 6% Administration
- 2% Fundraising



#### \$250-\$499 (cont'd)

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