MISSION:
Protect, Heal, Care

VISION:
Communities of thriving children, strong families, and healthy individuals.

VALUES:
Family, Respect, Compassion, Integrity, Trust
Serving our community for more than 120 years

1899:
Family Services was founded as Associated Charities, the first human services agency in Green Bay

1925:
Became a charter member of the Community Chest (now known as United Way)

1998:
Name transitioned from Family Services Association to Family Services of Northeast Wisconsin

1999:
Family Services celebrates 100 years of service

2002:
Billie Kress Center for Youth Development opened to house the Residential Treatment Program

2011:
Family Services opens Willow Tree Cornerstone Child Advocacy Center

2020:
Family Services began operation of 988 Wisconsin Lifeline

2021:
The Crisis Center relocated to 3150 Gershwin Dr. Green Bay, streamlining access to care

2022:
Sexual Assault Center relocated to 319 Crooks St. Green Bay, welcoming survivors and their families

PROGRAMS

Beacon
Counseling Clinic
Crisis Center
Day Treatment
Early Head Start
Families First
Healthy Families
Our Place
Parent Connection
Billie Kress Center for Youth Development- Residential Treatment
SELF (Support, Education, Life Skills, and Family)
Sexual Assault Center
Supervised Visitation
Teen Parenting Program
Welcome Baby
Willow Tree Cornerstone Child Advocacy Center
988 Wisconsin Lifeline
Women’s Recovery Journey
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Letter from the President/CEO

As I reflect on the past year, I am filled with gratitude for your support of our organization and the vital services we provide to Protect, Heal, and Care for Northeast Wisconsin.

Thanks to your generosity and commitment, we have made a tangible difference in the lives of countless individuals within our community. One of our primary objectives over the past year was to enhance access to mental health services, and I am delighted to report an impressive 20% growth in our outpatient counseling services. These services offer essential mental health support to individuals of all ages, enabling them to address trauma, manage stress, and develop effective coping strategies for life's challenges.

Yet, our efforts to improve access to mental health services extend beyond our Counseling Services. Mental health care is integrated into all facets of our program offerings. Whether through our Mental & Behavioral Health programs, Crisis Services, Victim Services, or Home Visitation and Parenting Support programs, we deliver tailored mental health support, meeting individuals wherever they may be on their journey.

I am also proud to announce that we have consistently upheld our commitment to our universal outcomes of delivering exceptional service to all who seek our assistance, ensuring that each individual is treated with the utmost dignity and respect.

None of these achievements would have been possible without your invaluable support. Your generosity fuels our programs, sustains our services, and enables us to extend our reach to even more individuals and families in need.

As we turn our gaze toward the future, I am filled with excitement for the possibilities that lie ahead. With your continued partnership and support, we will persist in expanding our reach, enhancing our services, and effecting lasting change in the lives of those we serve.

TOGETHER, we will forge a stronger, more resilient community for all.

With gratitude,

[Signature]

Lois Mischler,
President & CEO
Amidst the challenges of anxiety and depression, Jamie* found solace and support through your generosity to the Crisis Center. Feeling isolated, Jamie reached out for help, and thanks to your ongoing support, she received the guidance she desperately needed.

During a phone conversation with a Crisis Counselor, Jamie practiced techniques to alleviate her anxiety. However, still feeling vulnerable, Jamie agreed to a face-to-face meeting. Just 30 minutes later, the Crisis Counselor and Jamie were sitting down together.

Feeling safer and less alone, Jamie began to share details of a recent traumatic experience. The counselor was able to help Jamie process what she had been through, validate her feelings, and identify additional resources for support. Together, they developed a safety plan and next steps for Jamie.

In the days that followed, the counselor continued to check in on Jamie, ensuring she was receiving the support she needed and staying on track with the safety plan. Each call was a reminder to Jamie that she was cared about and had a support network she could count on.

Your generosity ensures that individuals like Jamie have someone to turn to, even in their darkest moments. Your contribution provides hope amidst the despair, offering comfort and compassion when it’s needed most.

*name changed to protect client confidentiality
SEXUAL ASSAULT CENTER
Provides free and confidential services 24/7 to survivors of sexual assault. Including crisis intervention, supportive counseling, medical and legal advocacy, and follow-up assistance.

WILLOW TREE CORNERSTONE CHILD ADVOCACY CENTER
Provides a safe place for children who have been abused, neglected, or otherwise maltreated to be heard through forensic interviews, medical evaluations, advocacy, and prevention education.

SUPPORTING VICTIMS OF CRIME

Counseling Services assist children and their families on their journey of healing.

COUNSELING CLINIC
Provides traditional and innovative outpatient counseling to assist with a wide range of mental, behavioral, and substance use issues.

Sexual Assault Center may refer survivors to the Counseling Clinic to receive ongoing support aiding in the healing journey.
FAMILY SERVICES

DEMOGRAPHICS

ETHNICITY
- 57% White
- 7% Hispanic and Latino/a
- 6% Indigenous and American Indian
- 6% Black or African American
- 5% Multi-Racial
- 2% Asian or Asian American
- 17% Other/Unanswered

GENDER
- 62.5% Female
- 35.4% Male
- .26% Non-Binary
- .13% Transgender
- 1.7% Unanswered

AGE
- Under 5: 3%
- Age 5-14: 20%
- Age 15-19: 18%
- Age 20-34: 33%
- Age 35-7: 18%
- Age 55-64: 4%
- Age 65-84: 2%
- Unanswered: 2%
FUNDING STATS

USE OF FUNDS:

- Counseling & Treatment: 31.2%
- Crisis & Intervention: 17.7%
- Early Childhood Development: 19.4%
- Family & Youth Support: 18.2%
- Job & Life Skills: 5.0%
- Administration & General: 6.2%
- Fundraising: 2.2%

REVENUE SOURCES:

- Contracts: 70%
- Program Service Fees: 12.3%
- Contributions: 6.8%
- United Way Support: 3.9%
- Other: 7%

2023 COMMUNITY IMPACT REPORT | 9
Because of you lives are saved, families are strengthened, victims are beginning to heal, and children are growing up safer & healthier.

### IMPACT STATS

<table>
<thead>
<tr>
<th>Category</th>
<th>Statistic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>People in Crisis</td>
<td>92%</td>
<td>92% of people in crisis reported a safe resolution to their situation through our services.</td>
</tr>
<tr>
<td>Home Visits</td>
<td>5,399</td>
<td>5,399 home visits guided parents and aided their child’s development, a key component of reducing the risk of child abuse.</td>
</tr>
<tr>
<td>Youth &amp; Adults</td>
<td>1,678</td>
<td>1,678 youth &amp; adults accessed therapy to address mental health or behavioral concerns.</td>
</tr>
<tr>
<td>Therapy Clients</td>
<td>74%</td>
<td>74% of therapy clients showed an improvement in mental health symptoms. The national average is 68%.</td>
</tr>
<tr>
<td>Families of Newborns</td>
<td>1,062</td>
<td>1,062 families of newborns were connected to resources that provide support, stability, and opportunities.</td>
</tr>
<tr>
<td>Survivors of Sexual Assault</td>
<td>1,325</td>
<td>1,325 survivors of sexual assault had an advocate at their side through the medical, legal, and healing process, ensuring survivors’ voices are heard</td>
</tr>
<tr>
<td>Women</td>
<td>76%</td>
<td>76% of women receiving addiction treatment and support through Women’s Recovery Journey secured safe housing, a critical component in maintaining long-term, recovery</td>
</tr>
<tr>
<td>Children</td>
<td>502</td>
<td>502 children disclosed their abuse in the safe and supportive surroundings of Willow Tree Cornerstone Child Advocacy Center.</td>
</tr>
</tbody>
</table>
Family Services was a proud participant in the First Annual NEW Dancing with Our Stars event.

Because of YOUR generous support, Kristy Maney raised more than $92,000 in support of Family Services on October 7th and took home the prestigious Jim Rivett Memorial Fundraising Mirror Ball Trophy!

Kristy along with seven other participants collectively raised $590,000 to support area nonprofits! We are so proud of Kristy and grateful for her dedication to our mission!
The Green & Gold Gala is Family Services’ largest fundraiser of the year, providing critical support for our mental health treatment, prevention, intervention, and advocacy services. This event is held annually in partnership with Green Bay Packers Give Back.

More than $400,000 was raised at the 2023 event, supporting 25,000+ children, families, and individuals served through Family Services.

Thank you to all our 2023 Green & Gold Gala Sponsors:
The LIFE SAVER Benefit is held annually to benefit Willow Tree Cornerstone Child Advocacy Center, an innovative program of Family Services. The event aims to raise both awareness and crucial funds to support children who have been abused, neglected, or otherwise endangered.

More than $165,000 was raised at the 2023 event, supporting 500+ survivors of child abuse and neglect through Willow Tree Cornerstone Child Advocacy Center.

Thank you to all our 2023 LIFE SAVER Benefit Sponsors:
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