



PURPOSE TO  
*Perseverance*

2020 ANNUAL REPORT



*Family*  
RESOURCES

## 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.

## SURVIVOR SERVICES

Comprehensive Sex and Labor Trafficking  
Survivors of Homicide and Other Violent Crimes  
Comprehensive Domestic Violence Services  
Sheltering and Housing Services  
Comprehensive Sexual Assault Services  
Engaging Males Mentoring

## FOSTER GROUP CARE

24-hour care for children ages 12-18  
Bridge House (girls unit)  
Leslie (boys unit)  
Summit (boys unit)

## FAMILY RESTORATION

Foster Care Licensing & Support  
Iowa Aftercare Services Network

## CHILD WELFARE EMERGENCY SERVICES

Emergency Youth Shelter  
Diversion Services

## MENTAL HEALTH CARE SERVICES

Adolescent Sexual Abuse Treatment Program  
Counseling and Therapy Services  
Behavioral Health Intervention Services  
Integrated Health Home  
Holistic Care Coordination

## ADVOCACY

Volunteer Program  
Survivor Services

## EDUCATION

High Roads Program  
Survivor Services



“Alone we can do so little,  
together we can do so much.”

- Helen Keller



At this time last year, we gathered our community together, unaware of the challenges that lay ahead, and set forth this simple statement as a guiding principle to lead us forward together.

Little did we know how important these words would become over the following year, but here we are, on the other side, and more aware than ever that it is our connection to each other that makes us strong.

From a de-affiliation to a global pandemic, Family Resources weathered more challenges this year than during many before, but we are proud to say we weathered each with grace, resilience, and perseverance. In many ways, we found ourselves invited to practice what we preach and follow in the footsteps of our clients who overcome insurmountable challenges on a daily basis. And we made it through, due largely to the perseverance of our people and the support of our community.

And so, as we look forward to the year ahead, we want you to know that we are still here.

**We are still here for the people we serve, for the communities we strengthen, and for the sake of supporting successful lives.**

And we will continue to be here, for many years to come, by continuing to translate our committed sense of purpose to a determined sense of perseverance.

So, come along with us because together we can do so much.



Nicole Cisne Durbin,  
President



Cristy Tackett-Hunt,  
Chair

#### BOARD OF DIRECTORS

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# STANDING WITH *Survivors*

5,585

CRISIS LINE CALLS

## SURVIVOR SERVICES

230

Comprehensive  
Sex & Labor  
Trafficking

571

Survivors of  
Homicide and  
Other Violent  
Crimes

1,487

Comprehensive  
Domestic Violence  
Services

802

Sheltering  
Services

795

Comprehensive  
Sexual Assault  
Services

114

Engaging Males  
Mentoring

“Family Resources has given me an opportunity to explore my abuse from the vantage point of a survivor, not a victim. I’m empowered, and was able to grow through my experiences, not despite them. Most importantly, Family Resources has made me feel heard, and reminds me that my experiences are worth sharing because I am not alone.”

**Kira, Survivor Services**

I am a *survivor.*





## FOSTER & ADOPTION

490

Foster/Adoptive  
Families

## FAMILY RESTORATION

31

Iowa Aftercare  
Services Network

## CHILD WELFARE SERVICES

102

Child Welfare  
Juvenile Justice

*"I've been in the system since I was 15 years old after I robbed someone for the newest iPhone. I was 17, almost 18, when I started turning my life around. I had gotten to the point to where I know from here on out it was prison and sitting in between four walls for the rest of my life or I change my life right now. When my girlfriend and I found out we were having twins, I realized I had something to live for. I'm proud today that I changed my life around before it was too late. Family Resources, my family and my support system helped me."*

Terrence, Foster Group Care Graduate

[WATCH TERRANCE'S STORY >](#)

Family Resources

gave me a *chance.*

HELP OTHER KIDS LIKE TERRANCE  
TURN THEIR LIFE AROUND AT  
[FAMRES.ORG/DONATE](https://famres.org/donate)



## Spending time in therapy has helped me tell *my story*.

"I decided to seek help at Family Resources after a friend mentioned she had been there for counseling because she had also experienced domestic violence. I felt comfortable reaching out to Family Resources because I knew a couple of friends who had used their services. I also greatly appreciated that counseling services were free because our budget was super tight at the time. Spending time in therapy has helped me open up and tell my story, and telling my story helped me feel like a huge weight had been lifted from my shoulders. Family Resources helps so many people in so many ways, and I am grateful to be one of them!"

**Rachel**

### MENTAL HEALTH CARE

473

Integrated Health Home

1,360

Counseling and Therapy

78

Behavioral Health Intervention

**We anticipate the effects of COVID-19 will be felt for years to come... and we will be here, at every step, to support and serve the people who count.**

### FAMILY RESOURCES BOARD MEMBERS



*"I know first hand the positive impact Family Resources has on kids, families and the community it serves. Being a board member will allow me to be a part of an organization that will change the lives of many youth and adults alike and that is a noble mission that I'm honored to be a part of."*

Georgette Coykendall, Training and Development Manager, Per Mar

"The Quad Cities is all about community. Family Resources is a local organization dedicated to serving the local population. That's impressive! The invaluable services it provides to the citizen of the Quad Cities makes this a better place to live. I'm excited to be a part of the group leading it and shaping it's future."

Melissa L. Uzzell, JD, Vice President, Wealth Management, First Midwest







## ADVOCACY & EDUCATION

**99,394**

Total Outreach  
Participants/Attendees

**5,022**

Trainings, Presentations  
& Attendees  
(Outreach Activities)

## FISCAL YEAR 2020 FINANCIALS

Family Resources thanks our many donors for their generous contributions over the past year.

In Fiscal Year 2020, we received:

### MONETARY GIFTS

**\$1,096,583**

### IN-KIND DONATIONS

**\$116,774.66**

### REVENUE

**\$8,822,797\***

Government funding, private donations, grants

### EXPENSES

**\$9,837,186\***

\*Pre-Audited Numbers

### VOLUNTEERS

**642**

### VOLUNTEER HOURS

**20,660**

### VALUE OF VOLUNTEER TIME

**\$321,263**

### FULL-TIME EMPLOYEES

**146**

### PART-TIME EMPLOYEES

**28**



*“Although I am new to the Quad Cities, I knew I wanted to be part of an organization that makes significant differences in the lives of people in the community. Family Resources has a long reputation of responding the needs of families and children, I believe my efforts will be well placed.*

*Of course, there is something to be said for working with people who have chosen to work toward a higher goal!”*

Yamiley Jean-Simon, Special Education Facilitator, Davenport Community School District



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

**ACCREDITED BY**

Council on Accreditation of Services for Families and Children

**LICENSED BY**

State of Iowa

[www.famres.org](http://www.famres.org)