I. CHESTER COUNTY COMMUNITY FOUNDATION
GRANT PROPOSAL SUMMARY SHEET

Date  September 13, 2017

Contact Information
Organization Name: Family Service of Chester County
Executive Director Name: Burroughs P. Mack
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Year Incorporated: 1947

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Board of Directors Chair Name: Jack Edmonds
Primary Contact Name: Shannon Bruno
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Has your nonprofit ever applied to the Community Foundation? Yes ✓ No__ Not Sure__
Has your nonprofit ever received funding from the Community Foundation? Yes ✓ No__ Not Sure__
✓ Donor Advised Fund(s) ✓ Fund for Chester County ____Don’t know/Not sure

Field/s of Interest:
___ Arts, Culture & Humanities ___ Environment/Animal Welfare ___Education
✓ Health ✓ Human Services ___ Religion

Organization Information:
Geographic Area Served (If not all of Chester County, specify primary Chester County regions served):
Chester County

Describe Population Served and Annual Number of People Served:
Each year, Family Service supports over 5,000 individuals and families in need of help overcoming crisis and seeking stability. We provide our services at low or no cost. We do not require health insurance. We do not turn anyone away.

Mission:
It is the mission of Family Service to promote the wellbeing of families and individuals and to advocate for change.

Proposal Summary:
We request support of up to $7,500 in general operating funds to afford clients the ability to utilize programs at Family Service, supporting them in the journey to live healthier, happier, and more productive lives. Programs made available through this grant will focus on the support of individuals and families with little or no financial means to obtain support through more traditional avenues.

If Capacity Building Proposal, the focus is: n/a
___Mission, Vision & Strategy ___Governance & Leadership ___Strategic Relationships
___Fundraising & Development Other: ______________________________

Annual Budget $ 1,739,858
___85___ % of budget for program expenses
___10___ % of budget for administrative expenses
___5___ % of budget for fundraising expenses
100  % total

# of Full-Time Equivalent Paid Staff 19
# of Board Volunteers 12
# of Active Non-Board Volunteers 40
# of Volunteer Hours 300

Top 3-5 funding sources:
The following funders represent the five (5) largest funders for FY17. 1. County of Chester, Department of Community Development; 2. City of Philadelphia, AIDS Activity Coordinating Office; 3. City of Philadelphia, Office of Housing and Community Development; 4. United Way of Chester County; 5. The Philadelphia Foundation

Grant Amount Requested from the Community Foundation:  $ 7,500
Family Service of Chester County

Family Service of Chester County is a nonprofit counseling and human service agency. Founded in 1947, Family Service provides counseling and specialized support programs to families and individuals of all ages, backgrounds and income levels.

Our programs confront Chester County’s most pressing contemporary issues facing residents, including:

- Mental health concerns, such as depression, anxiety and substance abuse
- Child abuse and the impact of poverty on children and adolescents within families
- Young adults and alcohol abuse
- Families facing challenging transitions and/or divorce
- Persistent and transient poverty and unemployment
- HIV/AIDS management and prevention
- Community engagement among retired and senior adults
- Improving financial stability
- Homelessness and housing insecurity
- Meaningful engagement of community volunteers in supporting neighbors in need

All of our programs are driven by the core principle that everyone has the right to be fully integrated in their community, have stability within their family life and home, and contribute to their community’s future. This is regardless of age, ability, socioeconomic history, and financial means. We believe that each and every resident should be afforded the opportunity to find safe reliable housing, have the tools and support they need to manage psychological or physical health challenges, access help during personal crisis without judgment or reprisal, learn how to manage money when there is little to go around, rebound from incarceration, and find meaningful connections within the community.

In short, we believe our clients have the right to thrive, not just survive.

Strategy and Evaluating Outcomes

All of the programs offered at Family Service measure their productive impact and success on an individual basis. We look for and encourage personal self-improvement and growth in individuals and families.

Counseling

Our counseling program offers coping skills and services to families and individuals who struggle with issues related to mental health, trauma, substance abuse, healthy relationships, and similar barriers to success. All of our counseling staff are Master-level professionals who maintain a sensitivity to the clients they serve. The Counseling Program provides culturally sensitive support to those most vulnerable populations, including those who are isolated due to financial resources or language barriers. To that end, the counseling program offers services in English and Spanish and provides a sliding fee scale for those with limited resources.

Evaluating Outcomes: Clients and clinicians set attainable goals at the beginning of treatment. As therapy progresses, these goals are assessed and treatment works to best promote their realization. Clients also complete a standardized pre-treatment global assessment of functioning, also administered at the completion of treatment as a measure of progress. The combination of clinical impression, progress towards goals, and global assessments completes the evaluative picture. The counseling department also conducts a survey in Spanish and English every two years to gauge the satisfaction and helpfulness of our services.

Exchange Club Family Center

The Exchange Club Family Center (ECFC) seeks to PREVENT child abuse before it starts. Using the National Exchange Club Foundation’s model of family mentoring, we pair low-income families which include children who have been abused or neglected—or who may become abused or neglected—with volunteers trained to stem the abuse or neglect and provide positive parenting techniques as alternatives. Benefiting from a close partnership between a case manager and Volunteer Parent Aide, families develop parenting and home management skills to better communicate with each other, arrive at
safe and effective discipline techniques, and maintain a healthy and supportive household. Program support also includes the provision of donated goods and assistance making steps towards financial self-sufficiency.

**Evaluating Outcomes:** Success is measured family-by-family. When a family enters ECFC, they must take the Adult-Adolescent Parenting Inventory (AAPI), a national survey which measures parents’ attitudes toward childrearing. We also document each family’s home, history, health and safety. Based on this information, families set specific self-improvement goals. At the end of 12 months, families retake the AAPI survey and we compare the results. We expect that families who participate will understand how to protect and nurture their children—physically, emotionally, and psychologically—when their work with ECFC volunteers has completed.

**Project ONE**

Project ONE clients are provided with both medical case management and psychological support as participants in the program. Case managers and counselors work to help individuals living with HIV/AIDS and their families to lead fruitful and satisfying lives. Project ONE also continues to prioritize prevention outreach. CLEAR is an intensive, individual intervention program that consists of five or more one-on-one sessions per client. CLEAR focuses on setting life goals and HIV/STD prevention goals for participants who are either HIV positive or adults and adolescents who are at high risk for HIV acquisition. CLEAR aims to help participants maintain their health and reduce transmission of HIV and other sexually transmitted diseases.

**Evaluating Outcomes:** Project ONE carefully tracks their HIV/AIDS clients’ medical adherence, resources, basic needs, mental health, and physical well-being. The program submits monthly reports to Philadelphia’s AIDS Activities Coordinating Office (AACO). In addition, AACO evaluates Project ONE annually.

**ConnectPoints**

ConnectPoints is the coordinated access system for Chester County for residents seeking shelter. We offer a helpline and resource center for residents who are homeless or struggling with housing insecurity. The program works with nine organizations that provide emergency shelter and an additional 10 community resources, including County-funded information and Referral (I & R) services. In instances when clients find themselves homeless, ConnectPoints links individuals to shelters or other emergency resources, ultimately to secure safe and stable housing. ConnectPoints is a component of Chester County’s Decade to Doorways initiative, which aims to end homelessness within the county by 2020.

**Evaluating Outcomes:** The program uses a sophisticated Homeless Management Information System to track a wide range of client metrics. These include demographic data, risk factors for homelessness, housing history, income and employment history, and past use of housing resources. The overarching outcome goal of the program is the use of prevention and diversion resources to reduce the length of stay in emergency shelters or, where possible, to prevent an individual or family from needing emergency shelter in the first place. The Department of Community Development employs a Data Specialist to monitor data collection and produce utilization and outcome reports.

**Volunteer Chester County**

Volunteer Chester County (VCC) connects skilled and committed volunteers of all ages and backgrounds with meaningful opportunities to give back to the community through their time and talents. VCC partners with a wide variety of area nonprofits serving Chester County in broadly diverse areas, such as economic opportunity and employment, art and culture, health care assistance, assistance to seniors and the disabled, education and tutoring, and many more. The program facilitates personally meaningful volunteer experiences for individuals, as well as service that positively impacts each nonprofit’s mission. To foster this, VCC emphasizes: personalized one-on-one screening of volunteers for skills, interests and availability to ensure the best placement with a nonprofit partner; regular opportunities for volunteer and partner program feedback, and ongoing efforts to engage and support existing partners and to find new partners.
Evaluating Outcomes: We anticipate collecting detailed information on both volunteers and clients, as well as the impact of their time spent at partner organizations, their loyalty to the program, reasons for attrition from the program, and ways in which program design can be improved.

Restorative Justice for Young Adults
Like many college towns, Family Service’s home borough of West Chester experiences a disproportionally high number of alcohol-related offenses, including underage drinking, drinking while driving, public drunkenness, and noise violations. To help students understand the serious and dangerous nature of their behavior, we partner with West Chester University to provide Young Adult Community Conferencing (YACC), a locally-created restorative justice program.

Evaluating Outcomes: A panel of volunteer community representatives meets face-to-face with students charged with committing alcohol-related offenses off-campus in the borough. Together, they discuss the implications of each student’s particular offense. Then, the panel determines a project or series of tasks that each student must complete in order to make rightful amends to borough residents.

Financial Stability
Family Service has been highly involved in a partnership to facilitate the United Way’s Financial Stability Center. Together with the United Way of Chester County, CareerLink and Open Hearth, we have built an integrated system of career services for Chester County residents. The Financial Stability Center incorporates clinical counseling into the process of helping people regain employment and financial self-sufficiency. We provide one-on-one counseling and crisis case management to job seekers who struggle to overcome mental or emotional barriers to engaging in an effective job search process or navigating the experience of a new job.

As a compliment to the services offered at the Financial Stability Center, Family Service also supports clients experiencing anxiety, depression or similar issues relating to the loss of employment and which may serve as a barrier to achieving new financial and employment goals. In the Platform to Education (P2E), Family Service counselors assist in the mental health management of these clients in parallel to their work at the Center.

Evaluating Outcomes: The Financial Stability Center measures the success of its participants in income and asset metrics. Counselors track reported changes to income, debt, and financial assets of participants. We also track the total number of clients served, demographics, engagement in training, active job-seeking, and average number of face-to-face sessions. We use this data in evaluations and planning for the next year.

Transportation for Families in Need
ZOOM is a volunteer driver program designed to provide a centralized identification and support program for area volunteer drivers, while working with partner organizations to facilitate individual “rides” for clients at risk of missing or cancelling important appointments. The program design will unlock critical services to a previously marginalized group and encouraging a broader community of stakeholders in the future successes of these individuals and families.

ZOOM is the first program of its kind in Chester County, and the first designed to reach clients left behind by current transportation options. By connecting volunteer drivers from the community with clients in critical need of a ride to important program services, ZOOM obviates a barrier to essential support while providing economical and sustainable relief to a broad group of Chester County agencies. By bringing residents together to help each other, it is no longer necessary to simply accept that some of the most vulnerable neighbors will be left behind.
Evaluating Outcomes: This new program will carefully track progress, successes and challenges during the Pilot Phase with the intention of having these experiences inform best practices for future years. The online scheduling system in place to track drivers, partner agencies and riders includes a robust reporting tool that allows staff to drill down on issues such as attrition, late cancellations/no shows, geographic areas of greatest need, duration of rides, and similar information. Likewise, survey tools will be developed to collect impressions from our “beta” driver volunteers, clients and the coordinators at partner agencies.