

I. CHESTER COUNTY COMMUNITY FOUNDATION
GRANT PROPOSAL SUMMARY SHEET

Date September 13, 2018

Contact Information

Organization Name: Family Service of Chester County
Address: 310 North Matlack Street, WC PA 19380
Phone: 610-696-4900
Website: www.familyservice.us
Year Incorporated: 1947

Executive Director Name: Burroughs P. Mack
Executive Director E-mail: bmack@familyservice.us
Board of Directors Chair Name: Evan Hambleton
Primary Contact Name: Shannon Bruno
Primary Contact E-mail: sbruno@familyservice.us

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:

Family Service provides mental health care and specialized support programs to over 5,000 individuals and families in need of help to overcome crises and find stability. We serve people of all backgrounds and income levels. We provide our services at low or no cost. We do not require health insurance.

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 \$1,800,488

___ 85 ___ % of budget for program expenses ___ 19 ___ # of Full-Time Equivalent Paid Staff
___ 10 ___ % of budget for administrative expenses ___ 10 ___ # of Board Volunteers
___ 5 ___ % of budget for fundraising expenses ___ 40 ___ # of Active Non-Board Volunteers
100 % total ___ 300 ___ # of Volunteer Hours

Top 3-5 funding sources:

The following funders represent the five (5) largest funders for FY19. 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



Who We Are

Family Service of Chester County is a nonprofit counseling and human service agency. Founded in 1947, we provide mental healthcare and specialized support programs to more than 5,000 people each year. **Our mission is to promote the well-being of families and individuals and to advocate for change.**

We believe 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. We do not require health insurance and we never turn anyone away. Our services are low cost, and in many cases, are provided at NO COST to participants.

Our wide selection of programs include:

- Mental health counseling
- Marriage, divorce and co-parent counseling
- Financial stability and unemployment counseling
- Transportation coordination for people who need help accessing community health services
- HIV/AIDS case management
- Child abuse prevention and parent support for families in poverty
- Resource coordination for people who are homeless or facing housing insecurity
- Volunteer coordination for people who want to actively serve Chester County using their time and talents

What We Do and How We Know It Works

Family Service recently celebrated its 70th anniversary. We are a trusted mainstay in Chester County, but we certainly haven't stayed the same over 70 years. We are fully committed to CHANGE. We engage in community partnerships to solve community needs. We develop and adapt our programs to serve diverse people. We fill critical "gaps" in local mental health and social services, and we're passionate about helping people in our community to experience meaningful change in their lives and circumstances.

The following proposal highlights our core programs and services. Each program receives careful

oversight and has its own specific evaluation procedures, but the single greatest “proof” of our programs is how they impact people. Personal change is often hard won. It takes courage and hard work to admit a fault, change a relationship, break an addiction, reach out for emotional help, etcetera. At Family Service, we have the privilege of witnessing victory and failure, healing and transformation. What is more, when a client grows and changes, the people and circumstances around them change too.

Counseling

Our Counseling Program empowers people to make changes they could not make alone. We believe strong families and individuals are the bedrocks of strong and healthy communities in Chester County. We help clients to cope with mental health issues, heal from trauma, overcome substance abuse, navigate divorce, improve parenting skills, manage stress, maintain employment, and much more. To evaluate the impact of counseling, we document clients' goals and achievements. We help clients to set attainable goals—for example, a client might seek to feel less anxious, break an addiction, or find a new job—then we evaluate and document clients' progress.

Exchange Club Family Center

Our child abuse prevention program, called the Exchange Club Family Center (ECFC), helps parents to create safe, nurturing environments for children in low income households. We visit families at home, assess their conditions and needs, develop relationships, and help parents to implement plans to ensure that children are warm and safe, nurtured, educated and feel loved. Success in this program is measured family-by-family. We set attainable goals and evaluate families on a 12-month basis. ECFC has a proven record of keeping families intact and preventing child abuse and other endangerment.

ProjectONE

ProjectONE is a case management program. We empower people with HIV/AIDS to live healthier and happier lives. Our case managers help clients to adhere to their medical regimens, cope with disease-related disabilities, manage their mental health, and meet their basic needs. Our case managers and psycho-social support group also help clients to combat isolation and overcome depression. ProjectONE is evaluated by Philadelphia's AIDS Activities Coordinating Office. ProjectONE is the *only* program of its kind in Chester County. It significantly increases medical adherence and creates opportunities for our local HIV/AIDS community to attain a better quality of life.

ConnectPoints

ConnectPoints is a coordinated effort to reduce and prevent homelessness in Chester County. We provide a 9am to 5pm “hot line” to answer questions, evaluate needs and coordinate shelter beds. We work directly with 9 homeless shelters. We “triage” requests for beds and communicate to shelter staff so that people with the most urgent needs are served first. ConnectPoints is evaluated by the Chester County Department of Development as a component of the Decades to Doorways initiative. Family

Service brings a high level of clinical social work expertise to the process of sheltering and caring for homeless people. The “hot line” is simpler, easier and more direct for callers *and* it saves shelter employees valuable time and resources as we coordinate beds and evaluate potential shelter users.

[ZOOM Transportation](#)

ZOOM is a volunteer driver program designed to provide a centralized identification and support program for area volunteers, while working with partner organizations to facilitate individual car rides for clients at risk of missing or canceling important appointments. ZOOM is the first program of its kind in Chester County. It addresses the “transportation barrier” between low income people and healthcare services and brings Chester County residents together to help each other. ZOOM uses an online scheduling system to schedule and track drivers, geographic areas of greatest need, duration of rides, and similar information. ZOOM is especially helpful to people with physical weaknesses and very low income. We currently provide rides to Community Volunteers in Medicine where people can receive many different kinds of medical care.

[Volunteer Chester County](#)

Volunteer Chester County (VCC) connects volunteers of all ages and backgrounds with opportunities to give back to our community with their time and talents. We partner with over 60 local nonprofits serving a broad diversity of sectors in Chester County, from arts and culture to education, healthcare assistance, senior and disabled assistance, economic opportunity, and much more. Our volunteers receive personal, 1-on-1 screening to discern their skills, interests and availability. The combination of well-matched volunteers with engaging work is powerful. Not only do our volunteers feel valued and significant, but nonprofits receive a critical boost in reaching their missions and impacting our community.

[Financial Stability Center](#)

Family Service is a founding partner of the 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 people who are unemployed or struggling financially. Family Service supports the mental and emotional health of job seekers. We provide crisis case management and counseling when job seekers are overwhelmed with family issues, depression and anxiety, and other hurdles. Overcoming unemployment is often so much more complicated than just finding a job. The Financial Stability Center provides an integrated solution and helps people to navigate one of the most difficult seasons of their lives.