

I. **CHESTER COUNTY COMMUNITY FOUNDATION  
GRANT PROPOSAL SUMMARY SHEET**

Date September 06, 2019

**Contact Information**

Organization Name: Family Service of Chester County    Executive Director Name: Mark L. Butler, MS  
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Year Incorporated: 1947    Primary Contact E-mail: sbruno@familyservice.us  
FEIN: 23-1726329

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 establish stability in the face of crisis. We serve people of all backgrounds and income levels. We provide our services for free or at low cost. We do not require health insurance, and never turn anyone away for lack of funds.

**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 their journey to live healthier, happier, and more productive lives. Programs made available through this grant will focus on providing services to individuals and families who have little or no financial means to obtain support through other avenues.

**If Capacity Building Proposal, the focus is: n/a**

Mission, Vision & Strategy     Governance & Leadership     Strategic Relationships  
 Fundraising & Development     Technology    Other: \_\_\_\_\_

**Annual Budget** \$ 1,864,677    26 # of Full-Time Equivalent Paid Staff  
85 % of budget for program expenses    11 # of Board Volunteers  
10 % of budget for administrative expenses    90 # of Active Non-Board Volunteers  
5 % of budget for fundraising expenses    500 # of Volunteer Hours  
100 % total

**Top 3-5 funding sources:**

The following funders represent the five (5) largest funders for FY20: 1. City of Philadelphia, AIDS Activity Coordinating Office; 2. County of Chester, Department of Community Development; 3. City of Philadelphia, Office of Housing and Community Development; 4. United Way of Chester County; 5. Fastener System, Inc

**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 counseling 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 typically provided at NO COST or at very low cost to participants.

Our wide array 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 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

For over 70 years, Family Service has been one of the most trusted providers of services in Chester County. We have achieved this reputation because we provide consistent and reliable support for community members, while also adapting to solve new challenges and needs that arise for our community. We engage in partnerships to address these needs. We develop 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.

Each of our programs receive careful oversight and have their own specific evaluation procedures, but the single greatest "proof" of our programs is how they impact people. The personal changes

that our clients make for themselves do not come easy. It takes courage and hard work to reach out for emotional help, admit a fault, change a relationship, work through past trauma, break an addiction, etcetera. At Family Service, we have the privilege of witnessing victory and struggle, healing and transformation. Part of this beauty is that when a client grows and changes, the people and circumstances around them change too. Below are descriptions of our core programs and services, and how impact is measured for each program.

**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. We evaluate the impact of counseling in two primary ways. First, each client is assessed using the Global Assessment of Functioning scale after their first session and after their last, allowing us to compare changes in scores pre- and post-treatment. Counselors also assist clients in identifying attainable goals through the development of a treatment plan. Examples of these goals include seeking to feel less anxious, to break an addiction, or to find a new job. Client's achievements and progress on these goals are reviewed every four months and at the end of treatment.

**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. Our case managers and Volunteer Parent Aides 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. Parents also complete the Adult-Adolescent Parenting Inventory when starting the program and after 12 months to measure progress in attitudes toward raising children. ECFC has a proven record of keeping families intact and preventing child abuse and other endangerment. It is also the only program in the county that focuses on prevention.

**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, while tracking progress in each of these areas. Our case managers and our 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 hot-line to answer questions, evaluate needs and coordinate shelter beds. We work directly with 9 homeless shelters, and "triage" requests for beds and communicate to shelter staff so that people with the most urgent needs are served first. ConnectPoints tracks a wide range of

client metrics through the Homeless Management Information System, and is evaluated by the Chester County Department of Development as a component of the Decade 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.

**ZOOM Transportation** Zoom provides volunteer driver transportation services for low income clients to and from medical appointments. We partner with local healthcare non-profits, and utilizes community volunteers to help patients who lack access to safe and reliable transportation get to medical appointments they would otherwise miss. 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.

**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. Matching volunteers with engaging work is mutually beneficial and a powerful tool for strengthening our community. Not only do our volunteers feel valued and significant, but nonprofits receive a critical boost in reaching their missions.

**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.