

5,639

INDIVIDUALS RECEIVED SERVICES IN 2018 - 2019

WE CARE WHAT OUR CLIENTS THINK
100% completed our consumer satisfaction survey!

- 98%** were satisfied with the amount of help they received
- 97%** would refer a friend
- 97%** received high quality service
- 98%** would return to Family Resources if needed

YOU WE RESPONDED!

16,051 CALLS IN 2019 — UP 3,000 SINCE PREVIOUS YEAR!

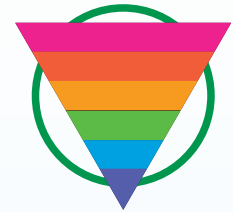


NEARLY 300 FAMILIES
*received multiple services
under one umbrella*

BJWL OUT OF SCHOOL TIME

SERVING THE COMMUNITY!

Each day, over 350 youth attend programming in 16 public housing communities
100% of parents say their children enjoy attending the out-of-school program
88% of parents say their child is happier and less stressed since joining the program
In one year, approximately 229,000 meals were served to youth residing in the community



THIS IS A SAFE SPACE
Family Based and Family Focused
served the majority of our LGBTQ clients

**OVER 300
REFERRALS FROM
74 PARTNER AGENCIES**



12

**OF OUR STAFF RECEIVED
THE YOU ROCK AWARD!**

Family Resources is a top workplace, again!
Based on employee response to:

**TOP
WORK
PLACES
2019**

- ✓ Leadership
- ✓ Career opportunities
- ✓ Work Flexibility
- ✓ Health and Wellness
- ✓ Compensation and Benefits

FAMILY UNIFICATION SERVICES

97%

of families at risk for out-of-home placement stayed together!



COMMUNITY TRAUMA FUND

Employee created and funded through payroll deduction. Supports our families when government funding can't.
FY19: \$3,200 contributed | Since inception in 2018: \$4,785

WE SAVED 26 TREES BY GOING PAPERLESS!

