Family Support Line

Annual Report
Fiscal Year 2021

We prevent the harm. We heal the hurt.
Our Public Awareness Campaign reached over 26,000 accounts on Instagram in FY21.

Revamped our website to include access to more resources for caretakers and service providers.

Treatment

Provided 935 hours of therapy to children and families at no cost. A 15% increase over FY20.

Provided case management and mental health support services to 98 families.

Served 719 children. A 40% increase from FY20.

Family Advocates provided individual advocacy, supportive services, and follow-ups over 9,500 times. A 46% increase over FY20.
Dear Friends,

The end of 2020 and the beginning of 2021 was much of the same for many of us as the Covid-19 pandemic continued. Cancelled events, mask mandates, rising rates of Covid-19 infection, remote work, and virtual meetings created great fatigue and wonder over when the Pandemic would finally be over. For us at Family Support Line, this was a time of great growth. Through generous supporters, we were able to add eight new staffing positions-six of which were internal promotions. The increased capacity came at an important juncture as referrals to our agency for child sexual abuse continued to rise as the year progressed. We also saw a rise in serving adults with disabilities, witnesses to crime, children with severe physical abuse, and human trafficking cases. This increase in referrals and staffing capacity led to a 15% increase in our ability to provide 935 hours of mental health services at no cost, a 41% increase in children served in our Children’s Advocacy Center (CAC), and a 46% increase in case management for families seen at the CAC. Our trafficking cases quadrupled and led to the coordination of a countywide human trafficking response between our law enforcement partners, the District Attorney’s office and Children and Youth Services.

Our best asset is our staff, and despite the large increase in cases, they have never wavered to provide quality services to all of our clients and families. Through this dedication and commitment, we have been a successful partner in leading to more prosecution and guilty verdicts in cases. We also implemented new program offerings for treatment and prevention that reached new audiences. This included the launch of a refreshed website and social media public awareness campaign, which reached over 60,000 teens in Delaware County with sexual abuse prevention messages.

It was also a year of renewal of partnerships and the creation of new ones as we worked with our fellow victim service providers-CASA Youth Advocates, Domestic Abuse Project of Delaware County, and Delaware County Victim Assistance Center. We also expanded our medical and mental health partnerships with formal linkage agreements with CASA Youth Advocates, Crozer-Mental Health, Joseph J. Peters Institute, and Media Pediatrics. These partnerships have led to better continuity of care for our children and families. A contract with the District Attorney’s office to receive reimbursement for forensic interviews conducted in our CAC was also a first for the organization.

We are also grateful for the in-kind support we received from Compass, Info Rich Group, and Pegasus Technologies to help us continue to update the infrastructure of our growing organization. Without the in-kind support from these organizations, we would not have had the foundational support to ensure our program staff have what they need to continue to be successful in their roles of serving children and families affected by child sexual abuse and other severe trauma.

We ended the fiscal year on a good note, welcoming over 120 supporters in person at our Guardian Award Event honoring Michael Chitwood, Deirdre Gordon, and Robert Simpson. These three dedicated champions demonstrated their exceptional efforts towards protecting our community’s most vulnerable children and families and by supporting Family Support Line’s mission to advance the treatment and prevention of child sexual abuse. We care, we listen, we act.

With Gratitude,

Sarah Gibbons, MSS, MLSP, LSW
Executive Director
## Revenue

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government</td>
<td>$947,003</td>
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<tr>
<td>Foundations</td>
<td>$82,540</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td>Donations</td>
<td>$47,723</td>
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<tr>
<td>Other</td>
<td>$10,746</td>
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<tr>
<td><strong>Total</strong></td>
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## Expenses

<table>
<thead>
<tr>
<th>Category</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Advocacy Center</td>
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<tr>
<td>Administration</td>
<td>$331,184</td>
</tr>
<tr>
<td>Treatment</td>
<td>$316,423</td>
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<tr>
<td>Prevention Education</td>
<td>$73,791</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,384,071</strong></td>
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</table>
Last fiscal year, we were honored to have over 300 individuals, businesses, foundations, government agencies, and organizations support our mission to advance the prevention and treatment of child sex abuse.

We cannot be there to support the children of Delaware County, Pennsylvania without the tremendous support of the community. It is all of our responsibility to safeguard children.

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