Helping Families Thrive Since 1891!
A NOTE FROM THE EXECUTIVE DIRECTOR

Families in our community are struggling to make ends meet and the reality of homelessness is present now more than ever. Much of this is pandemic-related, but it is also from the impact of poverty that has been around since Family Service Lincoln was founded 130 years ago. On November 9th, 1891, our founders declared that the Charity Organization Society “represents no religion, no politics, no factions, or sects. It is intended to...gather efforts of many so that want may be relieved and suffering prevented.” This strong vision for our community is something that we still strive for today. As we concluded our 130th anniversary this year, we took the opportunity to look at our past and, with fresh eyes and a desire to move past the constraints of the pandemic, started planning for our future. We invited our staff and stakeholders to answer this question: How do we, over the next four years, build on our successes and explore new areas of growth to advance Family Service Lincoln's mission?

We listened, we problem solved, we dreamed, and in the end, we agreed on four directions that build on our past, create organizational pride, and position us to provide cutting-edge programs for families who need us the most. It was a nice way to end 2021.

You'll read more about our past and future accomplishments throughout this report. All of which happened because of your support and commitment to families.

Dennis Hoffman, Executive Director

BOARD MEMBERS

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Family Service is thoughtful and methodical. They not only see the vision for their own programs and agency, but also the larger picture.

- Family Service stakeholder
Family Service Lincoln is a 501(c)3, founded in 1891 as the first charitable organization in Lincoln, Nebraska. The programming provided by Family Service has evolved over the years to meet the needs of families and fit the current conditions in our community. In 2021, we provided case management, housing, behavioral health therapy, expanded learning opportunities, and nutrition programs to 7,213 individuals. Our mission of “Helping Families Thrive” embodies the impact we have across all five tracks of programming.
2019-2021 STRATEGIC PLAN ACCOMPLISHMENTS

Purposefully deliver innovative, quality services and increase the number of families served.
- Housing and Support Services department created.
- Grant revenue increased by 23%.
- Students receiving school-based therapy increased 20%.
- Before and after school participation increased 33%.

Strengthen the long-term, high quality human resource capacity of Family Service.
- Key positions added including a restructured Youth Development leadership team and the addition of a Deputy Director.
- Administrative office remodeled to support a professional and collaborative work environment.

Leverage technology to provide effective and efficient services internally and externally.
- Equipment updated – including Chromebooks, laptops, iPhones, and iPads – across programs.
- HRIS/ATS, electronic case records, and scheduling software systems fully operational.

Strategically develop fund diversity and demonstrate accountability to board, community, staff, clients, and funders to ensure long-term sustainability.
- Agency reserve goal met- $3.0m.
- Surplus reserve created- $1.0m.
- Board of Directors investment reserve fund strategy created.

Develop the identity of Family Service as a unified and innovative organization.
- Logo and brand guidelines created to reflect new image.
- New website created.
- Family Service Lincoln branded clothing provided to staff and required at Youth Development sites.

Advance best practices in board governance and engagement.
- Board Development Committee dedicated to board recruitment, diversity, and engagement created.
2021 FINANCIALS

**REVENUE** – $12,223,659

- Program Fees: 22.44%
- Other Grants: 12.28%
- Government Grants: 63.95%

**EXPENSES** – $10,712,301

- Child Care Food Program: 41.02%
- Youth Development: 27.18%
- Behavioral Health: 9.97%
- House and Support Services: 9.05%
- Admin: 8.04%
- Women, Infants, and Children: 4.47%
- Other Grants: 12.28%

Additional revenue sources:
- Contributions: 0.90%
- Interest/Misc.: 0.43%
- Program Fees: 22.44%
- Other Grants: 12.28%
Due to COVID, I think there is a growing understanding and value for before and after school care in our community. Doing it well is important.

- Family Service stakeholder
“It’s incredible to see the impact this programming has on students – we have School Community Coordinators who receive Mother’s Day cards from kids because they’ve built such a strong relationship. The kids are excited to be there experiencing new things and our staff is excited to help create those opportunities.”

- Youth Development Site Supervisor

**YOUTH DEVELOPMENT**

Partnering with schools and families to provide social, emotional, physical, and intellectual learning opportunities, while helping to build stronger communities.

- **2,038** students enrolled in before and after school programs
- **956** students participating in Community Learning Centers
- **$936k** in grant funds received to address the impact of COVID
- **99.75%** of parents reported their child is in a safe environment
Everyone who works for Family Service Lincoln has a heart for service, which is reflected in how they approach the community.

- Family Service stakeholder
“I appreciate how CCFP has grown to be a secure and stable part of our government’s budget. There were years it looked really bleak, but the program pulled through and is now a stable contributor to the healthy growth and development of young children. The positive impact CCFP providers have on children today will be carried by them into their adulthood.”

- Family Service CCFP Provider

**CHILD CARE FOOD PROGRAM**

Reimbursing child care providers across Nebraska for serving nutritious meals and snacks to children.

- **702** child care providers enrolled
- **10,881** children fed
- **41** virtual child care trainings provided
- **154** communities served by CCFP

Communities with CCFP Providers
There are high quality therapists in the Behavioral Health program, doing everything they possibly can to meet the needs of kids and families.

- Family Service stakeholder
BEHAVIORAL HEALTH

Strengthening families and supporting youth through individual and family therapy, skills building, referrals, and advocacy.

3,389 hours of therapy provided

701 students received school-based or telehealth therapy

44 schools with Family Service Behavioral Health Therapists

“I asked one of my fifth-grade clients what he wanted to do in the future. He replied with, ‘I want to help my community.’ I agreed that would be a great choice and asked who he knew of that was currently helping his community to which he responded – ‘You, because you helped me.”

- Family Service Behavioral Health Therapist
Family Service played a pivotal role in new housing services offered due to COVID-19. Almost immediately, their staff became key members of the whole system.

- Family Service stakeholder
“It was helpful to have the support of Family Service’s Community Response Partners. I always felt like I was headed in the right direction. We found new and different ways to reach my goals. They equipped me with the life skills I needed to grow and move toward completing goals on my own.”

- Support Services Client

**HOUSING AND SUPPORT SERVICES**

Providing coordinated resources and care to families to prevent a housing crisis and to keep children safe and in the family home.

- **3,120** households received emergency rental assistance
- **57** families moved from homelessness to permanent housing
- **357** individuals provided with services and support
It’s easy to see they’re having an impact. They have the metrics to show it, as well as a real, obvious, and important presence in the community.

- Family Service stakeholders
WOMEN, INFANTS, AND CHILDREN

Providing food benefits, nutrition education, and breastfeeding support to help pregnant women, infants, and children under five be healthy and strong.

“We had a client call and thank us for our services at WIC. She explained, not only was she appreciative that no matter what, she knew her and her baby would have healthy food, but also, the health screening she received from WIC potentially saved her life.”

- WIC Registered Dietitian

2,863 families assisted

100% increase in infants exclusively breastfed

$111,994

WIC Special Project Innovation awarded to improve access and communication – including website improvements in five languages.
LOOKING TO THE FUTURE

Family Service Lincoln dedicated time in 2021 to focus on the organization’s Strategic Plan. Staff representing every program and department and members of the organization’s board of directors worked on developing a realistic vision by setting priorities, mitigating barriers, and determining the resources needed to accomplish our strategic outcomes.

The process consisted of three main components: creating a context map, identifying a practical vision, and setting a strategic direction. The result was the identification of four innovative directions that will move us toward our practical vision. These strategic directions will be prioritized in all planning and decision-making over the next four years and beyond.

2022 STRATEGIC DIRECTIONS

- GROWING WITH THE COMMUNITY
- BUILDING A STRONG BENCH
- CREATING A PATH FOR PROGRESS
- SHARING OUR STORY

Scan the code below or visit bit.ly/fslstratplan to view the 2022 Strategic Plan!
Like and follow Family Service Lincoln on social media!

@familyservicelincoln

Family Service Lincoln
Your support ensures Lincoln families continue to thrive!

Scan the code above to donate!