Welcome to the Family Education & Support Services Annual Report. We are honored to share this information highlighting our 2021-2022 services delivery focused on strengthening families throughout Washington’s South Puget Sound communities.

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**Mission Statement**  
To inspire healthy child development through the provision of quality family support services.
Dear Friends,

We are pleased to present to you our Annual Report for our fiscal year beginning July 1, 2021, and ending June 30, 2022. This has been one of the most remarkable years in our history as a non-profit organization. We recognized the health and well-being of our staff and those we served was paramount. We were dedicated to ensuring our facilities were safe, and services were both accessible and robust. We achieved some incredible efforts that you may learn about while reading this report. I am proud of our team, our board, and the volunteers who stood with us to implement innovative strategies to meet the needs of the families we serve.

As an essential service provider our work continued in spite of the pandemic. We took steps to reduce risk by securing personal protective equipment (PPE) for our staff and for the families we serve. We shifted the majority of our training and support services to virtual delivery and worked with families to increase access to that technology. We increased our remote outreach, porch drop-offs, and postal delivery of resources and support materials. We partnered to provide vaccination clinics and health and resource fairs across our five-county service area. We also developed a basic needs navigator to better assist families in accessing resources across our significantly-changed social service landscape.

We saw a 90% increase in service numbers this past year, and across the board our services continue to grow by leaps and bounds. It is our expectation that the work we are doing in the community will only continue to grow. We are proud to serve as a safe haven for families and professionals seeking support, training, or resources to benefit the wellbeing of children. We recognize the more we can do in prevention, the better for children, families, and our community as a whole. I hope you enjoy reading our Annual Report. As always, we couldn’t do the work that we do without the support of caring community friends like you. Thank you for helping us to sustain the important facilities, services, and resources available at Family Education and Support Services.

Shelly Willis
Executive Director

Bonnie Jacques
Board President

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Vice President

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Alan Miller
Past President

Quontica Conley
Member

Leatta Dahlhoff
Member

Lelah Fields
Member

Seth Stauffer
Member

Madelin White
Member

Bob Partlow
Board Volunteer
Family Education & Support Services maintains trauma-informed environments welcoming to diverse cultures, family types, and languages. We provide a wide array of evidence-based strategies to help families heal from trauma and learn new coping skills for building resilience.

"Thank you for giving us the opportunity to learn how to have better relationships with our children."

- PROGRAM PARTICIPANT
Adverse childhood experiences have lifelong health effects

$5K vs. $400K*

Cost per year to provide early intervention to a family

Lifetime costs if childhood adversity is left unaddressed

* Costs include health care, criminal justice, and special education

At what cost?

1200

Parents and community members participated with Vroom services on a monthly basis with FESS’ partnership and distribution

750

Children and adults were vaccinated at FESS vaccination pop-ups

$55,800

Granted to families impacted by poverty to address housing insecurity - in partnership with HUMI (Help Us Move In)

130

Families received healthy food via our community outreach and PCAP programs

7385

Diapers distributed to parents seeking assistance

Strengthening our community, one family at a time

My client struggled with self-doubt and self-care as the primary caretaker for his 1-year-old. We worked on establishing healthy routines, ways to bond during playtime, and the importance of providing a safe environment for his daughter. With this care and guidance he slowly became more confident and open to receiving ongoing support to address his own past. “

- Program Case Manager
Your trauma history does not define you. FESS’s healing supports help families overcome their trauma histories. Through individual and family classes, clients strengthen parent-child relationships, overcome serious emotional and behavioral problems, and buffer the impacts of trauma.

90% of parenting class participants reported improvements in family relations.
139

PARENTS RECEIVED COMPREHENSIVE SUPPORT FROM OUR HOME VISITATION PROGRAM CASE MANAGERS

$17,481

DISTRIBUTED TO ASSIST PARENTS IN OVERCOMING OBSTACLES THROUGH THE NEXT RIGHT STEP AND MEMORIAL FUNDS

Our Philosophy

**Protective Factors** serve as buffers that help families cope, achieve, and thrive, even during times of stress. They are the cornerstones upon which to build healthy environments for children and families.

**Parental Resilience**
Developing the ability to cope and bounce back from life’s challenges

**Knowledge of Parenting**
Receiving accurate information about raising young children and learning appropriate and effective strategies to gauge expectations and set limits on child behaviors

**Social Connections**
Engaging friends, family members, neighbors, and others in the community who may provide emotional support and assistance

**Concrete Support**
Accessing life essentials such as food, clothing, and housing when there is an immediate need

**Social and Emotional Development**
Fostering a child’s ability to interact positively with others and communicate his or her emotions appropriately

Positive supports for families and individuals

88%

OF FATHERS WHO RECEIVED PARENT TRAINING THROUGH OUR DYNAMIC DADS PROGRAM REPORTED LEARNING NEW PARENTING LIFE SKILLS
FESS fosters social change and reduces the strain of childhood trauma on our society by partnering with other systems that serve children and families. We work with schools, medical providers, courts, law enforcement, and other agencies to increase access to parent education, overcome stigma, and establish trauma-informed communities.
We partner with FESS frequently. One recent collaboration was a teacher training with our district on trauma-informed care. We included the parents so that the support system, knowledge and tools were consistent both at our schools and in their homes."

- PROGRAM PARTNER

Creating trauma-informed communities

1200

COURSE PARTICIPANTS LEARNED NEW SKILLS TO ASSIST INDIVIDUALS WITH SUICIDAL THOUGHTS IN OUR QPR SUICIDE PREVENTION COURSE

855

PARTICIPANTS REACHED THROUGH PARENTING CLASSES

84

COMMUNITY TRAININGS AND PRESENTATIONS PROVIDED BY FESS TO BUILD ADULT CAPACITY TO UNDERSTAND TRAUMA

“This type of community support for our most vulnerable youth is crucial - now so more than ever! With FESS, anything is possible." - PROGRAM PARTNER

“I love the staff and how friendly and helpful everyone is and that they are able to provide me great service and help me succeed." - PROGRAM PARTICIPANT
April 2022 we recognized Child Abuse Prevention Month with Pinwheels of Hope. Partners displayed their support by planting Pinwheel Gardens. New in 2022 was the Pinwheels of Hope Scavenger Hunt, an opportunity for students, families and colleagues to team up and participate in a virtual scavenger hunt for prizes.

Sources of Support
$2,378,179

- Contract Revenues 67%
- Grants & Donations 20%
- Fundraising 4%
- Other 3%
- Education Revenues 6%

Operating Expenses
$2,250,791

- Program & Contract Revenues 91%
- Management & General 4%
- Fundraising 3%

We are grateful for all you do!

Government Funding Partners
- Area Agency on Aging
- City of Tumwater
- Department of Health & Human Services
- Department of Health
- Department of Children, Youth, & Families
- Lewis County Health Department
- Mason County Health Department
- Mason County Recovery Court
- North Thurston Public Schools
- Thurston County Aging & Disability Services
- Thurston County Health Department
- Thurston Mason Behavioral Health Org.

Foundation & Grant Partners
- Capital Centennial Rotary
- Choice Regional Health Network
- Coordinated Care
- Dawkins Charitable Trust
- Help Us Move In (HUMI)
- Medina Foundation
- Nisqually Indian Tribe
- Northwest Children’s Fund
- Olympia Rotary
- Ramapo Trust
- STYX
- The Community Foundation of S. Puget Sound

2021 - 2022
at a glance

32
- STAFF MEMBERS SERVING 5 COUNTIES

91%
- OF REVENUE GOES TOWARDS DIRECT PROGRAM SERVICES

7,870
- 90%↑ INCREASE FROM 2019-2020
- CHILDREN AND ADULTS SERVED

6.1K
- PARENTAL COMPASS.ORG PODCAST DOWNLOADS

Thomas Family Foundation
United Way of Thurston County
West Olympia Rotary
Zonta Service Foundation of Olympia
Our community relies on you.

Your donation makes an impact. Here are some ways you can support us.

- Become a member of the FESS Hearts Club with a monthly donation.
- Add your name to our Donor Wall
- Give what you can now and in the future by including FESS in your estate plan.

Make a donation today!

Your support matters. To learn more, please contact the Development team (360)754-7629.

Familyess.org