

2026

IMPACT REPORT

FAMILY SERVICE
OF CHESTER COUNTY

MARK'S THOUGHTS

At Family Service of Chester County, our work begins with a simple belief: when someone comes to us for help, our responsibility is to find a way forward. Whether helping a parent access affordable counseling or supporting a young person through a difficult time, we must be thoughtful, flexible, and willing to do things differently.

For nearly 80 years, Family Service has adapted to meet the needs of Chester County. But we cannot continue doing something simply because it's how we've always done it. We must continually evaluate whether our services are accessible, our programs are effective, and our work is making a meaningful difference.

This year, our staff and leadership invested significant time and energy into developing a new strategic plan. We examined our strengths, identified barriers, and challenged ourselves to think differently about the future. Our goal is not simply to provide more services, but to equip individuals and families with the tools to live healthier lives, build stronger relationships, and discover stability, confidence, and purpose.

We recognize that people's challenges rarely exist in isolation. Someone seeking counseling may also face financial hardship, transportation barriers, or family stress. These realities require us to strengthen partnerships, remove obstacles, and find solutions that address the needs of the whole person. We want Family Service to be a beacon of hope—an organization that listens, responds, and takes meaningful action.

Equally important is how we operate as an employer. The nonprofit sector faces real challenges in recruiting, supporting, and retaining talented professionals. We are committed to building a workplace where employees feel valued, leadership is accessible, professional growth is encouraged, and new ideas are welcomed. We cannot expect our staff to care for the well-being of others if we are not equally committed to caring for their well-being.

Our strategic plan is more than a document. It is a commitment to improving our services, investing in our people, and holding ourselves accountable for meaningful progress.

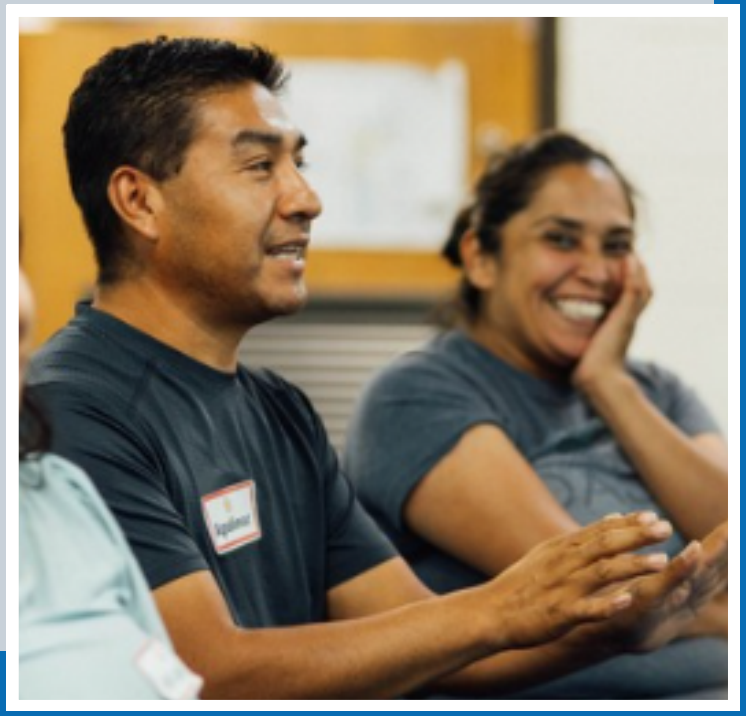
I am grateful for our dedicated staff, Board of Directors, community partners, and supporters who make this work possible. Together, we are building an organization that honors its history without being limited by it—one that challenges the status quo, embraces innovation, and remains focused on helping people and families thrive.



Mark Butler

MARK BUTLER, EXECUTIVE DIRECTOR

CONSTANT PURSUIT OF HELPING OTHERS.







ENDING THE CYCLE OF CHRONIC CHILD ABUSE AND NEGLECT

The Exchange Club Family Center (ECFC) works to prevent child abuse and neglect in Chester County by helping families create safer, healthier, and more stable homes.

Through home visitation and case management, experienced social workers partner with families to strengthen parenting skills, promote healthy child development, and address challenges that can place children at risk.

The program focuses on two key goals:

- Child Safety: Prevent abuse and neglect by helping parents develop realistic expectations, positive parenting practices, and stronger family relationships.
- Family Stability: Help families overcome challenges such as housing instability, food insecurity, financial hardship, and mental health concerns to build long-term self-sufficiency.

In 2025-26, 96 families were referred to ECFC. 95.6% of children remained safely at home.

Among families receiving services during the reporting period, 95.6% of children remained in their homes without being placed in out-of-home care.

Parents demonstrated meaningful growth in both their parenting knowledge and core attitudes, signaling a strong shift toward healthier family dynamics and safer home environments. Specifically, results from the Adult-Adolescent Parenting Inventory (AAPI) revealed a consistent move toward lower-risk parenting across all five measured areas:

- Age-appropriate expectations of children
- Empathy toward children's needs
- Attitudes toward corporal punishment
- Healthy family roles
- Children's independence and decision-making



ECFC case managers documented encouraging examples of families making progress toward greater financial independence, including:

- Securing employment and increasing household income
- Reducing reliance on public assistance
- Improving their ability to meet household expenses
- Building greater financial and family stability

While these outcomes reflect individual family experiences rather than program-wide financial measures, they demonstrate the meaningful steps families are taking toward independence.

TO READ THE FULL REPORT, GO TO:
FAMILYSERVICE.US/CHILDABUSEREPORT

FAMILY HIGHLIGHT

SAMANTHA'S GROWTH AS A PARENT

When Samantha, a single parent of four children, was referred to the program following a report of inappropriate physical discipline, she worked with an ECFC case manager over the course of several months to develop new approaches to parenting and discipline.

Together, they explored more effective ways to communicate with her children, practiced how to listen, reviewed information about child development, and talked about effective ways to respond to challenging behaviors without relying on physical discipline. Samantha also completed an online parenting course.

Over time, Samantha and her children reported improvements in the way the communicated with each other and their relationship overall. Samantha's story shows how sustained, individualized support can help parents develop new ways of understanding and responding to their children's behavior.





COUNSELING

During the 2025–2026 fiscal year, our services and brief consultations reached 903 individuals. This includes 5,645 sessions provided to 258 clients, expanding access to essential mental health support throughout the community. Among clients attending four or more sessions, 83% demonstrated improved functioning, while 81% made progress toward their individualized treatment goals.

This year also marked the **opening of our trauma-informed counseling center in Coatesville**, expanding care for children and families. We continued our work with students in the Kennett Consolidated School District, strengthening access to mental health support to students and their families within the local Kennett community.



PROJECT ONE

As Project ONE enters its 37th year, the program continues to provide essential support to individuals and families affected by HIV/AIDS throughout Chester County. This past year, Project ONE served 93 clients, offering case management, access to resources, housing assistance, and ongoing support to help clients maintain their health and stability.

In May 2026, the program welcomed a new Case Manager, strengthening its ability to provide personalized care and connect clients with critical services.

Looking ahead, Project ONE is working to restart its EXPECT HIV testing program, expanding opportunities for HIV prevention, education, and early detection throughout the community.





PREVENTION

During FY 2025–2026, Family Service's four prevention programs—Familias Fuertes, Strengthening Familes 10-14/Familias Fuertes, Strengthening Steps, and Incredible Years—delivered 14 cohorts serving 373 participants across 139 families, including 158 youth and 215 caregivers.

Reducing barriers to program participation, 192 children received free childcare, enabling families to engage in our programs at no cost and without disruption. An additional four booster nights served 42 families, reinforcing previously learned skills and strategies.

Community outreach events and educational activities spread access to another 1,279 individuals, bringing total reported program and outreach engagements to 1,652.

The average graduation rate was approximately 84% across all programs. Families reported improvements in parent-child relationships, communication, problem-solving, and healthy expectations. Reports illustrate the meaningful impact of prevention education and family-strengthening services.

A Story of Stability and Hope

When Maria and her children were experiencing homelessness, they did not know where they would live and how they would meet their most basic of needs. Family Service of Chester County teamed up with community partners to connect the family to critical resources. Through collaboration with Family Promise, Maria secured stable housing; while St. Rocco's Church and Kennett Area Community Service (KACS) provided food assistance. These coordinated efforts helped stabilize Maria and her children as they progressed towards a more secure future.



SUPPORTIVE HOUSING

Family Service of Chester County's Supportive Housing Program served 31 young adults during the 2025-2026 Fiscal Year, helping 18-24 year-olds build stability and independence through housing and life skills support.

100% of participants secured safe, affordable housing, while 93% of those exiting the program transitioned to stable housing. Additionally, 100% increased their contributions toward rent and utilities, 95% met employment goals, and 85% exited with at least $200 in savings.

These outcomes highlight the program's success in helping vulnerable young adults overcome housing insecurity, strengthen financial independence, and build a foundation for long-term success.



HOPWA

Stable housing is essential to maintaining good health and overall well-being. The Housing Opportunities for Persons With AIDS (HOPWA) program is the only federal program dedicated to providing housing assistance and supportive services to low-income individuals living with HIV/AIDS and their families.

Through Family Service of Chester County, 30 individuals are currently enrolled in the program, receiving assistance to help maintain housing stability and overcome barriers to independent living. By addressing housing insecurity, HOPWA helps participants focus on their health, access essential services, and build a stronger foundation for long-term stability and improved quality of life.

POKER TOURNAMENT 2026



$14,500 raised in support of our mission

62 players joined us for a lively day of poker

Generous sponsors and **in-kind donors** made the event a success

Community, competition, and fun, all in support of Family Service of Chester County!





Missed out last year?

Join us for this year's Poker tournament, along with newly added BINGO!

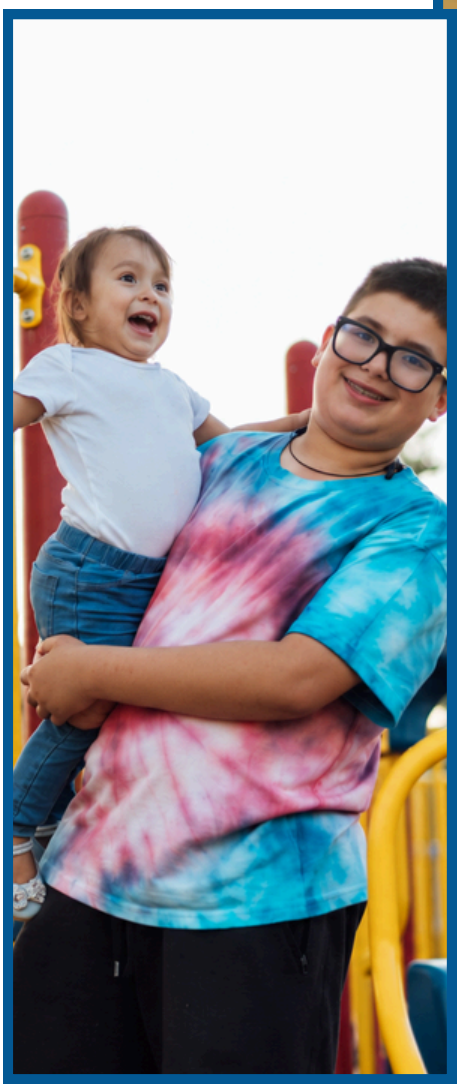
Sunday, February 7, 2027
> 12-5PM
> Fun, food, raffles, and competition

West Chester Golf & Country Club

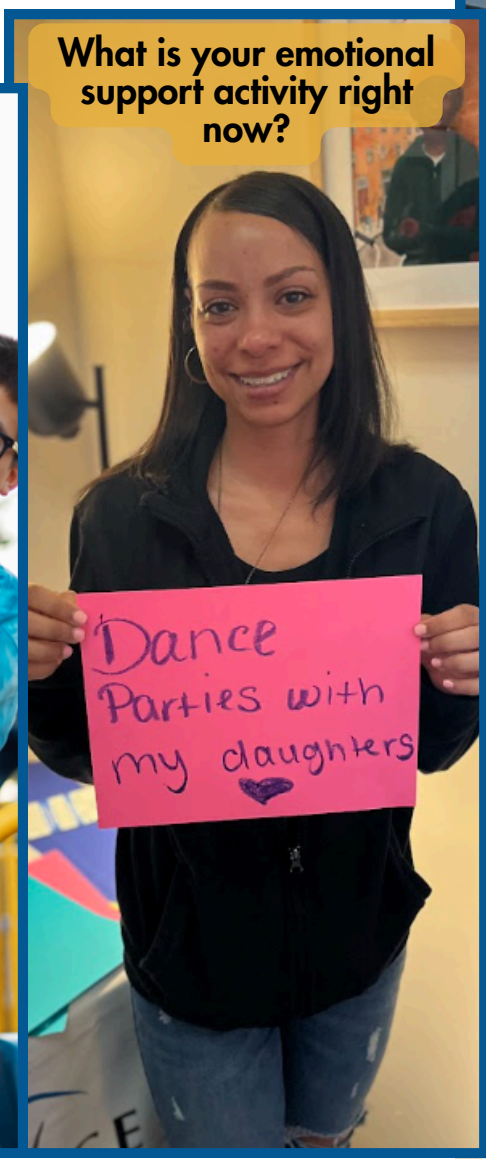
REGISTER AT:

WWW.FAMILYSERVICE.US/POKER

SERVING OTHERS



Familias Unidas participants



Attendee at the Grand Opening of our Coatesville Counseling Center



PA Rep, Dan Williams, with Executive Director, Mark Butler

FINANCIALS 2025-2026

INCOME $5,600,374

Government grants	$3,536,952
340B program	$1,345,893
Private donations & client income	$546,227
Miscellaneous	$171,302

EXPENSES $5,245,099

Counseling	$1,004,858
Project ONE	$1,887,192
Exchange Club Family Center	$375,920
Supportive Housing	$909,067
Prevention Department Programs	$510,777
Development	$126,190
Management and General	$431,095

FINANCIAL HIGHLIGHTS

Revenue growth vs. 2024–25

+4.7%

Increase of $250,203

Program services as % of expenses

89.4%

$4,687,814 spent on programs