

...st a hearing ear. Before I was a victim of domestic violence, now I am a victor."

"I still have a long way to go to recovery, but thanks to the staff at Family Service I will be...
...has changed my outlook on my situation and has greatly changed how I act toward...
...are doing really well now and couldn't be happier with the services we received at Fam...
...nk you for embracing and surrounding us with your amazing gift of loving coun...

"Thanks so much for **STRENGTHENING** my family. I feel much better about...
...I appreciate the care you provide to local **FAMILIES**. You have helped my family get to a...
...ing sessions have been life-**CHANGING**. I would recommend Family Service for a...

"Our **LIVES** are changed because of the parent education c...

"I escaped an abusive partner. Thank you for...

"I am learning to communicate with my partner i...

"I am in a much better place and look forward...

"I am no longer letting my anger run the show."

FAMILY SERVICE OF CENTRAL INDIANA 2008 ANNUAL REPORT

"Family service has played a crucial part in the grow...

"You truly have touched my life in a way not many people have the ability...

"You assisted in putting us on a fast, relatively "painless"



CHANGE



Edie Olson, President

Edie Olson

It's been said that the only constant in our world today is change. As we look back at our nearly 175 years of operation, we would have to agree.

Today's Family Service is larger and more complex than the one created in 1835 to provide relief and assistance to the community. But we believe that for all the differences in scope and scale, those community-minded individuals who founded our organization would immediately recognize today's Family Service by its mission and goals.

Since our founding our focus has been to create positive change in the lives of families in central Indiana. Our programs tackle some of the toughest family troubles in our community that often lead to family breakdown: domestic violence, child abuse, exploitation and abandonment of the elderly, financial instability, and chemical dependency.



Carol Risting, Board Chair

Carol S. Risting

In 2008, we helped more than 8,000 individuals to become better parents, spouses, caregivers, and money managers; and provided assistance so older and disabled adults in our community could continue to live independently in their own homes.

We are proud of our accomplishments in 2008 and confident that Family Service will continue to be an agent of positive change in the years ahead. On behalf of our entire organization - our staff, Board of Directors, and the thousands whose lives are changed, we thank you for everything you do to make our work possible. We hope that you enjoy reading more about the services and programs of Family Service, and look forward to working with you in the future.

- ▶ Selected by Department of Child Services to continue providing home based services for families involved in the child welfare and/or juvenile justice system
- ▶ Certified by the State of Indiana, Family and Social Services Administration, Division of Mental Health and Addictions as an Addiction Services Provider
- ▶ Received first time grants from the Safeco and Avon Foundations (\$45,000 and \$49,000 respectively, in support of Breaking Free services) and renewed support of the Efrogmson Fund for parent education services
- ▶ Family Service President Edie Olson was named the National Association of Social Workers Region 7 Social Worker of the Year
- ▶ Neighborhood Assistance Tax Credits were awarded and sold out in one quarter
- ▶ Began offering chemical dependency services in the Boone County office; selected to expand services into Hendricks county
- ▶ As part of National Family Week, Family Service presented a forum about the issues of protecting and making decisions on behalf of incapacitated persons, and the need for an organized, systematic response to this growing community need
- ▶ Convened a task force to review donor software options which led to funding being awarded for several technology needs
- ▶ Successful United Way campaign resulted in 100% staff giving and a 14% increase from the previous year
- ▶ United Way Agency Evaluation Site Visit resulted in a perfect score and complimentary feedback from United Way volunteers
- ▶ Family Service Senior Vice President Michelle Gwaltney selected for Stanley K. Lacy Leadership program and United Way Renewal Program
- ▶ Awarded \$50,000 in operating support for our services for older and challenged adults by the Indianapolis Retirement Home Fund and a CICF grant of \$40,000 in support of family engagement and enrichment activities
- ▶ Family Service President Edie Olson named to statewide task force to guide implementation of the Indiana Adult Guardianship Services pilot project
- ▶ Exceeded 2008 budgeted revenue ending year with a surplus and projection of further growth for 2009

CHANGE



I walk down the street.
There is a hole.
I don't see it.
I fall in.
It isn't my fault.
It takes a very long time to get out.

I walk down the same street.
There is still a deep hole.
I pretend not to see it.
I fall in.
I pretend it's still not my fault.
It takes a long time to get out.

I walk down the same street.
There is still the same deep hole.
I see it.
I fall in anyway.
It's a habit.
I get out quicker this time.

I walk down the same street.
There is a deep hole.
I see it.
I walk around it.
I don't fall in.

I walk down a different street.

Portia Nelson



Our family is now talking out our problems rather than fighting and hitting. The help we've received at Family Service is truly a blessing.

When Laura and David were referred to our offices by the Department of Child Services in the spring of 2008, they were struggling to keep their family together and were desperately in need of positive change. David had often turned to drugs and alcohol as an escape from life's problems, and both had limited parenting skills and few supports. Eventually, addiction and abusive behavior led to marital conflict and their children being placed in foster care.

After successfully completing our chemical dependency program, David, along with his wife, continued to receive help by participating in and successfully completing our parent education classes. Since completing the parenting program, they have both learned to discipline their children rather than punish them. "I have learned how to be an active parent, rather than a dominant one" said David. "Our family is now talking out our problems rather than fighting and hitting."

Both parents feel that their lives have improved and are grateful their children were able to return home in November of 2008. "I no longer feel like a door mat to my children" said Laura. "The help we've received at Family Service is truly a blessing."



*Family Service
is my family.*

Maggie, an 88-year old woman with dementia, was referred to our Older and Challenged Adult Program because she needed help maintaining her household and managing her financial affairs.

Our counselors recognized that Maggie was vulnerable to exploitation and needed someone to act on her behalf, as she had no family and was clearly unable to make good decisions for herself.

While in our care, Family Service became Maggie's representative payee to protect her Social Security income and ensure necessary bills were paid. Eventually Family Service assumed guardianship of Maggie. With this protection and the help of a care team assistant to assist with laundry and housekeeping chores, Maggie was able to remain in her home for many months longer than would have been possible otherwise.

changing LIVES

Ken Jack has served as a tireless educator, advocate, and volunteer for the Breaking Free Children's Program for more than ten years. Ken's mother and sister were both victims of domestic violence, so he is keenly aware of the harm that can come to families dealing with abuse.

His mother left his father permanently when he was seven, but tragically, his sister was murdered by her husband when Ken was still a child. Although he finds it difficult at times to get children to open up about their situations, his experience and openness helps them to understand not to be embarrassed or to feel guilty about the abuse they've seen in their homes.

"I appreciate the opportunity to be of use to others" said Ken. "People are more likely to seek help these days, but the cycle of domestic violence still shows no signs of being eliminated."

*I appreciate
the opportunity
to change lives.*



Alice M. Ross

Salute to Family Award

Through nominations received by the community, the annual Alice M. Ross "Salute to Family" Awards honor families who have made a difference, whether it be at home in their care for their own family or by bettering their community. The families recognized in 2008 included:

Michael and Sandra Allen and Family

The Allen family was given the award because they have adopted eight children world-wide from South America to China. Through their adoptions, Michael and Sandra learned there were about 500,000 children in Chinese orphanages. They used their positive experience to encourage others to provide a lifetime of love to children who need a family, both by example and by speaking at adoption workshops for prospective adoptive parents.



Joseph and Beatrice Miller and Family

Patriarch and matriarch Joseph and Beatrice Miller and their family were selected for their ability to demonstrate togetherness, communication and commitment to their large family of nine children, 22 grandchildren and 10 great-grandchildren.

Despite the responsibility of being the parents to so many children, Mr. and Mrs. Miller found the time to give back to the community. Over the years, Mrs. Miller has volunteered for Indianapolis Head Start. She also helped found the Southside Community Health Center. Mr. Miller was an active member of the Southside Men's Club and assisted in starting the Southside Picnic.

honoring

FAMILY

2008 SALUTE TO FAMILY SPONSORS

Supporting Sponsor



Virg and Myra Bleill and Family

Lance Corporal Joshua Bleill and his family were selected for their perseverance and ability to overcome challenges when Joshua was injured in Iraq.

Tragedy struck their family in 2006 when Joshua was seriously hurt when his vehicle was struck with an improvised explosive device. His injuries included the double amputation of his legs, a broken jaw and several other broken bones and fractures. Through his positive attitude and his family's support, Joshua has stabilized and been fitted with artificial legs. Joshua and his family have used this challenging experience to reach out to others in need. By reaching out to those who have had similar injuries, he has served as an inspiration to many. The Bleill family has reached out to other military families in similar situations and offered much needed support, including the coordination of care packages for the soldiers still in Iraq and Christmas gifts for the children of injured servicemen and women.

Family Champion

Lumina Foundation for Education

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2008 Stand Up for Families Fundraiser a Success

In spite of a struggling economy, the generosity of Family Service supporters, board members and staff was not lacking at the 15th annual Stand Up for Families fundraiser November 15. Hosted at the Fountains in Carmel, the event raised approximately \$95,000 via items sold at both a silent and live auction, individual donations, and through corporate sponsorships.

More than 300 attendees enjoyed a buffet dinner, live music, and stand-up comedy by Bob & Tom Comedy All-Stars Dave Dugan and Patti Vasquez. Joe Staysniak of WIBC Sports Radio and Cheryl Parker of Fox 59 News served as hosts for this year's event and Gallivan Auction & Appraisers donated their services to the live auction.



Stand Up for Families Planning Committee Members

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Dusty Burwell	Nancy Mallon	Hal E. Schimmelpfennig
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Family Champion



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Gifts "In-Kind"

American Structurepoint
Bob & Pat Anker
Assistance League of
Indianapolis
Lora Barlow
Sharon Bracken
Broad Ripple Heating and
Air Conditioning Service
Experts
Heidi Carl & Dusty Burwell
Bob Coronato & Michelle
Gwaltney
Marjorie Eden
Barbara Eden
Craig & Emily Freeze
Half Price Books
Indiana State Fairgrounds

Indiana Student Financial
Aid Association
IndyGo
Alex & Caitlin Intermill
Kroger Food Stores
Mr. & Mrs. Joseph Lisek
Dave & Nancy Mallon
Hugh & Kate McGowan
Microsoft
Edie Olson & Terry DeBoo
Pacers Foundation
Steve & Carol Risting
Michael & Sue Roy
St. Peter's Preschool
Chargemaster & Billing
Compliance, St. Vincent
Health
Jeffrey and Jane Stautz
Hugh & Jane Watson
Scott & Maureen Watson
WFYI
WKLU FM - Oldies 101.9

Matching Gift Companies

Gap Inc. Giving Campaign
Lilly Endowment, Inc.
Lumina Foundation for
Education
Sallie Mae Fund
Temple Inland Foundation
USA Funds

Volunteers

Bob Anker
Jennifer Anker
Julli Anker
Taylor Anker
Emily Barto
Travis Bonnell
Abdel Bouaichi
Cecilia Bouaichi
Kelsey Bouaichi
Norma Boyd
Sharon Bracken
Laura Brett
Perian Brett
Cindy Burks
Jason Burks
Robert DeBoo
Tara DeBoo
Allene Dodoli
Rachel Eckles
Gail Folaron
Craig Freeze
Erin Freeze
Nathan Freeze
Nicole Freeze
Tyler Freeze

Liz Furlow
Pat Garrett Rooney
Megan Gentleman
Rebecca Gibbs
Mark Godfrey
Jeanette Gorin
Melissa Gray
John Grew
Helen Hardin
Carena Hasara
Natalie Hayes
John Hittle
Danita Hoskins
Mary Imel
Ken Jack
Keri Jeter
Sheila Johnson
Lauran Jones
Donna Jordan
Jamise Kafoure
Elias Kehr
DeWayne Knight
Aly Knowlton
Taylor Knowlton
Seth Krabill

Christine Lacy
Dan Lamar
Kim Landers
Heather Languell
Robin Lawrence
Jeremy Leffler
Karen Lehman
Jordan Lewis
Dave Maas
Jessica Maas
Dave Mallon
Ellie Mallon
Andrea Marks
Ivy Marraccini
Benjamin Mast
Kate McGowan
Laura Mervilde
Amanda Messenger
Bryna Milkow
Kristen Miller
Kyle Miller
Mindy Miller
Lynnda Morton-Alkire
Priscila Müller
Cheryl Parker

Lisa Patchner
Karen Peck
Heather Perkins
Diana Rice-Wilkerson
Jennifer Risting
Erin Robertson
Adam Rothrock
Rob Rothrock
Lorena Saavedra
Jose Salmeron
Ava Schuehle
Courtney Sgro
Addison Simpson
Barton Sprunger
A.J. Stautz
Amy Stautz
Andrew Stautz
Catharine Stewart
Kathy Stoltz
Kathleen Tabbert
Gina Titus
Erin Tuckman
Margy Tuckman
Val Tully
Kory Vitangeli
Angie Wilbughby

Officers and Board

Officers

Carol Risting,
CHAIR OF THE BOARD
Kristine Bouaichi,
VICE CHAIR
Scott Kennedy,
VICE CHAIR
Chris York,
VICE CHAIR
Kyle Hupfer,
SECRETARY
Tom Peck,
TREASURER
Edie Olson,
PRESIDENT

Elected Directors

Jane Barto
Pam Burks
Heidi Carl
Vivian Cintron
Brooke Dunn
Doug Fick
Emily Freeze
Marcia Gentleman
Dorothy Bennett Hoffman

Deans

Greg Lawn
Nancy Mallon
Hugh McGowan
Charles O'Keefe
Rose Popovich
Christian Rauch
Patty Salmeron
Brian Senninger
Gene Van Hove
Mark Winzenread

Pat Anker
Brad Boyd
Steve Hazelbaker
John W. Purcell
Hal E. Schimmelpfennig
Jane Ann Stautz
Jane Watson

STATEMENT OF ACTIVITIES FOR THE YEAR ENDED DECEMBER 31, 2008

REVENUE

	(Unaudited)
United Way of Central Indiana Community Fund Allocation	\$ 1,330,000
Government Contracts	1,897,000
Contributions, Foundation Support and Special Events (net)	687,000
Program Service Fees	160,000
Net Investment Income	107,000
TOTAL REVENUE	4,181,000

EXPENSES

Salaries	2,164,000
Employee Benefits and Payroll Taxes	668,000
Professional Fees	149,000
Operating Expenses	447,000
Affiliated Organization Dues	12,000
Depreciation	83,000
TOTAL EXPENSES	3,523,000

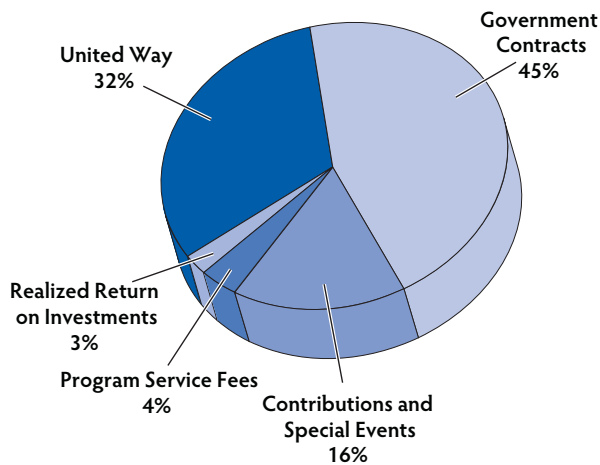
CHANGE IN NET ASSETS FROM OPERATIONS 658,000

NON-OPERATING REVENUE

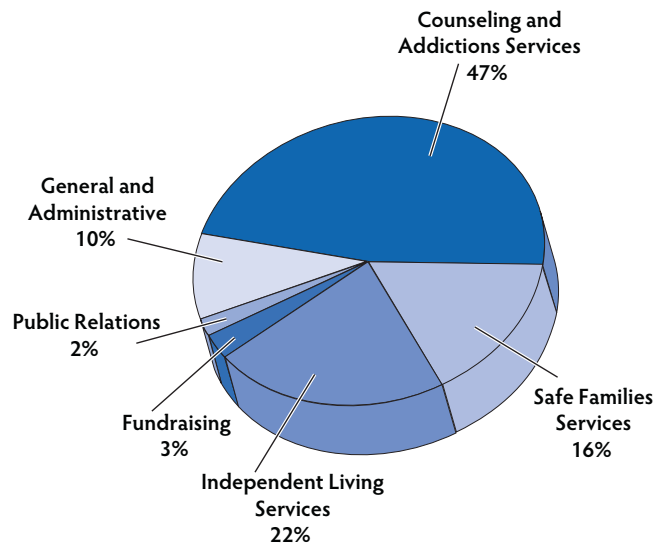
Net Realized and Unrealized Losses on Investments	(1,178,000)
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DECREASE IN NET ASSETS \$ (520,000)

REVENUE BY SOURCE



EXPENSES BY DIVISION



STATEMENT OF FINANCIAL POSITION AS OF DECEMBER 31, 2008

ASSETS

	(Unaudited)
Cash and Cash Equivalents	\$ 944,000
Cash Restricted for Family Loan Program or Custodial Funds	82,000
Accounts Receivable, less Allowance for Doubtful Accounts	806,000
United Way Receivable	658,000
Contributions Receivable	84,000
Prepaid Expenses and Other Assets	6,000
Furniture and Equipment, less Accumulated Depreciation	182,000
Investments, at Market Value	3,797,000
Cash Surrender Value of Life Insurance Policies	83,000

TOTAL ASSETS	\$ 6,642,000
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LIABILITIES

Accounts Payable	\$ 23,000
Accrued Payroll and Payroll Taxes	266,000
Deposits Held in Custody for Others	22,000
Post-retirement Life Insurance Liability	81,000
	392,000

NET ASSETS

Unrestricted:	
Undesignated	808,000
Board Designated—Operating Reserve	600,000
Board Designated—Capital Maintenance Reserve	150,000
Board Designated—Friends of the Family Endowment	3,507,000
	5,065,000
Temporarily Restricted	1,159,000
Permanently Restricted	26,000
	6,250,000

TOTAL LIABILITIES AND NET ASSETS	\$ 6,642,000
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Mission

The mission of Family Service is to preserve and strengthen families in times of crisis, change, and growth through counseling, education, and support.

Vision

A community of healthy, loving, and capable families.

CENTRAL OFFICE

615 North Alabama Street,
Suite 320
Indianapolis, IN 46204
Phone 317-634-6341
Fax 317-464-9575

BOONE COUNTY

327 North Lebanon Street,
Suite 103
Lebanon, IN 46052
Phone 765-482-6396
Fax 765-482-0694

MORGAN COUNTY

465 South Main Street,
Suite 106
Martinsville, IN 46151
Phone 765-342-0202
Fax 765-342-2761

HANCOCK COUNTY

98 East North Street,
Suite 301
Greenfield, IN 46140
Phone 317-462-3733
Fax 317-462-3763

HENDRICKS COUNTY

1913 Crown Plaza
Boulevard
Plainfield, IN 46168
Phone 317-838-5966

317-634-6341

www.family-service-inc.org

Family Service has provided care to Central Indiana families since its founding in 1835.



United Way agency