

2025 CHILD & FAMILY SERVICES ANNUAL REPORT

This past year has been one of meaningful growth, thoughtful change, and continued commitment to the individuals, families, and workplaces we serve across our community. Each day, I have the privilege of seeing the impact of our work, whether through counseling that restores hope, advocacy that supports survivors in finding their voice, or partnerships that strengthen local workplaces. This is what it means to live our vision: Building Better Lives, Supporting Today, Strengthening Tomorrow.

In 2025, we strengthened partnerships within our Counseling Center, expanded access to care, continued to grow the work of our Sexual Assault Center, and advanced our Employee Wellness Center. Throughout it all, our focus remained the same: meeting people where they are with compassion, expertise, and integrity.

We also strengthened internal operations; supporting our team, refining processes, and preparing for the future. While much of this work happens behind the scenes, it ensures we remain strong, sustainable, and responsive as we move forward.

None of this happens without people. I am deeply grateful for our staff, our Board of Directors, and the many donors and community partners who walk alongside us. Your trust and support make this work possible.

As we look ahead to 2026, Child & Family Services enters an important transition. After more than 40 years in social work in the Great Lakes Bay Region, I will be retiring as President and CEO on July 10, 2026.

I am optimistic about the future of this organization and pleased to share that Adrienne (Annie) Coker, LMSW, will step into the role of CEO. Annie brings deep experience, steady leadership, and a genuine commitment to our mission. I leave knowing Child & Family Services is well-positioned for continued success under her leadership.

Child & Family Services is well positioned for the future because of the people, the purpose, and the foundation we have built together. The work will continue. The impact will grow. And our vision will remain at the heart of all we do.

With sincere gratitude,

Jill Hogenson

PRESIDENT / CEO





2025 HIGHLIGHTS.

In 2025, Child & Family Services made meaningful strides in strengthening leadership, expanding partnerships, and increasing access to care across all programs.

ORGANIZATIONAL GROWTH & LEADERSHIP

- Welcomed 6 new Board Members, strengthening governance and community representation
- Engaged in leadership strategic planning with Dr. Danilo Sirias of Saginaw Valley State University
- Established a clear succession plan in preparation for a CEO transition in 2026

EXPANDING ACCESS TO CARE

- Achieved the highest number of counseling sessions ever provided through the Counseling Center
- Launched a new contract with Saginaw County Community Mental Health, expanding service access for Medicaid recipients

STRENGTHENING SURVIVOR SUPPORT (SEXUAL ASSAULT CENTER)

- Launched the Empowering Essentials Closet
- Established a hoteling process to support survivors in crisis
- Renovated the Covenant Sexual Assault Response Team (SART) room to improve care environments
- Expanded exam locations across Saginaw County
- Achieved 24/7 Sexual Assault Nurse Examiner (SANE) coverage through partnership

PROGRAM & SERVICE ENHANCEMENTS

- Fully implemented the Victim of Crime Act counseling contract
- Established the Victim Services Specialist (MCOLES) role
- Introduced therapy groups focused on healing and self-compassion
- Partnered with local organizations on a Sexual Assault Awareness Month (SAAM) Art Exhibit

SUPPORTING TODAY.

Every day, Child & Family Services meets individuals and families where they are; providing counseling, advocacy, and support across our three centers. In 2025, that commitment translated into thousands of meaningful connections.

COUNSELING CENTER

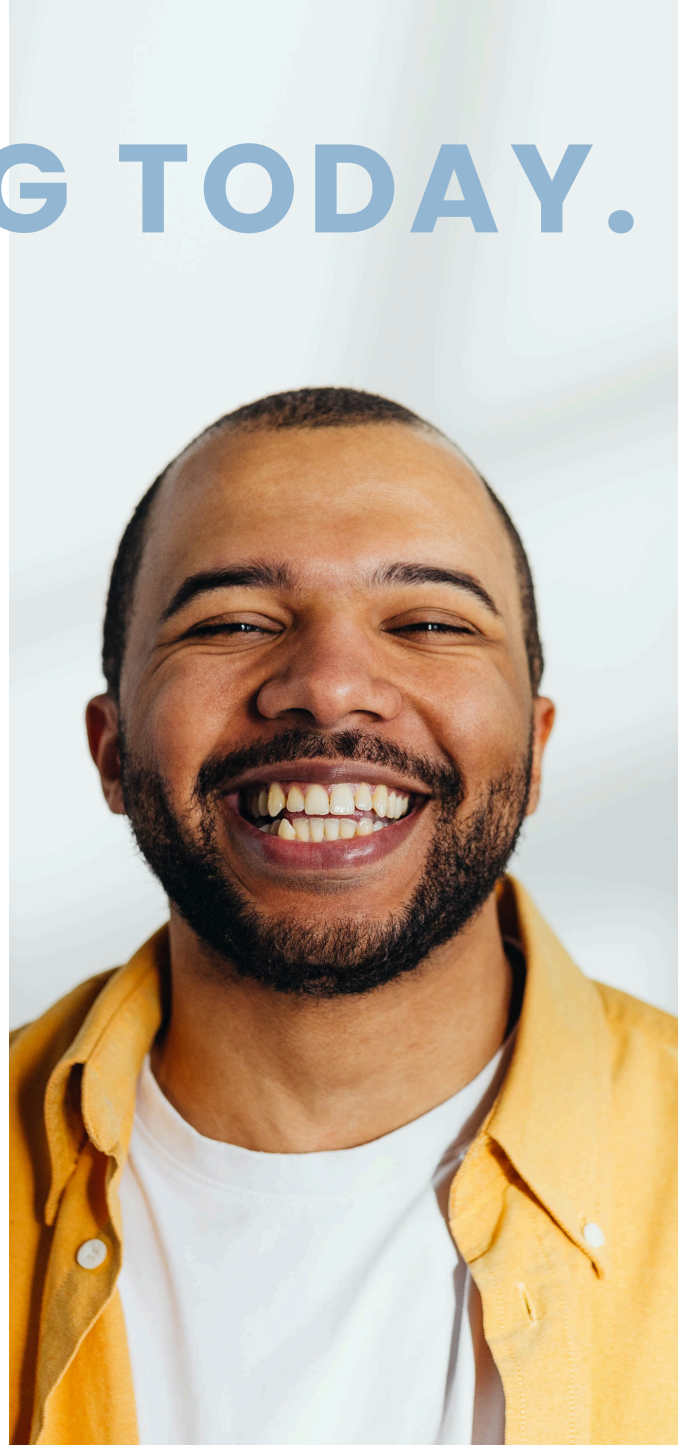
- 9,364 counseling sessions provided
- 165 Hope Counseling sessions delivered
- This marks the highest number of counseling sessions ever provided; reflecting both growing need and expanded access to care.

SEXUAL ASSAULT CENTER

- 2,164 counseling sessions
- 103 exams completed, each with an advocate present
- 246 crisis calls responded to
- 2,276 advocacy and support services provided
- Behind each number is a survivor supported with dignity, safety, and care.

EMPLOYEE WELLNESS CENTER

- 22 business contracts
- 7,500+ employees covered
- 15 presentations, workshops, and debriefings delivered
- These partnerships allow us to meet people where they spend much of their time by bringing support directly into the workplace.



BY THE NUMBERS.

The impact of our services is reflected not only in how many people we serve, but in the outcomes they experience:

- 100% reported an improved ability to manage their concerns
- 99% felt their lives improved through services
- 99% would return if additional support is needed in the future

These outcomes reflect both the effectiveness of our services and the trust our community places in us.

COMPASSION IN PRACTICE.

Behind every service we provide is a dedicated professional committed to helping others heal and grow. Our therapists bring compassion, expertise, and a deep commitment to client-centered care; creating safe, supportive spaces where individuals can navigate challenges and build resilience.

MEET CHRIS FIKE, LMSW

Chris joined Child & Family Services in 2025, bringing more than 20 years of experience in counseling and social work. Known for his calm, approachable style, he creates a space where clients feel supported, understood, and empowered.

AREAS OF FOCUS

- Anxiety, trauma, and stress management
- Relationships, family therapy, and child development
- ADHD and depression
- LGBTQIA+ care and gender-affirming support

IMPACT AT CHILD & FAMILY SERVICES

- Supported implementation of the CMH contract
- Contributes to Employee Wellness Center mediations and presentations
- Strong advocate for underserved and LGBTQIA+ communities

Chris approaches therapy through a compassionate, person-centered lens, using evidence-based strategies to support meaningful change.

“Being a social worker means having the opportunity, the ethical responsibility, and the moral obligation to transform the world and to fight for justice every day - one person, one family, one community at a time. It’s a passion and a privilege to get to do this work.”

Outside of work, Chris enjoys time with his wife and cats, reading speculative fiction, and following Detroit Lions football and Kentucky Wildcats basketball.

MESSAGE FROM OUR BOARD CHAIR.

“Our greatest strength continues to be the people who carry this mission forward each day. The compassion, expertise, and dedication of our staff are what make meaningful healing and connection possible across our community, and their impact is felt in every life we touch.”



ONE CLIENT'S JOURNEY.

Behind every number is a story of resilience, healing, and hope.

A client came to Child & Family Services during one of the most overwhelming times in their life. Struggling with anxiety and the weight of past trauma, even taking the first step to ask for help felt difficult.

Through consistent counseling sessions, they began to build trust, develop coping strategies, and rediscover a sense of control in their life. With support, they were able to process their experiences, strengthen their confidence, and reconnect with the things that brought them joy.

Today, they describe feeling more grounded, more hopeful, and better equipped to navigate life's challenges.

While every journey is different, this story reflects what is possible when compassionate care meets individuals exactly where they are.

VOICES FROM THOSE WE SERVE.

The impact of our work is best reflected in the voices of those who experience it firsthand. These reflections speak to moments of support, care, and connection that help individuals and families move forward in their healing journeys.

"It would be difficult to point out just one staff member. I have had nothing but kind, caring, and understanding from all the staff I have had interaction with."

"Mollie has been wonderful. I had a bad experience with therapy before and working with her has been night and day. It's a true skill to know when to listen and when to give advice. She's a master at that."

"Meg has been phenomenal! She's been a great help with us working through all of my son's trauma. She has been a huge part in really understanding what is/has happened with my son. She has already made a huge impact on him and his everyday life."

"I would like to recognize Mishelle. She is intelligent, skillful, and helpful to me. I trust her and know I can count on her. I'm not sure how you all find the right people, but it seems you always do! Thank you!!"

"Everyone was very supportive, from Miranda to the front desk staff. They're respectful, responsive, and always willing to answer questions, even about billing. Nice job hiring the best of the best!"





STRENGTHENING TOMORROW.

As we look ahead, Child & Family Services remains focused on thoughtful growth, innovation, and continued impact. In the year ahead, we look forward to:

- Renovating our children's waiting room to create a more welcoming space
- Implementing a new phone system to improve accessibility
- Navigating a thoughtful CEO transition
- Expanding Employee Wellness Center outreach and partnerships
- Strengthening social media and community engagement efforts
- Preparing for our upcoming Commission on Accreditation of Rehabilitation Facilities (CARF) survey

These efforts will help ensure we continue to meet the evolving needs of our community today and into the future.

LEADERSHIP SPOTLIGHT.

Adrienne (Annie) Coker, LMSW, will step into the role of CEO in July 2026, bringing nearly two decades of experience in behavioral health, trauma-informed care, and organizational leadership to the position.

Annie shares, "This organization has a long history of responding to the needs of our community, and I am committed to ensuring our services remain accessible, responsive, and grounded in the needs of the individuals and families we serve."

ANNIE'S LEADERSHIP IS CENTERED ON:

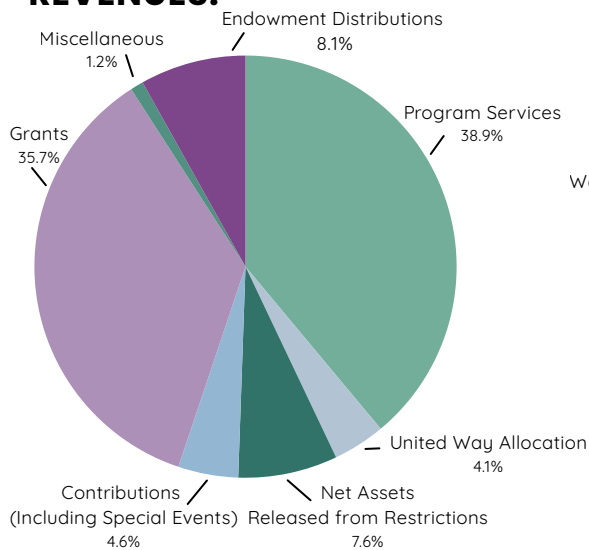
- Expanding access to high-quality mental health services
- Strengthening program responsiveness to emerging community needs
- Supporting staff development and organizational excellence

We look forward to the leadership and vision Annie will bring as Child & Family Services continues to grow, evolve, and deepen its impact across the community.

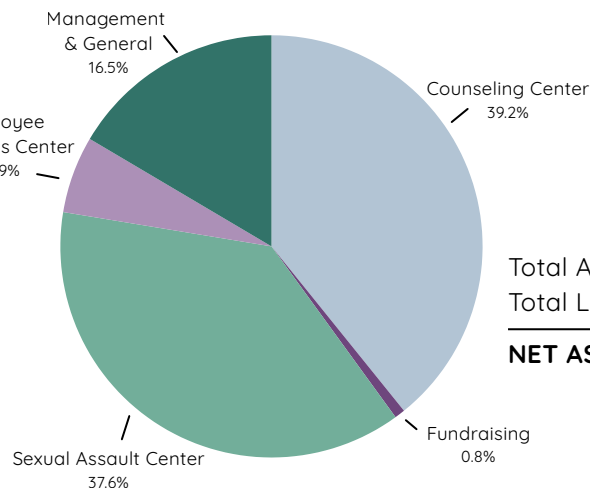


FINANCIAL OVERVIEW.

REVENUES.



EXPENSES.



Total Assets \$3,100,429
 Total Liabilities \$551,215
NET ASSETS \$2,549,214

FUND DEVELOPMENT.

The impact of our work is made possible through the support of our community. Contributions from donors and community partners help ensure that essential mental health, wellness, and support services remain accessible to those who need them most.

“Every day, I see the difference caring people make. We are grateful for those who believe in our mission of Building Better Lives. We could not do this work without them.”

Catherine Martinez | Marketing & Fund Development Manager



PICTURED: Saginaw Spirit Volunteer 50/50 Sellers

GRATITUDE IN ACTION.

Thank you to our community partners, donors, volunteers, and staff. Your support impacts every life we touch. As we look to the future, we invite you to continue this journey with us.

Together, we are **Supporting Today, Strengthening Tomorrow.**



PICTURED: Grill & Chill Donors

OUR DONORS.

Please know how grateful we are that you have supported our agency's efforts of "Building Better Lives". Our dedicated work to make an impact is encouraged when we feel the support of those around us. Together, we believe we have the means to go beyond recognition of need and be a part of the solution in our community, both now and in the years to come.

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 Andrew, Hooper Pavlic, PLC
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 Duperon Company
 Family First Credit Union
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 Saginaw County Health
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 Saginaw Charter Township
 Saginaw Valley State
 University
 Spence Brothers
 Swan Valley Middle School
 Team One Credit Union
 Tri-Star Trust

United Financial Credit Union
 United Way of Saginaw County
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 Beetle Boutique
 Berkshire Hathaway Home
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 BOSTONtec, Inc.
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 Covenant HealthCare Medical
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Evening Exchange Club of
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 Faith Evangelical Lutheran
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 Foresters Financial
 Frankenmuth Bavarian Inn
 Restaurant
 Frankenmuth Morning Rotary
 Club
 Frankenmuth River Tours
 Fraternal Order of Police (FOP)
 Frederik Meijer Gardens &
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 FunWay Amusements
 Fuzzy's Restaurant
 Garber Management Group
 Geyer's Pennzoil 10 Minute Oil
 Change
 Glaster, Inc.
 Health Advantage Credit Union
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 Hearing Life
 Heiden Technology Solutions
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 Ctr
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 Museum
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 Police Chief's Association of
 Saginaw
 PRIDE in Saginaw, LLC
 Records and Tapes Galore
 Reimold Printing Corporation
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 Saginaw Charter Township
 Saginaw Children's Zoo
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 Saginaw Township Police
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 Saginaw Valley State University
 Saginaw Valley State University -
 Peer Health Education
 Program

Sam's Club #6663
 Security Credit Union
 Foundation
 Shields Chiropractic
 Shred Experts, LLC
 Sister Sister Design & Staging
 Co
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 The Popcorn Kitchen
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 Tri-Star Trust Bank
 UA Local 85 Plumbers ,
 Steamfitters & HVACR
 United Church of Christ Midland
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 United Way of Greater
 Cincinnati
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 Vortex Optics
 W&W Tri-City Liquidation
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