

ANNUAL REPORT

25-26



1301 E GADSDEN STREET
PENSACOLA, FLORIDA 32501
WWW.FIRSTCITYOUTREACH.ORG
850.273.4218



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LETTER FROM THE EXECUTIVE DIRECTOR:

Dear friends of the organization,

As Executive Director of FC Outreach, Inc., I am proud to present our annual report for fiscal year 2025-2026. This report provides an overview of our work in the past year and our financial status. The organization's mission is to strengthen individuals to build healthy families. We work to achieve this mission through our vision to lead families into a growing relationship with Jesus Christ while providing in-home, community-based services to families that are involved in the child welfare system.

All our work is based on FC Outreach's Four Core Values:

**Christ Centered
Spirit-Led
Encouragement
Excellence**

This past year was a busy one for FC Outreach, Inc. We expanded our original contract to include the addition of four more employees with additional funding from our partners at NWF Health. At the same time, our work has made a real difference in the lives of the families that we had the honor of serving, and we are looking forward to continuing our work in the years to come.

Thank you for your support, and I hope you will continue to stand with FC Outreach, Inc. as we make our communities a better place for families involved in the child welfare system.

Sincerely,
Bradley Lord, PsyD
Executive Director



ABOUT FC OUTREACH

FC Outreach, Inc. was founded in 2023 to improve the lives of individuals and families involved in the child welfare system.

Our work is based on the belief that all individuals and families involved in the child welfare system deserve to be treated with respect and compassion in a Christ-centered, trauma-informed manner. We work to achieve this by meeting individuals and families in their natural home and community environments by providing comprehensive needs assessments, resource referrals, resource support, and encouragement.

Our organization is a registered 501(c)(3) nonprofit and relies on donations and other funding resources utilizing state and other monies. (EIN 93-3782651)

Donations can be made at

www.firstcityoutreach.org

or

Mail a check to FC Outreach, Inc. 1301 E. Gadsden Street Pensacola, Florida 32501.



FINANCIAL HIGHLIGHTS

Increased Funding:

FC Outreach, Inc., started the fiscal year with a \$550,000 contract to fund FC Outreach's Family Assistance Support Team (FAST). FC Outreach, Inc. and the funding source quickly realized the demand for services from the Florida Department of Children and Families and the local child welfare case management organization outpaced the number of staff that were funded in the contract. Both FC Outreach, Inc. leadership and leadership with the funding entity were caught off guard by the high demand, and the demand for services indicated that the Florida Department of Children and Families staff and the local child welfare case management organization staff were finding value in the services FC Outreach provided. After some discussions with the funding entity, FC Outreach, Inc. increased the contract to a total of \$850,000 yearly, and FC Outreach was able to hire an additional supervisor along with three full-time staff to take on an additional 45 cases every quarter of services.

Part of FC Outreach's funding was \$14,000 to help with basic needs for service recipients and families served. Many of the purchases made on behalf of service recipients this year include the following: Food, Child Care, Diapers, Beds, Bedding, Clothing, Cleaning Supplies, Car Repairs, etc. FC Outreach also relied on donors within the community to help meet the basic needs of service recipients with FC Outreach's partnership with Care Portal, which is a 501(c)(3) organization.

Donations:

FC Outreach, Inc. raised \$61,000 this year from individual benefactors and through fundraising efforts. Donations are essential to the mission of FC Outreach because donations directly turn compassion into practical help for service recipients and families.

Here is how contributions typically make a meaningful difference:

- Support Outreach Programs – Financial gifts allow FC Outreach to operate and, more importantly, expand services to serve those involved in the child welfare system.
- Strengthen the Community and Child Welfare Services – Donor support enables collaboration with volunteers, churches, and local partners, multiplying the impact and ensuring help reaches those most in need who are involved with the child welfare system.

OPERATIONAL REVIEW / KEY ACCOMPLISHMENTS

Fiscal Year 2025-2026 has been remarkable for FC Outreach, Inc. Some of our key accomplishments include:

Achieved Accreditation:



During the 25-26 fiscal year, FC Outreach, Inc. received full accreditation for behavioral health – case management services with the Accreditation Commission for Health Care (ACHC).

ACHC is an international nonprofit accrediting organization recognized by the Centers for Medicare and Medicaid Services (CMS) and many states, payers, and referral partners.

Accreditation is earned only after a detailed review of:

1. Policies and procedures
2. Staff qualifications and training
3. Service delivery practices
4. Service recipient protections and outcomes
5. Quality improvement and compliance systems

In simple terms, FC Outreach’s accreditation by ACHC to provide behavioral health – case management services means that ACHC, an independent internationally recognized accrediting body, has formally verified FC Outreach, Inc. meets established standards of care for quality, safety, and effectiveness while providing services to service recipients and families.

Some of the ACHC surveyor’s comments relative to the onsite survey of FC Outreach’s services include:

“Nobody is perfect, including ya’ll (FC Outreach), but you are pretty close.”

“There is a term called the ‘Golden Thread’ that describes a congruency, the alignment of who you all are, with your mission, your values, your pillars, and your practice – the alignment of all that makes life and work life flow well. This says really great things about the services you provide to your clients and service recipients. So congratulations on that.”

“...I highly encourage you to grow as big and fast as you can. Cover the state. Push out those bad actors and get some people who will do what you do.”

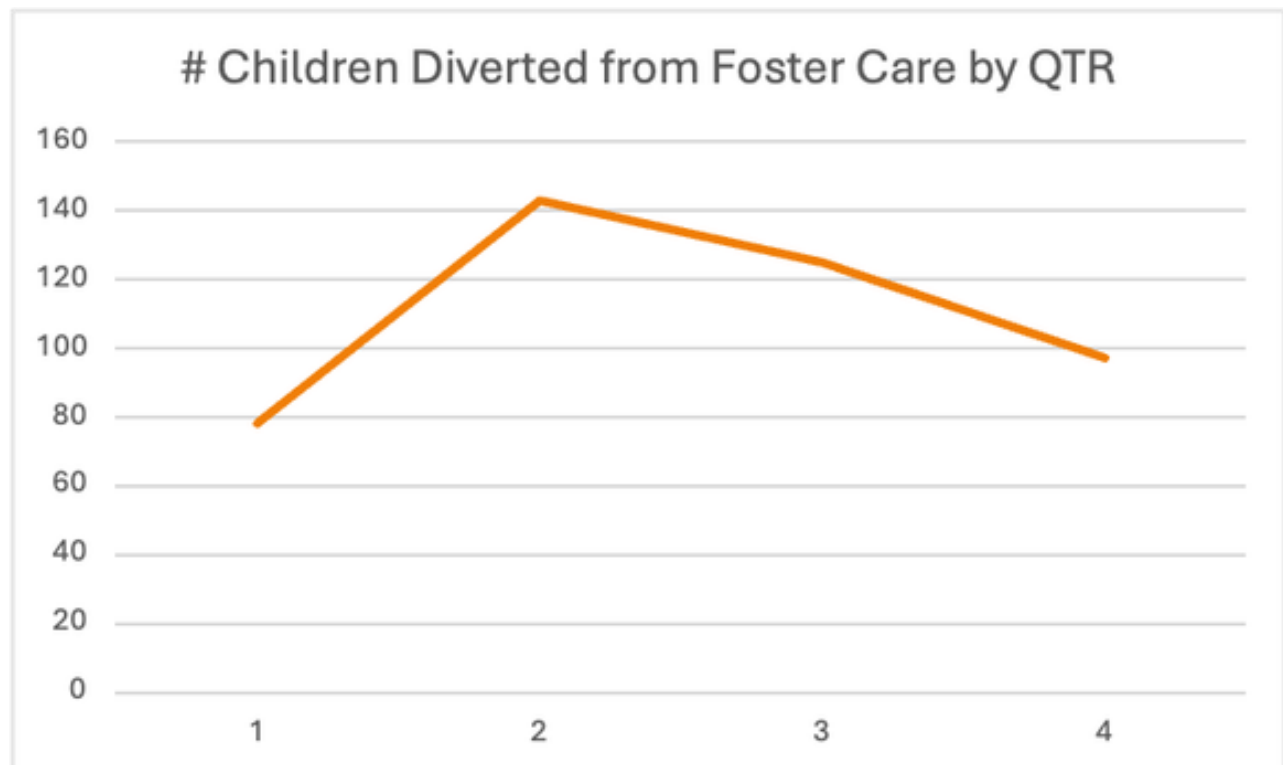
NUMBER OF FAMILIES SERVED:

When FC Outreach launched its Family Assistance Support Team (FAST) to start providing services to parents that had been identified at high risk to lose custody of their children due to safety and/or health issues within their homes, leadership thought FC Outreach might serve 90 families in the first year of services. However, in the first year of services (FY 24-25), FC Outreach served 207 families and kept 92% of the families intact; in short 92% of families served maintained custody of their children with the support of FC Outreach's FAST team.

For fiscal year 2025-2026, FC Outreach's FAST discharged a total of 267 families from services. Out of the 267 families discharged from services, 235 families remained intact, meaning those families kept custody of their children with the support of FAST team members. This is an 88% success rate in keeping families intact.

While the number of families served and remained intact is impressive for FY 25-26, the number of children diverted from the child welfare – foster care system paints a clearer picture of the IMPACT the FC Outreach FAST team had on our community in the Circuit One area (Escambia, Santa Rosa, Okaloosa, Walton Counties).

The FAST team diverted **443** children from the child welfare – foster care system for the FY 25-26.



RETURN ON INVESTMENT:

The cost savings for the State of Florida and the Circuit One region were based on return on investment values. Return on Investment (ROI) refers to the value created by the FAST team compared to the money the State of Florida and the funders invested in FAST services. In short, how many dollars does the state save for every dollar the state and funders invest in FAST services. The state spent \$1 now to avoid spending \$5 - \$10 later, or an ROI of 1:5 means that every \$1 invested creates \$5-\$10 in value. ROI helps reframe spending as a strategic investment, not just a cost.

The ROIs for each quarter are listed below:

1st QTR ROI: the FAST team diverted 78 children from foster care with an ROI of \$37.28.

2nd QTR ROI: the FAST team diverted 143 children from foster care with an ROI of \$69.18.

3rd QTR ROI: the FAST team diverted 125 children from foster care with an ROI of \$60.35.

4th QTR ROI: the FAST team diverted 97 children from foster care with an ROI of \$46.61.

The total ROI for FY 2025-2026 was **\$53.35**.

However, from a social perspective, the ROI is much more than a simple monetary return for each dollar the state or NWF Health invests into FAST services. The greater and harder ROI value to capture is compared to what the community gains associated with the outcomes of the FAST program:

1. Improved lives and well-being of service recipients and families served
2. Reduced strain on public systems, i.e., child welfare – foster care systems
3. Long-term economic savings
4. Healthier and Stronger Communities

Customer – Service Recipient Satisfaction Survey Results:

One of the ways FC Outreach, Inc., measures the impact on those served is through customer satisfaction survey results. The results are measured on a 5-point Likert scale with 5 being great and 1 being poor. FC Outreach received 64 customer satisfaction surveys from service recipients in FY 25-26.

The overall customer satisfaction scores are listed by quarter below:

For quarter 1, the overall customer satisfaction score was a 5.

For quarter 2, the overall customer satisfaction score was a 5.

For quarter 3, the overall customer satisfaction score was a 5.

For quarter 4, the overall customer satisfaction score was a 5.

More important than the numbers associated with the satisfaction survey scores are the comments made by some of the FAST program service recipients on the quality-of-life impact for those the FAST team served:

“Ms. Heather made our family feel comfortable and not judged. She answered questions and made the short time we spent together a blessing.”

“Shelby was very helpful and loving to my family. Best service I ever had.”

“Kelsi has been very professional and extremely helpful with our needs as a family in general but has also helped us to better our relationship with our oldest child as well as giving us help with finding ways to redirect the attention of our 2-year-old and shown us many ways to bond and include them in more activities. She has also done a parenting class with us that has given us many insightful tips and helped us realize many things we could change that have made everyday life together a lot easier.”

CORPORATE SOCIAL RESPONSIBILITY

At FC Outreach, corporate social responsibility is not a secondary function—it is central to who we are and how we operate. Our responsibility begins with a commitment to Christ, a commitment to people, a commitment to communities, and systems that too often experience fragmented support and unequal access to care.

We believe that strong communities are built when individuals are empowered to achieve stability, dignity, and long-term well-being. Through dedication to Christ, ethical leadership, accountable service delivery, and evidence-informed practices, FC Outreach works to create measurable, positive impact for service recipients and the broader public systems that support them.

We are committed to delivering Christ-centered, client-centered, trauma-informed, responsive case management services that respect individual needs and goals. Our services prioritize safety, confidentiality, informed choice, and continuity of care. As an ACHC-accredited organization, we adhere to nationally recognized quality standards to ensure services are effective, ethical, and accountable.

FC Outreach collaborates with Christ, community partners, service providers, and public agencies to improve service availability and outcomes. We recognize that sustainable change requires coordination across systems, and we actively contribute to local capacity-building, referral networks, and cross-sector collaboration to strengthen community resilience and access to resources.

We treat funding—whether public, private, or philanthropic—as a public trust. FC Outreach is committed to responsible stewardship, transparency, and outcomes-driven decision-making. By emphasizing Christ as the center in all that we do, prevention, early intervention, and coordinated case management, we aim to generate meaningful social return on investment through reduced crisis responses, improved system efficiency, and long-term cost avoidance.

Our leadership and governance practices prioritize integrity, compliance, and continuous improvement. We maintain clear policies, staff training standards, and quality assurance processes to ensure accountability at every level of the organization. We regularly evaluate performance and use data to guide service enhancement and organizational growth.

Through our faith in Christ, responsible service, strong partnerships, and accountable leadership, FC Outreach seeks to create lasting social impact—improving lives today while strengthening systems for the future.

FUTURE OUTLOOK

FC Outreach, Inc. is excited about the plans Christ has for FC Outreach and the communities FC Outreach serves. FC Outreach looks for the expansion of services in the next fiscal year and moves forward with faith, purpose, and hope, seeking to glorify God by serving others with compassion, humility, and love. Grounded in Christian values, FC Outreach, Inc. is committed to being the hands and feet of Christ—meeting practical needs while nurturing spiritual growth and dignity in every person served.

Looking ahead, FC Outreach will continue to expand Christ-centered programs that strengthen individuals to build strong families. Through prayerful leadership, intentional discipleship, and meaningful partnerships with churches and community allies, the organization aims to extend its reach while remaining faithful to its calling. FC Outreach is dedicated to stewarding its resources wisely, developing servant leaders, and responding to emerging needs within the child welfare system with both courage and humility.

As the future unfolds, FC Outreach remains anchored in its trust in God's provision and guidance. With unwavering faith and a heart for service, the organization is positioned to create lasting transformation—offering hope, restoration, and the message of God's love to those it serves.

