



Axess Family Services

2024 Annual Report

AxessPointe
Community Health
Centers and Family &
Community Services'
Combined
Annual Report

Axess Family Services

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Community Member

Dear Friends,

This past year marked a historic milestone as we united two trusted organizations with the merger of Family & Community Services and AxessPointe Community Health Centers on January 1, 2024 as Axess Family Services. Together we have combined decades of experience in social services and community-based healthcare into one mission, creating a stronger, more integrated network of care.

Alongside our merger, we celebrated the official opening of our newest location in West Akron, HealthQuarters, through a meaningful partnership with the LeBron James Family Foundation. This comprehensive hub expands access to medical, dental, optometry and pharmacy services for a community in need. We also expanded healthcare services into the Trumbull and Mahoning region and continued to strengthen critical social supports such as housing, food security, veterans' services, and transportation, ensuring individuals and families across our region have the resources to thrive.

We also deepened our investment in people—both those we serve and those who serve alongside us. Whether it's expanding domestic violence services in Portage and Trumbull Counties, growing our Medication-Assisted Treatment program, preparing the next generation of

healthcare professionals through our NEOMED partnership, or engaging Community Health Workers to connect clients with vital supports, we are building lasting systems of care that meet individuals where they are.

Most importantly, 2024 marked the beginning of a shared vision: to break down barriers, integrate services, and respond to the real challenges facing our communities. Together, we are committed to advancing health equity, fostering stability, and building stronger futures for all.

Looking ahead, 2025 will bring the launch of a new brand and identity for our organization, one that reflects the powerful synergy between healthcare and social services. Thank you for standing with us during this exciting new chapter. Your continued support makes this work possible and inspires us to live our commitment each day, to go forth, and do good.

With Gratitude,

A handwritten signature in white ink, appearing to read "Mark", is positioned above the printed name.

**Mark Frisone, Executive Director
Axess Family Services**

GO FORTH. DO GOOD.

Two Organizations, One Shared Mission.



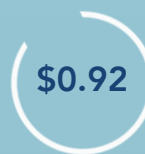
Over \$60M total
combined annual
budget



400+ grants
administered



More than 425,000
hours given by
volunteers



of every \$1 donated
goes to our
programs



Partners in Community Care

Our Mission:

To forge new paths,
create innovative
solutions, and provide
comprehensive care that
empowers individuals and
strengthens communities,
improving health equity
for all.

300,000
TOTAL
SERVED

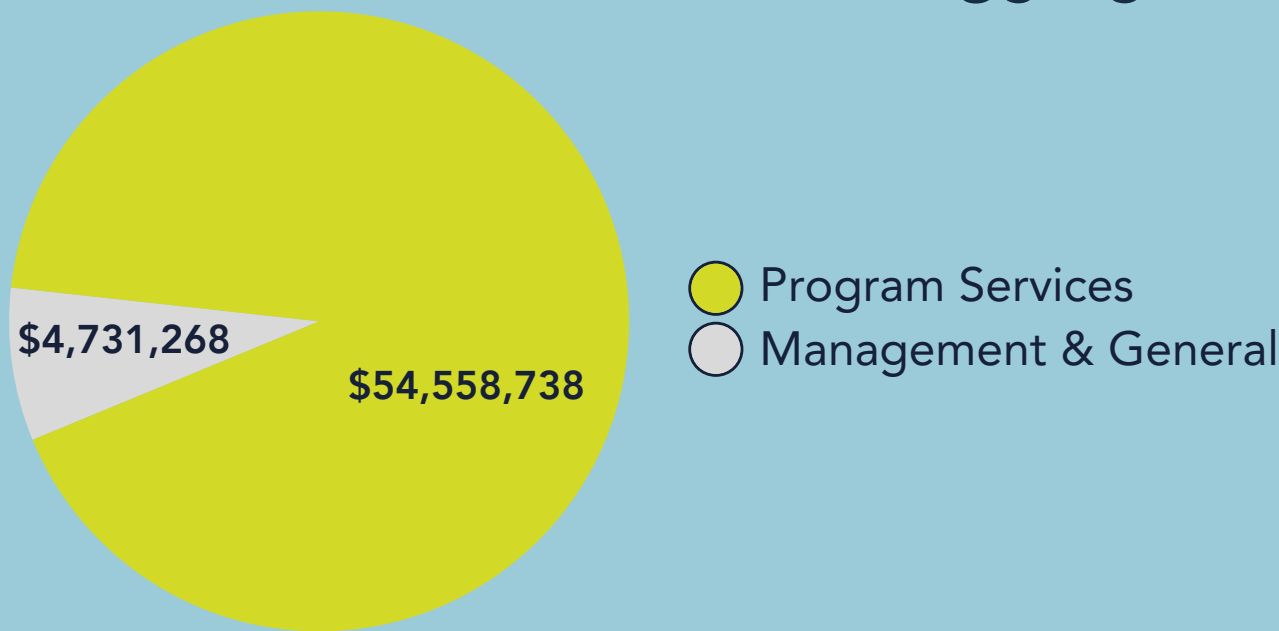
569
STAFF

3,800
VOLUNTEERS

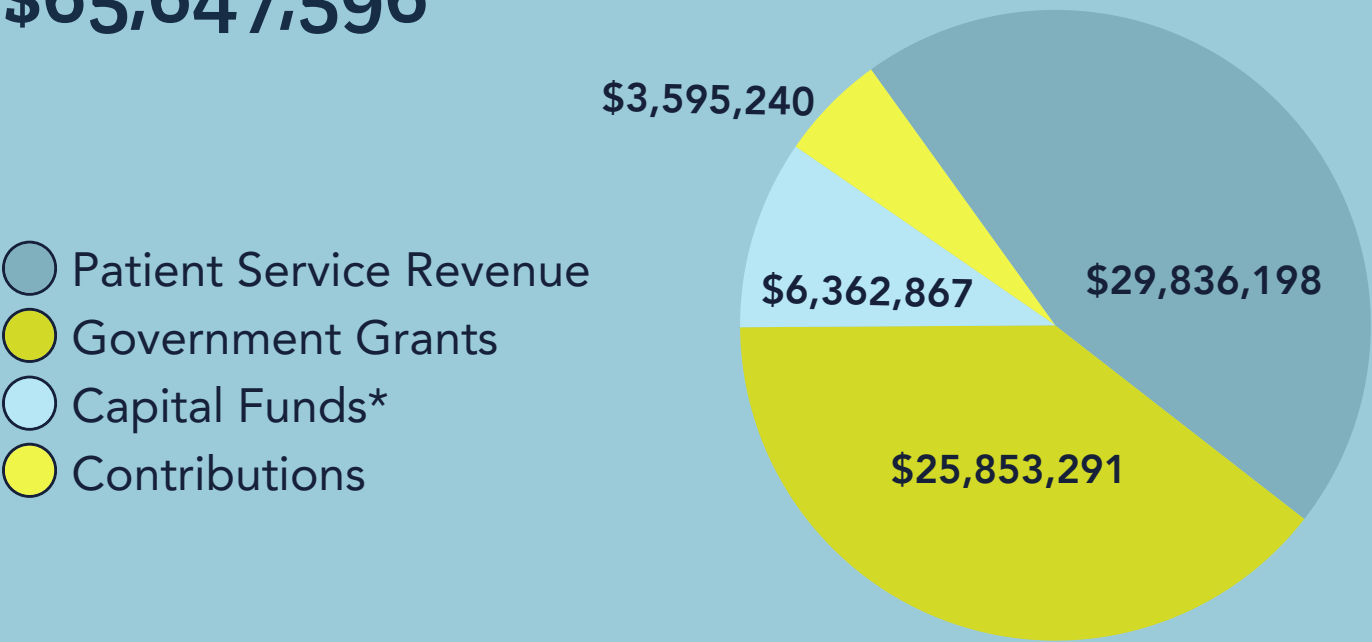
70+
LOCATIONS

FY 2024 Revenues and Expenditures

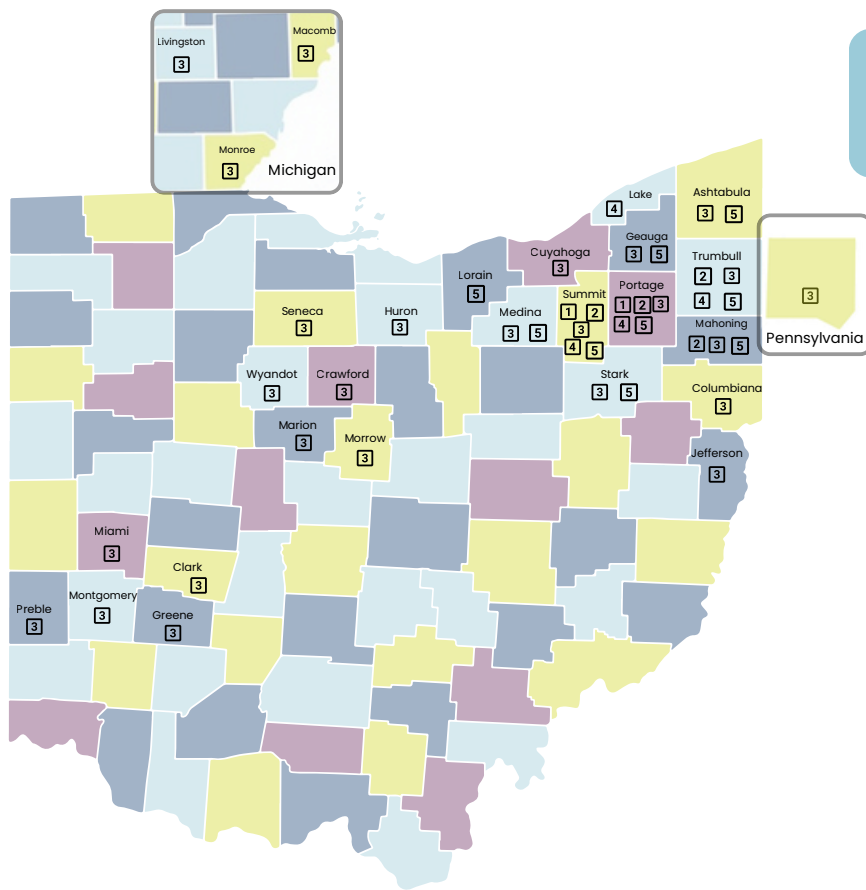
TOTAL EXPENSES BY SOURCE: \$59,290,006



TOTAL REVENUE BY SOURCE: \$65,647,596



*Includes Bezos Day One Award of \$5 Million



Learn more about us at axessfamilyservices.org

- 1** Healthcare
- 2** Behavioral Health
- 3** Supportive Services
- 4** Shelter & Housing
- 5** Veterans Services

Our History

Axess Family Services (AFS) was formed on January 1, 2024, through the merger of two trusted organizations— Family & Community Services, Inc. (FCS) and AxessPointe Community Health Centers (API). This partnership unites decades of experience in social services and community-based healthcare under one shared vision: to provide comprehensive, person-centered care that strengthens individuals, families, and communities.

Family & Community Services began in 1941 as the Catholic Charities Bureau of the Ravenna Deanery, with just two programs and two staff members. Over the decades, FCS evolved into one of the region's most extensive social service organizations, operating more than 70 programs across Ohio, Pennsylvania, and Michigan. Its wide-ranging services address homelessness and housing, food insecurity, transportation, domestic violence, behavioral health, addiction, and support for youth, seniors, and veterans.

AxessPointe Community Health Centers, established in 1995 as Northeast Ohio's first Federally Qualified Health Center (FQHC), brought accessible, affordable healthcare to underserved populations. With locations throughout Summit and Portage Counties, AxessPointe provides comprehensive primary medical, dental, behavioral health, and pharmacy services for patients of all ages, regardless of their ability to pay. Its focus on integrated, team-based care and addressing social determinants of health has made AxessPointe a cornerstone of community health and wellness.

Healthcare

Health Center Key Accomplishments

7 locations across Portage, Summit, Trumbull and Mahoning Counties

1 Mobile unit to employed to underserved areas, outreach events, and community engagements

4 New locations added across Summit, Trumbull, and Mahoning counties

20,242 total unique AxessPointe encounters

This year, Axess Family Services brought Valley Counseling Services into its healthcare and behavioral health umbrella under HRSA, as Valley Counseling Services prepares to open its very first community health center in 2025, adding primary care and dental services, and an in-house pharmacy, to its longstanding behavioral health services.





Medical Services

AxessPointe Community Health Centers provides community-based, comprehensive, and accessible primary care for patients of all ages in Summit and Portage counties.

Our services span the full spectrum of care—adult, pediatric, and geriatric—including acute visits, preventive screenings, routine physicals, chronic disease management, STD/HIV testing and treatment, and medication-assisted treatment.

In 2024, our medical team served patients through **31,744 medical encounters** across all counties. We also provide integrated primary care services these locations as well. To extend our reach beyond the clinic, Community Health Workers (CHWs) from the neighborhoods we serve engage homebound patients, provide health education, and connect individuals to essential social supports such as meal services.

Dental Services

At AxessPointe Community Health Centers we offer comprehensive dental services for patients of all ages across Summit and Portage counties. Our clinics accept Medicaid, Medicare, most private insurance plans, and provide a sliding fee scale to ensure care is accessible for uninsured or underinsured patients.

Our services include routine cleanings, pediatric and adult exams, diagnostic X-rays, fillings, extractions, fluoride treatments, sealants, and endodontics. Select locations also provide advanced care such as crowns, complete and partial dentures, immediate dentures, mouthguards, and whitening. We partner with oral surgeons for specialized procedures and offer telehealth consultations when appropriate. In 2024, our dental team supported the community through **15,181 patient visits**.



Optometry

Our optometry department provides comprehensive vision care for all ages in Summit and Portage counties and accepts Medicaid, Medicare, most private insurance, and provides a sliding fee scale for uninsured or underinsured patients.

This includes adult and pediatric annual eye exams, vision testing, and specialized diabetic eye exams to monitor for retinopathy. Last year, our Optometry team had **1,081 patient interactions**.



Pharmacy

AxessPointe's pharmacy team provides comprehensive pharmaceutical care, Medication Therapy Management, and specialty pharmacy services through four pharmacy locations across Summit, Portage, and Trumbull counties. In 2025, the team expanded access to care by opening a new pharmacy in Warren and installing a compliance packaging robot at the Arlington location.

Pharmacy services include affordable prescription programs, Hepatitis C treatment, PrEP, medication delivery, medication synchronization, Medicare Part D assistance, vaccinations, and chronic disease management. This year, pharmacists expanded diabetes services to include insulin pump initiation and management.

Through the federal 340B program, eligible patients receive discounted prescriptions that improve access to essential medications. In 2024, AxessPointe pharmacies filled 90,236 prescriptions, a 3% increase over the previous year, and provided 4,426 clinical encounters, a 35% increase.

The pharmacy team also continued to demonstrate leadership and innovation at the state and national levels, delivering two national podium presentations, three state-level podium presentations, and three national poster presentations. Dr. Magdi Awad was elected District Trustee of the Ohio Pharmacists Association Board of Trustees and received the American Society of Health-System Pharmacists Pharmacy Champion Award. Dr. Tiffany Rentsch was honored with the NEOMED College of Pharmacy Distinguished Alumni Award, and Dr. Jaime Fazzone joined the organization as the organizations' first Board-Certified Psychiatric Pharmacist.



Behavioral Health

AFS offers comprehensive mental and behavioral health care in Summit, Portage, Trumbull, and Mahoning counties. This care includes diagnostic assessments, individual psychotherapy for conditions such as depression, anxiety, trauma, grief, and stress management, crisis intervention, support for coping with chronic illness, and treatment for substance use disorders including medication-assisted treatment (MAT). Licensed behavioral health providers work in coordination with medical staff to ensure whole-person care.

Valley Counseling Services

Located in Warren, Valley Counseling Services, is a community behavioral health provider primarily serving the residents of Trumbull and Mahoning counties. Valley Counseling is certified to provide both mental health and substance use disorder services by the Ohio Department of Mental Health and Addiction Services.

During FY2024, Valley Counseling Services officially became an FQHC, providing services to approximately 6,284 children, adolescents, and adults through various programs and service lines at their four locations. Some of the services provided are diagnostic assessment, individual and group counseling, individual and group case management, crisis intervention, and medication management. Valley Counseling Services continues to increase accessibility to services by creating walk-in clinics and by strategically locating services within schools, the local children's services board, the juvenile and family court systems, the local domestic violence shelter, and other local community facilities.

Additionally, cooperative relationships have been established with probate court, local coalitions to end homelessness and with area inpatient psychiatric units to assist clients in remaining in their local communities. The intention has been to be an active participant in providing a continuum of care for the mentally-ill.

Kent Counseling Office

Gougler Counseling offers a large array of services to help families and individuals attain optimum mental health functioning, including individual psychotherapy, group counseling, and psychiatric services. Through our in-home behavioral health counseling and case management services, we assist in family and individual stabilization.

We offer several diversion programs, Driver Intervention Program for offenders with OVI's, Think About Your Future for adult offenders charged with under aged drinking, and BIC 60 for first time marijuana offenders. Participants in these programs engage in drug and alcohol education through individual and group sessions, pay court costs and engage in community service as their sentence for their offenses.

The counseling department also offers specialized groups that include Parenting, Anger Management, and gender specific trauma groups. Group and individual sessions are offered for these programs as well.

We also offer extensive programming for individuals in recovery, including an Intensive Outpatient Program, Medication Assisted Treatment, inpatient SUD treatment and outpatient treatment. Axess Family Services has four sober living houses and two recovery houses certified through Ohio Recovery Housing.

On Track to Recovery Program (OTTR) is a certified recovery house for men who are struggling with housing as they work on their sobriety.

PARC is also a certified recovery house that offers case management, peer support, individual and group counseling. PARC has 23-beds that serve women in recovery.

Root House is our male SUD inpatient treatment program that has 10 beds to serve male clients. In FY 2020, we also expanded our footprint in the community by adding a new recovery/reunification house in Portage County.

In 2024,

Gougler Counseling served approximately **919** individuals through its recovery programs,

We also served approximately **627** individuals through its mental health programs.



Foster Care and Adoption Services

Our full-service Foster Care and Adoption Program serves children ages 0-18 and their families and foster families throughout Michigan. During FY2024, approximately 350 children and their families received foster care services and approximately 120 children and their families received adoption services.

Enough Is Enough

Enough Is Enough is a reentry program that supports individuals transitioning from incarceration back into the community by providing comprehensive case management, housing assistance, and employment support. The program helps participants address barriers such as substance use, mental health needs, and legal challenges, promoting successful reintegration and reducing recidivism. During this fiscal period, 1,000 hours of screening, individual sessions, fellowship engagement, referrals were provided to 150 individuals.



Supportive Services

Community-Based Programs

SCOPE Senior Centers

SCOPE Senior Centers operate six centers throughout Trumbull County. The program offers a wide variety of choices for seniors, including nutrition, health, and exercise programs; recreational and social activities such as bingo, themed parties, and educational events; as well as a clean, safe environment where older adults can gather, connect, and enjoy life with dignity. In total, SCOPE served 4,094 seniors during FY24.

Portage County Senior Center

The Portage County Senior Center serves daily meals to older adults and offers many opportunities to stay active, healthy, and engaged. Programs include wellness and nutrition activities, exercise classes, and social events like bingo, tai chi, themed celebrations, art workshops, and learning sessions. The Center is a safe and welcoming place where seniors can build connections, feel supported, and enjoy a high quality of life. In total, 8,400 seniors were served in FY24.

Chagrin Falls Park Community Center

Founded in 1954, Chagrin Falls Park Community Center offers programming for youths, emergency food and meals for families, and special events for adults and seniors. The programs include the Excel and Explore Summer Day Camp, which provided education, leadership, and recreational sessions and kept 40 students on track academically while providing a safe recreational environment for growth. During the school year, the Young Scholars Program provided tutor/leadership building sessions and recreational sessions to 25 students at no cost, promoting increased self-esteem and success in academics. In addition, we supplied 80 students with school supplies.

The Center also provided emergency food to 334 unduplicated clients. The total number of meals provided to families and children totaled 27,570. During the previous school year, 94% of the students served by Chagrin Falls Park Community Center were on free or reduced lunch.

King Kennedy Community Center

The King Kennedy Community Center provides programming and summer meals for youths, as well as special events for adults and seniors. From January 1, 2024 to December 31, 2024, 313 children were served 441 breakfasts and 847 lunches in the Summer Food Program. Preparing for the school year, we hosted a Back-to-School event where we supplied 119 students with school supplies. During the school year, we also provided tutoring services for 5 children. Non-education-based programming included the yearly Nerf War Event, Halloween and Christmas parties, which hosted a total of 200 children in attendance.

During this time, the program provided a Friendsgiving meal, where 100 adults were served, with 40 of those being seniors. Additionally, 51 adults and seniors were served at the annual Christmas Luncheon.



Skeels-Mathews Community Center

Skeels-Mathews Community Center offers programming and summer meals for youths, as well as meals and special events for adults and seniors. Last year, 40 children were served 941 breakfasts and lunches in the Summer Food Program. We also served 99 youths and their families with food boxes through the American Rescue Act. Additionally, 181 students participated in our special events and holiday drives, including our Back-to-School event where we supplied students with bookbags stuffed with school supplies, and our yearly Halloween and Christmas parties.

During this same time, 13,618 meals were served to 80 seniors and adults, and 37 food boxes were distributed to adults through the American Rescue Act. We also offered several special meals, including an MLK Day Breakfast, Black History Program Soul Food Lunch, an Easter Luncheon, and a Thanksgiving Health Fair, which served a total of 151 adults and seniors.





Food and Clothing Programs

Kent Social Services & The Center of Hope

Together, Kent Social Services and The Center of Hope provide nutritious hot meals, assistance with emergency food/taxable needs, outreach and advocacy. During FY24, 30,698 were served through the program, 21,936 with hot meals being served, 7,562 bags of food distributed, and holiday 1,200 gift baskets were given out.

Mobile Meals

Mobile Meals is a food delivery service for seniors that provides nutritious home delivered and congregate meals to recipients in Summit, Cuyahoga and Portage Counties. Last year, 179,487 hot, home delivered meals and 48,532 congregate meals were served to 1,556 clients.

County Clothing Center

The County Clothing Center distributes used casual clothing to needy residents and offers special appointments for formalwear for those in Portage County. Last year, 8,205 shoppers were provided with 89,898 pounds of clothing and goods.



Volunteer & Service Programs

Big Brothers & Big Sisters of Eastern OH and Western PA

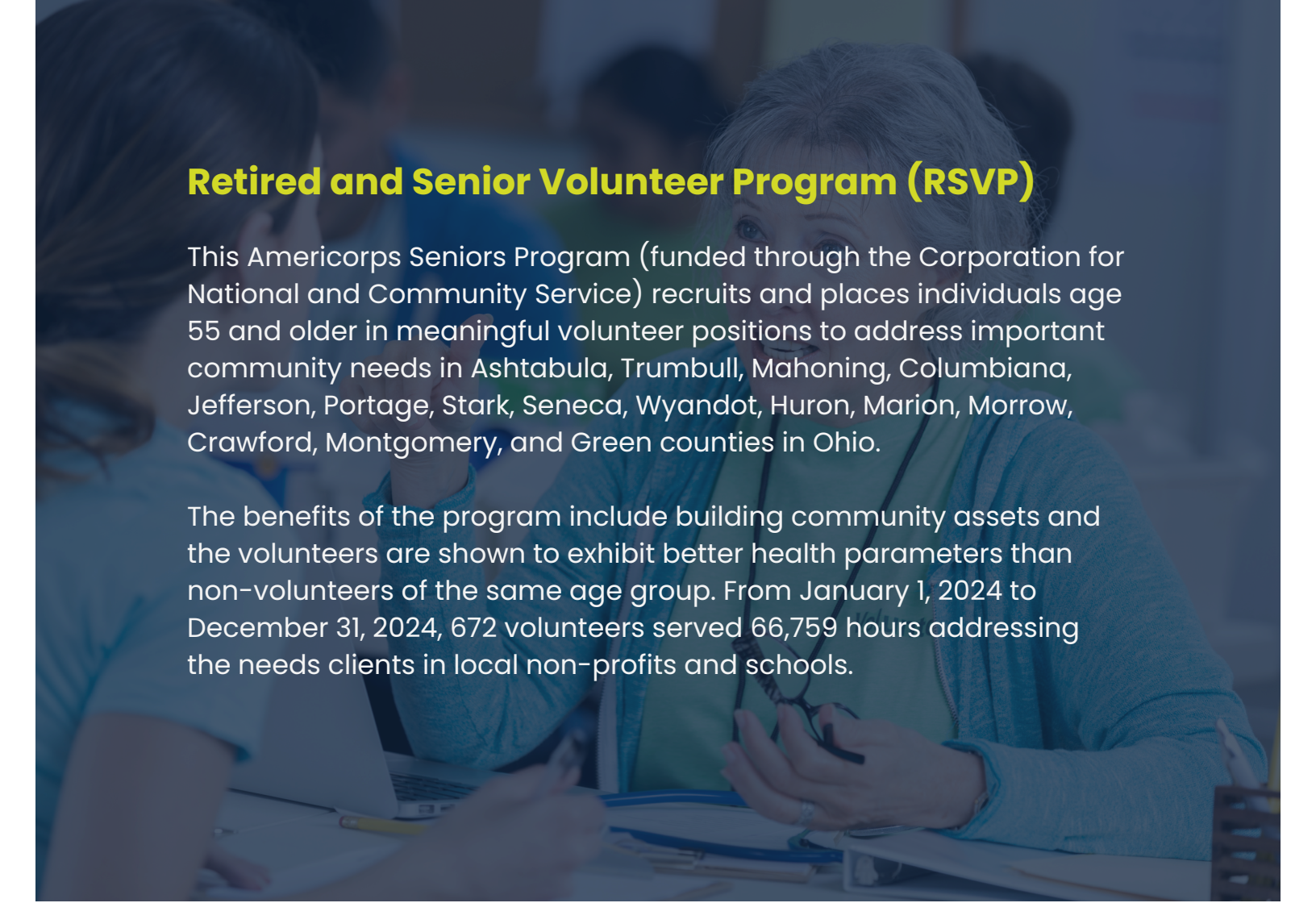
Big Brothers Big Sisters of Eastern OH & Western PA provides one-on-one mentoring program that matches youth aged 6-17 with adult volunteers who act as friends, role models and mentors in relationships facilitated by professional staff. Last year, 10,656 hours of volunteer service were provided to 148 children in Portage, Jefferson, Mahoning, and Trumbull Counties.

Foster Grandparent Program (FGP)

This AmeriCorps program (funded through the Corporation for National and Community Service) recruits individuals 55 and better to connect with students with exceptional needs. Last year, FGP saw 62 volunteers mentor, support, and tutor some of the most vulnerable children in Mahoning, Montgomery, Portage, Stark, Trumbull, Geauga, Greene and Clark counties. FGP volunteers served 51,156.5 hours.

Senior Companion Program (SCP)

This AmeriCorps program (funded through the Corporation for National and Community Service) recruits individuals 55 and better to provide companionship services to seniors who experience feelings of loneliness and social isolation as well as respite services for caregivers. Last year, 40 volunteers provided companionship and respite services for a total of 38,262 hours of service in Clark, Greene, Montgomery, Miami, Preble, Portage, Summit and Stark.



Retired and Senior Volunteer Program (RSVP)

This AmeriCorps Seniors Program (funded through the Corporation for National and Community Service) recruits and places individuals age 55 and older in meaningful volunteer positions to address important community needs in Ashtabula, Trumbull, Mahoning, Columbiana, Jefferson, Portage, Stark, Seneca, Wyandot, Huron, Marion, Morrow, Crawford, Montgomery, and Green counties in Ohio.

The benefits of the program include building community assets and the volunteers are shown to exhibit better health parameters than non-volunteers of the same age group. From January 1, 2024 to December 31, 2024, 672 volunteers served 66,759 hours addressing the needs clients in local non-profits and schools.

Volunteers In Service to America (VISTA)

This AmeriCorps program (funded through the Corporation for National and Community Service) places volunteers, who serve either a summer term or a full year term, with non-profits and schools to address poverty, increase capacity and develop program sustainability. From January 1, 2024 to December 31, 2024, VISTA members resulted in 854 volunteers recruited or managed and they served 7,075 hours at various community organizations and events. These results are through the efforts of the 19 full year and VISTA members who served.





Youth & Disability Programs

Ohio Early Intervention

Early Intervention (EI) is a statewide system that provides coordinated early intervention services to parents of eligible children under the age of three with developmental delays or disabilities. EI is grounded in the philosophy that young children learn best from familiar people in familiar settings. From January 1, 2024 to December 31, 2024, Portage County EI served 358 children in the program.

Unified Resources Recreation

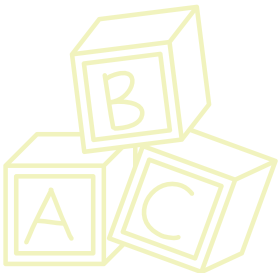
Unified Resources Recreation is a free recreational program for teen and adult individuals with disabilities who are eligible for services from Portage DD. In 2024, we had 39 teens ages 12-17 participate in 90 activities, and 124 individuals 18 and older participate in 126 activities, including a 34-week bowling program. The program also benefitted from 80 volunteers who provided 159 hours of service.

Emerald Transportation

Emerald Transportation provides non-emergency medical transportation, non-medical transportation to the DD population, individual, group, and special event transportation. They provided 2,372 rides during 2024.

Youth Development Program

Provides mentoring, job placement and monitoring, interview/soft skills, and resume building for at-risk youth. Program participants are eligible to work 20 hours per week, earning up to a maximum wage of \$13 per hour. Participants are able to work a maximum of 2000 hours during the program participation. From January 1, 2024 to December 31, 2024 the program provided 113 youth with jobs.





Housing and Support

Domestic Violence & Visitation Programs

Safer Futures

Safer Futures, the only shelter and resource center for domestic violence in Portage County, offers emergency shelter, outreach, case management, support groups, client advocacy, child advocacy and services for both children and adult victims of domestic violence. In 2024, 26 adults and 24 children were sheltered and received support services with a total of 3,366 shelter nights, and another 5 survivors received outreach and other program services.

Place of Peace

Place of Peace provides a safe environment for families experiencing domestic violence to engage in supervised visitation with their children. Non-custodial parents can visit with their children at the center if they have court-ordered supervised visits or they can pick them up for standard visitation. Victims of domestic violence can feel safer because they never have to interact with the abuser during exchange or visitation, with arrival and departure times staggered so that the victims can arrive and depart safely. Last year, 40 children and their families benefited from the services of 500 supervised visits and 287 safe exchanges for visitation.

Safe Path

Safe Path is a housing program for children and adult survivors of domestic violence that allows them to pursue safe and healthy lives. The Safe Path facility is at an undisclosed, secured location to ensure the safety and privacy of its residents. In 2024, 14 women and 29 children received services with a total of 2,695 transitional nights.





Someplace Safe

Someplace Safe is the exclusive provider of comprehensive services for children and adult survivors of domestic violence in Trumbull County. The facility offers emergency shelter, outreach, case management, support groups, client advocacy, child advocacy and services for both children and adult victims of domestic violence. In 2024, 62 adults and 72 children were sheltered and received support services with a total of 13,780 shelter nights. The facility received another 636 hotline calls, engaged in 306 Safe Chats, assisted 124 people with Civil Protection Orders, and helped 172 people with Victims Rights and 333 people with court accompaniment.

Solace Center

Solace Center is the only private, non-profit safe-exchange, supervised visitation program in Trumbull County. It provides a safe environment for families experiencing domestic violence to engage in supervised visitation with their children.

Safe exchanges and visits are currently facilitated on the campus of Valley Health Services' Children and Youth Services Office located in Warren. Last year we provided 631 Supervised Visits involving 51 adults and 70 children and 4 Supervised Exchanges. Of those cases, 30 have successfully transitioned out of the program.



Housing Programs

Housing and Emergency Supportive Services (HESS)

HESS provides housing stabilization support and temporary financial assistance for families and individuals. A total of 164 households consisting of 190 adults and 138 children were served in last year.

Community Transition Program

The Community Transition Program provides housing stabilization, case management and financial assistance to individuals recently released from prison. A total of 13 households consisting of 13 adults and 1 child were served this fiscal year.

Portage Area Transitional Housing

Portage Area Transitional Housing provides transitional housing and supportive services for homeless families and single adults. Housing and services were provided for 7 households consisting of 9 adults and 11 children.

Miller Community House

Miller Community House provides emergency housing and supportive services for homeless men, women and children. Last year, 4,049 emergency shelter bed nights were provided to 42 adults and 16 children.



Permanent Supportive Housing

Permanent Supportive Housing provides long-term housing and supportive services for homeless families and single adults with disabilities. In fiscal year 2024, housing and services were provided for 19 households, including 23 adults and 10 children.

Next Step

Next Step provides housing and case management services for at-risk young adults between the ages of 18 and 24. These services include assisting with employment, education, and life skills for those who have been victimized. The goal is to assist these young adults to successfully transition to independence. Last fiscal year, 63 youth received case management services in Portage and Geauga Counties, and 20 Geauga County clients were provided with transitional housing services. All clients were provided with access to health care and transportation as needed.

Kentway Senior Independent Living

Kentway Senior Independent Living offers quality, affordable housing and services for independent seniors fifty-five and older. Kentway is equipped with a number of on-site amenities, including a community room, library, pool table, and an independently-owned hair salon. Daily hot meals are provided to residents on-site, Monday-Friday, through Mobile Meals. Last year, 142 of the apartments were occupied by seniors.

Veterans Programs



Freedom House

Freedom House provides transitional housing and supportive services for homeless male veterans in Portage County. Last year, 44 veterans were provided with case management services and shelter for a total of 3,441 bed nights.

Supportive Services for Veteran Families (SSVF)

SSVF is a provider for transitional housing and supportive services for homeless male veterans in Portage County. Last year, 44 veterans were provided with case management services and shelter for a total of 3,441 bed nights.

Veteran's Haven

Veteran's Haven provides transition-in-place permanent supportive housing and case management services for homeless veterans. Last year, 35 veterans were provided with shelter for a total of 2,431 bed nights.

Valor Home Lorain

This Valor Home location provides transitional housing to homeless veterans in Lorain County. Last year, 68 veterans were provided with shelter for a total of 7,053 bed nights.

Valor Home Summit

This Valor Home Summit location offers transitional housing to homeless veterans in Summit County. In FY24, 120 veterans were provided with shelter for a total of 8,862 bed nights.

Honor Home

Honor Home provides stability by meeting the veterans where they are on their journey to permanent housing by offering transitional housing support, clothing, food, supportive case management, and access to both veteran's programming and community resources. Last year, Honor Home served 69 veterans with 6 children for a total of 6,228 bed nights.

American Legion House #331, G. Street Veteran's Home, Riddle Street, New Frontier Homes, White House, Miss Liberty House, Summit Liberty House

These programs are a collection of veterans permanent housing programs that provide stable, long-term housing solutions for veterans experiencing homelessness. These programs also offer case management and support services to help veterans secure and maintain permanent housing. Their goal is to promote housing stability and independence while addressing barriers such as mental health, employment, and access to benefits.

