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Axess Family Services

2025 Annual Report

Axess Family Services

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Dear Friends,

This past year marked another significant chapter of growth for Axess Family Services. Following our historic merger in 2024, we continued to build a more connected system of care, expanding access to high-quality healthcare and social services while creating greater impact for the individuals, families, and communities we serve.

In 2025, we launched our new brand and website, a milestone that reflects the unity of our organization and improves how individuals and families connect with us both online and in their communities. We also expanded our healthcare footprint with the opening of two new health centers in Portage and Mahoning counties and renovated a behavioral health facility in Trumbull County, strengthening access to critical health services where they are needed most.

This year also brought meaningful organizational growth through new and expanded partnerships. As we merged with Rape Crisis Center in Trumbull County, Next Step in Lake County, and Children's Advantage in Portage County, we expanded our reach into new communities while increasing access to youth behavioral health, domestic violence and victim services, and other critical supports. We also opened a new veterans housing facility in Stark County, began planning for a new veterans housing facility in Summit County, and expanded targeted services for those who have served our country, further strengthening our continuum of care for vulnerable populations.

Across every part of our work, we continued to invest in people and communities—expanding access to behavioral health, primary care, and supportive services while reinforcing the connections that help individuals achieve stability and wellbeing. These efforts reflect our ongoing commitment to meet people where they are and respond to the evolving needs of the communities we serve.

As we look ahead, we remain committed to advancing our mission and ensuring that every individual and family has access to the care and support they need. As the needs of our communities continue to evolve, so do we—expanding our services, growing our reach, and finding new ways to make a greater impact. Thank you for your continued support and trust. Together, we will continue to Go Forth and Do Good.

With Gratitude,



Mark Frisone, Executive Director
Axess Family Services

GO FORTH. DO GOOD.

The Impact of Integrated Care.

Over $60M total annual budget

400+ grants administered

More than 425,000 hours given by volunteers

$0.92 **of every $1 donated goes to direct client services**

Healthcare + Social Services = 1 POWERFUL IMPACT

Our Mission:
To open pathways to wellbeing by connecting communities to health and supportive services.

325,000
TOTAL SERVED

647
STAFF

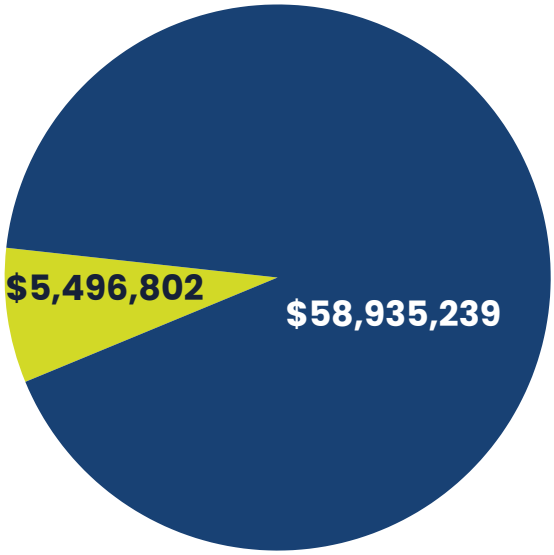
3,800
VOLUNTEERS

70+
LOCATIONS

FY 2025 Revenues and Expenditures

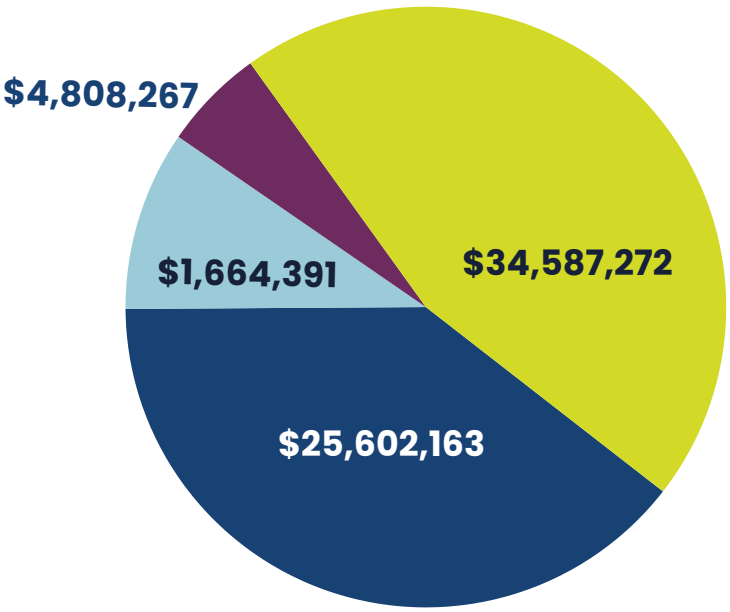
Total Expenses by Source: $64,432,041

- Program Services
- Management & General



Total Revenue by Source: $66,662,093

- Patient Services
- Government Grants
- Capital Funds*
- Contributions





Healthcare

Health Center Key Accomplishments

7 locations across Portage, Summit, Trumbull and Mahoning Counties

1 Mobile Unit to employ to underserved areas, outreach events, and community engagements

1 new location offering comprehensive healthcare

61,077 total patient encounters

Three Brands United in Acessible Care

In 2025, Valley Counseling Services rebranded as Valley Health Services and, along with Children's Advantage, became part of Axess Family Services' Federally Qualified Health Center network, expanding access to integrated healthcare across the region. Together with AxessPointe, these three trusted healthcare brands are united under Axess Family Services with a shared commitment to expanding access to care. Across Summit, Portage, Trumbull, and Mahoning counties, they provide integrated primary care, dental, optometry, pharmacy, and behavioral health services, ensuring individuals and families can receive the care they need close to home.

Valley Health Services

AxessPointe Community Health Centers

Healthy minds, Happy hearts
CHILDREN'S ADVANTAGE
Family Behavioral Health Services



Medical Services

AxessPointe Community Health Centers and Valley Health Services provide accessible, comprehensive primary care for individuals of all ages across Summit, Portage, Trumbull, and Mahoning counties. Our medical services include adult, pediatric, and geriatric care, along with acute care, preventive screenings, routine physicals, chronic disease management, STD/HIV testing and treatment, and medication-assisted treatment.

In 2025, these programs provided **25,132 medical encounters to patients across Portage and Summit counties**, helping individuals access the care they need close to home. We also extended integrated primary care services beyond traditional clinic settings through community-based outreach. Our Community Health Workers (CHWs), who are members of the communities we serve, engage homebound patients, provide health education, and connect individuals to essential resources such as meal services and other social supports.

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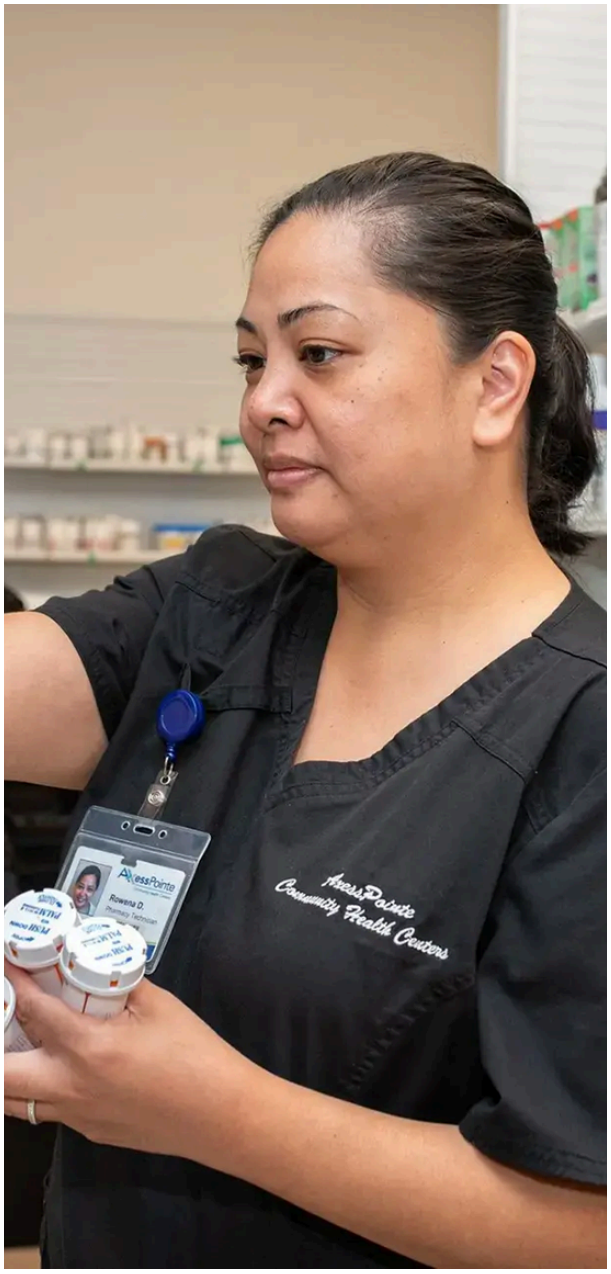
Dental Services

Access to quality dental care plays an important role in overall health and wellbeing. Across Summit, Portage, and Trumbull counties, our dental services provide comprehensive care for patients of all ages, accepting Medicaid, Medicare, most private insurance, and offering a sliding-fee scale for uninsured and underinsured patients.

Services include preventive, restorative, and specialty care such as exams, cleanings, X-rays, fillings, extractions, dentures, crowns, fluoride treatments, sealants, whitening, and telehealth. In 2025, our dental teams provided **15,237 patient interactions**, helping individuals access the oral healthcare they need to maintain healthier lives.



Pharmacy

Our Pharmacy services improve access to affordable medications across our service area. Through the federal 340B program, eligible patients receive discounted prescriptions, diabetic supplies, and over-the-counter medications. Our pharmacists also provide vaccinations, HIV pre-exposure prophylaxis, medication delivery and synchronization, Medicare Part D assistance, and disease management for diabetes, asthma, hepatitis C, behavioral health conditions, heart disease, and obesity.

In 2025, our six pharmacy locations filled **98,715 prescriptions and provided 1,274 clinical encounters**. The Pharmacy expanded its vaccine program, launched a pharmacist-managed weight management clinic, and welcomed its first postgraduate psychiatry pharmacy resident. Team members delivered one national and three state podium presentations, along with three national poster presentations. Drs. Magdi Awad and Kenneth Furdich also co-authored nationally recognized research demonstrating that a pharmacist-led hepatitis C program reduced the median time to treatment to just 37 days. Dr. Awad became the first pharmacist to receive NEOMED's Distinguished Alumni Award, while Dr. Furdich was named one of the Greater Akron Chamber's "30 for the Future."

Optometry

Our Optometry services provide comprehensive vision care for patients of all ages across Summit and Portage counties, ensuring access to quality eye care regardless of ability to pay.

Services include adult and pediatric eye exams, vision testing, and specialized diabetic eye exams to monitor for conditions such as retinopathy. In 2025, our **Optometry team provided 1,574 patient interactions**, helping individuals maintain their vision and overall health.

Behavioral Health

Axess Family Services provides comprehensive mental and behavioral health services across Summit, Portage, Trumbull, and Mahoning counties, supporting children, adolescents, and adults through a continuum of care. With the addition of Children's Advantage in 2025 and the behavioral health services offered through Valley Health Services, AFS expanded its ability to meet the diverse needs of individuals and families throughout the region.

In 2025, our behavioral health programs served **5,938 children, adolescents, and adults** through diagnostic assessments, counseling, medication management, and case management, while working alongside community partners to improve outcomes and strengthen family support. **Our behavioral health programs saw 17,860 total encounters.**



Substance Use Services

We provide a comprehensive continuum of care for individuals with substance use disorders, including inpatient, outpatient, and intensive outpatient treatment, as well as Medication-Assisted Treatment (MAT), substance use disorder case management, recovery housing, and peer support services.

Our organization supports long-term recovery through three supportive group residences - Eagle, Main, and Sycamore - which serve both men and women, as well as two Ohio Recovery Housing-certified residences. These certified programs include On Track to Recovery for men and the Portage Area Recovery Center (PARC), a 23-bed recovery house for women. All housing programs offer structured support through case management, peer support, and counseling services.

In addition, Root House operates a 10-bed inpatient SUD treatment program for men. We also provide a recovery and reunification home in Portage County, further expanding access to supportive housing and services that promote stability and family reintegration.



Supportive Services

Key Accomplishments

275,389 hot meals served

1,303 people received shelter and housing assistance

757 veterans housed by our programs

1,180 youth received tutoring, mentoring, and supportive services

6,285 seniors received recreational and supportive services

19,841 bed nights provided to over 220 domestic violence victims.

2025 Highlights

- My Brother's Keeper of Portage County joined Axess Family Services.
- Next Step acquired a new location in Painsville, Ohio.
- Rape Crisis Team of Trumbull County joined Someplace Safe.
- Honor Home cut the ribbon on their campus for women veterans and broke ground for construction on their middle campus for all veterans.



Community Resources

Community Centers & Support

SCOPE Senior Centers

SCOPE Senior Centers operate in 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 4,581 seniors during 2025.

Portage County Senior Center

The Portage County Senior Center serves daily lunches to seniors, as well as a wide variety of choices for seniors, including nutrition, health, and exercise programs; recreational and social activities such as bingo, tai chi, themed parties, art classes, and educational events; as well as a clean, safe environment where older adults can gather, connect, and enjoy life with dignity.

In total, 350 seniors were served during 2025.

Chagrin Falls Park Community Center

The 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 30 students at no cost, promoting increased self-esteem and success in academics. In addition, we supplied 75 students with school supplies.

The Center also provided emergency food to 328 unduplicated clients. The total number of meals provided to families and children totaled 28,860. During the previous school year, 83% of the students served by Chagrin Falls Park Community Center were on free or reduced lunch.



King Kennedy Community Center

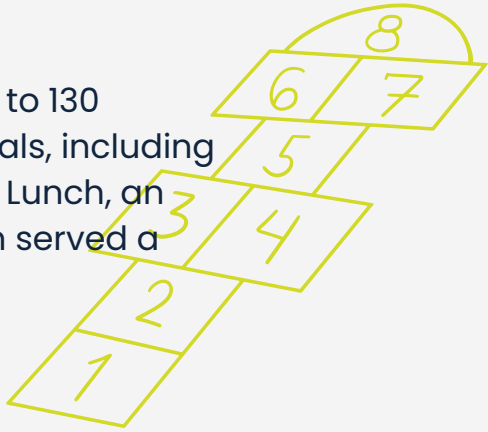
The King Kennedy Community Center offers programming and summer meals for youths, as well as special events for adults and seniors. Last year, 40 children were served 313 breakfasts and 803 lunches in the Summer Food Program. Preparing for the school year, we hosted a Back-to-School event where we supplied 93 students with school supplies. During the school year, we also provide tutoring services for 5 children who received tutoring services. Non-education-based programming included the yearly Nerf War Event, Halloween and Christmas parties, which hosted a total of 291 children in attendance.

During this timeframe, the program provided a Friendsgiving meal, where 50 adults were served, with 10 of those being seniors.

Skeels-Mathews Community Center

The Skeels-Mathews Community Center offers programming and summer meals for youths, as well as meals and special events for adults and seniors. Last year, 25 children were served 1,174 breakfasts and lunches in the Summer Food Program and 135 snacks during the school year. We also served 48 families with 70 food boxes through the American Rescue Act. Additionally, 253 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 frame, 11,858 meals were served to 130 seniors and adults. 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 101 adults and seniors.





My Brother's Keeper

My Brother's Keeper is a national initiative that works to help Portage County youth reach their full potential by addressing opportunity gaps through education and mentorship. This arm of the national program focuses on the milestones of helping kids read at a grade level by third grade, graduate high school, and remain safe from violent crime. Last year, MBK Portage joined AFS and assisted 25 youth through education and mentorship.

Foster Care and Adoption Services

Our full-service Foster Care and Adoption Program serves children (ages 0-18), their families and foster families throughout Michigan. Last year, approximately 300 children and their families received foster care services and approximately 150 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.

Food & Clothing Programs



Mobile Meals

Mobile Meals provides nutritious, home-delivered and congregate meals to recipients in Summit, Cuyahoga and Portage Counties. Last year, 122,385 home-delivered hot meals and 28,218 congregate meals were served to 1,549 clients.

Kent Social Services & The Center of Hope

Kent Social Services and the Center of Hope provide nutritious hot meals, assistance with emergency food/taxable needs, outreach, and advocacy to Portage County residents in need.

Last year, Kent Social Services served 17,634 hot meals and gave away 320 holiday gift baskets. The Center of Hope served 22,459 hot meals in 2025, with 7,959 individuals and 3,712 households served through their pantry program.

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, 7,225 shoppers were provided with 217,954 pounds of clothing and goods.

Volunteer & Service Programs

Big Brothers Big Sisters of Eastern OH and Western PA

Big Brothers Big Sisters is 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, 6,408 hours of volunteer service were provided to 117 children in Portage, Jefferson, Mahoning, and Trumbull Counties.

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. Last year, VISTA members resulted in 2,273 volunteers recruited or managed and they served 6,623 hours at various community organizations and events. These results are through the efforts of the 19 full year VISTA members who served.





Retired and Senior Volunteer Program (RSVP)

This AmeriCorps Seniors Program (funded by AmeriCorps) 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. Volunteers assist with community building and essential needs in programs that would otherwise struggle without volunteer service. Last year, 787 volunteers served 77,035.75 hours.

Senior Companion Program (SCP)

This AmeriCorps Seniors program (funded through AmeriCorps) recruits individuals 55 and older to provide companionship services to other seniors who experience feelings of loneliness and social isolation, as well as respite services for caregivers. Last year, 32 volunteers provided companionship and respite services for a total of 37,035.5 hours of service in Clark, Greene, Montgomery, Miami, Preble, Portage, Summit and Stark.

Senior Support Action Group (SSAG)

SSAG is a dedicated community effort supporting low-income and disabled seniors within their own homes across Mahoning, Trumbull and Columbiana Counties. Powered by a compassionate volunteer base of retired and older adults, the program reduces isolation by bringing social connection and personal encouragement to every individual served. SSAG acts as a vital bridge to broader resources, working to provide essential solutions such as food pantry deliveries and companionship programs, while coordinating with area partners to address transportation needs. We served 308 neighbors in 2025.

Foster Grandparent Program (FGP)

This AmeriCorps Seniors program (funded AmeriCorps) recruits individuals 55 and older to provide mentoring, tutoring and support to children with exceptional and special needs. Foster Grandparents work in schools, childcare centers, before and after school programs, Head Start centers and other community programs supporting education, to improve school readiness and social-emotional skills for children. Foster Grandparent services are located in Mahoning, Montgomery, Portage, Stark, Trumbull, Geauga, Greene and Clark counties. Last year, FGP saw 54 volunteers who served 47,998.75 hours.

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. Last year, Portage County EI served 323 children in the program.

Youth Development Program

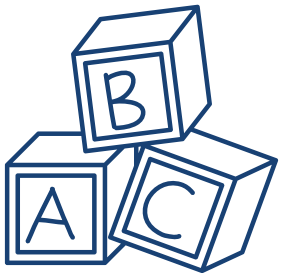
The Youth Development Program provides mentoring, job placement and monitoring, interview/soft skills, and resume building for at-risk youth. Program participants are eligible to work 20 hours per week, earning up to a maximum wage of $13.00 per hour. Participants are able to work a maximum of 2000 hours during program participation. Last year, the program provided 141 youth with jobs.

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 2025, we had 32 teens ages 12-17 participate in 96 activities, and 152 individuals 18 and older participate in 127 activities, including a 34-week bowling program. The program also benefitted from 95 volunteers who provided 224 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. We provided 2,560 rides last year.





Housing and Support

Domestic Violence & Visitation Programs

Safer Futures

Safer Futures offers emergency shelter, outreach, case management, support groups, client advocacy, child advocacy and services for both children and adult victims of domestic violence. In 2025, 26 adults and 30 children were sheltered and received support services with a total of 3,608 shelter nights. Of those served, 170 through the legal advocacy program, and another 182 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 see or speak with the abuser during the exchange or visitation of children. Arrival and departure times are staggered so that the victims can arrive and depart safely. Last year, 39 children and their families benefited from the services of 762 supervised visits and 377 safe exchanges for visitation.

Safe Path

Safe Path is a transitional 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 2025, 12 women and 25 children received services with a total of 11,716 transitional nights.



Someplace Safe

Someplace Safe is the exclusive provider of comprehensive services for children and adult survivors of domestic violence in Trumbull 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 2025, 48 adults and 38 children were sheltered and received support services with a total of 6785 shelter nights, received 274 hotline calls, 469 Safe Chats, 146 people with Civil Protection Orders, 94 people with Victims' Rights and 431 people with court accompaniment.

Last year, the Rape Crisis Team of Trumbull County also joined Someplace Safe.

Solace Center

The Solace Center provides a safe environment for families experiencing domestic violence to engage in supervised visitation with their children. Solace Center is the only private, non-profit safe-exchange, supervised visitation program in Trumbull County. Visits and exchanges are currently facilitated at the old YWCA building, located in Warren. Last year we provided 858 Supervised Visits involving 63 adults and 85 children and 114 Supervised Exchanges. Of those cases, 39 have successfully transitioned out of the program.

Housing Programs



Community Transition Program

The Community Transition Program housing stabilization, case management and financial assistance to individuals recently released from prison. A total of 7 households consisting of 7 adults and no children were served this fiscal year.

Miller Community House

Miller Community House provides emergency housing and supportive services for homeless men, women and children. Last year, 7,806 shelter nights were provided to 35 adults and 13 children.

Housing and Emergency Supportive Services (HESS)

HESS provides housing stabilization support and temporary financial assistance for families and individuals. A total of 269 households consisting of 373 adults and 86 children were served last year.

Portage Area Transitional Housing (PATH)

PATH 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 15 children.

New Frontier Homes

New Frontier Homes provides long-term housing and supportive services for homeless families and single adults with disabilities in Summit County. In fiscal year 2025, housing and services were provided for 38 households, including 57 adults and 96 children.

Kentway Senior Independent Living

Kentway provides quality, affordable housing and services for independent seniors 55 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, 137 of the apartments were occupied by seniors.



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, 79 youth received case management services in Portage and Geauga Counties, and 16 Geauga County clients were provided with transitional housing services. All clients were provided with access to health care and transportation as needed.

In 2025, we also welcomed a new Next Step location in Painesville, Ohio, expanding the program's scope of care to Lake County.

Permanent Supportive Housing

Permanent Supportive Housing provides long-term housing and supportive services for homeless families and single adults with disabilities in Portage County. In fiscal year 2025, housing and services were provided for 21 households, including 27 adults and 15 children.



Veterans Programs

Freedom House

Freedom house provides transitional housing and supportive services for homeless male veterans in Portage County. Last year, 57 veterans were provided with case management services and shelter for a total of 15,250 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 programing and community resources. Last year, Honor Home served 91 individuals for a total of 6,364 bed nights.

In 2025, Honor Home also welcomed a campus for women veterans and their children, with a remodel of their primary campus underway.

Supportive Services for Veteran Families (SSVF)

SSVF provides housing stabilization support and temporary financial assistance to Veteran families and individuals. In FY25, a total 314 veterans were served.

Valor Home Summit

Valor Home Summit provides transitional housing to homeless veterans in Summit County. In FY25, 95 veterans were provided with shelter for a total of 32,220 bed nights.

Valor Home Lorain

Valor Home Lorain provides transitional housing to homeless veterans in Lorain County. Last year, 52 veterans in Lorain County were provided with shelter for a total of 14,850 bed nights.



Veteran's Haven

Veteran's Haven provides transition-in-place permanent supportive housing and case management services for homeless veterans. Last year, 15 veterans were provided with shelter for a total of 6,480 bed nights.

Its shipping container transitional housing shelter project in Youngstown continues to progress smoothly.

Veteran's Housing Rehabilitation Program

The Veteran's Housing Rehabilitation Program addresses critical home repair needs for low-income veterans who own their homes. Modification and rehabilitations can include making physical modifications to accommodate functional limitations due to a disability, installing energy efficient features when utility costs are a financial burden, rehabilitating a residents in disrepair, and other activities that address adaptive housing needs of veterans. Last year, the program helped complete 9 projects in veterans homes.

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

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



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