COPE FAMILY SUPPORT
Helping Families Thrive

COMMUNITY IMPACT REPORT

Rooted in community. Responsive to every family.

FY 2024-25 | Service impact and community reach

2,983

Family members helped

FY 2024-25

18

Active community partnerships

FY 2024-25

Every number tells a story of resilience, connection, and care. COPE brings parent education, youth services, and clinical support together to help families thrive.

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FY 2024-25 | PROGRAM IMPACT

Support that strengthens families

Three service pathways connect families with skills, relationships, and care.

PARENT EDUCATION

1,512

Parents/caregivers took classes

200 parenting classes | 84% completion | 92% high satisfaction

Services in English and Spanish. Top referrals: Child and Family Services (CFS), courts, and self-referrals.

YOUTH SERVICES

275

Youth involved

85 group workshops | 143 in peer/mentor programs

78% improved social-emotional skills. Services connected youth through 11 school and community site partners.

CLINICAL SERVICES

312

People counseled

1,238 therapy sessions | 81% report better mental health

Average 3 days to first appointment; 67% of clinicians are bilingual. Top needs: anxiety, trauma, and family conflict.

Source: attached COPE FY24-25 Impact report. Program counts are shown as reported and are not added together. Outcome denominators and measurement methods are not specified in the source.

FY 2024-25 | COMMUNITY REACH

Local roots. Regional reach.

Community connections help COPE extend support to families across county lines.

18
Active community partnerships

78%
Clients at or below the poverty line

MOST SERVED COUNTIES

- **Contra Costa**
- **Alameda**
- **Solano**
- **San Joaquin**

Expanding connections, supporting families

Each year, COPE expands its connection to community partners and the families it helps. The FY24-25 report identifies Contra Costa, Alameda, Solano, and San Joaquin as the most served counties.

Source: COPE FY24-25 Impact document. County-level counts and percentages are not provided in the source.

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FY 2024-25 | YOUTH SERVICES

Growing skills and connections

Youth services bring together school and community partnerships, workshops, and peer support.

275

Youth involved

COPE 4 KIDS

11
School & community site partners

85
Group workshops held

143
In peer/mentor programs

78% **Improved social-emotional skills**

A participant perspective

“I feel more in control of my emotions.”
- 13-year-old participant, as quoted in the source report

Source: COPE FY24-25 Impact document. The source does not specify the outcome denominator or measurement method.

FY 2024-25 | PARENT EDUCATION

Building skills for family life

Parent education reaches caregivers through classes and services in English and Spanish.

PARENT EDUCATION REACH

Measure	FY 2024-25
Parents/caregivers who took classes	1,512
Parenting classes delivered	200
Completion rate	84%
Report high satisfaction	92%

ACCESS AND REFERRALS

Service connection	As reported
Service languages	English and Spanish
Top referral sources	CFS, courts, and self-referrals

Connecting caregivers with support

Parent education is one of COPE's three service pathways highlighted in the FY24-25 report, alongside youth services and clinical care.

Source: COPE FY24-25 Impact document. Completion and satisfaction denominators are not specified in the source.

FY 2024-25 | CLINICAL SERVICES

Care that supports well-being

Clinical services address anxiety, trauma, and family conflict, the top needs identified in the report.

Clinical service measure	FY 2024-25
People counseled	312
Therapy sessions completed	1,238
Average time to first appointment	3 days
Report better mental health	81%

LANGUAGE ACCESS AND REPRESENTATION

67%
Clinicians who are bilingual

74%
Staff from communities of color

Languages spoken

English, Spanish, Arabic, and Farsi are listed among the languages spoken in the FY24-25 report.

Source: COPE FY24-25 Impact document. Staff representation is an agency-wide measure. The mental-health outcome denominator and measurement method are not specified.

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FY 2024-25 | REPORT OVERVIEW

Connection, resilience, and care

Every number tells a story of the families COPE helps and the community connections supporting its work.

Parent education

1,512 parents/caregivers took classes. COPE delivered 200 parenting classes, with an 84% completion rate and 92% reporting high satisfaction.

Youth services

275 youth participated. The report highlights 85 group workshops, 143 participants in peer/mentor programs, and 78% improving social-emotional skills.

Clinical services

312 people received counseling through 1,238 completed therapy sessions. The average time to first appointment was 3 days; 81% reported better mental health.

DATA SOURCE & REPORTING SCOPE

Source: COPE FY24-25 Impact.pdf, two pages. All service counts, percentages, geographic references, language information, and the participant quote in this report come from that document.

Reporting period: FY 2024-25. Figures are reproduced as reported. The agency-wide total of 2,983 family members helped is shown separately from program participation counts; program figures are not added together.

The source does not specify outcome denominators, measurement methods, or whether program populations overlap.

Help families thrive.

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