

Family Guidance Center

2005

Annual Report

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Clinical Director

Toni Gerhart, MA, LPC

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Karen Adam, LSW, CAC	Bridget Mayberry, MSS
Maria Teresa Castro-Gruber, MA	James Miller, MPA, LCSW
Deborah Fluck, LSW	Sonia Nina, MSW
Meg Gannon, MS	David Parenti, MA, LMFT
Roberto Irizarry, MS, PhD Candidate	Gail Salomon, Licensed Psychologist, MA
Erin Johnson, MS	Kim Sullivan, MA, LPC
Deb Kemmerling, LSW	Lori Warne, LCSW, CAC
Jena Mable, LSW	

Interns

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Gretchen Kunkle
Jennifer Miller
Kevin Orzechowski

Administrative Assistant

Janice Graul

Intake

Irene Heckman
Georgianna Hildebrand

Medical Records

Janet Medina

Receptionist

Elyse Bower
Deborah Erney
Jessie Martinez
Kathleen Sullivan

Doctor Services

Hoda Hanna, MD
Rahman Khan, MD
Mark Putnum, MD

NCBA Senior Employment Program

Gayle Chambers

2005 ANNUAL REPORT

VALUES

Excellence, Professionalism, Solution-Oriented

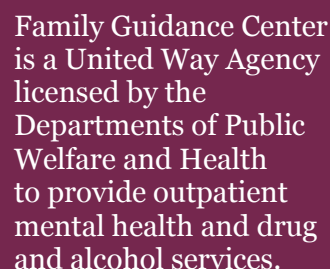
MISSION

Promote and support the personal and professional growth of adults, children and families in Berks County and surrounding areas by providing counseling and related services that empower people to improve the quality of their lives.

FAMILY GUIDANCE CENTER

Family Guidance Center is a private, non-profit 501(c) 3 corporation created in September 1966 through the merger of three Berks County agencies. The oldest of the three agencies, Family Services of Reading and Berks County was organized in 1902 to address the economic needs of unemployed citizens of the county. In 1949, the agency also began to address social and personal difficulties of members of the community. In 1966, Family Services of Reading and Berks merged with the Guidance Institute of Berks County which had been providing treatment to county residents experiencing mental and emotional disorders and with The Children's Aid Society which provided protective services for children. The merger resulted in the new Family Guidance Center. The core services of the new agency were the diagnosis and treatment of emotional and social disturbances in individuals and families and consultative support to other professionals, agencies and institutions.

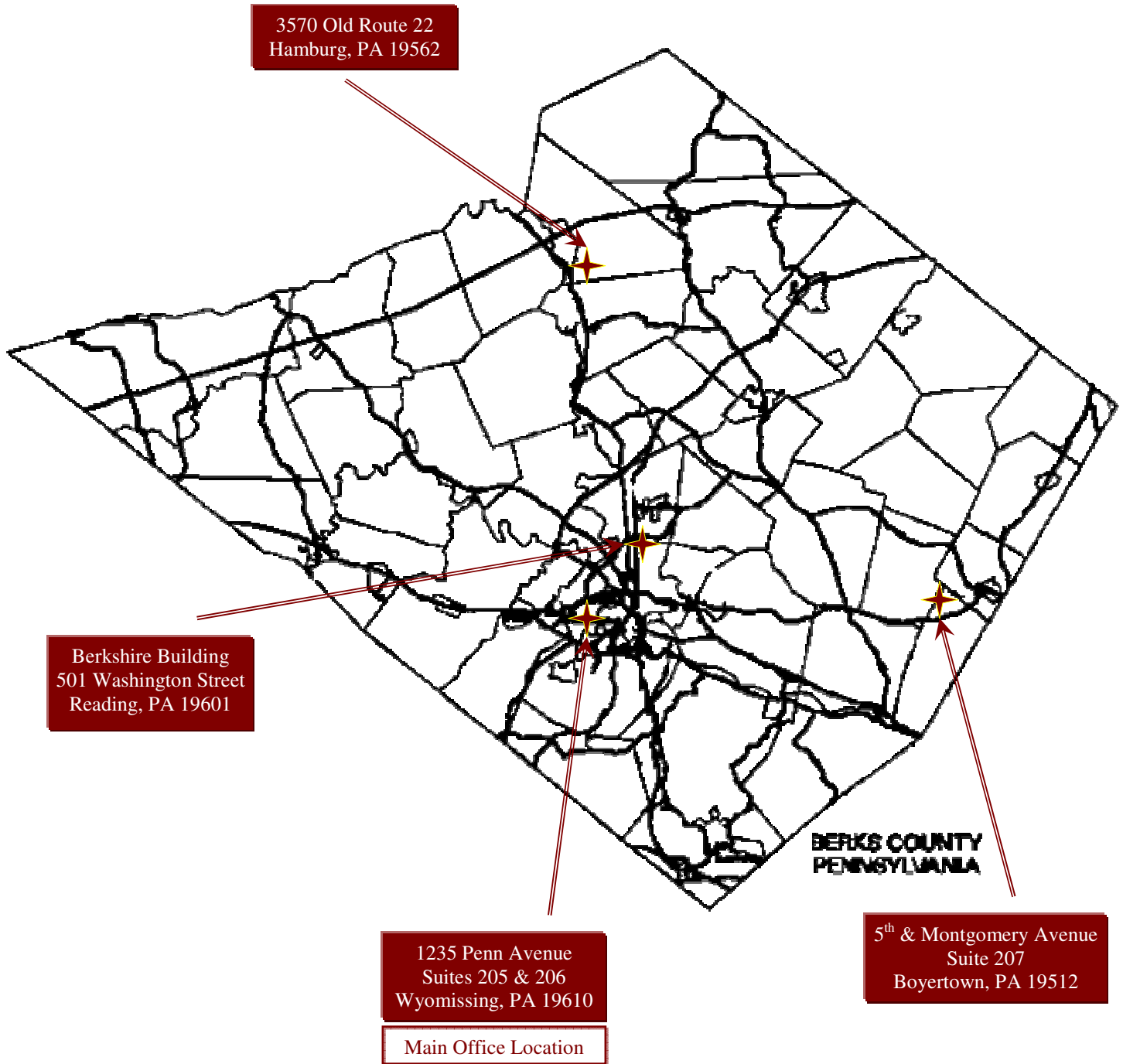
Family Guidance Center provides mental health, drug and alcohol and all other services to persons without regard to age, gender, sexual orientation, religion, national origin, disability, race, financial resources and cultural background.



Family Guidance Center is a United Way Agency licensed by the Departments of Public Welfare and Health to provide outpatient mental health and drug and alcohol services.

Family Guidance Center is governed by a volunteer Board of Directors and administered by an executive director under the supervision of the Board of Directors. Staff includes licensed psychologists, social workers and master's level clinicians. Psychiatric services are provided by board certified child, adolescent, and adult psychiatrists.

FAMILY GUIDANCE CENTER LOCATIONS



Main Number: 610.374.4963

Fax: 610.378.5403

www.familyguidancecenter.com

STAFF TRAINING

Family Guidance Center is dedicated to supporting and sustaining a staff that is highly trained. We recognize cultural, familial and biological causes of mental health issues and strive to enhance our outpatient treatment programming with the latest developments in reliable and valid treatment methods. The Clinical staff is diverse in areas of expertise and are encouraged to augment their skills with educational experiences throughout the year.

Clinical training in 2005 consisted of the completion of 199 hours of attendance in a variety of educational trainings consisting of but not limited to:

- ✓ Step by step approaches to the treatment of anxiety
- ✓ Understanding OCD across the lifespan
- ✓ Cognitive behavioral therapy for anxiety and depression
- ✓ CPR
- ✓ Healing and recovery for children of batterers
- ✓ Addiction 101
- ✓ Counseling the grieving
- ✓ HIV training
- ✓ Counseling adult children of alcoholics
- ✓ Recovery across the lifespan
- ✓ Substance abuse treatment planning
- ✓ Recordkeeping
- ✓ Fundraising
- ✓ Possibility therapy
- ✓ Burnout prevention
- ✓ Ethics
- ✓ Cognitive treatment in interpersonal relationships

MENTAL HEALTH SERVICES

Since the merger of Family Services of Reading and Berks County, the Guidance Institute of Berks County and The Children's Aid Society resulting in the creation of Family Guidance Center in September 1966, we have been providing quality mental health services to Berks County Residents. Our therapy and counseling staff include licensed psychologists, social workers, marriage and family therapists and professional counselors, as well as master's level clinicians. Our psychiatric services are provided by board certified child, adolescent, and adult psychiatrists.

We have the capability of providing mental health services at our four office locations and in two elementary school settings. Our offices are located in Wyomissing, Reading, Boyertown, and Hamburg. Our programs offer counseling services to persons of all ages. Services are individualized based on the needs of the client and can be offered in various modalities such as individual, marital, family, and group counseling.

The school based programs are located in Lauer's Park and Riverside Elementary schools. Counseling services in the schools address issues such as behavioral problems, truancy, attention deficit hyperactivity disorder, depression, poor self esteem, and anger management to name a few.

Family Guidance Center continues to operate our Latino Behavioral Health Program at the Reading satellite office. This program began with a collaborative relationship with Centro Hispano. The goal continues to be to provide affordable, accessible, quality services for persons of Latino decent who require Spanish speaking, bicultural therapists.

All of Family Guidance Center's mental health services are designed to create positive life changes within a short amount of time. We use a variety of evidence-based practices and emphasize cost effective, real world solutions. Our staff is trained in holistic cognitive-behavioral, gestalt, systemic family and brief solution-focused therapies. We match the most compatible therapeutic approach with the personality style, situation and needs of each client.

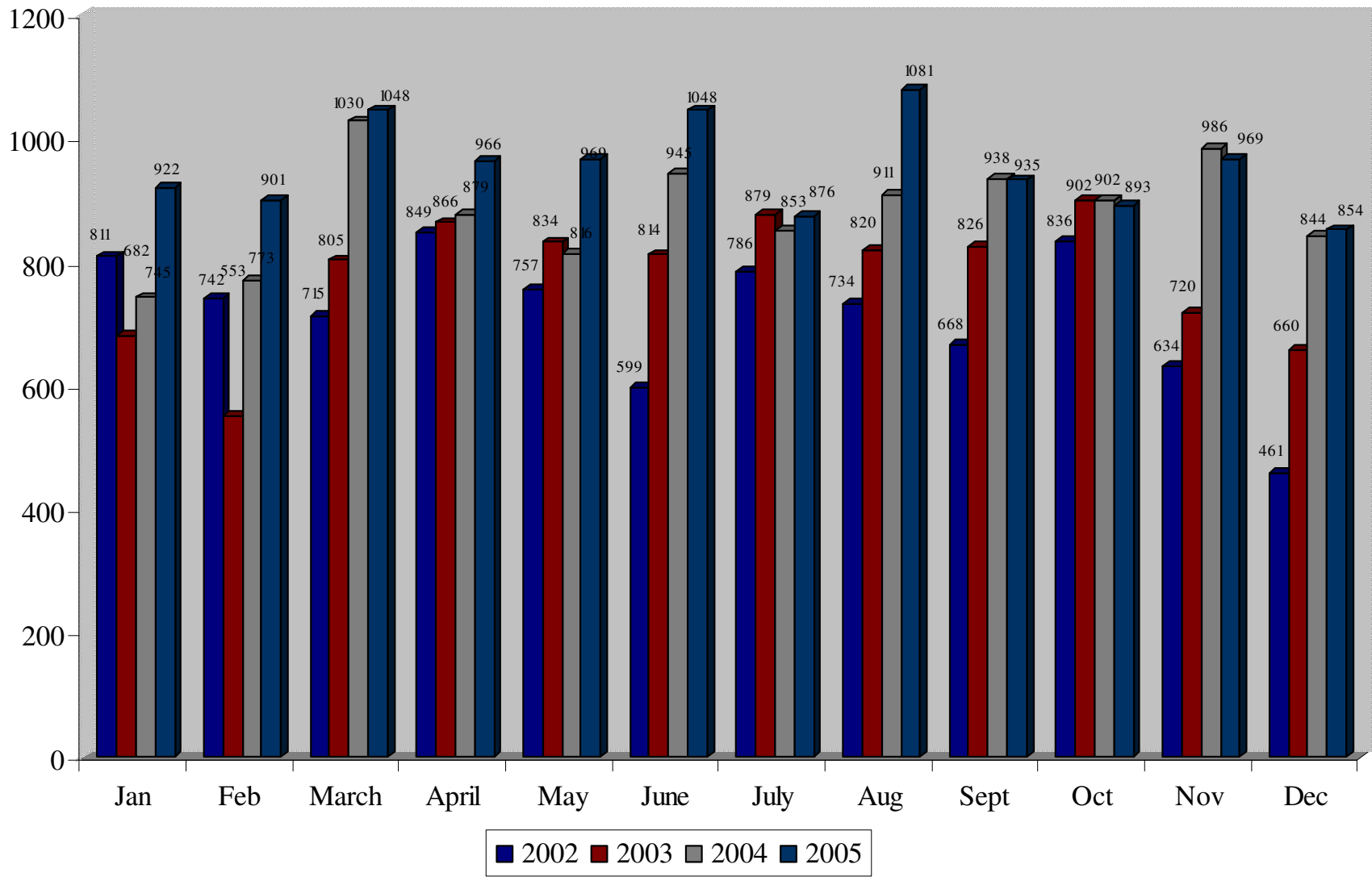
The clinical staff is highly trained in assisting clients with all types of mental health issues including but not limited to:

- Depression
- Anxiety
- Mood, Thought, and Personality Disorders
- Abuse Issues

Clients may also come to Family Guidance Center to seek professional assistance in managing life difficulties such as marital and/or parenting issues, work, stress and health related problems.

During 2005, Family Guidance Center provided 11,460.75 hours of therapeutic services, an 8% increase in clinical hours over the previous year.

Clinical Hours Comparison



DRUG AND ALCOHOL PROGRAMS

Family Guidance Center provides individual, group and family therapy services to substance abuse clients in our Wyomissing and Reading sites.

Our relapse prevention program, known as “Alternatives”, is designed to assist persons with drug and alcohol dependency in maintaining sobriety through individual, group and family treatment services. We believe that it is critical to individualize treatment and coordinate services for each client. Alternative staff members are well-trained, highly adept addiction specialists. They have extensive experience working with clients who have had numerous treatment episodes and have suffered significant consequences, but have been unable to maintain sobriety and commit to a recovery lifestyle. Interventions are designed to be congruent with clients’ perceptions, values and treatment issues.

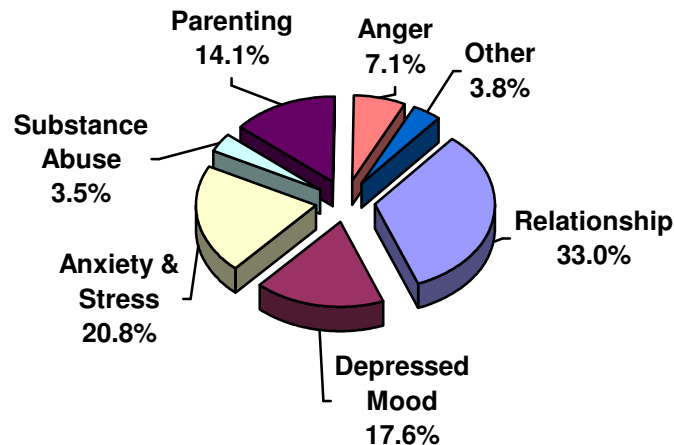
Family Guidance Center continues to operate the Latino Behavioral Health Program at the Reading satellite office. The goal is to provide affordable, accessible, quality services for persons of Latino decent who require Spanish speaking, bicultural therapists. The program was expanded in 2005 to include a Spanish speaking group. The group consists of three twelve week cycles of psychoeducation providing information on diagnosis, substance abuse and relapse prevention. Outreach efforts to improve access and decrease social barriers in the Hispanic community were met with limited success.

FGC continually assessed the Drug and Alcohol Programs in 2005 in an attempt to maximize utilization of the programs’ resources. A new therapist was hired in order to facilitate the addition of dual diagnosis services. Additionally, specific therapeutic group modalities were incorporated for the population seeking addiction services.

EAP SERVICES

Family Guidance Center currently contracts with local companies to provide Employee Assistance Program (EAP) services to the company employees and their families with our network of providers covering a five state area. Once an assessment of the client's presenting problem is made, the treating clinician makes recommendations regarding the individual's need for further services. For many, the issues they present with can be treated successfully with short-term counseling with one of our clinicians.

Primary Reasons for Referral



In 2005, Family Guidance Center again achieved an increase in EAP service hours. This year, Family Guidance Center provided 529.5 hours of in-house EAP counseling, an increase of 48%. While Relationship issues were again identified most often as the reason for seeking treatment, there was a 56% increase in the number of individuals seeking help for Anxiety & Stress. Conversely, there was a 55% decrease in the number of individuals seeking help with Substance Abuse issues.

Program activities for 2005:

- Participated in several Health/Benefits Fairs
- Conducted workshops and/or trainings on:
 - Stress Management (including a half day workshop)
 - Sexual Harassment
 - Drug & Alcohol Awareness
 - Developmentally Appropriate Behaviors & Positive Approaches to Classroom Management
- Conducted Critical Incident Stress Debriefings for local companies
- Acquired new EAP contracts with local companies
- Active member of EAPA; Employee Assistance Professionals Association
- Developed new agreements to provide EAP services, as part of a network for affiliate EAPs
- Initiated "giveaways" for health & benefits fairs, as well as the employees of our contract companies
- Provided consultation to HR professionals, and management of our contract companies
- Instituted 2 regular EAP newsletters; one for employees, and one specific to management.

CHILDREN IN THE MIDDLE

Children in the Middle is a three-hour parent education program for separated, divorcing or single parents that are involved in custody determination cases. This program assists parents in understanding the ways they may put their children in the middle of their conflicts. After identifying how children may be put in the middle of their parents' conflicts, participants explore alternative ways to deal with issues associated with their situations.

We are pleased to report that the mainstreaming of the custody process to incorporate Children in the Middle as a mandatory program has been highly successful. The court has held participants accountable for attendance and this has increased the participation by 28%. We have worked closely with the court and will continue to collaborate in order to maintain and improve the accountability of participants.

For the year 2005, a 6 week psychoeducational group for children was offered. Informational brochures were sent to community agencies and school guidance counselors announcing the program. Unfortunately, there were very few referrals made and a group was not able to be facilitated. We believe that there is a need for this type of program and if a substantial interest emerges we will again offer this as an option to parents and children.

As always, we will continue to improve the program by researching and incorporating new information and updating current information. Our goals for this year include: offering several different time options in order to meet the needs of our community and revising the Spanish language course.

OUTCOME MEASURES

Family Guidance Center continues to use an outcome measurement instrument called the OQ 45.2 to determine the effectiveness of treatment.

The instrument measures client progress and is repeatedly administered during the course of treatment and at discharge. The instrument monitors subjective discomfort caused by intrapsychic symptoms of anxiety and depression and stress related illnesses with the symptom distress subscale, (SD), quality of interpersonal relationships including friendships, family and marriage with the interpersonal relationships subscale (IR) and satisfaction with work and family roles with the social role subscale (SR). The total score evaluates current level of functioning and compares it with other populations including the general population, undergraduate students, outpatient and inpatient treatment populations. In addition, the instrument screens for suicidal thoughts, potential workplace aggression and substance abuse.

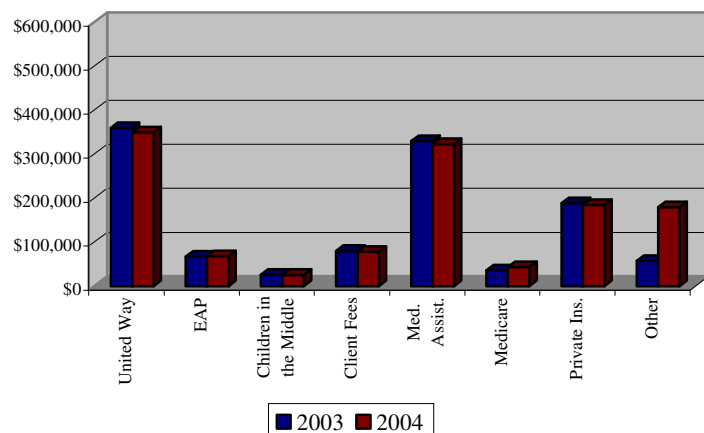
During 2005, Family Guidance Center recorded the following results:

- ✓ On the total score for the OQ 45.2, 66% of the clients seen for outpatient services for anxiety, depression and stress related illness experienced a decrease in symptoms during the first ten sessions.
- ✓ On the SD subscale, 70% of clients experienced an improved feeling of well-being.
- ✓ On the IR subscale, 63% of clients experienced improved quality of interpersonal relationships with friends and family.
- ✓ On the SR subscale, 58% experienced greater satisfaction with work and family roles.

When trend data from previous year to current year, the outcomes for 2005 showed a slightly higher (2%) positive increase from 2004 date.

2003 / 2004 Financial Information Summary

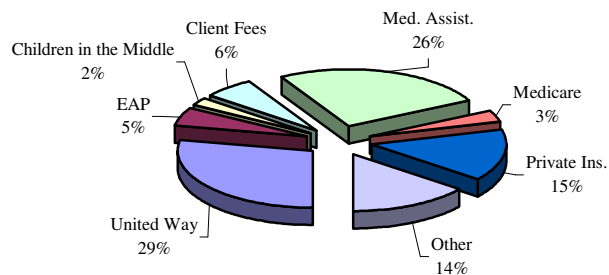
Clinical Revenue Comparison 2003 vs. 2004



Clinical Revenue

	<u>2003</u>	<u>2004</u>
United Way	\$ 359,177	\$ 349,148
EAP	\$ 66,651	\$ 67,931
Children in the Middle	\$ 25,720	\$ 25,266
Client Fees	\$ 79,750	\$ 77,409
Med. Assist.	\$ 329,684	\$ 322,462
Medicare	\$ 36,105	\$ 42,608
Private Ins.	\$ 188,679	\$ 183,916
Other	\$ 57,061	\$ 179,332
Total	\$ 1,142,827	\$ 1,248,072

2004 Clinical Revenue by Fund Source



** The Agency recorded (\$65,102) in investment income for the year 2004. In addition \$36,376 was recorded as administrative income for 2004, primarily due to investment income from dividends and interest.

2005 Audited Financial Reports will be available in July, 2006

2003 / 2004 Financial Information Summary

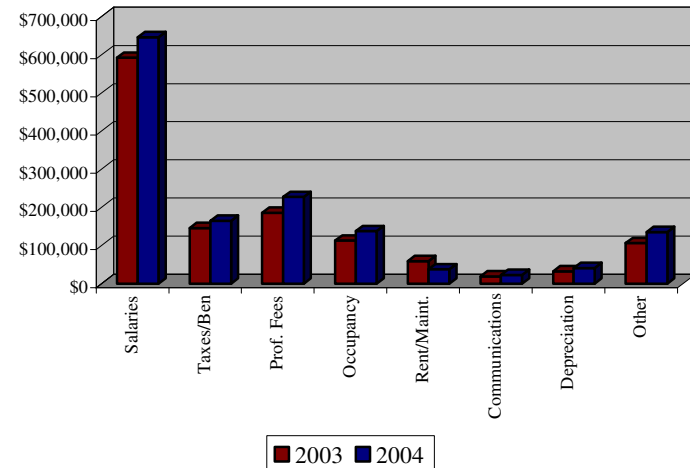
Expenses

	<u>2003</u>	<u>2004</u>
Salaries	\$ 592,124	\$ 646,319
Taxes / Benefits	\$ 145,799	\$ 165,223
Professional Fees	\$ 185,575	\$ 226,889
Occupancy	\$ 112,720	\$ 137,513
Rental / Maintenance	\$ 58,781	\$ 37,169
Communications	\$ 18,908	\$ 22,213
Depreciation	\$ 32,837	\$ 40,544
Other**	\$ 106,139	\$ 135,306
Total	\$ 1,252,883	\$ 1,411,176

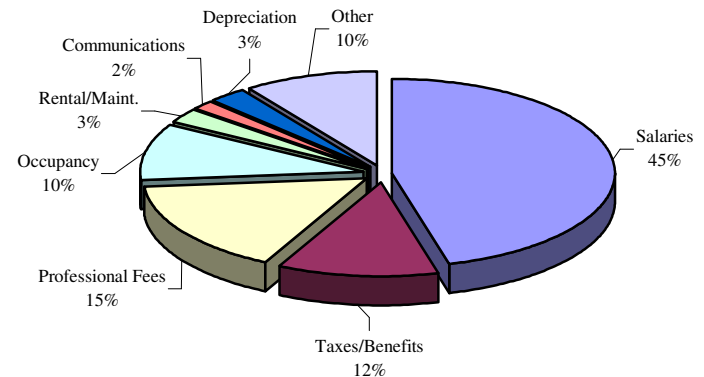
** Other Expenses include Transportation, Supplies, Bad Debt Expense, Interest, and other miscellaneous expenses.

2005 Audited Financial Reports will be available in July 2006

Expense Comparison 2003 vs. 2004



2004 Expenses by Category



WORTH REMEMBERING 2005

- ❖ Applied for and received funding from the Council on Chemical Abuse to expand drug and alcohol services to the Latino Community.
- ❖ Participated in the Hispanic Health Fair, school assemblies, BCTV Show and other outreach venues to promote mental health and drug and alcohol awareness in the Hispanic Community.
- ❖ Alliance with Mental Health Association to increase community support group programs.
- ❖ Collaboration with Mosaic House to provide a transitional employment experience.
- ❖ Established and maintained clinically essential groups consisting of Dialectical Behavior Therapy and Dual Diagnosis. Initiated a Spanish speaking Drug and Alcohol group.
- ❖ Participation in child study team with Headstart to identify early interventions of at risk youth.
- ❖ Presented free programs as requested by businesses and the Prison Society.
- ❖ Maintained community involvement as chair of Community Support Program (CSP).
- ❖ Initiated training for staff in Mental Health Recovery efforts.

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