

# **Family Guidance Center**

**2006**

**Annual Report**

---

# TABLE OF CONTENTS

---

2006 Board of Directors	2
Family Guidance Center Staff	3
Values	4
Mission	4
Depiction	4
Family Guidance Center Locations	5
Staff Training	6
Mental Health Services	7
Clinical Hours Comparison	8
Drug and Alcohol Programs	9
EAP Services	10
Children In The Middle	11
Outcome Measures	12
Financial Information Summary	13-14
Worth Remembering 2006	15
2007 Board of Directors	16
2007 Advisory Council	17

---

## 2006 BOARD OF DIRECTORS

---

D. Michael Baxter, MD

**PRESIDENT**

The Reading Hospital & Medical Center

Steve Adams

**VICE-PRESIDENT**

Beard Miller Company, LLP

Barbara Gorski, CPA

**TREASURER**

The CMA Group

Gary Kraft

**SECRETARY**

Kraft Engineering

Barbara Beringer

Law Office of Barbara H. Beringer

Constance Dent, Ph.D.

Countryside Haven

Rosemary Hauseman

Reading Area Community College

Jeffrey A. Herb

Arrow International, Inc.

Jason A. Holland

Herbein & Co., Inc.

Nancy W. Magee, CFP®, EA, CDFP

Financial Planning Advisors

Terry Weiler

Hoffert, Huckabee & Weiler

Mark Zimmer

Mogel, Speidel, Bobb & Kershner

---

# **FAMILY GUIDANCE CENTER STAFF**

---

## **Executive Director**

Kimberly McConnell, MA, LPC

## **Clinical Director**

Toni Gerhart, MA, LPC

## **Clinicians**

Karen Adam, LSW, CAC  
Maria Teresa Castro-Gruber, MA  
Deborah Fluck, LSW  
Meg Gannon, MS  
Roberto Irizarry, MS, PhD Candidate  
Deb Kemmerling, LSW

James Miller, MPA, LCSW  
Sonia Nina, MSW  
David Parenti, MA, LMFT  
Gail Salomon, Licensed Psychologist, MA  
Kim Sullivan, MA, LPC  
Lori Warne, LCSW, CAC

## **Coordinators**

Meg Gannon, MS  
Jennifer Miller, MA

## **C.I.M Educators**

Gretchen Kunkel, MA  
Jena Mable, LSW  
Bridget Mayberry, MSS

## **Interns**

Erin Bebe  
Diana DiGirolamo  
Steven Reinoehl  
Latoya Sharpe

## **Doctor Services**

Hoda Hanna, MD  
Mark Putnum, MD  
Doreen Storz, PA-C

## **Administrative Assistant**

Helen Johnson

## **Intake**

Irene Heckman

## **Office Coordinator**

Georgianna Hildebrand

## **Receptionist**

Jessica Acosta  
Deborah Erney  
Janet Medina  
Stephanie Rostek

---

# 2006 ANNUAL REPORT

---

## VALUES

Excellence, Professionalism, Solution-Oriented

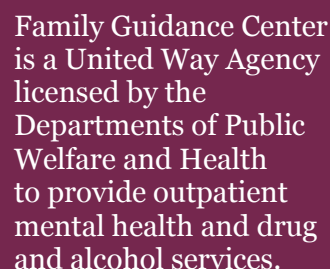
## MISSION

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.*

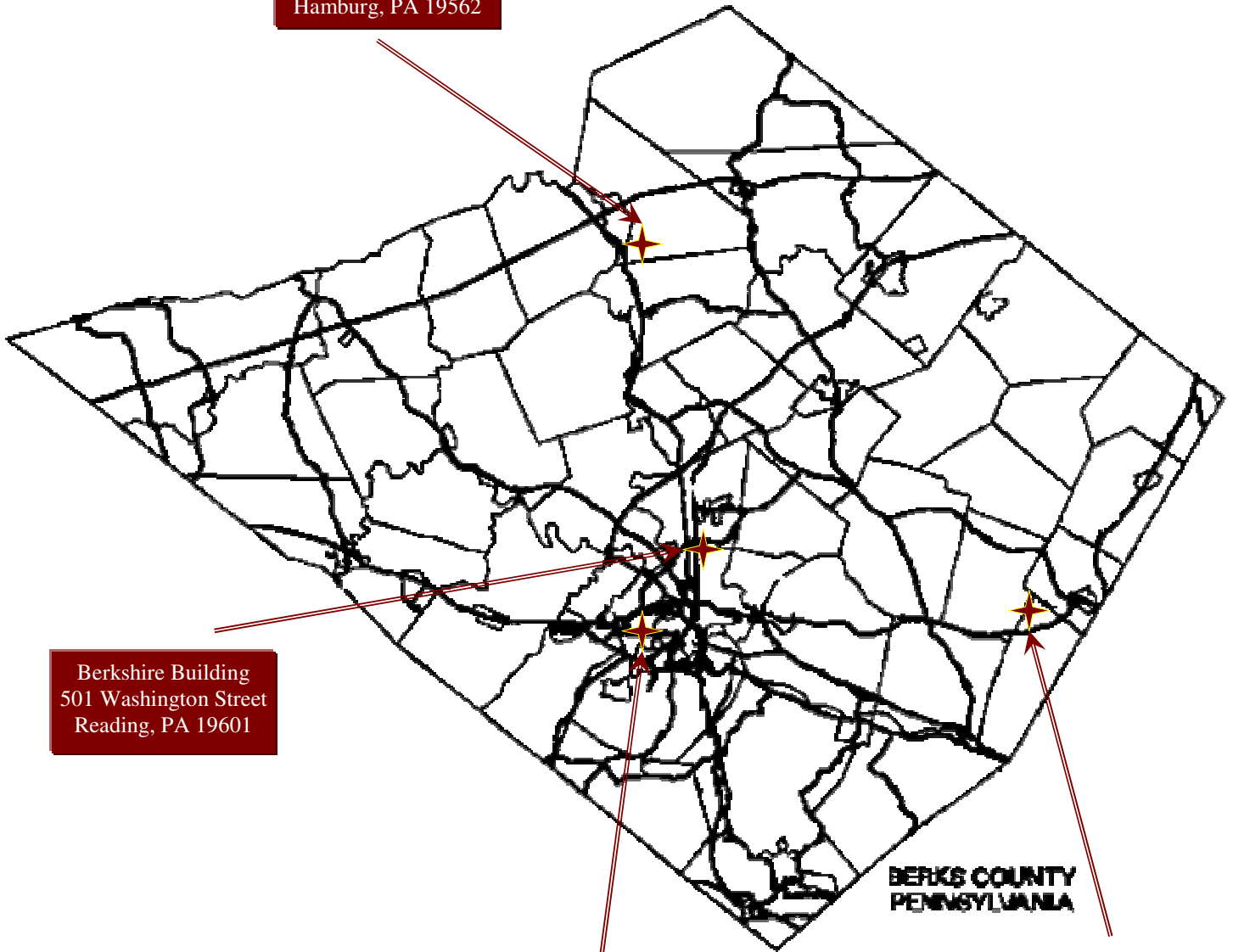


Family Guidance Center is a United Way Agency licensed by the Departments of Public Welfare and Health to provide outpatient mental health and drug and alcohol services.

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

3570 Old Route 22  
Hamburg, PA 19562



Berkshire Building  
501 Washington Street  
Reading, PA 19601

1235 Penn Avenue  
Suites 205 & 206  
Wyomissing, PA 19610

Main Office Location

5<sup>th</sup> & Montgomery Avenue  
Suite 207  
Boyertown, PA 19512

Main Number: 610.374.4963

Fax: 610.378.5403

[www.familyguidancecenter.com](http://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 2006 consisted of the completion of 294.5 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.

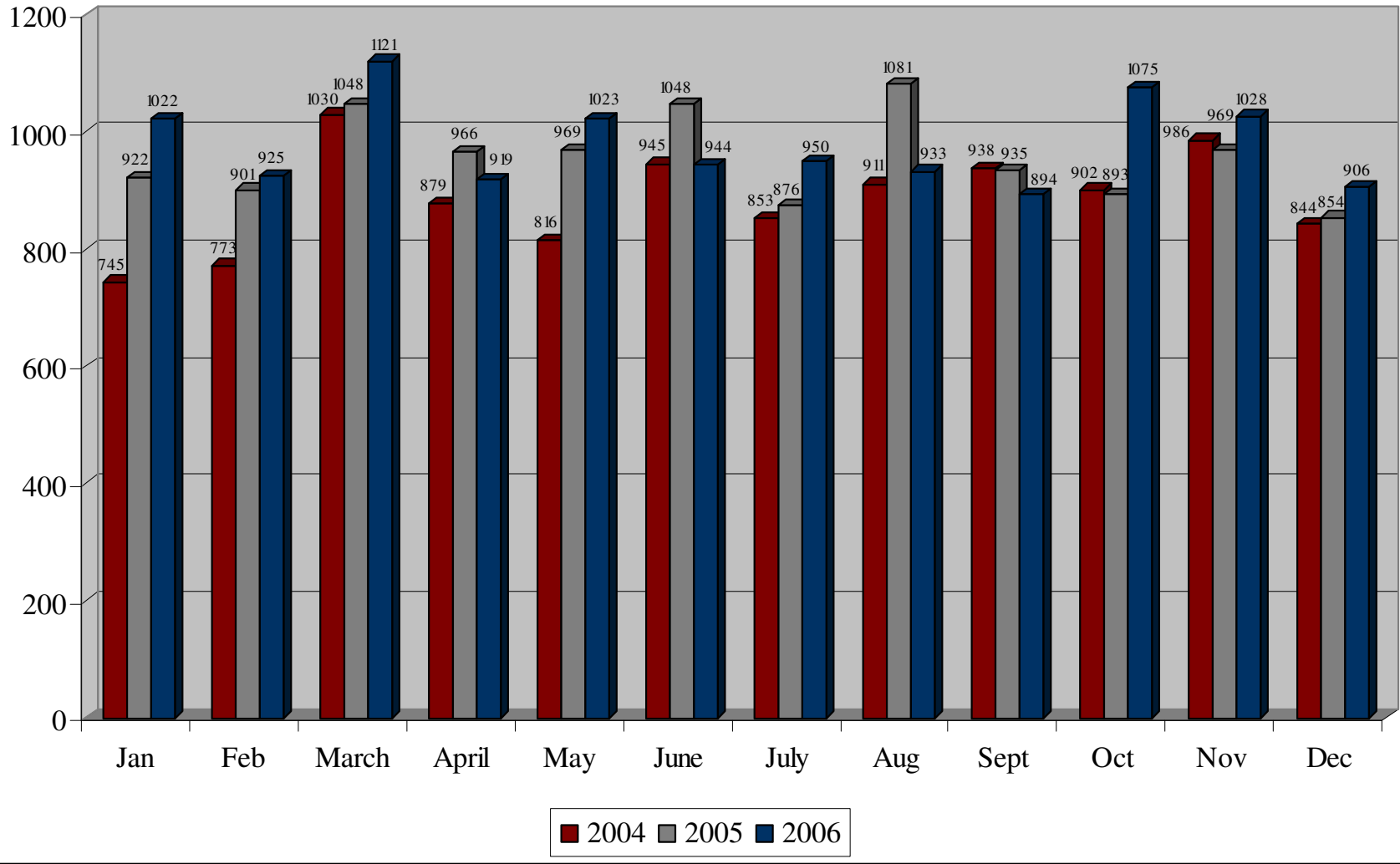
The clinical staff is highly trained in assisting clients with all types of mental health issues including but not limited to:

- 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 2006, Family Guidance Center provided 11,738.50 hours of therapeutic services.

# 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.

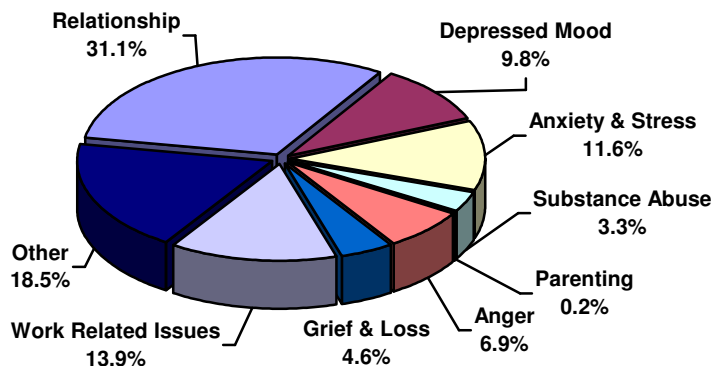
Family Guidance Center continues to operate the Latino Behavioral Health Program at the Reading satellite office. The goal is to provide affordable, accessible, quality services for persons of Latino decent who require Spanish speaking, bicultural therapists. We continue to provide a Spanish speaking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

FGC expanded programming in 2006 to encompass dual diagnosis services for clientele with a mental health and drug and alcohol diagnosis. Modalities include individual and group therapy.

# 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 2006 Family Guidance Center provided 518 hours of in-house EAP counseling, Relationship issues were again identified most often as the reason for seeking treatment, with 31.1% of the individuals seeking help doing so because of a problem with their relationship. More individuals cited work related difficulties as their reasons for seeking EAP assistance, accounting for 13.9% of the services provided, as opposed to 4.9% in 2005

### Program activity highlights for 2006:

- Participated in several Health/Benefits Fairs
- Conducted workshops and/or trainings on:
  - Diversity
  - Drug & Alcohol Awareness
  - Handling Difficult or Aggressive Customers
  - Holiday Stress & Depression
  - Road Rage
  - Sexual Harassment
  - Stress Management
- Facilitated Team Building
- Conducted Critical Incident Stress Debriefings for local companies
- Acquired new EAP contracts with local companies
- Active member & officer of local EAPA chapter; 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

---

## **CHILDREN IN THE MIDDLE**

---

Children in the Middle is a three-hour parent education program for separated, divorcing or single parents who 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, resulting in 929 persons attending the program in 2006. We have worked closely with the court and will continue our collaborative efforts in order to maintain and improve the accountability of participants, and the overall quality of the program.

In addition, the Spanish language course was revised in 2006 and included clinical program enhancements.

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: continuing to offer several different time options in order to meet the needs of our community, updating video portions of the program, and revisiting the need for expanded ancillary services for children of the participants.

---

## 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.

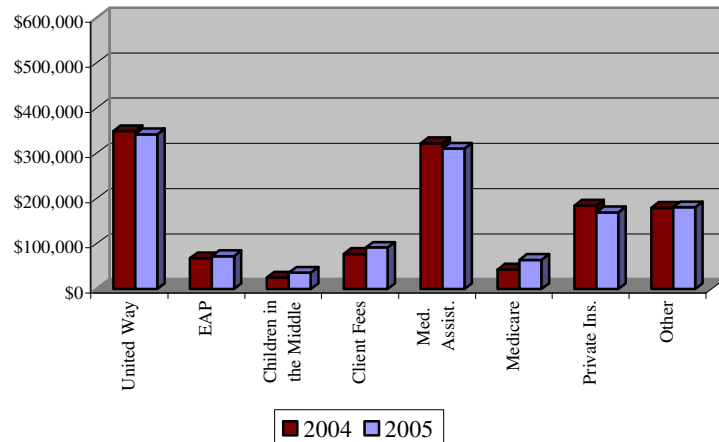
During 2006, Family Guidance Center recorded the following results:

- ✓ On the total score for the OQ 45.2, 69% 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, 63% experienced greater satisfaction with work and family roles.

When trend data from previous year to current year, the outcomes for 2006 showed a slightly higher (2%) positive increase from 2005 date.

## 2004 / 2005 Financial Information Summary

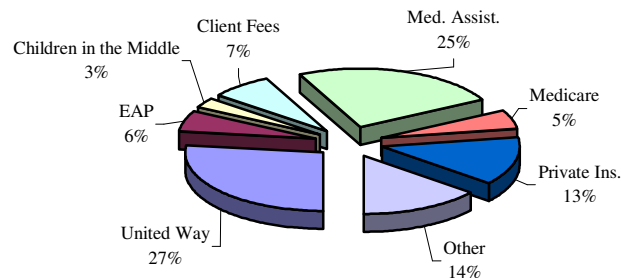
### Clinical Revenue Comparison 2004 vs. 2005



### Clinical Revenue

	<u>2005</u>	<u>2004</u>
United Way	\$ 342,545	\$ 349,148
EAP	\$ 72,636	\$ 67,931
Children in the Middle	\$ 36,105	\$ 25,266
Client Fees	\$ 91,210	\$ 77,409
Med. Assist.	\$ 310,707	\$ 322,462
Medicare	\$ 64,123	\$ 42,608
Private Ins.	\$ 169,369	\$ 183,916
Other	\$ 180,863	\$ 179,332
<b>Total</b>	<b><u>\$ 1,267,558</u></b>	<b><u>\$ 1,248,072</u></b>

### 2005 Clinical Revenue by Fund Source



\*\* The Agency recorded (\$33,617) in investment income for the year 2005. In addition \$36,902 was recorded as administrative income for 2005, primarily due to investment income from dividends and interest.

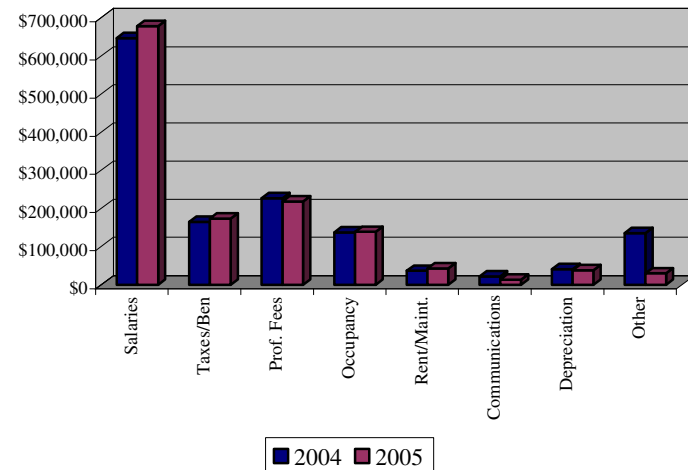
2006 Audited Financial Reports will be available in July, 2007

## 2004 / 2005 Financial Information Summary

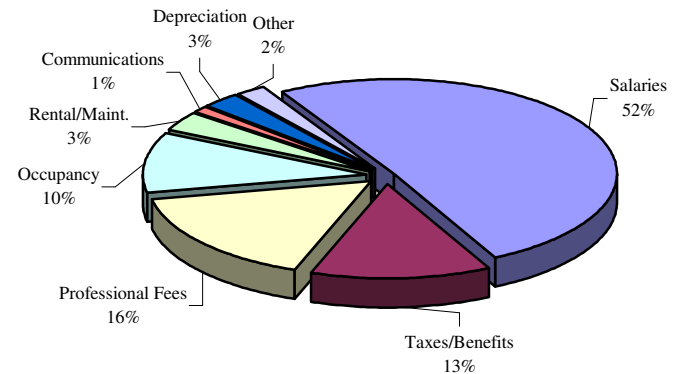
### Expenses

	<u>2005</u>	<u>2004</u>
Salaries	\$ 678,284	\$ 646,319
Taxes / Benefits	\$ 173,756	\$ 165,223
Professional Fees	\$ 218,843	\$ 226,889
Occupancy	\$ 138,778	\$ 137,513
Rental / Maintenance	\$ 43,350	\$ 37,169
Communications	\$ 13,681	\$ 22,213
Depreciation	\$ 38,285	\$ 40,544
Other**	\$ 30,030	\$ 135,306
<b>Total</b>	<b>\$ 1,335,007</b>	<b>\$ 1,411,176</b>

### Expense Comparison 2004 vs. 2005



### 2005 Expenses by Category



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

2006 Audited Financial Reports will be available in July 2007

---

## **WORTH REMEMBERING 2006**

---

- ❖ Nominated and awarded the GlaxoSmithKline Impact Award for excellence in recognizing and fulfilling community needs.
  
- ❖ Participated in the Hispanic Health Fair, school assemblies, and other outreach venues to promote mental health and drug and alcohol awareness in the Hispanic Community.
  
- ❖ Offered several new community support groups and continued alliance with the Mental Health Association to promote community awareness.
  
- ❖ Provided successful transitional employment experience through collaboration with Mosaic House.
  
- ❖ Initiated enhanced Dialectical Behavior Therapy training through county supported collaboration.
  
- ❖ Presented free programs as requested by businesses and increased community awareness through BCTV presentation.
  
- ❖ Maintained community involvement as chair of Community Support Program (CSP).

---

## 2007 BOARD OF DIRECTORS

---

D. Michael Baxter, MD

**PRESIDENT**

The Reading Hospital & Medical Center

Steve Adams

**VICE-PRESIDENT**

Beard Miller Company LLP

Barbara Gorski, CPA

**TREASURER**

The CMA Group

Jason A. Holland

**SECRETARY**

Herbein & Co., Inc.

Constance Dent, Ph.D.

Countryside Haven

Sharon Leigh Gray

Law Office of Sharon Leigh Gray

Gary Kraft

Kraft Engineering

Nancy W. Magee, CFP®, EA, CDFP

Financial Planning Advisors

Robert G. Muse

SEI Private Trust Company

Terry Weiler

Hoffert, Huckabee & Weiler

Mark Zimmer

Mogel, Speidel, Bobb & Kershner

---

## **2007 ADVISORY COUNCIL**

---

Constance Dent, Ph.D.  
**Liaison, Board of Directors**

Susan Denaro, Esq.

Juliee Franey

Sue Freeman

Ann Gundry, D.Ed.

Jane Harrington, M.Ed., NCC

Rosemary Hauseman

Fredericka S. Heller, M.D.

Nancy Magee, EA, CFP

Betsy Rider-Williams, M.A.

Tracy Schott, MSW, MS

Marianne Sutton