

Family Guidance Center

2007

Annual Report

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Janet Medina

Receptionists

Deborah Erney

Erica Montalvo

Ana Perea

2007 ANNUAL REPORT

VALUES

Excellence, Professionalism, Solution-Oriented

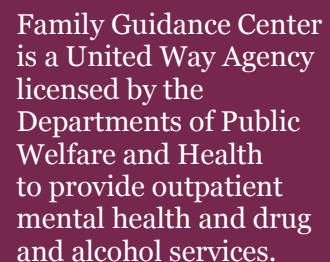
MISSION

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.

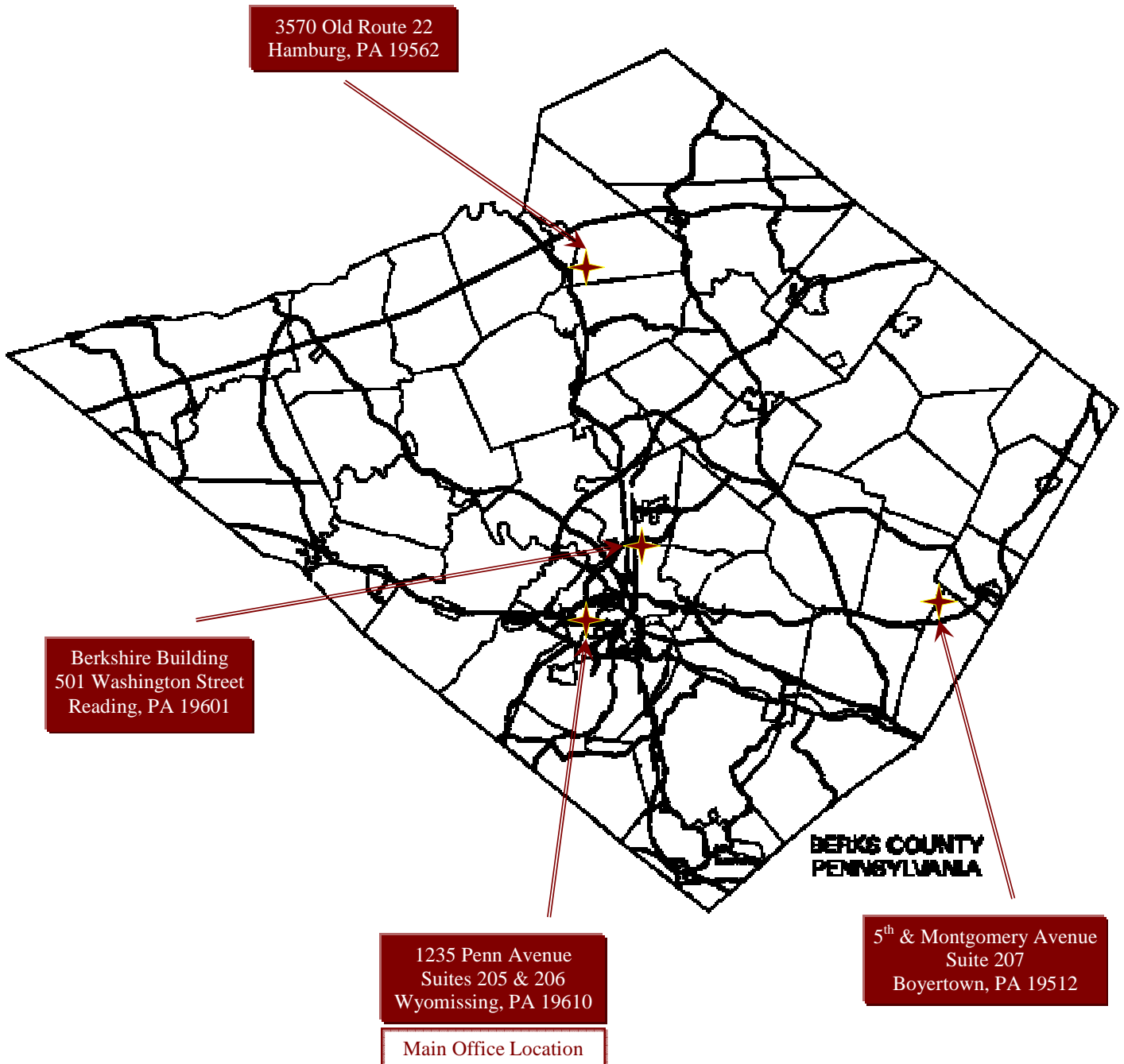
Family Guidance Center provides mental health, drug and alcohol and all other services to persons without regard to age, gender, sexual orientation, religion, national origin, disability, race, financial resources and cultural background.



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 is encouraged to augment their skills with educational experiences throughout the year.

Clinical training in 2007 consisted of the completion of 381.25 hours of attendance to a variety of educational trainings consisting of:

- Emotionally Focused Therapy
- Compassion Fatigue
- Crime and Addiction
- School Based Services
- Clinical Supervision
- Advanced Forensic Interviewing
- Basic Forensic Interviewing
- Ethical Decision
- Self Healing – Yoga & Meditation
- Chronic Pain
- Working with Chronically Dysfunctional Couples
- Effective Treatment for Anxiety DO
- Basic Pharmacology
- Disaster Crisis Outreach
- Multicultural Issues in Treatment with Teens
- Ethics in Treating Difficult Clients
- Dialectal Behavioral Therapy Training
- CPR

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.

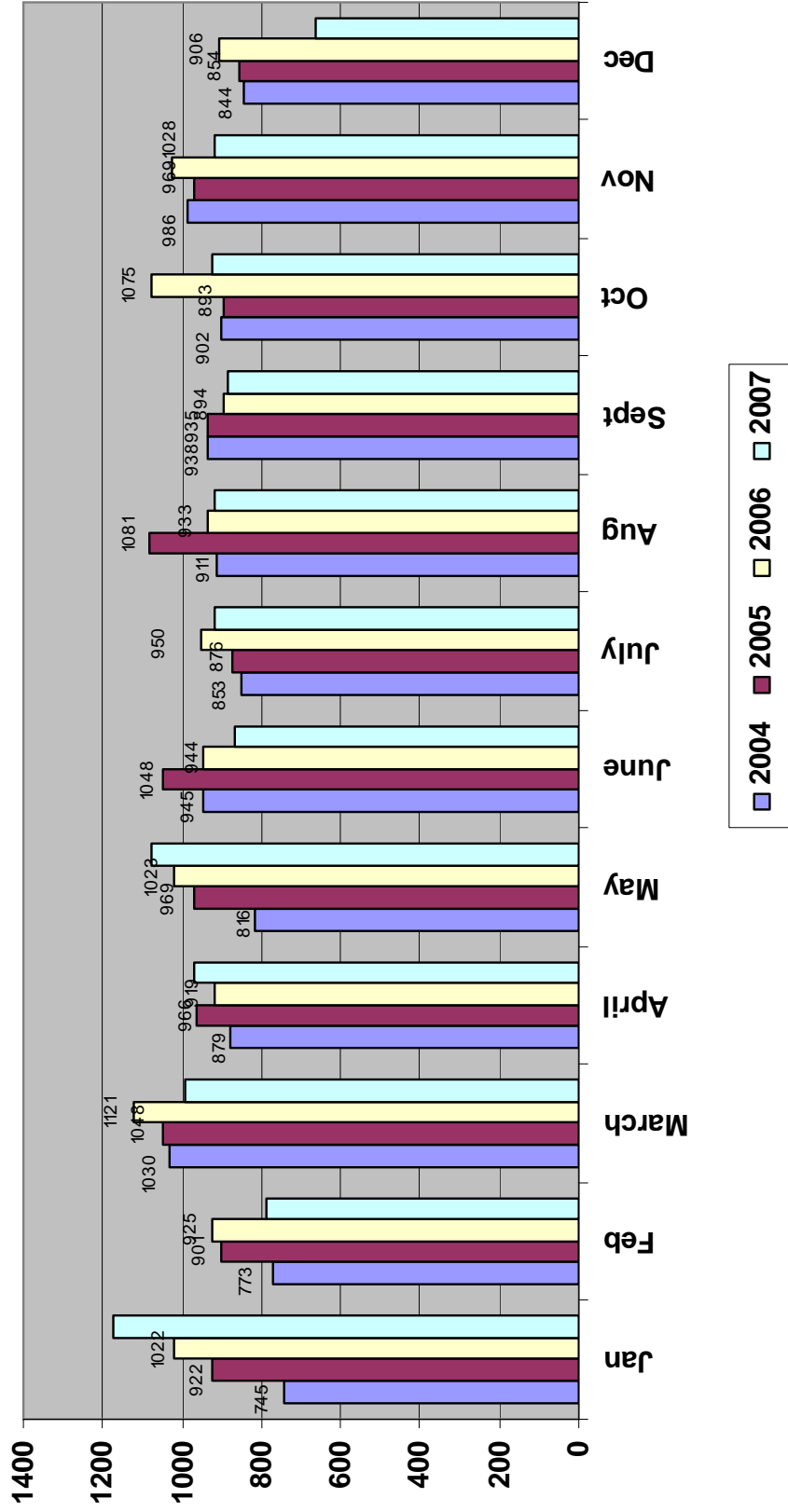
The clinical staff is highly trained in assisting clients with all types of mental health issues including but not limited to:

- 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 2007, Family Guidance Center provided 11,098 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.

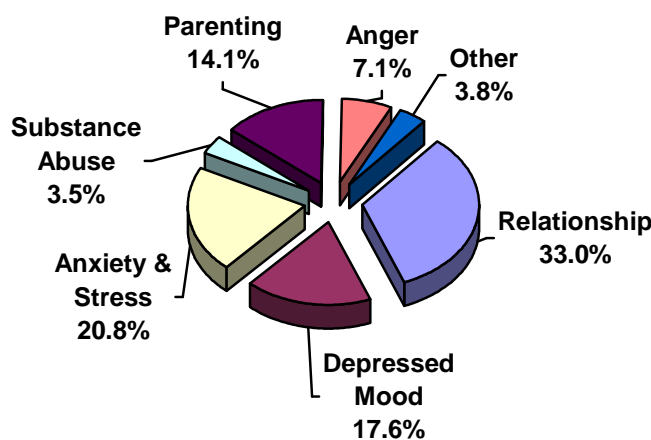
Family Guidance Center continues to operate the Latino Behavioral Health Program at the Reading satellite office. The goal is to provide affordable, accessible, quality services for persons of Latino decent who require Spanish speaking, bicultural therapists. We continue to provide a Spanish speaking group that consists of three twelve week cycles of psycho-education 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.

Programming also includes 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



Program activities for 2007:

- 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 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 over 900 persons attending the program in 2007. 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.

As always, we will continue to improve the program by researching and incorporating new information and updating current information. Our goals for the coming 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 intra-psychic 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 2007, Family Guidance Center recorded the following results:

- ✓ On the total score for the OQ 45.2, 73% 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, 74% of clients experienced an improved feeling of well-being.
- ✓ On the IR subscale, 70% of clients experienced improved quality of interpersonal relationships with friends and family.
- ✓ On the SR subscale, 68% experienced greater satisfaction with work and family roles.

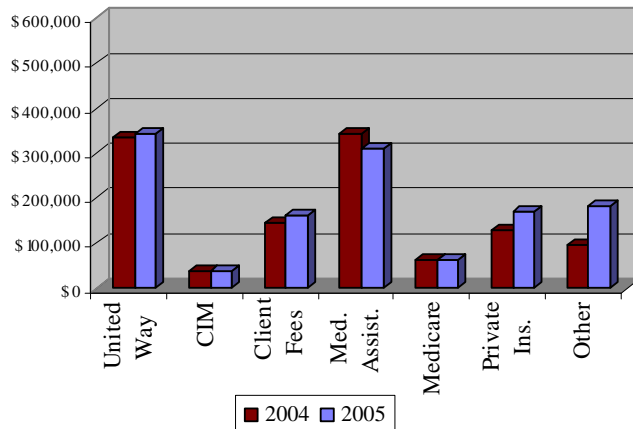
When reviewing trend data from previous year to current year, the outcomes for 2007 showed a slightly higher (4%) positive increase from 2006.

2005 / 2006 Financial Information Summary

Clinical Revenue

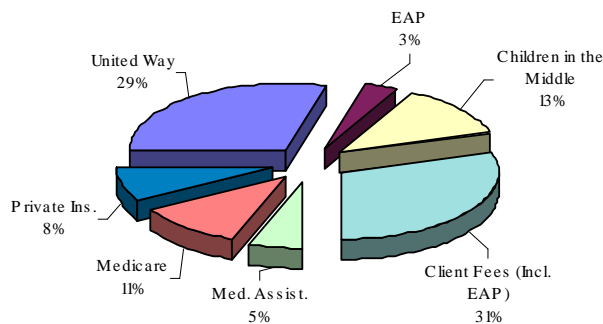
	2005	2006
United Way	\$ 342,545	\$ 335,985
Children in the Middle	\$ 36,105	\$ 38,445
Client Fees (Incl. EAP)	\$ 163,846	\$ 144,277
Med. Assist.	\$ 310,707	\$ 343,604
Medicare	\$ 64,123	\$ 61,592
Private Ins.	\$ 169,369	\$ 128,156
Other	\$ 180,863	\$ 96,404
Total	\$1,267,558	\$ 1,148,463

**Clinical Revenue Comparison
2005 vs. 2006**



2007 Audited Financial Reports will be available in July, 2008.

2006 Clinical Revenue by Fund Source



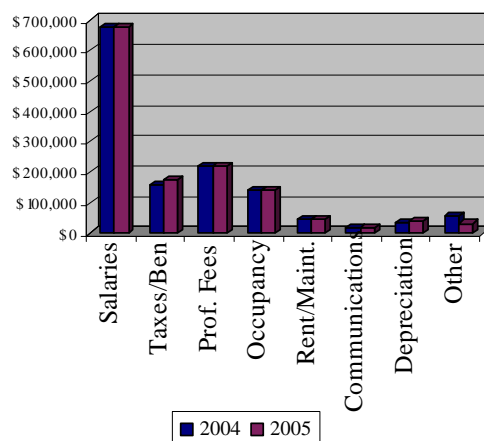
2005 / 2006 Financial Information Summary

Expenses

	2005	2006
Salaries	\$ 678,284	\$ 676,612
Taxes / Benefits	\$ 173,756	\$ 159,490
Professional Fees	\$ 218,843	\$ 222,076
Occupancy	\$ 138,778	\$ 142,207
Rental / Maintenance	\$ 43,350	\$ 45,047
Communications	\$ 13,681	\$ 15,580
Depreciation	\$ 38,285	\$ 30,768
Other**	\$ 30,030	\$ 54,145
Total	\$ 1,335,007	\$ 1,345,925

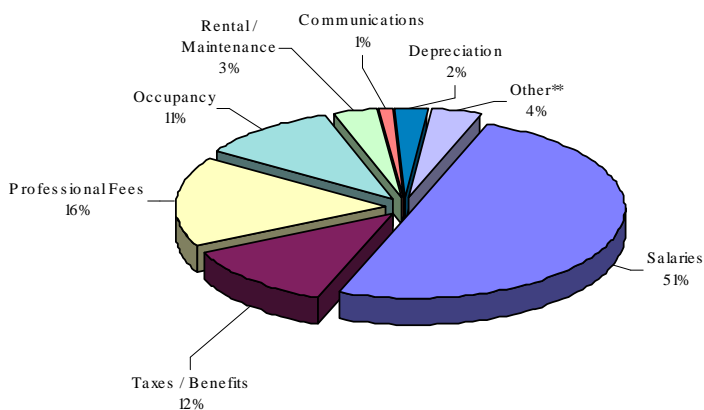
**Other expenses include transportation, supplies, bad debt, expense, interest and other miscellaneous expenses.

**Expense Comparison
2005 vs. 2006**



2007 Audited Financial Reports will be available in July, 2008.

2006 Expenses by Category



WORTH REMEMBERING 2007

- ❖ 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.
- ❖ Provided successful transitional employment experience through collaboration with Mosaic House.
- ❖ Strengthened Dialectical Behavior Therapy Program through county supported collaboration.
- ❖ Presented free programs as requested by businesses and increased community awareness through health and wellness fairs.
- ❖ Maintained community involvement as chair of Community Support Program (CSP).
- ❖ Advancement in meeting needs of consumers through a growing telepsychiatry program.
- ❖ Expanding services in collaboration with child services to meet the need for domestic violence evaluations.

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