

# **Family Guidance Center**

**2016  
Annual Report**

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## **2016 BOARD OF DIRECTORS**

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**Brian Lawrence**  
**PRESIDENT**

Univest Bank & Trust Co.

**Megan Roswick**  
**TREASURER**  
Megan L Roswick, CPA

**Britt Kobularcik**  
**SECRETARY**  
Roswick & Company, LLC

**Laurel Cline**  
Mosteller and Associates

**Cody Forsythe**  
Open Door International

**Gail Hauseman**  
Berkshire CPA's, LLC

**Todd Schorle**  
TS Tech Enterprises, Inc.

**Matthew Spezialetti**  
Buckingham Wealth Management

**Elda Santos**  
Godiva

**Brandon Unger**  
Prussman – Goss CPA's

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# **FAMILY GUIDANCE CENTER STAFF**

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## **Executive Director**

Kimberly McConnell, MA, LPC

## **Clinical Director**

Toni Gerhart, MA, LPC

## **Finance Director**

Maria Noecker

## **Clinicians**

Bruno Andracchio, PhD

Maria Teresa Berger, MA

P. John Faunce, LPC, CAC

Irene Heckman, LCSW

Jamie Hogan, LPC

Frederick Indebaum, Ed.S, LPC

Deb Kemmerling, LCSW

Jena Mable, LSW

David Meneely, LCSW

Jennifer Miller, MA

Metaxia Papademtriou, MA

David Parenti, LMFT

Jamie Rimby, LPC

Gail Salomon, Licensed Psychologist

Kim Sullivan, LPC

Ingrid Valerio, LSW

## **Doctor Services**

Mark Putnam, MD

Courtney Walker, DO –Telepsychiatry

Frank Masino, PA-C

Doreen Storz, PA-C

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

Gretchen Hess, MA

Ingrid Valerio, LSW

Naomi Kim, MA

Deb Kemmerling, LCSW

## **Coordinators**

David Hildebrand, CEAP (EAP)

Jamie Rimby, LPC (Children in the Middle)

**Intern** – Jim Alderfer

## **Intake Coordinator**

Georgie Hildebrand

## **EAP Administrative Assistant**

Lori Readinger

## **Billing Coordinator**

Janet Medina

## **Administrative Asst/ Office Manager**

Linda Ramich

## **Receptionist**

Deborah Erney

Daisey Figueroa

Iris Rivera-Martinez

## **Medical Assistant/Receptionist**

Alicia Elie

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# 2016 ANNUAL REPORT

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## VALUES

Excellence, Professionalism, Solution-Oriented

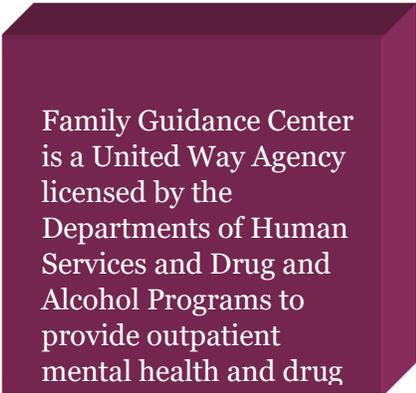
## MISSION

Promote and support the personal and professional growth of adults, children and families in Berks County and surrounding areas by providing quality, culturally relevant 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.

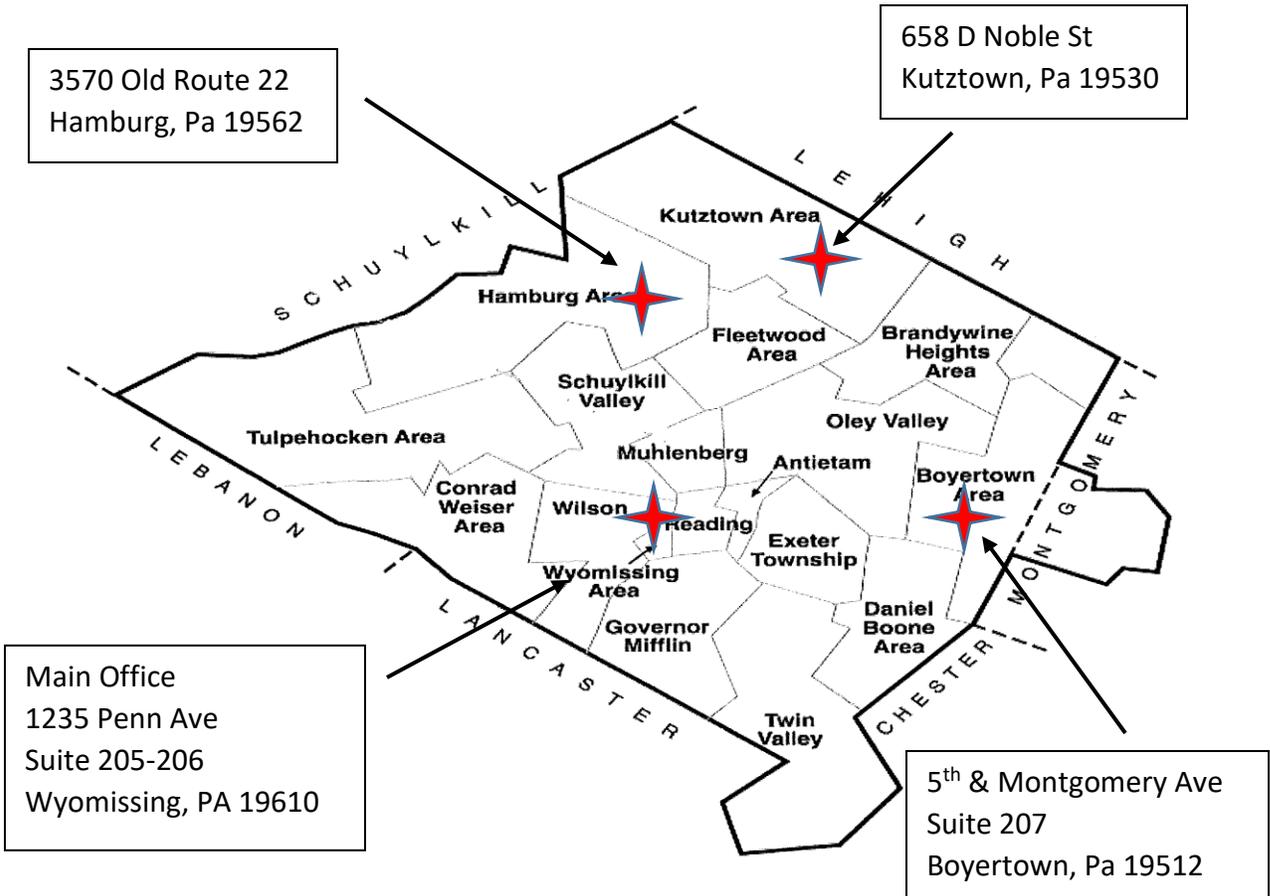
*Family Guidance Center provides mental health, drug and alcohol and all other services persons without regard to age, gender, sexual orientation, religion, national origin, disability, race, financial resources and cultural background.*



Family Guidance Center is a United Way Agency licensed by the Departments of Human Services and Drug and Alcohol Programs to provide outpatient mental health and drug

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](http://www.familyguidancecenter.com)

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# STAFF TRAINING

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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 2016 consisted of the completion of 327.25 hours of attendance to a variety of educational trainings consisting of:

- Confidentiality and HIPAA
- Cultural Diversity
- Supporting Wellness and Resiliency
- Addictions 101
- Offering and Implementation: Practical Allocation
- Teen obesity and the Mind and Body Connection
- Case Conceptualization and Treatment Planning
- Workplace Harassment
- Fire Safety
- Screening and Assessment
- Service Planning and Record Keeping
- Building a Therapeutic Alliance
- PCP and Child/Adolescent Psychiatry
- 10 Best Anxiety Treatment Techniques
- Habits of Stress Resilient People
- Treatment for Veterans with PTSD and Addition Issues
- Skills Teaching Methods
- Neuro science and the Brain
- Confidentiality in treating Substance Abuse issues
- PCPC
- Reasoning with unreasonable People
- Common Ground

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## MENTAL HEALTH SERVICES

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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 and telepsychiatry services.

We have the capability of providing mental health services at our four office locations, in school settings, at a primary pediatric care office and if medically indicated in a home or community setting of the consumer (i.e. mobile therapy). Our offices are located in Wyomissing, Boyertown, Hamburg and Kutztown. 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 Elementary school, and in the Hamburg School District, Elementary and Middle School programs. 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 provides bilingual/bicultural clinical and support services. Our goal is to provide affordable, accessible, quality, culturally relevant services to all those in need.

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 cognitive-behavioral, gestalt, brief solution-focused and dialectical behavioral therapies. Dialectical Behavioral Therapy (DBT) is facilitated by therapists that have been trained and certified through Behavioral Tech. The acceptance and change skills taught in DBT are research proven effective to assist abatement of symptoms occurring in many psychiatric diagnoses. We match the most compatible therapeutic approach with the personality style, situation and needs of each client.

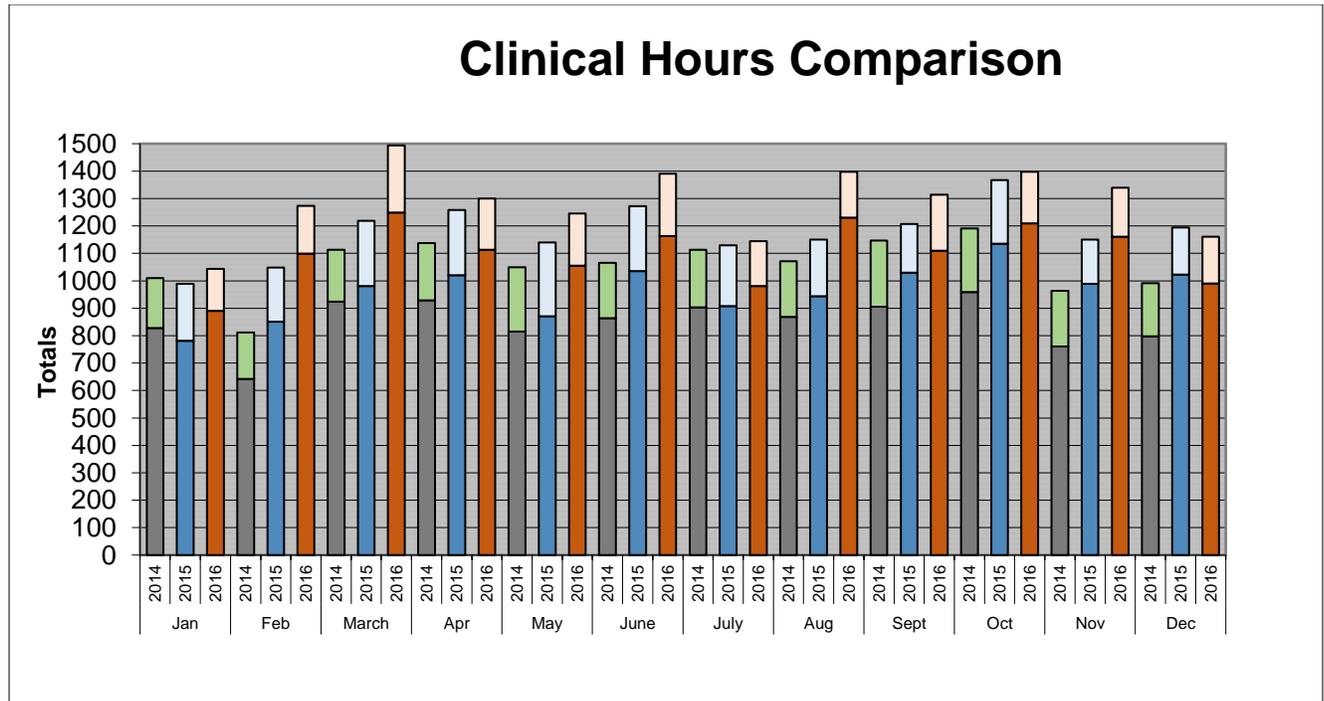
The clinical staff is highly trained in assisting clients with all types of mental health issues including but not limited to:

- 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 2016, Family Guidance Center provided 14257 hours of therapeutic services.**

# CLINICAL HOURS COMPARISON



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## **DRUG AND ALCOHOL PROGRAM**

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Family Guidance Center obtained an outpatient substance abuse treatment license in November 2000. At the start of programming, Family Guidance Center provided individual, group, family therapy, relapse prevention and dual diagnosis treatment to clients at our Wyomissing and Reading sites. In July 2003, Family Guidance Center entered into collaboration with the Hispanic Center and the Council on Chemical Abuse to further expand the Drug and Alcohol services to the growing Latino population of Reading. In January 2010, all services at the Reading site were folded into the Wyomissing location. The scope of services since 2011 has been condensed and primarily focuses on dual diagnosis services.

Our Drug and Alcohol program is designed to assist all persons with drug and alcohol dependency in maintaining sobriety. We believe that it is critical to individualize treatment and coordinate services for each client. 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.

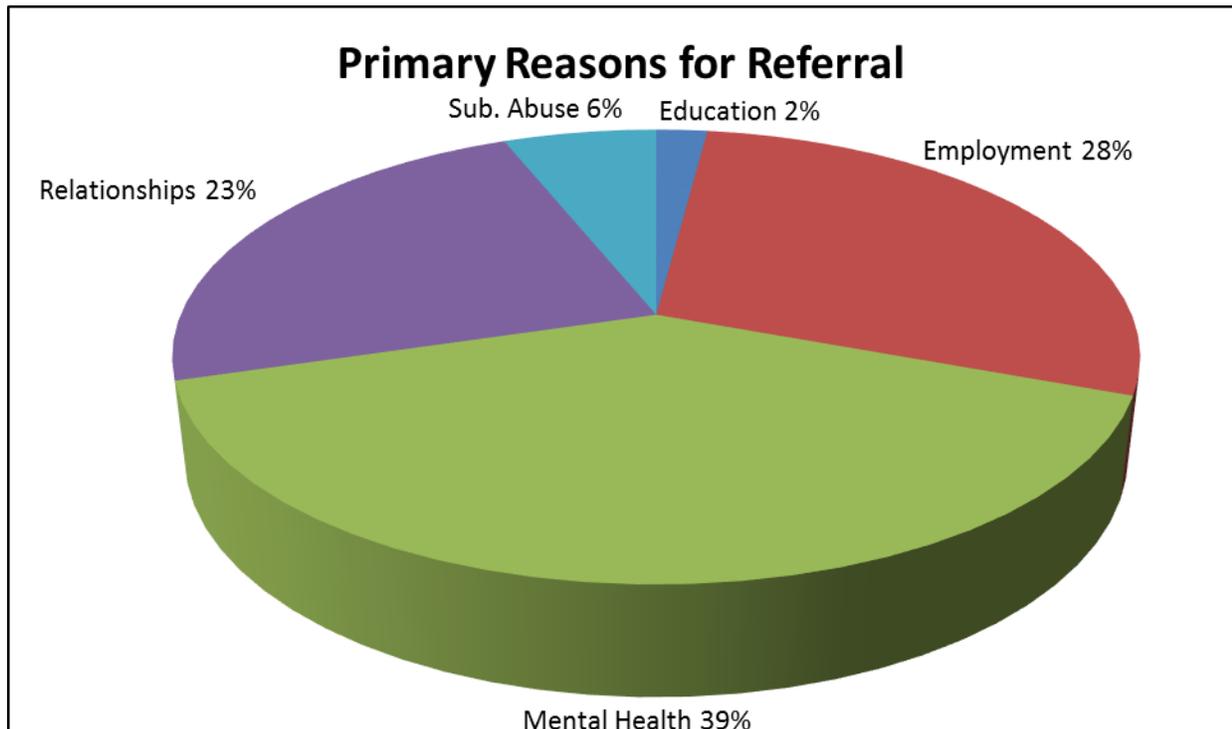
Family Guidance Center continues to provide affordable, accessible, quality services for persons of Latino descent who require substance abuse treatment with Spanish-speaking bicultural therapists. We continue to provide Latino clients with psycho-education information on diagnosis, substance abuse and relapse prevention on an individual and family basis.

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## EAP SERVICES

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Inroads at Family Guidance Center provides short term counseling, assessment and referral information along with consultations, trainings and a multitude of individualized services to meet a company's need. There were 82 EAP companies with 21,356 employees and their household members were served in 2016.



- Participated in 7 Health Fairs
- Provided 41 workshops and/or trainings to our member companies
- Continued to expand our Network of Affiliate EAP's
- Provided consultation to HR professionals and management of our contract companies

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## **CHILDREN IN THE MIDDLE**

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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 714 persons attending the program in 2016. There were 20 participants who attended the Spanish language program Children in the Middle. 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. We met our 2016 goal of providing a variety of times that classes would be held in order to meet the diverse needs of the community. Our goal for 2017 is to continually assess and address the curriculum to remain current with information provided through the course and to expand ancillary services for the children of the participants if warranted.

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## OUTCOME MEASURES

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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, and outpatient and inpatient treatment populations. In addition, the instrument screens for suicidal thoughts, potential workplace aggression and substance abuse.

During 2016, Family Guidance Center recorded the following results:

- ✓ On the total score for the OQ 45.2, 71% 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, 71% 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, 71% experienced greater satisfaction with work and family roles.

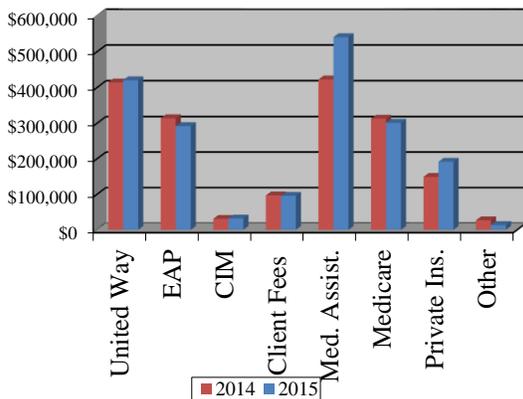
When reviewing trend data from previous year to current year, the outcomes for 2016 did not show a significant change from the prior year. Results remain consistent in approximately 73% of clients reporting improvement.

# 2014/2015 Financial Information Summary

## Clinical Revenue

	2014	2015
United Way	\$ 414,181	\$ 420,308
EAP	\$ 314,163	\$ 292,235
CIM	\$ 31,020	\$ 31,920
Client Fees	\$ 96,937	\$ 95,833
Med. Assist.	\$ 422,524	\$ 540,645
Medicare	\$ 313,025	\$ 301,489
Private Ins.	\$ 149,066	\$ 191,705
Other	\$ 26,957	\$ 13,464
<b>Total</b>	<b><u>\$1,767,873</u></b>	<b><u>\$1,887,599</u></b>

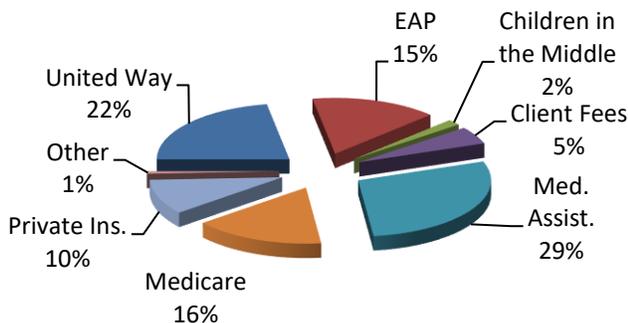
**Clinical Revenue Comparison  
2014 vs 2015**



The Agency recorded investment income of \$59,280 in 2014 and \$(19,807) in 2015 which is not included in the above figures.

2016 Audited Financial Reports will be available in July, 2017

**2015 Clinical Revenue by  
Fund Source**





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## **WORTH REMEMBERING 2016**

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- ❖ Maintained a strong Dialectical Behavior Therapy Program through county supported collaboration.
- ❖ Expanded to include a satellite office in Kutztown and at Reading Pediatrics.
- ❖ 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).
- ❖ Offering Recovery Based Treatment and increased Education of Personal Medicine through participation in Common Ground Approach.
- ❖ Expanding community involvement through collaborative efforts
- ❖ Offered free on site lectures to the public on relevant mental health topics
- ❖ Strengthened Quality Improvement Plan including benchmarking, outcomes and satisfaction
- ❖ Achieved short term strategic goals and expanded longer range plan.

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## **2017 BOARD OF DIRECTORS**

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### **Executive President**

Brian Lawrence  
Susquehanna Bank

### **Executive Vice President**

Megan Roswick  
Megan L. Roswick, CPA

### **Executive Treasurer**

Gail Hauseman  
Berkshire CPA's, LLC

### **Executive Secretary**

Britt Kobularcik  
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