



Family Guidance Center

2018

Annual Report

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"There is no standard normal. Normal is subjective. There are seven billion versions of normal on this planet."

-Matt Haig, Reasons to Stay Alive

2018 Board of Directors

Executive President

Gail Hauseman
Berkshire CPAs, LLC

Executive Vice President

Michael Mullen
Murphy McCormack Capital Advisors

Executive Treasurer

Matthew Spezialetti
Buckingham Wealth Mgmt.

Executive Secretary

Britt Kobularcik
Berks County Bar Assoc.



"Meditation is massage for the mind."

-Mokokoma Mokhonoana

Denys Allen

Allen Consulting

Todd Schorle

TS Tech Enterprises, Inc.

Laurel Cline

Mosteller & Assoc.

Brandon Unger

Prussman-Gross

Brian Lawrence

Univest Bank & Trust Co.

Family Guidance Center Staff

Executive Director

Kimberly McConnell, MA, LPC

Clinical Director

Toni Gerhart, MA, LPC

Finance Director

Maria Noecker

Clinicians

Bruno Andracchio, PhD
Maria Teresa Berger, MA
Jenny Clay, LPC
P. John Faunce, LPC, CAC
Cassandra Hartman, LPC
Irene Heckman, LCSW

Jamie Hogan, LPC
Frederick Indenbaum, Ed.S., LPC
Deb Kemmerling, LCSW
Jena Mable, LSW
David Meneely, LCSW
Jennifer Miller, MA
Metaxia Papademetriou, LPC

David Parenti, LMFT
Marie Ryan, LCSW
Gail Salomon, Lic. Psy.
Tanja Soto, LBS
Kim Sullivan, LPC
Ingrid Valerio LSW

Doctor Services

Mark Putnam, MD
Monique Simpson, MD
Frank Masino, PA-C
Doreen Storz, PA-C

Coordinators

David Hildebrand, CEAP (EAP)
Tanja Soto, LBS (CIM)

CIM Educators

Gretchen Hess, MA
Deb Kemmerling, LCSW
Naomi Kim, LPC
Ingrid Valerio, LSW

Intake

Coordinator

Georgie Hildebrand

EAP

Admin. Asst.

Lori Readinger

Admin. Asst./

Office Manager

Linda Ramich

Billing

Coordinator

Toni Angstadt
Janet Medina

Medical Asst./

Receptionist

Alicia Elie

Credentialing/ Systems Specialist

Erin Salerno

Receptionists

Deborah Erney
Glenda Rivera
Melissa Rozetar

2018 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 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 County 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.

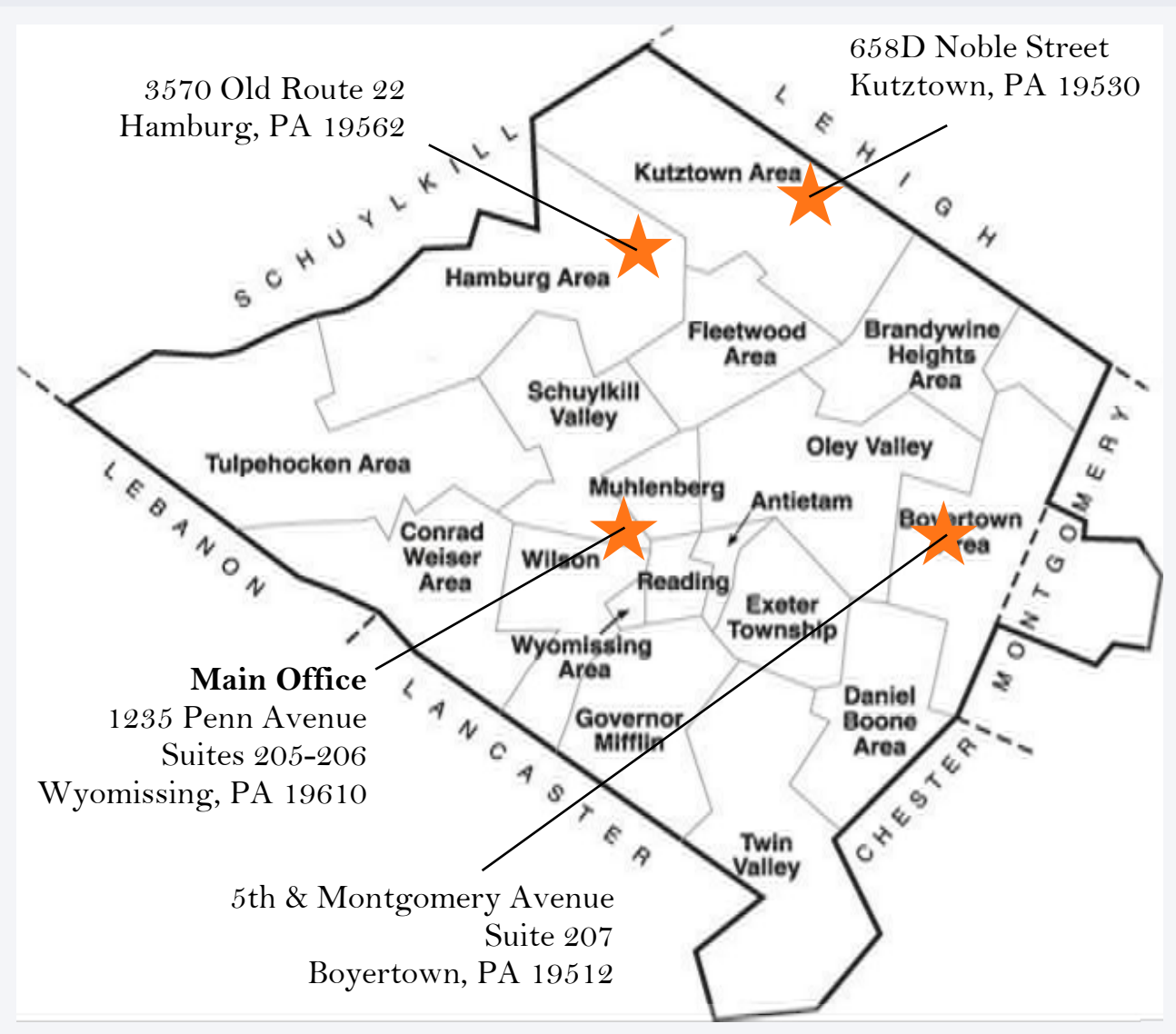
Family Guidance Center provides mental health, drug and alcohol, and all other services without regard to age, gender, sexual orientation, religion, national origin, disability, race, financial resources and cultural background.



Family Guidance Center is a United Way member agency licensed by the Department of Human Services and Drug and Alcohol Programs to provide outpatient mental health and drug and alcohol counseling 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 2018 consisted of the completion of 301.25 hours of attendance to a variety of educational trainings, consisting of:

- Confidentiality and HIPAA
- Cultural Diversity
- Workplace Harassment
- Fire Safety
- 10 Core Competencies for Treating Trauma
- Suicide Prevention
- Mindfulness
- Evidence-based Trauma Treatment
- Act 31 Training
- Navigating Ethics
- Corporate Compliance
- Trauma-focused CBT
- Working with LGBTQI Youth
- Trauma & Addiction: Healing the Hurt
- ASAM
- Ethical Issues in the Electronic Age
- Rewiring the Anxious Brain
- Attachment-focused Treatment: A Brain-based Model
- FWA
- Ethics
- Acceptance & Commitment Therapy
- EFT-Tapping
- Intervention for Trauma



"Your present circumstances don't determine where you can go; they merely determine where you start."

-Nido Qubein

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, clinical 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 include 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 the Hamburg School District, at the 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 to assist in abatement of symptoms occurring in many psychiatric diagnoses. Family Guidance Center offers Adult and Adolescent DBT programming. We match the most compatible therapeutic approach with the personality style, situation and needs of each client.

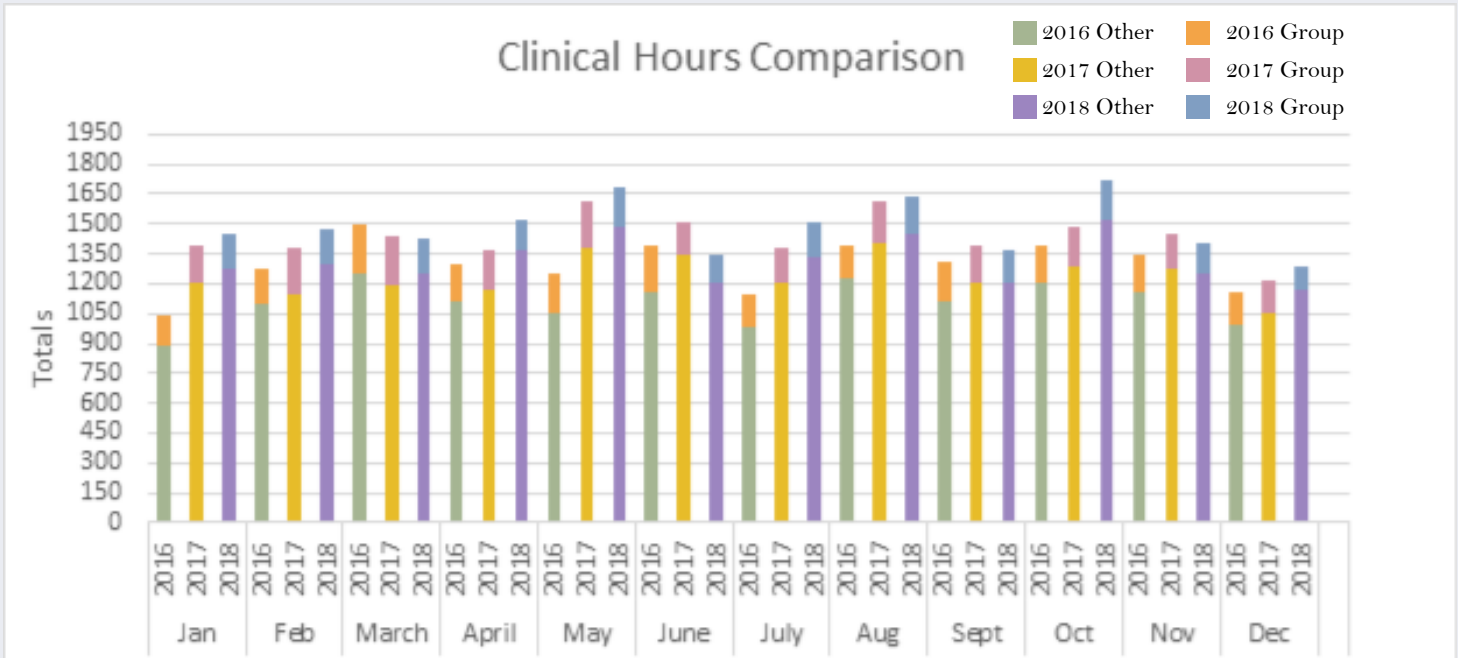
The clinical staff is highly trained in assisting clients with all types of mental health issues, including but not limited to:

- Depression
- Anxiety
- Trauma
- 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 2018, Family Guidance Center provided 17,822 hours of therapeutic services.

Clinical Hours Comparison



Other hours include individual therapy, family therapy, medication checks, and psych. evaluations.



Clinical hours up 3.4% year over year from 2017 to 2018

- Other hours account for 88.8% of total
- Other hours up 6.5%
- Group hours account for 11.2% of total
- Group hours down 16.2%



Drug and Alcohol Service

Family Guidance Center obtained an outpatient substance abuse treatment license in November 2000. At the start of the 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 to include individual and family therapy that primarily focuses on dual diagnosis services.

Our Drug and Alcohol service 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, and have been unable to maintain sobriety and commit to a recovery lifestyle. Interventions are designed to be congruent with client perceptions, values and treatment issues.

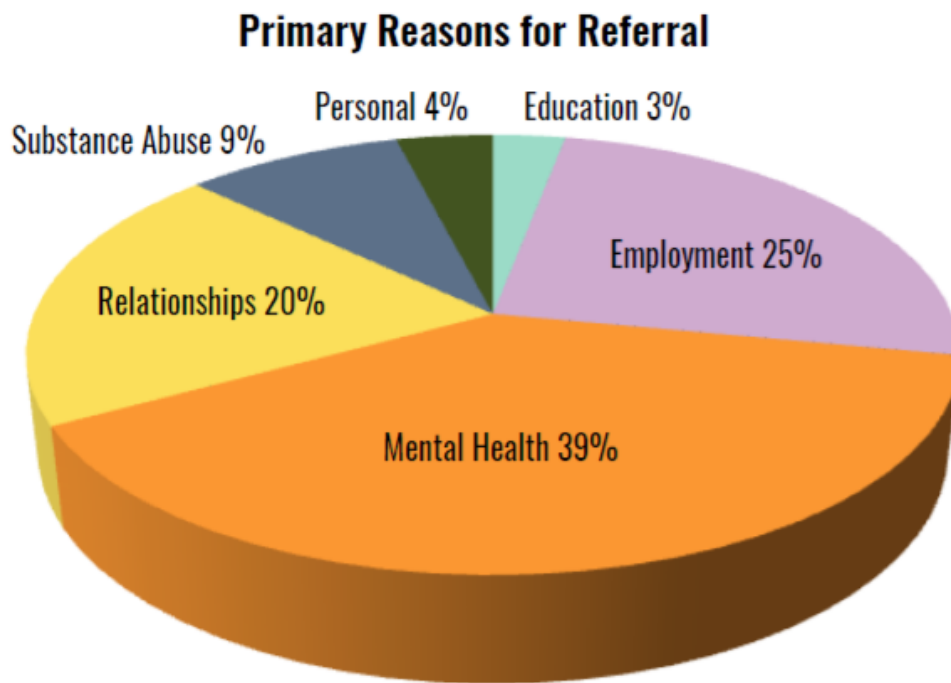


"It does not matter how slowly you go as long as you do not stop."

-Confucius

EAP Services

Inroads at Family Guidance Center offers a full service Employee Assistance Program (EAP). Our program provides short term counseling, assessment and referral information along with consultations, trainings, and a multitude of individualized services to meet a company's needs. 79 EAP companies with 23,532 employees and their household members were served in 2018.



The EAP participated in 60.42 hours of company Health Fairs in 2018.

There were 86.42 hours of trainings provided to our member companies.

We continued to expand our network of affiliate EAPs., with 598 affiliates in 41 states.

Provided consultations 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 continues to hold participants accountable for attendance, resulting in 638 persons attending the program in 2018. There were 19 participants who attended the Spanish language Children in the Middle program. 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 goal for 2019 is to continually assess and address the curriculum to remain current with information provided throughout the course and to expand ancillary services for the children of the participants if warranted.



"I'm not telling you it is going to be easy, I'm telling you it's going to be worth it."





-Anonymous

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

During 2018, 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, 70% of clients experienced an improved feeling of well-being.
-  On the IR subscale, 71% 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 2018 did not show a significant change from the prior year. Results remain consistent in approximately 71% of clients reporting improvement.

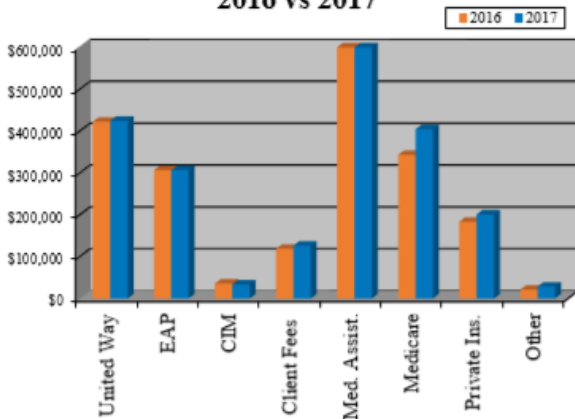
Financial Information Summary

2016-2017

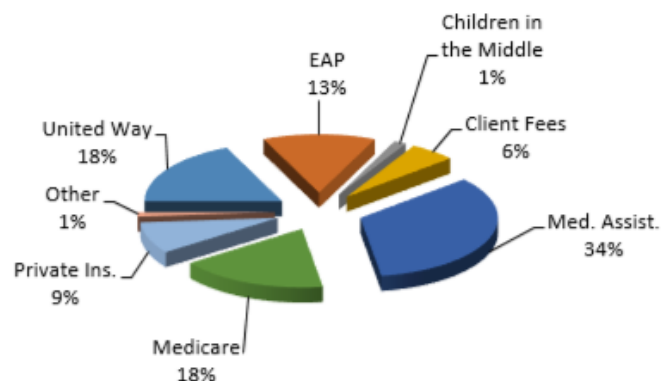
Clinical Revenue

	2017	2016
United Way	\$422,338	\$424,484
EAP	\$306,346	\$306,681
CIM	\$35,820	\$33,330
Client Fees	\$118,485	\$126,361
Med. Assist.	\$688,381	\$784,681
Medicare	\$342,702	\$404,493
Private Ins.	\$183,323	\$200,832
Other	\$21,022	\$28,270
Total	<u>\$2,118,417</u>	<u>\$2,309,132</u>

**Clinical Revenue Comparison
2016 vs 2017**



2017 Clinical Revenue by Fund Source



The agency recorded investment income of \$86,966 in 2016 and \$181,589 in 2017, which is not included in the above figures.

Financial Information Summary

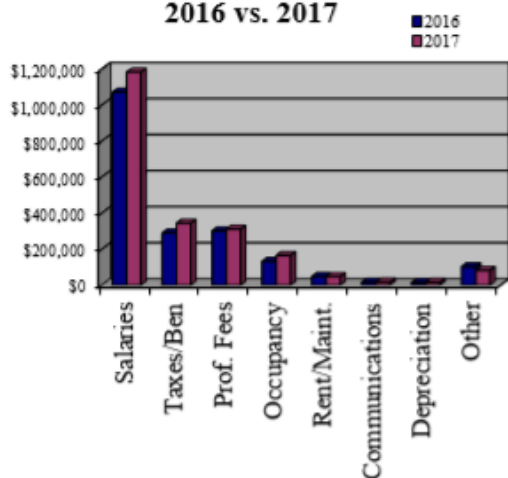
2016-2017

Expenses

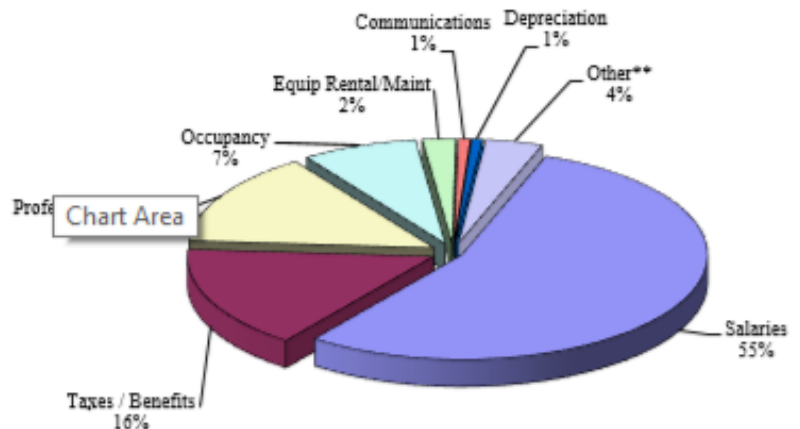
	2017	2016
Salaries	\$1,070,841	\$1,182,331
Taxes/Benefits	\$289,660	\$343,690
Professional Fees	\$301,407	\$310,486
Occupancy	\$131,851	\$164,542
Equip. Rental/Maint.	\$47,866	\$47,714
Communications	\$16,408	\$17,461
Depreciation	\$14,433	\$15,839
Other*	\$102,664	\$81,320
Total	<u>\$1,975,129</u>	<u>\$2,163,383</u>

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

Expense Comparison
2016 vs. 2017













2017 Expenses by Category



2018 Audited Financial Reports will be available in July 2019

Worth Remembering 2018

-  Maintained a strong Dialectical Behavior Therapy program and expanded DBT to include an adolescent program.
-  Expanded services at the satellite offices in Kutztown, Hamburg and at Reading Pediatrics.
-  Recruited and trained additional staff to supplement youth in the programs.
-  Identified community needs and provided specialty training to staff to accommodate needs.
-  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).
-  Expanding community involvement through collaborative efforts.
-  Offered free on-site child and family activities.
-  Strengthened Quality Improvement Plan, including improvement to outcome data computation with purchase of Analysis Software.
-  Achieved short-term strategic goals and expanded longer range plan.



"There is hope even when your brain tells you there isn't."

-John Green, *Turtles all the Way Down*

2019 Board of Directors

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Berkshire CPAs, LLC

Executive Vice President

Michael Mullen
Murphy McCormack Capital Advisors

Executive Treasurer

Matthew Spezialetti
Buckingham Wealth Mgmt.

Executive Secretary

Britt Kobularcik
Berks County Bar Assoc.



*"It's up to you today to start making health choices.
Not choices that are just healthy for your body, but
healthy for your mind."*

-Steve Maraboli

Carolyn BryNildsen

Herbein + Company, Inc.

Megan Roswick

Roswick & Company, LLC

Laurel Cline

Mosteller & Assoc.

Todd Schorle

TS Tech Enterprises, Inc.

Deidra Hill

Alvernia University

Brandon Unger

Prussman-Gross