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To say that 2020 was a year unlike any other would be an understatement. The year brought about many challenges and changes, as we, along with the rest of humanity, found ourselves caught in the grip of a global pandemic. When the pandemic became a local reality beginning in March of 2020, Family Guidance Center had to ask ourselves what do we need to do to continue to meet our mission of providing quality counseling and related services to all those in need. We quickly had to adapt our programs to be able to provide services in a safe and effective manner. We were able to transition from in-person sessions to telehealth with no disruption or down time. Our dedicated staff worked tirelessly to ensure operations were not only functional, but thriving in a new environment. Changes were occurring rapidly and putting programs into uncharted waters, however, we are extremely proud of the way our staff stepped up to the plate and navigated through these troubling times.
2020 BOARD OF DIRECTORS

Executive President
Gail Hauseman
Berkshire CPAs LLC

Executive Vice President
Michael Mullen
Murphy McCormack Capital Advisors

Executive Secretary
Britt Kobularcik
Reading Symphony Orchestra

Executive Treasurer
Matthew Spezialetti
Buckingham Strategic Wealth

Carolyn BryNildsen
Herbein + Company, Inc.

Laurel Cline
Mosteller and Associates

Deidra Hill
Alvernia University

Megan Roswick
Berks County Community Foundation

Todd Schorle
Sea-Level Operations, LLC

Brandon Unger
Prussman-Goss CPAs
**STAFF**

**Executive Director**  Kimberly McConnell, LPC  
**Clinical Director**  Toni Gerhart, LPC  
**Financial Director**  Maria Noecker  
**Medical Director**  Mark Putnam, MD

**Clinicians**
- Carly Anastasio, LSW  
- Bruno Andracchio, PhD  
- Maria Teresa Berger, MA  
- Jenny Clay, LPC  
- Natalia Dial, LMFT  
- P. John Faunce, LPC, CAC  
- Cassandra Hartman, LPC  
- Irene Heckman, LCSW  
- Gretchen Hess, MA (CIM* only)  
- Frederick Indenbaum, LPC  
- Deb Kemmerling, LCSW  
- Naomi Kim, LPC (CIM*)  
- Jena Mable, LSW  
- Barbara McCaskey, LSW  
- Jennifer Miller, MA  
- Metaxia Papademetriou, LPC  
- David Parenti, LMFT  
- Marie Ryan, LCSW  
- Tanja Soto, LPC (CIM*)  
- Ingrid Valerio, LSW (CIM*)

**Interns**
- Stephanie Montilus

**Physician Services**
- Colleen Conrad, CRNP  
- Jacquelin Esque, MD  
- Theresa Sharp, CRNP  
- Doreen Storz, PA-C  
- Carolyn Wiersma, MD

**EAP Coordinator**
- Nancy Briggs, CEAP, SAP

**CIM* Coordinator**
- Deborah Larkin

**Receptionists**
- Deborah Erney  
- Glendalee Rivera  
- Marian Rodriguez

**Support Staff**
- Georgianna Hildebrand, Intake Coord.  
- Janet Medina, Physician Services Coord.  
- Linda Ramich, Office Manager  
- Lori Readinger, EAP Admin. Asst.  
- Dierdre Reinert, Billing Manager  
- Erin Salerno, Cred/Systems Specialist  
- Michelle Walker, Billing Specialist

*CIM - Children in the Middle
2020 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 institution.

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.
LOCATIONS

MAIN OFFICE
1235 Penn Ave, Ste 205-206
Wyomissing, PA 19610
(610) 374-4963 Phone • (610) 378-5403 Fax
www.familyguidancecenter.com

Satellite Offices

Boystown
137 Montgomery Ave, Ste 207
Boyertown, PA 19512

Kutztown
658D Noble Street
Kutztown, PA 19530

Hamburg
3570 Old Route 22
Hamburg, PA 19526

Inter-School Services:
Perry Elementary School
Tilden Elementary School
Hamburg Middle School
Hamburg High School

Wyomissing
Reading Pediatrics
40 Berkshire Court, Ste 1
Wyomissing, PA 19610
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 2020 consisted of the completion of 427.10 hours of attendance to a variety of educational trainings, consisting of:

- Corporate Compliance
- Cultural Competence
- Telehealth and Suicide Care
- Mandated Reporting
- Trauma 101
- Recognizing Vicarious and Secondary Trauma for Professionals
- Basic Skills of Trauma-Informed Care
- PTSD with Children and Adolescents
- Responding to the Challenges of Addictive Disease
- Transcranial Magnetic Stimulation (TMS)
- Creating Possibilities: The Other Side of Trauma
- Treating Trauma Master Series
- Dialectical Behavioral Therapy: Advanced Techniques
- The Psychology of Success
- Trauma Conference: The Body Keeps the Score
- Emotional Eating, Chronic Dieting, Bingeing and Body Image
- Telehealth During Isolation
- Suspiciousness and Paranoia During Isolation
- The Immune System
- The Dark Triad: Exploring the Spectrum of Narcissism.
- Ethics and the Goldwater Rule
- Self Care and Mental Wellness During COVID-19
- Cognitive Therapy During COVID-19
- Ethics, Emotions and Values.
- Assessing Suicide Potential in Adolescents and Adults
- Cognitive Distortion Starter Kit: Defeating Self-Critical Thoughts
- Behavioral Health Screening Tools
- ADHD Etiology, Diagnostics and Treatments
- Attachment Disorders Assessment, Diagnosis and Treatment
- Best Practices for Delivering Telehealth
- Building Healthy Therapeutic Relationships
- Children and Adolescent Psychopharmacology
- Family Assessment and Intervention
- Ethical Decision-Making
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 2020, Family Guidance Center provided 19,904.25 hours of therapeutic services.
Clinical hours up 4.5% year over year from 2019 to 2020

- Other hours account for 94.2% of total
- Other hours up 9.1%
- Group hours account for 5.8% of total
- Group hours down 38.0%

Other hours include individual therapy, family therapy, medication checks, and psychiatric evaluations.
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.
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. 66 EAP companies with 18,972 employees and their household members were served in 2020.

The EAP participated in just 1 hour of company health fairs in 2020 due to the COVID-19 pandemic.

• There were 29.25 hours of trainings provided to our member companies.

• We continued to expand our network of affiliate EAPs, with 618 affiliates in 42 states.

• We provided 38.25 hours of consultations to HR professionals and management of our contract companies.

• Inroads utilized telehealth services to all employees impacted by the COVID-19 pandemic, which provided prompt and immediate services.

Primary Reasons for Referral

- Mental Health 54.4%
- Employment 18.5%
- Relationships 16.7%
- Education 2%
- Personal 3.1%
- Substance Abuse 5.3%
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 425 persons attending the program in 2020. There were 12 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 2020 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.
Family Guidance Center is dedicated to our mission of improving the quality of life for our clients. In years past, we have measured progress in achieving this mission through data obtained by the use of the OQ-45.2 outcome measurement instrument.

Both the OQ-45.2 instrument and the process in which outcome data was collected changed as a result of COVID-19 with the inability to administer the 45 questions in a virtual environment. In March of 2020, data collection moved from the self-administered completion of the OQ-45.2 to a therapist-administered two-question screening. One question directly related to the mental health outcome indicating counseling services improved a client’s ability to function. The second question focuses on the health and wellness outcome related to participating in an active lifestyle. Client responses are entered into their electronic medical record and exported to an excel spreadsheet for meaningful data consideration.

Review of the data suggests 90% of clients surveyed improved their ability to function and developed an active lifestyle which enhanced their social and emotional skills. This data suggests conducting sessions virtually, while providing evidence-based therapies, increases clients ability to manage their mental health symptoms and participate fully and effectively in their lives.

The many changes and challenges of 2020 impacted the outcome results, however, the focus remains on clients receiving quality counseling services. The remarkable difference in outcome data from 70% reporting improvement in 2019 to 90% reporting improved ability to function in 2020 is notable but insignificant given the difference between the 45 question tool of 2019 to the oversimplified two-question screening of 2020.

Our counseling program is resilient as indicated by the number of persons reporting improvement. However, analysis also indicated that the collection of data in 2020 may have been oversimplified and there is a need to incorporate a data collection tool and process that has proven reliability and validity. Family Guidance Center is in the process of exploring effective means of collecting data in a virtual and in-person environment. We are focusing on tools that are value-based and meaningful for the therapeutic plan of care developed to improve the lives of those participating in the program.
The agency recorded investment income of ($107,735) in 2018 and $287,570 in 2019, which is not included in the above figures.

2020 Audited Financial Reports will be available in July 2021
# Financial Information Summary - 2018 to 2019

## Expenses

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<td>Other*</td>
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<td><strong>Total</strong></td>
<td><strong>$2,379,031</strong></td>
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*Other expenses include transportation, supplies, bad debt expense, interest, and other miscellaneous expenses.

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2021 BOARD OF DIRECTORS

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