

FAMILY GUIDANCE CENTER
2 0 1 9
ANNUAL REPORT

Table of Contents

3	2019 Board of Directors
4	Staff
5	Values
5	Mission
5	Depiction
6	Locations
7	Staff Training
8	Mental Health Services
9	Clinical Hours Comparison
10	Drug and Alcohol Programs
11	EAP Services
12	Children in the Middle
13	Outcome Measures
14-15	Financial Information Summary
16	Worth Remembering 2019
17	2020 Board of Directors

*"What mental health needs is more sunlight, more candor,
and more unashamed conversation."*

-Glenn Close 

2019 Board of Directors

Gail Hauseman

Executive President
Berkshire CPAs LLC

Michael Mullen

Executive Vice President
Murphy McCormack Capital Advisors

Britt Kobularcik

Executive Secretary
Reading Symphony Orchestra

Matthew Spezialetti

Executive Treasurer
Buckingham Strategic Wealth

"It doesn't have to take over your life. It doesn't have to define you as a person. It's just important that you ask for help. It's not a sign of weakness."

-Demi Lovato 

Carolyn BryNildsen

Herbein + Company, Inc.

Megan Roswick

Berks County Community Foundation

Laurel Cline

Mosteller and Associates

Todd Schorle

Sea-Level Operations, LLC

Deidra Hill

Alvernia University

Brandon Unger

Prussman-Goss CPAs

Staff

Executive Director

Kimberly McConnell, LPC

Clinical Director

Toni Gerhart, LPC

Financial 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, 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, LPC
Kim Sullivan, LPC

Doctor Services

Colleen Conrad, CRNP
Marian Georgiev, MD
Frank Masino, PA-C
Doreen Storz, PA-C
Monique Simpson, MD
Carolyn Wiersma, MD

Interns

Hayley Griffith
Jerome Wachter

Phys. Svcs. Assistant

Janet Medina

CIM Educators

Gretchen Hess, MA
Naomi Kim, LPC
Tanja Soto, LPC
Ingrid Valerio, LSW

Intake Coordinator

Georgianna Hildebrand

Billing Coord. /

Accounting Assistant

Toni Angstadt
Dierdre Reinert

Office Manager

Linda Ramich

Receptionists

Alicia Elie
Deborah Erney
Glendalee Rivera
Melissa Rozetar

Credentialing / Systems Specialist

Erin Salerno

EAP Coordinator

David Hildebrand, CEAP, SAP
Nancy Briggs, CEAP, SAP

EAP Admin. Assistant

Lori Readinger

2019 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.

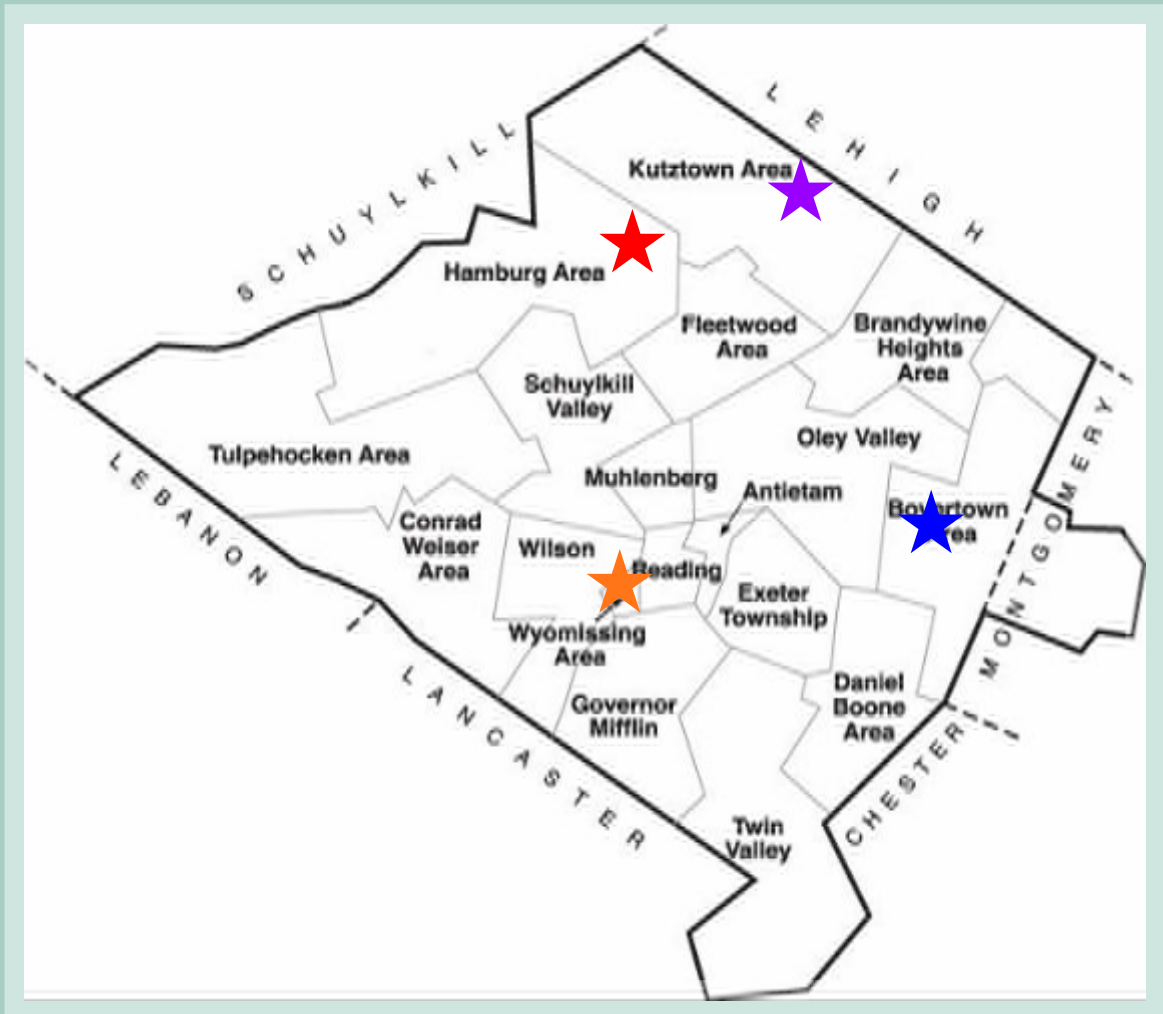
Family Guidance Center provides mental health, drug and alcohol, and all other services without regard to age, gender, sexual orientation, religion, national origin, disability, race, financial resources and cultural background.




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.

Locations





 **WYOMISSING LOCATIONS**
Main Office
1235 Penn Ave., Ste 205-206
Wyomissing, PA 19610

Reading Pediatrics
40 Berkshire Ct., Ste 1
Wyomissing, PA 19610

 **HAMBURG LOCATIONS**
3570 Old Route 22
Hamburg, PA 19526

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

 **BOYERTOWN LOCATIONS**
137 Montgomery Ave., Ste 207
Boyertown, PA 19512

 **KUTZTOWN LOCATIONS**
1658D Noble St.
Kutztown, PA 19530

351 W. Main St.
Kutztown, PA 19530

Main Number (610) 374-4963
Fax Number (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 2019 consisted of the completion of 545.50 hours of attendance to a variety of educational trainings, consisting of:

- Professional Ethics for Social Workers
- HIPAA Privacy
- Behavioral Health Issues in the Classroom
- Traumatic Stress Disorders in Children & Adolescents
- Cultural Diversity
- Chronic Anxiety
- Suicide Risk Assessment
- The Trauma-Informed Classroom
- Trauma 102 Basic Skills of Trauma-Informed Care
- Substance Use Treatment & Stages of Change
- Motivational Interviewing Embracing the Spirit
- DBT Intensive
- Corporate Compliance
- ACT 31 Training-Mandated Reporting
- Engaging Transitional Age Youth
- Emotionally Focused Couples Therapy
- Working Together Partnering with Families to Support Youth & Youth Adults
- Cognitive Behavioral Therapy for Insomnia
- Supervision Essentials for the Practice of Complacency
- Gambling

"Just because no one else can heal or do your inner work for you doesn't mean you can, should, or need to do it alone."

-Lisa Olivera 

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

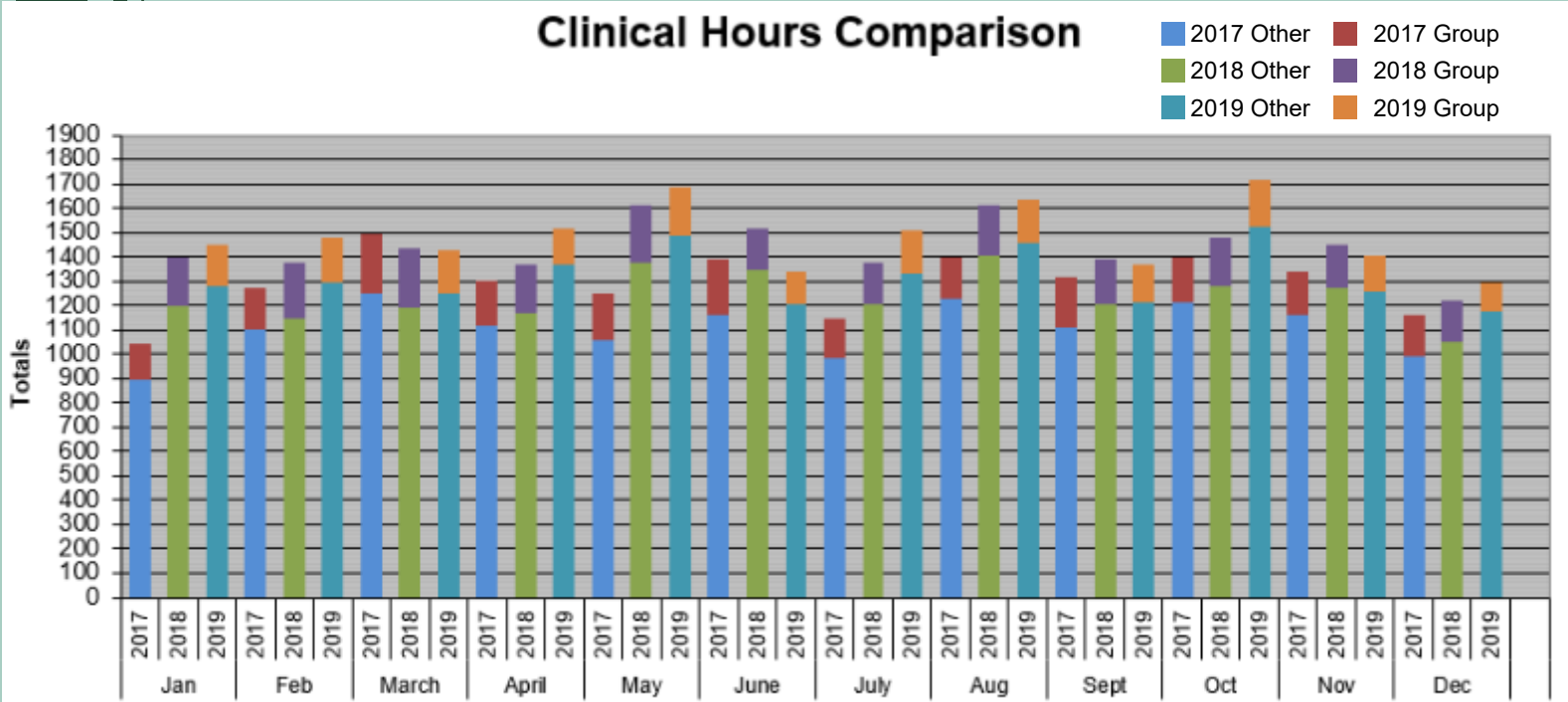
Clients may also come to Family Guidance Center to seek professional assistance in managing life difficulties such as marital and/or parenting issues, work, stress and health-related problems.

During 2019, Family Guidance Center provided 19,046 hours of therapeutic services.

"Asking for help is the first step. You are more precious to this world than you'll ever know."

-Lili Rhinehart 

Clinical Hours Comparison



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

- Clinical hours up 6.9% year over year from 2018 to 2019
- Other hours account for 90.3% of total
- Other hours up 8.6%
- Group hours account for 9.7% of total
- Group hours down 7.1%

"At the root of this dilemma is the way we view mental health in this country. Whether an illness affects your heart, your leg or your brain, it's still an illness and there should be no distinction."

-Michelle Obama 

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.

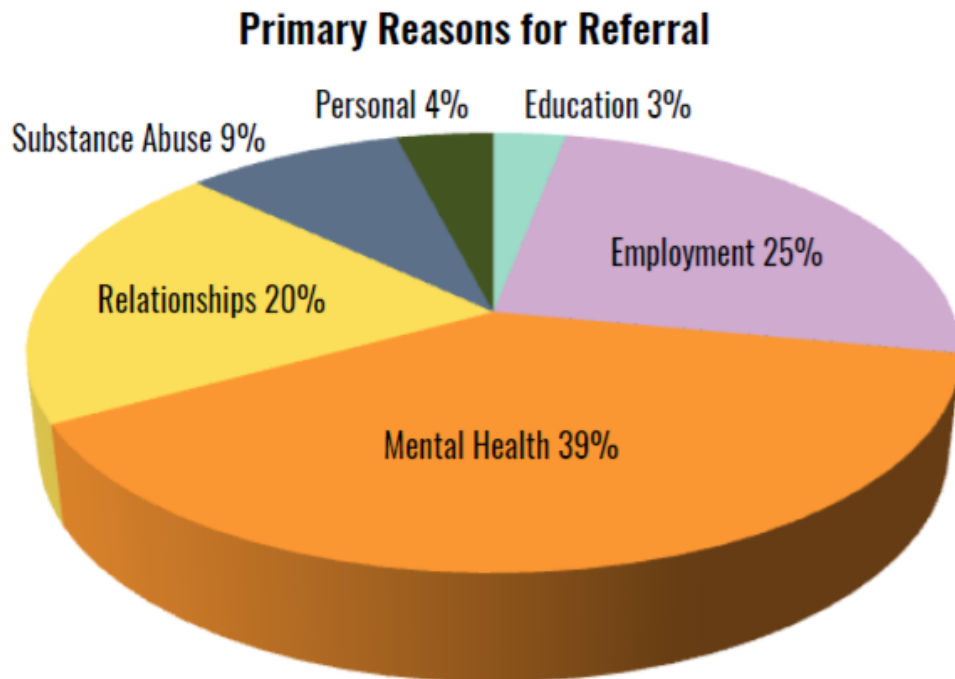
Our Drug and Alcohol service is designed to assist all persons with drug and alcohol dependency in maintaining sobriety. We believe that it is critical to individualize treatment and coordinate services for each client. Staff members are well-trained, highly adept addiction specialists. They have extensive 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.

"Difficult roads often lead to beautiful destinations."

-Unknown 

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. 71 EAP companies with 23,276 employees and their household members were served in 2019.



The EAP participated in 58.50 hours of company Health Fairs in 2019.

There were 69.15 hours of trainings provided to our member companies.

We continued to expand our network of affiliate EAPs., with 618 affiliates in 42 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 2019. 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 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.

"Co-parenting is not a competition. It's a collaboration of two homes working together with the best interest of the child at heart. Work for your kids, not against them."





-Dr. Anne Brown 

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 2019, Family Guidance Center recorded the following results:

-  On the total score for the OQ 45.2, 70% 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, 73% of clients experienced improved quality of interpersonal relationships with friends and family.
-  On the SR subscale, 73% experienced greater satisfaction with work and family roles.

When reviewing trend data from previous year to current year, the outcomes for 2019 did not show a significant change from the prior year. Results remain consistent in approximately 70% of clients reporting improvement.

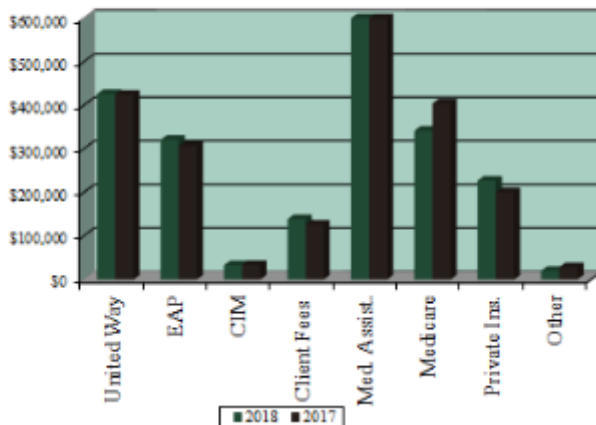
Financial Information Summary

2017 to 2018

Clinical Revenue

	2018	2017
United Way	\$426,612	\$424,484
EAP	\$321,163	\$306,681
CIM	\$32,760	\$33,330
Client Fees	\$138,381	\$126,361
Med. Assist.	\$849,680	\$784,681
Medicare	\$341,745	\$404,493
Private Ins.	\$227,193	\$200,832
Other	\$20,118	\$28,270
Total	\$2,357,652	\$2,309,132

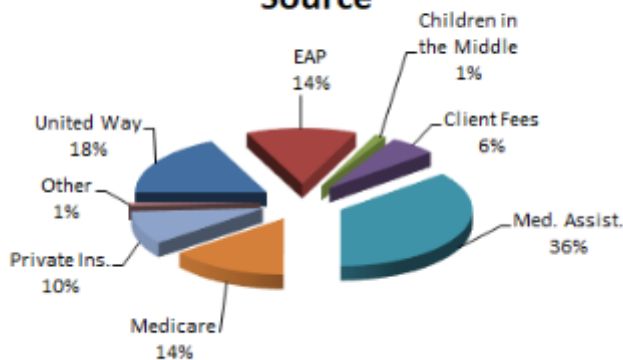
**Clinical Revenue Comparison
2018 vs 2017**



The agency recorded investment income of (\$107,735) in 2018 and \$181,589 in 2017, which is not included in the above figures.

2019 Audited Financial Reports will be available in July 2020

2018 Clinical Revenue by Fund Source



Financial Information Summary

2017 to 2018

Expenses

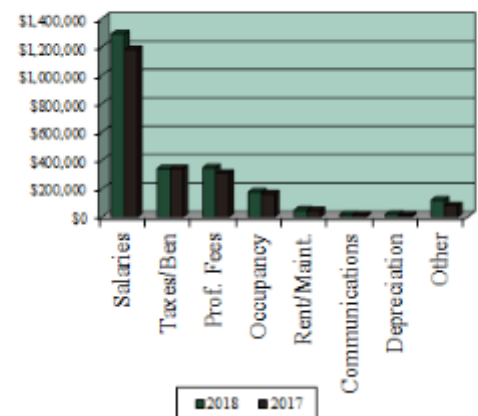
	2018	2017
Salaries	\$1,292,927	\$1,182,331
Taxes/Benefits	\$342,967	\$343,690
Professional Fees	\$349,609	\$310,486
Occupancy	\$179,183	\$164,542
Equip. Rental/Maint.	\$51,617	\$47,714
Communications	\$19,223	\$17,461
Depreciation	\$22,339	\$15,839
Other*	\$121,166	\$81,320
Total	\$2,379,031	\$2,163,383

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

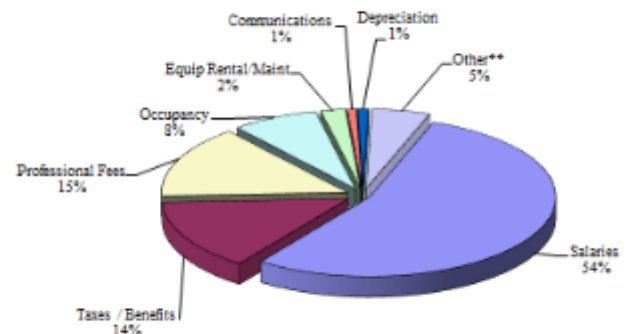


2019 Audited Financial Reports
will be available in July 2020








**Expense Comparison
2018 vs. 2017**



2018 Expenses by Category



Worth Remembering 2019

-  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 the Community Support Program (CSP).
-  Expanding community involvement through collaborative efforts.
-  Offered free on-site child and family activities.
-  Achieved short-term strategic goals and expanded longer range plan.

2020 Board of Directors

Gail Hauseman

Executive President
Berkshire CPAs LLC

Michael Mullen

Executive Vice President
Murphy McCormack Capital Advisors

Britt Kobularcik

Executive Secretary
Reading Symphony Orchestra

Matthew Spezialetti

Executive Treasurer
Buckingham Strategic Wealth

"Living with depression, anxiety, bipolar, or any mental illness does not take away your right to love and accept yourself. You are not required to hate yourself because you feel and think differently than others."

-Hanna Blum 

Carolyn BryNildsen

Herbein + Company, Inc.

Megan Roswick

Berks County Community Foundation

Laurel Cline

Mosteller and Associates

Todd Schorle

Sea-Level Operations, LLC

Deidra Hill

Alvernia University

Brandon Unger

Prussman-Goss CPAs