

FSGC Annual Report 2020



FAMILY SERVICE &
GUIDANCE CENTER

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Thanks to our 2020 Donors



From the CEO



At least 2020 began like a normal year at Family Service & Guidance Center, right?

We'd been hearing about the coronavirus since December. In February, out of an abundance of caution, FSGC formed a COVID-19 Task Force to share information and make decisions about how to handle it, should the need occur.

That need occurred quickly. By mid-March, the Task Force was meeting daily, sometimes twice daily. FSGC put safety and social distancing protocols in place. We discussed providing services via teleconference or telephone. We devised a plan for staff to work remotely. We planned how we would work via telehealth to keep clients and staff safe.

On March 20, the coronavirus became very real: FSGC made the decision to suspend all in-person services except for crisis services. Our administrative staff spent hours on the phone, contacting client families and scheduling video and phone appointments.

We were all left with a very uncertain feeling. I knew the incredible staff at FSGC would figure out a way to make the best of a challenging situation, but I had no idea that they would step up the way they did.

Hundreds of clients who depended on their therapists and case managers continued to get the help they needed via video and telephone. For some, they didn't just "get by" with telehealth; they thrived under telehealth. Staff members talked about clients becoming more engaged using telehealth than they ever did with face-to-face services. In addition, telehealth eliminated barriers to service for many parents, including transportation issues and childcare concerns.

When group programs were suspended, group leaders started creating fun activity videos to be posted on YouTube. They included relaxation exercises and expressive art projects group members could do at home. Then, groups started meeting via televideo to continue their work on important social and emotional skills.

FSGC secured a Paycheck Protection Program loan that enabled us to keep all FSGC staff members working. FSGC staff members also located and secured COVID-19 relief grants from local partners like Everygy and the Sunflower Foundation.

The Works of Heart fundraising event was held virtually. Loyal friends and supporters tuned in on Facebook and YouTube and raised over \$107,000.

Many of us worked remotely through the end of the year. Hundreds of meetings were held via videoconference. Therapists and case managers only saw or heard their clients on a video screen or over the phone. We were still providing kids and families with the help they needed; we were just doing it in a different way. All of us became keenly aware of how different it feels to help people without being with those people. Greeting young clients with a high five or reassuring hug had to wait.

Perhaps that's one positive that will come out of this. Maybe we all have a better understanding of how much we value the relationships we have with each other and especially with the children, teens and families we are privileged to serve every day.

I can't thank each and every FSGC staffer enough for the work they have done with our kids and our community in this unprecedented year. I also want to thank you for caring about and believing in the kids and families we care for.

Sincerely,

A handwritten signature in black ink that reads "Brenda S. Mills".

Brenda S. Mills, CPA, FACHE
Chief Executive Officer

2020: By the numbers



7,261

children, adolescents and families served

4,831

children, adolescents and families engaged in direct clinical services

2,430

individuals reached via FSGC outreach services like the Happy Bear Abuse Prevention Program, outreach services, preschool consultation services and crisis services

243

FSGC staff members (includes both full-time and part-time)

68

percent of FSGC client families lived at, near or below the poverty line.

26

FSGC served clients from 26 Kansas counties

3, 2 & 1

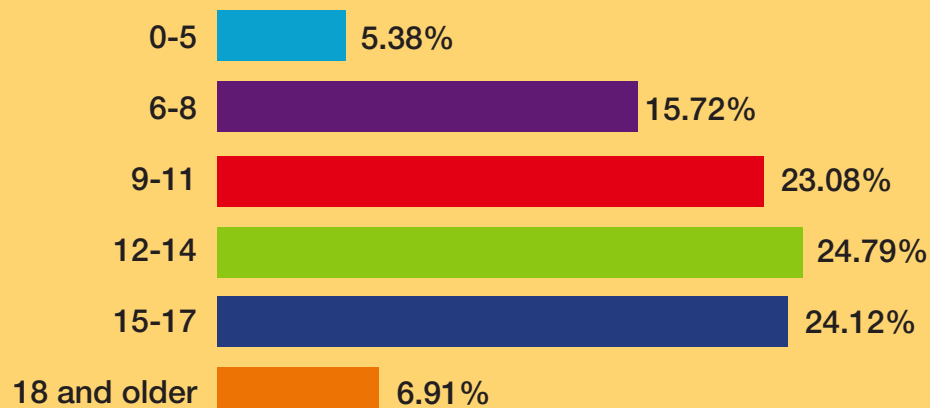
Numbers of interns: doctoral, master's-level (social work) and master of psychology.

Top 5 mental health issues FSGC treated

- 1 Attention-Deficit/Hyperactivity Disorder (ADHD)
- 2 Depression
- 3 Conduct Disorder/Oppositional Defiant Disorder
- 4 Anxiety
- 5 Trauma, including Post-Traumatic Stress Disorder (PTSD)



Clients by ages



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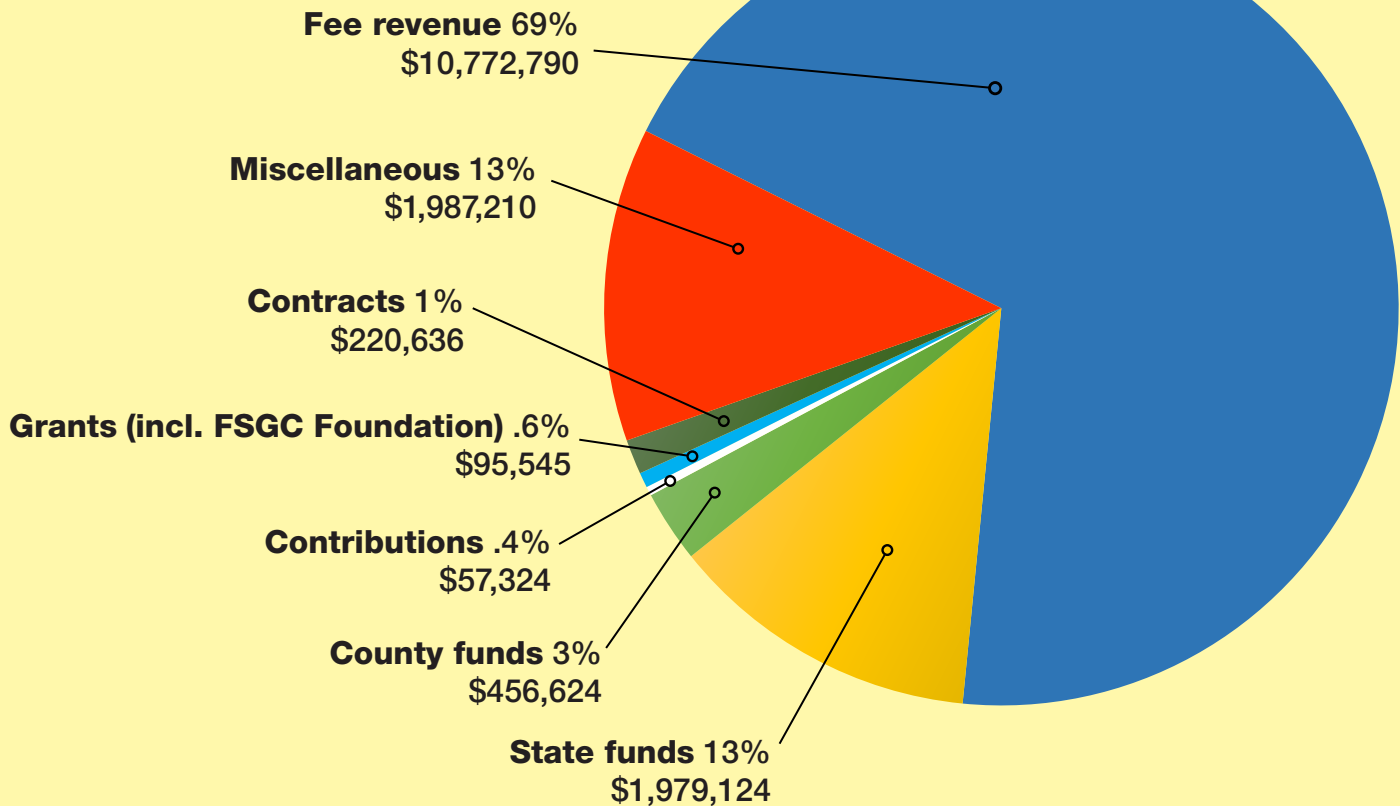


Alicia Guerrero-Chavez, JD, CHC
Director, Risk Management & Support

FSGC Financials

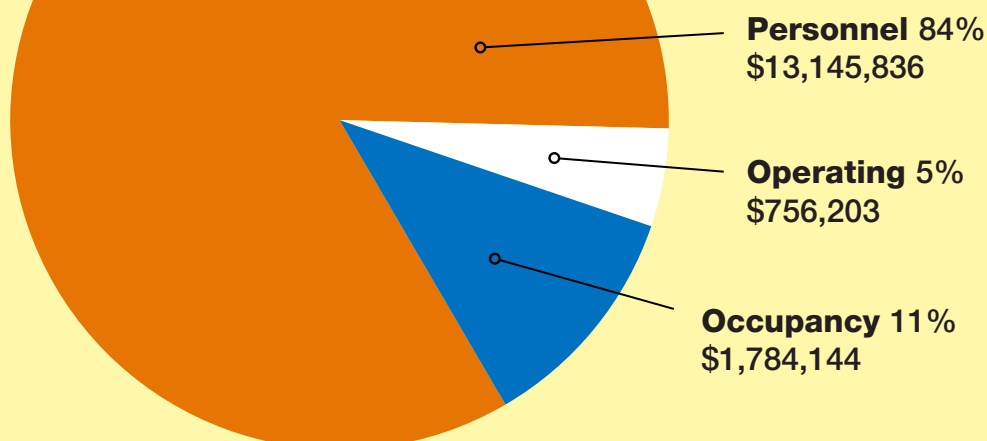
Operating Revenue

\$15,569,253



Expenses

\$15,686,183



Telemedicine Leads to Positive Results



For some FSGC clients, telemedicine meant greater client participation, more parental involvement

One way or another, March 20, 2020, was a day that would long be remembered at Family Service & Guidance Center.

The threat of the novel coronavirus had escalated faster than anyone imagined. After days of monitoring the unpredictable COVID-19 news and many hours of meetings, FSGC leadership made the difficult decision to suspend face-to-face services beginning March 20 until further notice.

Hundreds of children, teens and families could have been left without the mental health services they depended on. FSGC's dedicated leaders and innovative professionals, however, weren't going to let that happen.

Telemedicine – services provided either over the phone or videoconference – would provide the vital link between children, families and the services they needed. FSGC staff members were uneasy, though. Many had provided telemedicine services before, but never on a large scale. How would children, teens and families react to therapy or case management over the phone or on their tablet?

Karen Smothers, Director, Clinical Operations, was among those concerned.

“Routine and consistency play such an important role in the life of a child or teen with mental health issues,” she said. “I knew that our staff would do everything they could to work with our kids and families, but we didn't have the video option at first – only phone. I was concerned that without the face-to-face option, we'd lose a lot of clients. Even after we got video, I didn't know how clients would respond.”

Telemedicine services quickly became the “new normal” at FSGC. Within a few weeks, much of the apprehension melted away. In fact, FSGC staff members started talking about lots of unexpected positives, both big and small, that were emerging from all the uncertainty of providing virtual mental health services.

- A client with selective mutism who had never been able to speak to her therapist in person started talking to her over the phone. This was a huge step forward.
- One phone therapy session may have saved a life. Dr. Chip Millhuff, FSGC's Chief Medical Officer, was speaking with a client and their parents on the phone and discovered the child was considering suicide. He said, “As I spoke with the client

(Cont. next page)

Telemedicine Leads to Positive Results, cont.

(Cont. from previous page)

and their parents, I gained a much better understanding of just how much the patient has been struggling.”

- One therapist said that she was working with a mother and child who were mourning the loss of a loved one but wouldn't talk about it during in-office sessions. Soon after the change to telephone appointments, they both opened up and had a very productive grief session.
- Parents who had previously dropped their child or teen off for therapy have been more willing to be part of a phone or video session with very positive results. After participating in a video session with her daughter, one mom said, “I get why she finds therapy so helpful now!”
- A number of clinical staff members reported that sessions over the phone resulted in more honesty from clients as opposed to being face-to-face. Being on the phone provides a buffer and a sense of safety for some clients.
- Families expressed relief over an increased level of privacy afforded to them by phone or video services since they no longer worry about who might see them in the waiting area or parking lot.
- Transportation has always been a barrier to service for many FSGC clients; however, with telemedicine, lack of reliable transportation is no longer a factor. In addition, parents who have been laid off from their jobs don't have to worry about the expense of buying gas to go to their child's appointment.



Smothers said that all these positive outcomes are the result of continued accessibility to services, even during the COVID-19 pandemic.

“Telemedicine has increased access to services significantly, and that can make a very positive impact on their children's lives,” she explained.

Based on the positive feedback from clients, families and staff members, Family Service & Guidance Center plans to provide telemedicine options for as long as possible – even after the novel coronavirus pandemic subsides.

Smothers said, “We always try to meet our kids and families where they're at, and sometimes that means taking a new and different approach to working with them, like telemedicine. Some clients have a lot of difficulty getting to our offices. Some kids have a difficult time talking face-to-face with a therapist or case manager. Telemedicine has been a tremendous benefit to a lot of our children, teens and families.”



Thanks to our Donors

Over 500 individuals, families and businesses chose to support Family Service & Guidance Center in 2020. The generosity and thoughtfulness of these outstanding individuals, organizations and businesses have made it possible for thousands of northeast Kansas children living with anxiety, depression, ADHD and other mental health issues to receive the treatment they depend on.

All of us at Family Service & Guidance Center want to express our sincere gratitude to them.

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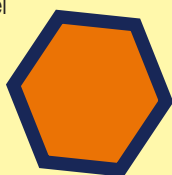


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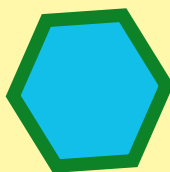


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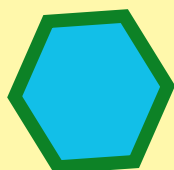
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