

FSGC Annual Report 2020



FAMILY SERVICE &
GUIDANCE CENTER

Contents



From the CEO



FSGC By the Numbers



Board of Directors



FSGC Leadership Team



FSGC Financials



Telemedicine Leads to Positive Results



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 Evergy 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.

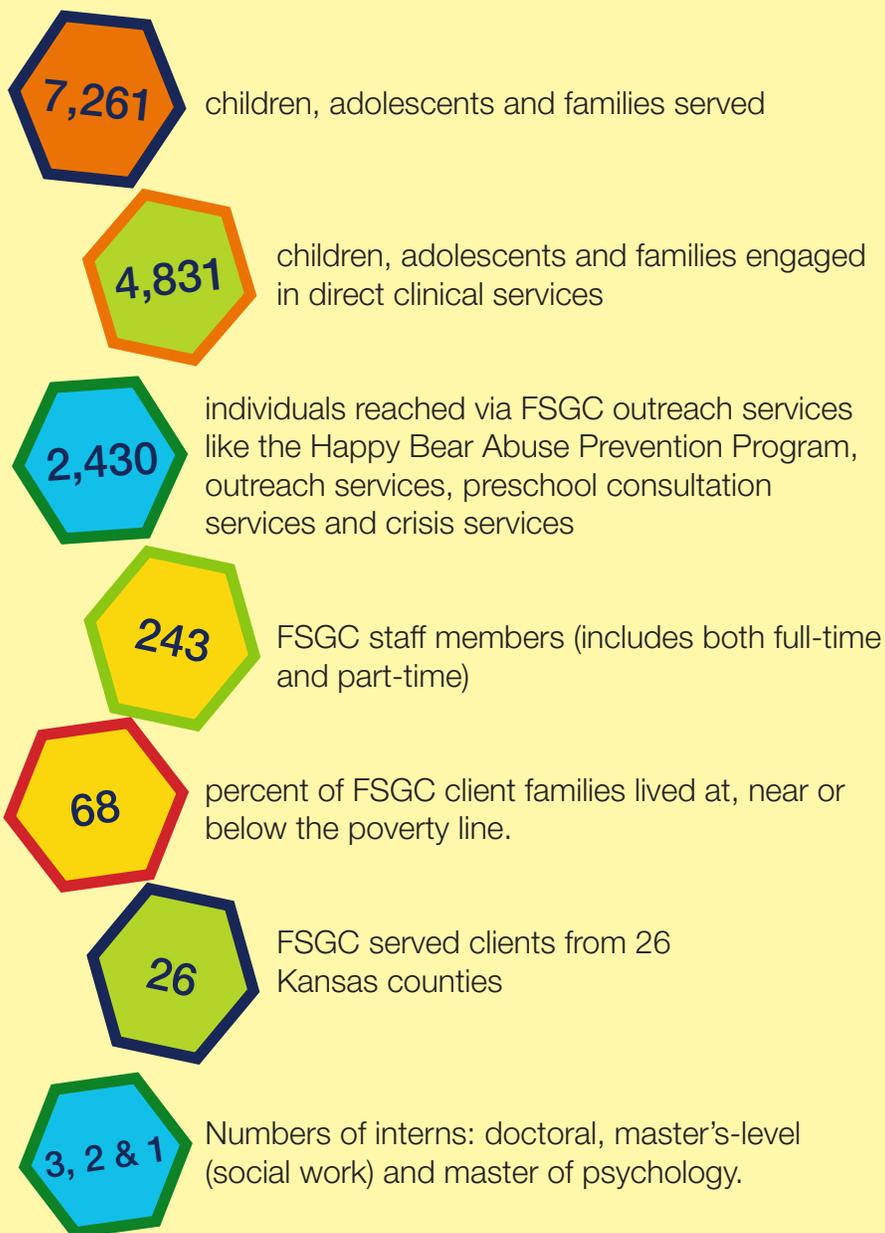
I can't thank each and every FSGC staffer enough for the work they have done with our kids and our community in this unprecedented year. I also want to thank you for caring about and believing in the kids and families we care for.

Sincerely,

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

Brenda S. Mills, CPA, FACHE
Chief Executive Officer

2020: By the numbers

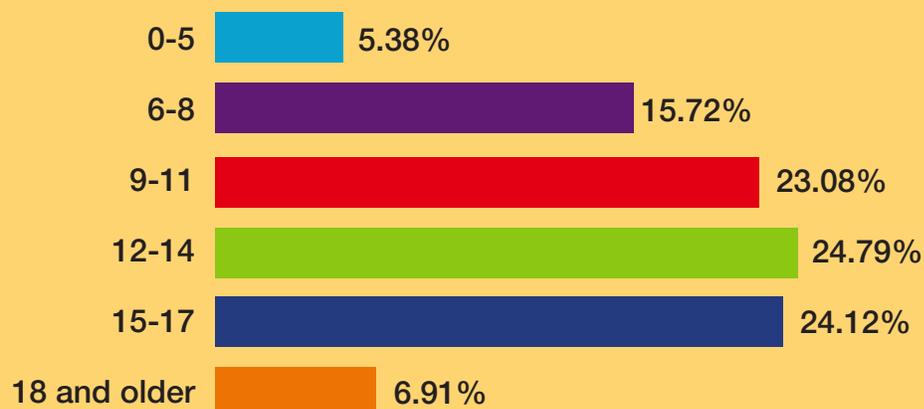


Top 5 mental health issues FSGC treated

- 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



FSGC Board of Directors

CHAIR

Pat Riordan
Riordan, Fincher & Beckerman, PA

VICE CHAIR

Lloyd Ränge
Capitol Federal Savings Bank

TREASURER

Jeff Sorensen
Cornerstone Advisors

SECRETARY

Laurel Vogt, MD
Cotton O'Neil/GraceMed

CHAIR EMERITUS

Brian Knudtson
Knudtson & Company CPAs, PA

Capt. Mike Cross
Topeka Police Department

Rhonda Peterson Dealey, DSW
Washburn University, Department of Social Work

Kelly George
University of Kansas Health System, St. Francis
Campus

Ken Morse
General counsel (retired)

Alex Orel
Kansas Bankers Association

Katy Price
BOK Financial

FSGC Leadership Team



Brenda S. Mills, CPA, FACHE
Chief Executive Officer



Colin Thomasset, MPH
Chief Operating Officer



Charles Millhuff, DO
Chief Medical Officer



Tracy Kihm
Chief Financial Officer



Marie Eklund, PHR, CPCS
Director, Human Resources



Sandra Cummings
Executive Assistant to the CEO



Pam Evans
Director, Marketing & Development



Anthony Bryan, MSW, LCSW
Director, Community-Based Services



Karen Smothers, LCSW, LCAC
Director, Clinical Operations



Abby Callis, PsyD
Director, Quality & Outcomes

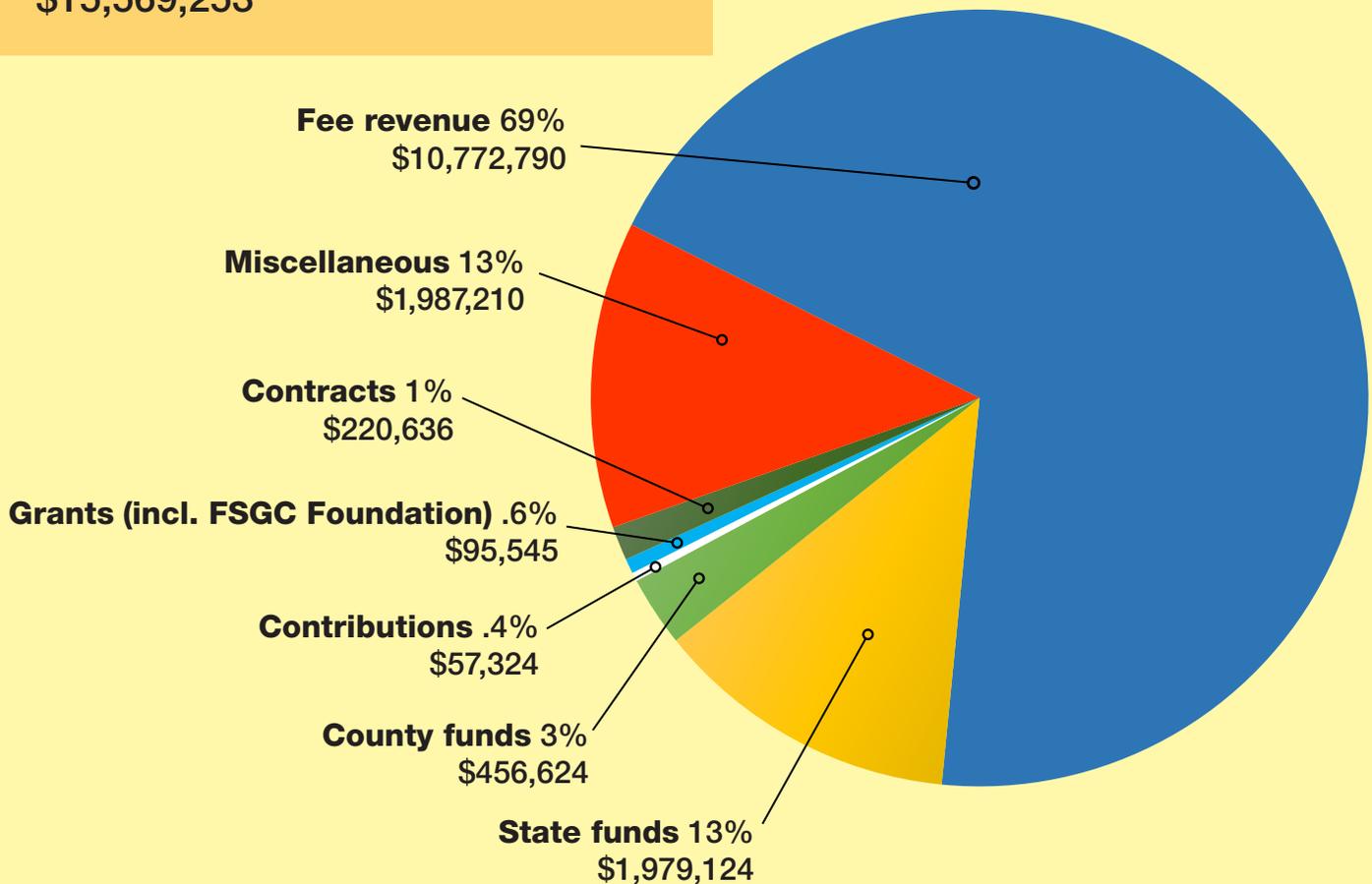


Alicia Guerrero-Chavez, JD, CHC
Director, Risk Management & Support

FSGC Financials

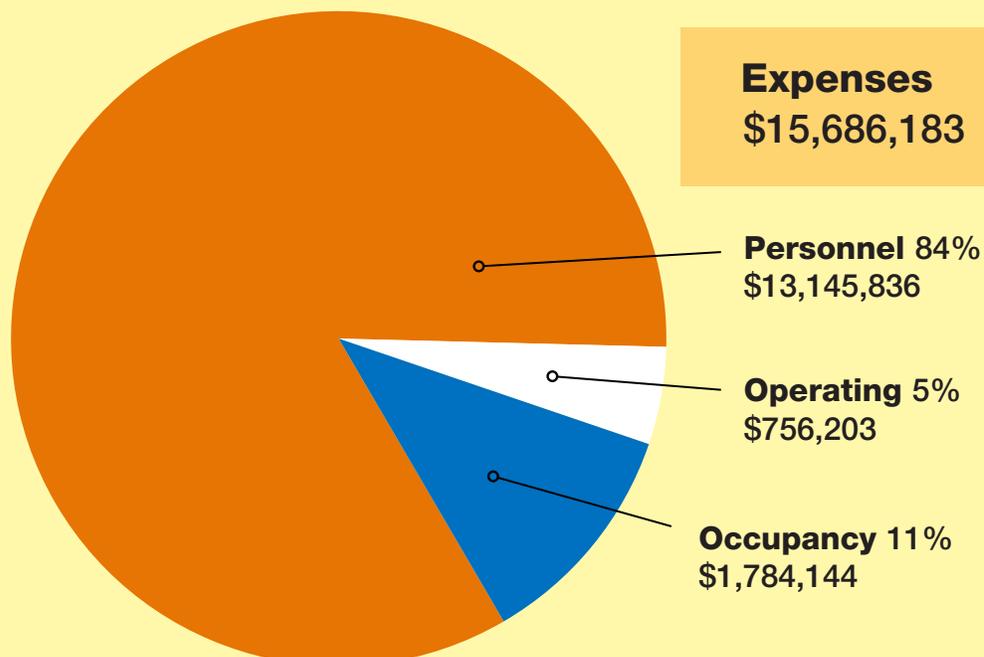
Operating Revenue

\$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

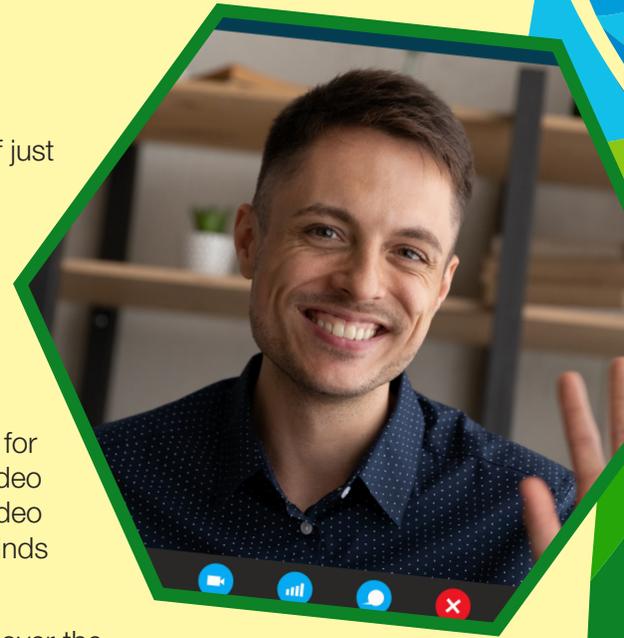
(Cont. next page)

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.

Advisors Excel
Aetna Better Health of Kansas
AIM Strategies LLC
Albo Glass
Art of Words
Art Print Express
ARTSConnect
Aunt T's Sweet Creations
Auto-Owners Insurance
Azura Credit Union



Bartlett & West Engineers, Inc.
Beach Bum Artz
Blind Tiger Brewery
Blue Cross Blue Shield of Kansas
Blue Cross Blue Shield Foundation
Brew Bank
Brightstar Events
BT&Co.
Buffalo Wild Wings
Burlington Northern Santa Fe
C. Heller Photography
CEK Insurance
Clad Astra
CoreFirst Bank & Trust
Cortez Transportation
Cox Communications
Cox Media KSAR
Dickey's BBQ Pit
Dillon House
Dillon's Food Stores
Dirty Girl Adventures
Dwight D. Menke Insurance
Eaton Roofing & Exteriors
Envista Credit Union
Evergry
FHLBank Topeka

Fidelity Banks
Fire Me Up Ceramics
Fuzzy's Taco Shop
Genoa Healthcare
Heritage Bank
Herman's Meat & Smokehouse
Hill's Pet Nutrition
Hog Wild Pit Bar-B-Q
Hoyt's Truck Center
International Center for Clinical Excellence
Iron Rail Brewing
JCPenney
JCPenney Salon
John M. Shapiro Charitable Trust
Jostens
Kansas Children's Discovery Center
Kansas City Zoo
Kansas Department of Commerce
KSNT
Lamar Advertising Company
Longhorn Steakhouse
Made Makers
Magic Meals
Massage Envy



The MCP Group
Merry Maids
Midwest Float
Mize CPAs Inc.
The Pennant
Pepper's Garden Art
Polo Custom Products
Potwin Pottery
Prairie Band Potawatomi Nation

Prairie Glass Studio
PT's Coffee
rb images
Red Lobster
Reser's Fine Foods
Riordan, Fincher & Beckerman, PA
Rogenmoser Financial
Screen Vision Media
Security Benefit
Sephora
Sock Fancy
Sports Center
Spring Hill Suites by Marriott, Kansas City, MO
Sprout Creative
Stormont Vail Health
Sunflower Foundation
Sunflower Health Plan
Tailgator's Sports Pub & Grub
Texas Roadhouse
The Robb Company
Topeka Community Foundation
Topeka South Rotary Club

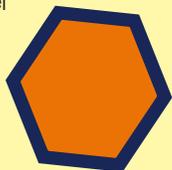


Tortilla Jack's
Tower Mental Health Foundation
TrenorHL
Unique Creations
United Way of Greater Topeka
UnitedHealthcare
U.S. Bank
West Ridge Lanes & Family Fun Center
The Wheel Barrel
White Memorial Camp
Wonder Wonder



Thanks to our Donors

Amanda Abbott
Kylie Michelle Adams
Bruce and Tami Akin
Denise Aleman
Alexandria Anderson
Morgan and Tonia Anderson
Susan Anderson
Anonymous
Christie Applehantz
Jan Ash
Steve and Carol Ashley
Landon Ashton
Delanie Atteberry
Dr. and Mrs. Eric Atwood
Natalie Barbee
Kristine Barnhill
Matthew and Abigail Barnhill
Lila Bartel



Ms. Leahna Barton
Cara Bass
Christina Bays
Scott Bean
Ashley Bennett
Ms. Melanie J. Benton
Sandra Berg
Ashley Bertelsen
Mrs. Joy Bettencourt
Alyce Bishop
Mr. Ryan Bishop
Ms. Joy Bishop
David and Sue Blackman
Lori Blake
Ms. Delray Blumreich
Samantha Booth
Morgan Boothby
Jodi Boyd
Russ and Beth Anne Branden
Meg Braun
Sara Breymeyer
Paul and Regina Brown
Yvonne Brownell
Scott Brunner
Anthony and Patricia Bryan
Mikki Burcher
Kim Burke
Amy Burns
Cheryl Buxton
Abby Callis, Ph.D.

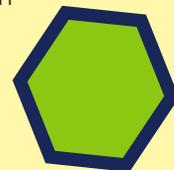
John and Susan Carey
Mr. and Mrs. Daniel Casement
Maria Chandler
Ramon Chavez
Romualdo Chavez



Lori R. Church
Vicki and Jeff Claassen
Randy and Debra Clayton
Bill and Kelley Cochran
Gary Combs
Jamie Cooper
Aimee Copp-Hasty
Christal Coufal
Sabrina Crevoiserat
Joseph and Sandra Crimmins
Melissa Crosby
Mike and Jennifer Cross
Philip Cross
Fran Crouch
Mr. and Mrs. Ed Cullumber
Sandi Cummings
Scott Cummings
Kami Cusick
Jasmine Daniels
Denise Daudet
Jason and Haley Davee
Doug Davis
James Day
Ms. Lisa Deghand
Michelle Desmarteau-Shump
Jennifer Dieker
Kim Sandefur Dire
Darrel and Kellie Dougan
Ms. Mary Kay Droge
Michael Duane
Jim Duncan
Gina Elbrader
Heather Elliott
Patrick Emerson
Brandon Estanol
Pam Evans
Maria Fairman
James Fasse



Gisselle Feldkamp Rivera and
Ryan Feldkamp
Marya Feldt
Robyn Finckbone, Psy.D.
Lorie Fleming Huyett
Paul and Amy Fluke
Janice Ford
Lisa Ford
Mechele Ford
Alisha Francis
Mr. and Mrs. Travis Freed
Becky Frosch
Meredith Fry
Steve and Anita Fry
Tina Gannaway
Kelly George
Denise and Randy Gilfillan
Andy and Marilyn Gisi
Ms. Kaffie L. Godfrey and Mr.
Ronnie Godfrey
Lisa Gragson
Bruce Graham
Kristy Gramlich
Mr. and Mrs. John
Grandmontagne
Nita Grendal
Emi Griess
De'Mia V. Griffie
Nancy Griffin
Pamela Grimes
Carrie Jo and Dennis Gros
Consuelo Guerrero
Alicia Guerrero-Chavez
Tom Hagen
Mark Hahn



John and Linda Harold
Ms. Meg Harper
Ms. Angie Harris
Kim Harrison
Cindy Hart
Laura Hartley
Jerry Heath
Kara Heckard
Jeanette Heinen
Lacie Henderson
Sage Hermanson
David W. Herold

Thanks to our Donors

Becky Holmquist
Ms. Jamie Hornbaker
Jessica Horton
Kimberly Houser
Mrs. Lori Huffman
Lorie Fleming Huyett
In Memory of Dr. Michael
Reynolds
In Memory of Raymond Daudet
Brian Irej
Chris Irwin
Danielle Irwin
Dannette Jackson
Coleen M. Jennison



Becky Kallenberger
Amy Karr
Brenden Kearney
Ashley Kelly
Robert and Tammy Kenagy
Sherri Kennedy
Tracy Kihm
Ms. Kareen King
Evelyn Kitarogers
Afton Klusener
Brian Knudtson
Mary Kraft
Cally Krallman
Greg and Beth Krissek
Anne Kufahl
Mr. Marc Lahr
Erin Landreth
Mr. and Mrs. Jeff Lane
Krista Lang
Ruben Lara
Audrey Leamon
Mr. and Ms. Jason Lehnerr
Linda A. Lemke
Elizabeth Lemp
David Lesperance
Dr. Ed and Mrs. Lisa Letourneau
Terri Lewis
Dr. Laura Lockwood
Brian and Laura Lutz
Ann Mah
Christina Malicke
Shanina Marin-Soto

Stan Martindell and Marlene
Showalter
Lorraine Massey
Dr. Ann Matthews
Adina Mayhew
Gwen McClain
Mrs. Krysti McClure
Mischa McHenry
Daryl and Patti Mellard
David Mendez
Tom and Elouise Miller
Dr. and Mrs. Charles Millhuff
Brenda Mills
Michael Mize
Barb Montgomery
Hoyt and Laurie Moore
Ken Morse
Stephanie Mullholland
Hannah Naeger
Bill and Nancy Neiswanger
Sara Neiswanger
Dr. Greg Nelson
Scott Nelson
Ivy Nolan
Danielle Norwood
Sheryl Nunley
Julian Oliva, Jr.
Alex Olson
Alex Orel
Tracy O'Rourke
Andrew Ortega
Roxie Ortiz



Brad Owen
Jennifer Owen
Chris and Lynette Palmer
Tonya Pameticky
Blair Parker
Brie Parks
Clint Patty
Jaryl Perkins
Rev. Dr. Robert Dealey and Dr.
Rhonda Peterson Dealey
Brooks Pettit
Jancy Pettit
Gary and Martha Piland
Dr. and Mrs. Kirby Pope

Mara Pope
Kristen Powell
Asha Pruitt
Dub and Anita Rakestraw
Amber Reser
Leslie Richards
Matthew Richter
Dr. and Mrs. Matt Ricks
Melody Rill
Pat and Carrie Riordan
Debra Roberts
Heather Roberts
Lindsay Roberts
Mal and Karen Robinson



Bill and Patty Rogenmoser
Alison Roggenkamp
Andrea Roggenkamp
Dr. Connie Romig
Mr. Andrew Ross
Morgan Rothenberger
Dan and Lori Rowe
Kaitlin Savage
Mike Scheufler
Ms. Kimberly Schimmel
Lisa Jo Ann Schmitt
Bridget Schneider
Harland Schuster
Shauna Shipman
Brenda Shirley
Mike Scheufler
Jackie Shufelberger
Erin Shuford



Laura Sidlinger
Kyle Simmonds
Kristi Skinner
Lorrie Slaughter
Courtney Smith
Hanna Smith
Joe and Stacy Smith
Karen Smothers

Thanks to our Donors

Don Snethen
Crystal Socha
Mike Sondgeroth
Jeff and Judy Sorensen
Deb Southard
Matt and Jeannette Spurgin
Michael and Janet Stanek
Mr. and Mrs. Joe Steffen
Sheri Steinbock

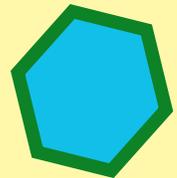


Doug and Connie Sterbenz
Harry and Darlene Strader
Michael Strickland
Tom & Lisa Stubbs
Jennifer Stuchell
Dorrie Sullivan
Susan Sweeney
Kay Swietek
Julie Swift Woods
Don Taliaferro
Ben Tenpenny
Karen Teter
Heather Teufel
Ms. Dana Thomas
Colin Thomasset
John Tompkins
Allan and Chris Towle
Dan Towsley
Ms. Wanda Treinen
Becky Turner
Chris and Kim Turner
JoAnn Turner
Dave Uhler
Roger and Joanie
Underwood
Stacey Utech
Lois Van Liew
Shannon Vathauer
Allen and Gina Vinyard
Laurel Vogt, M.D.
Charlene and Doug Wallace
Mandi Walter
Mr. Yeqiang Wang
Adam Warren

Michelle Warren
Ms. Jennie Watson
Noah Wecker-Miranda
Marlou Wegener
Tony and Alice Weingartner
Douglas and Jeanine Wells
Diane Westling
Debbie Whelan
Erin M. White
Michael and Kim White
Justin Whittaker
Andrew Wiechen
Vicki Williams
Jim and Sarah Williamson
Chuck & Carol Wilson
Ms. Carlee J. Wilson



Mark and Karen Wing
Susan Winkelman
Nikki Winrick
Linda Wiseman
Diane Wishall
Beth Wittig
Janet Wohler
Constance Wold
Jene Yoder
Brent Zeferjahn
Shanna Ziegler
Janet Zoble





FAMILY SERVICE &
GUIDANCE CENTER

FSGCtopeka.com