

# 2024

## FSGC ANNUAL REPORT



FAMILY SERVICE &  
GUIDANCE CENTER

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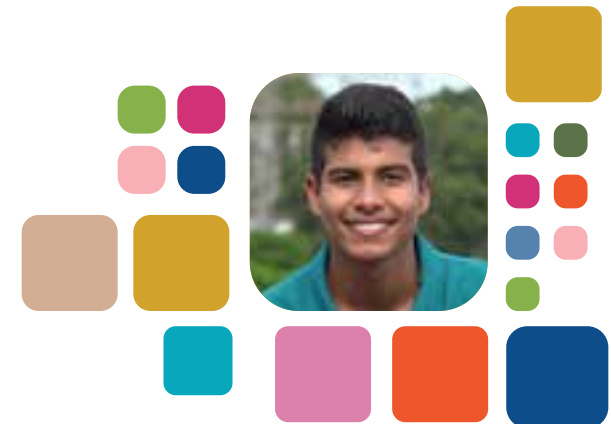
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Thanks to our Donors



# A Letter from the CEO

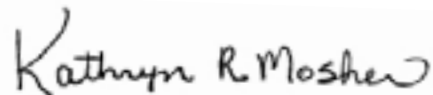
I always look forward to putting Family Service & Guidance Center's annual report together each year. It's a wonderful opportunity to reflect on the positive impact our staff members have made on thousands of children and families during the past year.

2024 was another year of learning, growth and innovation at FSGC that translated into new and expanded services for individuals of all ages.

- **CCBHC Accreditation:** In June, FSGC achieved full accreditation as a Certified Community Behavioral Health Clinic, ensuring comprehensive, whole-person care.
- **Youth Crisis Beds:** Our substance use treatment program added eight crisis stabilization beds for adolescents facing substance use challenges in addition to mental health challenges.
- **Growing Group Therapy Programs:** Recognizing the power of peer support, FSGC expanded its group therapy offerings for children, providing a safe space where they can connect with others facing similar challenges. With 14 ongoing groups, including a specialized Legos group for children with autism and ADHD, this initiative continues to grow and meet an essential need.
- **Improved Access:** FSGC grew by 18.6 percent in 2024 to meet our community's needs. I'm incredibly proud of our 332 staff members who worked hard to improve access to services. We are on a great trajectory to continue serving our community with excellence!

Our commitment is to provide **better access, better quality and better outcomes** in 2025!

Sincerely,



Kathy Mosher  
CEO



# 2024 Highlights

- FSGC Crisis Services prevented the need for costly inpatient psychiatric hospitalization 82 percent of the time this year. This allows children and teens to stay in their own community so staff members can work with both the individual and their family. In addition, FSGC Mobile Crisis Services prevented the need for hospitalization 98 percent of the time.
- FSGC's Individual Placement and Support (IPS), our supported employment program, served 36 individuals and placed 18 of them in competitive jobs in the community. IPS Specialists cultivated relationships with 245 Topeka-area business contacts.
- FSGC Case Managers established 30 Care Coordination Partnerships with health care providers in the community. This allows communication between community providers so physical and mental health care services are coordinated.
- The Anxiety Treatment Program provided services to 124 individuals. FSGC's program is one of the few anxiety specialty clinics in Kansas. Staff members help individuals conquer common fears such as heights, flying, storms, public speaking and going to the dentist.

- The Shawnee County Juvenile Detention Center partnered with Family Service & Guidance Center to address underlying mental health challenges of youth this year. Forty-three youth were served and experienced improved transitions back into the community between October and December.
- At the end of 2024, the Mental Health Intervention Team (MHIT) was providing therapy and case management services to 648 students on-site in Topeka-area public schools. Eighty-one percent of these students had improved school attendance and 75 percent showed improved grades.
- FSGC staff members participating in the IMPACT Avenues Program made contact with 30 unhoused individuals that resulted in 53 completed admissions to FSGC services. The program, spearheaded by the City of Topeka, aims to reduce student homelessness by supporting students and their families in obtaining health care, stable housing and overcoming other barriers to success.
- The 18th annual Works of Heart gala raised a record \$162,000 to benefit the individuals and families FSGC serves.
- The Santa's Little Helpers Holiday Adoption Program made Christmas possible for 103 hardworking families who otherwise would not have been able to afford gifts and a Christmas meal.
- FSGC continued to facilitate the Shawnee Youth Mental Health Coalition with approximately 40 area students representing all five Topeka school districts. These students strive to reduce suicide among their peers.
- The Diversity, Equality and Inclusion Committee led and participated in numerous events on FSGC's campus and beyond. The Committee participated in a range of community events, including taking a dip at the Special Olympics Polar Plunge; raising awareness of Black History Month, Juneteenth and Hispanic Heritage Month at FSGC; building and riding a float in the Fiesta Topeka Parade; and organizing a school supply drive for children and teens served by FSGC.
- Family Service & Guidance Center's Human Resources Department connected with more than 350 jobseekers at 17 area job fairs.



# 2024: By the Numbers

4,617

Number of unduplicated clients engaged in direct clinical services

157,453

Number of service hours

63

Number of FSGC employees with 10+ years of service

15

Number of FSGC employees with 25+ years of service

7.4

New clients admitted per day at FSGC

71.6

Percent of FSGC client families who live near, at or below poverty level

41

Number of interns: doctoral (2), master's level (13), bachelor's level (18); and psychiatry (8)

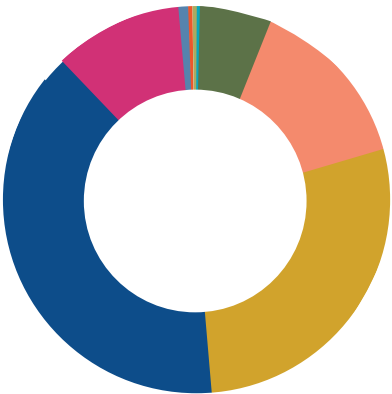
332

Number of FSGC employees – 18.6 percent higher than 2023 (includes both full and part-time)

## 5 Most Common Mental Health Challenges FSGC Treated

- 1 Attention-Deficit/Hyperactivity Disorder (ADHD)
- 2 Anxiety
- 3 Depression
- 4 Adjustment Disorders
- 5 Behavioral and Impulse Control Disorders

## Ages of people FSGC serves



282	0-5 years	23	25-34 years
657	6-8 years	15	35-44 years
1,296	9-12 years	11	45-54 years
1,822	13-17 years	6	55+ years
505	18-24 years		





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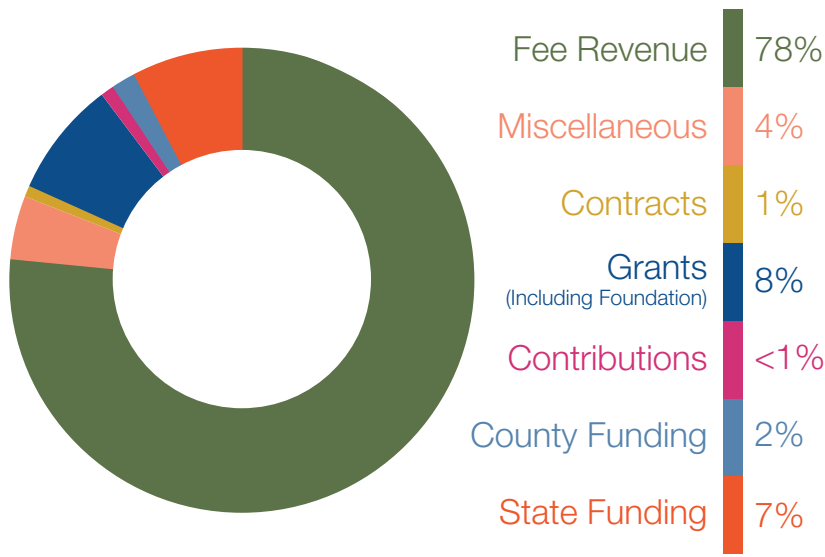
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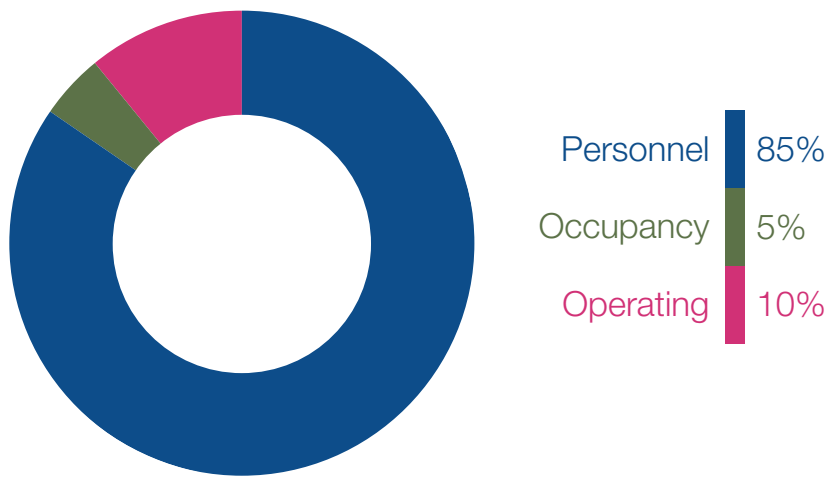
SARAH MERRIAM  
Executive Assistant to the CEO

# FSGC Financials

## Revenue



## Expenses



Uncompensated care  
provided by FSGC  
\$2,291,030

*These figures are unaudited and were current on February 21, 2025.*

# What people are saying about Family Service & Guidance Center



Everyone is so helpful and kind, like we are a part of a family.  
– FSGC parent/caregiver



Amazing, polite and helpful staff. No matter the time of day or how busy it is, I am always greeted with a smile. Our therapist is amazing as well. He really connects with my kid in a way I know would be difficult to find anywhere else.  
– FSGC parent/caregiver

Very helpful with resources that not only help my children but me, as well.  
– FSGC parent/caregiver



Working with Individual Placement & Support was seamless. We had such a good experience from the beginning working with our IPS employee... IPS has been great for our business... she has been working with us around 14 months and we love having her here. – IPS Program Employer



Our therapist exceeded our expectations when he took our child's culture into account when they first met.  
– FSGC parent/caregiver



For me, having a job is working toward independence and having the ability to buy the things I want without having to rely on others. I have more control over my life and the sense of accomplishment. I am more confident in my skills at work now and I am being considered for a management position. – IPS Program Participant (Supported Employment)





Before coming to college, I would never have thought that I could socialize with people outside of my (mental health care) providers and family. Now I have a roommate that I consider a best friend and I talk to people on a daily basis. Before coming to college, my world was so gray, but now it is full of color. – IPS Program Participant (Supported Education)



Interning at Family Service & Guidance Center has prepared me to become a competent clinician by providing me with the opportunity to provide evidence-based interventions with children and families of the Topeka community with top-notch supervision and guidance. – FSGC Intern

My internship experience at FSGC has been wonderful! Everyone is super friendly and supportive, and I have learned a lot from the seminars, didactics and supervisions. I am a better clinician because of the training I am receiving at FSGC. – FSGC Intern



We had a student who had trouble getting home and was displaying unsafe behaviors. The crisis clinician arrived, assisted in defusing the situation and made sure our student was safe. The clinician was a rock star and we thank him for being so calm, confident and skilled. – Middle School Staff Member



I have been at FSGC for almost three years now as a staff member and now an intern. I have truly enjoyed every minute! I have grown as a therapist and continue to do so every day. I am beyond blessed to be part of this community and work in an environment that encourages and supports me in every way. – FSGC Intern



Since the start of MHIT at our high school, the benefit of the program cannot be denied. Its steady growth of consistent engagement has benefited the students with a safe place to land, process their emotions and build critical skills to not only survive, but thrive. – High School Staff Member

# Young adults find work with support from FSGC

## New program supports youth as they enter the working world

Finding that first job is difficult for any young adult.

For a young adult living with mental health challenges, it can feel overwhelming, intimidating and nearly impossible.

That's why FSGC established the **Individual Placement & Support (IPS) Program**.

Launched in 2024, Individual Placement & Support connects young people (ages 15-26) with competitive jobs or training that align with their skills and interests. The program also provides ongoing support to help them maintain employment. So far, 36 youth have participated, with 18 securing competitive jobs and others actively exploring opportunities.

Romie Chavez, FSGC Team Manager, said IPS represents a departure from FSGC's traditional services.

"We've always focused solely on mental health," he said. "We never looked at helping youth get integrated into the workforce."

IPS Supervisor Diane Wishall emphasized the important role employment plays in mental health.

"A job helps an individual feel better about themselves and feel more connected to others," she said.

When a young person expresses interest in employment, they can be referred to IPS. Through a series of meetings, the youth determines what kinds of jobs they want to pursue – and their options go well beyond bagging groceries or flipping burgers.

"What job the youth pursues is entirely up to them. It's really exciting!" Chavez said.

The young adult researches the job they're interested in, whether it's becoming a chef, a mechanic or a law enforcement officer. They learn what education or training is required, whether or not employers provide on-the-job training and then develop a career roadmap with the support of their IPS Specialist.

Once the research is complete, the IPS Specialist assists the young adult with tasks such as completing job applications and conducting mock interviews.

"They may not start out in the job they ultimately want," Chavez said, "but through the research, they learn what steps they need to take along the way in order to get there."

A key to the program's success is the relationships IPS Specialists have built with local employers.

"We spent the early months of the program meeting with employers. Developing those relationships and trust was critical. We got to know them and what they're looking for in an employee. Then, we could match an IPS youth to a job. Those connections helped us find a good job match."



Helping young people secure competitive jobs doesn't come without challenges, however.

"People told us that employers wouldn't want to hire young people with mental health issues," Wishall said. "Some employers even said, 'Young people don't want to work.' But in IPS, we've already made sure the youth wants to work and is ready to work."

Once a job is secured, youth continue to meet weekly with their IPS Specialist. Discussions cover on-the-job successes, potential barriers to success, workplace challenges and communication skills to help them advocate for themselves with supervisors.

"We work closely with them until they can do it on their own," Wishall said.

Another essential component of IPS is that employers also receive ongoing support.

"We talk to employers weekly to make sure things are going well," Wishall said. "Did the person come to work? If not, why not? Are there issues we can help with? We work with the young person in their weekly meetings to ensure they are following through. When employers realized we were going to help them, too, many of them got on board. By holding youth accountable and working to develop positive skills, businesses retain employees and save money on hiring and training. Employers really value that part of IPS."

Wishall shared that conversations with Topeka employers revealed an unexpected insight.

"Several shared that they have a family member or know someone with a mental illness," she said. "So, instead of saying, 'I don't want to work with someone with mental illness,' they wanted to get involved because they know what a job can mean to a young person."

ISP also serves another group of young adults: those looking to continue their education. This component of the program is rapidly expanding.

"Rather than looking for a job right away, some people FSGC serves want to continue their education or receive job training," Chavez said, "but they need extra support. We can help them explore different options that will lead to the job they want later on."

"We have six people in IPS Supported Education right now, and we're going to grow that number," Wishall said. "We already have a great relationship with Washburn University and Washburn Tech. The next step is to build additional partnerships with area community colleges, job training schools and other four-year institutions."

The early results from Individual Placement & Support are very promising. As innovative as IPS is, though, it is strongly aligned with FSGC's long-standing goal of helping youth transition into adulthood.

"IPS is about giving young adults the skills they need to be successful," Chavez said. "IPS helps them learn to manage themselves so they can experience the self-esteem boost that comes from getting and keeping a job. You feel like you have your place in the world, and really, I think that's all anybody really wants."



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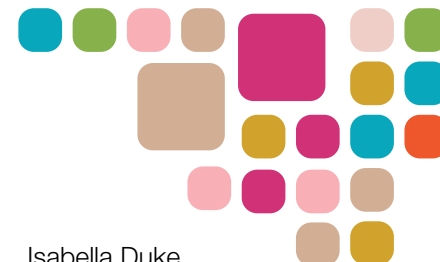
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