

# Family Guidance Center of Warren County

Help for Today, Hope for Tomorrow

## 2014 Annual Report

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From the Executive Director

I am pleased to present the 2014 Annual Report for the Family Guidance Center of Warren County. In 2014 we continued to move our mission forward through new and expanded program service initiatives and collaborations with other community entities to provide behavioral health treatment and prevention services to the residents of Warren County.

The Center expanded its substance abuse prevention services in 2014 through the continued development of the Regional Coalition for Safe and Healthy Communities. The Coalition partnered with the County Prosecutors office to develop a countywide substance abuse strategic plan and completed the formation of a self-sustaining substance abuse advocacy group in Warren County.

The Center secured competitive grant funding to expand our Supported Employment program in 2014 to increase job development and placement services for our consumers. We secured another competitive grant to enhance our Involuntary Outpatient Commitment program to add a vehicle and driver position to address consumer transportation needs. At the end of 2014 we secured yet another competitive funding grant to provide additional outpatient mental health services for adults with serious mental illness and those with co-occurring substance use disorders. This much needed funding grant will help the Center address the lengthy, long time consumer waiting lists for our outpatient mental health and substance abuse treatment programs.

The Family Guidance Center played a pivotal collaborative role in community efforts to offset any negative impact on mental health consumers and their families stemming from the closure of the St. Luke's Warren Hospital (SLWH) In-Patient Behavioral Health Unit in 2014. Center staff worked closely with SLWH administrators, the County Mental Health Board and other regional hospital and community providers to develop and provide alternative sources of treatment and continuity of care for consumers with acute mental health needs.

Most importantly the Family Guidance Center served over 5,000 residents and provided over 117,000 treatment sessions in 2014. We now operate seventeen programs in nine locations throughout Warren County serving youth, adults and families seeking relief and recovery from mental health, substance abuse and emotional disorders and problems. The pages that follow describe many of the service programs we operate and their significant work and impact in 2014. I hope that you will find the time to read this report. It does not come close to doing justice to the incredible work of our staff and positive impact on the lives of the people they serve but it provides a glimpse of the critical need for behavioral health prevention and treatment services here in Warren County.

Sincerely,



Richard McDonnell, LCSW  
Executive Director

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# Program Services and Performance in 2014

## I. Outpatient Services

The Family Guidance Center operates six outpatient and intensive outpatient mental health, substance abuse and sexual abuse treatment programs at office sites located in Hackettstown, Phillipsburg and Washington. These programs provide an array of individual, group and family therapy, case management and psychiatric services to youth, adults and seniors.

In 2014 these programs served a total of 1,556 consumers and provided over 36,841 treatment sessions. The following table illustrates the level of services by each of these programs in 2014:

1) Outpatient Mental Health	1,031 consumers	21,537 treatment sessions
2) Outpatient Substance Abuse	317 consumers	3,903 treatment sessions
3) Outpatient Sexual Abuse Treatment	63 consumers	656 treatment sessions
4) Senior In-Home Counseling	25 consumers	48 treatment sessions
5) Intensive Outpatient Mental Health	87 consumers	4,658 treatment sessions
6) Intensive Outpatient Substance Abuse Treatment for Women with Dependent Children	33 consumers	6,039 treatment sessions

Performance and outcome highlights in 2014 for these programs included:

- Responded to more than 51,000 calls (average 20 calls per day) for outpatient mental health and substance abuse treatment services. 917% increase from the previous year.
- Information and referral calls also increased 17% from the previous year.
- Consumer satisfaction survey results from 2014 indicated a 95% rate of consumer satisfaction with the services they received, that 94% would recommend our services to others and 87% reported significant progress with the problems that brought them to our agency.

## II. Rehabilitation Services

The Gateway Partial Care Program has served individuals with serious mental illness and co-occurring disorders of serious mental illness and substance abuse for many years, providing a variety of services focused on Wellness and Recovery to help individuals to maintain themselves in the community and live healthy, productive lives. This program is available five days per week for up to 5 hours per day with the therapeutic focus on Health and Wellness. This is provided through Illness Management and Recovery services, substance abuse recovery programming, psychoeducation, health education and vocationally oriented activities. In 2014 this program served 176 consumers and provided 38,219 units of service. The impact of this program on the lives of our consumers is reflected in the fact that 100% of the Partial Care participants were maintained in the community and out of a State psychiatric hospitalization in 2014.

For the past 26 years now, the program has offered a variety of Supported Employment services to consumers with serious mental illness, including; vocational assessment, job

development, job placement and coaching, and post-employment follow-up support services that enable consumers to achieve and maintain employment positions in area businesses or through our own Quality Commercial Cleaning (QCC) enterprise.

During the past year this program served 71 individuals. Eighteen newly enrolled consumers were assisted in finding competitive employment positions. These positions were varied and included teaching, secretarial, data entry, retail sales, food service and manufacturing jobs. The expansion of the QCC business continued in 2014 employing 25 consumers and providing cleaning services to 14 office locations. Job coaching services were provided to 33 consumers working in integrated employment settings.

### III. Crisis Intervention Services

The Family Guidance Center now provides four crisis intervention programs that are available 24 hours, seven days a week. Our Psychiatric Emergency Screening Services Program features mobile outreach response anywhere in Warren County and provides crisis stabilization interventions to individuals and families experiencing a mental health crisis. In 2014 this program:

- Served 838 people in crisis and handled 6,003 crisis line phone calls.

Our Family Crisis Intervention Program, available to youth and their families, provides counseling, guidance and referral assistance to remediate truancy, runaway and defiant conduct situations.

In 2014 this program:

- Served 124 middle and high school aged students and families with 93% showing improvement at the conclusion of services.
- Provided 14 trainings to key personnel in schools, police and community agencies working with children.

Family Guidance Center also operates the Traumatic Loss Coalition (TLC) in Warren County, a program that trains and manages volunteers who offer crisis response management services to area schools whose faculty or students have experienced a traumatic incident or loss due to death, suicide or serious accident. In 2014 our lead response team responded to 5 traumatic events in Warren County schools and conducted 3 presentations on TLC services addressing human trafficking, current trends in drug usage in Warren County and plans for responding to critical incidents in a school setting.

The center completed its second year of operating the new Involuntary Outpatient Commitment Program (IOC) in Warren County. This IOC program provides intensive, wrap around type services on a 24/7 basis to adults with a history of serious mental illness, who may become harmful to themselves or others in the foreseeable future, and are not willing to voluntarily participate in mental health treatment to stabilize their mental health status. A combination of therapy, medication management, peer support, family support, case management, transportation and monitoring services are used to help clients comply with Court ordered treatment plans and to engage them in voluntary mental health services.

- This program served 24 consumers in 2014. Four consumers completed the program successfully and were discharged to voluntary services. Twelve consumers were eventually hospitalized and the balance of consumers remained active in the program with significant improvement in their mental health and community living status.

#### **IV. Community Prevention and Education Programs**

Substance abuse prevention services are offered through our Prevention Connections Program, this program completed its fourth year of partnering with the Center for Prevention and Counseling in Newton to operate the Regional Coalition for Safe and Healthy Communities serving the Warren and Sussex region. A strong network made up of volunteers from twelve different sectors of our community have worked with our staff to prevent and reduce underage drinking and use of marijuana, the misuse of prescription medications across all age groups, the use of heroin and opiates in young adults and use of emerging drugs such as synthetic marijuana and bath salts.

Sticker Shock campaigns held around the county brought schools, scouts, businesses and adults together to get the word out about not providing alcohol to minors.

Public forums were held to increase awareness of the heroin epidemic in Warren County

Our Drug trends conference in October brought keynote speaker Dr. Kevin Sabet, a national policy leader, educator and former senior advisor to the Director of the Office of National Drug Control Policy who spoke to the importance of understanding the issues surrounding the potential legalization of marijuana.

During 2014 this program implemented a 5-year Federal Drug Free Community funding grant to prevent and reduce underage drinking and the use of marijuana to the Warren Hills Regional School District middle schools. We also received a grant from the United Way of Northern New Jersey to conduct “train the trainer” sessions for middle school personnel in providing the Life Skills Training substance abuse prevention curriculum to their students and families.

Our Intensive Family Support Services Program works with family members of seriously mentally ill individuals and provides them with a variety of psychoeducation and support services to help them improve family functioning and coping skills. In 2014 this program served 96 families and provided 1,737 hours of individual consultation to family members, 25 family support groups and 148 hours of respite services. Round trip transportation to Greystone Park Psychiatric Hospital was provided 37 times in 2014 to five families and six community outreach information sessions were conducted in a variety of community settings about this wonderful family support program.

Additionally our staff joined the newly created United Way Caregivers Coalition and hosted information sessions for families on planning for their mentally ill relatives’ long term community care needs.

The *Better Future Self-Help Center (BFSHC)* is a member operated self-help center that offers social, recreational, health and wellness education, peer support and advocacy activities for persons recovering from serious mental illness. Over 140 consumers participated at the Self Help Center in 2014 which is located in Washington Borough. In 2014 the BFSHC continued to expand wellness and recovery activities by adding new group activities in stress reduction, aerobicize, quit the smoking habit and preparing nutritious meals.

#### **V. School Based Youth Services**

School Based Youth Services programs (SBYSPs) are run at Warren Hills Regional High School and Warren Hills Regional Middle School, and offer a comprehensive array of mental health, educational support, recreational and prevention services for students. After school program services are also provided at the Taylor Street and Memorial Elementary schools in Washington Borough.

In 2014 our SBYSPs served 467 high school students and 285 middle school students. Combined, our SBYSPs provided individual counseling to 192 students, group services to 77 students and recreation activities and events to over 700 students.

Our SBYSPs also collaborated with Domestic Abuse and Sexual Assault Crisis Center to deliver their media curriculum to the student body at the high school. This initiative increases awareness of and critical thinking about subtle to blatant messages in all forms of media (print, digital, social) that condone sexual violence.

Students enrolled in our After School programs at the Taylor Street and Memorial Elementary Schools increased to 90 students in 2014. Administrators at both schools continue to praise the value and impact of the After School programs for their students and families.

## 2014 Fiscal Report

Family Guidance Center is a private, non-profit 501(c)3 organization with a \$6.8 million annual operating budget that supports seventeen service programs at nine different locations and employs over one hundred full time equivalent staff.

Sixty six percent of our operating revenue comes from competitively awarded funding contracts from various State departments and divisions and 11% from competitively awarded contracts from Warren County Department of Human Services. Additional public and private grants from the United Way of Northern New Jersey, Rutgers University and the Center for Prevention and Counseling, Inc. equal 2% percent of our annual operating revenue.

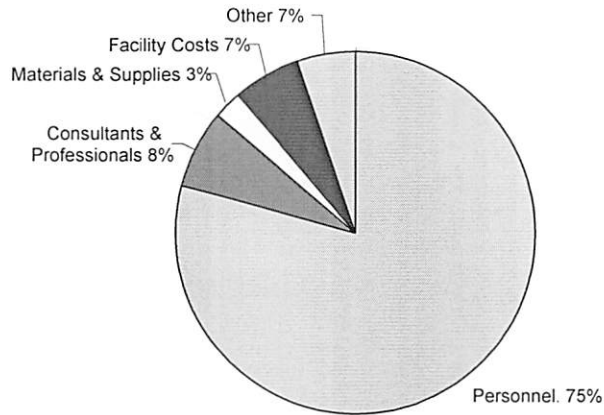
Client services fee revenue collected from Medicare, Medicaid and third party insurance payors accounts for 21% of our annual operating revenue. Fundraising contributions to our agency totaled \$16,554 in 2014.

Personnel costs, staff salary and fringe benefits make up 75% of our annual operating expenses and the percent of our annual budget for general and administrative costs is a very low 13%.

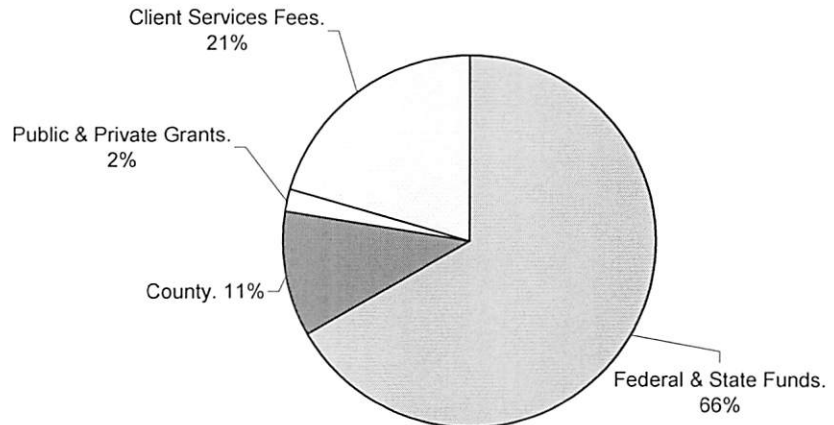
The charts below provide an overview of our annual operating revenue sources and expenses for 2014. The Family Guidance Center completed 2014 with a balanced operating budget.

FY 14 Financial Overview	
<b>Support &amp; Revenue</b>	
State Funds	\$ 4,582,120
County	\$ 745,928
Public & Private Grants	\$ 126,519
Client Services Fees	\$ 1,420,259
Fund Raising	\$ 16,554
<b>Total</b>	<b>\$ 6,891,380</b>
<b>Expenses</b>	
Personnel	\$ 5,136,173
Consultants & Professionals	\$ 513,541
Materials & Supplies	\$ 221,536
Facility Costs	\$ 474,824
Client Assistance	\$ 13,542
Other	\$ 450,894
<b>Total</b>	<b>\$ 6,810,510</b>

### Expenses



### Support and Revenue





## Special Thanks to our 2014 Donors

### *Platinum*

Rue Foundation - \$2000

### *Diamond*

BASF- \$800

### *Gold*

Charter Partners/Public Entity Advocates - \$500

Shoprite Hunterdon - \$500

### *Silver*

Gary and Debra Albrecht - \$250

Jeff Guidette - \$250

Dr. Richard Vaz - \$250

Anonymous - \$200

Susan Eiler - \$200

### *Patron*

Paul and Phyllis Bartkus - \$100

Comfort Temp - \$100

Carole A Sarson - \$100

### Other Monetary Donations

John and Lynn Hardcastle

Jeanne McGann

Joseph and Elaine Molnar

SolvIT – Sandy Pikulski

Loretta Tipton

Bruce and Marlene Wachelka

### 2014 In Kind Donations

Party City

### 2014 Memorial Donations

Carole A. Sarson, in memory of Walter Schanzlin

Paul and Phyllis Bartkus, in memory of Joseph Romesser

Loretta Tipton, in memory of Elaine Pinzon

Bruce and Marlene Wachelka, in memory of Stella Bailey

## Board of Trustees

Glen Welch  
Jeffrey Guidette  
Susan Eiler  
Gary Albrecht  
Jean Boggie, Esq.

President  
Vice-President  
Treasurer  
Secretary

Charter Partners  
Retired, BASF  
PPL Electric Utilities  
BASF  
Boggie Law Offices

## Family Guidance Center Leadership Staff

Richard McDonnell, LCSW  
William Stover, LCSW  
Akhtar Hossain, MD  
Laurie H. Boehm, LCSW  
Dana Deacon, BA  
Barbara Collina, BS  
Jeffrey Greenfield, LCSW  
Barbara Lear, MA, LPC  
Darrell Buckner, LSW

Executive Director  
Associate Executive Director  
Medical Director  
Director of Program Services  
Director of Administrative Services  
Director of Finance  
Director of School Based Youth Services  
Coordinator of Rehabilitative Services  
Coordinator of Emergency Services

## Program Supervisors

Diane Bonelli, BA  
Karyl Cleary, MA, LPC, LCADC  
Kathy Deats  
Jamie Grosslicht, LAC  
Laura Guancione, LPC  
Program  
Melissa Meyer, MA, LPC  
Tiffany Oeckinghaus, LSW  
Diane Pueraro, BA  
Kim Russell, LCSW  
Brienne Shappell, LCSW  
Susan Steinman, MA, LPC  
Diane Unangst  
Barbara Vold

Prevention Connections Program Supervisor  
Supervisor of Substance Abuse/MICA Program  
Manager of Better Future Self Help Center  
Coordinator of Intensive Family Support Services  
Supervisor of Involuntary Outpatient Commitment  
Program  
Supervisor of Outpatient Mental Health Program  
Supervisor of Crisis Intervention Unit  
Supervisor of After School Program  
Supervisor of Partial Care/Gateway Program  
Supervisor Intensive Outpatient Mental Health Program  
Outpatient Intake Coordinator  
Billing Coordinator  
Supervisor of Administrative Services

## Facts about BEHAVIORAL HEALTH DISORDERS

- **One in four adults – approximately 57.7 million Americans – experiences a mental health disorder in a given year. One in 17 lives with a serious mental illness such as schizophrenia, major depression or bipolar disorder and about one in 10 children lives with a serious mental or emotional disorder.**
- **Twenty-five (25) million Americans suffer from drug and alcohol abuse: thirteen (13) million from alcohol and twelve (12) million from drugs.**
- About 2.4 million Americans, or 1.1% of the adult population, live with schizophrenia.
- Bipolar Disorder (manic depression) affects 5.7 million adults, approximately 2.6% of the adult population per year.
- Major Depressive Disorder affects 6.7% of adults, or about 14.8 million Americans.
- Anxiety disorders, including Panic Disorder, Obsessive Compulsive Disorder, Post Traumatic Stress Disorder and phobias affect 18.7% of adults, an estimated 40 million individuals.
- Attention Deficit Hyperactivity Disorder (ADHD) affects three to five percent of school age children.
- The economic cost of untreated mental illness is more than \$100 billion annually in the United States.
- Serious mental illnesses are more common than cancer, diabetes or heart disease.
- Suicide is the eleventh leading cause of death in the United States and the third leading cause of death for people ages 10-24 years. More than 90% of those who die by suicide have a diagnosable mental health disorder.
- **The best treatments for serious mental illness today are highly effective; between 70 and 90% of individuals have significant reduction of symptoms and improved quality of life with a combination of pharmacological and psychosocial treatments and support. These success rates are far better than those of other medical conditions; e.g., heart disease has just a 45 to 50% treatment success rate.**
- **Outpatient treatment and rehabilitation programs for people with mental illness can reduce psychiatric rehospitalization rates, improve quality of life, prevent homelessness and increase the likelihood of gainful employment.**
- Nearly two-thirds of all people with diagnosable mental disorders do not seek treatment because of lack of education about the effectiveness of treatment and how to access services, stigma and the lack of appropriate service and treatment options.
- **Per the 2010 census and National Institute of Mental Health statistical indicators, there are approximately 27,173 (25%) people living in Warren County with a mental health or substance abuse disorder and 6,087 (5.6%) people with a serious mental illness. (total population 108,692)**

References: National Institute of Mental Health, National Alliance for the Mentally Ill, 2010 Census.

## Ways to Help

### Be a Volunteer

We are seeking volunteers to:

- Join our Board of Trustees, the governing body for our private, non-profit organization
- Serve on a fund raising committee to help plan and conduct fundraising activities
- Provide technical assistance and support in areas of need such as IT, promotions and publicity

### Be a Donor

Community support of our mission and work is critical to our ability to serve the behavioral health care needs of the Warren County Community. You can help by:

- Making an annual donation to the Family Guidance Center of Warren County
- Approaching and encouraging your business to include the Family Guidance Center in its' charitable giving each year
- Arranging for in-kind donations to our agency
- Learning more about behavioral health care and the services we provide by visiting our website at [www.fgcwc.org](http://www.fgcwc.org)

## Mission Statement

The Family Guidance Center of Warren County is dedicated to improving the quality of life of children and adults affected by problems related to mental illness, substance abuse, family conflict or emotional adjustment.

## Vision Statement

The Family Guidance Center strives to become the recognized leader in providing high quality behavioral healthcare in the community, adapting to new challenges in a flexible and creative manner.

## Philosophy for Implementing the Agency Mission

The Center implements its mission by providing high quality treatment services and educational/prevention services in a cost effective, affordable, culturally relevant manner regardless of a client's ability to pay for those services; regardless of the nature of the mental illness, substance abuse, or life problem; and regardless of race, color, age, creed, marital status, gender, sexual preference, disability or status as a veteran. Center staff consists of highly skilled clinicians who are responsive to the needs of their clients and demonstrate flexibility and creativity in developing individualized treatment plans. The Center provides a broad continuum of integrated services and collaborates with others in the community to make services accessible and to meet the changing needs of clients. Implementing the agency's mission and its underlying principles is an ongoing task.

## Office Locations

### *Main Office*

492 Route 57 West  
Washington, NJ 07882  
908-689-1000

### *Phillipsburg Office*

370 Memorial Parkway  
Phillipsburg, NJ 08865

### *Hackettstown Office*

108 Bilby Rd., Suite 302  
Hackettstown, NJ 07840