

2023 FSGC ANNUAL REPORT



FAMILY SERVICE &
GUIDANCE CENTER

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A Letter from the CEO

In a large organization like Family Service & Guidance Center, change can be seen as a threat or an opportunity. The past year was one of many changes, and I am happy to say that FSGC's 262 staff members viewed 2023 as a series of valuable opportunities for professional and organizational growth.



- FSGC continued to expand services to meet the growing mental health care needs in our community. The organization was provisionally accredited in July as a Certified Community Behavioral Health Clinic (CCBHC) by the State of Kansas. CCBHC is the gold standard of mental health care, centering on providing whole-person care that takes into account both medical and mental health across the life span. We are excited about the impact this new approach will have on the people we serve.

Becoming a CCBHC required major adjustments in how we see ourselves. FSGC specialized in treating children and families for 40 years while our sister center, Valeo Behavioral Health Care, focused on adults. As CCBHCs, we both have a responsibility to serve anyone who walks through our doors regardless of their age, place of residence or ability to pay. Both organizations collaborated with each other in 2023 and will continue to do so to meet our community's needs.

- We held a ribbon cutting for the Youth Crisis & Recovery Center in October with about 100 supporters in attendance. The 24-bed facility is for the treatment of youth who are experiencing severe mental health crises and those dealing with substance use disorders and mental health challenges. There is no other facility in Kansas like it. While it is unfortunate that the need for this facility is so dire, it is a comfort to know that our community has a place tailored to help those youth heal.
- The Mental Health Intervention Team (MHIT) program entered its fifth year in numerous Topeka schools. MHIT provides therapy and case management on-site for high-needs children and teens. More than 500 students from kindergarten through high school seniors participated in MHIT, and the program has achieved remarkable outcomes. Read all about them in the article, "Family is an FSGC Success Story, thanks to MHIT," on pages 8-9.

The foundation of our success as a health care organization rests with our staff. They are serving individuals and families on our campus, in the schools and in our community. They are committed to our mission and values, and they understand that mental health care is very personal and incredibly important. That is why FSGC is determined to provide innovative, quality services that don't just offer help: They offer hope.

Sincerely,

A handwritten signature in black ink that reads "Kathryn R. Mosher".

Kathy Mosher
CEO

2023 Highlights

- FSGC's Crisis Services prevented the need for psychiatric hospitalization 78 percent of the time, well above the Kansas state average.
- The Substance Use Treatment Program provided 1,121 hours of service – an increase of 363 percent from 2022.
- Peer Support is now available for youth. Implemented in June 2023, Peer Support Specialists – people who are in recovery themselves – provide support for individuals ages 16-22 who are going through treatment. Group activities provide opportunities to connect with others who share similar experiences.
- FSGC added a youth employment readiness and placement program. Individual Placement and Support (IPS) teaches jobs skills and matches young adults ages 15-26 living with mental health challenges to competitive local jobs that fit their skills and interests. Then, it provides the support needed to help them retain employment.
- Several group therapy options were added to help make services be more accessible to meet the high demand. Groups focused on skills and strategies to overcome alcohol and drug use, anxiety, attention deficit-hyperactivity disorder (ADHD), depression, self-harm and suicidal behavior.
- The Early Childhood Intervention Program (ECIP) started a preschool group in August for at-risk preschool age children at Shaner Early Learning Academy at the request of the principal.
- From August-December, School and Outreach Services staff supported 55 homeless students and their families alongside other community agencies through IMPACT Avenues. The program reduces student homelessness by supporting students and their families in obtaining health care (including mental health care), stable housing and overcoming barriers to success like transportation, employment and financial literacy.



- In June, FSGC hired its first Access Team clinician to provide same-day service access for walk-in admissions. Individuals and families received the service they wanted at the time they wanted it. Scheduled appointments are also still available.
- FSGC implemented Credible, a state-of-the-art electronic health records system that is designed to provide up-to-the-minute treatment outcomes data for families we serve and their providers.
- The 17th Annual Works of Heart Event raised a record \$134,000 and set a new record bid for an individual piece of artwork (\$5,000).
- Santa's Little Helpers, FSGC's holiday adoption program, made Christmas a reality for 110 hardworking families we serve who otherwise would not have had gifts under the tree. This is more than double the number of families helped in 2022.

2023: By the Numbers

4,510

Number of individuals receiving treatment

68.7

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

5,115

Number of children who received Happy Bear abuse prevention training

135,902

Number of service hours

262

FSGC staff members

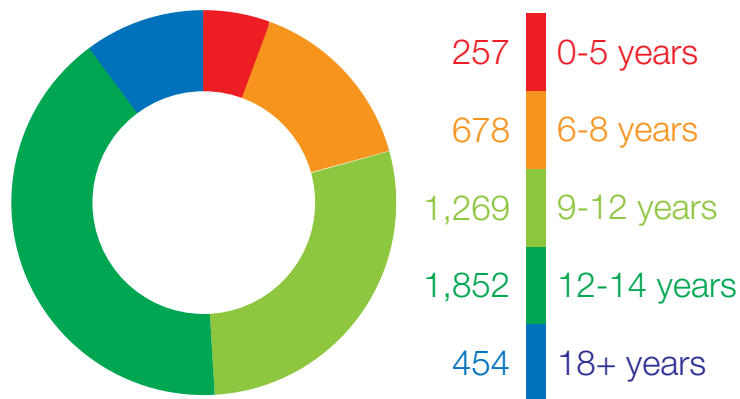
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Number of interns: doctoral (4), master's level (6), bachelor's level (15) and psychiatry (6)

Top 5 Mental Health Challenges FSGC Treated

- 1 Attention-Deficit/Hyperactivity Disorder (ADHD)
- 2 Trauma/Stressor-Related Disorders
- 3 Anxiety
- 4 Conduct Disorders
- 5 Depression

Clients by Age



School-based mental health program outcomes

Outcome	2023	2022
Improved school attendance	85%	79%
Improved academic performance	77%	76%
Improved externalizing behaviors*	72%	71%
Improved internalizing behaviors**	79%	63%

* Externalizing behaviors: disruptive, hyperactive and aggressive behaviors

** Internalizing behaviors: social withdrawal, fearfulness, feelings of loneliness or guilt, unexplained physical symptoms, feeling unloved or sad

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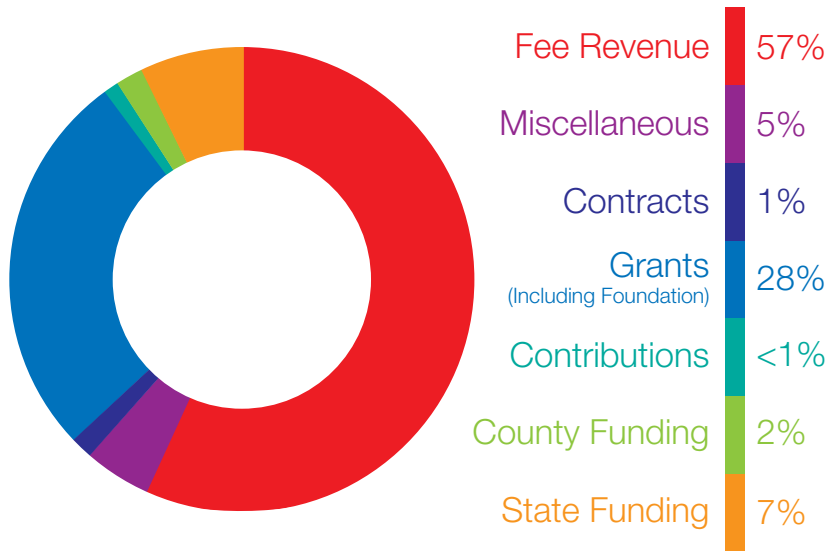
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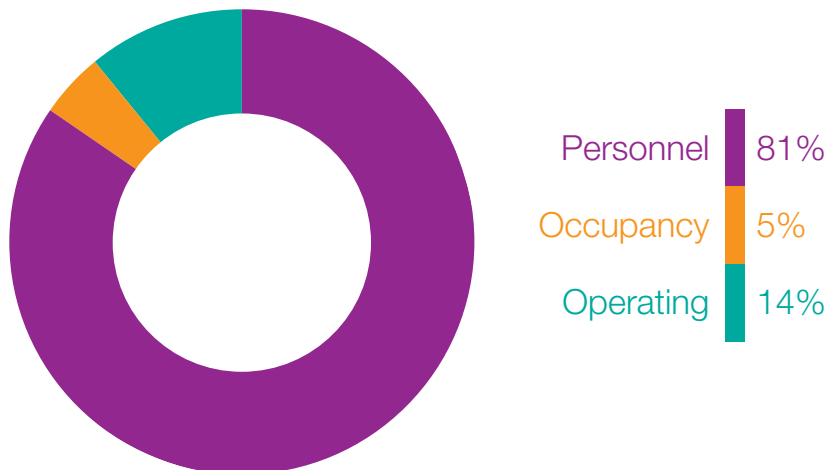
SARAH MERRIAM
Executive Assistant to the CEO

FSGC Financials

Revenue



Expenses



Uncompensated care
provided by FSGC

\$3,567,551

What they're saying about Family Service & Guidance Center



"To FSGC: Grateful to this organization and everyone in it who has helped and supported not only my son but the family as a whole. It takes a village and I'm so grateful for all of you!!!"
– an FSGC parent



"FSGC has truly helped us in ways that we didn't even know we needed. Thank you for that."
– an FSGC parent

"Tomorrow will be my sons' last day of group... I appreciate this opportunity that was given to both of them! They have absolutely loved meeting new people and attending group! Thank you!" – an FSGC parent



"I hope to pursue a career with FSGC. The working environment was encouraging and provided me with real-world opportunities to apply my knowledge and skills."
– a former intern



"I am grateful for FSGC, for all the help they have given my family over the years. We've been with FSGC since 2010/2011!!! Thank you!!!" – an FSGC parent



"I love this FSGC (School & Outreach Services) team! It has been so amazing to see kids excited about groups and their providers coming. Can't say thank you enough!" – a school staff member



“I wish I’d had a program like this when I was growing up!” – a local business owner, talking about the Individual Placement & Support employment program



“The young man has not only completed his treatment plan but he has blossomed as a leader. He attends an alternative school and is a model student... He established a student government there. He maintains employment at a local assisted living facility and is a trainer for new staff... It was not an easy road, but he made it!” – an FSGC clinician

“Going through Field Experience at FSGC influenced me to focus my future career path on becoming a forensic psychologist with a focus on children and juveniles.” – a former intern



“Thank you for helping me. Thank you for being so kind. Thank you for being so good to me. Thank you for seeing me as a person. Thank you.” – an FSGC child served



Family is an FSGC Success Story, thanks to school-based program

Melissa is a thoughtful, smart, soft-spoken single mom who wants nothing but the best for her sons. You can hear it in her voice when she talks about them.

Hayden, her 9-year-old son, is very outgoing, playful and smart. He loves to draw almost as much as he loves to help others. Melissa's other son, Elias, is 7. He's quieter than Hayden. He's affectionate and kind. He can also be very silly.

Like all families, they've had some rough patches. Their rough patches, however, have been rougher than most.



Hayden was 2 years old and Elias was just 4 months when their father was incarcerated. He's been out of their lives ever since. Soon, Melissa saw some worrisome changes in Hayden's behavior. "He would act out, throw tantrums. I thought it was because he missed his dad," Melissa said.

Hayden and Elias' behavior gradually became harder and harder to manage as they grew into active little boys. Everything became a fierce competition between the two, including competing for Melissa's attention. They were both extremely hyperactive and very aggressive toward each other.

When the 2022 school year began, Melissa made an important decision: She had to ask for help. She could no longer manage the boys' behavior on her own. Hayden was a second grader, Elias was in kindergarten. The boys were disrupting their classrooms regularly in addition to making life at home very difficult. Melissa called Family Service & Guidance Center, an organization with which she was already familiar.

"I went to Family Service & Guidance Center myself when I was a kid. I was in therapy, and I was seen at the psychiatry department and took medication," Melissa said.

During the boys' admissions appointment, an FSGC staff member told Melissa about a school-based program where kids could receive services at school. Melissa liked the sound of that.

"Hayden had been truant the year before, so I didn't want him to be taken out of school for anything," Melissa recalled. "That way, he could be at school as much as possible. As a child, I didn't like being taken out of school to go to an appointment. It made me feel separate from other kids. So, I thought the school-based program would fit our needs better."

The school-based program is the Mental Health Intervention Team (MHIT). MHIT is designed to help high-needs students in select Topeka schools. By being on-site, MHIT removes a number of obstacles for many families. It also allows services to be provided in the home.

“Elias and Hayden responded to services very well,” Melissa said. They really liked Brynn (their therapist) and Kourtnei (their case manager). Like most kids, they like attention. It made them feel better to have somebody else to talk to and who was interested in what was going on with them.”

She continued, “I’m a single parent, and I was working overnights at a retail store. The program was flexible and fit my schedule. I needed to sleep during the day. It was really helpful that, on my day off, Brynn came to the house to do family therapy.”

Elias and Hayden liked working with Brynn from the start. She taught them new skills for managing their hyperactivity and maintaining their own behavior, including breathing exercises. Slowly, things started to get better. Melissa could see the kids being less aggressive toward each other and communicating better. They were also doing better at school.

The “A-ha!” moment for Melissa came at parent-teacher conferences about four months after the family began services at FSGC.

“Hayden’s teacher talked about how much he had grown in the past year. Elias’ teacher told me how proud she is of him and how he’s just excelling in the classroom,” Melissa said. “That was a big realization that the MHIT services have really helped and everything has come together very well.”



Today, life at Melissa’s house includes a lot of structure, communication and love. They do practically everything together. The changes they have undergone as a family and as individuals have resulted in all three of them being happier and healthier.

Melissa said, “Everything’s not a fight anymore. When the boys are upset, they’re able to work through it with me instead of throwing a tantrum. And they help me do the same with them. Things run a lot smoother now. We just get along better.”

Preschool group meets kids where they're at

Therapists talk a lot about meeting people “where they’re at.” Usually that means understanding where someone is emotionally and mentally.

Sometimes, it means understanding where someone is, physically, so they can get the help they need. That’s the case with the Early Childhood Intervention Program (ECIP) room at Shaner Early Learning Academy in Topeka.

ECIP is a Family Service & Guidance Center therapeutic group for preschool age children who are struggling with social and behavioral development. For half the school day, ECIP group leaders provide a highly structured environment in which they use sharing time, games and various activities to help children learn important skills like listening and following directions, expressing their feelings appropriately, taking turns, cooperation and sharing.

Dr. Connie Romig, FSGC Early Childhood Outpatient Manager, said the program was invited to Shaner.

“The principal at Shaner, Logan Baxter, worked in ECIP a couple of summers when she was finishing up her teaching degree. Logan was very familiar with the program and thought we could help her students,” Romig said.

Children attending Shaner Early Learning Academy engage in a typical preschool curriculum in the morning with teachers and school staff. Then, children in ECIP spend the afternoon working on behavioral and social skills.

Alex Black and Haley Vondracek lead the group each afternoon, and they provide one-on-one help to children in the morning.

“Teachers have appreciated having ECIP staff in the classroom so they can step in and help when needed,” Dr. Romig said.

“One-on-one time is very important,” said Vondracek. “Working one-on-one with a child in the morning helps us build a relationship with them that often leads to trust and positive behavior changes.”

Black noted another benefit to one-on-one time. “When we’re working with kids on their social and emotional skills, the paraprofessionals are watching and learning,” she said. “They can help reinforce what we’re doing.”



Both group leaders believe that regular contact with school staff at all levels has yielded very positive benefits. Vondracek values staff contact because it helps her know what a child needs to work on.

“Whether it’s stopping each other in the hall, going to the classroom or by email, teachers and staff want to touch base about how a child did in class that day and what behaviors they displayed,” she said.

“That helps me plan what we’re going to talk about and what activities we might include during group time.”

Frequent contact with the preschoolers’ parents has also played an important role in the ECIP group’s success.

“(ECIP staff) have almost-daily contact with parents during drop-off and pick-up times,” Dr. Romig said. “That’s a great way to engage parents and hear how things are going at home. Parent buy-in is incredibly important when it comes to helping children change how they behave.”

Black agreed, “Contact with parents and caregivers allows us to build a relationship not only with their child but with them, as well. When parents know that we are working for the good of their child, we can provide service that is even more effective. We’re always looking for ways to better help our kids.”



FAMILY SERVICE &
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325 S.W. Frazier Ave., Topeka, KS 66606

785.232.5005 | FSGCtopeka.com
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