
FAMILY OUTREACH CENTER

2018 ANNUAL REPORT





A WORD FROM DR. V

Dear Friends and Supporters,

We so look forward to sharing the impact of our work and service to the community each year. 2018 is no exception. Outreach continues to be our major focus. Our commitment in this area has allowed us to solidify partnerships with community based providers with similar missions. As a result, participants are able to address a wider range of needs when they appear at their locations, and we have been able to offer behavioral health services in locations throughout the City, County, and West Michigan for those who are sometimes underserved.

Partnerships matter..... and I want to take this opportunity to highlight and publicly thank Baxter Community Center, The Hispanic Center of Western Michigan, and The Oasis of Hope for being outstanding collaborative partners with Family Outreach Center in 2018. We look forward to our continued association as we continue to engage in meaningful work with you and our other collaborative partners throughout West Michigan as we move forward.

Continually moving forward is how we see ourselves and my hope is that as you read the pages of this year's annual report – you are able to see this too. We certainly can't do this without the continued interest and support of you, our friends and colleagues. I hope that you will continue to think about the impact Family Outreach Center, Inc. has in the community.

I also hope that you will take advantage of any opportunity you have to support us in the coming year with your time, talent, and treasure.

Let's continue to move forward together!

All the best,

Dr. V

Dr. V.

Executive Director/CEO
Family Outreach Center, Inc.



OUR BOARD

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OUR MISSION

*"leading the way in promoting
healthy family living by
reaching out to underserved
populations and those who are
low income in our community"*

OUR MANAGEMENT TEAM

Dr. Veneese V. Chandler
Executive Director & CEO

Carla Waite
Director of Clinical Services, LMSW

Jeanne Marek
Director of Finance, BSBA

Michele Seasley
Outpatient Services Program Manager,
LMSW, CAADC, CCS

Melissa Potvin
Adult Case Management Clinical Supervisor,
LPC, CAADC, CCS

Jon McKayJail
Program Manager, LMSW

Rebecca Stevens
Children's In-Home Program Manager,
LMSW

Taj Burgen
CHILL Program Coordinator

Rebeca Pena
Office Manager

Kelly Suarez
Human Resources/IT Manager

Rina Amsbaugh
ECR System Administrator



OUR PROGRAMS

by description

Outpatient Services- Mental Health and Substance Use Disorder Counseling for Children, Youth, Adults and Families

Community Based Services- Coordination and linking to services and resources in our community; including psychiatric services and Faith based counseling services.

Jail Mental Health - Screening, assessments, and crisis intervention for Inmates at the Kent and Muskegon County Sheriff's Departments.

Family Engagement Therapy - Community Based Substance Use Disorder Case Management and Treatment Service for Women and Men with dependent children.

Recovery Management - Community Based Substance Use Disorder Treatment, Case Management and Recovery Coach Services in Kent and Muskegon Counties

Muskegon Services-In partnership with HealthWest we offer Recovery Management, Outpatient and Jail Substance Use Services.

Seeking Safety for African American Males - Assessment, Treatment, and Group Education for African American Males 14-24 Who Have Experienced Trauma as a Result of Being Exposed To Violent Activity

Children's In Home Services - Counseling, case management and Trauma Focused Cognitive Behavioral Treatment (TFCBT) services for families with a child or adolescent who has a serious emotional disturbance (SED) diagnosis.

KSSN and School Based Outreach - Neighborhood and in-school services to promote positive academic and social-emotional outcomes for children, youth and families, including in school individual and family counseling, Youth Screen and Other specialty services

Project CHILL (Children Receiving Help in Living and Learning) - An After School and Summer Enrichment Program for Children living with a guardian and/or parent with a mental health disorder and in treatment

Prevention and Education Services - Community and School Based Group Substance Abuse Prevention Interventions for Children, Adolescents and Adults

OUR IMPACT

"My family and I love CHILL! My kids are excited to go. I feel comfortable sending them...and I don't let my kids go with anybody."

"I like my counselor here, it helps me stay focused. I also like my meetings here which help me stay clean and sober"

"I like the service. It helps me a lot to learn things that I didn't know. I am satisfied with services."

"[I learned] not to be afraid to talk just because you a man and you got to have a tough image. You still have emotions just like everybody else, and sometimes have to express them."

OUR PROGRAMS

by the numbers

Outpatient Services

700 clients
4,991 contacts
4,629 staff hours

Community Based

Doctor Services
367 clients
1,379 contacts
745 staff hours

Community Liaison
12 clients
48 contacts
59 staff hours

Family Engagement Therapy

72 clients
1,510 contacts
1,552 staff hours

Recovery Management

40 clients
904 contacts
925 staff hours

OUR PROGRAMS

by the numbers

Jail Mental Health

Case Notes =
46,946

Notification =
20,399

Jail Case Management

18 clients
18 contacts
15 staff hours

21,854 Individuals Booked in 2018
4,254 Inmates on Psychiatric Medication
6,786 Individual Assessed
909 SMI Clients Identified
443 SMI Clients in Services
442 Case Managed Inmates

Muskegon Services

Jail & Recovery Management
363 clients
3,691 contacts
4,580 staff hours

Seeking Safety

217 clients
3,038 contacts
4,002 staff hours
10 clients received EMDR services

OUR PROGRAMS

by the numbers

Children's In-home

373 clients
7,508 contacts
9,302 staff hours

KSSN and School Based

662 clients
8,658 contacts
7,891 staff hours

Project CHILL

Children Receiving Help in Living and Learning

28 clients
649 contacts
1,298 staff hours

Prevention and Education Services

11 Leadership Groups
107 Individuals served
10 Substance Use Prevention Groups
115 Individuals served
4 Leadership Contests
42 Individuals served
Disseminated Prevention Information
21 Community Events
2,265 Individuals served

FROM THE DESK OF CARLA

Spotlight on Growth: Modified Seeking Safety Growth

The Seeking Safety team at Family Outreach Center has been working to address mental health needs of young African-American males in Grand Rapids who have experienced trauma and violence.

In Year 3 of its operation, the Seeking Safety program served 135 young men, with more individuals completing group therapy this year than in Year 1 and Year 2 combined. In partnership with the Western Michigan University Evaluation Center it was found that participants report an increase in resiliency after attending at least one Seeking Safety group. There has been an increase in therapeutic services with 81% of participants receiving at least one services, including individual therapy, peer supports or Eye Movement Desensitization and Reprocessing (EMDR). Peer Supports utilization has increased, with 64% of participants taking advantage of this service. There was 1 new peer support specialist added in 2018.

Spotlight on Teamwork: Family Engagement Therapy (FET) Teams

The Family Engagement Therapy Teams at Family Outreach Center are made up of a therapist, recovery coach and case manager. Together, these team members provide support to primarily mothers who have children and are overcoming addiction. FET Team members report that working together provides significant benefit to the work of supporting clients in their recovery. Team members are able to discuss cases and provide different perspectives on the client's situation. This dynamic helps the teams to generate more ideas and options to help their clients overcome challenges. The FET Teams also provide built in support and encouragement from team members, which helps with stress management.

The FET Team members go into the homes and communities of their clients, meeting them where they live and work. The team members shared this allows the clients to be more comfortable, as well as lets the staff member see the environment in which the clients live. The clients served by the FET Teams face quite a number of stressors in their lives. Poverty, homelessness, stigma, and leaving behind unhealthy relationships are just some of the many challenges these clients experience. By having the support of the FET Team members, the clients are able to access services and support all in one place.



FROM THE DESK OF CARLA

Spotlight on Training:

Training is a Priority at Family Outreach Center!

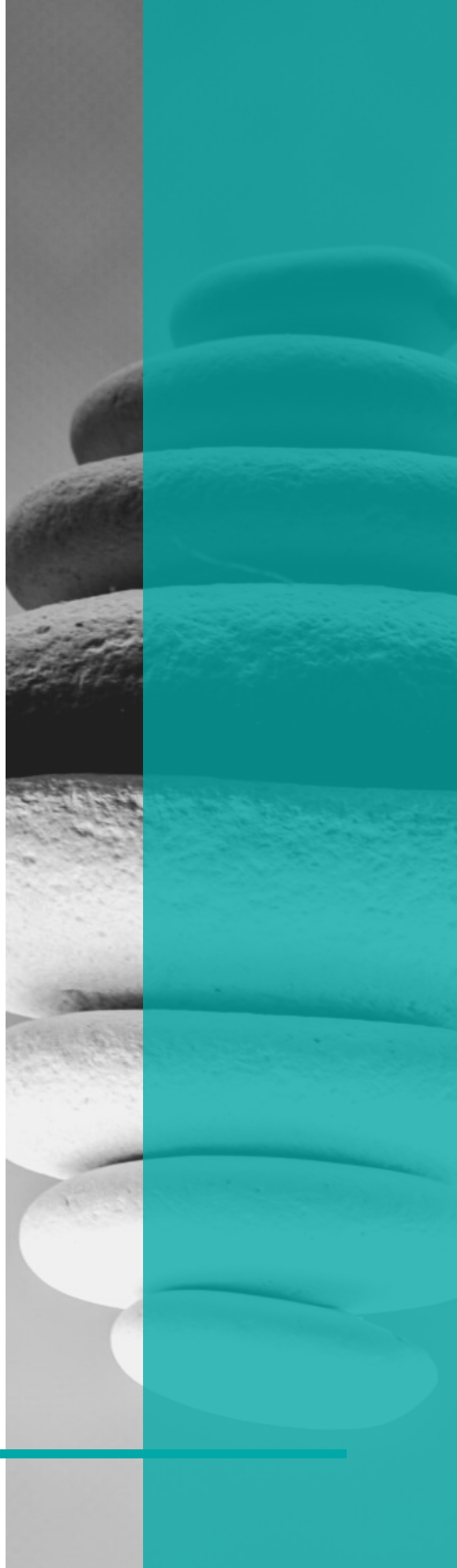
At Family Outreach Center we take pride in ensuring that our staff have opportunities to attend training events throughout the year in the community and within our training department. Here are a few of the training opportunities staff participated in this year:

- Michigan Home Based Family Services Association Annual Conference
- 19th Annual Substance Use and Co-Occurring Conference
- Healing Justice Alliance Annual Conference
- Beck Institute: Cognitive Behavioral Therapy for PTSD
- Monthly Substance Use training's
- Yearly Mandated Reporter training

Spotlight on Procedures:

Health Net Intake Procedure

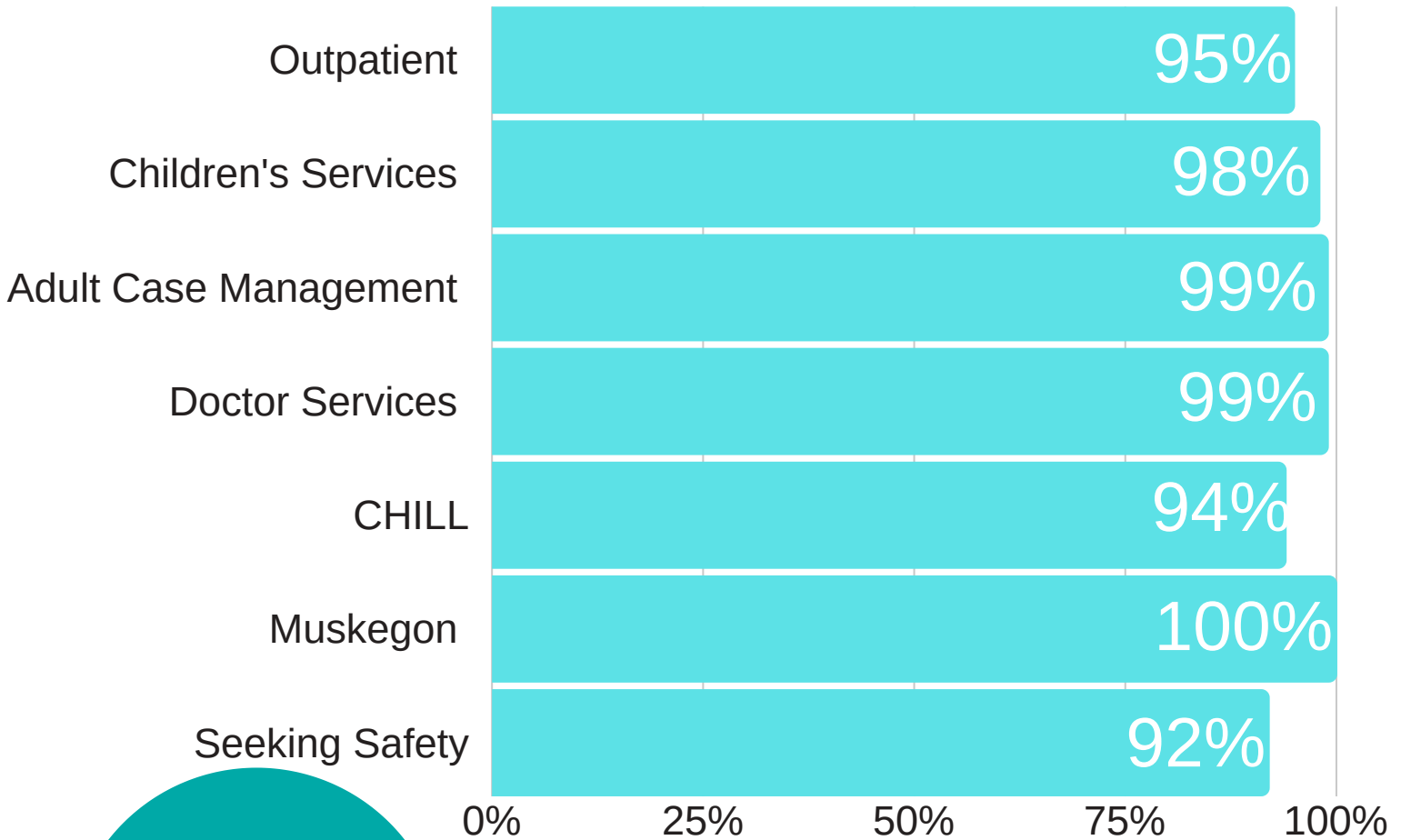
In Spring of 2018, Family Outreach Center joined Health Net in a collaboration that aimed to increase the amount of resources provided to clients during the intake process. Clients are offered a survey regarding needs for: food, housing, transportation, utilities, or safety. Intake staff then provides the clients an extensive list of community resources based on their zip code. The information from the survey is also reported to Health Net, who will follow up with any additional needs presented by the client. This process helps to ensure that clients receive the resources they need and to address barriers to treatment.



PQI HIGHLIGHTS

Family Outreach Center is committed to quality! Our Performance and Quality Improvement efforts results in efficiency, effective service delivery, effective management practices, and meeting program goals.

Here are the results of our initial client satisfaction surveys! This tracks the percentage of client satisfied with services after intake.

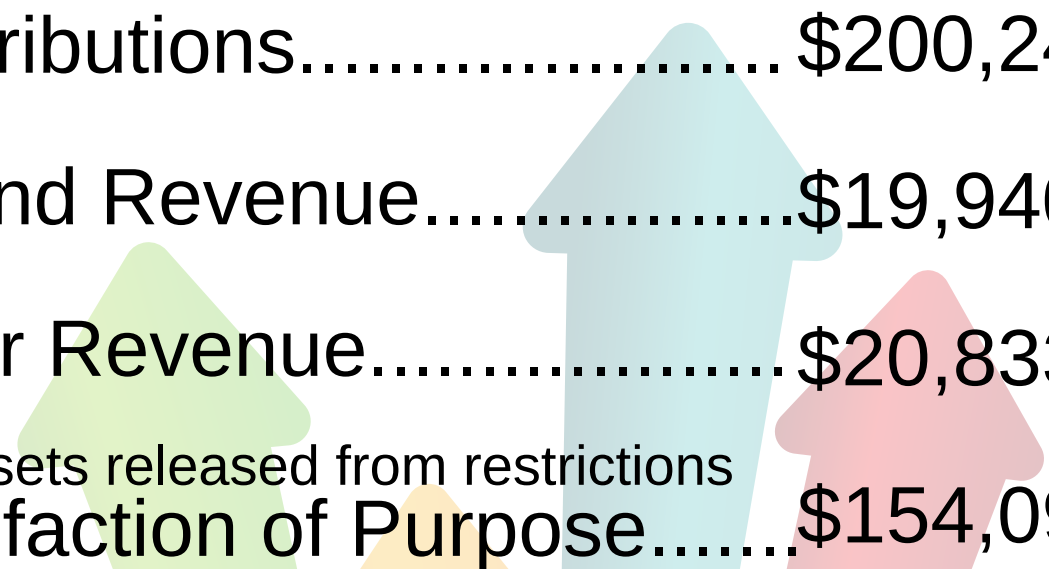


**AVERAGE
CLIENT
SATISFACTION**

QUARTERLY CLIENT SATISFACTION



FINANCIALS



Client Fees.....	\$2,214,105
Grant Revenue	\$2,465,193
Contributions.....	\$200,242
In-Kind Revenue.....	\$19,940
Other Revenue.....	\$20,833
Net assets released from restrictions Satisfaction of Purpose.....	\$154,093

OUR VALUES

Quality Outcome Based Services
that yield tangible and lasting results

Commitment to Diversity
equity and inclusion

Integrity
professional and ethical practices

Respect for People
individuals, communities, and cultures

Best Practices
that meet and supersede industry standards

DEMOGRAPHICS

Ethnicity

22%

Hispanic/Latino

Race

48%

People of Color

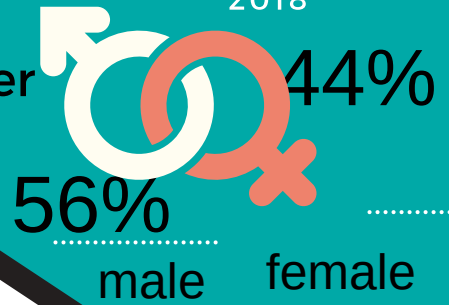
Family Size

1 - 3..... 50%

4 - 5..... 36%

6 OR MORE..... 14%

Gender



Average Family Size

\$22,608

Average Annual Income

*35.48% income increase over last year. Data collection/recording issues account for most of the increase.

Household Income

67%

16%

17%

0 - \$24,999

\$25,000 to \$34,999

\$35,000 and up

Primary Language

95%

ENGLISH

5%

SPANISH



0-12

23%

13-17

17%

Age

18-29

21%

30 AND UP

38%



PARTNER WITH US!

We couldn't do this work without you! We are forever grateful. With ever changing finances, needs of those we serve and increased mental health concerns of those in our community we expect the need for services to continue to grow. In order to meet those needs, we need your help!



LIKE US ON FACEBOOK



GIVE THE THE GIFT OF TIME

We have volunteer board and committee positions available. Share your knowledge and expertise in support of our work.



ATTEND EVENTS OR HELP PLAN

We have a variety of fund development projects, events and opportunities. Help plan or purchase a ticket!



GIVE A GIFT FROM OUR WISH LIST

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