

*Family* OUTREACH *Center*

# ANNUAL REPORT 2020

THE YEAR OF CHANGE, TELEHEALTH AND COVID





# A NOTE FROM DR.V

*Dear Friends and Supporters,*

The Year 2020 was nothing short of amazing .... Who ever thought we would experience a nationwide Pandemic in our life time. Despite all of the uncertainty, fear, loss, and change that occurred, I am happy to say that we made it! You already know the type of adjustments that had to be made to ensure that we were able to fulfill our mission and commitment to the community.

Major shifts in the way we deliver services occurred in record time. We definitely operated with a dual focus - firstly to do whatever was necessary to take care of our incredible staff and secondly position ourselves to continue delivering services to some of the most vulnerable children, youth, adults and families in our City and County. Telehealth became the primary modality used to serve our community out of necessity. Today we view telehealth as an important service option that we should offer in our effort to serve people with mobility issues, limited transportation options, and definitely something to be considered during our time of inclement weather.

Even though we made it through 2020, we certainly could not have accomplished this without the help and financial support of our friends, funders, and supporters who recognized the exacerbated mental health needs of our community. The financial support we received during this critical time helped to sustain our organization and fill in "the gaps." For this, we say "Thank You!" It's a privilege to be a part of such a supportive community!

Yes, we made it through 2020.....and we are hopeful that this next year will bring about even more stability in our community and increased levels of service.

We still need you to partner with us as part of our commitment to remain focused and mission driven. Your interest, well wishes and financial support is what we need to continue to make it through and to go forward.

Thank you in advance for all you do and for your continued support

*Dr. V.*

— “ —  
It's a privilege to be a part of such a supportive community!  
—

# OUR BOARD

**Mr. Robert Poppe**

(President) -Retired Steelcase Inc.

**Atty. Timothy Ryan**

(Vice President) Jackson Lewis LLP

**Mrs. Willa Hill**

(Secretary)  
Grand Rapids Public Schools

**Mr. James Schoettley**

(Treasurer)  
Comerica Bank

**Mr. Michael A. Maier**

Geenen DeKock Properties

**Mr. Bobby Branch**

Lacks Enterprises, Inc.

**Mrs. Audrey Mayfield**

AHM Management Services

**Mrs. Angie Hamlett**

Habitat for Humanity of Michigan

**Rev. Dr. Willie A. Gholston II**

First Community AME Church

**Mr. Caleb Hollier**

Spartan Graphics

**Ms. Lisa C. Reminga**

Cascade Engineering Inc.

**Mr. Dan DeVos**

Board Member Emeritus  
DP Fox

## 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

*"The strength of the team is each individual member. The strength of each member is the team."*

## OUR VALUES

Quality Outcome Based Services

Commitment to Diversity

Integrity

Respect for People

Best Practices

**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

**Jon McKay**  
Jail Program Manager, LMSW

**Jonathan Stevens**  
Adult Case Management Clinical Supervisor,  
LMSW, Mdiv

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

**Taj Burgen**  
CHILL Program Coordinator, LLMSW

**Kimberly Heger**  
Office Manager

**Jan Alkema**  
Human Resources/IT Manager

**Rina Amsbaugh**  
ECR System Administrator

# OUR PROGRAMS

**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

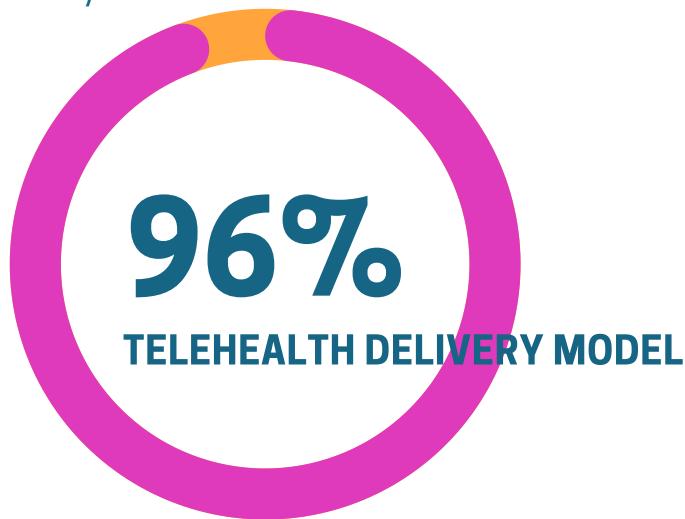
**Project CHILL (Children Receiving Help in Living and Learning)** - An After School and Summer Enrichment Program for Children living with a guardian and/or parent with a mental health disorder and in treatment

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

# PQI

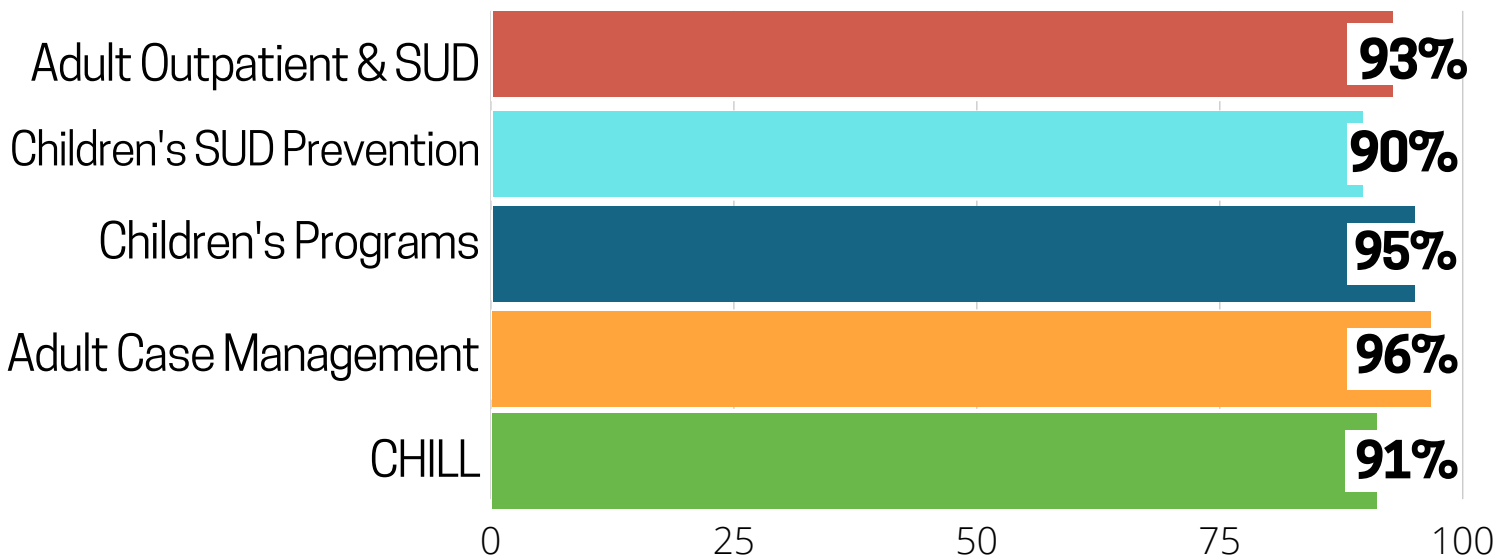
We adapted quickly to meet the needs of those we serve!

This was truly a year of change and challenge! The core of what we do almost seemed an impossible task. Our staff continued to serve and meet the mental health needs of our community! Together we were able to find the balance between service and safety!



- Reduced face to face contact with clients in office and in community settings
- Completed Agency Covid Action Plan
- 20 service programs- went virtual!
- 100+ Staff equipped and positioned for remote work!
- Support Staff continued to coordinate and support ALL programs...changed schedules, and completed all essential work functions in office and remote
- Our billing and finance teams teams adjusted to all new rules and aligned our electronic client record to ensure that we could bill and deliver telehealth services!
- Office spaces were rearranged for social distancing and capacity limits were posted
- Staff were provided with ALL protective equipment including masks, hand sanitizer, disinfectant sprays!

## CLIENT SATISFACTION SURVEYS



# OUR SERVICES

by the numbers

## OUTPATIENT SERVICES

**584** Clients  
**4,752** Visits  
**4,180** Staff Hours



## RECOVERY MANAGEMENT

**34** Clients  
**840** Visits  
**816** Staff Hours



## FAMILY ENGAGEMENT THERAPY

**73** Clients  
**1,606** Visits  
**1,281** Staff Hours



# OUR SERVICES

by the numbers

## SEEKING SAFETY

**160** Clients  
**1,452** Visits  
**1,783** Staff Hours



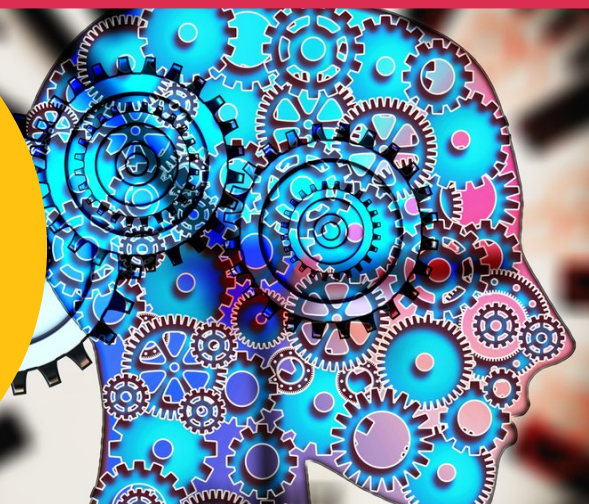
## MUSKEGON SERVICES

<b>Jail Services</b>	<b>Recovery Management</b>
<b>201</b> Clients	<b>75</b> Clients
<b>388</b> Visits	<b>2,277</b> Visits
<b>392</b> Staff Hours	<b>2,289</b> Staff Hours



## DOCTOR SERVICES

**244** Clients  
**991** Visits  
**534** Staff Hours





# OUR SERVICES

by the numbers

## KSSN AND SCHOOL BASED SERVICES

**588** Clients  
**8,749** Visits  
**6,901** Staff Hours

## CHILDREN'S IN-HOME SERVICES

**274** Clients  
**5,854** Visits  
**4,996** Staff Hours

## PROJECT CHILL

**12** Clients  
**116** Visits  
**186** Staff Hours



# OUR SERVICES

by the numbers

## JAIL MENTAL HEALTH

### MI Rep

**29** Clients

**246** Visits

**189** Staff Hours

### Case Management

**24** Clients

**24** Visits

**24** Staff Hours

**39,802** Case Notes   **11,847** Referrals



Jail Staff responded to:

# 22,564

Suicidal Watch Alerts

**14,217** seen weekly  
**6,907** seen 2 times a week  
**1,440** seen 2 times a day

**12019** Individuals Booked

**4459** Individuals Assessed

**573** Clients Identified

**173** SMI referrals to MI Pod

**290** SMI currently in services

**26** DD clients identified

**5473** Inmates on Psychiatric Meds

## PREVENTION AND EDUCATION SERVICES

**14** Substance Use Prevention Groups

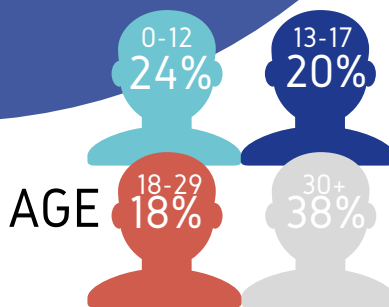
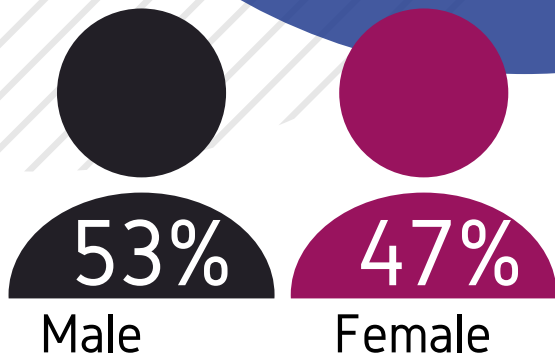
**17** Information Dissemination Events

**2** Gambling Prevention Groups

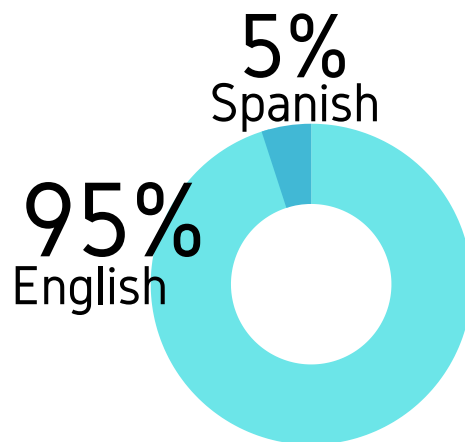


# DEMOGRAPHICS

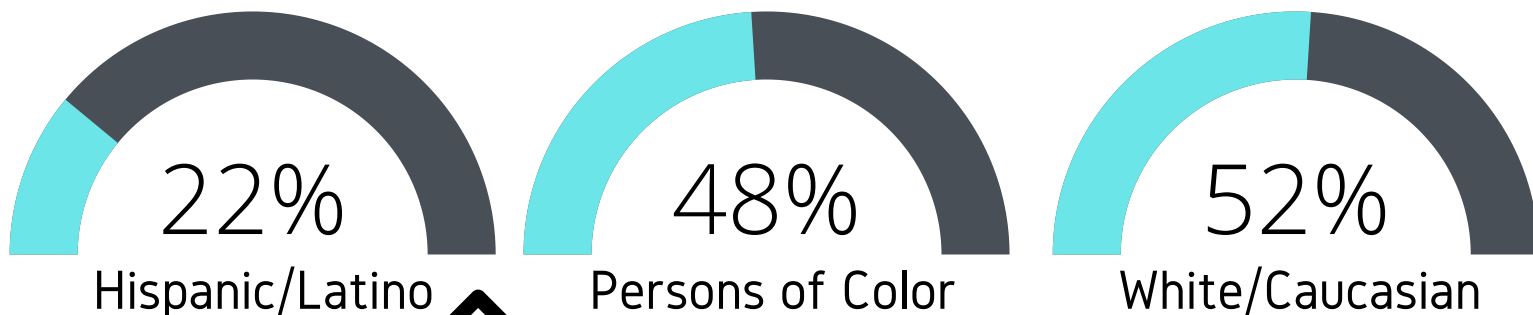
## GENDER



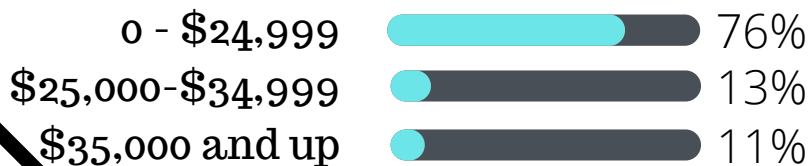
## PRIMARY LANGUAGE



## RACE AND ETHNICITY



## Annual Household Income



## Average Income

\$23,096.00

2,224  
Clients Served

# FINANCIALS

\$3,235,847

GRANT  
REVENUE

\$1,707,625

CLIENT  
FEES

\$ 799,567

PPP  
FORGIVENESS

\$ 585,291

CONTRIBUTIONS

\$ 27,355

IN-KIND  
REVENUE

\$ 4,878

SATISFACTION  
OF PURPOSE

“  
The financial support  
we received during  
this critical time  
helped to sustain our  
organization and fill in  
'the gaps.'

*Dr. V*

# CONNECT WITH US



## Main Office

1939 S. Division  
Grand Rapids, MI 49507  
☎ (616) 247-3815  
📠 (616) 245-0450

## Southwest Office

255 Colrain St. SW, Ste. 2  
Grand Rapids, MI 49548  
☎ (616) 988-1479  
📠 (616) 988-1493

## Muskegon Office

1611 Oak Ave.  
Muskegon, MI 49442  
☎ (616) 247-3815  
📠 (616) 245-0450



Find us on the web: [www.focgr.org](http://www.focgr.org)



[@FamilyOutreachCenter](#)



TEXT-TO-GIVE  
Text 'FOCGR' to 44-321  
to Donate Today!



[@FamilyOutreachCenter](#)



[Check Out Our Amazon Wishlist!](#)



Email Us @ [info@focgr.org](mailto:info@focgr.org)