Family Outreach Center, Inc.

2012 Annual Report

reaching out to strengthen family life
Dear Friends and Supporters,

A very wise, intelligent, and insightful woman in American History said the following:

“Without community service, we would not have a strong quality of life. It’s important to the person who serves as well as the recipient. It’s the way in which we ourselves grow and develop.” Dorothy Height

It is a pleasure to be a part of the expansive human service network in Kent County. 2012 has been an invigorating year for our organization in that we have established new partnerships, participated in community conversations about needs and emergent issues, and offered collaborative programming that has and will continue to benefit our community’s children and families.

There is still much work to be done. Family Outreach Center is up for the challenge and excited about being involved in the process and more importantly a part of the “solution.” We recognize that we would not be able to achieve our goals or remain mission driven were it not for the interest and support given us by our friends and supporters. We’d like to take this opportunity to acknowledge the contributions of every donor, volunteer and well-wisher. You are essential to our success and we definitely couldn’t do this important work without YOU! Thank you for your continued support.

In Appreciation,

Dr. V.

Dr. Veneese V. Chandler, Executive Director & CEO
Family Outreach Center, Inc.
board of directors

Robert Poppe, President - Development Director at Steelcase in Grand Rapids, Michigan

Timothy Ryan, Vice President - Partner in the Grand Rapids, Michigan office of Jackson Lewis, LLP

Douglas Singer, Treasurer - Retired President of Grantex, a Michigan textile rental company for 30 years

Willa Hill, Secretary - Paraprofessional, currently functioning as a Student Advocate for at-risk students for Grand Rapids Public Schools

Bobby Branch - Distribution Center Manager at Lacks Enterprises, Inc. in Grand Rapids, Michigan. Advocate for mental health issues

Dan DeVos - Chairman of the Board and Chief Executive Officer of DP Fox Ventures, LLC, a diversified management enterprise in Grand Rapids, Michigan

Rosa Fraga - Retired Principal of San Juan Diego Academy in Wyoming, Michigan

Aracelis D. Franchi - Retired business woman from Ada, Michigan

James Kilbourne - Business owner of Burton Heights Body Shop in Grand Rapids, Michigan

Michael Maier - Partner with Rockford Development Group.

Audrey Mayfield - Consultant, AHM Management Services in Grand Rapids, Michigan

Kristen Moss - Youth Coordinator at Girls Inc. at the YWCA West Central Michigan in Grand Rapids, Michigan

Nicole Rodammer - Director of Development at Boys & Girls Clubs of Grand Rapids Youth Commonwealth

Dr. LeAnne Silvey - Associate Professor in Human Development and Family Studies, and Director of the American Indian Studies Program at Michigan State University in East Lansing, Michigan
you are not alone. as reflected in our mission statement, family outreach center is here to “lead the way in promoting healthy family living by reaching out to underserved populations and those who are low-income in our community.”

history

family outreach center, was formed as a result of the initiative of community leaders who were concerned about the deterioration of family life within segments of the population residing in the “inner-city” of grand rapids.
Since 1979, programs have been offered that are designed to assist the community with mental health needs. Services are offered in English and Spanish.

**Program Services**

Outpatient Mental Health and Substance Abuse programs provide counseling services to address mental health and substance abuse treatment for children, youth, adults, and families who reside in Kent County.

**Community Liaison** is low intensity case management providing community services.

**Doctor Services** provides assessments and support for adults and children by State licensed and board certified psychiatrists.

**Family Engagement Therapy** provides treatment and support to female heads of household with comprehensive family-focused substance abuse needs.

### 2012 Funding Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Network 180</td>
<td>$2,287,771</td>
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<tr>
<td>Department of Human Services</td>
<td>618,926</td>
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<tr>
<td>Jail Workforce Development</td>
<td>164,988</td>
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<tr>
<td>Kent School Services Network</td>
<td>134,133</td>
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<tr>
<td>Other Service Fees</td>
<td>126,629</td>
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<tr>
<td>Community Corrections</td>
<td>13,682</td>
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<tr>
<td>Kent County Juvenile Court</td>
<td>4,000</td>
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<tr>
<td>Contributions</td>
<td>786,876</td>
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<tr>
<td>Kent Health Plan</td>
<td>4,700</td>
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<tr>
<td>In Kind Contributions</td>
<td>21,611</td>
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<tr>
<td>Miscellaneous</td>
<td>4,284</td>
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<tr>
<td>Loss on Disposal of Equipment</td>
<td>(35,719)</td>
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<tr>
<td>United Way Funding</td>
<td>295,645</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$4,131,881</strong></td>
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</tbody>
</table>
Project C.H.I.L.L. (Children receiving Help In Living and Learning) provides services for children between the ages of six and twelve, whose parents are receiving mental health services at Family Outreach Center or other behavioral health providers.

Recovery Management is an outreach program that is an innovative option to traditional substance abuse treatment offered to help participants meet basic needs, stay clean, and sober.

Taraji (Faith & Hope) Faith-Based Counseling Services is a program designed to bridge the gap between the mental health system and the church community, incorporating the principles of faith and traditional counseling methods.

In-Home Services provides services for children between the ages of zero and seventeen with severe emotional and behavioral problems.

Jail Mental Health Services provides mental health screening for inmates booked into the Kent County Correctional Facility twenty-four hours, seven days per week.

Through the collaborative efforts of Area School Districts, Network 180 and Family Outreach Center, children and families have the opportunity to participate in:

School Based Outreach (Youth Screen) is designed to service at-risk school aged children. The children and families are provided outreach counseling and group services. The Youth Screen programs provide mental health screenings for junior high and high school students.

Kent School Services Network (KSSN) provides neighborhood-based and in-school services designed to promote positive academic and social-emotional outcomes for children, youth, and families.
prevention & education classes

Family Outreach Center’s prevention and education classes assist individuals and families with parenting and life skills.

**Confident Parenting** is a ten-week, two-hour series of classes that teaches parents techniques related to rule and limit setting, mild social disapproval, praise, time-out and special incentive programs.

**Effective Black Parenting** is a ten-week, two-hour series of classes which teaches parents and others techniques to use while raising healthy and proud African American children.

**Juvenile Court Parent Workshop** is a four-week, two-hour series of classes that teaches choices and consequence parenting techniques.

**Los Niños Bien Educados Parenting** is a ten-week, two-hour series of classes which teaches parents and others techniques to use while raising healthy and proud Latino children.

**Substance Use Prevention Groups** are provided to youth ages five - seventeen. The prevention groups specialize in providing youth with a fun way to learn basic skills that will enable them to avoid substance use.
Family Outreach Center’s emphasis on Performance Quality Improvement (PQI) is designed to ensure that the highest standards of quality are achieved and maintained throughout our service delivery system. We recognize that there will always be ways in which we can improve our services. Our PQI plan helps to ensure that the agency and all its processes, programs, services, and employees are working together in an optimum fashion to achieve the ‘quality’ results desired by the organization. Our focus includes the participation of clients, board, management, staff, and other key stakeholders.

In an effort to always be positioned to quickly address the challenges of ongoing change around us, performance data and consumer feedback is generated, reviewed, analyzed and reported quarterly at a minimum. Utilization review of activities (the process for monitoring the use and delivery of services) are also integrated into the performance quality improvement process.

The delivery of quality service is our focus!
We pledge to continue to emphasize ‘quality’ in all that we do.

www.focgr.org
FOC HIGHLIGHTS

- Electronic Clinical Record (ECR) - Throughout the last year ECR has helped with documentation, keeping accurate notes, and being able to quickly address client issues as they arise. One of the advantages from a clinical perspective is that FOC can easily assist clients with emergencies even when the therapist is not available.

- Training/Continuing Education Program (CEU) - This year the focus has been on becoming a continuing education unit provider through the Association of Social Work Boards Approved Continuing Education Program (ACE). One of the benefits of offering internal and external trainings for CEUs is financial savings and the possibility of generating additional revenue.

- AARP Foundation WorkSearch Program - In November 2012, Family Outreach Center (FOC) became a host agency working with the AARP Foundation Senior Community Service Employment Program (SCSEP). It is a way for those who are seniors to get back into the workforce and train at the same time. Since the partnership in 2012, five participants have trained at FOC and three have found full-time work.

### 2012 Registered Clients Served

#### Gender

- Female: 990
- Male: 1,057
- Total: 2,047

#### Ethnicity

- African American: 566
- American Indian: 21
- Asian: 6
- Caucasian: 833
- Latino (Hispanic): 371
- Multicultural: 119
- Other: 19
- Unreported: 112
- Total: 2,047

#### Income

- Less than $5,000: 673
- $5,000 - $9,999: 273
- $10,000 - $14,999: 232
- $15,000 - $24,999: 246
- $25,000 - $34,999: 73
- $35,000 - $49,999: 41
- $50,000 - $74,999: 15
- $75,000 or more: 8
- Unreported: 486
- Total: 2,047

#### Age Group

<table>
<thead>
<tr>
<th>Age Range</th>
<th>2012 Registered Clients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-11</td>
<td>379</td>
</tr>
<tr>
<td>12-17</td>
<td>326</td>
</tr>
<tr>
<td>18-25</td>
<td>266</td>
</tr>
<tr>
<td>26-49</td>
<td>874</td>
</tr>
<tr>
<td>50+</td>
<td>202</td>
</tr>
<tr>
<td>Total</td>
<td>2,047</td>
</tr>
</tbody>
</table>

### 2012 Jail Mental Health Services

- Total Case Notes: 47,922
- Total Notifications: 18,329
YOUR gift to Family Outreach Center, Inc. helps to continue to “Strengthen Families and Change Lives.” Thank you in advance for your continued support. Perspective donors have many options for supporting the work of Family Outreach Center, Inc. which include:

- Bequests
- Cash
- Endowments
- Insurance
- Payroll Deductions in the Workplace
- Real Estate
- Stocks & Bonds
- Fund Raising Activities

Family Outreach Center would like to thank Celebration! Cinema South, Berends, Hendricks, & Stuit Insurance Agency, Mercantile Bank of Michigan, Kraft Business Systems, The Grand Rapids Times, WYGR 94.9 FM / 1530 AM and Ken Faber for sponsoring and supporting the agency’s first movie premiere fundraiser “Sparkle” shown on August 16, 2012.

Over 266 community supporters attended the movie premiere and participated in an after the movie conversation discussing not only the movie, but how mental health issues are a major concern in our community. Funds supported the agency programs.

http://www.focgr.org/donations.php

Donate

Now