

# *Family* OUTREACH *Center*

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**ANNUAL REPORT**

# 2019



# MESSAGE FROM DR. V



*Dear Friends and Supporters,*

Your Support has been incredible! 2019 has been an interesting and exciting year for Family Outreach Center, Inc. We've experienced some highs and lows.....but all in all.....we've grown, diversified in some areas, and expanded our reach into the community. We are fortunate to be able to collaborate with many amazing partners who share the same commitment we do – the provision of quality services that can change lives.

We recognize that our work has still only just begun. There's no shortage of needs in our community. And we at Family Outreach Center want you to know that there is no shortage of our commitment. We are here for the community and willing to offer our best in service to the community. We are able to do this because of the continuous support of you, our friends and supporters.

As we move forward in our continuous effort to bridge the gap in the field of behavioral health services for so many who are vulnerable and often disenfranchised in Kent County and the West Michigan area that we are able to count on your support.

Your support has truly been incredible in the past. We look forward to it being even more so in the future.

Thank you.....and we wish you all the best,

*Dr. V.*

**Dr. Veneese V. Chandler,**  
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

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**Dr. Veneese V. Chandler**  
Executive Director & CEO

**Carla Waite**  
Director of Clinical Services, LMSW

**Jeanne Marek**  
Director of Finance, BSBA

**Michele Seasily**  
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

**Rebeca Pena**  
Office Manager

**Jan Alkema**  
Human Resources/IT Manager

**Rina Amsbaugh**  
ECR System Administrator

**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



## OUR VALUES

# OUR PROGRAMS

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**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 SERVICES

## OUTPATIENT SERVICES

692 Clients  
4,813 Contacts  
4,521 Staff Hours

## RECOVERY MANAGEMENT

43 Clients  
847 Contacts  
862 Staff Hours

## FAMILY ENGAGEMENT THERAPY

70 Clients  
1,366 Contacts  
1,469 Staff Hours



# MUSKEGON SERVICES

## Jail Services

361 Clients  
1,045 Contacts  
1,389 Staff Hours

## Recovery Management

43 Clients  
847 Contacts  
862 Staff Hours

## SEEKING SAFETY

223 Clients  
2,564 Contacts  
3,629 Staff Hours





## **KSSN AND SCHOOL BASED SERVICES**

692 Clients  
9,293 Contacts  
8,214 Staff Hours

## **CHILDREN'S IN-HOME SERVICES**

290 Clients  
6,092 Contacts  
6,794 Staff Hours

## **PROJECT CHILL**

Children receiving Help In Living and Learning

16 Clients  
438 Contacts  
876 Staff Hours



## DOCTOR SERVICES

323 Clients  
1,118 Contacts  
692 Staff Hours

## JAIL MENTAL HEALTH

### MI Rep

38 Clients  
763 Contacts  
843 Staff Hours

### Jail Case Management

23 Clients  
23 Contacts  
23 Staff Hours

**45,599** Case Notes  
**16,936** Notifications

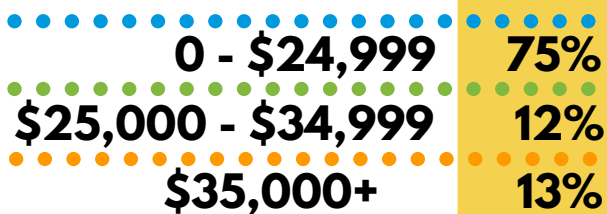
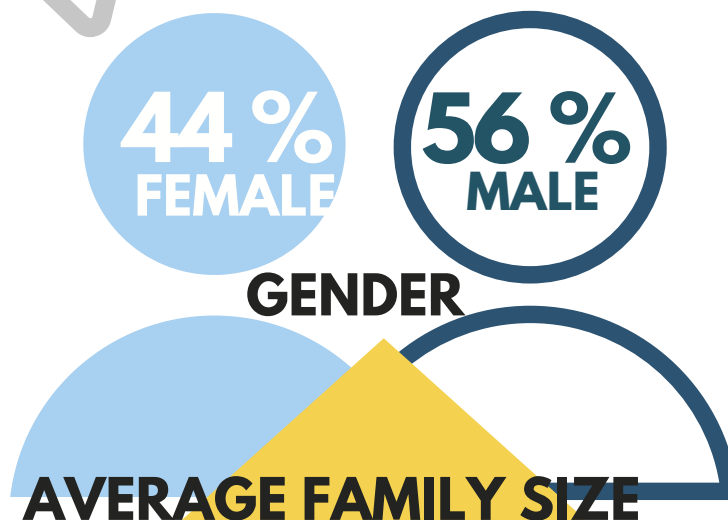
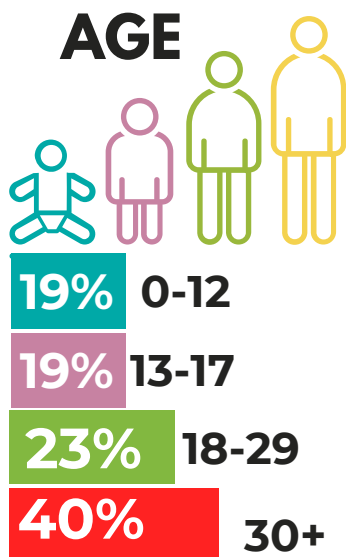
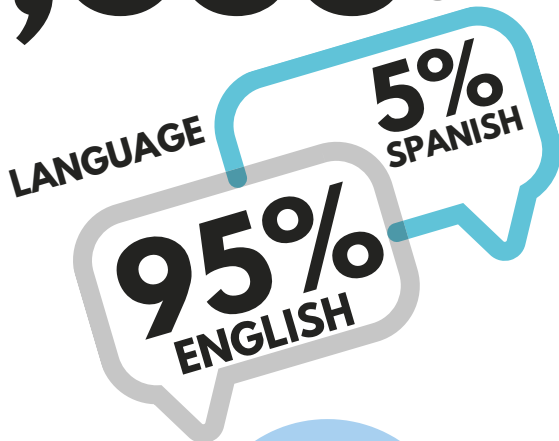
### *Other* **Jail Data**

**20,382** Individuals Booked  
**6,766** Individuals Assessed  
**916** Clients Identified  
**233** SMI referrals to MI Pod  
**385** SMI currently in services  
**6,123** Inmates on Psychiatric  
Meds



# WHO WE SERVE

**2,866** CLIENTS  
SERVED



**\$17,122**

AVERAGE ANNUAL INCOME

# CASE FILE REVIEWS

| PROGRAM   | OUTPATIENT | CHILDREN'S<br>IN-HOME<br>SERVICES | ADULT CASE<br>MANAGEMENT | PROJECT<br>CHILL |
|---|------------|-----------------------------------|--------------------------|------------------|
| Number of Records<br>Reviewed Annually                            | 54         | 106                               | 78                       | 39               |
| Was the Plan<br>Consistent with<br>Assessed Need                  | 93%        | 96%                               | 90%                      | 100%             |
| Are Services<br>Consistent With<br>the Plan                       | 87%        | 90%                               | 77%                      | 100%             |
| Is The Assessment<br>Complete And<br>Comprehensive                | 100%       | 89%                               | 92%                      | 100%             |
| Was There a<br>Positive Measurable<br>Outcome for Closed<br>Cases | 77%        | 91%                               | 94%                      | 100%             |
| Does the Record<br>Reflect Integrated<br>Care                     | 89%        | 93%                               | 90%                      | 100%             |

## FY2019 Provider Quality Review

Family Outreach Center participated in a Provider Quality Review with Beacon Health Options with (7) programs undergoing clinical chart audits. Findings indicated that all Review Standards were met across all programs reviewed.

### What Auditors are saying about Family Outreach Center Services

*"A strengths-based perspective was seen throughout the psycho-social assessments, IPOS, treatment plans, and service documentation"*

*"All employee files reviewed met quality standards"  
"The assessment of risk was done well"*

*"Very good periodic review notes on consumer's progress"*



# INITIAL SATISFACTION SURVEYS

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indicates the percentage of clients that strongly agreed or agreed with services at initial appointment

99%

Adult Case  
Management

99%

Project  
CHILL

96%

Doctor  
Services

97%

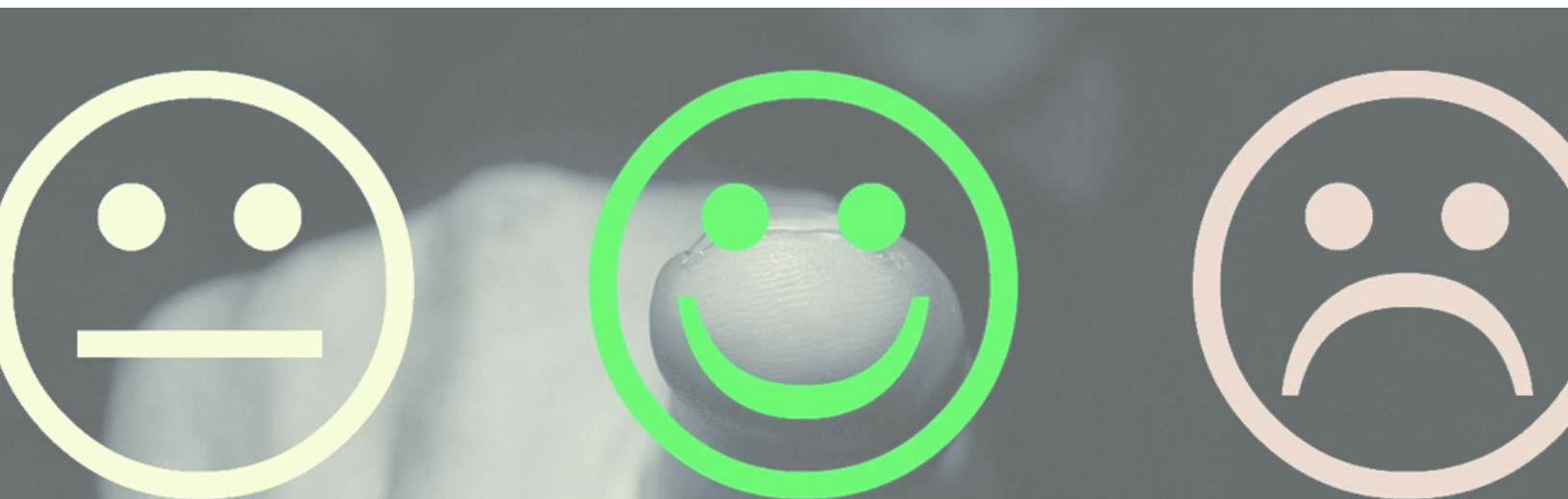
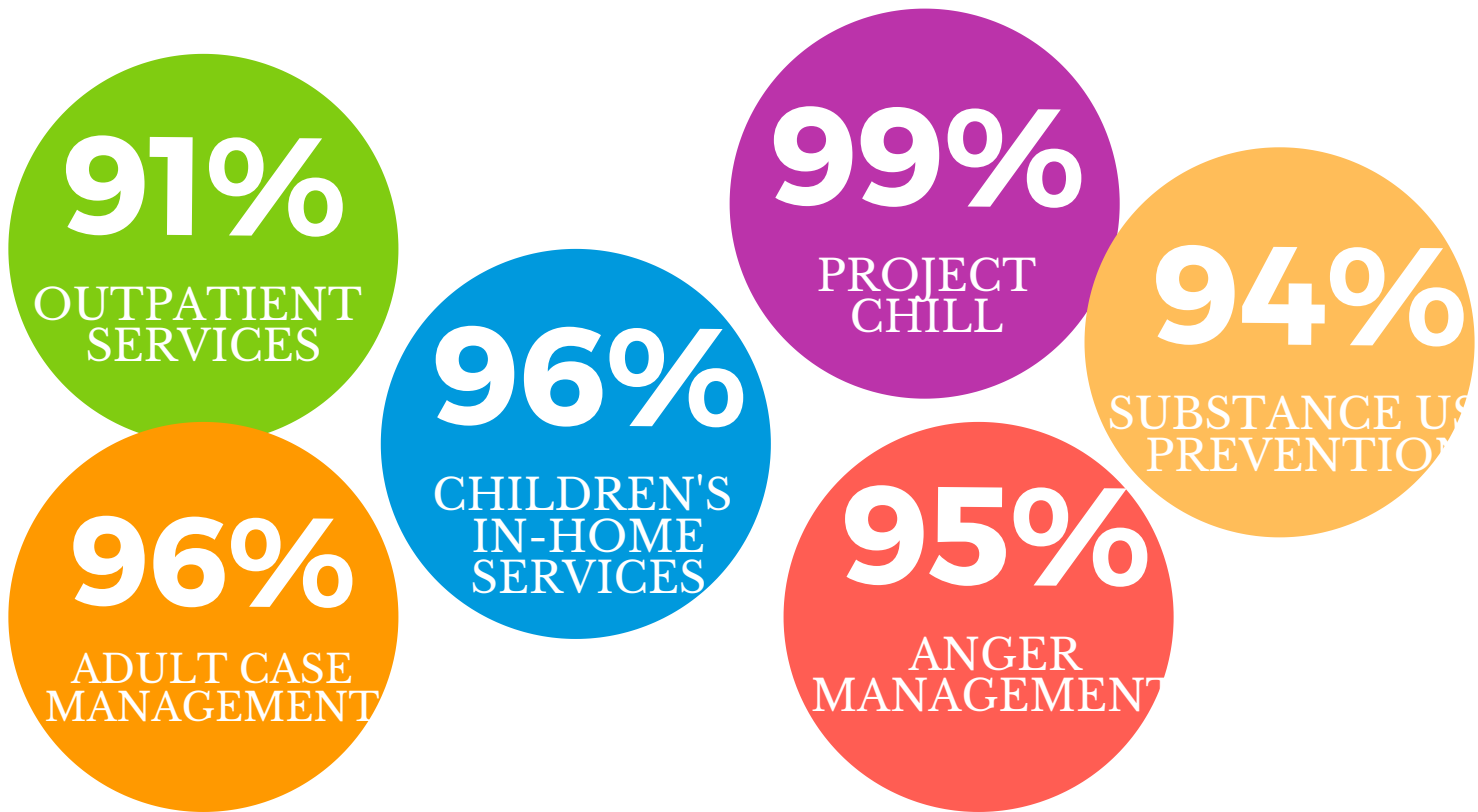
Outpatient  
Services

98%

Children's  
In-Home  
Services

# QUARTERLY SATISFACTION SURVEYS

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\* indicates the percentage of clients that strongly agreed or agreed with services

# PQI HIGHLIGHTS

## STREAMLINING FORMS

In 2019 the clinical management team reviewed best practice standards for documentation and revised the Psychosocial Assessment; Person Centered Plan; Intake Paperwork; Release of Information and Crisis Response Plan.

## A TRAUMA INFORMED LENS

A Family Outreach Center's services are driven by trauma informed practices.

## PREVENTION SERVICES EXPAND

Our strategies for effective prevention of mental health and substance use disorders in young people include strengthening families through parenting programs, promoting positive choices, increasing supports and providing healthy community programs, and supporting social and emotional learning.

## CO-LOCATING BEHAVIORAL HEALTH OUTPATIENT SERVICES

Through Spectrum Healthier Community and Mercy Health grant opportunities, Family Outreach Center's Outpatient Program has co-located behavioral health services with three community partners: Baxter Community Center; Hispanic Center of West Michigan and Oasis of Hope.

Family Outreach Center currently has 5 major service areas:

- Outpatient
- Children's Services
- Adult Case Management
- Jail Mental Health and Prevention.

There are **23 programs** and Initiatives within the **5 major service areas**.





# FINANCIALS

Client Fees **\$2,214,105**

Grant Revenue **\$2,468,193**

Contributions **\$200,242**

Satisfaction of Purpose **\$154,093**

In-Kind Revenue **\$19,940**



# 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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**Main Office:**  
1939 S. Division  
Grand Rapids, MI 49507  
P: 616-247-3815

**Southwest Office:**  
255 Colrain, SW, Suite 2  
Grand Rapids, MI 49503  
P: 616-988-1479

**Muskegon Office:**  
1611 Oak Avenue  
Muskegon, MI 49442  
P: 616-247-3815