

ANNUAL REPORT

Program Services ~ 2007/2008

Family & Children's Services, Inc. (FCS) provides outpatient counseling services for persons who have behavioral health needs or are at risk of harmful involvement with alcohol or other drugs.

Through a team approach and the active participation of the persons served, the overall goal of our program is to improve the quality of life and the functional abilities of the persons served.

FCS has, at least in our annual report, separated mental health cases from substance abuse cases. We provide a combination of mental health and alcohol and other drug/addiction services. We provide these services in a seamless system of care for individuals and families with needs in one or both areas, or for persons identified with dual disorders. We do have individuals in specific programs; but each individual receives a full assessment with their active participation to ensure that they will be provided necessary services to enable them to move forward with their lives.

We work with adults of any age, in addition to children and adolescents. We provide services that include, but are not limited to, individual, group, and family counseling and psycho-education. These programs offer comprehensive, coordinated and defined services that may vary in level of intensity.

In an outpatient setting, we may address a variety of needs, including, but not limited to, situational stressors, family relations, interpersonal relationships, mental health issues, life span issues, psychiatric illnesses, alcohol or other drugs, eating disorders, sexual disorders, and the needs of victims of abuse, domestic violence or other trauma.

We provide these services primarily in our office setting located at 2712 S. Calhoun Street in Fort Wayne, Indiana. In some special cases, we provide home-based counseling, and we are willing to consider providing services in alternative locations, if it will meet the needs of the persons served.

When appropriate, and with the consent of the person served, we will coordinate treatment with other services within our agency as well as other services in the community. We use treatment interventions that are recognized in the behavioral health field.

Our direct service staff consists of master level therapists who facilitate the assessment process. Exceptions may include graduate students who are under the direct supervision of a licensed therapist.

We have a psychiatrist on staff that oversees placement of individuals in the substance abuse program and consults with clinical staff, as needed. Additionally, we have a psychologist on staff that provides consultation to staff, as needed.

We are a United Way partner agency, and this relationship enables us to provide, in some cases, a reduced co-pay for persons served who reside or work in Allen County. Other funding sources sometimes exist to assist persons served with fee payments. We are a Medicaid and Medicare provider, and many insurance companies recognize our services.

FCS provided over 11,000 service hours to individuals, families, couples and groups during the fiscal year ending June 2008.

FCS has provided programs and services for Vincent House, for adults and children who have found themselves homeless and are in need of emotional support.

FCS has also been involved with providing services at Hope House for the families of their clients to help them become actively involved in their loved one's recovery.

Client satisfaction surveys reflect a very high level of client satisfaction, at 98.2%. Comments shared include, "Your agency and staff are above expectations. You are all very service oriented and capable of your jobs. A delight to work with – thank you so much and God bless you all." "Front desk ladies are great!" "My experience here has been helpful in understanding self and social experiences." "I think she is a great person with a wonderful heart." We had limited critical comments from the few clients who were not as pleased. The Continuous Quality Improvement Committee reviewed these comments in order to determine merit and to correct any systemic issue that might have led to individuals being less satisfied. We will continue to work towards 100% satisfaction. It is unlikely that, if we do our job to the best of our ability, using best practice standards, we will be able to please all of the people all of the time. However, it is not possible to reach "perfection" unless one sets their standards high.

NUMBER

OF CASES PROGRAM

- 1951 **MENTAL HEALTH**
 Depression, Anxiety, Adjustment Issues, etc., Physical and Sexual Abuse
 Victims and Offenders, Couples, Individuals, Adults, Children, Adolescents, Foster Children,
 Families.
Funding Sources: Client Co-pays, United Way of Allen County, Foellinger Foundation, Lincoln
 Financial Group Foundation, St. Joseph Community Health Foundation, Medicaid, Medicare,
 IV-B, Insurance.

- 510 **SUBSTANCE ABUSE (Alcohol and/or Drugs)**
 - Women in Recovery
 - 20 – 72 Hour Outpatient Treatment Program
Funding Sources: Client Co-pays, Drug and Alcohol Consortium of Allen County, United
 Way of Allen County, Foellinger Foundation, Lincoln Financial Group Foundation, St. Joseph
 Community Health Foundation, Medicaid, Medicare, IV-B, Insurance, Hoosier Assurance Plan.

- 130 **EMPLOYEE ASSISTANCE SERVICES**
 Non United Way subsidized program.
 No donations are used for this program.
 This program addresses both Substance Abuse and Mental Health related
 cases.
Funding Sources: Client fees, Insurance, Employers.

Member of Alliance For Children & Families
Member of Family Service Council of Indiana
Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)
Certified by the Indiana Division of Mental Health and Addiction
501(C)(3) charity registered in the State of Indiana University

United Way of Allen County Partner Agency