Celebrating 75 Years

Counseling

then...

...now

Location

then...

...now

Homemaker Services

then...

...now

For support when it's needed, words to heal, hands to help, and professional guidance for individuals and families...
Directors & Staff 2016

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President
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Vice President
Linda A. Persons
Treasurer
Richard G. DoBell
Secretary

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Management Staff
Lisa W. Hoeschele
CEO
Jenny Almanzar
Director Sexual Abuse Treatment
Cara Fraser
Director Mental Health & Preventive Services
Diane Kubik
Executive Assistant
Andrea Quezada
Director Home Care Services
Donald Waddell
Chief Financial Officer

Supervisory Staff
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Karen Calisher
Penny Donato
James Golden
Judith Olson
Ann O’Neil
Diane Rossiter
Karen Vredenburgh
Holly Welfel

Volunteers
Dr. Charles Carpenter
Stacey Kalechitz
Renee Menter
Cathy McGowan
ProBono Partnerships
Mary Lou Sargent
Kim Taro
Tracy Thompson

After School Program Volunteers
Steve Bard
Breana Ropecka
Mavis Johnson
John Minoia
Kathleen Cook
Colleen Barton

Student Interns
Phyllicia Green
Casey Marlow
Lisa Palkert
Joseph Tristan
Brandon Webb
Message from the CEO

This has been an exciting year of change and growth as we celebrate our 75th anniversary. The Family & Children’s Society has been working closely with Family Counseling Services to move closer together and broaden our services within our communities. We have accomplished much this year. Our mental health clinic is now providing mental health services on a same day access basis. We have doubled the number of our school-based mental health and prevention programs. We have grown our health homes care coordination services and added significant capacity to our Family Homes for the Elderly initiatives. This is the result of hard work by our committed staff and community leaders who work with us every day to help provide needed supports to our residents. We are grateful to be a part of this vibrant community and to serve those in need.

Esther W. Couper Memorial Award

When we think of the values Mrs. Couper held dear, we consider Dr. Laura Bronstein, Dean of the College of Community and Public Affairs at Binghamton University, as one whose work is to elevate the lives of others and honor their voices. She advocates for our aging population and seeks to solve problems for those living in poverty as well as our youth. Dean Bronstein has made endless contributions to the community through her work with the Conrad & Virginia Klee Foundation, Broome-Tioga BOCES, and Promise Zone, just to name a few. Dr. Laura Bronstein puts individuals and the community first and we are grateful to have someone with her capabilities in our region.
Mental Health, Counseling & Support Services

Family Mental Health Clinic
In 2016, the Family Mental Health Clinic experienced significant growth and expansion of services. We served 892 new clients and 1709 total clients (26,509 appointments). There are currently 18 licensed social workers providing services in our clinic-based programs, all of which are dedicated to either child and adolescent or adult specialties. Medication management is provided by two psychiatrists and five psychiatric nurse practitioners.

In 2016, we worked intentionally to improve access to services by implementing a same-day access protocol for intake and referrals. Not only did this decrease wait time for individuals seeking to initiate mental health treatment, but it significantly reduced the amount of time between first contact (intake) and admission. We hired a dedicated intake coordinator as well as a utilization review and quality assurance clerk, which significantly improved work flow and overall efficiency.

Of significant note, in 2016 we opened two satellite mental health clinics: one at the Johnson City Central School District in the K – 8 building, and the second at the Windsor Central School District high school. On site availability of counseling for students results in improved attendance, reduces transportation issues that contribute to missed appointments, improves access for rural students, and allows for direct coordination with school staff.

Elder Counseling
In 2016, 10 elder clients (203 appointments) received counseling. These clients struggle with issues associated with aging such as anxiety, loneliness and depression, as well as other mental and physical health diagnoses. Our licensed social worker provides in-home mental health treatment to Broome County elders and coordinates care as needed with other service providers in the community, including the Family Mental Health Clinic.

School-Based Programs
Our school-based counseling program is funded by the New York State Office of Mental Health (OMH) with additional funds from the United Way of Broome County, Broome County, and the Maine-Endwell School District. We continue to have licensed social workers in the Whitney Point, Union Endicott, and Maine Endwell school districts. Last year, we added the Johnson City and Windsor school districts as well as East Middle School which is part of the Binghamton City School District. We served 77 new clients and 131 total clients in 2016 (1775 appointments).

After-School Program
The OASIS after-school program is primarily funded by the NYS Office of Children and Family Services and is supported by the United Way of Broome County, Family Planning of South Central New York, Inc., Town of Union CDBG, Broome County Youth Bureau, Binghamton University and SUNY Broome students and local volunteers. The program operates from within the Union Endicott High School and serves approximately 150 adolescents annually, providing healthy snacks/meals, tutoring and mentoring, enrichment activities, college and career exploration and civic engagement opportunities. OASIS Teen Employment Challenge (OTECH) is in collaboration with BOCES, Lowe’s Heroes, and The Village of Endicott and operates out of The Endicott Police Department. OTEC employs approximately 20 adolescents in western Broome and focuses on workforce development skills, youth voice, community involvement and beautification.

Sexual Abuse Treatment Program (SAP)
In 2016, we completed our first full year under the new contract with the Broome County Department of Social Services. The new contract allows us to maximize billable services and continue to provide treatment services to sexual abuse victims, their families and offending populations. In 2016, through the contract with Broome DSS we served 169 individuals from 64 families. Through other community referrals the program served an additional 57 clients.
The Sexual Abuse Treatment Program has always been driven to bring cutting edge treatment to our clients. This past year we have worked hard to implement evidenced-based treatments into our program. All therapists in the program are now certified in Trauma Focused Cognitive Behavioral Therapy. Research shows that TF-CBT resolves a broad array of emotional and behavioral difficulties associated with trauma. The Sexual Abuse Treatment Program was also selected as one of six sites across NYS to participate in a grant training program offered by the New York State Juvenile Justice Advisory Group in conjunction with the University of Oklahoma. For this grant we partnered with the Broome County Child Advocacy Center. This has allowed our team to participate in a learning collaborative to identify children with problematic sexual behaviors and bring evidenced-based treatments to this population. The model includes services for parents to strengthen their ability to provide supervision, implement behavioral management techniques and learn about the needs of this population. From the training and consultation we received from this project, we recently implemented a new group program for caregivers and children with problematic sexual behaviors. We have seen great success with the program and recently graduated our first participants. Evaluations from caregivers participating in the program indicated a unanimous rating of "excellent." One parent stated, "Knowing I wasn't the only parent made a huge difference in the way I felt about what had happened."

**Tioga County**

The Tioga Sexual Abuse Treatment Program staff served a total of 23 families throughout the year. We participate with the Protective Allies to Children Education Group and continue to serve as a member of the Tioga County Sexual Abuse Team, a multidisciplinary team. This membership is important for communication and collaboration on cases, thus enhancing the likelihood of successful outcomes. Ultimately, the safety of the child victims is paramount.
Home Care Services

Home Care
The Home Care program offers support, comfort and helping hands to assist in providing services to individuals in their home, providing a sense of independence and helping clients maintain a healthy lifestyle. Our goal is to give clients the opportunity to remain in their home as long as possible. Services are provided through a combination of well-trained certified home care aides, registered nurses, and a compassionate office staff. Family & Children’s home care staff provided approximately 43,900 aide hours to 495 clients in 2016.

Family Homes for the Elderly
This program offers family-style living in private homes for elderly people or individuals with disabilities who can no longer live independently. It is a great alternative for families struggling to manage care giving. In 2016, 36 clients were cared for in our family homes. We look forward to improving the lives of many more seniors and disabled citizens in the Broome County region

Nursing Home Transition & Diversion Waiver Program and Traumatic Brain Injury Program
We provided service coordination and aide services to ten Medicaid-eligible participants in 2016. This service prevents nursing home placement, not only reducing costly institutional care, but helping people maintain independence in their home. The program will transition to Managed Care Organizations at the end of 2017, and service coordination will no longer be provided by The Family & Children’s Society.

Health Homes
Family & Children’s Society has contracted with United Health Services (UHS) to provide case management services to individuals who are eligible for the Health Homes program. Staff link eligible Medicaid recipients to necessary medical and mental health services, preventing frequent emergency room visits or hospitalizations by making appropriate provider referrals and arranging for necessary support services. The population served is individuals with extensive needs, but who are very difficult to contact. This program began with five participants in 2013 and increased to 211 in 2016. An additional 870 are eligible for ongoing services, and case managers are enrolling new clients each month.

Vocational Incentives Program (VIP)
Since the start of the Vocational Incentives Program in November of 2014, we have succeeded in developing this program into a very sought after service. The focus of this program is to assist individuals with a mental health diagnosis in identifying their strengths, skills and vocational interests, as well as provide them with guidance and support in their employment search. Once employed, we continue to provide supportive services to assist in maintaining employment. At the end of 2016, we exceeded our goal of serving 60 persons, and have set this goal for the coming year at 70.

Susan (name changed) was released from the hospital and was living in the YWCA without a permanent living arrangement plan. She missed her privacy and the stability of a home and was delighted to come into the FHE program. She now resides in a quiet home with a private bedroom and she loves the support and companionship she receives from her care giver. Susan has developed a close bond and friendship with her care provider and the other client. She and her son (who lives out of state) have stated that the FHE program gave her a life worth living again.
Financials 2016

**Current Year Actual**

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<th>Revenue</th>
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<td>Investment Gains or Losses</td>
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<th>Expenses</th>
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<td>Other Than Personal Svcs</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>5,758,301</strong></td>
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**Change in Net Assets** 340,414

**Contributors**

Contributions were received in memory of the following individuals:
- Ann King
- Maurice O. Mallery, Jr.
- John Tokos
- Pam Vredenburgh

Contributions were received in honor of the following:
- Binghamton Police Department
- Victoria Rizzo
Leadership Award
Holli Stayton, psychiatric nurse practitioner, has proven in her time at Family & Children's to be the epitome of the expression "leads by example." Her contribution to the Children's Unit multi-disciplinary team models effective communication with staff and treatment of our clients. Mrs. Stayton consistently receives praise from the children and parents she serves. During a staff transition, she took on a large caseload without complaint and still managed to maintain her own part-time caseload with exceptional quality of care. Because of her professionalism and esteem among her peers, we are pleased to honor Holli with this award.

Aide of the Year Award
Debra Bernthon provides care to our clients in difficult to serve rural areas. If it was not for her, many of these clients would not receive the help they need. She is reliable, with almost perfect attendance. The nursing staff is in awe of her ability to look past the poor living conditions of these clients to see only the need. One of her clients said, “She is a wonderful person; she takes good care of my wife and me. We could not ask for a better aide!” We love hearing these comments and we hear them a lot about Debra!