I am pleased to present the 2017 Annual Report for the Family Guidance Center, a private non-profit community behavioral health center providing mental health and substance abuse prevention, treatment and recovery services to the residents of Warren County since 1955.

In 2017 the Family Guidance Center continued to play a pivotal role in addressing the impact of the opioid epidemic here in Warren County. Our Prevention Connections program staff worked collaboratively with concerned citizens from various sectors of our community to raise awareness of the journey to opioid addiction and the severity of this crisis, to plan and develop prevention and early intervention initiatives, and to foster greater public knowledge and access to substance abuse treatment and recovery services.

Later in the year the Family Guidance Center secured a competitively awarded grant to operate an Opioid Overdose Recovery Program (OORP). This program is designed to engage individuals treated in local hospital emergency departments for an opioid overdose or assessed with an opioid use disorder into treatment and recovery support services. Recovery Support Specialists are available 24/7/365 to meet with these individuals in the hospital emergency departments to offer and provide ongoing recovery support services and to engage them into treatment services. A Patient Navigator refers and links them to the level of care and treatment required and manages and coordinates their treatment needs through their journey to recovery. The purpose of this program is to get these individuals into treatment, to provide ongoing recovery support to maintain their abstinence from drugs and to stop the revolving door of overdoses and emergency room treatment.

There were many other community outreach and collaboration activities carried out by Family Guidance Center staff in 2017. Staff in our Psychiatric Emergency Screening Services program collaborated with the County Mental Health and Prosecutor’s Offices to provide crisis intervention training to law enforcement personnel throughout Warren County to increase their knowledge and ability to safely address persons in a psychiatric crisis. Staff in our Family Crisis Intervention program provided trainings to education, health care and law enforcement personnel on suicide prevention and responses to traumatic incidents in school systems. Staff in our outpatient and rehabilitation programs continued to engage in outreach and collaboration activities with governmental, health care, law enforcement and other community provider entities serving youth, adults and seniors impacted by traumatic events, sex abuse, substance abuse and mental health issues.

Most importantly, the Family Guidance Center served over 5,000 Warren County residents and provided over 125,000 treatment sessions in 2017 through our mental health and substance abuse treatment programs. The pages that follow describe many of the prevention, treatment and recovery service programs we operate and their significant work and impact in 2017.

I also wish to thank all of the concerned citizens from government, education, media, religious, law enforcement and provider entities and community persons that have worked tirelessly and collaboratively with our Prevention Connections programs’ Coalition for Healthy and Safe Communities and Warren Hills Community Coalition to prevent and reduce substance abuse here in Warren County. Together we are forging a healthier and happier future for our youth, our families and our community.

Sincerely,

Richard McDonnell, LCSW
Executive Director

Richard McDonnell, LCSW
Executive Director
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Program Services and Performance in 2017

I. Outpatient Services
The Family Guidance Center operates six outpatient and intensive outpatient mental health, substance abuse and sexual abuse treatment programs at office sites located in Hackettstown, Phillipsburg and Washington. These programs provide an array of individual, group and family therapy, case management and psychiatric services to youth, adults and seniors.

In 2017 these programs served a total of 2,416 consumers and provided 52,792 treatment sessions. The following table illustrates the level of services by each of these programs in 2017:

1) Outpatient Mental Health 1,776 consumers 36,243 treatment sessions
2) Outpatient Substance Abuse 387 consumers 4,405 treatment sessions
3) Outpatient Sexual Abuse Treatment 68 consumers 1,175 treatment sessions
4) Senior In-Home Counseling 52 consumers 229 treatment sessions
5) Intensive Outpatient Mental Health 81 consumers 4,080 treatment sessions
6) Intensive Outpatient Substance Abuse 52 consumers 6,660 treatment sessions

Treatment for Women with Dependent Children

The main highlight for 2017 is the service that staff have provided for consumers. Each individual number in the total number of consumers we have seen represents a person, with an individual set of circumstances and difficulties and challenges. Outpatient services have seen families suffering from traumatic events, sexual abuse, divorce, struggling with serious mental illness, legal issues, substance use disorders, co-occurring substance use and mental health disorders and many other issues. Very often the focus is on the disorder and the difficulties that bring one into treatment. Lost in that focus sometimes is the healing and success that takes place through treatment. There are a multitude of success stories every year. For example, a consumer struggling through sexual abuse who, through the aid of intensive and effective mental health treatment, is able to see her perpetrator brought to justice, present her victim statement in court, recover from the horrific events she was subjected to and gain entrance to an elite university in the field of her choice. Another consumer who has been out of the workforce for many years completes mental health treatment, acquires and maintains a full-time job and repairs difficult family relationships. Someone who suffers with a serious substance use disorder, with many starts and stops, no longer contemplates suicide, no longer uses substances, gets off disability and acquires and maintains a full-time job. A consumer struggling with serious mental illness is able to maintain themselves outside of the hospital and in the community for the longest period of their adult life. All of these situations are successes due to skilled and compassionate behavioral health treatment by a very clinically strong outpatient staff. So while it is important to look at numbers in order to measure success, in our field success is measured one person and one family at a time.

II. Rehabilitation Services
The Gateway Partial Care Program has served individuals with serious mental illness and co-occurring disorders of serious mental illness and substance abuse for many years, providing a variety of services focused on Wellness and Recovery to help individuals to maintain themselves in the community and live healthy, productive lives. This program is available five days per week for up to 5 hours per day with the therapeutic focus on Health and Wellness. This is provided through Illness Management and Recovery services, substance abuse recovery programming, psychoeducation, health education and vocationally oriented activities. In 2017 this program served 143 consumers and provided 34,606 units of service. The impact of this program on the lives of our consumers is reflected in the fact that 99% of the Partial Care participants were maintained in the community and out of State psychiatric hospitalization in 2017.

For the past 29 years, the program has offered a variety of Supported Employment services to consumers with serious mental illness, including vocational assessment, job development, job placement and coaching, and post-employment follow-up support services that enable consumers to achieve and maintain employment positions in area businesses or through our own Quality Commercial Cleaning (QCC) enterprise.

During the past year this program served 81 individuals. Forty-four consumers were placed into competitive employment positions. These placements were varied and included food preparation and serving, secretarial, data entry, retail sales, personal care and manufacturing jobs. The expansion of the QCC business continued in 2017 employing 26 consumers and providing cleaning services to 18 office locations. Job coaching services were provided to all 81 consumers participating in the program in 2017.
III. Crisis Intervention Services

The Family Guidance Center provides four crisis intervention programs that are available 24 hours a day, seven days a week. Our Psychiatric Emergency Screening Services Program provides mobile outreach response anywhere in Warren County and provides crisis stabilization interventions to individuals and families experiencing a mental health crisis.

In 2017 this program:

- Served 684 people in crisis and handled 5,799 crisis line phone calls

Our Family Crisis Intervention Program, available to youth and their families, provides counseling, guidance and referral assistance to remediate truancy, runaway and defiant conduct situations.

In 2017 this program:

- Served 94 middle- and high school-aged students and families with 98% showing improvement at the conclusion of services
- Suicide prevention trainings were provided to key personnel in schools, police departments and community agencies working with children

Family Guidance Center also operates the Traumatic Loss Coalition (TLC) in Warren County, a program that trains and manages volunteers who offer crisis response management services to area schools whose faculty or students have experienced a traumatic incident or loss due to death, suicide or serious accident. In 2017 our lead response team responded to three traumatic events in Warren County schools and also conducted suicide prevention training to teachers at four Warren County schools.

The Center completed its fifth year of operating the Involuntary Outpatient Commitment Program (IOC) in Warren County. This IOC program provides intensive, wraparound services on a 24/7 basis to adults with a history of serious mental illness who may become harmful to themselves or others in the foreseeable future and are not willing to voluntarily participate in mental health treatment to stabilize their mental health status. A combination of therapy, medication management, peer support, family support, case management, transportation and monitoring services are used to help clients comply with court-ordered treatment plans and to engage them in voluntary mental health services.

- This program served 46 consumers in 2017. Thirty consumers were discharged from this program in 2017. Nineteen consumers completed the program successfully and were discharged to voluntary services. Eleven consumers were eventually hospitalized and the balance of consumers remained active in the program with significant improvement in their mental health and community living status

IV. Community Prevention and Education Programs

Substance abuse prevention services are provided by our Prevention Connections Program with the goal of reducing and preventing substance abuse among youth, adults and senior citizens living in Warren County. This program manages two community-based coalitions that focus on targeted forms of substance abuse including underage drinking, misuse of prescription drugs, use of opiates and heroin, and marijuana use by youth.

Our Regional Coalition for Healthy and Safe Communities and our Warren Hills Community Coalition engage volunteers from twelve different sectors in our community and utilize evidence-based best practice environmental change strategies to promote population level changes proven to be effective in reducing and preventing substance abuse.

Activity and performance highlights in 2017 for these initiatives included:

Regional Coalition

- Certified 60 Centenary University students (RA/RD and first- and second-year student leaders) in University TIPS
- Knock Out Opioid Abuse Town Hall Meeting—co-sponsored a panel discussion with Partnership for Drug-Free New Jersey that included physicians, prevention, treatment and recovery professionals and legislators. Open to the community and attended by 80 participants
- Do No Harm Symposium—co-sponsored a training with Partnership for a Drug-Free New Jersey for the
medical/dentistry community (Hackettstown Medical Center and St. Luke’s) to address best practices in prescribing opioid medications. Speakers included DEA personnel, the New Jersey State Medical Examiner, Hackettstown ER Medical Director and John E. Morrone, Esq.

- Drug Awareness and Prevention Program—co-presented with the Warren County Prosecutor’s Narcotics Task Force to 1,200 eighth-grade students in Warren County on current drug trends and prevention/early intervention resources and refusal skills
- Warren County Overdose Deaths Awareness Sign—placed at the Washington Township Municipal Building (Route 31) to call awareness to the number of overdose deaths occurring in Warren County; stats changed quarterly
- Increased the number of permanent medication disposal drop boxes to nine in Warren County; Lopatcong and Blairstown were added
- Placed 2,000 information cards with 20 pharmacies throughout Warren County identifying permanent medication drop box locations
- Disseminated 10,000 “Knock Out Opioid Abuse” informational print material items to community members and 100 CDC Recommended Guideline booklets on prescribing opioids to medical professionals

**Warren Hills Community Coalition**

- Hosted the fourth annual TEEN Summit, “Make It Better Than Good,” attended by over 150 Warren County juniors and seniors, with featured speaker Keith Hawkins
- Held the first annual “Above the Influence” Assembly at Oxford Central School during Alcohol Awareness Month
- Certified 32 Warren Hills Regional High School Peer Leaders in University TIPS, a requirement for the Peer Leadership class. University TIPS is a skills training program designed specifically for college/high school students. Through TIPS students gain the skills and confidence needed to prevent intoxication in others and to intervene with those who have misused alcohol.
- Led the “Paint the Town Red” during Red Ribbon Week at Washington Borough churches, businesses, local government buildings, schools, law enforcement and local organizations. Red Ribbon serves as a catalyst to mobilize communities to educate youth and encourage participation in drug prevention activities.
- Developed and established the Make It Better (MIB) youth-led coalition in collaboration with the Warren Hills School-Based. MIB is a student club providing the student body with resources, guidance and opportunities for socially and personally healthy choices
- Debuted the “Are You Ready to Graduate?” public service announcement to 175 incoming freshmen at Warren Hills Regional High School
- Led 600 students through the “Game of Life” at Warren Hills Regional High School during BIONIC Day. The “Game of Life” takes students through different real life scenarios where they are guided to the community resources available to deal with that particular issue.

Our **Intensive Family Support Services Program (IFFS)** works with family members of seriously mentally ill individuals and provides them with a variety of psychoeducation and support services to help them improve family functioning and coping skills. In 2017 this program served 103 families and provided 1,908 hours of individual consultation to family members. IFFS staff continued to focus on helping family members to learn and practice self-care to improve their ability to cope with stress through mindfulness activities, including meditation, yoga, painting and journaling. Family members were also introduced to LEAP (Listen, Empathize, Agree and Partner), a method of communication to improve their ability to effectively communicate with their mentally ill family member who may be impacted by anosognosia, a lack of awareness of their mental illness. Ninety-six percent of the families served in this program reported improvement in their relationships with their mentally ill family member in 2017.

The **Better Future Self-Help Center (BFSHC)** is a member-operated self-help center that offers social, recreational, health and wellness education, peer support, and advocacy activities for persons recovering from serious mental illness. Over 100 consumers participated at the Self Help Center in 2017, which is located in Washington Borough. In 2017 the BFSHC continued to focus activities on Wellness and Recovery by providing consumer-run education, activity and support groups, including depression/anxiety support, anger management/conflict resolution, women’s coping strategies,
and providing cleaning services to 18 office locations. Job coaching services were provided to all 81 consumers participating in personal care and manufacturing jobs. The expansion of the QCC business continued in 2017 employing 26 consumers in new positions. These placements were varied and included food preparation and serving, secretarial, data entry, retail sales, and compassionate behavioral health treatment by a very clinically strong outpatient staff. So while it is important to look at the full picture of our work, the impact of individual programs is also significant.

The impact of this program on the lives of our consumers is reflected in the fact that 99% of the Partial Care participants were maintained in the community and out of State psychiatric hospitalization in 2017. The Family Guidance Center provides four crisis intervention programs that are available 24 hours a day, seven days a week. They include

1. Psychiatric Emergency Screening Services Program
2. IOC (Intensive Outpatient Care) Program
3. Outpatient Sexual Abuse Treatment
4. Senior In-Home Counseling

The IOC program provides intensive, wraparound services on a 24/7 basis to adults with a history of serious mental illness who may become harmful to themselves or others in the foreseeable future and are not willing to voluntarily engage in treatment. The program is staffed with mental health professionals.

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The prevention connections program run at Warren Hills Regional High School and Warren Hills Regional Middle School and offer a comprehensive array of mental health, educational support, recreational and prevention services for students. Afterschool program services are also provided at the Taylor Street and Memorial Elementary Schools in Washington Borough.

In 2017 our SBYSPs served 466 high school students and 251 middle school students.

Services of note included:

- Engagement of middle school students in the Second Step program, an interpersonal violence and substance abuse prevention program
- Educational presentations on anxiety and depression, distinguishing features, mindfulness practices and options for addressing depression and anxiety
- Formation of “Make It Better,” a student club providing the student body with resources, guidance and opportunities for socially and personally healthy choices
- Delivery of “Safe Dates” presentations in health classes with collaborating teachers
- “Thank God I’m Female” (TGIF), a female empowerment group
- Family Life group at the middle school
- Mindfulness and meditation group called Club Med and Newcomers group at the high school

Students enrolled in our afterschool programs at the Taylor Street and Memorial Elementary Schools increased to 127 students in 2017. Administrators at both schools continue to praise the value and impact of the afterschool programs for their students and families.
Family Guidance Center is a private, non-profit 501(c)3 organization with a $7.4 million annual operating budget that supports eighteen service programs at nine different locations and employs over one hundred full-time equivalent staff.

Forty-nine percent of our operating revenue comes from competitively awarded Federal and State government funding contracts and 10% from competitively awarded contracts from the Warren County Department of Human Services. Additional public and private grants from the United Way of Northern New Jersey, Rutgers University, Center for Prevention and Counseling, Inc. and Project Teach equal 2% of our annual operating revenue.

Client services fee revenue collected from Medicare, Medicaid and third party insurance payers accounts for 40% of our annual operating revenue. Fundraising contributions to our agency totaled $10,584 in 2017 less than 1%.

Personnel costs, staff salary and fringe benefits make up 84% of our annual operating expenses and the percent of our annual budget for general and administrative costs is a very low 13%.

The charts below provide an overview of our annual operating revenue sources and expenses for 2017. The Family Guidance Center completed 2017 with a balanced operating budget.
Special Thanks to our 2017 Donors

Platinum
Rue Foundation - $2,000
Fulton Bank - $1,500
First Energy Foundation - $1,000
Greenfield Family Fund of the Community Foundation of New Jersey - $1,000

Diamond
BASF Corp - $800
Karin Aderente - $800

Gold
Lutheran Church of the Good Shepherd - $700
Sharon Cooper - $500

Silver
Abby and William Conforti - $300
James Alexander Corporation - $250
Mama’s and Café Baci/Thomas Schiano - $250
Pasta Grill by Enzo - $250
Dr. Richard Vaz - $250
Gary and Debra Albrecht - $200
Carole Sarson - $200
John and Virginia Kalafut - $200
Jeff Guidette - $200

Patron
J. Hill Carpentry LLC - $100
Comfort Temp, Inc. - $100
Gordon Hackettstown MAB Associates, LLC - $100
Rev. Joseph and Elaine B. Molnar - $100
Janen L. Ardia - $100
Janet DiCarlo - $100
Other Monetary Donations

Jeanne McGann      SolvIT LLC
Guy’s II Gaetano      Applied Business Services, Inc.
Fred and Joan Brand     Maria DiGiovanni
Jeffrey and Diane Jackson   Mary Ann Kubik
Joanne Smith         Lynn Smith
Dennis and Janice Lee   Fellowship Church
Evelyn Torres-Ortega and Co-workers Joann Beisel

2017 In Kind Donations

Sci Tec, In Kind Telephones
Mr. and Mrs. Donald Schoemaker, In Kind Book
WRNJ, In Kind Publicity and Promotion Campaign

2017 Memorial and Acknowledgement Donations

Carole A. Sarson, in memory of Walter Schanzlin
Paul and Phyllis Bartkus, in memory of Joseph Romesser
Bruce and Marlene Wachelka, in memory of Stella Bailey
Linda M. Davies, acknowledging Nancy & Bill Eiler’s 50th wedding anniversary
Diane Anderson, acknowledging Nancy & Bill Eiler’s 50th wedding anniversary
Jack and Elisa Ruggiero, in memory of Christopher Caldara
Joan and Kenneth Powers, in memory of Christopher Caldara
Kristen Grace, in memory of Christopher Caldara
Chloe and William Vanaken, in memory of Christopher Caldara
Michael and Theresa Kushner, in memory of Christopher Caldara
Carol Guendjoian and Christopher Raymond, in memory of Christopher Caldara
Mary Paz and Mary-Ellen Portillo, in memory of Christopher Caldara
Edward and Ann Crosson, in memory of Christopher Caldara
Agnes Kashmanian and Danielle Rotiroti, in memory of Christopher Caldara
Cindy Pawlo and friends, in memory of Christopher Caldara
Agnes Hunt, in memory of Christopher Caldara
Gillian Crosson and Normunds Bruveris, in memory of Christopher Caldara
Scott Hammond, in memory of Christopher Caldara
David Penner, in memory of Nancy Penner
John and Lynn Hardcastle, in memory of Rita Miller
Board of Trustees

Glen Welch     President   Charter Partners
Jeffrey Guidette    Vice-President   Retired, BASF
Susan Eiler     Treasurer   PPL Electric Utilities
Gary Albrecht     Secretary   BASF
Sharon Cooper    Member   Public Entity Advocate
Rev. Peter Bradford     Member   Pastor and Registered Nurse
Bill Conforti     Member   Retired Hacketstown Town Council

Family Guidance Center Leadership Staff

Richard McDonnell, LCSW     Executive Director
William Stover, LCSW     Associate Executive Director
Akhtar Hossain, MD     Medical Director
Laurie H. Boehm, LCSW     Director of Program Services
Dana Deacon, BA     Director of Administrative Services
Barbara Collina, BS     Director of Finance
Jeffrey Greenfield, LCSW     Director of School-Based Youth Services
Barbara Lear, MA, LPC     Coordinator of Rehabilitative Services
Annette Smith, LPC     Coordinator of Crisis Intervention Unit

Program Supervisors

Jodi Amorese, LCSW     Supervisor of Involuntary Outpatient Commitment Program
Jeanne Cassano, M.Ed.     Prevention Connections Program Supervisor
Karyl Cleary, MA, LPC, LCADC     Supervisor of Substance Abuse Program
Jennifer Conaty, MA, LCADC     Supervisor of H.E.R. Program
Melissa Meyer, MA, LPC     Supervisor of Outpatient Mental Health Program
Tiffany Moss, LSW     Supervisor of Crisis Intervention Unit
Diane Pueraro, BA     Supervisor of After School Program
Gigi Roe, LPC     Supervisor of Partial Care/Gateway Program
Ronald Schroeder, Ph.D.     Supervisor of Outpatient Expansion Program
Brianne Shappell, LCSW     Supervisor Intensive Outpatient Mental Health Program
Veronica Sheehan, LCSW     Outpatient Intake Coordinator
Diane Unangst     Billing Coordinator
Barbara Vold     Supervisor of Administrative Services
Susan Whitehead, LPC     Coordinator of Intensive Family Support Services
Facts about BEHAVIORAL HEALTH DISORDERS

• One in four adults – approximately 57.7 million Americans – experiences a mental health disorder in a given year. One in 17 lives with a serious mental illness such as schizophrenia, major depression or bipolar disorder and about one in 10 children lives with a serious mental or emotional disorder.

• Twenty-five (25) million Americans suffer from drug and alcohol abuse: thirteen (13) million from alcohol and twelve (12) million from drugs.

• About 2.4 million Americans, or 1.1% of the adult population, live with schizophrenia.

• Bipolar Disorder (manic depression) affects 5.7 million adults, approximately 2.6% of the adult population per year.

• Major Depressive Disorder affects 6.7% of adults, or about 14.8 million Americans.

• Anxiety disorders, including Panic Disorder, Obsessive Compulsive Disorder, Post Traumatic Stress Disorder and phobias affect 18.7% of adults, an estimated 40 million individuals.

• Attention Deficit Hyperactivity Disorder (ADHD) affects three to five percent of school age children.

• The economic cost of untreated mental illness is more than $100 billion annually in the United States.

• Serious mental illnesses are more common than cancer, diabetes or heart disease.

• Suicide is the tenth leading cause of death in the United States and the second leading cause of death for people ages 15-24 years. More than 90% of those who die by suicide have a diagnosable mental health disorder.

• The best treatments for serious mental illness today are highly effective; between 70 and 90% of individuals have significant reduction of symptoms and improved quality of life with a combination of pharmacological and psychosocial treatments and support. These success rates are far better than those of other medical conditions; e.g., heart disease has just a 45 to 50% treatment success rate.

• Outpatient treatment and rehabilitation programs for people with mental illness can reduce psychiatric rehospitalization rates, improve quality of life, prevent homelessness and increase the likelihood of gainful employment.

• Nearly two-thirds of all people with diagnosable mental disorders do not seek treatment because of ignorance, stigma and the lack of appropriate service and treatment options.

• Warren County ranked in the top seven counties in New Jersey for reported cases of child abuse and neglect. Additionally, 6.4% of these cases were for sexual abuse, higher than the 5.6% statewide average.

• Per the 2013 census and National Institute of Mental Health statistical indicators, there are approximately 26,845 (25%) people living in Warren County with a mental health or substance abuse disorder and 6,013 (5.6%) people with a serious mental illness.

Ways to Help

Be a Volunteer

We are seeking volunteers to:

• Join our Board of Trustees, the governing body for our private, non-profit organization
• Serve on a development committee to help plan and conduct marketing and fundraising activities
• Provide technical assistance and support in areas of need such as human resources, finance, legal, insurance, and health care

Be a Donor

Community support of our mission and work is critical to our ability to serve the behavioral health care needs of the Warren County community. You can help by:

• Making an annual donation to the Family Guidance Center
• Approaching and encouraging your business to include the Family Guidance Center in its charitable giving each year
• Arranging for in-kind donations to our agency
• Learning more about behavioral health care and the services we provide by visiting our website at www.fg-cwc.org
Mission Statement

The Family Guidance Center of Warren County is dedicated to improving the quality of life of children and adults affected by problems related to mental illness, substance abuse, family conflict or emotional adjustment.

Vision Statement

The Family Guidance Center strives to become the recognized leader in providing high quality behavioral healthcare in the community, adapting to new challenges in a flexible and creative manner.

Philosophy for Implementing the Agency Mission

The Center implements its mission by providing high quality treatment services and educational/prevention services in a cost effective, affordable, culturally relevant manner regardless of a client’s ability to pay for those services; regardless of the nature of the mental illness, substance abuse, or life problem; and regardless of race, color, age, creed, marital status, gender, sexual preference, disability or status as a veteran. Center staff consists of highly skilled clinicians who are responsive to the needs of their clients and demonstrate flexibility and creativity in developing individualized treatment plans. The Center provides a broad continuum of integrated services and collaborates with others in the community to make services accessible and to meet the changing needs of clients. Implementing the agency’s mission and its underlying principles is an ongoing task.

Office Locations

Main Office
492 Route 57 West
Washington, NJ 07882
908-689-1000

Phillipsburg Office
370 Memorial Parkway
Phillipsburg, NJ 08865

Hackettstown Office
108 Bilby Rd. Suite 302
Hackettstown, NJ 07840