FAMILY COUNSELING CENTER, INC.

ANNUAL REPORT & PERFORMANCE OUTCOMES

FY2019

PREPARED BY

SHERRIE L. CRABB, CHIEF EXECUTIVE OFFICER

KERIE MOORE, CHIEF STRATEGY OFFICER

BOARD OF DIRECTORS

Officers & Members

Norma Turok
President
Johnson County

George Thodoropoulos
Vice President
Pope County

Darlene Hamilton
Secretary/Treasurer
Hardin County

Lois Faye Mize
Johnson County

Vickie Foulks
Alexander/Pulaski Counties

Judith Barnard
Hardin County

Pam McCuan
Johnson County

Nanci Berger
Pope County

Pat German
Hardin County

LEADERSHIP

Executive & Management Leadership

Sherrie L. Crabb
Chief Executive Officer

Nora B. Bullock
Chief Financial Officer

Kerie Moore
Chief Strategy Officer

Rollie Hawk
Chief Information Officer

Stephanie Harner
Administrative Director

Mandy Curry
Developmental Services Director

Laura Cowser
Financial Director
Accounts Receivable

Lisa Dutton
Financial Director
Accounts Payable

Sarah Newman
Behavioral Health Director
Youth Services

Allison Henriksen
Behavioral Health Director
Adult & Crisis Services

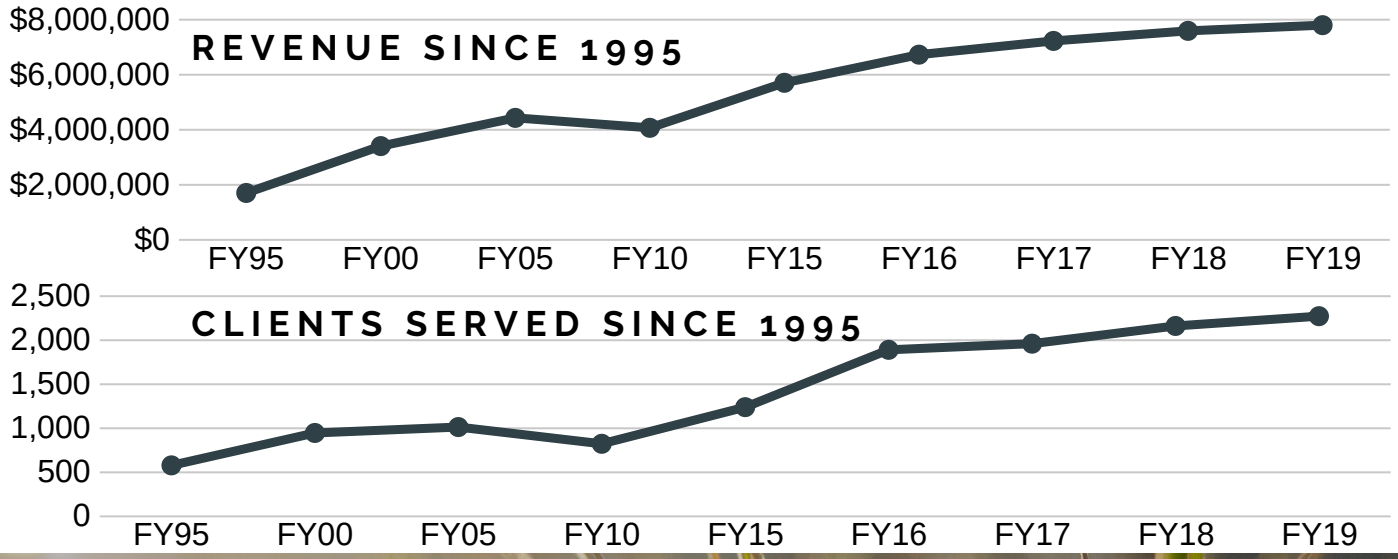
Joseph Elliott
Behavioral Health Clinical Director

Brandy Meadows
Clinic Director

WHERE WE ARE NOW

Serving southern Illinois since 1974.

In June 2019, the Family Counseling Center, Inc. board of directors, employees, clients, and stakeholders celebrated 45 years of service to the southern Illinois community. Since 2014, the organization has seen exponential growth like no other time in its history. Record revenue, program diversity, and the surge in recipients of services have led Family Counseling Center, Inc. to reexamine its mission and brand. In late 2019, a campaign was launched to rebrand the organization with a new name, vision, and refreshed mission with a goal to unveil its new identity in 2020.



OUR MISSION

We are a team of skilled specialists that help Southern Illinoisans across their lifespan reach their full potential and contribute to our community. At Family Counseling Center, Inc., we build well-being by addressing healthcare needs, teaching employable skills, supporting schools, students, and caregivers, providing safe and stable housing, and assisting in the access of critical resources. Through planning, prevention, and remediation we ensure that our community remains safe and vibrant for everyone.

WHERE WE ARE NOW

AND WHERE WE ARE GOING

When the founders of Family Counseling Center, Inc. filed Articles of Incorporation in 1974, there is little doubt they could have dreamed that the annual operating budget 45 years later would be 113 times that of its original budget of less than $70,000. Moreover, that 237 individuals would find employment within its walls and 2,273 clients would seek services from its programs.

Family Counseling Center, Inc.'s original scope of work was around evaluation, planning, and the provision of mental health education and services. Today, 31 programs are offered that have expanded beyond mental health to include safe and stable housing, lifespan healthcare, and vocational opportunities for those with disabilities.

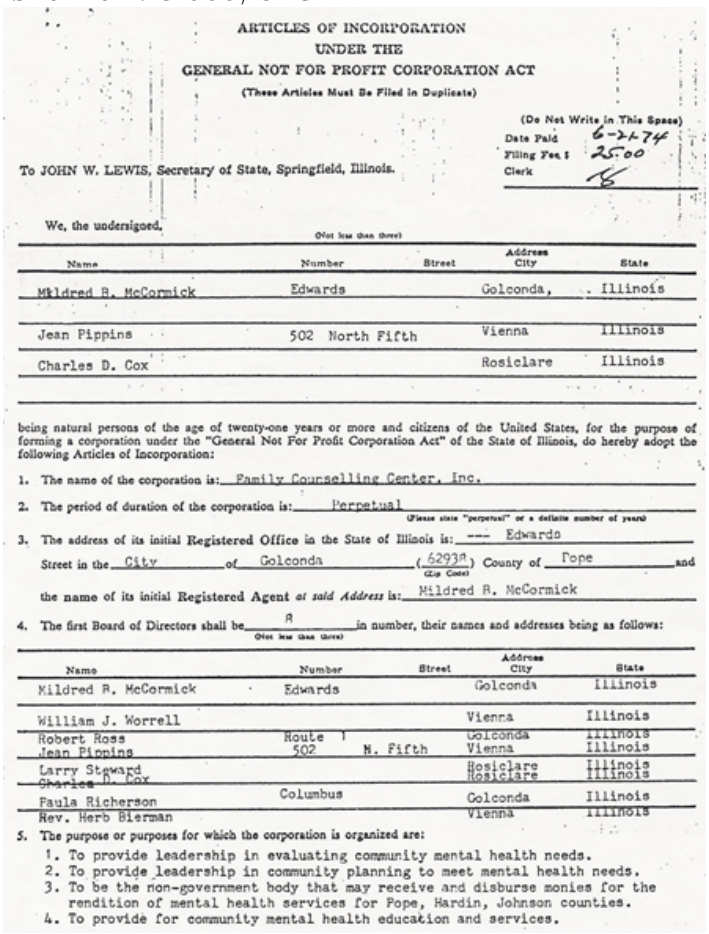
Rural southern Illinois has faced many challenges over the years that have limited human service providers' impact on the health and well-being of their communities. Unstable finances, logistical issues, declining access to an adequate workforce, and other challenges impact human service organizations and hinder their capacity to help families and communities achieve their full potential. Now is the time to act to ensure that not only the foundation we've built over time lasts but we are able to remediate challenges and forecast for our community's future needs.

As we look ahead, our current board of directors and executive leadership team seek to improve the overall well-being of all people in our community through dedication and rigorous attention to ambitious, research-based practices and values.

By October 2020, we will not only have a new identity but we will better communicate who we are, what we do and why it matters to everyone.

We step into the next phase of our future treasuring the history of Family Counseling Center, Inc. while looking forward with exhilaration.

Sherrie L. Crabb, CEO



ARTICLES OF INCORPORATION
UNDER THE
GENERAL NOT FOR PROFIT CORPORATION ACT
(These Articles Must Be Filed in Duplicate)

(Do Not Write in This Space)
Date Paid 6-21-74
Filing Fee $ 25.00
Clerk

To JOHN W. LEWIS, Secretary of State, Springfield, Illinois.

We, the undersigned, (Not less than three)

Name	Number	Street	Address City	State
Mildred R. McCormick	Edwards		Golconda,	Illinois
Jean Pippins	502	North Fifth	Vienna	Illinois
Charles D. Cox			Rosiclare	Illinois

being natural persons of the age of twenty-one years or more and citizens of the United States, for the purpose of forming a corporation under the "General Not For Profit Corporation Act" of the State of Illinois, do hereby adopt the following Articles of Incorporation:

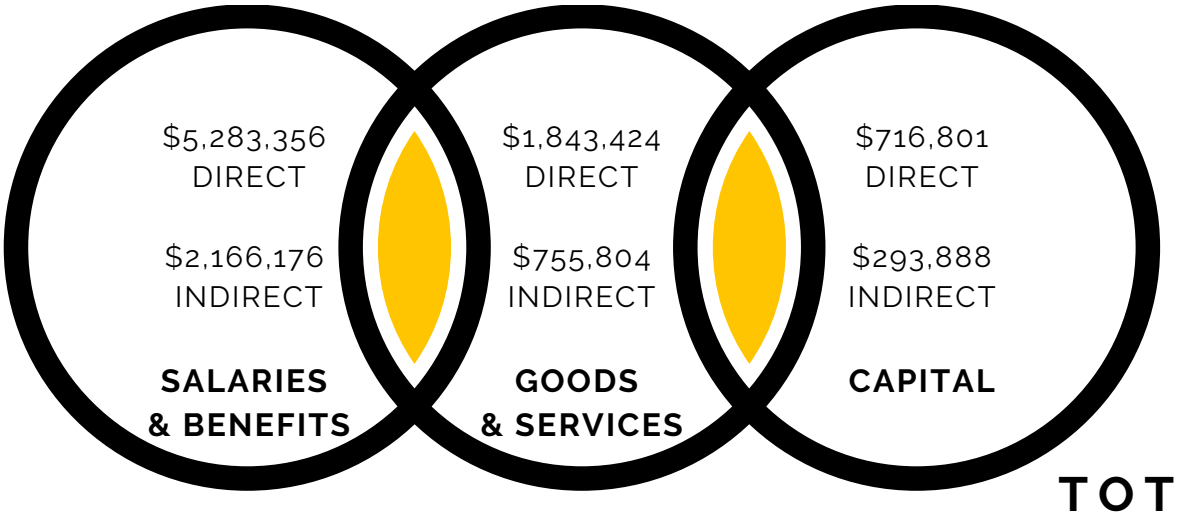
1. The name of the corporation is: Family Counselling Center, Inc.
2. The period of duration of the corporation is: Perpetual (Please state "perpetual" or a definite number of years)
3. The address of its initial Registered Office in the State of Illinois is: --- Edwards
   Street in the City of Golconda (62938 Zip Code) County of Pope and
   the name of its initial Registered Agent at said Address is: Mildred R. McCormick
4. The first Board of Directors shall be 8 (Not less than three) in number, their names and addresses being as follows:

Name	Number	Street	Address City	State
Mildred R. McCormick	Edwards		Golconda	Illinois
William J. Worrell			Vienna	Illinois
Robert Ross	Route 1		Golconda	Illinois
Jean Pippins	502	N. Fifth	Vienna	Illinois
Larry Steward			Rosiclare	Illinois
Charles D. Cox			Rosiclare	Illinois
Paula Richerson	Columbus		Golconda	Illinois
Rev. Herb Bierman			Vienna	Illinois

5. The purpose or purposes for which the corporation is organized are:
   1. To provide leadership in evaluating community mental health needs.
   2. To provide leadership in community planning to meet mental health needs.
   3. To be the non-government body that may receive and disburse monies for the rendition of mental health services for Pope, Hardin, Johnson counties.
   4. To provide for community mental health education and services.

OUR CURRENT STATE

Family Counseling Center, Inc. expended an additional $253,186 in salaries & benefits, $153,762 more in goods & services, and $24,779 less in capital compared to FY 2018. Overall, $382,169 more was expended in FY 2019 thereby creating $11,059,449 in both direct and indirect economic impact to the region.



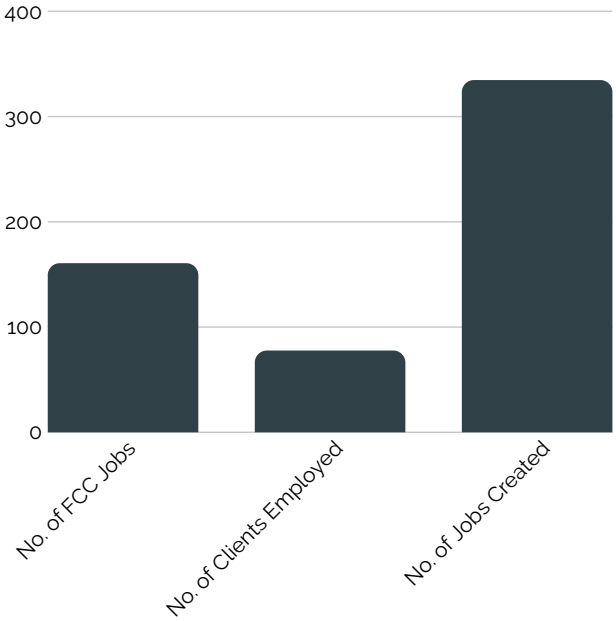
DIRECT ECONOMIC IMPACT $7,843,581
INDIRECT ECONOMIC IMPACT $3,215,868

TOTAL ECONOMIC IMPACT $11,059,449

In FY 2019, there were 160 employees (134.24 FTE) within the developmental services, behavioral health, supportive living, and administrative/financial divisions of Family Counseling Center, Inc. The number of employment opportunities were maintained comparative to FY 2018 but due to the workforce crisis in Illinois, over a dozen positions were regularly vacant.

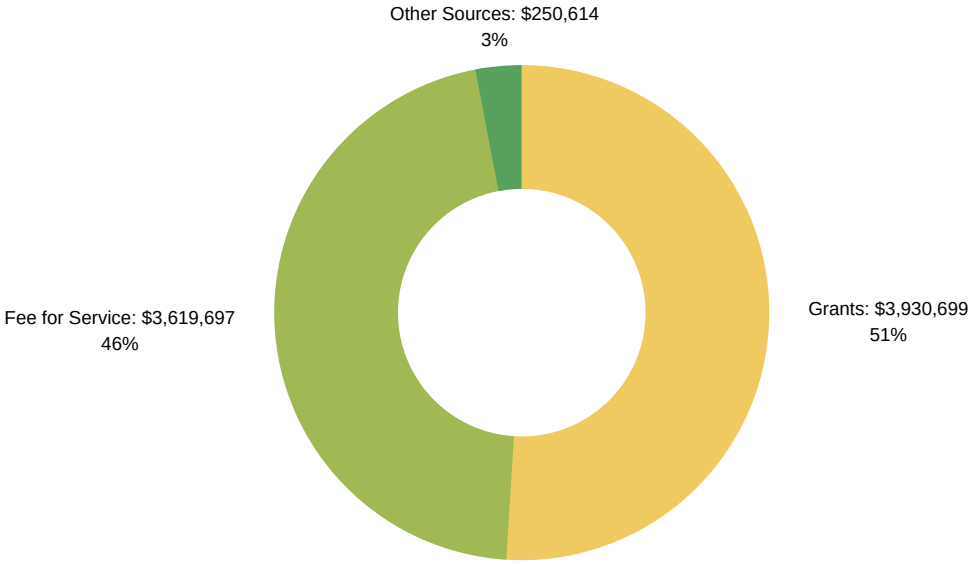
An additional 77 clients found employment through vocational training programs offered by the organization.

A total of 237 individuals were employed directly and another 97 jobs were created by direct spending.



OUR CURRENT STATE

An additional $203,900 of revenue was seen in FY 2019 in comparison to the fiscal year before. Even though the total revenue increased, the total revenue by source remained the same while 36% more unreimbursed charitable services were provided in FY 2019 compared to FY 2018.

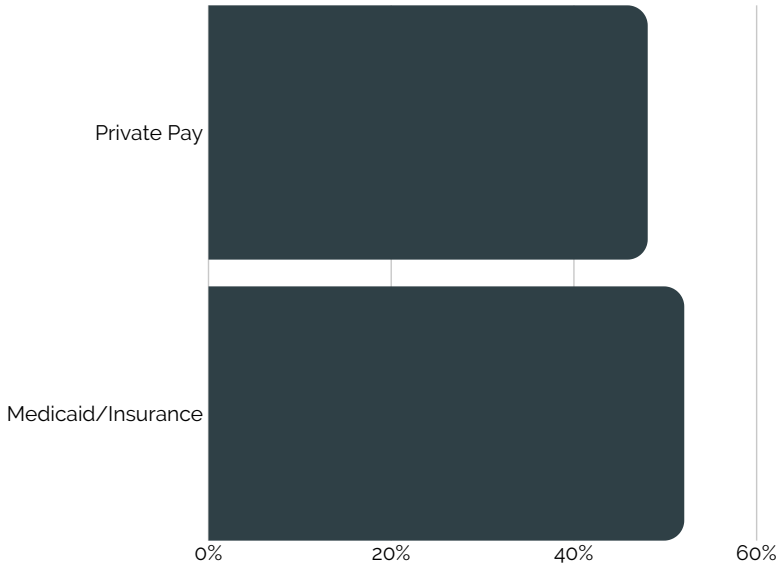


TOTAL REVENUE
$7,801,010

Grant revenue includes state and federal contracts and private foundation funding. While fee for service represents Medicaid, client fees/rent, and commercial insurance reimbursements. Other sources of funding include 553 taxes, interest income, and sale of goods.

TOTAL UNREIMBURSED CHARITABLE SERVICES (AT COST)
$91,871

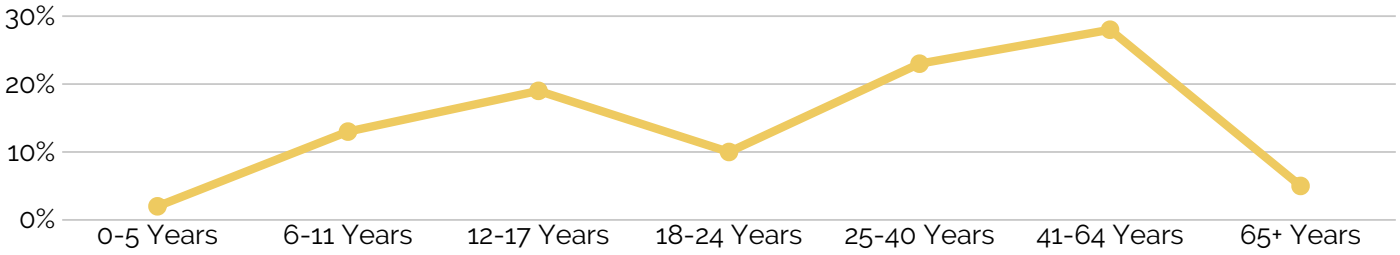
Private pay unreimbursed charitable services include fees reduced for self pay clients while Medicaid/insurance represents adjustments for services that are not covered by plans and completed at cost. In FY 2018, $67,717 worth of charitable services were provided. This equates to nearly at 37% increase in unreimbursed charitable services.



OUR CURRENT STATE

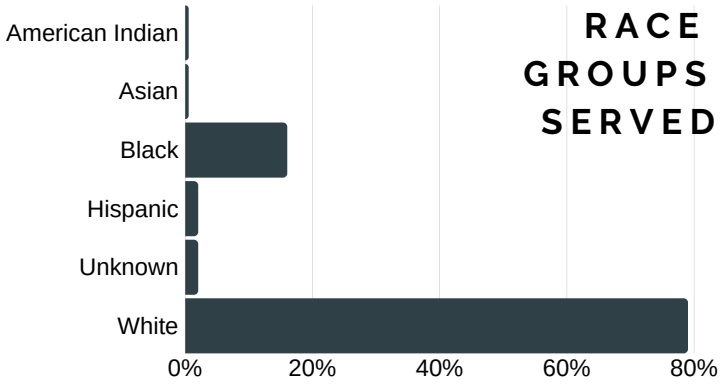
2,273 clients were served in FY 2019 compared to just 2,162 in the previous fiscal year. As the Behavioral Health Division expanded its programs, so did its reach to clients which accounted for 2,110 of the total served. Race and gender groups served remained similar to previous years which are representative of the population residing within the counties that the organization serves. Age groups served also remained similar to the previous year even though the Behavioral Health Division saw an increase in total clients served.

CLIENTS SERVED BY AGE



GENDER GROUPS SERVED

RACE GROUPS SERVED

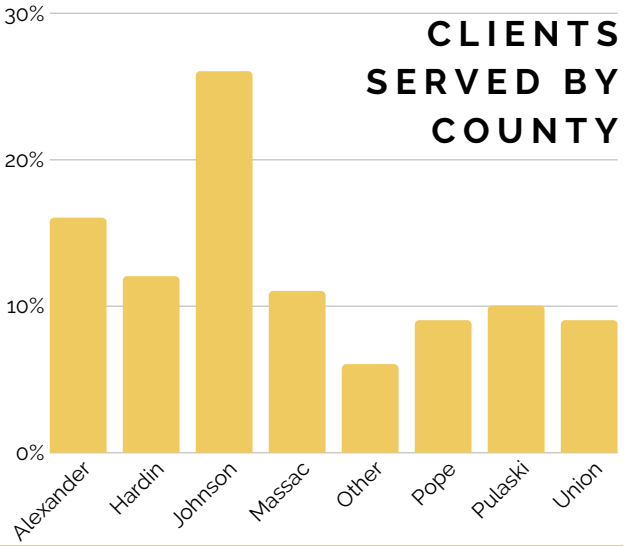


2,110 clients served in the Behavioral Health Division
104 clients served in the Developmental Services Division
59 clients served in the Supportive Living Division

2,273

CLIENTS SERVED

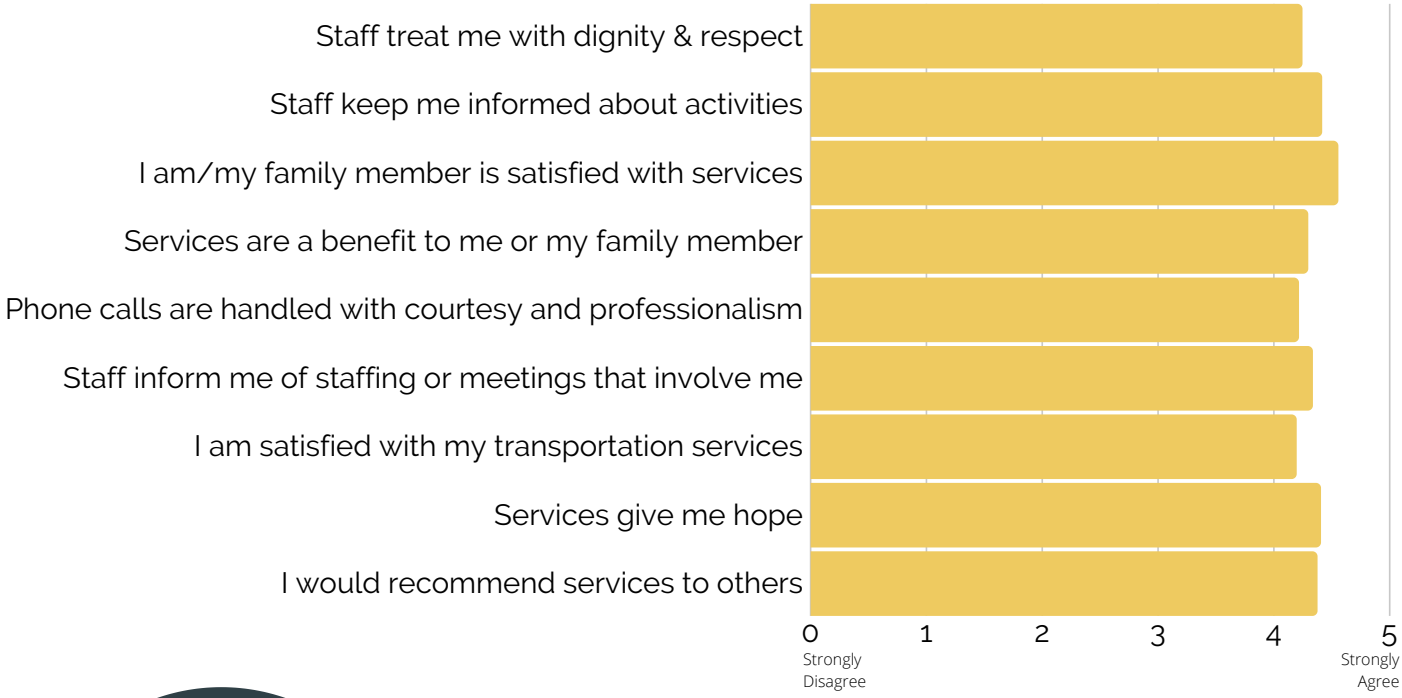
CLIENTS SERVED BY COUNTY



OUR CURRENT STATE

The Developmental Services Division received 58 responses to their client satisfaction survey. Considering 104 individuals received services in FY 2019, these outcomes reflect a 55% return rate which is statistically relevant. Clients enrolled in community day services, home-based services, and residential services were represented in the sample.

DEVELOPMENTAL SERVICES DIVISION



4.33/5.00

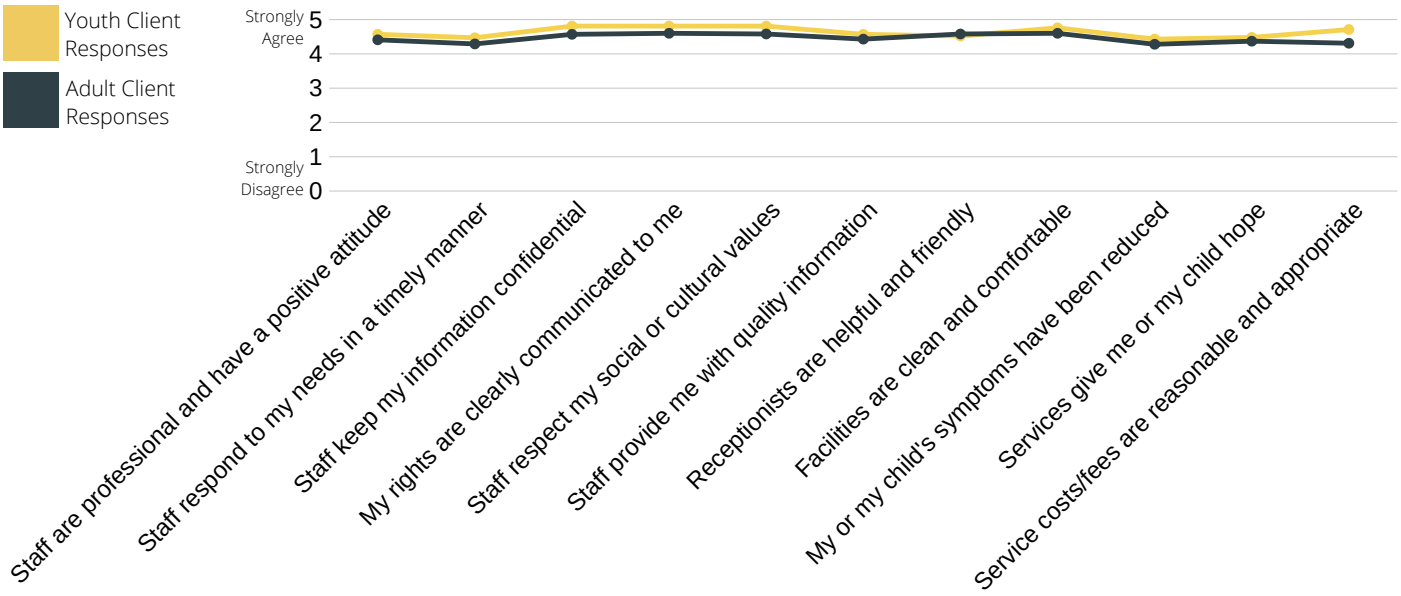
FY 2019 average client satisfaction score

COMMENTS - SUGGESTIONS FOR PROGRAM IMPROVEMENT

OUR CURRENT STATE

A total of 85 client satisfaction surveys were returned for the Behavioral Health Division. Of those, 21 were for youth clients and 64 were representative of adults in services. Johnson County outpatient offices received 66% of the surveys while Alexander County outpatient office received 22%. The remaining surveys were received at Hardin and Pope County outpatient offices.

BEHAVIORAL HEALTH DIVISION

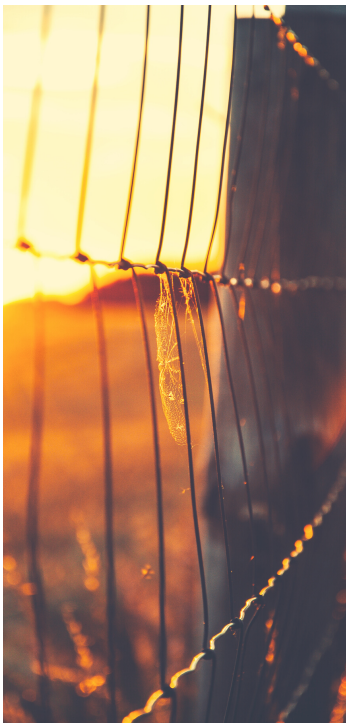


4.63/5.00

FY 2019 AVERAGE YOUTH CLIENT SATISFACTION SCORE

"My daughter's counselor has truly went above and beyond my expectations. She is thoughtful, compassionate, and sincerely cares about what is going on with, not only my daughter, but me as well. I could not be more pleased with our experience with these services."

"I love my counselor. She has been a huge help. She is great. She is calm and always knows what to say and do. She is a miracle worker, I could have not had a better person."



4.46/5.00

FY 2019 AVERAGE ADULT CLIENT SATISFACTION SCORE

"The doctor and staff are really caring, great workers/team, that put their jobs to heart and not by paycheck. I really love their teamwork when it comes to us and our health and any needs."

"I have received exceptional care and service. I am extremely satisfied with this counseling center and am proud of the staff who work and support me in my journey to upcoming independence."

"The staff are always polite and helpful. My treatment is helping a great deal."

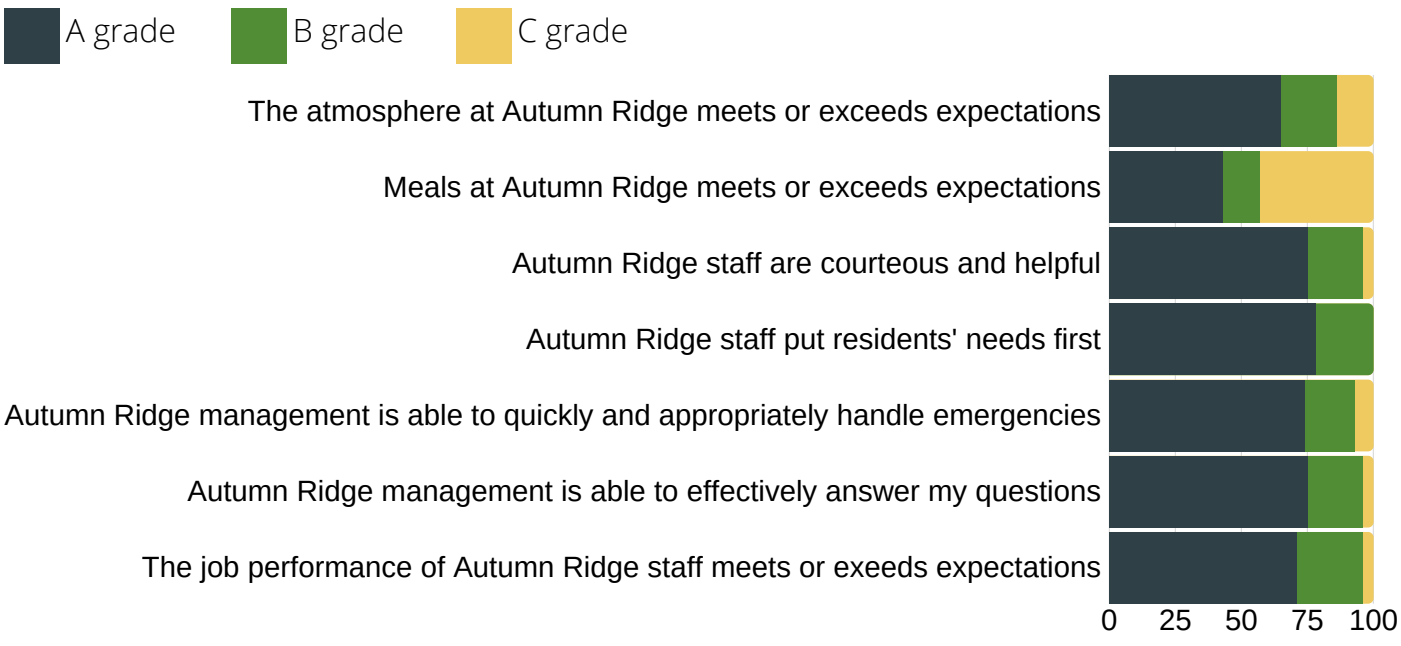
OUR CURRENT STATE

The Supportive Living Division solely represents Autumn Ridge Supportive Living Facility. 71.8% of client/resident satisfaction surveys were returned. 59 residents were served in FY 2019 of which 76% were female. All residents are 65+ years of age and around 50% are Medicaid eligible recipients.

SUPPORTIVE LIVING DIVISION

100%

of residents would recommend Autumn Ridge to others



OUR CURRENT STATE

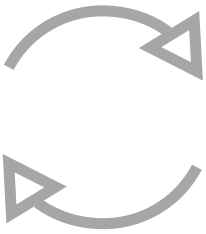
In FY 2019, 31 programs were offered by Family Counseling Center, Inc. within 3 direct service divisions.

91% of youth lockouts/refusals to go home were reunified or placed mutually in the community (CCBYS - BHD)

96% of children at risk of involvement with DCFS who resided in the home at the time of referral remained unified with their families (FAC - BHD)

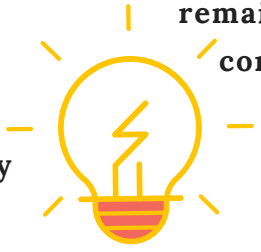
183 youth clients were screened for inpatient mental health services - only 52 required hospitalization, while the remaining were stabilized with community support services and crisis safety planning (BHD)

90% of students enrolled in the SICIH/CYS Program showed an increase in use of self-control skills that participated in the Personal Development Class at Vienna High School (BHD)

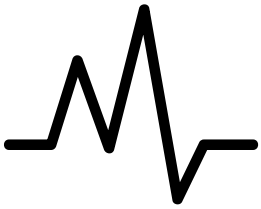


100% of home-based service clients with an intellectual or developmental disability remained in their home or community (HBS - DSD)

923 hours of community outings were offered to individuals with developmental & intellectual disabilities to improve community integration (DSD)



57% of adults screened for inpatient psychiatric care were stabilized in the community instead by receiving community supports and follow up care coordination (BHD)

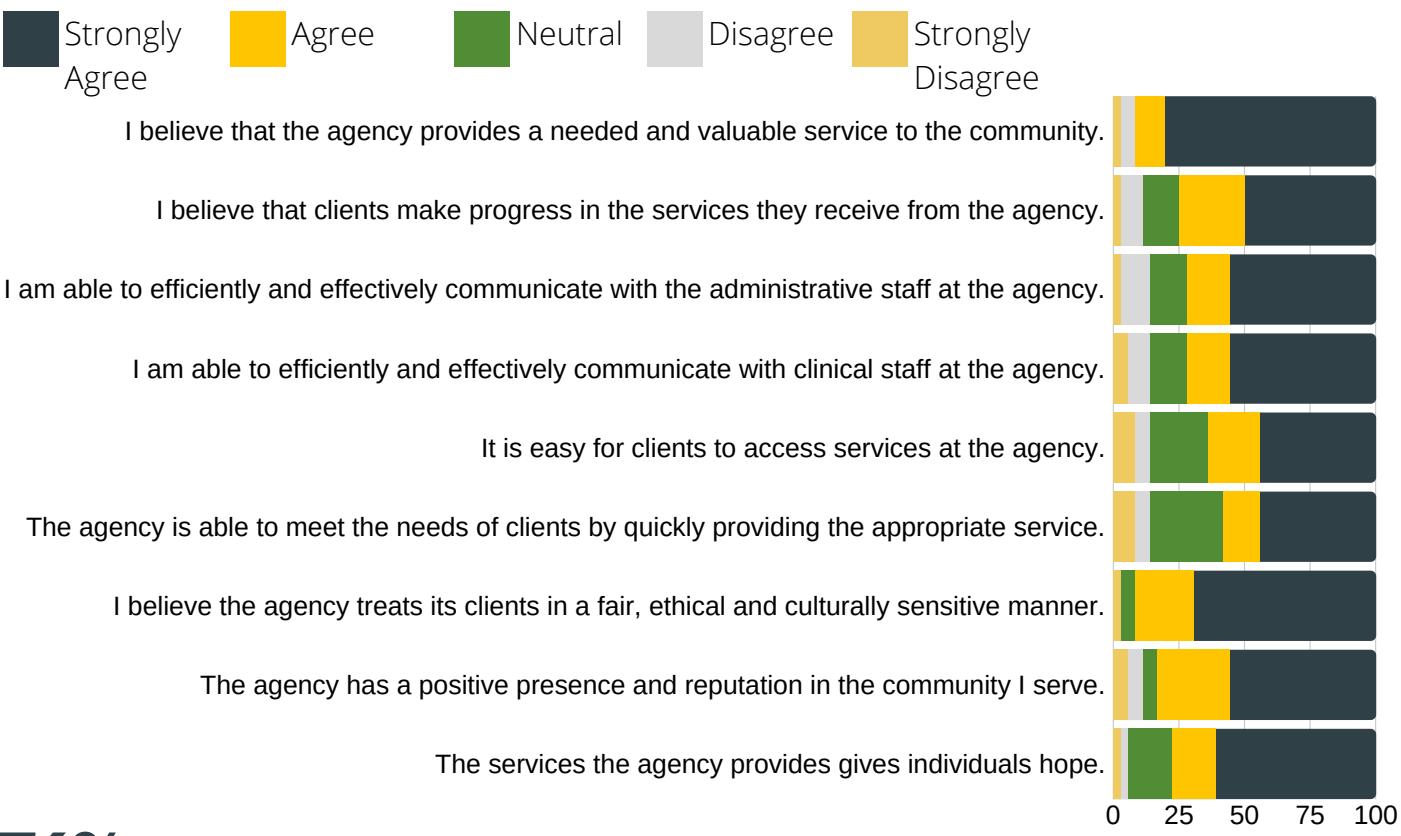


58% of individuals at-risk of homelessness or who were homeless received assistance in applying for public benefits to improve their well-being (PATH - BHD)

OUR CURRENT STATE

A total of 36 responses were gathered. Schools represented 30% of respondents while 17% were mental health/community agency.

STAKEHOLDER SATISFACTION



76% **FY 2019 AVERAGE STAKEHOLDER SATISFACTION SCORE**

"FCC is great at collaboration and has been a fantastic consortium leaders for the RCORP grant in Hardin County."
"Provides a range of professional services and resources in a very rural area. They are an asset to the areas they serve, they enhance the well being of the population they serve."
"FCC provides invaluable resources for our students in need of counseling services. The staff is very receptive to the schools needs and the students needs."
"Their active involvement in the school has been great as well as their willingness to work to meet needs that arise. They have increased so much in the last 5 years that have brought great opportunity to our students. This of course helps them to be successful academically."
"As a clinician providing care at Autumn Ridge, I observe a very friendly environment for clients to reside at for a reasonable price considering options available in region."
"In such a rural setting as our community is, FCC does an excellent job with very little resources!"

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FAMILY COUNSELING CENTER, INC.

CALL

618.658.2611

FOR HELP 24/7.

OFFICE HOURS

MONDAY-FRIDAY

8:30AM TO 4:30PM

EVENINGS AVAILABLE BY APPOINTMENT