



childguidancecenter

unlimited potential. endless possibilities.



Dear Friends and Supporters:

It is a privilege to present our 2013 Annual Report. This past year's challenges and obstacles have presented us with new and exciting opportunities. Our staff and board spent the year updating our Strategic Plan to ensure we are poised to create and implement new and innovative ideas. Now comes the fun of making them a reality!

On behalf of the Board of Directors, staff and more than 6,004 children, thank you for your commitment to helping children succeed.

Sincerely,

A handwritten signature in blue ink, appearing to read "Theresa Rulien", followed by a vertical line.

Theresa Rulien, Ph.D.
President/CEO

A handwritten signature in blue ink, appearing to read "Paige Hobb Johnston", followed by a vertical line.

Paige Hobb Johnston
Board Chair



The **mission** of Child Guidance Center is investing in our community by providing counseling and support services to assist children and families in reaching their fullest potential.

Building on over 60 years of excellence, our **vision** is to improve the lives of children and families by offering a full range of comprehensive, state of the art behavioral health services. We will engage in research and training programs to support continuous learning and improved treatment outcomes, while deepening collaborative partnerships to contribute to a thriving community.





Child Guidance Center served 6004
children, adolescents and adults during FY13.

The breakdown by age, race and gender include:

Clients Served

By Race

| | |
|---------------------------------|--------------|
| African American | 2,707 |
| American Indian, Alaskan Native | 16 |
| Asian | 54 |
| Caucasian | 2,461 |
| Hispanic | 436 |
| Multi-Racial | 316 |
| Native Hawaiian/Other Pacific | 14 |
| Total: | 6,004 |

By Gender

| | |
|---------------|--------------|
| Female | 2,495 |
| Male | 3,509 |
| Total: | 6,004 |

*unduplicated clients

By Age Group

| | |
|---------------|--------------|
| 0-3 | 487 |
| 4-5 | 514 |
| 6-8 | 1,116 |
| 9-12 | 1,588 |
| 13-17 | 1,721 |
| 18-21 | 346 |
| 22+ | 232 |
| Total: | 6,004 |

Primary Diagnosis

By Unduplicated Clients

| | |
|-------------------------------|-------------|
| Adjustment Disorders | 16.09% |
| Anxiety Disorders | 7.14% |
| Attention-Deficit Disorders | 23.46% |
| Bi-Polar Disorders | 1.22% |
| Depressive Disorders | 11.80% |
| Disruptive Behavior Disorders | 26.25% |
| Manic Disorders | 0.03% |
| Other Disorders | 6.31% |
| Post-Traumatic Disorders | 6.98% |
| Psychotic Disorders | 0.72% |
| Total: | 100% |

Child Guidance Center is in the process of implementing NetSmart's My Avatar to achieve a full integrated electronic health record. The integrated electronic health record will allow our staff complete access to the clients' charts. This will promote better communication between staff (therapists, case managers, doctors) providing varied services for our clients. In the near future, we will be implementing the "Order Connect" and the mobile modules. "Order Connect" will allow our psychiatrists to electronically prescribe medications and send lab orders, as well as receive lab orders electronically. "Mobile Connect" will provide the in-community staff access to the charts on a mobile device, allowing them to enter notes, treatment plans, and service plans in the field, as well as collect electronic signatures of their clients (reducing the number of trips needed to complete paperwork). In approximately six (6) months we will implement the "Consumer Connect" module which gives our clients access to a secure web page where they can schedule, re-schedule or cancel appointments. Finally, we will be implementing the "HL7 Interface" which will allow us to send client charts in an encrypted format to various organizations (primary care providers, emergency rooms, etc.) through the state health information exchange.



Launching Avatar...

Community Action Team (CAT): This Team of therapists, case managers, mentors, nurse and psychiatrists provide wraparound services to high risk youth and their families.

Community Family Services: Community therapists provide in-home and on-site therapeutic services to children, adolescents and their families, including children in foster care, who are having serious emotional problems.

Day Care Consultation (Jacksonville Journey): Provides on-site evaluation of children in subsidized daycare programs in collaboration with the Early Learning Coalition and Jacksonville Children's Commission.

Family Services Planning Team (FSPT): This team, chaired by Child Guidance Center staff, consists of a group of representatives from various agencies who collaboratively are responsible for coordinating community-based support services for children who are at risk of losing their current home placement due to behaviors attributed to emotional disturbance.



Our Programs

Full Service School Counseling: Counseling is provided at seven high schools and their feeder schools located across Duval County. Individual, family and group sessions are provided. This program empowers family members to become actively involved in their child's education and healthy emotional development.

High Risk Newborn Program: The Program serves families with children under 2 who are at risk of abuse or neglect. The services provided include dyadic therapy with the primary caretaker and the child, family therapy, individual therapy, play therapy and case management. The specific services are determined by the family's needs. Services are delivered in the home setting.

Outpatient Services: Outpatient counseling consists of individual and family therapy, group therapy, and parental support. This service is available to all children, adolescents, and families who meet clinical criteria. Child Guidance Center operates four Outpatient offices located conveniently throughout Jacksonville.

Psychiatric Services: Psychiatric services can be accessed through all programs at Child Guidance Center. Clients are provided the following services: Psychiatric Evaluation, Team Treatment Planning, and Medication Management.

Rapid Response Program: The Team's objective is to reduce the number of children hospitalized through the Baker Act and to ensure follow-up services are provided to the child after the crisis intervention episode. Referrals are accepted from Duval County Public Schools and from Foster Care Hot Lines.

School-Based Counseling Programs: In-school counseling and educational services are provided to students assigned to the Emotional/Behavioral Disorders (EBD) Program in seven Duval County Public Schools.

School Support Services: Therapists are in classrooms, 1-2 hours each week, to assist/participate in several areas: assessment of classroom and individual needs, teacher collaboration, large and small group behavioral health activities. The intent is to focus on common issues of concern affecting academic achievement, i.e. peer interaction/social skills, as well as to work with identified children requiring individual attention.

Targeted Case Management Services: Targeted Case Managers work with the child and family to link them with needed community services, while monitoring and evaluating the services they are receiving. Case Managers act as advocates for the child and family.



| Revenues | 2013 |
|------------------------------------|----------------------|
| Medicaid | \$4,631,382 |
| Children's Medical Services | \$329,868 |
| Client and Other Fees | \$82,815 |
| Duval County School Board | \$1,818,605 |
| Family Support Services | \$596,960 |
| Jacksonville Children's Commission | \$1,217,001 |
| State of Florida | \$1,167,762 |
| United Way | \$104,698 |
| Other | \$140,319 |
| Total | \$10,089,410* |

*Unaudited financial results for FY13

| Expenses | 2013 |
|-----------------------|--------------------|
| Personnel | \$8,358,067 |
| Building/Occupancy | \$239,337 |
| Depreciation | \$123,451 |
| Professional Services | \$91,008 |
| Supplies & Equipment | \$238,562 |
| Travel | \$140,124 |
| Other | \$664,686 |
| Total | \$9,855,235 |



Child Guidance Center Staff

Theresa Rulien, Ph.D., President/CEO

Jane Chafin, Clinical Director

Beth Oberlander, Quality Assurance Director

Guy Parker, Chief Financial Officer

Annette Vajda, Human Resources Director

Anna Yumul, M.D., Medical Director

Board of Directors

Paige Johnston, Chair

Michele Seymour, First Vice Chair

Michelle Leak, Second Vice Chair

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Miriam Crowe

The Honorable Judge Henry Davis

Mark Leininger

Anne McIntosh

Prasanthi Reddy, M.D.

Jeff Scales

Thomas Schmidt

Anne Steeves

Joseph Strain

Sergeant Barbara Weber

Meg Zabijaka

OUTPATIENT LOCATIONS

All facilities are accessible for persons with disabilities.

Translation services are also available.

Arlington

1100 Cesery Boulevard, Suite 100
Jacksonville, FL 32211

Northside

1110 Edgewood Avenue West
Jacksonville, FL 32208

Southside

5776 St. Augustine Road
Jacksonville, FL 32207

Westside

4595 Lexington Avenue
Jacksonville, FL 32210

For the following services dial **904-448-4700** and

- 1 Outpatient Counseling
- 2 Communication Action Team
- 3 Case Management
- 4 Medical Services
- 5 Locations
- 6 Administration
- 7 Assistance

All voice telephone numbers may be accessed
by persons using TTY/TDD equipment
Florida Relay Service at 711



Clients have the right to treatment without regard to sex, race, color, national origin, religion, spiritual beliefs, handicaps, language or economic status.