

# 2024

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# ANNUAL REPORT



# President's Message

Child Guidance Center is fast approaching our 74<sup>th</sup> year in the Jacksonville community. With over seven decades serving the area, we have learned much about our residents.

We recognize how trauma affects not only the individual in the moment of the crisis, but also in their recovery and in their future development.

We recognize how important it is to consider all aspects of a person's health, including their physical, mental, emotional, financial, social, nutritional, relational, and spiritual health.

We know that as humans we are linked to others and that, especially within a family, it is imperative to include as many involved family members as possible in the work of the family unit.

The CGC Board of Directors continues to work at expanding our donor base. CGC hosted our fourth Annual Sandal, Sneaker & Stiletto Gala at San Jose Country Club. The paddle raises and live and silent auctions increased our fundraising. Our Board commits to raise money to ensure CGC continues to provide much needed mental and behavioral health services to our community.

CGC staff continue to provide our clients with excellent mental health services via face-to-face and telehealth. Qualified workforce demands continue to create staffing issues, specifically in our Outpatient program. A staffing pattern supported by Medicaid is difficult to sustain even with the funding increase received this past year. With the Outpatient client base primarily Medicaid funded, we are still unable to meet the higher salary demands of experienced staff. CGC's Strategic Planning Committee, Executive Team, and Management Team continuously review our HR practices to determine solutions.

Our Medical Team is exploring ways to serve clients despite the difficulty securing Psychiatrists. We employ 1 FTE Psych APRN at this time, who provides both in-person and telehealth services.

CGC continues to work closely with Duval County Public Schools (DCPS) through our Full Service School program as well as our 24/7 Rapid Response Team (RRT).

Our Community Action Team (CAT) continues to provide high intensity family treatment and has grown over the past several years to include a Little CAT program for younger children.

The CGC Outpatient program continues to serve clients throughout the Jacksonville community at our Westside, Northside and Southside locations; we also operate a small satellite office for young children in Clay County. We have decided to explore other locations at the Beaches at this time.

We continue to provide Targeted Case Management services but on a smaller scale due to a significant need for the state to increase Medicaid reimbursement rates for that service.

CGC continues to operate our Immediate Access Clinic to assist with urgent client care.



**THERESA THWEATT RULIEN, PH.D.**  
CEO/PRESIDENT

# Population Served



## By Gender

|            |      |
|------------|------|
| Females    | 1924 |
| Males      | 1849 |
| Unreported | 2    |

## By Age

|       |      |
|-------|------|
| 0-3   | 34   |
| 4-5   | 171  |
| 6-8   | 640  |
| 9-12  | 1154 |
| 13-17 | 1432 |
| 18-21 | 190  |
| 22+   | 154  |

## By Race

|                                            |      |
|--------------------------------------------|------|
| African-American                           | 1114 |
| American Indian or<br>Alaskan Native       | 3    |
| Asian                                      | 52   |
| Caucasian                                  | 1667 |
| Hispanic                                   | 512  |
| Multi-Racial                               | 141  |
| Native Hawaiian/ Other<br>Pacific Islander | 5    |
| Other                                      | 77   |
| Not Disclosed                              | 204  |

**Services provided to 3,775  
children and adolescents.**

# Services

## **Community Action Team (CAT)**

CAT consists of therapists, case managers, mentors, nurses and psychiatrists who provide wrap-around services to high-risk children, youth and their families in Duval County.

## **Case Management Services**

Targeted Case Managers work with the child and family to link them with needed community services, monitor, and evaluate the services. Case Management services are available in Duval County.

## **Full Service School Counseling**

Counseling is provided at Beaches and Sandalwood High Schools, as well as all middle and elementary feeder schools. Individual, family and group sessions are provided.

## **Infant, Child & Family Therapy (Sulzbacher Village)**

Provides on-site therapeutic services to the residential families of Sulzbacher Village.

## **Infant & Early Childhood Services**

Services are provided to families with children under 6 who have been experiencing emotional and/or behavioral difficulties. Services include family therapy, individual therapy, play therapy, and case management. The specific services and location of services are determined by the family's needs. These services are provided in Clay and Duval Counties.

## **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.

## **Psychiatric Services**

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

## **Rapid Response Team**

This mobile response team's objective is to reduce the number of children hospitalized through the Baker Act and to ensure follow-up services are provided after the crisis intervention episode. Referrals are accepted from Duval County Public Schools, 988, and for anyone in the Duval County area.



# Financials

## Public Support

|                                                            |                 |
|------------------------------------------------------------|-----------------|
| LSF Health Systems as Managing Entity for Florida DCF      | 3,875,316       |
| Kids Hope Alliance & DCPS through United Way of NE Florida | 1,656,191       |
| Family Support Services of North Florida, Inc.             | 154,407         |
| Other                                                      | 526,332         |
| Contributions                                              | 54,754          |
|                                                            | <hr/> 6,267,000 |

## Revenues

|                     |                 |
|---------------------|-----------------|
| Net Patient Revenue | 2,074,771       |
| Program Revenue     | -               |
| Other               | 147,032         |
|                     | <hr/> 2,222,803 |

**TOTAL 8,489,803**

## Expenses

|                             |           |
|-----------------------------|-----------|
| Personnel                   | 6,594,924 |
| Building Occupancy          | 210,841   |
| Professional Services       | 189,784   |
| Travel                      | 37,444    |
| Equipment                   | 399,480   |
| Contract Services           | 302,602   |
| Insurance                   | 197,901   |
| Interest                    | 9,039     |
| Operating Supplies/Expenses | 173,394   |

**TOTAL 8,115,409**

# Leadership & Locations



## Board of Directors

### Officers

Jennifer Pyle — Chair  
Dr. Eliot Asyre — First Vice Chair  
Christine Cooper — Second Vice Chair  
Julie Lamey — Treasurer & Secretary  
Lindsay Swiger — Immediate Past Chair  
  
Dr. Prasanthi Reddy — Foundation Chair  
Miriam Crowe — Foundation Vice Chair

### Members

Denise Clayton  
Mario Decunto  
W. Carter Elliott  
Ellen Heekin  
Anjanette “Anjie” Ivey  
Ross Vickers

## Executive Staff

Dr. Theresa Rulien — President/CEO  
Walter Carter — Chief Financial Officer  
Beth Oberlander — Chief Clinical Officer  
Karon Ivey — Chief Administrative Officer

**For more information or to access services, please call 904-448-4700 and the appropriate extension below:**

**Beaches** — 804 3rd Street, N., Suite C, Neptune Beach, FL 32250

**Northside** — 1110 Edgewood Avenue W., Jacksonville, FL 32208 — ext. 6000

**Southside** — 5776 St. Augustine Road, Jacksonville, FL 32207 — ext. 1000

**Westside** — 4595 Lexington Avenue, Jacksonville, FL 32210 — ext. 5000

*All facilities are accessible for persons with disabilities. Translation services are also available. Clients have the right to treatment without regard to sex, race, color, national origin, religion, spiritual beliefs, handicaps, language or economic status.*