



CGC
Child Guidance Center



2025

ANNUAL REPORT



President's Message

This year, Child Guidance Center celebrates a remarkable milestone: 75 years of serving the Jacksonville community. We'll mark this occasion at our fifth annual Sandal, Sneaker, & Stiletto Gala in April 2026, reflecting on how far we've come and the work that lies ahead.

As our community grows and evolves, so does Child Guidance Center. While our methods adapt to meet emerging needs, our core mission remains steadfast: addressing the issues that matter most to the families we serve. Trauma—including generational trauma—whole health, and family dynamics continue to be at the heart of our work. We approach treatment through a family systems lens, recognizing that healing happens within the context of our relationships and communities.

Our Board of Directors and Executive Team remain committed to expanding our resources and reach. Last spring's fourth-annual Gala was a tremendous success, and we're grateful for the continued support that enables us to provide essential mental and behavioral health services to those who need them most.

Like many healthcare organizations, we face ongoing workforce challenges, particularly in our Outpatient program, which operates under a fee-for-service Medicaid model. Our Strategic Planning Committee, Executive Team, and Management Team continuously evaluate our HR practices to attract and retain the talented professionals our clients deserve.

We're also strengthening our medical services. Our Psychiatric APRN currently provides both in-person and telehealth care, and our Medical Team is exploring additional ways to enhance access and quality of care as state policy around APRN practice authority continues to evolve.

Our partnership with Duval County Public Schools remains strong through our Full Service Schools program, ensuring students have access to mental health support right where they are.

Our 24/7 Rapid Response Team continues to serve the community through



direct calls to our crisis line and referrals from the national 988 suicide prevention hotline.

The Community Action Team—including our newer “Baby CAT” program—provides high-intensity family treatment with the support of a dedicated Behavior Analyst.

Meanwhile, our Outpatient program serves families at our Westside, Northside, and Southside locations, as well as satellite offices in Clay County and Sulzbacher Village for young children. We continue to explore opportunities to expand access at the Jacksonville Beaches.

Case management services remain available to families with the greatest needs across our Outpatient and CAT programs. Our Immediate Access Clinic ensures urgent mental health concerns are addressed promptly, now supported by a High Utilizer Care Coordinator to provide continuity of care for our most vulnerable clients.

As we look toward the future, we're inspired by the past 75 years and energized by the opportunities ahead.

Thank you for your continued support of Child Guidance Center and the families we serve.

Theresa Thweatt Rulien, Ph.D.
President/CEO





Population Served

By Gender

Females	1860
Males	1891
Unreported	4

By Age

0-3	26
4-5	183
6-8	653
9-12	1174
13-17	1363
18-21	174
22+	182

By Race

African-American	1166
American Indian	5
Alaska Native	1
Asian	57
Caucasian	1608
Hispanic	511
Multi-Racial	111
Native Hawaiian or Other Pacific Islander	4
Other	68
Undisclosed	224

Services provided to 3,755 children and adolescents.





Services

Community Action Team (CAT)

CAT consists of therapists, case managers, mentors, a nurse, a behavior analyst, and a psychiatrist 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 and select charter 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.

Outpatient Services

Outpatient counseling consists of individual and family therapy, and parental support. This service is available to all children, adolescents, and families who meet clinical criteria.

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.

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 people 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	4,864,682
Kids Hope Alliance & DCPS through United Way of NE Florida	1,585,055
Family Support Services of North Florida, Inc.	156,277
Other	177,998
Contributions	<u>86,688</u>
	6,870,700

Revenue

Net Patient Revenue	2,002,979
Program Revenue	-
Other	<u>111,748</u>
	2,114,727

TOTAL 8,985,427

Expenses

Personnel	7,095,208
Building Occupancy	183,256
Professional Services	112,237
Travel	62,003
Equipment	418,539
Contract Services	181,303
Insurance	149,356
Interest	-
Operating Supplies/Expenses	<u>333,044</u>
	8,534,946

TOTAL 8,534,946



Leadership & Locations

Board of Directors

Officers

Dr. Eliot Asyre — Chair
Ellen Heekin — First Vice Chair
Christine Cooper — Second Vice Chair
Julie Lamey — Treasurer & Secretary
Jennifer Pyle — Immediate Past Chair

Dr. Prasanthi Reddy — Foundation Chair

Members

Denise C. Clayton
Mario Decunto
W. Carter Elliott
Anjanette “Anjie” Ivey
Joanne Smith
Lindsay Swiger
Ross Vickers

Executive Leadership

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

Locations

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

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.