

Family Counseling Service

of the

Finger Lakes, Inc.



2018

Annual Report

Your Health.

Your Choices.

Your Life.

Help for Today. . .

. . . Hope for Tomorrow.



Family Counseling Service of the Finger Lakes

Who We Are

Family Counseling Service of the Finger Lakes (FCSFL) is a family service agency incorporated in 1962 as a non-profit agency in the state of New York providing services to residents of Ontario, Seneca, Wayne and Yates Counties as well as providing regional trainings and consultation.

FCSFL is a member of the Community & Family Services Association of New York State, NYS Council for Community Behavioral Health, New York State Coalition Against Domestic Violence and a member of the 2015-2016 Trauma Informed Learning Community through the National Council for Behavioral Health. Family Counseling, provides professional counseling, trauma therapy and other specialized services including Domestic Violence Program support and advocacy, Hispanic Bilingual Family Services, Domestic Violence Accountability Program, LGBTQ (lesbian, gay, bisexual, transgender, queer or questioning) Services including education, support and advocacy and Employee Assistance Program.

The agency's first priority is to recognize the dignity of all human beings and strive to provide the highest quality of service to those who come to us in need. Family Counseling Services' mission is to provide counseling and supportive services to individuals, children and families to improve the quality of their life at home and in the community. Each employee contributes directly to the organization's ability to provide a safe supportive and welcoming environment, ultimately impacting the quality of service we provide to the individuals, children and families we serve. FCSFL ensures every employee regardless of title is trained in the importance of and practice of trauma informed care.

Our statement of VALUES is as follows:

- The family is the source of individual strength and healthy communities.
- All individuals are worthy and deserving of respect.
- All individuals possess unique strengths and can be empowered to develop their potential.
- Children deserve the most supportive environment possible in which to grow.
- All individuals have the capacity to change themselves or their situation.
- All individuals and families have the right to quality and confidential services.

FCSFL is committed to recruiting a diverse staff that reflects the communities we serve, and to provide training and support necessary to assure that our staff members have the knowledge, skills, attitudes and values necessary to provide quality services to all persons in a respectful manner. We uphold the principles of inclusion and diversity where staff and stakeholders feel supported, listened to, and respected.

FCSFL recognizes diversity as “the quality of being different or unique at the individual or group level. This includes work style, parental status, sexual orientation, gender orientation or gender, skin color, language, age, mental and physical abilities – and more. Even when people appear the same on the outside, they are different!” We recognize inclusion as a strategy to leverage diversity. Diversity always exists in social systems. Inclusion, on the other hand, must be created. In order to leverage diversity, an environment must be created where people feel supported, listened to, and able to do “their personal best.” Our Agency is committed to these principles at all levels of our organization, regardless of title or role.

We are all faced with challenges in life and some challenges can be devastating. Without people around us to offer support when those challenges arise – it can bring people to some pretty dark places.....we truly need to become invested in ourselves and in one another. We need to take notice of the people around us, pay attention, and be available. FCSFL has fully embraced integrated care and the many benefits that accompany it. We have therapists co-located within pediatricians offices, within the Child Advocacy Center, and within multiple schools.

I am extremely proud of our entire FCSFL team and am happy to present this annual report that highlights their efforts.



*Barbara Pierce-Morrow, MSM, CASAC, FDC
Executive Director*



Trauma-Informed Care

A program, organization, or system that is trauma-informed realizes the widespread impact of trauma and understands potential paths for recovery; recognizes the signs and symptoms of trauma in clients, families and staff, and others involved with the system; and responds by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively resist re-traumatization.

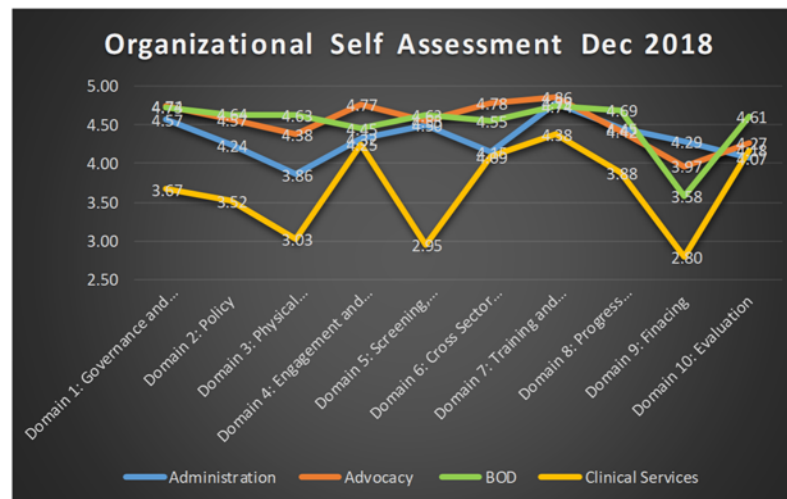
It's Important to Recognize & Celebrate the Wins

If we remember that we are guiding our practices by looking through a trauma informed lens, most everything we do is guided by principles that have been woven into our agency over the last 3+ years. This ongoing work that we need to continually assess and respond to as agency, program, staff and client needs change.

The Finger Lakes Resiliency Network's Trauma-Informed Care Learning Community is built on five core values of:

- Safety* ♦ *Trustworthiness* ♦ *Choice*
- Collaboration* ♦ *Empowerment*

If a program can say that its culture reflects each of these values in each contact, physical setting, relationship, and activity and that this culture is evident in the experiences of staff as well as consumers, then the program's culture is trauma-informed.





Achievements in the Trauma Informed Care Practices and Implementation

Governance and Leadership - Domain 1

- TIC overview to Board of Directors (2017, 2018)
- Board requesting participation in the upcoming OSA (2017, 2018)
- New development and use of Board orientation (2017, 2018)
- Open “Town Hall” style meetings with Barb in the spring and fall for ongoing engagement (2017)
- Board participation at agency All Staff Meeting in August and December to encourage networking and support of FCSFL work (2017, 2018)

Policy - Domain 2

- Updated agency P&P with more TI language (2017, 2018)
- Begin foothold P&P (2017)
- Update and distribution of policies as were completed with a breakdown of how to and it’s purpose (2017)
- Purchase of server for secured access to employee forms and resources including easy access to agency policies (2017)
- Began policy development around TIC-Clinical Screening & Assessment tools (2018)


Physical Environment - Domain 3

- Additional painting in Geneva
- Meeting with architect and construction company regarding renovations & addition Geneva (2017, 2018)
- Installment of solid doors and additional sealing in cracks and ceiling filler for increased confidentiality in Canandaigua (2017)
- Renovations to increase space in Canandaigua (2017)
- Fish tank was added to LGBTQ suite in Newark (2017)
- Roof repairs completed in Newark (2017, 2018)
- Air conditioning, doors fixed and fire extinguishers added to improve staff and client comfort and address safety (2017)
- New fire system installed in Geneva (2017)
- New cooling tower Geneva (2018)
- Walked the Geneva space with the perspective of a client (2018)
- Tested new ideas for waiting area (2018)
- Achieved a clear understanding of challenges around change (2018)
- Started research on donations and grants surrounding furnishings (2018)
- Removed the dated pictures in Geneva hall (2018)

Engagement and Involvement - Domain 4

- Full day off site staff trainings for Summer and Winter (began 2017)
- Annual board meeting continued to be open to staff (2017)
- Improve internal job postings process (2017)
- Creation of Cheer for Peer board (2018)
- Creation of the Monthly Minute (2018)



-
- 
- Beginning to utilize the newsletter more (2018)
 - Seeking client/volunteer for the BOD (2018)

Cross Sector Collaboration - Domain 5

- Development of the Finger Lakes Resiliency Network (2016-2017)
- Kickoff of first cohort to assist other organizations and schools to become more trauma informed (2017)
- Continued ACE's/TIC training across NYS (2017, 2018)
- Continued involvement at four counties suicide taskforce (2017, 2018)
- Participation on multiple committees and taskforces building relationships and open doors for future opportunities (2017, 2018)

Screening, Assessment, Treatment Services - Domain 6

- First round of NMT completed (2017)
- Continuing to manage waitlist for individuals seeking out trauma services (2017, 2018)
- Began identifying TIC - Clinical screening and assessment tools (2018)

Training and Workforce Development - Domain 7

- Our staff in total have spent over 350 hours of trainings in 2017
- Continued support of staff development and supporting a work life home balance
- Promoting and assisting staff to get involved in agency webinars for FLRN
- Promoting and assisting staff in development of trainings for outside agencies, including trainings for EAP contracts
- NMT Training (2017)
- Development of new employee orientation that stresses TIC and TIC training requirements for all employees (2017, 2018)
- Three ALL STAFF trainings - Stress Mngt, Time Mngt and Managing Change (2017)
- Identified Domain workgroups that included every member of staff and BOD (2018)
- Identified importance of FCSFL Staff development and coordinated efforts around FLRN - training, webinars, consultant work (2018)


Progress Monitoring and Quality Assurance - Domain 8

- Completed OSA and again at end of each year (2015-2018)
- Completion of OVS evaluation to begin progress monitoring of individual programs (2017)

Financing - Domain 9

- Pay raises in early 2017
- Additional funding set aside for renovations and other physical space improvements
- Funding set aside for training and licensure renewals
- Purchase of server for secured access to employee forms and resources

Evaluation - Domain 10

- OVS evaluation completed to begin reviewing contracts and reporting measures
 - OSA completed mid-2017 and again end of year
-
- 



Board of Directors

2017-2018

Diana Johnson, *President*
Fred Brockway, *Vice President*

Ontario County

Fred Brockway
Sage Gerling
Natalie Kanellis

Seneca County

Steven Lauer
Carol VanHorn

Wayne County

Michael Colacino
Diana Johnson





Agency Staff

Executive Director

Barbara Pierce-Morrow, MSM, CASAC, FDC

Professional Staff

Michele Bowersox, LMHC	Ashley Lewis, LMSW
Kimberly Davis, LMHC-P	Scott Ostrowski, LMSW
Carrie Gardner, LMHC	Adelaida Paliotti, LMSW
Jennifer Julien, LMHC-P	Lindy Powers, M Ed.
Alma Laguer-Diaz, Psy. D.	Jennifer Smithling, MA, LMHC
Erin Larramendi, MS, LCAT	Sarah Woodworth, LMSW

Advocacy Staff

Jeanie-Marie Austin, MA	Maria Peralta
Amy Babiarz, BSW	Bonnie Prater, AAS
Jessica DeFazio, BA	Allison Reynolds, BA
David Diaz, AA	Chelsea Snyder, BA

Administrative/Support Staff

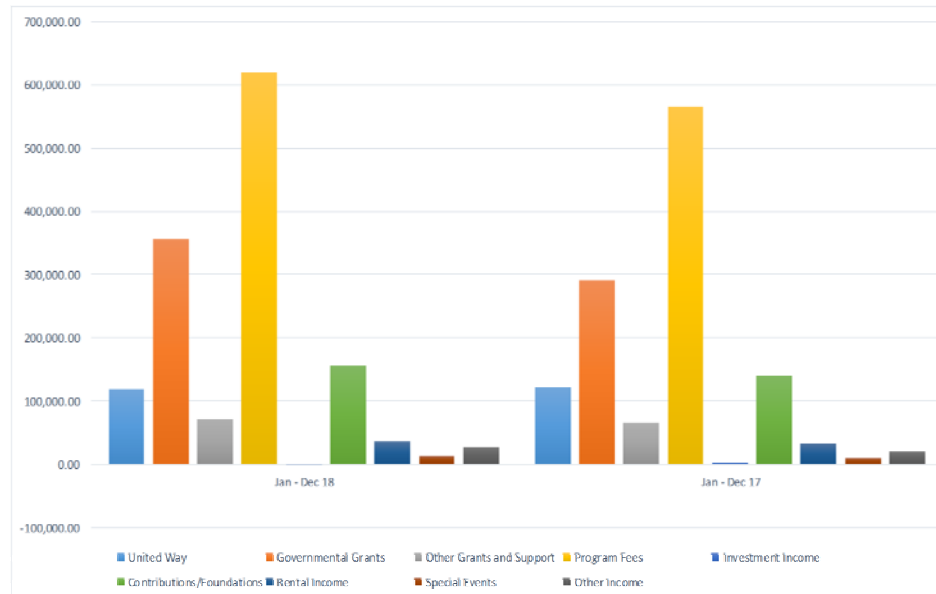
Rebecca Emerson, BA	Kelley Parker
Pat Hurley-Trojan, MBA	Brian Rice, AAS, AS
Diana Johnson	Cathy Thurston, BSBA
Terri Knight-Miller	Denise Vandy, BS
Katie Ostrowski, AA, AS	



FINANCIAL REPORT 2018

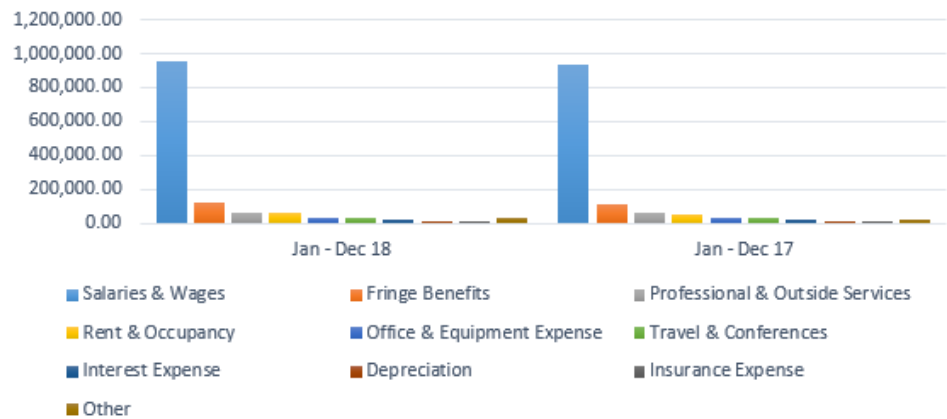
REVENUE

REVENUE	Jan - Dec 18	Jan - Dec 17
United Way	119,481.00	122,027.00
Governmental Grants	356,293.00	291,446.00
Other Grants and Support	70,712.00	66,835.00
Program Fees	619,792.00	566,478.00
Investment Income	(502.00)	1,835.00
Contributions/Foundation	155,733.00	140,658.00
Rental Income	36,495.00	31,866.00
Special Events	12,603.00	9,824.00
Other Income	28,085.00	20,057.00



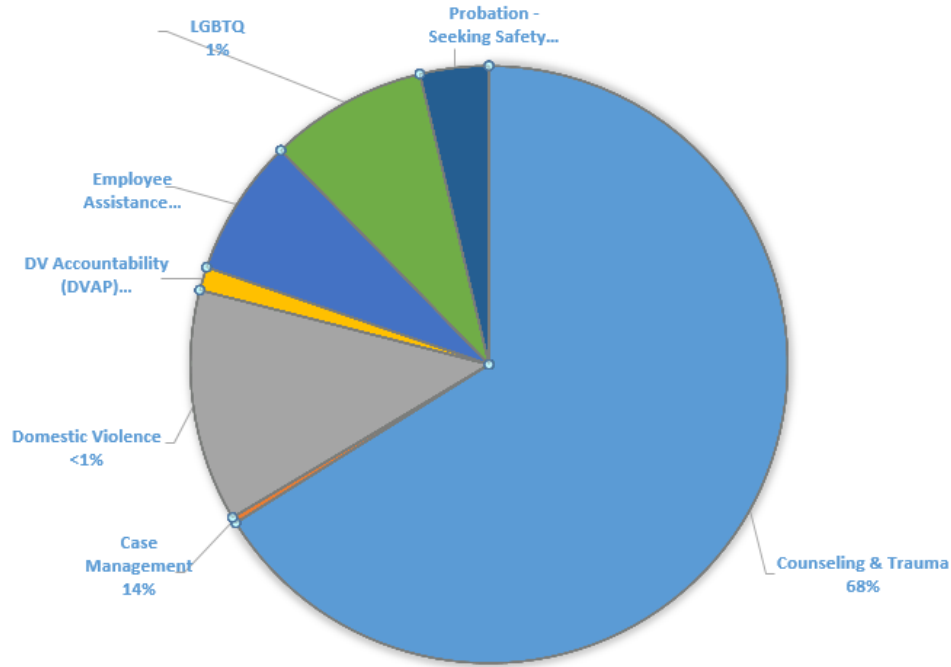
EXPENDITURES

EXPENDITURES	Jan - Dec 18	Jan - Dec 17
Salaries & Wages	953,951.00	930,401.00
Fringe Benefits	122,835.00	110,529.00
Professional & Outside Services	65,902.00	58,471.00
Rent & Occupancy	63,893.00	55,349.00
Office & Equipment Expense	30,381.00	32,926.00
Travel & Conferences	29,430.00	30,030.00
Interest Expense	22,217.00	18,540.00
Depreciation	14,678.00	13,332.00
Insurance Expense	12,719.00	12,469.00
Other	29,164.00	22,274.00
Total Revenue	1,398,692.00	1,251,026.00
Total Expenditures	1,345,170.00	1,284,321.00
Net Income: Surplus (Deficit)	53,522.00	(33,295.00)



SERVICES REPORT 2018

HOURS OF SERVICE



Counties Served	Hours of Service	Families	Individuals
Ontario	4,825	1,041	1,175
Seneca	766	137	168
Wayne	2,625	322	447
Yates	346	44	51
Other or Unknown County	565	55	62
Totals	9,127	1,599	1,903



Jennifer's Story

Jennifer entered the Domestic Violence Program at FCSFL after leaving an abusive relationship, this is her story.

Jennifer was able to escape after she was strangled to the point of unconsciousness in her upstairs bedroom while her children and her boyfriend's children were downstairs. During the altercation, Jennifer was thrown around her room and brought into the bathroom where her boyfriend began running water in the bathtub and threatened to drown her. Jennifer was able to escape to a neighbor's house to call 911. A few weeks after the altercation, Jennifer found several knives hidden in her bedroom. Jennifer's boyfriend ultimately pled guilty in a plea deal and spent two years in prison.

During the time he was in prison she met another man who was also abusive verbally, emotionally and physically. One of his favorite ways to abuse Jennifer was to keep her isolated in her apartment not allowing her to work or get her license and told her that her only job was to raise her children. He also liked to provoke suicide attempts by handing her a knife when she was feeling suicidal and having flashbacks about her previous abuser. Jennifer ended up in a psych unit at a local hospital after a couple of suicide attempts and the relationship with her boyfriend seemed to fade as he didn't want to deal with "all the drama".

A few months after the relationship ended, Jennifer's ex-boyfriend decided that he wasn't done with Jennifer and broke into her house on two separate occasions and sexually assaulted her. Jennifer got up enough courage to have him arrested, testified at grand jury and is awaiting trial. Since he was arrested he has not been in contact with her which allowed Jennifer to start pulling herself out of the depression she'd been in and refocus on herself. Jennifer now has a job and although very anxious at first she has just recently been promoted to Shift Leader, has her permit and bought a car, sought out mental health treatment, is able to pay her bills and lead a happier life with her children.

It's success stories like this, that take small donations and turn them into big contributions and help people like Jennifer succeed!





New Programs at FCSFL

Case Management

OVS Case Management was introduced to the Agency in Fall 2018. Case Managers assess crime victim's unique needs and then identify and coordinate internal and external resources to address them.

Case management includes care coordination, communication, comprehensive needs assessment, and advocacy to promote the best outcomes for victims. Case Managers oversee coordination of the care of a victim in response to a variety of challenges and needs that arise from victimization. They determine immediate needs and bridge individuals/families to resources they are eligible for and need which also increases engagement and overall supports.

Case Managers are trained in domestic violence advocacy and trauma-informed care and practices. They also coordinate resources such as medical, legal, mental health, criminal justice, social services, advocacy, housing, clothing, food, transportation, immigration, financial, employment as well as provide care coordination, communication, comprehensive needs assessment and advocacy as needed. If an individual/family, identifies as being a current victim of crime and in need of emergency assistances, the Case Manager will engage the individual/family with an internal advocate (DV, LGBTQ, SA, or Bilingual) immediately.

Case Managers are the liaison that bridges internal and external services needed, providing ongoing follow-up after internal services are no longer needed, helping to secure and maintain needed resources throughout treatment and after.

Project Promise Parenting Pathways

Project Promise is a collaboration of multiple service providers including Family Counseling Service of the Finger Lakes, Child & Family Resource Center, Presbytery Church in Geneva, and the Jim Dooley Center, just to name a few! This collaborative initiative began more than 10 years ago as the Teen Mom's Program to address high rates of teen pregnancy within Geneva School District as reflected in the Success for Geneva's Children Data Book and later identified by the Success for Geneva's Children Board and member organizations as a population needing additional support. Over the years, collaboration grew, strengthening the support offered to participants.

Today, the program is called Project Promise Parenting Pathways, a multi-component program that offers unique individual and group support by multiple providers to young parents and parents-to-be at no cost to participants. Long-





lasting supportive relationships are established with these young parents and links made to local resources and services including pre/post-natal care, support, advocacy, and referrals to help meet physiological, psychological, safety, social, and esteem needs. The partnership offers incentives to encourage participants to complete programs, stay in school, and to pursue further education. The program's four primary components are as follows:

TEEN PARENTS: Monthly support/education meeting. This class provides a safe space to gain knowledge, develop skills, and serves as a check-in to ensure basic needs are met. Parents and their children become part of a strong social network of support.

BABY COLLEGE: Meeting for 6 weekly classes, this literacy program encourages dream-building and goal-setting for parents and their children. It focuses on the importance of literacy and the impact reading and language have on a baby's development.

MOMMY & DADDY MASTERS: This 10-week class teaches mindfulness and helps participants develop interpersonal and emotional regulation. Classes focus on how personal experiences shape our lives and how to build skills to overcome obstacles and reach goals.

PLAY ACADEMY: Participants build resilience, persistence, and grit through interactive play with their children in this 6-week class. Focusing on strategies to persevere through tough times, parents are taught about different stages of development and why play is so important.

Seeking Safety

Ontario County Probation and Finger Lakes Treatment Court is enhancing services by offering trauma-informed education, group psychotherapy, clinical assessment and treatment to participants at FCSFL who identify as having experienced Adverse Childhood Experiences (ACE's) and/or trauma. Seeking Safety is a voluntary 10-week group offered to probationers and/or treatment court participants. Seeking Safety is run by art therapist, Erin Larramendi LCAT, and incorporates art therapy and other alternative coping techniques with psycho-education about PTSD and substance abuse. The groups are designed to facilitate an open, safe and collaborative discussion about each group member's experience.

Many of the members continue to report that they have gone through multiple groups over the course of their probation and recovery. They report that Seeking Safety is undoubtedly the one group they look forward to, gain the most insight from and hope to return to in the future.





2018 Donors & Sponsors

Individuals

Carl & Heather Aten	Natalie Kanellis
Joy Benson	Joel & Midge Kerlan
Joanne Bleakley	Richard & Arlene Laude
David Brind	Jennifer Morris
Clair J. & Mary C. Britt	Barbara Pierce-Morrow
Fred Brockway	Aaron Muise
Daniel & Paula Chacchia	Elizabeth Newell
Cliff Chan	Robert & Judy Oaks
Michael & Marie Colacino	Shauna O'Toole
Mabel & Gerald Deal	Edgar & Elaine Prindle
Kristen & Rhonda Destino	Dawn Provan
Rafael E. Diaz	Tremayne Robertson
Sandra Nielson Ditch	Lawrence & Christine Smart
Jennifer Lynn Frederick	Scott Snyder
Sage & Christopher Gerling	Jamie Tharp
William & Jane Gerling	Cathy L. Thurston
Dr. Harry & Susan Givelber	Carol & Schuyler VanHorn
Samuel M Hall	Courtney Weber
James & Shirley Harvey	Sarah Woodworth
Diana Johnson	

Corporate

Beef & Brew, Inc.	BonaDent, Inc.
Billsboro Winery	Bond, McDonald and Lehman, Inc.





Bubble Tea	Geneva Hotels, LLC
Community Bank, NA	GW Lisk Company, Inc.
D & BT Properties	International Taco
Dixon Schwabl Advertising	L M Sessler Excavating & Wrecking
Empower Fairness Alliance and Information Resources	Love Geneva
Empower Fairness Alliance and Information Resources	Lyons National Bank
Fairfield Inn and Suites	Lyonsmith Brewery Co.
FL Family Chiropractic Wellness, PC	Nardozzi Paving & Construction
FL Office for Alternative Therapies	Over the Moon Grilled Cheeserie, LLC
Finger Lakes Partners	Pedulla's Inc.
FLX Music Hall, LLC	Seneca 7
Geneva Bicycle Center	Silvery Moon Designs
Guard Building Associates, LLC	Trillium Health
Geneva Community Projects	University of Rochester NY
	Vance Metal Fabricators

Contributions made by Our Volunteer Board Members





Our Locations

Main Office

671 South Exchange Street
Geneva, NY 14456

Phone*

(315) 789-2613

Email

familycounseling@fcsfl.org

Website

www.fcsfl.org

*For more information or to schedule an appointment at any of our locations, please call the main office.

Branch Offices

Ontario County

514 South Main Street
Canandaigua, NY 14424

Seneca County

115 Fall Street
Seneca Falls, NY 13148

Wayne County

111 Mason Street
Newark, NY 14513

6692 Middle Road
Sodus, NY 14551

Yates County

263 Lake Street
Penn Yan, NY 14527



Your Health.

Your Choices.

Your Life.

Help for Today. . .

. . . Hope for Tomorrow.



Family Counseling Service of the Finger Lakes, Inc.
671 South Exchange Street
Geneva, New York 14456
www.fcsfl.org