

Family Counseling Service

of the

Finger Lakes, Inc.



2019

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 multiple Department of Social Services 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 5+ years. This ongoing work that we need to continually assess and respond to as agency, program, staff and client needs change.

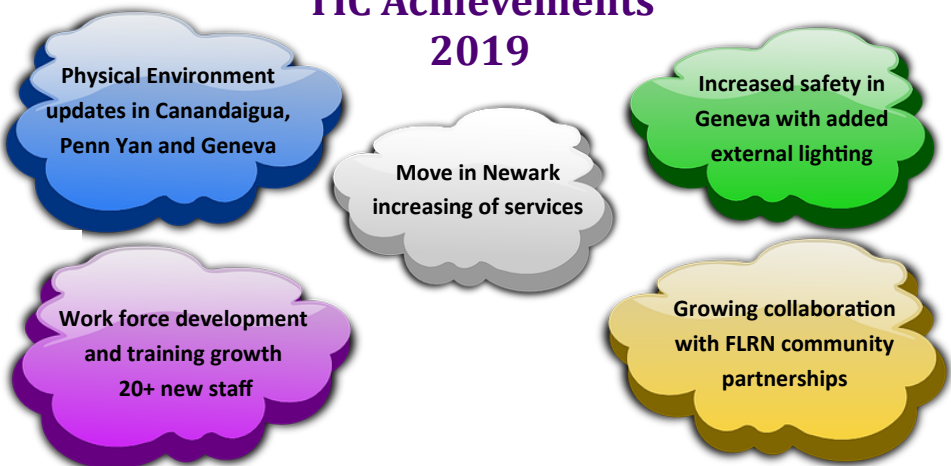
The Finger Lakes Resiliency Network's Trauma-Informed Care Learning Community is built on six key principles of Trauma Informed Approach:

Safety ♦ Trustworthiness ♦ Empowerment

Collaboration ♦ Peer Support ♦ Cultural Humility

If a program can say that its culture reflects each of these principles 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.

TIC Achievements 2019





Board of Directors

2018-2019

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Ontario County

Fred Brockway

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Natalie Kanellis

Seneca County

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Michael Bricco

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Agency Staff

Executive Director

Barbara Pierce-Morrow, MSM, CASAC, FDC

Professional Staff

Robert Adams, LMHC-P

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Michele Bowersox, LMHC

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Bryan Peck

Colin Peck, BS

Maria Peralta

Bonnie Prater, AAS

Angela Ralston, BA

Allison Reynolds, BA

Jason Roscup

Edward Rose

Grete Steele, BS

Chelsea Snyder, BA

Amanda Wilson, BA

Administrative/Support Staff

Rebecca Emerson, BA

Pat Hurley-Trojan, MBA

Diana Johnson

Sharon Joslyn

Shae Morrow

Katie Ostrowski, AA, AS

Brian Rice, AAS, AS

Raquel Smolinski

Cathy Thurston, BSBA

Denise Vandy, BS

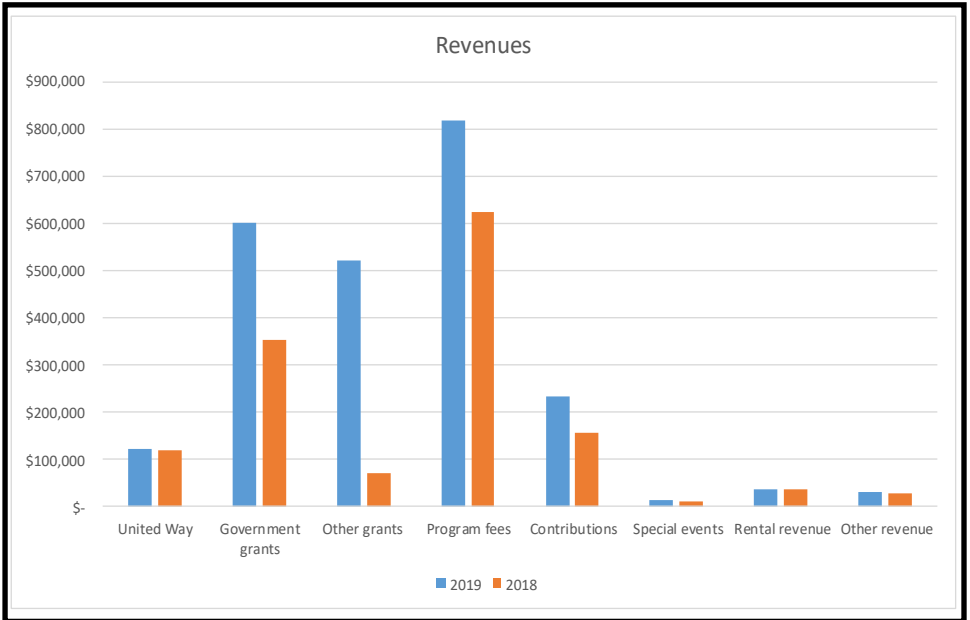




FINANCIAL REPORT 2019

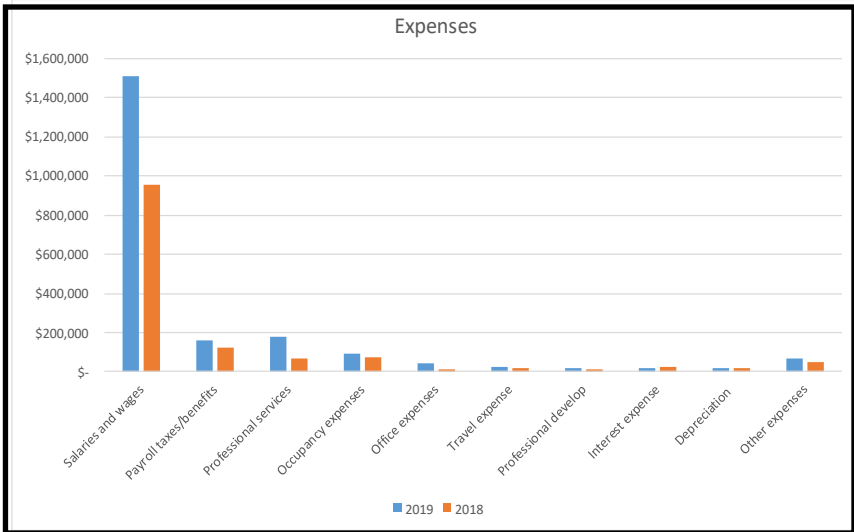
REVENUE

REVENUE	Jan - Dec 19	Jan - Dec 18
United Way	122,102.00	119,481.00
Governmental Grants	601,683.00	352,513.00
Other Grants	522,586.00	70,712.00
Program Fees	818,987.00	623,572.00
Contributions	233,542.00	155,733
Special Events	13,088.00	12,603.00
Rental Revenue	37,592.00	36,495.00
Other Revenue	32,579.00	27,583.00



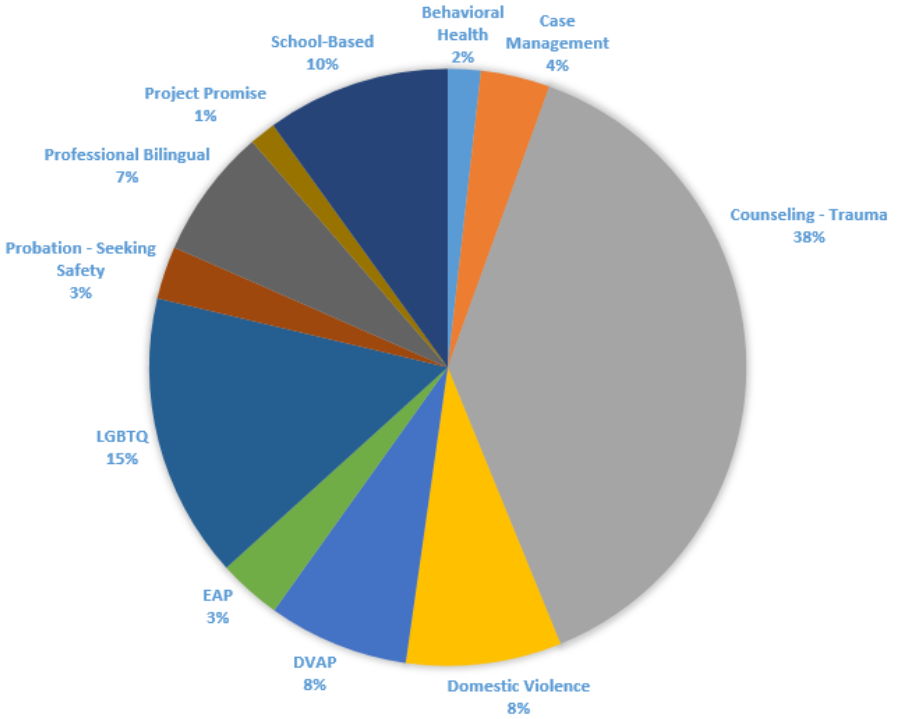
EXPENDITURES

EXPENDITURES	Jan - Dec 19	Jan - Dec 18
Salaries & Wages	1,509,420.00	953,951.00
Payroll Taxes/Benefits	160,175.00	122,835.00
Professional Services	175,242.00	65,902.00
Occupancy Expenses	94,420.00	72,433.00
Office Expenses	42,460.00	13,082.00
Travel Expense	22,700.00	16,470.00
Professional Development	16,925.00	12,960.00
Interest Expense	18,143.00	22,217.00
Depreciation	16,508.00	14,678.00
Other Expenses	69,017.00	50,642.00
Total Revenue	2,382,159.00	1,398,692.00
Total Expenditures	2,125,010.00	1,345,170.00
Net Income: Surplus (Deficit)	257,149.00	53,522.00



SERVICES REPORT 2019

HOURS OF SERVICE



Counties Served	Hours of Service	Families	Individuals
Ontario	5,499	2,071	2,423
Seneca	625	124	134
Wayne	3,459	2,001	2,160
Yates	477	115	125
Other or Unknown County	848	53	53
Totals	10,908	4,364	4,895



Gold Medal

Resiliency is an individual's ability to overcome adversity and continue their normal development. In the story that follows, I invite you to consider what it means to be "resiliencing", a conscious and deliberate state of mind, determined to be resilient on a daily basis. "Resiliencing" is a cognizant choice to succeed, no matter the cost. Anything less than being resilient is not an option.

Jane's story began with a voicemail. Jane left her name and number and simply asked for someone to contact her. FCSFL responded to that voicemail and learned that Jane had a civil court case the following week and was looking for advocacy services.

Jane described John as perfect, "the man of her dreams." John said Jane was kind, compassionate, attentive, and generous. Jane disclosed that they spontaneously wed while vacationing in Florida after dating for just three months. The very next day, life would be forever changed for Jane. Threats, verbal, emotional and physical abuse began, guns appeared and were visible and accessible, at all times. Kind and compassionate tendencies were quickly replaced with crude and disparaging comments.

John and Jane were married for one year, during which Jane fought for her life daily. Jane had been hospitalized on several occasions and police involvement became routine. Jane endured assaults, strangulation, and eventually rape. This left permanent damage, such as hearing loss, chronic knee pain and PTSD. In addition, Jane was consistently and constantly terrorized and threatened. The lifestyle Jane was accustomed to disappeared. Jane couldn't physically or emotionally participate in the activities that once brought her joy. Prior to meeting John, Jane was described by those close to her as an outgoing, bubbly, confident person. John eventually wore Jane down. Jane's friends stated that Jane was now the shell of the woman she used to be.

Not only did John assault Jane, John also had several altercations with her children; he held them hostage and threatened to kill them on several occasions. Jane was tracked by John, who hid a tracking device in her car. John stole thousands of dollars from Jane's bank account and stole her jewelry by drilling a hole in her safe deposit box.

Jane reports that the abuse had gotten so bad that she was considering suicide. Jane thought that the only way to save herself and her children from John was to kill herself. In fact, Jane went to Canandaigua Lake in the winter, dressed in heavy clothes, prepared to drown herself.

Rather than take her own life, Jane began the art of "resiliencing." Jane worked closely with her psychiatrist, therapist and family practitioner on safety planning while tending to her physical and mental health needs, provided ongoing support, and psycho-education. Unknowingly, Jane was building up courage,





bravery, empowerment, strength and self-worth - the very traits that eventually assisted Jane in leaving John.

Jane disclosed that there had recently been a criminal trial, indicating John on seven counts such as assault, battery, rape, unlawful imprisonment, and obstruction of airways with enough evidence to support her claims. Despite the evidence, John was acquitted on all counts. While shocked and speechless over the verdict, Jane pursued justice and filed a civil lawsuit to which John counter sued for malicious intent and defamation of character.

This is when Jane left the voicemail and connected with FCSFL advocacy services. Jane explained that she felt alone and scared. The idea of having to testify and face her assailant was terrifying. Metaphorically, Jane likened her emotions to training for the Olympics these last four years. Jane was all in and prepared to take home the gold medal. Our DV staff assured Jane that she was not alone and they would be there to advocate and support her during the trial.

A FCSFL DV advocate and a few new staff accompanied Jane to court. It did not take long to realize that this was not an ordinary case. FCSFL quickly responded by making sure Jane had the support she needed. Advocates, case managers and therapists filled the court room to support Jane, donning purple ribbons. Jane was not alone. Jane had found her voice, in part, due to the support provided by FCSFL staff. Jane provided hours of testimony and was “resiliencing” every minute of the grueling trial, noting that this is why people who have been raped do not come forward. In many ways, Jane was speaking for those who have not found their voice.

After a week of testimony, the jury was given their instructions by the judge. FCSFL staff filled the courtroom, stood proudly in solidarity behind Jane, not because they had to, rather because they wanted to. Jane knew she was not alone. While the jury deliberated, FCSFL staff members waited for the verdict with Jane. The FCSFL staff presented Jane with the gold medal she so deserved. Jane found her voice, held her head up high and was impeccable with her words.

Unfortunately, the verdict was not favorable for Jane and an appeal is forthcoming. “Resiliencing,” Jane said, “I will not give up, I will lose everything and go bankrupt if I have to. I will not rest until justice is served.”

The gold medal hangs from Jane’s review mirror, her purple ribbon remains on her coat and Jane practices the art of “resiliencing” every minute of every day. Brave, courageous, empowered.

*Jennifer Julien, MA, LMHC-P, CH
Supervisor of Advocacy & Community Services
Clinical Therapist*





Finger Lakes Community Schools

Family Counseling Service of the Finger Lakes' (FCSFL) intimate knowledge of initiatives happening around the region and across the state influence our services and are guided by our agency's expertise around trauma-informed care and cross-sector engagement that was developed by national experts. FCSFL has shown the ability to implement effective solutions that promote positive community change and to build trauma-informed and resilient communities. Our commitment and dedication to this work resulted in significant growth in 2019 with a \$3.6 million Office of Victim Services (OVS) grant award and three large Finger Lakes Performing Provider Systems (FLPPS) grants that totaled over \$1 million.

Collectively we need to dedicate resources of time, energy and money to complex problems, especially related to child maltreatment. FCSFL understands the indelible relationship between early life experiences and cognitive, social, emotional, and physical health. Providing enriching cognitive, emotional, social and physical experiences in childhood can transform our culture. This funding helps support our ability to put into practice the importance of early childhood education and concern for the well-being of children in this community through new innovative approaches to make a positive difference in children's lives.

FCSFL and Finger Lakes Community Schools (FLCS) model have begun to import additional resources into the school setting through the vehicle of cross-sector partnerships connected through trauma informed interactions, responses and approaches. Access to mental health support alone will not resolve high use of emergency rooms for mental health supports; nor do satellite offices alone provide a more robust view of wellness. Trauma Informed Full Service Community Schools have begun to provide enriched environments for recovery, more rapid referrals for treatment, deeper support for acute medical and mental health needs and broader supports for individuals receiving care. There are more than 42,660 youth in the 26 school districts located within our four county service area and based on the statistics we have gathered from just one of our catchment schools we are currently co-located in, we are not even scratching the surface of providing full services to victims of crime and those impacted by trauma within the counties we serve. OVS funding will allow us to provide more in-school counseling and advocacy services for those impacted youth.

FCSFL is working synergistically with many other organizations in the community to change the landscape of opportunities for individuals, children, families and communities. This funding has allowed FCSFL the ability to begin serving those in need of advocacy and therapeutic services by increasing our workforce and placing highly trained advocates and therapists throughout our four-county region. This has not only allowed us to better serve those coming into our offices for services, but will allow for increased services by imbedding advocates and therapists in schools and co-locating them within the community.





2019 Donors & Sponsors

Individuals

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Canandaigua VA

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Geneva Community Health

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Child & Family Resources

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Queerly Empowered	Vaping Bad
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Rosé Soirée	Wayne CAP
Row for the Community	Wayne County Community Partnership
The Rustic Boheme	What If Wellness





Contributions made by Our Volunteer Board Members

Establishing
& maintaining
the mission of
the agency

Understanding
operational challenges;
manage & guide them

Setting Policy

Preparing a
strategic plan

Coordinating,
supporting & attending
fundraising events &
activities

Supporting &
encouraging staff

Reviewing & attesting
to the financial
circumstances of the
Agency

Learning & supporting
programs & trauma in-
formed approaches

Leading capital
improvements





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

150 Van Buren Street
Newark, NY 14513

6692 Middle Road
Sodus, NY 14551

Yates County

263 Lake Street
Penn Yan, NY 14527




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