

family  service

counseling • support • compassion

Executive Summary 2022



ACCOMPLISHMENTS

2022 Summary of Clients Served

11,816 counseling sessions were provided in our mental health clinics located in Waukesha and Oconomowoc

5,586 psychotherapy sessions were provided to children in public schools through school services

638 parents and their children were helped to develop skills and find healing when faced with the challenges of family disruption caused by divorce or separation

564 children and their caregivers were seen at The C.A.R.E. Center. 90% of children who received a forensic interview at The C.A.R.E. Center did not have to testify in court in 2022

9,180 sessions were provided for perpetrators of domestic partner abuse to break the cycle of violence and parent education and counseling to minimize risk and improve child safety.

Center for Prevention of Family Violence

For 31 years, the Center for Prevention of Family Violence has been trusted for domestic violence offender treatment in Waukesha County and beyond. With the addition of virtual group options and more group facilitators the program has been able to accept participants referred from surrounding counties including Dane, Walworth, Jefferson, Washington and Ozaukee. The focus of the Center's psycho-educational groups protects victims and improves family relationships by teaching non-violent skills and challenging attitudes and beliefs that fuel violence. The Peaceful Families curriculum improves parenting skills of parents at risk of child abuse and neglect toward safer more nurturing care for their children. The impact of the Center for Prevention of Family Violence programs contributes to:

- Understanding the drivers and negative effects of domestic violence on victims.
- A challenge to underlying assumptions, attitudes and beliefs that contribute to abuse
- Minimizing risk and increasing safety of women and children (primary victims)
- Improvement in communication and relationship skills
- The development of non-aggressive skills for more effectively dealing with anger and conflict.

Mental Health and Wellness Counseling

The Mental Health Counseling and Wellness Program offers outpatient mental health counseling for people of all ages from young children through older adults. Our services are designed address service gaps and respond to important unmet community needs. A bilingual clinical therapist was hired to offer services in both English and Spanish and In-home support offered by a licensed social worker builds parenting skills for special need families. Our clinical team of 31 licensed psychotherapists offer a variety of treatment approaches with the availability of in-person or virtual appointments. Clinical services are customized to meet the individual needs of each client.

- Three convenient Waukesha County clinic locations
- Services for children ages 3 and up, adolescents, teens, adults, couples, families
- Services address emotional, behavioral, mental health or relationship challenges and other life adjustments
- Trauma therapy for children and adults using evidence-based approaches
- In-home parent assessments and support for high-risk children and families
- Adoption-competent therapy
- Discounted services available for those with financial hardship

ACCOMPLISHMENTS

Administration and Finance

- New roles were established to increase agency efficiency and program effectiveness .
- The Big Yellow House (BYH), home to Children's Place and The C.A.R.E. Center, was placed on the market for sale in order to conserve agency financial resources for program operations. The BYH is a historic landmark building that has been home to Children's Place and The C.A.R.E. Center since 2006 and has been widely recognized as a safe place for abused children and their families to receive sensitive care when abuse is suspected as well as for general child and family mental health treatment.

The C.A.R.E. Center

- Coordinates Waukesha County's Multidisciplinary team consisting of law enforcement, social services, prosecutors, victim advocacy, mental health, and medical services for children when there are suspicions of child abuse.
- Conduct forensic interviews in a manner which is developmentally and culturally responsive, unbiased, fact finding and legally sound.
- In partnership with Children's Wisconsin provide medical evaluations for children when abuse is suspected.
- Support parents/caregivers through coordinated victim advocacy services.
- Continually meet accreditation standards for Child Advocacy Center best practice services as defined by the National Children's Alliance.
- The C.A.R.E. Center took the lead in organizing a Drug Endangered Child Protocol for child abuse investigators.

School Services

Students who are mentally healthy do better in school and in life. Family Service has been at the forefront of meeting the by establishing school-based mental health services in local public schools since 2009. By collaborating with local schools, our mental health providers remove barriers to mental, emotional and relational wellness, increase school safety and improve access to mental health services for vulnerable students on site at the student's school.

- Professional counseling for students Pre-K - 12 on site at school
- Increase student mental health awareness and support
- Eliminate barriers and improve access to services
- Improve school success for traumatized and mental health-affected students
- Mental health training, support, problem solving and consultation for school staff
- Help educators more effectively reach and teach struggling students
- Self-care support groups for teachers and school staff
- Expanded capacity and school partnerships year over year since 2009
- Available in 58 public schools within 7 public school districts
- A school-based community mental health provider ensures that students facing mental health challenges receive information, support and connect with appropriate community resources

ACCOMPLISHMENTS

Agency and Fund Development

Family Service was honored to support the mental health needs of victims following the November 21, 2021, Waukesha Parade Tragedy through individual mental health therapy, school-based services and community outreach activities. Mass tragedy victims need long term mental health support, and the agency is committed to providing the services that are needed. Grant support for this effort awarded by a federal governmental agency is available to local organizations who provide victim services.

- Family Service's annual fund-raising event, Race for Impact was held at the historic Old Courthouse in May. The event generated a net of \$ 12,000
- Capital campaign raised \$65,200 to integrate children and adult services in one building for operational efficiency and incorporating the principles of trauma-informed care to promote a sense of comfort and safety for our clients.
- The agency relies on generous support from the United Way of Greater Milwaukee and Waukesha Counties. Our, 2021 funding award included a pass-through grant to support our mental health services in the School District of Waukesha. Total United Way funding award was \$ 325,000
- The agency received \$ 332,000 in Grants and Foundations to support the Mental Health Clinic, School Based Services and THE C.A.R.E. Center.
- Corporate and General Donations totaled \$ 48,000
- Waukesha County Community Foundation Parade Fund award totaled \$15,900

Family Service now offers a Training Program for graduate student interns and master-level providers. The training program provides mentoring and supervision by experienced clinicians to expand the mental health workforce and develop psychotherapists equipped with the counseling skills needed to meet full licensure requirements and the needs of Family Service clientele. This training opportunity is offered for those entering the profession to learn specific models of therapy in depth and become equipped with a variety of proven and effective therapeutic methods.

Family Service leaders actively serve the community through membership in advisory, advocacy and business organizations including Children's Mental Health Advisory Council, Waukesha County Child and Family Service Advisory Committee, Wisconsin Coalition for Expanding School-Based Mental Health, Waukesha County Business Alliance and the Heroin Task Force.

Information Technology Improvements

- Purchased 4 laptops
- Purchased forensic camera for The C.A.R.E. Center, grant funded
- Completed the move to our 2727 N. Grandview Blvd. location
- Continued to see clients remotely via Teams & the ability to offer remote sessions allows more flexibility for the client
- A committee was put together to research EHR system for Family Service and move to a more efficient system for the organization. We found an EHR system that would combine our billing, scheduling, and clinical documentation. The agency ultimately implemented the ERH system in May 2023.

2022 Year in Review

Family Service has a 58 year long history of providing services to underserved clients, including those struggling with financial hardship. From 2021 to 2022, there were 2,649 more counseling sessions held in both schools and clinical locations, batterer intervention groups doubled, parenting education class attendance continued to grow, and The C.A.R.E Center continued to provide services to victims of crime. With increasing financial pressures during uncertain economic times, Family Service remains dedicated to our decades long mission – effectively and efficiently serving those in need.

Our first open to the public fundraiser was held in May of 2022. Our social media efforts were broadened in 2021 into 2022 to increase awareness and to promote our fundraising efforts. We have seen higher fundraising in 2022 than in previous years, showing positive impact since these changes. We are excited to continue annual fundraisers in May going forward!

In 2022, because of the generosity of our donors, Family Service was able to relocate both the adult and children’s clinics, bringing a more central location to the community we serve while streamlining services and finding efficiencies. In 2023, Family Service is focusing on upgrading technology; manual, paper-based processes are outdated and labor intensive. Technological advances will further allow Family Service to operate more systematically, communicate more seamlessly with clients and supporters, and better allocate staff resources.

Family Service is proud of the work done over the last 58 years, and because of the continued support of our donors, community partners, Board members, Friends of Family Service Committee and our internal team, we look forward to meeting the needs of our community for years to come!

Leadership Team

Director of Agency Development

Laura Cherone

Director Clinical Services

Melissa Carini

Director of The C.A.R.E. Center

Faith Holley-Beal

Management Team

Beth Warnes: Clinical Supervisor, Main Location

Carley Fell: School Based Services Supervisor

Heidi Orsted: Finance Manager

Jessica Bumber: Operations Manager

Karen Cumblad: CPFV Supervisor

Kelly Kramer: Brand Manager

Kristi Deputy: Forensic Interviewer

Lejla Elezovic: School Based Services Supervisor

Mary Kafura: Clinical Supervisor, Children’s Place

Board of Directors

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