



family
service

counseling • support • compassion

2020

**Executive
Summary**

ACCOMPLISHMENTS

SUMMARY OF CLIENTS SERVED

11,375 counseling sessions were provided in our mental health clinics located in Waukesha and Oconomowoc

4,850 psychotherapy sessions were provided to children in public schools through school services

269 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

497 children and their caregivers were seen at The C.A.R.E. Center. 95% of children who received a forensic interview at The C.A.R.E. Center did not have to testify in court in 2020

5420 group sessions were provided for perpetrators of domestic partner abuse to break the cycle of violence

CENTER FOR PREVENTION OF FAMILY VIOLENCE

For nearly 25 years the Center for Prevention of Family Violence has been the program of choice for domestic violence offender's treatment in Waukesha County. Psycho-educational groups teach new skills and help participants improve relationships by developing non-violent behaviors.

- Domestic violence offender treatment and education for men and women
- Parent education and counseling to minimize risk and improve child safety
- Improve communication and relationship skills
- Address underlying attitudes and beliefs that contribute to abuse
- Teach skills to deal with anger and resolve conflict in non-aggressive ways

THE C.A.R.E. CENTER

Family Service offers a safe place to provide comprehensive and compassionate services to child abuse victims and their families.

- Qualified as first responders, staff of The C.A.R.E. Center continuously provided in person services throughout the stay at home order in the Spring of 2020.

MENTAL HEALTH AND WELLNESS COUNSELING

The Mental Health Counseling Program offers high quality, outpatient services for people of all ages, from young children through older adults. Our clinical team of over 30 licensed psychotherapists specialize in a variety of treatment approaches. Services are customized to meet the individual needs of each client.

- Three convenient clinic locations in Waukesha County
- Services for children ages 3 and up, adolescents, teens, adults, couples, families
- Help with emotional, mental health, relationship challenges or other life adjustments
- Specialized services for traumatized children and adults
- State of the art, evidence-based treatment approaches to improve client outcomes
- Expanded service lines for clients with more serious needs
- Address service gaps and respond to current community needs
- Discounted services available for those with financial hardship

FUND DEVELOPMENT

It was a challenging year. All the in-person events were cancelled due to the pandemic.

Family Service received over \$200,000 in grants from many generous foundations in the area. These grants were designated to fund The C.A.R.E. Center, School Services and Children's Place programs.

- A tele-forensic interview process was developed allowing for forensic interviews to be conducted remotely as necessary to ensure the health and safety of the child and the interviewer.
- Remote observation of forensic interviews was offered to our multi-disciplinary team members to allow for appropriate social distancing in our facility.

SCHOOL SERVICES

Students who are mentally healthy do better in school and in life. There is a growing need for student mental health services and Family Service has been at the forefront, establishing school-based mental health services in local public schools since 2009. By working together 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 right 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
- Expanded capacity and school partnerships year after year since 2009
- Available in 50 public schools within 7 public school districts

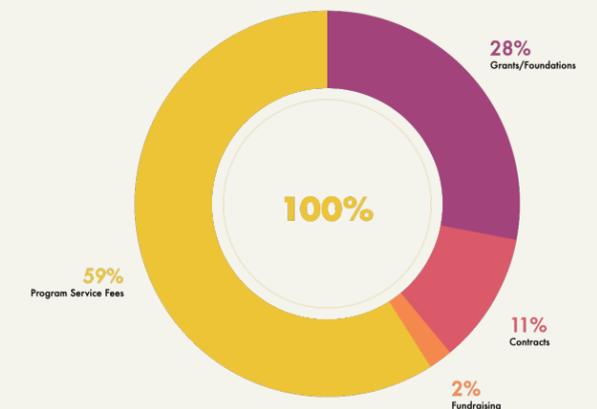
INFORMATION TECHNOLOGY IMPROVEMENTS

- Retired and replaced all workstations running Windows 7
- 22 Laptops and 5 workstations purchased
- Internet connectivity upgraded to Fiber
- HIPAA compliant ZOOM for telehealth therapy sessions and internal communication
- 5-user HIPAA compliant ShareFile® to facilitate secure receipt and sharing of client data
- Microsoft Teams and OneDrive
- Upgraded infrastructure with remote access via VPN, firewall, switch and wireless improvements

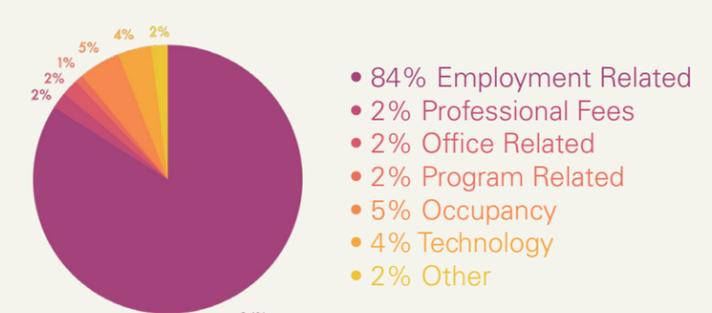
ADMINISTRATION AND FINANCE

- Client visits up 17% over 2019
- Secured PPP loan through The CARES Act
- Received MedCap loan for IT infrastructure improvements
- Implemented Development & Coaching Process for staff
- Completed an internal assessment of Information Technology needs and invested in updating the IT infrastructure
- 50% of our clients have Medicare or Medicaid as their primary insurance
- Family Service does not turn anyone away based on their ability to pay. Family Service continues to serve some of Waukesha County's most vulnerable

2020 Funding Sources



2020 Operating Expenses



Please continue to support the spread of our mission in our community by donating to Family Service! Go to www.fswaukesha.org and click **DONATE** today!

2020 YEAR IN REVIEW

**Every Age,
Every Stage of Life -
We're here to help
create a community where
every person is supported,
safe, and has a positive
sense of wellbeing.**

When the 2020 COVID-19 pandemic struck in early 2020 and interrupted our lives in countless ways, Family Service remained a consistent support for abused children, families affected by divorce, domestic violence, anxiety, depression and other mood disorders. Our team quickly and effectively transformed services to a telehealth model and avoided disruption in services at a time when our clients needed our help and care more than ever. The generosity of our donors and partners and the hard work of our staff helped us mitigate the challenges and stressors related to this global health crisis. In this year of collective struggle, our goal was to keep our clients, families, staff and community staff safe and strong. Together, as our limits were tested, we confirmed our capacity to rise above extraordinary challenges.

ACKNOWLEDGEMENT AND APPRECIATION

THANK YOU, volunteer Board Directors whose time, experience and incredible knowledge guide our mission and vision. **THANK YOU**, Advisory Council, an exceptional group of leaders who are Family Service ambassadors within the community. **THANK YOU**, talented staff who offer their very best to our clients each day. **THANK YOU** to our school and community partners and our generous donors. A special **THANK YOU** to the donors who funded the critical purchase of Zoom to support tele-health services.

On behalf of those we serve, and from all of us at Family Service, **THANK YOU!**

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MANAGEMENT TEAM

Beth Warnes: Clinical Supervisor, Main Location

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Karen Cumblad: CPFV Supervisor

Kristi Deputy: Forensic Interviewer

Laura Pulsifer: Clinical Supervisor, Children's Place

Marcia Lequesne: School Based Services Supervisor

Melissa Carini: Clinical Lead, Oconomowoc Location

