

2010-2011 ANNUAL REPORT

PROVIDING MENTAL HEALTH SERVICES TO CHILDREN AND FAMILIES SINCE 1956



HEARD FROM OUR CLIENTS

I am grateful for finding your services.

~Shawn

The quality and swiftness of the services was great. The staff was informative, courteous, and welcoming. I was made to feel that my child was a priority.

~Michael

It was great having professionally trained and experienced personnel to handle my son who is autistic. He is treated with respect and challenged appropriately to his level. I am very pleased with the care, creativity and respect that has been extended to us.

~Courtney

I would recommend CGRC because of the friendliness and yet professional manner of the process which made us feel at ease and comfortable. The way things were handled, we felt there was hope for our son.

~Aaron



THIS YEAR:

We completed our first year as a preferred behavioral health referral site for four Delaware County CHOP primary care pediatric practices.

We were honored by the Philadelphia Inquirer as one of 'The One Hundred Best Workplaces' in the Delaware Valley. We were ranked 13th in the mid-size employer category.

The fiscal year started with record attendance in our summer camp programs. Our Chester County Camp almost doubled in size and we are successfully running both emotional support and autistic support programs at that site.

Over 425 staff members served more than 6,000 children and families.

[more accomplishments on page 2]



To All of You Who Support Child Guidance Resource Centers:

As Chairman of the Board of Directors, I am proud to reflect on another year of growth and accomplishment for Child Guidance Resource Centers. We are deeply grateful to those of you who have joined in our mission by making a long-term pledge of financial assistance. The continued downturn in the economy has made it increasingly difficult for organizations like ours to raise the additional funds that allow us to continue to serve the children of the Delaware Valley. With more resources, we could reach more children, so I implore you to get to know us better in 2012. If you have not had the opportunity to attend one of the "Circle of Friends" tours in Havertown or Coatesville to hear how we assess, treat, and empower children, adults, and families, please call and plan to join us – in fact, be sure to bring a friend. The more people who become familiar with the terrific work Child Guidance is doing the better for all of us.

Despite the difficult times, Child Guidance has continued to grow – that means we are helping more and more children each year. This past summer, we ran five very successful camps and our Havertown and Montgomery County Schools are growing. This year we project a milestone in terms of total revenue as we expect to exceed \$20 million. We remain active in seeking public and private grants to help us to foster our growth. Believe it or not, we are currently exploring additional space options as we have outgrown our space in Havertown and in our Coatesville location. It seems like only yesterday that we first opened Coatesville and moved into our headquarters in Havertown. Under our superb leadership and dedicated staff, the future of Child Guidance, and the children and families we serve, is bright. We appreciate everything you do to help make it brighter.

The pages that follow will open up to you a glimpse of our work over the past year and our plans for the future. I hope that as you learn more about Child Guidance, the services we provide, and the children and families we help, you will want to become part of the Child Guidance family where it has always been, and will continue to be, "all about the kids."

Sincerely,
Gregory J. Rice, Esq.
Chairman of the Board of Directors

2010-11 ACCO

Despite the challenging economic climate, CGRC had a very successful 2010 – 2011 Fiscal Year.

Among our accomplishments are:

- We continued to provide quality care for all clients while experiencing business growth of 18% and strong financial results, including a profit margin of 2.5%.
- We began offering Extended School Year Services through a new contract from the Upper Darby School district to run their emotional support ESY program.
- The Parent Child Interaction Therapy (PCIT) program, serving children ages 2-7, began in Delaware County.
- We were chosen to provide psychiatric evaluations at the Montgomery County Youth Center.
- Licensed outpatient sites began operating in the Owen J. Roberts School District in Chester County and in the William Penn School District in Delaware County.
- Significant progress was made this year in our initiative to co-locate services within CHOP's pediatric practice at 35th and Market.

ACCOMPLISHMENTS

- Efforts toward staff leadership development and training continued.
- CGRC staff continues to hold leadership positions in regional and statewide associations.
- In September, we had our triennial Joint Commission review resulting in full accreditation. We were in full compliance with all clinical standards. This was the first review featuring our new electronic medical system.
- An agreement was made to purchase a 13,000 square foot building in Coatesville which will enable us to continue the growth that we have experienced in Chester County.
- We continue to make significant progress with the use of our electronic medical records.
- With the theme of "Hope," our third annual fundraising breakfast to help provide sustainable funds was held.
- Our Coatesville office held their annual Holiday Party — double in size from the previous year.
- We completed our hardscape playground in Havertown.
- Over 40 professionals chose CGRC last year for their internship and/or residency training.



Dear Friends of Child Guidance Resource Centers:

Assess. Treat. Empower. These three words are the focus of the services CGRC provides to over 6,000 children, adolescents and adults each year. On behalf of the staff at CGRC, I am pleased

to report on the organization's progress this past year.

CGRC is an innovator in the Behavioral Healthcare Field. As such, we have partnered with The Children's Hospital of Philadelphia (CHOP) to open an outpatient location in their Professional Services Building located at 35th and Market Streets in Philadelphia. This new endeavor will integrate physical healthcare with behavioral healthcare to provide comprehensive services for those in need.

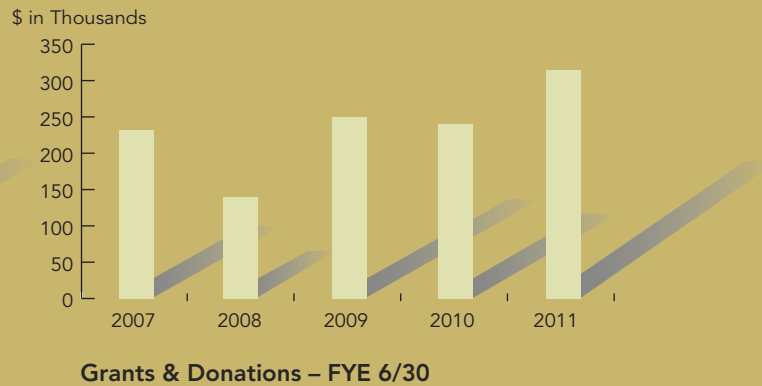
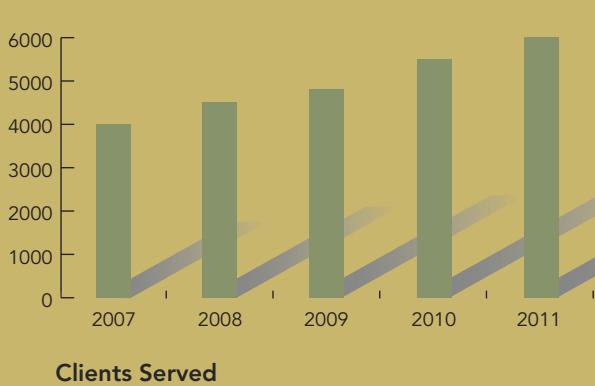
In order to meet the needs of the community, CGRC continues to add to its comprehensive array of services. This past year we were chosen to provide psychiatric evaluations at the Montgomery County Youth Detention Center as well as outpatient services in two school districts.

The continuing economic struggles of the country are still creating hardships for the families that we serve, both in the need for basic necessities and for mental health services. Additionally, CGRC's financial health is continually challenged by inadequate reimbursement rates for services. Through the generosity of our individual donors and foundations, our dedicated employees are able to continue to provide the highest quality of service possible.

On the following pages, you will get a glimpse at some of our 22 programs and over 425 employees. I encourage you to come to one of our one-hour "Circle of Friends" mission tours to hear how we *Assess, Treat, and Empower* our clients. You may register by calling 484-454-8744. These tours are an excellent way to learn about us and to become involved with CGRC.

Sincerely,
Brad Barry
President/Chief Executive Officer

OUR PAST FIVE YEARS



Our Coatesville Case Managers with the many donations received for the Annual Client Holiday Party.



2011 Annual Coatesville Block Party.



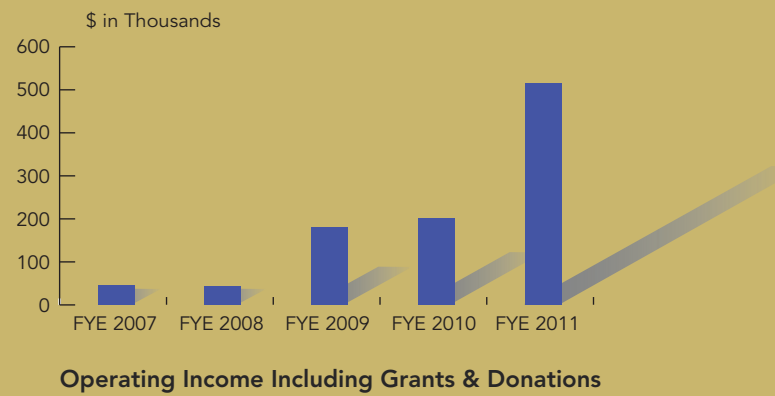
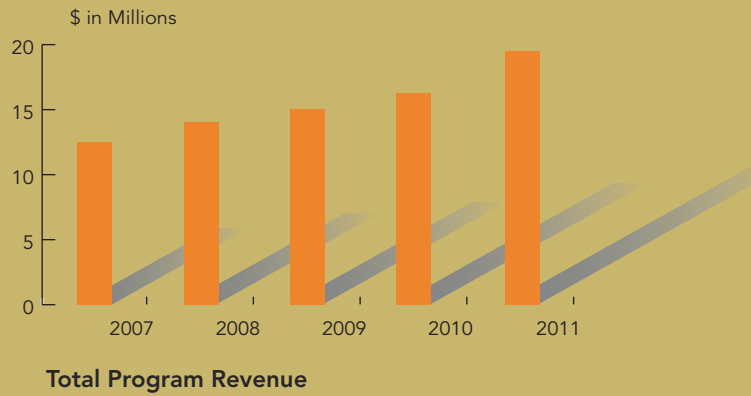
A happy participant in the quarterly Family First Retreat Day.

THE J. MERVYN HARRIS EMPLOYEE OF THE YEAR AWARD

The Employee of the Year award, named after long-time board member, J. Mervyn Harris, was established in 2007 to recognize employees who have gone above and beyond their job responsibilities. Recipients are nominated by peers and chosen from those nominations by our Administrative Council.



L. to r.: Caleen Owens and Stacey Porter



Family time at the quarterly Family First Retreat Day.



Participants at our 3rd annual ABCs of CGRC Fundraising Breakfast listen to our stories of "Hope."



Summer campers learn about volcanoes.

The 2010 recipients of the J. Mervyn Harris Employee of the Year Award, Caleen Owens and Stacey Porter, have consistently proven to be committed to and passionate about the services that CGRC provides to individuals and families. They serve as Ambassadors of CGRC, are active participants in the community, and are an inspiration to others. Further, they exhibit consistent performance in their positions, and work to connect programs, people and systems in a way that contributes to and sustains the effectiveness of the organization.

Caleen was nominated as a "strong supportive superior, a passionate mentor and loving and caring friend" who served as the coordinator of the Winter Food Pantry which has helped many CGRC families.

Stacey was nominated because she "is a wonderful champion of CGRC and its mission. She is a highly motivated and extremely capable person who always goes the extra mile. Stacey is a caring and committed individual whose professionalism and knowledge are evident in all that she does."

Congratulations, Caleen and Stacey!

Mission

To provide high quality, community-based therapeutic, supportive, and preventive behavioral healthcare services to **assess, treat, and empower** children, adolescents, and families with mental health, developmental disability, and residential needs.

Values

RESPECT

We recognize the worth, quality and importance of each other, the people we serve, and our organization.

COMPASSION

We care about others and respect their feelings.

INTEGRITY

We are honest and forthright, and meet the highest ethical standards.

EFFICIENCY

We meet society's expectations and our own responsibility to be prudent with our resources.

EXCELLENCE

We work together to be the best that we can be.

QUALITY

We continue to see an environment where suggestions for continual improvement and innovation are solicited, ideas are shared, and teamwork flourishes.

Vision

Child Guidance Resource Centers (CGRC) operates multiple innovative programs for mental health and developmentally disabled children, adolescents, and families in the Tri-State area.

CGRC provides services at a wide variety of community sites, partnering with education, juvenile justice, children and youth, healthcare, and other community organizations.

The agency delivers care, acknowledging the client's personal worth, dignity, rights, and responsibilities.

We are leaders and innovators in the community-based behavioral healthcare arena.

CGRC continually expands, and proactively searches for, evidence-based services and protocols.

CGRC will be the preferred site for masters and doctoral level students doing clinical work.

We will recruit and retain educated Board members based on their expertise and willingness to contribute.

Leadership

Child Guidance Resource Centers understands the concept of leadership to be a **relationship** in which those in leadership positions are entrusted to **serve** and **support** their constituents. We understand the measure of successful leadership to be the growth of those being served toward autonomy, professionalism, capability, and the emergence of their own leadership potentialities. Through this application, a culture of service toward one another, CGRC stakeholders, and CGRC customers will be realized and furthered.

The philosophy of CGRC Leadership follows these seven principles:

1. Leadership Accountability
2. Leadership Development
3. Employee Development
4. Maintaining a Culture of Recognition and Reward
5. Creating and Maintaining a Shared Vision
6. Reviewing and Improving the Process
7. Maintaining a Culture of Respect



CGRC's Administrative Council is proud of the newly completed hardscape playground. L to R: Dr. Andy Kind-Rubin, Colleen McNichol, Brad Barry, Terry L. Clark, Aimee M. Salas



Seated L to R: Maryann Hughes, Catherine Dorricott, Brad Barry, Greg Rice, Carita Morgan, Phyllis Osisek. Standing L to R: Ken Krieg, Greg Scott, Ron Eyler, Merv Harris, Janice Cameron, Don Ainsworth. Not pictured: David Breen, Amy Franzini, Carol Hanson, Ralph Hincken, Kelly Johnson.

Child Guidance Resource Centers Programs and Services

Child Guidance Resource Centers is committed to creating and sustaining a broad range of highly professional and clinical programs to address the health and well-being of the clients we serve. The programs we offer are described below.

The **AFTER SCHOOL PROGRAM** serves children diagnosed with an Autism Spectrum Disorder and focuses on the development of appropriate socialization and group skills, study skills, and coping skills for ages 5 to 21.

BEHAVIORAL HEALTH REHABILITATION SERVICES (BHRS) provides holistic, outcome-measured services developed in response to, and in partnership with, public or private consumers which may include after-school and in-school programs, summer camp, mobile therapy, and behavior management for youth with mental health issues.

CHESTER COUNTY SERVICES, including outpatient therapy, psychiatric services, BHRS, extended assessment services, and case management, are provided through our Coatesville office.

DELAWARE STATE INTENSIVE OUTPATIENT PROGRAM provides services for children, adolescents, and adults in the home, the community, and on-site.

EARLY CHILDHOOD SPECIAL EDUCATION SERVICES provides an academic environment for grades K-8 with a strong emphasis on social, emotional, and behavioral development in both Delaware and Montgomery Counties.

Our **Extended Assessment Services (EAS)** clinicians take an in-depth look at the child in all surroundings, to determine the need for services in various systems in order to address the needs of children diagnosed with a variety of emotional, behavioral, and developmental disorders.

Extended School Year Services (ESY) provides services beyond the school year and are designed to meet specific objectives included in a student's Individualized Education Plan (IEP).

FAMILY FIRST is a comprehensive in-home, family-based treatment program for troubled children and their families in Delaware County, offering both routine and specialized services intended to reduce hospitalizations and help families build productive, mutually supportive lives.

JUVENILE DETENTION CENTER MENTAL HEALTH SERVICES are provided to youth ages 10 to 18 in Delaware Chester, and Montgomery counties. The opportunity to provide diagnostic services makes effective use of time and resources during the period of detention to gain valuable information regarding youth.

The **INTELLECTUAL DISABILITY SOCIALIZATION GROUP** is designed to provide educational and entertaining social events for adults with an intellectual disability as well as to encourage socially appropriate behaviors and skills through successful interaction with peers.

MESON, our adult division, is a residential program which enables chronically mentally ill adults to reside in a supportive environment while they acquire the skills necessary for independent living.

The **MESON TRANSITIONAL RESIDENTIAL YOUTH (TRY)** program focuses on the 18-25 year old age group with mental health concerns, promoting the acquisition of independent living skills with an added focus on special needs of transition from teen to young adult.

MULTISYSTEMIC THERAPY (MST) provides intensive in-home therapy for families of children or adolescents with truant, pre-delinquent, or delinquent (adjudicated) behaviors.

Our **OUTPATIENT SERVICES** department provides a comprehensive outpatient resource for children, adolescents, adults, and families, and offers psychological testing, assessment, individual therapy, and group treatment.

PARENT-CHILD INTERACTION THERAPY (PCIT) serves families who have children between the ages of 2 and 7 who exhibit disruptive behaviors. PCIT places emphasis on improving the quality of the relationship and changing parental interaction patterns.

The **PIVOTAL RESPONSE TREATMENT PROGRAM (PRT)** provides site-based parenting training for children between the ages of eighteen months and 5 years who have been diagnosed with an Autism Spectrum Disorder or Pervasive Developmental Delay.

PSYCHIATRIC SERVICES include medication management and evaluations. Our eight staff psychiatrists, as well as a nurse practitioners, consult with staff to provide the best possible care to our clients.

SCHOOL BASED CONSULTATIVE & EDUCATION SERVICES provides mental health consultation and direct service delivery within individual school districts.

SERVICE MANAGEMENT (FORMERLY CASE MANAGEMENT) assists families with obtaining needed services and engages agencies and providers throughout the community.

SUMMER THERAPEUTIC ACTIVITIES PROGRAM (STAP) provides emotional and behavioral support to children ages 6-12 as well as support for those children, ages 6-21, who are diagnosed with an Autism Spectrum Disorder. Four locations serve children in Chester, Delaware, and Montgomery Counties.

TEEN CARE, an outpatient adolescent substance abuse treatment program, provides assessment and treatment of teenage drug and alcohol problems through a family systems approach.

TRUANCY & DELINQUENCY PREVENTION PARTNERSHIP is a community-based, collaborative program designed to reduce truancy among students in Delaware County.

Child Guidance Resource Centers Thanks the Following Supporters for their Donations:

FOUNDATIONS

Beneficial Foundation
Brandywine Health Foundation
Jennifer Kearney Memorial Fund
Scattergood Foundation
W. Percy Simpson Trust
The Sovereign Bank Foundation
Springbank Foundation
United Way of Southeastern Delaware County

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Five Guys Burgers & Fries, Broomall

PROGRAM AWARDS

PA Department of Education

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*Board Member
**Staff

WAYS TO GIVE

- Donate online
- Become a monthly donor
- United Way Designation (00022)
- Remembering us in your will
- Gifting stock

A LETTER FROM A CLIENT

My name is Jason Petrillo. I am 21 years old. This is a summary of my life since Child Guidance Resource Centers. I have come around full circle from being a long time client to becoming a staff member at the summer camp at CGRC to help kids who have disabilities like me. I have Aspergers Disorder.

I became a client of CGRC when I was about eleven years old. I had Family First, first for my brother, then for me. We both had a hard time listening at home. I was then transferred to Wraparound (BHRS). I had several different staff in Wraparound. I had a TSS, BSC, and MT at the same time. I made gradual but great progress.

At 14, I went to Pathway School after being traumatized by kids at my home school. I had the extra support I needed there. Even before I transferred, I began the Afterschool Program at CGRC. There I learned how to work in groups, cope with different personalities, gain and maintain friendships, compromise, and become a leader.

When I was 16, my older brother moved out after getting his drivers license and a job. It was inspiring to see him have his own life. Shortly after that, my dad died. He had health problems, but it was a shock. I didn't get a chance to say goodbye. I felt guilty about his death. I caused him a lot of stress. His heart was weak. Through therapy, I realized his death was not my fault.

His death made me realize that life is short and I needed to become a responsible young man. I needed help to do this. Dr. Ferracuti has been my psychiatrist since I was eleven. She worked with my mother and me to find the most effective combination of medications to ease my anxiety enough to allow me to accomplish tasks toward my future. I transferred to Outpatient Therapy (OPS) four years ago after doing well in BHRS. OPS was less intense and the next step toward me becoming an independent young adult. I had worked with Joe Mack as my Mobile Therapist for about four years prior to transferring to him in OPS. We were comfortable with each other and worked well together. Through OPS, I took responsibility for myself. I have learned to stop giving in to peer pressure. I became an individual and a leader. I gained a large amount of social skills and relationship skills. Through Pathway, I received education, job skills, and independent living skills and learned to be reliable and accountable. Along the way I learned conflict resolution and how to advocate for myself appropriately.

Throughout all of my life, my mother was a driving force behind my progress and achievements, especially after my father died. My father was a true inspiration in my life. He taught me about sports, respect, manners, and humanity. My mother taught me to take pride in everything I do. She created most of the opportunities I had to gain skills in life. I fought with my mother and father quite often. At times, I was unreasonable. I feel bad about that. Now, I am just trying to make them proud by leading a successful life and being a good person. I love them very much.

I feel confident and prepared to take on the real world and create an eventful adulthood. Like the people who passed skills on to me, I wish to teach others and have them benefit from my life experiences.



MAIN OFFICE:
2000 OLD WEST CHESTER PIKE
HAVERTOWN, PA 19083
484-454-8700

CHESTER COUNTY OFFICE:
744 E. LINCOLN HIGHWAY
SUITE 420
COATESVILLE, PA 19320
610-383-5635
866-799-3325

DELAWARE STATE OFFICE:
102 SLEEPY HOLLOW DRIVE
SUITE 103
MIDDLETOWN, DE 19709
302-279-1010

MONTGOMERY COUNTY OFFICE:
705 GENERAL WASHINGTON AVENUE
SUITE 201
NORRISTOWN, PA 19403
484-751-9691

PHILADELPHIA OFFICE (*Coming Soon*):
THE CHILDREN'S HOSPITAL OF PHILADELPHIA (CHOP)
CHOP PEDIATRIC & ADOLESCENT CARE,
MARKET STREET (FORMERLY PRIMARY CARE)
3550 MARKET STREET
PHILADELPHIA, PA 19104
215-590-0413

EMAIL: CGRC@CGRC.ORG
www.cgrc.org



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Admissions and referrals are made without regard to race, sex, color, national origin, ancestry, religious creed, handicap, age, sexual identity, affectional preference or AIDS.