“I had been looking for help for so long, and no one ever got it. But at Child Guidance, you do.”

– A CGRC parent
Now I know that you don’t have to go through it alone. And you can’t be everything to everybody all of the time. And that it’s ok and there are people like the amazing people at Child Guidance to help. We wouldn’t have been able to get through this year without them. (With Child Guidance) you learn so much about yourself and the world. You’ve taught us that no matter what time of your life it is, it’s ok to reach out. The support is out there, you need to make sure you reach out. And because of everything we’ve learned, they are going to be ok.

—Child Guidance Parent
Letter from our CEO

2020 was an extraordinary year. We faced a global pandemic, unprecedented loss of all kinds, a strained election, and social and racial injustices that reverberated through our communities and the world.

We all faced difficult personal and professional challenges, and far too many of us lost loved ones. It was a time of anxiety, uncertainty, and interruption to life as we know it. It was also a year where mental health, and the importance of caring for our minds along with our bodies, was brought to the forefront for so many. Through all that this year brought us, I am inspired by and proud to share the work the Child Guidance team has done. It is my deep privilege to lead such an incredible, resilient team of people. Their commitment to providing essential mental healthcare through the darkest and most uncertain times never waivered.

The mental health impacts of 2020-2021 will last long after the pandemic is a distant memory. From the day in March when we closed our offices, we were sharply focused on what we could do to adapt our services and meet the growing mental health needs of our communities. Our 550 employees accomplished truly incredible things, collectively and individually. We adapted to 100% virtual therapy in a weekend, requiring our IT team to learn and integrate new technology, therapists to adapt and creatively connect with children and families through a foreign, digital platform, management to find ways to care and support their teams and clients, and administration to adapt to ensure all support systems were working in a unique and new capacity. We have always seen our work as a community mental provider as one where clients as well as the general community can turn to for support; a place of safety and strength through difficult times. Those opportunities to live our values were presented to us this year, and I am proud of how our team embodied our mission and met that need.

This year, as we celebrated 65 years of providing mental health services throughout the Philadelphia region, we also grew our commitment to racial equity and expanded therapeutic offerings and programs to continue to meet the growing needs of our communities. We served over 9,600 children and families, transitioned to remote work then transitioned safely to a hybrid model of service, assessed the efficacy of our services particularly virtual ones, expanded our Intensive Behavioral Health Services (IBHS) in Philadelphia, began providing mental health and high fidelity wraparound services in the newly created Delaware County Juvenile Mental Health Court, launched free, digital initiatives like our 10 at 10 videos on Facebook, virtual meetups, and mental health toolkit blog series, held a virtual gala and 5k, bringing people together from California to Pennsylvania in support of mental health, and began providing ATOD (Alcohol, Tobacco and other Drugs) Prevention services in Montgomery County. You can see a list of our highlights in the following pages. Our team shows up to work every day deeply aware of the enormous responsibility we have in our clients’ lives and community as a whole. It has been my honor to see the commitment, resiliency, and passion they have brought to help children, adults, and families through one of the most devastating years many had faced. In a year where frontline workers were celebrated across the world, I am particularly proud of ours, who often weren’t recognized in this capacity but most definitely were unsung heroes, especially our adult services team, who worked tirelessly 24 hours a day, 7 days a week providing care within our residential programs.

I want to thank you for your support as we could not do our work without each and every one of you. Donations and grants make a huge impact in our ability to provide care; as a community based non-profit organization, we depend on it greatly. I am proud to share that almost 90% of every dollar goes directly to our programs. We will continue to integrate the lessons learned and advocate for the most compassionate, effective care for our families as we look to the “new normal” that 2021-2022 will bring. As always, thank you. Mental health is physical health and together, each year, we are creating a better world for all.

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Braden is a shy boy with a sharp wit and a sensitive heart.

His older brother has serious developmental and physical disabilities that take a lot of his parents’ time and attention. Braden has always had to do a little more, wait a little longer, be extra responsible, and wait for his (last) turn because his brother requires so much care. Braden’s mom has a lot on her hands and is under a lot of stress. When Braden was little, he would get frustrated with always having to wait and always having to help. He would lose his temper at his mom, and she would lose patience at him. He would throw things, kick sand at people, have dramatic tantrums, and struggle to get along with other kids.

Braden’s family found Child Guidance when he was just seven. He began in individual therapy, but the 1:1 attention was a little overwhelming for him, so his therapist recommended he try social skills group. In the carefully structured activities and games of social skills group, Braden found what he needed. At the beginning he really struggled. He always needed to win every game (and fell apart if he lost), he couldn’t share, and it was hard for him to follow directions. Kids would try to play with him, and he would get overwhelmed and sabotage the game. When things fell apart, the group therapist would coach Braden through the problem, help all the children understand the process, and then they would try again.

Soon Braden had grown from creating situations for the group to process to being a leader in modeling positive behavior and helping the other children work things out. He will play with everyone in the group, he says he, “knows what it’s like to be left out.” He used the group to process his difficult feelings and to improve his friendship skills. It’s been almost two years and Braden has flourished, even though his home situation remains challenging.

This year Braden’s parents decided to enroll the whole family in Strengthening Families, an evidence-based drug and alcohol use prevention program that improves family relationships. In Strengthening Families, families come together for the session. Children meet in one group and the adults meet in another. Even on Zoom, the families look forward to getting together each week. Braden’s parents have learned that there are other parents who struggle with challenging situations, and together they learn new strategies. They have been using new techniques to substitute for arguing with the boys. The entire group applauded when his mom shared that when the boys were arguing in the car that instead of losing her temper and yelling at them, she pulled the car to the side of the road and calmly waited until the boys calmed down. She laughed when she described how surprised they were, and how quickly they got their behavior together.

Through the program his parents have gotten new strategies for helping their two boys get along, and they also realized that they need more help. The physical difficulties their oldest son is facing are becoming increasingly complex and are impacting the very structure of their family. They see that things are getting better, but they are under extreme stress and are often not on the same page and that is hard for their sons, disrupts their marriage, and can lead to serious problems.

So the family enrolled in Family First, which brings therapy for every member of the family right into their own home. Now they are getting intensive family and parent counseling. Braden has added individual therapy to go along with his social skills group. With this ongoing support this family will continue to hang together and flourish. For as long as they need us, Child Guidance will bring the right service to bear to support Braden and his entire family.
I do not think anyone is going to look back on 2020 with fond memories. One of the few bright spots in an otherwise dismal year is in the way the staff at Child Guidance pivoted to keep providing their much needed services in the midst of the pandemic.

On Friday, March 13, when therapists left for the weekend, they had no idea that within 72 hours they would providing all therapy remotely; that they would be reinventing tried and true methods of play and interaction therapy, that they would quickly develop broadcast and zoom troubleshooting skills in addition to their emotional expertise.

To the outsider this may have looked effortless, and to the thousands of Child Guidance clients, it felt seamless, but I know that this instant transition was actually the result of countless hours of dedicated planning. No one may have known we were planning for a pandemic but we all knew we needed to be ready to respond to any number of emergencies.

Due to herculean efforts Child Guidance was able to continue to provide the majority of our services during these difficult times. Working with our clients, insurance companies, and policy-makers, our staff was able to utilize technology that we have been refining for years to provide many of our services through telehealth. This was trickier than it seems, we had to develop ways to maintain privacy, best therapeutic practices, and confidentiality with digital communication instead of face to face interactions.

I would be remiss if I did not acknowledge the financial support we have received from countless individuals and foundations that supported our endeavors. Giving Tuesday set a record for both total contributions and number of contributors. On behalf of the entire board of directors, I am grateful for the support of every donor.

Finally, I am very proud of the staff and leadership of Child Guidance Resource Centers for their dedication and their perseverance. The lessons we have learned show promise for a future of improved access to mental healthcare for all. I look forward to better times.
Highlights

**Designed our new website** to better meet the needs of our clients, community and staff.

**Launched the Parenting Center** beginning with our Mental Health Toolkit, free, targeted meetups, and on-going parent and fathers-only support groups.

**10 at 10** Ten minute Facebook community outreach mental health and parenting tips by our experts have been seen by over 243,152 people.

**Matched 325 children in need** with donors for Holiday Wishlist.

**Our Virtual 5k had over 160 runners** from coast to coast and created a month of prevention awareness.

**One of our Directors** was chosen to be on Community Prevention Alliance statewide board.

**Supported the Fellowship Farm** highlight of Martin Luther King Jr. at the African American History Museum.

**Raised $39,361** in our Stronger Together Campaign despite being unable to hold our annual gala.

**Our CANSy-land outcomes training was adopted** by the San Francisco Department of Health.

**Chosen by The Boeing Company** as the clinical support partner in their new autism-to-work pilot program.

**Successfully transitioned to 100% virtual** within two weeks at the beginning of the pandemic.

**Raised $38,898** in our Shine a Light end of year campaign.

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**Our Mission**

Child Guidance Resource Centers mission is to inspire hope, to empower and to contribute to the well-being of children, families, and adults throughout the five county Philadelphia region by delivering evidence-informed behavioral health services and community-wide wellness programs.

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CGRC is excited for the opportunity in Southwest Philadelphia to be a part of the Intensive Behavioral Health Services (IBHS) regionalization project with Community Behavioral Health. CGRC currently is working across 10 different schools in Philadelphia and is looking forward to continuing to expand IBHS in the city of Philadelphia.
Revenue for 2020

**Revenue**

$25,802,090

(per unaudited year-end 6/30/20 audit)

- Service Fees: 68%
- Government Contracts: 16%
- Tuition: 14%
- Donations: 1%

**Expenses**

$25,612,198

- Program: 86%
- Admin: 13%
- Fundraising: 1%
Alcohol, Tobacco, and Other Drug Prevention Program
Montgomery County selected Child Guidance to provide evidence-based drug and alcohol misuse prevention services. Strengthening Families and Guiding Good Choices are offered, free of charge, to families in the community. These programs bring parents and children together to improve connection, tune-up parenting skills, and help children set goals, resist peer pressure, and make good choices.

Juvenile Mental Health Treatment Court High Fidelity Wraparound
Delaware County chose Child Guidance as the clinical partner in the brand new mental health treatment court for juvenile offenders. We will work closely with the county and provide children with evidence-based High Fidelity Wraparound (Hi-Fi). A specialized team made up of a clinical facilitator, youth support partner and family support partner work with a youth and their family for 6-18 months to develop and implement an individualized success plan for the family. The family members receive on-going help from their support partners, who understand from experience the kinds of challenges these families are facing. The team stays together until the family is ready to transition to community supports. Hi-Fi is a youth-guided, family-driven process that helps families meet basic needs, strengthen support networks, and empower participants to change their futures.

Intensive Family Coaching (IFC)
IFC is an evidence-based treatment we have added in Chester County. Focusing on children aged 2–7 with significant behavior issues, IFC therapists go into a family home to work on the root of challenging behaviors. IFC empowers parents directly and teaches parents how to respond in real time to behavior problems. Parents, not therapists, deliver appropriate interactions to encourage positive behavior and reduce acting out and noncompliant behavior. Parent-child relationships are permanently strengthened, attachment improves, stress levels go down, and children become better able to manage themselves in all settings.

Partnership with Philadelphia Schools
Intensive Behavioral Health Services (IBHS) teams have appreciated the collaboration offered by our schools and Community Behavioral Health throughout this year. Since the regionalization began in September 2020, we have worked to increase in-person services and implement a full time Family Specialist and Care Coordinator as part of the IBHS model.
Program Descriptions

Alcohol, Tobacco, and Other Drug Prevention Programs (ATOD)
Our ATOD programs provide drug abuse education and prevention services in Delaware and Montgomery counties through evidence-based programs and community engagement. In Delaware County we offer Strengthening Families, a psychoeducational program delivered in the community for whole families and Toward No Drug Abuse, a curriculum for adolescents implemented in schools. In Montgomery County, Strengthening Families and Guiding Good Choices, a family competency program for middle schoolers and their parents, is offered.

Applied Behavior Analysis (ABA)
ABA is the science of changing or building behaviors. ABA uses ongoing evaluation of behaviors and applies specific techniques to modify behavior. ABA also teaches skills where functional and/or adaptive skills are lacking in order to improve overall quality of life for the client and their caregivers. This evidence-based therapy benefits children with a diagnosis of autism or developmental delays.

Blended Case Management
Case managers empower families and help them gain access to support services within their community. Home and community based, case managers work with, and advocate for, families to ensure they have the necessary resources, information, and guidance to grow.

CREATE (Creating Relationships and Emotional Adaptability in a Therapeutic Environment)
CREATE is a year round, innovative group outpatient service for children and young adults with a diagnosis of autism. Participants will build social and communication skills, improve problem solving and emotional regulation, and enhance flexibility and motivation. Each day in CREATE, every child will participate in evidence-based interactive therapies including Applied Behavior Analysis, Pivotal Response Therapy, Hidden Curriculum, QuestTM, Social ThinkingTM, social stories, and behavior mapping. Family therapy and parent workshops are also a component of CREATE.

Elementary School
Child Guidance offers a licensed private elementary school as an alternative for children in grades K–8 who are struggling in their home districts. The school teaches an academic curriculum with an emphasis on emotional support. Students are transitioned back to their school district as soon as appropriate.

Extended School Year (ESY)
The ESY program is designed for children who need ongoing behavioral and educational support between school years. The summer program focuses on helping children improve cooperative social interaction and reinforces positive educational skills.

Family First
During this 32-week program, a team of two master’s level clinicians works closely with children and their families in their home, school, and community. The ability to engage with the family in their own environment allows the therapists to address more intense family mental health and functioning needs, and develop plans to create long-term positive change. Services may include individual, family and group counseling, case management, parent education, and 24-hour on-call support.

High Fidelity Wraparound (Hi-Fi)
Hi-Fi is a supportive program for youth with behavioral health struggles and complex system needs. The process works to keep families together in their own homes by teaching them ways to plan for their needs and eliminate risk of out of home placement.

Intensive Family Coaching
Based on the Parent Child Interaction Therapy model, Intensive Family Coaching is an evidence-based model that brings specific, didactive parenting instruction right into the home, where problems often begin. Guided by the therapist, parents create new patterns of interactions, learning how to give directives and praise, and how to follow through appropriately to help children meet expectations.
Intensive Behavioral Health Services (IBHS)
IBHS is an in-home service that assists families in addressing behavioral health needs by using strength-based goals and integrating community services. This “wrap-around” service supports the child at home, school, and in the community because progress accelerates when the child’s entire environment is consistently engaged.

Juvenile Detention Center Services
In Delaware County Child Guidance provides group and individual therapy to youth while they are in detention. Counselors work to help prevent a return to detention and to connect youth to services in their own communities. Additionally, psychological and psychiatric evaluations are available.

Multi-Systemic Therapy (MST)
This 3-6-month evidence-based program is designed for children who exhibit troubling and difficult to manage behaviors. MST works with families in the home, school, and community through an intensive therapeutic process to supportively and proactively address behaviors and helps children move in a positive direction.

Next Steps Developmental and Neuropsychological Services Center:
Next Steps Center provides psychological and neuropsychological evaluations across the lifespan where there are concerns regarding learning, cognitive, developmental, or social functioning. We offer a private-pay option for a high quality evaluation in a convenient community setting to meet needs in a timely manner. Our goal is to provide a comprehensive and holistic understanding of strengths, functioning, and diagnosis, which will be used to guide recommendations for treatment and supports.

Outpatient counseling
Our outpatient therapists are trained to help with challenges like depression, anxiety, stress, anger, self-esteem, ADHD, grief, divorce, and other issues. Additionally, we offer psychiatric services and medication management as needed. After an initial assessment, our clinicians meet weekly with children ages 3-21 to address their ongoing needs. We teach both children and families how to eliminate negative behaviors and encourage positive change. Adult caregivers of clients can also receive therapy in our Havertown office.

Parent Child Interaction Therapy (PCIT):
The PCIT program addresses emotional and behavioral issues for children ages 2-6. A therapist coaches the caregiver through an ear-piece while watching the parent and child through a one-way mirror. PCIT is proven to be effective for ending undesirable behaviors and strengthening the parent-child bond.

Pivotal Response Treatment:
Created for children on the autism spectrum ages 18 months to 17 years, PRT uses motivational strategies in the child’s natural environment and incorporates objects chosen by the child for optimal results. The three-phase program comprises parent/child training, consultation, and support sessions.
Psychological and Psychiatric Services
Our psychologists and psychiatric staff work with all departments to ensure accurate evaluations and continuity of care for individuals receiving treatment at CGRC. Our psychologists complete rigorous and thorough examinations of all client data to provide the most accurate diagnostic picture possible. When necessary, medication management is available to clients involved in another Child Guidance service.

School-based Services
Counseling services for students right in their own schools and weekly clinical support to school staff are the two key components of our school-based model. Clinicians participate as expert consultants within the school, available to run a group, help with IEP meetings, for crisis management and many other services.

The Incredible Years:
An evidence-based program created to help families with over-active, inattentive, noncompliant, and aggressive children. Through a 20-week program, children and parents learn effective coping skills and are given emotional and behavioral support to create optimal change for the child and family.

Truancy and Delinquency Prevention Partnership:
Truancy is designed to work with students who exhibit behavior problems and are chronically late, not attending or unprepared for school. Services may include family counseling and support, individual therapy, and behavior management programs provided in the student’s home, school, and community.

SERVICES FOR ADULTS

Intellectual Disability Socialization Program
This program provides weekly educational and entertaining social events for intellectually disabled adults. Every event is designed to encourage socially appropriate behaviors and skills through interaction with peers.

Meson Community Residential Rehabilitation Program
This residential program assists adults with a DSM-V diagnosis in achieving independent living skills. The program offers a transitional setting with therapeutic support where residents aim to move to independent living.

Meson Specialized Community Residential Rehabilitation
This specialized residential program supports individuals with a DSM-V diagnosis in a community setting after long periods in a state hospital. Staff members provide support for all residents as they develop the social and life skills to live safely and collaboratively.

Peer Help in Recovery in an Effective New Dimension (PHRIEND)
PHRIEND helps adults learn how to manage their own recovery and advocacy process. The program helps participants develop independent life skills through a peer-support model including a trained mentor who is on his/her own recovery journey.

Stable Housing Aging in Place (SHAIP)
SHAIP is a supportive housing program devoted to adults aged 55 and older diagnosed with severe mental illness, including those with co-occurring disorders who also face chronic physical health conditions. SHAIP is home. Its goal is to help residents thrive in a setting where they can participate in creating the type of life they envision for themselves as they age in the community.
Employees of the Year:

Shayonne Burrell and Elise Crawford

The Employee of the Year is a person who is committed to and passionate about the services Child Guidance provides to individuals and families. This person serves as an Ambassador of Child Guidance Resource Centers, is an active participant in the community and is an inspiration to others. He or she exhibits consistent performance in his or her position. This person connects programs, people, and systems in a way that contributes to and sustains the effectiveness of the organization. We congratulate Clifford Richmond for his selection as Child Guidance’s 2018 Employee of the Year. Cliff’s positivity, care for our clients, dedication to effective processes, and support of our therapists is an asset to our team.

Child Guidance Resource Centers’ Administrative Council:

L to R, Colleen McNichol, Chief Executive Officer, Terry L. Clark, Chief Financial Officer, Dr. Andrew Kind-Rubin, Chief Clinical Officer, Aimee Salas, Chief Innovations Officer, Amy Meadows-Martella, Vice President of Operations, Dr. Brianna Matey, Vice President of Clinical Services, Kevin Olivo, Vice President of Clinical Services, Jack Hee, Controller (not pictured).

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