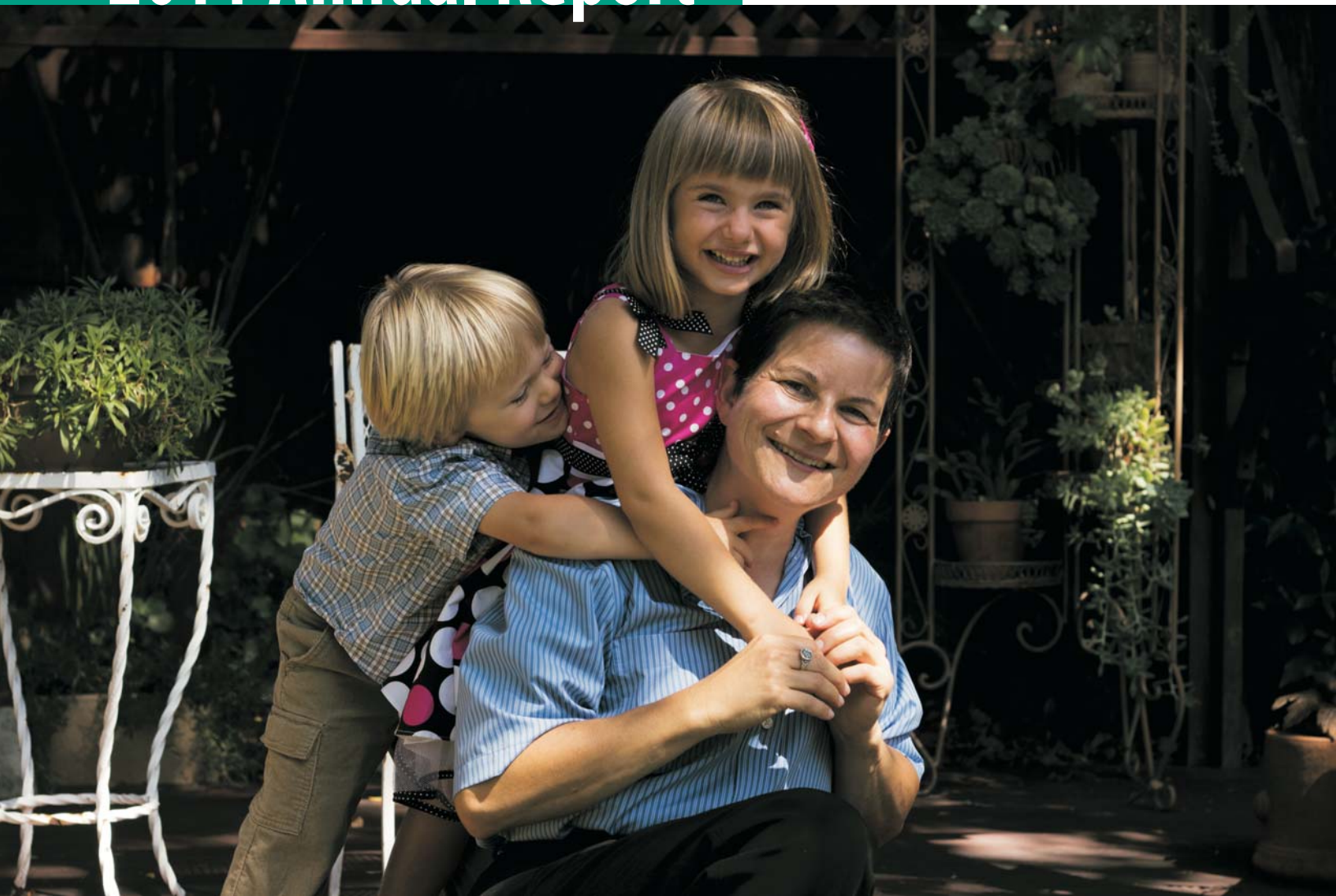


2011 Annual Report



Family Service Agency
OF MARIN

A Message of Hope



John T. Curtis



Margaret R. Hallett

For too many, these are troubling times. People out of work, children and families scarred by trauma, young adults struggling with depression and suicidal feelings, veteran's coming home with haunting memories of war....and the list goes on.

Sadly, those most compromised and vulnerable are impacted first and hardest.

But here at Family Service Agency we see how people can get the support and help they need to make powerful changes in their lives and experience their own strength and resiliency. Out of the depths of fear and darkness, children and adults begin to see the light of hope and possibility.

We are privileged to be a force that helps individuals and families become stronger, healthier and more productive.

And, as an organization, these times have inspired us to embrace change and map a bright and strong future. Our board and staff have spent countless hours over the past year in an intensive planning process. As a result, we are forging new alliances, responding to emerging opportunities, and developing new initiatives. Among these are the North Bay Suicide Prevention Project which expands our 24/7 crisis hotline into five North Bay counties, new and effective Parenting Apart classes for divorced and separated parents, and enhanced outreach to high school students through TeenScreen.

As an FSA donor and friend you continue to support and shape our organization. We are filled with gratitude for your generosity of giving and your deep care for the community of which we are all a part. Thank you!

John T. Curtis
President, Board of Trustees

Margaret R. Hallett
Executive Director

Retiring Board Members

Beth Ashley

Beth Ashley joined FSA's Board of Trustees in 2006 and completed five years as an active board member. Beth is a journalist who started her career after graduating Magna Cum Laude and Phi Beta Kappa from Stanford University. Over the course of many years she worked for the Marin Independent Journal as an editor, reporter and columnist, briefly interrupting her career to focus on raising her sons. While officially retired, Beth continues to publish a weekly article in the Marin IJ. Her understanding of the community is deep and multi-faceted and her conviction that everyone has a story worth telling is reflected in the commitment and compassion she brought to FSA's Board.

Louise Franklin

Louise completed one term as a member of the FSA Board and provided invaluable insight and perspective through her 25 years of senior management experience in the nonprofit sector. In 2003 she was named one of the Women in Leadership of Marin County. Louise's experience in all facets of nonprofit management, organizational development and fundraising was truly an asset to FSA's board. We acknowledge her contribution with much gratitude.

Peter Lowry

Peter served as an FSA board member and Treasurer for six years, providing valuable oversight and guidance on the agency's financial issues. He was raised in San Francisco and lives in Tiburon with his wife and three children. Peter received his MBA from Columbia University in New York City and began his career with Price Waterhouse. He has spent the last decade working in Investment Banking and is currently an Equity Research Associate with JMP Securities in San Francisco. We extend enormous appreciation to Peter for his outstanding service and guidance.

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Fran

When Fran adopted her great niece and nephew, she rescued them from drug-addicted parents, the repeated intervention of Child Protective Services and the inevitability of foster homes. She gave them a safe and loving home in which they can grow and thrive. But her daughter had suffered tremendous upheaval and trauma and Fran needed help healing her daughter's Post Traumatic Stress Syndrome. She turned to FSA's Childhood Trauma Treatment Services. "It does take a village," she says, "and within that village you will find the people who make it possible for those small voices to be heard over all the noise of others' agendas. Thank you to FSA for not having an agenda other than my daughter's mental health and wholeness."



Consultants

FSA has one of the Bay Area's most comprehensive intern training programs, overseen by a clinical team of mental health and addiction treatment professionals. This year we honor our professional consultants who generously donate their time and expertise to provide a rich and varied training opportunity for our trainees and interns. We are deeply grateful for their contribution.

Lorrie Goldin, LCSW

Lorrie has been a therapist in private practice since 1985, with offices in San Rafael and Berkeley. With degrees from Harvard and UC Berkeley, she draws from many sources to help clients find a balanced and meaningful life. Lorrie is also a writer whose essays have appeared in a number of publications.

"It's a pleasure to return to FSA as a consultant to the SAY team after having been a supervisor and clinician there for five years. FSA is dedicated to providing quality mental health services for those who cannot afford private practice fees, and to training the upcoming generation of therapists. I feel privileged to contribute to such important work."

Ruth Goldman, PhD

Ruth is a Clinical Psychologist in private practice and a Professor Emerita in Psychology at San Francisco State University.

"In over a decade of consulting to FSA, my admiration for the quality and comprehensiveness of services offered to the community has only grown. I know of no other organization in Marin that engages in the level of outreach and long term care of its clients that FSA does. As a Professor Emerita of Psychology, I continue to train others in psychotherapy and find that the staff of FSA is the best trained and most compassionate of any group that I've worked with."

Joan Roane, MFT

Joan began her association with FSA as a volunteer Parent Aide and Suicide Prevention Counselor. She was selected for a postgraduate internship with FSA after getting her master's degree and continued as a staff member and then supervisor on the Services for Adults and Youth team. When she retired last year, she returned to volunteer status. She continues her private therapy practice in San Rafael where she specializes in family relationship issues and has a particular expertise with foster and adoptive families.

"Family Service Agency is an excellent launching pad for any career in psychotherapy. It has a number of different treatment options to accommodate the needs of the diverse population it serves and a top-notch training program for those who treat them."

Laura Schwartz, LCSW

Laura is a consulting psychotherapist who specializes in working with couples, children and families. She blends her clinical work with a background in organizational development and public administration.

"I've enjoyed my time as a consultant to FSA, both as a clinician and as a specialist in organizational development. FSA is an invaluable community resource, and I have felt privileged to contribute to such a worthwhile effort."

Pat Shelton, MFT, PhD

Pat is a San Rafael therapist whose focus is to help people develop solid, secure relationships in which their important needs can be met. Her work with individuals is grounded in both attachment and psychodynamic theory, and she is an Advanced Practitioner in Emotionally Focused Couples Therapy (EFT).

"I love consulting for the Family Service Agency of Marin. The feeling of community and the bonds between interns and supervisors are very strong—the training program itself is like a safe family environment in which everyone can thrive. I've been the psychodynamic consultant for the Services for Addiction Recovery (SAR) team for eight years and have done couples therapy consultation for the Child and Family Treatment program for four years. FSA Marin fosters the development of really good therapists, and I am proud to be part of that."

Interns 2010-2011

FSA trainees and interns include master's and doctorate level students and graduates in counseling, clinical psychology and social work. Trained in a breadth of modalities and mentored by some of Marin's most experienced professionals, interns contribute hundreds of hours in case management and therapeutic services, as well as spend extensive time in clinical training and supervision. These individuals help make possible FSA's affordable and effective services to the community.

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Volunteers

Volunteers make extraordinary contributions to the community through their work at FSA. They serve as Parent Partner mentors, Hotline telephone and grief counselors, staff at The Family Store and One More Time thrift shops, as well as Board and Advisory Committee members. More than 150 people generously donated their time to FSA in 2010-11 to help improve the health and well-being of Marin.

Economic challenges and pressures on already vulnerable families have placed new imperatives on Family Service Agency. We have responded by making sure our programs remain relevant, effective and accessible to those most in need. Some of the developments and changes in our Services to Children and Families this year included:

Children & Families

Pregnancy and Early Parenting - Parent Aide and Parent Partner Programs

In a unique and rewarding new collaboration, FSA joined with Marin County Health and Human Services to expand home visiting services to pregnant women and new families with the goal of reducing child abuse and neglect. The Parent Partner Program established this year with grant funding from Bella Vista Foundation, builds upon FSA's twenty-year experience in matching volunteers as mentors with families in need to reduce maternal depression and improve the well being of both parents and infants. FSA also continued to provide home-based Parent Aide caseworkers in Marin City and the San Rafael Canal neighborhood to assist high risk mothers and their families in caregiving needs and accessing health, education, employment and other resources.

Parenting Apart

This new service helps separated or divorced parents who face the new challenges of parenting in a two-household family. The eight-week class provides mutual support and teaches parents how to manage conflict with the former spouse, how to understand their child's needs, and how to more effectively navigate their new family landscape.

Treatment of Childhood Trauma

Research increasingly shows that childhood trauma reaches far into a victim's adult life resulting in worsened medical and psychological conditions. FSA continues to provide the County's most comprehensive programs for successful treatment of childhood trauma.

Familias Fuertas

FSA's treatment of childhood trauma extends deeply into the Hispanic community where pressures and challenges on families can be significant. Treatment not only addresses the child's needs and recovery, but helps the family become nurturing and strong. This year, *Familias Fuertas* was helped by grants from the Isabel Allende Foundation and Alexander M. and June L. Maisin Foundation.



Positive Parenting Program (Triple P)

In helping parents treat children with behavioral, emotional and developmental difficulties, FSA's goal is to support the parent in building the skills and confidence to deal with these issues and, at the same time, build caring, positive family relationships. Therapists trained in Triple P use this proven program to guide families to healthy relationships that are sustainable after therapy has ended.

Children and Families

- ◆ Services for Adults & Youth worked with 1,141 adults and children and impacted an additional 410 family members.
- ◆ The Child and Family Treatment Program served 247 clients and impacted an additional 250 family members.
- ◆ Approximately 83% of these clients had annual incomes of less than \$30,000.
- ◆ 95% of adults who are parents stabilized or improved their parenting skills.
- ◆ 87% of children stabilized or improved in overall functioning.

Teens & Young Adults

The teen and young adult years are a critical time that can be confusing, disruptive and full of struggle. FSA therapists and counselors work with individuals and families to help everyone in the family navigate these potentially difficult years toward an outcome of stability and growth.

Griselda

Griselda lost her dreams of being an artist to a difficult childhood filled with domestic abuse and instability, then as an adult to relationships filled with physical and emotional abuse. But as a mother, Griselda saw the opportunity to change her story and help her daughters build dreams they could realize. She turned to FSA's Parent Aide program to provide the support she needed as a single mother and learn how to nurture and support her daughters. "My children are my pride and joy, my precious jewels, and I want the best for them. I know I can't give them everything they want, but I can give them what they need most, and that's love and a good home, and a life free from verbal and emotional abuse. Guiding them in the right direction is not an easy job, especially as a single mom, and sometimes it gets very difficult. I am very grateful that Family Service Agency is there to help me because it helps my children. And I know that because I have help creating a better life for my children, my children will have a better and healthier life. And because of that, they will be able to keep their hopes and dreams and use them to be who they want to be."

Parent-Child Interaction Therapy

FSA is one of a few Marin organizations offering this highly effective, evidence-based therapy aimed at young children with difficult behavior problems. After only a few sessions of individualized coaching using a one-way mirror, parents begin to experience improvements in their child's behavior at home and in school.

Parents learn effective strategies to manage behavior and nurture their child at the same time. Thanks to financial support from First 5 Marin, FSA is able to offer this valued service to Spanish-speaking families.

TeenScreen

FSA successfully expanded this evidence-based program from two to five high schools in the Tamalpais Union High School District and San Rafael City Schools. Developed at Columbia University, TeenScreen is a computerized screening questionnaire completed by the teen to determine if he or she is at risk for depression, suicide, alcohol or drug abuse, Post-Traumatic Stress Disorder and a number of other concerns. FSA counselors provide follow-up services for teens and their families who are most at risk.

Behavioral Disorders

While drugs and alcohol are frequently seen as the most serious challenges facing adolescents, many teens and young adults struggle with eating disorders, violence toward themselves, and other disorders that disrupt their lives and their ability to mature and thrive. With the expansion of TeenScreen, FSA is able to work with more teens to detect potential risk of a behavioral disorder and provide services to help teens and their families learn to cope and heal.

Sexuality and Gender

Since a primary developmental task of adolescence is exploring and forming a sense of personal identity, issues related to sexuality and gender often emerge during that time. To better meet the needs of clients in addressing those concerns, FSA provided an LGBT-identified therapist. The goals for all therapists working with teens and families who are dealing with issues of gender and sexual identity are to help the teens develop a positive sense of self to encourage open communication within the family.

Teens & Young Adults

- ◆ **TeenScreen reached 548 Marin County high school sophomores.**
- ◆ **23% to 30% (depending on the school) screened positive for being at-risk for suicide, depression, addiction and other serious problems, and were provided the necessary follow-up and/or help.**



Robert

Robert is a devoted father. When he and his wife divorced, what he wanted most was to avoid the mistakes his divorced parents made when he was a child. To make sure he knew how to be there for his daughter, he attended FSA's Parenting Apart classes to learn how to communicate with his ex-wife in a way that prioritized the impact on their five year old. "I wanted better for my daughter," he says. "The classes definitely had an impact and I do believe that it has lasted. She has two parents who communicate, as clearly as they can with her about the status of their relationship and how things will affect her life. I have benefited by seeing my daughter respond beyond my wildest dreams for a kid going through a devastating life change. She has continued to be her happy-go-lucky self and has maintained open lines of communication with each of us."

Adults & Couples

FSA's work with adults is as broad ranging as the challenges many adults face when they're grappling with addiction, healing from past traumas or learning how to make the transitions throughout life without the disruption and turmoil that can sometimes accompany change.

Addiction Recovery

FSA therapists and counselors have long-standing expertise in treating drug and alcohol addiction. During these economically stressful times, when risk for addiction rises, many clients cite "inability to pay" as a major obstacle to addiction treatment. FSA treats a majority of these clients below the official minimum co-payment fee. This year the agency partnered with UCLA's California Problem Gambling Treatment Service Program to help Marin County adults with gambling addiction through free therapy subsidized by the state.

Seeking Safety

To address the fact that many addictive behaviors stem from earlier traumatic experiences, FSA implemented *Seeking Safety*. This evidence based group treatment approach provides broad support for adults coping with addiction and past trauma.

AgeSong

This program, run entirely by volunteers, offered 15 group series and reached out to assisted living centers providing services at Aldersly Retirement Community. The 8-session discussion groups provide an environment in which participants explore their experiences and ways to enrich their later years. AgeSong has been coordinated by Ann Coffey, Ph.D., for the past 6 years.

Suicide Prevention and Grief Counseling

Marking 40 years of continuous service this year, Marin's only 24/7 suicide prevention and crisis hotline responded to over 12,000 calls. After two teen suicides in 2010, FSA participated in presentations on the warning signs of suicide and how to best intervene to prevent suicide. In addition, grief counselors were available for support and intervention at a local middle school following one student's suicide and at Marin Housing after multiple deaths in their community.

The success of the hotline earned FSA a grant through the California Mental Health Services Act to expand the hotline over the next three years into the surrounding counties of Sonoma, Napa, Mendocino, Lake and Solano. Work has begun to hire new staff and develop local support in the counties that will be served.



Adults and Couples

- ◆ Psychiatric Services treated 119 adults, including 31 new clients.
- ◆ Services for Addiction Recovery served 152 youth and adults and benefited an additional 228 family members. 75% of clients reported an annual household income of less than \$20,000.
- ◆ 73% improved or stabilized in at least one area of overall functioning.
- ◆ An estimated 1,760 individuals called the 24-Hour Suicide Prevention and Crisis Hotline. 87% of callers' primary negative emotion was reduced in intensity as a result of talking to a hotline counselor.

**On behalf of all the people who were helped by these contributions,
we deeply thank our donors.**

August 2010 to August 2011

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In honor of Janet Taylor
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Shirley A. Giovannoni
Robert Gleason
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In honor of Janet Taylor's
retirement
Nanette Forrest Harris
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In honor of Janet Taylor's
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Walter Mallory
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 Kathleen Norwood
 Gail and Richard Odgers
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 In honor of Janet Taylor's
 retirement
 Robert Okun
 Sharon Olivares
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 retirement
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 Elizabeth Stromberg
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 The Zieff Family
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 Arrowsmith
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 In memory of Frank Barra
 Eirwen and Ceri Calden
 In memory of Keith David
 Calden Daniel and
 Constance Morse
 In memory of Ginny S. Crosson
 Richard Cummings
 In memory of Irene H.
 Cummings, Michael Brandon,
 and Nancy Pritzker
 Patricia and Kenneth Jensen
 In loving memory of my brother
 Tom Fountain



Shirley A. Giovannoni
 In memory of Paul Giovannoni
 Jane Miller
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 In memory of Cora and Ron
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 Spurrell
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 \$1,000 or more

Donald O. Collins Foundation
 Paula and Mark Kamena

Community Partners
 \$500 to \$999

The Village at Corte Madera
 Sustainable Sports Foundation
 Nancy Zaharin





Staff Service Awards

Thank you to FSA's dedicated and talented staff. This year, we recognize the following staff anniversaries:

- 5 Years: Jeff Hall, PsyD and Marlie Palmer, MFT
 10 Years: Doug Delano
 25 Years: Michael Grogan, PhD and Kathy Truax, MFT



Financial Statement June 2011*

Revenue

Donations	\$	391,868
Grant & Foundation Revenue	\$	368,983
Government Contracts and Fees	\$	933,288
Client Fees	\$	146,301
Thrift Shop, Special Events and Other Revenue	\$	92,158
Total Revenue	\$	1,932,598

Expenses

Personnel Costs	\$	1,242,003
General Operating Costs	\$	469,010
Special Events and other Expenses	\$	167,193
Total Expenses	\$	1,878,206
Revenue Over (Under) Expenses	\$	54,392
Depreciation Expense		(\$4,282)
Total Agency Revenue Over (Under) expenses	\$	50,110

Assets

Cash Accounts	\$	1,163,386
Accounts Receivable	\$	247,583
Furniture and Equipment (Net)	\$	3,275
Other Assets	\$	65,670
Total Assets	\$	1,479,914

Liabilities

Liabilities	\$	72,954
Deferred Revenue	\$	156,610
Total Liabilities	\$	229,564
Fund Balance	\$	1,200,240
Total Revenue Over (Under) Expenditures	\$	50,110
Total Liabilities and Net Assets	\$	1,479,914



Family Service Agency
~ OF MARIN ~

555 Northgate Drive
San Rafael, CA 94903
415 491-5700

Return Service Requested

www.fsamarin.org

Family Service Agency has been a beacon of hope to so many people - a lifeline for Marin children, adults and families for 66 years. FSA has been there for more than 4,500 individuals each year.

Margaret Hallett, Executive Director

FSA Management Staff

Margaret R. Hallett

Executive Director

Linda Allen, MFT

Suicide Prevention & Community Counseling

Rachelle Averbach, MFT

Community Services

Guadalupe Betancourt

Billing Manager

Sarah Chapman, MFT

Services for Adults and Youth

Debra Collins, MFT

Services for Addiction Recovery

Doug DeLano

IT Manager

Esme Gordon, MFT

Services for Adults and Youth

Chris Grogan

Office Manager

Michael Grogan, Ph.D.

Jeannette Prandi Children's Center

Allen Peters

Finance and Personnel Director

Julie Quater

Development Director

Diane A. Suffridge, Ph.D.

Clinical Director

Kathy Truax, MFT

Child and Family Treatment

