



Putnam Family & Community Services, Inc.

Making stronger communities....



....through the lives we touch

2015 Annual Report

Our Mission

To partner with individuals, families
and the community to foster
HOPE, WELLNESS and RECOVERY,
and to restore quality of life by addressing
mental health needs, substance use,
and social and emotional issues.

Partnering with the Community...



*We have built strong
connections to our
community and remain
actively involved in
local committees and
organizations.*

*Staff at all levels
participate in these
groups that help to
foster hope, wellness,
and recovery
in our neighbors.*



Assisted Outpatient Treatment Committee	National Alliance for Mental Health -Putnam	Coalition
Brewster Chamber of Commerce	National Council for Behavioral Health	Putnam County Disaster Preparedness Bio Terrorism Task Force
Case Management SPOA Committee	NCADD Putnam	Putnam County Department of Health
Children's SPOA Committee	NY Association of Psychiatric Rehabilitation Services	Putnam County Long Term Recovery Coalition
Community Behavioral Health Services	NY State Care Management Coalition	Putnam County Mental Health Providers
CommunityHealth Care Collaborative (CCC)	NY State Council for Community Behavioral Health	Putnam County Suicide Awareness Task Force
Drug Crisis in Our Backyard	People Against Domestic Violence	Putnam County Treatment Court
Green Chimneys Community Based Services	PEOPLE, Inc.	Putnam County Veterans Task Force
Hudson Valley Care Coalition	Philipstown, Carmel, Mahopac & Putnam Valley Communities That Care	Putnam County Youth Board
Hudson Valley-Catskill Coalition of Alcoholism & Substance Abuse Providers	Putnam Community Services Network	Putnam Hospital Center Mental Health Advisory Board
Mahopac-Carmel Chamber of Commerce	Putnam Coordinated Children's Services Initiative	Putnam Hospital Center Discharge Planning
Mahopac Central School District Health Advisory Committee	Putnam County Alcohol & Substance Abuse Treatment Providers	Putnam Independent Living Services Advocacy Roundtable
Mental Health Assoc. Roundtable Advocacy Meetings	Putnam County Alternatives to Incarceration Board	Carmel, Lake Mahopac & Patterson Rotary Clubs
Mercy College Social Work Board	Putnam County Communities That Care	Search for Change
Montefiore Hudson Valley Collaborative		Westchester Medical Center Health Network



Main Office

1808 Route Six
Carmel, NY 10512

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(as of December 31, 2015)

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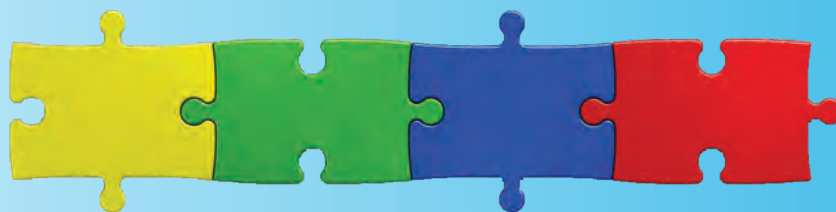
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From the Board Chairperson and CEO

Dear Friends,

If someone asked us to describe 2015 in a few words, the ones that leap out are change, growth, wellness, recovery, partnership and integration in no particular order... because they were all happening simultaneously. The behavioral healthcare world as we know it is on the express track of change. Partnerships are being forged; integration with primary care is a new and exciting venture while mergers, acquisitions and affiliations, words that were only echoed in large for-profit corporations, are now part of our everyday vocabulary. The greatest challenge that PFCS faced in 2015 was how to keep up with this vortex of change and still provide affordable, person-centered, recovery oriented services. In response, we changed our executive management structure in mid-2015 in order to take advantage of new strategic initiatives and make sure that we continue to hone and grow our services in response to community needs.

In 2015, we provided services to approximately 7,900 individuals in Putnam and surrounding areas, an increase of 14% over 2014. Our largest increase was in our Community Based Services' Care Management Program. We added 550 individuals to this program based on expanded inclusion of a qualified population that now extends coverage to substance use and chronic health conditions as well as mental health diagnoses. We also added a new service through a contract with Putnam County Department of Social Services, supporting supervised visits for children and families. In follow-up calls to graduates of our PROSper Program for people with serious mental illness, we found that 100% of respondents are continuing to pursue the life goals that they were working on at PROS while 32% of all active clients were engaged in paid, competitive employment, 18% engaged in volunteer work and 11% were engaged in educational pursuits.

We partnered with the Putnam County Office for Senior Resources providing care management services for our older adults, and continued our involvement with Veteran's Services, learning how to serve the men and women who served us. Together with our provider partners, we worked to educate our community about suicide prevention and heroin/opioid overdose prevention. Our Consumer Advisory Committee worked tirelessly with staff, management and our board, making recommendations for improvements to our treatment environment, programs and services.

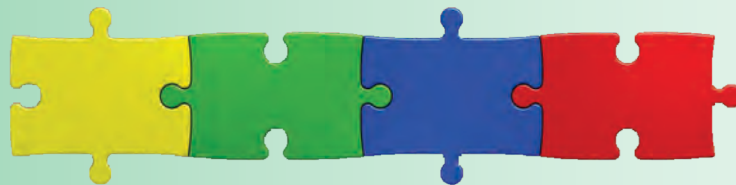
We would like to extend our gratitude to the PFCS Board of Directors for their agency oversight, fundraising efforts and heartfelt passion for the work that we do. We are grateful for the PFCS staff and their amazing dedication and commitment. Every day they walk with our clients on their journey of recovery, never giving up, always giving hope to all those who enter our "home". We extend our appreciation to Putnam County Government, our collaborative colleagues in the Hudson Valley, our medical community, our service provider partners, our generous community donors, and most importantly, the people that we serve. PFCS will continue to offer quality services and the belief that recovery is possible for every child adolescent, adult and family in Putnam County and surrounding areas.

Christopher Dillon
Chairperson, PFCS Board of Directors

Diane E. Russo, MS, CASAC
Chief Executive Officer

Aligning management to meet community needs

The health care world of is changing daily, presenting unique challenges that require a management structure that is agile and responsive. In 2015, PFCS restructured its management team to ensure that we have the skills and agility in place to assess and take advantage of the best opportunities that will meet the demands in our area. Our goal is to always provide an integrated array of services that meet the most critical needs of our clients, their families and the community. Our challenge is to make sure that those who need our assistance will always have affordable access to our services.



Mental Health Clinic Services

- › Individual, Family, & Group Mental Health Services
- › Children's Services
- › Senior Services
- › Crisis Response for Children

Rehabilitation Services - PROSper

(Personalized Recovery Oriented Services for people engaged in rehabilitation)

- › Group Counseling
- › Vocational Services
- › Medication Management & Individual Therapy

Community Based Services

- › Care Management/Health Home Services
- › Family Peer Support and Advocacy
- › RISE for Children's Health (Recognize. Identify. Screen. Engage.)
- › Coordinated Children's Service Initiative (CCSI)
- › Family Empowerment Program
- › Parenting Skills and Support

Alcohol & Substance Abuse Services

- › Substance Use Treatment
- › Community & School Based Prevention

Partnering with Individuals & Families



In 2015, PFCS was proud to serve

**over 7,800
area
residents**

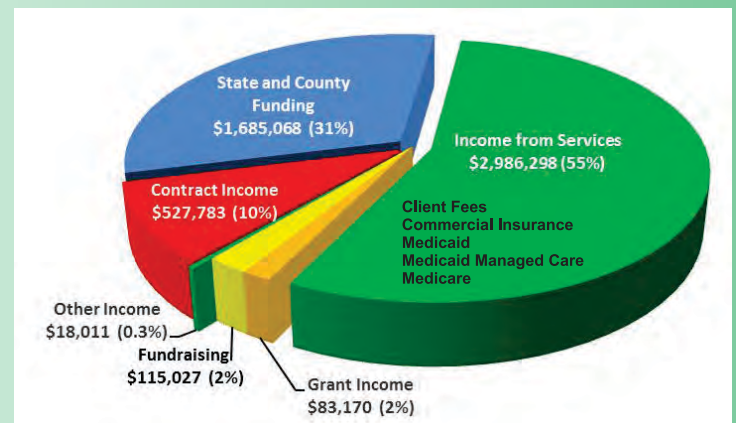
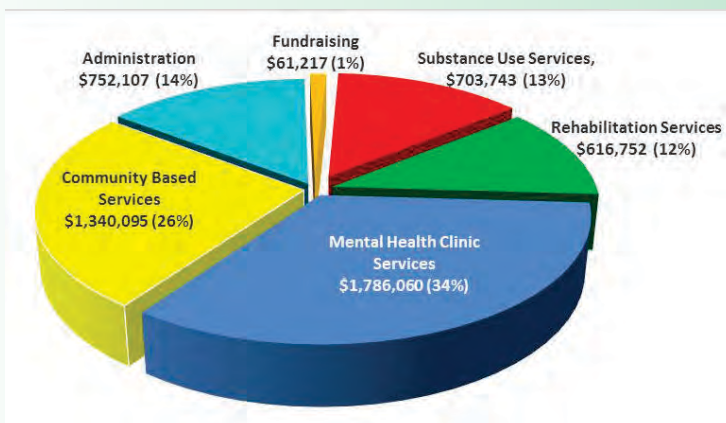


<u>SUBSTANCE USE DISORDER SERVICES</u>	Individuals Served	Client Contacts
Substance Use Disorder Treatment	201	2,869
Community and School Based Prevention	3,096	30,617
<u>REHABILITATION SERVICES</u>		
PROSper	197	13,981
<u>MENTAL HEALTH CLINIC SERVICES</u>		
Clinic-based Mental Health Services ..	1,503	9,343
<u>COMMUNITY BASED SERVICES</u>		
Coordinated Children's Service Initiative	135	209
Family Empowerment Program	151	1,802
Family Peer Support and Advocacy	514	1,270
RISE for Children's Health	995	995
Parenting Skills & Support	96	442
Children's Intensive Case Management	23	504
Care Management*	841	6,740
Student Support (Putnam CSD)	126	247
	7,878	79,019

*Increase over 2014 based on expanded inclusion of qualified contacts to include substance use and chronic health conditions as well as mental health diagnoses.

**TOTAL OPERATING EXPENSES
& INCREASE IN NET ASSETS* \$5,259,974**

**TOTAL REVENUE
& OTHER SUPPORT \$5,415,357**



* Increase in net assets: \$155,383

Mental Health Counseling & Treatment

...providing healing and hope



Diana Burns Wetzel, LCSW, CASAC
Mental Health Clinic Supervisor

"I have always wanted to be able to make a difference in people's lives. Through being a social worker at Putnam Family & Community Services, I believe I can do this in a caring and supportive way."

"I have gained some insight into mental health due to having a family member who suffered from depression and committed suicide. This was my mother. That experience allowed me insight into the effects of mental illness on children and adolescents. Other family members suffered from drug and alcohol addiction, and I witnessed the effects it had on their mental health and how their addictions affected our family. These personal experiences instilled in me further the desire to work in the mental health field."

"I have a passionate commitment to the building of HOPE in each adult, child, adolescent and family it is my privilege to serve."



"It gives me great pleasure to write this letter to you and to speak with such high regard and gratitude for a Putnam Family and Community Services social worker who has helped our family through a horrific tragedy.

Diana Burns-Wetzel has been wonderful with my daughter for the last year. Our family case was not the ordinary, and we were even rejected by our former group! To our luck, we met Diana. I couldn't have imagined finding a better person to help us through this.

My daughter has been seeing various psychologists and therapists for the last four years and I can honestly say no one was able to make such an impact on her life with helpful, solid and sound advice. It's exhausting for a parent to try and find someone good for their child, and for a child, who can give up hope after not getting any reassurance that there is someone out there to help them. Diana is very insightful and takes on an interest, which seems to go beyond the job. She gets to the root of the problem and offers excellent help in solving them. You have a very good organization and we have found a very good therapist.

Sincerely,

A very satisfied parent."

Substance Use Prevention & Treatment Services

...building strength on the path to recovery



Sara Wendrow, LMSW
Substance Use Counselor/Social Worker

“My passion is people... people from different backgrounds, cultures and demographic areas. As a social worker, I have dedicated my professional career to better understanding the needs of others, and striving to help people find ways of bettering their lives; helping them to find their happiness.

As a Substance Use Counselor here at Putnam Family & Community Services, I have received the mentorship and colleague support that allow me to be able to grow as a social worker while doing what I love most... learning about people, supporting positive growth in clients, and helping others find a path to recovery. “



Sydney was told that she would be an alcoholic before she ever had a drink. The child of an angry, violent alcoholic, she was the youngest of 7 children, most of whom are alcoholics. Her distressing and complicated past made her alcoholism almost inevitable. Alcoholism, depression, anorexia, suicidal tendencies...all of these were the by-product of her unfortunate upbringing, and what brought her eventually to PFCS for assistance.

Sydney's drinking spiraled out of control when she was laid off from her job. She had successfully functioned for years as a secret drinker, but the loss of her job was a trigger that opened the floodgates to isolation and non-stop drinking. By the time she approached PFCS, she was drinking “twenty-four/seven”, and barely aware of what was going on around her. She was immediately seen by a PFCS psychiatrist and a PFCS mental health therapist who recognized that the decline in her health at the time could soon become fatal, and facilitated getting her into a 32 day rehab program.

After Sydney's rehab was completed, she returned to PFCS and continues to see her therapist as well as an alcohol and substance use counselor who provides **guidance, counseling and support as she moves through her 12 step journey of recovery.** Now with over 12 months of sobriety, Sydney proudly states she is “finally government free -- free of temporary assistance and not in need of food stamps,” having found a full-time job and moved into her own apartment.

She still sees her PFCS therapist and counselor weekly which she says, **“helps me recognize the progress I'm making; like things I am accomplishing now that I could have never accomplished 3 months ago”.** Sydney is holding steady with her sobriety, and with the help of PFCS, continues on her path to recovery while building the happy, self-sufficient and rewarding life that she has dreamt of and deserves.

NOTE: Client name changed to protect privacy

PROSper Rehabilitation Services

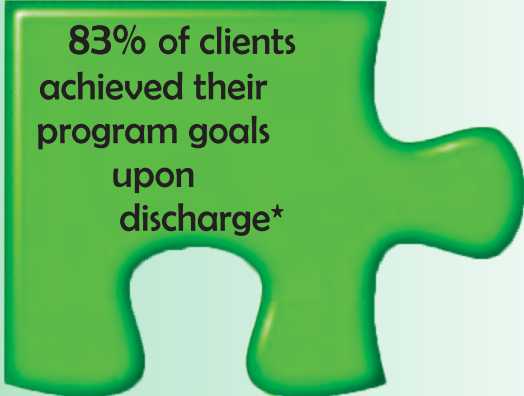
...finding a path to healthy, productive lives



Jessica Grainger, MA
Rehabilitation Counselor
PROSper Rehabilitation Services

"The path to a productive and self-sufficient life is having the confidence, validation, and resources to successfully pursue one's hopes and dreams. As a Vocational Rehabilitation Specialist for PROSper, I am humbled to be a part of a team that distinguishes members by highlighting their successes rather than setbacks; by focusing on one's goals rather than their defeats, and by acknowledging members as people of our community rather than a diagnostic number.

I have always had a passion for challenging stigma that wrongly forces members of our community into categorized boxes. PROSper allows members of our community to acknowledge that they can pursue their dreams, that they do have a say in their successes, and that they are capable of making successful choices in pursuit of their goals. PROSper fosters self-autonomy, recovery, support, and encouragement. Upholding these principles drives me to come to work each and every day."



**83% of clients
achieved their
program goals
upon
discharge***

After almost a year of hospitalization, struggling to find the right medications to manage her delusions, Emily saw a familiar face...and began a journey to recovery. Dr. Stumacher, a PFCS psychiatrist she had worked with in the past, listened to her needs and prescribed the medication that helped her turn the corner. **'Dr. Stumacher is so perceptive and observant...always gentle, caring and compassionate.'**

Upon her discharge, **Emily continued her journey in the PROSper Rehabilitation Program at PFCS.** 'Most of my delusions had withdrawn by then, but I still needed rehab because my brain hadn't totally healed.' Her participation in a curriculum of group counseling sessions has provided a supportive and growth oriented experience where 'you watch other people getting better; where you pick up on what others are learning and learn from both their mistakes as well as your own.'

'The groups are fabulous,' says Emily, 'the Group Leaders are fabulous, and the modality is great! DBT helps with skills development; CBT helps with thinking through problems.' Groups like *Family Matters* have helped Emily heal relations with her sister, and *Break the Habit* which has helped her to address her caffeine addiction. **'The Group leaders at PROS are all so gentle and compassionate;** I don't hesitate to share my thoughts and insights with them...they are not in your face...just always there for you and supportive.'

The PROS team are all so dedicated to their work. It's clearly not about the money for them; they truly love what they do, and they are completely dedicated to their clients' recovery.'

NOTE: Client name changed to protect privacy
*Based on completed discharge surveys

COMMUNITY BASED SERVICES

...building stronger families

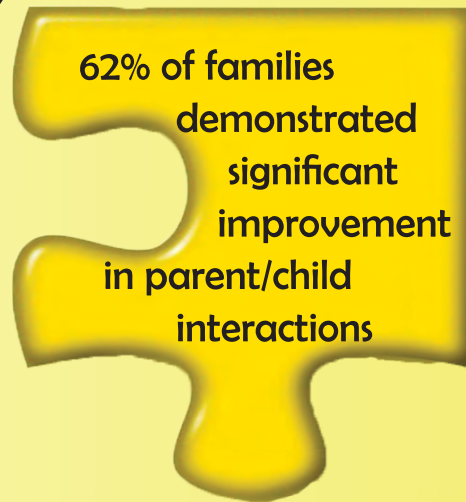


Christina McGuigan, MHC
Coordinator
Community Based Services

"Growing up with family members who struggled with both mental health and substance abuse issues, it was a natural choice to work in the human services field. After four and a half years with Putnam Family & Community Services, I can proudly see the changes that not only I, but also my colleagues around me have helped foster."

"I've always had a passion for helping those around me with difficulties, especially children. In working with families, whether by connecting them to community resources or helping find social supports, families can feel connected to their community and have a sense of belonging, especially children and adolescents."

"Watching a family come together and learn the resources and skills needed to help one another live healthy, productive lives is what drives me into work each and every day."



Traveling and adjusting to the US was extremely stressful for Joseph, Sara and their two young boys. Despite their optimism, the reality of finding housing and employment proved much more difficult than they had anticipated. Joseph began drinking, arguing and spanking his children as was common in his culture. When their older son mentioned this to his teacher, Child Protective Services was called, and the children were removed from their home and placed in foster care.

Joseph and Sara were referred to the **PFCS Family Empowerment Program**. They were very fearful; they love their children very much and were scared that they had been taken away from them forever. **They were eager to do anything that might help them get their children back.**

At PFCS, Joseph began treatment to address his drinking and better manage his anger. Sara started therapy to learn coping skills to manage her stress. Together they took a parenting class and received in home parenting skills training. They created a structured routine for their family and learned alternative ways of disciplining their children. The Family Empowerment Program also helped them with budgeting and money management...

Six months later the children were reunited with their parents.



THANK YOU TO OUR COMMUNITY OF SUPPORTERS

The funds provided by all of these generous supporters who, like we here at Putnam Family & Community Services, understand that promoting and supporting mental health is vital to overall community health, make it possible for us to extend a healing hand and heart to our neighbors in need...when and how they need our help.

THANK YOU FOR YOUR CONTINUED SUPPORT!

Circle of Recovery - \$25,000 +

The Dyson Foundation

Circle of Healing - \$10,000 +

Stacey Gibson*

Circle of Growth - \$ 5,000 +

Suzanne Willis & Ed Drake*

The Carmel Rotary Club

Circle of Opportunity - \$ 1,000 +

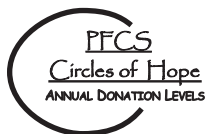
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**If you would like to join our Circles of Hope,
please contact Debbie Levin, Development Director
845-225-2700 x136 or DLevin@PFCSinc.org**



We value our relationships with foundations, state and local organizations, and school districts who contract with us or provide funding for specific programs, including:

**Benevity
Community Impact
Fund**

**Carmel Rotary
Community
Foundations of
Hudson Valley
Dyson Foundation
Green Chimneys**

**HOPE for Youth
Foundation**

**Lake Mahopac Rotary
Macy's/
Bloomingdale's
NY State Office of
Alcohol & Substance
Abuse Services
M&T Charitable
Foundation**

**NY State Office of
Mental Health**

**Putnam County
Department of
Social Services,
Mental Health &
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Putnam Family & Community Services



Putting all the pieces together to serve children, families and adults of all ages throughout the Lower Hudson Valley.