



*Serving Arkansas since 1884*

The Centers

For Youth & Families

*Building Healthy Children, Families and Communities*

**2016 Annual Report**



**The mission of Centers for Youth & Families is to provide specialized prevention, intervention and treatment services that promote emotional and social wellness for children and families of Arkansas.**

### **Company Core Values**

**Family** ● At Centers for Youth & Families, we are a family for families. We work together as a team to provide support to each other and to the families we serve.

**Respect** ● We believe each person is worthy of courtesy, politeness and kindness. We openly show our appreciation to our consumer, vendors and colleagues.

**Integrity** ● We are professional and honest in our working relationships. We hold ourselves accountable to the highest ethical and performance standards. We do the right thing.

**Excellence** ● For over 130 years, we have remained steadfast to our focus on the quality care of children and families. This sustained passion drives us toward continued improvement in the services we deliver.

**Hope** ● We give parents and children confidence to lead socially and emotionally healthy lives.

*Your Hopes. Your Story. Our Focus.*





# Letter from the President

Dear Friends of Centers,

Let me start by thanking you all for your support over the past year. With your help, we continue to improve the lives of children and families throughout Arkansas.

This past year we have continued our efforts in trauma focused care and human trafficking. Both of these initiatives have been fully integrated into our continuum of care. Our staff have made several presentations on our experiences in both of these areas to state and national audiences.

We have also been hard at work improving our facilities to offer a more home-like environment for the kids we serve. Improvements include new flooring, complete bathroom remodels, new wall coverings, new fencing and new staff break rooms to name just a few.

Our Foundation has had another record breaking year thanks to the efforts of our staff, Foundation Board and volunteers. Both the Centers Classic Golf Tournament and Evolve continue to grow in attendance and sponsorships. Funds raised from these events and the continued work of the Foundation throughout the year provide us with the support needed to make Centers a special place for our children and families.

This next year we are initiating a customer service effort focused on both internal and external customers. Our team of staff members from all of our programs is working on a plan to make certain that Centers continues to be recognized as the premier provider of behavioral health services for children, adolescents and young adults, and a great place to work.

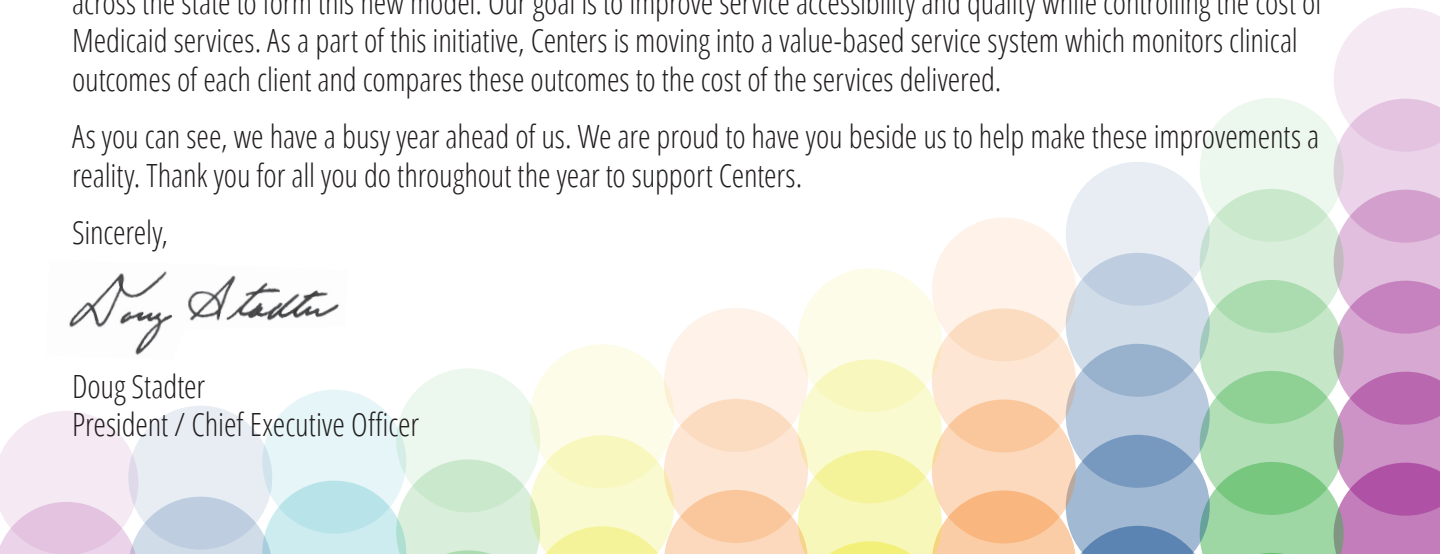
We are now involved in developing a provider led organization model of Medicaid managed care for the State of Arkansas' behavioral health and developmentally disabled populations. Centers' leadership is working with agencies from five different provider organizations representing behavioral health, developmental disabilities and substance abuse treatment agencies across the state to form this new model. Our goal is to improve service accessibility and quality while controlling the cost of Medicaid services. As a part of this initiative, Centers is moving into a value-based service system which monitors clinical outcomes of each client and compares these outcomes to the cost of the services delivered.

As you can see, we have a busy year ahead of us. We are proud to have you beside us to help make these improvements a reality. Thank you for all you do throughout the year to support Centers.

Sincerely,



Doug Stadter  
President / Chief Executive Officer

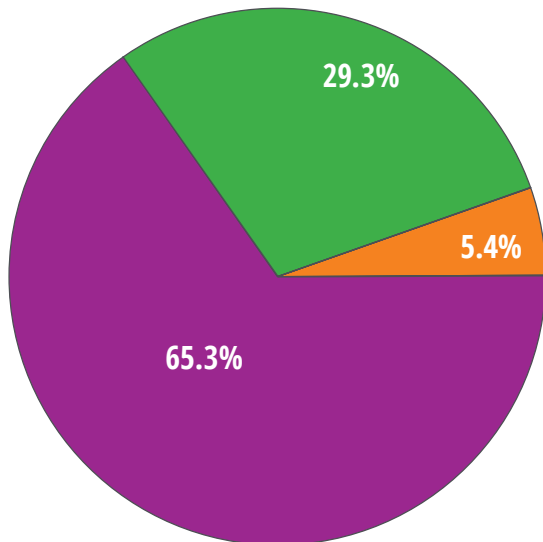
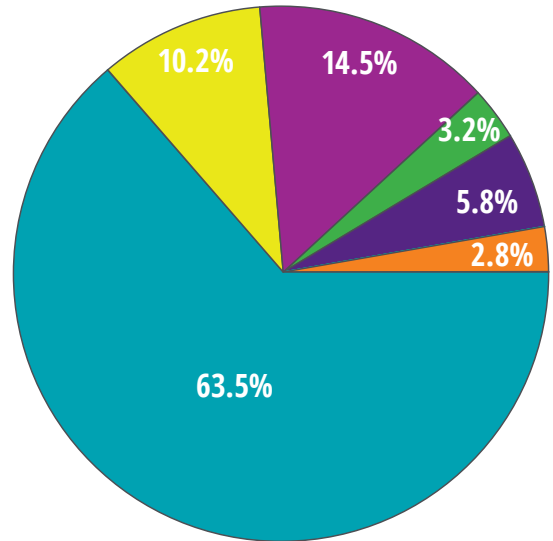


# FY 2016 FINANCIAL Summary

*Thank you to all of our sponsors and partners for another successful year!*

## Total Income & Support. . . 18,832,098

- Medicaid Services . . . . . \$11,956,674
- Federal Grants . . . . . \$1,922,596
- State Contracts . . . . . \$2,725,402
- Other Revenue . . . . . \$610,515
- Local Contracts . . . . . \$1,091,957
- Contributions/Fundraising . . . . . \$524,954



## Total Expenses . . . . . \$18,703,474

- Personnel . . . . . \$12,212,467
- General Operating . . . . . \$5,489,378
- Depreciation . . . . . \$1,001,629



# PREVENTION Services

## Education

- Parenting Classes . . . . . 130 families served
- Parenting Classes . . . . . 16 classes



*“Becoming a dad has been more than I could imagine. I didn’t have a clue what I had gotten myself into, but the Home Visiting program has helped me to know the different stages of life my child is growing into.”*  
 – 1st year Participant



*“I’m grateful to my family support workers because they have stuck by me and helped me for many years. The lessons and papers I’ve been given have really helped me to raise my baby and learn a lot.”*  
 – 3rd year Participant

## Outreach

- Home Visiting Program . . . . . 77 families served
- PREP Program . . . . . 278 youth served

## Wellness

- BCSCC Memberships . . . . . 683
- Silver Sneakers Participants . . . . . 484
- Silver Fit Members . . . . . 120
- Short Term Rentals . . . . . 34
- Weekly Use Long Term Rentals . . . . . 4



# INTERVENTION Programs



*"They taught my child boundaries, personal space, and knowing the difference between right and wrong."*

– Parent



*"Everyone at the Centers is consistent and thorough. The therapist made sure that the client's specific needs were met."*

– DHS worker

## Therapeutic Family Homes

|                                |        |
|--------------------------------|--------|
| Number of Clients Served ..... | 108    |
| Total Days of Service .....    | 23,305 |

## Therapeutic Transitional Living

|                                |       |
|--------------------------------|-------|
| Number of Clients Served ..... | 18    |
| Total Days of Service .....    | 2,518 |

## Youth Emergency Shelter

|                                |       |
|--------------------------------|-------|
| Number of Clients Served ..... | 65    |
| Total Days of Service .....    | 3,052 |

## Little Rock Outpatient

|                                |        |
|--------------------------------|--------|
| Number of Clients Served ..... | 1,318  |
| Total Hours of Service .....   | 35,095 |

## Day Treatment Program

|                       |       |
|-----------------------|-------|
| Days of Service ..... | 3,892 |
| Clients Served .....  | 34    |

# TREATMENT Programs



*"My child gets upset/explosive and the therapist has done a good job in teaching him skills on how to handle it."*

– Parent

*"My child's therapist keeps me informed. The nurse has been honest. Staff is doing a good job reinforcing the things that I have taught over the years, which is good."*

– Parent

## Psychiatric Residential Programs

### Little Rock Residential

|                               |        |          |            |
|-------------------------------|--------|----------|------------|
| Number of Clients Served..... | 154    | 54% Male | 46% Female |
| Total Days of Service .....   | 16,922 |          |            |

### Monticello Children & Adolescent Center

|                               |       |          |            |
|-------------------------------|-------|----------|------------|
| Number of Clients Served..... | 81    | 59% Male | 41% Female |
| Total Days of Service .....   | 8,478 |          |            |



## 2015-2016 MILESTONES

- Residential Services expanded to add thirteen additional licensed beds in Little Rock and three additional beds in Monticello. These beds are also available for the use of treating youth who are victims of Human Trafficking
- Therapeutic Foster Home Program began a recruitment campaign that resulted in the addition of seven new foster families. A goal of an additional fifteen families is set for FY2017.
- Executive Staff continued to provide input for the Health Care Reform and Criminal Justice Task Forces for the Arkansas State Legislature.
- Centers for Youth and Families was chosen as one of eleven sites to host the University of Arkansas Clinton School of Public Service Practicum. The research project focused on the use of gardening to improve therapeutic outcomes of youth. Upon the project findings, the Board of Directors approved the Garden Feasibility Task Force to explore the funding and use of a therapeutic garden.
- Children in Little Rock Residential and Emergency Shelter began weekly yoga classes at the Bess Chisum Stephens Community Center to promote movement and mindful relaxation techniques.
- Centers for Youth and Families received a \$15,000 grant from the Marion and Miriam Rose Fund to establish the Human Trafficking Program.
- Centers for Youth and Families was awarded a \$4,000 grant from Dollar General Literacy Foundation to begin an Accelerated Reader program at the Youth Emergency Shelter.
- Significant improvements to our facilities include the purchase of office space at Freeway Medical Center for the Foundation and Executive office, new hardwood flooring was installed in the Youth Emergency Shelter and Outpatient Clinic. A new VIP room at Elizabeth Mitchell Children's Center was created for the use of clients. New breakrooms for staff were built in both the children and adolescent centers in Little Rock.

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### **Agency Board of Directors**

Mark Allison, Chair  
Kim Evans, Past Chair  
Chad May, Vice Chair  
Matt Suffern, Secretary  
Andy LaGrone, Treasurer  
Suzanne McCarthy, Member-at-Large  
Doug Stadter, CFYF CEO & President  
Carole Baxter, Peyton Bishop, Ron Boyeskie,  
Kelly Eichler, Jo Evelyn Elston, Rick Fleetwood,  
Michel Leidermann, Terry Masching,  
Lori Montgomery, John Neumeier,  
Barry Simon, Kim Stafford

### **Foundation Board of Trustees**

Don Pfeifer, Chairman  
Greg Hatcher, Vice Chair  
Chris Shenep, Foundation Executive Director  
Doug Stadter, CFYF CEO & President  
Mark Allison, Eddie Bailey, Melissa Bandy,  
Austin Brightop, Matt Buchanan,  
Tommy Clements, Ellon Cockrill, Nick Copas,  
Ginny Deuschle, Kelly Eichler, J.T. Ferstl,  
Christy Garrett, Deb Haddadi, Lynn Harbert,  
Rami Kassessieh, Robert Jackson, Lewis May,  
Greg McCarroll, Robert McLarty, Rob Noirot,  
Brandon Rogers, Vickie Hendrix Siebenmorgan,  
Dudley Shollmeier

### **Emeritus Board**

Joellen Beard, Peyton Bishop, Ellon Cockrill,  
Karen Flake, Kay Patton, Don Pfeifer

*We look forward to another year of helping children, adolescents, and **families** find hope, learn resilience, and rediscover possible.*





# The Centers

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**PO Box 251970 • Little Rock, AR 72225-1970**

**501.666.8686 • 888.868.0023**

**www.CFYF.org**

## **CFYF Locations**

### **Elizabeth Mitchell Children's Center**

Outpatient Counseling  
Day Treatment

### **Elizabeth Mitchell Adolescent Center**

Access/Admissions  
Client Records

6501-6601 West 12th Street  
Little Rock, AR 72204  
501.666.8686 or 888.868.0023

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### **Youth Emergency Shelter**

6425 West 12th Street  
Little Rock, AR 72204  
501.666.7233 or 888.868.0023

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### **Freeway Medical Building**

Suite 600  
Therapeutic Family Homes Program  
Prevention Services

Suite 402  
Executive Offices  
Foundation Offices

Suite 101  
Accounting  
Administration  
Human Resources  
Risk Management

5800 West 10th Street  
Little Rock, AR 72204  
501.666.8686 or 888.868.0023

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### **Southeast Residential Center**

936 Jordan Drive  
Monticello, AR 71655  
870.460.0066 or 888.868.0023

Find us online /TheCentersAR

