

CITY House: The Family Center

2009 Dashboard Overview

Overview

The Family Center, located in Plano and with satellite offices in Frisco and Rockwall, serves individuals and families in need of support through counseling, threat assessment evaluations, and psycho-educational groups. The Family Center provides solution-focused counseling to any individual, couple, family, or group. Counseling sessions, empowerment groups, and parenting classes are conducted by licensed professionals; as well as Masters-level students under supervision. Upon completion of counseling, individuals and families are provided with referrals to resources so they may continue their positive progress.

History

Opened in 1996 to offer accessible counseling for children, individuals and families in conflict with the goal of preventing abuse, neglect and disruption to the family unit before it got to the point where the child or family would be in crisis.

Today, the Family Center has expanded its resources and now offers an array of services to individuals of any age, as well as couples, families, and groups.

Community Need

- Collin County has been and still is one of the fastest growing counties in the nation, and more and more families are finding themselves in crisis and in need of counseling resources. Over the past year, the Family Center has seen an increase in threat assessments, court-ordered referrals, younger children in crisis, sibling conflict and abuse, parenting issues, domestic violence in the home, separation and loss issues, and non-English speaking clients.
- From 2007 to 2008, Collin County juvenile courts saw a 50% increase (from over 2,000 cases in 2007 to approximately 3,000 cases in 2008) in juvenile charges such as truancy at school. The Court's overall leading referral source in Collin County for family counseling and psycho-educational groups was the CITY House Family Center.
- In the 2008-2009 school year, Plano ISD recognized 141 students with threatening behaviors or situations. Plano ISD's primary referral source in Collin County for threat assessments and family counseling was CITY House Family Center.
- In the 2008-2009 school year, Frisco ISD recognized 40 students with threatening behaviors or situations. FISD's only referral source in Collin County for in-school counseling and satellite family counseling was CITY House Family Center.

Services Offered

Services offered by the Family Center to individuals, couples, families, and group include:

- Specialized counseling by licensed professionals
- Bilingual services
- Play therapy
- Grief counseling
- Threat assessments
- Individualized case management
- Empowerment groups for children, pre-teens, and teenagers
- Parent education groups for parents of children and teenagers

Purpose

The Family Center offers counseling to individuals, children and families experiencing mental health issues that result in conflict or difficulties in the home, school, work or community.

Goal

The goal of the Family Center is to provide a supportive environment that encourages emotional and behavioral growth and enhances personal and professional functioning.

Objectives

Objectives of the Family Center counseling services are:

- Improve healthy and effective communication with others
- Stabilize mental health issues
- Improve safe and healthy boundaries
- Increase healthy relationships, circumstances, and/or environment
- Improve goal setting and achievement

Evaluation Methods

Family Center services are extensively evaluated in the following ways:

- Client satisfaction surveys after each counseling session.
- Follow-up satisfaction surveys through letter, phone, and email.
- Testimonials and self-reporting by clients.
- Periodic audits of client files, program budget, and site inspections by Program Director, Clinical Director, and Executive Director.
- Annual audit and corrective measures.
- Field inspections by funding sources.
- Periodic inspections by Board Members.
- Feedback from referral sources and other service providers.
- Clinical evaluation: clients are given a client history and assessment upon entering a CITY House program. Progress notes describe the client's progress or lack of progress towards stated action plan goals

Outcomes

- Since opening, the Family Center has increased their annual client numbers from 50 to nearly 3,000.
- In 2008, the Family Center served 2,753 clients in counseling services.
- From January 1, 2009 to August 31, 2009, the Family Center has already served 1,677 clients in counseling services.

Primary Funding Sources

- Funding through a sliding scale reimbursement by clients contributes to the majority of the Family Center budget to continue and expand the Family Center program.
- United Way funding has also been granted towards providing Family Center services to the community.