



ANNUAL REPORT

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Adapting to Meet the Needs of our Community

When Family & Youth first began it had two employees and one goal...to better Southwest Louisiana. Fast forward fifty one years later and Family & Youth now has nearly forty employees and eight thriving divisions, all geared towards accomplishing that same goal...to better Southwest Louisiana.



Caitlin Guillory
2021 Board Chair



Julio Galan
President and CEO

In our time as a family service organization, Family & Youth has moved locations six times and has continuously adapted our programs and initiatives in order to accommodate the growth and needs of our community.

As each year passes the services that Family & Youth provides are redefined so that they will continue to always meet the changing needs of those in our community.

Some programs have phased out as needs in the community changed, or other organizations began to provide services to meet those demands. Other programs such as the Shannon Cox Counseling Center, Court Appointed Special Advocates, and the Children's Advocacy Center, have proven to be long-term needs in our community and have not only become fixtures at the agency, but have continuously grown over the years. Still, other programs such as the Human Services Response Institute, founded for emergency response services after Hurricanes Rita and Katrina, have been realigned to meet new needs in the community such as, Victim Advocacy and Domestic Violence services.

Though Family & Youth may be relatively small in size, the impact we have on this community and the individuals who call Southwest Louisiana home is small by no means. Over the years, when the community has grown, Family & Youth has followed in suit. When the needs of Southwest Louisiana have shifted, Family & Youth has adapted to meet those needs.

In 1980, the Performance Employee Assistance Program was incorporated to provide services to local industry and businesses in Southwest Louisiana. In 1997 the Children's Advocacy Center joined the brand, followed by Court Appointed Special Advocates in 1999. The Human Services Response Institute was created in 2005 in the wake of Hurricanes Rita & Katrina. In 2010, it was the addition of a Grief Counseling Initiative to provide Grief Counseling Services and support to children. In 2016 it was the development of initiatives to combat the effects of domestic abuse, and help survivors of crimes gain strength. And now, in 2019 it is the expansion of our facilities that will allow an additional 4,400 individuals in our community to receive the vital services that Family & Youth provides. In each of

these examples Family & Youth recognized a need in the community and adapted to meet that need, taking the necessary steps to continue to provide the appropriate and relevant services to Southwest Louisiana.

Just as the past has proven, we are confident that Family & Youth will continue to work tirelessly to ensure that we are able to rise to the challenge of providing services to our rapidly changing community. And we know that you, our generous donors and supporters, will continue to assist Family & Youth in accomplishing our mission, as we discover new ways to expand, adapt, and innovate to ensure they cater to the needs of individuals who rely on their services.

We would like to extend a sincere and heartfelt thank you to those who have supported Family & Youth throughout the years and will continue to do so for many years to come. With your support we look forward to another successful year.

Caitlin Guillory
2021 Board Chair

Julio Galan
President & CEO

Family & Youth Mission

It is the belief of Family & Youth that all individuals possess the ability to solve their own challenges and live full and healthy lives when support is available. It is the mission of Family & Youth to provide affordable and professional support, through programs and services dedicated to advocacy, counseling, and education for the people of Southwest Louisiana. Our effort and commitment to building family values will guarantee a stable and stronger community.

Board of Directors

2021

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Jennifer Istre, **Secretary**
Donald Brinkman, **Treasurer**
Owen Thompson, **Imm. Past Chair**

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Jamie Chapman	Gene Pittman
Leslie Harless	Nora Popillion
Karen Harrell	Randy Roach
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Lynn Jones	Mark Hanudel, FF
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2022

Michael Hankins, **Chair**
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Megan Hartman, **Secretary**
Owen Thompson, **Treasurer**
Caitlin Guillory, **Immediate Past Chairr**

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Expanding Our Reach: COVID's Legacy

Candis J Carr, Ed.D. Senior Vice President

On March 26, 2020, the Shannon Cox Counseling Center team provided their final full day of strictly face-to-face, in-person counseling to individuals, couples, and families at Family & Youth. And on March 27, 2020, the Shannon Cox Counseling Center team transitioned to providing 100% of its counseling and consultative services to individuals, couples, and families via teletherapy! In one day, the team shifted from providing face-to-face counseling to providing teletherapy for the remainder of 2020 – and still today. The difference, post-COVID 19, is that clients now have the option of face-to-face counseling or teletherapy, whichever they prefer.

Initially, the concept of a wholesale expansion of professional counseling to online platforms in Louisiana seemed extremely remote. I recall the early conversations and the skepticism. A common question was “How could teletherapy compete with real counseling?” Although this query was laden with a negative assumption and obviously insulting to those providing telemedicine, for example, there was but one honest answer to that question: We weren't sure.

Conversations about the possibilities of Louisiana Licensed Professional Counselors (LPCs) providing counseling via teletherapy increased substantially over the past several years – and especially since 2014, when the American Counseling Association leadership added teletherapy guidelines to its Code of Ethics. Eventually, national ads promoting teletherapy could be viewed on television and in social media. One popular ad featured Olympic champion Michael Phelps. He spoke of his appreciation for counseling and the benefits of an on-demand service.

When the opportunity to learn more about teletherapy was offered locally, via a nine hour synchronous training sanctioned by the Louisiana LPC Board of Regents, I encouraged our counseling team to sign-up with me. My thought was, “Let's find out more about this; and by the way, we don't have to use it, and maybe we never will, but let's take the training.”

And so we did. Soon all Shannon Cox Counseling Center counselors received the inaugural qualifying training. We learned about the rules, the protections for clients and for ourselves, the advantages of teletherapy and the disadvantages, as well as the most important differences between online and in-person counseling and which medium would be most valuable for the client and in which circumstance. We learned about safety and about equipment also, but at the end of all the training and all the pontificating, we guessed teletherapy might become a “special service” we could offer to a client in a unique circumstance, but in all likelihood, teletherapy surely wouldn't and couldn't fully replace face-to-face counseling... right?

And then came March 2020 and COVID restrictions – suddenly making the option of comfortably sitting with a client in a face-to-face format no longer viable! A new learning curve had begun. And now, over a year later, we can say our confidence and trust in teletherapy has grown significantly. There is ample good news about teletherapy we could not have realized without the experience of providing teletherapy, combined also with listening to our clients' feedback and discovering the positives first-hand.

As an example, a recent article in Psychotherapy Networker contains interesting and validating information about the benefits of phone sessions that we at the Shannon Cox Counseling Center have experienced first-hand. The following italicized excerpt is from “The Surprising Intimacy of Phone Sessions,” by Daniela Gitlin. In the article, the author explains her bias. She writes: “If we must have technology in session with us, the rate of speech transmission [via phone] is closer to live conversation, and the fidelity of sound is far higher, especially from a landline...”

She continues, “**Because I’m deprived of visual cues** [when on the phone with a client], my hearing sharpens, and my sensitivity increases to subtle nuances of speech rate, rhythm, tone, and – this is really helpful – the client’s breathing. There are many more moments during the session where all my available senses are fully engaged, and it’s the same for the client...and there’s a silver lining to phone work. Thinking requires looking in. In a live session, when a client is speaking and looking at me, I maintain eye contact unless they break it. If they do, that releases me to gaze inside to think, but I still have to keep my eyes on them so as not to miss their return. Phone work frees my eyes to do what they [my eyes] want...which lets me think while continuing to actively listen and engage with the client.”

Even now, for some clients, counseling couldn’t and wouldn’t happen without the availability of phone counseling. Maybe it’s lack of transportation, or the inability to drive from a remote distance, or the inability to leave another person at home totally unattended. The reasons to choose counseling by phone are too numerous to list.

Online counseling via video is likewise valuable and popular. Being able to visually see one’s therapist is critical for many clients. And during COVID and after Hurricanes Laura and Delta, people needed access to their counselors more than ever. Once electricity was restored and the online option became available in our area, many clients did transition to online video sessions, while just as many stayed with phone counseling. Even when face-to-face counseling was again available, many still preferred or needed the option of either phone sessions or video sessions.

Regardless the format, therapists are trained to listen to and understand the deeper aspects of what is going on for the client in his or her life at that moment. It is our job, as counselors and psychotherapists, to gauge our clients’ experiences as communicated through their emotions. This can happen on the phone, online, and certainly when face-to-face. The benefit of having several options through which we connect with people in distress, means we have been able to be there for the people of Southwest Louisiana regardless of COVID, two hurricanes, an ice storm and a flood. We know that for so many, we have been and will continue to be the one constant element in their lives.

If you or your loved one wants to speak to someone about a problem you haven’t addressed, please call 337-436-9533 to make an appointment. We welcome your call and look forward to meeting with you, either in-person, by video, or via phone. Given the amount of devastation we all experienced last hurricane season, we know this coming season is going to be extremely stressful. Connect with a counselor now and learn ways to manage the distress you’re experiencing. We are, quite literally, a phone call away.

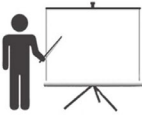


supporting family life,
building a stronger community

2021 IMPACT



*Conducted 543
forensic interviews
of children alleged to
have been abused.*



*Delivered child
abuse prevention
presentations to 103
participants in our
community.*

*48 Volunteers
devoted 775 hours
to serving children,
closing 19 cases.*



*Volunteers
participated in 449
hours of training.*

*Volunteers traveled
16,731 miles to meet
with children and their
guardians.*



*15 Youth Advisory
Board members
met quarterly to
identify and discuss
issues facing youth.*



*86 youth participated
in Career Exploration
activities.*

*62 youth increased
their knowledge of the
legislative process
during Civic
Engagement.*



*325 youth developed
leadership skills
through experiential
activities.*

*40 youth
participated in
service learning
projects in SWLA.*



*Served 506 victims of crime and
53 victims of domestic abuse.*



For more information on Family & Youth and our services
Phone: 337-436-9533 Website: www.fyca.org



Find us
on Facebook
[facebook/FYCALC](https://facebook.com/FYCALC)



*Individuals and families received over **6,200 hours** of counseling, education, and consultation.*



*Provided counseling to **165 first responders, essential workers, and residents** following Hurricanes Laura & Delta*

***50 mothers** with clinical depression received professional interpersonal psychotherapy.*



*Provided **125 hours** of training to area business supervisors and employees.*



*Provided grief counseling to **110 children and families.***



*Provided **crisis management** for critical incidents throughout SWLA.*

*Provided counseling services to **503 victims** of family violence.*



*Hosted **250 participants** at the 24th annual conference.*

**CONNECTIONS
COUNT**
Professional Development Conference 



*Provided counseling services to **117 victims** of domestic abuse.*



*Awarded over **2,730 hours** of continuing education to professional clinicians.*

Thank You To Our Family & Youth Supporters!

Visionary

Community Foundation
of SWLA

Community Builder

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First Horizon
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Sustainer's Group

Harris, Bryan & Paige
Galan, Julio
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McElroy Quirk & Burch

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Oak Grove Wealth
Partners

Lapria, Paul & Kate
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Services

Global Crane & Rigging
Gragson, Casidy &
Guillory

Hart Eye Center
Kiwanis of South Lake
Charles
Menard Eye Center

Hope Builder

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& Wilson
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Tower Land Company
Cormier, Dr. Michael
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Pumpelly, Glenn &
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Scroggs, Candace



*Certified by the Standards for
Excellence Institute in Maryland*

Thank You To Our Family Foundation Supporters!

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Hebert, Dr. Edward

Pickett, Owen

Roberts, Dean &

Brooke

Wheeler, Jack

Williams, Bill

Nyberg, Amy

We value our supporters and want to recognize each and every one of them. We apologize for any names we may have missed, corrections will be listed on our website at www.fyca.org.

Thank you to our Friends and Partners!

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Thank you to our supporters who have established endowments with the Family Foundation of Southwest Louisiana. The mission of the Family Foundation of Southwest Louisiana is to connect donors to the priorities that enhance the quality of family and community life for generations to come. If you are interested in establishing your own endowment or would like more information please visit www.fyca.org or call 337-436-9533.

Change. It's Necessary, but Often Difficult.

David Duplechian, Vice President

Change, while often necessary, is very often difficult. Based on the numbers of children being seen annually in our Children's Advocacy Center (CAC) and the projected population increase in our area as a result of our ongoing industrial expansion, the Family & Youth Board of Directors looked to the future and realized we needed to expand our capacity to deliver services. This led, thanks to the generous support of SWLA community, to a new building housing a larger CAC and an increased space for meetings, as well as trainings and youth activities.

While the focus was on the "new building," there were several other considerations that had to be taken into account. An antiquated phone system and slow internet service both had to be upgraded to allow services to extend to the new facility, meaning additional costs and the headaches that came with technological change. Ultimately, though, these changes proved to be serendipitous.

While Family & Youth has always been a leader in service delivery in challenging times, I don't think anyone could foresee the societal changes we'd be undergoing in the year 2020. The new building and the upgrades in technology, however, ensured that Family & Youth was equipped and prepared to meet these societal challenges, and when changes in the way we do business were mandated, Family & Youth was able to continue doing business.

And despite those changes in the way we do business, some things can't change. Abused and neglected children still need to be seen face to face, and that "new building" (that our Board had the vision for) means we are now seeing children in a new, modern, expansive setting and better able to minimize the trauma that comes with them telling their story of abuse. 2019 was a year of change for Family & Youth, but that change more than prepared us for the challenges of 2020.

As always, none of what we do is possible without the support of the SWLA community, and behalf of the children and families we serve, we are always grateful.

Fiscal Year 2021

Sources of Support

Special Events	\$77,532
Contributions, Investments & Other	\$509,199
United Way of SWLA	\$52,000
Fees, Grants & Programs	<u>\$2,046,503</u>
Total Revenue	\$2,736,559

Expenditures

Management & General	\$305,913
Fundraising	\$95,115
Programs & Services	<u>\$2,090,888</u>
Total Expenses	\$2,204,865

**The financial statements presented here are from a pre-audit report and are subject to change pending the completed 20 financial audit.*

Family and Youth Counseling Agency

Statement of Financial Position

December 31, 2021

ASSETS

Current Assets

Cash and Cash Equivalents- Unrestricted	\$202,300
Cash and Cash Equivalents- Restricted	
Governor's Conference	\$139,343
Investments	\$647,914
Unconditional Promises to Give	\$31,200
Accounts Receivable, Less Allowance for	
Doubtful Accounts of \$3,419	\$76,069
Contracts Receivable	\$329,379
Prepaid Expenses	\$30,021
Total Current Assets	<u>\$1,456,226</u>

Property and Equipment

Building	
Furniture and Equipment	\$756,534
Less Accumulated Depreciation	<u>\$269,527</u>
	\$1,026,061
Land	<u>\$(697,878)</u>
Net Property and Equipment	\$328,183
	<u>\$82,800</u>
Total Assets	<u><u>\$410,983</u></u>
	<u><u>\$1,867,209</u></u>

Family and Youth Counseling Agency

Statement of Financial Position

December 31, 2021

LIABILITIES AND NET ASSETS

Current Liabilities

Accounts Payable	\$24,072
Accrued Expenses	\$119,240
Due to Governor's Conference	\$139,343
Unearned Income	\$221,437

Total Current Liabilities

\$504,092

Long Term Liabilities, less current portion

\$-

Total Liabilities

\$504.092

Current Net Assets

Unrestricted	
Board Designated- Building Fund	\$200,000
Board Designated- Program Expansion Reserve	\$50,000
Board Designated- Dissolution Reserve	\$246,000
Board Designated- Operating Reserve	\$641,817
Undesignated	\$194,100

Total Unrestricted Net Assets

\$1,331,117

Temporarily Restricted

\$31,200

Total Net Assets

\$1,363,117

Total Liabilities and Net Assets

\$1,867,209

Victims of
sexual
and/or
physical
abuse

543
served

165

first
responders,
essential
workers, and
residents
recieved
counseling after
Hurricanes
Laura and Delta

63

Court Appointed
Special Advocates
devoted

775

hours to serving
children

110 children
received
grief
counseling
through the
Shannon Cox
Counseling Center
in 2020

6,200 Hours
of strength-focused **counseling**
consultation, and **education**
provided to children, youth and families

506

Victims of Crime
received valuable
services, helping them
overcome the trauma
of violent crime



supporting family life,
building a stronger community

220 Louie St.
Lake Charles, LA 70601
www.fyca.org
337-436-9533

325
Youth

participated in
leadership development
opportunities