2013 ANNUAL REPORT

Delaware Guidance Services for Children and Youth, Inc.
Serving Delaware’s children and families since 1953

Reflections through time... impacting children’s lives.
Reflections through time…
60 years of service…

Our Mission:
Delaware Guidance Services for Children and Youth, Inc. exists to provide quality mental health services for children, youth and their families. We believe that all children have a right to good mental health and should have access to quality therapeutic care, regardless of their ability to pay.

Our Vision:
To have quality mental health services available to every child in Delaware; to reduce the incidence of emotional problems in children.

2013 SERVICE DATA

<table>
<thead>
<tr>
<th>PROGRAMS</th>
<th>CLIENTS</th>
<th>TREATMENT SESSIONS</th>
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</thead>
<tbody>
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<td>School Based Services</td>
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<tr>
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<tr>
<td>TOTALS</td>
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<td>112,754</td>
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Serving over 18,000 children and youth in Delaware in need of mental health services in 2013.
Dear Friends,

DGS celebrated its 60th Anniversary this past year. This celebration was an opportunity to reflect on the organization's extensive growth and development over the past six decades, and embrace our beginnings and those who made it all possible. In 1953, as a result of the leadership of Dr. Robert O.Y. Warren and a number of dedicated community leaders, and through funding provided by the Junior League of Wilmington, DGS was founded and a journey had begun that led us to become the reputable and successful agency that we are today.

Throughout these 60 years, we reflect on our organizational story. A story of providing the highest standards in quality mental health services for our clients. A story of people committed to treating emotional and behavioral issues by staying abreast of the latest developments in the field. It is a story of growth from a small office serving only Wilmington to becoming one of Delaware's largest not-for-profit statewide mental health agencies with offices in Wilmington, Newark, Dover, Lewes and Seaford.

Our story is one of expansion and depth, from just providing office based services in an outpatient setting to providing a continuum of nonresidential services both in the office and in the community at various levels of intensity with various specialized treatment models. It's a story of being one of the first ten outpatient mental health services in the country to be accredited by the Joint Commission on Accreditation of Healthcare Organizations. It is a story of an incredibly dedicated and talented staff that has provided services to the community and given of themselves so much more than they receive for their efforts. But most especially, it is a story of hundreds of thousands of Delaware's children receiving services (over 18,000 this past year) and receiving the help they need to manage the challenges they are facing and the critical support needed to become successful in life.

So as we look to the future, we do so with a strong sense of our beginnings, the growth we have experienced, and the commitment to continue to provide the quality, breadth and intensity of services required to meet the mental health needs of children in our state.

As always, our Board and staff wish to thank the Division of Prevention and Behavioral Health Services, State of Delaware General Assembly, United Way of Delaware, foundations, corporations, small businesses, and individuals in the community who support us and who are critical partners in our continued success.

Best Wishes,

Bruce Kelsey, LCSW
Executive Director

Brooke Bashore
Board President
1953  Founded as the Wilmington Child Guidance Center by pediatrician Dr. Robert O. Y. Warren.

1955  Moved into rented facility at Delaware Avenue and Lincoln Street. DGS increased its caseload by 25%, to 201 cases.

1957  Wilmington Child Guidance Center was approved as an Associate Member in the American Association of Psychiatric Clinics for Children and a member of the United Fund (later renamed United Way).

1958  The Center moved to rented space at 2013 Baynard Boulevard where it remained until 1974.

1971  The Center changed its name to Delaware Guidance Services for Children and Youth, Inc. with a plan to have a statewide presence.

1972  First allocations were made by the State Legislature and City of Newark through its Revenue Sharing Program.

1975  The agency purchased a building in Wilmington at 1213 Delaware Avenue. Late afternoon and evening appointments became available to clients.

1978  Dover clinic opened to provide outpatient services in Kent County.

1988  A Day Treatment Program was started in Dover to serve children ages six to twelve.

1992  United Way helped to provide funding for a Sussex County branch office in Georgetown.

1994  Capital campaign launched to raise $1.5 million to expand, renovate and furnish the Wilmington facility. DGS served 3,900 families.

1995  Georgetown facility was relocated to the Lewes area.
1995 The Department of Services for Children, Youth and Their Families contracted with Delaware Guidance Services to develop a Sussex County Day Treatment Program for children six to twelve years old.

1997 DGS added the Access to Community Treatment (ACT) Program in Lewes and Dover which has since been renamed the Child Priority Response Services Program (CPRS).

Over 7,600 families were served statewide. Statewide Intensive Outpatient Treatment Program added to provide community-based treatment for children at risk of hospitalization or more restrictive levels of treatment.

1999 Over 9,000 families were served statewide. Agency received JCAHO Accreditation with Commendation, JCAHO's highest accreditation rating.

2000 DGS doubled the size of its Newark outpatient offices to serve the growing need for Southern New Castle County.

2001 New Dover facility completed and office space leased in Seaford to better meet the needs of residents in western Sussex County.

2002 New Lewes facility was completed.

2007 DGS converts to electronic health records, including clinical records, electronic billing, human resources, environment of care and continuous quality improvement functions.

2008 New Seaford facility was completed. DGS was recognized by the state for its leadership in training staff in Trauma Focused-Cognitive Behavioral Therapy (TF-CBT).

2010 Child Priority Response Services “CPRS” and Child Development Community Policing (CDCP) services were added to the Wilmington facility making crisis services available statewide.

2013 DGS served over 18,000 children and their families.

2014 The introduction of DGS’ new Advanced Clinical Training Program.
Outpatient Services

DGS Outpatient Services comprise the core treatment programming of the organization. Throughout the five sites, outpatient therapists in 2013 provided 33,574 treatment sessions to 2,767 clients. Outpatient Services are primarily provided in the office by licensed professionals, typically qualified licensed clinical social workers, licensed professional mental health counselors, or licensed clinical psychologists. Treatment might involve any of the following modalities: individual psychotherapy, play or group therapy, behavior modifications, parent counseling, couples and family therapy, psychological evaluation, psychiatric evaluation, and medication.

Intensive Outpatient Community Based Services

Intensive Outpatient Services (IOP) are treatment services primarily provided out of the office – in homes, schools, and the community. Clients referred to IOP are those who have not been successful in regular office based outpatient services and the level of behavioral/emotional distress and risk warrant a higher level of programming. In addition, a client may be referred to IOP when a family is being discharged from a higher level of service such as Residential Treatment, Day Treatment, or Hospital.

Day Treatment Program

Day Treatment services are offered to children between the ages of six through fourteen at DGS Dover and DGS Lewes sites. This is a family-focused, community-based, therapeutic day program with an educational component aimed to stabilize school, community and social interactions. This intensive day program provides an alternative to psychiatric hospitalization or residential treatment for children six to fourteen years old. Children attend day treatment year round, five days a week.

*In order to protect the privacy of our clients, photos used in this publication are not those of actual DGS clients.
Parent Child Interaction Therapy (PCIT)

Parent Child Interaction Therapy serves children ages two to five years of age and their respective caregivers. Children served in PCIT typically have concerns related to compromised parent/child interactions, non-compliance, aggression, and attention span. The PCIT team is comprised of two licensed clinicians, and two full-time bachelors level behavioral specialist. One current behavioral specialist holds a masters degree in art therapy. In addition, the PCIT team includes two bi-lingual therapists who are able to provide services to bi-lingual families.

School-Based Counseling Services

Through contracts with the Christina and Red Clay School Districts, DGS provides staff as consultants to area elementary schools who function as guidance counselors and mental health clinicians. In addition, school based counseling services are provided to DGS clients by our staff in their home and schools throughout the state.

Ten year-old Carey was sexually and physically abused for the first six years of her life and her mother was a drug addict. Due to severe behavioral problems she was placed in a special education program. Through work with a DGS therapist, she eventually went to live with her grandparents in a safe, nurturing environment and was treated for ADHD and the stress related to her abuse. She has now been mainstreamed at school and is doing very well at home and in the community.

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CPRS is a Statewide Crisis Services Program for children and adolescents, funded by the state Division of Prevention and Behavioral Health Services (DPBHS). At our Lewes, Dover and Newark sites, a licensed behavioral health professional acts as the Clinical Coordinator and oversees daily operation of each program. Our highly-trained staff provides service 24 hours a day 365 days a year for children and youth between the ages of two and eighteen who are at risk of harm to self or others, have experienced recent trauma or are experiencing serious mental health symptoms. In 2013, the CPRS program provided over 24,827 treatment sessions statewide to children and families at risk.

Child Development Community Policing (CDCP)
In partnership with the City of Wilmington, the CDCP team provides trauma assessments and follow up services to children and youth who have been involved in or witness to traumatic events. (These include shootings, accidents, domestic violence, unusual or traumatic death of a close family member and other crimes).

Brenda is a twelve year-old who was referred to the CPRS program by her school counselor. She had reported that she was having thoughts of harming herself and killing her stepfather who she didn’t get along with. Brenda met with crisis therapists who further explored her symptoms of depression and worked with Brenda on appropriate coping strategies. She also met with the psychiatrist and prepared for outpatient family therapy sessions. CPRS continues to follow up with Brenda and received reports that Brenda is feeling happier, was making a fresh start and the family began treatment sessions with an outpatient therapist.

*In order to protect the privacy of our clients, photos used in this publication are not those of actual DGS clients.*
Shawn, age thirteen, hadn’t been to school regularly for two years. Kids at school teased him unmercifully because of his involuntary movements (tics) and he refused to go to school. DGS’ intensive outpatient staff works with Shawn and his family. With the help of his therapist, he is working through his issues. He arrived at school on opening day and has been in attendance ever since. He says that the teasing doesn’t seem important now.

Crisis Bed Services

Crisis Bed Services are available for children and youth who require overnight support, supervision, and treatment for stabilization of mental health symptoms. A clinical supervisor, three full time child care workers and six to eight part-time staff provide 24-hour coverage for this program. Length of stay is usually two to three days.

Suicide Prevention and Intervention (SPI)

The SPI program provides Lifeline Suicide Prevention education to middle school students throughout the state. With a supervisor leading a team of three mental health clinicians the staff has reached out to almost all middle schools statewide and has provided training to more than 6,806 students during this school year.

*In order to protect the privacy of our clients, photos used in this publication are not those of actual DGS clients.*
2013 Annual Appeal and United Way Contributors

Thank you for your generous contributions toward improving the lives of Delaware children and families.

2013 Donor Report

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Terry Woodward
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Donald Zalenski
On April 12, 2013, DGS hosted its 15th annual Champagne Gala celebration at Harry’s Savoy Grill and Ballroom. Guests were treated to a customized gourmet meal paired with some of the finest champagnes available. Thank you to our sponsors and supporters who made this event a success.

2013 Champagne Celebration

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Branmar Wine & Spirits
Buker Limousine & Transportation
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Fabulous Finds
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Grand Opera House
Suzanne D. Grenfell
Hagley Museum and Library
Hand and Stone Massage and Facial Spa
Harry’s Savoy Grill and Ballroom
Hockessin Athletic Club
Island Beverage Company
Jewelry Exchange of Delaware
Sophia Kramedas-Ghanayem
Carlton’s Men’s Wear Inc.
Ladies Image
Lasting Looks
Longwood Gardens, Inc.
Modern Essentials Med Spa
Moore Brothers Wine Company

Elisa K. Morris Photography
Moveable Feast
Nassau Valley Vineyards
Nemours Mansion and Gardens
New Castle Historical Society
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Wild Thyme, Inc.
Wilmington Blue Rocks
Wilmington Country Store
Winterthur Museum and Country Estate
Zina’s Organics & Wellness Aerial Yoga & Fitness
2013 Financial Report

### REVENUE

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<th>Source</th>
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<td>Government Contract Income</td>
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<tr>
<td>Events and Individual Contributions</td>
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<td>Foundation and Corporate Contributions</td>
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<td>United Way</td>
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<td>Investment Income</td>
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<td><strong>Total Revenue</strong></td>
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### EXPENSES

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<td>Outpatient Services</td>
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<td>Day Treatment Program</td>
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<td>Intensive Outpatient Program</td>
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<td>Parent Child Interactive Therapy</td>
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<td>Management &amp; General Expense</td>
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<td>Development Expenses</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$11,812,058</strong></td>
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<tr>
<td><strong>Net Increase / (Decrease) in Operating Reserve</strong></td>
<td><strong>($282,931)</strong></td>
<td></td>
</tr>
</tbody>
</table>

As verified by the 2013 Annual Audit conducted by Haggerty and Haggerty

DGS Experiences Continued Growth regardless of Economic Instability
2013 Board of Directors

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Trey Kraus, VP/Development
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**NEW CASTLE COUNTY**

**WILMINGTON**
1213 Delaware Avenue
Wilmington, DE 19806
Phone: 302-652-3948

**NEWARK**
1208 Drummond Plaza
Building 1
Newark, DE 19711
Ph: 302-455-9333

**SUSSEX COUNTY**

**LEWES**
31168 Learning Lane
Lewes, DE 19958
Ph: 302-645-5338

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900 Health Services Drive
Seaford, DE 19973
Ph: 302-262-3505

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Dover, DE 19904
Ph: 302-678-3020

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