



# Youth Evaluation & Treatment Centers Valley Clinical Services

Building brighter futures since 1974

Making an Impact...Providing Hope.



# IMPACT

*verb*

to have a strong and positive effect on someone

*synonyms*

affect, influence, have an effect on, make an impression on, change, transform

# An agency led by Vision

Jim Oleson

From our beginning as a small social service agency providing residential group care to dependent children we have grown and developed into a highly skilled therapeutic community providing the most advanced therapies and interventions to the most complex and resistant issues; childhood trauma, autism disorders, substance abuse and in home direct support services to highly complex families.

While our agency has undergone changes, our intent has never wavered. We continue to provide to the best of our abilities opportunity and hope to the **children, families** and **community** that we serve. Our **vision** is a serious statement that we embrace with a passion that defines our culture.

**2013 proved to be a very good year for us. The following are highlights worth mentioning:**

**Accreditation:** The Council on Accreditation completed their four year evaluation of our programs and services with excellent outcomes in all areas.

**New Leaders:** Rachel Tombaugh, LPC was promoted from

Senior Therapist to Director of Clinical Services for Specialty Programs, a new position to accommodate our growth in both the public and private market place. Kavita Bernstein, BA is our new Director of Quality Management and Program Development who did a wonderful job in spearheading our Accreditation effort.

**Board of Directors:** The Agency has been blessed with consistent and supportive Board leadership over the years which has encouraged our growth and celebrated our achievements. David Bridgman our President for many years and a good friend continues to provide steady direction and counsel.

**Going Forward:** We now enter a new era, stimulated by the Affordable Care Act which encourages us to develop new and innovative services with integrated health care being one of many objectives impacting our private and public sector practices. We look forward to the challenge.



## Board of Directors

President | David Bridgman (Northcentral University)

Vice-President | Tony Sola (Acoustical Consulting Services)

Treasurer | Kale Dattatraya (Fidelity National Information Services)

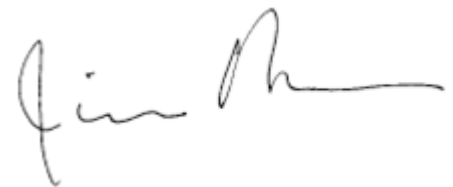
Milayne Cordova (IBM)

Thomas Pelino (Charles Schwab)

Eva Kerr (Snell & Wilmer)

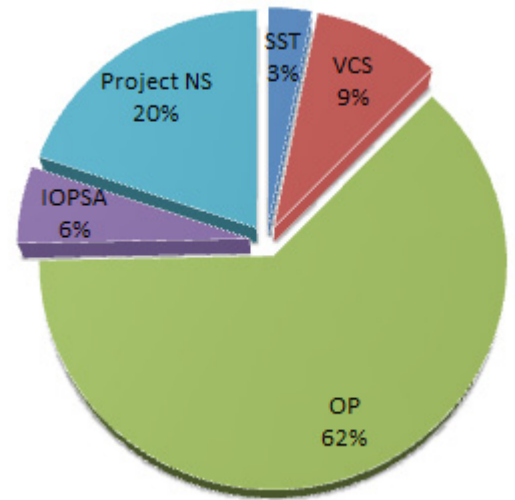
Jolene Baney (Premier Recovery Options)

Jen Hausman (Jhaus)



# Making an Impact...

- In fiscal year 2013 (July 1st-July 31st), we provided services to **1,846 children** in the metro Phoenix area.
- Received a positive financial audit review. A testament to the great work our business operations team does!
- Planned and implemented a very successful Golf Tournament Fundraiser and received great support from our corporate partners.
- Attained re-accreditation from the Council on Accreditation. This is a tremendous achievement that demonstrates our organization as a provider that continues to successfully implement high performance standards and, as such, is delivering the highest services to all of its stakeholders.



Percentage of consumers per program



## Our annual survey provided the following findings:

- *95% of the families/caregivers felt that they were partners in the planning services*
- *95% of the families/caregivers felt that services received had helped their child be more successful in school*
- *92% of the families/caregivers felt that services received helped their child live more successfully with the family*
- *95% of families/caregivers felt confident that their family and their child had been provided with the tools to avoid crisis situations*
- *97% of families/caregivers believe the services they have received have strengthened their families when it comes to the day-to-day stresses we all face*

# Making an **Impact**... one program at a time

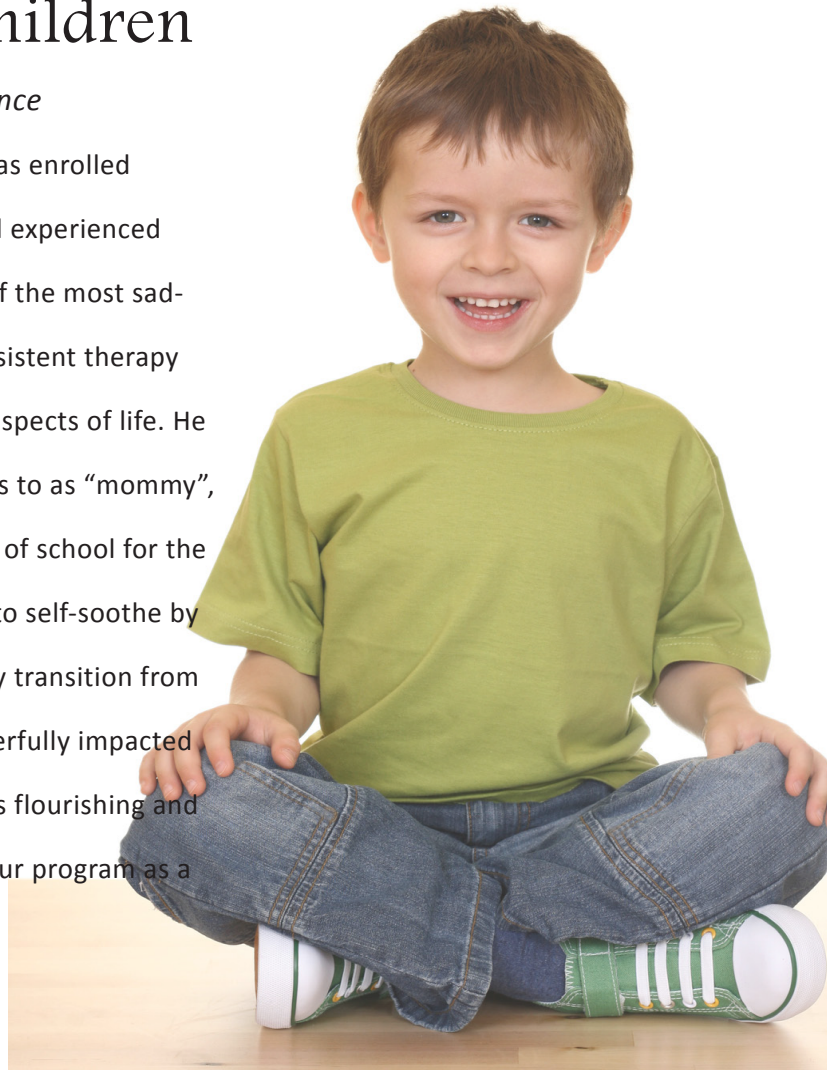
- **OutPatient Services:** Individual and family centered therapy.
- **Project Next Step:** Family and community centered intervention program
- **Specialty Spectrum Team (SST):** Targets the specific needs of Autism Spectrum Disorder children and families
- **Intensive OutPatient Substance Abuse Program (IOPSA):** Evidence based program designed to motivate a young person's decisions and commitment to change. Geared towards youth ages 12-17.
- **Project STAR:** Survivors of Trauma Adapting and Recovering is a trauma specialty program designed to meet the needs of children of all ages impacted by interpersonal trauma, abuse, and deprivation.
- **Specialty Interventions:** Interventions include Functional Behavioral Assessments, Eye Movement Desensitization and Reprocessing (EMDR), and Dialectic Behavioral (DBT) Therapy Skills Group.
- **Valley Clinical Services:** A division of YETC serving as a private practice providing counseling services to children and adults of all ages.

## Making an **Impact**... on Children

*Therapist, Randi Gennaro shares her personal experience*

In March, a very special 5 year old boy named Christian was enrolled to begin individual therapy with Project STAR. Christian had experienced severe, complex trauma and his history served to be one of the most sad-denying situations our program had encountered. With consistent therapy sessions, this young boy has excelled and is thriving in all aspects of life. He recently was adopted by a wonderful woman who he refers to as "mommy", he achieved an attendance award for not missing any days of school for the 2012-2013 calendar year, and he has mastered the ability to self-soothe by regulating his emotions. The team has plans to successfully transition from services in the next month. Our program has been so powerfully impacted by his healing, growth, and development. This young boy is flourishing and his heartfelt story continues to inspire each clinician and our program as a whole.

\*name has been changed to protect identify of the child.





# Making an Impact... on families

## We asked. Parents shared.

### What has trauma therapy program meant to your family?

- *"This gave me additional resources for both myself and my children to cope with some very difficult life changing events. It was supportive and both myself and my children felt cared for."*
- *"In home trauma therapy has been a blessing to our family. My daughter was too disregulated in an office environment to be able to fully participate in services. Feeling comfortable in her environment has helped her to be able to work through some of the trauma that was causing her to have severe anxiety. It has also helped us as a family learn how to teach her more productive ways to do things and ways for her to regulate herself."*



### What was life like before your family participated in this program?

- *"As a foster family our family was developing and adjusting. We were having to make up for time lost. Because my children wanted to initially feel safe they did not want to talk about all that had happened prior to entering my home."*
- *"Our daughter was not feeling safe in her life. Her situation was just trying to get through one day at a time. She had no hope of being happy. We struggled with her behaviors. She*

*worried that we would get rid of her and yet she tried everything she could to drive us away. It is hard to live with a child that is doing her best to try to push you away to see if you will leave her like everyone else did. Once we were able to get over that hurdle things finally started to progress in a positive direction"*

### What is your life like now?

- *"I have truly been blessed beyond measure. I do not think many can comprehend the gravity or trauma my children faced early in their lives. I feel that they were meant to be with me. We still have tough days and I believe that will be the case for a long time. The norms for development are not the same for these kids."*
- *"Everyday is filled with new surprises. Some positive and some negative. We just try to keep the kids safe and let them know that we love them as they work through the issues that they are dealing with on a daily basis."*

**What does our staff bring to your family that is meaningful?**

- *"I think more than anything my children knew they could express their emotions freely. My children cared for their counselors and viewed them as part of our extended family."*
- *"The ability to look at the wider picture. Encouragement on hard days. Laughter when things get tough. Understanding, non-judgemental. Hope that things can get better. Support when things get hard. The ability to put words to hard situations that do not humiliate or discourage."*

**What has been the best part of this program for your family?**

- *"The best part of this entire experience is that I have been privy to seeing dramatic changes in my boys. I do not believe that those initially involved in their case would recognize them today. My oldest son was diagnosed with multiple disorders. The first year of his care was very tough as he experienced so many triggers he would often hide or have complete emotional break-downs related to past trauma. Today my child today reads two grades above level, was recognized as an outstanding baseball player for his age, and was student of the month."*
- *"Seeing the child progress. Seeing her be able to be happy. In home therapy, therapy geared towards the needs of the child."*



# Making an **Impact**...takes a supportive team

The YETC business department supports the agency by managing all financial operations, including all billing, as well as all general business operational activities, including administration of the electronic health record system and informational technology. Over the last few years we have made grand strides in improving our efficiencies in order to reduce administrative staffing costs and improve our impact to support the agency better. We are proud to say that improving efficiencies has enabled us to reduce administrative overhead from 15% of total expenses in FY2009 to 10% in FY2013. Not only have we been able to move those savings directly into supporting programs, but we have also greatly increased the amount and quality of the work we do. This year our team was proud to receive an extraordinarily clean financial audit, proving that our quality of work only continues to improve.

A major effort in our department this year has been to improve our use of technology to enhance staff efficiency. In recent years we have greatly enhanced our use of our electronic health record system. Today we are not only using the electronic health record system for documen-

tation and chart filing, but for running detailed analysis of our services, tracking staff productivity and reporting in both data formats and visual graphic representations using a new business intelligence module. These analytic

tools are helping our managers and directors to better track and report to their staff to limit inefficiencies. This year we also began introducing tablet devices to our staff to further increase availability to the electronic health record system while working remotely. Many staff members are currently active with



tablets including our entire Specialty Spectrum Team.

In the coming months we have plans to increase the use of mobile devices for staff, continue to improve on the use of our electronic health record system as well as introduce a few new electronic processes that will greatly reduce the manual data entry work of both clinical and administrative staff.

The behavioral health world is ever changing, and our department is committed to not only keeping up with changes but also enhancing our agency to be a step ahead of the rest.



## STATEMENTS OF ACTIVITIES

FOR THE YEAR ENDED JUNE 30, 2013

### REVENUE & SUPPORT

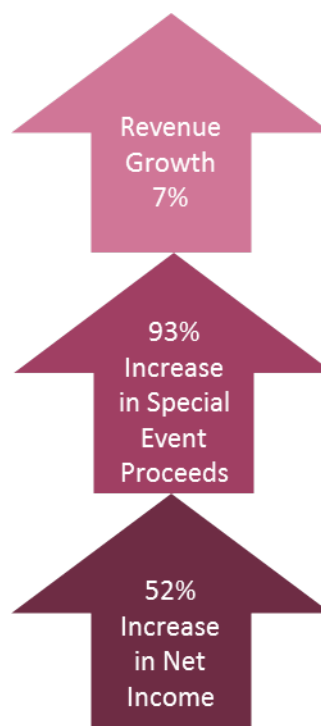
Contract fees for services	\$ 5,864,875
Private clinic service fees	88,183
Donated materials	25,102
Contributions/Other Income	13,108
Special events (net)	15,204
<b>TOTAL</b>	<b>6,006,472</b>

### TOTAL EXPENSES

Program services	5,231,508
Management & Administrative	587,047
Fundraising	10,509
<b>TOTAL</b>	<b>5,829,064</b>

<b>CHANGE IN NET ASSETS</b>	<b>177,408</b>
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Since Last Fiscal  
Year...



## STATEMENT OF FINANCIAL POSITION

AS OF JUNE 30, 2013

### ASSETS

Current	\$ 2,520,138
Fixed Assets	484,171
Other	10,714
<b>TOTAL</b>	<b>3,015,023</b>

### LIABILITIES & NET ASSETS

Liabilities	
Current Liabilities	575,322
Long-Term Debt	183,867
Total Liabilities	759,189
Net Assets	
Unrestricted Net Assets	2,251,674
Temp Restricted Net Assets	4,160
Total Net Assets	2,255,834
<b>TOTAL</b>	<b>3,015,023</b>

# Making an Impact... because of YOU

Your in kind and financial contributions have made a significant impact on the families we work with. Our fundraising dollars this past year assisted us in enhancing our programs and services the following ways:

*provided therapy kits for our staff going into homes to work with kids, camp opportunities for our kids, supplies to support our programs and emergency assistance funding for our at-risk families.*

We are grateful for your continued support that has allowed us to continue to provide our services to the youth and families of our community and most importantly provide our community with HOPE.

## Special thanks to our donors

Allyn and Judith Burroughs  
Amazing Jakes  
Arizona Biltmore Resort and Spa  
Arizona Diamondbacks  
Arizona Museum for Youth  
Arizona Museum of Natural History  
Arizona on the Rocks  
Arthur Murray  
AZ Air Time  
Bearizona  
Bikram Yoga  
Botanical Gardens  
Bruggers Bagel  
Brunswick Desert Sky Lanes  
Bryans BBQ  
Carey Canella  
Carol Cummings  
Chandler Center for the Arts  
Charles Stewart  
Cheryl Trujillo  
Children's Museum  
City of Tempe Kiwanis Center  
Commemorative Air Force Museum  
Courtyard by Marriott  
CrackerJax  
Crate and Barrel  
Debra Powell  
Devinder Singh  
Diana Maudlin  
Dinah Aaron  
Donna Delpier  
DUP  
Early Warning Services  
Eric Woodward  
Express Mie  
Floo-id Yoga  
Gloria Pinkerton  
Golfland  
Gray Line Tours  
Heard Museum  
Henry & Horne  
Ice Den  
Iguana Macks  
IMX Pilates Phoenix

Irme Hirschman  
Jacqueline Hufford-Jensen  
Jane Naegle  
Janis Raynak  
Jeanene Bettner  
Jobing.com  
John Allis  
Jumpstreet  
K1 Speed  
La Pinata  
La Roc Salon  
LegoLand  
Lisette Gomez-Wilkins  
Lou Anne Alexander  
Lowell Observatory  
Maria Peralta  
Mrisol Greenwald  
Mary Coyle  
Mary Hoover  
Melodie Vincett  
Meteor Crate  
Mia Singer  
Michael Love  
Montell Cronk  
Moon Valley Country Club  
Museum of Northern Arizona  
My Mothers Restaurant  
Nancy Bustamante  
Norman Hurley Upright  
Palm Valley Golf Club  
Paragon Partners  
Pat Brummet  
Patricia WHalen  
Paul Finch  
Phoenix Art Museum  
Phoenix Rock Gym  
Phoenix Suns  
Primp & Blwo  
Pueblo Grand Museum  
Rafael Mendivil  
Robert Lewis  
Ron Hall  
Sally Nielsen  
Salon D'Shayn

Salt Chalet  
Scottsdale Performing Arts  
Sea Life  
Shear Paradise Salon  
Sheila Krueger  
Sherri O'Rourke  
Sheryl Stiles  
Six Flaggs  
Skateland  
SleepAmerica  
Snell & Wilmer  
Southwest Gymnastics  
Traning Center  
Springs Preserve  
Stacey Novick  
Stone Creek - The Golf Club  
Stratum Laser Tag  
Teri Hong  
Terry and Donna Hausman  
The Cheesecake Factory  
The Hideaway Grill  
The Melting Pot  
The Music Box  
Thomas & Medelon Cloute  
Tina Marie O'Connor  
Todd Anderson  
Valle Luna  
Victor Nicholson  
VIP Airsoft Arena  
Voices Studio  
V's Barbershop  
Westball Paintball Adventures  
Wet N' Wild  
Wild West Memories  
Wildflower Bread Company  
Wildlife World Zoo  
Xtreme Air Jump N' Skate  
Yoga Pura

# HOPE

*noun*

a feeling of expectation and desire for a certain thing to happen.

*verb*

want something to happen or be the case, intend if possible to do something

Youth Evaluation & Treatment Centers | Valley Clinical Services

is dedicated to partnering with youth and families in their  
community to provide knowledge, skills, independence  
and stability for a brighter future.

**602.285.5550**

4414 N 19th Avenue, Phoenix, AZ 85015

Learn more about Youth Evaluation & Treatment Centers. Visit us online!

[www.yetc.org](http://www.yetc.org)

YETC now provides services to children and adults of all ages  
with private insurance through Valley Clinical Services!

[www.valleyclinicalservices.org](http://www.valleyclinicalservices.org)

