

# The Guidance Center

A NONPROFIT CORPORATION

Providing child and family mental health services since 1946

Winter 2007

## LETTER FROM THE BOARD PRESIDENT

As this is my first Newsletter as Board President, I would like to introduce myself. I have been serving on the Board for over five years and recently began a term as President.



Prior to joining the Board, I was recruited as a volunteer by The Guidance Center and served as a mentor for an adolescent client for two years. I also have taken groups of teens from the Center's adolescent day program, Connections, on sailing trips. These experiences have been very rewarding for me and they led me to become an active board member and now President. Volunteering my time, energy, and fund raising efforts have strengthened my interest in supporting the work of the Center, as I have seen first hand the value of the services and programs provided.

As you may know, most of the children, youth, and their parents who receive services from The Guidance Center do so because they qualify for benefits under MediCal or Healthy Families. They have little or no income but also have qualifying health and mental health conditions needing assessment, diagnosis and treatment. Unfortunately, many families whose parents *are* employed (and therefore do not qualify for MediCal) still cannot afford the cost of quality services or health insurance, and most do not receive work-related group health coverage. A recent Los Angeles Times report (Health section, 11/26/07) highlighted the extent of this growing problem, and profiled several local families facing this plight.

During this holiday season, we seek contributions from you and others in our community to help support service delivery to those families which do not qualify for any kind of health insurance or benefits, and who cannot afford what coverage could be purchased in today's market. Currently, most children and youth in these families go untreated and their problems only become more complicated, difficult to treat, and more costly in the long run.

Also please contact me or any board member if you would like to receive more information about the Center's programs, services, or other ways in which you could volunteer to support our mission.

Sincerely,



Timothy Sailor



### THE GUIDANCE CENTER

**Tim Sailor, President**

**Elaine Marks, Vice President**

**Dennis Ingram, Treasurer**

**Rev. Paul Lance, Secretary**

**Paul Forman**

**Dolores Gale**

**Donna Hilbert**

**Clarence Howard**

**Sylvia King**

**Connie Sherman**

**Martha Thuente**

**Vic Vargas**

### A Big THANK YOU to Major TGC Supporters, Recent and Current

- Albertsons
- The Annenberg Foundation
- Bank of America
- Board of Directors of TGC
- Children's Benefit League
- City of Avalon
- City of Long Beach
- County Supervisor Don Knabe
- Farmers & Merchants Bank
- Friends of The Guidance Center
- Long Beach Unified School District
- Macy's Del Amo
- Memorial Medical Center Trusts
- Miller Children's Hospital
- Earl B. and Loraine H. Miller Foundation
- S. Mark Taper Foundation
- United Way of Greater Los Angeles



## POSITIVE FEEDBACK – PARENTS PRAISE SERVICES

Twice a year the Center participates in a survey of consumer satisfaction conducted by the State Department of Mental Health. In addition to responding to a number of standardized items, parents and children 11 years and older are encouraged to add comments. The surveys are provided in both English and Spanish. Below is a sample of comments (some translated from Spanish) to the following question: *What has been the most helpful thing about the services you and your child have received over the last six months?*



- "...before my son would start fights at school but now he controls himself more and hardly ever fights."
- "We talk to each other better and communicate better in our lives."
- "The therapist has helped my daughter not be so depressed."
- "The fact that the therapist goes to my child's school."
- "The support that they gave me when I would say anything."

## A CLIENT'S (CONTINUING) SUCCESS STORY

The following story was related by **Victor Ross**, Program Manager for our Compton System of Care Program: About 10 years ago, when we opened our two "intensive service" Children's System of Care programs, one each in North Long Beach and Compton, one of our first client families was an adolescent girl living with her grandmother. "Mary" was very troubled, doing poorly in school and at home where she was living with her grandmother, who the Department of Children and Family Services had made the primary caregiver. The parents' whereabouts were unknown and Mary had been abandoned by them as a young child. Mary's problems included being aggressive and defiant in school, where she rarely attended but when she did she had numerous fights, and defiance toward her grandmother, oftentimes staying out late at night and just "writing her own program." This teenager, as is the case with many of our clients, had become a problem child "legend" within the local school district. She did not want to be at the clinic and came in with a very negative attitude. Her therapist showed a great deal of patience by just calmly sitting with her, as at first she refused to talk or participate in any way. Eventually, however, she began to interact more with her therapist and over time they developed a strong therapeutic relationship. Mary was treated at the Compton SOC for two years and by the end she attended school regularly, was given an IEP at our recommendation, where it was determined she needed to be in Special Needs Classes, was less defiant at home and in school, and seemed to be a happier young woman. The treatment plan included working with and supporting her grandmother, intervening with the school, and reporting progress to DCFS. She had come in "kicking and screaming" that she did not want to be here, and left "kicking and screaming" that she did not want to leave. Then, after several years on her own, Mary came into my office and stated that she wanted to bring her six year old daughter to us who is "acting out" in school, and who seemed "depressed" to her, "just as I was." "I remember this was a special place for me where I felt cared about and I want my daughter to have that experience."

## ALL VOLUNTEER BOARD HOLDS ANNUAL MEETING – GIVES AWARDS

The Guidance Center's all volunteer Board of Directors recently held its annual meeting at the Center's administration building. **Tim Sailor** was installed as President, **Elaine Marks** as Vice President, **Dennis Ingram** will continue as Treasurer, and former President **Rev. Paul Lance** accepted the office of Secretary. Also at the meeting before lunch, two new board members were added to the roster: **Sylvia King** and **Donna Hilbert**. Sylvia is a website developer for Meridan West in Long Beach, and Donna is a published author and poet who lives in Long Beach. After the board meeting, members adjourned to the training room for lunch with Center Directors, and the board used the occasion to honor



*Board President Tim Sailor with long-term member Elaine Marks and new member Donna Hilbert (r).*



*Past President Rev. Dr. Paul Lance admires award for over 15 years volunteer service.*

and thank current and former board members for their many years of volunteered service to the agency and, by extension, to the children and families of the greater Long Beach community. For one to four years of service, framed certificates were presented to current members **Connie Sherman** and **Martha Thuenta**, and former member **Marguerite Lyon**. **Paul Forman**, Tim Sailor, and former member **Ron Stiles** were awarded engraved plaques for over five years of service; clocks in wood cases with engraved inscriptions were given to current members Dennis Ingram and **Vic Vargas** for over 10 years of service, and to former President and member **Dr. Peter Welty**. For over 15 years of service, **Dolores Gale** and

Rev. Lance were awarded engraved crystal desk monuments, along with Elaine Marks. Elaine's award noted she was being thanked and appreciated for *30 years of service* to TGC between 1966 and 1996, and again as a returning member since 2001.

## NEWS FLASH: ANOTHER FOUNDATION SUPPORTS ELECTRONIC HEALTH RECORD PROJECT

We were just notified that the **Annenberg Foundation** has granted our request for them to join with the Earl B. and Loraine H. Miller and S. Mark Taper Foundations in supporting the completion and launch of our Electronic Clinical Record System (ECRS). Completion of this multi-year project, now scheduled for the summer of 2008, will enable TGC to move to "paperless" record keeping, system-wide data storage and retrieval, and electronic claims submission. This important information technology upgrade will improve efficiency, accuracy, and overall quality of client care.

# **THE GUIDANCE CENTER'S MISSION STATEMENT**

*The vision and mission of the Center is to make a positive contribution to the local community by providing (1) effective, accessible, and culturally relevant mental health services for children and their families, (2) services coordinated with allied agencies, affiliated clinics, schools, and other professionals, and (3) quality professional training in a broad range of mental health disciplines.*

Affiliated  
with



Contract Agency,  
Los Angeles County Department of Mental Health



4335 Atlantic Avenue, Long Beach, CA 90807

David K. Slay, Ph.D., Executive Director

Non-Profit  
US Postage Paid  
Long Beach, CA  
Permit No. 1776

**RETURN SERVICE REQUESTED**