



ANNUAL REPORT

REPORTING ON FISCAL YEAR

SEPTEMBER 1, 2019 TO
AUGUST 31, 2020



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LETTER FROM THE EXECUTIVE DIRECTOR

KRISTEN PIERCE-VREEKE, LMFT-S



I read an inspirational quote recently that said “Stay patient and trust your journey.” This best encapsulates 2020 for me and many others in the wake of the COVID-19 pandemic.

ACGC began our fiscal year wrapping up a thorough strategic planning process where, in addition to developing a three-year strategic plan, we developed a new mission and vision and value statements, as well as created a new agency logo and style guide. Just as we were planning to roll out our new strategic initiatives, COVID-19 caused us to close our building and quickly pivot to a teletherapy model. Like so many other organizations and businesses, we had to make a series of lightning-fast adjustments for the protection of both our clients and our staff.

Fortunately, ACGC had already begun planning our transition to teletherapy services in the coming months and were able to offer existing clients teletherapy within two weeks of the building closure. Many difficult decisions were made in the following weeks and months – navigating ways to support both clients and staff in this new remote framework, lay-offs, and furloughs. Like many others, ACGC turned to digital platforms to conduct caregiver workshops, trainings, meetings, and fundraising and community events. What initially seemed to be a short-term circumstance melted into what often feels like an endless period of isolation, punctuated by political upheaval, a racial reckoning, and of course the tragedy of hundreds of thousands of lives lost. It is not hyperbole or a cliché to say that the world is crying out for validation and healing as we continue to live under the cloud of COVID-19.

It is in the face of this truth that ACGC has remained patient and trusting of our journey. To support caregivers and educators in giving a voice to what their children and students witnessed last summer during the Black Lives Matter protests, ACGC began hosting free, monthly Race Panel Discussions. We invited community experts to provide direction, context, and information about mental health outcomes for children and families of color facing racism every day.

We developed new Caregiver Workshops on various topics including Parenting During COVID and supporting kids who are experiencing separation or divorce. These workshops were offered in both English and Spanish at no cost through funding from the St. David's Foundation.

A bittersweet change was the departure of Chief Financial Officer, Laura Tweedie – who gave seven years of dedicated service to ACGC, and the entrance of new Chief Financial Officer, Ericka Hobbs-Session who came to us from Vivent Health (formerly Al DS Services of Austin) and has many years of nonprofit experience in the Austin area.

The COVID -19 pandemic has irrevocably changed our lives and the ways in which many of us will conduct business going forward. At ACGC, we are examining protocols and policies and procedures to consider what this "new normal" will look like once we are again able to provide in-person services. What has not changed is our commitment to provide the highest quality mental health services available. Through our three programs – Care & Treatment, Professional Development, and Community Education & Awareness – we continue to live out AGC's mission and pursue our vision of a world where every child's mental health needs are seen and met.

WE ENVISION A WORLD WHERE EVERY FAMILY'S MENTAL HEALTH NEEDS ARE SEEN AND MET.

Austin Child Guidance Center provides accessible, high quality mental health services to children and their families to empower them to thrive in childhood and beyond. Our services include:



Individual & Family Therapy

Licensed therapists and clinicians engage with children up to 17 yrs. of age and family members to empower healing and adopt new patterns of behavior.



Psychiatric Evaluations

When individual and family therapy is not sufficient, a psychiatric evaluation may be used to identify appropriate diagnoses and treatment options.



Group Therapy

Children, teens, and caregivers work through common challenges such as stress, bullying, and parenting in a peer-based setting.



Psychological Assessments

Individually designed assessments assist in determining if a child has a specific condition such as ADHD, autism spectrum disorders, etc., and inform treatment.



Walk-in Clinic

The clinic offers one-time therapy sessions and caregiver consultation appointments every Tuesday.



Family Resource Navigation

Qualifying families who are survivors of crime or abuse receive case management services to increase access to food or rental assistance, medical care, legal referrals, and more.



Caregiver & Community Workshops

Stand-alone workshops offer a chance for caregivers and community members to learn practical skills to benefit the entire family.



CAROLINA'S STORY

Carolina was 10 years old when her parents noticed that she started having problems in school and was isolating herself. She had previously been an engaged, curious, and social child, but was now spending a lot of time in her bedroom. She refused to go to school, which was atypical since she loved reading and math. Carolina's parents first brought her to Austin Child Guidance Center to address these concerns.

During the intake evaluation, Carolina disclosed that she had been sexually abused by a babysitter. The abuse occurred on several occasions by a trusted family friend. Carolina was afraid to tell anyone because he convinced her that she would not be believed.



Carolina shared that when thoughts of the abuse arose, she would isolate herself in her bedroom. She had difficulty trusting people, including friends and family members. She also developed poor hygiene because she was fearful of bathing. And, she had difficulty falling asleep at night.

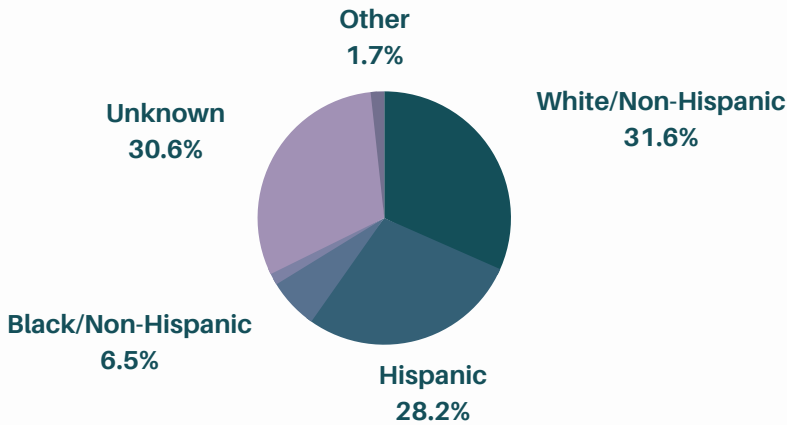
During their time at ACGC, Carolina and her parents engaged in trauma-focused cognitive behavioral therapy (TF-CBT), an evidence-based intervention that includes both individual and family components. With the tools provided in therapy, Carolina and her parents learned strategies to help calm her when she experienced painful feelings, thoughts, and intrusive memories. She had an opportunity to share her story with her parents, and they responded in a supportive, loving way.

Carolina's symptoms of trauma decreased while in therapy. She still struggles on some days but has the skills to ask for help and manage difficult feelings. She is now able to sleep better at night. She is more interested in going to school, seeing friends, and is able to focus in the classroom while at school. And, most importantly, she's feeling joy again in her life and has a tighter, more bonded relationship with her parents, who supported her throughout her entire healing journey.

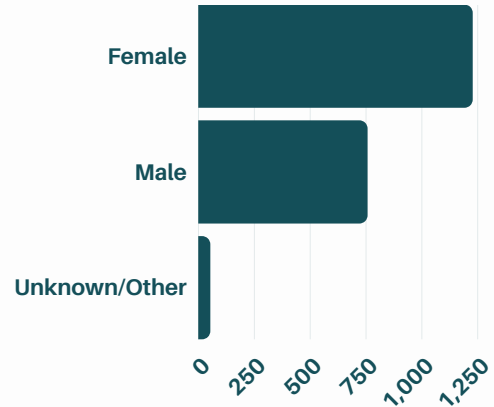
This client success story was shared by an ACGC clinician and is about an ACGC client. To maintain confidentiality, details were changed, including the name, appearance, and age of the client.

ABOUT ACGC'S CLIENTS

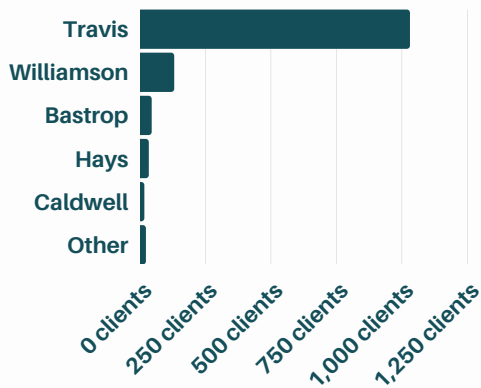
RACE



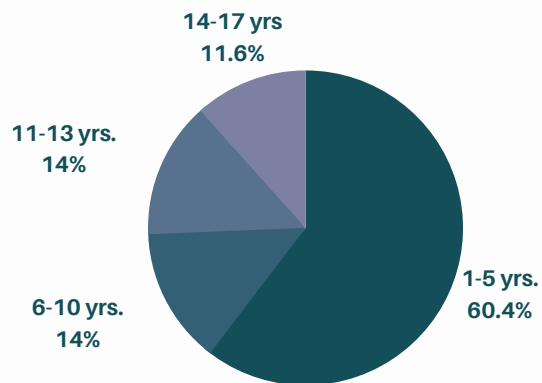
GENDER



LOCATION



AGE- CHILDREN



DID YOU KNOW THAT

- ACGC served 1436 children and family members this year.
- 81% of kids made progress on their mental health goals.
- 100% of families agreed their services at ACGC helped them deal with problem areas.
- ACGC provided therapy services to families living in a 10-county area (Travis, Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson).
- ACGC transitioned to teletherapy and a virtual Walk-In clinic within a matter of weeks to ensure children and families continued to receive services as the COVID-19 pandemic caused in-person services to be paused.

1. ACGC Staff and Community had a fun Fall Fiesta on October 26th!

This fun event marks one of ACGC's last in-person community events before the COVID-19 pandemic.



2. ACGC's First Virtual Panel Discussion: Talking to Kids About Race and Racism

ACGC staff and local experts discussed the impact of facing racism in school, society, and life on a child's mental health, and offer tangible ways parents can support their children in an age-appropriate manner.



4. Welcome Laura Garza as our Director of Development!

5. Welcome Ericka Hobbs-Session as our new Chief Financial Officer!



ACGC HIGHLIGHTS

LETTER FROM THE BOARD CHAIR

JESSICA BOSTON



As I look back on the last year, there is no way to avoid the clichés it comes to reflecting on everything we have faced! None of us could have fully prepared for what was coming our way or that this global experience would last for months on end. And while we all faced our own unique difficulties over the last year, Austin Child Guidance Center met each challenge head on with confidence and courage.

In 2019, ACGC had the incredible opportunity to work with Nevin Kamath Coaching and Consulting to lead our strategic planning efforts. Over the course of eight months, we met weekly to discuss and develop everything from our vision to initiatives. ACGC was fortunate to have exceptional volunteers donate their time to the process. We are appreciative everyone from former board members to friends of ACGC, donors, and former clients gave their time to guide and lead the process.

We never could have known that all the planning of 2019 would set the stage for an extremely accelerated pivot to taking the services of ACGC to a teletherapy model in early 2020. In our strategic planning goals, the need for access to teletherapy became a crucial tool in ensuring access to care during the global pandemic. We were able to take services online with bold leadership from Seanna Crosbie and technological input from our board experts. With ACGC's services available through teletherapy, children and families are able to receive critical services not only in the greater Austin area but anywhere in the state of Texas.

As 2021 gains steam, Austin Child Guidance Center continues in this unprecedented marathon with grace under pressure under the leadership of Kristen Pierce-Vreeke. At the beginning of 2020, we found there were many difficult decisions that needed to be made quickly in order to make our clients feel comfortable and safe and ensure that essential mental health services remained available. Despite the many struggles, ACGC has been able to meet the needs of its clients while keeping staff and patients safe.

As we look to the coming year, ACGC is confident and capable in bringing vital services to children and families in need of additional support while such difficult times persist. After all we learned in 2020, we are hopeful for all the good work to continue and the lessons learned to enable us to continue to meet the mental health needs of the community. We look forward to continuing in this journey with you.

FINANCIAL SNAPSHOT OF FISCAL YEAR 19-20

OPERATING REVENUE

Grants and Contracts	711,462
Contributions	1,187,366
Program Service Fees	193,198
Fundraising Events	6,395
Other Income	10,179
Investment Income	8,008

Total Revenue **\$2,116,607**

OPERATING EXPENSES

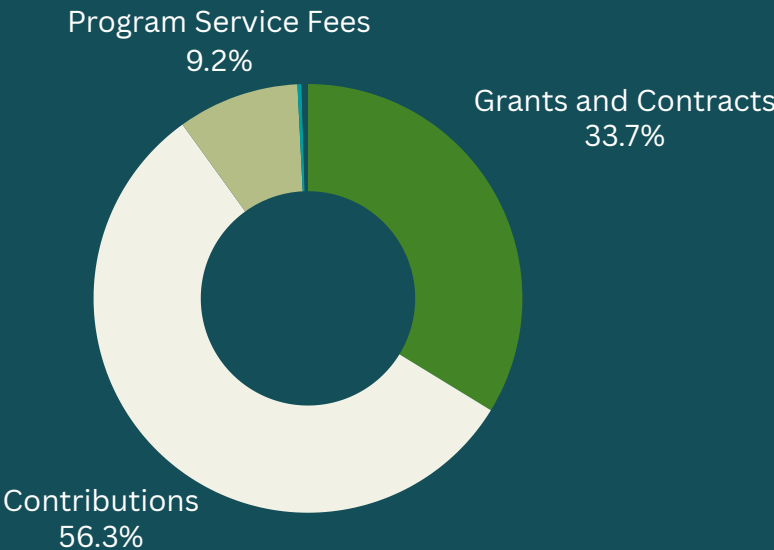
Program & Services	2,189,640
Management & General	144,811
Fundraising	349,585

Total Expense **\$2,684,036**

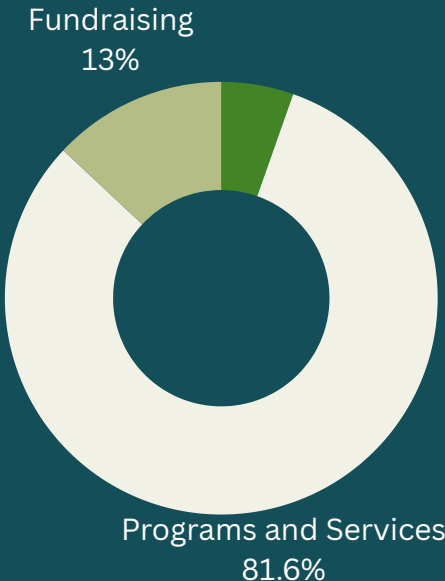
CHANGE IN NET ASSETS

Net Assets at Beginning of Year	690,757
Net Assets at End of Year	123,328

Total Change **(\$567,429)**



OPERATING REVENUE



OPERATING EXPENSES

HOW YOU CAN HELP

DONATE

Give online by visiting our website at [AustinChildGuidance.org](https://www.austinchildguidance.org). Make a tax-deductible contribution by mail to: Austin Child Guidance Center, 810 W. 45th Street, Austin, TX 78751. ACGC accepts gifts of stock. For more information, email development@austinchildguidance.org or call (512) 451-2242.

ENDOWMENT AND PLANNED GIVING

Ensure children and families have access to mental health services in the future. Making a gift to the ACGC endowment will provide long-term sustainability for the organization. Including ACGC in your will or estate can provide support for the ACGC community. Email development@austinchildguidance.org for information or to indicate that you have already included ACGC in your estate plans.

BECOME A FUNDRAISER

Start your own fundraising campaign to support the Austin Child Guidance Center and make a difference. If you are interested in planning a fundraiser for ACGC, please contact Brittany Golden at (512) 451-2242 or via email at least 30 days prior to your planned event.

VOLUNTEER

Austin Child Guidance Center engages hundreds of volunteers each year. From Play Leaders who are key partners in the therapeutic process to Healing Garden volunteers and board members, we rely on volunteers to help us make a difference in the lives of the children and families we serve. For volunteer opportunities, email development@austinchildguidance.org for information.

Scan to stay up
to date with
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Executive Leadership

INSTITUTIONAL SUPPORT - THANK YOU

Albertsons Safeway;
Austin City Limits;
Austin Community
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Burns & McDonnell
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Charles Schwab
Foundation;
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