

**Fremont Counseling Service**  
**ANNUAL REPORT**

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**2019**

*Healthy Minds For All*

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# Message from Scott Hayes

Dear Friends,

Each year brings challenges and successes to us all. Like the people we serve, each of us come from all walks of life. Mental illness and addictions do not discriminate, and there is no one among us who is not touched in some way by these conditions, large or small, past or present.

Mental health and recovery from addictions contributes to the Wyoming Quality of Life. Wyoming residents want to enjoy the Wyoming lifestyle, the outdoors, to be good neighbors and to live our lives in freedom – and that includes freedom from debilitating mental illness and addiction.

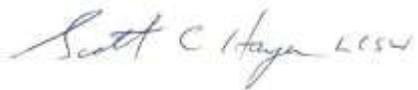
Fremont Counseling Service proudly serves our clients and our community and has done so since 1959.

This year we've made it easier to get in to see us, we've provided high quality training to our team of excellent clinicians, and we've met or exceeded our program target goals.

Next year we have a lot on our plate. We hope to open a client drop-in center, to expand our capability to conduct telemedicine sessions, and to hire and train qualified clinicians to bring us up to full staffing. We will also host a site visit from CARF (Commission on Accreditation of Rehabilitation Facilities) for a treatment program and agency-wide standards review.

I invite you to come visit and meet our excellent staff.

Thank you!



Scott C. Hayes, Licensed Clinical Social Worker



**Scott Hayes, Executive Director  
Fremont Counseling Service**

## Mission

*Our mission at Fremont Counseling Service is to provide the highest quality mental health and substance abuse services to enhance people's lives and enrich our communities.*

## Programs

### **Mental Health**

Our team of caring and highly qualified clinicians treat mental illness and behavioral problems with sound assessment and a variety of therapies and interventions – individual, family, group, social skills development, life skills education, case management, peer support, employment skill development, and medication. Last year, FCS served 816 clients for mental health services of which 120 were youth and their families. People can and do recover from debilitating mental illness. Our staff believe in this, and we help our clients to believe in it too.

### **Recovery from Addiction**

After an assessment that includes the Addiction Severity Index and a clinical interview, there are several options available - basic outpatient treatment once or twice a week, intensive outpatient treatment three times a week, or referral to a residential treatment program of the client's choice. It all depends on the person's individual needs. Clients may also receive one-on-one counseling as needed, case management, peer services, life skills, or employment assistance. Continuing-care, also known as after-care incorporates relapse prevention skills in order to sustain gains for the long term. Last year FCS served 301 clients for substance use services.

### **Emergency Mental Health Services**

An important part of our work is to see people who are experiencing mental health emergencies such as suicidal thoughts or behavior, or severe mental illness symptoms such as psychotic episodes. Mental health emergencies can result in death or severe injury and must be attended quickly. FCS clinicians see people with emergencies at our clinics, the hospital, the county detention center, or police stations. Last year FCS responded to 565 calls for emergency service. Sometimes a person must be civilly detained for a short period of time or longer, to provide for their safety and emergent psychiatric care. Last year, FCS detained 133 people, and of those, only 19 were hospitalized for an extended period of time. Most people experiencing a mental health emergency can be safely treated and followed up with community services or a voluntary stay at a psychiatric hospital or crisis stabilization unit. The support and help of family and friends is a critical factor for success when these situations occur.

## Types of Therapy

FCS clinicians are trained in a variety of ways to do talk therapy. First and most importantly, however, is the caring connection clients have with their clinicians that makes it all work. This starts by being really good listeners and observers. Our clinicians may use a variety of Cognitive Behavioral Therapy (CBT) styles, evidence-based play therapy like Lego Group for youth, Eye Movement Desensitization and Reprocessing (EMDR – especially good for trauma reactions), Wellness Recovery Action Planning (WRAP), Dialectical Behavior Therapy, or DBT. DBT is based on CBT but with a greater focus on the emotional and social aspects of healing. Often clinicians will use a combination of techniques in order to choose what fits best. This year FCS staff have received clinical training from nationally recognized experts such as the Beck Institute, the EMDR Institute, Behavioral Tech (a Linehan Institute training company) and the Copeland Center.

## Consumer Satisfaction

We make it our priority to support those that work with us in any way we can. We work to include them in all aspects of their treatment and road to wellness and we believe that they can “*grow, change, and recover*” and they believe that, too.

*“I believe that staff see me as a partner in my treatment”*

- 85% of our mental health clients agree
- 84% of our substance use clients agree

*“Staff here believe that I can grow, change, and recover”*

- 92% of our mental health clients agree
- 100% of our substance use clients agree

## People who see us get better

*Of those that complete treatment:*

- *83% of clients with serious mental illness improve significantly*
- *86% of clients with substance use disorder improve significantly*

## In Her Own Words

*"Hi. I am L. and I have a mental illness. I suffer from deep depression. I used to think of killing myself all the time. There was a time that I felt that I didn't need any help from anyone. Boy was I wrong. I was told to go to Fremont Counseling to see someone. I didn't want to go, but I decided to go the first time just to say I did go. My counselor made me feel so comfortable and easy to talk to. It took some time but I kept going. My counselor told me about groups that Fremont Counseling sponsored. I started to go to some of them. I met some people and now I have friends...I have found out that I do have talent. We now take our projects to the fair every year and I am proud to show them to people.*

*Fremont Counseling has a program called WRAP which means Wellness Recovery Action and Plan. I first went to WRAP and told the leader I don't need this and I don't want to do this. So I left. Two years later I was ready and took the class. I found out a lot of information about taking care of myself. I learned to recognize symptoms and how to deal with them. WRAP helped me to live a more controlled life. Fremont Counseling has played a major part in my life. I get out and go places, do things that I might not do on my own.*

*Fremont Counseling has saved my life and now I am able to look forward to a peaceful life.*

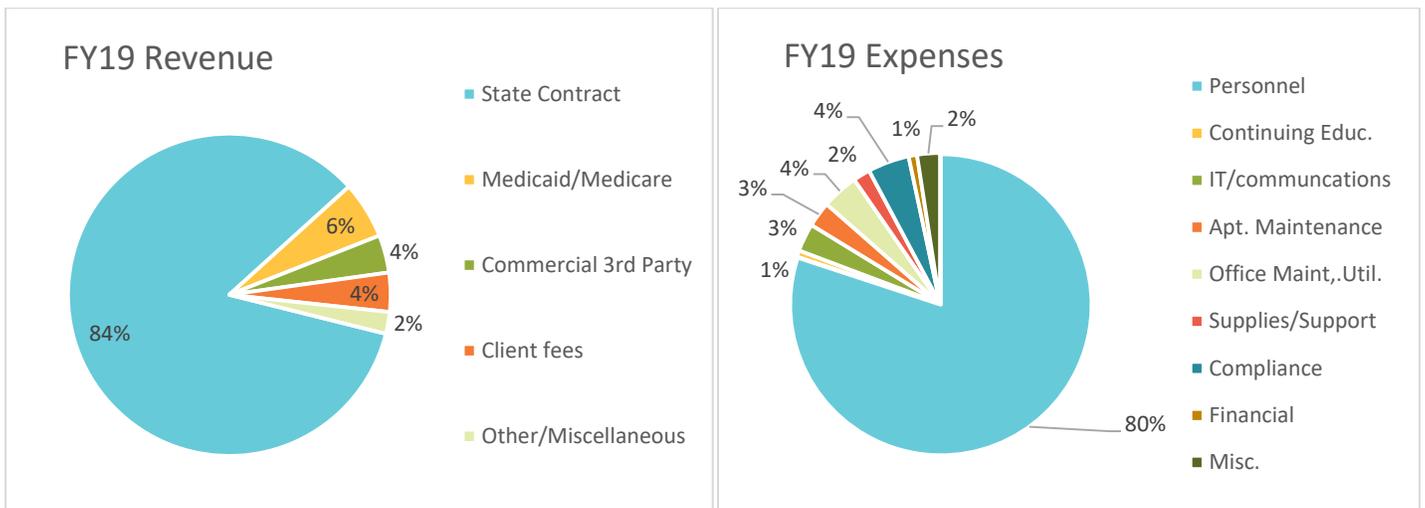
*Thank you."*

## Resources and Financial Management

Fremont Counseling Service (FCS) is a 501(c)(3) private non-profit organization governed by a community Board of Directors.

State, commercial medical insurance, Medicare, and other revenues held steady in FY19. Medicaid revenues fell from prior years significantly and accounted for the net loss experienced this year. We are working to address process issues related to Medicaid reimbursement and our Board of Directors has formed a Fundraising Committee to explore additional sources of revenue.

FCS accepts most commercial medical insurance, Medicaid and Medicare. We offer a discounted fee for services not otherwise covered by other insurance. Discounts are subsidized by State of Wyoming general funds and are based on Federal Poverty Guidelines.



### Profit and Loss Summary for FY19

Revenue	\$	2,472,324.70
Expenses	\$	2,615,301.67
Profit/(Loss)	\$	(142,976.97)

## Looking Forward - *What's Cookin'?*

Fremont Counseling Service is planning to open a drop-in center for our clients in Riverton this next year. Client-driven programming and peer support will be the highlights.



### *How do Consumer-Operated Services Help People?*

“Consumer-operated services support participants in many ways. They provide opportunities for people to learn about recovery, take on new responsibilities or new roles, make discoveries about themselves, and make new friends. When people feel accepted for who they are, they begin to think about themselves differently, learn new ways to handle problems, and make positive changes. Consumer-operated services generate hope, open new doors, and increase members’ sense of well-being.”

*(Substance Abuse and Mental Health Services Administration)*

## Executive Leadership

### Board of Directors

Executive Director:	Scott C. Hayes, MSW, LCSW
President:	Jeremy Vukich, Regional Manager Wyoming Department of Corrections
Vice-President:	Doug Hill Pastor (Pastor)
Treasurer:	Diane Lehto Business Accounting/Bookkeeping (Retired)
Secretary:	Kay Kellner, MA School Counselor (Retired)
Member:	Brian Green, Lender Meridian Trust Federal Credit Union
Member:	Dorothy Kerwin Hospital Unit Coordinator (Retired)
Member:	Sue Lee, MSW, LCSW School Social Worker (Retired)
Member:	Jere Hudak, BA School Teacher (Retired)

## We Need Your Help

### Every Penny Matters

While our planned Drop-In Center will be housed in an existing FCS office building in Riverton, the facilities are outdated and are in desperate need of some remodeling to better suit the intended purposes. FCS plans to write for grants to fund as much as possible of the necessary renovations (refurbished flooring, removal of partial walls to expand usable space, paint, etc.) We will still need furnishings, equipment, and on-going supplies.

All donations will be allocated toward the renovations and ongoing operating expenses for the new center.

To donate, please call 307-332-2231 to use your credit card, or send a check payable to:

Fremont Counseling Service  
748 Main St.  
Lander, WY 82520  
Attn: Drop-In Center

*Your tax-deductible contribution is much appreciated!*

## Thank You to All of Our Partners and Stakeholders

Fremont Counseling Service is grateful to our community and statewide partners and stakeholders, without whom we could not do the work we do.

Alliance Against Domestic Violence	Riverton Police Department
Central Wyoming College	SageWest Hospital
Community Entry Services	Set Free Church
Community Health Centers of Central Wyoming	State of Wyoming Courts
Crisis Intervention Training	Veterans Affairs (VA)
Eagle's Hope	Wind River Police Department
Fremont County Attorney's Office	Wind River Tribal Court
Fremont County Commissioners	Wyoming Behavioral Institute
Fremont County Schools	Wyoming Department of Corrections
Fremont County Sheriff	Wyoming Department of Family Services
Fremont County Suicide Prevention Task Force	Wyoming Department of Health
Indian Health Services (IHS)	Wyoming Department of Workforce Services
Lander Police Department	Wyoming State Legislature
Life RU Ready	

Numerous other human services and counseling services providers throughout Fremont County and the State of Wyoming

### *Fremont Counseling Services*

- *501(c)(3) Private Non-Profit Organization*
- *Member of the Wyoming Association of Mental Health and Substance Abuse Centers*
- *Member of the National Council on Behavioral Health*
- *Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)*
- *Certified by the Wyoming Department of Health*
- *Member of the Riverton Chamber of Commerce*

# 2019

## Annual Report



**Fremont Counseling Service**

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