

in touch

Full Service Partnership:

Ready With 24/7 Intensive Services for Children in Need

When most people go to work, they might carry a cell phone, notebook and pen in their briefcase or bag. Shirley Del Aguila and Leslie Barranon, M.S.Ed., carry things like dolls and dollhouses, puppets, soccer balls, toy buckets, building blocks, board games, and modeling clay.

That's because Ms. Del Aguila, Family Advocate, and Ms. Barranon, Clinical Therapist, are members of the Full Service Partnership (FSP) Program, part of Intensive Services at the Los Angeles Child Guidance Clinic. Here, what looks like play is a chance to observe a child's behavior, build parental skills, or help child and caregiver bond.

"We use whatever works to help the child and parent build the skills they need," says Ms. Barranon.

The FSP Program, funded through the state's Mental Health Services Act, gives the Clinic added flexibility to provide intensive, coordinated services for underserved, high-risk children ages 0-15 who exhibit severe behavioral problems.

These services may include therapy, life skills, case management, and medication services. FSP even makes its services available 24 hours a day, if needed.



Family Advocate Shirley Del Aguila

To best serve the youngest children, ages 0-5, the FSP Program coordinates with the Clinic's nationally recognized Early Intervention Program. FSP team members have trained in "0-5" with Connie Lillas, Ph.D., M.F.T., RN, Chief Faculty for the Clinic's innovative Early Intervention Training Institute.

The FSP Program is able to provide services to a parent or caregiver, in addition to the child. "It's important for us to treat the whole family, especially when dealing with children so young," says Richard Saneda, Ph.D., Director of Intensive Services.

Equally important, the multi-disciplinary FSP team—which includes therapists, family advocates, and parent partners—goes to the family, whether that means home, school or other community settings.

For Ms. Del Aguila, these mobile services recently involved meeting a father and his young son in a grocery store to help coach the father in ways to stop the

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Message from the President/CEO

Normally, in this space, you hear from the Chairperson of our Board of Directors of the Los Angeles Child Guidance Clinic. Instead, I am writing to you in this Summer issue to acknowledge the exemplary leadership of Bob Neary in support of fulfilling the aspirations of the Clinic's mission.

Bob has led our Board of Directors as Chairperson for the past year, with his trademark grace, professionalism, and commitment. He has been instrumental in the recent launch of our new electronic behavioral health record. Bob brought his deep understanding of the possibilities of information technology to bear on our project and significantly enhanced our ability to collect needed management and outcomes data.

You can read more in this issue about the Clinic's Management Software System, which includes our paperless behavioral health record, as well as about our Full Service Partnership program, funded by the Mental Health Services Act, and other community efforts.

At the same time, I am pleased to welcome Carlos Perez, a longtime member of our Board of Directors, to his new role as Chairperson. We are grateful to both of these men, as we are to all of the members of our Board, who give generously of their time, talent, and resources.

Sincerely,
Elizabeth "Betsy" Pfromm, M.S., MPA
President/CEO
Los Angeles Child Guidance Clinic



Elizabeth Pfromm and Robert Neary

Paperless Behavioral Health Record Provides Easy Access to Data

The Los Angeles Child Guidance Clinic currently is rolling out an electronic behavioral health record Clinic-wide, in the culmination of a project that began in 2004.

The Clinic's Management Software System (CMSS) allows all behavioral health records to be maintained in digital format, providing quick and easy access to client data for service providers. In addition, the paperless record will enable the Clinic to more easily assemble and report on case outcomes to partner agencies.

This summer, the Clinic is completing the rollout of the clinical portion of the CMSS. Next to come this year is the billing portion.

"We're thrilled to bring our records into the modern age," says Elena Judd, Ph.D., Vice President of Programs. "Over the long term, this system will give us invaluable information to evaluate and enhance our reporting and our programs."



Special Thanks

The Los Angeles Child Guidance Clinic wishes to acknowledge the generous donors who support our programs on behalf of the children and families of Los Angeles.



New Friend

Build-A-Bear Workshop Bear Hugs Foundation - \$1,500

In support of the First Steps Program

Law Offices of Cotchett Pitre and McCarthy - \$15,959

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The Ralph M. Parsons Foundation - \$40,000

In support of Early Intervention and Community Wellness

Catholic Healthcare West - \$17,000

In support of the First Steps Program

United Way of Greater Los Angeles - \$11,250

General operating support

To donate to the Clinic:

Online (via PayPal): www.lacgc.org

By phone: Please call the Advancement Office at (323) 766-2360, ext. 3360

By mail: Los Angeles Child Guidance Clinic
3031 S. Vermont Avenue, Los Angeles, CA 90007

The Steve Neuman Special Fund

Steve Neuman served on the Clinic's Board of Directors from 1988-1990. The Steve Neuman Special Fund, established in his memory by family and friends in 1990, supports enrichment activities for Clinic youth. This past year, that included two holiday parties, a puppet-making program, and an interactive marionette show.

“We make a living by what we get, but we make a life by what we give.”

— *Winston Churchill*

Get Behind It: Healthy, Happy Babies

The billboard on Martin Luther King Jr. Avenue in Los Angeles says it all with the photo of crawling, diapered newborns and the accompany headline – “Get Behind It: Healthy, Happy Babies – Our Best Public Investment.”

The eye-catching sign comes courtesy of the Los Angeles Child Guidance Clinic's campaign to build community awareness that economic development begins at birth.

“The estimated return of investing in early childhood services is a compelling \$4 to \$7 for every \$1 invested,” notes Elizabeth “Betsy” Pfromm, Clinic President/CEO. That includes improved graduation rates, reduced rates of juvenile incarceration, and less dependence on public assistance.

“Federal Reserve economists, a Nobel Laureate and Rand think tank studies all reach the same conclusion: that investing in early childhood services is critical and cost-effective,” she adds.

The Clinic's “Get Behind It” awareness campaign extends to its website. For more information, visit www.lacgc.org.





Leslie Barranon, M.S.Ed., with a young client

boy from running away.

“This is real life. It doesn’t make sense to practice these skills just in a clinic setting,” notes Dr. Saneda. He estimates that upwards of 90% of the Clinic’s FSP work is field-based.

“You get a clearer image of limits and possibilities being in someone’s home,” notes Ms. Barranon. For example, “time-outs” may not work as a disciplinary device when seven people live in a single room.

“Meeting in the family’s home is the first step in conveying the attitude that we are working together,”

adds Jessica Richards, M.S., M.S.W., clinical therapist in the Clinic’s Early Intervention Program. “I’m saying to the parent, ‘I may have specialized training but we’re going to figure out together how to help the child who is struggling.’”

The FSP Program links families to community resources and helps them navigate an array of official systems, such as special education and child welfare.

Success is measured in many ways, in steps large and small. Just having a client graduate from FSP’s intensive services, which are intended to be short term, to outpatient services “can be a success,” says Dr. Saneda.

Ms. Del Aguila recalls a five-year-old boy who was aggressive at school. One day, after they’d been working together, she saw him on the playground, as he coped with a bully. Instead of hitting the other boy, he first spoke with a teacher, then kicked a cardboard box on his way back to class—a triumph in anger management.



Rick Saneda, Ph.D.



Did You Know?

The Clinic collaborates with the Los Angeles County Department of Mental Health to provide the Full Service Partnership (FSP).

A child age 0-15 comes to FSP in a variety of ways, often because he or she:

- has been or is at risk of being removed from home by child protective services;
- has extreme behavior problems at school;
- has been in out-of-home placement and is moving back;
- has a caregiver with a mental illness or substance abuse problem (ages 0-5)

FSP has access to emergency “flex funds” to help a family stabilize its situation, such as for housing or day care.



'Mental Health Awareness Day' & Family FunFest

City Council Recognition

The Los Angeles City Council declared May 6 "Children's Mental Health Awareness Day in the City of Los Angeles," in a proclamation introduced by Councilman Bernard Parks for the second consecutive year.

"Positive mental health is essential to a child's healthy development from birth," noted Councilman Parks. He was joined by fellow council members Jan Perry and Ed Hernandez in praising the Clinic for its nationally recognized services.

Clinic President and CEO Elizabeth "Betsy" Pfromm thanked Councilman Parks for his leadership on the issue by quoting 19th century abolitionist Frederick Douglas: "It is easier to build strong children than to repair broken men."



Councilmembers Jan Perry and Bernard Parks present proclamation to Betsy Pfromm and the Los Angeles Child Guidance Clinic Team.



Family FunFest

On May 1, the Los Angeles Child Guidance Clinic held its 12th Annual Family FunFest. Almost 800 children and their families joined us for a day of fun and outreach activities.

The festivities included arts and crafts, face painting, pony rides, and a visit from Los Angeles Police Department. Attendees also were able to receive mental health resources, health care enrollment services, and free dental screenings.

The smiles on the attendees' faces and their expressions of appreciation served as testimonials to the event's success!



Annual Awards Luncheon Honors Two Leaders in Children's Mental Health

The Los Angeles Child Guidance Clinic honored two distinguished leaders in mental health at our Annual Awards Luncheon May 25 – Marleen Wong, L.C.S.W., Ph.D., an expert in childhood trauma issues, and A Community of Friends, headed by its CEO Dora Leong Gallo.

Dr. Wong, a highly regarded pioneer in creating effective responses to childhood trauma, was awarded the Clinic's Evis Coda Award for Building Hope for Families.

The Wall Street Journal has called Dr. Wong a “preeminent expert in school crisis and recovery.” She has assisted children near and far—from students in Los Angeles’ public schools and survivors of the Columbine shooting to children in the Middle East.

“Dr. Wong’s unrelenting commitment has improved the lives of countless of thousands of children,” said Elizabeth “Betsy” Pfromm, M.S., MPA, Clinic President/CEO. “Through her work, she has pioneered interventions that eloquently provide early, trauma-informed care to children most in need.”

Ms. Gallo accepted the Clinic’s Quinton James Award for Making A Difference on behalf of A Community of Friends, which builds and operates specialized housing for special needs populations. Its homes now shelter more than 450 children who have parents with mental illness. Ms. Pfromm lauded the organization’s “compassion, patience, and consummate belief in recovery that transforms bricks and mortar into homes with a heart.”

The luncheon, which was emceed by NBC4 general assignment reporter Beverly White, took place at The California Endowment Center for Healthy Communities.



Marleen Wong, Ph.D.



Dora Leong Gallo

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