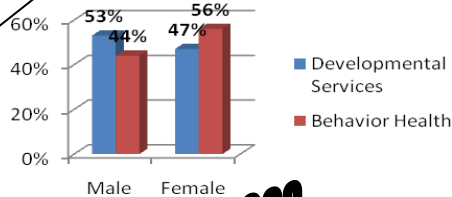


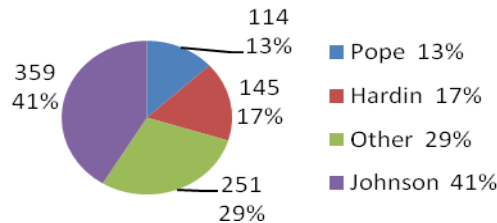
**ASA, CSR, PSR  
DT, CILA, HBS  
MIOA, MIOY  
SOC, SASS  
CCBYs**

**2023 COY D-D**

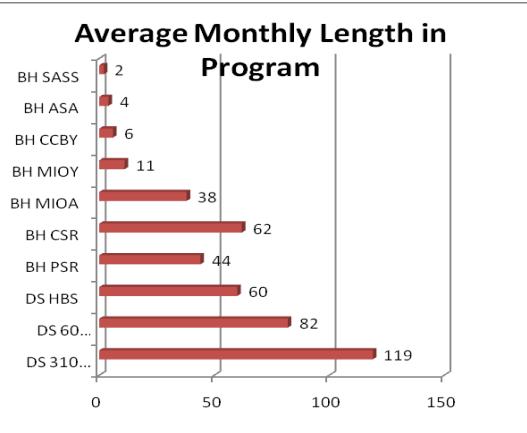
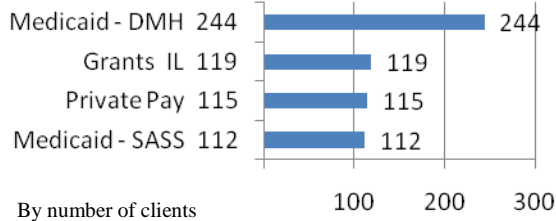


**Medications Effectiveness  
89%**

**Served by County**



**FUNDING SOURCE**



**FAMILY COUNSELING CENTER INC  
MISSION:**

It is the mission of Family Counseling Center, Inc. to improve the quality of life of persons in need of mental health, substance abuse, child welfare, and developmental and disability services.

FCC shall provide affordable housing.

**SERVICES SHALL:**

- Involve consumer in planning
- Be based on identified needs
- Be strength based
- Be empowering
- Be flexible, adapted to special needs
- Be coordinated
- Utilize family & community support
- Be culturally & racially sensitive

The purpose of services is to reduce the rates of incidence or severity of symptoms and duration of impairment resulting from disabilities. Services will enable persons to pursue the most independent lifestyle in the least restrictive environment.

- SA Substance Abuse
- CSR Community Support Residential
- MIOA Outpatient Adult
- CCBY Comprehensive Community Based Youth
- MIOY Outpatient Youth
- SASS Screening Assessment & Support Services
- SOC System of Care
- CILA Community Integrated. Living Arrange
- DT Developmental Training
- HBS Home Based Support

For a copy of this Outcome Management Summary or more information,  
**call 618 658-2611.**

# Program Services

In April – June 2012, the entire agencies', (clients, stakeholders and staff) opinion of how FCC conducts business was compiled collectively. The surveys asks a variety of questions on an agree/disagree or rating Scale plus comments. Satisfaction with services is then determined.



## Results

**2012 OVERALL STAFF SATISFACTION**  
89%

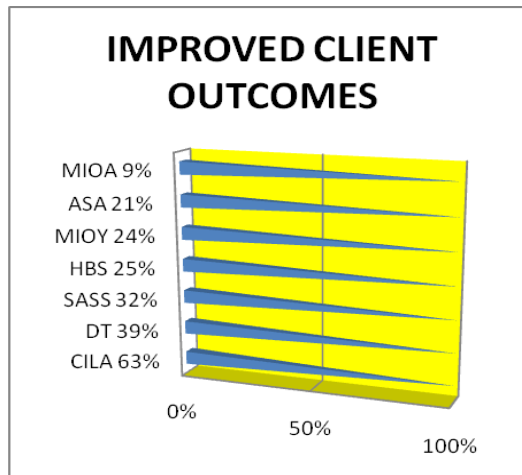
**2012 OVERALL AGENCY SATISFACTION**  
92%

**2012 OVERALL CLIENT SATISFACTION**  
Range 33-97%

Family Counseling Center, Inc. is committed to providing the best quality of services possible. Each year, an Outcome Management Summary is completed, which measures the performance of FCC business and outcomes results against set standards.

These goals deal with what outcomes are wanted for the consumers (effectiveness), how efficient FCC is at completing that task (efficiencies), how FCC provides access to services and how satisfied you are with the services provided (customer satisfaction).

Here's the results .....



## FY2012

