



family  
outreach

# 2023 Annual Report







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[www.familyoutreach.org](http://www.familyoutreach.org)

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# Our Mission

Empower individuals with disabilities and their families through supports for integration into the community

# Our Vision

Provide innovative quality services to support people in achieving their potential for a full life



## Director's Message



2023 was an exceptional year. Family Outreach continued to find new ways to support those with disabilities by increasing outreach efforts, helping individuals on services get back out into the community, and advocating for individuals with disabilities during the legislative session.

It is my pleasure to commend the staff, board, and community for their

continued advocacy during the 68th legislative session. To the brave parents like Laura Gill who spoke up at a moment's notice to testify in support of House Bill 449 concerning parental reimbursement for children with complex care, like Andrew Johnson who spoke up for employees in need of a living wage, and all the countless staff and community members who respond to calls to action—thank you!

Family Outreach has always practiced the value that “people are at the center of our work” and 2023 provided an opportunity to once again prove that point. We must continue to innovate together and focus on showing the value of those we serve, those working within Family Outreach, and the communities in which we all thrive.

*Jackie Mohler*

*Executive Director, Region IV Family Outreach, Inc.*

# Early Intervention

## Improving

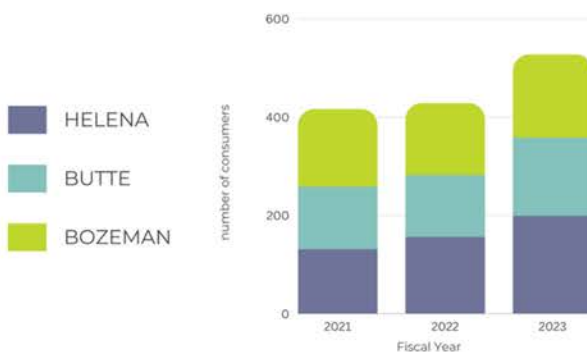
The Early Intervention (EI) management team worked throughout the previous year to develop new procedures for the Part C and Family Education and Support programs. The team has also developed a thorough orientation training series for new staff.



In late May of 2023 the EI team gathered for a professional development training and staff retreat at Chico Hot Springs.

## Growing

NUMBERS OF CHILDREN SERVED  
2021-2023



The EI program contracted with Two Suns Consulting to help support the growth of Part C client numbers and improve our program structure. Two Suns provided assistance in designing outreach media such as program mailers, brochures, and service booklets.

40 Community events attended

30 Developmental Screening events

35 Organizations partnered with



Family Outreach Spring Resource Fair, 2023

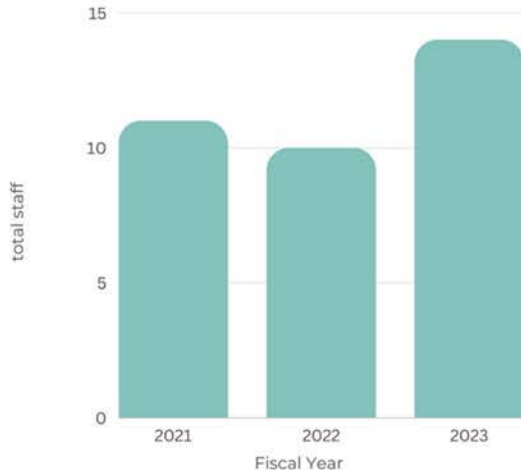


# Applied Behavior Analysis

## Strength in Numbers

FY 2023 was a year for building up the Applied Behavior Analysis (ABA) program. Guided by our road map and strategic goals, the ABA program pursued growth and stabilization. We accomplished growing our program in both staffing and in service with clients.

NUMBER OF STAFF 2021-2023



NUMBERS OF INDIVIDUALS SERVED 2021-2023



Since February 2022, Medicaid regulations allow ABA to serve individuals without a specific autism spectrum disorder diagnosis through insurance reimbursement. This has led to an increase in the number of children on our waitlists.

Additional regulatory changes have opened up opportunities to diversify our program and further collaboration with Support Services through Behavior Supports Services.

## Resilience

With the unexpected exclusion of Medicaid-funded ABA services from House Bill 2's rate increases based on the Guidehouse study, provider reimbursement rates are lower than was expected. Due to this, the ABA program is further diversifying our funding sources and public outreach efforts to meet our needs.

Over the next year, the ABA team will focus on growing the program through continuing to increase staff and clients served. The ABA management team will create a strategic plan and improve internal communication systems.



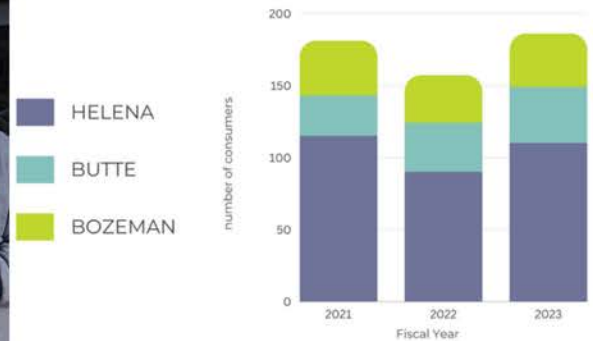
Family Outreach Fall Resource Fair, 2022

# Support Services

## Stable Foundations



NUMBERS OF INDIVIDUALS SERVED  
2021-2023



In FY 2023, Support Services was able to retain senior staff in the Helena and Butte offices. A Supported Employment Developer was hired in Butte to help grow the program there and increase referrals. Meanwhile, the Bozeman office gained some new staff and maintained two Individual Living Specialists to keep services stable and available. Throughout the year, Support Services worked with program stakeholders on sourcing new referrals, continuing growth in Pre-Employment Transition Services, and improving internal processes to help streamline billing.

FY 2024 is full of possibility. Support Services looks forward to continued growth and opportunities to improve the quality of our services.

## Quality Service



*Jesse Taylor, Shanell Marshall, & Ted Culbertson*

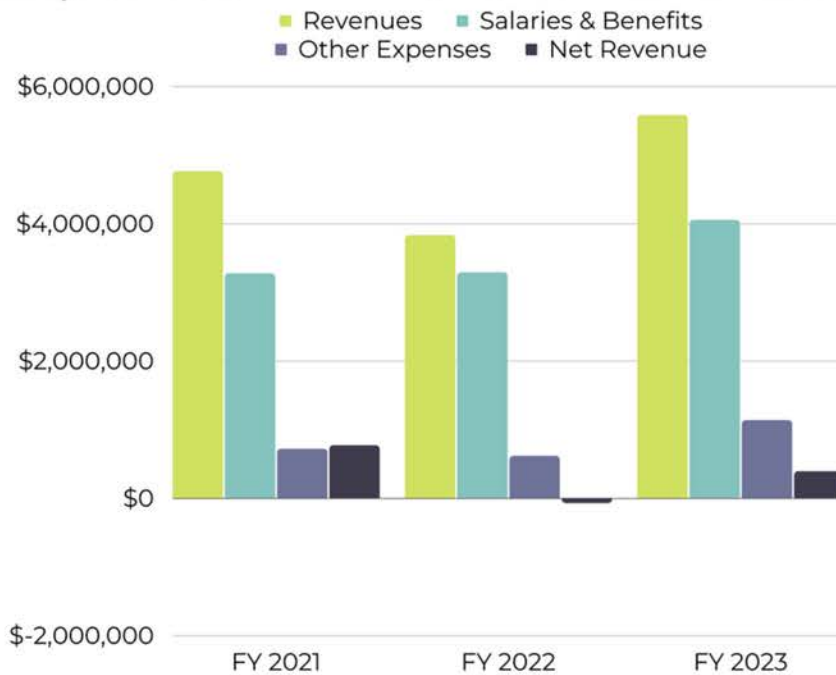
One of our team members in Pre-Employment Transition Services, Shanell Marshall, received a Public Service Award from the Montana Council for Exceptional Children (MCEC). This award recognizes Shanell's exceptional service in assisting Jesse Taylor with his transition from graduating high school to working at Top Gun Auto Body. Jesse was awarded the MCEC "Yes I Can" award which celebrates the achievements of youth with disabilities.



# Administration and Finance

For Family Outreach as a whole, FY 2023 was a year of growing and overcoming challenges. The Business Office welcomed new team members who have helped our agency to continue to adapt and increase productivity. We are making software changes that will streamline processes to help increase efficiency. This will allow the Business Office to shift focus to the organization's outreach and fundraising efforts, including building a donor base.

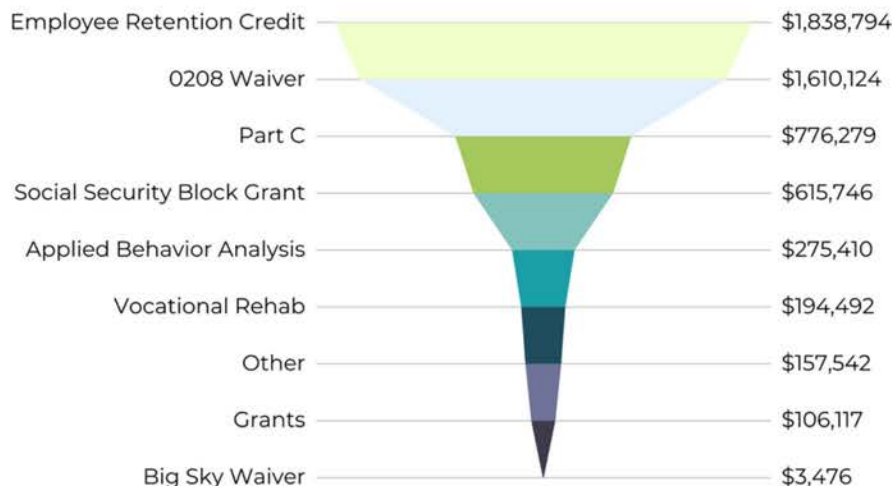
## Expenses and Revenue 2021-2023



Salaries and Benefits continue to be the largest expense for the agency and in FY 2023 totaled over \$4m.

During the COVID-19 pandemic, Family Outreach retained staff whenever possible to keep these crucial services available to Montanans. Later, the federal government offered an Employee Retention Credit to qualifying businesses—and Family Outreach was able to receive a significant credit through this program which helps us retain staff during this critical time.

## FY 2023 Revenues



# Goals for Fiscal Year 2024

1

## Diversify and maximize revenue streams

- Family Outreach will develop a fundraising committee. Family Outreach will maximize existing revenue sources and find new sustainable sources of revenue.

2

## Attract and retain quality staff

- Family Outreach will continue to recognize and compensate staff for quality work and reevaluate hiring processes.

3

## Improve both internal and external communications and messaging

- Family Outreach will update communication flows and prioritize cohesive and effective external messaging.

4

## Update and streamline policies and procedures

- Family Outreach will continue the progress and made within the programs and streamline processes to be cohesive across the agency.





# Thank You to Our Donors

Adam Pierce  
Bates Homes - Prescott Ranch  
Bozeman Wealth Mgmt Group  
(D.A. Davidson)  
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Speedy Lube of Bozeman  
Town Pump  
Treacy Foundation  
United Way of Butte and Anaconda  
United Way of the Lewis & Clark Area

*You make a world of difference*

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