

BEHAVIORAL HEALTH & WELLNESS

Family Support Services have several therapists of varied disciplines and experiences that provide our clients with options that best meet their counseling needs.

When people experience trauma or severe life stressors, it is not uncommon for their lives to unravel. We are passionate about bringing healing to people who have been through traumatic or stressful experiences. We help our clients, who include, children, adults, and families, to find a healthy view of themselves and strengthen their relationships so they can become peaceful, whole, and safe.

At FSS, our caring and professional staff are dedicated to your well-being. We can help those struggling with depression, stress management, grief recovery, divorce recovery, eating disorders, anxiety and phobias, domestic abuse, sexual abuse, self-esteem, substance abuse, post-traumatic stress, behavioral problems, emotional trauma, parenting challenges, and many other issues.

STATISTICS FOR 2020

Client Intakes: 1109

Counseling Sessions Completed: 5377

Battering Intervention and Prevention Program (BIPP)

&

Women's Anger and Violence (WAV)

BIPP/WAV Groups: 369

Local Outreach to Suicide Survivors (LOSS)

LOSS Client Contacts: 14

Supervised Visitation Hours: 869

EMERGENCY & TRANSITIONAL HOUSING SERVICES

Family Support Services Safe House provides safety, shelter, food, and necessities to individuals and families in urgent need of safety from violence. We provide three meals per day to all residents in the home. The facility is locked to the outside for safety. Residents have the freedom to come and go as needed, based on work schedules, school for children, and other obligations and preferences in their lives.

Advocates are on-site at all times, with the goal of assisting individuals and families to assess needs, case management for stabilization and short-term and long-term goals, as well as assist in linking to other services as needed. Advocacy is client-centered: our goal is to provide information and referrals to residents so they are able to make their own decisions, what they determine as relevant to their family. Our advocates, through continued training, focus on trauma-informed care: we understand that all victims coming into the safe house have experienced extremely traumatic events – often times a long history of trauma – and services are provided with this in mind.

STATISTICS FOR 2020

Total Clients Served through Hotline Calls: 2,480

Shelter Services Clients: 174

Shelter Support Group Hours: 94

Transitional Housing Clients: 52

Transitional Housing Support Group Hours: 58

CRISIS SERVICES

The FSS Crisis Services Team provides assistance to victims of sexual assault, family violence, and human trafficking in Amarillo, Texas, and surrounding areas of the Texas Panhandle. Our programs are designed to provide safety as well as advocacy for victims, along with the prevention of these crimes.

Crisis Intervention and Advocacy Services are available on a walk-in basis (no appointment necessary) during FSS hours of operation (8 am-8 pm Mon-Thurs, 8 am-4:30 pm on Fri). Crisis Advocacy is also available after-hours at Northwest Texas Hospital, the Bridge, and other designated locations. Crisis services are offered at no charge.

STATISTICS FOR 2020

Total Victims Served: 1,132

Sexual Assault Victims: 325

Domestic Violence Victims: 807

Total SANE Exams: 386

EDUCATION & PREVENTION SERVICES

Education and Prevention Staff provide the following types of educational programs, presentations, and specialized training as part of our agency's mission. All presentations are tailored to the type of audience we are presenting to taking into account size, age, content, and length of time allotted for the presentation. We are committed to educating our community about our organization and the issues we respond to.

Teen Education and Prevention Staff provide the following types of educational programs, presentations, and specific training as part of our agency's mission. All presentations are tailored to the type of audience we are presenting to taking into account size, age, content, and length of time allotted for the presentation. We are committed to educating our community about our organization and the issues we respond to.

STATISTICS FOR 2020

Individuals reached through In-Person and Virtual Educational Programs: 23,773

Human Trafficking Initiative presented to more than 1100 students and 800 adults

Substance Abuse Prevention Programs Served:
362 Youth 173, Parents, and 78 Professionals

Labor Trafficking Outreach Visited: 27 labor camps

Sounds of Success Trained: more than 100 youth

Emotional Freedom Technique (EFT) Trained: 289 youth and 47 adults

School-Based Prevention Curriculum Enrolled: 6,400 students in 2020

Curriculum program included:

- Coping Skills (elementary grades)
- Growth Mindset (elementary/Middle grades)
- Guided Imagery (high school grades)
- Life Skills (high school grades)

Strengthening Families Program: Enrolled 49 families
192 individuals successfully completed the program

Project H.O.P.E.S Enrolled: 189 families

Community Health/Resource Fairs - 5,118 community members were
provided Informational Materials

Community and School Prevention Collaboration Projects/Special
Events:
8,238 participants reached through various programs

VETERANS RESOURCE CENTER- 2020

The Veteran Resource Center (VRC) is a veteran-staffed drop-in facility that provides veterans, family members and surviving spouses with the opportunity to make their lives better: through connections with peers, receiving help with finding housing and employment, finding out what benefits they are eligible for, and help with issues such as PTSD, anxiety, depression, and traumatic brain injury.

The VRC also provides -at no cost- peer support groups, individual, family and marital counseling. Services Available Include:

- Identifying and addressing the needs of Veterans, family members, and surviving spouses, and connecting them with the resources they need
- Providing assistance to homeless Veterans and those at-risk
- Employment application assistance
- Referrals to local Veteran-friendly agencies
- Individual, family and marriage counseling
- Peer support groups
- Family support groups
- Life skills training
- Networking with local, area and statewide services for claims, compensation and education
- Food Pantry for Veterans and their families at times of need
- Partnership with local Veteran agencies to provide final honors to Veterans at time of funerals and memorial services

STATISTICS FOR 2020

Total Clients Served: 288

Veterans Employed after VRC Assistance: 45

Meals Provided by Food Pantry: 500