

AGENCY	ALL CHURCH HOME	ALLIANCE FOR CHILDREN	THE ART STATION	CATHOLIC CHARITIES	COOK CHILDREN'S	THE EXCEL CENTER	FORT WORTH ISD FAMILY RESOURCE CENTERS	LENA POPE HOME	MHMR OF TARRANT COUNTY	THE PARENTING CENTER	PSP PROFESSIONAL SERVICES, INC	SAFE HAVEN – FORT WORTH AND ARLINGTON	SANTA FE YOUTH SERVICES	TARRANT COUNTY JUVENILE DEPARTMENT	THE WOMEN'S CENTER
ADDRESS	1424 Summit Ave, Fort Worth, Texas 76102	908 Southland Avenue, Fort Worth, Texas 76104 625 Grapevine Hwy, Hurst, Texas 76054 1320 W. Abram, Arlington, Texas 76013	1616 Park Place Avenue, Fort Worth, Texas 76110	2701 Burchill Road, Fort Worth, Texas 76105	801 7th Avenue, Fort Worth, Texas 76104	1220 Presidio St., Fort Worth, Texas 76102	Forest Oak-3250 Peecos, Fort Worth, Texas 76119 Northside-2011 Prospect, Fort Worth, Texas 76106 Riverside-1550 Bolton, Fort Worth, Texas 76111 Western Hills-4340 Mojave Trail, Fort Worth, Texas 76116	3131 Sanguinet Street, Fort Worth, Texas 76107	1527 Hemphill, Fort Worth, Texas 76104	2928 W. 5th St., Fort Worth, Texas 76107	2100 N. Main St., Ste 226, Fort Worth, Texas 76164	200 Beach Street, #530, Fort Worth, Texas 76103 401 W. Sanford Street, #1400, Arlington, TX 76011	7524 Mosier View Court, Fort Worth, Texas 76118	2701 Kimbo Road, Fort Worth, Texas 76111	1723 Hemphill, Fort Worth, Texas 76110
PHONE NUMBER	817-335-4673	817-335-7172 (Fort Worth) 817-427-3110 (Hurst) 817-795-9992 (Arlington)	817-921-2401	817-534-0814	682-885-3917	817-335-6429	Forest Oak : 817-531-4680 Northside: 817-740-4511 Riverside: 817-222-7577 Western Hills: 817-560-5200 ICARE Call Center: 800-866-2465	817-255-2652	817-335-3022 (Screening and Crisis Line)	817-332-6348	817-626-6401	817-536-5496 (Fort Worth) 817-548-0563 (Arlington)	817-492-4673	817-838-4600 (extension 406)	817-927-4039
24-HOUR HOTLINE			None; voice mail refers client to Mobile Crisis Outreach Team (MCOT) for emergency services www.theartstation.org		682-885-3917	817-261-3121		817-731-8839	817-335-3022			817-701-7233	None		817-927-2737
WEBSITE	www.allchurchhome.org	www.allianceforchildren.org		www.codofw.org	www.cookchildrens.org	www.theexcelcenter.com		www.lenapopehome.org	www.nhrmc.org	www.parentingcenter.org	www.pspcounseling.com	www.safehaven.org	www.santafeyouth.org	www.tarrantcounty.com/en/juvenile	www.womenscenter.info
DIRECTOR (CLINICAL SERVICES)	Angie Reyes, LCSW (TF-CBT therapist)	Diana Davis, LMSW	Heidi Tournoux-Hanshaw, LPC, ATR-BC	Judy Martinez	Carolyn Presnall, LCSW, LPC Director of Psychiatry	Kristen Conner, LCSW, ACSW	FRC - Forest Oak: Barbara Reynolds Brown, LPC-S FRC - Northside: Vidalina Flores, LMSW FRC - Riverside: Melinda Cantu, LCSW FRC - Western Hills: Stephanie Books, LMSW	Erin Kauffman, LMSW (intake coordinator)	James L. Turnage, LPC	Cynthia Thompson, LPC	Gabriela (Gaby) Garcia, LPC	Maria Field, LPC-S	Lydia Garcia	Jennifer Farnum, PsyD	Becka Meier, LPC
CONTACT PERSON	Maritza Tovar			Susie Herrera	Wendy Pittman	Kristen Conner, LCSW, ACSW	FRC Staff		Domingo Liserio Claire Loranger Karen Anderson Vivian Walker	Cynthia Thompson, LPC	Gabriela (Gaby) Garcia, LPC	Elizabeth Santiago, LPC Intern (Fort Worth) Joanna Estep, LPC Intern (Arlington)	Jennifer Farnum, PsyD Bill Menchaca, PsyD	Rape Crisis and Victim Services Staff	
OFFICE MANAGER OR RECEPTIONIST					Automated system and staff at Cook Children's	Ophelia Rosales (Spanish speaking available from 8-5)				Janie Curry, Office Manager	Sandy Hernandez	Cecelia Marez – Fort Worth, Patricia Perez – Arlington	NA	Rape Crisis and Victim Services Staff	
SERVICES	At least 20 different programs are offered, focusing on community services and residential treatment. Both prevention and intervention approaches are taken with these programs	*Case Management *Group Counseling *Victim Advocacy	*Group/individual art therapy	*Alliance for Infant Survival *Child Welfare Services *Residential Services *Family Services *Health Services *Refugee and Immigration Services *Housing *Disaster Preparation and Response	*Psychiatric Emergency Assessments *Inpatient (2-12 years) *PHP/Day treatment (6-17 years) *Outpatient services: medication management, testing, therapy	Intensive Outpatient PHP/Day Treatment	*Assessment and connection with a variety of mental health services both on-site and in the community *Collaboration with multiple agencies, JPS School-Based Health Centers at Forest Oak and Northside Centers *ESL classes at all centers **Love and Logic® Parenting Program in English and Spanish sponsored through all centers *Medicaid applications	*Cognitive Behavioral Intervention for Trauma in Schools (CBITS) *First Offender Program (via police department) *Individual Family/Group Counseling *Children's Rights Clinic (TWU Law School) *Parenting with Love and Limits *Alternative (educational) placement (FWISD) *Chapel Hill Academy Charter School	*Family Therapy *Family Intervention (Family Preservation) *Psychiatric Services *Individual Therapy *Play Therapy *Marriage Enrichment *Medication Management *Parent Support Groups *Case Management *Wraparound Services	*Parenting Classes *Counseling *Play Therapy *Marriage Enrichment *Education Classes *Counseling	*Counseling (individual, family, marriage) *Anger Management Classes *Children in the Middle (program designed to help families raise children between two homes) *Parenting Education *Post-Partum Depression (coming)	Counseling for adults and children who have experienced domestic violence related issues	*Prevention *Intervention *Counseling	*Outpatient counseling (TF-CBT only at this time)	*Counseling - trauma related *Individual and group therapy *Play Therapy *Child-Parent Relationship Therapy (CPRT) Filial Therapy *Support for crime victims going through the criminal justice process *Education and outreach
CRITERIA TO QUALIFY FOR SERVICES	No major criteria; however, clients who are actively homicidal, psychotic or suicidal will need to be referred to external services that meet their needs before they can be admitted	*Referrals from partner agencies – the District Attorney's office, Texas Department of Protective and Regulatory Services (TDPRS), Law Enforcement and Cook Children's, as well as from programs within Alliance for Children, such as the Family Advocate Program		No major criteria; however, clients who are actively homicidal, psychotic or suicidal will need to be referred to external services that meet their needs before they can be admitted	Psychological and behavioral problems	Anyone is eligible to receive a free assessment. If the client qualifies, he or she may need to meet specific financial criteria	Student in FWISD	Varies by program	Psychological, emotional and behavioral issues	None	None	Experienced/witnessed domestic violence	Youths at risk for emotional, behavioral, psychological, substance abuse issues	To qualify, children and adolescents must: *Be under probation supervision; *Qualify for TF-CBT treatment study; and *Be ineligible for services through other participating agencies	Victim of crime or abuse
AGES	0-21 (Only one program offers services to clients aged 16-21. Another residential program is for single-parent homeless families, and there is no capping on the age)	0-17	6-Adult	3-Adult	2-17	5-Adult	Identified client ages appropriate for school services	2-Adult	3-17	3-Adult	5-Adult	3-Adult	10-17	10-17	2-Adult
AREA SERVED	Tarrant County and eight additional counties (Erath, Hill, Hood, Johnson, Palo Pinto, Parker, Somervell and Wise)	Tarrant County and neighboring counties	Tarrant County and neighboring counties	Tarrant County and neighboring counties	Tarrant, Wise, Denton, Parker, Hood and Johnson counties	Tarrant County and surrounding counties	City of Fort Worth (students enrolled in FWISD)	Tarrant County and neighboring counties	Tarrant County	Tarrant County and neighboring counties	Tarrant County and neighboring counties	Tarrant County and neighboring counties	Tarrant County	Tarrant County	Tarrant County and neighboring counties
TYOLOGY ACCEPTED	Children with behavioral, emotional and psychological issues	Validated case of child physical and/or sexual abuse	Behavioral and psychological issues	Sex offenders	Psychological and behavioral problems	Trauma and other related psychiatric disorders	All students who are eligible to attend FWISD	Psychological and behavioral issues	Any mental health issues	Behavioral problems	General counseling issues and substance abuse	Experienced/witnessed domestic violence	At risk youth and/or their families	Trauma-related psychological issues	Trauma and other related behavioral/psychological issues
TYOLOGY NOT ACCEPTED	Actively homicidal, suicidal or psychotic	Sex offenders	Sex offenders; children who need acute psychiatric care	City, state and federal contracts, United Way, private donors, and parishes	Children with a primary diagnosis of substance abuse or eating disorder	Children with a mental retardation diagnosis who may not benefit from cognitive programming	No exclusions	Adult sex offenders	No exclusions	Sex offenders, substance abuse, severe psychiatric diagnoses	Criminal sexual offender	Clients who have not experienced/witnessed an incidence of domestic violence	Adults, violent offenders and residents outside of Tarrant County	Primary treatment need is other than TF-CBT	Sex offenders, severe psychiatric diagnoses
FUNDING	Grants, donations, endowments, contracts	Grants, fundraisers and donations	Fee for service	No; case by case	Insurance and grants	Insurance companies, MHMR of Tarrant County, school districts, self-pay	FWISD, partnering agencies funded in various ways	United Way, grants and sliding scale	State	Donations, grants and fundraisers	Private practice	Grants	State, grant funded	Probation Department	Grant funded, United Way, donations, fundraisers
FREE SERVICES	No insurance required	Yes	No; case by case	Yes	No	No	No fee for FWISD services Partnering agencies accept variety of insurance, are grant funded or have a sliding fee scale	Case-by-Case	Case by case	No	No	Yes	Yes	Yes	Yes
SLIDING SCALE	No, as services are free	N/A	Yes			Not known	No fee for FWISD services; some connecting agencies have sliding scale fee	Yes	Yes	Yes	Yes		N/A	N/A	N/A
INSURANCE	No	N/A	Traditional Medicaid, Amerigroup, Cook Children's, Superior, Aetna, Blue Cross Blue Shield, Humana	Traditional Medicaid, CHIP Amerigroup – Traditional	Traditional Medicaid, Cook Children's, CHIP Amerigroup, most private insurances	All insurances are accepted except the following: Traditional Medicaid, Amerigroup, Northstar (Amerigroup), Star, Aetna, Humana, CVC	N/A	Medicaid – Traditional, Medicaid (Aetna, Amerigroup, and Cook Children's), Blue Cross Blue Shield, CHIP (Amerigroup), Star, Aetna, Humana, CVC	Medicaid, CHIP	Cook Children's, Traditional Medicaid, CHIP, Aetna, Amerigroup	All major insurance plans and Employee Assistance Programs (EAPs). For a complete list visit www.pspcounseling.com	Not required	N/A	N/A	N/A
SCREENING PERSON(S) INVOLVED	TF-CBT: Angie Reyes, LCSW Intake Department (General Screening); Dana Moore, M.A.C.E., M.A.M.F.C.; Elen Hayes, B.S.; Roberto Garza B.A. (bilingual)		Done on the phone during initial contact	Judy Martinez, B.A. and Kent Bass, LPC	Intake department completes screening	Screening and intake is completed by Dicey Smith, RN, MSN, PMHCNS-BC	Center Coordinator completes assessment with student's caregiver	Erin Kauffman, LMSW (intake coordinator)	Completed by screening department	Natalie Juarez	Gabriela (Gaby) Garcia, LPC	Currently Safe Haven is receiving referrals from the Fort Worth Police Department, which emails the forms directly to Safe Haven.	Lydia Garcia, Information Referral Specialist (bilingual)	Probation officers and department clinicians	Rape Crisis and Victim Services staff conduct the initial screening when the caller first contacts the agency
TARP USED	No	TARP is used by the partner agencies and the Family Advocate Program	Yes, during screening	Yes	Unknown	Yes	No	No	No	Not at present	No	No	Yes	No, departmental mental health screen has a traumatic experiences scale	Portions used
ASSESSMENT TOOLS FOR TRAUMA	TF-CBT	TF-CBT	TF-CBT	TF-CBT	TF-CBT	TF-CBT	TF-CBT is used by the staff at the agency to which the client is referred for trauma related services	TF-CBT Child Behavior Checklist (CBCL)	TF-CBT	TF-CBT	TF-CBT	TF-CBT	TF-CBT	TF-CBT	TF-CBT
TF-CBT THERAPISTS	Angie Reyes (She will be going on maternity leave in November 2009)	Diana Davis, LMSW Sheree Olivier, LMSW	Christina Chu, LMFTA, LPC-I Jennifer Foster, LPC, NCC Heidi Tournoux-Hanshaw, LPC, ATR-BC	Kent Bass, LPC	Keirschen Maize, LMSW Lindsay Connell, LPC Aileen Wainwright, LMSW	Kristen Conner, LCSW, ACSW Kelly Webb, LMSW Tiffany Thornton, LMSW	Slots are available at a variety of agencies located on site and in the community	Kristi Phillips, LMFT Monica Olsen, LPC Paige Chambers, LCSW Holly Garrett, LCSW, RPT Shana Hazzard, LCSW	Margaret Fields, LPC Barbara Becker-Jonaitis, LPC Ricki Bickie, LPC-I Shaun Hill, LPC Biser Rangelov, LPC	Beena Benny, LPC-I (Mansfield) Tracy Williams, LPC (Fort Worth)	Gabriela (Gaby) Garcia, LPC	Maria Field, LPC-S Elizabeth Santiago, LPC-I Joanna Estep, LPC-I	Crystal Mercer, LPC, LMFTA	Jennifer Farnum, PsyD Bill Menchaca, PsyD Ricki Bickie, LPC-I	Sandy Baker, LCSW Jana Null, LPC Faith Baylor, LPC-I
BILINGUAL	No	Diana Davis, LMSW	Christina Chu is bilingual in Mandarin Chinese	None	None	None	FRC has some bilingual staff (English/Spanish) for assessments. Agencies provide some bilingual staff for treatment	No	None	Beena Benny, LPC-I	Gabriela (Gaby) Garcia, LPC	Yes (Elizabeth Santiago, LPC-I)	No	No	None
SLOTS AVAILABLE	Unknown		Based on appointment availability	Unknown			Dependent upon partnering agencies.	Usually within 2-4 weeks - varies by location	Unknown			Immediate openings (with Joanna Estep) are often available for English-speaking parents and children if the client can come in before 4 p.m. on Monday or Wednesday, Evening or after school openings (for both English and Spanish speaking families) are subject to availability	Unknown		Call for availability
HOW DOES CLIENT ENTER INTO TF-CBT	All Church Home currently does not accept clients from outside the agency; all TF-CBT clients are internal. The external process is a basic outline of what might potentially take place External (not currently in effect) *Clients call the intake line at 817-335-HOPE (4673) *Call is referred to the Intake Department where questions are asked to determine what services will meet the needs of the client *After a program is selected that best fits the client's needs, the paperwork is forwarded to that program. The staff in the program will then contact the client to set up an appointment for an in-depth screening *If the intake staff is unable to find services that meet the client's needs, the staff will seek services within the community that are a better fit. The client is provided with the name of the program and the phone number. The client then sets up by contacting the program in his/her own time Internal *Clients in residential or group homes who are identified with a trauma-related concern are referred to Carla Storey, LCSW, Director of Residential Services, who then contacts Angie Reyes *Angie Reyes contacts the family and sets up an appointment to complete the TF-CBT paperwork and deliver services	*The public cannot directly call Alliance for Children for services. Referrals come from partner agencies, which often have staff located within the Alliance for Children facility, or from the Family Advocate Program *Completed TARP forms are forwarded to the clinical director (Diana Davis) who assigns the case to a trained TF-CBT therapist *The therapist sets up an appointment with the family and conducts the TF-CBT and psychosocial assessments	*Art Station has five employees, so calls will be received by anyone on the staff *An informal/conversational style (basic Q and A) assessment is conducted to determine if the services meet the client's need *If the services meet the client's need, an assessment is scheduled and conducted with Jane Avila, LPC, ATR-BC	*Call comes in to Susie Herrera *Call is referred to the Central Intake Department staff who converse with the caller to find out his/her needs and refer the client to the correct division *If the caller needs counseling or TF-CBT services, the client goes to Judy Martinez in the Clinical Counseling Division *If Susie knows upfront the reason for the call, she refers the call directly to Judy and bypasses the Central Intake Department. Judy is also contacted directly if an internal transfer for counseling is needed *Judy works with the caller to schedule an appointment for an assessment with one of the counselors, and the paperwork is placed in the mailbox of the counselor. At the same time, the appointment is placed on the counselor's calendar *During the assessment process, if the client appears to need TF-CBT services, the TARP screening tool is used. If the screening further suggests a need, then another appointment is set up with the TF-CBT therapist *TF-CBT therapist Kent Bass will call the family and complete an assessment with them using the TF-CBT measures. Before starting the assessment, he may use the TARP screening tool again to validate whether the client needs further assessment for TF-CBT services	*Call is received by Intake Department – automated phone service or person picks up *Call is screened to determine if the child meets criteria for services *Families are encouraged to go to ER if call is crisis related *Cook Children's will assist family if the Medical Center does not have the required service available at this point *If caller/case meets criteria for services, paperwork is faxed to Psychology Department and family is informed that an appointment will be set up at one of Cook Children's clinics in the area *Psychology Department sets up appointments at clinics for assessment *If family meets criteria for treatment following assessment, services are delivered	Clients can enter services in two ways: External *Calls are received by the receptionist, Ophelia Rosales *Basic information is taken down by the receptionist, who then gives this information to Andrea Clark or Laura Pastrano. They contact the family and schedule an appointment for an intake with Dicey Smith *Dicey Smith is responsible for the completion of the assessments. If the client is identified with trauma-related problems, the case is referred to Kristen Conner and another appointment is scheduled *Kristen Conner and the therapists trained in TF-CBT will complete the TF-CBT assessments Internal *If a client is receiving services within the Excel Center, the therapist who identifies any symptoms of trauma refers the client to Kristen Conner *Kristen reviews the case. If the client is eligible for services, Kristen will complete the TF-CBT assessment	*FRCs do not provide TF-CBT services, but they contract with agencies (some of these agencies include The Art Station, The Parenting Center and Catholic Charities) to provide this service. Staff from these agencies might provide the service at the FRC, or students from FWISD might be referred to their clinics *Families may be referred to the FRC by an agency or clinic, or they can self-refer *FRC staff connects the family with appropriate services and assures the family has been contacted/scheduled with the agency	*Calls come to the receptionist who refers them to Erin Kauffman, the intake coordinator *Erin conducts a conversational assessment of the services needed *If caller needs an immediate service and Lena Pope Home cannot provide it, Erin will try to locate service within the community *If service is available at Lena Pope Home, Erin will schedule a formal assessment with the caller *Reminder call is made to caller 24 hours before appointment *Therapist completes assessment and then schedules an appointment with family/client	Both the intake and TF-CBT services are offered only at the FAR West clinic External *Client must call the crisis line (817-335-3022) *Depending on the client's need, the crisis line will set up an appointment for the caller at one of the clinics *If child/adolescent needs services, an intake appointment is scheduled with a therapist at the Family Assessment and Intervention Resources (FAIR) West *The intake process is completed by Domingo Liserio. During the intake interview, he determines if the client meets eligibility for services and reviews with him/her important documentation, such as HIPAA rights and the cost of services. Also, on the day of higher intake, the client meets with a therapist for a diagnosis (provisional) *If necessary, a second appointment is set up, and the client meets with a psychiatrist to receive a permanent diagnosis and medication management. Claire Loranger, Karen Anderson or Vivian Walker is involved in this process *Following the intake process, if a client is in need of TF-CBT services, a referral is made to Barbara Becker-Jonaitis. She then assigns the case to a therapist *The therapist then contacts the family and schedules an appointment to complete the TF-CBT assessments *Treatment can start on the same day following completion of the TF-CBT assessment package Internal *If client is already in the agency receiving services and wants an internal transfer to another service, Claire Loranger, Karen Anderson or Vivian Walker assists with this process *The paperwork is then forwarded to Barbara Becker-Jonaitis, who assigns a therapist to the client	*Receptionist answers phone *Refers call to the "scheduler," the staff person responsible for scheduling appointments. He/ she will conduct a screening (using agency forms) to identify type of problem and counseling needed *Appointment is scheduled with a therapist and client information is entered in the system *Screening form/paperwork is sent to the therapist if appointment is scheduled in under a week, paperwork is completed at the time the client comes in *If appointment is scheduled more than a week later, the paperwork is mailed out to the client *When client comes in for appointment with counselor, he/she officially enters into TF-CBT treatment	*Receptionist (Araceli Ladinos) or Office Manager (Sandy Hernandez) schedules an appointment with Gabriela (Gaby) Garcia *The client completes intake session *The therapist discusses TF-CBT treatment and a follow-up appointment is scheduled	*Call comes into receptionist. If receptionist is not available, then a fill-in employee, volunteer or intern at the front desk can take the call *Appointment is set to conduct the registration process, which involves completion of paperwork, basic information, rights and safety plan. Registration is completed by a child advocate, counselor, intern, etc. This person may also be referred to as a "case manager" *If the family is interested in seeking services for their child, or a need is identified during the registration process, the family is referred to a parent consult *Elizabeth Santiago conducts the parent consult at the Fort Worth location, and Joanna Estep conducts it at the Arlington location *During the parent consult, the counselors first meet with the parent. If the counselors determine a need, they will schedule a second appointment with both the parent and the child *During the second appointment, all the TF-CBT paperwork is completed *After TF-CBT paperwork is completed and the need for TF-CBT services is evident, treatment begins	*Call comes into receptionist and is directed to Lydia Garcia *Lydia will conduct a conversational screening and assessment to ensure the client is referred to the appropriate services (inside and outside the agency) *If the call is crisis related, the related services often fall in this category), the case is evaluated and may receive an ER slip (approved by clinical coordinator Becka Meier) *ER status allows the individual/caller to receive an assigned therapist within 2-3 business days *If the call is not crisis related, the caller is placed on a wait list *Following completion of assessment with therapist, services may begin	*Probation Officers conduct intake interviews upon referral to Juvenile Department and make referrals to appropriate services *If trauma-related services appear to be an area of need, probation officers will contact Psychological Services to discuss referral for TF-CBT counseling *Clinician reviews case information to make preliminary determination about appropriateness of referral *If TF-CBT appears to be appropriate, clinical intake interview/assessment will be scheduled for the same therapist who will deliver the TF-CBT services	*Calls should be directed to the Rape Crisis and Victim Services Program *Staff member has conversational assessment with caller to determine the caller's need *Depending on the severity of the situation, an appointment for a formal assessment is scheduled *If the call is crisis related, the related services often fall in this category), the case is evaluated and may receive an ER slip (approved by clinical coordinator Becka Meier) *ER status allows the individual/caller to receive an assigned therapist within 2-3 business days *If the call is not crisis related, the caller is placed on a wait list *Following completion of assessment with therapist, services may begin

