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Quest
Counseling &
Consulting

ANNUAL REPORT

501c3

Prepared By

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Marketing & Community Coordinator

2023





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OUR ORIGIN

Quest founders Jolene Dalluhn and Deb Kamka are passionate about offering counseling to adolescents and their families who are struggling with delinquency, substance use, mental health problems, identity issues, and life transitions. They find joy in encouraging and helping teens stay on a positive path toward their future away from the problems created by substance use and addiction. This led to the decision of providing substance use prevention to youth in the community through education and prevention curriculums, while also creating opportunities for youth to engage in pro-social activities that help them feel good about themselves.

In 2005, Quest relocated to its current outpatient location at 3500 Lakeside Court. In 2006, Quest extended its offerings to the community with a high caliber of services to include adults with co-occurring disorders (substance use and mental health) and became certified by the State. Quest is conscientious to provide unique and separate treatment options for adolescents and adults.

Today, Quest is a cutting-edge treatment center with 45 highly trained, skilled, and compassionate staff who strive to accomplish the continued mission: to provide behavioral health services that exceed expectations. From its founders to its staff, Quest is grateful to be part of the treatment community and looks forward to continuing to expand the opportunities to help more people in the region.

We are also a Certified Community Behavioral Health Center (CCBHC), offering counseling, peer services, case management, psychiatric services, crisis intervention, Basic Skills Training, and Psycho-Social Rehabilitation in one convenient location.



OUR PHILOSOPHY/ MISSION

Quest staff recognizes that treatment is often a time of confusion as well as personal exploration and discovery. Our program is person-centered with an individual approach designed to facilitate and clarify that experience. We promote self-acceptance and self-respect along with acceptance and respect of others. We want every client to apply the lessons of counseling to daily life and to leave with the understanding that they take ultimate responsibility for their choices.

Quest's mission is to provide comprehensive, caring, and quality behavioral health treatment for each client and family seeking services.



OUR CORE VALUES

- The services we deliver help individuals make real measurable changes
- Our program is person centered with an individualized approach
- We will constantly improve our products and services to meet the changing needs of our customers and to maintain our position as an industry leader.

2022 QUEST ACCOMPLISHMENTS



➤ Winner of Best Places To Work in Reno Award for the second year in a row

➤ Winner of best places for working parents designation

➤ Two new innovative programs started and running successfully for a year.

➤ One new member appointed to the Board of Directors

➤ New building acquired to ensure organizational and individual program growth as Quest moves forward into the future.

➤ New court contract with Winnemucca specialty courts

FOUNDED 2003

Quest

COUNSELING

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NEW PROGRAMS

CHILD & YOUTH OUTPATIENT PSYCHIATRIC PROGRAM

Quest's Child & Youth Psychiatric Outpatient Program opened in July of 2022 with funding support from The Women's Giving Circle and The Division of Public & Behavioral Health. This program was created because of the growing need in our community for children ages 5 years of age and older, and has been full almost since its inception. While we have specialized in working with adolescents and their families since our inception, this program specifically provides psychiatric care to children and their families within our community to reduce symptoms, increase functioning, and prevent out-of-home placement.

This program benefits our community because it serves as preventative care. An expansion in services also assists in deterring clients from the emergency room and psychiatric hospitals. Our person-centered program allows for individualized treatment for youth and their families. Quest strives to be a safe and caring place for every client and their family. Our Child & Youth Psychiatric Outpatient Program provides culturally competent and quality treatment from a well-versed and trained team.

Services Offered:

- Dialectical Behavioral Therapy (DBT)
- Mental Health Therapy
- Play Therapy
- Psychiatric Assessment & Medication Management
- Trauma Informed Care

Treatment

Provided For:

- Attention-deficit/Hyperactivity Disorder (ADHD)
- Adjustment Disorders
- Anxiety Disorders
- Bipolar Disorders
- Depressive Disorders
- Obsessive Compulsive Disorder (OCD)
- Post-traumatic Stress Disorder (PTSD)
- Reactive Attachment Disorder (RAD)
- Social Emotional Disturbance (SED)



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NEW PROGRAMS

CHILD & YOUTH OUTPATIENT PSYCHIATRIC PROGRAM CONTINUED

Outcomes and Program Impact

2022-2023

1. Reduce symptoms, increase functioning and prevent out-of-home placement for children.
2. Stabilize clients in crisis in an outpatient setting using trauma-informed treatment.
3. Promote healthy coping skills and self-confidence.
4. Decrease the need for acute care stays and resolve mental health crisis in an outpatient setting, providing wrap-around services in one location.

In conjunction with the Children's Cabinet, we began holding meetings with local hospitals, mobile crisis teams, State agencies who coordinate funding/ who could refer children and youth to our mental health program. Goal was to increase access, streamline a referral process to community-based counseling, and to problem solve better care for families seeking behavioral health care from hospitals, ER's, etc. At each meeting we examine the barriers faced by families, using real situations experienced by families at Renown, Reno Behavioral Health and community partner agencies such as Quest.

Program Outcomes at 1 year for Child Psych Program

- We have served 238 youth and about 155 family members
- We have provided 78 crisis sessions and safety plans.
- Less than 5 children have been deemed to need a residential placement (after being assessed by a psychiatric advance practice registered nurse)
- On average we take 350 calls per month
- 203 youth have received an ACES screening (adverse childhood experiences)
- We provided 412 psychiatric sessions (seen by an APRN)
- We conducted 280 family sessions
- We conducted 110 sessions in Spanish
- Fewer clients have opted for psychiatry and more have opted for therapy of all types: Play therapy, dialectical behavioral therapy and EMDR (trauma) therapy, and mental health counseling
- We provide 24-hour on-call crisis services for all clients and the community



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NEW PROGRAMS

PERINATAL MENTAL HEALTH PROGRAM

Perinatal refers to the time around birth, and is typically defined as from the time of pregnancy to one year post birth.

Perinatal mental health issues can take many different forms, including feeling sad, hopeless, worried, irritable, feeling “not good”, doubting you should/can be a parent, not feeling bonded with your baby, and many other symptoms. Most commonly, the symptoms appear in pregnancy and up to one year after birth.

Our goal is to partner with various community resources to provide applicable services for pregnant and parenting women who are interested in exploring sobriety or a harm-reduction approach to substance use. Our staff is trained in trauma-informed care and provides meaningful, evidenced-based therapeutic care.

PERINATAL MENTAL HEALTH CAN EFFECT ANY PERSON WHO IS:

- Trying to get pregnant
- Pregnant
- Parenting
- Partner of birthing person
- Adoptive Parents
- Foster Parents
- Does not currently have custody of their children
- Anyone who is raising a child

DIAGNOSIS CAN INCLUDE:

- Depression
- Anxiety
- Post Traumatic Stress Disorder
- Bipolar Mood Disorders
- Postpartum Psychosis



Quest received state funding through collaboration with the Washoe County Crossroads Program to expand this specialty. Growing our number of licensed

NEW PROGRAMS

PERINATAL MENTAL HEALTH PROGRAM CONTINUED

Why?

While many parents experience some mild mood changes during or after the birth of a child, 15 to 20% of women experience more significant symptoms of depression or anxiety. Please know that with informed care you can prevent a worsening of these symptoms and can fully recover.

Who Can Access Services?

Pregnant and parenting people of any age. Quest offers a particular emphasis on services to PMH clients who experience challenges related to substance use.

Services

Individual Therapy, Psychiatric Services, Targeted Case Management, Psychosocial Rehabilitation (PSR), Behavioral Skills Training (BST), Peer Support Services, Parenting education through Home Visitor, Group Therapy/ Support Group

Program Coordinator Information

Jillian Anderson, Licensed Alcohol and Drug Counselor, Marriage and Family Therapist, Perinatal Mental Health Certified, EMDR Trained, Play Therapy Trained



QUEST LEADERSHIP



Founder

Jolene Dalluhn
Executive Director



Founder

Debra Kamka
Director of Operations

LEADERSHIP TEAM



Allyson Mullen
Program
Director and
Community
Liaison



Joshua Dickson
Director of Clinical
Development



Ana de la Maza
Clinical Director



Devyn Beeson
Child Psych Clinical
Director

BOARD OF DIRECTORS

- Ernie Pomin - President
- Amy Demuth - Vice President
- Tracy Woodfolk - Secretary/ Treasurer
- Dane Anderson, Esq.
- Nicole Watson
- Karen Skowroneck
- Kelli Cooper
- Rachel Fuetsch
- Brandon Siri
- Deke McBride



QUEST COUNSELING & CONSULTING INC.

STATEMENTS OF FINANCIAL POSITION

JUNE 30, 2022 & 2021

	<u>2022</u>	<u>2021</u>
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$2,163,796	\$1,612,943
Investments (Notes 2, 3 and 4)	935,307	979,994
Grants and accounts receivable, net of allowance for doubtful accounts of \$5,000 in 2022 and 2021	664,648	561,297
Prepaid expenses	-	13,799
TOTAL CURRENT ASSETS	<u>3,763,751</u>	<u>3,168,033</u>
PROPERTY AND EQUIPMENT (Notes 2 and 5)	6,956	10,623
OTHER ASSETS		
Refundable deposits	<u>10,396</u>	<u>10,396</u>
TOTAL ASSETS	<u>\$3,781,103</u>	<u>\$3,189,052</u>
 LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$ 69,839	\$ 47,374
Payroll taxes payable	16,423	29,325
Current portion lease liability	<u>1,267</u>	<u>1,267</u>
TOTAL CURRENT LIABILITIES	<u>87,529</u>	<u>77,966</u>
LONG-TERM LIABILITIES		
Lease liability (net of current portion)	<u>2,851</u>	<u>4,118</u>
NET ASSETS		
Without donor restrictions	3,690,723	3,106,968
With donor restrictions	-	-
TOTAL NET ASSETS	<u>3,690,723</u>	<u>3,106,968</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$3,781,103</u>	<u>\$3,189,052</u>

QUEST COUNSELING & CONSULTING INC.

STATEMENTS OF ACTIVITIES

YEARS ENDED JUNE 30, 2022 & 2021

	2022			2021		
	Without Donor Restrictions	With Donor Restrictions	Total	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE						
Grants and donations	\$ 18,180	\$ -	\$ 18,180	\$ 120,691	\$ -	\$ 120,691
Government grants	276,930	-	276,930	668,897	-	668,897
Outpatient counseling fees	3,172,480	-	3,172,480	3,172,771	-	3,172,771
Residential program fees	194,815	-	194,815	60,520	-	60,520
Rental income and other	3,778	-	3,778	2,400	-	2,400
Interest income	24,435	-	24,435	13,382	-	13,382
Unrealized (losses) on investments	(63,054)	-	(63,054)	(1,801)	-	(1,801)
Net assets released from restrictions	-	-	-	-	-	-
TOTAL SUPPORT AND REVENUE	<u>3,627,564</u>	<u>-</u>	<u>3,627,564</u>	<u>4,036,860</u>	<u>-</u>	<u>4,036,860</u>
EXPENSES						
Program services						
Outpatient Services	2,123,942	-	2,123,942	1,887,467	-	1,887,467
Transitional Housing	366,743	-	366,743	386,697	-	386,697
Supporting services						
Management and general	461,615	-	461,615	314,343	-	314,343
Fundraising	<u>91,509</u>	<u>-</u>	<u>91,509</u>	<u>82,847</u>	<u>-</u>	<u>82,847</u>
TOTAL EXPENSES	<u>3,043,809</u>	<u>-</u>	<u>3,043,809</u>	<u>2,671,354</u>	<u>-</u>	<u>2,671,354</u>
CHANGE IN NET ASSETS	583,755	-	583,755	1,365,506	-	1,365,506
NET ASSETS AT BEGINNING OF YEAR	<u>3,106,968</u>	<u>-</u>	<u>3,106,968</u>	<u>1,741,462</u>	<u>-</u>	<u>1,741,462</u>
NET ASSETS AT END OF YEAR	<u>\$3,690,723</u>	<u>\$ -</u>	<u>\$3,690,723</u>	<u>\$3,106,968</u>	<u>\$ -</u>	<u>\$3,106,968</u>

QUEST COUNSELING & CONSULTING INC. STATEMENTS OF FUNCTIONAL EXPENSES

YEARS ENDED JUNE 30, 2022 & 2021

	2022					
	Program Services			Supporting Services		
	Outpatient Services	Transitional Housing	Total Services	Management and General	Fund Raising	Total
Salaries	\$1,434,585	\$ 258,551	\$1,693,136	\$ 295,877	\$ 71,960	\$2,060,973
Payroll taxes and insurance	118,652	21,384	140,036	24,471	5,952	170,459
Employee insurance benefits	100,930	18,191	119,121	20,817	5,062	145,000
Consulting and contract services	204,068	-	204,068	-	-	204,068
Retirement plan contributions	-	-	-	43,781	-	43,781
Accounting and legal fees	-	-	-	26,198	-	26,198
Administrative expenses	4,507	-	4,507	10,517	-	15,024
Advertising	-	-	-	2,970	-	2,970
Bank and service charges	-	-	-	11,026	-	11,026
Conferences and training	20,539	-	20,539	-	-	20,539
Client testing expense	7,282	809	8,091	-	-	8,091
Client necessities and supplies	20,064	2,229	22,293	-	-	22,293
Dues and subscriptions	-	-	-	4,811	-	4,811
Communications and internet	14,416	-	14,416	-	-	14,416
Office expense	34,892	-	34,892	4,341	2,108	41,341
Occupancy	106,344	40,089	146,433	13,230	6,427	166,090
Insurance billing services	39,682	13,228	52,910	-	-	52,910
Taxes and licenses	7,214	217	7,431	-	-	7,431
Insurance	5,661	-	5,661	3,576	-	9,237
Vehicle expenses	1,439	12,045	13,484	-	-	13,484
Depreciation and amortization	3,667	-	3,667	-	-	3,667
	<u>\$2,123,942</u>	<u>\$ 366,743</u>	<u>\$2,490,685</u>	<u>\$ 461,615</u>	<u>\$ 91,509</u>	<u>\$3,043,809</u>

	2021					
	Program Services			Supporting Services		
	Outpatient Services	Transitional Housing	Total Services	Management and General	Fund Raising	Total
Salaries	\$1,319,131	\$ 269,680	\$1,588,811	\$ 214,466	\$ 64,665	\$1,867,942
Payroll taxes and insurance	116,938	23,778	140,716	18,910	5,702	165,328
Employee insurance benefits	79,423	16,236	95,659	12,912	3,893	112,464
Consulting and contract services	126,715	-	126,715	-	-	126,715
Retirement plan contributions	-	-	-	12,344	-	12,344
Accounting and legal fees	-	-	-	14,515	-	14,515
Administrative expenses	3,948	-	3,948	8,120	-	12,068
Advertising	-	-	-	3,783	-	3,783
Bank and service charges	-	-	-	6,861	-	6,861
Conferences and training	14,492	-	14,492	-	-	14,492
Client testing expense	6,925	2,886	9,811	-	-	9,811
Client necessities and supplies	10,216	8,535	18,751	-	-	18,751
Dues and subscriptions	-	-	-	849	-	849
Communications and internet	12,448	1,027	13,475	-	-	13,475
Office expense	37,640	-	37,640	4,683	2,274	44,597
Occupancy	104,479	38,379	142,858	12,998	6,313	162,169
Insurance billing services	41,935	13,979	55,914	-	-	55,914
Taxes and licenses	1,211	444	1,655	-	-	1,655
Insurance	5,931	-	5,931	3,902	-	9,833
Vehicle expenses	1,121	11,753	12,874	-	-	12,874
Depreciation and amortization	4,914	-	4,914	-	-	4,914
	<u>\$1,887,467</u>	<u>\$ 386,697</u>	<u>\$2,274,164</u>	<u>\$ 314,343</u>	<u>\$ 82,847</u>	<u>\$2,671,354</u>

NEW LOCATION

AQUISITION

6110 Plumas St., Reno, NV 89509



Due to exponential growth, Quest has been searching for a 20,000 sq. ft. building for over 2 years. Office buildings of this size are very difficult to come by! We have signed a lease for a building and expect to be moved in by Fall of 2023. However, only half of the space is available now, with the other half being available in late 2024. Our plan is that when our outpatient program relocates to the new building, our Child Psych program will relocate to our current location on Lakeside Court.

This move will require all staff, board members, community partners, and donors to come together to make this move possible. Grants and funding are currently being sought to cover the cost of the move, furnishing the new building, and upgrading our technology to best serve our clients and their families.

OUTREACH & COMMUNITY INVOLVEMENT



In 2022 we helped the clients and families of Quest by providing Thanksgiving meals for their families. We also provided Christmas gifts and winter clothing for over 25 client families. We were lucky enough to receive funding for these projects through various generous donations from people in the community.

For Mental Health Awareness month in May 2023, Quest attended 12 outreach events to highlight mental health. We were at several local elementary, middle and high schools, a Family Health Festival, and multiple resource fairs/tabling events. At appropriate community events we focused on harm reduction by distributing Narcan and Fentanyl test strips to at risk populations. We participated in a live interview with Channel 8 to discuss youth mental health and had an interview with Channel 4 focused on mental health and wellness. We also collaborated with four resort/casino properties who provided pro bono digital signage to spread awareness and stop stigma surrounding mental health.

In June 2023 we delivered and mailed out a targeted marketing packet to 30+ local pediatricians and physician offices promoting our psychiatric APRN services.

Networking with agencies serving youth on a weekly to monthly basis through attendance in meetings, trainings, and mobile crisis discussions.

Ongoing social media posts about youth mental health and our available services, especially during May when it was Mental Health Awareness month.

WORK WITH US

At Quest we provide comprehensive, caring, and quality behavioral health treatment to each client and family seeking services. The services we deliver will help make real, measurable changes. Quest believes in a person-centered program with an individualized approach. We believe that Quest is vital to our community's recovery and healing.

CONTACT US



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