



| family
outreach

2024 Annual Report





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Vision

Building communities where abilities are celebrated, and every individual can achieve their fullest potential.

Mission

Family Outreach provides individuals and families with personalized innovative support to empower people with disabilities.

Director's Message



My mission as Director has been to uphold our commitment to providing innovative community services that support individuals across their lifespan. Recent years have brought extraordinary challenges, but also opportunities to adapt and meet the growing needs of those we serve.

These are unprecedented times, and a unified voice is essential to addressing complex challenges. I am proud to say that Family Outreach has continued to act as a leader and catalyst for progress in the pursuit of independence and inclusion for people with disabilities. Our approach remains rooted in collaboration and active engagement with families, individuals, and the community at large. We remain committed to listening, leading, and innovating to create lasting positive change.

I commend our dedicated staff, board members, and the Montana community for their unwavering support and commitment to those we serve. The work we do is not just about providing services—it's about empowering people to lead fulfilling lives. Together, we must endeavor to innovate, collaborate, and prioritize the value of each individual. Thank you for your continued trust and partnership in this important work.

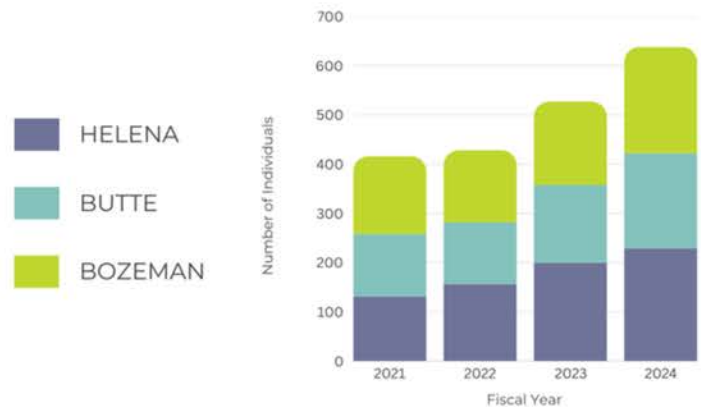
Jackie Mohler
Executive Director, Family Outreach Inc.

Early Intervention

Transitions

In July 2023, there was a transition of leadership in the Early Intervention (EI) program. We extend our sincere gratitude to Cari Douglass for her dedicated service as EI Program Manager. The program then welcomed Nicole Hofmeister, formerly the Bozeman EI Supervisor, as the new EI Service Manager. Simultaneously, Julia Robinson assumed the role of Bozeman EI Supervisor.

NUMBER OF INDIVIDUALS SERVED
EARLY INTERVENTION, FY 2021–2024



Jackie and new Northwest staff, 2024

Contract Renewal

Our new EI Leadership Team demonstrated exceptional dedication and effort in successfully securing the State contract for both Part C and Family Education and Support services. This also resulted in an expansion of the EI program's service area, with Family Outreach becoming the provider agency for Family Education and Support services in seven additional counties in Northwest Montana beginning FY 2025.

Improvements

The EI program underwent comprehensive monitoring and a fiscal audit of its Part C services. Minimal findings were noted in the areas of system of payments, data collection, and multidisciplinary team involvement. Corrective action plans are in place, and

each of these areas will be fully addressed within the next twelve months. This was all completed while our staff continued to increase outreach efforts and attended more community events than in the previous year. While our leadership team handled State contracts and reporting, EI staff increased the number of consumers we serve, participated in four fundraisers, and increased the reach of our community connections.

37 Community Events
Attended

44 Developmental
Screening Events

35 Partner
Organizations

Applied Behavior Analysis

Program Development

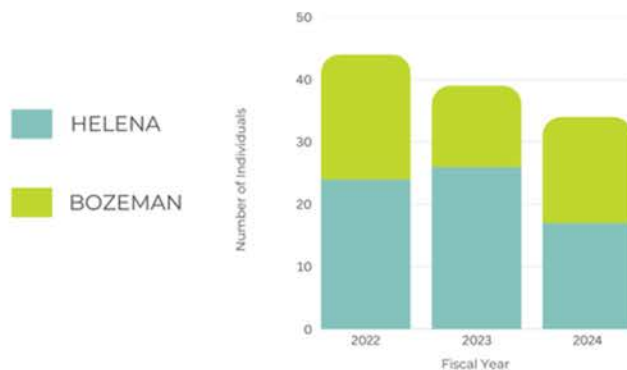
In FY 2024, the ABA program experienced tremendous change.

Adam Rudolph resigned as Program Manager and Bradley Tiefenthaler stepped up to become the Interim ABA Service Manager. The Bozeman office also saw another BCBA, four RBTs, and its Compliance Specialist seek other opportunities. Our remaining Bozeman staff rose to the challenge, especially Clara Wiederholt who became the Bozeman Compliance Specialist. The Helena team also had some BCBA and RBT turnover. As a result, Helena hired clinical intern Kim Cochran who is studying to become a BCBA. Throughout FY 2024, the ABA team worked hard to recruit high quality staff. Bozeman staff also steadily increased in accordance with client thresholds.



Brad Tiefenthaler, Interim ABA Service Manager

NUMBER OF INDIVIDUALS SERVED
ABA, FY 2022–2024



Innovation

With so much change, the ABA program sought to reunite and reinvigorate the culture of ABA at Family Outreach with values-driven, team-oriented decision-making. While a significantly smaller group remains,

the ABA team's passion for providing innovative, high-quality ABA services has not faltered. Our focus remained steadfast on the families we serve and the care they deserve. Due to the sudden loss of staff,

ABA experienced a drop in client numbers. This provided the team an opportunity to revitalize client recruitment efforts. Through this challenge, we were brought closer together than ever before.



Kim Cochran, ABA Clinical Intern



Clara Wiederholt, ABA Compliance Specialist

Support Services

Reliable Community Resource

In FY 2024, Support Services had two overall goals: to increase program sustainability and staff retention.

Program sustainability efforts included increasing client caseloads in all locations, pulling individuals off the wait-list, and adding staff to grow the Supported Employment program.

Family Outreach retained many experienced Support Services staff, and hired several great new people to accommodate increased client needs for independent living and employment services.

NUMBER OF INDIVIDUALS SERVED
SUPPORT SERVICES, FY 2021–2024



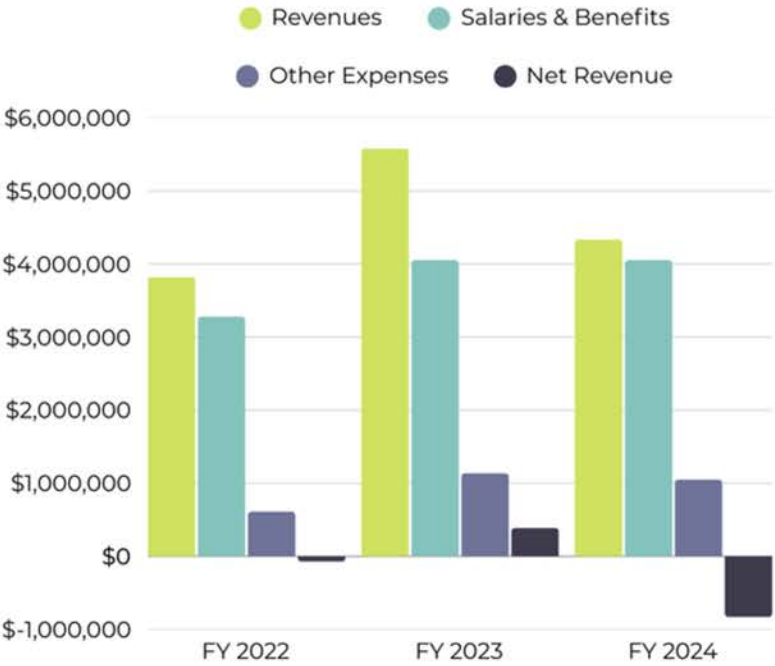
*Support Services Program Manager Tyler Tobol commends
Lawrence Weirick for 15 years of service*

David Condon, one of our Direct Service Providers (DSPs) for Helena, was nominated for a service award from MT DPHHS in a very competitive field of nominees. We also recognize Lawrence Weirick, DSP for Butte, who has worked at Family Outreach for 15 years—one of a select few who have been with us for such a long time! We are proud to have skilled and dedicated staff like David and Lawrence out there providing supportive services and teaching skills for independent living in our Montana communities.

Administration and Finance

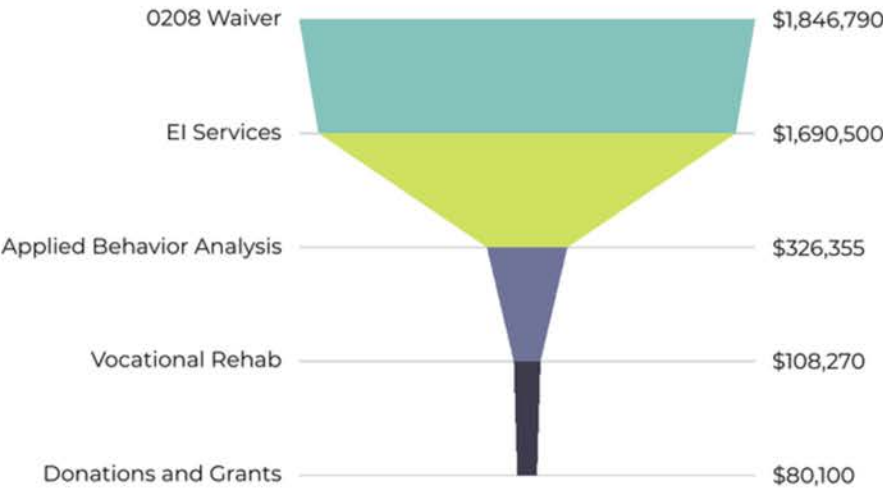
FY 2024 marked a period of continued growth and operational enhancements for Family Outreach. The Business Office improved efficiency and productivity by implementing new software such as Paycom and QuickBooks. Paycom is now used to track all employee time keeping, travel, and expenses in real time. QuickBooks has enabled Family Outreach to streamline financial and donation tracking processes.

Revenue and Expenses FY 22-24



Salaries and benefits remain the agency’s largest expense, totaling over \$4 million. Staffing and retention efforts have been supported by funding from the Employee Retention Credit (ERTC), with additional stability expected from the reimbursement rate increases recommended by the Guidehouse rate study, which legislators approved to take effect at the beginning of FY 2025.

Revenue Sources FY 24



Medicaid disenrollment impacted operations, causing billing delays. To address these revenue fluctuations, the agency implemented biweekly billing to maintain financial stability. In addition, Family Outreach has expanded efforts to build its donor database and strengthen fundraising initiatives, focusing on grant writing and donor development to ensure long-term sustainability.

Goals for Fiscal Year 2025

1

Organizational Assessment

- Family Outreach will identify organizational priorities to create strategic goals and objectives and then implement and operationalize the plan.

2

Service Enhancement

- Family Outreach will maximize quality service by innovating service procedures and will expand the reach of client recruitment activities.

3

Staff Development

- Family Outreach will attract and retain dedicated staff, compensate staff for quality work and provide incentives for professional development and additional responsibilities

4

Resource Development

- In order to diversify its resources, Family Outreach will create fundraising committees, grow fundraising efforts, and promote giving programs.

Thank You to Our Donors

Communications Management System
CWG Architects
Energy Lab
Smith Family
Mom's Club Girls Scouts
Marsh McLennan Agency
Pureview Health Center
Buckhorn Bar Corporation
Sullivan Financial
Blackfoot Brewery
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1889 Coffee House
Big Sky Unitarian Universalist Church
Clearwater Montana Properties
United Way of Butte and Anaconda
Gilhousen Foundation
Town Pump Foundation
Valley Bank



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