

Annual Report

FY 2008 - 2009



**Children's
Service Society**

Safe Children, Caring Families,
Strong Communities

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Executive Director's Report



Safe Children, Caring Families, Strong Communities! This year has been focused on addressing needs in these areas with our four programs of Adoption, Child Care Resource & Referral ~ Metro, Grandfamilies, and Utah Parents as Teachers. We have also been working on community outreach as our agency celebrates its 125th anniversary in October of 2009. We appreciate the support of the many people who have helped us provide important services in the community for the past 125 years!

Each year, through the work of our Board of Directors, Administration Team, Staff, and Volunteers we strive to reach our goals and accomplish our mission. The Board of Directors has worked tirelessly to assist us in addressing the challenges resulting from the downturn in the economy.

The Admin Team, which is comprised of the directors of each program, accountant, administrative assistant, development director, and executive director, has targeted activities throughout the agency to focus on fully funded, quality programs with strong community identity. The following are activities that have impacted all programs at CSS this year:

Outreach/Marketing:

- CSS has a new logo and tag line this year thanks to the donated graphic design services of ThomasArts and the creative talents of our staff members. Brochures, website, and all outreach materials have been redesigned with the new look.
- We distributed over 500 posters to the community through our fall outreach drive.
- As part of our 125th anniversary, we held four breakfast events in the spring to honor important individuals who have made a significant impact in our programs.
- Programs have been featured on radio and television programs.
- CSS hosted the National Step Up for Kids event in Utah where legislative representatives were introduced to the community's nonprofit services that benefit children and families in Utah.



Children's Service Society

Safe Children, Caring Families,
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Fiscal Management:

- Held a successful fundraiser dinner and auction with Michael McLean
- Initiated a new planned giving program
- Increased the number of grants written and expanded to new funding sources
- Expanded our volunteer base
- Expanded our requests for inkind and donated services
- Decreased the budget from \$2.3 million in FY 08-09 to \$1.9 million in 09-10. This \$400,000 decrease has resulted in fewer staff, benefits, and program resources to strive to balance the budget. We have renegotiated our building lease, contracted services, and have looked at every expense within the agency to try to reduce expenses and maximize income while striving to maintain client services.
- The Admin Team and many staff members have taken on increased workload to meet client, staff, and agency needs.

Please read through this report to see what a difference our program services have made this past year. I encourage those who would like to become involved in our work to access our website at www.cssutah.org for opportunities to volunteer or support this amazing agency.

Thank you to the Board of Directors, Funders, Volunteers, Community Agencies, and Staff for all of your work this year. Through a very difficult financial year, invaluable services that have been provided by all four of our programs and lives have been changed with progress made toward Safe Children, Caring Families, and Strong Communities. We are all working together to ensure the ongoing success of CSS and look forward to the next 125 years of serving the community!

Ms. Chris Bray, MA, CPM
Executive Director

2008 - 2009 Board of Directors

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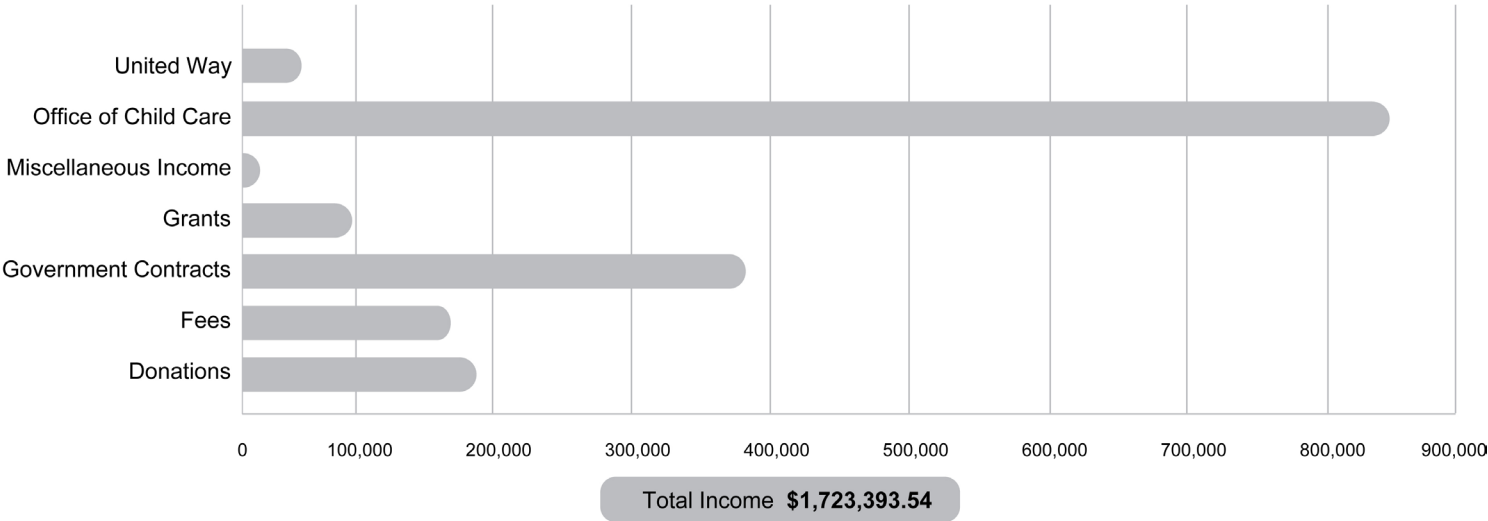
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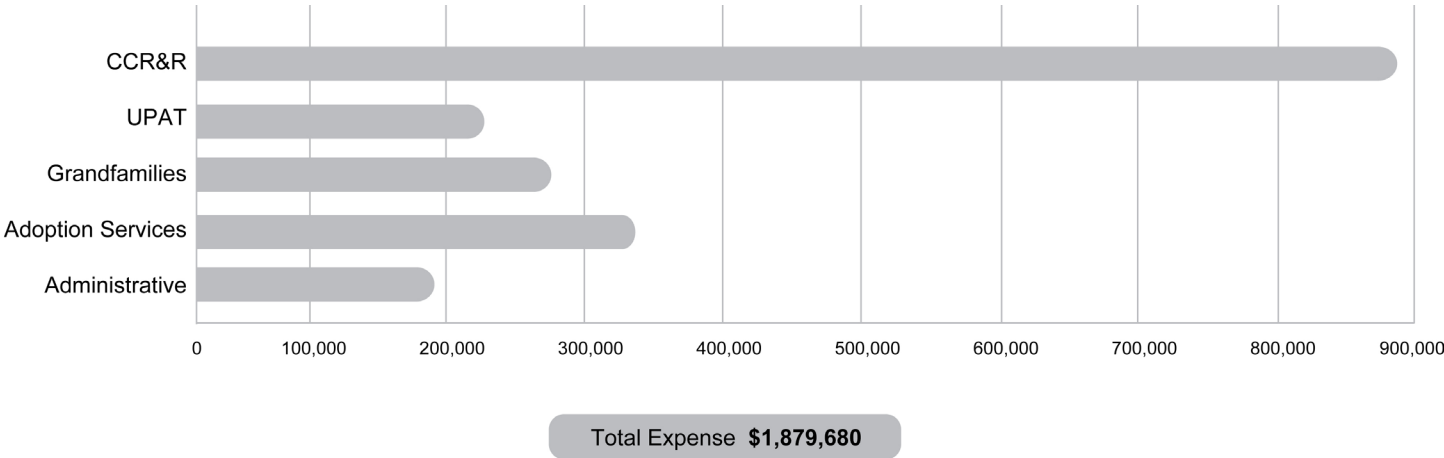


Financial Activities

Source of Funds



Use of Funds



Kids in Care



Kids in Care Emergency Funds

Kids in Care Emergency Funds offers one-time funding to cover two weeks of child care for families who are experiencing a crisis situation that impacts their ability to pay for child care.

In January 2008, 43,400 Utahns were considered unemployed. In these uncertain economic times, Kids in Care is needed more than ever. Each year, approximately \$20,000 is used to help families in crisis situations cover the cost of child care. During fiscal year 2009, the Kids in Care program helped 21 families afford 3,200 hours of regulated child care for 40 children.

Adoption Services

The Open Heart Adoption program provides infant and special needs adoption, domestic and international home studies, pregnancy options counseling, and post adoption services.

Domestic Placements

- A total of 11 children were placed with families—this included 8 infants and 3 special needs children.
- 9 adoptions occurred in Utah
- 2 adoptions occurred out-of-state

Birth Parent Services

- 60 women received counseling services
- 6 women received assistance with food stamps
- 10 women received clothing
- 11 women received assistance for Medicaid applications
- 8 women received transportation to doctor appointments
- 8 women received subsidized housing assistance
- 11 women received hospital support
- 4 women received assistance with WIC
- 4 women received the Hope Scholarship to further their education

Adoptive Family Services

- 3 adoptive parent orientations were conducted
- Average waiting time for adoptive families was 18.8 months

Connections

A confidential intermediary search and reunion program that helps reunite people separated through adoption.

- | | |
|-----------------------------------|----|
| • Reunions | 6 |
| • Inquiries | 21 |
| • Non-identifying medical reports | 4 |

Infant Adoption Training Initiative

Children's Service Society is a national training agency chosen to improve the awareness and knowledge of infant adoption among health care professionals.

- Training sessions conducted 23



The Adoption program is Children's Service Society's oldest program, serving birth mothers, children, and adoptive families since 1884. The program has been licensed by the State of Utah Department of Human Services for over 55 years.

This program has seen the adoption landscape change dramatically in the last few years. Utah is known as an adoption-friendly state because adoption laws provide more protection for adoptive families than many other states. Over the years, many adoption agencies have relocated in Utah. There are over 23 agencies serving the community and over 2,400 adoptions a year in Utah (Completed adoptions, Utah Vital Statistics, 2008).

Societal norms are changing. The acceptance in Utah of single women raising children has increased. Extended family members persuade birth parents to raise their children rather than placing them for adoption, offering to assist them with child rearing to ensure children remain with their biological families.

Birth parent services have also changed. CSS has historically kept fees as low as possible to serve adoptive families and enable children to be placed. For profit adoption agencies charge higher fees, enabling them to provide more assistance to birth mothers. Birth mothers are attracted to these agencies because of the assistance they can receive.

These changes in the adoption landscape have made it very difficult for our program to complete the adoption process with many of our waiting adoption families this year.

The Board of Directors is looking at options for ensuring the adoption program can remain solvent and continue in the community.

Chris Bray, MA, CPM
Executive Director

Child Care Resource & Referral ~ Metro

It is an exciting time for Children's Service Society! As you know, Child Care Resource & Referral ~ Metro has been a part of Children's Service Society since 1986. This upcoming year, CSS is celebrating its 125th anniversary and we are so happy to be a part of that!

Programs and services have been added as new societal needs have emerged, but the agency's efforts and effectiveness have remained consistent. CCR&R ~ Metro has been a great part of meeting those needs for many years. From 1983 to 1986 CCR&R ~ Metro (then known as Child Care Connection) was a Junior League project that needed to move with an existing nonprofit organization; it became a part of CSS in 1986. There were only two departments - Parent Referrals (on the community line) and Business Enhanced Referrals (which was intended to be a large department since it was employers that began the whole movement). Provider Training came along not long after.

CSS and CCR&R ~ Metro have seen many changes over the years. We have worked together to adapt to the needs of the community and the families we serve. It is a privilege to belong to an agency so passionately committed to the wellbeing of children and families!

Encarni Gallardo
CCR&R Director



The mission of Child Care Resource & Referral is to promote quality environments for all children through education and support. Child care is much more than just caring for children. Child care is a family issue, a business issue, an employment issue, and a community issue.

Through our four programs, Recruitment & Retention, Referral Services, Training, and Mentoring, CCR&R ~ Metro strives to work with all sectors of the community to provide resources and information to educate parents, child care providers, and the community about the importance of child care and the services available.

Recruitment and Retention

The purpose of the Recruitment and Retention Department is to provide initial training and information for those who are entering the field as new child care providers and to help them connect with resources and ongoing support throughout their first year.

- 2,577 Technical Assistance calls
- 1,200 hours of training provided for TARGET and 475 hours of training for Exploring Creative Curriculum.
- New Provider Orientation had 250 participants for the year
- 273 visits were made to the Lending Library. 24 new materials were added to the library making a total of 546 items available for check out.
- 577 materials were checked out for use in child care settings
- 1,200 newsletters were given out to potential and existing members

Referral Line

The purpose of the Referral Line is to provide child care referrals and educational materials to parents who are searching for child care.

- 5,299 searches done over the phone and in person
- 2,531 provider searches conducted online
- 1,422 parent packets mailed
- 1,918 client feedback emailed
- 2,833 online updates
- 4,064 technical assistance calls to providers and families
- 100 new providers recruited

Training

The Training Department encourages child care providers to complete ongoing training using the Career Ladder Program as an incentive.

- 5,872 newsletters mailed via bulk mail to providers and the community
- 25,988 hours of training provided
- 148 classes offered

Mentor Program

Technical services are offered to providers. Providers can request information or help on a variety of issues: child development/developmentally appropriate practices, behavior concerns, potty-training, new ideas for curriculum, how to talk to parents, and samples of contracts/policies are just a few.

- Over 45 providers participated in STAR Night
- 4,000 hours of technical assistance offered to providers
- Processed 37 TEAM Grants - \$11,000 worth of materials to providers
- 380 phone calls

Grandfamilies Relatives as Parents

Grandfamilies offers support, advocacy, and information to help relatives as parents and the children they are raising. The focus of Grandfamilies is stabilizing children, preventing child abuse, neglect, and stopping drug abuse in a second generation. Children's Service Society is the only agency in Utah with a comprehensive program for kinship parenting families.

Salt Lake County

| SERVICE | # OF SERVICES | TOTAL # SERVED |
|--|----------------------|----------------------------|
| Grandfamilies First 12-week informational and Support Group for Relatives as Parents | Four 12-week courses | 40 adults |
| Children's Psycho-educational 12-week Group | Four 12-week courses | 19 children |
| Youth Group | 14 sessions | 5 youth |
| 10-week Parenting Class | 2 sessions | 4 adults |
| Friend 2 Friend Support Group | 24 events | 105 adults 123 children |
| Advocacy Hours | 265 hours | |
| Outreach Hours | 124 hours | |
| Grandfamilies Quarterly Newsletter | 4 publications | |

Tooele County

| SERVICE | # OF SERVICES | TOTAL # SERVED |
|---|---------------------|--------------------------|
| Grandfamilies First 12-week informational and Support Group | Two 12-week courses | 18 adults |
| Children's Psycho-educational 12-week Group | Two 12-week courses | 9 children |
| Friend 2 Friend Support Group | 22 events | 28 adults 40 children |
| Advocacy Hours | 47 hours | |
| Outreach Hours | 15 hours | |
| Grandfamilies Quarterly Newsletter | 4 publications | |

Other Counties

| SERVICE | # OF SERVICES | TOTAL # SERVED |
|---|---------------------|----------------|
| Grandfamilies First 12-week informational and Support Group | Two 12-week courses | 9 adults |
| Friend 2 Friend Support Group | 22 events | 28 adults |
| Advocacy Hours | 21 hours | |
| Outreach Hours | 17 hours | |
| Grandfamilies Quarterly Newsletter | 4 publications | |

The Grandfamilies program still continues to serve families and make a significant impact on the quality of life for children. This past year we have increased the number of interns from the University of Utah to two instead of one. Part of the intern's responsibilities are to teach the parenting classes. We have purposely kept those small and only invited families who have more complex problems. The class can then be a family therapy class and not just the routine parenting class. This was very helpful this past year.

We have also started a youth group for young teens which has been very successful and made a huge difference in their lives. One female teen was not excited about attending but is now the leader of the group. A year ago she wanted tattoos and multiple body piercings and now she is proud to be actively not using drugs and not wanting tattoos or body piercings. Another young woman has developed a much closer relationship with her grandmother because of the activities they have done in the teen/youth group.

This year we have almost doubled the amount of advocacy hours given to families and increased the number of Friend 2 Friend groups. Our staff is stable and motivated to continue giving support to relative caregivers.

Jacci Graham, LCSW
Grandfamilies Director



Utah Parents as Teachers

Utah Parents as Teachers (UPAT) is in the forefront of home visiting in Utah.

We visited over 150 families with a total of 1280 visits completed by our four UPAT sites. We continue statewide trainings on Ready!Set!School!, educating parent liaisons in low performing schools in using and distributing Ready!Set!School! toolkits and organizing and tracking parent run Ready!Set!School! playgroups in their communities.

UPAT headed up the Children's Service Society team to design a float for the Days of 47 Children's Parade for the 24th of July holiday and then organized staff and agency clients and their families to march in the parade.

The keynote presentation at our UPAT Summit in August was given by Neil Staker from PeopleSmart on the book "Influencer: The Power to Change Anything." Our parent educators learned about vital behaviors to influence change in the families that they work with. Other workshops covered relaxation techniques for traumatized children and families and tips for parent educators on completing Health, Hearing, and Vision screenings.

UPAT has partnered with KUED on their Ready to Learn program, part of KUED's Educational Outreach Literacy Initiative, and participated in the KUED Reading for Kids conference.

One of our parent educators in Vernal overheard her son say to a friend, "My mom saves families for a living one child at a time." Our hats are off to the 140+ parent educators in Utah that do just that everyday.

Meg Miles
Utah Parents as Teachers
State Director



Parents as Teachers is an award winning parent education and family support program serving families throughout pregnancy until their children enter kindergarten. This school readiness program is designed to enhance child development and school achievement through parent education.

The Parents as Teachers Born to Learn™ model offers high risk families personal visits by certified parent educators; group meetings; developmental, health, hearing, and vision screening; and linkage with community resources. It is a universal access model that is adaptable to the needs of diverse families, cultures, and special populations.

Ready! Set! School! Is an online kindergarten readiness program designed to help parents prepare their children for school. The Family Education Plan is a framework to achieve successful lifelong learning that will strengthen and enrich the well-being of the family.

Program Reach

- 2,198 children
- 1,883 families

Group Meetings

- 720 Families
- 38% of families attended at least one group meeting

Personal Visits

- Monthly visits were most commonly offered to the majority of Parents as Teachers families
- Families with greater needs were offered visits every two weeks
- Visits received:

718 families received 1 to 5 visits

441 families received 6 to 9 visits

323 families received 10 to 12 visits

162 families received 13 to 19 visits

299 families received 20 or more visits

Screening and Referral

- 1,233 children received health and developmental screenings
- 232 children (18% of those screened) were identified with possible health/developmental problems and were referred for follow-up services
- 56% of those referred received follow-up services

Resource Network

- 835 families (44%) were linked to at least one community resource during the program year
- 166 families were linked to the Children's Health Insurance Program
- 26 families were referred to the appropriate social service agency because of suspected child abuse or neglect

Contributions

Thank you for your generous contributions of time and resources that continually help Children's Service Society. Contributions are an investment in the future of children.

Businesses/Corporations

Allstate
American Express
Ben Lomond Hotel
Boondock's Fun Center
Chuck-A-Rama
Costco Wholesale
Cutler's Cookies
Davis Conference Center
Deseret Dairy
Deseret Industries
Deseret Peak Complex
Desert Star Theater
Discover Financial Services
Gymboree
Hale Center Theater
Hansen Co. Jewelers
Hogle Zoo
La Caille Restaurant
Lagoon
Liberty Mutual
Library Square
Molina Healthcare
O.C. Tanner
Repretory Dance Theater
Robert's Craft
Salt Lake City Bees
Smart Kids Corporation
Supervalu
Texas Roadhouse
The Gateway
This is The Place Heritage Park
Toys R Us
Utah Jazz
Walmart
Wiseguys
Wood Crapo

Foundations

B Attitudes
Ruth Eleanor & John Ernest
Bamberger
Frances W. Burton
R. Harold Burton
Castle
Church of Jesus Christ of
Latter-day Saints
Daniels Fund
George & Dolores Doré Eccles
Marriner S. Eccles
Henry W. & Leslie M. Eskuche
Gibbons
Kennecott Utah Copper
John & Dora Lang
Herbert I. & Elsa B. Michael
Utah Families
Utah Masonic

Organizations

United Way of Salt Lake
United Way of Southeastern
Pennsylvania

Government

Children's Trust Fund Account
Department of Education
Department of Workforce Services/
Utah Office of Child Care
Infant Adoption Awareness Training
Salt Lake Community Action Program/
Head Start
Salt Lake County Substance Abuse
Prevention Services
Utah Department of Human
Services/Division of Child &
Family Services
Utah Commission on Criminal and
Juvenile Justice

Individuals

Vanessa Abernethy
Myrna Ackerlind
Keith & Eloise Adams
Sonia Aguilera
Alma Alleman
Jack Anderson
Merri Anderson
Anonymous
Terry Aston
Harold & Desta Aure
Blaine & Vicki Bagley
Robert & Kathryn Bagley
Dennis & Lyn Baker
Ron & Laura Barnett
Christian & Julianna Barney
Sherri Bartholomew
Merrill & Marilyn Bateman
Lee Bean
Jay & Beth Beck
Marci Beck
Troy Booher
Carlos Boozer
Gordon & Betty Bourne
Mark & Chris Bray
Raymond G. Briscoe
Imogene P. Bruce
Natalie A. Brush
Renee Bulcher
Jonathan Bullen
Dee & Barbara Burningham
Kim R. Burningham
Michael Burrows
Christopher Cafarelli
George Caine
Harold & Dorothy Canada
Michael P. Canada
Shelia Canada
Connie Cannon-Holbrook
Daniel Carrigan
Penny Carroll
Ita & Stuart Challender
Carla Childs
Marc Childs
Carolyn T. Christensen
Nina L. Christensen

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Amy Cody
Owen M. Collett
Rex & Linda Connors
Katherine Conyers
Edna Cox
Sandy Craft
William D. Critton
Becky Davis
Philip & Bonnie Despain
Lara Deveraux
Tausha Dingman
Dr. F. Zane Jessen
Dr. G. Shane Jessen
Suzanne Driggs
Jacqueline Drury
Stephan & Valli Durham
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Erik Ekberg
Brian Emery
G. Richard Erick
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Nanette Evans
John & Cynthia Fehr
John & Joan Firmage
Kim Foster
Vicki Fulkerson
Jess & Carma Fuller
Encarni Gallardo
Angela & Pete Gallegos
Richard & Linda Garber
Robert & Arlene Gay
Harriett & Raymond Gesteland
Bill & Barbara Gibbons
Patrick Gibbons
Ira & Cindy Goolsby
Jacci Graham
David & Carolyn Grauer
Eric & Jennifer Graves
Steven & Claudya Green
Braza Grill
Jodi Grizzle
DeLoy & LaDawn Gubler
Sarah Hansen
Newell Hardy
David Harmon
Ryan Harrah
Larry & Christie Hawkes
Myra Hendricks
Anna-Lee Hernandez
Marian W. Ingham
Neal & Paulette Jackman
Nora Jackson
Larry Jenkins
John & Nanette Evans
Stephanie & Todd Jorgensen
Rich Knutson
Ralph Kolts
Joey & Carol Landgraf
James G. Larkin
D. Peter Lassig
Liem Le

Individuals (cont.)

Lester B. Lee
Amie Lindquist
Nancy Livingston
Debbie MacIntosh
Lilian Madrid
Bill & Joyce Marcroft
Chris Martinez
Marty Shannon & Dean Workman
Blain & Janet Maw
David & Delfa Maw
Cindy McAllister
Neal & Jacqueline McCleery
Michael J. McCoy
Andrew & Susan McCrady
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Matt & Marci McDaniel
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Reed & Colleen Merrell
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Lanny & Carla Smith
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Suzanne Stensaas
Megan Stewart
Dennis Strong
Paul & Nedra Stuart
Joan F. Swain
David & Heather Tester
Madeline S. Thimmes
David T. Thomson

Contributions

Individuals (cont.)

Howard & Dixie Trewet
Keith & Allison VanVranken
Patti Vanwagoner
Jessi Venable
Peggy Vernieu
Denice Vernieu
Glenn & Nancy Wentworth
Amy Wever
Rex & Shauna Wheeler
James Whitaker
Darin Williams
Doug Wilkinson
Janet & Glen Worthington
Dianne Yancey
Mary L. Zimmerman

In Honor Of

Donald Davis
Donald & Myrna Davis

David Dobler & Kathy Seaman
Donald & Elaine Dobler

Dan, Allison, & Elliott
Tessie Edgar

Matthew & Lindsay
Jeffrey & Gay Eggers

Sam Dingman
Mark Garfield

Jodi Grizzle
Maurine Grizzle

Jacci Graham & Grandfamilies Staff
Helen D. Harvath

Joyce Muhlstein
Sariah Henry

Gemma Larsen
Cory & Marina Larsen

Lynette Rasmussen
JoEllen Robbins

Parents as Teachers
Barbara A. Smith

Julia Udy
Nona Weatherbee

In Memoriam

Lillian Flowers
Mike Flowers

Joy L. Jones
Glade & Judy Hymas

William & Ellen Tomlinson & Fred & Florence Plueger
Nora Jackson

In Memoriam (cont.)

Jay N. Myers
Elizabeth M. Myers

Don Wagstaff
Alvin H. Price

David Weatherbee
Nona Weatherbee

In Kind

Ben Lomond Hotel
Bookdock's Fun Center
Chuck-A-Rama
Costco Wholesale
Cutler's Cookies
Davis Conference Center
Deseret Dairy
Deseret Industries
Deseret Peak Complex
Desert Star Theater
Gymboree
Hale Center Theater
Hansen Co. Jewelers
Hogle Zoo
Janie and Jack
K.I.D.S. Donation Program
La Caille Restaurant
Lagoon
Library Square Center, LLC
Michael McLean
Miss Swendy's Day School
O.C. Tanner
Repretory Dance Theater
Robert's Craft
Salt Lake City Bee
Texas Roudhouse
The Gateway
This is The Place Heritage Park
Toys R Us
Utah Jazz
Walmart
Wiseguys
Wood Crapo

Licensed by

The Utah State Department of
Human Services for Child
Placing

Volunteers

Jessica Adams
William Adams
Victoria Balle
Emilee Bray
Matthew Bray
Drew Briney
Jackson Campbell
Steve Chaffin
Dan Christensen
Chris Cleg
Bruce Cook
Dora Crosby
Jayne Dodge
Shauna Edgeman
Jill Evans
Julie Farr
Judy Fuwell
Marta Gallardo
Linda Gerber
Eva Gibson
James Gibson
Lisa Gibson
Matt Gibson
Terry Graham
Nicole Greenland
Myra Hendricks
Wendy Hunt
Cheryl Leach
Nancy Livingston
Shannon McTaggart
David Miles
Tina Moleini & Family
Emily Nelson
Jane Pearson
Rachael Richardson
Alex Sandage
Fred Sandage
Jake Sandage
Sarah Shaver
Chase Shumway
Katelyn Shumway
Barbara Smith
Sandra Smith
Stephen St. John
Keri Stone
Kelsey Strong & Family
Witley Stott
Erika Taylor
John Wallace
Kelly Woolsey

Host Sites

Donated facilities for CCR&R ~ Metro Training classes

Children's Academy
Christ Lutheran Church and School
Neighborhood House
Precious People
IHC Child Development Center
The Kid's Park of Stansbury
Small Fri Academy
Guardian Angel Child Care
Children's Express
Kearns Recreation Center
Lit'l Scholars

Affiliated with

Utah Office of Child Care
United Way of Salt Lake
Child Welfare League of America
North American Council on
Adoptable Children
Utah Adoption Council
Adoption Exchange
National Association of Social
Workers
National Association of Child Care
Resource & Referral Agencies
Utah Association of Child Care
Resource & Referral Agencies
Professional Family Child Care
Association
National Association for Family Child
Care
National Association for the
Education of Young Children
Utah Association for the Education
of Young Children
Infant Adoption Training Initiative
Brookdale Relatives As Parents
Generations United

