



## Children's Service Society

Safe Children · Caring Families  
Strong Communities · Since 1884



# Children's Service Society

## Annual Report FY 2012-2013

*Care About Childcare  
Support Services*



# Executive Director Report

This past year has brought many challenges and even more opportunities. The great basketball player, Michael Jordan once said, *"If you're trying to achieve, there will be roadblocks. I've had them; everybody has had them. But obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it."*

Early in the year Children's Service Society was faced with finding a new executive director. Our agency is very complex with many services offered by a variety of programs; all receiving diverse funding. To find an executive director with the experience to manage our complex issues could have proven to be a difficult obstacle but the Board of Directors at CSS chose to address it head on. The agency is divided into two major programs; Care About Childcare and Support Services. Both program directors have been with the agency for over 10 years. Each director has a unique set of skills they bring to the agency. Instead of bringing in someone from outside that may not share the passion and vision of CSS, the board opted to do something unusual. They appointed two executive directors to serve as Co-Executive Directors. Each director continues to make decisions for their individual programs with agency issues to be discussed and jointly agreed upon. The results have been a banner year for CSS.

We have served more clients, taught more classes and conducted more support groups than we have ever done before. Care About Childcare ventured into uncharted waters by going green and offering more services on line. helping reduce program costs which has been very successful. They opened classes that taught and mentored the refugee community to better serve that population and received a statewide grant to assist with military personnel in locating appropriate childcare for their children. The Kids in Care Program is also administered statewide helping parents in their quest to find a job and provide for their families.

In Support Services the Grandfamilies Program concluded a three year independent evaluation by Utah Valley University. Grandfamilies can now say their program is shown to be effective and is based on solid research. Grandfamilies expanded this past year to Davis County, working closely with Davis Aging Services and Davis Behavioral Health.

Our Home Visitation Program not only served more families but has been asked by the Utah Department of Health to assist in helping improve birth outcomes for Pacific Islanders. We now have a full time specialist to work with the Pacific Islander population.

Even though the faces of the directors may change, the mission and goals of the agency remain the same. We will continue to provide services to make children safer, build caring families and assist in making our communities stronger.

**Encarni Gallardo & Jacci Graham**  
**Co-Executive Directors**  
**Children's Service Society**



*Jacci Graham & Encarni Gallardo, Co-Executive Directors*

2012-2013  
**Board of Directors**

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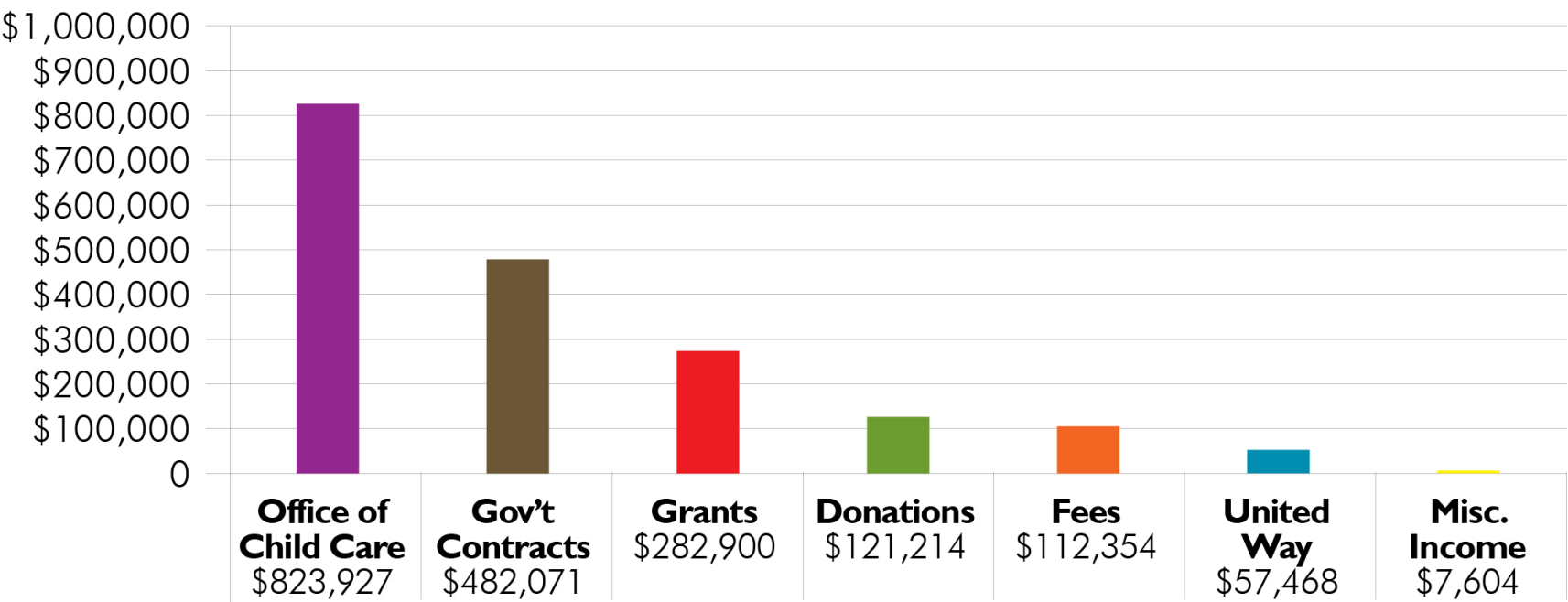
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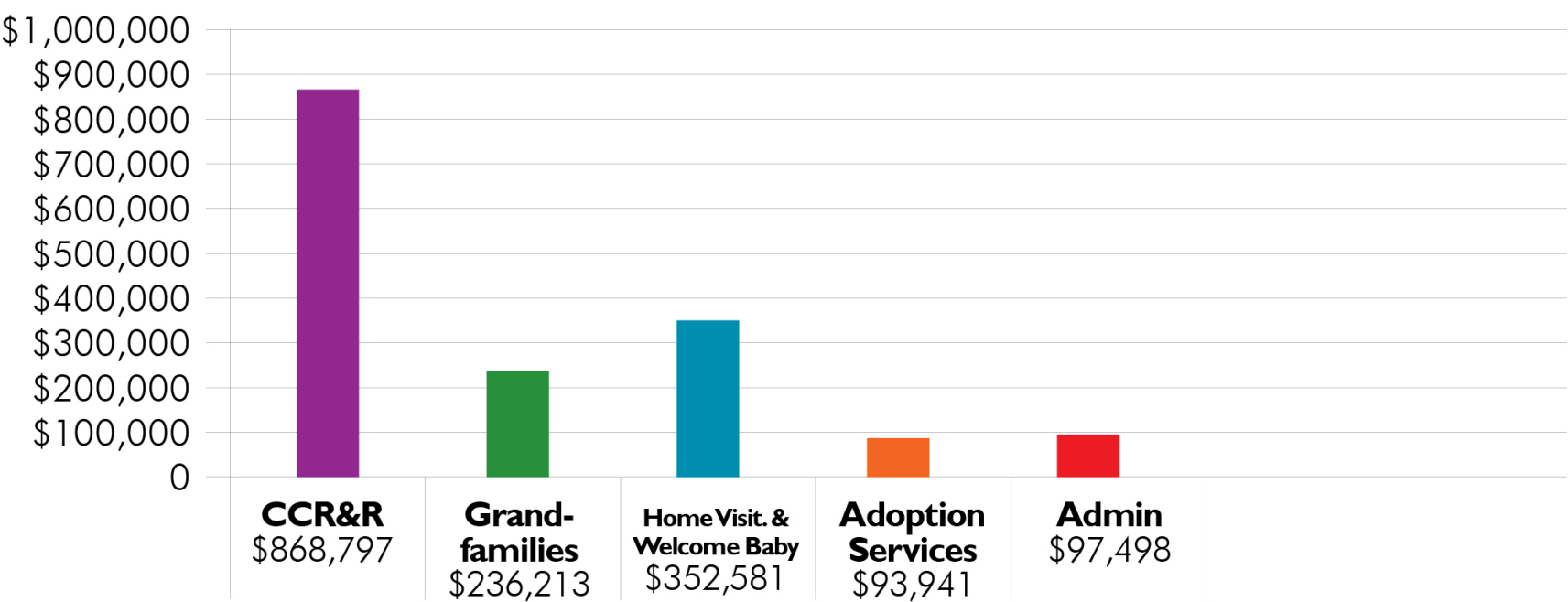


# Financial Activities

Source of Funds



Use of Funds



# Care About Childcare

## Care About Childcare

*Promote quality environments for all children through education and support.*

- 74 providers are participating with CAC Quality Indicators
- 1,806 criteria has been approved
- 29 CAC Step 1 Grants awarded
- \$14,750 materials distributed to providers through Step 1 Grant
- 18 CAC Step 2 Grants awarded
- \$9,300 materials distributed to providers through Step 2 grant
- 81 family providers have a marketing page
- 39 center providers have a marketing page

## Kids in Care Emergency Funds (Statewide)

*The Kids in Care program reimburses regulated child care providers for caring for children while parents engage in formal job search activities.*

- \$12,397.41 used to help families in crisis situations
- 64 families helped
- 116 children helped
- 2,651.84 hours of regulated child care
- 55 providers used
- 22 parents found employment

## Training

*The Training Department offers approximately 35 classes per quarter to all who are interested in early childhood issues and education.*

- 4,862 quarterly newsletters and training calendar mailed to providers and the community
- 23,462 hours of training provided
- 141 training classes offered

## Parent Resource

### Referral Line

*The Referral Line offers free online child care referrals to families in Salt Lake & Tooele Counties in Utah.*

- 1,247 child care provider searches conducted by phone and in person
- 275 provider searches conducted online
- 792 parent packets mailed
- 275 parent packets emailed
- 9,050 technical assistance calls made to providers and/or families
- 59 new providers added
- 55 new providers recruited
- 1,504 Summer Activity Guides distributed





# Care About Childcare



## Quality Improvement

### Recruitment & Retention

Recruitment & Retention Consultants provide training for those entering the field as family child care providers. They offer resources, grants, and ongoing support.

- 70 hours of training provided for Basic Child Care class
- 86 participants of Basic Child Care
- 25 hours of training for Exploring Creative Curriculum
- 83 participants for Exploring Creative Curriculum
- 234 participants in New Provider Orientation
- 26% Part 1 Start Up Grants were awarded
- 14% Part 2 Start Up Grants were awarded
- 821 people attended Provider Appreciation Day

### Child Development Associate (CDA) Program

The CDA Program provides training, assessment and credentialing of caregivers who demonstrate their ability to nurture children's physical, social, emotional, and intellectual growth in a child development framework.

- 125 CDA Consultation Program participants
- 29 competency standards book distributed
- 44 CDA packets distributed
- 20 informal classroom observations
- 21 formal CDA observations
- 32 CDA applications submitted to Council
- 24 CDA credentials received

### Quality Improvement Program

The Quality Improvement Program offers support to child care providers on a variety of topics such as tools for learning, developmental stages, & curriculum ideas.

- 156 providers participated in STAR Night (Support, Technical Assistance, Resources)
- 1,560 hours of technical assistance offered to child care providers
- 48 TEAM Grants (Training Endorsement Application Materials) distributed
- \$21,600 materials distributed to providers through TEAM Grants
- 127 phone calls
- 186 hours of one-on-one provider training

### Resource Lending Library

The Resource Lending Library provides materials designed for child care providers to check out and use in their programs.

- 106 members
- 150 visits
- 162 check outs

# Support Services



Paternal grandparents Abby and Cliff in Salt Lake started attending Grandfamilies support groups two years ago when they took on the parenting role of their two young grandsons. After helping their son and his wife for many years (including helping them to purchase a condo and paying utilities and groceries) they finally realized the couple's drug addiction was interfering with their finances and parenting responsibilities.

Abby went to the home one morning to discover the boys were filthy, the home was inhabitable, and the parents were passed out in bed. She took the boys with her. Since then the boys' parents have had several arrest charges for drug use and forfeited their home, car, and most of their possessions.

Grandfamilies provided counseling with Abby and Cliff to help them stop enabling their son's addiction. They also facilitated meetings with the other set of grandparents to resolve family conflicts and helped the paternal grandparents to receive guardianship.

## Grandfamilies Kinship Care

Grandfamilies services were expanded to serve Davis County residents in January 2013. The Davis County Health Department's Family Health & Senior Services Division donates office space and Davis Behavioral Health donates a Licensed Clinical Social Worker to facilitate the children's group and provide group rooms for adults and children.

This collaboration between many agencies enables families to access services that provide safety and stability for the children in their care.

Advocacy in Grandfamilies provides a variety of services which include crisis intervention; help with school enrollment and applying for Medicaid for children; mental health counseling; family counseling; applying for guardianship; providing support at court hearings; and conducting needs assessments to determine the level and type of services needed.

Grandfamilies First Info & Support Groups	# of Services	Total Served
Salt Lake County	3 10-week courses	46 adults
Davis County	2 10-week courses	26 adults
Children's Psycho-Educational Groups	# of Services	Total Served
Salt Lake County	3 10-week courses	32 children
Advocacy & Outreach	15.75 hours	
Friend 2 Friend Support Groups	# of Services	Total Served
Salt Lake County	27 events	147 adults / 174 children
Tooele County	14 events	13 adults / 19 children
Davis County	1 event	20 adults / 28 children
<b>Number Served</b>	<b>780 Total: 252 adults &amp; 264 children</b>	

Advocacy & Outreach Hours	Hours
Salt Lake County	413.25
Tooele County	23
Davis County	168.25
Other Counties	29
<b>Total Advocacy Hours</b>	<b>633.5</b>



# Support Services

## Adoption

Adoption was officially re-opened in January 2013. This program has always been an important part of the history of Children Service Society, and we are pleased we can continue to help couples build their families while providing ethical and supportive services to birth parents and adoptive couples.

- 12 post-placement reports
- 3 international home studies
- 6 domestic home studies
- 5 home study updates
- 2 adoption placements
- 1 adoption finalization

## Connections

Connections is part of the Adoption service, helping to link individuals that were placed through our agency with their biological parents after they reach the age of majority. This is done by a confidential intermediary, respecting all parties of the adoption process.

*A 43 year old physician who was adopted through the agency as an infant contacted us requesting information regarding her birth mother. We located the birth mother (now in her mid 60's) and after the second attempt to receive a response to her, we sent a current picture of her daughter. She then immediately responded saying "She looks like just me at that age." Mother and daughter are now talking by phone several times a week and the adoptive parents and the birth mother plan to meet her for the first time.*

- 3 Non-Identifying Information Reports completed
- 4 Connections



*A local hospital contacted us about a little boy three years old with cerebral palsy and a seizure disorder who needed a home. He couldn't walk or crawl and was fed through a feeding tube. His birth mother was a refugee who did not speak English and was unable to provide the care he needed. We contacted an adoptive family who had an older child with much of the same medical needs so they were aware of the required care.*

*The boy is a lovable child and has fit into his adoptive home with little adjustment. At the adoptive family's first post-placement visit, the little boy was walking with leg braces and a walker and eating pancakes. He is now enrolled in a children's fragile health preschool. His school goal this year is to help him walk independently.*

*We have helped the birth mother start an English class so she can read the letters that the adoptive family will send her. The adoptive family is sensitive to the boy's mother and the difficulties she has faced, inviting her into their home to show her son's living arrangement.*

*This placement was no less than a miracle, but is one of many examples of miracles that take place at Children's Service Society every year.*



# Support Services

## Home Visitation: Parents as Teachers

Home Visitation provides child abuse prevention services, providing parenting skills and services delivered to “at risk” families in their homes through Welcome Baby and Parents as Teachers. Risk factors include teen pregnancy, economic stress, substance abuse and child neglect issues, domestic violence in the home, involvement in government agencies, questionable health or mental health issues, or family literacy issues.

The Parent as Teachers (PAT) curriculum provides intensive services by parent educators with a post secondary education degree who are certified in the PAT model. Referrals are received from Welcome Baby volunteers, community partners and allied professionals. PAT home visitors work with parents prior to the delivery of their baby and may continue visits until their child enters kindergarten. This year PAT partnered with the Utah Department of Health to initiate a project to improve maternal health and birth outcomes in the Pacific Islander population.

Play groups that encourage appropriate parent-child interaction are an important component of both Parents as Teachers and Welcome Baby.

- 1,546 personal home visits
- 204 children
- 177 families
- 20 Pacific Islander families enrolled
- 212 developmental screenings conducted
- 173 referrals made as a result of screenings

### Playgroups:

- 72 Uintah County playgroups help
- 58 adults
- 267 children
- 84 Salt Lake County playgroups held
- 264 adults
- 342 children



*Fifteen year old Olivia started accessing PAT services two years ago when she gave birth to her daughter. Her parent educator helped her access community services and taught her the basics of parenting, including how to bond and attach with her baby.*

*During this time, Olivia's family repeatedly wanted her to drop out of school, but her parent educator encouraged her and gave her the support she needed to stay in school, take care of her baby, and work part time.*

*In May 2013, Olivia walked with her class at graduation. A generous donation from a private donor to Children's Service Society allowed Olivia to buy her cap and gown. While other graduates had the support of their family, the only person cheering for Olivia at her graduation was her parent educator.*

*Olivia is now enrolled in college and eager to learn skills that will provide for her little family. When she was feeling overwhelmed with school, parenting and working part time, Children's Service Society provided free counseling services that helped her continue toward her goal of graduation.*

# Support Services



## Home Visitation: Welcome Baby

Welcome Baby uses volunteer home visitors from the community which include interns from universities, service missionaries from the Church of Jesus Christ of Latter-day Saints, and other individuals who respond to community volunteer web pages. Welcome Baby provides visits on a short-term basis to families with new infants to age three years old. When a referral is made a visitor goes to their home. The volunteer provides a book on child development and a gift for the new baby. Most gift packages include a receiving blanket or quilt, onesie, and booties. Gifts are donations from the Church of Jesus Christ of Latter-day Saints and community members.

Play groups that encourage appropriate parent-child interaction are an important component of both Welcome baby and Parents as Teachers.

- 14 active volunteers
- 1,508.5 volunteer hours
- 36 families contracted
- 90 play groups (Salt Lake County)

*One of our volunteers is a retired pediatrician that is assigned to visit the severely developmentally delayed parents of a baby girl. The Division of Child and Family Services (DCFS) provides a peer parent to mentor the mother, and the Welcome Baby volunteer has spent many hours reviewing safety planning for the baby with the parents.*

*Children's Service Society initiated and hosted a meeting with all agencies that are providing services to this family to determine the best way to meet their needs and provide child safety. Children's Service Society staff and the volunteer have attended the family team meeting with DCFS to provide a safety net system for the baby.*

*Even though we are concerned regarding the capabilities of the parents to provide safety for their infant, DCFS wants to continue providing services to them and not to remove the child at this time. Our volunteer is a vital part of the services, going into the home several times each month to review safety and teach the parents how to take care of their baby. He has bought and installed electrical outlet covers, security straps for furniture to prevent accidents, and other home safety items.*

*Children's Service Society and DCFS are monitoring this case very closely.*

## Mental Health

Mental Health services are provided to children and adults throughout all Support Services as needed. When individuals are free of depression, anxiety, excessive stress and worry, addictions, and other psychological issues, they are able to live their lives to the fullest.

The Utah Department of Workforce Services contracts with Children's Service Society to provide clinical services for their clients who may have issues that prevent them from seeking or retaining employment.

- 55 clinical counseling hours provided to children
- 20 contracted clinical clients served



# Contributions

Children's Service Society staff and board members extend their heartfelt gratitude to the individuals and organizations that made contributions between July 1, 2012 and June 30, 2013.

## Businesses/Corporations

All Pro Cleaning Systems  
Allstate  
Ally Bank  
America First Credit Union  
American Express  
American Family Mutual Insurance Company  
Artisan Title Insurance Agency  
Audix Business Services  
Castle & Cooke Mortgage  
Central Collision Center of Salt Lake  
CIT Bank  
Costco Wholesale Corporation  
Dorsey & Whitney  
Edwards Lifesciences  
EnergySolutions  
Goldman Sachs  
Internet Properties  
KLIB LTD  
Larry H. Miller Toyota Murray  
Richards, Brandt, Miller & Nelson  
Zions Bank

## Government

Salt Lake County Division of Behavioral  
Health Services  
Utah Department of Workforce Services/ Office  
of Child Care  
Utah Department of Human Services/Division  
of Child & Family Services  
Utah Department of Health/Office of Home Visiting

## Foundations/Organizations

B Attitudes Foundation  
Castle Foundation  
Church of Jesus Christ of Latter-day Saints Foundation  
Daniels Fund  
Davis Behavioral Health  
Eva Carlston Academy  
George & Dolores Doré Eccles Foundation  
Gibbons Foundation

## Foundations/Organizations cont.

Harold R. Burton Foundation  
In-N-Out Burger Foundation  
John & Dora Lang Foundation  
Kennecott Utah Copper Foundation  
Lawrence T. Dee - Janet T. Dee Foundation  
Marriner S. Eccles Foundation  
Ruth Eleanor and John Ernest Bamberger Memorial  
Foundation  
Sorenson Legacy Foundation  
Sterling & Shelli Gardner Foundation  
United Way of Brown County  
United Way of Northern Utah  
United Way of Salt Lake  
United Way of Southeastern Pennsylvania

## In Kind

Carter's  
Cherry Hill  
Christmas Box House  
Deseret Dairy  
Kids in Distress  
Gymboree  
Hale Centre Theater  
Kangaroo Zoo  
Morworth Enterprises  
Qwest  
Sharetix Foundation  
Smart Properties  
The Church of Jesus Christ of Latter-day Saints Hu-  
manitarian Center  
University of Utah Marketing and Communication  
UPS  
Utah Jazz  
Vivian Dowsett Interiors



# Contributions

## Individuals

Abernethy, Vanessa  
Adams, Daphne  
Adams, Kevin & Faythe  
Sonia Aguilera  
Anderson, Gregory  
Anonymous Donors  
Ault, Cheryl & Becky  
Aure, Harold & Desta  
Barker, Gayle Lyn  
Barnett, Ron & Laura  
Bean, Lee  
Beck, Beth  
Beck, Brian J.  
Benevento, Bryon  
Blanco, Mario & Jerry  
Bourne, Gordon & Betty  
Brown, Joell  
Buelow, Roger & Grace  
Bulcher, Renee  
Canada, Michael & Sheila  
Cardenas, Carmen  
Challender, Ita & Stuart  
Clark, Lee  
Cole, David & Victoria  
Craft, Sandy  
Critton, William & Marcia  
Dalton, Colleen  
Davis, Becky  
De La Cruz, Olga  
Debo, Scott  
Dobler, Donald & Elaine  
Eggers, Jeffrey & Gay  
Endicott, Cathy  
Erick, G. Richard  
Evans, John & Nanette  
Farmer, Voyle  
Fay, Richard & Carol  
Fehr, Cynthia Moore  
Fullmer, Connie  
Gallardo, Encarni  
Garner, Jennie B.  
Garrison, Gary & Eulanda  
Gesteland, Harriett & Raymond  
Gesteland, Katherine

Gibbons, Bill & Barbara  
Graham, Jacci  
Grauer, David & Carolyn  
Green, Mark L.  
Hansen, Sadie  
Hansen, Sarah  
Harpst, Timothy & Stephanie  
Hawkes, Larry & Christie  
Heinz, Berniece  
Hemming, Jan  
Hernandez, Anna-Lee  
Hilder, Robert  
Howell, George & Yvonne  
Hoye, Carolyn  
Hurst, Clifford & Dayna  
Hymas, Judy  
Jackson, Dennis & Michelle  
Jackson, Nora  
Jackson, Wendy S.  
Jeffereds, Ann & John Schwiebert  
Jeffers, Jessica  
Jenkins, Larry  
Johnson, Barbara  
Johnson, Larry M.  
Jones, Carla  
Jones, Chris & Audree  
Hoye, Carolyn  
Kofford, Tina  
Larkin, James G.  
Larsen, Clarann C.  
Larsen, Dan  
Leisham, Bruce  
Lines, Debra  
Madrid, Lilian  
Marcroft, Bill & Joynce  
McCrady, Andrew & Susan  
McFarland, Paula  
Messersmith, Preston  
Mickelsen, Susan  
Neville, Kinmberly  
Newton, Jack & Sylvia  
Nielson, Garrett  
Niksich, Pete & Annette  
Nilsson, David O.  
Olson, Amber M.

Paris, Ghiselle  
Pettitt, Dave  
Pia, Maurice & Carol  
Prince, Gerald & Marilyn  
Radack, Roland & Debra  
Rader, Isabelle  
Richards, Tammy  
Rumph, Barbara J.  
Schlupp, Ann  
Sherry, Joel & Alice  
Siddoway, Brooke & Jon  
Spencer, Jennifer  
Rosario Sorenson  
Sexton-Lewis, Sara  
Stephens, Ron & Luann  
Stone, Hunter  
Symes, Nancy  
Timothy, Warren & Jeannine  
Trewet, Howard & Dixie  
Trong, Vin  
Venable, Jessi  
Vernieuw, Denice  
Walton, Jim  
Wheeler, Barbara  
Wilde, Aisza  
Wilhelmsen, Bertha  
Wilkinson, Doug  
Willie, Paul  
Williams, Jenny





# Contributions



## In Memoriam

Ray L. Boman  
Joye Boman

Arlene Gay  
Robert E. Gay

Helen Jenkins  
John Waggoner

## In Honorarium

Fred & Paula McFarland  
Colleen Dalton

Harriett & Raymond Gesteland  
Richard & Carol Fay

## In Honorarium cont.

Norma & Steve Wills  
Carol & Richard Fay  
Analee & Jim Walton  
Debbie & Pat Shea  
Per Gesteland Family  
Chris Gesteland Family  
Gesteland/Lovell Family  
McShane Family  
Harriett & Raymond Gesteland  
Harriett Gesteland  
Katherine Gesteland  
Analee Walton

Mike Canada  
Bob & Carol Triplett

Julia Weatherbee  
Nona Weatherbee

## Affiliated With:

Child Abuse Prevention Network  
Child Welfare League of America  
Impact on Children Experiencing Domestic  
Violence Group  
Initiative for Utah Children in Out-of-Home  
Care Committee  
Mahina Project  
National Association for Family Child Care  
National Association for the Education of  
Young Children  
National Association of Child Care Resource  
& Referral Agencies  
National Parents as Teachers  
North American Council on Adoptable Children  
Partners in Foster Care  
Prevention Specialist Network  
Professional Family Child Care Association  
Promise South Salt Lake  
South Salt Lake Coalition for Drug Free Youth  
Statewide Advocates for Victims Organization  
United Way of Salt Lake  
Utah Adoption Council  
Utah Association for the Education of Young Children

## Affiliated With cont:

Utah Association of Child Care Resource  
& Referral Agencies  
Utah Coalition for Caregiver's Support  
Utah Department of Health/Office of Home Visiting  
Department of Health/Office of Health  
Disparities Reduction  
Early Childhood Utah  
Utah Department of Human Services/Division  
of Child & Family Services  
Utah Department of Workforce Services/Office  
of Child Care

## Host Sites

### Grandfamilies Kinship Care Classes & Groups:

Davis Behavioral Health  
Davis County Health Department Family Health &  
Senior Services Division  
Salt Lake Head Start

### Child Care Provider Training Classes:

Children's Academy  
Christ Lutheran Church & School  
Guardian Angel Child Care  
IHC Child Development Center  
Kearns Recreation Center  
Kids Care Company  
Kids Kampus  
Kinder Care  
Lit'l Scholars  
Little Critters  
Little Lambs  
Mt. Olympus Christian Child Care  
Neighborhood House  
Precious People Child Care  
Salt Lake Community College Redwood Campus  
Salt Lake Head Start  
St. John's Preschool  
St. Paul's Preschool  
Tender Touch  
The Kids Park of Stansbury

# Contributions

## Volunteers

*A total of 8,299 volunteer hours were donated on behalf of children and families.*

Aguilera, Adrian  
Allen, Amy  
Anderson, Cathy  
Anderson, Whitney  
Andrews, Emerson  
Archibald, Ron  
Beesley, Bergen  
Bergaman, Anne  
Bischoff, David  
Bishop, Hannah  
Boyle, Dixie  
Braegger, Valerie  
Bryson, Michelle  
Burns, Tori  
Camp, Brian  
Cannon, Judy  
Chase, Scott  
Christensen, Brett  
Cobb, Brenda  
Couley, Mason  
Emley, Linda  
Espinoza, Chris  
Evans, Amy  
Finlinson, Annie  
Floyd, Beth  
Graham, Terry  
Hansen, Sadie  
Hansen, Tami  
Hatton, Kris  
Hendershot, Jayna  
Ishll, Sandra  
Jones, Lynn  
Jones, Robert  
Kanei, Chris  
Kham-one, Nuny  
Kimball, Cali  
Kragthorpe, Sandra  
Kramer, Frank  
Larson, Kelly  
Layton, Michelle  
Liddell, Cassie

Lunsford, Susan  
Mabey, Sylvia  
Mahas, Elizabeth  
Malek, Janet  
McDaniel, Marci  
Miller, Tanner  
Nebeker, Lisa  
Nelson, Pete  
Newsome, Amanda  
Nolman, Travis  
Perkins, Janey  
Pomboroon, Conner  
Salima, Perenise  
Salima, Sosina  
Scherse, Canyon  
Shaw, Sarah  
Shingleton, Roger  
Smith, Blake  
Smith, Cheryl  
Smith, Jan  
Stark, Pam  
Stidham, Deb  
Stidham, Gary  
Stone, Hunter  
Stone, Sam  
Taumuina, Loretta  
Thomas, Amy  
Tonga, Ita  
Torres, Liz  
Tsusui, Lisa  
Vargas, Angela  
Vargas, Cabre  
Vargas, Haeden  
Velasques, Anna Sophia  
Walker, Hope  
Ward, Kim  
Wilson, Leanne  
Woodruff, Angela  
Wrathall, Nicole  
Wrathall, Sara  
Wrathall, Shane

