



**Children's
Service Society**

Safe Children · Caring Families
Strong Communities · Since 1884



Children's Service Society

Annual Report FY 2011-2012

*Child Care Resource & Referral ~ Metro
Support Services*

Executive Director's Report



What an exciting year 2012 has been for the Children's Service Society. As the new Executive Director, I have been inspired and blessed by the dedication and professionalism of our program directors and staff. Our mission of meeting the growth and developmental needs of children, fostering quality childcare, and promoting positive relationships in biological, adoptive, and kinship families is what drives every decision we make and every successful outcome we have. Of course our agency could not exist without the support and leadership of our board of directors and the shared passion and generosity of our volunteers, patrons, supporters, and funders. We are truly indebted and grateful to you for helping us provide services which advocate for safe children, caring families and strong communities.

This year also marked significant changes in how we provide services to our clients. In order to provide more comprehensive wrap-around services that allows us to better serve more clients we have re-organized our programs. Led by Encarni Gallardo, our Child Care Resource & Referral Department has provided 2,490 child care providers with 25,770 hours of certified training. Our biggest organizational change has been the development and implementation of our new Support Services Department headed by Jacci Graham, our resident LCSW. Support Services now includes our Grandfamilies & Kinship Care, Adoption, Parents as Teachers Home Visitation and Welcome Baby pro-

grams. In total this new program has served over 500 families in Salt Lake, Tooele, Duchene and Uintah Counties. Beginning in January 2013, our Grandfamilies & Kinship Care programs will also be serving residence of Davis, Southern Weber and Morgan Counties.

CSS is committed to providing more services by stretching our funding dollars as far as possible. As a result I am proud to report that 96 cents of every dollar CSS receives are dedicated to provide direct services to our clients.

Thank you for your support and contribution in helping to make a difference in the lives of so many children and families who we serve.

Warmest Regards,

A handwritten signature in black ink, reading "Stephen Tagliaferri". The signature is fluid and cursive, with a long horizontal line extending from the end.

Stephen Tagliaferri
Executive Director

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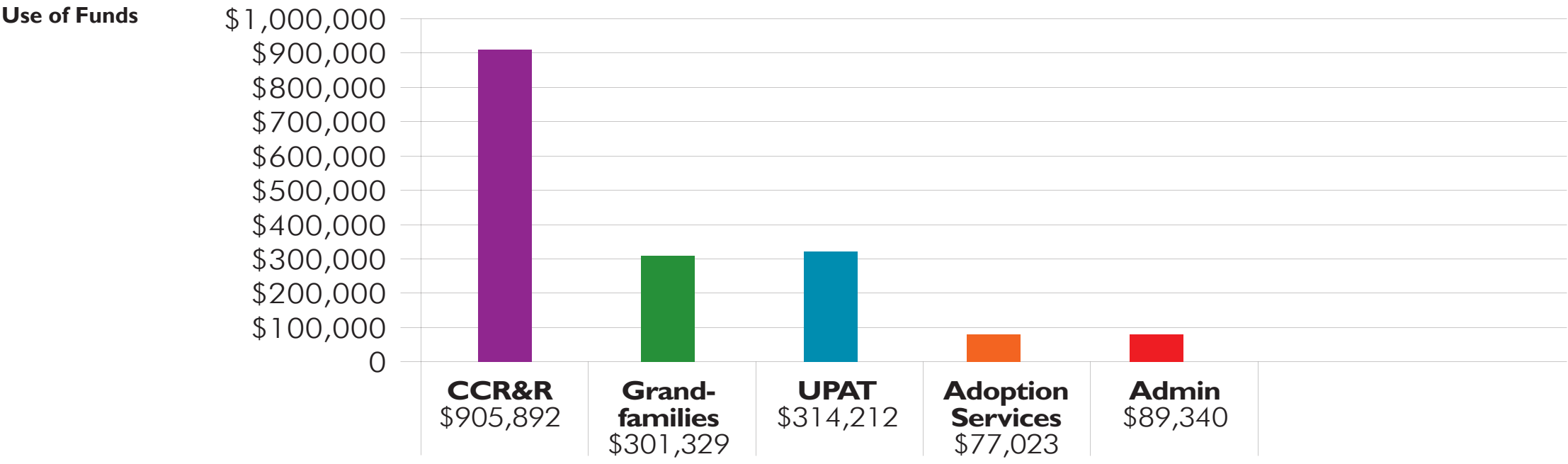
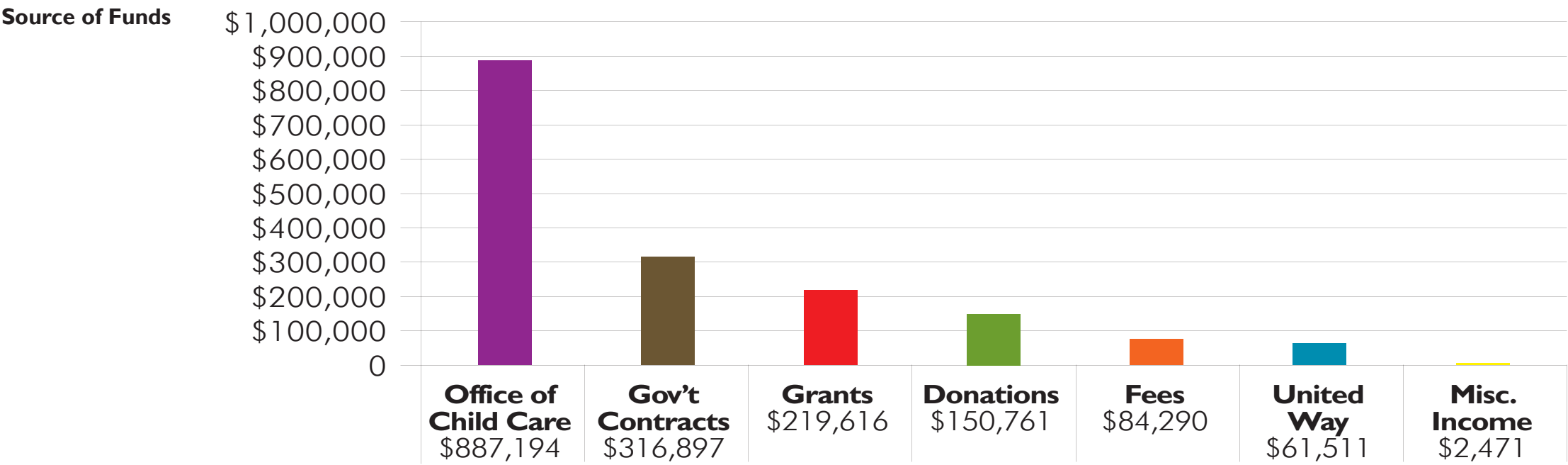
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Financial Activities



Child Care Resource & Referral - Metro



Child Care Resource & Referral ~ Metro is a program designed to answer the needs of families, children, and child care providers in the areas of Salt Lake and Tooele Counties. We strive to provide meaningful services to the community and to promote quality child care environments to all children in our service delivery area.

Choosing child care is one of the most important decisions families make. Local CCR&Rs help parents by offering referrals to local child care providers, giving information on licensing rules and requirements, providing information on child care subsidy and other available programs. CCR&Rs also help providers by supporting them in meeting licensing requirements and offering low cost training.

We improve the quality of child care by providing on-going professional development and technical support opportunities. By visiting providers in their child care environments, we make sure our field experts have an opportunity to spring positive change where it is really needed.

Child Care Resource & Referral ~ Metro and its team of 11 early childhood experts offers services geared to enhance the experience of families searching for child care, and to promote quality in early childhood programs. Our Referral Specialists answer questions from parents from location and availability to early childhood development. We provide support to early childhood educators during their licensing process, obtaining their CDA credential or simply by visiting their environment and helping them brainstorm possible ways to provide better services.

We are part of approximately 800 Child Care Resource and Referral agencies located in most communities and in every state the United States.

A handwritten signature in black ink that reads "Encarni Gallardo". The signature is written in a cursive, flowing style.

Encarni Gallardo
CCR&R ~ Metro Program Director

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 (formerly called TARGET)
- 359 participants of Basic Child Care
- 47.5 hours of training for Exploring Creative Curriculum
- 212 participants for Exploring Creative Curriculum
- 222 participants in New Provider Orientation
- 181 visits made to the Lending Library
- 364 materials checked out of the Lending Library for use in child care settings
- 83% Part 1 Start Up Grant money was awarded
- 53% Part 2 Start Up Grant money was awarded
- 1,675 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.

- 108 CDA Consultation Program participants
- 40 competency standards book distributed
- 27 CDA packets distributed
- 22 informal classroom observations
- 26 formal CDA observations
- 26 CDA applications submitted to Council
- 20 CDA credentials received

Resource Lending Library

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

- 125 members
- 181 visits
- 364 check outs



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.

- 61 providers participated in STAR Night (Support, Technical Assistance, Resources)
- 228 hours of technical assistance offered to child care providers
- 53 TEAM Grants (Training Endorsement Application Materials) distributed
- \$23,850 materials distributed to providers through TEAM Grants
- 102 phone calls
- 264 hours of one-on-one provider training

Training

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

- 5,086 quarterly newsletters and training calendar mailed to providers and the community
- 5,073 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.

- 1,610 child care provider searches conducted by phone and in person
- 1,425 provider searches conducted online
- 19 providers searches conducted in-person
- 1,402 parent packets mailed
- 1,335 parent packets emailed
- 4,896 technical assistance calls made to providers and/or families
- 66 new providers added
- 63 new providers recruited
- 2,300 Summer Activity Guides distributed

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.

- \$17,906.92 used to help families in crisis situations
- 76 families helped
- 134 children helped
- 3,739.78 hours of regulated child care
- 65 providers used
- 31 parents found employment

Support Services

Grandfamilies & Kinship Care

Adoption

Home Visitation (Parents as Teachers)

Welcome Baby





Grandfamilies Kinship Care

Salt Lake County Services	# of Services	Total Served
Grandfamilies First Informational & Support Groups	3 10-week courses	52 adults
Children's Psycho Educational Group	3 10-week courses	37 children ages 4-17
Friend 2 Friend Support Group	28 events	188 children 172 adults
Advocacy & Outreach	743.25 hours	

Tooele County Services	# of Services	Total Served
<i>Grandfamilies First classes were not held in Tooele. Participants from Tooele attended Salt Lake sessions.</i>		
Grandfamilies First Informational & Support Groups	3 10-week courses	2 adults
Children's Psycho Educational Group	3 10-week courses	0 children ages 4-17
Friend 2 Friend Support Group	9 events	20 children 18 adults
Advocacy & Outreach	15.75 hours	

Other Counties Services: <i>Kinship families in other counties received services in Salt Lake County.</i>	# of Services	Total Served
Grandfamilies First Informational & Support Groups	3 10-week courses	9 adults
Children's Psycho Educational Group	3 10-week courses	6 children ages 4-17
Friend 2 Friend Support Group	1 event	0 children 1 adult
Advocacy & Outreach	69.5 hours	

Therapeutic Counseling for Children
192 hours of therapy provided by Grandfamilies clinicians



Home Visitation

- 633 personal visits conducted
- 96 fathers participated in personal visits
- 90 families served
- 110 children served
- 14 expectant mothers served
- 57 families who fell into "high need"

Responses from satisfaction survey:

"Home Visitation helped me understand what my child needed, how his brain developed, what was appropriate, etc. It gave me ideas for activities. It reinforced what I was doing right and helped me know what I was doing that was ineffective."

"It is very helpful, especially as a first time parent, it is always good to have someone who can help with difficult situations. It has helped me understand what I should and shouldn't expect from my child at his age. It is a great program, I really like it."

"It has helped me be more aware of how I am interacting with my children, taking more time to sit down and play with them rather than just watching them play. It's a good way to get information, activity ideas and resources for when your children need help. The worker who visits us is very kind and helpful. At first, I expected that someone would come in and judge what I was doing wrong and make me feel like I was an awful parent-but it has been completely opposite. She helps me see what I am doing right and gives me ideas and information for more. I appreciate her help and the program."

Adoption

Placements & Home Studies

- 2 Adoptions finalized and children placed w/families
- 13 Adoption post placement visits conducted
- 4 International home studies conducted
- 4 Adoption home study updates conducted
- 1 Adoption homestudy update was conducted

Connections

- 2 Non-Identifying Information Reports completed
- 2 Reunions facilitated

Infant Adoption Training Initiative

- 2 training sessions conducted

Welcome Baby

Welcome Baby is a free community service designed to promote a healthy, secure and enjoyable beginning for parents, new babies and their family members.

- 13 volunteers
- 4 interns
- 841.5 volunteer hours
- 66 families served
- 9 families from SSL
- 10 playgroup sessions



Contributions

Children's Service Society staff and board members extend their heartfelt gratitude to the individuals and organizations that made contributions between July 1, 2011 and June 30, 2012. Your generosity is an investment in children and the future.

Foundations

B Attitudes Foundation
Castle Foundation
Frances W. Burton Foundation
George & Delores Doré Eccles Foundation
Gibbons Foundation
Henry W. & Leslie M. Eskuche Foundation
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Kennecott Utah Copper Foundation
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Masonic Foundation of Utah
R. Harold Burton Foundation
Ruth Eleanor & John Ernest Bamberger Foundation
Sorenson Legacy Foundation
Sterling & Shelli Gardner Foundation
Church of Jesus Christ of Latter-day Saints Foundation
UPS Foundation
Utah Families Foundation

Government

US Department of Health & Human Services/Infant Adoption Awareness Training Initiative
Salt Lake County Division of Behavioral Health Services
Utah Department of Workforce Services/Office of Work & Family Life
Utah Department of Human Services/Division of Child & Family Services
Utah Department of Health/Office of Home Visiting

Organization

Daniels Fund
United Way of Northern Utah
United Way of Salt Lake
United Way of Southeastern Pennsylvania
Utahns for Better Dental Health - Davis

In Kind

Annette Payne
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Boondock's Fund Center
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The Church of Jesus Christ of Latter-day Saints Humanitarian Center
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Deseret Dairy
Discovery Academy
Farmington Hills LDS Young Adult Ward
Gymboree
Hale Centre Theatre
Lagoon
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Salt Lake City Bees
Sharetix Foundation
Treehouse Museum

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Varian Medical Systems
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 Walton, Analee
 Ward, Theodore Lee
 Warren, Timothy
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 Lacoste, Ronald & India
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 Littlefield, Stephen & Nancy
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 Lopez, Alfonso & Angelica
 Lum, Darren
 Lund, Tom & Janet
 Marcroft, Bill & Joyce
 Marshall, Lisa
 Mary McNeal
 Mary Woodcock
 Maurice & Patricia Core

Contributions

In Memoriam

Arlene Gay
Robert E. Gay

David Weatherbee:
Julie Weatherbee
Nona Weatherbee

Helen Jenkins:
Alecia Nelson
Anita Jones
Betty Poulakidas
George & Stella Simios
John & Stella Waggoner
Keith & Vicky Olsen
Laverne Iacomini & Amy Szymaszek
Mary McNeal
Mary Woodcock
Maryann Andrews
Maurice & Patricia Core
Vaia Papadimitriou
Doug Whitmer

Jay Tyler Beck
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Edgar & Marilyn Beck
Nora Jackson
Lee Bean
Mr. & Mrs. Jack Yoho
Mr. & Mrs. G. Sumison
Mr. & Mrs. Alfonso Lopez

Ray Boman
Joye Boman

In Honorarium

Alece Ackroyd
Lisa & Stephanie Marshall

Matthew & Lindsey Eggers
Jeffrey & Gay Eggers
Stephen Tagliaferri

In Honorarium cont.

Harriett Gesteland
Analee Walton

Carol & Richard Fey
Barbara & Bob Czapla
Dave & Vanene McShane
Pat & Debbie Shae
Harriett & Raymond Gesteland

Nora Jackson
Nancy Lawrence

Julia Weatherbee
Nona Weatherbee

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Impact on Children Experiencing Domestic
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National Association for Family Child Care
National Association for the Education of
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National Parents as Teachers
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South Salt Lake Coalition for Drug Free Youth
State-wide Advocates for Victims Organization
United Way of Salt Lake
Utah Association of Child Care Resource
& Referral Agencies
Utah Adoption Council
Utah Association for the Education of Young Children
Utah Health Department Office of Home Visiting
Utah Office of Child Care



Host Sites - Donated facilities for
CCR&R ~ Metro child care provider training:

ABC Jordan Landing
Children's Academy
Christ Lutheran Church & School
Cottonwood Learning Express
Guardian Angel Daycare
IHC Child Development Center
Kid Care Co.
Kids Kampus
Lit'l Scholars Sugarhouse
Mt. Olympus Christian Child Care
Neighborhood House
Precious People Child Care
St. John's Child Development Center
St. Paul's Preschool
Tender Touch (West Valley)
The Kids Park of Stansbury

Contributions

Volunteers

Albert, Mell
Alexander, Ned
Alexander, Tori
Allen, Jason
Anderson, Cathy
Ayers, Julie
Baldwin, Dick
Bell, Rachel
Bell, Sarah
Bennion, Bryn
Bills, Courtney
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