

ANNUAL REPORT

FY 2009 - 2010



Celebrating
125
Years
 1884 - 2009



**Children's
 Service Society**
 Safe Children, Caring Families,
 Strong Communities

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Executive Director's Report



Celebrating Children's Service Society and 125 years of serving children and families has been exciting this year. Even though we are in one of the most difficult times to fund programs and services, we have come through with flying colors.

As you look through this annual report, you will see we have been incredibly busy!

I deeply appreciate all the work that has been accomplished by all our team members this year. They have tightened their already tight belts, many doing the work of two or three people, to make sure that the services for the children and families in the community didn't suffer. Our Leadership Team is comprised of Nora Jackson, Mike Canada, Jessi Venable, Jacci Graham, Meg Miles, Encarni Gallardo and myself. Together we have provided constant attention to our goals of a balanced budget and staff morale.

Board Members have worked hard to help CSS reach our goals this year. They have provided direction and set future goals with our strategic plan under the leadership of John Evans the Board President.

Volunteers have been such an important component for our continuing to provide services. We couldn't accomplish everything we have this year without you!

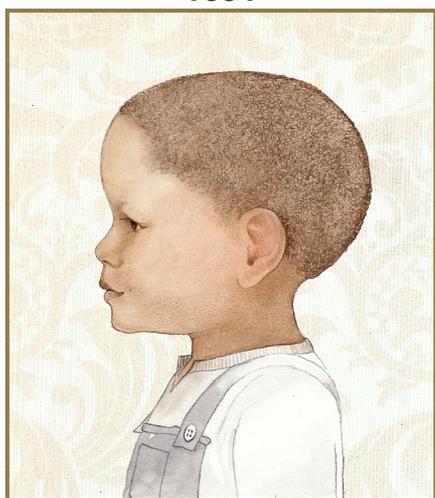
To our many funders - thank you from the bottom of our hearts for your continued support this year. We appreciate all you do to help us make children's and families lives better. CSS can provide services because of you. We are truly grateful.

Ms. Chris Bray, MA, CPM
Executive Director

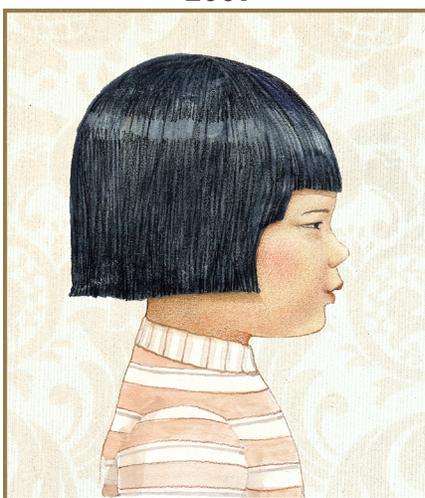
Mission

Children's Service Society is committed to meeting the growth and developmental needs of children, fostering quality child care, and promoting positive relationships in biological, adoptive, and kinship families without regard to ethnicity, race, income, gender, age, or religion.

1884



2009



2009 - 2010 Board of Directors

John Evans, President

West Valley Fire Department
Fire Chief

Dale Inkley, Past President

Retired, SDS Research
President

Glen Worthington, President Elect

US Satellite Corporation
Vice President

Rebecca Christianson, Treasurer

Hanson Barnett and Maxwell
Manager

Patrick Gibbons

Gibbons Realty Company
Chief Operating Officer

G. Douglas Wilkinson

LONG Building Environments
Vice President

Wally Taylor

Management Research Services, Inc.
Chief Marketing Officer

Chris Martinez, Esq.

Snell & Wilmer, LLP
Attorney

Dave Pettitt

Castle & Cooke Mortgage, LLC
Mortgage Broker

Brad Sheppard

Zions Bank
Region President

Harriett Gesteland

Retired Nurse Practitioner
& Professor of Nursing, U of U

Rusty Jacobs

Wells Fargo
Senior Trust Officer

Scott DeBo

Morgan Stanley
Financial Advisor



125th Anniversary Celebration at Zions Bank Presidents Room



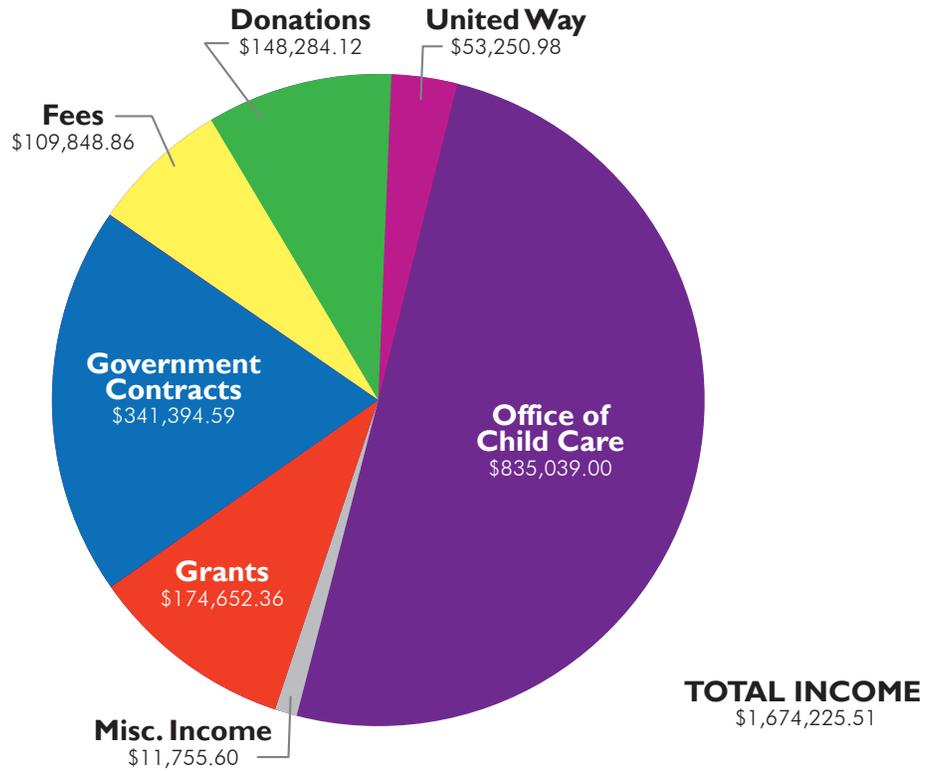
Celebrating
125
Years
1884 - 2009

A big thank you to Bonneville International for a fantastic United Way Day of Caring carnival event!

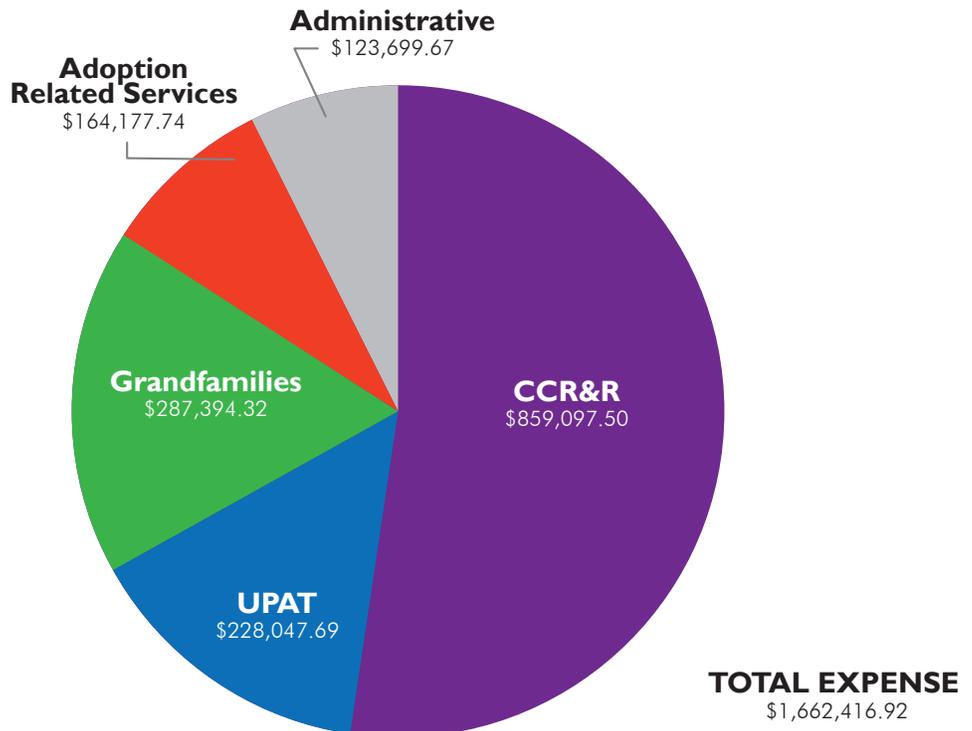


Financial Activities

Source of Funds



Use of Funds



Child Care Resource & Referral ~ Metro



Child Care Resource & Referral ~ Metro's mission is to promote quality environments for all children through education and support.

Child care is an important part in the lives of millions of families around the country. Child care is where the children are and it needs to be a nurturing, loving, caring environment.

CCR&R ~ Metro resources are available to all child care providers to support them and to help them create and offer quality settings for all children. While Child Care licensing is very important, it cannot be equated with quality. Many parents do not know what constitutes quality child care and how it can make a difference for their children. Child Care Resource & Referral ~ Metro helps parents make a connection between quality care and school readiness and child care. We educate parents about child care, we offer affordable training to providers and we promote greater awareness of the need for high quality child care.

Child Care Resource & Referral ~ Metro says thank you to all of you dedicated to better the lives of children in Utah.

Encarni Gallardo
CCR&R Director

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

Recruitment & 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.

- 840 hours of training provided for TARGET (84 participants) and 395 hours of training for Exploring Creative Curriculum (158 participants)
- New Provider Orientation had 226 participants for the year
- 248 visits were made to the Lending Library with 471 materials checked out for use in child care settings
- 93% of Part 1 Start Up Grant money was awarded - up from last year
- 42% of Part 2 Start Up Grant money was awarded - up from last year
- 783 people attended Provider Appreciation Day - the highest attendance ever

PROVIDER APPRECIATION DAY 2010 This Is The Place Heritage Park



CCR&R Team

Child Care Resource & Referral ~ Metro cont.

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.

- 1,820 searches conducted over the phone and in person
- 2,791 provider searches conducted online
- 1,413 parent packets mailed
- 2,614 client feedback emailed
- 1,222 online updates
- 1,350 technical assistance calls to providers and families
- 79 new providers recruited
- 1,995 Summer Activity Guides distributed

Training

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

- 4,623 newsletters mailed to providers and the community
- 26,142.5 hours of training provided
- 145 classes offered

Quality Improvement Program

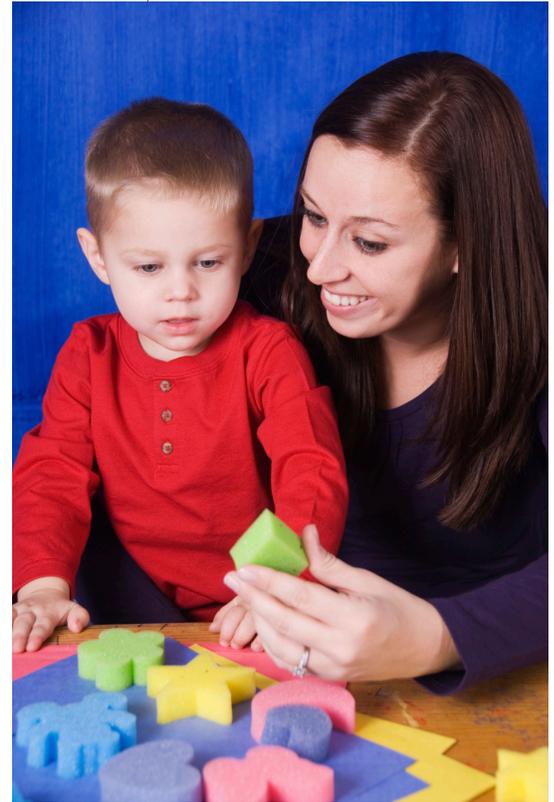
Services are offered to providers to improve quality in their programs. Providers can request information or help on a variety of issues: child development/developmentally appropriate practices, behavior concerns, potty-training, new ideas for curriculum, how to talk to parents, and samples of contracts/policies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

- Over 20 providers participated in STAR Night (Support, Technical Assistance, Resources)
- 4,000 hours of technical assistance offered to providers
- Processed 31 TEAM Grants - \$11,000 worth of materials to providers
- 350 phone calls
- 204 hours of one-on-one provider training

Kids in Care Emergency Funds

The Kids in Care program reimburses regulated child care providers for caring for children while parents engage in formal job search activities. Parents need to meet specified financial eligibility requirements based upon federal regulations. Providers can be reimbursed for up to 300 hours of "drop in" child care for each Kids in Care family they provider care for.

In August 2009 41,233 Utahns in the Metro area were considered unemployed. In these uncertain economic times, Kids in Care is needed more than ever. This year, approximately \$5,200 is used to help families in crisis situations cover the cost of child care. During fiscal year 2010, the Kids in Care program helped 30 families afford 1,118 hours of regulated child care for 51 children.



Grandfamilies Relatives as Parents

This has been an incredible year for program growth. Grandfamilies has an ever-increasing number of families that need our services, and we have waiting lists that start three months before each series of classes start. Our families have many more complex issues to deal with, and we are seeing a growing number of children who have been horribly abused prior to being rescued by a caring relative.

We are very excited about our Grandfamilies curriculum manual that is currently being reviewed and evaluated by the State of Utah Substance Abuse and Mental Health Division to determine if we qualify as a "best practice" model. As a best practice model, Grandfamilies is eligible to apply for funding from an increased number of resources.

Community volunteers are at an all-time high. We were fortunate to have a young adult ward of The Church of Jesus Christ of Latter-day Saints sponsor the agency's Annual Easter Egg Hunt, contributing their time and financial resources. The summer barbeque was sponsored and staffed by volunteers from Questar. UPS will sponsor our upcoming Halloween and Christmas events.

Grandfamilies staff members Anna-Lee Hernandez, Emily Redd, Nannette Evans and Jenny Williams have done a herculean job of managing the increased work load in providing client and program services.

Jacci Graham, LCSW
Grandfamilies Director



Grandfamilies Relatives as Parents provides crisis intervention, counseling, information, support, and advocacy for families who are raising a relative's child. The goals are to promote the emotional and physical well being of children in relative care, prevent alcohol and substance abuse, and strengthen families. Grandfamilies Relatives as Parents is the only comprehensive kinship program in Utah.

Salt Lake County

SERVICE	# OF SERVICES	TOTAL # SERVED
Grandfamilies First 12-week Informational and Support Group for Relatives as Parents	3 series of 12-wk courses	46 adults
Children's PsycO-educational 12-week Group	3 series of 12-wk courses	40 children
Youth Group	6 events	5 youth
10-week Parenting Class	Two series of 10-wk courses	8 adults
Friend 2 Friend Support Group	25 events	128 adults 151 children
Advocacy & Outreach Hours	548 hours	
Grandfamilies Quarterly Newsletter	4 publications	

Tooele County

SERVICE	# OF SERVICES	TOTAL # SERVED
Grandfamilies First 12-week Informational and Support Group	2 series of 12-wk courses	23 adults
Children's PsycO-educational 12-week Group	2 series of 12-wk courses	16 children
Friend 2 Friend Support Group	19 events	28 adults 35 children
Advocacy & Outreach Hours	90 hours	
Grandfamilies Quarterly Newsletter	4 publications	

Other Counties

SERVICE	# OF SERVICES	TOTAL # SERVED
Grandfamilies First 12-week Informational and Support Group	One 12-week course	1 adult 1 child
Friend 2 Friend Support Group	5 events	5 adults 7 children
Advocacy Hours	21 hours	
Advocacy & Outreach Hours	60 hours	
Grandfamilies Quarterly Newsletter	4 publications	

Grandfamilies Relatives as Parents cont.

HALLOWEEN PARTY 2009



EGG HUNT 2010



CHRISTMAS PARTY 2009



SUMMER BBQ 2010



Adoption Related Services

Placements & Home Studies

- 10 adoptions were finalized and children placed with families
- 17 adoption post placement visits were conducted
- 5 international adoption home studies were conducted
- 2 domestic adoption home studies were conducted
- 7 adoption home study updates were conducted

Connections

Connections is a confidential intermediary search and reunion service that helps reunite people who have been separated through adoption.

- 4 inquiries were facilitated



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 and social service professionals.

- 18 training sessions were conducted

Our child placement program was closed in October 2009. Due to society's changing social norms, we have experienced a decline in the community's need for this program during the past several years. We were very sad to say goodbye to loyal friends and coworkers who were a part of our lives and the agency's legacy.

Children's Service Society's Board of Directors decided we should expend our time and resources on wrap-around services in our programs that meet the needs of the children and families in our community. We will continue to provide services in our Adoption program that include conducting domestic and international home studies and infant adoption training.

We were very fortunate to have a volunteer who spent many hours remodeling new office spaces for our team as Adoption files, services, and employees merged with Grandfamilies.

Change is difficult, but our staff is dedicated and remains committed to offering services that help provide safe children, caring families, and strong communities. After all, that is what the staff of Children's Service Society has been doing since 1884!

Utah Parents as Teachers

UPAT has grown in 2010. We are increasing our capacity through CRA (Community Reinvestment Act) funding and the Community Development Block grant. These additional funding sources have enabled us to continue to serve families in Salt Lake County in providing home visits, health, vision and developmental screenings. We have increased the number of Family Literacy nights and added a new location in the southern part of Salt Lake County. In the upcoming school year we will have a new educator working with two highly impacted schools in Salt Lake City. She will conduct all of her services for the families within the elementary school boundaries. Referrals will be made by the school's principals, guidance counselor, and teachers. We look forward to helping to prepare more children to enter kindergarten to learn.

2011 will bring additional funding for home visiting from the federal Affordable Health Care Act. UPAT has been working very hard all year to partner with the Office of Home Visiting to help establish the state infrastructure Utah will need to be eligible for this new funding stream. Requests for Proposals will be available early in 2011.

Our annual Utah Parents as Teachers Summit provided professional development to parent educators around the state. Our keynote speaker Glenn Dutton presented *The Magic of Conflict* which gave the PAT educators and supervisors a new perspective on ways to neutralize conflict and establish peace. Other workshops geared to the needs of UPAT professionals will be given by professors from USU and UVU. The educator and supervisor of the year award were Abigail Flores and Nancy Anderson.

Meg Miles
UPAT 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 screenings; 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

- 1932 children
- 1627 families

Group Meetings

- 722 Families
- 37% 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:

724 families received 1 to 5 visits
405 families received 6 to 9 visits
248 families received 10 to 12 visits
92 families received 13 to 19 visits
49 families received 20 or more visits

Screening and Referral

- 416 children received health and developmental screenings
- 284 children (68% of those screened) were identified with possible health/developmental problems and were referred for follow-up services
- 35% of those referred received follow-up services

Resource Network

- 1342 families (83%) were linked to at least one community resource during the program year
- 118 families were linked to the Children's Health Insurance Program (CHIP)
- 17 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 Giving Campaign
Ally Bank
Alphagraphics
America First Credit Union
American Express
Bonneville International Chicago
Radio Group
Brinker International
Cash America
Heart to Heart Adoptions
Janie and Jack
Kern River Gas Transmission Co.
LONG Endowment Fund
Mountain America Credit Union
Raymond Keller Construction
Silver Eagle Refining
Snell & Wilmer, L.L.P.
Strategic Employee Benefit Services
Supervalu, Inc.
Wells Fargo Bank
Winona Chiropractic Center
Zions Bank

Foundations

B Attitudes Foundation
Castle Foundation
Daniels Fund
Frances W. Burton Foundation
George & Dolores Doré Eccles Foundation
Gibbons Foundation
Henry W. & Leslie M. Eskuche Foundation
Herbert I. & Elsa B. Michael Foundation
Hole In The Rock Foundation
John & Dora Lang Foundation
Kennecott Utah Copper Foundation
Lawrence T. Dee & Janet T. Dee Foundation
Liberty Mutual Foundation Match
Marriner S. Eccles Foundation
Masonic Foundation of Utah
Qwest Foundation
R. Harold Burton Foundation
Ruth Eleanor & John Ernest
Bamberger Memorial Foundation
Sterling & Shelli Gardner Foundation
The Church of Jesus Christ of Latter-day Saints Foundation
The Fieldstone Foundation

Government

Division of Child & Family Services
Salt Lake County Division of Substance Abuse Services
Commission on Criminal & Juvenile Justice
Office of Child Care

Organizations

Ladies of Saint Thomas More
Catholic Church
LDS Family Services
Salt Lake Community Action Program/Head Start
South Davis Firefighters Association
United Way of King County
United Way of Salt Lake
United Way of Southeastern Pennsylvania
Utah Arts Festival
Utah Grizzlies Hockey
Utah Jazz

Individuals

Myrna Ackerlind
Daphne Adams
Gary Adams
Sonia Aguilera
Rex & Louise Allen
Anonymous
Jayden Arnold
Harold & Desta Aure
Blaine & Vicki Bagley
Robert & Kathryn Bagley
Lyn Barker
Ron & Laura Barnett
Merrill & Marilyn Bateman
Lee Bean
Brian J. Beck
Jay & Beth Beck
Marci Beck
Mario & Jerry Blanco
Joye Boman
Gordon & Betty Bourne
Lenore Bouwhuis
Chris & Mark Bray
Meg-Buonforte-Miles
Michael Burrows
George Caine
Michael P. & Shelia Canada
Kent & Laurie Cannon
Carla Childs
Rebecca Christianson
Tom & Elizabeth Coleman
Katherine Conyers
Edna Cox
Sandy Craft
William D. Critton
Jerry & Linda Davies
Donald & Elaine Dobler
David S. Dupaix
Stephan & Valli Durham
Doral Eardley
Tessie Edgar
Jeffrey & Gay Eggers
Kathleen M. Elligott
Lynne Elliott
Dorothy Folland Evan
John & Nanette Evans

Individuals (cont.)

Will & Cynthia Fehr
John & Joan Firmage
Jeanette Flamming
Dorothy Foy
Friends of the Utah Jazz
Encarni Gallardo
Richard & Linda Garber
Robert Gay
Harriett & Raymond Gesteland
Bill & Barbara Gibbons
Patrick Gibbons
Thomas R. Goldsmith
Jacci & Terry Graham
Lisa Grant
Doris Gras
David & Carolyn Grauer
Steven & Claudya Green
Jodi Grizzle
DeLoy & LaDawn Gubler
Kenneth Haase
Kris Hale
David & Diane Halford
Sarah Hansen
Lori Harding
David Harmon
Jeffrey Hatch
Larry & Christine Hawkes
Myra Hendricks
Anna-Lee Hernandez
Elsie C. Hill
John & Victoria Hoagland
Susan Honey
Kenneth Houston
George & Yvonne Howell
Jacqueline C. Hyatt
Marian W. Ingham
Dale Inkley
Nora Jackson
Russell R. Jacobs
Tyler & Jessica Jeffers
Brett Johnson
Chris & Audree Jones
Stephanie & Todd Jorgensen
June B. Macnaughtan
Rich Knutson
Burl & Kathleen Kreps
Lynn R. Kuehne
Guttorm Landro
James G. Larkin
Clarann C. Larsen
Christy Lee
Amie Lindquist
Nancy Livingston
Suzanne Loritz
Lilian Madrid
Gordon Mabey
Mary S. Malmin
Tomi Maria Martinez
Neal & Jacqueline McCleery
Andrew & Susan McCrady
Marci & Matt McDaniel
Becky McShane

Individuals (cont.)

Diane Minerich
Jeffrey Moulton
Jean Mueller
Elizabeth M. Myers
Jack & Sylvia Newton
Pete & Annette Niksich
Amber Ogden
Amber M. Olson
James V. Olson
Donna Paris
Harry W. Patrick
G.A. & Jean Peppinger
Dave Pettitt
Phyllis Polster
Gerald & Marilyn Prince
Isabelle Rader
Jack & Erma Redd
David & Patricia Redd
Jacob & Emily Redd
Lowry & Kim Redd
Nancy Reynolds
Tammy Richards
Gale B. Roberson
Barbara & Ernesto Rojas
Travis K. Rollie
Jessica & Michael Ross
Linda Roundy
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Angela Sandage
Bill & Martha Scott
Marty Shannon
Nicholas Siciliano
Debra K. Siegel
Doug Smith
Jeffy & Joyce Smith
Robert Smith
Bob & Arita Sparks
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Lonny & Julie Stillman
Nick Stolk
Paul & Nedra Stuart
Telisa M. Svedin
Wally Taylor
Warren & Jeannine Timothy
Tony & Bradylynne Torres
Howard & Dixie Trewet
Tim R. Trussell
Lynn Valdez
Jessi Venable
Denice Vernieuw
Ronald & Emma Walker
Margaret Ann Wallace
Analee Walton
Maryann Veronica Weathered
Barbara Wheeler
Pete & Natalie Whiting
Thomas Whittemore
Jenny Williams
Kelly Woolsey
Judy Young

Contributions



In Kind

Jayden Arnold
 Carlos Boozer
 Cash America
 Crazy 8 Sandy
 Crazy 8 Layton Hills Mall
 Crazy 8 Orem
 Discovery Gateway
 Electronic Arts
 Great Harvest Bread
 Gymboree St. George
 Gymboree Park City
 Gymboree Layton Hills Mall
 Gymboree Provo
 Gymboree Sandy
 Gymboree Newgate Mall
 Hale Centre Theatre
 Hires Big "H"
 Janie and Jack
 Lester B. Lee
 Miller Motorsports Park
 Nicholas & Company, LLC
 Pace's Dairy Ann
 Christine Passey
 Radio Disney
 Raging Waters
 Rocky Mountain Raceway
 Tickets for Kids
 Toys R Us Salt Lake City
 Toys R Us Layton
 Toys R Us Murray
 Toys R Us Orem
 Toys R Us West Valley City
 Utah Arts Festival
 Utah Grizzlies Hockey
 Deron Williams
 Utah Jazz
 Walmart

Licensed By

The Utah State Department of Human Services to provide child placing and mental health/ outpatient treatment

Volunteers

Tyler Anderson
 Jaden Arnold
 Dick Baldwin
 Janet Baldwin
 Marcy Barlow
 Stephen W. Barlow
 JJ Bartleson
 Gary Baschuk
 Bonneville International Employees
 Emilee Bray
 Mark & Chris Bray
 Matt Bray
 Marc Childs
 Heather Chisholm
 Meredith Dunaski
 Todd Ferrell
 Kirk Gallacher
 Terri Graham
 Jason Haacke
 Halla Holly Hadawar
 Paxton Halls
 Sadie Hansen
 Samantha K. Hansen
 Myra Hendricks
 Lindsay Hill
 Jazz Bear
 Blake Johnson
 Rebekah Kane
 Sarah Kime
 KSL-TV 5 Salt Lake City Employees
 Brett Kuepper
 Scott Macdonald
 Jose Madrid
 Amber Maswadeh
 Jamila Maswadeh
 Chelsey Merchant
 Ashleigh Miller
 Melissa Montahan
 Kara Munford
 Alexandra Newman
 Sterling Orme
 Jaelan & Leslie Petrie
 Dan Pope
 Tricia Rees
 Jeanna Reid
 Mark Ross
 Kara Shaw
 Sara Smoot
 Andrew Soren
 KamiAnne Stagg
 Kindra Staker
 Auston Vance
 Vic Vernon
 Vince Vernon
 Alli Warnick
 Ian Wilson
 Richie Wilson
 Debra Windrup
 Nadine Wimmer
 Anthony Wood
 Micah Woodworth
 Mike Xidis

In Honor Of

Harriett Gesteland
 Steve Holliday
 Becky McShane
 Analee Walton

Alison Kreps Key
 Burl & Kathleen Kreps

Gemma Larsen
 Cory & Marina Larsen

Michelle, Elliott, Alison, & Dan Low
 Tessie Edgar

Our adopted children
 Donald & Elaine Dabler

Amanda Peterson
 Thomas Whittemore
 Bill & Martha Scott
 Dorothy Folland Evans

Scott Cameron Smith
 Doug Smith

In Memoriam

Ray L. Boman
 Joye Boman

David Evans
 Jay & Beth Beck

Arlene Gay
 Robert Gay

Lynn Laberge
 Jay & Beth Beck

John P. "Jack" Redd
 Jay & Beth Beck
 Bonneville International Chicago
 Radio Group
 Tom & Elizabeth Coleman
 Hole In The Rock Foundation
 Nora Jackson
 Silver Eagle Refining
 Tony & Bradylynne Torres
 Ronald & Emma Walker

Ernesto Rojas
 Barbara Rojas

Melton G. Thackeray
 Lenore Bouwhuis

Host Sites

Donated facilities for CCR&R ~ Metro Training classes
 Kid Care Company
 Kids Kampus
 St. John's Preschool
 Tender Touch
 St. Paul's Preschool
 Kinder Care
 CCPDI
 Children's Academy
 Christ Lutheran Church & School
 Neighborhood House
 Precious People Child Care
 IHC Child Development Center
 The Kids Park of Stansbury
 Guardian Angel Child Care
 Kearns Recreation Center
 Lit'l Scholars
 SLCC - Redwood Campus

Affiliated With

Brookdale Relatives as Parents
 Child Welfare League of America
 Drug Endangered Children's Committee
 Generations United
 Impact on Children Experiencing Domestic Violence Group
 Initiative for Utah Children in Out-of-Home Care Committee
 Infant Adoption Training Initiative
 North American Council on Adoptable Children
 National Association of Child Care Resource & Referral Agencies
 National Association for Family Child Care
 National Association for the Education of Young Children
 National Association of Social Workers
 National Parents as Teachers
 National Association for Victim's Assistance
 Partners in Foster Care
 Prevention Specialist Network
 Professional Family Child Care Association
 South Salt Lake Coalition for Drug Free Youth
 State-wide Advocates for Victims Organization
 Tooele Interagency Council
 United Way of Salt Lake
 Utah Adoption Exchange
 Utah Association of Child Care Resource & Referral Agencies
 Utah Association for the Education of Young Children
 Utah Health Department's Office of Home Visiting
 Utah Office of Child Care
 Utah PTA Family Life Commission

