Children’s Service Society
Annual Report FY 2010-2011

Child Care Resource & Referral ~ Metro
Grandfamilies Relatives as Parents & Adoption Services
Utah Parents as Teachers
“In every conceivable manner, the family is link to our past, bridge to our future.”

~ Alex Haley
Executive Director’s Report

What a great feeling to have such a successful year in such a tumultuous time in our country. We have all rolled up our sleeves this year to do more with less. I am so appreciative of the CSS team and board members that have worked so hard this year. We couldn’t do any of the work we do without financial support and are so grateful to the individuals, philanthropic, governmental, and community partners who make our work possible.

Some highlights of this report include that 95 cents of every dollar CSS receives goes to support the programs. The Child Care Resource & Referral program provided 27,235 hours of training to child care providers in the community. The Utah Parents as Teachers program served 178 families with in-home visits (264 children). The Grandfamilies program provided 948 hours of advocacy for families and expanded services into Utah County in a partnership with United Way of Utah County.

CSS focused on increasing our visibility this year with billboards, television ads for each program, redesigning the website and adding daily Facebook and Twitter updates on our programs. We will be adding more components to our visibility plan next year.

Thank you for your support and participation in the very important work that we do.

Best regards,

Ms. Chris Bray, MA, CPM
Executive Director
2010-2011
Board of Directors

Glen Worthinton, President
US Satellite Corporation, President

John Evans, Past President
West Valley Fire Department, Fire Chief

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Hanson, Barnett, and Maxwell, Manager

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Retired, SDS Research, President

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LONG Building Environment, Vice President

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Castle & Cooke Mortgage, Mortgage Broker

Brad Sheppard
Zions Bank, Regional President

Harriett Gesteland
Retired Nurse Practitioner & Professor of Nursing, U of U

Peggy Wallace
America First Credit Union, VP HPE

Rusty Jacobs
US Bankcorp Investments, Inc., Financial Advisor

Scott DeBo
Morgan Stanley, Financial
Financial Activities

Source of Funds

- **Office of Child Care**: $924,333
- **Gov’t Contracts**: $488,520
- **Grants**: $179,520
- **Donations**: $120,116
- **Fees**: $29,454
- **United Way**: $47,757
- **Misc. Income**: $4,329

Use of Funds

- **CCR&R**: $947,097
- **Grand-families**: $323,503
- **UPAT**: $288,453
- **Adoption Services**: $101,788
- **Admin**: $82,044
This past year more people have accessed our Grandfamilies services than ever before: 65 adults and 65 children complete our Grandfamilies First Classes. Sadly, this increasing need for our services is beyond our current ability to serve in a timely manner. In this past year we’ve had to put 101 people on waiting lists for our services, which we will work hard to correct by obtaining additional funding. We are also doing an overwhelmingly increased number of guardianships for our families, which in turn provide safety and security for the children in these homes.

Our Friend 2 Friend activities have also seen an increase in numbers and quality. We served 160 adults and 195 children - a record amount of individuals. Last year’s Christmas party alone was an amazing event with donations that exceeded $5,000! We were able to provide this large event due to a partnership with the Christmas Box House, the hard work of volunteers from a local church, and a dedicated Eagle Scout. Our four big events -- Easter Egg Hunt, Summer BBQ, Halloween Party, and Christmas dinner -- each had well over 100 individuals attend. We were chosen to pilot a program that donates unused tickets to cultural and sporting events. Through this, many of our families have gone to professional musicals, concerts, and other events that they may not have been able to attend otherwise.

The Child Welfare League of America has invited Grandfamilies to be a part of the National Committee of Kinship Caregivers. They have also shown interest in publishing our curriculum internationally. We have also been recognized by Substance Abuse & Mental Health Services Administration as one of the most innovative and promising practices nationally! It’s exciting to be recognized as a leader in this area and pledge to continue bringing services that enrich the lives of families. We continue to be awed by the goodness of caregivers and the courage of the children in their care. We dedicate ourselves to the continuance of excellence in service to these families.

Jacci Graham, LCSW
Grandfamilies Program Director

<table>
<thead>
<tr>
<th>Salt Lake County Services</th>
<th># of Services</th>
<th>Total Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grandfamilies First Informational &amp; Support Groups</td>
<td>3 12-week courses</td>
<td>44 adults</td>
</tr>
<tr>
<td>Children’s Psycho Educational Group</td>
<td>3 12-week courses</td>
<td>41 children ages 4-17</td>
</tr>
<tr>
<td>Friend 2 Friend Support Group</td>
<td>23 events</td>
<td>129 children</td>
</tr>
<tr>
<td>Advocacy &amp; Outreach</td>
<td>818.75 hours</td>
<td>139 children</td>
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<thead>
<tr>
<th>Tooele County Services</th>
<th># of Services</th>
<th>Total Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grandfamilies First Informational &amp; Support Groups</td>
<td>2 12-week courses</td>
<td>17 adults</td>
</tr>
<tr>
<td>Children’s Psycho Educational Group</td>
<td>2 12-week courses</td>
<td>16 children ages 4-17</td>
</tr>
<tr>
<td>Friend 2 Friend Support Group</td>
<td>12 events</td>
<td>24 children</td>
</tr>
<tr>
<td>Advocacy &amp; Outreach</td>
<td>47.25 hours</td>
<td>19 adults</td>
</tr>
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<tr>
<th>Other Counties Services: Kinship families in other counties received services in SL or Tooele locations.</th>
<th># of Services</th>
<th>Total Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grandfamilies First Informational &amp; Support Groups</td>
<td>2 to 3 12-week courses</td>
<td>4 adults</td>
</tr>
<tr>
<td>Children’s Psycho Educational Group</td>
<td>2 to 3 12-week courses</td>
<td>8 children ages 4-17</td>
</tr>
<tr>
<td>Friend 2 Friend Support Group</td>
<td>6 events</td>
<td>2 children</td>
</tr>
<tr>
<td>Advocacy &amp; Outreach</td>
<td>82.5 hours</td>
<td>2 adults</td>
</tr>
</tbody>
</table>

**Therapeutic Counseling for Children**
198.5 hours of therapy provided by Grandfamilies clinicians
Although we have cut back on our formal adoption services, we still finalized one adoption and placed another infant with a waiting family in September. That adoption will finalize in February 2012. We are proud of the quality of services we provide to both adoptive and birth families.

We continue to provide homes study services for both domestic and international adoptions. We have the reputation of doing excellent work in this area and continue working hard to do quality professional studies. We have reunited several birth and adoptive families through our Connections Program. One individual was able to reconnect with his siblings who were separated in the mid 1930’s!

We have again received the Infant Adoption Training Initiative grant through Lutheran Social Services to provide ethical training to professionals regarding adoption issues for the state of Utah. We are proud to provide this training and honored that we are looked to as experts in ethical issues surrounding adoption.

Jacci Graham, LCSW
Adoption Services Program Director

**Placements & Home Studies**
- 1 adoption finalized and child placed with a family
- 15 adoption post placement visits conducted
- 5 International home studies conducted
- 3 adoption home study updates conducted

**Connections**
- 5 services provided

**Infant Adoption Training Initiative**
- 11 training sessions conducted
Child Care Resource & Referral ~ Metro strives to provide meaningful services to all families and children in Salt Lake and Tooele Counties.

Due to the economy, many parents of young children have found themselves in need of seeking new employment. The Kids In Care program has helped families by paying up to 300 hours of child care for eligible parents who engaged in formal job search activities such as: attending resume building classes, job fairs, internet job searches at public libraries or DWS employment centers, visiting prospective employers to inquire about job opportunities, attending interviews and job shadowing/unpaid internships.

At the same time, Child Care Resource and Referral ~ Metro has been working with child care providers to improve the quality of child care offered in our service delivery area and has established two new programs focused solely on providing support to providers to improve their services. The Quality Improvement Program is a joint effort between the provider and the consultant to look closely the areas of improvement to create an individualized plan for the provider. The CDA Support Program helps provider plan their way to obtain their Child Development Associate Diploma.

This has been a great year for CCR&R ~ Metro with new programs and new plans to fulfill our mission. We celebrated this year in June by inviting all child care providers to our annual Child Care Provider Appreciation Day that was attended by over 1300 providers and children. A great time to remember we are all of us in this together, in providing meaningful experiences and safe environments for the children in Utah.

Encarni Gallardo
CCR&R ~ Metro Program Director
Recruitment & Retention
Recruitment & Retention Consultants provide training for those entering the field as family child care providers. They offer resources, grants, and ongoing support.

- 80 hours of training provided for Basic Child Care class (formerly called TARGET)
- 93 participants of Basic Child Care
- 35 hours of training for Exploring Creative Curriculum
- 177 participants for Exploring Creative Curriculum
- 266 participants in New Provider Orientation
- 276 visits made to the Lending Library
- 560 materials checked out of the Lending Library for use in child care settings
- 85% Part 1 Start Up Grant money was awarded
- 30% Part 2 Start Up Grant money was awarded
- 1,327 people attended Provider Appreciation Day

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

- 1,746 child care provider searches conducted by phone and in person
- 2,202 provider searches conducted online
- 1,237 parent packets mailed
- 1,077 online provider updates
- 56 technical assistance calls to providers/families
- 56 new providers recruited
- 2,211 Summer Activity Guides distributed

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

- 4,963 quarterly newsletters and training calendar mailed to providers and the community
- 27,235 hours of training provided (accessed by child care providers)
- 140 training classes offered

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.

- 111 CDA Consultation Program Applications submitted/received
- 43 competency standards book distributed
- 26 CDA packets distributed
- 1,110 Training Hours Assessments completed
- 22 informal classroom observations
- 16 formal CDA observations
- 9 CDA applications submitted to Council
- 5 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.

- 45 providers participated in STAR Night (Support, Technical Assistance, Resources)
- 12 hours of technical assistance offered to child care providers
- 38 TEAM Grants (Training Endorsement Application Materials) distributed
- $17,100 materials distributed to providers through TEAM Grants
- 226 phone calls
- 225.17 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.

- $17,143.42 used to help families
- 45 families helped
- 70 children helped
- 3,645.77 hours of regulated child care
Utah Parents as Teachers

UPAT has had a year of growth and diversification. We grew in the number of parent educators from 9 to 13 and added two new programs, the Evidence Based Home Visiting and the Maternal Infant Early Childhood Home Visiting program that focused on first time teen parents in Salt Lake County. The goals of the teen program are: Improve maternal and infant health, prevent child abuse and neglect, family self-sufficiency, prevent domestic violence, provide community resource referrals, and improved school readiness.

Welcome Baby is community based home visiting program which originated in Utah County over 10 years ago with a partnership between the Utah County Health and United Way. It is based on the community asset model and uses unpaid community volunteers to provide the home visits. The volunteers are primarily experienced mothers who love babies who give health, safety and developmental information as well as kindergarten readiness tips to young mothers. The strength based model empowers parents to become involved and attached to their infants and young children which in turn helps insure that children have a good start on success.

Our combined PAT programs served over 200 families in Vernal, Logan, Salt Lake and Utah Counties with a total of 1046 visits. 59% of the families we served were English Language Learners and 34% of the families had low educational attainment and over 80% of the families were low income. UPAT hosted 3 state wide trainings that trained or retrained 83 educators.

Recently a seventeen year old teen mother with a new born was asked what she liked about Parents as Teachers she said, “The best thing about Parents as Teachers is that Cathy (her home visitor) will be with me to help me until my baby is five.”

Meg Buonforte
UPAT Program Director

<table>
<thead>
<tr>
<th>Program Reach</th>
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<tbody>
<tr>
<td>• 264 children</td>
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<tr>
<td>• 178 families</td>
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<tr>
<th>Group Meetings</th>
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<tbody>
<tr>
<td>• 49 families</td>
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<tr>
<td>• 28% of families attended at least one of the group meetings</td>
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<tr>
<th>Personal Visits</th>
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<tr>
<td>• 122 families received 1-5 visits</td>
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<td>• 38 families received 6-9 visits</td>
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<tr>
<td>• 10 families received 10-12 visits</td>
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<td>• 5 families received 13-19 visits</td>
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<td>• 3 families received 20 or more visits</td>
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<tr>
<th>Screenings &amp; Referrals</th>
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<tr>
<td>• 221 children received health and developmental screenings</td>
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<tr>
<td>• 5 children (2% of those screened) were identified with possible health/developmental problems and were referred for follow-up services</td>
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<tr>
<td>• 40% of children referred received follow-up services</td>
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<th>Resource Network</th>
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<tr>
<td>• 168 families (94%) were linked to at least one community resource during the program year</td>
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<tr>
<td>• 22 families were linked to the Children’s Health Insurance Program (CHIP)</td>
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<tr>
<td>• 1 family was referred to the appropriate social service agency due to suspected child abuse or neglect issues</td>
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</table>
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
- America First Credit Union
- American Express Community Development
- Barnes Aerospace - Ogden
- Battelle
- CIT Bank
- Franklin Templeton Investments
- Snell & Wilmer
- Varian Medical Systems
- Zions Bank

**Foundations**
- Ashton Family
- Ruth Eleanor & John Ernest Bamberger
- Frances W. Burton
- Castle Foundation
- Church of Jesus Christ of Latter-day Saints
- Daniels Fund
- Lawrence T. Dee & Janet T. Dee
- George & Delores Dore Eccles
- Marriner S. Eccles
- Henry W. & Leslie M. Eskuche
- Gibbons
- In-N-Out Burger
- Kennecott Utah Copper
- John & Dora Lang
- Masonic Foundation of Utah
- Herbert I. & Elisa B. Michael
- Rosemary & David Olsen
- Sterling & Shelli Gardner
- Utah Families

**Government**
- Salt Lake City Community Development
- U.S. Department of Health & Human Services
- Infant Adoption Awareness Training
- Salt Lake Behavioral Health Services
- Utah Department of Workforce Services
- U.S. Department of Education
- Utah Department of Health & Human Services
- Division of Child and Families Services

**Organizations**
- Ladies of Elks No. 1673
- Ladies of Saint Thomas More Catholic Church
- Salt Lake Headstart
- United Way of Central & Southern Utah
- United Way of Northern Utah
- United Way of Salt Lake
- United Way of Southeastern Pennsylvania

**Individuals**
- Ackerlind, Myrna
- Adams, Daphne
- Aguilera, Sonia
- Anonymous
- Anton, Mary Jo
- Ashworth, Dane & Michelle
- Aure, Harold & Desta
- Bagley, Robert & Kathryn
- Barker, Bob & Marjorie
- Barker, Lyn
- Barlow, Marcy
- Barnett, Ron & Laura
- Bateman, Merrill & Marilyn
- Bean, Lee
- Beck, Brian J.
- Beck, Jay & Beth
- Beckstrand, Carol
- Bingham High School Student Body
- Blanco, Mario & Jerry
- Boman, Joye
- Bourne, Gordon & Betty
- Bray, Mark & Chris
- Bruce, Imogene P.
- Bulcher, Renee
- Buonforte, Meg
- Butterfield, Marianne
- Byers, Julie
- Caine, George
- Canada, Michael & Sheila
- Christianson, Rebecca
- Clark, Bonnie
- Connors, Ray & Linda

**Individuals cont.**
- Craft, Sandy
- Critton, William & Marcia
- Curran, Michael & Catherine
- Davies, Jerry & Linda
- Dobler, Donald & Elaine
- Eggers, Jeffrey & Gay
- Elder, Ted & Christy
- Elizondo, Jack
- Erick, G. Richard
- Evans, John & Nanette
- Fay, Richard & Carol
- Fehr, Will & Cynthia Moore
- Fenton, Robert & Geraldine
- Firmage, John & Joan
- Fishburn, Kelly & Jennifer
- Gaillardo, Encarni
- Gailey, Michael
- Garber, Richard & Linda
- Gardiol, Pamela S.
- Gay, Robert E.
- Gesteland, Raymon & Harriett
- Gibbons, Bill & Barbara
- Givan, JoAnn
- Gonzalez, JoAnn & Rederico
- Graham, Jacci
- Grandinetti, Trina
- Gras, Doris
- Grauer, David & Carolyn
- Green, Steven & Claudya
- Griss, Martin & P’nina
- Grizzle, Maurine C.
Contributions

Individuals cont.
Halls, Michele
Hansen, Sarah
Harmon, David
Hatch, Jeffrey
Hemingway, Denna
Hendricks, Myra
Hernandez, Anna-Lee
Hinckley, Mike & Angie
Honey, Susan
Howell, George & Yvonne
Hoye, Carolyn
Hymas, Judy
Jackson, Nora
Jacobs, Rusty
Jeffers, Jessica
Jensen, Don & Cindee
Johnson, Parley & Bonnie
Johnson, William
Jones, Carla
Karras, Dorothy & Frank
Keller, Wendy
Leland, Joey & Carol
Larkin, James G.
Larsen, Clarann C.
Larsen, Linda

Individuals cont.
Lazinski, Amanda
LiConti, Richard & Sherry
Livingston, Nancy
Livingstone, Donald & Marsha
Lowe, Kathleen & Barbara
Macnaughtan, June B.
Madrid, Lilian
Malone Family
Marcroft, Bill & Joyce
McCleery, Neal & Jacqueline
McCready, Andrew & Susan
McDaniel, Marci
McNeill, Newton & Amy
Migliorelli, Mary
Miller, Helen P.
Minor, Kevin
Mr. & Mrs. R. Glenn Taylor
Mueller, Joseph & Dayna
Myers, Elizabeth M.
Newton, Jack & Sylvia
Niksich, Pete & Annette
Olson, Amber M.
Pettitt, Dave
Polster, Phyllis
Prince, Gerald & Marilyn

Individuals cont.
Rader, Isabelle
Redd, Emily
Redd, Erma
Ressler, Jan & Boyd
Richards, Tammy
Rojas, Barbara B.
Rollie, Travis K.
Ross, Jessics & Michael
Sadler, Lon & Pat
Sandage, Anji
Sanders, John & Pamela
Sorensen, Rosario
Sorensen, Teresa
Sparks, Bob & Arita
Steglich, Kent
Steglich, Russell
Stensaas, Suzanne
Stewart, Allie Sue
Stuart, Paul & Nedra
Thimmes, Madeline S.
Tidwell, Elden
Trewet, Howard & Dixie
Trong, Vin
Venable, Jessi
Vernieuw, Denice
Wallace, Margaret Ann
Walton, Analee
Watson, Jen & Judd
Wayment, Kim & Ilene
Weatherbee, Nona
Weathered, Maryann Veronica
Wheeler, Barbara
Williams, Jenny
Wood, Bob & Daphne
Worthington, Janet & Glen

In Kind
14th LDS Church Ward
Adilfa Ford
Advanced Auto Salon
Alphagraphics
America First Credit Union
AnnLan Tran
Blooming_sales

In Kind
Bloomingsales
Contributions

**In Kind cont.**
- Boondocks Fun Center
- Brad Sheppard
- Carters - Murray
- Carters - Salt Lake City
- Carters - Sandy
- Carters - West Jordan
- Cherry Hill
- Christmas Box House
- Christie’s Cutaway Hair Company
- Crazy 8 - Layton
- Crazy 8 - Orem
- Crazy 8 - Sandy
- Deseret Dairy
- Discovery Gateway Children’s Museum
- Disneyland California
- Embassy Suites Hotel
- Energy Solutions
- John & Nanette Evans
- Every Blooming Thing
- Four & Twenty Sailors
- Harriet & Ray Gesteland
- Gold 'n Diamonds
- Gymboree - Layton
- Gymboree - Murray
- Gymboree - Ogden
- Gymboree - Orem
- Gymboree - Provo
- Gymboree - Salt Lake City
- Target Salt Lake City
- The Living Planet Aquarium
- The Ranches Golf Club
- This Is The Place Heritage Park
- Tickets for Kids
- Utah Arts Festival
- Utah Grizzlies Hockey Team
- Utah State Blind & Disabled Library
- Utah Jazz
- Vangvard Golf Management
- Veritus Funding
- WalMart Supercenter
- West Valley Union Firefighters
- Wheeler Farm
- Workman Nydegger Law Firm
- Glen & Janet Worthington
- Zions Bank

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- Veritus Funding
- WalMart Supercenter
- West Valley Union Firefighters
- Wheeler Farm
- Workman Nydegger Law Firm
- Glen & Janet Worthington
- Zions Bank

**In Memoriam**
- Will Fehr: Marianne Butterfield
  - Michael & Catherine Curran
  - Teresa Sorensen

- Ernesto Rojas: Barbara Rojas

- John (Jack) P. Redd: Erma Redd

- David E. Hughes: Kathleen & Barbara Lowe

- Michael Johnson: Parley & Bonnie Johnson

- Wallace Hoffman: Shirley Hoffman

- Arlene Gay: Robert Gay

- Diane Steglich: Russell Steglich
Contributions

Affiliated With:
Child Welfare League of America
Drug Endangered Children’s Committee
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 Parents as Teachers
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
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 Heath Department Office of Home Visiting
Utah Office of Child Care
Utah PTA Family Life Commission

In Honor Of
Ray & Harriett Gesteland: Richard & Carol Fay
Emily Barlow Redd: Marcy Barlow
Our Son: Richard & Sherry LiConti
Chris Bray: Mary Migliorelli
Flanders Family: Kevin Minor
Tia & Dan Siddaway: Lon & Pat Sadler
Barbara Hoffman: Shirley Hoffman
Jean Earl Keddington: Jay & Beth Beck
Mary Ellen Leathan: Jay & Beth Beck
Doris Tingey: Jay & Beth Beck

Host Sites - Donated facilities for
CCR&R ~ Metro child care provider training:
Kids Care Company
Kids Kampus
St. John’s Preschool
St. Paul’s Preschool
Tender Touch
Kinder Care
Child Care Professional Development Institute
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
Kears Recreation Center
Lit’l Scholars
Salt Lake Community College Redwood Campus