Children’s Service Society
Annual Report FY 2012-2013

Care About Childcare
Support Services
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.

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
2012-2013
Board of Directors

Brad Sheppard, President
Zions Bank, Vice President/Branch Loan Manager

Jan Hemming, President Elect
JKH Associates, Public Relations

Paula McFarland, Secretary/Treasurer
Energy Solutions, Director of Gov’t Financial Compliance

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Audix Business Services, CEO

Saundra Stroope
Intermountain Medical Group, HR Manager

George Naegle
Richards Brandt Miller Nelson, Attorney
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 pockets 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

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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

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

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

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

Quality Improvement Resource Lending Library
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### 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.

<table>
<thead>
<tr>
<th>Grandfamilies First Info &amp; Support Groups</th>
<th># of Services</th>
<th>Total Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt Lake County</td>
<td>3 10-week courses</td>
<td>46 adults</td>
</tr>
<tr>
<td>Davis County</td>
<td>2 10-week courses</td>
<td>26 adults</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Children’s Psycho-Educational Groups</th>
<th># of Services</th>
<th>Total Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt Lake County</td>
<td>3 10-week courses</td>
<td>32 children</td>
</tr>
<tr>
<td>Advocacy &amp; Outreach</td>
<td>15.75 hours</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Friend 2 Friend Support Groups</th>
<th># of Services</th>
<th>Total Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt Lake County</td>
<td>27 events</td>
<td>147 adults / 174 children</td>
</tr>
<tr>
<td>Tooele County</td>
<td>14 events</td>
<td>13 adults / 19 children</td>
</tr>
<tr>
<td>Davis County</td>
<td>1 event</td>
<td>20 adults / 28 children</td>
</tr>
</tbody>
</table>

**Number Served**: 780 Total: 252 adults & 264 children

### Advocacy & Outreach Hours

<table>
<thead>
<tr>
<th>Advocacy &amp; Outreach Hours</th>
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</tr>
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<tbody>
<tr>
<td>Salt Lake County</td>
<td>413.25</td>
</tr>
<tr>
<td>Tooele County</td>
<td>23</td>
</tr>
<tr>
<td>Davis County</td>
<td>168.25</td>
</tr>
<tr>
<td>Other Counties</td>
<td>29</td>
</tr>
<tr>
<td><strong>Total Advocacy Hours</strong></td>
<td><strong>633.5</strong></td>
</tr>
</tbody>
</table>

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.
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

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.

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

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.

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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.
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.

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

- 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
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
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

**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

**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 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 Humanitarian 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
Crittton, 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.
Jeffers, 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 & Joyce
McCready, Andrew & Susan
McFarland, Paula
Messersmith, Preston
Mickelsen, Susan
Neville, Kimberly
Newton, Jack & Sylvia
Nielson, Garrett
Nijsich, 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
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

In Memoriam
Ray L. Boman
Joye Boman

Arlene Gay
Robert E. Gay

Helen Jenkins
John Waggoner

In Honorarium cont.
Fred & Paula McFarland
Colleen Dalton

Harriett & Raymond Gesteland
Richard & Carol Fay

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
Ishill, 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
Nebejer, 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