ANNUAL REPORT
FY 2009 - 2010

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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, Jaci 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.
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
A big thank you to Bonneville International for a fantastic United Way Day of Caring carnival event!
Financial Activities

Source of Funds

- Government Contracts: $341,394.59
- Grants: $174,652.36
- Fees: $109,848.86
- Donations: $148,284.12
- United Way: $53,250.98
- Office of Child Care: $835,039.00
- Miscellaneous Income: $11,755.60

Total Income: $1,674,225.51

Use of Funds

- CCR&R: $859,097.50
- UPAT: $228,047.69
- Grandfamilies: $287,994.32
- Adoption Related Services: $164,177.74
- Administrative: $123,699.67

Total Expense: $1,662,416.92
Child Care Resource & Referral ~ Metro

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 andRetention 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 I 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

Encarni Gallardo
CCR&R Director

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.
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 provide 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.
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 Que-star. UPS will sponsor our upcoming Halloween and Christmas events.

Grandfamilies staff members Anna-Lee Hernandez, Emily Redd, Nettie 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

<table>
<thead>
<tr>
<th>SERVICE</th>
<th># OF SERVICES</th>
<th>TOTAL # SERVED</th>
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</thead>
<tbody>
<tr>
<td>Grandfamilies First 12-week Informational and Support Group for Relatives as Parents</td>
<td>3 series of 12-wk courses</td>
<td>46 adults</td>
</tr>
<tr>
<td>Children’s Psycho-educational 12-week Group</td>
<td>3 series of 12-wk courses</td>
<td>40 children</td>
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<tr>
<td>Youth Group</td>
<td>6 events</td>
<td>5 youth</td>
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<tr>
<td>10-week Parenting Class</td>
<td>Two series of 10-wk courses</td>
<td>8 adults</td>
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<tr>
<td>Friend 2 Friend Support Group</td>
<td>25 events</td>
<td>128 adults 151 children</td>
</tr>
<tr>
<td>Advocacy &amp; Outreach Hours</td>
<td>548 hours</td>
<td></td>
</tr>
<tr>
<td>Grandfamilies Quarterly Newsletter</td>
<td>4 publications</td>
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Tooele County

<table>
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<tr>
<th>SERVICE</th>
<th># OF SERVICES</th>
<th>TOTAL # SERVED</th>
</tr>
</thead>
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<tr>
<td>Grandfamilies First 12-week Informational and Support Group</td>
<td>2 series of 12-wk courses</td>
<td>23 adults</td>
</tr>
<tr>
<td>Children’s Psycho-educational 12-week Group</td>
<td>2 series of 12-wk courses</td>
<td>16 children</td>
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<tr>
<td>Friend 2 Friend Support Group</td>
<td>19 events</td>
<td>28 adults 35 children</td>
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<tr>
<td>Advocacy &amp; Outreach Hours</td>
<td>90 hours</td>
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<td>Grandfamilies Quarterly Newsletter</td>
<td>4 publications</td>
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Other Counties

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<th>SERVICE</th>
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<th>TOTAL # SERVED</th>
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</thead>
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<tr>
<td>Grandfamilies First 12-week Informational and Support Group</td>
<td>One 12-week course</td>
<td>1 adult 1 child</td>
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<tr>
<td>Friend 2 Friend Support Group</td>
<td>5 events</td>
<td>5 adults 7 children</td>
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<tr>
<td>Advocacy Hours</td>
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<tr>
<td>Advocacy &amp; Outreach Hours</td>
<td>60 hours</td>
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</tr>
<tr>
<td>Grandfamilies Quarterly Newsletter</td>
<td>4 publications</td>
<td></td>
</tr>
</tbody>
</table>
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!
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
Kennebec Utah Copper Foundation
Lawrence T. Dee & Janet T. Dee Foundation
Liberty Mutual Foundation
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
Myma Ackerlind
Daphne Adams
Gary Adams
Sonia Aguilera
Rex & Louise Allen
Anonymous
Jayden Arnold
Harold & Desta Aue
Blaine & Vicki Bagley
Robert & Kathryn Bagley
Lyn Barker
Ron & Laura Barnett
Merrill & Marilyn Bateman
Lee Bean
Brian J. Beck
Jay & Beth Beck
Marc 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 Coryers
Edna Cox
Sandy Craft
William D. Critton
Jerry & Linda Davies
Donald & Elaine Dobler
David S. Dupax
Stephan & Valli Durham
Doral Eardley
Tessie Edgar
Jeffrey & Gay Eggers
Kathleen M. Elligott
Lynne Elliott
Dorothy Folland Evans
John & Nanette Evans

Individuals (cont.)
Will & Cynthia Fehr
John & Joan Firmaje
Jeanette Flannin
Dorothy Fay
Friends of the Utah Jazz
Encarni Gallardo
Richard & Linda Garber
Robert Gray
Hariett & 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
DeLois & LaDawn Gubler
Kenneth Haase
Kris Hale
David & Diane Halford
Sarah Hansen
Lori Haading
David Harmon
Jeffrey Hatch
Larry & Christine Hawkins
Myra Hendricks
Anna-Lee Hernandez
Elise 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. Macnaughton
Rich Knutson
Burl & Kathleen Kreps
Lynn R. Kuehn
Guthorn Landro
James G. Larkin
Clarann C. Larsen
Christy Lee
Amie Lindquist
Lynn Lopp
Nancy Livingston
Suzanne Loritz
Lilian Madrid
Gordon Mabey
Mary S. Malmin
Toni Maria Martinez
Neal & Jacqueline McCleery
Andrew & Susan McCrady
Marci & Matt McDaniel
Becky McShane

Individuals (cont.)
Diane Minnerich
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 & Emma Reed
David & Patricia Redd
Jared & Emily Redd
Lowry & Kim Redd
Nancy Reynolds
Tammy Richards
Gale B. Roberson
Barbara & Ernesto Rojas
Travis K. Rolle
Jessica & Michael Ross
Linda Roundy
Barbara J. Rumph
Richard & Bessie Sanborn
Angela Sandage
Bill & Martha Scott
Marty Shannon
Nicholas Siciliano
Debra K. Siegel
Doug Smith
Jeffy & Joyce Smith
Robert Smith
Bob & Anita Sparks
Russell & Diane Stegich
Lonny & Julie Stillman
Nick Stolz
Paul & Nedra Stuart
Telisa M. Svedin
Wally Taylor
Warren & Jeaninne Timothy
Tony & Brandyanne Tones
Howard & Dixie Trewet
Tim R. Trussell
Lynn Valdez
Jessi Venable
Denice Vennieuw
Ronald & Emma Walker
Margaret Ann Wallace
Analee Walton
Maryann Veronica Weathered
Barbara Wheeldin
Pete & Natalie Whiting
Thomas Whitemore
Jenny Williams
Kelly Woolsey
Judy Young
Contributions

In Honor Of
Hamnett 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 Dobler
Amanda Peterson
Thomas Whittemore
Bill & Martha Scott
Dorothy Folland Evans

In Memoriam
Ray L. Boman
Joye Boman
David Evans
Jay & Beth Beck
Arlene Gay
Robert Gay
Lynn Loberge
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 & Bradlynnne Torres
Ronald & Emma Walker
Ernesto Rojas
Barbara Rojas
Melton G. Thackeray
Lenore Bouwhuis

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”
Jamie 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

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
Kindergarten
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
LifI 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 Heath Department’s Office of Home Visiting
Utah Office of Child Care
Utah PTA Family Life Commission

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
Teri Graham
Jason Haacke
Halli Holly Hadawar
Paxton Halls
Sadie Hansen
Samantha K. Hansen
Myra Hendricks
Lindse 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
Chelsye Merchant
Ashleigh Miller
Melissa Montahan
Kara Munford
Alexandra Newman
Sterling Orme
Jaelan & Leslie Petrie
Dan Pope
Tricia Rees
Jeanne Reid
Mark Ross
Kara Shaw
Sara Smoot
Andrew Soren
KamiAnne Stagg
Kindra Staker
Auston Vance
Vic Vemon
Vince Vemon
Alli Wamick
Ian Wilson
Richie Wilson
Debra Windrup
Nadine Wimmer
Anthony Wood
Micah Woodworth
Mike Xidis

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