

# FY11 United Way Mid-year Report

**Program: Victims of Child Abuse (VOCA)**

**Agency: Children, Youth & Family Services**

**Date: February 3, 2011**

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

The VOCA program goals remain the same for fiscal year 2011. They include the amelioration of the complex mental health problems associated with child abuse and neglect on victims, ages 0-18; improved functioning in school for victims of child abuse and neglect; and prevention of further abuse/neglect. Children who have been witness or victim to family and dating violence are also served, as well as nonoffending family members. We continue to use the Child and Adolescent Needs and Strengths (CANS)-Trauma Version (Illinois Dept. of Children & Family Services) assessment tool. Please see projected outcomes below for details.

The program also aims to educate the community about the impact of child abuse and neglect and alternatives for ameliorating that impact. Program goals are met through individual and family counseling, public education in the area of child abuse and neglect, participation in the ongoing work of the Charlottesville-Albemarle Multi-Disciplinary Team, and training of volunteers regarding the dynamics of abuse and neglect. Recently staff have completed training services for area law enforcement on how to handle children when responding to the seen of domestic disputes.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Molly\* and her brother Tom\* are 6 year old twins who have been victims of sexual abuse by a family member. When Molly and Tom first came into the VOCA program, they sat silently and only reluctantly made eye contact. Though surrounded by art supplies, "make believe" toys, puzzles and puppets, they still did not move from their chairs. According to their grandmother, both had been awoken by violent nightmares on a nightly basis. Over a period of weeks, the counselor used the introduction of play as a non-threatening way for them to work through their traumatic experiences. Using puppets and art therapy to communicate about the abuse and the resulting emotional fallout, Molly and Tom were able to begin the healing process. They started sleeping through the night without nightmares. Their play became more carefree and their laughter more frequent. Molly and Tom have made significant progress in overcoming their abuse and continue to receive counseling services

**3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.**

**Projected Number of Intended FY11 Primary Beneficiaries:** 295

**Actual Number of FY11 Primary Beneficiaries:** 120  
(first 6 months FY11)

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
<p><b>Primary Victims will demonstrate reduction in symptoms associated with abuse/neglect.</b></p>	<p>85% (30 Youth) will improve psychosocial functioning as indicated by CANS.</p> <p>85% (30) youth will have improved school grades and attendance</p> <p>At discharge, 85 % (30) of Primary Victims will evidence reduced trauma symptoms as measured by CANS**</p> <p>**We are currently using the Child and Adolescent Needs and Strengths inventory: Trauma Version to measure outcomes</p>	<p>*based on Discharge. A total of 14 children were discharged during this time. 3 children left before discharge data was collected. Therefore, numbers are based on 11 clients.</p> <p>91% (10/11) improved psychosocial functioning as indicated by CANS.</p> <p>91% (10/11) youth have improved school grades and attendance.</p> <p>91% (10/11) of primary victims have reduced trauma symptoms as measured by CANS</p>
<p><b>The effects of child abuse/neglect will be reduced for secondary victims which will help mitigate the trauma experienced by primary victims.</b></p>	<p>Safety will increase for primary victims in their homes as evidenced by 95% (124) of primary victim's families having no additional CPS reports filed during treatment period.</p> <p>95% (27) parents/guardians of the victim will (a) achieve behaviorally-defined steps to increase primary victims' experience of safety and (b) communicate effectively with primary victim as measured by self-report and by observations of the VOCA Treatment Specialist. These steps will be defined individually for each</p>	<p>98% (84/85) had no additional CPS reports filed during the treatment period.</p> <p>95% (65) of parents/guardians of the victim achieved behaviorally-defined steps to increase primary victims' experience of safety and (b) communicate effectively with primary victim.</p>

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
	secondary victim and noted in the case treatment plan.	
<b>In the community, knowledge about practices and resources for child and adolescent victims of abuse/neglect will increase.</b>	100% (24)of MDT meetings will be attended by a VOCA Specialist.  10 child abuse prevention events in which VOCA participates in planning and implementation.	92% (11/12) of MDT meetings were attended by VOCA Treatment Specialist.  6 child abuse presentation events in which VOCA plans or implements were held during this time period.

**4. Impact Report.** We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

**Community Needs or Issues Your Program Addresses** -- please include at least 3 local issues/statistics and cite your source

- According to Stepping Stones 2010, in 2009 there were 54 investigations of child abuse and neglect per 1,000 children in Charlottesville (this rate has increased by 30% two times over the past two years), and 22 investigations per 1,000 children in Albemarle County. Charlottesville's rate of founded abuse/neglect cases runs 8.99 per 1,000, almost three times the state average.
- In its feasibility study for the Foothills Child Advocacy Center in 2004, the CCF Family Violence Prevention Work Group reported that there were 224 child abuse reports validated in 2004 by social services in Charlottesville and 386 validated reports in Albemarle County.
- According to the Charlottesville/Albemarle Multidisciplinary Team (MDT) report on First Year Activities, since April 1, 2004, the MDT reviewed 62 cases of child abuse and neglect. Sexual assault by a non-caretaker accounted for 47.54% of these cases. Of the 62 cases reviewed, counseling was recommended for about 37%.
- According to the 2004 feasibility study for the Foothills Child Advocacy Center, there is a continued need for mental health services, as well as therapeutic resources for non-offending family members.

**Your Program's Solutions that United Way Community Impact Funds Support**

- High quality, no cost individual and family counseling is provided to families of Charlottesville City and Albemarle County in which abuse and neglect has occurred. This counseling provided amelioration for the complex mental health problems associated with child abuse and neglect on victims, ages 0-18.
- High quality, no cost counseling prevents further abuse/neglect for families with prior histories of abuse/neglect in Albemarle and Charlottesville.

- Participation on the Charlottesville/Albemarle Multidisciplinary Team (MDT) allows families who have been identified by law enforcement and Child Protective Services (CPS) to quickly receive counseling services in Charlottesville and Albemarle.
- The VOCA team educates the community about the dynamics of child physical and sexual abuse and its treatment through participation on the MDT and community-wide events aimed at the prevention of abuse and neglect.

**Actual Results** - based on your stated outcomes; please use percentages and numbers served to help show outcomes

\*based on Discharge. A total of 14 children were discharged during this time. 3 children left before discharge data was collected. Therefore, numbers are based on 11 clients.

- 91% (10/11) improved psychosocial functioning as indicated by CANS.
- 91% (10/11) youth have improved school grades and attendance.
- 91% (10/11) of primary victims have reduced trauma symptoms as measured by CANS
- 98% (84/85) had no additional CPS reports filed during the treatment period.
- 95% (65) of parents/guardians of the victim achieved behaviorally-defined steps to increase primary victims' experience of safety and (b) communicate effectively with primary victim.
- 92% (11/12) of MDT meetings were attended by VOCA Treatment Specialist.
- 6 child abuse presentation events in which VOCA plans or implements were held during this time period.

**Financial Impact of Donations** -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- \$10 per week (\$540/year) provides a year of therapy for a child who has been abused or neglected.

# FY11 United Way Mid-year Report

**Program: Play Partners**

**Agency: Children, Youth & Family Services**

**Date: February 3, 2011**

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

Play Partners continues to address the need for children in child care, particularly from low-income homes, to have literacy development experiences that are cognitively, emotionally and socially challenging and enjoyable. The program is currently serving 157 children in 12 child care settings. Play Partner volunteers make weekly visits to introduce quality early childhood literature and bring fun and educational enrichment activities to the children who are enrolled in these child care settings. Through these activities, children's learning, literacy development and school readiness is promoted and the quality of the child care setting is enhanced. The program is being implemented according to our original plan/proposal, and continues to be a highly-effective, highly efficient school readiness solution facilitated by one part-time coordinator and 25-30 committed, trained volunteers. Play Partners has increased collaboration, though, with the Family Connections program and their neighborhood playgroups, thereby bringing the structured reading curriculum to the children participating in those on-site services.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Play Partners evaluates the programs impact annually. Participating parents, child care providers and volunteers complete surveys and comment on individual program impact. A small sampling of the parents comments from the last survey are below.

## **Parent comments**

### **Does your child use new words heard in Play Partners stories, games, and activities?**

"Yes, she is speaking more fluently and speaking more words", "He is getting better at associating words with their meanings", "she is able to hold pretty in depth conversations and recognizes more objects", "saying more and new words".

### **Does your child seem more interested in books and being read to since the Play Partners Program began?**

"She will pick a book over a toy", "He is excited to bring home a book and read it to me", "He likes to read with you and tells you what he sees in the books", "wanting to read more than two books a night".

### **What is your favorite part of the Play Partners Program?**

“the increase in vocabulary and attention span as well as increased interest in learning”, “the activities surrounding the books and the free books”, “being able to allow him to express himself”.

**3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.**

**Projected Number of Intended  
FY11 Primary Beneficiaries: 153**

**Actual Number of FY11  
Primary Beneficiaries: 157**

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
Children gain early literacy skills.	80% (76) of adults surveyed report children learn and use new vocabulary. 82% (74) report children increase their desire to be read to during Play Partners enrichment activities.	There is no data for mid-year. Surveys are sent in the spring. We will report on this outcome on the year-end report.
Children gain school readiness skills	80% (75) of adults surveyed report children improve their ability to sit and attend while being read to, follow directions and stay focused on a task during Play Partners enrichment activities	There is no data for mid-year. Surveys are sent in the spring. We will report on this outcome on the year-end report.
Providers offer a variety of enrichment activities.	90% (9) of providers report an increase in their use of literacy-based enrichment activities with the children in their care.	There is no data for mid-year. Surveys are sent in the spring. We will report on this outcome on the year-end report.

**4. Impact Report.** We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

**Community Needs or Issues Your Program Addresses** -- please include at least 3 local issues/statistics and cite your source

1. The Focus Areas for Children and Families in the Charlottesville/Albemarle Community, Phase 1: Improve and extend affordable resources for Early Childhood Development.

2. The Focus Areas for Children and Families in the Charlottesville/Albemarle Community, Phase 1: Understanding Service Needs, Appendix A: Section II Early Childhood Development reports that 30.0% of children entering Kindergarten in Charlottesville and 14.1% in Albemarle were identified for intervention services on the Early Intervention Reading Initiative.

3. The December 2010 *Stepping Stones* reported that in 2009, 15% of the children in Charlottesville and 9% of the children in Albemarle entering kindergarten were identified for intervention services.

### **Your Program's Solutions that United Way Community Impact Funds Support**

1. The program uses a strength-based approach to provide enriching learning experiences to children from low-income families enrolled in day care homes and addresses accessibility issues by bringing the program into the providers' homes.
2. This program supports the development of early literacy skills providing children the basic readiness skills necessary for success in Kindergarten.
3. The December 2010 *Stepping Stones* shows a decrease since 1999 in the number of children entering city kindergarten classes identified for intervention in reading readiness. In 1999, 37% of the children entering kindergarten in Charlottesville needed intervention compared to 17% in 2007, and in Albemarle, 27% in 1999 compared to 8% in 2007. Continuing and expanding enrichment programs such as Play Partners could contribute to a continuing decrease by reaching children not participating in structured preschool settings, such as Bright Stars, Head Start, and Charlottesville's 4-Year-Old Program.

**Actual Results** - based on your stated outcomes; please use percentages and numbers served to help show outcomes

There is no data for mid-year. Surveys are sent in the spring. We will report on the results of the surveys on the year-end report.

Last year's outcome results remained strong:

83% (65) of adults surveyed (parents, teachers) report children learned and used new vocabulary in their Play Partners activities.

88% (69) of adults surveyed (parents, teachers) report children increased their desire to be read to during Play Partners enrichment activities.

79% (62) of adults surveyed (parents, teachers) report children improved their ability to sit and attend while being read to, follow directions and stay focused on a task during Play Partners enrichment activities

88% (7) of providers report an increase in their use of literacy-based enrichment activities with the children in their care.

**Financial Impact of Donations** -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides...)

- **\$3/week (\$156 per year) provides:** Training materials for 24 Play Partner Volunteers for 1 year.
- **\$5/week (\$260) provides:** Initial training and enrichment materials and supplies for 5 child care providers.
- **\$10/week (\$520) provides:** One month's supply of books for 90 children to receive their own copy and take home to read with their families.
- **\$20/week (\$1,040) provides:** 50 hours of service to 90 children and their families.

# FY11 United Way Mid-year Report

**Program: Child Care Quality**

**Agency: Children, Youth & Family Services**

**Date: February 3, 2011**

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

The Child Care Quality program strives to improve *access to* and *the quality of* child care for young children in the Region Ten district so that children receive enrichment in the early years and arrive at kindergarten with the skills they need to succeed in school.

Child Care Quality Educators help providers assess their current level of quality; offer support, education, and a plan to improve care; and arrange evaluation to award the provider a rating. Home-based child care providers receive the local Seal of Quality Child Care rating while the Child Care Centers receive the Virginia Star Quality Rating. Providers are rated on an extensive list of qualities including but not limited to the number of books available to the children and their age appropriateness, cleanliness, nutritional value of meals, provider-child interaction, and developmental value of toys. As they make improvements—such as adding new books or adding child-sized furniture—in the areas where they rate poorly, they move up the levels of the quality rating scale. Our training calendar helps providers gain knowledge and skills as outlined in the Virginia Early Childhood Development Alignment Project's *Competencies for Early Childhood Professionals*. CYFS administers the state Voluntary Registration Program for home-based providers and offers referral services by including providers in the Child Care Resource and Referral database.

Currently CYFS is implementing the Virginia Star Quality Initiative rating and improvement system with 24 center-based child care providers, and the SEAL quality program with 3 home-based providers. Six additional centers not currently in a ratings program are receiving support services through the infant and toddler social and emotional and behavioral health pilot. So far this year CCQ has offered 48 training sessions, which puts the program on track to more than double training numbers. CYFS has started up new initiatives to increase program impact, including group trainings for unregistered providers and one-time consultation visits. CYFS has applied for CDBG funding to begin a new initiative to recruit home-based providers into quality improvement services.

The FY11 CCQ program operating budget is about \$150,000 higher than projected in our original application. This increase is due to receiving funding for the new VA Infant & Toddler Social Emotional and Behavioral Health Pilot and additional state funds to support implementation of the Virginia Star Quality Initiative (VSQI).

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show**

**collaborations or referrals with other community programs in meeting a client's multiple needs.**

On a recent satisfaction survey, the director of one participating center commented on how much the CCQ program education and training had impacted on her as a professional and on the care provided at the center:

“I have a different perspective from the time I started this training. I am receiving information that allows me to be introspective and am seeing a difference in the classroom—a positive one!”

**3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.**

**Projected Number of Intended FY11 Primary Beneficiaries:** 848

**Actual Number of FY11 Primary Beneficiaries:** 442

<b>Projected FY11 Outcomes</b>	<b>FY11 Indicators Tracked</b>	<b>FY11 Outcome Results (provide specific numbers and percentages)</b>
Providers have knowledge of the safety, nutritional, environmental, nurturing and developmental needs of children as indicated in the criteria for VSQI or the Seal.	90% (500) Providers show an improvement in post-test scores.	283 providers have participated in 33 different training sessions. Post-test data compilation is in the process of being revised to clarify results.
Regulated provider pool is maintained or grown.	32% (16) Eligible providers renewing certification each year.  72% (25) Individuals seeking to become new providers complete the process.	(3) eligible providers renewed certification this year.  76% (13/17) individuals seeking to become new providers completed the process. outcome on the year-end report.
Parents receive information on how to select quality child care, and on available providers.	32% (16) Parents report satisfaction with the Resource and Referral Service.  72% (25) Parents report success in finding child care.	50% (2) parents report satisfaction with the Resource and referral Service. Note: 72 parents used the services, but only 4 completed surveys.
Providers increase the level of quality care they offer reflecting the criteria of VSQI or the Seal, including a safe nurturing environment; diverse, developmentally age-appropriate experiences and materials; and positive discipline techniques.	100% (3) Providers obtain the Seal of Quality Child Care at Level 2 or higher.  90% (24) Providers will show child care quality improvements according to VSQI/SEAL ratings scale measures and their individual improvement plans.	0% (0) Home-based providers have achieved SEAL Level 2. (All 3 are currently at Level1)  100% (16) Providers have Quality improvement plans and are making progress on them.  100% (16) Centers have received a Star Quality Initiative rating of 2 or higher.

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
	62% (15) centers receiving a Virginia Star Quality rating of 2 or higher.	**27 providers are currently in the program and 10 of them are either just rated and awaiting their plans or waiting to be rated.

**4. Impact Report.** We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

**Community Needs or Issues Your Program Addresses** -- please include at least 3 local issues/statistics and cite your source

- |   |
|---|
| <p>1. The Focus Areas for Children and Families in the Charlottesville/Albemarle Community, Phase 1: Improve and extend affordable resources for Early Childhood Development.</p>   |
| <p>2. The Human Services Strategic Plan Advisory Committee in its July 2007 Report “recommended that the following be adopted as a <b>service-oriented priority...</b>: Expanding programming and access to affordable, early care and education for children from birth through age 5, which meet an agreed upon minimum standard of quality.” In FY09, after an extensive community planning process for the City of Charlottesville and Albemarle County, the City Council and County Board of Supervisors further endorsed this priority for our community.</p> |
| <p>3. Sixty-four percent of Charlottesville children under the age of 5 and 60% in Albemarle County live in families where every parent is in the workforce, leaving approximately 4,425 young children in the care of someone other than their parents for all or part of the day (<i>Thomas Jefferson Planning District Commission, 2000</i>).</p>  |

**Your Program’s Solutions that United Way Community Impact Funds Support**

1. The CCQ assesses center and home-based care facilities using the Virginia Star Quality Initiative System (for centers) and the Seal of Quality Care rating system (for home-based care). CCQ gives providers training and support to improve the quality of their care, gives parents tools they need to access the best possible care for their children, and gives children the skills they need to succeed in school and in life. CCQ staff members help providers assess their current level of quality; offer support, education, and a plan to improve care; and arrange evaluation to award the provider a VSQI/SEAI rating level. Providers are rated on an extensive list of qualities including

but not limited to the number of books available to the children and their age appropriateness, cleanliness, nutritional value of meals, provider-child interaction, and developmental value of toys.

2. CYFS administers the state Voluntary Registration Program for home-based providers and offers referral services by including providers in the Child Care Resource and Referral database. Parents can access the database on the CYFS website at [www.cyfs.org](http://www.cyfs.org) and call for additional assistance.

**Actual Results** - based on your stated outcomes; please use percentages and numbers served to help show outcomes

283 providers have participated in 33 different training sessions. Post-test data compilation is in the process of being revised to clarify results.

(3) eligible providers renewed certification this year.

76% (13/17) individuals seeking to become new providers completed the process. outcome on the year-end report.

50% (2) parents report satisfaction with the Resource and referral Service. Note: 72 parents used the services, but only 4 completed surveys.

0% (0) Home-based providers have achieved SEAL Level 2. Note: two of these providers are new to the program and all three are close to reaching Level 2.

100% (16) Providers have Quality improvement plans and are making progress on them.

100% (16) Centers have received a Star Quality Initiative rating of 2 or higher.

\*\*27 providers are currently in the program and 10 of them are either just rated and awaiting their plans or waiting to be rated.

**Financial Impact of Donations** -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- **\$3/week (\$156 per year) ensures:** 3 children receive quality care that supports their healthy development in each of his/her child care settings.
- **\$5/week (\$260.00 per year) ensures:** 18 hours of mentoring for a program or 1 rating for a Center.
- **\$10/week (\$520 per year) ensures:** 26 hours of training for a center enrolled in the Virginia Star Quality Rating Initiative.
- **\$20/week ( \$1,040 per year) ensures:** 75 hours of mentoring.

# FY11 United Way Mid-year Report

**Program: Family Connections**

**Agency: Children, Youth & Family Services**

**Date: February 4, 2011**

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

As outlined in our original plan/proposal, CYFS has been offering the parenting classes “Six Easy Steps for Parenting” for parents of young children and “Surviving the Teen Years – It Can Be Done” (STY) for parents of teenagers, which are geared to the needs of high-risk families. The classes address a range of parenting skills and topics, including behavior management strategies and skills, stress/anger management, conflict resolution, active communication, child development, and how to access community resources. Parent Educators initially conduct a screening interview with the family about the classes and determine what support they need to attend (i.e., transportation, child care, low-literacy materials, etc.). They educate them about community resources, set some short-term parenting goals, and enroll them in the appropriate class. The classes themselves are interactive and allow participants to support and learn from one another as well as from the Parent Educator. Class discussions and individual consultations help parents apply the lessons to real-life situations. Because teenagers are old enough to participate in changes in their family – and because they are unlikely to cooperate fully with changes they have no say in – teens participate in the STY classes and consultations with their parents, helping to create a new family dynamic as well as giving them tools for their own future parenting. The Educators conduct family consultations during the program if problems are encountered (i.e. non-attendance, lack of participation during classes, confusion about content, etc.), as well as follow up after the class is over to help all the families apply what they learned. Family Connections works with several community partners to provide services and to connect families with additional resources. These partners include: the regional jail, Junior League, city elementary schools, the Independence Resource Center, University of Virginia, Habitat for Humanity, Crozet United Methodist Church, Book Baskets, and the Gordon Avenue Library.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Family Connections services in the Southwood neighborhood have included building web of community services to address the multiple needs of families there. For example, we collaborated with Habitat and the Rural Mobil Outreach program to come into our weekly playgroup sessions there and provide medical screens to the families. We are scheduled for a second visit next week for the families to have follow-up screening and receive some

prevention health education. This is an important development in a community where many of the adults are working, but few access any kind of healthcare.

**3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.**

**Projected Number of Intended  
FY11 Primary Beneficiaries:  
385**

**Actual Number of FY11  
Primary Beneficiaries: 446**

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
<p>Parents relate to their children in a more positive, nurturing manner and more effectively meet the needs of their children.</p>	<p>85% (67) Parents completing the SES and STY class series will report reduced child-family conflicts.</p> <p>85% (67) Parents completing the SES and STY class series will report reduced parental stress.</p> <p>80% (10) Teen participants will report that their relationship with their parents is better and that they are satisfied with the class.</p> <p>85% (10) Agency referral sources completing and returning the survey will report satisfaction with their client's progress in parenting.</p>	<p>95% (37/39) Parents completing the SES and STY class series reported reduced child-family conflicts.</p> <p>95% (37/39) Parents completing the SES and STY class series reported reduced parental stress.</p> <p>93% (13/14) teen participants reported better relationships in the home and satisfaction with the class.</p> <p>100% (5) Agency referral sources completing and returning the survey reported satisfaction with their client's progress in parenting.</p>
<p>Parents know skills and strategies for improved parenting, relating positively and meeting the needs of their children.</p>	<p>85% (67) Parents completing the Six Easy Steps and Surviving the Teen Years series will demonstrate improved parenting knowledge upon successful completion of the series as measured by the STEP pre/post test or other standardized measure.</p>	<p>76% (29/38) Parents completing classes demonstrated improved parenting knowledge on post-tests.</p>
<p>Parents are aware of developmental expectations for their children and know strategies for promoting their healthy development.</p>	<p>85% Parents report improvement in child's learning and social skills after at least 6 months participation in early learning program</p>	<p>The Parentingmobile has served 108 adults and 192 children year-to-date. Data will be collected on surveys completed in February 2011.</p>

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
	85% Parents report increased use in the home of developmental play and reading activities modeled In the early learning program.	

**4. Impact Report.** We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

**Community Needs or Issues Your Program Addresses** -- please include at least 3 local issues/statistics and cite your source

According to *Stepping Stones 2010*, Charlottesville child abuse investigation rates increased by 30% between 2007-2008 and then 30% more from 2008-2009.

According to *Stepping Stones 2010*, the Charlottesville foster care rate was 29.2 children per 1,000 children 0-17 years. That rate is more than 7 times the state average.

A community survey in 2005 showed that 100% of social service agency workers who refer parents to our FC programs, as well as parent participants, believed there was a need for accessible, affordable parenting education to help prevent child abuse and neglect and to reduce foster care placements.

**Your Program's Solutions that United Way Community Impact Funds Support**

CYFS offers the 6-week parenting class series "Six Easy Steps for Parenting" for parents of young children four times over the course of the year.

CYFS offers the 6-week parenting class series "Surviving the Teen Years – It Can Be Done" (STY) for parents of teenagers, four times over the course of the year.

These classes are geared to the needs of high-risk families and address a range of parenting skills and topics, including behavior management strategies and skills, stress/anger management, conflict resolution, active communication, child development, and how to access community resources. Individual family consultations in the home are offered to compliment the coursework.

**Actual Results** - based on your stated outcomes; please use percentages and numbers served to help show outcomes

95% (37/39) Parents completing the SES and STY class series reported reduced child-family conflicts.

95% (37/39) Parents completing the SES and STY class series reported reduced parental stress.

93% (13/14) teen participants reported better relationships in the home and satisfaction with the class.

100% (5) Agency referral sources completing and returning the survey reported satisfaction with their client's progress in parenting.

76% (29/38) Parents completing classes demonstrated improved parenting knowledge on post-tests.

Parentingmobile data will be collected on surveys completed in February 2011.

**Financial Impact of Donations** -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- **\$15/week provides:** complete parenting education class series plus in-home family consultations for one high-risk family.

# FY11 United Way Mid-year Report

**Program: Runaway Emergency Services Program (RESP)**

**Agency: Children, Youth & Family Services**

**Date: February 3, 2011**

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

RESP program goals focus on providing prevention services designed to keep youth safe and off the streets while developing alternative problem-solving options outside the child welfare, juvenile justice, and mental health systems. The RESP program conducts ongoing assessments of the trends and behaviors of the at-risk youth in the community so we can efficiently focus outreach and identification of target youth. RESP staff conducts outreach in a variety of formats (i.e. street outreach on the downtown mall areas, presentations at schools, churches, Department of Social Services, Police, tabling during school lunches, at skate parks, outreach at low-income neighborhoods, etc.) in order to reach youth with varied life circumstances (school drop-outs, homelessness, etc.) Furthermore, RESP provides crisis intervention available 24 hours a day, seven days a week, via a hotline staffed by Master's levels counselors. Individual and Family counseling are provided to resolve the issues that led to the crisis. In some situations, temporary shelter is provided to allow families to de-escalate and create more healthy solutions to family problems. RESP also provides our clients with Youth Companions (college-age and above) for the purpose of offering mentoring services to at-risk youth. Please see Outcomes Measurement update below for additional outcome indicators and results. RESP was implemented according to our original plan. In January the program began developing two new initiatives including a counseling and supervision program for kids on out-of-school suspension, and group counseling sessions at Charlottesville High School.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Jeremy\* is a 13 year old boy who has been living with his single father, Joe.\* Jeremy's parents divorced when he was seven years old, and his mother moved away and out of his life. Jeremy and his father had gotten along very well until Dad began dating a new girlfriend. Then Jeremy began acting out, and expressing his anger and frustration by destroying his father's possessions. He would kick holes in doors and punch holes in walls and break things. One night Joe called the Runaway Emergency Services hotline and said that their fighting had become physical. He told the hotline counselor that he could not have his son in his home anymore because he was afraid he might hurt him. The RESP counselor met Jeremy and Joe at the new Runaway offices in the High Street building. There the two were separated while the Counselor met with them individually. Both father and son agreed to services, and Jeremy entered emergency shelter to give them a cooling off period. After seven days of shelter and intensive counseling, both felt it was safe for Jeremy to return home. Jeremy and Joe agreed

home. Jeremy and Joe agreed to a “no physical contact” safety contract and began weekly family counseling sessions to address their conflict and anger. After several months of counseling, they were able to apologize to each other for their actions and made significant progress towards implementing the alternative strategies for dealing with stress and anger. Jeremy and Joe had learned to communicate better and were mending their relationship.

**3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.**

**Projected Number of Intended  
FY11 Primary Beneficiaries:  
510**

**Actual Number of FY11  
Primary Beneficiaries:  
341 (year to date)**

<b>Projected FY11 Outcomes</b>	<b>FY11 Indicators Tracked</b>	<b>FY11 Outcome Results (provide specific numbers and percentages)</b>
<b>Youth are living in a safe environment, off the streets, and able to remain in their home community.</b>	90% (225) youth receiving direct services (hotline, counseling, shelter) from RESP are in a safe environment, off the streets, and are able to remain in their home community.	For the past 6 months: 96% (101/105) youth receiving direct services (hotline, counseling, and shelter) from RESP are in a safe environment, off the streets, and able to remain in their home community.
<b>Youth are safe and secure and are able to begin the problem solving process with their family (not all beneficiaries are sheltered)</b>	100% (25) of youth sheltered in RESP host homes are safe and secure and able to begin problem solving process with family members.  100% (60) of Nonresidential youth receiving counseling are safe and secure and able to begin the problem-solving process with parents and family members.	100% (1/1) youth sheltered in host homes are safe and secure and able to begin the problem solving process with family members.  75% (3/4) of youth sheltered in group homes are safe and secure and able to begin problem solving process with parents and family members*. *One client and her family have not made progress in terms of problem solving and have been referred for more intensive services.  90 % ( 25/28) of Non Residential youth receive counseling are safe and secure and able to begin the problem solving process with parents and family members.
<b>Youth demonstrate improved ability to choose positive behaviors.</b>	90% (225) of youth receiving services demonstrate improved ability to choose positive behaviors.	96% (101/105) of youth receiving services demonstrate improved ability to choose positive behaviors.

**4. Impact Report.** We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

**Community Needs or Issues Your Program Addresses** -- please include at least 3 local issues/statistics and cite your source

- According to Albemarle County Police, 89 juveniles were reported as runaways or missing in Albemarle County in 2006. In Charlottesville, police stated that 144 youth were reported as runaways in 2005, with another 104 reported missing.
- According to *Stepping Stones 2010*, the rate of Children in Need of Services petitions, indicating chronic truancy or runaway, in Charlottesville was 45 per 1,000 in 2009 population (72/1000 in 2008), and 6 per 1,000 for Albemarle in 2009.
- According to 2000 US Census Bureau data, 165 Charlottesville youth and 224 Albemarle youth between the ages of 16 and 19 are neither employed nor enrolled in school.

#### **Your Program's Solutions that United Way Community Impact Funds Support**

- RESP provides a 24-hour crisis hotline for runaways to access shelter or for community agencies/professionals to access our services (Hotline Counselors are all Master's Level)
- RESP provides emergency temporary shelter to keep kids safe and off the streets.
- RESP conducts street outreach activities to reach out to youth and their families that are most in need of services, link them to appropriate services, and to support them with meeting their goals for the future. These include presentations to schools, DSS, police departments, tabling at various high schools, and a Youth Council comprised of local high school students.
- RESP conducts counseling services to help families resolve the complex issues that lead to runaway behaviors.

**Actual Results** - based on your stated outcomes; please use percentages and numbers served to help show outcomes

For the past 6 months:

- 96% (101/105) youth receiving direct services (hotline, counseling, and shelter) from RESP are in a safe environment, off the streets, and able to remain in their home community.
- 100% (1/1) youth sheltered in host homes are safe and secure and able to begin the problem solving process with family members.
- 75% (3/4) of youth sheltered in group homes are safe and secure and able to begin problem solving process with parents and family members.
- 96% (101/105) of youth receiving services demonstrate improved ability to choose positive behaviors.

**Financial Impact of Donations** -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- \$12 a week provides one runaway or homeless child with a safe place to be.