



Child & Family  
▪ Support Services ▪

## Annual Report 2009

Partnering with Families to Build Relationships and to Inspire Hope



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# Leadership Message

We look back at 2009 as a year of exciting growth, important challenges and significant opportunities to continue to strengthen partnerships with children, young adults and families across Arizona. We have joined young people and families on their life journey and supported each of them in actualizing their hopes and dreams. We often meet families during times of significant need and possible crisis and it is an honor to support them in achieving success in their homes, at work, at school, and with developing meaningful community connections.

CFSS now has clinical operations throughout Maricopa County, Mohave County, Yavapai County, Coconino County and in parts of Pinal County. Having grown from a small agency developed in 2003 to an agency serving many Arizona communities, we continue to believe that children, young adults and families are best supported in their homes and communities. Building on each family's unique strengths and culture, emphasizing a positive behavior support approach, and developing "Teams" to create individualized plans offers the best possibilities for successful and sustainable outcomes. Young people and families continue to lead us in these efforts.

The successful journeys that we have been a part of would not have been possible without strong collaborations with public and private entities. In 2009, one example of these

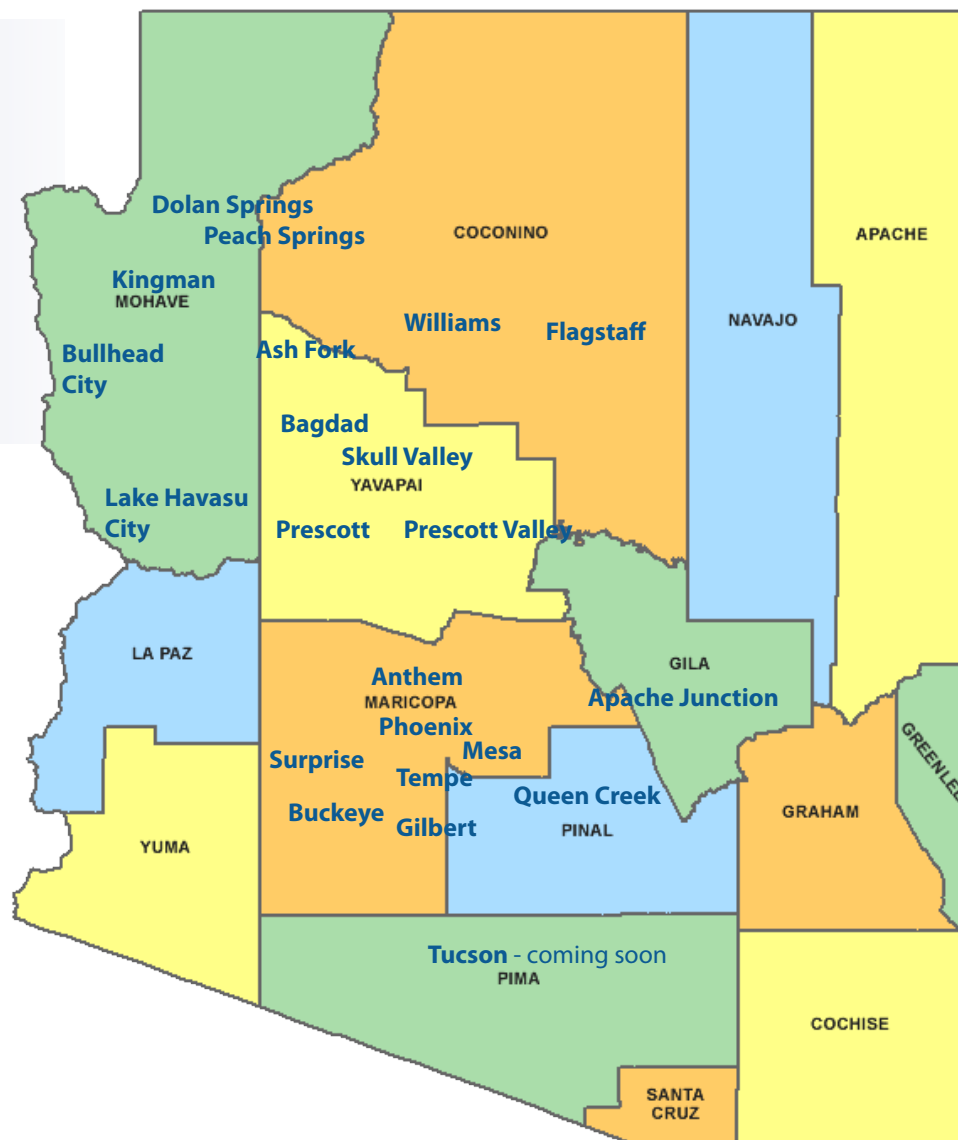
collaborations was becoming a comprehensive provider of outpatient behavioral health services in the Flagstaff and Prescott areas. In partnership with Northern Arizona Regional Behavioral Health Authority's (NARBHA's) Member Choice Enhancement Initiative, CFSS began this new role in the spring of 2009, providing families an opportunity to have a choice of primary behavioral health providers for children in the Flagstaff and Prescott areas.

CFSS has the privilege of serving as an agency responsible to provide intake assessments, case management, CFT facilitation, medical services (including psychiatry), support services and any other outpatient care needed. This represented an enormous undertaking for CFSS, and all parts of the agency were critical in planning and implementing the new programs. In addition, CFSS served as the primary consulting agency for the Arizona Department of Health Services *Meet Me Where I Am Campaign* and helped provide a state-wide review of direct support practice among *Meet Me Where I Am* providers this past year. We also continue to present at a variety of in-state and national conferences and provide consulting support for community-based agencies in various parts of the nation. We look forward in the year ahead to continually exploring creative approaches to helping support children, young adults and families in their journeys toward living fulfilling, rewarding lives full of dignity and hope.

# Some of the Communities We Support

## CFSS Provides:

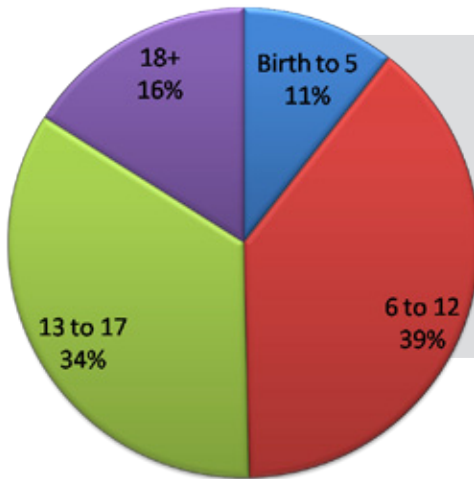
- Direct Support
- Transitional and Supported Living
- Comprehensive Behavioral Health Services
- Training
- Consulting



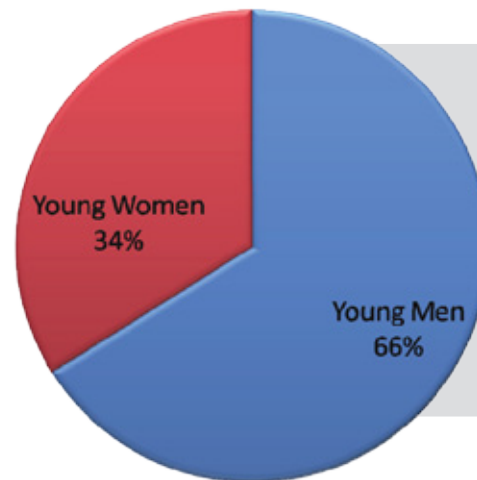
## CFSS Employs Approximately 200 People Across Arizona:

- Diverse Backgrounds
- Talented
- Passionate
- Committed
- Relationship Builders

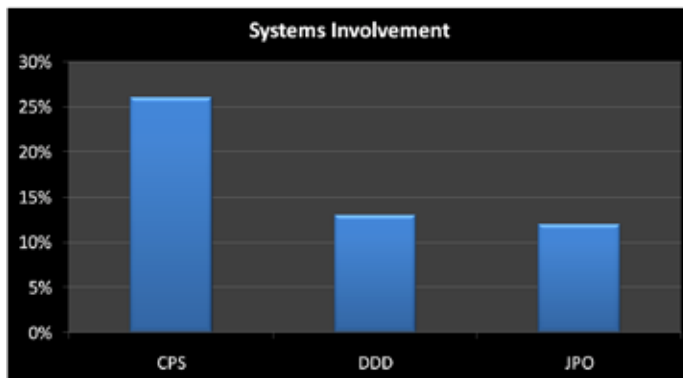
# Who We Support



CFSS supports a wide range of children, adolescents and young adults in community based settings. One focus of attention is supporting young adults and their families as they transition to adulthood. We support young adults in developing a broad array of life skills.

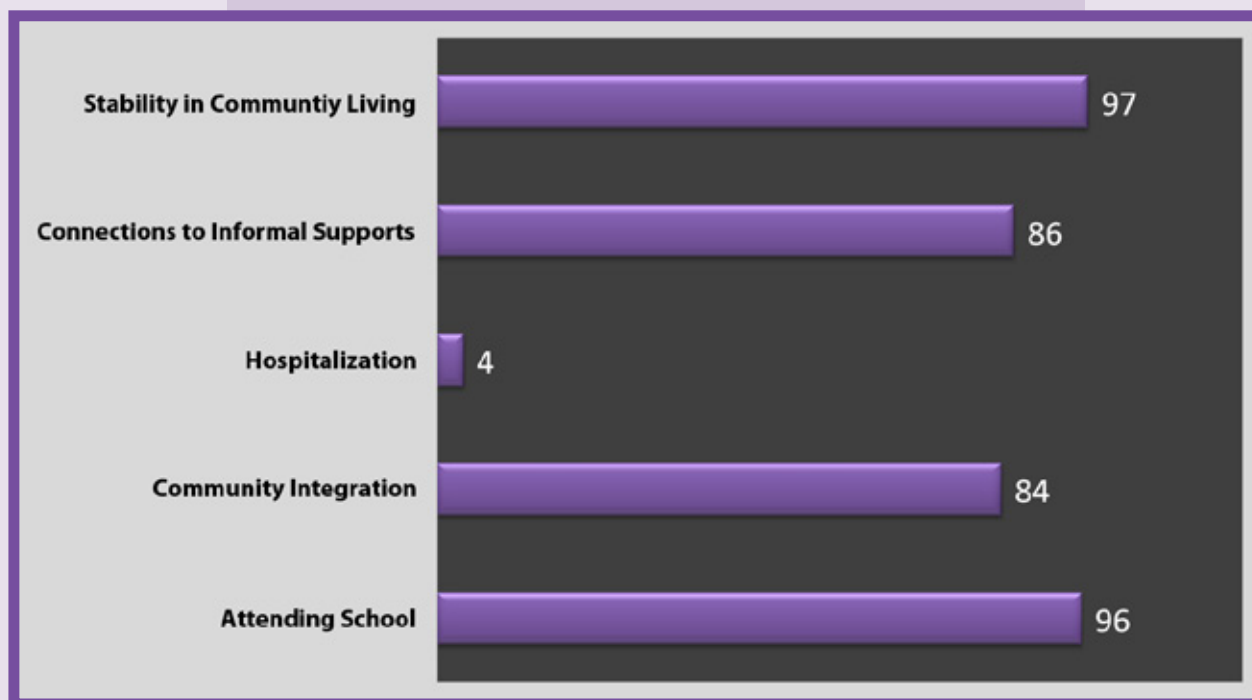


CFSS provides individualized support that focuses on the unique strengths and needs of each person. We offer positive opportunities for young people to achieve their hopes and dreams. We focus on a positive approach that supports successful outcomes at home, school and in the community.



CFSS provides support in collaboration with foster families. We also support young people involved with juvenile justice and we provide support for young people with unique developmental needs.

# Outcomes



CFSS strives to continually improve the support we offer. We continually monitor, measure and solicit feedback as to how we are doing. The above graph shows the percentage of young people enrolled with CFSS who are experiencing success in an identified outcome area.

\*Note that the hospitalization percentage is reflective of our support being designed to help young people stay out of hospital and/or placement settings.

# CFSS Expansion

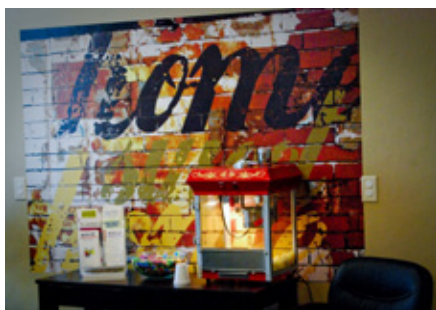
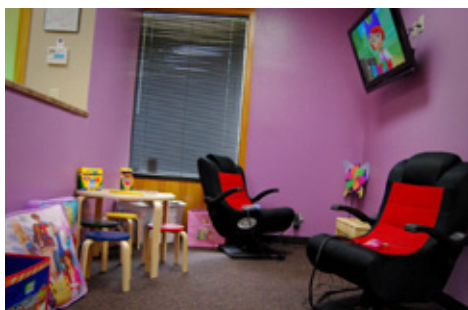
CFSS expanded supports and services throughout Northern Arizona in 2009. We had the opportunity to open community-based mental health centers (Responsible Agencies) in Flagstaff and Prescott Valley, serving Coconino and Yavapai counties. We offer innovative spaces with murals, kids zones and family and young adult computer access as well as flexible, community-based behavioral health services and supports. Supported by NARBHA and partnering with The Guidance Center and West Yavapai Guidance Clinic, we have successfully supported children, young adults and their families in their homes, schools and communities.

CFSS continues to provide community-based direct support services through the *Meet Me Where I Am Campaign*. We have supported children and families, utilizing a Positive Behavior Support philosophy. Support is designed to assist youth with living in their communities, succeeding at school, finding

jobs, volunteering in their communities, getting connected with community resources; and to build on their talents in art, music, sports, recreation and other forms of expression.

We continue to support young adults ages 18-24 in supported living environments in Prescott Valley. We have worked with young adults who have graduated from high school, found jobs, attended college, volunteered in their communities, saved money, opened bank accounts, obtained their driver's license, bought cars, reconnected with families and friends, built positive relationships and became integral parts of their communities.

We look forward to continuing to support positive outcomes for children, young adults, and their families throughout northern Arizona in 2010.



# Family Feedback



*The feedback below comes from family members speaking about the CFSS Family Interview Process*

*“Es muy bueno porque parece que esta funcionando para saber que es lo que esta pensando las familias con las trabajan, y como pueden mejorar. Me siento bien que mandaron a una persona que habla Español para entenderlos.”*

*English Translation; It's very good because it seems like it's working to know what is going on with the families that they work with, and how they can improve. I feel very good that they sent a person that speaks Spanish to understand them.”*

*“Very grateful. The feedback was implemented into our lives.”*

*“Yeah, this is nice. I really appreciate lunch and this is a very nice atmosphere. I really want to thank you for asking my opinion.”*

*“As far as the process of doing this interview...this is awesome, I feel like I'm a princess. This is very nice and I can tell you respect me.”*



*“This is cool, I feel like I have a voice and it's listened to!”*

*“I like this personal touch; I don't feel like a number. I feel like you really care what I have to say and that my opinion is important.”*



# 2009 Snapshot

In 2006, Child & Family Support Services developed a proprietary service evaluation process that involves collecting family feedback through interviews with parents & caregivers of children receiving supports. The interviews are conducted by another parent who has also received in-home supports, allowing for engagement and trust between the interviewer and the family member providing feedback. The foundational component of the relationship—"I've been there, and I understand some of what you might be going through," promotes a connection that helps build trust, not only with the interviewer, but in the feedback process itself.

In January 2009, this interview process was expanded to include youth interviews, direct support interviews, a record review, and an interview with the Coordinator who oversees and supervises the supports in the family's home. This expansion of the Family Interview Process became known as *The Partnership Review Process* (a collaborative process involving family and clinical feedback) into one review. Each week, reviews are facilitated by clinical leadership and family members who conducted the interviews. Adjustments, changes and improvements are designed, based on that feedback, allowing for meaningful learning around supervision and formulating changes in service delivery that are family-driven.

CFSS is proud to announce that in 2009 we launched an internal, electronic health record system. This system integrates an online health record with functionality such as completing assessments, progress notes, timesheets, training, etc. and it includes a variety of reporting options. This system helps make our administrative and clinical processes more efficient, allowing for more time spent with families. We will continue to modify and improve this industry-leading system.



This year our Chief Executive Officer, Tim Penrod, expanded his role in Arizona's *Meet Me Where I Am Campaign* which promotes home and community-based support for young people enrolled in the Arizona Behavioral Health System.

This year our Chief Administrative Officer, Marcia Pinter, was honored with two awards. The first, the "Family Professional Partnerships Award," is designated for behavioral health system leaders who exemplify the true meaning of family involvement and family-professional partnerships. Designees are nominated by the Maricopa County Family Leadership Network and the Family Involvement Center. The second, the "Pillar of the Community Award" is awarded to a person who is making a significant positive impact on his or her community.

# Youth and Family Involvement

## EVENTS PLANNED AND HOSTED

- Family Olympics Event
- Family Picnic in the Park
- Family Fun Day – Games, Arts & Crafts
- Mental Health Awareness Poster Contest
- Parent & Caregiver Brunch

## OTHER ACCOMPLISHMENTS

- Designed and opened the CFSS Family Resource Library
- Co-facilitated Family Welcome Night Events
- Family members attending Coordinator Think Tank Meetings
- Launched the first edition of our Family Newsletter, “CFSS Express”
- Parents involved in New Employee Training
- Parents involved in Employee Interview and Selection Process

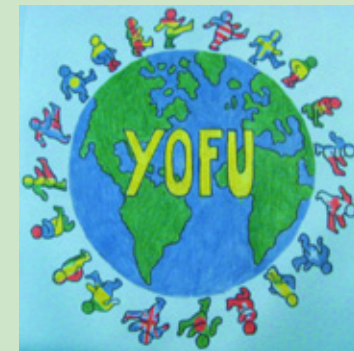
Children, young adults and family members take part in several other projects and areas of family involvement at CFSS including:

- Co-trainers and presenters at monthly Family Integration Activities (employees and family members attend)
- Stories of Hope Events – Parents, caregivers and youth share their inspiring stories of hope, strength and resilience with employees and other families
- Video-taping projects – recording of youth & family stories for purpose of sharing talents, telling stories of hope, expanding on a training topic, sharing success stories, and many other purposes
- Youth Involvement
- Family Feedback through the Family and Youth Interview Process

## \*YOFU – Youth Organization For U

CFSS youth and young adults bring so much to services, supports, to one another and to the community. The CFSS youth movement is expanding and growing to partner with youth, promote youth voice and involvement, and foster community connections and relationships by:

- Having Fun
- Giving Back
- Inspiring Hope
- Creating Change



\*Artwork used in this report are original works by individuals supported by CFSS

CFSS was founded in 2003 with the fundamental belief that all children, young adults and families deserve to live lives of quality and fulfillment. We support families in their homes and communities, offering families hope, encouragement and support. Support for young people and families with complex behavioral, developmental and/or emotional needs focuses on helping each child and family get actively involved in their community, develop a respected role and positive reputation, practice life skills, make positive choices and experience an enhanced quality of life. We support many young people and their families who have lived in residential treatment centers and group homes and who have had multiple hospitalizations for emotional and behavioral needs. Some struggle to succeed in school and the community and are often viewed as needing more than the community can offer. Much of our success supporting young people and their families is grounded in our commitment to being active partners in Child and Family Teams, bringing together all of the people supporting a child and his/her family to develop individualized and strengths-based plans.



CFSS is contracted through Magellan, the Regional Behavioral Health Authority for Maricopa County.

CFSS is contracted through NARBHA, the Regional Behavioral Health Authority for Coconino, Navajo, Yavapai, Apache and Mohave counties. Funds for services are provided through a contract with the Arizona Department of Health Services/ Division of Behavioral Health Services and AHCCCS

CFSS is also contracted through CPSA. CPSA receives funding from the Arizona Department of Health Services (ADHS), Arizona Health Care Cost Containment System (AHCCCS), and Substance Abuse and Mental Health Services Administration (SAMHSA).



### FOR MORE INFORMATION:

- Visit our website at [www.cfssinc.com](http://www.cfssinc.com)
- Email us at [info@cfssinc.com](mailto:info@cfssinc.com)
- Career inquiries at [opportunity@cfssinc.com](mailto:opportunity@cfssinc.com)

## LOCATIONS

### **Maricopa County**

4700 S. McClintock Dr. Ste. 140  
Tempe, AZ 85282  
480-635-9944

### **Coconino County**

1515 E. Cedar Ave., Ste. D2  
Flagstaff, AZ 86004  
928-774-0775  
877-370-0775

### **Yavapai County**

8652 E. Eastridge Dr. Ste. 103  
Prescott Valley, AZ 86314  
928-775-2500  
877-775-2570

### **Mohave County**

403 E. Beale St.  
Kingman, AZ 86401  
928-753-8778

### **Pima County** (coming soon)

3950 N. Campbell Ave.  
Tucson, AZ 85719  
520-505-3464