



Annual Report
2010 - 2011



We are pleased to present our 2010 - 2011 Annual Report. Child & Family Support Services, Inc. (CFSS) has had another tremendous year.



We are grateful every day to partner with individuals and families across the state in their journey to find hope, success and greater fulfillment in life. Our dedicated staff members have been honored to participate in a small way in a number of amazing successes in the lives of the children, young adults, and families that we serve.

Despite the state-wide reductions in funding for human services, our talented team continues to grow. An exciting development of the past year has been the opening of a new office in Tucson to support children and families in Pima County. See pages 4 & 5 to read more about our new operations in the Tucson area.

With a memorable year coming to a close, we look forward to another exciting year before us. We invite you to see how CFSS is making a difference today to create a successful tomorrow.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim Penrod', written over a white background.

Tim Penrod, CEO
Child & Family Support Services, Inc.

Our mission

To provide families with flexible and individually-tailored support services to help meet the needs of a family member that is experiencing struggles in education, juvenile justice, child welfare, developmental disabilities, behavioral health, or other specialized areas where support is required.

Our vision

To work with families as our active partners to provide positive behavior support services that help children, young adults, and families live lives full of hope, dignity, and fulfillment. We work together for a better tomorrow for the children and young adults of our community—a tomorrow in which they can do the things they love to do and enjoying having a respected, positive role in the community.

Our core beliefs

- People are the experts in their own lives.
- All people deserve to be treated with dignity and respect.
- All people have strengths, talents, abilities, & preferences.
- All people are capable of positive change.
- We do not blame or shame families.



Matt Pierce
CCO

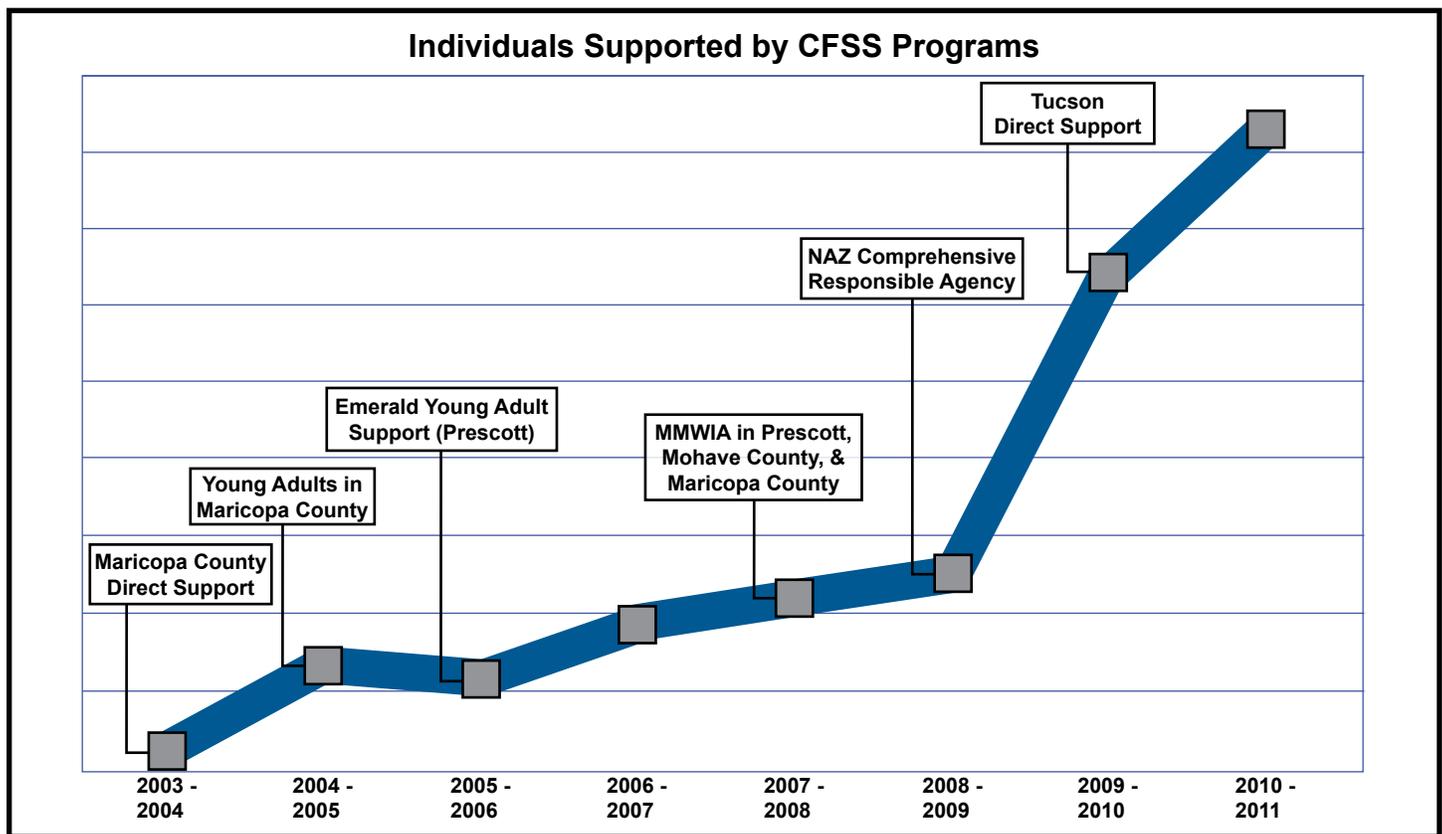
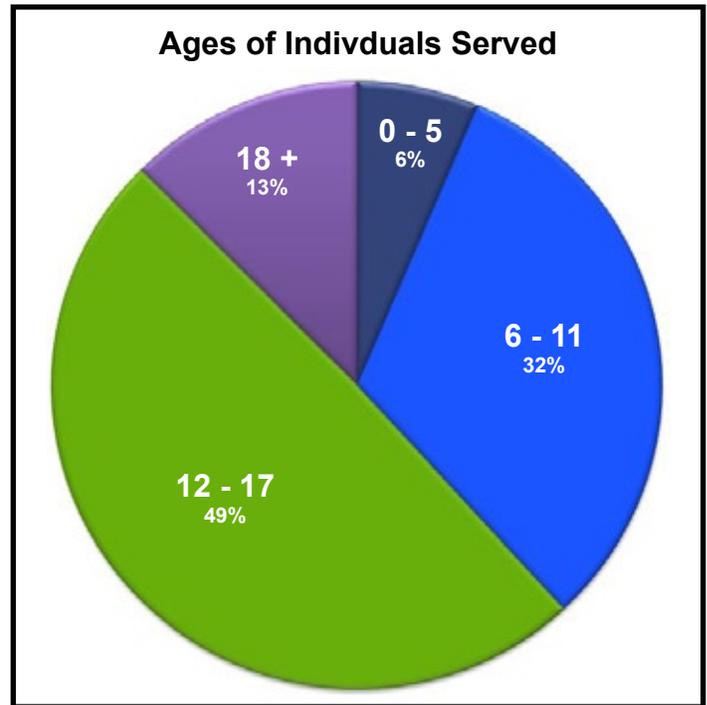
Mike Terkeltaub
CAO

Tim Penrod
CEO

Marcia Pinter
COO

Steve Watson
CFO

CFSS Populations Served in 2010 - 2011



“I think as a result of working with CFSS Direct Supports, my son’s behavior skills have shown big, big results. One of our goals has been to have him have independent play with the neighbor kids. At first it was for 15 minutes, then 30 minutes, and then one hour a day. It has done wonders. In the past, he was physically aggressive with me and his sister, but it is not so bad anymore, especially with his sister. If I’d say “No”, he’d try to hit or kick me. That has reduced dramatically. He’s trying to be aware of his anger and he’s working on it.” *Parent of a child supported by CFSS*

Creating Success in Southern Arizona



On April 1, 2010, CFSS opened a new Tucson office. CFSS, in partnership with Community Partnership of Southern Arizona (CPSA) and their contracted provider agencies, delivers direct support services for youth and families.

In preparing to open the office, CFSS hired and trained 25 staff to begin offering support services the very first week. Recruitment and training took place at the nearby Hampton Inn while the CFSS office was being prepared.

The new office space was developed under the oversight of CFSS Office Manager, Suzanne Caves. The warm and welcome environment features strong cues and themes of local culture and geography. Artwork includes selections from local artists.



...Tucson Style

“I am actually so pleased and impressed with the way CFSS respects my family’s culture. I don’t feel judged at all and I am so relieved about that. The people at CFSS never make any derogatory comments about my home or my kids. For that I am very thankful.” *Parent of a child supported by CFSS*

The Tucson team is creating success by doing what is needed to help kids and their families be successful. Being willing to do things differently helps these young people achieve new, successful outcomes:

- One of the young men was supported in starting his own landscaping business and created and cared for the atrium in our building and took care of it for several months.
- A young adolescent boy gave a presentation at our Tucson Office during an all-staff meeting regarding juvenile diabetes. This provided an opportunity for this young man to build on his identity as a “juvenile diabetes advocate”. He was able to educate the staff on juvenile diabetes and how it has affected his life after being diagnosed. He also talked about the upcoming walk he was doing with his Direct Support Specialist to raise money for juvenile diabetes awareness and research.
- A father of one of the youth we support presented his story and what it has been like for him to be a single father and to have “the system” in his life over the past 14 years. He discussed what it was like to have direct support services from CFSS in his home and how CFSS treated his family. His advice to the new staff was to listen to families and to keep coming back.

Family integration activities, like the holiday party and the family picnic, are very popular. Many of the events have had over 90% of supported families participate.



Snapshot of some CFSS Successes in Pima County:

- **100%** of the youth referred to CFSS were in out-of-home placements or at-risk for disruption, with **100%** of the youth who were in out-of-home placements returning to the community.
- **86%** of the youth have new connections to informal supports that they did not have prior to service.
- **97%** of the youth have experienced success in school and have moved forward in their education.
- **100%** of the youth have been able to participate successfully in activities within their communities.



Reviewing Partnership Success in Maricopa County

Over the past five years, CFSS has gathered feedback by conducting nearly 400 family interviews as part of the agency's Partnership Review Process. The Family Interviews are conducted by a Family Support Specialist, who is a parent with life experience navigating behavioral health systems with her children. This parent-to-parent connection is a welcoming engagement for the family being interviewed, and puts the family at ease to open up and provide rich, authentic feedback about the services CFSS is providing.

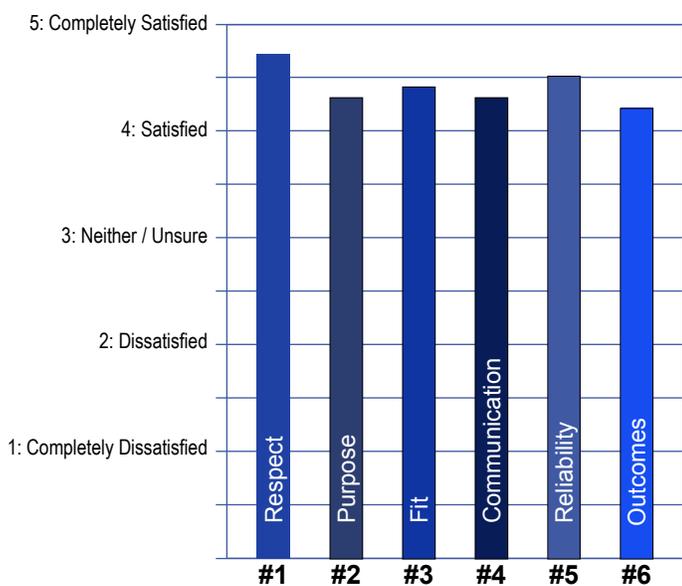
The questions families are asked in the interviews were developed in partnership with family members:

1. **Respect:** Do CFSS support workers treat your child, your family and your home with respect?
2. **Purpose:** Are CFSS supports clear about their purpose with your child and are they able to adequately communicate that to you?
3. **Fit:** Are the CFSS supports in your home a good fit for your family?
4. **Communication:** Do CFSS support workers listen to you and work together with you to come up with new ideas in ways to work with your child and solve challenges?
5. **Reliability:** Do support workers arrive on time and work as scheduled or give adequate notice when they will be late or unable to come?
6. **Outcomes:** Are you seeing positive outcomes that have occurred since CFSS supports have been in your home?



Average of Families' Responses

(01/01/2010 - 06/30/2011)



Snapshot of some CFSS Successes in Maricopa County:

- **96%** of the youth served by the Children's program have experienced success in school and have moved forward in their education.
- **94%** of the the individuals served in the Children and Young Adult programs were able to avoid delinquency.
- **99%** of the families participated in the Family Feedback and Evaluation Partnership Review.

"Pienso que es bien excelente porque se estan preocupando por los ninios y como se esta mejorando."

English: "I think that it's excellent because they are concerned about the kids and how they are getting better."

Youth Involvement

CFSS knows the key to success with youth and young adults is to have them involved and be heard. CFSS Youth Organization for U (YOFU) is about promoting youth voice and involvement and fostering community connections and relationships. YOFU does this through a focused effort on four targeted areas: **Having Fun, Giving Back, Inspiring Hope, and Creating Change.**



The Youth leaders consider **Having Fun** as an integral part of their mission. YOFU organizes and conducts events that allows all involved to showcase their talents and skills. YOFU enjoys **Giving Back** for causes they believe in.

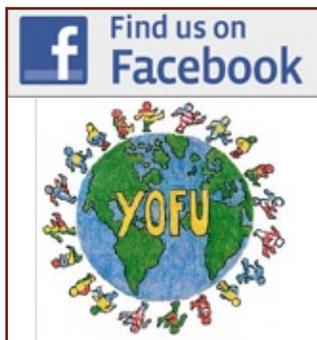
Fundraising isn't the only way YOFU is successfully making a difference in people's lives, YOFU is about **Inspiring Hope**. **Creating Change** for the youth, young adults, and those around them comes naturally to YOFU members.

- YOFU held a Spotlight Night event and an Open Mic Night where youth and families had opportunities to enjoy and participate in activities and performances that highlighted their strengths and interests.
- YOFU sponsored a bake sale and yard sale fundraiser to raise money to sponsor walkers for the National Brain Tumor Society 5k walk to raise brain tumors awareness. YOFU earned enough money to sponsor seven youth and eight adults in the walk.
- YOFU leaders arranged to take a day to prepare food and serve it at UMOM Shelter.
- YOFU leaders staffed a table and booth at the annual MY Fest, a community event and youth involvement festival planned and produced by MY LIFE and sponsored by Magellan Health Services of Arizona. They were on hand to answer questions and provide information to young people and their families.
- YOFU leaders also participate in training newly hired staff and serve as advisors to CFSS.



YOFU is also growing in Northern Arizona. In March 2011, YOFU held their first event, YOFU Idol. Since this time, YOFU in Prescott is gaining momentum and making strides in determining how they will continue to Have Fun, Give Back, Inspire Hope and Create Change.

Connect with YOFU on Facebook @
<http://www.facebook.com/cfssyofu>



Check out the YOFU blog at:
yofu-youthorganizationforu.blogspot.com

Responsible Success in Northern AZ

All families were impressed on how very effective services were and how caring the staff was.

The families were happy with the respect they received from the agency staff.

The families thought all services being provided fit the needs of their children.

All families thought services had helped strengthen their families.

A Brief System of Care Practice Review was conducted on behalf of NARBHA in June 2011. Based on the responses from the families, CFSS earned a score of 100% on all 17 items.

All parents felt they were very much a big part of the service planning.

All families were happy with the success of the children at home.

All families were happy with the agency's follow through.

All families were very happy with the success that their children were having in school. One parent even said that with the help from certain people at the agency her son was promoted to the next grade.

Families were encouraged to connect with other family members and organizations.

All families felt that agency did and would respond quickly to assist them.

CFSS is a comprehensive children's behavioral health services provider (or Responsible Agency) in the NARBHA network.

We specialize in service provision for children and adolescents with emotional, behavioral, relational, and/or developmental challenges with the goal of helping children live safely and successfully in the community.

Our focus is on tapping into individual, family, and community strengths and resources to help create positive changes.

CFSS Services in Northern Arizona

Responsible Agencies (RA):

- Flagstaff
- Prescott Valley

Young Adult Services:

- Emerald Program (Prescott Valley)
- GMHSA Young Adult Direct Support (Prescott)

MMWIA Direct Support Services:

- Prescott Valley
- Kingman/Mohave County

As an Responsible Agency, CFSS provides the full array of medically necessary covered behavioral health services such as:

- Assessment
- Individual and Family Counseling
- Respite
- Skills Training
- Family Support
- Crisis Services
- Psychiatric/Medication Services
- Wraparound/Direct Support

Successfully Independent

The Emerald Program, a CFSS Supported Living Environment, is helping young adults to successfully navigate the transition to adulthood. Available by referral from any NARBHA-contracted adult-serving Responsible Agency (RA), the Emerald Program provides support to young men with historically complex needs to:

- Obtain and maintain employment
- Succeed in school
- Strengthen relationships with family and friends
- Recover from emotional and substance related issues
- Become community- and self-advocates
- Make community connections
- Transition to life on their own with sustainable natural and formal supports

While in the Emerald Program, young adults are encouraged to initiate projects in areas of personal interest. For example, a young man new to the area created a video resource guide highlighting community features and resources of interest to young adults. Another young man created a resource binder for Yavapai County volunteer opportunities.

As part of the Emerald Jobs Program, young adults are getting ready for employment by receiving job preparation training, assistance with obtaining work-appropriate attire, and continued support to maintain employment.



Snapshot of some CFSS Successes in Northern Arizona:

- **92%** of the youth served by the RAs have been able to live safely at home with family and/or in the community.
- **98%** of the individuals served in Northern Arizona have experienced success in school and have moved forward in their education.
- **97%** of the individuals leaving the young adult program have transitioned to living independently.
- **98%** of the individuals in the young adult program volunteer regularly in the community at civic agencies matched to their unique interests and strengths.

Announcing an exciting new integrated child/family health and wellness program for 2011 - 2012:

RockIt! focuses on physical health and wellness activities to get kids and families moving. In promoting awareness of available community resources, families can enjoy an on-going healthy lifestyle.



Successful Family Involvement

Our Family Involvement team helps families connect with each other and with CFSS across Arizona:

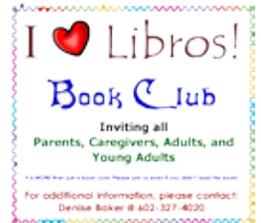


PV Programs

The “Plant a Seed Read” program for enrolled youth awarded a prize each time a child/youth read a book. The “Expression Jam” workshops that allowed youth to express themselves through poetry, lyrics, scrapbooking and art.

Parent-led Groups

Parents and family leaders have formed and led a craft club and book club, contributed to and published a quarterly newsletter, and developed and maintained the Family Resource Library.



Flagstaff Flings

Families in Flagstaff have joined in a holiday party, a BBQ, the Spring Fling, and a Brainstorming Breakfast where families helped in creating the upcoming family resource room.

Fuerza y Esperanza

A group of parents, caregivers and family members whose primary language is Spanish formed the *Fuerza y Esperanza* group. They come together to provide support and share stories of resilience, courage and hope.

Parent Perspective

Family leaders are part of hiring, training, and developing CFSS staff as they participate in the Employee Selection Process, co-facilitate portions of new employee orientation training, and take an active part in staff and supervisor trainings.

Mental Health Day at the Capitol



Tucson Talent

Many of the youth and families served joined the CFSS staff and leadership for the 2010 CFSS Tucson Holiday Party and sang karaoke, danced, made arts and crafts, decorated cookies, and played games.



CFSS and other system partners hosted a Parent/Professional Partnership Training



Developing CFSS Employees

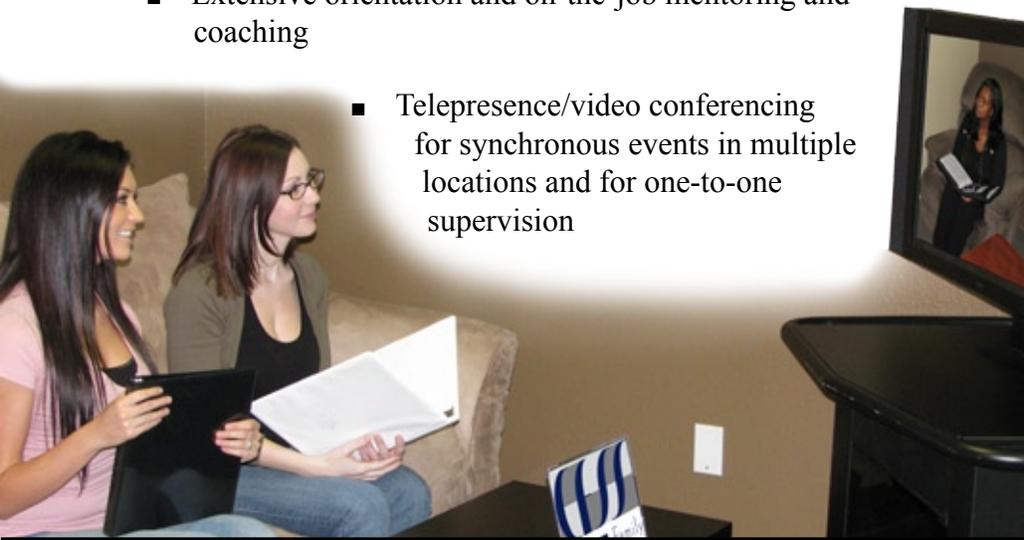


CFSS Bilingual Support:

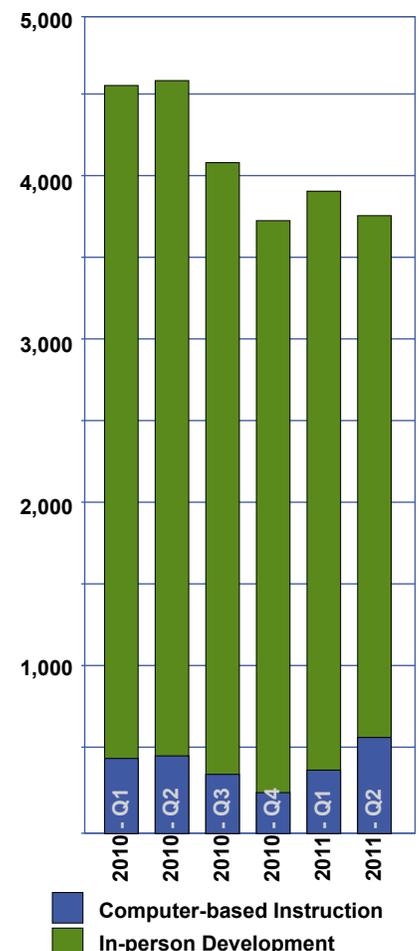
- 24% of CFSS children's programs employees are bilingual and able to provide services in Spanish as the families' preferred language.
- 15.3% of families served by CFSS children's programs speak Spanish as their preferred language.

To deliver innovative services, CFSS recruits, trains, and develops a team of innovative professionals using instructional opportunities like:

- Group supervision and trainings regarding new and innovative practices
- Think tanks for families and employees to learn and brainstorm together
- Seminar sessions to learn from experts in the field and system partners
- Support for achieving 100% compliance to training requirements
- Extensive orientation and on-the-job mentoring and coaching
- Telepresence/video conferencing for synchronous events in multiple locations and for one-to-one supervision



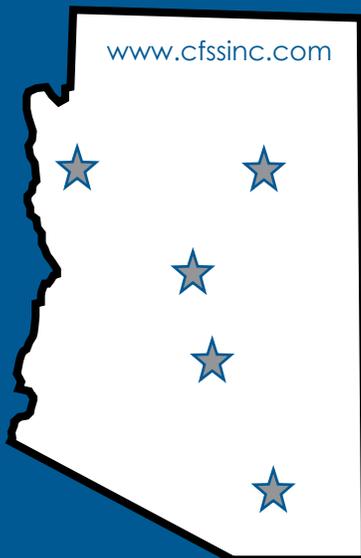
Development Hours per Calendar Year Quarter



Supporting Arizona's Success... One Young Person at a Time



Child & Family
▪ Support Services ▪



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CFSS is contracted through Magellan Health Services of Arizona, the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. Funds for services are provided through a contract with the Arizona Department of Health Services (ADHS)/Division of Behavioral Health Services (DBHS) and Arizona Health Care Cost Containment System (AHCCCS).

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 (ADHS)/Division of Behavioral Health Services (DBHS) and Arizona Health Care Cost Containment System (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).