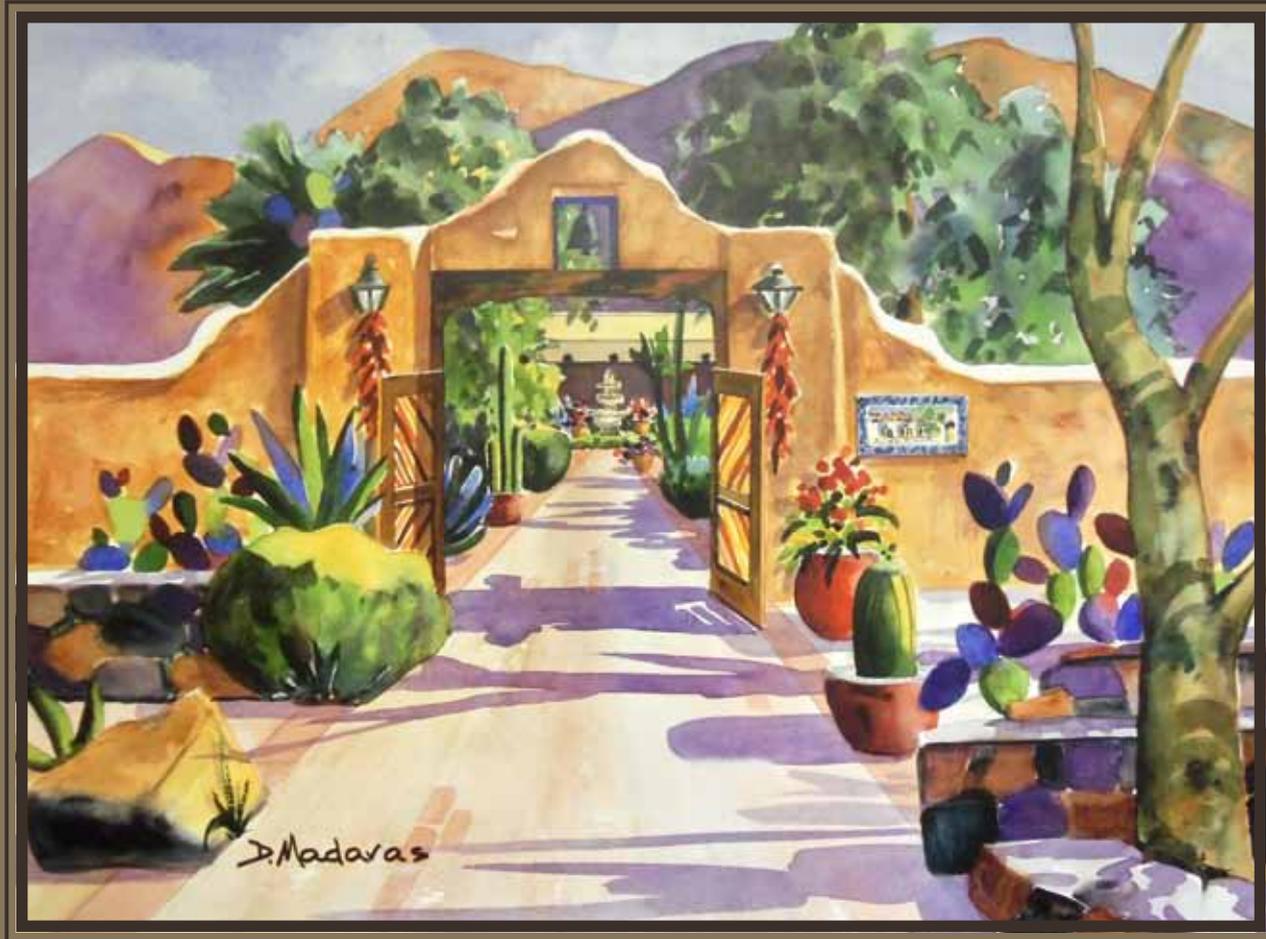




Child & Family
Support Services



2012 Annual Report



A word from our CEO...

A Message from Tim

As Child & Family Support Services (CFSS) prepares to celebrate our 10 year anniversary as a company, we are happy to release our 2012 annual report, summarizing the highlights of the past year.

2012 brought with it an exciting opportunity for CFSS—the expansion of support services into the Child Protective Services (CPS) System, including becoming a provider of Parent Aide and In-Home/Family Preservation Services across much of the state. This has brought CFSS services to new areas, such as the White Mountains, Page and the Arizona Strip. We have enjoyed applying CFSS's unique beliefs and approaches to the work of supporting parents and families in CPS system.

I am often asked what makes CFSS different as a service provider. This annual report summarizes several of the answers that I often think of when answering this question:

- 94% of all services we provide as an agency occur in the home and community rather than in an office setting.
- The young adults and families with whom we partner consistently tell us that they feel respected and valued as equal partners in the process of supporting their families.
- The proof is in the pudding—although some people wonder how our less-traditional methods of supporting others works, we continually experience the thrill of seeing young people, parents and families finding ways to live together safely and successfully, doing things that contribute to the good of our communities, and adding value and increased purpose to their lives.

Although we would love to take credit for all of the amazing things accomplished by the young adults, children and families with whom we work, we know the truth is that all of these successes come from within each of them individually and are a result of their own talents and remarkable personal attributes.

We do not try to, nor do we need to, “fix” others. Instead, with the right support and encouragement, even those facing the most significant struggles in life, and upon whom misfortune has all too often rained unmercifully, are able to reach deep inside and draw upon reservoirs of determination, talent, and goodness in order to live a life that draws closer and closer to their hopes, dreams and aspirations. Our role is to support that process, and this is what we hope to get better and better at doing with each passing year.

Thank you for your support of Child & Family Support Services, and we look forward to sharing another successful year with you in the days ahead.



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*Tim Penrod,
CFSS CEO*



Delivering the Vision

Cultural Diversity

Respect for a child, young adult and family's unique cultural heritage is an important part of any home-based approach and continues to be a priority in CFSS's service delivery. CFSS believes culture is a strong part of people's lives. It influences their opinions, their values, their beliefs, their humor, their hopes, their expectations, their perceptions, their concerns and fears and shapes how decisions are made.

CFSS partners with children, young adults and families to identify and learn their culture, strengths and needs. CFSS delivers services designed to fit into the family's culture, community and belief system that will help build upon those strengths. We identify and celebrate each family's individual culture, daily practices and family routines as the foundation of the support provided. For example, CFSS facilitates access to tribal services that fit within the family's Native American culture.

Highlights:

- CFSS has continued to expand our ability to better meet the cultural needs for Monolingual Hispanic/Latino families through our Hispanic/Latino Direct Support Program in Maricopa County.
- CFSS Cultural Competency Committee focused recruitment efforts on hiring employees that best meet the diverse and cultural needs of our families and have a broad range of experiences and backgrounds. For example, in Tucson, recruitment and training focused efforts on understanding and being able to best serve the Latino population and has over 20% bilingual staff available to serve children and families.
- CFSS continued to promote family-to-family connections through our Monolingual Parent Support Group, *Fuerza & Esperanza (Strength & Hope)*, in Maricopa County. This parent group gives families of the Hispanic/Latino community opportunities to share and learn with other Hispanic/Latino parents who are raising children with unique needs. *Fuerza y Esperanza* has developed organically through the goals and vision of the family members involved, and they meet monthly to discuss and learn about various topics that are relevant to their needs and interests.



Mi hijos son mas sociable y se comunica mas conmigo, y busca como salir de la crisis con lo que le han enseñado los muchachos, y son mas activo in la comunidad.

Parent

The biggest thing for me is there is no judgment towards me and that means everything to me. They include the whole family in support including my 4-year-old daughter.

Parent



Partnering with families to build relationships and inspire hope

Northern Arizona Behavioral Health

CFSS has continued to expand its service delivery model and provide a broad array of comprehensive services through our contract with Northern Arizona Regional Behavioral Health Authority (NARBHA). Northern Arizona CFSS Behavioral Health services include:

- Comprehensive Behavioral Health Services for children, families, and young adults in Responsible Agencies in Flagstaff (serving southern Coconino County) and Prescott Valley (serving western Yavapai County)
 - CFSS has Responsible Agencies in the NARBHA Network that provide an array of covered services, including assessment, counseling, medication, psychiatric services, substance abuse programming, clinical coordination, crisis services, family support, direct support, and respite.
- Direct Support Services (*Meet Me Where I Am*) in Prescott Valley (serving western Yavapai County) and Mohave County
 - CFSS has direct support services focused on serving children with complex behavioral health needs with the goal of preventing out-of-home care and promoting success in home and community-based settings.
- Young Adult Supported Living and General Mental Health Supports in Prescott Valley
 - CFSS offers supported housing for young men ages 18-24 who experience a serious mental illness and direct support for general mental health population young adults. Wraparound support focuses on partnering with young adults on their goals for healthy relationships, employment and educational goals, and skills for living independently.

Highlights

- CFSS began the New Connections, Adolescent Intensive Outpatient Program for youth ages 14-17 experiencing struggles with substance use.
- The CFSS Integrated Health (Rock-It) Program, in partnership with other local community health agencies, hosted 19 family events related to child and family health and wellness topics.
- CFSS has continued to develop clinical practices related to Trauma Informed Care through on-going trainings and clinical supervision. CFSS hosted trainings on “Understanding Behavior” for parents and community stakeholders that focused on understanding behavior from a trauma perspective and the effects of stress on the brain.
- CFSS focused on the reduction of out-of-home care and improving clinical practice through our Out-of-Home Practice Reviews where we successfully identified and implemented plans for children’s transitions back into the community.

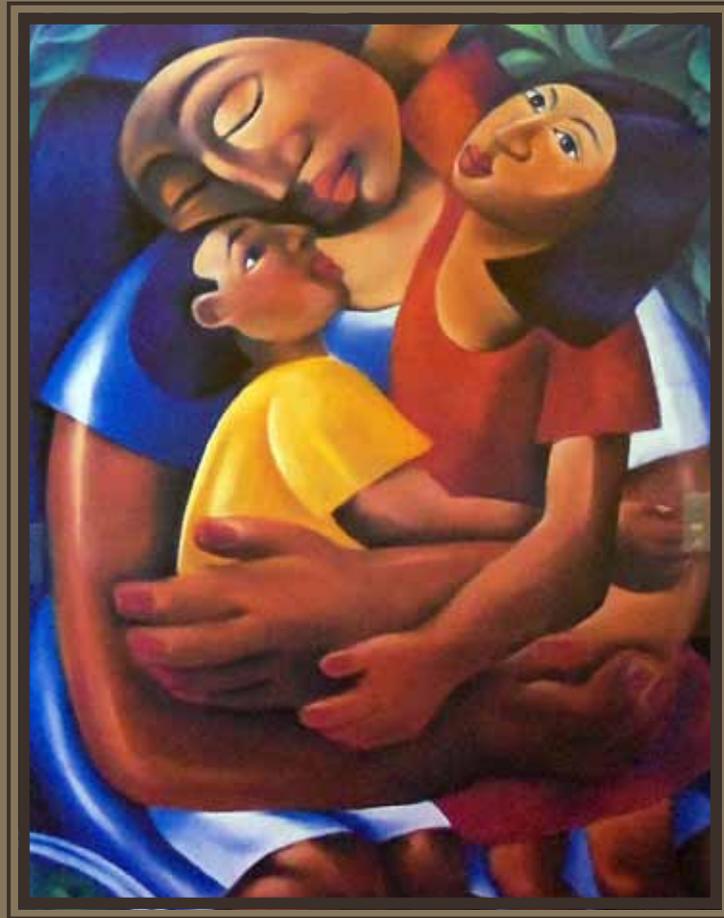


My child is showing a lot of progress. He is now back in a regular classroom with an aide. If you look at him right now, he is outside playing with scooters with two other boys while waiting for the bus. My husband is watching him, but he is playing with other children. That is big! He has a history of hurting other children and he is right now playing with other children!

Parent

Supports made me more social, learning to make friends, made me more comfortable doing things on my own that has led to more independence and expanded my horizon with new things I wanted to do in my life. I have gained more confidence.

Young Adult



*Keeping families
together*

Southern Arizona Behavioral Health

Since opening in April 2010, Southern Arizona CFSS has continued to provide community-based direct support services through the *Meet Me Where I Am* initiative, driven by our partnership with Community Partnership of Southern Arizona (CPSA). We provide direct support services for children with complex behavioral health needs with the goal of preventing out-of-home care, bringing children back to their community from out-of-home care and promoting success in home and community-based settings.

Southern Arizona CFSS Behavioral Health services include:

- Direct Support Services (*Meet Me Where I Am*)
- Individual and Family Counseling

Highlights:

- CFSS enhanced the Clinical Development Learning Opportunities available to employees, family members, and stakeholders. Some of the learning opportunities offered were:
 - A Counter Cultural Mandate Promoting Learning
 - Focus on Needs: What's Driving the Behavior?
 - Multiple Transitions - A Young Child's Point of View of Foster Care & Adoption
 - Bonding, Attachment and Development of a Trust Cycle
 - An Adoption Story - Implications for Behavioral Health Providers;
 - Understanding Behavior - Trauma Informed Care
- CFSS continues to expand school and community partnerships. For example, in partnership with MIKID, HOPE, Inc., and CPSA, CFSS became part of the development of a grass-roots group, the Pima County Peer & Family Coalition. The mission of the coalition is to strengthen family voice throughout all levels of child and adult-serving systems.
- In collaboration with families, CFSS organized the Connection Café, a Parent/Caregiver group that meets monthly to provide support to each other, provide education and information on relevant topics and discuss ideas in which parents/caregivers can inform the behavioral health system.
- CFSS gathered feedback from families, stakeholders, CFSS employees, involved Child and Family Team members and utilized the information to better inform clinical practice and create learning opportunities for employees.



Supports have been very valuable. I could not have worked with this youth as close as CFSS has been able to. There has been a lot of progress. The youth is a hard kid but he would not be in the home without CFSS.

In-Home Therapist

Direct Supports have been really good. Before CFSS, it wasn't going well, the youth had to go out-of-home two times, and now, he is able to look at his own behaviors and reflect on how to respond in an appropriate way. I have worked with the youth for 1 1/2 years, and before CFSS, we hadn't made much progress.

High Needs Case Manager

Maricopa County Behavioral Health

CFSS provides intensive community-based services and serves as an alternative to out-of-home placement. We work with children, families and young adults with complex behavioral, developmental, and/or emotional needs and continue to work to achieve our goal of helping families live lives of quality and dignity, regardless of any challenges or disabilities.

Maricopa County Behavioral Health CFSS services include:

- Direct Support Services (*Meet Me Where I Am*)
- Transition Age Youth Supported Housing Services
- General Mental Health/Substance Abuse Direct Support Services for Young Adults
- Individual and Family Counseling
- Functional Behavioral Assessments

Highlights:

- CFSS continues to develop our clinical practice related to topics relevant to the children, young adults and families being served through on-going training opportunities and clinical supervision. Examples of the educational opportunities provided include Trauma Informed Care, Sensory Regulation Techniques, Exploring and Creating Community Connections, Outcome Based Service Planning and Navigating School Systems.
- CFSS partnered with Southwest Network in creating Project Hope to offer flexible community-based direct support services for children and families who are not receiving High Needs Case Management. This project created opportunities for families to accomplish treatment goals and outcomes while preventing the need for high needs case management and other more intensive treatment services.
- CFSS remains committed to improving practice and continues to use our internal process, the Family Partnership Review, to obtain rich, authentic feedback from families and those that touch the services provided to our children and young adults. This input and feedback is used to influence clinical practice and create a learning environment specific to an individual family's needs.



Providing individualized, flexible, community-based support

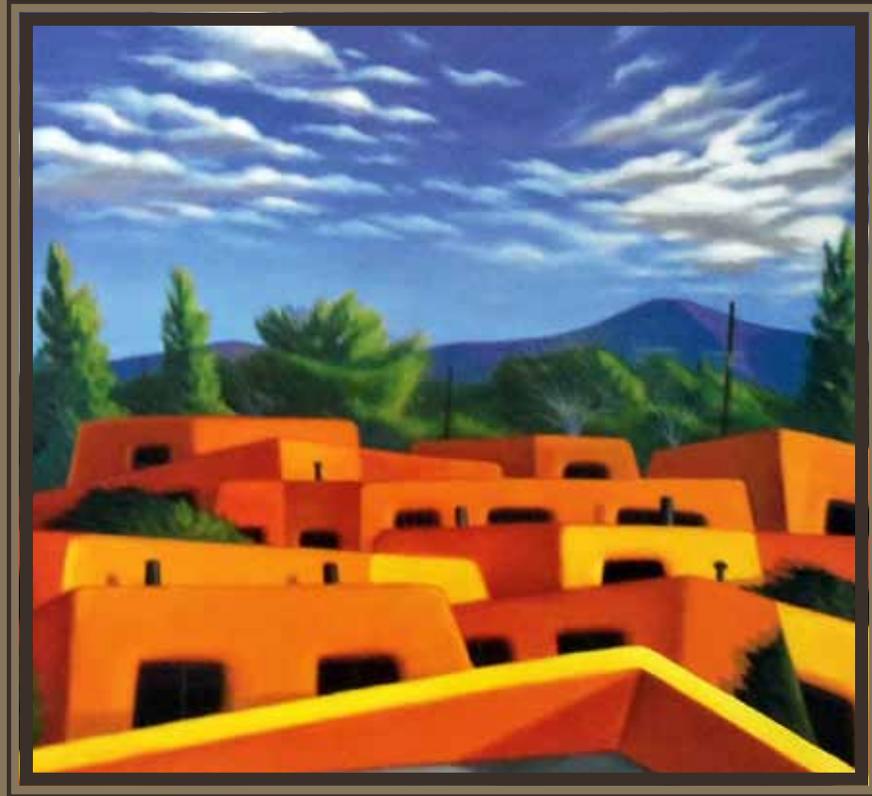


There is no judgment. We feel comfortable being who we are with our supports.

Parent

My son is now involved on sports team with other kids, helps around the house and asks for help when he doesn't feel good and communicates more with us. Supports have helped me to relax, so I am calmer when I am with my son and not stressed that he will hurt himself. We continue to experience many difficulties, but my child has been able to remain at home, in school and in the community.

Parent



Innovative and collaborative approaches to serving families in the community

Child Protective Service Projects in Arizona

CFSS began work with Child Protective Services (CPS) in four regions of Arizona to provide Parent Aide services and began work in two regions of Arizona to provide In-Home Family Preservation services. The Parent Aide services were awarded in the following areas: all of Maricopa County, the entire north half of the state of Arizona, Pima County, Yuma County and La Paz county. The In-Home Family Preservation services were awarded for Eastern Maricopa County and the Tucson area.

CFSS In-Home Family Preservation Services allows CFSS to partner with CPS and families to strengthen each family's ability to be positive parents for their child/children in their own home, school and community. CFSS Parent Aide Services encourages birth parents to gain the skills and abilities they will need to maintain a safe home and environment for their child/children. Services include teaching and coaching parenting skills, supervised visitation, and transportation to and from visits. Support in both programs includes providing families opportunities to develop the necessary parenting skills to be able to live successfully together as a family and helping families build the belief that the future will be brighter than the past and that they can be successful at home, school and in their community.

Highlights:

- CFSS continues to work with CPS, local community agencies and families to bring children home and ensure that parents and their children can live safely and successfully in their homes.
- CFSS has developed the *Family Guide* as a tool to support families on their journey to successful reunification. The *Family Guide* is full of activities, journal opportunities and inspirational words to build each parent's skills and abilities.
- CFSS has begun to provide these services and is currently reaching some parts of the state that we have not previously served including Show Low, Page, Cottonwood, Colorado City and other cities.



We all work together to help me and my child develop positive coping skills. I like the fact that the staff can help identify when there are new changes in my son's life and schedule that could impact my son and help me figure out how to be proactive before it affects him.

Parent

We inspire hope as we support families emotionally. We work with families so they have the skills and resources to help them be successful and accomplish their goals. When you go into a family's home, you need to be open-minded and without judgment to be able to establish trust. How can you gain a family's trust to make a difference if you go into their home with judgment?

CFSS Parent Aide

Supported Living

Supported Living Services are provided for young adults transitioning into adulthood. Through our contracts with Magellan and NARBHA, CFSS provides the support services needed to learn how to live independently, feel successful, and be active in their community. Supported Living Services are currently available in Maricopa County and Prescott Valley. Supported Living Services provides opportunities where young people transition back into the community or receive assistance in remaining in the community. Each young adult enjoys a blend of individual activities as well as group activities. These activities are based on an individualized support plan developed by the young adult, CFSS and other team members.

Some of the activities for Supported Living may include:

- Career exploration
- Independent living skills
- Community service opportunities
- Support for educational opportunities
- Social connections and social skill development
- Health and exercise
- Meaningful and purposeful community activities
- Financial management
- Connecting to natural supports
- General Mental Health/ Substance Abuse Direct Support Services for Young Adults

Highlights:

- CFSS has partnered with several young adults and their Adult Clinical Teams to locate and reestablish relationships with biological and adoptive parents, as well as other family members with whom they have lost connections for long periods of time.
- Our Young Adult Supported Living staff implemented many of the assessment features endorsed in the Transition to Independence Process training modules, as well as Casey Life Skills, in relation to skill development, employment preparation, job readiness and relationship development. CFSS held a Transition to Adulthood Conference for young adults and family members and was able to provide information and resources that can assist in creating successful transitions for young adults.
- Youth leaders created videos addressing stigma associated with mental illness. Youth leaders hosted a video premier that was a huge success and inspired those who attended.



All human beings are entitled to lives of quality and fulfillment



Supported Living has impacted my life by giving me the opportunity to practice skills towards independence and to break the cycle I was in, and they aimed at changing my behaviors, not going with them.

Young Adult

My son was able to build his independent living skills with the help from Direct Support by assisting him with resources and skills to be able to obtain his GED and a job. My son now has a job and obtained his GED.

Parent

Family Involvement

CFSS believes that the development of meaningful and valued partnerships with families is a necessary component of delivering high quality support services. The CFSS vision begins by stating that we work with families as our active partners. Not only do we work with families as active partners, we respect and understand that their opinions and the expertise they bring to the table are vital components to shaping the work we do every day. We also hold a fundamental belief that to be successful in our work, families and professionals must work together in a true partnership to ensure that services are youth-guided and family-driven.

CFSS adopts the established Principles of Family-Driven Care as published by the Federation of Families for Children's Mental Health: Family-driven means families have a primary decision-making role in the care of their own children, as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation. This includes:

- Choosing culturally and linguistically competent supports, services, and providers;
- Setting goals;
- Designing, implementing and evaluating programs;
- Monitoring outcomes; and
- Partnering in funding decisions.

[See Federation of Families for Children's Mental Health, 2012 (Online: <http://www.ffcmh.org/family-driven-definition>)]

Highlights:

- Children, young adults and family members took a leadership role in planning, organizing and facilitating family events and activities including the Parent Support Groups SPIRIT (Maricopa County), Connection Café (Pima County), TLC-Talking, Laughing, Connecting (Yavapai County), Walking Support Group (Coconino County), and YOFU-Youth Organization for U (Pima, Yavapai and Maricopa Counties).
- Each office houses a Family Resource Library that provides resources and literature that can be easily accessed and borrowed and provides access to computers to assist in using technology to accomplish goals such as applying for jobs, researching community resources, and developing a resume.
- Children, Young Adult and Family Involvement continued to be strong forces that drive our clinical work and help make administrative decisions, such as hiring, developing workforce training, planning opportunities to give back to the community and strengthening leadership to connect to and influence the larger system.
- Family-to-Family connections have been enhanced by having peer family members complete the face-to-face interviews to gather feedback from parents and caregivers as well as peer family members being a part of the intake team to complete front door engagements.



Family Involvement is the foundation that shapes CFSS



Making the connections through SPIRIT has been empowering to all of the families. All of the families have needs and we have been able to help each other creating a support system outside of family involvement activities.

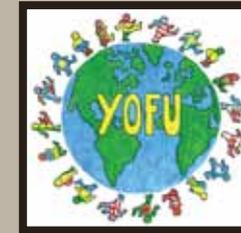
Parent

The connections made at Family Involvement events are creating invaluable natural supports outside of services. Parents who are involved in different family activities have started to support each other in different ways, like by watching their kids or providing transportation to the doctor.

Parent

Youth Involvement

CFSS believes strongly that youth should be able to have a meaningful role in guiding their own services and the systems, policies, and procedures that govern care at every level of the behavioral health system. Therefore, CFSS has worked from its inception to develop meaningful approaches to make the term “youth-guided” come alive at CFSS.



Some of the approaches that CFSS has developed to provide opportunities for youth involvement include:

- Sponsoring youth activities through CFSS’s youth group, Youth Organization For U (YOFU), which provides opportunities for leadership and community support;
- Supporting the work of youth initiatives, such as MY LIFE sponsored by Magellan of Arizona;
- Supporting youth to plan and host events, such as Stories of Hope, Art and Creative Writing events to promote Mental Health Awareness, resource activities and much more.

Highlights:

- CFSS hosted events that provided youth the opportunity to showcase their talents, strengths and interests and inspire hope for others:
 - CFSS hosted several “Stories of Hope” events where youth shared their personal stories of resilience and hope.
 - CFSS hosted “YOFU Idol” where youth had opportunities to express their talents and abilities through music and poetry.
 - CFSS hosted an art show that allowed youth to increase self-confidence, interact with others in a positive way and experience success through their strengths and interests.
- YOFU started in 2008 in Maricopa County, and has now expanded to our offices in Northern and Southern Arizona. The CFSS youth movement continued to expand and grow to partner with youth, promote youth voice and involvement and foster community connections and relationships in all areas served by CFSS.
- YOFU leaders are an important part of training new and existing employees. These youth serve as advisors to CFSS.

Being involved in YOFU has helped me in a lot of ways. One of the more obvious ways is that it has helped me to decrease the amount of times I have been in the hospital. I used to be in and out all the time. YOFU is an outlet to understand what people are going through and helps me deal with my anger.

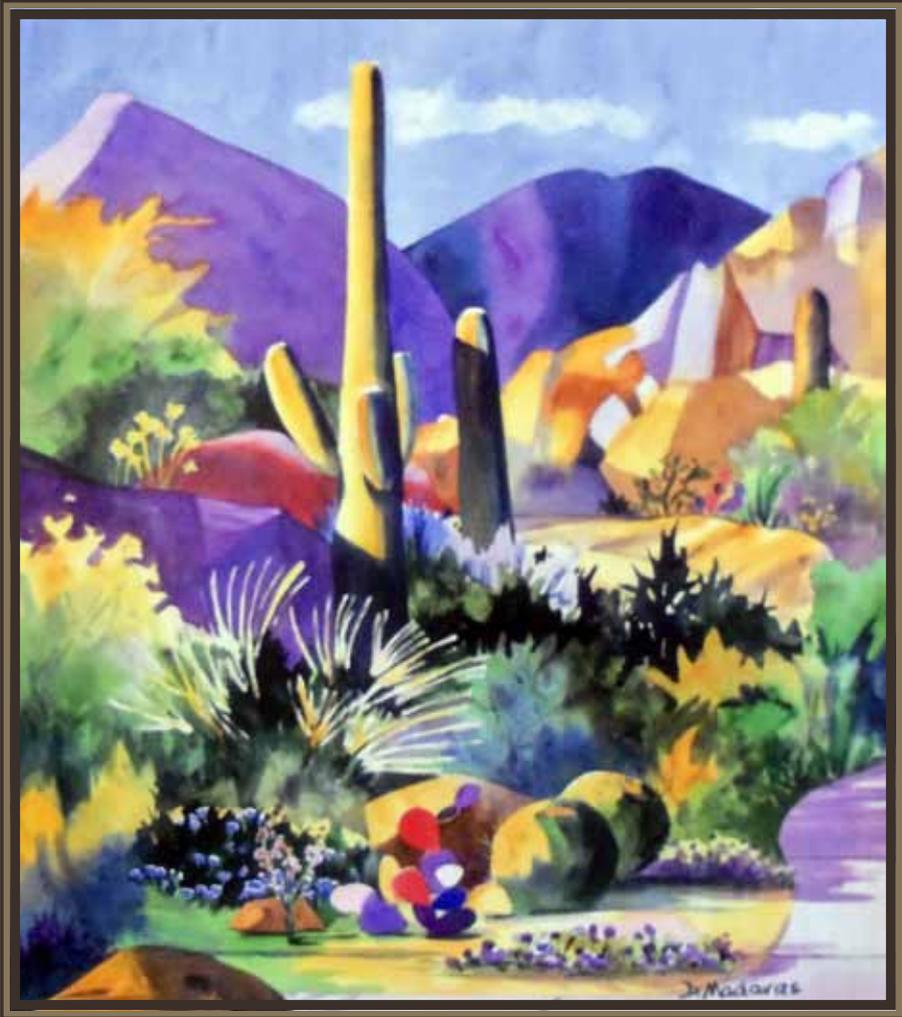
Young Adult

My favorite part of YOFU is the opportunity to give back to the community. It is a place to look forward to, a place to go, and most importantly, a place with other people to relate to and to talk to and they understand me. YOFU has taught me valuable skills that I use in my life and in the community.

Young Adult



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



*Better practices deliver
the best results*

Employee Development

CFSS has a strong commitment to employees' professional development and provides a variety of ways to ensure they have the skills, confidence and values that are required to provide community based services. CFSS hires for a variety of positions, including Master's Level Clinicians, Peer Family Support Specialists, Psychiatrists, Registered Nurses, Clinical Coordinators, Direct Support Specialists, Program Managers, Directors, Administrative Employees, Family Support Workers, Transportation Specialists and Parent Aides.

CFSS has worked hard to develop a work force that:

- Comes from a vast range of backgrounds and experiences;
- Is trained in best practice clinical interventions and techniques;
- Thinks creatively; and
- Utilizes the children's, families' and young adults' strengths, interests and culture in our service delivery model.

CFSS offers unique learning opportunities through an extensive learning program that includes group learning, experiential learning opportunities, webinars, tele-presence/video conferencing for synchronous events in multiple locations, one-to-one coaching, one-to-one supervision and peer-to-peer training.

Highlights:

- CFSS's recruitment efforts have focused on strong diversity among team members with a wide variety of expertise and experience in different areas so that CFSS is best able to match families culturally and with respect to strengths, community and interests.
- Employees have many learning opportunities from a variety of experts in the field and from families and individuals that provide the unique perspective as service recipients in both the children's and adult behavioral health systems.
- Learning opportunities have been held that focus on enhancing staff clinical development and included the participation from community members, stakeholders, families, young adults and providers.



The environment at CFSS encourages me to grow and learn in all areas where I gain clinical knowledge. I have attended internal and external trainings about effects of stress on the brain that have been insightful in my work with families.

CFSS Coordinator

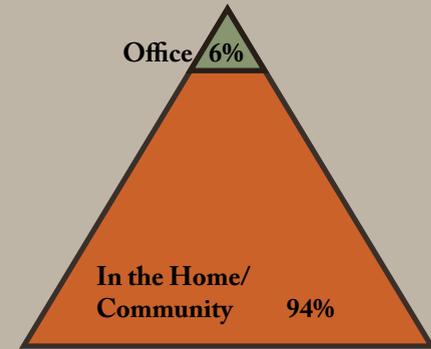
There are so many different ways to learn at CFSS. There are opportunities every week to improve your clinical skills and increase your knowledge about the work we do at every level. I personally get a lot of good information from Learning Labs that I use for team meetings.

CFSS Coordinator



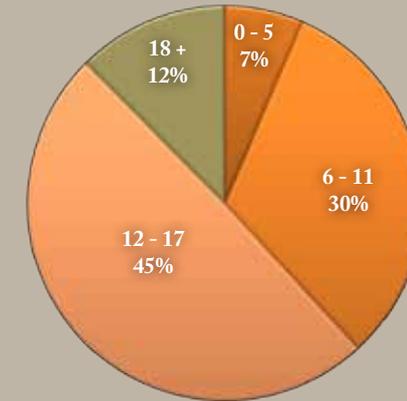
Service demographics

Location Where Services Were Provided

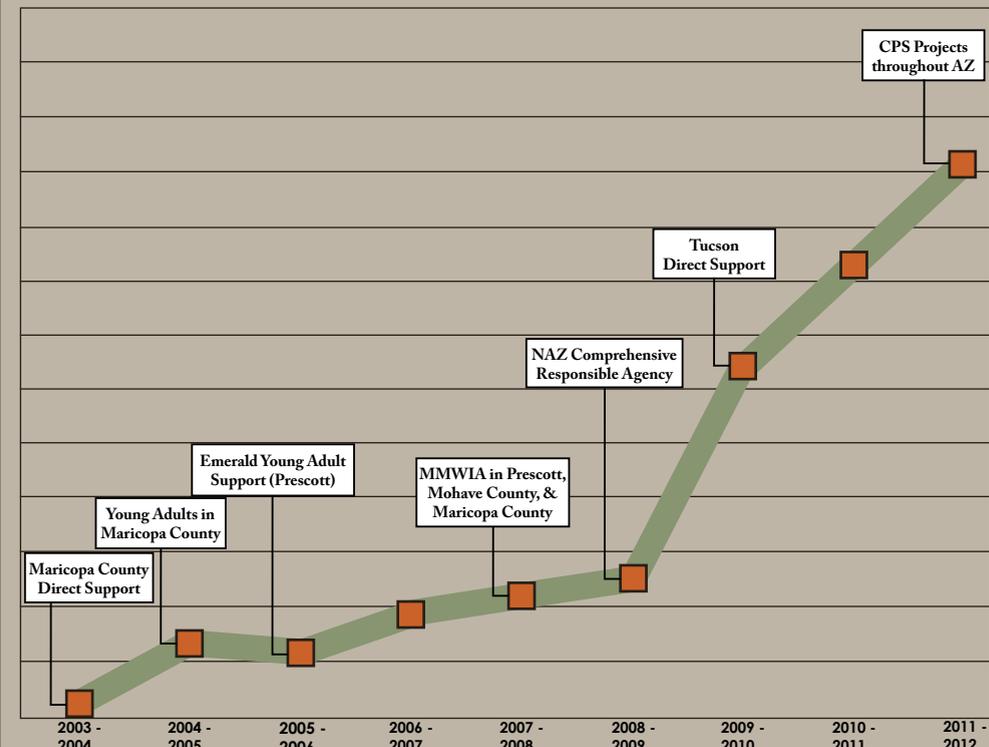


In FY 2011-2012, 94% of services provided across all CFSS programs and services, were provided in the home or community as opposed to a clinical office.

Ages of Individuals Served



Relative Growth in the Number of Individuals Supported by CFSS Programs



Our child has had the ability to remain in our home with CFSS services. He has had improvement in social interaction. While having our child live with us is a challenge, it would have been near impossible without CFSS. Things are not perfect, but we don't feel like we are in it alone.

Parent

They connect with us on a daily basis. They attend the CFTs and state the progress being made. They work with us in any capacity needed for my daughter to reach her goals.

Parent



www.cfssinc.com

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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).