



"The person who in my name welcomes this child, welcomes me..." Luke 9:48

YOUNG HOUSE FAMILY SERVICES, INC.

2008 - 2009
ANNUAL REPORT



YOUNG HOUSE FAMILY SERVICES

MISSION STATEMENT

Christ's statement, as quoted in Luke 9:48, "The person who in My name welcomes this child, welcomes Me..." embodies the spirit of Young House Family Services. Our special mission is to serve Christ by offering a wide range of human services designed to provide for the spiritual, physical and emotional care of children and families.

PHILOSOPHY

Young House Family Services is committed to the prayerfully planned development of a continuum of services which are as comprehensive, flexible and intense as necessary to appropriately minister to unmet needs. The staff and volunteers of Young House Family Services are dedicated to creating a healing community through the utilization of their special gifts and talents. The agency's good stewardship is characterized by the prudent use of resources entrusted to it. Based on Christian principles, Agency programs demonstrate the belief in the value and dignity of all persons; family unity; community based services; and children as our future.

ORGANIZATIONAL PROFILE AND HISTORY

Brief history of the organization

Young House Family Services was established in 1971 when it opened the doors of its first adolescent group home for boys. Today the agency has facilities in Burlington, Mt.



Pleasant and Ott-umwa, and provides services throughout southeast Iowa. Young House Family Services is a firmly established agency, having earned an excellent reputation for expertise and quality performance. Young House Family Services is a non-profit 501(c)(3) social service agency.

STATEMENT OF VALUES

- ◆ Respect
- ◆ Belief in families and children
- ◆ Teamwork
- ◆ Open-minded/non-judgmental
- ◆ Unconditional positive regard
- ◆ Belief in what we do
- ◆ Professionalism/ethics
- ◆ Potential for change/strengths-focused
- ◆ Honesty
- ◆ Individuality/self-determination

YOUNG HOUSE FAMILY SERVICES BOARD OF DIRECTORS

Dave Stanbary, Board Chair

Kim Perry	Rick Buller
Gwen Baker	Gary Chapman
Patty Dearlove	Gina Anderson
Bruce Morrison	Marcia Wiedemeier
Ted Horn	Kathy Delang
Rhonda Frevert	

YOUNG HOUSE FAMILY SERVICES FOUNDATION BOARD OF DIRECTORS

Dave Stanbary, Board Chair

Rick Buller	Dick Howard
Marcia Walker	Cosmo Leone
Brother Mark Gastel	

KidsNet – works to create safe, permanent connections between children and families through foster care, adoption and reunification with birth families. KidsNet provides recruitment, training, licensing and continued support to individuals who wish to become foster and adoptive parents. Young House Family Services is a sub-contractor for these services in southeast Iowa.

Supervised Apartment Living – delivers in-home and community based services to youth ages 16 ½ - 21 who are able to live on their own. These youth are not able to live with their families for varying reasons. Youth are monitored to ensure their safety and compliance with the program rules and expectations. Youth are assisted with setting up living arrangements, continuing education, seeking employment, budgeting money, etc.

Adoption Program – performs home studies for prospective adoptive families, also providing post-placement services for the adoptive families after the adoption has been finalized.

AfterCare Services (ACS) and Preparation for Adult Living (PAL) – provides services for youth who have turned 18 while residing in foster care. Resources and support are provided such as transitional living services, employment training, counseling, etc. To qualify for PAL, the youth must have left foster care after 5/1/06, be at least 18 and have a high school diploma or GED. A monthly stipend is available to these youth each month.

Intercountry Adoption – performs home studies for prospective adoptive families, also providing post-placement services for the adoptive families after the adoption has been finalized.

Remedial Services – provides individual and family counseling, group and individual skill development and crisis intervention. Referrals are made from school personnel, Juvenile Court Services, Department of Human Services and other community resources.

Brief Intensive Services – offers in-home services aimed at filling a service gap for children and families who are not currently involved in the child welfare or juvenile justice system. Services include screening, assessment, information and referral, case planning through the family team meeting process, skill building, modeling, service coordination to achieve case plan goals and follow-up activities.

Youth At Risk – provides counseling to youth who are identified through school personnel to be at risk. They may have been referred to the Department of Human Services but did not qualify for services. There is no formal referral process, but each client participates with full parental permission and support.

Safety & Permanency – provides in-home services to children and families that are involved with the Department of Human Services Family Services. The specific needs and risk level of the family determines the intensity of the services provided, which may include individual counseling, family counseling, skill development and supervision. Young House Family Services is a sub-contractor for these services in southeast Iowa. The program was closed in January 2009.

Life Skills – provides skill development groups and individual sessions to middle and high school special education students in Burlington, Mt. Pleasant, Winfield, Columbus Junction and Waco Schools. Groups are facilitated during the school year, and individual services are offered year round. Referrals for services come from teachers, guidance counselors and principals. Services focus on teaching and assisting students to gain and enhance skills such as decision making, anger management, social skills, relationship building, etc.

Woodlands Treatment Center – is a comprehensive, licensed group care facility with 29 beds for girls and boys ages 11-17. Clients are adjudicated either a delinquent or a CINA (Child in Need of Assistance). Woodlands Treatment Center is licensed through the Iowa Department of Public Health and considered a dual-diagnosis substance abuse program. Educational services are provided on campus, health services (medical, dental, psychiatric, etc.) are provided through community facilities. Skill development groups are facilitated several times daily on an individual and group basis to teach and enhance skills such as anger management, coping, stress management, communication, relationship building, etc. Family groups are facilitated every Saturday and participation of the client's family is crucial to their success.

Christamore Residential Treatment – is a comprehensive, licensed group care facility with 16 beds for girls and boys ages 11-17. The majority of clients are adjudicated either a delinquent or a CINA (Child in Need of Assistance); however there are also private pay situations arranged through a school district or another funding source. The program is licensed through the Iowa Department of Human Services. Educational services are provided on campus, health services are provided through community facilities. Psychiatric services are provided monthly on campus through a contractual relationship with a psychiatrist. Skill development groups are facilitated several times daily on an individual and group basis to teach and enhance skills such as anger management, coping, stress management, communication, relationship building, etc. Family services are facilitated and participation of the client's family is crucial to their success.

Christamore Day Treatment – is an after school program focusing on teaching and building skills such as anger management, coping, social skills and communication. A critical part of Day Treatment is individual and family counseling. Referrals are made from Juvenile Court Officers and Department of Human Services Social Workers. The program runs for five hours with a structured schedule of skill groups and supervision time, allowing for homework, meals, chores and community service projects.

Christamore School Program – provides educational services through a partnership with area school districts. The program serves students that are aggressive, assaultive or extremely disruptive within the school setting to the point of being a threat to the safety of themselves and others. Referrals are made from area school personnel and AEA representatives.

ACT Day Treatment – is an after school program that focuses on teaching and building skills such as anger management, coping, social skills and communication. A critical part of Day Treatment is individual and family counseling. Referrals are made from Juvenile Court Officers and Department of Human Services Social Workers. The program runs for five hours with a structured schedule of meals, chores and community service projects.

Enhanced Outreach – these services are provided through the ACT Day Treatment program and include in-home services; individual and family counseling, skill development and supervision to clients involved with Juvenile Court.

Youth Monitoring Outreach – provides intensive guidance and monitoring of adolescents with the goal of maintaining client accountability and positive behavior. Referrals are made from Department of Human Services or Juvenile Court Services.

Juvenile Court School Liaison Programs – operate in three locations; Burlington, Mount Pleasant and Keokuk. The Liaisons work closely with Juvenile Court Officers and school personnel to monitor truancy, tardiness and behaviors during school time. Clients are involved with Juvenile Court and sometimes Department of Human Services. If the client is not in school, the Liaison will go to the client's home to check on them. They also counsel with the client and defuse situations that occur during the school day. The Liaison participates in school staffings and makes reports to the referring worker regarding the client's progress.

Gateway Day Treatment - is an after school program focusing on teaching and building skills such as anger management, coping, social skills and communication. A critical part of Day Treatment is individual and family counseling. Referrals are made from Juvenile Court Officers and Department of Human Services Social Workers. The program runs for five hours with a structured schedule of skill groups and supervision time, allowing for homework, meals, chores and community service projects.

Gateway School Program - provides educational services through a partnership with the Ottumwa Community School District. The program serves students who are aggressive, assaultive or extremely disruptive within the school setting to the point of being a threat to the safety of themselves and others. Referrals are made from area school personnel and AEA representatives.

Community Counseling – provides private counseling to adults, children and families. There is no formal referral process and each client participates on a voluntary basis unless they have been court ordered to seek counseling due to a particular issue or circumstance.

Mentoring Program – Our school-based mentoring program matches positive adult role models with youth in the communities of Burlington, West Burlington and Danville who could benefit from some extra one-on-one attention from this friend, coach and advocate. This program was closed due to lack of funding in June 2009.

Female Specific Life Skills - is a group based program that enhances interpersonal adjustment, reduces law violations and/or prevents out-of-home placement to girls in Des Moines County.

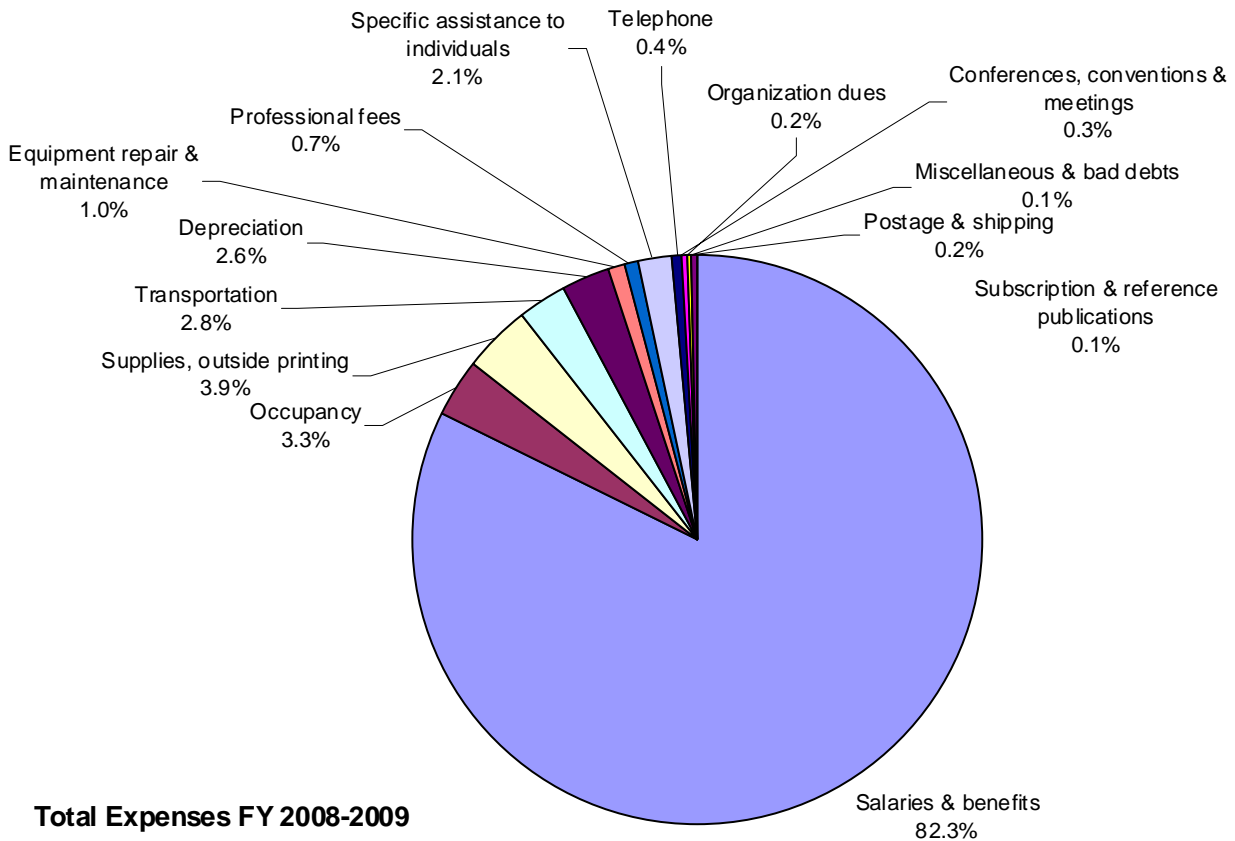
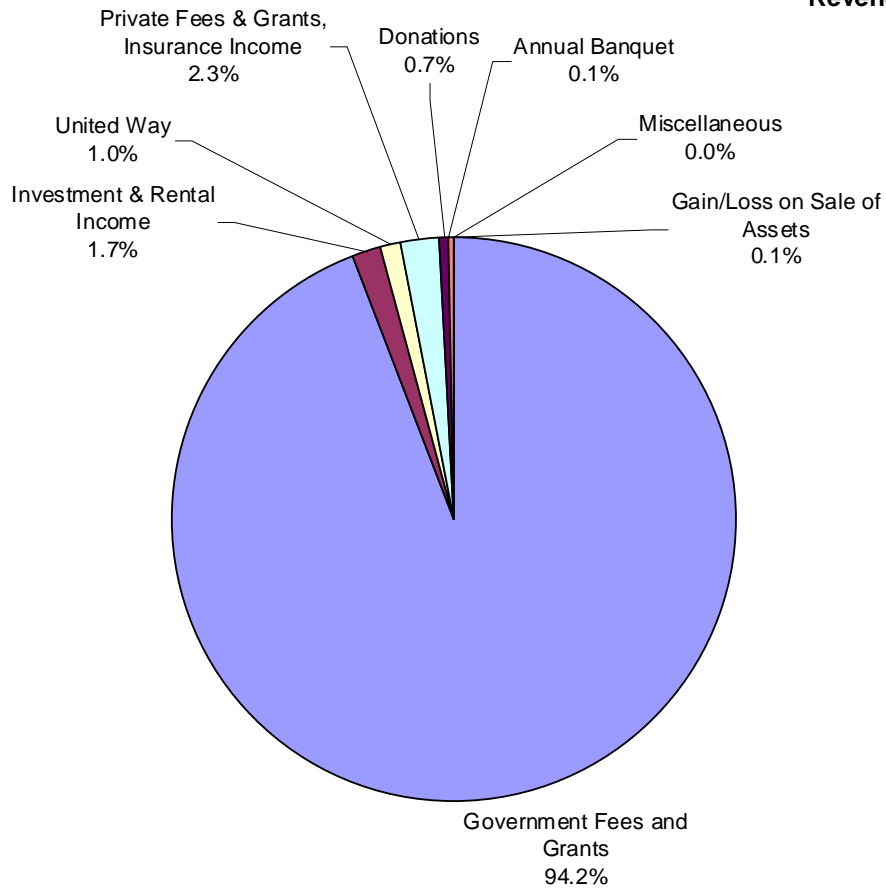
Nurturing Program – is a group-based comprehensive parent education and family enrichment program which addresses the needs of parents and children in all stages of development. The program offers a continuum of skill development, support and education. The program involves all family members, with the parents and children being separated into two groups at the beginning of the program and then brought together into one group at the end. The sessions' activities help parents and children connect, build and celebrate family strengths.

Resource Program – serves families with children ages newborn – 5. The program provides education to families about available resources in their community and to provide more safe and nurturing homes for their children.

Safe Kids Southeast Iowa – provides hands-on activities to teach safety skills to children. Programs include bicycle rodeos, car seat check ups, Home Alone Rangers, Safe Kids Day Camp, community events, fire safety house, infant smoke alarm program, Safety Town and Walk This Way.

REVENUE/EXPENSES FY 2008 - 2009

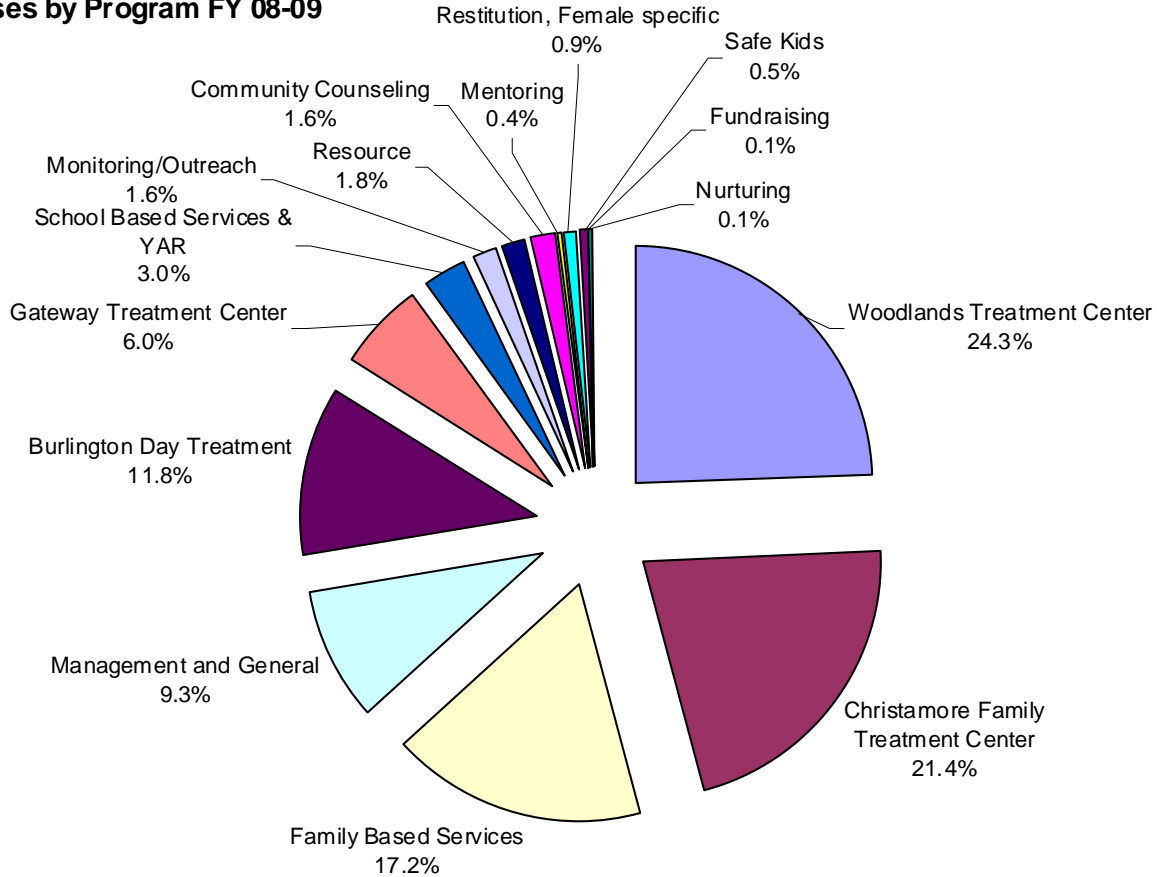
Revenue FY 2008-2009



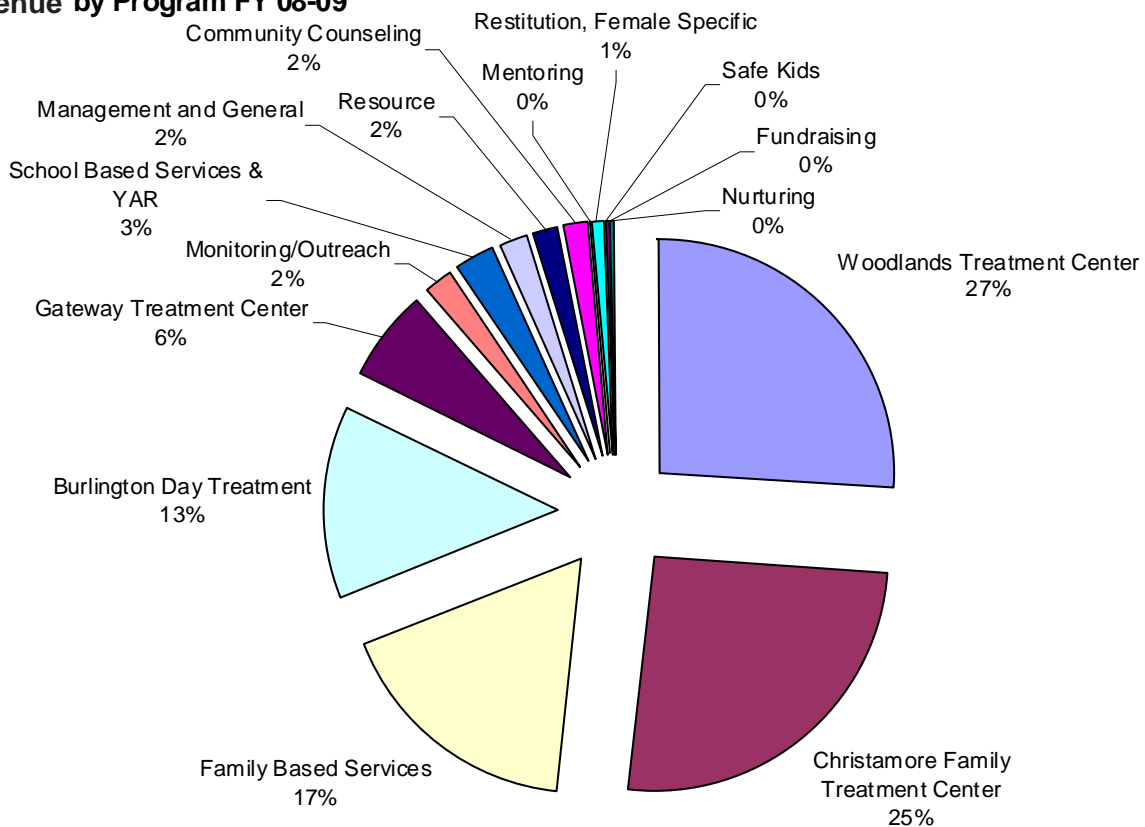
Total Expenses FY 2008-2009

REVENUE/EXPENSES BY PROGRAM FY 2008 - 2009

Expenses by Program FY 08-09



Revenue by Program FY 08-09



PERFORMANCE & QUALITY IMPROVEMENT

Young House Family Services completed the first full year of tracking program outcomes and risk management data. Information that is reported in each quarterly Report Card includes: Performance and Quality Improvement activities; facility utilization; oversight of facility and vehicle safety; Case File reviews; risk prevention and management; and program and client outcomes.

Performance and Quality Improvement

Throughout the first quarter we developed and enhanced the PQI process for Young House Family Services. The PQI Committee started conducting meeting on a weekly basis, made up of the following employees: Jack Escorcia, Administrator; Melissa Brown, Controller; Sue Beer; Human Resources Director; Michelle Skubal, Director of PQI and Development; and Cassie DeJaynes, Development Assistant.

The main focus of the PQI Committee during the first and second quarter was writing, developing, and revising agency policies and procedures in order to meet all requirements and recommendations from COA.

During the second quarter the PQI Committee developed the Young House Family Services PQI Plan, which includes strategic planning goals for the agency.

During the third quarter the PQI Committee focused on finalizing the Young House Family Services PQI Plan, Strategic Plan and Annual Plan.

A Mock Site Visit was conducted June 8th-9th with Jane Hartman. The Mock Site Visit was very successful helping us prepare for and to know what to expect at the actual Site Visit in August.

Preparing for the COA accreditation Site Visit was the focus of the PQI Committee throughout the fourth quarter.

Program and Client Outcomes

There was a lot of progress made towards the goals set for program and client outcomes. The goals were reviewed at the end of the year to determine progress, if the goal had been met, and if the goal needed revised or replaced. Goals for the Fiscal Year 2009-10 include meeting grant and oversight target expectations, tracking utilization of remedial services, and improving service delivery.

PERFORMANCE & QUALITY IMPROVEMENT

Client Satisfaction Surveys

All programs distribute satisfaction surveys at the time of discharge. Overall feedback was positive, reflecting satisfaction with the services received through Young House Family Services.

Questions asked on Survey:

Average Score:

Young House Family Services staff treated me with respect.	4.7
Young House staff were responsive (returned calls, were on time for appointments, etc.).	4.7
Services provided by Young House Family Services were helpful.	4.5
Young House Family Services staff listened to my needs/wishes.	4.6
Things are improving because of the services I received through Young House Family Services.	4.2
Overall I am satisfied with the services I received through Young House Family Services.	4.6

2008 - 2009 PERSONNEL SUMMARY

On June 30, 2009 Young House Family Services had 147 employees—83 full-time and 64 part-time. Of those 147 staff, 111 were females and 36 were males. Two of our largest staffed programs were Woodlands Treatment Center with 35 staff and Christamore Family Treatment Center with 33 employees.

We experienced a 12% turnover in full-time staff positions and a 30% turnover in part-time, which was a decrease in full time turnovers from the previous year.

There were a total of nine agency work comp injuries/claims, with all nine of those requiring medical attention. There were no lost time injuries during 2008-09.

Following is a breakdown of the seniority of our employees as of 6/30/09:

30+ years:	1
25 + years:	3
20+ years:	2
15-19 years:	9
10-14 years:	17
5-9 years:	34
Less than 5:	81

We are pleased to note that 45% of our staff have been employed 5 or more years.

