

**SITE VISIT
SCHEDULE & SUMMARIES**

PROGRAMS & FINANCE DEPARTMENT

**Juvenile Welfare Board
6698 68th Avenue North
Pinellas Park, Florida 33781-5060
Telephone: 727-547-5600**

**SITE VISIT SCHEDULE
JULY 2000**

Foundation Village

July 20, 2000

Florida Gulfcoast Autism

August 8, 2000

Board Members are invited to participate in site visits. For information, please contact Lisa Sahulka, 547-5643.

**RATING CRITERIA
FOR
MEASURABLE OBJECTIVES**

Objective Exceeded	101%+
Objective Met	100%
Objective Substantially Met	95 – 99%
Objective Performance Needs Improvement	70-94%
Objective Performance Seriously Deficient	Below 70%

Outstanding	- Exceeded or met 100% of objectives
Excellent	- Exceeded, met, or substantially met 90% of objectives
Satisfactory	- Exceeded, met, or substantially met at least 70% of objectives
Unsatisfactory	- Exceeded, met, or substantially met less than 70% of objectives

**SITE VISIT SUMMARIES
FOR:**

Gulf Coast Jewish Family Mental Health Services, Inc. – Adults Mentoring Children

Pinellas County Urban League – Comprehensive Family Services

Pinellas County Urban League – Project Success

Site Visit Summary

Agency: Gulf Coast Jewish Family Mental Health Services, Inc.

Program: Adults Mentoring Children

Fiscal Year: 1999-2000

Program Budget: \$ 358,578

JWB Allocation: \$ 187,608

Cost Per Client: \$ 1,759

Date of Visit: February 24, 2000

(Based on FY 98-99)

Program Description: Adults Mentoring Children is a program designed to offer at-risk youth a positive supportive relationship through one-to-one matching with a screened and trained mature volunteer. The program addresses the problem of family dysfunction and truancy. This program ensures safe places for recreation and healthy relationships with positive and caring adults. Encouragement of academic achievement is attained for all at-risk youth populations served. The volunteers are trained and empowered to identify needs and develop appropriate goals to help the youth address those needs. The volunteer and youth work together to master the skills needed for successful transition into adulthood and to help the youth explore career opportunities.

Statistics: In FY 98-99, 144 youth were served and 51 new matches were established. Also all measurable objectives were met. Minimum service levels were met with the exception of youth matched in a relationship. This was attributed to high employee turnover.

Findings:

There were no programmatic recommendations or requirements. Based on the fiscal review, the agency needs to remove one part-time program manager from its budget because there is a full-time program manager in the AMC program. JWB is funding 20% of the salary for this part-time program manager. All job evaluations need to be completed at least once per year.

Contract Manager: Michael Stafford

SITE VISIT SUMMARY

AGENCY: Pinellas County Urban League
PROGRAM: Comprehensive Family Services
DATE OF VISIT: March 14, 2000

FISCAL YEAR: 1999-00
PROGRAM BUDGET: \$168,084
JWB ALLOCATION: \$98,771
COST PER CLIENT: \$ 223
(FY 98-99)

The Comprehensive Family Services Program is designed to address the multidimensional needs of children and families of the Baskins/Danville/Ridgecrest areas by providing a variety of family services that include: family life education, information and referral, supportive casework counseling, job placement assistance, community outreach, and an after-school tutorial program. Staff also arranges and coordinates the delivery of services provided by other human service organizations as well as to provide the full range of Urban League services.

The site visit included a program overview and up-date, meetings with program staff, a review of program records, and a review for contract compliance.

FY 98-99 Measurable Objectives and Minimum Service Levels. All three of the measurable objectives and all four of the minimum service levels were met or exceeded.

FY 99-00 Measurable Objectives and Minimum Service Levels. The Comprehensive Family Services Program was not on target for FY 99-00 objectives and levels at the time of the site visit.

Previous Year's Recommendations. The fiscal recommendations from FY 98-99 have been completed. There were no programmatic recommendations in FY 98-99.

Site Visit Findings.

On October 1, the Comprehensive Family Services Program (CFSP) moved from the Omni Center to a temporary three-bedroom apartment in Rainbow Village. The program will move again to a five-bedroom apartment once the Housing Authority completes renovations. Staff turnover was an issue this year. One counselor position was vacant for five months. The other counselor position turned over in October 1999 and January 2000. The Director of Programs position, which provides supervision of the program manager, has been vacant for three months. There is a program deficit. Salaries increased in October and November when the program hired new Outreach Counselors at a higher rate than former counselors.

Contract Compliance Issues.

- **Target Population.** The program's target population is the residents of the Baskins, Danville, and Ridgecrest areas, and individuals who reside in zip code 33778. 85% of the participants are Ridgecrest residents. Program records indicated that only 20% of the 322 participants receiving referral services during the first five months of FY 99-00 lived in the Ridgecrest community.
- **Referral Sources.** The program is to provide information about and referrals to the full range of community resources. 84% of the participants came to the program for referrals to the Urban League's Low Income Home Energy Assistance Program (LIHEAP) during the first five months of the fiscal year. 74% of the 363 referrals for the five-month period were referrals to LIHEAP.

- **Measurable Objectives and Minimum Service Levels.** The Referral Logs' Results of Referral section (the source document for the JWB Measurable Objectives) was incomplete for approximately 75% of the participants. Only 65 of 213 Ridgecrest residents had been served. Only 10 Family Life Education (FLE) of 60 had been provided.

- **Other Activities.** The program is to provide community outreach activities; supervise a before- and after-school cares program; manage the delivery of an after-school tutorial program, a summer remediation program, and establish a networked computer learning lab for residents of Ridgecrest. Program records indicated that outreach activities consisted of six home visits during the first five months of the fiscal year. There have been no before- and after-school care or after-school tutorial programs this year. The program has not established the computer-learning lab.

Update. During the April 5th exit conference, the CFSP Manager stated that staff would spend 100% of their time with CFSP activities. Services would be provided exclusively to Ridgecrest residents. Technical assistance/eligibility determination for LIHEAP applications would be limited to Ridgecrest residents. Community outreach to distribute information and to engage residents in services had been implemented. Seventeen (17) home visits with case management had been provided. Expansion of FY 99-00 minimum service levels was discussed.

Corrective Action. In order to comply with the JWB Agreement and Program Methodology, it is required that the program: Target the residents of the Ridgecrest area so that they comprise 85% of all participants beginning April 15, 2000. Submit SAMIS CDG data for program eligible information and referral participants and group data for Family Life Education Workshops for the period beginning July 1999 through March 2000 by May 5. Provide 10 Outreach Contacts in Ridgecrest (distribution of community resource information) per week beginning April 30. Increase the level of Information and Referral Adult participants from 5 adults per week to 20 adults per week beginning April 30. Implement the after-school tutorial program and the computer-learning lab beginning April 30. Complete the CFSP Referral Logs - Results Section for the October 1999 through March 2000 period by April 30. Provide information and referral services to a minimum of 213 Ridgecrest residents by September 30. Provide 50 Family Life Education Workshops for 300 youth residents of the Ridgecrest community by September 30. Increase the number of referrals to community resources (other than LIHEAP) from 19 to 50 per month by September 30.

Program Recommendations. It was recommended that the program: Coordinate with Family Service Centers' Family Life Education Program to assure that the program's workshops are not duplicative. Seek assistance from other PCUL programs that share CFSP resources such as the Minority Skills Job Bank and the Low Income Home Energy Assistance Programs for a prorated share of the program's personnel and operating expenses. It was recommended that the counselors use the Internet to access the I&R database and purchase a current Help Line Directory (hard copy).

CONTRACT MANAGER: Dorothy Jennings

SITE VISIT SUMMARY

AGENCY: Pinellas County Urban League

FISCAL YEAR: 1999-00

PROGRAM: Project Success

PROGRAM BUDGET: \$221,932

JWB ALLOCATION: \$167,665

DATE OF VISIT: March 7, 2000

COST PER CLIENT: \$600

(FY 98-99)

Project Success is a delinquency prevention, intervention, and diversion program. The targeted clients served by the program reside in South St. Petersburg. Delinquency prevention activities include workshops offered to adults and children. Intervention programming consists of out-client services offered at various locations throughout the service area. The diversion program includes an alternative classroom provided by Pinellas County Schools with the Project Success staff providing support. The support includes individual and group counseling sessions, along with family counseling to students in the classroom. Outreach services are also provided to families and youths not attending the Alternative Classroom Program.

The site visit included: a program overview and up-date, meetings with program staff, a review of program records, and a review for contract compliance. A fiscal monitoring visit to the Pinellas County Urban League was also conducted on March 7th.

FY 98-99 Measurable Objectives and Minimum Service Levels. Two of four Alternative School measurable objectives and two of four minimum service levels were met or exceeded. Two of four Counseling Outreach Component measurable objectives and two of three minimum service levels were met or exceeded. The other objectives and minimum service levels were not met because there was a significant increase in classroom behaviors, which demanded all of the counselors' time. There have been fewer classroom behavior problems this year.

FY 99-00 Measurable Objectives and Minimum Service Levels. The program is on target for Alternative School Youth but not for the Counseling Outreach Youth and Adults. It was unclear if the Alternative School or the Counseling Outreach Component were on target for FY 99-00 objectives because of incomplete program records at the time of the site visit.

Previous Year's Recommendations. The fiscal recommendations from FY 98-99 have been completed. There were no programmatic recommendations in FY 98-99.

Site Visit Findings.

From October 1999 through April 10, 2000, the program served 16 Alternative School Youth and 42 Counseling Outreach Youth. The active caseload was approximately 50 students, 16 in the alternative classroom, and 34 in the Counseling Outreach component. There was staff turnover in three of four program positions this year. The counselor position was vacant for four months and the secretary position was vacant for two months. In addition, the Director of Programs position, which provides supervision of the program coordinator, has been vacant for three months.

Contract Compliance Issues.

- **Program Caseload Records.** Caseload records were out of date and cases were not closed in a timely manner.
- **Volunteer Tutoring Activities.** Volunteers are to provide weekly tutoring sessions for both alternative school and outreach students. There was no documentation of any volunteer tutoring activities.
- **Participant Outcomes.** Prior to closing cases, the counselors were collecting school reports on participants who had not been seen in over six months and/or had not received any significant level of service. School reports are the source documents used to address the JWB outcome objectives.
- **Individual Counseling Sessions.** The methodology states that the program participants receive six individual counseling sessions. Program records indicated that none of the participants had received six individual counseling sessions or consistent monthly individual counseling sessions.
- **Limited SAMIS Participant Data Entry.** On March 7, the program had entered 46 FY 99-00 cases into SAMIS. No cases had been entered for the last quarter of FY 98-99. No records were being entered at the time of the visit. As of April 24, 2000, Project Success had entered in 12 cases for the July - September 1999 period and 96 cases for the October 1999 – April 15, 2000 period.

Update. At the April 5th exit conference, the program agreed to the corrective action items listed below.

Corrective Action. In order to comply with the JWB Agreement and Program Methodology, it is required that the program: Update the caseload lists and close alternative school cases after the completion of one school year and counseling outreach cases after 180 days beginning April 15, 2000. Submit SAMIS CDG data for school and outreach participants and group data for Family Life Education Workshops for the period beginning July 1999 through March 2000 by May 5. Provide one-hour of individual counseling per month for all participants beginning April 30. Limit outcome evaluations for the JWB objectives to those participants who have completed the required service period and received a minimum of six hours of individual counseling beginning April 15. Offer weekly volunteer tutoring sessions for every participant and maintain volunteer rosters and activity folders beginning May 30. Provide quarterly volunteer tutoring progress reports beginning May 30.

Fiscal Recommendations. There were no fiscal recommendations.

CONTRACT MANAGER: Dorothy Jennings