

**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 SUMMARIES

Coordinated Child Care of Pinellas, Inc. – A.N.G.E.L.S.

Coordinated Child Care of Pinellas, Inc. – Family Involvement

Coordinated Child Care of Pinellas, Inc. – Subsidized Child Care

Coordinated Child Care of Pinellas, Inc. – Low Income Employed Families (LIEF)

Coordinated Child Care of Pinellas, Inc. – Special Children's Services

Coordinated Child Care of Pinellas, Inc. – School Readiness Screening

Family Service Centers – Childnet Program

Family Service Centers – Families and Schools Together

Family Service Centers – Family Life Education

Family Service Centers – Marriage and Family Services Program

Family Service Centers – Sexual Assault Services Program

Operation PAR – Chemical Abuse Prevention Services

Pinellas County License Board – Licensing Program

R'Club – Middle School Capacity Building Program

Resource Center for Women – Single Mothers Are Ready To Move Up

Suncoast Center for Community Mental Health – Children's Outpatient

**Suncoast Center for Community Mental Health – Walsingham Family Social Support Project
Program**

United Cerebral Palsy of Tampa Bay, Inc. – Child Care Outreach Program

SITE VISIT SCHEDULE SEPTEMBER, 2002

Directions for Mental Health – Children’s Outpatient	September 9, 2002
Directions for Mental Health – Kid’s Connection	September 10, 2002
Directions for Mental Health – Homeless Outreach	September 13, 2002
Directions for Mental Health – Early Childhood Consultation	September 16, 2002

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

SITE VISIT SUMMARY

AGENCY: Coordinated Child Care of Pinellas, Inc.

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$103,491
JWB ALLOCATION: \$ 50,000

PROGRAM: A.N.G.E.L.S

DATE OF VISIT: July 2, 2002

Program Description:

The Access Network Group of Early Learning Professions (A.N.G.E.L.S) program recruits and trainings participants to substitute in local child care centers. Additionally the program ensures that participants are screened as mandated by the state. After completing the forty-five (45) hours of early childhood training, program participants are available to substitute in child care centers.

Site Visit Findings:

The site visit included a program overview and up-date, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of client files, and a review for contract compliance. The A.N.G.E.L.S program was operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. The program has recruited One Hundred Twenty-Two (122) A.N.G.E.L.S from July 2001 to June 2002 with One Hundred Four (104) completing training resulting in an 85% completion rating and a 50% increase of A.N.G.E.L.S completing training from the last site visit report. The program has improved on availability of training with night and weekend training scheduled to meet participant needs.

Ten (10) files were reviewed in all. All files provided a clear record of services provided. A standard checklist was used to identify information within the files, however, it was noted that there were inconsistencies in the file management/organization and with the need to maintain consistent and clear documentation of contacts, service delivery and progress notes.

Interviews with staff were positive and show a strong understanding of the program. The Program Manager is currently improving methods for recruiting new providers to utilize the program through CCC site visits to facilitate new requirements for the number of substitution hours the A.N.G.E.L.S need to complete under the new Department of Children and Families contract.

Measurable Objectives and Minimum Service Level for FY 00-01:

During FY 00-01 the program had two (2) measurable objectives. Both of these objectives were baseline objectives. Baseline data will be used to determine performance goals for subsequent fiscal years. The program served 107 adults through the A.N.G.E.L.S program, which exceeded minimum service levels for FY 00-01.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at the time of the site visit, it appears that the program would exceed minimum service levels for FY 01-02. A review of the Measurable Objectives within SAMIS indicates the program should meet objectives for FY 01-02.

Programmatic Suggestions:

The only recommendations as a result of the programmatic site visit were for file management/organization, documentations of contacts and progress notes be maintained.

AGENCY: Coordinated Child Care of Pinellas, Inc.

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$140,298
JWB ALLOCATION: \$ 89,798

PROGRAM: Family Involvement

DATE OF VISIT: July 2, 2002

Program Description:

The Family Involvement Program provides parent education and family support to parents of preschool children. The focus of the program is on training child care staff and the parents of preschool age children in the development and strengthening of assets/protective factors that have shown to help children grow into healthy, responsible, self-sufficient young adults.

Site Visit Findings:

The site visit included a program overview and up-date, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of client files, and a review for contract compliance. The Family Involvement program was operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. The Family Involvement program is also in compliance with its special condition of the contract. The program currently has seventy-eight (78) programs involved and fifty (50) of these programs are new for this year. On top of that they have another fifty (50) new programs kicking off as of the end of June 2002.

The program has evolved quickly and is establishing a Parent Involvement Advisory Committee, Community Needs Assessment and encouraging Parent, Provider and Community Input for the future development of the program.

Interviews with staff were positive and show a strong understanding and commitment to this program along with the importance of family involvement in the development of children. Staff is very active in the training and facilitation of the program.

Measurable Objectives and Minimum Service Level for FY 00-01:

During FY 00-01 the program had four (4) measurable objectives measuring the development of pre/post instruments, implementation of training. Results showed that the program met all performance objectives. The program served 649 children and 687 adults, which exceeded minimum service levels for FY 00-01.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at the time of the site visit, it appears that the program would exceed minimum service levels for FY 01-02. Measurable Objectives for FY 01-02 are baseline objectives.

Programmatic Suggestions:

No recommendations or requirements were made as a result of this site visit

AGENCY: Coordinated Child Care of Pinellas, Inc.	FISCAL YEAR:	2001-02
PROGRAM: Subsidized Child Care	PROGRAM BUDGET:	\$20,641,333
	JWB ALLOCATION:	\$ 2,883,995
PROGRAM: Low Income Employed Families (LIEF)	PROGRAM BUDGET:	\$2,120,637
	JWB ALLOCATION:	\$2,120,637

DATE OF VISIT: July 8, 2002

Program Description:

The Subsidized Child Care program primarily serves as a broker by contracting for child care services for children at-risk of abuse and/or neglect: children from low income employed families and clients transitioning from welfare to work. Payment for child care services are subsidized by coordinating various funding streams (federal, state and local) while streamlining the procurement of services to families by providing "one-stop shopping" for subsidized child care as opposed to parents having to deal with a myriad of funders' regulations. Additionally, CCC serves as a resource and referral source for all families in Pinellas seeking child care.

The Low Income Employed Families (LIEF) Child Care was initiated in 1991 by the Juvenile Welfare Board to provide local subsidy funding for low income employed families, commonly referred to as working poor or income eligible and later expanded to include parents who are in training programs.

Site Visit Findings:

The site visit included a program overview and up-date, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of client files, and a review for contract compliance. The Subsidized Child

Care and Low Income Employed Families (LIEF) Child Care programs were operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. The Program Manager from the Family Services Department has completed a reorganization of the department to accommodate workloads and distribution of responsibilities to facilitate all staff being able to provide full assistance to participants at all office locations. A redeployment of staff was also conducted to ensure resources were available at all sites located throughout the community that are closer and easily accessible to participants.

Forty-one (41) parent files were reviewed in all. All files reflected clear, concise documentation required for program eligibility and a review of the child care data base (CCMS/EFS) showed the information matched the information in the files. The file review resulted in a 98% accuracy rating. One (1) file was found to be in non-compliance with established eligibility criteria and was immediately corrected by staff. Twenty (20) provider files were reviewed from the Provider Services unit. All files were well organized, clear, concise and contained a copy of the new FY 02-03 contracts.

Interviews with staff were positive and demonstrated that they were knowledgeable regarding their job descriptions and responsibilities.

Measurable Objectives and Minimum Service Level for FY 00-01:

During FY 00-01 the program had four (4) objectives. All of these objectives were baseline objectives. Baseline data will be used to determine performance goals for subsequent years. The program served 12,826 children through Subsidized and LIEF child care, which exceeded minimum service levels.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at the time of the site visit, it appears that the program would meet or exceed minimum service levels for FY 01-02. A review of the measurable objectives at the time of the site visit indicates that the program will meet or exceed all objectives for FY 01-02.

Programmatic Suggestions:

No recommendation or requirements were made for the Subsidized or LIEF contracts as a result of this site visit.

AGENCY: Coordinated Child Care of Pinellas, Inc.

FISCAL YEAR: 2001-02

PROGRAM BUDGET: \$386,813

JWB ALLOCATION: \$372,813

PROGRAM: Special Children's Services

DATE OF VISIT: July 9, 2002

Program Description:

The Juvenile Welfare Board funds two (2) programs under the Special Children's Services contract. Project Challenge provides intervention to preschool children that exhibit behavioral or emotional challenges. Staff works with parent and child care providers in order to maintain the child's placement in child care. The program provides forty-five (45) hours of training to providers who are willing to accept children identified with behavioral and/or emotional challenges that have been removed from child care. New Beginnings works with children prenatally exposed to drugs or alcohol and their families. Development assessments are done quarterly and the family's home is assessed twice each year to encourage supportive environments for children. Regular meetings are held with parents/guardians and child care providers.

Site Visit Findings:

The site visit included a program overview and up-date, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of client files, and a review for contract compliance. The Special Children's Services program (Project Challenge and New Beginnings) was operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. A review of the previous site visit report indicated some inconsistencies in file management and recommended implementation of record review process and SAMIS data collection forms to facilitate data entry.

Twenty files (20) were reviewed in all from both Project Challenge and New Beginnings programs. Files were clear, concise and organized. A standard file checklist was used to identify information within the file and documentation was current and displayed a clear record of events, contacts, actions and accountability by the program and program staff. The new Program Manager and staff worked diligently to ensure files are well managed. A file review process has been established with a requirement for the reviewer to sign-off after completion of the file review. Each file contained a completed SAMIS Case Data Gather form within.

A program form has been created and implemented to verify data type and entry date into SAMIS upon completion of service program requirements and maintained in the file.

Interviews with staff were positive and demonstrated that they were knowledgeable regarding their job descriptions and responsibilities. Staff is upbeat on the changes that have occurred and directions the program was moving towards.

Measurable Objectives and Minimum Service Level for FY 00-01:

During FY 00-01 the program had five (5) measurable objectives. One (1) objective was baseline. Baseline data will be used to determine performance goals for subsequent fiscal years. Two (2) Objectives met performance goals and the remaining objectives not enough participants were eligible to be measured, as there needed to be six to twelve months of participation. The program served 287 children and completed 6 provider trainings exceeding minimum service levels. The program served 324 adults,

which did not meet minimum service levels for this category. It is noted that the minimum service levels for adults was originally set too high, as a majority of the families are single parent homes. The minimum service level was renegotiated for FY 01-02 to reflect a more accurate number of adults to be served.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at the time of the site visit, it appears that the program will meet minimum service levels for adults and provider training. Current projections for number of children served shows that minimum service levels may not be met. Reviewing this with the agency a period of staff turnover during the fiscal year caused a two (2) month cap on service until new family consultants were hired and trained to assume a full case load. The program is fully staffed at this time and case loads have increased to established levels. Efforts are currently being taken to increase number of children being served.

Programmatic Suggestions:

Recommendation as a result of the programmatic site visit was for close monitoring of the number of children being served to ensure minimum service levels are achieved by the end of the fiscal year.

AGENCY: Coordinated Child Care of Pinellas, Inc.

FISCAL YEAR: 2001-02

PROGRAM BUDGET: \$310,966

JWB ALLOCATION: \$ 61,480

PROGRAM: School Readiness Screening

DATE OF VISIT: July 9, 2002

Program Description:

The School Readiness Screening Program provides developmental screenings for subsidized and non-subsidized children ages 0-5 receiving child care services in Pinellas County. Children are screened by child care providers using the Ages and Stages Questionnaire (ASQ) to assess children's mastery of developmental milestones. Children who are not meeting developmental milestones are assessed by program staff using an age appropriate assessment (Denver, ESIP or ESIK) and with parent's consent. Based on the results of the assessment, the program staff develops an action plan containing specific developmental activities that may be implemented by the child's parent(s) and/or child care provider. Children requiring evaluation services are referred directly to community agencies such as All Children's Hospital's Early Intervention Program or the Florida Diagnostic Learning and Resources System (FDLRS).

Site Visit Findings:

The site visit included a program overview and up-date, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of client files, and a review for contract compliance. The school

Readiness Screening Program was operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. The program has developed and incorporated reports to generate notices on all children needing screening, allow for the tracking and monitoring of screens completed and results for children meeting developmental goals and for those who have developmental delays, appropriate action plans and referrals are being made.

Ten (10) client files were reviewed. Files reflected clear documentation required for screening, plans and referrals.

Measurable Objectives and Minimum Service Level for FY 00-01:

During FY 01-02 the program had four (4) objectives. Two (2) of the objectives were baseline objectives. Baseline date will be used to determine performance goals for subsequent years. The remaining objectives were met. The program served 5482 children and completed 12 provider trainings, which met or exceeded minimum service levels for FY 01-02.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at the time of the site visit, the program will meet or exceed minimum service levels. Indications appear that the program should meet performance objectives for FY 01-02.

Programmatic Suggestions:

No recommendation or requirements were made as a result of this site visit.

Fiscal Suggestions:

Fontana CPAs conducted a fiscal site visit on July 2, 2002. There were no recommendations or requirements as a result of this site visit.

Contract Manager: Paul Runyon

SITE VISIT SUMMARY

AGENCY: Family Service Centers

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$434,574
JWB ALLOCATION: \$391,492
COST PER PARTICIPANT: \$371
(FY 2000-2001)

PROGRAM: Childnet Program

DATE OF VISITS: June 7, 2002

Program Description

The Childnet Program provides parenting and homemaking skills training to families with children during times of stress. The objective is to keep the family intact while the natural parent or caregiver is physically or emotionally incapacitated, thereby avoiding placement of the children in foster care. The target population includes pregnant adolescents, single parents, physically impaired parents, aging grandparents, and parents of chronically ill children and high-risk infants.

The site visit included an overview by the program director, a review for contract compliance, a review of participant records and the data collection system, staff interviews, a review of organizational documents, a facility tour, and an exit interview.

Site Visit Findings. The Childnet Program was providing services as outlined in the methodology. More program outreach had been provided this year. FSC reorganization included a new Childnet Supervisor position.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.** The program had four objectives, two of which were baseline objectives. Baseline performance will be evaluated in three years. The program met the contracted performance level for the two non-baseline objectives. The program met or exceeded the minimum service levels.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02.** The program had four objectives, two of which were baseline objectives. Baseline performance will be evaluated in two years. The program was on target to meet the minimum service levels.

Program Recommendations.

1. Develop strategies to increase the program completion rate.
2. Increase supervision of SAMIS closings and measurable objective procedures.
3. A manual report of the numbers of children, adults, and families actively seen during FY 01-02 is requested by October 15, 2002.

Contract Manager: Dorothy Jennings

SITE VISIT SUMMARY

AGENCY: Family Service Centers

FISCAL YEAR: 2001-02

PROGRAM: Families and Schools Together

PROGRAM BUDGET: \$456,621

JWB ALLOCATION: \$185,911

DATE OF VISITS: June 6, 2002

COST PER PARTICIPANT: \$342
(FY 2000-2001)

Program Description

The Families and Schools Together Program (FAST) is a cooperative effort of Family Service Centers and the Belleair, Eisenhower, Gulfport, Lakewood, Lealman, and Sexton Elementary Schools. Weekly multi-family FAST group sessions are held for eight weeks with a two-year follow up of monthly family FASTWORKS activities and Parent Advisory Meetings. The program targets elementary aged children at risk of school failure. FAST strives to enhance family functioning and empower parents to be their child's primary prevention agent.

The site visit included an overview by the program director, a review for contract compliance, a review of participant records and the data collection system, staff and participant interviews, a review of organizational documents, a facility tour, and an exit interview.

Site Visit Findings. The FAST Program was providing services as outlined in the methodology. There are new parent support groups and summer sessions at Childs Park and Foundation Village. The program's SAFE Schools grant ends in June, however, there are rollover funds for the next school year.

- **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.** The program had five objectives, of which three were baseline objectives. Baseline performance will be evaluated in three years. The program exceeded or met the performance level for the non-baseline objectives. The program met or exceeded the minimum service levels.
- **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02.** The program had five objectives, of which three were baseline objectives. Baseline performance will be evaluated in two years. The program is on target to meet the minimum service levels.
- **Cost Per Client.** The cost per client was \$342.
- **Lapse.** There are no issues.

Program Recommendations

1. Increase supervision of SAMIS closings and measurable objective procedures.
2. A manual report of the numbers of children, adults, and families actively seen during FY 01-02 is requested by October 15, 2002.
3. The development of FY 02-03 minimum service levels and objectives for FAST, FASTWORKS, and Parent Advisory Council families is encouraged.

Contract Manager: Dorothy Jennings

SITE VISIT SUMMARY

AGENCY: Family Service Centers

PROGRAM: Family Life Education

DATE OF VISITS: June 4, 2002

FISCAL YEAR: 2001-02

PROGRAM BUDGET: \$366,387

JVB ALLOCATION: \$241,819

COST PER PARTICIPANT: \$18
(FY 2000-2001)

Program Description

The Family Life Education Program is a primary prevention/education program designed to help children, youth, adults and families better understand themselves and their relationships with others. Services are designed to prevent and lessen family conflicts and inter-personal relationship problems. Workshop topics include: teen pregnancy prevention; skills development focusing on improved parent skills, assertion skills, decision-making, and self esteem building; improved family communication; stress management and informational workshops to prevent physical abuse, sexual abuse, substance abuse and family crises.

The site visit included an overview by the program director, a review for contract compliance, a review of participant records and the data collection system, staff interviews, a review of organizational documents, a facility tour, and an exit interview.

Site Visit Findings. The Family Life Education Program was providing services as outlined in the methodology. More workshops were held at the Safety Harbor NFC and at Pinellas County Exceptional Schools this year.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.**

The program has three baseline objectives. Baseline performance will be evaluated in three years. The program met or exceeded the minimum service levels.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02.**

The program has three baseline objectives. Baseline performance will be evaluated in two years. The program is on target to meet the minimum service levels.

Program Recommendations.

1. There is opportunity to increase the number of workshop participants measured for the measurable objectives.

Contract Manager: Dorothy Jennings

SITE VISIT SUMMARY

AGENCY: Family Service Centers

FISCAL YEAR: 2001-02

PROGRAM: Marriage and Family Services Program

PROGRAM BUDGET: \$472,709

JWB ALLOCATION: \$261,331

DATE OF VISITS: May 30, 2002

COST PER PARTICIPANT: \$231
(FY 2000-2001)

Program Description

The Marriage and Family Services Program provides counseling services to individuals, couples, families and children who are having difficulty with inter-personal relationships, family conflicts and/or coping with the chronic illness of a child. Services are provided in neighborhood centers, in family homes, and in office sites throughout the county. Services are designed to prevent and lessen family conflicts and inter-personal relationship problems, help the family of a chronically ill child develop healthy patterns of adjustment, and strengthen family life and encourage the development of maximum potential in individuals and families.

The site visit included an overview by the program director, a review for contract compliance, a review of participant records and the data collection system, staff interviews, a review of organizational documents, a facility tour, and an exit interview.

Site Visit Findings. The Marriage and Family Services Program was providing services as outlined in the methodology.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.**

The program had three baseline objectives. Baseline performance will be evaluated in three years. The program exceeded the minimum service levels.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02.**

The program had three baseline objectives. Baseline performance will be evaluated in two years. The program is on target to meet the minimum service levels.

Program Recommendations

1. Increase supervision of SAMIS closings and measurable objective procedures.

2. A manual report of the numbers of children, adults, and families actively seen during FY 01-02 is requested by October 15, 2002.

Fiscal Site Visit Recommendations

1. Consider reinstating letters of job offer and signed acknowledgement of acceptance.

2. Review personnel files and add documentation that employees have received a copy of the personnel policies.

Contract Manager: Dorothy Jennings

SITE VISIT SUMMARY

AGENCY: Family Service Centers

PROGRAM: Sexual Assault Services Program

DATE OF VISITS: June 3 and 5, 2002

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$1,151,040
JWB ALLOCATION: \$433,584
COST PER PARTICIPANT \$667
(FY 2000-2001)

Program Description

The Sexual Assault Services - Victim Services component provides comprehensive crisis intervention counseling and ongoing counseling for victims of sexual assault and their families. The objectives of Victim Services are to restore trust and self-esteem in child victims, educate victims to prevent further sexual assault, provide support to families to change dysfunctional patterns, and to resolve issues to facilitate reunification of parents who choose to remain together in the marriage. The Juvenile Sex Offender Services demonstrates the effectiveness of early intervention with young sex offenders (ages 7-17) and their families by reducing recidivism while the offender attends the program and for two years after completing the program. Anger Management For Youth Group Services is designed to provide alternative problem solving skills to youth (ages 12-17) who have shown a propensity for handling situations in a violent, confrontational, and controlling way.

The site visits included an overview by the program director, a review for contract compliance, a review of participant records and the data collection system, staff and participant interviews, a review of organizational documents, a facility tour, and an exit interview.

Site Visit Findings. The Sexual Assault Services Program was providing services as outlined in the methodology. The SAVE Program (medical exams for rape victims) was moved to the SAS-Victims Program from FSC's Home Health Agency. There was a new teen survivor group at Dixie Hollins High School and an increase in Rape Crisis calls. There was a Victims Services waiting list. Strategies were developed to reduce the list. Staff changes included the loss of a VOCA funded Victims Services therapist and a Juvenile Sex Offender counselor, and the addition of a Rape Crisis Counselor, a Rape Crisis Program Supervisor, and a JOS Program Supervisor.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.**

The Victim Services component had four baseline objectives. The program met or exceeded the minimum service levels. The Juvenile Sex Offender Services component had three objectives, of which one was baseline. The program exceeded one non-baseline objective and did not measure the second because of the small number of participants eligible to be measured. The Anger Management for Youth component had three baseline objectives. Baseline performance will be evaluated in three years. The program met or exceeded the minimum service levels.

• **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02.**

The Victim Services component had four baseline objectives. The program is on target to meet the minimum service levels. The Juvenile Sex Offender Services component had three objectives, of which one was baseline. The Anger Management for Youth component had three baseline objectives. Baseline performance will be evaluated in two years. The program is on target to meet the minimum service levels.

Program Recommendations

1. Develop strategies to increase the SAS programs' completion rates.
2. Increase supervision of SAMIS data and measurable objective procedures.
3. Report manually the numbers of children, adults, and families actively seen during FY 01-02 by October 15, 2002.
4. Develop FY 02-03 minimum service levels and objectives for all child victims and their parents, Rape Crisis Program clients, Adult Survivors, and SAVE Exam clients.
5. Serve only Pinellas County youth up to age 17 and their parents in the Juvenile Sex Offender and Anger Management for Youth Programs.
6. Develop strategies to increase Juvenile Sex Offender and Anger Management for Youth Programs' parent group attendance.
7. Strengthen Juvenile Sex Offender and Anger Management for Youth Programs case record documentation.

Contract Manager: Dorothy Jennings

SITE VISIT SUMMARY

AGENCY: Operation PAR

PROGRAM: Chemical Abuse Prevention Services

DATE OF VISIT: April 24 through May 6, 2002

FISCAL YEAR: FY 01-02

BUDGET: \$ 211,168

JWB ALLOCATION: \$ 146,450

COST PER PARTICIPANT: \$34
(FY 00-01)

PROGRAM DESCRIPTION

The Chemical Abuse Prevention Service (CAPS) program promotes the healthy, drug free growth of children and families. It is a school-based substance abuse prevention program, which provides an innovative curriculum of substance abuse prevention and life management skills to students in several Pinellas County elementary and middle schools. Schools are selected each school year in coordination with the Drug Free Schools Committee. The CAPS model was developed in response to the growing needs for age-specific prevention and early intervention programs with a strong anti-drug and anti-violence message. The goals are to teach students better ways of coping with problems, to develop their social skills and to teach them to make healthy life choices. Individual program components are offered in small group and/or classroom settings.

STATISTICS

In FY 00-01 CAPS served 6247 youth and 270 adults. Services were provided in 7 elementary and 3 middle schools selected in coordination with the Safe and Drug Free Schools Committee. All objectives and minimum service levels were met or exceeded. The program projects that it will meet its FY 02-03 objectives and minimum service levels.

FINDINGS

The visit was a review of program services/methodology, schools served, staffing, performance on measurable objectives and minimum service levels, and observation of services. The program is providing all services as outlined in the methodology and contract. The schools served have indicated that they are very happy with the CAPS services. There were three minor "housekeeping" recommendations as a result of the visit.

A fiscal monitoring visit covering all JWB-funded PAR programs was conducted on June 20/21, 2002. The report of that visit is still pending and will be included in the report for the PAR-Alpha Program.

Contract Manager: Mike Schmidt
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SITE VISIT SUMMARY

AGENCY: Pinellas County License Board

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$1,425,425
JWB ALLOCATION: \$987,798

PROGRAM: Licensing Program

DATE OF VISIT: June 17, 2002

Program Description:

The Pinellas County License Board objectives are to protect the health, safety and mental development of children cared for in children's centers and family child care homes in Pinellas County. Major service strategies include: pre-licensing activities; monitoring of licensed facilities; investigations of unlicensed care; follow-through on complaints; enforcement procedures; support services to maintain standards and to increase quality of care; technical assistance; consultation; USDA Food Program; coordination of training opportunities; newsletter; cooperation with involved community groups such as the Department of Children and Families, the Health Department, the Sheriff's Office, police, fire authorities, municipal departments, education systems, the media, etc.; and cooperation with organizations providing subsidized child care.

Site Visit Findings:

The site visit included a program overview and update, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of provider files and a review for contract compliance. The Licensing Program was operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. The Executive Director reported that training is scheduled for the implementation of new computers for Licensing Specialists to begin using in the field July 1, 2002. This will also assist with providing current information to the State web site where the public will be able to access and review site reports on local providers helping parents make a more informed decision on child care providers for their children.

Fifty-Eight (58) files were reviewed in all. All files confirmed that centers received a minimum of two (2) inspections per year and Family Child Care Homes are inspected a minimum of one (1) time per year. All files reflected clear and concise documentation on required action needed for licensing, renewals and noticing to providers of the need to renew training or certification on CPR and First Aid. A review of complaints within files showed staff documented and responded thoroughly and timely on all notifications.

Interviews with staff were positive and demonstrated that they were very knowledgeable regarding their job descriptions and responsibilities. Staff was excited with the upcoming opportunity to begin using computers in the field and the availability of local provider information on the State web site for public use.

Measurable Objectives and Minimum Service Level for FY 00-01:

During the FY 00-01 the License Program had four (4) measurable objectives. All four (4) objectives were baseline, where data will be used to determine future performance. The program processed 411 Child Care Center applications and 951 Family Child Care Home applications, which met or exceeded minimum service levels for FY 00-01.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at time of the site visit, it appears that the program would meet or exceed minimum service level for processing Family Child Care Home applications for FY 01-02. PCLB will need to continue to monitor minimum service level for processing Child Care Center applications to ensure minimum service levels are met. The current number of applications process at the mid point was just below 50%, but should improve with the summer application renewals for centers.

Programmatic Suggestions:

No recommendations or requirements were made as a result of this site visit.

Fiscal Suggestions:

No fiscal review was conducted because PCLB is a component unit of JWB.

Contract Manager: Paul Runyon

SITE VISIT SUMMARY

AGENCY: R'Club

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$250,445
JWB ALLOCATION: \$184,640
COST PER PARTICIPANT (FY 2000-01)
\$797

PROGRAM: Middle School Capacity Building Program

DATE OF VISIT: March 18, 2002

Program Description

Funded during through the FY 00-01 New and Expanded process – the R'Club's Middle School Capacity Building Program is a year-round program that involves middle-school age youth in hands-on activities which promote community action and environmental problem solving. The program focuses on helping youth develop skills to promote life-long habits of active citizenship and environmental stewardship. The program is housed at Tyrone Middle School and Southside Fundamental Middle School.

The site visit included an overview by the program director, a review for contract compliance, a review of participant records and the data collection system, a review of organizational documents, observation of services, interviews with participants and their families, and an exit interview. 30 case records were reviewed

Site Visit Findings

The R'Club is adhering to all general conditions of the JWB contract. There are no Special Conditions.

- **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 99-00.** The program had three measurable objectives that measured emotional, behavioral and daily functioning. No data was available to evaluate these objectives as the program began in May 2001 and post-test data is scheduled to be collected in FY 01-02. Data is being collected and entered into SAMS appropriately.
- **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.** The program exceeded the minimum service levels for individuals participating in the program (Youth: 80 MSL, 143 reported in SAMIS, Adults: 80 MSL, 85 reported manually). Data request for adults did not include the information necessary to enter into SAMIS.
- **Programmatic Suggestion.** This is a new program. Important accomplishments for the year include national recognition in the Purple Mountain Press and Earth Force Website. South Side Fundamental Middle School won a Youth As Resources Award and Tyrone M.S. developed a bicycle repair shop where they repair used bikes and donate them to the community. However, as the program evolves, Site Coordinators may want to establish a stronger more formalized core group of youth as a council entity consistent with other youth development programs. Individual goals and recognition should be included in student files and ways to involve more students in activities at SSF should be explored.

Contract Manager: Susan Biszewski-Eber

SITE VISIT SUMMARY

AGENCY: Resource Center for Women

FISCAL YEAR:

2001-02

PROGRAM BUDGET:

\$355,613

JWB ALLOCATION:

\$146,862

PROGRAM: Single Mothers Are Ready To Move Up

COST PER CLIENT FY00-01:

\$497.07

DATE OF VISIT: June 5th, 6th, and 12th, 2002

Program Description

The Single Mothers Are Ready Today (SMART) program addresses the problems of single heads of household, with dependent children. Services are provided in the areas of assessment, skills/personal identification, development of self-image, decision-making, goal setting, financial management, health and well being, stress management, situational problem solving and employment. Services are provided through individual counseling, group/individualized instruction, and/or classroom sessions. Classes are offered in parenting and life skill enhancement. The program assists women who are in a state of transition from unemployment or underemployment to self-sufficiency. The program objective is to assist women in achieving emotional strengths, economic stability, and self-sufficiency.

The site visit included the following: an entrance interview; a review for contract compliance; a review of participant records; review of data collection and reporting processes; interviews with staff and program participants and participation in support group and educational workshops related to parenting skills, personal, and career development; a review of fiscal and personnel management aspects; a facility tour; visits to the service centers at Enoch Davis and Tarpon Springs CAP, and an exit interview with the Executive Director.

Site Visit Findings

- **ASSET:** The agency received ASSET certification in December 1999 and is currently conducting a self-study in preparation of the next ASSET review scheduled for May 2003.
- **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01:** The program has nine (9) measurable objectives. The objectives measure financial stability, education/employment status, resource knowledge/utilization, and parenting skills. All measurable objectives are baseline. Some of the measurable objectives were not implemented until late in the program year when many participants had either already begun or had already completed group activities, therefore these participants were not given pre-assessments. All measurable objectives were met with the exception of the parenting skills objectives where more than half the participants came in with pre scores that were too high to allow the minimum amount of increase necessary to meet the objective (20% increase = 4 points). The program contracted to serve two hundred (200) adults. The program actually served 578 youth and 369 adults. The program met or exceeded all minimum service levels.
- **Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02:** As of July 8, 2002 the contractor has exceeded all measurable objectives with the exception of parenting skills. This objective requires that ninety two percent (92%) of the participants that complete at least ten hours of training will increase their parenting skills by twenty percent (20%). Year to date fifty-six percent (56%) have increased their parenting skills by twenty percent (20%). Although all three follow-up objectives (three months, six months, and twelve months) have been met, the number of follow-ups actually completed is very low. In FY 01-02 the minimum service level was increased from two hundred (200) to three hundred (300) adults. As of July 8, 2002 the program has served two hundred and forty (240) youth and one hundred and twenty-seven adults (127).
- **Participants:** A total of forty-eight (48) participant files were reviewed. Eighteen (18) closed cases and thirty (30) open cases were reviewed. Twelve (12) of the open cases had been open for more than one year and were closed during the course of this review. Intake information is maintained for each participant. One participant was a Pasco County resident, all other participants appear to meet program criteria. There appeared to be a lack of consistency related to frequency of contact, file contents, completion of forms, and detailed case notes. Participant files did not contain documentation that confidentiality had been discussed and understood by participants. Files for participants served in the previous program year often did not contain measurable objectives assessments, however pre and post assessments are better documented in the current program year files.
- **Methodology:** The program is providing services as outlined in the methodology, but has expanded the services to inmates at the Pinellas County Jail. The agency is in the process of revising its program methodology.

• **Staff:** The agency has recently revised its staffing pattern. The program utilizes many part-time staff. The program has experienced turnover in administrative support staff. Key staff changes are reported to JWB in a timely manner. New hires are provided a formal orientation to the program. There is a high level of peer support and opportunities during regularly scheduled staff meetings to consult with one another.

• **Volunteers:** The program utilizes professionals to assist in training, counseling and group activities. At the time of this review the agency had a summer student intern. The agency is in the process of formalizing its volunteer management handbook.

• **Programmatic Suggestions**

1. Examine measurable objectives and measurement tools to determine appropriateness, especially those related to parenting skills. Consider establishing measurable objectives for personal development, career development, and support group activities. Consider combining measurable objectives related to housing, eviction, utilities disconnect, and other tangible needs into one objective related to whether or not the participant's critical needs were met.

2. Implement a system that will allow for peer staff review of participant files for completeness, accuracy, and clarity. Provide staff training related to appropriate documentation of counseling and participant progress reporting.

3. Develop and implement a formal policy that addresses participant confidentiality and provides documentation that participants have been notified and understand the policy.

4. Conduct an analysis of follow-up procedures and explore other efforts that may be made to increase follow-up responses.

5. Update the Client Policy & Procedures Manual (program manual) to include recently revised forms and procedures.

6. Review participant files to ensure that all participants supported by JWB funds are Pinellas County residents.

7. Revise the program methodology to include services and activities provided to inmates at the Pinellas County Jail.

• **Fiscal Suggestion**

Report not yet received.

Contract Manager: Rod Cyr

SITE VISIT SUMMARY

Agency: Suncoast Center for Community Mental Health	Fiscal Year: 2001-02
	Program Budget: \$ 650,529
	JWB Allocation: \$ 460,248
Program: Children's Outpatient	Cost Per Client: \$ 177
	(FY 2000-01)

Date of Visit: May 7, 2002.

The Suncoast Center for Community Mental Health - Children's Outpatient program works with families in the development of solutions for the emotional and behavioral problems exhibited by children under the age of 18. Utilizing Solutions Focused Therapy, licensed therapists work within the unique skills and strengths of each family to develop a treatment plan that has positive solutions, including linkages with natural support systems whenever possible. Psychiatric services, as well as medication, therapy and psychiatric evaluations are available when needed, but these represent a more intrusive form of intervention which is handled via referral to other more appropriate Suncoast (or other) mental health or medical programs.

The site visit consisted of a programmatic review of the program and included an entrance interview with the Children's Outpatient Director and various supervisory staff from the Outpatient program. In addition, the visit included interviews with consumers, program staff and a review of the facilities, program data, program files, staffing, performance on measurable objectives and ASSET/contract compliance.

Site Visit Findings

The program serves a tremendous amount of families (over 3600 participants), caseloads are very heavy, and there is a considerable waiting time (30 working days) for new participants. The program has done everything in its power to meet the demand for services and has notified JWB Board and other funders of the waiting period issue. The consumers interviewed were extremely satisfied with services. The staff that were interviewed wished they had more support staff and/or more time to complete paper work. The program staff also agreed that all measurable objective pre-tests should be entered as they were completed, and that a follow-up objective would be a good indicator of the program's efficacy.

Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01. The program served 2072 children and 1603 adults and exceeded its minimum service levels. The program met three of its four objectives and the objective that was not met was a baseline objective.

Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02. The program is on target to achieve its minimum service levels and three of its four objectives. Staff feel that they can still achieve the baseline objective that is below target, when the results from the entire year are tabulated.

Programmatic Recommendations

It was recommended that the program actively pursue additional resources to help reduce program caseloads and the lengthy waiting period for services. It was also recommended that the program enter all pre-tests as soon as possible and that follow-up objective be developed for the FY 02-03 JWB Agreement.

Fiscal Review

The FY 01-02 JWB fiscal review of the agency was completed and forwarded to SCCMH in March of 2002. The agency has appropriately responded to all of the recommendations in this fiscal review.

Contract Manager: Gary Cernan

SITE VISIT SUMMARY

Agency:	Suncoast Center for Community Mental Health	Fiscal Year:	2001 -02
		Program Budget:	\$ 109,444
		JWB Allocation:	\$ 78,848
Program:	Walsingham Family Social Support Project Program	Cost Per Client:	\$ 785
		(FY 2000-01)	

Date of Visit: April 30, 2002

The Suncoast Center for Community Mental Health - Walsingham Family Social Support Project provides intensive in-home and community-based case management and human service interventions that address the broad spectrum of family needs through the development and strengthening of family support systems in the community. The program serves high-risk children from kindergarten through the second grade with primary goals of strengthening families while reducing behavioral problems and increasing positive school interactions.

The site visit consisted of a programmatic review of the program and included an entrance interview with the program and school staff and private interviews with the school officials, teachers, consumers, and program staff. There was also a review of program data, program files, performance on measurable objectives, and contract/ASSET compliance.

Site Visit Findings

Both program and Walsingham school staff agreed that the past year has been one of the best in regards to mutual cooperation and school support. Both also agreed that there were unmet needs in the areas of transportation and academic tutoring. Participants were extremely satisfied with the program commented on the positive progress that their children had made both in behavior and academic achievement. School staff (and some participants), would like the program to increase eligibility for the program to all grades and the program staff would like to see more referrals from the school.

Accomplishment on Measurable Objectives and Minimum Service Levels for FY 00-01.

The program served 92 children and 47 adults and met or exceeded all of its objectives and minimum service levels.

Accomplishment on Measurable Objectives and Minimum Service Levels for FY 01-02.

As of July 1, 2002, the program has already exceeded its minimum service levels by serving 74 children and 42 adults, and is on track to achieve its measurable objectives

Programmatic Recommendations

It was requested that the program expand its eligibility criteria to include grades K-3 through K-5, and that the agency provide the Family Case Manager with internet and SAMIS access.

Fiscal Review

The FY 01-02 JWB fiscal review of the agency was completed and forwarded to SCCMH in March of 2002. Additionally, the agency has appropriately responded to all of the recommendations in the fiscal review.

Contract Manager: Gary Cernan

SITE VISIT SUMMARY

AGENCY: United Cerebral Palsy of Tampa Bay, Inc.

FISCAL YEAR: 2001-02
PROGRAM BUDGET: \$174,748
JWB ALLOCATION: \$115,748
COST PER CLIENT: \$508.20
(FY 2000-01)

PROGRAM: Child Care Outreach Program

DATE OF VISIT: May 30, 2002

Program Description:

The Child Care Outreach Program provides training and technical assistance to the staff of community child care facilities in order to mainstream physically challenged children between the ages of 0 and 5. The program provides technical assistance and training, adaptive toys and equipment and minor renovations needed to make the childcare facility accessible. The program also supplies a short-term child care subsidy, training and support to parents mainstreaming their children in a community child care setting. This innovative program is one of only two such programs in the state.

Site Visit Findings:

The site visit included a program overview and update, a review of program methodology, interviews with agency staff, review of objectives and minimum service levels, review of client files and a review for contract compliance. The Child Care Outreach Program was operating consistently with the latest methodology on file at JWB and met all requirements for contract compliance. The new Program Director has also identified a loss of contact with clients and providers and developed a proactive schedule to increase these contacts significantly each month that will improve upon, as well as, increase services to children, parent's and providers.

Measurable Objectives and Minimum Service Level for FY 00-01:

During the FY 00-01 the program had nine (9) measurable objectives. Six (6) objectives were baseline where data will be used to determine future performance. The program served 155 children 192 adults and provided training for 418 providers through the Child Care Outreach Program, which met or exceeded minimum service levels for FY 00-01.

Measurable Objectives and Minimum Service Level for FY 01-02:

Based on current data available at the time of the site visit, it appears that the program would meet or exceed minimum service levels for FY 01-02. A review of the Measurable Objectives within SAMIS indicates a small sample measured at this time. It was recommended to the Program Director to review the data entered into SAMIS to ensure full measurement of their program is being conducted and to monitor the Measurable Objectives Report throughout the remainder of FY 01-02.

Programmatic Suggestions:

Continuous monitoring of files for completeness, documentations for cases closed and the utilization of the management reports within SAMIS as a tool to track current program status.

Fiscal Suggestions:

A fiscal site visit was conducted on May 29, 2002. there were no recommendations or requirements resulting from this site visit.

Contract Manager: Paul Runyon