



# United for Families

*Accredited by the National Council on Accreditation*

***Annual Report  
2010-2011***

# Mission and Vision

United for Families is the non-profit agency charged with developing a community-based system of care, services and supports for children and families served by the child-welfare system in Martin, St. Lucie, Indian River and Okeechobee counties.

Our mission is to break the cycle of child abuse through a diverse network of community partners and innovative services.

We will become a recognized, statewide leader providing a continuum of dynamic and innovative services for children and families.

## Our Programs

**Caregiver Support Program.** This program offers support groups, educational seminars, peer mentoring and an emergency fund to the caregivers of children who have been removed from their homes.

**Family Group Conferencing.** This program brings all essential players in a child's case plan around a single table, assigns tasks to each participant and prevents children from entering the foster-care system. It is an international model that has yielded great results throughout the country and locally.

**Foster Parent Mentor Program/Co-Facilitators.** These programs retain foster parents by involving them in their own support services. Veteran foster parents help teach foster-parent training classes and mentor novice foster parents.

**Training.** National experts provide community training opportunities in the areas of substance abuse, brain development, domestic violence, staff development and other related fields. The trainings are free to the community.

**Case Manager of the Quarter Series.** United for Families recognizes and awards exceptional case management on a quarterly basis as a part of its efforts to cultivate and retain quality child-welfare professionals.

**Team One.** A team approach to case management, where new cases are reviewed and referred for services by a group, rather than a single professional.



# A message from our Chief Executive Officer

*Christine W. Demetriades*



United for Families stayed the course and experienced success in 2011, despite an extremely challenging economy, which grew even more challenging as the year unfolded. While we continue to explore and implement options that will help us maintain stability in 2012 and beyond, I want to assure you that we remain completely dedicated to a quality child welfare system. We are committed, responsive, accountable and transparent.

**Committed** We are committed to the children and families we serve. We show this daily by improving our service array, creating new community partnerships, and supporting our contracted providers. We have virtually no turn-over and we are a "Best Place to Work" company, a title of which we are very proud. You would be hard pressed to find a better team of employees anywhere. We were also one of the first community-based lead agencies to be accredited by the Council on Accreditation.

**Responsive** We are dedicated and responsive to our community. Every level of management sits on at least one community and statewide board, as well as numerous work-groups. This responsiveness is also evidenced by the programs we offer to meet the needs of our community. We offer a training program free to the community which allows us to stay abreast of the latest best practices in child welfare and social services.

**Accountable** We can fully demonstrate that the money we receive is documented and appropriately spent. We have the necessary quality systems and tools in place, including independent audits, which we always pass with flying colors. We have less than seven percent administrative costs. We work to provide necessary programs, while controlling costs and monitoring our expenses closely. We recognize that we are facing the most difficult economic challenges in recent history, but we cannot deny services to our children and families.

**Transparent** There are no secrets here, either internally or externally. We operate proudly in the "Sunshine".

**The Future** As our world shifts and pendulums swing, certain factors cannot change. Those who need protection must have it, those who need care, must receive it, and communities who value families, must show it. Regardless of our economy, certain societal problems cannot be dismissed, for not only are they filled with future ramifications that society cannot support, but they are also reflective of who we are as people. Child abuse and neglect is at the top of the list. Please continue to support us in 2012. We have more to do now than ever, but must have your continued support. Thank you for all you do for "our" children.

# Board of Directors



I am sincerely proud to be a part of United for Families. For nine years, United for Families has worked to fulfill its mission to break the cycle of child abuse through a diverse network of community partners and innovative services.

Through the tireless efforts of all United for Families staff, a sundry of relations, partnerships and new services has been created. United for Families has worked to lower the number a children in out-of-home care, to provide services to families before the crisis begins and to train staff and our services partners with the very best techniques and skills available. This insurmountable mission is made possible

because of the commitment of the dedicated team of professionals who exemplify the courage, responsibility and compassion needed to change our world.

The board of directors and I are excited to usher in 2012. This will mark the 10th year of service for United for Families and we know that the realization of our mission is getting closer every day.

Sincerely,

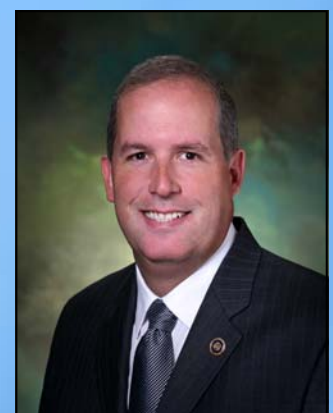
Pat McCoy  
Okeechobee County School District  
Okeechobee County



Leslie Kroeger  
Leopold-Kuvin, PA  
Martin County



Frank Claro  
Suntrust Bank  
Indian River County



Ed Ciamipi  
County Commissioner  
Martin County



Sandra Foote  
Retired  
St. Lucie County



Joe Chiarella  
Vero Insurance  
Indian River County



Penny Morin  
Seacoast National Bank  
St. Lucie County



Hugh Eighmie  
Eighmie Law Firm  
St. Lucie County



Steve Simon  
Rosenthal, Levy &  
Simon  
St. Lucie County



Marilyn Lawless  
Retired  
St. Lucie County

## We are community based

We develop, implement and monitor the child welfare system of care for Judicial Circuit 19

We execute and monitor 75 contracts with local providers for services that include foster care, adoption and protective services

We serve more than 10,000 clients annually

We provide more than 400 jobs to Indian River, Martin, Okeechobee and St. Lucie counties through direct and contracted services

We serve and support numerous community agencies through board membership and extensive volunteer work



FINISH

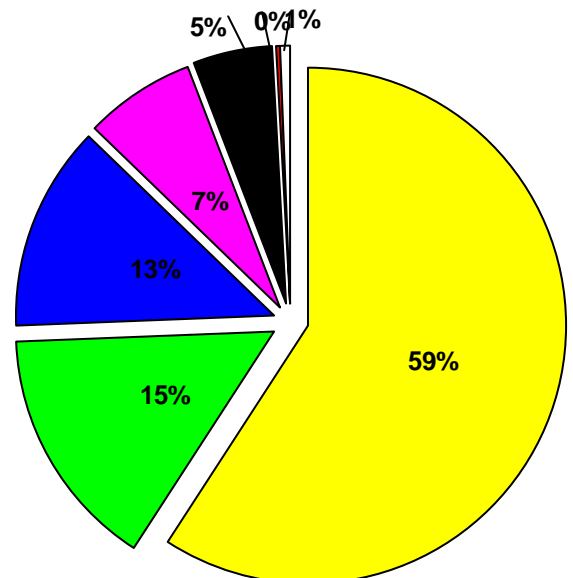
# 2011 Achievements

- √ Established placement agreements for children with complex needs
- √ Created Clinical Services Department to monitor and track children's medical and mental health needs, particularly those regarding psychotropic medications
- √ Increased dental health services to children in care
- √ Promoted competition among subcontracted service offerings
- √ Maintained an unqualified financial audit for the third year in a row
- √ Provided sound financial stewardship that resulted in higher case-manager salaries, annual clothing allowances to relative and non-relative caregivers, and summer camp services to children in care
- √ Secured grants to increase visibility with public service announcements, videos and commercials, particularly in regard to foster-parent recruitment
- √ Increased the number of financial sustainers and attendance at all events
- √ Engaged more than 100 new volunteers
- √ Maintained lower caseloads
- √ Increased efforts to maintain sibling bonds through frequent visitation
- √ Hosted four in-service trainings to ensure community access to quality, cutting-edge research in child welfare
- √ Supported and provided oversight to Children's Home Society as it again exceeded its annual adoption goal
- √ Maintained a staff retention of more than 90 percent

# Service Delivery

Income and Expenses		
	Actual 10-11	Actual 09-10
<b>Income</b>		
Department of Children and Families	\$24.9 million	\$24.4 million
Contributions and Fundraising	\$65,300	\$129,415
Other Grant Income	\$111,536	\$169,528
<b>Total Income</b>	<b>\$25.1 million</b>	<b>\$24.7 million</b>
<b>Expenses</b>		
Care Management	\$14.51 million	\$14.6 million
Foster Care	\$3.49 million	\$3.76 million
Adoptions	\$3.97 million	\$3.15 million
Administration	\$1.70 million	\$1.90 million
Independent Living	\$1.14 million	\$1.25 million
Prevention	NA	\$42,974
Fundraising	\$67,409	\$171,257
<b>Total Expenses</b>	<b>\$25.1 million</b>	<b>\$24.7 million</b>

## Expenses by Type



# On the Road to Success

United for Families' signature Road to Success program was created in 2007 to encourage self sufficiency among children who age out of foster care locally. The program prepares for life outside foster ABCs of adulthood. to manage their book, shop for nutri-duct a job interview. student is paired with him or her through high-school perform-ademic excellence and with the college en-of the Road to Suc-of "Happy Birthday, homeless" are behind care locally has to be cult future alone. cess was created, the tering the program has soared, as has the number of students who graduate high school and go on to pursue college educations.

## A Glimpse into Success

Road to Success made strides in 2010, continuing to produce high-school and college graduates and sending students to a record number of national universities:

- Eleven students graduated high school, while another went back to school to complete a GED
- Two students completed vocational programs in medical assistance
- One student received her bachelors degrees

teens and young adults care by teaching the Students are taught how money, balance a check tious groceries and con- Most important, each a specialist who guides the transition, tracking ance, encouraging aca- eventually helping them trance process. Because cess program, the days you're 18 and you're us. No child in foster homeless or face a diffi- Since the Road to Suc- number of students en-

number of students who graduate

**Rebecca Morgan** is one of our many success stories.

*She is the first Road to Success student to graduate college with a four-year degree.*

*Rebecca entered foster care when she was 16. Determined to overcome the hardships of her childhood, she entered United for Families' Road to Success program, which prepares teens for an independent and successful life outside foster care. Rebecca worked hard and eventually was hired by United for Families to work with the very program serving her.*

*She graduated last spring from Florida Atlantic University with a degree in social work and now works as a dependency case manager for Children's Home Society, one of United for Families' provider agencies.*

*Rebecca's brother, Justin, is following in her footsteps and is currently working in the Road to Success program.*



*United for Families is very proud of its network of community providers. Every year, our organization sets an adoption goal and every year, Children's Home Society, the local non-profit organization tasked by United for Families to find forever homes for children who cannot be returned to their biological families, exceeds that goal.*

*138 children found adoptive homes in 2010-2011—the goal for the year was 98 children!*

*We understand the important role our providers play in the lives of children and continue to absorb much of any budget cuts made by the state.*

# Our Providers

Alpha House of Tampa, Inc.

Alternate Family Care, Inc.

Behavior Basics, Inc.

Boys Town of Central Florida, Inc.

Breakthrough Recovery Services, Inc.

Brevard Youth Transitional Center, Inc.

Brookwood Florida, Inc.

Camelot Community Care, Inc.

Children's Home Society of Florida (Brevard Division)

Children's Home Society of Florida (Treasure Coast)

Children's Place at Home Safe, Inc.

Daniel M. Foundation, Inc.,

Devereux Foundation, Inc.

Drug Testing and Counseling Services, Inc.

Eckerd Youth Alternatives, Inc.

Exchange Club Center for the Prevention of Child Abuse of the Treasure Coast, Inc. d/b/a Exchange Club Castle

Family Preservation Services of Florida, Inc.

Dr. Garma PhD

Hands of Mercy Everywhere, Inc.

The Haven

Hibiscus Children's Center, Inc.

Dr. Hines PhD

Juvenile Services Program, Inc.

Laboratory Corporation of America

Margaret Crum

Martin County Board of County Commissioners, Health and Human Services

Mental Health Association in Indian River County, Inc.

National Mentor Healthcare, LLC d/b/a Florida MENTOR

New Horizons of the Treasure Coast, Inc.

Premier Behavioral Solutions of Florida, Inc. d/b/a Manatee Palms Group Home

Real Life Children's Ranch

S.P. Behavioral, LLC (Sandy Pines Psychiatric Center & Hospital)

St. Lucie County Drug Screening Lab

Substance Awareness Council of Indian River County

Suncoast Mental Health Center, Inc.

Tradewinds Enrichment Solutions, Inc.

Translations, USA

Tykes and Teens

W.I.N. for Kids, Inc.

Western Judicial Services, Inc.

# Stop the Tears

United for Families unveiled its Stop the Tears campaign five years ago to help focus attention on the local fight against child abuse during national Child Abuse Awareness and Prevention Month. It quickly grew into a year-long campaign, inspiring community activism, local events and ongoing media coverage. The campaign officially kicks off each April with a solemn and reflective ribbon-pinning ceremony and complimentary community breakfast, then marches through much of the summer and fall through a series of fun community-based activities and benefits.

Something new is added each year. In 2011, a group of business leaders interested in United for Families' mission approached the organization about resurrecting a once-discontinued golf tournament under the Stop the Tears umbrella.

A foster-parent recruitment angle with a focus on televised public service announcements will be added to the campaign in 2012 thanks to the support of several local law firms.

Stop the Tears is now more than a campaign or a series of events. It is a call to action.



# Highlights from 2011

Le Bal Masque Carnaval  
Golf Benefit to Stop the Tears  
Terry's Tea and Jewelry Appraisal  
Girls Night Out  
Race to Stop the Tears  
Compassion Fatigue Retreat



## *Making Christmas Bright* *Adopt a Family*

In Service Training Series  
Speakeasy at Tuckahoe  
Foster Family Pool Party

## *Summer Editorial Series*

### *Have a Heart*

Caregiver Appreciation Dinner  
Volunteer Appreciation

### *Dependency Court Summit*

Stuff the Bus with School Supplies  
Community Breakfast to Stop the Tears  
If These Walls Could Talk Community Tours

## *Road to Success Summer Interview Series*

# 2011 Supporters

## \$10,000 and above

Kathryn A. Basile Foster a Dream Foundation

TD Bank

## \$5,000-\$9,999

WaterblastingTechnologies

Suntrust Bank

## \$1,000-\$4,999

Ounce of Prevention Fund

Steve Simon

Morgan Stanley Smith Barney

Mel & Christine Demetriades

Family Preservation Services

Cloudspace

Seacoast National Bank

Tami Karol Insurance

Karin Torsiello

Premier Lab Supply

St. Andrews Episcopal Church

Cathy Ellis

Leslie Kroeger

Denise Reeder

## \$500-\$999

Jane Hallick

Berman & Berman

Lauri Goldstein, P.A.

Jeandel & Renae Georges

Diamonds by Terry

Denise Natalizio

Tropicana

Zeno Office Solutions

Wells Fargo Bank

Hoskins & Turko

Culpepper & Terpening

BB&T Bank

Olivia Herrick

Martin Memorial Health Systems

## *Sustainers*

Joni Kinsley, Bernie Romero & Sally Savage, Donna DeMarchi, Jeandel & Renee Georges, Jane Hallick, Mel & Christine Demetriades, Rob & Stacy Ranieri, Chris Pompa, Rob & Karin Torsiello, Marilyn Lawless, Rebecca Beckett, Tami Karol, Denise Reeder, Leslie Kroeger and Lauri Goldstein-Scher

# \$100-\$499

Sally Savage  
Jo-Ann Prisco  
Marilyn Lawless  
Curtis Randolph  
Ollie Harvey  
Richard Slade  
Lori DeMayo  
Christina Young  
CSC of Martin County  
Leon Gonyo  
Christina Zauala  
Kendra Gathany  
Allisson Kocijan  
Elizabeth Barbella  
Christine Epps  
Sean Boyle  
Jonathan Jarow  
Nadine White  
Lisa Verna  
Cindy Wilson  
Sarah Dadko  
Christina Kaiser  
Christine Mulrooney  
Lisa Florio

Susan Hutchinson  
Louise Plunkett  
Jodi-Anne Kelley  
Kelly O'Neil-Duffy  
Myra Conner  
Diana Bunten  
Kate Merrell  
Ana Keeney  
Maryann Nuzio  
Ludmilla Goldberg  
Roger Budny  
LoraLee Sweeten  
Melvin Castle  
Patti Parks  
Suit Yourself Swimwear  
Berger, Toombs, Elam &  
Frank  
Carol Adams  
Fran Crampton  
Connie Wilson  
Tasha Chen  
Christine Ellis  
Beverly Beauchamp  
Patricia Brams  
Children's Home Society  
Virginia Howell

Mothers of Pre-schoolers  
Elizabeth Turk  
Gloria Geswell  
David Rumsey  
Bill Kuhn  
Chris Smith  
Lynn Hayden  
Josie Kirchner  
Jay Murray  
Michael Wilchak  
Arthur Dimitres  
Erin Diaz-Faes  
Bettyanne Baum  
Melanie Hopkins  
Chris Whitcomb  
Shannon Johnson  
Bobbi Combs  
Donna DeMarchi  
Donna Eprifania  
Pat McCoy  
Russell Kline  
Thomas Maher  
Laurel Hopper  
Margie Dotson  
Vern Melvin  
Skip Rees

# Up to \$100

Esther Cicle Indian River Presbyterian  
Church  
Mushtaq Maxwell  
United Way of Indian River County  
Jennifer Staats  
Kelsey Theodore  
Joanna Taylor-Baker  
Tara Baldwin  
Sandra Foote  
StartUp Nutrition  
Lourdes T. Welhaven  
Thelma Issacson  
Mark Mitchell  
Beverly McKinley-Dinofer  
Gayle Ryan  
Jennifer Martin  
Peter Ruess  
John Istad  
Tonya Shapiro  
Debra Gotlib  
Spencer Davis  
John Carr  
Yvonne Wardlaw  
Loli Lindstrom  
Dennis Gibson  
Earl D Musgrave  
Jeanne W Schultz  
Donald C. Brown  
Russell Langill

Lisa Seelen  
Nixallys Vega  
Christina Adams  
Patric DePino  
Riverside National Bank  
Nichole Rouse  
Apple Tree Academy  
Rebecca Ferschke  
Rosalind R. Degraff  
Patty Caravella  
Katherine Fryer  
Joan Horrow  
Marie Kramer  
Christopher Hicks  
United Way of Martin County  
Barbara Sokalov  
Richard H. Bennett  
Bonnie Edson  
Kathryn Cloutier  
Kimberly Schaal  
Gina Thompson  
Melanie Baculima  
Angela Lowe  
Jill Poole  
Ellyn Stevenson  
Victor Miskanic  
Dawn Van Dyke  
Tanya M. Shapiro  
Paul E. Laird  
James D. Campbell

Donald R. Combes  
Barbara G. Bennis  
Laura Chasen  
William F. Donnellan  
Robert P. Madden  
A.J. Gingo, M.D.  
William H. McClure  
J. E. Belsito  
Donald C Leslie  
Bill Moore-Gough  
Andrew V Donnally  
Robert L. T. Fulford  
Constance B. Heidt  
Gary C. Blodgett  
Charles J. Dunn  
Gail M. Mey  
Andrew Johnson  
Mercine Adinolfi  
Charles G. Mudge  
Mimi Holmes  
Robert E. Blake  
Cemex  
Richard & Nancy Landis  
Colette Simcox  
Geraldine Miller  
Beverly Craft  
Barbara Hendrick  
Leonard Hanke  
Alfonse C. Sorrentino  
J.H. Robb

# Case Manager of the Year Program

Ashley Erickson, an adoptions specialist for Children's Home Society, was awarded the United for Families Case Manager of the Year Award March 5, 2011, during United for Families' Rio-themed gala, Le Bal Masque ~ Carnaval

"I love my job because I am giving a child a family, a new start at life, and hopefully a brighter future," Erickson said. "By receiving this award, it lets me know that my peers and upper management believe in my knowledge and ability to get the job done.

"Thank You to United for Families, Children's Home Society, and Family Preservation for supporting not only myself but the whole adoption unit; we could not do such a wonderful job with out your support. We are a team."

United for Families created the award as a way to recognize and better support the efforts of dependency case managers, who coordinate services for children in the dependency court system. The award has become the centerpiece of United for Families' program to train and retain quality social workers and stabilize the child-welfare system for children.



10570 S. Federal Hwy. Port St. Lucie, (772) 873-7800, [www.uff.us](http://www.uff.us)

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YouTube



Funded in part by:



Children's  
Services  
Advisory  
Council of  
Indian River  
County

