



# Caring for Kids

Fall 2009

## A REPORT ON CHILDREN AND YOUTH FUNDING PARTNERSHIPS ST. CHARLES COUNTY, MISSOURI

### OVERALL SATISFACTION WITH CCRB FUNDED SERVICES AT 92%

Family or consumer voice has always been an integral value of the Community and Children’s Resource Board in the determination of service priorities. While the Board expects its partnering agencies to evaluate and monitor clinical outcomes of the children they serve, it is equally important to discover how families are feeling about the services they received. To that end, the Board commissioned Richter Intel to conduct a Satisfaction Survey of all of our services provided in 2008 with the exception of school-based prevention services.

Nearly 2,600 surveys were mailed in May and 528 surveys (25%) were completed and returned. The surveys were tabulated and the results are as follows:

	Satisfaction Rate
Overall, I am satisfied with agency staff and services	92%
Staff was respectful and caring	96%
Staff was well trained and knowledgeable	93%
Services were delivered in a timely manner	89%
Services helped our family situation	86%
Staff provided timely responses to our requests	89%
Staff provided us with helpful referrals	84%
Services helped our family member be more successful in school	68%
Staff provided us with useful skills	84%
Staff communicated effectively with us	90%

Results were almost identical from parents for boys as they were for girls, and satisfaction across the age of the youth was relatively stable, although the services were seen as being somewhat less effective as the youth became older. Adolescents are often more difficult to work with and their problems may have been more entrenched when they sought help. In terms of satisfaction across service area, the following results were found:

	Satisfaction Rate
Temporary Shelter Services for Runaways	100%
Respite Care Services	100%
Home and Community Based Services	94%
Services to Teen Parents	93%
Outpatient Psychiatric Services	91%
Outpatient Substance Abuse Services	91%
Counseling Services	90%
Crisis Intervention Services	79%

Satisfaction results matched closely with the clinical results we have received from our partnering agencies, confirming the impact that these services are having in the lives of our youth. All results have been shared with our partnering agencies and areas of improvement as noted in the comment section of the survey were discussed with staff in order to honor the consumers’ opinions. We are very proud of the work that our partner agencies’ staff is providing and the results they are achieving. We thank our families for their feedback and will continually strive to improve the quality of services provided.

(The full survey is available on our website: [www.stcharlescountykids.org](http://www.stcharlescountykids.org))

## Mid-Year 2009 Agency Reports (January-June 2009)

Nearly 35,000 St. Charles County children, youth, and families received services provided through CCRB funded-agencies during the first six months of 2009. The following lists the types of services and agencies funded through CCRB:

**Respite services** were provided to 336 children through the Crisis Nursery, Children's Home Society, and Family Support Services.

**School-based prevention services** involved 31,544 children and youth in programs such as bullying prevention (Crider Health Center), sexual abuse prevention (The Child Center), and substance abuse prevention (Preferred Family Healthcare).

**Substance abuse outpatient treatment services** engaged 173 youth in programs sponsored by Bridgeway Behavioral Services and Preferred Family Healthcare.

**Home and community based services** reached a base of 1,444 children and youth in St. Charles County with programs offered through Saints Joachim and Ann Care Service, Crider Health Center, the Crisis Nursery, Eleventh Circuit Family Court, FACT (Family Advocacy and Community Training), Electus Academy, and United Services. FACT provides a family-based component that works in conjunction with Crider Health Center's Partnership with Families program.

**Crisis intervention, counseling, and psychiatric services** were provided to 937 children and youth through Catholic Family Services, Crider Health Center, Salvation Army, Lutheran Family and Children's Services, and Youth In Need.

**Temporary shelter services** were offered by Youth In Need to 219 youth. **Transitional living services** were also provided to 13 youth by Youth In Need.

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**Strategic Plan** - The CCRB Board of Directors and staff have designed the agency's 2009-2011 Strategic Plan to include three year goals and objectives that will help to guide staff in areas related to services, community partnerships, finance planning, and assessments. "The services and programs funded through CCRB and the Community Children's Services Fund have allowed more children and youth and their families to receive the help they need in areas related to mental health, child abuse and neglect prevention, and substance abuse treatment," says Bruce Sowatsky, CCRB Executive Director. "Our Strategic Plan helps us to chart the direction that we must take to ensure that quality services and programs are in place for our community's children and youth."

One new goal initiated through the Strategic Plan and under the direction of the Board of Directors was the spring Consumer Satisfaction Survey (see article on page 1). CCRB staff is also providing community presentations concerning CCRB services and program outcomes to local service organizations like Rotary and Kiwanis Clubs.

## 50 Over 50 Awards Given



Ron Berrey, Ed.D.

CCRB Board President Ron Berrey and Executive Director Bruce Sowatsky were notified that they had been selected to be among the "50 Over 50" Community Shapers awardees for St. Charles

County at the October 23, 2009 event hosted by the Saint Charles Business Magazine. These awards are made biannually to individuals who have been instrumental in shaping and molding St. Charles County into the best possible place to live.



Bruce Sowatsky

## 2009 SHOWER OF LOVE



Residents at Fairwinds-River's Edge hosted a "shower" to collect baby gifts

The 3rd annual Shower of Love in April, 2009 was a huge success thanks to the generosity from the St. Charles County community. The Shower raised \$61,000 in cash and donated baby items to benefit teen moms and babies in our community. The event, first organized in 2007 by the CCRB, benefits teen moms and babies being served by four local agencies: Crisis Nursery, Our Lady's Inn, Youth in Need and Mary Queen of Angels. Over \$144,000 in cash and donated items have been donated to the Shower of Love since 2007.

The 4th annual Shower of Love will be held on April 29, 2010 and businesses and individuals are being asked to host collections drive or showers during the month. On April 29, volunteers are needed to distribute wish lists to customers at local grocery stores and collect donated items into shopping carts. For more information, contact Michelle McElfresh at 636.939.6200 or [mamcelfresh@sbcglobal.net](mailto:mamcelfresh@sbcglobal.net).



Volunteers collected baby items



Students at Sanford Brown participated in the Shower event.

## PARTNER AGENCY NEWS.....



Crisis Nursery-Wentzville celebrated its first year anniversary on Friday, September 18 at their new Wentzville location. They "broke the ribbon" on the the Nursery's "Angel Garden" as a memorial to all children. Since the Nursery opened in western St. Charles County, they have had 1,432 admissions with over 30,000 hours of emergency care. (Pictured at the Wentzville ceremony are Wentzville representative Rose Lambi, SSM President Gaspare Calvaruso, and Wentzville Community Club members Florence Heine and Viola Boland.)

F.A.C.T. (Family Advocacy and Community Training) received one of the highest scores by the Council on Quality and Leadership during their 2008 accreditation visit and they are being cited as a standard to follow for other agencies across the country. The agency is also proud to acknowledge that they have recently hired a new Transition Specialist who will be working with youth who are facing challenges in their transition to adulthood.

The Children's Home Society announced that Carmen Culpepper, who works at their Muegge Road location, received a Direct Support Professional award by the DDRB in September 2009 in the area of Respite services.

Residents of Youth In Need's Emergency Shelter and Transitional Living programs volunteered on August 1 for the Saturday Jubilee, a county-wide food drive held in conjunction with the Community County of St. Charles County, Operation Food Search and SENTralized.net. Youth In Need also announces that the National Safe Place program is launching the Txt 4 Help program, a 24-hour text-for-support services for youth in crisis.

From Crider Health Center, we hear that the Headway and Harmony Clubhouse Programs at Crider Health Center have been recently recertified by the International Center for Clubhouse Development. Dr. Karl Wilson and Crider Health Center received an Excellence in Grassroots Advocacy Award from the National Council for Community Behavioral Healthcare for Karl's work in getting the Putting Kids First statues passed at the state level and Crider's assistance in leading successful campaigns in St. Charles, Lincoln, and Franklin Counties.

## Children's Trust Fund Applications Available for 2010 Funding



The CCRB announces that applications for the 2010 Children's Trust Fund License Plate program funds are currently available on-line ([www.stcharlescountykids.org](http://www.stcharlescountykids.org)) or by mail (call 636.939.6200 for details). The deadline for submitting an application is 2:00 p.m. on Thursday, December 31, 2009.

Funds distributed through the Children's Trust Fund-License Plate Fund must be used to support, develop, implement and evaluate child abuse and neglect prevention programs and services in St. Charles County. Funds may not be used for treatment services. Child abuse and neglect prevention programs are defined as any community-based educational or family support program designated to prevent, alleviate or reduce the risk of child abuse or neglect in St. Charles County.

St. Charles County is one of 29 license plate partners with the Children's Trust Fund of Missouri. Over \$176,000 has been raised in St. Charles County since the program began in 1998. In 2009, five agencies were awarded \$24,956 in funds collected through the Children's Trust Fund License Plate campaign. The funds are overseen by the Community and Children's Resource Board of St. Charles County and are distributed in the form of reimbursable grants to local agencies providing child abuse and neglect prevention services.

### CCRB BOARD OF DIRECTORS

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2440 Executive Drive #214  
 St. Charles, MO 63303  
 Phone: 636-939-6200  
 Fax: 636-939-6202  
[www.stcharlescountykids.org](http://www.stcharlescountykids.org)

### CCRB FUNDED AGENCIES

Bridgeway Behavioral Health.....	636.757.2300
Catholic Family Services.....	636.498.2273
Child Center.....	636.332.0899
Children's Home Society.....	636.940.1119
Crider Health Center.....	636.332.6000
Crisis Nursery-St. Charles/Wentzville.....	636.947.0600
	636.887.3070
Electus Academy.....	636.922.5191
Eleventh Circuit Family Court .....	636.949.3040
F.A.C.T.....	636.949.2425
Family Support Services.....	636.949.2546
Lutheran Family & Children's.....	314.787.5100
Services	
Mary Queen of Angels.....	636.379.5070
Our Ladies Inn.....	636.398.5375
Preferred Family Healthcare.....	636.946.6376
Saints Joachim and Ann.....	636.441.1302
Care Service	
Salvation Army.....	636.240.4969
United Services.....	636.926.2700
Youth In Need .....	636.946.5600