



2009 ANNUAL REPORT
to the St. Charles County Community

*CCRB Mission: Maximizing Community Resources to Build and Sustain
a Comprehensive System of Services for Children and Families in Need*



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About the CCRB: The Community Children's Resource Board (CCRB) was formed in 1997 when the Board replaced the St. Charles County Community Mental Health Board of Trustees. The Resource Board was created by the St. Charles County Council by County Ordinance 97-152. Board members are appointed by the County Executive, with approval by the St. Charles County Council.

The Board's purpose is to oversee the administration, allocation, and distribution of funds authorized through the passage of Proposition 1 in November 2004 (Community Children's Services Fund) for the purpose of providing funds to establish, operate and maintain community mental health services for children, youth, and their families.

Funded Services: The following lists the types of services funded through the CCRB:

- Temporary shelter for youth
- Outpatient substance abuse treatment
- Transitional living services
- Home-based family intervention services
- School-based prevention services
- Outpatient psychiatric services
- Crisis intervention
- Respite services
- Counseling services
- Services to unwed teen mothers

Our Agency Vision: Preparing all youth and families to realize a brighter tomorrow.

Our Agency Values: These values illustrate the standards by which we expect our partner agencies to demonstrate. They include:

1. **Collaboration:** The CCRB will encourage collaboration and integration of mental health services and public funds to deliver services that are effective, efficient and continually improved.
2. **Family Voice:** The CCRB will ensure that children and families in need of services will have a voice and are true partners in the planning, development and delivery of those services.
3. **Accountability:** The CCRB will help to develop accountable service delivery systems that are responsive to the community as well as public health and welfare authorities.
4. **Strength Based:** The CCRB will encourage service providers to be strength-based in their approach to providing services to children and families.



Notes to St. Charles County Residents from the CCRB Chair and the Executive Director



The Board of Directors for the Community and Children's Resource Board (CCRB) is proud to present the 2009 Annual Report to the public. Agencies funded through the CCRB have provided thousands of our community's children and youth with a wide range of services, and the program outcomes indicate that positive changes are being realized by the children, youth, and families involved in these programs.

We appreciate the hard work of our partner agencies for their commitment to our children and youth, to legislators, community leaders, and our County officials for their support of our efforts. Our community continues to be challenged with growing numbers of families facing homelessness and unemployment, and agencies have reported significant increases in the number of youth and families requesting help. We are cognizant of our economic times and realize our responsibility toward the stewardship of community funds. Our goals include the assurance that quality services are made available to as many residents of St. Charles County as possible. We remain committed to upholding the continued delivery of these urgently needed programs and services for our most vulnerable children and youth.

Ron Berrey, Ed.D.
Chairman, Board of Directors

Dr. James Heckman, a Nobel Prize economist from the University of Chicago, recently presented in St. Louis on his findings connecting the providership of social and mental health services to youth, particularly before the age of eight, and their successes in school, employability and life. These investments have had a greater investment than the stock market. His research confirmed what we in the field have suspected for a long time; that these services are a critical piece in the development and success of many children. If we continue to devalue their importance by cutting funding, we will be setting our schools up to fail and doing our children harm.

As you will see in our 2009 Annual Report, our partnering agencies are achieving strong outcomes and, as a result, we are having a more global community impact in terms of child abuse prevention, teenage pregnancy, juvenile justice involvement and school performance. We are very proud of the successes our partners are achieving and, hopefully, you will see that the investments you are making in the youth of St. Charles County are paying off now and will continue to do so in the future.

Bruce Sowatsky
Executive Director



2009 Support Areas

Temporary Shelter Services ~ 103 youth provided shelter; 165 hotline contacts; 1,328 youth and 3,291 adults served through Safe Place: Temporary shelter services are provided through *Youth In Need* to adolescents aged 10 to 18 in crisis who need temporary safe housing and counseling. Shelter is provided in a 12-bed emergency residential center for male and female youth, and the average stay is 7 to 10 days. The program includes a 24-hour hotline for St. Charles County youth and their families and it has a Safe Place program that involves local businesses and nonprofit organizations identified as safe locations for youth at immediate risk of abuse. Results of the 2009 goals reached include:

- 80% of clients showed improved family relationships and functioning at home
- 89% of clients reported living in a safe situation following services
- 100% requesting help through Safe Place reported living in a safe situation
- 80% of youth showed an increase in coping and problem-solving skills and a reduction in destructive, aggressive, and/or illegal behavior
- 75% of youth contacting 24-hour hotline reported the initial crisis had been reduced or alleviated

Respite Care Services ~ 450 children; 239 parents/guardians: Ensuring the safety of St. Charles County children and youth through respite services are top priorities of the *St. Charles Crisis Nursery* (3 locations), *Family Support Services*, *Lutheran Family and Children's Services*, and the *Children's Home Society of Missouri*. An average of the agencies' 2009 goals reached include:

- 90% of children continued to reside in family home and out of institutional/emergency care
- 100% of families receiving services reported a reduction in stress as a result of utilizing respite services
- 100% of families have a higher awareness of their child's safety and medical needs
- 90% reported using one or more new coping strategies for handling stress
- 99% of families did not have a substantiated child abuse hotline report

Services to Teen Moms ~ 159 youth; 16 parents: *Youth In Need* provides a variety of services for teen moms including counseling, parenting and infant care education, and support groups. *Our Lady's Inn* provides a residential facility for pregnant women and their children with children's services provided through a Child Advocate. *Mary Queen of Angels* distributes essential baby care items to teenage mothers. Results of the 2009 goals reached include:

- 89% had healthy pregnancies and deliveries
- 97% of youth progressed toward completing education
- 93% demonstrated use of positive parenting skills
- 95% of children in the programs were enrolled in school
- 89% of children showed progress in one area of development within three months

Transitional Living Services ~ 15 youth; 7 parents: *Youth In Need* provides services to older adolescents who are for the most part homeless, have dropped out of school, and are at risk of committing or becoming a victim of crime. Results of their 2009 goals include:

- 100% of the clients demonstrated increased living skills
- 76% obtained and maintained employment
- 62% made progress toward completing an educational degree (two were unable to due to employment responsibilities)

School Based Prevention Service ~ 57,192 youth; 6,083 parents; 982 professionals: A variety of school based prevention services are provided through The *Child Center* (sexual abuse prevention), *Crider Health Center* (anti-bullying prevention), *Catholic Family Services* (anti-bullying prevention), and *Preferred Family Healthcare's* Teams of Concern (substance abuse prevention). Results of their 2009 goals include:

- 98% of youth knew when to physically get away from a threatening situation
- 90% reported being able to recognize at least two strategies for conflict resolution and self protection from bullying
- 98% recognized two signs of inappropriate responses to anger in themselves
- 99% of youth reported being able to recognize at least two signs of bullying behaviors
- 99% were better prepared to seek adult support when faced with violent situation
- 98% reported being able to verbalize their feelings when they feel peer pressure to their peers or adults
- 100% of classrooms receiving services adopted anti-bullying and/or conflict resolution techniques as part of their discipline policies
- 97% of 1st graders and 91% of 4th graders learned their "Bill of Body Rights"
- 90% of 7th grade students learned how to report incidents of sexual harassment
- 100% of parents learned how to handle a disclosure of sexual abuse from a child
- 100% of community-based professionals and educators learned their role as a mandated reporter of sexual abuse and how to respond to a child making a disclosure
- 91% of youth receiving substance abuse treatment reported a reduction in or elimination of substance abuse at program conclusion
- 78% of youth participating in an intervention plan exhibited fewer behavioral problems at school.
- 83% of youth reported improvement in at least one life area

Outpatient Substance Abuse Treatment ~ 414 youth; 276 parents: *Bridgeway Behavioral Health and Preferred Family Healthcare* work with youth experiencing substance abuse problems. Results of their 2009 goals include:

- 94% of youth demonstrated a reduction in chemical usage
- 90% reported improvement in at least one area of their life (school, employment, peer relationships)
- 89% of youth had improved family relationships and fewer family conflicts

Outpatient Psychiatric Services ~ 99 children and youth; 29 parents: *Catholic Family Services and Crider Health Center* offer comprehensive psychiatric services that include treatment planning, medication management, and nursing services. Results of their 2009 goals include:

- 90% of youth demonstrated progress on meeting treatment plan goals
- 88% of youth reported a reduction in psychiatric symptoms
- 91% of youth served were medication compliant

Crisis Intervention Services ~ 51 children; 12 parents: *Catholic Family Services* provides school-based crisis intervention services through four parochial schools in St. Charles County. Results of their 2009 goals include:

- 96% of children developed two new coping strategies for dealing with stress inducing incidents
- 96% of children demonstrated progress on meeting treatment plan goals
- 93% of children had reduced psychological symptoms related to the crisis

Individual, Family and Group Counseling ~ 680 children and youth; 750 parents; 26 professionals: *Catholic Family Services, Lutheran Family and Children's Services, the Salvation Army, and Youth In Need* provide individual, family, group counseling and support groups for children, youth, and families in our community. Results of their 2009 goals include:

- 83% of youth with adjustment problems reported a reduction in symptoms and 87% with significant disorders reported a reduction in symptoms
- 73% of youth with adjustment problems reported a reduction of behavior problems at school and 85% with significant disorders reported a reduction in symptoms
- 83% of youth affected with adjustment problems reported a reduction in conflict with families and 87% of youth with significant disorders reported a reduction in conflict with families
- 90% of families gained a minimum of two new skills for managing stress as alternatives to violence and neglect

- 85% of children demonstrated a minimum of two new skills to help them communicate feelings/thoughts
- 85% of non-custodial parents demonstrated a minimum of two new parenting skills to help facilitate healthy relationships with their children
- 86% of youth showed improved individual functioning through increase in well-being and a decrease in emotional and physical symptoms
- 83% showed improved interpersonal functioning by an increased stable relationship with parents and caregivers and a decrease in conflicts
- 83% of youth affected with adjustment problems reported a reduction in conflict with families and 87% of youth with significant disorders reported a reduction in conflict with families
- 90% of families gained a minimum of two new skills for managing stress as alternatives to violence and neglect
- 79% of youth showed improved social role functioning as evidenced by increase in academic and employment performance, community and social interactions

Home Based and Community Based Services ~ 1,941 children and youth; 1,052 parents: Eight programs delivered through six agencies provide help to youth in schools, at home, and in the community. *Crider Health Center, FACT, Crisis Nursery, Electus Academy, Saints Joachim and Ann Care Services, United Services, and the Eleventh Circuit Court* provide school, home, and community based services. Results of their 2009 goals include:

- 91% of youth remained in the home
- 98% remained free from a school-related critical event
- 95% were free from law enforcement involvement
- 100% of youth participated in an education plan
- 92% attended required school days
- 93% were free of out-of-school suspensions
- 71% of parents reported an increased ability to advocate for their child
- 96% of children achieved one or more of their identified treatment plan goals
- 100% of families reported improvement in child's behavior specific to treatment plan goals
- 93% of classroom teachers reported an improvement in students' behaviors
- 100% of participants in the supervised visitation program reported increased normalcy in relationship
- 100% of parents participating in the supervised visitation program utilized and practiced coaching from program coordinator in 80% of the time
- 100% of parents met the emotional needs of their children as evidenced by absence of inappropriate behaviors during visits
- 98% of children facing homelessness and receiving services were enrolled in school
- 94% of children facing homelessness reported improvement in at least three basic needs areas
- 91% of children showed improvement in one area of physical and emotional well being within 12 months
- 100% of families did not have a substantiated child abuse hotline report while receiving services
- 95% of parents reported using one or more new coping strategies
- 72% of children with autism increased their cognitive and adaptive skills and 80% completed teacher-directed tasks
- 97% of youth demonstrated mastery of 17 critical social skills and the Personal Efficacy curriculum

Calendar Year 2009 Fund Distribution by Agency

<u>Service Provided</u>	<u>Agency</u>	<u>FY 2009 Expenditures</u>
Temporary Shelter	Youth In Need	\$ 258,958.80
Respite Care	Children's Home Society	15,441.94
	Crisis Nursery	418,153.00
	Family Support Services	44,652.00
	Lutheran Family and Children's Services	18,948.00
Services to Teen Parents	Mary Queen of Angels	7,500.00
	Our Lady's Inn	53,000.00
	Youth In Need	134,486.00
Transitional Living Services	Youth In Need	140,522.00
School Based Prevention	The Child Center	260,284.71
	Crider Health Center	156,436.00
	Catholic Family Services	8,437.44
	Preferred Family Healthcare	442,367.00
Outpatient Substance Abuse Treatment	Bridgeway Behavioral Services	257,800.00
	Preferred Family Healthcare	636,224.00
Outpatient Psychiatric Services	Catholic Family Services	9,438.63
	Crider Health Services	32,951.25
Crisis Intervention Services	Catholic Family Services	11,553.12
Individual, Group, and Family Counseling	Lutheran Family and Children's Services	57,602.49
	Catholic Family Services	29,520.00
	Salvation Army	14,212.50
	Youth In Need	209,282.50

**Statement of Net Assets Balance Sheet
Year Ended 2009**

Assets		Liabilities	
Checking Account	\$ 116,959.85	Accounts Payable	\$ 384,703.08
Services Fund	1,898,983.99	FED/FICA Payable	168.00
Restricted Cash	30,391.61	State W/H Payable	0.00
Interest Receivable	20,540.52		
Sales Tax Receivable	825,263.45	Total Liabilities:	384,871.08
Capital Assets, net of depreciation	8,470.88	Fund Balance and Other Equities	
Deposit	1,385.00	Net Investment in Fixed Assets	8,432.22
		Fund Balance-Beginning of Year	3,411,760.12
		Excess of Revenues Over (Under) Expenses	(903,068.12)
		Total Fund Balance and Other Equities	\$ 2,517,124.22
Total Assets:	\$2,901,995.30	Total Liabilities, Fund Balance and Other Equities:	\$ 2,901,995.30

**Statement of Revenues and Expenditures
Year Ended 2009**

Revenues		Expenses	
Taxes	\$ 5,309,525.83	Administration	\$ 262,505.30
Investment Income	77,857.02	Accounting Services	8,700.00
Miscellaneous	46,670.78	Survey	18,355.00
(Refund of Taxes- TIF)	(170,111.48)	Service Contracts	5,786,483.60
		Depreciation	5,966.37
Total Revenues:	\$ 5,263,942.15	Total Expenses:	\$ 6,082,010.47
Excess of Revenues (Over)/Under Expenditures/Change in Net Assets			(\$ 903,068.12)
Fund Balance/Net Assets-Beginning of Year			3,411,760.12
Fund Balance/Net Assets-End of Year			\$ 2,508,692.00

* Supplemental funds were allocated during the third quarter of 2009 to meet the need of children and youth services in St. Charles County. See preceding page for breakdown.

**Total Number of Served Through
the 2009 Community Children's Services Fund**

Shelter Services	1,596
Respite Services	450
Teenage Parents	159
Substance Abuse Treatment	414
Outpatient Psychiatric Services	99
Transitional Living Services	15
Crisis Interventions	51
School-based Prevention Programs	57,192
Home and Community-based Family Intervention Services	1,941
Counseling Services	680
Total Children and Youth	62,597
Total Parents/Professionals	12,763
TOTAL St. Charles County Services Recipients	75,360

Children's Trust Fund 2009 Allocations

Five area agencies received funding through the MO Children's Trust Fund License Plate program, which is administered by the CCRB. These funds are designated for programs related to the prevention of child abuse and neglect. The following agencies were recipients of those funds: Crider Health Center (\$4,956); Crisis Nursery (\$4,500); Lutheran Family and Children's Services (\$3,500); Our Lady's Inn (\$6,500); and Youth In Need (\$5,500).



2009 Satisfaction Survey

Family or consumer voice has always been an integral value of the Community and Children's Resource Board in the determination of service priorities. In the spring of 2009, 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 were as follows:

Overall satisfaction with 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%

In terms of satisfaction across service area, the following results were found:

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%

The full survey is available on our website:
www.stcharlescountykids.org.



“Recovery” and “Hope”

*Photos and artwork used in the 2009 Annual Report
have been supplied by
Preferred Family Healthcare and the Crisis Nursery*