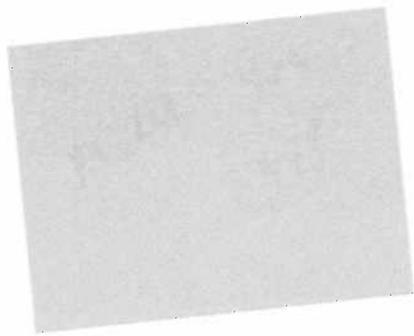


**MONROE COUNTY
HUMAN SERVICES ADVISORY BOARD
Application for Funding
Fiscal Year 2012
October 1, 2011 – September 30, 2012**

| | |
|--|------------------------------------|
| Agency Name | Wesley House Family Services, Inc. |
| Physical Address | 1304 Truman Ave |
| Mailing Address | Same |
| City, State, Zip | Key West, FL 33040 |
| Phone | (305) 809-5000 |
| Fax | (305) 809-5010 |
| Email | Doug.Blomberg@wesleyhouse.org |
| Who should we contact with questions about this application? | Doug Blomberg |

| | |
|---|-----------|
| Amount received for prior fiscal year ending 09/30/10 | \$126,500 |
| Amount received for current fiscal year ending 09/30/11 | \$126,000 |
| Amount requested for upcoming fiscal year ending 09/30/12 | \$151,000 |



CERTIFICATION

To the best of our knowledge and belief, the information contained in this application and attachments is true and correct. Monroe County is hereby authorized to verify all information contained herein, and we understand that any inaccuracies, omissions, or any other information found to be false may result in rejection of this application. This certifies that this request for funding is consistent with our organization's Articles of Incorporation and Bylaws and has been approved by a majority of the Board of Directors.

We affirm that the Agency will use Monroe County funds for the purposes as submitted in this Application for Funding. Any change will require written approval from the Monroe County Board of County Commissioners.

We understand that the agency must substantially meet the eligibility criteria to be considered for Monroe County funding and that any applicable attachments not included disqualify the agency's application.

We understand that all funding received through this opportunity must be spent for the benefit of Monroe County.

We further understand that meeting the Eligibility Criteria in no way ensures that the agency will be recommended for funding by the Human Services Advisory Board. These recommendations are determined by service needs of the community, availability of funds, etc. HSAB funding recommendations must be approved by the Monroe County Board of County Commissioners.

Typed Name of Executive Director:

Signature Ray Bandy CEO

Date: 4/19/11

Typed Name of Board President/Chairman:

Signature _____

Date: 4/19/11

Detailed instructions for each question appear in the separate instruction document.

1. Insert your agency's board-approved mission statement below.

MISSION STATEMENT

Wesley House Family Services promotes and enhances the safety, well-being and development of children by educating, supporting and meeting the needs of families.

2. List the services your agency provides.

Wesley House provides multiple services for children and families throughout Monroe County. These services are broken into three groups with several specific programs within each.

Services provided are:

- Community Base Care
 - Full Case Management
 - Strengthening Families
 - Healthy Families Monroe
- Child Care Services
 - School Readiness programs
 - Voluntary Pre-Kindergarten
 - Teen Parent Program
- Inez Martin Child Development Center

COMMUNITY BASED CARE

In an effort to provide local communities ownership of service delivery and design, the State of Florida developed the Community Base Care Initiative which mandated that all protective services and related services be managed by local community partners. The goal of this initiative was to give local communities more input into the management of children and families in the dependency care system, while increasing accountability, resource development and performance.

Selected by Our Kids of Miami-Dade/Monroe, Inc., the South Florida lead agency for Community Based Care (CBC), for Dade and Monroe Counties, Wesley House became the CBC service provider for Monroe County in May 2005 and began providing case management and other services to children and their families who have been or possibly could be abused, neglected or abandoned through an array of services and programs. The delivery of these programs is divided into two primary categories; Full Case Management and Strengthening Families.

Full Case Management Programs:

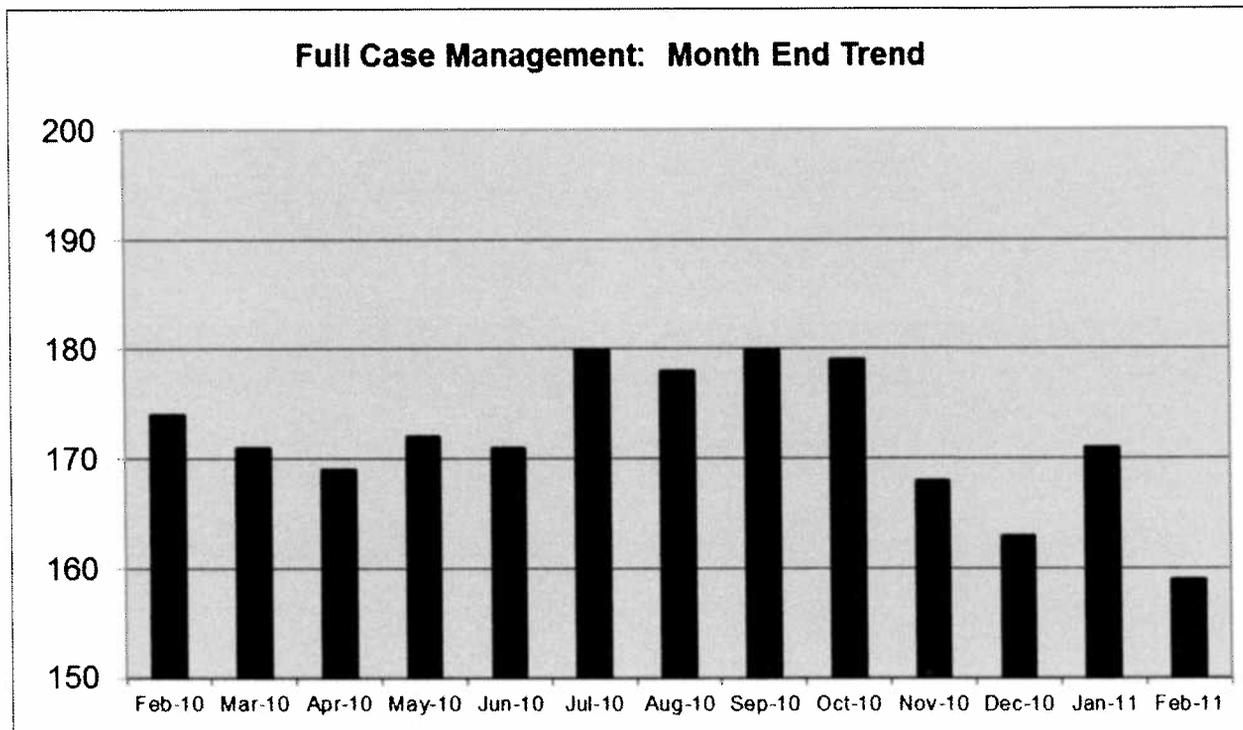
Full Case Management services are provided to families anytime the Florida Department of Children and Families (DCF) investigates and verifies a report of abuse, neglect or abandonment of a child. Working with DCF investigators and by using Structured Decision Making tools a case plan is developed with the primary goal to keep the child or children safe.

Wesley House's role in such situations is to work closely with each family to develop a personalized plan that identifies, addresses, corrects and prevents repetition of any circumstances which put children at risk. Our intention is to strengthen and preserve the

family while focusing on our primary goal of protecting at-risk children. The services are also available to troubled families on a free, voluntary basis and are referred to as Family Empowerment Cases.

To accomplish this, Wesley House provides families with a dedicated Full Case Manager to safeguard the welfare of each child and coordinate all the services needed to implement their specific personalized case plan, combined with a team approach which brings everyone involved in helping the family together to collaborate on decisions in the family preservation process.

Wesley House Full Case Management currently is serving on average about 180 children at any one time. Last fiscal year services were provided to 345 at risk children and 169 children's cases were able to safely completed and closed. Wesley House continues to reduce the length of time that children are in out-of-home care as well as the total number of children in out-of-home care.



Included with the Full Case Management System of Care is an array of supplemental services:

Supervised Visitation: Sometimes, based on the severity of the case and the child or children having been removed from their biological parents, court-ordered supervised visitations have to be arranged so that children get to see their parents. Wesley House conducts these supervised visitations children in three locations throughout Monroe County. Visitation staff provides family members with instructions governing the rules of the visit prior to the session, supervision during the visit including behavioral observations, counseling and creates a plan for the next visit after the session. Wesley House has conducted 232 supervised visitations for the first nine months of this current fiscal year (182 lower keys and 50 upper keys).

Transportation Services: Wesley House operates an internal transportation service to assist clients within the Community Based Care or Dependency Care System. The agency has two vehicles in addition to staff available, using their own vehicles, to assist with getting children to visitations, medical appointments, or to help foster parent(s) when needed. Transportation includes the entire county and transportation services into South Florida. Wesley House has conducted 860 transports for clients for the first nine months of this current fiscal year.

Foster Care Services: Wesley House recruits, trains and supports foster parents for Monroe County children who can no longer safely remain in their own homes and do not have relatives or non-relatives able to care for them. Wesley House is the approved Licensing Agency to facilitate foster home licensing and re-licensing processes in Monroe County.

Wesley House offers the PRIDE Certification training for potential new foster parents interested in finding out more about foster parenting and if foster parenting is appropriate for them (see below for more information about PRIDE). Wesley House also offers annual in-service training for licensed foster homes which are required to complete 8 hours of training each year. Foster parents are also encouraged to attend the agency provided First Aid/CPR Classes.

All potential and licensed foster homes require a detailed home study and re-licensing studies to assure professional development and appropriate practices in the foster homes which are conducted by Wesley House staff. Wesley House also offers potential and existing foster families a variety of support services seamlessly integrated into the system including:

- Licensing Counselors to guide potential foster parents through the training, skills development and approval process.
- Monthly stipends to assist with child-related expenses.
- Dedicated case managers to assist with concerns; help arrange medical, psychological and other care; serve as a link to the court system and birth parents; and aid in arranging child care and after-school care.
- Counselors for supportive technical or therapeutic in-home services.
- Links to other foster parents, foster parent associations and related services.

Currently, there are 17 licensed foster homes representing 35 beds for foster children in the County. Our foster parents are some of the most dedicated and caring individuals in our community.

Adoptive Services: Wesley House is responsible for finding qualified adoptive parents to create nurturing homes for children who are in protective care and cannot be reunited with their parents or placed with relatives. During the past fiscal year Wesley House created 23 new families through our public adoption program. Through the month of March 2011 year-to-date we have finalized eight adoptions. There are 21 children identified as legally free for adoption of which 14 are matched with families, four children are not matched with a family and three children are from out of county/state being provided with adoption case supervision. In addition, there are nine identified families in the county that are looking to adopt.

Wesley House supports and educates prospective adoptive parents and provides post-adoptive services to ease the transition for new families. These services include:

- PRIDE Certification Training (Parent Resource for Information, Development and Education) required to certify foster families, foster-to-adoptive families and available for families who simply want to adopt (see below for more description of the PRIDE Certification training).
- Free public adoptions including legal fees.
- Continued support and guidance of a dedicated adoptions case manager as new families are established.
- Links to resources for publicly-adopted children, which may include monthly subsidies, tuition exemptions at state colleges and other educational institutions, continued Medicaid eligibility and tax credits.

PRIDE - Training of our Foster and Adoptive Parents: Wesley House began implementing the new training model for foster parents and adoptive parents, Parent Resources for Information, Development, and Education (PRIDE) in 2010. This replaces the MAPP (Model Approach to a Partnership in Parenting) and is a shift in how Wesley House works with parents and improves services to children and families in Monroe County. The PRIDE program is designed to strengthen the quality of family foster care and adoption services by providing a standardized, consistent, structured framework for the competency-based recruitment, preparation, and selection of foster and adoptive parents, and for foster parent in-service training and ongoing professional development. The PRIDE Classes are 12 weeks in length, are taught in both Key West and Tavernier offices throughout the year by trained Wesley House Staff and are accompanied by a trained foster parent when available.

Independent Living Transition Services: Wesley House provides services critical to enabling young people exiting foster care to transition to self-sufficiency as young adults without the customary support of a traditional family. While children are in foster care, Wesley House provides age-appropriate Independent Living Skills courses to adolescents in two stages, one for ages 13 to 15 and a second for ages 16 up to 18, to help them graduate successfully to independence. The course work includes:

- Assessment of strengths, weaknesses and needs;
- Development of goals and a concrete plan to meet needs and achieve goals;
- Practical skills training including budgeting, time management, banking, grocery shopping and nutritious meal preparation;
- Career counseling, assistance with resume writing and social and other support.

Road to Independence: Wesley House continues to offer help with financial, social, educational and vocational options to young adults transitioning out of foster care, from ages 18 to 23. Potential sources of aid include the Road to Independence Program, Transitional Assistance and Aftercare Funds, Medicaid and other programs.

Strengthening Families:

Wesley House works to support and strengthen at-risk families by offering a variety of services to assure safety, improve function and ultimately preserve healthier families.

While many of these services are required for families whose situations have deteriorated to the point of entering the legal system, Wesley House offers these in-home therapeutic services to all families in Monroe County on a voluntary basis, at no cost, to encourage safe and stable families and prevent the need for legal intervention.

Working with Our Kids of Miami-Dade/Monroe, Inc., the South Florida lead agency for Community Based Care, in the spring of 2010 Wesley House redesigned its prevention and intervention services based on changes in the overall Dependency Care System and reductions in state funding beginning in July 2010. The redesign of the system of care is to provide family-centered, solution-oriented programs with skill-based case managers and community resources to improve family function and stability. Wesley House is contracted to provide two prevention programs through Our Kids, Safe at Home and Parents as Partners.

Safe at Home: The Safe At Home Program is offered in the lower keys up through Marathon to Grassy Key. The Safe At Home services are Crisis Intervention services designed to keep children safe within their families and prevent these families from entering the child welfare dependency system. The program incorporates short-term intensive crisis intervention services using the families existing strengths, support systems and empowerment with identifying and addressing future problems emphasizing building on natural and community support systems.

Cases are referred to WHFS by the Our Kids Intake Department who identify cases appropriate for PAP services using the Structured Decision Making Tool (SDM). Services are provided 24/7 for up to six weeks. Staff complete a face-to-face brief needs assessment of the family within two (2) hours of the referral and then completes a Safety and Risk Assessment no later than the third visit. Staff have in-person contact with families, all children who were allegedly victimized, and parents/primary caretakers living in the homes, up to five (5) times, but not less than three (3) times per week.

Parents as Partners: The Parents as Partners program is offered throughout the county. This is a new program within Monroe County to provide in-home, short-term, family preservation services on a voluntary basis to families whose children are or could be at risk of removal due to abuse, neglect, or abandonment. These community-based services are to promote the safety and security of children and families who have been reported for child abuse. These services are secondary and tertiary prevention services to prevent family disruption and unnecessary removal of children from their homes. The program is intended to enable families to stay together and keep children living within the home and community.

Families are assisted by counselors whose responsibilities include but are not limited to:

- Conducting initial and on-going safety, risk and needs assessments;
- Creating and helping with executing safety plans (if needed);
- Providing intensive in-home counseling;
- Providing linkage to community services; and

- Problem-solving with extended family network, friends and neighborhood supports.

Cases are referred to WHFS by the Our Kids Intake Department who identify cases appropriate for PAP services using the Structured Decision Making Tool (SDM). Staff completes a face-to-face assessment to the family within forty-eight (48) hours of the referral and then visit with the family at least three (3) times per week.

Enhanced In-Home Services: In-home services are available to families within the dependency care system that need intensive case management services to strengthen the family relationships and meet case plan goals such as initiation of skill building within the family, the promotion of protective factors and the mitigation of safety and risk factors.

Intensive Family Reunification Services: Reunification services are available to children and biological parents that are reuniting. When a child is removed from their biological parents for any length of time there are often many issues that arise in bringing the child back into the family environment. Strengthening Family staff are available to the family approximately 2 weeks before the reunification to assure that safety issues regarding the child or children have been put into place and staff work with the family through the reunification and then stay with the family for a short period of time assisting with case plan goals, skill building within the family and making sure the child is safe and risk factors have mitigated.

Nurturing Parenting Program: Wesley House is offering a validated, family-centered parenting program designed to build nurturing skills as alternatives to abusive parenting and child rearing attitudes and practices. Previously the agency had a Dependency Parenting Program funded through grants that had proven to be very successful in helping dependency parents improve their parenting skills and hold on to their children. Beginning during last fiscal year the agency was able to open the classes to non-dependency parents in the community called Nurturing Parents Program. The grant funding is no longer available for the program but Wesley House feels that this type of program is essential for families in our community. Parents that are in the dependency care system are paid for through Full Case Management support dollars and families that are not in the dependency care system are currently funded by Wesley House as funds are available.

Based on a re-parenting philosophy, parents and children attend separate groups that meet concurrently with cognitive and effective activities designed to build self-awareness, self-esteem and empathy; to teach alternatives to yelling and hitting; to enhance family communications; to replace abusive behavior with nurturing practices; and to promote healthy physical and emotional development. Each class has three parts: separate cognitive sessions for parents and children, a shared family dinner and a family group session.

Because children's ability to comprehend and understand the program is divided into three different age-based class sessions and parents are grouped into classes based on children's ages:

- Parent with Infants, Toddlers and Preschoolers (birth to 5 years) learn about recognizing and understanding feelings, nurturing parenting routines, alternatives to hitting, child development and ways to build self-esteem in self and children.

- Parents with School-Age Children (5 – 11 years) learn nurturing ways to encourage appropriate behavior build self-esteem and self-concept and learn to have fun as a family.
- Parents and Adolescents (12+) offers families nurturing communications strategies including how to recognize each other's needs, how to understand the period of adolescence and ways to build personal self-esteem and self-concept. Families also discuss pregnancy delay, sexuality, AIDS, suicide and peer pressure.

Healthy Families – Monroe: Healthy Families is a voluntary, in-home support program for expectant and new parents that promotes child health and development, encourages stable and nurturing homes and positive parent-child relationships, and helps ensure that the medical and social needs of families and their children are met. Services begin with helping parents prepare for a birth. After the birth of a baby, services can continue for up to five years. The intensity and duration of service is based upon the family's needs. The ultimate goal of the Healthy Families-Monroe program is to prevent child abuse and neglect before it starts by identifying families with risk factors and supporting them throughout the first years of the baby's life.

Trained family support workers offer families weekly in-home visits during flexible hours to help parents manage the stress of new parenthood, share parenting skills and support parents in achieving personal and family goals for the good of the family. Families enrolled in the program have set goals such as attaining a GED, learning English, expanding employment opportunities through education, keeping the baby up-to-date on immunizations and obtaining a driver's license.

Family support workers are trained to help with: maximizing baby growth and development; providing fun learning activities for parents and babies; well-baby care and immunization schedules; linking families to supportive community resources; and promoting and encouraging education for parents and children.

The program is proven to promote healthier families and prevent child abuse and neglect in at-risk families achieving a success rate of 98% of the children served. The Healthy Families-Monroe program assisted 95 families representing 92 targeted children and 37 siblings during the past fiscal year.

CHILD CARE SERVICES

The Wesley House Child Care Services is the gateway for all programs, information and assistance regarding child care within Monroe County. Wesley House Child Care Service programs are funded through a contract with our partner, the Early Learning Coalition of Miami-Dade/Monroe (ELC), to provide School Readiness services to children and families and a free Voluntary Pre-kindergarten (VPK) program for four-year-old Monroe County residents. Additionally, Wesley House provides education and support to all contracted early childhood education programs throughout the Keys to increase the quality of their programs and promote best practices. Wesley House maintains an informational database of all legal child care programs in Monroe County, offering parents free, unbiased referrals to programs that meet the needs of their children and offer access, availability and affordability of services to

those who need it. WHFS also provides a Teen Parent Program through agreement with Monroe County Schools.

School Readiness: Working with early childhood education programs and parents from Key West to Key Largo, the goal of School Readiness is to continually improve pre-school and after-school programs throughout Monroe County. Services include working with parents and guardians to educate and inform them about child care options and provide financial assistance to families. Wesley House recruits and develops child care providers, child care centers, private, public school-based, faith-based programs or family child care homes and offers technical assistance, program support and training for child care providers. The overall goal is to have safe, quality child care to enable parents to maintain employment and be self-sufficient members of the community.

Resource and Referral: The Child Care Services Resource and Referral is a free unbiased, custom referral service available to all parents in the Florida Keys to gain information about availability of child care appropriate to their particular needs, about child care centers, private, public school-based, faith-based programs or family child care homes. Additionally the program provides education to parents about what to expect of child care providers when looking for child care and questions to ask regarding the providers services for their child. Wesley House helps parents compare and identify quality indicators and encourages them to visit program sites; meet with staff and observe the environment and teacher-child interactions. This service not only provides referrals to child care programs, but also links families to other social service agencies and consumer services appropriate to their particular needs. Resource and Referral services are free of charge to all income levels and available by visiting the Key West, Marathon and Tavernier offices, or by phone or fax, as well as on-line at www.wesleyhouse.org. Referrals for child care were provided to 381 families, of which 56% were single family households, in fiscal year 2009/2010. Current fiscal year, year-to-date through February 2011 (eight months) referrals for child care has been provided to 407 families, of which 52% were single family households..

Financial Assistance: Financial assistance is available to help pay the cost of child care for eligible low income working families and at-risk children. Once parents have selected their child care provider through help from resource and referral, parents may qualify for financial assistance to assist with the cost of child care for pre-school, infants to school age, and for afterschool assistance up to 9 years of age. This program assisted an average of 751 children per month over the past eight months. For the month of March 2011 WHFS ended the month serving 755 School Readiness funded children enrolled throughout Monroe County: 411 Lower Keys, 141 Middle Keys and 203 in the Upper Keys. Annually this program provides approximately \$2,696,000 in financial assistance to families in Monroe County. The financial support is approximately 82% for low income working families, 16% at risk children and the balance is families and children at risk of welfare dependency.

The assistance for low income working families, (assisting families so they can continue to work in the community) requires a match of 6% to obtain this funding. This means that for every local/match dollar state funding will be paying for \$16 of child care. Currently Financial Assistance to working families represents approximately \$2,208,000 for which Wesley House is required to generate 6% local funding for match or approximately \$141,000. Wesley House

has used their HSAB funding, United Way funding and other support dollars for the past several years to help achieve this annual match.

Child Care Provider Education Services: Child Care Provider Services staff offers once-per-year environmental monitoring for quality and best practices of all contracted School Readiness funded child care programs; including child care centers, registered family day care homes, faith-based programs, after school programs and school-based programs. Additionally, Wesley House is approved by the Department of Children and Families (DCF) to provide state-mandated Early Childhood Education courses and is licensed to provide the 120-hour Florida Child Care Professional Credential (FCCPC). Staff provide continuing education courses and a variety of free workshops that can be used for legal child care programs required to meet ten hours of in-service training annually. Last year there were over 111 topics offered to early childhood teachers, staff and parents. Wesley House also provides assistance to programs who want to obtain Florida State and nationally-recognized accreditation status. Training classes and workshops include, among others:

- 30-hour Introduction to Child Care courses required for all child care teachers and providers;
- 10-hour courses that range from Special Needs Appropriate Practices courses; School Age Appropriate Practices courses; Behavior Observation courses; and Infant Toddler Appropriate Practices courses;
- the Florida Child Care Professional Credential;
- CPR & First Aid courses;
- Other courses include Nap time trainings at child care sites; Positive Behavior Support workshops; Managing Challenging Behaviors workshops; and other courses that provider's request;

Child Care Provider Technical Assistance: The Wesley House Resource Van and staff provide consumable classroom materials, books, music, educational resources; help with lesson planning, curriculum, classroom arrangement and teaching strategies to all contracted School Readiness providers in Monroe County. Technical assistance is offered free of charge; focusing on quality and best practices, providing guidance and reinforcing Florida statute requirements. A comprehensive resource library is open to child care teachers and the public in our Key West, Marathon and Tavernier offices and materials can also be delivered directly to child care providers by the Wesley House Resource Van. During the last fiscal year, staff made over 950 technical assistance visits to contracted early childhood programs.

The utilization of the Wesley House Resource Van providing consumable classroom materials, books, music, educational resources and other materials needed by Monroe County Child Care Providers will be reviewed over the next month to determine within the current funding if the Resource Van services can be maintained.

Voluntary Pre-Kindergarten: Child Care Services promotes and administers enrollment for the free Voluntary Pre-Kindergarten (VPK) for all four-year-old residents of Monroe County. VPK prepares these children with important skills to increase their chances of success in school. The Child Care Services staff and ELC staff provide the required VPK Standards classes and

work together with early childhood program teachers in private, public school-based and faith-based programs to offer two instructional programs - a 540-hour fall program and a 300-hour summer program - to prepare children to enter school ready to learn. In FY 2009/2010, the VPK program in Monroe County provided instructions to over 450 children. Currently year-to-date 440 children have been enrolled in the 540- hour Fall 2010-2011 school year VPK programs. Currently there are 394 children enrolled. There are 25 programs with a capacity of 524 children participating throughout the Keys with 10 school-based programs and 15 programs based with private providers. To date 19 of 25 providers have been monitored with success and very few non-compliance issues.

Teen Parent Program: Funded through a contract with the Monroe County School District, Child Care Services administers a Teen Parent program, providing child care options and financial payment for child care for teen parents who want to remain in school to complete their high school diploma. During this fiscal year Wesley House is providing 10 classes to high school students to learn more about the importance of child care for their new children. Historically this program has averaged three or four children enrolled. Currently in this fiscal year there have been 10 High School children receiving services.

Parents as First Teachers: Through our literacy initiative, Wesley House was able to give out over 1,096 free age-appropriate books to Florida Keys children during the last three months to encourage early reading in the home.

INEZ MARTIN CHILD DEVELOPMENT CENTER

Wesley House operates the Inez Martin Child Development Center (Inez Martin) at the corner of Varela and Virginia Streets in Key West. The center serves up to approximately 100 children per day from a variety of backgrounds from two years to five years of age.

Inez Martin provides age appropriate activities using the Creative Curriculum Approach in a safe and nurturing environment which helps children gain independence and self-control, be assertive in socially acceptable ways, develop concrete thinking and language skills and learn to think in terms of numbers, classes and relationships by "doing" in an interactive environment. This approach encourages early childhood learning through the use of computers, arts and crafts, field trips and outdoor activities for a diverse learning experience.

All enrolled Inez Martin children receive a free nutritional meal program offering breakfast, lunch and an afternoon snack. Inez Martin is a contracted State of Florida Voluntary Pre-Kindergarten provider offering four-year-olds preparation support for kindergarten, free of charge. Inez Martin is smoke-free and wheelchair accessible, allowing access for children with special needs. English and Spanish are spoken fluently.

Inez Martin is a contracted provider with the Early Learning Coalition of Miami-Dade/Monroe. The program has achieved "Gold Seal" accreditation through the Florida Department of Children and Families, international accreditation through the Council on Accreditation (COA) and is certified as an "Eco-Healthy Child Care" site. These recognitions attest to the programs' commitment to quality above and beyond state licensing requirements.

3. What services will be funded by this request?

Wesley House Child Care Services:

The WHFS Child Care Services School Readiness program is requesting \$110,000 in match funding for child care subsidy payments for low income working families throughout Monroe County which has a local cash match requirement of 6%, which will draw down approximately \$1,760,000 in state funding to Monroe County. The total local match requirement is \$127,500. In the total number of children served with this program, we are currently serving approximately 580 to 615 eligible children per month. In order to enter into this program family income must be at or below 150% of Federal Poverty Guidelines and can continue to receive funding up to 200% of Federal Poverty Guidelines.

WHFS Healthy Families-Monroe:

The Healthy Families-Monroe program is requesting \$18,000 to assist in staffing to provide in-home child abuse prevention services. This represents approximately ½ FTE of a Family Support Worker. These funds will be used to match funds received from Healthy Families-Florida under a grant from the Ounce of Prevention. The annual Healthy Families grant has a local match requirement of 25% which is a requirement of \$50,400.

Historically, WHFS has found it necessary to allocate almost all Human Services Advisory Board awarded grant monies to the School Readiness and Healthy Families-Monroe programs in order to meet local match and draw down as much state grant money into Monroe County as possible. Therefore, the County has not funded or fully supported the agency's Community Based Care programs: Full Case Management and Strengthening Families. WHFS hopes that the HSAB Board will show community support to the Monroe County Community Based Care programs and to the County's at-risk children and families in the dependency care system and/or families entering or at risk of entering the Dependency Care System. Funding is requested in the following ways:

WHFS Community Based Care:

- WHFS Full Case Management is requesting \$10,000 to provide ancillary support for families in crisis that are overcome by financial commitments. These funds will be used to help with rent and utility payments, food cards and bus passes and to pay for psychological, medical and dental services among other things. In some cases, these funds will allow a child to remain with his or her biological parents or kinship caregivers. The funds will also be used to assist biological parents working on regaining custody of their children.
- WHFS Foster/Adoptive Services is requesting \$4,000 for new foster parent support to assist with supplying necessary items to ready the home for licensure. Support items could include furniture such as cribs and bunk beds, safety devices such as smoke alarms, fire extinguishers, professional first aid kits, electrical receptacle plugs, clothing for children and child car seats. This type of financial support to our local foster parents will help with retention and recruitment of foster homes in our community.

- WHFS Foster/Adoptive Services is requesting \$4,000 support for potential and new adoptive parents. These funds will be used to help potential adoptive families with travel expenses such as gasoline, airfare or meals that live out-of-county or out-of-state for initial meetings with the children in Monroe County and subsequent travel expenses for a case worker and the children to visit, on a continuing basis, the potential adoptive parents in their prospective new home. Additionally, once a child has been adopted by their new family, these funds may be used for expenses directly related to the needs of the child such as a new crib or bed.
- Strengthening Families two programs: Safe at Home and Parents as Partners are Voluntary programs designed to keep families out of the Dependency care system and are subject to the Promoting Safe and Stable Families Program match funding portion under Community Based Care programs. These funds will be used to deliver family preservation and support services, as part of local match funding requirements of 25%. The request is for \$5,000 to provide ancillary support for families in crisis that are overcome by financial commitments. These families are not in the Full Case Management system of care but are voluntary services.

4. Funding category: If you have been previously funded by HSAB, do you request to have the HSAB consider changing your funding category? Please circle yes or no: Yes No

If yes, please circle the new category for which you would like to be considered:
 Medical Core Services Quality of Life

If you have not been previously funded, please circle the funding category that you believe best matches your services: Medical Core Services Quality of Life

5. **Will County HSAB funds be used as match for a grant?**

Yes, HSAB funding will be used as match dollars.

6. **If you answered "yes" to number four, please specify the:**

a. **grant award title, granting agency, and purpose:**

b. **grant amount:**

c. **match percentage requirement and amount:**

Wesley House Child Care Services – School Readiness Program:

a. The School Readiness program contracted with Early Learning Coalition of Miami-Dade/Monroe, Inc. to prepare children to be successful in school and help families remain self-sufficient provides an array of services including providing child care subsidy payments for low income working families.

b. Total Grant is \$4,474.380.

- c. The \$110,000 requested is a 16 to 1 local match drawing down approximately \$1,760,000 in state funding to Monroe County (total local match requirement is \$127,500).

WHFS Healthy Families – Monroe:

- a. The Healthy Families-Monroe program contracted with the Healthy Families-Florida “Ounce of Prevention” provides services for expectant families and families with children up to five years to promote positive parent-child relationships and prevent child abuse.
- b. Total Grant is \$206,826
- c. The grant requires a \$50,400 in local match funding (4 to 1 match requirement). The \$18,000 requested is needed to meet a partial match contract requirement of 25%. The requested funds will draw down \$72,000 for this program.

Community Based Care

- a. The Community Based Care contracted with Our Kids of Miami-Dade/Monroe, Inc. provides Full Case Management for dependency cases, foster care and related services family preservation, family support services, family reunification and adoption promotion services.
- b. Total Grants are \$4,674,859
- c. Of the total Monroe County Community Based Care grants, approximately \$300,000 is Promoting Safe and Stable Families Program (PSSF) funding eligible, based on type of case. This funding requires a 25% local match or approximately \$75,000. Last Fiscal year the required match was \$70,527. The requested funding of \$32,000 will be used towards meeting this match requirement as required.

7. If your organization was funded with HSAB funds last year, please briefly and specifically explain:

- a. how the funds were spent
- b. how they were used to leverage additional funding.

Current allocation of HSAB funding is \$126,000. Of the allocation \$104,000 is being used for the WHFS Child Care Service program as Match funding for serving children in child care drawing down \$1,692,000 in state funding to support child care. The balance, \$18,000 is being used for match funding for the WHFS Healthy Families Monroe program drawing down \$72,000 of the contracted dollars.

8. Do you plan to allocate any part of this HSAB grant, if awarded, as a sub-grant to another organization? If yes, please list the recipient(s), the purpose(s), and amount(s). Please make sure these are included on Attachment D, under “Grants to Other Organizations.”

No HSAB funding for WHFS is allocated or used as a sub-grant to another organization.

9. Does your organization allocate sub-grants to other organizations using other sources (non County) of funding? If yes, please list the recipient(s), the purpose(s), and amount(s). Please make sure these are included on Attachment E, under "Grants to Other Organizations."

WHFS contracts with the Florida Keys Children's Shelter for foster child placement for short-term emergency placement at their Key West Poinciana six-bed Emergency Home, their six-bed Poinciana Residential Group Home for children 11 to 17 years of age and their Tavernier Children's Shelter for children 10 to 17 years of age. The funding of these sub-contracts is paid through funding for the Community Based Care services through contracts with Our Kids of Miami-Dade/Monroe. WHFS sub-contracts pay monthly for 6 shelter beds at the Poinciana Emergency Shelter home and 2 beds at the Tavernier facility, whether there are children in the beds or not, and the six beds at their Poinciana Residential Group Home based on usage.

Wesley House also may place children with special needs in Miami shelter facilities, paying for services as needed through same funding source.

In prior years, funding for mini grants to child care providers has been made available through the Early Learning Coalition of Miami-Dade/Monroe to provide quality enhancement support for individual School Readiness child care programs. When quality funding is available, WHFS provides mini grants to child care providers throughout Monroe County to be used for developmentally appropriate classroom materials, playground equipment or operating expenses such as insurance. However, due to state budgetary issues over the past two years, additional child care provider quality enhancement funding has not been available and will not be available this year.

10. Will you or have you applied for other sources of County funding? If yes, please list source(s) and amount(s). Also be sure to reflect this information on Attachment F.

Wesley House has not applied for any other Monroe County funding.

11. What needs or problems in this community does your agency address?

WHFS Community Based Care:

- WHFS Full Case Management provides coordination of case management and other related services for families in the dependency care system. Services are to children and families under court order and on a voluntary basis with the goal for each child to be in a stable and safe home as quickly as possible. All services are provided to enhance child safety and achieve permanency for the child. Over the past fiscal year, primary reasons for services were violence related, either domestic abuse, or violence threatening a child or were related to substance abuse or exposure. Within most of the violence related cases, the secondary reason for services is substance abuse and the same is true that frequently primary substance abuse cases have violence as a secondary reason for services. Other reasons include courtesy supervision cases where the child was transferred into the Florida Keys from another county because extended family resides here and various miscellaneous situations such as inability to cope, inadequate

supervision of children, incarceration of the parent, medical neglect or voluntary request for services.

- WHFS Strengthening Families services provide in-home, short-term, family preservation services on a voluntary basis to families whose children are or could be at risk of removal due to abuse, neglect, or abandonment. These community-based services are to promote the safety and security of children and families who have been reported for child abuse. These services are secondary and tertiary prevention services to prevent family disruption and unnecessary removal of children from their homes. The program is intended to enable families to stay together and keep children living within the home and community. Additional responsibilities include reunification services, a court-approved evidenced-based nurturing parenting program and supportive services to foster, adoptive and kinship caregivers.
- WHFS recruits, trains and supports Foster and Adoptive families in the community. Providing the resources by which families can become licensed and re-licensed foster homes for our children in the community so children stay in their neighborhoods, in their school and with friends. WHFS also works with adoptive families and coordinates public adoptions in Monroe County.

WHFS Child Care Services:

- Child Care Services programs address the growing problems facing families as they try to access safe, affordable quality child care for their children so that they can maintain their employment. Providing affordable child care for the working families in our community ties directly to the health of our economic community. The cost of child care keeps rising and the availability or unavailability of early childhood education programs is directly linked to the high cost of maintaining a child care business. In addition, retention of child care teachers is increasingly problematic due to low wages in the field and increasing educational requirements.

The Child Care Services programs advocate addressing critical needs:

- ✓ Education for parents of all income levels through a free unbiased referrals system about what kinds of child care programs are available throughout Monroe County and about what to expect from quality child care programs that will best prepare their children for school and life.
- ✓ Financial subsidy funds to offer working income eligible families options and access to quality child care programs so that they can remain employed. These families earn less than 200% of the Federal Poverty Guidelines per year.
- ✓ Contractual agreements with early childhood education programs for children birth to age five and school age children to ensure that Monroe County children experience developmentally appropriate educational opportunities promoting success in school and in life.
- ✓ Recruitment, training and retention of qualified child care program directors and teachers throughout Monroe County for all child care programs and assisting programs to maintain quality early childhood education programs.

- ✓ Continued and expanded free VPK programs for 4 year olds to attend pre-school the year before entering kindergarten to increase each child's school success.
- ✓ The required local match from our community to draw down funding which shows a commitment from our community that there is recognition of the need for this funding and the services provided and that sustainable quality child care, school readiness and family self-sufficiency goals are shared.

WHFS Healthy Families-Monroe:

- WHFS Healthy Families-Monroe provides voluntary, in-home child abuse and neglect prevention services for at-risk expectant and new parents that address the critical need for early intervention and prevention. 98% of the children serviced are free from abuse and neglect.

12. What statistical data support the needs listed in number nine?

(If applying for \$5,000 or less, a response to question #12 is not required.)

WHFS Community Based Care:

- Full Case Management has had approximately 180 children on average over the past eight months throughout Monroe County under protective supervision at any given time. Currently on average, 54% of the children are in out-of-home, foster care/shelter placements and/or placements with kin-ship and non-relative caregivers; 27% are in-home, court ordered supervision; 8% are in-home voluntary cases and 9% represent young adults formerly in foster care (18 to 23 years of age). The staff develops court reports that document a family's progress towards case plan goals and maintains information regarding all aspects of the family's progress in a statewide data base.
- WHFS Foster-Adoptive Services: As of March 31, 2011, there are 17 licensed foster homes which have the capacity for 35 children throughout Monroe County. Last year, WHFS created 23 new families through public adoptions and for this current fiscal year 8 new homes have been created.
- WHFS Strengthening Families programs are child abuse prevention programs aimed at preventing the removal of children from the home and providing in-home wrap-around services to the children and families in the dependency care system. The Safe at Home and Parents as Partners have provided prevention services to 63 families for the first 9 months of the current fiscal year.

WHFS Child Care Services:

- Current fiscal year, year-to-date through February 2011(eight months) referrals for child care have been provided to 407 families, of which 52% were single family households compared to prior year of 381 families . This is an annualized increase of 60% more families seeking child care services. In order for these families to maintain employment they need safe, affordable quality child care for their children. There are on average 751 children serviced through School Readiness programs monthly throughout Monroe County.

WHFS Healthy Families-Monroe:

- WHFS Healthy Families-Monroe (HFM) program served 95 families with 92 targeted children and 37 siblings. There were 63 assessments and outreach of new families of which 30 agreed to become participants in the program. Eligibility for services includes issues such as being raised by alcoholic or substance abusing parents, childhood witness to domestic violence, limited knowledge of discipline options, late pre-natal care and maternal depression. 98% of the children serviced are free from abuse and neglect.

13. What are the causes (not the symptoms) of these problems?

(If applying for \$5,000 or less, a response to question #13 is not required.)

WHFS Community Based Care:

- WHFS Full Case Management and Strengthening Families programs: Causes include poverty, lack of parenting skills, cultural differences, job loss, financial difficulties, substance abuse, mental health and domestic violence. Alcohol and drug abuse and and/or domestic violence or combinations thereof were factors in majority of the cases presented to Full Case Managers and Strengthening Families Counselors over the year.
- WHFS Foster / Adoptive Services: The need for increasing the capacity of foster care homes is critical to have children remain as close to their family for re-unification visits, their neighborhood schools and activities. Demographics, house size and affordability and retention of families in the Keys have always been and continue to be major factors in having enough foster homes for the Monroe County dependency system of care.

WHFS Child Care Services:

- The high cost of living in Monroe County drives the need for affordable child care. Many low income wage earners directly or indirectly support the tourist industry and infrastructure of the Keys as housekeepers, department store, pharmacy and grocery store clerks, office assistants, cooks and groundskeepers. They cannot afford to pay high rents as well as the full cost of safe, legal and increasingly expensive child care. This program helps families afford child care, allows them to have child care options and access to quality child care despite their low income.
- The high cost of doing business in Monroe County drives the need to increase prices for early childhood programs. Faced with the high cost of renting space, insurance and retention and training of staff, many programs rely heavily on WHFS for free consumable materials and affordable, developmentally-appropriate resources and training to increase the quality of their programs.

WHFS Healthy Families-Monroe:

- Child abuse is a major financial, social and health problem throughout the United States caused by a multitude of financial, social and health factors. Research shows that the added stress low-income families face during economically depressed times causes child abuse and neglect to increase. Prevention services that support healthy child development and family stability are more effective and less costly than services that intervene after abuse and neglect have occurred.

14. Describe your target population as specifically as possible.

- Children who are at risk for child abuse and neglect
- Department of Children and Families referrals as identified by Child Protection Investigators
- Court referrals related to parenting issues
- Families / Children referred through Our Kids Miami-Dade/Monroe
- Foster and Adoptive Parents
- Families receiving WHFS Dependency Care Services.
- Women who are pregnant or with infants with factors that put them at risk for child abuse and neglect
- Child care providers throughout Monroe County
- Working families at 200% of Federal poverty guidelines
- Children and families below 200% of federal poverty guidelines at risk of welfare dependency
- Any child who is a resident of Monroe County and is 4 years old and is eligible for Voluntary Pre-Kindergarten (VPK).
- Parents or guardians in need of referrals for quality child care or other community services.
- Parents or guardians in need of financial assistance for pre-school and after-school costs.

14. How are clients referred to your agency?

Child care services are self-referral or referred by child care programs within the community and other agencies such as: the Monroe County Department of Health, the Healthy Start Coalition, the Monroe County Sheriff's Department Victim Advocate Program, Helpline, Inc., etc. In addition families and children can be referred by Department of Children and Families.

Healthy Families clients can be self-referrals, referred by Healthy Start Coalition, Health Department, and physicians in the community besides accepting referrals for all other community agencies.

Wesley House Community Based Care programs; Full Case Management and Strengthening Families programs are referred from the Department of Children and Families from child abuse investigations and are processed through the Our Kids of Miami-Dade/Monroe Intake system. Other clients can be voluntary or self-referral. The Department of Children and

Families investigators can also recommend to families to seek assistance from WHFS. WHFS, clients can be referred by the court, local law enforcement agencies, Department of Juvenile Justice, the Monroe County Department of Health, etc.

Wesley House maintains a very good reputation within the community and clients hear about WHFS, by word of mouth, advertisements, events and promotional media as well. WHFS tries to work closely with community partners to assist with clients as appropriate.

15. What steps are taken to be sure that prospective clients are eligible and that the neediest clients are given priority?

Community Based Care: Clients utilizing WHFS Full Case Management and Strengthening Families, Safe at Home and Parents as Partners are accepted based on contractual requirements per the contract with Our Kids Miami-Dade/Monroe and their contract(s) with the Department of Children and Families. Clients are assessed through a Structured Decision Making (SDM) tool and all clients are priority based on tool.

Healthy Families Monroe: Families are assessed to and if the family meets the criteria of the assessment and request the services, (voluntary program) all clients are given to a Family Support Worker immediately. Healthy Families by contract does not allow for a wait list for services.

Child Care Services, Resource and Referral Services are offered in three locations during business hours based on first come first served. Families requesting child care financial eligibility are provided financial assistance once determined eligible. Financial assistance is available up to a contracted dollar allocation for the County. Should the need for families requiring financial assistance exceed the available funding parents are placed on a wait list. When a wait list is in place (currently there is not a wait list) WHFS reevaluates available funding monthly and based on a predetermined formula of need assessment families are removed from the wait list.

16. Describe any networking arrangements that are in place with other agencies.

- Our Kids of Miami-Dade/Monroe, Inc. (Community Based Care funder and contractual partner in providing services to families through child welfare programs)
- The Florida Department of Children and Families
- Guardian Ad-Litem (including VOICES)
- Florida Keys Children's Shelter (sub-contracted with WHFS to provide shelter beds)
- Early Learning Coalition of Miami-Dade/Monroe, Inc. (School Readiness and VPK funder and contractual partner in providing services to families)
- Monroe County School District (WHFS contracts with the school district for VPK, the Teen Parent program, after school care and summer programs for children)

- Monroe County Community Based Care Alliance
- Monroe County Advisory Committee of the Early Learning Coalition of Miami-Dade/Monroe (The Advisory Committee brings together Coalition members, child care providers, WHFS staff and parents to keep them informed about issues relating to children and families and aid in their decision-making process)
- Guidance Care Center
- Healthy Start Coalition (A resource for WHFS clients providing services related to women who are pregnant, infants and toddlers)
- Area Health Education Center (AHEC) (contracted with the Early Learning Coalition to provide health screenings for WHFS children in School Readiness programs)
- United Methodist Churches
- Head Start Program with Monroe County Schools.
- United Way of Monroe County
- SHAL (Southernmost Homeless Assistance League) and their agency membership.
- Early Head Start
- Monroe County Sheriff's Department
- Florida Department of Juvenile Justice
- Florida Keys Children Shelter
- Inter-agency Council, Inc.
- Literacy Volunteers of America
- Domestic Abuse Shelter
- Easter Seals of Florida
- Licensed child care center programs
- Registered Child Care Homes
- Licensed family child care homes
- Foster Parent Association.

17. List all sites and hours of operation.

In addition to the physical sites below, listing their standard business hours, Community Based Care – Full Case Management and Strengthening Families services are available 24 hours a day, 7 days a week coordinated through a County-wide “On Call” system.

- Main Office: 1304 Truman Avenue, Key West, Florida 33040. Hours of operation 8:00 AM to 5:00 PM (Administrative, Child Care Services and Healthy Families Monroe).
- Habana Plaza, 3114 Flagler Avenue, Key West, Florida 33040. Hours of operation 9:00 AM to 5:00 PM (Community Based Care).
- Inez Martin Child Development Center, 1100 Varela Street, Key West, Florida 33040. Hours of operation 7:30 AM to 5:15 PM.
- 2796 Overseas Highway, Suite 202, Marathon, Florida 33050. Hours of operation 9:00 AM to 5:00 PM (Community Based Care and Child Care Services).
- 175 Wrenn Street, Tavernier, Florida 33037. Hours of operation 9:00 AM to 5:00 PM (Community Based Care and Child Care Services).
- 1623 Spaulding Court, , Key West, Florida 33040. Nurturing Parenting Program. This facility is not available to the public and does not have normal business hours but is used as a training facility, primarily evenings.

18. What financial challenges do you expect in the next two years, and how do you plan to respond to them?

(If applying for \$5,000 or less, a response to question #19 is not required.)

- The Legislature is indicating that they will hold the School Readiness Program at its current prior year’s funding levels but it will not be covering the loss of the ARRA dollars (\$200,000 for Monroe County). WHFS has already received verbal notification to expect an approximately 10% to 11% cut in funding for the Child Care Services program for the next fiscal year being July 1, 2011. This will mean less dollars to directly assist child care programs across the county, reduction in staffing and administrative support. This will mean a reduction in funding for child care financial eligibility assistance. Reduction in child care financial assistance will affect approximately 70 to 90 families currently being served and the agency will have to implement a waiting list for families to receive child care financial assistance. WHFS has not had a waiting list for almost two years. The Early Learning Coalition may also have to review current policies regarding financial assistance for children attending afterschool programs and begin only serving pre-school age children.

- Our Kids Miami-Dade/Monroe has not indicated if there will be any reductions in funding for the programs provided by WHFS for the community. However, if there are cuts in the Dependency Care System the first cuts will have to be in prevention services such as WHFS Strengthening Families before cuts to Full Case Management.
- Healthy Families Florida incurred a 28% cut in funding this fiscal year compared to the prior fiscal year. This resulted in WHFS Healthy Families Monroe to reduce staff and reduce number of families served and reduce the service geographic area to only cover 33040 zip-code areas. At this current time Healthy Families Florida is expecting an additional 12% cut in funding for the next fiscal year which could reduce funding for Healthy Families Monroe or perhaps elimination due to limited number of families being serviced at a higher than state average cost.
- Shortage of available licensed foster homes continues to be a financial challenge for the agency. WHFS needs to find ways of funding more marketing, recruitment, retention and training of potential foster parents. Without available foster homes, children may have to be transferred to homes in the Miami-Dade area.
- With the continued proposed cuts from the state affecting all human service agencies in the Florida Keys after the recent economic downturn of the past few years the agency will have more Monroe County residents that will be looking to WHFS for assistance, help and services
- Continuing to find funding for and creative ways of keeping adequate well-trained staff and reducing staff turnover continues to be a problem for all Monroe County employers, particularly not-for-profits. This is a constant challenge for recruitment due to the high cost of living and the lack of affordable housing throughout the Florida Keys. When unemployment begins to decrease in the rest of the state and the county there will be current staff that will be looking to relocate due to lower costs of living. Wesley House has been addressing this through a good employee benefit program and career development program.
- The shortage of affordable, safe legal child care throughout Monroe County continues to grow. The largest financial problem for the individual child care providers is receiving enough money to stay in business. There are no incentives available for new child care providers to start child care programs for pre-school children due to the high cost of staffing, insurance and facilities. As child care providers raise their rates to allow them to continue to be in business, parents are sometimes forced to find other alternatives for their children that could include placing children in non-licensed baby-sitting services or leaving children alone at home causing an increase to the dependency care system.
- Current funding under Federal Guidelines only allows for financial assistance of families under 200% of the Federal Poverty Guidelines. In Monroe County these families that earn just a little more than the Federal Poverty Guide Lines are still not financially able to survive in this community and may be making poor decisions about their children's child care. WHFS is working with the Early Learning Coalition of Miami-Dade/Monroe, its lead agency, to lobby at the State level to change these guidelines. The WHFS Board of

Directors is also continually looking for methods to help fund the child care needs of these families just over the poverty line.

- Although there are glimmers of economic recovery, the local and national economic downturns over the past few years have made it very difficult to find general local support funding through donations, event fundraisers and supportive grants from philanthropic organizations.

19. What organizational challenges do you expect in the next two years, and how do you plan to respond to them?

(If applying for \$5,000 or less, a response to question #20 is not required.)

- Recruiting and retaining foster homes in the Florida Keys continues to be a challenge. WHFS continues to work, in conjunction with its CBC lead agency, Our Kids of Miami-Dade/Monroe, on new ideas for recruitment promotion of foster homes in the community such as the Quality Parenting Initiative meetings to develop a brand stating the qualities, behaviors and characteristics of a good foster parent.
- Shortage of available licensed foster homes is an operational challenge for the agency. Without available foster homes, children may have to be transferred to homes in Miami-Dade County. This will result in fewer and shorter visitations for biological parents because of transportation problems relating to distance and cost of travel.
- Continuing to maintain well-qualified, trained staff at all levels of the organization with salary and benefit programs that allow recruitment, retention and support of staff so they can afford to continue to live in the Florida Keys and meet the needs of our clients. As an agency, we have instituted and continue to institute and review many improvements to our work environment to retain staff. The WHFS Board of Directors is also aware and continues to question other expenditures of the agency so dollars can be allocated to salary and benefits
- Continuing to support safe, legal child care in this community and address the shortage of available child care and rising costs associated with providing child care on behalf of the all Monroe County providers and the rising cost to parents needing services. The WHFS Board of Directors has identified this as one of their long range strategic plan issues.
- Community based general support and philanthropic organizational support with funding and volunteerism is anticipated to continue to be a challenge with the diminished local and national economies. Although the Keys community is very generous with both dollars and time, personal financial situations sometimes require many to reduce their donations of both. WHFS will continue holding out-reach “friend-raising” events throughout Monroe County to educate the community on the multi-faced responsibilities of WHFS and the need for their support.
- Lack of linkage services for our families in all areas of need. How does WHFS as an agency assure that even if only one child needs a service that is not available, he or she still deserves.

20. How are clients represented in the operation of your agency?

Clients are well represented in Wesley House Family Services. WHFS continually solicits feedback from all of the individuals and families we work with. As part of the Performance and Quality Improvement program, the voices of our clients, their opinions, ideas and suggestions, are used to modify existing programs, identify needs for new programs, and provide specific feedback to front line staff regarding their strengths and areas for development. This feedback loop is the foundation of our quality initiative. It is accomplished by maintaining an ongoing open dialogue with our clients and with a series of client satisfaction surveys which are sent out to various client groups – i.e. foster parents, parents of children enrolled in our child development centers, or individuals receiving services from our Child Care Services Department.

Wesley House Family Services is accredited by the Council on Accreditation (COA). COA is an international, independent, not-for-profit, child and family service and behavioral healthcare accrediting organization that sets standards for quality service and sends teams of experienced professionals to visit organizations to see whether they meet these standards. Currently, Wesley House Family Services is in the process of being reaccredited by COA. A very important part of the reaccreditation process includes obtaining feedback from our stakeholders via surveys. These surveys will be shared with WHFS during the reaccreditation process.

WHFS's By-laws require that one third of our Board of Directors represents the community served. Those members have the opportunity to participate in the process of charting the direction of the agency and overseeing its operations.

21. Is your agency monitored by an outside entity? If so, by whom and how often?

(If applying for \$5,000 or less, a response to question #22 is not required.)

Wesley House Family Services is accredited by the Council on Accreditation (COA). WHFS first became accredited in 2003 and is in the process of its second re-accreditation. COA Peer Review Team assigned to the on-site review will be at WHFS the first week of May 2011. By being an accredited organization Wesley House demonstrates an enduring commitment to quality and adheres to the "Best Practice" concept of developing and implementing the most efficient and effective way of delivering our services.

With the commitment to quality WHFS has implemented a Performance and Quality Improvement Plan (PQI). The primary purpose of the Wesley House Family Services Performance and Quality Improvement Plan is to ensure that a high quality of service is delivered and that the agency mission, policy and procedures are met or exceeded. The PQI system strengthens practice and improves accountability, accessibility, timeliness, quality and effectiveness of services. The PQI process identifies areas of concern and responds to concerns in a timely and effective manner. Wesley House believes that the commitment to quality services and outcomes for children and families is a shared responsibility with our stakeholders throughout the system of care. The PQI plan serves as the road map for

involving all levels of staff, stakeholders, community members, and service recipients in the evaluation, improvement and development of programs and services.

Monitoring by out-side entities:

- WHFS Community Based Care Full Case Management and Strengthening Families programs are monitored annually by Our Kids of Miami-Dade/Monroe.
- Our Kids of Miami-Dade/Monroe uses a quarterly score card to monitor outcomes to eleven established performance measures or goals.
- WHFS Foster-Adoptive Services which is part of the Community Based Care program is monitored annually by Our Kids of Miami-Dade/Monroe and the Department of Children and Families.
- Department of Children and Families Licensing monitor annually the agency for the agency's Child Placement License.
- WHFS child care client and provider files are monitored yearly by the Early Learning Coalition of Miami-Dade/Monroe and by the Agency for Workforce Innovation (AWI). Financial records for child care clients and providers are monitored monthly, both internally and externally by the Coalition. A yearly satisfaction survey is mailed to clients and child care programs by the Coalition and a resource and referral survey is given to each client coming to WHFS for services. AWI makes semi-annual "secret shopper" calls to observe staff conducting the Resource and Referral interviews to monitor that program's activities.
- Healthy Families-Monroe is monitored annually by Healthy Families Florida and is accredited by Health Families America, which champions the program's commitment to standards even more stringent and complex than the Council on Accreditation.
- Department of Children and Families Licensing monitor the Inez Martin Child Development Center annually for its child care license.
- The Department Of Health monitors the Food Program at Inez Martin Child Development Center.

22. 2902 hours of program service were contributed by 225 volunteers in the last year.

23. Will any services funded by the County be performed under subcontract by another agency? If so, what services, and who will perform them?

NO

24. What measurable outcomes do you plan to accomplish in the next funding year?

WHFS Community Based Care:

- 100% of children in care will be provided a safe environment.
- Less than 1% of children in out-of-home care will experience maltreatment during services.
- Education will continue for 100% of school age children.
- 100% of children in care will be seen every 30 days.
- 95% of children in care will not be abused, neglected or experience maltreatment during services.
- Home Studies will include no material defects or errors.
- 85% of children in care age 3 to 18 will receive preventative dental care.
- 100% of children leaving the program will be given linkages to the community.
- There will be timely reporting of all critical incidents.

WHFS Strengthen Families Programs: Safe at Home and Parents as Partners -

- Ensure the safety and well-being of children involved while services are being delivered.
- Provide in-home services that strengthen families and help prevent the removal of children from their homes.
- Enable families to resolve minor to moderate challenges and needs that contribute to the risk of child abuse and neglect.
- Equip families to effectively utilize their own strengths and community resources to ensure the safety of their children.
- Create and strengthen successful working relationships with local community providers.
- Increase child maltreatment prevention awareness through participation in workgroups and/or meetings with community stakeholders.

WHFS Foster-Adoptive Services: Foster-adoptive services goals include the maintenance or increase of the number of foster homes available throughout Monroe County with the addition of at least one therapeutic foster home. 100% of licensed foster homes will complete their required annual in-service training.

● WHFS Child Care Services:

- a) During the next funding year using the School Readiness Rate derived from the testing of kindergarten children who participated in at least 70% of a VPK program, WHFS goal is to increase the number of VPK providers achieving the highest score of 300 by 10%; which equates to two providers.
- b) Enroll 5% more Monroe County 4-year-olds, equating to 14 to 15 more students, in quality VPK programs to prepare them to be as successful as they can be in kindergarten.
- c) Accomplish an outcome comparable to or higher than the percentage of students labeled Kindergarten Ready on the ECHOS (93.9%), DIBELS Letter Naming (76.6%), and DIBELS Initial Sound Fluency (68.18%) in the prior year. These are the instruments that complete the FLKRS (Florida Kindergarten Readiness Screener).

- WHFS Healthy Families-Monroe: 95% of children who participated will be free from abuse and neglect while still enrolled; 98% of children and families who complete the program will have no findings of abuse and neglect within 12 months of completing the program; 98% of participants and target children will be connected to a medical provider; and 98% of participants will have no subsequent pregnancy in two years after birth of the target child.

25. How will you measure these outcomes?

(If applying for \$5,000 or less, a response to question #26 is not required.)

- WHFS Community Based Care: The Community Based Care Director, Full Case Manager Supervisors and Quality Assurance Manager perform on-going monitoring of client files, quarterly case reviews, tracking and analysis of critical incident reports as required by contract compliance with Our Kids of Miami-Dade/Monroe and measured through the Our Kids Matrix included in Attachment P.
- WHFS Strengthen Families: The Community Based Care Director, SF Manager and Quality Assurance Manager perform on-going monitoring of client files, quarterly case reviews, tracking and analysis of critical incident reports as required by contract compliance with Our Kids of Miami-Dade/Monroe. Post tests are scored by an independent evaluator.
- WHFS Foster-Adoptive Services: Outcomes will be measured beginning with the number of attendees for PRIDE Training, how many foster homes become licensed and existing foster homes will be measured by the number of licensed foster parents who have completed Water Safety Certification, Infant/Child/Adult CPR & First Aid, crisis prevention techniques and the newly licensed homes that have received the Health & Safety Kit.
- WHFS Child Care Services: Outcomes will be measured by retention and recruitment of Child Care providers, VPK providers and number of children in the programs served. VPK program scores will be measured by screening of children upon entry into kindergarten by the school district using the Florida Kindergarten Readiness Screener (FLKRS).
- WHFS Healthy Families-Monroe: Healthy Families-Florida utilizes an independent evaluator to determine statistical measurements of the services provided to children and families.

26. **Provide information about units of service below.** (If applying for \$5,000 or less, a response to question #26 is not required.)

| Service | Unit (hour, session, day, etc.) | Cost per unit (current year) |
|----------------------------|---------------------------------|------------------------------|
| Full Case Management | Children | \$14,196 |
| Safe at Home | Families | \$11,499 |
| Parents as Partners | Families | \$6,388 |
| Healthy Families Monroe | Families | \$3,417 |
| School Readiness | Children – Child Care | \$3,595 |
| Voluntary Pre-Kindergarten | Children – Child Care | \$2,718 |
| Teen Parent Program | Children | \$7,062 |
| Inez Martin Child Dev. | Children | \$7,597 |

27. **In 300 words or less, address any topics not covered above (optional).**

Required Attachments

Required attachments were distributed to you as a separate document. Be sure to include these with your application. Please note: the required attachments A through F are only available in Microsoft Excel format. We require that you use this format, since it will automatically expand rows, generate totals and percentages, and align figures for easier reading.

ATTACHMENT CHECKLIST

| LABEL AND ATTACH THE FOLLOWING IN THE ORDER SHOWN, AFTER THIS PAGE IF NOT APPLICABLE, PLEASE SO INDICATE AND EXPLAIN | ATTACHED? | | COMMENTS |
|--|-----------|----|-----------------------------------|
| | YES | NO | You must explain any "NO" answers |
| A. Board Information Form | X | | |
| B. Agency Compensation Detail | X | | |
| C. Profile of Clients and Services | X | | |
| D – F. Financial Information | X | | |
| G. Copy of Audited Financial Statement from most recent fiscal year if organization's expenses are \$150,000 or greater. | X | | |
| H. Copy of IRS Form 990 from most recent fiscal year | X | | |
| I. Copy of current fee schedule | X | | |
| J. Copy of IRS Letter of Determination indicating 501 C 3 status | X | | |
| K. Copy of Current Monroe County and City Occupational Licenses | X | | |
| L. Copy of Florida Dept. of Children And Families License or Certification | X | | |
| M. Copy of any other Federal or State Licenses | | | N/A |
| N. Copy of Florida Dept. of Health Licenses/Permits | | | N/A |
| O. Copy of front page of Agency's EEO Policy/Plan | X | | |
| P. Copy of Summary Report of most current Evaluation/Monitoring * | X | | |
| Q. Data showing need for your program (optional, see question 7) | | | N/A |
| R. Other (specify) TWO PAGE LIMIT | | | N/A |

* must include summary of deficiencies and suggested corrective action; may include your responses and actions taken.

ATTACHMENT A

Wesley House Family Services, Inc.

**Board Information Form and
Evidence of Annual Election of Officers**



Wesley House Family Services

1304 Truman Ave Key West, FL 33040 Office 305.809.5000 Fax 305.809.5010
www.wesleyhouse.org

**Wesley House Family Services
Annual Meeting Minutes**
October 14, 2010 5:30 p.m.
1304 Truman Avenue, Key West, Florida

ATTENDANCE

| Name BOARD | Present Y/N | Name ASSOCIATE | Present Y/N |
|--|----------------|----------------------|----------------|
| Claude Gardner, Chair | Y | Debbie Batty | N |
| Rosemary Enright | Y | Alice Calleja | Y |
| Joe Clark | Y | Cheryl Cates | Y |
| Julio Barroso | Y | Bryan Green | Y |
| Doug Blomberg, CEO | Y | Carrie Groomes-Davis | N |
| Libby Curtis | Y | Susan Harrison | N |
| Luanne Doughtry | Y | Monica Muñoz | Y |
| Vicki Gordon | N | Leigh Ann Roach | N |
| Maria Pierce, Designee for Shirley Morgan | Y N | Alesha Scheuerman | N |
| Jo Pine | Y | Kelly Croce Sorg | N |
| Esther Tupino | Y | Andy Strunk | N |
| Rev. Ruben Velasco | Y | Sheila Taylor | N |
| | | Sharon Toppino | Y |
| | | Mary Ann Westerlund | N |
| | | Jeremy Wilkerson | Y |

Signature to Approve Minutes:


Jo Pine, Secretary

OPENING AND WELCOME

Claude Gardner welcomed the Wesley House staff, Board of Directors and the community to the Wesley House Annual Meeting. Rev. Ruben Velasco gave the Invocation.

ANNUAL REPORT

Doug Blomberg presented the Wesley House Annual Report for the Fiscal Year 2009-2010 and gave an overview of the services that Wesley House provides to the community. He took the opportunity to thank the Program Directors and the staff for their continued dedication to the agency and the families and children they serve. Doug Blomberg expressed appreciation to the community and its leaders for the continued support.

TREASURER'S REPORT

Joe Clark, Treasurer, presented the Wesley House Financial Position and the Balance Sheet. He also explained the program funding and the expenditures by program service area. Joe Clark also discussed the direct dollars into the community and match funding.

INTRODUCTION OF 2010-2011 BOARD MEMBERS AND PLEDGE

On September 30, 2010 an email ballot was furnished to the Wesley House Board, and Bryan Green and Sharon Toppino were accepted to the Board of Directors, stepping up from the Associate Board. On that ballot, Rev. Kerry Foote and Rudy Rivas were approved for Associate Board membership. The ballot also included the acceptance of Libby Curtis and Ruben Velasco to serve a second consecutive three-year term as Wesley House Board Members and Mary Ann Westerlund was approved for an additional two-year term as a Wesley House Associate Board Member. All of the above were unanimously approved.

The September 30, 2010 email ballot included the approval of the Wesley House Slate of Officers for 2010-2011, which was as follows: Claude Gardner – Board Chair, Rosemary Enright – Vice Chair, Bryan Green – Treasurer, Jo Pine – Secretary. The Slate of Officers was unanimously approved.

Claude Gardner introduced Judge Tegan Slaton, who asked the following Wesley House Board Members for 2010-2011 to come forward to recite the Wesley House Board Member Pledge: Joe Clark, Libby Curtis, Luanne Doughtry, Rosemary Enright, Claude Gardner, Bryan Green Vicki Gordon, Shirley Morgan, Maria Pierce, Designee, Jo Pine, Sharon Toppino, Esther Tupino and Rev. Ruben Velasco.

Judge Tegan Slaton asked the following Board Officers for 2010-2011 to recite the Officers' Pledge: Claude Gardner, Rosemary Enright, Bryan Green and Jo Pine.

BOARD RECOGNITION

Claude Gardner acknowledged Julio Barroso for his three years of service on the Wesley House Board of Directors and thanked him for serving as Board Secretary for the last two years. Since Julio Barroso was completing his Board term, he was awarded a plaque acknowledging his contribution to Wesley House.

INTRODUCTION OF ASSOCIATE BOARD MEMBERS

Claude Gardner introduced the following Associate Board Members: Debbie Batty, Alice Calleja, Cheryl Cates, Carrie Groomes-Davis, Rev. Kerry Foote, Susan Harrison, Monica Munoz, Rudy Rival, Leigh Ann Roach, Andy Strunk, Sheila Taylor, Mary Ann Westerlund, Jeremy Wilkerson.

INTRODUCTION OF FRIENDS OF WESLEY HOUSE

Claude Gardner introduced the following special "Friends of Wesley House:" Sandy Green, Stephanie Monsalvatge, Georgia Parks.

RECOGNITION OF COMMUNITY SUPPORTERS

Claude Gardner presented plaques of recognition to the following community supporters who have contributed their time, talents and/or financial support to the Wesley House Mission: Christopher Elwell, Ray Capas, Gugi Gomez, J Good, Bert Halprin, Howard Livingston.

Claude Gardner thanked everyone for their attendance and continued support.

The Annual Meeting was adjourned.

ATTACHMENT B

Wesley House Family Services, Inc.

Agency Compensation Detail

ATTACHMENT C

Wesley House Family Services, Inc.

Profile of Clients and Services

ATTACHMENT C - PROFILE OF CLIENTS AND SERVICES (Performance Report) FY12

*This attachment has changed; please note asterisked information at the bottom of page.
Delete or type over sample information shown.*

Wesley House Family Services, Inc
Community Based Care

| List Services Here | Target Population | # of Persons in Target Population | Area | Days/Hours | Total Number of Clients Served during most recent completed fiscal year | Current # of Clients ("snapshot") as of 3/31/11 |
|--|---|-----------------------------------|-------------|---|---|--|
| Full Case Management | | | | | | |
| Full Case Management / Dependency Care | Child at risk of abuse and neglect, families in crisis, biological parents working on regaining custody of their children | | County Wide | Emergency services are available to clients 24/7 Office Hours are M-F 9 to 5 | 345 | 180 |
| Foster Services | Prospective as well as current foster families | | County Wide | Office hours are M-F 9 to 5, case workers are available to work with families with evenings and weekends | Foster Homes:25 Children are included in above number | 18 |
| Adoption Services | Prospective as well as current adoptive families | | County Wide | Office hours are M-F 9 to 5, case workers are available to work with families with evenings and weekends | 23 adoptions were completed last year. | 8 adoptions YTD |
| Independent Living | Children in the dependency care system ages 13 to 18 | | County Wide | Office hours are M-F 9 to 5, case workers are available to work with families and children with evenings and weekends | Children included above under Full Case Management | Children included above under Full Case Management |

| | | | | | |
|---|--|-------------|---|--|--|
| Road to Independence | Young Adults in the dependency care system ages 18 to 23 | County Wide | Office hours are M-F 9 to 5, case workers are available to work with young adults evenings and weekends | Children included above under Full Case Management 204 served last year in the Neighborhood Center programs | Children included above under Full Case Management |
| Strengthen Families Formally know as Neighborhood Center | | | | | |
| Safe at Home New Program being July 1, 2011 Formally Crisis Intervention | Children at risk of abuse and neglect who are at risk of being removed from their home | County Wide | Office hours are M-F 9 to 5, case workers are available to work with families evenings and weekends | | 5 families |
| Parents as Partners | Children at risk of abuse and neglect who are at risk of being removed from their home | County Wide | Office hours are M-F 9 to 5, case workers are available to work with families evenings and weekends | | 17 families |
| Unduplicated Clients for Entire Agency <i>(see instructions - this is not a total of the numbers above)</i> | | | | | |
| | | | | see attached | see attached |

Please indicate the number of clients served who are Monroe County residents: All Clients are Monroe County Residents

Please list or describe achieved outcomes for your target populations: Community Based Care - Full Case Management - To ensure all children in care will be provided a safe environment, will stay in school if school age, will be seen every 30 days while in WHFS care and will not be abused, neglected or experience maltreatment during services. Foster / Adoptive Services - To maintain or increase the number of foster homes available throughout the County and ensure all licensed foster homes complete their required annual in-services trainings. Strengthening Families - Safe at Home and Parents as Partners - To provide in-home services to help keep the family together, promote safety and security of children and prevent family disruption and unnecessary removal of children from their homes.

ATTACHMENT C - PROFILE OF CLIENTS AND SERVICES (Performance Report) FY12

This attachment has changed; please note asterisked information at the bottom of page.
Delete or type over sample information shown.

Wesley House Family Services, Inc
Child Care Services

| List Services Here | Target Population | # of Persons in Target Population | Area | Days/Hours | Total Number of Clients Served during most recent completed fiscal year | Current # of Clients ("snapshot") as of 3/31/11 |
|---|---|-----------------------------------|-------------|----------------|---|---|
| School Readiness and Voluntary Pre Kindergarten | Entire Monroe County | | County Wide | M-F 8am to 5pm | | |
| Resource and Referral | Anyone seeking child care or community referrals | | | | 381 | 407 |
| Financial Assistance for Child Care | Welfare dependent families; children and families at risk of abuse and neglect; low income families below 150% of Fed Poverty Level up to 200% of Fed Poverty Level and children with special needs | | | | 1,091 | 751 |
| Voluntary Pre-Kindergarten | Program is free to all children age 4 who have not started school. | | | | 450 | 414 |
| Provider Services | All Licensed Child Care Centers and Family Child Care Homes within Monroe County. | | | | 53 | 52 |
| Teen Parent Program | All Teen Parents attending Monroe Public School system | | | | 6 | 13 |
| Unduplicated Clients for Entire Agency <i>(see instructions - this is not a total of the numbers above)</i> | | | | | see attached | see attached |

Please indicate the number of clients served who are Monroe County residents: All Clients are Monroe County Residents

Please list or describe achieved outcomes for your target populations: Resource and referral - To provide child care or community referrals to anyone seeking information. Financial Assistance for Child Care - To provide parents with access to high-quality child care as an essential service in order to maintain employment. Voluntary Pre-Kindergarten - To continue to increase the number of VPK providers and VPK enrollment in quality VPK programs to prepare 4 year old residents to be successful in their school career. Provider Services - to continue providing technical assistance, recruitment, training and resources to ensure quality child care programs are available throughout the County. Teen Parent Program - To provide child care options and financial options to any teen parent so they can remain in school.

Attachment of Attachment C - Profile of Clients and Services

In response to the question regarding unduplicated clients for the entire agency, each client is considered separate to the state funding sources. Clients are not considered duplicated at the state level per funding source. There are some children and/or families that may be obtained various types of services from the Wesley House system of care but the services per each program are not considered duplicated.

ATTACHMENT D

Wesley House Family Services, Inc.

Financial Information

County Funding Budget

ATTACHMENT E

Wesley House Family Services, Inc.

Financial Information

Agency Expenses

ATTACHMENT E - AGENCY EXPENSES

FY12

Complete this worksheet for the entire agency.
Please round all amounts to the nearest dollar.

Wesley House Family Services, Inc

| Expenditures | Proposed Expense Budget for Upcoming Year Ending: | | Projected Expenses for Current Year Ending: | |
|---------------------------------------|--|-------------|--|-------------|
| | 6/30/2012 | | 6/30/2011 | |
| | Total | % | Total | % |
| Salaries | 3,589,722 | 35% | 3,441,942 | 33% |
| Payroll Taxes | 317,531 | 3% | 304,459 | 3% |
| Employee Benefits | 417,713 | 4% | 570,020 | 5% |
| Subtotal Personnel | 4,324,966 | 42% | 4,316,421 | 41% |
| Postage | 13,000 | 0% | 13,003 | 0% |
| Office Supplies | 65,000 | 1% | 74,223 | 1% |
| Telephone | 75,000 | 1% | 74,804 | 1% |
| Professional Fees | 65,000 | 1% | 132,682 | 1% |
| Rent | 366,000 | 4% | 365,906 | 3% |
| Utilities | 63,000 | 1% | 61,125 | 1% |
| Repair and Maint. | 60,000 | 1% | 50,291 | 0% |
| Travel | 85,000 | 1% | 93,380 | 1% |
| Miscellaneous | 45,000 | 0% | 51,049 | 0% |
| Grants to Other Organizations | | 0 | | 0 |
| <i>List others below</i> | | 0 | | 0 |
| Licensing, hiring, background checks | 5,000 | 0% | 6,928 | 0% |
| Expendable Equipment | 2,000 | 0% | 13,785 | 0% |
| Depreciation/Amortization Expense | 214,000 | 2% | 211,186 | 2% |
| Insurance Expense | 45,000 | 0% | 44,124 | 0% |
| Advertising | 5,000 | 0% | 7,187 | 0% |
| Staff Training | 55,000 | 1% | 55,867 | 1% |
| Food Program and client Supplies | 57,000 | 1% | 78,973 | 1% |
| Purchase of Service | 45,000 | 0% | 45,112 | 0% |
| Flex Funds | 145,000 | 1% | 166,981 | 2% |
| School Readiness Vouchers/Foster Care | 4,406,815 | 43% | 4,627,648 | 44% |
| COA | 0 | 0 | 29,103 | 0% |
| Fund Raising Expenses | 45,000 | 0% | 48,945 | 0% |
| | | 0 | | 0 |
| | | 0 | | 0 |
| | | 0 | | 0 |
| Total Expenses | 10,186,781 | 100% | 10,568,723 | 100% |
| Revenue Over/(Under) Expenses | (180,196) | | (95,238) | |

ATTACHMENT F

Wesley House Family Services, Inc.

Financial Information

Agency Revenue

ATTACHMENT G

Wesley House Family Services, Inc.

**Audited Financial Statements and
Supplemental Information
Management Letter**

Fiscal Year Ending June 30, 2010 and 2009

WESLEY HOUSE FAMILY SERVICES, INC.

**FINANCIAL STATEMENTS
and
SUPPLEMENTAL INFORMATION**

June 30, 2010 and 2009



811 E. MAIN STREET
P.O. BOX 1076
LAKELAND, FL 33802-1076
p: 863.683.6783 • F: 863.687.2220

435 SOUTH COMMERCE AVENUE
SEBRING, FL 33870-3702
p: 863.385.1577 • F: 863.385.0647

147 AVENUE C S.W. SUITE 101
P.O. BOX 2239
WINTER HAVEN, FL 33883-2239
p: 863.294.4131 • F: 863.294.3927

INDEPENDENT AUDITOR'S REPORT

Board of Directors
Wesley House Family Services, Inc.
Key West, Florida

We have audited the accompanying statements of financial position of Wesley House Family Services, Inc. (Wesley House) (a nonprofit organization) as of June 30, 2010 and 2009, and the related statements of activities, functional expenses, and cash flows for the years then ended. These financial statements are the responsibility of Wesley House's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Wesley House Family Services, Inc. as of June 30, 2010 and 2009, and the changes in its net assets and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated October 6, 2010, on our consideration of Wesley House Family Services, Inc.'s internal control over financial reporting and our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be considered in assessing the results of our audit.

WESLEY HOUSE FAMILY SERVICES
STATEMENTS OF FINANCIAL POSITION

June 30, 2010 and 2009

| ASSETS | <u>2010</u> | <u>2009</u> |
|---|---------------------|---------------------|
| Current assets | | |
| Cash and cash equivalents | \$ 1,497,020 | \$ 776,265 |
| Cash - restricted | 284,925 | 256,028 |
| Investments | 265,844 | 647,164 |
| Grants receivable | 1,050,250 | 1,176,365 |
| Contributions receivable, current portion | 113,564 | 114,666 |
| Other accounts receivable | 39,888 | 13,911 |
| Prepaid and other assets | 71,454 | 54,103 |
| Total current assets | <u>3,322,945</u> | <u>3,038,502</u> |
| Fixed assets | | |
| Land | 318,193 | 318,193 |
| Buildings | 2,902,450 | 2,902,450 |
| Leasehold improvements | 1,318,115 | 1,320,215 |
| Furniture and fixtures | 40,413 | 40,413 |
| Equipment | 321,272 | 296,750 |
| Total fixed assets | <u>4,900,443</u> | <u>4,878,021</u> |
| Less accumulated depreciation | <u>(1,145,866)</u> | <u>(953,194)</u> |
| Fixed assets, net | <u>3,754,577</u> | <u>3,924,827</u> |
| Pledge receivables restricted for the purchase of fixed assets | 715 | 11,265 |
| Contributions receivable, less current portion | 1,206,391 | 1,319,956 |
| Financing costs, net of accumulated amortization of \$45,752 and 40,668, respectively | <u>5,088</u> | <u>10,171</u> |
| Total Assets | <u>\$ 8,289,716</u> | <u>\$ 8,304,721</u> |

WESLEY HOUSE FAMILY SERVICES
STATEMENT OF ACTIVITIES
Year Ended June 30, 2010

| | <u>Unrestricted</u> | <u>Temporarily Restricted</u> | <u>Permanently Restricted</u> | <u>Total</u> |
|---|---------------------|-----------------------------------|-----------------------------------|---------------------|
| Revenues and other support | | | | |
| Grants | \$ 9,408,686 | \$ - | \$ - | \$ 9,408,686 |
| Program fees | 652,245 | - | - | 652,245 |
| Special events | 106,671 | 1,179 | - | 107,850 |
| Contributions | - | 64,468 | - | 64,468 |
| Donated services | 36,849 | - | - | 36,849 |
| Interest income | 27,021 | 2,305 | - | 29,326 |
| Unrealized gain on derivative | 22,035 | - | - | 22,035 |
| United Way | 10,000 | - | - | 10,000 |
| Unrealized gain on investments | 6,650 | - | - | 6,650 |
| Gain on sale of fixed asset | 944 | - | - | 944 |
| Miscellaneous | 97,006 | - | - | 97,006 |
| Net assets released from restrictions | 153,721 | (153,721) | - | - |
| Total revenues and other support | <u>10,521,828</u> | <u>(85,769)</u> | <u>-</u> | <u>10,436,059</u> |
| Expenses | | | | |
| Program Services | | | | |
| Community based care | 4,844,292 | - | - | 4,844,292 |
| Child care and provider services | 4,744,756 | - | - | 4,744,756 |
| Child care sites | 752,304 | - | - | 752,304 |
| Support Services | | | | |
| Fundraising and development | 122,404 | - | - | 122,404 |
| Facility | - | - | - | - |
| Administration | 526 | - | - | 526 |
| Other support services | 26,145 | - | - | 26,145 |
| Total expenses | <u>10,490,427</u> | <u>-</u> | <u>-</u> | <u>10,490,427</u> |
| Change in net assets | 31,401 | (85,769) | - | (54,368) |
| Net assets, beginning of year, as restated | <u>5,289,115</u> | <u>1,560,714</u> | <u>129,936</u> | <u>6,979,765</u> |
| Net assets, end of year, as restated | <u>\$ 5,320,516</u> | <u>\$ 1,474,945</u> | <u>\$ 129,936</u> | <u>\$ 6,925,397</u> |

See accompanying notes to financial statements.

WESLEY HOUSE FAMILY SERVICES
STATEMENT OF FUNCTIONAL EXPENSES
Year Ended June 30, 2010

| | Program Services | | | | | Support Services | | | | | Total |
|--|----------------------|----------------------------------|-------------------|------------------------|-----------------------------|------------------|----------------|------------------|------------------------|----------------------|-------|
| | Community Based Care | Child Care and Provider Services | Child Care Sites | Total Program Services | Fundraising and Development | Facility | Administration | Other Support | Total Support Services | | |
| | | | | | | | | | | | |
| Salary and wages | \$ 2,180,525 | \$ 373,301 | \$ 338,779 | \$ 2,892,605 | \$ 84,709 | \$ 29,881 | \$ 538,394 | \$ - | \$ 652,984 | \$ 3,545,589 | |
| Benefits and payroll taxes | 450,386 | 78,950 | 77,010 | 606,346 | 18,902 | 8,709 | 98,511 | - | 126,122 | 732,468 | |
| Subcontracted care | 815,022 | 3,733,646 | - | 4,548,668 | - | - | - | - | - | 4,548,668 | |
| Rent | 21,642 | 100 | 101,292 | 123,034 | - | 216,160 | 4,576 | - | 220,736 | 343,770 | |
| Depreciation and amortization | 6,388 | - | 71,222 | 77,610 | 7,833 | 96,680 | 10,622 | 16,399 | 131,534 | 209,144 | |
| Flex funds expenditures | 176,144 | 30 | 3,523 | 179,697 | 3,880 | - | - | - | 3,880 | 183,577 | |
| Miscellaneous | 27,290 | 42,335 | - | 69,625 | 59,518 | 3,161 | 12,137 | 1,781 | 76,597 | 146,222 | |
| Staff training | 79,944 | 36,081 | 114 | 116,139 | 462 | - | 2,136 | - | 2,598 | 118,737 | |
| Travel | 94,382 | 11,524 | - | 105,906 | 653 | 44 | 3,425 | - | 4,122 | 110,028 | |
| Telephone | 40,200 | 3,319 | 3,915 | 47,434 | 477 | 32,794 | 16,672 | - | 49,943 | 97,377 | |
| Professional fees | 37,862 | 18,320 | - | 56,182 | - | - | 14,726 | - | 14,726 | 70,908 | |
| Food and personal care | 13,177 | 2,564 | 47,517 | 63,258 | - | - | - | - | - | 63,258 | |
| Utilities | 3,320 | - | 24,328 | 27,648 | - | 35,214 | - | - | 35,214 | 62,862 | |
| Office, operating supplies | 21,673 | 17,119 | 521 | 39,313 | 2,799 | 5,352 | 10,904 | 396 | 19,451 | 58,764 | |
| Insurance | 16,506 | 2,312 | 360 | 19,178 | - | 11,715 | 18,859 | 3,613 | 34,187 | 53,365 | |
| Maintenance | 2,390 | 78 | 15,551 | 18,019 | 4,212 | 21,537 | 7,851 | 1,472 | 35,072 | 53,091 | |
| Interest | - | - | - | - | - | 38,837 | - | - | 38,837 | 38,837 | |
| Purchase of services | 8,200 | 20,155 | - | 28,355 | 75 | - | - | 2,484 | 2,559 | 30,914 | |
| Licenses and hiring | 18,971 | 592 | 737 | 20,300 | - | 284 | 2,264 | - | 2,548 | 22,848 | |
| Total Expenses | 4,014,022 | 4,340,426 | 684,869 | 9,039,317 | 183,520 | 500,368 | 741,077 | 26,145 | 1,451,110 | 10,490,427 | |
| Allocation of facility costs | 273,535 | 121,507 | 3,055 | 398,097 | 13,884 | (502,605) | 90,624 | - | (398,097) | - | |
| Allocation of administration costs | 556,735 | 282,823 | 64,380 | 903,938 | (75,000) | 2,237 | (831,175) | - | (903,938) | - | |
| Total expenses after allocation | \$ 4,844,292 | \$ 4,744,756 | \$ 752,304 | \$ 10,341,352 | \$ 122,404 | \$ - | \$ 526 | \$ 26,145 | \$ 149,075 | \$ 10,490,427 | |

See accompanying notes to financial statements.

WESLEY HOUSE FAMILY SERVICES
STATEMENTS OF CASH FLOWS
Years Ended June 30, 2010 and 2009

| | 2010 | 2009 |
|--|-----------------|------------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Decrease in net assets | \$ (54,368) | \$ (736,142) |
| Adjustments to reconcile decrease in net assets to net cash used in operating activities: | | |
| Loss (gain) on disposal of assets | (944) | 64,836 |
| Loss on write-off of receivable | - | 160,211 |
| Unrealized loss (gain) on investments | (6,650) | 86,684 |
| Unrealized loss (gain) on derivative | (22,035) | 3,186 |
| Depreciation and amortization | 209,144 | 226,778 |
| Decrease (increase) in assets: | | |
| Grants receivable | 126,115 | 44,514 |
| Contributions receivable | 114,667 | 149,875 |
| Pledges receivable restricted for the purchase of fixed assets | 10,550 | 164,933 |
| Other accounts receivable | (25,977) | 25,552 |
| Prepaid expenses and other assets | (17,351) | 13,080 |
| Increase (decrease) in liabilities: | | |
| Accounts payable | 88,171 | (165,742) |
| Accrued expenses | 8,374 | (17,462) |
| Deferred revenue | (3,024) | (244,708) |
| Program fee deposits | - | (5,454) |
| Net cash provided by (used in) operating activities | 426,672 | (229,859) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | |
| Proceeds from sale of investments | 522,970 | 350,000 |
| Purchase of investments | (135,000) | (618,605) |
| Purchase of fixed assets | (32,867) | (70,722) |
| Net cash provided by (used in) investing activities | 355,103 | (339,327) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | |
| Payments on long-term debt | (32,123) | (29,978) |
| Net cash used in financing activities | (32,123) | (29,978) |

WESLEY HOUSE FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2010 and 2009

NOTE A – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Business Activity

Wesley House Family Services, Inc. (Wesley House) is a nonprofit corporation organized under the laws of the State of Florida on January 11, 1975. Wesley House provides child care and family support services within Monroe County, Florida. Wesley House is accredited under the Counsel on Accreditation.

Wesley House offers three primary community support services for the families and children of Monroe County: child care and provider services to assist families and children with child care and work with child care providers to provide quality educational programs, one directly operated child care site in Key West and community based care programs working with community partners to assist children and families in the dependency care system. All of the services are provided throughout Monroe County, Florida through locations in Key West, Marathon and Tavernier.

Basis of Accounting

The financial statements of Wesley House have been prepared on the accrual basis of accounting and accordingly, reflect all significant receivables, payables and other liabilities.

Basis of Presentation

Wesley House has adopted Financial Accounting Standards Board Accounting Standards Codification (FASB ASC), 958-210, Not-for-Profit Entities – presentation of financial statements. Under FASB ASC 958-210, Wesley House is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets.

Revenue Recognition

Wesley House recognizes grants, contracts and contributions of cash or other assets as restricted support if they are received with donor stipulations that limit the use of the donated assets. When a donor restriction expires, that is, when a stipulated time restriction ends or purpose restriction is accomplished, temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions. Donor-restricted contributions whose restrictions are met in the same reporting period are reported as unrestricted support.

Wesley House recognizes revenues from exchange transactions when the service is rendered. Receivables are recognized for outstanding invoices.

Wesley House considers its receivables to be fully collectible; accordingly, no allowance for doubtful accounts is required.

Wesley House received a substantial portion of its revenues from various state and federal grants. Government funding may be significantly impacted by budget allocations and, consequently, changes in that funding may affect Wesley House's operations. For the periods ended June 30, 2010 and 2009, the following entities provided more than ten percent of total revenues:

| | <u>2010</u> | <u>2009</u> |
|---|-------------|-------------|
| Our Kids of Miami-Dade/Monroe, Inc. | 41% | 43% |
| Early Learning Coalition of Miami-Dade/Monroe, Inc. | 44% | 44% |

WESLEY HOUSE FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2010 and 2009

NOTE A – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Donated Services, Goods and Facilities

A substantial number of volunteers have donated time to Wesley House's program services and fund-raising campaigns during the year; however, these donated services are not reflected in the financial statements since the services do not require specialized skills. Donated professional services (which include accounting and legal services) are reflected in the statement of activities at their fair market value. Materials, facilities use and other assets received as donations are recorded and reflected in the accompanying financial statements at their fair values at the date of receipt. The organization benefited from donated services which were valued at \$36,849 and \$19,914 for the years ended June 30, 2010 and 2009. These amounts have been reported as donated services on the statement of activities.

Income Taxes

Wesley House is a not-for-profit organization that is exempt from federal and state income taxes under Section 501(c)(3) of the Internal Revenue Code and, accordingly, no provision for income taxes has been made in the accompanying financial statements. The Organization recognizes interest accrued related to unrecognized tax benefits in interest expense and penalties in operating expenses. During the year ended June 30, 2010, the Organization did not incur interest and penalties related to tax positions.

Concentrations of Credit and Market Risk

Financial instruments that potentially expose Wesley House to concentrations of credit and market risk consist primarily of investments, repurchase agreements, uncollateralized grants receivable, other receivables, and long-term debt. Repurchase agreements are collateralized to the extent of the average deposit. Grants receivable are primarily due from The State of Florida and other nonprofit agencies and are deemed fully collectible.

Derivative Instruments

Financial Accounting Standards Board topic, Accounting for Derivative Instruments and Hedging Activities, requires corporations to recognize all of its derivative instruments as either assets or liabilities in the statement of financial position at fair value. The accounting for changes in the fair value (i.e. gains or losses) of a derivative instrument depends on whether it has been designated and qualifies as a part of a hedging relationship and further, on the type of hedging relationship. In an attempt to reduce its exposure to interest rate variability, Wesley House has entered into an interest rate swap agreement related to its mortgage. This derivative is designated and qualifies as a cash flow hedge; therefore, the effective portion of the gain or loss on the derivative instrument is reported as a gain or loss in the statement of activities.

Financing Costs

Unamortized financing costs are amortized using the straight-line method over the life of the debt.

Functional Allocation of Expenses

The costs of providing the various programs and other activities have been summarized on a functional basis in the statement of activities and changes in net assets and the statement of functional expenses. Accordingly, certain costs have been allocated among the programs and supporting services benefited. Costs that are directly related to Wesley House's specific purpose have been recorded as a direct expense and included as program services.

WESLEY HOUSE FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2010 and 2009

NOTE B – FAIR VALUE MEASUREMENTS (continued)

Assets and liabilities measured at fair value on a recurring basis are summarized below as of June 30, 2010:

| | <u>Fair Value</u> | <u>Quoted active markets identified assets (Level One)</u> | <u>Prices in significant other observable inputs (Level Two)</u> | <u>Significant unobservable inputs (Level Three)</u> |
|---------------------------------|-------------------|--|--|--|
| Assets | | | | |
| Cash and cash equivalents | | | | |
| Certificates of deposit | \$ 311,711 | \$ - | \$ 311,711 | \$ - |
| Investments | | | | |
| Certificates of deposit | 237,978 | - | 237,978 | - |
| Securities | 27,866 | 27,866 | - | - |
| Liabilities | | | | |
| Interest rate swap agreement | 28,993 | - | - | 28,993 |
| Total | <u>\$ 606,548</u> | <u>\$ 27,866</u> | <u>\$ 549,689</u> | <u>\$ 28,993</u> |

Assets and liabilities measured at fair value on a recurring basis are summarized below as of June 30, 2009:

| | <u>Fair Value</u> | <u>Quoted active markets identified assets (Level One)</u> | <u>Prices in significant other observable inputs (Level Two)</u> | <u>Significant unobservable inputs (Level Three)</u> |
|---------------------------------|-------------------|--|--|--|
| Assets | | | | |
| Investments | | | | |
| Certificate of deposits | \$ 617,788 | \$ - | \$ 617,788 | \$ - |
| Securities | 29,376 | 29,376 | - | - |
| Liabilities | | | | |
| Interest rate swap agreement | 51,028 | - | - | 51,028 |
| Total | <u>\$ 698,192</u> | <u>\$ 29,376</u> | <u>\$ 617,788</u> | <u>\$ 51,028</u> |

WESLEY HOUSE FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2010 and 2009

NOTE C – CONTRIBUTIONS AND PLEDGES RECEIVABLE

Below market leases are considered unconditional promises to give. Included in “contributions receivable” are below market leases for the following day care and family service sites for:

| | <u>Inez Martin</u> | <u>Spalding Court</u> | <u>2010 Total</u> |
|--------------------------------------|---------------------|-----------------------|-----------------------|
| Total unconditional promises to give | \$ 1,384,575 | \$ 841,362 | \$ 2,225,937 |
| Less discount to present value | 395,712 | 510,270 | 905,982 |
| Net unconditional promises to give | <u>\$ 988,863</u> | <u>\$ 331,092</u> | <u>\$ 1,319,955</u> |
| Receivable during: | | | |
| Due in 1 year | \$ 120,777 | \$ 12,076 | \$ 132,853 |
| Due in 1 - 5 years | <u>1,263,798</u> | <u>829,286</u> | <u>2,093,084</u> |
| Net contribution receivable | <u>\$ 1,384,575</u> | <u>\$ 841,362</u> | <u>\$ 2,225,937</u> |

Fair values of the leases are assumed to increase three percent each year and the discount rate is four percent.

For the years ended June 30, 2010 and 2009, respectively, Wesley House has uncollected pledges in the amount of \$715 and \$11,265 for the Building for Children campaign. These pledges are shown as “assets restricted for the purchase of fixed assets” in the financial statements. All pledges are considered fully collectible.

During the year ended June 30, 2009, Wesley House closed one childcare facility. In-kind rent revenue was recognized upon signing the lease. Since the facility was closed before the expiration of the lease agreement, Wesley House was required to write-off the receivable related to contribution receivable, resulting in a loss of \$160,211.

NOTE D – LONG-TERM DEBT

Mortgage payable to bank, collateralized by real estate and \$65,000 in cash, payable in monthly principal installments of approximately \$2,600 plus interest at 6.93% based on a scheduled principal repayment other than the actual amount due, matures July 2011. Substantial prepayment penalties apply.

Current portion of the mortgage payable was \$34,419 and \$32,123 for the years ended June 30, 2010 and 2009. Total long-term debt, less current portion was \$485,759 and \$520,178 for the years ended June 30, 2010 and 2009. At June 30, 2010 debt is to mature in the amount of \$34,419 in 2011 and \$485,759 in 2012. Interest expense was \$38,837 and \$41,508 for the years ended June 30, 2010 and 2009.

WESLEY HOUSE FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2010 and 2009

NOTE H – INTEREST RATE SWAP

In July 2000, Wesley House entered into an interest rate swap agreement related to their mortgage. This swap is utilized to manage interest rate exposure. The differential to be paid or received on the swap agreement is accrued as interest rates change and is recognized over the life of the agreement. The swap agreement expires July 2011 and has a rate of 6.93 percent. The notional amount is \$615,798. Included in revenue for the years ended June 30, 2010 and 2009, respectively, is an unrealized gain of \$22,035 and an unrealized loss of \$3,186.

NOTE I – CONTINGENCIES

Wesley House receives a substantial amount of its support from federal and state governments in the form of grants. A significant reduction in the level of this support, if this were to occur, may have a significant effect on Wesley House's programs and activities.

Government grants require the fulfillment of certain conditions as set forth in the grant agreements. Failure to fulfill the conditions could result in the return of the funds to grantors. Based upon prior experience, management believes that disallowance's, if any, would be immaterial.

NOTE J – ENDOWMENT COMPOSITION

Wesley House's permanently restricted endowment consists of funds established by the Marion Stevens Will. The fund was established in 2001 requiring the principal of the endowment to remain intact. The income from the endowment principal is used to fund scholarships for children whose families barely exceed the low income guidelines.

Endowment funds by category from inception to date consist of the following as of June 30, 2010:

| | <u>Unrestricted</u> | <u>Temporarily Restricted</u> | <u>Permanently Restricted</u> | <u>Total</u> |
|------------------|---------------------|-----------------------------------|-----------------------------------|--------------|
| Donor restricted | \$ - | \$ - | \$ 129,936 | \$ 129,936 |

Endowment funds by category from inception to date consist of the following as of June 30, 2009:

| | <u>Unrestricted</u> | <u>Temporarily Restricted</u> | <u>Permanently Restricted</u> | <u>Total</u> |
|------------------|---------------------|-----------------------------------|-----------------------------------|--------------|
| Donor restricted | \$ - | \$ - | \$ 129,936 | \$ 129,936 |

During the year ended June 30, 2010, there was \$1,219 of investment income related to the endowment net assets. There were no changes in endowment net assets for the year ended June 30, 2009.

WESLEY HOUSE FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2010 and 2009

NOTE J – ENDOWMENT COMPOSITION (continued)

Donor restricted endowment funds are included in the statement of financial position under the following asset categories:

| | 2010 | 2009 |
|---------------------------|-------------|-------------|
| Cash and cash equivalents | \$ 129,936 | \$ 129,936 |

NOTE K – BOARD DESIGNATED UNRESTRICTED NET ASSETS

Unrestricted net assets have been designated for specific purposes by the Board. These purposes are as follows at June 30, 2010:

| | 2010 | 2009 |
|---------------------------|-------------|-------------|
| The Lester Johnson Estate | \$ 431,822 | \$ 449,001 |
| Other investments | 377,886 | 374,302 |
| Other Board designated | - | 20,968 |
| | \$ 809,708 | \$ 844,271 |

NOTE L – TEMPORARILY RESTRICTED NET ASSETS

| | 2010 | 2009 |
|---|--------------|--------------|
| Present value of below market leases on daycare sites | \$ 1,319,956 | \$ 1,434,622 |
| Debt service fund | 82,821 | 82,158 |
| Foster children fund | 40,765 | 43,934 |
| Ocean reef foundation | 13,740 | - |
| Children's gift fund | 6,697 | - |
| Provider services fund | 2,608 | - |
| Taylor fund | 2,446 | - |
| Food for families | 1,794 | - |
| Marion Stevens scholarships | 1,219 | - |
| Key's children foundation | 1,000 | - |
| Parents as first teachers fund | 1,000 | - |
| Walker fund | 519 | - |
| Adoptive children fund | 380 | - |
| | \$ 1,474,945 | \$ 1,560,714 |

SUPPLEMENTAL INFORMATION

Compliance and Other Matters

As part of obtaining reasonable assurance about whether Wesley House's financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit and, accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

We noted certain matters that we reported to management of Wesley House in a separate letter dated October 6, 2010.

Wesley House's responses to the findings identified in our audit are described in the accompanying schedule of findings and question costs – federal programs and state projects. We did not audit Wesley House's response and, accordingly, we express no opinion on it.

This report is intended solely for the information and use of the board of directors, management, and federal awarding agencies and pass-through entities and is not intended to be and should not be used by anyone other than those specified parties.

The NCT Group CPAs, LLP

October 6, 2010

Internal Control Over Compliance

The management of Wesley House is responsible for establishing and maintaining effective internal control over compliance with requirements of laws, regulations, contracts and grants applicable to federal programs and state projects. In planning and performing our audit, we considered Wesley House's internal control over compliance with requirements that could have a direct and material effect on its major federal programs and state projects in order to determine our auditing procedures for the purpose of expressing our opinion on compliance but, not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Wesley House's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct, noncompliance with a type of compliance requirement of a federal program or state project on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis.

A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance. We consider the deficiency in internal control over compliance described as item 10-3 in the accompanying schedule of findings and questioned costs to be a significant deficiency.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and would not necessarily identify all deficiencies in internal control over compliance that might be deficiencies, significant deficiencies or material weaknesses. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above.

We noted certain matters that we reported to management of Wesley House in a separate letter dated October 6, 2010.

Wesley House's responses to the findings identified in our audit are described in the accompanying schedule of findings and question costs – federal programs and state projects. We did not audit Wesley House's response and, accordingly, we express no opinion on it.

This report is intended solely for the information and use of board of directors, management and federal and state awarding agencies and pass-through entities and is not intended to be and should not be used by anyone other than those specified parties.

The NCT Group CPAs, LLC

October 6, 2010

**WESLEY HOUSE FAMILY SERVICES
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
AND STATE FINANCIAL ASSISTANCE
Year Ended June 30, 2010**

| <u>Agency/Pass-Through Entity Program Title</u> | <u>CFDA or CSFA Number</u> | <u>Contract or Grant Number</u> | <u>Expenditures</u> |
|---|------------------------------------|-------------------------------------|----------------------------|
| Passed through the Ounce of Prevention Fund of Florida: | | | |
| Healthy Families - TANF | 93.558 | HF09-10-18 | 270,057 |
| Healthy Families - CBCAP | 93.590 | HF09-10-18 | <u>6,925</u> |
| Total Passed through the Ounce of Prevention Fund of Florida | | | <u>276,982</u> |
| Total Health and Human Services | | | <u>6,747,250</u> |
| Total Federal Financial Awards | | | <u>\$ 6,821,051</u> |
| STATE FINANCIAL ASSISTANCE - PASSED THROUGH | | | |
| State of Florida Department of Children and Families | | | |
| Passed through Our Kids of Miami-Dade/ Monroe, Inc.: | | | |
| Community Based Care | 60.094 | | <u>\$ 1,410,328</u> |
| Total Passed through Our Kids of Miami-Dade/Monroe, Inc. | | | <u>1,410,328</u> |
| State of Florida Agency for Workforce Innovation | | | |
| Passed through the Early Learning Coalition of Miami-Dade/Monroe, Inc. | | | |
| VPK | 75.007 | C09-104 | <u>1,086,407</u> |
| Total Passed through Early Learning Coalition Miami-Dade/Monroe, Inc. | | | <u>1,086,407</u> |
| Total State Financial Assistance | | | <u>\$ 2,496,735</u> |
| Total Federal Awards and State Financial Assistance | | | <u><u>\$ 9,317,786</u></u> |

WESLEY HOUSE FAMILY SERVICES, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE
Year Ended June 30, 2010

SECTION I - SUMMARY OF AUDITOR'S RESULTS

Financial Statements

| | |
|--|-------------|
| Type of auditor's report issued | Unqualified |
| Internal control over financial reporting: | |
| Material weakness identified | Yes |
| Significant deficiency identified not considered to be a material weakness | Yes |
| Noncompliance material to the financial statements noted | No |

Federal Programs and State Projects

| | |
|--|-------------|
| Internal control over major programs: | |
| Material weakness identified | No |
| Significant deficiency identified not considered to be a material weakness | No |
| Type of auditor's report issued on compliance for major program | Unqualified |

Identification of Major Federal Programs and State Projects:

| <u>Federal Program</u> | <u>CFDA Number</u> |
|---|---------------------------|
| School Readiness: | |
| TANF | 93.558 |
| CCFD | 93.575 |
| CCFD Matching | 93.596 |
| SSBG | 93.667 |
| CCDF ARRA | 93.713 |
| Community Based Care: | |
| Promoting Safe and Stable Families | 93.556 |
| Temporary Assistance for Needy Families | 93.558 |
| Child Welfare Services | 93.645 |
| Foster Care | 93.658 |
| Adoption Assistance | 93.659 |
| Social Services Block Grant | 93.667 |
| Foster Care Independence | 93.674 |
| Child Abuse and Neglect | 93.669 |

WESLEY HOUSE FAMILY SERVICES, INC.
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FEDERAL AND STATE AWARDS PROGRAM (continued)
Year Ended June 30, 2010

SECTION II - FINANCIAL STATEMENT AUDIT (continued)

Significant deficiency

10-02 Cost allocation plan.

Condition: At June 30, 2010 we noted that allocations of administrative and facility indirect costs to the various programs exceeded actual expenses.

Criteria: During our audit we noted monthly allocations of administrative and facility indirect costs were based on budgeted expenses. However, allocated costs were not adjusted during the fiscal year to reflect actual costs. OMB Circular A-122 only allows incurred costs to be charged to grant programs. This caused the allocation to be overstated by \$13,674.

Effect: Allocated expenses to the various grant programs exceeded actual costs incurred.

Recommendation: We understand that the method of allocating administrative and facility costs was changed during the year to help simplify the allocation process and to decrease fluctuations in departmental budgets. Our recommendation is that management should periodically adjust allocations to reflect actual costs incurred.

Response: Management concurs. For 2009-2010, the budgeting process was revised to add a 6-month reforecast for the operating budget that included validating and posting actual costs to all programs for July 2009 through January 2010. For the 2010-2011 year, the reforecast budget process will remain in place. In addition, at the end of May and at the end of June, allocated costs will be matched to actual costs and correcting entries, if needed, will be made. This should assure that all corrections are made prior to year-end. The agency cost allocation plan has been formally updated to reflect the changes to procedures.

SECTION III – FEDERAL AWARDS AND STATE PROJECT FINDINGS AND QUESTIONED COSTS

Significant deficiency

10-03 See Section II – Financial Statement Audit for finding on cost allocation plan.

MANAGEMENT LETTER

Board of Directors
Wesley House Family Services, Inc.
Key West, Florida

We have audited the financial statements of Wesley House Family Services, Inc. (Wesley House) as of and for the fiscal year ended June 30, 2010 and have issued our report thereon dated October 6, 2010.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States; and OMB Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*. We have issued our Independent Auditor's Report on Internal Control over Financial Reporting and Compliance and Other Matters, Independent Auditor's Report on Compliance with Requirements Applicable to each Major Federal Programs and State Projects and on Internal Control over Compliance, and Schedule of Findings and Questioned Costs – Federal Programs and State Projects. Disclosures in those reports and schedules, which are dated October 6, 2010 should be considered in conjunction with this management letter.

Additionally, our audit was conducted in accordance with Chapter 10.650, Rules of the Auditor General, which requires disclosure in the management letter of violations of provisions of contracts or grant agreements, or abuse, that have an effect on the financial statements or State project amounts that is less than material but more than inconsequential. In addition, for matters that have an inconsequential effect on the financial statements or State project amounts, considering both quantitative and qualitative factors, the following may be reported based on professional judgment: (1) violations of provisions of contracts or grant agreements, fraud, illegal acts, or abuse, and (2) control deficiencies that are not significant deficiencies. In connection with our audit, the following matters are required to be disclosed:

CURRENT YEAR RECOMMENDATIONS

10-04: Refer to schedule of findings and questioned costs federal and state awards program 10-02.

ATTACHMENT H

Wesley House Family Services, Inc.

**IRS Form 990
Fiscal Year Ended June 30, 2010**

Form **8879-EO**

IRS e-file Signature Authorization for an Exempt Organization

OMB No. 1545-1878

For calendar year 2009, or fiscal year beginning 7/01, 2009, and ending 6/30, 2010

▶ Do not send to the IRS. Keep for your records.

▶ See instructions on back.

2009

Department of the Treasury
Internal Revenue Service

Name of exempt organization

WESLEY HOUSE FAMILY SERVICES, INC.

Employer identification number

59-0624461

Name and title of officer

DOUGLAS BLOMBERG

CEO

Part I Type of Return and Return Information (Whole Dollars Only)

Check the box for the return for which you are using this Form 8879-EO and enter the applicable amount, if any, from the return. If you check the box on line 1a, 2a, 3a, 4a, or 5a, below, and the amount on that line for the return for which you are filing this form was blank, then leave line 1b, 2b, 3b, 4b, or 5b, whichever is applicable, blank (do not enter -0-). But, if you entered -0- on the return, then enter -0- on the applicable line below. Do not complete more than 1 line in Part I.

| | | | |
|--|--|----|-------------------|
| 1a Form 990 check here ▶ <input checked="" type="checkbox"/> | b Total revenue, if any (Form 990, Part VIII, column (A), line 12) | 1b | <u>10,335,369</u> |
| 2a Form 990-EZ check here ▶ <input type="checkbox"/> | b Total revenue, if any (Form 990-EZ, line 9) | 2b | |
| 3a Form 1120-POL check here ▶ <input type="checkbox"/> | b Total tax (Form 1120-POL, line 22) | 3b | |
| 4a Form 990-PF check here ▶ <input type="checkbox"/> | b Tax based on investment income (Form 990-PF, Part VI, line 5) | 4b | |
| 5a Form 8868 check here ▶ <input type="checkbox"/> | b Balance Due (Form 8868, line 3c) | 5b | |

Part II Declaration and Signature Authorization of Officer

Under penalties of perjury, I declare that I am an officer of the above organization and that I have examined a copy of the organization's 2009 electronic return and accompanying schedules and statements and to the best of my knowledge and belief, they are true, correct, and complete. I further declare that the amount in Part I above is the amount shown on the copy of the organization's electronic return. I consent to allow my intermediate service provider, transmitter, or electronic return originator (ERO) to send the organization's return to the IRS and to receive from the IRS (a) an acknowledgement of receipt or reason for rejection of the transmission, (b) an indication of any refund offset, (c) the reason for any delay in processing the return or refund, and (d) the date of any refund, if applicable. I authorize the U.S. Treasury and its designated Financial Agent to initiate an electronic funds withdrawal (direct debit) entry to the financial institution account indicated in the tax preparation software for payment of the organization's federal taxes owed on this return, and the financial institution to debit the entry to this account. To revoke a payment, I must contact the U.S. Treasury Financial Agent at 1-866-353-4537 no later than 2 business days prior to the payment (settlement) date. I also authorize the financial institutions involved in the processing of the electronic payment of taxes to receive confidential information necessary to answer inquiries and resolve issues related to the payment. I have selected a personal identification number (PIN) as my signature for the organization's electronic return and, if applicable, the organization's consent to electronic funds withdrawal.

Officer's PIN: check one box only

I authorize THE NCT GROUP CPA'S, L.L.P. to enter my PIN 24461 as my signature

ERO firm name

Enter the numbers, but do not enter all zeros

on the organization's tax year 2009 electronically filed return. If I have indicated within this return that a copy of the return is being filed with a state agency(ies) regulating charities as part of the IRS Fed/State program, I also authorize the aforementioned ERO to enter my PIN on the return's disclosure consent screen.

As an officer of the organization, I will enter my PIN as my signature on the organization's tax year 2009 electronically filed return. If I have indicated within this return that a copy of the return is being filed with a state agency(ies) regulating charities as part of the IRS Fed/State program, I will enter my PIN on the return's disclosure consent screen.

Officer's signature ▶

Douglas Blomberg
Certification and Authentication

Date ▶ 12/16/10

ERO's EFIN/PIN. Enter your six-digit EFIN followed by your five-digit self-selected PIN.

59097968367

do not enter all zeros

I certify that the above numeric entry is my PIN, which is my signature on the 2009 electronically filed return for the organization indicated above. I confirm that I am submitting this return in accordance with the requirements of Pub. 4103, Modernized e-File (MeF) Information for Authorized IRS e-file Providers for Business Returns.

ERO's signature ▶

Douglas Blomberg

Date ▶

**ERO Must Retain This Form—See instructions
Do Not Submit This Form To the IRS Unless Requested To Do So**

Part III Statement of Program Service Accomplishments

1 Briefly describe the organization's mission:

SEE SCHEDULE O

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? Yes No

If "Yes," describe these new services on Schedule O.

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? Yes No

If "Yes," describe these changes on Schedule O.

4 Describe the exempt purpose achievements for each of the organization's three largest program services by expenses. Section 501(c)(3) and 501(c)(4) organizations and section 4947(a)(1) trusts are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.

4a (Code:) (Expenses \$ **3,620,408** including grants of \$ **814,755**) (Revenue \$)
FULL CASE MANAGEMENT (FCM): FCM SERVICES ARE PROVIDED TO FAMILIES ANYTIME THE FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES INVESTIGATES AND VERIFIES A REPORT OF ABUSE, NEGLECT OR ABANDONMENT TO DEVELOP A PERSONALIZED PLAN TO STRENGTHEN AND PRESERVE THE FAMILY WHILE FOCUSING ON OUR PRIMARY GOAL OF PROTECTING AT-RISK CHILDREN. WESLEY HOUSE RECRUITS, TRAINS AND SUPPORTS FOSTER PARENTS FOR CHILDREN WHO CAN NO LONGER SAFELY REMAIN IN THEIR OWN HOMES; FINDS QUALIFIED ADOPTIVE PARENTS FOR CHILDREN WHO ARE IN PROTECTIVE CARE AND CANNOT BE REUNITED WITH THEIR PARENTS OR PLACED WITH RELATIVES AND PROVIDES FREE PUBLIC

4b (Code:) (Expenses \$ **3,513,703** including grants of \$) (Revenue \$)
SCHOOL READINESS: WESLEY HOUSE PROVIDES FREE EARLY CHILDHOOD EDUCATION AND COMMUNITY SERVICES RESOURCE AND REFERRAL INFORMATION; FINANCIAL ASSISTANCE FOR INCOME ELIGIBLE FAMILIES; TECHNICAL ASSISTANCE AND YEARLY MONITORINGS FOR QUALITY AND BEST PRACTICES OF ALL CONTRACTED CHILD CARE PROGRAMS AND FREE CONSUMABLE CLASSROOM MATERIALS AND BOOKS FOR EARLY CHILDHOOD EDUCATION PROVIDERS.

4c (Code:) (Expenses \$ **1,088,637** including grants of \$) (Revenue \$)
VOLUNTARY PRE-KINDERGARTEN (VPK): WESLEY HOUSE PROMOTES AND ADMINISTERS ENROLLMENT FOR FLORIDA'S FREE VPK FOR FOUR-YEAR-OLDS IN MONROE COUNTY AVAILABLE IN PUBLIC SCHOOLS, CHILD CARE AND FAITH-BASED CENTERS.

4d Other program services. (Describe in Schedule O.)

(Expenses \$ **2,081,755** including grants of \$) (Revenue \$ **652,245**)

4e Total program service expenses **10,304,503**

Part IV Checklist of Required Schedules (continued)

| | Yes | No |
|---|-----|----|
| 21 Did the organization report more than \$5,000 of grants and other assistance to governments and organizations in the United States on Part IX, column (A), line 1? If "Yes," complete Schedule I, Parts I and II | | X |
| 22 Did the organization report more than \$5,000 of grants and other assistance to individuals in the United States on Part IX, column (A), line 2? If "Yes," complete Schedule I, Parts I and III | X | |
| 23 Did the organization answer "Yes" to Part VII, Section A, line 3, 4, or 5 about compensation of the organization's current and former officers, directors, trustees, key employees, and highest compensated employees? If "Yes," complete Schedule J | | X |
| 24a Did the organization have a tax-exempt bond issue with an outstanding principal amount of more than \$100,000 as of the last day of the year, that was issued after December 31, 2002? If "Yes," answer lines 24b through 24d and complete Schedule K. If "No," go to line 25 | | X |
| b Did the organization invest any proceeds of tax-exempt bonds beyond a temporary period exception? | | |
| c Did the organization maintain an escrow account other than a refunding escrow at any time during the year to defease any tax-exempt bonds? | | |
| d Did the organization act as an "on behalf of" issuer for bonds outstanding at any time during the year? | | |
| 25a Section 501(c)(3) and 501(c)(4) organizations. Did the organization engage in an excess benefit transaction with a disqualified person during the year? If "Yes," complete Schedule L, Part I | | X |
| b Is the organization aware that it engaged in an excess benefit transaction with a disqualified person in a prior year, and that the transaction has not been reported on any of the organization's prior Forms 990 or 990-EZ? If "Yes," complete Schedule L, Part I | | X |
| 26 Was a loan to or by a current or former officer, director, trustee, key employee, highly compensated employee, or disqualified person outstanding as of the end of the organization's tax year? If "Yes," complete Schedule L, Part II | | X |
| 27 Did the organization provide a grant or other assistance to an officer, director, trustee, key employee, substantial contributor, or a grant selection committee member, or to a person related to such an individual? If "Yes," complete Schedule L, Part III | | X |
| Was the organization a party to a business transaction with one of the following parties (see Schedule L, Part IV instructions for applicable filing thresholds, conditions, and exceptions): | | |
| a A current or former officer, director, trustee, or key employee? If "Yes," complete Schedule L, Part IV | | X |
| b A family member of a current or former officer, director, trustee, or key employee? If "Yes," complete Schedule L, Part IV | | X |
| c An entity of which a current or former officer, director, trustee, or key employee of the organization (or a family member) was an officer, director, trustee, or direct or indirect owner? If "Yes," complete Schedule L, Part IV | | X |
| 29 Did the organization receive more than \$25,000 in non-cash contributions? If "Yes," complete Schedule M | | X |
| 30 Did the organization receive contributions of art, historical treasures, or other similar assets, or qualified conservation contributions? If "Yes," complete Schedule M | | X |
| 31 Did the organization liquidate, terminate, or dissolve and cease operations? If "Yes," complete Schedule N, Part I | | X |
| 32 Did the organization sell, exchange, dispose of, or transfer more than 25% of its net assets? If "Yes," complete Schedule N, Part II | | X |
| 33 Did the organization own 100% of an entity disregarded as separate from the organization under Regulations sections 301.7701-2 and 301.7701-3? If "Yes," complete Schedule R, Part I | | X |
| 34 Was the organization related to any tax-exempt or taxable entity? If "Yes," complete Schedule R, Parts ii, iii, iv, and v, line 1 | | X |
| 35 Is any related organization a controlled entity within the meaning of section 512(b)(13)? If "Yes," complete Schedule R, Part V, line 2 | | X |
| 36 Section 501(c)(3) organizations. Did the organization make any transfers to an exempt non-charitable related organization? If "Yes," complete Schedule R, Part V, line 2 | | X |
| 37 Did the organization conduct more than 5% of its activities through an entity that is not a related organization and that is treated as a partnership for federal income tax purposes? If "Yes," complete Schedule R, Part VI | | X |
| Did the organization complete Schedule O and provide explanations in Schedule O for Part VI, lines 11 and 19? Note. All Form 990 filers are required to complete Schedule O. | X | |

Part VI Governance, Management, and Disclosure For each "Yes" response to lines 2 through 7b below, and for a "No" response to line 8a, 8b, or 10b below, describe the circumstances, processes, or changes in Schedule O. See instructions.

Section A. Governing Body and Management

| | | Yes | No |
|----|---|-----|----|
| 1a | Enter the number of voting members of the governing body | | |
| 1b | Enter the number of voting members that are independent | | |
| 2 | Did any officer, director, trustee, or key employee have a family relationship or a business relationship with any other officer, director, trustee, or key employee? | | X |
| 3 | Did the organization delegate control over management duties customarily performed by or under the direct supervision of officers, directors or trustees, or key employees to a management company or other person? | | X |
| 4 | Did the organization make any significant changes to its organizational documents since the prior Form 990 was filed? | | X |
| 5 | Did the organization become aware during the year of a material diversion of the organization's assets? | | X |
| 6 | Does the organization have members or stockholders? | | X |
| 7a | Does the organization have members, stockholders, or other persons who may elect one or more members of the governing body? | | X |
| 7b | Are any decisions of the governing body subject to approval by members, stockholders, or other persons? | | X |
| 8 | Did the organization contemporaneously document the meetings held or written actions undertaken during the year by the following: | | |
| 8a | The governing body? | X | |
| 8b | Each committee with authority to act on behalf of the governing body? | X | |
| 9 | Is there any officer, director, trustee, or key employee listed in Part VII, Section A, who cannot be reached at the organization's mailing address? If "Yes," provide the names and addresses in Schedule O | | X |

Section B. Policies (This Section B requests information about policies not required by the Internal Revenue Code.)

| | | Yes | No |
|-----|--|-----|----|
| 10a | Does the organization have local chapters, branches, or affiliates? | | X |
| 10b | If "Yes," does the organization have written policies and procedures governing the activities of such chapters, affiliates, and branches to ensure their operations are consistent with those of the organization? | | |
| 11 | Has the organization provided a copy of this Form 990 to all members of its governing body before filing the form? | X | |
| 11a | Describe in Schedule O the process, if any, used by the organization to review this Form 990. | | |
| 12a | Does the organization have a written conflict of interest policy? If "No," go to line 13 | X | |
| 12b | Are officers, directors or trustees, and key employees required to disclose annually interests that could give rise to conflicts? | X | |
| 12c | Does the organization regularly and consistently monitor and enforce compliance with the policy? If "Yes," describe in Schedule O how this is done | X | |
| 13 | Does the organization have a written whistleblower policy? | X | |
| 14 | Does the organization have a written document retention and destruction policy? | X | |
| 15 | Did the process for determining compensation of the following persons include a review and approval by independent persons, comparability data, and contemporaneous substantiation of the deliberation and decision? | | |
| 15a | The organization's CEO, Executive Director, or top management official | X | |
| 15b | Other officers or key employees of the organization If "Yes" to line 15a or 15b, describe the process in Schedule O. (See instructions.) | X | |
| 16a | Did the organization invest in, contribute assets to, or participate in a joint venture or similar arrangement with a taxable entity during the year? | | X |
| 16b | If "Yes," has the organization adopted a written policy or procedure requiring the organization to evaluate its participation in joint venture arrangements under applicable federal tax law, and taken steps to safeguard the organization's exempt status with respect to such arrangements? | | |

Section C. Disclosure

- 17 List the states with which a copy of this Form 990 is required to be filed **FL**
- 18 Section 6104 requires an organization to make its Forms 1023 (or 1024 if applicable), 990, and 990-T (501(c)(3)s only) available for public inspection. Indicate how you make these available. Check all that apply.
 Own website Another's website Upon request
- 19 Describe in Schedule O whether (and if so, how), the organization makes its governing documents, conflict of interest policy, and financial statements available to the public.
- 20 State the name, physical address, and telephone number of the person who possesses the books and records of the organization: **DOUGLAS BLOMBERG** **1304 TRUMAN AVE**

Part IX Statement of Functional Expenses

Section 501(c)(3) and 501(c)(4) organizations must complete all columns.
All other organizations must complete column (A) but are not required to complete columns (B), (C), and (D).

| Do not include amounts reported on lines 6b, 7b, 8b, 9b, and 10b of Part VIII. | (A) Total expenses | (B) Program service expenses | (C) Management and general expenses | (D) Fundraising expenses |
|---|-----------------------|---------------------------------|--|-----------------------------|
| 1 Grants and other assistance to governments and organizations in the U.S. See Part IV, line 21 | | | | |
| 2 Grants and other assistance to individuals in the U.S. See Part IV, line 22 | 814,755 | 814,755 | | |
| 3 Grants and other assistance to governments, organizations, and individuals outside the U.S. See Part IV, lines 15 and 16 | | | | |
| 4 Benefits paid to or for members | | | | |
| 5 Compensation of current officers, directors, trustees, and key employees | 112,165 | 53,133 | 56,845 | 2,187 |
| 6 Compensation not included above, to disqualified persons (as defined under section 4958(f)(1)) and persons described in section 4958(c)(3)(B) | | | | |
| 7 Other salaries and wages | 3,433,424 | 2,839,472 | 511,430 | 82,522 |
| 8 Pension plan contributions (include section 401(k) and section 403(b) employer contributions) | | | | |
| 9 Other employee benefits | 732,468 | 606,346 | 107,220 | 18,902 |
| 10 Payroll taxes | | | | |
| 11 Fees for services (non-employees): | | | | |
| a Management | | | | |
| b Legal | | | | |
| c Accounting | | | | |
| d Lobbying | | | | |
| e Professional fundraising services. See Part IV, line 17 | | | | |
| f Investment management fees | | | | |
| g Other | 70,908 | 56,182 | 14,726 | |
| 12 Advertising and promotion | | | | |
| 13 Office expenses | 156,141 | 86,747 | 66,118 | 3,276 |
| 14 Information technology | | | | |
| 15 Royalties | | | | |
| 16 Occupancy | 369,783 | 113,833 | 255,950 | |
| 17 Travel | 110,028 | 105,906 | 3,469 | 653 |
| 18 Payments of travel or entertainment expenses for any federal, state, or local public officials | | | | |
| 19 Conferences, conventions, and meetings | | | | |
| 20 Interest | 38,837 | | 38,837 | |
| 21 Payments to affiliates | | | | |
| 22 Depreciation, depletion, and amortization | 209,144 | 77,613 | 123,709 | 7,822 |
| 23 Insurance | 53,365 | 19,178 | 34,187 | |
| 24 Other expenses. Itemize expenses not covered above. (Expenses grouped together and labeled miscellaneous may not exceed 5% of total expenses shown on line 25 below.) | | | | |
| a SUBCONTRACTED CARE | 3,733,913 | 3,733,913 | | |
| b FLEX FUND EXPENDITURES | 183,577 | 179,697 | | 3,880 |
| c STAFF TRAINING | 118,737 | 116,139 | 2,136 | 462 |
| d MISCELLANEOUS EXPENSES | 111,066 | 69,622 | 17,071 | 24,373 |
| e FOOD & PERSONAL CARE | 63,258 | 63,258 | | |
| f All other expenses | 106,853 | 1,368,709 | -1,205,027 | -56,829 |
| 25 Total functional expenses. Add lines 1 through 24f | 10,418,422 | 10,304,503 | 26,671 | 87,248 |
| 26 Joint costs. Check here <input type="checkbox"/> if following SOP 98-2. Complete this line only if the organization reported in column (B) joint costs from a combined educational campaign and fundraising solicitation | | | | |

Part XI Financial Statements and Reporting

1 Accounting method used to prepare the Form 990: Cash Accrual Other _____
 If the organization changed its method of accounting from a prior year or checked "Other," explain in Schedule O.

2a Were the organization's financial statements compiled or reviewed by an independent accountant?

b Were the organization's financial statements audited by an independent accountant?

c If "Yes" to line 2a or 2b, does the organization have a committee that assumes responsibility for oversight of the audit, review, or compilation of its financial statements and selection of an independent accountant?

If the organization changed either its oversight process or selection process during the tax year, explain in Schedule O.

d If "Yes" to line 2a or 2b, check a box below to indicate whether the financial statements for the year were issued on a consolidated basis, separate basis, or both:

Separate basis Consolidated basis Both consolidated and separate basis

3a As a result of a federal award, was the organization required to undergo an audit or audits as set forth in the Single Audit Act and OMB Circular A-133?

b If "Yes," did the organization undergo the required audit or audits? If the organization did not undergo the required audit or audits, explain why in Schedule O and describe any steps taken to undergo such audits.

| | Yes | No |
|----|-----|----|
| 2a | | X |
| 2b | X | |
| 2c | X | |
| 3a | X | |
| 3b | X | |

Part II Support Schedule for Organizations Described in Sections 170(b)(1)(A)(iv) and 170(b)(1)(A)(vi)
 (Complete only if you checked the box on line 5, 7, or 8 of Part I.)

Section A. Public Support

| Calendar year (or fiscal year beginning in) ▶ | (a) 2005 | (b) 2006 | (c) 2007 | (d) 2008 | (e) 2009 | (f) Total |
|---|-----------|-----------|------------|-----------|-----------|------------|
| 1 Gifts, grants, contributions, and membership fees received. (Do not include any "unusual grants.") | 9,547,695 | 9,626,328 | 10,515,802 | 9,888,817 | 9,508,130 | 49,086,772 |
| 2 Tax revenues levied for the organization's benefit and either paid to or expended on its behalf | | | | | | |
| 3 The value of services or facilities furnished by a governmental unit to the organization without charge | | | | | | |
| 4 Total. Add lines 1 through 3 | 9,547,695 | 9,626,328 | 10,515,802 | 9,888,817 | 9,508,130 | 49,086,772 |
| 5 The portion of total contributions by each person (other than a governmental unit or publicly supported organization) included on line 1 that exceeds 2% of the amount shown on line 11, column (f) | | | | | | |
| 6 Public support. Subtract line 5 from line 4 | | | | | | 49,086,772 |

Section B. Total Support

| Calendar year (or fiscal year beginning in) ▶ | (a) 2005 | (b) 2006 | (c) 2007 | (d) 2008 | (e) 2009 | (f) Total |
|---|-----------|-----------|------------|-----------|-----------|------------|
| 7 Amounts from line 4 | 9,547,695 | 9,626,328 | 10,515,802 | 9,888,817 | 9,508,130 | 49,086,772 |
| 8 Gross income from interest, dividends, payments received on securities loans, rents, royalties and income from similar sources | 74,379 | 203,357 | 95,609 | 49,251 | 29,326 | 451,922 |
| Net income from unrelated business activities, whether or not the business is regularly carried on | | | | | | |
| 10 Other income. Do not include gain or loss from the sale of capital assets (Explain in Part IV.) | 48,608 | 85,417 | 69,237 | -50,040 | 97,006 | 250,228 |
| 11 Total support. Add lines 7 through 10 | | | | | | 49,788,922 |
| 12 Gross receipts from related activities, etc. (see instructions) | | | | | 12 | 2,790,613 |
| 13 First five years. If the Form 990 is for the organization's first, second, third, fourth, or fifth tax year as a section 501(c)(3) organization, check this box and stop here ▶ <input type="checkbox"/> | | | | | | |

Section C. Computation of Public Support Percentage

| | | |
|---|----|--------|
| 14 Public support percentage for 2009 (line 6, column (f) divided by line 11, column (f)) | 14 | 98.59% |
| 15 Public support percentage from 2008 Schedule A, Part II, line 14 | 15 | 98.67% |
| 16a 33 1/3 % support test—2009. If the organization did not check the box on line 13, and line 14 is 33 1/3 % or more, check this box and stop here. The organization qualifies as a publicly supported organization ▶ <input checked="" type="checkbox"/> | | |
| b 33 1/3 % support test—2008. If the organization did not check a box on line 13 or 16a, and line 15 is 33 1/3 % or more, check this box and stop here. The organization qualifies as a publicly supported organization ▶ <input type="checkbox"/> | | |
| 17a 10%-facts-and-circumstances test—2009. If the organization did not check a box on line 13, 16a, or 16b, and line 14 is 10% or more, and if the organization meets the "facts-and-circumstances" test, check this box and stop here. Explain in Part IV how the organization meets the "facts-and-circumstances" test. The organization qualifies as a publicly supported organization ▶ <input type="checkbox"/> | | |
| b 10%-facts-and-circumstances test—2008. If the organization did not check a box on line 13, 16a, 16b, or 17a, and line 15 is 10% or more, and if the organization meets the "facts-and-circumstances" test, check this box and stop here. Explain in Part IV how the organization meets the "facts-and-circumstances" test. The organization qualifies as a publicly supported organization ▶ <input type="checkbox"/> | | |
| 18 Private foundation. If the organization did not check a box on line 13, 16a, 16b, 17a, or 17b, check this box and see instructions ▶ <input type="checkbox"/> | | |

Part IV **Supplemental information.** Complete this part to provide the explanations required by Part II, line 10; Part II, line 17a or 17b; and Part III, line 12. Provide any other additional information. See instructions.

PART II, LINE 10 - OTHER INCOME DETAIL

OTHER INCOME \$ 250,228

Name of organization

WESLEY HOUSE FAMILY SERVICES, INC.

Employer identification number
59-0624461

Part I Contributors (see instructions)

| (a) No. | (b) Name, address, and ZIP + 4 | (c) Aggregate contributions | (d) Type of contribution |
|------------|---|--------------------------------|--|
| 1 | OUR KIDS OF MIAMI-DADE/MONROE, INC. P.O. BOX 010951 MIAMI FL 33101 | \$ 4,365,719 | Person <input checked="" type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II if there is a noncash contribution.) |
| 2 | EARLY LEARNING COALITION OF MIAMI-DA 2555 PONCE DE LEON BLVD, 5TH FLOOR CORAL GABLES FL 33134 | \$ 4,601,284 | Person <input checked="" type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II if there is a noncash contribution.) |
| 3 | OUNCE OF PREVENTION FUND OF FLORIDA 111 NORTH GADSDEN ST, STE 200 TALLAHASSEE FL 32301 | \$ 276,982 | Person <input checked="" type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II if there is a noncash contribution.) |
| | | \$ | Person <input type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II if there is a noncash contribution.) |
| | | \$ | Person <input type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II if there is a noncash contribution.) |
| | | \$ | Person <input type="checkbox"/> Payroll <input type="checkbox"/> Noncash <input type="checkbox"/> (Complete Part II if there is a noncash contribution.) |

Part III Organizations Maintaining Collections of Art, Historical Treasures, or Other Similar Assets (continued)

- 3 Using the organization's acquisition, accession, and other records, check any of the following that are a significant use of its collection items (check all that apply):
- a Public exhibition
 - b Scholarly research
 - c Preservation for future generations
 - d Loan or exchange programs
 - e Other _____
- 4 Provide a description of the organization's collections and explain how they further the organization's exempt purpose in Part XIV.
- 5 During the year, did the organization solicit or receive donations of art, historical treasures, or other similar assets to be sold to raise funds rather than to be maintained as part of the organization's collection? Yes No

Part IV Escrow and Custodial Arrangements. Complete if the organization answered "Yes" to Form 990, Part IV, line 9, or reported an amount on Form 990, Part X, line 21.

- 1a Is the organization an agent, trustee, custodian or other intermediary for contributions or other assets not included on Form 990, Part X? Yes No
- b If "Yes," explain the arrangement in Part XIV and complete the following table:
- | | Amount |
|---------------------------------|--------|
| c Beginning balance | 1c |
| d Additions during the year | 1d |
| e Distributions during the year | 1e |
| f Ending balance | 1f |
- 2a Did the organization include an amount on Form 990, Part X, line 21? Yes No
- b If "Yes," explain the arrangement in Part XIV.

Part V Endowment Funds. Complete if organization answered "Yes" to Form 990, Part IV, line 10.

| | (a) Current year | (b) Prior year | (c) Two years back | (d) Three years back | (e) Four years back |
|--|------------------|----------------|--------------------|----------------------|---------------------|
| 1a Beginning of year balance | 129,936 | 129,936 | | | |
| b Contributions | | | | | |
| Net investment earnings, gains, and losses | | | | | |
| d Grants or scholarships | | | | | |
| e Other expenditures for facilities and programs | | | | | |
| f Administrative expenses | | | | | |
| g End of year balance | 129,936 | 129,936 | | | |

- 2 Provide the estimated percentage of the year end balance held as:
- a Board designated or quasi-endowment ▶ _____ %
 - b Permanent endowment ▶ 100.00 %
 - c Term endowment ▶ _____ %
- 3a Are there endowment funds not in the possession of the organization that are held and administered for the organization by:
- | | Yes | No |
|-----------------------------|--------------------------|-------------------------------------|
| (i) unrelated organizations | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| (ii) related organizations | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
- b If "Yes" to 3a(ii), are the related organizations listed as required on Schedule R? Yes No
- 4 Describe in Part XIV the intended uses of the organization's endowment funds.

Part VI Investments—Land, Buildings, and Equipment. See Form 990, Part X, line 10.

| Description of investment | (a) Cost or other basis (Investment) | (b) Cost or other basis (other) | (c) Accumulated depreciation | (d) Book value |
|--|--------------------------------------|---------------------------------|------------------------------|------------------|
| 1a Land | | 318,193 | | 318,193 |
| b Buildings | | 2,902,450 | 712,920 | 2,189,530 |
| c Leasehold improvements | | 1,318,115 | 185,792 | 1,132,323 |
| d Equipment | | 361,685 | 247,154 | 114,531 |
| e Other | | | | |
| Total. Add lines 1a through 1e. (Column (d) must equal Form 990, Part X, column (B), line 10(c).) | | | | 3,754,577 |

Part XI Reconciliation of Change in Net Assets from Form 990 to Audited Financial Statements

| | | | |
|----|--|----|------------|
| 1 | Total revenue (Form 990, Part VIII, column (A), line 12) | 1 | 10,335,369 |
| 2 | Total expenses (Form 990, Part IX, column (A), line 25) | 2 | 10,418,422 |
| 3 | Excess or (deficit) for the year. Subtract line 2 from line 1 | 3 | -83,053 |
| 4 | Net unrealized gains (losses) on investments | 4 | 28,685 |
| 5 | Donated services and use of facilities | 5 | |
| 6 | Investment expenses | 6 | |
| 7 | Prior period adjustments | 7 | |
| 8 | Other (Describe in Part XIV.) | 8 | |
| 9 | Total adjustments (net). Add lines 4 through 8 | 9 | 28,685 |
| 10 | Excess or (deficit) for the year per audited financial statements. Combine lines 3 and 9 | 10 | -54,368 |

Part XII Reconciliation of Revenue per Audited Financial Statements With Revenue per Return

| | | | |
|---|---|----|------------|
| 1 | Total revenue, gains, and other support per audited financial statements | 1 | 10,436,059 |
| 2 | Amounts included on line 1 but not on Form 990, Part VIII, line 12: | | |
| a | Net unrealized gains on investments | 2a | 28,685 |
| b | Donated services and use of facilities | 2b | 36,849 |
| c | Recoveries of prior year grants | 2c | |
| d | Other (Describe in Part XIV.) | 2d | 35,156 |
| e | Add lines 2a through 2d | 2e | 100,690 |
| 3 | Subtract line 2e from line 1 | 3 | 10,335,369 |
| 4 | Amounts included on Form 990, Part VIII, line 12, but not on line 1: | | |
| a | Investment expenses not included on Form 990, Part VIII, line 7b | 4a | |
| b | Other (Describe in Part XIV.) | 4b | |
| c | Add lines 4a and 4b | 4c | |
| 5 | Total revenue. Add lines 3 and 4c. (This must equal Form 990, Part I, line 12.) | 5 | 10,335,369 |

Part XIII Reconciliation of Expenses per Audited Financial Statements With Expenses per Return

| | | | |
|---|--|----|------------|
| 1 | Total expenses and losses per audited financial statements | 1 | 10,490,427 |
| 2 | Amounts included on line 1 but not on Form 990, Part IX, line 25: | | |
| a | Donated services and use of facilities | 2a | 36,849 |
| b | Prior year adjustments | 2b | |
| c | Other losses | 2c | |
| d | Other (Describe in Part XIV.) | 2d | 35,156 |
| e | Add lines 2a through 2d | 2e | 72,005 |
| 3 | Subtract line 2e from line 1 | 3 | 10,418,422 |
| 4 | Amounts included on Form 990, Part IX, line 25, but not on line 1: | | |
| a | Investment expenses not included on Form 990, Part VIII, line 7b | 4a | |
| b | Other (Describe in Part XIV.) | 4b | |
| c | Add lines 4a and 4b | 4c | |
| 5 | Total expenses. Add lines 3 and 4c. (This must equal Form 990, Part I, line 18.) | 5 | 10,418,422 |

Part XIV Supplemental Information

Complete this part to provide the descriptions required for Part II, lines 3, 5, and 9; Part III, lines 1a and 4; Part IV, lines 1b and 2b; Part V, line 4; Part X, line 2; Part XI, line 8; Part XII, lines 2d and 4b; and Part XIII, lines 2d and 4b. Also complete this part to provide any additional information.

PART V, LINE 4 - INTENDED USES FOR ENDOWMENT FUNDS

THE MARION STEVENS EARLY CHILDHOOD SCHOLARSHIP FUND IS USED FOR SCHOLARSHIPS FOR CHILD CARE FINANCIAL ASSISTANCE FOR CHILDREN IN THE 33040 ZIPCODE WHOSE PARENTS/GUARDIANS EARN JUST ABOVE CHILD CARE ELIGIBILITY GUIDELINES FOR FLORIDA STATE FINANCIAL ASSISTANCE.

PART XI, LINE 8 - RECONCILIATION OF CHANGES - OTHER

13 Indicate the percentage of gaming activity operated in:

a The organization's facility

b An outside facility

| | |
|-----|---|
| 13a | % |
| 13b | % |

Yes No

14 Provide the name and address of the person who prepares the organization's gaming/special events books and records:

Name ▶

Address ▶

15a Does the organization have a contract with a third party from whom the organization receives gaming revenue?

b If "Yes," enter the amount of gaming revenue received by the organization ▶ \$ and the amount of gaming revenue retained by the third party ▶ \$

c If "Yes," enter name and address of the third party:

Name ▶

Address ▶

16 Gaming manager information:

Name ▶

Gaming manager compensation ▶ \$

Description of services provided ▶

Director/officer Employee Independent contractor

17 Mandatory distributions:

a Is the organization required under state law to make charitable distributions from the gaming proceeds to retain the state gaming license?

b Enter the amount of distributions required under state law distributed to other exempt organizations or spent in the organization's own exempt activities during the tax year ▶ \$

| | Yes | No |
|-----|-----|----|
| 13a | | |
| 13b | | |
| 14 | | |
| 15a | | |
| 15b | | |
| 15c | | |
| 16 | | |
| 17a | | |

Schedule I (Form 990) 2009 **WESLEY HOUSE FAMILY SERVICES, INC.** 59-0624461

Part III Grants and Other Assistance to Individuals in the United States. Complete if the organization answered "Yes" to Form 990, Part IV, line 22. Use Part IV and Schedule I-1 (Form 990) if additional space is needed.

| (a) Type of grant or assistance | (b) Number of recipients | (c) Amount of cash grant | (d) Amount of non-cash assistance | (e) Method of valuation (book, FMV, appraisal, other) | (f) Description of non-cash assistance |
|---------------------------------|--------------------------|--------------------------|-----------------------------------|---|--|
| SHELTER PROVIDERS PMTS | 6 | 579,770 | | | |
| FOSTER PARENTS PMTS | 60 | 234,985 | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Part IV Supplemental Information. Complete this part to provide the information required in Part I, line 2, and any other additional information.

PART I, LINE 2 - PROCEDURES FOR MONITORING THE USE OF GRANT FUNDS

PAYMENTS ARE PROVIDED TO SHELTERS AND FOSTER PARENTS ONLY AFTER PROPER DOCUMENTATION IS RECEIVED SHOWING ATTENDANCE RECORDS FOR SHELTERS AND DAYS OF CARE FOR FOSTER PARENTS.

Name of the organization

WESLEY HOUSE FAMILY SERVICES, INC.

Employer identification number

59-0624461

ABUSE AND NEGLECT AND A DEPENDENCY PARENTING PROGRAM FOR FAMILIES IN THE DEPENDENCY CARE SYSTEM.

HEALTHY FAMILIES MONROE: HEALTHY FAMILIES IS A VOLUNTARY, IN-HOME SUPPORT PROGRAM FOR EXPECTANT AND NEW PARENTS TO PROMOTE POSITIVE PARENT-CHILD RELATIONSHIPS FOR AT-RISK FAMILIES.

CHILD CARE PROVIDER TRAININGS: WESLEY HOUSE STAFF OFFERS COUNTY-WIDE TRAINING SESSIONS, WORKSHOPS AND AN ANNUAL CONFERENCE OFFERING CONTINUING EDUCATION IN OVER 100 TOPICS THAT CAN BE USED BY EARLY CHILD CARE EDUCATORS AND PROGRAMS TO MEET THE MANDATED REQUIREMENT OF TEN HOURS OF IN-SERVICE TRAINING ANNUALLY.

TEEN PARENTING: WESLEY HOUSE ADMINISTERS A TEEN PARENT PROGRAM PROVIDING CHILD CARE OPTIONS AND FINANCIAL ASSISTANCE FOR CHILD CARE FOR TEEN PARENTS WHO WANT TO REMAIN IN SCHOOL TO COMPLETE THEIR HIGH SCHOOL DIPLOMA.

INEZ MARTIN CHILD DEVELOPMENT CENTER (CDC): THE "GOLD SEAL" AND COA ACCREDITED DIRECTLY-OPERATED INEZ MARTIN CDC PROVIDES AGE APPROPRIATE EARLY CHILDHOOD LEARNING ACTIVITIES USING THE CREATIVE CURRICULUM APPROACH IN A SAFE AND NURTURING ENVIRONMENT AND A FREE HEALTHY NUTRITIONAL MEAL PROGRAM.

DOH FOOD PROGRAM: WESLEY HOUSE, THROUGH THE FLORIDA DEPARTMENT OF HEALTH AND NUTRITION, PROVIDES NUTRITIONAL BREAKFASTS, LUNCHESES AND AFTERNOON SNACKS TO ALL CHILDREN ENROLLED IN THE INEZ MARTIN CDC AT NO COST TO THE FAMILY.

Name of the organization

WESLEY HOUSE FAMILY SERVICES, INC.

Employer identification number

59-0624461

AGENCY. THE EVALUATION WITH ANY RECOMMENDATIONS IS THEN SUBMITTED TO THE ENTIRE BOARD FOR APPROVAL.

FORM 990, PART VI, LINE 19 - GOVERNING DOCUMENTS DISCLOSURE EXPLANATION THE FINANCIAL STATEMENTS ARE AVAILABLE ON OUR OWN WEBSITE.

Federal Asset Report

Form 990, Page 1

| Asset | Description | Date In Service | Cost | Bus Sec % 179 Bonus | Basis for Depr | PerConv Meth | Prior | Current |
|----------------------------|--|--------------------|----------------|------------------------|-------------------|--------------|----------|----------------|
| Other Depreciation: | | | | | | | | |
| 1 | Depreciation | 7/01/09 | 209,144 | | 209,144 | 1 MO S/L | 0 | 209,144 |
| | Total Other Depreciation | | <u>209,144</u> | | <u>209,144</u> | | <u>0</u> | <u>209,144</u> |
| | Total ACRS and Other Depreciation | | <u>209,144</u> | | <u>209,144</u> | | <u>0</u> | <u>209,144</u> |
| | Grand Totals | | 209,144 | | 209,144 | | 0 | 209,144 |
| | Less: Dispositions and Transfers | | 0 | | 0 | | 0 | 0 |
| | Less: Start-up/Org Expense | | 0 | | 0 | | 0 | 0 |
| | Net Grand Totals | | <u>209,144</u> | | <u>209,144</u> | | <u>0</u> | <u>209,144</u> |

Federal Statements

Form 990, Part IX, Line 24f - All Other Expenses

| Description | Total Expenses | Program Service | Management & General | Fund Raising |
|---------------------------|-------------------|---------------------|----------------------|-------------------|
| MAINTENANCE | \$ 53,091 | \$ 18,019 | \$ 30,860 | \$ 4,212 |
| PURCHASE OF SERVICES | 30,914 | 28,355 | 2,484 | 75 |
| LICENSES & HIRING EXPENSE | 22,848 | 20,300 | 2,548 | |
| ALLOC OF FACILITY COSTS | | 398,097 | -411,981 | 13,884 |
| ALLOC OF ADMIN COSTS | | 903,938 | -828,938 | -75,000 |
| TOTAL | \$ 106,853 | \$ 1,368,709 | \$ -1,205,027 | \$ -56,829 |

ATTACHMENT I

Wesley House Family Services, Inc.

Current Fee Schedule

The only service that has a fee schedule is Child Care Services for
School Readiness Financial Assistance

ATTACHMENT J

Wesley House Family Services, Inc.

**IRS Letter of Determination
501 (c)3 Status**



Department of the Treasury
Internal Revenue Service

P.O. Box 2508
Cincinnati OH 45201

In reply refer to: 0248364843
Apr. 06, 2010 LTR 4168C EO
59-0624461 000000 00
00013962
BODC: TE

WESLEY HOUSE FAMILY SERVICES INC
1304 TRUMAN AVE
KEY WEST FL 33040-7268

104756

Employer Identification Number: **-***4461
Person to Contact: Ms. Osborne
Toll Free Telephone Number: 1-877-829-5500

Dear Taxpayer:

This is in response to your Mar. 26, 2010, request for information regarding your tax-exempt status.

Our records indicate that your organization was recognized as exempt under section 501(c)(3) of the Internal Revenue Code in a determination letter issued in December 1946.

Our records also indicate that you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section 509(a)(3).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for Federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

If you have any questions, please call us at the telephone number shown in the heading of this letter.

Sincerely yours,

Michele M. Sullivan, Oper. Mgr.
Accounts Management Operations I

ATTACHMENT K

Wesley House Family Services, Inc.

**Monroe County and City
Occupational Licenses**

**2010 / 2011
MONROE COUNTY BUSINESS TAX RECEIPT
EXPIRES SEPTEMBER 30, 2011**

Business Name: WESLEY HOUSE FAMILY SERVICES INC

RECEIPT# 47161-24419

Owner Name: WESLEY HOUSE FAMILY SERVICES INC
Mailing Address: 1304 TRUMAN AVE
KEY WEST, FL 33040

Exemption: 003-22.00: NON PROFIT
Business Location: 1100 VARELA ST
KEY WEST, FL 33040
Business Phone: 305-809-5000
Business Type: MISCELLANEOUS SERVICE
(CHILD CARE CENTER)

Rooms Seats Employees Machines Stalls

1

/

Number of Machines : _____ For Vending Business Only
Vending Type : M

| Tax Amount | Transfer Fee | Sub-Total | Penalty | Prior Years | Collection Cost | Total Paid |
|------------|--------------|-----------|---------|-------------|-----------------|------------|
| | | | | \$0.00 | | |

PAID-105-09-00002625 07/27/2010 0.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT
WHEN VALIDATED

Danise D. Henriquez, CFC, Tax Collector
PO Box 1129, Key West, FL 33041

THIS IS ONLY A TAX. YOU MUST
MEET ALL COUNTY AND/OR
MUNICIPALITY PLANNING AND
ZONING REQUIREMENTS.

**2010 / 2011
MONROE COUNTY BUSINESS TAX RECEIPT
EXPIRES SEPTEMBER 30, 2011**

Business Name: WESLEY HOUSE FAMILY SERVICES INC

RECEIPT# 47161-67729

Owner Name: WESLEY HOUSE FAMILY SERVICES INC
Mailing Address: 1304 TRUMAN AVE
KEY WEST, FL 33040

Exemption: 003-22.00: NON PROFIT
Business Location: 1304 TRUMAN AVE
KEY WEST, FL 33040
Business Phone: 305-809-5000
Business Type: MISCELLANEOUS SERVICE
(CHILD CARE RESOURCE)

Rooms Seats Employees Machines Stalls

1

Number of Machines : _____ For Vending Business Only
Vending Type : M

| Tax Amount | Transfer Fee | Sub-Total | Penalty | Prior Years | Collection Cost | Total Paid |
|------------|--------------|-----------|---------|-------------|-----------------|------------|
| | | | | \$0.00 | | |

PAID-105-09-00002625 07/27/2010 0.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT
WHEN VALIDATED

Danise D. Henriquez, CFC, Tax Collector
PO Box 1129, Key West, FL 33041

THIS IS ONLY A TAX. YOU MUST
MEET ALL COUNTY AND/OR
MUNICIPALITY PLANNING AND
ZONING REQUIREMENTS.

**2010 / 2011
MONROE COUNTY BUSINESS TAX RECEIPT
EXPIRES SEPTEMBER 30, 2011**

Business Name: WESLEY HOUSE FAMILY SERVICES INC

RECEIPT# 47161-92794

Owner Name: WESLEY HOUSE FAMILY SERVICES
Mailing Address: 1304 TRUMAN AVE
KEY WEST, FL 33040

Exemption: 003-22.00: NON PROFIT
Business Location: 2796 OVERSEAS HWY
MARATHON, FL 33050
Business Phone: 305-292-7150
Business Type: MISCELLANEOUS SERVICE
(CHILD CARE RESOURCE &
COM CARE)

Rooms Seats Employees Machines Stalls

5

Number of Machines : _____ For Vending Business Only
Vending Type : M _____

| Tax Amount | Transfer Fee | Sub-Total | Penalty | Prior Years | Collection Cost | Total Paid |
|------------|--------------|-----------|---------|-------------|-----------------|------------|
| | | | | \$0.00 | | |

PAID-105-09-00002625 07/27/2010 0.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT
WHEN VALIDATED

Danise D. Henriquez, CFC, Tax Collector
PO Box 1129, Key West, FL 33041

THIS IS ONLY A TAX. YOU MUST
MEET ALL COUNTY AND/OR
MUNICIPALITY PLANNING AND
ZONING REQUIREMENTS.

CITY OF KEY WEST, FLORIDA

Business Tax Receipt

This Document is a business tax receipt
Holder must meet all City zoning and use provisions.
P.O. Box 1409, Key West, Florida 33040 (305) 809-3955

Business Name WESLEY HOUSE FAMILY SERVICES I CtlNbr:0011120
Location Addr 1304 TRUMAN AVE
Lic NBR/Class 11-00013569 SERVICE - GENERAL
Issue Date: August 03, 2010 Expiration Date: September 30, 2011
License Fee \$0.00
Add. Charges \$0.00
Penalty \$0.00
Total \$0.00

Comments: ADMINISTRATIVE OFFICE ONLY

This document must be prominently displayed.

WESLEY HOUSE FAMILY SERVICES I
ATTN SHERIE
1304 TRUMAN AVE
KEY WEST FL 33040

WESLEY HOUSE FAMILY SERVICES

CITY OF KEY WEST, FLORIDA

Business Tax Receipt

This Document is a business tax receipt
Holder must meet all City zoning and use provisions.
P.O. Box 1409, Key West, Florida 33040 (305) 809-3955

Business Name WESLEY HOUSE FAMILY SERVICES I CtlNbr:0003304
Location Addr 1100 VARELA ST
Lic NBR/Class 11-00003316 SERVICE - GENERAL
Issue Date: August 03, 2010 Expiration Date: September 30, 2011
License Fee \$0.00
Add. Charges \$0.00
Penalty \$0.00
Total \$0.00
Comments: DAY CARE CENTER

This document must be prominently displayed.

WESLEY HOUSE FAMILY SERVICES I
ATTN: SHERIE
1304 TRUMAN AVE
KEY WEST FL 33040

WESLEY HOUSE FAMILY SERVICES

ATTACHMENT L

Wesley House Family Services, Inc.

**Department of Children and Families
License or Certification**

COA Accreditation



Child Placing Agency Certificate of License Standard License

License Number: WHCPA-05010-04

Name: WESLEY HOUSE FAMILY SERVICES INC.

Address: 1304 Truman Avenue

City/State/Zip: Key West, FL 33040

County: Monroe

The Department of Children and Families being satisfied that this agency is in substantial compliance with Chapter 65C-15, Florida Administrative Code, adopted by the Department and authorized in section 409.175 of the Florida Statutes, approves a Standard License to operate this Child Placing Agency. This certificate is issued on the 1st day of May 2010 and expires on the 30th day of October 2011.

This license may be renewed, revoked, extended, withdrawn, for cause.


CIRCUIT ADMINISTRATOR



Annual



State of Florida

Department of
Children & Families
1905 North
Dade County
Road, Suite 101
Miami, Florida 33150
Phone: 305-359-3000
Fax: 305-359-3001
www.dcf.state.fl.us

Child Care Facility Certificate of License

Certificate Number: C16MO0012

Name of Facility: **Inez Martin Child Development Center**

Address: **1100 Varela Street**

City: **Key West, FL 33040** County: **Monroe**

Owner: **Wesley House Family Services, Inc.**

The Department of Children and Families being satisfied that this child care facility or child care program has complied with Chapter 65C-22, Florida Administrative Code, Child Care Standards, adopted by the Department and authorized in sections 402.301 - 402.319, Florida Statutes, approves an **Annual** license to operate this facility or program. This certificate is effective **January 1, 2010** through **December 31, 2010**.

This license may be revoked or suspended for cause.

Maximum Licensed Capacity: **157**

Hours of Operation: **7:30 am to 5:30 pm**


Region Administrator or Designee



Provider Information

Inez Martin Child Care Center
1100 Varela Street
Key West, FL 33040

ID Number: C16MO0012
Phone: 305-296-5231

License Information

Type: Child Care Facility Capacity: 157 Fee: \$ 100 Status: Regular/Annual
Origination Date: 12/01/1976 Approval Date: 12/29/2010 Expiration Date: 12/31/2011
Sub Types:
Counselor: Lisa Barry-Toth Region: Southeast Circuit: 16 County: Monroe

Display on Public Web Site

Provider Record: Non-Confidential Display: Display Address on Web, Display Phone on Web

Mailing Address

Street: 1304 Truman Avenue City: Key West State: FL Zip + 4: 33040+

Contact Information

Phone: 305-296-5231 Fax: 305-809-5010 E-mail: christine.patterson@wesleyhouse.org

Owner Information

Name: Wesley House Family Services Inc SSN/FEIN: 59-0624461
Ownership: Corporation
Phone: 305-809-5000
CAHRS (Central Abuse Hotline Records Search):

Director Information

Name: Christine Marie Patterson
Credential Number: 3403968 Expiration: 09/29/2015
VPK Endorsement/Exemption: YES Corporate Designee: YES
CAHRS (Central Abuse Hotline Records Search): 12/29/2009

Facility Size

Square Footage: 20 Sq. FL/Child - s402.305(6)(a), F.S.

Days and Hours of Operation

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---------------|----------|----------|-----------|----------|----------|----------|--------|
| Opening Time: | 07:30 AM | 07:30 AM | 07:30 AM | 07:30 AM | 07:30 AM | | |
| Closing Time: | 05:15 PM | 05:15 PM | 05:15 PM | 05:15 PM | 05:15 PM | | |

Additional Services Provided

Full Day, After School, Food Served

Gold Seal Accreditation

Status: Active Expiration: 06/30/2011

VPK Program

Status: Eligible



CREDIBILITY • INTEGRITY • ACHIEVEMENT

COUNCIL ON ACCREDITATION

Attests That

**Wesley House Family Services, Inc.
Key West, FL**

Is

ACCREDITED

Achieving the Highest Standards of Professional Practice for the Following Services:

Adoption Services
Foster Care Services

Early Child Care and Development Services
Family Preservation and Stabilization Services

Child Protective Services
Kinship Care Service

Accredited Through

June 30, 2011

ATTACHMENT M

Wesley House Family Services, Inc.

Federal or State Licenses

Not Applicable

ATTACHMENT N

Wesley House Family Services, Inc.
Florida Dept. of Health Licenses/Permits

Not Applicable

ATTACHMENT O

Wesley House Family Services, Inc.

Front Page of Agency's EEO Policy/Plan

Date: April 28, 2010

Equal Opportunity Employer

Wesley House Family Services provides equal employment opportunities (EEO) to all employees and applicants for employment with no discrimination to race, color, religion, gender, pregnancy, sexual preference, national origin, age, disability, marital status, creed, veteran status, or individuals whose acts involve reporting of suspect organizational practices in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, disciplinary action, termination, layoff, recall, transfer, benefits, social programs, leaves of absence, compensation and training.

Standard

- Wesley House Family Services expressly prohibits any form of unlawful employee harassment or retaliatory action based on race, color, religion, gender, pregnancy, sexual preference, national origin, age, disability, marital status, creed, veteran status or acts involving the reporting of suspects organizational practices. Improper interference with the ability of Wesley House employee to perform their expected job duties is not tolerated.

Procedure for Reporting Violations:

- Employees should report violations of this policy to their supervisor.
- If the employee does not feel comfortable approaching their supervisor then they may report violations to the next supervisor in their chain of command or to Human Resources.
- If informal attempts to correct a situation of discrimination have not been successful, the employee may submit a formal written grievance in adherence to the Wesley House Family Services Grievance Process.
- If an employee perceives that they are a victim of discrimination and the situation has not been resolved to their satisfaction through the Wesley House Family Services Grievance Process, the employee may file a claim.

Claims may be filed with:

Fair Employment Practice Agency

Florida Commission on Human Relations or
Building F, Suite 240
325 John Knox Rd.
Tallahassee, Fl. 32399-4149
(850) 488-7082
(800) 342-8170

E.E.O.C

Miami District Office
One Biscayne Tower
2 South Biscayne Blvd., Suite 2700
Miami, Fl. 33131
(800) 669-4000

Wesley House Family Services is registered with the United States Equal Employment Opportunity Commission (EEOC), Miami District Office, as having a Universal Agreement to Mediate. Charges of Discrimination filed with the Miami District Office of the EEOC, or any

ATTACHMENT P

Wesley House Family Services, Inc.

**Summary Report of Most Current
Evaluation/Monitorings**

Our Kids Quarterly Scorecard for Fiscal Year ending 6-30-11

July to Sept Oct to Dec Jan to March

2010 2011

| Metric # | 1st qtr | 2nd qtr | 3rd qtr |
|-----------------|------------------------------------|------------------------------------|------------------------------------|
| 1 | 99.74% | 100.00% | 99.92% |
| 2 | 97.30% | 94.20% | 95.71% |
| 3 | 88.32% | 90.11% | 95.14% |
| 4 | 91.67% | 96.96% | 95.12% |
| 5 | 100.00% | 100.00% | 100.00% |
| 6 | 0.00% | 37.50% | 77.78% |
| 7 | 3 late | 92% | 97% |
| 8 | 100.00% | 100.00% | 100.00% |
| 9 | 100% | 78% | 70% |
| 10 | 66.66% | 100.00% | 60.00% |
| 11 | 79.14% | 71.55% | 85.12% |
| Grade | 91.42% A | 87.30% B | 88.70% B |
| | OVERALL 90.96 = A | OVERALL 84.70 = B | OVERALL 86.88 = B |
| | 3rd | 2nd | 1st |

100% of clients seen every 30 days
No material defects/errors with home studies
Photos

Placement Stability

Supervisory Reviews

Independent Living 13-17 yr old

Timely reporting of critical incidents

Education - attendance for 3rd graders

Preventive medical for age 0-1

Preventive dental for children 3-18yrs

Face to face contact with the parent every 30 days

when goal is reunification

Average score for quarter (all agencies scored a B in 2nd qtr)

Overall average score of all 6 agencies

Ranking among the 6 agencies

**Ounce of Prevention Fund of Florida/Healthy Families Florida
Quality Assurance Report**

| | | | |
|-------------------------|--|-------------------------------|------------------------------|
| Project Name: | Healthy Families Monroe (HF Monroe) | Contract #: | HF-10-11-18 |
| Address: | 1304 Truman Avenue Key West, FL 33040 | Contract Amount: | \$201,600 |
| Program Manager: | Lynn Wintermyer | Funding Period: | July 1, 2010 – June 30, 2011 |
| Reviewer: | Stephanie Bull | # Contracted to Serve: | 63 |
| | | Date Visited: | July 27-29, 2010 |

Purpose of the Quality Assurance Visit:

The purpose of the Quality Assurance visit is to monitor HF Monroe's adherence to the standards set forth by Healthy Families America (HFA) and Healthy Families Florida (HFF) and to the HFF contractual requirements to ensure the delivery of quality services.

Background:

HF Monroe is administered by Wesley House Family Services. The project has been providing Healthy Families services since 1999. Due to recent HFF budget cuts, the project lost 1.1 staff positions beginning July 1, 2010. The Family Assessment Worker (FAW) position is now being contracted for eight assessments per month and the program manager (PM) is also serving as the Family Support Worker Supervisor (FSWS). The project currently has three FSWs; however, one FSW is on family medical leave for two months.

| Area Reviewed Contract Compliance | Compliance | | Comments/Qualifying Statement/Action Needed |
|--|------------|-----|---|
| | In | Out | |
| 1. <u>Quarterly Reports</u> The project has provided quarterly narrative reports within 15 days of the end of the calendar quarter. | ✓ | | |

| Area Reviewed Contract Compliance | Compliance | | Comments/Qualifying Statement/Action Needed |
|---|------------|-----|---|
| | In | Out | |
| 2. <u>Meetings</u> Program manager or designee attended the program managers meeting. | ✓ | | |
| 3. <u>Annual Service Review</u> The project has submitted an Annual Service Review containing all the required components; the Annual Service Review was reviewed by the advisory board or governance group. | ✓ | | |
| 4. <u>Project Subcontracts</u> Copies of subcontracts have been submitted, reviewed and approved by HFF. | | N/A | |
| 5. <u>Project Amendments to HFF Sub-Contract</u> Project amendments to HFF subcontract have been submitted in the proper format and time frame. | ✓ | | |
| 6. <u>Insurance</u> The provider has provided written proof of insurance coverage to HFF within 90 days of subcontract execution. | ✓ | | |

| | | | |
|--|---|---|--|
| <p>7. <u>Property Inventory</u> Property inventory has been submitted to HFF within 180 days following execution of the subcontract and includes all items purchased with a price of \$1,000 or more with HFF dollars.</p> | | ✓ | <p>HFF received the project's inventory list on January 4, 2010, past the deadline of December 31, 2009. HF staff reminded the project that this year's property inventory list is due by December 31, 2010.</p> |
| <p>8. <u>Sponsorship</u> The sponsorship clause "<i>Sponsored by the Ounce of Prevention Fund of Florida and the State of Florida, Department of Children and Families</i>" or the Ounce of Prevention Fund of Florida logo is identified on publicizing, advertising or any item describing the sponsorship of the program.</p> | ✓ | | <p>HFF reminded the project that according to the HFF contract, any new promotional materials purchased for the purpose of advertising, publicizing or describing the sponsorship of the program must include the Ounce of Prevention Fund of Florida logo or the required sponsorship clause.</p> |
| <p>9. <u>Retention of Records</u> Project adheres to policy that all records are retained for a period of six years following the end of the contract year in which the participant closes.</p> | ✓ | | |
| <p>10. <u>TANF Status Forms</u> TANF status forms are completed on each new participant and completed again each July.</p> | ✓ | | |

| Area Reviewed Project Outcomes | Compliance | | Comments/Qualifying Statement/Action Needed |
|---|------------|-----|---|
| | In | Out | |
| <p>1. <u>Project Outcomes</u> The project meets the goals, objectives and outcomes as specified in the subcontract.</p> | | | HF Monroe's cumulative outcomes from July 1, 2009 – June 30, 2010 are: |
| | ✓ | | 100 percent of target children at 24 months old were up-to-date with Well-Child Checks (WCC) according to the schedule, above the goal of 85 percent. |
| | ✓ | | 100 percent of target children were up-to-date with WCCs over 24 months of age, above the goal of 85 percent. |
| | ✓ | | 100 percent of target children enrolled six months or longer were linked to a medical provider, above the goal of 90 percent. |
| | ✓ | | 100 percent of primary participants enrolled six months or longer were linked to a medical provider, above the goal of 90 percent. |
| | ✓ | | 95 percent of all assessments occurred either prenatally or within the first two weeks after the birth of the target child, above the goal of 80 percent. |
| | ✓ | | 100 percent of mothers enrolled in the project did not have a subsequent pregnancy within two years of the target child's birth, above the goal of 80 percent. |
| | ✓ | | 94 percent of the families participating in the project developed an initial Family Support Plan (FSP) with their FSW within 90 days of enrollment, above the goal of 90 percent. |
| | ✓ | | 97 percent of families enrolled into the program received their initial home visit within 30 days of assessment, above the goal of 75 percent. |
| | ✓ | | 96 percent of program primary participants that closed on Level 3, Level 4 or complete the program had improved or maintained self-sufficiency while enrolled in the program, above the goal of 80 percent. |
| | ✓ | | 97 percent of participants had their baseline Parenting Stress Index (PSI) administered to them according to the designated intervals for the tool, above the goal of 90 percent. |
| | ✓ | | 100 percent of participants had their baseline plus 12 months PSI administered to them according to the tool, above the goal of 90 percent. |

HF Monroe is commended for meeting all cumulative outcomes from July 1, 2009 – June 30, 2010.

| Area Reviewed Project Outcomes | Compliance | | Comments/Qualifying Statement/Action Needed |
|---|------------|-----|---|
| | In | Out | |
| | | | HF Monroe's quarterly performance for the past two completed quarters (January 2010 – March 2010 and April 2010 – June 2010) on the following outcomes are: |
| | N/A | | 24 months immunization outcome is indeterminate for the January 2010 – March 2010 quarter as there were no target children due for 24-month immunizations during this reporting period. For the most recent quarter (April 2010 – June 2010), this outcome was also indeterminate as there were no target children due for 24-month immunizations. |
| | ✓ | | 100 percent of target children received age appropriate developmental screenings according to the schedule of the Ounce/HIF approved developmental screening instrument, above the goal of 90 percent for the January 2010 – March 2010 quarter. For the most recent quarter (April 2010 – June 2010), 98 percent of target children had their developmental screen administered to them, above the goal of 90 percent. |
| | ✓ | | 87 percent of families received at least seventy-five (75) percent of home visits as prescribed by the leveling system, above the goal of 80 percent for the January 2010 – March 2010 quarter. For the most recent quarter (April 2010 – June 2010), 89 percent of families received at least seventy-five percent of home visits, above the goal of 80 percent. |
| 2. <u>Child Maltreatment Outcomes</u> At least 95 percent of children and families will be free from maltreatment both during services and after completion. | ✓ | | For the period between April 1, 2009 and March 31, 2010, 100 percent of children were free from maltreatment during services, exceeding the goal of 95 percent. |
| | ✓ | | The project's outcome for child maltreatment within 12 months after program completion is 100 percent, exceeding the goal of 95 percent. |
| | | | The project is commended for exceeding both child maltreatment outcomes. |

Comments/Qualifying Statement/Action Needed

**Area Reviewed
Critical Elements**

| | |
|--|---|
| <p>1. <u>First Home Visit</u> First home visit occurs within first three months after the birth of the baby. <i>(HFA Standard 1-1F)</i></p> <p>2. <u>Acceptance Rates</u> The project has acceptable acceptance rates for assessment and for the program services. The project has analyzed acceptance rates and developed a plan to improve rates, if necessary. <i>(HFA Standard 1-2)</i></p> | <p>According to the initial home visit report, of the 49 open families with target children, 100 percent received their initial home visit prenatally or within three months after the birth of the baby.</p> <p>For the past 12 months (August 2009 – July 2010), HF Monroe’s assessment acceptance rate is 86 percent. The project is commended for the high assessment acceptance rate.</p> <p>The project’s program acceptance rate for the same time period is 74 percent. This means, 74 percent of families assessing positive and offered the program volunteered to participate in the program.</p> <p>Action Needed The project should develop and implement strategies to increase the program acceptance rate.</p> |
| <p>3. <u>Coordination and Collaboration</u> The project shows evidence of written and informal interagency agreements for the following purposes:</p> <ul style="list-style-type: none"> • To provide access to the target population <i>(HFA Standard 1-1.B)</i> • To show collaboration with the local Community-Based Care <i>(HFF Subcontract)</i> • To collaborate with other home visiting services <i>(HFF Subcontract)</i> • To collaborate with service providers | <p>HF Monroe has formal memoranda of agreements (MOA) with the Florida Keys Healthy Start Coalition and the Monroe County Health Department which provides them access to the target population.</p> <p>HF Monroe has a formal MOA with the local Community-Based Care (CBC) provider, Wesley House Family Services.</p> <p>The project is in the process of finalizing the MOA with Head Start.</p> <p>HF Monroe has an additional formal MOA with Wesley House Domestic Abuse Shelter. The project is in the process of finalizing MOAs with the Department of Children and Families, The Care Center (mental health and substance abuse providers) and Early Steps.</p> <p>Action Needed HF Monroe needs to develop and obtain a formal agreement with the following and submit the completed</p> |

Comments/Qualifying Statement/Action Needed

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| <p>MOAs to the assigned program specialist within 60 days:</p> <ul style="list-style-type: none"> • Head Start • Department of Children and Families • The Care Center (mental health and substance abuse providers) • Early Steps | <p>HF Monroe receives the majority of its prenatal screens from Healthy Start. Once the prenatal screens are received, the project scores the screens using the HFF Screen Scoring Guidelines. HFF staff reviewed recent Healthy Start screens for appropriate scoring to determine eligibility. The review found that screens are appropriately scored.</p> |
| <p>4. <u>Screening</u> Project must adhere to the Instructions for Scoring the prenatal Risk Screen and the Record Screen/Referral Form. (HFF Policy)</p> <p>Projects must have a system that allows them to screen at least 75 percent of the births in the target population. (HFF Policy and HFA Standard #1)</p> | <p>According to the 2008-2009 screening activity data, HF Monroe screened 97 percent of the births that occurred in the contracted targeted zip codes in Monroe County.</p> |
| <p>5. <u>Assessment</u> The project uses the Healthy Families Florida Assessment Tool and ensures that the criteria are clearly and uniformly summarized in writing and documented in individual participant files. (HFA Standard 2-1.A. and 2-1.B)</p> | <p>HFF staff reviewed 10 recent assessment narratives and corresponding score sheets and found that the narratives were consistently supported by the score sheets. The narratives were very comprehensive and well-written.</p> <p>HF Monroe is contracted for a .4 FTE for the FAW position. The project completed 65 assessments between August 2009 – July 2010 for an average of 5.4 assessments per month, which is below the HFF expectation of eight assessments per month for a .4 FAW FTE. The project had a FAW vacancy from March 2010 – June 2010. The PM completed the assessments during this time frame.</p> <p>Action Needed The project should develop and implement strategies to increase the rate of assessment completion per month.</p> |
| <p>6. <u>Creative Outreach</u> The project offers services voluntarily and provides respectful outreach to build family trust. (HFA Standard #3)</p> | <p>All files reviewed provided evidence that HF Monroe staff follow their policies regarding providing initial outreach and building trust to engage families. HFF staff reviewed one open and three closed files that required creative outreach. All four files provided evidence of families receiving at least four weeks of due diligence prior to placing the families on Level X. Once on Level X, creative outreach efforts continued, which included weekly due diligence in one of four files reviewed. The remaining three files had gaps in which weekly due diligence was not documented. All families that closed on Level X received at least 90</p> |

| Area Reviewed Critical Elements | Comments/Qualifying Statement/Action Needed |
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| <p>7. <u>Retention</u></p> <p>A. The project implements effective engagement and retention strategies respectful of families needs in an effort to improve retention of families. <i>(HFA Standard 3-4).</i></p> <p>B. The project will receive a 65 percent or higher retention rate.</p> | <p>days of creative outreach prior to closure.</p> <p>Action Needed</p> <p>HFF policy requires that FSWs conduct weekly due diligence to re-engage families that are on Level X.</p> <p>A review of the past four completed quarters (July 1, 2009 – June 30, 2010) shows that HF Monroe closed 43 families. Of those 43, the highest closure reasons are “Completed HFF Program” (48.8 percent), “Moved Out of Service Area” (20.9 percent) and “Not Interested” (9.3 percent).</p> <p>The project’s retention rate for the last four completed quarters (July 2009 – June 2010) is 76 percent, above the goal of 65 percent. This means that 76 percent of the families that enrolled during July 1, 2008 – June 30, 2009 remained in the program for at least 12 months.</p> <p>The project is commended for their high retention rate.</p> |
| <p>8. <u>Flexible Hours</u></p> <p>Uses flexible hours to accommodate family schedules. <i>(HFF Subcontract)</i></p> | <p>A review of the participant files and interviews with staff and families provided evidence that the HF Monroe staff routinely provides flexible hours to accommodate the schedules of the families they serve. Flexible hours include weekend visits and/or visits outside regular business hours.</p> |
| <p>9. <u>Leveling System</u></p> <p>The project uses the HFF leveling system. <i>(HFA Standard #4)</i></p> | <p>A review of five complete open participant files and six closed files indicate that HF Monroe appropriately follows the HFF leveling system and families are promoted properly in all files reviewed.</p> <p>Level forms were present in all files reviewed and participants remained on Level 1 (the most intensive level) for at least six months prior to moving to a less intensive level. A review of data for 16 families promoted from Level 1 to a less intensive level in this reporting period shows that 13 (81 percent) remained on Level 1 for a minimum of six months.</p> |
| <p>10. <u>Cultural Competence</u></p> <p>The project provides services that are sensitive and respectful of cultural differences, including materials that reflect cultural, linguistic, geographic, racial and ethnic diversity. <i>(HFA Standard #5)</i></p> | <p>HFF staff reviewed materials used with families and found them to be family-centered and reflective of the major cultures within the service population. HF Monroe provides services that are sensitive and respectful of cultural differences. The project also provides training annually on the unique characteristics of their families. On June 23-25, 2010, the project held a training for all staff on domestic violence to address this issue in their service population.</p> <p>Families responding to the Participant Satisfaction Survey in September 2009 indicated overall satisfaction with cultural competence of the program. Of those responding, 100 percent of families indicated they agreed</p> |

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that their home visitor treats them with courtesy and respect and 76.9 percent responded their home visitor speaks to them in a language they understand or has an interpreter to help (23.1 disagreed). The HF Monroe target population has a very diverse population in which there are many families that do not speak English. HF Monroe has employees that speak Spanish and English.

On the item related to the home visitor understanding and respecting the culture of the family, 100 percent agreed. On the item related to materials having pictures that look like the family's race or ethnicity, 83.3 percent responded they agreed and 16.6 percent disagreed. HFF staff observed materials on-site that were culturally sensitive and interviews with families revealed that the materials used during home visits do contain pictures that are reflective of the population.

HFF staff reviewed five complete files (plus three additional files for specific information), shadowed a home visit, reviewed the project's policies and procedures and interviewed staff and families to determine the following:

Eight files were reviewed for evidence that the FSW is addressing issues from the assessment with the family. Of those eight, six had evidence that all issues were being addressed. The remaining two files had evidence that some issues were being monitored but not all issues were being addressed. Though it is recognized that there is still time to address all issues, some of the issues not addressed were of a serious nature such as suicide ideation, depression and prior abuse as a child. The project uses a Map to Locate Where Concerns are Addressed (Map), and in four of eight files, it was consistently used to reference documentation in the participant file of how the issues are addressed with the families. Many issues addressed with the family in the participant file were not entered on the Map and some dates entered on the map did not match the documentation in the participant file. The review also found that new issues that arise during services are consistently added to the Concerns List or the Map and are routinely addressed with the family.

Actions Needed

- All issues from the assessment should be addressed with the family.
- The project should use the Map to identify documentation in the participant file of how issues were addressed with the family.

A review of eight files found that the PSI tool and the Edinburgh Postnatal Depression Scale are administered appropriately to families at the required intervals. In two of the three files in which the

11. Program Services
Program services focus on supporting parents and families, encouraging parent-child interaction and child development. (HFA Standard #6)

A. FSW has addressed issues identified at the time of the assessment with the family (HFA Standard 6-1)

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participant had a high score on the PSI tool, there was good documentation of follow-up and referrals made by the FSW. The remaining file had no documentation that the PSI scores were addressed. For the one file in which the participant had a high score on the Edinburgh Postnatal Depression Scale, there was good documentation of follow-up and referrals made by the FSW.

Action Needed

FSWs should document the discussions, referrals and follow-up on all high PSI scores.

- B. FSW has developed an FSP with the family that includes:
 - identifying strengths
 - assessing needs
 - developing goals
 - developed objectives
 - regular updates
(HFA Standard 6-2.A-C.)
- C. FSP serves as guide for services (HFA Standard 6-2D)
- D. FSW routinely shares information with families on appropriate activities designed to promote positive parent-child interaction and child development.
(HFA Standard 6-3.B.)
- E. Information is provided on health and safety related issues
(HFA Standard 6-3)

A review of five participant files and interviews with staff and families provided evidence that HF Monroe staff collaborates with families to identify strengths and needs and to develop meaningful goals and objectives. This was determined by the most recent FSP updates that have occurred within the past three months. The previous FSPs that were reviewed had very similar goals for all families; however, the most recent FSPs are more meaningful and individualized for each family. The FSWs recently attended a training on FSPs. Updates to FSPs occur at least every six months or more often as needed, based on the families progress.

All files reviewed revealed good documentation that FSPs serve as a guide for services.

All of the files reviewed consistently contained evidence that the FSW is providing activities that promote positive parent-child interaction, documenting modeling of parent-child interaction and providing families with information on child development through curriculum.

All of the participant files reviewed contained documentation that FSWs provide information on health and safety to families. Home Safety Checklists (HSC) are administered at the required intervals as evidenced in seven of eight open files reviewed. One file did not provide evidence of a four to six month HSC being completed. Of the eight files reviewed, six required follow-up on safety issues. All six files contained comprehensive follow-up. Also interviews with staff and participants revealed that FSWs consistently follow-up on home safety issues identified during the administration of the HSC.

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Action Needed

The project should develop and implement strategies to ensure that all HSCs are administered at the required intervals.

Seven files reviewed were for target children over a year old and enrolled after April 1, 2007 in which all Home Safety Education (HSE) Topics should have been addressed. Six files provided evidence that all topics had been addressed within the first year. The remaining file had no evidence of the HSE Topics being addressed. The HSE Log was present in seven of eight files and was used appropriately in all files reviewed that contained a HSE Log.

A review of eight files for evidence that Home Safety Education Topics are addressed with families found that all eight families were enrolled after April 1, 2007, which was the policy implementation date. Three of the eight files contained documentation of the participant's response to the topics discussed. The remaining files did not consistently contain documentation of the participant's response and/or discussion of each topic. It appeared that the participant's response to one or all HSE Topics was not documented if the FSW completed more than one HSE Topic during a home visit.

Actions Needed

The project needs to ensure that:

- Use of the HSE Topics includes documentation in the participant files for discussion of HSE Topics, including the participant's response to the topics discussed.
- All participant files should contain a HSE Log.

One file was reviewed for a child suspected of having a developmental delay. Documentation in the file and interviews with staff revealed a good process is in place for re-testing and/or referring children who are suspected of having developmental delays to appropriate resources and that the project follows-up on these referrals and the services provided.

F. Project tracks children suspected of developmental delay and provides referral to intervention as needed (HFA Standard 6-6)

12. Connections to Needed Resources
Participants are linked to community resources as needed and the projects follow-up on referrals to determine effectiveness. (HFA Standard #7)

A review of files and interviews with staff and families revealed that families are linked with medical providers and provided referrals based on their needs. All files reviewed provided evidence that referral follow-up occurs to determine if the family received the needed services. Interviews with families confirmed that participants are routinely linked to needed resources and referral agencies within the community.

HFF staff reviewed eight files for evidence of an immunization/Well-Child Check (WCC) schedule with due

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dates for each interval, dates shots and WCCs were received and documentation of the verification method for immunizations and WCCs. The review revealed the following:

For immunization:

- All eight files contained an immunization schedule, including due dates; however, five of eight files contained all dates received.
- All eight files contained documentation of the method used to verify receipt of shots.

For WCCs:

- All eight files contained a WCC schedule that included due dates; however, seven of eight files contained all dates received.
- Seven of eight files contained documentation of how the WCCs were verified. The remaining file had four dates that were not verified.

Action Needed

HF Monroe needs to develop and implement strategies to ensure the following:

- WCC schedules include all dates received and verifications methods.
- Immunization schedules include all dates received.

13. Caseload Management

Project must have and adhere to a policy that direct service staff caseloads must not exceed 1:15 when family is on the most intensive level and 1:25 at any time. Project must ensure that policy is implemented. (HFA Standard #8)

The project has a policy that caseloads will not exceed 15 families at the most intensive level and not exceed 25 with any variety of levels. HF Monroe is contracted for 2.6 FSW positions and currently has cases assigned to 2.6 FSWs; however, one FSW is only assigned to one family due to her being on FMLA since August 1, 2010. Caseloads range from one to 27 families, with an average caseload of 19 families, and case weights range from .25 to 28.25, with an average of 20. HF Monroe currently has one FSW position that is on FMLA and the other two FSWs and the PM are covering her cases.

For FY 2010-2011, HF Monroe is contracted to serve 63 families and currently has 50 families open, indicating the project is at 79 percent capacity.

Action Needed

The project needs to develop and implement strategies to increase capacity.

14. Staff Selection

A. Project staff are selected based on interpersonal skills, knowledge of community resources, willingness to work

No new staff members have been hired since the last QA visit in 2009. Therefore, it was not necessary to review personnel files for staff selection or minimum qualifications.

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| <p>with diverse families and skills necessary to perform the job. (HFA Standard #9)</p> <p>B. Project staff meet the minimum requirements of their positions set forth in the HFF contract. (HFA Standard #9)</p> | |
| <p>15. <u>Personnel Files</u> The project has all personnel documents required by the special provisions of the contract on each project staff, including: résumé/application, job description, DCF Security Agreement and Online Training, Affidavit of Confidentiality, Standards of Confidentiality, three reference checks, Affidavit of Good Moral Character and I-9 form (signed at hire). (HFF Subcontract)</p> | <p>HFF staff reviewed two personnel files of veteran staff members for I-9 forms, annual signing of the DCF Security Agreements and online training. Both files contained the required signed agreements and forms.</p> |
| <p>16. <u>Project Personnel Required Training and Continuous In-service Education</u> The project ensures that each staff receives the following required training: (HFA Standard 10)</p> <ul style="list-style-type: none"> • Basic orientation • Developmental Screen • Home Safety Tools | <p>The Ounce Learning Management System and project training documentation was reviewed for one staff member that had not completed the required trainings at the time of the last quality assurance visit (one FSW).</p> <p>According to the data system, the staff member had completed basic orientation prior to serving families and appropriate back-up documentation was provided.</p> <p>According to the data system, the staff member had completed the required ASQ training prior to using the tools and appropriate back-up documentation was provided.</p> <p>According to the data system, the staff member had received training on the home safety tools, including the</p> |

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| <ul style="list-style-type: none"> • Edinburgh Depression Tool • Growing Great Kids Curriculum (GGK) • Child Abuse & Neglect and Domestic Violence (DV & CAN) • Core training • Required six month training • Required 12-month training • On-going training | <p>HSC and the HSE topics prior to using the tools and the appropriate back-up documentation was provided.</p> <p>According to the data system, the staff member received training on the Edinburgh Depression Tool and the appropriate back-up documentation was provided.</p> <p>According to the data system, the staff member completed this training; however, the back-up documentation that was provided did not include the tier one sticker. The PM stated that they will be in contact with the HFF training unit to get assistance with how to receive their tier one stickers.</p> <p>According to the data system, the staff member completed this training, appropriate back-up documentation was provided and it was completed within the appropriate timeframe.</p> <p>According to the data system, the staff member had completed the required core training and back-up documentation was provided.</p> <p>According to the data system, the staff member completed the required six-month training and appropriate back-up documentation was provided.</p> <p>According to the data system, the staff member completed the required 12-month training and appropriate back-up documentation was provided.</p> <p>The staff file reviewed contained documentation of on-going training.</p> |
| <p><u>17. Supervision</u> The project follows the HFF policy and protocol for supervision of direct service staff, including:</p> <p>A. Supervision occurs weekly for at least one and a half hours for FSWs and FAWs (HFA Standard 11-1.B.)</p> | <p>HFF staff reviewed five complete supervision records, three additional supervision records for specific information, one FAW supervision log, three FSW supervision logs, observed a FSW supervision session, interviewed staff and reviewed the project's policies and procedures manual. These activities revealed the following:</p> <p>HFF staff reviewed seven months (December 2009 – June 2010) of FSW and FAW supervision logs for evidence that supervision is occurring weekly for one and a half to two hours. The review revealed that supervision is occurring weekly for an hour and a half to two hours at least 75 percent of the time in all four supervision logs reviewed.</p> |

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B. Case reviews on each family includes a review of the family's progress at the frequency required in the HFF supervision policy (*HFF Policy*)

A review of supervision documentation for frequency of clinical and cursory reviews in eight files found the following:

- Clinical reviews were routinely completed according to the participant's level in two of eight files reviewed.
- cursory reviews were routinely completed according to the participant's level in one of eight files reviewed.

Action Needed

The FSW Supervisor needs to conduct and document clinical and cursory reviews at the frequency required by HFF policy.

C. Documentation includes how issues identified at assessment are addressed (*HFA Standard 6-1.A.*)

A review of supervision records for eight files found that seven of eight files contained evidence that issues from the assessment were consistently addressed during supervision. The remaining file contained some evidence of how assessment issues were addressed.

Of the eight files reviewed, all contained a Map To Locate Where Concerns are Addressed (Map); however, it was not consistently used appropriately. In six of eight files, the Map did not consistently record all dates of the Concerns List discussions, all Concerns List issues were not entered on the Map, some issues on the Map were not Concerns List issues and dates did not match the documentation in the file.

Action Needed

The FSW Supervisor needs to routinely address all assessment issues with the FSWs during supervision and these discussions should be documented in the supervision records. All discussions of issues from the Concerns List should be documented on the Map to Locate Where Concerns are Addressed.

For the three files in which the participant had a high PSI score, and the one file with a high Edinburgh score, all four files had documentation of the high score and a plan for follow-up in supervision.

All files reviewed contained good documentation of discussions of family progress on FSP goals.

D. Documentation includes family's progress on FSP goals (*HFA Standard 6-2.C.*)

Eight files were reviewed for evidence of discussions regarding the family's progress towards a level change at least monthly and four of eight files contained this documentation. The remaining four files contained some evidence; however, the discussions were not monthly as required by HFF policy.

Action Needed

E. Monthly review and documentation of family's progress towards a level change (*HFF Policy and HFA*

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Standard 4-2.D.)

HF Monroe needs to develop and implement strategies to ensure that documentation of family's progress towards a level change occurs monthly.

F. Direct service staff (**FSWs** and **FAWs**) is provided with skill development, professional support and held accountable for their quality of work. *(HFA Standard 11-2)*

Interviews with staff and a review of supervision notes reflect that skill development and professional support is provided to FSWs and the FAW. Each staff member is held accountable for the quality of their work.

G. Supervisors and program managers are provided supervision and skill development and are held accountable for their quality of work *(HFA Standard 11-3.B. and 11-4)*

Interviews with staff and a review of supervision documentation supports that the PM/FSW Supervisor is provided with skill development and is held accountable for the quality of her work.

18. Policy and Procedures Manual
The project has a comprehensive policy and procedures manual that outlines how the project will provide services and all policies are in accordance with HFF and HFA standards. The project uses the policies and procedures to guide provision of services. *(HFA Standard GA-8.)*

HFF staff reviewed the project's policies and procedures manual and found the manual contained all required policies and procedures.

19. Advisory Board
Project has an active advisory board with a mechanism for formal participant input. The program manager is actively involved with the advisory board. *(HFA Standard GA-1.A.-B.)*

HFF staff reviewed recent advisory board meeting agendas and minutes. The board is comprised of members from various professions with different skills, knowledge and abilities. The board is involved in the planning, implementation and assessment of program services and has a formal mechanism for participant input, as evidenced in a review of the minutes. The last advisory board meeting was held on April 9, 2010, and the project's ASR was discussed during this meeting.

20. Participant Satisfaction

HF Monroe distributed 68 Participant Satisfaction Surveys in September 2009. Of the 68, 13 responded,

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| <p>The project administered the Participant Satisfaction Survey as scheduled and participants indicate at least 95 percent satisfaction with services. The number of surveys administered and returned meets the required confidence level. (<i>HFF Policy and HFA Standard GA-2.A.</i>)</p> | <p>giving the project a response rate of 19.1 percent. With the 19.1 percent response rate and 100 percent of families responding they were overall satisfied with services, the project had a confidence level of 96 percent, above the goal of 95 percent.</p> <p>Action Needed</p> <p>The project needs to develop and implement strategies to increase the number of survey responses.</p> |
| <p>21. <u>Consent Forms</u> Project uses the following forms for each participant: Initial Contact form, Consent for Determining Eligibility form, Participant Agreement and Rights form, Limited Authorization to Exchange Information, Participant Confidentiality form (<i>HFF Policy and HFA GA-5.B.</i>)</p> | <p>A review of eight participant files revealed that all consent forms are signed and filed in the participant files with the exception of one HFF Limited Authorization for Exchange of Information form being signed after the initial home visit and one Participant Agreement and Rights form was signed three days after the initial home visit.</p> <p>Action Needed</p> <p>HF Monroe needs to ensure that the HFF Limited Authorization for Exchange of Information forms and Participant Agreement and Rights forms are signed on or before the initial home visit.</p> <p>Further review found that all files contained documentation of the staff contacting an outside source on behalf of the family and proper releases were obtained from the family.</p> |

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| <p>1. <u>Data Collection</u> Project has a protocol for entering and reviewing data to ensure data accuracy, including participant, staff, program service and outcome data.</p> <p>A. Project's participant data matches what information in participant files.</p> <p>B. Project's screening and assessment data appears accurate.</p> <p>C. Project's staff management data and training data are accurate.</p> <p>D. Missing Data</p> | <p>A review of the Performance Management System, the Ounce Learning Management System, information in participant files and training documentation reflect the following:</p> <p>The data protocol used by the project is fairly effective as evidenced by very little data discrepancies when compared with information in the participant files. However, in seven of eight files reviewed, the referrals that received follow-up by the FSW in the participant file were not consistently entered in the data system.</p> <p>A review of the screening data for August 1, 2009 – July 31, 2010 shows that 72 screens should have resulted in assessments. A review of assessment data for the same time period shows that 65 assessments were completed, which indicates a data discrepancy of seven.</p> <p>Action Needed HF Monroe needs to develop and implement strategies to ensure the project's screening and assessment data is accurate.</p> <p>A review of the training logs against the data system found only minor discrepancies in training data.</p> <p>HFF staff reviewed all of the data reports that indicate missing data and only one report contained critical or significant missing data. The project currently has 19 open non-target children. Of these, three non-target children are over the age of six months and has a pseudo social security number (SSN).</p> <p>Action Needed The project should make every effort to obtain permanent SSNs for all children over the age of six months, ensure that all SSNs are entered in the data system and keep a tracking system in place for the children that are over the age of six months with a pseudo SSN.</p> |
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HFF Follow-up Needed:

None

Quality Improvement Plan:

The project will need to provide a written plan of action that outlines strategies that will be implemented to improve performance on outcome measures and programmatic issues identified in this report. HFF staff will email the project the quality improvement plan (QIP). The project should complete the attached QIP and email it back to HFF within 30 days of the original email. The project should continue to report updates on the QIP quarterly thereafter until HFF staff determines that sufficient progress has been made.

Closing:

HF Monroe continues their efforts in providing quality services to the families of Monroe County. The project consists of a dedicated team with strong leadership by the PM.

The project is commended for the following:

- All cumulative outcomes from July 1, 2009 – June 30, 2010
- Both Child Maltreatment Outcomes
- Assessment acceptance rate
- Assessment narratives
- Retention
- Screening rate
- Flexible hours
- Appropriate use of the HFF Leveling System
- Development of the FSPs and FSPs serving as a guide for service delivery
- Evidence of follow-up on HSC issues
- Training
- Frequency of supervision of direct service staff

The project is working to overcome challenges in the following areas:

- Program acceptance rate
- Creative outreach
- Assessment completion
- Capacity
- Appropriate use of the Map to locate concern issues
- Follow-up on high PSI scores
- Immunization and WCC dates received
- Use of Home Safety Education Topics

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- Frequency of clinical and cursory case reviews and monthly documentation of the family's progress towards level change

Prepared by: _____ Date: _____

Reviewed by: _____ Date: _____

**EARLY LEARNING COALITION
CHILD CARE RESOURCE AND REFERRAL
WESLEY HOUSE
1ST QUARTER
(JULY TO SEPTEMBER 2010)**

- 3 Excellent
- 2 Satisfactory
- 1 Unsatisfactory

OBJECTIVE: To ensure that service provided is courteous, attentive to the public needs, and adequate information is provided by trained personnel.
SOURCE: Information obtained from Sample Secret Shopper Scenarios, Miami-Dade Training Information and Phone calls.
SAMPLE: A total of 5 Calls corresponding to 4th Quarter (July to Sept. 2010).

WORK PERFORMED: We performed calls to the "(305) 809-5000" hotline center ensuring that calls are transferred to CCR&R Specialists and if specialist is not available, to ensure that the Operator obtain information for call back procedures and provide minimum information to the public as trained.

| Call Date | Service Requested | Name of Specialist | Call Time | Duration of Call | Referred/ Transferred to Specialist | Call dropped after connection with Specialist | No answer at Specialist extension- Voicemail | VPK Requirements Information Provided | Referred to physical site (address and phone # provided) | Referred to website to apply on-line | Waiting List Mentioned | Information sent by e-mail | Referred to Head Start Program | Offered to mail info packet | Resource & Referral Hotline mentioned | Points |
|-----------|-----------------------------------|--------------------|-----------|------------------|-------------------------------------|---|--|---------------------------------------|--|--------------------------------------|------------------------|----------------------------|--------------------------------|-----------------------------|---------------------------------------|--------|
| 1 | 10/6/2010 Child Care-Scenario #3 | Maggie Kane | 03:11 PM | 3:00 | Y | N | N/A | Y | Y | N/A | N/A | N/A | N | N | N/A | 2 |
| 2 | 10/12/2010 Child Care-Scenario #4 | Kathy Snyder | 10:40 AM | 1:00 | Y | N/A | Y | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 2 |
| 3 | 10/18/2010 Child Care-Scenario #5 | Adriana Velasco | 10:53 AM | 3:00 | Y | N | N/A | N/A | Y | N/A | N/A | N/A | N/A | N/A | N/A | 3 |
| 4 | 12/14/2010 Child Care-Scenario #3 | Adriana Velasco | 03:07 PM | 1:00 | Y | N/A | N/A | Y | Y | N | N/A | N/A | N/A | N | N/A | 2 |
| 5 | 1/4/2011 Child Care-Scenario #2 | Adriana Velasco | 03:32 PM | 5:00 | Y | N/A | N/A | NA | Y | N | Y | N/A | N/A | N | N/A | 2 |

Tic Legend:

- Y yes
- N no
- NP Name was not provided.
- N/A Not applicable.

Conclusion:

1 of the 5 calls made were rated Excellent ("3" rating) representing 20% of the total population.
 4 of the 5 calls made were rated Satisfactory ("2" rating) representing 80% of the total population.
 0 of the 5 calls made were rated Unsatisfactory ("1" rating) representing 0% of the total population.

In total 100% of the calls were rated satisfactory.

Monroe County

2009-2010 Annual Customer and Provider Satisfaction Survey Report

Customer Satisfaction Survey and Results Summary

In May 2010, a postage-paid, mail-return anonymous survey in English and Spanish was sent to 474 School Readiness customers (parents/guardians) to assess satisfaction with the services provided by Wesley House Family Services. Surveys were returned to the Early Learning Coalition Monroe office and results were tabulated by Coalition staff. Location specific tabulations (i.e., Upper, Middle and Lower Keys) were completed as well as an overall compilation of Keys-wide results. Survey forms, which did not specify the service delivery area, were tabulated in the overall compilation. Survey forms received through June 30, 2010 were included in the tabulations. A 24% return response rate was achieved.

Overall, 115 (or 24%) of the 474 customers mailed surveys responded to the survey. Of the 115 respondents, 39 (or 34%) completed and returned the Spanish survey version. An additional 21 (or 18%) of the 474 survey forms mailed were undeliverable and were returned marked "Return to Sender."

*Note: "Not Applicable" responses were not tabulated in the calculation for the degree of satisfaction with available services for the customer sample. Also, as there was no statistically significant difference in the responses received in English and Spanish, only total combined responses are reflected.

Exhibit A1 reflects the overall Keys-wide customer satisfaction tabulation. Exhibits A2 - A4 reflect the location specific tabulations, including location specific comments on services and access to services. Exhibit A5 reflects the compilation of customer surveys and comments, which did not specify the service delivery area. Additionally, the survey return rate was broken out by the service delivery area of the Keys (i.e., 34% Lower Keys; 18% Middle Keys; 25% Upper Keys and 23% Location not Specified).

Lower Keys:

The lowest approval ratings received in the Lower Keys tabulation (86%) was reflected in the response to the question if the parent had a complaint, it was handled well and in a timely manner. Additionally, an 89% approval rating was received in response to the question of the receipt of their child's developmental screening results and Wesley House providing timely follow-up intervention.

The highest approval rating (100%) was reflected in the response to the question of being seen for services at the appointed time. Additionally, 95% of respondents were satisfied that they were treated with courtesy and respect; staff listened to their questions and responded in a clear and understandable manner; services were available at times that were convenient; and overall satisfaction with the services received from Wesley House.

Customer comments support a high degree of satisfaction with the services provided by Wesley House.

Middle Keys:

The lowest approval rating received in the Middle Keys tabulation (92%) was reflected in response to the question of if the parent had a complaint, it was handled well and in a timely manner by Wesley House staff.

Of customer responses to the question of overall satisfaction with the services provided by Wesley House, a 100% approval rating was reflected. Additionally, a 100% approval rating was reflected in the response to the question of being treated with courtesy and respect; being seen for services at the appointed time; staff listening to the parent's questions and responding in a clear, understandable manner; services available at times that were convenient; receipt of child care referrals that were satisfactory and met the parent's needs; Wesley House assisting the parent to find

other needed community resources; the receipt of their child's developmental screening results and Wesley House providing timely follow-up intervention.

Customer comments support a high degree of satisfaction with the services provided by Wesley House.

Upper Keys:

The lowest approval rating received in the Upper Keys tabulation (83%) was reflected in response to the question of Wesley House staff assisting the parent to find other needed community resources. In response to the question of Wesley House services being available at times that were convenient for the customer, an 85% approval rating was reflected by respondents.

Of customer responses to the question of overall satisfaction with the services provided by Wesley House, a 96% approval rating was reflected. A 100% approval rating was reflected in the response to the question of being treated with courtesy and respect; being seen for services at the appointed time; and staff listening to the parent's questions and responding in a clear, understandable manner.

Customer comments support a high degree of satisfaction with the services provided by Wesley House.

Location Not Specified

The lowest approval rating received in the Location Not Specified tabulation (91%) was reflected in response to the questions: 1) Wesley House staff assisting parents to find other needed community services; and 2) the receipt of their child's developmental screening results and Wesley House providing timely follow-up intervention.

Of customer responses to the question of overall satisfaction with the services provided by Wesley House, a 100% approval rating was reflected. Additionally, a 96% approval rating was reflected in the response to the question of being treated with courtesy and respect; being seen for services at the appointed time; staff listening to the parent's questions and responding in a clear, understandable manner; services available at times that were convenient for the parent; and the receipt of child care referrals that were satisfactory and met the parent's needs. Customer comments support a high degree of satisfaction with the services provided by Wesley House.

Keys-Wide:

The lowest approval rating received in the Keys-wide tabulation (91%) was reflected in response to the questions: 1) if the parent had a complaint, it was handled well and in a timely manner; and 2) Wesley House staff assisting the parent to find other needed community resources.

Of customer responses to the question of overall satisfaction with the services received from Wesley House, a 97% approval rating was reflected from respondents Keys-wide. Additionally, 99% of respondents were satisfied with being seen for services at the appointed time. A 97% approval rating was reflected in response to the question of being treated with courtesy and respect. 96% of respondents were satisfied with the receipt of child care referrals that were satisfactory and met the parent's needs.

In response to the two survey questions related to their child care provider, 96% of respondents were satisfied that their child care provider kept them involved in their child's education and 96% were satisfied that their child care providers kept them informed of their child's progress.

Overall, comments included in response to the customer survey indicate a high degree of satisfaction with the performance of Wesley House Family Services. Comments and/or suggestions for improvements provided by customers have been outlined herein and may be viewed in Exhibits A2 - A5.

Provider Satisfaction Survey and Results Summary

In May 2010, a postage-paid, mail-return anonymous survey in English and Spanish was sent to 56 school readiness care providers (including subcontracted centers, family child care homes, after school and summer program providers) to assess satisfaction with services provided by Wesley House Family Services. Surveys were returned to the Early Learning Coalition Monroe office and results tabulated by Coalition staff. Location specific tabulations (i.e., Upper, Middle and Lower Keys) were completed as well as an overall compilation of Keys-wide results. Survey forms returned which did not specify the service delivery area were tabulated in the overall compilation. Survey forms received through June 30, 2010 were included in the tabulations. A 50% return response rate was achieved.

Overall, 28 (or 50%) of the 56 School Readiness providers mailed surveys responded to the survey. Of the 28 respondents, 5 (or 18%) completed and returned the Spanish survey version.

*Note: "Not Applicable" responses were not tabulated in the calculation for the degree of satisfaction with available services for the provider sample. Also, as there was no statistically significant difference in the responses received in English and Spanish, only total combined responses are reflected.

Exhibit B1 reflects the overall Keys-wide provider satisfaction tabulation. Exhibits B2 - B4 reflect the location specific tabulations, including location specific comments on services and access to services. Exhibit B5 reflects the compilation of provider surveys and comments, which did not specify the service delivery area. Additionally, the survey return rate was broken out by the service delivery area of the Keys (i.e., 43% Lower Keys; 11% Middle Keys; 21% Upper Keys; and 25% Location not Specified).

Lower Keys:

Wesley House received a 100% approval rating in response to the question of being treated with courtesy and respect; satisfaction with the payment process and staff promptly answering questions about attendance invoices, parent fees and reimbursement; the program assessments conducted by Wesley House and the center improvement plans have helped to improve the quality of care provided; when a child in the provider's program has special needs, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support.

The lowest rating (83%) was in response to the question of the usefulness of a regularly scheduled directors' meetings to address areas of interest or concern.

Overall comments reflect a high degree of satisfaction with the services provided by Wesley House.

Middle Keys:

WHFS received a 100% approval rating in seven (7) of the nine (9) rated categories.

The lowest rating (67%) was in response to the questions of 1) the usefulness of a regularly scheduled directors' meeting to address areas of interest or concern; and 2) the usefulness of the resources and materials received from the Resource Van.

Overall comments reflect a high degree of satisfaction with the services provided by Wesley House.

Upper Keys:

WHFS received a 100% approval rating in seven (7) of the nine (9) rated categories.

The lowest rating (67%) was in response to the question of when a child in the provider's program has special needs, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. Additionally, 87% of respondents, who attended the Wesley House conference, have found the information relevant and useful in their program.

Overall comments reflect a high degree of satisfaction with the services provided by Wesley House.

Location Not Specified

Seven (7) respondents (or 23%) out of the twenty-eight (28) total respondents did not identify their location. Wesley House received a 100% approval rating in five (5) of the eight (8) rated categories.

The lowest rating (83%) was in response to the question of when a child in the provider's program has special needs, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. Additionally, 86% of respondents were satisfied with the resources and materials received from the Resource Van; the program assessments conducted by Wesley House to help programs improve the quality of care provided; and the trainings provided on the Ages and Stages developmental screening and the Creative Curriculum child assessment in preparing provider staff to administer these tools with confidence.

Keys-Wide:

Overall, 94% of all providers who responded (Keys-wide) were satisfied with the services received from Wesley House (as determined by averaging responses to the 9 rated categories).

Wesley House received a 100% approval rating on the questions of 1) the provider being treated with courtesy and respect; and 2) satisfaction with the payment process through Wesley House and staff promptly answering questions about attendance invoices, parent fees and reimbursements. Additionally, 97% of respondents were satisfied with the training topics offered and materials provided to meet the training needs of their staff.

The lowest rating (88%) was in response to the questions of 1) the usefulness of a regularly scheduled directors' meeting to address areas of interest or concern; and 2) when a child in the provider's program has special needs, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. Additionally, 89% of respondents were satisfied with the resources and materials received from the Resource Van.

Two (2) non-rated questions allowed providers to write in their comments, as follows:

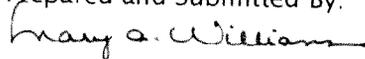
- 1) Please indicate the desired format/time for directors' meetings (i.e., teleconference, in person, naptime, etc.). Naptime and in person meetings were the two most frequent responses.
- 2) How can Wesley House improve its services? The need for additional resources/supplies was the most frequent provider request.

Overall, comments included in response to the child care provider survey indicate a high degree of satisfaction with the performance of Wesley House Family Services. Comments and/or suggestions for improvements by providers have been outlined herein and may be viewed in Exhibits B2 - B5.

Exhibits:

- A. Child Care Customer Satisfaction Survey Results
 - A1 Keys-Wide Overall Results
 - A2 Lower Keys Results and Comments
 - A3 Middle Keys Results and Comments
 - A4 Upper Keys Results and Comments
 - A5 Location Not Specified Results and Comments
- B. Child Care Provider Satisfaction Survey Results
 - B1 Keys-Wide Overall Results
 - B2 Lower Keys Results and Comments
 - B3 Middle Keys Results and Comments
 - B4 Upper Keys Results and Comments
 - B5 Location Not Specified Results and Comments

Prepared and Submitted By:



Mary A. Williams, Managing Director-Monroe County
Early Learning Coalition of Miami-Dade/Monroe

7/29/10
Date

CUSTOMER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | CLIENTS SATISFIED | |
|---|----------------|-------|---------|----------|-------------------|-------------------|----------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | | Does Not Apply |
| 1. I was treated with courtesy and respect by Wesley House staff. | 97 | 15 | 3 | 0 | 0 | 0 | 97% |
| 2. I was seen for services at my appointed time by Wesley House staff. | 89 | 24 | 1 | 0 | 0 | 0 | 99% |
| 3. The staff listened to my questions and responded with information that was clear and understandable. | 91 | 20 | 1 | 1 | 1 | 1 | 97% |
| 4. Wesley House services were available at times that were convenient for me. | 82 | 23 | 6 | 1 | 1 | 0 | 93% |
| 5. The child care referrals that I received from Wesley House were satisfactory and met my needs. | 80 | 24 | 1 | 1 | 2 | 5 | 96% |
| 6. If I had a complaint, it was handled well and in a timely manner by Wesley House staff. | 65 | 13 | 5 | 1 | 2 | 26 | 91% |
| 7. The Wesley House staff helped me find other community services that I needed. | 60 | 23 | 6 | 1 | 1 | 24 | 91% |
| 8. I received my child's developmental screening results and Wesley House provided timely follow-up intervention and assistance | 71 | 23 | 6 | 0 | 1 | 13 | 93% |
| 9. Overall, I am satisfied with the services that I received from Wesley House. | 94 | 16 | 1 | 1 | 1 | 1 | 97% |
| 10. I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education. | 86 | 21 | 2 | 2 | 0 | 2 | 96% |
| 11. I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress. | 83 | 24 | 3 | 1 | 0 | 2 | 96% |

CUSTOMER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | CLIENTS SATISFIED |
|---|----------------|-------|---------|----------|-------------------|----------------|-------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 32 | 5 | 2 | 0 | 0 | 0 | 95% |
| 2. I was seen for services at my appointed time by Wesley House staff. | 32 | 7 | 0 | 0 | 0 | 0 | 100% |
| 3. The staff listened to my questions and responded with information that was clear and understandable. | 30 | 7 | 1 | 0 | 1 | 0 | 95% |
| 4. Wesley House services were available at times that were convenient for me. | 29 | 8 | 1 | 0 | 1 | 0 | 95% |
| 5. The child care referrals that I received from Wesley House were satisfactory and met my needs. | 29 | 8 | 0 | 1 | 1 | 0 | 95% |
| 6. If I had a complaint, it was handled well and in a timely manner by Wesley House staff. | 27 | 3 | 4 | 0 | 1 | 3 | 86% |
| 7. The Wesley House staff helped me find other community services that I needed. | 25 | 7 | 3 | 0 | 0 | 4 | 91% |
| 8. I received my child's developmental screening results and Wesley House provided timely follow-up intervention | 26 | 8 | 4 | 0 | 0 | 1 | 89% |
| 9. Overall, I am satisfied with the services that I received from Wesley House. | 29 | 8 | 1 | 1 | 0 | 0 | 95% |
| 10. I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education. | 28 | 9 | 1 | 1 | 0 | 0 | 95% |
| 11. I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress. | 29 | 8 | 1 | 1 | 0 | 0 | 95% |

Customer Satisfaction Survey June 2010 Comments

Lower Keys:

Question 1: I was treated with courtesy and respect by Wesley House staff.

Question 2: I was seen for services at my appointed time by Wesley House staff.

Question 3: The staff listened to my questions and responded with information that was clear and understandable.

- **BECAUSE THEY INCREASED MY FEE BY TOO MUCH BECAUSE THEY DID NOT ANALYZE MY CHECKS CORRECTLY AND THEIR RESPONSE WAS POSITIVE WITH ANY HELP IN GENERAL (Translated by Melissa Muñiz)**

Question 4: Wesley House services were available at times and locations that were convenient for me.

Question 5: The child care referrals that I received from Wesley House were satisfactory and met my needs.

Question 6: If I had a complaint, it was handled well and in a timely manner by Wesley House staff.

- **I CALLED THE SUPERVISOR OF CHILD CARE & NEVER GOT A CALL BACK!?**
- **I DID NOT HAVE COMPLAINTS (Translated by Melissa Muñiz)**

Question 7: The Wesley House staff helped me find other community services that I needed.

- **NEVER HAD A COMPLAINT**

Question 8: I received my child's developmental screening results and Wesley House provided timely follow-up intervention and assistance, as needed.

- **I HAVE NOT RECEIVED THE RESULTS FROM THE TEST THEY DID ON MY GRANDSON. (Translated by Melissa Muñiz)**

Question 9: Overall, I am satisfied with the services that I received from Wesley House.

- **I AM NOT SATISFIED BECAUSE THERE HAVE BEEN MANY SUDDEN CHANGES. (Translated by Melissa Muñiz)**

Question 10: I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education.

- **I AM NOT HAPPY WITH THE LIGHTHOUSE CHRISTIAN ACADEMY DAYCARE, I'VE HAD PROBLEMS WITH THEM REGARDING MY CHILD AND BEING OFFERED DRINKS/FLUIDS OFTEN ENOUGH AND NOT CHANGING HER OFTEN ENOUGH RESULTING IN A DIAPER RASH!!!!**

Question 11: I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress.

Question 12: How can Wesley House improve its services?

- **KEEP DOING WHAT YOU'RE DOING. JAIME AND LORI BERVALDI HAVE BEEN THERE WHEN I'VE REALLY NEEDED TO JUST TALK OR WHATEVER THE SITUATION WOULD BE. THANKS A LOT**
- **THEY NEED TO IMPROVE THEIR CHILD CARE SKILLS ASAP. THANK YOU**
- **NONE**

- **ONLY PROBLEM IS THAT SOMETIMES STAFF & CASE WORKERS INFORM YOUTH OF APPTS & THINGS AND FAIL TO INFORM CAREGIVERS.**
- **DOES NOT NEED IMPROVEMENT**
- **NO COMPLAINTS THE SERVICE WAS GREAT ALL TIMES. I WOULD LIKE TO SAY THANK YOU TO ALL STAFF WESLEY HOUSE. THEY PROVIDE AN EXCELLENT SERVICE, THANK YOU**
- **EXCELLENT PROGRAM & STAFF-NO IMPROVEMENTS NEEDED.**
- **MY EXPERIENCE WITH DCF WAS HORRIBLE TO SAY THE LEAST BUT WESLEY HOUSE STAFF WENT ABOVE AND BEYOND ANYTHING I COULD HAVE EVER IMAGINED! KEEP THE SAME CARING STAFF AND SINCERE CONCERN FOR YOUR CLIENTS AND NO OTHER IMPROVEMENTS ARE NECESSARY! RESPECTFULLY.**
- **THE SERVICES ARE EXCELLENT (Translated by Melissa Muñiz)**
- **I THINK THAT THE WESLEY HOUSE STAFF DOES REALLY GOOD SERVICES WITH RESPECT AND EFFICIENCY. THANK YOU.(Translated by Melissa Muñiz)**
- **I AM VERY SATISFIED WITH THE SERVICES I RECEIVE. THANK YOU (Translated by Melissa Muñiz)**
- **CONTINUE WHAT THEY HAVE DONE UNTIL NOW (Translated by Melissa Muñiz)**
- **IN MY OPINION EVERYTHING IS VERY GOOD EXCELLENT WORK (Translated by Melissa Muñiz)**
- **EVERYTHING IS OKAY. (Translated by Melissa Muñiz)**
- **OFFER MORE OPPORTUNITIES FOR KIDS WITH PROBLEMS (Translated by Melissa Muñiz)**

Other:

- **I AM VERY HAPPY. WH SERVICES ALWAYS HELP MY SON. I AM SATISFIED THAT MY CHILDCARE PROVIDER KEEPS ME INFORMED OF MY CHILD'S PROGRESS. GOOD JOB WHS, THANK YOU**

CUSTOMER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | CLIENTS SATISFIED |
|---|----------------|-------|---------|----------|-------------------|----------------|-------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 19 | 2 | 0 | 0 | 0 | 0 | 100% |
| 2. I was seen for services at my appointed time by Wesley House staff. | 17 | 4 | 0 | 0 | 0 | 0 | 100% |
| 3. The staff listened to my questions and responded with information that was clear and understandable. | 18 | 3 | 0 | 0 | 0 | 0 | 100% |
| 4. Wesley House services were available at times that were convenient for me. | 16 | 4 | 1 | 0 | 0 | 0 | 95% |
| 5. The child care referrals that I received from Wesley House were satisfactory and met my needs. | 16 | 3 | 0 | 0 | 0 | 2 | 100% |
| 6. If I had a complaint, it was handled well and in a timely manner by Wesley House staff. | 11 | 1 | 1 | 0 | 0 | 8 | 92% |
| 7. The Wesley House staff helped me find other community services that I needed. | 12 | 4 | 0 | 0 | 0 | 5 | 100% |
| 8. I received my child's developmental screening results and Wesley House provided timely follow-up intervention | 14 | 5 | 0 | 0 | 0 | 2 | 100% |
| 9. Overall, I am satisfied with the services that I received from Wesley House. | 19 | 2 | 0 | 0 | 0 | 0 | 100% |
| 10. I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education. | 17 | 2 | 1 | 1 | 0 | 0 | 90% |
| 11. I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress. | 16 | 2 | 2 | 0 | 0 | 0 | 90% |

Customer Satisfaction Survey June 2010 Comments

Middle Keys:

Question 1: I was treated with courtesy and respect by Wesley House staff.

- **MEGAN GAINES IS AN AWESOME PERSON; SHE IS UNDERSTANDABLE WHEN I ACCIDENTLY MISSED ONE OF MY APPOINTMENTS. SHE ALWAYS HELPS ME W/EVERYTHING.**

Question 2: I was seen for services at my appointed time by Wesley House staff.

Question 3: The staff listened to my questions and responded with information that was clear and understandable.

Question 4: Wesley House services were available at times and locations that were convenient for me.

Question 5: The child care referrals that I received from Wesley House were satisfactory and met my needs.

Question 6: If I had a complaint, it was handled well and in a timely manner by Wesley House staff.

- **NEVER HAD ONE!**
- **NEVER HAD A COMPLAINT.**

Question 7: The Wesley House staff helped me find other community services that I needed.

Question 8: I received my child's developmental screening results and Wesley House provided timely follow-up intervention and assistance, as needed.

Question 9: Overall, I am satisfied with the services that I received from Wesley House.

Question 10: I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education.

- **THEY DON'T SHOW ME WHAT HE IS LEARNING.**

Question 11: I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress.

Question 12: How can Wesley House improve its services?

- **IT'S GREAT AWSOME SERVICES FOR THE PARENTS. I APRECIATE EVERYTHING THEY DO FOR US. THANK YOU.**
- **MEGAN IN THE MIDDLE KEYS OFFICE IS AN OUTSTANDING STAFF MEMBER.**
- **MORE DAYS IN MIDDLE KEY**
- **I SAY YOU GUYS DO A GOOD JOB.**
- **CONTINUE TO PROVIDE THESE SERVICES ☺**
- **I DIDN'T RECEIVE TIL APRIL (ABOUT) THE 6TH.**
- **THEY HAVE DONE A GOOD JOB.**
- **N/A. IN MY OPINION THEIR SERVICES ARE VERY GOOD. (Translated by Melissa Muñiz)**
- **EVERYTHING IS GOOD. (Translated by Melissa Muñiz)**

- ***I DON'T HAVE ANY SUGGESTIONS, EVERYTHING SEEMS FINE TO ME. (Translated by Melissa Muñiz)***
- ***HIRE NIGHTTIME CHILD CARE STAFF. THANK YOU (Translated by Melissa Muñiz)***

OTHER:

- ***THEY ARE GREAT***
- ***I AM VERY THANKFUL FOR THE VERY PLEASANT SERVICES AND FOR THE HELP THAT THEY GIVE ME FOR MY DAUGHTER'S EDUCATION. THANK YOU.(Translated by Melissa Muñiz)***

CUSTOMER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | CLIENTS SATISFIED |
|---|----------------|-------|---------|----------|-------------------|----------------|-------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 25 | 4 | 0 | 0 | 0 | 0 | 100% |
| 2. I was seen for services at my appointed time by Wesley House staff. | 20 | 8 | 0 | 0 | 0 | 0 | 100% |
| 3. The staff listened to my questions and responded with information that was clear and understandable. | 23 | 5 | 0 | 0 | 0 | 1 | 100% |
| 4. Wesley House services were available at times that were convenient for me. | 20 | 3 | 4 | 0 | 0 | 0 | 85% |
| 5. The child care referrals that I received from Wesley House were satisfactory and met my needs. | 19 | 6 | 0 | 0 | 1 | 2 | 96% |
| 6. If I had a complaint, it was handled well and in a timely manner by Wesley House staff. | 14 | 4 | 0 | 0 | 1 | 10 | 95% |
| 7. The Wesley House staff helped me find other community services that I needed. | 10 | 5 | 2 | 0 | 1 | 12 | 83% |
| 8. I received my child's developmental screening results and Wesley House provided timely follow-up intervention | 15 | 5 | 0 | 0 | 1 | 7 | 95% |
| 9. Overall, I am satisfied with the services that I received from Wesley House. | 25 | 2 | 0 | 0 | 1 | 0 | 96% |
| 10. I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education. | 21 | 6 | 0 | 0 | 0 | 1 | 100% |
| 11. I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress. | 21 | 6 | 0 | 0 | 0 | 1 | 100% |

Customer Satisfaction Survey June 2010 Comments

Upper Keys:

Question 1: I was treated with courtesy and respect by Wesley House staff.

- **ANGELA IN THE WH UPPER KEYS OFFICE IS WONDERFUL. WORKS WITH YOU ON SCHEDULING, ETC. SHE REALLY IS AN ASSET TO WESLEY HOUSE.**

Question 2: I was seen for services at my appointed time by Wesley House staff.

Question 3: The staff listened to my questions and responded with information that was clear and understandable.

Question 4: Wesley House services were available at times and locations that were convenient for me.

Question 5: The child care referrals that I received from Wesley House were satisfactory and met my needs.

Question 6: If I had a complaint, it was handled well and in a timely manner by Wesley House staff.

Question 7: The Wesley House staff helped me find other community services that I needed.

Question 8: I received my child's developmental screening results and Wesley House provided timely follow-up intervention and assistance, as needed.

- **FOLLOW UP INTERVENTION COUNSELING, NOT PROVIDED BY PROVIDER IN TIMELY MANNER.**

Question 9: Overall, I am satisfied with the services that I received from Wesley House.

Question 10: I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education.

Question 11: I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress.

Question 12: How can Wesley House improve its services?

- **HIRE MORE PEOPLE SO THE ONE'S YOU HAVE ARE NOT INUNDATED.**
- **I SEE NO IMPROVEMENTS NECESSARY.**
- **I RECEIVED A "TERMINATION LETTER" PRIOR TO MY APPOINTMENT DATE WHICH HAD ALREADY BEEN SCHEDULED AND IT WAS 3 WEEKS BEFORE MY RENEWAL. THIS WAS DISTURBING AND CAUSED UNNECESSARY ANGUISH. IT WAS EXPLAINED THAT THIS WAS A COMMON PRACTICE AND I THINK A PROCEDURE SHOULD BE CREATED WHERE PARENTS WHO MAKE PRIOR ARRANGEMENTS DON'T RECEIVE SUCH HATEFUL NOTICES.**
- **NOTHING**
- **MORE STAFF NEEDED.**
- **I AM SATISFIED WITH YOU. ALL OF YOUR SERVICES ARE VERY GOOD. CONGRATULATIONS TO ALL OF YOU. THANK YOU. (Translated by Melissa Muñiz)**

- **AS OF YET I HAVE NOT HAD A COMPLAINT AND I AM VERY SATISFIED WITH THE SERVICES YOU PROVIDE, ESPECIALLY BECAUSE THE ARE HELPING WITH MY SON SPEECH, CHECKING HIM. (Translated by Melissa Muñiz)**
- **THEIR SERVICES ARE EXCELLENT (Translated by Melissa Muñiz)**
- **CURRENTLY I AM SATISFIED (Translated by Melissa Muñiz)**

OTHER:

CUSTOMER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | CLIENTS SATISFIED |
|---|----------------|-------|---------|----------|-------------------|----------------|-------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 21 | 4 | 1 | 0 | 0 | 0 | 96% |
| 2. I was seen for services at my appointed time by Wesley House staff. | 20 | 5 | 1 | 0 | 0 | 0 | 96% |
| 3. The staff listened to my questions and responded with information that was clear and understandable. | 20 | 5 | 0 | 1 | 0 | 0 | 96% |
| 4. Wesley House services were available at times that were convenient for me. | 17 | 8 | 0 | 1 | 0 | 0 | 96% |
| 5. The child care referrals that I received from Wesley House were satisfactory and met my needs. | 16 | 7 | 1 | 0 | 0 | 1 | 96% |
| 6. If I had a complaint, it was handled well and in a timely manner by Wesley House staff. | 13 | 5 | 0 | 1 | 0 | 5 | 95% |
| 7. The Wesley House staff helped me find other community services that I needed. | 13 | 7 | 1 | 1 | 0 | 3 | 91% |
| 8. I received my child's developmental screening results and Wesley House provided timely follow-up intervention | 16 | 5 | 2 | 0 | 0 | 2 | 91% |
| 9. Overall, I am satisfied with the services that I received from Wesley House. | 21 | 4 | 0 | 0 | 0 | 1 | 100% |
| 10. I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education. | 21 | 4 | 0 | 0 | 0 | 1 | 100% |
| 11. I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress. | 17 | 8 | 0 | 0 | 0 | 1 | 100% |

Customer Satisfaction Survey June 2010 Comments

Location Not Specified:

Question 1: I was treated with courtesy and respect by Wesley House staff.

- **ALWAYS**

Question 2: I was seen for services at my appointed time by Wesley House staff.

- **ALWAYS ON TIME**

Question 3: The staff listened to my questions and responded with information that was clear and understandable.

- **WHEN I LEFT A MESSAGE IT WAS NEVER RETURNED**

Question 4: Wesley House services were available at times and locations that were convenient for me.

- **FLEXIBLE AND HELPFUL**

Question 5: The child care referrals that I received from Wesley House were satisfactory and met my needs.

Question 6: If I had a complaint, it was handled well and in a timely manner by Wesley House staff.

- **NO COMPLAINT**
- **NEVER RETURNED CALLS**
- **I HAVE QUESTIONS ABOUT DAYCARE (Translated by Melissa Muñiz)**

Question 7: The Wesley House staff helped me find other community services that I needed.

- **I NEED HELP NO CALLS NO HELP**

Question 8: I received my child's developmental screening results and Wesley House provided timely follow-up intervention and assistance, as needed.

- **DIANNE AT THE WIC OFFICE HELPED WITH THIS**

Question 9: Overall, I am satisfied with the services that I received from Wesley House.

- **IT COULD NOT BE A BETTER PROGRAM**
- **NO IM NOT WHERE DOES ALL THE MONEY GO???**

Question 10: I am satisfied that my child care provider (center or family child care home) keeps me involved in my child(ren)'s education.

- **WONDERFULLY**

Question 11: I am satisfied that my child care provider (center or family child care home) keeps me informed of my child(ren)'s progress.

- **I HIGHLY RECOMMEND THEM.**

Question 12: How can Wesley House improve its services?

- **TO KEEP DOING THE SAME**
- **I HAVE ALWAYS BEEN RESPECTED & THEY MEY ALL OF MY NEEDS. WE ARE GREATFUL (MY CHIDREN AND I) YOU HAVE HELPED US. THANKS**
- **WESLEY HOUSE IS AWSOME AND VERY CARING! YOUR SERVICES ARE EXCELLENT.**
- **TO GET PEOPLE WHO CARE MORE FOR A CHILD THEN THE MONEY**
- **KEEP UP THE GREAT SERVICE**

- **REIMBURSEMENT TAKES LONG.**
- **NO COMMENTS. EVERYTHING IS GOOD. (Translated by Melissa Muñiz)**
- **FOR ME WESLEY HOUSE HAS BEEN A BIG HELP FOR ME I MEAN THAT I AM SATISFIED AND VERY HAPPY THAT MY GRANDSON IS GETTING YOUR HELP THE STAFF IS VERY ATTENTIVE WITH ME (Translated by Melissa Muñiz)**

OTHER:

Number of Respondents: 28
 (24-English 4-Spanish)
 Total Keys

MONROE COUNTY

Exhibit B1

PROVIDER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | Providers Satisfied |
|--|----------------|-------|---------|----------|-------------------|----------------|---------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 25 | 3 | 0 | 0 | 0 | 0 | 100% |
| 2. I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement. | 19 | 9 | 0 | 0 | 0 | 0 | 100% |
| 3. Regularly scheduled directors' meetings to address areas of interest or concern are of value to me. | 15 | 8 | 3 | 0 | 0 | 2 | 88% |
| 4. Training topics offered and materials provided meet the training needs of my staff. | 18 | 9 | 1 | 0 | 0 | 0 | 97% |
| 5. The resources and materials that I receive from the Resource Van are useful in my program.. | 20 | 5 | 3 | 0 | 0 | 0 | 89% |
| 6. Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide. | 21 | 3 | 1 | 0 | 0 | 0 | 96% |
| 7. The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence. | 21 | 4 | 2 | 0 | 0 | 1 | 93% |
| 8. When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. | 20 | 2 | 3 | 0 | 0 | 3 | 88% |
| 9. I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program. | 16 | 5 | 1 | 0 | 0 | 6 | 95% |

PROVIDER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | PROVIDERS SATISFIED |
|--|----------------|-------|---------|----------|-------------------|----------------|---------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 10 | 2 | 0 | 0 | 0 | 0 | 100% |
| 2. I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement. | 8 | 4 | 0 | 0 | 0 | 0 | 100% |
| 3. Regularly scheduled directors' meetings to address areas of interest or concern are of value to me. | 9 | 1 | 2 | 0 | 0 | 0 | 83% |
| 4. Training topics offered and materials provided meet the training needs of my staff. | 8 | 3 | 1 | 0 | 0 | 0 | 92% |
| 5. The resources and materials that I receive from the Resource Van are useful in my program. | 8 | 2 | 1 | 0 | 0 | 2 | 91% |
| 6. Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide. | 8 | 1 | 0 | 0 | 0 | 3 | 100% |
| 7. The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence. | 9 | 1 | 1 | 0 | 0 | 1 | 91% |
| 8. When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. | 9 | 1 | 0 | 0 | 0 | 2 | 100% |
| 9. I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program. | 7 | 2 | 0 | 0 | 0 | 3 | 100% |

Provider Satisfaction Survey June 2010 Comments

Lower Keys:

Question 1: I was treated with courtesy and respect by Wesley House staff.

- **ALWAYS. (Translated by Melissa Muñiz)**

Question 2: I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement

- **I WISH THEY WERE MORE PUNCTUAL (Translated by Melissa Muñiz)**

Question 3: Regularly scheduled directors' meetings to address areas of interest or concern are of value to me.

- **THEY ARE VERY VALUABLE AND I CAN APPLY SOME OF THE TOPICS AT HOME (Translated by Melissa Muñiz)**

Question 4: Training topics offered and materials provided meet the training needs of my staff.

- **DEFINITELY. (Translated by Melissa Muñiz)**

Question 5: The resources and materials that I receive from the Resource Van are useful in my program.

Question 6: Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide.

- **THIS HAS INSPIRED ME TO IMPROVE MY WEAKEST AREAS. (Translated by Melissa Muñiz)**

Question 7: The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence.

- **NEED EVENING TRAININGS OR SATURDAY FOR ASQ. NOT EVERY PROVIDER IS AVAILABLE DURING NAP TIME.**
- **THE STAFF IS EXCELLENT. (Translated by Melissa Muñiz)**

Question 8: When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support.

- **THEY HAVE ALWAYS GIVEN ME SUPPORT. THANK YOU! (Translated by Melissa Muñiz)**

Question 9: I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program

- **I WOULD LIKE THEM TO SEPARATE US BY GROUP AND CHOOSE THE CLASSES. (Translated by Melissa Muñiz)**

Question 10: Please indicate the desired format/time for directors' meetings (i.e., teleconference, in person, naptime, etc.)

- **LESS DISTRACTING WHEN HELD IN PERSON.**
- **TELECONFERENCE WOULD BE EASIER FOR ME.**
- **AFTER MY KIDS ARE DONE FOR THE DAY.**

Question 11: How can Wesley House improve its services?

- **THERE SERVICES HAVE BEEN VERY SATISFACTORY**
- **EVERYTHING IS GOOD (Translated by Melissa Muñiz)**
- **TO SUMMARIZE, I THINK THAT THE STAFF, PARTICULARLY THE SUPERVISOR MRS. CARDOZO, IS EXCELLENT,**

Other:

MONROE COUNTY

Exhibit B3

Number of Respondents: 3
 (3-English 0-Spanish)
 Middle Keys

PROVIDER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | PROVIDERS SATISFIED |
|--|----------------|-------|---------|----------|-------------------|----------------|---------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 3 | 0 | 0 | 0 | 0 | 0 | 100% |
| 2. I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement. | 3 | 0 | 0 | 0 | 0 | 0 | 100% |
| 3. Regularly scheduled directors' meetings to address areas of interest or concern are of value to me. | 1 | 1 | 1 | 0 | 0 | 0 | 67% |
| 4. Training topics offered and materials provided meet the training needs of my staff. | 1 | 2 | 0 | 0 | 0 | 0 | 100% |
| 5. The resources and materials that I receive from the Resource Van are useful in my program. | 1 | 1 | 1 | 0 | 0 | 0 | 67% |
| 6. Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide. | 2 | 1 | 0 | 0 | 0 | 0 | 100% |
| 7. The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence. | 3 | 0 | 0 | 0 | 0 | 0 | 100% |
| 8. When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. | 3 | 0 | 0 | 0 | 0 | 0 | 100% |
| 9. I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program. | 1 | 2 | 0 | 0 | 0 | 0 | 100% |

Provider Satisfaction Survey June 2010 Comments

Middle Keys:

Question 1: I was treated with courtesy and respect by Wesley House staff.

Question 2: I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement

Question 3: Regularly scheduled directors' meetings to address areas of interest or concern are of value to me.

Question 4: Training topics offered and materials provided meet the training needs of my staff.

Question 5: The resources and materials that I receive from the Resource Van are useful in my program.

Question 6: Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide.

Question 7: The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence.

Question 8: When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support.

- **BEST, THANK YOU GERELLA!**

Question 9: I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program.

Question 10: Please indicate the desired format/time for directors' meetings (i.e., teleconference, in person, naptime, etc.)

- **NAPTME**

Question 11: How can Wesley House improve its services?

Other:

MONROE COUNTY

Number of Respondents: 6
 (6-English 0-Spanish)
 Upper Keys

PROVIDER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | PROVIDERS SATISFIED |
|--|----------------|-------|---------|----------|-------------------|----------------|---------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 6 | 0 | 0 | 0 | 0 | 0 | 100% |
| 2. I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement. | 6 | 0 | 0 | 0 | 0 | 0 | 100% |
| 3. Regularly scheduled directors' meetings to address areas of interest or concern are of value to me. | 3 | 2 | 0 | 0 | 0 | 1 | 100% |
| 4. Training topics offered and materials provided meet the training needs of my staff. | 6 | 0 | 0 | 0 | 0 | 0 | 100% |
| 5. The resources and materials that I receive from the Resource Van are useful in my program. | 6 | 0 | 0 | 0 | 0 | 0 | 100% |
| 6. Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide. | 6 | 0 | 0 | 0 | 0 | 0 | 100% |
| 7. The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence. | 5 | 1 | 0 | 0 | 0 | 0 | 100% |
| 8. When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. | 4 | 0 | 2 | 0 | 0 | 0 | 67% |
| 9. I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program. | 5 | 0 | 1 | 0 | 0 | 0 | 83% |

Provider Satisfaction Survey June 2010 Comments

Upper Keys:

Question 1: I was treated with courtesy and respect by Wesley House staff.

- **ALWAYS- TELEPHONE OPERATOR ALWAYS PLEASANT & ANSWERED PHONE PROMPTLY**
- **ALWAYS**

Question 2: I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement.

- **VERY PROMPT**

Question 3: Regularly scheduled directors' meetings to address areas of interest or concern are of value to me.

- **I APPRECIATE**
- **WE NEED MORE OF THOSE**

Question 4: Training topics offered and materials provided meet the training needs of my staff.

- **ANN ALWAYS HAS GREAT RESOURCES**
- **HOME PROVIDER SUPERVISOR AILEEN CARDOS FOR MONROE COUNTY IS VERY KNOWLEDGEABLE & VERY GOOD TRAINING PERSON.**

Question 5: The resources and materials that I receive from the Resource Van are useful in my program.

- **VERY HELPFUL & WE GIVE ITEMS FOR OTHER SCHOOLS**

Question 6: Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide.

- **NICE FEEDBACK**

Question 7: The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence.

- **HELP IS ALWAYS AVAILABLE AT WH**

Question 8: When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support.

- **GERELLA HAS BEEN VERY HELPFUL**
- **GOOD ADVICE AND RESOURCES NO NEED FOR THIS YEAR.**

Question 9: I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program.

- **THANK YOU**
- **I COULDN'T PARTICIPATE BECAUSE I HAD FCCPC CLASS (Translated by Melissa Muñiz)**

Question 10: Please indicate the desired format/time for directors' meetings (i.e., teleconference, in person, naptime, etc.)

- **1PM**
- **IN PERSON**

- **1 PM TO 2:30**

Question 11: How can Wesley House improve its services?

- ***You're doing a great job.***

Other:

Number of Respondents: 7
(6-English 1-Spanish)
Location Not Specified

MONROE COUNTY

Exhibit B5

PROVIDER SATISFACTION SURVEY RESULTS JUNE 2010

| SURVEY QUESTION | RATINGS | | | | | | PROVIDERS SATISFIED |
|--|----------------|-------|---------|----------|-------------------|----------------|---------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply | |
| 1. I was treated with courtesy and respect by Wesley House staff. | 6 | 1 | 0 | 0 | 0 | 0 | 100% |
| 2. I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement. | 2 | 5 | 0 | 0 | 0 | 0 | 100% |
| 3. Regularly scheduled directors' meetings to address areas of interest or concern are of value to me. | 2 | 4 | 0 | 0 | 0 | 1 | 100% |
| 4. Training topics offered and materials provided meet the training needs of my staff. | 3 | 4 | 0 | 0 | 0 | 0 | 100% |
| 5. The resources and materials that I receive from the Resource Van are useful in my program. | 4 | 2 | 1 | 0 | 0 | 0 | 86% |
| 6. Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide. | 5 | 1 | 1 | 0 | 0 | 0 | 86% |
| 7. The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence. | 4 | 2 | 1 | 0 | 0 | 0 | 86% |
| 8. When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support. | 4 | 1 | 1 | 0 | 0 | 1 | 83% |
| 9. I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program. | 3 | 1 | 0 | 0 | 0 | 3 | 100% |

Provider Satisfaction Survey June 2010 Comments

Location Not Specified:

Question 1: I was treated with courtesy and respect by Wesley House staff.

Question 2: I am satisfied with the payment process through Wesley House and staff promptly answers my questions about attendance invoices, parent fees and reimbursement

Question 3: Regularly scheduled directors' meetings to address areas of interest or concern are of value to me.

Question 4: Training topics offered and materials provided meet the training needs of my staff.

- **UNFORTUNATELY DUE TO BUDGET CUTS, WE DON'T GET MUCH.**

Question 5: The resources and materials that I receive from the Resource Van are useful in my program.

Question 6: Wesley House conducts program assessments to help programs improve the quality of care. My program has been assessed and the center improvement plans have helped me (and my staff) to improve the quality of care that I/we provide.

Question 7: The trainings provided by Wesley House on the Ages and Stages developmental screening and the Creative Curriculum child assessment prepared me (and my staff) to administer these tools with confidence.

Question 8: When I have a child in my program with special needs, including behavioral concerns, Wesley House has provided intervention strategies to assist the classroom teacher and provided follow-up support.

Question 9: I have attended the Wesley House Annual Conference and have found the information relevant and useful in my program.

Question 10: Please indicate the desired format/time for directors' meetings (i.e., teleconference, in person, naptime, etc.)

- **AFTER NAPTIME**

Question 11: How can Wesley House improve its services?

- **I THOUGHT THE MEETINGS OF DIRECTORS TO FILL OUT YEARLY AGREEMENTS WERE NICE.**
- **EMPLOY MORE STAFF**
- **BY HAVING MORE SUPPLIES TO GIVE OUT**

Other:

ATTACHMENT Q

Wesley House Family Services, Inc.

**Data Showing Need for Program
(Optional, see question 7)**

ATTACHMENT R

Wesley House Family Services, Inc.

Other (Specify)