



# Alfred Saliba Center for Families



## FY15 Annual Report



The family resource center model, which began in 1994 by the Alfred Saliba Center for Families, has proven to be one of the most successful social service models available to communities and families. This model is a resource-friendly, effective manner in which families can access and utilize social services to address their complex issues. In FY15, **Goal 1** of the Alfred Saliba Center for Families was to assist vulnerable families in improving their health, safety and stability. The desired outcome was to provide consumer assessment and individualized service planning for 2,500 non-duplicated consumers through the various departments. This goal was obtained at an expense of **\$2,104,285.00** when services, valued at **\$3,918,717.00**, were rendered to **2,517** unduplicated consumers center-wide.

## Intake & Assessment / Social Work

**Goal 2:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families' needs by meeting the following outcomes in the Intake Department.

**Desired Outcome 1:** The intake Department will provide consumer assessment and individualized service planning that includes family members and all stake holders

involved with the family for 1,400 non-duplicated new consumers and 500 returning consumers, for a total of 1,900 non-duplicated consumers.

**Intake Outcome 1:** Intake served 1,011 new families and 398 returning consumers, for a total of 1,400 individuals served in FY15.

**Desired Outcome 2:** The Intake Department will Provide Information and at least 2,000 referrals that address families' survival needs, including clothing, food, housing,

transportation, and medication assistance within the agency departments and to other agencies within the community.

**Intake Outcome 2:** 2,078 referrals were made to various departments within the agency and to 211 and other family-serving agencies within the community.

### Social Work

Each consumer meets with a social worker upon entering the Center for the first time. An assessment is made of the individual or family's

needs and referrals are made for requested services.

### Adult Education

GED classes are provided by Wallace College; 325 consumers were served; 10 consumers passed the GED exam.

A Literacy Program is offered to teach consumers to read.

### Counseling Services

The center provides individual, marriage and family therapy services with a licensed therapist; 19 consumers were served.

## Community Career Development Center

The center provides the following customized programs to help consumers meet their career needs on their time:

- Job search assistance
- Job readiness training and work force development curriculums
- Career planning and goal setting
- Computer lab for academics and career development

**Goal 3:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by

the provision of family-centered services that address families' needs by meeting the following outcomes in the Community Career Development Center.

**Desired Outcome 1:** The Career Center will provide consumer assessment and individualized career assistance and planning for 1,250 consumers.

**Career Center Outcome 1:** At least 770 new and 820 returning, for a total of 1,590 consumers, visited the Career Center for a variety of job-related services.

**Desired Outcome 2:** The Career

Center will track the number of consumers who obtain new jobs. At least 150 consumers will have obtained new employment and 55% will have maintained employment after 90 days.

**Career Center Outcome 2:** At least 175 consumers obtained new employment and 83% had maintained employment after 90 days.



### Success Story

A 33 year-old male entered Camp H.I.R.E. with a problematic work history and child support and court fine arrearages. He had a positive outlook, but little skills regarding how to get into the workforce. During Camp H.I.R.E., he followed the advice of instructors and worked diligently to improve himself, both personally and professionally. Each day, he rode a bicycle approximately 20-30 minutes to attend class. He frequently sought additional support outside of the instructional period. After graduation, he obtained part-time employment at a local grocery store and was later hired to work full-time at a local hospital. He is preparing to enroll at Wallace Community College.

# Strong Families

The Strong Families Department provides free programs for building “Five Protective Factors” that promote healthy development in children, better outcomes for families and reduce the likelihood of “child abuse and neglect” (Center for the Study of Social Policy). Our services include case management, fatherhood classes, marriage and relationship education, domestic violence education, money management and parent enrichment workshops, as well as strategies for empowering and strengthening families.

**Goal 4:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families’ needs by meeting the following outcomes in the Strong Families Department.

**Desired Outcome 1:** The Strong Families Department will provide consumer assessment and individualized, family-centered services for 260 non-duplicated consumers.

**Strong Families Outcome 1:** 115 were served in Pathways and 88 individuals were served in Marriage and Relationship Skills (MARS). 203 individuals

were served.

**Desired Outcome 2:** The Strong Families Department will show a program completion rate of at least 75%.

**Strong Families Outcome 2:** 113 Pathways and 88 Marriage and Relationship Skills (MARS) consumers completed the program activities in the Strong Families Department.

**Desired Outcome 3:** The Marriage and Relationship Skills (MARS) program will show that 80% of program graduates are still together after one year.

**Strong Families Outcome 3:** 99% of the Marriage and Relationship Skills married consumers are still together after one year.

## MARS Program (Marriage and Relationship Skills)

The purpose for marriage and relationship workshops is to promote successful mate selection and healthy, life-long marriages. These classes provide a research-based education program to teach or enhance skills necessary for a satisfying relationship.

# Early Head Start

The Early Head Start Center-Based Program provides year-round, full-day, full-week child care in a licensed center at no cost to parents with limited income. The Home-Based program provides year-round weekly services in the home. Both programs provide family fun activities and assistance and information on nutrition, child development, healthcare, dental care, prenatal care and mental health. Families must meet the income criteria and their child must be under 30 months of age on September 1st. Pregnant moms, homeless children and children with disabilities are also accepted.

**Goal 5:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families’ needs by meeting the following outcomes in the Early

Head Start Department.

**Desired Outcome 1:** The Early Head Start Department will provide consumer assessment and individualized, family-centered services for 73 non-duplicated consumers.

**Early Head Start Outcome 1:** 73 families received services through the Early Head Start Department; These included 81 children and 2 pregnant moms.

**Desired Outcome 2:** The Early Head Start Department will ensure that 100% of all Early Head Start children have a medical home and medical insurance.

**Early Head Start Outcome 2:** 81 children (100%) had a medical home and medical insurance; 100% of pregnant moms (2) had medical insurance.

# Home Instruction for Parents of Preschool Youngsters (HIPPY)

The HIPPY (Home Instruction for Parents of Preschool Youngsters) Program is a parent-involvement, school readiness program that helps parents prepare their 3, 4 and 5-year-old children for success in school and beyond. HIPPY helps parents to be their children’s first teacher by giving them the tools, skills and confidence they need to work with their children in the home.

**Goal 6:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families’ needs by meeting the following outcomes in the Home Instruction for Parents of Preschool Youngsters

(HIPPY) Department.

**Desired Outcome 1:** The HIPPY Department will provide consumer assessment and individualized, family-centered services for 90 non-duplicated consumers.

**HIPPY Outcome 1:** The HIPPY program served 82 children.

**Desired Outcome 2:** The HIPPY Department will ensure that 80% of families complete the 30-week program.

**HIPPY Outcome 2:** HIPPY served 82 participants and held a 90.2% retention rate.

## Success Story BIKES FOR SUCCESS

A young, under-employed, homeless father with background challenges visited the Saliba Center for Families to enroll in the Pathways to Responsible Fatherhood Program. The Case Management Team at the Saliba Center worked diligently with the father to establish goals for finding sufficient employment and adequate transportation. With assistance from Marie Dozier, Job Coach, and Al Eford, Case Manager, the dad secured a higher paying job, but still lacked a dependable means of transportation.

The dad was determined and focused. The Saliba Team collaborated with Academy Sports for a solution. The Management Team at Academy Sports was thrilled to support this dad. Academy Sports donated the first bike and the “Bikes to Success” project ensued with the goal of assisting consumers with removing barriers to employment by providing “bicycles.”

## Success Story

Lakendra Bighems is the mother of three wonderful children. Two of her children are currently enrolled in the Home-based Early Head Start program. Her other child graduated from the program and is, now, enrolled in kindergarten. Lakendra is a determined person and she lets nothing stop her from succeeding. She recently graduated from the Camp H.I.R.E. program and started working as a cashier at Dollar General.

Lakendra has been searching for employment over the course of three years. She was determined to not let anything stop her. Lakendra is a hard-working, single mother who has a lot of determination and enthusiasm.

## HIPPY PLUS

HIPPY PLUS provides in-home services to parents with 3, 4 or 5-year-olds who are enrolled in the HIP-PY program.

## Success Story

Jessica Thomas— I love this program. They have really sweet workers and it is a great place. I wish I knew about it sooner. I’m glad I found out about it. I have one kid in it now and I will be putting my other kid in it when he’s old enough. Thank you so much for everything you all do at Hippy USA Houston County.

Alda Campbell— I wish I knew about the program earlier. But, we’re catching up. Thank you.

# Parent Project / Positive Action

## Parent Project

Parent Project is a ten-week program designed for parents of strong-willed or out-of-control adolescents. This program gives parents both no-nonsense solutions and support for dealing with their children's behavior problems, defiance, truancy, failing grades, drug/alcohol abuse and negative peer involvement.

## Positive Action

Positive Action involves a class that is designed to teach teens how to improve academic performance, school discipline, self-esteem and remain drug-free.

**Goal 7:** The Alfred Saliba Center for Families

will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families' needs by meeting the following outcomes in the Parent Project/Positive Action program.

**Desired Outcome 1:** The Parent Project / Positive Action program will provide consumer assessment and individualized, family-centered services for 30 parents and 40 youth.

**Parent Project Outcome 1:** Parent Project enrolled 31 parents and 31 youth, for a total of 62 participants enrolled in Parent Project/Positive Action.

**Desired Outcome 2:** The Parent Project / Positive Action program will ensure that 85% of parents/youth complete the 10-week program that is offered 4 times per year.

**Parent Project Outcome 2:** 17 of the 20 families (85%) referred by JPO, DHR and JCC completed the program.

**Desired Outcome 3:** The Parent Project/Positive Action program will ensure that 75% of youth will not return to the court system after attending the class after six months and one year.

**Parent Project Outcome 3:** 19 or 75% of youth did not return back to the court system.

# Career Designs for Youth (CDY)

Career Designs for Youth (CDY) is a program that provides academic support and career guidance for youth ages 16-21 that are experiencing challenges in getting their high school diploma, GED or successful job readiness training.



were 25 in-school consumers and 41 out-of-school consumers.

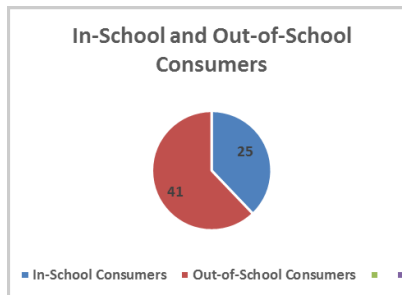
**Desired Outcome 2:** The CDY program will ensure that 52% of the enrolled youth that have obtained GED or diploma will obtain employment or post-secondary admission.

**CDY Outcome 2:** By June 30, 2015, 52% of youth that attained a GED or diploma entered post-secondary education or obtained employment.

**Goal 8:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families' needs by meeting the following outcomes in the Career Designs for Youth (CDY) program.

**Desired Outcome 1:** The CDY program will provide consumer assessment and individualized, family-centered services for 50 in-school and out-of-school youth.

**CDY Outcome 1:** CDY served 66 consumers. There



### CDY Success Story

Out of School Consumer, Ta'nia Hightower:

Ta'nia was a 17 year old female when enrolled in the CDY Program. She has had a lot of personal issues while enrolled in public education. Ta'nia was living with her mother until her mother's death in November, 2014. After her mother's death, Ta'nia went to live with a friend and her parents. She was struggling in school due to absences and other issues. She dropped out of public education in February, 2015 and enrolled in the Wallace Community College Adult Education Program during the same month.

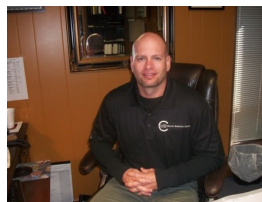
Ta'nia attended afternoon GED classes at the Saliba Center for Families two days a week. After enrolling in the CDY Program, she started attending classes in the morning and afternoon. By the end of the 2014-2015 Program Year, Ta'nia had passed three of the four GED exams. On September 22, 2015, she completed her GED. Ta'nia is presently applying to Wallace Community College and will start the Spring Semester, 2016.

# Mixson Business Center

The Mixson Business Center was designed to assist in the development of small businesses that are just starting out by providing the following services at an affordable rate for the first year: Furnished offices, reception area, telephone service/DSL internet, conference room, reference library, discounted long distance phone and fax services, discounted office supplies and technical assistance.



through the efforts of the Mixson Business Center.



Mixson Business Center offices are rented.



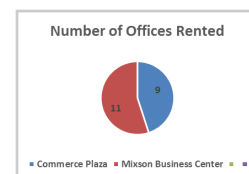
**Goal 9:** The Alfred Saliba Center for Families will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families' needs by helping provide funds to meet these objectives

**Desired Outcome 1:** The Mixson Business Center will provide revenue to help support Saliba Center program and activities.

**Mixson Business Center Outcome 1:** The Mixson Business Center generated \$85,748.74 of revenue.

**Desired Outcome 2:** The Mixson Business center will ensure that 90% of the available suites in Commerce Plaza are rented and 50% of the available

**Mixson Business Center Outcome 2:** By September 30, 2015, 9 (90%) of the 10 Commerce Plaza suites and 11 (80%) of the 15 Mixson Business Center offices were rented.



# Alabama Network of Family Resource Centers

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## Outcome Goals

### Alfred Saliba Center for Families

2014-2015

#### ANFRC Goals

##### Goal 1

To increase the capacity of families to nurture their children and the capacity of communities to nurture families.

##### Outcome Indicator 1

For FY 2014-2015, the Alabama Network of Family Resource Centers Alfred Saliba Center for Families provided core services to **2517 unduplicated families** through a comprehensive system of services including, but not limited to, the following: Information and referral, assessment, including family/child safety issues, **goal setting, case management for 407 families**, basic needs and supportive services as evidenced by anfrctrak data.

##### Outcome Indicator 2

For FY 2014-2015, the Alfred Saliba Center for Families **partnered with 15 resources** to develop strategies for strengthening and nurturing families as evidenced by contracts for services and MOU's/MOA's.

##### Goal 2

To provide a pro-family system of integrated social services whose integrity of services is defined by the basic principles of inclusion, community-based, family-centered, strengths-based, collaborative, progressive, flexible, accessible, sensitive, user-friendly, outcome oriented and accountable that will result in improvements in family stability.

##### Outcome Indicator 1

For FY 2014-2015, **98% of participants reported satisfaction with the services** accessed through the Alfred Saliba Center for Families as evidenced by the results of the administration of the Consumer Satisfaction Surveys administered semi-annually in October and April.

##### Outcome Indicator 2

For FY 2014-2015, **100% of core services families determined and evaluated goals** as evidenced by Goal Rating Forms documentation.

##### Outcome Indicator 3

For FY 2014-2015, **93% of the families reported that their family was more stable** since receiving the services provided through the Alfred Saliba Center for Families as evidenced by the results of the administration semi-annually of the Consumer Satisfaction Survey in October and April.

##### Outcome Indicator 4

For FY 2014-2015, **90% of families receiving core services reported improvements in goal ratings of one or more levels** as evidenced by the Goal Rating Forms documentation.

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