



Alfred Saliba Center for Families



FY13 Annual Updates



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 FY13, **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 3,000 non-duplicated consumers through the various departments. This goal was obtained at an expense of **\$2,199,587.00** when services, valued at **\$3,183,580.00**, were rendered to **3,916** 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 1,200 non-duplicated new consumers and 700 returning consumers, for a total of 1,900 non-duplicated consumers.

Intake Outcome 1: Intake served 1,415 new families and 739 returning consumers, for a total of 2,154 individuals served in FY13.

Desired Outcome 2: The Intake Department will Provide Information and referral services 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: 7,697 referrals were made to various departments within the agency and to 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; 385 consumers were served; 23 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; 13 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 2,000 consumers.

Career Center Outcome 1: 1,142 new and 1,189 returning, for a total of 2,331 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.

Career Center Outcome 2: 211 consumers from the Career Center and 38 from other departments had obtained employment, for a total of 249; 77% of those individuals had maintained employment after 90 days.



Success Story

A 38-year-old female consumer came to the career center in July, 2013. She was homeless and residing at a battered woman's shelter due to serious domestic violence which had required hospitalization.

Additionally, she had a felony record for possession and distribution and served a significant prison term. This consumer also had a thirteen-year-old daughter. She utilized the career center for approximately 4 months, receiving assistance with job search and resume services. The consumer was hired at a local diner and last known status was that she was doing well.

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: 220 were served in Pathways and 272 individuals were served in Marriage and Relationship Skills (MARS).

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 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

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

Strong Families Outcome 2: 200 Pathways and 267 Marriage and Relationship Skills (MARS) completed the programs' 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: 100% 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.

Start Department.

Desired Outcome 1: The Early Head Start Department will provide consumer assessment and individualized, family-centered services for 76 non-duplicated consumers.

Early Head Start Outcome 1: 83 families received services through the Early Head Start Department; These included 88 children and 4 pregnant mom

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: 88 children (100%) had a medical home and medical insurance; 100% of pregnant moms (4) 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: HIPPY program served 100 non-duplicated consumers.

Desired Outcome 2: The HIPPY Department will ensure that 90% of families complete the 30-week program.

HIPPY Outcome 2: HIPPY served 100 participants and held an 84% retention rate.



Success Story

Mr. Tracy Andrews enrolled in the Pathways Program in August, 2012 with the goals of 1) becoming a greater support to his family by completing his nursing degree and 2) increasing his household income. One month after participating in career counseling and job search activities, Mr. Andrews secured a higher paying job. Eleven months later, while working and attending college, Mr. Andrews completed the LPN Degree Program at Wallace Community College in Dothan, AL with plans to enroll in the RN Degree Program at Troy University.



Success Story

Ms. Yolanda Thomas enrolled her child at Early Head Start in June, 2011 with the goals of graduating from high school, getting a job and enrolling in the nursing program at Wallace Community College. Yolanda successfully accomplished all her goals within a year. She is currently working full time as a Certified Nursing Assistant at a local nursing home and continues to attend school full time.

HIPPY PLUS

HIPPY PLUS provides in-home services to parents with 3, 4 or 5-year-olds who are enrolled in the HIPPY program. HIPPY PLUS served 20 consumers.

Parent Testimony

Our daughter completed HIPPY 3 through 5 and she was well prepared for school. I felt that I had helped her live up to that potential. As our sons grew up, they watched us do HIPPY, and each of them begged to do HIPPY long before they were old enough to be enrolled. A couple of years ago, our middle son didn't want HIPPY to end for the summer and the younger one could not wait to start HIPPY in the fall. HIPPY has been great preparation for school for each of our children.

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

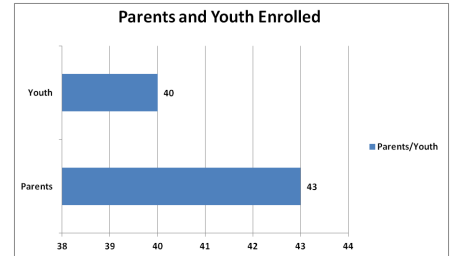
will assist vulnerable families in improving their health, safety and stability as evidenced by the provision of family-centered services that address families' needs by meeting the following outcomes in the Parent Project/Positive Action program.

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 43 parents and 40 youth were enrolled in Positive Action.

Desired Outcome 2: The Parent Project / Positive Action program will ensure that 90% of parents/youth complete the 10-week program that is offered 4 times per year.

Parent Project Outcome 2: 43 of the 51 families (84%) referred by JPO, DHR and JCC completed the program.



CDY (Career Designs for Youth)

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 20 in-school consumers and 24 out-of-school consumers.

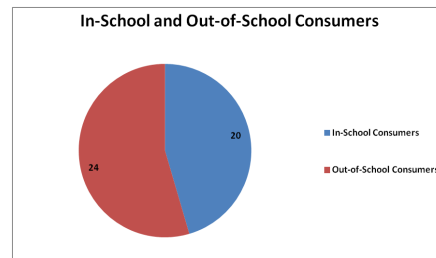
Desired Outcome 2: The CDY program will ensure that 57% of the enrolled youth that have obtained GED or diploma will obtain employment or post-secondary admission.

CDY Outcome 2: By June 30, 2013, 56% of youth had attained a GED or diploma or 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 44 consumers. There



Success Story

In-School Consumer:
Amber Croom enrolled in CDY as an in-school consumer on 2/12/13. As a high school senior, Amber was having difficulty with Math and she had behavior and attendance issues. Amber's behavior issues progressed so that she was sent to PASS Academy for 10 days. CDY assisted her by getting her a Math tutor, which resulted in an increase in her grade, and she was able to successfully pass all sections of the Alabama Graduation exam. Amber was able to return to her school, pass all of her classes and graduate with her peers. She has beaten all the odds of growing up in a low-income family with parents who did not receive higher education. CDY assisted Amber by helping her with transportation, paying all of her graduation fees and helping her with the completion of her FAFSA and college application. Amber is currently attending Wallace Community College as a Pre-Med student and will further her education at South Alabama in Mobile.

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.

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 \$78,527.37 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 offices are rented.

Mixson Business Center Outcome 2: By September 30, 2013, 6 (60%) of the 10 Commerce Plaza suites and 5 (33%) of the 15 Mixson Business Center offices were 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

Success Story

On July 26, 2013, a small business seminar was held at Mixson Business Center. After the seminar ended, Mr. Larry Jenkins, Aflac Insurance Representative, requested a tour of the facility. Two months later, Mr. Jenkins returned to the center with his district Manager, Mr. John Sheppard. A second tour was requested and Mr. Sheppard was so impressed with Mixson Business Center and all of its benefits that he decided that Aflac would become a part of our incubator. The lease was finalized in August and the Aflac District Sales Department currently conducts business at Mixson Business Center.

Alabama Network of Family Resource Centers

Outcome Goals

Alfred Saliba Center for Families

2012-2013

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 2012-2013, the Alabama Network of Family Resource Centers Alfred Saliba Center for Families provided core services to **3916 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 337 families**, basic needs and supportive services as evidenced by anfrctrak data.

Outcome Indicator 2

For FY 2012-2013, 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 2012-2013, **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 2012-2013, **100% of core services families determined and evaluated goals** as evidenced by Goal Rating Forms documentation.

Outcome Indicator 3

For FY 2012-2013, **87% 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 2012-2013, **90% of families receiving core services reported improvements in goal ratings of one or more levels** as evidenced by the Goal Rating Forms documentation.
