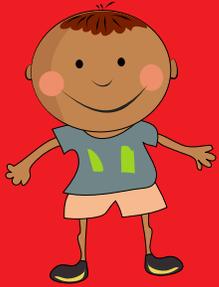


FAMILY
RESOURCE
CENTER

OF SOUTH FLORIDA, INC.

2010-2011 Annual Report





Board of Directors

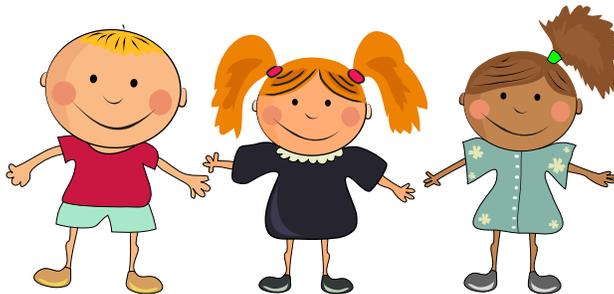
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EXECUTIVE DIRECTOR
Oren Wunderman, Ph.D.

Dear Friends of Family Resource Center,



Over the last year, Family Resource Center (FRC) has continued to expand in both size and reach within our community. Unfortunately, what we have found is that with continued economic distress, there is a greater need for efforts to combat child abuse and neglect. According to a study recently unveiled at the annual meeting of the American Academy of Pediatrics, for every 1% increase in unemployment, there is an increase in child abuse reports of at least 50 per 100,000 children one year later. Not only does Florida have one of the highest unemployment rates in the country (at nearly 11%), but the Miami metropolitan area ranks among the hardest hit regions (at 13.9% according to the United States Dept. of Labor).



Thus, Miami-Dade County is coping with an increased need for child welfare services. Child abuse investigations grew by 20% during the most recent fiscal year, and the number of children being adjudicated and referred for services through our Full Case Management Program increased by 35%. As a result, FRC is in the process of expanding our staff and infrastructure. Over the last year, we have grown from 104 to 117 employees, including the addition of a new Full Case Management Unit. We have also leased additional office space in our building in order to grow our clinical staff.



In an effort to make children safer, the State of Florida has also made significant changes, such as the evolution of the Florida Safe Families Network (FSFN) database. This centralized database now makes it possible for the many advocates of a single child to access and share information. Over the last six months, FRC worked to add several new quality assurance protocols in order to fully integrate this system into our Full Case Management processes. Additionally, FRC added the full-time position of Quality Assurance and Quality Improvement Specialist. We continue to be recognized for our standard of care, both within the industry and around the region. For the second year in a row, FRC was recognized among the Top 100 Companies to Work For by *Florida Trend Magazine*. And *Business Leader Magazine* named us 4th on their list of top businesses in South Florida. Perhaps most humbling, in a 2011 Customer Satisfaction Survey of foster parent caregivers conducted by Our Kids of Miami-Dade/Monroe, FRC received the highest overall satisfaction score among our peer Full Case Management Agencies.



After a year fraught with considerable growth and transition, we at FRC are proud of what we have been able to accomplish and look forward to more development ahead. We are committed to upholding the highest quality of care for the children and families we serve, and we could not be efficacious without support from our Board of Directors, and from individuals and organizations around the Miami-Dade community.

Over the last year, many non-profits have struggled, but our supporters' commitment to keeping kids safe and finding them permanent, loving homes has allowed us to grow and serve more children. We deeply appreciate your investment in helping us achieve that mission.

Sincerely,

Oren Wunderman, Ph.D.

Executive Director

Family Resource Center of South Florida, Inc.



OUR HISTORY

Family Resource Center of South Florida, Inc. was founded in 1978 by a group of concerned citizens with the mission of preventing and treating child abuse and neglect through the strengthening of families. Today, the agency is a leader in child welfare services, providing a full continuum of interventions aimed at breaking the cycle of abuse.

South Florida was the last area in Florida to convert to a privatized child welfare system. In 2005, Family Resource Center was chosen to be one of six agencies that would provide Full Case Management services for foster children within Miami-Dade County. As of June 2011, we are now serving over 700 children in the dependency system. In total, during fiscal year 2010-2011, FRC provided services to more than 2,500 children, adolescents and adults.

OUR FAMILY

Family Resource Center's organizational structure is comprised of a fifteen member Board of Directors, an Executive Director, four Department Directors, 110 full-time staff, 7 part-time staff, and approximately 100 volunteers that have supported our work in the last year. Services are available to our clients in English, Spanish and Haitian Creole.

OUR ACCREDITATION

Family Resource Center of South Florida was accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in June 2005, and then reaccredited in 2008 and 2011. The JCAHO accreditation represents the gold standard of healthcare and mental healthcare excellence.

OUR GOALS

Family Resource Center is driven by the principle that nothing is more fundamental to a community than the safety and well being of its children. Our goals are to prevent and change dysfunctional parent/child interaction patterns, promote positive self-concepts, and build healthy relationships to prevent child abuse and neglect through family support, crisis intervention, housing location, family preservation, parent education and counseling.

ADOPTIONS=



The social, emotional, and legal process through which children who will not be raised by their birth parents become full and permanent legal members of another family while maintaining genetic and psychological connections to their birth family.

OUR MISSION

Our Mission is the prevention and treatment of child abuse and neglect through the strengthening of families. We provide integrated care for children who have entered the foster care system and their parents, licensing and oversight of foster homes, adoptions, parent education classes, mental health services and substance abuse counseling.

Working collaboratively with other community and governmental agencies, we strive to ensure holistic care and support for the children and their parents. Today, the agency is a leader in child welfare, providing in-office, in-home and in-school support to help protect children and strengthen families.

Our Vision is to respectfully treat, rehabilitate and mentor troubled families through comprehensive, responsive care. Through the provision of evidence-based, dignified and confidential services provided by well-trained and committed staff, we work to break the cycle of child abuse and neglect.

Our Values are to keep families together, where appropriate, and strengthen loving ties to the family and the community.

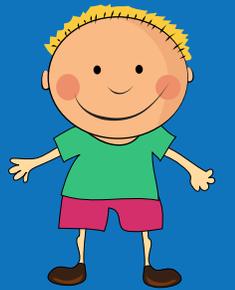
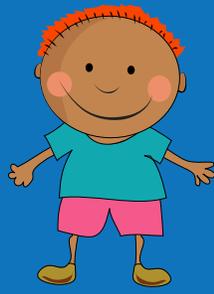


PHOTO COURTESY OF
THE CHILDREN'S TRUST
MIAMI HEART GALLERY



2010-2011 IMPACT

Family Resource Center Programs

ADOPTIONS

2010-2011: 48 adoptions

FOSTER HOMES

2010-2011: 83 open foster homes containing a total of 210 licensed beds

FULL CASE MANAGEMENT PROGRAM

1,160 Children Served in 2010-2011

Full Case Management is the coordination and monitoring of services on behalf of a client and his or her caretakers. These services include abuse prevention/treatment, mental health counseling, psychiatric consultation, case plan management, medical care, dental care and the provision of a nurturing, therapeutic living environment. A key element of case management in child welfare is the ongoing assessment of the client's needs and progress in services. FRC makes every effort to assist in permanent placement of those children in our care whose parents have had their parental rights terminated, either through adoption or permanent guardianship.

ROAD TO INDEPENDENCE PROGRAM

37 Clients Served in 2010-2011

The Department of Children and Families' Independent Living Transition Services Program provides young adults formerly in foster care with services and financial assistance to help them successfully transition into adulthood. Services include assistance with money management skills, educational assistance, household management skills, employment preparation, and other services as dictated by client circumstances.

TUTORING PROGRAM

9,705 Hours Provided to 134 Children in 2010-2011

The trauma of child abuse and subsequent removal from the home can lead a child to perform below grade level. This program provides in-home tutoring for all K-12 subject areas with a focus on meeting the specific needs of the foster care population. All students are given an Individualized Learning Plan and Tutoring Materials that are aligned to the FCAT.

MENTAL HEALTH SERVICES

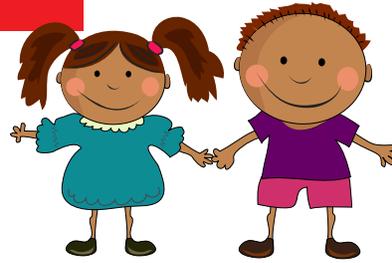
207 Children, Adolescents and Adults Served in 2010-2011

This service provides intensive counseling to families in crisis as identified by the Department of Children and Families and Our Kids of Miami-Dade/Monroe, Inc. due to documented incidence of child abuse and/or neglect.

FOSTER CARE ADOPTIONS=



The adoption of a child from the foster care system after a determination has been made that the child cannot safely reunite with his/her birth family and the parental rights of the birth parents have been terminated.



DYADIC THERAPY PROGRAM

25 Clients Served in 2010-2011

Forty-five percent of children in out-of-home care are under the age of five. Infants and toddlers who do not have an opportunity to form a reliable attachment with a trusted adult may have grave developmental consequences. Operational since 2010, this program provides therapeutic intervention focusing on the bond between parent and child in an effort to rebuild a healthy relationship.

SUPERVISED VISITATION SERVICES

3,000 Hours of Services Provided in 2010-2011

This service is provided to families that have had their children removed by the Department of Children and Families. It allows the parent the opportunity to meet with the child in a safe, nurturing environment. Visits can take place from once a week to three times a week, depending on the court order. The length of each visit is also determined by the judge overseeing the case. It is typically between one and two hours, two or three times per week.

SUBSTANCE ABUSE OUTPATIENT PROGRAM

67 Adults Served in 2010-2011

This program provides crisis intervention, individual and group counseling and advocacy for highly dysfunctional families who are at risk of having their children removed permanently or have had children removed due to an addiction problem.

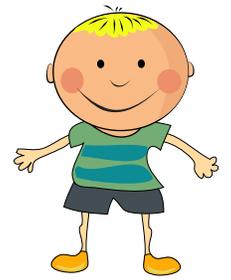
PARENT EDUCATION PROGRAM

204 Clients Served in 2010-2011

Family Resource Center's Parent Education Program has been in operation since 1999, and to date has served over 2,200 families. It is one of only four such programs in Miami-Dade that is approved by the Judiciary of the Dependency Court and by Our Kids of Miami-Dade/Monroe, Inc. The curriculum is an internationally recognized psycho-educational program that is distinguished for its effectiveness in improving parenting skills and parent-child interactions with at-risk families. The FRC Parent Education Program is designed to promote positive parent-child interaction and healthy childhood growth and development, thereby preventing the occurrence or reoccurrence of child abuse and neglect.

SUPPORTING & STRENGTHENING FAMILIES

HURWIT SUPERVISED VISITATION & SAFE CHILD EXCHANGE CENTER



At present, FRC's Hurwit Shelter in Miami Gardens is standing vacant and available to open immediately as a Supervised Visitation & Safe Child Exchange Center if we can secure operating funding. The space is already built out with separate and secure meeting rooms, a separate entrance and exit, video camera security in each of the rooms, playgrounds, basketball courts, picnic areas, and security gates.

This initiative would not only serve children involved in the Dependency Court due to abuse/neglect, but also those in need of supervised visitation and safe exchange arising from involvement in Miami-Dade's Family and Domestic Violence Courts. FRC has engaged each of the lead judges involved in Miami-Dade's Dependency, Family and Juvenile Courts to gather support for the project. Each of them is enthusiastic about the opening of a new facility dedicated to providing supervised visitation and safe exchange, as many of their cases are delayed due to lack of access to these services.

WHY IS THE CENTER NECESSARY?

Sometimes, based on issues of protection and safety, a judge will decide that in order for a child to have contact with a parent, a neutral third party must be present during any visitation. This type of third-person visitation arrangement, which may be conducted by a non-professional, is often called Supervised Visitation. A judge may order supervised visitation for many reasons, including when there is a history of domestic violence, child abuse, neglect, or substance abuse; when there are parenting concerns or mental illness; or a combination of the above factors.

Therapeutically Supervised Visitation is utilized when the mental health of the parent and/or the child is considered very troubled and/or unstable, and more protection must be put in place. Thus, therapeutically supervised visitation is necessarily conducted by a Master's or Doctoral level therapist.

Supervised Exchange is supervision of the transfer of the child from one parent to the other - supervision is limited to the exchange or transfer of the child and designed to ensure that the child is safe, feeling secure, and not caught in between verbally hostile or physically combative parents. Precautions are taken to ensure that the two parents or other individuals exchanging the child do not come into contact with one another.

Supervised Visits, Therapeutically Supervised Visits and Supervised Exchanges are designed to ensure that a child can have safe contact with an absent parent without having to be put in the middle of the parents' conflicts or other problems.

The Miami Foundation has already made a seed grant in the amount of \$20,000 to help us get the project off the ground. In order to open the doors to the Center in the coming year, we are looking for other lead investors in order to ensure we have one year's worth of operational costs at the start.



CASE REVIEW SYSTEM=



A system that ensures the periodic review of the status of children in the child welfare system. Federal law requires States to have a case review system that includes processes for (1) the development of a written case plan for each child jointly with the child's parent(s) that includes the required provisions; (2) periodic review of the status of each child no less frequently than once every six months, either by a court or by administrative review; (3) a permanency hearing (for each child in foster care under the supervision of the State) in a qualified court or administrative body no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter; (4) termination of parental rights proceedings in accordance with the provisions of the Adoption and Safe Families Act; and (5) notification of foster parents, pre-adoptive parents, and relative caregivers of children in foster care so that they have an opportunity to be heard in any review or hearing held with respect to the child.

FAMILY RESOURCE CENTER OF SOUTH FLORIDA RELIES ON SUPPORT FROM MEMBERS OF THE MIAMI-DADE COMMUNITY. FROM HOLIDAY TOY DRIVES AT SMALL BUSINESSES TO STUFFING BACKPACKS FOR CHILDREN IN FOSTER CARE FOR THE UPCOMING SCHOOL YEAR, WE WOULD NOT BE ABLE TO DO WHAT WE DO FOR CHILDREN AND FAMILIES WITHOUT THE BACKING OF DONORS AND THE EFFORTS OF OUR VOLUNTEERS.

On June 22nd and 23rd, 2011, representatives from BB&T Bank participated in days of service at what we hope to open as the Hurwit Supervised Visitation & Safe Child Exchange Center. Volunteers painted the exterior of both buildings “sunshine,” and assisted with major landscaping projects such as the planting of ficus trees and other shrubbery throughout the property.

Their hard work paid off in full, as it truly transformed the overall look of the facility and helped make it ready to open in the coming year. Volunteers included managers and tellers from BB&T branches around the region.



ADOPTION AGENCY=

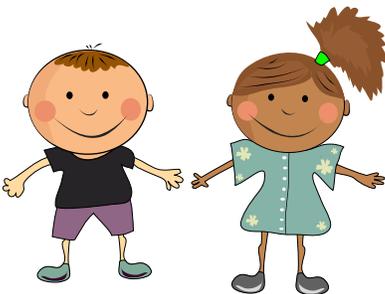


A legally regulated entity that provides one or more of the following: assessment of prospective adoptive parents, counseling services to birth parents, preparation and placement of children with adoptive families, and post adoption services. Agencies may be public or private, secular or religious, for profit or nonprofit.

FOSTER CARE=

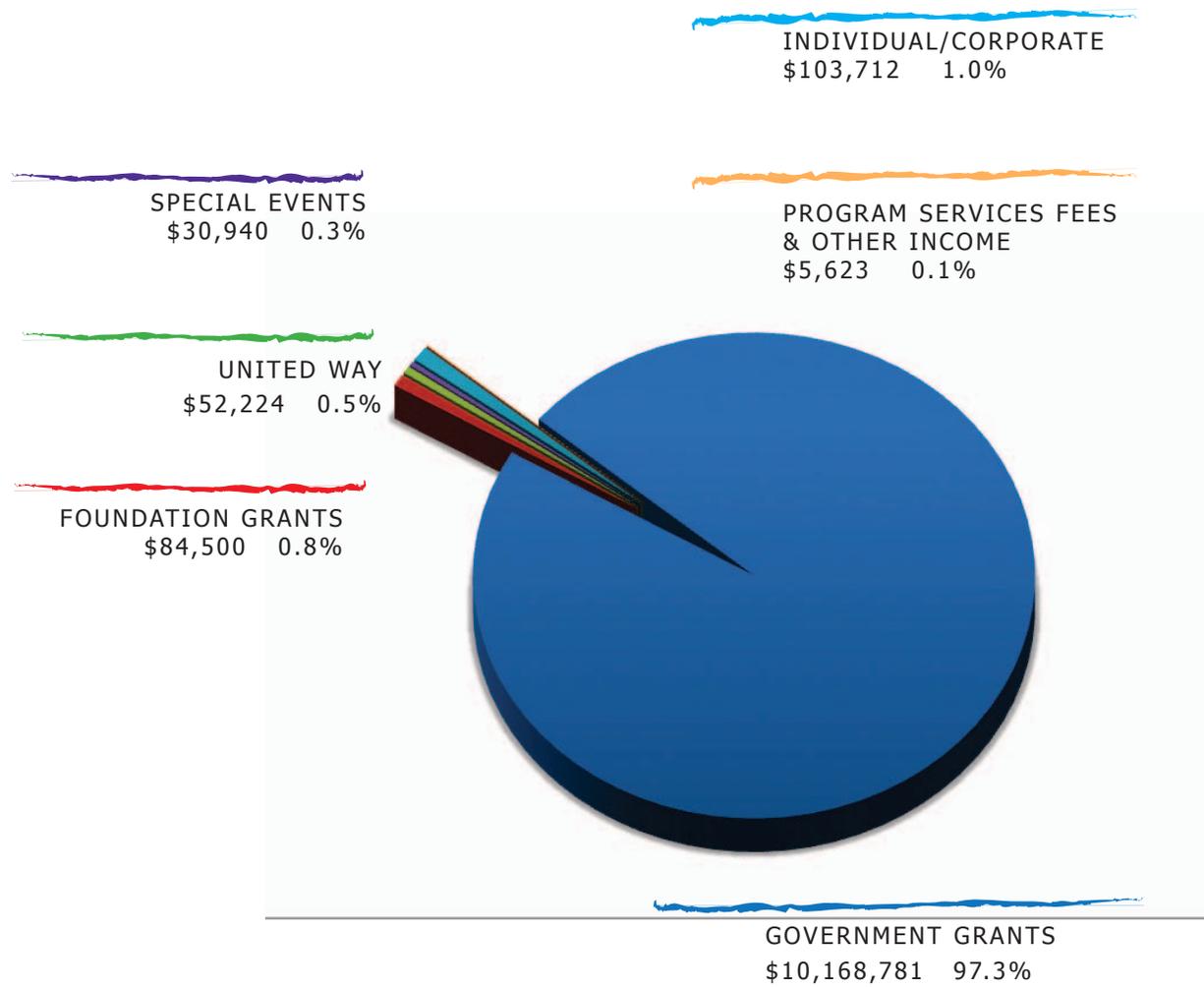


A service for children who cannot live with their custodial parent(s) or guardian(s) for some period of time. Children in foster care may live with relatives, unrelated foster parents, or with families who plan to adopt them. Foster care is intended to be short-term, with the focus on returning children home as soon as possible or providing them with permanent families through adoption or guardianship. For purposes of Federal reporting and funding, the term also describes nonfamily placement settings including group homes, residential care facilities, and supervised independent living.

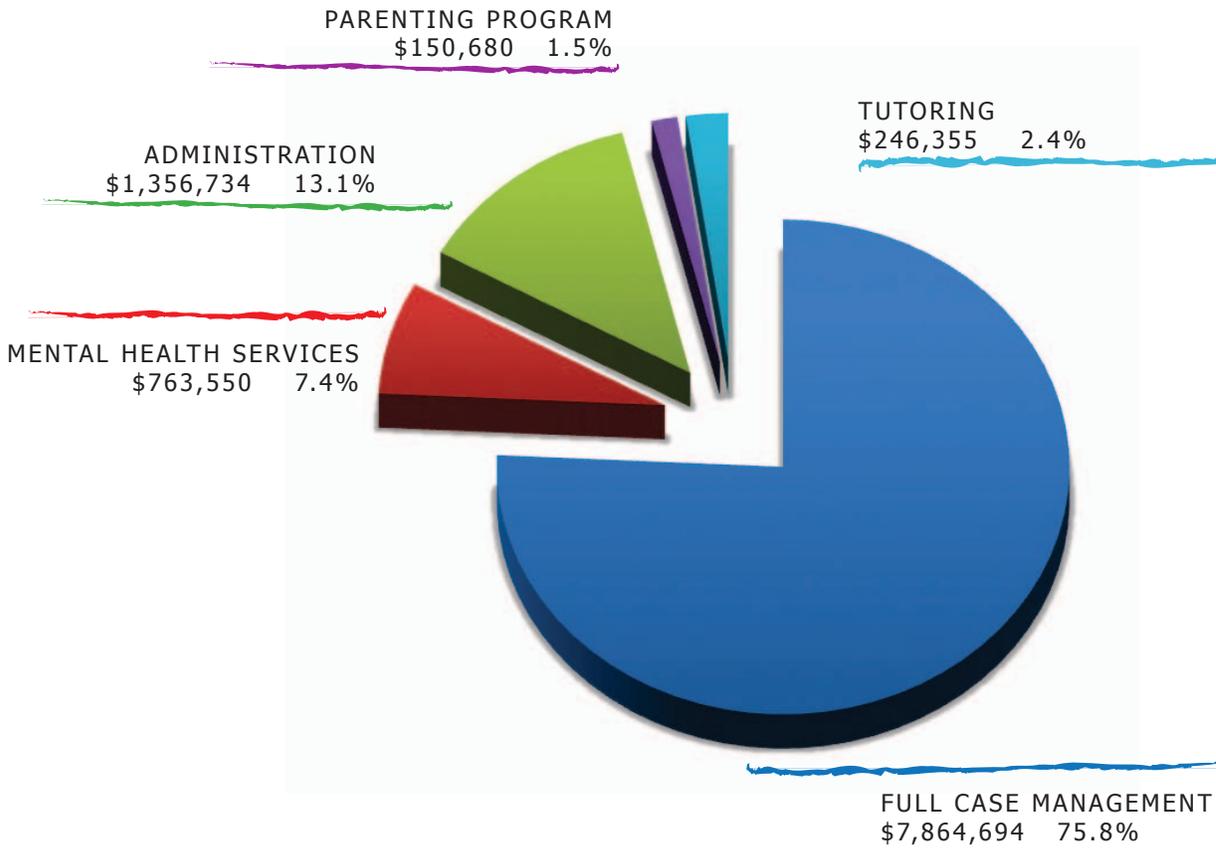


VOLUNTEER PROFILES

SOURCES OF INCOME



GOVERNMENT GRANTS	\$10,168,781	97.3%
INDIVIDUAL/CORPORATE	\$103,712	1.0%
FOUNDATION GRANTS	\$84,500	0.8%
UNITED WAY	\$52,224	0.5%
SPECIAL EVENTS	\$30,940	0.3%
PROGRAM SERVICE FEES & OTHER INCOME	\$5,623	0.1%
TOTAL	\$10,445,780	100%



FULL CASE MANAGEMENT	\$7,864,694	75.8%
ADMINISTRATION & DEVELOPMENT . . .	\$1,356,734	13.1%
MENTAL HEALTH SERVICES	\$763,550	7.4%
TUTORING	\$246,355	2.4%
PARENTING PROGRAM	\$150,680	1.5%
TOTAL	\$10,382,013	100%

OPERATING EXPENSES

Know the Five Most Common Types of Abuse and their Warning Signs

PHYSICAL ABUSE

Child has unexplained burns, bites, bruises, welts or swelling, sprains or fractures, lacerations, abrasions or black eyes.

SEXUAL ABUSE

Child has difficulty walking or sitting; demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior; experiences nightmares, bedwetting or sudden change in appetite, bowel habits or urinary habits; experiences social withdrawal, anxiety or depression; and/or becomes pregnant or contracts a venereal disease, particularly if under age 14.

PHYSICAL NEGLECT

Child is consistently dirty and has severe body odor; lacks sufficient clothing for the weather; begs or steals food or money; is frequently absent from school; and/or states that there is no one at home to provide care.

MEDICAL NEGLECT

Child has unattended medical or dental needs; lacks immunizations or glasses; has an untreated psychological illness, has developmental delays; and/or is not receiving necessary medication for a chronic disease that can cause disability, disfigurement or death.

EMOTIONAL ABUSE

Child appears either overly compliant and passive or very demanding and aggressive; is inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example); and/or has low self-esteem, speech disorders, startles easily, depression or has attempted suicide. Parent constantly blames, belittles, or berates the child, is cold and rejecting, withholds love, treats siblings unequally, and/or is unconcerned about the child's problems.

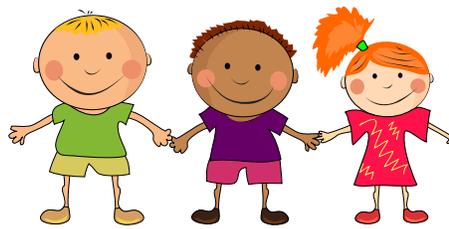
IF YOU SUSPECT ABUSE, CALL THE FLORIDA ABUSE HOTLINE TOLL-FREE: 1-800-96-ABUSE

CASE PLAN=



The casework document that outlines the outcomes, goals, and tasks necessary to ensure child safety, permanency, and well-being.

The Year That Was



Family Resource Center has not only experienced growth in fiscal year 2010-2011, but there have also been a number of changes within the child welfare system as a whole.

Over the last year, the Department of Children and Families has launched the Family Empowerment Program (FEP) in an effort put an array of services into place right away when there is only a mild to low risk profile so that the situation does not escalate. FEP is an in-home care system that works with parents for approximately 12 weeks in an attempt to solve any problems that may otherwise lead to a child's removal from the home because of abuse or neglect. Currently, FRC is working with about 30 families in the program.

Additionally, Miami-Dade's Dependency Drug Court has nearly doubled this year, requiring FRC to assign more of our case managers to this specialized area. This program provides early intervention and immediate drug treatment to parents who have lost custody of their children due to substance abuse, with a goal of reuniting families. To date, FRC's Dependency Drug Court program has a 78% reunification success rate, well above the average for the general dependency population.



FRC's Road to Independence program also reached a new peak over the last year when 13 clients successfully graduated from high school. This program helps youths who are aging out of the foster care system transition to adulthood with financial assistance and services, including lessons on money and household management skills, as well as educational support. In May, FRC staff participated in a special graduation ceremony and celebration sponsored by Our Kids specifically for foster children.

FRC is also proud to have welcomed five new board members to the leadership team. Individuals who joined over the last year include: Alexander Binelo, C.P.A., Senior Manager at Morrison, Brown Argiz, & Farra LLC; Gabriel Caballero, Esq., Corporate and Financial Services Associate at Avila Rodriguez Hernandez Mena & Ferri LLP; Frank Cruz-Alvarez, Esq., Partner at Shook, Hardy & Bacon; John David, Owner of David PR Group; and Katrina Gallegos, Artist Director at the Coconut Grove Arts Festival.

This year has been a year of growth and change, but the staff faced the challenges with vigor and determination. More clients came through our doors than ever before and we finished the year with the highest overall satisfaction rating among caregivers in the foster care system. We also received commendations from Business Leader Magazine and Florida Trend Magazine, who once again named us among the Top 100 Companies to Work For in the State of Florida.

THE YEAR THAT WAS

Family Resource Center Donor List

JULY 1, 2010 – JUNE 30, 2011

LEAD SUPPORTERS \$40,000 and up



\$15,000 - \$20,000

Fisher Island Philanthropic Fund
Udonis Haslem Children's Foundation
Voices for Children
Walmart

\$5,000 - \$14,999

Biscayne Lady Yacht Charter
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\$100 - \$249

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 Terilee Wunderman
 The Cheesecake Factory
 The Dressing Room
 Theresia Groblacher
 Ultimate Services & Repairs
 Veronica's Dollhouse
 Yael Glick

CHILD ABUSE & NEGLECT=



Defined by the Child Abuse Prevention and Treatment Act (CAPTA) as any recent act or failure to act on the part of a parent or caretaker that results in death, serious physical or emotional harm, sexual abuse, or exploitation, or an act or failure to act that presents an imminent risk of serious harm. Child abuse and neglect are defined by Federal and State laws. CAPTA is the Federal legislation that provides minimum standards that States must incorporate in their statutory definitions of child abuse and neglect.

DCF=



Department of Children
 and Families

DOMESTIC/FAMILY VIOLENCE=



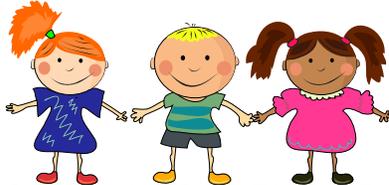
Encompasses a range of actions, including assault, battery, rape, and murder, committed by someone to whom the victim is intimately related. Intimate relations include spouses, sexual partners, parents, children, siblings, extended family members, and dating relationships.

FRC DONORS

ABANDONMENT =



A situation in which the child has been left by the parent(s), the parent's identity or whereabouts are unknown, the child suffers serious harm, or the parent has failed to maintain contact with the child or to provide reasonable support for a specified period of time.



2012 AND BEYOND

We are excited to announce that FRC will be hosting its first annual Children's Hero Award Gala in October 2011. Established in 2009, this award honors a community leader who has shown incredible foresight and leadership in providing services and access to those youth who have suffered child abuse and neglect in Miami-Dade. This year's recipient will be the President of Miami-Dade College, Dr. Eduardo Padrón, in recognition of his work to bridge the educational gap for children aging out of the foster care system. The event will feature dinner, music, and dancing, and will take place at the Conrad Hotel in Miami.

As we have seen referrals continue to rise, FRC has already begun plans for further expansion in 2012. We have leased supplementary office space in our building to accommodate our recently added full case management unit, as well as our expanded clinical department. We will also be adding several positions including an additional instructor for our Parent Education Program and a new staff attorney.

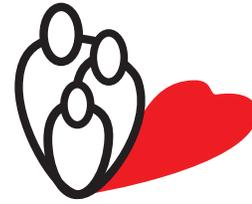
Despite the continuing economic downturn, there are many local organizations that have recognized how hardships have created added pressure on families and a resultant increase in the need for FRC's services. The Children's Trust allocated \$135,500 for our Parent Education Program, allowing us to add a staff member to the team and expand our reach within the community. The Miami Foundation has made a \$40,000 grant to ensure that our after-school tutoring program will serve over 150 foster kids this year. Additionally, they have also pledged the critical \$20,000 seed grant needed to help us identify other funders for our Hurwit Supervised Visitation & Safe Child Exchange Center.

It is the mission of FRC to provide integrated care for children and their families. In the coming year, we expect to maintain the standard of care on which we pride ourselves, while continuing to offer expanded services within the community. We look forward to another meaningful year ahead.

THANK YOU
FOR YOUR SUPPORT!



PHOTO COURTESY OF
THE CHILDREN'S TRUST
MIAMI HEART GALLERY



**FAMILY
RESOURCE
CENTER**
OF SOUTH FLORIDA, INC.

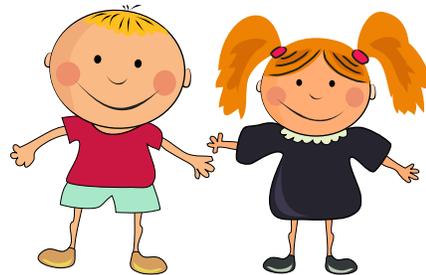
You Can Make A Difference

Fostering and adopting are not the only way to make a difference. There are many ways to help a child who has suffered abuse: from supporting the annual toy and food drives to donating money for an upcoming fundraiser. Your financial gift or in-kind donation may help a local child maintain a normal lifestyle or benefit from an extra-curricular activity that they wouldn't otherwise have access to.

Below are just a few ways in which you can make a difference in a child's life:

WISH LIST

- School Supplies
- Diapers and Wipes
- Personal Care Products
- Restaurant Gift Cards
- Movie Passes
- Store Gift Cards for Clothing
(*Target, Walmart, TJ Maxx, Ross*)
- Thanksgiving Food Baskets
(*Turkey, Stuffing, Vegetables*)



**Preventing and Treating Child Abuse &
Neglect by Strengthening Families**

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