

Annual Report



2017



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

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Letter from The Executive Director

Oren Wunderman, Ph.D.

Dear Donors, Supporters, Friends and Families,

The Family Resource Center (FRC) is proud to share this 2016-2017 Yearbook with you, which highlights our agency's commitment to serving troubled children, adults and families. Through each of our programs our skilled, dedicated and caring staff worked diligently with both parents and children and extended family members. We have succeeded in reunifying more than 500 families and changed the lives of more than 2,500 children, adolescents and adults this past year.

Over the last year or so, FRC has become increasingly responsive and effective in meeting the complex needs of our clients. Specifically, we have developed, introduced and refined the following specialized units to address the highly-sensitive and specific high-risk clinical presentations that we see in our clients:

We opened a **Human Trafficking** unit to work exclusively with clients who have been forced into the systematic exploitation of minors coerced into prostitution and drug/alcohol abuse.

ICPC-OTI Unit (Interstate Compact on the Placement of Children-Out of Town Inquiry Unit) -

Our staff works exclusively with clients who are assigned to an Out-Of-Town Case Management Agency, but who, for various reasons are sent to live in Miami-Dade County. FRC staff supervises their care and monitors progress toward meeting the requirements of Court-Ordered Case Plans.

Adoptions Unit - This unit specializes in facilitating adoptions of children whose parents' rights were terminated. In the past year, FRC facilitated 168 adoptions, considerably more than the goal set by the Department of Children and Families of 111 adoptions.

Dependency Drug Court - A model of "Therapeutic Jurisprudence," this program provides intensive services to parents who engaged in some form of child abuse or neglect because of their abuse of drugs and/or alcohol. This program produces a notably high success rate in our clients both in the short term assessment of their functioning and in the one-year assessment.

Quality Assurance Unit - A team of highly experienced Child Welfare experts reviews our client charts and clinical practice and publishes findings each month. The findings inform Senior Management as to what new training and supervision will be instituted to improve effectiveness and efficiency of our services and practices.

Training Unit - A Senior Supervisor/Trainer works intensively with new employees and with veteran employees whose work needs remediation. In addition, we now have a specific training track for new Supervisors and for experienced Supervisors who need some refresher mentoring. This initial training and supervision process of both new Case Managers and Supervisors - plus the remediation training and supervision of experienced Case Managers and Supervisors - optimizes the likelihood that each employee will provide the same high quality Case Management services and Supervisory services that meet or surpass best-practices expectations. FRC also invested in access to an extensive library of training modules for all aspects of Case Management, Supervision, Mental Health Assessment and Treatment, and Administrative knowledge and skills.

In addition to the increasing efficacy and efficiency of our Case Management Department, we now have a Development Department that is energized with three staff and a half-dozen Board members in our Development Committee who bring to the table outstanding energy, creativity, collegiality and a devoted work ethic.

A big change for FRC this past year is that we moved to 1393 S.W. First Street into a 27,000 square foot building where we are the sole occupants. We fully renovated the building to our specifications. Therefore, we now work in lovely, efficient offices that are highly user-friendly for the clients and staff.

We at FRC are proud of what we have been able to accomplish and look forward to more development ahead. I want to thank the FRC staff, Board of Directors, and the many individuals and organizations throughout the South Florida community who continue to provide such invaluable love and support year after year. With our commitment to keeping children safe and finding them permanent, loving homes, FRC will continue to grow and improve, so we can serve more children and families. We deeply appreciate your investment in helping us achieve our mission: **"The Prevention and Treatment of Child Abuse and Neglect Through the Strengthening of Families."** We could not do it without you!

Sincerely

A handwritten signature in blue ink that reads "Oren Wunderman, Ph.D." The signature is fluid and cursive, with the first name "Oren" being particularly prominent.

Oren Wunderman, Ph.D.
Executive Director

FAMILY RESOURCE CENTER

Driven by the principle that
nothing is more
fundamental to a
community than the
safety and well-being
of its children.



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 wide range 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 the past year, Family Resource Center of South Florida provided services to more than 2,500 children, adolescents and adults. Most referrals come from the State of Florida Department of Children and Families, Our Kids of Miami- Dade/ Monroe Inc., the Miami-Dade County Juvenile Court, and the Guardian Ad Litem Program. Services are available in English, Spanish and Creole.

OUR FAMILY

Family Resource Center 's organizational structure is comprised of a 11 member Board of Directors, an Executive Director, 5 Department Directors, 160 full/part time staff, and approximately over 100 volunteers that have supported our work in the last year.

OUR ACCREDITATION

Family Resource Center of South Florida was accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) on June 2005 and reaccredited in 2008, 2011, 2014 and 2017. The JCAHO accreditation represents the gold standard of healthcare and mental healthcare excellence.

OUR GOAL

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. Its goal is 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.



OUR MISSION

**HELP PREVENT AND TREAT
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, 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

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

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





Supporting and Strengthening Families

Celebrating 39 Years of Excellence in Miami-Dade County

FULL CASE MANAGEMENT PROGRAM— 1,926 CHILDREN SERVED IN 2016-2017

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.

HEALTHY FOSTER KIDS - \$790,478.08 OF HEALTH CARE, DENTAL CARE AND MENTAL HEALTH SERVICES PROVIDED IN 2016-2017

This program ensures that kids who enter foster care get the medical, mental health, and dental care that they need quickly and with high-quality providers. It covers those children who have no insurance, have met insurance maximums, or are awaiting coverage. By law, all foster children must receive a thorough medical examination within 72 hours of being removed from their parents.

Florida statute also dictates that every child in the dependency system has medical examinations at specified intervals depending on the child's age. Additionally, dental examinations are required every six months for children three and older. Each child who comes into the foster care system has a unique history and varying needs. The most common services that we provide under this program are:

- Primary Care and Specialists' appointment
- Immunizations
- Medications
- Medical lab services

- Hearing screenings for kids who present with hearing disabilities
- Dental screenings and emergency dental care
- Vision screenings and eyeglasses
- Dietary consultation for children entering care severely underweight
- Mental Health Counseling for those children who have experienced sexual abuse, violence in the home or other traumas

TUTORING PROGRAM-

PROVIDED TO 210 CHILDREN IN 2016-2017

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 FSA.

CHILD- PARENT PSYCHOTHERAPY PROGRAM (DYADIC THERAPY)- 29 CLIENTS SERVED IN 2016-2017

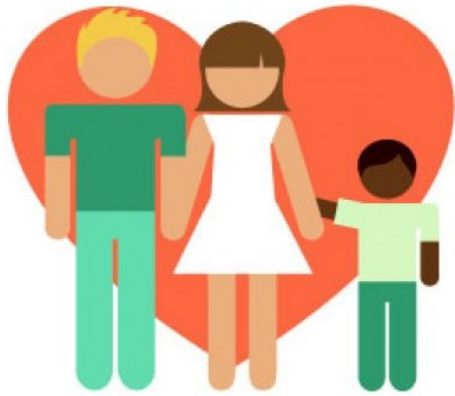
45% of children in out-of-home care are under the age of five. Infants and toddlers who do not have an opportunity to form a reliable attachment with a trusted adult may have grave developmental consequences. Operation since 2010, this program provides therapeutic intervention focusing on the



bond between parent and child in an effort to rebuild a healthy relationship. This program serves children ages 0 to 48 months and their parents as they work towards the goal of reunification. Services are provided in English and Spanish.



ADOPTION STATISTICS



One out of every **25** U.S. families with children have an adopted child.



Roughly 40% of adoptions are from the U.S. foster care system.

FAMILY RESOURCE CENTER'S ADOPTION STATISTICS

2016-2017: 163 Adoptions

2015-2016: 181 Adoptions

2014-2015: 78 Adoptions

2013-2014: 90 Adoptions

2012-2013: 83 Adoptions

2011-2012: 51 Adoptions

The United States adopts more children than any other country.

About **135,000** children are adopted in the United States each year.



On any given day,
there are nearly

428,000

children in foster care
in the United States.

ADOPTIONS

“**Adoption** is a process whereby a person assumes the parenting of another, usually a child, from that person's biological or legal parent or parents, and, in so doing, permanently transfers all rights and responsibilities, along with filiation, from the biological parent or parents.”

ADOPTIONS- 163 ADOPTIONS IN 2016-2017

Family Resource Center works to identify a parent or parents who are a good fit for single children and sibling groups that become free for adoption due to TPR (termination of parental rights). The process includes a screening, home study, background check, psychological evaluation and several months of visits and overnights before the child(ren) are placed in what is called a pre-adoptive placement. FRC's staff handles all of the adoption paperwork through the courts and manages the process with the pre-adoptive parent(s) to ensure that the adoption can take place in a timely manner. In addition, if the child or children qualify for a monthly adoption subsidy, FRC handles the requests and negotiates on behalf of the adoptive parent(s).



SUPERVISED VISITATION SERVICES— PROVIDED TO 242 FAMILIES IN 2016- 2017

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.

THERAPEUTICALLY SUPERVISED VISITA- TION SERVICES-PROVIDED TO 107 FAMILIES IN 2016-2017

This type of visitation involves the utilization of a Master's or Doctoral level mental health professional for continuously supervised visitation. There is an underlying assumption that: (1) the child was likely abused and/or ne-

glected and is likely to be fragile in his/ her mental health, and/or (2) the parent/caretaker is known to be abusive and/ or neglectful of the child. Additionally, there is an underlying assumption that the parent/ caretaker is not trustworthy, is pathological in his/her personal functioning, and needs to be monitored intensively by a mental health professional. The supervising professional usually needs to make contemporaneous clinical judgments about the parenting and give assertive instructions and guidance to the parent/caretaker. Furthermore, it is felt by the staff and the court that the relationship between the child and the parent/ caretaker is fragile, prone to pathological process, and frequently stressful to the child. In this type of supervised visitation, the professional supervisor often has to assertively instruct and guide the parent/caretaker.



PARENT EDUCATION PROGRAM– 194 CLIENTS SERVED IN 2016-2017

Family Resource Center's Parent Education Program has been in operation since 1999 and to date has served over 3,000 families. It is one of only nine 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.



Mental Health Counseling, and In-Home Services to abusive or neglectful parents for whom substance abuse is a salient problem. Weekly court hearings with these families provide guidance and incentives for the parents to rehabilitate themselves and ensures that traumatized children receives prompt and comprehensive care.

DEPENDENCY DRUG COURT– 61 CLIENTS SERVED IN 2016-2017

This program provides intensive Full Case Management, Substance Abuse Counseling,



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PHOTO BY GREGORY REED

PARENTING PROGRAM: 2016– 2017 IMPACT

Supporting and Strengthening Families

Parenting program serves parents who currently have active Dependency cases. They are weekly two hour class sessions for 16 weeks. Provided in English and Spanish.

510 REFERRALS

433 PARENTS/CAREGIVERS REGISTERED

22 CLASSES OFFERED YEAR TO DATE

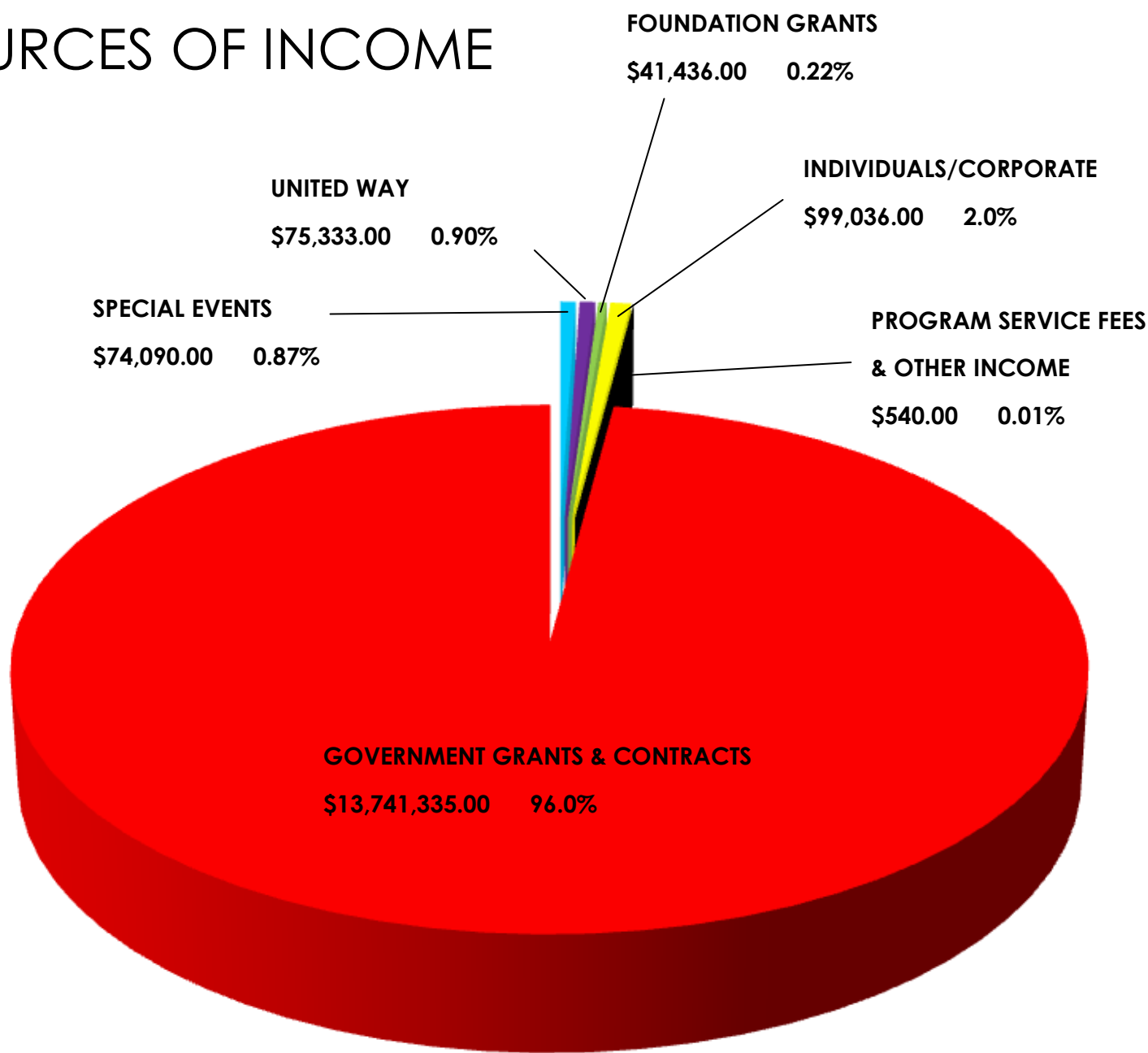
132 PARENTS HAVE SUCCESSFULLY
COMPLETED

194 ATTENDED AT LEAST 1 CLASS

332 PARENT CHILD OBSERVATIONS

Income

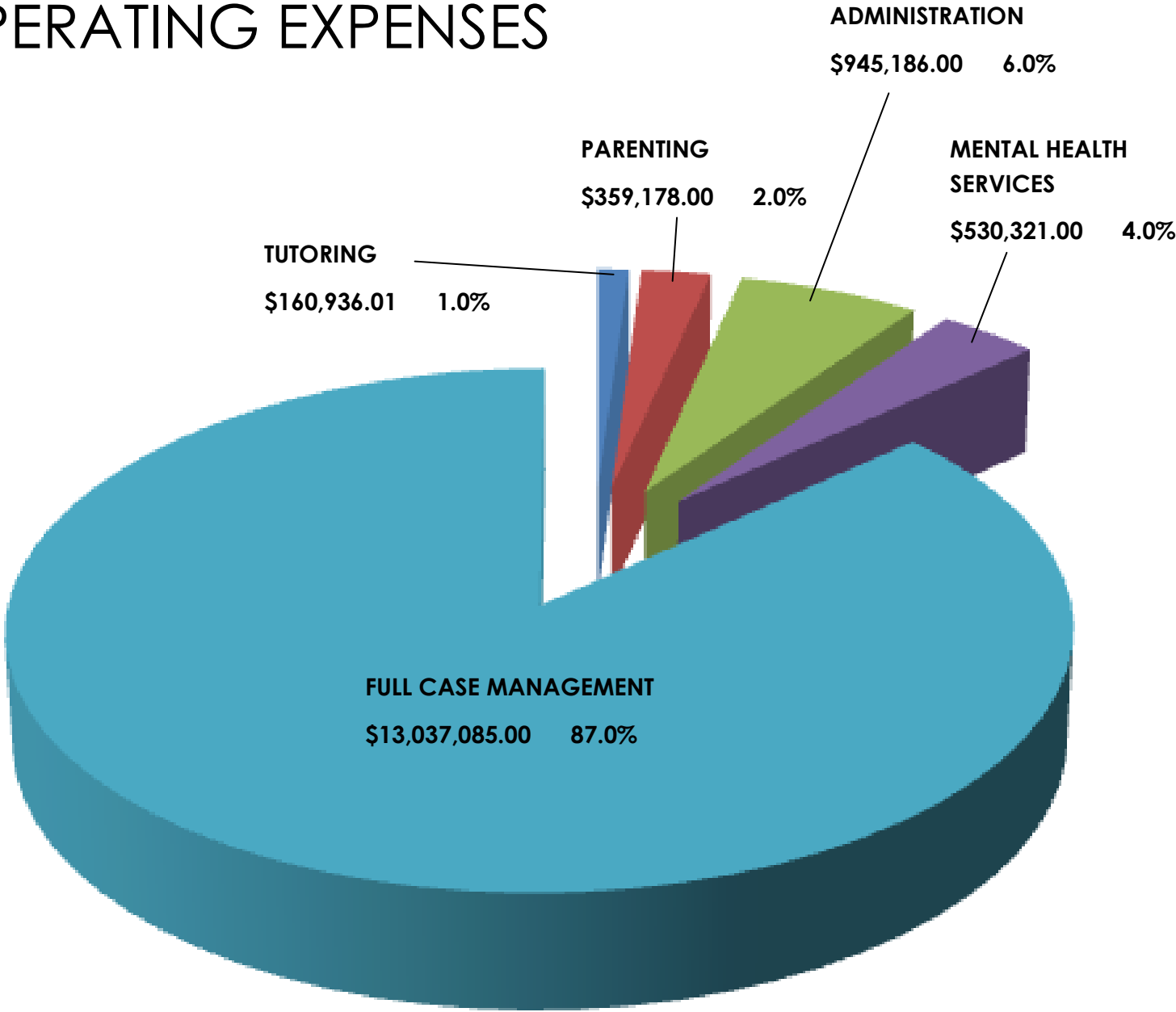
SOURCES OF INCOME



| | | |
|-----------------------------------------------|----------------------------------|-------------|
| GOVERNMENT GRANTS & CONTRACTS | \$13,741,335.00 | 96.0% |
| INDIVIDUAL/CORPORATE | \$99,036.00 | 2.0% |
| UNITED WAY | \$75,333.00 | 0.90% |
| SPECIAL EVENTS | \$74,090.00 | 0.87% |
| FOUNDATION GRANTS | \$41,436.00 | 0.22% |
| PROGRAM SERVICE FEES & OTHER INCOME | \$540.00 | 0.01% |
| TOTAL | \$14,031,770.00 | 100% |

Operating

OPERATING EXPENSES



| | | |
|----------------------------------|---------------------------|-------|
| FULL CASE MANAGEMENT | \$13,037,085.00 | 87.0% |
| ADMINISTRATION | \$945,186.00 | 6.0% |
| MENTAL HEALTH SERVICES | \$530,321.00 | 4.0% |
| PARENTING | \$359,178.00 | 2.0% |
| TUTORING | \$160,936.01 | 1.0% |
| TOTAL | \$15,032,706.01 | 100% |

LEAD SUPPORTERS
\$25,000 and up

Family Resource Center 's Donor List

July 1, 2016– June 30, 2017



OurKids
of Miami-Dade/Monroe, Inc.



**BUNCHY GERTNERS
TOY DRIVE**

\$10,000-\$24,999

L'arte Della Cucina
Elite Island Resorts
Mount Sinai Medical Center
Walter F. Goodnough Trust
Camp Cody
Vizcaya Museum and Gardens

\$5,000-\$9,999

Mercantil Commercebank
Bradford Renaissance Portraits
McIntosh Foundation
Pamela Admire
The Charles N. & Eleanor Knight Leigh
Foundation

\$2,500-\$4,999

Allison Nash
Broad and Cassel
Greenberg Traurig, LLP
Office of the Mayor (Carlos A. Gimenez)
Asharaf Sadruddin
Citrus Health Network, Inc
South Florida Digital Alliance
The Coral Gables Country Club

\$1,000-\$2,499

Tim Schmelzer
Avila Rodriguez Hernandez Mena & Ferri
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Early Learning Coalition of Miami Dade/
Ocaquatics Swim School

Orange Bowl Committee
White & Case LLP
4IT
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Lester Sanchez
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Gables Insurance Agency Corp
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Elizabeth Pineiro
Rubenstein Law
PRP Wine International
Marilyn Azor Amador
Alissa Del Riego
Compass Health System
Faena Hotel Miami Beach

Gables Capital Management, Inc.
Liz M. Guardia
Maspons Sellek Jacobs
MDO Partners
Outfront Media
Podhurst Orseck, P.A.
Santander Private Banking
The Palms Hotel and Spa
Tito's Handmade Vodka
Dr. Oren Wunderman
Royal Caribbean
Miami Book Fair
Walt Disney World
Pepsico Foundation
Titan Repro Inc
Travel Trackers
Philip Chappelle
Adrienne Williams
Albert Santiago
Blue Martini
Bridgeprep Academy
Bruce Taylor
CellMark
Lennar Corporation It
Nova Southeastern University
Pop Creative Group
Sharon Walker
Susan Anne Grad
Target Midtown

\$250-\$499

International Wine and Spirits, Inc
Rosie Jimenez- Hedesa
Mandarin Oriental, Miami
Melissa Good
Delta Psychological Group LLC
John Hutton
John P.Keller
Marcum
Pediatric Psychology Associates
Photo Offset, Inc
Robert J. Merlin, P.A
Tropical Ice, LLC

USI Insurance Services, LLC
Miami Skin Boutique and Spa
Enrique Miranda
Nushin Sayfie
Wilfredo Ramos
Domino's Pizza
Alfredo Garcia
Kuenko
Patricia Cassell
Sheraton Lake Buena Vista Resort
Exhale Spa
Miami Open
Dolphin Mall
Hurwit Investments Ltd
Joseph Ankus
Laura Munilla
Sandor & Helen Genet Philanthropic Fund
Sonnica Guerra (Sweet Cases)

\$100-\$249

Marcia Neverusky
RA Sushi
Dawn Denaro
Christina DiRaimondo
Kevin Veilleux
Amy Wunderman
Busch Gardens
Dance Safari Show
Yard House
Miami Seaquarium
Ailin Perez
Jessica Wilcox
John Shandorf
Karen L. Levin
Naomi Neuwirth
Natasha Reeder
Nirmala Lurvey
Raymond Mobayed
Target Dadeland
Live Nation
Jungle Island
BG Oleta River Outdoor
Henrietta Riley

Monkey Jungle
Jennifer Moon
South Beach Kayak
Brian Barakat
Deli Lane Café
Kesia Vasquez
Miami City Ballet
New World Symphony
Rachel Morales
Roni Glaser
Seasons 52
Shook Hardy & Bacon
Stripsteak
Sylvia Gonzalez
Fairchild Tropical Botanic Garden
Nava Med Wellness & Spa
Anthony P. Sabatino
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Biscayne Bay Brewing Company
Wonder Works
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Whisk Gourmet Food & Catering
Soul Cycle
Abbie Waxman
AFC Insurance
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Alexis Brodie
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Claudia Gomara
Courtney Denaro
David Lurch
Deborah Koch
Debra Jacobson
DG de la Fuente
Donna Heinlein
Erica Butler
Gina Mendez
Gregory Denaro
Ikura Sushi Lounge
James Thomas
Jeffrey Lehrman

Kai Jacobs
Kathleen Phillips
Kevin Gerarde
Kim Sprouse
Leonard Gardner
Lisa Edson
Lissandra Giangrandi
Lucy Toquica
Ludmila Torres
Marcia Hochberg
Maria Laura Luder
Maria Rodriguez
Mark Field
Martin Zilber
Miami Heat
Michael Bauer
Michael Sheldon
Michelle Rodriguez
Michelle Roth Maloy
Miguel De La O
Nicolas Martinez
Novecento Brickell
Oren Wunderman
Paul Penichet
Plinio Pastor Palmieri
Rahkia Anderson
Rik Rak Salon Boutique Bar
Robert Cohen
Rocio Goris
Ruben D. Linero
Sharon Denaro
Stephanie Demos
Vincent Duffy

\$1-\$99

Elena Willenborg
Susan Llosa
Game Time
Franchesca Mella
94th Aero Squadron
Jannica Fernandez
Lion Country Safari
Miami Children's Museum
Miami Marlins

PayPal Giving Fund

Habitribe LLC

Laura Vilasuso

Morton's The Steakhouse

Dilleta Kamara

Stella Reinis

Butterfly World

Damian Aguirrez

Michelle Llosa

Sweet Tomatoes

Mark Song

Ambassador Beverages

Alejandra Romero

Andrea Carvajal

Angie Marrero

Aslam Bawany

Austin Maney

Chiaka Ihekwa

Chris Dunlavy

Clayton Kaeiser

Fenwick Bonnell

Francina Scott

Glenn Staltare

Grand Lux Café

Greenstreet Café

Henry Batievsky

Henry Montenegro

House Kitchen and Bar

Hugo Lopez

Jacqueline Carmona

Jeanna DiRaimondo

Jeffrey Sigler

Jessica B. Schappell

Joey Waknin

Jonathan Grossman

Karen Sanchez

Kelly Hartman

Kenneth Karp

Kim Toro

Kimberly Colgate

Kristen Holt

Laura Cespedes

Laura Stuzin

Lauren Lazarus

Lindsay Fast

Lisa Walsh

Loretta Lewin

Louie Di Raimondo

Lulu's

Marbely Hernandez

Mauricio Suarez

Meghan Petchel

Melinda Sherwood

Melissa Jacobs

Mike Moore

Monache Joseph

Nadika Charran

Old Lisbon Restaurant

Oscar Carbajal

Patrick Vial

Ricardo Longoria

Royal Brent Cutler

Sarah Mendez

Seth Coblentz

Shellande Janvier

Tere Estorino

The Cheesecake Factory

Theodore Gay

Town Kitchen & Bar

Yolanda Sanchez

Jesus DeBarros

Melissa Basdeo

Ray Szasz

Sharon Sprake

Belisario Garcia

Daniel Gonzalez

Evelyn Martinez

Krystal Bolden

Nathan Hale

Ybeth Baez

Gilianne Francois

Debra Lara

The Well Groomed Gentleman

Clara Hernandez

Daniel Abreu

Coral Castle Museum

Mariana Mazzero

Casa Trias Corp

Happy Family Brands

Jorge Eduardo Rodriguez

Jose Caballero

Jose Otano

Michelle Cordoba

Michelle Jack-Llosa

Nancy Otano

University of Florida

Marlon Cruz

Anna Torreno

Harrison Osle

Isis Beirne

Linnette San Miguel

Marta Martin Manzanos

Tracy G. Antjoule

Alfredo Puig

Aliette Dominguez

Ezgi Camur

Humble Bundle

Amazon Smile

Arlene Sankel

Diego Rincon

Thank you for making a difference in our children's lives!



PHOTO BY KRISHAN GREY



PHOTO BY GINNY DIXON

THANK YOU FOR YOUR SUPPORT



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

Preventing and Treating Child Abuse & Neglect by Strengthening Families

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