

**SITE VISIT  
SCHEDULE & SUMMARIES**

**PROGRAMS & FINANCE DEPARTMENT**

**Juvenile Welfare Board  
6698 68<sup>th</sup> Avenue North  
Pinellas Park, Florida 33781-5060  
Telephone: 727-547-5600**

**RATING CRITERIA  
FOR  
MEASURABLE OBJECTIVES**

Objective Exceeded	101%+
Objective Met	100%
Objective Substantially Met	95 – 99%
Objective Performance Needs Improvement	70-94%
Objective Performance Seriously Deficient	Below 70%

Outstanding	- Exceeded or met 100% of objectives
Excellent	- Exceeded, met, or substantially met 90% of objectives
Satisfactory	- Exceeded, met, or substantially met at least 70% of objectives
Unsatisfactory	- Exceeded, met, or substantially met less than 70% of objectives

## Site Visit Summary

**Agency:** Consumer Credit Counseling of Central Florida  
and the Florida Suncoast

**Fiscal Year:** 2000-01  
**Budget:** \$1,147,916  
**JWB Allocation:** \$ 65,450  
**Cost per Client:** \$ 185.00  
(FY 99-00)

**Date of Visit:** April 2,5,11 &16<sup>th</sup>, 2001

### Program Description

The program provides financial counseling, debt management services, homebuyer's seminars and educational workshops/presentations. The program provides services in Pinellas County at 3 sites (St Petersburg, Largo & Palm Harbor). The program provides counseling to clients who are experiencing problems with money management. At the last site visit, the program had just merged with Consumer Credit Counseling Service of Central Florida located in Orlando, FL. The program is currently in transition due to the merger situation. A counseling fee is charged for some, but not all, counseling services. This fee is waived for all hardship cases and those who fall under the JWB program in Pinellas County. The fee for financial counseling is based on a sliding scale depending on income.

CCCS of Central Florida and the Florida Suncoast is also in the process of implementing new software that will be used in all of the agency's offices statewide. This system will offer greater flexibility and more information to the program staff and to the client.

### Statistics

Based on FY 00-01 SAMIS data, the program appears to be on target to meet Minimum Service Levels and Measurable Objectives for the current fiscal year.

### Findings

The site visit included: an entrance interview with a program review and update by staff, six staff interviews, thirty (30) record reviews, observation of three participant financial counseling sessions and one homebuyers seminar, a review of the program for contract compliance and an exit interview.

The contract manager recommends that CCCS develop a policy and procedure for implementing the new fee structure/schedule.

A fiscal site visit was conducted on April 2, 2001. There were no fiscal recommendations or requirements.

**Contract Manager:** Pamela J. Needham

## SITE VISIT SUMMARY

<b>AGENCY:</b>	Family Resources	<b>FISCAL YEAR:</b>	2000-01
<b>PROGRAM:</b>	Youth Crisis Shelters	<b>PROGRAM COST:</b>	\$1,344,122
<b>DATES OF VISIT:</b>	April 6, 9, 2001	<b>JWB ALLOCATION:</b>	\$ 152,683
		<b>COST PER CLIENT:</b>	\$ 859
		(FY 1999-00)	
<b>PROGRAM:</b>	Family Counseling	<b>FISCAL YEAR:</b>	2000-01
<b>DATES OF VISIT:</b>	April 6, 9, 2001	<b>PROGRAM COST:</b>	\$1,070,759
		<b>JWB ALLOCATION:</b>	\$ 200,794
		<b>COST PER FAMILY:</b>	\$ 652
		(FY 1999-00)	

### Program Descriptions

Note: In order efficiently serve the entire county, the above programs have formed North and South county teams.

#### Youth Crisis Shelters (YCS)

FRI operates two shelters (North and South county) for runaway and in-crisis youth and their families, and has established the "Safe Place" network to enhance this service. The average length of stay at these shelters was 2-6 days, but a large increase in court ordered youth has significantly increased the average length of stay. Program staff seek family reunification and encourage the resolution of intra-family problems through the provision of temporary shelter, counseling, and other needed services. The program also sponsors the "Safe Place" network for runaway youth which includes various businesses and restaurants throughout Pinellas County. The program also represents part of a continuum of services to Children/Families In Need of Services (CINS/FINS). The South shelter program has 2 beds that have been specified for as "staff secure" unit attached to the South Shelter, which will house court adjudicated youth for 35, 90, or a maximum of 120 days. When the new 12 bed shelter is complete, "staff secure" beds and 6 transitional beds

#### Family Counseling

The Family Counseling program has the main goal of preserving the family unit, and offers a continuum of services to children and families, particularly families with youth who are truant or beyond parental control. The services include, screening/assessment; family crisis intervention services, family intervention project; weekly sessions of individual and/or family counseling, in-home counseling as appropriate, case planning and case management. The program assesses the problems and needs of both the child and the family, and then determines (with the consumer) what is the most appropriate service or course of action. Recently, the program has been sponsoring parent and teen support groups in the evenings. These groups are experiencing improved attendance because they are meeting concurrently in the evenings.

## **SITE VISIT SUMMARY**

**Agency:** YWCA Of Tampa Bay  
**Program:** Adolescent Parenting and  
Pregnancy Program

**Fiscal Year:** 2000-2001  
**Program Budget:** \$561,118  
**JWB Allocation:** \$497,485  
**Cost per participant:** \$2,290  
**Based on** FY (1999-2000)

**Date of site visit completion:** April 25, 2001

### **Program Description**

The Adolescent Pregnancy and Parent Services (A.P.P.S.) Program offers a continuum of services to pregnant and parenting teens. The goals of the program are: 1) to coordinate the delivery of health, educational, and social services to pregnant and parenting adolescents in Pinellas County; 2) to provide educational activities aimed at the responsibilities of sexuality and parenting; and 3) to promote self-sufficiency in a variety of ways. There are four core components: Drop-Out Prevention which provides an alternative classroom setting for pregnant teens and transitions them to their home school after the birth of their baby, GED Education, Community Outreach which provides support to parenting adolescents in the community, and Community Education which offers consultation and education services to youth in schools and other interested community organizations. Participants receive individual, group and family counseling. Support services offered included transportation, daily lunches, and childcare for parenting adolescents.

### **Statistics**

At the time of the site visit, the minimum service levels were as follows: 213 program participants and 35 children. The Pinellas County School Board relocated one of the APPS teachers to the Activities Center and therefore eliminated one teacher from the Clearwater site. Consequently, the minimum service levels were not met. Program staff expect to meet the revised FY 00/01 Minimum Service Level of 250 students and 75 children. The program performance report for FY 99/00 shows that three of the four measurable objectives were met and in fact exceeded. One measurable objective was slightly under by 4% because of the new pre- and post-tests. Program Staff expect to meet all of the measurable objectives this year. They are just beginning to enter Measurable Objective data into SAMIS.

### **Findings**

The multiple site visit which began in November 2000 included: a program overview and update; meetings with program management, staff, and participants, observation of classroom activities and counseling groups; review of measurable objectives and minimum service levels; review of client files, and a review for contract compliance. Twenty files were reviewed at the St. Petersburg site and showed proper record keeping. Twenty files in Clearwater were reviewed in FY 99/00 and showed proper record keeping. The Community Outreach Center currently has 15 active files. Staff is exploring ways of using SAMIS to track students who are participating in various components of A.P.P.S. This will help to develop separate measurable objectives for the Community Outreach and GED component. The agency is scheduled to begin the ASSET process in September 2001 and is developing a continuous quality improvement plan for Community Outreach.

### **Recommendations**

JWB staff recommends updating formalized goals and participant-driven work plans for Community Outreach participants. Additionally all forms need execution or revision dates.

A Fiscal Site Visit was conducted May 23, 2001. There are no recommendations resulting from this site visit.

Contract Manager: Susan Biszewski-Eber

JWB staff is reviewing SAMIS entry categories with Family Village to maximize usage of the SAMIS system. Twenty records were reviewed and showed proper record keeping. There was one file that was incongruent with the methodology. This intake was approved by the former Director who occupied the position for less than six months. The Contract Manager also interviewed a resident in transitional housing who confirmed that the program was currently stable and running smoothly.

A Fiscal Site Visit was conducted May 23, 2001. There are no fiscal recommendations resulting from the site visit.

Contract Manager: Susan Biszewski-Eber

The methodology was changed this year to include the Week Without Violence. Week without Violence is a national YWCA initiative to promote violence-free activities in the community. The participants planned and implemented a week's worth of activities in October. The girls submitted a report evaluating their effort in January 2001. All records at the Clearwater site were reviewed and showed proper record keeping. Records in St. Petersburg were reviewed in FY 99-00.

This program is scheduled to begin ASSET. The Contract Manager suggested that staff might want to work with the participants to develop a long-range strategic plan. Additionally, this program is rewriting the methodology to include the intergenerational component of Community Connections.

The YWCA recently received a challenge grant of \$434,000 from the Eckerd Foundation for the next three years. This grant will be used to start P.E.T.T.A.L.S. programs in Lealman and Pinellas Village. This information will be included in the methodology update. There are no recommendations at this time.

A Fiscal Site Visit was conducted May 23, 2001. There are no recommendations resulting from the site visit.

Contract Manager: Susan Biszewski-Eber