

Family Focus

a newsletter for friends of Family Service



Outcomes: Key to Continuous Program Improvement

Outcomes: What are they really? A new buzzword in the social service field? Something to keep our funders informed? A report card of a program's effectiveness? Probably a little of all of these. Outcomes are a tool to ensure that we accomplish the mission of Family Service: to help our clients achieve occupational, educational and emotional success.

August was devoted to preparing our outcomes report for United Way. A great deal of time and energy went into this: Queries were completed, data was analyzed, goals were set, research was evaluated. Our findings will help us improve our programs and enhance the services we offer clients.

How does it work? One goal set for our counseling program was for clients to have quick access to services region wide, and that 90 percent of the time clients would have an appointment within two weeks of their initial call. This is a high mark to meet, given that many agencies have waiting lists; yet research has shown that people who enter counseling quickly are

more likely to follow through. Each month we evaluated our data. We discovered early that we were not meeting this goal consistently. We started on a weekly basis contacting each of our six counseling offices to inform them how many new appointments were booked, and when the next available intake time was. With this information, each location began an active role in managing access to counseling. The result: 89 percent of clients were able to make appointments within two weeks.

But the process doesn't end there. The next step will be to determine any correlation between the number of days between a client's first call and the first appointment, and the rates of keeping, failing to show, or canceling that first appointment. This information will let us know how we are doing and will lead to additional improvements.

Each Family Service program has goals and outcomes we use in continuously evaluating and improving our services. So what are outcomes? Outcome results are a

report card, and like all report cards help point us in the right direction and let us know when we are doing well and when more work is needed. Above all, they are a tool through which we can continue to improve what we do and truly commit our resources and energies to help our clients achieve success.

United Way Campaign Underway

Thriving children. Self-sufficient, healthy people. Strong neighborhoods and communities. Family Service commits its resources toward these goals by helping families build the skills they need to manage the challenges of daily life and maintain self-sufficiency. And when you contribute to the United Way, your donation will help achieve these goals.

"Improving Lives in 2002 and Beyond" is the theme of the 2002 United Way campaign, which

(continued on page 2)

In Memory of John Minor

Family Service lost a dear friend this summer. John D. Minor was the executive director of Family Service from 1974 until his retirement in 1987. He was 80 when he passed away in July, leaving behind his wife, Elsie, three daughters, a son, 10 grandchildren, and a legacy that has helped strengthen the lives and relationships of thousands in Greater Cincinnati and Northern Kentucky.

"John was an outstanding person who is already missed greatly," said Margo Marples, Family Service. "His kindness, integrity and knowledge guided Family Service in many positive directions."

Under Mr. Minor's leadership, Family Service found its home in its current downtown location. He also was instrumental in the agency expanding into family therapy. Through his community relationships, Family Service secured a contract with Medicaid and expanded its relationship with the United Way and other organizations.

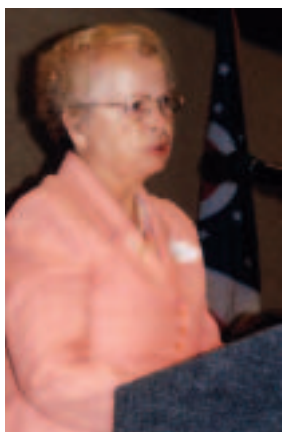
Mr. Minor was a U.S. Army veteran, having served as a tank gunner with the 12th Armored Division during World War II, before being honorably discharged in 1945.

RSVP Volunteers Honored



The Retired and Senior Volunteer Program honored those who serve others with a "welcome" tea. More than 150 volunteers attended the program, formally welcoming them into the Family Service family. Guests included (left to right) Libby Wernery, Dolores Eglseider, and Rosemarie Brafford, who dressed in hats and gloves for the occasion. (see story on page 2)

Family Service Honors RSVP Volunteers



• • • • • Sister Jean Patrice Harrington

Family Service formally embraced a group of senior volunteers into the agency at a recognition tea in August at the Hyatt Regency Hotel.

The Retired and Senior Volunteer Program, which became a part of Family Service in January, boasts nearly 300 volunteers 55

and older who give their time in local schools, hospitals, arts organizations, and other non profit organizations in Greater Cincinnati. About 150 people attended the recognition tea.

"This is a room filled with people who have the skills to meet the needs of our community," said guest speaker Sister Jean Patrice Harrington, a member of the Foundation for Family Service board and the former president of the College of Mt. St. Joseph. Senior citizens are becoming an increasingly important part of the volunteer force, she said, because the rising numbers of

working women have depleted traditional volunteer ranks. Seniors also are valued for their experience and wisdom.

She challenged the RSVP volunteers to look beyond their neighborhoods for ways to make a positive impact on people in need. She also encouraged volunteers to invite their children and grandchildren to join them, making service a "family affair."

The rewards of serving others are many, she said, including meeting new people and gaining new opportunities.

"Service is the rent we pay for the time we spend on earth," Sister Jean said.

The volunteers also received praise and appreciation from Family Service President Arlene Herman, noting that their commitment to the same goals and vision as Family Service as a whole helps the agency reach out further into the community.

"We believe all people, given the right environment, will prosper and fulfill their potential," she said. "As RSVP volunteers, you make a difference to others, while fulfilling your own potential."

For information about RSVP, call Pamela Wilz at (513) 354-5703.



• • • • • Gifts went to a number of people who demonstrated longevity in a variety of topics - including the volunteer couple who have been married the longest. Harry and Rosie Doyle (pictured with event chair Vickie Brown) have been married for 67 years. Edna Caesar, 92, was the oldest volunteer present, and Vivian Templian has been volunteering 42 years in the same place: the Starz program at Chase Elementary School.



• • • • • Guests enjoyed both the high tea and one another's company.

United Way *(continued from page 1)*

runs through October 31. This year's chairman is Dave Calhoun, president and CEO of General Electric Aircraft Engines. This year's goal is \$62 million.

"If ever there was a time for organized giving in Greater Cincinnati, it is now," Calhoun said. "The challenge we face arises primarily from things we can't control—economic uncertainty, higher unemployment, depressed stock values and one-time gifts."

Family Service, as a United Way agency, is participating in the 2002 campaign by providing speakers during the fundraising drive. Family Service receives tremendous support from the United Way, providing 25 percent of our budget and supporting our counseling programs, School Attendance Program, Friends of the Children, and International Family Resource Center. This support gives hope to thousands of families in Ohio and Kentucky as they work to overcome barriers to self-sufficiency and success.

Many employers provide donation envelopes during the United Way campaign; if yours does not, please call 762-7100 or write campaign@uwgc.org to learn how your gift can make a difference every day in the lives of thousands of people in your neighborhood.

Counseling Interns Make Impact at Elementary School

Outreach efforts in Clermont County made a significant impact on elementary school students in Amelia when Denise Cool of Family Service's Eastgate office contacted various community leaders to introduce the community to the agency's services.

Martha Menefee, principal of Holly Hill Elementary School, returned the call to the Eastgate office expressing concerns about students and their families. A meeting between Family Service and the school leadership uncovered multiple issues in the lives of the students and their families. Chris Tuell, director of the Eastgate office, and Ms. Menefee collaborated to provide a short-term counseling program for the school.

During the 2001-02 school year, four interns from the University of Cincinnati - Wendy Stone, Christine Lundeen, Sarah Dorr and Holly Bliss - made up the team which provided full-time counseling at the school. The counselors worked individually with children and staff to lead anger management and self-esteem groups, address conflict resolution and coping strategies, and provide staff in-service sessions.

As a direct result of that positive impact during the school year, Family Service was

awarded a Summertime Kids grant from the Greater Cincinnati Foundation, allowing a targeted group of children to attend a three-week summer program at Holly Hill. The counselors used art, chess, physical activity, and education to promote self-esteem, self-expression, social skills, and reading skills.

Dr. Michael Ward, superintendent of the West Clermont School District, encouraged by the project and plans for the future partnership, said "Holly Hill is a school the community will want to watch because they are going to do monumental things at that school. All we needed were people who cared enough to make a difference."

Family Service returns to Holly Hill in the 2002-03 school year with a broader vision as the counselors initiate a fifth grade mentor program, a parenting group, open discussions aimed to increase classroom participation, and an on-going intern counselor recruitment plan through the University of Cincinnati.

“All we needed were people who cared enough to make a difference.”

Friends Place Nearly Complete

In May, Duncan Campbell, founder of Friends of the Children, celebrated with Family Service as the agency began construction on the new Friends Place. One of 11 chapters nationwide, Family Service matches children at risk with a staff Friend to nurture their development into adulthood with hope, encouragement and guidance. Now, with Friends Place, these “Children of Promise” also have a comfortable place to call home—away from home. Children now have a



The cozy multipurpose room is a place to play games, relax, talk, and explore arts and crafts.

comfortable place to spend time with their Friends—doing homework, researching classroom projects in the study, playing games in the multi-purpose room, reading a book in the family room, or preparing and eating a nutritious meal in the kitchen.

Thanks to the generosity of individuals, businesses and foundations, the new facility is almost fully equipped. Special thanks to the following for their in-kind donations: Convergys (furniture and

computers); Loth MBI (delivery, installation); and Eileen English, Thomas Backs and Andrew Backs.

A number of construction sub-contractors donated materials and labor. They are: DMI Contractors (acoustical ceiling); Contemporary Cabinetry East (millwork); Keith M. Haney Tile & Marble (ceramic tile); John C. Feinauer Welding (metal stairs and landing) and Meg Keim Interiors Inc.

Funding for construction came from USBank, the Greater Cincinnati Foundation, the Sutphin Family Foundation, the Jack J. Smith Charitable Trust, the Winkler family, an anonymous donor, and Core Resources.

Wish List

Friends Place still needs your help to furnish and make it the “home” where children look forward to spending time with their Friends. Among the items on the wish list are: cleaning supplies including mops, brooms and buckets; lamps; area rugs; entertainment equipment such as a stereo, video game unit (and cartridges), digital camera, and sporting equipment; small kitchen wares such as dishes, towels, ice trays, tablecloths, blender, toaster oven, and trash cans; and bathroom accessories such as shower curtains, towels, rugs, and step stools. If you have furnishings that you would like to donate, please contact Tracey Knight, director of Friends of the Children, at (513) 354-5651.



The study is equipped with computers and reference materials to help children with their homework and with enrichment projects and hobbies.



The fully-equipped kitchen will help children develop life skills such as cooking and managing a home.

For Friends Evaluator, It's Like Coming Home

Kristin Valerius is a University of Cincinnati graduate student working with Stephen Howe & Associates, the firm Family Service has hired which will evaluate its Friends of the Children Program. However, even before she met all the staff and children, she already knew she believed in the program. She knows the program very well.

Before moving to Cincinnati, she and her husband, Keith, both worked for the parent chapter in Portland, Oregon. Keith was a Friend to participating children in the Portland chapter, and Kristin was part of a pilot project that provided short-term friendships to siblings of children in the Friends of the Children program. Short term? Not exactly. Kristin developed such a strong relationship with the girls, that they still keep in touch.

“It was a wonderful experience for me and the three girls I worked with,” said Kristin,

who befriended three fifth grade girls who were growing up in very difficult situations.

“I loved spending time with them. We just did simple things like watching movies together, fixing their hair, working on homework or having sleepovers, but I know it made a huge difference. They were so appreciative of everything and their personalities blossomed.”

Imagine the welcome coincidence when Kristin applied for a co-op position with Stephen Howe, and then found out after she was hired, that she'd be evaluating another Friends of the Children Program.

“I really believe in the Friends model because my experience was so positive,” she said, “I'm glad to be a part of Family Service's evaluation team to compile data about the program's effectiveness.”

Thanks to the KnowledgeWorks Foundation for funding the evaluation of this program.



The dining room will give children a place to enjoy the nutritious food they've prepared, as well as an opportunity to learn and practice table manners and conversation skills.

Planned Gift Donors Recognized Through Sarah Bullock Society

In honor of one of the founders of the agency, Sarah Bullock, Family Service recognizes donors who make planned gifts by welcoming them as members of its Sarah Bullock Society. If you have included Family Service in your estate plans or would like to, please contact Wayne Burton, director of institutional advancement, at (513) 354-5630 so that Family Service may honor your generosity to the area's families.

New Staff at Family Service

Family Service is pleased to introduce the newest members of our team:

- Friends of the Children has added Trevor Orr as a friend
- The Eastgate office has added Wendy Stone as a counselor
- Coral Kerns has joined the downtown office as an administrative assistant.
- The Covington office has added Rachel Berent, a clinical social worker; H. Greg Merrill and Karen Hanson, counselors with the Phoenix Program; and Stephanie Strausbaugh, a school-based therapist.

General Mills Supports Raising Great Kids



Greg Roth (left), distribution planner at the Sharonville plant, and Alex Hauck (right), project engineer, presented the check to Jean Kowalski (center), manager of program resource development for Family Service. Raising Great Kids is funded by the City of Cincinnati, the Maxwell C. Weaver Foundation, and the Manuel D. and Rhoda Mayerson Foundation.

Thanks in part to a generous \$5,000 grant from General Mills, Family Service will be able to provide meals to parents and children participating in the agency's Raising Great Kids program. Breaking the cycle of violence among Cincinnati's families and neighborhoods, and helping families to strengthen relationships is the core purpose of Raising Great Kids. Nearly 2,700 adults and children have participated in Raising Great Kids group sessions since the program's inception in 1997. This part of the program not only gives parents and their children a nutritious dinner, but also gives parents time to practice their parenting skills in a supported setting, and gives them a chance to share their successes and concerns with other parents.

"Opt Out or e-in"

If you no longer wish to receive Family Focus, please call Pat Lane at (513)354-5633 or email at plane@fsmail.org and let her know. If, in the future you wish to receive Family Focus via email, please email Pat Lane with your email address.

- Family Service Programs
- Clinical Programs
- Anger Management
- Clinical counseling for families, children, individuals
- Children's Treatment Team
- Co-Dependency Workshops
- Family Violence Intervention Project (N.Ky.)
- Impact Program (N.Ky.)
- Sex Abuse Treatment
- Sex Abuse Therapy Groups
- Substance Abuse Treatment
- Women's Therapy Groups
- Employee Assistance Resource Network
- Professional counseling for employees of contracted companies
- Critical Incident Stress seminars
- Workplace seminars on popular topics
- Management consultation
- Child care referrals
- Legal referrals
- Friends of the Children
- International Family Resource Center
- Citizenship Education
- Employment Counseling
- English for Speakers of Other Languages

- Immigration Counseling
- Language Bank
- Life in the USA
- Multicultural Information Services
- Social Services
- Spanish Classes
- Life Skills Education
- At-Risk Juvenile Program (N.Ky.)
- Every Child Succeeds
- Independent Living for Foster Teens
- Kid Power
- Options for Youth
- Parent Education for Homeless Families
- Parent Power
- Positive Parenting & Responsible Parenting
- Raising Great Kids
- Retired and Senior Volunteer Program (RSVP)
- School-to-Work (N.Ky.)
- School-Based Services
- Crisis Intervention/Prevention
- Social service coordination
- Safe and Drug Free Schools (N.Ky.)
- School Attendance Program for truant youth

Mission: Helping families successfully manage the challenges of daily life.
 President: Arlene T. Herman
 Editor: Lisa Desatnik
www.servingfamilies.org



205 W. Fourth Street
 Cincinnati, OH 45202
 address service requested

FAMILY SERVICE
 Strengthening the Quality of Life for People of Greater Cincinnati/Northern Kentucky

NON-PROFIT ORG.
 U.S. POSTAGE
PAID
 PERMIT NO. 3189
 CINCINNATI, OHIO