



2017-2021 Strategic Plan

MISSION: Strengthening families, Whatever it takes...

VALUES:

- **Justice:** We strive for dignity, equity, and fairness for our families in all decision making, at all organizational levels, and throughout our network of services.
- **Innovation:** We encourage creativity and resourcefulness as we constantly seek to improve and individualize our services.
- **Integrity:** We hold ourselves accountable to the highest ethical standards and adhere to best practices.

GOALS:

All families...

- Are strong and connected;
- Live in safe and stable housing;
- Understand infant safety;
- Are cared for following adoption;
- Have access to services; and
- Are supported by the community.

VISION:

Brevard C.A.R.E.S. is a comprehensive and consumer-driven program, inclusive of the following practices...

- Facilitation of Family Team Conferences and engagement of families in a mutually respectful manner through the use of skilled facilitators;
- Use of a strength based assessment to continue to build on the family strengths;
- Development of one well -coordinated plan that is responsive to the family's identified needs with shared ownership and responsibility;
- Achievement of the vision that the family has shared of where they want to be;
- Provision of family driven planning, access, voice, and ownership;
- Cultivation of a flexible service delivery system that is culturally competent, individualized and customized to the family's needs;
- A focus on the inclusion of informal supports;
- Celebration of successes and accomplishments;
- Promotion of the social, emotional, physical, moral, and cognitive development of each child; and,
- Adherence to the principles of Wraparound.



Strategic Plan 2017-2021

I. EXECUTIVE SUMMARY

Brevard C.A.R.E.S. promotes the health, safety, and welfare of children and families. The organization has established itself as the community leader, partner, and resource for preventing child abuse and neglect in Brevard County.

Raising a family can be rewarding and fulfilling but stressors such as social isolation, economic stress, child behavioral issues, domestic violence, substance abuse, and mental health needs can also make it challenging. Many families benefit from community support and resources that help them succeed. Brevard C.A.R.E.S. believes all families deserve to live in communities that have resources to support families and provide safe and healthy experiences for children.

The purpose of this plan is to articulate the organizations goals for preventing child abuse and neglect and how the organization will keep families and children from becoming involved in the state's child welfare system. The plan outlines five-year objectives, short-term strategies that identify activities needed to meet the objectives, and targets to be used as measures for success based on the following six overarching goals for the organization.

All families...

- Are strong and connected;
- Live in safe and stable housing;
- Understand infant safety;
- Are cared for following adoption;
- Have access to services; and
- Are supported by the community.

The strategies and targets are intended to be those things that can be achieved annually over the next five years at the current contractual funding level along with defined fund raising activities. The board will use the strategic plan to direct funding and policy decisions. It will also help the staff to focus their efforts and direction.

The core values established in 2013 have guided the actions of Brevard C.A.R.E.S. over the past five years. These values were reaffirmed in the 2017 Strategic Plan and will continue to guide the policies and practices of Brevard C.A.R.E.S.

- Justice: We strive for dignity, equity, and fairness for our families in all decision making, at all organizational levels, and throughout our network of services.
- Innovation: We encourage creativity and resourcefulness as we constantly seek to improve and individualize our services.
- Integrity: We hold ourselves accountable to the highest ethical standards and adhere to best practices.

II. AUTHORIZATION

The Brevard C.A.R.E.S. Policies and Procedures manual includes a policy defining the long-term and short-term strategic planning process. Annually, the Brevard C.A.R.E.S. Board of Directors holds a retreat for strategic planning and organizational analysis. A review of the agency mission and vision, the past year's goals, and most recent board self-assessment are discussed. The long range strategic plan is reviewed, revised, and adopted by the board of directors every five years.

III. MISSION AND VISION

Mission: The mission of Brevard C.A.R.E.S. is to prevent child abuse and neglect by supporting and strengthening families so that they can remain together in the community. The mission is summed up in this phrase which is part of the Brevard C.A.R.E.S. logo and is well known by the staff, volunteers, and community partners:

Strengthening families, Whatever it takes...

Vision: Brevard C.A.R.E.S. is a comprehensive and consumer-driven program, inclusive of the following practices...

- Facilitation of Family Team Conferences and engagement of families in a mutually respectful manner through the use of skilled facilitators;
- Use of a strength based assessment to continue to build on the family strengths;
- Development of one well -coordinated plan that is responsive to the family's identified needs with shared ownership and responsibility;
- Achievement of the vision that the family has shared of where they want to be;
- Provision of family driven planning, access, voice and ownership;
- Cultivation of a flexible service delivery system that is culturally competent, individualized and customized to the family's needs;
- A focus on the inclusion of informal supports;
- Celebration of successes and accomplishments;
- Promotion of the social, emotional, physical, moral and cognitive development of each child; and,
- Adherence to the principles of Wraparound.

IV. ORGANIZATIONAL PROFILE AND HISTORY

A. BRIEF HISTORY

When the State of Florida mandated transition of foster care and adoption services to community based care, Brevard citizens came together to build the best service model for Brevard County. This group recognized the need to serve families who may have risks and challenges in their circumstances and who could benefit from family support. Brevard Family Partnership was organized as a new lead agency and non-profit to oversee these services.

Brevard C.A.R.E.S. started as a division of Brevard Family Partnership and became a stand-alone 501(c)3 non-profit organization in October of 2009. Brevard C.A.R.E.S. is true to the prevention mission envisioned by the community and operates a comprehensive prevention and diversion continuum of service delivery.

B. PROGRAM AND SERVICES

Brevard C.A.R.E.S. is a prevention and diversion agency that provides Coordination, Advocacy, Resources, Education, and Support for families at risk of child abuse, abandonment, and neglect. It is a community-based, voluntary program that uses Wraparound and Family Team Conferencing to successfully engage and serve participating families.

Brevard C.A.R.E.S. engages the family, identifies strengths, and needs, convenes customized Family Team Meetings (inclusive of natural and community supports), to create an individualized and well-coordinated plan of care designed to improve family functioning and reduce the likelihood of child abuse and neglect. The team focuses on strengthening the family; while developing measurable goals and outcomes that result in family stabilization and preservation.

With one-on-one support from a well-trained team of care coordinators, Brevard C.A.R.E.S. offers a full array of support services to families experiencing stress. By serving families with strength-based strategies, building resilience, expanding parenting knowledge, providing concrete support when needed, and facilitating needed connections in the community, the result is that meaningful differences are made, and children and families thrive. Over the past ten years, the number of children in the dependency system has decreased by nearly 50%.

C. SERVICE POPULATION

Brevard C.A.R.E.S. serves children ages 0-17 and their families or caregivers at high risk for abuse, neglect, or abandonment. The organization provides targeted services for families in crisis who are referred from the Department of Children and Families Child Protective Investigators (deemed at high or very high risk), families with youth involved in the juvenile justice system (whom are at risk for abandonment into the child welfare system), homeless families (or those with immediate housing needs for Rapid Rehousing), families in transition following adoption, and children referred through Head Start. Since its inception, the program has served over 17,000 Brevard children who are safe with their families, in their homes and communities, successfully diverted from entry into the formal child welfare system.

V. ORGANIZATIONAL MANDATES

The services provided by Brevard C.A.R.E.S. are dictated by federal and state law and directed through funding contracts and grants. Service delivery, processes, continuous quality improvements, outcomes, and financial management are closely monitored and reported. Significant amounts of data are collected and tracked monthly including the following data sets:

- Total number of children and total number of families served by the agency
- Number of new prevention cases and new prevention children
- Number of children served and number of families served in prevention
- DCF/Case Management Referrals
- Case closure reasons
- Caseload data
- Number of children and number of families served:
 - In Post adoption
 - By Head Start Care Coordinator
 - By Safety Management Services Team (SMST)
 - By Non-Judicial In Home Services

- By Family Support (Safe but High/Very High Risk)
- By Mobile Response Team (MRT)
- Homeless families
- By Cribs for Kids distributed
- Targeted Case Management

VI. CRITICAL ISSUES AND CHALLENGES

Recent state funding mandates and contract requirements have significantly altered the number of children and families that can be served as well as the way they are being served. Shortly after implementation, these changes were identified as a threat to the community system of care in August, 2016 Brevard Family Partnership staff SWOT analysis.

Historically, Brevard C.A.R.E.S. was able to serve a large majority of the families needing or requesting support. Increased service, and including mandatory home visits for some families, has resulted in other families being turned away. The impact of this change is evident in the results of the Brevard C.A.R.E.S. staff survey conducted in May, 2017.

While caseloads have been reduced and other changes have been made to adjust for these new contractual requirements, staff members shared their concerns, especially noting their new lack of ability to serve everyone. Anecdotally, it also appears that the move to serve only those families with more severe risk factors has dampened the staff's self-assessment of their success rate.

VII. STRATEGIC PLANNING PROCESS

The strategic plan development included an in-depth review of documents from Brevard Family Partnership and Brevard C.A.R.E.S. including state and federal mandates, contracts and funding requirements, statistical reports, and provider and consumer survey data. The board of directors participated in a full-day strategic planning retreat on May 3, 2017 and reviewed the final 5-year strategic plan update on June 7, 2017.

Just prior to the retreat, a written survey was distributed to all board and staff members and the responses were compiled to identify common themes for consideration. At the retreat, board members and management staff worked together in small groups to review all the responses for consideration prior to updating the strategic plan strategies and targets.

Despite the issues and challenges noted above and the restrictions of limited funding, the board maintained all the previous strategic plan objectives and strategies. They also added four new strategies and increased several of the targets for services and funding as listed below.

- Implement Targeted Case Management program
- Number of families to be served annually increased from 500 to 750
- Number of cribs to be distributed annually increased from 300 to 400
- Number of post-adoptive children served annually increased from 50 to 75
- Funding for cribs target increased from \$22,500 to \$24,000
- Coordinate targeted fund raising activities with special calendar events
- Work with the board to develop a donor recognition plan
- Engage all six legislative offices in at least one activity or event

VIII. STRATEGIC GOALS AND OBJECTIVES

GOAL A1: All families are strong and connected

OBJECTIVE A1: Provide evidence-based and culturally appropriate parent education and support services for families at risk for abuse and neglect

STRATEGIES:

A1.1 Focus attention on development of additional natural and informal support systems

A1.2 Explore mentoring programs for families using parent peers or past successful consumers

A1.3 Educate staff and professionals working with children how to access prevention services through Brevard C.A.R.E.S.

A1.4 Expand resources to continue serving all families requesting or referred for services

A1.5 Implement Targeted Case Management program

TARGET A1: Serve 750 families annually

GOAL A2: All families live in safe and stable housing

OBJECTIVE A2: Tailor services and case management practices to be flexible and responsive to the special needs and priorities of homeless families

STRATEGIES:

A2.1 Tailor assessments and initial support services to focus on emergency solutions and housing stability

A2.2 Connect families to homeless services and to economic and educational opportunities to increase self-sufficiency

A2.3 Strengthen collaboration between the homeless service system and the child abuse prevention network

A2.4 Increase financial resources to provide immediate, short-term crisis intervention for homeless families

TARGET A2: Serve 100 families annually

GOAL A3: All families understand infant safety

OBJECTIVE A3: Reduce the number of infant deaths caused by unsafe sleeping practices

STRATEGIES:

A3.1 Educate parents, family members, child care providers, and health professionals about safe infant sleep

A3.2 Raise public awareness of safe sleeping practices for children

A3.3 Distribute safe infant cribs to families in need A3.4 Create sponsorship program to support crib purchases

TARGET A3: Distribute 400 cribs annually

GOAL A4: All families are cared for following adoption

OBJECTIVE A4: Maintain permanent homes for children who have been adopted

STRATEGIES:

A4.1 Organize support groups for adoptive families and for older adoptive children

A4.2 Optimize use of Brevard C.A.R.E.S. to support at risk adoptive families

A4.3 Determine interest in quarterly gatherings for post adoptive families and children

TARGET A4: Serve 75 post-adoptive children annually

GOAL B1: All families have access to services

OBJECTIVE B1: Establish new revenue sources and diversify funding to increase services while maintaining financial stability

STRATEGIES:

B1.1 Establish individual and collective fund raising goals for board members.

B1.2 Create a menu of sponsorship opportunities for individuals, groups, and organizations

B1.3 Explore cost sharing for services after 90 days to move families towards self-sufficiency

B1.4 Analyze staff resources used to support special events to assess return on investment

B1.5 Update website and all communications to include easy to find "DONATE" mechanism

B1.6 Coordinate targeted fund raising activities with special calendar events

B2.7 Work with the board to develop a donor recognition plan

TARGET B1.1: Increase revenue from new sources by \$20,000

TARGET B1.2: Secure \$24,000 to sponsor Cribs for Kids for 400 families

GOAL B2: All families are supported by the community

OBJECTIVE B2: Promote awareness that child abuse is preventable and communicate the critical value of support and resources

STRATEGIES:

B2.1 Provide community education and increase public awareness of child abuse prevention services and successes

B2.2 Advocate for prevention resources by sharing current information on prevention effectiveness with community leaders, decision-makers, and the Brevard legislative delegation

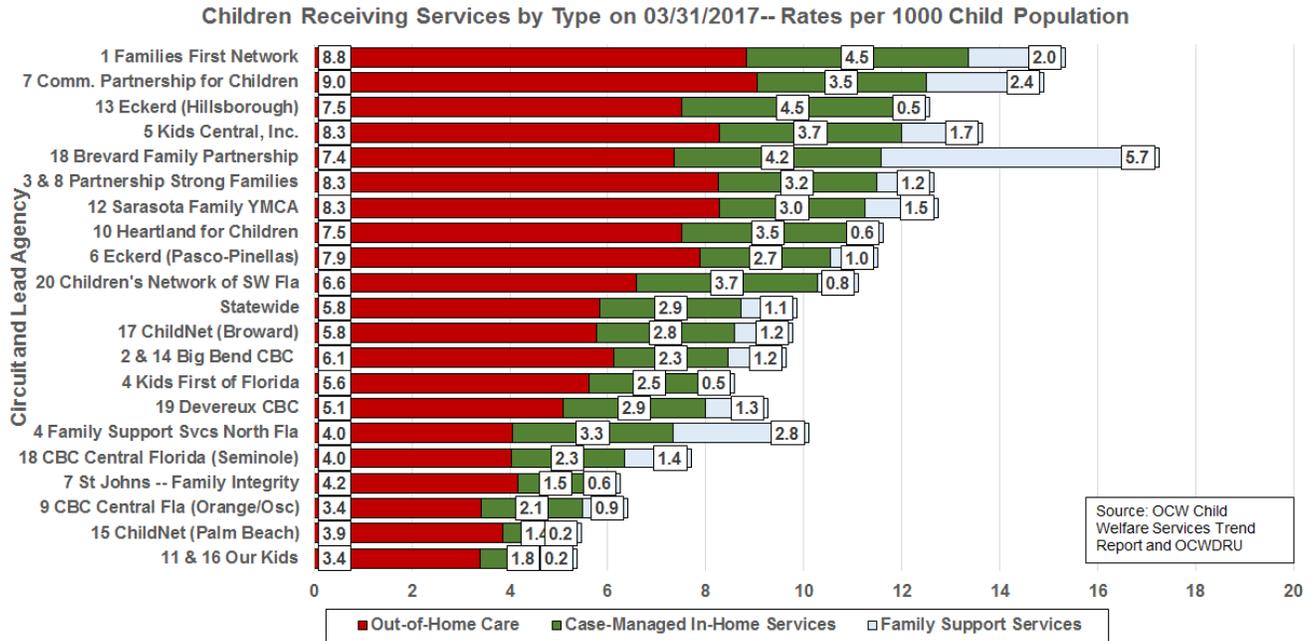
B2.3 Promote Brevard C.A.R.E.S. as a credentialed, evidence-based practice (through the California Evidenced Based (CEBC) Clearinghouse) approach that prevents future child maltreatment that can be replicated

TARGET B2.1: Engage all six state legislative offices in at least one activity or event

TARGET B2.2: Identify one new individual/organization to serve as champion for children

IX. Resources

A. Brevard Family Partnership Family Support Services Comparison



B. Brevard Family Partnership Staff SWOT Analysis – August, 2016

Brevard Family Partnership Staff SWOT Analysis – August, 2016

<p>S</p> <p>Strengths</p> <ul style="list-style-type: none"> •Innovative approaches •Dedicated hard-working staff •Teamwork approach to managing workload / problems •Commitment to mission / family - focused •Experienced / stable leadership – seen as leaders among peers •Training / development opportunities •Collaborative / Diversified workforce •Flexible work environment that fosters creativity •Robust SOC with prevention and utilization management practices 	<p>W</p> <p>Weaknesses</p> <ul style="list-style-type: none"> •Lack of financial resources / dependent on DCF \$ •Communication •Outdated / lack of technology / databases •Lack of cross-training among staff / staff silos •Limited opportunities for advancement •Lack of community awareness of BFP •Loss of positions with more workload / responsibility •Inability to compensate / offer financial incentives •Facility issues (physical space / conditions / multiple locations) •Unrealistic goals / expectations/requirements from DCF
<p>O</p> <p>Opportunities</p> <ul style="list-style-type: none"> •Funding diversification and opportunities through NCFIE / C.A.R.E.S. replication / Federal Finance Reform / PSAM •Marketing / Outreach within Brevard community •Potential revenue by providing training to other CBCs / SOC (New Generation Pride) •Leverage best practices / technology from other CBCs ("Culture of Cooperation") / Explore group benefits •Improve Provider relationships for better service delivery •Create a volunteer program •Partnership with other agencies who serve same populations (DJJ, School system) •Engage foster parents / faith community to recruit FH 	<p>T</p> <p>Threats</p> <ul style="list-style-type: none"> •Funding Redcuts / DCF Contract (upcoming renewal) •Case Management (Single CMA Provider/ Turnover / Relationships) •Increase of children coming into / returning to OHC •Limited # of specialized / quality providers •Increased provider rates for OHC •Community growth / increase substance use •Lawsuits / increased Insurance costs / Bad Press •Impact of new Legislators •Recent changes at C.A.R.E.S. could increase children entering SOC

C. Brevard Family Partnership Strategic Plan for Prevention

	GOALS	Strategies	Strategic Priorities
	Objectives	2017-2022	2017-2018
PREVENTION	Build an aggressive, front-end prevention and diversion program	<ul style="list-style-type: none"> • Enhance supports to non-judicial cases to prevent families from entering deeper into the system • Support relative and non-relative caregivers to maintain stable homes and to prevent disruption 	<ul style="list-style-type: none"> • Expand outreach to target groups that work with children and families at risk • Expand services as much as funding allows to: <ul style="list-style-type: none"> ○ Relative and non-relative caregiver families ○ Post- adoptive families ○ Families with children in the juvenile justice system
	Expand prevention services to divert children from case management and out-of-home care	<ul style="list-style-type: none"> • Use Brevard C.A.R.E.S. and other best practices for post-adoption support to prevent dissolution • Promote Brevard C.A.R.E.S., mobile response, and other prevention services to: <ul style="list-style-type: none"> ○ Child Protective Investigation staff ○ Medical/hospital community ○ Professionals working with children who are required to report abuse • Increase community outreach, awareness, and understanding of Brevard C.A.R.E.S., mobile response, and other prevention services • Explore options for Mobile Response Team to respond to school calls 	

D. Brevard Family Partnership Prevention Goals 2017-2022

- Enhance supports to non-judicial cases to prevent families from entering deeper into the system
- Support relative and non-relative caregivers to maintain stable homes and to prevent disruption
- Use Brevard C.A.R.E.S. and other best practices for post-adoption support to prevent dissolution
- Promote Brevard C.A.R.E.S., mobile response, and other prevention services to Child Protective Investigation staff, medical/hospital community, professionals working with children who are required to report abuse
- Increase community outreach, awareness, and understanding of Brevard C.A.R.E.S., mobile response, and other prevention services
- Explore options for Mobile Response Team respond to school calls

E. Brevard Family Partnership 2017-2018 Priorities

- Expand outreach to target groups that work with children and families at risk
- Expand services as much as funding allows to:
 - Relative and non-relative caregiver families
 - Post- adoptive families
 - Families with children in the juvenile justice system

F. Board Member Self Evaluation

As part of the previous strategic plan, board members were asked to define their roles as directors of the organization by ranking their top answers to two questions. The current board members were asked to rank their top three priorities for service from the previous board's lists. The combined responses are listed below with the most important shown in rank order for the current board. This information may be useful to staff as they seek to increase board member involvement and to recruit new members to the board.

A. Reasons why board members serve (in order of preference for current board members)

Current and previous board members

1. Support a cause or service I believe in
2. Give service to the community
3. Use my talents and abilities
4. Increase or maintain skills
5. Establish contacts in the community
6. Influence the direction of the organization
7. Be identified with a community group

Previous board members

8. Learn new skills
9. Do a job that won't otherwise be done
10. Assume leadership responsibilities
11. Utilize my originality and creativity
12. Perform varied tasks
13. Experience challenging situations
14. Participate in familiar, comfortable activities
15. Receive respect and appreciation for my work

B. Ways board members can personally support the organization (ranked by current board)

Current and previous board members

1. Public awareness/public affairs
2. Make a financial contribution
3. Help with special events
4. Recognize/support the Brevard C.A.R.E.S. staff
5. Contact/thank donors
6. Personally host an event or activity to support the organization
7. Involve my church, club, and civic organization in supporting Brevard C.A.R.E.S.
8. Contacting local and state elected officials
9. Help with income producing services/programs
10. Involve my employer in supporting Brevard C.A.R.E.S.

Previous board members

11. Secure a corporate contribution from my organization
12. Solicitation for direct contributions from individuals, businesses, foundations, religious organizations
13. Identifying large donors/bequest opportunities
14. Social media/website

G. Board Member Survey Responses

Looking back at the past 3 years I am proud of Brevard C.A.R.E.S. because...

- Together we are making a difference in the lives of families by keeping families together and giving parents the tools to be better parents.
- They have demonstrated excellent outcomes while preventing deeper end and more expensive services.
- The program continues to strengthen families in our community through its strong prevention model.
- Of the accreditations that have been received by both staff and as a team.

Over the next 3 years I hope Brevard C.A.R.E.S. can...

- Gain the ability to impact even more families
- Obtain greater funding to impact more families.
- Grow and expand its range of services and serve as a model for other community based programs across the State of Florida.
- Obtain additional grant funding

List 3 things you think the board could implement to support Brevard C.A.R.E.S.

- Connections in the community
- Connections to our clients - participation/help with events
- Bringing the 2 together - support from the board and the community can only make our organization and our mission stronger
- More advocacy
- Greater public awareness
- More contact with legislators to impact 2 above
- Job shadowing to get more familiar with roles of different aspects of the team
- Cards to allow us to promote the services of the agency

H. Staff Member Survey Responses

For the families we serve, the top 3 things they need most are...

- Obtaining mental health services
- Securing housing
- Obtaining and maintaining guidance and supports.
- Consistent providers that take all Medicaid plans
- Drug rehab programs
- Housing resources
- Housing
- Bill payment assistance
- Behavior support for the children.
- Housing
- Good jobs
- Support/Community
- Expanded Substance abuse services especially in the evening so they can remain employed during the day
- Expand Behavior Analytic services for children especially BA's that accept Medicaid
- Flexible Financial assistance, it appears that the Brevard County Community Action team will be cutting their budget in half next year and they are major funders for our families to remain housed and prevent evictions and continued power/ water services
- Respite- a cooling off period from the initial crisis or the culmination of behaviors that is safe for the child (Current provider of this is Crosswinds but very limited availability in community beds and not a good placement for children who do not already have a criminal record)
- Access to funding to help in homeless situations where the family is about to be homeless, not just after they already are
- Funding for services to help train parents to be successful- (para professionals, parenting classes, help completing social security paperwork, help making appointments and getting to appointments, transportation)
- Housing
- Life skill assistance/para-professional
- Stability
- Stable housing
- Stable/well-paying employment
- Better parenting role models
- Mental Health counseling in-home – difficulty securing providers that accept certain Medicaid HMO
- Housing, especially emergency shelter for families
- ABA for children that accept Medicaid and/or additional funding to meet this need.
- Adequate Housing
- Transportation
- Money

H. Staff Member Survey Responses (continued)

For the Brevard C.A.R.E.S. staff, the top 3 challenges are...

- Engaging the families and ensuring they remain engaged to get the services needed to stabilize the family unit.
- Ensuring they receive specified services as it pertains to insurance coverage.
- Funding for services
- Home visits
- Pressure from DCF to participate in program
- Locating resources in the community to meet family's needs
- Lack of funds available to assist families
- Lack of community resources for the homeless population
- The requirement for children to be seen by Care Coordinator once a month in the home makes it more difficult to schedule meetings at regular times and have compliance from the parents.
- Funding for housing, i.e. rental deposits, utilities, furniture for the homes/appliances
- Para-professional support – someone who can hold the hand of the family and walk them through their issues and challenges,
- Lack of funding for fun activities for staff i.e. lunches, breakfasts to show them appreciation, Family picnics, rewards for good efforts/hard work
- Work life home life balance
- Getting important knowledge expanding trainings (for everyone) while still covering the work load
- Staying energized in a high drain field
- Time/Staff – having enough time and additional support staff to effectively complete my job
- Funding to provide for services the family needs, budgets are very limited
- DCF and Dependency Case managers with little to no experience
- Lack of funding to fully assist with the needs of the family
- The number of youth coming into the system through DJJ and parents who no longer want their child
- The limited resources for ungovernable youth/respice for parents
- Time to be able to get everything done
- Money to be able to provide services and goods families need
- Dealing with the availability of services for families (ex: waitlists)
- Limited funds to meet the many needs of our families.
- Increase salaries for staff and review current mileage reimbursement
- Staff continues to struggle finding substance abuse treatment for our families- this includes mentally ill parents.
- Adequate Time to Provide Thorough Case Management Services
- More Administrative Support, Clerical Support, and Moral Support
- Modern equipment and facilities
- Implementation of targeted case management

H. Staff Member Survey Responses (continued)

Over the next 3 years I hope Brevard C.A.R.E.S can...

- Obtain more funding as needed for services
- Continue to provide excellent services to all families served
- Expand their brand.
- Continue to strengthen families by collaborating with multiple agencies to provide the greatest care for our families
- Higher wages
- More mileage compensation.
- Access more funding from the State
- Partner with more community agencies
- Be able to provide workers with a pay increase.
- Support their employees more throughout the year with appreciation efforts
- Provide more trainings that would help elevate staff skills
- Continue to work hard to strengthen the families of Brevard County and hopefully open up the ability to service self/community referrals again
- Return to accepting community referrals, doing true prevention work
- Hire more support staff, staff to do activities such as good QA, data analysis and other supportive functions like tracking training, typing mileage etc. would free up more time for the field staff and supervisors
- Implement more incentives/ rewards for families & children completing certain designated tasks
- Add staff – Family partners to help parents directly, Also a quality assurance person dedicated to CARES in addition to peer review process
- Reduce case load so the Care Coordinators can truly complete fidelity to wrap around on each family
- Be able to open up to families that are not just high risk again
- Increase staff to include a family partner and care coordinator to work directly with the families identified specifically as lockout youth.
- Provide additional funding for the families that we serve with services, increase the salaries of dedicated staff
- Find funding for services
- Merit raises for employees
- Be able to hire more care coordinators so we can spend more individual time with our families with lower caseloads
- Review how families are transitioned from one C.A.R.E.S. department/unit to the next to ensure success; example families involved with FSM then are either stepped down to NC or Prevention.
- Extend prevention services to community agencies
- Continue to partner with community agencies for continuity of care for children and families.
- Do a PSA
- Receive more Print & TV Coverage
- Move into a building that can accommodate all of their employees instead of being scattered