



The Family Support Center

A Crisis worth Averting

Bringing a Crisis Nursery to Neighborhoods of Salt Lake County That Need It Most

The Situation

There is a neighborhood of concentrated poverty in the Rose Park/Glendale neighborhoods in Salt Lake. Family Support Center is very concerned not only with the lack of access to services this population faces, but the dangerous trend in child abuse observed by Child Protective Services in these areas. The past few years have shown the following numbers for the 84115 and 84116 zip codes:

2015	2014	2013
297 confirmed child abuse victims	354 confirmed child abuse victims	342 confirmed child abuse victims

When compared with their wealthier counterparts who also have access to more resources, you can see the drastic difference resources can make with regard to child abuse prevention. For zip codes 84103 and 84105 (Downtown SLC and the Avenues) the numbers are:

2015	2014	2013
53 confirmed child abuse victims	44 confirmed child abuse victims	68 confirmed child abuse victims

What Can Be Done?

Family Support Center is a local nonprofit whose mission is to "protect children, strengthen families, and prevent child abuse". FSC has been a leader in the wellbeing of at-risk children and families in Salt Lake County since 1977, forming many relationships, building trust, and utilizing best-practices and extensive research to lift the most vulnerable among us.

Currently Family Support Center operates three Crisis Nurseries located in Midvale, Sugar House, and West Valley. These centers are available 24/7 and offer free respite childcare during times of high stress or crisis for children ages 0-11. The intent of the Crisis Nurseries are to give parents who lack social and financial resources support in helping relieve some of the high burdens of parenting, especially parenting in poverty. Studies have shown that respite services (i.e. Crisis Nursery Care) directly contribute to a decrease in the likelihood of child abuse and neglect (2004. Raymond S. Kirk, Ph.D., Research University of North Carolina at Chapel Hill).

Parents are able to utilize the Crisis Nurseries to accommodate a variety of circumstances. Some of the top reasons parents utilized the Crisis Nurseries in 2014-2015 were:

- Respite Care/Stress Breaks: 3,975 visits
- Medical Emergency: 3,010 visits
- Work-Related (job searching, interviews, emergency childcare that enabled a parent to go to work): 1,826 visits
- Child Homeless: 353 visits
- Allowed Parent to Attend Counseling: 851 visits
- Death and Suicide: 111 visits
- Court/legal obligations (including protection orders, safety plans, etc.): 876 visits
- Drug or Alcohol related (rehab, etc.): 518 visits
- Incarceration (parents in jail): 34 visits
- Domestic/Family Violence: 155 visits



Administration: 1760 West 4805 South / Taylorsville, Utah 84129 / (801) 955-9110
 Midvale Center: 777 West Center Street / Midvale, Utah 84047 / (801) 255-8881
 Sugar House Center: 2020 Lake Street / Salt Lake City, Utah 84105 / (801)487-7778
 West Valley Center: 3663 South 3600 West / West Valley City, Utah 84119 / (801) 967-4259



In total, Family Support Center's Crisis Nurseries provided 61,475 hours of Crisis Nursery care to 1,849 children at risk of abuse and neglect. As illustrated above, in addition to reducing risk and incidence of child abuse, Crisis Nurseries make critical services more accessible to disadvantaged populations by eliminating the barrier of childcare. Populations with access to a crisis nursery are more able to access: medical care, employment-seeking services, mental healthcare, legal assistance, and rehabilitation support, to name a few.

Crisis Nursery Program Design



Except in extreme emergencies, parents must call ahead of time to schedule a crisis nursery stay to ensure FSC is within ratio (staff/child ratio= 1:4)
Parent will be asked a few questions over the phone about the child, the nature of the emergency and for how long they need care.



Parent schedules child's stay, specifying drop-off and pick-up times, and if overnight accommodations are needed



For the first visit, parent must fill out fairly extensive paperwork to ensure the safety of the child. Information regarding food allergies, behavioral concerns, emergency contacts, etc. This is only filled out once.



During the child's stay, **all bathing, diapering, food and clothing needs are met by FSC.** The child is in a home-like environment with familiar sounds, smells, and rooms. Food is prepared on-site, and there are bedrooms, kitchens and playrooms. Children enjoy free-play and structured activities and always have the company of staff and volunteers, including regularly scheduled "foster grandparent" volunteers. A child may stay up to 72 hours per visit, to accommodate overnight and larger-scale emergencies. There is no set limit to the number of visits a child is allotted.



Parents identify ahead of time who is allowed to pick-up the child. Identification must be verified for pick-up.

Return Visits

Subsequent visits to the Crisis Nursery require far less paperwork, so drop-off times go much faster! There is no limit to how often a parent can utilize the crisis nursery, unless abuse of the program is suspected (ex. Parents using the Crisis Nursery for daycare on a regular basis).

Common Questions about the Crisis Nurseries

Is child abuse a major issue in Salt Lake County?

Yes. Despite the fact that Utah is a very family-friendly state, there were 3,550 confirmed victims of child abuse last year (State of Utah Child Protective Services, 2015).

Can anyone use a Crisis Nursery?

Yes. Child abuse respects no ethnic or socioeconomic boundaries. Any parent can need help, and any child can need an advocate. That said, over 95% of clients have historically been low income.

Do people abuse the service?

Very rarely! Since 1977 FSC has been helping desperate parents at the end of their rope, and coordinating services with local police departments, domestic violence shelters, homeless shelters, and other community liaisons, who help direct families to the Crisis Nursery doors. If abuse of the Crisis Nursery is suspected, the Crisis Nursery director will speak with the parent(s) to see what other supports or limitations may be in the best interest of both the child and the agency. This is, however, very rare.

What resources do the Crisis Nurseries leverage?

Because FSC has been around for 38 years, the Crisis Nurseries have established relationships within the community that provide for their success. Available resources include partnerships with community agencies, in-kind donations of \$82,558 (in 2014), 1,274 hours of volunteer engagement (in 2014), support from government and municipalities, and staff expertise.

Family Support Center is proposing that a Crisis Nursery in the Rose Park/Glendale neighborhoods would directly reach a highly vulnerable population, and decrease the risk and incidents of child abuse within this area. Currently the closest Crisis Nursery to this population is West Valley, which is usually at capacity (often does not have openings) and not within a walkable distance, nor are public transportation routes convenient between the two areas. As such, in order to make the service directly accessible to those who need it most, a Crisis Nursery must be built directly in the community of concern.

In addition to a Crisis Nursery, a bilingual therapist (Spanish and English) would be housed within the Crisis Nursery, to bring mental health services to this highly vulnerable population, in an effort to address some of the root causes of child abuse in the area.

What Is Needed?

Currently Family Support Center is seeking property in the Rose Park/Glendale area that can be donated to be used for the purpose of a Crisis Nursery. The property must be in a mixed or commercial use zone. The three existing Crisis Nurseries have been donated homes, that can be renovated to fit specifications. A minimum of 3 bedrooms and 2 bathrooms are needed.

After a property is secured, FSC will also need renovation and some operating support (a portion of operating support is already secured), as well as assistance with city licensing requirements.

If you can help with any of these needs, or if you are able to provide any advice, direction or potential contacts, we would be most grateful. If you have any additional questions or concerns, please contact:

Bonnie L. Peters, LCSW
Executive Director
bonnie.peters@familysupportcenter.org
801-955-9110 ext. 101

Glendale/Rose Park Crisis Nursery 2016/2017

**This Appropriation
Request**

CATEGORY I ADMINISTRATIVE SERVICES			
	ExeDir/Asst. Ex Dir/Bus Mgr/ Acctg Asst.	22,402.94	
	Payroll Taxes	2,128.28	
	Fringe Benefits	896.12	
	PROF FEES (Audit)	1,333.33	
	CATEGORY I - Total Admin Exp.	26,760.67	
CATEGORY II - Capital Expenditures			
	EQUIP/FURN (over \$5,000)	20,000.00	
	Procurement of Property	300,000.00	
	Property Improvement for Code	20,000.00	20,000.00
	Risk Assessment Review	1,000.00	1,000.00
	Phase I Environmental Review	1,500.00	1,500.00
	Lead Study	1,000.00	1,000.00
	Salt Lake City Code Review	1,500.00	1,500.00
	Total Capital Expenditures	345,000.00	\$ 25,000.00
CATEGORY III PROGRAM EXPENSES			
SALARIES	Salaries	150,000.00	
	Payroll Taxes	15,000.00	
FRINGE BENEFITS	Insurance (Health, Disb, Life)	8,000.00	
	Other Benefits	2,000.00	
TRAVEL	Mileage	2,500.00	
SPACE COSTS	Depreciation	15,000.00	
	Repairs/Maintenance	5,003.83	
UTILITIES	Electricity	1,900.00	
	Heat (Gas)	1,000.00	
	Water/Sewer/Garbage	1,866.67	
COMMUNICATIONS	Telephone/Fax/Internet/Email	2,500.00	
	Postage	250.00	
EQUIP/FURN (under \$5,000)	Purchase	1,000.00	
	Rent/Lease	833.33	
	Equip Repair/Maintenance	1,916.67	
SUPPLIES/MAINTENANCE	Program Service Supplies	733.33	
	Food Supplies	6,833.33	
	Office Supplies	1,000.00	
	Training Supplies	100.00	
	Household Supplies	1,666.67	
MISC - OTHER	Advertising	333.33	
	Printing/Copying	233.33	
	Books/Publications/Subscriptions/Mbskps	66.67	
	Insurance (Prop/Liab/other)	1,197.96	
	Licenses/Permits	10,000.00	
	Misc. Expenses/Unemployment cost	666.67	
CONFERENCES/WORKSHO	Registration Fees	250.00	
PROFESSIONAL FEES	Contracted Services Drug Testing//Labor	116.67	
	Bank Fees /Direct Deposit Cost	208.33	
	In-Kind - COST/Welfare Square-COST	18,500.00	
	Volunteer Services - COST	833.33	
	Foster Grandparents Services - COST	5,000.00	
	ALL CATEGORY III total expenses	628,270.79	

Quarterly Impact Report – Crisis Nursery Results

2015 Quarter 3 | Data Sample 7/15 - 9/15 |

- 91.6% reported that the initial crisis or reason for needing the service was resolved.
- 97.5% would recommend FSC services.
- 69% were offered additional resources or tools.
- 96.6% felt that their child was safer because of the service.

Quality of Life

- On average, respondents demonstrated a 29.6% increase in quality of life.
- 54.3% reported an increase in quality of life after using FSC services.

"My child loves coming here!"
"We always know our children are safe here."
"This place is a savior to single mothers."
-Clients

Stress

- On average, respondents demonstrated a 26.4% decrease in stress.
- 59.9% reported a decrease in stress after using FSC services.

Depression

- On average, respondents demonstrated a 16.2% decrease in depression.
- 40.7% reported a decrease in depression after using FSC services.

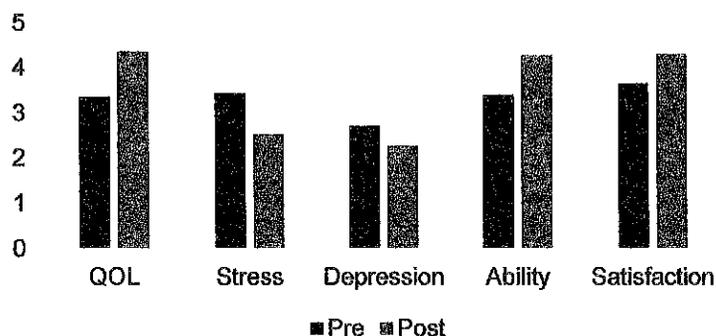
Ability to Effectively Handle Life and Family

- On average, respondents demonstrated a 25.7% increase in ability to handle life.
- 50.4% reported an increase in ability to handle life after using FSC services.

Satisfaction with Family Relationships

- On average, respondents demonstrated a 17.7% increase in satisfaction with family relationships.
- 41.2% reported an increase in satisfaction after using FSC services.

Crisis Nursery Impact Q3 2015



Mission

To protect children, strengthen families, and prevent child abuse.

Program Outcomes for 2015

Adoption Respite Care: In-home respite care for adoptive families. **178 children** were served in **312 visits** totaling over **2,131 hours** of care.

Counseling Services: Professional therapy for children, families, and individuals. **525 clients** received over **5,252 hours** of therapy. **315 individuals** attended educational classes by clinical staff for a combined total of **815 hours**. **104 sessions** of support group ran for **200.5 hours**.

Crisis Nurseries: 24/7 free short-term childcare for families in crisis situations and children at-risk of abuse or neglect. **1,849 children** made **11,762 visits** to the crisis nursery, including **1,218 overnight stays**, **11,554 meals**, and over **61,474.5 hours** of care.

In-Home Parenting Programs: Free in-home parenting support. The Family Mentor Program served **231 individuals** in **51 families** during **342 visits** and **435 hours** of in-home support. The Peer Parenting Program served **421 individuals** in **117 families** through **1,046 hours** of in-home support.



KidStart Daycare: Low-cost, bilingual, curriculum-based daycare services for low-income working families. **82 children** were served with **3,036 hours** of care, enabling **65 parents** to better access the workforce.

LifeStart Village: Housing and self-sufficiency program for homeless single mothers and their children. **254 individuals** were served across **all three phases** of program, including **54 mothers** and their **93 children** in **Phase I** co-housing. Over **883 hours** of case management were provided. Within the year, **80%** of women in **Phase I** improved self-sufficiency across nine key criterion, **80%** increased income, **60%** gained new employment, and **6 women** enrolled in or graduated from higher education.

Safety Net: Confidential and neutral counseling services and basic needs support for people associated with plural marriage. **2,590 individuals** were served through case management and basic needs events, and **118 individuals** and **29 families** were served with counseling needs.

Volunteers: Critical resource vital to all agency programs. **1,199 community volunteers** gave **11,175 hours** of volunteer service to enhance Family Support Center programs. These volunteer hours total **\$19,882 in professional service value*** as reported for auditing purposes.

Thank you Volunteers!

*The value of these volunteer service hours can range up to \$262,717.90 using a state standard for valuing volunteer hours. Only professional hours are included for the audit.

Annual Total

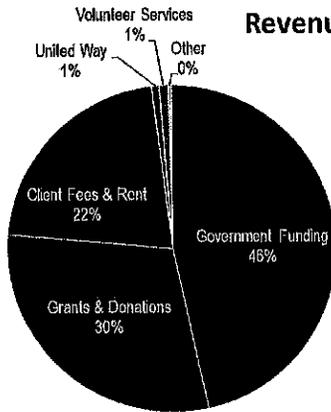
In Fiscal Year 2014-2015, the Family Support Center served **6,445 individuals** with **74,390 hours** of direct care.

Finances



The Family Support Center

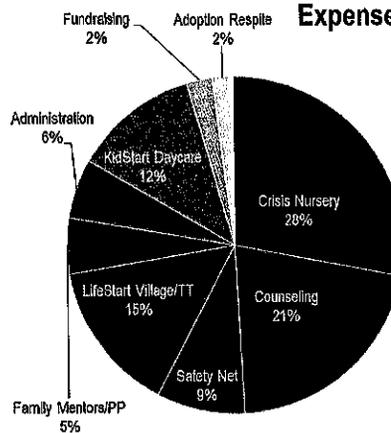
Revenue



- Government Funding \$1,043,877
- Grants & Donations \$668,985
- Client Fees & Rent \$485,935
- United Way \$15,755
- Volunteer Services \$19,882
- Other \$6,455

Total Revenue \$2,240,889

Expenses



- Crisis Nursery \$620,897
- Counseling \$470,233
- Safety Net \$189,704
- LifeStart Village/TT \$322,941
- Family Mentors/PP \$118,977
- Administration \$126,903
- KidStart Daycare \$268,929
- Fundraising \$55,225
- Adoption Respite \$44,029

Total Expenses \$2,217,838

990 Forms can be found on our website at: www.familysupportcenter.org

Corporate and Foundation Supporters

Ally Bank ♥ American Express Center for Community Development ♥ American Express Employee Matching Program ♥ Ruth Eleanor Bamberger and John Earnest Bamberger Foundation ♥ Bank of American Fork ♥ R. Harold Burton Foundation ♥ Castle Foundation ♥ CIT Bank ♥ City of Sandy ♥ City of South Jordan ♥ City of Taylorsville ♥ City of West Jordan ♥ Cottonwood Presbyterian ♥ Council For Investment in Education ♥ Cross Creek Advisors, LLC ♥ Daniel's Fund ♥ Dean W. Bachman Living Trust and Juanita Reed ♥ Disney ♥ Dyno Nobel Inc. ♥ Ebay Foundation ♥ Henry W. & Leslie M. Eskuche Foundation ♥ Exchange Club of Murray ♥ Exchange Club of West Jordan ♥ Fehr & Peers Associates ♥ Furst Construction Company ♥ Garden Heights South Relief Society ♥ Gateway League UBW ♥ GE Capital Bank ♥ GE Employee Matching Program ♥ George S. and Delores Dore Eccles Foundation ♥ Gordon and Betty Moore Foundation ♥ Herbert I. and Elsa B. Michael Foundation ♥ IN-N-OUT Burger Foundation ♥ Intermountain Healthcare Design and Print Center ♥ Intermountain Healthcare Foundation ♥ J.C. Penny Company Foundation ♥ John and Wauna Harmon Foundation ♥ Junior League of Salt Lake City ♥ Kate and James Marshall Family Foundation ♥ Kennecott Copper Foundation ♥ Kirk Humanitarian Foundation ♥ Lawrence T. and Janet T. Dee Foundation ♥ LDS Humanitarian Services North America ♥ Mariner S. Eccles Foundation ♥ Marion and Maxine Hanks Foundation ♥ Masonic Foundation of Utah, Inc. ♥ Merrick Bank ♥ Midvale City ♥ Midvale East 4th Ward ♥ Molina Healthcare ♥ Morgan Stanley ♥ Murray City ♥ Neurosurgical Associates ♥ One Community Church ♥ Parr Brown Gee & Loveless ♥ Pitney Bowes ♥ Professional Flooring Supply Shared Blessings Foundation ♥ Prophet Elias Greek Orthodox Church ♥ Richard K. and Shirley S. Hemingway Foundation ♥ Rocketeers Square Dance Club ♥ Rocky Mountain Power Foundation ♥ Salt Lake City ♥ Salt Lake County ♥ Smith's Food and Drug ♥ Sorenson Impact Foundation ♥ Sorenson Legacy Foundation ♥ South Valley Water Reclamation ♥ Synchrony Bank ♥ Tab Bank ♥ Taylorsville Stake Relief Society ♥ The Church of Jesus Christ of Latter-day Saints ♥ The Savage Family Foundation ♥ U.S. Department of Housing and Urban Development ♥ Unified Police of Greater Salt Lake ♥ United Way of Columbia-Willamette County, Oregon ♥ United Way of Salt Lake ♥ Utah Association of Financial Services Foundation ♥ Utah Department of Human Services ♥ Utah Division of Child and Family Services ♥ Utah Division of Workforce Services ♥ Verizon Hopeline ♥ Victims of Crime Act ♥ Walmart Stores ♥ Watkins Charitable Foundation ♥ West Valley City ♥ Wex Bank ♥ Zions Bank

For a list of our individual donors, please see our website at: www.familysupportcenter.org