



the
CHILDREN'S
Center



2008-2009
COMMUNITY REPORT

PUTTING FUTURES TOGETHER

DEAR FRIENDS,

As we reflect on our accomplishments over the past year, we have a lot to celebrate.

This year has been challenging due to record numbers of children coming through our doors that are hurt, confused and afraid. We continue to serve as a beacon of hope in the community, securing the pieces of life's puzzle for children and families to help put futures together.

This year we received accelerated reaccreditation as an outstanding service provider from the national Council on Accreditation (COA). Our success through the rigorous COA accreditation process provides assurance for the families that need us, our donors, financial supporters and our community that we provide the highest standard of service along with the comfort of knowing we are a well-managed and responsible organization.

During this tough and challenging economic climate, none have suffered more than children who can't survive without adult intervention. Many of the children we serve have experienced significant family stress and turmoil. The Children's Center is proud that we have been able to continue providing needed programs and services to help children not just survive but thrive.

John F. Kennedy said: **"Children are the world's most valuable resource and its best hope for the future."** Thanks to your commitment to children, we can continue to invest in our future.

Our goal is to continue to strengthen our organizational self-sufficiency through the diversification of our funding streams, solidify relationships with community partners and retain the most talented staff, volunteers and leadership to ensure our sustainability for years to come.

Thank you to all of our friends who have supported us this past year. To our new friends, we look forward to you joining us at The Children's Center, advocating, healing and bridging the gap for children and families in need.



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Debora Matthews
Chief Executive Officer



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Doug Maibach
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OUR MISSION

To help children and families shape their own futures

OUR VISION

We will provide premier programs and services of national caliber by:

- Continually increasing the quality of our services to children and families with special needs primarily in the Metropolitan Detroit area.
- Enhancing and expanding a unique, innovative continuum of effective programs and services.
- Attracting and maintaining the best possible people for our staff, board and volunteer corps.

OUR VALUES

We pride ourselves with having staff members who abide by The Children's Center core values:

- Devoted/Dedicated/Always Willing
- Passion for What They Do!
- Committed and Accountable – They Do What They Say!
- Display a CAN DO Attitude!
- Treat Other People (both co-workers and clients) with Respect, Courtesy and Patience.
- Respecting and promoting diversity

WHY CHOOSE THE CHILDREN'S CENTER?

Today, The Children's Center (TCC) is one of the largest, most diverse child-serving agencies in Michigan, addressing the needs of some of the most troubled children in the United States. We help thousands of children and families each year through a menu of over 20 inter-related programs.

- Our mission continues "To Help Children and Families Shape Their Own Futures"
- Celebrating over 80 years of experience working with children and families
- We address causes rather than the symptoms of a problem
- Services are offered to residents of Detroit and the greater metropolitan area
- A "can do" attitude in our intervention
- Treatment with respect and dignity
- Willingness to work in cooperation with a child's school and community support
- Medicaid and other insurances accepted
- Nationally accredited through the National Council on Accreditation (COA) of Services for Families and Children, Inc. since 1986
- The Children's Center has the largest number of specialized programs in any child and family agency in Michigan for at-risk youth.

The Children's Center Front and Center Tours

Interested in learning more about The Children's Center and seeing the wonderful work that it does? Please call (313) 262-1220 to set up a tour. It could be the most impactful hour of your life.



THE CHILDREN'S CENTER PROGRAMS & SERVICES

The Children's Center (TCC) is proud to offer a continuum of more than 20 programs and services on a multifaceted campus located in midtown Detroit. TCC offers the largest number of specialized therapeutic programs for at-risk children and youth compared to many other child and family agencies in Michigan. All services are strength-based, family focused and embodies a holistic approach toward treating children and their families. The Children Center's mission **to help children and families shape their own futures** is ever-present in its menu of services. Currently, programs are divided into four program service areas:

1 Healthy Start – Preventative services designed to address emotional and environmental challenges having an adverse impact on families. A specialized team of clinicians work with clients prior to birth through school-aged children.

Parent and Child Empowerment (PACE) –

A strength based program designed to assist families and children (3-6 years old) who display aggressive behavior, emotional problems or have mental health disorders. Clinicians provide counseling, play therapy, support and developmental guidance.

Play and Language for Autistic Youngsters Project (P.L.A.Y.) –

An early intervention program for children (18 months-6 years old) with autistic spectrum disorders and their families that provides one-on-one intervention using resources that are time intensive, integrated with school and other therapies, developmental, individualized, relationship oriented and child centered.

This project was created by Richard Solomon, MD based on the DIR® (Developmental, Individualized, Relationship – based) theory of Stanley Greenspan, MD also known as 'Floortime'.

Special Beginnings (Infant Mental Health)/Teenage Parenting Program –

An intensive, in-home therapeutic infant mental health program for high risk children (birth-3 years old) and their families. Clinicians provide parent – infant psychotherapy, emotional support, advocacy, developmental guidance and coordination of services to foster the development of healthy attachment relationships between infants and caregivers. Specialty support is provided to teen parents to encourage completion of education and job readiness as well as training on appropriate parenting skills

2 Healing the Hurt – Therapeutic services offering a continuum of care for children in need of specialized treatment due to trauma, behavioral or emotional challenges. Approximately 70% of The Children's Center clients fall within this category.

Home-Based Treatment Program –

A program for clients and their families who need access to in-home mental health services following discharge from hospitalization or residential placement.

Family Bereavement –

Grief counseling for children and parents who have experienced death in the family or for children who may have witnessed homicide and other violent crimes. Court advocacy is a resource readily available to clients.

Family Services – Therapeutic treatment program for children who have been victims of trauma or sexual abuse.

Future Directions (Juvenile Justice) – A program that provides behavioral and

mental health services for youth between the ages of 5-17, who have come to the attention of the juvenile justice system in Wayne County and are at risk of continued involvement in the justice system.

General Outpatient – A therapeutic treatment program for children 5-18 years old experiencing mental health challenges in the home, school or community.

Mentally and Emotionally Impaired Program (MEI) –

An innovative outpatient treatment program for mentally and emotionally impaired children and adolescents 2-17 years old, along with their families. The program provides comprehensive treatment to decrease the need for hospitalization or out of home placement.

Psychiatric/Psychological Services –

Psychiatric evaluations, psychological assessments and ongoing medication management and monitoring.



3 Safe Home – Child Welfare Services identifies a safe and loving permanent or temporary out-of-home placement for children and youth that may have been abused or neglected. This all-inclusive array of services includes preparation for independent living, life skills, therapy and skill building.

Adoption – Evaluates/screens children and prospective families using adoption statutes/rules to solidify permanent homes. This program completes the adoption process and conducts assessments of children in foster care system.

Foster Care – Recruits and certifies appropriate foster parents. Places children and youth in licensed temporary out-of-home placements until able to return to biological parents or adopted

Post-Adoption Services – Provides clinical assessments and therapeutic services for children and families that have completed the adoption process.

Young Adult Self Sufficiency Program (YASS) – Facilitates independent living placement program for youth between 14-22 years old, residing in southeast Michigan. The program is supported by host families with the gradual progression toward permanent housing.

4 Bridging the Gap – The following services coordinate and link clients to valuable resources within the center or community. All clients of The Children's Center can utilize these support services in addition to participating in specialized therapeutic programs.

21st Century Learning Centers –

A Detroit Positive Youth Development Collaboration that provides a safe, secure and enriching after-school support for youth including youth development, supplemental scholastic support, art, recreation and parent workshops.

Case Management Services –

A support service offering coordination of community referrals and services.

Closet O' Stuff – A "Resource Boutique", where clients may shop for necessities to meet their immediate family needs. The inventory for the "Closet" is restocked solely by community donors with donations of clothing, toys and nonperishable items.

Hospital Liaison – Monitoring and discharge planning services for children in acute care or state psychiatric hospitals.

Parent Management Training, Oregon Model (PMTO) – An evidence-based parent training module that provides structured intervention with a focus on five core elements (problem solving, encouragement, limit setting, monitoring and positive involvement).

Residential Case Management –

Placement and monitoring service for children who require specialized residential treatment in facilities in the metropolitan Detroit area.

School-Based Services –

Community mental health services provided for students in specific Detroit Public Schools and area Charter Schools.

Sensory Integration Clinic –

A specialized form of occupational therapy specifically designed to support children with challenges related to under or over sensitivity to light, noise, taste, touch, balance and coordination.

Tau Beta Center for Discovery –

A multimedia resource center offering access to a state-of-the-art computer lab, arts and crafts, recreational activities, mentoring and life skills workshops. Center for Discovery is supported by the Tau Beta Association.

Tutorial Support Services –

Program offers one-on-one academic enrichment and support for students in need. Tutors primarily provide resources in Math, Reading, English and Science.

Wraparound Program –

An individualized, needs-driven program providing coordinated care to Wayne County clients 7- 16 years old that involves schools, mental health providers, child welfare, juvenile justice system and other human service agencies.



PROGRAM HIGHLIGHT TCC'S P.L.A.Y. PROJECT AND PROGRAMS FOR MENTALLY AND EMOTIONALLY IMPAIRED (MEI) YOUTH

The fastest growing developmental disability in the United States affecting our children is Autism. Over 1.5 million individuals in the United States have been diagnosed with autism spectrum disorder.

The Children's Center's early intervention programs are designed to provide one-on-one intervention for children with Autism. We offer young children with autistic spectrum disorders time-intensive, relationship-oriented,

child-centered and integrated resources that are coordinated with school and other therapies.

The Children's Center's P.L.A.Y. Project assists children 18 months to 6 years old with monthly center & home visits, videotape technology and coaching for the family providing written evaluations and feedback.

"P.L.A.Y." stands for Play and Language for Autistic Youngsters, created by Richard Solomon, MD, based on the DIR® (Developmental, Individualized, Relationship-based) theory of Stanley Greenspan, MD, also known as 'Floortime'.

TCC also has a phenomenal MEI Program. This innovative, outpatient treatment program is designed to service mentally and emotionally impaired children & adolescents along with their families. The goal of MEI is to provide comprehensive and quality treatment to decrease the need for hospitalization or out-of-home placement of our clients. We use art, play, talk, movement, journaling and music treatment methods to modify behavior and the activities of daily living.

Our programs are comprised of a team of Clinicians, Art Therapists, Case Managers, Support Staff, Coordinators, Psychiatrists and Psychologists offering the highest quality treatment for emotional impairments such as: Pervasive Developmental Disorders, Attention Deficit/Disruptive Behavior Disorders, Psychotic Disorders, Psychological Challenges and Crisis Intervention.

"P.L.A.Y. is fun and it's great to see my child laugh out loud."

MEI/P.L.A.Y. Project Parent



PROGRAM HIGHLIGHT FAMILY BEREAVEMENT PROGRAM

The national theme of the 2010 Crime Victims Rights Week is "Rights, Fairness, Dignity and Respect." The Children's Center's Family Bereavement Program embodies this theme and adds the critical component of healing. The impact of violence on our clients has been profound. There are far-reaching effects after a violent incident has occurred and they don't have to suffer in silence . . . we are here to help.

The Children's Center Family Bereavement Program provides outpatient services to children and families impacted by the loss of a loved one. Individualized therapeutic and support services are offered to reduce the impact of the grief, increasing a family's ability to manage everyday life successfully.

The Children's Center's program consists of two components:

1. The Survivors of Homicide Victims Unit provides prevention services to those individuals whose loved one was murdered.
2. The Grief and Loss Unit supports individuals and families whose loved one has died of causes other than homicide.

These programs are committed to relating to each client reflecting on the reality of their loss, that each person grieves differently. Based on life experience, circumstance of a death or loss, family relationships and degree of trauma have a significant impact how

successfully a family processes grief.

The Family Bereavement Program incorporates the use of non-traditional types of therapy that is safe and non-threatening, allowing the client/family the opportunity to process their feelings associated with the loss of a loved one. Treatment methods include: Art Therapy, Music Therapy, Dance/Movement, Drama, Drumming, Journal Writing, Play Therapy or Storytelling.



FISCAL YEAR 2008-2009 CLIENT SATISFACTION SURVEY

The Children's Center is committed to our client's satisfaction. A standard county-wide evaluation tool is used to rate client satisfaction in all programs. The survey process allows an opportunity for clients to provide feedback and comments on the services they receive.

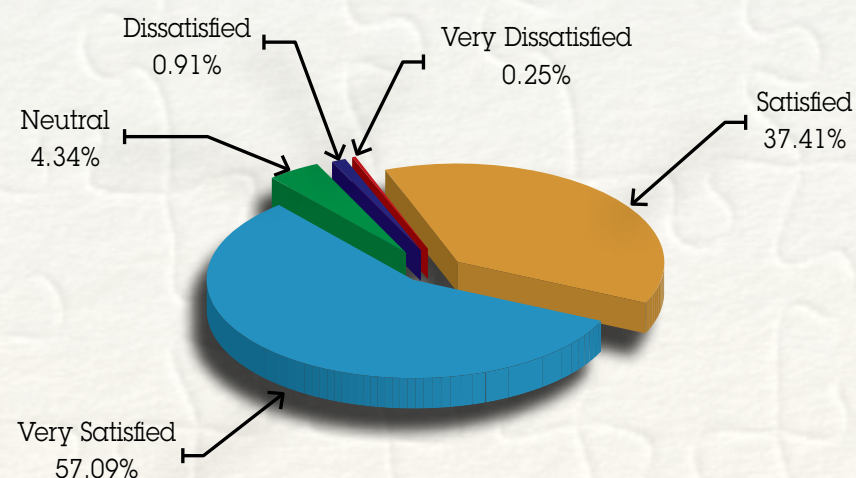
Current data elements of Client Satisfaction are collected on the following:

- Accessibility to Services
- Timeliness of Appointments
- Privacy/Confidentiality/HIPAA
- Client/Family Participation in Treatment
- Effectiveness of Treatment
- Treatment with Dignity and Respect
- Safe and Clean Treatment of Environment
- Improved Quality of Life
- Cultural Sensitivity
- Recommend Services to Others

The results of Client Satisfaction Surveys are posted throughout the agency for clients to review. Results are reported annually to major funding sources, external audit reviewers, agency staff, Board of Directors, Consumer Council and other stakeholders.

The goal of The Children's Center Performance and Quality Improvement Plan is best described as addressing, assessing and improving the quality of our services, programs and support services provided to children and families. The total number of clients responding to the survey was 735. The percentage rating of overall satisfaction was close to 95%.

Overall Client Satisfaction 2008-2009



Client Satisfaction indicators include:

- Accessibility to Services
- Timeliness of Appointments
- Privacy/Confidentiality/HIPAA
- Client/Family Participation in Treatment
- Effectiveness of Treatment
- Responsiveness of Staff to Client needs
- Treatment with Dignity and Respect
- Safe and Clean Treatment of Environment
- Improved Quality of Life
- Cultural Sensitivity
- Recommend Services to Others

SPONSOR HIGHLIGHT FORD MOTOR COMPANY



Ford Motor Company

Ford Motor Company shines as a corporation that cares about the community. The Children's Center continues to benefit from the dedication and resources of Ford Motor Company, Detroit's well known automotive manufacturing company.

Ford Motor Company's involvement with The Children's Center dates back to its inception. U.S. Senator James Couzens, who was a former general manager of Ford Motor Company, founded The Children's Center in 1929. More than 80 years later, Ford Motor Company and members of the Ford family maintain a strong relationship and commitment to the children we serve and the programs we offer to both children and their families.

Ford Motor Company has demonstrated its loyalty through a wide range of sponsorships and in-kind services over the years. Currently, Ford Motor Company provides financial support and hands-on assistance for events such as the Charity Preview after party "AutoGlow" and "Detroit Uncorked", one of Detroit's premier wine appreciation events (scheduled to return in September, 2010.) Additionally, Ford Motor Company provides creative and website services to The Children's Center to assist with their communications initiatives.

Lisa Ford, a long-time supporter of The Children's Center, serves on The Children's Center Board of Directors. Lisa believes

strongly in the mission of our organization. Her remarkable commitment is clear as she describes why she is involved with The Children's Center: "A positive childhood experience is important because it helps a child to form self-worth and to develop an idea of what he or she wants to contribute to the world. This world would be a remarkable place if every child had a nurturing home life that supported their ideas, and engaged and encouraged them. For me, every child that comes to The Children's Center still carries the hope and the ability to receive support, care and guidance."

The Children's Center is grateful for the wonderful partnership that has developed with Ford Motor Company throughout the years. Their generosity and dedication to the health and wellness of our community is a model for corporate responsibility and commitment.

**Thank you
Ford Motor Company!**



SPONSOR HIGHLIGHT MICROSOFT CORPORATION

Microsoft®

Without the support of our corporate partners, The Children's Center could not provide the desperately-needed services to our children and families year after year.

Microsoft Corporation has been a valuable corporate partner with The Children's Center since 2004. We are grateful that Microsoft has generously given its time, talent and resources to help our children. In 2009, Microsoft made a donation of over \$250,000 in software to The Children's Center - making Microsoft our largest corporate supporter. This gift has allowed TCC to remain current and competitive with our technology. Throughout the duration of our partnership, Microsoft has donated over \$583,000 via software donations, cash donations, grants, sponsorships and the Microsoft Corporation Employee matching gift program.

In addition, since 2007, Microsoft has helped lead the Agency with representation on our Board of Directors. Christy Thaxton, Microsoft Representative is passionate about TCC and feels her involvement is important because: *"in a time when demand for The Children's Center Services is growing, we have been honored to be able to continue to give so that families and constituents of TCC can experience the benefits of the services we offer."* Microsoft continues to engage its employees in taking tours of TCC, creating new volunteer experiences for their employees, new corporate initiatives and participating on our Marketing Committee and Board of Directors.

Thank you Microsoft corporation!



SPONSOR HIGHLIGHT TAU BETA ASSOCIATION

For more than 100 years, Tau Beta Association has promoted charitable and philanthropic projects and services to benefit the people of Southeastern Michigan. Founded in 1901 as a non-profit association, Tau Beta has supported numerous causes including tuberculosis treatment, The Hamtramck Community House and Tau Beta Camp for Metropolitan Detroit area girls and boys.

Presently, Tau Beta has a resident Senior membership of 455 women in addition to 41 Junior members. In 2004, the membership of Tau Beta voted to partner with The Children's Center of Wayne County. At that time, its members made a commitment to have a positive impact on the lives of vulnerable children and families in Detroit.

A statement from a TCC Client referring to members of Tau Beta volunteering in the Center for Discovery: *"...they care. They don't treat me differently because I sometimes act out."*

A great partnership has emerged through Tau Beta's volunteer and fundraising assistance as Tau Beta furthers its mission of "Charity, Service and Philanthropy" while supporting The Children's Center mission to "Help Children and Families Shape Their Own Futures."

The success of the ever-evolving partnership between Tau Beta and The Children's Center will have a lasting impact on the current children and families we serve, as well as those we will serve in the future.



Tau Beta's commitment is displayed year-round through a variety of events which include:

- Tau Beta Center for Discovery, a multimedia and computer resource center for clients and families
- Closet 'O' Stuff – Replenishes the clothing/food pantry
- Tennis Camp – Free tennis clinic for youth held at the Eastside Tennis and Fitness Club
- Thanksgiving Turkey Give Away – Supporting YASS (Young Adult Self Sufficiency Program)
- Holiday Toy Shop Program – Christmas client gift program
- Mother and Father's Day Gift – Tau Beta Juniors help children create crafts for their caregivers
- Easter Baskets – Care packages for Teen Parenting Program
- Spring Market Fundraiser
- Soup Luncheon
- Children's Garden Flower Planting
- Summer Enrichment Camp
- Back to School Fair
- Fall Harvest Pumpkin Patch
- Fun and Fit Exercise Classes
- Numerous educational and health-related workshops and seminars

Thank you Tau Beta!

THE CHILDREN'S CENTER VILLAGE OF GIVING

The following donor list reflects gifts made to The Children's Center between October 1, 2008-September 30, 2009. We make every effort to assure that our list is accurate. We regret any errors or omissions.

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THE CHILDREN'S CENTER FINANCIAL SUMMARY FOR THE YEAR ENDED SEPTEMBER 30, 2009

CURRENT OPERATING ACTIVITIES:

PUBLIC SUPPORT AND REVENUE:

Capitation Revenue	\$ 3,755,300
Detroit Wayne County Community Mental Health Agency	1,847,500
State of Michigan Department of Human Services	4,437,500
Detroit Public Schools	374,200
State of Michigan Department of Community Health	159,500
Fees for Services	688,700
Total Public Support and Revenue	11,262,700

EXPENSES:

Program services	11,106,800
Management and general	2,177,600
Fund-raising	497,600
Total Expenses	13,782,000

Excess of Expenses over Revenue – Current Operating Activities	(2,519,300)
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Other revenue:

Special events – net	434,300
Private contributions and grants – current year	875,600
Interest, investment and rental income	599,800

Net Current Year Deficit	(609,600)
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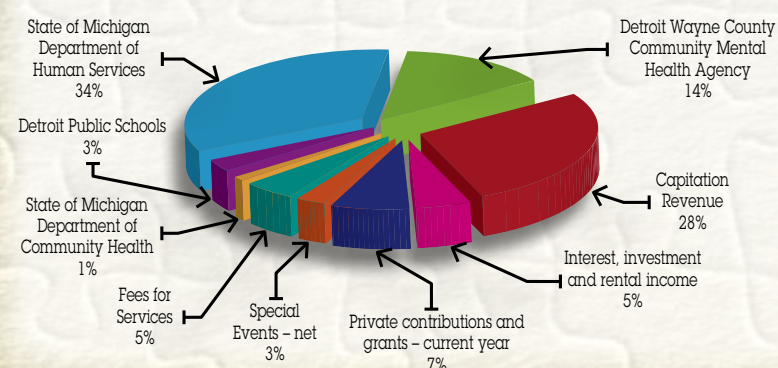
OTHER:

Contributions Designated for Future Operations	264,100
Increase in Endowment Fund – net	46,500

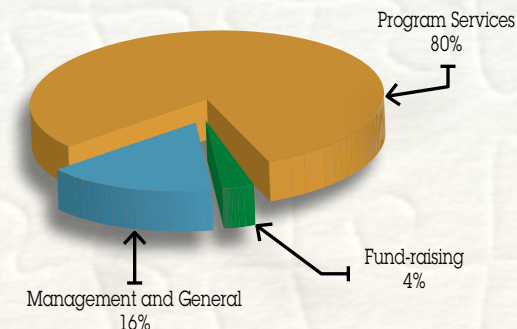
Decrease in Net Assets	\$ (299,000)
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Programs are funded, in part, by the Detroit Wayne County Community Mental Health Agency through CareLink and ConsumerLink, and by the Michigan Department of Human Services.

REVENUE SOURCES



OPERATING EXPENSES



PUTTING FUTURES TOGETHER



The Children's Center

79 W. Alexandrine, Detroit, Michigan 48201
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www.thechildrenscenter.com

DEDICATED TO QUALITY

The Children's Center, a 501(c)(3) nonprofit organization, has been accredited through the National Council on Accreditation of Services for Families and Children, Inc. since 1986, reflecting our dedication in providing exemplary services to children and families in need.

Design of The Children's Center Annual Report is made possible by Ford Motor Company.