

Family Visitation Program

*FY 2017 Buncombe County Community
Funding*

The Mediation Center

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Application Form

Project Name*

Name of Project

Family Visitation Program

Amount Requested*

Amount Requested

\$24,000.00

Service Area***Which Commissioner Districts are served by this program?**Access a map of Buncombe County Commissioner districts [here](#).

District 1

District 2

District 3

Which county sustainability goal aligns best with the goals of this project?*Based on the Buncombe County Sustainability Plan, select a Category, Goal & Objective that align with the focus of the project and the specific results that will be achieved.Access the Buncombe County Sustainability Plan [here](#).

Community > Safe, Low-Crime Communities > Engage with the community as a partner to problem solve community issues

If applicable, select a second sustainability goal that aligns with project goals.**Result 2 is optional** - Select if project aligns with more than one Sustainability Category, Goal & Objective.**If applicable, select a third sustainability goal that aligns with project goals.****Result 3 is optional** - Select if project aligns with more than one Sustainability Category, Goal & Objective.

Project Description

Project Description*

Description of Project

The Family Visitation Program (FVP) requests \$24,000 to provide supervised visitation and safe child exchange to families in Buncombe County. FVP serves high-risk families where a history of violence, abuse, or neglect puts victims and children at risk during court-ordered parent/child visitation. These services complement Buncombe County's Comprehensive Plan on Domestic Violence by eliminating contact between domestic violence victims and abusers and preventing child maltreatment.

FVP is a long-term investment in public safety. High-conflict families often have court orders allowing both parents to spend time with the children. Many domestic violence victims need the Family Visitation Program in order to safely comply with these orders. Without FVP, the victim may be forced to meet the abuser in an unsafe locations for visits or child exchanges, which increases the risk of domestic violence related homicide, child abuse, child abduction, and ongoing trauma, all of which contribute to the cycle of violence. Children who witness violence and abuse are more likely to suffer from poor mental health and become abusers themselves.

FVP breaks the cycle of violence for these families by providing a safe, secure, and child-friendly environment where victims are protected and children can safely spend time with their non-custodial parent. FVP also helps visiting parents increase their parenting skills and improve their relationship with the child so that interactions are healthy for the child.

Funding from Buncombe County will increase staffing hours so that we can serve all families in need and avoid waiting lists. We will also use funds to ensure a security professional, generally a police officer, is present during visits and exchanges to watch video/audio feed and intervene as needed. Due to limited funding, there is not currently a security professional present.

How many people will this project serve?*

State the number of individuals or households in Buncombe County that will be served by this project. Also state the number of people that will experience the desired result. For example, if dropout prevention services are being delivered to 100 students, how many will successfully graduate from high school?

We will serve a total of 70 families at high risk for domestic violence and child abuse. 60 families will participate in supervised visitation and 10 families in safe child exchange.

All 70 families served will be safe from domestic violence, abuse, and neglect during child visitation and exchange. By reducing abuse and violence in the lives of these families, FVP will maintain community safety, reduce the cycle of violence, protect the public, and decrease the burden on emergency services and law enforcement.

Of the 60 non-custodial parents participating in supervised visitation, 54 will learn and demonstrate at least two new parenting skills in each quarter, which increases parents' ability to interact with and discipline their children without abuse or neglect and increases the likelihood that children will heal from trauma.

Describe the people this project will serve.*

Characterize the demographics of the project's target population in terms such as age, gender, income, race, ethnicity, geographic area, etc. Include information about method of referral/recruitment of the target population.

FVP serves families when unsupervised visits or child exchanges create a serious risk of domestic violence, homicide, child abduction, sexual assault, and/or child maltreatment. Families are referred by attorneys, judges, DSS, Pisgah Legal Services, mental health providers, and other collaborating domestic violence agencies. We also anticipate receiving referrals from the Family Justice Center.

Children range in age from newborn to 18 years old. 80% of clients are at or below 200% of the Federal Poverty Level. 82% are Caucasian, 8% African American, and 10% Hispanic. Nearly 40% live in a rural areas of Buncombe County. In 2014, we implemented a plan to increase outreach to minority communities and have since doubled the number of Spanish-speaking families served.

Services are provided on a sliding scale to ensure access. Only the non-custodial parent pays a sliding-scale fee.

What key steps will you take to achieve the results of this project?*

Describe the core elements of your implementation plan, including milestones that will take place within the funding timeframe.

During supervised visitation and child exchanges, a trained visit supervisor is always present to ensure the safety and well-being of the child, prevent inappropriate parenting behavior, and provide parenting skill coaching.

We protect victims by eliminating contact between domestic violence victims and their abusers, which therefore eliminates the opportunity for children to witness conflict and violence between parents.

Milestones: (1) Ensure connection to and collaboration with community partners by continuing participation in the Women and Children's Safety Coalition and Family Justice Center development process. (2) Continue quarterly meetings of the Family Visitation Program Advisory Committee to connect with community partners and increase collaboration. (3) Ensure security professionals are present at visits and exchanges starting on 7/1/16 (4) Provide quarterly training for staff and volunteers (5) Keep 38 families safe by 12/31/16 (6) Keep 70 families safe by 6/30/17

Describe the evidence of success that backs this project's approach.*

What evidence of success (i.e. evidence-based research, practice model, accreditation, industry standards, and/or other framework) are you using as a basis for your project design?

We follow the extensive best practice standards of the International Supervised Visitation Network in all of our services to clients.

We have recently received a grant from the Community Foundation of WNC to implement the TripleP parenting skill model. TripleP is strongly evidence-based and designed to help parents increase effective parenting behavior and decrease inappropriate or ineffective parenting behavior. Communities where Triple

P is implemented have reduced rates of child abuse and hospitalizations for child maltreatment. Participating parents feel more confident and competent, feel less stressed and depressed, and have less conflict with their partners over parenting issues. FVP will work with Buncombe County Health and Human Services to provide Triple P services as part of the county-wide collaborative. In the past year, 92% of visiting parents have improved their parenting skills through coaching before and after their supervised visits.

Describe your data collection, tracking, and reporting procedures.*

Explain your methods for documenting project, service and client information. Include a description of any software or other tools utilized.

To verify the absence of violence and abuse, a visit monitor documents all parent/child interactions; a security professional or staff member observes via video/audio feed; parents are surveyed by a neutral person twice a year; and clients have opportunities to leave anonymous comments about safety concerns. All concerns are logged in our case management software. Any concerns about abuse or neglect are reviewed and reported to DSS as appropriate.

To track parenting-skill progress, visit monitors document goals during the 15 minute coaching sessions that occur before and after each visit and observe the parent demonstrating the new behaviors during the visit. Goals are tracked through Caseload Manager, our online case management software. All client records are tracked and managed through Caseload Manager.

Explain your technological resources and capacity.*

Explain your current technological strengths and barriers and how this impacts your ability to track data and report outcomes. Who is responsible for adaptation and use of technology within your organization?

We maintain up to date and efficient technology within the constraints of our resources. In 2012, we moved our administrative documents and e-mail from an in-house server to Microsoft Office 365, a cloud-based service, which eliminated paper from many aspects of our work.

In 2014, we moved from handwritten paper client records to Caseload Manager, a secure cloud-based system. All client records are collected, tracked and organized in Caseload Manager using laptop/tablet computers. This system has increased efficiency, led visit monitors to take more detailed notes, and made it easier to retrieve records.

Executive Director Laura Jeffords is responsible for adaptation and efficient use of IT systems with the support of an IT contractor.

Organizational Profile

How does the proposed project support your mission and strategic plan?*

State your mission and the date of your most recent strategic plan, and explain how the proposed project helps advance your organizational goals.

The mission of the Mediation Center is to create opportunity from conflict. This project addresses three goals from our strategic plan developed in 2010 and our Sustainability Plan adopted in the spring of 2015: (1) Make the Family Visitation Program financially sustainable (2) Meaningfully evaluate each program and move toward evidence-based models (3) Develop community outreach and enhance systems for increased client capacity.

We are determined to provide high-quality, ethical, safe, respectful, and child-friendly service to every family every time. Each year, board, staff, and volunteers participate in a collaborative annual planning process to assess current strengths and areas for growth in all aspects of our work and to evaluate the sustainability of our programming. We continuously track our progress throughout the year to ensure that we are moving toward our goals.

What expertise/accomplishments do you have that are relevant to the proposed project?*

List your organization's strengths as well as accomplishments from the past 3 years that position the organization to be successful with the proposed project.

Above all, every visit and exchange in the past 3 years has been safe for every parent and child served; FVP has provided more than 2200 visits and exchanges during this period. When victims are free from recurring domestic violence while carrying out child visitation and exchange orders, Buncombe County has lower rates of crime, homicide, and violence.

We have increased the skills of staff and volunteers through training and collaboration. We use the resources of the International Supervised Visitation Network for staff and volunteer education. We created an online training program for visit monitors which is in use by supervised visitation programs state-wide.

Each year, more than 90% of visiting parents demonstrate improved parenting skills. We are developing parenting-skill coaching by adopting the TripleP model which motivates parents to improve their relationship with their children, decreases anxiety and fear in children, and provides tools for appropriate discipline.

Describe partners that are critical to the success of your organization.*

List any external partners, intermediaries or advisors important to your success, and describe their role and evidence of their commitment. Describe successful collaborations with these people or groups.

We have long-standing partnerships with Buncombe County DSS, Helpmate, Buncombe County judges, Pisgah Legal Services, and Child Abuse Prevention Services. All provide referrals, resources, and expertise. These organizations and others are active in the Family Visitation Advisory Committee which brings together local experts whose partnership is critical to the program's success. Members ensure effective outreach, give input on complex policy issues, and strengthen community connections.

Our partnership with the Buncombe County family court judges is critical. Judges identify and refer at-risk families to FVP as an alternative to unsupervised visits and exchanges. We depend on judges to ensure that families can be served quickly and that logistical barriers do not prevent families from using the service.

We continue to take part in conversations on the development of the Family Justice Center and will work to determine the right role for FVP as plans solidify.

Financial Information

Nonprofit financial assurance requirements:

Financial statements, prepared using a recognizable basis of accounting (i.e., modified accrual) and IRS Form 990s must be submitted to Buncombe County annually.

- Organizations with annual revenues of \$300,000 or greater must submit financial statements audited in accordance with generally accepted auditing standards.
- Those with revenues between \$100,000 and \$300,000 must submit financial statements reviewed in accordance with SSARS 19.
- Those with revenues of less than \$100,000 must submit non-disclosure financial statements compiled in accordance with SSARS 19.

All financial statements must be reported on by a certified public accountant and include a full balance sheet, income statement, and cash flow statement.

These requirements are considered minimum requirements. Organizations may submit a higher level of assurance than is required.

IRS Form 990 - Upload Here

Click Choose File to upload a copy of the 990 form you most recently completed.

TMC 2013 Form 990 Final - for Public Inspection.pdf

If your organization does not have a 990, briefly state the reason.

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

Financial Statements - Upload here

Click Choose File to upload a copy of the most recently completed financial statements (audit, compilation or review).

150213 AAD 2013-2014 Audit FINAL.pdf

If your organization does not have financial statements, briefly state the reason.

Include a statement of intent to comply with nonprofit financial assurance requirements as listed above.

The audit of the 2013-2014 fiscal year is attached. The audit of 2014-2015 is not yet complete and will be available in early 2016.

Complete Budget Worksheet - Upload Here*

Download the budget form [Here](#).

Complete the budget form for this project/program and the overall agency. Save it to your computer, then upload it by clicking Choose File.

151130 ADV Buncombe County Service Foundation for FVP Budget.xlsx

Budget Narrative*

Describe all differences between current year and proposed year. List all pending funding sources with expected date of notification. Please detail any other information that may help clarify the budget.

(1) We request an increase of \$14,000 from Buncombe County. This will allow us to have police officers present during visit hours, and ensure that there is adequate staffing to meet the needs of all referred families. (2) We continue to seek funding from foundations. (12) Health insurance costs have increased. We will increase staffing so that more families can be served and waiting lists can be reduced or eliminated. (13) Funds will be used to have police officers present during visit hours.

What (if any) portion of requested funds will be used to support capital expenses?*

Capital projects are defined as those used to acquire or upgrade physical assets such as property, buildings, or equipment. Please detail.

No

Employee Wages

Please provide information about the wage breakdowns of your employees. Living wage for Buncombe County has been identified as \$11.00 per hour for employees with employer-provided health insurance and \$12.50 per hour for employees without.

Employees with employer-provided health insurance*

List the number of employees in your organization with employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$10.99 per hour

\$11.00 - \$14.99 per hour

\$15.00 - \$19.99 per hour

\$20.00 - \$24.99 per hour

\$25.00 - \$29.99 per hour

\$30.00 - \$34.99 per hour

\$35.00 - \$39.99 per hour

\$40.00+ per hour

\$11.00 - \$14.99 per hour - 4 employees

\$15.00 - \$19.99 per hour - 4 employees

\$25.00 - \$29.99 per hour - 1 employee

Employees without employer-provided health insurance*

List the number of employees in your organization without employer-provided health insurance in each wage category. For salaried employees, use hourly wage equivalents.

\$7.25 - \$12.49 per hour

\$12.50 - \$14.99 per hour

\$15.00 - \$19.99 per hour

\$20.00 - \$24.99 per hour

\$25.00 - \$29.99 per hour

\$30.00 - \$34.99 per hour

\$35.00 - \$39.99 per hour

\$40.00+ per hour

\$12.50 - \$14.99 per hour - 2 employees

\$15.00 - \$19.99 per hour - 2 employees