

# Family Visitation Program

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*FY 2018 Buncombe County Community  
Funding*

## ***The Mediation Center***

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# Application Form

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## 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 > Provide a comprehensive, collaborative, inclusive criminal justice system

**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**

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### **Project Description\***

#### **Description of Project**

The Family Visitation Program (FVP) requests \$24,000 to provide supervised visitation and safe exchange services to families in Buncombe County. FVP provides services to families when there are concerns about

domestic violence, sexual assault, child abuse, mental health, substance abuse, and child abduction. FVP reduces the risk of further violence and abuse by eliminating contact between parents, supervising parent/child interactions, and reducing inappropriate parenting behavior through intervention and coaching.

There is a clear need for this service: From July 2014 to April 2015 there were 5300 domestic disturbance calls to 911 and 530 reports to CPS including domestic abuse. Without FVP's services, victims would be forced to exchange children in unsafe locations and children would be unable to visit a parent or be put at risk during unsupervised visits or exchanges.

FVP is a long term investment in community safety. Children who are maltreated or exposed to violence are more likely to become abusers themselves. By protecting children from ongoing abuse and violence, FVP

breaks the cycle of violence, enhances community safety, and protects both victims and the public.

### **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 60 families who are at high risk for violence and abuse with 700 supervised visits and 100 safe child exchanges. 100% of families will be safe from abuse and neglect while using supervised visitation and safe exchange services. Through collaborative coaching and TripleP sessions with visit monitors, 70% of non-custodial visiting parents demonstrate new parenting strategies that improve the quality of visits, reduce unsafe parenting behavior, and eliminate abuse and neglect. In a twice-yearly survey, at least 95% of parents will state that they and their children are safe during supervised visits and safe exchanges. By reducing crime and violence toward children and victims, FVP will maintain community safety, reduce the cycle of violence, protect the public, and decrease the burden on emergency services and law enforcement.

### **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 in Buncombe County when contact between parents or unsupervised contact between children and parents creates a safety risk. Families served have a history of domestic violence, sexual assault,

child abuse, mental health concerns, substance abuse, inappropriate parenting behavior, and/or child abduction attempts.

Children served range from infants to teenagers. Visiting parents are 47% women and 53% men. 80% of clients are at or below 200% of the Federal Poverty Level. 81% of clients are Caucasian, 5% are African American, 10% are Hispanic, and 1% are Asian. Nearly 53% of clients live in a rural areas.

Families are referred by domestic violence and family courts, the Department of Social Services, Pisgah Legal Services, and mental health providers. Services are provided on a sliding scale to ensure access.

## **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.

Supervised visitation ensures safety by allowing non-custodial parents and their children to visit together in a safe and secure environment. A visit monitor is present to ensure safety, maintain the well-being of the

child, prevent inappropriate parenting behavior, and provide parenting skills coaching. Safe exchange ensures safe transition of the child between parents with joint custody in a secure, low-stress environment.

We will protect victims by eliminating contact between parents. Children will not witness conflict and violence between parents. Domestic violence victims will not have contact with abusers.

Milestones include: (1) quarterly advisory committee meetings to collaborate with community partners; (2) attendance at meetings of the Latino Steering Committee, Children's Collaborative, and Asheville Buncombe Coalition Against Family Violence; (3) ongoing training for staff and volunteers; (4) keeping 32 families safe by 12/31/17; (5) keeping 60 families safe by 6/30/18

## **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?

Staff are trained as Level III TripleP providers and incorporate the evidence-based supportive supervision model. TripleP is an evidence-based model used throughout Buncombe County. Visit monitors collaborate with parents to improve the quality of visits, strengthen parent-child relationships, and improve parenting skills. Last year, 83% of parents reported that supportive supervision sessions have been helpful and 80% of families met at least two identified parenting skills goals. In the most recent parent survey, 94% of visiting parents agreed that FVP helped improve their relationship with their child. 100% of parents stated that they felt safe while using the service.

FVP follows the safety and training standards of the International Supervised Visitation Network, which sets a high bar for excellence in client services to ensure the safety of all participants. An advisory committee of local experts lend expertise and share resources to increase outreach and solve problems.

## **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 document the absence of violence and abuse, a visit monitor takes extensive and neutral notes on parent/child interactions, a security officer observes via video/audio feed, parents are surveyed twice a year by a neutral person, and parents can leave anonymous comments about safety concerns. All concerns are evaluated and documented in visit notes. To track parenting-skill progress, visit monitors document progress during the 15-minute coaching sessions that occur before and after each visit. Goals are tracked on structured forms, and compiled into an Excel spreadsheet. Two years ago we successfully transitioned to a cloud-based case management system. All contacts with clients and all visit notes are uploaded to the system and kept secure.

### **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. Over the last few years we have successfully transitioned all emails and administrative documents to a cloud-based server as well as transitioned all client records and contacts to a cloud-based management system. These technological improvements have allowed us to eliminate paper waste and save time by taking supervised visit and exchange notes electronically and uploading them into the cloud-based management system. This has improved the security of client records as well as our ability to track and retrieve information.

Meg Hollifield, the Program Director, is responsible for adaptation, use of technology, and data tracking. Our Executive Director manages our overall IT systems with the support of an IT contractor.

## **Organizational Profile**

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### **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. In our strategic plan from 6/30/15, we identified development of FVP as a top priority because of the critical need for the service to be available to all families in need. Priorities include implementation of the TripleP model, updating standard operating procedures to ensure safety and consistency, and increasing donations to the program. We recently received state and federal funding that will allow us to expand FVP to provide visits between victims of child sex abuse and the offending parents. Grant funds will provide staff with training to develop the skills to supervise these visits and enable us to hire a consultant to help with the development of policies specific to child sex abuse. This expansion will fill a gap in the continuum of services in the county.

### **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.

Most importantly, every single visit and exchange over the past three years has been free of violence and abuse.

Our staff have been trained and accredited as Level 3 TripleP providers and are available to assist parents in identifying behaviors, creating behavior plans, and improving parenting skills. During 2014-2015 we saw over a 50% decrease in clients discontinuing from supervised visitation. This demonstrates families feeling comfortable and safe using FVP services. Since 2010, we have increased the number of supervised visits provided almost 50%.

## 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.

The Family Visitation Program has Memorandums of Understanding with Buncombe County DSS, Helpmate, the 28th Judicial District Judges, Pisgah Legal Services, Guardian Ad Litem, Child Abuse Prevention

Services, and 211. All partners are committed to providing referrals, expertise, and advice.

Collaborating partners and community representatives serve on the FVP Advisory Committee. The Advisory Committee ensures effective outreach and supports program development. Over the past five years,

the advisory committee has strengthened community relations, helped improved client services, and increased community awareness about FVP.

FVP collaborates with community partners through involvement in the Asheville Buncombe Coalition for the Prevention of Family Violence, the Children's Collaborative of Buncombe County, and the Women and Children's Safety Coalition . Participation in these collaborative partnerships has increased referrals and community awareness.

## Financial Information

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### 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 2014 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).

TMC 2015 Audit Report-Final (002).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.

### **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.

161130 ADV FVP Buncombe County Service Foundation 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 additional funds from Buncombe County so that we can meet demand from families to have hours on the weekend

5: We have received a 3-year federal grant as of 10/1 that runs on the federal fiscal year

6. We have receive a grant from the Governor's Crime Commission as of 10/1 that runs on the federal fiscal year

All expense lines: We are opening an FVP location in Henderson County in 2017. This program will have 12 months of expenses in 17-18 vs. 7 months of expenses in 16-17

A large portion of the new funding we've received from state and federal sources supports the opening of an FVP location in Henderson County and is restricted to that use. Funds from the Buncombe County Service Foundation will only be used to support the Buncombe County location.

**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.

none.

**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 - one employee  
\$15.00 - \$19.99 per hour - two employees  
\$20.00 - \$24.99 per hour - two employees  
\$30.00 - \$34.99 per hour - one 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 - three employees