

Concerned Citizens 2014 Annual Report



**YOU
ROCK**

*Teachers who inspire realize there will always be ROCKS in
the road ahead of us.*

*They will be stumbling blocks or stepping stones;
It all depends on how we use them.*

Executive Summary

Concerned Citizens provides services to a vast amount of individuals that transcends every demographic and integrates them nicely and sometimes seamlessly into their diverse programs. The agency serves children age birth to seniors with a myriad of programs designed to encourage success and independence. United Way funding has been critical in paying overhead costs such as insurance, and financial audits allowing the agency to be wholly dedicated to direct client service. The agency's funding streams are almost exclusively fee-for-service and come from State and Federal contracts, making up 95% of the budget.



*He who moves a mountain
begins by carrying away small
stones first.*

This year our Childcare program received a rating of 98% toward level three from the University of Washington on the Early Achievers Rating Scale. It is a high honor and a mark of excellence in childcare. Some of the children we saw in Early Intervention sixteen years ago are now participating in our Transition (school to work) programs today, taking advantage of an opportunity that allows them integrate smoothly into the work force in their community after school; or in some cases help them graduate. They are able to live in their own homes due to support they receive through our Representative Payee program and/or our Home Care program in both Clallam and Jefferson Counties. Working with families has been a goal since the agency began. Supervised Visit programs work to reunite families and monitor parent/child interaction for the court in both counties. Our Adult Family Home has been recognized all over the state as a home that gives premium care to its residents. Our employment programs have been CARF accredited for the last nine years and are proud to achieve such high standards in service to our clients. Concerned Citizens provides diverse services to individuals from all demographics and cultures allowing them opportunities and support for independence and success.

The board of Concerned Citizens has developed a strategic long- term plan, diversifying programs so as not to be dependent on one or two funding streams, thus making it possible for our programs to continue to grow while simultaneously keeping the agency financially stable. This year many programs are being transformed, challenging us to be even more inventive and forward thinking, while remaining dedicated to our commitment to embrace the newest Best Practice research and improvements for all programs. Concerned Citizens has been recognized this year in several programs for providing quality services to individuals allowing them opportunities and support for independence and success.

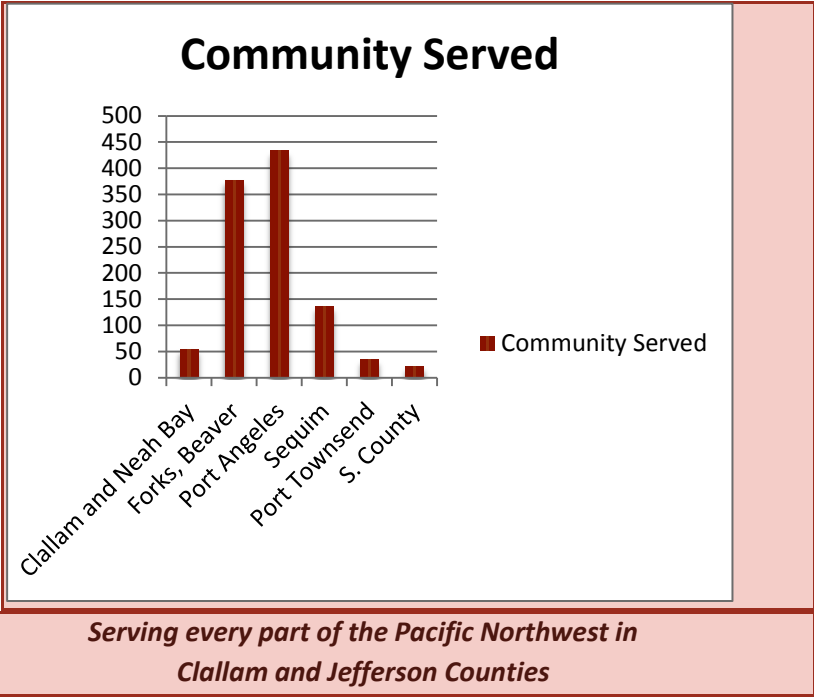
Agency's Mission:

Our mission is to provide a helping hand where and when it's needed for citizens of all ages in Clallam and Jefferson counties who need:
skills,
care,
guidance and
extra support
to succeed at whatever age, whatever task, with an emphasis on the needs of those with developmental and other disabilities.

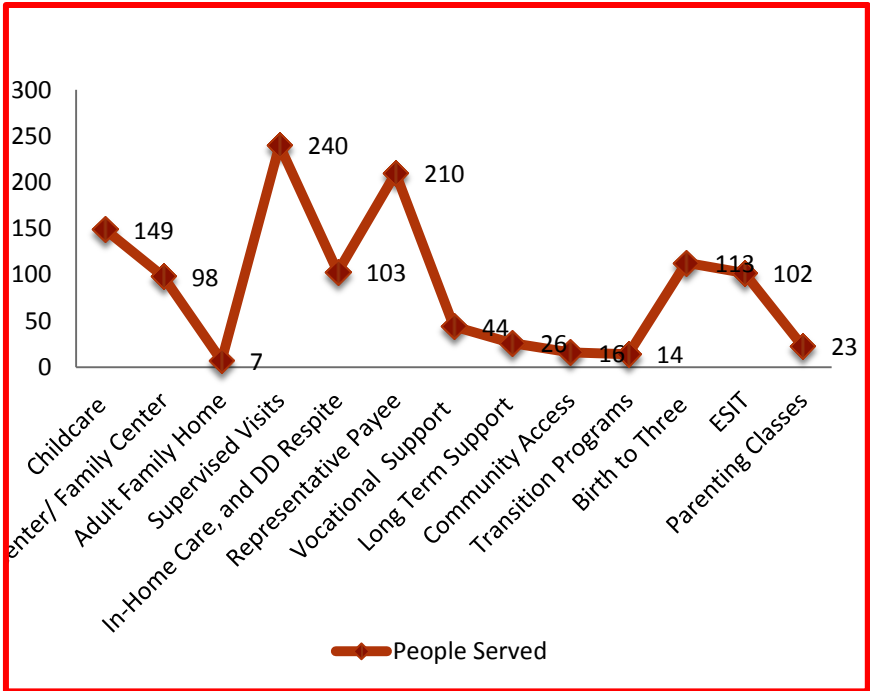


The pebble in the brook secretly believes itself to be a precious stone.

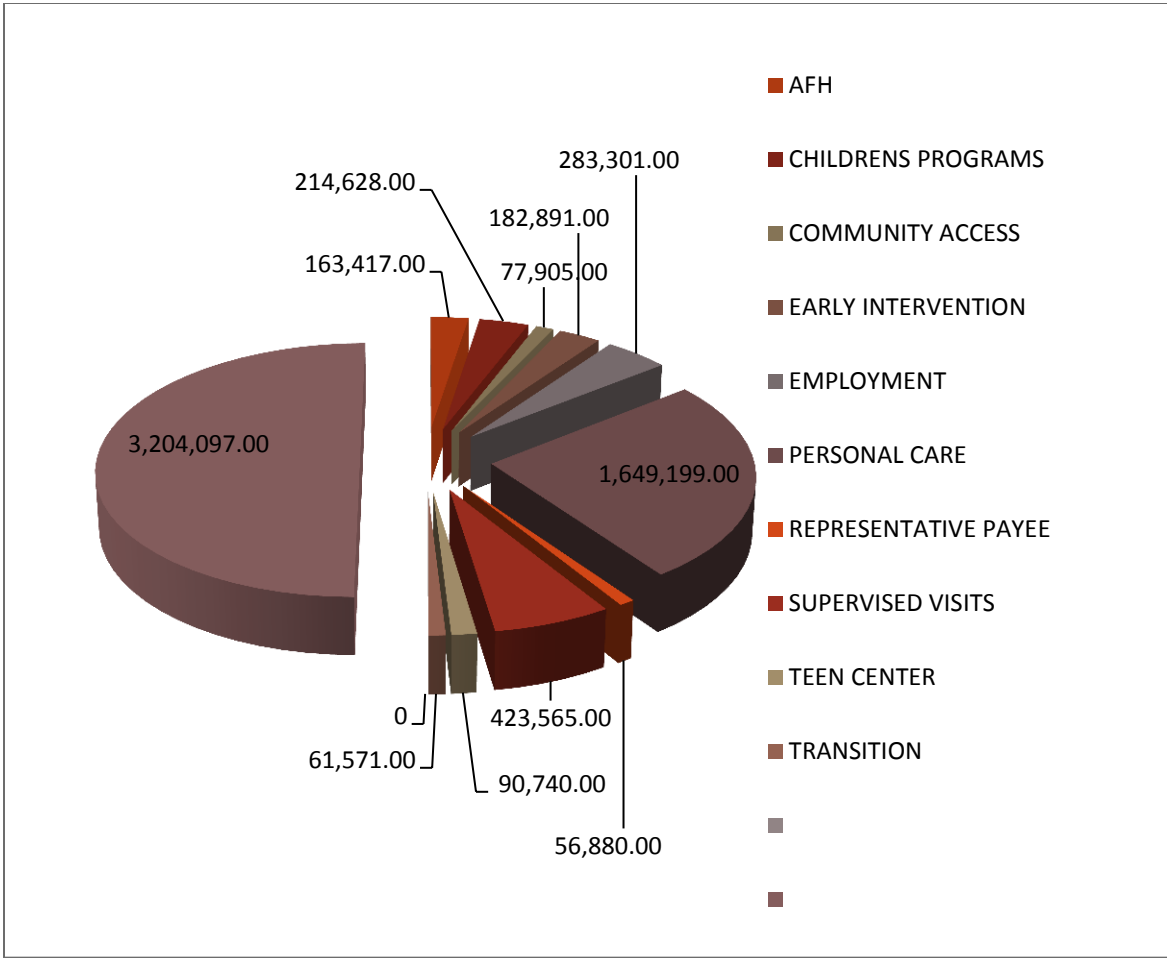
Service Area	People Served
Clallam Bay	27
Neah Bay	27
Forks, Beaver	369
Port Angeles/Joyce	433
Sequim	135
Lapush	29
Port Townsend	34
South Jefferson	27



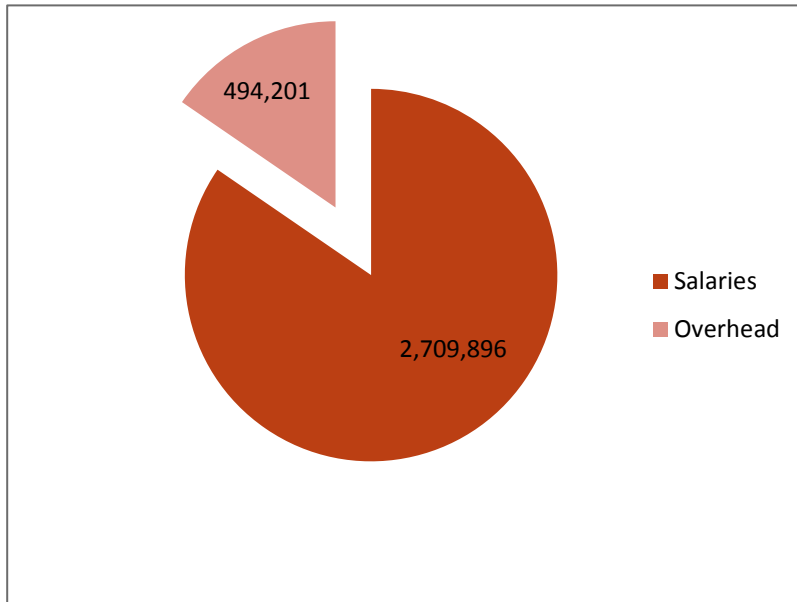
Services	Clients
Childcare	149
Teen Center/ Family Center	98
Adult Family Home	7
Supervised Visits	240
In-Home Care, and DD Respite	103
Representative Payee	210
Vocational Employment Support	44
Long Term Employment Support	26
Community Access	16
Transition Programs	14
Birth to Three	113
ESIT	102
Parenting Classes	23



1,145
people served in 2014



18% of people we serve pay privately



Demographics and Diversity

STAFF

WORKFORCE

65% CAUCASIAN

1% BLACK

10% NATIVE AMERICAN

9% MIXED NATIONALITIES

9% EAST ASIAN

2% HISPANIC

4% OTHER



A pile of rocks ceases to be a rock when somebody contemplates it with the idea of a Cathedral in mind

**111 females and
12 males
have worked to serve our
clients this year.**

95% of our staff now have insurance and make over \$11.00 per hour.

PEOPLE WE SERVED

People with a developmental disability 36%

Veterans 11%

People with Mental Health issues 25%

People with physical disabilities 9%

People with visual impairments 11%

Other 8%

Male 55%

Female 45%

BELOW POVERTY LEVEL 81%

African American 1%

American Indian 10%

Multiracial 9%

Caucasian 74%

East Asian 2%

Other 4%

AGES

Under 5 years 3%

5 to 12 16%

12 to 21 8%

22 to 62 37%

over 62 65%

Programs

Children's Programs

Childcare

We don't just babysit we provide much more; we have been working with the Early Achievers through the Department of Early Learning. We are proud to announce that we have achieved a high score from Early Achievers through the Department of Early Learning and the University of Washington.

Early Intervention for Infants and Toddlers (ESIT)

Through our Early Intervention program we can do assessments on children from birth to three years of age and, if needed, help provide needed services. We have reached 100% on our program assessment ratings from this program as well through the Department of Early Learning.



Family Programs

Our Teen Center this year has changed to provide services in a different way. Now the **Family First Center**; Teen Programs are set and meal times will be back. The Center has been remodeled and can provide a place for children's parties, activities, events and more. Call and see what we can do to provide you with the best venue in town.

Supervised Visits

We help to facilitate visits between children and parents who have been separated by court order. Providing supervised visits helps families to repair relationships and reach the goal of family reunification. We also present independent observation reports for the courts.

Employment Programs

Transition from School to Work

We contract with two school districts to provide this service, helping students to find work by getting them into the community trying out jobs, and learning about the world of work. This program works cohesively with our Vocational Program.

Vocational Program

Adults who are having a difficult time finding a job and then retaining it once they find one benefit from our Vocational Program. We have a high success rate of matching people with jobs and helping them stay employed.

Employment Support Program

We believe that people of all abilities can work. It is surprising what they can do; with the right supports and accommodations they can be your best and most loyal staff.

Adult Programs

Community Access

We began serving adults with disabilities by getting people into the community rather than have them sit at home with no interaction in their community.

Personal Care/Home Care

This is now our largest population and serves people with developmental delays, mental health issues, and many elderly. These programs provide support and assistance so that people can live comfortably at home rather than be institutionalized into Nursing Homes.

Adult Family Home

Our Adult Family Home serves six people with developmental delays in a family setting, giving them as much freedom and autonomy as we can.

Representative Payee

Our Representative Payee program helps people on Social Security pay their basic bills by assisting them in the management of their limited income. Without this service many of them would not be able to remain in their own homes becoming homeless.



Story Time:

***Only the names have been
changed to respect
confidentiality***

Sarah: Born three months prematurely, drug exposed, and weighed a whopping two pounds seven ounces. She was placed in Foster care and her first three months were spent at Children's Orthopedic with a feeding tube that she came home to Forks with. She was placed with amazing foster parents who traveled to Seattle weekly to get to know her, love her and learn how to care for her. At four months she came to Forks and went to Sunshine and Rainbows as well as our Early Intervention program. The Elks therapist, and a special education teacher visited her there and taught the staff how to strengthen her weak muscles, help her gain skills, and reach her developmental milestones. Today Sarah eats well, crawls, and is learning to walk. She is gaining skills rapidly and enjoys her interaction with her peers. Her foster parents hope to adopt her by years end.

Home is where the heart is: Many of the people we serve have many barriers to gaining ground in their lives. Many live in apartments, with relatives, friends, or in sub-grade housing. This year several people were able to move into their own homes thanks to having help living within a budget and after being on a waiting list for several years. One has been on a wait list for three years; another has lived with her mother for 52 years and now is in an apartment of her own with the support of caregivers.



*In the confrontation
between the stream and
the rock, the stream
always wins. Not
through strength, but
through persistence.*

Welcome Back: Sometimes the people we serve are one step ahead of having Hospice or being placed in a Nursing Home for two of them at least that did not happen this year. They both came to us as Hospice referrals meaning that they were already getting Hospice Care and we came in to help monitor meds, make nutritious meals, clean house, make them comfortable, pay attention to general hygiene. After several months Hospice released them and they are doing very well with their In Home Care services alone.

Parenting Class and Supervised Visiting: George is a father whose daughter was removed from her mother's care, leaving two step-siblings, and placed in foster care. George had been raised as a foster child and hated the fact that his daughter was now in the system. He was now homeless and had some substance abuse issues making him ineligible for CPS to place his daughter in his care. George was totally invested in working toward getting his daughter. He was engaged in parenting classes, never missed a visit and used the skills he learned. He is now creating a home for his daughter and himself and looking for work.

Employment: At Concerned Citizens we delight in small achievements. Every bit counts. Three years ago we delighted in a client who went from not holding anything for longer than a millisecond, to being able to put a hanger on a clothing rod. Milestones look different to everyone. This same client recently sustained what is thought to be eggshell fractures throughout her spine. As anyone can imagine, this was terribly painful for her. Being non-verbal she couldn't tell anyone what hurt, how it hurt, the level of pain she was in, nothing. Her mood was greatly affected; mobility, stability, and she began digressing at work. Thanks to her attentive employment and residential staff, visits to the doctor were scheduled. MRI's and x-rays were completed. For months everyone used great care and patience when assisting her with walking and moving from one place to another. We are pleased to say now she is again making achievements in her work, regaining the relationships with co-workers and increasing her task capabilities.



*The only difference between
stumbling blocks and stepping-
stones is the way you use them!*

FROM THE EXECUTIVE DIRECTOR

It may not have escaped your notice that this report has a rock theme. You may be wondering “why rocks?” As many of you know I, Linda Middleton, am the Executive Director and co-founder of Concerned Citizens. I have a son born with a developmental delay, Toby. Rocks have always fascinated Toby, specifically the size of a large lemon or tangerine. A couple years ago we landscaped our yard and used river rock to emphasize the shrubbery. Toby immediately recognized the value of this idea and set to work moving those rocks. Over about nine months time and after noticing our dwindling landscape rock we went to see what he was doing with all those rocks. The picture below is what we found. So, whenever you think that you may not be able to “do it”, or “it is too complicated”, or “the job is just too big”, remember that you can change the landscape one rock at a time.

Even though Toby who by age 38 has not been able to achieve many of the milestones the world recognizes as markers of intelligence. He never ceases to amaze us and brings us to the conclusion over and over of how many intelligences and hidden values there are in every human being. It is our job to channel the energy from him and other people



Toby’s Rock Road, built over nine months by moving one rock at a time from the landscaping to the woods.

we support into more productive goals. Like moving the rocks from the garden spot where they create problems to the landscaping where they fit in nicely. It will take patience and time but I have no doubt it can be done, one rock at a time.

Our Board President: Jon Preston

Jon moved to Forks with his lovely wife in 1999, he worked for the Park service and now manages the Hoh visitor's center. Jon and Debbi became parents to two great children and enrolled them in Sunshine and Rainbows. Jon joined the board of Concerned Citizens in 2008. Like many of our board members Jon is still on the board and has been president for several years.

Jon has been a staunch supporter and active board member during his years of service. He brings fresh and innovative ideas and has been with the agency during several stormy periods. His children have moved on to other ventures but we still see them occasionally.

Board Members

Jon Preston (President)

Susie Wilson

Mary Anne Earley (Vice- President)

Cheryl Caulkins

Karen Wittenborn (Secretary)

Jim Lundberg

Joel Gormley

Bill Peach

Pat Kain

Gian Carlo Buonpane



FUN FACTS

Fun Fact

Did you know that **Concerned Citizens** is one of the top 6 non-profits who employ people in Clallam County.

Non-profits are corporations that are well known and respected

There are almost 2 million non-profits in the US



More people give that are in low income brackets than that are in high income brackets.

88% of our Representative Payee clients live on \$733.00 per month or less. They typically pay \$350.00 per month rent that includes a limited amount of PUD and %450 to \$100.00 in food stamps.



*In matters of style, swim with the current; in matters of principle,
Stand like a rock.*

Thomas Jefferson

Thank-You

We want to thank all the people that have donated or contributed in the many ways that people have to help us help the people we support succeed.

- You may be a business owner who has allowed us to use your business to train or assess a prospective employee.
- Another agency who has collaborated with us to provide an enhanced service with our combined efforts.
- Someone who has volunteered from painting to weeding to teaching students to do things.
- Donations of money or supplies
- Saying something nice about our work and liking us on Facebook.
- Using [Smile.Amazon.com](https://www.smile.amazon.com) to order and choosing us as your charity.

There are many ways to contribute and we appreciate it all. Thank-you