

# CROSSROADS

Youth and Family Services



30  
Years

**Youth Home of Victoria, Inc. dba  
CrossRoads Youth & Family Services**

*Building Lives...Caring for Children and Families*

P.O. Box 436 ~ Victoria, TX 77902

[www.Crossroadsfs.org](http://www.Crossroadsfs.org)

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# Annual Report

**FYE 2002**

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## **A BRIEF HISTORY**

CrossRoads Youth and Family Services (CYFS), formerly Youth Home of Victoria, is a private-nonprofit Corporation licensed by the Texas Department of Protective and Regulatory Services as an Emergency Shelter for boys and girls ages infant through 17 years.

Founded in 1972, CYFS was established by local individuals with a sincere interest in the welfare of children at risk. Located in Victoria, Texas, the CYFS serves children from Victoria and all of South Texas.

CYFS is accredited by the Texas Network of Youth Services (TNOYS) for excellence in Shelter Standards.

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## **YEAR IN REVIEW**

After 30 proud years as Youth Home of Victoria, we changed our name to CrossRoads Youth and Family Services. We felt like we had changed so much that we needed a name that was more descriptive of who we are today. Just as we have since 1972, we are providing an emergency “home” for kids, not just from Victoria, but from all over South Texas. In addition, we are today providing an array of prevention services for at-risk children and families.

Our Students in Need of Supervision Program (SNAP) won the “Steve Wick Award” for innovative programming. The award is given annually by the Texas Network of Youth Services (TNOYS). The winner is chosen from many quality programs from all of Texas.

Our Continuous Quality Improvement (CQI) program has come into its own this past year and has had a tremendously positive effect on the quality of all of our programs.

We were very proud of our accreditation this past year by the TNOYS for Superior Quality Shelter Services.

We are excited about receiving funds for a “Basic Center” program to provide shelter, referral and reunification services for runaway and homeless youth 16 through 21 years of age.

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## **PROGRAMS**

### ***Emergency Shelter***

The Emergency Shelter purpose is to protect the well-being of the child, enhance the child’s functional abilities in a substitute care setting, and prepare the child for his/her permanency planning goal, by providing the following:

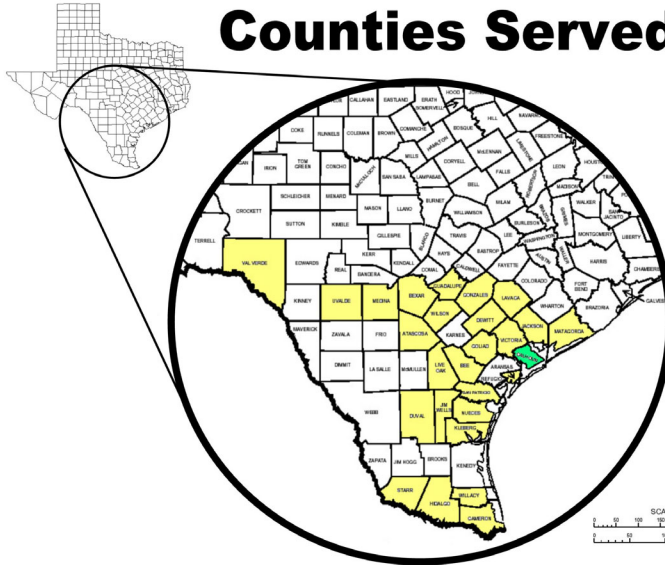
Routine childcare, which ensures the health and safety of the child.

Appropriate educational, recreational and vocational activities.

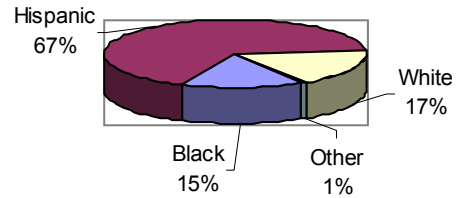
Behavior management, diagnostic services and medically necessary health care services.

**Emergency Shelter continued**

**Counties Served**



**Kids Served by Ethnicity**



**Staff**

*Supervisor:*

- Helen Diaz
- DeSheian Stinson
- Debra Ondrusek
- Domingo Villarreal

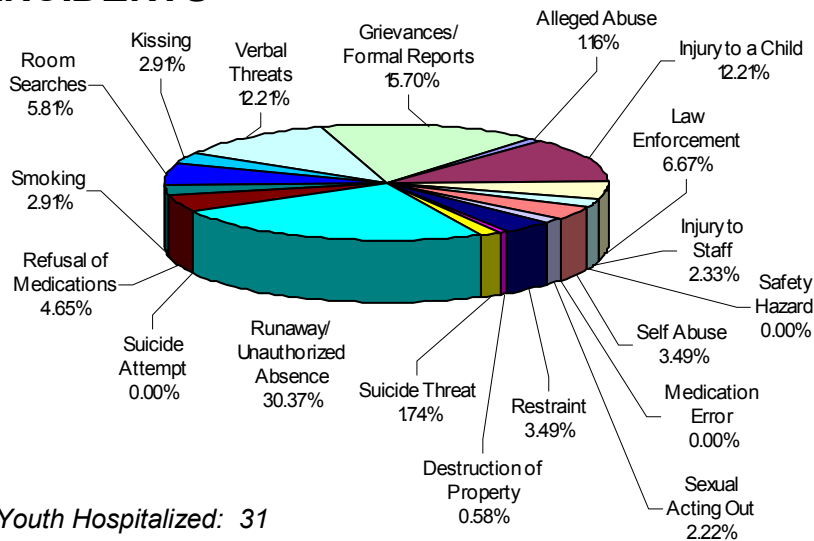
*Child Care Workers:*

- Birdie Allen
- Eboni Bailey
- Suzanne Baruday
- Pamela Body
- Melody Delgado
- Helen Gibson
- Tyra Grant
- Shandra Johnson
- Kimberly Krueger
- Rose Lamas
- Mike Ramos
- Emma Rodriguez
- Erika Roessler
- Janie Sanchez
- Jackie Shelton
- O'Neill Smith
- Dolores Tucker
- Tambrey Webb
- Leah Wyatt

*Maintenance:*

- Salvador Sendejo

**INCIDENTS**



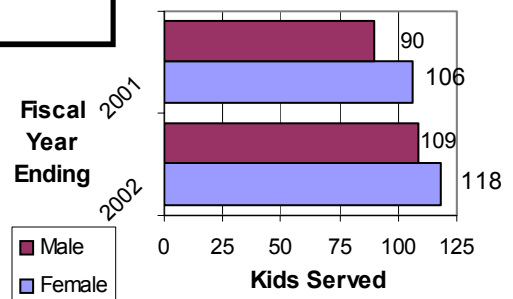
Youth Hospitalized: 31

Youth Detained at Juvenile: 4

Serious Incidents Reported to Licensing: 2

	<u>FYE 2002</u>	<u>FYE 2001</u>
Total Served:	227	196
Days of Service:	8,837	8,671
Average # Daily Served:	24.21	23.76

**Kids Served by Gender**



## Assessment Center

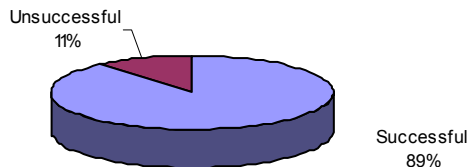
Assessment Services are provided to reduce the number of placement failures as well as curb caseworker workload.

Assessment Services include:

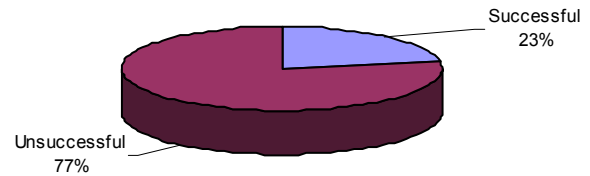
- Family history / psychosocial evaluation.
- Psychiatric intervention / stabilization / evaluation when needed.
- Weekly group and / or individual counseling.
- Complete psychological evaluation.
- Developmental, behavioral and education profile.
- Assessment review and placement recommendations presented in a staffing attended by Child (when appropriate), PRS Caseworker, CYFS Program Director, CYFS Childcare Staff, Counseling Psychologist and Testing Psychologist.
- Assistance in completion of Common Application and work with Youth for Tomorrow in attaining an appropriate level of care.
- Assistance in locating placements.
- Transport to medical and dental services.

The goal of our assessment process is to facilitate the best possible placement efficiently and quickly.

### Followed Recommendation



### Did Not Follow Recommendation



Assessment Center Children served: _____	119
Assessments Completed: _____	72
Assessments Closed due to Removal of Children prior to Completion: _____	1
Assessments Closed due to Withdrawal of Request: _____	0
Assessments Closed due to Other Reason: _____	46

FYE2002    FYE2001

#### Followed Recommendation:

Successful Placement	47	21
Unsuccessful Placement	6	6

#### Did Not Follow Recommendation:

Successful Placement	7	1
Unsuccessful Placement	24	3

*\*Results are based upon data from the six month follow-ups returned by caseworkers during the year.*

## Preparation for Adult Living (PAL)

The PAL program was implemented to ensure that older youth in substitute care are prepared for adult living and their inevitable departure from the TDPRS care and support. With funding availability, any youth 14 or older on whom Child Protective Services has an open case may be served.

The foundation of the PAL program is the provision of training to assist youth in developing skills necessary to function as an adult. CYFS staff provides training aimed at improving self-esteem and improving the ability to make responsible decisions. Skills and resources needed to be healthy, productive adults are presented in the following areas:

*Personal and Interpersonal Skills*

*Job Readiness*

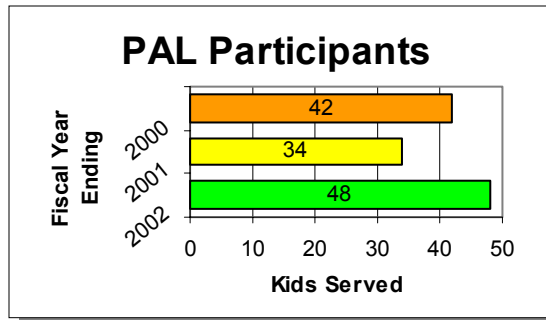
*Housing and Transportation*

*Health*

*Planning for the Future*

*Money Management*

PAL helps youth face the challenges of adulthood and independence and assists them in identifying and developing support systems for when they leave care. Most of all, PAL helps them realize that there are options.



### Average Response by the Youth as to the Benefit of Training Received

*(Based on a scale of 1-Waste of Time to 5-Very Helpful)*

Money Management.....	4.50
Job Readiness .....	4.50
Personal/Interpersonal Skills .....	2.67
Housing & Transportation .....	4.50
Health & Safety .....	5.00

	Classes Taught	Instruction Hours
<i>Personal and Interpersonal Skills</i>	8	55
<i>Job Readiness</i>	9	51
<i>Housing and Transportation</i>	4	15
<i>Health</i>	7	33
<i>Planning for the Future</i>	12	64
<i>Money Management</i>	9	36

**Staff:** PAL Instructor ~ Suzanne Baruday

## Post-Preparation for Adult Living (Post-Pal)

Post-PAL services provide support and assistance to those youth who have completed the PAL program and have aged out of TDPRS. Post-PAL helps youth face the challenges of adulthood and assists them in implementing the skills learned in PAL.

Services include distributing and monitoring the spending of the PAL money and providing additional training and support to the young adult as they implement the skills learned in the PAL classes.

	<u>FYE2002</u>	<u>FYE2001</u>
Youth Served:	2	0

### Effectiveness of Post-PAL Services as Reported by the Youth

*(Based on a scale of 1-Waste of Time to 5-Very Helpful):*

4.00

**Staff:** Post-PAL Instructor ~ Suzanne Baruday

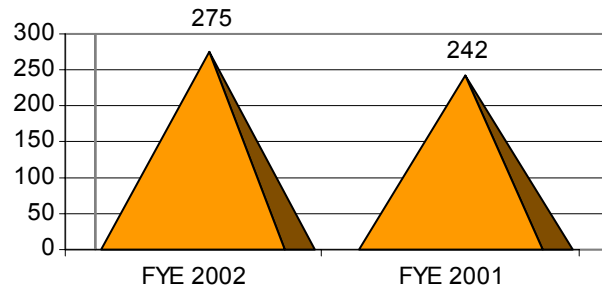
## ROPES

*"Where groups become teams, people become friends, and individuals come face to face with themselves."*

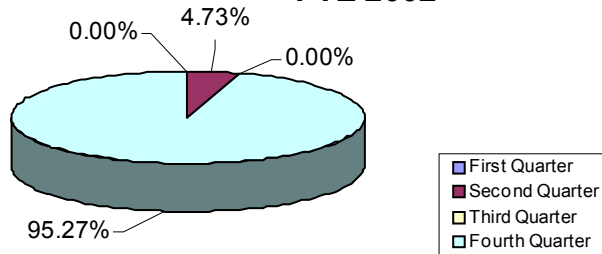
While ROPES provides great fun for individuals, more importantly this program provides a powerful experience for enhancing:

- Teamwork
- Leadership
- Cooperation
- Self-Esteem
- Building Trust
- Communication
- Self Confidence
- Risk Management
- Independent Thinking
- Breaking Down of Barriers

### ROPES Participants



### Participation by Quarter FYE 2002



Average Pre-Team Building Score (based on a scale of 1-Low to 5-High):

1.8

Average Post-Team Building Score (based on a scale of 1-Low to 5-High):

3.6

Average Overall Impression of ROPES Training (based on a scale of 1-Waste of Time to 5-Very Helpful):

4.5



**Staff:**  
**ROPES Instructor**  
Joni Yendry

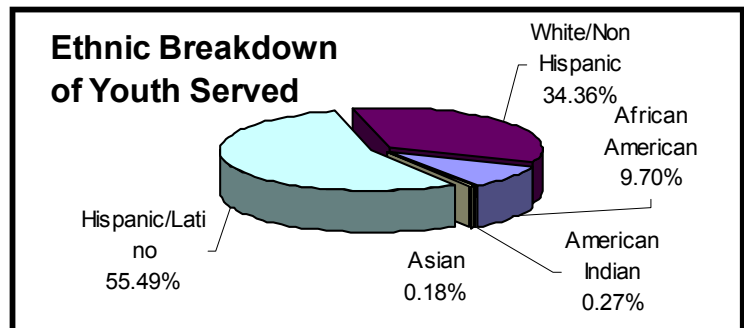
## Students in Need of Assistance (SNAP)

SNAP is a program targeting at-risk youth in the Victoria Independent School District (VISD). Social Services Specialists provided by CrossRoads Youth and Family Services work individually with students referred from any VISD campus.

The Social Services Specialists assess the needs of the individual student and their families and refers them to appropriate resources. In addition, they provide supportive guidance, case management and advocacy in an attempt to help youth achieve their maximum potential.

SNAP will help students who are experiencing problems with the following:

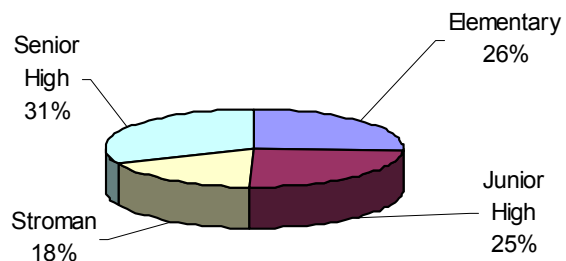
- Learning
- Emotional Distress
- Family
- Homelessness
- Drug and/or Truancy
- Alcohol Abuse
- Gangs
- Violence
- Other Problems



Students may be self-referred or referred by someone else.

Total Referred:	1,103
Total Served:	922

### Breakdown by Campus



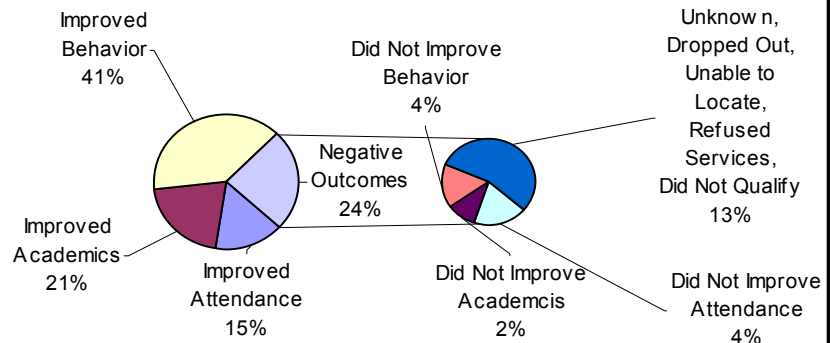
### Staff:

#### Social Service

#### Specialists:

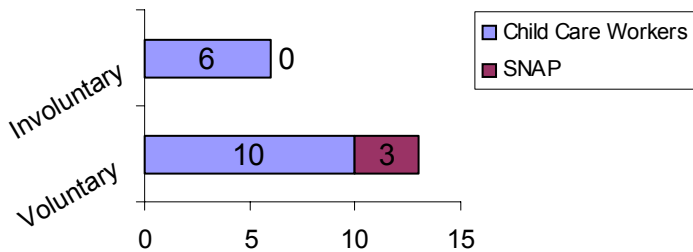
Jason Coronado  
 Chris Flores  
 Melissa Galvan  
 Sandra Gonzales  
 Lydia Hobbs-Hawkins  
 Viron Reed  
 Keith Rucker  
 Susan Satava  
 Adrianna Soto-Pena  
 Dolores Tucker  
 Linda Valdez  
 Joni Yendry

### Positive and Negative Outcomes



# PERSONNEL

## Terminations



Percent of Terminated Employees that felt they were Trained Properly for the Job Hired

3.42

Percent of Terminated Employees that felt they Knew What the Job Consisted of Before Starting

4.38

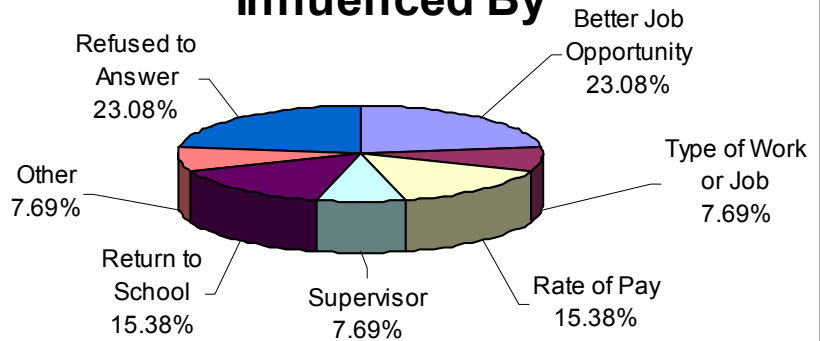
Exit Surveys Completed

16

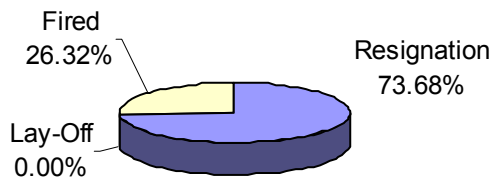
Exit Surveys Incomplete due to Refusal of Terminated Employee

3

## Decision To Leave Influenced By



## Reason for Termination



Average Response by Employees Completing Exit Survey as Impression of Overall Management  
(Based on a scale of 1:very bad to 5:very good)

3.42

Average Response by Employees Completing Exit Survey as to How Well They Felt They Were Kept Informed of Happenings, Benefits, etc.  
(Based on a scale of 1:very bad to 5:very good)

4.38



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## CONTRIBUTORS

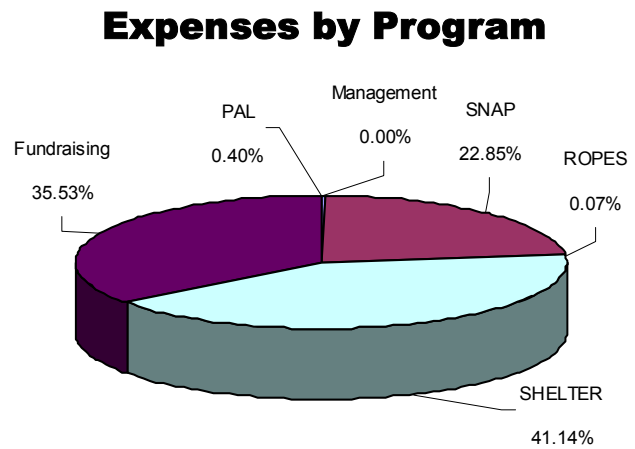
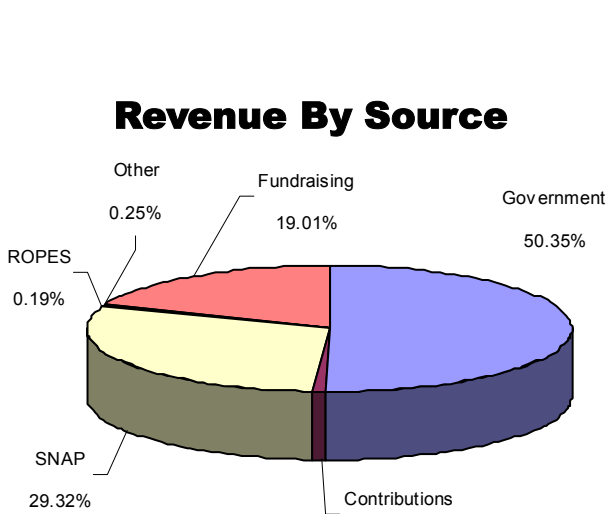
Adult Sunday School Class -  
Christ the Victor Lutheran  
Church  
Mary Allison  
Evonne Anderson  
Atzenhoffer Chevrolet  
Katie Bollman  
Trace Bourne  
Ruth Sengele Boyd  
Keith Brockwell  
Marie & Jerry Brown  
Mrs. Robert S Brown  
Kindle Burns  
Catholic Daughters - St. Jo-  
seph's Church, Inez  
Cato  
Luis Cordova  
Maria Victoria Aguirre Cox  
CrossRoads Cruisers Car Club  
John David  
Domino's Pizza  
Episcopal Cursillo Community  
Mrs. Lloyd Farek  
First English Lutheran Church  
First Lutheran Church - Women  
of the ELCA  
First Presbyterian Church  
Rhonda Fly  
Benny Fontana - Victoria Advo-  
cate  
GFWC Sandalphon Study Club  
Girl Scout Troop #572 & #515  
Sandra J Gonzales  
Jon Matthew Guerra  
Harding & Parker Pharmacy  
Bruce Herlin  
Donna Hirschhauser  
Bobby Hoffman  
Daniel Howard  
Kelly & Glory Howard  
Inez Elementary School  
Carolyn Janak  
Roy G Johnson  
Stephanie Johnson  
Bridgette Jones  
The Junior League of Victoria,  
Texas, Inc.  
Shirley Kelliher  
Manning Bumper Service  
Miles & Marit Manning

Kyle Marks  
Martin Luther Lutheran Church  
Melinda Massey  
Charlsa Matson  
Becky McKenzie  
Memorial High School -Home  
Economics Class  
Memorial High School - National  
Honor Society  
Memorial High School - Sr. Cam-  
pus/Home Economics Class  
Mayor & Mrs. Gary Middleton &  
Garrett  
Pamela Millhouse  
Elaine B. Mize  
Cathy and Montana Mote  
Paige Mount  
Brittany & Breanna Newyear  
Dennis O'Connor III Foundation  
Louise O'Connor  
Kathryn O'Connor Foundation  
O'Connor and Hewitt Foundation  
Megan O'Sullivan  
Our Savior's Lutheran Church  
Prayer Team  
Colin Payne  
Alex Perez  
Laurie Perez  
Phi Theta Kappa  
Dondre Porter  
Mary Post - VISD Kidz Connec-  
tion  
Jeff Pratt – Pratt Insurance  
Viron Reed  
Tina Reyes  
Brittney Richards  
John & Roberta Riley  
Kellie Riley  
Dr. Manju Sachdev  
Adam Salgado  
Susan Satava  
Bill Seerden – Cullen, Carsner,  
Seerden, and Cullen  
Shiner Independent School Dis-  
trict-Jr. High Student Council  
Donna Sievers  
Sign Works  
Ashton Slaughter  
Michael, Amanda & Teagen  
Smalley

Leslie Soliz  
Southern Hope Mennonite  
Church  
Southern Hope Sewing Circle  
Southern Texas Women of the  
ELCA  
Sabre Sparkman  
St. Joseph's Church  
St. Paul Lutheran Church  
Chantelle Starkey  
Starship Hallmark - Victoria Mall  
Breanna Takacs  
Suzie Terrell  
Texas Health Center - J. Taylor  
Starkey, M.D. & Michael  
Klein, M.D.  
Texas Heritage Music Founda-  
tion  
The New Victorians  
Jon Tomko  
Stephanie Totah  
Trinity Episcopal School  
Shannon Trott  
Tara Trott  
Frances M. Turner  
United Methodist Women  
Linda Vargas  
Victoria Advertising Federation  
Victoria Advocate  
Victoria College  
Victoria College - Student Activity  
Office  
Victoria Internet Providers  
VISD Administration - Victor  
Rendon  
Jane Viron  
Jess Williams Insurance  
Sandra Wood  
Women of the Evan. Lutheran  
Church in America of Martin  
Luther Lutheran Church  
Worldwide Church of God

## REVENUE AND EXPENSES

Audited financials available upon request.



## BOARD OF DIRECTORS

David Way, *President*

Elaine Brown, *Vice President*

Holly Pakebusch, *Secretary*

Gilbert Reyna, *Treasurer*

Damian Alvarez  
 Gail Brocklebank  
 Deborah Branch  
 Harold Cade  
 Rachel Trevino-Garcia  
 Jessie Gomez  
 Ernest Guajardo  
 Theresa Huerta

Lane Johnson  
 Wendy McHaney  
 Laurie O'Connor  
 Jeff Pratt  
 William Seerden  
 Susan Toombs  
 Laura Weiser  
 Travis Wise

## MANAGEMENT TEAM

Stan Hamlyn ~ Executive Director  
 Ken Bowen ~ Program Director  
 Myrlene Diekhoff ~ Assessment Director  
 Brandi Dennis ~ Shelter Administrator  
 Rae Wagner ~ Administrative Support  
 Margie Roberts ~ Administrative Support  
 Kristie Griffin ~ Administrative Support