



# ANNUAL REPORT TO THE COMMUNITY 2024



# FROM THE CEO

This year's results are strong and we finished the year with momentum beginning with our exceptionally high 93-100% early learning and behavioral health customer and stakeholder satisfaction and exemplary performance as a Head Start Grantee during our Federal Focus Area 2 Review.

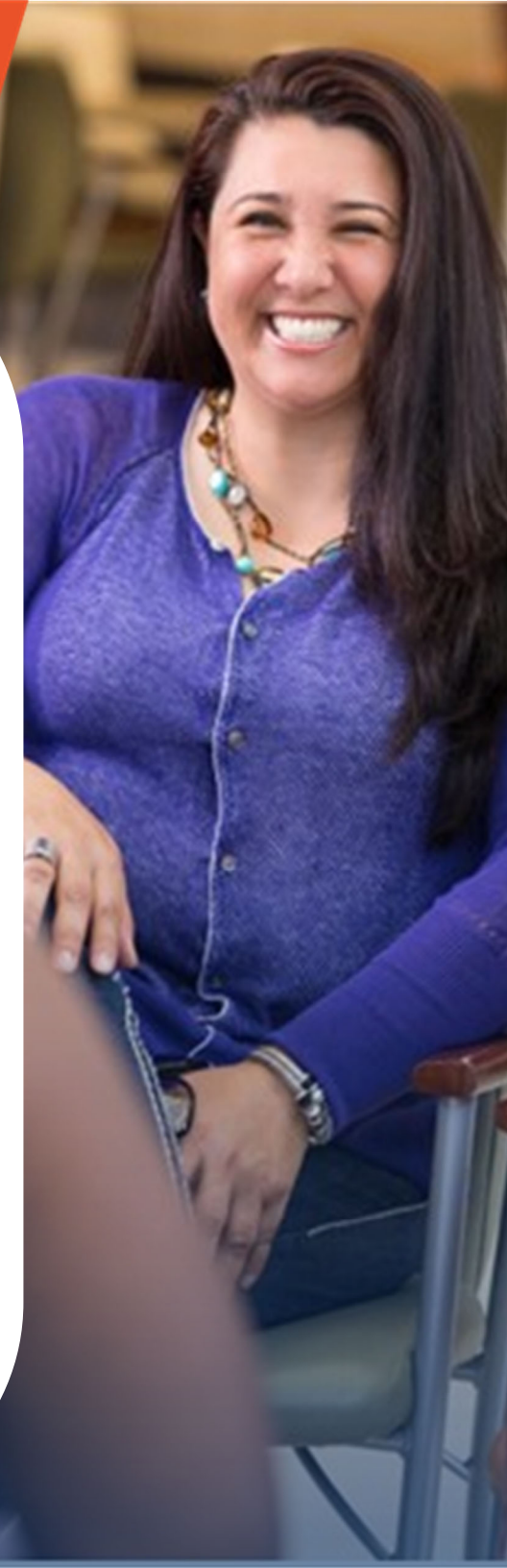
Our great reputation continues to result in expanding services and funding opportunities like crisis services and the highest enrollment to date for Day Treatment in Brown County, expanding to a second OhioRISE Team with Cincinnati Children's Hospital and adding a new Head Start preschool in Williamsburg. Child Focus continues to invest deeply in our most important asset, our team, with salary increases, robust wellness and benefits packages and recruitment and retention initiatives to fulfill our critical service operation commitments and address new and emerging community needs.

Finally, our work continues to be guided by data and innovation through validated research studies, evidence-based strategies and consultation with industry leaders to continue to strengthen and refine our deep impact in the community.

It is an honor and privilege to lead and work alongside you and be a small part of this amazing organization. Our future is bold and bright as we continue to develop a strong, thriving community together.

A handwritten signature in black ink that reads "Pamela Lindeman". The signature is written in a cursive, flowing style.

Pamela Lindeman  
CEO



# EARLY LEARNING

We ensure families thrive in their home, school, job and life through our Early Head Start, Head Start, Before and After School and Parent Education & Employment Programs (PEEP).

789

Children served in Head Start and Before & After School.

146

Adults served in Parent Employment & Education.

100%

All 10 Head Start Centers are 5-Star Step Up to Quality Rated.

49%

71 of 146 PEEP families removed employment barriers and increased their wages.

6

All West Clermont Elementary Schools receive Before & After School.

## Feedback from the Community



"My son's teachers are absolutely amazing. They make my son feel important and acknowledged. He is learning so much and learning new things every day! This is a wonderful program."



"They go above and beyond for families and helped me get scholarship for her before and after school program."

"The mobile dental and eye programs that came to school were amazing!"



### Family Engagement

**194** fathers/father figures were engaged in their child's developmental experience during 2023-24. **99.5%** of families received services/referrals to promote family outcomes, such as crisis intervention, housing, financial, mental health, ESL training, health and nutrition.



### Kindergarten Readiness

**48%** of Child Focus Head Start children that transitioned to kindergarten scored "On Track" for Language and Literacy as compared to 46% of all children in Clermont County schools and 30% of economically disadvantaged students in Clermont County.



### Program Monitoring

During the Office of Head Start Federal Review in April 2024, a **Strong Practice** was noted in the Performance Area of Family Engagement for providing economic mobility support to help families with pathways out of poverty.



### Teacher Qualifications

**53%** of teachers have a bachelor's degree. **76%**, or 13 of 17, classrooms exceed national benchmarks of quality teacher-child interactions. **100%** of classrooms are highly rated by Step Up to Quality.



### Enrollment

We served **410 families with 474 children** ages birth to five, **34%** of eligible children in Clermont County, in Early Head Start (EHS) and Head Start (HS.) Our average monthly attendance was **78%** for Early Head Start and **77%** for Head Start.



### Child Health

**14%** of children served have special needs. **73%** of children received a dental exam. **91%** of children were up to date on immunizations. **96%** of children received a physical exam. **98%** of children had health insurance.

# BEHAVIORAL HEALTH

Mental health and substance use disorder services promote healthy relationships and improved emotional and behavioral functioning, increasing the likelihood of success in life.

15,284

Children and adults served in mental health and substance use disorder programs.

4,055

Crisis Hotline calls were received and callers were provided re-sources, support and life saving interventions.

2,030

Youth participated in suicide prevention programming (SOS) in the school setting.

1,351

Students participated in prevention services school or community setting.

1,279

Staff and community members received training on topics including child abuse and suicide prevention.

## Feedback from the Community



"The Child Focus Team on all levels was noted as having positive, innovative and nonjudgmental attitudes and work ethic which promotes holistic, successful service delivery." (CARF Survey 2023)



"Parent Enrichment has made a tremendous difference in the lives of families served. They meet families where they are and services are parent-led."

"Our agency has greatly appreciated Child Focus and the opportunities to partner together in behavioral health services. Clermont and surrounding communities are fortunate to have Child Focus."



### Symptom Reduction

**94% of youth and 100% of adults** reported that therapy services were impactful in their life.



### Satisfaction with Service

**89%-100%** of the time, consumers report satisfaction with behavioral health services and have a positive impact in their lives.



### Stakeholder Satisfaction

**100% of stakeholders** reported satisfaction for Day Treatment, Diagnostic, Intensive Home-Based, Crisis Intervention and Parent Enrichment services.



### Life-Saving Crisis Support

All Crisis appointments **were scheduled within 24 hours of the call**; **100%** occurred the same day of the call.



### Building Skills

**1,519 students** received school-based therapy or therapeutic behavioral services (TBS) across Clermont, Brown and Hamilton Counties.



### Mobile Crisis Runs

**328 Mobile Crisis runs** were completed for youth and adults experiencing a mental health crisis or who may be at risk of harm to self or others.

# FINANCIALS

Federal, state, local grants and contracts Brown and Clermont County Mental Health Boards, client fees, insurance and United Way fund services. The audit did not contain any non-compliances, questioned costs, instances of non-compliance with any funding sources, or reveal any material weaknesses in the agency's internal control system.

## FY 2024 Statement of Activities

<b>Support:</b>	
Governmental grants	15,898,520
School district contracts	980,674
In-kind program revenue	463,817
United Way and other	250,000
Contributions	1,893,017
<b>Revenue:</b>	
Program fees	2,501,286
Miscellaneous income	563,025
Special events	136,786
Insurance fees	427,246
Rental income	427,026
Net investment return	445,617
Total support and revenue	<u>23,987,014</u>
<b>Expenses:</b>	
Program services	20,289,941
Management and general	3,501,133
Fundraising	61,989
Total expenses	<u>23,853,063</u>
Change in net assets	133,951
Net assets, beginning of year	8,453,261
Net assets, end of year	8,587,212

## FY 2024 Head Start Budget

<b>Operating Revenues:</b>	
HHS/ACF	6,419,317
CACFP	337,101
Total Operating Revenue	6,756,419
Non Operating	0
Total Revenues	<u>6,756,419</u>
<b>Operating Expenses:</b>	
Wages	4,276,327
Contract Services	32,200
Fringe Benefits	1,268,589
Travel	50,684
Acct./Legal	57,050
Lease Expense	115,375
Maintenance/Repair	90,958
Utilities	14,500
Telephone	33,010
Food	47,000
Postage	1,050
Supplies	137,728
Printed Materials	5,800
Dues/Fees/Memberships	87,600
Recruitment/Advertising	25,132
Field Trips	7,020
Gas	27,500
Insurance	37,828
Staff Training	73,974
Total Operating Expenses	<u>6,389,317</u>
Internal Training	30,000
Non Operating Expenses	30,000
Total Expenses	<u>6,419,317</u>
Net Revenue Over Expense	0



## Program Monitoring

The Office of Head Start conducted a Focus Area 2 Federal Monitoring Review in April 2024. Child Focus received an exemplary performance and two areas of non-compliance during the review:

- The grant recipient did not obtain oral health determinations from a health care professional for all children.
- The grant recipient did not submit reports documenting compliance with Federal statutes, regulations and the terms and conditions of the Federal award in a timely manner.

Both areas of noncompliance were corrected and are currently in full compliance.



Strong families. Thriving communities.



AGENCY  
PARTNER

United Way  
of Greater Cincinnati