INTER-AGENCY COUNCIL ON CHILD ABUSE AND NEGLECT
County of Los Angeles

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

17 March 8, 2016

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MARY C. WICKHAM
Interim County Counsel

March 8, 2016

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

REQUEST TO APPROVE TWO-YEAR EXTENSIONS OF THE CONTRACTS WITH FRIENDS OF THE FAMILY AND GRACE RESOURCE CENTER FOR THE FAMILY VISITATION CENTERS AND SAFE CHILD CUSTODY EXCHANGE PROGRAMS FUNDED WITH AB 2994 SURPLUS CHILDREN'S TRUST FUNDS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

SUBJECT

This is to request the Board's approval to extend and increase funding allocations for the Family Visitation Centers contract with Friends of the Family for the period of April 1, 2016, through March 31, 2018, and the Custody Exchange Program with Grace Resource Center for the period of May 15, 2016, through May 14, 2018; and two one-year contract renewal options through 2020. These two contracts are funded by the County Children's Trust Fund (AB 2994).

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of the Department of Children and Family Services (DCFS), or his designee, to execute amendments with Friends of the Family for the Family Visitation Centers and with Grace Resource Center for the Custody Exchange Program. The maximum annual contract amount for Friends of the Family is $125,800. The annual contract amount for Grace Resource Center is $119,000. The aggregate four-year amount for both contracts is $979,200, using 100 percent AB 2994 funds. Sufficient funding is included in the Department's Adopted Budget for Fiscal Year 2015-2016, and will be included in the Department's budget for the subsequent fiscal years.

ICAN

2. Delegate authority to the DCFS Director, or his designee, to execute amendments to the above contracts to change terms and conditions, if necessary, to accommodate unanticipated changes in service needs and to increase or decrease the contract amounts not to exceed 10 percent of the annual contract sum. Approval from County Counsel will be obtained prior to executing such amendments, and the Director will notify the Board and the CEO in writing within 10 business days after execution.

3. Delegate authority to the Director of DCFS, or his designee, to execute two one-year contract renewal options for each of the above contracts, extending the family visitation centers to March 31, 2020 and the custody exchange program to May 14, 2020. The extension options will be exercised by written notice provided that: (a) sufficient funding is available; (b) prior County Counsel approval is obtained; and (c) the Director of DCFS notifies the Board and the CEO in writing, within 10 working days of execution.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

These programs were initially set up in 2010 as two-year demonstration projects and extended for an additional two years in 2012 and 2014. Given the extremely positive feedback that continues to be received about these two programs, it has been determined that it is important for these programs to continue to operate and for the funding to be continued. Feedback and evaluative information provided by DCFS has indicated that these programs have adjusted their services to accomplish the goals established when the programs were first evaluated for funding and are meeting critical unmet needs for children, youth and families. ICAN, in consultation with the DCFS Program Manager responsible for monitoring these programs, is recommending that these programs be extended for an additional two-year period with the option to renew these programs for another two-year period, one year at a time.

It is being recommended that the funding for each of these programs be increased by $10,000 per contract year. These programs are operating on funding that was determined in 2010 and as the programs have grown in stature and visibility, demands for various aspects of the programs are continually increasing. A budget increase of $10,000 will allow these programs to increase program slots by 10 percent so that additional referrals by DCFS can be accommodated.

In addition, Friends of the Family has just secured an additional family visitation site which needs some renovation and will enable them to serve additional families in convenient locations. They currently have sites at St. Paul in Tarzana, St. Simon in San Fernando, and at their facility in North Hills. The 4th site will be the Real Life Church in Newhall. It typically takes Friends of the Family a year and a half to recruit a new site and prepare the site to be conducive to the visits that take place. The additional funds will also enable Friends of the Family to add an additional Coach Training (Coach Trainings total 24 hours and take place over two weekends) resulting in an increase in the number of volunteer Coaches available to staff the family visitation sessions. Grace Resource Center also intends to use some of the additional funding for the transportation needs of their clients.

Grace Resource Center, with the assistance of volunteers from the Los Angeles County Sheriff's Department and the Los Angeles County Fire Department, continues to refurbish groups of run-down homes on the same block to use as community locations for the services they provide. There are currently four such centers and they continue to work on additional blocks of homes. The homeowners are pleased as the volunteers have improved the landscaping and look of the homes and they provide a very inviting setting for the visitations. They hold bi-monthly meetings with DCFS Regional staff and staff from other agencies. The DCFS staff is extremely pleased to have these sites for monitored visitation.

The Family Visitation Centers and Safe Child Custody Exchange Programs are consistently held up as a most effective strategy and are often mentioned as the model that should be used to implement community-based family visitation across the County. Testimonials as to the effectiveness of these two programs can be found in Attachment A.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Both of these programs are important in terms of the County's strategic goals related to Children, Family and Adult Well-Being, Health and Mental Health and Public Safety. In addition, they provide collaboration and coordination between a County department and community and contracting partners. These programs promote meaningful visitation between children and their parents in a safe, child and family friendly setting, facilitate attachment and bonding and maintain the parent-child relationship. Research shows that parental visitation statistically increases the chances of families being reunited. Regular visitation also reassures the child.

Safe Exchange Programs assist parents in the transfer of their children from one to the other for visitation or custody. They are typically designed for parents who are in conflict with one another or who have a history of domestic violence. The children of the families targeted for the Safe Child Custody Exchange Program can be quite traumatized by the conflicted relationship of their parents. Thus, Safe Exchange Programs are a recognized child abuse prevention approach.

The Family Visitation Center and Safe Child Custody Exchange Programs are two related programs that have at their core a focus on keeping children safe while facilitating paths for connection to parents from whom they are separated either because they are in out-of-home child welfare placement or their parents are separated with custody exchanges necessary in order for children to have the care of both of their parents. Visitation activities ensure an ongoing relationship between a child and their family. When visitation activities are linked to helping parents build protective capacities and change behaviors or conditions that caused children to be unsafe or at risk of future harm, children's well-being is enhanced.

FISCAL IMPACT/FINANCING

The maximum annual contract amount for Friends of the Family is $125,800. The maximum annual contract amount for Grace Resource Center is $119,000. The

aggregate four-year amount for both contracts is $979,200, using 100 percent AB 2994 funds. Sufficient funding is included in the Department's Adopted Budget for Fiscal Year 2015-2016, and will be included in the Department's budgets for the subsequent fiscal years.

There is no fiscal impact to the County. AB 2994 funds stem from birth certificate surcharge funds deposited into the County Children's Trust Fund. The DCFS Finance Section has assured ICAN that sufficient funds remain with the Children's Trust Fund to continue this program for an additional two years.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In 1982, the Governor of California signed into law two bills aimed at preventing and treating child abuse and neglect. The first bill, Assembly Bill (AB) 1733/Papan (Chapter 1398, Statutes of 1982), authorized the allocation of state funding to counties for child abuse prevention and intervention services offered by public and private, non-profit agencies.

The second law, AB 2994/Imbrecht (Chapter 1399, Statutes of 1982), established a County Children's Trust Fund for the purpose of funding child abuse and neglect prevention and intervention programs operated by private, nonprofit organizations. AB 2994 requires that $4.00 of any fee for a certified copy of a birth certificate shall be paid to a County Children's Trust Fund.

Both of these laws provide that a designated multi-disciplinary child abuse council develop and recommend funding priorities to the Board of Supervisors. In Los Angeles County, the designated child abuse council is the Inter-Agency Council on Child Abuse and Neglect (ICAN).

As outlined in the adopted Board Letter first approving funding for this program, ICAN engaged in a very serious and lengthy process to review and evaluate the proposals for these programs. ICAN formed a special Ad Hoc Group comprised of members from numerous County and City agencies including DCFS, District Attorney, Public Defender, Probation Department, Department of Public Social Services, Department of Health Services, Los Angeles County Office of Education, Los Angeles Sheriff's Department, Los Angeles City Attorney's Office and the Community Child Abuse Councils. This Ad Hoc Group held face-to-face meetings and engaged in an extensive process to vet these proposals so that any concerns could be addressed, and to reach consensus regarding recommending approval for funding of these programs. Both programs were also approved by the ICAN Policy Committee. Specialized programs are currently funded in all five supervisorial districts.

RECOMMENDED PROGRAMS

Family Visitation Center and Safe Child Custody Exchange Programs

These two programs are connected and have been implemented in separate supervisorial districts through two linked non-profit community based agencies, Friends of the Family in District III and Grace Resource Center in District V.

The program for Family Visitation Centers designates local churches or community facilities where meaningful visits can take place between children in out-of-home care and their parents in a safe, child and family friendly environment. The centers are a place where the parents can have monitored, supervised visitation with their children in a setting that is conducive to parent/child interaction. The Safe Child Custody Exchange Program assists parents in the transfer of their children from one to the other for visitation and/or custody. The program provides a safe environment within which custody exchanges are handled peacefully and without trauma to the children. This program partners with local law enforcement to assure the visitation exchanges take place at safe exchange sites.

CONTRACT PROCESS

No additional contracting process was required. ICAN is responsible for making recommendations to select non-profit community based agencies that receive funding through AB 2994; and DCFS has responsibility for administering the contracts between the County and the private non-profit community based agencies.

IMPACT ON CURRENT SERVICES

Visitation between parents and their children who are in out-of-home care is important for maintaining family relationships and supporting goals for reunification or other permanency arrangements. It can alleviate some of the problems experienced by children when they are separated from their families, such as attachment disorders and fear of abandonment, and provide an opportunity to assess the impact of interventions designed to improve parenting skills and parent-child interactions.

Before these two programs were implemented, Supervisorial Districts III and V did not have the opportunity to implement Family Visitation Center sites designed to optimally enhance the ability of placed children to interact with their parents and to support the parents in improving their parenting abilities in order to maximize the opportunity for reunification.

The value of visiting has been amply supported by research which has confirmed a direct correlation between frequency of visits of a parent with his/her children and timely reunification. Research has also shown that frequency of visits is facilitated when neutral individuals monitor the visitation rather than the primary caseworker: The centers also result in more frequent visits between parents and children, which help to maintain family ties.

Safe Exchange Programs protect children from being exposed to their parents' conflicts. A child can look forward to an exchange without worrying about what is going to happen. The investment in safe and supportive places for families to meet can begin the process of healing for all family members and assist in preventing intergenerational repeating of cycles of violence.

Prior to these two programs, no services for Safe Child Custody Exchange even existed in the County. Both these areas have rates of domestic violence, court-ordered family

mediations and numbers of families requesting law enforcement intervention for domestic violence where children are present. Thus, these programs are meeting needs that would otherwise not be met which would reduce DCFS' and the community's ability to reduce trauma to children and promote reunification of families. In addition, as indicated in the testimonials for these programs as outlined in Attachment A, DCFS CSWs' have come to rely heavily on these programs and not having these services available would create a significant hardship for DCFS staff and the families they serve.

CONCLUSION

Upon approval by the Board of Supervisors, it is requested that the Acting Executive Officer/ Clerk of the Board send an adopted stamped copy of the Board letter and attachments to:

County of Los Angeles
Inter-Agency Council on Child Abuse and Neglect
Attention: Deanne Tilton
4024 N. Durfee Avenue
El Monte, CA 91732

Respectfully submitted,

Deanne Tilton
Executive Director
Inter-Agency Council on Child Abuse and Neglect (ICAN)

DT:es

Attachment

c: Sheriff Jim McDonnell, ICAN Co-Chairperson
District Attorney Jackie Lacey, ICAN Co-Chairperson
Sachi Hamai, Chief Executive Officer (CEO)
Philip Browning, Director, DCFS
Children's Board Deputies
Mary Wickham, Interim County Counsel
Patrick Ogawa, Acting Executive Officer, Board of Supervisors

ATTACHMENT 1

TESTIMONIALS FOR FRIENDS OF THE FAMILY AND GRACE RESOURCE CENTER FAMILY VISITATION CENTERS AND SAFE CHILD CUSTODY EXCHANGE PROGRAMS

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020

PHILIP L. BROWNING
Director

Board of Supervisors
HILDA L. SOLIS
First District
MARK RIDLEY-THOMAS
Second District
SHEILA KUEHL
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

November 25, 2015

To Whom It May Concern:

The Department of Children and Family Services SPA 2 offices of Van Nuys, West San Fernando Valley and Santa Clarita have had a close collaborative partnership with Friends of the Family ("Friends") for more than ten years. Friends has been recognized as the first comprehensive family support center in Southern California, and continues as a leader in the community providing family-centered, strengths-based programs that are aligned with the Department's Core Practice Model philosophy. Friends provides a multitude of programs that provide support to children and families throughout each phase of their lives with the goal of assisting families to become successful in all the critical domains including family and emotional well-being, educational achievement and economic self-sufficiency. Friends provides these services at both their central location in North Hills as well as 50 community locations to ensure access to services by all families in need.

The interest in community-based Visitation Centers was initially recognized in 2006 during the Title IV-E Waiver focus groups with internal and external stakeholders which included parents, caregivers, community providers, County representatives and DCFS staff. One of the most critical needs cited at that time was for family-friendly sites in the community to provide an environment conducive to healthy visitation to facilitate reunification outcomes. Friends was then designated as the SPA 2 Lead Prevention Initiative agency which led to the development of a program specifically for clients who were deemed to be at high risk. In approximately 2009, Friends and staff from the SPA 2 offices began a years-long process of researching existing family visitation models and the development of centers in other SPAs to identify a vision for the creation of these centers. That shared vision is centered on visitation being a key component leading to reunification.

This County-community collaboration has resulted in the creation of Family Visitation Centers in San Fernando, Newhall, North Hills and Tarzana including three at partner churches. The Visitation Centers have been an invaluable resource to the County's families and provide a much-needed alternative to visits in a County office. In addition, as opposed to simply observing parents while they visit with their children, Friends has trained the visitation monitors in a coaching model so that they have the requisite skills

to enhance the individual clients' parenting skills and relationship with their children. The coaches also provide feedback and progress reports to the Children's Social Workers which augments the social worker's own observations of the parent-child relationship. Friends' Program team also meets monthly with the SPA 2 management team and Visitation Liaisons to ensure both the families' needs are being met and programmatic requirements are followed. The SPA 2 administrative team has consistently expressed positive comments about the collaboration with Friends and the great benefit to clients of this partnership.

The number of visits facilitated by trained coaches at community settings has increased dramatically since the development of the Family Visitation Centers. Between 2011 and 2015, the number of visits that have occurred at the Centers is 2,632. The number of hours of visitation provided to SPA 2 clients was 5,044 hours. These statistics highlight the phenomenal success of the Visitation Centers which provide a significant resource and support to facilitate safe reunification of children with their parents.

Families have shared their stories about the difference it has made for them to visit with their children in an environment where they feel free to interact with their child in as normalized a setting as possible. A father of 12-year-old twin boys was separated from his children due to domestic violence. The father's alcoholism resulted in violent rages, the father losing his business, his home, transportation and ultimately his family. The father had been participating in a sobriety program for some time before beginning visits at the Visitation Center and accepted full responsibility for his part in the family being split. The boys as well as the mother were initially mistrustful of the father but over the course of time, with the coaching of a mature and positive volunteer, this father regained his sons' trust. Their weekly visits included doing homework together, dinner, playing games and basketball when the daylight allowed. The initial anger of the boys dissipated and they genuinely seemed to enjoy spending time with their father, giving him hugs when they separated. The boys and the father would ask the coach for advice. The father was receptive to the coach's suggestions such as how to compliment and support his sons' growing independence rather than take an authoritarian stance with them. Friends of the Family also played a role in helping the father find a place to live, connect with a job training/procurement agency and provided additional resource navigation to strengthen his position in order to eventually gain unmonitored visits with his son and finally reunification. Through the coaching at the Visitation Center, this father had become very connected once again to his sons and they to him, and he developed the capacity to nurture and parent them in an age-appropriate manner. This case highlights the value of the Visitation Center and the tremendous impact on our families' futures.

The single resource most requested by the social workers is additional assistance with monitoring visits. The significant support provided by the Visitation Centers has greatly enhanced the Department's ability to ensure parents have ongoing contact with their children which lays the foundation for reunification to occur. The SPA 2 offices wholeheartedly recommend the extension of funding for the Family Visitation Centers to ensure that families under our care receive visits with their children in family-friendly settings with trained coaches / mentors.

Thank you for your consideration of this support letter.

Sincerely,

Kathee Saito

KATHEE SAITO, Assistant Regional Administrator
DCFS Van Nuys Office
7555 Van Nuys Blvd.
Van Nuys, CA 91405
(818) 904-8750

Below are some comments from parents that have been mined from Friend's of the Family's Family Visitation Center participant surveys completed when families leave the program.

Also included are two statements from CSWs and one from a participant of the Safe Child Custody Exchange program.

Parent survey responses to three of the narrative questions (spelling has not been corrected as these are quotes):

The thing I learned from participating in the Family Visitation Center was:

- "Being on time to enjoy the time with my girls. Family time is everything."
- "How to play, feed, communicate, change his diapers, take to the bathroom for potty & clean hands. Show him love"
- "Understanding my childs needs & behaviors, what to do during certain situations."
- "How to be more acctable to my children"
- "Effective discipline with child"
- "patience with child, spending good time with child"
- "play with child, spend time with my son"
- "how to be a mom"
- "Very nice place. Very friendly staff"
- "Patience is key to being in a different situation"
- "How to communicate with my children"
- "It's a very helpful program for families w/ different needs."
- "How to be a better father" (translated from Spanish)
- How to take care of my child" (translated from Spanish)
- "To have a good relationship and good communication with my son" (translated from Spanish)

The aspect of this Family Visitation Center in need of improving:

- "No comment! Your center is perfect for my family visit. It truly has been"
- "Thank you! For giving my children & I a safe & suitable environment to visit"
- "All is well, great place, Coaches are great!"
- "perfect place"
- "All is well very helpful"
- "Everything good" (translated from Spanish)

Other comments:

- "Keep up good work"
- "I like it very much"
- "Very nice people, made me feel comfortable"

- "I respect you for your job. Thank you and God bless you" (translated from Spanish)

Comments from CSWs:

"Kay, you have been such a help to all of the cases that I asked for assistance with. You have always made yourself available to me and my families. Because of the work that you do, my families are able to visit one another on a weekly basis. Even after a case has closed, you have managed to help my clients with referrals. Thank you!!"
Arpi Sarkisian
Children's Social Worker
Department of Children and Family Services

"As a social worker working with the Department of Children and Family Services, I have had the pleasure of utilizing Friends of the Family services including the Family Visitation Center. This center has been an enormous help to not only myself as the children's social worker, but the children and families that I have referred to the program. The feedback I have heard from the families that have received Friends of the Family services has been amazing in terms of the coaching, guidance, and reliability week after week of working with these families. This program is a wonderful assistance to the community and the social workers within the Department who do not currently have the resources to aid the families in this aspect."
CSW II"

Participant from SCCE program:

To whom it may concern:

My name is J.J.V. and I've been part of the Safe Child Exchange Program of Friends of the Family. I filed a restraining order against my daughter's father and the mediator from court had recommended them to me. I started their program on that October. Their program truly helped not only me and my daughter but my parents as well. They made us feel at ease and most importantly safe. The exchange coaches especially Ms. Kay (who also happens to be the coordinator of this program) are all so caring, friendly and very accommodating to me & my daughter. I would always tell them that they're all a blessing in our lives. My daughter is now 3 and a half years old and she loves all of them! I am so happy that a program like this exists because it really helped me a lot. Young mothers like myself who are/were involved in an unfortunate situations will really benefit from this. I highly recommend Kay and every single person that are a part of this amazing program.

Thank you for everything!

Sincerely,
Jazzie

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020

PHILIP L. BROWNING
Director

Board of Supervisors
HILDA L. SOLIS
First District
MARK RIDLEY-THOMAS
Second District
SHEILA KUEHL
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

November 17, 2015

To Whom It May Concern:

Our SPA 1 Lancaster and Palmdale DCFS offices have worked with Grace Resource Center for ten plus years. Even prior to our formal collaboration, Grace has been a vital part of our community. Among other things, Grace provides food, clothing, shelter, and life skills, computer, parenting, and other classes to the families we serve and the wider community. In addition, Grace has faithfully participated in our Regional Community Alliance (RCA) and has co-sponsored various events such as our Antelope Valley Community Resource Fair.

One of the services that Grace has provided for our children and families for the past five plus years is a Family Visitation Program (FVP). As visitation is one of the key factors in families reunifying, the FVP has been an invaluable resource to our families and also to our social workers. Along with providing traditional "monitoring," Grace provides coaching to our families. The Program Manager and Visitation Coaches assess and engage our families, and they develop a trusting relationship with the families they serve. They provide guidance, mentorship, and encouragement to families. In addition, the coaches provide written and verbal feedback and progress notes to the social workers. The Program Manager also provides monthly data to DCFS to ensure that families are being served in the best way possible and that contract requirements are being met.

Both the families and the social workers have praised Grace Resources. We welcome any support to Grace Resource Center to help them continue the great work that they do for our families and our community.

Thank you,

Wendy Tashiro-Kojima

Wendy Tashiro Kojima, Children's Services Administrator
DCFS Lancaster office
300 E. Avenue K-6
Lancaster, CA 93535
(661) 471-1371

To whom it may concern.

My name is Ryan Robb Sr. and I am a beneficiary of the Grace Resources program located in the Antelope Valley. I am writing this letter in support of the agency whose help and assistance led to the return of my 3 year old child. The Grace Resources worker who monitored my visits was George, who demonstrated the utmost professionalism, assistance, and courtesy. During the several months I participated in the organizations visitation program, I had the opportunity to utilize numerous locations for my visitation. I found all of these locations to be extremely beneficial to my son. The locations were clean, filled with games, toys, and other equipment that made the visitation with my son comfortable, fun and educational. I have nothing but respect and admiration for this organization and the work they perform in my community. Other indiyiduals that I have spoken with, who have utilized the Grace Resource program and services, had nothing but positive comments and positive interactions with the agency. This organization assisted in changing my life for the better and will always have my support and gratitude. There is no other Organization that provides these types of services and it would be an enormous loss if these services were discontinued. Thank you to all the workers who help make Grace Resources number one in their industry and in making my community a better place to live.

Sincerely,

Ryan James Robb Sr.

12/5/15

Date

My name is Juan Lafuzo;
and Grace Resources has been a great
benefit to myself and my children, and
allowing us to see each other while
they are under the care of DCFS.
George Marquez has just been great
as a monitor. He is very informitive,
understanding, intuitive, etc.; Just an all
around great person that does this job
great. I feel that the monitoring progrom
through grace is benifical at help getting
families back together through the horrible
ordeal that they have gone through. I
appreciate the progrom, because without it,
I wouldn't be able to see my children.
Thank you Grace Resources.

Juan Lafuzo
12/5/2015

Mr. Marquez, I want to give thanks to Grace Resource Center Family Visitation Program. The program has been a great help to DCFS families. Mr. Marquez and Ms. Helen Asaro have facilitated and monitored visits for families on my case load. The program has helped the parents and the children to reconnect and to attach. Further, the program assists in reunifying safely the children with their parents.

Thank you, to the SCCE/FVC Program monitors who have provided the parents with insightful parenting strategies and techniques on how to communicate and interact with children; therefore, the skills and the techniques provided to the parents have enhanced, strengthened and improved the child-parent relationship, bonding and communication. Further, thank you Grace Resource Center SCCE/FVC Program for documenting the monitored visits and providing DCFS with visitation logs which contain comments regarding the parent-child interaction and areas the parents need to improve. The monitored visits logs are submitted the Court and it helps the parents to get their children back.

Thank you Grace Resource Center SCCE/FVC Program, you are making a difference in the parents' and children's lives.

From the bottom of my heart, I greatly appreciate all the hard work and commitment the Grace Resource SCCE/FVC Program Manager, Mr. George Marquez and Ms. Helen Asaro do to help the community and for their contribution in helping to reunify the parents with their children.

Grace Resource Center everything you do is not a waste of time, even when a parent does not reunify with a child, the time and the energy you have invested into the parent and the children it is not waste of time. Because the time and energy you have invested in a human being is very treasured and is something, the parents and the children will have in the lives. One day, in the future the parents or children you have helped will say, "I membered, Mr. Marquez input on how to talk with my child. I remembered the time Mr. Marquez and Ms. Helen invested in me and my child. For them, I was important and I was valuable."

Mr. Marquez and Ms. Asaro, I am sure, the families you help and assist will always remember your unconditional service you provide them.

Respectfully,

Imelda Landaverde, CSW

DCFS-Palmdale Office

39959 Sierra Hwy., Suite 150,

Palmdale, CA 93550

Phone #: (661) 223-4164

e-mail: landai@dcfs.lacounty.gov