



CREDIBILITY • INTEGRITY • ACHIEVEMENT



2003 ANNUAL REPORT



A MESSAGE FROM THE PRESIDENT



As we look back on 2003, we at La Familia, Inc., are extremely proud of our accomplishments and are very thankful for your support. We remain dedicated to our mission of helping people improve their quality of life.

The Strategic Plan that we developed last year served as the framework for program development in 2003, with reaching financial viability the goal of each program. The over-arching goal of our Strategic Plan was to attain re-accreditation for Programs for Families and Children through the Council on Accreditation (COA). This is a rigorous process, and La Familia remains one of only five agencies with this certification in New Mexico.

The COA process included the completion by the Board of Directors of the Policy statements that govern the operation of La Familia, Inc. Assisted by Jeff Bor-master, CWLA (Child Welfare League of America) consultant, the policies were written and approved by the Board in early 2003. The

policies then served as the basis for revisions in each program's operating procedures and accompanying procedure manuals, including those of Administration (Finance, Human Resources, Training, and CQI (Continuous Quality Improvement)). Although the Self Study process was exhaustive and exhausting, we successfully completed the documentation and submitted it to COA on June 30.

Our Compliance Officer, Darla Wilson, was instrumental in pulling together the Self Study and for writing a huge part of the procedures that insure our compliance with COA standards. The site visit was conducted by two COA Peer Reviewers on September 7 and 8, 2003, and was very positive. We soon learned that La Familia had been approved for re-accreditation effective December 5, 2003. It was an awesome effort on the part of all our staff and Board members. We celebrated with a catered lunch for all employees.

In the pages that follow you will learn about each of our programs and the hundreds of children and families they have helped this year. Each program offers unique and valuable services to New Mexicans. We have continued to receive vital support from the

community through United Way of Central New Mexico, the Albuquerque Community Foundation, the New Mexico Children, Youth and Families Department, Spaulding Services for Children, the U. S. Health and Human Services Department, the New Mexico Medicaid Program, and many individual donors of goods, services and money.

We are thankful for all of our supporters and promise to continue to offer the high quality and professionally sound services that they have come to expect from La Familia.

Our Vision:

"We Deliver What We Promise"

Our Mission:

"We Help People Improve Their Quality of Life."

Beverly Nomberg,
President and CEO

It is better to light a candle than to curse the darkness
-- Chinese Proverb

ADOPTION SERVICES

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During the 2002-03 fiscal year, the Adoption Services Department continued to reach out to the community to increase awareness of adoption as an option for pregnant women; to increase referrals to La Familia for pregnancy counseling, adoptive parent recruitment and training; and to educate health care professionals about adoption. The staff continued to measure strategic program objectives against outcomes, and to monitor program budgets to ensure program accountability.

Courage, it would seem, is nothing less than the power to overcome danger, misfortune, fear, injustice, while continuing to affirm inwardly that life with all its sorrows is good; that everything is meaningful even if in a sense beyond our understanding; and that there is always tomorrow.

-- Dorothy Thompson

In total, the department completed 165 intakes, or initial requests for information, from prospective adoptive parents. Of these, 33 completed and submitted a formal application. Over the course of the year, 31 home studies were completed for these families, and 30 families were approved for adoption.

In addition, 31 pregnant women, many with their partners, received counseling services at La Familia as they considered the best outcome for their baby. Of these, 22 decided to parent their children, 1 decided to terminate, and eight decided to relinquish their parental rights so that a loving family could adopt the baby.

Support services, such as referrals, training and respite, are available to adoptive parents following finalization of the adoption. Every birth mom is ensured access to counseling and support services at no cost for as long as they are needed, even years after relinquishment. Services may include referrals for legal, educational or medical assistance; job and community resource counseling; grief counseling; and financial assistance.

Like most nonprofit programs providing services at low to no cost to the client, La Familia's pregnancy counseling program is sustained through fees paid by adoptive families for specific services, including home studies, counseling and birth parent expenses. La Familia's fees remain among the lowest in the State, based on the agency's commitment to affordable adoption for qualified families.

Significant program funding comes from two federal grants: Tapestries, a direct grant from the U. S. Health and Human Services Department Children's Bureau, for \$1 million over four years; and Spaulding for Children, which received HHS Adoption Opportunity Grant funding to subcontract with nonprofit organizations in several states for \$200,000 for one year.

Tapestries

Awarded in 2001, the Tapestries grant funds the development of a web-based training curriculum for transracial adoptions, specific research into its effectiveness, and appropriate modifications to the curriculum as needed.

FY 2002-03 saw completion of the curriculum and web access through La Familia's web site. Thousands of "hits" were recorded during the first year of operation, and many more are expected as the evaluation process is completed.



People accessing the Tapestries curriculum included prospective parents, social workers, professionals in the adoption field, and other interested parties.

During FY 2003-04 and 2004-05, the curriculum evaluation component will be developed, tested and released to the Children's Bureau for final review.

If a child is to keep alive his in-born sense of wonder, he needs the companionship of at least one adult who can share it, re-discovering with him the joy, excitement and mystery of the world we live in.

-- Rachel Carson

Spaulding for Children

In keeping with the goals of the Adoption Opportunities Grant program, the one-year (FY 2003-04) Spaulding for Children grant will fund comprehensive training to educate public health workers state-wide about infant adoption.

Research has demonstrated that health care workers were least likely to offer adoption as an option for a pregnant woman to consider because they themselves did not understand the adoption process. Many felt that adoption seemed complex, confusing and time-consuming and might lead to questions they could not answer and requests for resources they could not provide.

Megan Walsh, LISW
Director – Adoption Services

How wonderful it is that nobody need wait a single moment before starting to improve the world.

-- Anne Frank

ADOPT NEW MEXICO CHILDREN



In 2003, Adopt New Mexico Children completed the third year of a four year contract with the New Mexico Children, Youth and Families Department. The program focuses on promotion and support services for special needs children and the families who seek to adopt them.

Special needs children are those who have significant developmental, emotional or mental health challenges that have made placement difficult. Most of these children are in or approaching their teens, making placement even more difficult.

La Familia completed 15 special needs adoptions in 2003 and initiated 22 more, most of which will be completed in 2003-04.

Training and Meetings

67 adoptive and foster families received training to prepare for the placement of special needs children in their homes. La Familia participated in more than 50 hours of meetings in relation to the Adopt NM Children contract.

Recruitment Activities

La Familia supported CYFD by assisting with several statewide activities to recruit potential adoptive families:

Adoption Exchange Telethon -
Oct. 20, 2002

Run For Adoption – Nov 10, 2002
Adoption Express -- June 29, 2003

One generation plants the trees, another gets the shade.

-- Chinese Proverb

Home Studies

La Familia staff and contractors conduct home studies of families applying to adopt special needs children. Home studies include in-depth interviews and assessment at

the home and help determine the family's readiness and appropriateness for adoption.

La Familia received 80 referrals for home studies during the 2002-03 contract year, exceeding the anticipated total by 60%. Referrals originated from Bernalillo, Cibola, San Juan, Taos, Sandoval, Santa Fe, Los Alamos, Valencia and Tarrant Counties.

Post Placement Services

The purpose of post-placement services is to provide support and additional training to families who have accepted a placement for adoption. During 2002-03, La Familia managed 44 post placement referrals, including 22 new referrals, 15 referrals carried over from the previous year and several families whose referrals were terminated by CYFD or the family.

Overall, 15 families finalized adoptions. Referrals originated from Bernalillo, Cibola, McKinley, Tarrant, Santa Fe, Valencia, San Juan and Sandoval Counties.

Post Decree Services

Post-decree services are provided to families after an adoption is finalized to support the integration of the special needs child into the family and to assist the adoptive parents as they learn to address the child's long-term needs. In all, La Familia provided services to 13 families. Referrals were received from Bernalillo, Rio Arriba, Taos, Santa Fe and Tarrant Counties.

Pre-Placement Services

Matching

La Familia participated in or attended staffings to review potential matches for 12 adoptive children. These meetings typically involve the CYFD case manager for the child, a CYFD placement social worker, and other professionals actively involved in a placement.

Disclosure

After a child is matched to a family, but before adoptive placement

can move forward, the adoptive parents attend a special meeting with the professional team to learn the child's history in detail. La Familia participated in or attended 23 full disclosure meetings for 34 children during 2002-03.

Calendar

The adoption calendar process is planned and tracked on a timeline which reflects the needs of the child and the adoptive family for a smooth transition into an adoptive placement. La Familia participated, helped develop, facilitated or supervised the pre-placement calendar for 14 adoptive families and 18 children.

If we don't stand up for children, then we don't stand for much.

-- Marian Wright Edelman

Discharge Planning

Adoption discharge planning helps children prepare for adoption and ensures involvement in after care services, such as Special Education placement, therapy, psychiatry, and pediatric care upon placement in the adoptive home.

Support Groups

Relationships formed in adoption support groups often smooth the challenging adjustment to special needs parenting. La Familia served four counties (Rio Arriba, Bernalillo, San Juan and Taos) through 25 adoption support group meetings during 2002-03, reaching 114 participants. Child care services were provided to 98 children.

Respite

Most parents recognize the need to take a break periodically from the stresses of parenting. Respite services are designed especially to support the parents of special needs children. In the past year 47 days of respite were provided to nine families.

Lisa G. Graham, LISW
Director – Adopt NM Children

ADULT SERVICES

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The complexity and uniqueness of care giving for aging, incapacitated or developmentally disabled adults stretches beyond the boundaries of any single specialty area. The Adult Services program employs a multi-disciplinary approach to care giving that connects individuals and families with the services of an integrated team of social workers, medical and mental health providers, financial planners and attorneys.

Assessment, case planning and care coordination occurs in a collaborative manner which seeks to more adequately support families, develop new approaches to transitional care issues and increase awareness of the transitions experienced by family members. Using a sliding fee for service approach, our staff is available to individuals and families seeking assistance in any of the following or related areas:

- Comprehensive social, mental health, legal and financial needs assessments.
- Preparation of a service plan.
- Linkage to existing services; consulting; education; and service coordination.
- Case management coordination and advocacy.
- Care givers assistance and outpatient counseling services.
- Fiduciary services, including corporate guardianship and conservatorship; health care and financial power of attorney; court visitor; treatment guardian; daily money management; assistance and advocacy with benefits and managed care.

During the past fiscal year, Adult Services served a total of 70 clients, plus their various family members and interested parties, in one or more of these ways. The

program is currently providing service to a caseload of 58 individuals and their family members. In addition, the staff served as Court Visitor for four cases.

Services provided to our conservatorship clients and those receiving financial management have been improved. Now all client expenses and bills are managed by staff within the program, rather than relying on outside contractors, as in the past. This has resulted in a less costly and more efficient system for clients and makes reporting and advocacy more timely.

Over the past fiscal year, Adult Services has embarked on some substantial projects involving collaboration with other community providers in the guardianship arena. One such effort involves helping to organize and establish a state guardianship association, which also will be an affiliate of the National Guardianship Association. A major goal of the state association is to help increase the quality of guardianship services provided throughout the State of New Mexico.

Our society must make it right and possible for old people not to fear the young or be deserted by them, for the test of a civilization is the way that it cares for its helpless members.

– Pearl S. Buck

Another project Adult Services is helping to initiate, complementary to the first, involves working with the Court system to improve the tracking of guardianships and to establish a system of oversight and monitoring of guardians. The goal of this process is to increase the quality of care for individual wards and to prevent the misuse of guardianship authority, whether by a family member or a professional.

Although Adult Services receives no public funding and relies on client fees to meet operating

expenses, the department was urged to accept a major case involving three developmentally disabled women who have no financial resources. The history and circumstances of their cases and the urgency and depth of their current needs compelled La Familia to accept this responsibility. A final resolution is expected in 2005.

Adult Services continues to research and apply for additional sources of funding so that more clients can be served, regardless of their ability to pay. To date, these efforts have met with minimal success. The staff remains hopeful that this trend will reverse in the future, since many of the clients are among the most vulnerable adults and elders in New Mexico.

Emily Stafford, MS, LPCC, RG
Director – Adult Services

DEAF GROUP HOME

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During this fiscal year, La Familia's Board of Directors approved the creation of a new program for deaf adolescent boys: the La Familia Deaf Group Home. Due to the increasing need for post-RTC (residential treatment center) extended care for deaf teenagers, boys in particular, Southwest Services for the Deaf and Community Outreach for the Deaf urged La Familia to consider filling this need.

The house was purchased in May, 2002, and renovations began immediately. The Deaf Group Home is scheduled to open in October 2003 and will have capacity for eight residents.

Special licensing from the New Mexico Children, Youth and Families Department was obtained in July, 2003. The zoning permit from the City of Albuquerque Planning and Zoning Department was obtained in January, 2003.

David A. Sorensen, Ed. D., LPCC
Director – Deaf Group Home

OUTPATIENT SERVICES

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The Outpatient Services Department at La Familia has two components – the Outpatient Behavioral Health Clinic, which provides individual and family therapy and psychiatry, and the Case Management Program. The department also contracts with RFK Charter School to provide a school-based social worker and clinical supervision.

Nothing you do for children is ever wasted. They seem not to notice us, hovering, averting our eyes, and they seldom offer thanks, but what we do for them is never wasted.

-- Garrison Keillor

Outpatient Behavioral Health Clinic

The Outpatient Behavioral Health Clinic is staffed by eight licensed therapists and three psychiatrists who are board certified to work with children and adolescents. The Outpatient Clinic offers individual and family psychotherapy, psychiatric assessment, and medication management. The therapists in the Outpatient Clinic are specially trained to work with children, adolescents and families.

In the past year, the Outpatient Behavioral Health Clinic served 438 clients, with a special emphasis on children and families. Approximately 80% of the clients were under the age of 18. Many of the clients are self-referred or come to us through recommendations from friends or family.

Other clients are referred by other social service agencies and the New Mexico Children, Youth and Families Department. The Clinic also collaborates with La Familia's Treatment Foster Care program by offering therapy and psychiatry services to many of the children placed in TFC.

Therapies in the Outpatient Clinic take a positive, solution-focused approach that gives primary importance to the client's goals and the client's highest functioning. Specialized therapies include Sand Tray therapy, EMDR, attachment-based interventions, anger management training, and certified Boys Town Common Sense Parenting Training. Clients present a wide range of clinical issues, including recovery from abuse and neglect, oppositional behavior, anxiety, depression, adoption issues, anger management and substance abuse.

During the year, the clinic provided more than 5,550 therapy sessions and approximately 2,100 psychiatry sessions. The average monthly census was 284 clients, with approximately 110 clients receiving both therapy and psychiatry services, 130 receiving psychiatry only, and 44 receiving therapy only.

Case Management Program

The Case Management Program is specifically licensed by the State of New Mexico to provide case management services to children and adolescents on Medicaid. Case managers examine how clients interface with the larger community and help each client access the resources they need to help them reach their goals.

As with the Outpatient Clinic, the program's two case managers specialize in serving children and their families. Many of the clients are referred from the Outpatient Behavioral Health Clinic and from La Familia's Treatment Foster Care program.

During the past year the Case Management Program served 78 clients. The average monthly census for the program was 40 clients.

Developments

One of the major activities during 2002-03 was preparation for La Familia's COA (Council on

Accreditation) recertification. The process included a comprehensive update of all internal procedures for therapy, psychiatry and case management services.

The team also revised most clinical and administrative documents and reorganized all clinical charts. The hard work was amply rewarded with COA recertification with no deficiencies and no corrective action required. Other developments:

- Hired two new Spanish-speaking therapists, greatly enhancing the agency's ability to provide clinical services to the Spanish-speaking community in Albuquerque.
- One of the new therapists is an LADAC (Licensed Alcohol and Drug Abuse Counselor, a specialized licensure to treat substance abuse disorders), creating the agency's first opportunity to serve people with substance abuse issues.
- The other new therapist is a certified Boys Town Common Sense Parenting Trainer, enabling staff to refer clients who need specific parenting training.
- Hired a Masters level social worker to provide services to RFK Charter High School, expanding the range of clinical services available to the student population.
- Conducted peer reviews and chart reviews consistently, reinforcing the department's commitment to Continuous Quality Improvement.

Things do not change, we change.

-- Henry David Thoreau

In 2002-03 the Outpatient Services Department improved and strengthened its ability to provide the high quality outpatient behavioral health services so greatly needed in the community.

Steve Nuanez, LISW
Director – Outpatient Services

TREATMENT FOSTER CARE



La Familia's Treatment Foster Care (TFC) program continues to grow and thrive due to the strength, commitment, and expertise of the Treatment Foster Parents, who dedicate their lives to helping children with special needs, and the TFC staff.

Nearly half of La Familia's Treatment Foster Parents have five or more years of experience in this valuable partnership, making it possible to maintain excellence in skills and continuity.

In May 2003 La Familia hosted the first Treatment Foster Parent Appreciation Breakfast where we acknowledged years of experience and contributions from the Treatment Foster Parents and recognized that they are the reason that La Familia has a thriving Treatment Foster Care program.

We are looking forward to our second annual Treatment Foster Parent Appreciation Breakfast in 2004. The strength of the TFC staff remains that they focus on their role of supporting families to stay healthy while they care for children with many challenges.

In July 2003, La Familia adopted the paradigm of the Healthy Family Model, which provides a focus for families to help children live successfully in a family setting. As simple as this may sound, it is challenging to remain positively focused when managing children who have experienced significant trauma, have faulty thinking in regard to relationships and safety, and who act out these dynamics with amazing skill.

The systems that care for these children are plagued with their own complexities that again elevate the TFC staff and the Treatment Foster Parents to new heights of empathy, understanding and accommodation. We often say that

working with this population of children is definitely a life style change, which is rewarding at times as well as profoundly challenging.

La Familia works hard to stay connected with the TFC families, who span a 60-mile radius. We have reinstated our TFC newsletter as a way to communicate ideas and information that influence our world. We are facilitating the "brown bag" lunch at La Familia every payday in order to again provide an opportunity to come together and share ideas.

The La Familia TFC families are interested in resurrecting the NM Treatment Foster Parent Association and are actively recruiting families. They are poised to advocate for the integrity of TFC services as it comes under "attack" by legislators who are limited in their understanding of this valuable service and are likely to cut back funds.

Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

-- Margaret Mead

La Familia continues to be in the forefront of collaboration with other TFC agencies as well as the Children Youth and Families Department with the purpose of gaining greater understanding of each other and to develop systems that serve us better. La Familia is an active member of the CYFD/TFC training collaborative. The training collaborative has developed three CORE trainings, which are conducted on a quarterly basis in order to orient new CYFD/TFC staff to the intricacies of both systems.

La Familia has been an active participant in an adoption transition task group with CYFD, which has developed guidelines for transitioning children from Treatment

Foster Care to adoption. The guidelines were completed and were presented to the County Office Managers of CYFD and the Executive Directors of TFC agencies on July 25, 2003. These guidelines were accepted by John Rinaldi, then CYFD Division Director, and are now in operation throughout the state.

During the last fiscal year the Treatment Foster Care program admitted 44 children, discharged 39 children, and 77% of discharged children moved to a lower level of care or to their permanent home. La Familia assisted with the adoption process for seven children in the first quarter, four in the second quarter, eight children in the third quarter and one in the fourth quarter.

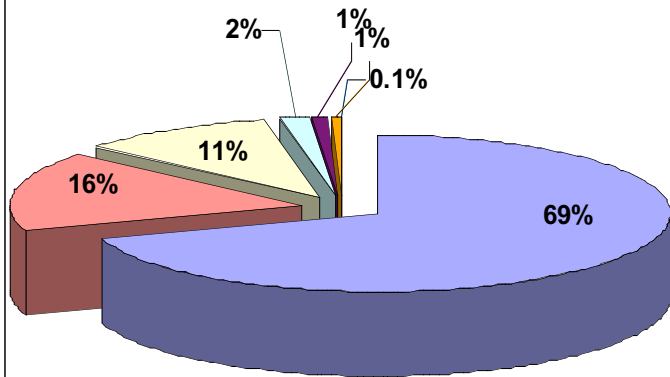
Fourteen of these adoptions finalized over the last year, and La Familia provided the post placement services for twelve placements, four of which were Treatment Foster Parent conversions to adoptive homes. La Familia assisted with eight reunifications over the last fiscal year: two in the first quarter, two in the second quarter, one in the third quarter and three in the fourth quarter.

TFC, like all La Familia departments, completed the self-study for COA accreditation, and the site visit was conducted September 7-10, 2003. This process gave us the opportunity to closely examine all of our current systems, to make improvements, and to update our procedures manual.

The Treatment Foster Care program is looking forward to further growth over the next year, as we have generated new ideas for quality improvement and program expansion. We continue to operate under the belief, as articulated by Frederick Douglass, "It is far easier to build strong children than to repair broken men."

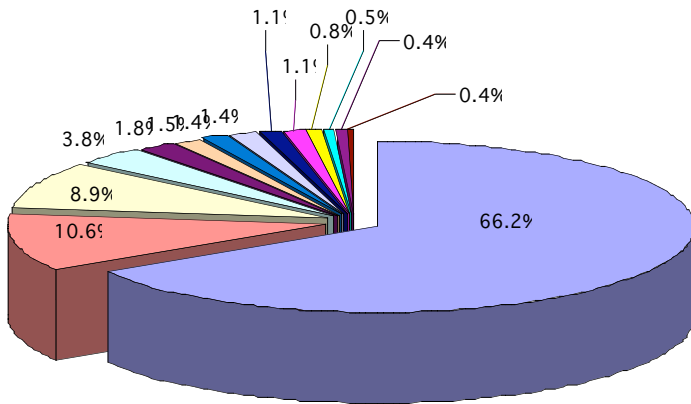
Linda V. Saling, LISW
Director – Treatment Foster Care

REVENUE AND SUPPORT YEAR ENDED 9/30/03



■ MEDICAID	\$2,454,374
■ FEDERAL AWARDS	\$583,737
□ SERVICE FEES	\$375,858
□ PRIVATE INSURANCE	\$63,546
■ CONTRIBUTIONS	\$22,496
■ OTHER	\$21,262
■ INTEREST	\$2,948

EXPENSES FOR YEAR ENDED 9/30/03



■ PERSONNEL COST	\$2,414,702
■ PROFESSIONAL SERVICES	\$386,511
□ RENT	\$324,788
□ PROGRAM EXPENSES	\$137,028
■ OFFICE EXPENSES	\$66,668
■ TRAVEL	\$54,868
■ DEPRECIATION	\$52,708
□ INSURANCE	\$50,142
■ TELEPHONE	\$40,377
■ REPAIR & MAINTENANCE	\$40,191
■ TRAINING	\$27,798
■ INTEREST	\$19,742
■ ADVERTISING	\$15,765
■ DUES & SUBSCRIPTIONS	\$15,053

