



Successful Children & Youth

Desired Outcomes:

- Children enter Kindergarten with the physical, social and emotional skills they need to succeed
- Children & youth reach educational goals and succeed in school

Program:	Impact:	Investment:
One-to-One Mentoring	55% or more children will improve their academic competency	\$70,000
	70% of children have improved academically.	
Student Services	60% of students will pass all core classes and have fewer than 10 unexcused absences in a semester	\$40,000
	80% of students passed core subjects; 70% had fewer than 10 unexcused absences.	
	70% of students will remain in housing until they graduate successfully.	
	65% of seniors remained in housing until successfully graduating.	
Grief Support	90% of children will express their feelings of grief in a safe place, therefore will have higher school attendance	\$500
	100% of children had perfect school attendance after attending grief support.	
	80% of parents will agree that their child seems to feel better about himself/herself.	
	93% agreed that their child felt better about himself/herself.	

FUNDED PARTNERS: Big Brothers Big Sisters, Bridges, Kaleidoscope

Desired Outcomes:

- Children & youth are able to develop character and skills for a positive lifestyle

Program:	Impact:	Investment:
Student Services	80% of students will have higher self esteem	\$40,000
	85% of students reported higher self esteem.	
One-to-One Mentoring	65% or more children will increase their self-confidence	\$70,000
	88% of children have improved their self-confidence.	
	72% of children have improved their sense of the future.	
	90% or more children will feel close and share problems with their mentor	
	98% of children reported feeling close to their volunteers.	
Neighborhood Centers	75% of children & youth will demonstrate an increase in youth development assets(positive identity, positive values, social competencies)	\$79,000
	90% of children & youth demonstrated an increase in youth development assets.	
	92% of parents responding reported positive youth development in their children.	
	75% of those responding will report a sense of community in their neighborhood and increased knowledge of resources.	
	44% of those responding reported a sense of community in their neighborhood and 83% reported increased knowledge of resources.	

FUNDED PARTNERS: Bridges, Big Brothers Big Sisters, Center for Children & Families

Desired Outcome:

- Children & youth are physically healthy, active and well nourished

Program:	Impact:	Investment:
CATCH	75% of participants will increase daily physical activity, increase their health & nutrition knowledge and their daily consumption of fruits and vegetables	\$15,500
	79% of students reported participation in daily vigorous physical activity.	
	75% of students reported an increase in health/nutrition knowledge.	
	79% of student reported an increase of consumption of fruits/vegetables.	
	75% of parents will receive monthly health/nutrition materials	
	78.6%/35 are aware & informed of health/nutrition information as a result of communications.	
	50% of children and parents will participate in the CATCH walking program	

	37.3%/17 participated in walk program and “take home” activities. 400 children participated/187 completed 75% or more of 26.2 mile marathon.	
Neighborhood Centers	90% of children will engage in physical activity	\$79,000
	91% of children engaged in physical activity.	
	75% of children will demonstrate increased knowledge of nutrition and healthy eating	
	37% of children demonstrated increased knowledge of nutrition and healthy eating.	

FUNDED PARTNERS: Community After School Program, Center for Children & Families

Desired Outcome:

- Children & youth are free from abuse and neglect

Program:	Impact:	Investment:
Healing & Preventing Child Abuse and Neglect	70% of parents and teen parents will use positive parenting practices and demonstrate improvement in parent-child interactions	\$52,500
	66% of parents who received home visits demonstrated increased knowledge of child development & positive parenting practices.	
	42% of parents who received home visits demonstrated use of positive parenting practices.	
	88% of pregnant & parenting teens evaluated demonstrated increased knowledge of child development & positive parenting practices.	
	56% of parenting teens evaluated demonstrated use of positive parenting practices.	
	75% of children will demonstrate improved behaviors	
	100% of children who received individual play therapy demonstrated improvement in behaviors.	
	79% of children who received therapeutic play group services demonstrated improvement in behaviors.	
	80% of caregivers will use therapeutic parenting skills	
	67% of parents/caregivers who received CPRT services demonstrated improvement in parent-child interactions.	

	72% of parents attending weekly parent education groups demonstrated increased knowledge of child development and positive parenting practices.	
	87% of parents attending weekly groups reported an increase in supportive resources.	
	67% of caregivers who received support and coaching demonstrated use of therapeutic parenting skills.	
	100% of those evaluated provided a stable home environment and maintained the child in placement during services.	
Court Appointed Special Advocates	86% of volunteers will have an increased knowledge of child abuse and neglect	\$15,000
	100% of volunteers increased their knowledge of child abuse and neglect issues.	
Outreach & Prevention	95% of children will learn ways to protect themselves from violations and what a safe person is and how to use them	\$17,250
	100% of children learned ways to protect themselves from violations and what a safe person is and how to use them.	
	89% of caregivers will know ways to prevent and recognize sexual abuse	
	91% of adults participating knew ways to prevent and recognize abuse.	
Psychotherapeutic Counseling	85% of clients will know the 5 Boundary Rules, will have higher self esteem and decreased guilt	\$55,000
	100% of clients could name the 5 Boundary Rules.	
	63% of clients had decreased guilt and high self esteem.	
	85% of clients will develop a safe support system, will learn to trust and have a positive body image and outlook for the future	
	100% of children could identify 5 feelings and identify at least 3 safe persons. 100% of parents surveyed learned how to protect their child from further abuse.	
Child Abuse Response	75% of Educators and/or Community members understand how to report abuse and recognize signs of abuse	\$50,000
	100% of community members educated reported increased knowledge.	
	75% of child victims will seek counseling/treatment	
	34% of children sought further treatment/counseling.	
	100% of children report feeling safe at our facility.	
	100% of children exhibited physical relief after forensic interviews.	

FUNDED PARTNERS: Center for Children & Families, CASA, Bethesda, Mary Abbott Children’s House

Desired Outcome:

- Children & youth are mentally healthy and free from substance abuse

Program:	Impact:	Investment:
Youth & Family Services	80% of adolescents will understand the disease of addiction and will abstain or reduce alcohol and drug use	\$66,000
	79% of adolescents reported positive lifestyle changes.	
	96% of adolescents reported understanding the disease of addiction and its affect on the family.	
	75% of adolescents reported improved family relationships.	
	97% of adolescents reported their intent to graduate or attain GED.	
	75% of adolescents reported no longer using drugs/alcohol ; 25% reported less drug/alcohol use.	
Neighborhood Centers	50% of families will experience reduced isolation by participating in community events.	
	50% of families experienced reduced isolation by participating in community events.	
Operation Parent Power	Make presentations to elementary school parents using the book, <i>How to Raise a Drug-Free Kid</i> .	\$500
	Presentations were made to all 15 elementary PTAs. Two PTAs requested additional sessions. Approximately 224 parents/teachers heard the presentation. 94 books were distributed to PTA members.	

FUNDED PARTNERS: NAIC, Bridges, Parents Helping Parents

ADDITIONAL WORK OF THE COUNCIL:

Goal: 11-15 year-olds will be engaged in school, abstain from risky behaviors and graduate from high school

Why: Students start becoming disengaged in school in the 6th grade
Most risky behaviors begin during this time

5th grade and 8th grade reading levels have dropped drastically over the last several years

What we've done already:

- Surveyed providers in the community that serve this population to determine the services available and gaps in service.
- Started a Destination Graduation initiative for middle school students that includes Norman Public Schools, Center for Children & Families, Loveworks, YMCA, Girl Scouts, Boy Scouts, Big Brothers Big Sisters, and Classical Ballet. Other middle school centered programs will be joining as we move forward.
- Started an Out of School Time initiative that will include all programs for children after the school day. We will eventually have a list of all approved OST programs that address the core requirement of a quality OST program.

What we're doing: Continuing to strengthen the membership in the initiatives to include the University of Oklahoma, the Oklahoma Afterschool Network, Sooner Success.

Future Plans: Continue to strengthen the goals for DG so that every child graduates from high school and has a quality out of school time program.

Conference in February for OST providers that covers how to address behavioral issues and the YPQA instrument.
Lights On Oklahoma, Oct. 20, 2011. Awareness event to promote quality OST programs.

Successes of our agency partners in 2010-2011:

- 448 children served at Neighborhood Centers
- 2,880 families were provided support, education, and activities through Neighborhood Centers
- 505 children were provided with a position adult mentor through Big Brothers Big Sisters.
- 42 teens had safe and supportive housing through Bridges.
- 128 young people were assisted through outpatient treatment and education at NAIC.
- 30 children took part in Kaleidoscope grief support groups.
- 462 children received individual and group psychotherapeutic counseling for sexual abuse at Bethesda.
- 3,092 children received instruction on protection and prevention of sexual abuse through Bethesda outreach.
- 108 child cases were assisted by CASA volunteers.
- 400 children were provided with health/nutrition information through CASP CATCH program.
- 200 children took part in daily physical activity through CASP CATCH program.
- 136 children had forensic interviews at Mary Abbott House.
- 204 parents and teachers received information and book on "How to Raise A Drug Free Kid" by Parents Helping Parents.

**Strong & Safe Individuals and Families
United Way of Norman Impact-FY11**

Desired Outcomes:

- Individuals and families maximize and increase income
- Individuals and families build savings and gain/sustain assets

Program:	Impact:	Investment:
Norman Law Office	150 individuals will gain knowledge of the legal system and their rights and responsibilities	\$46,000
	13 presentations were made to 529 participants (survey to assess knowledge?)	
	Individuals will access assistance in recovering child support, alimony, unemployment benefits and Social Security benefits	
	182 clients out of 198 who received representation in a consumer, family or public benefits matter increased their income.	
Transitional Living Program	90% of clients will receive food stamps and 50% will secure or maintain an income while in the program	\$12,000
	93% of clients received food stamps; 18% secured income; and 29% maintained income	
	77% of clients showed increase or are maintaining living skills in relation to mental illness, housing safety, physical care and wellness, financial stability, and social and interpersonal skills.	
	74% of clients improved work related skills.	
Norman Transitional Housing	All residents will be able to have a savings available in the event of a financial emergency	\$22,250
	5 or 16% of the residents are saving at least 5% of their income	
	All residents will reduce debt by 1/3 upon completing program	
	71% of the residents are making regular payments to pay off their debt during the year	

FUNDED PARTNERS: Legal Aid, Transition House, Community Action

Desired Outcome:

- Individuals and families achieve sustained employment

Program:	Impact:	Investment:
Norman Transitional Housing	6 of the 18 residents will acquire employment with benefits	\$22,250
	12 of the 31, 39% acquired employment with benefits during the year	

FUNDED PARTNERS: Community Action

Desired Outcome:

- Individuals and families are mentally healthy and free of substance abuse

Program:	Impact:	Investment:
Transitional Living Program	85% of clients will show an increase in mental illness management, physical care and social and interpersonal relationships	\$12,000
	75% of clients showed an increase in mental illness management	
	83% of clients showed increase in social/recreational skills.	
	77% of clients showed increase or are maintaining living skills in the area of physical care and well-being.	
Community Outreach Program	75% of clients will show improvement in social and interpersonal relationships, community living skills, mental illness management and a reduction in feelings of isolation	\$47,000
	91% of clients showed improvement in social and interpersonal relationships.	
	82% of clients showed improvement in community living skills.	
	80% of clients showed improvement in illness management.	
	80% showed increase in social and interpersonal relationships.	
Individual & Family Services	80% of clients will understand the disease of addiction and abstain or reduce their use of drugs and alcohol	\$41,000
	99% of clients understand the disease of addiction and how it impacts family.	
	82% of clients reported no longer using drugs/alcohol; 18% reported not using as much.	
	80% of clients will develop coping skills, know what their triggers are and make positive lifestyle changes	
	96% of clients report positive lifestyle changes; 91% reported improved family	

	relationships; and 73% reported becoming employed, returning to school or attaining GED.	
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FUNDED PARTNERS: Transition House, NAIC



Desired Outcome:

- Individuals and families receive the health care services they need

Program:	Impact:	Investment:
Dental Program	1,100 (90%) of dental patients will stop using the emergency department and/or medical providers to gain temporary relief from dental disease	\$75,000
	93.06% or 1,304 have not used the emergency department and/or medical providers in the last 6 months to gain temporary relief from dental disease	
	800 (65%) of dental patients will not delay or forgo dental care due to perceived or actual lack of access	
	62.2% or 1,304 did not delay or forgo dental care due to perceived or actual lack of access in the last 6 months	
	62.67% or 1,304 were new patients where further periodontal disease was prevented due to early intervention	
Pharmacy Program	1,500 (75%) of uninsured individuals will receive the medication prescribed	\$33,000
	84.03% of 838 patients have been prescribed primary intervention medication for a diagnosed disease	
	75.26% did not delay or forgo getting prescription medication due to perceived costs	
Medical Program	1,500 (75%) of uninsured individuals will stop using the emergency department as primary healthcare	\$58,000
	92.7% of the 1,236 patients have stopped using the emergency department as primary healthcare provider, saving \$13,539,000	
	1,300 (65%) of the individuals will not delay or forgo healthcare due to perceived or actual lack of access	
	63.1 % of those individuals that did not delay or forgo healthcare due to perceived or actual lack of access	

FUNDED PARTNERS: Health for Friends



ADDITIONAL WORK OF THE COUNCIL:

- **Goal:** Create a unified method of teaching financial literacy to community members(Train the trainer)
Financial literacy training was completed for funded and non funded partners, the follow-up will continue.
The Financial Educators' Community of Practice in Norman is going to be a bi-monthly convening to help continue to develop expertise in the very technical and always changing world of financial education.
Resource tools will be placed on the United Way website
Identify from survey results all organizations that participate in financial education

- **Participate with the Health Department in Mobilizing for Action through Planning and Partnerships (MAPP)**

Successes of our partner agencies for 2010-2011:

- 707 adults received outpatient addiction treatment and education through NAIC.
- 30 clients were provided services to assist with daily living skills, vocational skills, social skills, crisis intervention, recovery plans and referrals through Transition House.
- 52 clients were provided structured activities relating to grocery shopping, skill development, music wellness, and socialization/recreation through Transition House.
- 82 clients took advantage of drop-in services relating to counseling, crisis intervention, referrals, community living support, and socialization.
- 2,194 adults and children were helped with legal issues through Legal Aid.
- 3,857 dental procedures performed at Health for Friends
- 26,425 prescriptions filled through the pharmacy at Health for Friends
- 4,601 medical procedures provided at Health for Friends
- 95 financial literacy classes provided through Community Action Agency
- 106 case management meetings provided by Community Action Agency
- 129 group meetings provided by Community Action Agency
- 624 children mentoring sessions occurred at COCAA

Basic Needs

LIVE UNITED



Desired Outcome:

- People can receive basic and emergency services; like food, shelter and financial assistance

Program:	Impact:	Investment:
Food & Outreach Program	100 meals per day are served to 80 unique individuals	\$45,000
	31,734 meals were served	
	50 emergency food baskets provided per year	
	400 food boxes for the hungry	
	120 households provided with food vouchers	
	10 showers provided per day and 10 individuals provided access to laundry facilities	
	1,998 showers and 1,438 laundry uses were performed by the homeless	
	25 persons per week will be provided with toiletries, clothing, bedding or other households	
	86 homeless individuals received mail at FSI	
Emergency Food & Shelter Program	250 breakfasts and 1,000 dinners will be provided per month	\$40,000
	16,514 total meals served	
	5,000 nights of lodging will be provided	
	4,113 nights of lodging	
	1,000 families will be provided with food items	
	919 food pantry orders provided	
	100 utility assistance orders provided	

Emergency Services Transportation Assistance Program		\$15,000
	32 bus tickets to individuals and families who needed to re-locate to refrain from homelessness	
	130 CART passes to individuals who assist with inner-city transportation	
	37 gas vouchers were provided to individuals and families who needed assistance with inner-city transportation	
Armed Forces Emergency Services	20 financial requests will be granted to military families	\$5,000
	380 military personnel will receive pre-deployment and welcome home/reunification briefings	
	21 pre-deployment and welcome home briefings were held with 5007 persons attending	
	153 emergency communications were performed	
Disaster Response Services	All victims of a disaster will receive emergency assistance; food, shelter, clothing etc.	\$60,000
	2835 meals were provided to 189 people	
	1416 nights of lodging for 124 people	
	119 people received money for clothing 61 received money for beds 4 were assisted with minor home repairs 11 received medication replacement And 1 family was assisted with burial expenses for two children who died in an apartment fire	
	28 people received counseling or treatment for PTS after a disaster	
	2862 people received disaster preparedness training	
	3 incidents fed 65 firemen and women	
Rent & Mortgage Assistance	53 low-income households will get assistance with rent or mortgage	\$25,000
	60 people were helped with rental assistance, 4 people avoided foreclosure, 3 obtain residence and 53 people were able to keep their housing and not be evicted	
Family Violence Shelter	300 victims of family violence will be sheltered	\$62,000
	185 women and 118 children received shelter for a total of 4,195 days	
	3.168 families received crisis intervention information and referrals	
	111% of the women reported they know more ways to plan for safety and therefore felt safer, along with knowing more community resources	
	600 meals will be served to victims of family violence	
	11,064 meals were provided for women and children in shelter	

FUNDED PARTNERS: Food & Shelter for Friends, Salvations Army, American Red Cross, Central Oklahoma Community Action and Women’s Resource Center

Non Funded Partners: Norman Justice Alliance, East Main Place, Faith Based Community, City of Norman, DHS

ADDITIONAL WORK OF THE COUNCIL:

Goal: Coordinate and Collaborate Basic Needs Services along with the Holliday’s

What we’re doing:

- C-CAN (Cleveland County Assistance Network) – FSFF, COCAA, Salvation Army, DHS and City of Norman,
- Meeting with Holiday Providers – DHS, Secret Santa, The Christmas Store, Need a Little Christmas, Josh Heiple #14 Foundation, Salvation Army and FSFF.
 - Creating a central location and data base to document who is being served.
 - Moving the Thanksgiving Dinner from FSFF to Norman High School to accommodate more people.
- Mapping basic needs services that are currently being provided

Future Plans:

- Obtain a social net working site or tracking system to communicate with basic need providers

Seniors & Persons with Disabilities

LIVE UNITED



Desired Outcomes:

- Seniors and Persons with disabilities are able to stay in the home of their choice
- Seniors and Persons with disabilities are able to get transportation to meet their needs
- Improve the lives of people by supporting caregivers

Program:	Impact:	Investment:
Activity Center	96% of the caregivers have more support and access to information	\$20,000
	100% family/caregivers had a break in care giving and had support when needed	
Activity Center	81% of the participants have improved social skills, are interacting with people, making friends, and having more activity	
	89% show improved social skills and made new friends	
Meal Delivery	94% of individuals served are allowed to live independently	\$102,000
	97% say the delivery service allows them to remain independent	
	94.5% of the meal recipients feel less isolated	
	90% of clients say they are less isolated and 92% state they feel safer while receiving meals	
	95% report an improved quality of life and greater emotional health	
Nutrition Program	90% of clubhouse members will have an increased understanding of nutritional issues	\$9,500
	91% of the clubhouse members were able to identify the healthiest options	
	77% reported reduced anxiety after exercising	

Scholarship Adult Day Program	100% of the caregivers will have a positive lifestyle change	\$27,500
	100% of caregivers reported that the Adult day Program was the primary outlet for socialization	
	100% participants maintained or improved weight, blood pressure and nutrition	
Residential Program	25% of individuals will learn how to be successful at interacting with roommates, and sharing responsibility of chores	\$15,000
	17% or 5 of the individuals demonstrate daily living skills necessary to be more self sufficient	
	100% or 30 of the residents attended at least one social activity	

FUNDED PARTNERS: Among Friends, Meals on Wheels, Aging Services, Inc., Thunderbird Clubhouse, Full Circle Adult Day Center, ABLE

Desired Outcomes:

- People are engaged in active social and recreational networks
- People are able to find meaningful paid and nonpaid work in the community

Program:	Impact:	Investment:
Activity Center	96% of the participants will have a safe, accessible, friendly place to have fun and make friends	\$20,000
<i>Outcome</i>	89% show improved social skills and made new friends	
Meal Delivery	95% of volunteers serve to help the community	\$102,000
<i>Outcome</i>	95% did volunteer to serve the community and help others	
Supporting Vocational Success	50% of clubhouse members who begin Transitional Employment will complete 6-9 months in that placement	\$6,000
<i>Outcome</i>	50% of the Transitional Employment persons were able to complete 6-9 months of employment	
	100% of the members, who wanted Independent Employment, obtained it.	

FUNDED PARTNERS: Among Friends, Meals on Wheels, Thunderbird Clubhouse

Council Activities

Resource guide for seniors - completed
 Subcommittee to look at vocations for persons with disabilities

Supportive Activities

Norman Aging Needs Assessment Project
 Monthly podium discussions on positive aging
 IRED Exhibit booklet presented – Interdisciplinary Research in Environmental Design
 Professional Working with Seniors

Discretionary funds

Resource guide for seniors is being distributed

Caregiver Education provided

Successes of our partner agencies for 2010-2011:

- 729 senior, disable and ill individuals were provided a meal
- 65,442 hot meals were delivered
- 730 food closet requests were fulfilled
- 5,000 pre-packaged shelf-stable meals were delivered
- 2,544 lbs. of pet food was distributed to Meals on Wheels clients with pets
- 16,147 volunteer opportunities were filled
- 26 families who have a disable adult living with them get supports and a respite break