

August 30, 2010

Dear Board Members:

Roy Maas' Youth Alternatives has a commitment to justice. The reason that we exist is to help fix the injustices done to innocent children. Children who have been let down by the very people who should have loved and protected them. Children who have been let down by neighbors, teachers, and friends who may not have even known what was happening. Because our mission is to provide hope for these children, we have an obligation to be the best we can be. The best Board, the best staff, the best volunteers – all help make sure Roy Maas' Youth Alternatives is the best it can be.

Change, even change for the good, can be hard. I am proud to serve a Board that recognizes this, but is not afraid to insist on change that can make us stronger. Last July, as our fiscal year was starting, we had put in place the last part of our reorganization and job realignment.

I am pleased to report that RMYA is now a happier and healthier organization. Current staff have embraced change as necessary for us to stay viable and necessary for us to be here to help our children. The population at MeadowLand is the highest it has been in years, and staff turnover is down. There is an atmosphere of team work and of working on a global perspective. Our MeadowLand Charter School had their first graduation ceremony this past June, and has been rated “academically acceptable” by the Texas Education Agency.

RMYA has a reputation in the state for working with hard to place children. Many children who have had only failures in the past are able to achieve success at RMYA. Our staff always talk about “our kids” – a very powerful reason for our success. Our ability to work with these children lies in the internal attitude of “we don't give up on children”.

This past spring, Richard Klarburg, the CEO of the Council on Accreditation, visited us. After his tour, he wrote the following:

“Dear Gloria,

I am still swelled with pride and admiration for all that you and your team are accomplishing. It is truly inspiring! Please express my appreciation to everyone I met for taking the time to make my visit so very special.

I look forward to continuing to build a close relationship with you and YA in the years to come.

Many thanks!!”

Nothing is certain in this field except that there will always be children who need us. We are still facing financial challenges. Donations are up, but not at the levels we need to stay fiscally viable. All of us need to continually look for sustainable revenue streams. As I write this, the Texas Department of Protective and Family Services, our primary source of revenue, is examining a possible system redesign. This, of course, will involve a change in how we are paid.

We must constantly examine what we do. We must constantly examine how we can be here to help our children. We must constantly examine what need can we fill in the child welfare system to help children.

We should all feel proud of the agency RMYA is today. It is my commitment to you that I will do all I can to make us all proud as we go into the future.

Sincerely,

Gloria Berumen Kelly

RMYA COMMUNITY INVOLVEMENT & FUNDRAISING

Senior Director of Development: Kathy Glascock, BA (13 years of service)

Although the current economy has made it difficult for all nonprofits to raise funds--including RMYA--we did well with the support of our community. We had a pledge for \$60,000 (\$40,000 last year and \$20,000 this year) from an anonymous donor to support TurningPoint Independent Living Program. We were a *Texas Cavalier Charity* again and appreciated their support. We were honored to receive The *Genevieve & Ward Orsinger Foundation Legacy Gift* of \$100,000 this year, as well as grants from:

- ✓ Anita Branch Foundation
- ✓ Cowden Foundation
- ✓ G.A.C. Halff Foundation
- ✓ Koehler Foundation
- ✓ Mary Smith Illo Foundation
- ✓ Valero Texas Open
- ✓ TNOYS (Collaboration)
- ✓ USAA
- ✓ Walthall Perpetual Trust
- ✓ Stumburg Trust
- ✓ Kocurek Foundation
- ✓ Payless Shoesource
- ✓ TJX Foundation
- ✓ Thomas Gilcrease Foundation
- ✓ Junior League of San Antonio

The 33rd *Anniversary Camino de Amor* Gala did very well considering the economy, raising close to what we typically do—and the 325+ guests showed that the community and our supporters are still behind us! We were pleased to recognize both Mark Morkovsky, a RMYA Board member, and Sylvia Rodriguez of Valero Energy with the *2009 Community Guardian Angel Awards*, and Mr. William Klesse and Valero Energy with the *2009 Community Champion for Children Award*.

The 2009 *Make a Difference Awards* hosted by Lana Duke and Ruth's Chris Steak House was very polished and professional and recognized some of the City's most influential and generous names. KABB Fox29 partnered with Ruth's Chris Steak House for the event. The finalists included Valero Energy Corp. and HEB Spirit of Giving tied as winners in the *Outstanding Large Business Category*, and Gunn Automotive as the 2nd place winner; Don Strange of Texas was the winner in the *Outstanding Small Business Category*, with Tyme to Empower and Art Center Enterprises coming in at 2nd and 3rd place winners; Harvey Najim was the winner in the *Outstanding Individual Category*, with Judith Markelz and the Warrior & Family Support Center and David Robinson in 2nd and 3rd place. Sierra Vela (17 years old) and Arden Cantwell (6 years old) were recognized in the *Outstanding Youth Category*.

We worked hard to implement the *2009 Heart to Heart Luncheons*, catered by Don Strange of Texas, to increase public awareness. San Antonio Gold & Silver created one-of-a-kind RMYA *Signature Heart* jewelry to give as gifts to our special supporters.

We had a big turnout for the *Balloon Release* at the Alamodome and developed a great relationship with KABB Fox29, the Alamodome, the Dallas Cowboys and WingStop. The *Heart to Heart* luncheon that followed at Ruth's Chris Steak House was a terrific show of community support—and the Dallas Cowboys presented us with an autographed football for the gala!

The wonderful support of Ruth's Chris Steak House and Lana Duke continues to grow, and the award winning culinary training program for our youth was a huge success generating media contacts from all local sources. The program is now an ongoing event. The Downtown Ruth's Chris Steak House also hosted an etiquette dinner for the MeadowLand girls with one of the *Silver Stars*. And, who can forget the wonderful *Annual Thanksgiving Feast* for our children and special guests at Ruth's Chris Steak House, serving turkey and all the trimmings! Ursula Pari, Sonny Melendrez and Davey Rios helped Lana host the event, and this year the Silver Stars' Silver Fox made a special appearance!

We had a unique 2010 *Humanitarian Award Reception* recognizing Lana Duke, which was definitely special and paired the RMYA name with very prominent groups. We nominated Charlotte Travis for the *State Board of Education Heroes for Children Award* and she won for our district—one of only 15 recipients from around the State! We nominated Lana Duke & Don Strange for the prestigious *Governor's Volunteer Awards* and both won in their respective categories. We nominated Chelsea Ball for a *TNOYS Award* and she was named *Case Worker of the Year*, and Ruth's Chris Culinary Training Program was recognized by TNOYS as the recipient of the *Youth Development Award*. We nominated NuStar Energy and Ruth's Chris Executive Chef Chris Brooks for *United Way Volunteer of the Year Awards*, and NuStar won in their category. We nominated NuStar Energy and Ruth's Chris Steak House for *National Philanthropy Day Awards*—and both won in their category. RMYA is the *Plaza Club Charity for 2010* and we worked to help make their Annual Fashion Show to benefit RMYA a huge success. We were a *Texas Cavalier Charity* again this year, and many of our youth were invited to view the parade at the Convention Center as guests of the *San Antonio Convention & Visitors Bureau*. The *Les Dames d' Escoffier* hosted a Christmas Party for the children at The Bridge, including steak with all the trimmings, as well as gifts and fun activities for the children to enjoy. *Valero Energy Corporation* hosted all our children at their annual Christmas Party, which included dinner, entertainment and presents for all the kids! The annual MeadowLand *Church Christmas Party* and is hosted by a wide range of churches that are involved with our children throughout the year. The children have lunch with all the volunteers, lots of fun activities, and presents for the cabins and children.

The *MeadowLand Charter School Class of 2010* had their first graduation service this summer with Chris Brooks, Executive Chef at Ruth's Chris Steak House and former MeadowLand resident, as the Keynote Speaker. We were proud to recognize five graduates!

Louis and Pam Cardenas of *Blonde Creative* have really become special RMYA family members! They created the hand-painted tennis shoes for the *Ellen Shoe Campaign*, the *Halloween Costume Exchange*, and the current *Little Refrigerator That Could Project*.

We actively participated in organizing the *Association of Professional Fundraisers Annual Conference* in SA and received a free scholarship for Jennifer Farias to attend the two day conference as a guest of Valero Energy, one of the conference sponsors.

Ms. Kelly, Ms. Glascock, and board members D'Ann Harper and Joe Carson attended the United Way 70th Anniversary Dinner to celebrate all the wonderful work done by the UW, and George W. Bush was the Keynote Speaker.

We were pleased to have Rackspace visit our San Antonio Campus, and Harvey Najim and Melissa Bauman, the Executive Director of the Najim Family Foundation, toured the MeadowLand Campus. A tour of The Bridge for the *UW Safety Net Committee* was a big hit with all of the UW volunteers. The *Optimist Club of San Antonio* visited The Bridge to have lunch and tours with the children.

RMYA applied for and received a grant from *OneStar* for our agency to participate in the the *OneStar CCAT* process, resulting in a good overview of our agency, and ultimately a grant from Zachry Foundation this year for staff/board training. We have developed tools to assist in more effective collection of donations received and volunteer hours, as well as forms to get feedback on all activities from staff and volunteers. We have also developed a Volunteer Training for staff which will be presented later this year.

The RMYA Board of Directors held their annual Board Retreat at D'Ann Harper Coldwell Banker Realtors Stone Oak office with Don Mills, the MLCS Superintendent, providing training on charter schools and our MeadowLand Charter School.

We have always believed that without the help and support of our community, quality services to children would be much more difficult. As you can see, the generosity of the community—and their belief in our programs and our children over the last year—has definitely helped RMYA continue to make a lasting difference in the lives of so many children.

THE BRIDGE EMERGENCY SHELTER

3103 West Avenue, San Antonio, TX 78213

Licensed for 23 children, ages 5-17

FY 2010 Average Population: 14.76

Senior Director of Short Term Services: Kristy Hernandez BA, LCCA (10 years of service)

Program Highlights

The Bridge Emergency Shelter provides shelter and serves more youth each year than any other RMYA program.

When reviewing the Texas DFPS website, it was found that The Bridge leads the city in having the best scores in licensing visits compared to all other shelters in the area. The staff and residents work hard daily to ensure the facility is clean, above standards, and welcoming.

The Bridge completed its first school year in the new classroom. The teachers, residents, and staff enjoyed the new atmosphere and said it was nice to have an updated classroom designed with the best interest of the residents. The classroom is currently working on implementing the PLATO system. This new system will allow residents to earn and catch up on credits that have been lost due to homelessness and multiple placements as a result of being a youth in the system.

Special Accomplishments

The Texas Network of Youth Services annually recognizes an outstanding youth worker who regularly performs beyond expectations to make significant contributions to their agency, youth leadership and development, and the youth work profession. In August 2009, the Bridge Counselor, Chelsea Ball, was the recipient of the Youth Worker of the Year Award.

Fundraisers

The Bridge held two fundraisers during the last year. It held its annual Bar-B-Que plate sale raising \$1200 for the resident fund. The Bridge also participated in the RMYA Summer Fun Raffle.

Program Goals

The Bridge Program Goals 1 and 3 were met at 67% for the year. Goal 2 was met at 83% for the last year. These competitive goals were chosen to challenge the staff to exceed standards in these challenging areas.

1. The Bridge will not have more than one medication error each month.
2. 70% of the files checked for intakes and discharges will be completed correctly when checked by an admin staff.
3. Daily participation sheets will match 100% of the time with JABR.

Volunteers

The Bridge is thankful to keep its longevity of volunteers who continue to support the program. Cornerstone Church consistently visits once monthly to hold Bible study and bring refreshments.

TUVAC visits on a weekly basis during the fall and spring semesters. These volunteers play games and have arts and crafts for the kids. It is nice to have these volunteers as positive role models in our kid's lives. Nieves Hernandez has continued his tradition in visiting and cooking our Thanksgiving meal. The kids can appreciate listening to Nieves speak about his experiences from when he was a Bridge resident.

Our medical volunteers are also essential to the program in providing physical examinations to all children within 48 hours of intake. Dr. O'Brien and Patty Ansaldo visit The Bridge weekly to perform physicals.

The residents are grateful for our volunteers and look forward to seeing them on a regular basis.

Special Events

The Bridge residents participated in many events and activities throughout the year. They were treated like VIPs in the suites donated by Valero and the Spurs Foundation when attending Spurs and Silvers Stars games.

RC Buford held his annual Christmas Party at the AT&T Center for our children. They were treated to pizza, treats, and a Christmas goodie bag. Our children took a group portrait on the basketball court with several Spurs players, including Tony Parker. The children were star struck and some could not help to yell loudly in his presence.

In all RMYA programs, we believe that our children should be rewarded for their positive behaviors and accomplishments. Therefore, we continue to consistently reward them with Pizza Hut Mondays and Friday Night Movies. These two consistent activities give our children something to look forward to and goals to achieve.

Things To Be Proud Of

Most importantly, The Bridge Staff are proud of the number of residents who maintain contact long after leaving the program. It is always surprising to open the front door or answer the phone to see or hear from an ex-resident.

MEADOWLAND CAMPUS

121 Old San Antonio Road, Boerne, TX 78006

Senior Director of Residential Services: Debbie McCollum, BA, LCCA (27 years of service)

Senior Director of Program Operations: Julian Bell, BA, LCCA (22 years of service)

Senior Program Director MeadowLand – Boys: Chris Richards, BA (13 years of service)

Senior Program Director MeadowLand – Girls: Jenny Richards, BA (12 years of service)

Clinical Director – Boys: Chris Castillo, MA, LPC, AS, LCCA, CPI (20 years of service)

Clinical Director – Girls: Mike Koiner, MA, LPC, AS, CPI (17 years of service)

GIRLSVILLE/JUNCTION BASIC CARE

FY 2010 Average Population: 29.18

Girlsville

Licensed for 16 girls, ages 6-17

Program Director: Stephanie Delgado, BA (9 years of service)

Program Highlights

Girlsville is a basic care group home that is able to house 16 females, ranging from the ages of 6-17 years. At Girlsville the therapist and staff provide for each resident a safe, loving and consistent environment in order to help the child develop in to a well rounded, responsible individual.

Special Accomplishments

Eight residents received the A and B honor roll in the charter school. During the review period, Girlsville discharged 19 residents to a less restrictive environment (foster home or independent living).

Seven residents participated and graduated from horse therapy.

Several residents also participated in various camps throughout the summer. Some of the camps were for volleyball, math, science, circus and gymnastics.

Fundraisers

Girlsville and Maas Cabin held their annual joint-fundraiser and raised over \$4000 towards their resident funds. The annual event was held at the Boerne Vistro. Girlsville also participated in the annual summer raffle in order to raise money for resident fund.

Program Goals

Our program goals have been:

1. The program will have no more than 8 documented incidents regarding verbal abuse or aggression towards staff.

This goal is important to help the residents work on appropriate social skills with staff and to work through their anger and frustration appropriately.

2. The program will have no more than 8 documented incidents regarding verbal abuse or aggression towards residents for the month

This goal was chosen to help assist residents to build appropriate relationships with their peers and work on their frustration appropriately.

3. Each Girlsville resident will have no more than 6 red or yellow pins for room for the month.

The goal was chosen to help the residents take pride in their home and learn to clean up after themselves, which is an important life skill.

Goals # 1 and #2 were met every other month depending on whether there were a lot of intakes and discharges. Goal # 3 was always met.

Volunteers

Our new volunteer Hilary continues to take the top 5 residents out to eat once a month.

The First Baptist Church continues to hold weekly Bible study classes on Thursdays for the residents. This church also sponsors the residents for their birthday by bringing decorations, cake, ice cream and gifts. The residents also participated in Book Club with a librarian from Boerne Library. The residents enjoyed cooking classes with Di-Anna Arias from Don Strange of Texas. The Optimist Club continues to hold brunches and ice cream socials for the residents every other month. We also participated in Vacation Bible Study with Leon Springs Church for a week. Volunteers from Harland Clarke have had an ice cream social and movie night with the residents. Girlsville is very fortunate to have such wonderful volunteers. Every time a volunteer group came out, the residents had a Thank You card prepared to give to them.

Special Events

Girlsville has participated in the following special events: Fiesta Texas, Spurs games, Silver Stars basketball games, Bar-b-ques, Don Strange Summer Picnic, Witte Museum, Ruth's Chris Thanksgiving Dinner, Cooking classes, Bowl-a-thon, Weekly green reward, 4th of July BBQ, Dollar movies, parks, and sponsored dances.

Things To Be Proud Of

There were 19 girls who were placed in less restrictive environments/foster homes.

One resident participated in the Ruth's Chris Culinary Program for two weeks.

One resident participated in the Texas Workforce job program on campus. The resident worked at the Macia performing several assigned duties and received a paycheck.

6 girls had their level of care dropped to a lower level.

Girlsville certified 2 new lifeguards.

Junction

Licensed for 16 boys, ages 6-17

Program Director: Liz Clemens (3 years of service)

Program Highlights

The Junction Cabin Unit is a long term residential home licensed for up to 16 boys; ages 6-17. These residents come from all types of backgrounds and cultures. At Junction, the residents learn to interact with each other from the everyday tasks of waking up and getting ready for school to having to say good bye to a close friend when he is able to return home or move on to independent living. These boys form great bonds with each other and the staff. Junction serves as a transitional component for the residents. They come to Junction from unstable circumstances and learn to accept the consistency of a stable and secure environment. Once a resident has achieved service goals and is ready to discontinue services, they move on to a less restrictive environment such as reunification with family, a foster home, a adoptive home, or TurningPoint Independent Living.

Special Accomplishments

We are proud of all our residents. Throughout the year we have had several residents achieve accomplishments in school and at the cabin. Junction Cabin is home to the President of the Student Council and also to the Student of the Year at the MeadowLand Charter High School. Junction has one resident who has completed the credits needed to move on to college this fall. Another resident is actively involved in the Boy Scout Troop 143. He has earned several badges and awards for his hard work. We also have a resident currently enrolled in the Workforce Solutions Workshop. There he learns the basics like filling out an application, dos and don'ts during interviews and hands-on job skill training. He already has said he has learned so much and is eager to work hard and earn his own paycheck.

Junction has had 17 discharges this year. Fifteen of them were positive discharges with level of service dropping from Specialized to Moderate and one Basic. Four transitioned into Turning Point Independent Living where they continued to succeed. Four went to foster homes and six were able to return home with family. The residents at Junction attend church services and Bible study every Sunday at the First United Methodist Church.

Fundraisers/Donations

Our annual Barbeque Plate Fundraiser was held this July 2nd-3rd. Junction Cabin would like to give a special thank you to Steve Clemens and Ruth's Chris Steakhouse for donating all the chicken. Junction Cabin would also like to thank father and son Victor and Edward De La Cruz for donating their time in helping prepare the plates and donating the supplies needed to make the fundraiser such a success. We were able to raise \$1080 for the Junction Resident Fund.

Program Goals

Junction continues to work hard to meet program goals. Unfortunately, they are not always met.

1. The Junction Cabin will have no more than 12 incidents involving physical aggression for the month.

Staff will use the de-escalating techniques they learn in training such as: separation of groups, offering time outs and grievances, switching out staff and utilizing the support staff and the Support Staff Team (SST).

2. The Junction Cabin will have no restraints with a duration time over 1 minute for the month. Staff will again use the de-escalating techniques learned in training. Residents are encouraged to take time-outs when needed and are able to voice their opinion with grievances.
3. The Junction Cabin will have no med errors for the month. We believe it is important for each resident to know what medications they are taking at what doses and why. This helps them along with their treatment and can also be very helpful in assisting staff when administering medications. All staff administering medications are trained by their Program Directors and Campus Nurse.

Volunteers

Junction Cabin is fortunate to have such dedicated volunteers who have volunteered their time and energy for several years and continue to do so. Cyndi Becker comes out on Tuesdays with games and activities for the residents. On the first Tuesday of the month, Cyndi brings out dinner. Every third Tuesday, the residents join Cyndi and donate their time at the Hill Country Daily Bread. There the residents help pack food and resources for families in need. In the summer while school is out of session, Cyndi and the First United Methodist Youth Group meet the Junction residents out on Mondays for "Monday Munches". They pick a restaurant in Boerne for lunch and have Bible Study. Sam Thompson visits with the residents every Monday in the afternoon. During the school year, Sam tutors the residents and helps them with their homework. Now that summer is here, Sam still comes out on Mondays to visit and check up on the boys. Sam, who volunteers at the Boerne Library, also joined the Book Club with the boys on Wednesday afternoons. Brenda Gaston comes out for special occasions, holidays and birthdays. Brenda insures every holiday and birthday is made special for each and every resident. The residents look forward to all the volunteer events. The residents make sure they thank each volunteer with sincere gratitude and handmade thank you cards.

Special Events

Junction keeps busy with all the numerous events scheduled for them throughout the year. We would like to thank the San Antonio Optimist Club for the Bowl-a-Thon, Iris Harris and the Resurrection Baptist Church for their delicious dinners, George Hill and the volunteers at the George Hill Basketball Camp, First Baptist Church and Curry Creek Church for all the wonderful Sunday Night Lives, Mission Point Church and Trinity University for spending their time with us and improving our campus, the San Antonio Convention & Visitors Bureau for tickets to the Texas Cavalier River Parade, and Dick Koon and Carolyn Alley for the Don Strange Picnic. Throughout the year Junction also receives tickets for Spurs, Silver Stars, and Missions games. These are just a few events that our volunteers and community involve the Junction Cabin in.

Things To Be Proud Of

Looking back at this past year, the Junction cabin has much to be proud of. The most prominent would be the residents' behavior as a whole. The amount of incidents and restraints are down. The residents are learning to respect themselves and each other. Fifteen residents had positive discharges and several levels of service were decreased. The residents are learning to take responsibility for their actions and focus on their futures.

Staff

Liz Clemens became Program Director at Junction Cabin April 2010. Liz was the Assistant Program Director at Maas Cabin before moving over to Junction. Liz has already set things in motion to improving the quality of care for the residents. Aaron Beckett moved over from Log Cabin to Junction to help out when Junction lost staff in January 2010. Aaron became Assistant Program Director in March 2010. Aaron has continued to be successful in his new role at Junction. Jenn Umphres transferred over from Assistant Program Director at Girlsville Cabin to Assistant Program Director at Junction this July 2010. Junction has a new set of Directors to start of this new fiscal year. They are very excited and eager to make this year the best year so far for Junction.

THE MEADOWS RESIDENTIAL TREATMENT CENTER
FY 2010 Average Population: 39.04

Maas Cabin

Licensed for 14 girls, ages 6-17

Senior Program Director: Jenny Richards, BA (12 years of service)

Program Highlights

Maas Cabin is the girls' residential treatment program at MeadowLand. We presently have 12 girls ranging from 9-15 yrs old. At Maas Cabin, our residents come in often with severe emotional and behavioral problems. Our goal is to help stabilize them and lower their level of care so they can move to a less restrictive environment. Over the past year, 9 of our residents achieved this and moved on to the Basic Care Program. We have had 1 other that has also lowered her level of service and went to a foster home. Ten of the twelve discharges have been positive over the last year.

Special Accomplishments

Some special things our residents have done are: participating in Nature Camp, Horse Therapy, the reading program at the Boerne Library, and Vacation Bible School, and going to Sea World. Four residents made AB honor roll this year and 2 others are at the KES public school campus.

Fundraisers

We had another very successful Fiesta Fundraiser this year. We raised \$4300 towards the GV/Maas resident funds. The funds allow us to plan and participate in various activities throughout the year to provide the girls with positive memories in their difficult childhoods. The activities give the girls things to look forward to, which helps them maintain positive behaviors.

Program Goals

We continue to work on our cabin goals and have been making progress. The cabin continues to work on reducing medication errors and lowering incidents of physical aggression. The girls are working on decreasing their incidents of physical aggression and will continue to be rewarded for their positive behaviors. The staff are working towards their goal of no medication errors as well, we have had several months this past year with 0 errors.

Volunteers

The Curry Creek Baptist Church continues Bible study with the girls on Tuesdays and recently had Movie Night with them. The girls are very excited about this and look forward to it each week. The girls also continue to attend Curry Creek Baptist Church and attend the Children's Mass and Bible Class on Sundays. We have a new sponsor for birthdays from Salon Infusions and it has made each resident's birthday special.

Special Events

We have had many special events and activities over the past year to include: Roller Skating, Ice Skating, Build-A-Bear, many summer camps (nature, Bible, horse, etc), dances, BBQs, swimming parties, CiCi's Pizza, Bowl-A-Thon, Silver Stars games, birthday parties, and the Folklife Festival.

Laurence/Davis (Log) Cabin
Licensed for 14 boys, ages 10-14
Senior Program Director: Chris Richards, BA (13 years of service)

Program Highlights

During the past year, the Laurence/Davis (Log) Cabin has followed the same trend of last year, bringing in many new residents. The cabin continues to change with new personalities as a result of some residents being discharged with positive outcomes. New faces have arrived because of this and they have learned to interact with each other positively and continue to take part in many activities.

Special Accomplishments

Some of the residents have had their level of care raised over the year, but some of them had their level drop. Over the summertime, some of them behaved very well and were able to have a fun time, attending various events. During the past few months, there were several residents that had very few or no incidents.

Special Events

The Log boys went to places such as Ruth's Chris Steakhouse, and various sporting events like Spurs, Silver Stars, Missions, and Rampage games. The boys again went to the All-American Bowl. They continue to have sleep-outs every so often and participate in many on-campus activities such as football, basketball, soccer, and swimming.

Volunteers

The Log Cabin continues to have volunteers that donate their time on a regular basis. Linda Hearne, who has been volunteering for many years, continues to come out for all the boys' birthdays, bringing them presents, cake, and ice cream. Her church groups, The Harvesters and Couples for Christ, still come out periodically and play softball or basketball with the boys and bring dinner for them to eat afterwards. Tom Tuturro comes out once a week and does various activities with the boys. All these volunteers are given thank you cards every time they do something for us and a volunteer appreciation dinner is given to them once a year.

Things To Be Proud Of

Every month, the residents continue to donate their time to the SAMM Shelter by going and serving dinner to the homeless. This is volunteer work the Log boys have been doing for many years, along with other cabins on the campus. Four residents completed the Equine Therapy program again this year and learned a lot from this experience. There are several boys involved in the Boy Scouts who go to many campouts throughout the year. They went to Philmont, New Mexico for an exciting hike through the mountains.

Staff

The staff members have done a very good job of working with the boys have established a very good relationship with them. They all have their strengths, and the residents have bonded with all of them. Each staff is assigned a resident "buddy" that they spend a little more time with, making sure all their personal needs are taken care of. After a few months the staff get to have a different "buddy", so they can bond with all the residents in the cabin on a more personal level.

Kassandra Ramirez remains as one of the Assistant Program Directors, and has really done a great job helping run the program. During this year Log Cabin has acquired a new Assistant Program Director, since the previous one has moved on to another job. His name is Victor Carlisle, who moved over from the Junction Cabin and has been a great help. He has also agreed to be a fulltime member of the Staff Support Team in addition to handling his responsibilities of an APD.

Poston Cabin

Licensed for 11 boys, ages 14-17

Program Director: Leonard Mayfield (9 years of service)

Program Highlights

The Poston Cabin is a residential care facility that caters to young men between the ages of 14-17 years old. Our facility provides a safe and healthy environment for our residents to enjoy, and our staff interacts with the residents to show them safe and effective ways to handle every day stresses, as well as basic life skills that they can take with them into society. We help our residents build social skills with their peers and authority figures, including volunteers, and through events around San Antonio. We also help our residents by providing them guidance and structure, most things that they lacked at other placements. For instance, our young men are provided with a structured schedule to help create a balance, a skill they will need in the future.

Our residents have options on how to deal with their issues through therapeutic sessions, individual and group; and they can talk to staff on a daily basis. At Poston we care for our residents and provide a warm and encouraging environment for them to grow and learn which will be beneficial to their lives when they leave our home to start their own. At Poston, we strive for our residents to take what they learn and put a good foot forward to lead a happy, productive life, free of neglect and abuse.

Special Accomplishments

In the past year, Poston has had at least five residents discharged on positive terms. Five of our residents were returned to their homes, where they are leading happy, productive lives. At least six of our residents were sent to a Basic Care facility (Junction) due to their outstanding behavior and demonstration of excellence. One of those residents arrived to Poston with numerous behavior problems. Many of our veteran staff stated that he was one of the worst cases in years. With the consistency and discipline the Poston program provides, his level of care was lowered and he was discharge to our Basic Care program. Soon after he was moved to our independent living program, where he graduated from high school and is currently pursuing a career in the United States Military.

Volunteers

At Meadowlands we are proud to have staff that helps provide encouragement and nurturing to our residents, and we are honored for the volunteers who continue to be outstanding role models for our denizens. A few of our volunteers are the Snelling Family. Through their generous hearts and positive interaction with our residents, they help show the type of lives our residents can have in the future. The Snelling Family comes to our facility every week to visit the residents and provide them with special dinners. The Snellings talk to our residents about the different types of food they would like for them to bring. The Snellings provide enough for not only the residents, but also for staff. During holidays, the Snellings have the residents over to their house for dinner and let them assist in the dinner making process. They are not only admired by the residents, but they have a special place in their hearts for their gratitude. Our residents send special thank you cards to the Snellings, as for all our volunteers. We also take them out to dinner and invite our volunteers to accompany us to our yearly Teacher/Volunteer Appreciation Dinner.

Things To Be Proud Of

We here at Poston are happy with the way our residents are progressing. We continue to think of innovative ways with which to prepare our residents for life after MeadowLand. It is also very important to us that Poston maintains an open environment in which the boys are not apprehensive about expressing themselves or being themselves as individuals. With the continued support of our cabin staff, the clinical team, and all our invaluable volunteers, Poston Cabin can and will continue its rich tradition of being a small part of the effort to end the cycle of abuse in our community.

Wright Cabin

Licensed for 9 boys, ages 6-12

Program Director: Roland Davis, BA (8 years of service)

Program Highlights

The Wright Cabin is a residential treatment center for boys ages 6-12. The residents at the Wright Cabin are on the regular and modified level system. We base what level system the residents should be put on with their maturity level.

Special Accomplishments

There has been very little change at the program this year. Roland Davis is in his fourth year as the Program Director. Danielle VanValkenburg continues to be the Assistant Program Director. The Residential Specialist Supervisors from last year are all still employed at the Wright Cabin. We continue to have Residential Specialist rotate through the cabin and transfer after they turn 21. Once our residents age out of the Wright Cabin, they transfer to the Laurence/Davis Cabin. The residents at Wright Cabin did well during the 2009-2010 school year. The majority of the residents earned AB honor roll for the year. Wright continues to have residents participate in scouts. The Wright cabin had several positive discharges this year, which we are proud of.

Volunteers

The Wright Cabin has several volunteers that help benefit the cabin. Patti has volunteered at Wright Cabin for a couple years. Patti makes the residents' birthdays, anniversary, and intake special. Patti brings their favorite ice cream, cake, and a few gifts. Steven, who has been a volunteer for a year at Wright Cabin, comes out once a week and plays sports with the residents. We have a few new volunteers at the cabin this year. Wright cabin has Kate and Briana, who come out once a week for Bible study with the boys. We also have Mrs. Cannon, who reads, cooks, and gardens with the cabin.

Special Events

The Wright Cabin staff continues to like to reward the residents who are doing well behaviorally. Wright Cabin sets up events that include Fiesta Texas, Talent Show, Art camp, Nature camp, sleep-outs, dances, Field Day, and BBQs. We continue to reward the residents that keep their room clean each week by taking them to get slushies or to MeadowLand Mall. We still have a cabin store, in which they spend pretend money they earn from good behavior each week.

TURNINGPOINT INDEPENDENT LIVING PROGRAM

2103, 2109, 2115, and 2126 Babs, San Antonio, TX 78213

Providing transitional living services to 6 female and 14 male young adults (including 6 licensed beds), ages 16-21

FY 2010 Average Population: 14.7

Senior Director of Transitional Living Services: Rebecca Durand, BA, LCCA (13 years of service)

Program Director: Josie Gamboa, BA (10 years of service)

Program Highlights

TurningPoint Independent Living is a program that helps young adults transition into adult life. The program aims to positively shape residents into productive and independent individuals who break free from further involvement in the system. Outreach in the community is successfully provided regarding information about our services available to homeless youth. Services offered include: Life Skills classes, balancing a bank account, grocery shopping, budgeting, paying living fees, and attaining and/or maintaining employment, all of which are greatly needed for adult independent living.

Special Accomplishments

Due to our population (young adults), our special accomplishments usually include graduation. In the month of June, four TurningPoint residents successfully graduated high school and received their diplomas. We are proud to say that one of them was part of the first graduating class of the MeadowLand Charter School. He was also the proud recipient of the Optimist Club Thiesen Scholarship to help pay for college expenses. Another graduate will be gladly joining the Army and the other two will be attending classes at SAC in the Fall. TurningPoint, along with other RMYA supportive staff, honored the graduates by having a BBQ to celebrate their success. It was a great time that allowed for the staff and residents to positively interact and acknowledge the graduates on their special milestone.

Aside from learning in the classroom, we also have our residents learn in the kitchen. We are glad to say that our residents are participating in the 2nd Annual *Culinary Training Program* at Ruth's Chris Steak House, which was developed specifically for our youth by the Executive Chef, Chris Brooks (a former resident at our MeadowLand Campus) and Ms. Duke, the owner of four Ruth's Chris Steak Houses. It is a great opportunity for our residents to experience. The youth learn valuable skills that will serve them not only in a culinary career, but throughout the rest of their lives as well. The resident's progress and admiration to these thoughtful individuals deeply signifies their involvement. We are very pleased to say that one of our residents was hired and is currently employed at Ruth's Chris after successfully completing the training program.

Fundraisers/Donations

TurningPoint continues to get support from committed generous donors like: Valero Energy Corporation, Ruth's Chris Steak House, Spurs Foundation, PALS, John Roach, and many more. Mr. & Mrs. Ruble were also kindhearted in compassionately spending time with our female residents. The Rubles enjoyed an evening with dinner and thoughtfully donated money to the girls to spend wisely. They also purchased a flat screen TV for the program. The girls were

thrilled! Much effort is put in the acknowledgement of donors' support. Group and individual thank you cards are made by the residents to show their appreciation.

Program Goals

A continuous goal that TurningPoint strives for is to be able to see our young adults mature into productive and independent individuals. Educating our residents in Life Skills lessons is necessary for this particular reason. Other goals which were regularly achieved include: reduction of medication errors, increase in positive discharges, and increase of employment status. It has been a challenge, however, to consistently meet all of the program goals. Typical of all young adults, some of the youth periodically struggle with the rules, such as curfew and completing daily chores. Many struggle with having to put money into a savings account. Recognizing weak areas and working to improve them is our commitment.

Volunteers

Due to our residents' independence, it is hard to have volunteers participate with our group. What we have found works best is for our residents to volunteer on their own time with the community instead. This year, TurningPoint residents participated in an MLK Day of Service event with an organization called Hope Worldwide and the American Red Cross. The group passed out Fire Safety tips (door hangers) for each household. The San Antonio Convention and Visitor's Bureau also hosted a job shadow day in which a small group of our youth (16-19 year olds) participated in. It was a great opportunity for our kids who are in college and/or seeking employment. TurningPoint residents are also required to complete 1.5 hours of community service on a weekly basis. This can range from completing extra chores, or helping the RMYA Thrift Store, to actively working with the outside community.

FOSTER FAMILY PROGRAM

Licensed to provide child placing foster care services to children ages 0-17

FY 2010 Average Population: 2.36

Senior Program Director: Rebecca Durand, BA, LCCA (13 years of service)

Child Placement Agency Administrator: Bart Kelly, MA, LPC, LCCA (30 years of service)

Program Highlights

The RMYA Foster Family Program operates to find long-term placements in family settings for the children in our care.

Special Accomplishments

This year, one resident began his first year of college at Sul Ross State University as a member of the football team. Another obtained his driver's license, successfully recovered from a football injury, increased his grades, started working at HEB, had his first Circle of Support meeting, and is currently working on obtaining his Eagle Scout Badge. And another resident increased her grades due to tutoring opportunities provided by her foster parents and her braces were taken off.

Special Events

Our foster parents continue to provide exceptional opportunities for the kids. Joe Connolly and Pam Bilbrey continue to provide a Spanish tutor twice a week for one of their foster children. These foster parents took their kids to Port Aransas for Labor Day Weekend and on a 7 day cruise and 3 days in Orlando during the Christmas Break. They celebrated a resident's birthday at a lake house and she was able to take 6 of her friends. The family also went on a road trip to New Ulm, Minnesota for a wedding. Both kids attended EYL Camp in Kerrville at Schreiner University.

Things We Are Proud Of

Joe Connolly and Pam Bilbrey report they feel supported by the agency, especially through the hard times. They were able to have therapy sessions with a therapist at MeadowLand to help with some of the stress. RMYA staff provided respite so that the foster parents would have time to themselves.

Foster parents and their children were able to attend the annual Ruth's Chris Thanksgiving Dinner 2009 and the Volunteer Teacher Appreciation Dinner 2010.

COUNSELING CENTER

3103 West Avenue, San Antonio, TX 78213

Providing free counseling services to families and children ages 6-17

FY 2010 Total Number of Clients: 2866

FY 2010 Total Hours: 7713

Program Director: Brian Schwartz, M.A. LBSW, LPC (7 years of service)

Program Highlights & Special Events

The annual “Play and Learn Mentoring Summer Program” was a success this year! We averaged 10-13 youth between the ages 6 to 15 daily. We also continued our partnership with the San Antonio Food Bank for the 4th year. The youth expressed much gratitude and look forward to the program next year. Parents were also inquiring about the summer program prior to school letting out for the year. The “Play and Learn Mentoring Program,” continues to provide array of activities that promote cultural awareness as well as other aspects that are important in today’s society. At the end of the program, the Counseling Center provided all attendees with backpacks full of school supplies and other goodies which included educational information on child abuse prevention and violence prevention activity books.

The Counseling Center Halloween Party was another big success this year with approximately 60 people in attendance. Many families started asking at the beginning of October when the Halloween party was going to take place.

The Counseling Center continues to have a steady of stream of referrals. Youth are being referred from schools, juvenile probation, the police department, precinct courts, and other youth serving agencies. We are well known, appreciated, and respected.

The Counseling Center continued its good standing with STAR and had no program or fiscal monitoring this year.

We continue our Strengthening Families Curriculum and have had approximately 20 families complete the program. We are averaging 4-6 families each session and feedback from clients has all been positive.

We continue our relationship with the Family Specialist from North East ISD and were able to reach the parents at seven high risk school campuses with San Antonio’s second largest school district.

Special Accomplishments

The CC was able to meet required client numbers even with fewer and new therapists.

Program Goals

1. To provide individual, group, and family counseling, and emergency respite services to youth and families who are in crisis in the community.

Based on our session rating scale surveys that clients fill out after each session, we are averaging a score of 37 out of 40 for service provided.

Client Feedback: Families provided some of the following feedback on the monthly Counseling Center Satisfaction survey. "Includes the whole family and not just the child." "They were able to work with my working hours, they were very respectful." "Just having someone listen." "Help me talk to my daughter and help my daughter understand right from wrong." "We were able to talk about everything and I feel as if I was being heard." "Being able to tell someone the success my son has made with being responsible." "Being able to talk openly to an adult."

2. To provide Life Skills Training to Bridge residents and to youth and families in the community.
We provided Life Skills classes to 1,163 individuals/families. (Note: duplicated count.)
3. To provide aftercare services (individual and family counseling) to former residents of The Bridge and their families.
We provided 21 aftercare sessions to the 54 youth placed at the shelter by the Counseling Center.
4. To provide education and information services to the community by attending various health fairs as part of our UCAP services.
As part of our UCAP services, we had 874 parents attend our parenting classes and provided outreach to 3374 individuals in the community about RMYA services.
5. To provide Life Skills and other group classes to various agencies and organizations who provide services to high-risk youth in the community.
We continue to provide Life-Skills and other group classes to approximately 15 different schools and other community organizations. We also were able to provide the Love and Logic curriculum to parents at 7 schools in Northeast ISD alone.

MEADOWLAND CHARTER SCHOOL
121 Old San Antonio Road, Boerne, TX 78006
Superintendent: Donald Mills, MEd (2 years of service)

Program Goals

Academic goals were to improve science and math scores. We did not meet the goals that we set this year as we also added seventh and eighth grades to the school. When reviewing the data, there was an improvement in the students that were retained within RMYA and attending MLCS for a second year. But overall, there was a slight decrease in reading and math scores.

Volunteers

Last year we had Noelle Preble's mother volunteered to do a presentation and survey with our 11th and 12th grade students. All volunteers are invited to attend the annual Volunteer/Teacher Appreciation Dinner.

Special Events

Based on the students behaviors throughout the week we had special snacks on Fridays, like popcorn, nachos, slushes from Sonic, soda waters, ice cream sundaes, and ice cream floats.

We had an end of year auction, to spike excitement and interest during the last month of school. Students were given dollars during each class period if they went above and beyond in the classroom (helping another student, helping the teacher, etc.). Then during passing period the students could staple their money to their name that was posted in the office. At the end of the month, the students were able to use this money to purchase snacks and/or bid on wonderful donated items, including remote control cars, Xbox, music, water slide, jewelry, and animal print pillows, during an actual auction that was held in the gym. This was a huge success and the students had a blast. We made sure that there were enough donated items so every student would be eligible to bid on one if they wanted to. Some just wanted to buy snacks.

We went on a couple of field trips: the Museum of Art in San Antonio, Dallas Cowboy Training Camp in San Antonio, and Cibolo Nature Center in Boerne.

A lady that has a lot of different animals has come out to the school for the past 2 years. The students seem to really enjoy getting to see and touch the animals.

School t-shirts were made using the school logo that was drawn by an MLCS student. Each student received a t-shirt.

Things To Be Proud Of

Multiple students have had their level of care changed due to behavior improvements. I wouldn't say the school was the sole reason for the improvements, but I think the small environment, teachers taking time to know the students, teachers showing respect to the students, and working to help each student be successful was a huge contributing factor.

We had students run/campaign and actually win student council positions; students that have never tried out for anything actually wrote and presented speeches.

The student council set up and promoted Spirit Weeks (generally happened before early release Friday, every day was something different: sports day, hat day, pajama day, crazy sock day, etc.). The student council president met with the principal once a week after their student meeting to share concerns and comments. This resulted in the mainstreaming of special ed students, block scheduling and ultimately modified block scheduling.

One of the students who was not being successful in classes entered drawings into our mascot contest and won. This helped the student to be a little more successful at school. Not a 100% change, but a positive change none the less.

State and Federal Reporting Requirements

All reports with the exception of one were submitted early. One was left in draft status and missed the reporting date by one day. Students met the minimum requirement for state accountability. We are year one warned for federal accountability due to the number of special education students taking alternative tests. All required data elements required by the state were submitted within the due dates all year. All six weeks superintendent reports were finished and submitted before the due date.

The Initial Compliance Report was completed and accepted by the TEA. The three year technology plan was written, submitted, and approved by the TEA.

The Charter Academic Plan was written and submitted and will now allow MLCS to become school wide for Title I funding instead of targeted assistance.

THRIFT SHOP

3103 West Avenue, San Antonio, TX 78213

Program Director: Diana Gonzales (29 years of service)

Program Highlights & Special Accomplishments

The Thrift Shop had another eventful year! Many of our new components from last year have increased the amount of money we grossed. The online bookstore grossed \$ 23,915.31 from a total of 2940 books. This tripled the amount from last year (Feb 2008-Feb 2009). The Thrift Shop has done a great job of advertising monthly calendars with daily sales and “Super Saturdays”! Advertisements have also been posted on Craigslist.com to give exposure to these daily sales.

Fundraisers/Donations

The Thrift Shop continues to hold RMYA’s annual Summer Raffle to raise funds for the residents. The Thrift Shop also raised \$193 to give Christmas gifts (movies passes) to the residents out at MeadowLand by selling RMYA faces for \$1/each during the months of October through December 2010. This was the Thrift Shop’s third year in selling the faces.

The Thrift Shop continues to thrive in its Gift-In-Kind donations. It continues to be an exciting addition to the revenue the Thrift Shop adds to the agency. In addition to Target, Bed Bath & Beyond, 2 Pottery Barn stores, Williams-Sonoma, Guess, Home Depot, Talbot’s, and The Disney Store, the Thrift Shop has added HEB, Half-Price Books, and Barnes & Noble to the list of stores that contribute gifts in-kind. The items received vary from hygiene products to building materials, house wares, clothing, toys, and fixtures for the Thrift Shop! The Thrift Shop has received \$149,536.55 in donations from this program!!!

Volunteers

The Thrift Shop continues to be blessed with a group of volunteers who diligently come out every week to help sort through the enormous amount of donations. The volunteers are generously thanked with healthy snacks and various luncheons throughout the year. The volunteers have such a good time at the luncheons that they have requested this be done every 3 months. The volunteers are recognized with a holiday luncheon and small gift as well. The procedure for processing donations was improved upon with the help of an RMYA Board Member. She donated money to help purchase new carts. The addition of the new carts allowed for more efficient separation of the clothes during the processing time. The Thrift Shop celebrated a milestone this year with one of its volunteers. Ann Marrou celebrated her 30th year in volunteering with RMYA! We are truly blessed by this devotion!

The Thrift Shop utilizes community service workers to help with donations and straightening the store, and also continues to use volunteer groups from surrounding schools and universities. The volunteers from St. Mary’s University continue to do their Heritage Volunteer Event in August. This event is comprised of the entering Freshman class to the university, and it is their way of giving back to the community at the start of their college experience. The University also sends volunteers during the year to do community service. We will be celebrating our 8th year with St. Mary’s. In addition, volunteers from Central Catholic continue to contribute their volunteer time to our shop. This is Central Catholic’s 7th year in doing this. The Thrift Shop has also had an

increase in volunteers with the work study program at San Antonio College for a total of 3,957 hours, resulting from an increase of 5 work study students to 5.5 students this fiscal year.

In addition to our regular volunteers, the Thrift Shop participated in the Disney Volunteer Program. This program brought in over 70 new volunteers!

Special Events

The most exciting highlight was having the Thrift Shop featured on KABB and KSAT with Blonde Creative. In an effort to promote recycling, Blonde Creative held a Halloween Costume Drive and the Thrift Shop resold the costumes collected.

Things To Be Proud Of

The Job Training Program with TurningPoint residents continues to be a success. The Job Training Program has helped the residents learn basic job skills, such as: how to dress for work, fill out a timesheet, and deal with positive/negative evaluations.

Through this fiscal year, the Thrift Shop has employed 21 residents, which equals 4052.25 hours of productivity. Out of the 21 residents, 7 completed the program and 3 are still employed through the job training program.

The Thrift Shop continues to provide clothing for The Bridge residents. For this fiscal year the Thrift Shop has provided 1696 outfits for 731 kids. The Thrift Shop provided \$17,806.25 in items, supplies, and clothing for The Bridge Emergency Shelter. The Thrift Shop provided \$40,618.05 in items, supplies, and clothing for our all of our programs.

The Thrift Shop continues to find hidden treasures for the Annual Gala!

Diana also attended another exciting NARTS Convention which was held in West Palm Beach.

VOLUNTEER PROGRAM

Director of Volunteer Services: Jennifer Farias, BA (10 years of service)

Program Highlights

The RMYA Volunteer Program continued to grow over the past fiscal year and our children were able to participate in a wide variety of special events thanks to our wonderful and thoughtful volunteers. Twenty-two new volunteers were recruited to work at least once a month with the children at our agency. There are now a total of 68 active volunteers consisting of individual volunteers and groups. On average, over 35 different volunteer activities were scheduled each month, with the exception of December, June, and July, in which the number of activities is doubled due to Christmas and summer vacation.

Special Events

The Zonta Club continued their leadership program with the MeadowLand girls to help promote future success. Preparation for Adult Living (PAL) courses were also held for 14 residents ages 16 and up. Weekly cooking lessons were coordinated for the older residents at Girlsville, Junction, and Poston Cabins. In addition, 30 kids participated in the on-going horse therapy program in the last fiscal year.

This year, we were fortunate to form a close relationship with the Boerne Public Library. The library awarded 25 MeadowLand residents with a scholarship reading program to promote reading and education, through which the residents participated in book discussions. A successful 12-week Reading Book Club program was organized for elementary and middle school student residents to encourage reading and the use of the ML Library.

Seven Days of Caring projects took place, involving work projects to organize and complete maintenance projects at MeadowLand. The groups that participated include: Payless in Sept. (30 volunteers), Best Buy in March (10 volunteers), Lutheran Church in Abilene in March (25 volunteers), Cibolo Creek Community Church in April (25 volunteers), First Baptist in May (80 volunteers), UTSA School of Business in June (25 volunteers), and TUVAC in March (15 volunteers).

As always, holidays and summer break are always busy times for the RMYA Volunteer Program. During the Christmas season, 738 volunteers attended and participated in at least 28 Christmas events, completing over 1,825 volunteer hours. During Easter, two Egg Hunt BBQs were held for the MeadowLand youth. Every MeadowLand and Bridge resident received an Easter basket thoughtfully put together by volunteers.

Fundraisers/Donations

Cibolo Creek Community Church held a festival and BBQ plate sale, which raised \$3800 to send our MeadowLand residents to a variety of summer camps.

Throughout the Christmas holiday season, \$55,000 dollars worth of Christmas gifts were received in the form of in-kind donations to the residents and programs.

The MeadowLand residents participated in a lanyard-making project for the NCFAA Conference held in San Antonio, in which the residents designed and crafted a total of 550 lanyards in two months! To recognize their hard work, the NCFAA made a \$1500 donation to the children in our programs.

In Spring 2010, The Boerne Cotillion made a \$1500 donation after having gone on a campus tour. This money was used to buy clinical team therapy supplies.

BOY SCOUT TROUP 143

Troup Leader: Laurie Ritter (6 years of service)

Program Highlights/Special Accomplishments/Special Events

The MeadowLand Scouts have had another busy year. They attended, and survived, a ten day hike through the Sangre de Cristo Mountains of New Mexico. The boys covered over 85 miles in those ten days, hiking from the top of the Scout Ranch to the bottom. The boys participated in various activities along the way, including hiking up the highest mountain on the range, Mount Baldy. All the boys, and adults, made it up to the summit which was just over 12,000 feet in elevation! The boys participated in hatchet throwing, rock climbing, campfires, horseback rides and burro packing, while learning about the history of the land that is now Philmont. All that went had a great time and came back with many memories.

Throughout the year the boys also went on a variety of camp outs. They swam in the Llano River, hiked at the Bandera State Natural Area, visited the State Aquarium, tried their luck at fishing, as well as many other activities. The boys have also participated in several community service projects this year such as river clean ups and food drives.

The boys finished up their year by attending summer camp this June at Camp Karankawa in Mathis, Texas. The boys worked on a variety of merit badges such as cooking, orienteering, and first aid. While at camp we had three members “tapped” out for Order of the Arrow, which is a service brotherhood within scouting. The boys also participated in the “Centennial Games”, named in honor of the 100th anniversary of scouting. They received second place in the rifle shooting and third place in the Pinewood Derby Race, archery, and canoeing!

Fundraisers

The Scouts also had their two annual fundraisers again this year. The boys first started with their annual popcorn sale. The boys did a phenomenal job selling and sold over \$4,000 worth of popcorn! The money raised went toward the boys’ camping fees. They enjoyed going to the IMAX theater downtown as a treat from the council for all their hard work as well.

The Rod Run in Boerne is the other annual fundraiser that the scouts participated in this year. The weather was not what we would have hoped for, but the boys still put forth their best effort and did a great job. They sold hot dogs, hamburgers, brisket sandwiches and nachos for lunch and tacos for breakfast. They also worked on their cooking skills for the cooking merit badge, as well as perfected their grilling skills.

ACCOUNTING DEPARTMENT

Business Manager: Mariana Vazquez, BBA (10 years of service)

Program Highlights

In the last fiscal year, a part-time Staff Accountant was hired and has transitioned into full-time status. Since that time, a part-time Accounting Clerk has also been hired. To accommodate the growing Accounting Department, the accounting offices were moved and expanded.

Special Accomplishments

RMYA completed the FY 2009 Audit and STAR Fiscal Audit successfully. In addition, we had successful National School Lunch Audit and City of San Antonio Program Performance and Fiscal Reviews.

The MealTime System was implemented for National School Lunch meal counts on the MeadowLand campus.

Throughout the past year, the Accounting Department has also worked very hard to effectively transition accounting systems from MAS '90 to QuickBooks.

HUMAN RESOURCES (HR) DEPARTMENT

Senior Director of Human Resources: Janet Martinez, BA (16 years of service)

Program Highlights & Special Accomplishments

The Human Resource Department has accomplished plenty in its first year of existence. Goals that were set forth last year were accomplished: staffing patterns established, consistency being reintegrated throughout the program, and efficient training for the staff provided through “Skype”. This was done with very little cost to the agency.

We set forth to ensure the programs were staffed sufficiently. This was done by filling vacancies as soon as they occurred by going through filed applications first and then putting out advertisements as needed. Filling the positions promptly helped in reducing the overtime that was paid last year in comparison to this past year.

Consistency is being established amongst the programs. This is being accomplished a variety of ways:

- Ensuring the new employee reads the New Employee Handbook during Orientation. This allows the employee to ask questions with the Sr. Dir. of Human Resources and vice versa. Ensuring the new employee reads the handbook also allows the employee to read pertinent policies more than once. Repetition is the key to learning. In the past the handbook was just given to the new employee along with other paperwork to take with him/her. The New Employee Handbook was also updated with more information.
- Issues and concerns are being handled in the same manner. All write-ups go through the Sr. Dir. of Human Resources to ensure the wording is done correctly and the progression of discipline is done consistently. The staff understands accountability is being enforced.
- Evaluations are being monitored in the same manner: the wording, goals accomplished and set forth, and overall tone of the evaluation.

The Human Resources Department took on the challenge of offering training through a computer program (video conferencing). This would allow the staff to be able to attend more training without the added cost and time of the staff having to go to different locations for the training. We are currently using “ooVoo”, which offers free video conferencing.

The amount of money spent on advertisements has decreased. The amount of money saved was estimated at \$20,000 this year. This is in part due to previous applicants being sought to fill positions. Free avenues were utilized more this year as well: different university data bases and Craig’s List.

As noted, many accomplishments were made in this last fiscal year. The Human Resource Department looks forward many more. A new goal set forth is in establishing a better Human Resources Department for the MeadowLand Charter School.

INFORMATION TECHNOLOGY (IT) DEPARTMENT

Supervisor: Richard Koon, BA (9 years of service)

Network Administrators: Don Metzger (19 years of service); Sandra Brown (<1 year of service); and Evan Tupa, BBA (4 years of service)

Program Highlights & Special Accomplishments

During the past fiscal year, in addition to overseeing and managing day-to-day IT activities, the IT Department was able to complete several special projects. The team of Network Administrators worked together collaboratively to take a full technology inventory at all campuses and to install and upgrade/clean several computer systems. Evan Tupa also designed and created all PR documents for the 2009 Annual Gala, including a special video incorporated into the gala presentation.

One accomplishment of the past year was that video conferencing of staff training in-services was fully implemented on both campuses. In addition, an electronic timesheet system was developed and is now being utilized at all RMYA programs. The new timesheet system uses an Microsoft Excel template which automatically calculates time worked, making it easier on staff and admins during payroll. The Network Admins also worked to improve IT documentation and computer network diagrams. All important IT information was organized and documented into one easy-to-use system, and network cabling maps were developed for both the San Antonio and MeadowLand Campuses.

Many IT improvements were also made at the MeadowLand Charter School. Through grant funds, the MLCS Computer Lab was updated with twenty new computers, bringing the number of student computers to fifty. Also, the high school computer lab was moved into a new building on the MLCS Campus, and a 60-inch monitor was installed in this lab. In addition, interactive whiteboards were purchased for classroom use. The MLCS alarm system was updated as well. The new system includes security cameras and accommodates future school growth. And finally, Sandra Brown was hired as an IT Technician for the MeadowLand. The IT Technician provides daily IT service to the ML campus, and is currently in the process of documenting the entire IT infrastructure at MeadowLand.

CONTINUOUS QUALITY IMPROVEMENT (CQI) PROGRAM

CQI Coordinator: Dona Suing, BS (8 years of service)

The agency's CQI program continues to focus on a variety of agency wide outcomes through quarterly committee meetings in the following areas: Risk Management, Case File Review, and CQI activities. All RMYA Service Programs continue to complete a variety of documentation which is analyzed to evaluate the effectiveness of RMYA services, including, but not limited to: resident exit interviews, guardian satisfaction surveys, youth surveys, resident follow-up forms, parenting and life skills class evaluations, Counseling Center therapist satisfaction surveys, and restraint logs. On a semi-annual basis, RMYA's environmental safety audits, emergency/disaster plan drills, training program evaluations, and supervisor evaluations are conducted, reviewed, and evaluated. On an annual basis, RMYA asks for feedback regarding agency services and performance from the following groups: all RMYA employees, stakeholders, residents/clients, foster parents and volunteers/interns.

The CQI program continues to involve the active participation and collaboration of all RMYA employees. Senior management employees are responsible for conducting CQI activities, while a CQI Coordinator ensures all CQI activities are completed. This holds true with COA's belief that CQI activities should be a collaborative effort with as many employees involved in the process as possible.

A few important highlights of RMYA's CQI activities over the past fiscal year are summarized and listed below.

1. Annual Stakeholder Survey

In June 2010, 98 Stakeholder Surveys were sent out to the community. Although 18 email addresses were determined to be invalid, 18 responses (18.4%) were completed and received. Those that completed this survey were represented by the following: 5.6% were Funding Sources, 66.7% were Referral Sources, 5.6% were Service Providers, 16.7% were Parents/Legal Guardians, and 5.6% were identified as Other.

100% of the stakeholders who responded were familiar or very familiar with one or more specific services that RMYA provides. 100% also agreed or strongly agreed that services are conveniently located and that RMYA does not discriminate in provision of services.

Three items on the questionnaire received at least one rating of "disagree". One stakeholder (5.6%) disagreed that we provide culturally sensitive services, but provided explanation that they were unsure if we incorporate cultural activities in our services. (We do incorporate cultural activities at the programs.) One responder (5.6%) also disagreed that we are known for integrity and ethical practices. Five responders (27.8%) disagreed that they were aware of opportunities to help the organization improve services.

Ten stakeholders responded to the question "Do you know of any needs of children or families that are not being met by RMYA?" 60% of these responders said "no" or that RMYA does "an outstanding" job. One responder noted that they would like to see more development of the Foster Care Program as part of our continuum of care. One stakeholder wrote that they would

like to see the needs of children with low IQs to be addressed, although due to our licenses, we cannot provide this service. Another stakeholder wrote that they would like to see RMYA offer home-based services, which are cost prohibitive. In addition, one responder said that they felt all children in placement were not assessed and moved on to long-term placement, but our agency does not make this determination.

Overall, the majority of our stakeholders support our programs and are satisfied with our services.

2. Annual Staff Satisfaction Survey

In April 2010, the annual Staff Satisfaction Survey was distributed among all RMYA employees in staff meetings; 108 surveys were completed and returned to the HR Director, who compiled the results. Highlights of the survey include:

KEY: A - Agree D - Disagree N/A - Not Applicable **Measured in %**

Any total percentages not equaling 100 indicate no answer or multiple answers.

<u>Policies and Procedures</u>	A	D	N/A
I have access to the RMYA program manual.	95	0	0
I support and follow RMYA's policies and procedures.	94	2	1
I am aware of our harassment policy.	97	0	0
I am aware of our grievance procedure.	96	.9	0
<u>Administration/Governance</u>	A	D	N/A
I know the name of our CEO.	94	9	2
I know who to report any concerns (about kids, my job, the program, etc.) to.	97	0	1
<u>Financial Awareness</u>	A	D	N/A
I know RMYA is a United Way Agency.	96	2	0
<u>Human Resources</u>	A	D	N/A
I am fairly compensated for the job I do.	59	34	2
Opportunities for advancement are made known to me.	72	16	8
RMYA implements changes based on the feedback received by personnel.	77	13	6
<u>Staff Training and Development</u>	A	D	N/A
Pre-service training helped prepare me for my position.	72	5	19
<u>Work Environment</u>	A	D	N/A
I am aware of all confidential and HIPAA requirements.	97	3	0

I believe RMYA exceeds expectation in the following areas: (Top 4 Answers)

1. Care and services RMYA provides to children, families, and the community
2. Supervisor's willingness to help/leadership
3. Training
4. Work Environment

I believe RMYA has room for improvement in the following areas: (Top 4 Answers)

1. Increase in pay
2. Consistency throughout the programs
3. Communication among RMYA programs
4. Charter School

3. Annual Training Program Evaluation

RMYA continues to evaluate its training program on a semi-annual basis. Information is gathered from staff who fill out in-service evaluation forms at the end of each in-service session offered. Based on this feedback throughout the year, current in-services are updated and new ones are added. During the last fiscal year, staff suggested that they would like in-services offered on the following topics: Leadership Training, Team Building, Time Management, and Nutrition. (NB: At this time, a Nutrition in-service has been added to the training program.) Staff also noted that they would like more information on Counseling Center history included in the History of RMYA in-service and that they would like new information to be covered in the Behavior Management in-service. In addition, staff would like for the information presented at in-services to include all RMYA programs and not be program specific.

In the past year, staff rated all in-services with a rating of “good” or “excellent”. The in-services consistently rated the highest are: Responding to Signs of Physical Distress (Nurse Mary Jo Stroup), Stress & Relaxation (Kari Conyers), Cultural Awareness & Effect in Treatment (Teresa Maldonado), Off-Campus Procedures (Danielle VanValkenburg & Jennifer Gonzalez-Umphres), How to Write an Incident Report (Roland Davis), Human Trafficking (Chelsea Ball), and Understanding How Staff Behavior Influences Residents (Chris Richards).

4. Resident Exit Interviews and Guardian Satisfaction Surveys

When a resident is discharged from one of our programs, they have a chance to rate their experience while in residence at RMYA. Legal guardians also have the opportunity to fill out a satisfaction survey at the time of discharge. Over the past fiscal year, the results of these were extremely positive and both children and guardians were pleased with the services they received. Out of 364 Resident Exit Interviews completed, 88.01% of youth in our care said that their stay was helpful. Out of 252 Guardian Satisfaction Surveys completed, 89.45% of guardians were satisfied/happy or totally satisfied/very happy with their overall RMYA experience. Several of their additional comments can be read below.

Resident Responses to “Was your stay helpful?”:

- Yes – Because I learned a bunch.
- Yes – It taught me how life could be good.
- Yes – Because it taught me stuff that would help me in life.
- Yes – Because they supported you and gave you good care.
- Yes – I had lots of help when needed.
- Yes – I learned to take a time out and get along with others.
- Yes – I was able to go to school and get a job.
- Yes – I do not want to leave.
- Yes – I had a good talk with a therapist.
- Yes – It helped to calm down and see others have it worse.

- Yes – It makes me feel like home in hard times.
- Yes – It helped me calm down.
- Yes – It helped me learn more about myself.
- Yes – Helped with my anger, problems, and to stay off drugs.
- Yes – Now I have plans.
- Yes – It gave me a place to go.
- Yes – It helped me have good peer relations.
- Yes – It showed me that I can control my temper.
- Yes – By not having to live on the streets.
- Yes – I'd rather be here than home.
- Yes – They talked to me and influenced me to stay out of trouble.
- Yes – I'm appreciative.
- Yes – The shelter was home.
- Yes – It made me think about how responsible I should be at home.
- Yes – I stayed sober and away from a bad environment.
- Yes – It helped me calm down and not turn to always fighting.
- Yes – It helped me realized what I have.
- Yes – I had time to think.
- Yes – Wonderful people that try to help.
- Yes – It helped me stay out of trouble.
- Yes – I learned different coping skills.

Additional Comments written by Parents/Legal Guardians:

- It was great, child really enjoyed program.
- I liked the constant contact with the facility. It made me aware at all times how she was doing.
- Employees are always friendly and able to answer questions.
- Keep up the good work.
- Drastic Improvements.
- Great boundaries, regular counseling, on-campus school, various activities.
- House-like setting, friendly and caring staff, positive behavior management.
- Cares about the clients. The therapy has been great. Not giving up on clients. Thanks for everything.
- They maintained great communication; serviced my client expeditiously when asked.
- Good communication.
- Communication is awesome.
- Staff was extremely helpful and polite. Always willing to assist.
- Facility met all needs and was able to provide caseworker with info. Great experience.
- Great staff – easy to communicate with.
- Everything was very good and nice.
- Always been great.
- Thank you for helping our family in crisis.
- Just thank you.
- Job well done.

- Services have been very helpful to family.
- Did their best with what they were handed. Thanks Roy Maas.
- Very nice staff.
- Everyone did a wonderful job. Thanks from parents.
- Thank you for everything.
- Keep up the great job.
- Thank you for giving child a place to feel secure and belong and that there are ways to follow rules positively.
- Thank you and may you continue the good work you do.
- RMYA is an awesome program.
- Thank you for everything. I would recommend this facility to anyone. Your organization has had a positive impact in our lives.

5. Maintenance of Accreditation (MOA) Report

In April 2010, RMYA submitted its required annual MOA report to COA (Council on Accreditation). This is a requirement the agency must complete annually during the first four years of our COA accreditation to demonstrate the agency's continued pursuit of improvement. Due to the growth and effectiveness of Risk Management and Case Review activities in the past year, the area of Case File Review in regard to medication administration was chosen as the focus of this year's MOA report. The report provided evidence of the significant effort to improve documentation on medication logs and the procedures put in place in an attempt to reduce medication errors.

6. Agency Improvements Resulting from CQI Activities

Based on reports at quarterly Risk Management, Case Review, and CQI Committee meetings, the following developments were made in FY 2009-2010:

- a. The Staff Support Team (SST) was created to provide additional, continuous on-campus support to MeadowLand staff. The SST is comprised of veteran staff members who are available to trouble-shoot and assist staff with a quick response time.
- b. Medication administration guidelines and documentation forms were modified and updated to help reduce the number of medication error occurrences.
- c. A streamlined process of determining program eligibility over the telephone was developed for use at the Counseling Center.
- d. A list of individual staff's required, deficient, and fulfilled in-service hours have been included on Annual Staff Evaluations to help staff complete and be aware of their continuous training requirements.
- e. An ordered checklist of required documents was included in each Resident File to help make documentation more consistent, organized, and complete.

If you would like more information about our CQI Program or more information about any of the CQI activities and data discussed in this report, please contact CQI Coordinator Dona Suing.