

Orange County  
Citizens' Review Panel Advisory Board for Human Services  
United Cerebral Palsy Question and Answer Session

December 10, 2015

Citizens' Review Panel (CRP) Chair Ryan A. Myers welcomed everyone to the Question and Answer session for United Cerebral Palsy's Supportive Counseling for Children & their Families with Special Needs program. He introduced the housekeeping issues, including the meeting being open to the public for comment and recorded per the Sunshine Law. Introductions were made. Present today were CRP members for Orange County, Citizens' Commission for Children (CCC) staff, and United Cerebral Palsy (UCP) staff:

- Maribel Gomez-Cordero
- Michael Travis Daniels
- Ryan A. Myers
- Tiffany Dziekan
- Willie Patterson
- Steve Judy, Senior Director of Operations, UCP
- Dr. Ilene Wilkins, President/CEO, UCP
- Jerry Griffing, CFO, UCP
- Mike Meadors, UCP Executive Board, WKMG CBS Local 6
- Mary J. Davis, Sr. Monitoring & Evaluation Coordinator, CCC
- Wonkiasha Washington, Contract Administrator, CCC
- Julie J. Alvin, Administrative Support Clerk, CCC

**United Cerebral Palsy Overview:** UCP is in its 60<sup>th</sup> year. Their Supportive Counseling program is 10 years old and helps with stress, grief, and support of the family including parents and siblings. Over the last year, the agency's director left. Family services case managers have been added with other funding, recently. Families expressed that they were missing an on-campus touch. In the past 9 months, the agency has hired a bachelors-level social worker under the direction of a masters-level person doing initial group work. They've gotten different types of funding to support that. They have added grants and done other fundraising. Kaboom Playgrounds, with Disney as a funding partner, selected the agency to build a set on the Pine Hills campus in a day. The agency moved to a new facility in Lake Mary and moved their Osceola location. They were also funded through a community development block grant to expand in Pine Hills with support through Dr. Phillips. It has been a busy six months.

**Question:** Is that other fundraising part of the \$10,000 individual budget?

**Answer:** Yes, that's some of it.

**Question:** Since the director left, has that spot been filled?

**Answer:** The new director starts next week.

**Question:** Will this person have similar credentials?

**Answer:** Yes.

**Question:** Where is the agency initially stationed for these requests?

**Answer:** At their downtown location right around the corner from OC Family Services, East Orange, Winter Garden, Pine Hills, and the location on Curry Ford.

**Question:** Over the years has it been more convenient for you to go to families or for families to go to your locations?

**Answer:** It has been more convenient for clients to come to the agency. There are services done via telephone, at hospitals, and through outreach, but mainly it is more convenient for families to come to agency locations.

**Question:** Regarding missing Memorandums of Understanding in the agency materials.

**Answer:** The agency has several partnerships, but some are not formal, standing partnerships so they don't have letters to go with them.

**Question:** The professional salaries – is that to fund two positions?

**Answer:** Six.

**Follow-up question:** Is that the bachelor or master-level social worker?

**Answer:** Masters-level is funded by CRP and the six others are at other campuses.

**Follow-up question:** This person is there, now?

**Answer:** This person will be starting next week.

**Question:** How does attrition work with this position? The salaries are high for this skillset in comparison to other agencies.

**Answer:** In the CRP position, they had one person there for 10 years who just left recently. It's too early to tell on the bachelors level.

**Question:** For the current fiscal year, will UCP catch up on units?

**Answer:** They think so.

**Follow-up question:** Can you share how?

**Answer:** Through refreshed advertising. They have sent mailings, reached out to hospitals, and even looked to the families of staff and board members. They made a presentation to the board because they have discovered that not even staff and board members know all the services they offer. Their development people are focused on this program.

**Question:** Regarding page 27, unduplicated clients by ethnicity – 967 is the number listed while the county reported 529. Can the agency reconcile these numbers?

**Answer:** When Ellie left, they found that records were left unclear with unacceptable documentation. Recordkeeping has since been reformatted.

**Question:** Counseling is listed as costing \$35/hr. – can the agency break down this number?

**Answer:** Most is staff salary and benefits; some is for occupancy.

Everyone was thanked for their time. The question and answer session was adjourned.

Approved by:

Ryan A. Myers  
Name

R. A. Myers  
Signature

1/29/16  
Date

