

Provider Identification and Organization Information Form

Provider Name: Anu Family Services, Inc.

Form Completed by: Crystal Hanson

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Contract Administration

Contact name/position: Amelia Franck Meyer, Chief Executive Officer

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Operational/Program Communication

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Liability Insurance: Yes

No

Auto Insurance: Yes

No

Employees are subject to criminal background checks Yes

(according to caregiver background check statutes) No

Organizational Overview (i.e. organizational/individual mission, history, scope, etc)

:The mission of Anu Family Services, Inc.:

“We create permanent connections to loving and stable families.”

At Anu we believe that individuals develop best when connected to loving and stable families; therefore, we work to preserve and strengthen families and to provide permanency for children and adults. Anu accomplishes this goal by providing services to help children and youth address the grief, loss and trauma which have been caused by out-of-home placement and complex losses. Anu also works with children, youth, and families to help increase networks of support through Family Search and Engagement techniques.

Anu Family Services, Inc. was first established in Wisconsin on August 15, 1992 as “PATH Wisconsin, Inc.”; part of the umbrella of “PATH” (Professional Association of Treatment Homes) which during our affiliation had operations in Colorado, North Dakota, Minnesota and Wisconsin. “PATH” was an early founder of the treatment foster care model in the United States which began in 1992 and was cited nationally as a “premiere example of treatment foster care”. “PATH Wisconsin” was first established in Western Wisconsin and as the years passed the agency grew to the north, south and east throughout the state of Wisconsin and the agency contracting with more than 50 counties and 6 tribes in the state. In 2008, “PATH Wisconsin” legally separated its parent company “PATH”. As part of the terms of separation, “PATH Wisconsin” changed its name to “Anu Family Services” effective 7/1/09 and continued operations under this new name. In 2006, Anu Family Services began working on a long-term goal to become “the last placement prior to permanence for 90% of the children we serve.” In order to actively pursue that goal, with the help of the Otto Bremer Foundation, Anu established a partnership

with University of Minnesota (U of M) Center for Advanced Studies in Child Welfare (CASCW). In the early phase of the Anu/CASCW partnership, a comprehensive literature review was performed to identify the critical factors to promoting placement stability for children in foster care. CASCW then analyzed Anu's practices in comparison to the identified critical factors to identify alignment, and areas for improvement. Although Anu's practices were closely aligned to the research, some additional adjustments were made to practices. In 2008, Anu conducted a pilot project with CASCW regarding the implementation of the Family Search and Engagement (FSE) Model to identify permanent resources for children in our treatment foster care programming.

In 2010 Anu joined in partnership with a highly respected treatment foster care agency; Teipner Treatment Homes (TTH). Like the PATH organization, TTH was originally founded by a foster parent who recognized the need for more intensive services and a team approach to meeting the challenging needs of children and families. The TTH service standards incorporated intensive therapeutic guidance and support services to successfully serve youth in community-based family settings. The TTH agency values and commitment to high quality services were an excellent match with Anu and in August of 2010 the two agencies joined via acquisition/merger in a stable and strong partnership. The entire staff and all licensed families were transitioned over to employment and licensure with Anu Family Services as of August 1, 2010 which doubled the agency in size and made Anu the largest provider of treatment foster care in the state of Wisconsin. Beginning in 2010 Anu fully implemented Darla Henry's 3-5-7 Model practices of preparing youth for permanency through addressing their grief, loss and trauma. In 2010, Anu also partnered with CASCW to develop the Youth Connections Scale; designed to measure the quantity and quality of youth's connections. This tool is the first of its kind in the country, developed by Anu Family Services and the University of Minnesota Center for Advanced Studies in Child Welfare (CASCW).

Service area, plans for expansion (counties/tribes served, willingness to reach out to counties outside current service area or any plans for expansion): With service contracts and services provided with more than 50 counties and 6 Tribes throughout Wisconsin, Anu has the organizational experience and ability to meet the services needs of the youth and families in the NE Region of Wisconsin. Anu has a strong working relationship with the Lac du Flambeau, Ho-Chunk, St. Croix, Red Cliff, Bad River, and Lac Courte Oreilles Tribes. Anu has a long history of expanding service areas and expanding service offerings to meet the unique needs of county and tribal partners. Our history of developing specialized services include developing a specialized treatment foster home for youth with a history or at-risk for AWOL; developing medical treatment foster homes to meet the specific needs of medically fragile children/youth; community-based DeafBlind one-to-one behavioral support services to serve a single individual; specialized treatment foster homes to serve young teen or adult mothers and their babies/toddlers; and the list can go on.

Anu is a non-profit agency with more than 40 employees, nearly 150 foster parents, serving nearly 100 children per day and 300 children annually, operating a \$6 million operating budget, and providing family-based services through more than 14 programs. Anu is also known for service excellence, quality outcomes, innovation, and exceeding the highest standards in our field. In June 2010, Anu was re-accredited by the national "gold standard" in child welfare "Council on Accreditation", with special commendation for the organization's Continuous Quality Improvement process and outcomes.

***Organizational Structure (for agencies/organizations—incorporation status, governance):** Anu Family Services, Inc. is a non-profit agency, incorporated in the State of Wisconsin. As a non-profit agency Anu is governed by a Board of Directors who is accountable for the organization's legal and ethical conduct and serve as stewards of the organizational resources. The board is responsible to ensure that the

organization operates within federal, state and local laws, and also has a moral responsibility for safeguarding the organization's mission and resources in such a way to maintain the public trust. The Board of Directors in collaboration with agency leadership establishes mission and strategic direction for the agency. In addition, the Board of Directors seeks to ensure the organization has adequate financial and human resources to fulfill its mission, approves agency personnel and financial policies, approves the annual agency budget and also provides oversight to the organization's operational leadership. The Anu Family Services, Inc. Board of Directors is comprised of community volunteers with the necessary skills, experience, expertise and passion for our mission needed to provide for the leadership and care of the organization through their governance roles.

***Individual contractors are also encouraged to apply and this section is not necessary in that case.**

Agency/Individual Philosophy (Your agency or individual philosophy, practice framework and values):

Please see attached document: Culture and Philosophy of Permanence at Anu Family Services. Anu Family Services, Inc. staff offer a non-traditional and innovative approach to integrating skill-building and supportive services to strengthen family systems. In addition, the Anu Family-based Services Program philosophy states "Anu Family Services Family-based Services are based upon the fundamental principle that family life can be strengthened by providing comprehensive in-home services which demonstrate those attitudes and skills which underlie a well-functioning family. Empowerment is a fundamental goal of the services."

Services to be provided: Services and supports at Anu are provided on a continuum, from family preservation to family reunification to aftercare services and are aimed at reducing risk of abuse, neglect and juvenile delinquency. The following are services provided by Anu Family Services, and we are always open to the development of new service offerings and innovations:

- Family Connections Services
- Family Search and Engagement
- 3-5-7 Model of Grief and Loss for Children
- In-Home Family Therapy
- Intensive Permanency Services
- Parent Support Services
- Parent Coaching Services
- Family Interaction Time/Supervised Visitation Services
- Respite Care
- Family-to-Family Stabilization Services
- Bridge Builders (Independent Living Skills Services)
- Treatment Foster Care
- Medically Fragile Treatment Foster Care
- Adoption Services (Home studies)
- Virtual visitation (pilot in development)
- Training and Consultation on numerous topics

Quality assurance and outcome measures (Please discuss any outcome measures or quality assurance or improvement measures you utilize, if applicable): A Culture of Continuous Quality Improvement at Anu Family Services: Our agency was founded as a treatment foster care agency. Anu is an agency with twenty years of experience providing treatment foster care services, with an agency CEO who is a

Continuous Quality Improvement “champion,” The CEO has demonstrated a laser-like focus on outcomes throughout her nine year tenure, and in comparison with other agencies across the country, we have significantly advanced measures and indicators for measuring program quality and outcomes. Our leadership team is highly committed to the Continuous Quality Improvement (CQI) Committee work and the process improvement efforts the committee and sub-committees advance. The Anu CQI committee, in the process improvement leadership role, works diligently to identify process improvement opportunities through in-depth analysis, discussion and consultation. These opportunities are then brought forward at team meetings, individual supervision or committee meetings for discussion and consideration and full implement by our entire staff. With any process improvement or new initiative, it is the practice of Anu committees to do the pertinent research, consult “experts” who could assist in our learning, bring the information to the group for consideration and discussion. Larger or more complicated projects involve establishing a project or committee work plan to move the process forward. Action plans and work groups are very effective practice at Anu. Anu has a sophisticated outcomes tracking system, and the CQI committee meets monthly with a standing agenda to review statistics and outcome measures including: discharges, critical incidents, restraints, transfers of foster youth (if any, ie. from foster home to another Anu foster home or an Anu worker transfer), mediations (if any), grievances(if any), allegations (if any), foster home licensing & policy violations/corrective actions, on –call tracking logs review, referrals, deferrals and open bed availability in TFC. In addition, monthly tracking and quarterly reporting of a number of statistics including: discharge to permanence, length of stay, timeliness to discharge, discharge to permanence broken down by either adoption or reunification. Our CQI committee meets additionally every other month to review research and best practice measures, to focus on our model of care/service and integrating the model into our service delivery, to review procedures, to conduct review of process improvements and to make and review action plans for process improvement measures.

Please describe your familiarity with and expertise in crisis prevention and intervention services:

Within our treatment foster care, in-home family therapy, Family to Family Stabilization Services and other family-based services Anu has significant experience and expertise in crisis prevention and intervention services. Our agency’s approach to behavior support and stabilization stems from our work beginning in May of 2004, when the agency had been utilizing the Crisis Prevention Institute (CPI) model which taught the use of restraints. Well in advance of much of the state and national attention on restraints, Anu Family Services initiated a staff, board and foster parent work group called the Behavior Support and Intervention Task Force (BSTIF) whose charge was to review the professional literature on the topic of crisis prevention and develop a recommendation for the agency. The Task Force came back with the recommendations that the agency cease the use of restraint in our treatment foster homes. They further researched crisis prevention and de-escalation curriculums to implement within the agency in replacement of the Crisis Prevention Institute (CPI) model. Our agency identified and researched the Therapeutic Crisis Intervention for Family Care Providers (TCIF) de-escalation model which was developed by Cornell University. This model is a non-physical model of behavioral support and intervention and is a very trauma-informed approach. The learning concepts presented within TCIF really focus on de-escalation tools, self-awareness of the caregiver regarding their own feelings and history they bring to the situation, active listening, offering choices, effective limit setting, connecting the child’s feelings and behavior and inviting the children to consider positive outcomes and behaviors. The TCIF model has been very well received by staff and foster parents alike; all our staff and foster parents are required to complete the 30 hour TCIF training and in spite of the intensive time investment we hear testimonials from foster parents and staff who report the effectiveness of the model within their own homes.