



WAKE COUNTY HUMAN SERVICES PRO-Familia

ANNUAL PROGRAM REPORT FY 2006-2007

Working to increase the ability
of non-English speaking Latinos
to contribute to the financial support of their families
through stable, unsubsidized employment;
and, working to provide support and linkages
to other services to help improve
the well being of all family members.

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PRO-FAMILIA EXECUTIVE SUMMARY FY 2006-2007

FY 2006-2007 was another year of accomplishment and growth for PRO-Familia (PF). The program built on its history of success and continued to plan carefully for present needs and future challenges. Although PRO-Familia underwent staffing changes, the program managed to meet all of the challenges the year presented and move forward successfully. Creative projects begun in 2005-06 (Heritage Day; a fully bilingual newsletter for participants and the community; informal case management services for non-enrolled participants) were continued and new initiatives were explored. Throughout the year, PRO-Familia received financial support through a combination of Temporary Assistance for Needy Families (TANFF) funds and Wake County general funds.

PRO-Familia continued to nurture the strong community presence that has always been an important part of the program's success. PRO-Familia staff and clients were interviewed or highlighted in articles in *Que Pasa*, on local Spanish language radio stations and in a brochure celebrating the 10th anniversary of Wake County Human Services. Staff participation and attendance at informational forums and community fairs spread word of the excellent work performed by this program beyond the borders of Wake County.

While interest in the program continued throughout the year, the divisive national debate concerning immigration reform made enrolling and placing participants more challenging than ever. Employers were, at times, hesitant to hire non-English speaking clients, and potential participants were less likely to seek the help of a "government" program like PRO-Familia. PF staff increased their outreach efforts and, toward the end of the fiscal year, those efforts appeared to be paying off with strong enrollments in May and June.

Information and Referral Services offered intensive I&R and pre-employment skills services to 32 individuals and families in addition to the 91 participants (including 48 new enrollments) who received direct program services from PRO-Familia. Despite operating short-staffed for more than one third of the year and dealing with the aforementioned effects of immigration reform, PF managed to assist 63 individuals in obtaining 94 jobs (compared to 60 individuals and 115 jobs in FY 2005-06) and met or exceeded nearly all annual goals while continuing—and in some cases increasing—the intensity of case management

services (i.e.; a full year's worth of client support groups and informational forums; publication and County-wide distribution of a bi-lingual program newsletter; expanded family-centered events; increased client training opportunities; on-site basic computer courses and several on-site business days).

Some of PRO-Familia's significant accomplishments in FY 2006-2007 are listed below:

Enrollments/Placements:

- 91 individuals were served (includes "carry over" from FY 05-06)
- 82% of cases closed maintained employment for a minimum of 13 weeks
- 100% of all clients who had cases closed improved their English language skills
- Average unsubsidized wage was \$9.19 per hour
- 100% of clients closed had completed necessary immunizations for their children

Other PF highlights included continuing to work collaboratively with other WCHS programs and community agencies, and disseminating information about services. Additional accomplishments included:

- Presented PF overview and in-service trainings to Wake County Human Services employees, JobLink Career Center Staff and numerous community members;
- Planned and implemented an annual client cultural competency event ("Heritage Day") that served more than 125 clients and family members;
- Continued involvement in Raices Unidas (a support group for WCHS staff who serve Spanish-speaking populations);
- Held a Holiday Reception (including traditional Latin American dishes—brought in by PF clients—as well as turkey, ham and fixings, gifts, live dance demonstrations and Santa) attended by 116 clients and family members;
- Published the program's third bilingual newsletter;
- Continued on-site ESL classes to serve both participants and the community;

- Planned and implemented on-site basic computer literacy courses for program participants;
- Offered on-site stress management classes to 30+ participants, family members and community members;
- Planned and Implemented 11 Spanish language Support Group/Informational Forums for PRO-Familia clients and their guests.

CUSTOMERS SERVED AND DESCRIPTION OF SERVICES OFFERED BY PRO-FAMILIA

PRO-Familia **Customers Served FY 2006-2007**

Target Population

The PRO-Familia (PF) program offers help to unemployed or underemployed Latino families living in Wake County. Program participants meet the following eligibility requirements:

- Unemployed or underemployed
- Have a child under the age of 18 residing with them
- Total gross wages and unearned income cannot exceed 200% of the federal poverty guideline
- Meet other guidelines that determine eligibility for TANF assistance

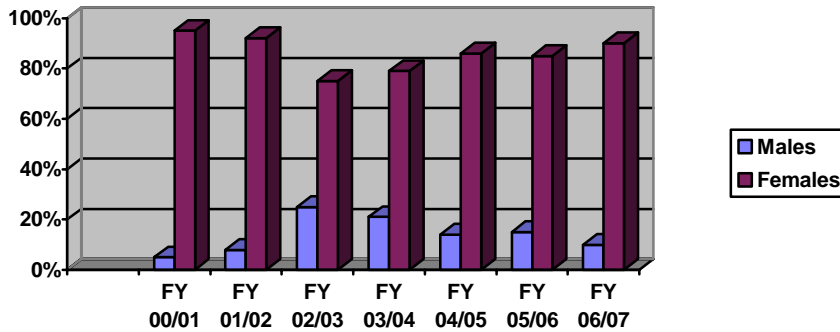
Demographic Profile

The following information is based on consumers who were enrolled into the PRO-Familia program during FY 2006-2007:

Gender:

PRO-Familia served 90% females and 10% males. This represents a gain of five percentage points in the number of female participants over FY 05-06. Females continue to make up the overwhelming majority of PF clients. Culturally speaking, Latino females are more likely to seek assistance from programs such as PF than are their male counterparts and this is borne out by the statistics on the following page.

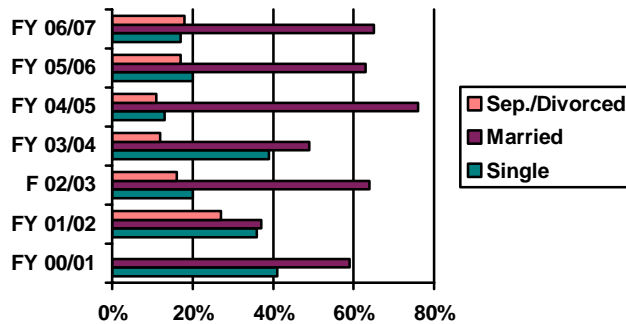
Gender of PRO-Familia Participants



Marital Status:

In terms of marital status, PRO-Familia participants were much more likely to be married, than single, divorced or separated. The numbers remained virtually unchanged from last fiscal year, with only a 2% increase in the number of married enrollments.

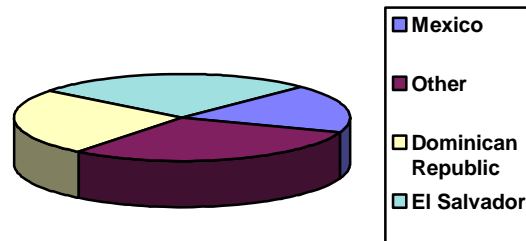
Marital Status of PRO-Familia Participants



Country of Origin:

Participants in the PRO-Familia program originated from a wide variety of Central and South American countries. The top three countries of origin for PRO-Familia participants remained the same from last fiscal year. For the third year in a row, the single largest population of enrolled PF participants came from El Salvador (27%). The Dominican Republic remained in second place with 25%, while Mexico remained in third place (18%). Colombia was next with 8%, followed by Peru and Honduras with 6% each (see the chart on the following page). Although Mexico accounts for the statistical majority of Wake County’s Latino citizens, as a population, Mexican-Americans often have a stronger support system in place than many other Latinos and therefore may be less likely to seek the assistance of PRO-Familia and programs like it.

Country of Origin of PRO-Familia Participants



PRO-Familia Services Offered FY 2006-2007

Barriers to Employment:

Persons coming to PRO-Familia for assistance with obtaining employment face a number of barriers with which they must contend in order to fully achieve self-sufficiency:

- Language limitations
- Lack of familiarity with the area
- Lack of education/training
- Poor job history
- Poor pre-employment skills

To combat these obstacles, PRO-Familia utilized intensive case management based on the needs and skills of individual clients.

- *Language limitations:* PF staff were proactive concerning participants' difficulties in speaking and writing English. Direct employer contacts—often involving site visits by case management staff as well as PF participation during training and orientation, interviewing and any subsequent employment-related conferences—were the norm. Many employers who were initially reluctant to work with this difficult population were slowly but surely won over. Obstacles that were presented, whether directly (i.e. communication with supervisors, understanding safety regulations) or indirectly (i.e.; daycare issues, transportation difficulties) were dealt with immediately.

In addition to translating and interpreting for clients and employers, PRO-Familia worked diligently to refer clients to existing English as a Second Language (ESL) classes and also offered these classes on-site for both

participants and their family members throughout the year. PRO-Familia's emphasis on ESL attendance, along with partnering with Wake Literacy, enabled PRO-Familia clients completing the program to achieve the highest percentage of language proficiency ever.

- *Lack of familiarity with the area:* In addition to the severe communication barriers brought about by the above-mentioned language difficulties, PF clients also had many issues concerning cultural and socialization differences with which to contend. PRO-Familia staff assisted participants in every aspect of their new lives in Raleigh. Staff typically accompanied their clients to doctor appointments, Department of Motor Vehicles visits and even parent/teacher conferences, serving as both interpreters and cultural ambassadors. Even those clients who relocated to Raleigh from elsewhere in the U.S. were often not used to dealing directly with school, medical and government officials, having relied on relatives or friends to smooth the way for them in the past. PF staff insisted that clients actively participate in staff-assisted social interactions and each meeting or appointment attended was a learning opportunity to be improved upon, with an eye toward future independence.

In addition to these interactions, PRO-Familia staff arranged a variety of social activities this past year pairing PF clients with those of a co-located Vocational Services program, Working for Kids. These events (Family Day and Heritage Day) enabled two vastly different populations (African-American and Hispanic) with a history of socio-cultural issues to mingle and learn from each other in a fun and friendly environment. Bringing children and families into the mix allowed for greater social interaction and the resulting de facto cultural diversity training was of great benefit to all.

- *Lack of education/training:* Although PF utilized few Work Experience placements, PF's goal as a program was to encourage and support client participation in the training process. In fact, a full 24% of closed cases in FY 2006-07 received training through PF sponsorship. Additionally, many clients whose cases remained open were also given training opportunities that ranged from on-site basic computer literacy to Child Care and CNA training. Some even attended community college courses and certificate programs. Most PF participants were anxious to enter employment as soon as possible and PF met their need for immediate employment by arranging unsubsidized placements and continuing to offer additional education and training through other sources within the community and short-term certificate programs. This allowed program participants to get a taste of financial responsibility as well as exposure to spoken English, while actively reinforcing appropriate work place behaviors and skills and adding some stability to their employment history.

- *Poor job history and pre-employment skills:* This year, PRO-Familia stressed pre-employment skills training for all program participants. Over 85% of clients enrolled reviewed job application and interviewing skills with their case managers and most PF participants have resumes, thanks to PRO-Familia. As mentioned above, the decision to emphasize direct unsubsidized placements had an immediate effect on improving the appearance of participants' applications. Many PF participants had worked steadily in a variety of "off the books" or "under the table" jobs over the years. While this was valuable experience and brought money into the household, using such employment on applications and/or resumes was more problematic (i.e. former employers would not readily admit to employing people under such conditions, since to do so would be admitting to tax fraud). PF staff members worked closely with clients to ensure that they were prepared to deal with their previous employment choices and to guarantee that those choices would not be repeated. Given the language issues present for all PF clients, intensive coaching and mentoring from case managers was necessary and practically continuous in the pre-employment training portion of the program. Role-playing and repeated practice (in both English and Spanish) were two of the tools utilized most effectively in this endeavor.

PF Support Services and Community Referrals:

In addition to traditional vocational assistance, PRO-Familia also provides needed support services to help overcome the barriers previously noted. Such services often mean the difference between getting and not getting a job and even affect the long-term success of job placements and housing. Given the crucial role support services play in achieving self-sufficiency, their provision is a necessary component of all service planning. In addition to directly provided support services, PF staff continue to broker services such as food assistance, shelter and mental health services from community agencies that are equipped to handle such needs. The combination of the vocational and support services available from the program, and the help provided through community agencies gives individuals the best chance to achieve self-sufficiency. The most frequently requested/provided services are:

<u><i>PF Support Services</i></u>	<u><i>Community Referrals</i></u>
<ul style="list-style-type: none"> • Financial assistance 	<ul style="list-style-type: none"> • Financial assistance
<ul style="list-style-type: none"> • Transportation assistance (in personal/county vehicle or via bus tickets/gas card) 	<ul style="list-style-type: none"> • Food pantries/clothing closets
<ul style="list-style-type: none"> • Work equipment/uniforms /clothing 	<ul style="list-style-type: none"> • Mental health services

PROGRAM OUTCOMES AND HIGHLIGHTS FOR PRO-FAMILIA

PRO-Familia

Program Outcomes FY 2006-2007

A total of 91 individuals were served during FY 06-07 (includes "carry over" from FY 05-06)

Employment Outcomes:

The following information is based on individuals receiving services from PRO-Familia during FY 2006-2007.

- **94 unsubsidized job placements**
- **63 individuals were placed into employment for the first time**
- **Average initial placement wage was \$9.19 per hour**
- **68% of all fulltime jobs included benefits**

Due to the nature and complexities of the issues affecting PRO-Familia participants, it is rare that a case can be successfully closed within one year. PRO-Familia has strived to serve as a full-function support program that not only assists participants in obtaining and maintaining employment and related services, but also commits itself and the resources of Wake County Human Services to the kind of improvement and growth necessary for long-term success. Given this commitment, most of the cases opened in FY 2006-2007 remained open into the new FY. Of those cases opened in FY2006-2007:

- **84% increased their earnings**

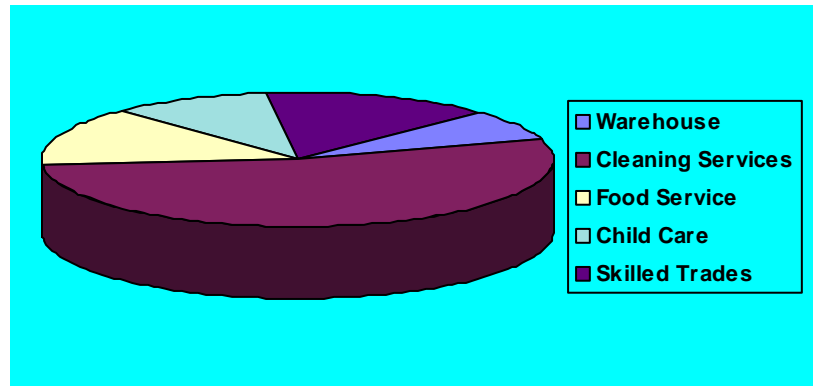
It is important to note that 50% of those cases that did not increase earnings were enrolled in the *last two months* of the fiscal year. Although the intensive nature of the barriers to employment experienced by PRO-Familia participants make it difficult for clients to obtain employment quickly, PF case managers have improved their employer contacts so much over the last year, that many program participants are starting work within weeks or months of enrollment into the program. In fact, of those clients enrolled in FY 06-07 who did not become employed or increase their earnings during the fiscal year, 40% had, in fact, become employed in the first month of the new fiscal year.

As in years past, there was a wide variety of jobs obtained by PRO-Familia participants during FY 2006-2007. Once again, the **highest occupational concentration** was in *Cleaning Services (48%)*. Of note was the dramatic growth in *Skilled Trades* such as machine operator or HVAC technician

(increasing from 7% to 13%). *Food Service (13%); Child Care/Teaching (9%); Warehouse/assembly (7%) and Professional and Supervisory jobs such as Assistant Manager and Case Manager (5%).*

Below are the top 5 categories of placements for FY 06-07:

PF Participant Occupations



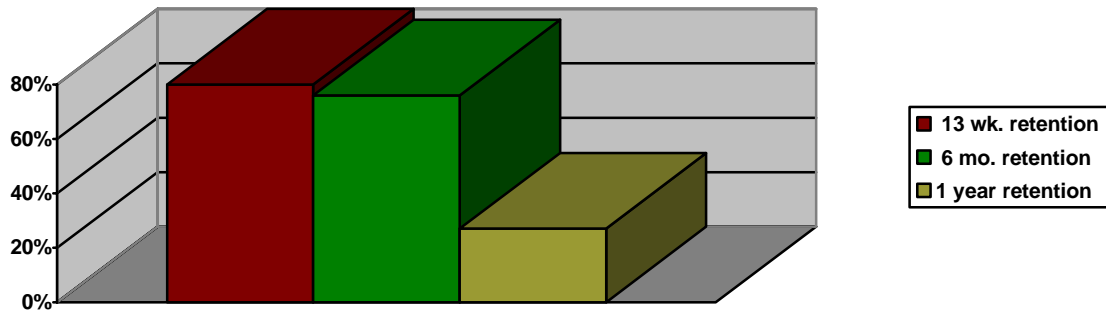
Employment Outcomes for Cases Closed FY 06-07:

The following information is based on those cases that were closed during the year *for which long-term follow-up could be performed.* Actual retention rates and outcomes are undoubtedly higher.

- **82% maintained employment for a minimum of 13 weeks**
- **68% of all fulltime jobs included benefits**
- **76% maintained fulltime employment for more than 6 months during enrollment; 27% maintained employment for more than one year**
- **Average length of fulltime placements for clients closed successfully was more than 9 months (41 weeks)**
- **Average hours per week worked for all fulltime placements was 39.6**

The chart on the next page illustrates the retention rates for PRO-Familia participants whose cases were closed during the last fiscal year.

FT Employment Retention Rates of PRO-Familia participants for FY 2006-2007



Informal Case Management Outcomes for FY 06-07:

PRO-Familia continued to offer informal case management assistance to some of Wake County's most needy Spanish-speaking citizens who did not qualify for enrollment. This case management took the form of basic pre-employment skills training, job development, job placement and intensive information and referral services delivered by the Kidd Road Information and Referral Specialist. Turnover in the Information and Referral Specialist position during the year resulted in less than seven months of Informal Case Management services, however, the outcomes of this abbreviated service compare favorably to last year's results. Informal case management outcomes are outlined below:

- **32 clients served**
- **30 resumes were created; 87 applications completed**
- **97% of all clients received resume assistance**
- **6 job placements (19% of all clients served)**
- **Average initial placement wage was \$10.46/hour**
- **83% of all placements were for fulltime work**
- **90+ referrals for employment, counseling, medical needs and housing**

When one considers that no financial, transportation or direct employment (i.e.; uniforms, tools, training) assistance was utilized in serving these clients, the above outcomes are even more impressive.

Housing Outcomes for Cases Closed FY 06-07:

As in FY 05-06, PF staff compiled comprehensive information on participants' housing to serve as yet another measure of growing self-sufficiency. Even though most PF clients enter the program with at least basic housing (i.e.; living with family or friends, renting a room), their unstable employment situation typically makes maintaining housing at the same level—let alone improving their

housing—extremely difficult. Recognizing the importance of this component in clients' overall self-sufficiency, PF staff viewed improved housing as a vital ingredient of long-term success. With this in mind, PF was pleased to note that *all closed cases had maintained stable housing or shown a marked improvement in their housing upon program completion.* Overall, a full 32% of PRO-Familia's closed cases reported improvement in their housing situation during enrollment. In nearly a third of these cases this housing upgrade took the form of a first home or a new mobile home (10% overall). In every case it represented another important step on the journey toward self-sufficiency.

ESL Outcomes for Cases Closed FY 06-07:

One of PF's most important goals was to assist and encourage participants in improving their English language skills. The program continued the on-site ESL classes, referred clients to existing off-site ESL classes, made transportation available to participants to enable them to attend classes with a minimum of additional expense or worry and even arranged individual tutoring when necessary to allow clients to access this training. All of this effort resulted in the strongest year ever for PF clients in terms of improved English language Skills. *100% of all cases closed during FY 06-07 improved their English language skills through ESL classes (both on-site and via community referral) and/or direct exposure to language training via the work place.* While PF staff worked extremely hard to assist participants in this endeavor and to emphasize the importance of improved language skills as a precursor to greater employment and self-sufficiency, none of this could have happened without the dedicated and talented staff of volunteers who gave of their time and themselves to offer a record *722 hours of ESL training* to PF participants (and, in some cases, their family members). In addition to the ongoing training these hours represented, *126 new ESL students* who were helped by on-site training at the Kidd Road facility where PF is housed. This number represents a *more than 25% increase over fiscal year 05-06.* In addition to on-site ESL training, many clients also improved their language skills on their jobs and via community agency and faith community partners.

Child Health and Family Activities Outcomes:

Although the focus of this program is employment, PRO-Familia has always recognized the importance of serving the whole client when striving to lead them toward self-sufficiency. As part of their comprehensive case management efforts, program staff made it a point to follow up with clients (both enrolled and otherwise) concerning child immunizations and integrated family activities. This effort once again paid off and *100% of the children whose families' cases were closed during FY 2006-2007 received all of their necessary immunizations* during their time in the program! In terms of integrated family activities, PRO-Familia sponsored four events. All told, 384 participants and family members took part in

more than 1,200 hours of events. Each event is briefly described below along with statistical information concerning attendance and activities (Kidd Road events were held jointly with Working for Kids, another WCHS program that is co-located at the Kidd Road facility):

- *PRO-Familia Holiday Reception:* In December, PF hosted a Holiday Reception for program participants held at the Wake County Commons facility. PF focused on celebrating the various cultures of its clients during this seasonal celebration and the result of this effort was a magical, well-attended seasonal event. One hundred sixteen (116) clients, guests and family members enjoyed the moving demonstration of Afro-Caribbean dance by *The Vasquez Dance Company*. Once again, turkey, ham and other holiday favorites were provided by the program and traditional Latin American dishes were brought in by participants and shared. As in years past, gifts were donated by the *News and Observer* and one of the evening's highlights was Santa's arrival to distribute gifts (and pose for many a picture!).
- *Kidd Road Family Day Picnic:* Eighty-four (84) participants and their families attended this picnic, held at Pullen Park in September. In keeping with the State Fair theme of the event, on-site drink, cotton candy and funnel cake vendors livened up the atmosphere and everyone present enjoyed a lunch of sausage and peppers, hamburgers, hot dogs and fixin's. As in years past, staff and volunteers organized family activities such as bi-lingual bingo, a family "field day", prizes, piñatas and rides for the kids.
- *Kidd Road Heritage Day Event:* Held in May, this celebration of the culture and heritage of clients of both PRO-Familia and a co-located program serving primarily African-American non-custodial parents—Working for Kids—served as an afternoon of enjoyment and education. A "Moon Walk" house was set up on the grounds at the Wake County Commons for the children, while participants and guests of both programs enjoyed dance lessons and storytelling. More than 30 children took advantage of the on-site "Children's ID" services of the Raleigh Police Department. The one hundred twenty-six (126) program participants and family members present enjoyed an afternoon of culture and fun. Additionally, Latin-American dishes were provided by PF participants, while a traditional Southern Fish-n-Chicken fry was put on by a WfK staff member.
- *PRO-Familia Back to School Event:* Fifty-eight (58) PRO-Familia participants and children received school supplies and started the school year off on a festive note after attending this event.

Some of the above family outings are planned as annual events where participants from both Kidd Road programs (Working for Kids and PRO-Familia) can mingle and enjoy the festivities with their families. In addition to the inherent

celebration of family that was a part of each of these outings, these occasions were also used to increase cultural awareness for participants in both programs.

In addition to the above-mentioned family events, FY 06-07 saw PRO-Familia complete another full year of Support Group/Informational Forums. The format of the meetings remained evenly split between a "Support Group" (which meets for the first hour) and an "Informational Forum" (which meets for the second hour). In between, a light meal was served, allowing clients to relax and increase bonding opportunities with other participants. During the support group portion of the meeting, clients got to know each other, share personal successes and disappointments and build relationships that increased networking capabilities and employment, resource and information sharing. Given the prevalent language and cultural barriers that exist between PRO-Familia participants and most of the colleagues, acquaintances and general public they interacted with most often, this opportunity to meet and spend time with others experiencing some of the same difficulties was an invaluable tool for both survival and growth. The Informational Forum portion of the meeting brought in bi-lingual experts in a variety of fields to share information with PF participants. One hundred ninety-one (191) *clients and guests* (not to mention 82 children!) were treated to a wealth of community information, networking and knowledge. Such partners as ALPES, Wake County and Community Mental Health professionals and community legal experts contributed hours of training on a variety of topics. In addition to giving PF participants and their guests access to important information and training that increased their self-sufficiency skills, these forums offered Spanish-speaking role models within the community with whom clients could network and through whom clients might come to recognize their own potential.

Stress Management Outcomes:

PRO-Familia offered four 4-6 week stress management classes for program participants, family members and the community. These classes were attended by 37 participants. The stress management classes followed the "Recovery International Model" and incorporated stress identification as well as stress reduction lesson plans. Stress management class attendees were typically asked to complete a pre-class survey containing four basic questions and then, after graduating, were given a post-class survey containing the same initial questions as well as additional questions in which participants could give feedback and comments to assist facilitators in future class design and subject matter. More than half (20) of those who began classes continued on for the entire schedule and "graduated". The following results are based on feedback from those graduates. Complete results can be found in *Stress Management Summary* document.

- 100% of those identified in pre -class surveys as knowing "no stress

management techniques” learned such techniques during the course;

- *50% of those identified in pre-class surveys as “having frequent panic attacks”, no longer had such attacks according to post-class surveys;*
- *Respondents showed an average improvement in stress level of greater than 1 point on a 5 point scale (average stress level for all respondents on the pre-test was 3.5 and the average stress level on the post-test was 2.2. on a scale from 1-5, where level 1 is a low level of stress and level 5 is a high level of stress;*
- *100% of those responding claimed to use the stress management techniques learned in class daily;*
- *100% of those responding identified the classes as helpful to them in battling and reducing stress in their lives*

CONTINUOUS QUALITY IMPROVEMENT

PRO-Familia has set and maintained an extremely high standard of customer service throughout its history. This commitment to excellent customer service has resulted in consistently high levels of customer satisfaction. This past year continued the trend.

Methodology:

PF customers were encouraged to share their suggestions and evaluations of the program with staff, both verbally and via anonymous program evaluation surveys. In deference to the language barrier experienced by PF clients, these surveys are written in Spanish. Program participants (enrolled and otherwise) are given numerous opportunities to complete these surveys as outlined:

- The importance of customer feedback and suggestions via PF client surveys is discussed with each client during the enrollment process.
- Surveys are included in every pre-employment skills packet (a folder containing a pen, appointment calendar, pre-employment skills worksheets and applications). These packets are given by case managers to enrolled clients after pre-employment skills training.
- Satisfaction surveys are periodically administered during ESL group meetings throughout the year (a minimum of three times per year).
- Surveys and a locked suggestion box are kept in an easily accessible central location and checked by the team leader on a monthly basis.

Results:

According to 36 client surveys returned during FY 2006-2007, client response to five basic questions resulted in an average score of 4.9 on a scale of 1 through 5. Since “5” measures satisfaction levels as “very” satisfied and “3” measures satisfaction levels as “somewhat” satisfied, a score of “4.9” is clearly at the highest level of customer satisfaction. The questions and the average score for each are listed below:

1. How satisfied are you with the help you’re receiving? **(4.83)**
2. How well did program staff explain the services available? **(4.83)**
3. Was the staff courteous? **(5.0)**
4. Was the staff knowledgeable? **(4.76)**
5. Was the staff helpful? **(4.94)**

Along with the above referenced scale, PF also encouraged written comments and suggestions from its clientele. These comments were also uniformly positive. Some representative comments are listed below, along with the PF responses (discussed during ESL and support group sessions or directly with clients in cases where clients identified themselves):

1. What do you like best about the program?

--They don’t require us to be a certain level—they help us right where we are.

--I like the atmosphere—I felt supported and welcome from my first day!

--This program gives you support without conditions

2. What do you like least about the program?

--Not enough ESL classes (listed on several surveys. PF offers information about a variety of ESL classes—at many different levels—that are offered in the community. Due to staffing and space limitations, PF can only offer one class per week on site).

--I don’t know why more people at the central office (Swinburne/Falstaff HS sites) don’t talk about this program. (PF staff performed outreach to staff and areas in these buildings numerous times and have presented the program to large groups as well as directly to staff that serve the Latino population. Additionally, PF staff have spearheaded the forming and continued growth of the Raices Unidas staff support group in which WCHS

employees network and share information to benefit their Latino clients. PF plans to continue these efforts).

--Nothing—I like it all! (This was the most common comment)

3. Comments?

--I didn't expect this much help from "the system"—I am so thankful for all (this program has) done.

--PRO-Familia is like my family—there are no words to thank you all!

--I am very happy with the help I am getting—the staff is patient and very flexible

--Keep helping people—God bless you all!

As the preceding report outlines, FY 2006-2007 was another productive and rewarding one for PRO-Familia. The program once again met or exceeded most annual goals while increasing program offerings to the community and clients alike. Whether expanding ESL to the largest number of students ever or leading the way by offering stress management classes to participants and the community, PRO-Familia maintained its tradition of efficiently serving Wake County's Latino community and some of its most needy citizens with creativity, dedication and compassion.

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PRO-FAMILIA**

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