

New Perspective Services

2012 Annual Report

“Empowering Children and Families with Resources, Guidance and Support”



Letter to Stakeholders

Fellow Stakeholders:

The year 2012 was an exciting year for New Perspective Services. The year was full of growth and expansion for our Targeted Case Management program. In May of 2012 we received our Medicaid provider number and seal of approval as a Medicaid Targeted Case Management Agency. In June 2012, we started the process to change our corporation status from Limited Liability Company to an company that is incorporated as a 501c(3) non-profit with the State of Florida. At the same time, we hired another Case Manager. To help keep up with our growing demand for quality Case Management Services, in August we hired another Targeted Case Manager. As our staff continued to grow our mission to help empower children and their families with resources, guidance and support continued to be the reason why this organization exist. New Perspective Services employees have a natural desire to inspire change in the lives of our youth, families and communities.

As we wrap up our first year of service to our youth and community. We look back and reflect on how awesome the year has been for our Agency. New Perspective Services, was able to grow our Case Management program with the team work of two dedicated youth advocates and with the support of some of our longstanding Community Base Programs. We are truly thankful for your support and trust in our commitment to provide behavioral health case management services for children in our area. We made it through our first year of services and I know it could not have done it without the help, support and dedication of our staff, Board of Directors, volunteers and community partnerships.

In closing, it has truly been a honor and privilege to have opportunity to help and empower at-risk youth and children with behavioral health needs. We look forward to the 2013 fiscal year and reaching our 2013 strategic plan goals. We ask for your continue support and prayers in helping us meet the goals we have set for our Agency.

Sincerely,

Keisha Cotton

Keisha Cotton
CEO/ Founder

New Perspective Service, INC

MISSION STATEMENT:

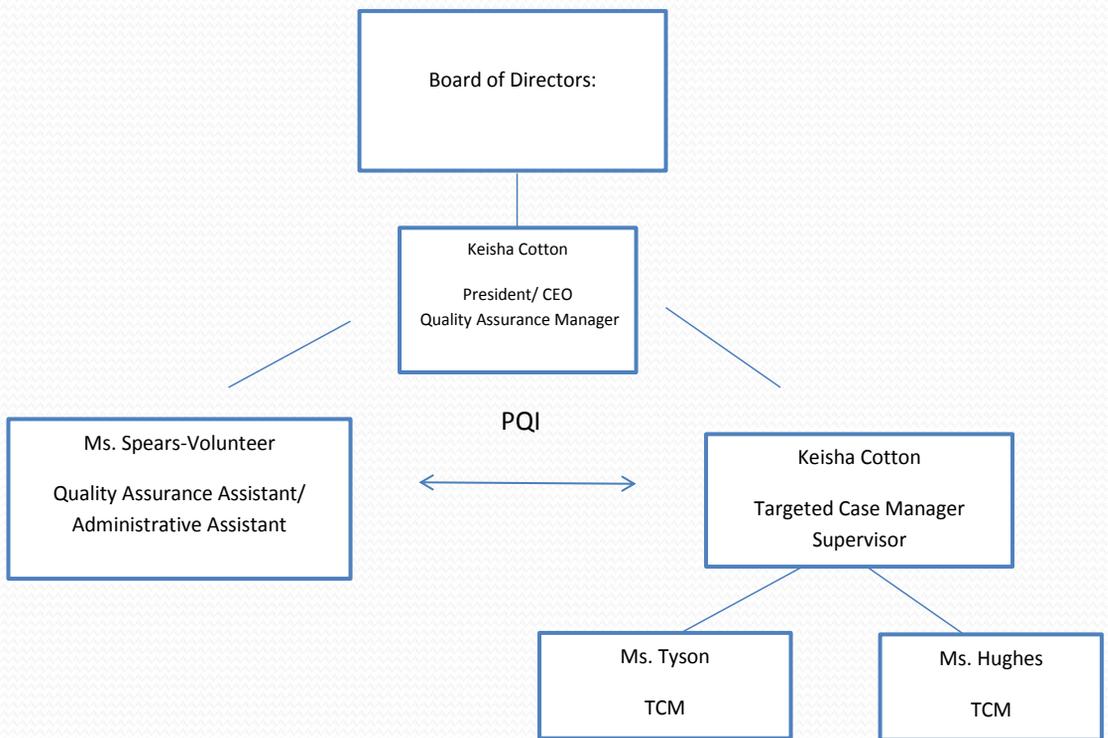
New Perspective Services mission is to make a difference in the lives of the children and families we serve by empowering them with resources, guidance and support.

GOAL/ VISION:

New Perspective Services strive to provide our family and youth with quality supportive services in an environment that will nurture their success and full potential. It is our goal to provide services that will help children who suffer from behavioral health/ mental health conditions by empowering them with resources, guidance, and support through collaboration with community providers.



New Perspective Services Organizational Chart



New Perspective Services Board of Directors

New Perspective Services is governed by a three member board of directors, representing a cross section of the community. Our Board Members serve staggered three-year terms with new board members elected each year.

Andrea Harris
Member Since 2012

Katrina Eunice
Member Since 2012

Omar Cotton
Member Since 2012

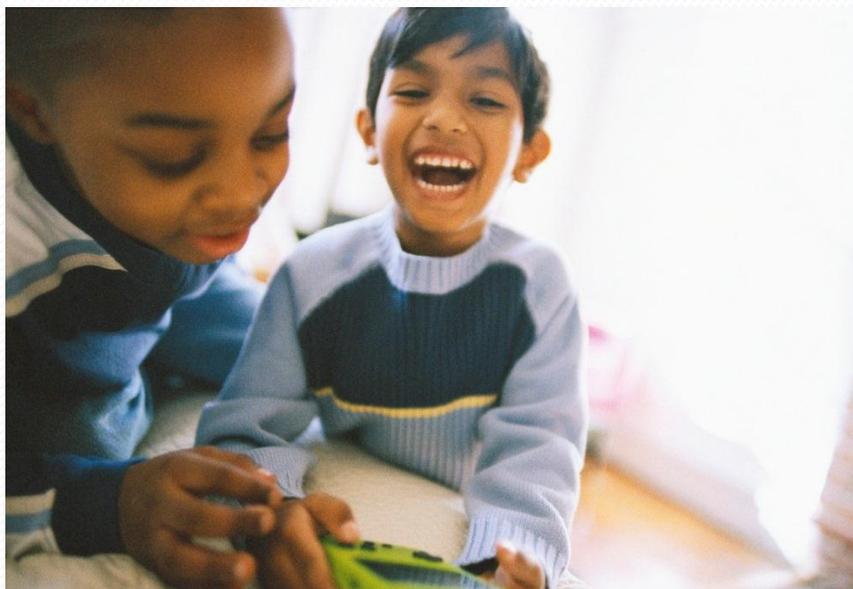


Targeted Case Management Program

New Perspective Services is a Targeted Case Management Agency. Our Case Management Services are provided to children from 3 to 17 years of age. To be eligible for case management services, recipients must be Medicaid eligible and meet the targeted population for services. The purpose of case management services is to assist individuals in gaining access to needed medical, social, educational and other services. According to Medicaid, the primary goal of case management services is to optimize the functioning of youth who have complex needs by coordinating the provision of quality treatment and support services in the most efficient and effective manner.

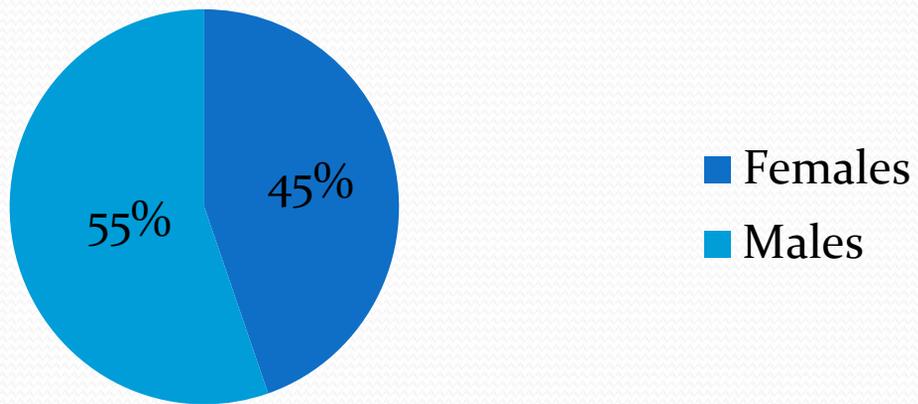
Our Targeted Case Manager also provide DJJ Probation Support and advocacy for youth and their families when youth have been involved in delinquent activities. The Case Manager will support the child and their family by attending court dates and assessing the child's need for clinical and additional community-based services.

If a child require additional services, our Case Managers will assists the child and their family member in obtaining and completing referrals to local community based program and service providers.

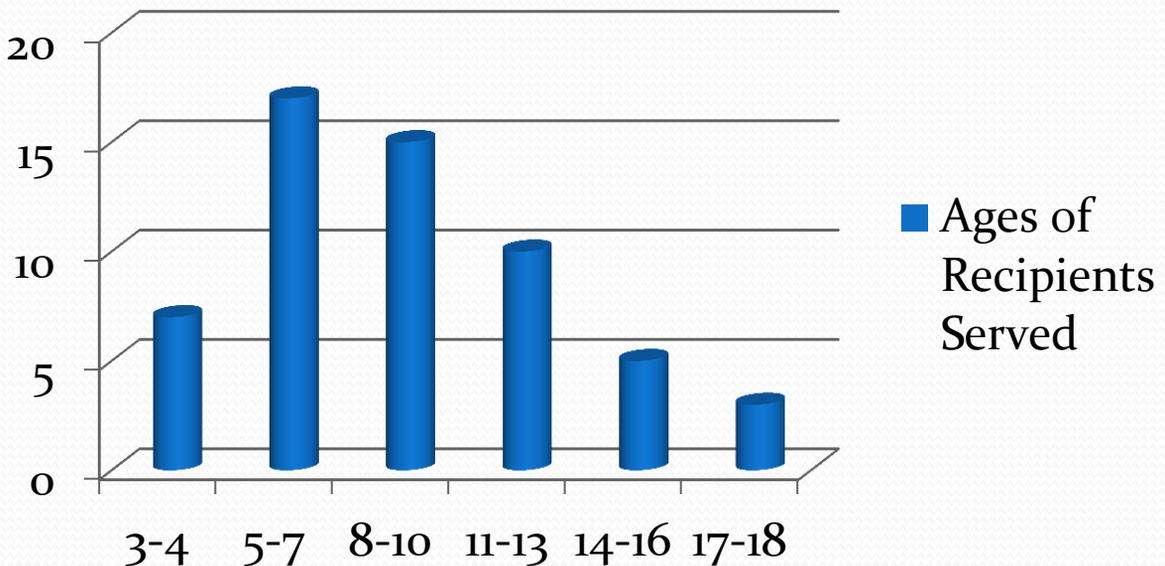


New Perspective Services 2012 Recipient Statistics

57 Recipients Served



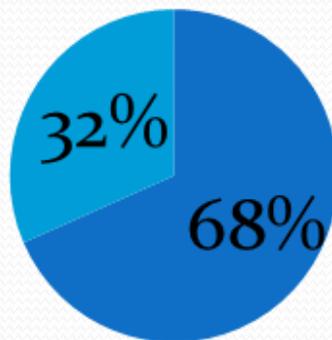
Ages of Recipients Served



New Perspective Services 2012 Recipient Statistics

Recipient's Legal Involvement

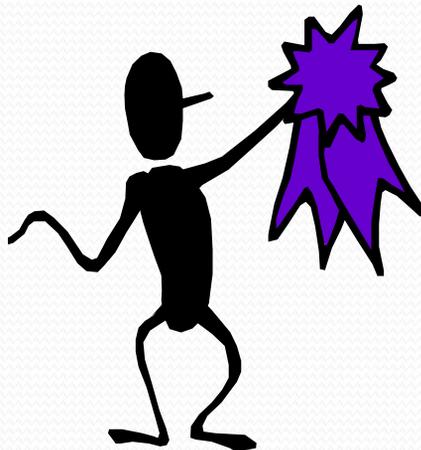
- Legal Involvement
- No Legal Involvement



Legal Involvement: refers to children who had some involvement with Child Protections Services.

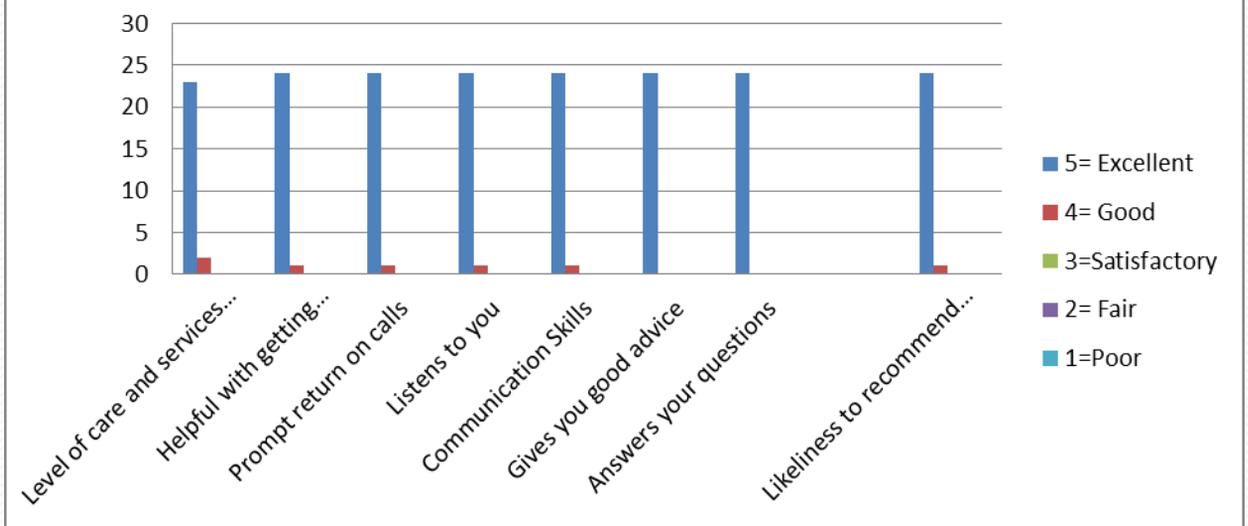
Quality Assurance Matters

At New Perspective Services, quality and the continuation to seek areas of improvement is the core of our program. As a result, New Perspective Services is committed to maintaining an ongoing Performance and Quality Improvement (PQI) process which promotes excellences, quality and continuous improvement in all functions of client care and support services provided.



2012 Recipient Satisfaction Survey Results

New Perspective Services October 2012 Satisfactions Survey Results



Comments:				
1 We made it to the goal by doing good in school.				
2 I think TCM is a nice lady she is very helpful to my son and me im thankful for her.				
3 I am proud to be part of this program especially Ms.H is awesome .				
4 My TCM is very understandable and helpful.				
5 Helpful, very caring/concerned.				
6 She is very helpful to me and my family.				
7 I feel my TCM goes above and beyond what is expected of her. She is very helpful and kind.				
8 My TCM is very helpful, great with the kids and is always great in answering any questions or concerns I have.				
9 I am very satisfied to be working with My TCM she is great with the children and they love her.				
10 My TCM has always been very friendly and helpful with anything I need.				
11 My TCM is the best worker New Perspective can have and helped me get my daughter on the right track.				
12 My TCM is the best worker ive had she's helped me a lot with getting my son on the right track.				
13 My Case Manager does good service and been helpful				
14 Our TCM is very good with me and my child, she try to help the best she can.				
Notice:				
** To protect the name of employees, the words "My TCM" will be used instead of employees full name.				

Over and Beyond

At New Perspective Services, we have a heart for helping the children and their families. As a result, our Agency was able to provide the following additional support to children and families in our area:

Sponsored 6
youth for summer
camp

CARE

Provided 4 families with
assistance for the
Christmas Holidays

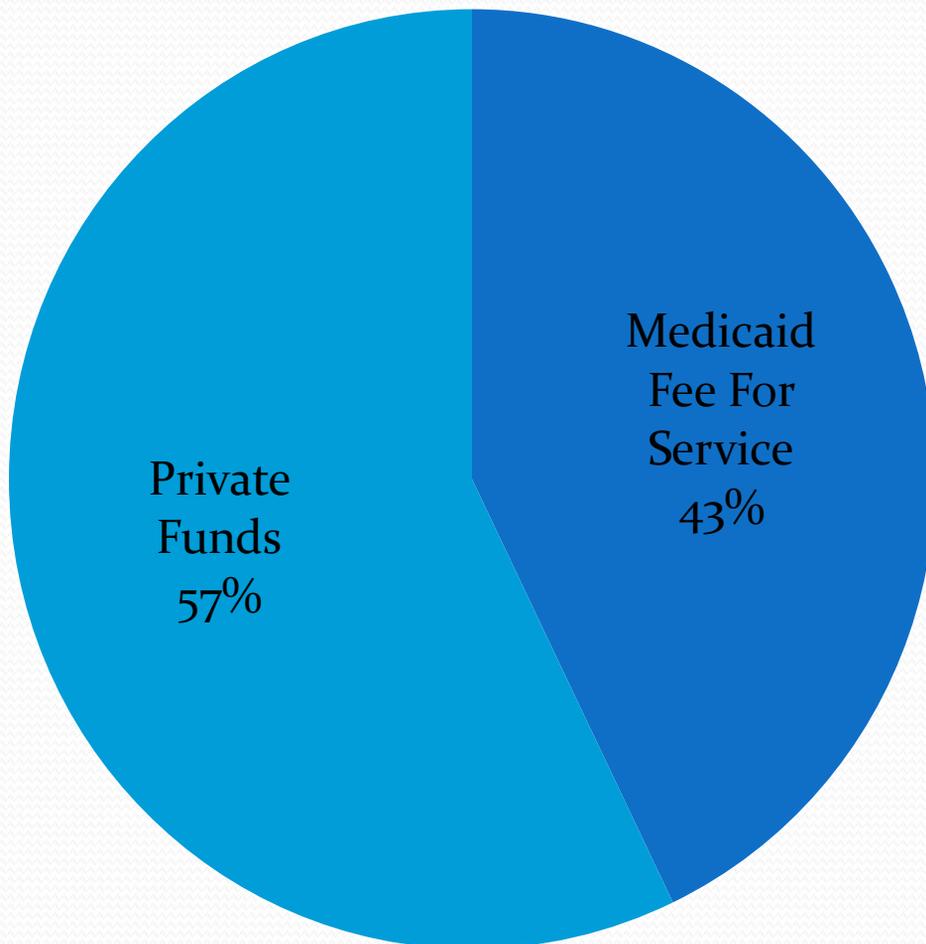
Compassion

Provided our clients with back-
to-school supply kits.

Encouragement

New Perspective Services 2012 Funding Sources

Funding Source





New Perspective Services

*“Empowering children and their families
with resources, guidance and support.”*



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