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CONTACT: Kevin Noel, Accolade Alliance
Denise Hoban, Accolade Alliance
(302) 654-4510

GOVERNOR RUTH ANN MINNER ANNOUNCES 2002 DELAWARE QUALITY AWARD WINNERS

J. P. Morgan Chase & Company, Delaware Department of Services for Children, Youth and Their Families, the Delaware State Lottery, and the Delaware Department of Labor recognized

(Wilmington, DE) – Governor Ruth Ann Minner joined Accolade Alliance, LLC today to announce the winners of the 2002 Delaware Quality Award. This year there are two winners of the Award of Merit: the Delaware Department of Services for Children, Youth and Their Families and the Delaware State Lottery. Minner also announced that Delaware Department of Labor is to receive the Commitment Award and J. P. Morgan Chase & Company is receiving the Accolade Award. The Delaware Department of Services for Children, Youth and Their Families received the Commitment Award in last year’s Quality Award competition.

The Awards will be formally presented at the 2002 Delaware Quality Awards Banquet, to be held on February 13, 2003 at the Hotel DuPont.

“T'm extremely pleased that three state agencies are winners of this year's Quality Awards,” Governor Ruth Ann Minner said. “This is just further proof of the outstanding efforts of our Department of Services for Children, Youth and Their Families, Delaware State Lottery and our Department of Labor. I'm very proud of their work and am glad to see their

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accomplishments highlighted through the Quality Award program. I also want to extend sincere congratulations to award-winner J.P. Morgan Chase & Co., for the company's hard work and contributions to our state.”

The Delaware Quality Award, presented in Honor of Bill Gore, was established in 1992 and is now managed by Accolade Alliance, LLC (a subsidiary of Junior Achievement of Delaware, Inc.). The award recognizes Delaware organizations that have implemented quality standards resulting in improved customer satisfaction and increased profitability (efficiency) through excellence in services, support, research, and production.

Past winners of the award include: United Electric Supply Company¹, EBC Carpet Services, Inc.², DuPont Ti-Pure® Titanium Dioxide TiO₂ For Paper, Dover Air Force Base³, New Castle County Vocational-Technical School District⁴, Rockford Center⁵, American Cancer Society of Delaware, Chrysler Corporation – Newark Assembly Plant, Monroe Auto Equipment – Modular Assembly Facility⁶, Delaware Division of Revenue, A.I. DuPont Institute, St. Francis Hospital⁷, Johnson Controls, Sears Fashion Merchandise – Distribution Center⁸, Emily P. Bissell Hospital, DuPont Diagnostics, Corporation Services Company, Visiting Nurses Association of Delaware.

Detailed summaries of the Delaware Quality Award Program, the 2002 awardees and their qualifications are attached.

¹ Winner in 1995, 1999 and 2001
² Winner in 1994, 1996 and 1998
³ Winner 1994 and 1996
⁴ Winner 1995 and 1996
⁵ Winner 1995 and 1996
⁶ Winner 1992 and 1993
⁷ Winner 1996 and 1997
⁸ Winner 1994 and 1995
About the Delaware Quality Award

The Delaware Quality Award Program (DQA), modeled after the Malcolm Baldrige National Quality Program, is a public-private partnership formed to improve the performance of Delaware organizations. The program, now in its 11th year, helps organizations utilize the time-tested Criteria for Performance Excellence to improve their organization.

The award recognizes businesses and organizations for their performance excellence and competitiveness improvement. Award recipients demonstrate results and results improvement in a wide range of indicators related to customers, operations, and financial performance. Results reported by organizations address all stakeholders – customers, employees, owners, suppliers, and the public. The Award assessment is tailored to each organization through a focus on factors important to the organization’s strategy and definition of success. These factors are determined by the organization and reported in the Organizational Profile and Strategic Planning portion of their application. An organization’s participation as an applicant, as well as information they submit, is considered confidential and assignment of examiners to each application is made in accord with strict rules regarding conflict of interest.

The Delaware Quality Award Program honors organizations achieving three levels of performance excellence: the W. L. (Bill) Gore Award, the Merit Award, and the Commitment Award.

The W. L. (Bill) Gore Award for Performance Excellence

The prestigious Gore Award recognizes Delaware organizations with the highest levels of performance excellence. Gore Award recipients demonstrate world class performance excellence and are clear role models in all seven Criteria categories (Leadership, Strategic Planning, Customer, Stakeholder and Market Focus, Information and Analysis, Human Resource Focus, Process Management, and Business Results)

Award of Merit

The Award of Merit recognizes organizations that demonstrate significant progress in their approach and deployment of quality systems. While results may lack maturity, Award of Merit recipients can be considered role models within Delaware in some of the Criteria categories.

The Commitment Award

New in 2001, the Commitment Award recognizes organizations that are getting started in their quality journey.
In addition to these three award levels, there is an award for organizations achieving performance excellence under special circumstances and an award to honor one individual for their lifetime support of quality.

**The Accolade Award**

The Accolade Award recognizes those organizations which, if not for some special circumstance, would have otherwise qualified for either the W. L. (Bill) Gore Award or the Merit Award.

**Genevieve W. Gore Lifetime Achievement Award**

The Genevieve Gore Lifetime Achievement Award, established in 2002, is intended to recognize both dedication and outstanding leadership in pursuit of performance excellence. The winner of this award will be announced at the Delaware Quality Awards Banquet on February 13, 2003.
Delaware Quality Award: Frequently Asked Questions

What is the purpose of the Delaware Quality Award Program?
The purpose of the Delaware Quality Award Program is to support the development of quality by evaluating organizations and recognizing those organization's that have achieved performance excellence in Delaware.

What are the Award Criteria?
This year’s Award Criteria has seven categories which encompass 19 Items. The Criteria focus on requirements that all organizations need to thoroughly understand – especially those facing tough competitive challenges. The Criteria are designed to address all aspects of competitive performance in an integrated and balanced manner. The Criteria this year are: Leadership; Strategic Planning; Customer and Market Focus; Measurement, Analysis, and Knowledge Focus; Human Resource Focus; Process Management; and Business Results. The Criteria do not require the use of any specific practices or organizational structure, but rather allow management to decide which practices are best for their organization depending on the organization type, size, strategy, and stage of development.

Why should my company apply for the Delaware Quality Award?
Whether your organization has a well-developed quality plan or is just beginning to establish quality initiatives, the Delaware Quality Award offers a tremendous opportunity for self-evaluation as well as the opportunity for valuable input from outside experts. All applicants will receive a feedback report noting the strengths and weaknesses of their quality processes as well as suggestions for improvement.

Over the years, Award applicants have reported numerous benefits, the most common being:

* Responding to the Criteria forces a realistic self-assessment from an external point of view,
* Self-assessment, when combined with the comprehensive feedback report received from the Award’s Board of Examiners, identifies key gaps and priorities for improvement and recognizes and reinforces the organization’s strengths,
* Knowledge gained from the assessment and feedback report teaches new and better ways to evaluate suppliers, customers, partners, and even competitors,
* Use of the Award Criteria leads to the integration and alignment of numerous activities previously loosely associated,
* Use of the Criteria helps companies understand, select, and integrate appropriate management tools, and
* The Award Criteria and Scoring System provide a clear distinction between typical performance and world-class performance required to compete on a Global level.
Additionally, the application process promotes increased awareness and development in the areas of:

- Leadership involvement
- Customer and supplier relations
- Employee participation
- Education
- Workforce productivity
- Performance analysis against competitive benchmarks
- Strategies for continuous improvement
- Commitment to quality

**Who can apply for the Delaware Quality Award?**
To be eligible, your organization must be in operations within the state for at least three years. Awards may be presented in five categories, with a maximum of two awards in each. The categories are:

- Large manufacturing (100 or more employees)
- Small manufacturing (fewer than 100 employees)
- Large non-manufacturing (100 or more employees)
- Small non-manufacturing (fewer than 100 employees)
- Non-profit organization including public sector and educational organizations of any size.

**How do I apply for the Delaware Quality Award?**
Application information can be found on Accolade Alliance’s website, www.accoladealliance.org. Please contact Denise or Kevin at Accolade Alliance for additional information.
Phone: (302) 654-5471
email: accolade@jadel.org

**Where can I find the application for the Delaware Quality Award?**
The Intent to Apply form and the Application for the 2003 Delaware Quality Award can be found www.accoladealliance.org/dqa_main.htm in Adobe Acrobat and Microsoft Word formats and will be available January 16, 2003. The Intent to Apply form and Application can also be obtained by contacting Denise or Kevin at Accolade Alliance.

**When is the deadline for the Delaware Quality Award?**
The Delaware State Lottery (the Lottery) provides gaming and entertainment related products for the pleasure of the playing public through its two operating divisions, Traditional Lottery and Video Lottery.

Traditional Lottery was established by enabling legislation signed into law on May 31, 1974, and offers on-line and instant scratch-off games to the public via a network of approximately 450 retailers.

Video Lottery was established by enabling legislation on July 16, 1994, and offers mechanical reel and video display games at the three existing horse/harness racing facilities in the State.

The Lottery operates as an Enterprise Fund of the State of Delaware and contributes its profits to the State General Fund. Since 1975, over 1 billion dollars have been transferred to the General Fund which finances state services such as public and higher education, health and social services, public safety, judicial and corrections, child, youth and family services, and natural resources and environmental control.

The mission of the Lottery is to maximize revenue contributions to the State’s General Fund, thereby helping to fund the delivery of governmental services to the people of Delaware through the marketing, sale and distribution of innovative, entertaining and secure lottery products and by providing leadership and a corporate culture that encourage productive change.

Employment at the Lottery currently consists of 23 permanent, full-time personnel with an average service time of 15 years. The workforce is diverse in terms of education, race, ethnicity, and gender. For fiscal year 2002, employee to sales ratio was approximately 1:$29 million.

Due to the vastness, complexity and security needs of data collection and recordation, the Lottery operates in a highly computerized environment. All video gaming machines and on-line game terminals at retailer locations are connected to a central computer system that collects real-time data over transmission lines. Sophisticated, highly secure equipment and software combine to produce state-of-the-art, animated winning number drawings that can be viewed at the lottery website (www.delottery.com).
The Quality Improvement initiative was introduced into the organization during fiscal 2000. Five areas of focus were developed (Earnings, Customers, Process, Employee and Image) and the strategic plan was revamped to reflect objectives and action steps toward improvement in these areas. The Lottery is committed to this initiative and believes that it will enable the Lottery to maintain the superior levels of performance that it has been delivering and allow it to withstand and overcome the many challenges it faces currently and in the future.

Some fiscal 2002 highlights:

- For the sixth consecutive year, Video Lottery was the most profitable operation of its kind in the country, generating more revenue per machine ($710) than any other state (national average $277).
- Ranked first out of 39 U. S. Lotteries with per capita annual sales of $843.
- Ranked first out of 39 U. S. Lotteries with per capita profit (which convert to contributions to the State) of $288.
- Ranked ninth out of 39 U. S. Lotteries with percentage sales growth of twelve percent.
- For the third year in a row, was awarded the Certificate of Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada, which is the highest form of recognition in the area of governmental accounting and financial reporting.
The Department of Services for Children, Youth and Their Families (The Delaware Children’s Department) has as its vision a children’s services system that will always “Think of the Child First.”

The Department was created 1983 to provide services to children who have experienced abandonment, abuse, adjudication, mental illness, neglect or substance abuse. On any given day, more than 8,000 children (13,500 annually) receive service from more than 1100 members of the Department in more than 31 locations. The department’s budget exceeds $140 million.

The Delaware Children’s Department provides child protection, foster care, adoption services, child mental health and substance abuse treatment and juvenile justice rehabilitation services including: Prevention, Early intervention, In home/ community-based treatment, Out-of-home/residential treatment, Independent living, Permanency (adoption, guardianship) and Locked secure care.

The challenge for the Department has been to integrated services brought together from different agencies to serve an ever-growing population of children with increasingly complex needs. As the part of its self-improvement efforts, the Department has pursued the Delaware Quality process as one of many steps on the path towards improvement. The Delaware Children’s Department was awarded the Delaware Quality Commitment Award for 2001, and now, for 2002 the Delaware Quality Award of Merit, but there are other indicators of success for the children in this state.

In just the last two years, the Department has undertaken a transformation from a 1970s system that provides one-size-fits-all services to one that tailors services to best meet the needs of individual children. Under Governor Minner’s direction, the focus on child safety has been reinforced while reforming juvenile justice and foster care services into 21st Century models. More children are served in their homes and communities or, when residential treatment is necessary, within a three hour radius of their home. More children – whether in foster care, psychiatric care or court-mandated care are receiving more beneficial levels of supervision and more comprehensive treatment in the most integrated setting.

Major improvements in services have been made against a backdrop of economic decline. The Delaware Children’s Department has been able to support the transformation by closely reviewing all its business practices, and rethinking how every dollar is spent so it gets the biggest bang for the buck for the child’s sake. Sound business decisions and expenditure controls have nearly eliminated a $9.7 million operating deficit.

The Delaware Children’s Department is committed to leadership and advocacy for a system of children’s services that always Thinks of the Child First.
Connecting people to jobs, resources, monetary benefits, workplace protections and labor market information to promote financial independence, workplace justice and a strong economy.

DELWARE DEPARTMENT OF LABOR

The Delaware Department of Labor (DOL) consists of four major divisions (Industrial Affairs; Employment and Training; Unemployment Insurance; Vocational Rehabilitation) and four offices (the offices of the Secretary; Occupational and Labor Market Information; Commission for Women; Administration).

The programs administered by the department provide resources and services for people with employment related needs. DOL promotes economic stability and vitality by connecting people to jobs, training, work-related information and resources. Services provided are:

- financial assistance for unemployed and injured workers;
- employment related information and job search assistance for job seekers and employers;
- education and training opportunities for jobs or career advancement;
- resolving allegations of unfair labor practices;
- health and safety consultations for private employers; and,
- information, resources and advocacy to promote personal and professional growth for women.

The mission of the Department of Labor is "connecting people to jobs, resources, monetary benefits, workplace protections and labor market information to promote financial independence, workplace justice and a strong economy." Programs administered by DOL promote a healthy economy and support positive relationships between employers and employees, workplace safety and justice for employees and job seekers.

The department is a proactive partner with other governmental and non-profit agencies and the private sector. DOL conducts a variety of community outreach efforts to find and serve qualified customers, such as assisting companies and laid off workers, conducting career workshops for adults and youth, employer conferences, interagency workshops and seminars on behalf of our clients, safety training and safety inspections.

The Department of Labor has 495 full-time positions, 24 casual-seasonal positions and, as needed, professionals who serve as independent contractors.
DOL has facilities in eight sites throughout the state. There is a primary location in each of the three counties at which all department services are available, with administrative staff located at the Wilmington site. Resource rooms located in each county (two in New Castle County) allow public access to our One-Stop employment and training integrated service delivery system, to the Internet, fax machines and other resources used for job searches and personal development. Other DOL facilities across the state provide some services, with three located in New Castle County providing people with disabilities convenient access to our vocational rehabilitation staff and greater access, as needed, to some programs and services.
JPMorgan, the investment banking arm of J.P. Morgan Chase & Co., is a global leader in providing capital markets and strategic advisory services and products to meet the critical financial needs of corporations, financial institutions, governments and institutional investors around the world. Christiana Investment Bank Operating Services, located in Delaware, was formed in 1999. Our specific focus is on providing core processing services to the Proprietary Trading, Equities Market Making and ADR Depositary businesses of JPMorgan.

We operate within the context of the JPMorgan corporate culture and share the firm’s values. A major emphasis of the corporation is the functioning of the new organization as “One firm. One team”. This culture strives to leverage the resources of a $742 billion company while responding to market changes with the agility of a more entrepreneurial-sized company. Applying the focus of the corporate culture to Christiana Investment Bank Operating Services has resulted in a unique vision, mission and rules of engagement.

JPMorgan’s Christiana Investment Bank Operating Services is a premier securities settlement service provider delivering excellence to our clients, offering enriching challenges for our people and continually looking for process improvement and low cost opportunities.

We manage our business by striving to meet the performance excellence goals of a balanced scorecard mode; with performance focus on “pillars” of Client, Quality, Financial, Risk and People. Managing to results in each pillar allows us to both measure our effectiveness and set and re-set business direction based on fact-based input from all key stakeholders that share in, and determine, our business success. These stakeholders include our business partner clients, our staff, and our suppliers. Our focus on multiple aspects of business management directs performance measurement and improvement to those areas that will lead to high performance.

We utilize Six Sigma quality tools to assess and improve our processes. Our Quality program began three years ago and was initially successful in heightening the level of awareness of the DMAIIC (Define, Measure, Analyze, Improve, Implement and Control) methodology. The Quality program in practice cycles through identification of improvement opportunities based on data review, through project selection/resource rationalization, project implementation, communication and tracking of successes, and rewarding successes to stimulate further improvement ideas. A key component of the program is DMAIIC training and coaching. We have progressed from creating awareness of the DMAIIC methodology through two-hour summary training, to fostering employee involvement on process improvement with our New Ideas program, to delivering more in-depth Green Belt and Black Belt training in the Delaware
location. Increases in Green Belt and Black Belt certifications experienced in 2001 and 2002 have ensured broad application of DMAIIC tools and successful project implementations.

The securities industry faces constant change: demands for more rapid transaction completion are ever increasing, decimalization of securities pricing has trimmed margins, and the IPO technology boom of the ‘90s was followed by a major slowdown of IPO activity. To be successful in this environment, an organization needs to develop management systems that are nimble enough to respond to changing environments. Management has demonstrated over the past three years that it has the ability to continually define what is of essential importance to the management process (the five performance pillars), and to consistently deliver results through large scale environmental changes and a merger and full integration of two premier financial institutions. Our Quality mission is to ensure our policies, practices and processes constantly deliver results withstanding the never-ending tests of time and change. This was never more apparent than in 2002, when the individual components of Christiana Investment Bank Operating Services were seamlessly transitioned to a new organizational model where they now report directly into the Proprietary Trading, Equities Market Making, and ADR Depositary businesses of JPMorgan, respectively.
Accolade Alliance, LLC

Accolade Alliance is a not-for-profit subsidiary of Junior Achievement of Delaware, Inc. Accolade Alliance was formed in January 2002 as a result of a request from the Delaware Economic Development Office and with the agreement of the Delaware Quality Consortium, Inc, to administer the Delaware Quality Award program and its components. The purpose of the program is to support the development of and recognize the achievement of organizational achievement in Delaware. For the first time since the Quality Award program was created in 1992, a full-time staff will ensure continued growth of the program.

Accolade’s mission is to enhance organizational, individual, and student success by supporting learning, assessment, and sharing, as well as celebrating the achievement of excellence. To support this mission, Accolade Alliance also manages two other programs: Pathfinder and the Delaware Business leaders Hall of Fame.

The Pathfinder program is a powerful learning tool that provides exceptional insight for students as they begin to understand themselves better and develop an action plan for their future. It allows students to take a 45 minute questionnaire and receive a comprehensive personality profile and career interest compilation. This report is then discussed during a three hour seminar with a specially trained facilitator, the student, and their parents. The result is a student with an action plan and an understanding of their possible future in the workplace!

Accolade Alliance also operates the Delaware Business Leaders Hall of Fame. Established in 1990 by Junior Achievement of Delaware, Inc. and Hagley Museum and Library, the Hall of Fame recognizes those individuals who have demonstrated outstanding business leadership in the Delaware area. In 1995, the University of Delaware joined the partnership to ensure credibility and broaden the scope of the selection process. An interactive exhibit which chronicles the lives and achievements of the Hall's laureates is currently touring Delaware and is presently located in the Bear Library.
Gov. Minner Announces DSCYF Holistic Services Team

Team Designed to Provide Better Services for Delaware’s Troubled Children

Wilmington – Governor Ruth Ann Minner on Monday announced the creation of a four-member Holistic Services Team in the Department of Services for Children, Youth and Their Families, calling it a new way to focus on the needs of Delaware’s most troubled children and to cut down on the number of children needing more intensive services.

“This team will truly integrate service delivery from the Children’s Department in a holistic approach to the child and family,” said Governor Minner. “This is a significant change in the way we care for some of our most troubled children and a big step forward in preventing the crises that bring children to our door.”

The Holistic Services Team, based on a national model, will be assigned to the most service-intensive children in the DSCYF system. The team combines staff from child welfare, child mental health and juvenile rehabilitation, emphasizing prevention and early intervention as keys to success. One team member will act as caseworker for each child but will draw on the whole team in designing and carrying out services for that child.

“When our system was first developed, almost all the children in our care needed help from just a single service area,” Children’s Department Secretary Cari DeSantis said. “Today, we see a growing number of children needing services from several disciplines across the department, as well as support services in the community and in the home.”

Each caseworker will draw on the team’s experience to plan a path that maximizes the strengths of the whole child and addresses service needs in a holistic way. Whenever possible, the team will involve the family, schools and a broader array of community resources to design an individualized plan for the child to succeed. The team, created by reassigning existing positions within the department, will be housed in department offices at University Plaza in Newark.

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The Holistic Services Team

What:
- Intensive case management team called the Holistic Services Team
- Three highly skilled and energized treatment professionals, a supervisor
- Serving 45 children and families
- Housed under the Office of the Secretary in the Office of Case Management.
- Geared toward working with the Department’s most clinically complex and difficult children
- Individualized “one child-one team- one plan” including families, and professionals in the schools, our provider partners, and community-based resources
- Utilizing informal supports in the community as well and keeping kids, whenever possible, out of institutions
- Cultivating individualized, community supports for each child
- Evaluation will monitor how the child is doing, how the system is working and costs, and the long-term effectiveness of this approach

When:
- April 2003 Phase one in NCC
- Additional phases serving kids and families statewide as the goal

Where:
- The first team will be housed at University Plaza in Newark Serving NCC kids and families

Why:
- Feedback from our staff that we needed to serve tough kids differently if we want them to stay out of institutions.
- Growing number of children needing services from more than one service area (see Venn diagram below)
- Proven, effective national model
- Piloted in Delaware with federal funding through SAMHSA

How?
- Reallocated Financial Resources
- Reallocated existing positions
  - Reclassified 2 administrator positions to front line workers
  - Hired from in-house expertise

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The Holistic Services Team

Who:

Paul Bussard: Supervisor

Paul joined the Holistic Service Team and Office of Case Management on March 3rd. Paul has a B.A. in Psychology from the University of Pennsylvania and a Masters in Counseling from Beaver College, PA. He came to us from The Community Based Early Intervention Program in the Office of Prevention and Early Intervention. Paul also has some history working at Child Mental Health.

Paul has intensive community intervention experience associated with case management services provided to clients at Upper Bay Counseling and Support Services. He worked with wraparound service coordinators identifying plans and services for children returning to schools from out-of-state placements. He participated in multidisciplinary team meetings with Family Services, Mental Health, Education, and Juvenile Justice to coordinate services for high profile children and their families.

Renee Leary: Family Crisis Therapist

Renee received a B.S. in Criminal Justice from Wilmington College in 1993. Since that time, she has worked as a treatment specialist for Youth Rehabilitative Services and as an investigator for Family Services within DSCYF. She has also worked as a youth counselor at both New Behavioral Network and North East Treatment Center. While serving in these capacities, Renee provided direct intervention to children and their families in residential placement and community settings. She has facilitated individual, family, and group therapy sessions, and has often applied unique counseling strategies to assist children and families in need. Renee's holistic service background includes involvement with the State's Multi-Disciplinary Team, as well as ongoing participation with staff from other state agencies, as a means of developing comprehensive, individualized family treatment plans to meet the needs of identified children and their families.

Iman Turner: Family Crisis Therapist

Iman receive a B.S. in Criminal Justice from West Chester University in 1996. He is currently matriculating at Wilmington College, pursuing a dual Master's degree in Community and School Counseling. Since graduating from West Chester, Iman has had employment as a Family Advocate with Vision Quest, Inc., Therapeutic Staff Support for Elwyn of Pa., Associate Clinician for Connections CSP, and as a Treatment Specialist at the Ferris School and Mowlds Cottage. He has conducted individual, family, and group counseling sessions, as well as serving in the capacity of case manager to assist in the development of comprehensive treatment and service plans for children and their families. Iman has also assisted individuals with reentry into the community through coordination of clinical referral service with outside agencies and participation in community discharge planning.

Donna Mazewski: Psychiatric Social Worker

Donna received a B.A. in Sociology with certification in Social Welfare from the University of Delaware in 1979. She possesses over 20 years of Departmental experience providing individual, group, and family interventions to children and their families. While serving as a Family Service Specialist, Residential Treatment Unit Manager, and Clinical Services Coordinator, Donna has participated in a multitude of service planning meetings aimed at producing child and family specific treatment plans. She has been involved in the Multi-Disciplinary Team process, as well as multi-agency meetings, as a means of addressing appropriate treatment options for children and their families. She also has extensive community experience associated with treatment plan development, defined by her work with formal and informal community supports that serve families, chairing multi-agency meetings to address specific family and child concerns, and providing assistance to families in obtaining needed community resources and supports.
CHILDREN’S DEPARTMENT COMES OF AGE
Child Services System Marks 20th Birthday

Dover – Governor Ruth Ann Minner, Senator Harris McDowell (D-Wilmington) and Representative Pam Maier (R-Newark) joined Cabinet Secretary Cari DeSantis in marking the 20th year of Delaware Department of Services for Children, Youth and Their Families – including the cutting and sharing of a large birthday cake.

“We have mapped out and are implementing Foster Care Reform, and we are further reforming juvenile justice in this State. We are serving more children in their homes and in their state, and we are providing improved services to ever more children against a backdrop of economic decline,” said Governor Minner. “The team at the Children’s Department is truly committed to the children and now, as this Department is approaching its 20th birthday, the children’s services system in this state is truly coming of age – growing up – rising to the challenge of its times.”

The Governor was joined by Senator Harris McDowell, an original champion of creating the Children’s Department who continues to chair the Senate Committee on Services for Children, Youth and Their Families as well as Representative Pam Maier, chair of the House Committee on Health and Human Development, member of the Governor’s Task Force on Foster Care, and the Child Protection Accountability Commission. They sponsored a concurrent resolution noting that “the Delaware Children’s Department has achieved many milestones since it’s inception, including the creation of a national model for juvenile justice treatment in the new Ferris School; accreditation of its juvenile justice detention and treatment institutions; accreditation of its child behavioral health services system as well as its residential treatment programs; reforming foster cares services to better support children whose families cannot care for them safely; and receiving the Delaware Quality Consortium's Commitment Award and Award of Merit.”

Governor Minner proclaimed July 6, 2003 “as a day of recognition and appreciation for the commitment and achievements of the members of the Children’s Department staff on behalf of Delaware’s children,” urging “all the citizens of Delaware to recognize and appreciate the achievements of the members of the Delaware Children’s Department and to embrace their vision to Think of the Child First.”

Cabinet Secretary Cari DeSantis accepted the resolution and proclamation “on behalf of the 1200 members of the Children’s Department who have worked arduously to transform a 1970s child welfare system into a holistic continuum of services that meet the needs of 21st Century children – our wish is that we fulfill our vision of Thinking of the Child First, in the hope that one day our services will not be necessary.”
On any given day, the Delaware Children's Department provides services to approximately 8,200 children. These are children who have been abused, neglected, dependent, have mental health or substance problems, and/or have been adjudicated delinquent by the Courts. Of those children 86% live with their own families. Another 9% live with foster families in the community. Those families need the support of not only the Delaware Children's Department, but other family members, friends, and the community as a whole.

The Delaware Children's Department seeks to ensure kids get what they need to succeed even if the State can’t provide it. The Department, under its Dedicated Partnerships initiative, seeks the support of community and corporate groups to provide children in the Department’s care with opportunities for well-rounded development. Past contributions included backpacks, school supplies and personal items so foster children returning to school could share the excitement of the new school year (AstraZeneca; local schools); support for creative educational programming as well as a fitness trail for the adolescents at our Silver Lake Treatment Center in Middletown (MBNA); sponsorship of the HOSTS mentoring program and mentors at Ferris School for Boys (DuPont); many others contributed in big and small ways, allowing a few or many children to participate in scout programs and music lessons, attend a Blue Rocks game or the zoo, or learn how to groom for and present on a job interview.

This year, the Children’s Department sought support so that children in the Department’s care...
could have the opportunity to participate in summer camps this year. The Director of the Southern Office of the Delaware Community Foundation, and long-time child advocate, John Hollis connected Roger Pryor, Vice President of Discover Bank, with the Delaware Children's Department to make summer camp a reality for 12 girls. In recognition, Secretary DeSantis presented both entities with the Department's first Dedicated Partnership Plaques. In addition to the plaques, Mr. Hollis and Mr. Pryor received shirts and thank you notes from the campers, some of whom were present and shared their thanks and experience at today’s event.

“These are the first of what we hope will be many plaques we will share to acknowledge excellent corporate citizens who partner with the Delaware Children’s Department to be part of the village that is raising our children,” said Secretary DeSantis. “Thank you, Discover Bank and the Delaware Community Foundation, for Thinking of the Child First.”
Another Delaware First: 
Transitional Housing Program for Juvenile Justice Graduates

WILMINGTON, DE _ Governor Ruth Ann Minner joined Brother Ronald Giannone OFM Cap., executive director of the Ministry of Caring Inc., today to dedicate House of Joseph III, a transitional living program for juveniles who have successfully completed juvenile justice treatment with The Department of Services for Children, Youth and Their Families (The Delaware Children’s Department). The program is thought to be the first of its kind in the nation.

"My administration is committed to preparing children for school, work and life. The House of Joseph III, through public and private resources, provides a much-needed resource to benefit not only the boys involved but the community as a whole,” said Governor Minner. “The Ministry of Caring has chosen once again to fill an unmet need in the community and we are most appreciative of this collaboration."

The Children’s Department had identified the lack of a supportive home as an obstacle to continued success for boys leaving the Ferris School program, a maximum secure care facility for young males adjudicated delinquent and committed by Family Court. The Department learned through the Criminal Justice Council of a federal grant opportunity for innovative juvenile justice programming. The House of Joseph III was made possible by a $295,000 federal grant from the Juvenile Accountability Incentive Block Grant (JAIBG) awarded through the CJC. The program will provide housing for up to five individuals, ages 16-19, who are exiting Ferris School for Boys. The program will allow up to 18 months of residency coupled with a network of supportive services tailored for each individual’s needs including life skills, job placement, substance abuse programming, parenting classes and mental health counseling.

“The transitional living program is a significant, much-needed antidote to our antiquated system of care that ignores the plight of socially challenged youth,” said Cari DeSantis, cabinet secretary of Services for Children, Youth and Their Families. “The Ministry of Caring’s program will offer safety, stability, self-esteem and a sense of hope for these teens, which is our vision for all children in Delaware. We saw a need, we called for help, and not surprisingly, the Ministry of Caring responded beyond our expectations to allow each young man to maximize his chances for becoming a productive member of the community, rather than a throw-away child.”

Brother Ronald says challenges for the program still lie ahead. “As we address the needs of the troubled youth who are released from Ferris School into our care, the major barrier will be to overcome the scars of the past,” he said.

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Delaware Youth and Family Center
1825 Faulkland Road  Wilmington, Delaware 19805
For immediate release: Contact: Deborah Kelly, 302-633-2501
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Positive Behavior Supports in Delaware Schools Conference to be Held November 4

DOVER, DE _ Positive Behavior Supports for Delaware: Local Successes and Building A Vision for the Future Conference will be held Tuesday, November 4 from 8:30 a.m. to 4 p.m. at the Sheraton Dover Hotel and Conference Center. The feature presenter will be Lucille Eber, Ed. D., statewide coordinator of Illinois’ Positive Behavioral Interventions and Supports. Delaware Department of Children, Youth and Their Families Cabinet Secretary Cari DeSantis and Secretary of Education Valerie Woodruff are scheduled to speak.

The conference is co-sponsored by the Delaware Division of Child Mental Health Services’ Families and Communities Together (FACT) Project, Positive Behavior Support Project of the Center for Disabilities Studies, University of Delaware and Delaware Department of Education and the Delaware Psychological Association.

This conference is cost free. School administrators, educators, staff of child serving agencies, families and key decision makers in Delaware are encouraged to attend. Participants will learn about Positive Behavior Supports (PBS) and its application in Delaware schools. PBS is a school-wide systems approach to promoting positive behavior in students. It has been demonstrated effective in preventing and reducing school behavior problems, maintaining safe learning environments and increasing academic performance.

Continuing education credits are available: 3.0 CE credits approved from the Delaware Psychological Association (credit fee $9) and 2.25 CE credits requested for licensed clinical social workers (LCSWs). No partial credits will be awarded.

For more information and to register for the conference, please call 302-368-6903.

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Statewide Conference Looks at Positive Behavior Support Approach in Delaware Schools

(DOVER) Employing the Positive Behavior Supports (PBS) method in Delaware schools can lead to students’ academic and behavioral success in the classroom, according to Dr. Louise Eber, statewide coordinator of Illinois’ Emotional and Behavioral Disabilities Network.

Dr. Eber was the featured speaker during the Positive Behavior Supports for Delaware: Local Successes and Building A Vision for the Future conference attended by nearly 200 representatives of child welfare agencies, advocacy groups, social service providers, educators, school district administrators and school psychologists from across the state. The daylong seminar was sponsored by the state Departments of Services for Children, Youth and Their Families and Education, University of Delaware and the Delaware Psychological Association.

PBS is a school-wide systems approach promoting positive behavior in students to prevent and reduce school behavior problems, maintain safe learning environments and increase academic performance. The PBS philosophy facilitates cooperation and collaboration among families, agencies, community groups and schools allowing better leverage of resources. Currently 20 schools in the state are implementing PBS and 14 of the 19 school districts have received training in this area.

“Governor Minner wants children prepared for college, work and life. Children spend almost of third of their day in the school environment,” said Cabinet Secretary Cari DeSantis of the Department of Services for Children, Youth and Their Families, adding that “when children stay in school and are learning necessary skills, they have a greater chance at becoming successful adults as well as productive citizens. PBS is one more tool we can use to instill a feeling of safety, stability, self-esteem and sense of hope in every child.”

Although there are already many partnerships in place making significant strides with children, the work is far from over. “Today’s children face more complex challenges than ever,” Secretary DeSantis said. “We must all think of the child first when developing our programs and services. Our children depend on it.”
November 18, 2003

FY 05 Budget To Continue Success for Delaware’s Children

DOVER - The Department of Services for Children, Youth and Their Families today presented its FY 2005 budget request to continue Governor Minner’s foster care initiatives, expand intensive out-patient services and enhance parent aide services.

“The Department has made much progress in transforming a 1970s child welfare system into one that meets the needs of 21st century children,” says Cabinet Secretary Cari DeSantis. “More children are being served in the community and closer to home with better outcomes.”

The Department has undertaken and met a number of challenges that include implementing Governor Minner’s Foster Care reform initiatives, creating a Holistic Services team, re-engineering juvenile probation services, developing individual residential treatment homes, extending supports for children leaving Ferris School for Boys, and deploying mental health services more broadly.

“Our success for children was due to these initiatives and the sacrifices of our staff and their willingness and ability to be creative; the efforts of some contract providers who shared the burden and hung in there with us through tough economic times; and, Governor Minner who never said ‘no’ to our many requests to experiment, to try new things and who always made the safety and service needs of kids a major priority,” said Secretary DeSantis, adding that “we have had much progress in moving away from the archaic system that approaches children’s needs in an isolated fashion with one-of-a-kind solutions into one that detects interrelated problems early-on and finds opportunities to address each child as an individual in a holistic manner.”

Secretary DeSantis says now is the right time for the State to invest in the Children’s Department by providing the funding to create more community-based services, meet rising treatment costs, fully fund legislative mandates, increase adoption assistance dollars and address federal fund losses. The request proposed to the State Budget Director amounts to a 1.4 percent increase over FY 2004 for a total of $148.5 million in total funds.

“Together with our advocates, providers, and partners in the private and non-profit community we have improved services to more children and families. We did it by thinking of the child first,” she said. “It’s a good start and support of our request will help us continue this success. The kids are counting on it.”

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For immediate release: Contact: Deborah Kelly, 302-633-2501
December 3, 2003 302-784-0490 pager

Spirit of Giving: Children Receive Warm Winter Coats at Seaford Wal-Mart

SEAFORD _ The spirit of holiday giving arrived early at the local Wal-Mart. More than 50 children in need were able to select new winter coats at no cost to their families.

This holiday gift was made possible by a private donor who covered the expense of the coats which were offered by Wal-Mart at cost. The partnership was facilitated by John Hollis, southern region director of the Delaware Community Foundation. The children invited to choose their coats are currently receiving services from the Delaware Children’s Department.

“This donation has been a result of our dedicated partnerships in the community,” said Cari DeSantis, cabinet secretary of the Department. “We had received requests from our workers for new clothing and other special things that our children needed. Both the donor and Wal-Mart have demonstrated their civic responsibility to support children and families right here in their own community. Winter is setting in and these children will have a nice, warm coat that they picked out themselves - a new coat just for them!”

On any given day, the Department provides services to approximately 8,200 children who have been abused, neglected, are dependent, have mental health or substance problems, and/or have been adjudicated delinquent by the Courts. Of those children, 86 percent live with their own families. Another 9 percent live with foster families in the community.

The Department seeks to ensure kids get what they need to succeed even if the State cannot provide it, according to Secretary DeSantis. Under its Dedicated Partnerships initiative, the Department is seeking the support of community and corporate groups to provide children in its care with opportunities for well-rounded development.

“Our vision is to ‘Think of the Child First’ in all we do, but we know we can’t do it all and we can’t do it alone,” said Secretary DeSantis. “The Delaware Community Foundation heard our call for assistance and helped us to make the connection with the donor and Wal-Mart’s Store Manager Louis Citro. These men responded generously and made it possible for many children to have a warm coat this winter.”

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For immediate release:          Contact: Deborah Kelly, 302-633-2501
December 19, 2003            302-784-0490 pager

Children in Foster Care Need Families Not Only at Holidays But Year Round

WILMINGTON - The holidays are a good time to remind children that they are special, that they are wanted, and most importantly, that they are loved. For children in need of foster care, this is especially important.

On any given day, there are over 8,000 children in the care of the Delaware Children’s Department. While most are served in their homes, about 700 children are in foster care. At least 200 of these children are waiting for placement with a permanent adoptive family.

“A child without a permanent home is a candidate for emotional trauma, problems in school, risky behaviors such as drug and alcohol use, and trouble with the law,” says Cabinet Secretary Cari DeSantis. “Foster families provide protection and nurturing for a child’s developmental needs. They can also play a supportive role in connecting these children back to their own families or some other permanent arrangement.”

Children usually enter the foster care system because of abuse, neglect, abandonment or some other serious dysfunction in their family unit, according to Secretary DeSantis. The goal for most foster children is to return to their own homes when the circumstances that led to foster placement have been resolved. However, children who are not able to return home need a permanent family to adopt them.

“All children need a place to call home,” says Secretary DeSantis. “They need a family to love not only during the holidays but year round. If a family or individual is able to welcome a child into their home, their love and guidance is a gift that will benefit a child for the rest of his or her life.”

Children in need of foster homes range from infants through teens, come from all racial and ethnic groups, and may have special physical or educational needs. Many children require special support to catch up educationally and socially with their peers. Individuals or couples of any religion, creed, ethnicity or sexual orientation may apply to foster. For more information on how to become a foster parent or to adopt a child, call 1-800-464-4357 or visit http://www.state.de.us/kids/.

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Holiday Season Can Heighten Depression in Children

WILMINGTON _ Adults are not the only ones that experience the blues around the holidays. Children and teenagers are also vulnerable to depression. The hustle and bustle of the holiday season and disruption of normal routines may only compound a child’s feelings of sadness and despair.

The American Academy of Child and Adolescent Psychiatry reports that 5 percent of children are depressed at any given time. Children who have experienced loss, traumatic life events, stress or have learning or anxiety disorders are particularly inclined to depression as are teenage girls and minorities.

The holidays can heighten the year-round stresses these children are already experiencing, says Dr. Richard Margolis, child psychiatrist with the Department of Services for Children, Youth and Families.

“The holiday season can be a time of great joy for children and their families, however, when a child is clinically depressed the disparity between their mood and the happiness they see around them can intensify their feelings of hopelessness and helplessness,” Dr. Margolis said.

A 2002 survey of 400 teens by the New York University Child Study Center revealed that among depressed girls, 54 percent reported feeling more depressed during the holidays while 19 percent of depressed boys felt a negative impact on their moods. Furthermore, the study revealed that teens experiencing depression are more likely to engage in risky behaviors like drinking alcohol, using drugs or having sex compared to their peers who are not depressed.

Dr. Margolis says clinical depression can be identified by the following: depressed mood most of the day or nearly every day; diminished interest or pleasure in activities; weight loss or decrease in appetite; excessive or poor sleep; fatigue or loss of energy; feelings of worthlessness or guilt; problems concentrating; and thoughts of suicide or self-harm. He adds that these symptoms should not be confused with the "holiday blues" or "winter blues" which are temporary and mild. There is a separate condition called Seasonal Affective Disorder (SAD) in which symptoms of depression tend to occur in the fall or winter and subside in the spring.

When a parent is concerned that their child may be depressed, the child should be evaluated by a mental health professional who is experienced in diagnosing depression in children, according to Dr. Margolis. The parent may obtain a referral from their primary care physician, contact their private insurance or call the number on the back of their Medicaid card. If a child is covered by Medicaid or is uninsured and needs more intensive intervention, then the parent should contact the intake office at Child Mental Health by calling 302-633-2573.

“We in the helping professions need to remain particularly sensitive to the feelings and thoughts of the children and families we serve,” Dr. Margolis said. “It is important to inquire in a supportive and concerned manner whether a child or family member is experiencing any of these symptoms and refer that individual for intervention.”

For more information on Child Mental Health Services, readers may visit http://www.state.de.us/kids/cmhs.htm.

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