



**COMMUNITY
ALTERNATIVES**

Pasco and Pinellas

Weekly Progress Report

Data for the week ending: **Friday, April 27, 2018**

Public Conference: Monday, May 7, 2018 at 9:00 AM

Call In #: 1-855-244-8681 | **Code:** 73865105

Largo Office | 8550 Ulmerton Road, Suite 130, Largo, FL 33771

Eckerd
CONNECTS™

**Community
Alternatives**
Pasco & Pinellas

SYSTEM SNAPSHOT



Eckerd.org

Statewide Child Census by CBC

| CBC Lead Agency | Children In-Home, Out of Home and Young Adults | Total Core Funding Received | Total Core Funding Received | Core Funding Per Child / Young Adult |
|--|--|-----------------------------|-----------------------------|--------------------------------------|
| | FYTD: 7/1/17 - 3/31/18 | Fiscal Year 2017 / 2018 | FYTD: 7/1/17 - 3/31/18 | FYTD: 7/1/17 - 3/31/18 |
| Eckerd Community Hillsborough | 6,223 | \$53,515,735 | \$35,677,157 | \$5,733 |
| ChildNet-Broward | 5,581 | \$56,635,267 | \$37,756,845 | \$6,765 |
| Eckerd Community Alternatives | 5,189 | \$45,099,623 | \$30,066,415 | \$5,794 |
| Our Kids of Miami-Dade/Monroe, Inc | 4,821 | \$73,469,270 | \$48,979,513 | \$10,160 |
| Childrens Network of SW Florida | 4,133 | \$32,319,498 | \$21,546,332 | \$5,213 |
| Kids Central, Inc. | 3,976 | \$38,069,464 | \$25,379,643 | \$6,383 |
| Community Based Care of Central Fla | 3,684 | \$43,886,165 | \$29,257,443 | \$7,942 |
| Families First Network | 3,372 | \$34,290,074 | \$22,860,049 | \$6,779 |
| Family Support Services of North Fla | 3,340 | \$35,803,739 | \$23,869,159 | \$7,146 |
| Heartland for Children | 3,282 | \$32,972,143 | \$21,981,429 | \$6,698 |
| ChildNet-Palm Beach | 2,923 | \$32,340,871 | \$21,560,581 | \$7,376 |
| Community Partnership for Children | 2,860 | \$24,518,476 | \$16,345,651 | \$5,715 |
| Sarasota Y/Safe Children Coalition | 2,616 | \$21,335,346 | \$14,223,564 | \$5,437 |
| Partnership for Strong Families | 2,316 | \$22,519,523 | \$15,013,015 | \$6,482 |
| Brevard Family Partnership | 2,307 | \$18,724,431 | \$12,482,954 | \$5,411 |
| Big Bend CBC | 2,057 | \$25,580,295 | \$17,053,530 | \$8,290 |
| Devereux CBC | 1,992 | \$22,167,758 | \$14,778,505 | \$7,419 |
| Community Based Care of Central Fla (Seminole) | 1,146 | \$10,904,436 | \$7,269,624 | \$6,343 |
| Kids First of Florida, Inc. | 656 | \$6,469,036 | \$4,312,691 | \$6,574 |
| Family Integrity Program | 480 | \$4,340,311 | \$2,893,541 | \$6,028 |
| Statewide | 62,324 | \$634,961,461 | \$423,307,641 | \$6,792 |

Source: FSN, Children and Young Adults Receiving Services by CBC Lead Agency and Type of Service

CBC Statewide Lead Agency Scorecard

Mar 2018

| Children In-Home and Out of Home | Rate of abuse per 100,000 days in foster care (Federal Measure) | Percent of children who are not neglected or abused during in-home services | Percent of children who are not neglected or abused after receiving services | Percent of children under supervision who are seen every 30 days | Percent of children exiting foster care to a permanent home within 12 months of entering care (Federal Measure) | Percent of children achieving permanency in 12 months for children in foster care 12 to 23 months (Federal Measure) | Percent of children who do not re-enter foster care within 12 months of moving to a permanent home (Federal Measure) | Children's placement moves per 1,000 days in foster care (Federal Measure) | Percent of children in out-of-home care who have received medical services in the last 12 months | Percent of children in out-of-home care who have received dental services in the last 7 months | Percent of young adults in foster care at age 18 who have completed or are enrolled in secondary education, vocational training, and/or adult education | Percent of sibling groups where all siblings are placed together | |
|--------------------------------------|---|---|--|--|---|---|--|--|--|--|---|---|--|
| Standard: | 8.5 or less | 95.0% and above | 95.0% and above | 99.5% and above | 40.5% and above | 43.7% and above | 91.7% and above | 4.12 or less | 95.0% and above | 95.0% and above | 80.0% and above | 65.0% and above | |
| Agency (sorted by clients served) | as of *3/31/2017 | Children in Foster Care Between 2/01/2017 and 1/31/2018 | Children Receiving In-Home Services Between 1/01/2017 and 1/31/2018 | Children Exiting Care Between 5/01/2017 and 7/31/2017 | Children in Care Between 1/01/2018 and 3/31/2018 | Children Entering Foster Care Between 1/01/2017 and 3/31/2017 | Children in Foster Care as of 4/01/2017 | Children Entering Foster Care Between 1/01/2016 and 3/31/2016 | Children Entering Foster Care Between 4/01/2017 and 3/31/2018 | Children in Foster Care as of 12/31/2017 | Children in Foster Care as of 12/31/2017 | Young Adults Aging out of Foster Care Between 4/01/2017 and 3/31/2018 | Sibling Groups in Foster Care as of end of the month |
| Eckerd Community Hillsborough | 3,504 | 11.58 | 97.4% | 98.0% | 99.967% | 47.7% | 46.7% | 90.2% | 6.57 | 98.5% | 90.8% | 97.6% | 64.7% |
| ChildNet-Broward | 3,038 | 11.91 | 96.5% | 95.3% | 99.875% | 47.8% | 51.7% | 84.5% | 3.48 | 98.5% | 92.3% | 92.1% | 55.9% |
| Eckerd Community Alternatives | 2,929 | 7.36 | 98.3% | 97.9% | 99.949% | 37.9% | 49.2% | 91.3% | 4.37 | 99.2% | 94.8% | 84.0% | 65.7% |
| Our Kids of Miami-Dade/Monroe, Inc | 2,596 | 7.59 | 97.7% | 98.2% | 99.606% | 34.6% | 42.1% | 90.0% | 5.20 | 97.4% | 95.4% | 85.0% | 54.8% |
| Kids Central, Inc. | 2,288 | 7.43 | 95.4% | 97.5% | 99.567% | 39.5% | 46.5% | 93.4% | 3.87 | 96.4% | 92.4% | 91.5% | 73.3% |
| Childrens Network of SW Florida | 2,272 | 11.57 | 98.7% | 96.2% | 99.846% | 43.6% | 54.1% | 94.3% | 5.10 | 97.9% | 95.8% | 94.0% | 65.6% |
| Community Based Care of Central Fla | 2,011 | 10.78 | 97.4% | 98.1% | 99.879% | 37.7% | 59.0% | 93.4% | 5.16 | 97.5% | 95.3% | 89.5% | 63.1% |
| Families First Network | 1,899 | 6.71 | 95.4% | 97.0% | 99.596% | 44.0% | 47.6% | 87.5% | 6.31 | 96.9% | 88.6% | 87.5% | 63.0% |
| Heartland for Children | 1,818 | 7.73 | 98.3% | 97.8% | 99.761% | 41.5% | 55.8% | 87.1% | 3.28 | 99.1% | 95.0% | 94.7% | 59.9% |
| Family Support Services of North Fla | 1,647 | 7.88 | 98.0% | 96.0% | 99.950% | 37.7% | 75.0% | 87.5% | 3.11 | 98.9% | 92.2% | 100.0% | 69.8% |
| Community Partnership for Children | 1,603 | 7.49 | 94.5% | 96.7% | 99.355% | 31.2% | 48.9% | 77.9% | 3.55 | 95.0% | 85.1% | 71.4% | 59.0% |
| ChildNet-Palm Beach | 1,554 | 6.66 | 99.1% | 97.3% | 100.000% | 53.6% | 56.7% | 94.9% | 4.92 | 97.9% | 95.3% | 100.0% | 57.7% |
| Sarasota Y/Safe Children Coalition | 1,474 | 12.34 | 98.6% | 96.9% | 99.621% | 41.5% | 55.8% | 92.3% | 3.70 | 95.7% | 71.0% | 84.4% | 71.3% |
| Big Bend CBC | 1,214 | 6.72 | 99.5% | 99.0% | 99.611% | 21.1% | 62.7% | 89.8% | 4.34 | 98.1% | 96.2% | 100.0% | 66.2% |
| Partnership for Strong Families | 1,207 | 7.48 | 96.7% | 99.3% | 99.336% | 43.1% | 68.4% | 93.5% | 3.67 | 98.9% | 93.9% | 78.3% | 62.6% |
| Brevard Family Partnership | 1,102 | 9.78 | 97.1% | 96.2% | 99.885% | 57.8% | 56.2% | 86.5% | 3.65 | 97.6% | 89.3% | 92.9% | 62.8% |
| Devereux CBC | 993 | 9.53 | 96.7% | 95.7% | 99.907% | 44.4% | 71.4% | 72.9% | 3.41 | 96.4% | 92.9% | 88.5% | 76.9% |
| Community Based Care of Central Fla | 607 | 6.07 | 98.9% | 97.7% | 99.689% | 58.9% | 60.7% | 69.6% | 3.86 | 96.4% | 92.9% | 66.7% | 62.6% |
| Kids First of Florida, Inc. | 362 | 1.99 | 96.6% | 98.7% | 99.891% | 15.7% | 67.0% | 90.9% | 3.73 | 98.5% | 92.3% | 100.0% | 70.7% |
| Family Integrity Program | 235 | 18.07 | 99.0% | 100.0% | 100.000% | 36.7% | 75.9% | 100.0% | 4.81 | 99.0% | 92.8% | 66.7% | 67.5% |
| Statewide | 34,353 | 9.01 | 97.4% | 97.2% | 99.772% | 41.5% | 53.7% | 89.2% | 4.48 | 97.8% | 92.1% | 89.9% | 63.8% |
| Red Zone: | | 8.85 | 93.0% | 93.0% | 99.0% | 36.4% | 39.3% | 90.9% | 4.532 | 89.9% | 89.9% | 69.9% | 59.9% |

Scorecard Measures by CMO (Previous Month)

| March 2017 | | Rate of abuse or neglect per day while in foster care | No Verified Maltreatment During In-Home Services | No Verified Maltreatment within 6 Months Termination of In-Home & Out-of-Home Services | Percent of children under supervision who are seen every 30 days | Percent of children exiting to a permanent home within 12 months of entering care | * Permanency for children in foster care 12-23 months | Percent of children who do not re-enter foster care within twelve (12) months of moving to a permanent home | Children's placement moves per one-thousand (1,000) days in foster care | Percent of children in foster care who have received medical services in the last twelve (12) months | Percent of children in foster care who have received dental services in the last seven (7) months | Percent of young adults who aged out of foster care who have completed or are enrolled in secondary education, vocational training, and/or adult education | Percent of sibling groups where all siblings are placed together |
|-------------------------------|------------------------------------|---|---|--|--|---|---|---|---|--|---|--|--|
| Standard: | | 8.50 | 95.0% | 95.0% | 99.5% | 40.5% | 43.7% | 91.7% | 4.12 | 95.0% | 95.0% | 80.0% | 65.0% |
| Weighting: | | 1.0 | 1.0 | 1.0 | 1.0 | 1.5 | 1.5 | 1.5 | 0.0 | 0.5 | 0.5 | 0.5 | 0.5 |
| Rank | CMO - Ranked | Children in Foster Care Between 2/01/2017 and 1/31/2018 | Children Receiving In-Home Services Between 1/01/2017 and 1/31/2018 | Children Exiting Care Between 5/01/2017 and 7/31/2017 | Children in Care Between 1/01/2018 and 3/31/2018 | Children Entering Foster Care Between 1/01/2017 and 3/31/2017 | Children in Foster Care as of 4/01/2017 | Children Entering Foster Care Between 1/01/2016 and 3/31/2016 | Children Entering Foster Care Between 4/01/2017 and 3/31/2018 | Children in Foster Care as of 12/31/2017 | Children in Foster Care as of 12/31/2017 | Young Adults Aging out of Foster Care Between 4/01/2017 and 3/31/2018 | Sibling Groups in Foster Care as of end of the month |
| | 1 | YFA - Youth and Family Alternatives | 3.91 | 98.3% | 92.9% | 99.896% | 42.2% | 52.4% | 94.9% | 5.28 | 99.3% | 93.5% | 76.5% |
| 2 | LSF - Lutheran Services of Florida | 8.29 | 98.1% | 95.3% | 100.000% | 37.7% | 46.1% | 93.0% | 3.84 | 99.4% | 96.9% | 92.6% | 63.0% |
| 3 | DFL - Directions for Living | 11.23 | 99.3% | 95.8% | 99.904% | 29.7% | 50.0% | 91.5% | 3.66 | 98.7% | 94.5% | 80.6% | 65.0% |
| Eckerd Community Alternatives | | 7.36 | 98.3% | 97.9% | 99.949% | 37.9% | 49.2% | 91.3% | 4.37 | 99.2% | 94.8% | 84.0% | 65.7% |
| Statewide | | 9.01 | 97.4% | 97.2% | 99.8% | 41.5% | 53.7% | 89.2% | 4.48 | 97.8% | 92.1% | 89.9% | 63.8% |
| Red Zone: | | 8.85 | 93.0% | 93.0% | 99.0% | 36.4% | 39.3% | 90.94% | 4.53 | 89.9% | 89.9% | 69.9% | 59.9% |

Contract Measures*

| Measure | FY16-17 | Target | Red Zone | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 |
|---|---------|--------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Rate of abuse or neglect per day while in foster care. Rolling 12 month period. | 7.50 | 8.50 | 8.85 | 6.86 | 7.31 | 7.09 | 7.30 | 8.29 | 8.47 | 7.36 | | | | | |
| Number of children with finalized adoptions between 7/1/17 and 6/30/18 (YTD) | 319 | 309 | 278 | 24 | 51 | 70 | 91 | 151 | 178 | 202 | 225 | 241 | | | |
| Percent of children under supervision who are seen every thirty (30) days. (YTD) | 99.98% | 99.5% | 99.0% | 99.99% | 99.93% | 99.95% | 99.96% | 99.97% | 99.98% | 99.94% | 99.94% | 99.95% | | | |
| Children exiting foster care to a permanent home within twelve (12) months of entering care (YTD) | 47.2% | 40.5% | 36.4% | 37.39% | 37.76% | 36.61% | 39.75% | 40.32% | 39.23% | 38.64% | 39.08% | 38.86% | | | |
| Children who do not re-enter foster care within twelve (12) months of moving to a permanent home (YTD) | 88.0% | 91.7% | 90.9% | 88.73% | 93.71% | 93.78% | 94.18% | 90.51% | 91.13% | 91.45% | 91.14% | 91.10% | | | |
| Children's placement moves per 1,000 days in foster care. Rolling 12 month period. | 4.46 | 4.12 | 4.532 | 4.35 | 4.69 | 4.35 | 4.36 | 4.44 | 4.33 | 4.28 | 4.31 | 4.37 | | | |
| Percent of children in out of home care who have received medical services within the last twelve (12) months | 98.76% | 95.0% | 89.9% | 98.36% | 98.88% | 99.27% | 99.13% | 98.62% | 98.72% | 98.00% | 98.84% | 98.32% | | | |
| Percent of children in out of home care who have received dental services within the last seven (7) months | 96.56% | 95.0% | 89.9% | 94.12% | 96.40% | 96.41% | 94.48% | 95.30% | 94.27% | 93.41% | 94.46% | 94.81% | | | |
| Percent of young adults in foster care at age 18 that have completed or are enrolled in secondary education. Rolling 12 month period. | 88.31% | 80.0% | 69.9% | 89.33% | 86.11% | 85.14% | 85.53% | 85.00% | 83.75% | 83.78% | 82.89% | 84.00% | | | |

*Updated monthly, after the 9th day of the month

Case Transfers

| Case Transfers as of 4/27/2018 | By County | | By CMO | | | Weekly | Monthly |
|-----------------------------------|-----------|-------|--------|-----|-----|--------|---------|
| | Pinellas | Pasco | DFL | LSF | YFA | Total | Total |
| Total Children | 17 | 13 | 11 | 6 | 13 | 30 | 104 |
| Subtotal In-Home Non-Judicial | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Subtotal In-Home Judicial | 4 | 1 | 4 | 0 | 1 | 5 | 16 |
| Subtotal Out of Home | 13 | 12 | 7 | 6 | 12 | 25 | 88 |
| Relative / Non Relative | 13 | 9 | 7 | 6 | 9 | 22 | 52 |
| Licensed Foster Care | 0 | 3 | 0 | 0 | 3 | 3 | 32 |
| Other Placements | 0 | 0 | 0 | 0 | 0 | 0 | 4 |

| | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | 12 Month | |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|--------------|------------|
| | | | | | | | | | | | | | | Total | Average |
| Removals | 137 | 83 | 121 | 104 | 140 | 175 | 115 | 171 | 119 | 104 | 87 | 108 | 109 | 1,436 | 120 |
| Pasco Removal Rate* | 12.96 | 6.20 | 7.05 | 12.47 | 15.14 | 12.61 | 8.28 | 11.03 | 9.68 | 9.89 | 9.03 | - | - | - | - |
| Pinellas Removal Rate* | 9.14 | 5.87 | 10.44 | 7.94 | 11.18 | 14.07 | 10.84 | 14.27 | 9.66 | 7.14 | 6.21 | - | - | - | - |
| Statewide Removal Rate* | 8.06 | 7.81 | 7.82 | 8.45 | 9.73 | 9.68 | 7.59 | 8.29 | 8.37 | 7.53 | 8.49 | - | - | - | - |
| Total Children | 160 | 154 | 136 | 138 | 116 | 210 | 101 | 175 | 142 | 117 | 108 | 85 | 138 | 1,620 | 135 |
| DFL | 43 | 42 | 33 | 46 | 29 | 55 | 33 | 57 | 54 | 33 | 32 | 28 | 37 | 479 | 40 |
| LSF | 39 | 36 | 38 | 39 | 33 | 51 | 24 | 65 | 51 | 36 | 29 | 29 | 38 | 469 | 39 |
| YFA | 78 | 76 | 65 | 53 | 54 | 104 | 44 | 53 | 37 | 48 | 47 | 28 | 63 | 672 | 56 |
| In-Home Non-Judicial | 20 | 7 | 11 | 3 | 0 | 21 | 10 | 3 | 2 | 0 | 14 | 0 | 0 | 71 | 6 |
| DFL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LSF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| YFA | 20 | 7 | 11 | 3 | 0 | 21 | 10 | 3 | 2 | 0 | 14 | 0 | 0 | 71 | 6 |
| In-Home Judicial | 27 | 34 | 26 | 34 | 10 | 25 | 8 | 27 | 20 | 15 | 21 | 10 | 10 | 240 | 20 |
| DFL | 9 | 15 | 6 | 13 | 3 | 9 | 5 | 11 | 11 | 3 | 11 | 4 | 4 | 95 | 8 |
| LSF | 14 | 9 | 15 | 9 | 4 | 7 | 3 | 15 | 9 | 7 | 8 | 5 | 2 | 93 | 8 |
| YFA | 4 | 10 | 5 | 12 | 3 | 9 | 0 | 1 | 0 | 5 | 2 | 1 | 4 | 52 | 4 |
| Out of Home Care | 113 | 113 | 99 | 101 | 106 | 164 | 83 | 145 | 120 | 102 | 73 | 75 | 128 | 1,309 | 109 |
| DFL | 34 | 27 | 27 | 33 | 26 | 46 | 28 | 46 | 43 | 30 | 21 | 24 | 33 | 384 | 32 |
| LSF | 25 | 27 | 23 | 30 | 29 | 44 | 21 | 50 | 42 | 29 | 21 | 24 | 36 | 376 | 31 |
| YFA | 54 | 59 | 49 | 38 | 51 | 74 | 34 | 49 | 35 | 43 | 31 | 27 | 59 | 549 | 46 |
| Relative / Non Relative | 55 | 53 | 53 | 44 | 63 | 99 | 49 | 91 | 67 | 67 | 34 | 40 | 69 | 729 | 61 |
| DFL | 21 | 10 | 18 | 18 | 18 | 29 | 15 | 36 | 28 | 19 | 10 | 13 | 26 | 240 | 18 |
| LSF | 16 | 14 | 17 | 16 | 20 | 28 | 15 | 32 | 29 | 22 | 10 | 17 | 18 | 238 | 20 |
| YFA | 18 | 29 | 18 | 10 | 25 | 42 | 19 | 23 | 10 | 26 | 14 | 10 | 25 | 251 | 21 |
| Licensed Foster Care | 58 | 55 | 43 | 48 | 41 | 60 | 33 | 49 | 51 | 29 | 35 | 32 | 54 | 530 | 44 |
| DFL | 13 | 14 | 7 | 14 | 8 | 14 | 12 | 10 | 14 | 9 | 10 | 11 | 7 | 130 | 11 |
| LSF | 9 | 13 | 6 | 13 | 8 | 15 | 6 | 17 | 12 | 6 | 9 | 6 | 14 | 125 | 10 |
| YFA | 36 | 28 | 30 | 21 | 25 | 31 | 15 | 22 | 25 | 14 | 16 | 15 | 33 | 275 | 23 |
| Other Placements | 0 | 5 | 3 | 9 | 2 | 5 | 1 | 5 | 2 | 6 | 4 | 3 | 5 | 50 | 4 |
| DFL | 0 | 3 | 2 | 1 | 0 | 3 | 1 | 0 | 1 | 2 | 1 | 0 | 0 | 14 | 1 |
| LSF | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 2 | 1 | 4 | 13 | 1 |
| YFA | 0 | 2 | 1 | 7 | 1 | 1 | 0 | 4 | 0 | 3 | 1 | 2 | 1 | 23 | 2 |

*Removal Rate per 100 Reports Received

Case Load and Turnover

as of: 3/31/2018

| CMO | Average # of Children per Worker | Case Load | Case Manager Turnover Rate Last 12 months | Case Manager Supervisor Turnover Rate Last 12 months |
|-------|----------------------------------|-----------|---|--|
| DFL | 20.4 | 12.8 | 100% | 50% |
| LSF | 21.7 | 13.0 | 85% | 56% |
| YFA | 21.9 | 12.6 | 65% | 44% |
| Total | 21.3 | 12.8 | 82% | 50% |



Eckerd CONNECTS™

Community Alternatives

Pasco & Pinellas

8553 Ulmerton Road, Suite 130
Largo, FL 33771
P 727-456-0600



Sponsored by Eckerd and the State of Florida
Department of Children & Families

Eckerd.org

No person shall, on the basis of race, color, religion, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefiting from federal financial assistance administered by Eckerd. Foreign language and sign-language interpreters will be made available at no charge to the client. Eckerd is a 501(c)(3) not-for-profit, equal opportunity employer.

ECKERD COMMUNITY ALTERNATIVES IS A PROGRAM OF ECKERD. ECKERD IS A 501(C)3 NOT-FOR-PROFIT CHARITABLE ORGANIZATION REGISTERED IN THE STATE OF FLORIDA UNDER THE SOLICITATION OF CONTRIBUTIONS ACT (REGISTRATION CH12718). A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE 800-435-7352 WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE.