



Here's what some families are saying about receiving Respite Care
from Channel Islands Social Services:

"The Styles family in Simi Valley have been very pleased with Respite through CISS. They were the quickest agency to respond to our needs and their prompt attention to our communications was impressive. We waited months for other services but not for Respite! We are so grateful for the reprieve it provides our family and it has played a vital role in holding our family together. Thank you all for your professional caring service. Sincerely, the Styles"

"Channel Islands respite care has been nothing but top of line in providing our family with quality care givers, response time in finding a quality care-giver in my area, and customer service! They have done a fantastic job qualifying caregivers that really love what they do and want to be there for my kids. On top of that, the break I get as a mom during my respite time has been so beneficial for our family. My kids get to play with them, in the comfort of our home while I get to recharge and be a better mom to my children! It's truly been amazing for us. My husband notices the difference in my stress level (much lower) after I've had a few hours of respite! It also has given me a chance to have one on one time with my older daughter doing more "grown-up" stuff while my little one is home sleeping, under the care of our wonderful caregiver. What an amazing blessing this has been. Thank you Channel Islands! - The Landazuri Family"

"Having family in town to occasionally help I had refused to use my respite services for many years. After the loss of my mother, the stresses of work, home and autism, I became desperate for some relief and decided to use respite services. I was paired with Channel Islands Social Services and they took the time to get to know my needs and my child's needs so that we could be provided with a caregiver to match those needs. Boy did we hit the jackpot! Angelica to the rescue! Mom and Dad get a little free time and my son Derek gets to be friendly challenged to participate in so many activities. Games, Zumba, cooking, computer, You Tube, reading, shopping, bike riding, park play, backyard time, swimming, so many activities! Nothing makes a mom happier than to see and hear a child laugh and play, all the while learning those very important social skills. Thank you Angelica! Thank you Channel Islands Social Services! Angelica, see you tonight! Sincerely, Mom to Derek"

"I am the Mother of an 8 year old autistic boy, William. I am also an MFT who has worked both in private practice in Orange County, and as a social worker for Foster Family Services in Los Angeles County, in direct support of DCFS. I have a unique perspective due to the fact that I am very well aware of the caliber of services needed in order to support both foster programs and respite programs.

For 5 years now, year after year, I have elected to continue to receive respite care from Channel Islands Social Services due to the following reasons:

- They employ experienced, well-trained service providers who demonstrate that they truly enjoy working with children and have great energy for the child. In addition, I have observed that these providers have required ongoing training programs, which I feel is important. As an overprotective Mom, I have complete trust that my son is in great and safe hands with a CISS respite worker.
- CISS uses a Parent-Driven Model, giving the Parent several choices within their program. As a parent, I am allowed to interview referred respite workers and choose the one whom I feel is the best match for my son. I am also free to choose the hours of respite provided, based on the respite worker's schedule and my own.
- The customer service and support staff of CISS is truly exceptional. Whenever I call the office, they know who I am, and they know who my son is. It makes me, as a parent, feel truly supported in every way. On top of that, they are very responsive to my call, whatever questions I may have. The staff stays on top of any issues I have ever had, and stays with it until they are resolved – all within a reasonable and timely manner. They have never once dropped the ball on me. Not once.

Having provided in-home services myself, I can understand your need to choose an agency who will run a completely professional organization. Someone you will have no regrets hiring. Someone who is fiscally responsible and highly ethical. I have interviewed a few respite organizations here in Ventura County for my own personal use with my son, and I can honestly say that Channel Island Social Services is your best candidate. I remain with them year after year because they are simply the best. I wholeheartedly support them as Service Provider for your Foster and Kinship Respite Care Program. You will not regret it." – William's Mom