



Performance Quality Improvement

3rd Quarter Meeting, FY21-22

August 17, 2022

8:30 a.m. – 12:30 p.m.

Meeting Report

In Attendance:

Julie Swindler
Renee Constantino

Andres Torrens
Alexander Guanarita

Diana Cardona
Peter Thate

Absent:

Sharonda Crawford

Stephanie Drennan

Melissa Wijngaarde

I. CEO, Finance, and Operations Updates

❖ Updates for quarter

CEO

- Agency held the exit interview with FAA and HUD for contracts for BTS. There were no findings programmatically or fiscally for the BHS PARED program, Kin Support Program, and Bridges to Success. Monitors commented on how organized the charts were and how easy they were to follow. They also remarked about how knowledgeable the staff is concerning the program and their work. Staff only had three days' notice of the BTS monitoring, so it was particularly meaningful that there were no findings.
- The Health Care District monitored the TOPWA and BHS programs on April 14th. The monitoring went well, and their final report will be sent soon.
- Julie Swindler met with Congresswoman Lois Frankel in April regarding the Community Project Funding grants from the Federal Government.
- Executive leadership and board member Raul Mercader finalized the new employee and board orientation. The next step is creating the videos. Those will include an organization overview (mission, vision, and history), Equity in the organization, seven short program videos, benefits and enrollment, retirement, and board governance and fundraising (board only). Anticipated completion is by the end of June.
- The cyber security insurance renewal has increased due to issues in the industry. The IT company that manages FF's system is looking at implementing some safety protocols to minimize insurance coverage.
- With the sale of the 3333 Forest Hill office, the current lease will expire at the end of September 2023. The current lease was secured at a very competitive rate.

With rents increasing all over the county, it is anticipated that rent increase will need to be considered when looking at new space. It has been calculated that the main office will require approximately 9,000 square feet.

- Leadership staff met with Dr. Michael Kane from the Palm Beach County School District to discuss billing procedures with the School District. It was determined that it would be in the agency's best interest to bill therapeutic services to Medicaid in this new school year.
- Julie attended the last Advancing the Mission session with seven staff who presented the agency's equity plan. All members participated in the presentation, which was well-received by the audience.
- Families First's TOPWA program has been approved to be a Rapid Test site for HIV. This designation will allow for immediate test results of clients while in the field. This will allow outreach staff to do post-test counseling while with the clients. The testing process staff has been using until now required the test kits to be sent to a laboratory that returned the results in seven to ten days. Due to the long response time, some clients did not show up to find out their results.
- Julie met with CSC to discuss Governor DeSantis's legislative item regarding Racial Equity and Inclusion training. The item requires that all REI training for government agencies cease. CSC will no longer be able to provide the REI Training Institute to sponsored agencies on a mandatory basis. It will be offered but only voluntary.

Finance

- Both April and May financials show a net gain. June's information has not been reviewed yet. Alex reported that the financials have shown steady growth for the past two years.
- On May 23rd CSC sent the final audit memorandum notifying the agency that it passed the annual CSC audit for Child First, Healthy Families, and Counseling for Parents and Young Children. The audit covered the past three fiscal years. There were only very minor findings. It was a great review.
- Finance Committee discussed the investment of \$75,000 in a Buffer note that will take place in July. Should be seeing some gains in the next quarter.
- Voya, our 401K agency retirement plan, went live on June 3rd, moving from John Hancock. We are still in the integration testing phase.
- On June 27th CSC notified the agency that they will be increasing the mileage reimbursement rate to \$0.625 from \$0.585 and will take effect on October 1st as long as it aligns with agency policy. The new rate is only in effect until December 31, 2022. IRS will change the rate on January 1st, so the CSC reimbursement rate may adjust again.
- Final budget changes were submitted in June to CSC for final approval.
- The agency passed the 2nd quarterly expenditure review by the Florida Department of Health.
- Insurance policies were consolidated with IOA and canceled with Gallagher Insurance due to service issues. Policies renewing are Property/Liability, Directors and Officers/Employment Practices/Crime Package, Cyber coverage, and Umbrella coverage. Overall, there will be a 7% increase in insurance.
- John Fico presented the PNC Investments, and the year-to-date portfolio is down 12%, reflecting the state of the market nationwide.

Operations

- The Palm Beach County Housing Authority has purchased the 3333 Forest Hill office, closing on May 27th. An accurate representation of the space being leased had to be clarified before the estoppel letter could be signed. The lease is still in effect until September 30, 2023. Still, Julie and board member Barbara LeBrun will have a conversation with the new owners about possible terming the lease early or extending the lease past the current September expiration.
- Barbara LeBrun will help search for space, knowing that the cost will be higher in today's market. Searching will depend on Palm Beach County Housing Authority's decision about the agency moving early or having an extended lease. If neither happens, the plan is to wait to look for new space in December/January. A decision of staying or leaving needs to be made regarding the Wellington office, and let the landlord know by February either way. The rent will only go up by an agreed-upon rate, so staying will make sense considering the current rental costs.
- Renee Constantino is working with a consultant group, Novus Insight, to help identify the best agency-wide database. They will be analyzing the overall data structure, looking at the seven different funder databases staff currently work with, and the most manageable plan to integrate data from the various systems. Julie and Renee will be writing a grant for submission to the United Way's Continuous Quality Improvement fund. Two grants will be written, with the first one for \$10,000 to pay for the consultant contract. Once a recommendation has been accepted, Julie will write the second grant to offset the purchase of the database. It is anticipated that the consultants will start work in September after the grant award.
- Staff will complete clearing out their computer drives by the end of September. Memory space needs to be freed up, and a lot of information is considerably old.
- Executive Leadership will be meeting in July to start the strategic planning process. The current strategic plan expires in 2023. The board needs to vote on a new one by February 2023.

Grants

- 8 grants written in this quarter totaling \$1,287,300
- 3 grants were new requests
- 5 grant award notifications are still outstanding totaling \$842,500
- 2 have been awarded for \$259,000, with 11 grant notifications coming in that were carried over from the 2nd quarter, amounting to \$231,900. There was one request declined this quarter carried over from the 2nd quarter.

II. Development Department

- For Child Abuse Prevention Month in April, information was distributed through committee members and social media. These efforts brought in \$2,400 in donations from 80 individual donors from 15 companies.
- The Annual Children's Day Luncheon will be held on November 4th at the Kravis Center. To date, 12 sponsors have committed to the 16th annual luncheon for \$26,875 in pledges and payments.
- The agency hosted its first CEO/Executive Dinner at Abe and Louie's in Boca Raton on June 16th. The cost of dinner was underwritten from donations, and eight prospects attended. Staff will continue to cultivate those relationships.

- Staff attended the Honda Cares Reception. Four donors guessed the correct number of birdies (two were board members). They each received consultation prizes for their participation.
- The agency was invited by Publix Charities to apply for a housing support grant for the BTS program. They have a housing initiative and are interested in the work being done with this population. The agency should be notified at the end of the year.
- Verbiage and a widget to make donations through a donor-advised fund have been added to the website to provide other ways for donors to give.

III. Workforce Stability

❖ Attrition

- Separations –
 - BHS– 1; voluntary - tenure 2 years, 2 months
 - HF – 1; 5 years, 3 months
- New Hires –
 - BHS – 1; position filled in three months
 - BTS – 1; position filled immediately
 - HF – 1; position filled in two weeks

❖ Staff Morale

- Juneteenth was recognized and celebrated for the first time after becoming a national holiday. The CEO approved offices to be closed and staff to have the day off on June 20th.
- The whole Families First staff participated in an annual staff retreat at Coral Reef Pavilion on June 22nd. There was great attendance, and the staff commented on what a wonderful event it was. The agency treated everyone to lunch from Panera. A staff committee planned games and activities, and the staff was able to relax, catch up with each other and enjoy the beach. Staff who have not participated in an in-person retreat were introduced. There were six awards presented: 2 – three-year, 2 five-year, and 2 ten-year awards.
- The agency is in the process of creating a new onboarding and orientation process for new staff. It includes videos of the different programs. Staff were invited to be the on-camera spokesperson for their program and did an amazing job. The videos will be completed in the next couple of months. Once complete, they will be utilized for new staff orientation and board member training.
- Supervisors and directors treat their team out of their pockets for the meetings below. We have some generous and supportive leadership!

Child First:

- ✓ Celebrated Nadjie Pierre’s full licensure in April by having lunch together at Grandview Public Market.
- ✓ On June 7th they celebrated a 100% CPPA Score for the second quarter and had a quarterly pizza and cupcakes birthday celebration in the office.
- ✓ On June 21st, Sharkeisha Morris’s growing family was celebrated with a baby shower in the office.

- ✓ The team participated in an in-person interactive Conscious Discipline training on June 28th, 29th, and July 19th.
- Healthy Families:
 - ✓ On April 12th, staff celebrated meeting the 1st quarter outcomes. Supervisors gave the FSW handwritten thank you cards.
 - ✓ On April 20th, Beatriz Rodriguez had a team-building meeting at Forest Hill and prepared lunch for her team.
 - ✓ On May 2nd, Emmy Donaire held a team building meeting at Deli Inn Diner and treated staff to breakfast.
 - ✓ On May 17th, Melissa Wijngaarde facilitated a Parent-Child Interaction training for the staff for skill development.
 - ✓ On May 24th, the data team held a planning meeting in Belle Glade and was treated to lunch to recognize their hard work.
 - ✓ On June 27th, Moryanne had a team-building meeting at McKenna's Place and treated her team to lunch.
 - ✓ On June 30th, Ashley held a team building meeting and outcomes celebration for the quarter and treated them to lunch at First Watch.
- Bridges to Success:
 - ✓ Program Coordinator, Takela Golson, resigned with her last day at the end of June. Her replacement, Euratta Eastmond, was hired at the beginning of June and was able to train with Takela before she left. Euratta expressed her gratitude for her time with Takela as BTS is a complicated program, especially if you try to learn it on your own.
 - ✓ Since the pandemic closed all in-person visits in March 2020, housing inspections were not conducted for two years. They have started again, and all ten units were inspected. Several had not been kept up to standards and failed first inspections. Euratta has worked tirelessly to get all of them passed so new leases could be signed. She will be completing those during July and August.
- Behavioral Health Services:
 - ✓ The BHS team did a team-building event where they hired a consultant to provide psychodrama training. The training also equipped the clinicians with a new tool to use in their work with their clients. They started with breakfast and closed with pizza for lunch.
 - ✓ There has been a lot of change in the program over the past year, with the clinical director being promoted to Chief Program Officer and a new director hired. There have been some shifts in staff as well. Staff is adjusting well.
 - ✓ Teams have been reassigned, so there is diversity across them. Equity is being worked across the agency, so it was a great time and opportunity to evaluate and adjust.
 - ✓ On April 29th, BHS staff participated in the Get Your Green on Kickoff in honor of mental health awareness month in May. Staff wore green as a representation of their support.

- Kin Support:
 - ✓ Diana Cardona met with Horse Healing Hearts (HHH) to discuss the possibility of a new partnership for Kin families who are impacted by substance abuse in their families. Khalilah Eubanks and Marcela Perez visited HHH to learn about potential services to increase family involvement. HHH has informed Diana that they will sponsor six KSP clients in their new program.
 - ✓ The KSP team joined the BHS team in the psychodrama training and staff building day. The training focused on team building and cohesion among staff members and provided new tools for them to use with their Kin families.
 - ✓ Khalilah volunteered to be the spokesperson for KSP in the new orientation videos being created.
 - ✓ As KSP expands to the Glades, Khalilah and Marcela have conducted their first interviews. Their input has been very important to continue the team cohesion they have created. They are looking forward to the second interviews soon.

- TOPWA:
 - ✓ The TOPWA team celebrated Maura’s birthday with lunch in April and Jocelyn’s in June.
 - ✓ On April 12th, the team held its first brunch team meeting to discuss achievements and program updates.
 - ✓ The team enjoyed working together to host the annual baby shower in West Palm Beach and Belle Glade.
 - ✓ During April and May, Ashaki Sypher went out in the field with the outreach workers to provide positive feedback and kudos for the hard work done in person.

IV. Safety and Security

- ❖ COVID Positive Clients for the quarter
This quarter there was no increase in positive cases compared to last year.

Program	3rd Quarter 2021	3rd Quarter 2022
	34	34
BHS	1	0
BTS	3	2
CF	1	4
HF	26	25
KS	2	3
TOPWA	1	0

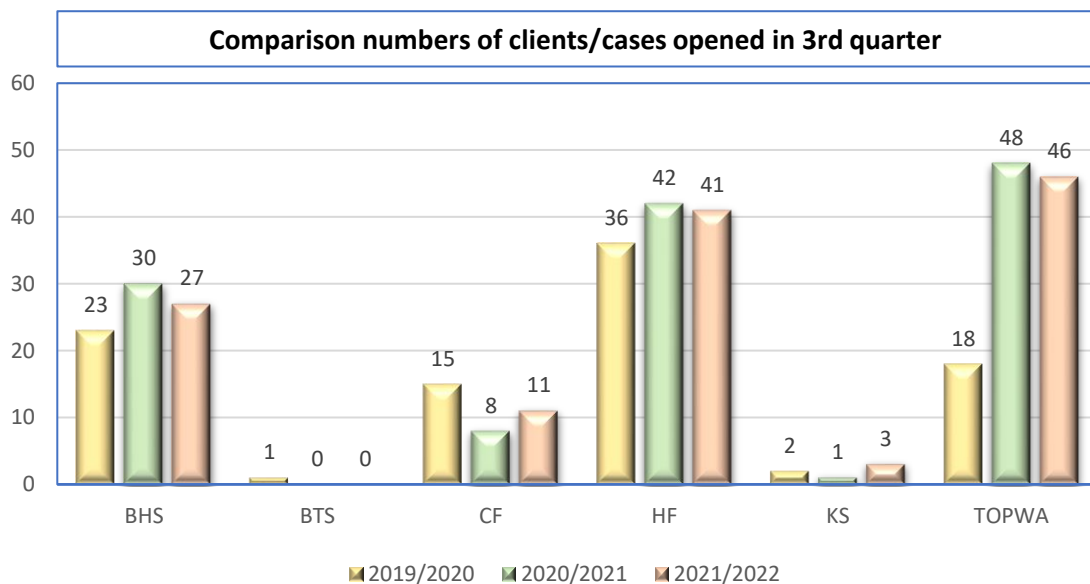
- ❖ Staff testing positive for COVID-19 for quarter – 2
50% increase over the same period last year. For this year, the numbers continue to drop to date.

72.2% of staff are reported vaccinated. This represents a 1.36% increase over the last quarter. This percentage has been increasing this last year slowly; there have been some new hires, so it is promising that staff will continue to seek vaccinations. Currently, the agency can no longer require that new employees be vaccinated. Reporting of vaccination status is now voluntary.

❖ Risk Management Concerns

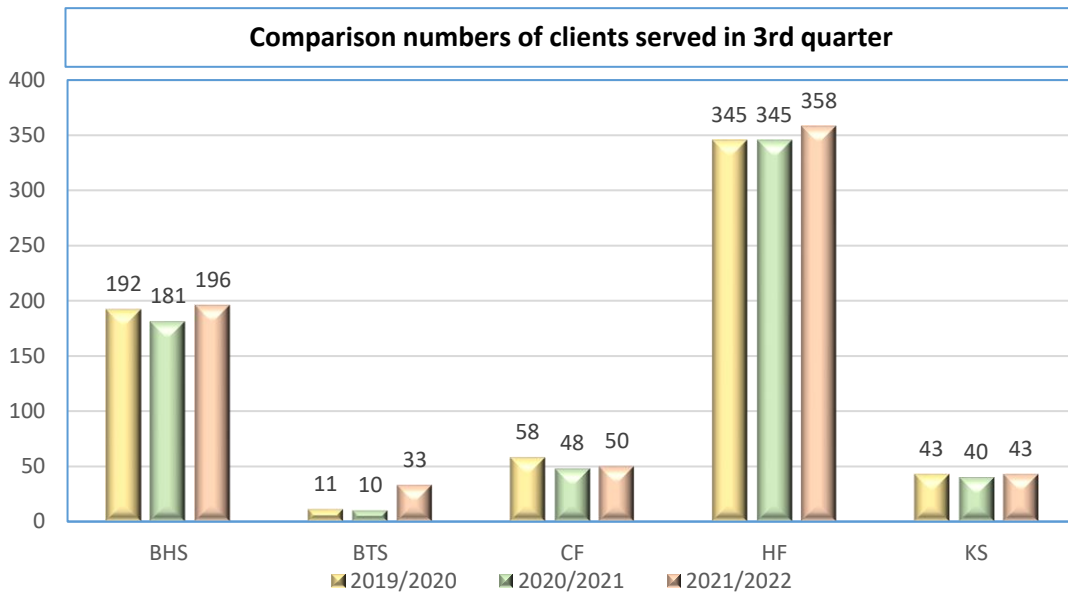
- With the rise in COVID positive cases, leadership has reminded staff to remain vigilant with their PPE as everyone has returned to home visiting.
- An increase in spam email received in the agency leads to risk and liability concerns. Agency entered an agreement with the IT company to implement ProofPoint Advanced Version spam and malware filter at a per mailbox cost.
- In May, supervisors determined the office practices of their programs for staff that must serve clients in the field. Masks will be worn by all staff when doing in-person work with clients. Office sharing was discussed, and it was determined that staff would be rotated in offices being shared so that there is no more than one person per office at any time. Co-located staff working in the schools will be able to work remotely on the days school is closed.

V. Client service numbers – 3rd Quarter Comparisons

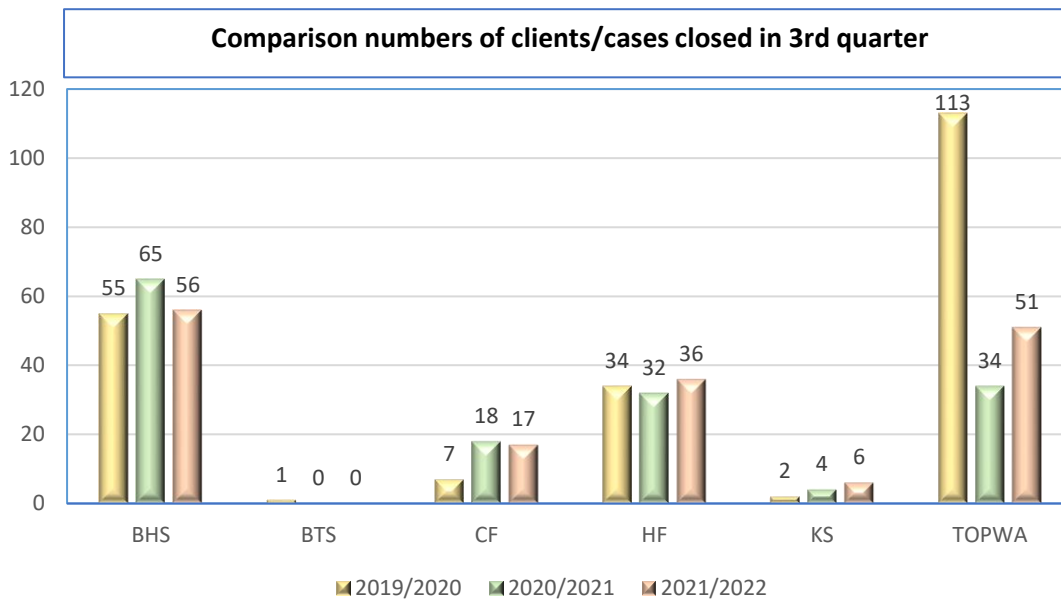


Narrative for clients/cases opened graph:

- TOPWA: The program is an outreach-based program, and the staff could not conduct outreach during most of the 3rd quarter in 2019-2020 due to the onset of the pandemic; therefore the numbers served dropped dramatically.



There is no narrative for the clients/cases served graph. Activity was within an acceptable and normal range. Clients served is not followed in TOPWA due to the nature of the program and when discharges occur.



Narrative for clients/cases closed graph:

- While outreach work was limited, staff focused on addressing case closures. There was a supervisor change that temporarily impacted the timing of how the closures were processed. The next two years show normal activity.

VI. Program updates; additional agenda items

- PQL discussion:
This meeting discussed how to report numbers served each quarter in the TOPWA program. Because there has been a lag in when cases are closed, and the nature of the program typically only has one contact with a client, it is difficult to get an accurate count. Some clients opened in one quarter may not be closed by the beginning of the next quarter. The CPO will meet with the division director and the program supervisor to discuss reporting this number quarterly without overlapping from one quarter to the next. Also, the division director and program supervisor are discussing expanding the currently identified outreach areas to increase the number of clients being tested. Some new “hot spot” homeless encampment areas with many families with small children have been identified. With the program now doing rapid testing, it is anticipated that the number of tests administered will increase.
- BHS – schools will be re-opening in late July, and staff is preparing to return to the schools. Four new staff have been hired, and BHS serves seven schools presently. School teams are being restructured to maintain better representation across the student populations. Staff is meeting with Medicaid and working on updating program manuals in anticipation of both funder and Medicaid reviewing them.
- KSP – the program will expand into the Belle Glade area, and interviews for one staff member are in process. Staff will start preparing for the Grandparent’s Day annual event.
- BTS – new staff member, Euratta Eastmond, came on board in mid-June, and current staff member, Takela Golson, left at the end of June. Onboarding for Euratta was smooth. She is working out of the Belle Glade office. The program has been going through significant challenges coming out of COVID. Over the past two years, there have been very few home visits. Most visits were happening virtually. Euratta could go on the home visits and meet the clients with Takela before she left. There is a range of situations that she has had to deal with, primarily the condition of the units. Inspections and lease renewals will be conducted starting in July.
- CF – staff is preparing for the transition of a new national clinical director who will move to Martin County. CF national merged with Nurse-Family Partnership and will be expanding into Florida. The Palm Beach County teams will be meeting with the new national director. To date, the program has been exceeding its benchmarks. The Child First Clinical Director, one CF licensed therapist, and the Director of Maternal and Infant Mental Health are participating in a national learning collaborative in Perinatal Child Parent Psychotherapy. This learning collaborative is the first of its kind and Palm Beach County CF was invited to be a member of this pilot program. As part of this collaborative the participating members will be trained by world renowned experts in the practice of CPP and PCPP. Our training participants have begun accepting pregnant women as clients and is practicing PCPP as they are learning in their training cohort.
- HF – much energy has been spent on the one-step entry system. The assessment function is moving from HMHB to Healthy Families program. The two HF assessment workers carry a caseload as well as completing and do all of the assessments on all referred clients and this, which is overloading them. CSC has been approached to increase staff by adding two more FSWs. This will allow the assessment workers to be full-time without a caseload.
- TOPWA – there has been a lot of work around outreach workers going to the best areas for their client population. Staff has identified where they currently go and is working on the areas they can expand into. The program has been accepted by the

Department of Health to be an HIV rapid testing site. The staff have begun training in the procedure for the rapid testing and the administration will be trained in July. Meetings will be held with the Department of Health and with the TOPWA staff to determine the best way to integrate the new testing into our program. The Health Department's new monitoring staff person, Gail Stein, will be monitoring for a second time this year. The first monitoring went very well.

- IMH – during this quarter, two part-time IMH clinicians have been hired. The clinicians are working on reducing Counseling waitlist through CSC. One of the clinicians will transition to carrying a full-time case load in the next quarter. DeLuca Foundation has been funding this program, and the agency is currently behind on expending the dollars. Julie and Melissa will meet with the foundation staff to explain what has been happening to slow down the spending. Staff has been having conversations with the Palm Beach County Head Start program. Headstart is not happy with the provider currently doing client evaluations in ten centers. They will be contracting with IMH staff to provide services as well. Our IMH program will be going into 10 identified Head Start Centers to evaluate the classroom and identify any students that may need additional assessment and services.
- All clinical program directors and supervisory staff are working on the Order of Operations Manuals.
- Additional Agenda Items:
Do we want to add an update on student internships and the different schools they are working in during this report? A place to discuss how the interns are doing. Some are candidates for hire after they complete their internship. Discussion about the BSWs and one is very interested in community outreach and may work with TOPWA.

VII. Quarterly Program Report Updates

- ❖ Monitoring, Site Visit, and Report Updates:
 1. CSC Financial Audit, April 25, 2022
 2. TOPWA and BHS HCD Monitoring, April 14, 2022; received May 12, 2022
 3. BHS, BTS, and KSP monitoring report received June 10, 2022
- ❖ Quarterly Data Reports:
 4. BHS
 5. BTS
 6. CF
 7. HF
 8. KS
 9. TOPWA

VIII. Risk Assessment Review Committee

- ❖ Staff incidents – 1
- ❖ Client Incidents – 11
 - BHS – 0
 - BTS - 0
 - CF – 3

- HF – 7
- KSP – 1
- TOPWA – 0

❖ Client Incident Types:

- Child abuse/neglect: 3
- Aggressive/abusive behavior – 3
- Accident/injury – 2
- Other – 2: one substance abuse, one drug abuse
- Law violation - 1

❖ Client Incidents 2nd Quarter comparison by Year

Program	2019/2020 (10)	2020/2021 (10)	2021/2022 (11)
BHS	2	1	0
BTS	0	0	0
CF	3	3	3
HF	1	2	7
KSP	2	3	1
TOPWA	2	1	0

Type	2019/2020	2020/2021	2021/2022
Risk for harm self/others	4	2	0
Aggressive/Abusive Behavior/Assault	1	3	3
Accident/Injury	0	0	2
DCF/Hotline	1	0	0
Child Abuse/Neglect	1	4	3
Death	0	0	0
Legal/Law Violation	2	1	1
Medical emergency	1	0	0
Other	0	0	0
Sexual harassment/battery/assault	1	0	
Substance/Drug abuse	0	0	2

- ❖ Risk Assessment Committee incident review for 3rd quarter
See discussion notes attachment following quarterly reports

BEHAVIORAL HEALTH SERVICES
Third Quarter Report, April 2022 - June 2022

Date: July 2022

PROGRAMMATIC CAPACITY and DELIVERABLES										
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients enrolled & carried over	155		186		169		140			
# of clients opened - Adult 1st box Child 2nd box	3	44	0	38	3	24			6	106
# of clients served	202		224		196		140			
# of clients closed - Adult 1st box Child 2nd box	0	16	0	55	0	56			127	
Successful closures	8		39		46					
Closure before completing services	8		16		10					
# targeted to be served	135		135		135					
PROGRAMMATIC OUTCOMES										
OUTCOME INDICATORS	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG	
	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved		
80% reduction in mental health symptoms	16	12	55	41	56	46				
Percentage achieved	75%		75%		82%		#DIV/0!		#DIV/0!	
80% stability of placement	16	16	55	55	56	56				
Percentage achieved	100%		100%		100%		#DIV/0!		#DIV/0!	
80% stability in school	16	15	55	55	56	56				
Percentage achieved	94%		100%		100%		#DIV/0!		#DIV/0!	
Challenges impacting outcomes	Challenges impacting outcomes- There were a total of 55 discharges for this quarter due to the processing of documentation that was pending from staff. This area is being revisited by the clinical director in improving the documentation process. Of the 55 discharges 41 achieved a reduction in mental health symptoms. There was no disruption in stability in school and placement.									

HOUSEHOLD COMPOSITION	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Types of household (unduplicated)					
Single Parent	21	26	17		64
Married Couple	25	12	10		47
Cohabiting couple	0	0	0		0
# of Children	108	78	62		248
# of Adults	94	88	58		240
PROGRAM OVERVIEW					
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS				
# of files audited	0	15	6		21
Most notable key accomplishment(s)	Families First received positive feedback from principals regarding the co-located therapists and their dedication to serving youth in the schools. During this period, therapists work closely with school staff to discuss student concerns and ways to increase support for them in and out of school. Students and therapists attended graduation at the end of the school year. In one particular school, the principal announced the hard work of our co-located therapist and verbalized his appreciation for her time and dedication to students throughout the school year. During this quarter, the agency received funding to expand services to caregivers in the western community. The behavioral health program has also been awarded a new grant for an initiative to serve youth who may have negative encounters with law enforcement and to reduce recidivism in youth in high-risk communities. The agency has established new collaborative partners with the Juvenile Justice Department, Goodwill Industries, and Xcel Mentoring Network through this initiative.				
Most notable challenge(s)	A notable challenge this past quarter was the departure of two clinicians who left the agency to advance their clinical skills in a different clinical setting. One clinician was quickly replaced, and the new staff member has been employed with Families First since June 2022. However, filling the second clinical position has been difficult due to the limited number of qualified therapists in our community. The agency is working closely with collaborative partners and colleges/universities to promote the employment openings within the agency.				
ANECDOTAL STORY TO SHARE					
At the grandparent's request, a nine year old student was referred to a co-located therapist. The student's mother had recently died from a prolonged illness. The grandmother was concerned that the student was not displaying signs of grief or emotions, appeared anxious, unable to focus, and engaged in angry outbursts. The therapist provided the grandmother and student with psychoeducation about grief and loss, how everyone processes loss differently, and the different types of losses a person can grieve. The therapist normalized the student's responses to his loss for him and his grandparents. In addition to psychoeducation, the therapist worked with the student on increasing emotional vocabulary and identification, communication/expression, and developing and implementing positive coping skills to decrease anger and anxiety. Some of the interventions the therapist utilized to assist the student were play techniques, art/writing techniques, and role play. By the time of discharge, the therapist was informed by teachers that the student's concentration and overall class performance had improved. The grandmother reported an increase in the student's ability to identify and express feelings related to his mother and her passing. Grandmother also reported that the student created a "memorial" in honor of his mother, that he is more open in expressing feelings about his mother, adjusting to living with grandparents, and what causes him to become anxious.					

BRIDGES TO SUCCESS
Third Quarter Report: April 2022 - June 2022

Date: July 2022

PROGRAMMATIC CAPACITY and DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		YEAR END
# of families carried over	10		10		10		10		
# of families opened	0		0		0				0
# of families served	10		10		10		10		
# of families closed	0		0		0				0
Successful closures	0		0		0				
Closure before completing services	0		0		0				
# families targeted to be served	10		10		10				
CLIENTS & HOUSING UNITS (new per quarter)	QTR 1		QTR 2		QTR 3		QTR 4		YEAR END
# of Families	10		10		10				
# of Children/dependents	16		16		16				
# of Adults	18		18		18				
Single	9		9		9				
Married	0		0		0				
Co-habituating	1		1		1				
COMMENTS									
PROGRAMMATIC OUTCOMES									
Outcome Indicators	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG
	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved	
80% of 10 families will maintain housing within the program or exit to safe, affordable permanent housing.	10	10	10	10	10	10			
Outcome #1 % Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
80% of 10 families will maintain or increase their income including wages and/or benefits.	10	5	10	5	10	9			
Outcome #2 % Achieved	50%		50%		90%		#DIV/0!		#DIV/0!
Challenges impacting outcomes	Of the ten families that we house and record outcomes for five of those families lost income due to lowered wages and hours at their place of employment, decreased social security benefits, or a once minor child aging out of disability eligibility. Income is only reviewed twice per year - June and December.								
PROGRAM OVERVIEW									

FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	YEAR END
# of files audited	0	6	8		14
ACCOMPLISHMENTS & CHALLENGES	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>The agency continues to provide resources and assistance to clients in their search for new employment. Because some struggle to provide food for their families, Families First continues to provide gift cards to local grocery stores so they can purchase food, cleaning supplies, and other essentials. Engaging and cultivating landlords is an ongoing process. All landlord relationships have been maintained, ensuring secure, safe, and stable housing for all our clients. The landlords have been extremely helpful in being flexible with month-to-month leases when staff could not do on-site inspections of all units, which our federal HUD funding requires. We are now renewing leases, and all landlords have been very helpful. Inspections will resume in July. Staff had a very successful FAA/HUD contract monitoring. Unlike the other FAA-funded programs, BTS only received 48-hour notice of the site visit, but even in light of that, there were no findings or issues at all. Even though both Takela Golson, program coordinator, and Renee Constantino, QAD, were out of the office with very limited availability, the staff could ensure the completeness of the charts and other required documentation. We were notified in June of the results of the monitoring.</p>				
Most notable challenge(s)	<p>The program coordinator, Takela Golson resigned effective June 30. Her replacement, Euratta Eastmond, was able to start approximately a month before Ms. Golson's last day. Staff continues to work with clients, assisting them with securing employment. We are slowly moving back to in-person home visits, but COVID continues to make it difficult. Infection rates are rising again, but staff continues to do what is necessary while utilizing CDC protocols for safety. Helping clients move on to independent housing is also continuing to be challenging due to rental rates in the community. The clients approved for Section 8 vouchers in the second quarter have been unable to move this quarter, and their vouchers have expired. Clients in the program continue to be safely housed at this time. The number of unduplicated families has been served to date is 10, as no families have moved out of the program.</p>				
ANECDOTAL STORY TO SHARE					
<p>EN, a mother of two entered the program in 2021 at the height of a global pandemic and during a time when most people in the world were struggling to make ends meet. She felt hopeless, had a newborn daughter, and lacked the support and skills to parent her children and maintain a home. The family was homeless and reported no one could help them find a safe and secure shelter. Upon entering the program, EN made one of her goals to gain housing stability and independence. Over the first year, despite minor setbacks, EN's consistency and determination for a better life have helped her gain employment, childcare, and a sense of safety. Motivational interviewing, empathy and coaching have been utilized with her, and small changes are being noticed. Instead of bottling up her emotions, she would reach out to program staff to discuss them or ask for additional help. She has ensured that her children be at school. She has been determined about their growth and identified the need for behavioral help. One very significant improvement was in February of 2022 when she approached staff about helping her update her resume so that she could secure a better job. Her goal was to be able to work from home and pursue her education. She had been unable to graduate from high school because of legal problems that had her in jail. Her efforts and success have been acknowledged, encouraged, and supported by staff. EN expresses hope from the encouragement, stating it has been "hard work," but she has done it with all of the support she has received. She credits her ability to grow to program staff for helping to keep her motivated while she "got on her feet." EN will do exceptional work if she continues to be motivated to push herself.</p>					

CHILD FIRST

Third Quarter Report, April 2022 - June 2022

Date: July 2022

PROGRAMMATIC CAPACITY and DELIVERABLES										
REFERRALS, ENROLLMENTS and DISCHARGES	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of Clients enrolled and carried over	28		35		35		33			
# of clients carried over who were NOT enrolled, but enrolled in the Qtr.	5		4		4					
# of Clients referred, accepted & enrolled from HomeSafe	17		9		10				36	
# of Clients referred, accepted & enrolled from HMHB	0		0		1				1	
# of enrolled Clients served	50		48		50				148	
# of Enrolled Clients discharged in quarter	15		14		17				46	
Successful closures (clients enrolled 60+ days and had at least 4 home visits by the clinician)					10					
Closure before completing services (clients enrolled 60+ days and had at least 4 home visits by the clinician)					2					
Referrals that were accepted & discharged (never enrolled) <i>*see comments for reasons</i>	HomeSafe	6	HomeSafe	3	HomeSafe	9	HomeSafe		HomeSafe	18
	HMHB	5	HMHB	1	HMHB	5	HMHB		HMHB	11
# of Rejected Referrals	Capacity	1	Capacity	0	Capacity	1	Capacity		Capacity	2
	Language	1	Language	0	Language	0	Language		Language	1
COMMENTS										
<p><i>* Q3: Referrals accepted & discharged reasons:</i> HomeSafe: One (1) referral rejected for capacity, but was re-referred one week later and accepted. HMHB: n/a</p>										
<p><i>* Q2: Referrals accepted & discharged reasons:</i> HomeSafe: Declined Services - Does not consent: 2; Unable to locate - Service not initiated: 1 HMHB: client waitlisted - No services provided</p>										
<p><i>* Q1: Referrals accepted & discharged reasons:</i> HomeSafe: Another target client identified: 1; Declined Services - Does not consent: 5; HMHB: Declined Services - Participant discontinued services: 1; Moved out of service area: 1; Unable to locate - service was not initiated: 1; Unable to locate - service was initiated: 2</p>										
PLAN OF SAFE CARE	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients with POSC at intake					2					
# of POSC offered to families by FF					0					
# of POSC created with families by FF					0					
BENCHMARKS AT DISCHARGE	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE AVG	
SNIFF (Service Needs Inventory for Families) Needs Identified & Met - Clients opened 4+ months Benchmark: 80%	100.0%		93.70%		94.90%				72.2%	
% of discharged Clients that Met Tx Goals/Completed Svcs (# of discharged clients / %) Target = 60% (All discharged clients in the period enrolled for 60+ days & had at least 4 home visits by the clinician.)	7	100.0%	**6 of 10 discharged clients	60.0%	***10 of 12 discharged clients	83.3%				
Family Improvement (benchmark 75%) <i>* See Comments</i>	n/a - this information isn't reported quarterly		n/a - this information isn't reported quarterly		n/a - this information isn't reported quarterly		n/a - this information isn't reported quarterly			

COMMENTS					
* For contract year 10/1/20 thru 09/30/21: # of families that presented w/problems in 1+ areas at baseline: 25 Percent improvement at discharge: 96%	Q1:	Q2: ** 4 clients initiated services, but were then unable to locate	Q3: *** 1 client in service for 5 months was unable to locate and was discharged 1 client in service for 7 months discontinued services	Q4:	
CLOSURES LENGTH OF SERVICE	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# of Clients open for 60+ days and closed in the quarter	7	11	13		31
Clients open 60+ days - Average Length of Service - Months	10.3	8.5	10.1		9.6
COMMENTS					
HOUSEHOLD COMPOSITION					
Types of household/Families (unduplicated)	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Single Parent (widow/divorce/separated/never married)	50	8	9		67
Married Couple	0	4	0		4
Cohabiting couple	0	1	2		3
# of Adults	74	25	20		119
# of Children	89	29	25		143
PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	YEAR END
# of files audited (Benchmark: 25% of census per quarter)	0- in person peer review postponed until 1/18/22 due to COVID variant	16	10		26
ACCOMPLISHMENTS & CHALLENGES Quarter	Current	COMMENTS (current quarter)			
Most notable key accomplishment(s)	Families First CPPA score this quarter reflects extremely high fidelity to the model with an overall score of 100%. Our strengths this quarter include data submitted complete (100%) and on time (98%) and data submitted accurately (100%). Core components were implemented in accordance with our contract at very high fidelity. Our baseline and paired assessments scored at 100%, as did our written case formulations, plans of care, and early care mental health observations. Our SNIFF needs identified also show high fidelity to the model with a score of 94.9%. Also important to note Adjusted Direct Contacts measured since COVID was 95.05%.				
Most notable challenge(s)	<p>COVID- 19 continued to present a challenge with one team member and many families served contracting COVID-19 this quarter. The mutations of the Omicron variant and its contagious nature have impacted our families and our ability to conduct home visits during the months of May and June. We have continued a gradual return to the field and are completing most home visits in person when possible. With increased families experiencing Covid and/or flu symptoms, we have continued to conduct telehealth sessions as needed and as the families can. The increase in gas prices continues to present a challenge for staff due to the increase in home visits occurring at the same time.</p> <p>We welcomed a new Care Coordinator to our Creole-speaking team and are transitioning families and building up her caseload with her partner. All this while engaging in required training for CSC and Child First. This quarter, the new clinical director continued to acclimate to the agency, her role, and the Florida Child First Program. She continues to engage in several trainings while performing her role as clinical director. One training has been the P-CPP collaborative, which will result in Clinical Director needing to see clients, which will also impact her role and responsibilities. We have been preparing for a staff member to go on maternity leave which has impacted our ability to accept new referrals.</p> <p>Our teams are serving many different zip codes outside of our contracted areas. During Q3, staff accepted 36 referrals, six of which were families residing outside our zip codes that were overflows from other CF programs. We did this to ensure that families received services while CCC South has experienced staffing issues and CCC North was at capacity. The clinical director is mindful of caseload sizes in accepting referrals outside the agency's catchment area. Staff struggled with meeting deadlines for record reviews this quarter. In response, the clinical director, with the assistance of the data coordinator and lead care coordinator, created a new record review policy. This will be distributed to all staff in July 2022, implemented for the upcoming quarter, and monitored to determine if it will aid in completing necessary record reviews.</p>				

ANECDOTAL STORY TO SHARE

The client was a 4 month old Haitian American baby boy whose mother reported a complicated chronic trauma-filled past compounded by the stress of her son's medical challenges. Mom engaged in services in August of 2021. She initially sought services from Child First for her 4-month-old son due to reporting feeling she was ill-equipped to care for her family. Mom was on a healing journey, overcoming past DCF involvement, domestic violence, and trauma due to the death of two of her children. She was experiencing depression which was exacerbated by her 4-month-old's chronic condition of Sickle Cell Anemia. With a slim support system available, mom often reported feeling defeated after arriving in the United States due to the unfamiliarity with the area and culture. Mom reported a recurrent state of depression during this time as she reflected on the trauma she'd experienced on her journey of migrating into the United States with her children in tow. Mom reported feeling inadequate to financially sustain her family. Mom described a history of experiencing complex trauma: losing her father, her brother being assassinated, her sister committing suicide, losing her two-year-old in his sleep, and her eight-year-old within two weeks of being informed of his cancer diagnosis. Mom reported feeling as though she was cursed, emoted saying: "all these bad things keep taking place..." Mom's entire life has been about survival, and entering the Child First program provided her with an opportunity to learn to live; for herself and her children. She learned the meaning of self-grace and forgiveness and acknowledged how capable she's always been.

The Child First Team assisted with submitting the family's SNAP application and providing gift cards from Families First to care for her and the baby's needs. The baby now has medical insurance and a primary care provider, and the mom has access to medical care for herself. Mom reported not knowing where she would be without her team's support and services. She works full-time, securing a job on her own. She aspires to become independent to continue to meet her family's overall needs now that she feels empowered and encouraged. The love mom now demonstrates for her children is palpable, and the affection displayed between mom and her baby boy serves as a sign of strength in the relationship that the Child First team assisted in fortifying. The Child First team also observed how the baby, given some structure and consistency from his mom, made sense and thrived off his mother's presence. As of today, mom's relationship with her baby boy is increasingly better due to the intensive amount of services provided by the Child First Team. Mom learned how to keep herself and her family safe.

HEALTHY FAMILIES PROGRAM
Third Quarter Report, April 2022 - June 2022

Date: July 2022

PROGRAMMATIC CAPACITY and DELIVERABLES										
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients carried over Adult 1st Child 2nd	319	616	320	31	317	27	322	36	Adult	Child
# of clients opened Adult 1st Child 2nd	26	51	44	65	41	69			111	185
# of clients served Adult 1st Child 2nd	345	667	364	96	358	96	322	36	1389	895
# of clients closed Adult 1st Target Child 2nd	25	20	47	38	36	33			108	91
Capacity - Contracted for 350										
PROGRAMMATIC OUTCOMES										
	QTR 1		QTR 2		QTR 3		QTR 4			
OUTCOME INDICATORS (open cases)	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved	YEAR AVG	
1. 80% of target children will be up-to-date with immunizations at 24 months of age	13	12	18	17	16	15				
Outcome 1 Percent Achieved	92%		94%		94%		#DIV/0!		#DIV/0!	
2. 85% of target children will be up-to-date with well-child checks at 24 months of age.	13	12	18	17	16	15				
Outcome 3 Percent Achieved	92%		94%		94%		#DIV/0!		#DIV/0!	
3. 90% of target children enrolled six months or longer will be linked to a medical provider	72	72	98	98	95	95				
Outcome 2 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!	
Challenges impacting outcomes	None at this time, all outcomes were met.									
PLAN OF SAFE CARE	QTR 1		QTR 2		QTR 3		QTR 4			
# of clients with a POSC at intake					0					
# of POSCs offered to families by FF					2					
# of POSCs created with families by FF					1					

HOUSEHOLD COMPOSITION					
Types of household/Families (unduplicated)	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Single Parent (widow/divorce/separated/never married)	197	20	23		240
Married Couple	68	15	5		88
Cohabiting couple	80	9	13		102
# of Adults (undup)	345	44	41	0	430
# of Children (undup)	667	65	69	0	801
FAMILY RETENTION Closure Reasons	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# Completed HFF	6	23	15		44
# Not Interested/declined services	3	7	3		13
# MOOSA	0	1	0		1
# Lost Contact/to follow-up	4	8	11		23
#Target Child Miscarried	2	0	0		2
#Other	0	0	0		0
Program Acceptance Rate	89.70%	81.40%	93%		2.641
PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# of FSW files audited (Individual Family Records IFRs/charts)	116	106	84		306
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>Many of our families continue to engage in virtual home visits, evident by our 92% home visit completion rate this quarter. We are receiving positive feedback from families about the quality of care we provide them during this time. We continue to maintain 88 % capacity.</p> <p>HFPB meet all our quarterly outcomes for April – June 2022.</p> <ul style="list-style-type: none"> •We are maintaining capacity at 85% or higher. •Families First of PBC has dispersed significant financial assistance from the COVID Response fund to our families to pay bills. (Pooled monies from several community funders) •HFPB was able to provide 32 food baskets to our families. •On June 30, 2022, HFPB Leadership and the Child First team hosted Congresswomen Sheila Cherfilus-McCormick at our Belle Glade office and provided an overview of the Healthy Families Palm Beach County program. •CSC yearly audit completed with a successful outcome determining HFPB is delivering services consistent with the model and standards and will be maintain funding contracts for the next fiscal year. 				

Most notable challenge(s)	<p>With the transition to one-step eligibility in Palm Beach County and changes to the structure of our local program, our two part-time Family Engagement Specialists (FES) have been feeling the stress of processing the increased number of HFFATS for the program. The change in process has been over time, but the part-time FES is now at capacity, carrying a caseload of 12 families each and covering the largest geographic county in Florida. Our Healthy Beginnings Prenatal Entry agency will no longer be conducting HFFAT assessments in Palm Beach County as of 7/1/2022. The return to in-home visits continues to move along slowly. The topic is visited and explored during individual supervision, weekly team meetings, and quarterly staff meetings. In the last quarter, HFPB had 21 families that reported testing Covid positive and one testing positive for TB.</p> <p>From 1/22 to 3/22 there were a total of 45 face-to-face visits. (Total families testing positive for Covid 25); from 4/22 to 6/22 there were a total of 248 face-to-face visits. (Total families testing positive for Covid 21) Many program changes are being made by the Ounce of Prevention. They are keeping our leadership team staff up to date with the enormous amounts of changes the past six months have brought and the learning curve associated with this process.</p>
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ANECDOTAL STORY TO SHARE

At fifteen years old, she found out she was 9½ weeks pregnant. Her relationship with the baby’s sixteen-year-old father began when they were both volunteering at a local Guatemalan Resource center. When she shared the news with the father, he said he would talk with his mother about it and never called her again. She was accepting of the pregnancy and decided to keep the baby even though she was only in 10th grade. The Family Support Specialist began providing services to her, and at the time of assessment, the participant stated, “I need support with this pregnancy because I understand I am young, and I need as much help as I can get.” She wanted a different life for her child. The participant shared that she grew up in a home with domestic violence for the first six years. This domestic violence led the maternal grandmother to leave Guatemala and immigrate to the US. The participant and her older sister were left behind with her grandparents. Her grandmother was a very important part of her life, and she felt very supported and nurtured by her. At the age of 13, the participant moved to the US to be with her mother, stepfather, and younger siblings. While her mother was supportive, it was a difficult transition to a very different life with a mother she barely knew. The participant’s native language was a Guatemalan dialect, so she needed to learn Spanish and English when she was enrolled in her new school in the US. The participant’s daughter, Candy, was born one month premature but is caught up in all areas of development at this time. She is very curious, active, playful, and independent. Candy attended preschool while the participant was in high school but is now cared for by her older sister during work hours. The participant has been fully engaged despite not having a phone at times, working, and going to school. She is committed to being the best parent she can be for her daughter and is always asking for activities to do with her to enhance her development.

In the three and a half years the participant has been enrolled in Healthy Families, she has been engaged in services consistently and was always curious about how to better her life situation. Such a little girl when we first met her, she has grown into a determined, loving mother. The parent-child interaction she and her daughter have is what we hope for all of our families.

KIN SUPPORT PROGRAM

Third Quarter Report, April 2022 - June 2022

Date: July 2022

PROGRAMMATIC CAPACITY and DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of enrolled families carried over	38		42		40		37		
# of families opened	8		2		3				13
# of families served	46		44		43		37		
# of families closed	4		4		6				14
Successful closures	4		4		6				
Closure before completing services	0		0		0				
# targeted to be served									
NUMBERS SERVED (unduplicated)	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of Children	108		6		6				120
# of Adults	52		2		4				58
PROGRAM REFERRALS	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of referrals screened eligible for an assessment	8		2		3				13
# of referrals screened ineligible for assessment	0		0		0				0
# of referrals screened and placed on waiting list	0		0		0				0
# of referrals provided with education and information regarding community resources and services	45		44		43				132
PROGRAMMATIC OUTCOMES									
	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG.
Outcome Indicators	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved	
1) 84% of 50 kinship families will remain stable (not removed /placed in foster care) during the contract year.	46	45	44	44	43	43			
Outcome 1 Percent Achieved	98%		100%		100%		#DIV/0!		#DIV/0!
80% of 50 kinship families will receive social work/supportive counseling to address mental health and	46	46	44	44	43	43			
Outcome 2 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
80% of 20 relative caregivers will receive support group services	17	17	17	17	14	14			
Outcome 3 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!

90% of 50 families will be successfully linked to supportive services.	46	46	44	44	43	43				
Outcome 4 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!	
Challenges impacting outcomes	No challenges were reported in this quarter.									
PROGRAM OVERVIEW										
FILE AUDITS	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of files audited	0		10		6				16	
Comments	Chart reviews were held in this quarter.									
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)									
Most notable key accomplishment(s)	During this period, there were three admissions and six discharges. All discharges were successful, meeting the needs of the caregivers and youth. KSP staff participated in psychodrama, cultural sensitivity, and trauma-informed trainings within this period to ensure staff is keeping up with new trends and information in the field. KSP received funding to expand services to caregivers in the western community and is currently searching for qualified candidates to fill this position. The clinical director is working closely with KSP staff in coming up with new creative ideas and topics for their monthly support groups. In the month of June, a housing representative from legal aid joined the support group to provide participants with information and guidance on housing challenges in today's market.									
Most notable challenge(s)	The program has experienced challenges in hiring a family service coordinator to serve caregivers in the western community. There is a lack of qualified candidates for this position in the region. An ongoing challenge includes the need for additional funds to support the program, as evidenced by exceeding the budget in May. The clinical director expressed this concern and advocated for additional funds for the remainder of the fiscal year but has not heard back on this notice.									
ANECDOTAL STORY TO SHARE										
Mrs. R is a paternal grandmother, who has been raising her 13 year old grandson for several years, due to the child's parents' substance abuse issues. Recently, the client lost her son (child's father) to an overdose, and the family received emotional support from the Family Service Coordinator (FSC). The caregiver has been a participant of a Kin Support group, where she has been able to connect with other relative caregivers raising relative children who go through similar struggles in their role of caring for their loved relative children. The client has expressed that she does not socialize much and mostly stays home, so the support group has been a very positive experience. She can interact with other group members during the monthly group meeting. Another of the family's most significant benefits through the program was the linkage with mentoring services for the grandson. The teen and his mentor have developed a wonderful relationship, and they continue to be in contact via video chat. The caregiver received supportive counseling services from the FSC throughout the time they were in the program. The client had expressed that she felt very supported having someone listening to her and providing her with feedback and validation. The client improved and developed new coping strategies in parenting her grandson, advocating for herself, and setting healthy boundaries with other family members when needed. The client had expressed that the supportive counseling helped her to strengthen herself. KSP was able to help the family with resources such as holiday gifts assistance, school supplies for the grandson, and gift cards for holiday meals. The client and grandson lost their rental property in Palm Beach County several months ago and had to stay with other relatives in the area. The FSC followed up with the client with information on local resources while they were going through housing issues. Finally, the client and grandson decided to move to Puerto Rico, where they have another family member willing to provide them with a place to live long-term. Though the case needed to be closed, the client has expressed the desire to continue participating in the monthly virtual support group meetings. member, who was willing to provide them with a place to live longer term. Though the case needed to be closed, client has expressed the desire to continue participating of the monthly virtual support group meetings.										

TOPWA PROGRAM

Third Quarter Report, April 2022 - June 2022

Date: July 2022

PROGRAMMATIC CAPACITY & DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of clients opened	45		46		46				137
# of clients closed	43		53		51				147
# targeted to be served									
REQUIRED TARGETS	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
45 Assessments (pregnant women) per quarter	45		46		46				137
60 HIV Tests (all childbearing age) per quarter	67		70		65				202
60 Pregnancy Tests (all) per quarter	126		111		119				356
60 Outreach Sessions (all) per quarter	254		304		299				857
Number of referrals for services (Minimum 90)	90		92		95				277
Number of verified/completed linkages	90		88		84				262
PROGRAMMATIC OUTCOMES									
Outcome Indicators	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG.
	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved	
180 of 180, or 100%, of at risk pregnant women will be linked with needed medical care and/or essential community resources from October 1, 2021 to September 30, 2022.	45	45	46	46	46	46			
Outcome 1 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
133 of 140, or 95%, of pregnant women will be linked with a medical payer source to receive prenatal care from October 1, 2021 to September 30, 2022.	32	32	39	39	46	46			
Outcome 2 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
100% of babies born to HIV+ mothers will test negative for HIV.	2	2	0	0	1	1			
Outcome 3 Percent Achieved	100%		0%		100%		#DIV/0!		#DIV/0!
Challenges impacting outcomes	The team continued to work together to identifying strategies that ensure the program will continue to meet deliverables while navigating the COVID-19 pandemic. Staff is doing more outreach and working to identify women of child-bearing age in zip codes with more vulnerable populations. We continue to reach out to community providers and provide TOPWA literature for their potential clients who may need our services.								

PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	YEAR END
# of files audited including peer reviews	45	137	46		228
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>TOPWA staff conducted their outreach and educational presentation with Wayside House Residential and Outpatient clients (substance treatment provider for women) on April 14th and 21st. Staff offered and provided HIV testing to program participants. Staff attended the HMHB Maternal Health Training conducted by Families First on April 1st. This year's "Drive Through Baby Shower" was held in the Belle Glade and West Palm Beach areas on May 7th and 20th. Each pregnant mom was provided with a basket full of essential items for the baby and a voucher for a car seat through Safe Kids. TOPWA staff held this year's "National HIV Testing Day" at the Bravo Supermarket in Lake Worth on June 27th. The event included HIV/AIDS education, testing, raffles, and giveaways.</p>				
Most notable challenge(s)	<p>A continued barrier identified by staff is accessing affordable housing resources for clients. The program supervisor attends a monthly outreach committee meeting that involves housing and outreach-related providers. The program hopes to gather information regarding resources and develop working relationships with other providers to serve our clients better. The program supervisor is also a member of the PBC HIV Care Council, where they discussed upcoming availability of housing resources through the HOPWA program for PBC residents who are HIV+.</p> <p>TOPWA continues to work with staff regarding safety during the COVID-19 pandemic. Staff conducts face-to-face outreach and provides other services while practicing safety protocols and using PPE. The staff is encouraged to be mindful of safety in the field. Staff asks clients before visits if anyone in the household has recently tested positive for COVID or has any symptoms when conducting home visits. If there is a risk to the worker, visits are conducted virtually. When possible, home visits or face-to-face contact is attempted.</p>				
ANECDOTAL STORY TO SHARE					
<p>A TOPWA outreach worker met a client who is 32 years old in her second trimester of pregnancy. While doing outreach, the worker found her at the Wellington Goodwill. The client is from Guatemala and came to America approximately six months ago with her 4-year-old son. The client struggles with communication because she only speaks Qanjobal and does not know how to read. The client had just become a Regional Perinatal Intensive Care Center (RPICC) patient, and her unborn child's father was the one providing transportation and translating for her at her doctor's visits. This was causing him to lose income from his job. The outreach worker assisted the client in connecting with Healthy Mothers Healthy Babies for transportation. The worker assisted this mom by connecting to the Guatemala Maya Center for her 4-year-old son. The client also has diabetes and needed medical assistance with learning to test her blood glucose levels every day. The worker worked with the RPICC nurse to assist with education and training and continues working with this client to become more self-sufficient. Mom feels more secure with the added support and looks forward to a healthy and happy birth.</p>					