

Performance Quality Improvement

Quarter Meeting, FY 22-23

August 16, 2023

8:30 a.m. – 12:30 p.m.

Meeting Report

In Attendance:

Julie Swindler

Elsira Bravo

Sharonda Crawford

Andres Torrens

Alexander Guanarita

Dalecia Parks

Diana Cardona

Melissa Wijngaarde

Silvia Gherlan

Absent: Stephanie Langlais

I. CEO, Finance, and Operations Updates

❖ Updates for quarter

CEO

- ▶ Ms. Swindler reported Wycliffe Charites provided the requested grant for the Agency at 100% of what was requested which will be used for the Behavioral Health Program. She noted all grants for the year ending 2022 have now been received and the Agency raised a total of \$1,023,798 which is a 65% success rate.
- ▶ On April 4th, Alexander Guanarita, Heidi Robles, and Mayte Thomas, attended the SAMIS training to receive updates on the budgeting process for CSC.
- ▶ On April 7th, Alexander Guanarita and Julie Swindler had a meeting with Luciana Dias and Andree Brown regarding the 2023 – 2024 Healthy Families budget. CSC will be giving additional dollars to cover two more Family Engagement Workers. Ms. Brown requested that the revision be submitted by April 14th to cover the additional positions so they could begin May 1st if we are successful with appropriate applicants by then.
- ▶ On April 14th, Diana Cardona, Andres Torrens, and Julie Swindler worked on the School Board of Palm Beach County's bid to provide co-located therapeutic services in seven schools amounting to \$65,000 for each Therapist.
- ▶ At the May Care Council meeting, Ashaki Sypher, Program Supervisor of TOPWA, was among two other members that were voted on and approved to attend the 2023 United States Conference on HIV/AIDS (USCHA) which will take place September 6 – 9 at the Marriott Marquis in Washington, DC. This year's theme is "A Love Letter to Black Women".
- ▶ On May 1st, Meg Quinn, who works for Palm Beach County Housing Authority, made a \$500 scholarship donation in memory of her father, H. Schultz, for one of our Bridges to Success clients who is in cosmetology school.
- ▶ On May 8th, Julie Swindler signed a letter to Congressional appropriators in support of increased funding for the Child Abuse Prevention and Treatment Act (CAPTA). CAPTA is foundational to our country's ability to prevent and respond to child abuse and neglect,

yet it represents a small fraction of federal spending on child welfare services or prevention. CAPTA has been chronically underfunded, and increased funding is needed for states to implement the systems and community-based services necessary to support families, to prevent child welfare system involvement, and to respond to cases of child abuse and neglect when necessary.

- ▶ On May 9th, Domenick Macri, Gaby Eckert, and Julie Swindler met with Jessica Canavan, with Child First National to discuss the video the agency wants to use for this year's luncheon. Ms. Canavan will be working with Domenick and Gaby to see what parts of the video need to be shown to make it impactful. She will also include our site's data as compared to national Child First data.
- ▶ On May 18th, Melissa Wijngaarde attended the Leadership Roundtable at CSC in Julie Swindler's absence. They spent a lot of time discussing the Immigration Bill – SB 1718. They also outlined the myths and facts surrounding this bill so we can relay this to our staff and have them relay to families. This was very timely and helpful information since there is concern of many families the agency serves. Additionally, the Guatemalan-Maya Center is working on this issue and any family who has questions is welcome to contact them. Our staff will be encouraged to follow their website to get up-to-date information and programs they will be putting on surrounding this bill.
- ▶ On June 7th and 8th, the agency had our annual insurance and 401k meetings for all staff. There will be no changes to benefits this year and the staff are grateful for what they are receiving in the way of benefits.
- ▶ On June 13th, members of our Leadership team with Healthy Families, Infant Mental Health, and Behavioral Health participated in a call with members of Amerihealth Caritas to determine what the agency would need to enter a collaborative with Amerihealth to receive additional dollars from this Medicaid in preventing our clientele that has Amerihealth Medicaid Plan from having adverse birth and medical outcomes for their children. They are also looking into the possibility of additional dollars for our behavioral health team which is presently billing them for therapeutic services. Amerihealth will be back in touch with our agency to provide the input into the agreement that we have recommended. Representatives from the Ounce of Prevention and CSC were also present for this meeting.
- ▶ On June 20th, Andres Torrens and I attended the runaway and Homeless Youth Prevention Demonstration Program grant meeting that we were invited too to be a collaborative partner on this grant. Youth Services Department will be the lead and Our agency will provide therapeutic services and have some basic needs monies for homeless youth available or those youth and families to prevent becoming homeless. There is a possibility that this grant will focus on the LGBTQ population.

Finance

- ▶ The agency received \$98,817 in Foundation grants for the month of May, \$1,000 from Florida Blue Foundation for travel to the Sapphire Awards in Orlando, and \$500 donation for Bridges to Success in honor of two Palm Beach County Housing Authority staff retiring.
- ▶ On May 16th, Alexander Guanarita, Brande Bradford, and Julie Swindler met with Alexis DeLuca with IOA regarding our insurance renewal. The agency has decided to stay with Florida Blue for another year at a 9.9% increase (\$733.18 to \$806.21). We were able to

get them down from an initial 24% increase. The total health benefits packet will cost \$857.53 for each employee a month to include medical, dental, life, long-term disability, and vision.

- ▶ The finance committee invested \$200,000 from the cash account and put it in four treasury bonds. The agency Treasury Bonds have durations of 3, 4, 5, 6 months with \$50,000 in each. The Foundation invested \$200,000 in a 3- and 6-month CD account (\$100,000 in each). We are still currently waiting for the ERC response and won't know until September. Fiscal will give updates to CF and HF for program budgets. Heidi will send recent credit card expenditures to make sure program is not over budget. Kin has used all expenses for FAA budget but still has other revenues of income through other grants.

Operations

- **Facilities Allocation** – Ms. Swindler reviewed the Facilities Analysis of five different locations like the current main office facilities at 3333 Forest Hill Blvd. The total agreed upon rent will be \$261,465.17 which is a 26.09% increase. The agency, along with Sherry Schmidt's assistance, had already put in the budget \$260,387 for the main office rent beginning on October 1st. The additional rent cost will be \$1,078.17 for the year.
- **Facility Posters-** Forest Hill office has been updated with most recent HR documents such as OSHA and fire inspections reports (conducted quarterly). All locations should have both business tax receipts and most recent fire inspection report as well. Elsira will verify with Brande and visit Wellington and Belle Glade to make sure all HR documents in the break room have been updated.
- **Webauthor-** The final proof of concept has been developed by Novus and is currently in its final stages for an overall summary. Julie will submit a continuous improvement grant at the end of July that will be designated to cover the cost of our internal agency software system. While cost of platform will be negotiated with Novus Webauthor has been chosen to be the agency database. Any additional monies will be used to cover the cost of 5 desktop computers for administration that also need upgrading.

Grants

- ▶ 8 Grants were written in this quarter totaling \$635,000
- ▶ 0 Grant as a new request
- ▶ 4 Grant award notifications are still outstanding
- ▶ 4 have been awarded in the amount of \$185,000 with 3 grant notifications that came in from the 1st quarter amounting to \$93,000 and 5 grant notifications that came in from the 2nd quarter amounting to \$157,900 – A total of \$435,900
- ▶ 0 request was declined that carried over from second quarter

II. Development Department

- ▶ On May 3rd, Domenick Macri and Andres Torrens attended the Mirasol Foundation Grantee Reception, held from 4 to 6 p.m. at the Mirasol Country Club in the Ballroom. This is the first time the agency was successful in receiving a grant from the Mirasol

Foundation, earmarked in support of the Behavioral Health Program. The grant amounted to \$5,000.

- ▶ Mr. Mercader reported he has been working with Mr. Marci and Ms. Swindler, in the search for a new Development Director and Ms. Swindler has made an offer of employment to Ms. Stephanie Langlais. Ms. Langlais was referred to the Agency by board member Ms. Jennifer Chiarenza and Mr. Mercader thanked her for the referral. Mr. Macri noted he met with Ms. Langlais and her background really fits with what the Agency needs for Development as she has a lot of experience with major gifts. He noted Families First is very lucky to have her join the organization and she will start her employment on June 1, 2023.
- ▶ On June 22nd, Stephanie Langlais, Gabriela Eckert, Byrnes Guillaume, and Julie Swindler attended the Palm Beach County Justice Association PBCJA Presentation of Donation Check from Golf Tournament Proceeds. There were several members of the PBCJA present, and the agency received a check amounting to \$15,000.

III. Workforce Stability

▶ Attrition

Separation for 3rd Quarter

Department	Hire	Terminated	Span of Service
FAD-Fundraising Admin Costs	03/21/2022	04/14/2023	1 year
OPW-TOPWA	03/21/2023	04/13/2023	0 months
BHS-BEHAVIORAL HEALTH SERVICES	11/12/2018	05/31/2023	4 years & 6 months
OPW-TOPWA	09/04/2020	05/27/2023	2 years & 8 months
BHS-BEHAVIORAL HEALTH SERVICES	10/28/2021	06/07/2023	1 year & 7 months
BHS-BEHAVIORAL HEALTH SERVICES	03/10/2023	05/31/2023	2 months
BHS-BEHAVIORAL HEALTH SERVICES	07/25/2022	06/16/2023	10 months

New Hires for 3rd Quarter

Department	Hire Date	Position & Time to Fill Position
BHS-BEHAVIORAL HEALTH SERVICES	04/10/2023	0
CHF-Child First	04/25/2023	5 weeks
KIN-KIN Support	05/08/2023 ** Rehire from 10/26/2020	0 weeks
BHS-BEHAVIORAL HEALTH SERVICES	05/08/2023	6 weeks
OPW-TOPWA	05/08/2023	6 weeks

BHS-BEHAVIORAL HEALTH SERVICES	05/15/2023	10 weeks
IMH-Infant Mental Health	06/01/2023	0 weeks
FAD-Fundraising Admin Costs	06/01/2023	6 weeks
IMH-Infant Mental Health	06/12/2023	0 weeks
HFM-Healthy Families	06/28/2023	New position

❖ During this quarter we had one employee who came back to the agency and stepped into Kin Support from Healthy Families

► Staff Morale

- On April 12th, Elsira Bravo and the Executive Leadership Team led an all staff meeting which incorporated ten awards for staff for three, five, and ten years; Child First video and recognition of the team; and COA games and exercises as we involve staff in the COA process.
- On June 30th, the agency held its annual retreat at the North Ocean Reef Pavilion at the Ocean Reef Park. It rained originally and then cleared up before the end of our time. The staff enjoyed some beach time, games, and great food and then went home for the rest of the afternoon. All had a great time.

IV. Risk Management & Safety

► Regulatory Compliance

- The BHS Performance Improvement plan was completed with changes currently being worked on. Due to key personnel involved in the improvement plan leaving the agency, some items will need to be addressed with the new plan for the next quarter. Training discussed in the plan will now also become available and more accessible to staff during the 4th quarter and into the next fiscal year to assist in accurate data collection.

► Diversity and Accessibility

- On May 31, 2023 the core team at Families First of Palm Beach County attended the advancing the meeting workshop at Children’s Services Council. Information regarding the new immigration legislation as well as updates on other bills and initiatives relative to advancing racial equity, diversity, and inclusion were discussed. There will be two meetings left for the remainder of the year.

► Cyber security

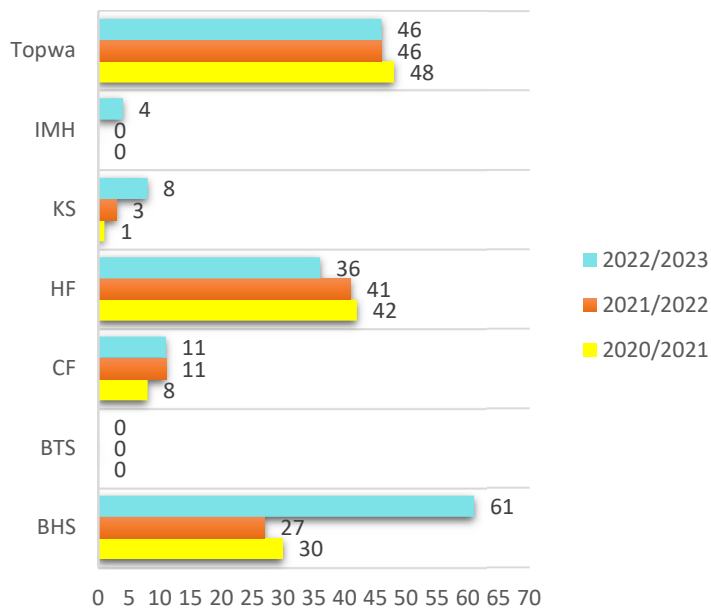
- Overall cyber security engagement during quarter 3 was at 89.9%. June was the highest engagement with an average exam performance of 78%. During this quarter staff were trained on:

1. Deep Fake Audio Scams
 2. Pig Butchering Scams
- The top 10 staff to perform and be engaged in cyber security will be recognized during the next monthly newsletter.



Client service numbers – 3rd Quarter Comparisons

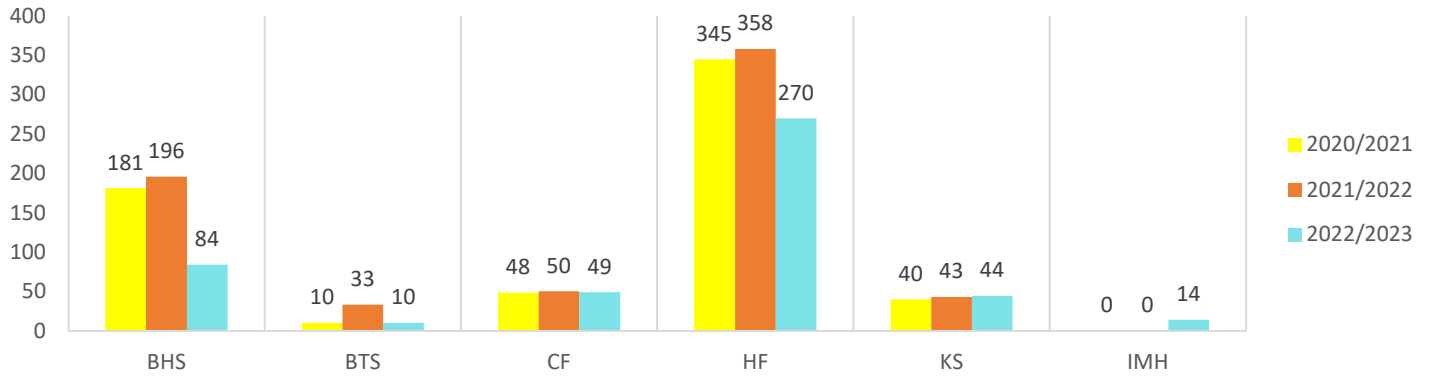
3- Year Comparison of Open Cases in the 3rd Quarter



Narrative for clients/cases opened:

- HF has had a lower-than-normal number of new cases being opened since the past three years. Changes have been done in the way enrollment occurs such as support specialist individually reaching out to clients for enrollment versus direct referrals from the entry agency.
- BHS has significantly grown during this quarter more referral loops were established as well as an additional site to practice such as Edna Runner.
- Kin support has also begun to increase their referrals and has continued to double in numbers for the past three years.

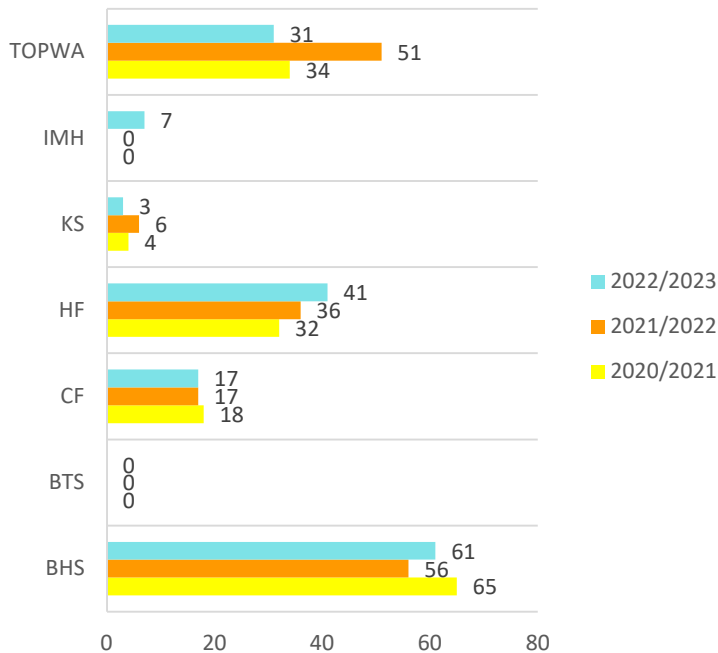
3-Year Comparison of Served Clients in the 3rd Quarter



Narrative for clients/cases served:

- During this fiscal year much, work has been done in improving demographic information as well as accurate count of clients being served. BHS and BTS both demonstrate an accurate representation of individual clients versus the family count which used to be used for reporting purposes.
- HF during this marking period had one of the biggest graduation rates at the end of May and with the low number of enrollments for the quarter impacted the number of those served.

3-Year Comparison of Clients Closed in the the 3rd Quarter



Narrative for clients/cases Closed:

- From the second quarter to the third more clients were requesting longer services in the TOPWA program. This in turn is reflected during this quarter with a higher-than-average number of clients being closed.
- Similarly, HF has one of the biggest graduations which also resulted in a bigger number of discharges for this marking period.
- During the third quarter to coincide with school calendar years both IMH and BHS are expected to have a higher number of discharges due to students taking summer vacation.

V. Compliance

▶ **Case Records**

Case records were completed by all programs during this quarter apart from BTS. During the second quarter BTS did a full review of all 10 active charts. The Compliance and Quality Assurance Director has discussed with Chief Program Officer recommendations for chart reviews given small caseload but with high-risk clients.

▶ **Monitoring**

BHS, Kin Support and BTS programs - all received their formal monitoring reports conducted by FAA and HUD. Some discussion was held about findings not reflecting accurately in the report and needing a follow-up meeting to clear up items. In total BHS had 1 finding due to a late treatment plan, Kin support had 0 findings as well as BTS. An improvement plan was needed and will be provided after the meeting with the reviewer.

Child First- received during their CPPA report from the Children's service council a 97% compliance score. The frequency of program sessions was the only missed target by 3%.

▶ **Accreditation**

Nonprofits first conducted their full 4-year monitoring with the agency for accreditation. The organization met all the standards with no report on "unmet" standards to be forwarded. The organization is slated to go before the Accreditation Review Advisory Council at their next meeting in September.

VI. Program updates; additional agenda items

PQI discussion:

- **Behavioral Health Services**- Program is now participating in monthly re-entry program meetings with all JPOs. There is an organized effort to connect juveniles leaving the system to appropriate community resources once they leave the facility. If there is difficulty in connecting with youth, previous case managers can step in to support connection. Currently Diana and Sabrina will be attending meetings and find it very informative. The MOU for this effort will be drafted by Andres. An additional MOU has been sent to VITA Nova in respect to groups conducted at location. Additional items had to be modified and excluded such as transportation requests. Johanna has now been added to the Medicaid roster to improve billing through group meetings with the expansion of extra codes to improve billing as well. Stephanie Lainez has

been doing good at Edna Runner and will now be the new therapist at Loxahatchee groves. Johanna will be moved to a new position as a community therapist. The shift and recent departures now have three school vacancies located at Roosevelt Elementary, Santaluces High, and Village Academy. Additionally, the program is in search of a new data coordinator and has temporarily split duties among intake coordinator and program director to meet data needs. BHS has scheduled an upcoming training for advanced play therapy and has opened opportunities for other program clinicians to join. EMDR training will also be conducted in the coming months for only 8 licensed clinicians. The school district bid has been accepted for all 7 schools. Although Riviera Prep is currently rostered as a co-located school additional conversations re being held to possibly provide in-home services as well due to the at-risk student population attending.

- **Kin Support-** A family picnic was recently organized to gather family members in the Kin support program and was well received. Sarahi has been attending the Patch meetings and advocating for the program to build community relationships. A struggle the program has been facing is getting access to direct ELC referrals. Diana has brought this up with Children's Service Council as a result two families will be interviewed for kin program as it is decided if direct referral service to ELC will be made possible.
- **Bridges to Success-** Program has been doing exceptionally well. Euratta has been working closely with clients to empower them and as a result has about 5 clients going to school. Additionally, some young adults residing in the home have also been given the opportunity to receive a scholarship as they work on computer skills through a current collaboration with the program. Euratta will be attending the Homeless Conference in Washington D.C to continue to learn about the national effort in combatting homelessness.
- **Healthy Families-** Sixty-two families graduated over the summer. The program is currently hiring two family support specialists' positions as previous workers have now been promoted full time to family engagement specialists. Program is on track to meet outcomes for the fiscal year. In recent legislative decisions, 2 million was granted to the Ounce of Prevention to continue services and improve salaries for Healthy Family workers. The ounce has expressed interest in Palm Beach County along with others to possibly extend the program in the year 2024. This would include the creation of a brand-new team of support specialists, supervisor, and data coordinator. Capacity will be considered on behalf of the agency among HF leadership and CEO. The week of June 12th began a staff appreciation week for the HF teams provided by leadership. Staff were very engaged and enjoyed the festivities and thoughtfulness of leaders

- **TOPWA-** Is fully staffed and trained but Jocelyn is out on leave so that means we continue to have 2 workers in the field. Marie is fully trained and doing great in the field. HIV World testing day is June 27. We will set up a table at the Farm Workers Council for testing all day. We are in the process of planning our annual baby shower which we will hold on September 16 at the Forest Hill office in the conference room. We are looking for donations in the form of gift cards and brand-new baby supplies. We must collect within the next 2 months, so we are hoping for assistance from our development team with these donations.
- **Infant Mental Health-** We have added a new contract with Lutheran Services to complete their school-based classroom observations. This adds 13 more schools with 62 classrooms to our current schedule for twice yearly classroom observations. We are already working with 10 schools including 29 classrooms. We were in 4th place for the Impact the Palm Beaches grant, and we received \$77,000. We have been able to hire a supervisor for the program, Karen Haag, LMHC who has years of experience and is well known in the early childhood mental health world. We have accepted 2 interns currently for the fall from FAU. We have hired one new part-time staff member who currently works full-time at Victims Services. She is creole speaking and graduated last year from FAU. She was referred to us by Stephanie Lainez, our intern last year. Stephanie continues to work for us one day a week through the summer helping with our biggest school, Village Academy. Our full-time therapist Martha went to Orlando for a weeklong infant and toddler conscious discipline training by their master instructors over the summer. IMH has begun to bill Medicaid and we are working on increasing our billing monthly as we begin to familiarize ourselves with the billing procedures for the different Medicaid plans. Our data coordinator Jessica has been instrumental in this process requiring little training or assistance to figure out these platforms.
- **Child First-** Those registered are finishing PCPP training this quarter. Currently Stephanie and Dalecia qualify for PCPP rostering and have asked to be co-rosters for the next cycle. Some locations are still being considered for PCPP initiative due to billing differences and capabilities of serving prenatal clients. In the month of May all Child First teams in the area were able to meet and given an opportunity to discuss the work they're doing in the community. Recent and scheduled trainings are as follows: Monica recently attended conscious discipline training, clinicians will attend IMH course, and 3 care coordinators will be attending the 0-3 conference in Minneapolis on September 19. We also have staff completing the Infant Mental Health Endorsement Examination. Melissa has already taken her exam, Nadjie takes her exam June 21, Dalecia on June 29, and Stephanie will test on July 6.

VII. Quarterly Program Report Updates

- ❖ Quarterly Data Reports:
 1. BHS
 2. BTS
 3. CF
 4. HF
 5. KS
 6. TOPWA
 7. IMH

VIII. Risk Assessment Review Committee

- ❖ Staff incidents – 1 (An exposure of a communicable disease to staff was reported)
- ❖ Client Incidents – 5
 - BHS – 1
 - BTS - 2
 - CF – 1
 - HF –1
 - KSP – 0
 - TOPWA – 0
 - IMH-0

- Client Incident Types:
 - Child abuse/neglect: 0
 - Aggressive/abusive behavior – 1
 - Risk for harm self/others- 2
 - Accident/injury – 0
 - Other – 2
 - Law violation - 0

- Client Incidents 3rd Quarter comparison by Year

Program	2020/2021	2021/2022	2022/2023
BHS	1	0	1
BTS	0	0	2
CF	3	3	1
HF	2	7	1
KSP	3	1	0
TOPWA	1	0	0
IMH	N/A	N/A	0

Type	2020/2021	2021/2022	2022/2023
Risk for harm self/others	2	0	2
Aggressive/Abusive Behavior/Assault	3	3	1
Accident/Injury	0	2	0
DCF/Hotline	0	0	0
Child Abuse/Neglect	4	3	0
Death	0	0	0
Legal/Law Violation	1	1	0
Medical emergency	0	0	0
Other	0	0	2
Sexual harassment/battery/assault	0	0	0
Substance/Drug abuse	0	2	0
Communicable disease exposure	34	34	0

**BTS reported damage to property due to stove catching on fire in home.

**HF reported an incident of domestic violence in home.

** 2020 & 2021 Fiscal years recorded higher than normal communicable disease exposure due to the active surveillance of COVID-19. Since then those numbers have decreased throughout the county as a whole but can still be reported if necessary.

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

BEHAVIORAL HEALTH SERVICES
Third Quarter Report, April 2023 - June 2023

Date: July 2023

PROGRAMMATIC CAPACITY & DELIVERABLES										
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients enrolled & carried over	54		31		23					
# of clients opened - Adult 1st box Child 2nd box	1	42	1	62	10	51			12	155
# of clients served (target 135)	97		94		84		0			
# of clients closed - Adult 1st box Child 2nd box	1	22	3	68	7	54			155	
Successful closures	15		64		55					
Closure before completing services	8		7		6					
PROGRAMMATIC OUTCOMES										
	QTR 1		QTR 2		QTR 3		QTR 4			
OUTCOME INDICATORS	#measured	#achieved	#measured	#achieved	#measure	#achieved	#measured	#achieved	YEAR AVG	
80% reduction in mental health symptoms	23	16	71	66	61	55				
Percentage achieved	70%		93%		90%		#DIV/0!		84%	
80% stability of placement in home	23	21	71	61	61	59				
Percentage achieved	91%		86%		97%		#DIV/0!		91%	
80% stability in school	23	17	71	62	61	57				
Percentage achieved	74%		87%		93%		#DIV/0!		85%	
Challenges impacting outcomes	The Data Coordinator was separated from the agency due to data concerns. Clinical Director and intake specialist are overseeing the data temporarily.									

HOUSEHOLD COMPOSITION	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Types of household (unduplicated)					
Single Parent	36	48	39		123
Married Couple	23	15	22		60
Cohabiting couple	0	0	0		0
# of Children	129	158	121		408
# of Adults	97	119	58		274
PROGRAM OVERVIEW					
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS				
# of files audited	0	10	8		18
Most notable key accomplishment(s)	<p>During this period, there were a total of 61 admissions and 61 discharges. 90% of closures reported a reduction of mental health systems as evidence based by CFARS/FARS, 97% reported stability of placement in the home, while 93% achieved stability in the schools. Each outcome is measured at discharge.</p> <p>In this quarter, the agency and program implemented its partnership with Edna Runner Tutorial Center, and a therapist has started working primarily at the center four days a week. Additionally, a formal Memorandum of Understanding was established with Vita Nova and sent over for processing. This collaboration will assist in providing individual and group services for youth who are at risk of offending or re-offending. The program therapist will continue to provide seeking safety groups to youth at Vita Nova in efforts of reaching many youths who need services and support. Furthermore, three new therapists were hired to work in the schools in the upcoming 2023-2024 school year. This quarter we had two program therapists who received their license and can now practice independently.</p> <p>In this period, behavioral health staff continue to attend and participate in Families First- BHS program meetings which occur bi-weekly to discuss program updates, case staffing, PQI outcomes, and funding information including updates on Medicaid. In this period, the clinical director continues to work with the quality assurance director and restructured the chart flow process.</p> <p>The clinical director is establishing rapport with the youth reentry program and is attending their monthly meetings to assist in the transition from detention centers to community.</p>				

Most notable challenge(s)	<p>In this period, the program lost two co-located therapists that were assigned to Village Academy, Loxahatchee Groves, and Santaluces high school. However, each school was replaced with a new and qualified co-located therapist.</p> <p>In this period, there continued to be challenges with the department’s data and accuracy of data and cleanliness of data. Including missing information on admissions, discharges, and lack of communication with therapists and supervisors, which harms missing information that is required for the agency and funders. As a result, the department is actively searching to fill this position in a timely manner. In the meantime, the clinical director and intake specialist are overseeing the collection and inputting of data.</p>
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ANECDOTAL STORY TO SHARE

During the beginning stages of treatment, the client a seventeen-year-old, female, presented to the intake session with her mother, age 40, female. The client’s mother reported the client was seeking services due to having a history of traumatic events such as being exposed to domestic violence at a young age and feelings of sadness. The client’s mother indicated the client’s father died in February of 2022 unexpectedly. The client’s mother explained the client was “very close” to her father and saw she had been “more isolated” and “more sad” since her father died. The client’s mother expressed the client had not been able to process her father’s death. The client stated she cried about 2 to 3 times a week, liked to be alone in her room and did not have many friends. The client reported she believed she had low self-esteem and was often lethargic. The client’s mother explained the client began a job but finds it difficult to keep jobs due to “her attitude.”

After attending sessions, the client has started to express her feelings more with her mother. The client has been able to communicate more effectively. The client has made more friends and has been going out more often. The client is currently learning about the different stages of grief and reports she has not cried as often. The client stated that she has confided in a friend who has been through similar experiences as she has and is “hanging out” with her more often. The client is expected to continue to learn more about the stages of grief and loss. Regarding her self-esteem, she continues to speak more about her views of self and ways in which it has changed during the therapeutic process.

BRIDGES TO SUCCESS
Third Quarter Report, April-June 2023

Date: July 2023

PROGRAMMATIC CAPACITY & DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		YEAR END
# of families carried over	10		10		10				
# of families opened	1		0		0				1
# of families served	10		10		10				
# of families closed	1		0		0				1
# 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				10
# of Children/dependents	24		23		23				23
# of Adults	11		10		10				11
Single	9		10		10				
Married	0		0		0				
Co-habituating	1		0		0				
COMMENTS									
For all three quarters the same 10 families remain in program.									
PROGRAMMATIC OUTCOMES									
Outcome Indicators	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG
	#measure	#achieved	#measure	#achieved	#measure	#achieve	#measured	#achieve	
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!		100%
80% of 10 families will maintain or increase their income including wages	10	10	10	10	10	10			
Outcome #2 % Achieved	100%		100%		100%		#DIV/0!		100%
Challenges impacting outcomes	There were no unusual challenges in the third quarter that affected the outcomes of the data.								

PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	YEAR END
# of files audited	2	10	0		12
ACCOMPLISHMENTS & CHALLENGES	COMMENTS (current quarter)				
Most notable key accomplishment(s)	Several of the clients in the BTS program have enrolled in a secondary education program/course or have started to take workshops on-line. These courses are in a trade of their interest and trades/professions that will lead to self-sufficiency. The BTS program also received a grant which allowed several of the clients and/or their children take courses on-line. The grant paid for the courses, wi-fi connection in the client's homes, and any books or other tools that they needed to complete the course was given to them. Another notable accomplishment is the fact that the program coordinator was offered a full scholarship to attend the 2023 National Conference on Ending Homelessness in Washington DC and we will be reporting on her attendance at this conference in the next quarter.				
Most notable challenge(s)	There were no unusual challenges in the third quarter that affected the outcomes of the data. One of the challenges that continues to be a factor for the clients in BTS is the lack of affordable housing. Although some of the clients served by the BTS program would like to move out of the permanent supportive housing program, they report that they cannot afford housing outside of a grant or HUD funded apartment and remain in the program although they may be close to achieving self sufficiency outside of the BTS program. Behavioral Health issues continue to affect some of the residents as well and identifying resources in the rural communities of Belle Glade and Pahokee can at times be challenging. To date however, any client that is in need of mental health services has been referred to and receives these services.				
ANECDOTAL STORY TO SHARE					
<p>The following is a story of one of the BTS clients who has been in the program since the program began. Prior to this, she was in and out of homelessness and receiving services from AAF. Elba (fictitious name) is a client who moved into the BTS program with her son who was approximately 9 years old at the time. He was at the time and continues to this day an individual who experienced mental health challenges. Elba also reported several mental health challenges. Elba continues to participate/reside in the BTS program and looks forward to the day when she can move out of a permanent supportive housing program and move into a more independent living situation. Over the past several years, Elba has demonstrated strength and has reported feeling more stable. Now that her son has completed high school and she does not need to stay at home with him as much, she made the decision to "give back" in a way that she can by volunteering (due to having a disability, she cannot work full time but feels she can give some of her time to a community food pantry). Elba has become an asset to her community volunteering a few hours every day during the week giving out food. Since starting to feel better and stronger, Elba started and completed the process of moving out a the BTS program and into her her own apartment. She is doing well in the program and is about to leave it and transition into a low-income housing development. Elba continues to live within her means and manages her finances without any issues. She is consistent with following through with her mental health treatment as evidenced by enjoying mental health stability. The organization that Elba volunteers for describes her as a godsend to their organization and that having her around is a pleasure since she is committed and enthusiastic about helping others.</p>					

CHILD FIRST

Second Quarter Report - January 2023 through March 2023

Date: April 2023

PROGRAMMATIC CAPACITY and DELIVERABLES										
REFERRALS, ENROLLMENTS and DISCHARGES	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of Clients enrolled and carried over	29		37		38				104	
# of clients carried over who were NOT enrolled, but enrolled in the Qtr.	4		7		2				4	
# of Clients referred, accepted & enrolled from HomeSafe	15		9		7				31	
# of Clients referred, accepted & enrolled from HMHB	6		0		2				8	
# of enrolled Clients served	54		53		49				156	
# of Enrolled Clients discharged in quarter	11		13		17				41	
Successful closures (clients enrolled 60+ days and had at least 4 home visits by the clinician)	5		5		13				23	
Closure before completing services (clients enrolled 60+ days and had at least 4 home visits by the clinician)	3		4		0				7	
Referrals that were accepted & discharged (never enrolled)	HomeSafe	6	HomeSafe	8	HomeSafe	8	HomeSafe		HomeSafe	22
	HMHB	1	HMHB	0	HMHB	0	HMHB		HMHB	1
# of Rejected Referrals	Capacity	4	Capacity	2	Capacity	0	Capacity		Capacity	6
	Language	0	Language	0	Language	0	Language		Language	0
COMMENTS										
Q3: 1 rejected referral - reason: "Additional Information Needed"										
PLAN OF SAFE CARE										
# of clients with POSC at intake	0		2		0					
# of POSC offered to families by FF	1		1		0					
# of POSC created with families by FF	0		0		0					
BENCHMARKS AT DISCHARGE										
SNIFF (Service Needs Inventory for Families) Needs Identified & Met - Clients opened 4+ months Benchmark: 80%	100.0%		100.0%		95.7%				ferred, accepted & enrolled	
% 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.)	5	62.5%	5	62.5%	13	100.0%			23	75.0%
Family Improvement (benchmark 75%) (#/%) * See Comments	96%		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 10/1/21 thru 09/30/22: # of families that presented w/problems in 1+ areas at baseline: 28 Percent improvement at discharge: 96%					
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	8	8	13		29
Clients open 60+ days - Average Length of Service - Months	12	9	11		10.7
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)	27	14	13		54
Married Couple	5	2	0		7
Cohabiting couple	1	1	0		2
# of Adults	53	37	20		110
# of Children	62	37	28		127
PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	YEAR END
# of files audited (Benchmark: 25% of census per quarter)	6	13	12		31
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)				
Most notable key accomplishment(s)	Families First CPPA score this quarter reflects high fidelity to the model with an overall score of 97%. Our strengths this quarter include data submitted complete (100%), data submitted on time (95.5%), and data submitted accurate (100%). We met all benchmarks for all core components being implemented in accordance with our contract. Our baseline assessments scored at 100%, as did our plan of care, written case formulation, and early care mental health observations. Our SNIFF needs identified benchmark was met at 95.7% and paired assessments were also met at 87.5%.				

<p>Most notable challenge(s)</p>	<p>Many families continue to struggle financially this quarter, especially those who are undocumented and cannot receive some of the same resources as other families served. Housing continues to be a prominent issue with inflation of the housing market impacting even rent costs for our families. The rise in food costs has also presented issues for our families who are struggling financially.</p> <p>When new immigration laws were signed into effect this quarter, we had several families experiencing big feelings and concerns surrounding this. We had one family move to a state they felt would be safer for their family, resulting in a closure prior to the 6 month benchmark.</p> <p>We lost a bilingual Care Coordinator in Q2 and spent most of Q2 engaging in several interviews to fill the position. This position was filled and a new bilingual Care Coordinator started with us approximately one month into Q3.</p> <p>In Q2, we had another CC overseeing two caseloads due to staff turnover, but she was able to transition most of her original caseload to our new CC about halfway through Q3. Our new CC has been working on completing training (CSC and Child First) and came into an almost full caseload.</p> <p>We experienced a bit of a challenge in our ability to accept new referrals while operating with only 3 care coordinators for about half of Q3.</p> <p>An additional challenge this quarter is the high immigration rate to Palm Beach County. The families experience dangerous journeys that often result in high trauma exposure for the families. These families also arrive with little to no resources and have a high level of need adding to the responsibilities of our bilingual care coordinators.</p> <p>Our teams continue to stretch to additional zip codes that are outside of our contracted areas. During Q3 Families First CF accepted 22 referrals, 4 of which were families residing outside of our zip codes that were overflows from other CF programs.</p>
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ANECDOTAL STORY TO SHARE

Success Story Q3 (2022-2023)
 Child First Team: Damiana Sosa-Ramirez and Monica Rodriguez
 Written By: Damiana Sosa-Ramirez

TC’s father sought Child First services for the family after experiencing shared trauma with his child (TC) who was 3.5 years old at the time. He was granted full custody of his two children and had to adjust to being a single father after learning about his wife’s challenges with substance abuse. TC’s father struggled with feeling guilt, shame, anger and felt his children would be impacted by not having a mother figure in their lives. He did not know how to support his child with processing his trauma and often changed the subject when TC brought up his mother. He was unable to make sense of his son’s behavior. TC was over friendly with strangers and appeared to seek constant physical contact with others. He was also sensitive to criticism and would cry when his behavior was corrected. Dad also noticed his son would call any female caretaker “mom” and appeared to struggle with discussing his thoughts and feelings related to their shared trauma and often became dysregulated when discussing the events that took place when he learned about his wife’s substance use.

Child First utilized Child-Parent Psychotherapy to help process TC’s trauma and for dad to have a better understanding of how his son expresses himself to be able to better support him. CPP assisted the family with strengthening their relationship. The family also received support from care coordination services. The family was able to sign up for food stamps and childcare assistance through ELC. TC’s father migrated from Mexico to the United States when he was 14 years old. During the time the family was receiving CF services dad was also granted a work permit which boosted his confidence, reporting he no longer feels limited to what he can accomplish for himself and his children. Dad can now recognize he is enough for his children. He has also gained confidence in his parenting skills. He has learned how to support his children by helping them process their emotions and is able to connect how their behavior relates to their traumatic experiences. He is also able to discuss his thoughts and feelings related to their trauma without becoming dysregulated. Dad reported he can now express and communicate his feelings better and can support his children in expressing their feelings as well. He is able to differentiate the then and now and often reflects on how much his relationship with his children has strengthened since their involvement in the Child First program.

HEALTHY FAMILIES PROGRAM

Second Quarter Report, January 2023 - March 2023

Date: April 2023

PROGRAMMATIC CAPACITY & DELIVERABLES										
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients carried over Adult 1st Child 2nd	278	252	278	241	234	268			Adult	Child
# of clients opened Adult 1st Child 2nd	12	18	29	39	36	36			77	93
# of clients served Adult 1st Child 2nd	290	270	307	280	270	304			867	854
# of clients closed Adult 1st Target Child 2nd	46	40	37	30	41	35			124	105
Number of families Served	290		273		270					
Number of families Closed	46		37		44					
Number of Families Completed Program	22		14		18					
Benchmark 75% of 350 Capacity by end of quarter	83%		78%		77%					
PROGRAMMATIC OUTCOMES										
	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG	
OUTCOME INDICATORS (open cases)	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved		
1. 80% of target children will be up-to-date with immunizations at 24 months of age	16	15	16	16	9	8				
Outcome 1 Percent Achieved	94%		100%		89%		#DIV/0!		#DIV/0!	
2. 85% of target children will be up-to-date with well-child checks at 24 months of age.	16	15	16	15	9	8				
Outcome 3 Percent Achieved	94%		94%		89%		#DIV/0!		#DIV/0!	
3. 90% of target children enrolled six months or longer will be linked to a medical provider	69	69	53	53	72	72				
Outcome 2 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!	
Challenges impacting outcomes	None at this time, all outcomes were met.									
HOUSEHOLD COMPOSITION										
Types of household/Families (unduplicated)	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
Single Parent (widow/divorce/separated/never married)	152		147		149				448	
Married Couple	65		62		55				182	

Cohabiting couple	73	65	66		204
# of Adults	294	278	274		846
# of Children	609	561	530		1700
FAMILY RETENTION Closure Reasons	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# Completed HFF	22	14	17		53
# Not Interested/declined services	7	4	1		12
# MOOSA	0	5	11		16
# Lost Contact/to follow-up	2	10	5		17
#Target Child Miscarried	1	2	0		3
#Other	0	2	2		4
PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# of FSW files audited (Individual Family Records IFRs/charts)	87	72	63		222
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>April 22, 2023, HFPB held a graduation ceremony at Lion Country Safari for 64 families. It was a wonderful day of celebration with a ceremony, graduation certificates, gift bags, lunch, and a day for the families to enjoy the event location with each other. Two members of the HFPB Board also joined us for the festivities and were amazed by the stories families shared of their journey with HFPB staff.</p> <p>HFPB had successful quarterly outcomes for April - June 2023.</p> <ul style="list-style-type: none"> • We are maintaining capacity at 70% or higher. • HFPB provided an English parent support group in April. May was our Spanish-speaking group, and June was our Creole-speaking parent support group. • HFPB Sharonda Crawford continues to participate in Palm Beach County Advancing the Mission Cohort along with Six other Families First employees. • On April 11th, PM Sharonda Crawford and Tia Durham, our Belle Glade Data Coordinator, presented HFB program information at the BestCare Community events in Belle Glade at the community loading ramp. • On April 26th, PM Sharonda Crawford, Supervisor Beatriz Rodriguez, and Family Support Specialist Sandra Joseph attended Palm Beach County Headstart Migrant program family involvement night. We presented to three parent groups—PM presented to the English family group. Supervisor Beatriz presented to the Spanish family group, and Family Support Specialist Sandra presented to the Creole family group. 				

Most notable challenge(s)	<p>Our challenge this last quarter was HFF referrals are very low from the Healthy Beginnings system. CSC program officer Luciana reached out to schedule a meeting to see how she could support the program with our referral concerns.</p> <ul style="list-style-type: none"> •HFF met with HMHB to talk about the low referral rates. •HFF send weekly opening to HMHB. •We will meet quarterly with HMHB to discuss referrals or any program concerns. •HFPB will attend an HMHB all-staff meeting to present our services to the HMHB staff.
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ANECDOTAL STORY TO SHARE

The participant enrolled in the program with the support of the Family Support Specialist in March 2019. When the participant enrolled in the program, she had recently immigrated to the US, she and the father of their children decided she should stay at home after the birth of her baby girl, while the father would support them financially. This Participant was dedicated to taking care of her two-year-old child and her little girl in this unfamiliar environment and learning as much as she could with the supportive coaching of her Family Support Specialist. Unfortunately, she began to have problems in her relationship with her partner, in their second year in the United States. The father of her two children began to drink alcohol and that is where the Participants life began to change. The client suffered from domestic violence, which caused her depression and anxiety. She had to call the police two times to defend herself and her younger sibling living with them. This took great courage, as the father was the sole financial support. With the support of her therapist and FSS, she knew she did not want her children exposed to domestic violence and left the father to create an independent life away from fear and abuse.

As a mother, the client has learned to defend the rights of her two children. Her two kids are the biggest and most important reason behind the changes that she has made. She now understands the distinct stages of development for her two children – which she was unaware of before the start of the program, even with her 2-year-old. The client always showed a powerful desire to learn more information, participated consistently with her home visits, and eagerly absorbed the GGK curriculum provided, even while juggling work and being the head of the household. This mother is a very patient person, and she reacts positively to how her children behave. She makes sure that her stress, especially when it builds up, does not affect how she responds to the emotional and physical needs of her children. She now understands she is her children’s most important teacher and has devoted herself to being the best mother she can be. Although the client has been through a lot, her strong resilience, her openness to support, learning about parenting, and implementation of what she learned, is what helped her create a healthy environment for her children. This mother shares that she is extremely thankful to our Healthy Families program for supporting and being part of this amazing positive change in her own life. She hopes that other parents can participate in this wonderful opportunity and develop the necessary tools to create a safe, positive environment – just like she has.

KIN SUPPORT PROGRAM

Third Quarter Report, April 2023- June 2023

Date: April 2023

PROGRAMMATIC CAPACITY & DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of enrolled families carried over	33		33		36				
# of families opened	2		7		8				17
# of families served	35		40		44				
# of families closed	2		4		3				9
Total remaining at the end of QTR	33		36		41				
# targeted to be served	45		45		45				
NUMBERS SERVED (unduplicated)	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of Children	83		65		100				248
# of Adults	39		43		50				132
PROGRAM REFERRALS	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of referrals screened eligible for an assessment	2		7		8				17
# 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	42		40		42				124
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.	35	34	40	40	44	44			
Outcome 1 Percent Achieved	97%		100%		100%		#DIV/0!		#DIV/0!
80% of 50 kinship families will receive social work/supportive counseling to address mental health and social service needs.	35	35	40	40	44	44			
Outcome 2 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
80% of 20 relative caregivers will receive support group services	16	13	13	13	20	20			
Outcome 3 Percent Achieved	81%		100%		100%		#DIV/0!		#DIV/0!
90% of 50 families will be successfully linked to supportive services.	35	35	40	40	44	44			
Outcome 4 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
Challenges impacting outcomes	No challenges at this time.								

PROGRAM OVERVIEW					
FILE AUDITS	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# of files audited	0	10	8		18
Comments	In this quarter, the clinical director works closely with each FSC to ensure data is being collected accurately.				
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>During this period, there were eight admissions and 3 discharges. All discharges were linked to services in the community and family remained intact.</p> <p>In this period, Kin Support staff participated and attended Families First behavioral health and case management meetings to discuss program updates, case staffing, and funding information. Additionally, the Kin Support staff attended the Planned Approach To Community Health (PATCH) meeting in efforts to promote awareness in our services to the western community. At the same time, it was an opportunity to introduce the new family service coordinator who is dedicated to serving the glades community. Furthermore, the kin support staff organized a picnic event where caregivers and their families gathered outdoors and participated in games, face painting, and enjoyed a meal together. Lastly, the program has exceeded the monthly projected budget, which sustains the funds utilized for clients receiving services thus far; however, services are being rendered through additional grants and funding. A total of 48 clients have been served in this quarter.</p>				
Most notable challenge(s)	<p>During this period, the program lost a family service coordinator, but the program had the ability to quickly hire a new staff member to replace the FSC. The program continues to see a challenge to increase the number of clients to be served in the Glades Community. The clinical director is working closely with FSC to help promote program and in the community and has been encouraged to return to local places and maintain constant communication with community partners and leaders.</p>				
ANECDOTAL STORY TO SHARE					
<p>Mrs. Baker is a 66-year-old paternal grandmother, who is raising her grandson at the age of 14 and granddaughter of 11 years. She has had legal custody of the grandchildren for several years, and she is the only provided for the children. Their biological parents have occasional communication with the children.</p> <p>When caregiver opened Kin support services, she was about to retire from her full-time job, and the Family service coordinator (FSC) was able to begin providing her with emotional and psychological support, as client was fearful that her retirement income would not be enough to cover the family expenses, however client was able to transition well by looking at her finances, planning and increasing her level of confidence.</p> <p>The FSC assisted the family with applying for Medicaid for the two grandchildren, as they also needed to transition from client's private insurance to the state health coverage. FSC began educating clients on how to complete the application and the process involved. Successfully, the children were approved for Medicaid coverage, and they have been able to continue accessing medical and dental care as needed.</p> <p>Client has been linked to Kin support group services, and she has participated via zoom or in person at the agency's facility. Mrs. Baker has expressed her appreciation for the connections made with other group members who are in similar situations raising their relative children, as well as the support and resources that are provided by the program staff.</p> <p>Our client has also been provided with supportive counseling services from the Family service coordinator during follow-up home visits. The caregiver has expressed her thankfulness for having someone to talk to and who could listen to her with empathy and care. She has found this type of support beneficial as she is able to discuss her family matters, daily situations and her parenting responsibilities with grandchildren, and receive supportive feedback at needed times.</p> <p>Mrs. Baker feels very confident in her ability to continue caring for her grandchildren, and she is very proactive in seeking resources and solutions to life situations. She continues to be very involved in her grandchildren's lives and overall wellbeing.</p> <p>Grandchildren have been doing well in school and in their extracurricular activities, as well as in summer camp currently. Both children have had mentors for a few years, and they have played an important role in the children's lives.</p>					

TOPWA PROGRAM

Third Quarter Report, April 2023 - June 2023

Date: January

PROGRAMMATIC CAPACITY & DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of clients opened/ served for the quarter	48		46		48		*		142
# of clients closed	55		31		41		*		127
Percent of target to be served- 45 capacity	107%		102%		107%		*		105%
REQUIRED TARGETS	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
45 Assessments (pregnant women) per quarter	48		46		48		*		142
60 HIV Tests (all childbearing age) per quarter	71		75		66		*		212
60 Pregnancy Tests (all) per quarter	86		82		63		*		231
60 Outreach Sessions (all) per quarter	337		314		280		*		931
Number of referrals for services (Minimum 90)	103		108		96		*		307
Number of verified/completed linkages	84		91		64		*		239
PROGRAMMATIC OUTCOMES									
	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG.
Outcome Indicators	#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, 2022 to September 30, 2023.	48	48	46	46	48	48			
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, 2022 to September 30, 2023.	32	32	35	35	32	32			
Outcome 2 Percent Achieved	100%		100%		100%		#DIV/0!		#DIV/0!
100% of babies born to HIV+ mothers will test negative for HIV.	0	0	0	0	0	0			
Outcome 3 Percent Achieved	#DIV/0!		0%		#DIV/0!		#DIV/0!		#DIV/0!
Challenges impacting outcomes	This quarters challenges that have impacted outcomes has been the change in Outreach Staff. TOPWA had one worker leave the program, May 2023 one new worker was hired May 2023, and One worker went out on sick leave in June 2023.								
PROGRAM OVERVIEW									
FILE AUDITS	QTR 1		QTR 2		QTR 3		QTR 4		YEAR END
# of files audited including peer reviews	48		46		48				142
ACCOMPLISHMENTS & CHALLENGES	COMMENTS (current quarter)								
Current Quarter	TOPWA								

Most notable key accomplishment(s)	<p>•TOPWA Outreach Staff Maura A, and Jocelyne D. conducted community outreach at Center for Family Services, Salvation Army WPB, Bridges of w Lake Worth, Bridges of Lake Worth and Paradise Learning Center on 4/25/2023. TOPWA Outreach Worker Nadine Dessaint and Maura A. attended the Community South Bay Family Learning Event where TOPWA had a table. Educational information on HIV/STD prevention and TOPWA information was distributed. This event was held on 4/22/23. TOPWA Outreach Worker Nicole Saunders' last day was on 4/13/23. TOPWA Program Manager is currently interviewing for the position. TOPWA Program Manager Ashaki Sypher, MSW Hired a new Outreach worker for the TOPWA Program. Marie Siverain started on 5/8/23. TOPWA staff conducted their outreach and educational presentation with Wayside House Outpatient and Residential Program (substance treatment provider for women) on May 11th and 18th Staff offered & provided HIV testing to program participants. TOPWA Outreach Staff Maura A, Marie S, and Jocelyne D. conducted community outreach at Bridges of Belle Glade, Bridges of Pahokee, East Coast Migrant Head Start Project, Belle Glade Child Development Center, Multilingual Center Inc, and on 5/30/2023. TOPWA Outreach Workers Marie S. and Maura A. along with BHS and KSP programs attended the Community Mental Health Resource Fair in Belle Glade. Educational information on HIV/STD prevention and TOPWA information was distributed. This event was held on 5/23/23. TOPWA Outreach Workers Marie S., Maura A. and Program Manager Ashaki Sypher Facilitated an HIV Testing and Education Day on 6/27/23 in observance of National HIV/AIDS Testing day.</p>
Most notable challenge(s)	<p>This quarters challenges that have impacted outcomes has been the change in Outreach Staff. TOPWA had one worker leave the program, May 2023 one new worker was hired May 2023, and One worker went out on sick leave in June 2023.</p>

ANECDOTAL STORY TO SHARE

TOPWA Outreach worker was able to offer services to a 39-year-old pregnant woman in Belle Glade, Fl. At the initial visit the client was a new refugee from Haiti, then Chile. The client, and her husband left their home country for employment and security. Client was new to the United States and living with family members as an undocumented immigrant. During outreach this worker learned that the client needed assistance with her immigration paperwork, a crib for the new baby that was coming and a bed for herself and husband. Client gave birth in the month of December to a baby boy. Client recently received her work authorization and now enrolled in ESOL literacy at Glades Central High School, client husband is now employed fulltime and have moved into a one-bedroom apartment in Belle Glade. Client and baby are both thriving.

Infant Mental Health

Second Quarter Report, April 1- June 30

Date: April 2023

Attachment XIII.VII

PROGRAMMATIC CAPACITY and DELIVERABLES										
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients enrolled during previous quarter and still active in current quarter	11		9		10				30	
# of clients opened - Adult 1st box Child 2nd box	0	4	0	11	0	4			0	19
client enrolled during previous quarter and still active in current quarter. Plus, new enrollments.	15		20		14		0		49	
# of clients closed - Adult 1st box Child 2nd box	1	5	2	7	3	4			6	16
Total Referrals	39		13		7				59	
# of CSC clients served	9		7		4				20	
# of Headstart clients served	7		12		15				34	
# clients on waitlist at the end of the quarter	24		16		14				54	
# of clients served in School only	3		9		9				21	
# of clients served in home/office/telehealth only	8		7		3				18	
# of clients served in both settings	4		4		2				10	
# of formal classroom observations	30		29		85				144	
PROGRAMMATIC OUTCOMES										
	QTR 1		QTR 2		QTR 3		QTR 4			
Successful closures	1		3		6				10	
Closure before completing services	1		0		1				2	
OUTCOME INDICATORS	#measure d	#achieved	#measure d	#achieved	#measure d	#achieved	#measure d	#achieved	YEAR AVG	
70% of closed clients in the quarter met 60 days or longer	2	2	3	3	4	4				
Percentage Achieved	100%		100%		100%		#DIV/0!		#DIV/0!	
80% of clients who completed services met their treatment plan reducing the risk of abuse and neglect	2	2	3	3	5	5				
Percentage Achieved	100%		100%		100%		#DIV/0!		#DIV/0!	
80% of children identified as having developmental delays will receive appropriate referrals	1	1	0	0	1	1				
Percentage Achieved	100%		#DIV/0!		100%		#DIV/0!		#DIV/0!	
Challenges impacting outcomes	Low census for the quarter.									

HOUSEHOLD COMPOSITION	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Types of household (unduplicated)					
Single Parent	7	2	1		10
Married Couple	5	2	0		7
Cohabiting couple	3	0	2		5
# of Children	34	22	10		66
# of Adults	29	16	7		52
PROGRAM OVERVIEW					
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS				
# of files audited	4	12	9		25
Most notable key accomplishment(s)	This quarter the IMH program received the Impact Grant of \$77K , setting us up for staff growth. Additional 56 LSF Classroom Observations were conducted this quarter which is enabling the IMH program to identify the strengths and weaknesses that are evident in the classroom and the children that are exhibiting social emotional challenges. A 1 yr contract was signed with LSF to conduct classroom observation at the beginning of the school year and towards the end. The program hired a new parttime creole speaking clinician when the previous one left the program. The IMH program has hired a program supervisor who will be able to focus and expand the program within the Head Start program. Interviews were conducted and 3 new FAU interns will begin in August				
Most notable challenge(s)	During this quarter Head Start school year came to an end which appeared to have created an obstacle to engaging families to begin therapeutic services. Less children were in attendance in the classroom for the summer extended school year program. The FAU interns that were engaged in our services graduated and were not available to complete services with their clients as their practicum came to an end. These clients were transferred to the program therapist who was assisting them, leaving her with little space on her case load to take clients off of the waitlist.				
ANECDOTAL STORY TO SHARE					
<p>Jacob is a 3-year-old student who was referred to Families First by his Headstart teacher in late January. The client has a twin brother who is also in the same classroom as the client. The client's teacher reported that the client had difficulty regulating his emotions and would have prolonged crying spells when separated from his twin brother. The client's anxious symptoms caused him distress and limited his ability to participate in developmentally appropriate activities. This therapist and client met weekly in the classroom. This therapist utilized the classroom's safe space, which children are encouraged to use when they are experiencing big feelings and/or feeling unsafe. This therapist was able to practice several of the calming items in the classroom with the client, that reflect the Conscious Discipline training the teachers had gone through. It was beautiful to see so many items/tools that Dr. Becky Baily trained about such as, the feelings buddies, and pictures illustrating balloon, and square breathing. The techniques are a unique kind and compassionate way of teaching self-regulation. This therapist also provided classroom support for the client while engaging with a group separate from his brother. The client can now successfully interact and participate in classroom activities independently with little to no symptoms. The client has demonstrated success in implementing mindful breathing techniques when overwhelmed with anxious symptoms. The client's teacher and mother report that they have seen significant improvements in the student and collaboratively agree that they are comfortable with separating the twins into different classrooms for the next school year.</p>					