

Performance Quality Improvement
Quarter Meeting, FY 22-23
November 8th, 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

- On July 5th, Ms. Swindler attended the FY 2023 Runaway and Homeless Youth Prevention Demonstration Program grant meeting to review what has been written to date. Each of the participants were assigned some letters of support to secure. My task was to secure seven letters including the one from our agency.
- On July 10th, Ms. Swindler attended the Youth Build Partner Meeting. This is a collaborative with the Palm Beach County Housing Authority and will work with 65 youth ages 16 to 24, the most vulnerable, and teach them skills such as construction or in the areas of medicine. There is an education and a skills development component as well as 10% leadership and community service.
- On July 11th, Melissa Wijngaarde received notification that she earned the FAIMH Endorsement for Culturally Sensitive, Relationship-Focused Practice Promoting Infant Mental Health as an Infant Mental Health Mentor-Clinical. This is a great accomplishment for Ms. Wijngaarde and an added professional endorsement for the agency.
- On July 26th, there was a HUD site visit with members from Washington and the Miami regional office, along with officials from the Housing Authorities, County Government, and nonprofit agencies. I was present to represent Families First. The meeting was held at the Lord's Place. The purpose of this meeting was to let HUD know some of the pressing concerns regarding the Fair Market Rate for Housing and other barriers that prevent families achieving affordable housing.
- On July 27th, Ms. Swindler attended an emergency meeting with the homeless and housing providers. Goodwill's Board of Directors decided to give back 62 single units funding. After lengthy discussion, it was decided to put this money back in the pool for new projects to ensure we do not lose funding for the

continuum. It is the hope that the individuals will be able to be picked up in the new projects since they are chronic and will not be able to survive without this level of service.

- On August 7th, I attended the Advisory Committee meeting at the Lords Place regarding the Continuum of Care of the Homeless and Housing Alliance. There was much discussion about the rising costs of housing and the enormous match that the homeless providers are having to raise for their housing projects. It was decided that the membership of the Advisory Committee will go together to the County for 2.5 million in match monies through FAA without taking from other essential needs for other projects such as domestic violence and behavioral health, etc.
- On August 11th, Ms. Swindler attended a meeting with Dr. Eugenia Millender and Dr. Seth Bernstein to discuss the Health and Human Services Day for Leadership Palm Beach County being held on October 11th. Ms. Swindler will be a co-chair this year.
- On August 15th, I attended the Leadership Roundtable at Children’s Services Council. CSC is expanding the Teen Outreach Programs and has also put additional dollars aside for mental health services. Several focus groups were held with youth, and it is not surprising that our youth are suffering. Youth thinking about suicide has gone up from 14 to 21%. The following is what our youth is struggling with the most:
 - Relationships with Parents
 - No Friends at School
 - Feeling Hopeless
 - Bullying
 - Feeling Unsafe at School
- On August 14th, Andres Torrens and I met with Vicki Nowlan who is the Executive Director of the Palm Beach County Legislative Delegation. Ms. Nowlan will be joining the board of Families First, meeting with the Nominating Committee on August 21st and attending the August 22nd board meeting to observe. She will be an asset to the board and fill the matrix of legislative and advocacy.
- On August 23rd, Julia McMahon from the Breakers, contacted me about our agency being chosen for their Fall Toy and Gift Drive 2023. Their employees will ship the items to Families First in October through Amazon. Gaby sent them agency information, pictures, testimonials, and link to amazon site as they begin their preparations.
- On September 5th, I received word that we were one of thirty charities to receive a free membership with FL Nonprofit Alliance. This membership was paid for by Ventus Charitable Foundation. They have many training courses on legislative issues, advocacy, and resources that will be helpful with our work.
- On September 7th, Andres Torrens attended a meeting entitled “Community Leaders Unite to Address Mental Health Crisis in West Palm Beach”. There was discussion and focus on the lack of a mental health system of care in Palm Beach County.

- On September 12th, I attended the Nonprofit Chamber meeting. The Board finalized the upcoming luncheon. Additionally, the Board worked on the next program for September to discuss CEO contracts, bonuses, etc. to have a discussion on best practices for CEO's. I will be sharing my contract information as we have discussions planned concerning this. Most CEO's do not have contracts and Nonprofits First is questioning this with nonprofits when they do their site visit reviews.
- On September 14th, I attended the Roundtable for Nonprofits Underserved Communities with Lois Frankel. Trevor Fleming informed the Nonprofits that the House of Representatives were working on a potential deal to finalize the budget. He also wanted to make sure the Nonprofits were ready for the 2024 cycle with appropriations for capital if needed. Each nonprofit executive spoke about the needs in the community such as mental health, housing, basic needs, education, etc.
- On September 14th and 15th, Sharonda Crawford attended the Leadership Conference in Orlando for Healthy Families. Paulette Francois-Seide, Family Support Specialist, drove a family to the Leadership conference to tell her story and the services she received through Healthy Families Palm Beach.

Finance

- On July 18th and 20th, Mayte Thomas, Heidi Robles, Andres Torrens, and I held interviews for the Finance and Administration Director position as Alexander Guanarita is leaving the agency on August 18th after over three years of service. We held five interviews for the first round. On July 28th, Mayte Thomas, Heidi Robles, Michael Floyd, and I held three second interviews. The team selected Silvia Gherlan, who has an MBA and has been working in the corporate sector for the past ten years, and most recently, as the CFO. She will begin employment on August 14th.
- The members of the Finance Committee met on September 22, 2023:
 - **Fiscal Year 2024 Budget** – Ms. Swindler presented the fiscal year 2024 annual budget to the Committee. The proposed budget is \$6,750,506, which is an 8% increase over the previous year. The following are highlights to this year's budget:
 - There is an increase of two-Family Support Specialists in the Healthy Families Program
 - There is an addition of a Program Supervisor in the Infant Mental Health program
There was one additional community therapist added and an elimination of the collaborative therapist for ACCF
 - The total needed to be raised between Medicaid and foundation support for fiscal year 2024 is \$531,659 whereas fiscal year 2023 it was \$525,369.
 - All benefits remain intact for all employees
 - There are 75 full-time employees, 3 part-time employees, and four interns (3 from FAU and 1 from Florida State University)

Operations

Comcast contract review

Mr. Guanarita is currently training staff to monitor bills for lease renewal dates to give the agency ample time to review options. Comcast recently charged \$5 more for a phone call. In the current package with Comcast internet, phone, and cable are all included as part of an affordable bundle package from 5 years ago. For phone service in the office star to star VOIP is being used over the agency's internet eliminating the use of any other phone service. Upon further review the Operations committee has decided to remove additional services from Comcast and keep just the internet. The cost would decrease from \$300 to possibly \$150 upon change. New quotes will be investigated as well as possibly ATT internet.

Computer and phone return policy

There continues to be issues with current protocol in the return of equipment. If damage is present, it is to be deducted from employees' last paycheck to cover the cost. In cases that directors have had to pick up equipment a check on its workability isn't being done resulting in damaged equipment being accepted. A review of protocol will need to be done with all those involved in collecting equipment.

Maintenance procedure

The agency currently has no maintenance personnel. The current maintenance person from the Palm Beach Housing Authority will be investigated for servicing items on the 2nd floor as well as contracting for heavy lifting.

Computer Insurance

The rotation for getting computers is currently 5 years for all CSC funded technology equipment. Insurance on computers has been investigated, deductibles however, resulted in a high deductible with additional costs.

Grants

- ▶ 9 Grants were written in this quarter totaling \$949,981
- ▶ 2 Grant as a new request-Scaife Family Foundation for Kin Support and expansion for 10 more housing units for Bridges to Success.
- ▶ 7 Grant award notifications are still outstanding
- ▶ 5 have been awarded in the amount of \$453,458 with 1 grant notification that came in from the 2nd quarter amounting to \$5,000, 3 grant notifications that came in from the 3rd quarter amounting to \$434,000, and 1 grant notification that came in the 4th quarter amounting to \$14,458 – A total of \$453,458.
- ▶ 1 request was declined in the 4th quarter

II. Development Department

- Mr. Mercader reported the Children’s Annual Day Luncheon plans are moving forward and the committee has secured a speaker for the event. He is former NFL wide receiver, Deonte Thompson, and is part owner of the Muck Tavern in Pahokee, Florida. Mr. Thompson shared a little of his story and Mr. Mercader thinks he will be a great speaker and a great new relationship for the Agency. Mr. Mercader also reported Mr. Matt Lincoln, news anchor with channel 12, has agreed to emcee the event. The event will be held at the Kravis Center again this year. The committee did investigate other venues, but the Kravis center was the best price and location. Mr. Philip Sprinkle, the agency’s attorney, is looking over the contract with the Kravis Center and the initial deposit on the venue will be made on May 31, 2023. Mr. Macri thanked Foundation Board member, Mr. Jordan Goldman, for becoming a grand benefactor for the luncheon. The chair for the event will be Denise Fraile. Ms. Fraile owns a market branding company and is also an artist. Mr. Macri will co-chair the luncheon with her because she wanted to have additional assistance in chairing the event. Mr. Macri also noted the committee suggested nominating Ms. Jessica Newman, cofounder of Just World, for the Harriet Goldstein Award. Just World is a nonprofit that has given more than 6,500 children the tools they need to finish primary school and served more than 200,000 meals. Ms. Swindler also thanked Ms. Aguiar for her time and effort with the auction gift gathering event last year. Mr. Macri reminded the board to let him know of anyone who would be interested in serving on the Development or Luncheon Committees.
- Mr. Macri noted the luncheon committee held its first meeting and currently there is \$70,000 in revenue collected for sponsorships. The committee is focused on growing the event this year and is hoping to beat last year’s numbers. This year’s luncheon will be focused on the Agency’s programs. The legacy videos are close to being finished and they will be played after the keynote speaker speech. Mr. Macri is reaching out to Mr. Dave Aronberg who will be attending luncheon and he is trying to get local news media attention for the event. The VIP event will be held on October 19, 2023. Mr. Macri also asked board members to let him know if anyone was interested in joining the luncheon committee.

III. Workforce Stability

► Attrition

Separation for 4th Quarter

Department	Hire	Terminated	Span of Service
OPW-TOPWA	03/02/2004	07/03/2023	19 years & 4 months
OPW-TOPWA	05/08/2023	07/28/2023	2 months
OPW-TOPWA	08/07/2023	09/07/2023	1 month
CHF-Child First	1/10/2022	7/31/2023	1 year & 7 months
BHS-BEHAVIORAL HEALTH SERVICES	01/30/2023	08/03/2023	6 months
BHS-BEHAVIORAL HEALTH SERVICES	10/03/2016	09/13/2023	6 years & 11 months

Admin	1/27/2020	8/18/2023	3 years & 6 months
CHF-Child First	03/28/2022	08/15/2023	1 year & 4 months

New Hires for 4th Quarter

Department	Hire Date	Position & Time to Fill Position
BHS-BEHAVIORAL HEALTH SERVICES	07/24/2023	Data Coordinator- 6 weeks
BHS-BEHAVIORAL HEALTH SERVICES	07/31/2023	Therapist- 8 weeks
BHS-BEHAVIORAL HEALTH SERVICES	08/18/2023	Therapist- 3 weeks
BHS-BEHAVIORAL HEALTH SERVICES	09/25/2023	Therapist- 0 weeks
HFM-Healthy Families	07/24/2023	New Position
HFM-Healthy Families	07/24/2023	Family Support Specialist- 19 weeks
OPW-TOPWA	08/07/2023**	Outreach Worker- 1 week *** 1 month turnover
GEN-General	08/14/2023	Finance & Administration Director- 0 weeks
OPW-TOPWA	09/14/2023	Outreach Worker- 8 weeks
OPW-TOPWA	09/14/2023	Outreach Worker- 1 week
CHF-Child First	08/28/2023	Developmental Clinician- 4 weeks

Promotions

Department	Hire Date	Position Vacancy	Position Filled
CHF-Child First	08/02/2023	Developmental Clinician	Child First Clinical Director

➤ Staff Morale

On September 6, the annual staff satisfaction survey was sent out to all staff and were given two weeks to complete via our survey link through Constant Contact. A total of 41 responses came in. The following were identified as 3 strengths and the 3 weaknesses in staff satisfaction:

Weakness:

1. Leadership holding staff accountable for job performance
2. Job satisfaction
3. Salary satisfaction

Strength:

1. Job expectations
2. Agency engagement
3. Benefits

An additional analysis of staff satisfaction will be included in the annual PQI for end of the year reporting.

IV. Risk Management & Safety

- Disaster Recovery Plan- On July 26 the agency had their quarterly all staff meeting. During this time every year the agency reviews safety in the workplace, disaster protocol, and safety in the community. Staff are directed to the location of emergency exits and tools in each office as well as staff that can assist in locating such items. With an increase in new employees, it is pertinent all staff are trained continuously when needed. Staff were also re-introduced to the agencies SPOC (Healthy Families Director Sharonda Crawford) for hard of hearing assistance in each location. Employees will be asked periodically through online surveys their knowledge of this information to best assess risk and safety.
- On September 19, The Forest Hill office conducted its first fire drill under the direction of its new landlord the Palm Beach County Housing Department of Palm Beach County. The following notes were taken from report:

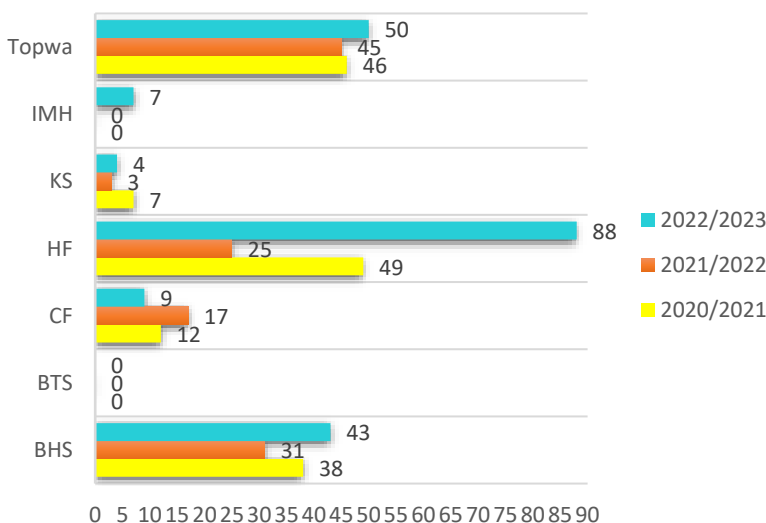


- ✚ Date of Fire Drill : September 19, 2023
- ✚ Time Performed : 9 :10 am
- ✚ How many employees were present when Fire Drill was conducted ? : 67 including 2nd Floor (PBCHD and Families First staff together)
- ✚ Location where staff exited from the building : Front and both side doors
- ✚ Time required for evacuating : 85 seconds
- ✚ Problems with Fire Drill or other comments : Supervisor in conference room took her group out the front door by accident. She was instructed to use sides or back door from conference room (PBCHD employee)

** Head count of staff is still conducted during drill and reported to the Capital Improvement Manager from Palm Beach County Housing department should any problems arise during drill and are to be included in report.

Client service numbers – 3rd Quarter Comparisons

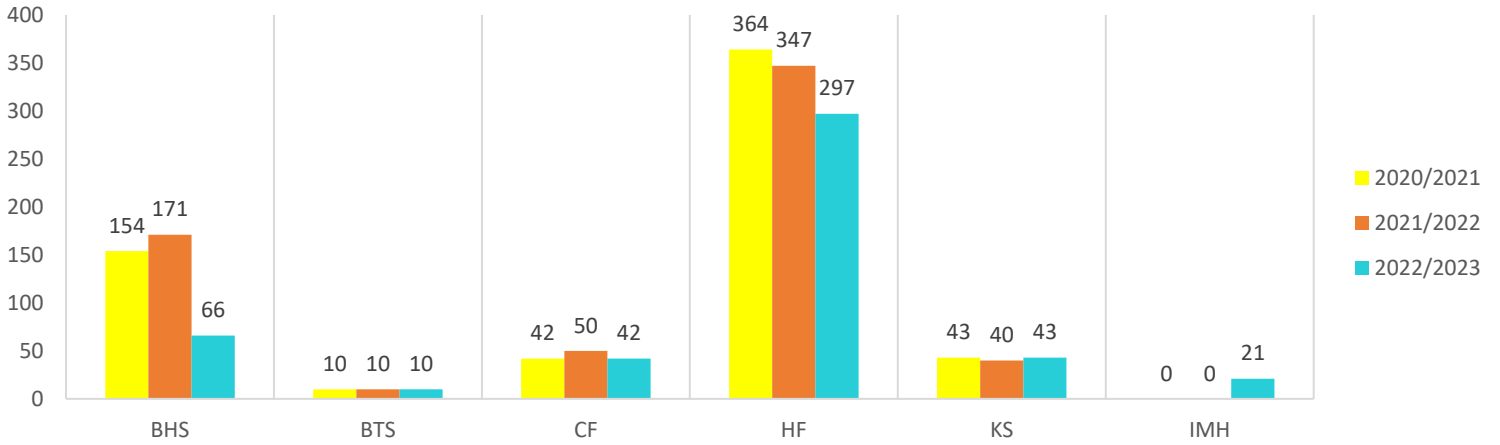
3- Year Comparison of Open Cases in the 4th Quarter



Narrative for clients/cases opened:

- During this quarter Healthy Families demonstrated a significant increase in enrolled clients. Since the previous PQI meeting and ELT updates the program has shared struggles with enrollment due to an overall decrease in entry agency clients. As a result, program has made more outreach efforts in the community and schools to improve capacity. This quarter demonstrates the impact and effort the team has made in these efforts.

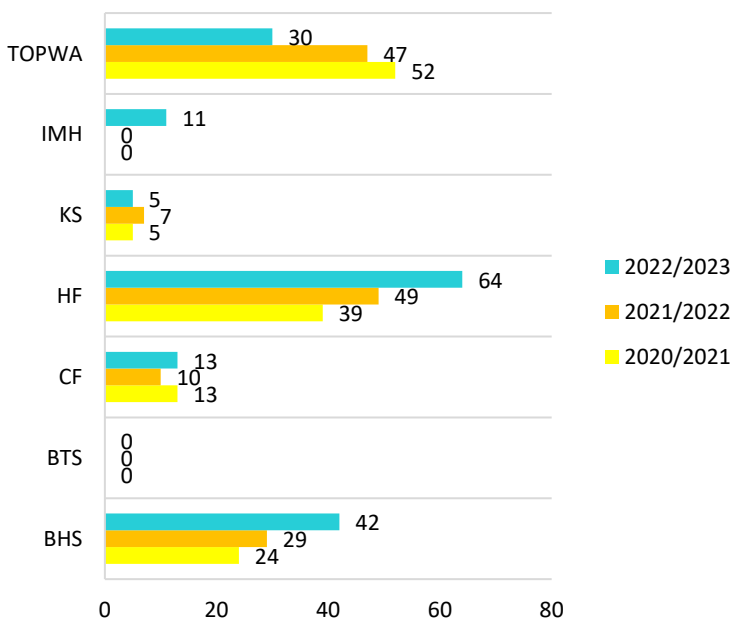
3-Year Comparison of Served Clients in the 4th Quarter



Narrative for clients/cases served:

- Please note the BHS program has shifted in the form they have reported clients served in lieu of families served skewing numbers reported. The BHS program has maintained a consistent caseload of clients and has had an increase of clients served during the summer months due to extension of community care. As expected, a natural decrease of clients served in the summer is to occur as 2/3 of program are co-located in school settings.
- Despite setbacks in enrollment both Healthy Families and the Child First program are still meeting overall benchmarks with contract providers to serve at least the minimum number of clients in their respective programs.
- An increase of referral schools also was established during this quarter from Lutheran Services to increase the number of clients the IMH can serve. This year has been monitored closely as the framework of the program continues to be improved on to build out positions to meet community demand.

3-Year Comparison of Clients Closed in the the 4th Quarter



Narrative for clients/cases Closed:

- Completion of program continuously is met by the Healthy Families Program although higher than average closures did exist many were planned and successful. Please refer to HF data report for additional information.
- As previously reported, the enrollment of clients has increased for the IMH program as well as the discharges as demonstrated. The program continuously monitors the following to best support the growth of this new program:
 - 1. Referral Source
 - 2. Length of Service
 - 3. Student behavioral need
 - 4. Parental engagement

V. Compliance

Annual Report

BHS- Y.E.S program

Outcomes: The Y.E.S program has an average of 73.47% in receiving trauma informed assessments and interventions to address needs as evidenced by the assessment and service plan. A 91.49% average in parents receiving education and interventions to increase positive family support and establish a positive home environment as evidenced by pre and post assessments. Lastly, the Y.E.S program has a 73.47% in receiving comprehensive, multicomponent intensive support and intervention aimed at reducing risk of juvenile justice involvement.

Conclusion: The Y.E.S program is proving to be making an impact with youth who participate in services. Youth who were less impacted did not attend sessions at the onset of the referral. This is due to challenges surrounding transportation, work obligations, lack of support in the home, and when therapy services are recommended and not mandated by the court. In our first year, we aimed to serve a total of 45 youths and exceeded this by serving 49. Of 49 youth 36 of youth received interventions, trauma informed assessments, and support to maintain crime free. The program recommends reducing the indicators of outcomes 1 and 3 from 80% to 70% as research proves national rates to vary across states based on the unique variations of juvenile detention centers nationwide. Lastly, the program is contributing to the psychoeducation and interventions to parents and caregivers who are encouraged to better understand mental health and behaviors, while gaining coping skills learned in groups and implementing them at home to strengthen the family unit within their existing environment.

BTS

FY 2023 Comprehensive Monitoring Report for HUD CoC Contract

Commendations:

1. Client Handbook is very comprehensive
2. Files are well organized
3. The Agency's two exits were both to permanent housing

Findings:

1. The Violence Against Women Act (VAWA) is not being signed by the landlord, consequently there is no documentation that they are informed or will abide by the Act's requirements.

2. Leases between Agency and landlord do not include the addendum stating that the rental costs do not exceed that charged to other non-assisted tenants for comparable units.

VI. Program updates; additional agenda items

PQI discussion:

Healthy Families

Program is currently fully staffed and is awaiting smooth transitions into the positions recently started. During this time Healthy Families staff educates families on hurricane preparedness and makes sure phone numbers are up to date for emergency contacts. The physical wellbeing of the HF staff has been a concern for program as weather has increasingly become more demanding with record high heat and lightning storms unlike previous years. The extremely high air temperatures, exposure to the sun, and the severe afternoon thunderstorms have been quite concerning to the HF administration Ms. Swindler will work with the program along with agency to provide water bottles in every office and sunblock to staff. This year the Ounce of Prevention changed leadership, and this change has increased work demand along with documentation request has put a strain on team. HF leadership team continues to voice their opinion for a better compromise with funder.

Child First

NSO state clinical manager is currently taking time off. This last quarter the cases have been quite challenging in terms of trauma. IMH exams are now completed with endorsements results should be coming in soon. July 31 will be Stephanie's last day as Dalecia steps into the role of clinical director August 1st. To celebrate the contributions of Stephanie and Alex to the agency team will be having lunch together on August 16.

Behavioral Health Services + Kin Support Project

Ms. Cardona expressed concern about work distribution with administration tasks taking time away from programmatic leadership. An issue that has had the biggest impact has been the flow of data with information at times coming in 1-2 weeks late. Director has worked with QA director to address inconsistencies as well as create plan to address issue. BHS has replaced the previous data coordinator and the replacement will be starting on 8/24/2023. Once she starts, Ms. Cardona hopes to have additional time to repair workflow struggles internally. The work demand of the BHS program has equally impacted time allotted to the Kin Support program and while the program is running smooth more can be worked on with expansion of services.

Bridges to Success

The CPO is working to ensure that the BTS coordinator has the support needed to carry on duties. As time has gone by more responsibilities have been given to the coordinator with

supervision. To support program directors Mr. Torrens will take on more involvement with reports needed to funders.

Finance

Making sure staff are as supported and trained upon departure.

QA

The past couple of months has resulted in an abundance of work on accreditation items. Being flexible and patient with the team has been extremely important to continue to have evidence submitted on time while being sensitive to everyone's current workload. Everything is running smooth but with so many deadlines on the horizon making sure not to miss anything has been critical.

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 – 2
- ❖ Client Incidents – 15
 - BHS – 4
 - BTS - 1
 - CF – 0
 - HF –4
 - KSP –4
 - TOPWA – 0
 - IMH-2

- ❖ Client Incident Types:
 - Child abuse/neglect- 1
 - Aggressive/abusive behavior – 3
 - Risk for harm self/others- 6
 - Accident/injury – 1
 - Other – 4
 - Law violation – 0

- Client Incidents 4th Quarter comparison by Year

Program	2020/2021	2021/2022	2022/2023
BHS	3	0	4
BTS	0	1	1
CF	0	1	0
HF	0	1	4
KSP	3	0	4
TOPWA	1	0	0
IMH	*	*	2

Type	2020/2021	2021/2022	2022/2023
Risk for harm self/others	0	1	6
Aggressive/Abusive Behavior/Assault	0	0	3
Accident/Injury	0	0	1
DCF/Hotline	1	0	0
Child Abuse/Neglect	5	1	1
Death	0	0	1
Legal/Law Violation	0	0	0
Medical emergency	0	0	0
Other	1	1	3
Sexual harassment/battery/assault	0	1	0
Substance/Drug abuse	0	0	0
Communicable disease exposure	0	0	0

- HF staff vehicle accident was reported as a car accident
 - Staff was reported as fainting and needed additional assistance.
- ❖ Risk Assessment Committee incident review for 4th quarter
See discussion notes attachment following quarterly reports

BEHAVIORAL HEALTH SERVICES
Fourth Quarter Report, July 2023 - Sept 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		23			
# of clients opened - Adult 1st box Child 2nd box	1	42	1	62	10	51	1	42	13	197
# of clients served (target 135)	97		94		84		66			
# of clients closed - Adult 1st box Child 2nd box	1	22	3	68	7	54	8	34	197	
Successful closures	15		64		55		28			
Closure before completing services	8		7		6		14			
PROGRAMMATIC OUTCOMES										
	QTR 1		QTR 2		QTR 3		QTR 4			
OUTCOME INDICATORS	#measured	#achieved	#measured	#achieved	#measured	#achieved	#measured	#achieved	YEAR AVG	
80% reduction in mental health symptoms	23	16	71	66	61	55	42	28		
Percentage achieved	70%		93%		90%		67%		81%	
80% stability of placement in home	23	21	71	61	61	59	42	33		
Percentage achieved	91%		86%		97%		79%		89%	
80% stability in school	23	17	71	62	61	57	42	33		
Percentage achieved	74%		87%		93%		79%		81%	
Challenges impacting outcomes	This quarter, the program supervisor conducted a chart audit review and identified missing clinical documentation for 13 clients. This missing documentation impacted discharge outcomes, as it was evident that there was a lack of engagement from the clinician to the client and family on the clinician's caseload. Additionally, we are encountering clients who are admitted into the program after obtaining consent but terminate services without initiating biopsychosocial and treatment planning.									

HOUSEHOLD COMPOSITION	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Types of household (unduplicated)					
Single Parent	36	48	39	30	153
Married Couple	23	15	22	12	72
Cohabiting couple	0	0	0	0	0
# of Children	129	158	121	108	516
# of Adults	97	119	58	75	349
PROGRAM OVERVIEW					
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS				
# of files audited	0	10	8	18	36
Most notable key accomplishment(s)	<p>During this period, there were a total of 42 admissions and 42 discharges. 67% of closures reported a reduction of mental health systems as evidence based by CFARS/FARS, 79% reported stability of placement in the home and achieved stability in the schools. Each outcome is measured at discharge.</p> <p>In this quarter, a new data coordinator was hired and has been trained in data gathering, billing Medicaid, and learning to process admissions and discharges within the program. Four registered intern therapists were hired to work in schools across Palm Beach County. Additionally, therapists in this quarter attended and participated in EMDR training and program supervisors attended a training on Reiki and learned components of self-care and reflective supervision.</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 and program supervisor are establishing rapport with the youth reentry program and are attending their monthly meetings to assist in the transition from detention centers to community.</p> <p>Lastly, the programs within the behavioral health achieved the number of outcomes on total number of youths served among both PARED and Reentry funded programs. Funds for each programs were expended meeting the requirement of each contract.</p>				

Most notable challenge(s)	<p>During this period, the program had difficulty maintaining chart compliance and meeting the needs of families. The program director is working closely with supervisors to address this issue and ensure that the agency’s high standards of compliance are met. Additionally, the program has identified a gap in admissions and discharges where initial assessments and treatment planning are not being completed. Although these cases are isolated and considered “terminated,” they have a negative impact on the program’s overall outcomes.</p> <p>The program director and supervisors are taking steps to address these challenges. They are reviewing and updating procedures to ensure that all staff members are aware of and following the agency policies and procedures. They are also providing additional training and support to staff members who need it. Additionally, the program is developing a plan to follow up with families to ensure that their needs are being met.</p> <p>The program is committed to providing high-quality services to families and meeting the highest standards of compliance. The</p>
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ANECDOTAL STORY TO SHARE

Clinician began working with a 7-year-old Hispanic male who, along with his parents, moved from Cuba to Florida in February of last year. Client’s mother requested mental health services after the client began presenting symptoms like anger, frustration, and disturbance of conduct that client’s mother thought was related to the client having difficulty in managing the stressful life changes he had experience after moving to Florida and having to learn a new language, adapt to a different culture and a different school. The clinician started working with the client in March 2023 and continues to provide services to the client. During this time interventions to establish trust were implemented and the client has been able to form a trust-based relationship with the therapist as he has demonstrated to follow therapist instructions during sessions and actively participates and provides feedback during sessions. The Client and Client’s mother have been provided with psychoeducation, coping skills and communication strategies that the family has implemented and as a result a decrease of anger responses have been reported by client’s mother and describing that the client seems more relaxed within the home and school setting. The client has been able to talk about and identify his triggers to disruptive behavior and has been taught strategies to manage feelings like frustration and anger. Therapist continues providing services to the client.

BRIDGES TO SUCCESS
Fourth Quarter Report, July 2023 - September 2023

Date: October 2023

PROGRAMMATIC CAPACITY & DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		YEAR END
# of families carried over	10		10		10		10		
# of families opened	1		0		0		0		1
# of families served	10		10		10		10		
# of families closed	1		0		0		0		1
# families targeted to be served	10		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		10
# of Children/dependents	24		23		23		23		23
# of Adults	11		10		10		10		11
Single	9		10		10		10		
Married	0		0		0		0		
Co-habituating	1		0		0		0		
COMMENTS									
For all three quarters the same 10 families remain in program. Several of the dependents however are over the age 18 years of age which technically place them in the category of being an adult (we currently have 6 dependents over the age of 18 years of age).									
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	10	10	
Outcome #1 % Achieved	100%		100%		100%		100%		100%
80% of 10 families will maintain or increase their income including wages	10	10	10	10	10	10	10	9	
Outcome #2 % Achieved	100%		100%		100%		90%		98%
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	6	18
ACCOMPLISHMENTS & CHALLENGES	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>A couple of notable accomplishments that occurred the final quarter of this FY was the fact that the program coordinator was afforded the opportunity to attend the 2023 National Conference on Ending Homelessness which took place in Washington, DC. She attended this conference along with several members of the CoC and had the opportunity to meet with and discuss the homelessness crisis with Congresswoman Lois Frankel.</p> <p>Another major accomplishment was in the successful submission of the HUD grant to renew our current BTS funding. We also successfully submitted a proposal to expand our current BTS program, adding ten additional units, for a total of 20 clients. Both these proposals were accepted by the local CoC and were submitted to HUD for the final approval.</p>				
Most notable challenge(s)	<p>Unfortunately, one of the challenges we faced this year in the BTS program was with a new family who moved into the BTS program in November. When this client moved into our program, she discovered that she was pregnant and gave birth to a beautiful and healthy baby boy this past August. Unfortunately, one month later or on September 20th, the client reached out to the program coordinator to inform her that her baby had died. The death of this child was investigated by law enforcement and DCF and it was ruled an unfortunate accident (the baby apparently died from co-sleeping and died in his sleep). As one can imagine, this was a significant traumatic event for this family which needed a great deal of attention. The family was immediately connected to community resources to assist them and as soon as the mother is ready, she will begin therapeutic services through the healthy beginning system. In the meantime, the program coordinator continues to closely monitor the mother to ensure that all of her needs and the needs of her children are met.</p>				
ANECDOTAL STORY TO SHARE					
<p>We are excited and quite pleased to report some great things that are happening in the BTS program. The program coordinator continues to assist the clients and their adult children in enrolling in training courses on-line which was afforded to some of the BTS clients by the Homeless Coalition. One of the clients who took advantage of this was LW, a client who had recently lost her job. When she was offered the opportunity to take computer classes on-line to learn a trade, she wasted no time and she enrolled in a course in early childhood education. This will allow her to work in an early childhood program or daycare center. There is a new daycare center opening in her community and she has already been interviewed and offered a full-time job at this daycare center. This would not have been possible had it not been for this online training program and which she not only enrolled in but completed successfully. She is looking forward to beginning her new job and career working in the daycare center.</p>					

CHILD FIRST

Fourth Quarter Report, July 2023 - September 2023

October 1, 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		33		137	
# of clients carried over who were NOT enrolled, but enrolled in the Qtr.	4		7		2		2		15	
# of Clients referred, accepted & enrolled from HomeSafe	15		9		7		6		37	
# of Clients referred, accepted & enrolled from HMHB	6		0		2		1		9	
# of enrolled Clients served	54		53		49		42		198	
# of Enrolled Clients discharged in quarter	11		13		17		13		54	
Successful closures (clients enrolled 60+ days and had at least 4 home visits by the clinician)	5		5		13		9		32	
Closure before completing services (clients enrolled 60+ days and had at least 4 home visits by the clinician)	3		4		0		1		8	
Referrals that were accepted & discharged (never enrolled)	HomeSafe	6	HomeSafe	8	HomeSafe	8	HomeSafe	6	HomeSafe	28
	HMHB	1	HMHB	0	HMHB	0	HMHB	0	HMHB	1
# of Rejected Referrals	Capacity	4	Capacity	2	Capacity	0	Capacity	0	Capacity	6
	Language	0	Language	0	Language	0	Language	0	Language	0
COMMENTS										
Q3: 1 rejected referral - reason: "Additional Information Needed"										
PLAN OF SAFE CARE	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE	
# of clients with POSC at intake	0		2		0		0		2	
# of POSC offered to families by FF	1		1		0		0		2	
# of POSC created with families by FF	0		0		0		0		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%		100.0%		95.7%		90.9%		95.9%	
% 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%	9	75.0%	32	80.0%
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		n/a - this information isn't reported quarterly	

COMMENTS					
<p>* 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%</p>					
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	12	41
Clients open 60+ days - Average Length of Service - Months	12	9	11	11	10.8
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	5	59
Married Couple	5	2	0	1	8
Cohabiting couple	1	1	0	3	5
# of Adults	53	37	20	18	128
# of Children	62	37	28	19	146
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	11	42
ACCOMPLISHMENTS & CHALLENGES Quarter	Current	COMMENTS (current quarter)			
Most notable key accomplishment(s)		<p>Families First CPPA score for Q4, and the contract year continues to reflect high fidelity to the model with an overall score of 98% for Q4 and 95% for the contract year. For Q4, we've had an increase for data submitted on time (97.2%) compared to the contract year being at (96.5%). We continue to maintain our strengths for both the quarter and contract year, which include data submitted complete (100%) and data submitted accurate (100%). We continue to meet all benchmarks for all core components being implemented in accordance with our contract. Our baseline assessments scored at 100% for both Q4 and contract year, as did our early care mental health observations. The following core components include comparisons for Q4 and contract year: paired assessments (100%) for Q4 and (90%) for contract year, written case formulation (100%) for Q4 and (90.91%) for contract year, plan of care (100%) for Q4 and (90.63%) for contract year. Our SNIFF needs identified benchmark was met at 90.9% for Q4 and 95.9% for contract year. To highlight for the quarter our AHV percentage was met at 93.3%, with the contract year not being met at 78.81%. This has been an ongoing challenge for the program as during the early part of our contract year a staff member was out on leave and a care coordinator left during Q2. However, with the change in the clinical director the team's goal has been to hone on increasing their AHV's to meet CSC contract and NSO benchmarks. CF is now fully staffed and with our newest care coordinator now being included, this could be directly contributing to our increase as well.</p>			

<p>Most notable challenge(s)</p>	<p>Undocumented families continue to struggle with having limited access to medical programs and providers, which affects both children and caregivers from receiving adequate care. There have been financial challenges for families, which led to improvement in problem solving skills by identifying additional supportive services to meet basic needs. Housing continues to be a challenge also, as some families have faced either the risk of eviction or homelessness due to an increase in rent costs.</p> <p>In Q4 we lost a bilingual Care Coordinator as well as the Clinical Director, which led to the loss of an entire team but there was a quick recovery from staff turnover. The CC position was filled at the start of Q1 and there was an internal promotion for the Clinical Director position during Q4.</p> <p>With the internal promotion and positions needing to be filled for a team, this led to one CC having to split her caseload between three clinicians making it difficult for approximately two months to manage team caseload capacity and influx of referrals. Our new CC and clinician have been working on completing trainings (CSC and Child First), leaving one of the clinicians to manage a caseload on her own with limited support so that the CC supporting her caseload could also help the other clinician she's partnered with while also helping to train the newest clinician she will be building a caseload with.</p> <p>A challenge for the program included the high number of referrals that did not wind-up enrolling in services this year. Out of 103 families referred to our CF program this year 30 declined services when they were offered and 16 were unable to locate to enroll. This can affect our capacity in that 44 out of 103 referrals did not want the program. It also affects our benchmarks and caseloads as the amount of time spent trying to engage the families that never enroll is not measured and a slot is held on a caseload for 3-4 weeks while we try to engage. We will continue to monitor this in the next contract year and meet with entry agencies on a regular basis to discuss.</p>
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ANECDOTAL STORY TO SHARE

In January 2022, a 32-year-old Haitian mother, who was pregnant with her 2-month-old son, was referred by the HomeSafe agency due to her recent migration into the United States with her husband. The mother reported feeling anxious and stressed during her migration journey, but taking care of her son gave her the courage and drive to keep going. The family migrated across borders and was held at various refugee camps before entering the U.S. in December 2021. After being separated for 10 days, the mother was informed of her husband's deportation and felt overwhelmed. With little to no English, employment, and lack of family/friends, the caregiver was determined to create a better life for her family. TC's mother welcomed the Child First team and sought guidance and support in making sense of this new world she was now living in with her baby boy. During their initial engagement with the Child First program, the mom and child seemed misattuned with one another. TC was born with mild jaundice symptoms, and the mother did her best to follow through with the recommendations of his doctors while staying afloat mentally and emotionally. The Child First team supported the dyad and provided psychoeducation when appropriate. The mother's love for her family, her baby boy, and her faith served as her driving force. During the first few months, the team focused on providing stabilization for the family. The dyad was linked to Project Dulce, which served as a saving grace for the mom's stabilization concerns. The program provided financial assistance, transportation, and additional support for the dyad. Through the challenges, the mom remained resilient as Child First Team continued to build on the dyad's executive functioning. Her Care Coordinator worked diligently and efficiently to support the dyad and facilitated dyad's access to medical appointments for child, supported mom through identifying and securing the family's needs. The family can meet their basic needs without any concerns now that mom and dad have safely secured access to income. And as of Monday 9/11/23, a little over a month after closure of the dyad's case, mom reached out to inform Clinician that she'd received her documentation to be employed in the United States! The family's growth and stabilization since the initiation of services has been one of steady progression and they are now aware of the many supportive services available in the community to meet their needs should the need arise.

HEALTHY FAMILIES PROGRAM
 Fourth Quarter Report, July 2023 - September 2023

Date: October 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	223	251	Adult	Child
# of clients opened Adult 1st Child 2nd	12	18	29	39	36	36	42	46	119	139
# of clients served Adult 1st Child 2nd	290	270	307	280	270	304	265	297	1132	1151
# of clients closed Adult 1st Target Child 2nd	46	40	37	30	41	35	34	30	158	135
Number of families Served	290		273		270		231		312** No duplication	
Number of families Closed	46		37		44		64		191	
Number of Families Completed Program	22		14		18		20		74	
Benchmark 75% of 350 Capacity by end of quarter	83%		78%		77%		66%		76%	
PROGRAMMATIC OUTCOMES										
OUTCOME INDICATORS (open cases)	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG	
	#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	14	13		
Outcome 1 Percent Achieved	94%		100%		89%		93%		94%	
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	14	13		
Outcome 3 Percent Achieved	94%		94%		89%		93%		92%	
3. 90% of target children enrolled six months or longer will be linked to a medical provider	69	69	53	53	72	72	55	55		
Outcome 2 Percent Achieved	100%		100%		100%		100%		100%	
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		Average TO DATE	
Single Parent (widow/divorce/separated/never married)	152		147		149		142		147.5	
Married Couple	65		62		55		63		61.25	

Cohabiting couple	73	65	66	53	64.25
# of Adults	294	278	274	269	278.75
# of Children	609	561	530	516	554
FAMILY RETENTION Closure Reasons	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
# Completed HFF	22	14	17	20	73
# Not Interested/declined services	7	4	1	0	12
# MOOSA	0	5	11	2	18
# Lost Contact/to follow-up	2	10	5	8	25
#Target Child Miscarried	1	2	0	0	3
#Other	0	2	2	0	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	53	275
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS (current quarter)				
Most notable key accomplishment(s)	<p>Many families continue to engage in in-home visits, as evidenced by our 93% 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 over 80 % capacity.</p> <ul style="list-style-type: none"> •HFPB had successful quarterly outcomes for July - September 2023. • We maintain capacity at 70% or higher. • HFPB provided a Cerole-speaking parent support group in June. May was our English-speaking group, and September was our Spanish-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. • Healthy Families Palm Beach picked up and delivered 264 backpacks for our families that have school-age children. • Six Healthy Families staff members attended the Crimes Against Kids conference in Orlando July 26-28, 2023. • Healthy Families participated in the Everglades Preparatory School Back to School Bash on August 8, 2023. We were able to share information about the HF program with community partners and local citizens from the Glades communities. • HFPB PM, APM, and two supervisors attended the National Prevent Child Abuse America Conference in Baltimore, Maryland August 22-24,2023. • On August 28, 2023, Healthy Mothers Healthy Babies presented their program services to the Healthy Families Palm Beach County program. • HFPB PM Sharonda Crawford attended the Healthy Families Florida Leadership Conference in Orlando September 13-14, 2023. During this conference, an HFPB participant was chosen to speak as a parent speaker during this meeting. She did a fantastic job of giving a testimonial of her time as an HFPB participant. • On September 20, 2023, the HFPB Leadership team presented our services to the Healthy Mothers Healthy Babies program. • On September 21, 2023, the HFPB PM attended the Canal Point Elementary School Advisory Committee Meeting and presented the HFPB program. The PM also presented the HFPB to the Boys and Girls of Palm Beach County staff at the Belle Glade location on this day. • On September 25, HFPB PM presented our program and services to The Children Healing Institute of Palm Beach County. • HFPB FSWs conducted drive-bys to our participants' homes to provide them with basic needs such as diapers, wipes, and home safety items. • HFPB provided four families that needed food assistance during this quarter. 				

Most notable challenge(s)	Our challenge this last quarter was that HFF referrals are low from the Healthy Beginnings system. This has been a problem for a few months, but this last quarter, we saw increased referrals being made to our program.
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ANECDOTAL STORY TO SHARE

The participant enrolled in the program with the support of the Family Support Specialist in April 2021. When the participant enrolled in the program, she was unemployed with two kids. Mom was able to meet the basic needs of the family because father of the children was working full-time and paying the household expenses. This Participant has been fully dedicated to taking care of her kids, making sure they're in a safe environment and learning as much as she can with the supportive coaching of her Family Support Specialist.

Unfortunately, due to domestic violence issues with the children's father, she had to end the relationship and focus on co-parenting the best way possible. The Participant has built a good support system, which includes her mom, a sibling, kids' grandmother, and FOB. This is shown by the fact that they are willing to step in and assist when needed. Through the help that she has received in Healthy Families, the client has grown into a person with hope and an optimistic vision – which in turn has brought great things into her life.

The participant has overcome obstacles such as being incarcerated and domestic abuse. Upon release, she has been able to return to her field of work and pursue other certifications to enhance stability for her family. She lost her personal reliable transportation which required her to rely on public transportation. She utilized public transportation to get her kids to school and herself to work.

This participant is still facing challenges that would discourage most; however, she is fighting through the best she can. She's looking at things from a positive perspective and keeping her faith. This participant is always open and willing to learn new parenting ideas and techniques.

Although the client has been through a lot, her strong resilience, her openness to support, learning about parenting and her 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.

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		39		
# of families opened	2		7		6		4		19
# of families served	35		40		42		43		
# of families closed	2		4		3		5		14
Total remaining at the end of QTR	33		36		39		38		36.5** Average
# targeted to be served	45		45		45		45		45
NUMBERS SERVED (unduplicated)	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of Children	83		65		100		49		297
# 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		6		4		19
# of referrals screened ineligible for assessment	0		0		0		0		0
# of referrals screened and placed on waiting list	0		0		0		0		0
# of referrals provided with education and information regarding community resources and services	42		40		42		43		167
PROGRAMMATIC OUTCOMES									
Outcome Indicators	QTR 1		QTR 2		QTR 3		QTR 4		YEAR AVG.
	#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	42	42	43	43	
Outcome 1 Percent Achieved	97%		100%		100%		100%		99%
80% of 50 kinship families will receive social work/supportive counseling to address mental health and social service needs.	35	35	40	40	42	42	43	43	
Outcome 2 Percent Achieved	100%		100%		100%		100%		100%
80% of 20 relative caregivers will receive support group services	16	13	13	13	20	20	12	12	
Outcome 3 Percent Achieved	81%		100%		100%		100%		95%
90% of 50 families will be successfully linked to supportive services.	35	35	40	40	42	42	43	43	
Outcome 4 Percent Achieved	100%		100%		100%		100%		100%
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	5	23
Comments	In this quarter, the clinical director works closely with each FSCs 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 4 admissions and 5 discharges; all discharges were linked to services in the community and families remained intact.</p> <p>In this quarter, Kin Support staff participated and attended Families First behavioral health and case management meetings to discuss program updates, case staffing, and funding information. Through this period, agency staff participated in the human trafficking awareness training conducted by Victim Specialist with the Federal Bureau of Investigation. Additionally, our Family Service Coordinator continues to attend the Planned Approach to Community Health (PATCH) meeting in efforts to promote awareness of 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. 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 53 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. Roberts is a maternal grandmother (age 56), who opened services with Kin support in 2021. She is raising her grandson Jhonathan (age 14). The grandson's biological mother passed away and the father is not involved in his life.</p> <p>The Kin Support Project has helped the family to access school supplies, holiday gift assistance for grandson, clothing, among other tangible help available.</p> <p>The Family service coordinator (FSC) has linked client to Kin support group services and client has been participating in the monthly meetings via zoom. The caregiver has expressed that she enjoys the group, as she finds it helpful, informational and it has allowed her to connect with other caregivers going through similar situations.</p> <p>Caregiver has also been receiving supportive counseling services during home-visits with the FSC, and client has indicated that she feels comfortable having someone to talk to, who can listen to her with empathetic ears. The client has been going through a grieving journey after losing several loved family members, including her mother and daughter (grandson's mom), a couple of years ago. Client had shared with FSC that she has been a caregiver to her family all her life, so at this time, she has been re-learning to focus more on her own goals, self-care, building on her own happiness, and setting healthy boundaries when needed. The Family service coordinator has been able to witness client's steps towards changing and becoming more empowered and she has validated client's efforts.</p> <p>The client has indicated that grandson is doing very well in school and behaves well at home. She Believes that grandson has assimilated very well the loss of his mother and has adjusted well to living with grandmother. Client indicated that she has been working on spending more time together with grandson and doing some fun activities, whenever there is an opportunity.</p> <p>The family is doing well and stable currently and they are grateful for the help and support that they can receive through the program.</p>					

TOPWA PROGRAM
Fourth Quarter Report, July 2023 - September 2023

Date: October 2023

PROGRAMMATIC CAPACITY & DELIVERABLES									
CAPACITY	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
# of clients opened/ served for the quarter	48		46		48		50		192
# of clients closed	55		31		41		30		157
Percent of target to be served- 45 capacity	107%		102%		107%		111%		107%
REQUIRED TARGETS	QTR 1		QTR 2		QTR 3		QTR 4		TO DATE
45 Assessments (pregnant women) per quarter	48		46		48		50		192
60 HIV Tests (all childbearing age) per quarter	71		75		66		73		285
60 Pregnancy Tests (all) per quarter	86		82		63		71		302
60 Outreach Sessions (all) per quarter	337		314		270		173		1094
Number of referrals for services (Minimum 90)	103		108		96		75		382
Number of verified/completed linkages	84		91		64		92		331
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, 2022 to September 30, 2023.	48	48	46	46	48	48	50	50	
Outcome 1 Percent Achieved	100%		100%		100%		100%		100%
124 of 130, 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	30	30	
Outcome 2 Percent Achieved	100%		100%		100%		100%		100%
100% of babies born to HIV+ mothers will test negative for HIV.	0	0	0	0	0	0	0	0	
Outcome 3 Percent Achieved	#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Challenges impacting outcomes	TOPWA had 1 staff that resigned after working with the program for 19 years. 2 staff were rehired in the position but did not complete the 90 day due to termination. New employees were hired September 14th 2023								
PROGRAM OVERVIEW									
FILE AUDITS	QTR 1		QTR 2		QTR 3		QTR 4		YEAR END
# of files audited including peer reviews	48		46		48		50		192
ACCOMPLISHMENTS & CHALLENGES Current Quarter	TOPWA COMMENTS (current quarter)								

Most notable key accomplishment(s)	TOPWA Program Supervisor Ashaki Sypher, MSW attended the Palm Beach County HIV Care Council Data Presentation on July 11th and 12th of 2023. TOPWA staff conducted their outreach and educational presentation with Wayside House Outpatient and Residential Program (substance treatment provider for women) on July 13th and 20th Staff offered & provided HIV testing to program participants. TOPWA Outreach Workers Marie S. last day with the TOPWA Program was on 7/31/23. TOPWA Program Manager is currently Interviewing for the position. TOPWA Program Supervisor and team has conducted interviews for the 2 open Outreach Worker Position. TOPWA has hired 2 staff who will start in September 2023. Families First Has hired 2 new Outreach Workers, Rose Toussaint and Elvire Denis to the TOPWA Program. The start date was September 14th 2023. TOPWA Outreach Staff Rose T, Elvire D, and Maura A, conducted community outreach at Bridges of Pahokee, Palm Beach County Head start, Lutheran Services, Farmworkers Counseling Center Belle Glade, Belle Glade Bridges, Programs on 9/27/2023. TOPWA Program Supervisor attended the United States Conference HIV/AIDS Conference in Washington DC, September 5th -9th as a representative/member of the Care Council of Palm Beach County
Most notable challenge(s)	TOPWA had 1staff that resigned after working with the program for 19 years. 2 staff were rehired in the position but did not complete the 90 day due to termination. New employees were hired September 14th 2023

ANECDOTAL STORY TO SHARE

TOPWA outreach worker received a referral from an El Sol outreach worker. The TOPWA outreach worker met with the client who was a 19-year-old woman in her third semester of pregnancy; this was her first baby. The client came to the United States around February 2023. The client just found out two weeks ago when she went to the hospital that she was pregnant and measuring 32 weeks. The client didn't have any idea she was pregnant because she was sexually assaulted during her travel to the US, and was given morning after pills from health department in Guatemala. The client didn't feel safe int her town; so her brothers sent her to West Palm Beach with her aunt. The client's major support right now is her aunt and she has been supportive to any decision she makes in regarding her pregnancy. TOPWA outreach worker assisted the client to start prenatal care at the WPB Health Department and scheduled all the appointments she needs. The client was referral with Health Mother/Healthy Babies for transportation and counselling. TOPWA worker completed an application with Sweet Dreams for a baby crib and link her with Guatemala Maya Center for personal items. The client had a healthy baby boy. TOPWA worker kept the client open for three months after birth to make sure she continues with counseling and for any sign of postpartum depression. The client is happy with her baby and continues services with HOME Safe for counseling.

Infant Mental Health

Fourth Quarter Report, July 2023 - September 2023

Date: October 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		14		44	
# of clients opened - Adult 1st box Child 2nd box	0	4	0	11	0	4	0	7	0	26
client enrolled during previous quarter and still active in current quarter. Plus, new enrollments.	15		20		14		21		70	
# of clients closed - Adult 1st box Child 2nd box	1	5	2	7	3	4	0	11	6	27
Total Referrals	39		13		7		6		65	
# of CSC clients served	9		7		4		0		20	
# of Headstart clients served	7		12		15		18		52	
# clients on waitlist at the end of the quarter	24		16		14		0		54	
# of clients served in School only	3		9		9		13		34	
# of clients served in home/office/telehealth only	8		7		3		3		21	
# of clients served in both settings	4		4		2		5		15	
# of formal classroom observations	30		29		85		16		160	
PROGRAMMATIC OUTCOMES										
	QTR 1		QTR 2		QTR 3		QTR 4			
Successful closures	2		3		6		6		17	
Closure before completing services	4		6		1		5		16	
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	6	2	9	3	7	6	11	6		
Percentage Achieved	33%		33%		86%		55%		52%	
80% of clients who completed services met their treatment plan reducing the risk of abuse and neglect	2	2	3	3	6	6	6	6		
Percentage Achieved	100%		100%		100%		100%		100%	
80% of children identified as having developmental delays will receive appropriate referrals	1	1	0	0	1	1	0	0		

Percentage Achieved	100%	#DIV/0!	100%	#DIV/0!	100%
Challenges impacting outcomes	Throughout this quarter referral shifts have occurred from one referral source to another. In the summer referral sources are limited and students being offered program have begun program but closed before 60 days due to being enrolled in school based therapy upon entering kindergarten. As early headstart schools become more familiar with program; longevity in program has demonstrated improved behavioral outcomes. Capacity is a current priority for the program as the first year of program highlighted both strengths and opportunities for improvement in the referral structure.				
HOUSEHOLD COMPOSITION	QTR 1	QTR 2	QTR 3	QTR 4	TO DATE
Types of household (unduplicated)					
Single Parent	7	2	1	0	10
Married Couple	5	2	0	1	8
Cohabiting couple	3	0	2	2	7
# of Children	34	22	10	16	82
# of Adults	29	16	7	18	70
PROGRAM OVERVIEW					
ACCOMPLISHMENTS & CHALLENGES Current Quarter	COMMENTS				
# of files audited	4	12	9	5	30
Most notable key accomplishment(s)	The school year began and right away the school board reaching out to the IMH program asking for assistance and support due to several children being dysregulated while in classroom. The school board reaching out immediately to Families First, appears to be a good testament as to the relationships established at the onset of the IMH program with Head Starts. A calendar was constructed for Families First staff to conduct childcare observations of 90 Head Start classes that began this quarter in September. The observations will run into the second quarter, November. During this quarter, our three new interns from FAU began with great enthusiasm and eagerness. They have been completing specialized trainings for working with 0-3 yr olds and they are shadowing clinicians on school observations.				
Most notable challenge(s)	It has been acknowledged that many of our 3 and 4 year olds coming into Head Start are entering school for the first time. We are seeing many reasons for this delay and one being COVID. There are many children that have recently migrated to this country and do not speak the language and are becoming accustomed to the United States. The challenges of adjusting to the new routines, language, etc. have created many behavioral challenges in the classroom. The need for more therapists within the IMH program is needed to provide more one on one with the children. In addition, to help them learn routines with the use of visuals and providing a needed sense of safety.				
ANECDOTAL STORY TO SHARE					
<p>JP Success Story</p> <p>JP entered counseling with big smiles and high energy. The child attends a Head Start program and was referred for an IMH assessment. The referral stated that she had big feelings as evident by tantrums lasting longer than 15 minutes, cartwheels and unsafe movement for other children on the carpet during circle time and was not able to be redirected by her teachers. The mother was having similar complaints at home and would flip and jump on furniture, hit and have tantrums for long periods of time. The mother was actively involved in the therapy sessions. She changed her parenting style while participating in the intervention and was seen to begin to use gentle words of encouragement along with Conscious Discipline techniques practiced in parent/child sessions. JP enjoyed the breathing techniques, especially balloon breathing to calm her body. The other tool used was the Feeling Buddies that explained the different feelings. The child will now state her feelings using feeling words such as "I am angry and mad" when her cousin would not play with her. She expresses her needs to her teachers and when she is at home with her mother by stating "I need help with...". She is actively participating in circle time and is able to sit on the carpet without distractions. The client is receiving speech therapy but is not in need of additional referrals. She was assessed at the beginning and the end of her treatment using the ASQ and ASQ:SE which both show improvement in all areas of development. Overall, this client is still smiling and full of joy, but now has skills and tools to use to help her understand her emotions and her needs and to be safe with her peers and teachers.</p>					