

Strategy 11: Develop and maintain a Family Support Network as a point of contact to assist families with referrals to organizations; and to increase collaboration among Parenting Education Providers, Home Visiting Providers, Child Care Provider s, Health Care Providers, and Parents of children ages 0-5 to develop a comprehensive system of early childhood development and health services, while reducing service duplication.

According to the Central Maricopa and Southeast Maricopa 2008 Needs and Assets Reports, families in these regions lack strong family support and parent education services. Although the regions have a number of effective programs that serve as assets to the regions, often these services are not coordinated. Many of the organizations servicing both regions are working in proverbial silos and are unable to provide families with a holistic approach due to lack of communication and coordination. Similar services or programs are provided by numerous organizations and may have different eligibility requirements, enrollment processes and outreach efforts. Moreover, community awareness of available services is minimal. Currently, there is no effective mechanism to coordinate services, identify and address gaps in service, reduce duplication, or ensure that families are referred to the services that best fit their needs.

To address this in the Central and Southeast Maricopa regions, these two Regional Councils have come together to fund a strategy to address cross regional coordination. With this strategy, the Regional Councils will work together to develop a mechanism for service coordination, share knowledge and expertise, problem solve issues that cross regional boundaries, collect data, share resources, and establish a seamless system of delivery with strong continuity across providers. Coordination efforts will assure that duplication of service provision is avoided, that communities can build on and enhance currently existing, high-quality services, that both public and private dollars are effectively leveraged for the highest return on the state's early childhood investment, and assist in data collection for ongoing and timely continuous improvements to the system structures and services.

Specifically the Regional Councils will focus on the development of a coordinated network and clearinghouse of Family Support services that will work to ensure all families have access to the information and support they need to be effective parents. The goal of the Family Support Network is to provide the mechanism to coordinate a cross-system of family support, early childhood development, early care and education, health care, and parenting education programs to develop comprehensive system of service, while reducing the frequency of service duplication.

Family Support Network staff will guide the coordination of service providers. First Things First grant recipients and other service providers within the region will seek to: ensure the needs of the most at-risk families are addressed; coordinate outreach activities to encompass the entire region; coordinate openings for services; recommend changes so there are programs that address the unique needs of teen parents, families with Court or CPS referrals, families living in outlying communities, and other target populations identified by the two Regional Partnership Councils; identify the communities and target populations that lack access to effective home visitation, child care, parenting, or medical services; and, gather and review data about existing services to identify gaps and meet the needs of the young children and their families across the regions. It is expected that these activities will result in

improved coordination of programs currently operating in the regions.

Family Support Network staff will be charged with making a report to the Central Maricopa and Southeast Maricopa Regional Partnership Councils within 6 months and at least annually thereafter of the existing family support services, gaps in service (taking into consideration availability of services by location and to all target populations) and recommended improvement strategies. It is also envisioned that within the Family Support Network there may be subcommittees to address service coordination within particular service sectors. The Family Support Network will provide:

RESOURCE MANAGEMENT:

Serving as a “point of contact” for families requesting information by developing a clearinghouse of resource information for parents of regional services which supports the development of their young children. The goal of resource management is not only to link families to support services, but to coordinate family support programs to ensure that resources are being used effectively and families are enrolled in programs that best meet their need, without duplication. This clearinghouse will provide information and a family support guide to services which will allow families within the region to have access to existing programs, complete with descriptions and eligibility requirements. This information will be available to parents via the telephone, a guide, and the internet;

NETWORK COORDINATION:

Facilitating a cross-system network of early childhood development and health programs within the regions to provide the forum for service providers to share information, reduce duplication, maximize resources, and address service gaps. Meetings may be structured to meet as a collective group and then allow for time to break into subcommittees which will address specific needs. The Family Support Network will meet at least quarterly. Specific outcomes for the Family Support Network will be identified by the Family Support Network and participants.

All recipients of First Things First funding who provide screening, family support, health, parenting education, and early care and education development programs will be required to participate in the Family Support Network meetings. The Family Support Network will welcome all providers regardless of First Things First funding, as well as parent involvement. Potential subcommittees of the Network may be formed to address the following areas:

- **Parenting Education-** will address the needs of parent education programs; identify existing programs and recommend changes in order to address the unique needs of teen parents, families with Court or CPS referrals, families living in outlying communities, and target populations identified by the Regional Partnership Councils. The development of a monthly Parent Education Calendar will increase awareness of programs. These activities will result in improved coordination of parenting education programs currently operating in the region.

In the annual report, prepared by the Family Support Network, the Parenting Education subcommittee will identify the communities and target populations that lack access to effective parenting education. The Regional Councils may then strategically expand parenting education

programs to address these identified gaps in service.

- **Home Visitation-** will address the needs of home visiting programs by developing a comprehensive home visiting system, which may include: convening home visiting program managers, developing methods to coordinate home visiting programs to ensure the needs of the most at-risk families are addressed; coordinating outreach activities; reviewing referrals; and gathering and reviewing data. These activities will result in improved coordination of home visiting programs currently operating in the region.

As part of the annual report, the Family Support Network will identify the communities and target populations within the Central and Southeast Maricopa regions that lack access to effective home visitation services. The Family Support Network and Home Visitation subcommittee will also develop a home visiting guide to services, allowing families within the regions to access to programs, complete with descriptions and eligibility requirements.

- **Child Care-**will address the needs of child care providers and identify issues affecting access to quality early care and education as well as develop approaches to increase quality and access. Information and recommendations of the Child Care subcommittee will be forwarded to the Regional Councils as part of the annual report.
- **Health Care-** will address the needs of health care providers within the early learning and development arena and identify issues affecting access to quality health care and education, as well as, develop approaches to increase awareness and education of early childhood health issues. Information and recommendations of the Health Care subcommittee will be forwarded to the Regional Councils as part of the annual report.

OUTREACH:

- Outreach efforts to connect families to existing services. Such efforts could include communications or enrollment efforts to engage families in programs; and,
- Increasing awareness of parenting programs by developing and distributing a monthly Parenting Education Calendar; and,
- Developing and distributing a home visiting guide to services, which will allow families within the regions to have access to programs, complete with descriptions and eligibility requirements.

Several key informant interviews conducted among the Maricopa Regions in 2008 revealed that service providers felt the lack of coordinated services prevented the development of a strong support system for children and families. With this strategy, the service providers will work together to develop a mechanism for service coordination, , share knowledge and expertise, problem solving issues, collect data, share resources, and establish a seamless system of delivery of strong continuity across providers. Coordination efforts will assure that duplication of service provision is avoided; that communities can build and enhance high quality programs; that both public and private dollars are effectively leveraged for the highest return on the state's early childhood investment; and assist in data collection for

ongoing and timely continuous improvements to the system structures and services.

In summary, the goals of this strategy include:

- Development of a mechanism for service coordination
- Development of data collection and information sharing across the regions
- Development of resource information to be shared across the regions with families and service providers
- Create planning and problem-solving opportunities for service providers to align goals and work together to find solutions for region-wide issues that could not feasibly be addressed at the individual program level
- Provide opportunities for service providers, community members and families to advocate for a seamless delivery of services

Lead Goal: #11: FTF will coordinate and integrate with existing education and information systems to expand families' access to high quality, diverse and relevant information and resources to support their child's optimal development.

Goal: #13: FTF will lead cross-system coordination efforts among state, federal and tribal organizations to improve the coordination and integration of Arizona programs, services, and resources for young children and their families.

Goal: #14 FTF will collect and disseminate accurate and relevant data related to early childhood development and health.

Key Measures:

Percentage of families with children birth through age five who report they are satisfied with the accessibility of information and resources on child development and health.

Percentage of families who report they are satisfied with the level of coordination and communication among agencies serving their children.

Total number and percentage of public and private partners who report they are satisfied with the extent and quality of coordination between public, private, and tribal systems.

Target Population (Description of the population to reach):

Families in the Central Maricopa and Southeast Maricopa Regions, family support agencies and programs, including parenting education programs, home visiting programs, health and child care providers.

	SFY2010 July 1, 2009 – June 30, 2010	SFY2011 July 1, 2010 – June 30, 2011	SFY2012 July 1, 2011 - June 30, 2012
Proposed Service Numbers			

	1 annual report, 12 parenting education calendars 1 home visiting guide Outreach and resource/referral information to families	1 annual report, 12 parenting education calendars 1 home visiting guide Outreach and resource/referral information to families	1 annual report, 12 parenting education calendars 1 home visiting guide Outreach and resource/referral information to families
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Performance Measures SFY 2010-2012

1. % of families reporting an increase in parenting knowledge and satisfaction with level of coordination.
2. % of Family Support Collaborative participants / stakeholders reporting an increase in knowledge about other service providers and satisfaction with level of coordination.

- How is this strategy building on the service network that currently exists:
Currently most family support programs operate independently. While there are many excellent programs, there is no effective coordination among programs. This strategy will bring providers together and provide the structure and support for the development of a service network where one currently does not exist.

- What are the opportunities for collaboration and alignment:
By providing consistently scheduled and facilitated collaborative meetings, this strategy will create numerous opportunities for parenting education, home visiting, health, and child care providers to collaborate across the geographic boundaries of the Central Maricopa and Southeast Regions. The meetings will provide the forum for service providers to share information, reduce duplication, maximize resources, and address service gaps. Recipients of First Things First funding to provide family support programs will be required to participate in the Family Support Network and other service providers will also be invited to participate.

SFY2010 Expenditure Plan for Proposed Strategy (How much of the total allocation will go to this strategy)

Population-based Allocation for proposed strategy	\$75,000 Central Maricopa \$300,000 Southeast Maricopa
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Budget Justification:
The intent of this strategy is to develop seamless system of coordinated services across the two regions for both families and care providers. *The Southeast Maricopa Regional Partnership has devoted \$300,000 to this strategy.* Both regions wish to entertain innovative approaches for development of a collaborative system, single point of contact for families, outreach regarding programs and coordination of those existing programs. The focus of this strategy is not only to address coordination, collaboration needs of the region, but provide cross regional coordination to insure that all families

receive the services they need to support their children to become healthy and ready to learn. Determining a specific budget will be highly depended upon the approach to providing the services, but is anticipated this strategy would include funding for a central point of contact and clearinghouse function, community outreach mechanisms, network coordination and printing/publishing of materials. The Central and Southeast Maricopa Regional Councils will work together to determine specific budget amounts. This strategy will require staff salary and benefits for approximately three staff, office space (location will be convenient for both regions), equipment, materials, supplies, training and other program related costs. In addition it is anticipated that approximately \$60,000 would be available for innovative outreach activities, collaboration events, data collection, printing of resource materials and service guides.

How Coordination Works for Central and Southeast Maricopa Regions:

