



FIRST THINGS FIRST

Ready for School. Set for Life.

Southeast Maricopa Regional Partnership Council

Arizona Early Childhood Development & Health Board April 30, 2014 Minutes

Call to Order

The regular meeting of the First Things First Southeast Maricopa Regional Partnership Council was held on April 30, 2014 at the Family Resource Center, 817 North Country Club Drive, Mesa, Arizona 85201.

Chair Sallquist called the meeting to order at 4:03 p.m. and welcomed everyone to the meeting. Appreciation for the Grantees that were present was noted. The new Southeast Maricopa Regional Director, Cynthia Melde was introduced. Regional Director Melde gave an overview of her background and work experience.

Members Present

Chair Julie Sallquist, Christine Scarpati, Sherreis Moreland, Detza Van Bogaert. Dee Tamminen and Anna David joined the meeting by telephone.

Members Absent

Vice Chair Jack Dillenberg, David Wade, Maggie Pfaffenberger and Erica Alexander

Members of the Public

There were seven members of the public present.

Approval of Regular Meeting Minutes of March 25, 2014

Member Scarpati motioned to accept the minutes of March 25, 2014. Member Van Bogaert seconded the motion and it was approved unanimously.

Call to the Public

There was no call to the public.

Budget Setting and Fiscal Policy

Northwest Regional Director Christi Lyons discussed the budget setting and fiscal policy in the absence of Senior Director Wendy Sabatini. Regional Director Lyons gave the Council details of the three options for fiscal policy recommendations that were considered by the Committee of the Board.

Feedback is being solicited at the Regional Council's Chair and Vice Chair forum on May 1, 2014. Member Anna David will attend the forum as the Southeast Maricopa Regional Partnership Council's representative.

The Board will discuss the fiscal policy at their June 2014 meeting.

FY2014 Contract Renewals

Regional Director Melde led the Council in a review of the contract renewal considerations and pointed out any changes from the previous year. The Council tabled four of the contract renewals for home visitation because one Member had a conflict of interest which resulted in lack of quorum. A meeting will be scheduled for the near future for discussion and possible action.

Member Scarpati motioned to approve the renewal of the Association for Supportive Child Care contract, contract #FTF-RC011-14-0460-01 addressing the regional strategy Family, Friend and Neighbor, for fiscal year 2015 in the amount of \$90,000. Member Moreland seconded the motion and it passed unanimously.

Member Moreland motioned to approve the renewal of the Southwest Institute for Families and Children contract, contract #FTF-RC011-14-0470-02 addressing the regional strategy Director Mentoring, for fiscal year 2015 in the amount of \$159,004. Member Scarpati seconded the motion and it passed unanimously.



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Member Van Bogaert motioned to approve the renewal of the American Academy of Pediatrics contract, contract #FTF-MULTI-14-0467-02 addressing the regional strategy Care Coordination, for fiscal year 2015 in the amount of \$239,999. Member Scarpati seconded the motion and it passed unanimously.

Member Scarpati moved to approve the renewal of the Dignity Health contract, contract #FTF-MULTI-13-0364-01-Y2 addressing the regional strategy Oral Health, for fiscal year 2015 in the amount of \$288,101. Member Van Bogaert seconded the motion and it was passed unanimously.

Member Moreland motioned to approve the renewal of the Lutheran Social Services contract, contract #FTF-RC011-13-0373-01-Y2 addressing the regional strategy Family Resource Center, for fiscal year 2015 in the amount of \$500,000. Member Van Bogaert seconded the motion and it passed unanimously.

Member Van Bogaert motioned to approve the renewal of the United Food Bank contract, contract #GRA-RC011-14-0617-01 addressing the regional strategy Food Security, for fiscal year 2015 in the amount of \$70,000. Member Moreland seconded the motion and it passed unanimously.

Member Scarpati motioned to approve the renewal of the Arizona Children's Association contract, contract #FTF-MULTI-13-0360-09-Y2 addressing the regional strategy Parent Education Community-Based Training, for fiscal year 2015 in the amount of \$486,852. Member Van Bogaert seconded the motion and it was passed unanimously.

Benchmark Committee Recommendations

Chair Sallquist reminded the Council about the Benchmark for Indicator #10. This benchmark was set for 50% of families competent and confident about their ability to support their child's safety, health and well-being by 2020. She then put the benchmark to a vote.

Member Moreland motioned to approve the recommendations of the benchmark committee for Indicator #10: 50% Families Competent and Confident about Their Ability to Support Their Child's Safety, Health and Well-Being by 2020. Member Scarpati seconded and it was passed unanimously.

Conversations with Health and Early Learning Grantees

Regional Director Melde moderated the discussions with the Grantees. She asked that they give a description of their program and discuss the successes as well as the barriers they encounter.

Megan Miks, from Dignity Health, gave the Council myths and facts about dental health. She stated the main goals were educating parents through programs and partners.

Cathy Otto, from Southwest Institute, Director Mentoring, stated that meeting with educators is challenging due to everyone's busy schedule. The program works with educators and teachers to help their centers prepare for the First Things First Quality First ratings.

Rebecca Nevedale, from Arizona Chapter of Academy of Pediatrics, provides medical home care coordination. They have 4 practices soon to be 5. They are building a database with medical doctors to expand the care they can provide.

John Cregg, from TEACH, shared that the organization has 84 active TEACH contracts from the Southeast Maricopa Region as well as 11 Child Development Associate graduates, 1 associate graduate, and 1 bachelor graduate. He informed the Council of what the program funds and that they partner with the REWARD\$ program.



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Claudia Ortiz Vazquez, from Association for Supportive Child Care, indicated one of their main goals is training in safety. They will hold a Health and Safety Conference at the Biltmore Resort on May 17, 2014.

Community Awareness Budget Proposal and Outreach Report

Community Outreach Coordinator John Taylor discussed the \$40,000 from the Southeast Maricopa Region for the fiscal year 2015 Community Awareness budget. He explained the changes from last year. The Council put the budget to a vote.

Member Moreland motioned to approve the Community Awareness budget for \$40,000. Member Scarpati seconded the motion and it was passed unanimously.

Coordinator Taylor talked about the partnership with Upper Iowa University. He also reported about a Resource Fair.

Regional Director's Updates

Regional Director Melde told the Council that they would be voting for the new Chair and Vice Chair during the May Council meeting. In June, there will be a celebration for the Council members that are completing their service term and will not be returning. She announced that the newly appointed Chief Executive Officer of First Things First is Sam Leyvas.

Council Member Updates

There were no Council member updates.

Adjournment: Next Meeting will be on May 27, 2014.

Chair Sallquist adjourned the meeting at 5:58 p.m.

Submitted by:

Approved by:

Patty Morris, Administrative Assistant II

Julie Sallquist, Regional Council Chair



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Southeast Maricopa Regional Partnership Council

Arizona Early Childhood Development & Health Board May 6, 2014 Minutes

Call to Order

The special meeting of the First Things First Southeast Maricopa Regional Partnership Council was held telephonically on May 6, 2014 at First Things First, 1839 S. Alma School, Mesa, Arizona 85201.

Chair Sallquist called the meeting to order at 9:30 a.m. and welcomed everyone to the meeting.

Members Present

Chair Julie Sallquist, Vice Chair Jack Dillenberg, Sherreis Moreland, Detza Van Bogaert, Dee Tamminen, Erica Alexander and Anna David joined the meeting by telephone.

Members Absent

David Wade, Maggie Pfaffenberger and Christine Scarpati.

Members of the Public

There were no members of the public present.

FY2014 Contract Renewals

Regional Director Melde asked if Council members needed a review of the home visitation contract renewal. No information was requested.

Vice Chair Dillenberg motioned to approve the renewal of Arizona Partnership for Children, LLP contract, contract #FTF-MULTI-13-0377-01-Y2 addressing the regional strategy Home Visitation, for fiscal year 2015 in the amount of \$1,037,888.01. Council Member Tamminen seconded the motion and it passed unanimously.

Council Member Tamminen motioned to approve the renewal of Child Crisis Center contract, contract #FTF-MULTI-13-0377-03-Y2 addressing the regional strategy Home Visitation, for fiscal year 2015 in the amount of \$1,417,150. Council Member Moreland seconded and it passed unanimously.

Vice Chair Dillenberg motioned to approve the renewal of the Southwest Human Development contract, contract #FTF-MULTI-13-0377-04-Y2 addressing the regional strategy Home Visitation, for fiscal year 2015 in the amount of \$1,059,211.67. Council Member Tamminen seconded and it passed unanimously.

Council Member Tamminen motioned to approve the renewal of the Chicanos Por La Causa contract, contract #FTF-MULTI-13-0377-07-Y2 addressing the regional strategy Home Visitation, for fiscal year 2015 in the amount of \$473,613. Vice Chair Dillenberg seconded and it passed unanimously.

Adjournment: Next Meeting will be on May 27, 2014.

Chair Sallquist adjourned the meeting at 9:37 a.m.

Submitted by:

Approved by:

Patty Morris, Administrative Assistant II

Julie Sallquist, Regional Council Chair



FIRST THINGS FIRST

SOUTHEAST MARICOPA REGIONAL PARTNERSHIP COUNCIL

SFY2014 Q3 NARRATIVE REPORT SUMMARIES

American Academy of Pediatrics – Care Coordination

| | | |
|--|---|---------------------|
| TOTAL AWARD: \$239,999 | YTD EXPENDED (5/29/2014): \$162,011(67.5%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Total number of children served | 600 | 714 |
| Number of developmental screenings conducted | - | 42 |
| Number of hearing screenings conducted | - | 21 |
| Number of vision screenings conducted | - | 5 |
| Number of families who received enrollment/re-enrollment assistance for AHCCCS/Kidscare | - | 9 |

Narrative Report Summary

Program Implementation:

Care Coordination efforts are moving forward successfully. At the end of quarter three, 714 children between the ages of 0 to 5 were receiving care coordination services within four pediatric practices in the Southeast Maricopa Region. This quarter, we added Healing Hearts Pediatrics (Gilbert) as a part-time practice and hired Jeannie Pefferly to coordinate care. One staffing vacancy has been refilled this quarter and the job posting is out for the second care coordinator vacancy. In the interim, Dimitri Reid (program lead) is filling the position. Rebecca Nevedale, Associate Director has taken over the management of the Care Coordination team. Rebecca brings a strong background in public health, community engagement and group facilitation. Also, the new Executive Director, Alison Rapping, MPA, joined the AzAAP team in February. Alison brings a wealth of knowledge related to the nonprofit sector and is leading the organization in developing new policies and procedures to maximize our impact in the community.

Collaboration and Communication:

AzAAP partnered with Drug Free Arizona to promote the Active Parenting Now workshop to families participating in care coordination. Active Parenting Now helps parents strengthen and develop skills to help their children develop resiliency, courage, self-esteem, responsibility, cooperation, and respect.

AzAAP met with Arizona Department of Health Services Empower Program and Empower Schools Pilot Program. Both programs are committed to enhancing communications between child care/schools and family-centered medical homes.

Barriers:

The model of care coordination that we are implementing poses some challenges to capturing full data reporting for First Things First. Capturing all developmental and sensory screenings conducted monthly can be challenging because care coordinators do not see all families monthly. We are working with each practice to determine their policies and procedures around developmental and sensory screenings to ensure best practices are being followed. We continue to work with each practice to see how we can best collect this data.

Additional Information/ Success Story:

Success Story from Care Coordinator: "Care Coordinator received a referral to assist a teen parent to get insurance for her new baby. Care Coordinator met with the mom, new baby, and the aunt. Care Coordinator noticed Mom's lack of attachment to her baby which worried the Care Coordinator. She spoke with the doctor about her fears and he agreed. Care Coordinator suggested teaching her Infant Massage which is a great bonding experience for both mom and baby. She also referred the family to Healthy Families. Mom is breastfeeding the baby but was reluctant to put her to the breast, she wanted to pump and bottle feed only. Care Coordinator completed infant massage instruction with mom and the infant. During the instruction Care Coordinator talked about how much the baby wanted her to hold and comfort her and the best way was to put her to the breast. Care Coordinator provided many handouts on infant development. The family is now successfully enrolled in Healthy Families, WIC, AHCCCS, and mom has come a long way and is beginning to take responsibility for her baby."

Arizona’s Children Association –Parent Education Community Based Training

| | | |
|--|---|----------------------------|
| TOTAL AWARD: \$486,852 | YTD EXPENDED (05/29/2014) \$305,090(62.7%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of adults attending parent education | 1750 | 1828 |

Narrative Report Summary

Program Implementation:

Program implementation is going very well. We are pleased to report that this quarter we conducted a total of 107 workshops with 608 parents/caregivers in attendance. This reflects a sharp increase in both numbers of workshops and the number of parents/caregivers in attendance.

In addition, Dyann O’Brien will now supervise the child care staff to provide more mentorship and better oversight. We have developed a child care checklist to maintain a high standard of care and communication among all of our child care providers. Staff indicated that the checklist is being used and is found to be helpful.

This quarter, we have been meeting to problem solve the challenging logistics for offering and documenting make-up sessions. We identified 3 ways that participants can make up sessions that they miss: 1) the parent educator can schedule one-on-one sessions using their laptop to deliver the information, 2) the parent educator can add make-up sessions for a small group of participants on a given session topic, or 3) we can invite participants to attend another series at a different venue to make up a session. This will help us increase series completion level to 80%.

Collaboration and Communication:

Collaboration with staff members from Child and Family Resources (CFR) has been hugely successful and has resulted in enhanced community outreach efforts as well as continued excellence in teaching by Parent Educators from both New Directions Institute (NDI) and CFR. Banner Desert Medical Center has been a huge support to us in scheduling and marketing our monthly Wired for Success workshops at the hospital.

Barriers:

Transportation continues to be a barrier for Mesa parents. We did offer 3 parents transportation to and from the class at the Mesa Family SPOT through a contract with Clean Air Cab. Also, it has been difficult to partner with the faith-based community. A church in Gilbert declined the curriculum as they were looking for a Christian-based program. We have written into our Grant Renewal to partner with members of various faith-based communities to work with us to add their religious perspective on the topic(s).

Additional Information/ Success Story:

We are currently piloting a new program called *Kinder Ready*. This is ‘the adult only’ version of *Kinder Prep* since we had many parents come to *Kinder Prep* without their children. The program is four sessions long.

From Banner Desert Wired for Success Class:

“This workshop was amazing! I will tell all my friends about it. I learned that a child learns from birth and what develops first, how we can impact them early on in order for them to learn better once in school”

Arizona Partnership for Children – Home Visitation

| | | |
|--|--|----------------------------|
| TOTAL AWARD: \$1,037,888 | YTD EXPENDED (05/29/2014) \$840,423 (81%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of families served | 425 | 415 |
| Number of developmental screenings conducted | - | 648 |
| Number of hearing screenings conducted | - | 350 |
| Number of vision screenings conducted | - | 334 |
| Number of families who received enrollment/re-enrollment assistance for AHCCCS/Kidscare | - | 1 |

Narrative Report Summary

Program Implementation:

The Refer a Friend program continues to provide interested families. This quarter, 12 families were referred by current participants. In addition, the Parent as Teachers Facebook page continues to be a great resource and staff post a minimum of three times per week. Posts include photos from Group Connection meetings, child development topics, family-centered community events, and links to websites. We currently have 476 followers on the page. Group Connection attendees continue to provide positive feedback. An average of 90% of families indicated they planned to use the information provided in their daily life. FTF staff and community members attended the January 11th Group Connection. FTF staff was impressed with the program and the testimonials of parents. Playgroup meetings continue to be offered monthly in both English and Spanish.

Collaboration and Communication:

The My Child’s Ready Alliance continues as our marketing and intake collaboration. During the 3rd quarter, we received 28 referrals. AzPaC continues the collaboration with the Child Crisis Center to facilitate the Parent as Teachers Advisory Council to fulfill one of the Parents as Teachers Quality Assurance requirements. Also, AzPaC has continued to participate in the Maricopa and Pinal County PAT Providers group in which the various Parents as Teachers groups in both counties come together to talk about common challenges for PAT programs and learn how other programs are overcoming those issues.

For our February “Health and Wellness Fair” Group Connection, we had resource tables which include representatives from the Early Childhood Oral Health Prevention Program through Dignity Health, the Family Spot Resource Center, the Keogh Foundation, the Mesa Fire Department, and Child Care Resource and Referral.

Barriers:

Playgroup attendance this quarter decreased. Barriers identified include lack of transportation especially among Spanish speaking families. We are revising our playgroup strategies in the next quarter, and will be partnering with the Family Spot Resource Center for the April English playgroup in hopes to increase attendance. Also, it has proven challenging to meet with families who qualify as “high needs” twice each month, as these are the families who cancel most frequently. We are also working on strategies to make sure that all families meet their 90 day and annual screening requirements despite missed visits and with families who graduate from services at the beginning of the program year before their annual screenings are due.

The Parent Educators reported several barriers this quarter, the most common being the challenge with completing required paperwork with families. Another barrier that the staff reported is helping parents of preschool age children enroll in Head Start or low-cost preschool. This process is difficult due to long wait lists and ambiguous information from those agencies regarding the enrollment procedures, requirements, and recommendations.

Additional Information:

During this quarter, the AzPaC PAT staff completed trainings to become compliant with the State Legislative hearing screening requirements (Title 9, Chapter 13, Article 1) and the Arizona Department of Health Services (ADHS) reporting requirements. The Parent Educators have become certified in the standards set forth by the state legislation and began reporting hearing screenings to ADHS during this quarter.

The AzPaC Parents as Teachers program solicits feedback from all participants at 90 days of service, annually and at case closure. So far this program year (July 1, 2013- March 31, 2014) we have received 193 completed satisfaction surveys. This data reflects the percentage of families completing the satisfaction survey that responded "Agree" or "Strongly Agree" to the following questions:

- 99%: The program fit my family's beliefs, culture, and values
- 98%: The program provided the help and services my family and I needed
- 100%: I received high quality services from my home visitor
- 99%: I felt comfortable discussing my concerns with my home visitor
- 99%: My home visitor did a good job explaining things to me
- 99%: As a result of the program, I can support my children better
- 96%: I would recommend this program to others
- 99%: As a result of this program, I have increased my personal support network

Families who returned satisfaction surveys this quarter included the following responses to the section "What I like best about the program":

- Learning new activities to help my daughter learn
- Helpful resources, advice, learning development
- The focused 1 to 1 structure of home visits
- That it exists! Wish everyone could benefit from it.
- The program helps so much and the staff is wonderful and understanding
- The ideas and help for me to teach my child, simple ways, great ideas

Association for Supportive Child Care – Family, Friends, and Neighbors

| | | |
|--|---|---------------------|
| TOTAL AWARD: \$90,000 | YTD EXPENDED (05/29/2013) \$44,710 (49.7%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of home based providers served | 60 | 43 |

Narrative Report Summary

Program Implementation:

During this quarter, the Arizona Kith and Kin Project started delivering three training-support groups to the Southeast Maricopa Region. Two of the groups are part of a partnership established with the Family SPOT Resource Center at two of their locations, one in Mesa and the other in Queen Creek. The third group is a partnership with the Family Resource Center located in Mesa. Each training-support group has between seven to 20 unduplicated participants per training. Transportation and on-site child care were provided at every location to eliminate barriers for participation in the program.

Collaboration and Communication:

The three Family Resource Centers provide space for the program for the weekly meetings, space for on-site child care and assistance with outreach efforts. In addition, the location provided the program with a Co-Facilitator. Co-Facilitators are provided by the partner agencies and assist with outreach, recruitment of participants, assist with room set-up, monitoring one-on-one participant needs, etc. The strong connection between the Facilitator and their communities help to provide a positive environment, and make it easier to find solutions to any barriers and assist with day to day operation of the partnership.

The Arizona Kith and Kin Project continues to partner with the following organizations in order to provide outreach and training for Family, Friends, and Neighbors Child Care Providers: FACE, WIC, GENESIS, Boys and Girls Club, Head Start and Early Head Start. These partnerships are crucial for the participants in providing them with resources in their community.

Barriers:

The Arizona Kith and Kin Project continues to have three (3) vacancies for Child Care Providers. Identifying qualified candidates for these positions has been a challenge. Although many applications and resumes were received and reviewed, only a select few have met the requirements and qualifications for these positions. The program is utilizing a combination of program staff and additional child care providers that are hired as part time employees temporarily. This enables the program to maintain appropriate adult to child ratios until all child care provider positions are filled.

Family Spot Resource Center in Mesa encountered challenges with recruitment. Program staff conducted outreach in the neighborhood surrounding this location including outreach at schools, libraries, etc. Although the number of participants is still somewhat lower than expected, five participants are attending consistently.

Additional Information/ Success Stories:

Karina is 23 years old and moved to Arizona from Mexico 19 years ago with her family. As a new participant in the Spring 2014 semester with the Arizona Kith and Kin Project at Family SPOT Resource Center in Mesa, Karina states she “feels likes a better child care provider.” She has recently thanked the program not only for the materials she has received but the knowledge she has gained in so little time. As a young mother who stays at home and provides child care, Karina mentioned she never thought how much she could give the children in her care without having to include “money” as an issue. As a new Kith and Kin participant, she hopes to gain every bit of knowledge so she can implement what she has learned with the children she takes care of and pass information on to other family members and friends. As a result, one of Karina’s main goals is to earn her degree from a college or university with the hopes of providing a more stable life for her family.

Chicanos Por La Causa (Parenting Arizona) – Home Visiting

| | | |
|--|---|----------------------------|
| TOTAL AWARD: \$473,613 | YTD EXPENDED (05/29/2014): \$286,783 (61%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of families served | 230 | 277 |
| Number of developmental screenings conducted | - | 169 |
| Number of hearing screenings conducted | - | 66 |
| Number of vision screenings conducted | - | 77 |
| Number of families who received enrollment/re-enrollment assistance for AHCCCS/Kidscare | - | 111 |

Narrative Report Summary

Program Implementation:

We are taking measures to enhance staff retention and improve program effectiveness by encouraging new staff leadership roles and opportunities. In line with PAT program recommendations, the Coordinator position has been restructured to a Parent Educator Supervisor with additional job responsibilities such as Reflective Supervision. The staff is continuing to review the staff flow chart structure and how to continue to ensure all staff is supported to maximize their service talents and strengths. Dignity Health provided a training to home visiting staff to promote better oral health and resources such as low cost clinics were given to staff and will be shared with families. Two staff working in Southeast Maricopa region were trained on car seat safety. Also, we hosted a group connection in February for 15 parents to learn about a behavior analytic approach to potty training which was well received.

Collaboration and Communication:

Parenting Arizona collaborated with Teenage Outreach Pregnancy Services (TOPS) and the Maricopa Family Support Alliance to provide a professional development opportunity on strength-based approach and communication for Alliance members. Also, Parenting Arizona continues to collaborate with Dobson Ranch and Red Mountain Ranch Library in Mesa and the Southeast Regional Library in Gilbert. Each story time provides an opportunity to share the mission of First Things First and benefits of Home Visitation offered through MyChildsReady alliance. Finally, through its active membership on the Child Abuse Prevention and Awareness Coalition (CAPAC), Parenting Arizona reached over 500 families at a CAPAC event at Superstition Springs Center. Staff assisted in planning the event which estimated over 1000 participants attended.

Barriers:

One barrier to successful implementation is the inability to ensure newly hired staff receive 40 hour PAT curriculum training within 30 days. PAT trainers need a minimum number of participants before they will travel to Arizona to conduct training. To solve this, we have communicated with other agencies implementing PAT; however it still remains a barrier.

Additional Information:

Staff received training from the Walman Eye Center on functional assessment for vision for children ages birth to three. In addition to the valuable training, the Walman Center provided each staff member with a light pen to use for assessment, along with information on the free InfantSEE Program and other valuable resources to pass on to families.

Child Crisis Center – Home Visitation

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|--|--|----------------------------|
| TOTAL AWARD: \$1,417,150 | YTD EXPENDED (05/29/2014): \$1,007,747(71%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of families served | 375 | 277 |
| Number of developmental screenings conducted | - | 524 |
| Number of hearing screenings conducted | - | 283 |
| Number of vision screenings conducted | - | 259 |
| Number of families who received enrollment/re-enrollment assistance for AHCCCS/Kidscare | - | 0 |

Narrative Report Summary

Program Implementation:

Wait List:

- A total of 142 families have been added to the wait list
- Average waiting time: 37 days
- 45 families were assigned to a provider during this quarter

Marketing:

- Gained access to WIC offices to do family recruitment and have recruited 3 times more families into the referral line.
- Cox and Univision Ads ran regularly
- Hired a Community Liaison to build community relationships and marketing. This position replaced two staff vacancies.

Parents as Teachers:

- The PAT team conducted 845 home visits this quarter
- 14 new families were engaged into the program
- Gave away 28 adult and 46 children’s tickets to the Arizona Children’s Museum for families to use.
- Conducted four Parent Group Connections: January - “Winter Wonderland” (20 adults, 29 children, 9 guests); February – “Gross Motor” (17 adults, 44 children); March – “Early Literacy Dr. Seuss” (5 adults, 9 children); March –Early Literacy Dr. Seuss” (19 adults, 29 children, 2 guests)

Father Involvement/Engagement:

- Home visitation support - scheduled 32 home visits with 29 completed
- Dads Drop in Groups – held weekly
- Dads Coalition - facilitated meetings held at Southwest Human Development on 1/14; Mesa Community College on 2/11 and 3/18
- Boot Camp for New Dads – cancelled due to low enrollment
- Workshops – 1/21, 2/11, 2/25, 3/5
- Events – Bowling for Dads and their families – 19 families with 34 participants
- Walk ins - 16

Collaboration and Communication:

MyChild’sReady Regional Alliance:

- Meeting held on 2/28 with good attendance
- Parents as Teacher’s Community Advisory Committee 1/27
- MCR Program Director schedules monthly trainings for Child Crisis Center (CCR) staff and invites MCR Alliance and Pinal County PAT providers to attend. Trainings held during this quarter include: Understanding Maternal and Paternal Parenting Styles, Early Literacy, Assisting Fathers with Children with Special Needs, and Maternal and Paternal Depression.

Barriers and Challenges:

Parents as Teachers Challenges:

- We had 56 visits canceled by Parent Educator this quarter
- There were 152 visits canceled by parents this quarter
- There were 44 no shows
- The families that are part of the program have more and more concerns making it challenging to balance FTF and PAT requirements while addressing the families' needs. This is challenging for staff to have caseloads that have many families in crisis or with multiple concerns occurring at the same time.

Successes/Additional Information:

- MCR Central Intake has grown from 57 referrals in March of 2013 to 133 referrals in March of 2014.
- CCC PAT program has been able to visit engaged families twice within the first 2 weeks of enrollment.
- The MCR Program Director was approached this quarter to help the National PAT Office review and update the 3-K curriculum.

Dignity Health (Chandler Regional Medical Center) – Oral Health

| | | |
|--|---|----------------------------|
| TOTAL AWARD: \$288,600 | YTD EXPENDED (05/29/2014) \$189,862(65.8%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of children receiving oral health screening | 1500 | 1553 |
| Number of children receiving fluoride varnish application | 1500 | 1395 |
| Number of adults attending (parent education) | 2000 | 774 |

Narrative Report Summary

Program Implementation:

We provided oral health screening and fluoride varnish clinics at four very large preschools this quarter. We educated a total of 1189 children and 24 teachers/aides at Cooley Early Child Development Center (156) and Sossaman Early Child Development Center (241) in the Higley school district, Jordan Center for Early Education (492) in the Mesa School District and Getz School (170) in the Tempe School District. 521 children were screened and 436 received fluoride varnish. These large preschools require quite a bit of planning and coordination both from our staff and the school staff. We are grateful for the relationships we have established at these and other schools which allow us to reach so many children in a single visit. FTF Staff and other community members were able to see our team in action during their site visit to Jordan Center. We appreciate the opportunity to share our program with FTF staff and community members.

Lunch and Learn presentations were provided at the offices of Lighthall Dentistry, Bella Vista Dental Care and Pendleton Pediatrics. These presentations serve to increase awareness of First Things First and the importance of early childhood oral health care. We are pleased to note that many offices we speak to plan to make changes based on the information provided to them. Here are some of the changes they shared with us.

General Dental offices will:

- 1) Stress parents bring in children at age one, 2) Talk more with families about water fluoridation, 3) Talk with expectant mothers about importance of oral health and with their new baby, 4) Include early childhood visits in marketing material, office flow, and procedures and 5) Be proactive with pregnant patients and prepare them for their baby's first dental visit

Pediatrician offices will:

- 1) Assist parents in finding the right dentist based on insurance, 2) Educate parents on early dental evaluations, 3) Provide toothbrushes to children at 12-month well-check visits, 4) Refer children to dentist at age one and 5) Advocate for parental dental health, especially pregnant women

Collaboration and Communication:

Our ongoing collaboration with Keogh Health Connection will expand now that Keogh has secured the contract with Maricopa County WIC and will begin regular rotations at five WIC offices in Central and Southeast Maricopa. When possible, Keogh staff will be at the WIC office at the same time the Early Childhood Oral Health Program staff are present which will allow for easy referral between the two groups. Staff will refer all families who are uninsured to the Keogh staff for health insurance enrollment assistance.

Barriers:

No barriers identified.

Additional Information:

February was Children's Dental Health Month and the Early Childhood Oral Health Program staff worked hard to get the word out. Articles appeared in AZ Parenting magazine and in the Arizona Republic's "Ask the Expert" column. Both articles spoke to the importance of early childhood oral health care.

Lutheran Social Services of the Southwest – Family Resource Center

| | | |
|--|---|----------------------------|
| TOTAL AWARD: \$500,000 | YTD EXPENDED (05/29/2014) \$344,135(68.8%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of families served | 5000 | 6284 |
| Number of families who received enrollment/re-enrollment assistance for AHCCCS/KidsCare | - | 425 |
| Number of adults attending parent education | | 465 |

Narrative Report Summary

Program Implementation:

Family SPOT Community Play SPOTs continue to grow with new and returning families attending and enjoying the many different activities offered. Several families have participated in our parent courses and reached out for other resources. Program Coordinator continues to see a high volume of families requesting assistance in applying for Medical/Food Stamps. Calls have multiplied and more are in need of medical. Appointments are getting scheduled. Program Coordinator continues to receive a high volume of calls for utility, rental assistance and medical needs. Program Coordinator has helped to find the specific resource for family needs.

Collaboration and Communication:

- Family SPOT established partnership with Association for Supportive Child Care to hold parent courses and 5 families attending course. Several of those families have requested specific resources from Family SPOT. Program Coordinator was able to connect families with resources needed. One family was referred to My Child’s Ready program and was accepted within a few weeks.
- Program Coordinator, in collaboration with the Association for Supportive Child Care (ASCC), is hosting a Kith and Kin class at the Queen Creek Family SPOT location. We have 17 participants attending the class. At the end of the 12 session workshop they will receive a CPR and First Aid Training Certification.
- Over the last three months Family SPOT in Queen Creek has collaborated with John Taylor to combine resource tables during community events in Queen Creek. The first event was Compassion Queen Creek on March 29, 2014 and the second event is scheduled for April 26, Earth Day at the Queen Creek Library. The FTF and Family SPOT collaboration has and will continue to prove beneficial for the Queen Creek community.
- Program Coordinator continues to attend Mesa Can and Gilbert Can Network meeting once a month. In addition, the Program Coordinator is attending the Tempe Early Childhood Network Meeting to learn and gather all information on 0-5 services and any upcoming events for families throughout Maricopa County. Program Coordinator continues attending the Networking Meeting with Empowerment systems located in Apache Junction to learn more about ongoing programs in the region and identify opportunities for collaboration.

Barriers:

Gilbert Family SPOT had to cancel Read and Rise classes offered on both Wednesdays and Saturdays due to low enrollment. Mesa Family SPOT had to cancel a few classes due to the child care room being full during school break. The Queen Creek Family SPOT location is difficult to find, staff has to be very specific and sometimes go outside to meet people at the road because there are no signs. A new sign has been purchased and will be installed during the fourth quarter.

Additional Information:

Mesa Express Library (Play SPOT location) has requested for Family SPOT to continue “Play on the Go” activities throughout the summer and end of the year. They have received great feedback from their families about our program. In addition, Family SPOT staff spent time this quarter evaluating the staffing needs of the each center and the Community Outreach Team. A modification was made in the overall staffing patterns of the centers. During the first half of the fourth quarter these changes will be implemented.

Southwest Human Development – Home Visitation

| | | |
|---|---|----------------------------|
| TOTAL AWARD: \$1,015,712 | YTD EXPENDED (05/29/2014) \$774,761(76.3%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of families served | 300 | 275 |
| Number of developmental screenings conducted | - | 602 |
| Number of hearing screenings conducted | - | 0 |
| Number of vision screenings conducted | - | 0 |

Narrative Report Summary

Program Implementation:

This quarter, five Healthy Families teams collaborated on a social event with an oral health care focus. Held on March 14th, 120 individuals from the Southeast and Central Maricopa regions gathered at Tempe’s Kiwanis Park. Home visitors encouraged attendance throughout the month of February because of the opportunity for free dental screenings and varnish application for all children five years and under. Pregnant women also had the chance for a dental screening. FTF funded Dignity Health Oral Health Staff provided the services as well as related resources for the families. Each child received a dental packet including toothbrushes. Healthy Families supplemented the oral health focus with a “big tooth” photo booth and crafts all related to dental care. Tooth friendly snacks were provided and the event wrapped up with raffle prizes for many of the families in attendance.

This past quarter Healthy Families has identified eight (8) children as having a possible developmental delay and referred the children to the Arizona Early Intervention Program (AzEIP) or the appropriate school district.

Collaboration and Communication:

Home visitors distribute food vouchers to those participating families struggling to provide food for their families. Thanks to the FTF funding and the association with United Food Bank, the children in the Southeast Maricopa region are able to obtain nutritious meal options. This quarter, 77 vouchers were distributed. In addition, the home visitors of the SEM region regularly access the many programs and resources provided at the Family Resource Center. Whether it is home visitors using the on-site resource library to obtain up to the minute resources to best serve the families or encouraging the families themselves to check out the many programs available, the FRC is a “go to” option for all staff. Finally, Healthy Families of the SEM region continues to be a stable partner within the My Child’s Ready Alliance.

Barriers:

Referrals are low this past quarter but ongoing planning strategies with My Child’s Ready Alliance are attempting to address the issue. Managers have attended community events to inform families and other agencies/ programs about Healthy Families services.

Additional Information/ Success Story:

Success story from home visitor:

A family facing numerous challenges including possible eviction, inconsistent income and no medical home, failed to notice their 42 month old child was lagging in many developmental skill areas. The home visitor provided many resources and much support to address the most vital demands. Once the family’s crisis level was reduced, an ASQ was administered to assess the child’s needs. The child scored as “delayed” in four of the five developmental areas. The scores and typical developmental milestones were discussed with the parents. With the support of the home visitor, the parents agreed to further evaluations through the Mesa School District. Those evaluations reflected similar delays so the child is now in the process of enrolling in the early learning program which will prepare this child for future school success through proper early intervention.

Southwest Institute for Families and Children – Director Mentoring/Training

| | | |
|-------------------------------------|---|----------------------------|
| TOTAL AWARD: \$156,725 | YTD EXPENDED (05/29/2014) \$98,519 (62.9%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of directors mentored | 18 | 17 |

Narrative Report Summary

Program Implementation:

- Participating directors report their participation in the two-day CLASS Reliability Training gave them a new lens in which to view their programs and a common language to achieve positive teacher-child interactions. After this training, directors reported viewing their classrooms in a different perspective.
- Programs also feel better prepared regarding the tools that Quality First uses to designate Star Ratings – The ERS Scales, CLASS, and Administrative accountability.
- Programs report they are very appreciative of the opportunity the professional development meetings provide to network with other programs.
- Two directors have completed registration/enrollment in Rio Salado College for further courses; two others are involved in “credit by evaluation” to determine what other coursework they need to complete certificates/associate’s degrees.

Collaboration and Communication:

- All SWI Mentoring Directors were invited to participate in an information luncheon and tour of the new Communiversities in Queen Creek. Rio Salado staff gave an overview of the management certificates that were available and directors were informed they could enroll in face-to-face classes as a cohort.
- Participating programs are most appreciative of the collaboration developed at the monthly Large Group Meetings. They have formed a network based on support, respect and trust. This includes for-profit programs, school-based programs, and faith-based programs.

Barriers:

- It is still challenging to find a meeting time when all programs can participate for Large Group Meetings. If it is scheduled after work, many directors will have worked a 12 to 15 hour day. The best attendance that we have is early afternoon and for those directors who are not able to attend the monthly meeting, the SWI coach presents the material at a one-on-one coaching session.
- Child Care/Program Directors wear many hats and having uninterrupted coaching time is often challenging. We have learned to be extremely flexible and judicious with our participating directors’ available time. Having a specific action plan developed from the Individual Professional Development Plan keeps the coaching meetings on target and moving forward.

Additional Information / Success Stories:

- Disruptive child behavior in most classrooms noted which was concerning to director as teachers were spending more time directing and correcting than instructing or conversing with children. Teachers were also frustrated by misbehaviors. Director wants to implement a school-wide behavior program; coach provided director with five different programs and discussed benefits and cost of each. SWI coach also provided a training model for the staff that was delivered by the Director (*Catch Them Being Good*). The program decided on Conscious Discipline and secured training by the Smart Schools coach.

United Food Bank – Food Security

| | | |
|---|---|---------------------|
| TOTAL AWARD: \$70,000 | YTD EXPENDED (05/29/2014) \$58,010 (82.9%) | |
| <u>SERVICE UNITS</u> | <u>CONTRACTED SERVICE UNIT</u> | <u>FISCAL TOTAL</u> |
| Number of food boxes distributed | 2027 | 915 |

Narrative Report Summary

Program Implementation:

To date, we have provided food boxes to 915 families with children 5 years of age or younger. No issues or challenges have arisen with either implementation or staffing.

Collaboration and Communication:

Five immediate area Title I schools are being sent program information and flyers to post and promote our Friday food cooperative to their families with qualified children, specifically pre-school families. The hope is that more qualified households will attend our weekly program and receive food through use of our onsite certificates.

Barriers:

None identified at this time.

Additional Information:

None at this time.

FY14-FY16 Statewide Strategic Communication Plan Goals

1. Raise awareness of, and build public support for, the importance of early childhood.
2. Position First Things First as a recognized and trusted voice in early childhood.
3. Build awareness of early childhood programs and services, particularly First Things First statewide initiatives and locally supported programs among priority audiences.

Focus on Engagement

First Things First's community outreach and engagement efforts are directly supported by regional partnership councils and the FTF Board through two strategies- Community Outreach and Community Awareness. The FY14-FY16 Strategic Communications Plan includes a more formalized, deliberate community engagement program that focuses on moving stakeholders to take action on behalf of young kids. Engaging others will help us expand our outreach and awareness efforts.

The work of engagement begins by connecting with and identifying likely supporters and then motivating them to take action through tactics such as sharing success stories or showing the impact of early childhood programs through a site tour. This is followed by providing continual training and tools to support the efforts of these Friends, Supporters and Champions¹. This three-tier program offers stakeholders an opportunity to be involved at whatever level they feel most comfortable. Specific calls-to-action for each of the three-tiers are employed.

Measurements and benchmarks help us focus our work, track the progress of awareness and engagement efforts and make adjustments as needed, using tactics outlined in this plan. Outreach staff are working toward several benchmarks, including:

1. Individual staff will work to recruit 30 people at the Friend level per month.
2. As a team, move 25% of the total number of Friends recruited to Supporters each quarter (about 22 per quarter regionally).
3. As a team, move 12.5% of the total number of recruited Supporters to Champions each quarter (about 3 per quarter regionally).
4. Secure two referrals per month from a Friend for FTF to present to another group or to share information at an event or with another group or organization.
5. Secure two commitments per month from Supporters or Champions to represent FTF at outside events.

¹ See FTF FY14-16 Strategic Communications Plan for detailed information on tiered engagement program.

Regional Priority Audiences:

Tactic: Presentations/Outreach Events

- Presentations, one-on-one or networking meetings in the community, and attending community events to share information about First Things First and the importance of early childhood health and development to raise overall awareness and recruit Friends, Supporters and Champions.

Alignment with State Goals:

- *Presentations, networking and event participation help to raise general awareness and identify and recruit Friends. Aligned with State Goal #1.*

Tactic: Success Stories

- Success stories demonstrating the impact of FTF-funded early childhood programs will be developed for newsletter use, media submission, and for distribution by grantees and supporters.

Alignment with State Goals:

- *Stories inspire action. Aligned with State Goals 1, 2 and 3.*

Tactic: Site Tours

- Site tours of FTF-funded early childhood programs will be organized to demonstrate the impact of early education, health and family support programs on young children. Invitees may include Friends, Supporters and Champions to further their commitment and, if appropriate, other community members and community leaders to raise their awareness.

Alignment with State Goals:

- *Site tours are one of the top tactics to motivate people to action. Attendees leave with a greater understanding of the importance of the early years. Additionally, this is a specific engagement “call to action”, moving a friend to a supporter. Aligned with State Goals 1 & 3.*

Tactic: Earned Media

- Earned media opportunities will be secured through multiple outlets including radio, television and print media (including local newspapers and newsletters). The purpose is to spread the word of the importance of early childhood, share FTF updates and events and share success stories highlighting the impact of FTF funded services in the lives of children and families.

Alignment with State Goals:

- *Earned media helps to raise general awareness and reach broad audiences in local regions. Aligned with State Goals 1, 2 & 3.*

Tactic: Speaker's Trainings

- Trainings for Supporters and Champions to empower them to share consistent messages about early childhood and FTF which is fundamental to increasing awareness and engagement across the state of Arizona. The trainings also provide tools to support their efforts.
- The trainings include:
 - Early Childhood, Every Day- *Simple ways to spread the word about early childhood and First Things First in your community*
 - The Write Way- *Writing and Sharing Effective Impact Stories*

Alignment with State Goals:

- *Training helps support Supporters and Champions to take action and use key messages that are research-based and used statewide. Aligned with State Goals 1 & 2.*

Tactic: Informal Networking Event

- Informal networking events are an opportunity to broaden support among existing Supporters and Champions and help to mobilize and empower them to connect with others who share their interest in early childhood. Key Supporters and/or Champions may be asked to facilitate an informal networking event by hosting an event, planning an event, speaking at an event or inviting friends to an event.

Alignment with State Goals:

- *Informal networking events helps encourage Supporters and Champions that they are part of a larger effort. Aligned with State Goals 1 & 2.*

Community Awareness

A variety of educational reinforcement items are used to engage various audiences in the community when presenting, participating in events and conducting trainings.

- Educational Reinforcement items will be given only to individuals who have first received general information about early childhood and FTF.
- The distribution of Educational Reinforcement items will be determined based on the demographic and knowledge of each audience.
- **FTF Supporters, Champions and community partners** who have attended a speaker's training will also be eligible to distribute educational reinforcements, and will work with the **Community Outreach Coordinator** to determine where and how these items will be used.

Community Outreach: Regional Partnership Council Role

1. Provides input and expertise in the development of the community outreach plan.
2. As our highest-level Champion, works with **Regional Directors** and **Community Outreach Coordinator** to attend and/or present at local events, media opportunities, etc.
3. Provides ongoing feedback and guidance to both the **Regional Director** and **Community Outreach Coordinator** for leads, next steps, and recommendations for the successful implementation of the Community Outreach and Awareness strategies.

To assist Regional Partnership Council members with conducting outreach and awareness, Community Outreach Coordinators offer the following trainings:

- Early Childhood, Every Day- *Simple ways to spread the word about early childhood and First Things First in your community*
- The Write Way- *Writing and Sharing Effective Impact Stories*

COMMUNITY OUTREACH REPORT

May 2014– Southeast Maricopa RPC



FIRST THINGS FIRST

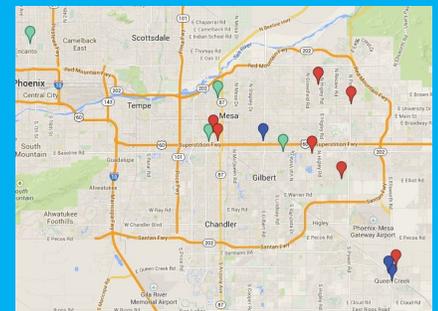
Ready for School. Set for Life.

Southeast Maricopa Regional Partnership Council

FTF Core Message of the Month

Everyone benefits when
more kids arrive at school
prepared to succeed.

*Use this message to demonstrate
how Early Childhood impacts a
child's future performance in the
workplace or school. Successful
people share these traits and we
want our kids to be successful!*



Google

Maps outreach activity

[https://mapsengine.google.com/
map/edit?
mid=z0kyb_ThFXo.kTQKmkThYro](https://mapsengine.google.com/map/edit?mid=z0kyb_ThFXo.kTQKmkThYro)

I hope everyone is doing great! There were 15 community outreach activities conducted during the month of May. In total, the Southeast Maricopa Region was represented in: 7 presentations, 1 event and 4 networking meetings *presented on the importance of early childhood, distributed FTF literature and educational reinforcement items. Below you will find a sample of this month's audiences.*

- ◆ 34 Parents
- ◆ 26 Early Childhood Educators
- ◆ 26 Non-profit workers
- ◆ 21 members of the Faith community
- ◆ 3 members of the K/12 community
- ◆ 1 members of the medical community
- ◆ 1 elected official
- ◆ Distributed 21 books to children

Total number of Individuals Reached: 110

Here is the link to access the outreach activities conducted in May 2014 for Southeast Maricopa.

https://mapsengine.google.com/map/edit?mid=z0kyb_ThFXo.kTQKmkThYro

Furthermore, I worked on recruiting Friends, Supporters and Champions as part of the new tiered engagement program to help spread the word about First Things First in our region. In the new tiered engagement program, recruitment is rooted in the understanding that stakeholders choose to engage in varying degrees – depending on personal interest, comfort level, time, resources, and a host of other factors.

First Things First's tiered program consists of three levels – Level 1 - "Friends", Level 2 - "Supporters", and Level 3 - "Champions". In the month of May, we engaged:

16 new friends

1 new supporters

0 new champion

Respectfully,

**Parent's that participated
in New Directions
Institute Parent Education
classes said:**

"Early learning is important because it is when the groundwork for future learning is laid" - Nancy Collicott- Mesa

"The early years are so important because small brains absorb so much in the first five years"- Erin Madrid- Mesa

" I joined NDI's parent classes because I want to make sure my child is prepared for kindergarten and beyond"

- Christine Whisler- Mesa

" I really wasn't sure what to expect when I signed up online but when after joining this session I am excited to sign up for more"- Brenda Johnson- Gilbert



www.readyazkids.com



**My Child's Ready Helped My
Family By:**

"Helping the whole family be on the same page"

"Providing me with the support my family wouldn't"

"Helping me be a better parent"

"Helping me understand that it's ok for my son to make messes"

◆ *Jody Dean Gilbert*

John Taylor

Community Outreach Coordinator / SE Maricopa
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