Call to Order
A Regular Meeting of the First Things First Southeast Maricopa Regional Partnership Council was held on February 23, 2016 at 4:00 p.m. The meeting was held at Child Crisis Arizona Headquarters, 817 North Country Club Drive, Mesa Arizona, 85201.

Chair David called the meeting to order at approximately 4:15 p.m. welcomed everyone to the meeting and took roll call.

Members Present:
- Anna David, Chair
- Detza Van Bogaert, Vice Chair
- Abigail Conley
- Cassie Morwood - Telephonically
- David Crummey
- Bill Schultz - Telephonically
- Joanne Floth
- Jack Dillenberg

Members Absent:
- Sherreis Moreland

Please note: Member Van Bogaert joined the meeting at 4:15 p.m.
Please note: Member Schultz joined the meeting telephonically at 4:40 p.m.

Members of the Public
There were twenty members of the public present.

Conflict of Interest
Chair David asked for conflicts with any item on the agenda. There were none.

Approval of January 26, 2016 Meeting Minutes
Member Dillenberg moved to approve the minutes of the January 26, 2016 Council Meeting. The motion was seconded by Member Crummey. The motion carried 6-0.

Call to the Public
There was one call to the public.

Gordon Freeman Brown from Arizona Public Broadcasting Service spoke to the Council about the Arizona Early Childhood Workforce Registry and announced the availability of scholarships for Bachelor degrees through Arizona Department of Education’s Professional Development Block Grant.

Lisa Colling, Isabel Creasman, and Sonja Radovanovic, First Things First Evaluation Staff, introduced themselves.

Needs and Assets Vendor Kickoff Discussion
The Southeast Maricopa Regional Needs and Assets vendor, Harder and Company Community Research team, Allison Wolpoff and Sophia Lee, introduced themselves and presented the history of Harder and Company. They presented a power point that outlined the Needs and Assets purpose, content and a process overview. They reviewed the prioritized indicators: economic circumstances, early childhood system, resources/assets and access to healthcare. The Council gave the team recommendations on other areas to gather data:
• Behavior Risk Factor Survey – County level
• Kellogg Foundation
• City of Gilbert Survey
• Hospital Assessments
• Maricopa Association of Governments
• Housing and Transportation Index
• Dynamic Indicators of Basic Early Literacy Skills (DIBELS)
• Read-On Arizona

Community Engagement through Text Messaging Presentation
Chair David tabled this agenda item and will reschedule the presentation for a later date.

Parent Partners Plus Presentation
Southwest Human Development’s Community Development Manager, Emily Singleton, presented on the new countywide coordinated referral system for home visitation services. She outlined its purpose, provided an overview of the program, and provided the Council a flier about the program services. Ms. Singleton also highlighted the partner agencies participating in the referral system.

Update on First Things First Chair and Vice Chair Leadership Forum
Chair David shared the experience she and Vice Chair Van Bogaert had at the First Things First Chair and Vice Chair Leadership Forum on February 2, 2016. The Forum was led by State Board Chair Janice Decker and Vice Chair Pamela Powell. There were discussions about the Statewide communication plan, strategic planning, government affairs, and systems building.

Community Outreach Update
Athena Salman, Outreach Coordinator, described the Regional Champion for Young Children award. This award will recognize someone in the Southeast Maricopa region that has done an outstanding job of supporting First Things First and early childhood. Ms. Salman will provide three names of regional First Things First volunteers and a selection team will review the profile of these volunteers to determine the recipient of this award. Vice Chair Van Bogaert and Member Morwood agreed to be on the selection team.

The Council was given fliers about the dates of two Early Childhood Everyday Training classes. Anyone interested in attending this training can contact Ms. Salman.

Service Coordination Strategy Data and Narrative Reports
Director Melde shared the SFY16 first quarter Service Coordination Strategy Data and Narrative reports from three strategies, Parent Partners Plus, Family Resource Network and Find Help Phoenix. The report shared dollars expended to date and the success and barriers of each strategy.

The Council asked Director Melde to find information about what languages are utilized in the Find Help Phoenix website and report back at the next Council meeting.

Director Updates
Director Melde said the contract renewal packets will be sent to grantees in early March and anticipates a review and vote for renewals at the April 26th Council meeting.

Director Melde reminded the Council about open seats and asked assistance on filling the business and philanthropy seat. Any potential candidate names can be sent to her email address.

Director Melde announced the City of Mesa Task Force will be meeting on March 24, 2016 from 1:00 p.m. until 3:00 p.m. There will be presenters at the meeting and this will be a great opportunity for Council members to attend.
She let everyone know the Southeast Maricopa Region Grantees meeting will be held on March 2, 2016 from 1:00 p.m. until 3:00 p.m. at the Mesa Public Library.

**Regional Council Member Updates and Future Agenda Requests**
Member Conley let everyone know she will be attending the First Things First Faith Forum next week and will give an account of it at the next Council meeting.

**Adjournment**
There being no further discussion, the meeting was adjourned at approximately 5:52 p.m.

**Next Meeting**
March 29, 2016 at Child Crisis Arizona Headquarters, 817 North County Club, Mesa, Arizona 85201.

Respectfully submitted on this 17th of March, 2016.

________________________________
Anna David, Chair

________________________________
Patty Morris, Administrative Assistant II

**Telephone Procedures**
The meeting room telephone was used for members participating by telephone. Speakers physically present at the meeting spoke into microphones to ensure that members on the telephone could hear. Members on the telephone were identified when they spoke for the benefit of those physically present at the meeting.
The work of engagement begins by connecting with key stakeholders and motivating them to take action on behalf of young kids. Through continual training and tools, Community Outreach in Southeast Maricopa recruits Friends, Supporters and Champions across Mesa, Gilbert and Queen Creek.

Highlights of outreach activities this month:

- 20+ Supporters completed Early Childhood Every Day.
- 3 Supporter led activities and 6 friend referrals.
- Over 50 new friends and supporters.
- Distributed FTF information at events, presentations and in one-on-one meetings.

CHAMPION SPOTLIGHT

“Working in a library gave me great exposure to parents and preschoolers. Empowering parents to lay the foundation for their child’s learning was quite fulfilling and very important… Preschoolers rule!” - Judy Antrim, retiree

Take Action

Please list any upcoming outreach opportunities where you could share a message about Early childhood or First Things First.

1. ______________________________________________________
2. ______________________________________________________

FTF Core
Message of the Month

Strong Families are the building blocks of a strong society

Google Maps outreach activity: http://tinyurl.com/zg7hyjv

OPPORTUNITIES TO GET ENGAGED:

Fun in the Sun Festival
Date: April 13, 2016
Time: 9AM - 11AM
Location: Countryside Park
3130 E. Southern, Mesa, AZ 85204

Early Childhood Every Day
Date: April 19, 2016
Time: 10AM - 12PM
Location: FTF Mesa Office
1839 S Alma School Rd, Ste 100, Mesa, AZ 85210
As Lynn is setting the table, she steps into the kitchen to grab forks when she hears the sound of Jaina, 18 months, throwing her plate of food on the floor. This isn’t the first time this has happened. Jaina always throws a tantrum during dinner.

Lynn returns to the dining room, looks at Jaina, looks at her three year old daughter, Claire, looks at the table, and then looks at the plate on the floor. Lynn sighs, feeling helpless. This has been their routine for the last few months. Every time this happens, Lynn tries something new to get her daughter to stop—yelling, scolding, time out—but nothing seems to work.

Having schwannomatosis, a rare genetic disorder that causes spinal cord compression, Lynn’s back couldn’t take the stress of having to clean up the floor every night.

She returns to the kitchen where her husband, Chris, is gathering napkins. “What do you think is going on with Jaina,” Lynn asks.

“I think this is just a phase that we have to wait out,” he replies. For Lynn, that answer isn’t good enough. All she wants is a peaceful dinner with her family. Determined to get to the root cause of her toddler’s behavior, Lynn calls their parent educator, Dona Villa, with Child Crisis Arizona the next morning.

Lynn learned about Child Crisis Arizona’s home visitation program while she was pregnant with Jaina. For the past two years, Dona has been coaching the parents on how to be their children’s first and best teacher.

“Dona, I know what I want to cover in our next visit together.” Lynn describes the behavior to Dona and asks her to observe the family during dinner.

The following week, Dona arrives at their home in Gilbert, curious to see what will happen. Chris shows Dona a seat at the table and joins Lynn in the kitchen. Jaina seems calm and Claire appears to be fine.

With the parents out of sight, Claire reaches over and steals food from Jaina’s plate. Jaina then squeals and throws her plate on the floor. Dona has seen enough.

Lynn and Chris come back into the room in time to see Jaina acting out once again. But this time, Dona explains what happened. “Jaina is upset because Claire is taking her food and violating her boundaries.”

Lynn and Chris nod in amazement and look apologetically at their daughters. “See? This isn’t just a phase,” Lynn says to Chris with a smile. “What do we need to do?”

Dona coaches the parents on how to establish clear boundaries for the girls. She recommends that the girls sit separately and encourages the parents to purchase placemats. “The placemats will help visually establish their personal space,” Dona says. “Anything on Jaina’s placemat belongs to Jaina. The same goes for Claire.”

On the next visit, Dona returns at dinner time, eager to see what will happen. Lynn opens the door with a smile. “We’re having spaghetti tonight,” she says. The family gathers with the girls sitting calmly in separate places at the table. Before the meal begins, Chris raises his glass and says, “To Dona and Lynn. Thank you for working to give us a peaceful family meal.”
Southeast Maricopa Regional Implementation Plan for FY17

READY FOR SCHOOL. SET FOR LIFE.
WHY COMMUNITY OUTREACH

➢ Public Awareness: It’s the Law!
➢ Intense Grassroots Engagement
➢ Long-term Sustainability
➢ Intentional, Research-based
NOTE ON ELECTED OFFICIALS

Outreach to elected officials and candidates is led by RPC members with support from Ben Alteneder, Senior Director of Government Affairs

Ben can be reached at balteneder@azftf.gov
COMMUNITY OUTREACH AUDIENCES

Priority Target Audiences

**FY 16**
- Pre K-12
- Faith
- Medical

**FY 17** proposed
- Pre K - 6
- Faith
- Pediatrics
Geographic Targets

**FY 16**
- Zipcode 85142 (Queen Creek)
- Zipcode 85295 (Higley)
- Zipcodes 85297, 85298 (Gilbert)
- Zipcode 85212 (Mesa)

**FY 17** proposed
- Mesa (85201, 85202, 85210, 85212)
- Gilbert (85297, 85298)
- Queen Creek (85142)
RPC'S ROLE IN OUTREACH

- Refer us to Priority Audiences
- Speak at presentations or site tours
- Host a networking Event
- Include FTF in Newsletters
- Share Social Media Posts
- Write a Letter to the Editor
THANK YOU!

Athena Salman
Community Outreach Coordinator, Southeast Maricopa Region
asalman@azftf.gov | 602-771-4993
HEALTH
American Academy of Pediatrics (AzAAP) – Care Coordination

<table>
<thead>
<tr>
<th>SERVICE UNITS</th>
<th>CONTRACTED SERVICE UNIT</th>
<th>Quarter 1</th>
<th>Quarter 2</th>
</tr>
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<tbody>
<tr>
<td>Total number of children served</td>
<td>1000</td>
<td>1831</td>
<td>1964</td>
</tr>
<tr>
<td>Number of children newly received care coordination services</td>
<td>185</td>
<td>161</td>
<td></td>
</tr>
<tr>
<td>Number of referrals</td>
<td>394</td>
<td>261</td>
<td></td>
</tr>
</tbody>
</table>

Narrative Report Summary

Program Implementation:
• A new Care Coordination Program Manager (Doreen Pollack) was hired on 11/6/15.

Collaboration and Communication:
• Continued collaboration between Care Coordinator staff to provide one another with up-to-date resources and support for families. Additionally the Care Coordinators share their resources freely with the referral coordinators in the practice offices they support thereby helping to provide for a longer term solution should a Care Coordinator not work in a practice after the grant is complete.

Barriers:
• There continues to be no support for Care Coordination from payers (insurance companies). Therefore, the sustainability of Care Coordination as it was designed through this grant does not look hopeful. The Doctors see the positive impact on their patients from care coordination, yet have no way to bill for the time, and therefore cannot pay the salary and benefits for a care coordinator themselves.

Additional Information/ Success Story:
• On December 4, 2015, AzAAP held its annual fundraiser and recognition event, Speak up for Kids. This year we included two testimonials, one of which was from a mother who participated in the Care Coordination program. Her recount of the support she received from a Care Coordinator reflected the real value of the Care Coordination Program. She is a foster mom to two siblings, one who had serious medical issues requiring multiple hospitalizations. This caused the mom to lose time from work and eventually her job, her apartment, and caused extreme stress on the family. Through the support and resources of care coordination, she was able to get back into stable housing, get financial support and eventually get back to work. One aspect that dramatically shows the value of the work of care coordination was this mom was a social worker and often provided similar resources to the families she worked with. However, when faced with her own challenges, she found it difficult to navigate those same resources. However, the distinguishing factor was that the care coordinator was there to walk her through the options available to her, follow-up with her to ensure they were the resources she needed, and provide the encouragement necessary to keep moving forward when it seemed an overwhelming task. Without that support, she may not have experienced such a successful outcome.
Maricopa County Department of Public Health – Oral Health

<table>
<thead>
<tr>
<th>TOTAL AWARD: $250,000</th>
<th>YTD EXPENDED (03/08/2016) $80,875 (32%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICE UNITS</td>
<td>CONTRACTED SERVICE UNIT</td>
</tr>
<tr>
<td>Number of children receiving oral health screening</td>
<td>3000</td>
</tr>
<tr>
<td>Number of children receiving fluoride varnish application</td>
<td>3000</td>
</tr>
<tr>
<td>Number of prenatal women receiving oral health screenings</td>
<td>300</td>
</tr>
</tbody>
</table>

**Narrative Report Summary**

**Program Implementation:**
- During the 1st quarter of 2015-2016, the First Teeth First program was able to provide 6734 basic oral screenings to children 0-5 years of age and 5636 fluoride varnish applications throughout all of Maricopa County. We were also able to provide 194 basic oral screenings to pregnant women within Maricopa County.
- The program is looking to hire additional staff as we expand our services into the WIC locations in the Phoenix North region and the East Valley. With the expansion, we are looking to hire nine additional bilingual site assistants and nine additional hygienists to provide services at the new locations.
- **AHCCCS reimbursement data.** Reimbursement is available for cost of varnish application for children qualified under AHCCCS. The program submits claims for all children served.

<table>
<thead>
<tr>
<th>Data element</th>
<th>#/$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of claims submitted</td>
<td>5172</td>
</tr>
<tr>
<td>Total number of paid claims</td>
<td>975</td>
</tr>
<tr>
<td>Total funds collected through AHCCCS reimbursement</td>
<td>$16,982.02</td>
</tr>
</tbody>
</table>

- **County-wide data collection** and surveillance system as well as efforts to prevent duplication of services on-site.
  - The grantee has implemented the use of all of First Teeth First forms throughout Maricopa County and thus have consistency of data collection.
  - All of the permanent locations now have data connections in locations where services are being provided thus making it easier for the staff to look up children before screening and input data once a child is seen.
  - One challenge: at non-permanent sites, the grantee is continuing to work out a system to access to the database of children served, to avoid duplication of services.
- **Dental Services:** This quarter, the program added Parsons Children’s Dental Clinic to our referring partner community dental clinic list. With this addition, the program now has six low cost/reduced fee clinics that we are able to refer children with urgent dental needs. We continue to look for partnerships and collaborations with
community partners to gain access for children. Furthermore, each dental clinic partnership has eligibility coordinators that assist the families to provide more comprehensive health (and dental) care.”

- **Policy:** The Office of Oral Health supervisor attended the Oral Health Stakeholders meeting with Senator Bradley and other community partners to discuss oral health needs in the community. These meetings will continue and become more frequent as the new legislative session begins.

**Collaboration and Communication:**

- The collaboration between Maricopa County and Dignity is growing and evolving as we work to combine processes. The transitioning of WIC clinic staffing from Dignity Health to MCDPH went well. Dignity Health is scheduling an increased number of child care centers and preschools to fill the gaps in the schedule of not being at the WIC any longer, while MCDPH has expanded services into a majority of the Maricopa County WIC locations within all regions.”

**Barriers:**

Another barrier that we are finding is the inability to bill AHCCCS for registered nurses who provide fluoride varnish services under their scope of practice. Currently, we are unable to bill for when a RN provides varnish application. We are working with oral health stakeholders to see if there are ways to correct this.

**Additional Information:**

“The First Teeth First Program Coordinator presented, in conjunction with First Things First, program findings at the American Public Health Association Conference in Chicago, IL, on November 2nd. This was a great opportunity to discuss the program and the outcomes with other public health agencies from across the country.”

(Left to right) Meena Shahi and Kimberly Richards presenting the First Teeth First poster at the APHA Conference in Chicago, IL, in Nov. 2015
**Southwest Human Development – Mental Health Consultation**

<table>
<thead>
<tr>
<th>SERVICE UNITS</th>
<th>CONTRACTED SERVICE UNIT</th>
<th>Q1</th>
<th>Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of center based providers served</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td></td>
<td>41</td>
<td>36</td>
</tr>
<tr>
<td>Number of center based providers served who are in Quality First</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td></td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Total Number of children referred to mental health services/clinical assessments</td>
<td></td>
<td>46</td>
<td>38</td>
</tr>
</tbody>
</table>

**Narrative Report Summary**

**Program Implementation:**
- All consultants have a full caseload and waitlisted programs are served via phone by a waitlist consultant.
- Smart Support consultants made 96 referrals to local community resources to assist and strengthen providers, children and families. Some examples of referrals include: child/family mental health services, parenting classes, director mentoring programs, school district screenings/evaluations, and early intervention services.

**Collaboration and Communication:**
- As always, Mental Health Consultants collaborate with Technical Assistance Providers and Participants on a regular basis. Formal Collaboration Meetings happen at least quarterly at each site; however more frequent communication is more common in the form of face to face meetings, phone calls and emails. Focus of collaboration meetings include: goal updates, general center operations, assessment results/preparation, interactions, teacher capacity, exploring barriers to progress and contributions from each program/participants that may support progress.

**Barriers:**
- There are no significant barriers to service delivery. The funded units are not adequate to address the demand for services. Sites that are not currently being served are offered phone services though our waitlist consultant. We anticipate that we will be able to serve a few sites from the waitlist this fiscal year as currently served sites meet their goals and exit the program.

**Additional Information / Success Stories:**
- Smart Support was pleased to be highlighted at Zero to Three’s 2015 National Training Institute (NTI) last month in Seattle.
- This is the story of a family child care provider who has been in the Smart Support Program for about one year. This is a large family child care center and the Teacher/Director has assistants who work in the program. The program has experienced regular turnover which has taken a toll on her emotionally and physically. Despite the staff stress, the children have displayed very little behavior challenges because the Director is so consistent and has made good use of the social emotional strategies that were identified over the course of consultation. A few examples include: the creation of “Tucker the Turtles House” (which is a calm place where the children can relax and regulate), utilizing mirrors, feelings faces, sensory items and books, as well as, a “Happy Hearts” wall which displays when the children made kind choices in social situations. In addition, the Director documents their individual social emotional strategies in their portfolio and shares them with the teachers and parents. The Director is a stable base for the children in her care. The children know they are safe in her program and that she is emotionally available to them.
The center went through point scale assessment and was awarded a 3-star rating in November. At the last collaborative meeting, the team agreed that all goals for Smart Support consultation have been met and that ending consultation in March is appropriate. The Director has an increased capacity to understand children’s needs and develop individual strategies to support them. Over the next quarter, the Mental Health Consultant and Director will spend time compiling resources to utilize in the future. The center has grown tremendously and is expected to continue to provide quality care even after consultation has ended.
EARLY LEARNING
Association for Supportive Child Care – Professional Development for Early Care and Education Professionals

<table>
<thead>
<tr>
<th>TOTAL AWARD: $160,000</th>
<th>YTD EXPENDED (03/08/2016) $40,996 (26%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICE UNITS</td>
<td></td>
</tr>
<tr>
<td>START DATE OCTOBER 1, 2015 - Data Reports available in Q3</td>
<td></td>
</tr>
</tbody>
</table>

Narrative Report Summary

Program Implementation:
- The Leadership in Action Program mailed program brochures to all 74 programs on the Quality First Waitlist for Southeast Maricopa. Follow-up phone calls were made to 57 programs. As of Quarter 2, 19 people were scheduled to attend the LIAP Orientation on January 20, 2016.
- During outreach and recruitment, a number of participants asked about their assistant directors, educational coordinators, or other administrative team member attending and/or participating in LIAP. ASCC highly values the concept of growing leaders and after further discussion with the Regional Director for Southeast Maricopa, a decision to allow additional individuals from programs to participate in LIAP was granted. Currently there are two programs sending two individuals to the LIAP Orientation. Both of these individuals serve in an administration role for their program.

Collaboration and Communication:
- External collaboration efforts include securing Judy Jablon, co-author of Powerful Interactions, to facilitate the LIAP May 14, 2016 Symposium. Her topic will focus on leadership within early care and education programs.

Barriers:
- During the first quarter, it was discovered that LIAP staff would not be able to attend reliability training for the Program Administration Scale (PAS) or Business Administration Scale (BAS) until April 2016. The LIAP discussed the challenges of the training plan with First Things First staff. The LIAP attempted to contact local and regional reliable assessors for each tool to conduct the assessment and were unable to locate assessors with availability. The LIAP contacted the McCormick Center training facilitators to determine if there were any regional trainings planned earlier than the April training dates and none were available. The LIAP has planned, with First Things First approval, to coordinate with ASCC staff who have previous experience using the PAS and the BAS tools to conduct the pre-assessments for participants. LIAP staff will complete PAS and BAS reliability training in April 2016 and facilitate the post-assessments by the end of the fiscal year.

Additional Information / Success Stories:
- The past quarter, LIAP staff was involved with program start-up. Securing staffing, ordering the PAS and BAS and other participant resources, developing marketing materials, developing the program design, creating program forms and materials, and recruitment of participants was the focus during October, November, and December 2015. The LIAP will launch its program on January 20, 2016 with the LIAP Orientation.
Arizona Partnership for Children – Home Visitation

TOTAL AWARD: $931,295  
YTD EXPENDED (03/08/2016) $458,717 (50%)

<table>
<thead>
<tr>
<th>SERVICE UNITS</th>
<th>CONTRACTED SERVICE UNIT</th>
<th>Q1</th>
<th>Q2</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of families served</td>
<td>355</td>
<td>238</td>
<td>280</td>
<td>280</td>
</tr>
<tr>
<td>Number of families newly enrolled</td>
<td>-</td>
<td>238</td>
<td>42</td>
<td></td>
</tr>
<tr>
<td>Number of developmental screenings conducted</td>
<td>355</td>
<td>157</td>
<td>167</td>
<td>324</td>
</tr>
<tr>
<td>Number of hearing screenings conducted</td>
<td>355</td>
<td>64</td>
<td>68</td>
<td>132</td>
</tr>
<tr>
<td>Number of vision screenings conducted</td>
<td>355</td>
<td>68</td>
<td>78</td>
<td>126</td>
</tr>
</tbody>
</table>

Narrative Report Summary

Program Implementation:
- RECRUITMENT ACTIVITIES: During this reporting period, AzPaC primarily received new families through our collaboration with Parent Partners Plus (PPP), which provided a total of 66 referrals. Our program has a Refer a Friend program in which families can refer their friends to the program. This quarter, we received 13 Refer a Friend referrals. Two referrals for this quarter were families who were previously enrolled in the program and wished to participate in services again.
- RETENTION ACTIVITIES: AzPaC continues to offer incentives to families to encourage their ongoing participation in the program. We hold raffle prize giveaways at our monthly Group Connections and reward first time Group Connection attendees with a gift. We provide a lending library opportunity which allows families to check out books between their home visits. For children’s birthdays we give a birthday card and a book as a gift. When families have accomplished their goals with Parents as Teachers and are appropriately transitioning out of the program, we celebrate their successes by providing graduation certificates and museum passes for the family.

### Duration of Home Visiting Services

<table>
<thead>
<tr>
<th>Duration of Home Visiting Services</th>
<th>Number of Families who Dis-enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 6 months</td>
<td>37</td>
</tr>
<tr>
<td>6-11.99 months</td>
<td>23</td>
</tr>
<tr>
<td>12-17.99 months</td>
<td>12</td>
</tr>
<tr>
<td>18-22.99 months</td>
<td>16</td>
</tr>
<tr>
<td>Greater than two years</td>
<td>17</td>
</tr>
</tbody>
</table>

- At the end of the quarter 2, there were 74 active families who had been enrolled in the program for 2 years or longer.

Collaboration and Communication:
- In August, the program had a health fair event with representatives from the following agencies: Dignity Health Oral Health Program, Family Spot Resource Center, WIC and the Mesa Family Resource Center. September and November’s Group Connection partnered with the IDEA museum to provide a story and craft for parents and...
children to enjoy together. Families who attended this quarter’s Group Connections reported they liked the interactions with the other families and the interactions they had with their children during the activities. The October Group Connection was held at the Espee Splash Pad Park, and the Chandler Fire Department came to talk to parents about water safety. The families were also able to tour the firetruck. In December, AzPaC worked with the Family Spot Resource Center in Mesa to facilitate a playgroup for monolingual Spanish speaking families.

**Barriers:**
- We are currently working closely with the new Parent Partners Plus collaboration to determine the recruitment needs for our program. PPP is in the process of establishing walk-in sites and regular outreach activities in the Southeast Maricopa Region. AzPaC will also implement internal marketing strategies as needed. We feel confident that through our partnership with PPP and our development of a comprehensive approach for recruitment activities, we will be able to enroll the number of families needed to meet our target services units.

**Additional Information/Success Story:**
Families who returned satisfaction surveys this quarter included the following responses to the section “What I like best about the program”:
- Friendly knowledgeable teachers that work well with single dads
- I like the way the program teaches me to help my children
- The new activities introduced to my child
- The assessment so that I know how my child is developing
- Personalization, care fit the family
- Our parent educator suggests great activities, helps our children grow and develop to their best
Child Crisis Arizona – Home Visitation

**TOTAL AWARD:** $1,445,275

**YTD EXPENDED (03/08/2015)** $795,850 (55%)

<table>
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<tr>
<th>SERVICE UNITS</th>
<th>CONTRACTED SERVICE UNIT</th>
<th>Q1</th>
<th>Q2</th>
<th>Year to Date</th>
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<tbody>
<tr>
<td>Number of families served</td>
<td>350</td>
<td>272</td>
<td>293</td>
<td>293</td>
</tr>
<tr>
<td>Number of families newly enrolled</td>
<td>-</td>
<td>272</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Number of developmental screenings conducted</td>
<td>350</td>
<td>307</td>
<td>90</td>
<td>397</td>
</tr>
<tr>
<td>Number of hearing screenings conducted</td>
<td>350</td>
<td>258</td>
<td>67</td>
<td>325</td>
</tr>
<tr>
<td>Number of vision screenings conducted</td>
<td>350</td>
<td>310</td>
<td>51</td>
<td>361</td>
</tr>
</tbody>
</table>

**Narrative Report Summary**

**Program Implementation:**
- We completed 1202 home visits during the 1\textsuperscript{st} Quarter.
- **Staffing:**
  - We hired a **Case Manager** in September to help with our high needs families, getting them resources in the community and help support them to become more stable. She has already reached out to provide resources for families, including but not limited to, mental health hospitalization, rental assistance for a family being evicted, financial assistance for a new mom that is not able to pay her rent and about to be evicted, resources for a new mom that just moved to the area with a child that was born at 23 weeks gestation and in the NICU for three months with lots of medical concerns, and much more! We have also developed a plan with our outside evaluator to look at comparing the families that receive Case Management support compared to other families that could have benefited from this service but did not receive it, and if there is any change in their overall outcome of goals, parenting assessment, completion of services, obtaining resources in the community and length of time in the program.
  - We hired a **Quality Assurance and Compliance Manager** this quarter to work with the Program Director to put systems and tracking in place for all the Parents as Teachers (PAT) National, FTF and agency requirements and measurements.

<table>
<thead>
<tr>
<th>Duration of Home Visiting Services</th>
<th>Number of Families who Dis-enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 6 months</td>
<td>13</td>
</tr>
<tr>
<td>6-11.99 months</td>
<td>4</td>
</tr>
<tr>
<td>12-17.99 months</td>
<td>0</td>
</tr>
<tr>
<td>18-22.99 months</td>
<td>1</td>
</tr>
<tr>
<td>Greater than two years</td>
<td>3</td>
</tr>
</tbody>
</table>
Collaboration and Communication:
• We collaborated with AzPaC for a parent advisory meeting on 9/26/2015. This meeting invited parents participating in both programs, staff from both programs and outside resources to come together to provide feedback on our programs, what is working and ideas for change.

Barriers and Challenges:
• We continue to have families enroll in the program that decide they no longer want to participate because they move suddenly, they get a job and are no longer able to commit to the program or they decide it wasn’t what they were “looking for.” We are implementing strategies to gather additional information to see why families leave and if there are any common factors. We have also added additional questions to the intake call asking if families are going to be in the same home for the upcoming year, plans for moving, and clearly stating this is a minimum of one year commitment. We have also implemented with our outside evaluator, LeCroy and Milligan, to attempt to contact all families that leave prematurely or that leave for non-favorable reasons to do a brief exit interview. We are looking for feedback and ideas for how we can change to make sure families are fully aware of the program before enrolling.

Successes/Additional Information:
We had 100 satisfaction surveys completed by families in the first quarter. 100% of the respondents felt that the services helped their family; they were satisfied with services they received and agreed they would recommend the program to others.

Families reported the following things were most helpful about the program:
• “Being able to ask questions about development and get answers right away.”
• “Expressing any concerns or questions about raising my son and getting feedback and advice.”
• “Free resources for activities, child care, doctors, etc.”
• “Ideas for feeding and speech”
• “I love the program activities, support that comes with them.”
• “Ideas for parenting, having someone to talk to about the struggles of parenting.”
• “It has taught me better ways to interact with my children”
• “Helped me find out programs to assist in speech therapy”
• “I have three special needs kids, having someone to help that knows the system to get them the resources they need.”
• “Teaching me how to help my kids do a better job learning”
• “The program helped give me ideas to enhance my children’s developmental milestones and creative ways to improve problem solving and fine motor skills.”
• “Understanding AzEIP and DDD.”
Southwest Human Development – Home Visitation

TOTAL AWARD: $1,178,361

YTD EXPENDED (03/08/2016) $676,003 (57%)

<table>
<thead>
<tr>
<th>SERVICE UNITS</th>
<th>CONTRACTED SERVICE UNIT</th>
<th>Q1</th>
<th>Q2</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of families served</td>
<td>300</td>
<td>213</td>
<td>229</td>
<td>229</td>
</tr>
<tr>
<td>Number of families newly enrolled</td>
<td>-</td>
<td>213</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Number of developmental screenings conducted</td>
<td>300</td>
<td>198</td>
<td>169</td>
<td>367</td>
</tr>
<tr>
<td>Number of hearing screenings conducted</td>
<td>Not included in model</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of vision screenings conducted</td>
<td>Not included in model</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Narrative Report Summary

Program Implementation:

- Recruitment: The Healthy Families assessment team visits birthing hospitals including Mercy Gilbert Medical Center, Banner Desert Medical Center and Banner Baywood Medical Center. There were 116 families referred and seven enrolled. Twenty-nine families were referred by community social service providers and 67 enrolled. All families not enrolled in Healthy Families were referred directly to the new home visitation service coordination program, Parent Partners Plus or given the appropriate referral per family request.

<table>
<thead>
<tr>
<th>Duration of Home Visiting Services</th>
<th>Number of Families who Dis-enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 6 months</td>
<td>10</td>
</tr>
<tr>
<td>6-11.99 months</td>
<td>21</td>
</tr>
<tr>
<td>12-17.99 months</td>
<td>4</td>
</tr>
<tr>
<td>18-22.99 months</td>
<td>4</td>
</tr>
<tr>
<td>Greater than two years</td>
<td>18</td>
</tr>
</tbody>
</table>

- Retention: This past quarter we have had a number of families who find they can no longer meet on their regularly scheduled day or time. They regretfully inform the home visitor of the conflict and the need to close services. This is when the home visitor will suggest reviewing work schedules to determine a better time or day to meet. Home visitors will meet early mornings prior to work or school or later in the early evening once the parent is home. A home visitor can offer a small break from regular home visits while the family adjusts to the new routine. During this break, the home visitor maintains weekly communication to ensure re-engagement and retention. Eight families were offered outreach opportunities and five retained program services.
Collaboration and Communication:
- Healthy Families provides books to every target child each quarter thanks to the Early Literacy Book Program. Home visitors support the parents in providing fun learning experiences through the use of books. The books and related activities are a factor in family engagement. Parents and children look forward to additional activities that will support the child’s development. This reporting quarter, home visitors distributed 90 books.

Barriers:
- No Challenges Reported

Additional Information/ Success Story:
- Healthy Families teams serving the SEM region made 1047 home visits in Quarter 2.
  - 121 Ages and Stages Questionnaires (ASQ) were administered and 51 ASQ – Social Emotional (ASQ-SE) were completed with families.
  - Based on the outcomes of these developmental screenings 11 referrals to AzEIP or school districts were made this quarter.
- A mother with significant cognitive delays and mental health issues openly expressed her dislike for her oldest son. Preferential treatment towards his younger brother was observed during home visits. Granted, the younger son has significant medical issues and requires frequent appointments and therapists coming to the house regularly. The older son craved his mother’s attention and initially sought it through positive interactions. Eventually his behaviors grew more negative and hostile, which to mom, confirmed him being a “bad kid”. Healthy Families advocated extra services which included infant toddler mental health support through Southwest Human Development’s Good Fit program. After almost three years in Healthy Families, significant changes have been observed and acknowledged by mom. She recently shared with her home visitor how she is able to see her older son as a unique individual. She understands her mental health issues are a barrier to her relationship with him. She worries how that will impact him in the future. She is able to see him as a loving child and she is determined to continue working on herself so he has a fulfilling life. She is now able to sincerely say “I love my son” and her ongoing efforts to build their relationship is a priority in her life.
TOTAL AWARD: $750,000

YTD EXPENDED (03/08/2016) $387,784 (52%)

<table>
<thead>
<tr>
<th>SERVICE UNITS</th>
<th>CONTRACTED SERVICE UNIT</th>
<th>Q1</th>
<th>Q2</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of families who received referrals</td>
<td>5000</td>
<td>217</td>
<td>997</td>
<td>1214</td>
</tr>
<tr>
<td>Number of parenting workshops/support groups/parent-child interaction and socialization groups</td>
<td>200</td>
<td>73</td>
<td>69</td>
<td>142</td>
</tr>
<tr>
<td>Number of families enrolled in family navigation services</td>
<td>150</td>
<td>20</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td>Number of adults newly enrolled in parenting education sessions</td>
<td>10</td>
<td></td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Number of program models that completed a series during this reporting period</td>
<td>1</td>
<td></td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Number of adults who completed a program model series</td>
<td></td>
<td></td>
<td>7</td>
<td>64</td>
</tr>
</tbody>
</table>

**Narrative Report Summary**

**Program Implementation:**
- 3 Family SPOT Resource Center Locations:
  - Our Savior’s Lutheran Church
    - 612 South Ellsworth Road
    - Mesa, AZ 85208
    - Ph: 480-489-5773
  - Spirit Joy Church
    - 1159 N Greenfield Road
    - Gilbert, AZ 85234
    - Ph: 480-489-5771
  - West Mesa
    - 142 N Date Street
    - Mesa, AZ 85201
    - Ph: 480-489-5772

- Lutheran Social Services of the Southwest is subcontracting with the following organizations:
  - **AzCA New Directions Institute**
    - Parenting Education Classes
    - 271 Adult Completers
  - **Arizona Learning Institute**
    - Family Navigation and Parent Workshops
    - 15 Families receiving Navigation Services
    - 12 Workshops
  - **Teen Outreach Prevention Services**
    - Family Navigation, Parenting Education and Parent Workshops
    - 40 Families receiving Navigation Services
    - 32 Workshops
    - 20 Adults Completers
Collaboration and Communication

On October 22nd, NDI (New Directions Institute) worked with executives from the Boeing Corporation and gave a presentation about the importance of early brain development/parent education workshops as well as worked with the employees to guide them through a process of assembling Brain Box materials for future use in the Southeast Maricopa Council region. We have been successful in obtaining additional funding from the Boeing Corporation who want to see the brain-based programs that have historically become popular in the region continued. We not only provide our programs (Brain Time, Kinder Prep, Science Overview, Wired for Success, and Understanding the Teen Brain) to participants, but we also take the opportunities to ‘advertise’ all FTF funded evidence-based parenting programs that are coming up in the near future. It is, and will continue to be, a valuable recruitment tool for us to spread the word about all the parenting education efforts found within the Southeast Maricopa Region. Our participant numbers for this particular funding include: 225 Adults, and 181 children.

Barriers:

- **Family Navigation** - In mid-October, Family SPOT Leadership evaluated a tool used in Colorado Family Resource Centers that can be implemented in the third quarter. We are currently working on setting a date to train on this model. Family SPOT created an action plan to reach out in the community to invite parents and providers with the means necessary to meet the needs of the surrounding community.

- **Parenting Education** - The standards set for low teacher-to-child ratio in child care can limit the number of parents we can recruit for some workshops. Additional barriers regarding targeted populations include recruitment and retention of teen participants. Family SPOT met with TOPs to offer services in their location to help with the retention.

Additional Information/Success Stories:

- **Family SPOT** - We hosted a Wired for Success training provided by our collaboration partner, New Directions Institute. At this time, we opened this training to all Family SPOT staff and collaboration partners. We had 18 people in attendance for this professional development opportunity on brain development in children birth to five years old.

- **Teen Outreach Pregnancy Services** - Our collaboration partner, TOPS, hosted a breastfeeding parent workshop in collaboration with WIC in order to discuss the importance of breastfeeding. During this time, the group discussed successes and challenges surrounding breastfeeding.

- **New Directions Institute** - During Parenting Education opportunities, the staff provides time for parents to share ideas and stories. The benefit of this is the parents are able to relieve stress and feel validated in their concerns and parenting styles.