

community. In order to aid in this process, the FRCC is holding a women's self-defense class in which FRC women will invite their clients and other members of the community to participate in this two hour class alongside them. It is with great hope that staff members will build an even stronger relationship with the community through this event.

Success Story: FRC Aides have been working with a woman who had previously been convicted of severe neglect of her children. This client speaks very little English but has been eager to learn all that she can from the FRC staff and has attended both NPP and MPAP classes. Her two children are bright and loving and have grown socially through our Play Care program. It has been a great joy to see FRC staff striving to provide as much educational opportunity to this woman as possible. The language barrier has been a challenge, but through patience and commitment it has been a shared observation among FRC staff that she has grown in her parenting skills. FRC staff is currently working to help this client receive PCIT services from the Sacramento Children's Home. Due to the language barrier it has been challenging to relay a clear explanation of the program in a way that shares the opportunity for growth and advancement in her parenting ability, but through a collaborative effort among staff it is expected that an understanding of the benefits will be relayed in a way that is clear enough for the family to understand and therefore engage them in participating in the program.

HV: The North Sacramento FRC home visitation team continues to lead the collaborative in number of visits by a significant margin, while comparatively having much fewer referrals at times. The hard work of this experienced team is also apparent when you see the success we are having with Joint Visits with the Health Educator and the CSUS nurses. Having an experienced staff and a high AC member retention rate, are key parts of making efforts come to fruition.

Success Story: A mother of two was a main support of her family for some time. After several home visits MOB and HV set up a Parent Time Out at the FRC. MOB was able to speak to the Intervention Specialist and get resources. MOB was able to realize she was in a toxic relationship with a married man and she needed to take time for herself and have her children in a healthy uncluttered environment where they can grow. MOB moved out of her home and now stays with a friend. MOB keeps her home visits and the children are improving. HV is also trying to help MOB find resources for low-income housing were MOB can return to living on her own. MOB states she wants to be a Parent Leader at NS FRC and wants to continue to be involved in the programs. Additionally, MOB plans to complete NPP lessons this year and wants to start EMT training in the spring of 2013.

CIS: North Sacramento's (NS) Intervention Specialist (IS) has been training in a new De-Stress technique called HeartMath. This training allows participants, in real-time, to see the effects of de-stress techniques.

Success Story: MOB attended a De-Stress workshop utilizing HeartMath techniques. Typically client's will be in a high state of incoherence initially, then move towards coherence as the IS leads them through a number of breathing techniques. The results of real-time changes in breathing patterns and heart rate variability are graphed for the class to see. This MOB started in a high level of coherence, and then maintained it throughout the session. Afterwards, while reviewing the graph, MOB shared that she had made a decision three months ago (around the same time MOB signed up for HV) that she was "done being angry." At that point MOB shared she was often yelling, hitting and becoming violent. Once she had decided not to be so angry, she felt much more calm and more communicative. By attending the De-Stress workshop, MOB was able to validate that the changes she had made were working! She was very happy and proud to see her progress in a tangible format. MOB states she will continue her work towards bettering herself, with the help of Heartmath and attending Stress Relief classes at NS regularly.

NH – The Effort NH successes for this quarter include: many EPI classes heavily attended with a good graduation rate; many stress reducing classes with a good attendance rate; NH has made a name for themselves in the community;

La Familia (LF) –

HV- Overall, the Nurturing Parenting Program continues to be successful. Families engaged in the program find the parenting lessons and the support they receive from their Home Visitors, the Intervention Specialist, and the School Ready Liaison to be very beneficial. A Birth & Beyond NPP mother experiencing multiple challenges said she was so grateful that the program has helped her to become a better parent, enroll her child in preschool, and assist her with several crises she was dealing with.

EP- This year La Familia collaborated with the Church of Nazarene/Kaiser Dr. Herrera for the Health & Safety Fair. In the past the Church of Nazarene has held their Health & Safety Fair a week before/after the La Familia Health & Safety Fair. By combining the two, the Health Fair was a huge success this quarter, providing a variety of health screenings that community members were able to take advantage of including flu vaccines, diabetes, hearing, vision, body mass index, bone density, HIV screenings, blood pressure checks, and cholesterol screenings.

CIS- The Intervention Specialist (IS) is an indispensable asset to La Familia and is utilized by all LFCC/ FRC programs for families with children 0-5. When a crisis occurs, the IS is relied upon.

River Oak (RO) –

EP: Site leadership feel that this was a strong quarter for the FRC in a number of milestone areas including referrals received, needs assessments completed, number of parents attending EPI workshops, and in car seat safety workshops/information. These areas highlight improvements that have been made in River Oak's outreach strategy and the strength of key partnerships the site has developed with other community agencies and service providers. These agencies include Sacramento Food Bank and Family Services (SFBFS) and Sacramento Housing and Redevelopment Agency (SHRA) Marina Vista housing community, and make it possible for River Oak to deliver more EPI workshops at community locations. Conducting workshops at these

locations also provides the opportunity to introduce more families to the programs and services provided through the FRC. RO's strategy for outreach continues to be focused on face-to-face contacts with families that are often made possible through our key partnerships. While not all partnerships result in the FRC being able to host parenting workshops or events at those locations they do provide opportunities to contact the community. Contacts may include staffing a table in the lobby or speaking with families at an "orientation" for a partnering agency. Some of these keys partners include Shriners Hospital, Mercy Housing, UC Davis Medical Center, The Effort Dental and Medical clinics, and Community Resource Project WIC. The site's efforts to sustain and create partnerships and relationships with other community service providers have contributed to improved outreach strategy and overall service delivery.

HV: HV have continued to struggle with receiving Differential Response and Aftercare referrals, as mentioned earlier. However, recently River Oak FRC hosted a CPS Unit's meeting. This meeting was an attempt to educate and coach this Unit on what River Oak FRC offers in terms of services and supports but to also coach CPS Units Social Workers on what appropriate referrals would look like and how to make referrals to River Oak FRC. This is a great start to hopefully increasing the Differential Response and Aftercare referrals that are sent to River Oak FRC. The CPS Program Manager continues to be a good resource when site staff are attempting to educate CPS Social Workers and unit leaders about services at the FRC and request that appropriate DR referrals be forwarded to the site for Joint Visits. RO has attempted to assist other sites with their volume of referrals requiring Joint Visits and will continue to be available as needed.

CIS: While the River Oak IS has been very successful thus far this program year, there are two key areas of note. One is the successful restructuring of the Stressbusters and the increased enrollment and parent participation. Twice monthly classes are consistently full with other parents wanting to attend should space become available. Feedback from those in attendance has been extremely positive and the willingness of the IS to not only lead the activity but to also facilitate discussion has helped to make the stress reducing activity also a forum for making new friends and sharing common child raising stories. The other very successful area related to IS functions and duties has been the increase in the number of Crisis Nursery tour participants. Successful implementation of transportation guidelines and assistance as well as a day of tour IS involvement and support has greatly improved the number of families signing up for the tour and showing up at the appointed time. Positive presentation of the purpose of the tour as well as making the event fun and informative has helped reframe parent attitudes about the use of the Crisis Nursery. The IS has been very committed to these tours and the efforts made are demonstrated by the number of parents who have successfully participated.

Success Story: Mom S.W. received information from her Home Visitor about the Crisis Nursery. Though reluctant, she was persuaded to contact the IS and sign up for a tour. With the continued "nudging" from her Home Visitor, mom finally completed the tour in early September. Two weeks after the tour mom had a serious medical appointment for one of her five children and needed help with child care as she had limited transportation options. The Home Visitor contacted the IS who remembered mom from the tour. Together the two of them were able to coordinate quickly with a cooperative Crisis Nursery staff person in getting all documentation completed. Mom was able to successfully access the Crisis Nursery, leaving her children overnight without worry while she was able to take her youngest daughter to a medical appointment in the Bay Area. This was a successful event thanks to the collaboration between mom, the Home Visitor, IS and Crisis Nursery staff that resulted in a little girl in need of special medical care getting it while her brothers and sisters were in a safe and caring place and mom could focus on the appointment without worry or fear for her other children.

The Mutual Assistance Network (MAN) -

During the first quarter the Mutual Assistance Network held the first Family Pasta Dinner event for families in the Effective Parenting, Home Visitation and Crisis Intervention programs. The event was held at the Robertson Community Center on Friday, September 28th. With over 200 people in attendance, the dinner was a big success. The food was donated by several stores, including Walmart, Raley's Bel Air and Campbell's Soup, and juice and water was provided by Coca Cola. The Diva's, a Del Paso Heights church group, did all of the meal cooking and prepared two types of pasta, garlic bread and salad. Volunteers served each table and families ate the family style meals at tables for ten.

While eating, a 29 year old graduate of Grant High School and former participant in the Mutual Assistance Network youth program, provided a wonderful presentation on the importance of parent engagement with their children. That was followed by a raffle for prizes donated, including gift cards to Target, Old Navy and Kohls.

The best part of the event was watching entire families gather for a fun, social and family friendly activity on a Friday night. Del Paso Heights has no sit-down restaurants and no place to gather for a fun time with friends and family. This event provided the social get-together that everyone enjoys.

Folsom Cordova Community Partnership (FCCP) –

EP: FCCP was the recipient of a generous employee giving a donation to support the remodel of the PlayCare from Vision Service Plan (VSP). VSP, local to Rancho Cordova, believes in giving back to the community and this year decided to "adopt" FCCP's PlayCare room. VSP continues to volunteer at FCCP events as well as offer additional meeting space when needed by the agency.

HV: FCCP's Team Leader is attending the Strategies Leadership Training series. She has incorporated some of the training into Home Visitation staff meetings training component. FCCP is committed to encouraging the growth of new leaders in our organization from agency staff to AmeriCorps members.

FCCP has provided the NPP Fathers INC curriculum to 3 single fathers this quarter. There are also many couples and extended family members co-participating together in the NPP program.

A newly enrolled AmeriCorps member speaks Armenian. She has already reached out to 5 families who would not have been served in the past by the HV program. This quarter alone 8 families have successfully completed their Family Nurturing Plans and graduated from the program.

CIS: The IS has continued to streamline internal processes and build partnerships. Internal referrals from other programs continue to grow and see exceptional results due to comprehensive support network this creates.

CAPC –

CAPC is responsible for providing B&B staff training on the necessary skills to deliver home visitation and effective parenting workshops to families at risk of child abuse and neglect. CAPC continues to focus its training efforts on meeting the training needs and requests of the B&B staff. This includes emphasizing trainings to better prepare staff for working with fathers, NPP refresher trainings and Happiest Baby on the Block.

For the first quarter of the third contract year, CAPC trained a total of 139 staff, parents and community partners, which is 29% of the 2012/13 annual target of 484 training participants.

During the first quarter of the third contract year, CAPC finalized the B&B Staff Training Log to track staff attendance for each First 5 curricula offered since July 2010. For the 2012-2013 fiscal year, CAPC has developed the following action plan to ensure the target for the number of people trained in each curricula is met:

- CAPC will provide a report to each Program Manager of the staff who has and has not been trained in each of the EPI/First 5 training topics.

- CAPC will work with the B&B sites to ensure all staff are promoting trainings and outreaching to community partners to also attend.

- CAPC has begun broadly marketing B&B trainings by distributing a bi-monthly calendar of trainings that are open to community partners and others working in the social services field. Training topics include, but are not limited to, Child Abuse Prevention (CAP), School Readiness, Happiest Baby on the Block and Nurturing Parenting Programs.

CAPC coordinated a DTBY Workgroup consisting of the FRC Coordinators and School Readiness Liaisons to strategize ideas for increasing workshop participation and Training of Facilitator attendance. The SRLs have been identified as the DTBY lead. This consistency will help to ensure the SRLs are working on similar projects and will help community partners identify the contact person at each FRC for DTBY. Each SRL has a plan to begin a DTBY workshop by February 2013.

- Additionally, CAPC coordinated with Child Action Inc. to partner with the FRCs and assist with the children's portion of the DTBY curriculum. Three (3) Child Action staff will be trained in DTBY during the second quarter.

During the first quarter of the third contract year, CAPC developed 4 new EPI/First 5 training curriculums and enhanced 5 curriculums. These changes were a direct result of the Training Input Survey conducted at the end of the 2011-2012 fiscal year.

New trainings requested by B&B staff developed by CAPC include:

- Trauma Informed
- Self-Care: Understanding Compassion Fatigue and Secondary Trauma
- Strengthening Families by Building Protective Factors
- Quality Family Services: Documentation

Trainings enhanced and improved by CAPC include:

- FRC Fundamentals
- Nurturing Parenting Principles
- Nurturing Prenatal Families
- Father's INC
- Crisis Support

Technical Assistance Provided to Sites and Staffing of Meetings:

- Staffed 3 Program Managers Operations Committee (PMOC) Meetings – Provided printed materials, took minutes and offered feedback/consultation when appropriate and needed. Coordinated with county to provide MAA updates/training. Presented polices for review and approval.

- Attended 3 Team Leader Meetings – Reviewed data specific to home visitation deliverables. Discussed training needs.

Provided support regarding supervision, case loads, documentation and case file reviews.

- Staffed 2 B&B Management Meetings – Provided printed materials, took minutes and offered feedback/consultation when appropriate and needed.

- Attended 3 FRCC Meetings to ensure linkage throughout collaborative. Shared feedback regarding Parent Leadership, Fathers INC Group-based curriculum and the 2012-2013 Training Calendar.

- Attended 1 IS meetings to ensure linkage throughout the collaborative. IS meetings are held bi-monthly. Reviewed changes to the Crisis Support training. The IS is signed up to co-train this curriculum during CAP.

- Attended 1 Data meeting held at LPC. Reviewed changes to forms and impact to B&B data base, data collection and reports.

Corresponded with LPC on behalf of collaborative regarding reports and outcomes.

- Attended 1 SRL meetings to ensure linkage throughout the collaborative. Discussed the role/activities of SRLs at each site.

- CAPC attended the 0-5 Group as a representative of the B&B Family Resource Centers.

- Coordinated the ordering and distribution of Nurturing Fathers materials. Assisted FRC sites with re-ordering materials as needed.

- Provided technical assistance with specific sites regarding achieving First 5 milestones. In meetings the following issues were discussed: First 5 quarterly reports, documentation, parent leadership engagement, and training participation.

- Distributed Happiest Baby on the Block to community partners, including Mercy San Juan Hospital birthing center and women's center.

- Collaborated with Strategies to co-facilitate a Parent Café on the Protective Factors.

- Distributed 9 cribs to each of the 8 FRC for a total 72 cribs through the Cribs for Kids program to meet the needs of parents with newborns who need a crib.

- Coordinated persimmony/milestone reporting between First 5 Sacramento staff, WRMA, and the FRCs.

2. Challenges:

CAPC - During the first quarter of the third contract year the B&B training calendar emphasized trainings required for direct service with families, including: Home Visitation/Effective Parenting Basics, Nurturing Parenting Program (NPP) and Child Abuse Prevention (CAP) limiting the opportunity and time to provide School Readiness, MPAP, and DTBY trainings. During the second quarter these three other training curriculums will be offered. CAPC will also provide supplemental trainings during the second quarter including: Mental Health First Aid, Happiest Baby on the Block and NPP Groups in Action.

MV –

EP: While MV is very happy with 3 Parent Leaders, the site continues to struggle with getting more interest from other families. The Family Resource Center encourages staff to encourage their families that have shown interest. The FRCC has also followed up with families, inviting them to come to the site for an introductory meeting but to no avail. MV will continue to seek more Parent Leaders.

HV: There were no challenges this quarter.

CIS: There were no challenges this quarter.

VH –

HV- VH has hired and trained two new Home Visitors. They are now up to speed and have taken on referrals. This has helped eliminate VH's waiting list. Valley Hi continues to receive a large number of referrals. They are triaged and VH makes sure that immediate needs are met. VH also tries to connect these families to the FRC classes.

EP- One challenge has been keeping up with the growth of the VH FRC. There is a high demand for services such as EPI classes, stress reducing events, transportation, crisis management, etc... Valley Hi is training two new staff and it takes several weeks and requires them to be out of the FRC for extended periods of time.

CIS- The IS has continued to face challenges with resources for families. As programs have been closing, resources have been getting tighter and harder to access. She continues to receive a large number of calls asking for homeless assistance or help with utilities. These resources are very limited. She is able to provide them with some information, but is not able to help all families. The shelters are full and families don't want to split up. VH can refer them to the Crisis Nursery so their baby does not have to sleep on the streets, but then the families are split up.

NS –

North Sacramento is not currently experiencing any challenges or barriers that are preventing us from providing services to families living in their service area.

NH –

The Effort plans for this upcoming quarter to be more successful, as they will have all current vacant positions filled. Specifically as it relates to the CIS data NH has hired a new IS, and has had many DR referrals. NH has taken advantage of the opportunity that a new hire presents and has developed some new strategies to engage DR Referrals.

The goals of this process are as follows:

1. To ensure that families are engaged in services as soon as possible once a DR referral has been sent completing a Joint Visits (JV) with CPS, introducing them to the FRC and HV services, and contacting them to the IS for case managed services immediately.
2. Case Manage the HV DR waitlist. HV has brought on 3 new AmeriCorps Home Visitors this quarter and is still in the process of hiring one more. With the multitude of referrals coming in and HVs with very full case loads, NH has relied on the IS to engage families and provide case management while waiting for an HV in order to begin building the 6 protective factors specifically in the area of building concrete supports.
3. Upon receipt of the DR referral, TL discusses with Social Worker the needs of the family, creates a case management plan for presenting concerns, provides the referral to IS for JV. At JV the IS provides the orientation portion of services and begins to work with family (once consent is signed) on resources, referrals to community partners and safety planning as described in case management plan outlined by TL.
4. During weekly supervision, and as needs arise IS and TL discuss JV, and services in order to reassess needs, concerns and recognize strengths that the IS (and HV once assigned) can encourage the family to build on, CM planning continues throughout the service.
5. DR is assigned to HV. The goal is to have families, through the support of IS services, create more stability, decrease stress, connect to the FRC classes and groups which will prepare families to be ready to focus on NPP and minimal crisis situations once HV services are in place. This will happen by ensuring that all DR families who desire HV services will have been connected to outside supports such as AOD, Family Court, DV services, safety plans, connect to Crisis Nursery, have applied to MediCal, WIC, Access/Mental Health support, housing, prenatal appointments, and have been informed of their responsibility to protect children from possible harm such as violence and drug use. These situations have often been very stressful distractions for families and the HV team while trying to navigate through NPP and graduate the HV families.
6. HV to continue to follow up with plan, with the focus of HV on NPP, Health Topics, Parent Child activity, and then referrals to

ongoing services.

7. Subsequent IS referrals; while open to HV, if family again becomes distracted from NPP, and crisis situations become focus, the HV will refer to IS again for continued services.

8. At the time of graduation from HV NPP, the family will have gained knowledge and skills on parenting as well as connection to community resources for future crisis and concrete support. The family will also be familiar with B&B support services if resource information is needed again.

These steps have

- Increased the Intervention Services Record (ISR) numbers as each DR referral is referred to IS for case management before HV is assigned.
- Increased supervision for the case management planning stage as TL and IS are working more closely in order to ensure families receive more formalized support, with specific service steps and strategies.
- Increased ISRs have increased referrals to community programs

LF –

HV- With the transition of AmeriCorps members and trainings required before they can begin serving families, the agency Home Visitors worked with families that were to be transferred to the new AmeriCorps Home Visitors, in addition to the families on their caseload. This was very stressful and challenging for Home Visitors who already had a full caseload. The Team Leader worked closely with staff to support them through this transition.

EP- La Familia conducted a presentation asking fathers for suggestions on where and how to recruit and engage additional fathers to participate in FRC parenting workshops/activities. A common response from the fathers was, "Dads are looking for full time jobs to support their families; it is very hard to come to a workshop when your family needs food and medical attention." Some outreach suggestions included: soccer games, local auto repair shops, and local gyms. La Familia will continue to outreach in the community for the Fathers INC workshop to be held during the next quarter and will incorporate the outreach suggestions given by the fathers.

CIS- A challenge is assisting an increased level of domestic violence and homelessness cases with little shelter space available in Sacramento County. The lack of shelter space for families experiencing crisis is a concerning challenge, especially with the winter months coming. The IS will continue to attend community network meetings to look for other possible services to fill the need.

RO –

EP: – A challenge for River Oak has been engaging and maintaining male caregivers into the Fathers' INC group curriculum. While improvements have been seen in this area from our first workshop series to our present series, site leadership and staff would like to see attendance increased. Both Fathers' INC workshops have been offered in partnership with other agencies (La Familia Counseling Center first and Sacramento Food Bank and Family Services (SFBFS) currently) in an effort to outreach to a larger pool of prospective male caregivers. The workshops were also offered in the evening after general operating hours and in two different locations to make the class time and location more accessible for male caregivers. Attendance incentives focusing on school readiness and family interaction for participants were utilized and transportation assistance has been provided when available. In addition, participants in the current workshop are also eligible to receive the benefits and incentives offered by SFBFS and River Oak ("baby bucks" and "FRC bucks") and graduates will be eligible to receive bonus points through the SFBFS program. However, attendance still remains a challenge as male caregivers seem hesitant to engage in services of this kind and are reluctant to commit to the Fathers' INC curriculum. River Oak will continue to strategize on ways to increase male caregiver participation and will look to those who are currently participating to elicit their feedback on ways to improve. Site leadership value the opinion of male caregivers who are currently involved as they have already overcome any barriers to service that they might have faced and have a hands-on perspective to offer. Following completion of this Fathers' INC group and any others in the future, River Oak hopes to continue engagement with male caregivers into other FRC services (home visitation and/or other FRC groups and events) and continue to provide support and resources as needed.

HV: One of the current challenges that the River Oak HV program is faced with is the limited number of Father's who participate in the Nurturing Father's Program. All HV's have been trained by CAPC to deliver the Nurturing Father's Program however there are a limited number of willing and available Father's to deliver the program to. This is possibly due to Father's usually working during the normal FRC business hours in which home visitation is offered. The leadership team at the River Oak FRC is working on trying to figure out how to increase Father's representation at the FRC and in home visitation. Ideas to increase Father's participation is to find creative ways for outreach efforts at male orientated events such as sports events, home, outdoor sports and boating events, the state fair and other places similar to those mentioned. In regards to home visitation and serving Father's afterhours, this may be more difficult to accommodate. This is due to potential safety issues in the community in which the FRC is housed. However, the leadership team is working to increase the presence of Father's at the FRC and in home visitation. This plan to increase the presence of Father's will be lengthy and by trial and error, however the site goal is set and RO hopes to meet that goal in a timely and efficient manner.

CIS: The most pressing upcoming challenge for the IS will be the availability of Holiday resources for families in need. While already working to establish a credible list of resources, the IS is facing a big need and a potential small amount of help. The dwindling number of community resources continues to be a challenge. Families continue to struggle and the IS must work to maintain an up to date database of what is available to the community. This year has the potential to be a very difficult one for the IS. In order to be more efficient, the Program Manager has encouraged the River Oak IS to maintain an open line of

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
and clients served in group events.)						
1Q-12/13	No Goal	0	1180	1180	<input checked="" type="checkbox"/> 10/26/12 Gina Roberson	<input type="checkbox"/>
Total:	0	1180	1180			

00e. HVI Agg. - Report the total number of clients served through HVI this period.

Complete your aggregate data on clients and/or service providers served this period by clicking on the aggregate data button. (The aggregate data should reflect an unduplicated count of service providers and # of clients who received First 5 services this period: clients whom consented to participate in the evaluation, clients whom refused consent, clients ineligible to participate in the evaluation due to consent forms not in their language, and clients served in group events.)

1Q-12/13	No Goal	0	2449	2449	<input checked="" type="checkbox"/> 10/26/12 Gina Roberson	<input type="checkbox"/>
Total:	0	2449	2449			

01. Hire and supervise staff as per contract.

Hire and supervise staff as per contract. Staffing will include: .75 FTE Program Manager; .31 FTE Lead Trainer; .31 FTE Bilingual Training Specialist; .20 FTE AmeriCorps Project Manager; .20 FTE AmeriCorps Project Coordinator; Home Visitation: .30 FTE Lead Trainers; .31 FTE Bilingual Training Specialist; .30 FTE AmeriCorps Project Manager; .30 FTE AmeriCorps Project Coordinator; Subcontractors: 8 FTE Program Manager; 8 FTE FRC Coordinators; 24 FTE FRC Aides; 4 FTE Data Entry staff; 4 FTE Transportation staff; 64 FTE Home Visitors; 8 FTE Team Leaders; 8 School Readiness Liaisons; 4 FTE Data Entry staff; and 8 FTE Crisis Intervention Specialists. Indicate "achieved" if all staff were in place this period.

1Q-12/13	0	Achieved	<input checked="" type="checkbox"/> 10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

Each site has hired and supervised staff per the contract. In some cases there are temporary vacancies for which the affected site is actively recruiting. As of the end of the quarter, the following positions are filled:

- 8 FTE Program Managers (PM)
- 8 FTE Team Leader (TL)
- 8 FTE FRC Coordinators (FRCC)
- 8 FTE Crisis Intervention Specialists (IS)
- 8 FTE Data/Receptionists
- 8 FTE School Readiness Liaison
- 65 FTE Home Visitors (HV)
- 32 FTE FRC Aides (includes the Transportation positions)

Meadowview (MV): MV was fully staffed until Sept 27, 2012 of this quarter when an AmeriCorps FRCA resigned. Luckily the resignation came at a time where the slot can still be filled. MV is actively recruiting.

North Sacramento (NS): North Sacramento (NS) hired Erin Kern as their new FRC Coordinator on 7/30/12. North Sacramento is currently fully staffed. What follows are the names of new FRC Aides: Ashley Bjorge and Christi Nunez.

Valley-Hi (VH):Valley Hi has been fully staffed the first quarter.

North Highlands (NH): There were several staff changes and transitions during this first quarter. The Home Visitation program lost all 3 AmeriCorps Home Visitors along with 1 agency Home Visitor this quarter. The FRC lost 2 FRC Aides this quarter. The Effort also lost its long standing Crisis Intervention Specialist this quarter. Currently the Home Visitation program still has 1 vacancy.

The FRC currently still has 1 part time vacancy as well. The Effort, Inc. is diligently working to fill all vacant positions.

La Familia (LF): There were no staff changes in the following positions: Program Manager, Team Leader, FRC Coordinator, Crisis Intervention Specialist, four agency Home Visitors and one agency FRC Aide (transportation position). Unfortunately, the part-time Quality Assurance staff (Maysua Chervunkong) accepted a position with another agency and resigned on August 30, 2012. La Familia is in the process of filling this position.

By the end of the quarter, La Familia had all AmeriCorps positions filled. Two AmeriCorps Home Visitors and one FRC Aide will continue to serve another year. Lee Thao, Angel Ruiz, and Verence Avina, replaced the 3 AmeriCorps Home Visitors that completed their term and decided not to stay for an additional term. Yesenia Ramirez and Mai Her are the new FRC Aides and Claire Sloan is the new School Readiness Liaison.

River Oak (RO): There were many staffing changes this quarter at River Oak as AmeriCorps members ended with some members leaving service for other pursuits and new members beginning service at RO. There was also one additional Agency staffing change. At the end of the first quarter River Oak is fully staffed with the exception of currently having only a part time Intervention Specialist (IS). Mariela Silva, the RO IS left for maternity leave on August 21 with the intention of returning to the full time position in February or March of 2013. FRC Aide Gloria Kruse began working 20 hours per week as the temporary IS on August 1 while continuing her duties coordinating transportation needs of families served at the FRC. Gloria has previously served as an AmeriCorps Home Visitor as well as a temporary IS prior to filling the position of Agency FRC Aide. Other changes include AmeriCorps members HV's Pa Vang and Chenique Jackson ending their terms of service on July 31 as did School Readiness Liaison Diana Sierra. Member Malia Yang ended her HV term of service on August 8. Chenique Jackson became employed as a full time River Oak agency Home Visitor on August 1, filling the Agency position vacated by HV Michelle Guzman who moved to a clinical position within a River Oak division at the end of the business day on July 31. Additionally, AmeriCorps members Hardeep Gill and Chrysta Storm began a new term of service as continuing FRC Aides effective September 1, while successful recruitment

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
<p>brought several new and highly qualified AmeriCorps members to the FRC. AmeriCorps Home Visitors Guadalupe Jaimez and Teresa Powell started service on September 1 and AmeriCorps member Mai Lee began service on September 17, also as an HV. Two additional AmeriCorps positions were also filled this quarter with Brenda Ceballos becoming the newest FRC Aide and Maral Pirinjian taking over the SRL position, both effective September 1. All new staff have been actively completing their initial training and River Oak families are continuing to receive maximum services with no lapse in continuing services due to staffing changes. The staff at RO is a culturally diverse group and identifies with the ethnically diverse population served in the Oak Park community. Mutual Assistance Network (MAN): The Mutual Assistance Network (MAN) is fully staffed, per the requirements of the contract. During the first quarter an FRC Aide AmeriCorps Member, Michael Lee, left after completing his term and returned to the University of California at Berkeley to continue college. Michael, a graduate of Grant High School, had taken one-year off to earn money and assist his family. Michael has been replaced by Mone Vang. Folsom Cordova Community Partnership (FCCP): FCCP is fully staffed. Child Abuse Prevention Council (CAPC): All CAPC's First 5 funded staff positions are filled. The AmeriCorps Birth & Beyond Program has enrolled 69 of 70 (99%) members. The 69 members consist of: 32 Home Visitors, 8 School Readiness Liaisons, and 30 Family Resource Center Aides. One FRC Aide from the Meadowview site resigned early from his term of service for employment. Meadowview is currently recruiting to refill this slot. The Effort is currently in the process of recruiting their final HV member. The last day to enroll a full time member is November 1, 2012. Of the 69 members who are currently serving in the Birth & Beyond Program, 27 members are serving in their first term and 42 members are serving in a subsequent term (2nd, 3rd, or 4th term). 69 of 69 AmeriCorps members have participated in AmeriCorps Orientation within the first 30 days of service.</p>						
	0	0	0			

02. Provide Child Abuse Prevention Training for staff, parent leaders, and community members, in partnership with CPS.

Provide Child Abuse Prevention Training for staff, parent leaders, and community members, in partnership with CPS. Indicate the # of people trained this period.

1Q-12/13	25	27	2	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
Narrative						
<ul style="list-style-type: none"> • Mandated Child Abuse Reporter Training (MCACRT) teaches a mandated reporter his/her legal responsibilities to report known or suspected child abuse and neglect in California. • Shaken Baby Syndrome (SBS) demonstrates the effects of violently shaking a baby and provides tips for soothing a crying baby. • Alcohol and Other Drugs (AOD) training is facilitated by Bridges. The facilitator teaches participants how to work with families dealing with AOD issues. • Family Violence & Safety Planning provides participants with resources, information, and a strength-based, family development approach to assist those who are currently experiencing family violence and how to help families prevent violence. This training is intended to sensitize those who work with children and/or families to the causes, dynamics and consequences of domestic violence and other abuse issues on the child and family. • Trauma Informed provides participants with an overview of trauma-informed concepts, research & resources; the effects of trauma & challenging issues related to direct service; and practice specific interventions when working with caregivers, especially ones who have unsafe coping strategies. • Self-care reviews life changing events that cause stress; defines Compassion Fatigue & Vicarious Trauma; explores how to prevent worker burn-out; and helps participants gain knowledge of activities to help reduce stress and manage anger <p>Two (2) CAP trainings were offered this reporting period. A total of 27 staff and community partners were trained this quarter, which is 27% of the annual target of 100. The total for the contract period is 325, which is 108% of the 3-year target of 300. A pre and post-test are administered to assess participants change in knowledge. The average pre-test score was 47 and the average post-test score was 75 (out of 100 possible points), reflecting a 60% increase in participants understanding of mandated child abuse reporting, family violence and related child abuse prevention topics. A breakdown follows: July 30-31, 2012 (CAP) – 4 community partners and 10 staff trained (13 English, 1 Spanish, 0 Hmong, 0 Vietnamese, 0 Russian) September 12-14, 2012 (CAP) – 13 staff (13 English, 0 Spanish, 0 Hmong, 0 Vietnamese, 0 Russian)</p>						
Total:	25	27	2			

03. Provide DTBY Train the Facilitator Training to staff and community partners.

Provide DTBY Train the Facilitator Training to staff and community partners, in English and Spanish. Indicate the # of people trained this period.

1Q-12/13	15	0	-15	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
Narrative						
<p>Dare To Be You (DTBY) Facilitator Training is provided to FRC staff, parent leaders, and community partners. Training focuses on the DTBY curriculum and how to facilitate parent and children's groups and nurture a child's positive self-concept and social-emotional skills. The curriculum is designed for pre-school aged children 3-5 years of age and their parents. Because CAPC offered the mandatory trainings required for Home Visitation with families (Basics, Nurturing Parenting Programs (NPP), and Child Abuse Prevention (CAP)) for new AmeriCorps Members starting their first term of service, there were no DTBY Facilitator Trainings offered in the first quarter. There is one (1) DTBY Train the Facilitator training scheduled during the second</p>						

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
<ul style="list-style-type: none"> The 5 Constructs: Child Development, Empathy, Discipline, Family Roles and Empowerment. Home and group-based structure of the program through hands-on practice with the NPP lessons. Prenatal focus areas include: physical, emotional and social changes during pregnancy; fetal development; postpartum depression; and maintaining a healthy relationship during pregnancy. Fathers INC focus areas include: fathering without violence or fear; learning to play; and teamwork between father and spouse. <p>Two (2) NPP Train the Facilitator trainings were offered this reporting period. A total of 46 community partners, parents and staff were trained, which is 115% of the annual target of 40. The total for the contract period is 297, which is 248% of the 3-year contract target of 120.</p> <p>On the last day of the NPP Training last, CAPC organized a panel of fathers who completed either the Father's INC workshop or home visitation to share their experience of the program. Now that the Father's INC program has been implemented across all sites, the collaborative can benefit from hearing directly from the fathers.</p> <p>A breakdown follows: July 23-26, 2012 - 5 community partners, 1 parent and 6 staff trained (12 English, 0 Spanish, 0 Hmong, 0 Vietnamese, 0 Russian) • Community partners include Domestic Violence Intervention Center (DVIC) September 24-27, 2012 – 34 staff trained (19 English, 10 Spanish, 3 Hmong, 1 Vietnamese, 1 Russian)</p>						
Total:	10	46	36			

06. Facilitate Parent Cabinet meetings and activities to build leadership of parent leaders.

Facilitate Parent Cabinet meetings and activities to build skills and capacity of parent leaders through leadership activities and public speaking opportunities. Indicate the # of meetings/activities held this period.

1Q-12/13	4	4	0	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
Narrative						
<p>A total of three (3) Parent Cabinet meetings and three (1) events/activities were held this quarter for an annual total of 4 (3 meetings and 1 additional activity), which is 25% of the annual target of 16. The total for the contract period is 47, which is 98% of the 3-year contract target of 48.</p> <p>Each meeting has recurring agenda items including: Site Announcements, Protective Factors, "What Do I Do Situations", Outreach and Family Resource Center Coordinator (FRCC) Report Out from the chair who represents the Parent Cabinet at the FRCC meetings. Featured topics are added each month.</p> <p>Monthly Meeting attendance and featured topics follows:</p> <ul style="list-style-type: none"> July 2, 2012- 5 parents attended Featured Topic: Belarus Presentation August 6, 2012- 6 parents attended Featured Topic: Parent Café Planning and Outreach September 10, 2012 – 6 parents attended Featured Topic: Protective Factors <p>Parent Leader Activity attendance and featured topics follows:</p> <ul style="list-style-type: none"> August, 2012 – 15 parents attended Featured Topic: Protective Factors Parent Café <p>The Child Abuse Prevention Council (CAPC) of Sacramento, in collaboration with Strategies presented the 6 Protective Factors Parent Café. This Training took place at the North Sacramento Family Resource Center (FRC) where 15 Parent Leaders from each of our 8 Birth & Beyond FRC's participated. This event provided parents with a comfortable setting where they could learn about the Protective Factors and gain mastery of each Factor by participating in a discussion with their peers. Child development centered care was provided for parents who had children up to 5 years of age.</p> <p>The trainers focused on designing all learning materials based on a café theme experience. Parents were given an Agenda in the form of a Menu. Learners were seated at round tables where they enjoyed continental breakfast while learning about the 6 protective Factors. After the overview of the Protective Factors, parents traveled to different tables where they spend time with a bilingual (Spanish/English) group facilitator to examine the relevance of each Factors in their personal life.</p> <p>Parent Leaders who participated in this training reported feeling comfortable sharing their feelings without being judged. They stated that one of the most valuable moments in the training had to do with the time they spent linking what they learned to their own life. They gave credit to the effectiveness of the facilitators by emphasizing how comfortable they felt because the facilitator was able to communicate effectively in their language. In addition, Parents made positive comments regarding the overall ambiance of the training. Lastly, Parent Leaders enjoyed this training so much that they requested it be an annual training offered by the Parent Cabinet.</p>						
Total:	4	4	0			

07. Provide Home Visitation, Parenting Education Basics training for staff.

Provide Home Visitation, Parenting Education Basics training to staff. Training includes Strengthening Families, FRC Fundamentals, Crisis Management, Case Management, Differential Response, and Polices, Procedures and Data. Indicate the # of staff trained this period.

1Q-12/13	20	33	13	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
Narrative						
<p>Home Visitation Parenting Education (HV-PE) Basics Training is provided to all FRC staff including Home Visitors, FRC Aides,</p>						

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
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School Readiness Liaisons, and Crisis Intervention Specialists. The HV-PE Basics curriculum covers the following topics:

- Overview of the Birth & Beyond FRC infrastructure, history and Policies & Procedures.
- Introduces the Family Strengthening model by teaching the Protective Factors, Parallel Process and active listening skills.
- Prepares staff to work directly with families by gaining strength-based skills and knowledge in several areas including; crisis intervention, case file documentation, assessments, father involvement, staff safety and home visitation structure.
- Structured Decision-Making (SDM) explains the approach to Child Protective Services (CPS) that uses decision-making criteria for screening families and determining response priority.
- Differential Response (DR) training is facilitated by a County Planner who teaches staff about the Path 1-3 model and joint visits.
- Critical Incident Reports (CIR) are part of the overall strategy between B&B and DHHS to ensure the safety of children, families and staff. The County Planner explains the purpose and procedure for submitting CIRs.
- Additional supplemental trainings may be added throughout the year in response to collaborative needs/requests, including but not limited to Happiest Baby on the Block, Infant Safe Sleep, Mental Health First Aid, Child Development and Crisis Support.

Two (2) Birth & Beyond Basics trainings were provided this quarter. A total of 33 staff were trained, which is 41% of the annual target of 80. The total for the contract period is 288, which is 120% of the 3-year contract target of 240. A pre and post-test are done to assess participants change in knowledge. The average pre-test score was 58 and the average post-test score was 90 (out of 100 possible points), reflecting a 55% increase in participants understanding of FRC fundamentals, strengthening families, CPS and documentation.

A breakdown follows:

- July 9-11, 2012 – 7 B&B staff trained (5 English, 2 Spanish, 0 Hmong, 0 Vietnamese, 0 Russian)
- September 19-21, 2012 – 26 B&B staff trained (15 English, 9 Spanish, 1 Hmong, 0 Vietnamese, 1 Russian)

Total:	20	33	13
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08. Provide NPP training (3 days) for staff.

Provide 3-day NPP training for staff. Curriculum includes: NPP philosophy, Adult-Adolescent Parenting Inventory (AAPI-2), Family Nurturing Plan, Child Development, Parent Child Bonding Expectations, Managing Behavior, and Handling Stress. Indicate the # of staff trained this period.

1Q-12/13	20	0	-20	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

The Nurturing Parenting Program (NPP) Trainings immerse participants in the NPP Philosophy and Model through comprehensive coverage of the group and home based programs. Dr. Stephen Bavolek is committed to training the B&B FRC collaborative 1-3 times annually. These training events provide an opportunity for staff to be re-inspired (refreshed and renewed) on the Nurturing principles and philosophy. Meeting Dr. Bavolek helps staff better understand the model and put it into practice with stronger fidelity.

NPP trainings may also include refreshers or mini trainings at an FRC site to target specific needs upon request. During the 2012-2013 year, Dr. Bavolek is scheduled to visit Sacramento two (2) times to provide training and technical assistance. CAPC and the B&B Collaborative are finalizing dates in the Winter and Spring with Dr. Bavolek. Additionally, CAPC is working with the B&B FRC Coordinators and Team Leaders to schedule "NPP in Action" trainings. These trainings are designed for supervisors to learn alongside their staff for the purpose of ensuring shared knowledge and consistent practices. The Team Leader "NPP in Action" will be scheduled for the 3rd quarter.

- November 13, 2012 – NPP Groups in Action (for FRC Coordinators and Aides)

Total:	20	0	-20
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09. Provide School Readiness Training for staff.

Provide 2-day School Readiness Training for staff. Training includes: Discoveries of Infancy, Language Development, Learning Play Activities, and Transition to Kindergarten. Indicate the # of staff trained this period.

1Q-12/13	20	0	-20	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

School Readiness Training prepares B&B staff to assist parents of children ages 0-5 with the task of being their child's first teacher. The training emphasizes tools and techniques to help parents get their children ready for preschool and kindergarten. In this two (2) day training participants learn how to:

- Explain the 5 Essential Elements of School Readiness as defined by First 5 California and Families Commission.
- Employ strategies for enhancing language development in infancy and how to facilitate learning through play.
- Understand and create developmentally appropriate environments and activities to support children's learning.
- Adhere to the B&B protocol for School Readiness Liaison services.

There are two (2) School Readiness Trainings scheduled during the second quarter:

- October 22-23, 2012
- November 12-13, 2012

To ensure B&B staff receive ongoing learning and development, CAPC will offer a two (2) day Advanced School Readiness training in the classroom with a focus on family literacy and social emotional development during the 2012-2013 contract year. This training will be offered at least twice during the year for agency staff, supervisors, members and community partners.

- February 14-15, 2012

• May 30-31, 2012

Total: 20 0 -20

10. Receive referrals for parents to participate in Parenting Education Workshops and other support services.

Receive referrals for parents to participate in Parenting Education Workshops and other support services. Referrals to come from internal programs, community partners, or from self. Indicate the # of referrals received this period.

1Q-12/13 950 1323 373 10/29/12 Gina Roberson

Narrative

A total of 1323 unduplicated referrals were received by the B&B program this quarter, for an annual total of 1323 which is 35% of the annual target of 3800. The total referrals for the contract period is 11,642, which is 102% of the 3-year contract target of 11,400.

The program tracks referrals to the Birth & Beyond FRC Program for Crisis Intervention, Parent Education, Home Visitation and other support services available at the FRCs. Referrals to the program come from a variety of sources. Following is a breakdown of the majority of referral sources for the quarter: 490 (37%) self, 165 (12%) Child Protective Services (CPS including Aftercare), 143 (11%) hospitals/health clinics. CPS refers clients to the FRCs for EP workshops as they are court approved parenting classes. Families served by any of the programs at the FRC are great sources of referrals. They are able to speak positively about their experience and share the information with their neighbors and friends.

Meadowview (MV) – (161) – Meadowview receives referrals from a number of sources. This quarter MV received a total of 161 referrals. A breakdown of some of those sources are; 15 referrals from CPS, 11 referrals from churches/schools, 5 from 211 InfoLine, 6 from a hospital or clinic, 1 from WIC and many others from self-referrals or referrals from friends. Meadowview staff outreaches in the community and attends community events where referrals are completed. This quarter Meadowview attended events and outreached to potential clients at the Elk Grove Food Bank, WIC, Fairytale Town, The Gathering House, John Sloat Elementary, John Bidwell Elementary, John Still Elementary, Seevey Circle, Muir Apartment complex, Land Park Apartments and the CET 1st Annual Health Fair. Next quarter MV is scheduled to attend the CPS one-stop event.

Valley Hi (164) – Valley Hi had 164 referrals over the last quarter. VH received 91 referrals from people walking or calling into the FRC, 35 referrals from CPS, and 23 referrals from hospitals. Valley Hi continues to get a high number of referrals. The staff work hard to provide as much service to the families as they come into the FRC. With the new staff aboard VH has been able to assign all of the cases and have no waiting list at this time. All families are triaged and families with immediate needs are referred to the Intervention Specialist. Valley Hi distributes referrals to other sites when geographically possible. Valley Hi sent 25 referrals to other sites in order to help those families get services in a timely manner. These referrals were prioritized by contacts with CPS and geographic location.

North Sacramento (NS) – (112) NS Staff have engaged readily in outreach activities that promote interest in the NS FRC. Through the development of personal relationships with community partners, outside facilitation is expected to increase the number of families with children age 0-5 participating in core classes and enrichment workshops such as NPP Prenatal with Discovery High School and Height's Harvest with Harmon Johnson Elementary School.

The FRC Aides are working to develop continuous and strengthened relationships with designated community partners in order to encourage referral numbers to increase over time. These organizations include; WIND Youth Services, Spirit in the Arts, WEAVE, SACA Center, Hagginwood Community Center, North Natomas Community Center, CARES, WIC, Sacramento Urban League, Alternatives Pregnancy Center, Natomas Unified School Readiness Program, Castori Elementary, Del Paso Heights Elementary, Harmon Johnson Elementary, Child Action, Norma Johnson Head Start, Bannon Creek Head Start, Northview Headstart, Foster Parent Training Conference, Foster Family Service, Foster Youth Services, Aspiranet Triad, Independent Living Program, Liberty Tower Church and Lutheran Church on El Camino. Each of these organizations has demonstrated a need for parent education for families with children aged 0-5 years. NS received 112 referrals into the NS Family Resource Center (FRC) this quarter. Of the 112 referrals that came into the FRC, 50 were self-referrals, 16 referrals came from CPS. 19 referrals came from Hospitals and other medical facilities. The following are a few of the hospital and clinics NS receives referrals from; Sutter Memorial (10), Kaiser (2), Capital OBGYN (4), UCD and Mercy Sweet Success (2 each). NS participated in the following outreach activities this quarter; School Attendance Review Board (SARB), Pre-school Readiness Collaborative meetings with all three school districts within our service area; Natomas Unified School District (NUSD), Twin Rivers Unified School District (TRUSD) and San Juan Unified School District (SJUSD). NS also participated in the monthly North Area Collaborative (NAC) meeting. All of which provide NS with an opportunity to share program material about FRC services, EPI Workshops being offered and events taking place at the FRC. NS is also able to collect referrals at these collaborative meetings.

North Highlands (NH) – (244) The Effort received 244 referrals, of which 42 were from CPS, 38 were from hospitals, and 113 were self-referrals. The Effort receives many referrals for EPI classes. The FRC runs EPI classes constantly and consecutively so that families will always know when the next class is schedule to start, and so that they know they only have to wait 2-3 weeks before the next EPI class begins. Many of the families that ask about EPI classes are recommended to take parenting by CPS or through the Sacramento County Family Court Services.

La Familia (LF) – (125) Total referrals included: 62 self-referrals; 14 CPS (includes Aftercare); 21 from hospitals/clinics/mental health; 13 from other referral sources; 15 from other B&B sites and La Familia in house staff. La Familia continues to conduct outreach efforts to schools, medical providers, parent groups/meetings, public/private agencies, Head Start, and Healthy Start sites in target zip codes. Outreach was conducted at some of the special events and activities at La Familia, including: Celebrating Wellness event, Latino Behavioral Health Week event, the Health and Safety Fair, and the Salsa Sabor y Salud workshop. La Familia is on target to meet this milestone.

River Oak (191) – The first quarter was a strong start for the new program year with 191 referrals received; an improvement from

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

138 referrals received during the same reporting period last program year. Site leadership are confident that efforts made during the last program year to connect with other community agencies and service providers are contributing to the increased volume in referrals received. FRC staff continued efforts to meet the community one-on-one through outreach efforts at the Community Resource Project WIC Broadway location, The Effort clinics in Oak Park, and Sacramento Food Bank and Family Services mobile food distributions in our servicing zip codes. These efforts continue to be very valuable as staff are able to meet potential clients and are also able to maintain consistent communication with other service providers in the community. Site leadership continues to work on identifying new avenues for referrals and developing outreach techniques that help to engage more families into services.

Mutual Assistance Network (180) – The Mutual Assistance Network (MAN) had a total duplicated number of 180 referrals during the first quarter. In the first quarter the referrals came from many sources, including 21 from CPS.

Folsom Cordova Community Partnership (FCCP) – (146 total: majority = 49 Self, 15 community based orgs, 12 Medical, 8 CPS) This quarter, FCCP partnered with other community agencies and participated in several community based events in order to promote and link families to Birth & Beyond services. FCCP partnered with the Rancho Cordova Community Council to facilitate the Kid's Zone and outreach at the 34th Annual July 3rd and 4th Celebration which had an attendance of over 16,000 families. FCCP also partnered with Mercy San Juan Car Seat Safety program to provide multi lingual car seat education to families. As a result the majority of referrals were from community based organizations, medical providers, and self referrals. FCCP will continue to build partnerships with other agencies and seek new ways to engage families.

Total:	950	1323	373
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11. Conduct needs assessments at intake using the Family Information Form Tool to assess family strengths and needs for services.

Conduct needs assessments at intake using the Family Information Form Tool to assess family strengths and needs, and determine appropriate parenting education workshops or other services. Indicate the # of assessments conducted this period.

1Q-12/13	570	857	287	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 857 unduplicated families have been assessed using the Family Information Form (FIF) to determine families' strengths and needs, for an annual total of 857 which is 38% of the annual target of 2280. The total assessments for the contract period is 7127, which is 104% of the 3-year target of 6840.

All new clients are engaged and assessed by site staff to determine the appropriate support services to match their strengths and needs. Support services may include referrals to the Effective Parenting (EP) workshops, Crisis Intervention Services (CIS), Home Visitation and other FRC activities. Families identify their needs, and through assessments, and supervision by the Program Manager or Team Leader, the best service for the family is recommended. Since the services are voluntary, families make the final decision on which services are most suitable.

A breakdown by site follows:

MV – (148) MV completed 148 unduplicated Family Information Forms this quarter. Families are welcomed into the site or via the phone and all services are explained and offered. Families share what level of service they are interested in, whether it is home visitation, FRC services or Intervention Specialist services. Families are proactive in identifying what services are best for them.

VH – (151) All new clients are engaged in a welcoming and attentive fashion. All FRC staff are trained to conduct intake in a fashion that highlights what positive strengths the family already has and also identifies specific areas of need. Once the identified needs are discussed with the family, referrals are made to appropriate support services such as Effective Parenting Workshops, Crisis Intervention Services, Home Visitation, and the myriad of other activities offered by Valley Hi. Families may identify their own needs as well as use tools such as assessments. Recommended services are then supervised by the Program Manager, Team Leader, and FRC Coordinator in order to ensure that the families will receive not only a high level of care, but also services that best meet their specific needs. Since services are voluntary, families do make the final decision in deciding which services are most suitable for them.

NS – (114) All new FRC clients are engaged and assessed by site staff to determine the appropriate support services to match their strengths and needs. Support services may include referrals to the Effective Parenting workshops, Crisis Intervention Services, Home Visitation and other FRC activities. Families identify their needs, and through assessments, and supervision by the Program Manager or Team Leader, the best service for the family is recommended. Since the services are voluntary, families make the final decision on which services are most suitable.

NH – (64) The Effort was able to conduct a needs assessment on 64 families. The FRC staff continues to make improvements in efficiency in assessing the needs of each family individually, as well as streamlining the intake process. The Effort offers all EPI classes throughout the year including the NPP Fathers which allows for the FRC to ensure all families are able to receive the services that are specific to their needs.

LF – (87) During the initial contact, families are provided with information on the services available at the La Familia Family Resource Center (FRC) to include Birth & Beyond Nurturing Parenting Program Home Visitation, Crisis Intervention services, Parenting Workshops and other FRC services. The Family Information Form is completed and utilized as one of the tools to assess family strengths, identify challenges and to determine appropriate services for each family. Through this process families are involved in determining what services they need and are interested in receiving. La Familia is on target to meet this milestone.

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

RO – (148) The number of Family Information Forms (FIF) completed for the first quarter of this program year is 148. This represents another strong start for the program year and an improvement from the 97 completed during the same time frame last program year. Improvements have been attributed to site staff having a clearer understanding of how to use the FIF and to improvements made in the engagement skills of front line staff when working with new referrals. Staff have focused on completing opening paperwork (Referral, FIF, Consents) with families in a timely manner which has assisted staff in getting the required information for the FIF and in determining families' service needs more efficiently. The FIF continues to be an important tool in service delivery as it provides background information on the family that assists with determining service needs and appropriate referrals for all family members in the home.

MAN – (70) In the first quarter the Mutual Assistance Network FRC staff completed 70 Family Information Forms (FIF). The FRC staff continue to utilize the FIF as an engagement tool, making sure new visitors have an opportunity to learn about the many opportunities while also assessing their own strengths.

FCCP –(75) Families were assessed during the weekly FRC orientations, weekly Crisis Intervention Services, and on a walk in bases.

Success Story: One mother was referred to the weekly CPS counseling group by her social worker. MOB came in ahead of schedule and FRC staff was able to talk with her regarding FRC services. MOB was particularly interested in the MPAP EP workshop and after a tour, enrolled in the workshop. MOB shared that she was on the path of reunification with her children and believed that a combination of group counseling and the parenting workshop will help her achieve her goal.

Total: 570 857 287

12. Deliver MPAP, DTBY, and NPP effective parenting education workshops for parents of children 0-5 years old.

Deliver MPAP, DTBY, and NPP effective parenting education workshops for parents of children 0-5 years old. Provide a total of 56 workshops annually. Indicate the unduplicated # of parents that participated this period. In the narrative, indicate the # of workshops provided this period.

1Q-12/13

210

365

155

10/29/12 Gina Roberson

Narrative

A total of 365 unduplicated parents (P) attended effective parenting workshops this quarter, for an annual total of 365 which is 43% of the annual target of 840. Of the 365 unduplicated parents this quarter, 221 (61%) were mandated by CPS to attend a parenting class. The total unduplicated parents attending an effective parenting class for the contract period is 3952, which is 157% of the 3-year target of 2520. A total of 51 Effective Parenting workshops (W) started this quarter for an annual total of 51 which is 91% of the annual target of 56. Sites offer the workshops at the FRC and partner with other service providers and schools to offer the workshops off-site in the community.

MV – (a. 34 P b. 6 W) Meadowview offered 6 EPI classes (4 MPAP and 2 NPP) in English and Spanish this quarter with a total of 34 participants. Of those participants, 9 were CPS mandated. Meadowview had 3 of those classes conclude with a total of 12 graduates.

Success Story: One mom joined MPAP class this quarter with a closed mind. She stated that in the past, people in the social work field often treated her badly, told her that how she was parenting was wrong and she needed to do exactly what they told her to do. After some sessions passed, she began to open up about her past, why she was the way she was, and about how some of the suggestions made in the MPAP curriculum did indeed work for her. She began to view the facilitators as people who actually wanted to help her rather than people who put out barriers/obstacles for her. She even commented that she began to look forward to the classes and would miss everyone in the class once the class ended, and after comparing her initial attitude to her attitude at the end of the class, this was a great growth.

VH – (a. 40 P b. 4W)The Effective Parenting Workshops for parents of children 0-5 years old, such as Make Parenting a Pleasure and the Nurturing Parenting Program groups are not only court approved, but they also provide families with the tools they need to be more involved and conscientious parents. This past quarter VH offered 1 Make Parenting A Pleasure workshops in English, 2 Nurturing Parenting Program Workshops in English, and 1 Dare to Be You workshop in Spanish. Of the 40 parents, 29 were CPS mandated to attend.

Last quarter VH had a great turn out for the Spanish Language Dare to Be You series which began on July 5, 2012. This class was actually planned because the families asked for a new curriculum to be taught to them as they were excited to continue building upon the parenting knowledge they had learned in both the Make Parenting a Pleasure and Nurturing Parenting Program Workshops.

Success Story: VH had one particular client who experienced tremendous growth through taking these classes. Her husband noticed the positive changes she had made and he was intrigued. Eventually, he decided to sign up for a parenting workshop with her. They were able to complete the Dare to Be You Workshop as a couple. When the FRC Aide talked to this man on the last day of class, he expressed that he was so happy that he came to the Family Resource Center. He mentioned that it took one year for him to make the decision to take a class with his wife, but that the wait was well worth it as he recognized they were investing in their children and their family. He even chose to stay active in the FRC and has since signed up to take the upcoming Father's INC. parenting workshop geared towards fathers. It is very rewarding to not only see individual growth, but in this case the growth of the family unit as a whole!

NS – (32 P, 8 W) FRC Aides have done a fantastic job of identifying sub groups within the North Sacramento service area that have a high need for family education services. Through this process, it is expected that participation numbers will grow, and that relationships can be developed between FRC staff and community families that will lead to in-house participation of services at the FRC.

In order to increase the ability to reach families with children 0-5, community partnerships have been developed which allow for outside facilitation where groups of people already gather. Through this process, NS will develop relationships with families to

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encourage their participation in activities and classes at the FRC. Outside of Dare to Be You, 2 classes have been scheduled for next quarter; MPAP at Liberty Tower Church and NPP at Discovery High School for pregnant teens. Bilingual aides have been added to increase outreach to Spanish speaking populations which has allowed for all classes including stress relief to be extended to include this population.

North Sacramento (NS) started and/or completed 4 Make Parenting A Pleasure workshop series this quarter. Three of the four were completed, with two of them being offered in English and the other in Spanish. The fourth workshop was an English workshop that started in Sept. 2 Nurturing Parenting Program Infant, Toddler, Pre-school workshop series, both in English were completed. One Bi-lingual Dare to Be You (DTBY) workshop series at Northwood Elementary School was started this quarter. Additionally, NS completed its first Fathers INC workshop series this quarter. Sixteen of the 32 parents were CPS mandated to attend.

Success Stories: An MOB has been participating in a MPAP since September 10th. She shared in class how her communication skills have improved since starting the class. She has been utilizing the Crisis Nursery and she has expressed interest in becoming a Parent Leader. The FRCC has registered her for the next training and she will use the Crisis Nursery in order to participate in the training. Through the resources that have been provided, she now has an interview for a job which she is looking forward to. She appreciates all the services that have been provided to her since the classes started.

NH – (a. 103 P b. 9W) This quarter, The Effort NH was able to facilitate 9 EP workshops with 103 Parents. Of the 103 participants, 44 were CPS mandated to attend parenting classes. This quarter The Effort North Highlands offered 9 classes in the curricula of Make Parenting A Pleasure, Dare To Be You, Nurturing Parenting- Fathers INC, and Nurturing Parenting- Infants, Toddlers, & Preschoolers.

Success Stories: One mother who participated in Dare To Be You says she is so happy to have the opportunity to attend because she uses it as a reason to leave the house and dress up. She says it is her “me time”!

Success Story: Another mother who previously attended an MPAP class is now attending NPP Infant Toddler Preschool class. Her child has special physical needs and she attends the workshop regularly as a way to seek support from other parents. She is alone with her baby all day every day and uses her time at the FRC as a way to interact with adults and her baby can play with other children in Playcare. This mother also regularly donates her child's gently used clothing to the FRC's Kids Closet. She says that we've helped her so much, she wants to give back. NH's staff has identified her to approach about parent leadership for next quarter.

LF – (51 P, 6 W) The 6 Workshops conducted during this quarter were: 2 Make Parenting a Pleasure (MPAP) workshops in Spanish held at Nedra Head Start, 2 MPAP workshops in Spanish and 2 MPAP workshops in English held at La Familia. This quarter, of the 51 parents enrolled in the parenting workshops, 31 were referred from CPS, 3 from Family Court Services, 2 from Probation, and 15 volunteered. La Familia is on target to meet this milestone.

At the end of the parenting workshops participants are asked to write a letter to reflect on what they have learned. A dad in the English MPAP workshop at La Familia wrote:

“I really enjoyed this parenting class so much that when my other program started which includes parenting that I would not stop coming to this class here. I learned to take time out for myself, to care for myself because without that ability it's impossible to truly care for others. I also liked the interaction with other parents. It let me know that my problems are not an isolated incident. I learned about techniques to use in parenting & tools to use in different situations which I find very helpful. This class has also taught me some techniques to use with coping with stress. I will constantly remind myself to use these new skills so that I can help my child develop into a physically & mentally healthy person. In six months I plan to be with my child & her mother preparing myself to go back to school and get a career and being a positive role model and an influence not only in my child's life but in the lives of everyone I interact with.”

RO – (a. 36 P b. 4 W) A total of 4 workshops were provided to a total of 36 parent participants during this reporting period representing an increase from the 32 parent participants for the same time period during the last program year. This is yet another strong start for the RO FRC program. Of the 36 parents who attended, 33 were referred by CPS. Workshops started during this reporting period include Make Parenting a Pleasure (3 series), Father's INC., and NPP Prenatal. Both the Fathers' INC. and NPP Prenatal workshops are provided at the Sacramento Food Bank and Family Services (SFBFS) site and future workshops including Dare To Be You and NPP Infant Toddler Program are already scheduled for this location during the remaining program year. One of the MPAP workshops is currently being provided at the Marina Vista (Seavey Circle) housing community and is scheduled to complete during the next reporting period. Strong partnerships with community providers have played an important role in the site's ability to have a strong start in this milestone. Site leadership is also excited about the start of another successful Fathers' INC. workshop being offered in partnership with SFBFS. Six fathers are currently attending the workshop and are scheduled to graduate on Wednesday, October 31st. Since implementing this curriculum site leadership has found increased interest from the community and are confident that future workshops will continue to see an increase in attendance numbers.

Success Story: Expectant mom GT began attending an MPAP class in July 2012 and graduated in September. GT started out being a very quiet woman but gradually began to open up in the class as she became more comfortable. GT had such a great experience that she even encouraged her partner EI to begin attending the MPAP workshop provided at Seavey Circle. As expectant parents, GT and EI were able to utilize a First 5 New Parent Kit provided by the FRC and they both attended the FRC Bucks store in September and shopped for baby items for their soon to be baby girl including baby clothes, books, and a breastfeeding pillow. The parents also attended one of the Safe Kids Car Seat Safety classes held on-site and they're scheduled to attend an Infant Safe Sleeping workshop at the FRC in October. Site staff share that both parents have become more confident expectant parents during their MPAP workshops and have flourished in their abilities to express their needs/wants for both themselves and their daughter.

identified and are scheduled for training during the second quarter. Parents have expressed to the FRCC that they feel welcome and invited, and that they are eager to participate in all aspects of the FRC.

NH – (a. 1 W b. 10 P) – There are many parent volunteers at The Effort. Many of our parents finish taking an EP class and graduate with a Certificate of Completion, but some do not graduate and still want to 'give back' to their community and to their FRC.

Success Story: One of NH's parents currently volunteers sporadically to help be the parent voice in the FRC for the Nurturing Parenting- Infants, Toddlers, and Preschoolers class. She was not able to attend the CAPC training to become a facilitator, but The Effort welcomes all Parent Leaders and parent volunteers in any way they can donate their time. The parents currently in the Nurturing Parenting class appreciate her unique insight into how NPP has helped her family embrace the nurturing lifestyle.

LF – (a.1W, b.7P) The Parent Leader that facilitated the MPAP workshop in Spanish at Nedra Head Start was a former AmeriCorps Family Resource Center Aide who facilitated workshops for 3 years.

RO – (a.0 W b. 0) With the graduation of a former Parent Leader (PL) NC from the program the site has been unable to offer co-facilitated parenting workshops as current PL's have not yet completed the required trainings for facilitation of EPI workshops. Due to the hectic schedules of many of the PL's and the need for transportation and childcare it can be challenging for PL's to complete trainings that are offered all day and on multiple days. However, site leadership is working with PL's to problem solve around transportation and childcare challenges including transportation assistance (gas cards or public transit, for example) and alternative childcare options (childcare resources, for example). PLs continue to be excited about the possibility of facilitating and site leadership are confident that PLs will be able to complete the necessary trainings and begin co-facilitating soon.

MAN – (a. 0 W b. 0 P) No classes were co-facilitated during the first quarter. Parent Leaders that have co-facilitated in the past were unable to commit because of school and work commitments.

FCCP – (a.2 W b. 3 P) Father's INC was co-facilitated by a Parent Leader (PL) this quarter. English Father's INC completed at the beginning of the quarter and Spanish Father's INC continues.

Success Story: An FOB participating in Spanish Father's INC shared that Father's INC is much more than what he anticipated. He said that he has always depended on his wife to do the majority of the parenting but is now actively taking the initiative. FOB shared that having the class facilitated by a male Parent Leader has been a positive experience because he can relate to him and feels more comfortable sharing or asking questions.

Total: 6 8 2

14. Complete post-assessments with parents that completed an effective parenting education workshop series.

Complete post-assessments with parents that completed an effective parenting education workshop series. Indicate the # of post-assessments completed this period.

1Q-12/13 107 140 33 10/29/12 Gina Roberson

Narrative

A total of 140 post-assessments were completed, for an annual total of 140 which is 32% of the annual target of 432. A breakdown of post assessments by Effective Parenting follows: 104 MPAP; 13 DTBY; and 23 NPP. The total for the 3-year contract period is 1995, which is 154% of the 3-year target of 1296.

Analysis of the MPAP and DTBY Parent Ladder pre and post-tests results completed this quarter indicate 94% of respondents improved their score and 71% of those improved by more than 20%, reflecting a significant increase in parenting knowledge and skills.

For the NPP groups conducted this quarter, 116 AAPI-2 were completed. The AAPI-2 is an inventory designed to assess the parenting and child rearing attitudes of adult parents. Based on the known parenting and child rearing behaviors of abusive parents, responses to the inventory provide an index of risk for practicing behaviors known to be attributable to child abuse and neglect. The scale is from 1 (High Risk) to 10 (Low Risk). A full analysis of the pre and post AAPIs will be provided at the end of the fiscal year.

MV – (12) Meadowview had 3 Parenting classes graduate this quarter for a total of 12 assessments. Class 1- started with 9 participants and ended with 7 graduates. Class 2 (Spanish-MPAP) started with 3 participants ending with 2 graduating. Class 3 started with 6 and ended with 3 graduates. With all 3 classes taken into account there was a 66.6% graduation rate. The classes experienced a range of increases in parenting knowledge from 9.96% to 56.44%.

VH – (14) – The Effective Parenting Workshops for parents of children 0-5 years old, such as MPAP, DTBY, and NPP, are not only court approved, but they also provide families with the tools they need to be more involved and conscientious parents. Out of 4 workshops that ended this quarter, 14 parents completed the workshops. The parents in the EP workshops reported 14.8% increase in parenting knowledge.

Success Story: This past quarter VH has seen the changes in a father who was originally mandated by the Family Court system to take the MPAP class flourish into a parent who is now active in his community.

NS – (14) North Sacramento (NS) looks at the Parent Ladder which is the pre/post assessment parents take when completing an MPAP workshop. Looking at the results from the three MPAP workshops that were completed this quarter 7 parents completing the workshop series revealed that parents reported increasing their overall knowledge about parenting skills by 33%. Parents also indicated that their level of satisfaction and cooperation with their children increased 33%. Additionally NS looks at two other indicators on the Parent Ladder. The first being, do parents report a lower level of stress after completing the MPAP workshops? This sample reported that their stress had decreased by 33%. Secondly, NS looks at whether parents report an increase in their

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annual target of 22,000. The total for the 3-year contract period is 254,041, which is 385% of the 3-year target of 66,000. MV – (4728) This quarter MV held several classes, activities and groups in addition to the EP curriculum classes. Meadowview offered; Car Seat Safety Training, Latina's United, Family Crafts, Movie Night, Play and Learn, Zumba, palates, and Reading Circle. MV continues to partner with Planned Parenthood Mar-Monte to offer weekly teen success meetings and George Figueroa who facilitates Como Superanos at the site twice a month. Black infant Health restarted their "Sista Talk" this quarter. In addition to classes at the site, staff make many referral linkages to other community resources, such as; Clara's House, Child Action Inc., Children's Clothes Closet-Sacramento Council of PTAs, Sacramento Food Bank & Family Services, Cover The Kids, The Effort, and Sacramento Area Emergency Housing Center.

VH – (3789) Valley Hi hosts a variety of events on a regular basis which meet the community's needs and also help to reduce chronic stressors which can be barriers to success for families. These events include Anger Management classes, Counseling Groups, Support Groups, School Readiness events and classes, Community Celebrations, Family Fun Nights, Relationship Skills Building, Health Education topics, Parent/ Community Advisory committees, Exercise classes, and also the promotion of adult literacy through the Mujer Preseverante group.

Of Valley Hi's enhanced core services, a few key activities stand out more than others. VH offers an incredibly successful fitness class that is truly changing the lives of clients. Many have begun to attend regularly and have even started to bring their relatives with them. What a great way for a whole family to get healthy! It is very rewarding to see the changes in clients as they improve their health and happiness. VH's fitness class falls into the category of stress reduction, where Valley Hi makes up 54% of the total number reported as a collaborative this quarter. Additionally, VH makes up 100% of the Parent Advisory Council and School Readiness enhanced core services reported for the first quarter.

NS – (3311) The FRC has developed new programs for families that offer educational learning opportunities for families as a group, including the Height's Harvest Gardening program which teaches where food comes from, health and nutrition. It is an exciting project that will not only offer education, but also the reward of fresh fruits and vegetables. This program has also created stable partnerships with Harmon Johnson Elementary School. The FRC is also working to establish a second site in the Woodlake Community Garden which is within walking distance from the FRC.

The North Sacramento FRC offers weekly Reading Rainbow that is a story time for children and families. Children are able to check out a new book each week. NS also conducts monthly Car Seat Safety Workshops and is partnering with the Twin Rivers Police Department to assist families with proper installation procedures through hands on practice and cooperative instruction. Other classes include Height's Harvest, a community garden project that offers interactive gardening lessons to families as a whole as well as parents independently.

Parents needing additional resources are given the highest priority. Getting families linked to other social services is very important, helping to reduce stress and helping families to feel empowered. Besides encouraging families to attend and participate in FRC events and activities, staff members have made the following resources available to families this quarter;

? Crisis Nursery

? Numbers to the Parent Support Line

? Fliers for the Stress Reduction Class

NH – (3657) Enhanced core services offered this quarter were Girl Scouts, Community Collaborative Community School, Alateen, Kids Closet, Car Seat Safety Training and Big Hands Little Hands. The Effort will continue to be creative in the enhanced core services they provide to the families in which we serve.

LF – (2679) La Familia Resource Center (FRC) continues to provide a variety of enhanced core services and referrals to families that include: FRC Parent Support/Stress Reducing groups, Car Seat Safety classes, Family Resource Center Parent Sub-Advisory Committee, Crisis Nursery, WIC Lactation Consultant, Women Escaping a Violent environment, Planned Parenthood, The Effort Clinics, child development classes/activities, Cover the Kids, Sacramento One Stop Career Centers, 211 Information Line Sacramento, School Readiness Liaison with school readiness services, Safe Sleep/SIDS classes, SMUD Home Energy Assistance Program, employment workshops, karate classes, adult and infant mental health services. Additional activities offered at the Family Resource Center this quarter included: Health & Safety Fair, National Suicide Prevention Resource Table, Latino Behavioral Health Event, and the free FRC summer lunch program. La Familia is on target to meet this milestone.

RO – (4266) – River Oak continued to provide a variety of workshops for families during this first quarter. With a focus on supporting school readiness, River Oak renewed its partnership with KVIE Public Television and was able to offer the KVIE Ready to Learn Workshop: Explore Science in both English and Spanish with plans for continued workshops in the next quarter. A follow-up Nutrition from the Ground Up workshop (assistance provided by Soil Born Farms) focusing on garden maintenance, harvesting, and fall planting was held in August. Although attendance at this workshop was low site leadership and staff are continuing to move forward with plans for quarterly workshops of this kind and are working with other community gardens in the Oak Park community to strategize on ways to improve family buy-in. The FRC is also continuing to work with the Health Education Council to provide health and nutrition information to families through activities like the Healthy Cooking Class provided in September. RO's Zumba exercise groups continue to be popular groups and both are now led by Parent Leaders; participants share positive feedback about the groups and the positive impact that good nutrition and exercise are having on their families. Finally, plans are well underway for River Oak's Annual Fall Fun Festival and Health Fair in October. Last year's event was a big success with approximately 950 community members and 38 vendors in attendance; vendors represented a wide range of health and community resource programs and service providers throughout Sacramento County. Confirmed vendors for this year's

Quarter

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event include HealthNet, Cover the Kids, UC Davis MIND Institute, Safetyville, and the Charles A. Jones Skills Center, among others. Families will once again be able to participate in fun games and activities during the event and will even have the chance to see one of the Sacramento Fire Department's operating Fire Trucks! This event and others like it are an important way for the FRC to bring the community and resources together in one place to help bridge the gap between needs and services.

MAN – (3089) The Mutual Assistance Network (MAN) provided a total of 3089 duplicated enhanced core services during the first quarter. The majority of the services in the first quarter were referrals, though health needs accounted for 683 of the referrals and another 142 were for stress reduction activities.

FCCP – (2453) FCCP offered an English Car Seat Safety workshop (September 25th) in collaboration with Mercy San Juan, Family Fun Night (September 21st), CPS short term counseling, weekly stress reduction workshops like Healthy Lifestyles and Zumba. Families were linked to the 24hr Parent Support Hotline, Crisis Intervention Services, WIC, Employment Services, Medical providers, the public library, Weave, Opening Doors, Sacramento Food Bank, and School Readiness playgroups.

Success Story: A young mother of 2 small children participating in MPAP shared that she had no support and lived alone. MOB was referred to School Readiness playgroups, the Sacramento Crisis Nursery, and the 24hr Parent Support Hotline to give her a basis of support. MOB shared that she has utilized the 24hr Parent Support Hotline on multiple occasions when she was feeling stressed. She has also made some friends through School Readiness which has helped expand her feelings of support.

Total: 5500 27972 22472

16. Provide transportation services for families with children 0-5 years old, accessing services at the FRCs.

Provide transportation services for families with children 0-5 years old, accessing services at the FRCs. Indicate the # of one-way transportation services provided this period for parents and children.

1Q-12/13 1250 1593 343 [checked] 10/29/12 Gina Roberson []

Narrative

A total of 1593 one-way transportation services were provided this quarter to families with children 0-5 years of age, for an annual total of 1593 which is 32% of the annual target of 5000. The total for the 3-year contract period is 17,686, which is 118% of the 3-year target of 15,000. Of the total, 688 bus passes were given to families this quarter.

MV – (237) The Meadowview site has a van to transport families to the FRC for workshops and important appointments such as doctor appointments, legal appointments etc. FRC site staff continue to provide the needed transportation and when the van or staff is unable to provide transportation a bus pass is provided for the family.

Success Story: An FRC family gave birth to a premature baby and had no transportation to visit their child at the hospital. When they became clients of the MV site, MV discovered that the parents had been enduring 4 hour bus rides to the hospital and back every other day to see their child. They were immediately connected with transportation and what was a 2 hour trip to the hospital, became a 15 minute drive, giving the parents more time to spend with their baby.

VH – (176) Valley Hi has been able to consistently provide support to families through offering transportation not only to the FRC but to vital community resources such as MediCal funded appointments. VH has clients who without FRC transportation services would not have been able to make it to prenatal appointments, stress reducing events at the FRC, or Parenting Workshops.

Success Story: One particular success story this quarter involves a client who, without the help of the FRC transportation services, would not have been able to sign up for MediCal and in turn receive prenatal care. This client was already several months along in her pregnancy and had not received prenatal care. She had had some challenges signing up for MediCal. At the FRC she was able to not only receive help processing her MediCal application, but also transportation assistance to make it to her appointment which finalized the initiation of her health insurance. Since then, she has been able to keep regular prenatal appointments. The FRC continues to support her in maintaining optimal health by transporting her to these appointments when necessary.

NS – (222) North Sacramento (NS) continues to provide transportation support to all Effective Parenting Workshops, School Readiness Activities and Stress Reduction Classes that take place at the FRC. NS does this by using the site van or by providing families with bus passes. On a limited basis NS also provides transportation support to families attending MAA funded medical appointments. All FRC staff members have been supportive of providing transportation to families attending FRC classes and events. It has been exciting to experience the comradery among staff in supporting the challenging tasks of providing transportation to a large number of clients. Through team work, an effective system has been established.

NH – (137) Transportation is steady at The Effort North Highlands. The Transportation Coordinator is only part-time and there is only 1 van available for transportation services which make it difficult to transport many families at any one given time.

Success Story: One family who had transportation this quarter was a mom who was 8 months pregnant and had never receive prenatal care. Mom called for transportation help and asked for a ride to her provider as she had to have a test done by a date that was only week away. The person whom would be transporting her was able to schedule mom into her busy schedule and mom was able to make the appointment to receive her test on time. This mom was a member of the community who had not previously utilized B&B services, but the staff was able to talk to mom in the van and promote EP classes and upcoming FRC events. Mom said she would try to attend after the birth of her child.

LF – (236) The La Familia transportation staff was out on medical leave for several weeks during this quarter. While he was out, program staff assisted with transportation and bus passes were provided to families as needed. Families are provided with transportation or bus passes/gas cards to the FRC, medical appointments and for other approved purposes. La Familia is on target to meet this milestone.

RO – (506) Transportation assistance continues to be a strong component of service delivery at the FRC. For this reporting period 506 transports were completed. Transportation services continue to be provided for FRC workshops, classes, and events as well

as for MediCal funded appointments, other medical/dental appointments, and other approved purposes. Providing transportation assistance to a family is often the link for a family between an identified need and an available service; meaning that a lack of transportation is often the reason a family may not follow up on a referral or component of their action plan. The ability to provide transportation assistance to a family means that RO can connect a family in need to a parenting class, stress reduction activity, MediCal appointment, or to other supports in the community; this is essential for many of our families that are isolated from their surrounding communities. Transportation has been provided to families participating in tours at the Crisis Nursery South with the site's Crisis Intervention Specialist during this reporting period. This has proven to be an important use of transportation resources as many of the families in need of Crisis Nursery services are also the families most challenged with a lack of reliable transportation.

MAN – (20) The Mutual Assistance Network provided 20 transports of parents during the first quarter. Of the transports 50 were children aged 0-5.

FCCP – (59) FRC staff empowers families to seek alternate forms of transportation. In instances when a family cannot access transportation for medical related appointments, they are given bus passes. Families utilized these bus passes for well-baby checks, prenatal care etc.

Total:	1250	1593	343
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17. Provide car seat safety demonstrations for families or referrals to such workshops in the community.

Provide car seat safety demonstrations for families or referrals to such workshops in the community.

1Q-12/13	428	727	299	<input checked="" type="checkbox"/>	10/29/12	Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 727 families received car seat safety demonstrations or referrals, for an annual total of 727 which is 42% of the annual target of 1712. The total for the 3-year contract period is 5362, which is 104% of the 3-year target of 5136.

MV – (109) Meadowview refers all of our clients to the car seat safety training. This quarter Meadowview had 3 car seat safety classes and gave out 60 car seats. Meadowview continues to offer monthly trainings at the FRC and once a quarter in Walnut Grove. Additionally, Home Visitors provide car seat safety education and links to resources to every family. This quarter 109 families received some type of car seat safety education.

Success Story: I taught a Car Seat Class in Walnut Grove this month. This is an under served small community with many needs one being Car Seat Safety. We were able to provide Car Seats to 20 different families and education materials to keep their children safe in a vehicle.

VH – (79)This last quarter, Valley Hi has provided car seat safety classes to 79 parents. VH has 2 staff trained in the car seat safety course and holds classes monthly that are full. There is currently a two month waiting list to be in the class. One of the attendees had the car seat technician check her car seat and it was installed incorrectly. The attendee had other members of her family sign up for the class. She felt like the information was invaluable.

NS – (91) The North Sacramento FRC has established a partnership with the Twin Rivers Police Department that will now allow for the cooperative learning experience of one-on-one demonstration and hands on practice for class participants. The Twin Rivers Police Department is very excited for the opportunity to build positive relationships with community members at the FRC through this workshop.

NS provided monthly Car Seat Safety workshops, bimonthly English and bimonthly Spanish. Families are required to participate in hands on installation practice for pick-up of the free car seat offered to the first 10 families signed up. Referrals are made during outreach as well as in EP classes, and information on car seat safety and installation is provided to participants who utilize on-site transportation services.

NH – (115) North Highlands FRC has conducted 3 car seat and transportation safety workshops this past quarter, and has served 115 families in receiving car seat and transportation safety information. Last month, NH's certified car seat technician FRC Aides held a class teaching many parents how to correctly install their child restraints.

Success Story: Last week, one of the moms who attended class brought her child into the FRC because she felt the restraint did not properly fit her child. NH's FRC Aide, a certified car seat technician, was able to educate mom about the proper shoulder harness height for her 6-month-old son. The FRC Aide pointed out to mom that the straps were much too loose and were too high on the baby's shoulders. The FRC Aide walked mom through the process of moving the shoulder straps on the restraint and watched as mom made the adjustments. The dad was helping mom and told mom, "I told you she would know how to help us." These transportation safety workshops are held monthly for families in the North Highlands community and are one of the most popular classes The Effort offers.

LF – (80) The Birth & Beyond Nurturing Parenting Program Home Visitors provided 51 car seat information packets to families. The packets contained information on the new laws regarding the use of booster seats for children 8 years old, the importance of car seat safety, car seat checks, and safety training available. La Familia Car Seat Safety Training Technicians trained 29 parents/guardians on car seat safety/installation. La Familia Car Seat Safety Trained Technicians had been allocated 20 car seats per month from UC Davis Trauma Prevention and Outreach Program to give to families. As of September 1st the number of car seats allocated has been reduced to 10 per month for the next few months. This has proven to be a much needed resource in the community. La Familia is on target to meet this milestone.

RO – (119) This was another milestone where the site had a strong start to the program year. 119 families either attended a car seat safety workshop or received car seat safety information this reporting period compared to 76 families for the same time period last year. Providing car seat safety information and instruction remains an important focus for site leadership and staff as many families are still unsure or unaware of the new car seat laws in California. River Oak has continued its partnership with Safe Kids Greater Sacramento to provide car seat workshops at the FRC and workshops are scheduled throughout the remaining

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
calendar year. These workshops are provided in English and Spanish and families are able to access the same resource through Safe Kids in additional languages if needed. Workshops continue to be well attended and they serve as a great way for new families to learn about programs and services available at River Oak and all other FRC's when applicable. The site is currently at 54% compliance for the milestone and is confident that this level of service will be maintained through the remaining program year.						
MAN – (56) The Mutual Assistance Network held 3 car seat safety demonstration classes during first quarter and fifty-six families attended. The first quarter classes, held at the FRC, included two in English and one in Spanish. One of the trained staff members is Hmong speaking and also translates during the course for Hmong only speakers.						
FCCP- (78) FCCP continues to provide car safety information and referrals to families as needed. FCCP has developed a partnership with Mercy San Juan Car Seat Safety program to facilitate a monthly education workshop. Referrals were made to the Crisis Nurseries, FRCs and other community based organizations that facilitate car seat safety workshops as well.						
Total:	428	727	299			

18. Provide case management services for families through home visitation Nurturing Parenting Program.

Provide case management services for families with children 0-5 years old through home visitation Nurturing Parenting Program. Services are for families in need of support or are at risk of child abuse/neglect. Indicate the unduplicated # of families that received case management services through home visitation his period.

1Q-12/13	320	299	-21	<input checked="" type="checkbox"/> 10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 299 unduplicated New (N) parents were provided case management services for families through Nurturing Parenting Program (NPP) Home Visitation this quarter. Cumulatively to date this fiscal year, a total of 299 New parents have been served, which is 23% of the annual target of 1280. The total New families served for the 3-year contract period is 3973, which is 103% of the 3-year target of 3840.

In addition to the new parents, 687 Continuing (C) parents continued being served this quarter for a Total (T) 986 parents provided with NPP home visitation services this quarter.

Meadowview (MV) – (41 N, 80 C, 121 T) The Meadowview site has served at total of 121 families with ongoing case management this quarter. Of those families 41 were new to the program. Case management is provided through a collaborative process of assessments, staff and supervisor planning, lesson facilitation and advocacy for options and services to meet the family's needs. Home Visitors communicate available resources to families weekly and submit referrals to appropriate service provider. The following are some of the services that families have reported utilizing: Child Action Inc., Children's Clothes Closet-Sacramento Council of PTAs, Sacramento Food Bank & Family Services, Cover the Kids, The Effort, Sacramento Area Emergency Housing Center, La Familia Job Center, 24 Hour Parent Support Line, 211, Car Seat Safety classes, FRC EPI, Fathers Inc., Clara's House, St. John's Shelter, Crisis Nursery, Infant Mental Health, Intervention Specialist, Transportation, WIC, Medical Health Insurance,, Calworks Specialist, CSUS Nurses and Health Educator.

Success Story: A father recently signed up for Father's Nurturing Program. Father shared his frustrations regarding lack of resources for fathers in the community. Currently, father is working on gaining shared custody of his child. The Home Visitor (HV) referred father to the Intervention Specialist to assist with further legal resources. HV also provided linkages to FRC EPI classes such as Father's INC groups, transportation, 24 hr Parent Support Line, the Crisis Nursery, Health Insurance and Car Seat Safety classes. Father appreciated the support and resources.

Valley Hi (VH) – (39N, 97 C, 136 T) Valley Hi had a transition in AmeriCorps members the first quarter. There are two new Home Visitors and they have been going to different trainings up to this point. They are now up to speed and are starting to take cases.

Success Story: Valley Hi has been able to integrate the NPP Father's curriculum with a few fathers in home visitation. One of the father's began home visitation on 5/8/12. He was participating with the mother of the child, but the team decided it would be beneficial for the father to work one on one with the Father's INC Curriculum. The father has poor relationships with his family, particularly his father. He spent some time in juvenile hall and in a group home before moving to live with the mother of his child and her family. He is still currently on probation and living with his girlfriend's aunt.

When the father started with his current Home Visitor, he stated that he believed spanking was the best discipline method. His Home Visitor encouraged him to use redirection with his child and modeled it for him. He has since stated that he doesn't spank his child anymore, instead uses redirection and time out and that it has been working well for them. He would talk about his relationship with his father, but only minimally and without attaching any of his feelings to what he was describing. At the last home visit, the Home Visitor and the father completed Father's INC Lesson #205, "World of Feelings". At this lesson, the father had a difficult time with feeling words; his feeling vocabulary was very limited. The Home Visitor offered him a feelings chart and he immediately started to choose words on the chart and describe times he had felt that way. He started to attach feelings to his experiences with his own father, as well as many other things in his life. He was able to describe feelings of comfort and feelings of discomfort and how he hides a lot of his feelings with anger. A few things that stuck out to the Home Visitor was that the father used "hurt" to describe how he has felt as a result of his relationship with his father and also used "hopeful" to describe how he felt currently in his life. He has plans to complete his GED, get his driver's license, two job interviews set up and consistently scheduled time with his child. He also shared that he wants to be able to teach his child how to express himself so that he doesn't have to feel angry like he does all the time.

North Sacramento (NS) – (43N, 102C, 145T) North Sacramento (NS) continued to provide services to 102 families that opened in previous quarters. NS reported in the fourth quarter that as new AmeriCorps (AC) members opened cases NS would achieve

100+ open cases. NS is pleased to share that 43 new families opened to B&B home visitation services this quarter. This brings NS caseload to 145 for the quarter. NS is now focused on reaching site capacity.

Success Story: Erika opened to home visitation last January. She's very shy, and did not immediately engage in home visitation service. I did not expect her to stay in the program for very long. 9 months later, she has been very consistent, and is getting close to completing her Family Nurturing Plan (FNP) of 26 lessons. She has slowly opened up, and started to act on some of the discussions with her Home Visitor to better her life and her attachment with her baby. She recently started reading to her child and going to the library, as well as attending adult school to get her GED. Although she still has some major hurdles ahead of her, and she's continually acquiring the skills to cope better with life.

North Highlands (NH) – (36 N, 85 C, 121 T) Due to 3 AmeriCorps members ending their terms of service, they were not able to engage new families towards the end of their term. Agency staff served open transferred cases instead of new referrals while the new AmeriCorps team was being trained. September was a near standstill for opening new families. However, in the beginning of this quarter, NH assigned many families who are engaged with IS. Therefore, NH expects to see an increase in new opened families next quarter. In addition, NH had 1 agency staff who resigned at the end of September, and is in the process of hiring a new HV member by the middle of October.

Anecdotally, NH has seen some tremendous growth of families who have continued with the services over the past months. NH has seen Mothers grow in empowering themselves through the cycle of Domestic Violence, making choices to protect their children by removing them from a volatile situation and getting into a safe public place, leaving the violent partner or toxic family members and moving to safer living environments. Many of these mothers have come from violent families and sustained abuse as children continue to be victims of abuse as adults, perpetuating the cycle of violence. It has been very rewarding to see these mothers model appropriate boundaries for their children by saying no to the violent and toxic relationships in their lives.

La Familia (LF) – (34N, 91C, 125T) Due to the transition of AmeriCorps Home Visitor positions during this quarter, the number of new families enrolled in the NPP was slightly below planned. La Familia provided case management to a total of 125 families, of which 34 were new and 91 continuing families. With all the Home Visitors on board, La Familia anticipates meeting this milestone. Story: A mother receiving Home Visitation services had multiple issues within her family, which made it difficult to focus on the NPP curriculum. The mother was short on rent and her husband was incarcerated. The Home Visitor assisted and referred her to three Rent Assistance Programs, provided emotional support to her, and referred her to legal resources. The Home Visitor also noticed that the mother's 2 year old son scored low in speech on the Ages and Stages Questionnaire (ASQ). The Home Visitor made a referral to Alta Regional Services for an evaluation and he is now receiving speech therapy. The Home Visitor also worked with the Intervention Specialist to complete a referral for Infant Mental Health services and is being seen by a UC Davis clinician to address behavior concerns. In addition, the Home Visitor also referred mother to the LFCC Health Navigator Program that is assisting her to manage her diabetes. This mother is now proactive in addressing her family's needs and can focus more on the NPP curriculum.

River Oak (RO) – (39 N, 86 C, 125 T) - River Oak Home Visitors (HV) are now in their third year of delivering the Nurturing Parenting Program and continue to master their presentation and delivery skills. Home Visitors continue to work on maintaining quality engagement with families receiving services. In program year 11-12, the Home Visitors worked diligently on increasing their outreach efforts. This has resulted in an increase of referrals this program year and in open caseloads averaging between 12 and 15, which is the policy and procedure requirement. In continuing their efforts to produce quality referrals from outreach efforts, the site is achieving this milestone. HVs continue to report that families are enjoying the various curricula offered which include Infant Toddler, Fathers, INC and Pre-natal. With continued growth in confidence and mastery of presentation skills Home Visitors have reported that families are better maintaining home visitation consistency this quarter. This high quality of engagement between the Home Visitors and families provides the opportunity to learn, discuss and practice the various parenting techniques that are brought to light during each lesson.

Success Story: M.C. started home visitation services in April of 2011. Mom is a young Mother, only 16 years old. She comes from a family that has struggled with a variety of challenges: little to no income, mental health issues, limited access to transportation, and low level of education. Mom herself has been diagnosed with a learning disability and bi-polar disorder. Mom was assigned an NPP dosage of intervention which is 26 lessons. During home visitation, Mom became unstable and was hospitalized several times. Mom tried several different medications, support groups, one and one counseling and has since stabilized. Since stabilizing Mom has returned to school, excelled at re-educating herself regarding parenting, and has put many of the tips NPP suggests into place. Mom is currently working with her child on toilet training however, since discussing this with the Home Visitor at several different home visits as well as repeating the toilet training lesson it was decided that perhaps the child is not ready for toilet training. Mom reports that since NPP her communication skills with the child as well as Maternal Grandmother have gotten better. Mom completed her Family Nurturing Plan however, after her third AAPI results, the Home Visitor and Mom discussed adding additional lessons. Mom accepted the additional lessons, she currently has one lesson left then she will graduate from the program.

Mutual Assistance Network (MAN) – (43 N, 67 C, 110 T) The Mutual Assistance Network (MAN) had a total of 43 unduplicated new parents enter into case management services during the first quarter. The Home Visitation program has worked hard to recruit and engage families in the NPP program. Nineteen families graduated during the first quarter and many are on track to complete the program curriculum.

Folsom Cordova Community Partnership (FCCP) – FCCP- (24 N, 79 C, 103 T) Birth and Beyond Home Visitor's engaged 24 new families, this quarter, despite having AmeriCorps member vacancies. These families came into the program via walk-in, hospital, WIC, and CPS referrals. Home Visitors referred every parent, in NPP, to Family Resource Center activities and provided immediate information and referrals. This included 211, the Parent Support Hotline and a referral to the FRC Intervention Specialist, as needed. An invitation to parent child classes and to the stress reducing classes along with the FRC calendar of events was also provided.

Success Story: In a referral from a hospital Social Worker, a young Mom had delivered a baby and had no family or social support

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

system. The Social Worker reported that MOB was very stressed and anxious about being a parent. The Home Visitor engaged Mom into the NPP home visitation program right away. Mom did not have any clothing, diapers, or a crib for the baby to sleep in. The HV partnered with the Crisis Nursery, the FRC, Intervention Specialist and WIC staff. MOB was taken on a Crisis Nursery tour and was able to get clothing and a car seat. The Home Visitor was able to educate mom about infant safe sleeping practices. She then, also, received diapers and a Pak N Play at the FRC. Mom then was able to meet weekly with the Home Visitor and concentrate on the weekly lessons because of this support. MOB has gradually improved her confidence as a parent and even has taken her baby to the Crisis Nursery for respite when she feels she needs that support.

Total: 320 299 -21

19. Provide home visits for families, utilizing the Nurturing Parenting Program model.

Provide home visits for families, utilizing the Nurturing Parenting Program model. NPP model will be adapted by home visitor in conjunction with the family for family's strengths, needs, and demographics. A total of 1,280 families will be served each year. Indicate the # of home visits provided this period. In the narrative, indicate the unduplicated # of families that received the home visits this period.

1Q-12/13

3840 5276 1436

10/29/12 Gina Roberson



Narrative

A total of 5276 NPP Home Visits (HV) were provided this quarter to a total of 986 unduplicated Parents (P) using the Nurturing Parenting Program, for an annual total of 5276 which is 34% of the annual target of 15,360. The total for the 3-year contract period is 46,058, which is 100% of the 3-year target of 46,080.

MV – (680 HV, 121 P) Home Visitors (HV) are providing weekly home visits offering programs to pregnant mothers and families with children 5 and under. MV offers the following evidence based programs: Prenatal Nurturing Program (PNP), Nurturing Parenting Program (NPP) and Fathers Nurturing Program (FNP). During home visits, HVs focus on educating families on the importance of building the social, emotional and cognitive developmental foundations of young children. HVs have reported parents and children involved in the program have exhibited enhanced parent and child interactions and invested interest in all areas of their children's development.

Success Story: A mother shared during Lesson 5, Brain Development, that she was worried about the effects of her unhealthy relationship on her newborn baby. Mom disclosed that her and the father had an intense relationship prior to baby's arrival. Father's family disapproves of their relationship and Father has not told them about the birth of the baby. HV was able to educate Mom on the negative effects of their stressed relationship on their baby's brain development. Mom agreed to meet with the Intervention Specialist and look into anger management and healthy relationship classes to foster a healthy environment for baby's development.

Success story: A mom (J.A.) shared after Lesson 49 on Criticism and Confrontation that she learned that when people are criticized they are defensive and get their feelings hurt. Instead, identifying the behavior that is the issue/problem helps to get resolution. For example, she often felt frustrated that toys were being left everywhere. She worked with her Home Visitor on ways to confront her children and help them understand why she gets frustrated and learn responsibility that was age appropriate. This was a very different approach from the way that she was raised.

VH – (668 HV, 136 P) Valley Hi has recently added two new AmeriCorps Home Visitors who completed their formal NPP training in late September. They have been shadowing Valley Hi's seasoned Home Visitors (a total of 7) so they are able to witness NPP in action with the families. They have both been assigned cases and were successful in opening. A 3rd term AmeriCorps Home Visitor was assigned a leadership role and is accompanying the new AmeriCorps Home Visitor on their visits, providing feedback and answering questions. This will help build the new Home Visitors' confidence while challenging the 3rd term member to grow in leadership. All Home Visitors continue to meet weekly in supervision with the Team Leader. The Home Visitors have learned the Pre-natal and Father's INC curricula as well and have been presenting them to the appropriate families.

NS – (a 840 HV b 145 P) The Nurturing Parenting Program (NPP) builds on a foundation that first helps parents understand the importance of empathy. Once a family progresses past lesson 6 the family starts working on lessons that help educate parents about feelings and developing healthier communication skills. Parents are also taught how to develop healthier expectations of what their children are capable of based on information about age appropriate developmental milestones. Parents are encouraged to put these skills into practice during the home visit. What follows is a great story about how parents and families begin to make changes.

Success Story: One of the teen mothers provided home visitation services, is 2 lessons away from graduating, completing her 26 lesson dosage plan. MOB is also in her senior year of high school even though she is home schooled. I have seen this Mom grow a lot as she has learned to be a more competent mother to her child. She also lives with FOB who also works full time to support his family. FOB has indicated that he wants to complete as many NFP lessons as he can before December. In December they will be moving out of Sacramento as a family, where mom hopes to continue her education.

NH – (636 HV, 121 P) The Home Visitors continue to provide services using the NPP curriculum. NH has been very proactive in helping families utilize the lessons. Specifically Lesson 30 "Child Proofing Your Home from Danger." This is becoming a very active lesson with many families, especially families who have many pets, a struggle with hoarding, or simply lack of knowledge on how to keep the home environment clean and as clear as possible from harm including fire hazards, water hazards, and other environment factors like kitty litter, 2nd and 3rd hand smoke, dust, dander, and mold. NH Home Visitors practice with each family, getting on the floor at the child's level and identifying hazards. Depending on the state of the home and the follow through of the parent, the HV may do this in each room of the house. The parent and the HV create a list of things to fix, prioritizing them and setting dates that the parent plans to have them done by. Again, dependent on various factors, this could take one visit and at the next visit the list is completed, and for some it may last 3 visits with a continued "to do" list throughout the service.

LF – (681 HV, 125 P) Home Visitors continue to offer weekly, in-home Nurturing Parenting lessons and support services for families. Parents are engaged in the development of their Family Nurturing Plan and selection of lessons; to address challenges and issues affecting their parenting such as, a history of domestic violence. La Familia has seen an increase in the number of high risk families referred to the B & B Nurturing Parenting Program; many times these families are dealing with crisis after crisis and/or may be developmentally delayed or suffering from mental illness, making it difficult to keep them engaged in weekly NPP lessons. The Team Leader will continue to monitor these families closely and will work with Home Visitors and the Program Manager to determine if they are suited for the program. Families are referred to the Intervention Specialist to assist with crisis situations and resources as needed.

Home Visitors report that families engaged in the Birth & Beyond Nurturing Parenting Program (B&B NPP) continue to provide positive feedback regarding the NPP lessons, demonstrate positive changes in their Pre to Post AAPIs, and per Home Visitors observation.

Success Story: During lesson 3, “Nurturing Parenting,” a mother realized that she had improvements to make after assessing her parenting ability in each of the seven concepts. She recognized that she scored lowest in the assessment on nurturing herself, and that most of her energy goes into nurturing her child. The Home Visitor explained that part of being a nurturing parent is taking time for self-care. Since completing the lesson, the mother has found respite by leaving her child with the maternal grandmother and now realizes that she has to take care of herself in order to be the best caregiver for her child.

RO – (547 HV, 125 P) - With greater mastery of the Nurturing Parenting Program and full implementation of the Pre-Natal Nurturing Parenting Program and the Nurturing Father's Parenting Program; River Oak Home Visitors continue to be successful in engaging families and completing scheduled home visits. Home Visitors' confidence in delivering quality lessons continues to grow, resulting in keeping families interested and engaged with the curriculum. With this reinforced confidence and mastery of lesson delivery, HV continue to focus on areas of need where growth can be recognized by the parent, leading to the growth of parenting confidence which in turn spurs continued family participation and consistency in scheduling and keeping weekly home visits. With continued growth in family participation and Home Visitor engagement rates, River Oak is well on track to meet this milestone during the program year. Site data continues to indicate that families are developing an understanding of the lessons delivered and are gaining a greater mastery of the parenting skills presented. Pre-test and post-tests have shown there continues to be a reversal in direction for construct “E”; Empowering Children moving from “high risk” to “low risk”. This can be attributed to the continued growth in confidence and HV lesson understanding and delivery. Some of the more challenging lessons in construct “E” include “Our Bodies and Sex”, “Helping Children Manage Their Behavior”, “Criticism and Confrontation”, and “Problem Solving, Decision Making, Negotiation and Compromise”. Home Visitors report an increased confidence in delivery of these lessons, however due to the content of the lessons HVs share that many times these lessons may take two or three home visits before there is parent mastery of the lesson content and passing of competencies. This challenge often results in a slower pace of delivery, occasionally resulting in families taking longer than expected to graduate from the Nurturing Parenting Program (NPP). Even though construct “E” has a few potentially difficult lessons, HV's continue to state that they enjoy delivering these lessons and look at them as a challenge and an accomplishment once the parents pass competencies.

Success Story: Father E.T. started the Father's INC home visitation program on 03/19/12. Since starting the program dad has been consistent with his home visits and the completion of his journal. Dad is working full time and was going to school a couple of days a week at the beginning of the services. He was meeting with the Home Visitor on his day off from work but recently his work schedule was changed making it a bit more challenging for him to be available for lessons. Dad is making the time each week after work to continue to meet with the Home Visitor. He is very involved with his children and recently established joint custody with his children's mother. Father reports to be making efforts to improve his parenting skills every day.

Success Story: L.P. is a dedicated, loving and supportive parent. L.P. started the program last year and since then she has been consistent with her home visits, journal, parent/ child interactions and other activities. When mom started the NPP she was struggling with communication and discipline skills. Mom was very impatient and had inappropriate expectations for her children. Mom was expecting her 10 month old baby to behave and to control her temper tantrums. Mom also had believed that she had to be right all the time and criticized her family for everything. Mom started changing her point of view when she started to develop new parenting skills. Mom learned little by little through the NPP about bonding, attachment, empathy, and feelings. Mom started changing her inappropriate expectations when she learned about child development and different discipline techniques. Mom also participated in some FRC activities and classes.

Mom was happy about what she was learning so much so that she started sharing and referring families to the NPP. Mom is determined to keep learning and working on her nurturing parenting skills. Mom enrolled in other parenting classes as well as a marriage class at the Sacramento Food Bank. Mom is on the path to graduate from both her additional parenting class and her marriage class. She is also only a few lessons away from graduating from our Nurturing Parenting Program.

MAN – (649 HV, 110 P) During the first quarter the Mutual Assistance Network had a total of 649 Face to Face visits. The energy of the Home Visitors was prevalent every day as they conducted visits and trainings daily.

FCCP –(575 HV, 103 P) Home Visitors taught 575 NPP lessons over the first quarter. Home Visitors enthusiastically share the NPP philosophy and curriculum with families on a regular, weekly basis.

Success Story: A young Mom living with her mother and her 13 month old son have been participating in home visitation. The Grandmother wanted to be part of some of the lessons. It was clear, from the first NPP lesson, that this mom and grandmother had conflict between their parenting beliefs and styles. Both shared that they often argued in front of the child but wanted to change this. The HV then worked alone with Mom through lessons about self-worth and personal power. Alternately, she worked alone, with Grandmother, on the Hopes and Fears lessons. After this, they were able to come back together and reported having a better understanding of each other. They reported that they want the best for the child and are willing to work together to that end. They are now half way through their Family Nurturing Plan. They, now, do parent- child play activities together without arguing!

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
Total:	3840	5276	1436			

20. Conduct joint visits with CPS to link differential response families with FSC services.

Conduct joint visits in the home with CPS to link differential response (DR) families with FSC services and community supports. Indicate the unduplicated # of families that received joint visits this period.

1Q-12/13	50	90	40	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 90 unduplicated families received Joint Visits with CPS this quarter, for an annual total of 90 which is 45% of the annual target of 200. The total for the 3-year contract period is 776, which is 129% of the 3-year target of 600.

MV – (7) B&B's collaborative partnership with Child Protective Services (CPS) allows MV to serve families through the process of a Differential Response (DR) referral. Together, CPS staff and a Home Visitor (HV), meet jointly with referred families to address areas of potential risk and to offer services at a community based level. Many families agree to B&B services and go on to make huge progress in the program.

Success Story: DR case was received and mom connected well with HV. HV ended up leaving and mom made a very successful transition to a new HV. Since then the HV reports that Mom actively participates during discussions, voicing her concerns and challenges with her child in relation to the lessons and techniques shared. Mom had visits with both the student nurse and the dentist (Vis UCD). Mom is currently working on time out with her children. HV shares that Mom has truly benefited from the program.

VH – (11) CPS JVs: The Home Visitors and CPS continue to work together on Joint Visits to best respond to the needs of the families referred by CPS. Overall, the Home Visitors and Team Leader report positive interactions with CPS Social Workers during the visits and High-Risk Staffing. CPS Supervisors have been responsive to the Team Leader's request when assistance is needed for follow up. And the CPS Liaison who sits on the Multi-disciplinary Resource Team (MRT) will provide information as necessary and follows up with any concerns presented during MRT. She has made herself easily accessible to all team members. NS – (7) North Sacramento (NS) continues to have a successful relationship with CPS in completing DR Joint Visits. On top of the regular DR Joint Visits that NS completes, NS is starting to receive some DR referrals from the North Highlands FRC, who has recently received more referrals than they can handle. In a collaborative effort NS makes sure that these additional DR Joint Visits help NH work through their referrals. This also insures that families are linked to FRC and HV services. NS will continue outreach to the North CPS Units over the next quarter.

Success Story: I have been seeing S.K. since our successful DR Joint visit. The Social Worker (SW) was very helpful with encouraging MOB to engage with and utilize the Birth and Beyond NPP home visitation program. Even though MOB has consistently struggled with mental and physical health issues, domestic violence/custody/legal issues, homelessness, and difficulty accessing public aid since opening her case, she has nonetheless been consistent with her visits, and always calls me to let me know where she is when she cannot keep an appointment. She recently was successful in appealing her abusive FOB's emergency ex parte custody order, and now has custody of her daughter again. She is nearly at the end of her pregnancy (with twins!) and to say that she has a lot on her plate is an understatement, but she always manages to put her stressors aside to focus on the lesson at hand, and she brings a cheerful attitude to the table. MOB continues to utilize HV, IS, and the FRC as supports during this last part of her pregnancy, Mob reports feeling much better about the twins arrival. She is thankful for being connected to Birth and Beyond via the DR referral and joint visit.

NH – (30) North Highlands has had many DR referrals this quarter. Having a new IS structure and protocol of capturing CPS Joint Visits has created a large increase in this service, and has had an impact on the qualitative outcome of the services. The IS has been working with families first on the stressful concerns that often bring them to CPS' attention. Families are then opened under the home visitation program.

LF – (11) La Familia continued to receive CPS referrals and conduct Joint Visits during this quarter. As needed, High Risk staffings were coordinated with CPS Supervisors/Social Workers. The CPS Supervisor designated to participate in La Familia's Multi-disciplinary Resource Team meetings has consistently attended the meetings and has been available for consultation as needed. La Familia is on target to meet this milestone.

Success Story: A single mother was referred to Birth & Beyond by CPS and was encouraged to sign up with the Home Visitation Nurturing Parenting Program, with the immediate goal of getting her children signed up for MediCal and to bring their immunizations current. With the support of the program she was able to enroll in MediCal, secure a medical home, bring her children's immunizations current, and is now actively involved in the Nurturing Parenting Program curriculum as well as her children's health care.

RO – (6) As mentioned in the fourth Quarter Report for program year 11 -12, River Oak continues to have challenges meeting this milestone. However, the Team Leader (TL) and Program Manager (PM) have worked diligently with the Child Protective Services (CPS) Program Planner in contacting CPS unit supervisors to build a relationship that will result in an increase in Differential Response (DR) referrals. However, data collected continues to suggest that there is a lower incidence of CPS reports made in the zip code areas served by River Oak and few referrals for Joint Visits requested by Social Workers. This year a variety of strategies will be used to increase both DR and Aftercare referrals from CPS. Strategies include maintaining a constructive dialogue between the CPS Program Planner and CPS Social Workers in regards to referral to NPP, instructing the HV's to not wait to contact the CPS Social Worker, the use of a "warm handoff" to increase engagement between the family, inviting CPS units to tour the FRC site, and facilitating brief presentations to CPS units in regards to the diverse services offered at the FRC. All of the above mentioned strategies will hopefully lead to an increase in CPS DR and Aftercare referrals and completed Joint Visits. River Oak will continue to work on improving the quality of the site/CPS relationship this program year and efforts to increase the number of Joint Visits completed.

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

Success Story: Mom opened for services in May 2012. She was referred to NPP due to using marijuana during pregnancy. During the Joint Visit with the CPS Social Worker both Mom and Dad were present and they both signed consents to participate in NPP. Both Mom and Dad have had a difficult childhood, Mom was abused by maternal grandmother and Dad was raised in the Foster Care system. The case was opened three months after Mom gave birth to a healthy boy. During the initial visit Mom and HV discussed postpartum and safe sleeping. Mom stated that she was currently suffering from postpartum. HV assisted Mom in calling her primary care physician and scheduling a visit so that Mom would be able to receive some support for her postpartum. HV also followed up on the use of marijuana by Mom and Dad. Both parents stated that they are no longer using marijuana as a stress reliever and are now using several of the tips and tools outlined in NPP such as a parent time out, getting outside, doing something active and finding and using supports such as friends and family. The family is now in the midst of working on their Family Nurturing Plan.

MAN – (10) The Mutual Assistance Network (MAN) conducted 10 Joint Visits with CPS during the 1st quarter and continue to receive several referrals.

Success Story: Kerry and Tom have one child Rachel, now 8 months old. They began Birth & Beyond Home Visitation on 2-16-12. They were referred by Child Protective Services and a Joint Visit was conducted. I'm happy to say that after working with the family for several months Rachel is healthy and thriving. She is current with well-baby checkups and Immunizations.

Kerry and Tom took the AAPI and were encouraged to do 26 Lessons based on their assessment. Both participate and rarely miss a visit. When the family joined the program Tom had no health coverage and had no income. Tom also shared he had mental health issues that needed to be addressed. With encouragement he applied for CalWorks and was able to get Cash Aid and Food Stamps for him and Rachel. Tom now has MediCal and was finally able to see a doctor for checkups. A Joint Visit with the Health Educator was set up for Tom, so he could learn about how to access needed medical care. He is now on his much needed anti-depressants and anti-anxiety medications. He is feeling and doing much better. He is now waiting to hear from a referral for his counseling to begin with a psychiatrist. Tom keeps all his doctor appointments and is going to make his first dental appointment soon. He hasn't seen the dentist in many years. Tom is now taking the steps to see if he might qualify for SSI due to his mental health issues.

The family was also living in a very small and not so safe trailer when I first started seeing the family. I gave them information and resources regarding low income and affordable housing. Tom and Kerry followed through and were able to move into a safer and larger two bedroom apartment. I am happy to see they also utilize the Sacramento Food Bank and food closet lists that Home Visitors give as a resource when needed. They recently shared they need to work on communication. I gave information on the Flourishing Families Program to strengthen their relationship and work on communication and listening to one another. They both plan on doing the program so they can be the best parents and role models they can be.

Tom and Kerry need two more lessons before they graduate and complete the program. After completing their second assessments at lesson 6 they both improved in most areas. Tom improved in 4 areas and Kerry improved in 5 areas of the AAPI. They will complete their 3rd and last assessments at our next visit. As their Home Visitor, I am proud to see how far they have come since working with them. I am proud to be a part of their success and will celebrate their graduation with them happily.

FCCP – (8) FCCP had a steady increase of referrals this quarter, both DR and Aftercare. Home Visitors worked closely with the CPS Social Workers to provide the referrals and resources necessary to help stabilize families. FCCP kept in close contact with the Social Workers, as necessary, to help parents succeed and keep their children safe from harm.

Success Story: FCCP received a DR referral on a single father in which MOB and FOB were accusing each other of using drugs. After investigation it was determined that MOB was the one using drugs and full custody went to the father. When the Home Visitor went to the first visit and asked where the 5 month old was, father took her to a bedroom where baby was in the car seat in front of the TV. Father shared that he did not know what to do with his daughter. The HV gave the father Parent-Child bonding activities for him to do using the NPP Father's INC curriculum. The HV has watched the father/daughter relationship grow over the last few months. Dad is now very involved in helping his daughter's social emotional development grow and feeling more capable as a parent.

Total:	50	90	40
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21. Conduct joint visits with a FNP to provide additional health support and/or education.

Conduct joint visits with a Family Nurse Practitioner (FNP) to provide additional health support and/or education. Indicate the unduplicated # of families that received a FNP joint visit this period.

1Q-12/13	64	74	10	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 74 unduplicated families received joint visits with the Health Educator (HE) this quarter, for an annual total of 74 which is 29% of the annual target of 256. The total for the 3-year contract period is 320, which is 42% of the target of 768.

An additional 57 joint visits were conducted by CSUS RN Nursing Students this quarter, for an annual total of 57 and a 3-year contract total of 264. In most cases these are additional unduplicated families receiving Joint Visits for medical/health concerns; however, in some cases they are follow-up visits to the same families seen by the Health Educator. This has been a beneficial resource for the four B&B FRCs that participated in the program. They plan to continue utilizing these nurses as long as they are available.

MV – (12) The Health Educator (HE) from The Effort has been able to address environmental, physical, social and emotional health of clients during arranged Joint Visits in the months of July, August and September. HE also assists with advocacy and helping parents navigate the health field.

Success Story: HE met with a Mom, who resides in a rural area of Walnut Grove with limited health care accessibility. HE addressed Mom's concerns about target child's (TC)(2 yrs.) leg development. TC's doctor had requested an x-ray but the

technician took the x-ray of the wrong leg. Mom was informed, that regardless of the error she would have to wait another 6 months to get x-rays redone. HE encouraged Mom to call back to have x-ray expedited due to the high probability of TC falling and resulting in a head injury. HE assisted Mom on prepping questions prior to the call. HE also provided additional information on organizations within Sacramento such as The Effort.

Success Story: During a Joint Visit with Health Educator and HV, Mom was slurring her speech and the right side of her face appeared hanging/dropping. HE and HV encouraged Mom to use emergency care, especially since Mom had MediCal. Father transported Mom to the ER immediately. Mom was diagnosed with Bell's Palsy.

In addition to the Health Educator, the Meadowview site has been working with 2 RN nurses from the Cal State University Sacramento (CSUS) Nursing program. The nurses are available to meet with families to address health related questions and concerns, share health information, create links to referrals as well as advocate as needed with their primary physicians. The nurses restarted their semester in September, attending 15 Joint Visits during that month.

VH – (5) Valley Hi had 5 Joint Visits with the Health Educator. Valley Hi is working with the new HE on ways to utilize the time he is here. One of the strategies is to have the Home Visitors double book each time slot to avoid no shows by the families.

To help meet the need of the families, Valley Hi is engaging nursing students from CSUS to do Joint Visits with families. These are licensed nurses working on getting a B.A. in nursing. Valley Hi is scheduled to have 2 nurses on site once a week for a semester. This has been an additional asset to the families. The semester started in September and the Joint Visits have just started to occur. They were able to conduct 6 Joint Visits this quarter. The response from staff, the nurses and families has been overwhelmingly positive. The services provided by the nurses are essential to the mission of home visitation because health and wellness is the foundation of good parenting. NPP's mission dictates that a Home Visitor address health related issues and concerns with clients. Having the nurses on a regular basis has made it possible to meet more of the needs of the families that we serve.

NS – (15) North Sacramento (NS) completed 15 joint visits with the Health Educator (HE) this quarter. Additionally, NS continues its relationship with CSUS Nurses who go out on Joint Visits weekly with Home Visitors. Together they completed 36 separate visits from the families the HE saw. The Joint Visits with both the HE and CSUS Nurses continue to provide NS's Home Visitors (HV) and families with more medical education and support. NS's HV have seen a difference in how families utilize medical resources. After meeting with the HE or CSUS Nurses, families were more responsive to seeking and keeping medical appointments, furthermore both HV's and the families served report that they find the additional support of the HE and CSUS Nurses to be very beneficial. Note the current HE is new, who came out to NS for his first visits on 10-1-12.

Success Story: MOB, HV and HE met at MOB house and after introducing MOB to the HE the HE answered every question MOB had for her. MOB was concerned about her unusual spot of blood during light exercises. MOB had had a C-section 9 months ago. She was concerned but not yet ready to do anything about it. The HE encouraged MOB to go see her doctor. She didn't want to because of a lack of health insurance. HV and HE strongly encouraged MOB to go to a clinic. After HV reminded MOB about the NPP lesson on self-care, she finally agreed to schedule an appointment at The Effort Clinic. The HE then made arrangements for MOB to see a doctor at The Effort Clinic downtown. This client's linkage to needed medical care would not have been possible without the combined efforts of the HV and HE working together.

NH – (10) The new HE has been effective and impressive to staff and families. In addition to HV families, he has helped families who are engaged with and consented to IS services, pending HV services as additional stress relief support to families with specific health concerns. NH has made the HE referral part of the intake process along with the health screen. This became required in order to ensure that all families have the opportunity to have the HE service as well as schedule families with the most health needs first.

LF – (12) The Health Educator continues to provide families with powerful, health-related information and referrals. La Familia's Home Visitors are also enriched with the knowledge they have gained during the Health Educator Joint Visits. Families continue to be very pleased with the manner in which the Health Educator provides information and referrals. The transition from Health Educator, Gina Lindsay to Mr. Bacho, was smooth with no major delays in conducting joint visits. La Familia is on track to meet this milestone.

Success Story: A mother receiving Birth & Beyond Home Visitation services was concerned about her child's speech problems. The mother was recommended by a specialist at Women Infants Children (WIC) to see the child's primary care physician, reporting that the child was "tongue-tied" and needed a surgery to improve the child's ability to speak and eat. When the mother discussed this with the primary care physician, the child was denied the surgery. The mother then discussed the concern with her Home Visitor. The Home Visitor administered the Ages and Stages Questionnaire (ASQ), which revealed that the child was low in speech development. The mother later reported to the Home Visitor that the child was approved by the doctor, but was still having problems getting the surgery scheduled. The Intervention Specialist called the family's MediCal provider to find that they had not received a request for the surgery from the doctor's office. Next, the Home Visitor conducted a Joint Visit with the Health Educator (HE) and explained what was occurring with the child's speech and eating problems due to a "tongue-tie". The HE immediately made calls to the child's doctor's office, MediCal provider, the service that handles referrals, and found that there was a missing link. The referral was made by the doctor, but never properly processed. The HE reported that she has experienced this problem before and knew what action to take. The HE pushed the referral through with her expertise, and a week after the Joint Visit the child received the "tongue-tie" surgery. Today the child has improved speech and ability to eat as a result, which is absolutely a life changer.

RO – (5) River Oak continues to maintain the philosophy that every open family can benefit from a Health Educator (HE) visit. The HE was introduced in the second quarter of year 11-12. Since then the TL has worked with all Home Visitors to make sure that all families are seen by the HE. River Oak has only achieved 5 Joint Visits with the HE. This first quarter of 2012-13 has been challenging in regards to HE Joint Visits. This is due to the sporadic and hectic schedules many of the River Oak HV families have. This results in no shows and cancellations. Another challenge arose when the HE position became vacant, thus resulting in one day of scheduled HE/HV Joint Visits being canceled. These two challenges have resulted in the current low number of HE Joint Visits. The TL is working closely with HV's on how to remedy the no shows and cancellations by families on the day of their

Quarter

Goal

Actual

Variance

Achieved

Submitted

Approved

Joint Visits. TL has instructed the HV's to confirm and reconfirm the families for their Joint Visit. TL has also been working one on one with Home Visitors in supervision on how HV "sell" this benefit of the program thus hopefully increasing the families "buy-in" for attending the Joint Visit. The other challenge of not having an HE for the collaborative has already been remedied; an HE has been hired and is in the process of being trained so that he is ready to conduct Joint Visits. The HE continues to be an additional benefit of NPP and to the families served by River Oak. Once the HE returns to River Oak to complete Joint Visits there will be continued emphasis on addressing any family issues regarding known health concerns as well as renewed emphasis on health prevention.

Success Story: Mom is a loving and nurturing parent. She is a 68 year old grandmother who decided to become a mom again by adopting her two foster daughters. Mom once commented that she felt like she only had 80% of her health left. HV requested a Joint Visit with the HE to discuss healthy eating, health, and nutrition. Mom shared with the HV that she had lately been feeling more tired than usual. Mom told the HE that she had consulted with her doctor who then ran several blood tests. These test showed nothing wrong with her health, however Mom still felt that there was something wrong with her health. The doctor recommended more healthy activity, perhaps getting out and walking. Mom was also interested in finding out about healthy nutrition and easy ways to incorporate healthy snacks for the children. The HV made a referral to the HE for health and nutrition education. The HE came out and met with Mom to discuss both topics. Mom reported to the HE her needs and the HE was able to provide ideas for simple healthy nutrition ideas. She provided a website that does meal planning. The HE also provided activities that Mom could do with her children that would be active and "get the blood moving". Since the visit with the HE, Mom reports using the meal planning site and working on her daily activities. This, she says has had a great effect on how Mom is feeling daily. MAN – (11) During the first quarter the Mutual Assistance Network and the Health Educator jointly visited 11 families. The Health Educator has been very important to the families inside the program, connecting them with the necessary health services.

FCCP- (4) In the last quarter, 4 families had Joint Visits with the Health Educator. The HE was not able to see families in the first 2 months of this quarter due to the HE staffing change and scheduling conflicts.

Success Story: One undocumented family, with a language barrier, was not able to understand her families' rights to the MediCal/DentalCal services that were available to her children. She was fearful that immigration would be contacted if she applied for services. Therefore, MOB would take the children to the ER every time they were sick. The HE was able to talk with her about how the services work and assure her that she would not get deported if she enrolled her children in the MediCal program. Mom has now begun the process of enrollment and they are on their way to having a regular pediatrician.

Total: 64 74 10

22. Conduct joint visits with a SRL to provide information on school enrollment requirements.

Conduct joint visits with a School Readiness Liaison (SRL) to provide information on school enrollment requirements and connect them with their neighborhood school. Indicate the unduplicated # of families that received a FNP joint visit this period.

1Q-12/13 20 156 136 10/29/12 Gina Roberson

Narrative

A total of 156 unduplicated families received joint visits with the site's School Readiness Liaison (SRL) this quarter, for an annual total of 156 which is 24% of the annual target of 640. The total for the 3-year contract period is 1681, which is 88% of the target of 1920.

MV – (19) The School Readiness Liaison (SRL) has been able to address concerns and provide information/ support to staff and parents about early literacy and intervention strategies in young children. During Joint Visits, SRL has assisted families transition their child from preschool to elementary, to ensure they receive educational and other services for which they are eligible such as school meals, afterschool programs, and English Language Learner and special education programs. This quarter the SRL conducted 19 Joint Visits. Additionally she facilitated 6 play and learn groups and invited a Sacramento Office of Education (SCOE) representative to the site to do training on Social-Emotional Development. The SRL also attended a "Bring me a Book Training" put on by the Natomas School Readiness Department and will be facilitating that training here at the site for our families.

Success Story: During an SRL Joint Visit, mother expressed excitement about her children starting the new school year, however funds were limited on school supplies and uniforms. SRL was able to link the family with the school's PTA and scholarship program. FRC staff, through donations, were able to provide backpacks with school supplies to ensure children would start school ready to learn.

VH – (11) The School Readiness Liaison has been integral in connecting families to resources to help them get ready for school. She has helped families learn about the IEP process and the benefits of early detection of things like ADHD. There is a new person in this position, but she was a Home Visitor before and has a basic understanding of the SRL role. She completed 11 Joint Visits in the first quarter.

Success Story: SRL went on a Joint Home Visit to a client that has a 3 year old son and a 2 year old step-daughter (who she has every other week.) The client has really taken her step-daughter under her care to teach her the alphabet, numbers, colors, and objects. Her step-daughter is a concern for her because there was a CPS case on the biological mother for neglecting the child. The girl has no language or physical interactions with an adult so she is delayed in speech and very quiet. When she wants to get her step-mother's attention she taps her and makes no sounds. The client would like to place them in Preschool but is having trouble finding a school that will work with her schedule of having her step-daughter every other week. The SRL gave her information on the Home-Based Head Start Program and encouraged the client to come to the VH Family Resource Center classes, in particular Tiny Learners and It's Time to Read. The following week after the visit, she came to the FRC with her three year old son and had him practice getting his backpack ready to go to school. The SRL helped him learn to keep trying to do new things and not give up as he did some activities like writing out our names and playing with the computer game. He got really excited when he accomplished the activities and gave his mom high fives.

NS – (26) North Sacramento's (NS) School Readiness Liaison (SRL) continued to increase the number of Joint Visits conducted this quarter. Each month the SRL asks each Home Visitor (HV) to identify at least two families that can be scheduled for a Joint Visit. What follows is a success story that demonstrates some of the work the SRL does on her Joint Visits.

Success Story: My current client is a young single mother of two, who has been in the foster care system all her life. She was recently involved with CPS but allegations in the report were found to be false. This mom was encouraged to partake in FRC services through Birth & Beyond. I made an SRL referral and since that Joint Visit, mother has been avid with working with the School Readiness Liaison and completing home visitation NPP lessons. Her son is currently 5 years old and her daughter is 3. Both are eligible for school and with the help of NS's program, this mom is beginning to understand the importance of her children's education and is currently utilizing the support and resources to make sure they are successful. With the environment and rough lifestyle mother has experienced, it is comforting to see the amount of enthusiasm she expresses to be a more positive role model for her children.

NH – (29) North Highlands is doing well thus far and is on target to meet this milestone. Families have enjoyed the visits and kids have nicknamed our SRL "the book lady" as she brings books and encourages families to have reading time together.

LF – (23) La Familia had a change in the School Readiness Liaison (SRL) staff. The SRL did not commit to serving an additional AmeriCorps term; however after she completed her AmeriCorps term, she volunteered to assist with the transition of the new SRL. A new SRL was hired in September, 2012 and was in training most of the month. SRL services are introduced at each joint visit as an integral component of the program. The Family Resource Center Coordinator continues to closely monitor the number of Joint Visits on a weekly basis. La Familia is on track to meet this milestone.

Success Story: The School Readiness Liaison (SRL) met with a mother struggling with getting her four year old daughter into a Head Start program due to limited space. The SRL contacted a child development center and was able to find a suitable school for the child. Many families are not knowledgeable about the resources available to them, and do not know how to navigate through the system. The SRL directs families on how to advocate for them. In addition, as with other families, the SRL was able to educate parents about School Readiness resources and how to enhance child development. The SRL has the opportunity to speak with families about social-emotional development, language, and cognitive development and how this is an important aspect of School Readiness. With this family in particular, the SRL provided mom with age appropriate activities for the child, as well as providing her with specific tips such as, how to read to her daughter and keep her focused.

RO – (20) – A total of 20 unduplicated families have received Joint Visits with the School Readiness Liaison (SRL) this quarter. River Oak maintains the site policy that all families who are receiving home visitation services will have a Joint Visit with the SRL. The referral process continues to be properly implemented by HV's and timely Joint Visits being scheduled and completed. Topics covered during SRL Joint Visits range from pre-school planning, district home school information and options and an in-home introduction of school readiness activities that parents and children do together to prepare for school. This year the SRL and the HV's will continue to collaborate on scheduling Joint Visits as well as scheduling additional Joint Visits for families requesting follow up. The partnership between the HV's and the SRL has led many families to successfully enrolling children in pre-school and kindergarten as well as accessing additional child development and school readiness service providers, such as Turning Point Community Program which offers free infant toddler development screenings. The SRL is a wonderful addition to the many services the River Oak FRC and NPP offer. The SRL is a wealth of knowledge regarding child development and school readiness. HV's continue to report that the services and resources offered by the SRL are a huge help to home visitation families.

Success Story: R.C. opened for home visitation services in June of this year. As Mom started to learn about the NPP program and the importance of school readiness, Mom was interested in having a Joint Visit with the School Readiness Liaison. Mom was interested in enrolling her four year old and three year old in preschool. However, Mom could not determine when she would be able to enroll her children due to her hectic schedule. Mom met with the SRL and HV and expressed her desire to enroll both her children into preschool. Both the SRL and HV informed Mom that school readiness, parent participation, and attendance for both her children is vital to having a successful academic career. After the Joint Visit Mom phoned the SRL to request a follow up visit to fill out preschool applications and go over the additional documents she needed to successfully enroll her children. Mom was successful in following up on all paperwork; dental and health requirements as requested by the school district. Mom's four year old started preschool in September and the three year old is currently on a waitlist. Despite Mom's busy schedule she takes the four year old to school every day and now volunteers at the four year olds' preschool occasionally. Also, Mom regularly follows up with the school to see where on the waitlist the three year old is and how soon she can expect her daughter to begin her school years.

MAN – (19) In the first quarter the Mutual Assistance Network (MAN) made 19 Joint Visits to unduplicated families to discuss School Readiness. The Joint Visits with the SRL continue to be an important part of preparing the children for school. As the following story provided by School Readiness Liaison shows, often the first step is enrolling the children into school.

Success Story (names changed): As the School Readiness Liaison, I visited the Perez family in July on a Joint Visit with a home visitor. The family has two daughters, age 3 and 5, who both were not in school at the time. The mother was not aware how to navigate the school system and didn't know how to enroll her children. I was able to quickly link the parents to their local school and the district. I was also able to bring two enrollment applications for the mother to complete.

During my Joint Visit with the family, I also completed a school readiness activity with the two girls in their dining room. Their little cousin around their age was present at the time so I included her in the activity with us as well. I know how much kids enjoy arts and crafts. So during the visit, the kids and I made "The King's Hat". This is an activity where they get to cut, draw, color and design the King's hat the way they want it. Then they glue the cut out design into a hat. This is a very enjoyable activity for the kids

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

because they also get to play with the hat and use their imagination by pretending and acting out a story. In addition with the school readiness activity, I also provided an age appropriate school readiness worksheet package for the two girls to do at home while they are not enrolled in school. This worksheet package is something I put together that contains patterns, different shapes and coloring sheets, cut outs, and simple matching word games. I explained to the mother that this is something the children can do with her help to get in the practice of becoming school ready.

After the Joint Visit, I was able to follow up with the Perez family several times to see how they are doing and offer assistance. The two girls are now enrolled in school and very much enjoy it. I'm very happy to see the steps the family has taken to better their children and their lives. The parents are using the school readiness resources and activity packages I provided and helping their home be a better place to prepare the children for future academic achievement.

FCCP- (9) The SRL Home Visitor provides developmentally appropriate information to parents on activities and ways they can support their child's ability to enter school prepared and ready to learn.

Success Story: On a Joint Visit with a single Dad of two boys, two and four years old, it was discussed that the four year old had never been to a preschool or been exposed to a child care environment. The FOB expressed interest in this and the SRL attempted to connect him with providers. She worked with Dad to enroll the child in a home based preschool program while they wait to get him into a center-based program as FOB desires. The child and his brother are at the top of the list for the Head Start center program in his area. It is clear that the 4 year old is learning quickly and FOB shared that this gave him relief that when it is time to enter Kindergarten his child will most likely be ready.

Total:	20	156	136
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23. In home visitation, screen families with the AAPI-2 to determine appropriate services.

In home visitation, home visitors will screen families with the Adult-Adolescent Parenting Inventory-2 (AAPI-2) to determine appropriate services to reduce the risk of child abuse and neglect. Indicate the unduplicated # of families assessed this period.

1Q-12/13	320	246	-74	<input checked="" type="checkbox"/>	10/29/12	Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 246 unduplicated families received pre-AAPI-2 screens to determine appropriate lessons and levels of NPP services, for an annual total of 246 which is 19% of the annual target of 1280. The total for the contract period is 2787, which is 73% of the 3-year target of 3840.

AAPI assessments are conducted as part of Lesson 2 of the Nurturing Parenting Program Curriculum. In most cases Lesson 2 is conducted on the second home visit. However, sometimes, depending on the length of time it takes for a family to do their orientation, sign consents, or feel comfortable with the program, the AAPI may happen at later home visits.

The AAPI-2 is an inventory designed to assess the parenting and child rearing attitudes of adult parents. Based on the known parenting and child rearing behaviors of abusive parents, responses to the inventory provide an index of risk for practicing behaviors known to be attributable to child abuse and neglect. The scale is from 1 (High Risk) to 10 (Low Risk).

MV – (32) MV completed 32 parenting inventories this quarter. Parents complete an Adult-Adolescent Parenting Inventory (AAPI) to measure parenting beliefs, knowledge and skills. AAPI screen is an evaluation tool designed to assess the parenting and child rearing attitudes of parents and pre-parenting populations. Together, Home Visitor (HV) and parent review AAPI results to help determine what lessons would be beneficial to add to the Family Nurturing Plan (FNP). The lessons address the five parenting constructs; decreasing inappropriate expectations, lack of empathy, belief in corporal punishment, family role reversal and suppressing power and independence. Each of the constructs has both a cognitive component and an affect component. In order to promote change in a construct, both the thoughts and feelings that are part of it must be addressed. Home Visitors are reporting the use of the AAPI continues to be a constructive tool in addressing environmental, physical, social and emotional aspects of parenting. Parents who were victims of child abuse themselves are working on reconciling with their traumatic childhood and recognize how those unhealthy experiences have shown up in their current parenting methods.

Success Story: A teenage mother living in foster care with her 2 yr. old son started HV to be able to learn positive parenting techniques. She mostly wanted to avoid the mistakes her own mother made in child rearing, resulting in her foster placement. Mother has been engaged from the beginning and actively asks questions about the AAPI, the measurements, results and ways to address her areas of risk, especially in appropriate expectations and alternatives to corporal punishment. The AAPI results have guided both HV and Mom to design an FNP to meet the needs of MOB and TC.

VH – (36) Valley Hi completed 36 AAPI-2 over the last quarter. The Home Visitors have been utilizing the screen to help assess the needs of the home visitation families. It has been a useful tool in creating a unique plan for each family to meet their specific needs. Over the last quarter, VH has seen a rise in father involvement. VH has both parents take the AAPI and look at the scores to determine how to best help the family. Some families need different plans to address the challenges they face. Other families are better suited to work off of the same plan. The AAPI scores help determine this.

NS – (40) North Sacramento (NS) Home Visitors (HV) are continuing to utilize the screen to help assess the needs of families desiring to improve their parenting skills. It has been a useful tool in creating a unique plan for each family to meet their specific needs. HV's continue to observe that families who are really engaged in the NPP program enjoy going over the AAPI with their HV and are very engaged in identifying which lessons they would like added to their Family Nurturing Plan. HVs continue to report that families don't want to rush through the material and wish they could participate longer in the program to gain more information and support.

NH – (14) a. NH was down 3 AmeriCorps Home Visitors and an agency Home Visitor resigned near the end of the quarter. The

current team and new staff are consistently reminded that pre-AAPI needs to be part of the opening procedures. Assessments are expected to increase this next quarter once all staff are on board which will allow for new cases to be opened.
 LF – (26) The Adult-Adolescent Parenting Inventory (AAPI-2) is used to assess parenting skills, knowledge, and beliefs. Home Visitors review the results of the pre AAPI-2 with the Team Leader and the family to determine the NPP dosage. Families are encouraged to select some of the lessons based on their needs and interests.

La Familia found it challenging meeting the number of Pre AAPIs planned for this quarter. Some of the contributing factors include: the large number of carry over cases from the previous year, and transitioning of AmeriCorps members impacting caseloads; consequently, impacting the number of AAPIs completed. Now that all Home Visitors are on board, La Familia anticipates an increase in the number of Pre AAPIs in the following quarters.

RO – (35) River Oak had a total of 35 pre-AAPI's completed. River Oak HV's have shown continued positive growth in both their understanding of NPP and how to administer the survey in a completely non-biased manner. Using their bolstered confidence and increasing expertise in engagement and face to face outreach, staff has successfully been able to generate a considerable increase in referrals which has led increased case loads. River Oak had anticipated doing at bit better this quarter with this milestone, however with the turnover is due to AmeriCorps members leaving positions and recruitment for the new term that began on September 1 River Oak only had 6 Home Visitors to do the work of a eight. Additionally, HVs started this new program year with a large number of intervention and treatment families on their case loads which left little room to open new families to the home visitation. However, as these families finish up their Family Nurturing Plan and graduate this will give room to new families entering into the NPP and there will be an increase in pre-test AAPI's. RO fully expects to meet this milestone.

Success Story: A.H. is married with two children under the age of five. She started NPP in July and ever since then Mom has maintained consistency with home visitation. A.H. is a stay at home mom who works very hard to improve her parenting skills despite mental health challenges she faces on a daily basis. Mom grew up in a dysfunctional household where she experienced emotional and physical abuse from her mother. Nurturing parenting skills were never modeled appropriately for Mom. As a result of this, being a parent of two children has been a challenge for her. Mom was excited to know that she could receive education and coaching from Birth & Beyond. The Nurturing Parenting Program's curriculum has been effective in improving mom's relationship with her children and the overall dynamics of the family. Mom has completed 8 out of 26 lessons from her Family Nurturing Plan. After lesson 6, Mom made improvements in all five construct areas. Her AAPI –B results were as follows” construct (the #10 is low risk): (A) 6:7, (B) 4:10, (C) 7:10, (D) 3:6, and (E) 6:9. “Keep in mind that this is a parent that also has a cognitive learning disability and mental health challenges”. The growth in her second AAPI clearly indicates how mom has been taking all lessons presented seriously. As her Home Visitor I truly acknowledge Mom's efforts to better herself as a parent. More importantly, Mom is taking the initiative to break the cycle of abuse and to create a nurturing and loving family environment for her children”.

MAN – (42) The Mutual Assistance Network (MAN) conducted 42 AAPI-2 screens in the first quarter. This number will fluctuate based on the number of new families opened each quarter.

FCCP – (21) Home Visitors use the AAPI screening process to help parents identify the strengths and challenges they have within their parenting belief system as well as their current parenting practices. Sometimes parents can feel defeated if their scores fall within high risk areas. The Home Visitor helps parents focus on what they are doing well and shares that if they follow their FNP, their scores and skills will improve.

Total:	320	246	-74
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24. Conduct NPP lessons with the family during home visitation, following the established Family Nurturing Plan .

In home visitation, home visitors will establish a Family Nurturing Plan, in conjunction with the family, including NPP parent lessons suitable to the family's function level. Lessons will align with the AAPI-2, addressing child development, managing behaviors, and handling stress. Indicate the unduplicated # of families (new) that had a Family Nurturing Plan established/received NPP parenting lessons this period.

1Q-12/13	288	241	-47	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 241 unduplicated families developed a Family Nurturing Plan (FNP) to guide the delivery of their NPP Lessons and track their progress, for an annual total of 241 which is 21% of the annual target of 1152. The total for the contract period is 2663, which is 77% of the 3-year target of 3456.

AAPI assessments are conducted as part of Lesson 2 of the Nurturing Parenting Program Curriculum. In most cases Lesson 2 is conducted on the second home visit. However, sometimes, depending on the length of time it takes for a family to do their orientation, sign consents, or feel comfortable with the program, it may happen at later home visits. Therefore, the AAPI may be done in one quarter, and the Family Nurturing Plan may be done in the next quarter, causing there to be more AAPIs than plans in a given quarter. In addition, the AAPIs are maintained in a separate database, and there may be some data lag time in entering FNP's into the B&B database.

MV – (35) Team Leader, Home Visitor and family work collaboratively to determine the Family Nurturing Plan (FNP). The Team Leader and Home Visitor review the results from the AAPI which provides a parenting profile index of risk for parenting practices known to attribute to child abuse and neglect. Recommendation for dosage of Prevention, Intervention, and Treatment are reviewed with parents to identify the best fit. After families have completed their Family Nurturing Plan they are invited to NPP

graduation and honored with a certificate of achievement. All families start with lessons 1-7 and then are focused on addressing constructs where the parent had scored 'at risk'. Lessons are routinely taking 1 to 2 home visits to complete to ensure competency of the lesson. There have been times when a family experiences a crisis and is not able to focus on the lesson intended and requires the home visitor to manage crisis, delaying the lesson. Families that are identified as intervention and treatment sometimes will take 2-3 home visits to complete one lesson. Home Visitors continue to use the easy reader and prepare material utilizing visual and verbal prompts to engage parents in the lessons and attain competency.

Success Story: Mom shared her frustrations about having her kids following directions, especially when they start to argue with each other. HV facilitated lesson 31: Verbal & Physical Redirection, designed to increase Mom's ability to keep her children safe and empower them to explore their environment through redirecting their behavior. Mom reported that she had no idea what redirection was and how easy it was to use verbal and physical redirection.

VH – (29) The AAPI scores are reviewed with the family to encourage participation in the development of the FNP. Home Visitors ask families to compare lessons with Construct scores as well as asking if there are any lessons they might want to include as a family may have an interest in learning more about a particular topic. The FNP is used as a way to help guide the lesson plan, to provide structure for the family in the learning process, and to assist the Home Visitor in focusing on areas of concern. For example, most families complain of high stress levels so the FNP can help incorporate lessons on stress management and nurturing one's self. The Home Visitors and Team Leader appear to have a good working knowledge of utilizing AAPI scores to develop the FNP. They also are aware of the importance of using the FNP as a way to promote bonding and increase parental knowledge.

NS – (28) While all families receive lessons 1-6, it is not until after the second AAPI that the Family Nurturing Plan is completely developed. Upon completion of the first AAPI many families are tentatively assigned a dosage level. In most cases this is Intervention which means that families will receive an additional 20 lessons. In a majority of cases once a family has completed the first 6 lessons and the second AAPI is complete, the family has made enough progress that the second AAPI suggests that the parent's dosage level should be adjusted. Many families have made enough progress that they move from Intervention to Prevention reducing the number of lessons by 10. AAPI data collected and analyzed through the end of the second year 2011-2012 continues to show that families are making significant strides in 4 of the 5 domains measured. The one area that appears to remain a challenge to families is empowering their children to be independent and allow their children to explore their environment. NS HVs are committed to providing the support and encouragement families need to truly empower their children to be confident and responsible, so that as they age they will trust themselves to be better parents when they start their families.

NH – (14) NH continues to see momentum in keeping families engaged and continuing with NPP as planned. In addition NH has seen multiple families with a dosage of Treatment graduate this quarter, or graduate soon. The FNP is not static: it moves and flows with the family's needs as they begin to learn more about themselves and their parenting practices and beliefs. Families often ask for more lessons before graduating from the program.

LF – (33) Once a family completes the AAPI, a Family Nurturing Plan (FNP) is developed with input from the Team Leader, Home Visitor, and the family. Based on the results of the AAPI, the Home Visitor guides the family to the selection of lessons that address areas of concern. Families can select additional lessons and the FNP can be revised as needed with the approval of the Team Leader. Home Visitors report that some families struggle or refuse to complete the Home Practice Assignments and/or the Family Nurturing Journal. Families that comply with all aspects of the program (participating in weekly lessons, completing the Practice Assignments and the Nurturing Journal) demonstrate a significant improvement in parenting skills as reflected in the changes from pre to post AAPIs scores and as reported by the Home Visitors.

RO – (32) A total of 33 families have achieved lesson two and have worked with their HV to finalize a Family Nurturing Plan. As Home Visitors continue to refine their engagement, presentation, and delivery skills of the NPP lessons they are better equipped to have a strength based conversation with participants to find out strengths and weakness of the family. Thus, they are better equipped to help the parents create a Family Nurturing Plan (FNP) that is tailored for their personal situation. In this conversation the HV also discusses the importance of the Home Practice Assignment (HPA) and the Family Nurturing Journal (FNJ) and the benefits of doing both. However, parents continue to struggle with this aspect of the program. Under the supervision of the Team Leader the Home Visitor continues to encourage parents at each visit to complete the HPA and the FNJ. The River Oak site continues to brainstorm ways to increase the use of both with some success. Analysis of data indicates that in families that do complete the HPA and FNJ there is significant improvement in their post AAPI scores. River Oak will continue to seek and discover creative ways to spur the use of these two vital tools.

MAN – (37) The Mutual Assistance Network conducted 37 FNP's in the first quarter. The Home Visitation team's dedication to knowing the many activities around them and their ability to connect the parents to resources has also helped the families become excited about the program.

FCCP – (33) After reviewing the parents pre-AAPI scores with the TL, Home Visitors share the results with the parents. This opens up a dialogue which allows the parent to talk about dreams and goals for themselves and their children. After the first 6 lessons parents are given the opportunity, again, to take a 2nd AAPI assessment. Taking it at this point, helps parents learn the language and the vocabulary used in the Nurturing Parenting Curriculum and possible areas they previously did not consider for improvement. The FNP is then looked at again to see if it accurately reflects the needs of the parent. Although Home Visitors follow the family's FNP, there is also room for allowances of the families' often quickly changing circumstances. Home Visitors help families with the changes of new births, deaths and crisis situations. Home Visitors surround them with support from within the FRC and outside by providing community contacts and referrals.

Success Story: One mother scored at extremely high risk for abuse in the area of discipline while her scores in the other 4 constructs were at very low risk. The mother could not understand why this was until the HV and Mom got to the lesson about abuse in her life. At this point, she admitted being severely disciplined by spankings and beatings. The HV was able to relate it

back to her AAPI score around discipline and the mother was then able to see how her belief system about discipline was formed. Mom's FNP began with the lessons about positive discipline practices and continue to help her heal, as well as change her attitudes toward corporal punishment of her children.

Total:	288	241	-47
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25. Home Visitors will participate in MRT meetings, presenting home visitation cases.

Home Visitors will participate in MRT meetings, presenting home visitation cases to multi-disciplinary experts for consultation. Indicate the unduplicated # of cases presented this period.

1Q-12/13	240	271	31	<input checked="" type="checkbox"/> 10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 271 unduplicated families were presented to the Multi-Disciplinary Resource Team (MRT) this quarter, for an annual total of 271 which is 28% of the annual target of 960. The total for the contract period is 2966, which is 103% of the 3-year target of 2880.

MV –(31) Each family is reviewed at MRT with in the first 45 days of opening. At that time the family is introduced and presenting issues/needs are shared. AAPI results are shared as well as referrals and suggestions are made. Families are being presented at least annually and brought back to update team members of ongoing concerns as needed.

Success Story: This quarter a family was presented at Multi-Disciplinary Resource Team (MRT) who already had their Joint Visit with the School Readiness Liaison. During the presentation however, it was decided that mom could benefit from a second visit. At the visit the SRL reminded mom of the child care referrals that are available for her 2 year old. SRL was also able to provide a developmental screening referral to Turning Point because Mom had concerns about a speech delay. In addition, SRL reminded mom of all the wonderful benefits of reading to her child.

VH – (45) 45 families were presented at MRT over the last quarter. All of the Home Visitors provide support and ideas to each other during MRT. The Intervention Specialist, School Readiness Liaison is also present. VH has consistent support from the Lactation Specialist, a CPS representative, and a representative from DHA.

NS – (36) The monthly case presentations at MRT are an opportunity for peer support, safety check in, and additional professional input on how to best serve a family. NS had the following specialists attend MRT this quarter; CPS, the Social Worker Liaison from Natomas Unified School District (NUSD) Pre-school Readiness program, Women, Infant and Children (WIC), a representative from The National Council on Alcoholism and Drug Dependence (NCADD) program and the NS Intervention Specialist. The Intervention Specialist (IS) and Alcohol and Other Drug (AOD) staff from NCADD have brought value to the MRT process. When cases are being reviewed the IS has recognized that the family being presented might benefit from an Access Referral for Mental Health services and the AOD staff bring up alcohol and other drug issues. On several occasions HV then completes an ISR which allows the IS to complete an Access Referral. The other benefit is that the IS can follow up with the family on how the referral is working out and/or advocate if any further problems exists in linking the family to MH services.

NH – (33) All members of the Home Visitation Team regularly participate in MRT by presenting new families, and identifying ways the presenting HV can help the family. North Highlands has recently been able to re-engage WIC in the MRT process along with adding Twin Rivers Unified School District to the MRT team. North Highlands continues to engage partners in the MRT process.

LF – (31) La Familia's MRT continues to meet monthly. Three Multi-disciplinary Resource Team (MRT) meetings were held this quarter, with 31 presentations. In addition to presenting new families within 45 days of opening, as needed families can be presented as a follow-up to a prior MRT presentation and/or to address a current issue. The Specialists participating in the MRT meetings include: DHA Specialist, Child Protective Services Unit Supervisor, WIC Lactation Consultant, School Readiness Specialist, and the Intervention Specialist. La Familia is on target to meet this milestone.

Success Story: During MRT, a family was presented who was experiencing the extra stress of having a child with a health condition. The specialists at the MRT gave information about the health condition, possible effects on child, and other ways the family could be assisted. The team worked together to educate, coordinate, and assist the family.

RO – (34) River Oak has successfully presented 34 families recently beginning home visitation services to the MRT. River Oak follows the B&B Collaborative policy that all new families will be presented to the Multi-Resource Disciplinary Team (MRT) within 45 days of starting home visitation services. River Oak also has the policy that 13-14 families will be presented each month at MRT. River Oak continues to have several specialists joining us monthly. They include a Lactation Consultant from Women, Infants and Children (WIC), a representative from CPS who is a unit supervisor, an Intervention Specialist, School Readiness Liaison, Psychiatrist, Youth Specialist, Parent Partner, and a Drug and Alcohol Specialist. Due to the diversity of the MRT specialists it is vital for the Home Visitors to each have quality presentation skills. The Team Leader coaches individually each Home Visitor in supervision sessions and models through facilitation how to successfully present case notes to the MRT. Additionally the Team Leader has been working with Home Visitors one on one and in a group setting on how to present a home visitation case that is organized and efficient. This is also important because River Oak continues to present higher "at risk" families. This trend was seen last program year and continues this year. The case presentations also are taking longer to present due to the more in depth conversations between the specialists and the Home Visitors. This is due to the wider depth and breadth of the family issues presented, which is aligned with the trend of higher "at risk" families receiving services here at River Oak. With the Home Visitors effectively and efficiently reporting on families MRT specialists are providing wonderful insights and valuable suggestions for the individual family MRT Action Plan. These Action Plans within the last several months have become more tailored and instructive for the Home Visitors, allowing them to have more direction and success when helping the family. During a recent meeting with MRT specialists to gage how MRT was going and what the strengths and weakness are of MRT it was recently brought up in conversation that the setup of the room where cases are presented is not user friendly. The Team Leader

and the Program Manager have brainstormed and discussed possible ways that the room set up can be remedied. This will take time and will be reported on in future reports. River Oak continues on a path to fully complete this milestone.
 Success Story: Recently during MRT HV A.P. presented a newly opened case which had several challenges. The first was mom's two year old daughter was going through rigorous surgeries at Shriner's Children's Hospital to reconstruct her right shoulder that was injured during birth. As a single parent mom was also challenged with a very small income and having a limited support system. During MRT Specialists had the opportunity to discuss these challenges and try and figure out what resources and services in the community mom may be able to assist her family and daughter. The Parent Partner on the team spoke up and discussed the "Community Support Team". This resource assists families in navigating systems such as DHA, SSI, and others. The HV brought this information back to mom as part of the written Action Plan, who then telephoned the Community Support Team and completed an over the phone intake. Mom was able to start receiving assistance in the week after MRT with help in accessing the various support systems previously mentioned. The additional support received from DHA and SSI will hopefully alleviate some of the pressure mom is feeling due to her financial situation.
 MAN – (32) The Mutual Assistance Network (MAN) presented 32 unduplicated families at the Multi-disciplinary Resource (MRT) during the first quarter. The Home Visitors are eager to share information at the MRT, learn from others and help all the families through difficult situations. The MRT continues to be a wonderful place to hear from experts in the field. MAN continues to work with partners to maintain strong representation at the MRT meetings that includes mental health and CPS representatives.
 FCCP – (29) Home Visitors continue to present new families to MRT, as possible, within 45 days of opening. Home Visitors present at MRT with the knowledge that other specialist team members will be able to share success stories and help problem solve challenges they might be experiencing. CPS, the County School Readiness Coordinator and the Lactation/WIC Specialist have all been committed partners at the table. Some collaborative partners had difficulty attending all meeting but participated at least quarterly.

Total: 240 271 31

26. Complete post- AAPI-2 assessments on families that completed their Family Nurturing Plan.

Complete post- AAPI-2 assessments on families that completed their Family Nurturing Plan parenting lessons. Indicate the unduplicated # of families that had a post assessment completed this period.

1Q-12/13 **240 264 24** 10/29/12 Gina Roberson

Narrative

A total of 264 unduplicated families completed a post-AAPI-2 this quarter, for an annual total of 264 which is 28% of the annual target of 960. The total for the contract period is 2306, which is 80% of the 3-year target of 2880. Since NPP post-assessments are taken after families have completed several NPP lessons, as more families complete the required number of lessons, more post-AAPI-2s will be administered and the 3-year contract target will be met.
 The AAPI-2 is an inventory designed to assess the parenting and child rearing attitudes of adult parents. Based on the known parenting and child rearing behaviors of abusive parents, responses to the inventory provide an index of risk for practicing behaviors known to be attributable to child abuse and neglect. The scale is from 1 (High Risk) to 10 (Low Risk).
 MV – (31) Families are given a second (post) AAPI following the first 7 lessons. According to recent Post AAPI data, families being served by Meadowview have demonstrated an increase in all 5 constructs. Construct B: Lack of Empathy has shown the most improvement. Parents are seeking to enhance their knowledge of disciplining- choices and consequences, problem solving and negotiating. MV still continues to have families that show a regression from low risk to high risk resulting in a reassessment of dosage plan. Some of these families have shared that they were initially hesitant to open up for fear of being judged. As home visits progressed and rapport was established, families felt comfortable in being open and honest, ultimately understanding they were subjecting themselves to being vulnerable with a caring and trusted home visitor.
 Success Story: Mom was uneasy about opening up about her parenting practices with HV. HV was able to explain that in order to best serve family the assessment would help to know where to start and what lessons would be the best fit. With the AAPI results Mom was receptive to completing a Family Nurturing Plan and shared her hopes and fears about parenting. Together, HV, TL and parent and identified appropriate lessons.
 VH – (41) Valley Hi conducted 41 Post AAPI-2 assessments this quarter. A high percentage of Post AAPI-2 assessments show statistically significant improvements in 4 of the 5 NPP constructs. Valley Hi reached its goal of bringing parents to a place where they could take the 2nd AAPI and feel confident in their progress. VH will continue to analyze these results and look for better ways to present the curriculum
 NS – (26) AAPI data collected and analyzed through September continues to show that families are making significant strides in 4 of the 5 domains measured. The one domain that continues to be a challenge for families is empowering their children to be independent and allow their children to explore their environment. North Sacramento (NS) has concluded after several staff meetings where this topic has been discussed, that this domain continues to be an area that staff need to explore more fully with families. It continues to appear that this is the one way to maintain control both for themselves and their children. It may just be one of the last things that will change as families learn about what effective parenting looks like. This will remain a focus for future staff trainings and for discussions at staff meetings.
 NH – (30) Families continue to increase their parenting skills as they continue to learn and engage in the NPP program.
 Success Story: One family that graduated this quarter started with AAPI scores in the high to medium risk area, and graduated with scores of all "10"s and 1 "9." Mom had a strong sense of fulfillment and pride in herself. Furthermore, the Home Visitor was able to look back at the case and reflect with the mother how she had seen her grow. Mom had stopped yelling, showed less stress in her life and had learned how to practice self-care, which alleviated some of her depressed feelings. The HV identified that this mother had learned how to practice positive discipline and redirection as opposed to put downs and threats that were

present upon engagement. In the beginning of service, the father was very disengaged when the HV came to visit, but eventually began to participate in the visits. He reflected on his relationship with his own father, who had recently passed away. The father stated to the HV, "NPP helped me to learn that I want to be warmer with my kids than my father was with me". At the end of the service, the family had more positive habits, and had engaged in informal social support systems.

LF – (38) Home Visitors continue their efforts to keep families engaged in the Nurturing Parenting Program. Some families were not able to complete a post AAPI due to finding work, moving out of the service area, or lack of contact due to family not being available for the NPP lessons. For families engaged, the Post AAPI results continue to reflect positive changes in parenting. The Nurturing Parenting Program has increased parents' knowledge of parenting and child development. The NPP constructs that show most improvement are Empathy, Discipline, and Power & Independence. La Familia is on target to meet this milestone. Success Story: A family was referred to the Home Visitation Nurturing Parenting Program by a LFCC Family Resource Center Aide. The mother had previously completed a Make Parenting a Pleasure workshop. When the mother signed consents to participate in the Nurturing Parenting Program, she mentioned that she wanted to learn new discipline techniques, improve her parenting skills, and take advantage of programs in the community. She completed the pre-AAPI and scored at a medium risk in 4 of the constructs. The Home Visitor conducted the post-AAPI after completing lesson 6 and discussed the results with the mother. She was congratulated by the Home Visitor because she scored near perfect and improved in all of the AAPI constructs. The post-AAPI not only reflected her improvements, but the changes she has made in her parenting style. The Home Visitor has noticed that the mother is using positive techniques to discipline her children and is very nurturing and loving. She has also mentioned that she feels "very proud of herself".

RO – (41) River Oak HV's have completed 43 post-test APPI's this quarter. This means that River Oak Home Visitors continue to maintain a high engagement rate and that outreach efforts are successfully bringing new families into the FRC and the home visitation program. With continued work by the Home Visitors to improve their mastery of NPP, growth in families has been evidenced by post APPI scores. Change is occurring. This appears to be due to the Home Visitors and families maintaining engagement and lessons being delivered in a confident, meaningful and thought provoking way. The level of change varies with families; sometimes there is significant change. For instance in all constructs HV's see mostly change for all families, though with some families there may be a small amount of change in only one construct. As per policy if there is a significant amount of change after six lessons as indicated by the post AAPI scores, a dosage change may be suggested. Team Leader, Home Visitor and mom/dad are part of this decision making process thus ensuring that the family continues receiving the services that they feel is best for them. Significant change does happen and has been reported by over 80% of families who have completed their FNP. They report a "better bond with their children", "better capability of handling stress", "better understanding of behaviors", and "more tools to use when it comes to positive discipline". This is a highly important finding at RO; families do learn new parenting techniques and do feel better about their ability to parent and the relationship between them and their children appears to grow.

MAN – (35) The Mutual Assistance Network has conducted 35 post-AAPI-2 assessments in the first quarter. The families have shown a great change in knowledge, empathy and parenting, along with the desire to utilize the resources available. Success Story (names have been changed): Netu is a 34 year old first time mother. She came to Birth & Beyond FRC when her baby Dinashi was one month old. She married her spouse about a year and half ago and just came to the United States from India. She has no family support and lacks knowledge of resources in the community. Netu was seeking support and wanted to learn parenting skills so that she can be a nurturing mother and can take good care of her baby. Based on the AAPI assessment of the Nurturing Parenting Program, Netu was recommended to take 55 lessons. Netu initially scored really low, 1 on Construct B, Empathy.

The great thing is that after going through the first six lessons with Netu, she has made improvements on her AAPI post assessment. She went from a 1 to a 5 on Empathy and also made improvement in other areas as well. Netu has been actively participating in her home visits. She is improving in her parenting knowledge and doing floor time activities with her baby. She enjoys learning new milestones of children's developmental growth and always looks forward to do activities with her baby. She is open to learning about community resources and new information from the NPP curriculum. She does a great job at mirroring what she learns each week and enjoys doing activities with Dinashi. She always keeps her home very clean and has a lot of space for her baby to live, learn and explore. Netu also encourages her husband to participate with her by completing the home journals and to become a nurturing parent to their child as well. Although, Netu is all by herself with the baby when her husband goes to work she has been doing a great job on bonding and engaging with her baby. She spends a lot of time talking to her baby and doing infant massage on a daily basis. Most importantly, she has been keeping up with home visits and connecting to resources in the community. She is currently working on lesson 14 of the Nurturing Parenting Program. She engages in lesson discussions, always completes her home journals and interacts with her baby during play times. She is always positive and looks forward to continuing with the program.

FCCP- (22) Parents who completed their FNP modeled to the Home Visitor and their children the very changes that they identified as needing at the beginning of their NPP journey. Some parents who scored at high risk on their pre-AAPI, scored perfect tens in their post-AAPI. More importantly, the parents' post-AAPI scores on average show a significant positive change in their understanding of what it means to provide nurturing parenting to their children.

Success Story: One mother who had definite challenges with empathy and reasonable expectations at the start of her program ended with a marked increase in both areas. She shared that the program had helped identify developmental stages and what to "reasonably" expect when working with each of her children. She shared that this not only increased her empathy for her children but for herself as a parent. She said that the information was key to helping understand that she was doing a good and reasonable job just like her children were.

Total: 240 264 24

27. Through home visitation and the Family Nurturing Plan, provide referrals and link families with other service providers as needed.

Through home visitation and the Family Nurturing Plan, provide referrals and link families with other service providers as needed. Such referrals and linkages include crisis intervention services, infant and adult mental health, substance abuse, domestic violence, housing/shelter assistance, child care, financial supports, foster care agencies, and informal community supports. Indicate the unduplicated # of families that received these referrals/linkages this period.

1Q-12/13

320

860

540

10/29/12 Gina Roberson

Narrative

A total of 860 unduplicated families have received referrals and linkages to other service providers this quarter, for an annual total of 860 which is 67% of the annual target of 1280. The total for the contract period is 8886, which is 231% of the 3-year target of 3840.

MV – (104) At intake, Home Visitors, assess what resources and referrals families are currently utilizing and access weekly and what resources and referrals are still needed. As lessons from the curriculum progress, Home Visitors provide appropriate resources and referrals based on the family’s needs. Home Visitors keep track and document the resources and referrals provided and follow up on the outcome if the resource/link is utilized. Most families start the program with MediCal resources, however, all families are asked so that appropriate referrals can be made.

Success Story: Mother was assessed on what referrals and resources she was currently using. Mom shared that she did not have MediCal. HV provided MediCal application and informational sheet to guide Mom on her eligibility. HV also provided appropriate resources: Crisis Nursery, The Effort, Family Primary Care Physician, 24 hour Parent Line, Stress Reducing Classes at FRC, Car Seat Training, Sacramento Food Bank, WIC, and Transportation.

VH – (94) Home Visitors continue to utilize the resources in the Valley Hi area to provide referrals to meet the needs of the community. Home Visitors are able to staff with the Team Leader during supervision any concerns they have regarding a family’s situation. During supervision, the Team Leader and Home Visitor work together to make referrals based on a family’s needs. Other community referrals made include Crisis Nursery, WEAVE, WIC, Medical Clinics, ACCESS, food closets, energy assistance, car seat classes, and Furniture for Families.

Success Story: A Home Visitor referred an undocumented MGM to the Health Fair to receive free health information for her undocumented minor daughter at their first home visit. MGM stated she hasn’t received medical care due to not having medical insurance. MGM attended the Health Fair and was able to get an appointment the following week for a free county-sponsored health insurance plan for the minor.

NS – (155) Families were given referrals that connect them to outside service providers based on their individual needs. Home Visitors (HV) take a holistic approach of providing needed resources. HVs know that a family in crisis will not be able to focus on NPP lessons, so it is equally important to understand what is going on with their families and seek, support and encourage families to utilize referrals when they are made. The following are examples of some of the referrals made this quarter: Infant Mental Health, Tepati Clinic (a free clinic), UCD Family Practice Clinic (off of Y St.), Lemon Hill Legal Aid and English as a Second Language (ESL) (Classes for Adults at Twin Rivers Adult Education).

NH – (90) NH’s HV team plans on meeting this milestone by the end of the fiscal year. Families are consistently educated about other services in the community and provided appropriate referrals. However, NH has seen families also make positive social supports through agreed upon introduction by Birth and Beyond staff. These informal supports have provided mother with opportunities to share childcare and social supports to one another.

LF – (107) At intake and on-going, Home Visitors assess family needs for resources and supportive services. La Familia Staff continue to provide families with resources and linkages to other services as needed. Examples of referrals include: the Crisis Nurseries, Infant Mental Health, Car Seat Safety classes, Cover the Kids, Department of Human Assistance, 24 Hour Parent Support Line, Women Escaping a Violent Environment, community clinics, School Readiness services/programs, Effective Parenting classes, Parent Support group, emergency shelters, food closets, energy assistance programs, Planned Parenthood, Health Educator, La Familia Health & Safety Fair and other health related events, Sacramento Works One Stop Career Centers, and the Intervention Specialist (IS). The Intervention Specialist continues to support Home Visitors with families in need of community resources, support, and with IS case management services. One mother reported that she felt relieved and supported when she was referred to clinics in the area, since she was new to the area and did not know where to take her children when they are ill.

RO – (122) – River Oak Home Visitors have become experienced in thinking creatively in finding and keeping current with resources that may assist families with their unmet needs. The Home Visitors also do an excellent job of “selling” in house resources such as the Intervention Specialist and the School Readiness Liaison as well as the events, classes, and workshops here at the FRC. Once the Home Visitors have provided the resource information to the families they encourage the family to follow up on the resource. This quarter the Team Leader has encouraged the Home Visitors to explore the resource as well so that they are able to provide the most concrete first hand information regarding the resource. River Oak believes that assisting families in becoming self sufficient is a priority, closely followed by teaching families how to find and utilize additional resources on their own. Last year NPP received a wonderful addition to the resource tool box, the Health Educator (HE). This resource has been a great help to many families. The HE has greatly assisted HV’s by addressing health related issues and prevention topics which include nutrition, how to deal with a picky eater, the importance of breastfeeding, medication side effects and symptoms, how to handle stress, and many more topics. The HE has also linked many families to community supports and resources as well. This quarter River Oak continues to work hard to strengthen collaboration with a variety of community service providers, such as Clara’s House, The Sacramento Food Bank, SMUD Community Assistance, The Salvation Army, Robert’s Family Development Center, Promise Neighborhood Early Learning Network and local homeless shelters as well as internal Agency resources and services available through River Oak Center for Children. In the last quarter of 2011/12, the Team Leader made a connection with Shriner’s Hospital. Shriner’s Hospital was invited to come to a staff meeting and educate River Oak Family Resource Center staff on scald prevention and other services offered at Shriner’s. The presenter brought many useful fact sheets, bath tub thermometers as well as referrals for Shiner’s so that families served by Home Visitation could be educated and well informed

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

about Scald Prevention and Shriner's. River Oak continues to work hard on creating partnerships with community resource providers that would be essential to Home Visitors and the FRC's resource tool box.

MAN – (98) The Mutual Assistance Network (MAN) provided 98 unduplicated families with referrals and linkages to other services during the 1st quarter.

Success Story (names changed): Jenny was 6 months pregnant and a mother of a 9 year old, Katie, when I first met the family. Mother and daughter reside in a two bedroom apartment. Maternal grandparents live in the apartment upstairs from them. Jenny is unemployed, but receives full financial support from maternal grandparents. She faced many challenges when she first joined B&B such as past drug abuse, current court custody battle, and a lack of community support and resources. She had a long history of prescription drug abuse, and was able to successfully complete rehab before starting our home visitation program. I was able to encourage and educate her on the importance of staying drug free and healthy for her baby during pregnancy.

I have also observed Jenny endure the ongoing custody battle she had with Katie's father due to her prescription drug use several months ago. She was court ordered to take anger management classes at and lost custody of her daughter. She was only allowed to see Katie once or twice a week. However, by attending the classes regularly she was able to see her daughter more often and both parents agreed to settle the matter out of court.

Since working with Jenny, I have been able to link her to the Mother-Baby program and as a result she has gained access to many baby supplies such as diapers, cloth diapers, clothing, toys, and other essential items in preparation for the new baby. She was also able to attend a Lamaze class, parenting class, and a car seat safety class through Mercy hospital where she was able to receive more baby essentials and a brand new car seat. I also referred her to the Relationship Skills Center where she successfully completed their six week courses and earned gift cards to help her with future purchases such as diapers and wipes.

Throughout the course of home visitation with me, Jenny was able to overcome the challenges she was facing before coming to Birth & Beyond. She was able to stay clean and sober, attended all her prenatal appointments and now had just delivered a healthy baby boy. Katie is also back in her care and sharing joint custody with father. She was connected to many community resources where she greatly benefited from the services provided to her.

FCCP – (90) FCCP Home Visitors spend time in the first visit exploring the immediate needs and or challenges that the family may be facing. Home Visitors come prepared with a collection of community resources that families can use to help in their particular situation. Home Visitors collaborate with the IS to stay abreast of the newest resources as well as share those that they locate. Home visitors make IS referrals for follow-up, as needed.

Total:	320	860	540
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28. Through home visitation, screen and refer women with newborns to lactation support services.

Through home visitation, screen and refer women with newborns to lactation support services. Indicate the unduplicated # of women referred to lactation support services this period.

1Q-12/13	106	227	121	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 227 unduplicated women were screened and referred to lactation supports this quarter, for an annual total of 227 which is 54% of the annual target of 424. The total for the contract period is 1897, which is 149% of the 3-year target of 1272.

MV – (28) Health screens are administered during and after pregnancy to assess pre and postnatal care. Automatic referrals are made to Lactation services to increase mother's awareness and education on the benefits of breastfeeding. The MV Lactation Consultant attends most monthly MRT meetings when her schedule allows. Health Educator Joint Visits are set up monthly to ensure all families are seen at least once a year.

VH – (37) The Home Visitors make sure that all new mothers are connected to the Lactation Consultant. In addition the Home Visitors make referrals based on the new mothers request if they find breast feeding a challenge. They connected 37 women in this quarter to Lactation services. A lot of moms come into the program connected to WIC and Lactation services. The Home Visitation staff has been encouraging all pregnant moms to breastfeed and they have been making referrals upon the mother's request.

Success Story: One MOB was referred because she tested positive for methamphetamines at the time of delivery and was told her breast milk was contaminated. The Home Visitor referred her to the LC to help with feeding and bonding strategies. Because of the high-risk need, the LC moved MOB onto the priority list. And, even though the mom could not breastfeed, she felt supported by the Home Visitor and the LC and was happy to receive information to successfully bond with her baby and relieve the guilt she felt.

NS – (33) All new moms are referred to WIC for Lactation services. If moms have their own independent insurance and request referrals, Home Visitors (HV) will attempt to connect these moms to hospital Lactation services. For the second quarter in a row NS staff referred more moms to Lactation support services. For the second quarter in a row, NS has seen another increase in the number of families where the mom is pregnant or has just given birth. This appears to be a new trend. NS is hoping that all the outreach that has been done to pre-natal units at the local hospitals is having an impact on referrals for moms who are pregnant.

NH – (35) This continues to be a challenge as WIC LC was not a part of the MRT's this quarter. It has also been noticed recently that many mothers are not open to nursing. However, HV continue to refer to the LC at WIC as well as through their

doctor's offices and hospitals. This is often a topic discussed by the HE as well. Recently NH had multiple families with newborns, and referrals of pregnant mothers. It is most effective to refer a mother before she has delivered, or immediately after for the support she needs in the most challenging stages of nursing.

LF – (17) La Familia continues to refer pregnant women and mothers with newborns to WIC Lactation Consultant Services. As needed, the Home Visitors follow-up with the Lactation Consultant and if necessary, will re-refer the mother. The WIC Lactation Consultant continues to participate in La Familia's monthly Multi-disciplinary Resource Team meetings and is an excellent resource to both Home Visitors and mothers in need of breastfeeding education and Lactation Consultant services. La Familia is on target to meet this milestone.

RO – (29) – River Oak has made 29 Lactation Consultant referrals to date. Breastfeeding continues to be a topic that is discussed with all pregnant mothers beginning in home visitation services. During the health screening portion of intake HV's will make a referral to the Lactation Consultant (LC). This referral is done regardless if the Mother expressed any initial interest in breast feeding. The HV will do a follow up with both Mom and the LC to determine what if any services can be put into place. If an issue arises about breast feeding, the HV can follow up with the LC or the Mother can follow up. The HV's have reported that once the connection between the Mother and the LC is established breastfeeding is often more successful and maintained for a longer period of time. This system also ensures that the family is linked to WIC and its very valuable services. As mentioned, the LC maintains a consistent presence at MRT and is often called upon for advice, follow up regarding the family and breastfeeding information and she is regularly written into the MRT action plan. She is vital to the MRT meeting as she is a wealth of information experience in this mother/baby healthy activity.

MAN – (18) The Mutual Assistance Network (MAN) referred 18 unduplicated women to a Lactation Consultant during the first quarter. MAN's has a strong relationship with WIC, which is located in the same building as the Home Visitation program, allowing for multiple referrals between the two programs to be made.

FCCP –(30) FCCP has an excellent relationship with the Lactation Consultant from WIC which is housed in the same building as FCCP. New moms are always provided a referral to the Lactation Consultant with every subsequent birth. All new mothers are provided the encouragement and information to make an educated decision about breastfeeding.

Total: 106 227 121

29. Through home visitation, connect families with enhanced core services of the FRCs.

Through home visitation, connect families with enhanced core services of the FRC. Indicate the unduplicated # of families connected to enhanced core.

1Q-12/13 160 676 516 10/29/12 Gina Roberson

Narrative

A total of 676 unduplicated families were connected to enhanced core services at the FRC this quarter, for an annual total of 676 which is 106% of the annual target of 640. The total for the contract period is 4787, which is 249% of the 3-year target of 1920.

MV – (96) Home visitation families are regularly referred to the Family Resource Center and other services based on their need. Home Visitors provide a monthly calendar that they thoroughly review with families and identify classes/workshops that meet the needs of the family. The following are classes that are offered onsite: Effective Parenting (EP) classes, intervention services, car seat safety, infant safe sleeping classes and other classes to assist with self-care and stress management. Families that have limited support networks in the area are strongly encouraged to attend classes to meet other parents and build social supports.

Success Story: Mom has 7 children and has struggled to meet her children's needs. Mother works closely with HV and FRC aides to help her get to doctor appointments, attend school meetings and classes offered onsite, especially EP classes. Mom utilizes the strategies learned in NPP and EP classes to address her twins behavioral issues such as verbal and physical redirection.

VH – (93) Home Visitors work with FRC Aides and the FRC Coordinator to refer families to FRC events and classes to promote a sense of community, build connections with other families, and to educate parents on various topics. The participation in events/classes has decreased isolation among stay-at-home mothers, reduced stress for working mothers, and increased parenting skills. Home Visitors also continue to refer to the IS on a regular basis. Most referrals to the IS are for housing, employment, and mental health counseling and assessment. And in some cases, as in this one, the Home Visitor will link a client to both FRC and IS at the same time.

Success Story: One mother told the Home Visitor she believed her daughter was autistic. The Home Visitor made a referral to the Intervention Specialist for an assessment through ACCESS. The mother was called about a week later and provided a description of how her child acts and how she is developing. A week after finding out the possibilities of what was wrong with the child, the mother received a phone call saying she had to come to the office so the child could be tested. The mother was wondering how she was going to make it to this appointment with two children on the light rail and bus. She contacted the Valley Hi FRC and an FRC Aide brought her to the appointment at 8am. The family went to the appointment and found out her daughter is not autistic but may be partially deaf. Mom was given referrals to an audiologist and a speech therapist. The mother was thankful because Valley Hi helped her and she was able to find out the proper diagnosis for child.

NS – (79) North Sacramento (NS) Home Visitors (HV) continually take the opportunity to link families to FRC groups, classes and workshops. The following referrals were the most common to the FRC this quarter, Reading Rainbow, Book Club, Stress Relief, and Relationship Skills Workshops which focuses attention on the impact of Domestic Violence on children in the family. Staff also linked families in crisis to the Intervention Specialist.

Success Story: MOB is currently participating in NPP home visitation, parenting classes at the FRC and FRC events like car seat safety. MOB shared with HV and FRC Aide that she was stressed about the challenging behaviors of her 2 year old. MOB stated her belief that because FOB has a bipolar diagnosis that her daughter is going to be Bi-polar as well. This was also being reinforced by her discussion of the topic with her family, but not by any doctor's advice or diagnosis.

Quarter**Goal Actual Variance Achieved Submitted****Approved**

MOB expressed that she was scared and fearful about the prospect of her daughter growing up with mental illness. HV and FRC Aide invited MOB to come to the FRC to speak with the Team Leader. The TL discussed with MOB the nature of bipolar disorder and the aspects of parenting to take into account for a child with a family history of bipolar disorder. Furthermore TL, HV, and MOB discussed the actual behaviors of her daughter. It was hoped that this would help MOB to try to view her daughter as challenging, yet normal and healthy, not as one that has or is destined to develop mental illness. TL and HV encouraged MOB to continue with HV and FRC services. Also HV completed an Access referral for Parent Child Interaction Therapy (PCIT) with Sacramento Children's Home (SCH). MOB was open to this suggestion and appeared relieved after the meeting. MOB was open to both the discussion and all of the resources that she was connected to during the Joint Visit.

On the next HV, MOB shared that she enjoyed meeting with the TL and was thankful for the support from both HV and from participating at the FRC. MOB continues to participate in both FRC classes, and Home Visitation.

NH – (78) Families are consistently provided the FRC calendar and flyers advertising classes and events. NH has been holding Graduation parties which have brought more HV families to the site, however, transportation is still the most significant barrier to HV families attending the FRC.

LF – (95) All families are provided with the La Familia/Family Resource Center Monthly Calendar and are encouraged to participate in FRC Activities. Families that have completed/graduated from the Nurturing Parenting Program are also encouraged to take advantage of the enhanced core services offered at the FRC. Transportation and/or bus passes are made available for families to participate in FRC enhanced core services/activities. Enhanced core services provided this quarter include: Effective Parenting classes, child development activities, Intervention Specialist services, stress reduction activities, Parent Support group, Sub-Advisory Committee meetings, life skills and Car Seat Safety classes, Living Well with Diabetes workshops, Child Development workshops, One Stop Career Centers, Karate classes, La Familia's Health & Safety Fair and other health related events. Home Visitors continue to refer many families to the Intervention Specialist to assist families with problems needing immediate attention. La Familia has already exceeded this milestone.

RO – (96) River Oak has done very well with this milestone in the first quarter. RO has connected 96 families to enhanced core services. Home Visitors continue to be knowledgeable in all of the activities at the FRC and are able to fully explain to families the content of each event and the benefits for the families who attend these events. Home Visitors continue to encourage families to sign up and participate in events happening at the FRC. One event that was put on by River Oak FRC this quarter was "Splash Back into School". This event was well attended by families (100) who receive home visitation or other FRC services. Of those who attended the event were several "new" mothers and their children. They had never been to the FRC before and since that event they have come back repeatedly to participate in other activities such as, "Stressbusters", "Imagination Station" "Zumba" and "Nutrition from the Group Up". Home Visitors report that the families who have taken part in the events at the FRC feel welcomed and appreciated.

Success Story: Being a Home Visitor you don't realize how much of our services can make an impact on people's lives. I have had the opportunity to be currently working with a single parent who has relocated from a small town to Sacramento to open a new chapter in her and her family's life. C.B. is a single mother who has two children under the age of five and is working to support her family. Mom expressed that she has been able to gain more support and parenting knowledge through Birth & Beyond. Mom stated that she likes the fact she can engage with other mothers at the FRC and know that she is not alone in her struggle. C.B. expressed that one of her goals "is to get off welfare and go to college". Even though C.B. is dealing with multiple challenges, she has come to the FRC as a healthy outlet to distress from parenting responsibilities. Mom has attended classes such as Stressbusters and Zumba. Mom is on track to complete 26 NPP lessons and has been consistent with home visits. Mom expressed that she continues to learn and re-educate herself in regards to parenting. By the end of the program she hopes to be a better nurturing parent."

MAN – (69) The Mutual Assistance Network (MAN) connected 69 unduplicated families involved in the home visitation program to the FRC for core services. The Home Visitation team utilizes the FRC tremendously to benefit families. The Home Visitors are eagerly sharing the FRC services to the families and meeting them at the FRC to introduce the programs.

During last fiscal year, the Home Visitation team challenged themselves to be more accountable to linking the families to the FRC. This is not just telling the families about the resources available, but setting up Joint Visits and meeting the families at the FRC. The excitement of the team has been readily apparent when setting up Crisis Intervention or School Readiness visits, or meeting the families at a stress reduction class. A great example is how the Home Visitors are attending the Tuesday and Saturday Zumba classes and encouraging families to attend. Having a friendly face for the families to see when walking in the door has created a wonderful entrance point and the families quickly connect with the FRC Aides.

FCCP – (70) Home Visitors encourage parents to participate at the FRC. Families are invited to participate in workshops, classes and other activities. Home Visitors work with FRC staff and the IS to enroll families in regular attendance and participation to a plethora activities. The monthly newsletter is provided to share the exciting and ever changing opportunities at the FRC.

Total:	160	676	516
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30. Train home visitors with CTK on available health insurance pgorams for families with children 0-5 years old.

Train home visitors with CTK on available health insurance pgorams for families with children 0-5 years old. Indicate the # of staff trained this period.

1Q-12/13	16	33	17	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

CAPC has collaborated with Cover the Kids (CTK) and DHHS Child Protective Services to provide a two-part training for B&B FRC staff. During the second day of Basics training a representative from CTK provides a description of services and thoroughly explains the referral process for families served by the B&B FRC program.

On a separate half day training a B&B County Planner conducts a Medical Administrative Activities (MAA) overview and documentation training. These two trainings complement each other by highlighting the importance of linking families to health insurance and medical services.

Two (2) Cover the Kids/MAA trainings were provided this quarter. A total of 33 staff were trained, which is 51% of the annual target of 64. The total for the contract period is 184, which is 96% of the 3-year contract target of 192.

A breakdown follows:

- July 9-11, 2012 – 7 B&B staff trained (5 English, 2 Spanish, 0 Hmong, 0 Vietnamese, 0 Russian)
- September 19-21, 2012 – 26 B&B staff trained (15 English, 9 Spanish, 1 Hmong, 0 Vietnamese, 1 Russian)

Total: 16 33 17

31. Through home visitation, provide information and referrals on health insurance programs.

Through home visitation, provide information and referrals on health insurance programs. Indicate the unduplicated # of families that were referred this period.

1Q-12/13 240 309 69 10/29/12 Gina Roberson

Narrative

A total of 309 unduplicated families were provided with information and referrals on health insurance programs this quarter, for an annual total of 309 which is 32% of the annual target of 960. The total for the contract period is 2907, which is 101% of the 3-year target of 2880.

The majority of families who are served by the FRCs either have MediCal or some form of health insurance when they come into the program. All families are asked about health insurance and each site provides information and referrals on health insurance programs to those families who are not connected.

MV – (41) Families are provided with information on MediCal, a public health education program, which provides needed health care services for low-income individuals including families with children, persons with disabilities, foster care, and pregnant women. Staff also provides information on Healthy Families and Cover the Kids. Home Visitors inquire about families status of MediCal and assist with the retention and renewal process to ensure families have coverage. Home Visitors provide a health screen during pregnancy and post pregnancy for MOB's to self-report on the status of their health and their children's immunization, dental and physical health.

VH – (43)100% of the families that qualify for MediCal have been connected to those services. The families that do not qualify are referred to other programs including Healthy Families. The staff work diligently with families to make sure they are connected to the medical resources they need. As the resources have shrunk this has become more challenging and the Valley Hi staff have worked harder to find ways to meet the client's needs. At the end of each quarter, Valley Hi runs a query to ensure all of the VH HV families are connected to medical insurance.

NS – (61) North Sacramento continues to observe that most families opening to FRC services already have health insurance upon intake. North Sacramento will continue to inquire with families about their medical insurance status and will make the appropriate referrals as needed.

NH – (50) North Highlands home visitation program regularly connects families with MediCal, dental, and mental health services. NH has had the opportunity to consistently discuss with families their health services, which has been aided by having a medical and dental clinic on site. Many families attend the NHI Clinic, and are able to also see the FRC during their medical and/or dental visits.

LF – (34) Health insurance for children and their families continues to be a priority for Home Visitors. The majority of the families served by La Familia/ Birth & Beyond Nurturing Parenting Program already have MediCal or some form of health insurance. Those that do not have health insurance are provided with information and referrals to health insurance providers (e.g. Cover the Kids and MediCal). If needed, families are assisted with the application forms and follow-up. Home Visitors follow-up with the Department of Human Assistance to ensure that MediCal coverage is still in place and to assist with retention as needed. La Familia continues to have a representative from Cover the Kids on-site, on a weekly basis to assist with the health insurance application process and completion of required forms. In addition, three of La Familia staff is trained on the enrollment/application process for MediCal.

RO – (42) – River Oak continues to serve a majority of families that either have MediCal health coverage already in place or are MediCal eligible. This quarter 42 families have been provided information and/or referrals on health insurance programs. Health coverage remains a priority for children and families and the topic is addressed with families during the very first NPP visit. All River Oak HVs have been trained in Cover the Kids as well as DHA MediCal application completion. HVs also encourage the families to maintain Well Child Check Up's, Well Woman and Well Man Check Up's. HV also discusses the importance and benefits of doing and keeping immunizations current. Home Visitors are most frequently asked by families to help with initial MediCal applications, navigating the DHA system, and helping to submit requested renewal documents. River Oak pays special attention to keeping children healthy so that they may thrive in their physical, social and emotional development. Additionally, if the HV finds that the family is ineligible for MediCal the HV will assist the family in guiding them to resources where free or low cost health care might be available, such as Clara's House, the Natomas Clinic or special events such as the Convoy of Hope, Homeless Connection and other similar events.

MAN – (6) The Mutual Assistance Network (MAN) referred 6 unduplicated families to health insurance during the first quarter.

Through home visitation, assist families in the preparation of Medi-Cal and Healthy Families forms. Indicate the unduplicated # of families that received assistance with their MC/HF application this period.

1Q-12/13	60	112	52	<input checked="" type="checkbox"/> 10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 112 unduplicated families were provided information and assisted families with the preparation of their MediCal and Healthy Family forms this quarter, for an annual total of 112 which is 47% of the annual target of 240. The total for the contract period is 1416, which is 197% of the 3-year target of 720.

First 5 Sacramento contracts with Cover The Kids (CTK) to enroll families in health insurance, and their staff are certified application assistants. Therefore, Home Visitors discuss the need and process of obtaining insurance, information and referrals to CTK, and provide eligibility resources and assistance during home visits.

MV – (13) Home Visitors routinely discuss basic eligibility requirements and provide information on how to fill out MediCal applications. Home Visitors provide assistance on setting up appointments, translating applications, schedule appointments and arrange transportation to the Department of Human Assistance to apply. Home Visitors check MediCal status provided on the DHA form to follow up on annual renewal to prevent discontinuance. Home Visitors also refer families to Cover The Kids to assist them with obtaining insurance. Many families already have MediCal upon entering the program but each family is asked to be sure correct referrals are made.

VH – (27) Home Visitors assisted 27 families with their MediCal forms over the last quarter. All of the families that participate in home visitation have been assessed for eligibility in MediCal insurance. They have all been referred and provided with support with the process. When there are challenges, the Home Visitors utilize the DHA representative for support. The Home Visitors also provide support to families to maintain eligibility

NS – (10) Home Visitors (HV) routinely discuss basic eligibility requirements and provide information on how to fill out MediCal applications. HV provide assistance on setting up appointments, translating applications, schedule appointments and arrange transportation to the Department of Human Assistance (DHA) to apply for MediCal. North Sacramento (NS) has continued to monitor families checking their annual renewal date to help prevent discontinuance. HV continue to refer families to Cover The Kids to assist them with obtaining insurance especially when they don't qualify for MediCal. Many families already have MediCal upon entering our program but HV are encouraged to make sure each family receives referral information.

NH – (18) Assessing the family's needs and current DHA status is a regular part of opening new families. Families and HVs regularly discuss the status of and troubleshooting or reapplying for MediCal and Healthy Families programs.

LF – (9) As part of the initial Birth & Beyond NPP assessment process, Home Visitors inquire whether the families have health insurance coverage. Home Visitors submit the Department of Human Assistance (DHA) Central Clearinghouse verification form to determine if the family has MediCal and/or the status of their MediCal. Based on the DHA response, Home Visitors assist families with the MediCal application process and/or follow-up with families to assist them with the necessary steps to avoid a lapse in coverage. The majority of families already have MediCal or other health insurance. The focus has been on verifying MediCal coverage and assistance with MediCal retention. Families without health insurance are referred to Cover The Kids (CTK) and are informed of the process to obtain insurance. A certified representative from Cover The Kids is on-site at La Familia on a weekly basis to assist families with the application process. If needed, Home Visitors arrange for transportation for families to meet with the Cover The Kids representative at La Familia.

RO – (9) A total number of 9 families received assistance with the preparation of their MediCal and Health Family forms this quarter. There are several key requests fielded by HV from families regarding MediCal; the need for assistance with MediCal applications, navigating the DHA system and help with renewal forms. Many times families are not aware of or do not understand the process and the need for documents to be turned in, in a timely manner with the proper information. If they do not turn in the necessary paper work potentially their MediCal will lapse. Once this happens it can be a lengthy and arduous process to reinstate MediCal. Often times families give up on the process and simply wait to use the Emergency Room if there is a medical need. HVs make a conscientious effort to ensure that this does not happen. This is done by following up with families regarding MediCal application preparation and MediCal renewal as well as ensuring that families are educated regarding the importance of keeping their MediCal up to date. It is vital for families to ensure that their MediCal does not lapse because of the very limited number of additional medical service providers that do not charge or have a sliding scale fee process. With this in mind, the HV are diligent with their families to discuss the system and help to navigate it to ensure that families' MediCal is not lapsed. Home Visitor awareness and knowledge of the DHA system has greatly assisted families this quarter to by helping remind parents about well child checkups, prenatal appointments and other medical appointments.

MAN – (3) The Mutual Assistance Network (MAN) assisted 3 unduplicated families with MediCal and Healthy Family forms in the first quarter. Families were assisted by the Home Visitors and FRC staff, making sure that they have the ability to support their children with any health needs.

FCCP- (23) Home Visitors are sometimes the missing link for families that are not receiving adequate health care. Many times families that have low literacy skills or language barriers do not understand the process of applying for or renewing their MediCal applications. HVs help to alleviate stress by walking families through the process. Often an HV calls the families' DHA caseworker can help the family get answers to expedite the enrollment process.

Total:	60	112	52		
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34. Complete an Intervention Service Record at intake for families receiving crisis intervention services.

Complete an Intervention Service Record at intake for families receiving crisis intervention services. Indicate the unduplicated # of families that had an ISR completed this period.

1Q-12/13	300	580	280	<input checked="" type="checkbox"/> 10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 580 unduplicated families completed an Intervention Services Record (ISR) for families who received Crisis Intervention Services this quarter, for an annual total of 580 which is 48% of the annual target of 1200. The total for the contract period is 6070, which is 169% of the 3-year target of 3600.

Meadowview (MV): (84) All clients receiving Intervention Specialist Services complete an Intervention Services Record (ISR). This form helps the Intervention Specialist (IS) to identify clients needs and to identify the level of distress clients are experiencing. It also provides the IS with a direct connection to the priorities the clients may have.

Success Story: An example of completing an IS form, which proved helpful in working with a client, was the case of a single mother who has a 4 mo. old baby. The client was in need of advocacy in regards to a referral made by CPS by the hospital when baby was born. Due to her disabilities, there were concerns in regards to Mom's ability to care for the child. Mom lacked the ability to be able to express what exactly she was looking for when she accessed IS services. The ISR form helped the IS open up the dialog and for Mom to expand on what her specific concerns were, which directed IS on how to advocate and support the client in the best possible way.

Valley-Hi (70): The Intervention Specialist (IS) completed 70 ISRs during the last quarter. She provides support to a large number of families who come to the FRC or call in. She also helps provide immediate needs to home visitation families that are in crisis or new referrals received. Her support has assisted the families and home visitation staff in focusing on NPP lessons while she helps with crisis as it arises. The trends over the last quarter have included housing, unemployment and support with finding mental health services.

North Sacramento (NS): (50) NS's Intervention Specialist (IS) receives an Intervention Services Record (ISR) when a family has been identified as facing a crisis, is in need of support, resources, referrals, Crisis Nursery tours, and/or needs a Parent Time Out. The ISRs come from Home Visitation staff and community partners, especially St. Vincent de Paul. Crisis issues typically involve domestic violence, rent and utility assistance, housing, employment, and/or legal referrals.

Success Story: An MOB called into NS looking for assistance with locating a safe house. She was referred to the IS who helped connect her to DVIC, My Sister's House and WEAVE. After several phone calls, MOB finally came into the NS FRC and sat down to talk with the IS about a safety plan. MOB wrote down phone numbers and addresses and collected as much information as she could before leaving to enter a safe house. After trying all the available safe houses, she was able to get into Harmony House through DVIC where she stayed for a week before preparing to move into a new apartment away from her abuser

North Highlands (NH): (88) The Effort's IS gets many referrals from home visitation and mainly through families being served in DR. Referrals also come from the community at large who've heard about the IS services by word of mouth. Many families walk into the FRC and request the IS services.

Success Story: One mom was a walk-in and came into the FRC with their CPS ER intake worker. The mom was homeless, recently moved to Sacramento, and had 3 children, 1 was under 5 years old. The mom had escaped a violent environment and was experiencing domestic violence from her husband. The mom and CPS worker walked in and requested help with clothes for the children as mom had just left the home with nothing except what they were wearing on their backs. The IS was able to look in the donations The Effort had recently received for the Kids Closet event, and was able to provide mom with 3 bags of children's clothing, some clothing for mom, and was even able to donate some of the Starbucks pastries The Effort gets daily. Mom was so appreciative, and the IS was able to extend an offer to mom to come back anytime to help with additional resources as needed.

La Familia (LF): (40) During this first quarter, La Familia's Intervention Specialist (IS) continued to assist and support families with children ages 0-5 in need of Crisis Intervention services. There were 40 unduplicated families served by the IS this quarter with an Intervention Service Record (ISR) completed for all assisted. Families are referred by the Family Resource Center staff, Home Visitation staff, the La Familia Sub-advisory committee, walk-ins or community resources/partnerships, by 211 Infoline Sacramento, other La Familia programs, and via previous families served by La Familia and the IS. The IS has been working at La Familia for over ten years, is supportive and knowledgeable of resources, and has made excellent connections in the community. The IS is La Familia's first contact for families and parents experiencing crisis.

Families continue to struggle in this unrelenting economic climate and frequently disclose that they require help meeting basic needs. Often as a result of multiple challenges, families find themselves in a crisis that exceeds their current resources and coping mechanisms. A common factor is a lack of knowledge about existing community resources and supports. The IS helps families stabilize, provides the families with an increased knowledge of resources, empowers parents to build their capacity to problem solve, and helps them obtain the tools they need to develop self-efficacy and self-reliance. Parents regularly express their immediate relief in finding that help is available. Parents also report feeling supported by simply having someone hear their story, which frequently facilitates understanding by processing the situation. Domestic violence (DV) being reported to the IS continued to be a frequent occurrence this quarter, requiring additional time to stabilize, report, and document. With Home Visitation, Birth & Beyond families in crisis are provided IS services, allowing families to refocus their efforts on the Nurturing Parenting lessons. La Familia's IS is on target to meet this milestone.

Success Story: During this first quarter, the Intervention Specialist (IS) met with a father of 3 children, one 0-5 years of age. He came to La Familia in search of a job at the One-Stop Career Center, then was referred to the IS for domestic violence (DV) assistance. A year ago he had lost his job and tensions were rising in the home. The father disclosed that his wife had become physically abusive with him in front of their children. He reported that the last DV incident occurred the night before and the police were called, yet no report was taken. The father agreed to a safety plan of calling 911 if he felt threatened in any way. He explained that he was fearful of his wife's increasingly aggressive behavior, but wanted to obtain help for his children and family. The IS praised him for seeking help to keep his family safe, and setting aside the feelings of shame he expressed in order to disclose that he was being abused by his wife.

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

The IS compiled and reviewed with the father a packet of DV information including: education, assistance programs, shelters, legal assistance, and the DV restraining order workshop through Family Court Services. The IS also encouraged the father to utilize MediCal Behavioral Health/ Mental Health services they are eligible for, oriented him on the Family Resource Center (FRC) services available, and gave him information about the Crisis Nursery (CN). He stated that he was very thankful and relieved to have knowledge of where and how he can obtain help for his family. The IS made a Child Protective Services report after the meeting with the father.

Upon follow-up, the father reported that CPS had made a visit to his home and the situation has changed for the better as a result. He thanked the IS and disclosed that his family has improved with all the support. The CPS Social Worker called to follow-up with the IS and reported that the whole family is beginning counseling services and the father has attended an orientation through a local DV assistance agency, WEAVE (Women Escaping a Violent Environment). The CPS Social Worker also thanked the IS for "being on the front lines", and respectfully helping a male victim of DV to obtain support.

River Oak (59): RO has a temporary IS pending the return from maternity leave of the permanent IS. Despite River Oak currently having a part time Intervention Specialist effective August 21, this milestone is being achieved during the first quarter of the new program year. Perhaps as a reflection of the "economic times" of families residing close to the FRC, referrals continue to reach the IS from families in need of services. This can be added to greater IS outreach efforts and a presence at events sponsored by our outreach partners. Home Visitation also continues to present a large number of referrals to the IS from the families receiving the Nurturing Parenting Program. Noted especially the first month of this program year is the number of "walk in" referrals needed, primarily of families in need of immediate resources to fill their basic needs; food, clothing and shelter. Family needs continue to be appropriately documented according to collaborative policy and procedure and IS follow-up plans include in person or telephone contact to ensure that the crisis has passed or been resolved to the satisfaction of the family. Families report confidence in the IS services they receive and the Program Manager has received many comments from families supportive of the IS and their satisfaction with services. An additional comment to note is that as compared to the previous program years, the IS has greatly increased her outreach efforts by at least one third and is actively meeting with new and continuing partners practically every week thus far of the 2012-2013 program year. Collaboration, partnership and good communication ensures that families that are in need are being identified and appropriately connected to the RO IS.

Success Story: Mom E.V. sent a thank you card to both the IS and the resource who supplied her family with three beds for the children that were co-sleeping or sleeping on the floor. All the children were under the age of 5 and mom tearfully shared how "it feels like a normal family at bedtime finally". "All the kids have their own beds and as a family we get to do what we see on television by putting them into bed and reading them stories at night". Mom was very grateful and appreciated the "quick action" from the IS, who "recognized that our family wants to be like any other normal family".

Mutual Assistance Network (78): During the 1st quarter the Mutual Assistance Network (MAN) worked with 78 unduplicated families that completed an Intervention Services Record after receiving Crisis Intervention Services.

The Mutual Assistance Network held family activities at the Firehouse and Johnston Community Centers, giving parents a chance to socialize in a fun location. The events included health information and activities for children, including a weekly family cooking class. Additionally, the Mutual Assistance Network started a new season of the Del Paso Heights Soccer league with 40 children ages 4-5. The league offers a wonderful opportunity for the Crisis Intervention Specialist to conduct outreach about the various resources available for families. Together, these types of activities act as a wonder recruitment tool for the programs as families become more familiar with the benefits of being involved.

Folsom Cordova Community Partnership (111): Intervention Service Records (ISR) are given to each family receiving assistance from the Intervention Specialist. Many ISR's are generated from Home Visitation when families have extenuating crises that cannot be remedied in the course of a home visit. FCCP works diligently to connect families with FRC programming, Home Visitation, Employment Services and Youth Development Services in house. Many referrals to outside agencies are made as well. FCCP makes a "warm hand off" by cultivating relationships with referral agencies so that the families connect seamlessly to outside agencies. IS completed 111 ISR's this quarter.

Success Story: A mother of 2 children under 5 came into the FRC with an appointment to receive utility assistance through FCCP's SMUD EnergyHelp program. IS informed MOB of the other services Birth and Beyond offered. She was given a number of resources including the Parent Support Hotline, several nearby food banks, and information to a Birth & Beyond site closer to her home. The IS encouraged mom to fill out a referral form for the site near her and connect with the IS in that agency. MOB was so overwhelmed by all the new information and departed by tearfully thanking the IS and Data staff for thoroughly addressing her needs which all stemmed from the ISR! She left by hugging each staff and saying she "didn't know places like this existed" and felt "so blessed" to have obtained all the resources which she would have otherwise been unaware of.

Total:	300	580	280
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35. Conduct pre-assessments on families using the Family Development Matrix based questions.

Conduct pre-assessments on families using the Family Development Matrix based questions to assess the family's level of crisis and stress and determine appropriate support services. Indicate the unduplicated # of families that had pre-assessments completed this period.

1Q-12/13	300	475	175	<input checked="" type="checkbox"/>	10/29/12	Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 475 unduplicated families received a pre-assessment using family development matrix based questions prior to receiving crisis intervention services this quarter, for an annual total of 475 which is 72% of the annual target of 664. The total for the contract period is 4741, which is 238% of the 3-year target of 1992.

MV – (79) The pre-assessment questions that are part of the Intervention Services Record (ISR) allows the IS to identify the level

of distress the family may be experiencing as well as their ability to care for the children and the natural supports they may already have in place. All that information allows the IS to have a frame of reference in regards to what approach to take in working with the family to meet them at their level of need.

Success Story: One example of the successful use of the pre-assessment tool is the case of a single mother of five that was going through a legal case against the perpetrators of an assault against one of her daughters. By talking to mom, it appeared that mom had a very good understanding of the legal procedure and had successfully reached out for victim witness assistance. But after talking with mom further, the IS was able to recognize that mom did not have all the knowledge she needed on how the process worked. IS was able to work with mom step by step to help her navigate the system.

VH – (56) The IS completed 56 pre-assessments with families that needed Crisis Intervention services during this quarter. When the IS receives a call asking for simple information, the pre-assessment questions have helped her provide more in-depth specific information to help with the current crisis and prevent the situations that lead to this point. The pre-assessment gives the IS an idea of the parents' current level of stress. They can then encourage the use of parent time out, Crisis Nursery or other stress reducing classes at the Family Resource Center.

NS – (49) When contacting a family for the first time, doing the pre-assessment becomes a valuable tool in determining how the North Sacramento (NS) Intervention Specialist (IS) can provide the services most needed. For families who are too overwhelmed to complete simple tasks, the IS provides Parent Time Outs and Stress Reduction Classes to help families better deal with the stress they are experiencing, as well as Crisis Nursery referrals and tours. After these connections have been made, the IS can support the family as they become more prepared to take on the challenges at hand. This helps build relationships in the community and provides a resource for future crises.

Success Story: A Russian family open to HV was referred to the IS for assistance in paying their utility bill. The IS met with the family on a joint visit since the IS does not speak Russian, and looked over the utility bill. After talking with the family, it came out that the family believed they were being over charged. The IS was able to determine that the discounted program in which the family thought they were signed up for was not being reflected in their bill. The IS assisted in calling PG&E to make this happen, after which the family received a credit on their bill, making the total amount they owed much less. The IS also provided utility assistance programs to make up for the remaining amount owed. The family was very thankful and relieved to know they will be caught up soon!

NH – (60) Financial support and help is overwhelmingly the number one stressor on the pre-assessments. Families come to the IS with issues of unemployment, under-employment, and they need resources around utilities, rent assistance, etc. Many families are experiencing cuts in their CalWorks payments, as well.

LF – (37) The pre-assessment continues to be an essential tool in helping the Intervention Specialist (IS) triage a crisis by having a family discuss their situation. It is important to determine what level of crisis families feel they are experiencing in order to provide appropriate, strength-based, family-driven services. The pre-assessment assists in determining what specific and immediate interventions families identify that they need in order to return their focus to parenting. Many families are experiencing domestic violence, financial problems, at-risk of becoming or are homeless, do not have enough food to eat, and/or experiencing several other life stressors. Often families have little knowledge of resources to obtain needed assistance. The pre-assessment tool helps the family and the IS to determine the level of resource needed, stress, and the effects of the presenting crisis on their children. La Familia's IS is on target to meet this milestone.

RO – (53) The first quarter of this program year has demonstrated that a continuing number of families in the Oak Park area are in need of assistance in obtaining basic necessities as well as crisis intervention for unplanned circumstances. In completing the pre-assessment the IS is better able to find baseline to be used when determining the needs of the family. Correct interpretation of the answers to pre-assessment questions gives the IS a better idea of the severity of the situation being presented as well as "clues" to assist in building an intervention plan. The IS experience this quarter continues to be one of using the pre-assessment in recognizing immediate needs as well as helping the family in identifying the core of the crisis.

Success Story: The M.F. family met with the IS in July to share the need of some kind of resolution to an outstanding SMUD bill that could possibly lead to have the power being shut off in the home of a newborn and a 3 year old, just as the hottest days of the summer were approaching. The IS was able to assist the mom in getting resources to financially assist in preventing the shut off and successfully got mom to see what could be done to prevent the situation from happening again. The pre-assessment helped the IS show the mom that the crisis reported was more than just the immediate financial need; there was much more needed to assist with understanding how to save electricity and how to keep a monthly budget. The pre-assessment in this case became a teaching tool because it required the family to look at their life situation in a more open and honest way, noting that a plan of action could help to avoid a further crisis. Good engagement skills on the part of the IS as well as creating a bond of trust and taking a moment to "teach rather than just rescue" led to a crisis resolution and a family ending services with the IS with new skills. This quarter the pre-assessment continues to be a valuable tool for a skilled IS.

MAN – (78) The Mutual Assistance Network (MAN) had 78 unduplicated families receive a pre-assessment using the family development matrix in the 1st quarter. The Mutual Assistance Network held multiple opportunities for families to participate in group activities in the first quarter.

FCCP – (63) Pre-assessment questions often reflect the dire nature and content of the crises families encounter. The questions help staff and the family themselves identify how much the precipitating events may have affected the relationships in the family as well as opportunities to strengthen awareness of supports available/needed. Many families find the pre-assessment questions challenging to answer in the face of crisis. When encouraged to take the time to really consider the questions and reflect parents share that they did not realize the magnitude of impact on their own mental health as well as that of their whole family. IS staff utilize this opportunity to encourage and refer parents to Parent Time Out as well as to identify supportive, nurturing self-care methods parents can employ despite current crises.

Total:	300	475	175
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36. Develop Crisis Intervention Case Management Plans for families.

Develop Crisis Intervention Case Management Plans for families in crisis. Services under the CICMP are designed to empower families to reduce stress, keep their children safe, and meet their basic needs. Indicate the unduplicated # of families that received a CICMP this period.

1Q-12/13

166

254

88

 10/29/12 Gina Roberson

Narrative

A total of 254 unduplicated families developed a crisis intervention case management plan this quarter, for an annual total of 254 which is 38% of the annual target of 664. The total for the contract period is 2224, which is 112% of the 3-year target of 1992. MV – (27) The Intervention Specialist (IS) is responsible for creating a case management plan when working with families that may need more than a one-time intervention. A plan allows the family and IS to identify concrete goals to work with. The purpose of identifying specific, measurable, attainable, realistic and timely goals to help families solve their problems and model an effective way to set goals when in crisis.

Success Story: An example of a case managed plan that was successfully implemented and followed is the case of a pregnant single mother who was having conflicts with the father of her baby. The mom originally requested information on housing and financial assistance. After the intake process the IS was able to identify that mom's major concern was conflict resolution and relationship problems. The IS, along with mom, focused on looking for housing and financial assistance to later include parenting and counseling services for both mom and dad. The family continues to focus on developing conflict resolution skills while taking parenting classes and has been consistent in working towards their common goal of developing their relationship skills and becoming better parents.

VH – (29) The IS has been providing support to home visitation families to help them get through crises so the HV can focus on NPP. She also has families that need case plans to work through complicated problems. These vary from Domestic Violence to homelessness. She has been receiving more referrals for housing assistance and help finding jobs. She helps them with initial referrals and follows up to make sure they can access the resources and provides additional support as needed.

NS – (32) North Sacramento's (NS) Intervention Specialist (IS) strives to assist those families with the greatest need by opening them as case-managed, developing a plan, assisting the family in taking steps to follow the plan, and providing follow up as needed to assure they are receiving as much support as they need and want. The support provided by the IS has helped many families achieve goals such as getting into housing, filing Domestic Violence Restraining Orders, obtaining mental health services for both children and parents, and finding employment.

Success Story: An MOB who has been unemployed for several months called the IS for help finding a job. The IS offered to assist the MOB with her resume as well as some resources for interview workshops, clothes banks that have professional attire, and places to post her resume. After several calls, MOB finally came into the FRC to meet with the IS. MOB had already had her resume together and so the IS assisted MOB in posting her resume to the SETA website. After several check-ins and phone calls, MOB had found a job and was very excited to provide for her and her 2 children.

NH – (37) The Effort's IS is working with many case managed families around counseling, budgeting, and referrals to mental health services. Many families are struggling with issues around anxiety, feeling overwhelmed, and struggling to make ends meet. The IS is regularly referring out to Sacramento County's ACCESS system.

LF – (22) The IS continues to provide case management services to families requiring extra support and often has many cases requiring a higher level of services and time (ie: domestic violence). The IS works closely with case-managed families and helps create a solution-focused plan of action. Many families struggle with the ability to prioritize their needs and desired outcomes due to their current level of situational stress or ability. The plans of action helps families to become involved, empowered, and learn the process/tools of prioritizing their needs. With the Nurturing Parenting Program, Home Visitors are better able to focus their efforts on the Nurturing Parenting Program curriculum with the families by referring any other crisis needs to the IS. La Familia's IS is on target to meet this milestone.

RO (52) – The IS has successfully engaged with families requesting services the first quarter. Building upon the lessons learned in program years 1 and 2, it is noted that case management allows the IS to work more closely with the family which leads to a relationship that is more in depth rather than simply surface. Besides assistance with a specific resource or a quick resolution to a problem, case management allows for the IS to keep the case open longer and continue IS support that greatly increases the likelihood that the family will fully recover from the crisis, learn crisis management skills to address future stressful situations, as well as lay some foundation that will help the family to become fully stable and able to avert the same future crisis. Personal connections to families that are case managed allow the family to feel like they are heard and that what is happening to them at the moment matters. This quarter the IS continued to do Joint Visits with Home Visitors when necessary, making an extra effort to bring resources into the homes of families in need that have transportation challenges. Current economic conditions do continue to bring more and more challenging situations to the IS which also requires the successful IS to become more creative and resourceful in helping to bring families back to stability and out of stress; greatly assisting in the possibility of child abuse or neglect.

MAN – (27) The Mutual Assistance Network (MAN) worked with 27 unduplicated families to develop crisis intervention case management plans during the 1st quarter. The collaboration between Home Visitation and Crisis Intervention has been very strong, and the Crisis Intervention Specialist is asked to work with families that have multiple concerns.

FCCP – (28) Sometimes the crises of a family cannot be resolved in the first meetings. If this is the case, IS staff meet with the family to develop a plan for moving forward on identified issues. The on-going contact lends to developing a deeper level of

approaches the IS for services the pre-assessment is completed and discussed and the IS will work with the family by way of introduction of resources that may assist with the situation presented and mapping out a plan of action that can assist the family with successful follow up and connection to the service provider. Learned in program years 1 and 2, simply giving a family a list of resources seldom leads to successful resolution. Families do get to choose whether or not they want to do their part in following up with the resources, but part of the IS learning curve has included the understanding that supporting a family as they approach the service provider leads to a higher percentage of successful resolution. The River Oak IS consistently works with the family to find reasonable resources to address an issue and offers to assist in follow up ensures that the linkage has been completed. Additionally, the RO IS actively seeks out new community resources and ensures that no time is wasted in solving a crisis by offering out of date resources. Consistent practice allows a family the opportunity of greater success in resolving a crisis situation. MAN – (68) The Mutual Assistance Network (MAN) provided 68 crisis intervention referrals to unduplicated families during the 1st quarter. The Crisis Intervention Specialist provided the following description of the types of needs that were more common in the first quarter. Many different families within Home Visitation and Del Paso Community have pressing issues. A problem that has come up a lot recently is the need for beds and cribs. I have been able to assist four different families obtain needed beds and furniture, using the Furniture for Families Program. There has also been an increasing amount of referrals for housing and employment. This has required a more specialized focus on these areas. Using the Family Resource Center, I've been able to help several parents find employment. I've also been able to help families relocate to safer apartments. Finally, one of the issues I've had to advocate recently is medical. A lot of families are afraid of or don't know how to talk with doctors. These families need assistance asking the right questions and having an advocate.

FCCP – (93) Some referrals such as Crisis Nursery and the 24 Hour Parent Support Line are made as a standard whenever families access IS services. Families are provided a resource packet that contains information about shelter, clothing and food closets, WEAVE, Mather Community Campus, AOD supports, the Adult and Child Access Teams, Volunteers of America, Traveler's Aide and many others. IS staff discuss/connect families to resources in detail, based on needs identified by the family and/or through the assessment process.

Success Story: A mother of one child under 5 came into the FRC to obtain a food box during our Crisis Intervention Services. During the assessment process she shared that she and her child had health insurance but the FOB did not. The mother said that it had been difficult to obtain since she spoke no English, and she was very concerned for her husband who was in intense pain in the recent weeks. IS informed MOB that her husband could possibly receive emergency coverage regardless of legal status. IS was able to provide a resource to Cover the Kids informing her that the agency had recently started accepting adult referrals, and they can assist in application. MOB was surprised to find out the information and was incredibly thankful that we were able to serve her in her preferred language as well as the information with Cover the Kids would be conveyed in the same language so she could understand. MOB was also interested in Home Visitation services especially after informing her that we had several bilingual Home Visitors that provide lessons in several languages. She expressed her desire to sign up, and left the FRC with a smile on her face!

Total: 300 540 240

38. Provide Crisis Intervention families with an orientation/referral to the FRC.

Provide Crisis Intervention families with an orientation/referral to the FRC. The orientation will include a tour, description of services available including parenting classes and home visitation services. Indicate the unduplicated # of families that received an orientation this period.

1Q-12/13 **300 1259 959** 10/29/12 Gina Roberson

Narrative

A total of 1259 unduplicated families were provided an orientation and/or referrals to the FRC this quarter, for an annual total of 1259 which is 105% of the annual target of 1200 unduplicated families. The total for the contract period is 10,669, which is 296% of the target of 3600 unduplicated families.

MV – (249) The Intervention Specialist is responsible for linking families to the FRC and the Home Visitation programs once families have been stabilized after experiencing a crisis. As part of the orientation to services, the IS provides a description of the services available in Birth and Beyond and refers the family to the appropriate component of the program for them.

Success Story: A good example of this is a family that originally came to the FRC looking for assistance and support on getting their premature baby from the hospital to their home. Although the family originally was referred to HV the family declined services. After working with them, the IS realized the family did not clearly understand the services that the program offers which is why they declined services. The IS then proceeded to complete a one on one orientation, after which the family was re-referred to HV at the family's request.

VH – (167) The IS referred 167 families to the FRC. It is important that families get connected to the FRC so they came back when another crisis arises. She tells them about the different classes the FRC offers and the other programs that are available to them.

NS – (115) A major role of the North Sacramento's (NS) IS is to link families to other FRC supports. NS's IS made 115 referrals to home visitation services, FRC groups and classes including Stress Reduction and Parent Time Out. The number of referrals by the IS this quarter is only slightly lower than the previous quarter. The IS also makes referrals to EPI workshops.

Success Story: MOB called the IS initially looking for help with her utility bill. After providing utility assistance resources, the IS shared what other supportive services are offered by the FRC. MOB was interested in both Home Visitation and Parenting classes, so the IS filled out a FRC Referral Form. Subsequently the referral led to MOB signing up for the Nurturing Parenting Program (NPP) class, which MOB has been attending regularly

NH – (251) –The Effort's IS always promotes the stress reducing groups, invites families to the next upcoming EPI classes,

promotes The Effort's transportation services. The IS also speaks to the importance of a "parent time out" and refers families to the Crisis Nurseries.

LF – (70) Families being served by the Intervention Specialist (IS) are usually overwhelmed and often benefit from the support available at the FRC. Families come to La Familia in search of assistance and frequently express excitement during Family Resource Center (FRC) orientations about it being a type of a family "one-stop-shop." The IS orients and refers families she works with to the FRC. Families are encouraged to utilize the FRC services and are provided with information about all the La Familia services available, including: B&B Home Visitation, Effective Parenting Classes, the Parent Support Group, stress-reducing activities, Child Development classes/activities, School Readiness activities and support, One-Stop Career Center services, Children's Behavioral/ Mental Health Program, Community Health Navigator Program, Supporting Community Connections Program, Project Reach for older siblings, Youth Leadership Program, after school activities, Karate classes, Car Seat Safety classes, many special events and community workshops. Parents often report to the IS that La Familia's FRC services are an integral part of their support system. La Familia's IS is on target to meet this milestone.

RO – (102) Every family who either meets personally with the RO IS or makes telephone contact is referred to the FRC. In addition to any discussion of available resources that might be requested by a family the IS also includes by way of introduction to the FRC as a possible resource discussion of programs available, events and classes open to eligible families and a calendar of FRC activities for the month. Regardless if the family chooses to accept resources or visit the FRC they will at least have the opportunity to connect to the FRC for support or assistance if they should choose. The IS continues to be available for FRC tours and can readily meet with any "walk in" family. Creating an open and friendly environment has always been an RO goal and families often comment to Home Visitors and FRC staff how friendly and inviting the FRC is, as well as the staff and managers. This quarter the IS continued to be successful in not only assisting families with valuable resources that have led to resolution of an issue, but also in getting new families to engage in services at the FRC. Giving families information and choices has shown to be a very powerful tool for the IS to use when engaging with families.

Success Story: Mom M.L. recently came to the IS in need of resources to assist with clothing for her 3 children under the age of 5. The IS successfully assisted mom in connecting her to a close resource in the Oak Park area (Sacramento Food Bank) and her need was fulfilled. In the process of assisting M.L., the IS introduced FRC services and in particular the Stressbusters class; a stress reducing activity. Mom showed an interest in the class and has since signed up and attended several Stressbusters sessions. This example demonstrates how a successful IS can use the referral for specific resources and turn it into an opportunity to connect a family permanently to the FRC. At the end of the first quarter M.L. continues to actively participate in FRC services on many levels and recently agreed to accept Home Visitation services.

MAN – (111) The Mutual Assistance Network (MAN) provided an orientation and/or referral to 111 families for the FRC during the 1st quarter. MAN held multiple activities that connected families with the Crisis Intervention Specialist. Each of the activities was organized through the Family Resource Center and the families that benefited were able to learn about additional activities, including Home Visitation.

FCCP – (194) IS continued to emphasize referrals to the FRC, again, this quarter. Orientations are held at regular times on the FRC calendar as well as spontaneously when a family walks in for a tour. The FRC/IS staff also provide orientations while parents are waiting at weekly "Safety Net Services". IS and FRC staff meet with families to provide tours and orientations about the plethora of programming at FCCP. Families are introduced to NPP, MPAP, Father's INC, NPP Prenatal and Dare to Be You depending on which seems to be in best alignment with the family's desire, needs and interest. Families are given an overview of Home Visitation, Crisis Intervention Services, Parent Time Out, Zumba, Child Action Play Days, Healthy Lifestyles and the Parent Advisory Council, all of which are held at the FRC. At the end of an Orientation families are encouraged to complete referrals for all programming in which they are interested. It is then forwarded to the corresponding strategy.

Success Story: A mother of one child under 5 recently met with our IS to receive assistance with rent. Although these funds were not available IS was able to refer MOB to Crisis Intervention Services to receive bus passes and a food box. Upon further discussion, IS learned that MOB was in search of employment with few to no resources in transportation. IS connected MOB to FCCP's On the Job Training (OJT) program with services available in her language. OJT not only arranged to transport MOB to a career center, two employment services staff picked her up from her home and rode with her to the Career center. They were able to connect her with a job coach that spoke Spanish as well. MOB stated that she would continue checking in with the job coach and was very grateful for the services in Spanish, and the ability to sit with her as she familiarized herself with the career center.

Total: 300 1259 959

39. Ensure that Crisis Intervention families participate in effective parenting workshops and/or home visitation services.

Ensure that Crisis Intervention families participate in effective parenting workshops and/or home visitation services. Indicate the unduplicated # of families that participated in multiple programs this period.

1Q-12/13 **90 464 374** 10/29/12 Gina Roberson

Narrative

A total of 464 unduplicated crisis intervention families participated in effective parenting workshops and/or home visitation services this quarter, for an annual total of 464 which is 129% of the annual target of 360. The total for the contract period is 4019, which is 372% of the 3-year target of 1080.

MV – (83) This quarter the Intervention Specialist made 83 referrals to the FRC for parenting workshops. Each family touched by the IS is encouraged to attend the free parenting workshops. Attending the parenting workshops helps families not only learn about discipline, child development but also about conflict resolution skills and many other skills transferable to the family as a whole.

Narrative

A total of 22 Multidisciplinary Resource Team (MRT) meetings have been attended by the Intervention Specialist (IS) this quarter, for an annual total of 22 which is 23% of the annual target of 96. The total for the contract period is 191, which is 66% of the 3-year target of 288. Because of the ISs' schedule and roles within the community, some Crisis Intervention Specialists were not able to attend all of the monthly MRTs due to assisting CPS with Team Decision Making (TDM), attending school SARB hearings, or providing families with crisis intervention services.

MV – (3) The Intervention Specialist attends MRT meetings to provide support and input about the families presented by Home Visitors. The IS also provides a follow up in cases when there has been a prior history of IS services received by the families. During MRT, the IS, like the Home Visitor, has an opportunity to get feedback from other specialists present at the meeting in regards to how to approach a family and what kind of support or programs IS may be able to refer them to. Additionally, the IS attended 2 Team Decision Meetings with CPS.

Success Story: An example of a family who benefited from being presented at MRT is a DR case of a mother referred by CPS. She was receiving services from the FRC, HV and IS services for advocacy in regard to connecting to other services. During the MRT the staff realized that mom did not have a clear idea of the specific roles of each member of the staff. The meeting allowed the HV and IS decide the follow up with mom was to provide a clarification of each other's roles and successfully avoid duplicating services.

VH – (3) The Intervention Specialist participates in the MRT Meetings once a month to provide support to the families that are participating in the home visitation program. She participated in all of the MRTs over the last quarter. She is able to provide immediate resources and support to the families that present the highest needs during the MRT.

NS – (3) North Sacramento's (NS) Intervention Specialist (IS) maintained the number of MRTs attended this quarter as compared to last quarter. NS IS attends the Twin Rivers Unified School Districts (TRUSD) School Attendance Review Board (SARB). NS's IS shares this responsibility with the sites School Readiness Liaison (SRL).

Success Story: The North Sacramento (NS) Intervention Specialist (IS) regularly attends MRT meetings and in doing so, is able to make appropriate interventions and referrals. After discussing a family's issues with domestic violence at an MRT, the IS was able to assist the MOB in obtaining WEAVE counseling. The MOB has been attending with regularity ever since.

NH – (2) The IS has consistently participated in MRT, helping to ensure families have received Health Educator (HE) referrals and announcing plans for Crisis Nursery tours for families. The IS missed one MRT this quarter due to being out on the day of the MRT. There is current exploration of adding an additional MRT for this quarter due to the fact of all new Home Visitors will be opening a lot of new families this quarter. Adding another MRT will allow all families cases to be heard as well as allow for the IS to continue to work toward this annual milestone. During the MRT process if a family has not received an HE referral yet, the IS provides a copy at MRT in order to get a referral done to Team Leader (TL) to assign to HE for the family in need.

LF – (3) The IS continues to play an integral part of MRT meetings with the focus of higher risk cases referred from Child Protective Services (CPS), Critical Incident Reports, and CPS reports made. The IS provides an important role in the MRT meetings by providing relief to the Home Visitation staff for families in crisis, which can hinder their focus on the Nurturing Parenting Program curriculum. The IS frequently co-presents cases with home visitation staff during MRT. Furthermore, the IS provides insight, input, resources, assists in identifying families that may need IS services, and coordinates services with MRT members/ Home Visitation staff as needed. La Familia's IS is on target to meet this milestone.

RO – (3) IS representation at the monthly MRT meeting has continued this quarter. Although RO has a temporary IS pending the return from maternity leave of the permanent IS, site management is fully confident that families are continuing to receive support services and quality IS representation. As facilitated by a more experienced Team Leader and with consistent Specialist attendance, River Oak IS services are more frequently written into Action Plans developed by the team. RO continues to enjoy the representation of an Agency psychiatrist, mental health specialist, breastfeeding consultant, alcohol/drug specialist and family partner among others. The IS is seen as the "specialist" with the most current community resources available for families to access. River Oak's IS is an active partner in all discussions at MRT meetings and Action Plans will often reflect suggestions that include IS intervention. Collaboration between the IS and the Home Visitors leads to families receiving resources that can assist them in solving a pending issue that is affecting the family and may even include a HV/IS joint visit. IS representation at MRT ensures that families are being afforded every possible resource available to them for use in resolving a crisis or other issue.

MAN -(3) The Crisis Intervention Specialist at the Mutual Assistance Network (MAN) attended 3 MRT meetings during the first quarter, one per month.

FCCP – (2) The IS staff regularly attends MRT as a local and county-wide resource/crisis specialist to assist in the case that a family has need for follow up or support. The IS staff missed one MRT meeting due to training scheduled during the first MRT meeting. The IS will attend all MRT's as scheduled barring immediate crisis need of a family in future quarters. This quarter IS attended 2 of the 3 meetings.

Success Story: IS and staff attended MRT meeting with Home Visitors and community partners. After several cases had been shared the issue arose that many Home Visitors said affordable housing resources had been a long neglected resource and although badly needed still hadn't been thoroughly researched. Directly following that meeting the IS commenced searching for low-income housing resources for the city of Rancho Cordova. The result was the creation of a "short sheet" for the entire agency of local complexes identified as low-income housing and all relevant information. The sheets are now in full circulation and assisting all families that inquire about housing.

Total: 24 22 -2

41. Conduct a post-assessment with families using the FDM following crisis intervention services.

Conduct a post-assessment with families using the FDM following crisis intervention services to determine reduction in stress, if basic needs are met, and if family has sufficient support and resources. Indicate the unduplicated # of families that received a post-assessment this period.

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
1Q-12/13	166	411	245	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>

Narrative

A total of 411 unduplicated families completed a post-assessment, using FDM-based questions, this quarter, for an annual total of 411 which is 62% of the annual target of 664. The total for the contract period is 4483, which is 225% of the 3-year target of 1992. MV – (79) After completing an ISR, the IS uses the post-assessment as a tool to measure the progress that the family reaches. It is an important tool for families because it allows them to have a concrete way to measure an improvement in the crisis they may be experiencing and to reflect on those achievements.

Success Story: An example of the post-assessment tool reinforcing a positive outcome, is the case of a mother who was trying to gain custody of her child. Mom felt really overwhelmed at the beginning of the intervention due to constant harassment by the father of the baby, making it hard for her to focus on the legal process. IS assisted mom by providing court information and accompaniment to the Court. Mom was able to file paperwork therefore concluding IS services. While completing the post assessment mom disclosed to IS that her level of stress continued to be high. Allowing the IS to focus on creating a safety plan that mom could use during the visitation exchanges, resulted on mom’s stress level to be reduced significantly.

VH – (61) The Intervention Specialist completed 61 post assessments with families upon completion of services. This helps the Intervention Specialist to assess if there are any further needs and to see if they got the services they needed. After hearing about the different parenting classes and home visitation, families have a reduced amount of stress. They realize that they are not alone and that there is help for them.

NS – (27) The post-assessment provides valuable information for the IS to determine the effectiveness of the interventions made with the families. The IS is able to see how much of an impact is made and is able to determine if further resources are necessary with the family’s case. Typically the only reason the IS cannot complete this assessment is if there is no contact after several attempts to follow up. The information gained from the post-assessment shows that most of the families report lowered levels of stress, and an increased knowledge of community resources.

NH – (47) The Effort’s IS notices the post-assessments show lowered stress by about 2-3 points on a 5 point scale. The IS attributes this to increased access to budgeting support and education. When families have resources that will support their financial situation, they often report feeling less stressed and more hopeful.

LF – (30) The post-assessment is important in determining where a family is at with their crisis and provides a positive tool to demonstrate improvement of their situation. The IS regularly helps families identify and celebrate any improvements made, as many families in crisis have difficulty recognizing the positive in their lives. When the post-assessment is conducted, the IS can determine progress in areas identified and/or determine additional areas of support and resources needed. Families commonly report a decrease of stress and an increase in knowledge of community resources. La Familia’s IS is on target to meet this milestone.

Success Story: The IS conducted the post-assessment with a mother who reported that it helped her recognize the importance of being aware of her own stress level and feelings as a parent.

RO – (51) – River Oak has had an excellent first quarter towards meeting this milestone. Using the post-assessment as a tool with families has been helpful in not only verifying that the crisis has passed, but also as a learning opportunity for families to learn tactics that will avoid a similar future crisis. The IS and the family are able to reflect on the crisis while reviewing results of the post-assessment. A positive post-assessment means that the family was successful in resolving the crisis. Any negative assessment would indicate that there is more work to be done. This is the opportunity for the IS to assist further in developing a plan to keep the family from encountering a more challenging crisis situation in the future. This quarter the IS worked with the J.W. family who were in need of legal assistance to avoid a landlord eviction. Assisting with legal resources and following up to ensure that the family could in fact engage with the resources resulted in the avoidance of eviction and a family that included three children under the age of 6 from being forced into becoming homeless. Additionally, the family has learned now how to advocate for their own legal rights when a landlord chooses to violate the law and imposes unreasonable requests on the tenants. In this case there was not only successful resolution to the problem, but also an opportunity to empower a family to advocate for themselves. As previously written in past reports, the post-assessment questions are not seen as being intrusive or meant to be burdensome, but are the “closing chapter” to a particular situation and if used to teach, an opportunity for the family to grow in confidence and self-assertion.

MAN – (77) The Mutual Assistance Network (MAN) had 77 unduplicated families complete the post-assessment, using FDM based questions during the first quarter. The large majority of the post assessments show that the families stress was reduced after receiving the support of the Crisis Intervention Specialist.

FCCP – (39) FCCP IS staff completed 90 post-assessments which measure the parent’s amount of relief and education/support they feel they have received through their interaction and receipt of IS services. It also helps the family to see the progress or possible continued services that they may need to get through current or pending crises. The nature of some families in crisis is such that IS staff is unable to contact them after the initial visit which often explains the disparity between pre and post assessment numbers. IS staff continues to follow up with families to assess progress and on-going family needs until the family feels that the crisis is over. FCCP completed 39 post assessments this quarter.

Total:	166	411	245
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42. Facilitate stress reducing, educational activities for parents in crisis.

Facilitate stress reducing, educational activities for parents in crisis. Classes will teach parent coping skills, techniques to reduce stress, and age appropriate child behaviors. Children will be provided Play Care. Indicate the unduplicated # of families that received stress reduction activities this period. In the narrative, indicate the total # of stress reducing activities (counted 1xs per date per family), and the # of play care services provided this

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
period.						
1Q-12/13	72	319	247	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>

Narrative

A total of 319 unduplicated families (F) participated in stress reducing activities this quarter, for an annual total of 319 which is 111% of the annual target of 288. The total for the contract period is 2062, which is 239% of the 3-year target of 864. A total of 1406 stress reducing activities (A) were offered this quarter, for an annual total of 1406, and a 3-year contract total of 8980. A total of 836 playcare (PC) services were provided to children 0-5 years of age this quarter, for an annual total of 836, and a 3-year contract total of 6192.

MV – (27 F, 110 A, 95 PC). The IS, along with the MV FRC work on providing families with opportunities to reduce the stress that they may be experiencing due to parenting or other stressors by offering free classes or workshops where they can focus on practicing self-care and coping skills while their kids are in playcare. This quarter some of the classes offered were Latinas United, Zumba, Pilates, Art and Crafts, Como Superarnos, Book Club and the workshop Discovering Myself to Grow Together. Parent Time Out is another option offered by the IS that provides parents with an opportunity to meet with the IS one on one and talk about current stressors they may be experiencing. Reducing the level of stress in parents is an essential part in preventing child abuse and neglect.

Success Story: An example of a parent that took advantage of the stress-reducing activities in the FRC is the case of a mother of three that has a child with suspected ADHD. This mother finds it very taxing trying to parent and discipline her 3 children using different parenting approaches. Giving special attention to her child with possible ADHD and parenting the other two poses particular challenges that mom sometimes has no energy to face. Coming to the FRC allows mom to express her frustration and get a break in a safe healthy environment while her children are taken care of by the FRC staff. Mom is currently in the process of getting an accurate assessment and diagnosis for her child and such process requires a lot of self-advocacy that mom is currently not comfortable doing. Mom utilizes the IS and the FRC as a safe place where she can practice and model that approach when communicating with IS.

VH – (116 F, 765 A, 450 PC) The Intervention Specialist conducts a stress reduction class in Spanish, Apoyo De Mujeres. There are three other stress reduction classes as well. The Intervention Specialist was able to work with 116 families over the last quarter. They participated 765 times and brought 450 children to play care.

NS – (4 F, 7 A, 12 PC) North Sacramento (NS) has seen a steady increase once again due to outreach in the community. After spending several months at the Dom Way location, the IS determined that there were not enough families attending to make the time away from the site worthwhile. The IS will continue to work with the San Juan Unified School District (SJUSD), although likely at the Howe Avenue Elementary school instead of Dom Way. The IS has also been developing new relationships with community members, in particular with the Principal at Woodlake Elementary school. Discussions have been around starting a Stress Relief class at the school within the next month. The IS is looking forward to this new opportunity. At NS, the time for the stress class has been changed temporarily to see if an earlier time slot will bring more people into the site. After a trial period of about a month, the stress class will be moved again to slightly later in the afternoon. The IS is hopeful that this later time will allow more parents to attend the class, and to use play-care.

Success Story: After completing the training to facilitate the HeartMath De-Stress workshop, the Intervention Specialist (IS) held a workshop at the FRC. One MOB, after utilizing the new stress reducing technique, shared that she had decided 3 months prior to “stop being angry.” She had been trying similar techniques on her own, but never had any concrete evidence that could show her how well these new techniques were helping. Part of HeartMath is a technology called emWave, which is software that shows in real time a person's heart rate variability in a graph format. By using this software, MOB was able to see her level of coherence start and then maintain at a high level. After this, the MOB felt validated and re-energized in her commitment to end the anger.

NH – (39 F, 106 A, 53 PC) Over the past quarter, the two stress reducing classes The Effort's IS has facilitated has resulted in many activities for parents: clay sculpting, learning to nurture themselves as parents, drowning and poison prevention education, scrapbooking, piñata making, discussing safe sex, emphasizing the importance of immunizations, getting healthy with physical exercise, jewelry making, and tie-dyeing, to name just a few. The IS is always eager to tailor the class to the needs and requests of the class, and has elicited the help of some of The Effort's Parent Leaders and Parent Volunteers to share their skills and co-lead a group.

LF – (41 F, 78 A, 17 PC) Stress-reducing activities are an excellent resource and service, especially for overwhelmed parents. The Intervention Specialist (IS) often provides stress-reducing activities one-on-one and as needed through group activities. There is a positive reception from parents wanting to improve their skills to decrease stress and lead a healthier life. Parents feel that the parent support group is a great way to reduce stress. Parents utilizing Play Care express their appreciation for the support and respite. Additionally, the IS provides packets of simple stress reduction techniques/skills and informational sessions on topics requested by parents. The IS regularly presents the information to parents attending Family Resource Center activities and workshops. The IS is also an experienced and trained anger management instructor, a regularly requested topic of parents to reduce stress in the family. The IS met the milestone for unduplicated families attended and is on target to meet the numbers of activities; however is behind in the number of Play Care, which may be attributed to the lack of FRC Aides available to provide Play Care during the transition of hiring new AmeriCorps members.

Success Story: Parents who attend the parent support group, a stress reducing activity, continue to report that they enjoy the socialization of the close-knit group, the fun they have doing arts and crafts activities, and the respite time; in-turn positively impacting their day and interactions with their children. The group members help each other in various ways when one is having increased life stressors or challenges. The group also increases community involvement, since many also attend the La Familia Sub-advisory Committee. These parents distribute information into the community about resources, stress-reducing techniques, and La Familia FRC events/ programs. One parent reported that she shares the stress-reducing information with her friends and family.

RO – (42 F, 142 A, 73 PC) – Emphasis on self-care and parent time out is what can lead to healthy parenting which in turn lead to a reduction in child abuse/neglect and healthy, happy children who become healthy and happy adults. The River Oak Stressbusters class embraces this philosophy and based on attendance thus far in the program year, so do River Oak families. By offering a consistent class format and listening to the suggestions of parents, the IS has been able to not only give the moms and dads what they are asking for, but also make personal and professional connections that make families feel welcome. While most of the activities at the FRC do have some element of stress reduction the Stressbusters class is specifically designed to offer time for the parent to be away from their children and enjoy some quality time with other adults and gives the IS an opportunity to also discuss the need for parents to do self-care and nurture themselves. Currently a Halloween project is underway in the twice monthly class and Holiday projects are planned. Parents may sign up for one or both of the classes and continue to express great satisfaction with the projects as well as share in class how much they enjoy taking time away from their children. In order to encourage that parents get “their time”, RO and the IS have a standing rule that no children are allowed in the class. Play care is available and is to be used so that every participant in the class can fully enjoy their “parent time out”. So far this program year there has been a marked increase in the number of parents attending this class each week as well as an increase in the number of parents who are new to the FRC and requesting enrollment in a Stressbusters session. This speaks to the popularity of the class, the FRC marketing strategy as well as the comfortable and safe gathering place the IS has created within the room. Families obviously enjoy the facilitation style of the IS as well as the class content and philosophy.

MAN – (26 F, 142 A, 64 PC) The Mutual Assistance Network had 26 unduplicated families that participated in stress reducing activities during the first quarter. Of the 142 activities offered, 64 children were able to attend the playcare services. During the 1st quarter the stress reduction activities included a Zumba class, held on Tuesday and Saturday, Home Crafts class, Family Nutrition and Cooking class on Tuesday evening and a Latino Moms Support Group.

FCCP – (24 F, 56 A, 72 PC) Families continue to benefit from and enjoy the many stress-reducing activities offered at FCCP. Regular Healthy Lifestyles classes which consist of exercise, meditation, yoga and other peace-of- mind building activities continue to be popular. As well, Zumba was added to the agenda and continues to draw a group of committed work-out enthusiasts. Parent Time Out allows parents, whether overwhelmed or just looking for a little “me time” to relax and know that their children are being cared for in a safe environment while they re-charge.

Total: 72 319 247

43. Facilitate access to, tour of, and presentation of Crisis Nurseries for parents.

Facilitate access to, tour of, and presentation/pre-registration of Crisis Nurseries for parents. Indicate the # of referrals provided this period. In the narrative, indicate the # of tours scheduled and the # of presentations/registrations provided this period.

1Q-12/13 300 391 91 10/29/12 Gina Roberson

Narrative

A total of 391 unduplicated families (F) were referred to the Crisis Nursery this quarter, for an annual total of 391 which is 33% of the annual target of 1200. The total for the contract period is 3844, which is 107% of the 3-year target of 3600. A total of 22 tours (T) of the Crisis Nursery have been conducted, for an annual total of 22, and a 3-year contract total of 168. There have been 20 Crisis Nursery presentations (PR) at the FRCs, for an annual total of 20, and a 3-year contract total of 97.

MV – (62F, 6 T, 3 PR) This quarter the Intervention Specialist (IS) made 62 Crisis Nursery (CN) referrals. The Intervention Specialist, along with other staff, connect families with the services of the Crisis Nursery as a way to increase the formal support network for the family. This allows families to already be connected with the nurseries and prepare the paper work in advance should they ever need a safe place for their children in a crisis.

Success Story: An example of a family that utilized the Crisis Nursery services during this quarter is the case of a mother who was required by CPS to complete DV Counseling. Mom had two prior attempts on reaching out for services unsuccessfully. With the help of the IS and FRC staff mom completed a tour of the Crisis Nursery and started to receive Crisis Nursery services.

VH – (56 F, 2 T, 2 PR) The IS provided 56 referrals to the Crisis Nursery. She tries to inform all of the families that call her about the Crisis Nursery and what they offer. She has taken 2 families to the Crisis Nursery for a tour this quarter. This reduces the anxiety that some of the families have about dropping off their children and makes them more likely to utilize the resource. One of the families utilized the Nursery after the tour. Valley Hi had 2 presentations from the Crisis Nursery in the first quarter. The Intervention Specialist makes presentations to the NPP and MPAP classes on a regular basis.

NS – (44 F, 5 T, 9 PR) North Sacramento (NS) IS does an amazing job making Crisis Nursery referrals. The IS is very aware of when this intervention is appropriate for the families she works with who are in crisis and who can't focus on effectively utilizing other resources. NS Intervention Specialist (IS) will continue to make referrals to the Crisis Nursery.

NH – (65 F, 0 T, 0 PR) This past quarter the IS has not conducted any tours and/or presentations of the Crisis Nurseries with families. The IS who was with The Effort for almost 5 years recently chose to stay at home with her own family. The Effort was lucky enough to hire into the IS position an experienced ex-AmeriCorps member who served in the FRC as an FRC Aide. The training period for this new IS to transition into the new position left her time limited to facilitate Crisis Nursery tours in person. The new IS is also currently awaiting to receive the training from the Crisis Nursery in order to provide Crisis Nursery presentations. However, she regularly emphasized the importance of Crisis Nurseries to families, and has referred 65 families to the Crisis Nurseries this quarter. She knows of 2 families who have taken advantage of the Crisis Nurseries, without the IS personally escorting them.

LF – (38 F, 0 T, 2 PR) The Intervention Specialist (IS) provides information and offers a tour of the Crisis Nursery (CN) to most families. Even though this may not be a service a family needs at the time, it is a great resource for them to have if needed in the future. It is helpful to give parents and caregivers examples in which other families have utilized the CN. Bringing families to the

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

CN for a tour is an effective approach in improving the confidence of caregivers to take advantage of this important service. The parents attending the CN presentations by the IS this quarter had many questions and were pleased to have acquired knowledge of the service. The IS provided two CN presentations to the community. The IS did not facilitate any tours this quarter due to the transport staff being out on medical leave for a period of time. The IS foresees no problems attaining the milestone of four tours over the next three quarters.

RO – (41 F, 4 T, 1 PR) Every family who has contact with the River Oak IS receives information about the crisis nursery. Information is presented in a completely supportive and non-judgmental manner. Emphasis is placed on the Crisis Nursery not being a place where if you use it “CPS will take away your children”, but rather as a safe and convenient refuge where parents can take a time out knowing their children are safe, can focus on a crisis situation, have safe child care for a major appointment or just take time to relieve their stress and restore themselves back to a position of safe parenting. Families continue to be offered a tour of the Crisis Nursery and every attempt is made to make it into a positive experience with IS support in securing transportation and being a tour guide and host. Many positive comments come from families after they have completed the tour; “ I did not expect it to be like it was”, “it looked friendly and clean and safe”, “surprised at how nice everyone is”, “did not expect it to be in a house”, “glad I found out what it really is”. The Crisis Nursery is presented to families that meet with the IS as well as those families receiving Home Visitation as just one more resource that can be used to assist families with their parenting. Tours of the facility are encouraged as part of a safe parenting plan; “you never know when you might if ever use it, but it is better to be prepared now”. In order to emphasize the importance of the Crisis Nursery as well as make the resource known to as many families as possible, this quarter the staff from the Crisis Nursery made a formal presentation to those present at the August Parent Advisory Committee meeting at the FRC. Those families which also included several of the River Oak Parent Leaders expressed their appreciation for the information and several later contacted the IS and arranged to complete a tour. As the program year moves forward several more formal presentations will be scheduled for families and for staff including the newest AmeriCorps members to join the River Oak staff.

MAN – (27 F, 4 T, 3 PR) The Mutual Assistance Network connected 27 unduplicated parents to the Crisis Nursery during the first quarter. Four tours were provided to families and three presentations at the MPAP classes.

FCCP – (58 F, 1 T, 0 PR) IS/FRC staff do a presentation and refer all families to the Crisis Nursery as a standard practice when offering Orientation. This is especially important if the family is in a crisis and indicates they may imminently need to utilize the service; but it is also done to help families get acquainted with the Crisis Nursery before a crisis.

Total:	300	391	91
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44. Develop and maintain formal partnerships with County agencies and community based organizations.

Develop and maintain formal partnerships with County agencies and community based organizations through MOUs, OAs, or Letters of Commitment. Indicate the # of partners formalized this period.

1Q-12/13	10	15	5	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 15 new formal partnerships have been developed this quarter, for an annual total of 15 which is 38% of the annual target of 40. The total for the contract period is 131, which is 109% of the 3-year target of 120.

Meadowview (MV) - (0) Meadowview has built and maintained partnerships with Planned Parenthood Mar-Monte to offer weekly teen success meetings, Black Infant Health, George Figueroa who facilitates Como Superanos, Edward B. Kemble Elementary and John Sloat Elementary. Meadowview also continues to outreach to potential partners in the community. Additionally, the IS continues to work in developing partnerships with community organizations. During this quarter, the IS connected with Legal Services of Northern California, Resources for Independent Living and Sutter Medical Center. The IS continues to strengthen partnerships with 211, The Effort and the Parent Support Line, Adult Education Center of Elk Grove, Chicks in Crisis, My Sister's House, WEAVE, Sacramento Works Centers, DHA Department, Traveler's Aid, Francis House, Sacramento Food Bank, Cover the Kids, Saint John and SAEH shelters, WIC, Sacramento County ACCESS, Star System of Care and other organizations. This quarter the program manager spoke with a manager of the Elk Grove food bank about services and scheduled a meeting for October.

North Sacramento (NS): (3) North Sacramento (NS) completed three MOU's this quarter. With the Relationships Skills Center, Twin Rivers Unified School District, and Clara's House. Additionally, North Sacramento continues to be a part of Harmon Johnson's Healthy Start Board. People Reaching Out continues to use space at the FRC to run groups and provide counseling services. Looking forward, NS will have an Anger Management Group to offer families living in North Sacramento.

Valley-Hi (8): Valley Hi's partnerships include: SCOE, WIC, Chicks in Crisis, Sutter Health Foundation, Relationship Skills Center, Furniture For Families, Talk It Out, Lutheran Services, Black Infant Health, People Reaching Out, Planned Parenthood, Independent Living Programs, MAAP, New Choice Program, Elk Grove Sheriff, Sacramento City Unified, Anger Medium, Elk Grove Unified, California State University Sacramento, Women's Health Specialist, UC Davis, Clara's House, Child Protective Services, Yocha Dehe Tribe, Crisis Nurseries, Stars, CSUS, Mother Baby Program, WEAVE, Infant Mental Health, Valley Hi Youth and Adult Coalition

North Highlands (NH): (2) The Effort gained 2 new partnerships in the community this quarter to include: Antelope Upper Chamber (faith based org) and Murph Emmanuel Community Church (faith based org). The Effort continues to maintain relationships with: Community Collaborative Community School (CCCS), Girl Scouts, Alateen, Salvation Army, and all other previously noted partnerships within the community.

La Familia (LF): (ongoing= 9; new= 1) La Familia continues to partner with CPS, Sacramento City Unified School District School Readiness, Fairsite Elementary School Readiness program in Galt, Yav Pem Suab Academy, Nedra Head Start, Maple

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
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targeted efforts to engage fathers, foster families, domestic violence survivors and pregnant moms. An action plan has been put into place to increase outreach and marketing activities for the Nurturing Fathers INC program. CAPC is coordinating a series of Fathers INC workgroups during the third contract year. The workgroup will be charged with identifying key target areas for outreach, effective community partnerships and strategies to sustain program participation.

Total:	2	9	7
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47. Develop outreach materials to advertise all FSC services.

Develop outreach materials to advertise all FSC services, and submit to First 5. Indicate "achieved" if outreach materials were developed and submitted this period.

1Q-12/13	0	Achieved	<input checked="" type="checkbox"/>	10/29/12	Gina Roberson	<input type="checkbox"/>
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Narrative

The B&B brochures highlighting each of the First 5 funded services at the FRCs have been developed, approved and printed. The design of the brochures was donated by McNally Temple Associate, Inc. Each of the B&B Program subcommittees were given an opportunity to review the brochures for content and provide feedback. Once revisions were made the brochures were provided to First 5 Sacramento staff for review and approval. Each of the sites and CAPC received their brochures and are distributing them throughout the community.

CAPC coordinated the translation, printing and distribution of the B&B FRC brochure in Spanish, Russian and Hmong. Outreach materials are available through CAPC's website and the AmeriCorps communication website. They have been distributed electronically and through the mail to a variety of key stakeholders including: Child Protective Services, Public Health, Department of Human Assistance, AOD programs, school districts, WEAVE, My Sister's House, Law Enforcement, medical facilities and faith-based organizations.

Template flyers for the EPI workshops, approved by First 5 Sacramento, have been made available on a password protected page of the AmeriCorps communication website. FRC staff can download the template and modify it with site specific details.

0	0	0
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48. Distribute outreach materials to FRC sites, Parent Leaders, and community partners.

Distribute outreach materials in English, Spanish, Russian, Hmong, and Vietnamese to FRC sites, Parent Leaders, and community partners. Indicate the # of outreach materials distributed this period.

1Q-12/13	500	8276	7776	<input checked="" type="checkbox"/>	10/29/12	Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 8276 outreach materials have been distributed this quarter, for an annual total of 8276 which is 41% of the annual target of 20,000. The total for the contract period is 208,396, which is 347% of the 3-year target of 60,000. Outreach materials are distributed in languages that match the target population of the community. For this quarter, brochures were distributed in the following languages: 6166 English; 1826 Spanish; 203 Russian, 80 Hmong; and 0 Vietnamese. Annually, brochures were distributed in the following languages: 53,769 English; 21,572 Spanish; 979 Russian, 12091 Hmong; and 100 Vietnamese.

Total:	500	8276	7776
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49. Conduct outreach presentations to community service providers, and participate in health fairs and community events.

Conduct outreach presentations to community service providers (law enforcement, hospitals, schools, and others), and participate in health fairs and community events to promote FSC services. Indicate the # of outreach presentations conducted this period.

1Q-12/13	72	145	73	<input checked="" type="checkbox"/>	10/29/12	Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 145 targeted outreach presentations were conducted this quarter, for an annual total of 145 which is 50% of the annual target of 288. The total for the contract period is 1820, which is 211% of the 3-year target of 864.

MV – (7) This quarter Meadowview participated in events at the Elk Grove Food Bank, The Gathering House, John Sloat Elementary, and the Center for Employment Training First Annual Health Fair. Additionally the Program Manager and an FRC Aide did a presentation for all staff working at the local WIC office. Since that presentation the site has seen an increase in referrals. MV targets outreach and presentations at large and small events, meetings, schools, health fairs and local agencies.

VH – (6) This last quarter, 6 outreach presentations were conducted in the community by FRC staff. Some of the locations included: St. Charles Borromeo Parish, St. Luke's Lutheran Church, North Sacramento Health Fair, Phoenix Park Early Head Start, Kreative Kids Learning Center, KinderCare, Fairytale Town, Crossroads Head Start, Southgate Library, Walton Pediatrics, Carranza Dental Group, The Jones and Davis Resource Referral Center, Valley High Safety Fair, Valley Hi Covenant Church, Adult Community Education, Unique Dental Group, Consumnes River College, Kids Care Dental, WIC, Timberlake Pediatrics, Pediatrics Urgent Care, VHYAC, River City Calvary Chapel, Faith United Church of Christ, SCOE, Pacific Dental, World Harvest Festival, Western Dental, the Effort, Consumes River College Child Development Center, CPS/TDMs, EGUSD, SETA Head Start, and to members of the community.

NS – (26) North Sacramento has provided 26 presentations overall, to Parent Cabinets and Back To School nights at Noralto Elementary School, Harmon Johnson Elementary School, Castori and Woodlake Elementary Schools, as well as maintaining contact with other outside organizations such as the Natomas School Readiness Program and local churches throughout the

Quarter**Goal****Actual****Variance****Achieved****Submitted****Approved**

community. The FRC regularly participates in TDM's and area collaborative meetings. Outreach is a focus this year at the NS FRC. The FRC Aides are working to build face-to-face relationships with community organizations that provide services to families as well as provide support to outside organizations through the facilitation of parenting education classes off site. The outcome has been fantastic and is expected to show in next quarters numbers. Success Story: The North Sacramento (NS) Intervention Specialist (IS) regularly attends School Attendance Review Board (SARB) meetings with the Twin Rivers Unified School District. During these meetings, resources are presented to families, as well as community providers in an effort to both give new clients resources, and to inform community partners about NS services. Birth & Beyond pamphlets are distributed at each of these events. The IS received a call from a youth worker at the Greater Sacramento Urban League to discuss setting up a time to talk about having a HeartMath De-Stress workshop at their site.

NH – (6) The Effort facilitated 6 outreach presentations with quarter which included: WIC Breastfeeding Celebration, Head Start, CPS Parenting Orientation, Murph Emmanuel Community Church, and Citrus Heights Sunday Fun Day.

LF – (35) Targeted outreach was conducted at the following locations (at many of these locations outreach is conducted several times a month): Language Academy, Maple Elementary School, Planned Parenthood, Fruitridge Elementary School, Pacific Elementary School, Fruitridge Community Center, Ethel Phillips Elementary School, WIC Oak Park, Bret Harte Head Start, Capitol City Child Development Center, Second Annual African Cultural Event, Ulezi Family Health Fair, CPS Parent Orientation, Fun in The Sun event, Car Seat Safety Training Class, La Familia Health & Safety Fair, Monorces Salon de Beleza, Mondo Americano Travel, Dr. Rosales, Asian Resource, St. Rose Church, Church of the Nazarene, Fairsite School in Galt, Galt Head Start, Grizzly Hallow Head Start, and the Galt Library. La Familia is on target to meet this milestone.

RO – (39) – For this reporting period, River Oak staff conducted 39 targeted presentations/outreach activities and distributed 913 brochures to the community. Outreach at the Oak Park Clinics (Effort Dental, WIC, and Effort Health), Community Resource Project WIC, and at Sacramento Food Bank and Family Service mobile food distributions continue on a weekly basis and have proven to be important sources of referrals for the FRC. Site leadership and staff continue to reach out to connect with other community agencies in order to develop partnerships that will allow for outreach opportunities such as these. River Oak is also continuing with efforts to provide presentations to staff at other agencies and programs to provide information on services provided at the FRC which may benefit their service recipients.

MAN – (5) The Mutual Assistance Network conducted 5 outreach presentations during the first quarter. The presentations included Morey Avenue Early Development School, parent meetings at Fairbanks and Del Paso Heights Elementary Schools, WIC and Terkensha Mental Health Services.

FCCP – (11) FCCP sponsored the Kids Zone at the city of Rancho Cordova's 3rd & 4th of July celebration which drew an attendance of 16,000 families. Staff facilitated activities with the children and talked with families regarding B&B FRC services. FRC staff also conducted outreach at community based organizations such as Women Empowerment, WIC, and FCUSD Parent Support program with the Rose Rock parent engagement event. FRCC and FRC staff continue to seek new ways to collaborate and outreach to other community based organizations.

CAPC – (10) CAPC staff attended ten (10) community based outreach events where approximately 1350 B&B FRC materials were distributed. For many of the outreach events CAPC worked with the FRC sites to coordinate representation from one or more of the FRCs. Outreach included: Sacramento Food Bank - Fun in the Sun Fair (7/28); United Way Fair - Campbell Soup, 3 fairs on this day (8/17); United Way-CSECC Statewide Kick-Off and United Way Campaign Kick-Off: Night with the River Cats (8/23); United Way Fair- DMV Kick-Off (9/6); United Way Fair – Zurich (9/13); United Way Fair- State Capitol (9/19); Citrus Heights Sunday Fun Day (9/23); United Way- CA Department of Education (CDE) - Kick-off Event (9/27); La Familia- Health & Safety Fair (9/29)

Total:	72	145	73
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50. Parent Leaders serve on Parent Cabinet.

Parent Leaders serve on Parent Cabinet to develop outreach strategies, provide feedback for improvement, and represent the program publically. Indicate the # of Parent Leaders serving on the Parent Cabinet this period.

1Q-12/13	2	15	13	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of three (3) Parent Cabinet meetings were held this quarter with parent representatives from 7 of the 8 sites. A total of 15 unduplicated (17 duplicated) Parent Leaders attended the Parent Cabinet meetings.

- MV – (1) One Parent Leader attended at least one Parent Cabinet meeting during this quarter.
- VH – (4) Four Parent Leaders have attended at least one Parent Cabinet meeting during this quarter.
- NS – (1) One Parent Leader attended at least one Parent Cabinet meeting during this quarter.
- NH – (3) Three Parent Leaders have attended at least one Parent Cabinet meeting during this quarter.
- LF – (1) One Parent Leader attended at least one Parent Cabinet meeting during this quarter.
- RO – (2) Two Parent Leaders attended at least one Parent Cabinet meeting during this quarter.
- MAN – (0) No Parent Leaders have attended a Parent Cabinet meeting during this quarter.
- FCCP – (3) Three Parent Leaders have attended at least one Parent Cabinet meeting during this quarter.

Total:	2	15	13
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51. Parent Leaders conduct outreach to families with children 0-5 years old in their communities.

Parent Leaders will conduct outreach to families with children 0-5 years old in their communities to promote participation in FSC services. Indicate the #

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
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of outreach activities that Parent Leaders conducted this period.

1Q-12/13	24	32	8	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 32 outreach activities were conducted by Parent Leaders this quarter, for an annual total of 32 which is 33% of the annual target of 96. The total for the contract period is 272, which is 94% of the 3-year target of 288.

MV – (3) Parent Leaders from the Parent Cabinet conduct outreach to their children’s schools and their communities. Parent Leaders also give brief presentations in EPI classes and when possible at other community partner sites.

VH – (5) This quarter Valley Hi continued to conduct Parent Leader Outreach. VH has strategized with Parent Leaders at the Parent Advisory Council meetings about how they can continue to conduct outreach and keep a consistent flow going for the FRC. They are conducting outreach presentations at their children’s schools, community organizations, and with Birth & Beyond as a collaborative. Most recently, one Parent Leader and Family Resource Center Coordinator were invited to present at the “Yes I Can!” conference hosted by My Sister’s House. The conference was geared towards empowering survivors of domestic violence.

NS – (2) North Sacramento provides one-on-one orientations to prospective Parent Leaders and is encouraging HV’s to invite parents into the FRC to participate. Developing Parent Leaders has been a struggle for the NS FRC. Every staff member is working to identify and engage Parent Leaders through trainings and family events that are held in the FRC. 3 parents are in the process of being trained, and it is expected that they will begin co-facilitation at the end of the second quarter. Outreach training will occur for prospective Parent Leaders at the beginning of the third quarter. At this time they will be encouraged to participate in outreach events, as well as to do outreach independently in their own communities.

NH – (0) Although The Effort has not had any Parent Leaders involved in outreach activities thus far NH currently has three women have recently begun serving as Parent Leaders for The Effort on the Parent Cabinet. All three women have entered the B&B program through their participation in EPI classes this last quarter. The three women have developed a friendship with each other, and often car pool to Parent Cabinet and to the FRC for classes and events.

LF – (15) Parent Leaders conducted outreach presentations at the following sites (some were provided with several presentations): Galt Head Start, Maple Head Start, Fairsite School in Galt, Grizzly Hallow Head Start, Nedra Head Start, Galt Library, Capitol City Child Development Center, WIC Oak Park, and Bright Beginnings Head Start.

RO – (2) River Oak Parent Leaders (PL’s) assisted with 2 outreach activities during this reporting period. RO is confident that completion will be achieved again this program year. Challenges in this area can be attributed to having two PL’s graduate from the FRC program and with having fewer outreach opportunities available to PL’s during the first quarter. New PL’s were recruited during the quarter and will soon be trained up and ready to assist with future outreach activities and presentations.

MAN – (0) The Mutual Assistance Network had 0 outreach activities by Parent Leaders in the first quarter. There will be several activities and opportunities during the second quarter for parents to be involved in the outreach, including the Harvest Festival, Thanksgiving Operation Gobble and Santa’s Workshop.

FCCP – (5) FCCP has dynamic Parent Leaders (PL). They have built the Parent Advisory Council (PAC) to eight members and continue to seek new ways to get other parents involved. This quarter, PLs outreached at community based health fairs, local faith based organizations, preschools, FCUSD School Readiness playgroups, WIC, and EPI workshops.

Total:	24	32	8
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52. Establish a Parent Cabinet to volunteer at FRC activities, conduct outreach, and provide feedback.

Establish a Parent Cabinet with Parent Leaders and parent consumers of FSC services to volunteer at FRC activities, conduct outreach, and provide feedback. Indicate the # of persons on the Parent Cabinet this period.

1Q-12/13	10	34	24	<input checked="" type="checkbox"/>	10/29/12 Gina Roberson	<input type="checkbox"/>
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Narrative

A total of 34 Parent Leaders volunteered at the FRCs this quarter, for an annual total of 34 which is 85% of the annual target of 40. The total for the contract period is 255, which is 213% of the 3-year target of 120.

MV – (3) MV currently has 3 Parent Leaders who volunteer at FRC activities, conduct outreach and co-facilitate EPI classes. All three Parent Leaders are bi-lingual moms who have or will co-facilitate EPI classes. One Parent Leader attends the Parent Advisory Committee and they are all invited to the Community Advisory Committee (CAC) meeting at the site and discuss new ways to outreach and improve the FRC. One Parent Leader started a book club this quarter.

VH – (4) Valley Hi currently has 4 Parent Leaders; 1 of whom is the chair of the B&B Collaborative wide Parent Cabinet for a second consecutive year. VH’s Parent Leaders actively attend Parent Advisory Council meetings and continually provide invaluable feedback for the FRC. Due to their suggestions VH has implemented changes in the FRC which have enhanced the quality of the services provided to families. VH has been complimented by the Child Abuse Prevention Center for having some of the most active Parent Leaders. VH is also very excited to have a male Parent Leader who contributes a different perspective at Valley Hi but also to the B&B Collaborative as a whole. He is currently working on the preparation of a Father’s INC. workshop which will begin in the second quarter.

NS – (1) Parents have shown a genuine interest in participating in any way at the FRC. They are eager to attend trainings and are looking forward to working with staff to co-facilitate classes. Thus far NH has identified 4 candidates, 3 of whom have been scheduled for training.

NH – (9) Parent Leaders and Parent Volunteers have participated in the following ways this quarter: Parent Cabinet, co-facilitation of EPI workshops, helping to co-lead stress reducing classes when they have a skill to share, helping to translate for classes,

Quarter	Goal	Actual	Variance	Achieved	Submitted	Approved
	Ellen Feickert Child Development Center					
	Elliott Ranch Child Development Center					
	Foulks Ranch Child Development Center					
	Franklin Child Development Center					
	Isabelle Jackson Child Development Center					
	John Ehrhardt Elementary					
	Joseph Sims Elementary					
	Maeola Beitzel Elementary					
	Mary Tsukamoto Elementary					
	Pleasant Grove Child Development Center					
	Prairie Elementary school					
	Raymond Case school					
	Robert J Fite school					
	Sacramento Regional Office					
	Stone Lake Child Development Center (CDC)					
	Arthur Dudley CDC					
	Birch Lane CDC					
	Cesar Chavez CDC					
	Davis Migrant CDC					
	Gibson CDC					
	Gretchen Higgins CDC					
	Korematsu CDC					
	M. Montgomery CDC					
	North Country CDC					
	Patwin CDC					
	Pioneer CDC					
	Ramon Tafoya CDC					
	Robert E. Willett CDC					
	Silveyville CDC					
	Tremont CDC					
	Total:	25	70	45		