

**Families Helping Families Monitoring Report Summary
for the DD Council
July 18, 2012**

The DD Council funds nine Families Helping Families (FHF) Centers across the state. These Centers provide information and referral, facilitate peer-to-peer support, and conduct workshops and trainings on a wide variety of disability issues and support services. Centers are monitored on an on-going basis (including an annual site visit) by the DD Council staff to ensure their compliance with contract terms and to assess performance toward the goal “to maintain an individual/family-run regional Resource Center that fosters self-determination, independence, productivity and integration and inclusion for people with developmental disabilities in all facets of community life.”

FHF Centers submit monthly reports on contractual deliverables. Target performance indicators established in each FHF contract include:

- 2,850 information and referral units of service will be provided each year
- 1,050 individuals will receive peer-to-peer or group support each year
- 325 individuals will receiving training in a minimum of 25 workshops and/or training sessions each year

Data collected on these deliverables for the last two contract years, SFY11 and SFY12, is as follows (Darkened boxes indicate a failure to reach performance target):

| Region & FHF Center | Target | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Avg |
|---------------------|--------|------|-------|-------|------|------|--------|-------|------|---------|------|
| | | SELA | GBR | Bayou | Acad | SWLA | XRoads | Reg 7 | NELA | N'shore | |
| 2011 Info/Refer | 2850 | 1779 | 8805 | 3899 | 1722 | 5216 | 538 | 3135 | 6853 | 7160 | 4345 |
| 2012 Info/Refer | | 2019 | 11058 | 4693 | 907 | 4581 | 3410 | 2697 | 5829 | 5799 | 4555 |
| 2011 Peer to Peer | 1050 | 1206 | 5021 | 1051 | 1233 | 829 | 371 | 970 | 3877 | 11444 | 2889 |
| 2012 Peer to Peer | | 1108 | 6932 | 13 | 614 | 844 | 2190 | 940 | 3890 | 7133 | 2629 |
| 2011 # Trained | 325 | 315 | 201 | 520 | 91 | 791 | 349 | 514 | 169 | 443 | 377 |
| 2012 # Trained | | 686 | 485 | 664 | 268 | 1527 | 626 | 631 | 301 | 523 | 635 |
| 2011 Trainings | 25 | 13 | 13 | 46 | 9 | 66 | 13 | 48 | 18 | 31 | 29 |
| 2012 Trainings | | 34 | 28 | 33 | 17 | 61 | 20 | 43 | 23 | 26 | 32 |

It should be noted that inconsistencies in the classification and documentation of services, makes the comparison of data across regions misleading. Additionally, these numbers are not able to capture the essence of the Center as a reliable and respected source of information and support for families.

In an attempt to capture this quality of performance, FHF Centers are also required to complete a minimum of 40 satisfaction surveys each contract year across all programs. A total of 1,176 surveys have been conducted over the last two contract years. Results from these surveys indicate very high satisfaction with Centers across the state with 98 percent of respondents indicating that they agree or strongly agree that they received the support they needed.

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Overall, monitoring suggests that FHF Centers adhere to contract deliverables and are seen as a valuable resource in their communities. DDC staff gave several recommendations to Centers following their 2011 monitoring and site visits. Data collected from the 2012 contract year shows some evidence improvement based on these recommendations (see chart on page 2).

DDC staff monitoring recommendations from 2011 are listed below.

- Families Helping Families of Southeast Louisiana, Inc. (SELA)
Region I – serving parishes of Orleans, Plaquemines, St. Bernard
 1. The Center needs to develop a mechanism to determine whether they are on track to meet contractual deliverables and develop a plan to undertake these activities.
 2. The Center should increase the number of training sessions it offers.
- Families Helping Families of Greater Baton Rouge, Inc. (GBR)
Region II – serving parishes of East and West Baton Rouge, East and West Feliciana, Iberville, Pointe Coupee, Ascension
 1. The Center needs to develop a mechanism to determine whether they are on track to meet contractual deliverables and develop a plan to undertake these activities.
 2. The Center should increase the number of training sessions it offers.
 3. The Council recommends that the Center continue to strengthen its partnership and support of the grassroots advocacy network and support the new LaCAN leader and LaTEACH coordinator.
- Bayouland Families Helping Families, Inc. (Bayou)
Region III – serving parishes of Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, Terrebonne
 1. It is recommended that the Executive Director actively participate in advocacy training events (i.e. Kickoff, Debriefing, Roundtables, etc.) and ensure that the center adheres to all Families Helping Families Center advocacy deliverables.
- Families Helping Families of Acadiana, Inc. (Acad)
Region IV – serving parishes of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermillion
 1. The Executive Director should immediately be denied complete access to the Center's accounting and a board member should assume financial responsibility and management of the Center. Policies for restricting any staff from using center resources for personal use should be established.
 2. Develop a plan that ensures center expenses are within income levels. Fundraising activities that do not violate gaming laws are strongly recommended.
 3. The board of directors should exercise improved oversight of the Center.
 4. Staff should be provided adequate training, support and a healthy work environment.

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5. The reputation of the Center needs to be improved. Positive relationships with community organizations that serve people with developmental disabilities need to be re-established and maintained.
 6. The Center needs to develop a mechanism to determine whether they are on track to meet contractual deliverables and develop a plan to undertake these activities.
- Families Helping Families of Southwest Louisiana, Inc. (SWLA)
Region V – serving parishes of Allen, Beauregard, Calcasieu, Cameron, Jeff Davis
 1. The Center should determine whether there is a reason for the reduced use of Peer to Peer Support and develop a plan to address any identified issues.
 - Families Helping Families at the Crossroads of Louisiana, Inc. (XRoads)
Region VI – serving parishes of Avoyelles, Concordia, Catahoula, Grant, LaSalle, Rapides, Vernon, Winn
 1. The Center needs to develop a mechanism to determine whether they are on track to meet contractual deliverables and develop a plan to undertake these activities.
 2. The Center should ensure accurate and complete reporting of its activities in relation to the Council's contract deliverables.
 - Families Helping Families of Region VII, Inc. (Reg 7)
Region VII – serving parishes of Bienville, Bossier, Caddo, Claiborne, Desoto, Lincoln, Red River, Natchitoches, Sabine, Webster
 1. Ensure timely and accurate information and referrals are being provided by all staff.
 2. Survey community members to determine causes for lack of referrals.
 3. Increase publicity of upcoming conferences and stipend availability.
 - Families Helping Families of Northeast Louisiana, Inc. (NELA)
Region VIII – serving parishes of Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll
 1. Capture all training efforts by completing sign-in sheets and satisfaction surveys at all information-sharing outreaches/presentations that meet the criteria for training events.
 - Northshore Families Helping Families, Inc. (N'shore)
Region IX – serving parishes of Livingston, St. Helena, St. Tammany, Tangipahoa, Washington
 1. No recommendations given