

**Families Helping Families Monitoring Report Summary
for the La Developmental Disabilities Council
June 19, 2018**

The LA Developmental Disabilities Council funds nine Families Helping Families (FHF) Resource Centers across the state. These FHF Centers provide information and referral, facilitate peer-to-peer support, and conduct workshops and training events on a wide variety of disability issues. Also, FHF Centers play a key role in supporting grassroots advocacy efforts in collaboration with the Council and regional grassroots advocacy leaders.

Centers are monitored on an on-going basis by Council staff to ensure their compliance with contract terms and to assess performance toward the goal of “maintaining 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, quarterly and annual reports to the Council.
- Council staff conduct onsite monitoring visits with each FHF Center at least once every three years. FHF Centers participate in yearly desk audits.
- Fall of 2018 onsite monitoring will include: FHF of Greater Baton Rouge, FHF at the Crossroads, and FHF of Region 7.

Center funding for State Fiscal Year 2018 (SFY18) was level with the prior fiscal year. Performance targets established for each FHF Center in SFY18 included:

- 2,850 units of information/referral
- 18 workshops/training events (including 2 related to grassroots advocacy efforts)
- 300 individuals trained
- 1,200 instances of peer support
- 20 outreach visits (including major hospitals, pediatrician offices, and school districts)
- 2 individuals identified/supported to provide testimony
- 6 individuals identified/supported to participate in legislative visits
- 80% of trainings include a presentation on LaCAN
- 2 regional legislative visits will be completed by FHF Directors

FHF Annual Performance Data for SFY18 are displayed in Figure 1 below (shaded cells indicate a failure to reach the performance target):

Figure 1: Center performance data for SFY18

| Contract Area | Target | NOLA | GBR | Bayou | Acad | SWLA | XRoad | Reg7 | NELA | NFHF | Totals |
|--------------------------------------|-------------|------|------|-------------|----------|------|-------|------|------|------|--------|
| Information/Referral Units | 2850 | 4038 | 5631 | 2469 | 3466 | 4585 | 4899 | 3840 | 3827 | 4545 | 37300 |
| Training Events | 18 | 28 | 40 | 21 | 30 | 30 | 29 | 29 | 23 | 39 | 269 |
| Individuals Trained | 300 | 384 | 407 | 318 | 844 | 481 | 1337 | 402 | 379 | 1134 | 5686 |
| Peer Support Provided | 1200 | 3322 | 4201 | 1738 | 1993 | 1296 | 2198 | 2096 | 2798 | 3298 | 22940 |
| Outreach Visits | 20 | 26 | 54 | 24 | 42 | 88 | 55 | 22 | 29 | 21 | 348 |
| Individuals for Testimony | 2 | 5 | 2 | 0 | 1 | 5 | 15 | 7 | 5 | 8 | 48 |
| Individuals for Legis. Visits | 6 | 27 | 8 | 6 | 11 | 12 | 6 | 7 | 7 | 19 | 103 |
| Trainings Present LaCAN | 80% | 100% | 83% | 90% | 97% | 93% | 100% | 97% | 100% | 97% | 95% |
| Legislative visits with FHF Director | 2 | 9 | 4 | 3 | 2 | 5 | 2 | 3 | 7 | 6 | 41 |

Caution is urged in making comparisons of data across regions since differences may be due to inconsistencies in the classification and documentation of services, as well as, differences in the overall level of Center funding acquired from other sources. Furthermore, numbers alone cannot capture the essence of the Center as a reliable and respected source of information and support for families in their local communities.

In an attempt to capture the quality of performance, FHF Centers are additionally required to complete a minimum of 40 satisfaction surveys each contract year across all programs. Over 34,300 contacts were made to the nine FHF Centers during SFY18. A total of 408 surveys were conducted. Results from these surveys are listed in Figure 2 and indicate high satisfaction with FHF Centers across the state. An average of ninety-nine percent of those surveyed indicated they agree or strongly agree that they received the information or support they needed.

Figure 2: Center satisfaction survey data for SFY18

| Contract Area | Target | NOLA | GBR | Bayou | Acad | SWLA | XRoad | Reg7 | NELA | NFHF | Totals |
|---------------|--------|------|-----|-------|------|------|-------|------|------|------|--------|
| # Surveyed | 40 | 40 | 77 | 40 | 50 | 40 | 40 | 41 | 40 | 40 | 408 |
| % Satisfied | N/A | 100% | 92% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99% |

In summary, monitoring suggests the FHF Centers continue to play an integral and valuable role in their communities while working diligently to meet all deliverables. Most FHF Centers met their deliverables for information/referral, peer-to-peer support, trainings, and outreach.

- Only one Center, Bayou Land FHF, was unable to meet the required units of information and referral provided to the community. Bayou Land FHF and FHF of Acadiana were unable to identify at least two individuals for testimony. Bayou Land FHF’s new Board of Directors has submitted a corrective action plan to address performance concerns in the upcoming fiscal year in addition to hiring a new Executive Director.
- Over the past fiscal year, FHF of Acadiana underwent a transition of new staff and a new Executive Director which contributed to missing one of its advocacy deliverables.