

**Families Helping Families Monitoring Report Summary
for the La Developmental Disabilities Council
July 21, 2016**

The LA Developmental Disabilities Council funds nine Families Helping Families Resource 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. They also play a key role in supporting grassroots advocacy efforts in collaboration with regional grassroots advocacy leaders. Centers are monitored on an on-going basis by the 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.”

Centers submit monthly reports to the Council monitoring staff including information on the number of contacts made to the Center and progress toward contract deliverables.

Center funding for State Fiscal Year 2016 (SFY16) was level with the prior fiscal year. Some existing performance targets were lowered due to the addition of new targets related to the Center’s support of grassroots advocacy efforts. Performance targets for SFY16 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 (expanded to include major hospitals, pediatrician offices, and school districts)
- 20 individuals signed up for membership in LaCAN/LaTEACH **(NEW)**
- 2 individuals identified/supported to provide testimony **(NEW)**
- 6 individuals identified/supported to participate in legislative visits **(NEW)**
- 80% of trainings include a presentation of advocacy networks LaCAN/LaTEACH **(NEW)**
- 25% of regional legislative visits include FHF Director or staff **(NEW)**

Data collected on these deliverables is displayed in Figure 1 below (shaded boxes indicate a failure to reach performance target):

Figure 1: Center performance data for SFY16

Contract Area	Target	SELA	GBR	Bayou	Acad	SWLA	XRoad	Reg7	NELA	NFHF	Totals
Information/Referral Units	2850	2926	5402	2700	3843	5170	5748	2930	3733	5223	37675
Training Events	18	29	27	24	30	30	19	29	19	19	226
Individuals Trained	300	485	676	305	602	686	1069	342	311	393	4869
Peer Support Provided	1200	2541	4124	1830	2118	1246	2374	1840	2036	3931	22040
Outreach Visits	20	22	23	23	30	41	46	20	24	21	250
Individuals for Membership	20	23	18	21	47	79	20	8	36	27	279
Individuals for Testimony	2	5	3	0	4	10	10	1	7	13	53
Individuals for Legis. Visits	6	6	1	7	11	6	13	0	0	11	55
Trainings Present Advocacy	80%	69%	100%	100%	57%	100%	89%	24%	32%	68%	71%
Legis. Visits by Director/Staff	25%	75%	40%	55%	100%	88%	50%	38%	86%	33%	63%

It should be noted that inconsistencies in the classification and documentation of services, as well as, differences in the overall level of Center funding acquired from other sources, make the comparison of data across regions misleading. 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, Centers are additionally required to complete a minimum of 40 satisfaction surveys each contract year across all programs. Over 34,000 contacts were made to the nine Centers during SFY16. A total of 469 surveys were conducted. Results from these surveys are listed in Figure 2 and indicate high satisfaction with Centers across the state. An average of 99 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 SFY16

Contract Area	Target	SELA	GBR	Bayou	Acad	SWLA	XRoad	Reg7	NELA	NFHF	Totals
# Surveyed	40	40	120	50	51	40	40	41	40	47	469
% Satisfied	N/A	98%	100%	100%	94%	100%	100%	98%	98%	100%	99%

In summary, monitoring suggests the Centers continue to play an integral and valuable role in their communities while working diligently to meet all deliverables. As in previous years, most Centers met their deliverables for information/referral, peer-to-peer support, trainings, and outreach. Many Centers did, however, fail to meet one or more of the new advocacy deliverables. After speaking with Center Directors, it does not appear these deliverables were missed due to a lack of supporting advocacy but rather the difficulty of tracking data not captured in the Centers’ existing data management system. Conversations with individual Directors have included discussion on how to track these deliverables in future years. Some advocacy deliverables have been adjusted for SFY17, including the removal of the deliverable to sign up new advocacy members and adjusting the deliverable related to FHF Director/Staff participation in legislative visits.

Monitoring visits are scheduled for the following Centers this August: Families Helping Families of Southeast La (August 9th), Families Helping Families of Acadiana (August 17th), and Northshore Families Helping Families (August 18th).

Center funding was cut by \$170,000 in the Executive Budget for SFY17, but advocacy efforts for the third year in a row resulted in the restoration of this funding by the legislature. As a result, Center funding for SFY17 will be level with SFY16.