

**Families Helping Families Monitoring Report Summary  
for the La Developmental Disabilities Council  
July 19, 2017**

The LA Developmental Disabilities Council funds nine Families Helping Families (FHF) 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 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.”

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 2017 (SFY17) was level with the prior fiscal year. Previously, some existing performance targets were lowered due to the addition of new targets related to the Centers’ support of grassroots advocacy efforts. Performance targets for SFY17 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)
- 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

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 SFY17**

Contract Area	Target	SELA	GBR	Bayou	Acad	SWLA	XRoad	Reg7	NELA	NFHF	Totals
Information/Referral Units	2850	3626	4915	3822	3888	4756	5495	3603	3143	2918	36166
Training Events	18	27	17	28	28	23	26	25	30	22	226
Individuals Trained	300	470	386	342	426	406	1645	322	1012	401	5410
Peer Support Provided	1200	2988	3634	2264	2367	1264	1949	2615	2145	1953	21179
Outreach Visits	20	26	28	32	26	60	55	19	29	20	295
Individuals for Testimony	2	4	4	3	4	10	12	2	7	10	56
Individuals for Legis. Visits	6	25	4	3	16	9	11	1	43	11	123
Trainings Present LaCAN	80%	74%	88%	100%	68%	100%	92%	72%	80%	91%	86%
Legislative visits with FHF Director	2	14	4	4	7	3	3	2	12	7	64

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. Nearly 33,000 contacts were made to the nine Centers during SFY17. A total of 437 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 SFY17**

Contract Area	Target	SELA	GBR	Bayou	Acad	SWLA	XRoad	Reg7	NELA	NFHF	Totals
# Surveyed	40	42	87	40	47	50	40	41	40	50	437
% Satisfied	N/A	93%	99%	100%	98%	92%	100%	100%	100%	100%	98%

In summary, monitoring suggests the Centers continue to play an integral and valuable role in their communities while working diligently to meet all deliverables. Most Centers met their deliverables for information/referral, peer-to-peer support, trainings, and outreach. Only one Center, FHF of Greater Baton Rouge, was unable to complete the required number of trainings per contract. The Center’s staff and region were impacted by the August 2016 flooding hindering the Center’s performance in the first and second quarters. Other Centers impacted by the August 2016 floods include Bayou Land, Acadiana, and Northshore.

Three Centers also failed to include a LaCAN presentation in at least eighty percent of their trainings. After speaking with Center Directors, most report a LaCAN presentation is provided during trainings. However, some Centers struggle with capturing this data since it is not tracked in their existing data management system. Ongoing discussions with individual Directors included how to track these deliverables and ensuring the data is entered in the appropriate places in the reports.

Monitoring visits are scheduled for the following Centers this August: Families Helping Families of Northeast LA (August 24th) and Families Helping Families of Southwest LA (August 29th).