

Families Helping Families Monitoring Report Summary for the La Developmental Disabilities Council

July 17, 2019

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 2019 onsite monitoring will include: FHF of Acadiana, Northshore FHF, and FHF of New Orleans LA.

Center funding for State Fiscal Year 2019 (SFY19) was level with the prior fiscal year. Performance targets established for each FHF Center in SFY19 included:

- 2,850 units of information/referral
- 20 workshops/training events
- 2 trainings focused on grassroots advocacy
- 1 training on Act 378 guiding principles
- 300 individuals trained
- 1,200 instances of peer support
- 25 outreach visits (including major hospitals, pediatrician offices, and school districts)
- 2 individuals identified to provide testimony
- 6 individuals identified 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 SFY19 are displayed in Figure 1 below (shaded cells indicate a failure to reach the performance target):

Figure 1: Center performance data for SFY19

Contract Area	Target	NOLA	GBR	Bayou	Acad	SWLA	XRoad	Reg7	NELA	NFHF	Totals
Information/Referral Units	2850	4848	4819	3385	3126	4701	3460	3769	3679	6660	38447
Training Events	20	25	63	27	42	58	23	25	49	49	361
Grassroots Advocacy Training	2	2	2	2	3	2	2	2	2	2	19
Act 378 Training	1	2	1	1	1	1	1	1	1	1	10
Individuals Trained	300	598	729	361	530	756	775	372	569	677	5367
Peer Support Provided	1200	3876	3748	2542	1795	1314	1077	1505	2674	5934	24465
Outreach Visits	25	27	25	49	29	77	57	27	63	26	380
Individuals for Testimony	2	5	1	2	3	7	5	2	6	2	33
Individuals for Legis. Visits	6	8	1	6	6	8	17	6	10	6	68
Trainings Present LaCAN	80%	92%	100%	96%	81%	95%	91%	100%	100%	80%	93%
Legislative visits with FHF Director	2	2	8	7	5	2	3	2	7	6	42

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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 34,400 contacts were made to the nine FHF Centers during SFY19. A total of 547 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 (99%) 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 SFY19

Contract Area	Target	NOLA	GBR	Bayou	Acad	SWLA	XRoad	Reg7	NELA	NFHF	Totals
# Surveyed	40	40	71	94	136	40	40	40	40	46	547
% Satisfied	N/A	100%	96%	99%	100%	100%	100%	100%	100%	93%	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.

- FHF at the Crossroads was unable to meet the deliverable for peer-to-peer support. Follow-up with the Center will be completed to ensure all data submitted was accurate.
- FHF of Greater Baton Rouge was unable to meet the deliverables for identifying at least two individuals for testimony and at least six individuals to attend legislative visits. The Director attributed a miscommunication over the necessary requirements to achieve these deliverables as the causing factor.
- Centers will be required to submit corrective action plans detailing efforts that will be taken to ensure all deliverables are met in SFY20.