

FY2011 Community Partnership Agreement Annual Report

LMB: Harford County

Program Name: Systems/Family Navigation

Program Summary: Family Navigators serve as a single point of access by which all families have opportunity to be linked with resources. Navigators are a key component of effective care coordination in a system of care. They provide linkage and referral services as well as help families formalize a plan of action to be able to meet their unique needs. Navigators also ensure that families are aware of how to access federal nutrition programs including Food Stamps, Free and Reduced Price School Meals, the School Breakfast Program and the Women, Infants and Children Program.

Target Population: Approximately 60 children

FY11 Funding: \$109,028

Performance Measure	FY07* Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
What/How Much We Do:						
▪ Number of families referred to a System/Family Navigator	3	149	121	205	60	926
▪ Number of families served by a Navigator	2	57	58	40	40	98
▪ Average number of referrals per family	1	7	5	6	6	10
▪ Number of families with a completed family plan	0	10	32	33	30	35
How Well We Do It:						
▪ Average or median number of business days between referral and first person-to-person contact by Navigator.	1	1	1.5	1.5	3	2
▪ Number of completed CANS assessments used in developing a Family Plan.	0	0	18	35	30	35
▪ Percent of families satisfied or higher with Navigation services (by subscale/question). Indicate number of surveys returned (N).	N=0	N=2	N=18	N=13	N=15	N=12
○ Respectful of family	N/A	100%	94% (17/18)	100% (N=13)	80%	100% (N=12)
○ Concerned with the well being of family	N/A	100%	100% (18/18)	100% (N=13)	80%	100% (N=12)
○ Assisted in identifying both family strengths and needs	N/A	100%	72% (13/18)	77% (10/13)	80%	100% (N=11)
○ Assisted family in setting its own goals	N/A	100%	65% (11/17)	92% (11/12)	80%	100% (N=10)
○ Effective in identifying services appropriate to meet family goals	N/A	100%	71% (12/17)	85% (11/13)	80%	100% (N=12)
▪ Percentage of families reporting they understood how to contact the suggested agencies/organizations.	N/A	100%	76% (13/17)	100% (N=12)	80%	100% (N=12)

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Performance Measure	FY07* Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
Is Anyone Better Off:						
▪ Percentage of families who report success in contacting suggested agencies/organizations.	N/A	100%	75% (12/16)	100% (N=12)	80%	82% (9/11)
▪ Percentage of families who report success in receiving needed services or supports.	N/A	100%	63% (10/16)	77% (10/13)	80%	73% (8/11)
▪ Percentage of families reporting an increase in their ability to advocate for the needs of their child(ren) after receiving Navigation services.	N/A	100%	61% (11/18)	69% (9/13)	75%	92% (11/12)
▪ Percentage of families reporting a decrease in stress after receiving assistance from Navigation services.	N/A	100%	72% (13/18)	69% (9/13)	75%	82% (9/11)

*Family Navigation began at the end of May 2007, reporting period is from June 1-June 30, 2007.

What's the story behind the performance?

Over 900 resource and referral calls were fielded by the Family Navigators in FY11. Among these callers, almost 100 were provided with follow up service and support. Satisfaction surveys are conducted quarterly by a third party caller. 100% of families surveyed reported that the Navigator was respectful, concerned for their families' well-being, identified strengths and needs, assisted in setting goals and effective in identifying appropriate services.

If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY12 (as applicable for continuing programs).

Twelve families participated in the survey altogether, below the goal of 15. The individual who conducts these surveys does so by calling families that have been provided with ongoing services. It can be difficult at times to get a hold of busy families, or for them to have time to return these calls. Efforts will continue to be made in the coming fiscal year to ensure that a satisfactory number of surveys are conducted.

Among those who participated in the phone survey, eight out of eleven (73%) noted that they experienced success receiving necessary services. Among the three remaining families who were unable to obtain necessary services, the agencies they were referred to accepted the family's application but did not end up being able to provide anticipated services either due to lack of financial resources or the family not meeting all eligibility criteria.

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LMB: Harford County

Program Name: After School Programs

Program Summary: After school programs provide a fun, safe, supervised environment for children to be during the time when they would otherwise be home alone if parents are at work. These programs are preventative in nature, keeping youth active and involved in pro-social behaviors. The after school hours have been linked with the highest levels of juvenile crime. At the same time, after school programs have been found to reduce the imitation of drug use and the likelihood of skipping school. In addition, after school programs produce benefits for youth such as improved self-esteem and personal, social and academic skills (Afterschool Alliance, April 2009).

Target Population: Elementary school age children in Aberdeen and Joppatowne

FY11 Funding: \$66,596 (\$23,966 GOC EIP + \$8,130 administration, \$34,500 County)

Performance Measure	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
What/How Much We Do:						
Number of program days per site:						
Deerfield Elementary	69	69	71	60	N/A^^	N/A
Magnolia Elementary	60	69	71	58	60	111
Bakerfield Elementary	N/A	N/A	75	N/A^	60	144
Total number of participants per site:						
Deerfield Elementary	40	47	47	45	N/A^^	N/A
Magnolia Elementary	50	53	47	46	40	35
Bakerfield Elementary	N/A	N/A	40	N/A^	40	39
How Well Did We Do It:						
Average daily attendance:						
Deerfield Elementary	84%	82%	85%	87%	N/A^^	N/A
Magnolia Elementary	89%	87%	91%	83%	65%	80%
Bakerfield Elementary	N/A	N/A	84%	N/A^	65%	74%
Is Anyone Better Off?						
Percentage of students who show an increase of at least one letter grade:						
Math	N/A	31%	23% (25/109*)	32% (29/91)	25%	19% (10/52)
English	N/A	24%	26% (28/109*)	24% (22/91)	25%	25% (13/52)
Percentage of students absent less than 20 days of school:						
Deerfield Elementary	84%	96%	96% (45/47)	53% (24/45)	N/A^^	N/A
Magnolia Elementary	84%	79%	96% (45/47)	78% (36/46)	82%	96% (27/28)

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Performance Measure	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
Bakerfield Elementary	N/A	N/A	98% (39/40)	N/A [^]	82%	97% (38/39) ⁺

*Total is out of 109 as 25 students attended the program for only 1 quarter.

**The measure of increased academic grades will not be available until the annual report. No grades are given for the first quarter of the school year.

[^] Due to decreased after school program funding in FY10 the Bakerfield after school site was not in operation in FY10.

^{^^} Based on funding awarded and current availability of resources at proposed sites, it was decided not to hold an after school program at Deerfield Elementary in FY11.

⁺Based on first three quarters of the school year, final quarter data not available.

What's the story behind the performance?

In FY2011, 74 elementary school students were provided with a fun, safe, after school experience five days per week. The Bakerfield after school program ran for a total of 144 days with an average daily attendance of 74%. The Magnolia after school program was held for 111 days with an average daily attendance of 80%.

If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY12 (as applicable for continuing programs).

In FY2011, a total of 39 youth participated in the Bakerfield program while 35 youth participated at Magnolia. Despite continuous efforts throughout the year, the goal to serve 40 participants per site was not achieved. Program coordinators actively recruited youth through regular contact with teachers and administrators, as well as word of mouth in the community. Improvement was seen in the second half of the year as it was reported on the semi-annual report that Bakerfield was serving 34 youth while Magnolia had 26 youth registered. Therefore, an additional 14 youth were provided with services in the second half of the year.

The percent of students who showed an increase in at least one letter grade in math was 19%, below the goal of 25%. Although only 10 students showed an improvement in this grade, an additional 35 (67%) maintained a passing math grade throughout the school year.

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LMB: Harford County

Program Name: CINS Prevention Program

Program Summary: Licensed therapists provide program services and engage children and their parents in individual and family counseling. CINS Prevention focuses on problem reduction by effectively reducing aggressive or disruptive behaviors, improving parent engagement in their child's education and promoting positive outcomes such as improved family functioning and school attendance. CINS Prevention links families to support services needed including mental health, financial assistance and medical assistance. Research points to the importance of health and mental health in student achievement as well as prevention of delinquency (OJJDP, Child Delinquency Bulletin, April 2003).

Target Population: All potential elementary age youth in the Route 40 area, identified as in need of intervention by school-based personnel.

FY11 Funding: \$100,000 (\$90,000 GOC + \$10,000 County)

Performance Measure	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
What/How Much We Do:						
▪ # of youth served		47	74	73	50	51
How Well Did We Do It:						
▪ Percentage of youth completing services (# completed services/# admitted into program)		87% (27/31)	79% (45/57)	77% (36/47)	80%	94% (33/35)
▪ Percent of families who indicate they are satisfied or better with the program (N=number of returned surveys)		100% (N=17)	100% (N=18)	94% (16/17)	80%	100% (N=2)
Is Anyone Better Off?						
▪ Percentage of participants, for who violent incidences have been a problem, that demonstrate a decrease in violent incidences in the home and the school based on parent and teacher surveys administered at the close of service		100% (21/21)	60% (24/40)	81% (17/21)	85%	100% (N=1)
▪ Percentage of children who maintained or improved school attendance during service delivery as it compared to the previous marking period*		93% (25/27)	96% (43/45)	100% (N=36)	85%	94% (31/33)
▪ Percentage of families who report an improved relationship with the school, based on parent survey at the close of service		88% (15/17)	83% (15/18)	81% (13/16)**	85%	100% (N=2)
▪ Percentage of youth who demonstrate increased functioning in two or more domains of the CANS as administered at the start, middle and close of service		100% (27/27)	100% (45/45)	97% (35/36)	90%	100% (N=33)

*Maintained is defined as attendance not getting any worse, improved is defined as an increased number of days in attendance at school.

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**Note that one family was provided with the staff version of the satisfaction survey, and therefore did not have this question to respond to.

What's the story behind the performance?

In FY2011, 51 children and their families were provided with individual and family counseling at school and in the home. Of those enrolled in the program, 94% completed services. In addition, 94% maintained or improved school attendance while 100% demonstrated an increase in family functioning as measured by the CANS assessment.

If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY12 (as applicable for continuing programs).

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LMB: Harford County

Program Name: CINS Diversion Program

Program Summary: CINS Diversion serves middle and high school age youth who meet the CINS (Children in Need of Supervision) criteria meaning they are habitually truant, ungovernable and/or have run away from home. The goal of this program is to divert these at-risk youth from the juvenile justice system. Issues of truancy and academic withdrawal are addressed by a case manager who works with youth to identify and eliminate the barriers that are keeping them from being successful in school. Case managers link youth and their families with additional services needed such as tutoring, counseling, substance abuse treatment and parenting classes.

Target Population: All potential middle and high school age youth in Harford County identified as committing status offenses

FY11 Funding: \$90,000

Performance Measure	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
What/How Much We Do:						
▪ Youth served with Level I Services	35	8	8	0	0	0
▪ Number of youth served	32	39	35	30	18**	28
How Well Did We Do It:						
▪ From the returned surveys, percent of families receiving Level II services who were satisfied or higher (%/N)	100% (25)	100% (N=18)	95% (21/22)	92% (11/12)	60%	100% (N=11)
▪ Percentage of youth completing Level II services (# completed services/# admitted into program)	89%	98% (39/41)	83% (35/42)	96% (23/24)	90%	78% (28/36)
Is Anyone Better Off?						
▪ % of Level II clients diverted from formal DJS involvement	90% (28/31)	97% (38/39)	97% (34/35)	96% (22/23)	75%	100% (N=28)
▪ % of Level II clients, for whom running away has been a problem, who showed a decrease in incidence of running away behavior during service delivery (N=number improved/number with a history of running away).	89% (8/9)	88% (21/24)	97% (34/35)	100% (N=3)	88%	100% (N=8)
▪ % of Level II clients who maintained or improved school attendance during service delivery	89% (17/19)	87% (34/39)	97% (34/35)	100% (N=23)	50%	93% (26/28)
▪ % of Level II clients completing the program who maintained or improved their GPA during service delivery as compared to the previous marking period*	29% (9/31)	38% (15/39)	91% (32/35)	100% (N=23)	50%	89% (25/28)

*Maintained is defined as academic grades not getting any worse, improved is defined as an increase in academic grades

**Due to decreased program funding in FY11, the number of youth to be served has been decreased from 27 to 18

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What's the story behind the performance?

In FY2011, 28 youth were provided with intensive case management support through the CINS Diversion program. All participants (100%) were diverted from DJS involvement, and those with a history of running away (N=8) eliminated these behaviors during service provision. The majority of youth also maintained or improved school attendance (93%) and their GPA (89%) while enrolled in the program.

If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY12 (as applicable for continuing programs).

Among 36 youth admitted to this program, 28 completed services of 32 days or more. Eight youth ended the program prematurely, of which all completed the intake and assessment. Of these families, six decided to no longer pursue the program, one family moved out of the county and one youth was placed in a residential treatment center. The vendor worked to ensure that youth admitted to the program had a high likelihood of completing services. When a case was closed prematurely, remaining funding was used to bring additional youth into the program, thereby maintaining the slot.

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LMB: The Harford County Local Management Board

Program Name: Local Management Board Functions

FY11 Administrative Funding: \$65,000 + \$20,000 County = \$85,000

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
What/How Much We Do:							
➤ # of LMB Board meetings held.	10	10	10	3	6	5	6
➤ # of interagency or community-driven collaborative efforts in which LMB is actively involved:							
▪ # of initiatives for which LMB convenes the initial interagency or community group.	N/A	6	7	8	7	7	7
▪ # of initiatives for which LMB retains responsibility for ongoing group direction.	N/A	6	7	8	7	7	7
▪ # of initiatives in which LMB is an active participant.	N/A	11	12	16	16	15	22
How Well We Do It:							
➤ % of monthly LMB Directors meetings at which Director or designated staff was in attendance.	90%	80%	91%	100%	100% (N=11)	80%	60% (6/10)
➤ % of all LMB members who have Board meeting attendance equal to or greater than 75%.	36%	45%	75%	64%	53% (10/19)	65%	55% (11/20)
➤ % of GOC awarded funds that are expended.	99.3%	78.6%	89.4%	51.3%	81%	80%	99.6%
➤ % of LMB total revenue that is obtained from non-GOC awarded funds (county funds, foundations, federal grants, etc.) to fund administrative costs and/or programs/strategies.	16%	26%	14%	0%	0%	25%	22%
➤ % of all LMB staff that have completed no less than introductory training (ex., Results Accountability 101) in Results Accountability (RA) as provided by a trained RA trainer.	14%	14%	100%	100%	86% (6/7)	100%	100% (1/1)
Is Anyone Better Off?							
➤ % of new and ongoing programs/strategies that meet or exceed performance measure targets (no less than 80% of all performance measures per program/strategy are met or exceeded) that are heading in the right direction or turning the curve.	100%	100%	43%	Available at annual report	13% (1/8)	50%	60% (3/5)

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Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Target	FY11 Actual
Population Measure (for Tracking Only):							
➤ % of targeted indicators from FY10 that showed improvement in FY11 and/or evidence of turning the curve			67%	Available at annual report	40% (2/5)	30%	50% (2/4)

*14% of total revenue in FY07 was from GOCCP funding that was lost in FY08. In FY08, FY09 and FY10 grant writing is expected to help raise additional non-GOC funds.

**Measures will be available on the annual report

What's the story behind the performance?

The LMB spearheaded or sponsored a number of community engagement opportunities in FY11 reaching over 4,500 community members. Please see the attached Community Engagement document for further details.

If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY12 (as applicable for continuing programs).

The LMB Director attended 6 out of 10 Director Meetings in FY11 (60%). In FY12, support staff will assist the director in attending meetings in person or via teleconference to ensure that proper coverage for these meetings is provided.

The LMB held 6 board meetings during the fiscal year. Eleven of twenty board members (55%) achieved the goal of 75% attendance. An additional 25% attended four of the six meetings. In the coming fiscal year, board members will be reminded of the importance of their attendance, and ability to send an organizational representative in their place should they be unable to attend.

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FY2011 Program Highlight

Program Name: Systems/Family Navigation

Program Description/Goal Statement:

Families with intensive needs children receive the services of a family navigator in locating and accessing community-based services.

Story Behind Program Performance:

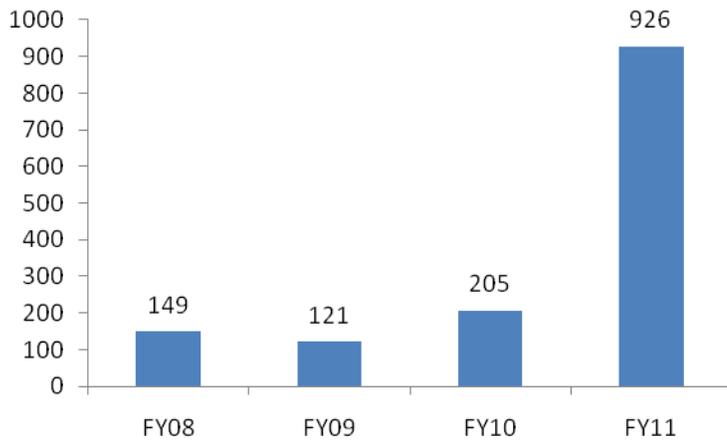
- 926 families were referred to Family Navigation
- 98 families received ongoing services by a family navigator
- Referrals were responded to within 2 days.
- 35 families were provided with a family plan to help identify strengths, needs and goals to be accomplished
- Families were provided an average of 10 resource and referral sources specific to their needs

What will be done to improve performance in the next fiscal year (if the program is continuing in FY12)?

In the coming year, the Family Navigation program will add a component to its work in which Navigators will offer regular, on-site support to the Alternative Education school students and their families.

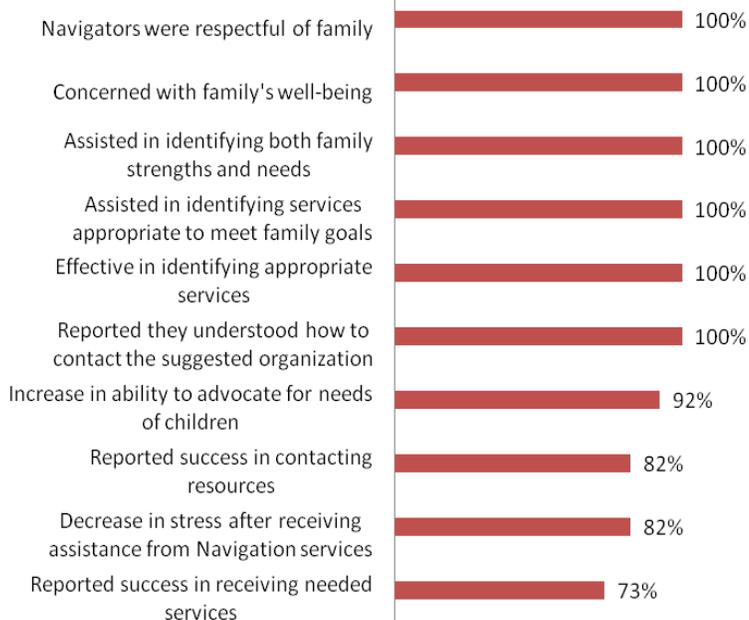
The Alternative Education middle and high school has consistently been found to have a high degree of need linking families with social services and supporting students behavioral and mental health needs.

Number of Families Referred to a Family Navigator



Satisfaction Survey Results

N=12



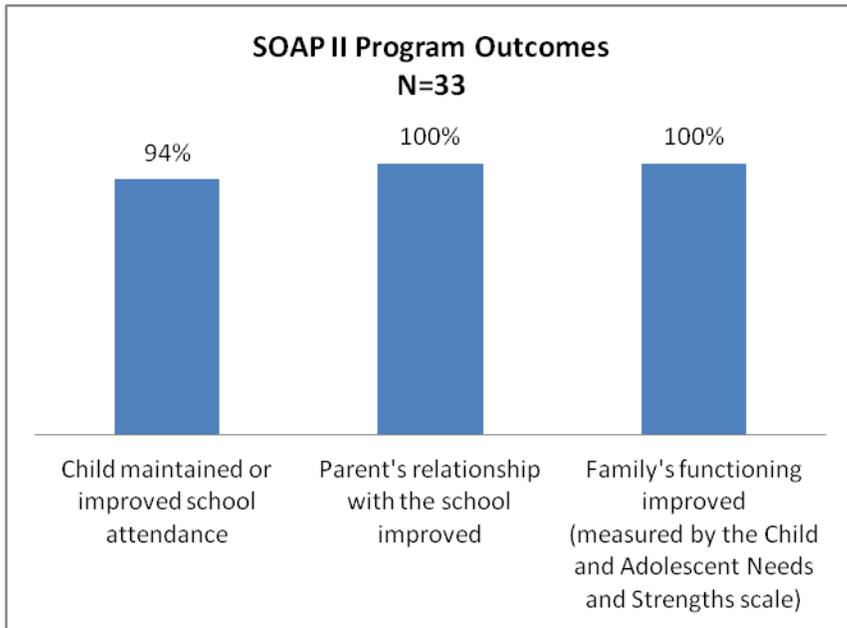
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FY2011 Program Highlight

Program Name: CINS Prevention (School Outreach and Advocacy Level II Program)

Program Description/Goal Statement:

This program offers therapy in the school and home and focuses on problem reduction, effectively reducing aggressive or disruptive behaviors, improving parent engagement and promoting positive outcomes such as improved family functioning and school attendance.



Story Behind Program Performance:

- 51 elementary-age youth were provided with individual and family counseling
- All but two youth admitted completed the program (94%)
- 100% of families stated that they were satisfied with the CINS Prevention program
- 94% of participants maintained or improved their school attendance
- 100% of families reported an improved school relationship
- 100% of families demonstrated increased family functioning

What will be done to improve performance in the next fiscal year (if the program is continuing in FY11)?

This program is currently offered at elementary schools. Next year this same program will be expanded to serve middle and high school youth at Alternative Education, the school within the county with the highest level of school absence and dropout.