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Children's
Services
Council
of Broward County

ANNUAL PERFORMANCE REPORT | FISCAL YEAR 2019-2020

20 Years Of Nurturing Children And Families.

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MISSION STATEMENT

To provide the leadership, advocacy and resources necessary to enhance children's lives and empower them to become responsible, productive adults through collaborative planning and funding of a continuum of quality care.



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GOAL

Ensure a continuum of maternal and child health services for at-risk families.

RESULT

Children are mentally and physically healthy.

MATERNAL & CHILD HEALTH PROGRAMS

Mothers Overcoming Maternal Stress (MOMS)

- Designed to decrease pre/post-natal depression and/or anxiety, promote maternal/child bonding, increase parenting skills, and decrease risk of child abuse and neglect.
- Address resistance to engagement due to the stigma around clinical symptoms.
- Provide intensive mental health treatment and support to address high rates of abuse among infants' birth to 1.

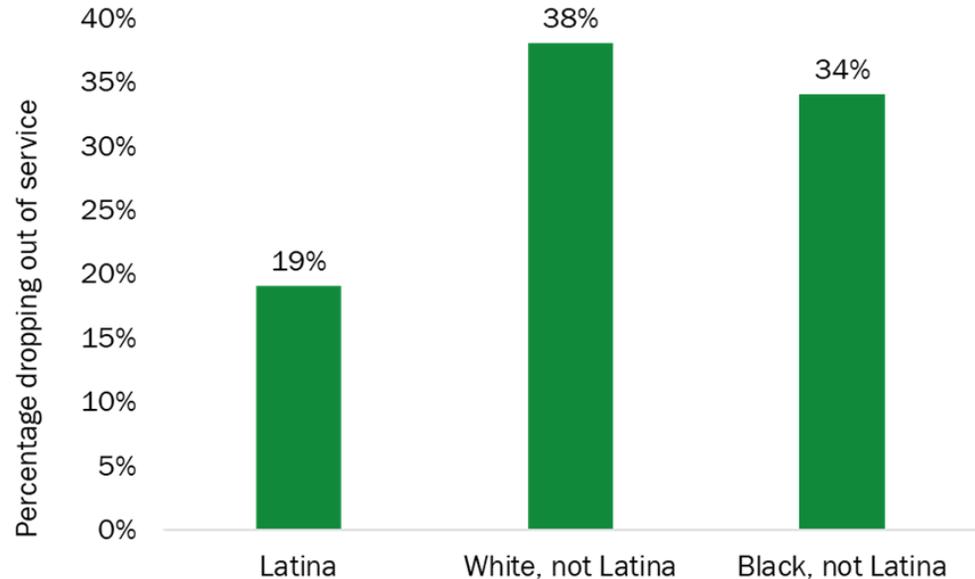
Safe Sleep

- Safe Sleep (includes Cribs for Kids) provides cribs and education on safe sleeping practices to low income families. The program also provides Model Behavior Training to hospital staff and safe sleep practices/risk reduction trainings to the community at large.

* Due to the ongoing COVID-19 pandemic which began in March 2020, MOMS providers had to dramatically change their service delivery models during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Thresholds for outcome data collection have been modified across these programs to account for the effects the pandemic.

DATA STORY

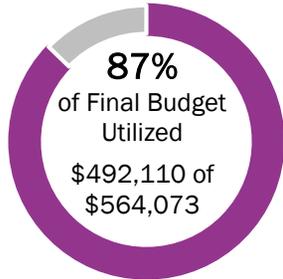
In FY 19/20, **Latina** mothers were **half as likely to drop out** of the MOMS programs than were White and Black non-Latina mothers.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Healthy Mothers Healthy Babies (HMHB), Mothers Overcoming Maternal Stress (MOMS) program is in its first year providing services under the 2019 Family Supports RFP. The MOMS program provides quality in-home services in North and Central Broward County to pregnant women and/or women with children less than one year of age who are experiencing pre and/or postnatal maternal emotional distress. The program utilizes a combination of Cognitive Behavioral Therapy (CBT), the Nurturing Parenting Program (NPP) curriculum and/or the Circle of Security best practice models for this population in need of intensive, weekly services.

Program review reflected effective and engaging delivery of therapeutic interventions, parent groups, and family building events. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys reflected a high level of satisfaction with services.

The program had difficulty recruiting and engaging new clients when they switched to virtual services due to the pandemic, resulting in lower utilization and numbers served.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families that participated in all program requirements.



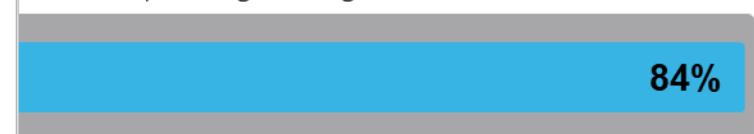
Mothers who reported fewer symptoms of depression and/or anxiety.



Infants and children that scored within range for developmental milestones.



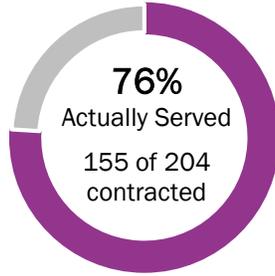
Mothers who demonstrated acceptable level or improvement of attachment/bonding with target infant.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System, Mothers Overcoming Maternal Stress (MOMS) program is in its first year providing services under the 2019 Family Supports RFP. The MOMS program provides quality in-home services in South Broward County to pregnant women and/or women with children less than one year of age who are experiencing pre and/or post-natal maternal emotional distress. The program utilizes a combination of Cognitive Behavioral Therapy (CBT), the Nurturing Parenting Program (NPP) curriculum, and/or the Circle of Security best practice models for this population in need of intensive, weekly services.

Program review results reflected stellar service delivery and high levels of client satisfaction. The provider successfully transitioned to offering virtual / remote services in response to the pandemic.

The number of families served was lower than the contracted amount due to many clients experiencing high levels of crisis exacerbated by the pandemic. This required a higher intensity and length of service which resulted in full financial utilization.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families that participated in all program requirements.



Mothers who reported fewer symptoms of depression and/or anxiety.



Infants and children that scored within range for developmental milestones.



Mothers who demonstrated acceptable level or improvement of attachment/bonding with target infant.





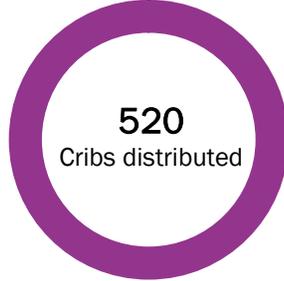
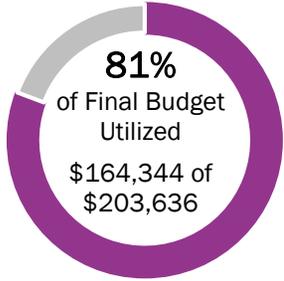
Broward Healthy Start Coalition, Inc. – Safe Sleep

Maternal & Child Health – Maternal Depression (MOMS) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Broward Healthy Start Coalition's Safe Sleep program is in its first year providing services as a new provider under the 2019 Family Supports RFP. The Safe Sleep Initiative has evolved over the years from primarily distributing pack and play cribs to families who cannot afford them to a comprehensive program that includes training and education to parents, practitioners, and community members. The program provides, an essential service that helps address unsafe sleep practices, one of the leading causes of child death in Florida for children under the age of one.

The Safe Sleep message continues to be spread widely throughout the community. There were 405 people that participated in community trainings on safe sleep practices, 520 parents received training on safe sleep education, and 94 people participated in model behavior trainings at local hospitals.

Model Behavior trainings to hospital staff and pediatric offices with the goal of medical staff consistently providing accurate safe sleep education to parents decreased as a result of the pandemic which impacted overall utilization. Despite the crisis, the provider continued to provide families with cribs, bedding and virtual trainings on safe sleep practices. Program also facilitated food distributions to families during COVID-19.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all performance measures.

Measures

Parents/caregivers provided with a crib who increased their knowledge of safe infant sleep practices, SIDS risk reduction and the Safe Sleep program.

99%

Community training participants who increased their knowledge of safe infant sleep practices, SIDS risk reduction and the Safe Sleep program.

100%

Participants who reported satisfaction with community trainings.

99%



GOAL

Reduce the incidence and impact of child abuse, neglect, and trauma.

RESULT

Children live in safe and nurturing families.

FAMILY SUPPORTS PROGRAMS

Family Strengthening

- Evidence-based and best practice interventions.
- Address multiple socio-environmental factors.
- Stabilize families in crisis.
- Prevent out of home placement/involvement in dependency system.

Kinship

- Maintain stable homes for youth in relative and non-relative care.
- Prevent involvement in child welfare system.
- Since 2015, a partnership with The Jim Moran Foundation has added \$200K annually to support Kinship.

Healthy Families

- Pre/post-natal screening, assessment and in-home intervention to improve infant and toddler outcomes and reduce abuse and neglect.
- CSC funds the in-home services portion.

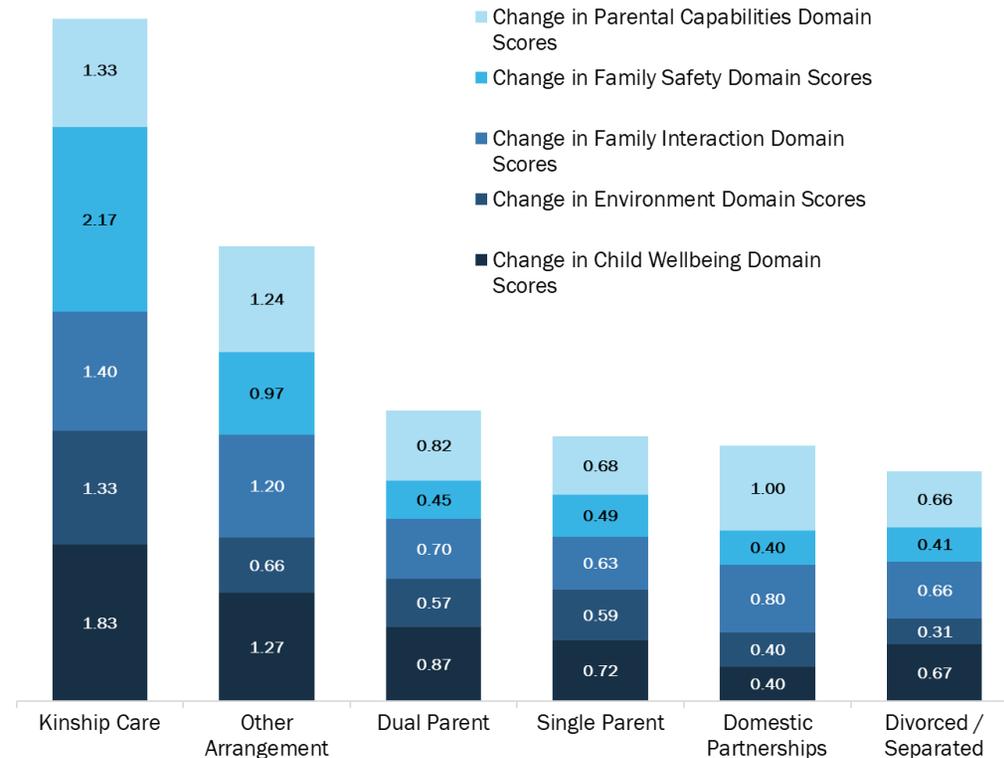
Trauma Services

- Evidence-based trauma therapy and best practice services in collaboration with Broward Behavioral Health Coalition.
- Promote resilience and address the symptoms of trauma and prevent/reduce post-traumatic stress for children and families county-wide.
- Provide various wellness activities and support services.

* Due to the ongoing COVID-19 pandemic which began in March 2020, Family Support providers had to dramatically change their service delivery models during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORY

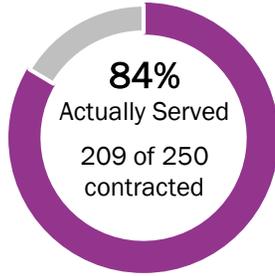
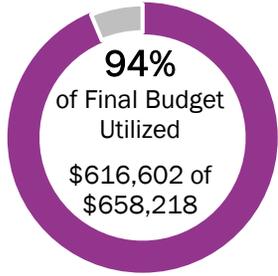
Across Family Strengthening programs in FY 19/20, the **highest average improvement** in scores from pre to post on the family functioning domains was seen among **Kinship families** (range of scores is from -2 to 2). Kinship families started the programs with pre-test scores that were comparable to the other household arrangements, indicating that they made the most improvement in these domains.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Arc Parents as Teachers (PAT) Family Strengthening program completed its first year providing services under the 2019 Family Support RFP. The program is a weekly in-home parent education and training program that utilizes a national Best Practice Model modified specifically for families with infants and children with special needs. The program duration is long term, often spanning several years.

Program review reflected that services were engaging and effective, used a strengths-based approach, and provided unique supports to families through specialized knowledge of the population served and linkage to resources. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Parent surveys consistently indicated a high level of satisfaction with the services.

The number of families served was lower than the contracted amount due to the varying length of the program which is dependent on family need. Some families need less services and complete the program sooner while other families may stay in the program for years.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



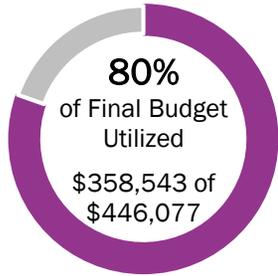
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is receiving technical assistance.

The Boys & Girls Clubs of Broward County is in its first year providing services under the 2019 Family Support RFP. The Boys & Girls Club's Strengthening Families Program (SFP) provides 14 weeks of curriculum guided parent, child, and family groups, as well as two booster sessions. This occurs at eleven (11) identified clubs. In addition to group sessions, families receive ongoing case management services, as needed.

Program review reflected that group services were engaging and effective. Technical assistance was provided to improve documentation and the delivery of case management services. After a brief closure, the provider successfully transitioned to offering virtual / remote services in response to the pandemic. Parent surveys indicated high levels of satisfaction with services received.

Although utilization was impacted by the pandemic, the number of families served was met due to increased participation in virtual group services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements per Ahearn Greene Associates independent evaluation.

Goal Measure

Parents demonstrated improvement in their parenting skills.



Families who participated in all program requirements.



Families who improved family functioning.



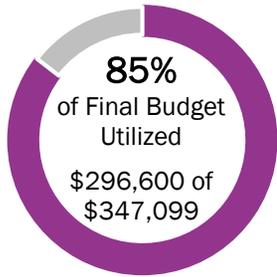
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Boys Town South Florida completed its first year providing services under the 2019 Family Support RFP. The In-Home Family Services (IHFS) program provides intensive, home-based, hands-on parenting interventions to families with children birth-17 years old. IHFS is designed to help teach families healthy coping strategies so they can successfully handle issues as they arise and prevent them from becoming more disruptive.

Program review reflected stellar service delivery with engaging and effective therapeutic interventions. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Parent surveys reflected high levels of satisfaction with services received.

Program utilization was low due to a staff vacancy prior to the COVID-19 crisis. The vacancy has since been resolved, and the provider excelled at finding new ways to engage more families virtually than the contracted numbers to be served.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



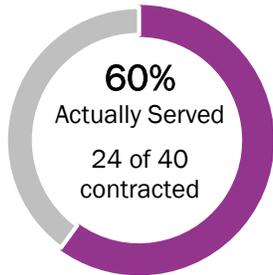
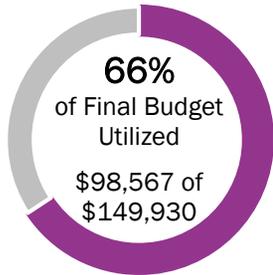
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring



No Findings.

Programmatic Performance



Program is performing well.

Broward Children's Center completed its first year providing services under the 2019 Family Support RFP. The program provides weekly in-home parent training utilizing the Nurturing Parenting Program (NPP) Special Needs model, case management, and parent support groups. The average program duration is six (6) months, with 12-16 weeks of curriculum delivery.

Program review reflected high quality services that address the complex needs of the families served. The provider transitioned to offering virtual / remote services in response to the pandemic. The parent surveys reflected high levels of satisfaction with services received.

The program had difficulty recruiting and engaging clients when they switched to virtual services due to the pandemic, resulting in lower utilization and numbers served.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider met all Council goals for performance measurements.

■ Goal ■ Measure

Families who participated in all program requirements.



Families who improved family functioning.



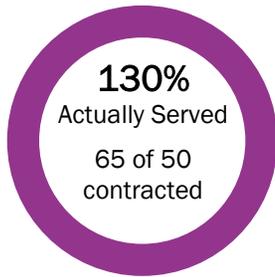
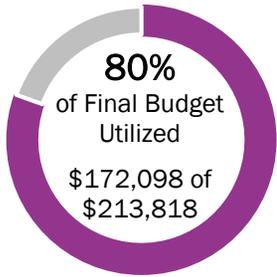
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Advocacy Network on Disabilities Family Strengthening program completed its first year providing services under the 2019 Family Support RFP. The program provides services addressing the specialized needs of families who have children with disabilities or who are headed by a parent with a developmental disability. The program offers the Nurturing Parenting Program (NPP) model, Step-by-Step Parenting for children birth-three, and Cognitive Behavioral Therapy.

Program review reflected that services were engaging and effective, used a strengths-based approach, and provided unique supports to families through specialized knowledge of the population served and linkage to resources. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Parent surveys indicated a high level of satisfaction with services received.

Program utilization was low prior to the COVID-19 pandemic due to slow start-up and staff turnover, for this new program. However, the provider was able to serve more families than the contracted amount due to shorter program duration for families with less complex needs.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



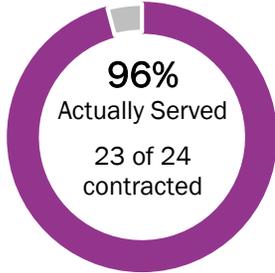
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Center for Hearing and Communication completed its first year providing services under the 2019 Family Support RFP. The program provides weekly Cognitive Behavioral Therapy (CBT) and the Nurturing Parenting Program (NPP) Best Practice model to families impacted by hearing loss who are at risk of, or have, a reported case of abuse and/or neglect.

Program review reflected that the program provided essential services for youth and families in a high-need community. The provider was able to seamlessly transition to remote / virtual services during the pandemic. Caregiver satisfaction surveys reflected high levels of program satisfaction.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

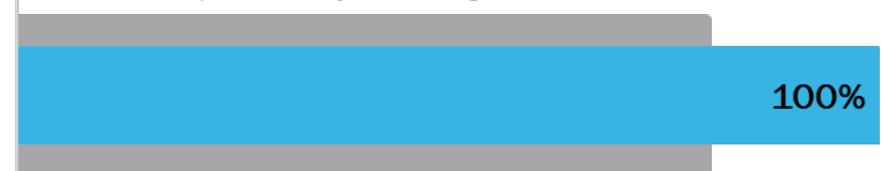
Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



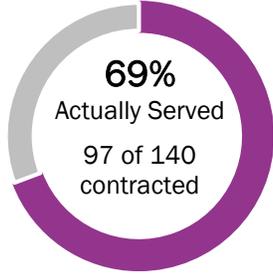
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Children's Harbor Family Strengthening Program is in its first year providing services under the 2019 Family Support RFP. The program provides weekly in-home case management and parenting education services utilizing the Nurturing Parenting (NPP) and/or Circle of Security (COS) best practice curricula.

Program review reflected comprehensive and individualized assessments in addition to high quality individual, family, and group counseling services. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys and service observation indicated a high level of satisfaction with services.

The number of families served was lower than the contracted amount due to longer program duration for families with more complex needs exacerbated by COVID-19.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



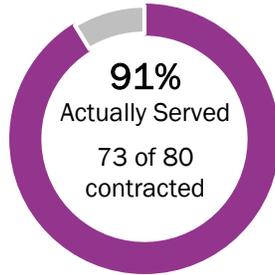
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is receiving technical assistance.

Community Based Connections completed its first year providing services under the 2019 Family Support RFP. The program provides weekly in-home parent education, fatherhood groups, and support services to families living primarily in the City of West Park and adjacent communities using the "Effective Black Parenting", "Confident Parenting", and "24/7 DAD" best practice curricula.

Program review reflected that overall service delivery was on track, with ongoing technical assistance provided to improve documentation, data collection and reporting. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Parent surveys reflected a high level of satisfaction with services received.

Program utilization was on track prior to COVID-19 crisis, but the provider encountered engagement challenges upon pivoting to remote services, which impacted utilization and numbers served.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Fathers who reported satisfaction with Fatherhood group sessions.



Fathers who attended monthly Fatherhood group sessions.



Families who participated in all program requirements.



Families who improved family functioning.



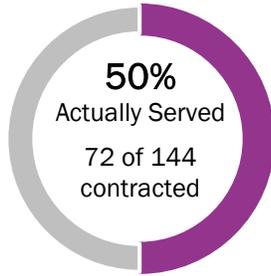
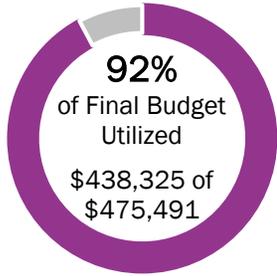
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Family Central, Inc. completed its first year providing services under the 2019 Family Support RFP. The program provides weekly in-home parent education and support services to families using the "Nurturing Parenting Program" best practice curricula.

Program review reflects quality parenting classes that address the needs of families in the community. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys reflect a high level of satisfaction with services received.

The program had difficulty recruiting and engaging new clients when they switched to virtual services due to the pandemic, resulting in lower number served. However, the provider was able to fully utilize due to an increase in case management services to address family needs for existing clients.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring



No Findings.

Programmatic Performance



Program is performing well.

Gulf Coast completed its first year providing services under the 2019 Family Support RFP. The Family Skill Builders program provides intensive in-home therapy, case management, parenting education, crisis stabilization, and support. The provider has established a strong relationship with BSO Child Protective Investigations Section, their primary referral source.

Program review results reflected stellar performance, utilization, and high levels of client satisfaction. The provider was able to seamlessly transition to remote / virtual services during the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.





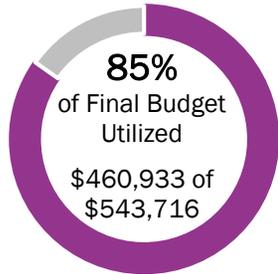
Henderson Behavioral Health - HOMEBUILDERS

Family Support – Abuse & Neglect Prevention – Family Strengthening FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Henderson Behavioral Health is in its first year providing services under the 2019 Family Support RFP. The program utilizes the HOMEBUILDERS best practice model which provides intensive in-home case management using a wide range of counseling techniques to increase life skills and improve individual and family functioning. The HOMEBUILDERS program is designed to keep children safe while helping the family reach a level of functioning at which it is possible for their children to remain safely at home. Program referrals are solely received from BSO Child Protective Investigations Section for families with highly complex needs.

Program review reflected that the program provides intensive, high quality services that are effective and engaging. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys and service observation indicated high levels of satisfaction with services received.

The program was below ideal utilization prior to COVID-19 due to low referrals in the first quarter. However, they did an excellent job of serving families remotely and in person during the pandemic, resulting in increased number of families served.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider met 3 of 4 Council goals for performance measurements. Provider did not meet the goal for Family Functioning based on the data available. Typical data collection was impacted by COVID-19, resulting in lower than usual numbers measured.

■ Goal ■ Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.



Families who successfully avoided out-of-home placement.





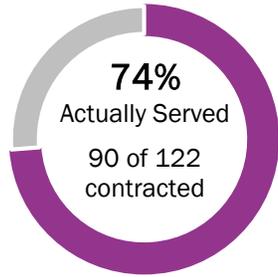
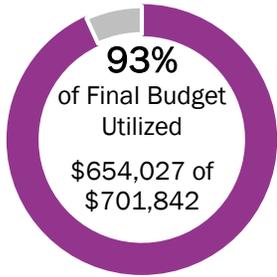
Henderson Behavioral Health – Multisystemic Therapy (MST)

Family Support – Abuse & Neglect Prevention – Family Strengthening FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Henderson Behavioral Health is in its first year providing services under the 2019 Family Support RFP. Henderson's Multisystemic Therapy (MST) Program provides intensive in-home therapeutic services to families with adolescents at risk of entering or re-entering the delinquency and/or dependency systems.

Program review reflected quality service delivery with effective therapeutic interventions and fidelity to the model. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys reflected a high level of satisfaction with services received.

The funding of the MST Program allows two other match opportunities which include a Low-Income Pool (LIP) leverage agreement between Henderson, AHCA and CSC, in addition to the Broward Behavioral Health Coalition's (BBHC) Federal Re-Entry Program.

The number of families served was lower than the contracted amount due to a decrease in referrals during the pandemic. Utilization was met due to an increase in case management services to address family needs related to COVID-19.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Youth did not obtain law violations 6 months post program completion.



Families with no verified abuse findings 12 months post program completion.



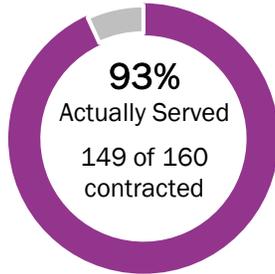
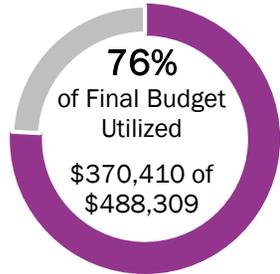
Youth maintained/improved school attendance during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Hispanic Unity of South Florida completed its first year providing services under the 2019 Family Support RFP. The program provides weekly group and in-home parent education and support services to families at 12 school sites and HUF headquarters using the Nurturing Parenting Program best practice curricula.

Program review reflected quality parenting classes that address the needs of families in the community. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys reflected a high level of satisfaction with services received.

Program utilization was low prior to the COVID-19 crisis due to one site being unavailable and staff vacancies. At the onset of the pandemic, the school site and headquarter site closed for service delivery which further depressed utilization; however, the provider was able to serve families more efficiently due to the ability to combine virtual groups.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements

■ Goal ■ Measure

Families who participated in all program requirements.



Parents who reported parenting attitudes/behaviors consistent with decreased risk of child abuse/neglect.



Parents who reported satisfaction with Family Training Sessions.



Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

No observation possible.

In February 2020, the Council approved leverage funding for HOPE South Florida to support homeless families (primarily women with minor children) by providing a weekday respite program. The provider offers case management services and linkage to housing stability resources. The center also addresses essential needs such as laundry facilities, transportation, access to clothing, food, showers, computers and internet access and telephones.

The contract started on March 1, 2020, and due to the COVID-19 crisis, the Family Day Center site closed shortly afterwards. As a result, staff was unable to observe service delivery.

During the closure, this new provider, reports providing remote and in-person case management supports to homeless families. These supports include coordinating COVID-19 testing with families, connecting them to emergency housing, and coordinating with the Broward County Public School's liaison to ensure families had the necessary equipment and school supplies. Additionally, staff supported homeless individuals through food distribution (daily hot meals), employment assistance, overnight shelter and Rapid Rehousing and mobile showers. The provider reopened the day center for in-person services in October 2020.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Participants who reported satisfaction with services.



Clients referred for services based on needs and barriers identified during assessments.



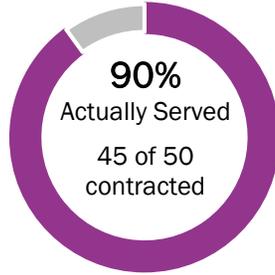
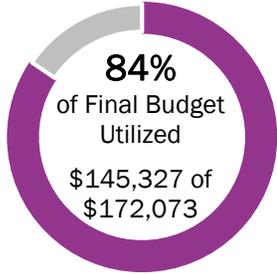
Clients placed in approved shelter/housing options.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Jack & Jill Children's Center completed its first year as a new provider providing services under the 2019 Family Support RFP. The program provides services addressing the needs of youth and families attending their child care center. An ABA Therapist provides behavioral support and therapy both in the classroom and in home as needed. The program also provides group based parenting education delivering the Nurturing Parenting Program curriculum.

Program review reflected high quality and effective services. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. The provider has done a great job of providing case management services to families remotely during the pandemic. Satisfaction surveys reflected a high level of satisfaction with services received.

Program utilization was on track prior to COVID-19 crisis; however, the pandemic impacted utilization.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



Children who demonstrated increased adaptive behaviors and/or decreased behavior problems.



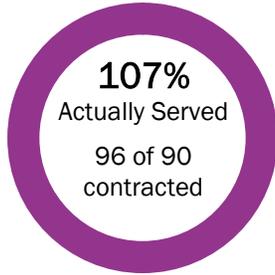
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

JAFCO is in its first year providing services under the 2019 Family Support RFP. JAFCO's Multisystemic Therapy (MST) Program provides intensive in-home therapeutic services to families with adolescents at risk of entering or re-entering the delinquency and/or dependency systems.

Program review results reflected stellar service delivery with engaging and effective therapeutic interventions and excellent fidelity to the model. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Satisfaction surveys reflected high levels of satisfaction with services received.

The provider did an excellent job of providing services to families virtually during the pandemic, resulting in increased number of families served.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Youth did not obtain law violations 6 months post program completion.



Families with no verified abuse findings 12 months post program completion.



Youth maintained/improved school attendance during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Juliana Gerena & Associates is in its first year providing services under the 2019 Family Support RFP. The SAFE Program provides family-based, in-home therapeutic services to families with children exhibiting sexual behavioral issues. Therapists employ a Cognitive Behavioral Therapy (CBT) approach, with a trauma focus as necessary, when providing weekly individual and family counseling. The average length of treatment is approximately nine to twelve months.

Program review results reflected stellar service delivery with engaging and effective therapeutic interventions to this unique and complex population. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys reflected a high level of satisfaction with services received.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



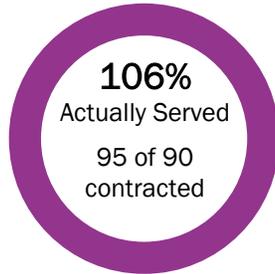
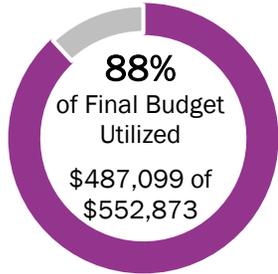
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

KID, Inc., completed its first year providing services under the 2019 Family Support RFP. The program utilizes the HOMEBUILDERS best practice model which provides intensive in-home case management using a wide range of counseling techniques to increase life skills and improve individual and family functioning. The HOMEBUILDERS Program is designed to keep children safe while helping the family reach a level of functioning at which it is possible for their children to remain safely at home. Program referrals are solely received from BSO CPIS and services are provided to families with very complex needs.

Program review reflected that the program provides intensive, high quality services that are effective and engaging. The provider transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys and service observation indicated high levels of satisfaction with services received.

The provider did not fully utilize the contracted amount due to staff turnover. Additionally, some families were not willing to engage in virtual services at the same intensity level as they had prior to the pandemic, resulting in some cases closing early and additional families being served.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.



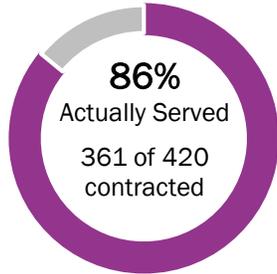
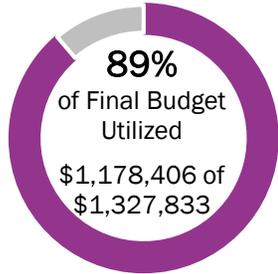
Families who successfully avoided out-of-home placement.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

KID, Inc., completed its first year providing services under the 2019 Family Support RFP. The KID FIRST program provides intensive home-based family preservation services which are comprised of three components: case management, parent education, and supportive counseling. BSO Child Protective Investigators are the primary source of referrals for this program.

Program monitoring reflects comprehensive and individualized assessments in addition to high quality services. Services are supportive of youth and family needs, and the provider is skilled in serving this population. The provider transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Satisfaction surveys reflect a high level of satisfaction with services.

Program utilization was on track prior to COVID-19 crisis. Underutilization and low number of families served was due to a reduction in referrals during the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.





Memorial Healthcare System – Family TIES

Family Support – Abuse & Neglect Prevention – Family Strengthening FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System completed its first year providing services under the 2019 Family Strengthening RFP. The Family TIES Program provides comprehensive in-home and group intervention services to families with children ages birth-17 using Solution Focused Brief Therapy (SFBT) and the Circle of Security (COS) parenting model. SFBT is designed to build on a family's strengths to significantly increase family protective factors. COS is a relationship-based early intervention program model, which is designed to enhance attachment security between parents and their young children (under the age of 6).

Program review reflected quality service provision with highly effective therapeutic interventions. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Observation and client surveys reflected high levels of satisfaction with services received.

The Provider did an excellent job of providing additional virtual services to address family needs during the pandemic, resulting in increased number of families served.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.





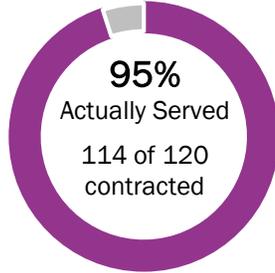
Memorial Healthcare System - Teen

Family Support – Abuse & Neglect Prevention – Family Strengthening FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System - Teen Program is in its first year as a new program providing services under the 2019 Family Strengthening RFP. This program provides services to teens ages 19 or younger (or up to 22 years of age for participants with a disability) who are pregnant and/or have a child age two years or younger, reside in Broward County, and are at risk for child abuse and neglect using a combination of evidence-based models such as Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), EFT Tapping, the Nurturing Parenting Program (NPP), and the Nurturing Fathers Program (NFP).

Program review results reflected engaging and high-quality service delivery. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Client surveys reflected a high level of satisfaction with services received.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



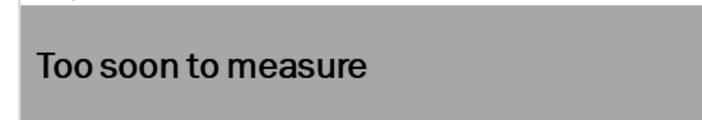
Families who improved family functioning.



Mothers who score a 9 or above on the EPDS report fewer symptoms of depression.



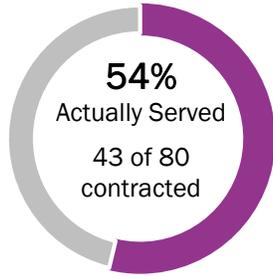
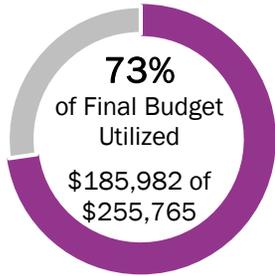
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

PACE Center for Girls is in its first year as a new provider providing services under the 2019 Family Support RFP. PACE provides weekly, in-home/on-site counseling services utilizing Cognitive Behavioral Therapy (CBT), case management and group services for families with girls between the ages of 8-17.

Program review reflected quality service delivery with effective case management and therapeutic interventions. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys reflected high level of satisfaction with services received.

Under-utilization and lower number of families served was due to slow start-up for this new program, lower referrals during the pandemic, and some youth requiring longer server durations due to more complex needs.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who participated in all program requirements.



Families who improved family functioning.



Families with no verified abuse findings 12 months post program completion.



Youth did not obtain law violations 6 months post program completion.



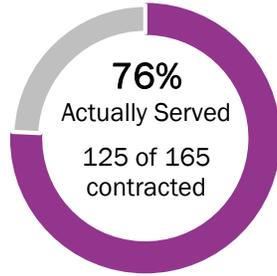
Youth maintained/improved school attendance during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring



No Findings.

Programmatic Performance



Program is performing well.

Smith Mental Health Associates, LLC completed its first year providing services under the 2019 Family Support RFP. The program uses Alternatives for Families - Cognitive Behavioral Therapy (AF-CBT), a trauma-informed, evidence-based intervention designed to improve the relationship between children and their caregivers by addressing the individual(s) and family as a whole. The provider offers AF-CBT as an intensive, in-home, therapeutic service designed to reduce child abuse and neglect, family conflict, and behavioral problems. The provider has established a strong relationship with BSO Child Protective Investigators, their primary referral source.

Program review reflected quality service delivery and fidelity to the model. The provider successfully transitioned to offering virtual /remote services in response to the pandemic. Parent surveys reflected high levels of satisfaction with services received.

The number of families served was lower than the contracted amount due to longer program duration for families with more complex needs.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Families who participated in all program requirements.



Families who improved family functioning.



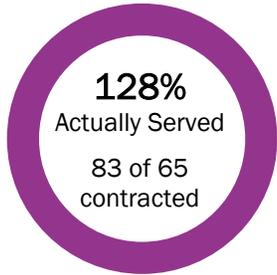
Families with no verified abuse findings 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Harmony Development Center, Inc., completed its last year providing services under the 2016 Kinship RFP. The program provided services at four community-based sites located in Cooper City, Coral Springs, Lauderhill and Miramar. The program included support services designed to maintain a stable home for children being raised by relative or non-relative caregivers when biological parent(s) are unable to do so, with a focus on services to kinship families that included unaccompanied immigrant minors.

Program review results reflected excellent service delivery with effective and engaging interventions. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Caregiver satisfaction surveys and service observation reflected high levels of program satisfaction.

Due to some families needing less services the provider was able to serve additional families.

This provider was funded under the 2020 Kinship RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Caregivers satisfied with Kinship services.



Caregivers demonstrated acceptable level and/or increase in protective factors.



Kinship children did not require foster or institutional care 12 months post program completion.



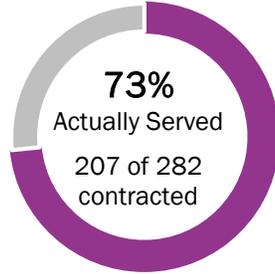
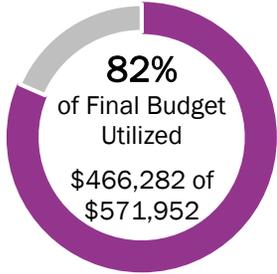
Kinship children did not require foster or institutional care while receiving services.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

KID, Inc. completed its last year providing services under the 2016 Kinship RFP in partnership with Memorial Healthcare. The program provided county-wide support services designed to maintain a stable home for children being raised by relative or non-relative caregivers when biological parent(s) are unable to do so.

Virtual site observation reflected engaging and high-quality service delivery. The provider transitioned to offering virtual / remote services in response to the pandemic. Program added regular food distributions to families during COVID-19. Caregiver satisfaction surveys reflected high levels of satisfaction with services received.

The program had difficulty recruiting and engaging clients when the provider switched to virtual services due to the pandemic, resulting in lower utilization and numbers served.

This provider was funded under the 2020 Kinship RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Caregivers satisfied with Kinship services.



Caregivers demonstrated acceptable level and/or increase in protective factors.



Kinship children did not require foster or institutional care 12 months post program completion.



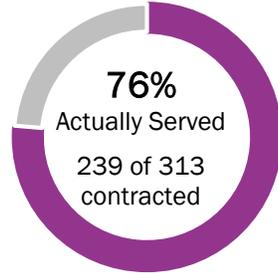
Kinship children did not require foster or institutional care while receiving services.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Legal Aid Services of Broward County, Inc., completed its final year providing services under the 2016 Kinship RFP. Legal Aid's Kinship program provided Kinship caregivers with legal advocacy services designed to promote safety, permanency and child well-being.

Program review results reflected engaging and high-quality legal support services. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Caregiver satisfaction surveys and service observation reflected high levels of satisfaction with services received.

The number of families served was less than the contracted amount due to longer program duration for families with more intense legal needs.

This provider was funded under the 2020 Kinship LAW RFP.

Is Anybody Better Off?

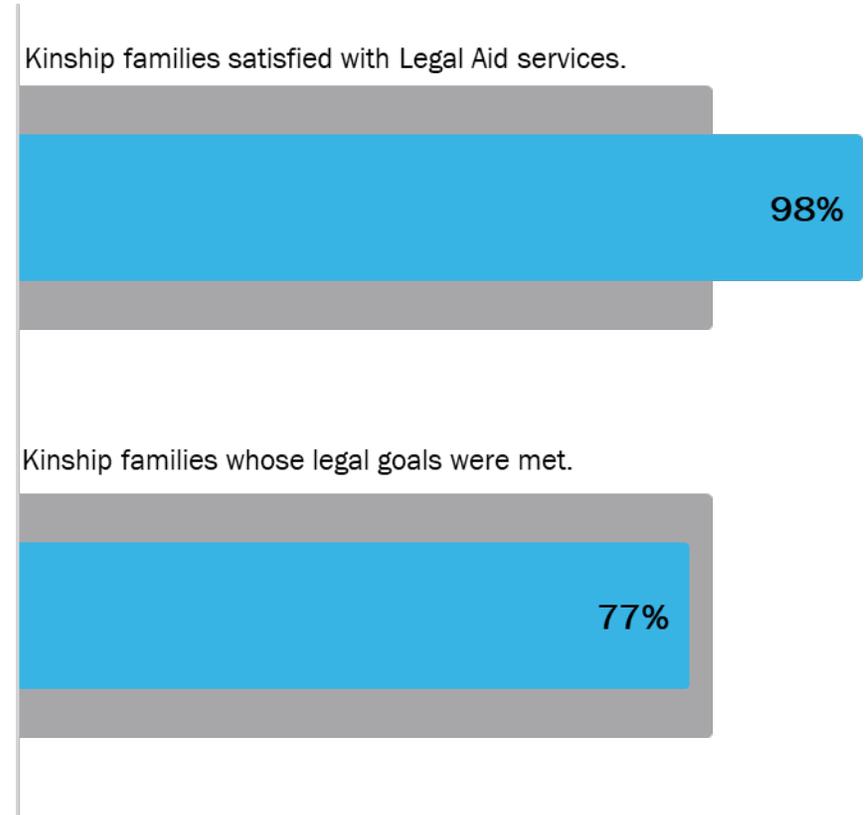
Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

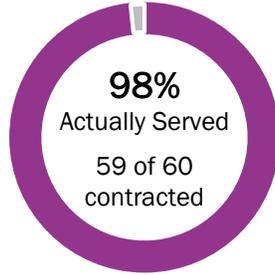
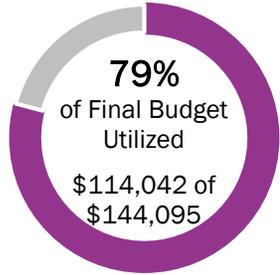
Goal Measure





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is receiving technical assistance.

Mental Health America (MHA) of Southeast Florida, Inc., completed its last year providing services under the 2016 Kinship RFP. The program provided county-wide support services designed to maintain a stable home for children being raised by relative or non-relative caregivers when biological parent(s) are unable to do so, with a focus on services to kinship families that included children with incarcerated parents.

Program review reflected that the following areas needed improvement: case management service delivery, documentation, utilization, and data integrity. The provider is receptive to technical assistance and has implemented strategies to address concerns. The provider transitioned to offering virtual /remote services in response to the pandemic. Program added regular food distributions to families during COVID-19.

Utilization was lower than expected due to staff vacancies. The provider was still able to serve the contracted number of families due to shorter program duration for families with less complex needs.

This provider was funded under the 2020 Kinship RFP to strengthen services for children with incarcerated parent(s).

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Caregivers satisfied with Kinship services.



Caregivers demonstrated acceptable level and/or increase in protective factors.



Kinship children did not require foster or institutional care 12 months post program completion.



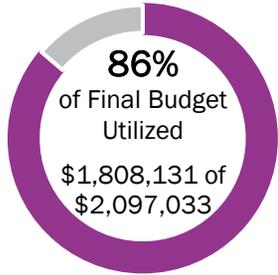
Kinship children did not require foster or institutional care while receiving services.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring



No Findings.

Programmatic Performance



Program is performing well.

Broward Regional Health Planning Council (BRHPC) has been funded by CSC since 2002, piggybacking on an Ounce of Prevention procurement designating BRHPC as the lead agency to provide the Healthy Families (HF) program in Broward County. HF is an evidence-based approach to support pregnant and new mothers, promote maternal/child bonding, and reduce child abuse and neglect. As a collaborative funded by CSC and the Ounce of Prevention, Healthy Families Broward (HFB) provides pre and post-natal screening and assessment, in-home parent education, case management, and support services to families in thirteen Broward County high-need zip codes.

Program review reflected quality performance and high levels of client satisfaction. The provider successfully transitioned to offering virtual / remote services in response to the pandemic.

The provider continues to have staff retention challenges which has impacted utilization. The number of families served was met due to increased participation in virtual services.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Participants who improved at least one score on the Healthy Families Parenting Inventory.



Families who completed the program with improved/maintained self-sufficiency.



Families who completed the program with no findings of verified abuse within 12 months.



Target children enrolled in program who were up to date with immunizations by age 2.



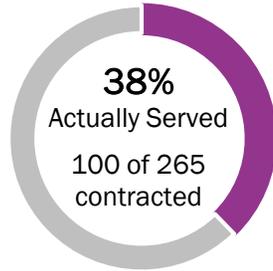
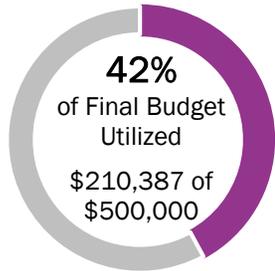
Target children enrolled in program who were up to date with Well Baby Checks by age 2.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

This is the second year of the Community Trauma Responsive Counseling Program with the Broward Behavioral Health Coalition. The program began providing individual/family trauma focused therapy, group counseling, outreach and psychiatric evaluations to youth and families, school staff and first responders from Marjory Stoneman Douglas (MSD) High School and West Glades Middle School. Program eligibility was expanded mid-year to allow youth and families county-wide to access these services. Additional services such as grief support group services and non-traditional therapy which includes healing through the creative arts were also added to the service array. The provider successfully transitioned to offering virtual / remote services in response to the pandemic.

CSC submitted invoices for retroactive reimbursement (February 2018 to September 2020) for \$2.3 million (\$210,387 of which was attributable to this contract) for the Federal Anti-terrorism and Emergency Assistance Program (AEAP). Reimbursement is pending.

Utilization and the number of families served was lower than expected due to CSC being the payor of last resort, and the need for more county-wide marketing of these services. It is anticipated that increased outreach and marketing of these services will support an overall increase in utilization during the upcoming year.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

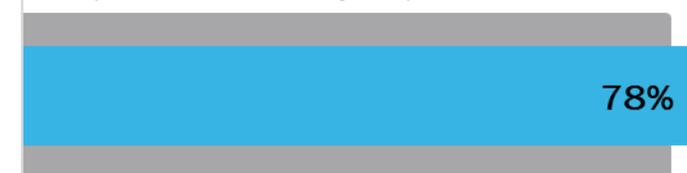
Provider **met** all Council goals for performance measurements.

Goal Measure

Clients satisfied with services.



Participants who successfully completed treatment.



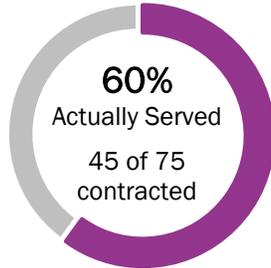
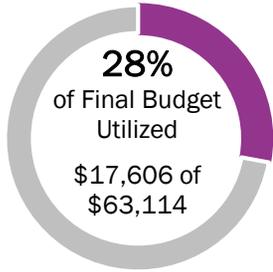
Participants who improved behavioral health functioning.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Children's Bereavement Center completed its first year as a leverage contract. The program provides weekly grief support group services to elementary aged youth through adults who were impacted by the Marjory Stoneman Douglas (MSD) tragedy.

This program had a late start due to extensive contract negotiations. As a result, the program offered on-site services for a short period prior to the pandemic and closure of their school site location. The provider transitioned to offering virtual / remote services in response to the pandemic. Satisfaction surveys and service observation indicated a high level of satisfaction with services.

Lower utilization and numbers served resulted from the late start, the temporary program closure, and difficulty recruiting and engaging clients when they switched to virtual services due to the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Participants who reported satisfaction with services.



Participants who reported an increase in feelings of social support.



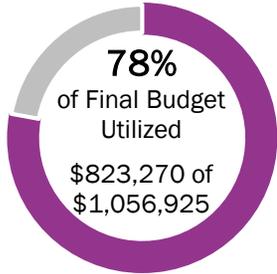
Participants who reported a reduction in feelings of grief.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

JAFCO has completed its second year providing services at Eagles' Haven Community Wellness Center. The program provides navigation and wellness services to students, staff, first responders and their families from both Marjory Stoneman Douglas and West Glades Middle School.

Program review and site visits were conducted both in-person and virtually and reflected that the program provided essential navigation and engaging wellness services to youth and families in the MSD community. There were 7,362 wellness visits made by 1,124 people. The provider successfully transitioned to offering virtual / remote services in response to the pandemic.

Utilization was lower than expected due to staff vacancies during the contract year. The provider was still able to serve the contracted number of families as the vacancies were non-navigator positions.

CSC submitted invoices for retroactive reimbursement (February 2018 to September 2020) for \$2.3 million (\$746,983 amount which was attributable to this contract) for the Federal Antiterrorism and Emergency Assistance Program (AEAP).

Reimbursement is pending.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families satisfied with group services.



Families satisfied with case management/navigator services.



Families that reported services improved well-being.



GOAL

Increase the number of children living in safe and nurturing families.

RESULT

Children live in safe and nurturing families.

CHILD WELFARE SUPPORTS PROGRAMS

Adoption

- Supports programs that recruit adoptive families for children coming out of the foster care system.
- Programs allow CSC to receive Federal IV-E reimbursement.

Early Childhood Court (ECC) Community Coordination

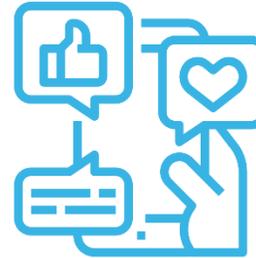
- Coordinates services to families with children birth to five who are in the specialized Early Childhood Court, to help limit the child(ren)'s time in State care and expedite permanency.
- Assists the ECC judge in leading the overall ECC project and connecting ECC to the greater community.

Legal Supports (LS)

- Provide legal advocacy and support for children/youth in the dependency system to reduce length of stay in out of home care.
- Legal services to youth with, or at risk for, involvement in both delinquency and dependency systems to help improve life outcomes.
- A helpline to connect the community with diversion education and Failure to Appear support.
- Legal representation for unaccompanied minors living in Broward County who are in need of immigration legal services to help provide a legal pathway to citizenship and also to help prevent foster or institutional care.
- Program allows CSC to receive Federal IV-E reimbursement starting in FY 19/20.

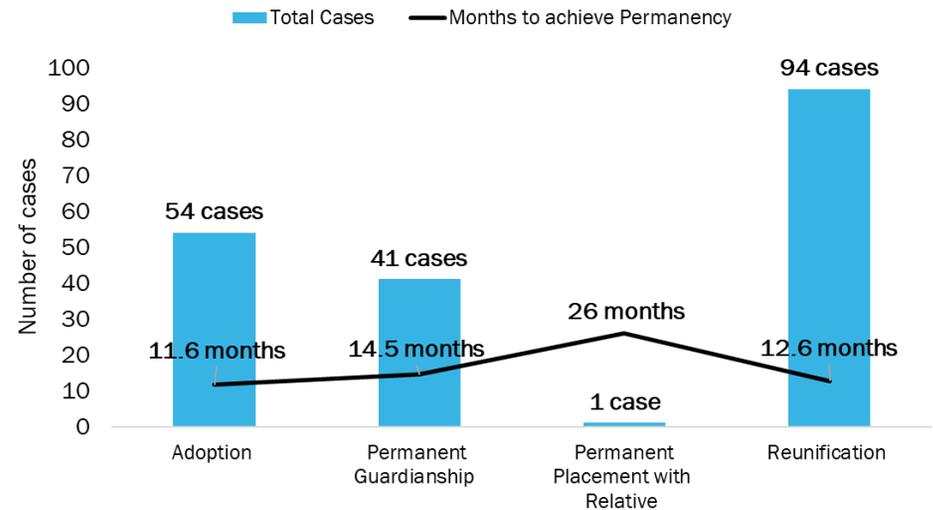
* Due to the ongoing COVID-19 pandemic which began in March 2020, Child Welfare Supports providers had to modify their service delivery models during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery.

DATA STORIES



The Forever Family program generated **1.4 million** views on YouTube, over **1.7 million** views on Facebook, and **67,000** recurrent visitors to ForeverFamily.Org

Children who used **Legal Aid** services and assistance generally achieved **permanency** in under **1 ½ years**.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

In FY 19/20, Forever Family continues to feature Broward County children available for adoption to television markets inside and outside of Broward, including on the West Coast of Florida, Orlando, Palm Beach and out of state. To date, from 20 featured children, 13 have been matched or homes identified (in process of adoption). The agency continues to be a main participant of National Adoption Day activities, where in November 2019, 57 children (from several agencies) were officially adopted. In addition, Forever Family provides TV coverage for Broward AWARE! events and other CSC initiatives and continues to feature segments aired on NBC 6 twice a week. Features exceed contracted target numbers.

During the COVID-19 crisis, they have produced several segments about CSC and the non-profit community's response which have aired on NBC 6.

Is Anybody Better Off?

Outcome

Provider **met** all performance outputs.

13 children were adopted.

1.4 million generated views on YouTube and Facebook.

\$67,732 in Title IV-E Adoption Assistance reimbursement to CSC.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Heart Gallery continues to be the lead agency responsible for National Adoption Day in Broward County. In November 2019, they assisted with organizing 57 adoptions through 30 families, once again the highest number compared to other Florida counties.

In May 2019, the Council approved additional funding for FY 19/20 to implement four HeART Day events, in partnership with Nkachika of ChikaMoves and ChildNet. Prior to the outbreak of COVID-19, the agency was able to host two of these events, where between 50-100 participants participated in the sessions between potential adoptive parents and children to be adopted in a fun, relaxed environment.

The agency continues to promote adoptions using social media and the agency continues to meet its contractual outcomes.

Is Anybody Better Off?

Outcome

Provider **met** all performance outputs.

587 campaign inquiries for adoption.

58 Broward children featured were adopted.

\$16,853 in Title IV-E Adoption Assistance reimbursement to CSC.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring ✓ ✓ ✓

No Findings.

Programmatic Performance ✓ ✓ ✓

Program is performing well.

In January 2018, the Council approved funding an additional staff position for Early Childhood Court (ECC) to help limit the child(ren)'s time in state care and to expedite permanency. This is the third year of this contract. The additional community coordinator position continues to make a positive impact on the Early Childhood Court (ECC). Services provided to each family are intensive and have resulted in an increase in the number of Family Team Meetings which is an integral component of the ECC model.

Program utilization was on track prior to COVID-19 crisis. The agency is doing their best to serve the families remotely.

Is Anybody Better Off?

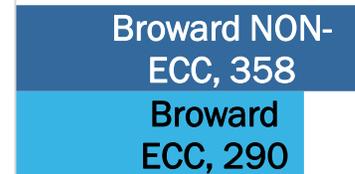
Outcome

Provider **met** all performance outputs.

Median total days to permanency (adoption).



Median total days to permanency (reunification).



■ Measure

Average number of placements for each case.



Average number of Child-Parent Psychotherapy sessions for each case.



Average number of court hearings for each case.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Legal Aid Service of Broward County completed its first year providing services under the 2019 Legal Supports RFP. The program provides legal advocacy services to youth in the dependency or delinquency systems and crossover youth. Additionally, the program offers a legal helpline to address legal dependency and delinquency issues for youth and families living in Broward County. The program also offers legal representation/advocacy services to undocumented minors living with relatives in Broward County.

Program staff have developed strong working relationships with the courts and other key stakeholders to improve service coordination. Satisfaction surveys reflected high levels of satisfaction with services. Additionally, the provider was able to seamlessly transition to virtual services during the pandemic.

A Title IV-E reimbursement contract was signed in April 2020 which is retroactive to the start of the fiscal year. CSC received \$332,249.12 in reimbursement, which will be added to the FY 20/21 contract, if system need and agency capacity support such action.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met 5 of 6** Council goals for performance measurements. Provider did not meet goal in the area of new law violations during program.

■ Goal ■ Measure

Youth with no new law violations during the program.



Youth with reduced delinquency risk.



Youth with no law violations 12 months post program completion.



Youth with improved school/employment.



LAW Line callers reported their needs were met.



Children whose legal permanency goal was met.





GOAL

Reduce economic deprivation risk factors by increasing prosperity.

RESULT

Broward's families are self-sufficient.

PROSPERITY PROGRAMS

Year-Round Hunger Initiatives

- The CSC funds an array of year-round hunger relief programs aimed at reducing food insecurity among children and families in Broward. The variety of approaches ensures the food supports reach deep into the communities most in need.

COVID Response

- The COVID-19 pandemic vastly exacerbated an already difficult situation for tens of thousands of families in Broward. To address the additional needs, the CSC expanded its food support and distributed PPE to 57 funded agencies.

VITA/EITC

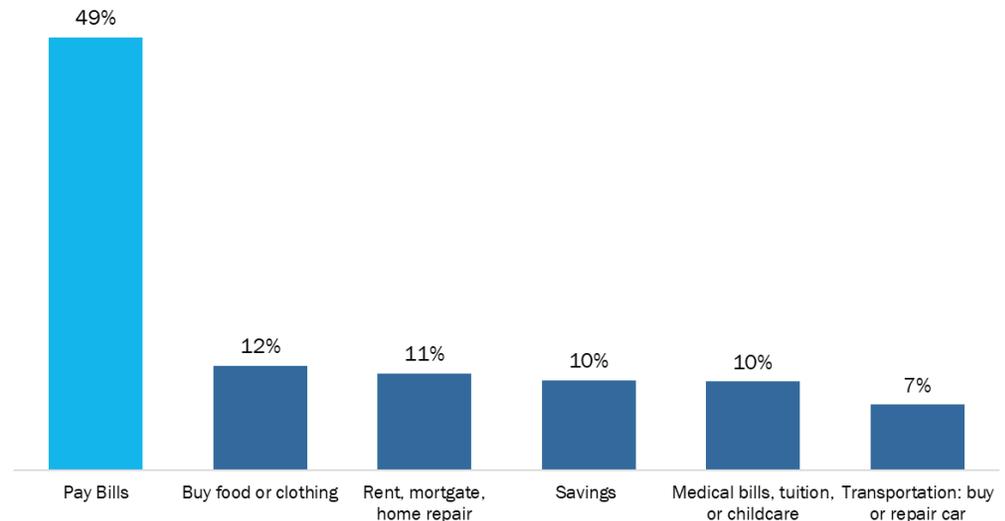
- This initiative promotes prosperity by reaching out into low-income communities to promote the Earned Income Tax Credit (EITC), the most effective Federal anti-poverty tax program. The Volunteer Income Tax Assistance (VITA) program provides no-cost tax preparation and financial literacy coaching from trusted, IRS-trained volunteers.

DATA STORIES

COVID-19 Emergency efforts supported by the CSC resulted in **25,000** pairs of gloves, **75,000** disposable and reusable masks, and **5,000** 500 ml. bottles of hand sanitizer distributed to child serving agencies and directly to families through drive-by distribution events.



Of the **VITA participants** that identified how they planned to use their refund, **almost half** responded that they would use the money to **pay bills**.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Not Applicable.

Programmatic Performance

Program is performing well.

In November 2019, 192 schools participated in the collection and distribution of non-perishable food, providing 2,586 families 20,688 bags of food (eight bags per family). This effort engaged over 4,500 volunteers. In addition, between October 2019 and February 2020, their Helping Hand program provided 720 40lb boxes to 680 families with 300 volunteers in support.

With the onset of the COVID-19 pandemic, Harvest Drive retooled their model and between April and September of 2020, 1,150 families received 1,211 bags of non-perishable food, distributed by 23 community-based agencies and 30 volunteers in support.

Harvest Drive also relied heavily on the social workers of Broward County Public Schools to deliver these bags to families directly, helping serve those who may not have had transportation or who were too ill to attend the distribution events.

Is Anybody Better Off?

Outcome

Provider **met** all performance measures.

191 Broward County Public Schools participated in Harvest Drive activities.

1,150 families were served by the program since the onset of COVID-19.

Approximately **5,000** volunteers actively participated in the program in its various phases.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

SOREF JCC was in its first year providing the Out-of-School-Time Food Boxes program. At the beginning of the calendar year, the agency was poised to manage a broadened Food Box Program, not just summer, to begin during spring break. To increase capacity, the CSC also added funds to expand the SOREF-Harvest Drive partnership with funds specifically allocated to that project. The distribution model is comprised of direct pick-up from the agency by families and/or other organizations delivering to families in need. Those additional agencies included LifeNet 4 Families, Gateway Community Outreach, Pentecostal Gospel Temple, and Harvest Drive.

The onset of COVID-19 safety measures impacted the program delivery. With social distancing requirements and a shortage of volunteers, the priority of all agencies was to distribute the food to the large number of people seeking assistance, including many families with children out of school. The distribution model changed from an indoor pick-up to a drive-thru approach to ensure safety and less direct contact.

Is Anybody Better Off?

Outcome

Provider **met** all performance measures.

100% of families were satisfied with the service provided.

72 volunteers were engaged throughout the program delivery.

2,752 children served.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

CSC funds the South Florida Hunger Coalition - Mobile School Pantry to offer their program at five Title 1 school sites throughout Broward County, with schools rotating on a weekly basis. Parents, teachers, and youth continue to appreciate and enjoy the benefits of this national best-practice model of food distribution.

There has been a significant increase in families that have signed up for the program, especially in the 33311 zip code. Pre-COVID the program distributed over 50,000 lbs. of fresh produce and nutritious food every month at various locations. When Broward County was recognized as one of five nation-wide Culture of Health Prize winners in 2019, the Mobile School Pantry was featured as a best practice hunger relief agency.

In response to COVID-19 and the closing of schools, Mobile School Pantry added some non-school sites and modified their distributions into a drive-through model to meet the community's needs. They were also able to expand their reach into the Northeast quadrant of the county, with two pop-up events held in partnership with the Crockett Foundation, Broward Sheriff's Office, and the City of Pompano Beach. Mobile School Pantry will be further expanding their efforts in the coming year with their mobile market housed in a refurbished school bus, named "Sprout."

Is Anybody Better Off?

Outcome

Provider **met** all performance measures.

2,494

 children served.

■ Measures

Parents satisfied with the overall experience at Mobile School Pantry.



Parents satisfied with the variety and selection of food distributed.



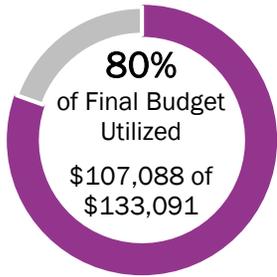
Families indicating that the program fills food availability gap.





How Much Did We Do?

Utilization



@ 6 Super Sites:
162
 children served
20,370
 meals distributed
\$372,141
 USDA
 Reimbursement
 into Broward

How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The South Florida Hunger Coalition is now in its 7th year delivering the enriched Summer BreakSpot program, which is a community partnership between CSC, Meals on Wheels of South Florida, and the Central Broward County Housing Authority to provide breakfast, lunch, and enrichment activities to children residing in housing authority managed properties. This was the first year that the South Florida Hunger Coalition managed the Enrichment component of the program, taking over the process from Florida Impact.

The program shifted direction this year due to the COVID-19 pandemic and offered online activities, while utilizing a grab and go model per the USDA.

The program served 20,370 meals to 162 unduplicated children at six supersites. Through partnerships with over 20 agencies, the program was still able to offer virtual enrichment activities varying in topics from health and wellness to STEAM.

Monitoring reflected high quality service delivery and a high level of both child and adult satisfaction with the services provided.

Is Anybody Better Off?

Outcome

Provider **met** all performance measures.

Measures

Adults positively impacted by the Summer BreakSpot Project.



Children positively impacted by the Summer BreakSpot Project.



Adults satisfied with the services provided by Summer BreakSpot.



Children satisfied with the services provided by Summer BreakSpot.



Children indicated that it was healthier to play outside and exercise than it is to watch TV and play video games.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Hispanic Unity of Florida is in the second year of providing services under the 2018 Volunteer Income Tax Assistance (VITA) RFP. This program provides free income tax preparation including eligibility determinations for federal tax credit programs. For tax year 2020, CSC funding was intended to provide services at 16 permanent tax sites and close to 20 locations served by a mobile team on a predetermined schedule. Throughout the fall of 2019, HUF worked with HandsOn Broward to recruit volunteers and to facilitate IRS training and certifications. Tax preparation services began on February 1, 2020 with a launch during EITC Awareness Day.

Because of the COVID-19 pandemic, HUF made changes to the program and focused on launching two new projects. They transitioned their delivery method to a fully virtual platform and operated a six-day a week VITA Hotline. The Federal Tax Deadline was extended to July 15, 2020 and HUF continued to offer services to the community. Despite these challenges HUF was able to serve nearly 3,500 families and bring in \$4.3 million in refunds to the community.

Is Anybody Better Off?

Outcome

Provider **met** all performance measures.

Measures

Tax return submissions that yielded a tax refund.



VITA clients satisfied with their overall experience.





GOAL

Safeguard the physical health of children.

RESULT

Children are mentally and physically healthy.

WATER SAFETY PROGRAMS

Swim Central

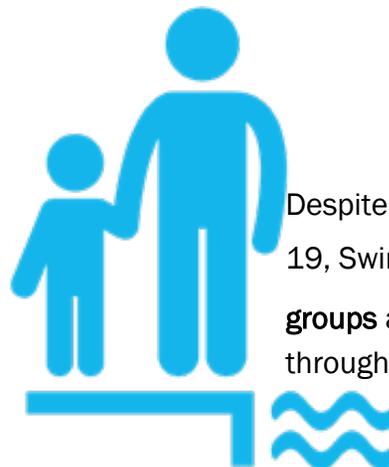
- A partnership between the County, the School Board, CSC, and the SWIMS Foundation that provides water safety instruction and parent education for pre-school and school-aged children.
- The curriculum-based program is taught by certified water safety instructors and coordinated through SWIM Central.
- The success of this model has gained national attention and is being replicated in other communities.
- Coupon program provides free or reduced fee in-water safety classes for children aged 6 months to four years.

Drowning Prevention Initiative

- A partnership between the Health Department and CSC to provide leadership, coordination and large-scale drowning prevention education, social marketing, and service initiatives that focuses on families with young children aged five years and under, the population most at-risk for drowning.

* Due to the ongoing COVID-19 pandemic which began in March 2020, SWIM Central and the Drowning Prevention initiative had to dramatically change their service delivery models or shut down entirely at some point during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORY

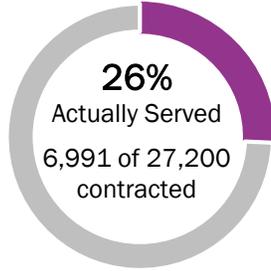
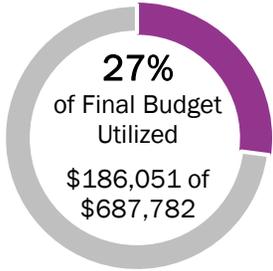


Despite the interruption of services due to COVID-19, Swim Central held **575 classes** and **143 groups** at **97 different sites** from October 2019 through March 2020.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

SWIM Central is a collaboration between the Broward County Board of County Commissioners, School Board of Broward County, and CSC to prevent children from drowning. The curriculum-based program is taught by certified water safety instructors and coordinated through SWIM Central. Water safety instruction and in-pool group lessons are delivered to Broward County School children during the school year and to CSC funded MOST, Youth FORCE, and Summer BreakSpot participants and children participating in elementary 21st Century summer programs.

Quality performance and high levels of client satisfaction remain consistent with performance during FY 19/20. Program utilization and numbers served were low due to the COVID 19 crisis. When schools shifted to eLearning and congregate activities were shut down in March 2020, SWIM Central was unable to provide swimming lessons through the remainder of the fiscal year.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

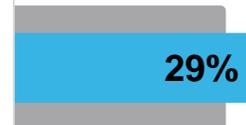
Participants who completed between 3-6 lessons who improved at least 1 level on the Water Safety Skills Checklist.



Participants who completed between 7-10 lessons who improved at least 1 level on the Water Safety Skills Checklist.



Participants who completed between 7-10 lessons who improved at least 2 levels on the Water Safety Skills Checklist.



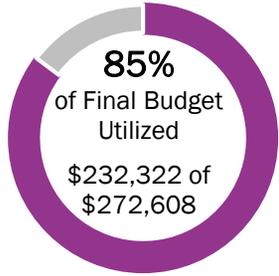
Children who participated in the program that have not drowned 3 years post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Florida Department of Health (DOH) in Broward County provides oversight to the Broward County Drowning Prevention Task Force whose mission is to protect children under five years old from drowning through strategic community-wide Water Smart education. This project educates parents and caregivers about drowning risks.

Through the "Train the Trainer Water Smart" module, staff in Family Strengthening programs and BSO Child Protective Investigators (CPIS) receive instruction on how to conduct drowning hazard assessments and discuss appropriate protective interventions during home visitations. The Broward County Drowning Prevention Task Force brings leaders together to delve deeper into drowning prevention strategies.

Students Preventing Unintentional Drowning (SPUD) teaches secondary school youth water safety practices and proactive strategies to prevent drowning. The SPUD program operated successfully in five high schools and five middle schools with high levels of client satisfaction despite switching to virtual services mid-year due to the pandemic.

Utilization in the SPUD program was low due to the change to virtual meetings during COVID-19.

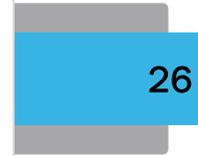
Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Number of community outreach events attended with Drowning Prevention Information disseminated.



Number of community outreach trainings provided to general public.



Train-the-Trainer participants who reported an increase in knowledge of drowning risks and prevention strategies.





GOAL

Improve children's educational success.

RESULT

Children will succeed in school.

LITERACY & EARLY EDUCATION PROGRAMS

Subsidized Child Care

- Provides child care slots for underserved income eligible families.
- Used as match funds for additional State and Federal funding.

Vulnerable Populations Child Care

- Provides immediate placement in quality child care for specialized populations such as children of Transitional Independent Living (TIL) Youth, children of caregivers receiving substance abuse treatment, and Kinship families until subsidized care eligibility is approved or reinstated.

Positive Behavioral Interventions and Supports (PBIS)

- Builds teacher capacity to manage child behaviors and nurture social and emotional growth of preschool children.

Reading & Math, Inc.

- Provides early literacy interventions and support for students in an assigned Pre-K classroom and individual extra assistance with identified students.

HandsOn Broward - Literacy Volunteer Recruitment & Management

- Serves as the volunteer hub for recruitment, training, and deployment of volunteers for literacy oriented volunteer opportunities, including literacy tutors and coaches.

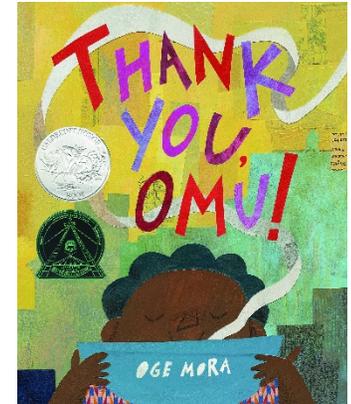
* Due to the ongoing COVID-19 pandemic which began in March 2020, the early learning system of care had to dramatically change their service delivery during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Thresholds for outcome data collection have been modified across these programs to account for the effects the pandemic.

DATA STORIES



174 reading coaches were recruited and engaged by HandsOn Broward in FY 19/20.

On November 7th, 2019, **1,392** community volunteers read *Thank You, Omu!* to children at **562** sites, including public and private schools, early childhood education centers, and public libraries for the “Broward: Read for the Record” event. Approximately **40,000** books were distributed to children after the reading.





Early Learning Coalition (ELC) – Subsidized Child Care Slots

Literacy & Early Education FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

This was the 17th year of funding the Early Learning Coalition (ELC) financially assisted child care services for the income eligible in Broward. The ELC is the state-established local agency responsible for managing federal and state child care funding. By funding through the ELC, CSC leverages state and federal child care dollars to increase services.

Per the State of Florida Executive Emergency order that expires 12/31/20, closed childcare centers or those that experienced high numbers of absences must be reimbursed based on enrollment rather than attendance to maintain the capacity for childcare services. CSC allowed similar billing, thus, ELC fully utilized their contract.

In March, 70% of the childcare centers closed as a result of the pandemic. 29 childcare centers in the highest need areas provided pods while schools opened virtually. Most childcare centers reopened in August and September, when the Broward County Public Schools reopened.

The program-wide assessments were unable to be completed on all child care programs due to the COVID-19 pandemic. ELC coaches and staff provided virtual trainings and support to the child care centers that continued offering child care services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Measure

Clients who reported being treated with respect and in a caring manner by staff.



Clients reported that the information received was helpful/easy to understand.



Clients reported overall satisfaction with the services provided by ELC of Broward County.



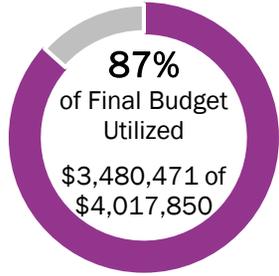
Clients reported having a better understanding of child care options and choosing a quality child care provider.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

There continues to be a high demand for exceptionally vulnerable populations that are critically in need of financially assisted child care for children under five. Families that are eligible receive quality child care to prevent further breakdown of what are often difficult family situations and to also offer support with their efforts towards self-sufficiency. These populations may include TIL parenting youth, relative and non-relative Kinship caregivers, domestic violence survivors, families participating in Family Supports programs and parents/caregivers in substance abuse rehabilitation programs.

In March, 70% of the childcare centers closed as a result of the pandemic. The majority of childcare centers started re-opening in August and September, when the Broward County Public Schools reopened.

The new protocols to continually reassess eligibility for subsidized care for those enrolled in this program created more turnover throughout the year which successfully ensured that slots were available for families with emergency needs, therefore more children were served.

Utilization was lower due to child care center closures as a result of the COVID-19 pandemic and county ordinance that required a lower child to adult ratio.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Parents/caregivers who reported benefits by receiving child care services (e.g., pursue/maintain employment, attend school/training program).



Families with no verified abuse findings during program participation.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Family Central, Inc. completed its first year providing services under the 2019 Positive Behavioral Interventions and Supports (PBIS) RFP. Family Central now collaborates with ELC to identify the centers to be served. The program strengthens the capacity of child care centers, teachers, and families to meet the social and emotional needs of children in their care.

Program review and site visits reflected stellar performance and high levels of preschool staff and parent satisfaction. During the COVID-19 pandemic, the provider continued to support the child care centers that remained open. PBIS coaches provided virtual services including training, one-on-one coaching and mentoring to teachers, and post-assessments. Staff completed a video on the emotional and mental health needs of young children and how to recognize distress in children during the pandemic which was shared with ELC.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Teachers that completed training.



Parents that completed parenting classes.



Parents satisfied with services.



Sites that increased verbal and non-verbal interaction of teachers with children.



Sites that decreased number of red flags regarding classroom behavior.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

The HandsOn Broward (HOB) Literacy Program is in its second year of serving as the volunteer hub for recruitment, training, and deployment of volunteers for literacy oriented volunteer opportunities, including literacy tutors and coaches. Some notable highlights of the program from this year include:

- Real Men Read: Engaged six schools and 160 male volunteers, an increase of almost 50% from the prior year.
- Celebrated National and International Literacy Days by posting videos of children's books online, with some of them garnering over 501 views.
- DIY Volunteering featured Early Childhood Language Development projects such as bookmarks, flashcards, and educational flipbooks.
- HOB and the Early Learning Coalition are increasing the capacity of childcare centers that have been placed on a performance improvement plan by providing volunteer literacy mentors that enhance the program and help build children's literacy skills.
- While Summer Service Literacy Camp was virtual for the first time this year, the teens still made a huge impact. The 49 campers completed 2,410 hours during literacy week through various projects and engaging in the "No Small Matter" screening and community conversation.

Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Volunteers and agencies reporting their needs met by HandsOn Broward services and coordination.



Reading coaches and mentors satisfied with HandsOn Broward training and coordination services.



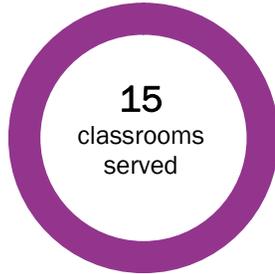
Participating agencies satisfied with HandsOn Broward coordination services.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Reading & Math program completed its second year of a three-year contract that was piggybacked from The Children's Trust RFP. The program provides tutors to targeted Pre-K classrooms to support teachers with early literacy and math interventions and provide individualized attention to lower-performing students.

Program review and site visits reflected that services were engaging and effective and provided high quality literacy interventions. Teacher surveys consistently indicated a high level of satisfaction with the program. During COVID-19, the provider continued to provide services to the children virtually and worked closely with the teachers to provide needed support.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Tutors that meet expectations on Intervention Integrity.



Children achieving "at or above" or "close to" target performance on measures of Letter Name Recognition & Letter Sound Fluency by their Spring assessment.



Children achieving "at or above" or "close to" target performance on measures of Rhyming, Alliteration, & Picture Naming by their Spring assessment.





GOAL

Safeguard the physical health of children.

RESULT

Children are mentally and physically healthy.

SCHOOL HEALTH PROGRAM

School Health

- This tri-party initiative funds a Differentiated Staffing model for School-based Health Services along with BCPS and DOHBC.
- CSC funds RNs and Health Service Technicians supervised by RNs at schools with students with moderate levels of medical need.
- School Health is an extension of support for our students. They can guide and help the students with their medical conditions, teach them to make good choices in accordance with their dietary needs, and aid them in becoming more independent in caring for themselves and their diagnosis.
- Sierra deployed CSC-funded nursing staff to selected childcare centers that remained opened during the pandemic.

* Due to the ongoing COVID-19 pandemic which began in March 2020, the School Health provider had to end services on school grounds and shifted to providing services to childcare centers during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery.

DATA STORY

In School Year 19-20, before the pandemic forced the shutdown of schools, the **top 5 reasons for clinic visits** were:

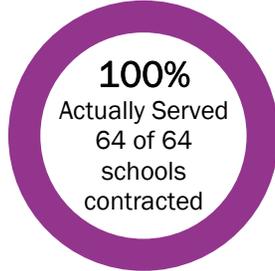
1. Stomachache
2. Headache
3. Diabetic Glucose Checks
4. Cold Symptoms
5. Sore Throat





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Sierra Lifecare completed its third and final year providing services under the 2017 School Health RFP, upon which the CSC “piggybacks” to support school health services.

Due to school sites closing as a result of COVID-19, Sierra could not continue to provide school-based nursing services. At CSC's request, and in coordination with the Early Learning Coalition (ELC), Sierra deployed CSC funded nursing staff to 31 child care centers that remained open. The child care providers were extremely grateful for this support as it added a level of comfort to families in their concern over the potential spread of the virus. Sierra's healthcare staff performed wellness checks on children before entering the child care program and throughout the day and were able to isolate anyone who became ill.

The CSC allocation for schools in Coral Springs were included and met the Coral Springs CRA TIF payment.

The BCPS Healthcare Services RFP released a new procurement for school healthcare services on January 23, 2020. Sierra Lifecare received the highest score of the six proposers that were recommended for awards and will continue to be CSC's school health service provider.

Is Anybody Better Off?

Outcome

Provider **met** all performance outputs.

■ Outputs

Number of unduplicated students who received health services based on Individualized Health Care Plan.

8,839

Number of students (duplicated) who returned to class after receiving services.

79,782
(77% of 103,071)

Number of total clinic visits by students (duplicated) who received first aid, emergency, prevention, and health care services.

103,071



Elementary School Initiatives Out-of-School Time (General Population)

Annual Performance FY 19/20*



GOAL

Improve the availability and quality of out-of-school time programs for typically developing children who are economically disadvantaged and inclusion programs which integrate children with special needs with their typically developing peers.

RESULT

Children are mentally and physically healthy.

ELEMENTARY SCHOOL INITIATIVES GENERAL POPULATION PROGRAMS

Out-of-School Time (MOST)

- Provides a safe, positive environment that enhances academic achievement.
- Supports social and physical development.
- Provides educational field trips and cultural arts opportunities.
- Serves economically disadvantaged students who attend Title I schools with 86% or higher Free/Reduced Lunch participation.
- Summer only programs were limited in scope and provided no measurable outcomes, therefore were not included in this report.

Inclusion Supports

- Provides Americans with Disabilities Act (ADA) training to all MOST providers.
- Assesses inclusion needs of MOST sites and provides technical assistance and coaching as needed.

Learning Pods

- Provides support/assistance while children participate in BCPS eLearning.
- Consists of groups of 9 children in the general population, at or around the same education level, who are supervised by one staff member.
- Follows the Centers for Disease Control (CDC) recommendation for group sizes no larger than 10 individuals.

* Due to the ongoing COVID-19 pandemic which began in March 2020, MOST providers had to dramatically change their service delivery models or shut down entirely at some point during FY 19/20. Thus, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs and will be reflected on the individual program performance pages. Academic performance measures were not evaluated across these programs due to the lack of end of year data and challenges with the new consent process with BCPS.

DATA STORY

FY 19/20 MOST GP program participation was reduced due to the COVID-19 pandemic. As a result, there was a **30% drop in the average days in the program** during the 19/20 school year when compared to the prior two years.

■ Average # of days in program

FY 19/20



FY 18/19



FY 17/18





After School Programs Inc. (ASP)

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

After School Programs, Inc. (ASP) completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at twelve (12) year-round BCPS sites and nine (9) school year only BCPS sites.

Program review and site visits reflected high quality performance. Staff members foster positive relationships with the children and provide engaging learning opportunities through the different program components. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services and in-person services via learning pods to 38 children at an alternative location.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

95%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

89%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Boys & Girls Clubs of Broward County, completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at six (6) year-round community sites and two (2) summer only community sites.

Program review and site visits reflected high quality performance. The structured program offers many opportunities to participate in a variety of engaging activities implemented by dedicated staff. Client satisfaction surveys reflected high levels of satisfaction with program services.

After the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and food distribution. Virtual services were offered during the summer. When the schools began in August with eLearning, the provider offered in-person learning pod services to 489 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

75%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

87%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

CCDH completed its third year providing services under the Inclusion Supports RFP. They work collaboratively with MOST sites to increase their capacity to create positive, nurturing, and developmentally appropriate programs that welcome all children. They provide training and mentoring to staff to help them identify a pathway to inclusion.

Program review and site visits reflected quality performance. The Inclusion Specialist was positively engaged and connected with the children and staff at the sites. The provider conducted comprehensive assessments with the MOST programs to address inclusion needs which led to the provision of detailed technical assistance and individualized MOST staff coaching as needed. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the Inclusion Specialist provided virtual services including training and one-on-one coaching and supported the MOST staff who continued to provide virtual and in-person services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Participants who attended ADA training demonstrated knowledge about curriculum content.



Providers who received individualized coaching and technical assistance that achieved their goals.



Providers who were satisfied with coaching.





City of Hallandale Beach Human Services

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The City of Hallandale Beach completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round community site.

Program review and site visits reflected high quality performance. Staff members were extremely enthusiastic and engaged during delivery of all program components. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. In-person services were offered throughout the summer, and when the schools began in August with eLearning, the provider continued to offer in-person learning pod services to 82 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

87%

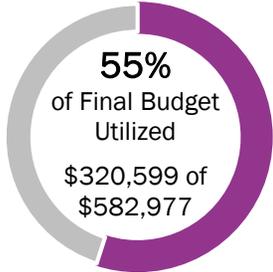
Children remained safe. (Aug. 2019 - Mar. 2020)

99%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The City of Hollywood completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at two (2) year-round community sites and two (2) summer only community sites.

Program review and site visits reflected high quality performance. The children were happy to be in the program and were given various learning opportunities through the different program components. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. In-person services were offered at the start of summer. However, in-person services could not be sustained, and the program pivoted to virtual services. When the schools began in August with eLearning, the provider offered in-person learning pods services to 30 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

100%

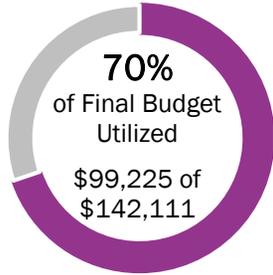
Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The City of Miramar completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round community site and one (1) summer only community site.

Program review and site visits reflected high quality performance. The staff created a nurturing environment for the children, and the children were excited to participate in the various program components. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program was able to provide virtual services to families including homework assistance, wellness calls, and distribution of food and summer learning enrichment activities. When the schools began in August with eLearning, the provider offered in-person learning pod services to 13 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

73%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



Community After School

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Community After School completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at two (2) year-round BCPS sites.

Program review reflected exceptional performance. Staff worked together professionally to engage the children in creative lessons and activities. Client satisfaction surveys reflected high levels of satisfaction with program services.

At the onset of the pandemic, the provider closed operations due to school site closures. When the schools began in August with eLearning, the provider offered in-person learning pod services to 60 children at an alternative location.

The CSC allocation for Liberty and Atlantic West Elementary sites were included and met the Margate CRA TIF payment.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

79%

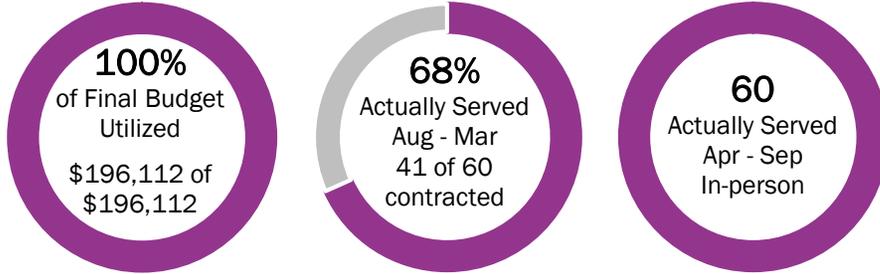
Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

KID completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round community site.

Program review and site visits reflected excellent service delivery with an engaging and effective staff. The children appeared to be very engaged and the interactions between staff and children were positive. Client satisfaction surveys reflected high levels of satisfaction with program services.

Lower numbers served during the school year were the result of recruitment issues.

Once the school sites closed in March due to the pandemic, the program retooled to offer online homework assistance, wellness calls, and connections to resources and food distribution. In-person services were sustained throughout the summer and when the schools began in August with eLearning, the provider continued to offer in-person services via learning pods to 27 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

92%

Children remained safe. (Aug. 2019 - Mar. 2020)

99%



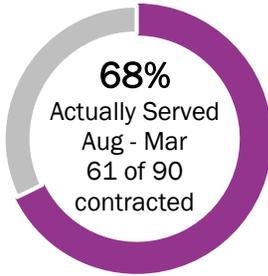
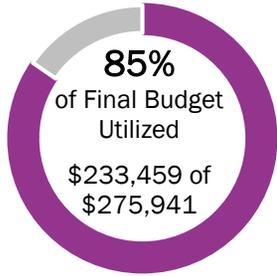
New Mirawood Academy w/KID, Inc. as Fiscal Sponsor

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

New Mirawood Academy completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round community site.

Program review and site visits reflected high quality performance. Staff members provided a supportive environment for children to experience a variety of activities that enhance their learning. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with online homework assistance, wellness calls, and connections to resources. In-person services were sustained throughout the summer and when the schools began in August with eLearning, the provider continued to offer in-person services via a learning pod to 7 children.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

92%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



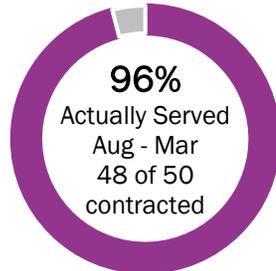
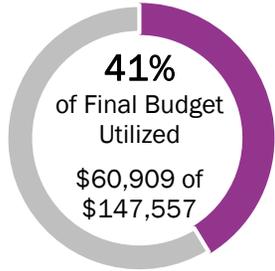
Russell Life Skills

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Russell Life Skills' contract ended during its third year of providing services under the 2017 MOST RFP. The program provided out-of-school time services at one (1) year-round site.

Program review and site visits reflected satisfactory performance. Staff members communicated, collaborated, and were flexible while meeting the needs of the children and program. Client satisfaction surveys reflected high levels of satisfaction with program services. Once the school sites closed in March due to the pandemic, the program shut down. At the request of the provider, the contract ended on May 31, 2020.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

80%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



Samuel M. and Helene Soref, Jewish Community Center, Inc. (Soref)

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Samuel M. and Helene Soref Jewish Community Center completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round BCPS site

Program review reflected exceptional performance and consistently high levels of client satisfaction. Staff members fostered a caring environment while continuously engaging the children in all aspects of the afterschool curriculum.

Lower numbers served during the school year were the result of recruitment issues.

Once the school sites closed in March due to the pandemic, the provider retooled to offer online homework assistance, wellness calls, and connections to resources and food distribution. In-person services were sustained throughout the summer at alternative locations and when the schools began in August with eLearning, the provider continued to offer in-person services via learning pods to 70 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

93%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



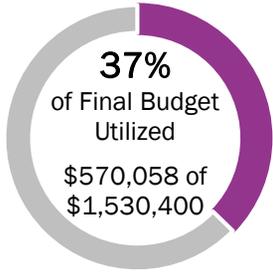
Sunshine After School Child Care, Inc.

Elementary School Initiatives Out-of-School Time (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Sunshine After School Child Care completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at four (4) year-round BCPS sites and three (3) school year only BCPS sites.

Program review reflected exceptional performance. Positive relationships between children and staff members were emphasized and program activities were presented in creative ways to ensure active participation. Client satisfaction surveys reflected high levels of satisfaction with program services.

At the onset of the pandemic, the provider closed operations due to school site closures. When the schools began in August with eLearning, the provider offered in-person services via learning pods to 86 children at an alternative location.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

89%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

90%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

The YMCA completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at four (4) year-round BCPS sites, fifteen (15) school year only BCPS sites, and one (1) summer only BCPS site.

Program review and site visits reflected high quality performance. The environment was inclusive, and the staff members consistently provided the children with feedback, encouragement, and praise. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program immediately opened sites to serve the children of health care workers and first responders. They also supported families with wellness calls and connections to resources and built an online portal to provide enrichment activities for afterschool and summer programming that included arts and crafts, social emotional learning lessons, project-based learning activities, and fitness videos.

The CSC allocation for the Deerfield Park Elementary site was included and met the required Deerfield CRA TIF payment.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classroom met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

86%

Children improved academic performance and/or skills.

Data not available

Children improved homework completion. (School Year)

92%

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



Out-of-School Time (Special Needs)

Annual Performance FY 19/20*

GOAL

Strengthen the continuum of out-of-school time care for children and youth with special physical, developmental, and behavioral needs.

RESULT

Children will succeed in school.

OUT-OF-SCHOOL TIME SPECIAL NEEDS PROGRAMS

Out-of-School Time

- Provides a safe, positive environment for children and youth with special physical, developmental and behavioral conditions.
- Enhances academic achievement, support social, developmental and physical activities.
- Provides educational field trips and cultural arts opportunities.
- Provides flexible and individualized staff to child ratios promote inclusionary opportunities where appropriate.

Respite

- Provides facility-based care and supervised activities to support parents and caregivers of children with severe emotional and behavioral health challenges that severely disrupt daily functioning and for whom there are few care options.

Learning Pods

- Provides support and assistance while children participate in BCPS eLearning.
- Consists of groups of less than 9 children with special needs, around similar developmental levels.
- Follows the Centers for Disease Control (CDC) recommendation for group sizes no larger than 10 individuals.

* Due to the ongoing COVID-19 pandemic which began in March 2020, MOST SN providers had to dramatically change their service delivery models or shut down entirely at some point during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORY

FY 19/20 MOST SN program participation was reduced due to the COVID-19 pandemic. As a result, there was approximately a **33%** drop in the **average days in the program** during the 19/20 school year when compared to the prior two years.

■ Average # of days in program

FY 19/20



FY 18/19



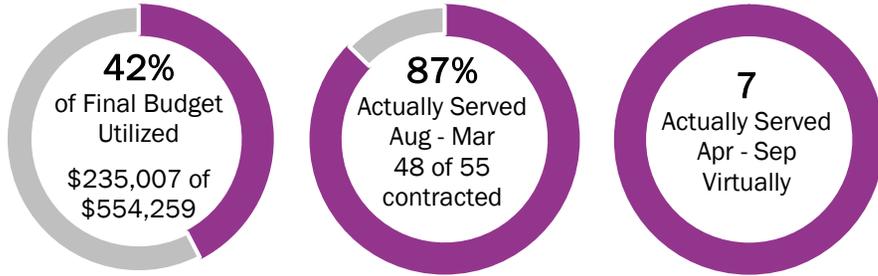
FY 17/18





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

After School Programs, Inc. completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at three (3) year-round BCPS sites. The provider serves children with special needs ages 3 to 22.

Program review and site visits reflected high quality performance. Staff members used positive techniques to guide children's behavior during the various learning opportunities through the different program components. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the provider laid off all but the leadership team who supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When schools began in August with eLearning, the provider continued to offer virtual afterschool services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

83%

Children improved academic performance and/or skills.

Data not available

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Ann Storck Center completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round community site. The provider serves children with special needs ages 3 to 10.

Program review and site visits reflected stellar performance. Staff members were warm and friendly towards the children while promoting a positive social emotional environment. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the provider closed their site and provided services to the families by offering wellness calls and connections to resources. Enrichment activities were also provided over the summer, including the distribution of arts and crafts kits which the children used during their interactive virtual lessons. When schools began in August with eLearning, the provider offered virtual afterschool services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

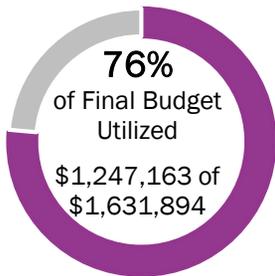
Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Arc Broward completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round community site. The provider serves children with special needs ages 3 to 22.

Program review and site visits reflected high quality performance. Staff members have close relationships with the children and provide excellent individual support to their developmental, academic, and emotional needs. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the provider closed their site and supported families with wellness calls, connections to resources, and case management services. In-person services were offered at the start of the summer but could not be sustained, and the program pivoted to virtual services. When schools began in August with eLearning, the provider offered virtual afterschool services.

Is Anybody Better Off?

Data Integrity & Fully Measured



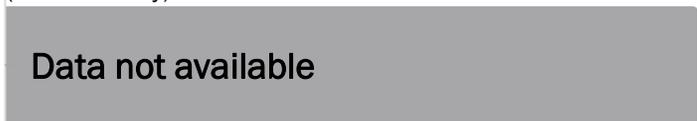
Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

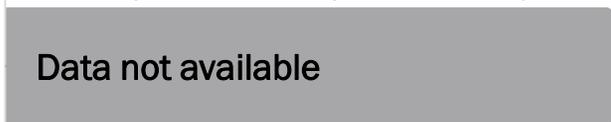
Classrooms met quality standards for Project Based Learning. (Summer Only)



Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)



Children improved academic performance and/or skills.



Children remained safe. (Aug. 2019 - Mar. 2020)





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Broward Children's Center completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at two (2) year-round community sites. The provider serves medically fragile children and youth ages 3 to 22.

Program review and site visits reflected exceptional performance. Staff provided a supportive environment focused on the development of positive, individual relationships with each child. Client satisfaction surveys reflected consistently high levels of client satisfaction.

Once the school sites closed in March due to the pandemic, the provider closed their site and successfully transitioned to virtual services and supported families with wellness calls, resource information, educational packets, and school supplies. In-person services were offered at the start of summer but could not be sustained, and the program pivoted to virtual services. When school began in August with eLearning, the provider offered in-person afterschool services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

88%

Children improved academic performance and/or skills.

Data not available

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Center for Hearing and Communication completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) school year only BCPS site and one (1) summer only BCPS site. The provider serves children ages 5 to 12 who experience deafness or hearing loss.

Program review reflected exceptional performance. Staff are trained in American Sign Language (ASL) and are well qualified and attentive to the children and families they serve. Client satisfaction surveys reflected consistently high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program seamlessly transitioned to virtual services and prepared hands-on supply kits for families weekly throughout the remaining school year and during summer. When schools began in August with eLearning, the provider continued to offer virtual afterschool services.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

100%

Children improved academic performance and/or skills.

Data not available

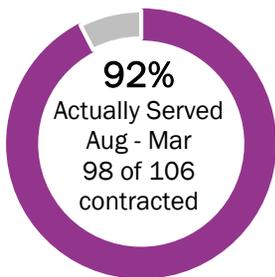
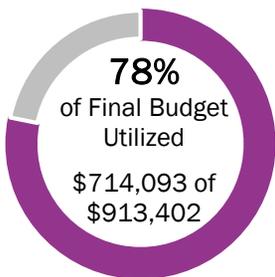
Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Smith Mental Health completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round BCPS site, one (1) year-round community site, and one (1) school year only BCPS site. The provider serves children ages 5 to 12 with moderate to severe behavioral health needs.

Program review reflected exceptional performance. Staff members and administration ensured a safe and engaging environment that supported the unique needs of each child. Client satisfaction surveys reflected consistently high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program retooled their services by serving families remotely, offering homework assistance, wellness calls, connection to resources, and virtual martial arts classes. In-person services were offered at the start of summer but could not be sustained, and the program pivoted to virtual services. When the schools began in August with eLearning, the provider offered in-person services via learning pods to 31 children at an alternative location.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

92%

Children improved academic performance and/or skills.

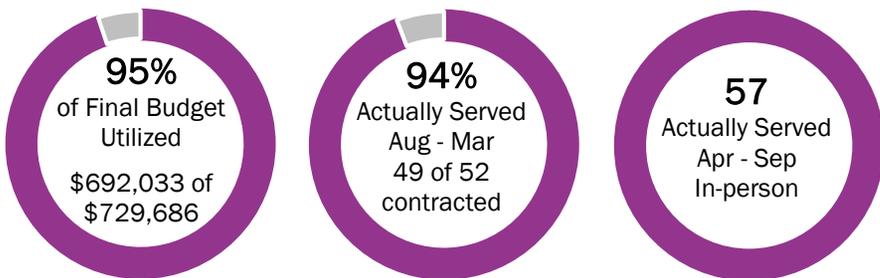
Data not available

Children remained safe. (Aug. 2019 - Mar. 2020)

100%

How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

United Community Options completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at one (1) year-round BCPS site and one (1) year-round community site. The provider provides services to children and youth with various disabilities including autism, physical and intellectual disabilities, and developmental delays.

Program review reflected exceptional performance. Staff members had positive relationships with the children and created a learning environment that promoted social-emotional growth and inclusion. Client satisfaction surveys reflected consistently high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program engaged in wellness calls, provided families with connections to resources, and offered virtual services. In-person services were offered throughout summer. When the schools began in August with eLearning, the provider continued to offer in-person services via learning pods to 15 children.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

75%

Children improved academic performance and/or skills.

Data not available

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

The YMCA completed its third year providing services under the 2017 MOST RFP. The program provides out-of-school time services at six (6) year-round BCPS sites, thirteen (13) school year only BCPS sites, two (2) school year only community sites, and one (1) summer only BCPS site. The provider serves children and youth with special needs ages 4 to 22.

Program review and site visits reflected stellar performance. The staff members addressed the unique needs of each child and ensured the environment was safe and nurturing. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program immediately opened sites to serve the children of health care workers and first responders. They also supported families with wellness calls and connections to resources and built an online portal to provide enrichment activities for afterschool and summer programming that included arts and crafts, social emotional learning lessons, project-based learning activities, and fitness videos. When schools began in August with eLearning, the provider offered virtual afterschool services.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Summer and academic end-of-year data not available.

Goal Measure

Classrooms met quality standards for Project Based Learning. (Summer Only)

Data not available

Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)

88%

Children improved academic performance and/or skills.

Data not available

Children remained safe. (Aug. 2019 - Mar. 2020)

100%



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System completed its third year providing services under the 2017 Respite RFP. The program provides respite services on Saturdays for caregivers residing primarily in South Broward County.

Program review reflected high quality performance. Staff members provided a variety of age-appropriate, high quality activities that children may not otherwise experience. To maximize engagement, the Provider created a well-structured respite request and attendance system. Their strength-based assessment process, social skills lessons and mind/body interventions were skillfully implemented.

The number of youth served was higher than the contracted amount due to varying service needs, with some requiring less services.

Throughout the pandemic, respite services continued to be successfully and safely provided on-site.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Caregivers who experienced reduced stress.



Caregivers who experienced improved familial relationships.



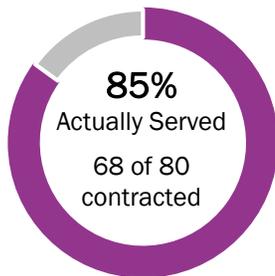
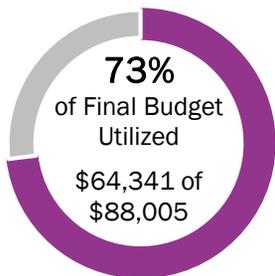
Children who reported satisfaction with Respite services.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Smith Mental Health Associates, LLC completed its third year providing services under the 2017 Respite RFP. The program provides respite services on Saturdays for caregivers residing primarily in Central and North Broward County.

Program review and observation reflected high quality performance. Staff members implemented a detailed schedule that offered varied group sizes, creative hands-on programming, and engaging activities. Client satisfaction surveys reflected high levels of satisfaction with program services.

Due the pandemic, respite services pivoted to a virtual platform in March with in-person services reinstated at the end of the fiscal year.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Caregivers who experienced reduced stress.



Caregivers who experienced improved familial relationships.



Children who reported satisfaction with Respite services.





GOAL

Increase protective/resiliency factors and reduce risk factors associated with delinquency, teen pregnancy, and other risky behaviors.

RESULT

Youth will succeed in school.

MIDDLE SCHOOL INITIATIVES PROGRAMS

Youth FORCE

- Provides year-round programming that serves students attending 23 high-need middle schools to promote positive youth development and school and community attachment. They include counseling, academic supports, community service learning, career exploration, and the Teen Outreach Program (TOP), a nationally recognized social skills curriculum. This initiative was included in the 2020 Positive Youth Development (PYD) RFP.

Learning Together

- A three-year pilot which provided year-round programming for middle and high school age youth, using a racial equity lens to promote healthy development, through supportive relationships with adults and peers, community connections, and physical and emotional safety. This pilot initiative informed the 2020 Positive Youth Development (PYD) RFP.

Choose Peace Initiative

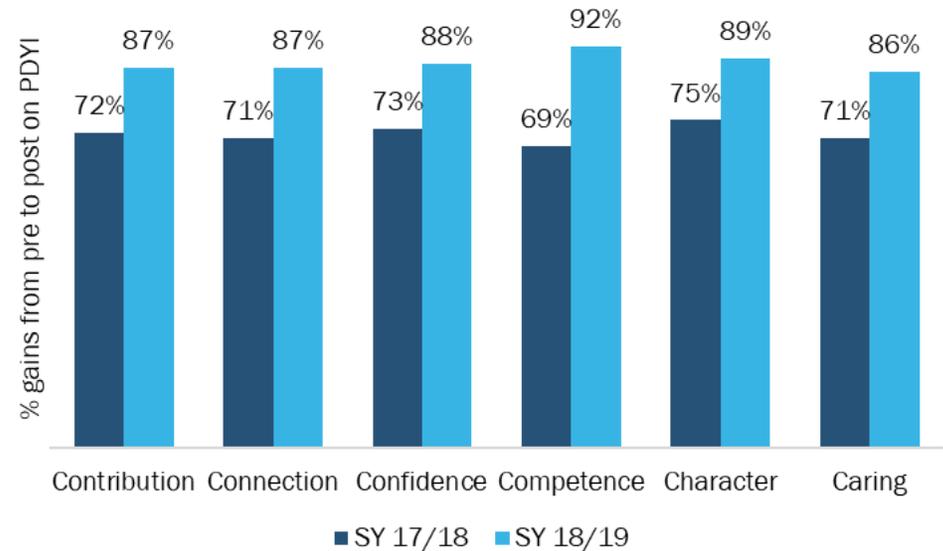
- Choose Peace/Stop Violence is a school-based community collaborative (CSC, BCPS, United Way) to educate, engage, inspire and empower elementary, middle and high school youth to take action and bring about positive change to prevent bullying, youth crime, and violence.

* Due to the ongoing COVID-19 pandemic which began in March 2020, Middle School programs had to dramatically change service delivery models or shut down entirely at some point during FY 19/20. Thus, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables were modified across these programs and will be reflected on the individual program performance pages. Academic performance measures were not evaluated due to the lack of end of year data and challenges with the new consent process with BCPS. Youth Development gains were evaluated using post-test data from SY 18/19 and pre-test data from SY 19/20 for students that participated through the summer, as post-test data for SY 19/20 was uncollectable.

DATA STORY

As providers increased their capacity in administering the Positive Youth Development Inventory (PYDI) and using the results appropriately in their case planning and goal setting, they were able to tailor interventions to better support the youth, which is evident in the gains made from pre to post scores across all domains of the PYDI.

Youth FORCE participants **demonstrated gains** across all **Youth Development competencies** in each of the last two fiscal years, with the percent of total gains in each competency also increasing from SY 17/18 to SY 18/19. Noting this trend, similar gains would be expected for SY 19/20, however, post test data was uncollectable.





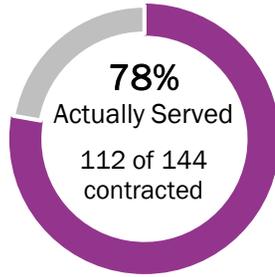
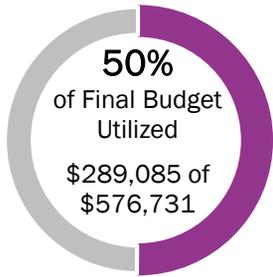
After School Programs Inc. (ASP)

Youth Development – Middle School Initiatives – Youth FORCE FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

After School Programs, Inc. (ASP) completed its final year providing services under the 2016 Youth FORCE RFP. The program provides out-of-school time services at three (3) year-round BCPS sites.

Program review reflected high quality performance. The case management component, which is provided through a partnership with Henderson Behavioral Health, included an excellent process for creating individual Service Plan Goals with youth and tracking their progress throughout the year.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

The contract sunset in August 2020 and the agency did not submit a proposal under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available. Provider did not have sufficient data available to analyze gains in Youth Development competencies.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



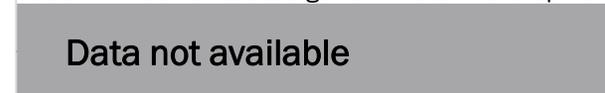
Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



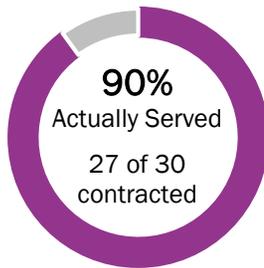
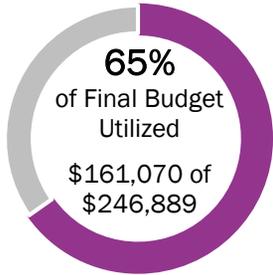
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Not Applicable.

Programmatic Performance

Program is performing well.

The Center for Hearing and Communication completed its final year providing services under the 2016 Youth FORCE RFP, with KID, Inc. as the Fiscal Sponsor. The program provides out-of-school time services at one (1) year-round BCPS site.

Program review and site visits reflected high quality performance. Staff members implemented a variety of engaging fitness and cultural arts activities, and the TOP prevention education model with fidelity.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

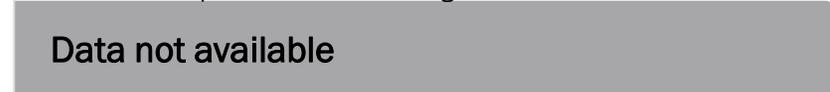
Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



Youth who did not obtain any new law violations during the program.





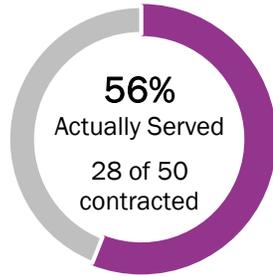
City of West Park – Juvenile Crime Prevention Program

Youth Development – Middle School Initiatives – Youth FORCE FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is on a Performance Improvement Plan.

The City of West Park completed its final year providing services under the 2016 Youth FORCE RFP. The program provides out-of-school time services at one (1) year-round community site.

Program review and site visits reflected that the program provided essential services for youth in a high need community; however, overall documentation and data management needed improvement. The provider remains on a Program Improvement Plan (PIP) as there are areas requiring improvement. The provider continues to receive technical assistance. Client surveys reflected high levels of satisfaction with the program.

The program had difficulty recruiting and engaging clients prior to the pandemic which was exacerbated when they switched to virtual services, resulting in lower numbers served. Once the school sites closed in March due to the pandemic, program supported families with wellness calls, connections to resources, and distribution of food. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available

Goal Measure

Youth who did not use alcohol or drugs.



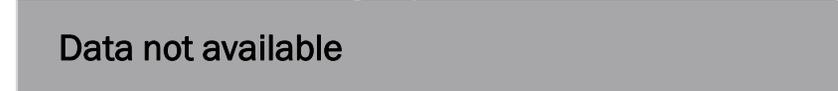
Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



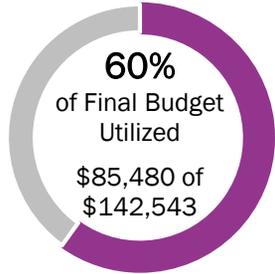
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Community Access Center (CAC) completed its final year providing services under the 2016 Youth FORCE RFP. The program provides out-of-school services at one (1) school year only community site and one (1) summer only community site.

Program monitoring and site visits reflected high quality performance. Staff members provided culturally competent and engaging youth development programming and improved their delivery of the Teen Outreach Program (TOP). Client surveys reflected high levels of satisfaction with program services.

Due to high demand for this unique program predominantly serving Haitian youth, enrollment exceeded the contracted number to be served. The numbers to be served were increased under the new RFP.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and food distribution. Virtual services were provided during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



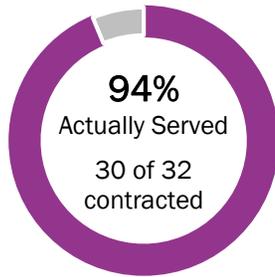
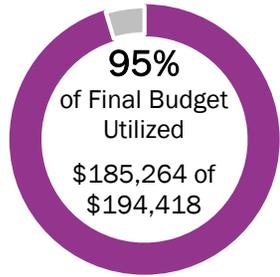
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Community Reconstruction Housing Corporation's "Rites of Passage" North completed its final year providing services under a 5-year leveraged partnership. The program provides out-of-school time services at one (1) year-round BCPS site.

Program review reflected high quality performance. Staff members provided engaging project-based learning, STEM activities, and a variety of pro-social recreational activities that promoted a healthy lifestyle.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available. Provider did not have sufficient data available to analyze gains in Youth Development competencies.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



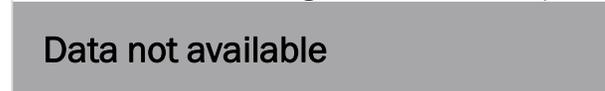
Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



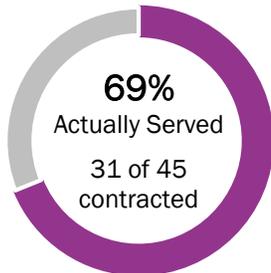
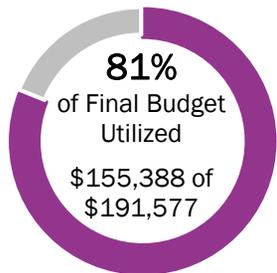
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Community Reconstruction Housing Corporation's "Rites of Passage" South completed its final year providing services under a 5-year leveraged partnership with match from BSO, The JM Foundation and DJJ. The program provides out-of-school time services at one (1) year-round BCPS site.

Program review reflected high quality performance. Staff members provided engaging project-based learning, STEM activities, and a variety of pro-social recreational activities that promoted a healthy lifestyle.

Program utilization was low prior to the COVID-19 crisis.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



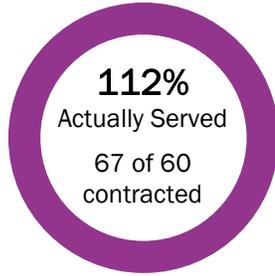
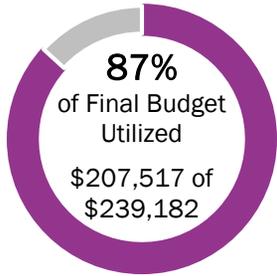
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Crockett Foundation, Inc., completed its final year providing services under the 2016 Youth Force RFP. The program provides out-of-school time services at one (1) year-round BCPS site.

Program review and site visits reflected high quality performance. Staff members provided excellent case management services that effectively utilized natural community supports and a variety of engaging disguised learning opportunities. Client satisfaction surveys reflected satisfaction with the program.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. Virtual programming was offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services. The number of children served was higher than the contracted amount because the provider over-enrolled, anticipating attrition which did not occur at the expected level. Underutilization was due to value added dollars that couldn't be spent.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable.

Academic end-of-year data not available

Goal Measure

Youth who did not use alcohol or drugs.



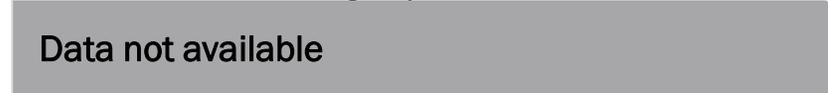
Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



Youth who did not obtain any new law violations during the program.





Helping Abused Neglected and Disadvantaged Youth, Inc. (HANDY)

Youth Development – Middle School Initiatives – Youth FORCE FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Helping Abused Neglected and Disadvantaged Youth, Inc., (HANDY) completed its final year providing services under the 2016 Youth FORCE RFP. The program provides out-of-school time services at two (2) year-round BCPS sites.

Program review and site visit reflected high quality performance. Staff members provided a strong academic component, a Technology Center with STEM activities, and a variety of engaging cultural enrichment experiences.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services. The number of children served was higher than the contracted amount because the provider over-enrolled, anticipating attrition which did not occur at the expected level.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

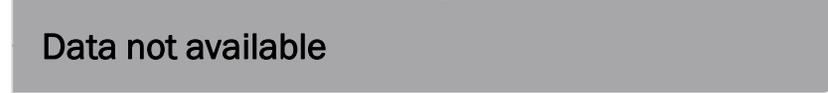
Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Hanley Center Foundation, Inc. is in its second year of a 3-year leveraged partnership with a match from the Department of Children and Families' Prevention Partnership Grant, offering the Alcohol Literacy Challenge and the Active Parenting Program to Broward County students and their families with the goal of reducing underage drinking while promoting positive youth development and effective parenting.

The number of participants served was higher than the contracted amount because the virtual platform allowed for additional groups to participate in presentations. The Active Parenting sessions were offered in English, Creole and Spanish.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Participants who successfully completed a prevention program.



Sessions in which participants increased knowledge of Alcohol use prevention.





Harmony Development Center

Youth Development – Middle School Initiatives – Youth FORCE FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Harmony Development Center completed its last year providing services under the 2016 Youth FORCE RFP. The program provided out-of-school time services at one (1) year-round BCPS site.

Program review and site visits reflected high quality performance. Staff members provided youth with a high-quality prevention education program and extensive community service-learning projects. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, virtual tutoring sessions, virtual enrichment activities, and distribution of activity boxes and food. Virtual programming and in-person field trips were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

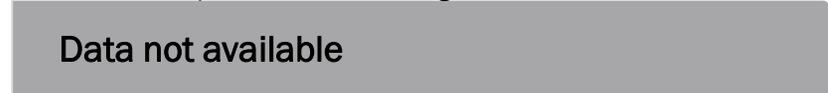
Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



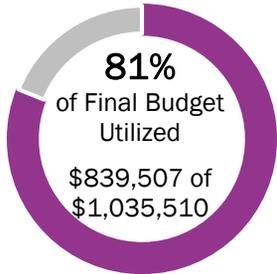
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Hispanic Unity of Florida completed its final year providing services under the 2016 Youth FORCE RFP. The program provides out-of-school time services at four (4) year-round BCPS sites.

Program review and site visits reflected high quality performance. Staff members provided excellent case management and engaging academic and cultural arts enrichment activities. Youth satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



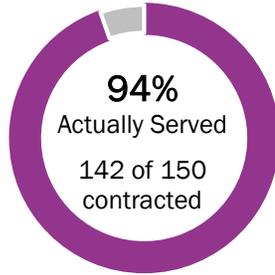
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System completed its final year providing services under the 2016 Youth Force RFP. The program provides out-of-school time services at two (2) year-round BCPS sites.

Program review reflected high quality performance. Staff members provided innovative career exploration opportunities via multiple community, corporate, and local government partnerships. Youth satisfaction surveys reflected a high level of satisfaction with services received.

Once the schools shifted to e-learning due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. In-person services were provided throughout summer.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

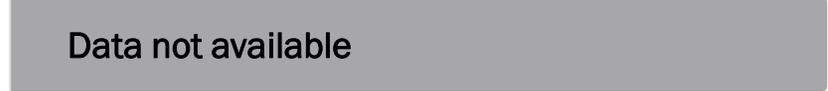
Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



Youth who did not obtain any new law violations during the program.





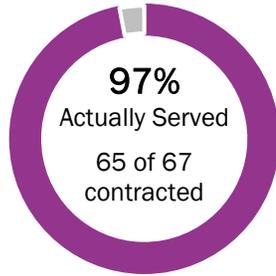
Opportunities Industrialization Center of South Florida (OIC)

Youth Development – Middle School Initiatives – Youth FORCE FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

OIC of South Florida completed its last year providing services under the 2016 Youth FORCE RFP. The program provided out-of-school time services at one (1) year-round BCPS site.

Program review and site visits reflected high quality performance. Staff members provided youth with informal counseling services, TOP implementation with fidelity, and engaging fitness, cultural arts, and employability skills training. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the schools shifted to e-learning due to the pandemic, the program supported families with wellness calls, connections to resources, virtual tutoring sessions, virtual enrichment activities, and distribution of activity boxes and food. Virtual programming was offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

Youth who did not use alcohol or drugs.



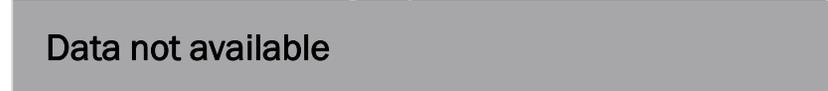
Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



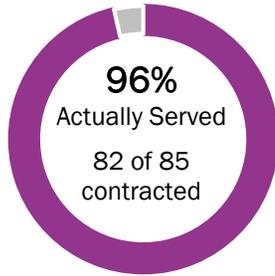
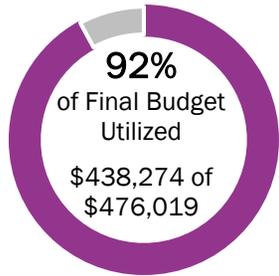
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Smith Mental Health Associates, LLC completed its last year providing services under the 2016 Youth FORCE RFP. The program provided out-of-school time services at one (1) year-round BCPS site, one (1) year-round community site, and one (1) school year only BCPS site.

Program review and site visits reflected high quality performance. Staff members included youth in the service planning process. Group sessions offered training in individualized independent living skills to meet the needs of each youth. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with limited in-person services at the community site, wellness calls, connections to resources, and distribution of activity boxes and food. In-person services were offered at the start of summer. However, in-person services could not be sustained, and the program pivoted to virtual services. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



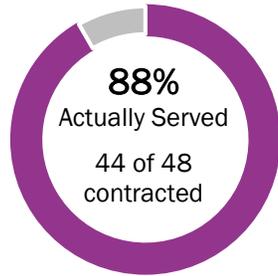
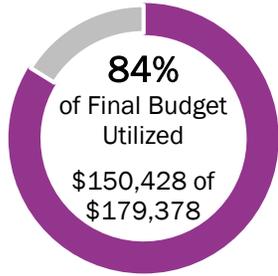
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Urban League of Broward County completed its final year providing services under the 2016 Youth FORCE RFP. The program provides out-of-school time services at one (1) year-round BCPS site.

Program review and site visits reflected high quality performance. Staff members provided engaging cultural arts activities and comprehensive career exploration programming through a partnership with Wells Fargo.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

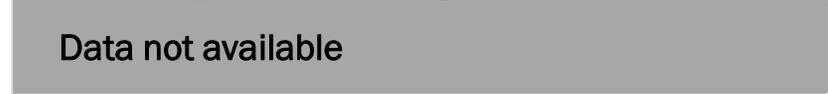
Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.



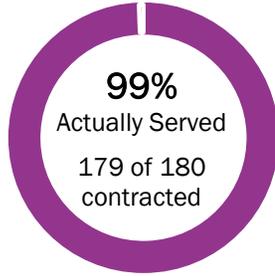
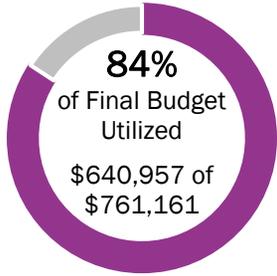
Youth who did not obtain any new law violations during the program.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

YMCA of South Florida, Inc., completed its final year providing services under the 2016 Youth Force RFP. The program provides out-of-school time services year-round at four (4) BCPS sites.

Program review and site visits reflected high quality performance. Staff members provided excellent case management services that effectively utilized natural community supports and innovative career exploration opportunities. Client satisfaction surveys reflected a high level of satisfaction with services received.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and supplies. Virtual services were provided during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements that were measurable. Academic end-of-year data not available.

Goal Measure

Youth who did not use alcohol or drugs.



Youth who did not become pregnant or caused a pregnancy.



Youth who were promoted to the next grade.



Youth who attended school regularly.



Youth who demonstrated gains in Youth Development competencies.

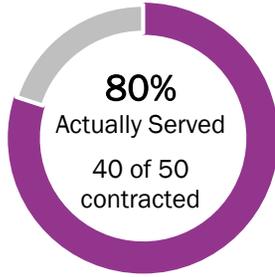
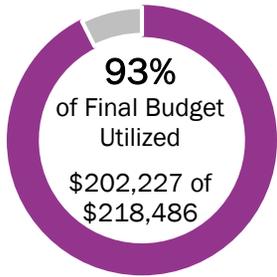


Youth who did not obtain any new law violations during the program.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Community Based Connections completed their final year of operation under the 2017 Learning Together RFP. The program provided year-round programming for at-risk middle school youth in the Deerfield Beach area using a racial equity lens to promote healthy development through supportive relationships with adults and peers, community connections, meaningful opportunities for involvement, challenging and engaging activities, and learning experiences.

Program review and site visits were conducted both in-person and virtually as a result of the pandemic, and reflected that the program provided essential and engaging services for youth in a high-need community. Youth satisfaction surveys reflected a high level of satisfaction with services received. Once the school sites closed in March due to the pandemic, the provider offered virtual afterschool services with enhanced case management.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth did not obtain any new law violations during the program.



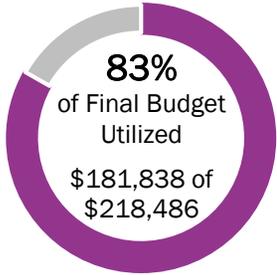
Youth who demonstrated gains in socio-racial development/awareness.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Crockett Foundation completed its final year providing services under the 2017 Learning Together RFP. The program provides year-round programming for at-risk middle school youth in the Pompano Beach area using a racial equity lens to promote healthy development through supportive relationships with adults and peers, community connections, meaningful opportunities for involvement, and challenging and engaging activities and learning experiences.

Program review and site visits reflected that the program provided essential and engaging services for youth in a high-need community. Youth satisfaction surveys reflected a high level of satisfaction with services received. Once the school sites closed in March due to the pandemic, the provider offered virtual afterschool services with enhanced case management.

The number of children served was higher than the contracted amount because the provider over-enrolled, anticipating attrition which did not occur at the expected level. Underutilization was primarily due to a staff vacancy and unused value added dollars.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

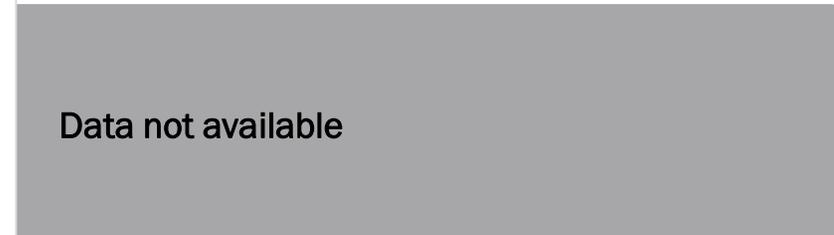
Provider **met** all Council goals for performance measurements that were measurable. Post data collection for socio-racial development gains was not obtained due to change in service delivery as a result of COVID-19.

Goal Measure

Youth did not obtain any new law violations during the program.



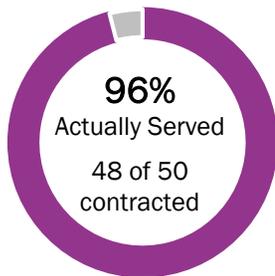
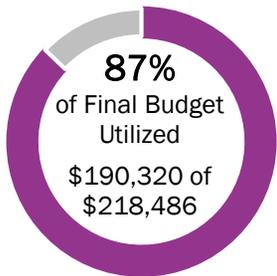
Youth who demonstrated gains in socio-racial development/awareness.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Men2Boys, Inc. completed its final year providing services under the 2017 Learning Together RFP, with the FLITE Center as the Fiscal Sponsor. The program provided year-round programming for at-promise middle and high school age youth from six Broward communities using a racial equity lens to promote healthy development through supportive relationships with adults and peers, community connections, meaningful opportunities for involvement, and challenging and engaging activities and learning experiences.

The program was placed on a Performance Improvement Plan (PIP) in 2019 and ongoing technical assistance was provided. Program review and site visits were conducted both in-person and virtually as a result of the pandemic, and reflected that the program had made positive changes while on the PIP including stable staffing and routine attendance of youth in groups. In March, due to the pandemic, the provider offered virtual afterschool services. Youth satisfaction surveys reflected a high level of satisfaction with services received.

This program sunset in July 2020 and was not awarded a contract under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

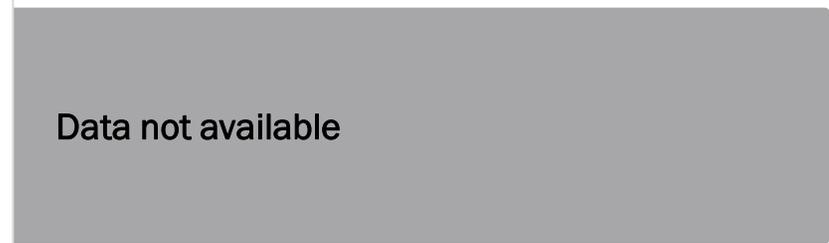
Provider **met** all Council goals for performance measurements that were measurable. Post data collection for socio-racial development gains was not obtained due to change in service delivery as a result of COVID-19.

Goal Measure

Youth did not obtain any new law violations during the program.



Youth who demonstrated gains in socio-racial development/awareness.





United Way of Broward County – Choose Peace Initiative

Youth Development – Middle School Initiatives - FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Choose Peace Stop Violence, a tri-party community collaborative program between the School District, the CSC and United Way, along with leveraged dollars from the Sheriff's Law Enforcement Trust Fund, completed its tenth year of funding. The initiative provides violence prevention programming that is school and community-based. The program activities educate and empower youth and their families to address bullying, affirm cultural differences, and make healthier, drug free lifestyle choices. The Agents of Change peer-led clubs are formed under the leadership of students and supervised by a school-based facilitator with the support of the School District's Choose Peace Facilitator. These clubs operate in 15 middle schools and high schools and set the tone for cultural change and inspire and empower the student population to be compassionate leaders and role models for peace and kindness.

Once the school sites closed in March due to the pandemic, the program provided virtual services through the end of the school year. When the schools began in August with eLearning, the provider continued to operate virtual clubs.

Is Anybody Better Off?

Outcome

Provider **met** all performance outputs.

8,600 pieces of educational materials on youth violence, prevention, and bullying were distributed at school and community events.

83 youth participated in Agents of Change school-based programs.

77% of youth participating in Agents of Change programs reported feeling more comfortable addressing bullying-related issues in their school.



High School Initiatives

Annual Performance FY 19/20*

GOAL

Reduce risk factors associated with delinquency, teen pregnancy, and other risky behaviors.

RESULT

Youth will successfully transition to adulthood.

HIGH SCHOOL INITIATIVES PROGRAMS

High School Initiatives

- CSC's LEAP High programs provide academic and personal enrichment services at eleven Title 1 high schools designed to help youth graduate on time. The programs provide tiered case management services at six of the high schools to help youth graduate and achieve their post-secondary aspirations. This initiative was included in the 2020 Positive Youth Development (PYD) RFP.
- Youth Leadership Initiatives provide opportunities for arts-based advocacy and legislative advocacy.

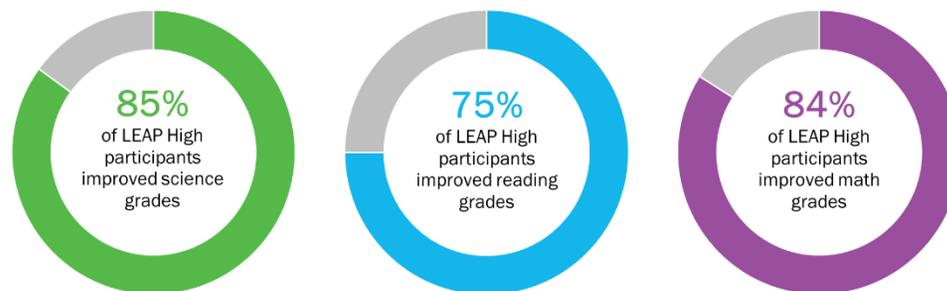
Summer Youth Employment Program (SYEP)

- The Summer Youth Employment Program (SYEP) provides economically disadvantaged youth ages 16-18 the opportunity to gain employability skills and paid work experience. **Due to the COVID-19 pandemic, SYEP was not able to operate during the summer of 2020.**

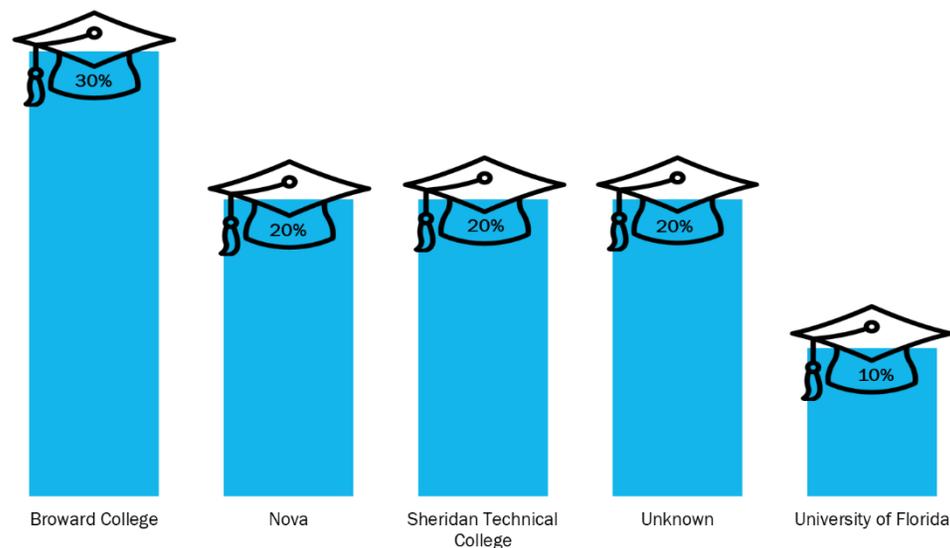
* Due to the ongoing COVID-19 pandemic which began in March 2020, LEAP High providers had to dramatically change their service delivery models or shut down entirely at some point during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORIES

The majority of **LEAP High** program participants improved academic performance during SY 19/20.



100% of eligible **COMPASS** participants graduated high school at the end of school year 19/20. **80%** are planning to attend **post-secondary** education during the 20/21 school year.





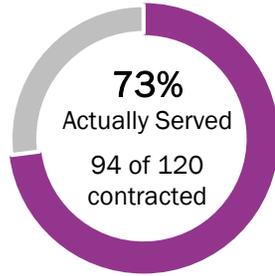
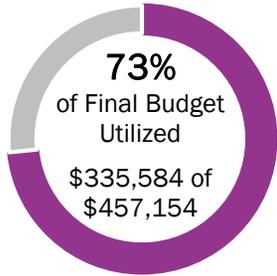
Hispanic Unity of Florida, Inc. – LEAP High

Youth Development – High School Initiatives (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Hispanic Unity of Broward, Inc. completed its final year providing services under the 2011 LEAP High RFP. The program provides out-of-school time services year-round at two (2) BCPS sites (one site which also provides the COMPASS enhancement).

Program review and site visits reflected high quality performance. Staff members provided excellent case management services that effectively utilized natural community supports and skill building activities using project-based learning strategies. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and supplies. Virtual services were provided during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Measure Goal

Youth improved their science grade.



Youth improved their math grade.



Youth improved their reading grade.



Youth decreased external suspensions.



Youth decreased their # of unexcused absences.





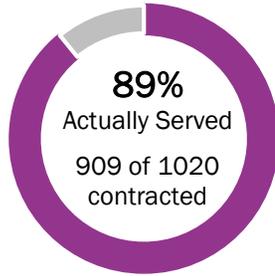
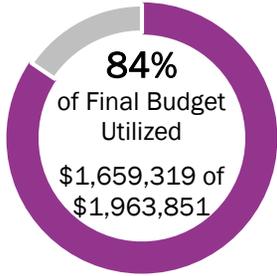
YMCA of South Florida – LEAP High

Youth Development – High School Initiatives (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

YMCA of South Florida completed its final year providing services under the 2011 LEAP High RFP. The program provides out-of-school time services year-round at nine (9) BCPS sites.

Program review and site visits reflected high quality performance. Staff members provided excellent case management services that effectively utilized natural community supports and innovative experiences through disguised learning practices. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and food. Virtual services were provided during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth improved their science grade.



Youth improved their math grade.



Youth improved their reading grade.



Youth decreased external suspensions.



Youth decreased their # of unexcused absences.





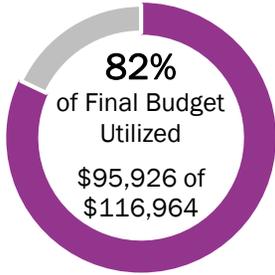
Hispanic Unity of Florida, Inc. – COMPASS

Youth Development – High School Initiatives (General Population) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Hispanic Unity of Broward, Inc. completed its final year providing the pilot COMPASS enhancement to their LEAP High program. The program provides out-of-school time services at one (1) year-round BCPS site using the Two-Generation approach which focuses on both parent and youth outcomes concurrently.

Program review and site visits reflected high quality performance. Staff members provided excellent case management services that effectively utilized natural community supports. Families worked on money management and financial literacy skills. Client satisfaction surveys reflected high levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls, connections to resources, and distribution of activity boxes and supplies. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services. Underutilization was due to staff turnover but virtual services allowed more youth to be served with less staff.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who graduated from High School.



Youth who pursued higher education and/or vocational skill training programs.



Youth who enrolled in a post-secondary program that applied for financial aid.





GOAL

Strengthen the continuum of care for children and youth with special needs.

RESULT

Youth will successfully transition to adulthood.

SPECIAL NEEDS (STEP) PROGRAMS

STEP

- The Council funds leading-edge initiatives to prepare teens with disabilities for independence after completing school.
- Programs operate after school and during summer, focusing on independent living skills with career exploration activities and social skills development.
- Programs offer paid summer employment opportunities for youth, supported by on-site professional job coaches.

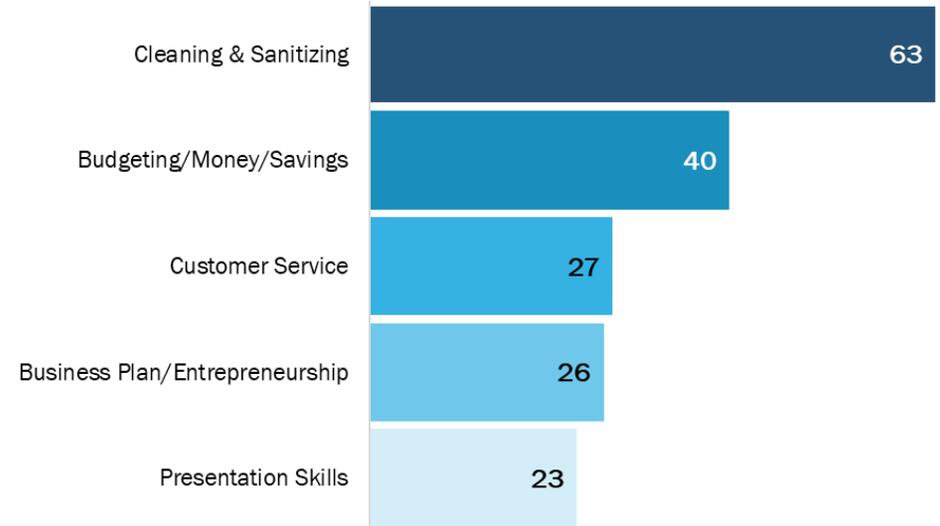
Youth Work Incentive Coordinator (Y-WIC)

- The Council funds a youth work incentive coordinator to educate STEP participants and their families about the relationship between employment and their benefits.

* Due to the ongoing COVID-19 pandemic which began in March 2020, STEP providers and the Youth Work Incentive Coordinator had to dramatically change their service delivery models or shut down entirely at some point during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORIES

Due to Covid-19, the majority of STEP providers opted for virtual programming over the summer to replace internship experiences. Based on survey results, youth reported **learning the most** about the following topics: Cleaning & Sanitizing, Budgeting/Money/Savings, Customer Service, Entrepreneurship, and Presentation Skills.

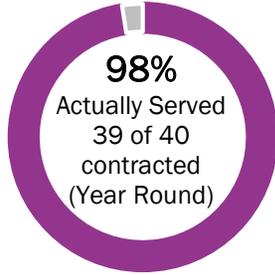


82% of STEP participants were employed or pursuing post-secondary education **6 months post program completion** in FY 19/20.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring



No Findings.

Programmatic Performance



Program is performing well.

Arc Broward completed its final year providing services under the 2015 STEP RFP. The program provides positive youth development programming and supported employment services at three (3) BCPS sites and two (2) community sites.

Program review reflected high quality performance. Staff members successfully engaged with community and business partners to offer a variety of engaging experiences for the youth. Client satisfaction surveys reflected exceptional levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls and connections to resources. Excellent virtual services integrated youth interests with future career goals during the summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Youth acquired measurable skills in Daily Living Activities.



Youth acquired measurable skills in Work-related Behaviors.



Youth acquired measurable skills in Job Duties.



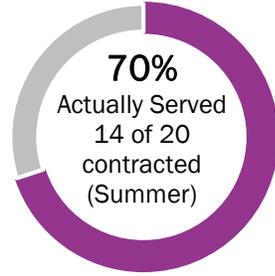
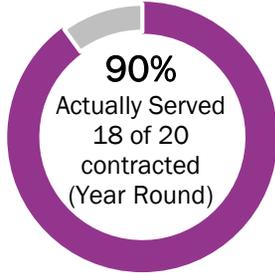
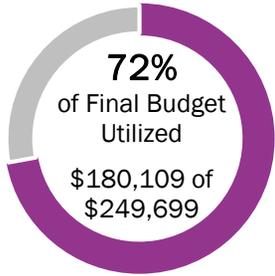
Youth who are employed or pursuing post-secondary education 6 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Center for Hearing and Communication (CHC) completed its final year providing services under the 2015 STEP RFP. The program provides positive youth development programming and supported employment services at one (1) BCPS site.

Program review and site visits reflected high quality performance. Certified staff members implemented the Teen Outreach Program (TOP) with fidelity. Guest speakers and a variety of cultural arts and enrichment activities provided the opportunity for numerous community-based experiences prior to the pandemic. Client satisfaction surveys reflected exceptional levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with on-going communication, connections to resources, and virtual programming. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth acquired measurable skills in Daily Living Activities.



Youth acquired measurable skills in Work-related Behaviors.



Youth acquired measurable skills in Job Duties.



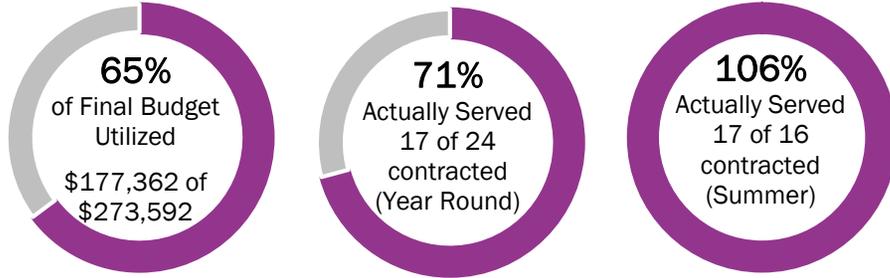
Youth who are employed or pursuing post-secondary education 6 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Smith Community Mental Health Foundation completed its final year providing services under the 2015 STEP RFP. The program provides positive youth development programming and supported employment services at two (2) BCPS sites.

Program review reflected high quality performance. Overall service delivery was positive and offered engaging opportunities for social and emotional learning. Client satisfaction surveys reflected exceptional levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with case management services, connection to resources, and virtual programming. Virtual services were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth acquired measurable skills in Daily Living Activities.



Youth acquired measurable skills in Work-related Behaviors.



Youth acquired measurable skills in Job Duties.



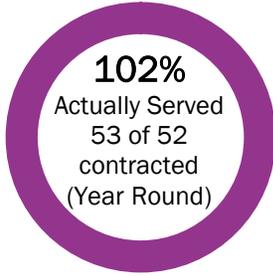
Youth who are employed or pursuing post-secondary education 6 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

United Community Options (UCO) completed its final year providing services under the 2015 STEP RFP. The program provides positive youth development programming and supported employment services at six (6) BCPS sites.

Program review reflected high quality performance. Staff members engaged youth through unique skill building projects including creating a microenterprise complete with marketing plans and assisted each youth to achieve transition plan goals. Client satisfaction surveys reflected exceptional levels of satisfaction with program services.

Once the school sites closed in March due to the pandemic, the program supported families with extensive case management services and virtual programming. Virtual services and community-based employment were offered during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth acquired measurable skills in Daily Living Activities.



Youth acquired measurable skills in Work-related Behaviors.



Youth acquired measurable skills in Job Duties.



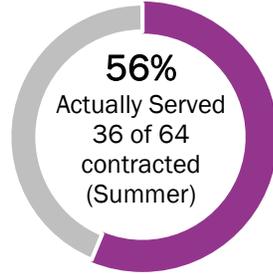
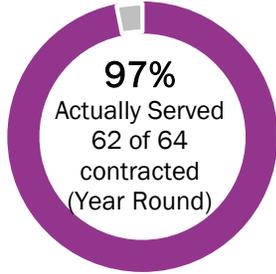
Youth who are employed or pursuing post-secondary education 6 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The YMCA completed its final year providing services under the 2015 STEP RFP. The program provides positive youth development programming and supported employment services at two (2) BCPS sites and one (1) community site.

Program review reflected high quality performance. Staff members provided excellent case management services and program activities. Client satisfaction surveys reflected high levels of satisfaction with program services. Due to the pandemic, the program offered a limited number of supported employment worksites during the summer component due to lack of job availability and youth interest.

Once the school sites closed in March due to the pandemic, the program supported families with wellness calls and virtual programming. Community-based employment was offered at YMCA club locations during summer. When the schools began in August with eLearning, the provider offered virtual afterschool services.

This provider was funded under the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth acquired measurable skills in Daily Living Activities.



Youth acquired measurable skills in Work-related Behaviors.



Youth acquired measurable skills in Job Duties.



Youth who are employed or pursuing post-secondary education 6 months post program completion.





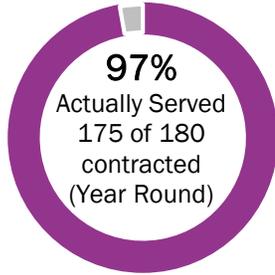
Abilities (D/B/A ServiceSource)

Special Needs – Supported Training & Employment Program (STEP) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring



No Findings.

Programmatic Performance



Program is performing well.

Abilities completed its final year of providing services under the 2015 Y-WIC RLI. The program provides counseling with youth and their families to address issues related to social security disability benefits.

Program review and observation reflected high quality performance. The Youth Work Incentive Counselor educated the community, presenting informative workshops about relevant issues including the relationship between employment and benefits. Client satisfaction surveys reflected high levels of satisfaction with program services.

Due to the pandemic, services pivoted to a virtual platform in March and remained virtual through the end of the fiscal year.

This need has since been addressed through the Division of Vocational Rehabilitation and the Social Security Administration; therefore, this was not procured through the 2020 Positive Youth Development RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Participants reported staff helped with finding needed services.



Participants reported a better understanding of their benefits and options.



Participants would recommend the Y-WIC program to others.





GOAL

Improve life outcomes for dependent, delinquent, crossover, LGBTQ and disconnected youth transitioning to adulthood, with a special focus on youth in foster care and/or other non-traditional living arrangements.

RESULT

Youth will transition successfully to adulthood.

HEALTHY YOUTH TRANSITIONS PROGRAMS

Healthy Youth Transition (HYT)

- Provides life coaching, independent living skills training, vocational exploration and training, mentoring, case management, trauma-informed therapy and other supportive services using the Transitional Independent Process (TIP) model.
- Since 2004, a partnership with The Jim Moran Foundation has added \$590K annually to support HYT.

Fort Lauderdale Independent Training & Education Center (FLITE)

- A community collaborative providing coordination, resources, and direct services to the Independent Living population in Broward County.

Housing Opportunities Mortgage Assistance & Effective Neighborhood Solutions (HOMES)

- A community collaborative providing paid internships and housing to youth aging out of foster care.

Museum of Discovery and Science (MODS) Internship Program

- A leverage contract providing paid internships for youth ages 16-22 who are aging out of foster care and youth who identify as LGBTQ in Broward County.

* Due to the ongoing COVID-19 pandemic which began in March 2020, HYT providers had to dramatically change their service delivery models during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Thresholds for outcome data collection have been modified across these programs to account for the effects the pandemic. In some cases, due to low numbers measured, a small number of youth not meeting the outcome significantly impacted the percentage attainment for performance measures.

DATA STORIES

Young people in HYT complete a survey about their **Sexual Orientation, Gender Identity, and Expression** every 6 months. These data have provided an avenue for youth to talk about their identities with their life coaches and shape their case management.



4% of HYT participants identify as transgender or non-binary gender. The rate of young adults across the US identifying as transgender is 0.7%.

Over **three quarters** of young people who identified as transgender or gender non-binary wished to choose their specific pronouns for themselves. Approximately **half** of cisgender young people also wanted to choose a specific pronoun to identify themselves.

He/him/his

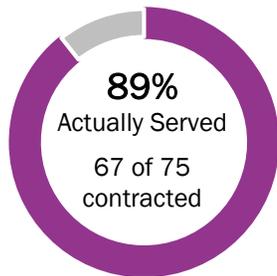
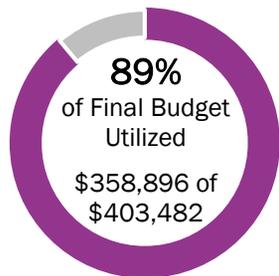
She/her/hers

They/them/theirs



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is receiving technical assistance.

Camelot Community Care completed its final year of operation under the 2016 Healthy Youth Transitions RFP. Camelot's HYT program utilizes the Transition to Independence Process (TIP) model to provide meaningful life coaching and counseling services with youth who are transitioning out of the child welfare system with special behavioral health conditions.

Program review reflected that the provider offered quality case management, youth development services, engaging life skills group sessions, and excellent therapeutic services that addressed relevant behavioral and mental health concerns. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Youth satisfaction surveys reflected high levels of satisfaction with services received.

The program had difficulty recruiting and engaging clients when they switched to virtual services due to the pandemic, resulting in lower utilization and numbers served. This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



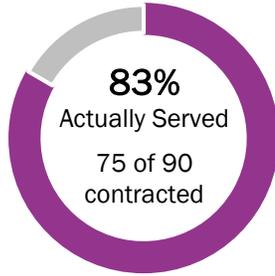
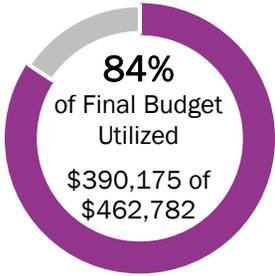
Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Gulf Coast Jewish Family and Community Services completed its final year of operation under the 2016 Healthy Youth Transitions RFP. Gulf Coast's HYT program utilizes the Transition to Independence Process (TIP) model to offer meaningful life coaching and counseling services with youth transitioning out of the child welfare system.

Program review reflected high-quality case management, youth development focused on self-sufficiency, and excellent therapeutic services that addressed relevant behavioral and mental health concerns. The provider transitioned to offering virtual / remote services in response to the pandemic and created engaging virtual life skills groups. Youth satisfaction surveys reflected high levels of satisfaction with services.

The program had difficulty recruiting and engaging new clients when they switched to virtual services due to the pandemic, resulting in lower utilization and numbers served. COVID-19 impacted performance measurement collection. This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met 3 of 4** Council goals for performance measurements. Based on the data available, provider did not meet the goal for pregnancy prevention. Typical data collection was impacted by COVID-19, resulting in low numbers measured.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





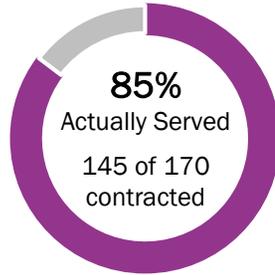
Helping Abused, Neglected and Disadvantaged Youth, Inc. (HANDY)

Independent Living – Healthy Youth Transitions (HYT) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Helping Abused, Neglected and Disadvantaged Youth (HANDY) completed its final year of operation under the 2016 Healthy Youth Transitions RFP. HANDY's HYT program utilizes the Transition to Independence Process (TIP) to provide meaningful life coaching and counseling services to youth transitioning out of the child welfare system and those living in both formal and informal relative care settings.

Program review reflected that the program provided exceptional life coaching, life skills programming by offering meaningful workshops, along with engaging and effective therapeutic interventions. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Youth satisfaction surveys reflected a high level of satisfaction with services received.

The program had difficulty recruiting and engaging new clients when they switched to virtual services due to the pandemic, resulting in lower numbers served. This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





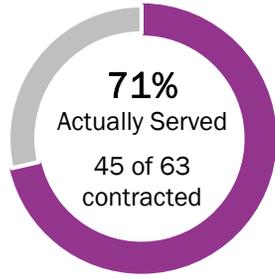
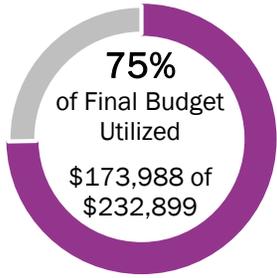
Henderson Behavioral Health – Wilson Gardens Project

Independent Living – Healthy Youth Transitions (HYT) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Henderson Behavioral Health completed its final year of operation under the 2016 Healthy Youth Transitions RFP. The program utilizes the Transition to Independence Process (TIP) model to provide meaningful life coaching, counseling, and supported housing to youth with complex behavioral health needs aging out of the child welfare system.

Program review reflected that the program provided a full range of effective TIL services for this complex population of youth residing at Wilson Gardens and in other community living arrangements. Life Coaches assisted youth with study skills, budgeting, financial literacy, time management, and self-esteem. Individual therapeutic services are provided by two dedicated therapists within the Henderson agency. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Youth satisfaction surveys reflected high levels of satisfaction with services received.

Program utilization and numbers served were low prior to the COVID-19 crisis due to lower than expected referrals, which was further exacerbated by the pandemic. This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



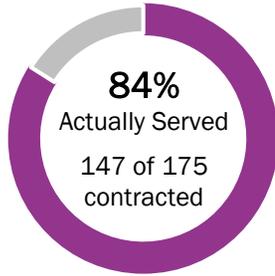
Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System completed its final year of operation under the 2016 Health Youth Transitions RFP. Memorial's HYT program utilizes the Transition to Independence Process (TIP) to provide meaningful life coaching and counseling services to youth transitioning out of the child welfare system and those living in both formal and informal relative care settings.

Program review reflected high quality case management, academic and employment support, engaging life skills groups, youth development services, and excellent therapeutic services that addressed relevant behavioral and mental health concerns. The provider successfully transitioned to offering virtual / remote services in response to the pandemic, and offering front porch support. Youth satisfaction surveys reflected high levels of satisfaction with services.

The provider offered more intensive services to the youth enrolled in the HYT program in order to support them through the pandemic. However, the number of youth served was lower than the contracted amount due to a reduction in referrals during the pandemic. This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



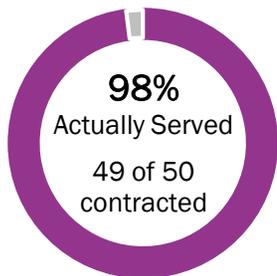
Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

PACE Center for Girls completed its final year of operation under the 2016 Healthy Youth Transitions RFP. PACE's HYT program utilizes the Transition to Independence Process (TIP) to provide gender-responsive life coaching and counseling services to middle and high school aged girls throughout Broward County with delinquency involvement, transitioning out of the child welfare system and those living in both formal and informal relative care settings.

Program monitoring reflected strong case management services, intense academic support, meaningful life skills groups, engaging enrichment activities, and excellent therapeutic services that addressed relevant behavioral and mental health concerns. Life Coaching and counseling sessions transitioned to telehealth services seamlessly during the COVID-19 crisis. Youth satisfaction surveys reflected a high level of satisfaction with services received. This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

SunServe completed its final year of operation under the 2016 Healthy Youth Transitions RFP. SunServe's HYT program utilizes the Transition to Independence Process (TIP) to provide meaningful life coaching, case management, and therapeutic services to middle and high school aged youth who identify as Lesbian, Gay, Bi-Sexual, Transgender and Questioning (LGBTQ).

A virtual site observation reflected that the provider offered engaging life skills programming by caring and supportive life coaches. The provider successfully transitioned to offering virtual / remote services in response to the pandemic and has focused on creative ways to engage youth. Youth satisfaction surveys reflected a high level of satisfaction with services received.

This provider was funded under the 2020 Healthy Youth Transitions RFP.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program performed satisfactorily.

Urban League of Broward County completed its final year of operation under the 2016 Healthy Youth Transitions RFP. The Urban League's HYT program utilizes the Transition to Independence Process (TIP) to provide meaningful life coaching and counseling services to middle and high school aged youth throughout Broward County with delinquency involvement.

Program review and site visits were conducted both in-person and virtually as a result of the pandemic, and reflected that the program provided essential and engaging services for youth in a high-need community. The provider successfully transitioned to offering virtual / remote services in response to the pandemic. Youth satisfaction surveys reflected a high level of satisfaction with services received. While this last year of service was better, the program was not recommended for funding under the 2020 HYT RFP due to inconsistent program performance history; therefore, the program sunsetted on 9/30/20. The provider worked with other HYT providers to seamlessly transfer youth in need of continued services to other programs.

COVID-19 impacted performance measurement collection.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met 3 of 4** Council goals for performance measurements. Based on the data available, provider did not meet the goal for employability skills. Typical data collection was impacted by COVID-19, resulting in low numbers measured.

Goal Measure

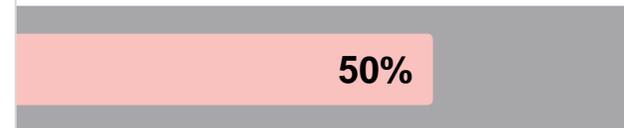
Youth aged 15-19 who did not become pregnant or cause a pregnancy.



Youth who did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.



Youth who demonstrated proficiency or improvement in employability and job retention skills.



Youth who made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

In 2014, the Council approved community collaborative funding for The FLITE Center in collaboration with the Community Foundation, The Jim Moran Foundation, United Way, and CareerSource to provide coordination, resources and direct services to the Transitional Independent Living (TIL) population in Broward County. The FLITE Center serves as a One-Stop Resource Center that serves TIL youth with individualized services based on their needs, including connections to housing and employment opportunities, referrals to community resources, access to benefits, and educational assistance with GED preparation and post-secondary training

Program review supported that the FLITE Center provided essential services and served a high number of youth, reflecting its status as the hub for TIL services, TIL youth and life coaches. Youth satisfaction surveys reflected high levels of satisfaction with services received. The agency has continued to serve youth both in-person by appointment only and virtually throughout the COVID-19 crisis, raising funds from a variety of sources to provide assistance with basic needs. Program also added regular food distributions to youth and families.

Numbers to be served for FY 20/21 have been increased to better align with historical trends.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth served in the College Boost Program that made learning/educational gains.



Youth served by the housing coordinator secured housing.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Housing Opportunities, Mortgage Assistance, & Effective Neighborhood Solutions (H.O.M.E.S., Inc.) completed its fifth year of this community collaborative with The Jim Moran Foundation, which provides funding for Transitional Independent Living (TIL) youth housing. The CSC funds internships for TIL youth. An MOU between HOMES, Inc., HANDY, the FLITE Center, ChildNet and CSC is in place to ensure continued implementation of collaborative systems for addressing housing and other individual issues that might arise with TIL youth living at HOMES, Inc.

Program review reflected that the program provided quality job coaching and employability skills training prior to job placement, and ongoing job coaching thereafter. The Coordinator also worked in collaboration with the assigned Life Coaches if there were concerns affecting the young person's employment or housing. Due to COVID-19 and social distancing requirements, youth remotely worked on professional development activities as part of their internship. Program also added regular food distributions to families during COVID-19. Youth satisfaction surveys reflected high levels of satisfaction with services.

Higher number of youth served is due to turnover due to a small number of youth being terminated from the internship for poor performance and some youth leaving their internship early for better employment opportunities.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth successfully completed internship



Youth demonstrated proficiency or improvement in employability and job retention skills.



Sites that indicated satisfaction with program support and youth intern(s).



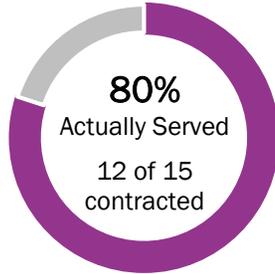
Youth who were employed upon internship completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Museum of Science and Discovery completed its third year as a leverage contract. EMPRYE is a year-round youth internship experience program that allows formal and informal foster care, and LGBTQ young adults between the ages of 16-22 the opportunity to participate in employability skills training and work experience.

Program review reflected the program provided high quality mentoring and support services that enhanced the intern's employability skills. Due to the COVID-19 crisis, MODS closed to the public. The provider did their best to serve interns virtually. As a result, youth from MODS focused on professional development activities as part of their internship, such as resume development, interviewing skills, virtual job fairs, and online trainings. Youth satisfaction surveys reflected a high level of satisfaction with services received.

The number of youth served was lower than the contracted amount due to inconsistent virtual attendance of a few youth during the pandemic.

COVID-19 impacted performance measurement collection.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

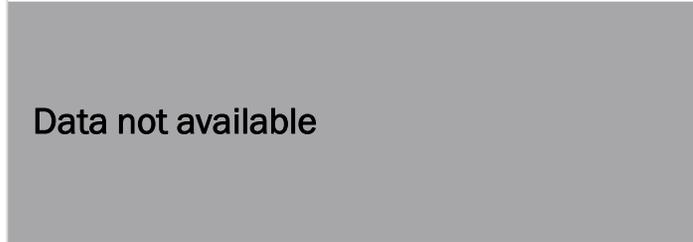


Outcome

Provider **met 1 of 2** Council goals for performance measurements. Typical data collection was impacted by COVID-19, resulting in insufficient data available to evaluate the outcome for employment.

Goal Measure

Youth found employment after the internship.



Youth demonstrated proficiency in employability and job retention skills.





Delinquency Diversion

Annual Performance FY 19/20*

GOAL

Reduce the recidivism rate of youth offenders and prevent the escalation of crime.

RESULT

Youth will successfully transition to adulthood.

DELINQUENCY DIVERSION PROGRAMS

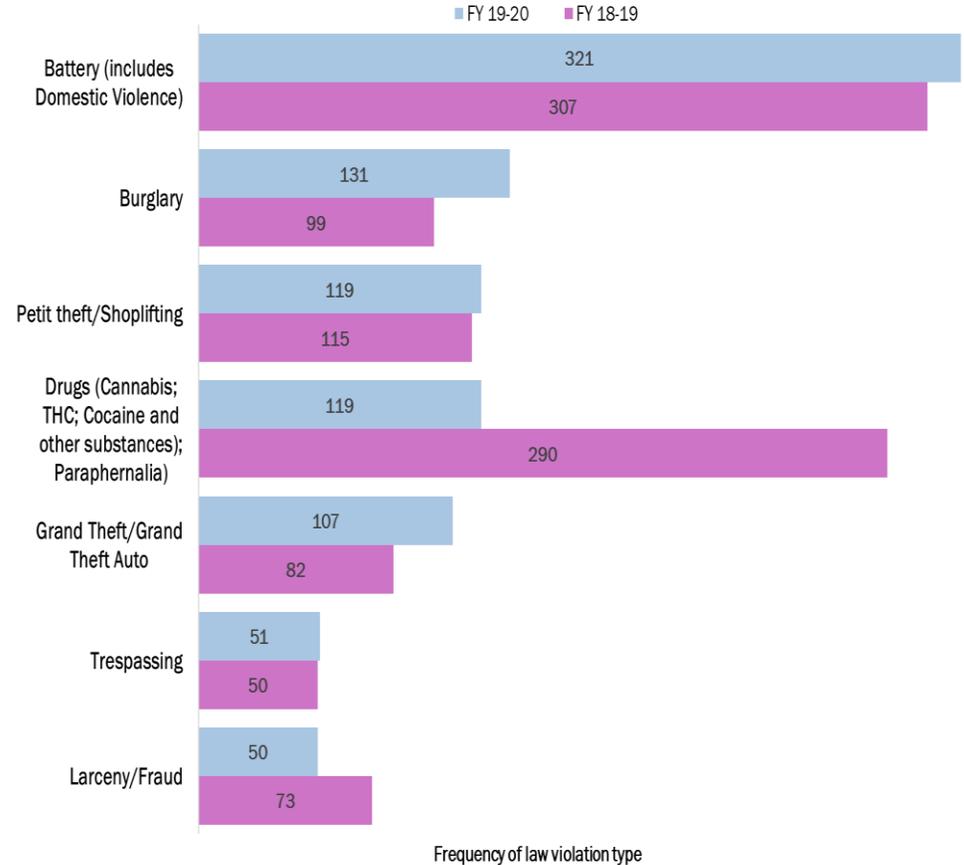
New Delinquency Alternatives for Youth (New DAY)

- Provide structured diversion interventions for youth with eligible offenses using a restorative-justice lens.
- Referred by the State Attorney's Office (SAO), Broward County Office of Justice Services, law enforcement, or Broward County Public Schools.

* Due to the ongoing COVID-19 pandemic which began in March 2020, New Day providers had to dramatically change their service delivery models during FY 19/20. Additionally, there was a reduction in referrals from all referring agencies. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Thresholds for outcome data collection have been modified across these programs to account for the effects the pandemic.

DATA STORY

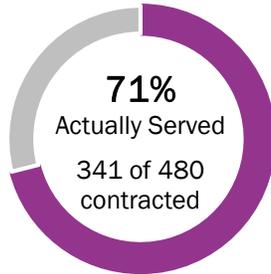
The **top charges** for New DAY participants in FY 19/20 were similar to FY 18/19, with the exception of **drug charges** which were considerably **lower** in FY 19/20.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The Broward Sheriff's Office (BSO) completed its second year of operation under the New DAY 2018 RFP providing Tier I and II services for youth with minor to moderate juvenile delinquency histories. BSO's Community Justice program provides diversion, civil citation and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected that the provider offered quality case management and engaging group and service learning activities. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Youth satisfaction surveys reflected a high level of satisfaction with services received.

The number of youth served was lower than the contracted amount due to a significant reduction in law enforcement referrals during the pandemic. As a result of the COVID-19 crisis, the provider increased supportive services to the youth and their families in order to meet their needs.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



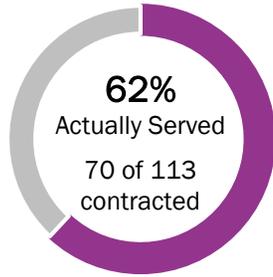
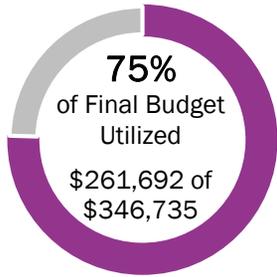
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is receiving technical assistance.

Camelot Community Care completed its second year of operation under the 2018 New DAY RFP providing Tier III services for youth with moderate to more serious juvenile delinquency histories and/or behavioral health concerns. The program utilizes the Functional Family Therapy (FFT) model to provide in-home therapeutic diversion, civil citation and PROMISE programming throughout Broward County with youth through age 17 at time of offense.

Program review reflected that the provider offered competent therapy and comprehensive case management services to youth and their families. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Satisfaction surveys reflected a high level of satisfaction with the services received.

Underutilization and lower numbers served was due to a significant reduction in law enforcement referrals during the pandemic, in addition to staff vacancies. The provider continues to receive technical assistance for their ongoing staff retention challenges.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



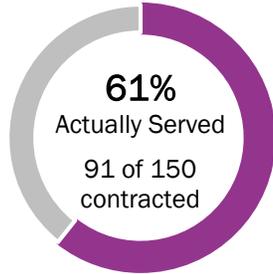
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

Harmony Development Center completed its second year of operation under the 2018 New DAY RFP providing Tier I and II services for youth with minor to moderate juvenile delinquency histories. The program provides diversion, civil citation and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected that the provider offered competent, comprehensive services to youth and families. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Satisfaction surveys reflected a high level of satisfaction with services received.

Underutilization and lower numbers served was due to a significant reduction in law enforcement referrals during the pandemic. As a result of the COVID-19 crisis, the provider increased supportive services to the youth and their families in order to meet their needs.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

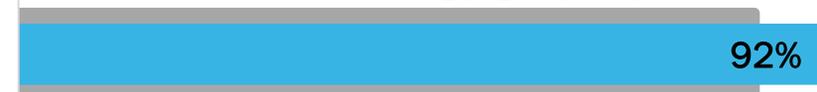
Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



Youth who had no law violations 12 months post program completion.





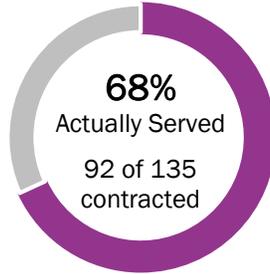
Henderson Behavioral Health

Delinquency Diversion – New Diversion Alternatives for Youth (New DAY) FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Henderson Behavioral Health completed its second year of operation under the 2018 New DAY RFP providing Tier III services for youth with moderate to more serious juvenile delinquency histories and/or behavioral health concerns. The program utilizes the wraparound philosophy to provide in-home diversion, civil citation and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected effective Wraparound case management services and engaging service learning activities. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Satisfaction surveys reflected high levels of satisfaction with services received.

Underutilization and lower numbers served was due to a significant reduction in law enforcement referrals during the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



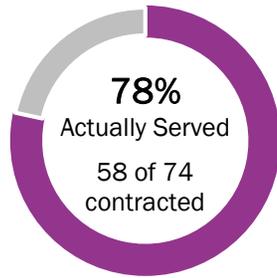
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Juliana Gerena & Associates completed its second year of operation under the 2018 New DAY RFP providing Tier III services for youth with moderate to more serious juvenile delinquency histories, special needs and/or behavioral health concerns. The program utilizes Cognitive Behavioral Therapy (CBT) to provide in-home therapeutic diversion, civil citation and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected high quality service delivery with effective therapeutic interventions and engaging weekly youth and caregiver groups. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services. Satisfaction surveys reflect a high level of program satisfaction.

The youth served by this provider have complex needs which require a higher intensity of services. The number of youth served was lower than the contracted amount due to a significant reduction in law enforcement referrals during the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured



Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

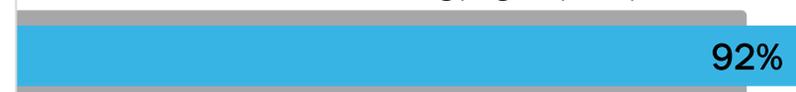
Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



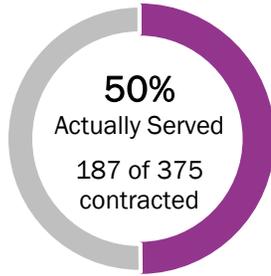
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Memorial Healthcare System completed its second year under the 2018 New DAY RFP providing Tier I, II and III services for youth with minor, moderate and more serious juvenile delinquency histories and/or youth with behavioral health concerns. The program utilizes Solution-Focused Brief Therapy (SFBT) and Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) to provide diversion, civil citation and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected engaging and high-quality case management and therapeutic interventions. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Youth satisfaction surveys reflected a high level of satisfaction with services received.

The number of youth served was lower than the contracted amount due to a significant reduction in law enforcement referrals during the pandemic. As a result of the COVID-19 crisis, the provider increased supportive services to the youth and families in order to meet their needs.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ TIER I & II

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved/maintained school attendance during program.



Youth who had no law violations 12 months post program completion.



■ Goal ■ TIER III

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved/maintained school attendance during program.



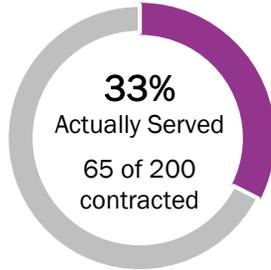
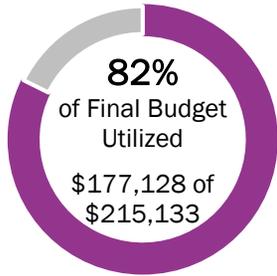
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

PACE Center for Girls completed its second year under the 2018 New DAY RFP providing Tier I and II services for youth with minor to moderate juvenile delinquency histories. The program provides gender-responsive diversion, civil citation and PROMISE programming throughout Broward County to girls through age 17 at time of offense.

Program review reflected engaging and high-quality gender responsive services, which included gender specific groups for girls to address risk factors. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Satisfaction surveys reflected high levels of satisfaction with services received.

The girls served by this provider have complex needs which require a higher intensity of services. During the May budget retreat, it was recommended to reduce the numbers to be served to 125 youth for FY 20/21.

Underutilization and lower numbers served was further impacted by the significant reduction in law enforcement referrals during the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



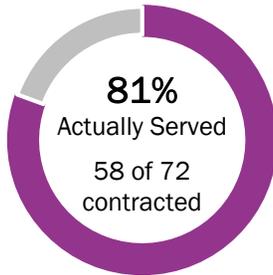
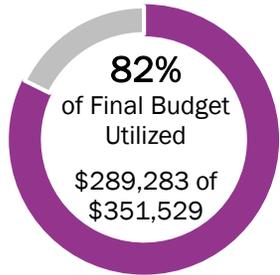
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

Smith Mental Health Associates completed its second year under the 2018 New DAY RFP of operation providing Tier III services for youth with moderate to more serious juvenile delinquency histories and/or behavioral health concerns. The program utilizes the Brief Strategic Family Therapy (BSFT) and Cognitive Behavior Therapy (CBT) models to provide in-home therapeutic diversion, civil citation, and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected high quality service delivery with effective therapeutic interventions. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Satisfaction surveys reflected high levels of satisfaction with services received.

Underutilization and lower numbers served was due to a significant reduction in law enforcement referrals during the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



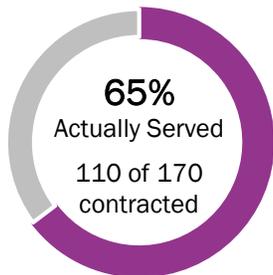
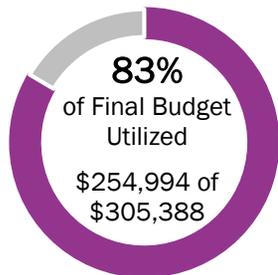
Youth who had no law violations 12 months post program completion.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is on a Performance Improvement Plan.

The Urban League of Broward County completed its second year under the 2018 New DAY RFP providing Tier I and II services for youth with minor to moderate juvenile delinquency histories. The program provides diversion, civil citation, and PROMISE programming throughout Broward County to youth through age 17 at time of offense.

Program review reflected that the following areas needed improvement: individual assessment, individual service plans, length of service, restorative justice conferences and frequency of contact. Consequently, the program was placed on a Performance Improvement Plan (PIP), and ongoing technical assistance was provided. The provider is receptive to feedback, and has begun to implement the strategies identified in their PIP. During the pandemic, the provider was able to seamlessly transition from on-site to virtual services and developed creative ways to help the youth meet the community service requirement. Youth satisfaction surveys reflected a high level of satisfaction with services received.

Underutilization and lower numbers served was due to a significant reduction in law enforcement referrals due to the pandemic.

Is Anybody Better Off?

Data Integrity & Fully Measured

Provider met expectations.



Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Youth who successfully completed the program.



Youth who increased their level of resilience.



Youth who had no law violations during program participation.



Youth who improved or maintained school attendance during program participation.



Youth who had no law violations 12 months post program completion.





GOAL

Safeguard the physical health of children.

RESULT

Children are mentally and physically healthy.

CHILDREN'S HEALTH INSURANCE OUTREACH PROGRAM

KidCare Outreach

- Council funding supports outreach and personalized assistance to help Broward County residents navigate the often complicated KidCare application process.

* Due to the ongoing COVID-19 pandemic which began in March 2020, KidCare outreach had to dramatically change their service delivery at some point during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance page.

DATA STORY

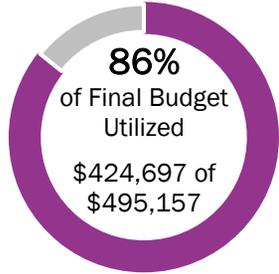
Over the last 4 fiscal years, the **KidCare CHIP** enrollment has increased each year, with a **25% increase** from FY 16-17 to FY 19-20. In FY 19-20, Medicaid and CHIP enrollment increased by 1% from last year's enrollment, making it the **first time total enrollment has increased** since FY 16-17.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The KidCare Outreach Program of the Florida Department of Health in Broward County uses a multi-pronged approach to provide access and reduce barriers to public health insurance coverage. The Florida Healthy Kids Corporation approved contracts for three health insurance companies to provide subsidized Children's Health Insurance Program (CHIP) and full-pay health insurance coverage through the Healthy Kids plan. These companies are Aetna, Simply, and Community Care Plan. The legislative funding proposal in the 2019 session to blend the full-pay plan with the subsidized plan allowed for the removal of the medical and pharmacy deductibles and coinsurance costs for members and reduced medical copays for members.

All Healthy Kids members received additional free bonus benefits in 2020, including CVS pharmacy discount cards, weight management program tools, water safety with swimming lessons, transportation assistance, tobacco, vaping, and substance use cessation programs and 24-hour nurse and behavioral health phone lines.

Underutilization was due to staff vacancies. Throughout the pandemic, KidCare staff continued to assist families with enrollment and renewal virtually.

Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Number of community events attended by KidCare staff to reach potential eligible residents.



Number of public education/training sessions held.



Participants satisfied with public education/training sessions.





GOAL

Improve the coordination of children's services.

RESULT

Families are self-sufficient.

SIMPLIFIED POINT OF ENTRY PROGRAM

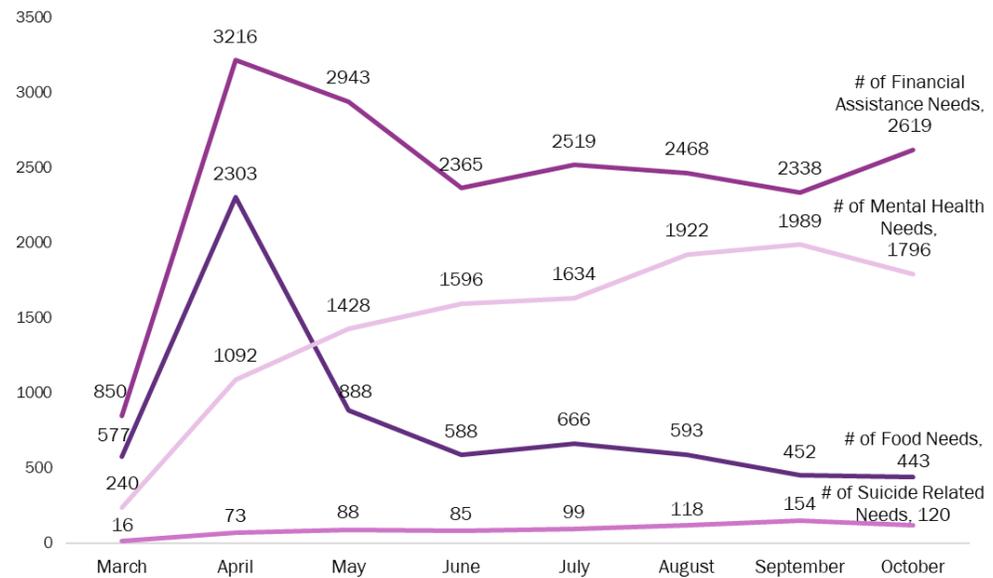
First Call for Help (2-1-1)

- 24/7 comprehensive helpline providing all people with crisis, health, and human services support, connecting them to resources in our community through phone, web, online chat and/or text.
- Special Needs and Behavioral Health Unit for families with children with physical and developmental disabilities and behavioral needs.
- Special Needs and Behavioral Health Units include warm transfers to dedicated case management services provided by JAFCO and Henderson Behavioral Health.
- Teen suicide prevention & intervention crisis line.
- Community Resource Navigator, at the Broward County Clerk of Courthouse, to connect families to services.
- Collaboratively funded by CSC, Broward County government, Broward College, United Way, Department of Children and Families, Early Learning Coalition as well as individual cities, foundation grants and private contributions.

* Due to the ongoing COVID-19 pandemic which began in March 2020, 2-1-1's call service and the Special Needs and Behavioral Health case management subcontractors had to dramatically change their service delivery at some point during FY 19/20. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORY

There was a **striking increase** in 2-1-1 calls regarding needs related to **food, financial assistance, suicide, and mental health** since the COVID-19 pandemic started in March 2020. Across these four needs, calls increased approximately **375%-450%** in April when compared to March. Suicide related calls increased by **456%** and continued at a higher number through October.



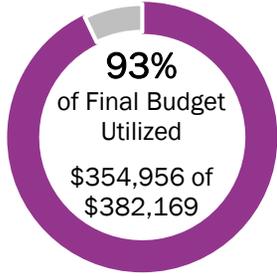


First Call for Help (2-1-1) (General Population)

Simplified Point of Entry FY 19/20

How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

The 2-1-1 Information and Referral line is a valuable community service that provides critical system linkages and is nationally accredited as an Information, Referral and Crisis Center. 2-1-1 counselors connect callers with general and specialized services and follow-up to ensure that they are successfully linked. They also provide crisis intervention services to potentially save lives. 2-1-1 continues to be the major contact for CSC community-wide initiatives, including Earned Income Tax Credit (EITC) outreach. The courthouse Community Resource Navigator serves individuals and families on-site at the Fort Lauderdale Courthouse.

Program review reflected that helpline staff and the resource navigator are knowledgeable, courteous, very supportive, and use reflective listening skills. In response to the pandemic, the provider transitioned their workforce to working from home but continued to provide services unabated. There was a dramatic increase in the total number of calls in the areas of food, financial assistance, suicide, and mental health needs since the onset of the pandemic. While face-to-face court navigator services were suspended in March 2020 when the courthouse closed, the Community Resource Navigator transitioned to the general helpline to provide information and referral and crisis intervention to the general population. They will return to serving clients at the courthouse when it reopens.

Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

■ Goal ■ Measure

Callers that contacted 2-1-1 for information regarding EITC that were referred to VITA site.



Callers that contacted 2-1-1 who were satisfied with the assistance provided.





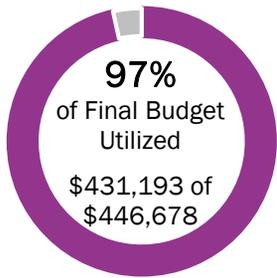
First Call for Help (2-1-1) (Behavioral Health)

Simplified Point of Entry FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

First Call for Help of Broward, Inc., (2-1-1) completed another successful year providing the Behavioral Health Hotline and Website, which serves as a single point of entry for families with children birth to 22 years old who are exhibiting a behavioral health need. 2-1-1 continues to partner with Henderson Behavioral Health to offer families comprehensive care coordination, navigation, and case management services.

Hotline program review reflected that 2-1-1 offered empathetic listening, resource referrals to behavioral health services, and "warm transfers" to Henderson's case management program, where appropriate. Program review also reflected that Henderson provided essential case management services to youth with complex behavioral health needs and their families. Services have been provided consistently since the pandemic began with some adjustments through the addition of virtual services. Satisfaction surveys reflected a high level of satisfaction with services received.

In FY 19/20, the Council was the Leverage Entity for the Henderson Behavioral Center's LIP Agreement with the State of Florida Agency for Health Care Administration (AHCA). With these additional funds, Henderson was able to serve 404 additional clients. CSC has committed to act as the Leverage Entity for FY20/21.

Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families who reported an increase in knowledge of community resources.



Families satisfied with Henderson case management services.



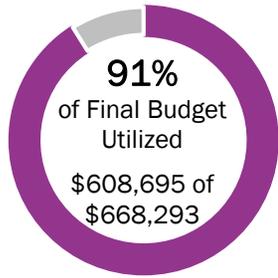


First Call for Help (2-1-1) (Special Needs)

Simplified Point of Entry FY 19/20

How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

No Findings.

Programmatic Performance

Program is performing well.

First Call for Help of Broward, Inc., (2-1-1) completed another successful year providing the Special Needs Hotline and Website, which serves as a single point of entry for families with children birth to 22 years old who have a physical, developmental, sensory or learning disability. 2-1-1 continues to partner with Jewish Adoption and Foster Care Options (JAFCO) Abilities Center to provide special needs hotline callers with intensive, face-to-face case management as needed to assist in navigating the special needs system of care.

Hotline program review reflected that 2-1-1- offered empathetic listening, resource referrals to special needs services, and "warm transfers" to JAFCO's case management program, where appropriate. Program review also reflected that JAFCO provided high quality intensive case management services. Services have been provided consistently since the pandemic began with some adjustments through the addition of virtual services. Satisfaction surveys reflected a high level of satisfaction with services received.

Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Families satisfied with JAFCO case management services.



Families who reported an increase in their ability to access services and resources in their communities.



Families who reported their family functioning had improved 6 months post program completion.





Capacity Building

Annual Performance FY 19/20*

GOAL

Build provider agency organizational effectiveness.

RESULT

Communities are safe and supportive.

CAPACITY BUILDING PROGRAMS

Capacity Building

- The Council funds a continuum of staff and organizational development opportunities to promote agency capacity building. Seven priority areas include: Mission, Vision & Strategy; Board Governance & Leadership; Program Delivery; Impact; Strategic Relationships; Resource Development; and Internal Operations & Management.
- Training and technical assistance is provided using a multi-forum approach with classroom and on-site coaching and volunteer support.
- The Council also supports volunteer recruitment efforts aimed at connecting engaged volunteers to child and family serving agencies.

Racial Equity Workshops

- A two-day workshop designed to develop the capacity of participants to understand racism in its institutional and structural forms.
- The implicit bias and local history racism workshop is offered in half-day and full-day workshops.
- A partnership with The United Way and the Department of Health (DOH) added \$35K to support the Racial Equity Institute (REI) workshops and groundwater presentations.

* Due to the ongoing COVID-19 pandemic which began in March 2020, Agency Capacity Building meetings, trainings, and workshops were converted to virtual at some point during FY 19/20. HandsOn Broward's volunteer recruitment and deployment was similarly affected. As a result, numbers served, utilization, and performance measures were impacted and do not reflect a typical year of program delivery. Expectations for these variables have been modified across these programs to account for the effects the pandemic has had on service delivery and will be reflected on the individual program performance pages.

DATA STORY

42,040

• Volunteer hours provided

8,599

• Volunteers engaged for child serving agencies

2,030

• New HS students who completed volunteer hours

3,006

• Volunteers engaged since the start of the COVID-19 pandemic



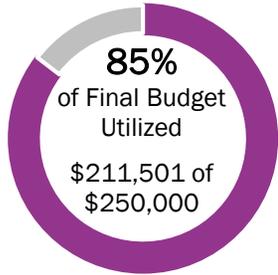
Capacity Building Initiatives

Capacity Building FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Not Applicable.

Programmatic Performance

Program is performing well.

Despite the impact of the COVID-19 pandemic on scheduled initiatives, such as the cancellation of the Annual Boot Camp, the Agency Capacity Building (ACB) Committee connectivity remained high. More than 1,100 members representing over 500 organizations were connected to workshops, panel discussions, training, and special events. Members received over 50 weekly newsletters featuring communication from the Small Business Administration, updates on the Paycheck Protection Act, and other COVID-19 specific emergency business relief programs curated specifically for nonprofits. Additional Capacity Building initiative highlights include:

- 35 emerging leaders completed the “Building an Extraordinary Culture Through Leadership” series, developed by Kristin Mackey.
- 11 local leaders participated in the 9-month “Learning to Lead” training series with The Ronik-Radlauer Group.
- Marketing and recruitment for the new “Frequency Matters Young Professionals” training series began in September 2020, with the premiere of the program scheduled to begin in January of 2021.
- Agency Capacity Building will be expanded to include a series of six Lunchtime Learning sessions in FY 20/21.

Is Anybody Better Off?

8 organizations were awarded Mini Grants.

15 projects were completed that improved business function and increased resiliency.

\$161,688 was invested in non-profit organizational capacity building through Mini Grants.

309 hours of professional coaching and consulting from the SBDC were provided.

100% overall satisfaction rating for Frequency Matters training.



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Administrative monitoring had finding(s) that were addressed in a timely manner.

Programmatic Performance

Program is performing well.

HandsOn Broward (HOB) completed its 19th year of funding as a sole source volunteer engagement coordinating agency. They recruit, train, and deploy volunteers for child serving agencies and CSC special projects, as well as coordinate community service learning hour projects for youth. With the onset of the COVID-19 crisis, HOB quickly implemented safety-conscious measures which successfully maintained strong civic engagement and community connection. The following programs were implemented in response to essential needs in the community:

- Established the HandsOn at Home virtual catalog of at-home and DIY opportunities.
- Engaged in the Showering Love program for adults, children, and families experiencing homelessness.
- Coordinated multiple virtual opportunities for high school students including DIY Projects, Family Volunteer Night, mask making for non-profits on the frontlines and the Virtual Summer Camp program.
- Enlisted volunteers for community-based food distribution events.
- Implemented DigiCare Network Videos - a compilation of video montages containing messages of support, hope and gratitude for people working to support our daily needs and people who are vulnerable or isolated.

Is Anybody Better Off?

Outcome

Provider **met** all Council goals for performance measurements.

Goal Measure

Trained volunteers who engaged in projects supporting child serving agencies.



Volunteers satisfied with training sessions.



Recipient agencies who benefitted from HandsOn Broward volunteers.





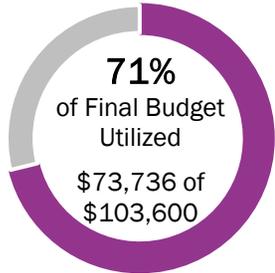
Skill Building Training (SBT)

Capacity Building FY 19/20



How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Not Applicable.

Programmatic Performance

Program is performing well.

For 20 years, CSC has been contracting with multiple trainers to deliver high quality trainings and workshops for child and family serving nonprofits. In response to COVID-19 related social distancing mandates, all in-person training was suspended in March 2020. Training staff worked with training attendees and Trainer Cadre Members to assess revised needs and set new parameters required to continue delivering impactful and relevant training modules. Staff provided an extensive level of support for each new virtual training, including live run-throughs for quality assurance, administering surveys and polls, and providing technical assistance to attendees.

Between April and September, a total of 99 online trainings were conducted with over 2,000 attendees.

Notable trainings included a COVID-19 recovery training for nonprofit leaders facilitated by Stephen Ferrante; a three-part professional development video series featuring author, coach, and motivational speaker Kristin Mackey; and a specialized training series developed by Knellee Bisram for caregivers on the use of mindfulness and related mind-body techniques to address the challenges to adapting to e-learning at home.

Is Anybody Better Off?

Measure

Participants who reported overall satisfaction with training.



Participants who reported they would recommend the session to other participants.



Participants who reported the information/ideas provided translate into usable skills and tools.



Participants who reported their knowledge of the subject matter broadened by the training.





How Much Did We Do?

Utilization



How Well Did We Do It?

Financial & Administrative Monitoring

Not Applicable.

Programmatic Performance

Program is performing well.

The Racial Equity Institute is in its third year of delivering the Racial Equity 2-Day workshop and Groundwater presentations to local nonprofits and community and business leaders. REI has assisted the Broward Partners in Racial Equity (BPRE) and the local community in developing a shared analysis of race and racism and created a foundation for institutional, organizational, and system level change. BPRE has engaged over 530 individuals in the data-centered Groundwater presentations, which highlights the race-based disparities that exist across various systems.

This work has helped inform the CEO's for Racial Equity Learning and Action Community, the Racial Equity in Child Welfare Taskforce, and the CSC Community Resiliency Conversations.

Is Anybody Better Off?

Measure

Participants who reported overall satisfaction with training.



Participants who reported that training helped their job performance (30 day post training survey).



Participants who reported using the knowledge and skills obtained in this training (30 day post training survey).



SUMMARY OF PERFORMANCE MEASURES

Fiscal Year Ending September 30, 2020





Maternal & Child Health

Summary of Performance Measures FY 19/20



MATERNAL & CHILD HEALTH MOTHERS OVERCOMING MATERNAL STRESS (MOMS)	HMHB	MEMORIAL
Families that participated in all program requirements.	69%	80%
Mothers reported fewer symptoms of depression and/or anxiety.	97%	97%
Infants and children that scored within range for developmental milestones.	95%	97%
Mothers demonstrated acceptable level or improvement of attachment/bonding with target infant.	84%	98%

SAFE SLEEP MOTHERS OVERCOMING MATERNAL STRESS (MOMS)	HMHB
Parents/caregivers provided with a crib who increased their knowledge of safe infant sleep practices, SIDS risk reduction and the Safe Sleep program.	99%
Community training participants who increased their knowledge of safe infant sleep practices, SIDS risk reduction, and the Safe Sleep program.	100%
Participants who reported satisfaction with community trainings.	99%



Family Support – Abuse & Neglect Prevention

Summary of Performance Measures FY 19/20



FAMILY STRENGTHENING	ADVOCACY NETWORK	ARC	BOYS TOWN	BROWARD CHILDREN'S CENTER	CENTER FOR HEARING	CHILDREN'S HARBOR	FAMILY CENTRAL NPP	GULF COAST
Families who participated in all program requirements.	93%	80%	90%	100%	86%	87%	99%	90%
Families who improved family functioning.	96%	91%	98%	92%	100%	83%	98%	94%
Families with no verified abuse findings 12 months post program completion.	Too soon to measure	100%	100%	97%	100%	100%	100%	99%
FAMILY STRENGTHENING	JULIANA GERENA	KID KID First	MEMORIAL	SMITH	BOYS & GIRLS CLUB	COMMUNITY BASED CONNECTIONS	HENDERSON HOMEBUILDERS	KID HOMEBUILDERS
Families who participated in all program requirements.	100%	78%	98%	93%	82%	82%	96%	85%
Families who improved family functioning.	95%	93%	100%	86%	86%	86%	65%	79%
Families with no verified abuse findings 12 months post program completion.	100%	98%	100%	96%	100%	100%	95%	92%
Parents demonstrated improvement in their parenting skills.					93%			
Families who participated in all program requirements.								
Families who successfully avoided out-of-home placement.							99%	93%
Fathers who reported satisfaction with Fatherhood group sessions.					100%			
Fathers who attended monthly Fatherhood group sessions.					100%			



Family Support – Abuse & Neglect Prevention

Summary of Performance Measures FY 19/20



FAMILY STRENGTHENING	JACK & JILL	MEMORIAL TEEN	PACE	HENDERSON MST	HENDERSON PPI	HISPANIC UNITY	JAFCO	HOPE SOUTH FLORIDA
Families who participated in all program requirements.	100%	92%	70%	96%	Data not available	90%	89%	
Families who improved family functioning.	83%	92%	78%					
Families with no verified abuse findings 12 months post program completion.	Too soon to measure	Too soon to measure	Too soon to measure	100%	Data not available	99%	96%	
Families who successfully avoided out-of-home placement.					Data not available			
Youth did not obtain law violations 6 mo. post program completion.			Too soon to measure	92%			98%	
Parents/caregivers who demonstrated an increase in protective factors.					Data not available			
Parents/caregivers who reported an improvement in family outcomes.					Data not available			
Parents who reported parenting attitudes/behaviors consistent with decreased risk of child abuse/neglect.						93%		
Parents who reported satisfaction with Family Training Sessions.						98%		
Participants who reported satisfaction with services.								100%
Clients referred for services based on needs and barriers identified during assessments.								100%
Clients placed in approved shelter/housing options.								50%
Children who demonstrated increased adaptive behaviors and/or decreased behavior problems.	71%							
Youth maintained/improved school attendance during the program.			83%	65%			87%	
Mothers who score a 9 or above on the EPDS report fewer symptoms of depression.		92%						



Family Support – Abuse & Neglect Prevention

Summary of Performance Measures FY 19/20



KINSHIP	HARMONY	KIDS	MENTAL HEALTH	LEGAL AID
Caregivers satisfied with Kinship services.	100%	98%	98%	
Caregivers demonstrated acceptable level and/or increase in protective factors.	98%	91%	79%	
Kinship children did not require foster or institutional care 12 months post program completion.	100%	99%	100%	
Kinship children did not require foster or institutional care while receiving services.	98%	96%	85%	
Kinship families satisfied with Legal Aid services.				98%
Kinship families whose legal goal was met.				77%

TRAUMA SUPPORTS	BBHC	CHILDREN'S BEREAVEMENT CENTER TRAUMA	CENTER FOR MIND BODY MEDICINE	JAFCO
Clients satisfied with services.	93%		Data not available	
Participants who successfully completed treatment.	78%		Data not available	
Participants who improved behavioral health functioning.	86%			
Participants who reported satisfaction with services.		100%		
Participants who reported an increase in feelings of social support.		100%		
Participants who reported a reduction in feelings of grief.		75%		
Families satisfied with group services.				
Families satisfied with case management/navigator services.				100%
Families that reported services improved well-being.				100%



Family Support – Abuse & Neglect Prevention

Summary of Performance Measures FY 19/20



HEALTHY FAMILIES	BROWARD REGIONAL HEALTH PLANNING COUNCIL
Participants improved at least one score on the Healthy Parenting Inventory.	91%
Families completed the program with improved/maintained self-sufficiency.	72%
Families completed the program with no findings of verified abuse within 12 months.	97%
Target children enrolled in program were up to date with immunizations by age 2.	88%
Target children enrolled in program were up to date with Well Baby Checks by age 2.	81%



EARLY CHILDHOOD COURT (ECC)	Henderson
Average number of court hearings for each case.	14
Average number of Child-Parent Psychotherapy sessions for each case.	7.9
Average number of placements for each case.	14.3

Adoption Campaign	Forever Family
Number of children adopted	13
Views generated on YouTube and Facebook.	1.4 million
Title IV-E Adoption Assistance reimbursement to CSC.	\$67,732

Adoption Campaign	Heart Gallery
Number of campaign inquires for adoption.	587
Broward children featured were adopted.	58
Title IV-E Adoption Assistance reimbursement to CSC.	\$16,853

LEGAL ADVOCACY WORKS LEGAL SUPPORT PROGRAM	LEGAL AID
Youth had no new law violations during the program.	74%
Youth reduced delinquency risk.	84%
Youth with no law violations 12 months post program completion.	86%
Youth with improved school/employment.	89%
LAW Line callers reported their needs were met.	85%
Children whose legal permanency goal was met.	94%



HISPANIC UNITY VOLUTEER INCOME TAX ASSISTANCE (VITA)	VITA
Tax return submissions that yielded a tax refund.	77%
VITA clients satisfied with their overall experience.	96%

SOUTH FLORIDA HUNGER COALITION	MOBILE SCHOOL PANTRY
Parents satisfied with the overall experience at Mobile School Pantry.	99%
Parents satisfied with the variety and selection of food distributed.	98%
Families indicating that the program fills food availability gap.	95%

Harvest Drive	Food Distribution
Broward County Public Schools who participated in Harvest Drive activities.	191
Families who were served by the program since the onset of COVID-19.	1,150
Volunteers who actively participated in the program in its various phases	5,000

SOUTH FLORIDA HUNGER COALITION	SUMMER BREAKSPOT
Adults positively impacted by the Summer BreakSpot Project.	87%
Children positively impacted by the Summer BreakSpot Project.	98%
Adults satisfied with the services provided by Summer BreakSpot.	91%
Children satisfied with the services provided by Summer BreakSpot.	100%
Children indicated that it was healthier to play outside and exercise than it is to watch TV and play video games.	73%

SOREF	Food Boxes
Families satisfied with the service provided.	100%
Volunteers engaged throughout the program delivery.	72
Children served.	2,752



Water Safety

Summary of Performance Measures FY 19/20



BROWARD COUNTY BOARD OF COMMISSIONERS	SWIM CENTRAL
Participants who completed between 3-6 lessons and improved by at least 1 level on the Water Safety Skills Checklist.	62%
Participants who completed between 7-10 lessons and improved by at least 1 level on the Water Safety Skills Checklist.	79%
Participants who completed between 7-10 lessons and improved by at least 2 levels on the Water Safety Skills Checklist.	29%
Children who participated in the program that have not drowned 3 years post program completion.	100%

STATE OF FLORIDA, DEPARTMENT OF HEALTH WATER SAFETY	DROWNING PREVENTION
Number of community outreach events attended with Drowning Prevention information distributed.	26
Number of community outreach trainings given to the general public.	73
Train the Trainer participants will demonstrate knowledge increase of drowning risks and prevention strategies.	100%



Literacy & Early Education

Summary of Performance Measures FY 19/20



POSITIVE BEHAVIOR INTERVENTIONS AND SUPPORTS (PBIS)	FAMILY CENTRAL
Teachers that completed training.	51%
Parents that completed parenting classes.	41%
Parents satisfied with services.	100%
Sites that increased verbal and non-verbal interaction of teachers with children.	90%
Sites that decreased number of red flags regarding classroom behavior.	90%

LITERACY VOLUNTEER RECRUITMENT & MANAGEMENT	HANDSON BROWARD
Volunteers and agencies reporting their needs met by HandsOn Broward services and coordination	96%
Reading coaches and mentors satisfied with HandsOn Broward training and coordination services.	96%
Participating agencies satisfied with HandsOn Broward coordination services.	98%

VULNERABLE POPULATION CHILD CARE SLOTS	ELC
Parents/caregivers who reported benefits by receiving child care services (e.g., pursue/maintain employment, attend school/training program).	100%
Families with no verified abuse findings during program participation.	99%

READING & MATH	READING & MATH
Tutors that meet expectations on Intervention Integrity.	92%
Children achieving "at or above" or "close to" target performance on measures of Letter Name Recognition & Letter Sound Fluency by their Spring assessment.	79%
Children achieving "at or above" or "close to" target performance on measures of Rhyming, Alliteration, & Picture Naming by their Spring assessment.	73%

SUBSIDIZED CHILD CARE SLOTS	ELC
Clients who reported being treated with respect and in a caring manner by staff.	100%
Clients reported that the information received was helpful/easy to understand.	100%
Clients reported overall satisfaction with the services provided by ELC of Broward County.	100%
Clients reported having a better understanding of child care options and choosing a quality child care provider.	100%



School Health

Summary of Performance Measures FY 19/20



SIERRA LIFECARE, INC.	SCHOOL HEALTH
Number of unduplicated students who received health services based on Individualized Health Care Plan.	8,839
Number of student (duplicated) who returned to class after receiving services.	79,782
Number of total clinic visits by students (duplicated) who received first aid, emergency, prevention, and health care services.	103,071



Elementary School Initiatives Out-of-School Time (General Population)

Summary of Performance Measures FY 19/20



M.O.S.T. (GP)	ASP	BOYS & GIRLS CLUB	HALLANDALE	HOLLYWOOD	CAS	KIDS	MIRAMAR	NEW MIRAWOOD
Classroom met quality standards for Project Based Learning. (Summer Only)	Data not available							
Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)	95%	75%	100%	100%	100%	100%	100%	100%
Children improved academic performance and/or skills.	Data not available							
Children improved homework completion. (School Year)	89%	87%	87%	100%	79%	92%	73%	92%
Children remained safe. (Aug. 2019 - Mar. 2020)	100%	100%	99%	100%	100%	99%	100%	100%
Classroom met quality standards for Project Based Learning. (Summer Only)	Data not available							



Elementary School Initiatives Out-of-School Time (General Population)

Summary of Performance Measures FY 19/20



M.O.S.T. (GP)	RUSSELL	SOREF	SUNSHINE	YMCA	LAUDERDALE LAKES (SO)	NEW HOPE (SO)	URBAN (SO)	WEST PARK (SO)
Classroom met quality standards for Project Based Learning. (Summer Only)	Data not available	Data not available	Data not available	Data not available				
Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)	100%	100%	89%	86%	Data not available	Data not available	Data not available	Data not available
Children improved academic performance and/or skills.	Data not available	Data not available	Data not available	Data not available				
Children improved homework completion. (School Year)	80%	93%	90%	92%				
Children remained safe. (Aug. 2019 - Mar. 2020)	100%	100%	100%	100%	Data not available	Data not available	Data not available	Data not available
Classroom met quality standards for Project Based Learning. (Summer Only)	Data not available	Data not available	Data not available	Data not available				



Elementary School Initiatives Out-of-School Time (General Population)

Summary of Performance Measures FY 19/20

M.O.S.T. (GP)	CCDH
Participants who attended ADA training demonstrated knowledge about curriculum content.	100%
Providers who received individualized coaching and technical assistance achieved their goals.	100%
Providers who were satisfied with coaching.	100%



Out-of-School Time (Special Needs)

Summary of Performance Measures FY 19/20

M.O.S.T. (SN)	ARC	ASP	ANN STORCK	BCC	CHC
Classrooms met quality standards for Project Based Learning. (Summer Only)	Data not available				
Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)	100%	83%	100%	88%	100%
Children improved academic performance and/or skills.	Data not available				
Children remained safe. (Aug. 2019 - Mar. 2020)	100%	100%	100%	100%	100%

M.O.S.T. (SN)	JAFCO (SO)	PEMBROKE PINES (SO)	SMITH	UCO	YMCA
Classrooms met quality standards for Project Based Learning. (Summer Only)	Data not available	Data not available	Data not available	Data not available	Data not available
Children demonstrated acceptable levels of social interactions (child-staff, child-child). (2 point in time observations)	Data not available	Data not available	92%	75%	88%
Children improved academic performance and/or skills.	Data not available	Data not available	Data not available	Data not available	Data not available
Children remained safe. (Aug. 2019 - Mar. 2020)	Data not available	Data not available	100%	100%	100%

RESPITE FOR YOUTH WITH BEHAVIORAL HEALTH CONDITIONS SPECIAL NEEDS POPULATION	MEMORIAL	SMITH
Caregivers who experienced reduced stress.	79%	79%
Caregivers who experienced improved familial relationships.	100%	100%
Children who reported satisfaction with Respite services.	100%	100%



Middle School Initiatives

Summary of Performance Measures FY 19/20



YOUTH FORCE	ASP	CHC	WEST PARK	COMM ACCESS	COMM REC-NORTH	COMM REC-SOUTH	CROCKETT	HANDY
Youth who did not use alcohol or drugs.	100%	100%	100%	100%	95%	100%	100%	100%
Youth who did not become or cause a pregnancy.	100%	100%	100%	100%	100%	100%	100%	100%
Youth who were promoted to the next grade.	Data not available							
Youth who attended school regularly.	Data not available							
Youth who demonstrated gains in Youth Development competencies.	Data not available	96%	100%	100%	Data not available	82%	94%	99%
Youth who did not obtain any new law violations during the program.	100%	100%	100%	100%	100%	100%	100%	100%

YOUTH FORCE	HARMONY	HUF	MEMORIAL	OIC	SMITH	URBAN LEAGUE	YMCA	HANLEY
Youth who did not use alcohol or drugs.	100%	100%	100%	99%	100%	100%	100%	
Youth who did not become or cause a pregnancy.	100%	100%	100%	100%	100%	100%	100%	
Youth who were promoted to the next grade.	Data not available							
Youth who attended school regularly.	Data not available							
Youth who demonstrated gains in Youth Development competencies.	94%	98%	98%	93%	86%	96%	96%	
Youth who did not obtain any new law violations during the program.	100%	100%	100%	99%	98%	100%	100%	
Participants who successfully completed a prevention program								100%
Sessions in which participants increased knowledge of Alcohol use prevention.								98%



Middle School Initiatives

Summary of Performance Measures FY 19/20



LEARNING TOGETHER	COMMUNITY BASED CONNECTIONS	CROCKETT	MEN2BOYS
Youth did not obtain any new law violations during the program.	100%	100%	87%
Youth who demonstrated gains in socio-racial development/awareness.	94%	Data not available	Data not available

CHOOSE PEACE	CHOOSE PEACE INITIATIVE
Pieces of education material on youth violence, prevention, and bullying were distributed at school and community events.	8,600
Number of youth participated in Agents of Change schools-based programs.	83
Youth participating in Agents of Change program reported feeling more comfortable addressing bullying-related issues in their school.	77%



High School Initiatives

Summary of Performance Measures FY 19/20

HIGH SCHOOL INITIATIVES	HISPANIC UNITY	YMCA	COMPASS	MOTIVATIONAL EDGE
Youth improved their science grade.	85%	85%		
Youth improved their math grade.	82%	84%		
Youth improved their reading grade.	83%	74%		
Youth decreased external suspensions.	100%	100%		
Youth attended school regularly.	85%	85%		
Youth who graduated from High School.			100%	
Youth who pursued higher education and/or vocational skill training programs.			100%	
Youth who enrolled in a post-secondary program that applied for financial aid.			70%	
Youth reported overall satisfaction with the program.				
Youth reported they would recommend the program to friends.				Data not available
Youth reported program staff treated them with respect.				Data not available
SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)	CAREER SOURCE			
Youth satisfied with their work experience.	Data not available			
Employers indicated high satisfaction with the program support and youth employee(s).	Data not available			
Youth demonstrated proficiency in employability and job retention skills.	Data not available			
Youth successfully completed the program.	Data not available			



Special Needs Support Training & Employment Program (STEP)

Summary of Performance Measures FY 19/20



SUPPORTED TRAINING & EMPLOYMENT PROGRAM (STEP) SPECIAL NEEDS POPULATION	ARC	CHC	SMITH	UCO	YMCA	YWIC
Youth acquired measurable skills in Daily Living Activities.	98%	81%	78%	96%	97%	
Youth acquired measurable skills in Work-related Behaviors.	95%	94%	67%	85%	97%	
Youth acquired measurable skills in Job Duties.	95%	94%	81%	100%	95%	
Youth who are employed or pursuing post-secondary education 6 months post program completion.	82%	73%	100%	85%	80%	
Participants reported staff helped with finding needed services.						94%
Participants reported a better understanding of their benefits and options.						93%
Participants would recommend the Y-WIC program to others.						97%



Healthy Youth Transitions & Independent Living

Summary of Performance Measures FY 19/20

HEALTHY YOUTH TRANSITIONS & INDEPENDENT LIVING (HYT)	CAMELOT	GULF COAST	HANDY	HENDERSON	MEMORIAL	PACE	SUNSERVE	URBAN LEAGUE
Youth aged 15-19 who did not become pregnant or cause a pregnancy.	100%	85%	98%	100%	98%	100%	100%	98%
Youth did not obtain any new law violations if under 18 y/o or any new felony law violations if 18 y/o or older.	93%	100%	95%	94%	93%	100%	100%	76%
Youth demonstrated proficiency or improvement in employability and job retention skills.	86%	88%	76%	80%	89%	100%	96%	50%
Youth made progress in school or post-secondary education, graduated or obtained a GED, and/or maintained employment.	87%	94%	77%	89%	88%	85%	100%	74%



Healthy Youth Transitions & Independent Living

Summary of Performance Measures FY 19/20

HEALTHY YOUTH TRANSITIONS & INDEPENDENT LIVING (HYT)	HOMES	MODS	FLITE
Youth successfully completed internship	81%		
Youth demonstrated proficiency or improvement in employability and job retention skills.	100%		
Sites that indicated satisfaction with program support and youth intern(s).	100%		
Youth who were employed upon internship completion.	52%		
Youth found employment after the internship.		Data not available	
Youth demonstrated proficiency in employability and job retention skills.		90%	
Youth served in the College Boost Program that made learning/educational gains.			80%
Youth served by the housing coordinator secured housing.			89%



Delinquency Diversion

Summary of Performance Measures FY 19/20

New Day	BSO	Camelot	Harmony	Henderson	Juliana Gerena	Memorial Tier I & II	Memorial Tier III	PACE	Smith	Urban League
Youth who successfully completed the program.	87%	82%	92%	79%	88%	81%	88%	95%	77%	78%
Youth who increased their level of resilience.	83%	93%	78%	83%	93%	93%	100%	90%	100%	80%
Youth who had no law violations during program participation.	91%	94%	92%	86%	92%	93%	70%	100%	91%	79%
Youth who improved or maintained school attendance during program participation.	83%	93%	93%	81%	100%	99%	100%	82%	73%	84%
Youth who had no law violations 12 months post program completion.	90%	90%	95%	87%	100%	93%	100%	94%	94%	89%



Children's Health Insurance Outreach (KidCare)

Summary of Performance Measures FY 19/20

CHILDREN'S HEALTH INSURANCE OUTREACH KIDCARE	BROWARD COUNTY HEALTH DEPARTMENT
Number of community events attended by KidCare staff to reach potential eligible residents.	38
Number of public education/training sessions held.	42
Participants satisfied with public education/training sessions.	100%



Simplified Point of Entry

Annual Performance FY 19/20*



FIRST CALL FOR HELP (GENERAL POPULATION)	2-1-1
Callers that contacted 2-1-1 for information regarding EITC that were referred to VITA site.	99%
Callers that contacted 2-1-1 who were satisfied with the assistance provided.	99%

FIRST CALL FOR HELP (BEHAVIORAL HEALTH)	2-1-1
Families who reported an increase in knowledge of community resources.	95%
Families satisfied with Henderson case management services.	100%

FIRST CALL FOR HELP (SPECIAL NEEDS)	2-1-1
Families satisfied with JAFCCO case management services.	100%
Families who reported an increase in their ability to access services and resources in their communities.	100%
Families who reported their family functioning had improved 6 months post program completion.	100%



Capacity Building

Summary of Performance Measures FY 19/20



CAPACITY BUILDING INITIATIVES	CSC
Organizations who were awarded Mini Grants.	8
Projects that were completed that improved business function and increased resiliency.	15
Amount invested in non-profit organizational capacity building through Mini Grants.	\$161,688
Hours of professional coaching and consulting from the SBDC provided	309
overall satisfaction rating for Frequency Matters training.	100%

HANDSON BROWARD	HANDSON BROWARD
HOB trained volunteers who chose to engage in projects supporting child serving agencies.	96%
Volunteers satisfied with training sessions	96%
Recipient agencies who benefitted from HandsOn Broward volunteers.	100%

RACIAL EQUITY INSTITUTE (REI)	CSC
Participants who reported overall satisfaction with training.	96%
Participants who reported that training helped their job performance (30 day post training survey).	74%
Participants who reported using the knowledge and skills obtained in this training (30 day post training survey).	95%

SKILL BUILDING TRAINING	CSC
Participants who reported overall satisfaction with training.	95%
Participants who reported they would recommend the session to other participants.	95%
Participants who reported the information/ideas provided translate into usable skills and tools.	96%
Participants who reported their knowledge of the subject matter broadened by the training.	95%