Community Services Department – Social Service Contracts
FY17 Quarterly Report

Check one:
- FY17 Q1 (July-September 2016)
- FY17 Q2 (October-December 2016)
- FY17 Q3 (January-March 2017)
- X FY17 Q4 (April-June 2017)

Contractor: The Family Strengths Network

Address: 3540 Orange Street, Los Alamos, NM 87544 Tele: 662-4515
Hours of Operation: 9:00 a.m. – 3:00 p.m., Monday – Friday, 9:00 a.m. – 1:00 p.m., Saturday
Name and Title of Person completing this report form: Carie Fanning

The following services were agreed to in the contract:

**SECTION A. SERVICES:**

1. Contractor Services.
   a. Contractor shall provide facilities, equipment, and qualified personnel necessary to operate a comprehensive parent education and family development program by:
      (1) Administering a community-wide program of parent education and family development through regularly offered classes, workshops, seminars, and talks (fees for services may be charged to participants, but not required);
      (2) Disseminating information by use of the local news media, social media, newsletters, and other appropriate means of announcing activities and events to the public, regarding community activities, which will provide educational opportunities for parents and enhance family support;
      (3) Providing easily accessible resources for the community such as books, magazines, audio and video tapes, pamphlets, brochures, etc., on topics related to parenting and raising healthy families; and
      (4) Providing services and programs to address issues facing Los Alamos families through a collaborative, information-sharing partnership within the community and using nationally recognized, science-based models, wherever possible.
   b. Contractor will collaborate with other service providers to promote a community-wide network of parent education and family support; and
   c. Provide opportunities for feedback and input into programs, events and activities offered through surveying. Incorporate this information into the design and implementation of new and existing programs.
d. Contractor will solicit referrals from local agencies such as the Los Alamos Police Department, Social Services Division, Juvenile Probation Officer, Teen Court, Juvenile Justice Advisory Board, Los Alamos Public Schools, and others, in order to identify individuals and/or families needing parent education services.

2. Deliverables. Contractor shall provide:

A. Written reports, on forms provided by County, covering each three (3) month period of this Agreement beginning July 1, 2016. The reports shall include financial information describing Contractor’s use and expenditures of County funding and, at a minimum, summary information describing:

(1) The efforts undertaken and the results of Contractor’s solicitation of meaningful participant input and/or feedback and a demonstrated willingness to act on this information;
(2) Contractor’s schedule of classes, workshops, seminars, etc.;
(3) Contractor’s attendance data and a summary of participants’ evaluations;
(4) Contractor’s description of media placements or other announcements;
(5) Contractor’s collaborations with other providers;
(6) Contractor’s referrals count and services provided;
(7) Contractor may also summarize any volunteer efforts related to the Services; and
(8) May provide a description of any applications made for grants or solicitations for other funding sources related to the scope of work, as well as the status of the applications or solicitation efforts.

Contractor shall furnish these reports to County within thirty (30) days after the end of each reporting period.

B. An annual financial review performed by an independent party with acknowledged financial experience to include, at a minimum, all financial records relating to the term of the Agreement, and furnishing County with a copy of the first such review by September 30, 2017. A copy of Contractor’s most recent financial audit performed by an accountant or accounting firm may be accepted in lieu of the financial review. This provision shall survive termination of this Agreement.

Narrative information:

Summary information addressing services provided and the requirements in Section A.
1. Contractor Services and 2. Deliverables above:

4th Quarter (April – June):

1. Contractor Services
A. – D. Family Strengths Network provided several programs during Quarter 4 FY17. These activities were made known to the public through local media sources. Many resources related to parenting and healthy families were shared with patrons through The Beth Ladino Resource Lending Library and disseminating information via conversation, as well as through brochures and flyers from other
community organizations. FSN collaborated with multiple organizations in the community. More detailed information on programs, resources and community collaboration can be found below.

2. Deliverables

1. Solicited Feedback

- FSN asks for feedback through administration of evaluations to class participants and instructors. It is common practice to use feedback to improve programs. In the 4th quarter 10 evaluations were received by FSN, all of which recorded the participants experience as excellent or good.
- Feedback is also attained through meaningful conversation and the stories of those who attend FSN. Stories like the following: I'm writing to let you know how important Family Strengths Network has been for my family and me. Without it, I don't know what we would have done. Currently, our 2 1/2 year old son is receiving early intervention help from Las Cumbres and we have used FSN as a meeting point to work on his issues. It's very helpful to have a safe place to go where we're always welcome. He is growing and learning so much these past few months and I'd like to thank FSN for playing a role in this. We also had the opportunity to attend a low-cost Love and Logic parenting class, which was a godsend also. The training and advice we received made a huge difference in working with our son as well. It's worth noting too that we are in a difficult financial time right now and wouldn't have been able to afford a parenting class, not to mention babysitting had FSN not made it affordable for us. FSN also gave me a social outlet -- most of my "mom friends" I met through FSN-- and emotional support --having my first baby was a much harder time that I anticipated and the Chit Chat and Change discussions helped me get through it. I feel very fortunate to have FSN in my community and in my life. Thank you for all you do.

2. Schedule of Classes, Programs and Events

- Prenatal Yoga: Fridays
- Special Saturdays: 2 events this quarter
- Birth Talk: 1st Mondays
- New Mexico Autism Society: 3rd Mondays
- Chit-Chat Field Trips: 2 events this quarter
- Toddler Craft: 2nd Tuesdays
- Toddler Tunes: 1st Wednesdays
- Chit-Chat Catered Dinners: Various times
- Chit-Chat and Change (Diapers) Discussion Groups: 3rd Wednesdays
- Family Yoga: Tuesdays
- International Potlucks: Various times
- Outdoor Play Days, 2nd and 4th Fridays
- Resource Library and Toy Lending Library: Tuesday – Saturday
- Resource Center: Tuesday-Saturday
- Parenting with Love and Logic Class Early Childhood: 1, five session courses
- Chit Chat & Snacks with the Co-op: 4th Tuesdays
- Healthy Relationships at Los Alamos High School School: April
- Teddy Bear Picnic: April 12th
- Canning with the County Extension Office: April 18th
- Family Photo Day: April 26th
• Chit-Chat Birthday Celebration: April 29th
• School Choices Panel: May 3rd
• Baby Net: May 16th
• Adopt a Grandparent Kick-off: May 23rd-24th
• Clothing and Small Item Swap: May 23rd – May 25th
• Fire Safety Program: May 30th
• Spanish Time Sampler: June 15th
• Habla Español Sampler: June 22nd
• Summer Splash Party: June 30th

3. Attendance Data

Attendance:
• Classes and Workshops: 131 visits / 200 service hours
• Community and Special Interest Programs: 55 visits/ 82 service hours
• Special Events: 90 visits/ 180 service hours
• FRC: 1,760 visits/ 3520 service hours
• Total Visits: 2,036
• Total Service Hours: 3,982

Libraries
Beth Ladino Library: The new library database system is under construction. FSN is currently estimating data for this library. It is estimated that an average of 25 books were circulated a week in the 4th quarter. Official tracking will resume in FY18.

FSN Toy Library: There were 47 users, 95 visits and 276 toys circulated

4. Media Placement
• Los Alamos Daily Post
• Los Alamos Monitor
• KRSN
• LAPS Electronic Backpack Mail
• LAVA (Los Alamos Volunteer Association)
• Email Blasts
• Facebook
• LACDC
• Los Alamos Preschools
• Juvenile Justice Advisory Board Website
• Mailed Postcards

5. Collaboration with Other Providers
FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health Council, DWI Planning Council, Los Alamos Public Schools, UNM-LA, the Domestic Violence Task Force, First Born and Baby Net to provide programs that are meaningful to Los Alamos families such as Becoming a Love and Logic Parent and We Help Ourselves. JJAB Youth and Family Resource Advocates, Counselors, the LAPS Prevention Specialist, LAPD and Municipal and Magistrate courts provide referrals. FSN’s Director is a DWI Planning Council board member and is a member of the Community Health
Council’s (CHC) and on the CHC Leadership Team.

6. Referrals
   - 12 people participated in the Love and Logic Parenting series. 12 participants were self-referred.

7. Volunteer Efforts
   FSN’s volunteers provide a variety of services including, but not limited to toy washing, shelving books, helping children at Special Saturdays, helping prepare flyers and newsletters for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 3rd quarter FSN received 150 hours of volunteer service valued at $2,115.

8. Solicitation for Funding
   - Casa Mesita Thrift Store: Funds granted
   - Los Alamos County 3rd Quarter Report: Funds granted
   - LANL Donor Designations: Funds received
   - Individual Sponsorships: Solicited and received
   - United Way of Northern New Mexico: Funds granted
   - Rose Chocolatier: Funds received
   - Smith’s Community Rewards: Funds received
   - SmileAmazon: Funds received
   - CB Fox: Funds Received
   - Juvenile Justice Advisory Board: Funds granted and received
   - Family Photo Day: Funds received
   - LAHS Gridiron Booster Club
   - Terracycle: Funds received
   - Vest Orthodontics
   - Mesa Dental Arts: Funds received
   - Rotary Club: Funds granted and received
   - Kiwanis: Funds granted and received

3rd Quarter (January – March):

3. Contractor Services
   A. – D. Family Strengths Network provided several programs specific to families during Quarter 3 FY17. These activities were made known to the public through local media sources. Many resources related to parenting and healthy families were shared with patrons through The Beth Ladino Resource Lending Library and disseminating information via conversation, as well as through brochures and flyers from other community organizations. FSN collaborated with multiple organizations in the community. More detailed information on programs, resources and community collaboration can be found below.

4. Deliverables
   1. Solicited Feedback
2. Schedule of Classes, Programs and Events

- Infant Yoga: Fridays
- Prenatal Yoga: Fridays
- Special Saturdays: 1 event this quarter
- Birth Talk: 1st Mondays
- New Mexico Autism Society: 3rd Mondays
- Chit-Chat Field Trips: 8 this quarter
- Toddler Craft: 2nd Tuesdays
- Toddler Tunes: 1st Wednesdays
- Chit-Chat Catered Dinners: Various times
- Chit-Chat and Change (Diapers) Discussion Groups: 3rd Wednesdays
- Family Yoga: Tuesdays
- International Potlucks: Various times
- Outdoor Play Days, 2nd and 4th Fridays
- Resource Library and Toy Lending Library: Tuesday – Saturday
- Resource Center: Tuesday-Saturday
- Home School Group: 1 time this quarter
- Parenting with Love and Logic Class: 2, five session courses for different age groups
- Chit Chat & Snacks with the Co-op: 4th Tuesdays
- Infant CPR: Saturday, January 28
- We Help Ourselves (WHO) at Los Alamos Middle School: February
- Personal Boundaries for Toddlers: Thursday, February 9
- Story Time with Samara: Friday, February 10
- Triath-a-Toddler: Saturday, February 10-12
- Anatomy of a Sewing Machine: Wednesday, February 22
- Parents Reaching Out Workshops: Thursday, March 9
- Annual Open House: Tuesday, March 21
- Adopt a Grandparent Kick-off: Thursday, March 23
- Predator Safety: Thursday, March 23

3. Attendance Data

Attendance:
- Classes and Workshops: 311 visits / 467 service hours
- Community and Special Interest Programs: 117 visits/ 176 service hours
- Special Events: 523 visits/ 1,789 service hours
- FRC: 1,756 visits/ 3,512 service hours
- Total Visits: 2,707
- Total Service Hours: 5,944

Libraries

Beth Ladino Library: The new library database system is under construction. FSN is currently estimating data for this library. It is estimated that an average of 25 books were circulated a week in the 3rd quarter. Official tracking will resume in FY18.

FSN Toy Library: There were 51 users, 116 visits and 329 toys circulated

4. Media Placement
- Los Alamos Daily Post
- Los Alamos Monitor
- KRSN
- LAPS Electronic Backpack Mail
- LAVA (Los Alamos Volunteer Association)
- Email Blasts
- Facebook
- LACDC
- Los Alamos Preschools
- Juvenile Justice Advisory Board Website

5. Collaboration with Other Providers
FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health Council, DWI Planning Council, Los Alamos Public Schools, UNM-LA, the Domestic Violence Task Force and First Born to provide programs that are meaningful to Los Alamos families such as Becoming a Love and Logic Parent and We Help Ourselves. JJAB Youth and Family Resource Advocates, Counselors, the LAPS Prevention Specialist, LAPD and Municipal and Magistrate courts provide referrals. FSN's Director is a DWI Planning Council board member and is a member of the Community Health Council's (CHC) and on the CHC Leadership Team.

6. Referrals
- 38 people participated in the Love and Logic Parenting series. 28 participants were self referred, 4 participants were LAPS referred, 4 participants were JJAB referred, 1 participant was CYFD referred and 1 participant was First Born referred.

7. Volunteer Efforts
FSN's volunteers provide a variety of services including, but not limited to toy washing, shelving books, helping children at Special Saturdays, helping prepare flyers and newsletters for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 3rd quarter FSN received 100 hours of volunteer service valued at $1,900.

8. Solicitation for Funding
- Casa Mesita Thrift Store: Funds granted
- Los Alamos County 2nd Quarter Report: Funds granted
- Memberships: Solicited and received
- United Way of Northern New Mexico: Funds received
Rose Chocolatier: Funds granted
Smith's Community Rewards: Funds received
SmileAmazon: Funds received
CB Fox: Funds Received
Juvenile Justice Advisory Board: Funds received
Triath-a-Toddlle: Funds received
Women’s Christian Service Society

2nd Quarter (October – December):

5. Contractor Services
A. – D. Family Strengths Network provided several programs specific to families during Quarter 2 FY17. These activities were made known to the public through local media sources. Many resources related to parenting and healthy families were shared with patrons through The Beth Ladino Resource Lending Library and disseminating information via conversation, as well as through brochures and flyers from other community organizations. FSN collaborated with multiple organizations in the community. More detailed information on programs, resources and community collaboration can be found below.

6. Deliverables

1. Solicited Feedback
   - FSN asks for feedback through administration of evaluations to class participants and instructors. Feedback is also attained through meaningful conversation with those attending and facilitating programs. It is common practice to use feedback to improve programs. In the 2nd quarter 33 evaluations were received by FSN, all of which recorded the participants experience as excellent or good.

2. Schedule of Classes, Programs and Events
   - Infant Yoga: Fridays
   - Prenatal Yoga: Fridays
   - Special Saturdays: 2 events this quarter
   - Birth Talk: 1st Mondays
   - New Mexico Autism Society: 3rd Mondays
   - Chit-Chat Field Trips: Once Monthly
   - Toddler Craft: 2nd Tuesdays
   - Toddler Tunes: 1st Wednesdays
   - Chit-Chat Catered Dinners: Once monthly
   - Chit-Chat and Change (Diapers) Discussion Groups: 3rd Wednesdays
   - Social Time: Tuesday and Thursday
   - Family Yoga: Tuesdays
   - International Potlucks: Various times
   - Outdoor Play Days, 2nd and 4th Fridays
   - Resource Library and Toy Lending Library: Tuesday – Saturday
   - Resource Center: Tuesday-Saturday
• Home School Group: Once monthly
• Knitting, Thursday afternoons
• Chinese Language Group, Friday mornings
• Financial Peace University: Thursday evenings October/November
• Parenting with Love and Logic Class: 3, five session courses for different age groups
• Mending Workshop: Thursday, October 20
• Fire Safety Day: Wednesday, October 26
• Fall Party: Friday, October 28
• Healthy Relationships: Presented in LAHS Health Class
• High Altitude Cooking: Thursday, November 17
• Gingerbread House Building: 4 sessions in December
• Story Time with Samara: Friday, December 16
• Clothing and Small Item Swap: Tuesday, December 20 – Thursday December 22
• Holiday Cookie Exchange: Tuesday, December 20

3. Attendance Data

Attendance:
• Classes and Workshops: 282 visits / 434 service hours
• Community and Special Interest Programs: 71 visits / 151 service hours
• Special Events: 225 visits / 384 service hours
• FRC: 1,300 visits / 2,600 service hours
• Total Visits: 1,878
• Total Service Hours: 3,569

Libraries

Beth Ladino Library: FSN is not currently tracking data for this library. The new library
the database system is under construction. Tracking should resume in FY18.

FSN Toy Library: There were 40 users, 104 visits and 259 toys circulated

4. Media Placement

• Los Alamos Daily Post
• Los Alamos Monitor
• KRSN
• LAPS Electronic Backpack Mail
• LAVA (Los Alamos Volunteer Association)
• Email Blasts
• Facebook
• LACDC
• Los Alamos Preschools
• Juvenile Justice Advisory Board Website

5. Collaboration with Other Providers

FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health
Council, DWI Planning Council, Los Alamos Public Schools, UNM-LA, the Domestic
Violence Task Force and First Born to provide programs that are meaningful to Los
Alamos families such as Becoming a Love and Logic Parent and We Help Ourselves.
JJAB Youth and Family Resource Advocates, Counselors, the LAPS Prevention
Specialist, LAPD and Municipal and Magistrate courts provide referrals. FSN’s Director is
a DWI Planning Council board member and is a member of the Community Health
Council’s (CHC) and on the CHC Leadership Team.

6. Referrals

- 51 people participated in the Love and Logic Parenting series. All participants were
  self-referred.

7. Volunteer Efforts

FSN’s volunteers provide a variety of services including, but not limited to toy washing,
shelving books, helping children at Special Saturdays, helping prepare flyers and
newsletters for distribution, providing tech support, helping with remodel projects, and
helping in the office. During the 2nd quarter FSN received 225 hours of volunteer service
valued at $3,555.

8. Solicitation for Funding

- Casa Mesita Thrift Store: Funds granted
- Los Alamos County 4th Quarter Report: Funds granted
- Memberships: Solicited and received
- United Way of Northern New Mexico: Funds received
- 100+ Women Who Care: Funds received
- Rose Chocolatier: Funds granted
- Smith’s Community Rewards: Funds received
- SmileAmazon: Funds received
- CB Fox: Funds Received
- Los Alamos Children’s Dentistry: Funds received
- Float Los Alamos: Funds received
- Warm Hearts Yarn: Funds Received
- Juvenile Justice Advisory Board: Funds received
- Papa Murphy’s Pizza Fundraiser: Funds received
- Football Booster Club: Awaiting funds

1st Quarter (July – September):

1. Contractor Services

A. – D. Family Strengths Network provided several programs specific to families during Quarter 1 FY17.
These activities were made known to the public through local media sources. Many resources
related to parenting and healthy families were shared with patrons through The Beth Ladino
Resource Lending Library and disseminating information via conversation, as well as through
brochures and flyers from other community organizations. FSN collaborated with multiple
organizations in the community. More detailed information on programs, resources and community
collaboration can be found below.
2. Deliverables
   1. Solicited Feedback
      • FSN asks for feedback through administration of evaluations to class participants and instructors. Feedback is also attained through meaningful conversation with those attending and facilitating programs. It is common practice to use feedback to improve programs. In the first quarter evaluations were received by FSN, all of which recorded the participants experience as excellent or good.

2. Schedule of Classes, Programs and Events
   • Ketivan’s Academy: One or two Saturdays monthly
   • Financial Peace University: Thursdays, September - November
   • Infant Yoga: Fridays
   • Prenatal Yoga: Fridays
   • Special Saturdays: September
   • Birth Talk: 1st Mondays
   • New Mexico Autism Society: 3rd Mondays
   • Working Parents Group: 3rd Saturdays
   • Chit-Chat Field Trips: Once Monthly
   • Toddler Craft: 2nd Tuesdays
   • Toddler Tunes: 1st Wednesdays
   • Chit-Chat Catered Dinners: Once monthly
   • Chit-Chat and Change (Diapers) Discussion Groups: 3rd Wednesdays
   • Social Time: Tuesday and Thursday
   • Family Yoga: Tuesdays
   • International Potlucks: 2nd Tuesdays
   • Outdoor Play Days, 2nd and 4th Fridays
   • Resource Library and Toy Lending Library: Tuesday – Saturday
   • Resource Center: Tuesday-Saturday
   • Individual Education Plan Panel: Tuesday, August 9
   • Schooling Choices Panel: Wednesday, August 3
   • Home School Group: Once monthly
   • Money Talks: Wednesday and Thursday, August 31 and September 1
   • Lucky Ducky Day Carnival: Saturday, September 24
   • Knitting, Thursday afternoons
   • Chinese Language Group, Friday mornings
   • Home Coming Parade Float

3. Attendance Data

   Attendance:
   • Classes and Workshops: 207 visits / 282 service hours
   • Community and Special Interest Programs: 107 visits/ 231 service hours
   • Special Events: 396 visits/ 778 service hours
- FRC: 569 visits/ 1,138 service hours
- Total Visits: 1,279
- Total Service Hours: 2,429

**Libraries**

**Beth Ladino Library:** FSN is not currently tracking data for this library. The database system is under construction. Tracking should resume next semester.

**FSN Toy Library:** There were 42 users and 252 toys circulated during the quarter.

4. **Media Placement**

- Los Alamos Daily Post
- Los Alamos Monitor
- KRSN
- LAPS Electronic Backpack Mail
- LAVA (Los Alamos Volunteer Association)
- Email Blasts
- Facebook
- LACDC
- Los Alamos Preschools
- Juvenile Justice Advisory Board Website

5. **Collaboration with Other Providers**

FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health Council, DWI Planning Council, Los Alamos Public Schools, UNM-LA, the Domestic Violence Task Force and First Born to provide programs that are meaningful to Los Alamos families such as Becoming a Love and Logic Parent and We Help Ourselves. JJAB Youth and Family Resource Advocates, Counselors, the LAPS Prevention Specialist, LAPD and Municipal and Magistrate courts provide referrals. FSN’s Director is a DWI Planning Council board member and is a member of the Community Health Council’s (CHC) and a of the CHC Leadership Team.

6. **Referrals**

- Referrals will be posted in the 2nd quarter after classes have begun.

7. **Volunteer Efforts**

FSN’s volunteers provide a variety of services including, but not limited to toy washing, shelving books, helping children at Special Saturdays, helping prepare flyers and newsletters for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 1st quarter FSN received 151 hours of volunteer service valued at $2040.

8. **Solicitation for Funding**

- Casa Mesita Thrift Store: Funds granted
- Memberships: Solicited and received
- Rose Chocolatier: Funds granted
- Smith’s Community Rewards: Funds received
- SmileAmazon: Funds received
• New Mexico Bank and Trust: Funds denied
• Los Alamos County 3rd Quarter Report: Funds granted
• Dr. Art Montoya: Funds Received
• CB Fox: Funds Received
• Lucky Ducky Day Carnival: Fundraiser
• Los Alamos Children’s Dentistry: Funds received

Notable Achievements/Improvements:

4th Quarter (April – June):

• Spanish Time Sampler, a class for parents and toddlers to learn beginning Spanish, was held and well attended. Spanish time will be held weekly starting in the fall.
• Began background work on FSN’s new website
• Updated and added new books to The Beth Ladino Resource Library thanks to JJAB and Rotary Club
• Started a “New Carpet Fund” with anticipation of putting in new carpet next July
• Planted a “community garden”

3rd Quarter (January – March):

• Held Adopt a Grandparent kickoff
• Held well attended successful open house
• Completed 4-year strategic plan
• Record attendance to Chit-Chat & Change Diapers field trips. Chit Chat field trips support Los Alamos County as many of the activities are centered around community establishments such as the eco station, airport, fire department and the small business fieldtrips.
• Collaboration with LAPS Healthy School’s Initiative Director

2nd Quarter (Oct – December):

• Fire Safety Day with children’s Fireman Course
• Toy Library use is up 175% this quarter and more than 200% this fiscal year
• Toddler craft received over 100 visits
• Implemented new database for registering and tracking visits

1st Quarter (July – September):

• 2nd Annual Lucky Ducky Day Carnival
• Implemented new staffing structure, including the addition of Program and Public Relations Coordinators
• Held several panels in regards to public education in collaboration with LAPS
• Completed construction updates of the Resource Center kitchen
• First float in the Homecoming Parade

Opportunities/Dreams/Recommendations/Problems:

4th Quarter (April – June):

• Collaboration with JJAB in regards to Imagination Station (free book a month for children under age 5)
• Libraries included in database set for quarter 1 FY18
  Collaboration with Baby Net is a group of organizations and individuals that meet to address the
needs of young families from prenatal to age 5. The group is expected to formalize in August and begin developing a plan for an Early Childhood Center in Los Alamos.

- Explore Dell Foundation Grant to help with aging carpet and furniture
- Collaboration with LAC and LAPS to improve the FSN's parking lot and Olive Street.
- Consider options for more efficient refuse management

3rd Quarter (January – March):

- Aging carpet needs replacement
- Aging furniture needs replacement
- Curbside garden needs landscaped
- Libraries to be included in the database
- New website format and structure to roll out in July
- Explore paving trailhead parking lot

2nd Quarter (October – December):

- Add new programs such as Adopt-a-Grandparent
- Successfully run Families in Action
- More collaboration with LAPS
- Plan and carryout a successful community open house
- Need to replace aging carpet in facility
- Will continue to add components to database, such as FSN’s libraries
- Would like a curbside Garden
- Need to update FRC furniture

1st Quarter (July – September):

- Need to replace aging carpet in facility
- Have struggled getting an appropriate database in place for FSN. The previous program did not meet the organizations need. Currently a volunteer with database experience is working to rectify the problem

Annual Financial Review Attached?  Yes  X  Date of Report: July 26, 2017  No

Financial Information:

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LA SCORES REPORTING:
## Qtr 4 (April – June)
- # Participants served through Family Strengths Network Programs Per Quarter: 2,036
- # Paid Staff Hours Per Quarter: 1,070
- # Volunteer Hours Per Quarter: 140
- # Participants Providing Feedback Per Quarter: 10
- # Participants Rating their Experience Good or Excellent Per Quarter: 10

## Qtr 3 (January – March)
- # Participants served through Family Strengths Network Programs Per Quarter: 2,707
- # Paid Staff Hours Per Quarter: 890
- # Volunteer Hours Per Quarter: 100
- # Participants Providing Feedback Per Quarter: 137
- # Participants Rating their Experience Good or Excellent Per Quarter: 137

## Qtr 2 (October-December)
- # Participants served through Family Strengths Network Programs Per Quarter: 1,878
- # Paid Staff Hours Per Quarter: 790
- # Volunteer Hours Per Quarter: 255
- # Participants Providing Feedback Per Quarter: 33
- # Participants Rating their Experience Good or Excellent Per Quarter: 33

## Qtr 1 (July – September)
- # Participants served through Family Strengths Network Programs Per Quarter: 1,279
- # Paid Staff Hours Per Quarter: 675
- # Volunteer Hours Per Quarter: 151
- # Participants Providing Feedback Per Quarter: 18
- # Participants Rating their Experience Good or Excellent Per Quarter: 18