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: Juvenile Justice Advisory Board

Address: P.O. Box 4716, Los Alamos, NM 87544   Telephone: 505-690-7212

Name and Title of Person completing this report form: Andrea Cunningham, Program Coordinator

The following services were agreed to in the contract:

SECTION A. SCOPE OF SERVICES

Early Intervention Services for At-Risk Elementary School Youth and Families

1. Contractor shall provide a mental health professional to identify, advocate, implement, coordinate, administrate, and evaluate services for elementary school-aged at-risk youth and their families on an ongoing basis. This professional will provide a broad spectrum of support services for these youth and their parents and will be expected to work with local organizations already involved or who can provide valuable services for these youth and families. Services are to be supported by clearly identified best practices and family development models – Areas of focus include, but are not limited to:

   a.) Development of plans to support youth and families with positive behavioral management;
   b.) Delinquency prevention, including truancy, vandalism, or other identified at-risk behaviors;
   c.) Alcohol, tobacco and/or substance abuse assessment, prevention, deterrence, and treatment; and
   d.) Healthy living and life skills building, guidance, mentoring, leadership development, and other support to improve self-esteem and decision-making.

2. Contractor shall provide facilities, equipment, and qualified personnel necessary to conduct comprehensive early intervention services for at-risk elementary school youth and their families, potentially requiring some work after-school, weekends and evenings, by:

   a.) Networking within elementary schools – including students, teachers, counselors, nurses, administrators, and other stakeholders to identify at-risk youth and their families;
b.) Conducting outreach to at-risk elementary youth and their families, including those homeschooled, as well as social services, personnel and/or community providers who regularly interact with elementary school aged youth, such as pediatricians and hospital staff;

c.) Collaborating with social services and/or community providers to share information, coordinate existing services and programs, as well as avoid duplication of effort;

d.) Identifying, assessing, implementing, coordinating and evaluating best practices for family development oriented services for elementary aged at-risk youth and their families on an ongoing basis;

e.) Interacting regularly with other organizations and/or individuals also providing services to at-risk youth and families within Los Alamos to improve upon the continuum of care services – including, but not limited to: Assessment of elementary school-age youth needs and discussion of evidence-based family development models, and services;

f.) Promoting services to parents and coordinating resources that enhance family support;

g.) Managing care coordination for at-risk youth and families, including developing client-centered goals and plans, evaluating progress, and maintaining client files and record keeping in accordance with HIPAA guidelines; and

h.) Attending community meetings and providing presentations as requested on an ad hoc basis.

DELIVERABLES:
Contractor will provide quarterly progress reports covering services provided to Los Alamos County Community Services Department. These reports shall include, but not be limited to:

1. The number of programs and services plus the participation or attendance levels for those programs and services;
2. Evidence of efforts to develop and market events, programs, and services;
3. Details on outcome-based results for the scope of work (above);
4. A narrative account of all services, displays, exhibits, programs or other activities conducted which relate to the scope of work;
5. A description of the collaborative efforts developed in relation to the scope of work (above);
6. Financial information regarding the use of County funding plus an annual financial review or audit, if applicable;
7. A description of the opportunities for youth and adult feedback and input regarding programs and services, as well as how this information will be incorporated into the design and implementation of new and existing programs and services; and
8. A report on efforts to coordinate programs/events/activities with other local organizations;

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

Other information relating to early intervention services as may be requested in writing.

Narrative information:

Summary information addressing requirements in DELIVERABLES above:

4th Quarter (April – June 2017):

| Family Resource Advocate (FRA): The Family Resource Advocate (FRA) program provides wrap around case management and assistance to elementary school age children and their families. They help families find support and connect to services and resources. Currently, there are two new resource advocates who are serving all five elementary schools in Los Alamos and White Rock, Katie |
Fellows and Cindy Kohler. Additional funding: CYFD. Additional Collaboration: LAPS, community resources and providers.

**METRICS:**

<table>
<thead>
<tr>
<th>INFO</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Info: Program ongoing</td>
<td>Case management interactions: 50</td>
<td>Case management interactions: 66</td>
<td>Case management interactions: 45</td>
</tr>
<tr>
<td>Gender: All</td>
<td>New cases: 6</td>
<td>New cases: 5</td>
<td>New cases: 1</td>
</tr>
<tr>
<td>Residence: Los Alamos, Espanola Valley</td>
<td>Closed cases: 0</td>
<td>Closed cases: 2</td>
<td>Closed cases: 5</td>
</tr>
<tr>
<td></td>
<td>Total cases (non duplicated): 11</td>
<td>Total cases (non duplicated): 13</td>
<td>Total cases non duplicated: 17</td>
</tr>
</tbody>
</table>

Comment: Performed much community outreach, including Gordon’s concerts and Chamberfest. The Resource Advocates have changed their name and are now called Resource Specialists, due to discussion of the roles, responsibilities and goals of the position. The new FRA’s have met extensively with various providers and school staff to prepare for more engagement in the schools for this coming school year.

**3rd Quarter (January – March 2017):**

_Family Resource Advocate (FRA):_ The Family Resource Advocate (FRA) program provides wrap around case management and assistance to elementary school age children and their families. They help families find support and connect to services and resources. Currently, there are two new resource advocates who are serving all five elementary schools in Los Alamos and White Rock, Katie Fellows and Cindy Kohler. Additional funding: CYFD. Additional Collaboration: LAPS, community resources and providers.

**METRICS:**

<table>
<thead>
<tr>
<th>INFO</th>
<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Survey Info: Program ongoing</td>
<td>Case management interactions: 89</td>
<td>Case management interactions: 77</td>
<td>Case management interactions: 80</td>
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<tr>
<td>Gender: All</td>
<td>Continuing cases: 12</td>
<td>Continuing cases: 15</td>
<td>Continuing cases: 15</td>
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<tr>
<td>Residence: Los Alamos, Espanola Valley</td>
<td>New cases: 3</td>
<td>New cases: 3</td>
<td>New cases: 4</td>
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<tr>
<td></td>
<td>Closed cases: 0</td>
<td>Closed cases: 3</td>
<td>Closed cases: 0</td>
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<tr>
<td></td>
<td>Total cases: 15</td>
<td>Total cases: 3</td>
<td>Total cases: 19</td>
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</tbody>
</table>

Comment: FRA’s for Quarters’ 1 and 2 have left JJAB. Two new FRA’s were hired in Quarter 3.

**2nd Quarter (October – December 2016):**

**Case Management**
Survey Info-unknown survey return
Numbers-
Residence-Los Alamos, Espanola, White Rock  
Collaboration-Los Alamos Public Schools, Community Resources/Providers  
Grants or other Funding of Program-CYFD, Los Alamos County  

October  
17 total cases, 11 new, 5 carried over and 1 closed (successfully).  

November  
28 total cases, 3 new, 21 carried over and 4 closed (successfully).  

December  
22 total cases, 2 new, 5 carried over and 15 closed (successfully).  

FRA have continued to develop collaborative partnerships with parents, schools, colleges & universities (NNMC, UNM-LA, SFCC, etc.) professionals (including: medical, behavioral health, legal, law enforcement), the faith-based community, government agencies (low income housing, Health and Human Services, Los Alamos County), and community agencies (FSN, YAC, Family Council, United Way, etc.) and service organizations (Kiwanis, Lions, etc.) within Los Alamos and the surrounding area (Rio Arriba County, Santa Fe County) to assist families in meeting the needs of their children in order to support the development of healthy individuals and prevent the development of at-risk behaviors in youth.  

- Continuing to support the efforts of UNM-LA and Family Strengths Network in offering opportunities for parent education and the parent support group for adolescences.  
- Assist in developing program topics depending on family need.  
- The Family Resource Advocates participate in community boards, such as Community Health Council, Domestic Violence Task Force, Mental Health advisory boards, Basic Needs subcommittee.  

Provided ASCA (American School Counselor Association) program support for implementation into the Los Alamos Public Schools.  

1st Quarter (July – September 2016):  

Case Management  
Survey Info-None returned yet  
Numbers-26  
Residence-Los Alamos, Espanola, White Rock  
Collaboration-Los Alamos Public Schools, Community Resources/Providers  
Grants or other Funding of Program-CYFD, Los Alamos County  

July-13  
August  
24 total cases, 11 new, 13 carried over and 0 closed (successfully).  

September  
26 total cases, 2 new, 24 carried over and 3 closed (successfully).  

FRA have continued to develop collaborative partnerships with parents, schools, colleges & universities (NNMC, UNM-LA, SFCC, etc.) professionals (including: medical, behavioral health, legal, law enforcement), the faith-based community, government agencies (low income housing, Health and Human Services, Los Alamos County), and community agencies (FSN, YAC, Family Council, United Way, etc.) and service organizations (Kiwanis, Lions, etc.) within Los Alamos and the surrounding area (Rio Arriba County, Santa Fe County) to assist families in meeting the needs of their children in order to support the development of healthy individuals and prevent the development of at-risk behaviors in youth.
- Continuing to support the efforts of UNM-LA and Family Strengths Network in offering opportunities for parent education and the parent support group for adolescences. Assist in developing program topics depending on family need.
- The Family Resource Advocates participate in community boards, such as Community Health Council, Domestic Violence Task Force, Mental Health advisory boards, Basic Needs subcommittee.
- Helped expand the One Circle gender programs into all five elementary schools
- Provided ASCA (American School Counselor Association) program support for implementation into the Los Alamos Public Schools.

**Notable Achievements/Improvements:**

**4th Quarter (April – June 2017):**

FRS’s partnered with JJAB to provide a new program, the Dolly Parton Imagination Library to Los Alamos. The program will be available to any child in Los Alamos County and will provide a book each month from age birth to 5 years, at no charge to the family. The books are chosen by a select group of educators and specialists within the program to be age and developmentally appropriate and to encourage learning and a love of reading in the family.

The FRS’s have also partnered with local medical providers in order to take clients younger than school age. The local pediatric office has worked with them so they may provide services to those families who do not qualify for First Born services. In doing so, the outreach and assistance to families with young children has introduced the FRS services to a broader population than they have served in the past years.

**3rd Quarter (January – March 2017):**

- 2 new FRA’s were hired into the program, replacing 1 who left
- FRA’s attended Kindergarten round up at Elementary schools
- FRA’s presented to Children’s Clinic
- RA’s participating in multiple public outreach activities, including LANL lunch presentation,

**2nd Quarter (October – December 2016):**

- Part of round-table discussion for youth at Leadership Los Alamos
- UNM-LA Parenting University held, Adults 39 Youth: K-6 On-site Enrichment 8 Youth: Pre-K & Younger 13 Total 60
- FRA resigned, remaining YRA’s have stepped in to assist elementary school youth and families
- Job advertised and prospects interviewed for position, new FRA pending
- Elementary Girl’s Circle run by YRA at Aspen Elementary 8 youth
- Elementary Boy’s Council run by YRA 8 youth

**1st Quarter (July – September 2016):**

- Attended all five of the elementary school open houses and presented to parents program information and made referral contacts with school administration.
- Continuing to support the efforts of UNM-LA and Family Strengths Network in offering opportunities for parent education and the parent support group for adolescents. Assist in developing program topics depending on family need.
- Provided ASCA (American School Counselor Association) program support for implementation into the Los Alamos Public Schools.
- Found funding for a summer program to assist children with special needs during summer programs. More specifically, this funding covered the cost of aides for these children during their time at camps.

**Opportunities/Dreams/Recommendations/Problems:**

**4th Quarter (April – June 2017):**

FRA’s have continued to reach out to multiple organizations, agencies and services during the summer months. They have worked tirelessly to provide community outreach and to introduce their services to school providers in order to set the stage for a seamless transition to the referral process at the start of the school year.

**3rd Quarter (January – March 2017):**

- 2 new FRA’s hired and getting up to speed.
- As with all new contractors, reaching out to the community to inform them of services can be challenging. FRA’s presented to LANL employees during a lunch meeting and will go back to present in the fall. They also will present to service organizations such as Rotary and Kiwanis.
- FRA’s look forward to participating in multiple summer events to bring awareness to the services.

**2nd Quarter (October – December 2016):**

- FRA resigned, long process to replace and train new FRA
- Discussed need for on-call psychological intervention for those in ER, Mental health team working with ER to implement.
- New JJAB coordinators need to come up to speed in order to maximize program facilitation

**1st Quarter (July – September 2016):**

From last quarter:

- The process of familiarizing the Family Resource Advocates with available resources and services is an ongoing goal. However, the goal has also transitioned to teaching available resources about the Family Resource Advocate role and how it can be better utilized in the community as well as reaching out to families in need.
- Working on child care exploration and available resources.
- The continuing need for more therapists for children and families. In addition, it would reduce barriers to seeking therapy services if clinicians could offer flexible hours to meet the needs of working parents. 2) Collaborative communication with CYFD personnel/case managers is cited by the schools as a problem with reference to ensuring child safety and reducing school liability. A system of obtaining appropriate information has been discussed with local entities from the schools and law
enforcement. However, to date, there is no instrument in place to allow for this vital exchange of information.

There continues to be a need in our community for Intensive Outpatient Services as well as child therapy and psychiatry, especially with trauma and abuse.

Financial Information:

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<th>Type of Expense</th>
<th>FY17 1&lt;sup&gt;st&lt;/sup&gt; Qtr (Jul–Sept)</th>
<th>FY17 2&lt;sup&gt;nd&lt;/sup&gt; Qtr (Oct–Dec)</th>
<th>FY17 3&lt;sup&gt;rd&lt;/sup&gt; Qtr (Jan–Mar)</th>
<th>FY17 4&lt;sup&gt;th&lt;/sup&gt; Qtr (Apr–Jun)</th>
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<td>1,108.71</td>
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Annual Financial Review Attached? Yes
Date of Report: July 1, 2017

Financial Information:

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Date of Report: July 1, 2017