Community Services Department - Social Service Contracts
FY2018 Quarterly Report

Check one:

- Q1 (July-September)
- Q2 (October-December)
- Q3 (January-March)
- X (Q4 April-June)

Contractor: Family Strengths Network

<table>
<thead>
<tr>
<th>Address: 3540 Orange Street, Los Alamos, NM 87544</th>
<th>Telephone: 662-4515</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of Operation: 9 a.m. - 3 p.m., Monday – Friday, 9 a.m. – 1 p.m. Saturday</td>
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</tbody>
</table>

Name and Title of Person completing this report form:

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, 2017. 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.

**Quarterly Report on Deliverables Above:**

**Quarter 1**

1. Feedback and willingness to act on information
   - FSN asks for feedback through administration of evaluations to class participants and instructors. It is common practice to use feedback to improve programs. There are no evaluations for Quarter 1. There are classes that started in Quarter 1, but will not be completed until Quarter 2. These classes will be reported on in Quarter 2.
   - Feedback is also attained through meaningful conversation and the stories and comments 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, workshops, seminars, etc.**
   - Birth Talk: 1st Mondays
   - Chit-Chat and Change (Diapers) Discussion Group: Wednesdays
   - Chit-Chat Field Trips: Aug. 26 and Sept. 17
   - Chit-Chat Potluck: Aug 22. And Sept. 26
   - Chit-Chat School Send Off: Aug. 18
   - Family Yoga: Tuesdays
   - Imagination Station (collaboration with JJAB): Aug 29
   - International Potlucks: Aug. 25
   - Lucky Ducky Day: Sept. 23
   - New Mexico Autism Society: 3rd Mondays
   - Outdoor Play Days: 4th Fridays
   - Parenting with Love and Logic for Parents of Early Childhood: September
   - Parenting with Love and Logic for Parents of Teens: September
   - Resource Center: Tuesday-Saturday
   - Resource Library: Tuesday–Saturday
   - Spanish Time Sampler: Thursdays, Sept. 7, 14, 21 and 28
   - Special Saturdays: September 9
   - Welcome Back Party: August
   - Talk Like a Pirate Day (LAC Collaboration): September 20
   - Toddler Craft: 2nd Tuesdays
   - Toddler Tunes: 1st Wednesdays
   - Toy Library: Tuesday-Saturday

3. **Attendance data and participant evaluation summaries**
   - Classes and Workshops: 152 visits / 230 service hours
   - Community and Special Interest Programs: 43 visits/ 65 service hours
   - Special Events: 500 visits/ 1100 service hours
   - FRC: 1,020 visits/ 2,040 service hours
   - Total Visits: 1,715
   - Total Service Hours: 3,435

**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 30 books per week were circulated during the 1st Quarter.
   - FSN Toy Library: There were 47 users, 101 visits and 308 toys circulated. Circulation was up 60% last fiscal year

**Evaluation Summaries**
   - Summaries will be provided in Quarter 2 when classes have been completed.

4. **Media and announcement placement**
5. **Collaborations 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 BabyNet 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, Chair of BabyNet, member of the Community Health Council (CHC) and a Vice Chair of the CHC Leadership Team.

6. **Referrals count**
   - 2 referrals from Juvenile Justice Advisory Board.

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, preparing flyers and postcards for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 1st quarter FSN received 150 hours of volunteer service valued at $1821.

8. **Solicitation efforts**
   - Los Alamos National Bank: Funds granted
   - Casa Mesita Thrift Store: Funds granted
   - Sponsorships: Solicited and received
   - Rose Chocolatier: Funds granted
   - Smith’s Community Rewards: Funds received
   - SmileAmazon: Funds received
   - Dr. Art Montoya: Funds Received
   - CB Fox: Funds Received
   - Lucky Ducky Day Carnival: Fundraiser
   - Los Alamos Children’s Dentistry
   - Los Alamos Children’s Dentistry: Funds received

**Quarterly Report on Deliverables Above:**
Quarter 2

1. Feedback and willingness to act on information
   • FSN asks for feedback through administration of evaluations to class participants and instructors. It is common practice to use feedback to improve programs. There were 359 evaluations completed in Quarter 2. Evaluations were from parenting classes, We Help Ourselves, Special Saturdays and Healthy Relationships. Of the 359 evaluations 353 rated the program as “Good” or “Excellent”.
   • Feedback is also attained through meaningful conversation and the stories and comments of those who attend FSN. Stories like the following:

   Family Strengths Network is one of the first reasons I fell in love with this community. We moved here shortly before my oldest turned four and stayed in a hotel for several weeks while we found housing. Having three small children living in such tight quarters meant we liked to get out, a lot. If it wasn’t naptime, we were gone. We spent a great deal of time riding the buses to various parks, the library, even just riding it for the whole loop and getting off back home in time for naps. Then winter came and the parks weren’t quite as much fun as they had been. That’s when we found out about FSN. We’d go two or three times a week. My kids loved having an indoor park with other kids to meet, and I loved having comfy couches to sit on and chat with other moms. The monthly crafts were some of our favorite memories. FSN provided a much-needed space for my kids to play and meet other kids, even in inclement weather and a great place for me to meet and get support from other adults.

   Los Alamos is a great place to live. The sense of community is a wonderful thing and FSN is able to provide a big part of that. Thanks for all you do! –K. Stewart

2. Schedule of classes, workshops, seminars, etc.
   • Art of Family Meetings: Oct. 17
   • Birds and the Bees: Oct. 23
   • Birth Talk: 1st Mondays
   • Chit-Chat and Change (Diapers) Discussion Group: Tuesdays
   • Chit-Chat and Change (Diapers) Infant Group: Wednesdays
   • Chit-Chat Field Trips: Nov. 17
   • Chit-Chat Potluck: Oct. 30 and Nov. 29
   • Clothing Swap: Nov. 28 – Dec. 2
   • Cookie Exchange: Dec. 19
   • Family Yoga: Tuesdays
   • Fall Party: Oct. 27
   • Fire Safety Day: Oct. 11
   • Gingerbread House Building: 4 sessions during December
   • Healthy Relationships, Oct. 23-24
   • We Help Ourselves: Oct. 18
• New Mexico Autism Society: 3rd Mondays
• Outdoor Play Days: 4th Fridays
• Parenting with Love and Logic for Parents of Early Childhood: Oct.
• Parenting with Love and Logic for Parents of School-aged: Oct./Nov.
• Parenting with Love and Logic for Parents of Teens: Oct./Nov.
• Resource Center: Tuesday-Saturday
• Resource Library: Tuesday – Saturday
• Russian Play Group: Every Other Sunday
• Spanish Time: Oct. 5 and 12
• Special Saturdays: Saturdays, Nov. 8 and Dec. 9
• Toddler Craft: 2nd Tuesdays
• Toddler Tunes: 1st Wednesdays
• Toy Library: Tuesday-Saturday
• Winter Party: Dec. 15

3. Attendance data and participant evaluation summaries
• Classes and Workshops: 456 visits / 614 service hours
• Community and Special Interest Programs: 138 visits/ 235 service hours
• Special Events: 225 visits/ 450 service hours
• FRC: 1,259 visits/ 2,518 service hours
• Total Visits: 2,078
• Total Service Hours: 3,817

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 30 books per week were circulated.
• FSN Toy Library: There were 60 users, 116 visits and 338 toys circulated.

Evaluation Summaries
• Of the 359 evaluations received, 353 participants rated the program they attended as “Excellent or “Good”. Answers on questionnaires indicated that participants thought that the material presented was useful to them and that the program’s instructor was knowledgeable about the subject. The majority of participants also said that they would recommend the class to a friend. Below are a few of the comments received on evaluations.
  o I liked the conversations and learning from the instructor and other parents-Love and Logic Parent
  o I learned skills to avoid arguing with my child-Love and Logic Parent
  o I love the flexibility of this program to meets the needs of the children-Special Saturdays Parent

4. Media and announcement placement
• Los Alamos Daily Post
• Los Alamos Monitor
• KRSN
• LAPS Electronic Backpack Mail
• LAVA (Los Alamos Volunteer Association)
• Email Blasts
• Facebook
• Instagram
5. Collaborations 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 BabyNet 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, Chair of BabyNet, member of the Community Health Council (CHC) and a Vice Chair of the CHC Leadership Team.

6. Referrals count
• 3 referrals: 2 Juvenile Justice Advisory Board and 1 Children, Youth, and Family Services.

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, preparing flyers and postcards for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 2nd quarter FSN received 94 hours of volunteer service valued at $1395.

8. Solicitation efforts
• Casa Mesita Thrift Store: Funds granted
• Sponsorships: Solicited and received
• Rose Chocolatier: Funds granted
• Smith’s Community Rewards: Funds received
• SmileAmazon: Funds received
• CB Fox: Funds Received
• Float Los Alamos: Funds received
• Warm Hearts Yarn: Funds Received
• North Shore Shaved Ice: Funds Received
• United Way of Northern New Mexico: Funds received
• Los Alamos National Security: Funds received
• Juvenile Justice Advisory Board: Funds received
• Facility Rentals: Funds received

Quarterly Report on Deliverables Above:

Quarter 3
1. Feedback and willingness to act on information

- FSN asks for feedback through administration of evaluations to class participants and instructors. It is common practice to use feedback to improve programs. There were 120 evaluations completed in Quarter 3. Evaluations were from parenting classes and We Help Ourselves. Of the 120 evaluations 118 rated the program as “Good” or “Excellent”.
- Feedback is also attained through meaningful conversation and the stories and comments of those who attend FSN. Stories like the following:

I am writing in regard to Family Strengths Network. I provide childcare for my 4, soon to be 5, grandchildren. Family Strengths Network has proven to be an invaluable resource to me and my children in the care and development of these young grandchildren. We attend several programs at FSN that allow for social, academic and physical development. Toddler Tunes introduces them to listening and following directions. Toddler Craft helps them work in groups and share resources, and teaches them how to take turns. The Chit Chat programs encourage interaction between parents and are often the first place a parent will discuss developmental or learning issues. If any problem areas are suspected, FSN guides parents to appropriate resources and interventions. In addition to the programs, FSN has an extensive lending library for information and support and a well stocked toy lending program that introduces young children to educational and physical learning toys that may not be readily available to most families. Finally, we have joined FSN on several educational field trips.

My daughters have both taken advantage of the Birth Talk program and the family yoga classes, which again provide excellent group support to parents with pre school age children.

Family Strengths is very important to our families. Los Alamos doesn’t have public school funded preschool or a head start program. Family Strengths Network fills the gap for some of the developmental goals a child can reach before entering kindergarten.

2. Schedule of classes, workshops, seminars, etc.

- Birth Talk: 1st Mondays
- Chit-Chat and Change (Diapers) Discussion Group: Tuesdays
- Chit-Chat and Change (Diapers) Infant Group: Wednesdays
- Chit-Chat Field Trips: Jan. 11, 12, Feb. 16, 17, Mar. 28, 29
- Chit-Chat Potluck: Jan. 18, Feb. 6, Mar. 13
- Infant CPR: Jan. 27
- Family Yoga: Tuesdays
- Garden Days: Wednesdays
- Holistic Health Fair: Jan. 26
- New Mexico Autism Society: 3rd Mondays
• Outdoor Play Days: 4th Fridays
• Open House: March 20
• Parenting with Love and Logic for Parents of Early Childhood: Oct.
• Parenting with Love and Logic for Parents of Teens: Oct./Nov.
• Resource Center: Tuesday-Saturday
• Resource Library: Tuesday – Saturday
• Russian Play Group: Every Other Sunday
• School Choices Fair Jan. 20
• Spanish Time: Thursdays
• Toddler Craft: 2nd Tuesdays
• Spring Celebration: March 23
• Toddler Tunes: 1st Wednesdays
• Toy Library: Tuesday-Saturday
• Triath-a-Toddle: Feb. 10
• We Help Ourselves: Oct. 18
• Zumba: Mondays

3. Attendance data and participant evaluation summaries
   • Classes and Workshops: 260 visits / 390 service hours
   • Community and Special Interest Programs: 146 visits/ 220 service hours
   • Special Events: 191 visits/ 320 service hours
   • FRC: 1,377 visits/ 2,754 service hours
   • Total Visits: 1,974
   • Total Service Hours: 3,684

Libraries
   • Beth Ladino Library: Circulates an average of 40 books a week.
   • FSN Toy Library: There were 51 users, 126 visits and 341 toys circulated.

Evaluation Summaries
   • Of the 120 evaluations received, 118 participants rated the program they attended as “Excellent or “Good”. Answers on questionnaires indicated that participants thought that the material presented was useful to them and that the program’s instructor was knowledgeable about the subject. The majority of participants also said that they would recommend the class to a friend. Below are a couple of the comments received on evaluations.
     o I liked the conversations and learning from the instructor and other parents-Love and Logic Parent
     o I learned skills to avoid arguing with my child-Love and Logic Parent

4. Media and announcement placement
   • Los Alamos Daily Post
   • Los Alamos Monitor
   • KRSN
   • LAPS Electronic Backpack Mail
   • LAVA (Los Alamos Volunteer Association)
   • Email Blasts
   • Facebook
• Instagram
• LACDC
• Los Alamos Preschools
• Additional Website Placements: Juvenile Justice Advisory Board, 211 Los Alamos, FYI Los Alamos

5. Collaborations 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 BabyNet 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, Chair of BabyNet, member of the Community Health Council (CHC) and a Vice Chair of the CHC Leadership Team.

6. Referrals count
• 10 referrals: 2 Juvenile Justice Advisory Board, 9 LAPS and 1 therapist

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, preparing flyers and postcards for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 3rd quarter FSN received 242 hours of volunteer service valued at $5,000.

8. Solicitation efforts
• Los Alamos County: Funds granted
• Casa Mesita Thrift Store: Funds granted
• Delle Foundation: Funds granted
• Women’s Christen Service Society: Funds granted
• Sponsorships: Solicited and received
• Rose Chocolatier: Funds granted
• Smith’s Community Rewards: Funds received
• SmileAmazon: Funds received
• CB Fox: Funds Received
• United Way of Northern New Mexico: Funds received
• Los Alamos National Security: Funds received
• Juvenile Justice Advisory Board: Funds received
• Facility Rentals: Funds received

Quarterly Report on Deliverables Above:

Quarter 4
1. **Feedback and willingness to act on information**
   
a. FSN asks for feedback through administration of evaluations to class participants and instructors. It is common practice to use feedback to improve programs. There were 41 evaluations completed in Quarter 4. Of the 41 evaluations, 41 rated the program as “Good” or “Excellent”.

b. Feedback is also attained through meaningful conversation and the stories and comments of those who attend FSN. Stories like the following:

   **Dear FSN,**

   *Someone in the Chit Chat group taught me the word “decoding” and showed me some beginning Phonics books, which I purchased and have successfully used with my 4yo. After going to Toddler Tunes we signed up for Music Together, which has given our family a great music repertoire. My child ad libs rhyming songs, which is an important step of reading readiness. Now that Greg has stopped offering Music Together, we will probably make an effort to come to toddler tunes again. I borrowed toys, which helped my son with patterns and problem solving. I took a Love and Logic class, which helped me teach my son to follow routines and directions better, and I have borrowed several books for that purpose, too. Aside from reading readiness, I think FSN is one of the great, special things about Los Alamos. Whenever I’ve told people from other states about it, they wish their county could have one. RM (FSN Parent)*

2. **Schedule of classes, workshops, seminars, etc.**

   - BabyNet: April 17, May 22 and June 26
   - Birthing Class, Community Night: May 23 and June 27
   - Birth Talk: 1st Mondays
   - Bystander Training: May 12
   - Chamberfest: June 9
   - Children Safety Workshop: April 25 and May 2
   - Chit-Chat and Change (Diapers) Discussion Group: Tuesdays
   - Chit-Chat and Change (Diapers) Infant Group: Wednesdays
   - Chit-Chat Field Trips: April 22 and 26, May 11 and 25, June 18
   - Chit-Chat Potluck: April 9, May 16 and June 14
   - Family Photo Day: May 9
   - Family Yoga: Tuesdays
   - New Mexico Autism Society: 3rd Mondays
   - Parenting with Love and Logic for Parents of School-aged: April/May.
   - Polaris Presentation: April 18
   - Resource Center: Tuesday-Saturday
   - Resource Library: Tuesday–Saturday
   - Russian Play Group: Every Other Sunday
   - School Choice Panel: May 8
• Special Needs We Help Ourselves: May 10 and 11
• Spanish Time: Thursdays
• Summer Splash: June 22
• Swap: Clothing and Small Item: May 15-19
• Teddy Bear Picnic: April 25
• Toddler Craft: 2nd Tuesdays
• Toddler Tunes: 1st Wednesdays
• Toy Library: Tuesday-Saturday
• Zumba: Mondays

3. Attendance data and participant evaluation summaries
   a. Classes and Workshops: 292 visits / 584 service hours
   b. Community and Special Interest Programs: 190 visits / 380 service hours
   c. Special Events: 180 visits / 360 service hours
   d. FRC: 1,730 visits / 3,460 service hours
   e. Total Visits: 2,392
   f. Total Service Hours: 4,784

Libraries
   • Beth Ladino Library: Circulates an average of 40 books a week.
   • FSN Toy Library: There were 90 users, 255 visits and 356 toys circulated.

Evaluation Summaries
   • Of the 41 evaluations received, 41 participants rated the program they attended as “Excellent or “Good”. Answers on questionnaires indicated that that the material presented was useful and that the program facilitators were knowledgeable about the subject. The majority of participants also said that they would recommend the class to a friend. Below are a couple of the comments received on evaluations.
     o Not only were the techniques taught of value, but the social issues used-the “isms”-were enlightening. Good to know of awareness of others and self.
     o I learned to use empathy when parenting my child-Love and Logic Parent

4. Media and announcement placement
   a. Los Alamos Daily Post
   b. Los Alamos Monitor
   c. KRSN Radio
   d. LAPS Electronic Backpack Mail
   e. LA Living Magazine
   f. LAVA (Los Alamos Volunteer Association)
   g. Email Blasts
   h. Facebook
   i. Instagram
   j. LACDC
   k. Los Alamos Preschools
   l. New Mexico Kids Magazine
   m. Additional Website Placements: Juvenile Justice Advisory Board, 211 Los Alamos, FYI Los Alamos
5. Collaborations 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 BabyNet 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, Las Cumbres, LAPD and Municipal and Magistrate courts provide referrals. FSN's Director is a DWI Planning Council board member, Chair of BabyNet, member of the Community Health Council (CHC) and a Vice Chair of the CHC Leadership Team.

6. Referrals count
a. 16 referrals: 4 Juvenile Justice Advisory Board, 9 LAPS, 2 LANL, and 1 therapist

7. Volunteer efforts
a. FSN’s volunteers provide a variety of services including, but not limited to facilitating classes and workshops, toy washing, shelving books, preparing flyers and postcards for distribution, providing tech support, helping with remodel projects, and helping in the office. During the 4th quarter FSN received 165 hours of volunteer service valued at $3380.

8. Solicitation efforts
a. Los Alamos County: Funds granted
b. Bechtel: Funds requested
c. Casa Mesita Thrift Store: Funds granted
d. Con Alma: Funds requested
e. Delle Foundation: Funds requested and granted
f. High Mesa Dental Arts: Funds received
g. Kiwanis: Funds requested and granted
h. REMAX: Funds received
i. Sponsorships: Solicited and received
j. Smith’s Community Rewards: Funds received
k. SmileAmazon: Funds received
l. United Way of Northern New Mexico: Funds requested and granted
m. Vest Orthodontics: Funds received
n. Los Alamos National Security: Funds received
o. Juvenile Justice Advisory Board: Funds received
p. Facility Rentals: Funds received

Other Quarterly Issues (if applicable):
FSN has been faced with new funding challenges in this quarter. There has been lost funding due to the change in contract at Los Alamos National Lab. Previously Bechtel provided funding to increase hours of operation during times when working parents were more likely to visit FSN. Also, FSN is currently in lease negotiations, which could lead to a large rent increase. FSN is employing strategies to rectify both issues.
**FY2018 Financial Information:**

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**FY2018 LA Scores Reporting:**

1st Quarter:
- # Participants served through Family Strengths Network Programs Per Quarter: 1,715
- # Paid Staff Hours Per Quarter: 773
- # Volunteer Hours Per Quarter: 150
- # Participants Providing Feedback Per Quarter: Evaluation information will be provided for Quarter 1 in Quarter 2 when classes have completed.
- # Participants Rating their Experience Good or Excellent Per Quarter:

2nd Quarter:
- # Participants served through Family Strengths Network Programs Per Quarter: 2,078
- # Paid Staff Hours Per Quarter: 1150
- # Volunteer Hours Per Quarter: 94
- # Participants Providing Feedback Per Quarter: 359
- # Participants Rating their Experience Good or Excellent Per Quarter: 353

3rd Quarter:
- # Participants served through Family Strengths Network Programs Per Quarter: 1,974
- # Paid Staff Hours Per Quarter: 970
- # Volunteer Hours Per Quarter: 242
- # Participants Providing Feedback Per Quarter: 120
- # Participants Rating their Experience Good or Excellent Per Quarter: 118

4th Quarter:
- # Participants served through Family Strengths Network Programs Per Quarter: 2,392
• # Paid Staff Hours Per Quarter: 905
• # Volunteer Hours Per Quarter: 165
• # Participants Providing Feedback Per Quarter: 41
• # Participants Rating their Experience Good or Excellent Per Quarter: 41

**FY2018 Totals:**

• # Participants served through Family Strengths Network Programs Per Year: 8,159
• # Paid Staff Hours Per Year: 3,798
• # Volunteer Hours Per Year: 651
• # Participants Providing Feedback Per Year: 512
• # Participants Rating their Experience Good or Excellent Per Year: 504