Community Services Department - Social Service Contracts
FY2019 Quarterly Report

Check one:

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

Contractor: Family Strengths Network

Address: 3540 Orange Street, Los Alamos, NM 87544    Telephone: 662-4515

Hours of Operation: 9 a.m. - 3 p.m., Monday – Friday, Saturday 9 a.m. – 1 p.m.

Name and Title of Person completing this report form: Carie Fanning, Executive Director

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, 2018. 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
*Note In Quarter 1 that FSN is closed in July, which effects participation numbers and number of programs run.

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. FSN received feedback from 139 participants. All Feedback received from respondents perceived 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 have been going to family strengths for over 6 years, since I was pregnant with my oldest child. It has been an amazing resource for my family and I have recommended it to almost every young family I've met in Los Alamos. At FSN I've been able to watch my son interact with other children his age, and realized that he has challenges in social situations. I made connections with other parents about how to get him enrolled with Las Cumbres for additional help, and later in the early intervention preschool. Without seeing him in those social situations and making
those parent contacts, he would not have gotten the extra help he needed. Even so he has an IEP and many struggles in school. I shudder to think what his kindergarten experience would be had we not gotten that early additional support. FSN has been a place for me to get information about how to have successful IEP meetings and advocate for my son. When my second child was recently diagnosed with a medical condition that will lead to him also having special needs, FSN was the first place I turned to find information and support. I look forward to participating in their Special Saturdays program for kids with special needs. Their toy lending library has been a great source of tools to support my son’s development. We’ve been able to borrow several items suggested by his physical or occupational therapists through the schools. I’ve also made use of the book lending library to figure out ways to support my son in his school journey.”

2. Schedule of classes, workshops, seminars, etc.
   - BabyNet: 4th Tuesdays
   - Birth Talk: 1st Mondays
   - Chit-Chat Discussion Group: Wednesdays
   - Back to School Bingo, Wednesday, August 15
   - Family Yoga: Tuesdays
   - Las Cumbres Hearing Testing Clinic, Wednesday, August 22
   - Lucky Ducky Day: Sept. 22
   - New Mexico Autism Society: 3rd Mondays
   - Summer Send Off Celebration, Friday August 24th
   - Resource Center: Tuesday-Saturday
   - Resource Library: Tuesday – Saturday
   - Speaker Series, September 4th
   - Special Saturdays: September 15
   - Toddler Craft: 2nd Tuesdays
   - Toddler Tunes: 1st Wednesdays
   - Toy Library: Tuesday-Saturday

3. Attendance data and participant evaluation summaries
   - Classes and Workshops: 3 visits / 6 service hours
     - (FSN classes typically start in the 2nd quarter)
   - Community and Special Interest Programs: 252 visits/ 378 service hours
   - Special Events: 336 visits/ 1000 service hours
   - FRC: 553 visits/ 1,106 service hours
   - Total Visits: 1,144
   - Total Service Hours: 2,490
     *1st quarter numbers updated in the 4th quarter

Libraries
   - Beth Ladino Library: 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 81 users, 75 visits and 328 toys circulated. Toy library circulation in FY18 was up 20% from the previous year.

Evaluation Summaries
   - Evaluations received in this quarter were for the We Help Ourselves program taught at the middle school. Students felt that the material from the presentation was relevant to them and that the instructor was engaging. The program teaches students what to do if they or someone else is being abused. Upon completing
the program, students were able to state what they would do if they were the victim of abuse, this is evidenced by the statements in the evaluations.

4. **Media and announcement placement**
   - Booth Events: LAPS, LANL, and the Health Fair
   - Email Blasts
   - Facebook
   - Instagram
   - KRSN
   - LAPS Electronic Backpack Mail
   - Los Alamos Children’s Dentistry
   - Los Alamos Daily Post
   - Los Alamos Monitor
   - Los Alamos Preschools
   - Los Alamos Volunteer Association
   - Additional Website Placements: Juvenile Justice Advisory Board and 211 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, Las Cumbres, 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**
   - 1 referral Las Cumbres
   - 8 referrals LAPS
   - 1 referral 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, helping with special events and helping in the office. In the first quarter volunteer participants are higher than usual due to helping with FSN’s new carpet project. During the 1st quarter FSN received 503 hours of volunteer service valued at $10,336.

8. **Solicitation efforts**
   - Casa Mesita Thrift Store: Funds granted
   - CB Fox: Funds Received
   - DWI Planning Council: Funds granted
   - Los Alamos Children’s Dentistry: Funds received
   - Los Alamos National Bank: Funds granted
   - Lucky Ducky Day Carnival: Fundraiser
• Pampered Chef Fundraising Event: Funds received
• SmileAmazon: Funds received
• Smith’s Community Rewards: Funds received
• Sponsorships: Solicited and received

**Other Quarterly Issues (if applicable):**

• FSN came to a leasing agreement with LAPS. FSN’s rent will be increased from $3,600 a year to $21,000. In addition FSN will charge LAPS in the amount of $18,000 a year for services. FSN’s lease agreement is for 5 years, but the service agreement is a yearly agreement. The current agreement with LAPS is very satisfactory, however, should there be issues in the future in regards to LAPS’s ability to fund FSN programs more than 10% of FSN’s budget would be affected.

• FSN successfully upgraded carpet and furniture in the 1st quarter. This was a long ongoing process from conception to completion. The upgrades have made the space safer and more comfortable. The Delle Foundation donated funds for the project.

• Due to JJAB funding cuts, JJAB was unable to fund Bystander Training and the Children’s Safety Workshop. FSN approached DWI Planning Council and the council agreed to fund those programs.

**Quarter 2**

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. FSN received feedback from 193 participants. All feedback received from respondents perceived the program as good or excellent.
   b. The following are some comments received in feedback attained.
      • When we relocated to Los Alamos, I was a stay-at-home mom of two (ages 1 and 4). I felt very alone and afraid, not to mention overwhelmed. FSN gave me a reason to get out of the house, a safe environment for the kids to play, and endless opportunities to create friendships. Thank you FSN! You saved me! –Chit-Chat Parent
      • We didn’t just watch videos and follow the workbook. We had real discussions that covered our specific questions. -Love and Logic Parent
      • I really liked this presentation; it gave me information that I wouldn’t get anywhere else, and it is just as critical to know and could save a life just as CPR. -Healthy Relationships Student

2. **Schedule of classes, workshops, seminars, etc.**
   a. BabyNet: 4th Tuesdays
   b. Becoming a Love and Logic Parent-Early Childhood: October/November
   c. Birth Talk: 1st Mondays
   d. Chit-Chat Discussion Group: Wednesdays
   e. Clothing and Small Item Swap: November 27-December 1
   f. Cookie Exchange: December 18
g. Fall Party: October 26  
h. Family Potlucks: Once Monthly  
i. Family Yoga: Tuesdays  
j. Fire Safety Day: October 10  
k. Gingerbread House Building: December 12, 14 and 15  
l. Goodnight Los Alamos Book Tour: November 14  
m. Healthy Relationships: October  

n. LAPS Toy Library: Tuesday-Saturday weekly  
o. Middle School WHO: November  

p. New Mexico Autism Society: 3rd Mondays  
q. Play and Learn Play Group: 3rd Thursdays  
r. Resource Center: Tuesday-Saturday weekly  
s. Russian Language Playgroup: Every Other Sunday  
t. Beth Ladino Family Resource Library: Tuesday – Saturday weekly  
u. Speaker Series, 1st Tuesdays  
v. Special Saturdays: November 10  
w. Toddler Craft: 2nd Tuesdays  
x. Toddler Tunes: 1st Wednesdays  

3. Attendance data and participant evaluation summaries  
   a. Classes and Workshops: 470 visits/ 705 service hours  
   b. Community and Special Interest Programs: 171 visits/ 257 service hours  
   c. Special Events: 372visits/ 744 service hours  
   d. FRC: 1,225 visits/ 2,450 service hours  
   e. Total Visits: 2,238  
   f. Total Service Hours: 4,156  
      *2nd quarter numbers updated in the 4th quarter

Libraries  
   • Beth Ladino Library: FSN is currently estimating data for this library. It is estimated that an average of 30 books per week were circulated during the 2nd Quarter.  
   • FSN Toy Library: There were 50 users, 165 visits and 485 toys circulated. Toy library circulation in this quarter in FY19 was up 43% from the previous year.  

Evaluation Summaries  
   • Evaluations received in this quarter were for the Healthy Relationships, Becoming a Love and Logic Parenting classes, and various other programs. FSN also distributed a survey asking for feedback on the organization as a whole.  
   • Students in the Healthy Relationships class felt that the material from the presentation was practical and relatively simple to implement. They also felt the course facilitator was engaging. Other program evaluations, along with survey feedback indicated that FSN is well received in the community and appreciated for the programs and resources it offers families. Through the survey FSN was also able to identify some perceived gaps in services and is considering how to bridge those gaps.

4. Media and announcement placement  
   a. Booth Events: Leadership Los Alamos and Special Needs Trunk or Treat  
   b. Email Blasts  
   c. Facebook  
   d. Instagram
5. Collaborations with other providers
FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health Council, DWI Planning Council, Los Alamos County, Los Alamos Public Schools, UNM-LA, the Domestic Violence Task Force, Las Cumbres, 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.

Some specific examples of collaboration in the 2nd quarter include collaborating with

- Los Alamos Fire Department to present Fire Safety Day,
- BabyNet to identify gaps in services for families prenatal to age 5
- Las Cumbres to provide space for their monthly staff meeting
- Las Cumbres and First Born to provide space to meet with clients
- Los Alamos Public Schools to provide Healthy Relationships curriculum to students in high school Health class

6. Referrals count: 10
   a. 2 referral Las Cumbres
   b. 7 referrals LAPS

7. Volunteer efforts
   a. 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, helping with special events and helping in the office. During the 2nd quarter FSN received 85 hours of volunteer service valued at $1750.

8. Solicitation efforts
   a. 100+Women: Funds solicited and received
   b. Casa Mesita Thrift Store: Funds received
   c. Con Alma: Funds granted
   d. Juvenile Justice Advisory Board: Funds received
   e. Los Alamos County: Funds received
   f. Los Alamos Public Schools: Funds granted
   g. SmileAmazon: Funds received
h. Smith’s Community Rewards: Funds received
i. Sponsorships: Solicited and received

Quarter 3

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. FSN received feedback from 10 participants. Most program evaluations will be included in the 4th quarter report when programming wraps up for the fiscal year. All feedback received from respondents perceived the program as good or excellent.
   b. The following are some comments received in feedback attained.
      • I learned how to develop empathy for my children and how to teach them how to advocate for themselves -Love and Logic Parent
      • We recently moved to Los Alamos and FSN has provided a safe, comfortable space for my shy toddler to make his first friends. –Family Resource Center Parent

2. Schedule of classes, workshops, seminars, etc.
   a. BabyNet: 4th Tuesdays
   b. Beth Ladino Family Resource Library: Tuesday – Saturday weekly
   c. Birth Talk: 1st Mondays
   d. Chit-Chat Discussion Group: Wednesdays
   e. Circle of Security: Wednesdays
   f. Early Intervention Discussion Group: Saturdays, March 2
   g. Family Potlucks: Once Monthly
   h. Family Yoga: Tuesdays
   i. FSN Open House: Tuesday, March 19
   j. Grandparents Raising Grandchildren: 2nd Mondays
   k. Infant Feeding Support: 3rd Wednesdays
   l. Infant/Toddler CPR: Saturday, March 23
   m. LAPS Toy Library: Tuesday-Saturday weekly
   n. Las Cumbres Hearing Screening: March 22
   o. Becoming a Love and Logic Parent (teen): Saturday, March 16
   p. Play and Learn Play Group: 3rd Thursdays
   q. Resource Center: Tuesday-Saturday weekly
   r. Russian Language Playgroup: Varies
   s. Speaker Series, 1st Tuesdays
   t. Special Education Support Group: 4th Mondays
   u. Special Needs Round Table: 2nd Fridays
   v. Special Saturdays: Saturday, February 2 and March 9
   w. Triath-a-Toddle: Saturday, February 9
   x. Toddler Craft: 2nd Tuesdays
   y. Toddler Tunes: 1st Wednesdays
Won’t You Be My Neighbor (movie screening): Friday, Feb. 22

3. Attendance data and participant evaluation summaries
   a. Classes and Workshops: 76 visits/ 152 service hours
   b. Community and Special Interest Programs: 106 visits/ 212 service hours
   c. Special Events: 193 visits/ 368 service hours
   d. FRC: 1,034 visits/ 2,026 service hours
   e. Total Visits: 1,409
   f. Total Service Hours: 2,758

   *3rd quarter numbers updated in the 4th quarter

Libraries
   a. Beth Ladino Library: FSN is currently estimating data for this library. It is estimated that an average of 30 books per week were circulated during the 3rd Quarter.
   b. FSN Toy Library: There were 53 users, 132 visits and 306 toys circulated.

Evaluation Summaries
   a. Evaluations received in this quarter were for the Becoming a Love and Logic Parenting class for parents of teens. Some parenting classes started in quarter 3 but will end in quarter 4. These evaluations will be included in the 4th quarter report. Parents in the Love and Logic class reported learning about empathizing with their children and skills to help children be successful.

4. Media and announcement placement
   a. Booth Events: Leadership Los Alamos and Special Needs Trunk or Treat
   b. Email Blasts
   c. Facebook
   d. Instagram
   e. KRSN
   f. LAPS Electronic Backpack Mail
   g. Los Alamos Daily Post
   h. Los Alamos Monitor
   i. Los Alamos Preschools
   j. Los Alamos Volunteer Association
   k. Additional Website Placements: Juvenile Justice Advisory Board and 211 Los Alamos

5. Collaborations with other providers
   FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health Council, DWI Planning Council, Los Alamos County, Los Alamos Public Schools, UNM-LA, the Domestic Violence Task Force, Las Cumbres, 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. In quarter 3, FSN began collaborating with the Special Needs Round Table. 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.
Some specific examples of collaboration in the 3rd quarter include collaborating with

- Los Alamos Public Schools, Las Cumbres, and BabyNet for the Early Intervention Fair
- BabyNet to identify gaps in services for families prenatal to age 5
- Las Cumbres to provide space for hearing screenings
- Las Cumbres and First Born to provide space to meet with clients
- Los Alamos Public Schools to discuss future curriculum for FSN programs offered in middle and high school health classes
- First Born to provide to leverage parenting support.

6. **Referrals count: 10**
   a. 6 referral First Born
   b. 2 referrals JJAB
   c. 1 referral BabyNet

7. **Volunteer efforts**
   a. 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, helping with special events and helping in the office. During the 3rd quarter FSN received 100 hours of volunteer service valued at $2300.

8. **Solicitation efforts**
   a. Casa Mesita Thrift Store: Funds received
   b. Con Alma: Funds granted
   c. FSN Mail Campaign:
   d. High Mesa Dental Arts: Funds solicited and received
   e. Juvenile Justice Advisory Board: Funds received
   f. Los Alamos County: Funds received
   g. Los Alamos Public Schools: Funds granted
   h. SmileAmazon: Funds received
   i. Smith’s Community Rewards: Funds received
   j. Los Alamos National Laboratory: Funds received
   k. Sponsorships: Funds solicited and received
   l. Vest Orthodontics: Funds solicited and received

**Other Quarterly Issues (if applicable):**

- FSN funding from Con Alma is used for family support groups like Grandparent Raising Grandchildren and Chit-Chit and Change Diapers. FSN has requested funding from Con Alma for next year for these programs as well, however if they choose not to fund them FSN would need to secure funding from another source.
- **FSN’s office equipment is beginning to age. Next fiscal year computers, tablets, software and other office equipment will need to be replaced.**
- **An on going challenge is connecting with all those in need of our services.**
Quarter 4

1. Feedback and willingness to act on information
   a. FSN asks for feedback through administration of evaluations to class participants and instructors. In quarter 4, 239 evaluations were received. Of those 239 evaluations 234 were rated good or excellent and 5 were rated average. It is common practice to use feedback to improve programs. All feedback received from respondents perceived the program as good or excellent.
   b. The following are some comments received in feedback attained.
      • A great workshop! My son learned skills to protect himself and practiced them to gain self confidence using them. -Children’s Safety Workshop Parent
      • I learned to be more open and receptive to cues from my children, and to admit where we struggle. -Circle of Security Parent
      • The five factors of consent provided the realization that there is more than just saying yes. -Healthy Relationships Student.
      • I discovered that I was able to express my self in a group setting. -SmART Parent

2. Schedule of classes, workshops, seminars, etc.
   a. BabyNet: 4th Tuesdays
   b. Becoming a Love and Logic Parent School-aged: Tuesdays, April 2-30
   c. Beth Ladino Family Resource Library: Tuesday–Saturday weekly
   d. Birth Talk: 1st Mondays
   e. Children’s Safety Workshop: Wednesday, May 15 and 22
   f. Chit-Chat Discussion Group: Wednesdays
   g. Chit-Chat Field Trip: June 24
   h. Circle of Security: Thursdays, March 7-April 18
   i. Clothing and Small Item Swap: Week of May 6
   j. Community Nerf War: Saturday, June 15
   k. Family Potlucks: Once Monthly
   l. First Born Play Date: Wednesday, April 10
   m. Family Yoga: Tuesdays
   n. Grandparents Raising Grandchildren: 2nd Mondays
   o. Healthy Relationships: April 16 and 17
   p. Infant Feeding Support: 3rd Wednesdays
   q. LAPS Toy Library: Tuesday-Saturday weekly
   r. Las Cumbres Hearing Screening: By monthly
   s. Middle School WHO: Thursday, April 25
   t. Outdoor Play: Friday, May 22
   u. Play and Learn Play Group: 3rd Thursdays
   v. Resource Center: Tuesday-Saturday weekly
w. Russian Language Playgroup: Varies
x. SmART: Wednesdays, April 24-June 12
y. Special Needs WHO, Monday, April 29
z. Speaker Series, 1st Tuesdays
aa. Special Needs Education Support Group: 4th Mondays
bb. Special Needs Round Table: 2nd Fridays
c. Summer Splash: Friday, June 14
dd. The Great Bubble Solution: Tuesday, June 18
ee. Toddler Craft: 2nd Tuesdays
ff. Toddler Tunes: 1st Wednesdays

3. Attendance data and participant evaluation summaries
   a. Classes and Workshops: 426 visits/ 736 service hours
   b. Community and Special Interest Programs: 151 visits/ 226 service hours
   c. Special Events: 292 visits/ 512 service hours
   d. FRC: 1456 visits/ 2912 service hours
   e. Total Visits: 2,325
   f. Total Service Hours: 4,386

Libraries
   • Beth Ladino Library: FSN is currently estimating data for this library. It is estimated that an average of 35 books per week were circulated during the 4th Quarter.
   • FSN Toy Library: There were 110 users, visits 227 and 364 toys circulated.

Evaluation Summaries
   • Evaluations received in this quarter were for the Children’s Safety Workshop, SmART, Healthy Relationships, Middle School WHO, Circle of Security, and Becoming a Love and Logic Parent. 239 evaluations were received in the 4th quarter. Of those 239 evaluations 239 were rated good or excellent.

4. Media and announcement placement
   a. Booth Events: Pajarito Environmental Educations Center, Summer Concert Series, Chamberfest, Summer Reading Kick-off, and Aspen School
   b. Email Blasts
   c. Facebook
   d. Instagram
   e. KRSN
   f. LAPS Electronic Backpack Mail
   g. Los Alamos Daily Post
   h. Los Alamos Monitor
   i. Los Alamos Preschools
   j. Los Alamos Volunteer Association
   k. Additional Website Placements: Juvenile Justice Advisory Board

5. Collaborations with other providers
FSN regularly collaborates with the Juvenile Justice Advisory Board, Community Health Council, DWI Planning Council, Los Alamos County, Los Alamos Public Schools, UNM-LA, the Domestic Violence Task Force, Las Cumbres, First Born and BabyNet to provide programs that are meaningful to Los Alamos families. FSN receives referrals from many of these organizations.
FSN’s Executive Director is a DWI Planning Council board member, Leadership Los Alamos board member, the Chair of BabyNet, member of the Los Alamos Community Health Council (CHC) and a Vice Chair of the CHC Leadership Team.

Some specific examples of collaboration in the 4th quarter include collaborating with

- BabyNet to identify gaps in services for families prenatal to age 5
- Las Cumbres to provide space for hearing screenings
- Los Alamos Public Schools to discuss future curriculum for FSN programs offered in middle and high school health classes
- First Born to leverage parenting support.
- Juvenile Justice Advisory Board to provide the Children’s Safety Workshop

6. Referrals count: 48
   a. 1 referral BabyNet
   b. 28 referral First Born
   c. 3 referrals JJAB
   d. 15 Las Cumbres
   e. 1 Preschools

7. Volunteer efforts
   a. FSN’s volunteers provide a variety of services including, but not limited to toy washing, shelving books, preparing flyers and postcards for distribution, providing tech support, helping with remodel projects, helping with special events and helping in the office. During the 4th quarter FSN received 85 hours of volunteer service valued at $1,900.

8. Solicitation efforts
   a. Casa Mesita Thrift Store: Funds received
   b. Con Alma: Funds requested
   c. First National Bank1870: Funds received
   d. Juvenile Justice Advisory Board: Funds requested and received
   e. Kiwanis Club of Los Alamos: Funds requested and received
   f. Los Alamos County: Funds received
   g. Los Alamos National Laboratory: Funds received
   h. Los Alamos Public Schools: Funds requested and received
   i. Rotary Club of Los Alamos: Funds requested
   j. SmileAmazon: Funds received
   k. Smith’s Community Rewards: Funds received
   l. Sponsorships: Funds solicited and received
   m. United Way of Northern New Mexico: Funds requested and received

Other Quarterly Issues (if applicable):

- FSN funding from Con Alma is used for family support groups like Grandparent Raising Grandchildren and Chit-Chit and Change Diapers. Con Alma funding is not typically ongoing. It will be necessary for FSN to find alternate funding for this support programming.
FSN’s office equipment is beginning to age. Next fiscal year computers, tablets, software and other office equipment will need to be replaced.

FSN’s parking lot is cumbersome and too small for the number of people attending programs. It would be helpful if the county lot adjacent to FSN’s parking lot were paved and striped. This space could be used for additional FSN parking.

**FY2018 Financial Information:**

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**FY2019 LA Scores Reporting:**

**FY2019 Rollup:**

- # Participants served through Family Strengths Network Programs Per Year: 7,116
- # Paid Staff Hours Per Year: 3,257
- # Volunteer Hours Per Year: 768
- # Participants Providing Feedback Per Year: 581
- # Participants Rating their Experience Good or Excellent Per Year: 580

**1st Quarter:**

- # Participants served through Family Strengths Network Programs Per Quarter: 1,144 (numbers updated in 4th quarter)
- # Paid Staff Hours Per Quarter: 785
- # Volunteer Hours Per Quarter: 503
- # Participants Providing Feedback Per Quarter: 139
- # Participants Rating their Experience Good or Excellent Per Quarter: 139

**2nd Quarter:**

- # Participants served through Family Strengths Network Programs Per Quarter: 2,238 (numbers updated in 4th quarter)
- # Paid Staff Hours Per Quarter: 660
• # Volunteer Hours Per Quarter: 85
• # Participants Providing Feedback Per Quarter: 193
• # Participants Rating their Experience Good or Excellent Per Quarter: 192

3rd Quarter:

• # Participants served through Family Strengths Network Programs Per Quarter: 1409 (numbers updated in 4th quarter)
• # Paid Staff Hours Per Quarter: 875
• # Volunteer Hours Per Quarter: 100
• # Participants Providing Feedback Per Quarter: 10 (programs held in quarter 3 & 4 will be evaluated in quarter 4)
• # Participants Rating their Experience Good or Excellent Per Quarter: 10

4th Quarter:

• # Participants served through Family Strengths Network Programs Per Quarter: 2,325
• # Paid Staff Hours Per Quarter: 937
• # Volunteer Hours Per Quarter: 85
• # Participants Providing Feedback Per Quarter: 239
• # Participants Rating their Experience Good or Excellent Per Quarter: 239