



# THE CENTER FOR QUALITY FAMILY SUPPORT

*Your Partner in Excellence*

## **Who We Are:**

The Center for Quality Family Support (CQFS) was established to provide training, technical assistance and implementation support for Maternal, Infant and Early Childhood Home Visiting programs.

## **Our Mission:**

To deliver empowering and compassionate support to home visiting providers, resulting in high quality family support services.



## **One of our Roles:**

To serve as the Central Administration for the Multi-Site State System (MSSS), known as Healthy Families Michigan™ (HFM). An MSSS is an organized group of Healthy Families America® (HFA) affiliates in a common geographical area, typically a state, with a Central Administration entity that delivers guidance to the affiliates in that area. The Central Administration assists sites in meeting the best practice standards so that high quality services are provided to families enrolled in Healthy Families programs. When home visiting programs meet fidelity indicators like the best practice standards, positive outcomes for families result.

## **What is Healthy Families America (HFA)?**

HFA is one of the leading family support and evidence-based home visiting programs in the United States. HFA believes early, nurturing relationships are the foundation for healthy development. The mission of HFA is to promote child well-being and to prevent the abuse and neglect of our nation's children by delivering home visiting services that empower families and communities.

## **What Does it Mean to be a Central Administration?**

A Central Administration is in good standing with the HFA National Office and adheres to expectations that fall within six functional areas: Policy, Training, Technical Assistance, Quality Assurance, Evaluation and Administration. Each area is a vital infrastructure component to a successful home visiting system. When systems are in place to support quality home visiting, best practices for families are more likely.



## Healthy Families Michigan™ (HFM) First Annual Report Summary:

In a year of chaos, unknowns and extreme challenges, the HFM network persevered through the pandemic and finished the year with some impressive outcomes. Flexibility and patience became the superpowers of 2020, knowing that everyone was doing the best they could given the circumstances. Getting the Central Administration in full compliance with the Multi-Site State System standards was a priority throughout the year but so too was responding to the immediate and ever evolving needs of the HFM sites. In the midst of a pandemic, continuing to support highly vulnerable families was never more important or more challenging; yet that is exactly what happened. The needs of families and sites were addressed through Home Visitors ensuring families were linked to necessary resources like food and shelter. At a system level, the very first virtual Foundations for Family Support training was conducted for newer staff members and the required quality assurance visits were conducted virtually. The Central Administration team is eager to move towards full accreditation through preparation if its first self-study and to receive its first site visit from the National Office in 2022.

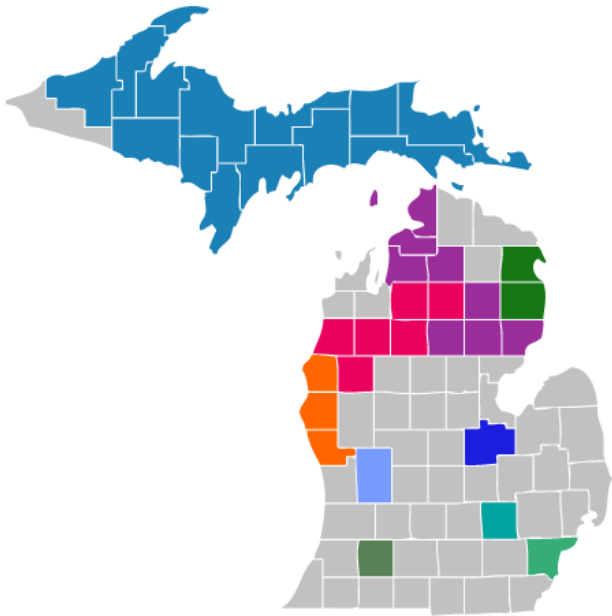


**10 Brave Souls Attend the First Virtual Core Training!**

## Healthy Families Service Coverage across Michigan

**Key**

- Kalamazoo County HFA
- HFA Wayne
- Healthy Families Livingston
- Kent County HFA
- Saginaw County HFA
- Healthy Families West MI
- DHD #10 HFA Affiliate
- Healthy Families Northern MI
- Day One
- Healthy Families Upper Peninsula



Service area spans **43,439 square miles** across **38 counties!**

**50.81** FTE Direct Service Staff

**10.02** FTE Supervisors

To learn more, check out our website: <https://micqfs.org/>

# 2020 Site Activities



895 Screens conducted



321 Assessments completed



300 New enrollments



932 Children served



14,128 Home visits completed



4000+ Referrals for services made



84% Children Up-To-Date with Immunizations at 12 Months

# 2020 Central Administration Activities

## QUALITY ASSURANCE



- ✓ 10 in person or virtual site visits
- ✓ 10 Program Development Plans

## TRAINING



- ✓ 5 Training Tuesday sessions
- ✓ 1 Foundations for Family Support training
- ✓ 20 Community of Practice (CoP) sessions

## TECHNICAL ASSISTANCE



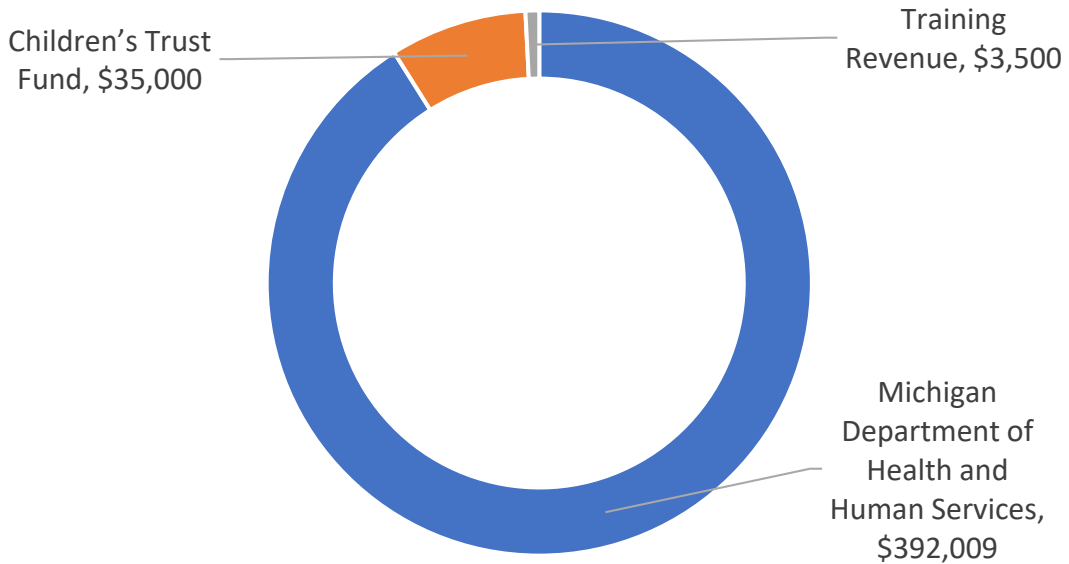
- ✓ Individualized staff and site support
- ✓ 4 Open hours for Q & A about HVOL (Home Visiting Online database)
- ✓ 43 Instances

## COMMUNICATION



- ✓ 12 Newsletters published
- ✓ 4 Advisory Council meetings
- ✓ New Website Launched

# 2020 Financial Report



Total Revenue: \$430,509

Site Budget Totals: \$5,660,175

## Our FY 2020 Advisory Council Representatives:

- Alicia Kruk** – Washtenaw Intermediate School District
- Alyce Hernandez** – Catholic Charities of West Michigan
- Candace Cowling** – Family Futures
- Cara Sutcliffe** – Parent Representative
- Elaine Bradley** – Wayne County Health Department
- Heather Richards** – Saginaw Intermediate School District
- Kerenda Applebey** – Berrien RESA
- Kerry Ott** – LMAS District Health Department
- Mia Halthon Jones** – Parent Representative
- Michelle Nicholson** – Ingham Intermediate School District
- Rich VanTol** – Bay Area Intermediate School District
- Rana Smith** – SOS Community Services
- Rita Trinklein** – Michigan Department of Education
- Tiffany Kostelec** – Michigan Department of Health and Human Services