

## What we do:

The Mission of the Center for Quality Family Support (CQFS) is to deliver empowering and compassionate support to home visiting providers resulting in high quality family support services. It was established to provide training, technical assistance and implementation support for maternal, infant and early childhood home visiting programs. It serves as the Central Administration for the 10 Healthy Families Michigan (HFM) sites as well as the 33 Parents as Teachers (PAT) affiliates. The CQFS also supports the Michigan Department of Health and Human Services (MDHHS) Home Visiting Unit in ensuring that professional development needs for the system are met. This report primarily focuses on the work related to the Central Administration of the HFM Multi-site State System.

2021 brought more growth and progress to the HFM Central Administration. The CQFS was able to hire a 0.5 Full Time Equivalent (FTE) supervisor to coordinate the activities of the Healthy Families America Specialist and fine tune the quality assurance and technical assistance activities. The HFM team has grown from 1.59 FTE in fiscal year 2019 to 2.98 FTE in fiscal year 2021.

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

## Who we are:



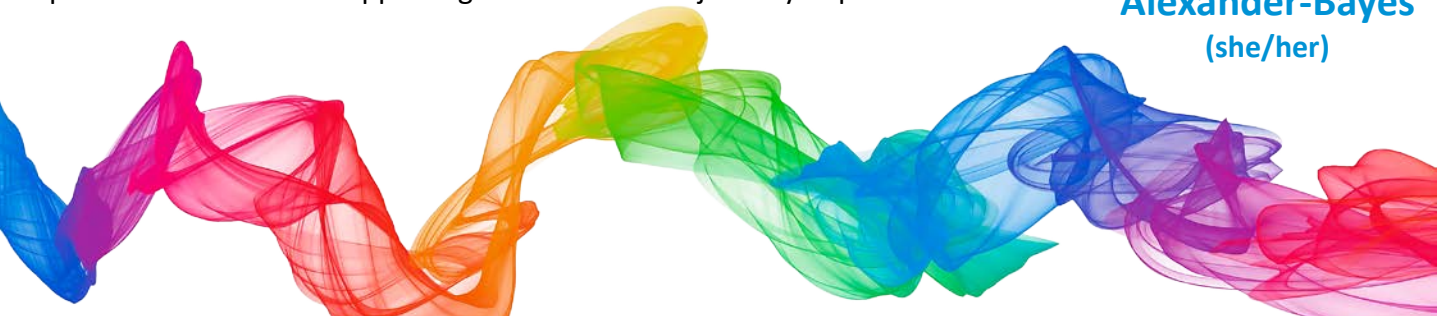
Alyce is the Healthy Families America Specialist for the Center for Quality Family Support and began her journey with the model in 1999. She earned her Bachelor of Science degree with a major in Sociology from Central Michigan University and her Master of Arts degree in Family and Consumer Sciences from Western Michigan University in 2017. She is trained as a peer reviewer for the Healthy Families America Model and has a passion for supporting home visiting teams so that families and their children thrive in our communities.

**Alyce Hernandez,**  
MA (she/her)

Brandi is the Quality Assurance Specialist for the Center for Quality Family Support where she ensures that the Healthy Families Michigan affiliates are in adherence with the 153 Best Practice Standards. She received her Bachelor of Social Work degree from Grand Valley State University in 2003 and spent 14 years with the Kent County Healthy Families America program where she wore many hats including program manager. She is also a trained Healthy Families America peer reviewer. She lives in Grand Rapids Michigan with her large family (8 kids!) and has a deep passion and heart for supporting families on their journey of parenthood.



**Brandi  
Alexander-Bayes**  
(she/her)





**Tricia Drenth,**  
MS, RN, IMH-E®  
(she/her)

Tricia is the Model Specialist Coordinator for the Center for Quality Support and began her journey with the Healthy Families America model in 2015, working to develop, implement, and evaluate a 10-county local HFA program. She received her Bachelor of Science in Nursing from the University of Michigan in 2002 and Master of Science in Community Health Nursing also from the University of Michigan in 2005. She is trained as a Healthy Families America peer reviewer and has a passion for supporting the work to build quality programs, and a quality state office, to ensure the best possible support and services are offered to local families.

Cynthia is the Manager for the Center for Quality Family Support and has been working in the home visiting world for 34 years. She earned her Bachelor of Social Work in 1984 from Central Michigan University and her Master of Social Work in 1992 from Wayne State University. She is a national peer reviewer and trainer for the Healthy Families America model. In this role she gets an opportunity to demonstrate that when home visiting programs are provided the necessary support and guidance, great things happen for families and the communities they live in.

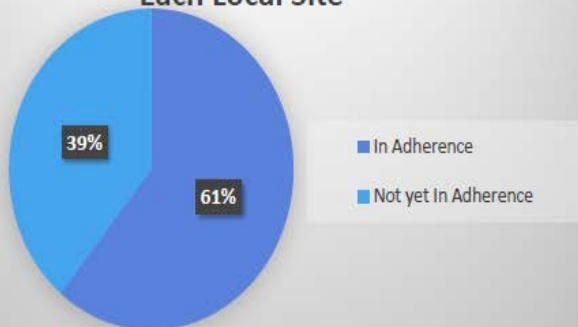


**Cynthia Zagar,**  
MSW, LMSW  
(she/her)

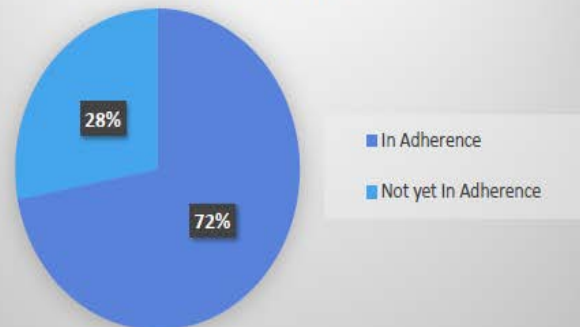
## 2021 Improvements

Capacity matters when it comes to impact on a home visiting system. We see that in the data related to Healthy Families Michigan affiliates' adherence to the Best Practice Standards over time. When comprehensive training, quality assurance, technical assistance and evaluation are in place, site performance improves, and families reap the benefits. When capacity rose from 1.59 Full Time Equivalent (FTE) to 2.41 FTE, and targeted technical assistance could be provided, the system experienced significant progress with model fidelity. The graph below illustrates that change:

**FY20: Best Practice Standards: Average % Based on Standards Reviewed at Each Local Site**



**FY21: Best Practice Standards: Average % Based on Standards Reviewed at Each Local Site**



It should be noted that the COVID-19 Pandemic impacted service delivery in numerous ways in fiscal year 2021 and, likely, the adherence to many best practice standards. For example, Home Visit completion was very challenging, particularly early in the pandemic with still so many unknowns about the virus and its spread. Immunization rates were also impacted due to people working to catch up with the medical appointments that were not kept in the previous year and some being reluctant to potentially expose themselves. Completion of developmental and depression screenings was difficult at the onset of the pandemic and as the shift to virtual visits happened. Teams were unaware of how to address the barriers that existed in conducting virtual visits and they worked hard to learn the new way of doing business by participating in the myriad of webinars and trainings that were developed. Regardless of all that got in the way, the Healthy Families Michigan affiliates improved significantly in their overall administration of the Best Practice Standards in 2021.

A range of approaches to site support were offered over the year, including direct site technical assistance to address goals set by affiliates, community of practice opportunities to develop relationships and learn from one another, training Tuesday sessions to reinforce core knowledge learning, and quality assurance plan review meetings to keep programs on target for completion of their quality assurance activities. Aside from the quality assurance visits and some level of technical assistance, participation in the activities is voluntary.

## 2021 By the Numbers:



**69** Technical Assistance sessions to sites



**12** Quality Assurance Plan Meetings, with **87%** site participation



**4** Data Base Open Hour Calls



**6** Training Tuesday Sessions



**3** Foundations for Family Support Trainings



**5** Supervisor and Program Manager Community of Practice gatherings, with **92%** site participation



**4** Home Visitor Community of Practice gatherings



**10** Quality Assurance Virtual Visits



**12** Newsletters Published



**4** Advisory Council Meetings

The numbers of families affected by the services from Healthy Families Michigan programs remained consistent as staff focused efforts on outreach and enrollment activities. The numbers below include initial screening, assessments, new enrollments, children served, and number of home visits completed. Additionally, home visitors worked hard to connect families to resources and to provide them with information on important topics like health care, nutrition, counseling, concrete services and employment.

### Key Accomplishments for FY2021:

- ✓ **762** Screens conducted
- ✓ **287** Assessments completed
- ✓ **249** New enrollments
- ✓ **776** Children served
- ✓ **10,982** Home visits completed
- ✓ **83%** of 6-month immunizations completed
- ✓ **86%** of 18-month immunizations completed



Family with Saginaw  
Healthy Families

### 2,630 Total Information & Resources Provided in FY2021!

- ✓ **556** Concrete Services (clothing, furniture, housing assistance, transportation)
- ✓ **517** Counseling and Intensive Support Services
- ✓ **108** Public Benefits
- ✓ **83** Employment and Training
- ✓ **219** Family and Social Support Services
- ✓ **519** Health Care
- ✓ **319** Nutrition
- ✓ **309** Other (legal services, money management, immigration, other)



Saginaw Healthy Families Outing



Healthy Families Upper Peninsula family  
with her Family Support Worker in  
Marquette



## Where we are:

Healthy Families Upper Peninsula  
300 Walnut St.,  
Manistique, MI 49854  
Program Manager: Kerry Ott

Healthy Families Northern Michigan  
220 W. Garfield Ave  
Charlevoix, MI 49720  
Program Manager: Katelyn Nellis

District Health Department #10 HFA Affiliate  
521 Cobb St.,  
Cadillac, MI 49601  
Program Manager: Lisa Burmeister

Day One  
1044 US 23 North,  
Alpena, MI 49707  
Program Manager: Stephanie Dettloff

Healthy Families West Michigan  
1095 3rd St.  
Muskegon, Michigan 49441  
Program Manager: Shannon Farmer

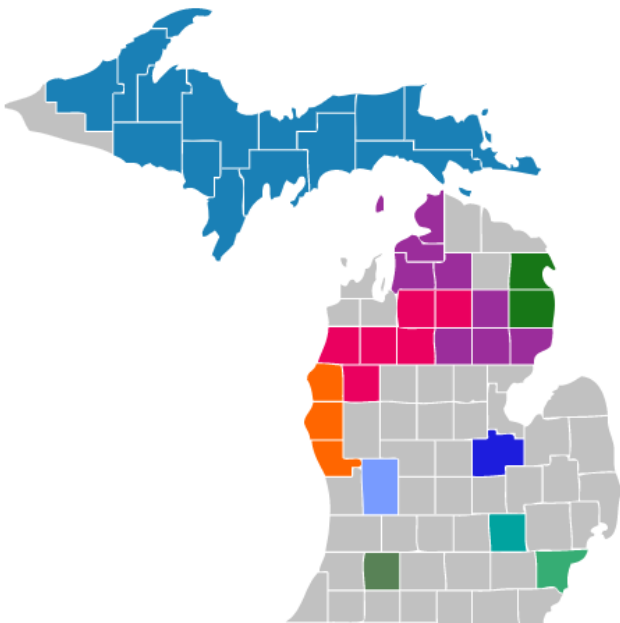
Kent County HFA  
678 Front St. NE, Suite 210,  
Grand Rapids, MI 49504  
Program Manager: Rachel Johnson

Saginaw County HFA  
3933 Barnard Rd, Saginaw,  
MI 48603  
Program Manager: Heather Richards

Kalamazoo County HFA  
311 E. Alcott St.,  
Kalamazoo, MI 49001  
Program Manager: Brenda O'Rourke

Healthy Families Livingston  
2895 W. Grand River Ave  
Howell, MI 48843  
Program Manager: Holly Naylor

Healthy Families America Wayne  
17421 Telegraph  
Detroit, MI 48219  
Program Manager: Elaine Bradley

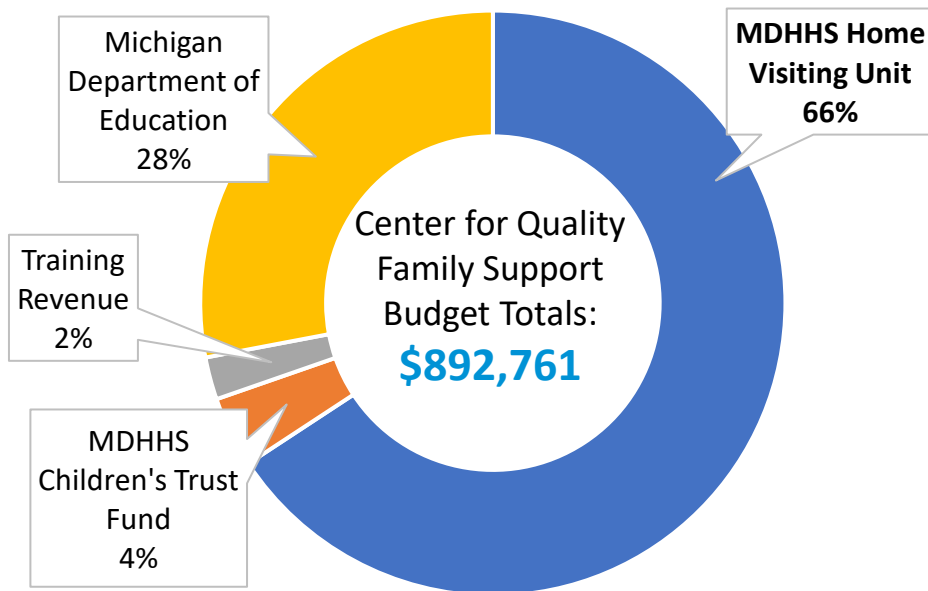


Healthy Families Wayne Staff Members

## Advisory Council:

- Cara Sutcliffe** – Parent Representative
- Elaine Bradley** – Wayne County Health Department
- Heather Richards** – Saginaw Intermediate School District
- Kerenda Applebey** – Berrien RESA
- Melissa Dansereau** – Michigan Department of Health and Human Services
- 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
- Stephanie Dettloff** – Child and Family Services of NE Michigan
- Tiffany Kostelec** – Michigan Department of Health and Human Services
- Vacant** – HFA Representative
- Vacant** – HFA Home Visitor Representative
- Vacant** – PAT Home Visitor Representative

## Center for Quality Family Support Funding Report:



Healthy Families Michigan Affiliates' budget totals: **\$5,362,423**