

INTRODUCTION

The Center for Quality Family Support (CQFS) provides training, technical assistance, and implementation support for Maternal, Infant, & Early Childhood Home Visiting programs. Our mission is to deliver empowering & compassionate support to home visiting providers resulting in high quality family support services. The CQFS serves as the Central Administration for:

 **11 Healthy Families Michigan (HFM) sites** &  **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 the professional development needs for the system are met. This report summarizes the key activities and accomplishments of the HFM Central Administration that sits within the CQFS.

OUR TEAM



Cynthia Zagar, M.S.W., L.M.S.W. (she/her/hers)

Cynthia is the Manager for the Center for Quality Family Support and has been working in the home visiting world for 35 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.



Alyce Hernandez, M.A. (she/her/hers)

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.



Brandi Alexander-Bayes (she/her/hers)

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 began working as an intern with the Healthy Families America program in Kent County. 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.



Kim Harris (she/her/hers)

Kim is the Model Specialist Coordinator for the Center for Quality Family Support. She has decades of experience in home visiting and as a supervisor. She is licensed as a Social Worker with a history of work with HFA, MIHP, and EHS; with Early On as a state-wide trainer and technical assistance provider; and is both a Certified Lactation Counselor and Infant Mental Health endorsed. Kim has a commitment to a strength-based, relationship-centered approach, and strongly believes in and advocates for the effectiveness of home visiting.

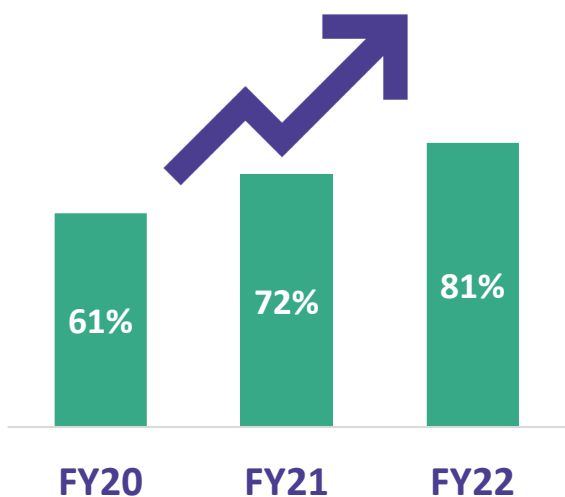


Tricia Drenth, MS, RN, IMH-E® (she/her/hers)

Tricia was formerly a Model Specialist Coordinator for the Center for Quality Family Support but is currently in a Home Visiting Consultant role while she pursues her PhD. She 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. Currently Tricia supports the overall functioning of the Center for Quality Family Support. Specifically, her position supports the quality assurance, quality improvement, technical assistance, and training work within the CQFS.

2022 AT A GLANCE

2022 was a year full of important milestones for the HFM Central Administration and affiliates. The Healthy Families America (HFA) National Office requires that all Multi-site State Systems take part in a self-study process that **requires the Central Administration and affiliates to submit evidence of adherence to the Best Practice Standards**. This was the first time that programs went through this process as a system. Site visits were conducted by National Office Peer Reviewers and reports were provided to each site, including the Central Administration, reflecting the findings of the review. **The Central Administration was pivotal in ensuring that sites were well-prepared** to submit their self-studies and to host the site-visit. **Affiliates worked hard to ensure that the expectations for the reporting was complete and accurate**. On December 14, the HFA National Office contacted the Central Administration to report that the accreditation process had been successfully completed by all sites in Michigan and that accreditation had been granted!



Another noteworthy milestone is the fact that **the system has continued to see improvements in model fidelity over the past three years**. The chart on the left displays the improvements in the percentage of standards reviewed during Quality Assurance Site Visits across all HFM local sites combined. This demonstrates the strong commitment to fidelity that HFM staff have, increased knowledge and understanding about the expectations of the standards and on-going support that is provided to sites by the Central Administration. **Most importantly, though, is the impact of quality implementation on children and families enrolled in Healthy Families Michigan programs**.

The Central Administration uses a variety of mechanisms to create impact on HFM programs. When a range of supports are offered, it creates opportunities to dig deep into performance and outcomes, exchange thoughts, problem solve and work intentionally towards improvement. **It is only with these collaborative efforts that such significant improvements take place**. It is a dance between all entities of the Multi-site State System; the provision of support and changes in understanding, procedures and practice.

HFM Central Administration Services:

<p>88 TA Sessions with sites</p>	<p>12 Quality Assurance Plan meetings</p>	<p>6 Workgroups</p>	<p>1 Foundations for Family Support Training</p>	<p>12 Newsletters published</p>
<p>4 Supervisor & Program Manager Community of Practices</p>	<p>4 Home Visitor Community of Practices</p>	<p>10 Quality Assurance Visits</p>	<p>4 Advisory Council Meetings</p>	<p>4 Data Base Open Hour Calls</p>

2022 ACCOMPLISHMENTS

Outreach, enrollment and retention are the only way outcomes to families happen. There is a specific process required by the HFA model to ensure that families meet the expected criteria for services. **The Michigan team's impact on families is demonstrated by the numbers** of those activities as well as home visits completed, and children served. 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.



1,024 Screens conducted



317 Assessments completed



281 New enrollments



12,728 Home visits completed

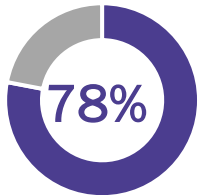


744 Children served

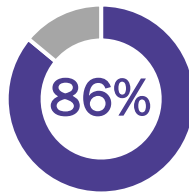
Information & Resources provided to families:

- ✓ **546** Concrete Services (clothing, furniture, housing assistance, transportation)
- ✓ **136** Public Benefits
- ✓ **86** Employment, Training, and Education
- ✓ **257** Nutrition
- ✓ **373** Counseling and Intensive Support Services
- ✓ **392** Health Care
- ✓ **277** Family and Social Support Services
- ✓ **342** Other (legal services, money management, immigration, other)

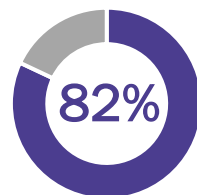
Children & Family Outcomes:



of families served in FY22 had at least one active goal



of children aged 12-23 months were up to date on immunizations



of children aged 24+ months were up to date on immunizations

2022 Financials for the Center for Quality Family Support:

Michigan Department of Health and Human Services (MDHHS) Home Visiting Unit

\$829,342

Michigan Department of Education

\$442,476

MDHHS Children's Trust Fund

\$35,000

Training Revenue

\$29,803

Where we are:

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

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

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

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

Healthy Families West Michigan
1095 3rd St.
Muskegon, MI 49441
Shannon Farmer

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

Saginaw County HFA
3933 Barnard Rd
Saginaw, MI 48603
Heather Richards

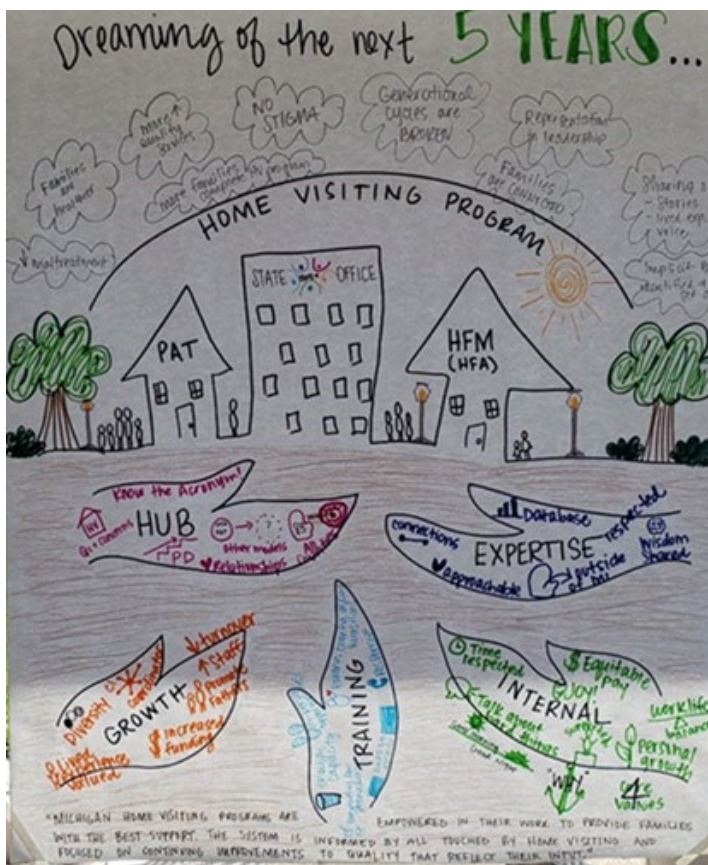
Kalamazoo County HFA
311 E. Alcott St.,
Kalamazoo, MI 49001
Brenda O'Rourke

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

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

Healthy Families Oakland
44765 Woodward Ave
Pontiac, MI 48341
Michelle Perez Terrazas

During a retreat in August, the CQFS team got to **do a little dreaming** about what's next for the work of the Multi-site State System. Everyone was excited and invigorated about what could be and what it will take to get there. **The passion and commitment of this team to this work is palpable.**



Advisory Council Members:

Parent Representatives:

Cara Sutcliffe- Healthy Families America
Mia Halthon Jones- Parents as Teachers

Healthy Families America Representatives:

Elaine Bradley- Wayne County Health Department
Heather Richards- Saginaw Intermediate School District
Lisa Burmeister- District Health Department #10
Stephanie Dettloff- Child and Family Services of NE Michigan
Stephanie Short- Home Visitor Representative

Parents as Teachers Representatives:

Jeneyah McDonald- Home Visitor Representative
Kerenda Applebey- Berrien RESA
Michelle Nicholson- Ingham Intermediate School District
Rana Smith- SOS Community Services
Rich VanTol- Bay Area Intermediate School District

Members At Large:

Melissa Dansereau- Michigan Department of Health and Human Services
Rita Trinklein- Michigan Department of Education
Tiffany Kostelec- Michigan Department of Health and Human Services

To learn more, visit our website: www.micqfs.org