



Healthy Families Michigan™

Central Administration

ANNUAL REPORT

2023

ABOUT US

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 the 11 Healthy Families Michigan (HFM) sites as well as the 34 Parents as Teachers (PAT) affiliates. The CQFS also leads a Refugee Systems of Care Project that fosters connections between the home visiting system and refugee services. Additionally, the CQFS employs a Professional Development Coordinator to address the training needs of all home visiting in Michigan.

Our goals are to:

1. Strengthen Home Visiting programs to achieve high quality implementation and improve outcomes for families
2. Provide access to personalized relationship-based program support
3. Develop and inform the home visiting work force
4. Serve as the State Office for Michigan Healthy Families America and Parents as Teachers programs



www.micqfs.org



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

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 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.



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 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.



Kim Harris, LBSW, CLC, IMH-E®

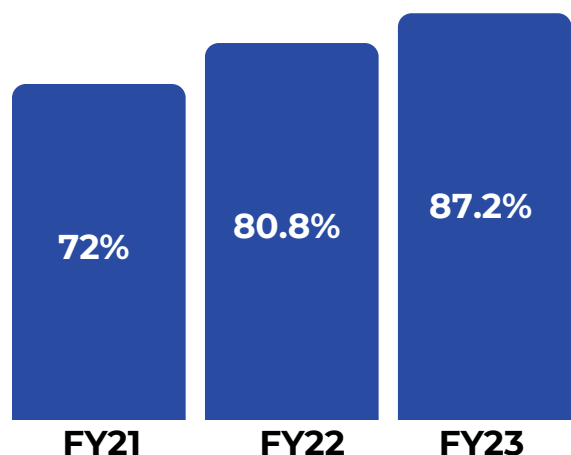
Kim Harris is the Center for Quality Family Support (CQFS) Model Specialist Coordinator within the Center for Healthy Communities. Kim has decades of experience in home visiting and as a supervisor. She is licensed as a Social Worker with a history of work with HFA, MIHP, and EHS; with Early On as a 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.

FISCAL YEAR 2023 ACCOMPLISHMENTS

Healthy Families America National Office released its 8th Edition of the Best Practice Standards in 2022. Over the course of fiscal year 2023, the Central Administration provided an array of services for the Michigan affiliates to support their understanding and operationalization of these Standards, including:

System Level Activity	# of occurrences
Technical Assistance Sessions to sites	80
Quality Assurance Plan meetings	12 (average site participation: 90%)
Data Base Open Hour Calls	4
Supervisor and Program Manager Community of Practice	4 (average site participation rate: 89%)
Home Visitor Community of Practice	4 (average site participation rate: 84%)
Quality Assurance Visits	11
Newsletters Published	12
Advisory Council Meetings	4

Overall percentage of Standards rated in adherence **increased from 72% to 87%**



Infrastructure support 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. Significant improvements were made between FY21 and FY23. It is worth noting increases in adherence between FY22 and FY23 because of the changes in the Standards and the learning curve that comes with any such changes.

Serving families through home visiting requires a process of outreach, engagement and relationship building. After a family is identified, information is gathered to understand their story and determine if the services are the right fit for the family. 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.



799 Screens conducted



391 Assessments completed



367 New enrollments



901 Children served



13,598 Home Visits completed

Information and resources provided to families:

- **853** Concrete services (clothing, furniture, housing assistance, transportation)
- **522** Counseling and Intensive Support Services
- **174** Public Benefits
- **141** Employment and Training
- **325** Family and Social Support Services
- **646** Health Care
- **324** Nutrition
- **522** Other (legal services, money management, immigration, other)



WHERE WE ARE

Healthy Families Upper Peninsula

14150 Hamilton Lake Rd
Newberry, MI 49868
Program Manager: Kristen Christiansen

Healthy Families Northern Michigan

220 W. Garfield Ave
Charlevoix, MI 49720
Program Manager: Katelyn Nellis, Kelli Kloss

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

1720 Park St
Muskegon, Michigan 49441
Program Manager: Joy Gordon

Healthy Families Kent County

678 Front St. NE, Suite 210,
Grand Rapids, MI 49504
Program Manager: Rebecca Boot

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

1920 Tooley Rd
Howell, MI 48843
Program Manager: Holly Naylor

Healthy Families America Wayne

17421 Telegraph Rd
Detroit, MI 48219
Program Manager: Elaine Bradley

ADVISORY COUNCIL

Parents as Teachers Representatives:

- Fatimah Bazzi- Arab Community Center for Economic and Social Services
- Kerenda Applebey- Berrien Regional Education Services Agency
- Michelle Nicholson- Ingham Intermediate School District
- Rana Smith- SOS Community Services
- Rich VanTol- Bay Area Intermediate School District

Healthy Families America Representatives:

- Diamond Dailey- Parent Representative
- Elaine Bradley- Wayne County Health Department
- Elan Bridges- Kalamazoo Health Department
- Lisa Burmeister- District Health Department 10
- Maggie Holland- Marquette County Health Department
- Stephanie Dettloff- Child and Family Services of NE Michigan

Members at Large:

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

Vacant:

- HFA Representative
- PAT Parent Representative

CQFS FINANCIALS

