

## FY2010 Community Partnership Agreement Annual Report

**LMB:** The Harford County Local Management Board

**Program Name:** After School Programs

**Program Summary:** After School Programs provide structured activities for low-income children in the areas of: homework assistance, service-learning projects, and delinquency/substance abuse prevention presentations

**Target Population:** Elementary school age children at 3 elementary schools

**FY10 Funding:** \$69,632 (\$50,840 initial allocation + \$18,792 Earned Reinvestment)

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
Number of program days per site:						
▪ Deerfield Elementary	84	69	69	71	45	60
▪ Magnolia Elementary	78	60	69	71	45	58
▪ Bakerfield Elementary*	N/A	N/A	N/A	75	45	N/A
Total number of participants per site:						
▪ Deerfield Elementary	40	40	47	47	40	45
▪ Magnolia Elementary	40	50	53	47	40	46
▪ Bakerfield Elementary*	N/A	N/A	N/A	40	40	N/A
<b>How Well Did We Do It:</b>						
Attendance rate per site:						
▪ Deerfield Elementary	77%	84%	82%	85%	65%	87%
▪ Magnolia Elementary	90%	89%	87%	91%	65%	83%
▪ Bakerfield Elementary*	N/A	N/A	N/A	84%	65%	N/A
<b>Is Anyone Better Off?</b>						
Percentage of students who show an increase of at least one letter grade:						
▪ Math	N/A	N/A	31%	23% (25/109*)	60%	32% (29/91)
▪ English	N/A	N/A	24%	26% (28/109*)	60%	24% (22/91)
Percentage of students absent less than 20 days of school:						
• Deerfield Elementary	96.5%	84%	96%	96% (45/47)	82%	53% (24/45)
• Magnolia Elementary	100%	84%	79%	96% (45/47)	82%	78% (36/46)

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Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
• Bakerfield Elementary*	N/A	N/A	N/A	98% (39/40)	82%	N/A

\*Total is out of 109 as 25 students attended the program for only 1 quarter.

\*\*The measure of increased academic grades will not be available until the annual report. No grades are given for the first quarter of the school year.

\*\*\* Number reflects 7/1/08-10/31/08 as only the first quarter report has been due to date. Deerfield number to be available at the annual report as the program started after the first quarter report was due.

### What's the story behind the performance?

In FY2010, after school programs were held at Deerfield Elementary in Edgewood and Magnolia Elementary in Aberdeen. The Deerfield program was in session for 60 days, while the Magnolia program ran for 58 days. Both operated three afternoons per week, two and a half hours per day. The Deerfield program served 45 youth and Magnolia had a total of 46 youth participants. The average daily attendance rate at Deerfield was 87%, and 83% at Magnolia.

### If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):

Two after school performance measures were not met in FY10: the percent of youth showing an increase in their academic performance and the percent of youth absent less than 20 days of school. It is important to note that youth referred to these programs are those who struggle academically and/or have poor attendance. At Deerfield, 31% of youth improved at least one letter grade in reading and 29% did so in math. In addition to these youth whose grade improved, 38% of participants maintained a passing reading grade throughout the year, and 42% maintained a passing math grade. At Magnolia, while only 17% of participants raised their grade in reading and 35% in math, the majority of youth maintained a passing grade: 59% in reading and 52% in math. Regarding attendance, in the coming school year the after school program will be increased from three to five days per week. It is anticipated that this change will support improved attendance at school among participants.

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**LMB:** The Harford County Local Management Board

**Program Name:** Community Services Initiative (CSI)

**Program Summary:** The CSI program provides funding to divert or return youth from out-of-state and in-state residential placements.

**Target Population:** Children who are being returned or diverted from an in-state residential treatment center

**FY10 Funding:** \$213,454 annualized allocation

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
Number of Children Served:						
▪ CSI-OOS Return	1	0	0	0	0	0
▪ CSI-OOS Diversion	0	0	0	0	0	0
▪ CSI-IS Return	0	1	4	6	1	1
▪ CSI-IS Diversion	16	12	11	6	3	2
▪ CSI-Interim Case Service Account	1	N/A	N/A	N/A	N/A	N/A
<b>How Well We Do It:</b>						
Percentage of clients (or parents if child is under the age of 18) who report being satisfied with CSI at the close of services.	N/A	N/A	100% (N=2)	100% (N=1)	90%	0% (N=0)
Percentage of CSI funds awarded to the LMB that are expended during the defined period.	100%	53.5%	70.4%	96%	90% *	37%
<b>Is Anyone Better Off?</b>						
Percentage of youth served who attended at least 80% of school days (when school is in session), workdays or training classes.	72%	54%	83%	92% (11/12)	60%	100% (N=3)
Percentage of youth who are not placed in Residential Treatment Centers during the first 30 days after the conclusion of CSI-funded services.	89%	92%	100%	100% (N=9)	84%	100% (N=1)
Percentage decrease in total placements over previous fiscal year:						
• In-state residential placements; and	0% (N=11)	36% (N=8)	0% (N=8)	0% (N=14)	9%	0% (N=21)
• Out-of-state placements.	33% (N=2)	0% (N=3)	67% (N=1)	0% (N=3)	9%	0% (N=6)
<b>Secondary Measure for Tracking Purposes Only:</b>						
Percentage of youth served showing improvement in overall functioning as measured by CANS (for jurisdictions who have implemented CANS for CSI).	N/A	N/A	N/A	100% (N=9)	70%	100% (N=3)

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\*The LMB intends to spend 100% of funding; however 90% has been selected in case of unforeseen circumstances.

### **What's the story behind the performance?**

In FY2010, 3 youth were served through CSI in Harford County. Two youth were CSI-IS Diversion, one was CSI-IS Return. Of the three youth served, all three (100%) attended at least 80% of school days and showed an improvement in overall functioning as measured by the CANS. One youth was discharged from CSI prior to the transition to the North West Region Care Management Entity (CME). This individual remained out of a residential treatment center during the first 30 days after the conclusion of services.

### **If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):**

The original goal for FY2010 was to serve three youth that were in-state diversions; however the third youth was discharged just prior to the start of the fiscal year. A satisfaction survey was not returned from the one youth discharged from CSI. The percent of CSI funds expended were 37%. It was anticipated that funds would be remaining, as these were transitioned to the new CME along with the two open CSI cases in November, 2009. The number of Harford County youth in both in-state and out-of-state placements increased in FY10 from 14 to 21 in-state placements and 3 to 6 out-of-state placements. With a lack of residential-diversion services such as CSI and Rehab Option available in the county, it has been difficult to keep youth with this high level of need served alternatively in the community. As the new Care Management Entity has recently become open and available for referrals in Harford County, the hope is that more youth will be diverted from residential placements in the future.

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**LMB:** The Harford County Local Management Board

**Program Name:** Local Management Board Functions

**FY10 Administrative Funding:** \$248,495

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
• # of LMB Board meetings held.	10	10	10	8	5	6
• # of interagency or community-driven collaborative efforts in which LMB is actively involved:						
▪ # of initiatives for which LMB convenes the initial interagency or community group.	N/A	6	7	8	7	7
▪ # of initiatives for which LMB retains responsibility for ongoing group direction.	N/A	6	7	8	10	7
▪ # of initiatives in which LMB is an active participant.	N/A	11	12	16	15	16
<b>How Well We Do It:</b>						
▪ % of monthly LMB Directors meetings at which Director or designated staff was in attendance.	90%	80%	91%	100% (N=10)	100%	100% (N=11)
▪ % of all LMB members who have Board meeting attendance equal to or greater than 75%.	36%	45%	75%	68% (15/22)	75%	53% (10/19)
▪ % of GOC awarded funds that are expended.	99.3%	78.6%	89.4%	84%	100%	81%
▪ % of LMB total revenue that is obtained from non-GOC awarded funds (county funds, foundations, federal grants, etc.) to fund administrative costs and/or programs/strategies.	16%	26%	14%	0%	14%*	0%
▪ % of all LMB staff that have completed no less than introductory training (ex., Results Accountability 101) in Results Accountability (RA) as provided by a trained RA trainer.	14%	14%	100%	86% (6/7)	100%	86% (6/7)
<b>Is Anyone Better Off?</b>						
➤ % of new and ongoing programs/strategies that meet or exceed performance measure targets (no less than 80% of all performance measures per program/strategy are met or exceeded) that are heading in the right direction or turning the curve.	100%	100%	43%	50% (4/8)	55%	13% (1/8)
<b>Population Measure (for Tracking Only):</b>						

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Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
➤ % of targeted indicators from FY09 that showed improvement in FY10 and/or evidence of turning the curve			67%	40% (2/5)	30%	40% (2/5)

\*14% of total revenue in FY07 was from GOCCP funding that was lost in FY08. In FY08, FY09 and FY10 grant writing is expected to help raise additional non-GOC funds.

\*\*Measures will be available on the annual report

### What's the story behind the performance?

In FY2010 the LMB held bi-monthly board meetings, 6 in total. In addition, 7 initiatives were convened and provided ongoing group direction by the Harford County LMB. These initiatives included the newly reformed community-based workgroups looking specifically at the result areas identified as key areas of need by the board: Children Entering School Ready to Learn, Children Successful in School and Stable and Economically Independent Families. At the same time, there were 16 local initiatives which LMB staff were active participants. Lastly, 100% of LMB Directors meetings were attended. Of the five indicators targeted by the LMB, two (40%) showed evidence of improvement between FY09 and FY10.

### If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):

Ten out of 19 board members (53%) achieved the target of attending at least 75% of board meetings. Although the LMB went through a great deal of transition this year, it is still an expectation the board members will attend all meetings, or send a representative in their place if necessary. At the upcoming board meeting on September 23, 2010 this issue will be discussed and expectations will be communicated. In FY10, 81% of GOC awarded funds were expended. Unexpended funds were predominantly CSI, Rehab Option and administrative dollars. The CSI and Rehab Option programs were transitioned from the LMB to the North West Care Management Entity in November, 2009, at which point remaining funds in each of these awards were transferred as well. The LMB itself transitioned from a nonprofit organization to a program within county government in January, 2010 leading to reductions in staffing which account for additional unspent funds. In FY10, 0% of LMB funding came from non-GOC sources. With the change to county government leadership in FY11, it is anticipated that the LMB will increase the amount of funding obtained from outside sources.

The target of 10 initiatives which the LMB retains responsibility was not met. Instead, seven groups were convened and provided with ongoing direction. This is in part due to the restructuring of the LMB workgroups, which served to combine existing groups of stakeholders that were meeting on similar topics, to ensure the best utilization of partner agency resources. Six out of the seven staff employed by the LMB in FY2010 were trained in Results Based Accountability. The one staff person who was not trained was the fiscal specialist, who was with the organization for approximately seven months. In FY2010, only 1 out of the 8 programs/strategies met 80% or more of their performance measures. A number of reasons account for this low result, primarily the change in structure of the LMB and programs including CSI and Rehab Option.

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**LMB:** The Harford County Local Management Board

**Program Name:** Local Coordinating Council

**FY10 Funding:** \$85,227

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
➤ # of new cases referred to the LCC.	56	32	34	48	36	50
➤ Total # of cases reviewed by the LCC:	97	80	92	97	100	76
▪ # of annual renewals	11	15	9	21	15	18
▪ # of initial reviews	27	32	34	48	36	50
➤ # of LCC trainings provided by the LMB or LCC (indicate number requested in parenthesis)	5 (5)	2 (2)	4 (4)	5 (5)	5 (5)	1(1)
<b>How Well We Do It:</b>						
➤ Percentage of LCC referrals received with complete information provided by lead agency at initial submission.	*	*	71%	96% (94/97)	70%	100% (76/76)
➤ Average # of days between initial submission of packet and date of completion of packet by lead agency (when all information is NOT provided initially).	*	*	11	6	3	0
➤ Percentage of mandated LCC representatives that attend at least 75% of LCC meetings.	82%	64%	70%	78% (7/9)	75%	78% (7/9)
➤ Percentage of all LCC reviews (new, follow-up, and annual reviews) where the youth's parents (or legal guardians) attended.	77%	66%	82%	84% (81/97)	80%	64% (49/76)
➤ Percentage of all LCC reviews (new, follow-up, and annual reviews) where the youth's attorney attended (for cases where the youth has an attorney).	N/A	N/A	76% (13/17)	38% (6/16)	60%	53% (10/19)
<b>Is Anyone Better Off?</b>						
➤ Percentage of new cases referred for in-state	8%	2.5%	31%	0% (N=7)	30%	0% (0/10)

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Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
residential placement that are alternatively served through community-based services.						
➤ Percentage of new cases referred for out-of-state placement that are alternatively served through in-state community-based services or in-state residential placements.	4%	0%	0% (N=1)	0% (N=5)	10%	0% (0/4)
➤ Percentage of LCC approved in-state residential placements that end successfully.	100%	100%	56% (5/9)	93% (13/14)	60%	100% (6/6)
➤ Percentage of LCC approved out-of-state placements that end successfully.	100%	100%	0% (N=0)	50% (1/2)	60%	0% (N=0)
➤						

\*Procedure revised in September 2007 regarding completed referral packets.

\*\*Outcomes specific to the first quarter only, July 1, 2009-September 30, 2009

### What's the story behind the performance?

In FY10, 76 LCC case reviews were completed, 50 which were initial case reviews and 18 were annual reviews. Of the 76 referrals received, 100% were complete at the time of submission. In addition, of the 9 mandated representatives on the LCC, 7 were in attendance for at least 75% of meetings. Lastly, all 6 in-state placements that were closed ended successfully. There were not any out-of-state placements closed in FY10.

### If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):

In the first quarter, only one training was held for the LCC. The goal was to have at least 4 more trainings by the end of the year, however with the loss of LCC staff in December, 2010 the LCC underwent a great deal of change (staffing, chairs, location) and in effect did not complete the required number of trainings. A meeting has been scheduled with the new LCC Coordinator on September 27 to construct a calendar of trainings for FY11.

Parents or guardians were in attendance at 49 of the 76 case reviews held (64%). Of the 27 case reviews where a parent or guardian was not present, 9 of these were annual reviews in which the parent and child are invited to the attend, however as the child is still in treatment these reviews often consist of a general update on the child's progress provided by the lead LCC representative. Of the 19 families who had an attorney, 10 attended case reviews. Although attorneys are given 10 days written notice before a case as well as follow up communication by the lead agency representative, attendance by attorneys has been an ongoing challenge that will continue to be addressed by the LCC.

In FY10, ten cases were referred for and sent to an in-state placement. In addition, the four cases referred for an out-of-state placement were sent to these placements. The reason that these cases could not be served through local community-based services is due to the nature and intensity of the



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needs these youth exhibited. In addition, due to fiscal constraints, there is a decrease in the availability of community-based resources, such as CSI and Rehab Option. In FY11, with the addition of service availability through the new CME vendor, it is anticipated that more will be able to be done to keep youth in their homes and avoid an out-of-home placement

## FY2010 Community Partnership Agreement Annual Report

**LMB:** Harford County

**Program Name:** Systems/Family Navigation

**Program Summary:** Families with intensive needs children receive the services of a family navigator in locating and accessing community-based services

**Target Population:** Approximately 50 children

**FY10 Funding:** \$109,028

Performance Measure	FY06 Actual	FY07* Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
<ul style="list-style-type: none"> <li>Number of families referred to a System/Family Navigator</li> <li>Number of families served by a Navigator</li> <li>Average number of referrals per family</li> <li>Number of families with a completed family plan</li> </ul>		3 2 1 0	149 57 7 10	121 58 5 32	60 40 6 30	205 40 6 33
<b>How Well We Do It:</b>						
<ul style="list-style-type: none"> <li>Average or median number of business days between referral and first person-to-person contact by Navigator.</li> <li>Number of completed CANS assessments used in developing a Family Plan.</li> <li>Percent of families satisfied or higher with Navigation services (by subscale/question). Indicate number of surveys returned (N).                             <ul style="list-style-type: none"> <li>Respectful of family</li> <li>Concerned with the well being of family</li> <li>Assisted in identifying both family strengths and needs</li> <li>Assisted family in setting its own goals</li> <li>Effective in identifying services appropriate to meet family goals</li> </ul> </li> <li>Percentage of families reporting they understood how to contact the suggested agencies/organizations.</li> </ul>		1 0 N=0 N/A N/A N/A N/A N/A	1 0 N=2 100% 100% 100% 100% 100%	1.5 18 N=18 94% (17/18) 100% (18/18) 72% (13/18) 65% (11/17) 71% (12/17)	3 30 N=15 92% 92% 92% 92% 92%	1.5 35 N=13 100% (N=13) 100% (N=13) 77% (10/13) 92% (11/12) 85% (11/13)
<b>Is Anyone Better Off:</b>						
<ul style="list-style-type: none"> <li>Percentage of families who report success in contacting suggested agencies/organizations.</li> <li>Percentage of families who report success in receiving needed services or supports.</li> <li>Percentage of families reporting an increase in their ability to</li> </ul>		N/A N/A N/A	100% 100% 100%	75% (12/16) 63% (10/16) 61% (11/18)	90% 85% 90%	100% (N=12) 77% (10/13) 69% (9/13)

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Performance Measure	FY06 Actual	FY07* Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
advocate for the needs of their child(ren) after receiving Navigation services. ▪ Percentage of families reporting a decrease in stress after receiving assistance from Navigation services.		N/A	100%	72% (13/18)	75%	69% (9/13)

\*Family Navigation began at the end of May, 2007, reporting period is from June 1-June 30, 2007.

### What's the story behind the performance?

In FY2010, 205 families were referred to Family Navigation and 40 families received ongoing services by a family navigator. When families contact a navigator, their inquiry is responded on average between one and two business days. Of those families served, 35 presented more intensive needs and were provided with Tier II services, including use of the CANS assessment. In addition, 33 were provided with a family plan that established the family's strengths, needs and goals to be accomplished. Each family was provided an average of 6 resource and referral sources specific to their needs. Families served were contacted by a third party caller who conducted satisfaction surveys. Of those contacted, 13 satisfaction surveys were completed. Results of these surveys found that 100% families surveyed expressed that the navigator was respectful of their family, concerned with their families' well being, understood how to contact suggested agencies and reported success in contacting these agencies. In addition, 92% of families reported that the navigator assisted them in setting goals.

### If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):

Among those surveyed, targets that were not met included: percent of families who report the navigator helped them identify both strengths and needs (77%), the navigator was effective in identifying appropriate services (85%), families who report success in receiving needed services (77%), families reporting an increase in their ability to advocate for their children (69%) and families that report a decrease in stress after working with a navigator (69%). The third party caller contacted all 40 families who were provided with ongoing services, however was only able to get feedback from 13 families. A conversation was had with the vendor on September 16 regarding the need to be conducting satisfaction surveys on a more regular basis, and to require that multiple attempts are made to call each family to elicit feedback. This change will be followed up on in the coming fiscal year.

Regarding families being unable to access services, families report being happy with the support provided by the navigator, however on occasion were turned down for services they were trying to access (i.e. Rolling Access Dollars, LISS funding) and therefore noted being unable to follow through with this resource. The performance measures of increased ability to advocate and decreased stress level have been historically difficult to achieve as families working with navigators present multiple needs and require a great deal of support successfully navigating the service system. In the coming year, work will be done with the vendor to establish strategies that may have an impact on better achieving these goals.

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**LMB:** Harford County

**Program Name:** CINS Diversion Program

**Program Summary:** Program seeks to divert children from the juvenile justice system who are considered Children In Need of Supervision

**Target Population:** All potential middle and high school age youth in Harford County identified as committing status offenses

**FY10 Funding:** \$158,714 (\$90,980 initial allocation + \$67,734 Earned Reinvestment)

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
▪ Youth served with Level I Services.	32	35	8	8	0	0
▪ Youth served with Level II Services.	26	32	39	35	27	30
<b>How Well Did We Do It:</b>						
▪ From the returned surveys, percent of families receiving Level II services who were satisfied or higher (%/N)	100% (12)	100% (25)	100% (N=18)	95% (21/22)	60%	92% (11/12)
▪ Percentage of youth completing Level II services (# completed services/# admitted into program)	84%	89%	98% (39/41)	83% (35/42)	90%	96% (23/24)
<b>Is Anyone Better Off?</b>						
▪ % of Level II clients diverted from formal DJS involvement	96% (25/26)	90%* (28/31)	97% (38/39)	97% (34/35)	75%	96% (22/23)
▪ % of Level II clients, for whom running away has been a problem, who showed a decrease in incidence of running away behavior during service delivery (N=number improved/number with a history of running away).	100% (15/15)	89% (8/9)	88% (21/24)	97% (34/35)	88%	100% (N=3)
▪ % of Level II clients who maintained or improved school attendance during service delivery	79% (15/19)	89% (17/19)	87% (34/39)	97% (34/35)	50%	100% (N=23)
▪ % of Level II clients completing the program who maintained or improved their GPA during service delivery as compared to the previous marking period**	54% (7/13)	29%* (9/31)	38% (15/39)	91% (32/35)	50%	100% (N=23)

\*32 Level II families were discharged during FY07. The sample size is reduced by one due to incomplete outcome information.

\*\*Maintained is defined as academic grades not getting any worse, improved is defined as an increase in academic grades.

### What's the story behind the performance?

In FY2010 it was decided to put all available CINS Diversion resources into Level II services, as Family Navigation services are now filling the need of resource and referral information. In total 30 youth were provided with Level II, intensive case management services through the CINS Diversion

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program. All but one youth admitted completed the program (96%). With the help of one-on-one support by a Family Support Specialist, 96% of the youth discharged from this program were diverted from DJS while in the program. In addition, 100% of youth maintained or improved their attendance and grade point average. Of the three clients who had a history of running away, all three showed a decrease in this behavior while receiving services. In addition, 12 satisfaction surveys were received of which 92% of families reported being satisfied with the CINS Diversion program.

**If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):**

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**LMB:** Harford County

**Program Name:** CINS Prevention Program

**Program Summary:** Focused on the prevention/reduction of youth violence and delinquent behavior at home and in the community

**Target Population:** All potential elementary age youth in the Route 40 area, identified as in need of intervention by school-based personnel

**FY10 Funding:** \$158,824 (\$90,981 initial allocation + \$67,843 Earned Reinvestment)

Performance Measure	FY06 Actual	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do:</b>						
▪ # of youth served			47	74	45	73
<b>How Well Did We Do It:</b>						
▪ Percentage of youth completing services (# completed services/# admitted into program)			87% (27/31)	79% (45/57)	80%	77% (36/47)
▪ Percent of families who indicate they are satisfied or better with the program (N=number of returned surveys)			100% (N=17)	100% (N=18)	80%	94% (16/17)
<b>Is Anyone Better Off?</b>						
▪ % of participants, for who violent incidences have been a problem, that demonstrate a decrease in violent incidences in the home and the school based on parent and teacher surveys administered at the close of service			100% (21/21)	60% (24/40)	85%	81% (17/21)
▪ % of children who maintained or improved school attendance during service delivery as it compared to the previous marking period*			93% (25/27)	96% (43/45)	85%	100% (N=36)
▪ % of families who report an improved relationship with the school, based on parent survey at the close of service			88% (15/17)	83% (15/18)	85%	81% (13/16)**
▪ % of youth who demonstrate increased functioning in two or more domains of the CANS as administered at the start, middle and close of service			100% (27/27)	100% (45/45)	90%	97% (35/36)

\*Maintained is defined as attendance not getting any worse, improved is defined as an increased number of days in attendance at school.

\*\*Note that one family was provided with the staff version of the satisfaction survey, and therefore did not have this question to respond to.

### What's the story behind the performance?

In FY2010, 73 elementary school age youth and their families received intensive therapeutic services in their home, school and community through the CINS Prevention Program. A total of 17 families completed satisfaction surveys, 94% of whom were satisfied with the program. In addition, 100% of youth maintained or improved their school attendance, and 97% demonstrated an increase in functioning as measured by the CANS assessment.

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**If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):**

In FY10, the program completion rate was 77%. Reasoning for cases closing prior to 30 days of service is that a case is opened upon receipt of a referral from the schools which is the referring agency; the therapist then contacts the family to engage them in the program. However, at times families decide that they are no longer interested in being enrolled in the program, as was the case in most of these incidences of premature case closure. Of the families surveyed who responded to the question regarding their relationship with their child's school 13 (81%) expressed that program services helped improve their relationship with their child's school, while three families answered "neither agree or disagree" to this question. Although the target was not met, it is important to note that this performance measure increased from 60% in FY09 to 81% in FY10. Among teacher and family surveys, there were 20 responses stating that youth had a history of violent incidences prior to the SOAP II program, of which 17 (81%) noted that these behaviors decreased as a result of the program. Upcoming discussions are planned with the vendor to discuss ways that outcomes can be improved in both of these performance measure areas in FY11.

## FY2010 Community Partnership Agreement Annual Report

**LMB:** Harford County

**Program Name:** Rehab Option

**Program Summary:** Funding for community-based services and community-based out-of-home placements for children with mental or developmental disabilities not in State custody, regardless of eligibility for the State Medical Assistance program.

**Target Population:** A child with a mental illness or a developmental disability not in State custody, (regardless of eligibility for Medical Assistance) who is: 1) in an out-of-home placement and is recommended for discharge but the child's family is unwilling or unable to have the child return home; or 2) remains in the home but the child's family is unable to provide appropriate care for the child without additional services and the child is at risk of requiring an out-of-home placement or the treating professionals have recommended an out-of-home placement.

**FY10 Funding:** \$43,077 annualized allocation

Performance Measure	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Target	FY10 Actual
<b>What/How Much We Do</b>					
Number of youth served			2	1	1
<b>How Well We Do It</b>					
Percentage of parents/legal guardians/caretakers submitting a satisfaction survey who rate the services as "good" or better (LMB may insert the rating applicable to the survey to be used).			0% (N=0)	66%	N/A
Percentage of Rehab Option funds awarded to the LMB that are expended during the defined period.			17%	100%	60%
<b>Is Anyone Better Off?</b>					
Percentage of youth served who attended at least 80% of school days (when school is in session), workdays or training classes.			50% (1/2)	66%	100% (N=1)
Percentage of youth who are not placed in Residential Treatment Centers during the first 30 days after the conclusion of Rehab Option-funded services.			100% (N=2)	66%	N/A
Percentage decrease in total placements over previous fiscal year: <ul style="list-style-type: none"> <li>In-state residential placements; and</li> <li>Out-of-state placements.</li> </ul>			0% (N=14) 0% (N=3)	5%	0% (N=21) 0% (N=6)
<b>Secondary Measure for Tracking Purposes Only:</b>					
Percentage of youth served showing improvement in overall functioning as measured by CANS (for jurisdictions who have implemented CANS for Rehab Option).			0% (N=0)	66%	100% (N=1)



## **FY2010 Community Partnership Agreement Annual Report**

### **What's the story behind the performance?**

In FY2010, one youth was served by the Rehab Option program. This youth attended at least 80% of school days. In addition, they showed an improvement in overall functioning as measured by the CANS. This client was transitioned to the North West CME provider in November, 2009, and therefore a satisfaction survey was not returned to the LMB. A total of 60% of Rehab Option funds were utilized to serve this client prior to the transition.

### **If the goal was not met, describe the challenges, any adjustments made during the second half of the year in an attempt to meet the goal and changes to be instituted in FY11 (as applicable for continuing programs):**

Between FY09 and FY10 there was an increase in the overall number of placements, from 14 to 21 in-state placements and an increase from 3 to 6 out-of-state placements among Harford County youth. A target of reducing the number of placements was therefore not met. It is important to note that with a freeze on residential placement diversion programs such as CSI and Rehab Option in FY09 and FY10 youth have not been able to be alternatively served through community-based placements. The anticipation is that with the new CME vendor, diversion services will once again be available to Harford County youth.

# FY2010 Community Partnership Agreement Annual Report

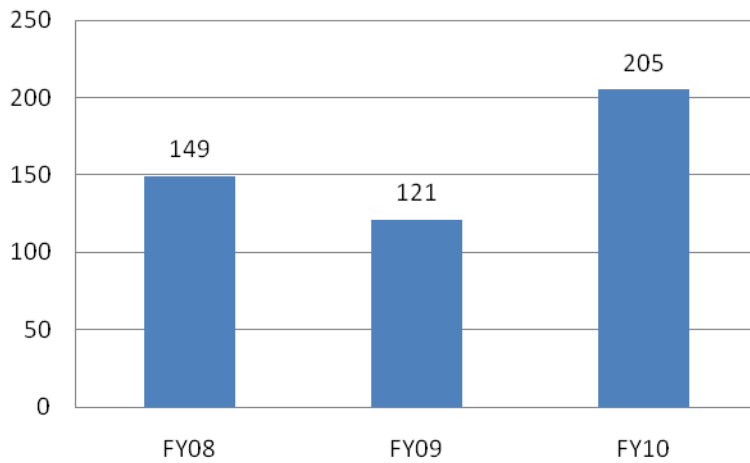
## FY2010 Program Highlight

**Program Name:** Systems/Family Navigation

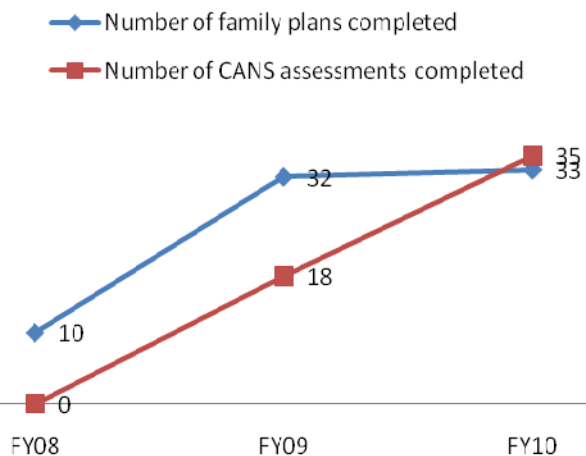
### Program Description/Goal Statement:

Families with intensive needs children receive the services of a family navigator in locating and accessing community-based services

**Number of Families Referred to a Family Navigator**



**Family Navigation Services**



### Story Behind Program Performance:

- 205 families were referred to Family Navigation
- 40 families received ongoing services by a family navigator
- Referrals were responded to within 2 days.
- 33 families were provided with a family plan to help identify strengths, needs and goals to be accomplished
- Families were provided an average of 6 resource and referral sources specific to their needs
- Of families surveyed, 100% expressed that the navigator was respectful of their family, concerned with their families' well being, and that they were successful in contacting the suggested agency or organization.

### What will be done to improve performance in the next fiscal year (if the program is continuing in FY11)?

- Support the Family Navigators in outreach activities including attending local community-based fairs and committee meetings to continue spreading the word about available navigation services.

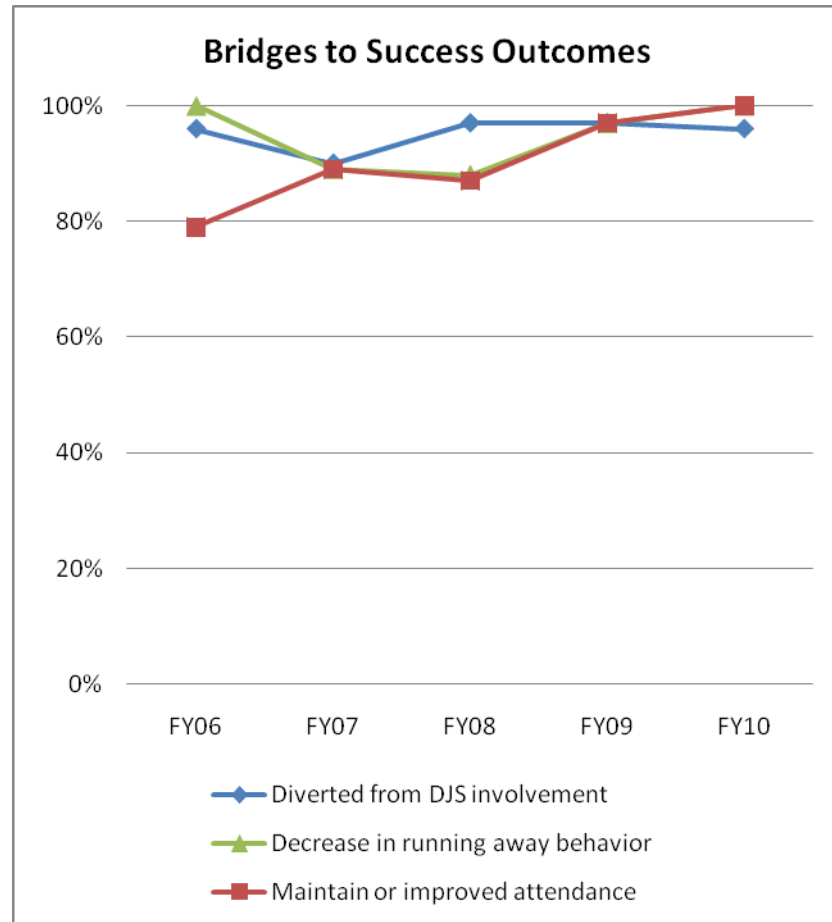
# FY2010 Community Partnership Agreement Annual Report

## FY2010 Program Highlight

**Program Name:** CINS Diversion (Bridges to Success)

**Program Description/Goal Statement:**

Program seeks to divert middle and high school youth from the juvenile justice system who are considered Children In Need of Supervision (truant, ungovernable or history of runaway)



**Story Behind Program Performance:**

- 30 youth were provided with intensive case management services
- All but one youth admitted completed the program (96%)
- 96% of the youth discharged from this program were diverted from DJS
- 100% maintained or improved attendance
- 100% maintained or improved their grade point average
- 100% of youth with a history of running away decreased these behaviors
- 92% of families stated that they were satisfied with the CINS Diversion program

**What will be done to improve performance in the next fiscal year (if the program is continuing in FY11)?**

- Work will be done to continue outreach efforts among potential referral sources to ensure that all eligible youth are served.
- Vendor will expand its use of federal reimbursements available for youth enrolled in medical assistance, to be able to offer services to as many youth as possible.