**Agency Name and Logo**

# DHS Program Narrative Report

**(**Contract Period: October 1, 2023 to September 30, 2024)

# Monthly Report: January 2024

**Major Accomplishments/Program Updates**

During the reporting period, Offeror:

1. **Marketed Our Resource and Referral Services to the Community:** Offeror passed out agency literature and resources to # of community members this reporting period at community resource event fairs like The Eastside Career Center Job Fair hosted by the Maryland Office of Economic Development (MOED) and the Parent Pantry and Resource Fairs at Arlington Elementary and Middle School.
2. **Successfully Onboarded New Home Visiting Staff:** Offeror onboarded seven new staff members, along with a new program supervisor, to our home visiting teams. The primary focus of the month was dedicated to training the staff on their program responsibilities, particularly in the service setting. To round out their training experience, our newly onboarded team members participated in a national Home Visiting Summit, a comprehensive three-day event aimed at acquainting professionals with the latest advancements in service delivery. Throughout the summit, our staff enthusiastically engaged in diverse training sessions and workshops, while also embracing the challenge of expanding their professional connections by networking with at least five individuals. One of the notable highlights of the summit was the opportunity for our team to visit Capitol Hill, where they actively interacted with two Maryland senators, advocating for enhanced funding to support competitive salaries within the home visiting sector.
3. **Hosted Virtual Home Visiting Family Resource and Support Meetings:** January saw the debut of our inaugural virtual home visiting family meeting, providing families with an introduction to our newest staff members. Concurrently, we successfully conducted Part 2 of our financial literacy workshops, delving into crucial subjects like financial trauma, workforce development, and estate planning.
4. **Convened a Community Advisory Committee:** Offeror Community Advisory Board convened to kickstart preparations for the upcoming Family Services conference slated for the summer of 2024. In this meeting, program participants actively brainstormed strategies to enhance and diversify our marketing endeavors, ensuring broader outreach and engagement within the community.

**Challenges**

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1. **Our Support Groups:** Since the final session of our 10-week parent support group in Baltimore City at the end of October, we have been working diligently to expand our support group service offerings across the city. To accomplish this goal, we are planning to partner with local youth-serving agencies to offer 10-week teen parenting classes, providing vital resources and support to young parents in the community. Additionally, we will continue to offer the 10-week girls' mentoring program called "Girls Circle," which will not only focus on fostering mentorship but will also incorporate a comprehensive curriculum covering topics such as self-esteem, healthy relationships, goal setting, and leadership skills. This initiative aims to empower and inspire young girls in our community to thrive and succeed.
2. **Our Home Visiting Services:** Navigating the process of accepting new clients and managing a full caseload of home visiting services has presented challenges, particularly as our staff consists primarily of newcomers. Despite these hurdles, we are committed to overcoming them. Our ongoing training sessions, scheduled for completion by the end of February, will equip our team with the necessary skills to conduct home visits effectively.

**New Activities Planned (**for next month)

1. **Our Home Visiting Services:** Our home visitors will complete their home visiting training and engage in shadowing experienced home visitors from February until mid- March. Despite the initial obstacles, we remain optimistic that by the end of March, our home visitors will adeptly manage their caseloads independently, demonstrating their newfound expertise and dedication to our clients' well-being.

**Note:** Only *new* monthly developments are reported on this form. Regular program activities are reflected in the program monthly reports.

 **Agency Name and Logo**

**Goal: 4,000** calls per year

# Helpline Calls by County & Month

**(October 1, 2023 to September 30, 2024)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **# of Calls** | Oct | Nov | Dec | **1st Qtr** | Jan 2024 | Feb | Mar | **2nd Qtr** | Apr | May | June | **3rd Qtr** | July | Aug | Sept | **4th Qtr** | **Total** |
| **by County** | **2023** |
| Allegany |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Anne Arundel |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Balt. City |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Balt. County |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Calvert |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Caroline |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Carroll |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Cecil |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Charles |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dorchester |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Frederick |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Garrett |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Harford |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Howard |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Kent |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Montgomery |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| P. G. County |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Queen Anne’s |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Somerset |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| St. Mary’s |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Talbot |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Washington |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Wicomico |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Worcester |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Undefined |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Outside of MD |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Unknown |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| WebsiteRequests |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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| **Total** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| % Satisfied |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

 **Agency Name and Logo**

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| **Helpline Report: Type of Referrals** |
| **(October 1, 2022 to September 30, 2023)** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Type and # of referrals** | **Basic Needs (food, clothing, shelter)** | **Substance Abuse** | **Mental Health** | **Medical/ Healthcare** | **Domestic Violence** | **Legal/ Financial Assistance** | **Job Training/ Education** | **Parenting/ Child** | **Child Abuse Report** | **Family Tree services** | **Misc/ Other** | **Total #** |
| October |  |  |  |  |  |  |  |  |  |  |  |  |
| November |  |  |  |  |  |  |  |  |  |  |  |  |
| December |  |  |  |  |  |  |  |  |  |  |  |  |
| **1st Qtr** |  |  |  |  |  |  |  |  |  |  |  |  |
| January |  |  |  |  |  |  |  |  |  |  |  |  |
| February |  |  |  |  |  |  |  |  |  |  |  |  |
| March |  |  |  |  |  |  |  |  |  |  |  |  |
| **2nd Qtr** |  |  |  |  |  |  |  |  |  |  |  |  |
| April |  |  |  |  |  |  |  |  |  |  |  |  |
| May |  |  |  |  |  |  |  |  |  |  |  |  |
| June |  |  |  |  |  |  |  |  |  |  |  |  |
| **3rd Qtr** |  |  |  |  |  |  |  |  |  |  |  |  |
| July |  |  |  |  |  |  |  |  |  |  |  |  |
| August |  |  |  |  |  |  |  |  |  |  |  |  |
| Sept |  |  |  |  |  |  |  |  |  |  |  |  |
| **4th Qtr** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** |  |  |  |  |  |  |  |  |  |  |  |  |

**Agency Name and Logo**

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| **Home Visiting Tracking Report** |
| **Reporting Month: December 2022** |
| **October 1, 2023 to September 30, 2024** |

|  |  |
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| **Service Goal**: Serve at least 80 families/year with at least 25 families being served in at least twojurisdictions, one of which must be in City/County | **Reason for Close of Case** |
| **# of Open Cases** | **Case ID #** | **New Signed Service Plan? 0=No****1= Yes** | **Date of Visits for Month** | **Total # New Children Served** | **Total # New Families Served** | **Total # of Visits This month** | **New family 0=No****1= Yes** | **Completed Service Plan****0=No****1=Yes** | **Withdrew from Service** | **Unable to Contact/ Locate** |
| **City/County** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |
| **Number of Service plans signed this****month** | 0 | **City/County Total this month** | **0** | **0** | **21** | **0** | **0** | **0** | **0** |
| **Signed** |  | **Previous Total** |  |  |  |  |  |  |  |
| **Total signed** |  | **YTD Total County/City** |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Service Goal**: Serve at least # of families/year with at least # of families being served in at least two | **Reason for Close of Case** |
| **# of Cases** | **Case ID #** | **New Signed Service Plan? 0=No****1= Yes** | **Date of Visits** | **Total # New Children Served** | **Total # New Families Served** | **Total # of Visits This month** | **New family 0=No****1= Yes** | **Completed Service Plan****0=No****1=Yes** | **Withdrew from Service** | **Unable to Contact/ Locate** |
| **City/County** |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
| **Number of Service****plans signed this month** | 0 | **City/County Total** |  |  |  |  |  |  |  |
| **Signed** | 0 | **Previous Total** |  |  |  |  |  |  |  |
| **Total signed** | 0 | **YTD Total City/County** |  |  |  |  |  |  |  |
| **Grand Total** |  | **YTD Grand Total** |  |  |  |  |  |  |  |

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| **Mini Parenting Education** |
| **Tracking Report** |
| October 1, 2023 to September 30, 2024 |

# Reporting Month: January 2024

**Service Goal :** Serve at least 400 parents/caregivers a year and at least 10 workshop series must be conducted in two of the three jurisdictions: Baltimore City, Baltimore County, or Prince George’s County.

|  |  |  |  |
| --- | --- | --- | --- |
| **# of****Sessions** | **Location** | **Date of Class & Number Served** | **Total # Served\* (Unduplicated)** |
| Virtual Classes | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** |  |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |  |  |
|  | **Total Served This Month** |  |
| **Total Previously Served** |  |
|  | **YTD Total Virtual Classes** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **# of****Sessions** | **Location** | **Date of Class & Number Served** | **Total # Served\* (Unduplicated)** |
| Baltimore City | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** |  |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
|  | **Total Served This Month** |  |
| **Total Previously Served** |  |
|  | **YTD Total City/County**  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **# of****Sessions** | **Location** | **Date of Class & Number Served** | **Total # Served\* (Unduplicated)** |
| **City/County** | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** |  |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
|  | **Total Served This Month** | **0** |
| **Total Previously Served** |  |
| **YTD Total City/County** | **0** |

|  |  |  |  |
| --- | --- | --- | --- |
| **# of****Sessions** | **Location** | **Date of Class & Number Served** | **Total # Served\* (Unduplicated)** |
| **Prince Georges County** | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** | **Date** | **#****Served** |  |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
|  | **Total Served This Month** |  |
| **Total Previously Served** |  |
| **YTD Prince George's County Total** |  |
| **YTD Grand Total** |  |

\* Total Served is entered AFTER the cycle ends.

|  |  |
| --- | --- |
| **County** | **YTD # of Cycles Conducted** |
| Virtual Classes |  |
| City |  |
| County |  |
| County |  |

|  |
| --- |
| **Number of People Served from Each County** |
| City |  |
|  County |  |
| County |  |
| Other |  |

**Agency Name and Logo**

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| **Mini Parenting Education** |
| **Program Evaluation Results** |
| **Reporting Month: January 2024** |
| **October 1, 2023 to September 30, 2024** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Session Identifying Info** | **Total # of Particants** | **Limit Setting/****Discipline Avg Test Score****Pre & Post** | **# of particpants who****improved** | **Parental****Involvement Avg Test Score Pre & Post** | **# of particpants who****improved** |
| Virtual Classes |
| 1 | Online |  |  |  |  |  |  |  |
| 2 | Online |  |  |  |  |  |  |  |
| 3 | Online |  |  |  |  |  |  |  |
| 4 | Online |  |  |  |  |  |  |  |
| 5 | Online |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |
| **Virtual Class Total this month** |  |  |  |  |  |
| **Virtual Class Previous Total** |  |  |  |  |  |
| **YTD Total Virtual Classes** |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Session Identifying Info** | **Total # of Particants** | **Limit Setting/****Discipline Avg Test Score****Pre & Post** | **# of particpants who****improved** | **Parental****Involvement Avg Test Score Pre & Post** | **# of particpants who****improved** |
| **County/City** |
| 1 |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5 |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |
|  **City Total this month** |  |  | 0 |  | 1 |
| **City Previous Total** |  |  |  |  |  |
| **YTD Total Baltimore City** |  |  | 0 |  | 1 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Session Identifying Info** | **Total # of Particants** | **Limit Setting/****Discipline Avg Test Score****Pre & Post** | **# of particpants who****improved** | **Parental****Involvement Avg Test Score Pre & Post** | **# of particpants who****improved** |
| **City/County** |
| 1 |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |
| **County Total this month** | **0** |  | 0 |  | 0 |
| **County Previous Total** | **0** |  | 0 |  | 0 |
| **YTD Total County** | **0** |  | 0 |  | 0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Session Identifying Info** | **Total # of Particants** | **Limit Setting/****Discipline Avg Test Score****Pre & Post** | **# of particpants who****improved** | **Parental****Involvement Avg Test Score Pre & Post** | **# of particpants who****improved** |
| **County** |
| 1 |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |
|  **County Total this month** | **0** |  | 0 |  | 0 |
|  **County Previous Total** |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **YTD Total County** | **0** |  |  | 0 |  | 0 |
| **Grand Total** |  |  |  |  |  |

**Agency Name and Logo**

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| **Mini Parenting Education** |
| **Client Satisfaction Results Form** |

**(October 1, 2023 to September 30, 2024)**

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| **\*DO NOT TYPE IN PERCENT COLUMNS (AUTOCALCULATED)\*** |
| **Measurement Outcome: The program Met or Exceeded My Expectations** |
|  | **Strongly****Agree** | **Agree** | **Neither** | **Disagree** | **Strongly****Disagree** | **Total Surveys** |
|  | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** |
| **Oct-22** |  |  |  |  |  |  |  |  |  |  |  |  |
| November |  |  |  |  |  |  |  |  |  |  |  |  |
| December |  |  |  |  |  |  |  |  |  |  |  |  |
| **1st Qtr Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Jan-24** |  |  |  |  |  |  |  |  |  |  |  |  |
| February |  |  |  |  |  |  |  |  |  |  |  |  |
| March |  |  |  |  |  |  |  |  |  |  |  |  |
| **2nd Qtr Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Apr-24** |  |  |  |  |  |  |  |  |  |  |  |  |
| May |  |  |  |  |  |  |  |  |  |  |  |  |
| June |  |  |  |  |  |  |  |  |  |  |  |  |
| **3rd Qtr Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Jul-24** |  |  |  |  |  |  |  |  |  |  |  |  |
| August |  |  |  |  |  |  |  |  |  |  |  |  |
| September |  |  |  |  |  |  |  |  |  |  |  |  |
| **4th Qtr Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Annual Totals** |  |  |  |  |  |  |  |  |  |  |  |  |

 **Agency Name and Logo**

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| **Support Groups** |
| **Tracking Form** |
| **(October 1, 2023 to September 30, 2024)** |
| **Service Goal**: |
| Serve at least 60 participants a year with at least 3 support groups meeting in two of the three jurisdictions: Baltimore City, |
| Baltimore County or Prince George's County. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **# of** | **Location** | **Start Date** | **End Date** | **# Served To Date****Unduplicated** |
| **Groups** |
| **City** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| **YTD Total City** |  |

|  |
| --- |
| **County** |
| 1 | Girls Circle |  |  |  |
| 2 | Girls Circle |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **YTD Total County** |  |

|  |
| --- |
| **County** |
| 1 |  |  |  |  |

|  |  |
| --- | --- |
| **YTD Total County** | 0 |
| **Annual Total** |  |
| \* Stop date is not reported until the last day of class |

 **Agency Name and Logo**

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| **Support Group** |
| **Client Satisfaction Results Form** |

**October 1, 2023 to September 30, 2024**

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| **\*DO NOT TYPE IN PERCENT COLUMNS (AUTOCALCULATED)\*** |
| **Measurement Outcome: The program Met or Exceeded My Expectations** |
|  | **Strongly Agree** | **Agree** | **Neither** | **Disagree** | **Strongly Disagree** | **Total Surveys** |
|  | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** |
| **Oct-23** |  |  |  |  |  |  |  |  |  |  |  |  |
| November |  |  |  |  |  |  |  |  |  |  |  |  |
| December |  |  |  |  |  |  |  |  |  |  |  |  |
| **1st Qtr****Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Jan-24** |  |  |  |  |  |  |  |  |  |  |  |  |
| February |  |  |  |  |  |  |  |  |  |  |  |  |
| March |  |  |  |  |  |  |  |  |  |  |  |  |
| **2nd Qtr****Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Apr-24** |  |  |  |  |  |  |  |  |  |  |  |  |
| May |  |  |  |  |  |  |  |  |  |  |  |  |
| June |  |  |  |  |  |  |  |  |  |  |  |  |
| **3rd Qtr****Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Jul-24** |  |  |  |  |  |  |  |  |  |  |  |  |
| August |  |  |  |  |  |  |  |  |  |  |  |  |
| September |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **4th Qtr Totals** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Annual****Totals** |  |  |  |  |  |  |  |  |  |  |  |  |