**DHS Annual Report October 1, 2022 - September 30, 2023**



# HelpLine

During the grant year, Name of Offeror 's parenting helpline fielded Number of inquiries for service from community members requesting assistance. Among these interactions, approximately percentage, or a total of # of touchpoints, took place via our web chat service platform. Overall, our call line responders facilitated # of support referrals for Maryland families in need.

The helpline was promoted at # of outreach and community gatherings this year, allowing our outreach staff to connect with # of individuals across the state. Community members received promotional materials like hug coupons, flyers, and small souvenirs that contained details about the agency’s parenting helpline during each interaction. Additionally, our Community Engagement Manager engaged with family-serving professionals, offering personalized information about the many programs and services provided by Name of Offeror.

# Mini Parenting Education

This year, Name of Offeror successfully served # of parents and caregivers through our *What Works: Guiding Parents* parenting education program, surpassing grant expectations by an impressive 72%. Among the participants, # hailed from Baltimore City, # from Baltimore County, # from Prince George's County, and # from surrounding areas.

Our dedication to providing valuable parent education resulted in 71 *What Works: Guiding Parents* class cycles. Of these cycles, % (57 cycles) were conducted virtually, accommodating # of attendees. The remaining % (14 cycles) were held in person, with 30 individuals participating in these sessions.

Of the # of parents and caregivers who participated in our parenting classes, # of individuals (%) completed the program. This achievement reflects a % completion rate increase when compared to the previous reporting year. % (# of individuals) of those who completed our parenting classes attended the program virtually, while 4% (19 individuals) of those who accomplished this significant milestone attended classes in person.

During the pre and post assessment, # of respondents (%) demonstrated an improvement in their Parent-Child Relationship Inventory score related to Limit Setting/Discipline. # of, or % of respondents, exhibited an enhanced score in the Parental Involvement domain.

Out of the participants who successfully finished the parenting classes, # of individuals took part in the satisfaction survey. Among these completers, a majority (# of or % of individuals) expressed agreement that the program either met or surpassed their expectations.

# Support Groups

Our support groups extended assistance to a total of 68 participants. Among these, 30 individuals accessed our services in Baltimore City, while the remaining 38 received support in Prince George's County.

These support groups were structured into four sessions, with two taking place in Location at the Location, a multi-treatment, community-based service provider. The other two sessions were held in County and Location.

%, or # of group attendees, completed the program’s satisfaction survey. Of those participants, %, or # of program attendees, agreed or strongly agreed that the groups met or exceeded their expectations.

# Home Visiting

In our home visiting program, Name of Offeror served # of families with # of children. Of the # of families served, % of those in the program were Name of County/City residents. % of participating families resided in Baltimore County.

This grant year, we continued offering virtual home visiting services through platforms such as Zoom. A total of # of virtual home visits were conducted with an overwhelming majority of them taking place in County/City (%).



# Helpline

This grant year, Name of Offeror experienced a notable rise in the volume of new families reaching out for support via our referral channels. Consequently, we encountered difficulties in promptly gathering the essential demographic data from these families. In response to this challenge, we diligently explored strategies to enhance the efficiency of data sharing across all our referral sources.

# Mini Parenting Education

Initially, at the grant year's onset, our parenting classes experienced decreased rates of participation. In response, we executed an outreach strategy aimed at targeting local family- serving, community-based agencies to bolster program enrollment. To increase referrals, we engaged in presentations to schools, community organizations, and various social services offices in Baltimore and Prince George's County. These presentations aimed to raise awareness about our program offerings and our referral process. At certain junctures throughout the year, we were not able to schedule in-person parenting education class sessions due to limited enrollment. Nonetheless, we remained committed to providing the in-person class option as required.

In Name of County, we encountered challenges in attracting participants to our parenting classes. To address this, we collaborated with the local Department of Social Services (DSS) for referrals and actively sought to expand our presence within the local community to establish partnerships for our 4-week class.

# Support Groups

At the grant year's initiation, we temporarily deferred the launch of any support groups, prioritizing our efforts on re-engaging parents for classes and workshops. We are pleased to announce that we resumed our support group offerings at Avery House in January 2023.

# Home Visiting

We faced challenges with referrals and enrollment, as many families could not be reached by phone. To address this, we introduced email communication in addition to phone calls, aiming to enhance contact and engagement. This multi-channel approach aimed to improve the enrollment process.

Staffing transitions had a negative impact on our home visiting program. Our home visiting program encountered leadership changes, leading to challenges in enrollment and families being placed on a waiting list. We responded by refining our recruitment strategies and emphasizing diversity and inclusion in our hiring process.



# Helpline

In the upcoming months, our Helpline will concentrate on integrating with our parent company, community resource to enhance our technological capabilities. This integration is expected to introduce new features, such as call holding, to the line, potentially expanding our capacity to assist more community members.

# Mini Parenting Education

Name of Offeror is committed to fostering collaboration and outreach within our local community. This grant year, we will actively engage with the Department of Social Services (DSS) to reinvigorate our referral system. Moreover, we will expand our presence within the

community by forming strategic partnerships that align with the goals of our 4-week class. By forging connections and leveraging resources within our community, we aim to create a more comprehensive and accessible support network for the families we serve.

# Support Groups

This grant year, Name of Offeror is thrilled to introduce Girls Circle to County/City. Building on our previous success in Name of County and Name of County---where we served over # and # participants, respectively---we have witnessed the program's positive impact on both the school community and the young women involved. They continue to experience significant communal growth through participation in the program.

# Home Visiting

In the coming month, our home visiting program is embarking on a series of new activities aimed at enhancing our program delivery while aligning with program curriculum standards. These activities include the onboarding of a new bilingual staff member and an 8-week staff training course to increase service delivery and improve alignment with program curriculum standards. These training sessions are designed to equip our staff with the necessary skills, knowledge, and ethical guidelines to better serve our participants and maintain the highest standards of professional conduct.

**Agency Name and Logo**

**HelpLine Calls by County Year 3 Annual Report**

**October 1, 2022 - September 30, 2023**

|  |  |
| --- | --- |
| **County** | **Total Number of****Calls** |
| 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 |  |
| Website Requests |  |
| Total |  |
| % Satisfied |  |

**Agency Name and Logo**

**HelpLine Referral Report Year 3 Annual Report**

**October 1, 2022- September 30, 2023**

|  |  |
| --- | --- |
| **Type of Referrals** | **Total Number of Referrals** |
| **Basic Needs (food, clothing, shelter)** |  |
| **Substance Abuse** |  |
| **Mental Health** |  |
| **Medical/ Healthcare** |  |
| **Domestic Violence** |  |
| **Legal/Financial Assistance** |  |
| **Job Training/ Education** |  |
| **Parenting/Child** |  |
| **Family Tree services** |  |
| **Misc/Other** |  |
| **Total #** |  |

**Agency Name and Logo**

**Home Visiting Tracking Report Annual Report**

**October 1, 2022 - September 30, 2023**

|  |  |
| --- | --- |
| **Service Goal**: Serve at least 40 families/year with at least 15 families being served in at least two jurisdictions, one of which must be in Baltimore City, Baltimore County or Prince George’s County. | **Reason for Close of Case** |
| **Jurisdiction** | **Total # of Service Plans****Signed** | **Total # Children Served** | **Total # Families Served** | **Total # of Visits** | **Total # of New Families** | **Completed Service Plan****0= No 1=Yes** | **Withdrew from Service** | **Unable to Contact/ Locate** |
| **Baltimore City** |  |  |  |  |  |  |  |  |
| **Baltimore County** |  |  |  |  |  |  |  |  |
| **Total** |  |  |  |  |  |  |  |  |

 **Agency Name and Logo**

**Mini Parenting Education Annual Tracking Report**

**October 1, 2022 - September 30, 2023**

Service Goal : Serve at least 400 parents/caregivers a year and at least 10 workshop series must be conducted in two of the three jursidications: Baltimore City, Baltimore County, or Prince Georges County

|  |  |  |
| --- | --- | --- |
| **Jurisdiction** | **Number of Class Cycles Conducted** | **Number of****Participants Served** |
| **Virtual Classes** |  |  |
| **Baltimore City** |  |  |
| **Baltimore County** |  |  |
| **Prince Georges County** |  |  |
| **Harford County** |  |  |
| **Total** |  |  |

|  |
| --- |
| **Number of People Served from Each County** |
| Baltimore City |  |
| Baltimore County |  |
| Prince Georges County |  |
| Other |  |
| Total |  |

**Agency Name and Logo**

# Mini Parenting Education Program Evaluation Results Annual Report

**October 1, 2022 - September 30, 2023**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Jurisdiction** | **Total # of Participants** | **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** |  |  |  |  |  |  |  |
| **Baltimore City** |  |  |  |  |  |  |  |
| **Baltimore County** |  |  |  |  |  |  |  |
| **Prince Georges County** |  |  |  |  |  |  |  |
| **Total** |  |  |  |  |  |  |  |

 **Agency Name and Logo**

**Mini Parenting Education Client Satisfaction Results Form**

**Annual Report**

**October 1, 2022 - September 30, 2023**

|  |
| --- |
| **Measurement Outcome: The program Met or Exceeded My Expectations** |
|  | **Strongly Agree** | **Agree** | **Neither** | **Disagree** | **Strongly Disagree** | **Total Surveys** |
|  | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** |
| **Annual****Totals** |  |  |  |  |  |  |  |  |  |  |  |  |

**Agency Name and Logo**

**Support Group Tracking Form Annual Report**

**October 1, 2022- September 30, 2023**

**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.

|  |  |  |
| --- | --- | --- |
| Jurisdiction | Number of Group Cycles | Number Served |
| **Baltimore City** |  |  |
| **Prince Georges County** |  |  |
| **Baltimore County** |  |  |
| **Total** |  |  |

 **Agency Name and Logo**

**Support Group**

**Client Satisfaction Survey Results Form Annual Report**

**October 1, 2022 - September 30, 2023**

|  |
| --- |
| **Measurement Outcome: The program Met or Exceeded My Expectations** |
|  | **Strongly Agree** | **Agree** | **Neither** | **Disagree** | **Strongly Disagree** | **Total Surveys** |
|  | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** |
| **Annual****Totals** |  |  |  |  |  |  |  |  |  |  |  |  |