



2014-2015 Families First
Annual Outcomes Report

**BECAUSE CHILDREN SHOULD
NEVER COME LAST**

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This report is a product of the Monitoring & Evaluation (M&E) and Practice Based Research Department at Families First. The department would like to acknowledge senior leadership and leadership for their contributions and review of the report. We would also like to acknowledge the staff who deliver the services that impact our clients every day.

INTRODUCTION

Poverty in the United States

In 2014, the official poverty rate was 14.8% (representing 46.7 million people living below the poverty level), down slightly from 15% in 2012 (DeNavas-Walt & Proctor, 2015). While the overall rate of poverty appears to be declining, poverty disproportionately affects those with less education, minority populations, and women and children.

Educational attainment has been on an upward trend over the last 40 years. As of 2014, 88.3% of the population had attained at least a high school level education and 31.9% had attained a college degree or more (U.S. Census Bureau, 2014). However, those with less education were much more likely to be living in poverty. In 2014, 28.9% of people aged 25 and over without a high school diploma were living in poverty (U.S. Census Report on Income and Poverty, 2014). In contrast, the poverty rate for those with a high school diploma but with no college was 14.2% while the poverty rate for those with a bachelor's degree decreased even further to 5%.

While the overall poverty rate declined in 2014, the rate among African Americans remained higher and constant from 2013 to 2014 at 26%. Similarly, the poverty rate for families with a female householder was disproportionately higher than for families with a male householder (30.6% in 2014 compared to 15.7%).

Children are adversely affected by these disparities. In 2014, children only represented 23.3% of the total population, but represented **33.3%** of the people in poverty. For related children in families with a female householder, 46.5% were in poverty, compared with 10.6% of related children in married-couple families. Additionally, more than half (55.1%) of related children under age 6 in families with a female householder were in poverty. This was more than **four times** the rate of their counterparts in married-couple families (11.6 percent).

Poverty in Atlanta, Georgia

According to a Brookings Institution study Atlanta has the highest degree of income inequality nationwide with the top 5% of households earning nearly 20 times the income than the bottom 20% (Wall Street Journal, March 2015). As of 2014, the percentage of persons living below the poverty level in Atlanta was 25% compared to 18.3% for Georgia (US Census, 2015). Additionally, since 2010, median income in Atlanta has been steadily decreasing (from \$56,850 in 2010 to \$46,439 in 2014) (US Census, 2015).

Families Living in Poverty in Atlanta

Nowhere are these high rates of poverty more apparent than among families with children. In 2014, the percentage of children living in poverty in Atlanta was 38%, higher than the national average (Kids Count, Annie E. Casey Foundation, 2016). Nearly half of the children under age thirteen in Georgia in working families are classified as low-income (Johnson, 2014). Taken together, these statistics suggest that in Atlanta, GA, many children are at risk for growing up without access to the resources they need to flourish.

Poverty may be experienced as a constellation of effects that compound one another. The intersection of indicators of socio-economic status are also important to consider. For example, approximately half of Georgia's low-income families are headed by parents without post-secondary education (Johnson, 2014). In 2013, college graduates on average earned nearly twice as much as a high school graduates in Georgia (Tharpe, 2014). The percentage of unemployed people in Georgia in 2012 for those with a high school degree was double that of the percentage of those with at least a bachelor's degree (Johnson, 2014).

Families are especially vulnerable due to the needs associated with having children. For example, adequate childcare has been linked to access to jobs and higher incomes (Boushey, 2002). The cost of childcare in Georgia can absorb approximately two-fifths of the budget for a low income family (Johnson, 2014). Reliance on family, friends and neighbors may not afford the same quality care that is purchased by families with higher incomes (National Women's Law Center, 2009), leaving children from low income families with less skill development and parents with less support (Johnson, 2014).

The Impact on Children

The link between higher socio-economic status and greater educational achievement has long been posited as a result of diverse resources that increase learning potential (Coleman et al., 1966). For example, one study found that an increase in income was associated with increases in a child's math and reading scores (Dahl & Lochner, 2012). Further, children with low income parents, or parents who did not attend college, have been shown to be less likely to attend college (U.S. Department of Education, 2011) and are more likely to engage in risky behaviors (U.S. Health and Human Services, 2009). Being from a low income family has also been associated with increased risk for depression (Gilman, Kawachi, Fitzmaurice, & Buka, 2003). Indeed, researchers have asserted that family poverty negatively impacts child and youth health (Yoshikawa, Aber, & Beardslee, 2012).

However, the literature has also shown that family variables such as parent-child relationships and parenting behaviors can impact the association between environmental stressors and psychological symptoms in children and adolescents (K. Grant et al., 2006). This suggests that in addition to increasing access to resources, strengthening families can ameliorate the negative effects of poverty.

Families First Overview

For the last 125 years, Families First has been providing empowering solutions for Atlanta's most vulnerable populations by connecting, strengthening, and sustaining families.

Families First meets these conditions and social challenges to children and their families head-on. We exist to serve and work with families and communities to enhance child well-being and success. We do so because we believe that:

- Children are society's most treasured resource, and all deserve the opportunity for prosperity.
- Families are the foundation of community; both family and community are collectively responsible for child well-being.
- Individuals, families, and communities must lead their own success.
- Every member of the community has gifts to give and each gift is uniquely valuable.

Furthermore, we envision a future with:

- Societies wherein all children, families, and communities flourish
- Real opportunity for all to achieve the full prosperity that our society offers

Families First currently has 12 office locations across metro-Atlanta, three group homes that service foster care youth in our city, one home that serves single mothers in the foster care system and one home that supports formerly homeless teen mothers and their children as well as youth in our Independent Living Program who have aged out of foster care. We also manage 45 units at a local apartment complex, which offers shelter and safety for homeless families struggling with a major illness, mental health concerns or substance abuse issues. In these facilities children, youth, and families learn the importance of education, working to support their family and important life-skills. At Families First, we recognize the cycles of poverty are not broken by one program alone, and that is why we offer 11 core programs & 21 services. Through multiple locations, collaborations with community partners and virtual services, Families First responds whenever and wherever we are needed.

History

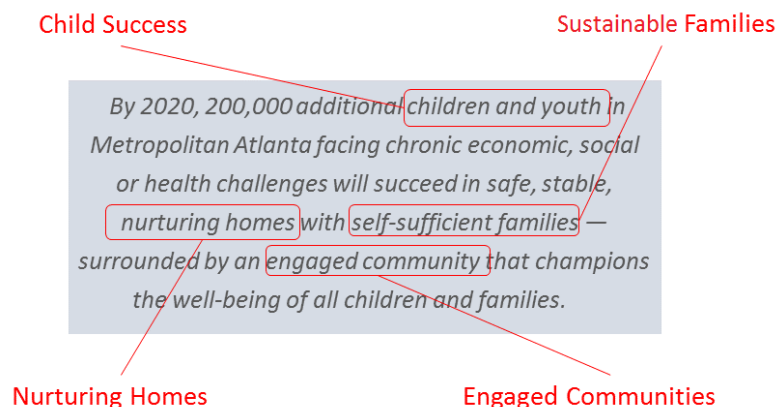
In 1890, Families First started as an orphanage on the Westside of Atlanta. Since then, we have become the first licensed adoption agency in the state of Georgia (1937), opened the first group home for troubled teens in the state (1964), and have developed a curriculum that 200+ communities across the country use to help divorcing parents learn how to co-parent their children (1989). Please see Figure 1 for a detailed graphic of Families First's "Family History."

Figure 1: History of Families First



Families First outcomes are organized by the Families First Impact Statement (see Figure 2). Each key area of the impact statement is described by a set of constructs that ensure that all agency outcomes are aligned with Families First's mission of improving the well-being of children.

Figure 2: Impact Statement



Nurturing Homes

A nurturing home is one that cares for and encourages the growth and development of its children to their full potential. In a nurturing home, no conditions jeopardize its

children's well-being or their future opportunity to earn and enjoy society's full prosperity. We characterize the nurturing home as:

- Stable and free from both abuse and neglect
- Safe physical and psycho-social living environment
- Consistent and supportive adults with strong attachments to children
- Sense of belonging and connectedness in the home (child's perspective)
- Children receive proper medical and dental care
- Children receive proper educational support from family
- Effective parenting, communication and coping skills

Sustainable Families

A sustainable family can satisfy its basic needs with reserve capacity that makes independence from government "safety-net" entitlements the norm. With basic needs met, sustainable families are not impeded by self-preservation crises; they can invest the attention and effort that best serves their child's development and long-term success. We characterize the sustainable family as having:

- Stable housing
- Economic security (adults)
- Healthcare access (utilization, nutrition, physical and mental well-being)
- Social environment
- Education/skills acquisition

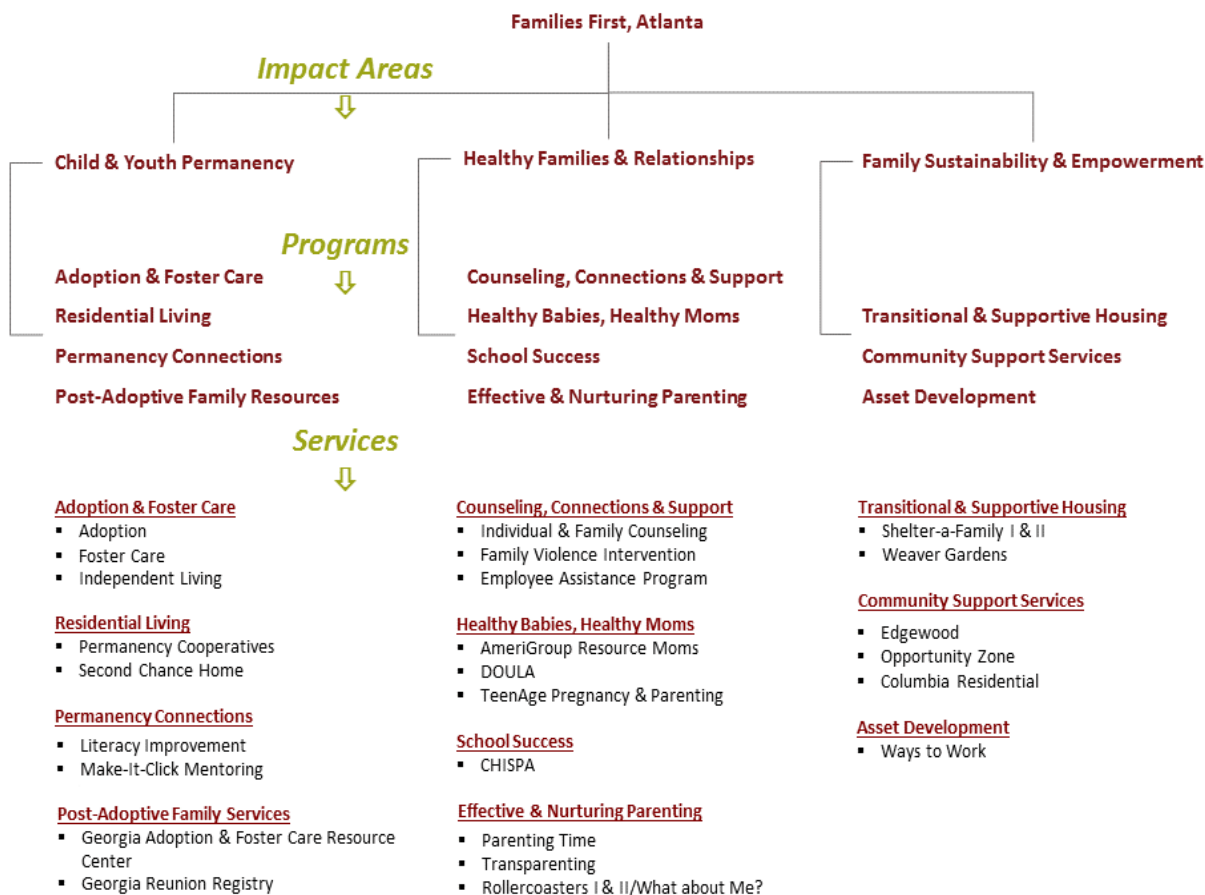
Engaged Communities

An engaged community understands and accepts a responsible role for the success of its children and families. Further, the engaged community is mobilized to fulfill this responsibility through advocacy, planning and action to enhance those factors that create the conditions for child and family success. Hallmarks of the engaged community include:

- Awareness and dialogue around issues and challenges facing children
- Self-efficacy for interaction with those in positions of power: school representatives, elected officials and law enforcement
- Community-led civic engagement in collective action and advocacy: in neighborhoods, political and other civic organizations, schools and school governance, political advocacy and voting
- Community leadership development

Families First delivers its services via three impact areas: Child and Youth Permanency, Family Sustainability and Empowerment, and Healthy Families and Relationships. Each impact area houses multiple programs and programs include one or more services (see Figure 3).

Figure 3: Impact Areas, Programs, Services



METHODS

Monitoring and Evaluation Department

Our long-standing Monitoring and Evaluation program (M&E, formerly Continuous Quality Improvement) assures that services provided to our children today are the best possible and that tomorrow's services will be even better. M&E functions as our active "conscience" to continually bring to bear our best understanding, decision-making, resource stewardship and invested efforts as we help families move their children closer to success. As the lead for our organization's intelligence capabilities, M&E conducts outcome measurements and analyses within the larger frameworks of both practice based research and the widely acknowledged *Plan-Do-Study-Act* (PDSA) quality improvement discipline.¹

¹ Langley, G, Nolan, T., Norman, C, Provost, L. (1966). The Improvement Guide: A Practical Approach to Enhancing Organizational Performance, Jossey Bass Publishers, San Francisco

Families First is dedicated to providing the highest quality and most effective services possible in order to transform individuals, families and communities. To this end, the M&E Department employs dedicated staff and enlists Board members, executives, department directors, program managers and front line staff in the effort to collect, analyze and use data to continuously improve services for our clients. Through these efforts, M&E is integrated into all facets of the agency.

Although the M&E department is made up of a dedicated team, M&E permeates throughout the entire agency and is owned by every staff member. In order for M&E to be effective, it must be data-driven and therefore, data need to be tracked and reported at every level of the agency. Major initiatives and broad planning are reviewed on a quarterly basis at the Program Strategy and Evaluation (PS&E) Subcommittee of the Board. The data that are routinely include, but are not limited to, incident reports, audit results, case record reviews, medication management compliance, evaluation results and grant reports, stakeholder comments/feedback, safety and facility concerns, and any agency-wide or systemic M&E or IT initiatives.

Annually, each program updates its logic model and creates an evaluation plan, which outlines the goals/outcomes the program hopes to achieve. In this plan, each program sets annual goals and objectives as well as outlines the metrics and methods that will be used to measure the achievement of the goals and objectives. Additionally, outcome targets are set. The outcomes of these goals are reported quarterly, biannually or annually, depending on the measure, during FAMSTAT meetings. These meetings provide an opportunity for all management staff to engage in discussion about outcomes and M&E issues in order to improve services and operations. Additionally, the agency, departments, programs, and individuals are responsible for researching targets and benchmarks in their field in order to compare internal data with outcomes in the field. The agency, departments, programs, and individual staff are also responsible for keeping abreast with current trends and research in respective fields of work and in the community in order to remain experts in the field and improve service and operations based on these data.

Definitions

We capture what some would call the “scale” or “magnitude” of a service by tracking the number of individuals participating in our programs. We capture “effect” or result by tracking service and program-specific outcomes that represent meaningful client progress toward eventual success.

Previous method: One of our earliest outcome metrics was “number served”. We previously conceptualized number served as distinct client engagements and their affected relations. This included;

- The beneficiary of the service
- Individuals related by context to the beneficiary (e.g., family members, employer)

- Multiple services received by a single beneficiary that resulted in distinct episodes

New method this year: This year we have updated our conceptualization of “number served” to differentiate between direct and indirect beneficiaries of our work. Direct beneficiaries are the participants who receive our services and participate in our programs. Indirect beneficiaries are their immediate family members. We consider immediate family members as part of our “impact” because of our belief in our theory of change.

Children are in jeopardy when their families are vulnerable and our communities are fragile. Families First’s theory of change all begins with the family. Families are the foundation of our community and children are our collective progeny and most treasured resource. If we encircle families with the necessary supports and resources to be successful children will thrive and flourish. Concurrently, if we provide families with the tools to be successful not only will their children flourish, but they will be equipped to contribute and transform their communities. Ultimately, our communities will be strengthened and our efforts will have exponential impact. When a community actively supports families, families in turn will nurture thriving, successful children who will transform and strengthen community.

Data Sources for Counts

One limitation of our number served metric is that it subsumes the varying nature of our service engagements. Specifically, what the number reported does not distinguish between participant-centered services, referrals and linkages, workshops/trainings/events, a distinction that has *invested effort, start-finish duration, and quality of result* implications:

Participant-centered services

Defined as session oriented engagements that achieve results over a series of significant interactions; moreover, they usually result in substantial (sometimes transformative) life gains for those we serve.

Data for these services is stored in a discrete electronic health record file as a primary participant or a relation. Historically, all open cases are considered to be valid counts of units of potential work or impact. There are situations where a case may be open and services rendered that do not represent activities in the system but are services nonetheless. Families First reviews programs for open cases with no services that should not be counted in the total number impacted and removes cases accordingly.

Referrals and linkages

Defined as point of contact, non-session engagements. These are characterized by single *request-fulfill-acknowledge* cycles; they still achieve meaningful gains, though typically of lesser magnitude and by means that are characteristically concise in both duration and effort.

These services are delivered via the Families First Call Center (FFCC), an independent administrative unit that serves existing participants, new participants and people who

call for information or referrals that never become participants. Contacts with existing participants or new callers who become participants are not counted as persons impacted by the FFCC as they will be counted as participants served within applicable services. The remaining units of service provided by the FFCC are handled according to the following rules for counting persons impacted: calls that do not result in contact with a person are not counted as persons impacted; contacts that result in information or referrals provided by the FFCC on behalf of a service are counted as persons impacted within the applicable service's numbers; and contacts that resulted in general information or referrals provided by the FFCC are counted as persons impacted via telephone service only (TSO) or administrative contact.

Workshops/trainings/events

These are characterized by single *request-fulfill-acknowledge* cycles; they still achieve meaningful gains, though typically of lesser magnitude and by means that are characteristically concise in both duration and effort.

Workshop or event data is captured via sign in sheets and stored in the electronic health record system as anonymous contacts with varying levels of demographic data as appropriate in the context of the contact. Additionally, applicable services also track the number of family members of attendees.

Missing Data

Ideally, we would collect full, well-defined attributes for every individual served, but data collection in a human services setting is especially fraught with challenges. Readers will observe “data gaps” in our detailed outcomes discussion where, for example, we lack demographic data, either because we were not given information from the participant or we didn't request it. Therefore, missing demographic data may be due to unavailability of the data at the time of collection (N/A) or non-collection (N/C), meaning the question was never asked. Given the differentiation by data source in the detail required for service delivery and the context in which the service is delivered, missing data among the demographics is in most cases both expected and appropriate. We regret such deficiencies, but they frequently come about for entirely valid reasons:

- Situational factors such as crisis circumstance may make full interviews both impractical and inappropriate.
- The participant may have selected a service engagement mode that limits data collection. We engage in one-to-one participant sessions, intake or telephone, group engagements, or other participant-related interactions. Clearly, opportunity to collect data and/or participant tolerance for collections vary for each situation.
- For some types of information, we simply cannot legally mandate a response.
- Operational variances such as protracted staff vacancies or limited administrative support, cause collection practices to vary.

Finally, as with any empirical measurement process, we also limit collection so that we likewise limit its influence on outcomes we want to measure.

Outputs

The interventions through which our programs provide impact are defined by activities or outputs that are delivered. In this report, we present counts of the key outputs in for each service in order to contextualize our service delivery models.

Outcomes

Impacting those we serve is our main purpose and driving force behind what we do. Outcomes are assessed by measures which may be conceptualized as a response to a single question or a set of questions that together define the outcome as in a scale on a questionnaire.

In order to quantify and describe a measure, the level of measurement must be determined and appropriate statistics selected and computed. The levels of measurement described include dichotomous or yes/no measures, ordinal measures which are categories defined by a meaningful order and scale or interval measures. The method of characterizing the distribution of the result is in part dictated by the level of measurement. Yes/no measures are best described by counts and percentages. Scale measures are best described by a measure of central tendency (*i.e.* the mean), a measure of variability (*i.e.* the standard deviation) and a measure of range (*i.e.* the end points of a scale). Although not always common practice, we also report the mean for ordinal measures, along with the standard deviation and range. All three of these types of measures may have benchmarks for comparison that allow for meaningful interpretation of the result. Please note that for yes/no questions, the outcomes are reported such that the benchmark is one.

Additionally, the timeline of data collection must be considered in order to accurately depict what was collected and how to interpret the results. Our measures include single time point annual measures that depict the result for the population at the time of collection during the course of the year and multiple time point measures that are administered as pre/post measures, intended to be collected at least two times during the course of the year for the purpose of assessing improvement.

For these multiple time point measures, descriptive statistics are provided based on what is most meaningful. For measures without benchmarks, we report descriptive statistics only on observations with two time points. However, for measures with benchmarks, the single time point observations still have meaning. We therefore report descriptive statistics and the percentage above benchmark on all observations.

However, for measures intended to be collected for multiple time points, if the second time point is not available, improvement is impossible to assess. Therefore, percent of people who improved can only be calculated on observations with two time points, both for measures with and without benchmarks.

For all outcome results, we describe:

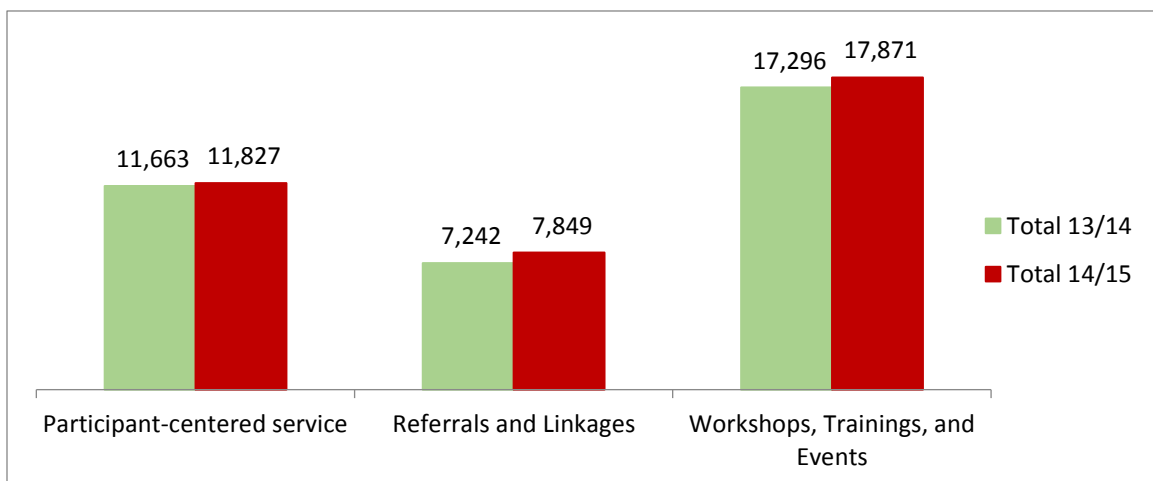
- 1) Range of the scale
- 2) Type of question: yes/n, ordinal, or scale
- 3) Benchmark (indicated by the symbol √) for comparison. When this column is blank, there was no benchmark and data must be interpreted in terms of range and variability. In the case of two time points, the percentage of improvement can also be interpreted.
- 4) Number of observations used to calculate the descriptive statistics
 - a. For measures with benchmarks, the total number of observations (footnote will include the number of observations with two time points used to calculate percentage improvement)
 - b. For measures without benchmarks, the number of observations with two time points
- 5) Descriptive statistics for one or two time points
- 6) Percentage above benchmark for one or two times
- 7) Percentage improvement for observations with two time points
- 8) Percentage improvement reported in FY 13/14 if available

RESULTS

Overall Counts

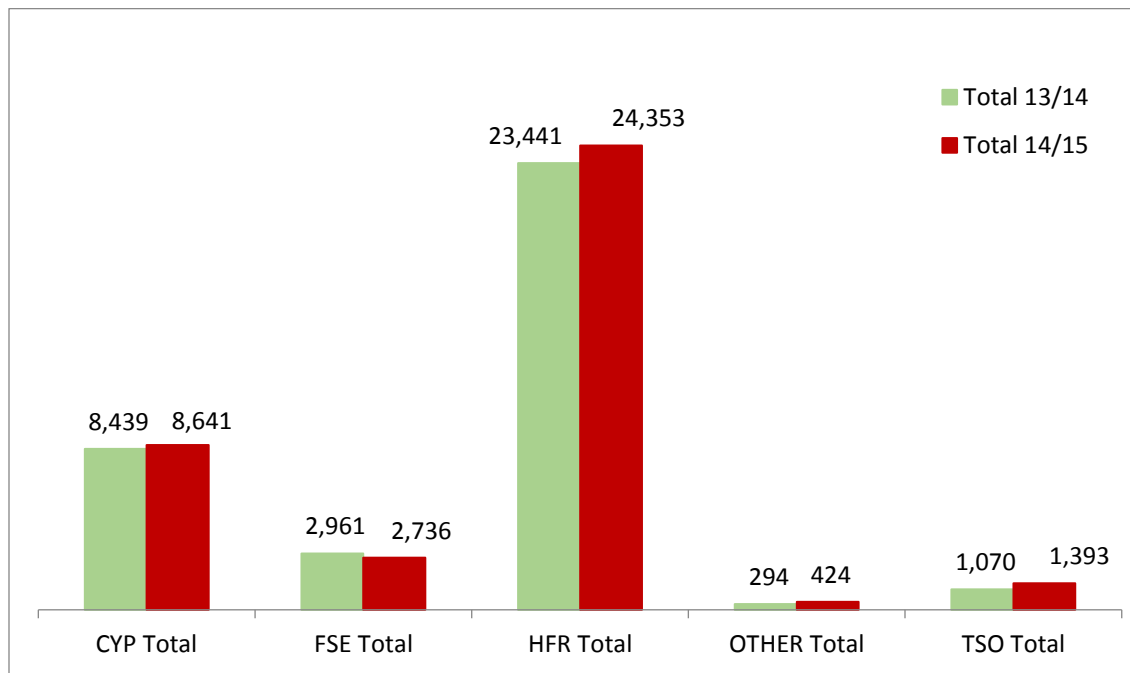
In FY 14/15, the total impact was 37,547. In order to understand fluctuation of the count of persons impacted from year to year, results are presented by service type (Figure 5) and Impact Area (Figure 6).

Figure 4: Number Served by Type of Service



There were increases in impact between FY 13/14 and FY 14/15 within Child and Youth Permanency (CYP), Healthy Families and Relationships (HFR) and Telephone Services Only (TSO) and other types of services.

Figure 5: Number Served by Impact Area



Impact Area Counts

There was an increase in total impact for Child and Youth Permanency ($\Delta = 202$), made up of an increase in participant episodes ($\Delta = 108$) and increases in FFCC contacts ($\Delta = 199$) and community engagement contacts ($\Delta = -105$).

The impact area of Family Sustainability and Empowerment saw a decrease in FY 14/15 ($\Delta = -221$). There was a decrease in participant episodes ($\Delta = -228$) and community engagement contact relations ($\Delta = -145$) and an increase in FFCC Contacts ($\Delta = 113$) and community engagement contacts ($\Delta = 39$).

There was an increase in total impact for Healthy Families and Relationships ($\Delta = 912$). There was a decrease in FFCC contacts ($\Delta = -158$) but increases in participant episodes ($\Delta = 284$), community engagement contacts ($\Delta = 33$) and community engagement contact relations ($\Delta = 811$).

Telephone Service Only (TSO) and Other Counts

There was an increase in the "Other" total from FY 13/14 to FY 14/15 ($\Delta = 130$). This year's total of 424 is the count of calls that were unrelated to programs or program related services. There is also an increase in the TSO number from FY 13/14 to FY 14/15 ($\Delta = 323$).

Families First Call Center Counts

The total number of calls that came through the Families First Call Center was **10,605**. Of these, 2,119 resulted in the creation of participant episodes that became session-oriented engagements. Of the remaining 8,489, 1,244 were not counted as impacted because the calls that did not result in direct contact with a person. A total of 7,242 Families First Call Center contacts were recorded as persons impacted. Of these, 694 were related to Child and Youth Permanency programs, 4385 were related to Healthy Families and Relationships programs and 799 were related to Family Sustainability and Empowerment programs. Finally, 1,393 were general telephone service only calls and 424 were related to administrative or business unit questions.

Overall Demographics

We report the number of people we impact, defined as direct and indirect beneficiaries. Throughout the document, the demographics of this population are provided with increasing levels of granularity in accordance with the hierarchies shown above (e.g. Impact Area, Program and Service).

As shown in Table 1 below, there was the same representation of females and males impacted in FY 14/15 compared to FY 13/14 (Female: 55%, Male: 45%). The distribution of race also stayed virtually the same. The percentage of married or partnered participants increased slightly from 32% to 34%. Slightly more children were served in FY 14/15 than in FY 13/14 (45% compared to 39%).

Table 1: Total Demographics

Total Impacted: Valid Percentages					
Total Count:	37,547	36,201			
	FY 14/15	FY 13/14		FY 14/15	FY 13/14
Female:	55%	55%	Less than 18 years old:	45%	39%
Male:	45%	45%	18 to 36 years old:	22%	28%
Missing %	27%	32%	37 years or older:	33%	33%
			Missing %	23%	28%
African-Am:	51%	52%			
Caucasian:	35%	35%	Atlanta Resident	12%	12%
Hispanic:	11%	10%	Missing %	88%	88%
Other:	3%	3%	Five-County Metro:	80%	81%
Missing %	43%	40%	Outside Metro or GA:	20%	19%
			Missing %	40%	44%
Married/Part:	34%	32%			
Div/Sep/Wid:	12%	12%	Up to 200% Poverty Level:	68%	71%
Single:	54%	56%	Greater than 200%:	32%	29%
Missing %	88%	88%	Missing %	69%	69%

As stated in the methods, missing demographic data may be due to unavailability of data (N/A), meaning data not being provided by participants at the time of collection or non-collection (N/C), meaning the question was never asked. Given the context in which the service is delivered and the different sources of data collection, missing data among the demographics is in most cases both expected and appropriate.

This trend in source and reason of missing data is consistent for all of the demographic data with the exceptions of marital status and city locale. Marital status information is only collected for primary participants served through explicit, session-oriented engagement. City locale is only applicable for residents who report living in the city of Atlanta or who report an applicable zip code. Those reporting City Locale are not an exact subset of those reporting Fulton County, because City Locale is based on self-reported city and zip codes, while County is based on self-reported county.

CHILD AND YOUTH PERMANENCY

Every child is entitled to live in a state of permanence; having a safe and stable home with unconditional adult love and support. That is why we provide adoption, foster care, post-adoptive resources, cooperatives (group homes) and other services to help ensure long-term stability for children and youth whose lives have been disrupted.

Child and Youth Permanency programs are:

- Adoption and Foster Care (including the Independent Living Program)
- COACHES
- Post-Adoptive Family Resources
- Residential Living
- Permanency Connections

Taken together, these programs address the array of needs related to youth and adults who have experienced disruptions to permanence in childhood. Nationwide, the number of children in foster care decreased slightly from 418,672 in 2009 to 415,129 in 2014 (Children's Bureau, 2016). In 2014, there were 8,620 children living in foster care in Georgia and 906 adoptions were finalized (Georgia Department of Human Services, 2014). Youth in care experience challenges that may result in negative outcomes such as disruptions to emotional and behavioral development and social relationships with parent and peers during childhood (Leve et al., 2012) as well as poorer future educational results such as dropping out of college (Day, Dworsky, Fogarty, & Damashek, 2011).

Receipt of services while children are in foster care may help ameliorate these effects through providing foster families with support (Leve et al., 2012). Adoptive parents also benefit from assistance during the adoption process as well as post adoption (Child Welfare Information Gateway, 2010) and adoptive persons may later seek assistance in coping with identity issues or questions about their birth parents (Child Welfare Information Gateway, 2013).

Some of the programs in Child and Youth Permanency are composed of more than one service. These will be identified in the outcome discussions. The demographic distribution of the Child and Youth Permanency Impact Area are displayed in Table 2.

There were more females than males served in Child and Youth Permanency which is consistent with overall agency percentages. The majority of participants were Caucasian, married or partnered and above the poverty level, all of which represent departures from overall agency statistics, largely due to the adoption and post-adoption programs.

Table 2: Child and Youth Permanency Demographics

Child and Youth Permanency Impacted: Valid Percentages					
Total Count:	8,641	8,439		8,641	8,439
	FY 14/15	FY 13/14		FY 14/15	FY 13/14
Female:	56%	57%	Less than 18 years old:	35%	35%
Male:	44%	43%	18 to 36 years old:	18%	19%
Missing %	13%	12%	37 years or older:	47%	45%
			Missing %	13%	12%
African-Am:	38%	39%			
Caucasian:	53%	55%	Atlanta Resident	10%	11%
Hispanic:	5%	3%	Missing %	90%	89%
Other:	4%	3%	Five-County Metro:	53%	55%
Missing %	13%	12%	Outside Metro or GA:	47%	45%
			Missing %	43%	47%
Married/Part:	53%	54%			
Div/Sep/Wid:	8%	7%	Up to 200% Poverty Level:	28%	30%
Single:	39%	39%	Greater than 200%:	72%	70%
Missing %	80%	80%	Missing %	54%	55%

Adoption and Foster Care

Families First's Adoption and Foster Care program aims to ensure that every child can enjoy powerful and transformative relationships.

Adoption

Our adoption program staff provides expertise to prospective adoptive parents in the following types of adoptions: domestic infant, international, "special needs" (children in foster care) and independent. Services include: Training, Home Study, Matching and Post Placement.

- **Training** - This service includes facilitating the required preservice training required by the state to individuals, couples, and families seeking to become an approved adoptive resource for a child in the foster care system. This training involves a twenty-four hour curriculum which includes topics such as: Grief & Loss; Child Development; Mental Health Issues; Supporting Birth Family Contacts and the Impact of Trauma.
- **Home Study**: This service involves developing a comprehensive family and community assessment. This assessment is used by families choosing to complete an adoption of any type and is the primary method employed for the purpose of connecting a child with a family.
- **Matching**: This service involves assigning individuals, couples and families an Adoption Specialist who works collaboratively with local, state and national public agency partners to assist in identifying families for children in care who are in need of a permanent adoptive family.
- **Post Placement**: This service includes 1:1 in-home support and supervision to families who have had a child placed. Post Placement service includes assisting families with individualized education and referrals as needed. This service is offered to individuals, couples and families who are adopting a child within the United States and/or internationally. This service does not place children for adoption but works closely with the participant's placement resource.

Families First's Adoption and Foster Care program aims to ensure that every child can enjoy powerful and transformative relationships.

Our Adoption program impacted 2,563 people in FY 14/15. Given the decline in the number of people served by this program in FY 14/15, there were fewer services provided than in FY 13/14 (see Table 3).

Table 3: Adoption Output Measures

Output Measure	FY 13/14	FY 14/15
Orientation groups	25	15
IMPACT training groups	64	60
Adoption home studies	101	87
Post-placement visits	352	282
Post-placement surveys	119	104
Total families with adoption placements served	135	121

As depicted in Table 4 below, 97% of parents were actively advocating for their child and 96% of parents were involved with their child's school. These results were measured using five-point Likert scales with Strongly Disagree to Strongly Agree. The benchmark was three as this corresponds to Agree and Strongly Agree.

Table 4: Adoption Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Parents actively advocate for their child	0 to 5	Ord.	>3	63	4.65 (0.81)	0.97
Parents are involved with their child's school	1 to 5	Ord.	>3	51	4.47 (0.95)	0.96

Note: Type refers to type of measure: Y/N (yes/no), Ord. (ordinal), or scale. The column header √ lists the numeric benchmark for each measure when applicable. N is the number of people for whom data was collected. For Scale and Ordinal measures, mean and standard deviation are calculated. For Y/N measures, n refers to the number of Yes responses and % is n/N. % over √ is the percent of N at or above the benchmark when applicable.

Table 5 indicates that parental knowledge about adopting children from foster care increased to 0.98, resulting in 89% of participants demonstrating improvement. The percentage of homes with placed children demonstrating increased bonding was 84%, 10% higher than last year.

Table 5: Adoption Multiple Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	TP1 Mean (Std) or n (%)	TP1 % over √	TP2 Mean (Std) or n (%)	TP2 % over √	% Improve or Maintain √
Parents knowledge about adopting children from foster care	0 to 1	Scale		138			0.98 (0.06)		0.89
Bonding: Percent of Positive Behaviors the Child Demonstrates Relevant to Age Category	0 to 1	Scale		27	0.94 (0.16)		0.95 (0.17)		0.84

Foster Care

Families First Foster Care program provides safe and temporary homes for children in Georgia's foster care system. We provide foster families with the tools and additional resources they need to be successful including: free training, support services, case management, site visits, and 24-hour accessibility to our Case Specialists.

Our Foster Care program impacted 595 people in FY 14/15. In FY 14/15, we served 95 children in our care who collectively received 705 home visits. Although the number of children in our care decreased from FY 13/14, the number of home visits increased and the average length of stay was higher at 310 days (see Table 6).

Table 6: Foster Care Output Measures

Output Measures	FY 13/14	FY 14/15
Children in our care	109	95
Home visits	615	705
Length of stay for a foster care child that we serve:		
• Mean(\bar{x}) = days	226	310
• Median (M) = days	202	204
• Minimum = days	1	2
• Maximum = days	1351	1280

As depicted in Table 7, all participants demonstrated some progress on average across treatment goals. 71% reported at least good progress on average across treatment goals. Performance on the GA Score RBWO Scorecard, an external measure of our performance on monitoring, safety, training, placement stability, and well-being outcomes, showed a slight decrease from FY 13/14 to FY 14/15, from 92% to 87%. All participants were protected from maltreatment.

Table 7: Foster Care Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) /n (%)	% over √
Treatment Goal Rating: No progress on any goal	0/1	Y/N	1	70	0 (0%)	0
Treatment Goal Rating: Between no progress and some progress	0/1	Y/N	1	70	0 (0%)	0
Treatment Goal Rating: Between some progress and good progress	0/1	Y/N	1	70	29 (45%)	0.29
Treatment Goal Rating: At least good progress	0/1	Y/N	1	70	71 (45%)	0.71
GA Score RBWO Scorecard performance	0 to 1	Scale		N/A	N/A	.87
Participants are protected from Maltreatment	0/1	Y/N	1	95	95 (100%)	1

Independent Living

Our Independent Living Program (ILP) provides supportive services and financial assistance to help young adults transitioning out of the foster care system develop the skills and education needed to move successfully into self-sufficiency and independence. Services include intake and assessment, case management, individual sessions, life skills groups, and crisis management.

Our Independent Living program impacted 36 people in FY 14/15. We served 11 youths in our care who collectively participated in 10 Independent Living group sessions and 698 Independent Living individual youth sessions. Length of stay on average was higher than last year at 629 days as depicted in Table 8 below.

Table 8: Independent Living Output Measures

Output Measures	FY 13/14	FY 14/15
Youths in our care	10	11
Independent Living group sessions	12	10
Independent Living individual youth sessions	472	698
Length of stay for a youth in independent living that we serve:		
• Mean(\bar{x}) = X days	486	629
• Median (M) = X days	301	484
• Minimum = X days	24	29
• Maximum = X days	1154	1419

All Independent Living participants reported between some progress and good progress on treatment goals (see Table 9). Other outcomes such as youth connection and competence were not able to be analyzed this year.

Table 9: Independent Living Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	8	0 (0%)	0
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	8	0 (0%)	0
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	8	8 (100%)	1.0
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	8	0 (0%)	0

Post-Adoption Resources

Families First's Post-Adoption Resources program is designed to strengthen new families.

Georgia Center for Resources and Support (GACRS)

The Georgia Center for Resources and Support is a statewide project funded by the Georgia Department of Human Resources and presented by Families First in collaboration with Bethany Christian Services. The purpose of the Center is to increase resources and supportive services for adoptive and foster families. Services include referrals and supportive services through the use of statewide advisors, numerous training and education events, support groups, comprehensive website of adoption resources, adoption and foster care family events and activities, and lending library.

The GACRS program impacted 3,910 people in FY 14/15. A total of 3,269 individuals participated in 36 GACRS trainings, 38 of which were webinars. This year 510 people completed virtual certificate training with a score of 80% or better. This resulted in more than 3269 individuals being trained. According to web analytics, 2674 resources were accessed on the GACRS website (see Table 10).

Table 10: GACRS Output Measures

Output Measures	FY 13/14	FY 14/15
GACRS trainings	121	136
GACRS training attendees	2375	3269
Resources on the GACRS website	2601	2674

Georgia Adoption Reunion Registry

The Georgia Adoption Reunion Registry is a statewide program and partnership between Families First and the Georgia Department of Human Services. The Reunion Registry provides services to: adopted persons whose adoption was finalized in the state of Georgia; birth parents whose children were placed for adoption in Georgia; siblings separated by adoption in Georgia; adoptive parents of children whose adoption was finalized in the state of Georgia; children of deceased adopted persons; and, parents or siblings of deceased birth parents. The Reunion Registry's services include non-identifying information to adult adopted persons and parents of minors, search services to adult adopted persons, birth parents, and adult siblings, and registration services. In addition, support groups and consultations are provided to those who have gone through or are preparing to go through the search and reunion process.

Our Reunion Registry program impacted 1,062 people in FY 14/15. Overall, there were more participant consultations, adoption summaries and adoption registrations than in FY 13/14 (see Table 11). The number of adoption searches decreased, however.

Table 8: Reunion Registry Output Measures

Output Measures	FY 13/14	FY 14/15
Participant consultations	83	108
Adoption summaries	196	205
Adoption registrations	699	844
Adoption searches	309	250

On average, the ratings of helpfulness, satisfaction and the perception of the trainings' resources and resulting experiences were toward the high end of the scale (see Table 12).

Table 9: Reunion Registry Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Helpful	0 to 5	Scale		42	4.17 (1.13)	
Satisfaction	0 to 5	Scale		42	4.21 (1.42)	
Resources/ Experiences	0 to 5	Scale		42	4.23 (1.20)	

Residential Living

Families First's Residential Living program is designed to create comfortable, safe and secure home environments for foster youth. In the Residential Living Program, Families First has traded the concept of "group homes" -- laden with negative imagery, for the more positive philosophy of a "cooperative" -- where agency, community, family and state come together to ensure that community involvement is an integral part of the cooperative experience for our youth, and that those supports will continue after they leave our care and are reunited with family. Services include: three Permanency Cooperatives (Cherokee, Morris Road, and Gwindale) and a Second Chance Home for pregnant and parenting teens.

Permanency Cooperatives

There are three Permanency Cooperatives located in Metro Atlanta that offer supportive care for male and female youth between the ages of 13 and 20. Each cooperative can serve between six to seven youth. Permanency Cooperative services include individual sessions, assessments and intakes, court appearances, groups, crisis management, family team meetings, educational assessments, and panel reviews.

Our Cooperatives program impacted 122 people in FY 14/15. Slightly fewer youth benefited from our Cooperatives in FY 14/15 and the length of stay on average was lower than last year at 204 days (see Table 13).

Cooperative Youth Spotlight

Lilah Evans, former resident of our Gwindale Girls Cooperative, received the Karen N. Sibley Scholarship this year's Dining For A Difference. At age 17, Lilah is a graduating senior at Grayson High School where she is the President of German Club and the Politics Club. She also serves as Parliamentarian of the Technology Student Association, and in March 2015 she received the news that she was a Gates Millennium Scholar finalist. She looks forward to changing the world by making technical advances in the modern world and civil changes in the ethical world.

Table 103: Three Cooperatives Output Measures

Output Measures	FY 13/14	FY 14/15
Youth in our Cooperatives	49	41
Length of stay for the cooperative residents we serve:		
• Mean(\bar{x}) = X days	239	204
• Median (M) = X days	84	140
• Minimum = X days	5	2
• Maximum = X days	1671	1121

Second Chance Home

Second Chance Home offers housing and support services for teen mothers between the ages of 13-19 with one child between infancy and pre-school age. The program assists young mothers in developing parenting skills, completing their education, and becoming self-sufficient.

Our Second Chance Home program impacted 32 people in FY 14/15, including 16 mothers and 16 children in the home. Length of stay on average was 337 days, which is higher than our other cooperatives (average = 204 days), but lower than last year (see Table 14).

Table 14: Second Chance Home Output Measures

Output Measures	FY 13/14	FY 14/15
Youths and their children in our Second Chance Home	26	32
Length of stay for Second Chance residents we serve:		
• Mean(\bar{x}) = X days	375	337
• Median (M) = X days	300	238
• Minimum = X days	22	11
• Maximum = X days	1218	1450

Outcome data related to progress on treatment goals and protection from maltreatment for both the Cooperatives and the Second Chance Homes participants were combined this year. As depicted in Table 15 below, 76% achieved at least some progress on average across treatment goals while 15% reported at least good progress on average across treatment goals. Only 9% reported no progress on average across treatment goals. Performance on the GA Score RBWO Scorecard, an external measure of our performance on monitoring, safety, training, placement stability, and well-being outcomes, showed an increase from FY 13/14 to FY 14/15 for youth in the cooperatives, from 86% to 93% and a slight decrease for youth in the Second Chance Home (from 86% to 83%).

Table 15: Cooperatives and Second Chance Home Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	47	.09 (29%)	0.09
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	47	.32 (47%)	0.31
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	47	.45 (50%)	0.45
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	47	.15 (36%)	0.15
Participants are protected from Maltreatment	0/1	Y/N	1	41/32	41/32 (100%)	1
GA Score RBWO Scorecard performance - Cooperatives	0 to 1	Scale		N/A	.93 (N/A)	
GA Score RBWO Scorecard performance - Second Chance	0 to 1	Scale		N/A	.83(N/A)	

Permanency Connections

Families First's Permanency Connection program aims to ensure lasting emotional, economic, housing and kinship support for our youth.

Literacy Improvement (LIPS)

In collaboration with the program case coordination, LIPS provides academic case management and coaching to youth, ages 13 to 21 who reside in Families First Cooperatives and Second Chance Home. As part of the residential comprehensive services, LIPS works with the youth while they are attending middle/high school, higher education or vocational training to achieve improved education outcomes (i.e., graduation, etc.). The service works to ensure that youth are successful in school, advance their education and prepare for economic independence and long-term self-sufficiency.

Our LIPS program impacted 77 people in FY14-15. LIPS impacted fewer youths than last year but there were more direct service contacts (see Table 16).

Table 16: LIPS Output Measures

Output Measures	FY 13/14	FY 14/15
Youths participated in LIPS	56	33
LIPS youth direct service contacts	312	421

Make It Click (MIC)

Make It Click is a positive youth development (PYD) mentoring collaboration between Families First and community volunteers who join hands to create a community network

of sustained relationships for children in foster care. For tragedy to become a triumph, Make It Click challenges community, family, youth, DFCS, and Families First staff alike to believe “All People Are a Community of One.” Upon accepting this challenge all people can embark upon a journey of self-examination, social reflection and personal growth that unites them with others who understand that only together are we the solution.

Our MIC program impacted 294 people in FY 14/15 including volunteer mentors, mentees and their affected relations. There were 54 youths and 42 volunteers that engaged in mentoring services at least once during FY 14/15 (see Table 17).

Table 17: MIC Output Measures

Output Measures	FY 13/14	FY 14/15
Youths engaged mentoring services at least once	52	54
Volunteers engaged mentoring services at least once	76	42

As depicted in Table 18, over three-quarters of the youth were involved with a mentor for six months while 29% were involved with a mentor for at least one year after being matched.

Table 11: MIC Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Youth Successfully Matched to a Mentor	0/1	Y/N	1	45	45 (100%)	1
Youth involved with a mentor for 6 months	0/1	Y/N	1	45	35 (78%)	0.78
Youth involved with the same mentor for at least 1 year after match	0/1	Y/N	1	45	13 (29%)	0.29

HEALTHY FAMILIES AND RELATIONSHIPS

At one time or another, many families need additional support to confront life's challenges. That's why we offer programs and affordable counseling solutions to equip parents and children with critical skills for building and maintaining strong individual and family relationships.

Challenges that parents and children face include depression and other mental health issues, parenting together after the family unit has dissolved, parenting as a teen or other circumstances that create disadvantage. The Centers for Disease Control reported in 2011 that according to the World Health Organization, depression was the most important cause of disease burden in middle and high income countries and that anxiety disorders are the most common in the United States (Center for Disease Control and Prevention, 2013). Although the divorce rate has declined since 2000, the marriage rate has declined in parallel (Centers for Disease Control and Prevention, 2015) and changing trends in family structure may be contributing to children being raised in families that do not consist of two parents (Waldfogel, Craigie, & Brooks-Gunn, 2010). This includes the unique challenges experienced by teenage mothers (Daley, Sadler, & Reynolds, 2013) representing ten percent of births each year in the United States (Centers for Disease Control and Prevention, 2011) or the reduced social capital experienced by Latina women who are less acculturated (Valencia-Garcia, Simoni, Alegria, & Takeuchi, 2012). These factors may create challenges for high quality parenting that in turn create disadvantage for children (Heckman, 2011; Waldfogel et al., 2010). Providing support for these families can ameliorate negative effects of difficulties experienced by families.

The programs that make up Healthy Families and Relationships are:

- Counseling and Support
- Effective and Nurturing Parenting
- Healthy Babies, Healthy Moms
- School Success Program

Some of the programs in Healthy Families and Relationships are composed of more than one service. These will be identified in the outcome discussions. The demographic distribution of the Healthy Families and Relationships Impact Area are displayed in Table 19.

As in the other impact areas and the agency as a whole, Healthy Families and Relationships served a greater percentage of females compared to males. The demographic profile was generally reflective of the overall agency for other measures with the exception of marital status and poverty level. There was a lower percentage of married or partnered participants and higher percentage of persons living at less 200% of the poverty level compared to the overall agency percentages. Additionally, across years, there was an increase in the percentage of persons under the age of 18.

Table 19: Healthy Families and Relationships Demographics

Healthy Families and Relationships					
Total Count:	24,353	23,441		24,353	23,441
	FY 14/15	FY 13/14		FY 14/15	FY 13/14
Female:	54%	53%	Less than 18 years old:	47%	39%
Male:	46%	47%	18 to 36 years old:	23%	33%
Missing %	24%	35%	37 years or older:	30%	28%
			Missing %	19%	30%
African-Am:	54%	54%			
Caucasian:	27%	28%	Atlanta Resident	10%	10%
Hispanic:	15%	15%	Missing %	90%	90%
Other:	4%	3%	Five-County Metro:	88%	88%
Missing %	48%	48%	Outside Metro or GA:	12%	12%
			Missing %	44%	48%
Married/Part:	24%	21%			
Div/Sep/Wid:	16%	15%	Up to 200% Poverty Level:	87%	90%
Single:	60%	64%	Greater than 200%:	13%	10%
Missing %	91%	91%	Missing %	75%	75%

Counseling and Support

Families First's Counseling and Support program works to enhance the abilities of individuals and families to manage challenging situations. These programs assist children, youth, parents, and families to express, understand and cope with situations and events that cause them distress and challenge their ability to be healthy and live well. We provide solution-focused counseling and therapy throughout the metro Atlanta area in office settings as well as community based sites in partnership with schools, community-based organizations, housing service agencies, and health centers.

Individual and Family Counseling

We offer individual, couple, and family sessions as well as many different types of groups. Examples of groups provided are psychoeducational parenting classes, life skills diversion groups, and a depression group. We also provide community-based counseling services that occur in the participant's home. EAP counseling is provided by our licensed clinical social workers and professional counselors.

Our Counseling program impacted 4,067 people in FY 14/15. While the number of individual, family and couple sessions decreased slightly, there were more than five times the number of group sessions held in FY 14/15 than there were in FY 13/14 (see Table 20). 42 individuals utilized our Employee Assistance Program (data not shown).

Table 20: Counseling Output Measures

Output Measures	FY 13/14	FY 14/15
Individual sessions	2,320	1,884
Group sessions	18	91
Family sessions	421	425
Couple sessions	229	192

The majority of participants reported between some progress and good progress on average across treatment goals (56%) while the next largest percentage reported at least good progress on average across treatment goals (42%). Only 2% of participants reported no progress on average across treatment goals (see Table 21).

Table 121: Counseling Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	245	0.02 (.14)	0.02
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	245	0.07 (.26)	0.07
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	245	0.48 (.50)	0.48
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	245	0.42 (.49)	0.42

Results shown in Table 22 indicate that there were increases in percentage of participants above the clinical benchmark for individual (43% to 62%), interpersonal (45% to 61%) and social well-being (46% to 60%) during FY 14/15. The percentage of participants demonstrating improvement ranged from 71% to 85%. The percentage of participants reporting a score for quality of the therapeutic relationships above the benchmark rose from 62% to 67%, with 85% of participants demonstrating improvement.

Table 2213: Counseling Multiple Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	TP1 Mean (Std) or n (%)	TP1 % over √	TP2 Mean (Std) or n (%)	TP2 % over √	% Improve or Maintain √
Individual ORS: Personal Well Being	0 to 10	Ord.	>6	391	5.88 (2.69)	0.43	6.97 (2.41)	0.62	0.73
Interpersonal ORS: Family and Close Relationships	0 to 10	Ord.	>6	391	5.74 (2.80)	0.45	6.86 (2.53)	0.61	0.73
Social ORS: Work, School, and Friendships	0 to 10	Ord.	>6	391	5.94 (2.77)	0.46	6.92 (2.55)	0.60	0.71
SRS: Working Alliance with Therapist/Service Provider	0 to 40	Ord.	>36	396	36.80 (5.06)	0.62	37.34 (4.68)	0.67	0.85

Family Violence Intervention Program (FVIP)

FVIP is a court mandated program for domestic violence offenders, both male and female. The program consists of 24 weekly sessions that focus on the impact of violence on individual, his/her children, family, and community. Issues of power and control are addressed as well as harmful beliefs and attitudes.

Our FVIP program impacted 2,297 people in FY 14/15. As depicted in Table 23, there were slightly fewer new orientation attendees and group sessions held in FY 14/15 than in FY13/14.

Table 23: FVIP Output Measures

Output Measures	FY 13/14	FY14/15
Orientation attendees	194	171
Group session	832	743

Effective Nurturing and Parenting

Families First's Effective Nurturing and Parenting program focuses on building concrete strategies that foster healthy family communication and child well-being. This program helps parents learn cutting-edge techniques for raising children in our fast-paced and quickly-changing society. This program offers workshops for parents, co-parents and guardians who are looking for help on topics such as divorce, negative influences and absentee parents.

Parenting Time

Parenting Time is a 90-day program for parents with an active case with the Office of Child Support Services. It facilitates communication and planning among custodial and non-custodial parents so that children have safe and consistent access to and visitation with both of their parents.

Our Parenting Time program impacted 2,629 people in FY 14/15. A total of 159 participants attended 49 Parenting Time Seminars, resulting in 98% of seminar attendees converting to participants in FY 14/15 (see Table 24). This represented was a 10% increase in the number of attendees converting to participants in FY 14/15. The total number of attendees, however as did the number of individual counseling sessions, supervised visits, neutral exchanges, or monitored visits, mediations and parenting plans.

Table 144: Parenting Time Output Measures

Output Measures	FY 13/14	FY 14/15
Individual education counseling sessions	875	398
Supervised visits, neutral exchanges, or monitored visits	186	126
Parenting Time Seminars	77	49
Parenting Time Seminar Attendees	364	159
Intake and Assessments	321	156
Mediations	111	15
Parenting plans	10	2

Rollercoasters

WAM and Rollercoasters are one time classes for the children of divorce while the parents are in a CCWD/Transparenting session. For those children who need more in-depth services, we offer an 8-week Rollercoasters class that helps children explore their feelings of loss and grief and learn to cope with the divorce. The Rollercoasters program impacted 81 people in FY 14/15. Fewer children attended Rollercoasters and WAM sessions in FY 14/15 compared to last year however (see Table 25).

Table 25: Rollercoasters Output Measures

Output Measures	FY 13/14	FY 14/15
Children attending sessions	78	65
Four-hour WAM/Rollercoasters sessions;	26	25

Transparenting

CCWD and Transparenting are one time co-parenting seminars in Clayton, Cobb, and Fulton county courts. These seminars are mandated for all divorcing parents with children. Our Transparenting program impacted 13,792 people in FY 14/15. There were 127 Transparenting group sessions in Fulton, Clayton and Cobb counties (see Table 26).

Table 26: Transparenting Output Measures

Output Measures	FY 13/14	FY 14/15
Transparenting Group Sessions	139	127
Number of People Attending Sessions	6059	6381

Healthy Babies, Healthy Moms

Families First's Health Babies, Healthy Moms program has as its key foci the provision of educational, emotional, physical and medical support to pregnant and parenting young women.

Doula

Families First, in partnership with the United Way, provides a community-based doula program. Doulas provide emotional and physical support to pregnant women before, during and after the birth of their babies. Our doulas educate mothers on pre-natal care, labor, delivery, infant care, breast-feeding and bonding in order to ensure healthy outcomes for both the mother and baby. Families First's doulas provide an array of services both prenatally and post partum, primarily in the mothers' homes. Our Doula program impacted 317 people in FY 14/15. Services include 160 screenings, 106 post-partum support services and 271 pre-natal support services (see Table 27).

Table 27: Doula Output Measures

Output Measures	FY 13/14	FY 14/15
Health/developmental screenings	334	160
Post-partum support services	137	106
Pre-natal support services	276	271

As depicted in Table 28, the majority of Doula program participants reported at least good progress on average across treatment goals (83%). Fifteen percent of participants reported between some progress and good progress on average across treatment goals and only two percent of participants reported no progress on average across treatment goals.

Table 28: Doula Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	53	0.02 (0.13)	0.02
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	53	0 (0%)	0
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	53	0.15 (0.36)	0.15
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	53	0.83 (0.38)	0.83

Results shown in Table 29 indicate that fifty-two percent of participants demonstrated increased parenting knowledge and eighty-seven percent of participants showed increases in positive behaviors that demonstrate parent-child bonding.

Table 29: Doula Multiple Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	TP1 Mean (Std) / n (%)	TP1 % over √	TP2 Mean (Std) / n (%)	TP2 % over √	% Improve or Maintain √
Parenting Knowledge	0 to 5	Scale		31	3.87 (0.44)		3.92 (0.45)		0.52
Bonding: Percent of Positive Behaviors the Child Demonstrates Relevant to Age Category	0 to 1	Scale		46	0.60 (0.25)		0.78 (0.23)		0.87

Teenage Pregnancy and Prevention (TAPP)

TAPP is a school based program that engages participants weekly in small groups of pregnant and parenting teens. Services include case management services and school support services in addition to providing support to the participants' families. TAPP counselors act as liaisons to the participants' schools and healthcare providers. The counselors provide pregnancy and parenting educations and assist the teens in accessing appropriate resources.

Our TAPP program impacted 248 people in FY 14/15. A total of 91 screenings, 306 home-based parent education engagements and 69 group sessions were held (see Table 30).

Table 30: TAPP Output Measures

Output Measures	FY 13/14	FY 12/13
Health/developmental screenings	90	91
Home-based parent education engagements	256	306
Group sessions	95	69

As depicted in Table 31, the majority of participants reported at least good progress on average across treatment goals (78%). Twenty-two percent of participants reported between some progress and good progress on average across treatment goals.

Table 31: TAPP Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	63	0 (0))	0.0
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	63	0 (0))	0.0
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	63	0.22 (0.42)	0.22
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	63	0.78 (0.42))	0.78

Results shown in Table 32 indicate that ninety-eight percent of participants demonstrated increased parenting knowledge and ninety-five percent of participants showed increases in positive behaviors that demonstrate parent-child bonding.

Table 32: TAPP Multiple Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	TP1 Mea n (Std) / n (%)	TP1 % over √	TP2 Mea n (Std) / n (%)	TP2 % over √	% Improve or Maintai n √
Parenting Knowledge	0 to 5	Scale		40	3.85 (0.31)		4.78 (0.34)		0.98
Bonding: Percent of Positive Behaviors the Child Demonstrates Relevant to Age Category	0 to 1	Scale		40	0.94 (0.06)		0.99 (0.03)		0.95

School Success

Families First's School Success program ensures that children and their families are ready for school, and that schools are ready for the children

CHISPA

There are three components to CHISPA: Parents as Teachers (PAT), parent leadership, and school transition. CHISPA provides home visitation, health and developmental screenings, connections to resources, parent education groups, leadership training, transition portfolios and other transition to school activities.

Our CHISPA program impacted 327 people in FY 14/15. A total of 40 parents completed the program. Parents participated in 394 home visits, 40 school leadership activities and 240 groups (see Table 33).

CHISPA Spotlight

As a result of the summer 2014 Kinder Camp that was held by the Berkeley Lake and Beaver Ruin Elementary School, our children in the CHISPA program were able to smoothly transition to Kindergarten in the fall. During this period of time, the parents got the opportunity to relieve stress by engaging in daily group meetings with Zumba classes. The six weeks of Zumba classes helped the parents set goals for themselves that also helped their families. Now that the parents felt better, the children were receiving positive enforcement. They learned how to be cooperative, open-minded, attentive, communicative, and punctual while building self-confidence and a high self-esteem.

Table 33: CHISPA Output Measures

Output Measures	FY 13/14	FY 14/15
Parents completed the School Success program	45	40
Home visits conducted	395	394
School leadership activities by parents	40	40
Groups held during the year (e.g. life skills and parenting)	259	240

As depicted in Table 34, the majority of participants reported at least good progress on average across treatment goals (97%). The remainder reported between some progress and good progress on average across treatment goals.

Table 34: CHISPA Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	34	0 (0)	0.0
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	34	0 (0)	0.0
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	34	0.03 (0.17)	0.03
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	34	0.97 (0.17)	0.97

Results shown in Table 35 indicate that ninety-eight percent of participants demonstrated increased parenting knowledge and ninety-five percent of participants showed increases in positive behaviors that demonstrate parent-child bonding.

Table 35: CHISPA Multiple Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	TP1 Mean (Std) / n (%)	TP1 % over √	TP2 Mean (Std) / n (%)	TP2 % over √	% Improve or Maintain √
Parenting Knowledge (10 Questions)	0 to 5	Scale		40	3.85 (0.31)		4.78 (0.34)		0.98
Bonding: Percent of Positive Behaviors the Child Demonstrates Relevant to Age Category	0 to 1	Scale		40	0.94 (0.06)		0.99 (0.03)		0.95

FAMILY SUSTAINABILITY AND EMPOWERMENT

Housing is among the most basic of needs and the most fundamental measure of self-sufficiency. The lack of this basic need in our community is why Families First collaborates with other agencies to deliver housing with support services and training that promote family self-sufficiency and economic stability.

The programs that make up Family Sustainability and Empowerment are:

- Transitional and Supportive Housing
- Community Support Services (renamed Community Engagement Services)
- Asset Development

Between 2012 and 2013, homelessness in the United States declined by approximately 4% (Henry, Cortes, & Morris, 2013) with Georgia specifically demonstrating a reduction. During the Point in Time Count in January 2015, at least 13,790 people were literally homeless in Georgia – a 19% decrease from 2013. In addition to people who are literally homeless, other people are living in motels, hotels, or are doubled up with friends or family. They may move frequently among temporary living arrangements. For some public programs, these living conditions also are categorized as homelessness. (GA Department of Community Affairs). However, researchers have concluded that family homelessness has increased since the 1980's (R. Grant, Gracy, Goldsmith, Shapiro, & Redlener, 2013). Homelessness is linked to myriad negative outcomes for children (Rafferty & Shinn, 1991).

An additional key component of economic stability is access to transportation (National Household Travel Survey, 2014). People living in poverty expend a greater percentage of their resources on transportation compared to their more affluent counterparts. The impact of this is compounded by fewer jobs and less transit options in low-income suburban neighborhoods. Beyond stable housing and economic stability, community context has also been identified as an important determinant of health (Office of Disease Prevention and Health Promotion, n.d.). Strong communities foster belonging and a sense of identity (Berger & Neuhaus, 1991). Helping families to become economically stable through safe housing, strong communities and adequate resources can make a difference in the lives of children.

Transitional and supportive housing programs stabilize families so they can begin to focus on other aspects of their lives including returning to school, receiving job training, reducing or eliminating substance dependency and use and achieving mental and emotional stability to prevent future homelessness among children. Community support services can strengthen neighborhoods and develop self-efficacy among the individuals who live there. Our asset development program provides access to transportation that can aid families by decreasing commute time and increasing job opportunities.

Some of the programs in Family Sustainability and Empowerment are composed of more than one service. These will be identified in the outcome discussions. The demographic distribution of the Family Sustainability and Empowerment Impact Area are displayed in Table 36.

Table 36: Family Sustainability and Empowerment Demographics

Family Sustainability and Empowerment Impacted: Valid Percentages					
Total Count:	2,736	2,957		2,736	2,957
	FY 14/15	FY 13/14		FY 14/15	FY 13/14
Female:	61%	63%	Less than 18 years old:	56%	50%
Male:	39%	37%	18 to 36 years old:	27%	28%
Missing %	44%	34%	37 years or older:	17%	22%
			Missing %	43%	33%
African-Am:	97%	95%			
Caucasian:	2%	2%	Atlanta Resident¹:	35%	36%
Hispanic:	1%	1%	Missing %	65%	64%
Other:	0%	2%	Five-County Metro²:	90%	91%
Missing %	49%	38%	Outside Metro or GA:	10%	9%
			Missing %	17%	19%
Married/Part:	9%	10%			
Div/Sep/Wid:	12%	14%	Up to 200% Poverty Level:	97%	96%
Single:	79%	76%	Greater than 200%:	3%	4%
Missing %	81%	81%	Missing %	49%	46%

The Family Sustainability and Empowerment program served higher percentages of females, African Americans and single participants under age 18 and below 20% of the poverty level than the agency as a whole did.

Asset Development

Families First's Asset Development program is focused on teaching long term money management and budgeting skills.

Ways to Work

Ways to Work is a national program of the Alliance for Children and Families that allows qualified working parents who are unable to receive credit approval elsewhere the opportunity to receive loans up to \$6,500 to purchase a used car. The program helps working families move to greater levels of self-sufficiency with access to financial education and reliable transportation.

The Ways to Work program model integrates three major components within an innovative and holistic solution that addresses multiple needs of low income families to help them move out of their cycle of poverty and dependence towards greater

financial stability. The combination of affordable credit with real-world expectations for repayment, a consultative approach, and financial literacy education generates intermediate outcomes – reliable auto transportation, improved financial skills, repaired credit and asset building.

Our Ways to Work program impacted 1,427 people in FY 14/15. There were 177 attendees in financial literacy classes in 25 financial literacy classes. Thirty-three participants had loan applications approved and 26 vehicles were secured. Seventeen loans were paid off (see Table 37).

Table 37: Ways to Work Output Measures

Output Measures	FY 13/14	FY 14/15
Financial literacy classes	25	25
Attendees in financial literacy classes	199	177
Approved loan applications	27	33
Vehicles secured	22	26
Loans paid off	2	17

Table 38: Ways to Work Multiple Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	TP1 Mean (Std) or n (%)	TP1 % over √	TP2 Mean (Std) or n (%)	TP2 % over √	% Improve or Maintain √	FY 13/14 % Improve
Financial Literacy Score	0 to 1	Scale		153	0.62 (0.17)		0.74 (0.17)		0.75	0.73
Earned income		Scale		50	2640.03 (670.51)		2721.60 (1091.56)		0.46	0.58
Commute Time (Hours)		Scale		50	11.65 (8.33)		9.79 (7.62)		0.56	0.63
Missed Time from Work (Hours/month)		Scale		50	3.34 (5.35)		2.28 (6.08)		0.32	0.33
Decrease Financial Assistance Required		Scale		50	552 (649)		302 (539)		0.46	0.35

Results in Table 38 indicate that while financial literacy scores improved in FY 14/15 (75%), a lower percentage of participants reported an increase in earned income in FY 14/15 (46%) compared to the percentage of participants who reported an increase in earned income in FY 13/14 (58%). On average, commute time to work was reduced and 56% showed a decrease in FY 14/15 compared to 63% in FY 13/14. Essentially the same percent of FY 14/15 participants (33%) showed a reduction in missed time from work as in FY 13/14. Finally, the average amount of financial assistance required decreased by 46% as compared to 35% in FY 13/14.

Community Support Services

Community Support Services has as key aims the improvement of economic self-sufficiency and the promotion of civic activity among community members. The Community Support Services Program is designed to promote self-sufficiency for participants; engage families as change agents and positive contributors to their communities and schools; and build the foundation for the success of our the participants' children through the promotion of safe, stable, nurturing homes to enable future generations to be self-sufficient. Through life skills seminars, leadership development, parent engagement, and community engagement strategies we collaborate to improve economic self-sufficiency and asset development and encourage participants to become civically engaged. Services include: Edgewood and Opportunity Zone.

Edgewood

The Edgewood program's primary purpose is to empower family engagement in the school system. The program does not just focus on youth engagement but also encourages strong parental involvement and support. The Edgewood Community Program utilizes the theory of shared leadership which allows members of the group to each play a particular role depending on the type of tasks that need to be completed. This process entails a simultaneous, ongoing, mutual influence process as different individuals provide leadership in areas such as visioning, organizing, parent engagement, teacher engagement, community engagement, and networking.

Our Edgewood program impacted 652 people in FY 13/14. Twice as many individual sessions were held in FY 14/15 as compared to FY 13/14. There were slightly fewer workshops (27 compared to 31) with considerably more attendees (see Table 39).

Table 39: Edgewood Output Measures

Output Measures	FY 13/14	FY 14/15
Individual sessions	24	48
Workshops	31	27
Workshop attendees	69	249

Opportunity Zone

The Opportunity Zone, an initiative of The United Way of Greater Atlanta and The South Fulton Human Service, is aimed at creating opportunities for families to thrive. The zone strategy is one that focuses on neighborhoods that can dramatically benefit if local services are coordinated, local leadership is mobilized and the assets in the community work together toward shared goals in the areas of education, income, and health, and education.

Our Opportunity Zone program impacted 306 people in FY 14/15.

Table 40: Opportunity Zone Output Measures

Output Measures	FY 13/14	FY14/15
Individual sessions	250	
Workshops	14	
Workshop attendees	36	
Families enrolled in Opportunity Zone (OZ)	103	
Families were consistently engaged Opportunity Zone	103	

Transitional and Supportive Housing

The Transitional and Supportive Housing Program combines housing and social services to help families facing complex challenges live more stable, productive lives.

Shelter-A-Family Spotlight

Gina entered the Shelter-A-Family program with her husband, Arnold, and four children in 2008 after struggling with addiction, job loss, and homelessness. Being homeless in the city of Atlanta for an intact family is a challenge because there aren't any shelters who offer services to families or shelters that accommodate mothers with teenage boys over 14 years old. This situation caused the family to be split between two shelters and her 17-year-old son was sent to live with family out of state. After struggling with being apart and living in shelters, they were finally able to secure a safe and stable apartment that they were able to call home in the Families First Shelter-A-Family program.

When Gina allowed herself to open up and ask for the support of her entire family, they were able to all gain the support of each other. Since that time, Gina, Arnold, and her now teenage son Aiden entered and successfully completed treatment for alcohol and substance abuse. Arnold was able to secure employment again and maintain a healthy home environment that is supportive of recovery. Their son Aiden changed his social group and became involved in sports in school to focus his energy in a productive and positive manner. Aiden joined the swim team at his high school, and through the outreach of a case manager, he was able to become a certified life guard and earn a summer job at a local recreation center.

Shelter-A-Family (SAF)

SAF pairs housing with support services for chronically homeless persons who are suffering from mental illness, substance abuse, and/or HIV/AIDS. In addition, the program seeks to promote child safety and development, and prevent future homelessness among children. SAF provides participants with accessible and intensive individual, family and group mental health counseling; substance abuse treatment services; case management ; linkages to community services and resources; support in reconnecting with families; and developing networks of supports to help them become economically independent and self-sufficient.

Our Shelter-A-Family program impacted 158 people in FY 14/15. There were 127 individuals housed. Among the impacted participants, there was a total of 248 drug screens performed, 151 home visits conducted, and 144 group sessions and 1,388 individual sessions conducted (see Table 41).

Table 41: Shelter-A-Family Output Measures

Output Measures	FY 13/14	FY 14/15
Supportive housing families	50	40
Individuals housed	158	127
Drug screens performed	292	248
Home visits conducted	96	151
Group sessions conducted	150	144
Individual sessions conducted	1,479	1,388

As depicted in Table 42, the majority of participants reported between some progress and good progress on average across treatment goals (82%) while the remainder reported at least good progress on average across treatment goals (18%). Sixty-five percent of the participants that tested for substance use had all negative drug screens during the fiscal year.

Table 42: Shelter-A-Family Single Time-point Outcome Measures

Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	40	0 (0.0)	0.0
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	40	0.10 (0.30)	0.10
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	40	0.73 (0.44)	0.73
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	40	0.18 (0.38)	0.18
Participant Had All Negative Drug Screens for the Fiscal Year	0/1	Y/N	1	26	0.65 (0.48)	0.65

Weaver Gardens

Weaver Gardens is a transitional living home that provides efficiency apartments and supportive services for mothers aged 17-26 who were previously homeless and have one child less than one year old. Weaver Gardens provides young mothers and their babies a safe place to live; training and support in critical areas such as parenting skills, relationship building, child development, health and nutrition, and life skills; an opportunity to return to school or receive job training; and access to community resources.

Our Weaver Gardens program impacted 193 people in FY 14/15. During the year, 11 group sessions and 51 individual sessions were conducted (see Table 43).

Table 43: Weaver Gardens Output Measures

Output Measures	FY 13/14	FY 14/15
Group sessions conducted	12	11
Individual sessions conducted	16	51

As depicted in Table 44, the majority of participants reported between some progress and good progress on average across treatment goals (86%) while the remainder (14%) reported at least good progress on average across treatment goals. Additionally, 92% of participants were enrolled in an education program or employed.

Table 44: Weaver Gardens Single Time-point Measures

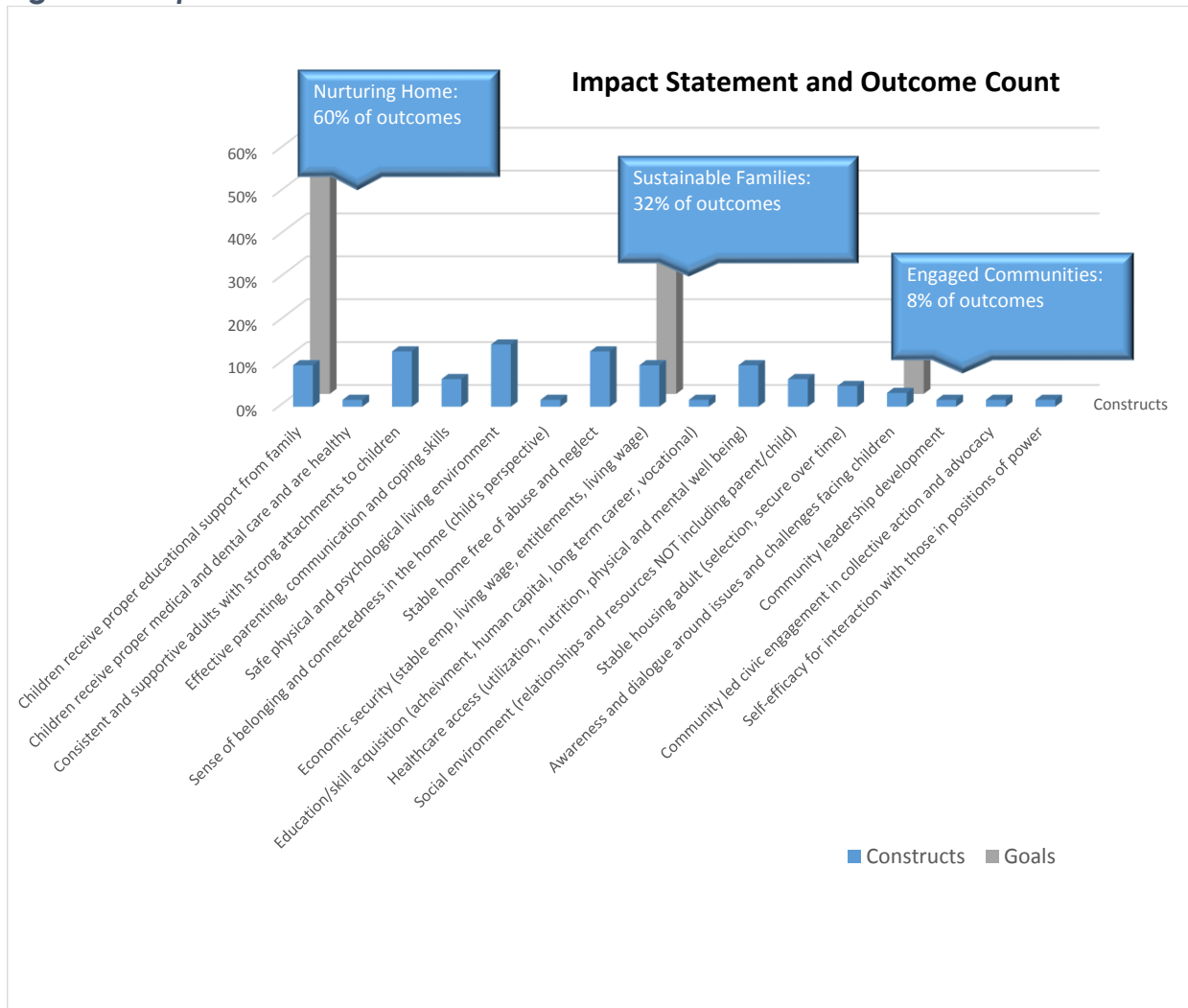
Outcome Measure	Range	Type	√	N	Mean (Std) or n (%)	% over √
Treatment Plan Goal Rating: No progress on any goal	0/1	Y/N	1	14	0 (0%)	0
Treatment Plan Goal Rating: Between no progress and some progress on average	0/1	Y/N	1	14	0 (0%)	0
Treatment Plan Goal Rating: Between some progress and good progress on average	0/1	Y/N	1	14	0.86 (0.35)	0.86
Treatment Plan Goal Rating: At least good progress on average	0/1	Y/N	1	14	0.14 (0.35)	0.14
Enrolled in education program or employed	0/1	Y/N	1	14	0.92 (0.28)	0.92

DISCUSSION

Impact and Outcomes

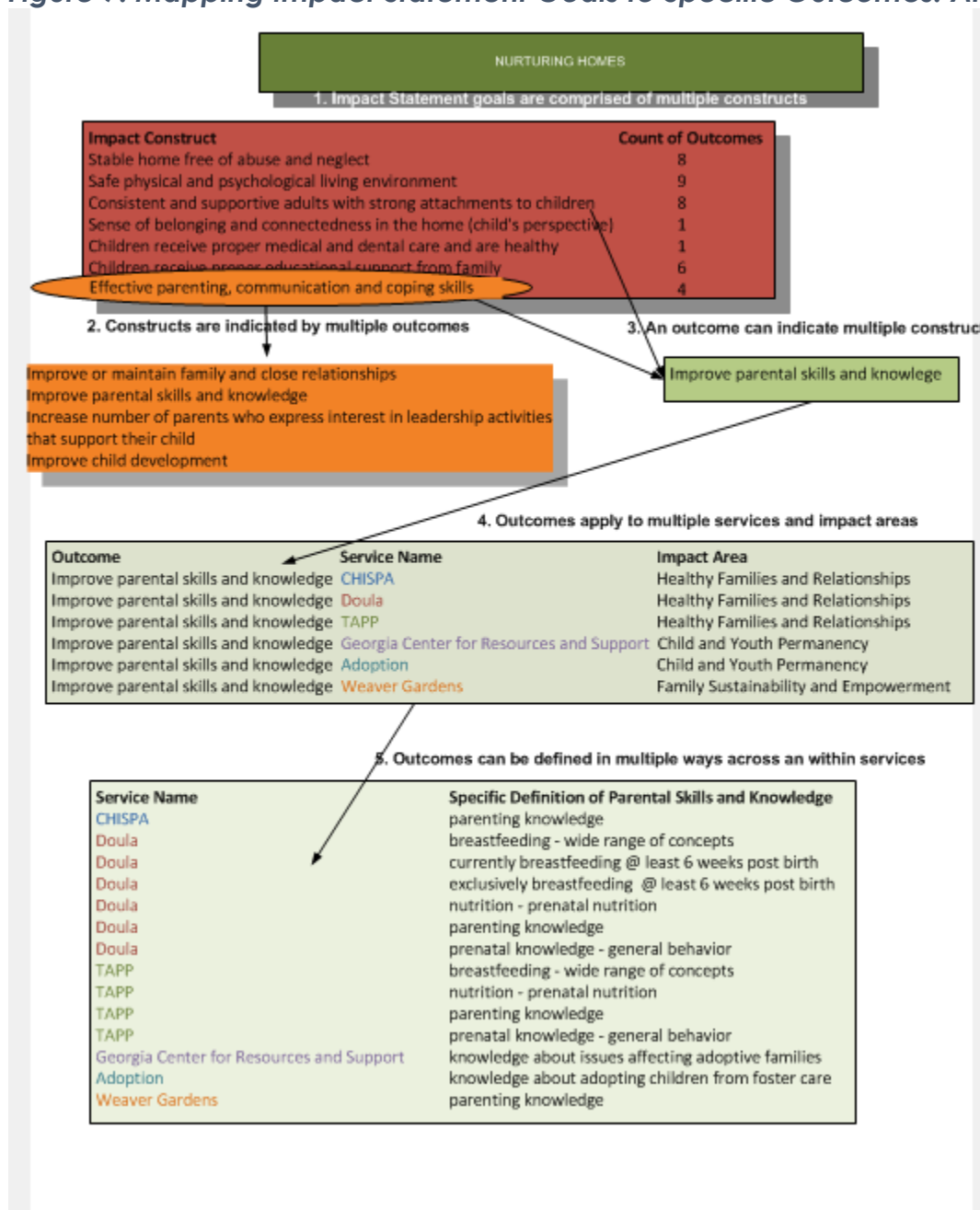
As stated in the introduction, Families First outcomes are organized by the Families First Impact Statement. A new feature of M&E implemented in FY 14/15 takes each program objective and related outcome(s) and links them to the Agency Impact Statement using the three overarching goals of Families First: Nurturing Homes, Sustainable Families and Engaged Communities using the appropriate impact constructs list under each goal. Even though this process is being formalized in FY 14/15, Figure 7 provides a count of outcomes, regardless of service, by goals and constructs to give a preview of what an analysis outcomes by the impact statement would display.

Figure 6: Impact Statement and Outcome Count



Given Families First's commitment to children, it is no surprise that the outcome count by Impact Statement Goal showed that Nurturing Homes had the greatest number of outcomes with 60% of the 62 outcomes included in this analysis. Sustainable Families accounted for 32% of the goals and Engaged Communities accounted for 8% of the goals. It is important to consider that a single outcome can indicate more than one construct. We explore this further in Figure 8.

Figure 7: Mapping Impact Statement Goals to Specific Outcomes: An Example



Unpacking the impact statement reveals how a goal can be indicated by multiple outcomes reported by more than one service and measured in different ways. For example, step 1 of Figure 1 describes how the goal of **Nurturing Homes** consists of seven constructs. One of these constructs is **Effective parenting, communication and coping skills**. This construct is indicated by four outcomes and these are listed in the second step in Figure 8. We see by the arrows on the third step that multiple constructs can be indicated by the same outcome. In this example, both **Effective parenting, communication and coping skills** and **Consistent and supportive adults with strong attachments to children** are indicated by the outcome **Improve parental skills and knowledge**. Different services may have reported one or more of these outcomes, regardless of the impact area in which the service is designated within the agency. Using the example of one of these outcomes, we show in the fourth step that six different services were designed to impact our participants through **improving parental skills and knowledge**. It is of note that all three impact areas have

services that aim to aid our participants through this outcome. Finally, in the fifth step, we show that two of the services use multiple measures to indicate the outcome while four other services use a single measure. Services use the same measures, supplement shared measures with additional measures applicable to those services, or use different measures entirely as the populations served and the specific aspects of **parental skills and knowledge** vary by service. The classification system defined through impact statement goals and constructs allows for such flexibility and we plan to explore ways to meaningfully summarize outcomes across services in next year's AOR.

Future analyses will explore the density of outcomes for each construct and goal as well as the density and intensity of construct indication for each service. Such analyses lend themselves well to understanding the strength of mission alignment by service.

Summary of Findings

Successes

The past year has exemplified success in many ways. The following summarizes select outcomes that demonstrate Families First's realization of its mission by impact statement goal.

Nurturing Homes: A number of results were indicative of supporting nurturing homes for children. The improvement of parental knowledge was defined in multiple ways by multiple services. For example, **eighty-nine** percent of parents participating in the trainings offered through the Adoption service demonstrated increased knowledge about adopting children from foster care and 98% of young mothers in the TAPP service demonstrated increased knowledge of parenting practices. Percentage increases among participants in parent/child bonding were 84% in both Adoption, 95% in TAPP and 87% in Doula.

Sustainable Families: There were several results that were indicative of supporting sustainable families. For example, financial literacy among Ways to Work participants that attended the course, regardless of whether they continued on to apply for a loan, was shown to improve among 75% of participants. Among participants approved for loans, just under half (46%) increased their earned income. Ninety-two percent of residents of Weaver Gardens were enrolled in education or employed at the time of the survey. Sixty percent of counseling participants improved or maintained their social well being above a cutoff score indicative of an overall non-clinical level, and this may be considered a proxy for quality of life as it measures respondents' perception of work, school and friendships.

Engaged Communities: The majority of CHISPA participants (98%) demonstrated increased knowledge of parenting practices and reported improvements in parent/child bonding (95%).

Challenges

As with any program evaluation, there were also challenges. The following summarizes select outcomes that highlight opportunities for improvement within Families First's programs.

Nurturing Homes:

Sustainable Families: Although, on average, there was a decrease in the amount of financial assistance required by Ways to Work participants, only 46% reported an improvement on this measure. It is important to note that while having a car reduces the commute burden for people, it does not guarantee a job or a job that pays enough initially to reduced reliance on financial assistance. In Shelter a Family, 65% of the participants tested for drug use during the year were negative at all time points. However, the results must be interpreted in light of the fact that the

program endorses a harm reduction approach that incorporates relapse as part of recovery and views participant success from a holistic perspective.

This may represent an opportunity for a more targeted approach. Similarly, just over half of Doula participants demonstrated improvement in parenting knowledge. However, results for Weaver Gardens and Doula must also be interpreted in light of the small sample, where a failure to improve for a small number of participants can result in a large impact on summary statistics.

Engaged Communities: The measurement of this goal is less tractable than the other goals of the impact statement and represents one of the broadest opportunity for improvement with respect to quantitative measurement. This is due, in part, to the nature of service delivery in the case of services focused on this area. For example, Edgewood and Opportunity Zone are both community initiatives, but the format of the programs do not lend themselves as easily to pre/post-tests or other outcomes that may be assessed quantitatively in a relatively short period of time, such as one year. The delivery of these programs is to encourage participation in events that could lead to community engagement or future leadership roles, but such participation is an output rather than an outcome.

Additionally, the long-term outcomes of increased participation by a community may result in outcomes less proximal to the service delivered. For example, children of parents who are empowered to attend school meetings may demonstrate academic improvement over time that goes unmeasured because their parents were the participants of the service and the outcome may not be revealed for some time after the initial intervention. Other services that measure community engagement, such as adoption, report modest increases in participation in community or the adoption community more specifically and it may be that the measure (*i.e.* volunteerism, participation in adoption panels, support network groups) does not indicate engagement in community accurately or it may be that this outcome of receiving adoption services is not emphasized.

An overall limitation to be addressed over the next two fiscal years is the collection of data following care. This was alluded to in the discussion of challenges under Engaged Communities but in fact represents an opportunity for exploration of methods of follow up reporting across goals, outcomes and services at Families First.

Holistic Assessment

The Holistic Assessment was created in partnership with Dr. Mary Ohmer, a professor at Penn State University who has worked with Families First for many years. The questions for the Holistic Assessment were selected from question on the Arizona Self-Sufficiency Matrix and the Life Skills Progression Questionnaire. Questions were selected if they captured data related to the constructs that describe the Impact Statement under each of the three goals. The Holistic Assessment is collected at the time of intake for all new participants in FY 14/15 and subsets of questions based on the intended impact of the program will be assessed at quarterly, bi-annual or annual intervals for each participating program based on the program's participant trajectory.. Each service designs their follow up assessment in conjunction with the M&E Department.

Future of Data

An important component of long term success is capacity building. To this end, FY 14/15 has seen the initiation of a project that represents the largest advancement in M&E since the upgrade of the Electronic Participant Record system in 2012. Families First has embarked on the construction of a data warehouse to improve data integrity and accessibility across all data sources in the agency. The objectives of the project are displayed in Figure 8.

Figure 8: Data Warehouse at Families First

Short Term: Data Collection and Validation	Intermediate: Large scale and timely reporting and analysis
Develop a multi-prong data linking and verification system that unifies data and ensures its timely, consistent and comprehensive collection	Analyze data across sources at the participant level and develop mechanisms to report direct entry data to staff and summary data to M&E and supervisors
Develop strategies to eliminate duplicate data collection through data export	Evaluate and provide recommendations to improve data collection processes and create greater alignment between M&E and program staff activities
Update front end configuration to enhance data integrity and improve user experience	Increase frequency of outcome evaluations and recommendations
Long Term: Leveraging technology for continuous improvement	Beyond Families First
Increase integration of data collection methods and practices into program service delivery, possibly including mobile devices or direct participant entry	Compare programs with local and national agencies
Develop processes that will dynamically and systematically assess and document Families First's strategic and funding priorities and current and future programmatic needs as they relate to the agency's mission and impact statement	Offer data collection, monitoring, evaluation and mission alignment expertise to external agencies as a source of sustainability for the department and the organization as a whole

Through this effort, increased efficiency in the way M&E stores and accesses data will allow the department to evaluate services more frequently using both quantitative and qualitative methods. Additionally, the department will be able to serve other entities and in time become sustainable. More efficient data collection and reporting creates the means for M&E to continuously evaluate internal processes, materials and results and therefore constantly increase the quality and usefulness M&E products.

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APPENDIX

Annual Counts and Demographics by Impact Area and Total

		Child and Youth Permanency		Healthy Families and Relationships		Family Sustainability and Empowerment	
		N	%	N	%	N	%
Gender	Number Impacted	8,641		24,353		2,736	
	Male	3,346	44%	8,539	46%	607	39%
	Female	4,181	56%	9,848	54%	935	61%
	Gender NA/NC	1,114		5,966		1,194	
Ethnicity	African American	2,879	38%	6,820	54%	1,350	97%
	Asian	103	1%	225	2%	2	0%
	Caucasian	4,014	53%	3,414	27%	25	2%
	Hispanic	412	5%	1,944	15%	10	1%
	Native-American	3	0%	-	0%	1	0%
	Ethnicity Other	120	2%	238	2%	7	1%
	Pacific Islander	2	0%	4	0%	-	0%
	Ethnicity NA/NC	1,108		11,708		1,341	
Marital Status	Divorced	88	5%	170	7%	36	7%
	Married	882	50%	475	21%	34	7%
	Partnered	59	3%	75	3%	8	2%
	Separated	11	1%	171	8%	25	5%
	Single	695	39%	1,367	60%	403	79%
	Widowed	28	2%	20	1%	4	1%
	Marital Status NA/NC	6,878		22,075		2,226	
Age by Category	Age 0 to 5	881	12%	2,562	13%	255	16%
	Age 6 to 11	929	12%	3,892	20%	375	24%
	Age 12 to 17	839	11%	2,843	14%	239	15%
	Age 18 to 25	478	6%	1,282	6%	171	11%
	Age 26 to 36	873	12%	3,274	17%	248	16%
	Age 37 to 46	1,943	26%	3,549	18%	151	10%
	Age 47 to 59	1,270	17%	1,900	10%	97	6%
	Age 60 plus	336	4%	430	2%	21	1%
	Age NA/NC	1,092		4,621		1,179	
County Residence	Cherokee	127	3%	73	1%	9	0%
	Clayton	83	2%	993	7%	84	4%
	Cobb	378	8%	1,531	11%	153	7%
	DeKalb	626	13%	2,116	15%	404	18%
	Douglas	66	1%	431	3%	44	2%
	Fayette	82	2%	55	0%	15	1%
	Fulton	903	18%	6,228	46%	1,261	55%
	Gwinnett	593	12%	1,241	9%	138	6%
	Henry	125	3%	207	2%	38	2%
	Rockdale	32	1%	82	1%	27	1%
	County Other	1,869	38%	697	5%	102	4%
	County NA/NC	3,757		10,699		461	
City Locale	City of Atlanta	449	54%	1,525	60%	554	57%
	South Fulton	228	27%	541	21%	368	38%
	North Fulton	154	19%	477	19%	45	5%
	City NA/NC	7,810		21,810		1,769	
Income (rel. to poverty level)	Less than 200%	1,111	28%	5,402	87%	1,354	97%
	More than 200%	2,846	72%	775	13%	42	3%
	Income NA/NC	4,684		18,176		1,340	

		Other		Telephone Service Only		Grand Total	
		N	%	N	%	N	%
Number Impacted		424		1,393		37,547	
Gender	Male	-	0%	-	0%	12,492	45%
	Female	-	0%	-	0%	14,964	55%
	Gender NA/NC	424		1,393		10,091	
Ethnicity	African American	-	0%	-	0%	11,049	51%
	Asian	-	0%	-	0%	330	2%
	Caucasian	-	0%	-	0%	7,453	35%
	Hispanic	-	0%	-	0%	2,366	11%
	Native-American	-	0%	-	0%	4	0%
	Ethnicity Other	-	0%	-	0%	365	2%
	Pacific Islander	-	0%	-	0%	6	0%
	Ethnicity NA/NC	424		1,393		15,974	
Marital Status	Divorced	-	0%	-	0%	294	6%
	Married	-	0%	-	0%	1,391	31%
	Partnered	-	0%	-	0%	142	3%
	Separated	-	0%	-	0%	207	5%
	Single	-	0%	-	0%	2,465	54%
	Widowed	-	0%	-	0%	52	1%
	Marital Status NA/NC	424		1,393		32,996	
Age by Category	Age 0 to 5	-	0%	-	0%	3,698	13%
	Age 6 to 11	-	0%	-	0%	5,196	18%
	Age 12 to 17	-	0%	-	0%	3,921	14%
	Age 18 to 25	-	0%	-	0%	1,931	7%
	Age 26 to 36	-	0%	-	0%	4,395	15%
	Age 37 to 46	-	0%	-	0%	5,643	20%
	Age 47 to 59	-	0%	-	0%	3,267	11%
	Age 60 plus	-	0%	-	0%	787	3%
	Age NA/NC	424		1,393		8,709	
County Residence	Cherokee	1	0%	4	0%	214	1%
	Clayton	9	2%	40	3%	1,209	5%
	Cobb	25	6%	110	8%	2,197	10%
	DeKalb	53	13%	281	20%	3,480	15%
	Douglas	3	1%	39	3%	583	3%
	Fayette	1	0%	5	0%	158	1%
	Fulton	273	64%	709	51%	9,374	41%
	Gwinnett	12	3%	81	6%	2,065	9%
	Henry	1	0%	10	1%	381	2%
	Rockdale	1	0%	12	1%	154	1%
	County Other	45	11%	102	7%	2,815	12%
	County NA/NC	-		-		14,917	
City Locale	City of Atlanta	-	0%	-	0%	2,528	58%
	South Fulton	-	0%	-	0%	1,137	26%
	North Fulton	-	0%	-	0%	676	16%
	City NA/NC	424		1,393		33,206	
Income (poverty)	Less than 200%	-	0%	-	0%	7,867	68%
	More than 200%	-	0%	-	0%	3,663	32%
	Income NA/NC	424		1,393		26,017	

Annual Counts and Demographics by Program

		Child and Youth Permanency									
		Coaches		Adoption and Foster Care		Post-Adoption Resources		Permanency Connections		Residential Living	
		N	%	N	%	N	%	N	%	N	%
Gender	Number Impacted	59		3,198		4,874		371		139	
	Male	22		1,376	49%	1,760	42%	150	32%	38	51%
	Female	31		1,438	51%	2,457	58%	219	68%	36	49%
	Gender NA/NC	6		384		657		2		65	
Ethnicity	African American	39		948	34%	1,550	37%	283	66%	59	80%
	Asian	0		63	2%	37	1%	3	1%	-	0%
	Caucasian	2		1,691	60%	2,258	53%	56	30%	7	9%
	Hispanic	5		52	2%	320	8%	27	2%	8	11%
	Native-American	0		-	0%	3	0%	-	0%	-	0%
	Ethnicity Other	5		62	2%	53	1%	-	0%	-	0%
	Pacific Islander	0		2	0%	-	0%	-	0%	-	0%
	Ethnicity NA/NC	8		380		653		2		65	
Marital Status	Divorced	0		30	3%	58	12%	-	0%	-	0%
	Married	0		616	60%	258	54%	8	5%	-	0%
	Partnered	0		51	5%	7	1%	1	1%	-	0%
	Separated	0		6	1%	5	1%	-	0%	-	0%
	Single	0		317	31%	131	28%	155	93%	72	100%
	Widowed	20		10	1%	17	4%	1	1%	-	0%
	Marital Status NA/NC	39		2,168		4,398		206		67	
Age by Category	Age 0 to 5	5		227	8%	609	14%	24	4%	16	22%
	Age 6 to 11	0		423	15%	505	12%	1	2%	-	0%
	Age 12 to 17	14		334	12%	341	8%	113	27%	37	50%
	Age 18 to 25	34		175	6%	149	4%	100	15%	20	27%
	Age 26 to 36	0		351	12%	496	12%	26	8%	-	0%
	Age 37 to 46	0		755	27%	1,134	27%	53	12%	1	1%
	Age 47 to 59	1		480	17%	747	18%	42	28%	-	0%
	Age 60 plus	0		88	3%	240	6%	8	4%	-	0%
	Age NA/NC	5		365		653		4		65	
County Residence	Cherokee	0		91	3%	36	3%	-	0%	-	0%
	Clayton	5		52	2%	21	2%	4	1%	1	1%
	Cobb	5		286	9%	78	6%	9	5%	-	0%
	DeKalb	8		502	16%	78	6%	23	7%	15	11%
	Douglas	1		53	2%	8	1%	3	1%	1	1%
	Fayette	0		64	2%	16	1%	2	1%	-	0%
	Fulton	17		582	19%	92	7%	120	66%	92	66%
	Gwinnett	4		460	15%	72	5%	37	13%	20	14%
	Henry	0		84	3%	38	3%	2	1%	1	1%
	Rockdale	0		22	1%	10	1%	-	1%	-	0%
	County Other	15		892	29%	947	68%	6	4%	9	6%
	County NA/NC	4		110		3,478		165		-	
City Locale	City of Atlanta	11		318	55%	39	68%	64	55%	17	33%
	South Fulton	5		117	20%	11	19%	61	43%	34	67%
	North Fulton	0		144	25%	7	12%	3	2%	-	0%
	City NA/NC	43		2,619	0%	4,817	0%	243		88	0%
Income (rel. to poverty level)	Less than 200%	23		495	18%	356	42%	163	80%	74	100%
	More than 200%	0		2,307	82%	494	58%	45	20%	-	0%
	Income NA/NC	36		396		4,024		163		65	

		Healthy Families and Relationships									
		Counseling and Support		Effective Nurturing and Parenting		Healthy Babies, Healthy Moms		School Success		Other	
		N	%	N	%	N	%	N	%	N	%
Gender	Number Impacted	6,707		16,568		713		710		368	
	Male	1,793	47%	6,335	47%	221	32%	227	34%	184	51%
	Female	1,986	53%	7,253	53%	466	68%	434	66%	175	49%
	Gender NA/NC	2,928		2,980		26		49		9	
Ethnicity	African American	2,267	60%	3,914	50%	624	90%	604	91%	35	10%
	Asian	15	0%	203	3%	6	1%	7	1%	-	0%
	Caucasian	537	14%	2,859	37%	25	4%	18	3%	-	0%
	Hispanic	953	25%	633	8%	37	5%	33	5%	325	90%
	Native-American	-	0%	-	0%	-	0%	-	0%	-	0%
	Ethnicity Other	19	1%	217	3%	1	0%	2	0%	-	0%
	Pacific Islander	1	0%	1	0%	-	0%	2	0%	-	0%
	Ethnicity NA/NC	2,915		8,741		20		44		8	
Marital Status	Divorced	133	9%	35	9%	-	0%	2	1%	-	0%
	Married	338	22%	67	17%	38	14%	33	13%	37	44%
	Partnered	63	4%	2	0%	1	0%	1	0%	9	11%
	Separated	143	9%	22	5%	4	1%	5	2%	1	1%
	Single	832	54%	277	69%	233	84%	221	84%	37	44%
	Widowed	20	1%	-	0%	-	0%	-	0%	-	0%
	Marital Status NA/NC	5,178		16,165		437		448		284	
Age by Category	Age 0 to 5	408	11%	1,927	13%	109	16%	145	22%	82	22%
	Age 6 to 11	573	15%	3,168	21%	73	10%	65	10%	86	23%
	Age 12 to 17	517	13%	2,203	15%	97	14%	91	14%	32	9%
	Age 18 to 25	417	11%	661	4%	196	28%	165	25%	39	11%
	Age 26 to 36	831	21%	2,225	15%	131	19%	128	19%	90	25%
	Age 37 to 46	620	16%	2,858	19%	52	7%	40	6%	31	8%
	Age 47 to 59	388	10%	1,486	10%	30	4%	21	3%	5	1%
	Age 60 plus	131	3%	290	2%	8	1%	8	1%	1	0%
	Age NA/NC	2,822		1,750		17		47		2	
County Residence	Cherokee	26	0%	47	1%	2	0%	-	0%	-	0%
	Clayton	149	2%	786	13%	50	7%	53	8%	5	2%
	Cobb	1,155	17%	352	6%	20	3%	23	4%	1	0%
	DeKalb	1,247	19%	613	10%	307	46%	252	40%	4	1%
	Douglas	375	6%	52	1%	3	0%	4	1%	-	0%
	Fayette	20	0%	30	0%	5	1%	5	1%	-	0%
	Fulton	2,636	40%	3,346	55%	214	32%	218	35%	28	9%
	Gwinnett	643	10%	315	5%	-	0%	3	0%	280	88%
	Henry	71	1%	123	2%	10	1%	13	2%	-	0%
	Rockdale	40	1%	41	1%	-	0%	1	0%	-	0%
	County Other	245	4%	399	7%	58	9%	53	8%	-	0%
	County NA/NC	100		10,464		44		85		50	
City Locale	City of Atlanta	930	55%	441	74%	163	69%	131	59%	23	85%
	South Fulton	322	19%	134	22%	67	28%	81	36%	4	15%
	North Fulton	445	26%	22	4%	6	3%	10	5%	-	0%
	City NA/NC	5,010		15,971		477		488		341	
Income (poverty level)	Less than 200%	3,173	84%	1,232	88%	685	99%	669	100%	328	100%
	More than 200%	610	16%	163	12%	4	1%	2	0%	-	0%
	Income NA/NC	2,924		15,173		24		39		40	

		Family Sustainability and Empowerment					
		Asset Development		Community Support Services		Transitional and Supportive Housing	
		N	%	N	%	N	%
Gender	Number Impacted	1,427		958		351	
	Male	243	36%	302	44%	62	32%
	Female	423	64%	379	56%	133	68%
	Gender NA/NC	761		277		156	
Ethnicity	African American	638	96%	529	99%	183	94%
	Asian	2	0%	-	0%	-	0%
	Caucasian	16	2%	2	0%	7	4%
	Hispanic	7	1%	-	0%	3	2%
	Native-American	-	0%	1	0%	-	0%
	Ethnicity Other	4	1%	2	0%	1	1%
	Pacific Islander	-	0%	-	0%	-	0%
Marital Status	Ethnicity NA/NC	760		424		157	
	Divorced	16	8%	17	7%	3	4%
	Married	23	11%	10	4%	1	1%
	Partnered	1	0%	7	3%	-	0%
	Separated	17	8%	7	3%	1	1%
	Single	153	72%	189	82%	61	91%
	Widowed	2	1%	1	0%	1	1%
Age by Category	Marital Status NA/NC	1,215		727		284	
	Age 0 to 5	126	18%	94	14%	35	19%
	Age 6 to 11	141	21%	196	28%	38	21%
	Age 12 to 17	117	17%	89	13%	33	18%
	Age 18 to 25	75	11%	64	9%	32	17%
	Age 26 to 36	110	16%	116	17%	22	12%
	Age 37 to 46	78	11%	59	9%	14	8%
	Age 47 to 59	31	5%	55	8%	11	6%
	Age 60 plus	4	1%	17	2%	-	0%
County Residence	Age NA/NC	745		268		166	
	Cherokee	9	1%	-	0%	-	0%
	Clayton	69	5%	9	2%	6	2%
	Cobb	139	10%	-	0%	14	4%
	DeKalb	278	20%	94	18%	32	10%
	Douglas	39	3%	-	0%	5	2%
	Fayette	15	1%	-	0%	-	0%
	Fulton	584	41%	427	80%	250	76%
	Gwinnett	131	9%	-	0%	7	2%
	Henry	36	3%	2	0%	-	0%
	Rockdale	26	2%	-	0%	1	0%
	County Other	90	6%	-	0%	12	4%
	County NA/NC	11	0%	426		24	
City Locale	City of Atlanta	189	64%	250	50%	115	69%
	South Fulton	63	21%	254	50%	51	31%
	North Fulton	45	15%	-	0%	-	0%
	City NA/NC	1,130		454		185	
Income (poverty level)	Less than 200%	642	96%	523	98%	189	100%
	More than 200%	30	4%	12	2%	-	0%
	Income NA/NC	755		423		162	

		Other		Telephone Service Only	
		N	%	N	%
Number Impacted		424		1,393	
Gender	Male	-	51%	-	51%
	Female	-	49%	-	49%
	Gender NA/NC	424		1,393	
Ethnicity	African American	-	10%	-	10%
	Asian	-	0%	-	0%
	Caucasian	-	0%	-	0%
	Hispanic	-	90%	-	90%
	Native-American	-	0%	-	0%
	Ethnicity Other	-	0%	-	0%
	Pacific Islander	-	0%	-	0%
	Ethnicity NA/NC	424		1,393	
Marital Status	Divorced	-	0%	-	0%
	Married	-	44%	-	44%
	Partnered	-	11%	-	11%
	Separated	-	1%	-	1%
	Single	-	44%	-	44%
	Widowed	-	0%	-	0%
	Marital Status NA/NC	424		1,393	
Age by Category	Age 0 to 5	-	22%	-	22%
	Age 6 to 11	-	23%	-	23%
	Age 12 to 17	-	9%	-	9%
	Age 18 to 25	-	11%	-	11%
	Age 26 to 36	-	25%	-	25%
	Age 37 to 46	-	8%	-	8%
	Age 47 to 59	-	1%	-	1%
	Age 60 plus	-	0%	-	0%
	Age NA/NC	424		1,393	
County Residence	Cherokee	1	0%	4	0%
	Clayton	9	2%	40	2%
	Cobb	25	0%	110	0%
	DeKalb	53	1%	281	1%
	Douglas	3	0%	39	0%
	Fayette	1	0%	5	0%
	Fulton	273	9%	709	9%
	Gwinnett	12	88%	81	88%
	Henry	1	0%	10	0%
	Rockdale	1	0%	12	0%
	County Other	45	0%	102	0%
	County NA/NC	-		-	
City Locale	City of Atlanta	-	85%	-	85%
	South Fulton	-	15%	-	15%
	North Fulton	-	0%	-	0%
	City NA/NC	424		1,393	
Income (poverty level)	Less than 200%	-	100%	-	100%
	More than 200%	-	0%	-	0%
	Income NA/NC	424		1,393	

Annual Counts and Demographics by Service

		Child and Youth Permanency (1)											
		Adoption and Foster Care								Post-Adoption Resources			
		Adoption		Foster Care		Ind. Living		Other		GCRS		GA Reunion	
		N	%	N	%	N	%	N	%	N	%	N	%
	Number Impacted	2,563		595		36		4		3,812		1,062	
Gender	Male	1166	50%	204	46%	6	43%	0	0%	1319	42%	441	42%
	Female	1189	50%	241	54%	8	57%	0	0%	1852	58%	605	58%
	Gender NA/NC	208		150		22		4		641		16	
Ethnicity	African American	603	26%	333	75%	12	86%	0	0%	1330	42%	220	21%
	Asian	63	3%	0	0%	0	0%	0	0%	29	1%	8	1%
	Caucasian	1614	68%	75	17%	2	14%	0	0%	1479	47%	779	74%
	Hispanic	46	2%	6	1%	0	0%	0	0%	302	10%	18	2%
	Native-American	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
	Ethnicity Other	30	1%	32	7%	0	0%	0	0%	32	1%	21	2%
	Pacific Islander	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Ethnicity NA/NC	205		149		22		4		640		13	
Marital Status	Divorced	21	3%	9	4%	0	0%	0	0%	0	0%	58	12%
	Married	578	72%	38	18%	0	0%	0	0%	3	43%	255	54%
	Partnered	49	6%	2	1%	0	0%	0	0%	0	0%	7	1%
	Separated	1	0%	5	2%	0	0%	0	0%	0	0%	5	1%
	Single	153	19%	153	72%	11	100%	0	0%	3	43%	128	27%
	Widowed	5	1%	5	2%	0	0%	0	0%	1	14%	16	3%
	Marital Status NA	1756		383		25		4		3805		593	
Age by Category	Age 0 to 5	109	5%	116	26%	2	14%	0	0%	543	17%	66	6%
	Age 6 to 11	346	15%	77	17%	0	0%	0	0%	424	13%	81	8%
	Age 12 to 17	267	11%	67	15%	0	0%	0	0%	246	8%	95	9%
	Age 18 to 25	142	6%	22	5%	11	79%	0	0%	43	1%	106	10%
	Age 26 to 36	315	13%	36	8%	0	0%	0	0%	326	10%	170	16%
	Age 37 to 46	697	29%	58	13%	0	0%	0	0%	889	28%	245	23%
	Age 47 to 59	422	18%	57	13%	1	7%	0	0%	546	17%	201	19%
	Age 60 plus	73	3%	15	3%	0	0%	0	0%	153	5%	87	8%
	Age NA/NC	192		147		22		4		642		11	
County Residence	Cherokee	85	3%	5	1%	1	3%	0	0%	18	3%	18	2%
	Clayton	15	1%	36	6%	1	3%	0	0%	7	1%	14	2%
	Cobb	247	10%	33	6%	6	17%	0	0%	38	7%	40	5%
	DeKalb	352	14%	143	24%	7	19%	0	0%	43	8%	35	4%
	Douglas	47	2%	5	1%	1	3%	0	0%	5	1%	3	0%
	Fayette	63	3%	1	0%	0	0%	0	0%	6	1%	10	1%
	Fulton	404	16%	166	28%	11	31%	1	25%	39	7%	53	6%
	Gwinnett	403	16%	53	9%	4	11%	0	0%	40	7%	32	4%
	Henry	59	2%	25	4%	0	0%	0	0%	12	2%	26	3%
	Rockdale	11	0%	11	2%	0	0%	0	0%	3	1%	7	1%
	County Other	778	32%	106	18%	5	14%	3	75%	336	61%	611	72%
	County NA/NC	99		11		0		0		3265		213	
City Locale	City of Atlanta	283	60%	34	33%	1	33%	0	0%	7	70%	32	68%
	South Fulton	47	10%	68	66%	2	67%	0	0%	3	30%	8	17%
	North Fulton	143	30%	1	1%	0	0%	0	0%	0	0%	7	15%
	City NA/NC	2090		492		33		4		3802		1015	
Income (poverty level)	Less than 200%	186	8%	295	68%	14	100%	0	0%	5	56%	351	42%
	More than 200%	2168	92%	139	32%	0	0%	0	0%	4	44%	490	58%
	Income NA/NC	209		161		22		4		3803		221	

		Child and Youth Permanency (2)							
		Permanency Connections				Residential Living			
		LIPS		Make it Click		Cooperatives		SCH	
		N	%	N	%	N	%	N	%
Number Impacted		77		294		122		17	
Gender	Male	37	48%	113	39%	28	48%	10	63%
	Female	40	52%	179	61%	30	52%	6	38%
	Gender NA/NC	0		2		64		1	
Ethnicity	African American	63	82%	220	75%	47	81%	12	75%
	Asian	0	0%	3	1%	0	0%	0	0%
	Caucasian	6	8%	50	17%	6	10%	1	6%
	Hispanic	8	10%	19	7%	5	9%	3	19%
	Native-American	0	0%	0	0%	0	0%	0	0%
	Ethnicity Other	0	0%	0	0%	0	0%	0	0%
	Pacific Islander	0	0%	0	0%	0	0%	0	0%
	Ethnicity NA/NC	0		2		64		1	
Marital Status	Divorced	0	0%	0	0%	0	0%	0	0%
	Married	1	2%	7	7%	0	0%	0	0%
	Partnered	0	0%	1	1%	0	0%	0	0%
	Separated	0	0%	0	0%	0	0%	0	0%
	Single	58	98%	97	92%	56	100%	16	100%
	Widowed	0	0%	1	1%	0	0%	0	0%
	Marital Status NA/NC	18		188		66		1	
Age by Category	Age 0 to 5	13	17%	11	4%	0	0%	16	100%
	Age 6 to 11	1	1%	0	0%	0	0%	0	0%
	Age 12 to 17	39	51%	74	25%	37	64%	0	0%
	Age 18 to 25	21	28%	79	27%	20	34%	0	0%
	Age 26 to 36	0	0%	26	9%	0	0%	0	0%
	Age 37 to 46	2	3%	51	18%	1	2%	0	0%
	Age 47 to 59	0	0%	42	14%	0	0%	0	0%
	Age 60 plus	0	0%	8	3%	0	0%	0	0%
	Age NA/NC	1		3		64		1	
County Residence	Cherokee	0	0%	0	0%	0	0%	0	0%
	Clayton	1	1%	3	2%	1	1%	0	0%
	Cobb	0	0%	9	7%	0	0%	0	0%
	DeKalb	8	11%	15	12%	14	11%	1	6%
	Douglas	1	1%	2	2%	1	1%	0	0%
	Fayette	0	0%	2	2%	0	0%	0	0%
	Fulton	48	63%	72	55%	77	63%	15	88%
	Gwinnett	15	20%	22	17%	20	16%	0	0%
	Henry	0	0%	2	2%	1	1%	0	0%
	Rockdale	0	0%	0	0%	0	0%	0	0%
	County Other	3	4%	3	2%	8	7%	1	6%
	County NA/NC	1		164		0		0	
City Locale	City of Atlanta	21	41%	43	56%	17	46%	0	0%
	South Fulton	30	59%	31	40%	20	54%	14	100%
	North Fulton	0	0%	3	4%	0	0%	0	0%
	City NA/NC	26		217		85		3	
Income (poverty)	Less than 200%	77	100%	86	66%	58	100%	16	100%
	More than 200%	0	0%	45	34%	0	0%	0	0%
	Income NA/NC	0		163		64		1	

		Healthy Families and Relationships (1)							
		Counseling and Support							
		Counseling		EAP		FVIP		Other	
		N	%	N	%	N	%	N	%
	Number Impacted	4,067		229		2,297		114	
Gender	Male	1144	43%	51	46%	564	62%	34	30%
	Female	1493	57%	61	54%	352	38%	80	70%
	Gender NA/NC	1430		117		1381		0	
Ethnicity	African American	1331	50%	82	73%	746	81%	108	96%
	Asian	5	0%	0	0%	10	1%	0	0%
	Caucasian	395	15%	22	20%	119	13%	1	1%
	Hispanic	902	34%	8	7%	40	4%	3	3%
	Native-American	0	0%	0	0%	0	0%	0	0%
	Ethnicity Other	16	1%	0	0%	2	0%	1%	1%
	Pacific Islander	0	0%	0	0%	1	0%	0	0%
	Ethnicity NA	1418		117		1379		1	
Marital Status	Divorced	106	12%	2	4%	20	4%	5	12%
	Married	242	26%	20	43%	73	14%	3	7%
	Partnered	50	5%	3	6%	8	2%	2	5%
	Separated	98	11%	1	2%	44	8%	0	0%
	Single	404	44%	20	43%	378	72%	30	73%
	Widowed	17	2%	1	2%	1	0%	1	2%
	Marital Status NA	3150		182		1773		73	
Age by Category	Age 0 to 5	278	10%	8	7%	110	12%	12	11%
	Age 6 to 11	453	17%	10	8%	90	10%	20	18%
	Age 12 to 17	404	15%	10	8%	84	9%	19	17%
	Age 18 to 25	255	9%	9	8%	141	15%	12	11%
	Age 26 to 36	527	19%	24	20%	265	28%	15	13%
	Age 37 to 46	430	16%	31	26%	141	15%	18	16%
	Age 47 to 59	266	10%	20	17%	88	9%	14	12%
	Age 60 plus	95	4%	6	5%	26	3%	4	4%
	Age NA/NC	1359		111		1352		0	
County Residence	Cherokee	17	0%	3	1%	6	0%	0	0%
	Clayton	91	2%	7	3%	46	2%	5	5%
	Cobb	789	20%	29	13%	337	15%	0	0%
	DeKalb	762	19%	31	14%	447	20%	7	7%
	Douglas	131	3%	5	2%	239	10%	0	0%
	Fayette	8	0%	4	2%	8	0%	0	0%
	Fulton	1627	41%	124	55%	791	35%	94	88%
	Gwinnett	347	9%	3	1%	293	13%	0	0%
	Henry	40	1%	7	3%	23	1%	1	1%
	Rockdale	29	1%	1	0%	10	0%	0	0%
	County Other	150	4%	12	5%	83	4%	0	0%
	County NA/NC	76		3		14		7	
City Locale	City of Atlanta	640	53%	32	49%	188	58%	70	70%
	South Fulton	147	12%	25	38%	120	37%	30	30%
	North Fulton	421	35%	8	12%	16	5%	0	0%
	City NA/NC	2859	0%	164		1973		14	
Income (poverty)	Less than 200%	2305	88%	35	30%	729	78%	104	97%
	More than 200%	326	12%	80	70%	201	22%	3	3%
	Income NA/NC	1436		114		1367		7	

		Healthy Families and Relationships (2)							
		Effective Nurturing and Parenting							
		Parenting Time		Classes		Roller coasters		Trans parenting	
		N	%	N	%	N	%	N	%
Number Impacted		2,629		66		81		13,792	
Gender	Male	619	47%	31	47%	34	46%	5651	47%
	Female	685	53%	35	53%	40	54%	6493	53%
	Gender NA/NC	1325		0		7		1648	
Ethnicity	African American	1132	87%	58	88%	47	64%	2677	42%
	Asian	6	0%	0	0%	0	0%	197	3%
	Caucasian	97	7%	8	12%	24	32%	2730	43%
	Hispanic	60	5%	0	0%	3	4%	570	9%
	Native-American	0	0%	0	0%	0	0%	0	0%
	Ethnicity Other	10	1%	0	0%	0	0%	207	3%
	Pacific Islander	1	0%	0	0%	0	0%	0	0%
	Ethnicity NA/NC	1323		0		7		7411	
Marital Status	Divorced	34	9%	1	6%	0	0%	0	0%
	Married	65	17%	2	12%	0	0%	0	0%
	Partnered	2	1%	0	0%	0	0%	0	0%
	Separated	19	5%	2	12%	1	33%	0	0%
	Single	263	69%	12	71%	2	67%	0	0%
	Widowed	0	0%	0	0%	0	0%	0	0%
	Marital Status NA	2246		49		78		13792	
Age by Category	Age 0 to 5	188	14%	2	3%	7	9%	1730	13%
	Age 6 to 11	208	15%	8	12%	30	41%	2922	22%
	Age 12 to 17	124	9%	14	21%	33	45%	2032	15%
	Age 18 to 25	112	8%	9	14%	0	0%	540	4%
	Age 26 to 36	419	31%	10	15%	0	0%	1796	13%
	Age 37 to 46	199	15%	12	18%	1	1%	2646	20%
	Age 47 to 59	85	6%	11	17%	3	4%	1387	10%
	Age 60 plus	9	1%	0	0%	0	0%	281	2%
	Age NA/NC	1285		0		7		458	
County Residence	Cherokee	23	1%	0	0%	0	0%	24	1%
	Clayton	122	5%	0	0%	0	0%	664	19%
	Cobb	286	11%	0	0%	11	69%	55	2%
	DeKalb	442	17%	62	94%	3	19%	106	3%
	Douglas	42	2%	0	0%	0	0%	10	0%
	Fayette	14	1%	0	0%	0	0%	16	0%
	Fulton	1011	39%	3	5%	2	13%	2330	68%
	Gwinnett	244	9%	0	0%	0	0%	71	2%
	Henry	54	2%	0	0%	0	0%	69	2%
	Rockdale	31	1%	0	0%	0	0%	10	0%
	County Other	324	12%	1	2%	0	0%	74	2%
	County NA/NC	36		0		65		10363	
City Locale	City of Atlanta	439	74%	2	67%	0	0%	0	0%
	South Fulton	133	22%	1	33%	0	0%	0	0%
	North Fulton	22	4%	0	0%	0	0%	0	0%
	City NA/NC	2035		63		81		13792	
Income (poverty level)	Less than 200%	1162	88%	61	92%	9	100%	0	0%
	More than 200%	158	12%	5	8%	0	0%	0	0%
	Income NA/NC	1309		0		72		13792	

		Healthy Families and Relationships (3)									
		Healthy Babies, Healthy Moms									
		Resource Moms		Doula		Other		TAPP		PREP	
		N	%	N	%	N	%	N	%	N	%
Number Impacted		96		317		34		248		15	
Gender	Male	28	29%	102	36%	15	44%	82	35%	-	0%
	Female	67	71%	180	64%	19	56%	153	65%	15	100%
	Gender NA/NC	1		35		0		13		-	
Ethnicity	African American	74	77%	273	96%	10	29%	232	98%	15	100%
	Asian	3	3%	3	1%	0	0%	1	0%	-	0%
	Caucasian	15	16%	2	1%	0	0%	1	0%	-	0%
	Hispanic	4	4%	5	2%	24	71%	0	0%	-	0%
	Native-American	0	0%	0	0%	0	0%	0	0%	-	0%
	Ethnicity Other	0	0%	1	0%	0	0%	1	0%	-	0%
	Pacific Islander	0	0%	0	0%	0	0%	2	1%	-	0%
Marital Status	Ethnicity NA/NC	0		33		0		11		-	
	Divorced	0	0%	2	2%	0	0%	0	0%	-	0%
	Married	10	23%	22	19%	0	0%	1	1%	-	0%
	Partnered	1	2%	0	0%	0	0%	0	0%	-	0%
	Separated	4	9%	1	1%	0	0%	0	0%	-	0%
	Single	29	66%	89	78%	7	100%	81	99%	15	100%
	Widowed	0	0%	0	0%	0	0%	0	0%	-	0%
Age by Category	Marital Status NA/NC	52		203		27		166		-	
	Age 0 to 5	22	23%	66	23%	0	0%	57	24%	-	0%
	Age 6 to 11	7	7%	44	16%	5	15%	9	4%	-	0%
	Age 12 to 17	5	5%	24	8%	3	9%	56	24%	3	20%
	Age 18 to 25	4	4%	64	23%	7	21%	78	33%	12	80%
	Age 26 to 36	41	43%	64	23%	10	29%	13	6%	-	0%
	Age 37 to 46	13	14%	13	5%	5	15%	9	4%	-	0%
	Age 47 to 59	0	0%	5	2%	4	12%	12	5%	-	0%
	Age 60 plus	4	4%	3	1%	0	0%	1	0%	-	0%
County Residence	Age NA/NC	0		34		0		13		-	
	Cherokee	0	0%	0	0%	0	0%	0	0%	-	0%
	Clayton	7	7%	17	6%	0	0%	28	14%	1	7%
	Cobb	0	0%	7	2%	16	100%	0	0%	-	0%
	DeKalb	9	9%	107	37%	0	0%	134	65%	2	13%
	Douglas	3	3%	0	0%	0	0%	1	0%	-	0%
	Fayette	5	5%	0	0%	0	0%	0	0%	-	0%
	Fulton	14	15%	151	52%	0	0%	41	20%	12	80%
	Gwinnett	0	0%	2	1%	0	0%	1	0%	-	0%
	Henry	5	5%	6	2%	0	0%	2	1%	-	0%
	Rockdale	0	0%	1	0%	0	0%	0	0%	-	0%
	County Other	53	55%	0	0%	0	0%	0	0%	-	0%
	County NA/NC	0		26		18		41		-	
City Locale	City of Atlanta	3	21%	74	50%	0	0%	42	93%	12	86%
	South Fulton	11	79%	65	44%	0	0%	3	7%	2	14%
	North Fulton	0	0%	10	7%	0	0%	0	0%	-	0%
	City NA/NC	82		168		34		203		1	
Income (poverty level)	Less than 200%	96	100%	281	99%	34	100%	243	100%	15	100%
	More than 200%	0	0%	2	1%	0	0%	0	0%	-	0%
	Income NA/NC	0		34		0		5		-	

		Healthy Family and Relationships (4)			
		School Success			
		CHISPA		Other	
		N	%	N	%
Gender	Number Impacted	327		41	
	Male	161	50%	23	58%
	Female	158	50%	17	43%
	Gender NA/NC	8		1	
Ethnicity	African American	0	0%	35	88%
	Asian	0	0%	0	0%
	Caucasian	0	0%	0	0%
	Hispanic	320	100%	5	13%
	Native-American	0	0%	0	0%
	Ethnicity Other	0	0%	0	0%
	Pacific Islander	0	0%	0	0%
	Ethnicity NA/NC	7		1	
Marital Status	Divorced	0	0%	0	0%
	Married	36	57%	1	5%
	Partnered	9	14%	0	0%
	Separated	0	0%	1	5%
	Single	18	29%	19	90%
	Widowed	0	0%	0	0%
	Marital Status NA/NC	264		20	
Age by Category	Age 0 to 5	73	22%	9	22%
	Age 6 to 11	81	25%	5	12%
	Age 12 to 17	29	9%	3	7%
	Age 18 to 25	19	6%	20	49%
	Age 26 to 36	89	27%	1	2%
	Age 37 to 46	28	9%	3	7%
	Age 47 to 59	5	2%	0	0%
	Age 60 plus	1	0%	0	0%
	Age NA/NC	2		0	
County Residence	Cherokee	0	0%	0	0%
	Clayton	0	0%	5	12%
	Cobb	1	0%	0	0%
	DeKalb	0	0%	4	10%
	Douglas	0	0%	0	0%
	Fayette	0	0%	0	0%
	Fulton	1	0%	27	66%
	Gwinnett	275	99%	5	12%
	Henry	0	0%	0	0%
	Rockdale	0	0%	0	0%
	County Other	0	0%	0	0%
	County NA/NC	50		0	
City Locale	City of Atlanta	0	0%	23	85%
	South Fulton	0	0%	4	15%
	North Fulton	0	0%	0	0%
	City NA/NC	327		14	
Income (rel. to poverty)	Less than 200%	288	100%	40	100%
	More than 200%	0	0%	0	0%
	Income NA/NC	39		1	

		Family Sustainability and Empowerment (1)					
		Asset Development		Transitional and Supportive Housing			
		Ways to Work		Shelter-A-Family		Weaver Gardens	
		N	%	N	%	N	%
Gender	Number Impacted	1,427		158		193	
	Male	243	36%	45	35%	17	26%
	Female	423	64%	85	65%	48	74%
	Gender NA/NC	761		28		128	
Ethnicity	African American	638	96%	124	95%	59	94%
	Asian	2	0%	0	0%	0	0%
	Caucasian	16	2%	3	2%	4	6%
	Hispanic	7	1%	3	2%	0	0%
	Native-American	0	0%	0	0%	0	0%
	Ethnicity Other	4	1%	1	1%	0	0%
	Pacific Islander	0	0%	0	0%	0	0%
	Ethnicity NA/NC	760		27		130	
Marital Status	Divorced	16	8%	3	8%	0	0%
	Married	23	11%	1	3%	0	0%
	Partnered	1	0%	0	0%	0	0%
	Separated	17	8%	1	3%	0	0%
	Single	153	72%	34	85%	27	100%
	Widowed	2	1%	1	3%	0	0%
	Marital Status NA/NC	1215		118		166	
Age by Category	Age 0 to 5	126	18%	12	9%	23	43%
	Age 6 to 11	141	21%	34	26%	4	7%
	Age 12 to 17	117	17%	33	25%	0	0%
	Age 18 to 25	75	11%	11	8%	21	39%
	Age 26 to 36	110	16%	16	12%	6	11%
	Age 37 to 46	78	11%	14	11%	0	0%
	Age 47 to 59	31	5%	11	8%	0	0%
	Age 60 plus	4	1%	0	0%	0	0%
	Age NA/NC	745		27		139	
County Residence	Cherokee	9	1%	0	0%	0	0%
	Clayton	69	5%	1	1%	5	3%
	Cobb	139	10%	2	1%	12	7%
	DeKalb	278	20%	6	4%	26	15%
	Douglas	39	3%	1	1%	4	2%
	Fayette	15	1%	0	0%	0	0%
	Fulton	584	41%	137	92%	113	63%
	Gwinnett	131	9%	0	0%	7	4%
	Henry	36	3%	0	0%	0	0%
	Rockdale	26	2%	0	0%	1	1%
	County Other	90	6%	2	1%	10	6%
	County NA/NC	11		9		15	
City Locale	City of Atlanta	189	64%	105	86%	10	23%
	South Fulton	63	21%	17	14%	34	77%
	North Fulton	45	15%	0	0%	0	0%
	City NA/NC	1130		36		149	
Income (poverty level)	Less than 200%	642	96%	124	100%	65	100%
	More than 200%	30	4%	0	0%	0	0%
	Income NA/NC	755		34		128	

		Family Sustainability and Empowerment (2)			
		Community Support Services			
		Edgewood		Opportunity Zone	
		N	%	N	%
Gender	Number Impacted	652		306	
	Male	178	45%	124	44%
	Female	221	55%	158	56%
	Gender NA/NC	253		24	
Ethnicity	African American	261	100%	268	98%
	Asian	0	0%	0	0%
	Caucasian	0	0%	2	1%
	Hispanic	0	0%	0	0%
	Native-American	0	0%	1	0%
	Ethnicity Other	0	0%	2	1%
	Pacific Islander	0	0%	0	0%
	Ethnicity NA/NC	391		33	
Marital Status	Divorced	9	7%	8	7%
	Married	2	2%	8	7%
	Partnered	2	2%	5	5%
	Separated	2	2%	5	5%
	Single	107	88%	82	75%
	Widowed	0	0%	1	1%
	Marital Status NA/NC	530		197	
Age by Category	Age 0 to 5	69	17%	25	9%
	Age 6 to 11	149	37%	47	16%
	Age 12 to 17	45	11%	44	15%
	Age 18 to 25	21	5%	43	15%
	Age 26 to 36	69	17%	47	16%
	Age 37 to 46	26	6%	33	11%
	Age 47 to 59	13	3%	42	15%
	Age 60 plus	11	3%	6	2%
	Age NA/NC	249		19	
County Residence	Cherokee	0	0%	0	0%
	Clayton	3	1%	6	2%
	Cobb	0	0%	0	0%
	DeKalb	86	33%	8	3%
	Douglas	0	0%	0	0%
	Fayette	0	0%	0	0%
	Fulton	170	65%	257	95%
	Gwinnett	0	0%	0	0%
	Henry	2	1%	0	0%
	Rockdale	0	0%	0	0%
	County Other	0	0%	0	0%
	County NA/NC	391		35	
City Locale	City of Atlanta	241	100%	9	3%
	South Fulton	0	0%	254	97%
	North Fulton	0	0%	0	0%
	City NA/NC	411		43	
Income (poverty level)	Less than 200%	250	96%	273	100%
	More than 200%	11	4%	1	0%
	Income NA/NC	391		32	

		Other and Telephone Service Only			
		Other		Telephone Service only	
		N	%	N	%
Gender	Number Impacted	424		1,393	
	Male	0	0%	0	0%
	Female	0	0%	0	0%
	Gender NA/NC	424		1393	
Ethnicity	African American	0	0%	0	0%
	Asian	0	0%	0	0%
	Caucasian	0	0%	0	0%
	Hispanic	0	0%	0	0%
	Native-American	0	0%	0	0%
	Ethnicity Other	0	0%	0	0%
	Pacific Islander	0	0%	0	0%
	Ethnicity NA/NC	424		1393	
Marital Status	Divorced	0	0%	0	0%
	Married	0	0%	0	0%
	Partnered	0	0%	0	0%
	Separated	0	0%	0	0%
	Single	0	0%	0	0%
	Widowed	0	0%	0	0%
	Marital Status NA/NC	424		1393	
Age by Category	Age 0 to 5	0	0%	0	0%
	Age 6 to 11	0	0%	0	0%
	Age 12 to 17	0	0%	0	0%
	Age 18 to 25	0	0%	0	0%
	Age 26 to 36	0	0%	0	0%
	Age 37 to 46	0	0%	0	0%
	Age 47 to 59	0	0%	0	0%
	Age 60 plus	0	0%	0	0%
	Age NA/NC	424		1393	
County Residence	Cherokee	1	0%	4	0%
	Clayton	9	2%	40	3%
	Cobb	25	6%	110	8%
	DeKalb	53	13%	281	20%
	Douglas	3	1%	39	3%
	Fayette	1	0%	5	0%
	Fulton	273	64%	709	51%
	Gwinnett	12	3%	81	6%
	Henry	1	0%	10	1%
	Rockdale	1	0%	12	1%
	County Other	45	11%	102	7%
	County NA/NC	0		0	
City Locale	City of Atlanta	0	0%	0	0%
	South Fulton	0	0%	0	0%
	North Fulton	0	0%	0	0%
	City NA/NC	424		1393	
Income (rel. to poverty)	Less than 200%	0	0%	0	0%
	More than 200%	0	0%	0	0%
	Income NA/NC	424		1393	