



**Smart Start of Forsyth County
Partners Report
2012-2013**

DRAFT

Program Name: Continuum of Professional Development

Agency Name: Work Family Resource Center

Work Family Resource Center (WFRC) offered the Continuum of Professional Development (COPD) to family child care homes (FCCHs) serving children birth to five in Forsyth County. Services included: technical assistance, training, unofficial environment assessments based on the Family Child Care Environment Rating Scale, and workshops. COPD provided the Quality Improvement (QI) Level which offered education and QI incentives and QI grants to FCCHs to improve program quality and education levels by developing customized QI and professional development plans. COPD provided the Quality Maintenance (QM) Level which offered a monthly stipend to FCCHs to assist in maintaining a high quality environment. COPD offered Substitute Reimbursement (SR) to FCCH Providers enrolled in classes and/or participating in approved SSFC/WFRC meetings. Non-Continuum members received in-office or phone technical assistance.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	11-12 Achievement	Performance
Number of child care facilities that participate in Smart Start funded activities designed to increase their rating.	17	18	20	21	25	84%
Number of child care facilities that participate in Smart Start funded activities designed to maintain their current rating of 4-star or higher.	39	40	43	43	48	90%
Number of direct teaching staff who attend non-credit based training or workshops.	See footnote ¹	See footnote ²	13	24	--	--
Number of Continuum participants who enrolled in ECE classes	11	12	12	12	--	--
Number of sites participating in introductory work.	22	24	26	36	--	--

OUTCOMES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Percent of FCCH providers participating in Continuum who maintain their 4-or 5-Star	97% (38 of 39)	100% (36 of 36) ³	100% (38 of 38)	100% (39 of 39) ⁴	38 providers served	103%

¹ Trainings have been offered but participants have not attended.

² Trainings have been offered but participants have not attended.

³ Currently all but 2 of the 5 stars are participating and the 4 stars not participating is contributed to them not wanting to pursue an environmental rating scale.

License						
Percent of FCCH providers with a 1-3 Star License participating in Continuum who obtain a 4-or5-Star License	12% (2 of 17)	6% (1 of 18)	10% (2 of 20)	5% (1 of 21)	expecting 4	125%
Number of FCCH providers participating in Continuum who complete 6 semester credit hours in ECE.	N/A	20% (11 of 54)	See footnote ⁵	5% (3 of 55) ⁶	--	--

PERFORMANCE MEASURES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
By June 30, 2013, 95% surveys completed by FCCH providers receiving Continuum services will report feeling satisfied with the services.	Reported in Q4	Reported in Q4	Reported in Q4	31% (22 of 71)	--	--

*The program made 2 referrals to participating providers.

SUCCESS STORY

Mrs. XX came into the Continuum program in 2011 and with a lot of enthusiasm and drive to get her five stars. She contacted WFRC after being referred by another Family Child Care Home Provider. She attended the Pre-Licensing workshop and quickly obtained her license 2 months later. She immediately began work on the environmental rating scale with her provider specialist in hopes of requesting the observation when her six month probationary period required by DCDEE ended. While working through a Classroom Improvement Plan with her Provider Specialist she started her program off on the right track. She was eligible to receive the equipment grant offered through the Continuum and this allowed her to purchase the additional materials she needed in preparation for the scale. Mrs. AE also took advantage of the Substitute Reimbursement program offered through the Continuum program and was able to complete the coursework for her BA degree. Upon completion of the environmental rating scale Mrs. AE scored a 5.61 out of a 7 and was awarded 5 stars. She has just moved to the Quality Maintenance level of the Continuum and will receive the quarterly incentive to help maintain the high level of quality. She is very thankful to Work Family for all of the resources the Continuum program offers and the technical support and professional development she continues to receive.

⁴ Due to not willing to go through Environmental Rating Scale

⁵ Semester is in progress, will report in the 4th

⁶ At year end, the program served 55 of 107 FCCH providers in the county, or 51%

Program Name: Itinerant Early Childhood Instructor

Agency Name: Forsyth Technical Community College

Forsyth Technical Community College (FTCC) provided an itinerant instructor in the Early Childhood Education curriculum so that courses were offered in a variety of instructional delivery and settings in the afternoons, evenings, and weekends to accommodate the early child care facilities and increase education levels among early childhood professionals. Classes were available for all professionals in early childhood careers and those considering a career in early childhood that met eligibility requirements and were accepted into the program at FTCC.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Number of direct teaching staff who ENROLL in for-credit college-level course	61	68	127	127	--	--
Number of students who enrolled in grant supported classes leading to a credential, certificate or degree each semester.	61	68	127	127	100	127%
Total enrollment in Early Childhood Certificate and Associate Degree programs	357	357	385	385	300	128%
Number of participating centers and family providers taking classes supported by this grant	18	22	39	39	40	98%
Average number of credits earned by enrolled students each semester	--	3.5	--	3.55	3	118%
Number of graduates in certificate and degree programs	--	--	--	53 ⁷	70	76%

OUTCOMES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Percent of enrolled students who complete nine semester hours in twelve months.	Reported in Q4	Reported in Q4	Reported in Q4	8% (10 of 127) ⁸	30%	27%
Percent increase in enrollment in certificate and degree programs	Reported in Q4	Reported in Q4	Reported in Q4	0% (387 of 385) ⁹	10% or a projection of 300 students	128%
Percent of early childhood	Reported	Reported	Reported	14%	25%	56%

⁷ Others may graduate in August.

⁸ This is for itinerant classes only. Students may be taking additional classes as a part of the traditional curriculum.

⁹ Maintaining same level of enrollment.

educators enrolled in the program who earn a certificate or associate degree in early childhood education.	in Q4	in Q4	in Q4	(53 of 385)		
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PERFORMANCE MEASURES

Measure	Q1	Q2	Q3	Q4	12-13 Projection	Performance
Percent of early childhood workforce enrolled in EC courses.	32% (357 of 1104)	30% (357 of 1193)	36% (385 of 1082)	31% (385 of 1260)	--	--

WAITING LIST AND REFERRALS

Measure	Q1	Q2	Q3	Q4
Number of facilities on waiting list, if applicable	2	--	--	--
Number of referrals made	12	6	3	3

NOTES AND COMMENTS

(1) We continue to refer to agencies and colleges.

Program Name: Scholarships for Child Care Providers

Agency Name: Smart Start of Forsyth County

Smart Start of Forsyth County (SSFC) provided education scholarships to qualified teachers and students enrolled in early education programs to raise educational levels. Scholarships for tuition and books were paid to the college for students attending an accredited post-secondary institution. Students paying tuition in advance were reimbursed up to 75% of tuition after the drop/add period. Scholarships were available for Forsyth County students working in early childhood programs in Forsyth County at least 20 hours per week. Scholarships were offered during the fall, spring and if funds are available, summer semesters. This activity complemented the T.E.A.C.H. (Teacher Education and Compensation Helps) Early Childhood Project by addressing the needs of providers, who chose not to participate in the T.E.A.C.H. Project or who did not meet the T.E.A.C.H. eligibility requirements. SSFC scholarships were not available to students receiving another State and/or federally funded scholarship.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Number of direct teaching staff who ENROLL in for-credit college-level course	82	82	99	108 ¹⁰	80	135%
Number of students awarded a SSFC Child Care Scholarship	107	135	135	152	80	190%

OUTCOMES

Measure	Q1	Q2	Q3	Q4	12-13 Projection	Performance
Percent of scholarship recipients who earn at least 3 semester credit hours in early childhood or early childhood-related courses with 2.0 grade point.	94% (77 of 82)	--	93% (55 of 59)	93% (26 of 28)	75%	124% (4 th quarter)
The number of students who earn an Early Childhood Certificate and/or Early Childhood Administrative Certificate.	--	--	7% (4 of 59)	--	6	67%
The number of students who complete an Associate or Bachelors degree in Early Childhood.	--	--	3% (2 of 59)	--	3	67%

¹⁰ Had funds for Summer 2013 scholarships

The number of students who complete at least 6 semester hours in early childhood education.	45% (37 of 82)	--	53% (31 of 59)	18% (5 of 28)	50	Duplicated count
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PERFORMANCE MEASURES

Measure	Q1	Q2	Q3	Q4	12-13 Projection	Performance
Scholarship award rate.	80% (107 of 133)	79% (89 of 112)	--	67% (48 of 72)	--	--

NOTES AND COMMENTS

- (1) Challenges include: providers with no desire or motivation to continue their education. They enroll in school because their center requires it. Ultimately they drop classes, don't meet the GPA requirements, or quit their jobs.
- (2) We make other agencies aware of the scholarships we offer for child care providers. We have many recipients who work at Head Start, Special Children's School, area churches and pre/k programs in WS/FC schools. We have past recipients who worked at Imprints.

SUCCESS STORY

I always have several students that I consider success stories. This fiscal year 2 come to mind immediately. Student A finished her Master's Degree this spring. She entered the scholarship program in Fall 2009 and has worked on her Master's for the past 4 years. As the owner/director of a 4 star center she could only attend school part-time, but persevered and finished, with a 4.0 GPA. Student B earned her Undergraduate Degree this spring. She began the scholarship program 7 years ago, in 2006. She was working on her Associate's Degree at the time. She finished her Associates, and went on for her Undergrad. She also has persevered - while working full-time. At times she could take only 1 class per semester but never gave up. Finished with a 3.3 GPA

Program Name: Technical Assistance Services
Agency Name: Smart Start of Forsyth County

Smart Start of Forsyth County provided Technical Assistance Services (TAS) to child care providers in centers serving children birth to five in Forsyth County. Activities included: classroom and management consultation; curriculum enhancement and support materials/resources, demonstrations; and professional development opportunities including workshops by paid qualified presenters. TAS included the Quality Improvement Program (QIP) to enhance classroom quality through technical assistance, practice environment rating scale assessments and customized quality improvement plans. TAS included the Quality Maintenance Program (QMP), Journey to The Stars, to assist child care centers in meeting the costs of higher quality by offering cash awards to eligible 4 and 5 star centers and supporting the costs for incentives paid to 4 & 5 star centers and homes for non-subsidized children participating in the Enhanced Subsidies and Continuum of Professional Development activities.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Number of child care facilities that participate in Smart Start funded activities designed to increase their rating.				12	N/A	--
Number of child care facilities that participate in Smart Start funded activities designed to maintain their current rating of 4-star or higher.				30	32	94%
Number of direct teaching staff who attend non-credit based training or workshops.	255	285	316	327	450	73%
Number of centers that participate in JTS and enhanced subsidies				26	22	118%
Number of times materials were checked out of the Resource Room.				217	800	27%

OUTCOMES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Percent of facilities served that make progress on technical				82% (36 of	75%	109%

assistance plans.				44)		
Percent of participating providers who report the ability to use information learned from trainings and workshops.				58% (34 of 59)	85%	68%
Percent of 4 and 5 star facilities that maintain star rating				100% (30 of 30)	80%	125%

ADDITIONAL DATA

- Total number of staff in participating facilities. **Approximately 452**
- Number of participating Level 1 facilities starting in April **18**
- Number of participating Level 1 facilities starting in May **15**
- Number of participating Level 1 facilities starting in June **15**
- Number of participating Level 2 facilities starting in April. **26**
- Number of participating Level 2 facilities starting in May **24**
- Number of participating Level 2 facilities starting in June **24**
- Number of participating Level 3 facilities starting in April. **3**
- Number of participating Level 3 facilities starting in May. **3**
- Number of participating Level 3 facilities starting in June. **5**
- Number of Level 1 facilities that obtain a 4 star or higher rating. **0**
- Number of Level 1 facilities served. **15**

Program Name: Imprints for Families of Young Children
Agency Name: Imprints

Imprints parent educators provide family support services to parents of children 0-5 using the Parents as Teachers (PAT) Born to Learn Curriculum. PAT is a strengths-based parent education/family support program that is proven to specifically increase parents' competence and confidence, increase parents' knowledge of child development and appropriate ways to stimulate learning, provide a means for early detection of potential learning and developmental problems, and help prevent and reduce child abuse and neglect. PAT parent educators are trained in the Born to Learn Model and certified by the PAT National Center. Using the research-based Born to Learn curriculum, parent educators provide information and support to empower parents to give their children the best possible start in life, therefore providing children a solid foundation for school readiness. Services are provided to families affiliated with collaborating community agencies.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	11-12 Projection	Performance
How many families did your PAT affiliate serve with at least one PAT personal visit this program year?	147	141	155	231	256	90%
Of the families served by your affiliate, how many were newly enrolled in your affiliate this year?	47	70	106	133	122	109%
How many children have enrollment dates during this program year [children are considered enrolled if they are a member of a new family reported in II.2. or they are new children (born, adopted, etc.) added to an existing family]?	50	81	131	172	179	96%
How many children ages prenatal to Kindergarten entry did your PAT affiliate serve?	186	186	258	300	326	92%
Indicate the total # of completed PAT personal visits delivered to families (the families reported in II.1.) during this program year:	327	680	1054	1480	1565	95%
How many group connections were delivered by your affiliate this program year?	5	9	11	16	20	80%
Of the families served with 1 personal visit, how many attended at least 1 group	5	20	30	60	33	182%

connection this program year?						
Of the families that received at least 1 personal visit, how many were connected to TWO OR MORE community resources during the program year?	5	33	46	69	79	87%
Number of books distributed	153 ¹¹	464 ¹²	928 ¹³	1168 ¹⁴	--	--

**327 total referrals

SERVICE PROFILE

	2011-2012 Year End	2012-2013 Year End
Teen parents (<i>Parent(s) under the age of 20 years, during the program year</i>)	34	16
Child with disabilities or chronic health condition (<i>The child being served has a physical, cognitive, emotional or health-related condition or impairment that substantially limits one or more major life activities or qualifies the child for services under IDEA Part C</i>)	21	19
Parent with disabilities or chronic health condition (<i>Parent has a physical, cognitive or other health-related condition or impairment that substantially limits one or more major life activities.</i>)	12	12
Parent with mental illness (<i>Parent has been diagnosed with a thought, mood, or behavior disorder (or some combination) associated with distress and/or impaired functioning</i>)	7	4
Low educational attainment (<i>Parent did not complete high school or GED and is not currently enrolled.</i>)	170	114
Low income (<i>Families eligible for Free and Reduced Lunches, Public Housing, Child Care Subsidy, WIC, Food Stamps, TANF, Head Start/Early Head Start, and/or Medicaid.</i>)	210	146
Recent immigrant or refugee family (<i>One or both parents are foreign-born and entered the country within the past 5 years.</i>)	0	0
Substance abuse (<i>Parent has used or is currently using substances despite negative social, interpersonal, legal, medical or other consequences</i>)	3	0
Court-appointed legal guardians and/or Foster Parents (<i>The child had court-appointed legal guardians or is in foster care.</i>)	1	0
Homeless or unstable housing (<i>Lives in emergency/transitional housing or in a place not intended for regular housing and/or moved more than twice in the past year due to problems with housing</i>)	1	4
Incarcerated parent(s) (<i>Parent(s) is incarcerated in federal or state prison or local jail or was released from incarceration within the past year.</i>)	2	7
Very low birth weight (<i>Birth weight is under 1,500 grams or 3.3 lbs.</i>)	17	12
Death in the immediate family (<i>The death of the child, parent or sibling.</i>)	2	0

¹¹ 32 given away to families and 119 lent to families from our lending library.

¹² 64 given away to families and 247 lent to families from our lending library.

¹³ 99 given away to families and 134 lent to families from our lending library.

¹⁴ 87 books given away to families and 153 lent to families from our lending library.

Domestic violence (<i>Parent is involved in intimate partner violence.</i>)	0	0
Child abuse or neglect (<i>Suspected or substantiated abuse/neglect of child or sibling .</i>)	4	1
Military family (<i>Parent/guardian is currently deployed or is within 2 years of returning from deployment as an active duty member of the armed forces. "Deployed" is defined as any current or past event or activity that relates to duty in the armed forces that involves an operation, location, command or duty that is different from his/her normal duty assignment.</i>)	2	2

OUTCOMES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	11-12 Projection	Performance
The percent of families who received at least two community referrals.	3% (5 of 147)	23% (33 of 141)	30% (46 of 155)	30% (69 of 231)	30%	100%
Number of children referred for further evaluation after receiving developmental screening	9	10	16	21	--	--
# of children who received follow-up services as a result of a referral.	33% (3 of 9)	50% (5 of 10)	50% (8 of 16)	38% (8 of 21)	--	--

PERFORMANCE MEASURES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	11-12 Projection	Performance
What percentage of children between 19 and 35 months were fully immunized by the end of the program year?	86%	100%	90%	94%	90%	104%
How many of the families with 1 or fewer high need characteristics received at least 75% of the monthly visit requirement?	26% (9 of 34)	40% (17 of 43)	53% (25 of 47)	63% (31 of 49)	65%	97%
How many of the families with 2 or more high need characteristics received at least 75% of the twice monthly visits requirement?	11% (12 of 105)	9% (11 of 123)	15% (24 of 156)	15% (28 of 182)	--	--
Percent of families that receive at least one visit for each month of enrollment.	56% (82 of 147)	73% (103 of 141)	77% (120 of 155)	63% (102 of 163)	65%	97%
Of the families served with 1 personal visit, the percent that attended at least 1 group connection this program year?	3% (5 of 147)	11% (15 of 141)	6% (10 of 155)	25% (40 of 163)	33%	76%
The percent of children who received a developmental	23% (31 of	19% (27 of	26% (36 of	79% (237 of	100% of age eligible	79%

screening	133)	142)	141)	300)	children	
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NOTES AND COMMENTS

(1) We refer families and enroll families from other agencies.

DRAFT

Program Name: Preschool Outreach Evaluation Team
Agency Name: Winston-Salem Forsyth County Schools

The Preschool Intake Team provides an interagency framework for evaluating data, for making decisions regarding eligibility, and deciding the most appropriate placement for preschool children referred for special education services. The Preschool Liaison and the Bilingual Community/School Liaison, in conjunction with the Preschool Team receive referrals; assist parents in the referral process; obtain parental permission for assessment; initiate/review screening/evaluation procedures, schedule screenings and assessments and develop IEPs as a part of the Preschool IEP team.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Number of children with special needs who receive therapy or interventions paid for as part of a Smart Start funded activity.	319	653	900	1107	--	--
Number of children who transition from the Infant-Toddler Program to the Preschool Program	39	95	147	205	175	117%
Number of children who receive a developmental screening	72	172	278	321	between 400 and 450	80%
Number of children who receive a comprehensive evaluation	141	237	303	346	300	115%
Number of children who receive Exceptional Children's Service	81	163	238	301	--	--

OUTCOMES

Measure	Q1	Q2	Q3	Q4	12-13 Projection	Performance
Percent of all children screened by the program who complete the assessment process within 90 days (including children who do not qualify for additional evaluations and/or services)	100% (84 of 84)	99% (80 of 81)	99% (74 of 75)	100% (63 of 63)	95%	105%

PERFORMANCE MEASURES

Measure	Q1	Q2	Q3	Q4	12-13 Projection	Performance
Percent Exceptional Children served who are screened by the POET team.	37% (30 of 81)	27% (22 of 82)	32% (24 of 75)	6% (4 of 63)	--	--

NOTES AND COMMENTS

- (1) As always, transportation is a barrier and we have had an unusually high number of 'no-shows' for scheduled appointments
- (2) We continue to receive referrals from the social agencies and we also refer to those agencies when families present with a need.

DRAFT

**Program Name: Welcome Baby
Agency Name: Exchange/SCAN**

The activities focus primarily on prenatal and first-time parents who reside in Forsyth County. These prenatal and first-time parents receive home visitation for up to six months postpartum providing social support, child development information, links to other community agencies, referral information and transportation to doctors appointments, well-baby checkups, etc. A monthly support group is also provided for parents of children ages 0-5 discussing child related topics.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Number of parents/guardians who participate in home visits as part of a Smart Start funded activity.	24	37	44	63	--	--
Total number of parents served with home visitation	24	37	44	63	60	105%
Total number of parents served with parent support groups	13 ¹⁵	29 ¹⁶	33	41 ¹⁷	15	273%
Number of teen mothers served	7	13	16	20	--	--
Number of resource and referral packets distributed in the hospital as a recruiting tool.	69	155	220	326	275	119%
Number of parent support groups	2	5	7	10	10	100%

OUTCOMES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
Percent of parents surveyed who report more confidence in their parenting, knowledge of parenting strategies and an increased knowledge of child development.	85% (17 of 20)	85% (17 of 20)	85% (17 of 20)	94% (51 of 54)	90%	104%
Percent of parents who indicate an increased awareness of community resources and how to access them.				96% (47 of 49)	90%	107%
Percent of parents who, having received a community referral(s), indicate the use of				96% (52 of 54)	90%	107%

¹⁵ 2 of these families also received home visitation.

¹⁶ 9 families also received home visitation

¹⁷ 3 of these families received home visitation.

additional community resources.						
Percent of parents who report reading at least 3 times per week to their children.				91% (49 of 54)	90%	101%
Percent of families participating in this activity that did not have any cases of abuse and neglect reported and substantiated by DSS to the best of the program's knowledge.				100% (54 of 54)	90%	111%

PERFORMANCE MEASURES

Measure	Q1	Q2	Q3	Q4	12-13 Projection	Performance
Percent of parents reporting satisfaction with program services.				100% (54 of 54)	--	--
Percent of parents who attended at least 75% of parent support groups				58% (7 of 12) ¹⁸	--	--

NOTES AND COMMENTS

(1) We are collaborating with agencies such as Newborns in Needs (Baby Supplies), The Children's Home Society (Fatherhood Education)

¹⁸ Many parents attended groups based on work schedules, etc. Many parents were only able to attend 1 or 2 groups, but were satisfied with the activity/topic provided at the group that they attended..

Program Name: Subsidies and Emergency Scholarships
Agency Name: Work Family Resource Center

This program provides emergency scholarship funds for family in crisis, to allow families to maintain child care placement.

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	11-12 Achievement	Performance
Number of children who receive subsidy assistance	393	469	488	527	642	--
Number of families that receive subsidy and quality child care information	291	347	361	393	469	--
Number of families that receive emergency child care assistance	11	25	49	55	45	--
Number of families that receive consultation about subsidy and quality child care information	293	576	877	1199	1890	--

OUTCOMES

Measure	Q1	Q2	Q3	Q4	11-12 Projection	Performance
Percent of new subsidy recipients who report being aware of and able to access higher quality child care.	Parents receiving subsidy are surveyed during the second quarter	Parents receiving subsidy are surveyed during the second quarter	75% (40 of 53)	77% (40 of 52)	85%	91%
Percent of parents who report being able to maintain employment and/or education due to child care assistance	Parents receiving subsidy are surveyed during the second quarter	Parents receiving subsidy are surveyed during the second quarter	117% (63 of 53)	100% (52 of 52)	90%	111%
Percent of children receiving SS subsidy who are in a 4 or 5 star child care programs by June 2012	69% (291 of 418)	72% (279 of 387)	73% (271 of 373)	73% (287 of 395)	55%	133%
Percent of parents indicating increased knowledge regarding early learning.	Parents receiving subsidy are surveyed	Parents receiving subsidy are	98% (49 of 50)	94% (49 of 52)	--	--

	during the second quarter	surveyed during the second quarter				
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PERFORMANCE MEASURES

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD	12-13 Projection	Performance
By June 30, 2012, 95% surveys completed by parents receiving services will report feeling satisfied with the services.	Parents receiving subsidy are surveyed during the second quarter	Parents receiving subsidy are surveyed during the second quarter	96% (51 of 53)	97% (102 of 105)	95%	102%

WAITING LIST AND REFERRALS

Measure	Q1	Q2	Q3	Q4
Number of families on waiting list, if applicable	117	68	51	98
Number of children on waiting list, if applicable	140	84	63	129
Number of referrals made	409	175	301	275

NOTES AND COMMENTS

- (1) Funding reductions have affected the ability to provide services. Particularly the loss of the funding for the CCRR&R activity.
- (2) We provide referrals to and receive referrals from other social agencies.

Program Name: Community Outreach
Agency Name: Smart Start of Forsyth County

SERVICE STATISTICS

Measure	Q1 YTD	Q2 YTD	Q3 YTD	Q4 YTD
Number of meetings with community partners				9
Number of updated resource and educational materials used by SSFC staff and board and placed in parent resource bags that reflect messaging consistent with current early learning language and other community organizations				0
Number of meetings (Community Café or Roundtable Discussions) with members of the business and faith communities, families, and community partners				3
Number of community stakeholders who participated in community discussions				30
Number of hard copy versions of the "Matters of Importance" newsletter created				6000
Number of hard copy and electronic versions of the "Matters of Importance" newsletter created				6500
Total number of hard copy newsletters distributed				5000
Total number of electronic newsletters distributed				500
Number of parent resource bags with updated information about early learning issues and available community resources to local pediatricians' offices, hospitals, OB/GYN offices distributed				1000
Number of volunteers participating in partnership activities				59
Number of volunteers hours generated				106

OUTCOMES

Measure	Q1	Q2	Q3	Q4
Increase in total volunteers				59
Increase in volunteer hours generated				106