THE CENTER FOR
QUALITY FAMILY SUPPORT

Your Partner in Excellence

2024 ANNUAL REPORT

MPHI®

Center for Quality Family Support

CQFS Facebook Page

What We Do

The Center for Quality Family Support (CQFS) was established to provide training, technical assistance and implementation support for Maternal, Infant & Early Childhood Home Visiting programs. The Center's mission is to deliver empowering & compassionate support to home visiting providers resulting in high quality family support services.

Our **GOALS** are to:

- Strengthen home visiting programs to achieve high quality implementation and improve outcomes for families
- Provide access to personalized relationship-based program support
- Develop and inform the home visiting work force
- Serve as the State Office for Michigan Healthy Families America and Parents as Teachers programs
- Develop and maintain a system of support for home visiting programs who are serving refugee families with young children.

Our **VISION**: Michigan home visiting programs are well prepared and empowered in their work to provide all expectant families, and families with young children, the best support possible, contributing to positive outcomes.

parents as teachers®
Michigan State Office

Professional Development Leadership

Refugee Systems of Care

Healthy Families Michigan™

Team Culture

When this team started to grow, it became clear that a **healthy culture** was important to all of us and that **we were all responsible** for influencing that culture. We worked intentionally to **identify the actions and behaviors** that we wanted to exude and were committed to. The results of that work is shown here. We regularly review our **commitments and actions** to explore what's going well and what might need our attention.

CQFS Team Commitments and Actions

I will consider how my day-to-day activities provide me an opportunity to practice MPHI's Core Values.

I will look at all my work through a quality lens ensuring that it reflects the name of our Center.

I will be conscientious about how my words and actions contribute to the team culture.

I will look for opportunities to see and acknowledge the strengths in those around me while continuing to develop mine.

I will work to stay grounded in how my actions impact local programs, children, and families.

I will look at my work through the lens of the home visiting system.

I will use Teams to serve as "hallway" conversation, "do you have a minute", and to share my amazing sense of humor.

I will find value in collective input from my teammates knowing that everyone's perspective is important.

I will work to establish positive intent in my daily interactions with others, seeking to understand others' experiences.

I will work through the lens of DEIB, valuing the 'whole' of each person.

I will incorporate the goals of the CQFS Equity Plan to practice MPHI's core values of Health Equity and Social Justice.

Why We Do It



Cynthia Zagar
Center for Quality Family Support Manager

"I get up every morning excited about this work because, from the top of my head to the bottom of my toes, I believe in the power of home visiting and the impact it has on families. I've seen the magic made when high quality services are provided. Seeing home visiting professionals being successful fills me up!"

"I believe that home visiting works, and the higher the quality, the better it works. My Why is the opportunity and privilege to promote and support the highest quality home visiting possible throughout our state. When families are supported in this way, children thrive, and all of our futures are better for it.



Kim Harris
Model Specialist Coordinator



Grace Weatherbee
Public Health Improvement Specialist

My purpose and passion is around finding ways to make others' lives easier so they can continue doing the important work of serving communities. I am grateful to have the opportunity to apply my knowledge and strengths in a variety of ways that support community advocates who are improving the lives of others. Empowering communities and uplifting the important work and outcomes happening is incredibly fulfilling.

Why We Do It



Theresa Floyd
Project Associate

I have the opportunity to make a difference by building meaningful connections with those who are directly working with families. Through my knowledge, resources, and tools, I can help empower parents to create healthy and safe homes for their children. My purpose is to impact not just one family, but generations to come.

I truly believe in home visiting. Those of us in this work know it's a privilege to walk alongside families in their parenting journeys. All children and families deserve to thrive and have the best future possible. It is a gift to be able to support local home visiting programs, knowing they are working tirelessly to support their local families and ensure opportunities to grow, develop, and thrive.



Tricia Drenth
Home Visiting Consultant



Christine Zimmerman
Public Health Improvement Specialist

I am so grateful to have the opportunity to support others in navigating human relationships while living with integrity and serving their highest purpose. The impact this has on individuals, organizations and especially children and their families brings me hope for our communities.

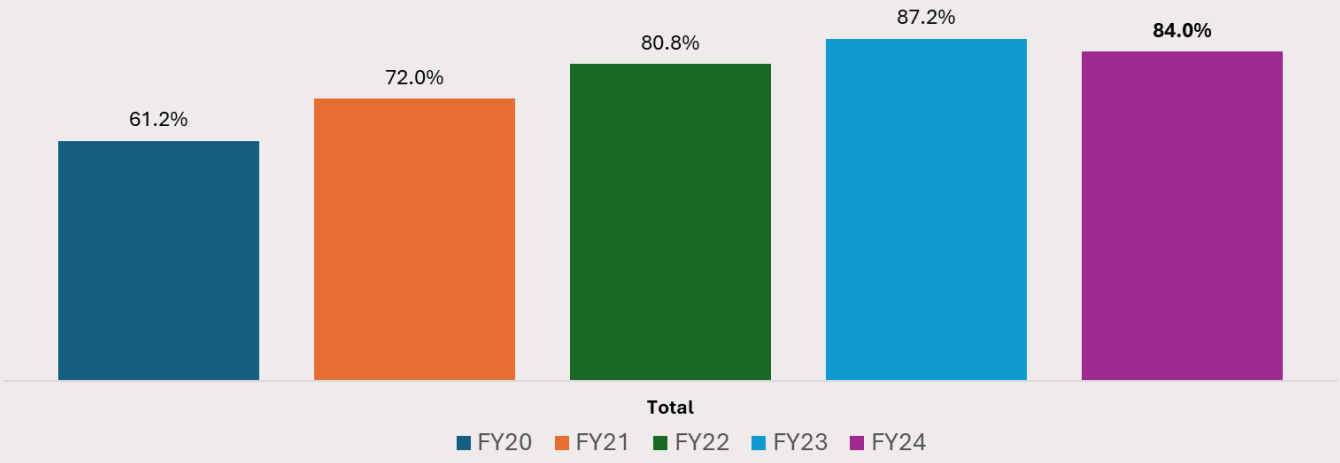
How We Did

The 11 **Healthy Families Michigan** (HFM) programs have consistently shown their commitment to quality home visiting. The chart below demonstrates that commitment. While there was a slight dip in **adherence** to the standards this year, perfection is never an expectation to be in **fidelity** to the model. Additionally, this past year brought **programmatic changes** and HFM programs demonstrated their flexibility and adaptability, all while working to **maintain the quality of services** provided. And, in fact, it can be strategic to put more energy and attention on some standards knowing that the National Office has never expected all to be met.

Healthy Families Michigan

"Having multiple programs within our agency, I truly feel that we are most supported through HFM with consistent, ongoing Technical Assistance, Community of Practice meetings and so on. I feel like we are meant to feel supported and set up for success. When we do encounter barriers to adherence, we feel there is opportunity for open dialogue and solution focused conversations."

Adherence to Standards Over the Years



How We Did

Support for home visiting programs can look a variety of different ways. The Healthy Families America National Office provides **guidance** for expectations that Central Administrations are to follow so that local implementing agencies are more likely to be **successful** in service delivery. Here's how the Michigan team went about it this year and the number of occurrences of each activity.

Healthy Families Michigan

67 Technical Assistance

8 Training Sessions

6 Communities of Practice

12 Newsletters Published

4 Data Base Office Hours

This year the HFM Central Administration kicked off a new project providing **8 training modules** to reinforce concepts taught during Healthy Families America Implementation Training. Attendees appreciated the opportunity to learn from the trainers as well as each other.

*"My favorite part is always the **conversations we have as a group**. Seeing how someone else handles a situation differently gives new ways I can try to handle the same kind of situation."*

How We Did

A lot goes into providing **high quality** home visiting services. Here's a look at some of the supports that Healthy Families Michigan programs provided.



Healthy Families Michigan

15,029 Home Visits Completed

4,451 Information and Resources Provided

483 New Enrollments

571 Completed Developmental Screens



Why We Do It

"My why is the parallel process: when program staff feel supported and have the tools to do their jobs well, they are better able to help make sure families also feel supported and have the tools they need to parent well. I hope everyone who is part of the Healthy Families Michigan network finds joy and pride in our collective work because it is making a difference in the lives of families in our communities across the state."



Alyce Hernandez
Healthy Families America Specialist

"I thoroughly believe in Home Visiting and its proven impact on families. If we support sites in providing quality services to families, those families then have more capacity to provide support and care to their own children. Parenting is hard work for EVERYONE. If we can help provide strong support and encouragement, maybe the job of parenting can be just a bit easier, making a lifelong difference for all of us."



Brandi Alexander-Bayes
Quality Assurance Specialist

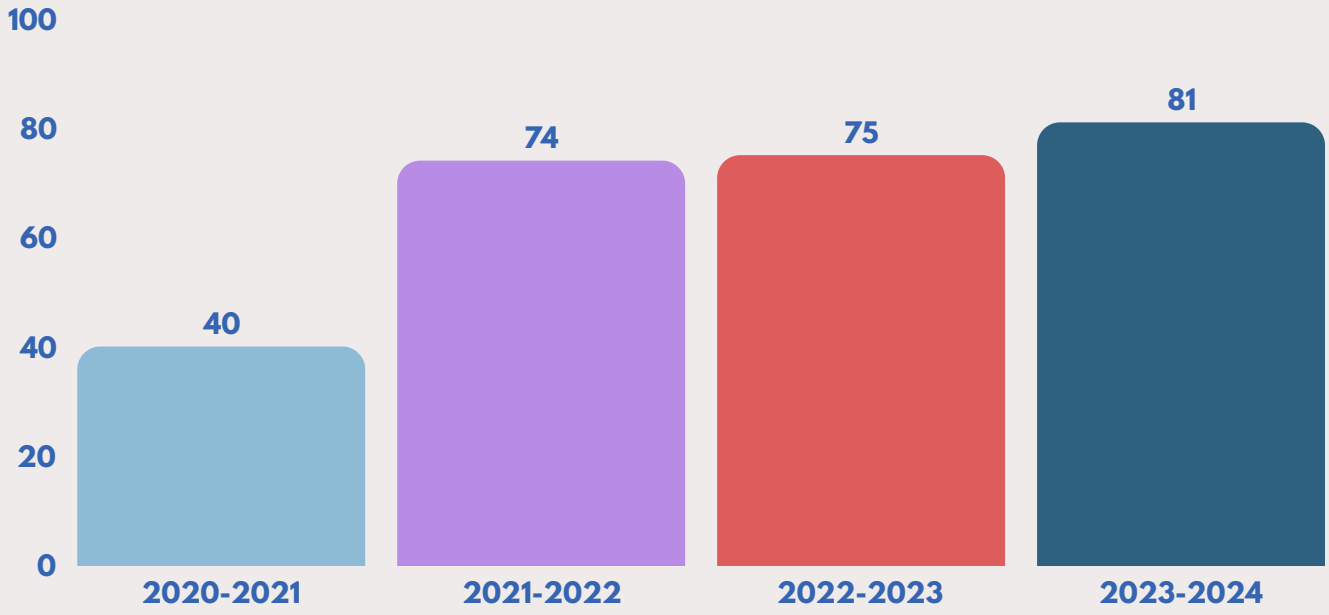
How We Did

33 affiliates make up the Michigan Parents as Teachers (PAT) network. **As the second largest** home visiting program in the state, PAT has a large impact on Michigan families and the communities they live in. The PAT staff take their jobs seriously and are committed to **high quality services** to families. You can see in the chart below how that **commitment has intensified** over the years.

"Our Self-study has been submitted. I cannot thank both of you enough for all the assistance on this project, as well as all that you do to support us. Having a State Office has been a game changer for Michigan's PAT affiliates. Your guidance, patience and support are greatly appreciated."

Parents as Teachers

Percent of Affiliates that Met All Essential Requirements



How We Did

As the State Office Team learned about what full capacity looked like, they continued to **add support services to their repertoire**. The PAT National Center allows flexibility in what State Offices can look like and offer in order to best meet the **unique needs** that every state has.. The PAT Specialists have stayed abreast of the **pulse of the Michigan affiliates** and have modified their services accordingly.

4  **Improving Processes Together Sessions**

4  **Foundational and Model Implementation Training**

7  **Communities of Practice**

12 

Newsletters Published

17  **Individualized Affiliate Support**

Parents as Teachers

This year the PAT State Office took on a new responsibility of providing **Targeted Fidelity Support (TFP)** to 4 different affiliates over 14 individualized sessions. Through participation in TFP, affiliates get an opportunity to **work on challenging essential requirements**.

*"Because of the support that our affiliate gets, our program implementation and data recording practices have **definitely improved**. Thank you!"*



How We Did

Parents as Teachers staff work hard to ensure **all components of the model** are provided to families in Michigan. Below is a glimpse of the **reach** of those components.



Parents as Teachers

17,531 Personal Visits Completed

1,781 Families Served

2,364 Children Served

2,183 Group Connections Provided



Why We Do It

Parents as Teachers



Kelly Uhlmann
Parents as Teachers Specialist

"Having worked at the organizational level for many years, transitioning to a state-level role has been truly eye-opening. I love this work because being part of the bigger system excites me every day, as it allows me to make a more significant impact. Supporting the MI PAT affiliates in their hard work is incredibly rewarding and proves the power that home visiting has on our state. Additionally, being involved at the national level as a PAT trainer is incredibly fulfilling".

"Every day, I come to work driven by my passion for supporting affiliates who, in turn, make a significant difference in the lives of families. It's incredibly fulfilling to be part of the systematic changes that positively impact our state. I am passionate about improving how home visiting is viewed, ensuring it is recognized for the vital role it plays in nurturing and strengthening families."



Sarah Birch
Parents as Teachers Specialist

How We Did

The **Refugee Systems of Care Project** was designed to learn about, understand and respond to the needs of home visiting programs so that they are better able to serve **refugee families most effectively**, including exploring model enhancements to improve cultural responsiveness and trauma informed practices. In 2024, the second year into the project, the team learned a lot! Time was spent talking with the people who **know the work best** including home visitors, program managers, families and other people passionate about this work. Some of what we did is noted below. Take a peek!

Refugee Systems of Care

8 National Interviews Conducted

25 Focus Group Participants

69 Pieces of Literature Reviewed

8 Newsletters Published

101 Survey Responses



"No one's ever asked us about this work before. It's so important and really takes some creativity to meet the needs of the families. It's exciting to think about there being a system that can help us with the unique challenges we face in serving refugee families."

How We Did

In conducting the work for the project, there were some **key themes** that rose to the top about the **needs that exist** for home visitors to be able to provide **high quality services** to refugee families:

Refugee Systems of Care

Language & Communication Needs

Trust Building & Emotional Support

Cultural Adaptation & Sensitivity

Navigating Systems & Resources

Collaboration & Community Partnerships

Staffing & Capacity Needs

Resource Limitations & Program Sustainability

Refugee Case Management & Long-Term Support

Data Collection & Staffing Gaps



Why We Do It

Refugee Systems of Care



Eli Wickline
Refugee Systems of Care Coordinator

Refugee families face unspeakable hardships in their journey to safety. I do this work, because I believe every child deserves a safe and stable home. I do this work, because I know when home visitors have the resources and skills they need to serve displaced families, their children will have the stability and parental support they need to thrive.

Parenting is tough, but having someone by your side makes all the difference! Working with refugees over the years has been a joy because I learn so much from their diverse experiences. My family's journey showed me how crucial support is, and I'm passionate about making a positive impact on these amazing families!



Stormie Drake
Refugee Systems of Care Specialist

How We Did

The CQFS **plays a crucial role** in ensuring that the home visiting system in Michigan is connected to an equitable and accessible **professional development system** so that home visitors have the necessary tools and knowledge to effectively support families. This project aims to support the Michigan Public Act of 2012 requiring that **all home visiting** programs funded through state dollars "**employ well-trained and competent staff** and provide continual professional development relevant to the specific program model being delivered."

Professional Development Leadership

17  **Stakeholders Engaged in Project Visioning**

858  **Training Attendees**

5%  **Training Attendance Percent Increase**

326  **Survey Responses about Training Quality**

553  **Conference Attendees**

"So much...the presenters, overall, were absolutely excellent. I was very impressed by the how most of the speakers seemed to include very realistic, "real world" tips and suggestions, many of which appealed to my entire team, who all work at different levels, serving different jobs and roles."

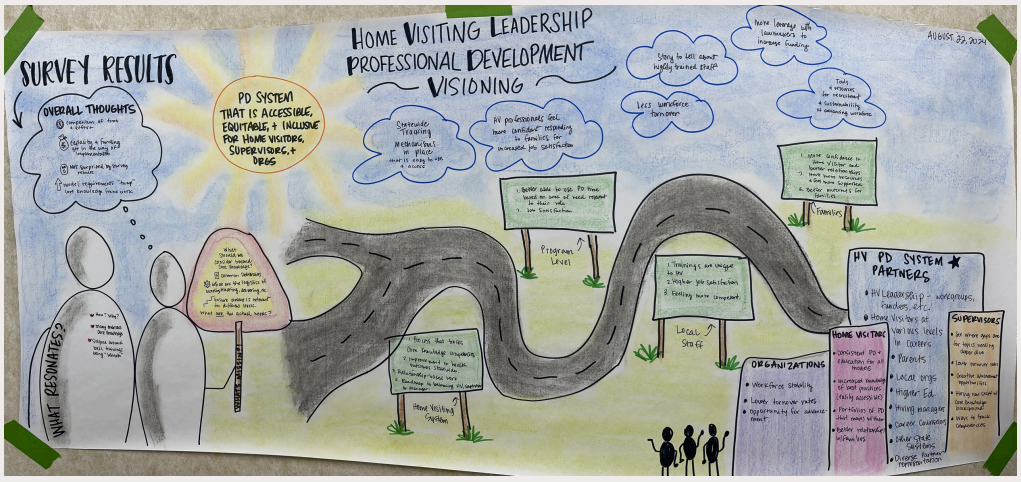
How We Did

This fiscal year the Professional Development Leadership team held a **visioning activity** to understand what Michigan **home visiting stakeholders** need and would like to see in a full capacity **professional development system**. Some of the themes are here:

"HV professionals would feel more confident in responding to families"

"Tracking mechanism in place to analyze the effectiveness of training"

"Be able to tell the story about our highly trained workforce"



Professional Development Leadership

Why We Do It

Professional Development Leadership



Angie Pearcy
Refugee Systems of Care Coordinator

"In many ways the impact of home visiting is infinite and knowing that I can be part of growing the system is what keeps me excited about the work that we do here. My passion is all about building relationships, listening to feedback, and supporting high quality PD opportunities across Michigan. It fills me with pride when I hear home visitors applying new knowledge in their practice."



Michigan Healthy Families and Parents as Teachers Advisory Council

The Advisory Council provides advice, council and support for planning activities, policy development, sustainability, and advocacy for the development and maintenance of the HFA and PAT state systems. The people listed below served on the Council at some point during fiscal year 2024.

Brandi Fisher
Family Services Consultant: Michigan Department of Lifelong Education, Advancement, and Potential

Diamond Dailey
Parent: Healthy Families Michigan

Elaine Bradley
Program Manager: Healthy Families America Wayne

Elan Bridges
Family Support Specialist: Kalamazoo County Healthy Families America

Jeneyah McDonald
Parent Educator: Parents as Teachers

Karen Lezan
Supervisor: Kent ISD Bright Beginnings

Kaylee Ruthruff
Parent: Parents as Teachers

Lisa Burmeister
Program Manager: DHD #10 Healthy Families America Affiliate

Maggie Holland
Family Support Specialist: Healthy Families Upper Peninsula

Melissa Dansereau
Community Programs Director: Department of Labor and Economic Opportunity

Michelle Nicholson
Executive Director: Early Childhood Services Ingham

Patrick Conley
Supervisor: Berrien RESA Parents as Teachers

Rachel Denis
Supervisor: Eastern Upper Peninsula ISD

Rich VanTol
Supervisor: Bay-Arenac ISD Starting Strong

Rita Trinklein
Home Visiting Systems Coordinator: Michigan Department of Health and Human Services

Rosa Davis
Supervisor: Saginaw County Healthy Families America

Stephanie Detloff
Executive Director: Day One Healthy Families America

Tiffany Kostelec
Manager Home Visiting Section: Michigan Department of Health and Human Services



The Center for Quality Family Support team is very proud of the innovative work completed this year and looking forward to what is to come in 2025. Come back next year to see what we made happen!