



2018-2019 Services and Outcomes Report

Contact: Natalie A. Leek, President and CEO
E-mail: natalie@provhouse.org Direct Dial: 216.225.5677

Report Date: July 1, 2018 – June 30, 2019

Mission

Providence House protects at-risk children and supports families through crisis, strengthening communities to end child abuse and neglect.

Vision

Children everywhere are raised in safe, loving families free from abuse and neglect.

What We Do

- **We Protect Children** by providing for their physical, emotional, developmental, and educational needs.
- **We Support Families** by connecting them to resources, cultivating nurturing practices, and encouraging responsibility.
- **We Strengthen Communities** by advocating for underserved families and demonstrating the lasting impact of prevention.

Services Provided

Providence House, Inc. was founded in 1981 to provide emergency shelter for children in Greater Cleveland whose families were experiencing a crisis. On our 30 bed campus (20 beds in our Crisis Nursery and 10 beds in our Pediatric Crisis Nursery), children, aged newborn through twelve, find safety and comfort in a home-like setting while we coordinate and connect families to partner community organizations to stabilize their crises, improve parenting skills, and preserve the family or find alternative long-term care for children. We offer every child and family in our nurseries an integrated model of crisis care supported by nearly 20 evidence-based/informed practices:



Crisis Nursery

Our traditional Crisis Nursery model, licensed by the Ohio Department of Jobs and Family Services (ODJFS) to operate 24/7, provides protection for up to 20 children at a time, aged newborn through twelve, in a home-like facility that includes play spaces, a dining area, sibling bedrooms, and a family room.



The Prentiss Pediatric Crisis Nursery

This program models our traditional Crisis Nursery, while offering an additional tier of medically-related services in order to improve child wellness, reduce hospital stays and readmissions, and increase caregiver capacity to support their child's medical needs.



Family Center

A dedicated wing in Elisabeth's House is equipped with three "family rooms," furnished with couches, tables, chairs, and children's play equipment. The Family Center hosts private onsite family visits, parent education, case management, trauma services, and Aftercare Program support sessions.

We continue to expand our services to meet our mission and the community need:



Community Referral Program

Basic need items are provided for families working with partner agencies in the community.



Emergency Placement Program

Shelter and care in our trauma informed environment for children in foster care while appropriate foster or kinship homes are identified to prevent overnight stays in Division of Children and Family Services offices.



Community Education and Resiliency Program

Individualized case management, group parent education and trauma services delivered on location at partner agencies to prevent or deescalate crisis.

Population Served in Our Crisis Nurseries

Families turn to Providence House when they are experiencing crises that may put their children at risk of abuse or neglect to receive critical support during their time of need. **76% of the children and caregivers we serve have self-disclosed a history of involvement with the child welfare system.** In an effort to reduce this occurrence and strengthen families across our community, Providence House keeps children safe while working with caregivers to address root causes of family instability. In doing so, we strive to connect them to necessary supports and untangle systems and policies that are perpetuating the poverty, oppression, trauma, and violence that have trapped families for generations. In the past year:

Inquiry and Admission Rates

- 1,118 inquiries for admission were made, the most in our history!
 - 1,047 inquiries were for the Crisis Nursery and 71 inquiries were for the Pediatric Crisis Nursery.
- 540 children qualified for admission (510 for the Crisis Nursery and 30 for the Pediatric Crisis Nursery).
 - 283 children were admitted into our care (258 children in the Crisis Nursery and 25 in the Pediatric Crisis Nursery).
- In total, 320 children and 162 families in 31 zip codes stayed at Providence House.
 - 303 children were served through our traditional services and 17 children were served through our new Emergency Placement Program in partnership with the Division of Children and Family Services.
 - 5,416 days of care were provided (5,350 for children served through our traditional services and 66 for children served through our Emergency Placement Program).
 - Children served through our traditional services stayed at Providence House for an average of 20 days.

Unserviced and Waitlisted Children

Providence House has been challenged by the increasing numbers of families in crisis and our limited capacity on our current campus to meet this need. Of those that did not receive services, nearly half needed immediate support when there were no openings.

- 319 children qualified for services but could not be served because of bed capacity
- 139 children spent 2,245 days on the wait list

Reasons for Crisis Admissions:

- 38% were homeless or had unsafe housing.
- 37% had a caregiver who lacked resources to meet basic needs.
- 24% had a family member with a medical crisis.
- 11% had a caregiver with a mental health crisis.
- 6% were victims of or witness to violence.

Reasons for Respite Admissions:

- 91% had an overwhelmed parent.
- 48% were served to address family mental health needs.
- 3% were served to support caregiver sobriety maintenance

Family Poverty

Of the 162 families we served, 95% were living at or below the Federal Poverty Line, 69% were in deep poverty (below 50% FPL), and 29% came to us with no sources of cash income. While most of the families we serve are single, female headed households, 36% of families we served had co-parents and 10 co-parents were engaged in our family preservation services.

Children's Medical Conditions

The Pediatric Crisis Nursery has cared for infants and children with the following medical conditions and more:

- | | | |
|--|-------------------------------|-------------------------------|
| • Agenesis of the Corpus Callosum | • Eosinophilic esophagitis | • Hypotonia |
| • Autism | • Gastrointestinal disorders | • Oropharyngeal Dysphasia |
| • Elevated lead levels or lead poisoning | • Global Developmental Delays | • PICA |
| | • Hypospadias | • Sensory Processing Disorder |

Crisis Nursery Service Tiers

Services for children who stay in our crisis nurseries and their families are provided in tiers by licensed social workers based upon each family's crisis level and need. This service methodology allows for individualized services to families and was developed based on quality assurance reviews and family feedback. The descriptions below are a guide to providing the services needed to each unique family we serve.

- **Respite:** A 3-5 day service period offered up to four times a year for families who have caregivers seeking support for their own needs; this is a preventative service offered to low-risk families when there are openings and no higher tier families are on the waiting list.
- **Tier One (low risk or unavailable parent/guardian):** Admission reasons range from low-risk caregiver medical needs to higher risk crises like inpatient treatment and incarceration. Phone-based case management and visitation with a trusted family member or adult occur twice a week. Typically, inpatient caregivers are discharged from our services following their discharge from inpatient programs. In certain cases, they may be escalated to a higher tier of service if continued services are needed.
- **Tier Two (mid risk):** Families experiencing crises like homelessness, unsafe living conditions, or outpatient treatment are typically engage in services at least twice a week including visiting with their children, case management, parent education, and complete a trauma screening.
- **Tier Three (high risk):** Typically families in this tier have concurrent and compound crises like homelessness and domestic violence and may have more system-involved crises. Families with the highest level of crisis are required to participate in services twice a week including case management, parent education, visiting with their children, and receive trauma screenings, assessments and psychoeducation.

Crisis Nurseries Program Service Outputs

	Respite Tier Services	Tier One Services	Tier Two Services	Tier Three Services	Total Services All Tiers	Crisis Nursery	Pediatric Crisis Nursery
Total Children Per Tier	66	90	106	41	303	276	27
Total Families Per Tier	35	45	59	23	162*	146	22
Average Length of Stay (days) for crisis and respite tiers	3	9	33	35	20	19	22
Average Length of Stay (days) with crisis tiers					24	24	30
Case Management contact hours (in person, phone)	61	191	613	290	1,155	972	183
Team Meetings (ISP, discharge, staffing, other)	37	48	66	27	178	148	30
Referrals to outside agencies	Child, 11 Parent, 13	Child, 14 Parent, 26	Child, 73 Parent, 121	Child, 35 Parent, 66	Child, 133 Parent, 226	Child, 115 Parent, 195	Child, 18 Parent, 31
Adults receiving KIPS observation (Keys to Interactive Parenting Skills)	0	0	29	16	45	42	3
Parenting Support sessions (classroom and hands-on)	0	0	252	111	363	306	37
Group Parent Education Sessions attended by parents with children staying in nurseries	0	0	8	6	14	13	1
Children receiving DP-3 (developmental) assessment	0	4	68	30	102	89	13
Developmental Interventions	0	2	37	17	56	51	5
Children receiving ASQ-SE (social-emotional) assessment	0	3	39	17	59	54	5
Trauma Screenings	Child, 0 Parent, 0	Child, 4 Parent, 1	Child, 54 Parent, 32	Child, 25 Parent, 16	Child, 83 Parent, 49	Child, 73 Parent, 43	Child, 10 Parent, 6
Trauma Assessments	Child, 0 Parent, 0	Child, 0 Parent, 0	Child, 7 Parent, 14	Child, 8 Parent, 2	Child, 15 Parent, 16	Child, 15 Parent, 14	Child, 0 Parent, 2
Brief Trauma Interventions for children	17	6	28	15	66	49	17
Adult Psychoeducational Sessions	0	1	49	24	74	65	9

*Six families had children served in both our Crisis Nursery and Pediatric Crisis Nursery Programs. Parent and family outputs are recorded in the Pediatric Crisis Nursery area as these families may not have been supported if it were not for this program.

Child Wellness	Parent Visitation	Aftercare Program and Other Support Services
<ul style="list-style-type: none"> • 247 triage exams (well child) • 63 sick visits • 6 follow up appointments • 0 specialty appointment • 11 emergency room visits • 4 hospital admissions 	<ul style="list-style-type: none"> • 228 home visits overnight/off-site • 270 day visits off-site • 763 parent room visits onsite • 69 medical visits (parents taking children to doctor) 	<ul style="list-style-type: none"> • 84 Aftercare Program in-person meetings <ul style="list-style-type: none"> ○ 49 parents participated throughout the year • 24 families participating in Bi-monthly Group Parent Education Sessions • 206 Aftercare support bags with \$30-\$50 worth of diapers, food, clothing, and hygiene products to meet family needs • 224 weekly and 35 daily bus passes issued to support parent engagement in Providence House services • 37 birth certificates purchased for families (30 children and 7 parents) • 105 families received 352 basic need items through our Community Referral Program

Families Supported by Providence House

A Crisis Nursery Success Story

Angel sought admission to Providence House for her 18 month old son, Jared, so she could focus on accomplishing her goals. Angel needed to move into her new home, turn on her utilities, secure furniture and daycare, and begin working.

While Jared stayed at Providence House, Angel visited her son and attended parent education and case management appointments at least twice a week. She completed a trauma screening for her family that found they had experienced domestic violence and housing issues and Angel herself had experienced multiple forms of child abuse. While she was already connected with a mental health provider, her Providence House Social Worker provided additional education on understanding trauma and how it impacts one's sense of self and goals for the future.

Angel was able to secure employment while still engaging in our services. She was able to get a new home ready for her family and Providence House helped her purchase a microwave so she was able to cook while she obtained enough income to turn on her gas. Before being reunited, Angel obtained childcare for Jared. The family is now enrolled in the Aftercare Program as they continue to stabilize and work toward self-sufficiency.

A Pediatric Crisis Nursery Success Story

Amanda sought Providence House services for her newborn daughter, Gia, who was born at 31 weeks with ventriculomegaly, a condition that impacts the growth of the brain ventricles. Amanda was not sure that she wanted to continue parenting because her mental health was not stable. She also had no benefits, income, or basic needs to ensure sufficient care for Gia, which resulted in an open case with the Cuyahoga County Division of Family Services.

While Gia stayed at Providence House, Amanda visited her daughter and attended case management and parent education appointments each week. She also completed a trauma screening for herself and Gia, which showed that Amanda had experienced domestic violence and stalking. While Amanda was already linked with counseling services, our Social Workers discussed the impact trauma can have on parenting and ways to cope. In addition to basic need items and benefits assistance, Amanda also received hands-on parent education lessons on infant care and was referred to Help Me Grow so that a professional could assist Amanda after Gia's discharge. Amanda's county child protective services worker also ensured that protective childcare would be provided for Gia after discharge.

At a staffing, Amanda communicated that she had support from her parents and sister, had been seeing a therapist, and was regularly taking her prescribed medication. Her confidence and bond with Gia had improved significantly in less than 30 days and she indicated that she wanted to do whatever it took to bring Gia home and to give her a happy life.

Parent/Guardian Satisfaction with Providence House Crisis Nursery Services

Parents/guardian are asked to rate their satisfaction level with Providence House programs in the following areas:

- My child was provided with a safe home-like environment: Strongly Agree 92%, Agree 6% = 98%
- My child's daily care and medical needs were met by Providence House: Strongly Agree 93%, Agree 6% = 99%
- Staff was professional and supportive in their interactions with me: Strongly Agree 94%, Agree 3% = 97%
- I have confidence in caring for my child's medical needs and feel proficient in my skills: Strongly Agree 95%, Agree 4% = 99%
- Overall, my experience at Providence House was positive: Strongly Agree 95%, Agree 4% = 99%

Parent/Caregiver Comments

The following comments were made in the past year by parents or caregivers on their discharge satisfaction surveys:

- Everyone I encountered was very helpful and kind. Always professional and truly made me feel great about my choice. I liked hearing about my children's field trip and how well I was informed. It made me feel like I could picture it and I knew my sons were happy and safe.
- I was able to keep in touch with my child and know more things about his autism diagnosis, like his triggers. Providence House is a really awesome program.
- The social worker really helped me understand my life situation and what was required of me as a person and mother so I'll be able to continue to be a good person to myself and a good and stable mother to my son. This is an excellent service, great staff, and experience. Keep up the amazing job and god bless Providence House, staff, children, and sponsors.
- Providence House has been helping me since my oldest was 3. I would probably fall apart at times if I didn't have their support being it is my only support. I love it here and all the staff. So kind, caring, and compassionate.
- The groups and parenting lessons helped me with better communication skills and handling situations without getting upset. Everyone was wonderful.
- The program is great. Having a safe place for my son to go to during a difficult time was so important for the stability of our family. Grieving is tough. Thank you for all of your help and keep up the great work!

Crisis Nursery Program Goals, Outcomes, and Activities

Goal: Protect at-risk children

Objective: Provide for their physical, emotional, developmental, and educational needs

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Provide 24/7 shelter, daily care, and facilitate medical care, in a nurturing, safe space for children for length of stay up to 60 days.	90% of parents/guardians will report that their child(ren)'s daily care and medical needs were provided for.	Parent satisfaction survey administered at discharge	99% of parents/guardians agreed or strongly agreed that their child's daily care and medical needs were provided by Providence House during their child's stay.	
Social workers and parents use screenings and observations to identify additional community services the child needs to continue to meet developmental, educational, and behavioral needs.	90% of children who need additional services will receive a referral.	Data tracking by family using Excel database	100% of children who needed additional services received a referral. A total of 133 referrals were made for children.	
Administer the Developmental Profile 3 (DP-3) screening tool to all children whose stays are at least 2 weeks in length. Children who exhibit areas of delay or who are performing below average receive developmental interventions.	80% of children whose score shows developmental delays will receive developmental interventions and/or referrals.	DP-3, which measures physical developmental, adaptive behavior, social-emotional skills, cognitive development, and communication skills	83% of children with developmental delays received developmental interventions and/or referrals. 102 children received the DP-3, of those, 10 children demonstrated developmental delays and 4 were already linked to services. In total, 32 children received 56 developmental interventions and reached 42 developmental milestones.	

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Complete trauma screenings for children when possible, provide assessments for children who indicate a trauma history and current symptoms. Provide referrals and age-appropriate trauma counseling for children indicating significant impairment on their assessment.	80% of children over age 3 whose screenings indicated trauma and are not already linked with a service provider will receive assessments and/or referrals.	Providence House Screening Tool and Trauma Symptom Checklist for Young Children	80% received assessments and/or referrals. In total, 57 children over age 3 received trauma screenings. 27 screenings indicated trauma symptoms, 2 of the children were already linked to trauma services in the community.	
Deliver Brief Trauma Interventions (BTIs) through the child's daily curriculum. Social workers provide additional BTIs when necessary.	90% of children will receive at least two BTIs each day.	Daily care shift reports and excel spread sheet	100% of children received at least two BTIs each day. 66 additional BTIs were provided for children whose behavior was escalating.	
Provide medical care and monitoring to children admitted to the Pediatric Crisis Nursery based on condition(s) and caregiver training to prevent readmission based on caregiver knowledge gaps.	75% of children admitted to the Pediatric Crisis Nursery will not be readmitted for hospital care.	Client Database – medical module, MetroHealth EMR	92% of children admitted to the Pediatric Crisis Nursery were not readmitted for hospital care during their stay at Providence House.	
Provide onsite Triage (well child) Exams to all children who are admitted to the Crisis Nursery or Pediatric Crisis Nursery.	90% of children who stay at Providence House will receive a Triage (well child) Exam in the Pediatric Clinic.	Client Database – medical module, MetroHealth EMR	87% of all children who came to Providence House received a Triage (well child) Exam.	 While we strive to have all children receive a well child exam, based on capacity of our Nurse Practitioner to see only 4-5 children per day, not all respite children (whose average length of stay is 4 days) were seen.

Goal: Support families through crisis

Objective: Connect them to resources, cultivate nurturing practices, and encourage responsibility

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Providence House will provide services to ensure long-term child safety and family stability.	80% of children are reunited with their parent/guardian.	Rate reunited tabulated using the Discharge of Residential Care form	98% of children were reunited with their parent/guardian <ul style="list-style-type: none"> • 99% in Crisis Nursery • 96% in Pediatric Crisis Nursery 2% were discharged to county custody <ul style="list-style-type: none"> • 4 children in Crisis Nursery • 1 child Pediatric Crisis Nursery 	

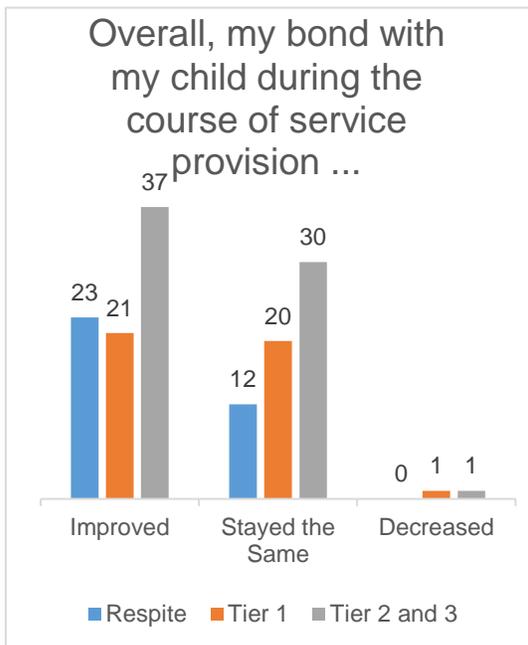
Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Participation and adherence to the Family Preservation Engagement Plan, includes visitation, case management, support sessions.	80% of families will be fully engaged in recommended services provided by Providence House.	Data tracking by family using the discharge by residential care form.	89% of families were fully engaged in services provided by Providence House <ul style="list-style-type: none"> 89% engagement in Crisis Nursery 91% engagement in Pediatric Crisis Nursery 	

Providence House family preservation services are focused on **maintaining family bonds, building nurturing parenting skills, increasing family stability,** and **decreasing trauma symptoms:**

Maintaining Family Bonds

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Twice weekly visits to maintain the bond between parent and child, including off-site and home visits.	80% of parents/guardians self-report that their bond with their child during their engagement with Providence House stayed the same or improved.	Parent self-evaluation statements administered at intake and discharge	99% of parents/guardians reported their bond with their child stayed the same or improved during their engagement with Providence House services. 44% of parents/guardians reported improved bond.	

How often are the below statements true for you? Never (1), Rarely (2), Sometimes (3), Often (4), Always (5)

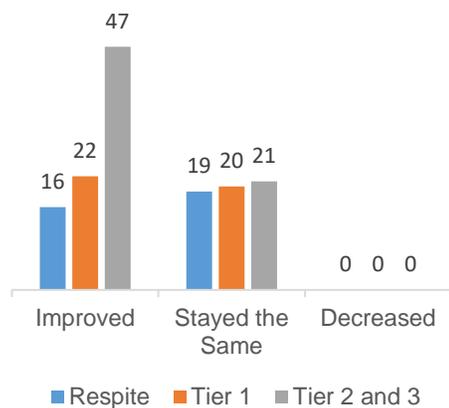


	1. When my child is upset they look to me for comfort and support.		2. I enjoy spending time with my child.		3. I notice when my child is upset.	
	Intake	Discharge	Intake	Discharge	Intake	Discharge
Respite	4.6	4.7	4.4	4.4	4.9	4.8
Tier 1	4.8	4.9	4.8	4.9	5.0	5.0
Tier 2 & 3	4.6	4.9	4.7	4.8	4.9	4.9
All Tiers	4.7	4.8	4.7	4.8	4.9	4.9

Building Nurturing Parenting Skills

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
KIPS observations and weekly parent support sessions, including individualized sessions with hands-on activities and group parent education.	80% of parents/guardians who demonstrate skill gaps will participate in parent education to improve parenting behaviors.	Keys to Interactive Parenting Scale (KIPS) – an evidenced-based tool that reliably assesses the quality of parenting behaviors during free play with a young child	100% of parents/guardians demonstrating skill gaps received individualized parent education sessions. 44 parents/guardians received KIPS, of those 8 parents/guardians indicated areas needing improvement.	
	50% of Tier 2 and 3 parents/guardians will feel their parenting skills have improved during their engagement with Providence House.	Parent self-evaluation statements administered at intake and discharge	69% of Tier 2 and 3 families felt their parenting skills had improved.	
Parents with children in the Pediatric Crisis Nursery receive medical skills training sessions to ensure parents are informed, capable, and able to fulfill their child's ongoing medical needs following discharge.	85% of parents/guardians self-report confidence in caring for their child's medical needs and feel proficient in their skills.	Parent satisfaction survey administered at discharge	99% of parents/guardians agreed or strongly agreed that they had confidence in caring for their child's medical needs and feel proficient in their skills.	

Overall, the quality of my parenting skills during the course of service provision...



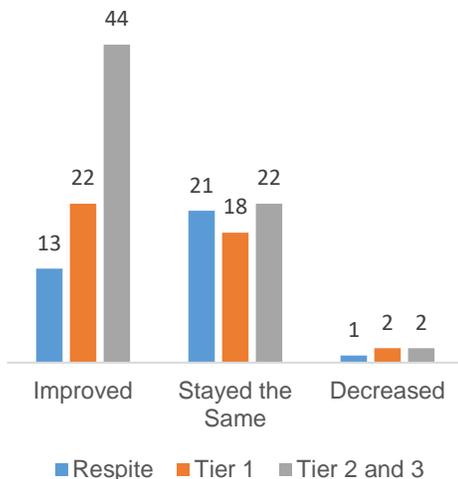
How often are the below statements true for you? Never (1), Rarely (2), Sometimes (3), Often (4), Always (5)

	4. I am able to create limits and follow through with consequences to encourage my child's learning.		5. I can remain calm when responding to my child.		6. I am aware of skills that I want to continue to learn as a parent.	
	Intake	Discharge	Intake	Discharge	Intake	Discharge
Respite	3.7	3.9	3.5	3.7	4.4	4.5
Tier 1	4.2	4.2	4.4	4.4	4.7	4.8
Tier 2 & 3	3.9	4.2	4.0	4.3	4.7	4.8
All Tiers	4.0	4.1	4.0	4.2	4.6	4.7

Increasing Family Stability

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Tier 2 and 3 families receive weekly case management sessions including service and discharge planning.	80% of these parents/guardians will feel their family stability increased during their engagement with Providence House.	Parent self-evaluation statements administered at intake and discharge.	65% of parents/guardians felt their family stability increased.	 <p>While not all parents reported their stability increased (question 17), they did self-report increases in several stability indicators such as income, social supports, and housing (questions 7-9).</p>
Voluntary bi-monthly Aftercare Program offered to all program engaged families. Families meet with a social worker for ongoing support and to continue to connect families to resources for long-term stability.	75% of program eligible families will enroll in the Aftercare Program.	Data tracking by family using Access and Excel databases	100% of program eligible families enrolled in the Aftercare Program. 60 families have participated in the program year to date.	
Social workers and parents identify unmet needs and community services the parent would like to receive. Social workers refer the family to agencies for ongoing support.	90% of parents/guardians who need additional services will receive a referral.	Data tracking by family using Excel database	100% of parents/guardians who needed additional services received a referral. A total of 226 referrals were made for adults.	

Overall, my stability during the course of service provision...



How often are the below statements true for you? Never (1), Rarely (2), Sometimes (3), Often (4), Always (5)

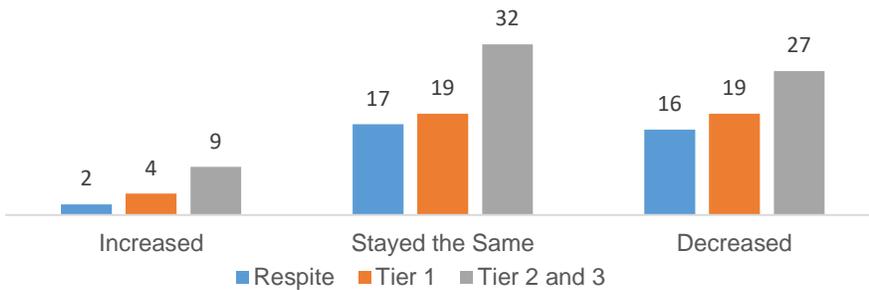
	7. I have income and/or benefits to meet my family's basic needs.		8. I have friends, family and/or community supports that I can depend on.		9. I have a safe place for my family to stay.	
	Intake	Discharge	Intake	Discharge	Intake	Discharge
Respite	4.0	3.9	3.3	3.3	4.8	4.6
Tier 1	3.9	4.2	3.3	3.5	4.6	4.9
Tier 2 & 3	3.8	4.2	3.3	3.8	3.9	4.7
All Tiers	3.9	4.1	3.3	3.6	4.3	4.7

	Intake	Discharge	% difference
Income (All Tiers)	\$762.80	\$901.85	18%
Income (Tiers 2 and 3)	\$696.30	\$961.39	38%
# of families with no income	41	29	-29%
# of adults with FT or PT employment (All Tiers)	39	53	36%
# of adults with FT or PT employment (Tiers 2 and 3)	28	42	50%
# of families in own house/ apartment (All Tiers)	97	107	10%
# of families in own house/apartment (Tiers 2 and 3)	34	42	24%

Decreasing Trauma Symptoms

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Complete trauma screenings for all parents when possible, assess all clients who indicate a trauma history and current symptoms, and provide referrals and age-appropriate trauma counseling for clients indicating significant impairment on their assessment.	80% of adults whose screenings indicate trauma and aren't linked will receive assessments, referrals, or psychoeducation.	Providence House Screening Tool and Trauma Symptom Inventory 2 (Adult Trauma Assessment)	100% received an assessment, referral, and/or psychoeducation. 46 parents received screenings, of those 45 screenings indicated trauma symptoms, 7 of the adults were already linked to trauma services in the community.	
	50% of Tier 2 and 3 parents/guardians will report that their trauma symptoms have decreased during the course of service provision.	Parent self-evaluation statements administered at intake and discharge	40% of Tier 2 and 3 families felt trauma symptoms decreased.	 While this did not hit our target goal, parents reported experiencing specific trauma symptoms less frequently (questions 10-14)

Overall, my trauma symptoms during the course of service provision...



In the last month, how often have you: Never (1), Rarely (2), Sometimes (3), Often (4), Always (5)

	10. Felt depressed?		11. Become easily annoyed or irritable?		12. Been worried most or all of the time?		13. Avoided thoughts or feelings related to a painful situation?		14. Been constantly on guard, watchful, or easily startled?	
	Intake	Discharge	Intake	Discharge	Intake	Discharge	Intake	Discharge	Intake	Discharge
Respite	3.8	3.3	3.6	3.4	3.6	3.3	3.1	3.1	3.4	3.2
Tier 1	3.4	3.2	3.3	3.1	3.7	3.3	3.2	3.1	2.7	2.5
Tier 2 & 3	3.7	3.0	3.4	2.9	3.8	3.3	3.3	3.1	3.1	2.8
All Tiers	3.6	3.1	3.4	3.1	3.7	3.3	3.2	3.1	3.0	2.8

Goal: Strengthen communities to end child abuse and neglect

Objective: Advocate for underserved families and demonstrate the lasting impact of prevention

Activities	Intended Outcome	Measurement Used	Achievement	Outcome Met?
Outreach to 24 community agencies annually (2 per month) that could make referrals to Providence House for service.	Increased awareness of Providence House services through 2 outreach meetings each month.	Excel Outreach Tracker Spreadsheet	31 outreach visits were completed (an average of 2-3 per month).	
Speaking engagements, conference presentations, agency fairs, onsite visits and other outreach events to promote the prevention of child maltreatment.	Increased awareness of Providence House services through 22 outreach meetings each month.	Data tracked on Excel spreadsheet	301 outreach visits were completed (an average of 25 per month).	
Provide competency based trainings onsite for staff and volunteers regarding health and safety, non-threatening behavior (de-escalation), child development, trauma-informed care, and cultural competency. Communicate off-site opportunities.	100% of staff and volunteers participate in competency based trainings and demonstrate knowledge through post-training assessments.	Participant knowledge assessment completed after each topic is covered in training	100% of staff and volunteers demonstrated competency through knowledge assessments. 81 trainings were provided.	

Highlighted from New Providence House Programs

Emergency Placement Program

Beginning in April 2019, Providence House supported 17 children with 71 nights of care through our new partnership with the Cuyahoga County Division of Child and Family Services this past fiscal year to provide shelter and services for up to 14 days for children taken into emergency custody with no family or foster home placement immediately available. DCFS staff report their level of satisfaction with the Providence House program in the following areas.

- The child(ren) were provided with a safe, homelike environment while at Providence House: Strongly Agree 73%; Agree 27% = 100%
- The child(ren)'s daily care and medical needs were provided for while at Providence House: Strongly Agree 73%; Agree 27% = 100%
- Staff at Providence House was professional and supportive in their interactions with me: Strongly Agree 91%; Agree 9% = 100%
- Providence House was responsive to the agency's needs and provided appropriate services to the family: Strongly Agree 91%; Agree 9% = 100%
- Overall, my experience at Providence House was positive: Strongly Agree 82%; Agree 18% = 100%

Community Education and Resiliency Program

In April 2019 we launched our new Community Education and Resiliency Program to bring our family preservation services into the community a youth-focused partner sites to support parents seeking family stability. We served our first cohort of three families from the Boys and Girls Club of Cleveland, and began serving our second cohort of grandparents at Fairhill Partners with individualized case management and group parent education. Additional sites have been added for FY 19-20. Here is a summary of the results from the first cohort*:

How often are the below statements true for you? Never (1), Rarely (2), Sometimes (3), Often (4), Always (5)	All Intake Averages	All Discharge Averages
1. When a situation or person is unsafe, I take steps to protect my family and myself.	4.0	5.0
2. I manage my emotions in a healthy way.	4.3	4.7
3. I take time to acknowledge the losses I have experienced	3.3	4.3
4. I feel hopeful when I think about the future	5.0	5.0
5. I have income and/or benefits to meet my family's basic needs.	3.7	4.3
6. I have friends, family and/or community supports that I can depend on.	4.0	4.3

*the second cohort we are currently serving has already begun exhibiting successful outcomes, which we will be glad to share in their entirety once this round is completed.

Community Education and Resiliency Program Success Story

One of our program participants had been living at Fairhill Partners for the past few years with his two teenage grandsons after becoming homeless. He expressed that through the Community Education and Resiliency Program, he wanted to learn new parenting skills and ideas to better support his grandsons and unify his family. This participant shared that having custody of his grandsons is what helped him become sober, which he has been for the past three and a half years. He shared that when his only daughter, and mother of his grandsons, was growing up, he was incarcerated for eight of those fundamental years. He said that he looked at the opportunity to raise his grandsons as his second chance at being a parent.

Throughout the course of the program, this participant was able to learn new skills, process experiences from his past, and focus on being the best parent for his grandsons. He completed a trauma screening for himself and for his grandsons that indicated the entire family had experienced trauma including abuse, domestic violence, substance abuse, homelessness, and incarceration and they were continuously impacted by that trauma exposure. This participant received education on understanding how trauma is different from grief and loss and has a new understanding of how this has impacted his self-worth and how he can form a deeper connection with his grandsons by understanding what they have also been through. He gained skills that have helped him stay composed and assertive while parenting, while still demonstrating empathy and love to his grandchildren. Providence House also helped him connect to counseling and support groups in the community that will help him focus on his mental health. His grandsons are linked to counseling services through their schools, and this participant has become more engaged with their counselors and teachers.

Along with other members of his cohort, this participant has requested a second series of the Community Education and Resiliency Program at Fairhill Partners to continue learning and practicing his parenting skills and to receive ongoing support and encouragement.

For all families that participated, they reported:

- I felt supported by staff during this program: Strongly Agree 100%
- I would recommend this program to other parents: Strongly Agree 100%
- I would attend a second series of this programming: Strongly Agree 100%

Vision 40 Update

5,000 By 40 and Program Innovation

- **East Side Expansion** – For nearly 40 years, Providence House has given hope to over 8,000 children and families on our West Side Campus. Now it's time to bring hope East. Last year, 418 infants and children were waitlisted or unserved due to our limited space. 70% of those children are from the near East Side alone. To meet this growing need, Providence House has launched our *Giving Hope for the PHuture Campaign*. This includes the construction of a 20-bed Crisis Nursery in the Buckeye-Shaker Neighborhood on Cleveland's East Side. Our services in the Buckeye/Shaker and surrounding neighborhoods will help strengthen these communities by providing a much needed resource for children and families who, up until this point, have been left without a safety net.
- **Parent Supports** –In an effort to better serve and accommodate the needs of our parents and caregivers, we have altered our Aftercare Program to a full 12-month program that is open to all families who have used our crisis nursery program regardless of level of engagement in our services.

Our Findings

Providence House partnered with The Partnership for Program Evaluation and Research Implementation (PERI), a high quality program evaluation resource for health and human services organizations. The PERI external evaluation completed by researchers from the Begun Center at Case Western Reserve University showed Providence House clients are more likely to be enrolled in school, employed, and have their own house/apartment after using our services.

Educational Engagement

30%

increase in child educational enrollment.

Employment Attainment

73%

improvement in the number of clients who are employed.

Housing Stability

16%

increase in families living in their own house or apartment.

Healthcare Access

80%

of children served received a checkup at Providence House.

13%

of Pediatric Crisis Nursery children were reconnected to medical support services and care coordination.

- After working with PERI, we will shift our focus to completing a second external evaluation to further prove the enduring impact of Providence House services beyond the reduced foster care engagement seen in the evaluation published in 2016 in Children and Youth Services Review (Vol. 61). We are also seeking to partner with and leverage current community data systems to demonstrate the long-term effect on our model.
- Providence House is pursuing certification as an Evidence Based Practice through the California Clearing House and has filed to be listed as a Promising Practice while we move through the final requirements for full EBP certification. While we do utilize nearly 20 evidence-based programs or curricula in our service model, it is our goal to have our program's entire holistic delivery model receive EBP standards.

Every Child Ohio/US and Government Relations Strategies

- In recent years, numerous inquiries for consultation to adopt the Providence House model have been received from crisis nurseries and interested parties across the United States. In 2018, Providence House received the funding to begin the development and launch of a consulting model that would disseminate our Crisis Nursery program across the U.S. Since this time, Congress passed the Family First Prevention Services Act to create systemic change nationally in the prevention of foster care and encourage preservation of families through services like crisis nurseries. This has elevated the importance and urgency of making our consulting services as accessible as possible to new and existing crisis nurseries. In the discovery phase to determine our consulting approach, we found our target market has a wide range of individuals desiring a start-up, current programs striving to improve, and public systems who recognize the need for a crisis nursery in their community. We are now moving into the next phase of developing specific tools and resources to be delivered through a digital learning platform, as well as an online community of startup founders, early stage crisis nurseries, and existing crisis nurseries who want to learn and collaborate for future growth and impact.
- **State Legislative Efforts** – Our legislative strategies include refining existing Crisis Care Facility regulations to better align to operating and program services as well as leverage volunteer support more effectively in child/staff ratio requirements. Our staff will also review whether our Pediatric Crisis Nursery should have a separate license from our traditional Crisis Nursery, as well as determine if additional program-related modification to existing licensing standards can be included to ensure fidelity to the service model as other nurseries are seeking licensure in Ohio. We are also convening with a group of local child welfare agencies to develop and share a continuum of care model as a recommended service array to inform Ohio's framework of services in response to the Family First Preservation Services Act passed by Congress in 2018. Providence House and other Ohio Crisis Nurseries are advocating for increased crisis nursery funding for all Ohio crisis nurseries and to have Providence House included in the next state capital budget to support expanding the Providence House campus to accommodate the increased need for services.
- **Local Government Relations Efforts** – Providence House is convening a committee of our Board, Legacy Council, and Young Professionals Group to help build and strengthen our relationships with County and City elected and public officials. Our goal is to increase our outreach efforts through elected officials who have families in their wards/districts who may benefit from our services, and continue to strengthen the agency's financial sustainability by increasing government funding through contracted services.

Accreditation

- Providence House was awarded CARF Accreditation in March 2016 and we received our third year seal of annual conformance this year. In November 2017, we received our Behavioral Health Certification for Behavioral Health Counselling & Therapy, Mental Health Assessment, Community Psychiatric Supportive Treatment (CPST) through the Ohio Mental Health and Addiction Services Board. In June 2018, we received four-year certification as an Ohio Medicaid Provider Type 84 – Behavioral Health. Providence House is in the process of finalizing contracts with all the Ohio Managed Care Organizations. We have obtained all necessary provider numbers to be able to bill for Medicaid.

Transparency & Accountability

- Providence House is ranked as a GuideStar Platinum, Charity Navigator 4-Star, and GreatNonprofits Top-Rated nonprofit, the highest rating possible from these nonprofit monitoring organizations.

Awards & Achievements

- 2019 “Notable Woman in Nonprofits” by Crain’s Cleveland Business – Natalie Leek-Nelson, Providence House CEO and President
- 2019 HR “Rising Star” Finalist by Crain’s Cleveland Business – Amanda Sipes, Providence House HR Manager
- 2019 Nonprofit Times Top 50 Nonprofits to Work For Awardee
- 2019 U.S. Children’s Bureau Champion for Preventing Child Maltreatment
- 2019 ARCH National Respite Network Awardee for Innovation and Excellence in Respite Services
- 2018 Alumni Association of the Jack Joseph and Morton Mandel School of Applied Social Sciences at Case Western Reserve University Early Career Success Award – Ashley Stock, Providence House Director of Programming & Clinical Operations
- 2018 “Progressive Woman” by Smart Business Magazine – Natalie Leek-Nelson, Providence House CEO and President
- 2017 Carolyn Grossman Award Finalist – Ashley Stock, Providence House Director of Programming & Clinical Operations
- 2017 Inner City Saints Award Finalist – Ashley Stock, Providence House Director of Programming & Clinical Operations
- 2017 Drucker Prize for Innovation Semi-finalist

Partnering in the community to build strength, share talent, and expand our network

Providence House has MOUs with Applewood Centers, Boys and Girls Club of Cleveland, Bright Beginnings, CHN Housing Partners, Cleveland Rape Crisis Center, Cuyahoga Metropolitan Housing Authority, Domestic Violence and Child Advocacy Center, EDEN Inc, Family Promise of Greater Cleveland, Hitchcock Center for Women, May Dugan Center, Merrick House, MetroHealth Medical Center, Ohio Guidestone, Recovery Resources, Spanish American Committee, St. Ignatius Arrupe Neighborhood Partnership, St. Ignatius Head Start, Starting Point, Thea Bowman Center, UH Rainbow Babies and Children’s Hospital, Visiting Nurse Association, West Side Catholic Center, Westside Community House, Women’s Recovery Center, and the YWCA.

Last year we partnered with 116 agencies and service providers including:

- 62 agencies who inquired about our crisis nursery services for their clients
- 74 agencies that Providence House social workers connected children and parents to
- 11 agencies that Providence House social workers connected parents in Aftercare to
- 19 agencies who referred families to our Community Referral program

We are also an active member on nearly 20 taskforces and partnerships to address community needs including the Cleveland Regional Perinatal Network, Collaborative to End Human Trafficking, Cuyahoga County Defending Childhood Initiative, Cuyahoga County Invest in Children Advisory Committee, Early Ages Healthy Stages, First Year Cleveland Infant Mortality Initiative, Lutheran Hospital Community Advisory Council, Ohio City Nonprofit Dialogues, Ohio City Human Services Dialogues, Ohio Institute for Equity in Birth Outcomes, Slavic Village P-16, United Way Council of Agency Executives, WFRN (West Family Resource Network), WFRN Referral Inc., and Women and Family Homeless Providers Meeting.

Providence House is a member of Greater Cleveland Community Shares, United Way of Greater Cleveland, Ohio Association of Nonprofit Organizations (OANO), Business Volunteers Unlimited (BVU) Center for Nonprofit Excellence, and ARCH National Lifespan Respite Coalition.

Closing Comments

This past year was by far the busiest and most visionary in the 38-year history of Providence House and we could not have accomplished this without the support of our partners in the community, like you. As we look to the future, the support we receive for our services and continuing expansion is critical to our work to help the increasing number of children and families reaching out to us each year. We are extremely grateful for your partnership and we hope that you will continue to offer your support as we **protect at-risk children and support families through crisis, strengthening communities to end child abuse and neglect.**