AISD School Based Family Resource Centers
Austin Voices for Education and Youth
Annual Report for School Year 2021-22

Burnet, Dobie, Martin, Mendez, and Webb Middle Schools, Navarro High School & AVEY Call Center

AVEY FRCs support Cook & Wooldridge ES in the Navarro Vertical Team; Barrington, Brown, Graham, Hart, Pickle, Walnut Creek and Winn ES and Northeast ECHS in the Northeast Vertical Team; and Barbara Jordan ES and LBJ ECHS in the LBJ Vertical Team

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City of Austin, Travis County, AISD, and Austin Voices for Education and Youth

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Susan Millea, Ph.D.
Community School Model

• **Family Resource Centers** are part of a research-based, comprehensive school improvement framework called *community schools* that aim to:
  — Reduce barriers to learning
  — Increase opportunities for students and families
  — Improve conditions for learning

• Community School strategies include:
  — Service and Partner Coordination at the campus level
  — Shared planning with school staff, parents, students, and community
  — After school and summer programs
  — Early childhood programs
  — Wraparound supports for students and families through FRCs
  — Family and community engagement including adult education
Family Resource Centers

• Serve vulnerable populations by neighborhood across Austin’s “crescent of opportunity,” within AISD targeting:
  – Physical and Mental Health
  – Basic Needs: food security/nutrition, clothing
  – Housing, rent and utility assistance
  – Legal/immigration
  – Economic opportunity, employment and affordability
  – Youth and adult education

• Support and link with AISD, City, County and Community Partner services
Family Resource Centers

- AVEY FRCs are located at Burnet, Dobie, Martin, Mendez, Webb MS and Navarro ECHS
- AVEY FRCs support Cook & Wooldridge ES and Navarro GPA in the Navarro Vertical Team; Barrington, Brown, Graham, Hart, Pickle, Walnut Creek and Winn ES and Northeast ECHS in the Northeast Vertical Team and Barbara Jordan ES in the LBJ Vertical Team
- AVEY continued the AVEY Call Center as a virtual FRC for navigation and direct services
- FRCs stabilize families in transition and crisis where they live to increase family stability, reduce student mobility and improve student outcomes
- Wrap-around service delivery model includes:
  - Outreach and Family/Community Engagement Events
  - Family Need Surveys
  - Adult Learning Classes and Workshops
  - Responsive Services (examples: food pantries, clothing, SNAP/Medicaid benefits enrollment) based on family-identified need
  - Family Case Management (including emancipated students in high schools)
Funding for the 8 Sites Served by Austin Voices (AVEY)
2021-22 Cost for 6 MS/HS FRCs: $1,025,142 (Avg $170,857)

Notes
1) AVEY has taken over support of Navarro FRC funding with end of federal FSCS grant on 9/30/20.
2) AVEY received $30,800 additional from AISD for data/admin/training support for Northeast/LBJ FRCs.
2021-22 Pandemic Response Grants

- Health Resources and Services Administration (HRSA) - Local Community-Based Workforce to Increase COVID-19 Vaccine Access - to establish, expand and sustain a community outreach workforce (Promotoras/Community Health Workers) to educate and assist individuals in accessing and receiving COVID-19 vaccinations

- Austin Public Health - Reach In, Reach Out and Vaccinate - to implement place-based outreach & COVID-19 vaccination for populations of focus in the Austin area

- Central Texas Food Bank - Network Capacity Building Grant for food distributions

- Texas Department of Family & Protective Services (DFPS) & SAFE Strong Start - to develop and implement innovative SAFE early childhood family strengthening strategies in partnership with AVEY’s Dobie and Webb Family Resource Centers

- City of Austin/SAFE Alliance - Violence Against Women Prevention Grant for family case management through the Burnet & Navarro FRCs

- United Way for Greater Austin - Community Investment Grant for adult education
FRC Staffing & Activities

• AVEY Staffing for FRCs:
  - Burnet, Dobie, Webb & Navarro FRCs have a bilingual Social Worker, Director and administrative support
  - Martin and Mendez FRCs each have a bilingual Social Worker
  - Navarro and Northeast VTs each have a Community School Coordinator

• AVEY’s Call Center is staffed with a Director, Social Worker and admin

• AISD contracts with AVEY to support alignment and provide services to support FRCs in Northeast and LBJ Early College High Schools (where social workers were AISD employees and whose positions were cut by AISD during SY 2021-22)
Parent Engagement and Staffing

- August 2020 (Pandemic)- AVEY started the Community Block Leader Training Program with weekly virtual meetings by Zoom, continuing with 120 parent leaders who are doing community organizing and communicating with family, friends and neighbors to assess needs and provide information about resources, programs, events and opportunities

- August 2021, AVEY received a $1 million federal HRSA (Health Resources & Services Administration) grant to build a coalition of 6 partners and to hire and train 40 Community Health Outreach Workers (Promotoras) to provide outreach, education and support to get Austin residents COVID-19 vaccinated

- January 2022 - Community Block Leaders supported AVEY’s community school planning efforts, festivals, events, PTAs and teacher appreciation events in schools

- January 2022 - AVEY trained Promotoras for the AVEY COVID-19 Hotline to do outreach calls to families enrolled in AVEY’s database and answer incoming calls to provide information about COVID vaccination and testing sites, basic needs resources, and make referrals to the AVEY Call Center and 2-1-1 for those with additional needs
Community Block Leaders & Promotoras
Community School Partnerships, Community Engagement & Planning

• FRCs hosted monthly Community School Alliance partner meetings to promote community collaboration, event planning and integration of partner services to support students and families through direct services, resource fairs and adult education.

• FRCs hosted Community School Planning dinners at Burnet, Dobie, Martin and Webb MS to engage students, parents, staff and community members in planning ways to improve the school.

• FRCs hosted large community school events that drew over 7,500 people at HopeFest and KidsFest (Northeast VT); STEAMFest (Eastside VT); Burnet Holiday Fair, Burnet Fiesta & Navarro Futbol Rapido (Navarro VT) and smaller school-based events.
Family & Community Engagement

Community School festivals, parades, planning dinners & focus groups
SY 2021-22 Adult Education and Socially-Distanced Family Engagement

Participation and outcomes from family engagement efforts:

• 333 unduplicated adults attended multi-session Classes/Groups such as AISD ESL, Plaza Comunitarias, computer literacy, Promotora Training and parenting classes; 85% attended at least half of offered sessions

• 81 unduplicated youth and children attended multi-session Classes/Groups (SAFE, Phoenix House Strengthening Families & HEB Family Camp) with their parents

• 216 unduplicated adults attended single-session workshops provided by AVEY and community partners (financial literacy, parenting, Community Block Leader meetings)

• 4,689 total unduplicated participants of all ages (2918 families) attended classes, workshops and events (under-reported, from both Attendance and Engagement TPs)

• 25,364 total class and engagement hours (from both Attendance and Engagement TPs)
Removing non-academic barriers to learning:
Understanding and responding
to family needs during the pandemic
SY 2021-22
SY 2021-22 COVID-19 Pandemic Response

• On March 13, 2020, schools and FRCs closed due to COVID-19. AVEY staff shifted to a virtual service delivery model to expand capacity to serve the increased number of families in need during the pandemic.
• This virtual service delivery model continued through SY 2020-21
• In SY 2021-22, as school reopened, AVEY transitioned back to providing in-person services while continuing to do some of the virtual pandemic processes:
  • Needs assessment processes:
    • Family Needs Surveys were sent home in paper form through 18 schools
    • COVID-19 consents were completed verbally with clients using process reviewed and approved by AISD
    • Rapid Response Needs Assessments (using 3-Tiered algorithm) were completed by phone through the FRCs, AVEY Call Center and new AVEY COVID-19 Hotline
    • Case Management Matrix Assessment was used by social workers
  • Models for service delivery:
    • Responsive Services by FRCs, Call Center & COVID Hotline (Tier 1 & 2 family needs)
    • Case Management (Tier 3 family needs by social workers in FRCs and Call Center)
    • Drive-Thru Responsive Services for distribution of basic needs such as food, household supplies, school supplies, coats, PPE, box fans, diapers, books, etc.
SY 2021-22 AVEY’s Drive-Thru Central Texas Food Bank food & BookSpring book distributions

10,230 families received food in 39 distribution events

27,573 gently used books distributed to families
Community Partnerships for Family Support

• **Austin Energy Plus 1 Program, Travis County Rent Assistance & AVEY gift cards** - 540 families received a total of $392,424 (average of $726 per family) in direct financial assistance for utilities, rent or other basic needs.

• **Coats for Kids** - 2,830 coats were distributed through 12 schools

• **Bookspring and First Book** - 27,573 new and used age-appropriate books were distributed to children, youth & adults through food distributions and events

• **Celebration Church** - 400 families in 14 schools received Thanksgiving meals

• **Family Eldercare** - 500 box fans were provided to families during the summer heat

• **Blue Cross Blue Shield, Gaspedal, Austin FC, Celebration Church and Austin Chinese Church** - 2750 students received backpacks with school supplies

• **Austin Police Department Blue Santa** - 1,000+ families received holiday assistance

• **Superior Health Plan, Austin Diaper Bank and local churches** - hundreds of families received diapers, feminine hygiene supplies and personal hygiene items

• **100 Bikes for Kids** - 112 bicycles were donated at AVEY festivals and resource fairs
Direct Financial Assistance for Families

Financial assistance was provided through FRC Case Management:
• **540 households** served
• **2,061 family members** served
• AISD students who benefited (chart):
  • Total of **1,032 AISD students** in **62 AISD schools**
  • 799 (78%) students in AVEY’s 18 target schools
  • 233 (12%) students in 44 other AISD schools
• Total direct financial assistance provided = **$392,424**, average of **$726** per family
Describing the Families Served by AVEY FRCs

(Gender: Female 57%, Male 43%, Transgender .6%, Unknown .6%)

Total Unduplicated Participants: 18,199
<1% increase over prior year

Total Families Served: 6,863
1% Increase over prior year

Campus Free/Reduced Lunch rates reflect that the majority of families have income ≤ 185% federal poverty level.

All Family Resource Centers have English/Spanish bilingual staff.
Describing the Families Served by AVEY FRCs

(Gender: Female 57%, Male 43%, Transgender .6%, Unknown .6%)

Total Participants: 18,199

Language of Preference (Adult Participants)

>80% of respondents were Spanish speaking or bilingual in English/Spanish
Describing the Families Served by AVEY FRCs

6,363 Students in Families Served

Although both the count of families and of total persons served increased slightly over the prior year, the count of students decreased by 258 students and follows a decline of nearly 1000 students the prior year. There were more community members being served with pandemic response services.

Of 6,363 Enrolled Students Served:

- 6,067 are AISD Students, attending 107 campuses
  - 91% of all students served by AVEY are enrolled in AISD
  - 1,673 attend the 5 Middle Schools sites with FRCs (Burnet, Dobie, Martin, Mendez, Webb)
  - 707 attend Navarro High School
  - 453 attend Cook and Wooldridge Elementary Schools
  - 3,325 attend all other AISD schools
- 459 students served by AVEY, not enrolled in AISD
  - 221 enrolled in Charter School
  - 232 enrolled in another Public ISD
  - 6 enrolled in Private/Parochial School
- 9 students enrolled in post-secondary education

- 12 students had completed HS/GED
- 99 school-aged persons were identified by the family as having withdrawn/dropped out, this is an increase of 64 over the prior year.
School Based Family Resource Centers (FRCs)
SY 2021-22 Sites: Burnet, Dobie, Martin, Mendez, Webb MS, Navarro HS, Call Center/Virtual FRC
(FRCs also served families from Cook & Wooldridge ES in the Navarro VT; Barrington, Brown, Graham, Hart, Pickle, Walnut Creek, Winn ES & Northeast ECHS in the Northeast VT; and Barbara Jordan ES & LBJ in the LBJ VT)

Families Served

• 6,863 Unique Families Served
  • 18,199 Unique Persons
  • 6,363 Unique Students; 6,067 in AISD
• 1,497 Family Needs Surveys completed across 8 AVEY campuses
  • 10% reduction in needs surveys from prior year was due to pandemic impact
• 10,819 Unique Service Encounters, 6.9% increase over prior year
  • 22,028 Services Provided, 33.8% increase over prior year

Services Provided to Families, by Type

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Health</td>
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<tr>
<td>Basic Needs</td>
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<tr>
<td>Child Education</td>
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<td>Housing</td>
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<td>Employment</td>
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<tr>
<td>Safety</td>
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SY 2021-22 Family Resource Center Services by Type, N=22,028
Many of the families served by FRCs lack access to digital devices, internet access, and the skills to use the technology, exacerbating disparities in access to education, health care, and social services.

Despite exceptional efforts by AISD and community partners to address these challenges, they persist.
SY 2021-22 Family Needs Surveys
Family-identified Health Concerns

**SY 2021-22 Child Health Insurance Status, by Type, N=1,480**

- Child Medicaid: 1,000
- MAP: 500
- None: 300
- CHIP: 200
- Private Insurance: 100
- Sliding Fee Scale: 50
- Obamacare/ACA: 0

**Child Health Insurance**
N=1,480

**SY 2021-22 Family-identified Health Issues and Health Information Seeking, N=1,497 Surveys**

- Uninsured/Adult: 500
- High Blood Sugar: 200
- Asthma: 100
- Pregnancy: 100
- Teen Parent: 100
- Info Dental: 50
- Info Medical Insurance: 50
- Info COVID Vaccine: 50
- Info Telehealth: 50
- Info Counseling: 50
- Info Health Care: 50

**Health Needs**
N=861

**Health Info Requested**
N=720
54% of all family needs identified were for basic needs
Case Management Outcomes, SY 2021-22

Case management is the most intensive level of service offered by FRC Social Workers. The Family Developmental Matrix, normally a key tool providing a pre/post metric of case management outcomes was not used in SY 2020-21 due to the pandemic response. During the pandemic when schools were closed, the case management model changed to one of rapid assessment and response with a focus on meeting basic needs for those in crisis.

In SY 2021-22 as campuses re-opened, the traditional case management model was re-established. During this school year 441 persons completed the initial and final assessments.

The following slides reflect the change in status of case managed families over the course of the school year. NOTE: 70% of adults in case management lack a high school diploma or GED. Understanding the education status of adults provides important context for understanding their economic, health, and social needs.
Knowledge/Access to Resources
SY 2021-22, N=441

IMPACT: 209 families (75%) of those initially in crisis/at risk improved family stability AND 83% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: I do not know of or do not have access to resources available in my community to meet my family’s needs.

At Risk: I know of resources available in my community but have difficulty accessing them to meet my family’s needs.

Stable: I am utilizing resources available in my community to meet some of my family’s needs.

Safe/Self-Sufficient: I know how to find resources available in my community and have confidence that I can use them as my family has need.
Basic Needs: Housing  
SY 2021-22, N=441

IMPACT: 43 families (43%) of those initially in crisis/at risk improved family stability AND 86% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: My family is homeless or nearly homeless with eviction in progress.

At Risk: My family is in a temporary or transitional living situation (i.e. motel, shelter, doubled up with another family).

Stable: My family is in permanent housing that may not be adequate due to its size, location, condition, or affordability.

Safe/Self-Sufficient: My family is in permanent housing that is safe, adequate and affordable without compromising our family’s basic needs.
Basic Needs: Utilities
SY 2021-22, N=441

IMPACT: 157 families (60%) of those initially in crisis/at risk improved family stability
AND 75% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: My utilities are off or about to be disconnected.

At Risk: I am making irregular utility payments or have utility service that is not under my name.

Stable: I am maintaining regular utility service without interruption in services, with assistance.

Safe/Self-Sufficient: I am maintaining regular utility service without interruption in services without assistance.
In Crisis: Members of my family are directly affected by unsafe conditions in the neighborhood that result in fear or threat to their physical or emotional safety.

At Risk: Members of my family are aware of unsafe conditions in the neighborhood that result in fear or threat to their physical or emotional safety.

Stable: Members of my family are aware of unsafe conditions in the neighborhood that result in fear or threat to their physical or emotional safety are taking steps (i.e. safety plan) to minimize unsafe conditions.

Safe/Self-Sufficient: My family members have no concerns about physical or emotional safety in the neighborhood.
Basic Needs: Food Supply
SY 2021-22, N=41

IMPACT: 98 families (47%) of those initially in crisis/at risk improved family stability AND 74% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: My family does not have an adequate food supply.

At Risk: My family has a limited food supply and depends on emergency resources (i.e. Food Pantry).

Stable: My family has an adequate food supply but relies on regular assistance (i.e. SNAP, WIC).

Safe/Self-Sufficient: My family has an adequate food supply without relying on any food assistance.
Basic Needs: Nutrition
SY 2021-22, N=441

IMPACT: 99 families (63%) of those initially in crisis/at risk improved family stability AND 86% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: I am rarely able to provide food for my family that includes fresh fruit, vegetables and protein.

At Risk: I am sometimes able to provide food for my family that includes fresh fruit, vegetables and protein.

Stable: I am usually able to provide food for my family that includes fresh fruit, vegetables and protein.

Safe/Self-Sufficient: I am always able to provide food for my family that includes fresh fruit, vegetables and protein.
Health Care Access  
SY 2021-22, N=441

**IMPACT:** 24 families (20%) of those initially in crisis/at risk improved family stability AND 76% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

**In Crisis:** Either none of my family members have health insurance, or at least one member with a significant medical need does not have health insurance. We do not have a primary care provider to access health care services.

**At Risk:** Some of my family members have health insurance but do not have a primary care provider to access health care services.

**Stable:** All children and any adults with a significant medical need have health insurance and have a primary care provider to access health care services.

**Safe/Self-Sufficient:** All of my family members have health insurance and have a primary care provider to access health care services.
Physical and Mental Health
SY 2021-22, N=441

IMPACT: 33 families (35%) of those initially in crisis/at risk improved family stability AND 85% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: I or members of my family have unstable physical or mental health issues that are currently not being treated.

At Risk: I or members of my family have unstable physical or mental health issues that are currently being treated.

Stable: I or members of my family have stable physical or mental health issues that are currently being treated.

Safe/Self-Sufficient: No one in my family has any physical or mental health issues.
Employment
SY 2021-22, N=441

IMPACT: 60 families (21%) of those initially in crisis/at risk improved family stability
AND 46% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: Members of my family are unemployed and are not able to find employment.

At Risk: Members of my family have temporary or part-time employment and require assistance to find employment and develop new job skills.

Stable: Members of my family are full-time employed but income is inadequate to cover necessary family expenses, and we are taking steps to improve job skills or increase wages.

Safe/Self-Sufficient: At least one member of my family is full-time employed at a living wage that covers necessary family expenses.

NOTE: This slide helps describe the employment status of the adults served by the FRCs.
In Crisis: My family does not have adequate income or assistance to meet our most basic needs (i.e. food, shelter, transportation).

At Risk: My family has adequate income and assistance to meet our basic needs most of the time.

Stable: My family has adequate income and assistance to meet our living expenses and basic needs most of the time.

Safe/Self-Sufficient: My family has adequate income for our living expenses and basic needs without assistance (except health insurance).
70% of adults in case management lack a high school diploma or GED. Understanding the education status of adults provides important context for understanding their economic, health, and social needs.

**In Crisis:** I do not have my GED or high school diploma and am not currently enrolled in education/training classes or programs.

**At Risk:** I do not have my GED or high school diploma and am currently enrolled in education/training classes or programs.

**Stable:** I have a GED or high school diploma am not currently enrolled in post-secondary education/training classes or programs.

**Safe/Self-Sufficient:** I have a GED or high school diploma and am currently enrolled in post-secondary education/training classes or programs.
Family Legal Issues
SY 2021-22, N=441

IMPACT: 13 families (34%) of those initially in crisis/at risk improved family stability AND 94% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: My family has legal issues, does not have legal assistance and we don’t know what to do to resolve them.

At Risk: My family has legal issues, is trying to manage them without legal assistance but issues are not being resolved.

Stable: My family has legal issues and has received legal assistance, and issues are being resolved.

Safe/Self-Sufficient: My family does not have legal issues, or any previous legal issues have been resolved.
Family Coping
SY 2021-22, N=441

IMPACT: 4 families (12%) of those initially in crisis/at risk improved family stability AND 93% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: Negative interactions, poor communication or problem behaviors exist in our family and we do not know how to improve them.

At Risk: Negative interactions, poor communication or problem behaviors exist in our family and we are trying to improve them.

Stable: Interactions, communication and behaviors in our family are generally good and we manage occasional problems and conflicts.

Safe/Self-Sufficient: Our family interactions, communication and behavior are generally good and growing in a positive direction.
**Parent/Child Relationship (Parenting)**  
**SY 2021-22, N=441**

**IMPACT:** 4 families (17%) of those initially in crisis/at risk improved family stability  
**AND 94% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test**

**In Crisis:** I am concerned about my relationship with my child/children and don’t know how to improve the situation.

**At Risk:** I am trying to communicate and interact with my child/children but things are not improving.

**Stable:** I have skills to communicate and interact with my child/children and things are OK but could be better.

**Safe/Self-Sufficient:** I have skills to communicate and interact with my child/children and they usually respond appropriately.
Child Behavior Risk
SY 2021-22, N=441

IMPACT: 11 families (22%) of those initially in crisis/at risk improved family stability
AND 89% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: I am concerned that my child is currently engaged in risky behavior that threatens their own or someone else’s physical, social or emotional well-being.

At Risk: I am concerned that my child is vulnerable for engaging in inappropriate or risky behavior that threatens their own or someone else's physical, social or emotional well-being.

Stable: I am concerned that my child is vulnerable for engaging in inappropriate or risky behavior that threatens their own or someone else’s physical, social or emotional well-being, but my child and I are working together to manage inappropriate or risky behavior, and we have the necessary supports to succeed.

Safe/Self-Sufficient: I am not concerned that my child is vulnerable or engaged in inappropriate or risky behavior that threatens their own or someone else’s physical or emotional well-being.
School Connectedness
SY 2021-22, N=441

IMPACT: 23 families (22%) of those initially in crisis/at risk improved family stability
AND 79% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test

In Crisis: My family does not know how to connect with my child’s school staff and we do not participate in school activities.

At Risk: My family knows how to connect with my child’s school staff but we do not participate in school activities.

Stable: My family connects with my child’s school staff when asked and we occasionally participate in school activities.

Safe/Self-Sufficient: My family takes initiative connecting with my child’s school staff and we actively participate in school activities.
In Crisis: At least one of my children has below-average performance, behavior, or attendance problems in school, or there are possible developmental delays that are not being addressed.

At Risk: At least one of my children has below-average performance, behavior, or attendance problems in school or there are possible developmental delays that are being addressed.

Stable: All of my children are performing average in school with no attendance or behavior problems and meeting age-appropriate developmental levels (those with delays are functioning at optimal level with support).

Safe/Self-Sufficient: All of my children are performing above-average in school with no attendance or behavior problems and meeting age-appropriate developmental levels.

IMPACT: 14 families (15%) of those initially in crisis/at risk improved family stability AND 79% of families Achieved or Maintained Stable or Safe/Self-Sufficient Status at Post-test.