This report represents Family Futures's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

**Family Futures**

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**Mission:**
To shape a community in which all children are supported to reach their full potential.

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1. What are we aiming to accomplish?

DIVERSITY/INCLUSION 1. Family Futures embraces the value of diversity, and will continue to broaden the diversity of staff, board, volunteers and contractors to better reflect the community. PROGRAMS AND SERVICES 2. Family Futures is recognized as a community expert and resource for programs and services that prevent child abuse and neglect of children and youth in Kent County, and that strengthen families. 3. Family Futures will maintain and grow its role as a community facilitator, leader and capacity builder. MARKETING, COMMUNITY AWARENESS, RECOGNIZED LEADERSHIP 4. Family Futures is widely recognized as an advocate for and leader in the prevention of child abuse and neglect, thereby helping to shape our community in understanding and supporting prevention. FUND DEVELOPMENT 5. Family Futures strives to create a fund development infrastructure in order to maintain and increase diverse and predictable financial support for programs and services, plus increase unrestricted revenues for additional capacity and innovation. ORGANIZATIONAL CAPACITIES 6. Family Futures will provide “leading edge” non-profit governance to fulfill its vision and mission. 7. Family Futures will manage growth in a purposeful manner. 8. Family Futures will grow and develop the capacity and competencies of staff volunteers, and where feasible, partner organizations. 9. Family Futures will enhance its organizational technology capabilities and skill sets.

2. What are our strategies for making this happen?

The work of Family Futures is carried out to positively impact the families we serve and the community we are part of, but not in a vacuum. In other words, the services and supports we provide, and the capacities we help to build, align with the community’s bigger picture about achieving better results for children and families. Each organization, agency, resident – all of us – contribute what we can to making a difference as measured by community-wide indicators of progress. We hold the accountability and responsibility to produce the best possible performance of Family Futures’ programs (measured through our performance measures). But we also hold joint accountability and responsibility with numerous other stakeholders and partners to contribute to progress on the shared community-wide indicators, and promote improved conditions for families and children in Kent County. To assess the overall success of the programs provided through Family Futures, we measure specific “headline” performance measures, looking at three types of data that can be collected and reviewed quarterly (for a few measures at six-month intervals): (1) How much did we do? (2) How well did we do it? (3) What impact did we have?

3. What are our organization's capabilities for doing this?

Family Futures is an extremely well-connected organization with support from many local organizations, a strong pool of interns and volunteers, and a well-trained staff (many of whom hold advanced degrees).

4. How will we know if we're making progress?

1. Children served in Connections: 10,108 2. Families served through Healthy Start: 331 3. Professions, students, and organizations served through MRT: 305 4. RAVE students served: 1,100

5. What have and haven't we accomplished so far?

1. From 2004-2009 there was a continuous upward trend in the enrollment of children and families. From 2nd Qtr 2009 – 2010 there was a downward trend. Family Futures’ move, staffing changes and the transition to an updated Ages and
Stages and Questionnaire all contributed to the decline in enrollment. Our major recruitment method, a welcome mailing through the birth certificate registry, was impacted by all the changes in 2009 and resulted in less timely mailings. During the first quarter of 2010, great energy was spent cleaning up the database resulting in more accurate numbers, but lower numbers. Although we enrolled over 350 children during the first quarter of 2010, we withdrew more in order to clean up the database. We now have 10 consistent criteria for enrollments and terminations and have made corrections to some data queries. One of our goals over the next two years is to double our numbers of children and families enrolled. We now know that we have accurate baseline program numbers, consistent definitions data elements, and will be able to track our progress toward reaching this goal. 2. During the first quarter of 2010, there were 1872 total ASQ scores sent to families, with 82% of them (1534) sent within the 2 week target. The total number of families provided follow up phone calls was 350 with 97% of families' first follow up phone calls occurring within the 2-week target. Only 3% of families called (12) received their first call outside of the 2-week cut-off. 3. During the first quarter of 2010, the total number of families with a low-scoring child given a referral was (14). Out of the 14 families, 5 so far have been contacted again to see if they followed through on the referral (38%). All 5 families (100%) did make use of the referral they received. 4. The total number of families that had a behavioral concern on their ASQ that received a referral was (6). Out of the 6 families, 0 have been called back again to see if they followed through with their referral. 5. We are now tracking the number of children graduating from the program at 4 – 5 years with a normal ASQ score. This will give us a measure to see how many children are graduating the program with necessary communication, motor, problem solving, and personal-social skills, ready to enter kindergarten. The # of children graduating from Connections with a normal score on the 48, 54 and 60 month ASQ was 84% (195 total, 164 with a normal score). 6. Healthy Start saw an increase in enrollment in first quarter 2010 in both components of the program. 7. During this quarter, 31% of families who terminated from Healthy Start services graduated having met 1 or more of the program's goals.