

#### Contract #1617-73010 - Amendment 5 Addendum to the First 5 El Dorado Children's Health Contract

This Amendment 5 to the Contract #1617-73010 is made by and between First 5 El Dorado and the County of El Dorado is agreed upon according to:

#### Contract #1617-73010, Section 6. Amendments.

This contract may be amended or modified only by written agreement of all the parties. Contractor agrees to provide immediate written notice to the Commission if significant changes or events occur during the term of this contract which could potentially impact the progress or outcome of the grant including, but not limited to, changes in the Contractors management personnel, loss of funding, revocation or suspension of the grant recipient's tax exempt status (if applicable) or license.

#### Modification 1

Replace Section 5, Item C: Evaluation in its entirety as follows:

C. Evaluation: Contractor agrees to collect and report data to the Commission on a semi-annual basis and agrees to monthly contract monitoring for the purposes of program planning and evaluation.

Semi-Annual Progress report, Amendment 5 (Attachment IV, Progress Report Form 1) are due in original and editable electronic copy to the Commission no later than the final Friday of the month following December 31 and June 30 of each year.

#### **Modification 2**

Replace Section 23: NOTICES in its entirety as follows:

#### 23. NOTICES

Any notices required or permitted to be given under this Agreement shall be in writing and delivered to the other Parties at the following respective addresses:

El Dorado County Office of Education, First 5 El Dorado Commission Kathleen Guerrero, Executive Director 6767 Green Valley Road, Placerville, CA 95667 Email: kguerrero@edcoe.org

El Dorado County Health and Human Services Adriana DePersia, Acting Supervising Public Health Nurse 941 Spring Street, Suite 4, Placerville, CA 95667 Email: adriana.depersia@edcgov.us



#### **Modification 3**

Replace Attachments: Attachments will be replaced in their entirety as follows:

#### ATTACHMENTS

- III. Parent Registration Form
- IV. Progress Reports: Semi-Annual (Progress Report Form 1)
- VI. Family Survey
- $\parallel$

Except as herein amended, all other parts and sections of this Contract #1617-73010 shall remain unchanged and in full force and effect.

In Witness whereof, the parties have executed this Agreement Amendment 5 to be effective starting January 1, 2021.

Approved by:

FIRST 5 EL DORADO CHILDREN AND FAMILIES COMMISSION

Commissioner

Date:

Commissioner

aflelen R Guerron Director

Director

COUNTY OF EL DORADO HEALTH AND HUMAN SERVICES AGENCY

Board of Supervisors

ATTEST: Kim Dawson Clerk of the Board of Supervisors

una Sch By: \_

Dated:

2/9/2021 Date:

Date:

#### El Dorado County [Contractor]/First 5 Registration Form

Thank you for attending today. The El Dorado County [Contractor] and First 5 El Dorado Commission want to provide the best possible programs for our clients. We are requesting the information below only to determine the number of participants and understand the demographics of the children and adults who use our programs. No identifying information such as names or birthdates will be provided to anyone outside of this program. If you do not wish to provide the information, you are still welcome to attend the events. However, if you do register, you will receive a free children's book after every 10 visits as our thanks for helping to improve our services.

#### PLEASE REGISTER THE PARENT OR LEGAL GUARDIAN:

Email Address:

NAME	DATE OF BIRTH	PRIMARY LANGUAGE	ETHN	ΙΟΙΤΥ
First:	//	<ul> <li>English</li> <li>Spanish</li> <li>Other:</li> <li>Decline to state</li> </ul>	<ul> <li>Alaska Native/American Indian</li> <li>Asian</li> <li>Black/African-American</li> <li>Hispanic/Latino</li> <li>Native Hawaiian/Pacific Islander</li> </ul>	White Two or more races Other: Decline to state

#### PLEASE REGISTER THE CHILDREN.

CHILD'S NAME	DATE OF BIRTH	PRIMARY LANGUAGE	ETHN	ΙΟΙΤΥ
First:	//	C English Spanish Other: Decline to state	<ul> <li>Alaska Native/American Indian</li> <li>Asian</li> <li>Black/African-American</li> <li>Hispanic/Latino</li> <li>Native Hawaiian/Pacific Islander</li> </ul>	White Two or more races Other:
First:	//	C English Spanish Other: Decline to state	<ul> <li>Alaska Native/American Indian</li> <li>Asian</li> <li>Black/African-American</li> <li>Hispanic/Latino</li> <li>Native Hawaiian/Pacific Islander</li> </ul>	White Two or more races Other: Decline to state

#### PLEASE ANSWER THE FOLLOWING QUESTIONS.

Do you have	medical insu	<pre>irance? (Select all that apply)</pre>	

1	(	No	(	Yes – Medi-Cal	(	Yes – Medicare	(	Yes – Employer Provided	- C.	Yes – Other	(	Decline to state
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#### Please indicate the highest level of education completed by the adults in your household?

Primary School Some High School High School Diploma/GED Some College 2-Year College Degree/Certificate 4-Year College Degree/Certificate C Post-Graduate or Professional Degree C Decline to state

#### Please describe your current housing situation (select one):

- $\widehat{}$ My family has permanent, safe, and stable housing
- Ĉ My family has housing, but I'm worried we may lose that housing soon
- C My family does not have safe/stable housing (staying with others, in a hotel, in a shelter, living outside, in a car, or a park)
- (Decline to state

#### Please indicate which ONE of the following best describes the support you have available:

- C I have a strong social support network and always have people I can go to for support.
- C I sometimes have people I can go to when I need support.
- (I rarely have people I can go to when I need support.
- $\widehat{}$ I have no one I can turn to when I need support.
- $\mathbf{C}$ Decline to state

#### Are you currently having trouble affording any of the following? (Select all that apply)

CRent or mortgage	Utilities or household	d bills 🥤 Grocerie	s or Food (	Childcare/Daycare	C	Medical expenses
C Basic household good	ls or hygiene items (	Transportation	C No, we c	an afford all of these	(	Decline to state

Would you like help with any of these needs? C No C Yes, you may contact me at:



First 5 El Dorado	o — Children's Health Prog	gram			
2020-2021 Report Period: □Mid	-Year Report (Jul-Dec) 🛛 🗆 Year-End R	eport (July-Jur	ר) All informat	ion included m	ust be YTD
Person Completing Repo	ort:	Da	ate:		
Telephone:		En	nail:		
<b>Technical Assist</b>	ance				
	ing one of the boxes below, whether tech f you checked this box, please describe l				
For Internal Use	Only				
					THE REAL PROPERTY OF
		91 - 1	-1 <b>F</b>		
Commission	S: Services Provided to Ch	Unduplicate	d Quantity of	Number of Ser	vices Provided
Objective	Activity	Contract Goal	Is Served Achievement To Date	(Dupii Contract Goal	cated) Achievement To Date
Children receive early screening and intervention for	Families are provided information about developmental screenings and community resources through calls made to the 1-833# (number of calls incoming to the #)	-		-	
developmental delays.	Families are referred to community resources through calls made to the 1-833# (number of referrals provided to families calling the 1-833 line)	-		-	



### Hub 1: Demographics of Individuals Receiving Services (Unduplicated Count)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section.

Age			Total	
Children Less Than 3 years old				
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday				
Children Age Unknown (birth – 6 <sup>th</sup> Birthday)				
Primary Caregivers				
Other Family Members				
Providers				
Total Population Served	Surger States			
Race/Ethnicity	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers
Alaska Native/American Indian				
Asian				
Black/African American				
Hispanic/Latino				
Native Hawaiian or Other Pacific Islander				
White				
Two or More Races				
Other (Specify)				
Unknown				
Decline to State				
Total			0/1 E 11	-
Primary Language	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers
English				
Spanish				
Cantonese				
Mandarin				
Vietnamese				
Korean				
Other (Specify)				
Unknown				
Decline to State				
Total				

Family Surveys Collected



#### Hub 1: Registration Data from Families Receiving Services

(\*qualifying families must include children age 0-5)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged O-5 years old that received health education and/or service navigation from any source, including 1-833#)

Do you have medical insurance? If yes, select all that apply?	No		Ye: Medi		Yes-	Medicare	Yes- Emj	oloyer	Ye Oth		Dec	ine to state
Insert number of responses for each answer here												
What is the highest level of education completed by adults in your household?	Primary School	Some H Scho		High So Diploma		Some College	2-year college/A		4-year college/BA	gra prof	Post- duate or fessional egree	Decline to state
Insert number of responses for each answer here							×					
Please describe your current housing situation (select one):		nas perman stable hous		housin	ig, but l'i	ently has n worried it housing	safe and (includi others shelter, li	d stable ing stay , in a he	not have housing ying with otel, in a utside, in a park)		Decline t	o state
Insert number of responses for each answer here												
Please indicate which ONE of the following best describes the support you have available	I have a stro support net always have can go to fo	work and e people I	pec	ometimes ople I can n I need s	go to	can go t	to when I support		ive no one l c to when l ne support		Declin	e to state
Insert number of responses for each answer here												
Are you currently having trouble affording any of the following?	Rent or mortgage	Utilities o bills		roceries ood	Childc daycar		d o	isehol r jiene	Transpor -ation	t ca al	o, we an afford II of nese	Decline to state
Insert number of responses for each answer here							1.01					
Would you like help with any of these needs?					Y	es						No
Insert number of responses for each answer here												
Describe any challenges experie in collecting registration data fror families, the plan to mitigate thos challenges moving forward, and plan to collect missing data from families.	n se the											



Hub 1: Services Provided to Qualifying\* Families (\*qualifying families must include children age 0-5) This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section and do not include families served through the 1-833 number (that data goes on page 1).

Commission Objective Activity			cated Quantity of iduals Served	(Duplic	ated) Number of Service Contacts Made
Objective	Addity	Contract Goal	Achievement To Date	Contract Goal	Achievement To Date
	CHA's connect qualifying individuals to health insurance			-	
	CHA's connect children aged 0-5 to medical providers	1			
	CHA's connect adult caregivers of children aged 0-5 to medical providers			- 1	
	CHA's connect qualifying individuals to mental health services	30			
	CHA's connect qualifying individuals to developmental services				
Children birth	CHA's connect qualifying individuals to Public Health Nursing programs				
through 5 have well child visits and preventive	CHA's connect qualifying individuals to <u>other</u> community services (this includes all other services not broken out by category above)				
dental care.	CHA's refer qualifying individuals to Public Health Nurse for care coordination/case management	6		-	
	CHA's connect children aged 0-5 to dental van and/or other dental providers	10			
	CHA's connect adult caregivers of children aged 0-5 to dental providers	10		-	
			cated Quantity of nilies Served	Numbe	r of Classes Offered (To Date)
		Contract Goal	Achievement To Date	Contract Goal	Achievement To Date
	Provide health education series to families of young children.	10		6	

#### Hub 1: Interactions with Qualifying\* Families (\*qualifying families include children age 0-5)

This section must be completed for all individuals that connected with the CH program during an interaction that is not considered a First 5-contracted service (e.g. a brief warm-line call that did not result in referral or service navigation, a drive-thru event, food distribution, via a Facebook live event, or that accessed a recorded service).

Event Name	Event Date	Event Description	Number of Participating Families (must include a child 0-5)
			<i>i</i> .
	-		



Please describe the outreach that has been conducted to promote program	m services within the Hub duri	ng this reporting period.
Outreach Event Description (include target population – community members/providers)	Date of Event	Estimated Number of Individuals Reached through Event
Hub 1: Evening/Weekend Activities		
Please describe the evening/weekend activities that were supported to pro eporting period.	pmote access to routine health	and dental care during this
Evening/Weekend Event Description	Date of Event	Estimated Number of Individuals Reached through Event

#### Hub 1: Challenges and Solutions

Please describe any challenges or delays experienced in implementing the program, and what solutions the program has identified to address the challenge.



#### **Hub 1: Priority Populations**

Quarter	1 <sup>st</sup> Quarter (Jul-Sep)	2 <sup>nd</sup> Quarter (Aug-Dec)	3 <sup>rd</sup> Quarter (Jan-Mar)	4 <sup>th</sup> Quarter (Apr-Jun)
Target Population				
Strategy				

#### Hub 1: Compelling Success Story

Please describe a compelling Hub story to highlight the impact Hub services has on families served. Please provide a description of the family make-up, the service or intervention that was provided and the impact or benefits that the family experienced.



### Hub 2: Demographics of Individuals Receiving Services (Unduplicated Count)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section.

Age	Total				
Children Less Than 3 years old					
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday					
Children Age Unknown (birth – 6th Birthday)					
Primary Caregivers					
Other Family Members					
Providers					
Total Population Served					
Race/Ethnicity	Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers	
Alaska Native/American Indian					
Asian					
Black/African American					
Hispanic/Latino					
Native Hawaiian or Other Pacific Islander					
White					
Two or More Races					
Other (Specify)					
Unknown					
Decline to State					
Total			0.1. 5. 11		
Primary Language	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers	
English					
Spanish					
Cantonese					
Mandarin					
Vietnamese					
Korean					
Other (Specify)					
Unknown					
Decline to State					
Total					

Family Surveys Collected



#### Hub 2: Registration Data from Families Receiving Services

(\*qualifying families must include children age 0-5)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation from any source, including 1-833#)

Do you have medical insurance? If yes, select all that apply?	No			es- i-Cal	Yes-	Medicare	Yes-	Employe		es- her	Dec	line to state
Insert number of responses for each answer here												
What is the highest level of education completed by adults in your household?	Primary School		ne High chool	High So Diploma		Some College		ear je/AA	4-year college/BA	grad profe	ost- uate or ssional gree	Decline to state
each answer here												
Please describe your current housing situation (select one):	My family h safe, and s			housin	g, but l'	ently has m worried at housing	safe (inc oth shelte	and stab luding st ers, in a	es not have ole housing aying with hotel, in a outside, in a a park)		Decline to	o state
Insert number of responses for each answer here												
Please indicate which ONE of the following best describes the support you have available	l have a stro support net always have can go to fo	work and people	d per	ometimes ople I can n I need si	go to	can go	ave peopl to when I support		nave no one l o rn to when l n support		Declin	e to state
Insert number of responses for each answer here												
Are you currently having trouble affording any of the following?	Rent or mortgage	Utilitie: bills		roceries ood	Childc daycar		ense	Basic househo d or hygiene items	Transport -ation			Decline to state
Insert number of responses for each answer here												
Would you like help with any of these needs?					Y	es						No
Insert number of responses for each answer here												
Describe any challenges experie in collecting registration data fror families, the plan to mitigate thos challenges moving forward, and plan to collect missing data from families.	n se											



Hub 2: Services Provided to Qualifying\* Families (\*qualifying families must include children age 0-5) This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section and do not include families served through the 1-833 number (that data goes on page 1).

Commission Activity		ivity Unduplicated Quantity of Individuals Served		(Duplicated) Number of Service Contacts Made		
Objective	, contract of the second se	Contract Goal	Achievement To Date	Contract Goal	Achievement To Date	
	CHA's connect qualifying individuals to health insurance			-		
	CHA's connect children aged 0-5 to medical providers	]				
	CHA's connect adult caregivers of children aged 0-5 to medical providers			-		
	CHA's connect qualifying individuals to mental health services	60				
Children birth through 5 have well child visits	CHA's connect qualifying individuals to developmental services					
	CHA's connect qualifying individuals to Public Health Nursing programs					
	CHA's connect qualifying individuals to <u>other</u> community services (this includes all other services not broken out by category above)					
and preventive dental care.	CHA's refer qualifying individuals to Public Health Nurse for care coordination/case management	18		-		
	CHA's connect children aged 0-5 to dental van and/or other dental providers	10				
	CHA's connect adult caregivers of children aged 0-5 to dental providers	10		-		
			cated Quantity of nilies Served	Number	of Classes Offered (To Date)	
		Contract Goal	Achievement To Date	Contract Goal	Achievement To Date	
	Provide health education series to families of young children.	10		6		

#### Hub 2: Interactions with Qualifying\* Families (\*qualifying families include children age 0-5)

This section must be completed for all individuals that connected with the CH program during an interaction that is not considered a First 5-contracted service (e.g. a brief warm-line call that did not result in referral or service navigation, a drive-thru event, food distribution, via a Facebook live event, or that accessed a recorded service).

Event Name	Event Date	Event Description	Number of Participating Families (must include a child 0-5)



### Hub 2: Outreach Conducted (This includes outreach to community members and providers) Please describe the outreach that has been conducted to promote program services within the Hub during this reporting period. Estimated Number of **Outreach Event Description Date of Event** Individuals Reached (include target population - community members/providers) through Event **Hub 2: Evening/Weekend Activities** Please describe the evening/weekend activities that were supported to promote access to routine health and dental care during this reporting period. **Estimated Number of Date of Event Evening/Weekend Event Description** Individuals Reached through Event

#### **Hub 2: Challenges and Solutions**

Please describe any challenges or delays experienced in implementing the program, and what solutions the program has identified to address the challenge.



#### **Hub 2: Priority Populations**

Quarter	1 <sup>st</sup> Quarter (Jul-Sep)	2 <sup>nd</sup> Quarter (Aug-Dec)	3 <sup>rd</sup> Quarter (Jan-Mar)	4 <sup>th</sup> Quarter (Apr-Jun)
Target Population				
Strategy				

#### Hub 2: Compelling Success Story

Please describe a compelling Hub story to highlight the impact Hub services has on families served. Please provide a description of the family make-up, the service or intervention that was provided and the impact or benefits that the family experienced.



### Hub 3: Demographics of Individuals Receiving Services (Unduplicated Count)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section.

Age		Total		
Children Less Than 3 years old				
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday				
Children Age Unknown (birth – 6 <sup>th</sup> Birthday)				
Primary Caregivers				
Other Family Members				
Providers				
Total Population Served				
Race/Ethnicity	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers
Alaska Native/American Indian				
Asian				
Black/African American				
Hispanic/Latino				
Native Hawaiian or Other Pacific Islander				
White				
Two or More Races				
Other (Specify)				
Unknown				
Decline to State				
Total	01.11.1	Duine our r		
Primary Language	Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers
English				
Spanish				
Cantonese				
Mandarin				
Vietnamese				
Korean			~	
Other (Specify)				
Unknown				
Decline to State				
Total				

Family Surveys Collected



#### Hub 3: Registration Data from Families Receiving Services

(\*qualifying families must include children age 0-5)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged O-5 years old that received health education and/or service navigation from any source, including 1-833#)

Do you have medical insurance? If yes, select all that apply?	No		Yes- Medi-Ca	al	Yes-	Medicare	Yes	- Employe		es- ther	Dec	line to state
Insert number of responses for each answer here												
What is the highest level of education completed by adults in your household?	Primary School	Some H Schoo		High Sc Diploma		Some College		year ege/AA	4-year college/BA	pro	Post- aduate or ofessional degree	Decline to state
Insert number of responses for each answer here												
Please describe your current housing situation (select one):		My family has permanent, safe, and stable housingMy family currently has housing, but I'm worried we may lose that housing soonMy family does not have safe and stable housing (including staying with others, in a hotel, in a shelter, living outside, in a car, or in a park)					Decline to state					
Insert number of responses for each answer here		A CONTRACTOR										
Please indicate which ONE of the following best describes the support you have available	I have a stro support net always have can go to fo	work and people I	peopl	etimes I e I can g need su	jo to	can go	ave peop to when support	l tu	have no one l irn to when l support		Declin	e to state
Insert number of responses for each answer here												
Are you currently having trouble affording any of the following?	Rent or mortgage	Utilities or bills	Groc /food	eries I	Childca daycar		dical bense	Basic househo d or hygiene items	Transpo	ort c	No, we can afford all of hese	Decline to state
Insert number of responses for each answer here								Items				
Would you like help with any of these needs?					Ye	s						No
Insert number of responses for each answer here												
Describe any challenges experie in collecting registration data fror families, the plan to mitigate thos challenges moving forward, and plan to collect missing data from families.	n se the											



Hub 3: Services Provided to Qualifying\* Families (\*qualifying families must include children age 0-5) This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section and do not include families served through the 1-833 number (that data goes on page 1).

Commission	Activity	Indiv	cated Quantity of iduals Served	(Duplicated) Number of Service Contacts Made		
Objective	Addity	Contract Goal	Achievement To Date	Contract Goal	Achievement To Date	
	CHA's connect qualifying individuals to health insurance			-		
	CHA's connect children aged 0-5 to medical providers	1				
	CHA's connect adult caregivers of children aged 0-5 to medical providers			-		
Children birth through 5 have well child visits	CHA's connect qualifying individuals to mental health services	75				
	CHA's connect qualifying individuals to developmental services					
	CHA's connect qualifying individuals to Public Health Nursing programs					
	CHA's connect qualifying individuals to <u>other</u> community services (this includes all other services not broken out by category above)					
and preventive dental care.	CHA's refer qualifying individuals to Public Health Nurse for care coordination/case management	18		-		
	CHA's connect children aged 0-5 to dental van and/or other dental providers	40				
	CHA's connect adult caregivers of children aged 0-5 to dental providers	10		-		
			cated Quantity of nilies Served	Number of Classes Offered (To Date)		
		Contract Goal	Achievement To Date	Contract Goal	Achievement To Date	
	Provide health education series to families of young children.	10		6		

#### Hub 3: Interactions with Qualifying\* Families (\*qualifying families include children age 0-5)

This section must be completed for all individuals that connected with the CH program during an interaction that is not considered a First 5-contracted service (e.g. a brief warm-line call that did not result in referral or service navigation, a drive-thru event, food distribution, via a Facebook live event, or that accessed a recorded service).

Event Name	Event Date	Event Description	Number of Participating Families (must include a child 0-5)



Date of Event	Estimated Number of Individuals Reached through Event
iccess to routine health	and dental care during this
Date of Event	Estimated Number of Individuals Reached through Event

#### Hub 3: Challenges and Solutions

Please describe any challenges or delays experienced in implementing the program, and what solutions the program has identified to address the challenge.



### Hub 3: Priority Populations

Quarter	1 <sup>st</sup> Quarter (Jul-Sep)	2 <sup>nd</sup> Quarter (Aug-Dec)	3 <sup>rd</sup> Quarter (Jan-Mar)	4 <sup>th</sup> Quarter (Apr-Jun)
Target Population				
Strategy				

### Hub 3: Compelling Success Story

Please describe a compelling Hub story to highlight the impact Hub services has on families served. Please provide a description of the family make-up, the service or intervention that was provided and the impact or benefits that the family experienced.



### Hub 4: Demographics of Individuals Receiving Services (Unduplicated Count)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged O-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section.

Age		Total		
Children Less Than 3 years old				
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday				
Children Age Unknown (birth – 6 <sup>th</sup> Birthday)				
Primary Caregivers				
Other Family Members				
Providers				
Total Population Served				
Race/Ethnicity	Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers
Alaska Native/American Indian				
Asian				
Black/African American				
Hispanic/Latino				
Native Hawaiian or Other Pacific Islander				
White				
Two or More Races				
Other (Specify)				
Unknown				
Decline to State				
Total		Dimension		
Primary Language	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers
English				
Spanish				
Cantonese				
Mandarin				
Vietnamese				
Korean				
Other (Specify)				
Unknown				
Decline to State				
Total				

Family Surveys Collected



#### **Hub 4: Registration Data from Families Receiving Services**

(\*qualifying families must include children age 0-5)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged O-5 years old that received health education and/or service navigation from any source, including 1-833#)

Do you have medical insurance? If yes, select all that apply?	No		Ye Medi		Yes-	Medicare	Y	res- Empl	oyer	Ye: Oth		Decl	ine to state
each answer here													
What is the highest level of education completed by adults in your household?	Primary School		ne High chool	High So Diploma		Some College	NOT THE COULD	2-year college/AA	, co	4-year Illege/BA	grad profe	Post- luate or essional egree	Decline to state
Insert number of responses for each answer here													
Please describe your current housing situation (select one):	My family f safe, and s			housin	My family does not have safe and stable housing housing, but I'm worried we may lose that housing soon soon below the source of		currently has safe and stable housing ut I'm worried (including staying with e that housing others, in a hotel, in a oon shelter, living outside, in a		table housing staying with a hotel, in a ng outside, in a		o state		
Insert number of responses for each answer here													
Please indicate which ONE of the following best describes the support you have available	I have a stro support net always have can go to fo	work an people	d peo	ometimes ople I can n I need si	go to		have po to wh d supp	henl		e no one l c o when l ne support		Declin	e to state
Insert number of responses for each answer here													
Are you currently having trouble affording any of the following?	Rent or mortgage	Utilitie bills		roceries ood	Childc daycar	entreest tente	edical (pense	Basi hous d or hygi items	ehol ene	Transport -ation	ca all	o, we n afford of ese	Decline to state
Insert number of responses for each answer here													
Would you like help with any of these needs?					Y	es							No
Insert number of responses for each answer here													
Describe any challenges experie in collecting registration data fror families, the plan to mitigate thos challenges moving forward, and plan to collect missing data from families.	m se												



Hub 4: Services Provided to Qualifying\* Families (\*qualifying families must include children age 0-5) This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section and do not include families served through the 1-833 number (that data goes on page 1).

Commission	Activity		cated Quantity of iduals Served	(Duplicated) Number of Service Contacts Made		
Objective	Activity	Contract Goal	Achievement To Date	Contract Goal	Achievement To Date	
	CHA's connect qualifying individuals to health insurance			-		
	CHA's connect children aged 0-5 to medical providers	]				
	CHA's connect adult caregivers of children aged 0-5 to medical providers			-		
	CHA's connect qualifying individuals to mental health services	70				
	CHA's connect qualifying individuals to developmental services					
Children birth	CHA's connect qualifying individuals to Public Health Nursing programs					
through 5 have well child visits and preventive	CHA's connect qualifying individuals to <u>other</u> community services (this includes all other services not broken out by category above)					
dental care.	CHA's refer qualifying individuals to Public Health Nurse for care coordination/case management	12		-		
	CHA's connect children aged 0-5 to dental van and/or other dental providers	10				
	CHA's connect adult caregivers of children aged 0-5 to dental providers			-		
			cated Quantity of nilies Served	Number of Classes Offered (T Date)		
		Contract Goal	Achievement To Date	Contract Goal	Achievement To Date	
	Provide health education series to families of young children.	10		6		

#### Hub 4: Interactions with Qualifying\* Families (\*qualifying families include children age 0-5)

This section must be completed for all individuals that connected with the CH program during an interaction that is not considered a First 5-contracted service (e.g. a brief warm-line call that did not result in referral or service navigation, a drive-thru event, food distribution, via a Facebook live event, or that accessed a recorded service).

Event Name	Event Date	Event Description	Number of Participating Families (must include a child 0-5)
· · · · · · · · · · · · · · · · · · ·			



Outreach Event Description	Date of Event	Estimated Number of Individuals Reached
(include target population – community members/providers)		through Event
Hub 4: Evening/Weekend Activities		
Please describe the evening/weekend activities that were supported to p eporting period.	romote access to routine health	and dental care during this
Evening/Weekend Event Description	Date of Event	Estimated Number of Individuals Reached through Event

#### **Hub 4: Challenges and Solutions**

Please describe any challenges or delays experienced in implementing the program, and what solutions the program has identified to address the challenge.



#### **Hub 4: Priority Populations**

Quarter	1 <sup>st</sup> Quarter (Jul-Sep)	2 <sup>nd</sup> Quarter (Aug-Dec)	3r <sup>d</sup> Quarter (Jan-Mar)	4 <sup>th</sup> Quarter (Apr-Jun)
Target Population				
Strategy				
下。17世纪的学校				

#### Hub 4: Compelling Success Story

Please describe a compelling Hub story to highlight the impact Hub services has on families served. Please provide a description of the family make-up, the service or intervention that was provided and the impact or benefits that the family experienced.



### Hub 5: Demographics of Individuals Receiving Services (Unduplicated Count)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged O-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section.

Age	Total					
Children Less Than 3 years old						
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday						
Children Age Unknown (birth – 6 <sup>th</sup> Birthday)						
Primary Caregivers						
Other Family Members						
Providers						
Total Population Served						
Race/Ethnicity	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers		
Alaska Native/American Indian						
Asian						
Black/African American						
Hispanic/Latino						
Native Hawaiian or Other Pacific Islander						
White						
Two or More Races						
Other (Specify)						
Unknown						
Decline to State						
Total		Deleterer				
Primary Language	<b>Children</b> Birth – 6 <sup>th</sup> Birthday	Primary Caregivers	Other Family Members	Providers		
English						
Spanish						
Cantonese						
Mandarin						
Vietnamese						
Korean						
Other (Specify)						
Unknown						
Decline to State						
Total						

Family Surveys Collected



#### Hub 5: Registration Data from Families Receiving Services

(\*qualifying families must include children age 0-5)

This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged O-5 years old that received health education and/or service navigation from any source, including 1-833#)

Do you have medical insurance? If yes, select all that apply?	No			es- i-Cal	Yes-	Medicare	Yes- Emj	oloyer	Ye		Dec	line to state
Insert number of responses for each answer here												
What is the highest level of education completed by adults in your household?	Primary School		e High hool	High So Diploma		Some College	2-year college/A		4-year college/BA	grad profe	Post- luate or essional egree	Decline to state
Insert number of responses for each answer here												
Please describe your current housing situation (select one):	My family f safe, and s			housin	g, but l'r	ently has n worried t housing	safe and (includi others shelter, li	d stable ng stay in a ho	not have housing ving with otel, in a utside, in a park)		Decline t	o state
Insert number of responses for each answer here												
Please indicate which ONE of the following best describes the support you have available	I have a stro support net always have can go to fo	work and people	pe who	ometimes ople I can n I need si	go to	can go t	ve people I o when I upport	A CONTRACTOR OF	ve no one l c to when l ne support		Declin	e to state
Insert number of responses for each answer here												
Are you currently having trouble affording any of the following?	Rent or mortgage	Utilities bills		roceries ood	Childca daycar		cal do	isehol r jiene	Transpor -ation	t ca all	o, we n afford of ese	Decline to state
Insert number of responses for each answer here												
Would you like help with any of these needs?					Y	s						No
Insert number of responses for each answer here												
Describe any challenges experie in collecting registration data fror families, the plan to mitigate thos challenges moving forward, and plan to collect missing data from families.	n se											



Hub 5: Services Provided to Qualifying\* Families (\*qualifying families must include children age 0-5) This section must be completed for all individuals served through First 5-contracted services (i.e. families that include a child aged 0-5 years old that received health education and/or service navigation). Do not include data on families served through interactions within this section and do not include families served through the 1-833 number (that data goes on page 1).

Commission Activity			Unduplicated Quantity of Individuals Served		ated) Number of Service Contacts Made
Objective	Activity	Contract Goal	Achievement To Date	Contract Goal	Achievement To Date
	CHA's connect qualifying individuals to health insurance CHA's connect children aged 0-5 to medical providers CHA's connect adult caregivers of children aged 0-5 to medical providers			-	
				-	
	CHA's connect qualifying individuals to mental health services	70			
	CHA's connect qualifying individuals to developmental services				
Children birth	CHA's connect qualifying individuals to Public Health Nursing programs				
through 5 have well child visits and preventive	CHA's connect qualifying individuals to <u>other</u> community services (this includes all other services not broken out by category above)				
dental care.	CHA's refer qualifying individuals to Public Health Nurse for care coordination/case management	12		-	
	CHA's connect children aged 0-5 to dental van and/or other dental providers	10			
	CHA's connect adult caregivers of children aged 0-5 to dental providers			-	
			cated Quantity of nilies Served	Number of Classes Offered ( Date)	
		Contract Goal	Achievement To Date	Contract Goal	Achievement To Date
	Provide health education series to families of young children.	10		6	

#### Hub 5: Interactions with Qualifying\* Families (\*qualifying families include children age 0-5)

This section must be completed for all individuals that connected with the CH program during an interaction that is not considered a First 5-contracted service (e.g. a brief warm-line call that did not result in referral or service navigation, a drive-thru event, food distribution, via a Facebook live event, or that accessed a recorded service).

Event Name	Event Date	Event Description	Number of Participating Families (must include a child 0-5)



Please describe the outreach that has been conducted to promote progra	m services within the Hub duri	a this reporting period
Outreach Event Description (include target population – community members/providers)	Date of Event	Estimated Number of Individuals Reached through Event
Hub 5: Evening/Weekend Activities		
Please describe the evening/weekend activities that were supported to pr reporting period.	omote access to routine health	and dental care during this
Evening/Weekend Event Description	Date of Event	Estimated Number of Individuals Reached through Event

### Hub 5: Challenges and Solutions

Please describe any challenges or delays experienced in implementing the program, and what solutions the program has identified to address the challenge.



#### **Hub 5: Priority Populations**

1 <sup>st</sup> Quarter (Jul-Sep)	2 <sup>nd</sup> Quarter (Aug-Dec)	3 <sup>rd</sup> Quarter (Jan-Mar)	4 <sup>th</sup> Quarter (Apr-Jun)
	이 것 같아요. 이 안 가지 않는 것 같아요. 안 안 가지 않는 것 같아요. 나는 것 같아요. 가지 않는 것이 같아요. 나는 것이 않아요. 나는 것이 같아요. 나는 것이 않아요. 나는 것이 같아요. 나는 것이 같아요. 나는 것이 같아요. 나는 것이 않아요. 나는 것이 같아요. 나는 것이 않아요. 나는 것이 않아요		

### Hub 5: Compelling Success Story

Please describe a compelling Hub story to highlight the impact Hub services has on families served. Please provide a description of the family make-up, the service or intervention that was provided and the impact or benefits that the family experienced.

# FIRST 5

## **FAMILY SURVEY**

Thank you for your recent participation in Community Hubs activities. This survey helps us to better understand the families we serve and improve our programs. The survey is voluntary. **Please only complete this survey if you have a child aged 0-5 years in your household.** The First 5 El Dorado Commission evaluation team will be able to see the information you provide. All information is kept private. No identifying personal information will be released in any way. If you have any questions about the survey, you may contact Alice Alk at (530) 622-5787.

## Program Affiliation (which program prompted you to complete this survey):

Library Family Engagement

Children's Health

	e first thing we ask for you to urvey more than once.	complete is an ide	ntification number (II	D), which allows us to see	if individuals have completed
Е	Name: Jane Smith	EXAMPLE ID	First and Last	Birth Year	Last 4 digits of your phone
MPI	Birth Year: 2001		Initials		number
X	Phone Number: 559-123-4567	JS20014567			

#### Have you already completed this survey (between December 1, 2020 and June 30, 2021)? Yes No

Please indicate how many times have you or your child(ren) aged 0-5 participated in or received services from each of the following programs **since July 1, 2020.** If you are unsure whether or not you or your child(ren) have participated in a program, a list of activities associated with each program is provided below.

How many times have you	How many times have you participated	How many times have you received
participated in a Library program?	or received services from a Family	services from the Community Health
	Engagement Specialist or program?	Advocate or Public Health Nurse?

Library	Family Engagement Activities	Children's Health
Offered in-person or virtually	Offered in-person or virtually	Offered in-person or virtually
<ul> <li>Zoom Storytime</li> </ul>	Playgroups	<ul> <li>Assistance with health insurance or</li> </ul>
<ul> <li>Pajama Storytime</li> </ul>	<ul> <li>Parenting classes</li> </ul>	applications, including Medi-Cal,
Lectura en Español	<ul> <li>Parenting tips and information</li> </ul>	Covered CA, or other
Let's Read Together	ASQ (Developmental Screenings)	<ul> <li>Help finding a doctor or dentist</li> </ul>
<ul> <li>Evening Storytime</li> </ul>	and kits)	<ul> <li>Connection to transportation for</li> </ul>
<ul> <li>Mother Goose on the Loose</li> </ul>	<ul> <li>Referrals for families to other</li> </ul>	medical or dental appointment(s)
Mama Gansa Anda Suelta	resources and services	<ul> <li>Connection to community resources</li> </ul>
<ul> <li>STEAM Storytime</li> </ul>	<ul> <li>Family resources</li> </ul>	such as Food, Energy/HEAP, Clothing,
<ul> <li>Early Literacy Preschool</li> </ul>		Housing, WIC, and Cash Aid
Storytime		<ul> <li>Connection to a medical specialist (for</li> </ul>
2's & 3's on the Go		example: cardiology, endocrinology,
<ul> <li>Referrals to other resources</li> </ul>		orthopedics, etc.)
for Adult Literacy		<ul> <li>Hub parenting workshops</li> </ul>
		<ul> <li>Health assessments</li> </ul>
		<ul> <li>Home visits (count the number of</li> </ul>
		visits)
		<ul> <li>Breastfeeding support</li> </ul>
		<ul> <li>Health education on pregnancy,</li> </ul>
		infant/child care, nutrition, safety
		issues or learning about new diagnosis
		<ul> <li>Resources for mental health concerns</li> </ul>
		<ul> <li>Developmental assessment (DAYC-2)</li> </ul>
		and/or referral



## FAMILY SURVEY

Today's Date:	Zip	Code:	
Library Nearest to your Home:	☐ Cameron Park ☐ Placerville	El Dorado Hills Pollock Pines	☐ Georgetown ☐ South Lake Tahoe

#### Do you have medical insurance?

🗆 Yes	If yes, please select all that apply	<u>/:</u> Employer Provided
🗆 No	🗆 Medi-Cal	🗆 Other
	Medicare	Decline to State
Plazea indicata tl	he highest level of education complete	d by the adulte in your hous

### riease indicate the highest level of education completed by the adults in your household:

tificate (A.A, etc.)
ificate (B.A, B.S, etc.)
onal Degree (M.S., M.A., J.D., etc.)

#### Please describe your current housing situation (select one):

- □ My family has permanent, safe, and stable housing
- □ My family has housing, but I am worried we may lose that housing soon
- □ My family does not have safe/stable housing (we are staying with others, in a hotel or a shelter, living outside, in a car, or a park) Decline to state

□ Decline to state

#### Please indicate which ONE of the following best describes the support you have available:

- □ I have a strong social support network and always have people I can go to for support.
- □ I rarely have people I can go to when I need support.
- □ I have no one I can turn to when I need support.
- □ I sometimes have people I can go to when I need support.

#### Are you currently having trouble affording any of the following? (check all that apply) □ Rent or mortgage

Utilities or household bills

- □ Childcare/Daycare
- □ Groceries or food
- □ Medical Expenses
- □ Basic household goods or hygiene items □ Decline to State
- □ Transportation □ No – we can afford all of these

#### Please tell us a little bit about your satisfaction with services.

Please tell us how much you agree with the following statements.	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Hub services have helped my child(ren) learn new skills that will help them when they enter kindergarten.	0	0	0	0	0
Hub services have helped me feel more confident as a parent/caregiver and knowledgeable about my child(ren)'s growth and development.	0	0	0	0	0
Hub services have helped me get connected to the health-related supports and community resources I need for me and my family.	0	0	0	0	0
Participation in Hub services has helped me feel more connected to other children, families and/or the community I live in.	0	0	0	0	0
Participation in Hub services has helped me adapt to and manage stressful situations in my life.	0	0	0	0	0
Staff that are associated with the Hub were kind and treated my family with respect.	0	0	0	0	0
My overall satisfaction with services was good.	0	0	0	0	0

### EL DORADO

## FAMILY SURVEY

Gracias por su reciente participación en las actividades de Community Hubs. Esta encuesta nos ayuda a entender mejor a las familias que servimos y a mejorar nuestros programas. La encuesta es voluntaria. Por favor, solo complete esta encuesta si tiene un hijo que tiene entre 0 y 5 años en su casa. El equipo de evaluación de la comisión de First 5 El Dorado podrá ver la información que usted nos proporcione. Toda la información se mantiene en privado. No se divulgará de ninguna forma información que pueda identificar a los participantes. Si tiene alguna pregunta, puede contactar a Alice Alk al (530) 622-5787.

#### Afiliación al programa (el programa que

Biblioteca Participación Familiar

1				
	Sa	hud	Infar	h+il
	30	uu	mai	

motivó a Ud. para que completara la encuesta):

Pedimos que proporcione un número de identificación (ID) que nos permitirá averiguar si un individuo ha completa	do la
encuesta más de una vez.	

end	uesta más de una vez.				
ıplar	Nombre: Jane Smith Año de Nacimiento: 2001	ID Ejemplar	Iniciales de su nombre y apellido	Año de nacimiento	Últimos 4 dígitos de su número de teléfono
Ejen	Número de teléfono: 559-123- <b>4567</b>	JS20014567			

#### ¿Ha completado esta encuesta ya (entre el 1 de diciembre de 2020 y el 30 de junio de 2021)? 🗆 sí 🗌 No

	Si no está seguro(a) de que usted o su	u hijo ha participado o recibido servicios de cada hijo haya participado en un programa, una lista de
¿Cuántas veces ha participado en un <b>programa ofrecido por la</b> <b>biblioteca</b> ?	¿Cuántas veces ha participado o recibido servicios del especialista de participación familiar o del programa de participación familiar (Family Engagement)?	¿Cuántas veces ha recibido servicios de las promotoras de salud y/o de las enfermeras de salud pública (Community Health Advocate and/or Public Health Nurse)?

Descripción de los servicios de la biblioteca	Descripción del programa de participación familiar	Descripción del programa de salud infantil			
biblioteca Ofrecido en persona o virtualmente Zoom Storytime Pajama Storytime Lectura en Español Let's Read Together Let's Read Together Evening Storytime Mother Goose on the Loose Mama Gansa Anda Suelta STEAM Storytime Early Literacy Preschool Storytime 2's & 3's on the Go Referencias de otros recursos para la alfabetización de adultos	<ul> <li>participación familiar</li> <li>Ofrecido en persona o virtualmente</li> <li>Grupos de juego</li> <li>Clases sobre crianza para padres</li> <li>Consejo e información sobre crianza</li> <li>ASQ (la evaluación del desarrollo y los paquetes relacionados)</li> <li>Referencias para otros recursos y servicios de ayuda familiar</li> <li>Recursos para la familia</li> </ul>	<ul> <li>Ofrecido en persona o virtualmente</li> <li>Asistencia con seguros de salud y solicitudes que incluyen Medi-Cal, Covered CA, u otro</li> <li>Ayuda para encontrar a un médico o un dentista</li> <li>Ayuda para encontrar transporte para asistir a citas médicas o dentales</li> <li>Ayuda para contactarse con recursos comunitarios tales como alimentos, energía/HEAP, ropa, vivienda, WIC, y asistencia en efectivo</li> <li>Ayuda para contactarse con un especialista médico (por ejemplo: cardiología, endocrinología, ortopedia, etc.)</li> <li>Talleres de crianza del Hub</li> <li>Evaluaciones de salud</li> </ul>			
		<ul> <li>Visitas a domicilio (contar el número de visitas)</li> <li>Apoyo en la lactancia</li> <li>Educación en salud sobre embarazo, cuidado de los bebés y niños, nutrición, temas de seguridad, aprendizaje sobre nuevo diagnóstico</li> <li>Recursos para problemas de salud mental</li> <li>Evaluación de desarrollo (DAYC-2) y/o referencia</li> </ul>			



## EARALLY CLIDV/EV/

EL DORAD	ŏ		F		ILY	SUK	VEY	
Fecha de hoy:		Código Postal:						
Biblioteca más cercana a su	ı casa:	Cameron Park			il Dorado Pollock Pir		] Georgetown ] South Lake	
¿Tiene seguro médico?	<ul> <li>Si respondió en a tipo de seguro m</li> <li>□ Medi-Cal</li> <li>□ Medicare</li> </ul>			🗆 Otro	orcionado ega a resp	por mi emple onder	eador	
Indique el nivel de educación□Escuela primaria□Algo de secundaria□Diploma de secundaria□Algo de universidad			<b>nzado por los</b> Título universit Licenciatura (4 Maestría, docto Se niega a resp	ario de do años, BA., orado, u o	s años B.S., etc.)		stgrado, M.A.	, PhD)
<ul> <li>Por favor, indique cuál de las</li> <li>Mi familia tiene una vivienda p</li> <li>Mi familia tiene una vivienda,</li> <li>Mi familia no tiene una vivienda vehículo o un parque)</li> <li>Se niega a responder</li> <li>Por favor, indique cuál de las (seleccione solo una):</li> </ul>	permanente, segura y pero estoy preocupa da segura/estable (no	y estable Ido/a que os alojamo	pronto la pudie os con otros, er	éramos pe n un hotel	rder o un hosp	icio, o vivimo	s afuera, en u	
<ul> <li>Tengo una red social de apoyo con quien puedo contar cuand</li> <li>A veces tengo alguien con quie necesito apoyo</li> </ul>	lo necesito apoyo		necesito	o apoyo o nadie co	n quien p		o contar cuan cuando necesi	
Actualmente, ¿tiene dificulta Renta o hipoteca Servicios públicos o cuentas Abarrotes/alimentos	<ul> <li>des en pagar cual</li> <li>Cuidado de niño</li> <li>Gastos médicos</li> <li>Artículos básicos higiene personal</li> </ul>	s/guarder	ía	□ Trans □ Pode	porte	todas esas c		
Por favor, cuéntenos un poco Por favor, díganos que tan de				os servicio Muy de	De	En	Muy en	No
firmaciones.				acuerdo	acuerdo	desacuerdo	desacuerdo	Applica
os servicios en el Hub han ayudado ue le ayudarán cuando entre al kin		uer nueva	is naulildades	0	0	0	0	0
os servicios en el Hub me han ayuc adre/cuidador y con más conocimi e mi hijo(a).	dado a sentirme más			0	0	0	0	0
	lada concetarmo o la							

Por favor, díganos que tan de acuerdo está con las siguientes afirmaciones.	Muy de acuerdo	De acuerdo	En desacuerdo	Muy en desacuerdo	No Applicable
Los servicios en el Hub han ayudado a mi hijo(a) a aprender nuevas habilidades	0	-	-		
que le ayudarán cuando entre al kindergarten.	0	0	0	0	0
Los servicios en el Hub me han ayudado a sentirme más confiada(o) como					
padre/cuidador y con más conocimientos acerca del crecimiento y desarrollo	0	0	0	0	0
de mi hijo(a).	Ũ	Ũ	Ũ	Ũ	-
Los servicios en el Hub me han ayudado conectarme a los recursos		-	-		~
comunitarios y servicios necesarios para mi y mi familia	0	0	0	0	0
Participar en los servicios del Hub me ha ayudado sentirme más conectado a	-	-	-	-	~
otros niños, familias y/o a la comunidad en que vivo.	0	0	0	0	0
Participar en los servicios del Hub me ha ayudado manejar y adaptarme a las	-	-			-
situaciones estresantes en mi vida.	0	0	0	0	0
El personal relacionado con el Hub fue muy amable y trató a mi familia con	-	-			-
respeto.	0	0	0	0	0
En general, mi satisfacción con los servicios fue buena.	0	0	0	0	0