

MEMORANDUM

March 7, 2019

TO: Health and Human Services Committee

FROM: Linda McMillan, Senior Legislative Analyst *LMM*

SUBJECT: **BRIEFING and DISCUSSION: Thriving Germantown**

Purpose: Receive presentation. No votes required.

Expected Attendees:

Kylie McCleaf, Chief Executive Officer, Family Services, Inc.
Crystal Carr Townsend, President, Healthcare Initiative Foundation

The Thriving Germantown Community Hub is a collaborative effort currently focused on the children and families in Daly Elementary School. Family Services is the lead agency, providing the Care Coordinators who provide family assessments and develop intervention plans and linkages to resources (©1-2). The effort is focused on disparities in health, educational outcome, income, safe and stable housing, and other social outcomes. Thriving Germantown is a partnership of non-profits, government, and philanthropy. Some of the partner organizations include:

- Aspire Counseling
- Boys and Girls Clubs
- Columbia Lighthouse for the Blind
- Crittenton Services
- EveryMind
- Germantown Help
- Holy Cross Health
- Identity
- Manna Food Center
- Women Who Care Ministries
- Montgomery County Government
- Montgomery County Public Schools
- Health Initiative Foundation

For FY19, Montgomery County Government is providing Family Services with \$76,000 to support the program (Community Grants) and \$100,000 in capital cost sharing to assist in the cost of creating a physical location for the Thriving Germantown Hub (©3-4). County Government also supports many of the partner organizations that are addressing the service needs of children and their families. Similarly, the Healthcare Initiative Foundation also supports many of the partner organizations.

This effort is still a developing program, but Family Services hopes to serve up to 200 people through assessments (138 children and 62 family members) and resource linkage and care coordination for up to 320 people (221 children and 99 family members) in FY19.

Thriving Germantown is outcome driven. There are three main goals: (1) Improve academic achievement; (2) Improve health and wellness outcomes; and (3) Ensure safe, stable and nurturing environments for children and families. There are a series of outcome measures for each of these parts of the collective impact model.

At Daly Elementary School:

- About 75% of households are low income
- About 44% of students have Limited English Proficiency
- The Free and Reduced Meals (FARMS) rate is 75%
- Thriving Germantown estimates that there are 420 households in the school that are resourced challenged.
- It would be expected that children in families with these and other challenges are more likely to experience Adverse Childhood Experiences (ACES) or other toxic stress that can have long term physical and mental health impacts.

The following is a link to an article in the November/December 2017 Bethesda Magazine, "Hope Lives Here" that describes some of the economic and access to services challenges faced by many in the Daly Elementary School community, the Principal's commitment to addressing them, and the development of the Thriving Germantown collaborative.

<https://bethesdamagazine.com/bethesda-magazine/november-december-2017/hope-lives-here/4/>

Thriving Germantown



Thriving Germantown Community HUB

*A Multi Sector, Multi-Generational Care
Coordination Initiative*

Thriving Germantown (TG) Community HUB provides an integrated response to the increasing economic and social disparities found in Germantown, MD. Project priorities are to mitigate the negative social determinants of health and wellness, educational success and social outcomes, and to particularly address adverse childhood experiences.

The Community HUB acts as a central clearinghouse that assesses and tracks individual and family risk factors and establishes pathways for achieving measurable outcomes. The HUB has a three areas of focus: Service Linkage, Resource Development, and Community Empowerment.

How is the Thriving Germantown Program designed?

Family Service Coordinators (FSC) provide comprehensive family risk assessments and develop intervention plans within a "pathways" model, offering concrete steps toward problem resolution and resource linkage. Each FSC provides intensive casework and case management services, which includes the following:

- Home visits
- Regular follow-up with the child and their family
- Outreach
- Advocacy with community resources

FSC's build trusting, culturally respectful relationships in environments where families are most comfortable. The FSC's identify needed services, prepare and refer families to additional resources with concrete action steps, problem solve with families to overcome any barriers which may hinder the ability to access referrals, and connect families to the appropriate resources with consistent and routine follow-up.

Each FSC specializes in a specific risk area, which includes: Early Care & Education, Health & Wellness, Behavioral Health, and Household Sustainability (Economic Sustainability and Emergency Assistance).

Pathways Model:

Adult Education	Behavioral Referral
Employment	Developmental Screening
Health Insurance	Developmental Referral
Housing	Education
Medical Home	Family Planning
Medical Referral	Immunization Screening
Medication Assessment	Immunization Referral
Medication Management	Lead Screening
Smoking Cessation	Pregnancy
Social Service Referral	Postpartum

What are the eligibility requirements?

- Services are available to all students and their families who are currently enrolled at James E. Daly Elementary School in Germantown, MD

How can I get a referral to the Thriving Germantown Program?

Parents and/or legal guardians who have children that attend Captain James E. Daly Elementary School in Germantown, MD can call 240-565-8322 to refer themselves to the program.

Do you work with other Community Organizations?

The Thriving Germantown HUB routinely works with partner agencies and organizations throughout the community to provide services and ensure the success of the program. The three main program outcomes are to 1). Improve Health & Wellness Outcomes 2) Ensure Safe, Stable & Nurturing Environments for Children & Families, and 3) Improve Academic Achievement.

Partnering community agencies and/or organizations include, but are not limited to, the following: Adventist Healthcare, Aspire Counseling, Columbia Lighthouse for the Blind, EveryMind, Germantown Alliance, Germantown Coalition, Germantown Help, Holy Cross Health, Identity, Insitute for Public Health Innovation, Interfaith Works, Manna Food, MobileMed, Montgomery County Department of Health & Human Services, Montgomery County Public Schools (MCPS), Primary Care Coalition, A Wider Circle, Women Who Care Ministries, Worksource Montgomery



Family Services, Inc.

PART OF THE SHEPPARD PRATT HEALTH SYSTEM

FOR IMMEDIATE RELEASE

Family Services, Inc. Receives \$1.1 Million in Funds for Nonprofit HUB in Montgomery County

Gaithersburg, MD - June 11, 2018 - During the 2018 Legislative Session, the Maryland General Assembly approved a \$1 million state bond bill to Family Services, Inc. (FSI), a part of the Sheppard Pratt Health System, for the establishment of an UpCounty Nonprofit Service HUB in Montgomery County, Maryland. The state bond bill, sponsored by Senator Nancy King and Delegate Kirill Reznik from District 39, will support a nonprofit shared space for the delivery of cost-effective and accessible health and wellness, food and nutrition, social, educational and employment services to northern Montgomery County residents.

The vision for the site is to co-locate these needed services and resources to better address the ever-growing needs of the community, which has the fastest growing population and poverty rates in the county.

"The Upcounty Nonprofit HUB is a shining example of the collective efforts of individuals, non-profits, and government agencies working together to improve the lives of our children, youth, and families," said Senator Nancy King. "As the Upcounty population continues to grow in numbers and diversity, this facility will provide the space to offer an array of much needed services, which are vital to the growth and success of our residents. I look forward to continued collaboration with of all those involved in this project."

The concept for the new facility is an outgrowth of the Thriving Germantown (TG) HUB, operated by FSI, serving students and families at Captain James E. Daly Elementary School. Twenty community organizations, agencies and nonprofits came together collaboratively in 2017 to provide critical services to the children and families enrolled at the elementary school located in Germantown, MD.

"The Upcounty Nonprofit HUB will play a critical role in connecting residents in Montgomery's Upcounty to vital healthcare, education, and other services to help their families grow and thrive in our increasing growing and diverse are of Montgomery County", stated Delegate Kirill Reznik. "I am proud to have worked with Family Services, Inc., the Healthcare Initiative Foundation, the Honorable Maggie McIntosh, Chairman of the Maryland House Appropriations Committee, and so many others, to leverage these resources for our community. It is my hope that the Upcounty Nonprofit HUB will serve as a beacon for our families for generations to come."

The funds received will allow a co-location of these services and resources, providing a permanent and flexible pantry, training, meeting, work and/or confidential shared space and facilities that are needed to help established organizations expand their reach, as well as attract new nonprofit partners. Many Thriving Germantown nonprofit partners were in support

of the \$1M bond bill request and added their names to the formal letter submitted to the House Appropriations Committee. The nonprofits included:

- American Diversity Group
- Aspire Counseling
- Crittenton Services of Greater Washington
- EveryMind, Inc.
- Germantown Coalition
- Germantown HELP
- Holy Cross Health
- Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
- Manna Food Center
- MobileMed
- YMCA Youth and Family Services

To help support the design and development of the shared space, the Montgomery County Government also provided \$100,000 in matching funds for fiscal year 2019 to be used for site design of the nonprofit space.

"I'm very excited to showcase just how important relationships between the County and State are and how they can produce great results for our community. Recognizing the growing Upcounty region and its needs were the catalyst in creating this Hub model that will serve our neediest residents," said Craig Rice, Montgomery County Councilmember for District 2. "Special thanks go to our community non-profits who will be doing some amazing work in this new space."

The UpCounty Nonprofit HUB will be a welcome center in the community. It will be in close proximity and accessible to distressed communities, where accessible public transportation is available, and children, adults, seniors, and families feel safe visiting.

"We are proud of the work we have undertaken through the TG HUB and recognize the critical importance this new shared space will offer the community to better address the increasing social, health, economic, and educational needs," said Kylie McCleaf, chief executive officer of Family Services, Inc. "With the support of our state and county leaders, we can achieve this vision and improve the services to those in our community who need it most."

This summer FSI will begin the search for a building location in the UpCounty area. Once this has been completed, FSI will work with the nonprofits that have expressed interest to design the shared space.

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