



2021 ANNUAL REPORT

FRIENDS National Center for
Community-Based Child Abuse
Prevention (CBCAP)



2021 Annual Evaluation Report
FRIENDS National Center for
Community-Based Child Abuse Prevention

October 1, 2020 - September 30, 2021

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INTRODUCTION

The FRIENDS National Center for Community-Based Child Abuse Prevention (CBCAP) is a service of the U.S. Department of Health and Human Services, Administration for Children and Families, Children's Bureau and is a division of the Families and Communities Rising, Inc. FRIENDS provides targeted training and technical assistance to CBCAP state lead agencies in all 50 states, Puerto Rico, District of Columbia, and three set-aside grantees to build capacity in the full array of CBCAP program requirements, including outcome accountability, data utilization, parent leadership, evidence-based and evidence-informed practices, program assessment, logic models, collaboration, and systems change.

The Educational Training, Evaluation, Assessment, and Measurement (E-TEAM) Department at The University of Oklahoma serves as the external evaluator for FRIENDS. This annual evaluation report highlights the work FRIENDS National Center accomplished from October 1, 2020 through September 30, 2021 (FFY 2021). This was the second year of operation of FRIENDS National Center under the 2020-2024 cooperative agreement with the Children's Bureau.

This report chronicles FRIENDS' activities during the year, including training and technical assistance (T/TA), the annual CBCAP Grantee Meeting, the annual needs assessment, work with partners, the Prevention Mindset Institute, peer learning calls, and other activities. During FFY 2021, the COVID-19 pandemic continued, which impacted some of FRIENDS' activities throughout the year. To address issues created by the pandemic, FRIENDS staff continued to provide resources and information through various strategies.

ON-SITE TRAINING & TECHNICAL ASSISTANCE

FRIENDS staff provide on-site training and technical assistance (T/TA) and on-site small group consultations to state lead agencies. These visits may relate to a variety of topics, such as program administration, evaluation, best practice models, and cultural competence training. Delivery of the T/TA is conducted by FRIENDS' T/TA coordinators, consultants, and/or contractors. In FFY 2021, there were three events evaluated.

In July 2021, FRIENDS held an event in Wyoming called "Effective Storytelling." The session was facilitated by Edi Winkle and MaryJo Caruso, and there were 16 attendees. Of the nine survey respondents, all agreed or strongly agreed that the session was effective. Six respondents indicated that their understanding of the subject matter improved following their participation in the session.

MaryJo Caruso held a strategic planning meeting in July 2021 in Wisconsin with 10 attendees. There were two survey respondents; both indicated that they strongly agreed that the purpose of the visit was fulfilled. Additionally, the survey respondents agreed or strongly agreed that the right people were present at the session to address the purpose of the visit, the FRIENDS coordinator was prepared for the visit, and they are likely to request TA support from FRIENDS in the future.

In September 2021, FRIENDS held a session called "Community Cafes and Parent Cafes" in Tennessee with 11 in attendance. All four survey respondents found the session effective. Seventy-five percent of participants indicated an improvement in their understanding of the subject matter following the session, and all respondents indicated an increase in their ability to use the resources or apply the skills discussed in the session.

PREVENTION MINDSET INSTITUTE

The FRIENDS' Prevention Mindset Institute (PMI) continued in FFY 2021 with the six states chosen in 2020: Alabama, California, Ohio, South Carolina, Texas, and Wyoming. During the year, several documents and resources were produced, and events were held to support the Institute.

In March, a PMI page on the FRIENDS website was released; the page includes information about the PMI states and partners, PMI newsletters, the PMI brochure, and the PMI Values and Principles document. Three newsletters were produced this year, racial justice and equity values and principles were integrated into the PMI Values and Principles document, and the PMI brochure describing the initiative was created.

Two quarterly calls took place, and one was evaluated in this grant year. The call in December 2020 was evaluated, and results indicated that 71% of survey respondents were satisfied or very satisfied with the calls. Participants expressed satisfaction with the breakout sessions, training opportunities, technical assistance strategies, and hearing from other states. Some participants reported that the calls could be improved with more structure and clear questions, topics, discussion points, and goals. Survey respondents provided suggestions for topics for future calls, which included challenges related to the pandemic, work on states' visions and goals, how the PMI is included in discussions with mandatory reporters, and technical assistance strategies that states have used.

E-TEAM conducted telephone interviews in February with at least one PMI participant from each state to gather their feedback about the Institute. Interviewees reported several aspects of the PMI that were most valuable, including connecting with other states, having the time to work on prevention, collaborating with child welfare partners, and hearing from experts, consultants, and parents. Those interviewed also made suggestions for improvements to the PMI. Interviewees expressed their desire to meet in person and were disappointed that the in-person Institute had to be postponed due to the COVID-19 pandemic. Several interviewees spoke about their confusion related to the purpose of the PMI and what outcomes they should expect. Some mentioned the need to identify measurable outcomes to document their progress and replicate their process. Interviewees also indicated an interest in having concrete tasks or assignments, resources, and strategies to guide their process. Additionally, many stated that other work commitments often interfere with their ability to attend the PMI work between meetings, making it difficult to fully engage.

A PMI session was held during the annual Grantee Meeting, which was held virtually in May. PMI participants from three states (California, Ohio, and Texas) shared how they are partnering with state and community stakeholders to provide system supports to strengthen families and communities.

In August, the PMI in-person Institute was held in Baltimore. Following the Institute, attendees were asked to complete a feedback survey. Respondents' feedback was mostly positive. All survey respondents indicated that they were satisfied with the Institute. Attendees enjoyed the presentations, appreciated the time spent with their state teams, and reported that the Institute re-energized them. Some respondents also had suggestions for improvements, including more time with states and additional guidance about implementation.

The PMI will continue during FFY 2022 with technical assistance coordinators providing regular communication with their participating state, a greater emphasis on helping states identify goals and outcomes and measuring change, and FRIENDS will provide support for states to work with partners on areas such as racial equity. A new cohort of states will be invited to apply for the PMI, and an in-person Institute is being planned for August 2022.

2021 ANNUAL CBCAP GRANTEE MEETING

The 2021 Annual CBCAP Grantee Meeting was held virtually on May 17-18, 2021. The purpose of the meeting was to share updates and priorities from the Children's Bureau, monitor grantee progress, foster peer learning, and support knowledge development and transfer. FRIENDS assisted the Children's Bureau in organizing and facilitating the event.

Three hundred one individuals were active during the event, including four federal staff members and nine FRIENDS staff members. Fifty-six survey responses were obtained from attendees.

Day 1 of the meeting began with a welcome and introductions, followed by a plenary session titled "Unpacking the Connection Between Poverty and Child Neglect: Implications for Policy and Practice" by Dr. Kristen Slack. Eighty-five percent of participants found the opening session very useful or extremely useful. Following the plenary session, a virtual poster session was held with over 20 posters from CBCAP state leads, set-aside grantees, the FRIENDS PAC, and FRIENDS. Fifty-seven percent of participants rated the poster session as very useful or extremely useful. In the afternoon, attendees chose from three breakout sessions. All sessions received satisfaction ratings at or above 75%, with Session C receiving the highest satisfaction rating at 89%.

On Day 2, attendees began the meeting by choosing from three breakout sessions. All three sessions received satisfaction ratings at or above 90%, with Session B receiving the highest satisfaction rating at 100%. Day 2 concluded with a closing session, which included federal updates and a plenary titled "Building Primary Prevention through Progressive Strategies and Community Activation" by Alex Morales. Eighty-nine percent of participants found the closing session very useful or extremely useful.

DAY 1

A: Innovative Initiatives to Support Families and Communities
 B: Update on the Development of Parent Leadership Evaluation Resources and the Spanish PFS-2
 C: The Community Response Program Experiment in Wisconsin

DAY 2

A: The Prevention Mindset Institute: Reimagining Prevention Services through Systems Change
 B: Art for Fostering Resilience in Youth Who Have Experienced Trauma
 C: Your Data Say What? Understanding and Sharing Outcome Data

2021 ANNUAL CBCAP NEEDS ASSESSMENT

E-TEAM completes an annual needs assessment of CBCAP state leads to help FRIENDS, its partners, and the Children's Bureau focus on the areas of greatest need when developing training and technical assistance and prioritizing resource allocation for the CBCAP programs. The following is a summary of the results from 32 respondents.

CBCAP STATE LEADS

Many CBCAP state leads were relatively new to their current role this year, with 38% being in their role for less than two years, 41% for two to five years, 13% for six to 10 years, and 9% for more than 10 years. Twenty-eight states and one set-aside grantee were represented in the sample of survey respondents.

FRIENDS CBCAP WEBSITE

Respondents reported that the most-used resources on the FRIENDS website were the 2019 State Report Digital Summary of Exemplary Practices (66%) and the Parent and Practitioner newsletters (62%). The Parent and Practitioner newsletters (83%), "Sharing the Journey: Voices from the Field" stories (52%), and Prevention Mindset Institute newsletters and resources (52%) were the most shared web-based resources.

FRIENDS PODCASTS

Twenty-two percent of respondents had listened to at least one of the three podcasts in the "Historical Trauma Among African Americans, Radical Healing, and Resilience" series. Eighty-five percent of listeners found the podcast extremely useful (14%) or very useful (71%). Listeners reported that they might use the podcast(s) for their own information (86%), recommend them to local programs (71%), or use them in training (43%).

COLLABORATION WITH CHILD WELFARE STAFF

Ninety-four percent of respondents reported that they were involved with child welfare staff in some way. Of those who reported collaboration with child welfare staff, 77% were involved with the Title IV-E Prevention Program, 63% with the Child and Family Services Review, 60% with the Child and Family Services Plan/Annual Progress and Services Report, 47% with the Program Improvement Plan, and 10% were involved in other ways.

Sixty-six percent of respondents reported that they have seen some systems changes in their state's child welfare systems making a shift to a prevention mindset. Thirteen percent said they have seen substantial systems changes. Sixty-nine percent reported having at least some involvement in making this shift.

Respondents described concrete results they have seen as a result of their collaboration with other child welfare agencies and organizations, which included increasing transparency in data collection, developing evidence-based programming, making structural changes, increasing referrals to prevention programs, increasing funding to support prevention programs, increasing the number of families served, and participating in more conversations focused on prevention.

Survey respondents also described ways in which the Children's Bureau and/or FRIENDS can help further their collaborations with child welfare. Continuing to promote prevention and offer information, technical assistance, and best practices were mentioned. In addition, some would like examples of exemplary and innovative practices and clear definitions of primary, secondary, and tertiary prevention.

TRAINING AND TECHNICAL ASSISTANCE

All respondents received T/TA from FRIENDS since April 2020. Of those, 3% received T/TA once, while 97% received T/TA more than once. Ninety-seven percent of those who received T/TA were satisfied. Further, all reported being satisfied with the access and responses they had with their FRIENDS coordinator.

PEER LEARNING CALLS

Seventy-six percent of respondents had participated in between one and six Peer Learning Calls in the last 12 months. Respondents provided recommendations for improving future calls, which included providing more examples, allowing more discussion and sharing through breakouts, providing agendas and schedules of upcoming calls, requesting feedback from participants concerning their learning and informational needs, and including more concrete, actionable content.

Respondents also provided information about how they have applied the knowledge they gained from the Peer Learning Calls to their work. Some used the information to reflect on and improve their work and the services they provide. Others shared the knowledge with others in their state, and a few respondents noted that learning from others has given them ideas they can implement in their state and allowed them to connect with others.

NEW STATE LEAD COMMUNITY OF PRACTICE

Forty-four percent of respondents had not participated in any New State Lead Community of Practice webinars, and 44% had participated in one to three webinars. Respondents used information shared during the webinars to design and streamline reporting processes and documentation, develop their CBCAP application, share with staff, and incorporate into work and decision-making.

FRIENDS REPORT AND APPLICATION PORTAL

Half of the respondents reported using the FRIENDS Report and Application Portal to develop their CBCAP application that was due June 7, 2021. Some respondents reported finding it useful and user-friendly. However, some respondents found the portal cumbersome and noted that it is difficult to collaborate with others in their organization on the application and report through the portal.

DISCUSSION SERIES

Forty-one percent of respondents participated in at least one webinar in both the “Maximizing Fiscal Resources” and “Strengthening Parent Leadership” discussion series. Sixteen percent participated in one or both webinars in the “Maximizing Fiscal Resources” series and none in the “Strengthening Parent Leadership Series.” Sixteen percent participated in one or both webinars in the “Strengthening Parent Leadership” series and none in the “Maximizing Fiscal Resources” series. Twenty-eight percent did not participate in any of the webinars.

CALLS WITH FEDERAL PROJECT OFFICER AND REGIONAL PROGRAM OFFICER

Eighty-seven percent of respondents participated in small-group calls with their states’ assigned Federal Project Officer (FPO) and Regional Program Officer (RPO) to discuss different topics. Sixty-three percent found these calls very helpful or extremely helpful.

Thirty-four percent of respondents had no preference for the format of their annual calls with the FPO and RPO. Thirty-one percent preferred both individual and small-group calls, 19% preferred small-group calls, and 16% preferred individuals calls.

Respondents provided feedback about improvements that could be made to these calls, which included providing questions or topics in advance, sharing other states’ reports, holding the calls semi-annually, and giving more specific, targeted feedback. Suggested topics for future calls were sharing lessons learned, success stories, and examples from other states; explaining how individual states fit into the national picture; and providing areas for improvement and areas of success.

FISCAL MANAGEMENT AND GRANT OPERATIONS

Sixty-one percent of respondents did not participate in any of the fiscal management and grant operations calls. Of those who did participate, 92% found the information very helpful or extremely helpful. Three respondents indicated that they need additional assistance with the financial calculations on the annual report.

AMERICAN RESCUE PLAN ACT FUNDS

Respondents reported that they will use American Rescue Plan Act funds to expand existing services or begin providing services to several populations, including fathers, homeless youth, children with disabilities, and different racial or ethnic groups. Respondents indicated that these funds will help them strengthen prevention infrastructure (77%), provide concrete supports (73%), and strengthen parent engagement (67%).

Respondents noted challenges that may impact their ability to effectively spend the supplemental funds, including staff capacity, political issues, working cooperatively with state departments, time constraints, state infrastructure, engaging community partners, and deciding where to focus efforts.

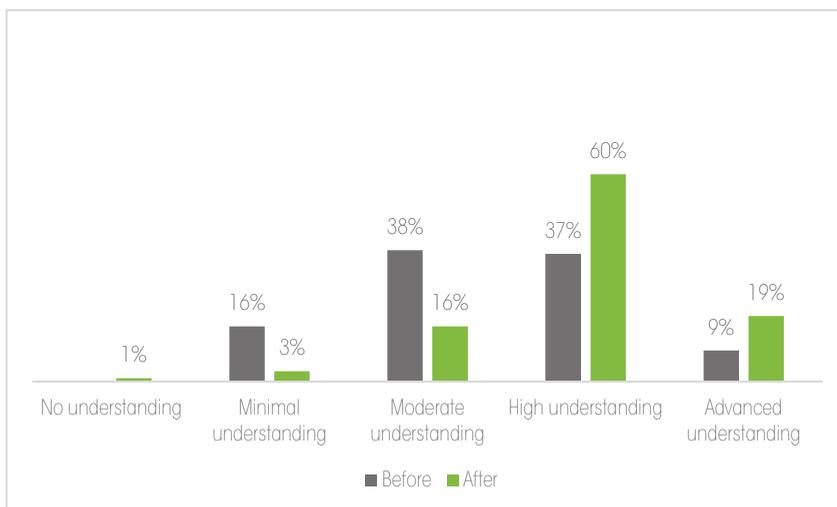
Respondents indicated that an American Rescue Plan Act funds database could help them collect information about types of programs/activities funded (93%), demographics of populations served (87%), outputs (77%), money invested in each program (80%), number of participants (80%), level of evidence (63%), and expected outcomes (80%). The intended uses for the database are to provide information and reports to their governing board (53%), state legislature (80%), and organization's leadership (87%).

PARENT STORIES

Fifty-two percent of respondents reported that they would find a series of videos based on parent success stories useful in their work, and 39% said such videos may be useful. Of those who indicated that they would or possibly would find parent success stories useful, 54% would like 60-90 second video clips of successful stories, and 46% would prefer 2-3 minute videos of parents sharing their personal stories. The audiences with whom respondents would share the stories included the general public (82%), lawmakers/legislators (79%), parents (79%), private partners/funders (57%), and staff (82%).

WEBINARS

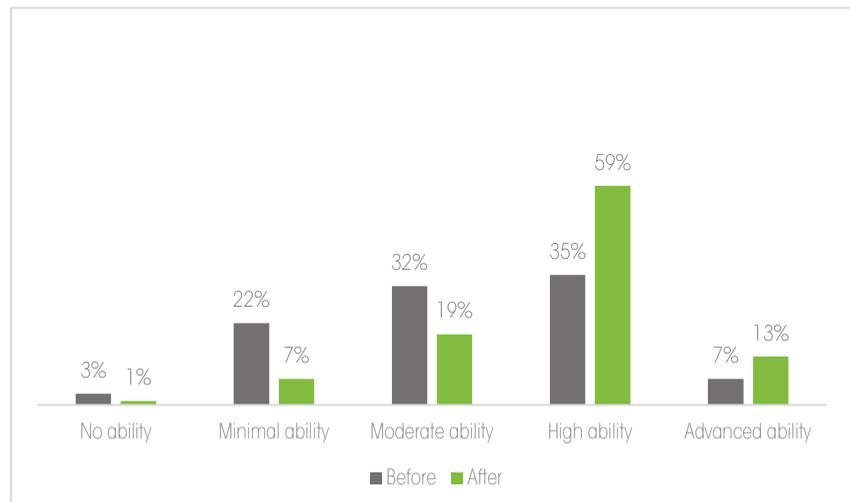
In FFY 2021, 64 state-specific webinars/virtual meetings and 15 multi-state webinars/virtual meetings were held. Evaluation surveys were obtained from 68 participants who attended the state-specific and multi-state webinars. Feedback was mostly positive, with 72% of respondents expressing satisfaction with the webinars. Fifty-one percent of respondents reported that their understanding of the subject matter increased following their participation in the webinar, 43% said their understanding stayed the same, and 6% indicated a decrease in their understanding following the webinar. When asked to rate their ability to use the resources or apply the skills discussed prior to and following their participation in the webinar, 47% reported an increase in their ability, 46% reported that their ability stayed the same, and 7% indicated a decrease in their ability. It is important to note that some respondents rated their understanding and ability as advanced prior to the webinar, leaving no room for improvement.



Forty-six percent of respondents indicated high or advanced understanding prior to the webinar compared to 79% following the webinar.

Percentages may not add up to 100% due to rounding.

Forty-two percent of respondents indicated high or advanced ability prior to the webinar compared to 72% following the webinar.



Percentages may not add up to 100% due to rounding.

Most respondents agreed or strongly agreed that they were satisfied with the webinars in which they participated.

85%

of respondents agreed or strongly agreed that the presentation and materials were of high quality.

76%

of respondents agreed or strongly agreed that the content of the webinar was relevant to their program or job.

85%

of respondents agreed or strongly agreed that the information presented was easy to understand.

66%

of respondents agreed or strongly agreed that the content of the webinar will help them improve child abuse prevention practices or services in their state.

81%

of respondents agreed or strongly agreed that the handouts, web links, and/or visual aids were used effectively.

72%

of respondents agreed or strongly agreed that the webinar was effective overall.

Eleven new state lead (NSL) orientations were conducted in FFY 2021, and evaluation surveys were completed by five participants. All participants agreed that the NSL orientations were of high quality, relevant, and useful, and all strongly agreed that the webinar was effective overall. Three respondents had taken the FRIENDS online CBCAP 101 course prior to the orientation. One found the course 'very helpful,' and one found it 'extremely helpful.' Four respondents spent at least 'a little' time exploring the FRIENDS website prior to this orientation; of those, one found the website 'moderately helpful,' and three found it 'very helpful.' Three respondents reported having 'a little' training from staff in their agency who had previous CBCAP experience prior to the orientation, one had 'some' training, and one had 'a lot' of training. One respondent found the previous training 'extremely helpful,' two found it 'very helpful,' one found it 'slightly helpful,' and one found it 'not at all helpful.' Twenty percent of respondents rated their understanding of the CBCAP grant requirements as high prior to the webinar, and 60% rated their understanding as high following the webinar. Eighty percent reported an increase in understanding. Twenty percent of respondents rated their understanding of the resources available to help with their work as high prior to the webinar, and 80% rated their understanding as high following the webinar. Eighty percent reported an increase in understanding. Twenty percent rated their knowledge about how to request training and technical assistance services as high before the webinar, and all rated their knowledge as high following the webinar. Eighty percent reported an increase in knowledge.

PEER LEARNING CALLS

Monthly peer learning calls (PLCs) are hosted and facilitated by FRIENDS in order to explore current and future prevention-related topics, trends in programming, and best practices. These calls are designed to provide high-quality, subject-specific continuing education and professional development for CBCAP state lead agencies.

Ten peer learning calls were held in FFY 2021 with a total of 421 participants. Following each PLC, participants were invited to complete an evaluation survey about their experience on the call. Forty-one survey responses were obtained. Participants were asked general questions about the quality, relevance, and usefulness of the calls. Participants also rated their knowledge of the subject matter and ability to use the resources and apply the skills discussed on the call before and after participating.

Feedback was mostly positive, with 93% of respondents expressing satisfaction with the calls. Fifty percent of respondents reported that their understanding of the subject matter increased following their participation in the call, and 50% said their understanding stayed the same. When asked to rate their ability to use the resources or apply the skills discussed prior to and following their participation in the call, 36% reported an increase in their ability, and 64% reported that their ability stayed the same. It is important to note that some respondents rated their understanding and ability as advanced prior to the call, leaving no room for improvement.

OCTOBER 2020	Supporting Children and Families Impacted by Domestic Violence
NOVEMBER 2020	Preparing for the CBCAP Annual Report
DECEMBER 2020	Supporting Families and Staff During Uncertain Times
JANUARY 2021	Radical Family Engagement
FEBRUARY 2021	Protective Factors and Support During Times of Trauma and Unrest
MARCH 2021	National Child Abuse Prevention Month - Activities and Resources
MARCH 2021	FY 2021 CBCAP Formula Grant Application
JUNE 2021	Fatherhood Engagement: Strategies that Work
JULY 2021	Child Welfare Information Gateway Presents: Implementing and Evaluating Public Awareness Activities
SEPTEMBER 2021	Community Services Block Grant

Most respondents agreed or strongly agreed that they were satisfied with the peer learning calls on which they participated.

88%

of respondents agreed or strongly agreed that the presentation and materials were of high quality.

93%

of respondents agreed or strongly agreed that the content of the call was relevant to their program or job.

90%

of respondents agreed or strongly agreed that the information presented was easy to understand.

80%

of respondents agreed or strongly agreed that the content of the call will help them improve child abuse prevention practices or services in their state.

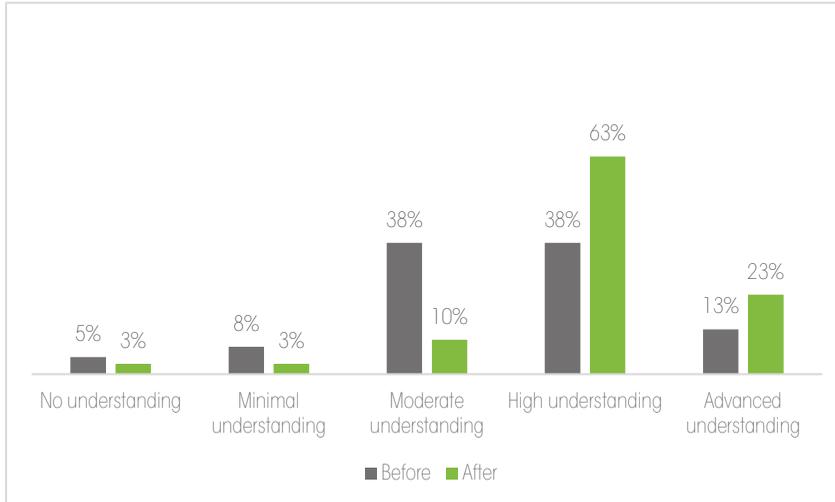
83%

of respondents agreed or strongly agreed that the handouts, web links, and/or visual aids were used effectively.

93%

of respondents agreed or strongly agreed that the call was effective, overall.

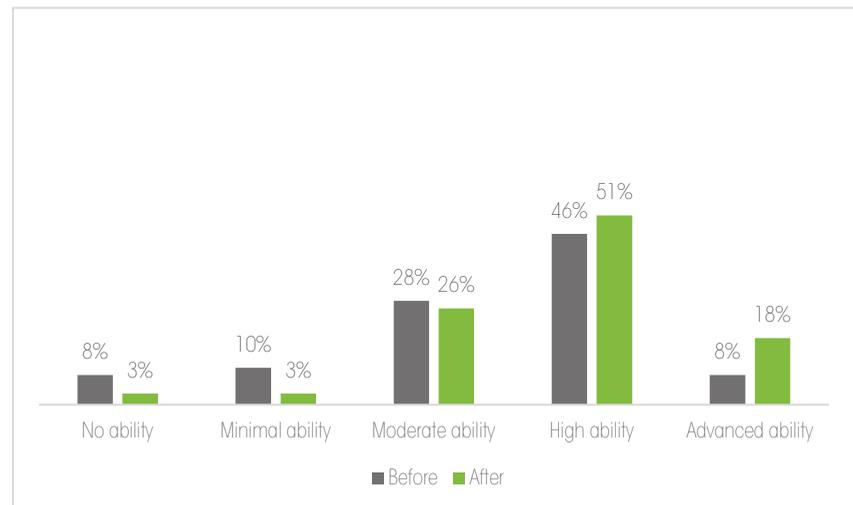




Percentages may not add up to 100% due to rounding.

Fifty-one percent of respondents indicated high or advanced understanding prior to the call compared to 86% following the call.

Fifty-four percent of respondents indicated high or advanced ability prior to the webinar compared to 69% following the webinar.



Percentages may not add up to 100% due to rounding.

NEW STATE LEAD COMMUNITY OF PRACTICE

The New State Lead Community of Practice is a bi-monthly webinar designed to provide a peer-supported forum for new state leads who have been in their role for two years or less; however, anyone is welcome to attend the webinars and suggest topic ideas. In FFY 2021, five New State Lead Community of Practice webinars were held with a total of 98 attendees. The New State Lead Community of Practice is designed to be a peer learning and sharing opportunity and is not evaluated.

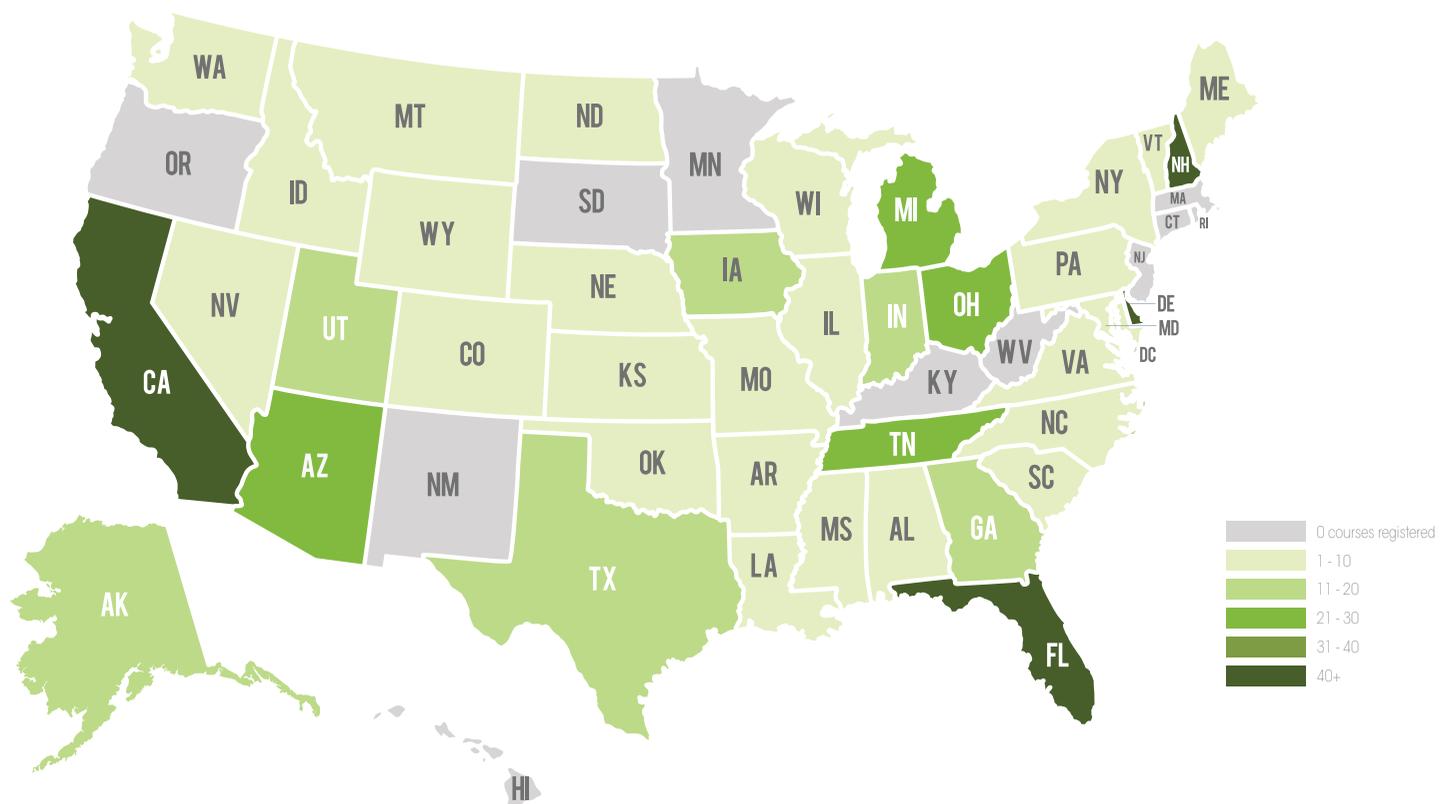
OCTOBER 2020	Bring, Brag, Borrow
DECEMBER 2020	Roundtable Discussion
FEBRUARY 2021	Give Me a Break! How Respite and Crisis Nursery Programs are Supporting Families
JUNE 2021	We've Submitted our Application, Now What?
SEPTEMBER 2021	Using Data to Tell Your Story

ONLINE LEARNING CENTER

The FRIENDS Online Learning Center (OLC) is a resource designed to provide high-quality, subject-specific training free-of-charge for CBCAP state lead agencies, their grantees, and others. The OLC offers accessible continuing education and professional development opportunities 24 hours a day, 7 days a week. Courses are used in a number of different ways: they can be used as an introduction to on-site training events, with local programs and new staff when no in-person training is scheduled, as a refresher, to generate new ideas by reviewing basic concepts, or to share prevention information with colleagues or collaborative partners. During FFY 2021, there were 15 courses available and 585 courses completed. Most states utilized the OLC, with California, Delaware, and New Hampshire being the most active users. There were also 13 courses completed in Canada.

In FFY 2021, FRIENDS continued to monitor, refine, and market the OLC. Flash technology was rendered obsolete this year, so FRIENDS staff worked with Remote Learner to remove all Flash components from the courses. In addition, course evaluation tools were added, and FRIENDS staff worked to create a more interactive and informative user experience through a User Tour.

Also in FFY 2021, the Logic Model, CBCAP 101, and CBCAP 102 courses were revised and updated. The Parent Leadership and Creating Effective Parent/Practitioner Partnerships courses were combined into a revised course, Creating Effective Parent/Practitioner Collaboration. FRIENDS also began reviewing and planning updates to the Protective Factors course.



The Protective Factors and CBCAP 101 courses were the most popular, with 200 and 92 learners, respectively.

CBCAP 101	92
CBCAP 102	53
Connecting for Meaningful Collaborations	30
Continuous Quality Improvement	63
Creating Effective Parent/Practitioner Partnerships	5
Data 101	27
Engaging Tribes	18
Evidence-Based 101	22
Financial Decision-Making	11
Implementation Science	12
Logic Models	25
Maximizing Fiscal Resources	9
Parent Leadership	3
Protective Factors	200
Qualitative Data in Program Evaluation	14



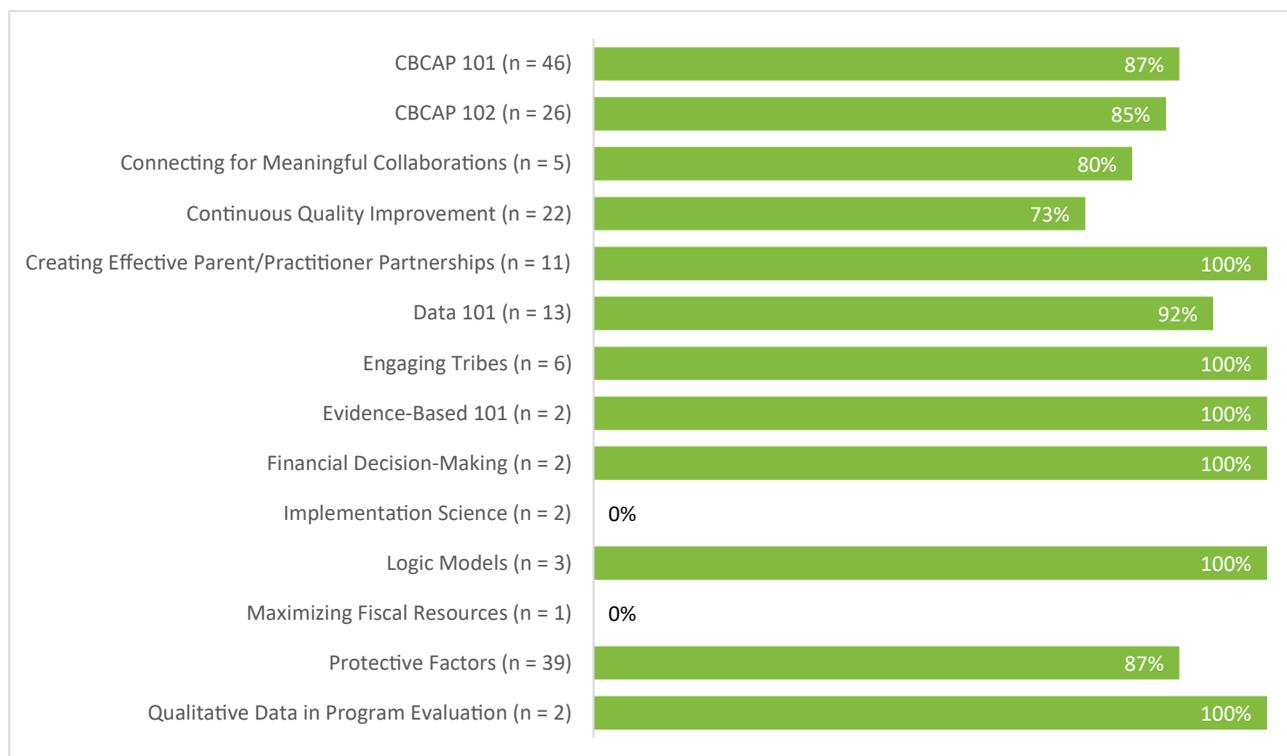
Following their completion of a course, participants were asked to complete a feedback survey. Survey respondents for most courses agreed or strongly agreed that the course was effective overall. One hundred percent of respondents reported that the Creating Effective Parent/Practitioner Partnerships, Engaging Tribes, Evidence-Based 101, Financial Decision-Making, Logic Models, and Qualitative Data in Program Evaluation courses were effective.

Survey respondents rated their understanding of the subject matter of the course before and after their participation. For one course, Evidence-Based 101, 100% reported an increase in knowledge. The percent of participants with an increase in their understanding varied between 0% and 87% for the other courses.

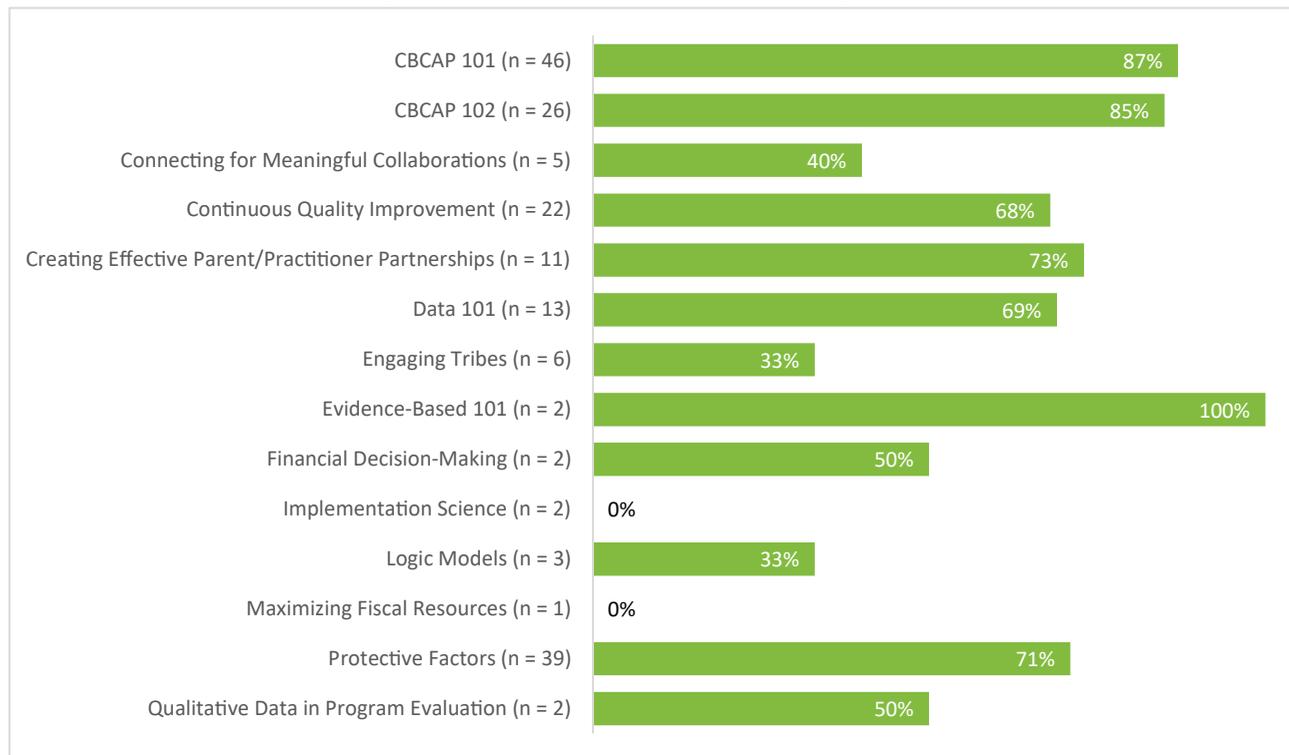
Participants also rated their ability to use the resources and apply the skills discussed in the course before and after their participation. Again, 100% of respondents for the Evidence-Based 101 course indicated an increase in their ability following their participation. The percent of participants with an increase in their ability varied between 0% and 91% for the other courses.

It is important to note that for some courses, there were few completed surveys. Results for these courses should be interpreted with caution, as these percentages may not accurately represent the quality of the course.

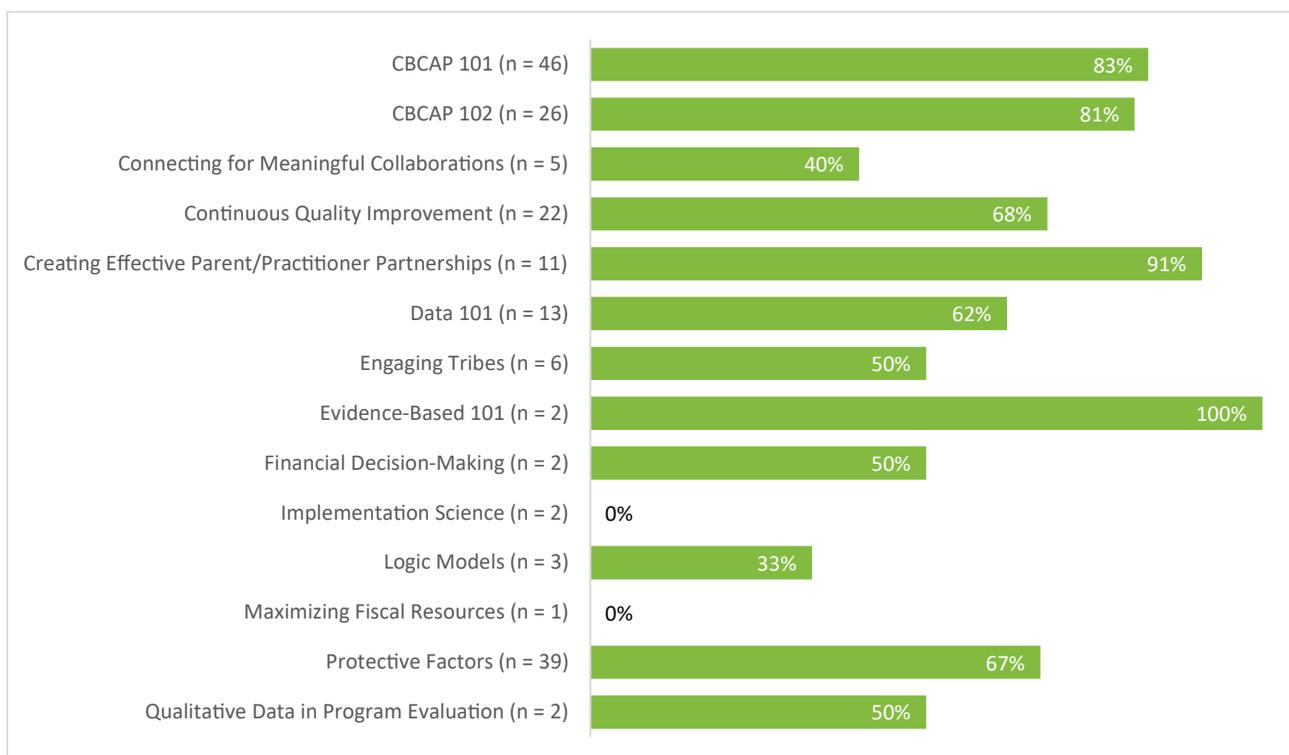
Survey respondents for most courses agreed or strongly agreed that the course was effective overall.



Survey responses for most courses indicated that at least 50% of participants had an increase in understanding of the subject matter following the course.



Survey responses for most courses indicated that at least 50% of participants had an increase in their ability to use the resources and apply the skills discussed following the course.



FRIENDS RESOURCES

FRIENDS provides various resources through listservs, a technical assistance portal, social media, and the FRIENDS website to assist state lead agencies and others who are interested in child abuse prevention.

LISTSERVS & RESOURCE OF THE MONTH

FRIENDS maintains three listservs for the CBCAP state leads, the New State Lead Community of Practice, and the larger prevention community. In FFY 2021, there were 226 subscribers and 134 messages sent on the CBCAP state lead listserv, 112 subscribers and 10 messages sent on the New State Lead Community of Practice listserv, and 712 subscribers and 77 messages sent on the FRIENDS listserv. FRIENDS also disseminates newsletters and highlights a Resource of the Month (see below) through the listservs. There were 11 Resource of the Month disseminations in FFY 2021. In addition, two Parents & Practitioners newsletters were released: one in the winter and one in the summer.

OCTOBER 2020	Protective Factors Survey Online Data System (PFSODS)
NOVEMBER 2020	CB101 Introduction to the CBCAP Program & CB102 Deeper Dive into CBCAP for State Lead Agencies
DECEMBER 2020	2019 CBCAP State Summary of Exemplary Practices: Partnering for Systems Change
JANUARY 2021	National Parent Leadership Month
FEBRUARY 2021	2021-22 Prevention Resource Guide Preorder
MARCH 2021	Sharing Data: State Evaluation Briefs
APRIL 2021	Sharing the Journey: Voices of Parents and Practitioners
MAY 2021	Culturally Effective Organizations Webpage
JUNE 2021	Historical Trauma Among African Americans, Radical Healing, and Resilience Podcast Series
JULY 2021	The Practitioner's Guide to Cost Analysis
AUGUST 2021	Effectively Engaging Tribes: Effective Strategies for Community-Based Child Abuse Prevention Engagement with Tribes

TECHNICAL ASSISTANCE PORTAL

FRIENDS provides a web-based technical assistance portal for states to use in compiling their CBCAP application and annual report for the Children's Bureau. This tool supports CBCAP state leads in completing their applications and annual reports in accordance with the Children's Bureau's requirements. The portal opens for report development in fall/winter each year and for application development in the spring. The portal release in FFY 2021 followed a major update to the system with features such as integrated email from the system to simplify the user experience. In addition, updates were made to the portal to include the American Rescue Plan Act (ARPA) supplemental funding.

In FFY 2021, 26 states used the portal for development of some part of their report in the fall, and 22 used the portal for some part of their application in the spring. FRIENDS provides training and technical assistance on access and use of the portal through coordinators, annual support webinars, and the portal's tutorial section. FRIENDS provided support on the report to 9 states utilizing the portal in the fall and 5 states in the spring.

SOCIAL MEDIA

FRIENDS has a Facebook page and an Instagram page that are maintained by Purple Shoes Creative Consulting and a part-time consultant, and are used to post resource information and promote campaigns. At the end of FFY 2021, there were 1,846 followers on FRIENDS' Facebook page, which is an increase of 544 followers from the end of FFY 2020. Posts were added one to two times per week. The bulk of this period featured an ad for the podcast, "Navigating the Unknown: Finding Self-Compassion" that ran for 2.5 months.

FRIENDS' Instagram page had 103 followers at the end of FFY 2021, which is a 40% increase from the end of FFY 2020. Instagrams ads were run during the first three months of the year for the "Historical Trauma Among African Americans, Radical Healing, and Resilience" podcast.

FRIENDS WEBSITE

The FRIENDS website offers information and resources for the public, state lead agencies, and others interested in child abuse prevention. In FFY 2021, there were 44,648 visitors to the website. Updates and resources are continually added throughout the year. Some of the content added and changes made in FFY 2021 included:

- Added the 2019 State Report Summary of Exemplary Practices page.
- Updated existing PFS and PFS-2 materials.
- Updated Parent Advisory Council (PAC) biographies and added pictures of new members.
- Added monthly webinars, such as the peer learning calls and New State Lead Community of Practice calls.
- Updated internal and external links for a better user experience.
- Created pages for Sharing Data and Evaluation Briefs and Prevention Mindset Institute.
- Added parent/practitioner stories to the “Sharing the Journey” materials (new tab and additions to the media library).
- Expanded the use of the form/survey functions to collect relevant data for various projects.
- Updated the Neglect Toolkit to include state updates, new links, and resources.
- Added Parent/Practitioner Collaboration and Historical Trauma Among African Americans podcasts.
- Launched Culturally Effective Organizations page, which replaced the Cultural Responsiveness page.
- Updated the Family Resource Centers page.

PROTECTIVE FACTORS SURVEY

The Protective Factors Survey (PFS) and the Protective Factors Survey, 2nd Edition (PFS-2) are used with parents and caregivers participating in family support and child maltreatment prevention services. The surveys assess multiple protective factors to prevent child abuse and neglect. Results of the surveys are designed to provide agencies with information about the families they serve, measure changes in families' protective factors, and help identify areas for improvements in protective factors for families. FRIENDS also maintains the Protective Factors Survey Online Data System (PFSODS), a web-based tool that allows users access to an online data system which enables users to manage all aspects of the PFS and PFS-2.

In FFY 2021, FRIENDS staff provided training and technical assistance concerning the implementation of the PFS-2 and PFSODS to several states and DC through webinars, demonstrations, trainings, and planning/informational calls.

The University of Kansas continued to solicit feedback from CBCAP sites on translated items for the Spanish Protective Factors Survey (SPFS-2). In addition, they explored constructs that might be useful additions through literature searches, examination of other instruments, conversations with Spanish-speaking individuals and service providers, and a presentation at the CBCAP Grantee Meeting. They also conducted a "Listening and Learning" session with key stakeholders and service providers with Spanish-speaking populations to gain better insight.

PARENT ADVISORY COUNCIL

The Parent Advisory Council (PAC) was established to provide useful overall program direction and guidance. Members share their experiences and expertise in child abuse prevention and family strengthening through their active participation in FRIENDS workgroups, the annual Grantee Meeting, development and review of written materials, and consultation and advice.

The PAC had 11 members at the end of the fiscal year (see Appendix). Two were new members who began their terms in January 2021 and represented the District of Columbia and Georgia, eight were active members who were in the process of fulfilling their terms, and one served as a mentor member who supported the one-year orientation of new members and served as an additional resource to active members. Originally, three new members were chosen during the 2020 nomination process; however, the representative from California resigned mid-year in order to focus on an immediate need to develop services to support refugees. One mentor member fulfilled their term and will transition to alumni status at the end of 2021. PAC members will continue to engage in an annual call for nominations and serve a total of four years, including their time as an onboarding, active, and mentor member before moving to alumni status.

During FFY 2021, the PAC met 12 times for monthly council meetings. Council members also participated in the annual PAC check-up survey, in which they reflected on their participation as individuals and as a group, providing feedback to strengthen their efforts toward informing the work of FRIENDS and the CBCAP community. Through this survey, members indicated that they felt like valued members of the PAC and felt they were able to participate and contribute meaningfully to the PAC and FRIENDS. Survey respondents also indicated that FRIENDS staff members take their concerns and contributions seriously, and members reported being satisfied with their experience as a volunteer member of the PAC. In addition, respondents expressed appreciation for the opportunity to be involved with the PAC and have a voice at the national level.

Instead of the usual in-person annual PAC retreat, FRIENDS held a virtual learning session in December due to COVID-19. The session focused on information about the roles of PAC members and how the PAC can help further members' leadership journeys. Participants were asked to complete an evaluation survey following the session. Ninety-one percent of the 11 respondents agreed or strongly agreed that the session was effective overall. PAC members also participated in a presentation by a panel of PAC alumni members, which was facilitated by Robin Higa.

During the year, the PAC participated in various activities and workgroups. Members:

- Served as subject-matter experts for the Prevention Mindset Institute and Diversity/Equity/Inclusion Workgroup.
- Utilized a new web-based link to document monthly activities.
- Coordinated monthly meetings for the newsletter committee where PAC members discussed topics to be covered and progress on obtaining articles and photos for the newsletter.
- Created new parent/practitioner audio stories for the “Sharing the Journey” series.
- Co-presented with FRIENDS’ staff on parent leadership training in Alabama.
- Presented and co-presented on peer learning calls, webinars, site visits, and workshops.
- Planned and hosted a virtual retreat.
- Provided input to the updated parent leadership online course.
- Continued to be active in recurring and ad hoc workgroups to support CBCAP efforts.
- Provided input on the development of the Culturally Effective Organizations webpage of the FRIENDS website.
- Participated with FRIENDS in a shared team-building/development day.
- Created, edited, and published the Parents and Practitioners newsletter in English and Spanish.
- Worked with current and former PAC members to plan and co-facilitate PAC leadership development event.
- Participated in the virtual CBCAP Grantee Meeting, including contributing two posters and co-facilitating the CBCAP 101.

UNIVERSITY OF OKLAHOMA'S E-TEAM

The Educational Training, Evaluation, Assessment, and Measurement (E-TEAM) department at The University of Oklahoma serves as the external evaluator for FRIENDS, providing evaluation services for the T/TA events and activities FRIENDS conducts, including the annual Grantee Meeting, regional meetings, resources, and on-site T/TA. E-TEAM also conducts an annual needs assessment of the state lead agencies and evaluates activities of the CBCAP's Parent Advisory Council.

In FFY 2021, E-TEAM completed the following activities:

- Conducted interviews with the members of the Prevention Mindset Institute and provided a report detailing the findings.
- Completed the annual PAC Check-Up Survey and report.
- Conducted interviews with participants of New State Lead Orientation webinars and recipients of FRIENDS training and technical assistance and provided a summary of results.
- Evaluated the first session of the Parent Leadership Discussion Series and provided a report.
- Evaluated one Prevention Mindset Institute quarterly call and provided a report.
- Completed the annual report.
- Evaluated the summer webinar series and provided a report.
- Evaluated the PAC Learning Event and provided a report.
- Evaluated the first session of the Maximizing Funding Discussion Series and provided a report.
- Continued to provide support to FRIENDS staff by developing surveys and providing reports and feedback from surveys, as requested.
- Continued to maintain the MIS.
- Conducted the annual needs assessment and provided a report detailing the findings.
- Evaluated the virtual annual Grantee Meeting and provided a report detailing the findings.
- Evaluated the Prevention Mindset Institute and completed interviews with a sample of participants.

UNIVERSITY OF KANSAS CPPR

The Center for Public Partnerships and Research (CPPR) at the University of Kansas provided support to CBCAP in the areas of parent engagement and leadership; the Protective Factors Survey, 2nd Edition (PFS-2); and the Spanish Protective Factors Survey (S-PFS).

In FFY 2021, the CPPR finalized a working draft of the Parent Leadership Evaluation Toolkit. They worked with FRIENDS staff to identify states that might be a good fit for the project pilot and developed a semi-structured protocol to guide conversations with states. CPPR staff and FRIENDS' technical assistance coordinators met with the following states: Arizona, Massachusetts, Michigan, Nevada, New York, Washington, Washington DC, and South Dakota. The state representatives were asked about their experiences with parent leadership evaluation, goals, and challenges. The CPPR compiled and analyzed findings and recommendations from those conversations and identified four states (Nevada, Massachusetts, Michigan, Washington) to participate in the pilot phase. CPPR staff developed semi-structured questions based on initial conversations that related to each state's unique parent leadership needs and created an electronic survey for state leads to utilize with grantees. The Parent Leadership Evaluation Toolkit is updated on an ongoing basis as new information is received from pilot states.

The CPPR continued work on the Spanish PFS (S-PFS) during FFY 2021 and provided support for the PFS-2 (see Protective Factors Survey section of this report for details).

RACIAL EQUITY

During FFY 2021, FRIENDS took steps to address racial equity. FRIENDS contracted and worked with two consultants: Marlysa Gamblin with Gamblin Associates and Maria Gehl with Zero to Three (ZTH). Both consultants worked with FRIENDS during an in-person staff meeting in July. Gamblin provided a one-day training using a Racial Wealth Gap Learning Simulation to introduce policies that have been implemented in the U.S. post-slavery. These policies greatly diminished the African American family's ability to build wealth and favored wealth-building in white families. Many of these policies continue today, and their impact is still a significant factor in the disparities seen in American Society.

ZTH has been examining issues related to racial equity and justice as it applies to early childhood development for several years. Gehl recommended three books, and FRIENDS staff each selected one to read. The books all address issues around race and discuss the use of integrated mindfulness as a way to handle the emotional pain associated with historical trauma, tensions between various groups, and stressors in the workplace and otherwise. Gehl led a half-day mindfulness workshop for the staff.

In addition to the events discussed above, FRIENDS staff have attended several workshops and conferences since July that explored the issues of racial injustice and disproportionality in the child welfare system.

A Racial Equity Workgroup was formed with four staff and two PAC members to plan for FRIENDS' next steps in continuing to educate staff, assess current operations and services, and develop resources and supports for CBCAP grantees. The group facilitated a combined session for staff and the PAC in September. Everyone created their own cultural portrait, and these were shared in small groups as a starting place for further discussion. The group will continue to meet monthly and will develop a strategy for work in this area.

The Culturally Effective Organizations framework, webpage, and resources were released in the spring. Dr. Trinidad Tellez, a family physician in Massachusetts, met with staff in September to discuss the resource and what supports staff need to feel comfortable using it in technical assistance with grantees. Dr. Tellez is also developing a workshop and training materials for staff to use that will be available early in 2022.

AMERICAN RESCUE PLAN ACT OF 2021

In March 2021, President Joe Biden signed the American Rescue Plan Act of 2021 (ARPA), which authorized an additional \$250 million in funding for the CBCAP program. FRIENDS, as the federally contracted technical assistance provider for CBCAP grantees, will receive ARPA funding for federal fiscal years (FFY) 2021, 2022, and 2023. FRIENDS hired two training and technical assistance coordinators and an evaluation specialist/program planner in July to expand support for state lead agencies to utilize the supplemental funding effectively.

FRIENDS worked with the Children's Bureau to host four calls with grantees in May and June to assess states' training and technical assistance needs for the supplemental funding. Several questions were asked of participants, and time was allotted for discussion, questions, and answers. Notes were taken during each meeting and compiled and organized by themes. Staff added resources that are currently available to respond to some of the expressed needs, and this document was shared with state lead agencies during fall 2021 regional calls.

During FFY 2021, FRIENDS also worked on updating the CBCAP portal to accommodate states entering ARPA tracking/reporting information. Brand New Box worked on early development and assisted with developing interview questions for CBCAP leads on the use of the ARPA section of the portal. FRIENDS conducted phone interviews with six states to learn more about state lead agencies' needs and interests for what was to be called the "ARPA Dashboard." This would be a new section of the portal where grantees could enter information on the use of ARPA funds, programs and services offered, populations reached, and other key information.

DISCUSSION SERIES

In FFY 2021, FRIENDS staff facilitated three webinars in a 4-part Maximizing Funding discussion series. The first discussion of the year was held November 2020 and focused on leveraged funds, and presenters included staff from the South Carolina CBCAP state lead and their partners from the Mary Black Foundation. The second discussion was held March 2021 and focused on braided and blended funding, and the presenters included staff from the Colorado CBCAP state lead and their partners from the Invest in Kids Nurse Family Partnership Program. The third discussion was held August 2021 and focused on fundraising, and the presenters were state leads in Massachusetts and Michigan.

The first of the Maximizing Funding discussion series webinars was evaluated. Eighty percent of the five survey respondents agreed or strongly agreed that the discussion was effective. All survey respondents reported an increase in their understanding of the subject matter following their participation in the discussion, and 80% indicated an increase in their ability to use the resources or apply the skills discussed in the session.

FRIENDS staff also facilitated two webinars in a 4-part Strengthening Parent Leadership discussion series. The first discussion was held in January 2021 and focused on parent leadership readiness, and presenters included staff from the CBCAP state lead from Georgia. The second session was held in April 2021 and focused on meaningful parent leadership roles.

The first of the Strengthening Parent Leadership discussion series webinars was evaluated. One hundred percent of the 17 survey respondents agreed or strongly agreed that the discussion was effective. Sixty-three percent of respondents indicated an improvement in their understanding of the subject matter following the session, and half reported an improvement in their ability to use the resources or apply the skills.

APPENDIX

GRANTEE MEETING COMPARISON

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PARENT ADVISORY COUNCIL MEMBERS

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GRANTEE MEETING COMPARISON

A multi-year comparison of the annual Grantee Meeting was completed to examine long-term trends and improvements in the data. The number of attendees increased in FFY 2021, as compared to the previous year, which could be due to the event being virtual. Between 75% and 100% of participants were satisfied with the sessions they attended. The most successful aspects of the meeting were the speakers; breakout sessions; tools, knowledge, and resources gained; learning from other states; and networking. The least successful aspects were the meet and greet, poster session, virtual format, and the lack of Outlook or email invites.

	2018	2019	2020	2021
Attendees	Approximately 100 attendees (62% state leads)	59 attendees, 3 Federal staff members, and 7 FRIENDS staff members	101 attendees, 3 Federal staff members, and 9 FRIENDS staff members	301 attendees, 4 Federal staff members, and 9 FRIENDS staff members
Responses	<ul style="list-style-type: none"> • 81 responses from Day 1 • 60 responses from Day 2 	<ul style="list-style-type: none"> • 40 from Day 1 (50% from state leads) • 39 from Day 2 (56% from state leads) 	<ul style="list-style-type: none"> • 46 from Day 1 (57% from state leads) • 36 from Day 2 (58% from state leads) 	<ul style="list-style-type: none"> • 56 responses
Sessions	<ul style="list-style-type: none"> • 68% rated opening plenary very or extremely useful • 75% rated panel session very or extremely useful • 76% rated Front Porch Chat very or extremely useful • 79% rated NSL orientation very or extremely useful • 42% rated poster network session very or extremely useful 	<ul style="list-style-type: none"> • 66% rated opening plenary on Day 1 very or extremely useful • 73% rated opening plenary on Day 2 very or extremely useful • Between 73% and 100% of respondents agreed or strongly agreed that they were satisfied with the sessions 	<ul style="list-style-type: none"> • 91% rated plenary on Day 1 very or extremely useful • 76% rated Dr. Milner's comments very or extremely useful • 85% rated closing on Day 1 very or extremely engaging • 83% rated plenary on Day 2 very or extremely useful • Between 82% and 100% of respondents agreed or strongly agreed that they were satisfied with the sessions 	<ul style="list-style-type: none"> • 85% rated plenary on Day 1 very or extremely useful • 57% rated poster session as very useful or extremely useful • 89% rated closing session very useful or extremely useful • Between 75% and 100% of respondents agreed or strongly agreed that they were satisfied with the sessions
Most successful aspects	<ul style="list-style-type: none"> • Networking opportunities • Front porch chat • Substance use session 	<ul style="list-style-type: none"> • Networking opportunities • Learning from other states • Jerry Milner's presentation 	<ul style="list-style-type: none"> • Networking opportunities • Hearing from other states • Breakout sessions • Plenary sessions 	<ul style="list-style-type: none"> • Speakers • Breakout sessions • Tools, knowledge, and resources gained • Learning from other states and networking
Least successful aspects	<ul style="list-style-type: none"> • Logistical issues • Opening plenary 	Concurrent State Team Planning Meeting	<ul style="list-style-type: none"> • Breakout sessions too short • Difficulty staying engaged in sessions 	<ul style="list-style-type: none"> • Meet and greet • Poster session • Virtual format • Lack of Outlook or email invites
Overall satisfaction	95% slightly, moderately, or very satisfied	97% satisfied or very satisfied	97% satisfied or very satisfied	Question not asked

NEEDS ASSESSMENT COMPARISON

A multi-year comparison of the annual needs assessment was completed to examine long-term trends and improvements in the data. The number of responses to the needs assessment decreased this year, as did the percent of respondents who were new to the role of state lead. More respondents participated in T/TA this year than in past years, and the percent of those who were satisfied with the T/TA they received also increased.

	2018	2019	2020	2021
CBCAP State Leads	<ul style="list-style-type: none"> • 46 respondents • 37% < 2 years as SL • 24% 2-5 years as SL • 24% 6-10 years as SL • 15% > 10 years as SL 	<ul style="list-style-type: none"> • 32 respondents • 28% < 2 years as SL • 38% 2-5 years as SL • 16% 6-10 years as SL • 19% > 10 years as SL 	<ul style="list-style-type: none"> • 43 respondents • 42% < 2 years as SL • 28% 2-5 years as SL • 16% 6-10 years as SL • 14% > 10 years as SL 	<ul style="list-style-type: none"> • 32 respondents • 38% < 2 years as SL • 41% 2-5 years as SL • 13% 6-10 years as SL • 9% > 10 years as SL
FRIENDS CBCAP Website	<ul style="list-style-type: none"> • 61% used weekly • 33% used monthly • 4% used less than once a month • 79% found navigating the website easy 	<ul style="list-style-type: none"> • 56% used several times a month • 38% used less than once a month • 66% found website very or extremely helpful • 91% found website easy to use 	<ul style="list-style-type: none"> • 38% used several times a month • 58% used less than once a month • 68% found website very or extremely helpful • 90% found website easy to use 	Question not asked
Training/Technical Assistance	<ul style="list-style-type: none"> • 83% received T/TA • 94% were satisfied with T/TA • 94% were satisfied with Coordinator 	<ul style="list-style-type: none"> • 87% received T/TA • 93% were satisfied with T/TA • 94% were satisfied with Coordinator 	<ul style="list-style-type: none"> • 92% received T/TA • 92% were satisfied with T/TA • 97% were satisfied with Coordinator 	<ul style="list-style-type: none"> • 100% received T/TA • 97% were satisfied with T/TA • 100% were satisfied with Coordinator
FRIENDS Podcasts	N/A	<ul style="list-style-type: none"> • 19% listened to podcast • 67% found podcast very or extremely useful 	<ul style="list-style-type: none"> • 15% listened to Historical Trauma podcast • 12% listened to Navigating the Unknown podcasts 	<ul style="list-style-type: none"> • 22% listened to at least one Historical Trauma podcast • 85% found podcast(s) useful
State Report Summary of Exemplary Practices	<ul style="list-style-type: none"> • 71% were at least moderately familiar with report 	<ul style="list-style-type: none"> • 81% were at least moderately familiar with the report 	<ul style="list-style-type: none"> • 64% were at least moderately familiar with the report 	Question not asked
Collaboration with Child Welfare Staff	<ul style="list-style-type: none"> • 94% participated in child welfare planning and reporting processes 	<ul style="list-style-type: none"> • 72% participated in child welfare planning and reporting processes 	<ul style="list-style-type: none"> • 92% participated in child welfare planning and reporting processes 	<ul style="list-style-type: none"> • 94% participated in child welfare planning and reporting processes
FRIENDS Report and Application Portal	<ul style="list-style-type: none"> • 63% used portal for annual report • 48% used portal for application 	N/A	<ul style="list-style-type: none"> • 33% used portal for application • 44% have used the portal in the past 	<ul style="list-style-type: none"> • 50% used portal for application
Calls with FPO and RPO	N/A	<ul style="list-style-type: none"> • 53% found calls very or extremely helpful 	<ul style="list-style-type: none"> • 79% participated in at least one small-group call • 57% found calls very or extremely helpful 	<ul style="list-style-type: none"> • 87% participated in at least one small-group call • 63% found calls very or extremely helpful

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