

Maine's TANF-Funded
Whole Family Services
Programs

2024

Annual Outcomes Report



STATE OF MAINE

Department of
Health and Human Services

Office for Family Independence



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Program Overview

Since Summer 2021, the Office for Family Independence at Maine's Department of Health and Human Services (DHHS) has partnered with providers across the state to offer Whole Family Services* (WFS) to families experiencing social and economic instability. Our WFS programs are multi-generational coaching programs that invite both parents and children to partner with a Family Coach who offers referrals, resources, planning, and advice to families working towards stability.

The whole family approach to service delivery is a multi-generational, strengths-based service model that works to create success for both parents and children. Unlike traditional case management, Maine's WFS programs offer family-centered coaching that encourages families to create their unique definition of stability and to set their own goals. Families who participate in WFS programs enter into a partnership with their Family Coach to define their own path forward and create goals that are personally meaningful.

Because families initiate and influence their own goals and activities, WFS uses a broad definition of stability when measuring family outcomes. Families come to WFS with goals including finding stable housing, passing the HiSET, accessing behavioral healthcare for their children, improving their credit score, and more. Family coaching is centered around six broad service areas: housing, physical and mental health, social capital and self-confidence, child development, education, and employment and income.

Each Family Coach that is part of WFS works with 14-25 families at a time to create individualized Family Plans. Each Family Plan lists short- and long-term goals and associated activities for each member of the family, including goals and activities for each individual child. Since Coaches are partners with their families, each Family Plan also includes activities for the Family Coach to complete alongside the family. WFS coaching is intensive, and many Coaches spend a large part of their week visiting families in their homes and accompanying them to appointments. Because of the range of goals that families bring to the program, Family Coaches have been extremely flexible with the intensity of services offered to each family. Many families enter the program with immediate needs and benefit from multiple contacts with their Coach weekly. Other families who feel they are approaching stability may meet with their Coach by phone only once a month as they work towards

LEGISLATIVE HISTORY

22 M.R.S.A §3769-G

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES BLOCK GRANT: WHOLE FAMILY ECONOMIC SECURITY INITIATIVES

Maine's WFS programs were created through legislation in 2019 that allocated up to \$2 million annually in funding from Maine's TANF block grant. Families are eligible to receive Whole Family Services if they have income under 200% of the Federal Poverty Level and have dependent children. Maine DHHS contracts with 11 service providers who operate WFS programs in all 16 counties across the state.

*Other Maine programs use TANF funding to offer services within a whole family model, including Family Future's Downeast, a two-generation college program for parents and their children, as well as the Whole Family Case Coordinators within the ASPIRE program, which is Maine's TANF workforce participation program. The services described in this report refer specifically to the contracts resulting from 22 M.R.S.A §3769-G.

longer-term goals like education and employment. In Whole Family Services, the types and intensity of services are determined by the needs of the family.

An important part of WFS is connecting families to other programs for which they may be eligible. Many families who partner with WFS are also enrolled in Maine DHHS assistance programs like Additional Support for People in Retraining and Employment (ASPIRE) and Higher Opportunity for Pathways to Employment (HOPE). For families pursuing more targeted goals through other programs, WFS can provide additional wraparound supports to ensure that both parents and children have access to the resources they need to thrive.



WHOLE FAMILY SERVICES IN YEAR 3

July 2023 to June 2024

Between July 2023 and June 2024, Maine's Whole Family Services programs partnered with 641 families comprised of 2,350 individuals. Enrollment increased steadily from 334 families in July to 422 in October and has remained steady ever since, closing out the year with 427 enrolled families in June 2024. Total statewide program capacity is typically between 350 and 450 families, depending on the intensity of enrolled families' needs. Eight providers have enrollments above the minimum of 14 families per Family Coach, and three providers have steadily increased their caseloads towards this minimum over the last year.

Maine's Whole Family Services programs have further established themselves as an invaluable part of their community networks. In Year 3, several providers reorganized where their program sits within their agencies, which has helped clarify the unique approach and capacity of our WFS programs. KVCAP continues to host statewide community of practice meetings, where Family Coaches from all 11 provider agencies have a chance to gather and discuss challenges, resources, and insights. Providers have also worked to develop better coordination with outside agencies and have more frequently participated in team family meetings with staff from other programs. Our providers receive referrals from housing services, child development programs, and government entities like Maine's Office of Child and Family Services. Several programs have developed close relationships with Fedcap, the State's provider for TANF workforce services. Many referrals happen through word-of-mouth as families share the benefits of the program with their friends and neighbors.

Caseload turnover was reduced during Year 3 as families developed deeper connections with their Family Coaches and opted to stay enrolled for the long-term. In the first quarter of the year, 77% of the overall caseload was continuing enrollment. This number increased to 89% in the last quarter. Most WFS programs maintain a mix of 'active' and 'passive' cases, working with some families on a daily basis as they deal with more imminent needs like housing, and meeting with other families on a

monthly basis as they maintain and enhance their stability over the long-term. Long-term goals typically include education and employment. 91 adults were enrolled in post-secondary education programs in the last year, and 78% of families had established long-term career goals. Family Coaches in many programs also provide on-the-spot navigation services when new families apply, referring families with more targeted goals to other programs better suited to their needs.

Child development was an area for improvement in Year 3. We began collecting data on child developmental screenings as well as participation in extracurricular activities. This data has been challenging to collect in some instances, but providers have worked hard to develop data-gathering practices. More importantly, Family Coaches continue to have regular conversations with parents about their children's developmental progress.

We have also begun to conceptualize quality of life as a critical program outcome. Many families successfully connect to housing and financial resources, but this doesn't necessarily translate into greater life satisfaction. Family Coaches have worked with families to find a "third place" - somewhere that isn't work or home - where they can spend time and participate in the wider community. Coaches continue to take a wholistic perspective of family experience and help connect both parents and children to events, activities, and pastimes that provide moments of joy and memory-making. In addition to bringing joy and meaning to parents and children, these opportunities to build social capital have been shown to lead to higher incomes and long-term career development for families.

In Year 3, Whole Family Services began collecting an updated set of data to support a more wholistic set of services and outcomes. The WFS providers have worked incredibly hard as a community to develop systems for collecting this more comprehensive set of data points. Programs within the Community Action Agencies developed a new dashboard within their EmpowOR system to facilitate gathering data for monthly reporting. This work has helped us to provide a clearer picture of the challenges and success experienced by families.

Families who partnered with WFS have achieved successes in access to healthcare, child development, education, and employment. Roughly one-quarter of families increased their income through employment, and one out of ten parents enrolled in a high-need post-secondary credentialing program. 74% of children were up to date with developmental screenings, and 89% of individuals had access to some form of health insurance.



MAINE'S WHOLE FAMILY SERVICES PROVIDERS

Aroostook County Action Program (ACAP)

Aroostook

Community Concepts

Androscoggin
Oxford

Downeast Community Partners (DCP)

Hancock
Washington

Kennebec Valley Community Action Program (KVCAP)

Kennebec
Somerset

Maine Immigrant and Refugee Services (MEIRS)

Androscoggin

Midcoast Maine Community Action (MMCA)

Lincoln
Sagadahoc

Penquis

Penobscot
Piscataquis
Knox

The Opportunity Alliance (TOA)

Cumberland

Waldo Community Action Partners (WCAP)

Waldo

Western Maine Community Action (WMCA)

Franklin

York County Community Action Corp. (YCCAC)

York

WHERE ARE OUR FAMILY PARTNERS?

ANDROSCOGGIN: 92

AROOSTOOK: 80

CUMBERLAND: 57

FRANKLIN: 17

HANCOCK: 28

KENNEBEC: 22

KNOX: <10

LINCOLN: <10

OXFORD: 37

PENOBSCOT: 93

PISCATAQUIS: 14

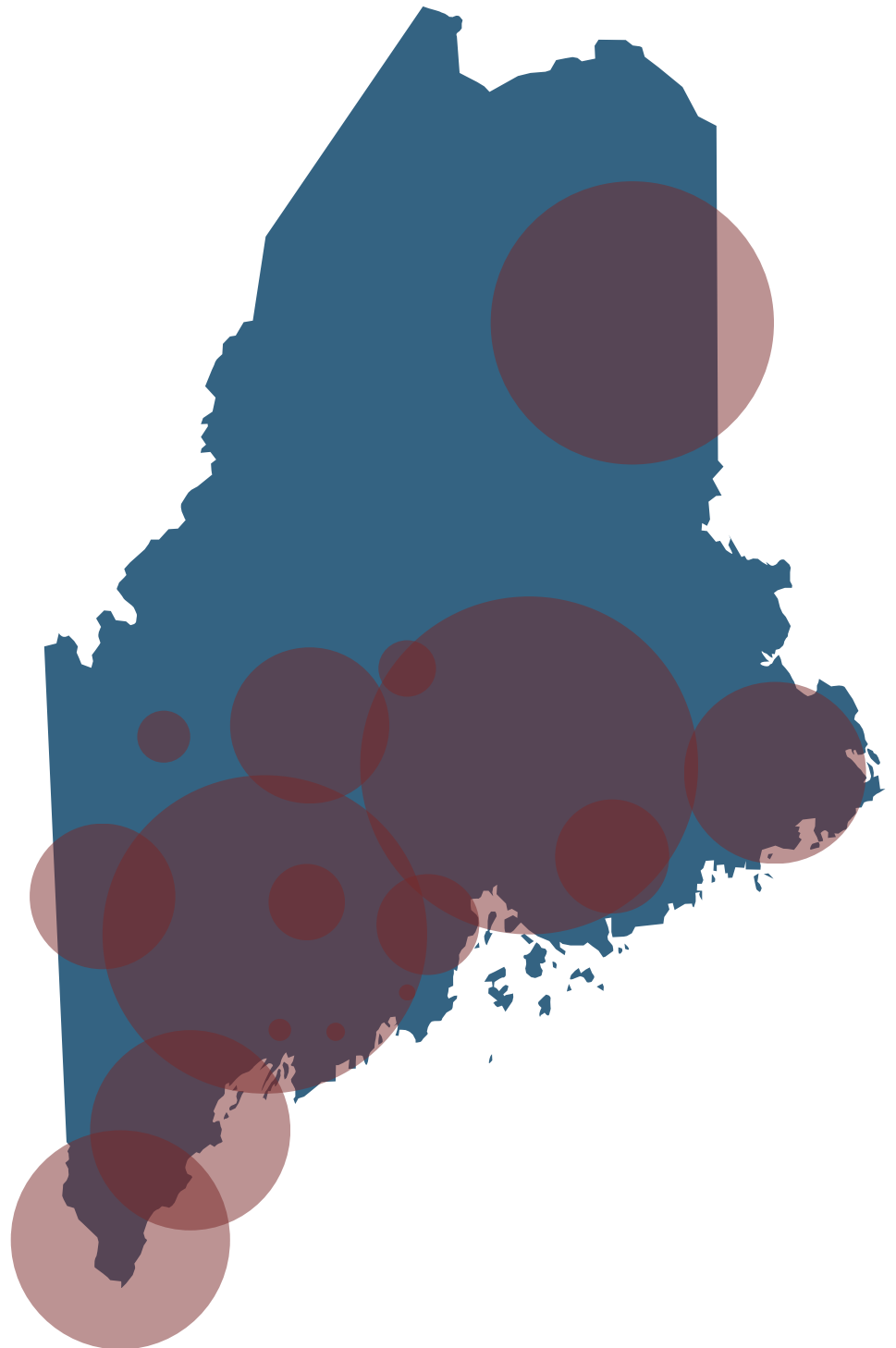
SAGadahoc: <10

SOMERSET: 45

WALDO: 29

WASHINGTON: 48

YORK: 61



STATEWIDE: 641

WHICH FAMILIES PARTNERED WITH WHOLE FAMILY SERVICES?

641 Families 969 Parents 1,381 Children

SUPPORTS

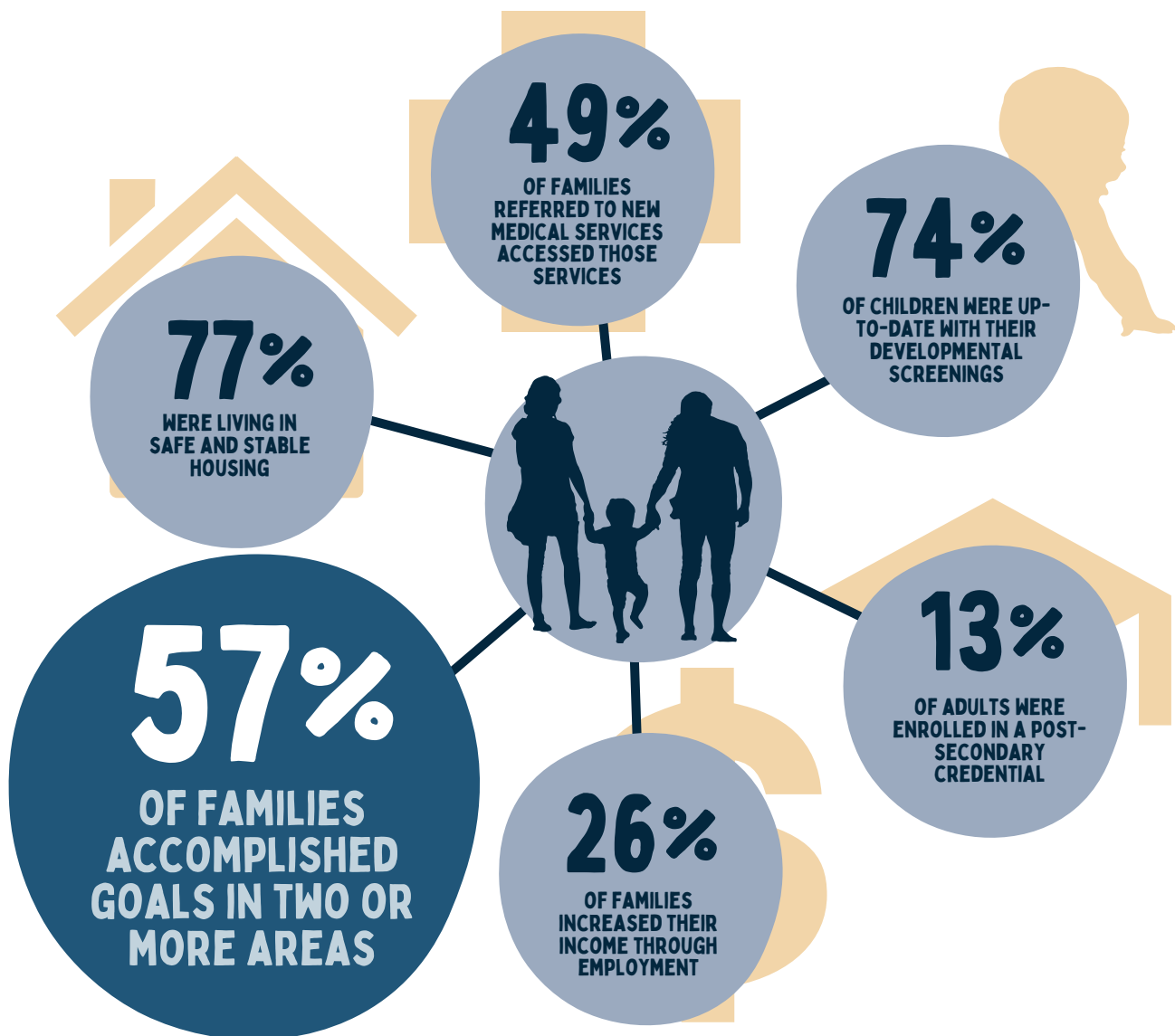


LIFE CIRCUMSTANCE



EMPLOYMENT AND EDUCATION





Measures of Self-Sufficiency

Because every family is different, Whole Family Services looks at a wide range of outcomes that can be organized into six broad service areas: housing, physical and mental health, social capital, child development, education, and employment. Every family who partners with Whole Family Services completes a Self-Sufficiency Matrix to assess their access to resources in each category and to help clarify the goals they want to work on with their Family Coach. Some families initially focused on a single immediate goal (often housing) while others have a wide variety of interconnected goals for both parents and children.

Whole Family Services understands that all of a family's goals are interconnected. Because of this perspective on stability, one important measures of progress is the accomplishment of goals in two or more areas on their Self-Sufficiency Matrix. In the last year, 57% of families accomplished goals in two or more areas. Families enrolled for six months or more were 69% more likely to accomplish goals in two or more areas.

As a tool that relies solely on a family's own understanding of their situation, the Self-Sufficiency Matrix is also an important tool to measure self-perception and confidence. In that sense, every increase in Matrix score indicates two types of information – a practical step towards stability, and an emotional sense of accomplishment.



STABILITY



147 FAMILIES RESIDE IN SAFE AND AFFORDABLE UNSUBSIDIZED HOUSING

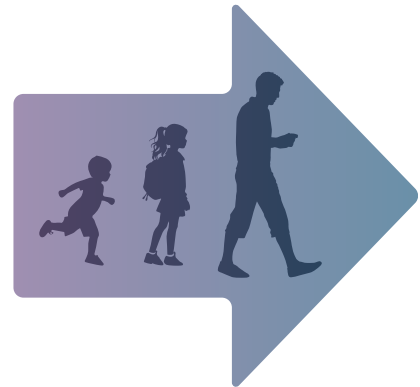
169 FAMILIES RESIDE IN STABLE HOUSING THAT IS SUBSIDIZED AND IN THEIR LOCATION OF CHOICE

148 FAMILIES RESIDE IN HOUSING THAT IS MOSTLY ADEQUATE BUT MAY NOT BE IN DESIRED LOCATION

74 FAMILIES ARE UNDER THREAT OF EVICTION, IN UNAFFORDABLE HOUSING, OR STAYING WITH A FRIEND

53 ARE EXPERIENCING HOMELESSNESS

Families who experienced homelessness were **30% more likely to have stable housing after 6 months of enrollment in Whole Family Services**



Housing Stability

Housing continues to be a significant challenge, especially for families who are newly enrolled. Roughly one-third of enrolled families were homeless or near homeless at some point during enrollment, and most experienced challenges such as trouble paying rent, unsafe housing conditions, or housing that was too small for the size of the family.

Since the end of the Emergency Rental Assistance program, many families have struggled to remain current with their rent payments and obtain and maintain affordable housing. In addition to helping families connect to vouchers and subsidized housing units, our WFS programs have been able to provide a small amount of cash assistance to some families who are being threatened with eviction and destitution. Roughly half of our direct support payments in Year 3 went towards one-time housing and utility supports, with an average support amount of \$557. These one-time payments often come at a crucial stage in a family's progress – for example, the transition between benefits and employment – and many families on the edge of crisis are able to maintain their stability through the use of these small one-time supports.



Family Success with WFS

AROOSTOOK COUNTY ACTION PROGRAM

Sam was separated from her three children due to unsafe housing conditions. She worked to separate from the children's father, secure new housing, and obtain mental health services. She has since been reunited with her children and has obtained seasonal employment.

COMMUNITY CONCEPTS

Natalie was stuck in an unsafe household with a domineering partner and no access to her own resources, but was ineligible for TANF. She has since moved out of the household and into a subsidized apartment. WFS support dollars helped with car insurance during the transition. She is now enjoying work at a restaurant and is exploring further career options.

DOWNEAST COMMUNITY PARTNERS

Maria and her two children were staying in a hotel. They have since moved into a subsidized apartment, with \$600 in WFS support funds to cover the security deposit. Maria is working on parent skills and has been involved in her children's development.

KENNEBEC VALLEY COMMUNITY ACTION PROGRAM

Lukas has a long-term disability from a serious car accident, in addition to on-going mental health and substance use issues. He's now has a med management provider and recovery support and has obtained a new prosthetic leg that causes him less pain. The family recently moved from a camper into an apartment, and Lukas' son has joined the wrestling team.

MAINE IMMIGRANT AND REFUGEE SERVICES

Constance has degrees from her country of origin, and has since been able to complete a transfer of credentials. She has obtained her work permit and is now employed full time.

MIDCOAST MAINE COMMUNITY ACTION

Since enrolling, Evie has enrolled in Parents as Scholars and is working towards an associate degree. She has obtained reliable transportation and a gym membership and has started exercising regularly. She has worked through her anxiety and is attending a community group for parents, and is working on potty training with her daughter.

PENQUIS

Mia wanted to go back to school for Early Childhood Education but didn't know how she would balance her schedule with part-time work, caring for her children, and supporting her partner in recovery. She has since enrolled in a program and even moved from part-time to full-time classes. She is now working full-time in a Head Start classroom.

THE OPPORTUNITY ALLIANCE

Amina and George have four young children. Amina had a goal of reentering the workforce and has since completed her CNA. George works night shifts so that one parent is always home to watch the children. The family has since paid off the last of their debt and recently closed on a new home.

WALDO COMMUNITY ACTION PARTNERS

Jen was fleeing a domestic violence situation when she enrolled with her two children. They have since moved from a hotel into an apartment. Jen experienced challenges applying for SNAP, but was able to document that her children were living with her full-time and has since qualified. Jen has since found a job at a nursing home.

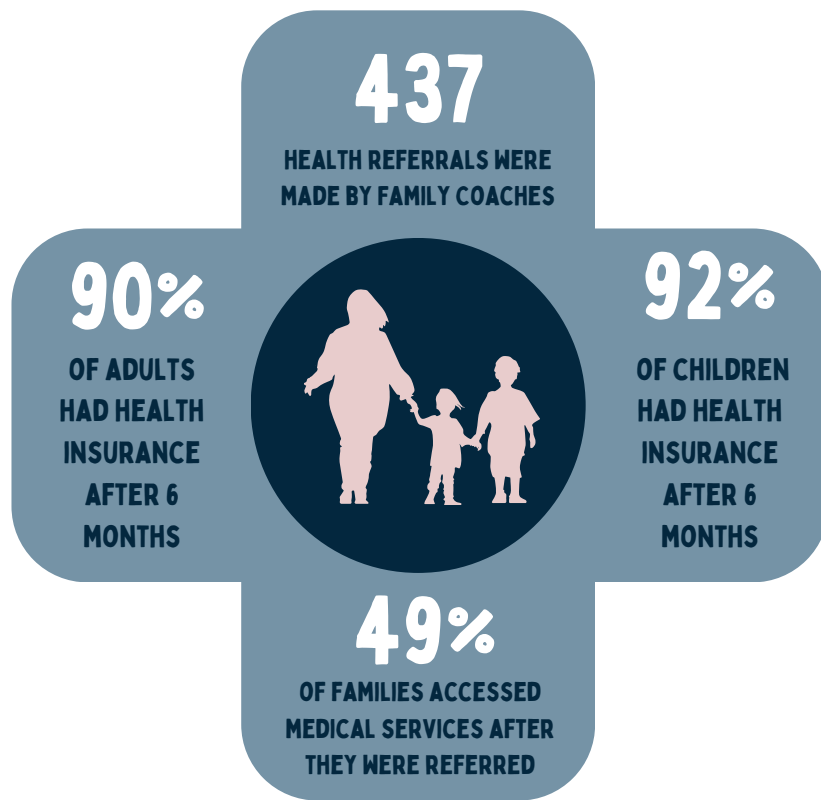
WESTERN MAINE COMMUNITY ACTION

Erica recently moved from a domestic violence situation into a subsidized apartment. She has since graduated with an associate degree through the HOPE Program and plans to continue her education in Social Services. Erica's daughter has special needs, and she plans to use her personal experience to become an effective child advocate.

YORK COUNTY COMMUNITY ACTION

Rose and her children are currently staying with family members while they look for housing. She has connected with a housing navigator and has enrolled in a first-time home buyer course. She is currently taking online classes towards an Associate in Nursing and plans to graduate in 2026.





Physical and Mental Health

A family's health affects every aspect of their lives, and many families with long-term housing, education, and career goals often come to Whole Family Services with health as their first priority. A family's health goals may involve disability, dental work, chronic anxiety or depression, substance use and recovery, or children with behavioral goals.

WFS helps families applying for MaineCare to collect necessary documentation and proof of residency, which can be a challenge for families who move frequently or are experiencing homelessness. Other families experience some instability as their income goes up and they lose eligibility for publicly funded insurance options, and WFS is available to help them explore alternative ways to remain insured.

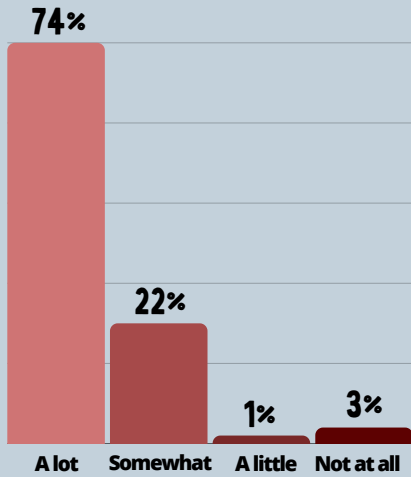
Maine's immigrant community also experiences unique barriers with health insurance access since many adults do not qualify for full MaineCare due to their immigration status. WFS providers working with individuals who do not qualify for MaineCare help families access alternative options, such as Free Care offered through the hospital system.

Lack of access to mental healthcare has been a particular challenge. Most mental health providers have long waitlists. Roughly 9% of enrolled individuals are currently accessing some sort of mental health support, but many more are waiting for availability.

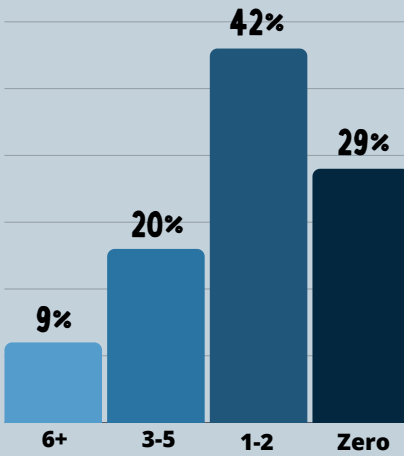
Access to dental care has been another challenge across the state, as many dental providers opted not to accept MaineCare after the 2022 expansion.

PARTICIPANT SURVEY

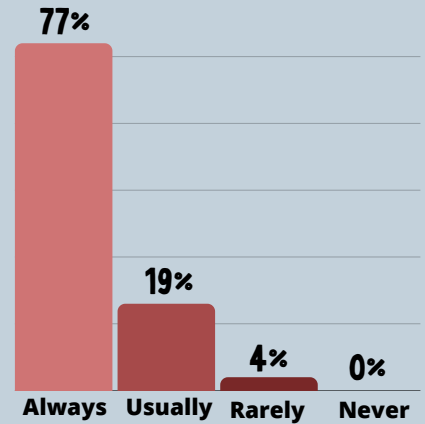
DO YOU FEEL MORE SELF-CONFIDENT BECAUSE OF THE SUPPORT THAT HAS BEEN PROVIDED TO ME BY THIS PROGRAM?



HOW MANY SOCIAL AND COMMUNITY EVENTS DO YOU PARTICIPATE IN EVERY MONTH?



DO YOU KNOW WHO TO TURN TO FOR HELP IN YOUR LIFE?



5,009



HOME AND COMMUNITY VISITS WERE CONDUCTED BY WFS FAMILY COACHES

34%




OF FAMILIES ATTENDED A COMMUNITY EVENT WITH OTHER FAMILIES

Social Capital and Self-Confidence

Human connection is the core of Whole Family work. Increased social connectivity and self-confidence are difficult outcomes to measure, but we know that these are essential for the quality of life we try to incorporate into our programs. Hopelessness and isolation are common experiences for the families we partner with, and common challenges such as lack of transportation can make it even more difficult to connect to local community gatherings. Many WFS families have overcome both personal and practical barriers in order to make these connections, and often express a new sense of hope, excitement, and relief as they gain social stability.

Community events are a critical part of Whole Family Services. These events might happen at the office of one of our provider agencies, while others take place in the community. Whether it's a backpack drive, a parenting group, a local bean supper, or a fair in the park, involvement is an important outcome for family wellbeing. In Year 3 we made community events a priority. 34% of families attended some sort of local event with other families, and 18% of children were enrolled in an extra-curricular activity.

COMMUNITY BUILDING



Downeast Community Partners

DGP invites families to weekly walks and playgroups through their Maternal Child Health program. Many families also attended a local Harvest Meal in Machias and a fair at the Calais Community Hospital.

York County Community Action

YCCAC participated in their local Community Baby Shower. Games were available for all ages, as well as raffles to win donated big-ticket items, and free lunch was provided. YCCAC advertised their WFS program at the event, and one family who heard about the program at the event has since been enrolled.

Penquis

Penquis hosted an event called Project Play in partnership with the Maine Discovery Museum. Families were able to freely explore the museum, and children stopped at stations for crafts and interactive play.

Kennebec Valley Community Action

KVCAP invited people to the local North Street Park Family Event. Children crafted “calming bottles” filled with glitter and water, and everyone got a coupon for a small ice cream cone at a local shop.

Community Concepts

CCI hosted a Community Baby Shower for expecting mothers or children with new babies. Families participated in talk on Safe Sleep practices and were able to “shop” for free clothing, books, and toys that had been donated. Childcare was offered on-site so parents could have a chance to mingle.

Western Maine Community Action

Three teenage children moved from homeschooling into public school in order to access educational supports and extra-curricular opportunities. All three began participating in sports. Their grades increased, and the oldest child completed a CNA certificate through the schools vocational program.

Waldo Community Action Partners

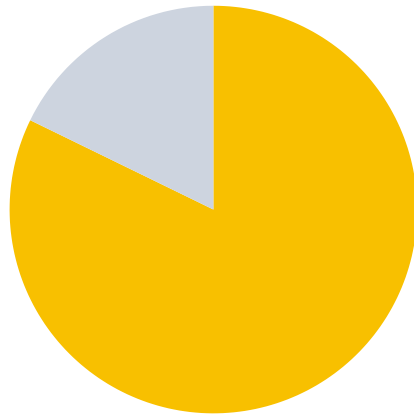
WCAP engages families throughout the year with trunk-or-treat events, parenting groups, and through their Backpack Givaway program.

The Opportunity Alliance

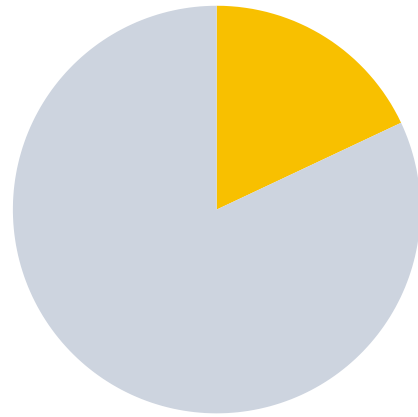
TOA connects families through their South Portland Resource Hub in Portland’s West End, which hosts events like a free weekly community meal, as well as outdoor movies and concerts.



74% OF CHILDREN WERE UP-TO-DATE WITH DEVELOPMENTAL SCREENINGS



18% OF CHILDREN WERE INVOLVED IN AN EXTRACURRICULAR ACTIVITY



Families enrolled for 6 months or more were 34% more likely to have adequate childcare



Child Development

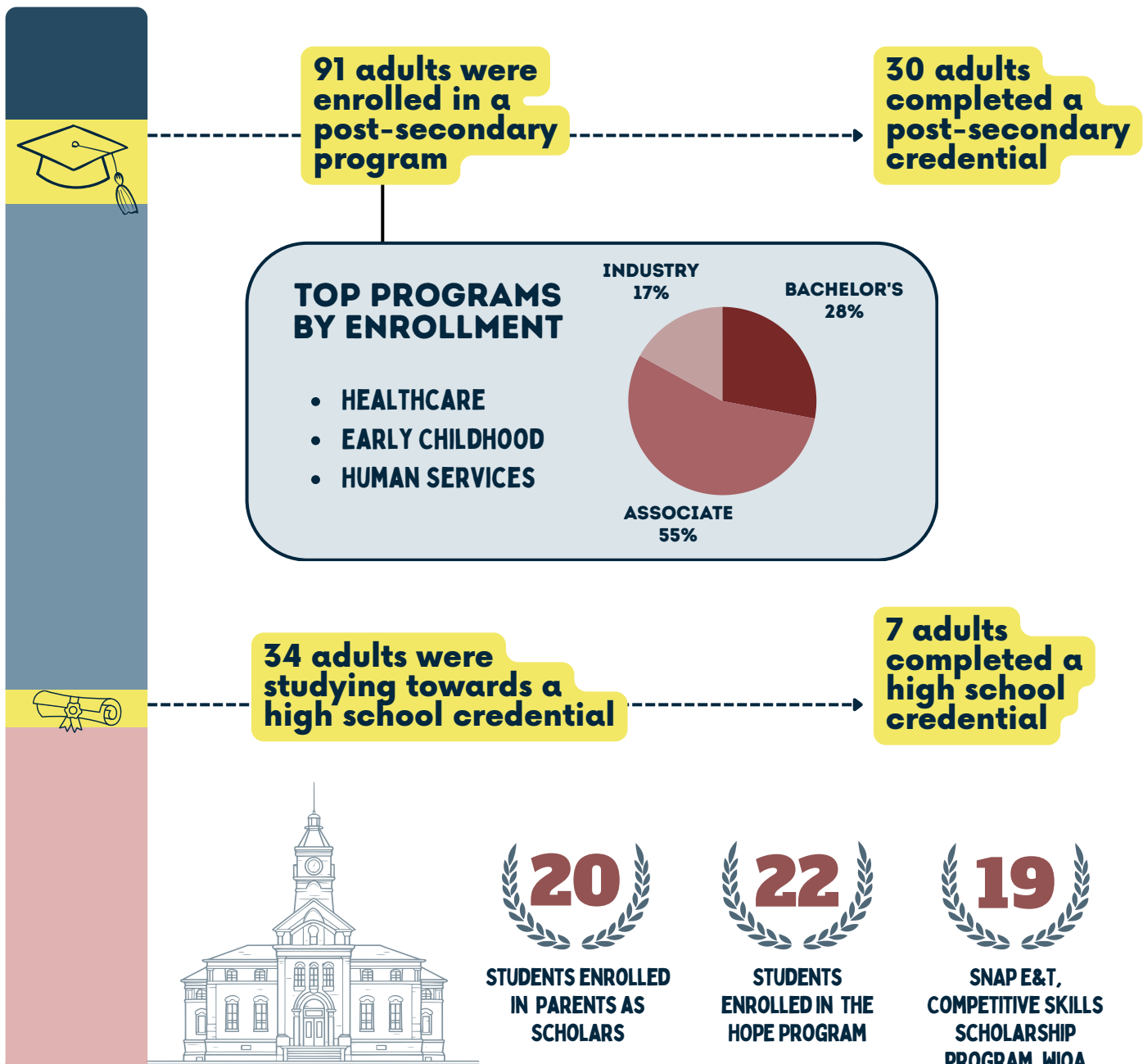
Because we offer multigenerational services, each individual family plan includes goals for both parents and children. Goals for children often include school attendance, access to developmental screenings and checkups, enrollment in childcare, access to behavioral services, and participation in extracurricular activities.

Because access to high-quality childcare is limited across the state, one of our goals in Year 3 was to ensure that all children had access to developmental monitoring and screenings regardless of their level of childcare. Children who do not receive services through childcare providers like HeadStart have accessed screenings through their medical provider, through the Department's Help Me Grow program, and even in-house through WFS program staff trained to administer a developmental screening like the Ages and Stages Questionnaire. Regardless of where families access their screenings, Family Coaches have regular conversations with parents about child development.

About 14% of enrolled families have current or past involvement with the Child Welfare system. Our Family Coaches often coordinate with Child Welfare caseworkers to establish safety and reunification plans as the system can be challenging to navigate.

Many single-parent families have opted to rely on sources of income other than employment in order to stay at home and care for their children while they grow and develop. For other families, success in employment and education continues to be impeded by a lack of childcare across the state.





Education

Many of the families who came to Whole Family Services with long-term educational goals felt that they lacked the necessary resources and supports to enroll any time in the near future. Parents whose immediate needs including housing, health, and income often feel that they need to put their educational ambitions lower on the list of priorities. Whole Family Services honors these families' personal priorities while also laying a groundwork of support to help families take the next step in their educational journey.

Roughly 1 in 3 parents enrolled in WFS programs have not completed high school with a credential. Family Coaches help these parents enroll with their local adult education program to work towards a HiSET. Seven adults achieved a high school credential in Y3.

Many other parents who graduated with a high school credential are looking to post-secondary education to increase their earnings potential, including industry certificates, associate degrees, and bachelor's degrees. In Year 3, 91 adults were enrolled in a post-secondary credential program. 30 adults completed a credential.



Family Success with WFS

AROOSTOOK COUNTY ACTION PROGRAM

Nia was able to obtain subsidized housing within weeks of enrollment. She also gained custody of her two youngest children, accessed counseling for herself and one older child, and enrolled her youngest in affordable childcare.

COMMUNITY CONCEPTS

Through the help of her Family Coach, Kelly had recently found employment. Her family was approaching stability until her son became suddenly ill, and in the same month her car broke down. She lost her job and began having trouble with her landlord. Kelly immediately turned to her Coach for help. Soon she found a new job as a CNA making more than she had been previously and found a new apartment.

DOWNEAST COMMUNITY PARTNERS

Kira's older child has complex medical issues, and her younger child has a developmental disability. Kira has now met her families healthcare needs and remains actively engaged in their development. The family now owns their own home and has a reliable vehicle. Kira is pursuing a career working with developmentally delayed children.

KENNEBEC VALLEY COMMUNITY ACTION PROGRAM

Jay is a veteran and has experienced trauma from childhood events and his time in the military. He is divorced and homeschooling his young son at home full-time. His son has behavioral challenges and has been connected to an extensive system of wraparound supports. The family has increased their social connectivity through homeschool groups and outdoor activities, and Jay attends a supportive group for fathers.

MAINE IMMIGRANT AND REFUGEE SERVICES

Rebecca and Manuel were struggling with the immigration process and experiencing language barriers. Through culturally targeted services the family has connected with immigration support and has begun to find stability.

MIDCOAST MAINE COMMUNITY ACTION

Rachel recently regained custody of her daughter after experiencing serious medical issues. She now has access to medical treatment. She is now studying Psychology and is looking for part-time jobs or internships to start in the mental health field. Rachel recently enrolled her daughter in kindergarten.

PENQUIS

Thea and Keith had been living outside in tents and temporary shelters, and due to lack of resources were unable to care for their two children. They have since found stable housing and have given birth to a baby who is being cared for in the home. Keith working full-time to support the family, and Thea has started the process of applying for college. The young family sets aside one day each week for an 'adventure day.'

THE OPPORTUNITY ALLIANCE

When Paula first enrolled her family was living in a church basement. They have since moved into an apartment. Jen recently achieved her high school credential, and went on to complete a CNA program and was hired at Maine Health. She is planning to attend college for nursing. She is working on building her credit score in order to purchase a vehicle.

WALDO COMMUNITY ACTION PARTNERS

Jen recently divorced the father of her children. She applied for SNAP and MaineCare and has qualified for both. She is working part-time and was able to purchase a used vehicle for herself and is thinking of going back to school for a Bachelor's in Social Work.

WESTERN MAINE COMMUNITY ACTION

Sue and her child were living in a camper without running water or electricity. The family has had involvement with Child Welfare through housing and substance use challenges. Sue and her Coach have coordinated with Child Welfare and have connected with an area homeless shelter and recovery resources.

YORK COUNTY COMMUNITY ACTION

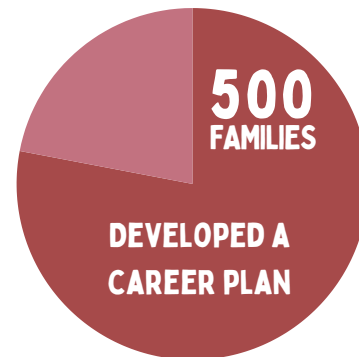
Jamie recently achieved six months of sobriety. She attends intensive outpatient meetings daily and is working full-time. She has recently found reliable transportation and hopes to attend school to become a substance use counselor.



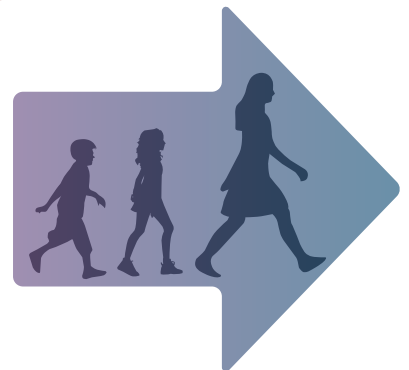


1 in 6

SURVEY RESPONDENTS REPORTED THAT THEIR INCOME HAD INCREASED "A LOT" WHILE PARTNERING WITH WFS



Families enrolled for 6 months or more were **27% more likely** to increase their household income



Employment and Income

Maine's Whole Family Services programs take a broad look at what stability means for a family, and for the majority of families this includes new or increased employment opportunities. Family Coaches work with each family to develop a long-term career plan for at least one parent in each household. Employment is the most immediate concern for many families, and we work with each one to make sure that they have access to the housing, transportation, and childcare necessary to support them in their employment goals. 204 adults found new employment in Year 3.

For some families, working towards long-term employment necessitates focusing on other goals in the short term. Many families who are in need of stable housing, better healthcare, and higher educational attainment understand that it takes time to develop a career, and Whole Family Services aims to be a resource for these families for however long they need support. 78% of families that partnered with WFS in Year 3 developed a long-term career plan, even if employment isn't part of their short-term goals.

Whole Family Services is available to any family with income under 200% FPL, and many families who partner with our programs are employed full-time (about 12% of currently enrolled families have income over 150% FPL). Many employed families are looking for help with childcare and transportation to remain employed. Some are also looking for help enrolling in educational programs to gain new skills in order to qualify for higher paying jobs.

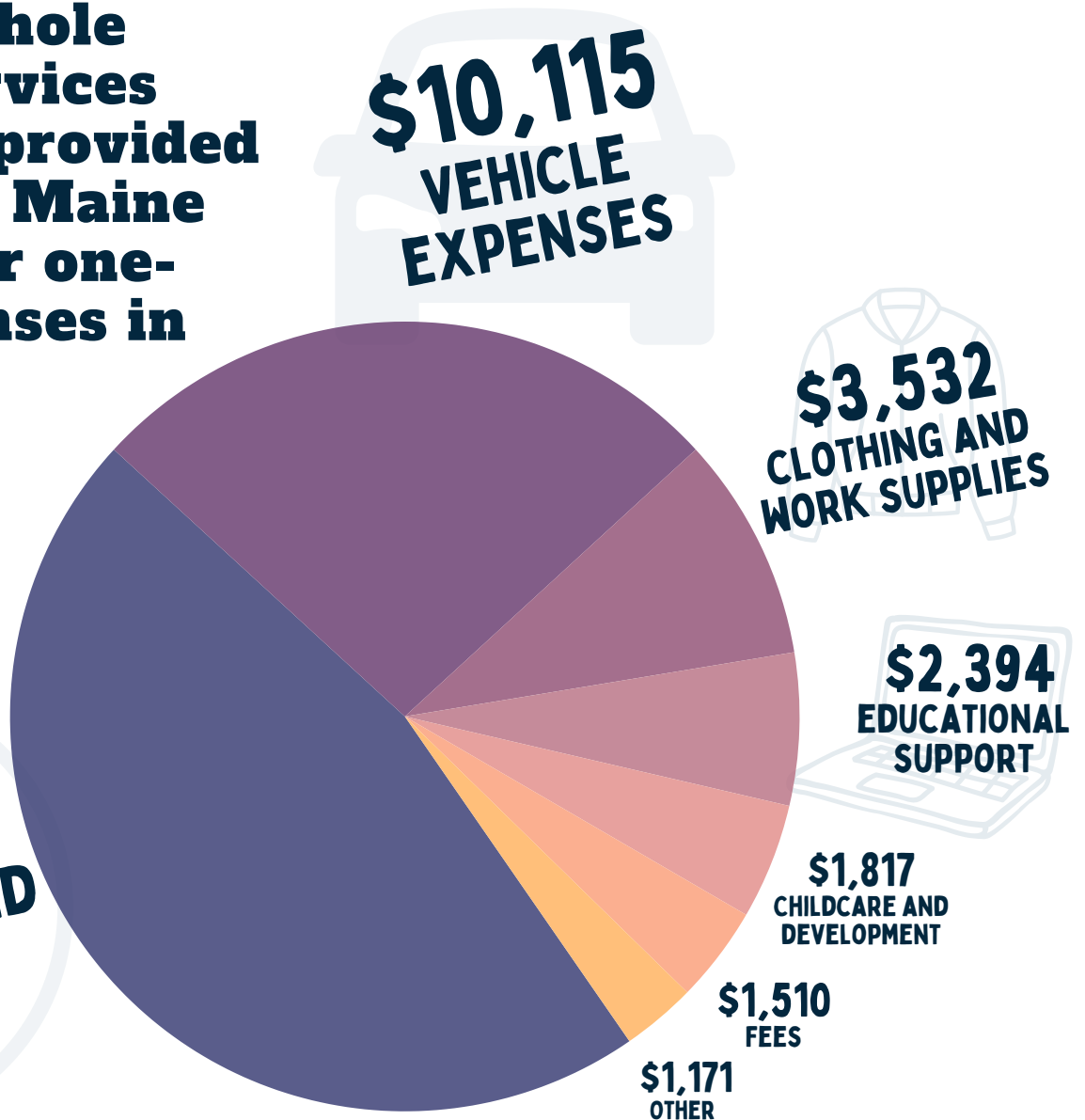


FAMILY SUPPORT PAYMENTS

For many low-income families, a one-time expense can mean the difference between continued success and increased instability. Through DHHS funding, Maine's Whole Family Services programs have access to a small amount of funding to support families with immediate needs that cannot be met through other programs. Frequent family supports include overdue utility bills, security deposits, unexpected vehicle repairs, laptops for families in remote educational programs, and one-time fees to obtain official documents such as birth certificates.

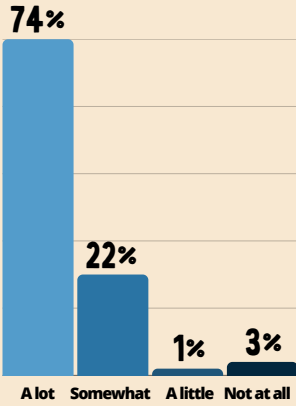
Many families who partner with Whole Family Services qualify for various public assistance programs, and WFS Family Coaches are available to help families access public benefits for which they may be eligible. The DHHS family support funds available in Whole Family Services are intended as small one-time supports to help families who may not qualify for other programs such as HEAP, TANF, and General Assistance which may otherwise provide similar supports.

Maine's Whole Family Services programs provided \$38,353 to Maine families for one-time expenses in 2023

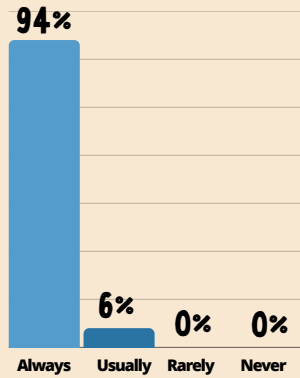


PARTICIPANT SURVEY RESULTS

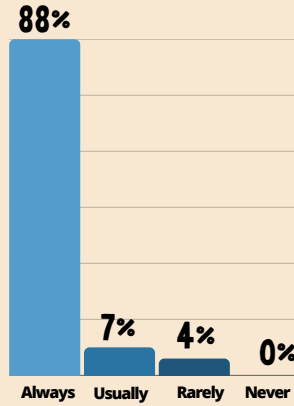
I FEEL MORE SELF-CONFIDENT BECAUSE OF THE SUPPORT THAT HAS BEEN PROVIDED TO ME BY THIS PROGRAM.



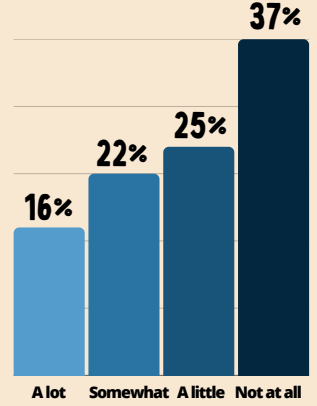
I FEEL LIKE AN EQUAL PARTNER WITH MY COACH.



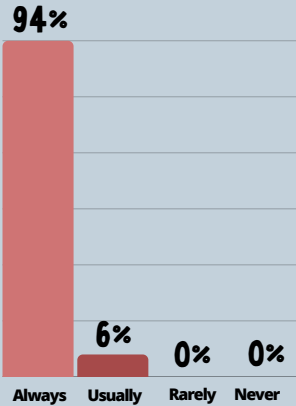
MY FAMILY COACH MAKES REFERRALS AND CONNECTS ME TO RESOURCES THAT HELP ME MEET MY NEEDS AND REACH MY GOALS.



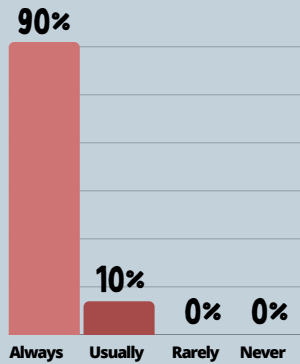
MY MONTHLY HOUSEHOLD INCOME HAS INCREASED.



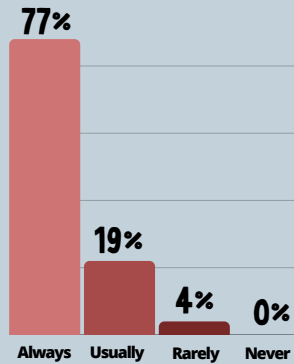
I FEEL STAFF RESPONDED TO MY FAMILY'S NEEDS, PROVIDING SUPPORT AND GUIDANCE WHEN NECESSARY.



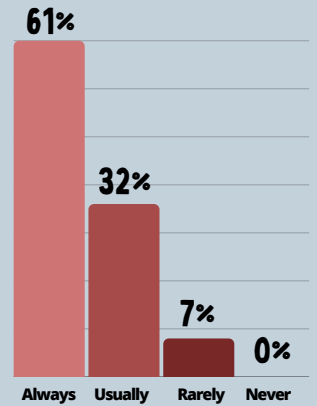
STAFF HAVE KEPT OPEN LINES OF COMMUNICATION.



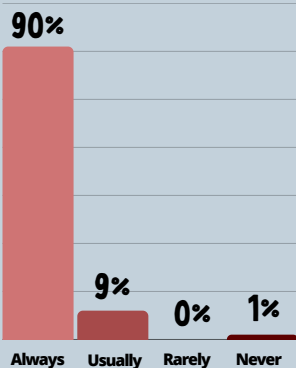
I KNOW WHO TO TURN TO FOR HELP IN MY LIFE.



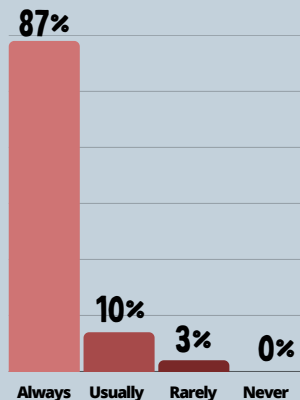
I FEEL LIKE I CAN CONNECT WELL WITH OTHERS.



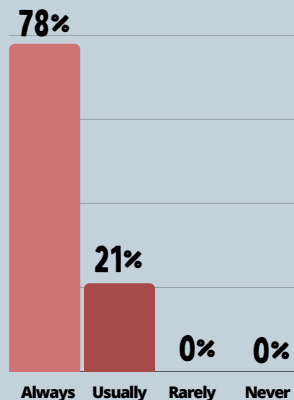
MY FAMILY COACH UNDERSTANDS MY SCHEDULE AND TRANSPORTATION SITUATION AND SCHEDULES OUR APPOINTMENTS AT TIMES THAT WORK FOR ME.



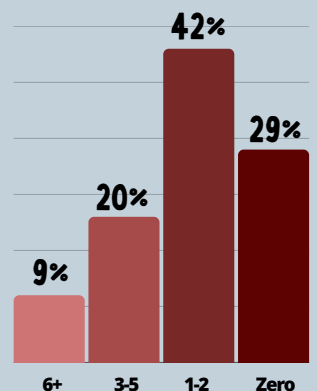
I FEEL LIKE THE GOALS MY FAMILY AND I SET WITH OUR FAMILY COACH MATCH OUR NEEDS AND WHAT WE WANT TO ACCOMPLISH.



MY CHILDREN GO TO SCHOOL REGULARLY.



I PARTICIPATE IN COMMUNITY AND SOCIAL EVENTS EVERY MONTH.



SURVEY RESPONDENTS: 68

PERCENTAGE OF PARENTS WHO COMPLETED A SURVEY: 7%

Surveys are collected by WFS providers annually at a minimum. Surveys are voluntary and anonymous.

Contact and Referrals

For more information about Maine's Whole Family Services programs, or for assistance getting in touch with your local program provider for a family referral, please contact:

Tim Sturtevant

Whole Family Services Program Manager

Office for Family Independence

timothy.sturtevant@maine.gov

207.615.7162



STATE OF MAINE

Department of
Health and Human Services

Office for Family Independence