



EVALUATION SUMMARY

SEPTEMBER 2015

ANY BABY CAN OF SAN ANTONIO

San Antonio, TX

PROJECT TITLE: NEW BRAUNFELS OFFICE OPERATIONS	
GRANT DESCRIPTION: Operations grant in support of providing case management services to families of children with special needs residing in Comal County.	
GRANT AMOUNT: \$56,665	APPROVED: March 26, 2014
PROJECT START DATE: April 1, 2014	PROJECT END DATE: March 31, 2015
CHARITABLE PURPOSE: Health & Human Services\Illnesses\Other Illnesses	
GRANT TYPE: General Operations	
GRANT OBJECTIVES: Families receiving case management services will have the confidence to proactively obtain the assistance, support and services that will benefit the family and diagnosed child. PAP clients will have timely access to prescription medications and will demonstrate appropriate knowledge of their health status, medication needs, and the health care resources available to them.	
SUMMARY OF REPORTED FINDINGS:	
<p>During the reporting period for this grant Any Baby Can of San Antonio provided case management services to 172 families at its New Braunfels office, a 15% increase from the previous year.</p> <p>Demographics of the 748 individuals served included:</p> <ul style="list-style-type: none"> ➤ Top three diagnoses <ul style="list-style-type: none"> • Attention deficit hyperactivity disorder (ADHD) – 16% • Autism – 16% • Asthma – 9% ➤ Ethnicity <ul style="list-style-type: none"> • 39% Caucasian • 46% Hispanic • 14% African-American • 1% other ➤ Age <ul style="list-style-type: none"> • 0-5 years – 22% • 6-12 years – 26% • 13-18 years – 8% • 19-55 years – 37% • 56 years and older – 7% ➤ Insurance <ul style="list-style-type: none"> • 52% Medicaid • 24% private insurance • 19% uninsured at time of intake • 5% CHIP ➤ Employment <ul style="list-style-type: none"> • 67% of fathers worked outside the home • 40% of mothers worked outside the home 	

Client Evaluation

Of the families that completed a post-questionnaire:

- 97% reported that they have secured a medical home upon case closure
- 95% reported an increase of feeling empowered and ability to make informed decisions on their child's behalf
- 95% demonstrated that they have attained skills and tools necessary to seek out resources for their children and themselves
- 95% reported they were able to better care for their child as a result of understanding their medical condition

Administrative accomplishments/challenges

- Client Track database for case management
 - Staff discovered that the mobile iPad system had compatibility problems with the desktop version of the database
 - Resulted in making a switch to Microsoft Surface platform for mobile devices
 - After extensive training on the new platform, no additional issues were discovered
 - Allowed the creation of new reports to track progress in many areas which had previously only been done manually
- Missed appointments
 - Case managers have an average of 11 no-shows per month
 - Despite reminders by phone, email, and/or text, there continue to be a significant number of families unable to keep appointments due to extenuating circumstances
- Inclusion of referrals for children over 12 years old for the first time
 - Staff received additional training from various service providers for older children
 - Providers included: Children with Special Healthcare Needs (CSHCN); Texas Parents to Parents; Clarity
- Outreach Plan update
 - Minimum of 12 hours of face-to-face outreach monthly
 - On-going outreach completed via phone, email, flyers, etc.