

Agape Child & Family Services Works!

Quarterly Report on Agape's Two-Generational Programs, July-September 2021



Agape Means Love. Everyone deserves love, hope and encouragement. Our faith-based ministry is a movement that works to lift children and families in need through unconditional love, the very meaning of our agency's name, "Agape." We are blessed to serve thousands of children and families every year in an effort to break the cycle of intergenerational poverty. Services include early childhood programs; school-based initiatives; workforce readiness; homeless services; counseling; adoption and foster care. In partnership with the Tennessee Department of Human Services, Agape Child & Family Services and its community partners have expanded via a two-generational (2Gen) approach, wholly serving youth and parents in a poverty-reduction strategy, providing support, permanency, and sustainability within 3 large Memphis area communities (Frayser, Hickory Hill and Whitehaven). This report provides an overview of some key performance outcomes of Agape's family-centric efforts, in partnership with TDHS, over the past quarter.

Agape's COVID-19 Efforts: On March 24, 2020, the City of Memphis issued a Safer at Home order in response to the COVID-19 pandemic. Agape immediately initiated a telework staffing model for the safety of staff, while remaining missional in service and communication with families. Through this effort, approximately 525 families expressed their top 5 needs due to COVID-19, noted below. Agape continues to respond to all five of these noted areas.

- Emergency food support
- Digital devices and internet access
- Financial assistance due to income loss
- Access to cleaning supplies and household items
- Assistance with rent due to income loss

While meeting family-expressed immediate needs, Agape identified and responded to a significant digital divide for families. Agape responded with broadband access, digital devices, and acclimating families (mostly adults) to this critical 21st century resource for approximately 700 households. Indicators are that 100% of these families are utilizing these resources with data showing a 27-gigabyte average monthly usage. With 12 months deployment of this strategy, Agape's school-based initiative closed the 2020-2021 school year with a 92% graduation rate and recognition of a salutatorian! Additionally, Agape worked with parents in a strategy to foster a love of learning with children's home libraries, strategically placed community lending libraries, a homework hotline, and parent learning coach resources.

Focus Areas: Agape Child & Family Services measures performance outcomes in a multitude of areas including:

- **Health & Well-Being** (including safety)
- **Education Supports** (including Early Childhood, and school-based)
- **Economic Supports** (post-secondary education & employment pathways)
- **Social Capital** (community working together for a common good)

In the past quarter, Agape delivered two generation services to 2,084 individuals representing 1,031 families.

Poverty Reduction: Poverty involves the idea of a household's ability to meet its own basic needs, which depends on enabling conditions that must be in place. Agape and its community partners promote this environment using a holistic, comprehensive, two-generational approach. **During this quarter, 8.86% of those served for more than 1 year are not in economic poverty.**



MOVING THE NEEDLE OF POVERTY

Goal: Reduce poverty for families served by 1% annually for the next 10 years.
Challenge: Only 2.6% of Memphis families living in poverty ever escape poverty into prosperity.
Results: The percentage of those served that are economically above the federal poverty level for each time period is as follows:



- **Year 1** (Mar '17-Feb '18): 2.86%
- **Year 2** (Mar '18-Feb '19): 3.80%
- **Year 3** (Mar '19-Feb '20): 6.35%
- **Year 4** (Mar '20-Sep '20): 7.41%
- **Year 5** (Oct '20-Sept '21): 8.86%
 - **Q1** (Oct-Dec '20): 6.60%
 - **Q2** (Jan-Mar '21): 8.86%
 - **Q3** (Apr-Jun '21): 10.4%
 - **Q4** (Jul-Sep '21): 8.86%

Organizational Highlights

Benefit-Cost Ratio: According to an independent assessment done by Slingshot Memphis, Agape has a benefit-cost ratio of up to \$1.55 benefit to participants with every \$1 spent in poverty-fighting work.

Reaccreditation: Agape received expedited reaccreditation through the Pre-Commission Review Report (PCR) process as a result of not receiving any out-of-compliance ratings in any of the fundamental practice standards, which reportedly is very unusual. Council on Accreditation (COA's) program of quality improvement is designed to identify providers that have met high performance standards and have made a commitment to their stakeholders to deliver the very best quality services.

Education Highlights

Early Language Development Outcome: 100% of the 89 families served in the fourth quarter with pre-school-aged children were engaged in quality early childhood experiences.

Attendance, Behavior, and Parent Engagement Goal: Over the course of the school year, at least 65% of Stars students will attend school at system expected levels (missing less than 10% of school days), at least 60% of students will exhibit acceptable behavior (having no referrals, suspensions, or expulsions), and at least 65% of students will have parent engagement. **Actual:** Of students served during this quarter, 74% attended school at system expected levels, 99% exhibited acceptable behavior, and 93% had parental engagement. In addition, Stars Connectors were able to provide backpacks and school supplies for all Kindergarten through 12th grade students on their caseloads, ensuring students were prepared and ready for the first day of school on August 9, 2021.

Economic Supports Highlights

Employment Goal: 20% of adults served by Agape Child & Family Services' workforce initiative will gain skills by participating in education leading to credential or employment; 30% of adults served will participate in efforts that promote training and life-long learning (diploma and credentials). **Actual:** Of those served by Agape's TeamWorks program in the past quarter, 59.38% participated in adult education and 91.62% participated in efforts that promote training and life-long learning. In addition, a parent served by Agape's TeamWorks program was able to open her own childcare business and now has five clients that she is serving.

Faith and Hope Highlights

Agape Child & Family Services' Spiritual Health team hosted the Becoming One Marriage Conference for pastors and ministers with 225 diverse couples registered.

*To find out more about how to respond to be a part of God's work through Agape,
call 901.323.3600 or visit www.agapemeanslove.org.*



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