

Division of Mental Health, Developmental Disabilities, and Substance Abuse Services

Contractor Progress Report: SFY 23-24

1. Report Type and Due Date (Check (✓) One):

Monthly (List Month):	
Quarterly: 1 st Qtr. (Due 10/15) <input type="checkbox"/> 2 nd Qtr. (Due 1/15) <input checked="" type="checkbox"/> 3 rd Qtr. (Due 4/15) <input type="checkbox"/> 4 th Qtr. (Due 7/15) <input type="checkbox"/>	
Semi-Annual: <input type="checkbox"/> 1 st Six Months of Year (Due 1/15)) <input type="checkbox"/> 2 nd Six Months of Year (Due 7/15)	
Annual: Entire Year (Due 7/15)	

2. Report Period Covered by This Report: Update this section

3. Contractor Name: Autism Society of North Carolina	4. Contract No.:	5. Contract Administrator Lauren Spencer
6. Name and Title of Person Submitting Report: Kerri Erb, Chief Program Officer		7. Date Report Submitted

8. Progress Towards Contract Goals and Objectives

Describe below (or attach separate documentation) of progress in this Report Period towards achievement of goals and objectives established in the Contract.

Q4: Parent to Parent Support

Yearly goal: An estimated 5,000 individuals will receive support by phone, through email, via video conferencing, via letter, and at in person meetings.

Q4/Annual report -

- Number of calls/encounters:
 - Q4: 2161

- Annual: 8142
- Number of crisis calls/encounters:
 - Q4: 71
 - Annual: 329
- Number of in-person meetings:
 - Q4: 105
 - Annual: 430
 - Note that most meetings are now being held by phone or video conference, not in-person.
- Number of non-English speaking calls/encounters:
 - Q4: 122
 - Annual: 586
- Number of newly diagnosed families referred to ASNC by diagnostic centers and outside agencies:
 - Q4: 145 / Annual: 481
 - Outcomes of these calls/encounters:
 - Of these calls/encounters, 95% will get at least one of the following immediate outcomes: attempted to contact, provided active/supportive listening, provided problem solving, provided information, provided referral and connection to resources, met with or attended meeting with individual.
 - 100% of encounters received at least one immediate outcome.
 - Q4: 100%
 - Annual: 100%

Outcome percentages – *note that percentages add up to more than 100% because individuals may receive more than one outcome per encounter.*

- Attempted to contact – Q4: 356, 16% Annual: 1375, 17%
- Made calls to other agencies on behalf of – Q4: 37, 2% Annual: 269, 3%
- Provided active/supportive listening – Q4: 1554, 72% Annual: 6080, 75%
- Provided problem solving – Q4: 1660, 77% Annual: 6346, 78%
 - Provided information – Q4: 1396, 65%, Annual: 5094, 63%
 - Provided referral and connection to resources – Q4: 1321, 61% Annual: 4853, 60%
 - Of the routine calls/encounters, 8% will get routine follow up

- Quarterly follow-up across all routine calls: Q4: 13% Annual: 14%
- Of the crisis calls, 95% of those crisis calls/encounters will receive follow up
 - Quarterly percentage: Q4: 100% Annual: 100%

Additionally, staff including our Connection Specialist successfully connected Q4: 1174 Annual: 3711 people to various supports and information across our organization (ARS, Chapters, Social Rec, toolkits, etc.) after they called for assistance to someone other than an Autism Resource Specialist.

Number of newly diagnosed families referred to ASNC by diagnostic centers and outside agencies: Q4 – 145, Annual - 481 from website: Q4: 61 Annual: 219

In addition, for the newly diagnosed families referred to us by diagnostic centers and outside agencies across the state ASNC will report on the following outcomes: 85% will get a letter from ASNC, 60% will get contact with ASNC ARS and 35% will receive contact from an ASNC chapter.

Current Quarter Newly Diagnosed/Welcome Packets:

- Received a letter and welcome packet from ASNC Q4: 100% Annual: 100%
- Were contacted by an ARS Q4: 99% Annual: 99%
- Were contacted by a local support group Q4: 100% Annual: 100%

Support Groups

- An estimated 20,000 individuals will receive on-going support through the Support Group online network, in face-to-face support meetings, and in information sessions.
 - ASNC will also report the number of chapter groups, counties covered, volunteer hours (estimated) and Hispanic support groups
 - Number of Support Groups: 79 groups covering 80 counties Q4 Annual (Q4 # represents how the year ends for Annual)
 - Hispanic Support Groups: 11 for Q4 and Annual
 - ASNC will report on the number of people involved in in-person support activities: yearly goal is 2500
 - Quarterly in-person participants: Q4 1,573 (Virtual – 133; in-person – 1,440) and Annual 6,381
 - ASNC will report on the number of families supported online: yearly goal is 20,000

- Electronic/Online participation: Q4 40,574 (Facebook – 28,854; Support Group email – 9,430; WhatsApp – 2,290) and Annual 157,683

Q4 Outreach, Education and Trainings Report

- Yearly goal: An estimated 4500 parents, family members, self-advocates, professionals, and other community members will receive direct training and support. 100 workshops to 4500 participants, 12 of those as webinars.
 - Total number of workshops and attendees this quarter: Q4 Workshops (ARS) 70 Workshops Annual (ARS) 197 / Number of attendees Q4 3053; Annual 7849
 - The number of webinars: 170 with 760 attendees for the year
 - Number of workshops delivered in Spanish as part of Hispanic outreach: Q4: 4 Annual: 19
 - Outcomes: These are combined outcomes across all ASNC workshops and trainings.
 - The outcome GOALS are as follows:
 - Outcome – at least 80% of attendees indicate an increase in comfort level of information provided Q4 Annual
 - Outcome – at least 80% of people see an increase in their confidence in explaining/demonstrating content Q4 Annual delivered
 - Outcome – at least 75% indicate intention to make changes to their behavior as a result of workshop Q4 Annual
 - The MEASURED outcomes for this year are:
 - Outcome –100 % of attendees indicated an increase in comfort level with the information provided in Q4; 99% Annual: 99%)
 - Outcome – 100% of people indicated an increase in their confidence in explaining/demonstrating the content in Q4; 99% (Annual: 99%)
 - Outcome – 100% indicated intention to make changes to their behavior as a result of workshop in Q4; 97% Annual (Q4: 97%)
- Yearly goal: 200 clinical training participants
 - Total number of workshops: 19 contracted and free workshops in Q4, 1014 participants in Q4 2,863 Annual Outcomes: See above section for numbers on combined training and workshop outcomes. Annual 3130

Q4 Direct Service Provision Report

Clinical

- Provision of at least 50 consultative cases for families experiencing crisis to prevent institutionalization and develop strategies to keep them in the home.
 - Number of unduplicated participants for year: 4 cases in Q4 from our LCSW, 15 Behavioral cases in Q4 from our clinicians; Annual unduplicated case total is exactly 50.

Social Recreation

- An estimated 300 overnight and 50 off season campers will receive therapeutic recreational services at Camp Royall.
 - reduced due to staffing – Q4 – 303 and 117 respectively and a total of 275 overnight summer campers and 830 off season campers for the fiscal year
- An estimated 500 participants (individuals with ASD and their families) will receive respite and support at Camp Royall
 - Number of participants – see above
 - Additional Outcomes GOALS for Social/Rec: Yearly survey should meet the following goals:
 - Post survey indicates greater than 75% of attendees reported respite was provided for family or camper – 98%
 - 75% or greater report willingness to try new activities/broader range as a result of the training event – 98%
 - 60% or greater report increased socialization as a result of the event – 98%

Residential/Day and Community Services

- An estimated 14 individuals will receive residential services through community living arrangements.
 - Number of participants for quarter: Q4 - 14 Annual - 14
- An estimated 70 individuals will receive day program services
 - Number of participants for quarter: Q4 96 and Annual -96
- An estimated 600 families will be supported in their communities
 - Number of participants for quarter: Q4 - 658 Annual 658
- An estimated 45 individuals will receive services through GHA.
 - Number of participants for the quarter: 45 Q4 Annual 45
- Outcomes also to be reported include
 - Annual Satisfaction survey score – 90%

Employment

- An estimated 200 individuals will receive employment supports to obtain and maintain employment.

- Number of participants for quarter/FY: Q4 253 Annual 267
- Outcomes to also be reported
 - Number who maintained employment: Q4 154 Annual 173
 - Number who obtained a new paid position: Q4 - 13 Annual -74
 - Average wage: \$ Q4 \$12.53 Annual - \$12.94

FY 2023-2024 – Q4 Outreach and Education Report

FY 2023-2024 – Quarter 4 Outreach and Education Report

Objective - An estimated five hundred parents and professionals will receive training services at the annual conference and regional conferences.

- The conference planning team secured meeting space for the 2025 and 2026 events with the McKimmon Center at NC State University in Raleigh. The team also reviewed suggested topics and speakers in preparation for developing the 2025 agenda.

Objective - Monthly informational email newsletter delivered to at least 19,000 unique addresses. (E-newsletter is twice monthly).

- ASNC (Autism Society of North Carolina) continued to email monthly newsletters to an average of 55,500 stakeholders. Each newsletter includes information about workshops and training (in person and virtual), links to resource materials, strategies, services, and policy.
- ASNC also sent emails about opportunities to connect through community events and celebrations.

Objective - Printed informational publications to 29,000+ readers per edition.

- The Communications team began writing and preparation for the Summer 2024 edition of the Spectrum. Publication and mailing is projected for August.

Objective - Social media reporting – number of members via Facebook, Instagram and Twitter

- ASNC uses social media to share information that educates the autism community. Social media includes the Meta products Facebook and Instagram, X (formerly Twitter), and our blog.
- During Q4 the Communications team posted two hundred times to social media channels sharing information, news, and helpful links.
- Audience growth for the quarter:
 - Our Facebook Fan page grew by 362 to over 20,611 followers.
 - Instagram followers increased by 209 and now total 3,615.
 - The X feed (formerly Twitter) has over 6,000 followers.
- **Reach** is the number of people who saw any content from our page and **Visits** are the number of times someone visited our pages.
 - Our Facebook **Reach** during Q3 was 28,500. Link clicks within our posts increased by 11%
 - Instagram **Reach** during the quarter was 6,500 users. Link clicks accessed from Instagram increased by 39%.

- ASNC also moderates a statewide group for parents/caregivers, autistic adults, and professionals. This group grew by 487 members in Q4 to almost 11,500.
- ASNC continued to facilitate additional online connectivity via 60+ local Facebook support groups including one for Spanish speaking members.
- Blog – ASNC posted **15** original blog articles during the quarter, including information about programs, legislative and policy, parenting strategies, and autistic perspectives.

Objective - Website - Increase visitors to website/blog by 3-5% annually.

- Users – or website visitors – totaled 63,000, with new users accounting for 59,000 of the visits.
- Page views totaled 191,000.
- Top pages visited while on the site were the Find Help map, careers, calendar of events, Camp Royall, and Talk with an Autism Resource Specialist.
- Top landing pages included Camp Royall, finding a Diagnosis, Careers, Autism Conferences, Talk with an Autism Resource Specialist, and How to Find a Diagnosis.

Objective - Number of outreach and awareness events, media outreach:

The number of outreach events for the year:

- During Q4 ASNC awareness and educational outreach events were popular.
- Communications team members supported statewide and local activities, including run/walk events, local autism awareness activities, “friendraisers” and public presentations.
- Community outreach via public relations through interviews and correspondence with traditional media continued. Topics included:
 - Spring events hosted by ASNC.
 - Autism information (signs, symptoms, and best practices for treatment)
 - Accessing services and crisis situations
 - Employment and neurodiversity
- TV Designated Market Areas for NC and population reach:
 - Statewide outlets: PBS North Carolina, NPR, Spectrum News, Univision/Telemundo
 - Raleigh/Durham/Fayetteville – 1,237,230
 - Greensboro/Winston-Salem – 717,110
 - Asheville (includes Greenville/Spartanburg SC) – 940,000
 - Charlotte – 1,290,660
- Newspaper and radio - Same DMAs targeted.

9. Deliverables

Please note any deliverables that were met during this contract period.

See above. Almost every deliverable far exceeded projections, speaking to demand especially for Autism Resource Specialist's engagement and training to various community groups. The annual conference was down from the original projection due to location and space constraints. Other

training courses far exceeded projections. Camp Royall was also slightly under projections for summer, due in part to staffing difficulties. Camp far exceeded off season use as well.

***** *FOR STATE OFFICE USE BELOW LINE* *****

10. Contract Administrator Review

Signature:

Date Reviewed:

Notes: