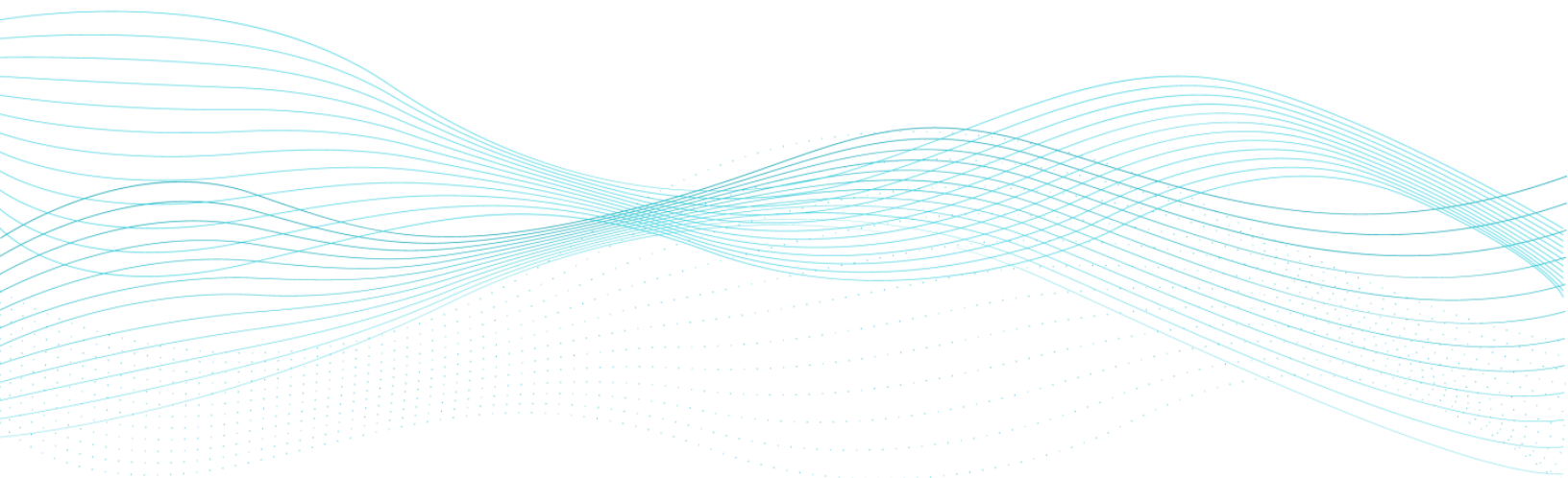


Corporate Social Responsibility

Florida Blue Foundation
2016 Program Summary
Annual Evaluation Report



BUILD HEALTHY, STRONG COMMUNITIES

Introduction

Through the Build Healthy, Strong Communities (Build) grant initiative, the Florida Blue Foundation (Foundation) is committed to making a positive impact by partnering with nonprofit organizations to help make a difference in improving our communities. Grants are strategically allocated toward philanthropic, community-based solutions through four focus areas:

- Health and human services
- Improving education/literacy, especially birth through five years of age
- Community development
- Arts and culture

Almost 300 Build grantees were invited to complete an online survey. Data was collected and analyzed. This report summarizes the responses from Build grantees that received Foundation funded awards during the 2016 calendar year. Grantees were asked to respond to the following questions through an online survey:

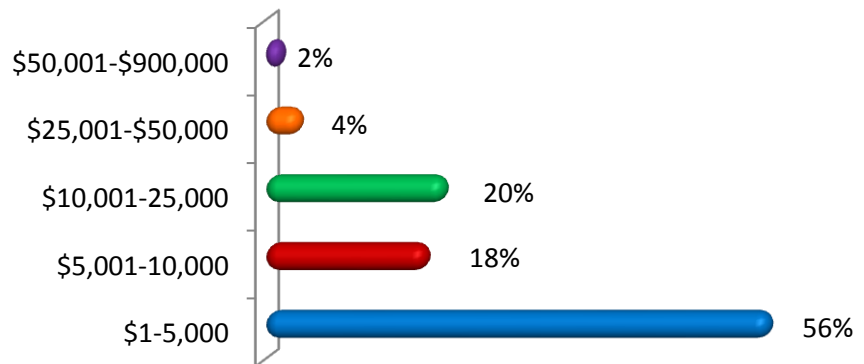
- Did you meet the objectives as approved?
- How many were served as a result of this grant?
- Would this number have been served without this grant?
- Describe the outcomes from this grant (i.e. people served)

Grantees Responding to the Survey

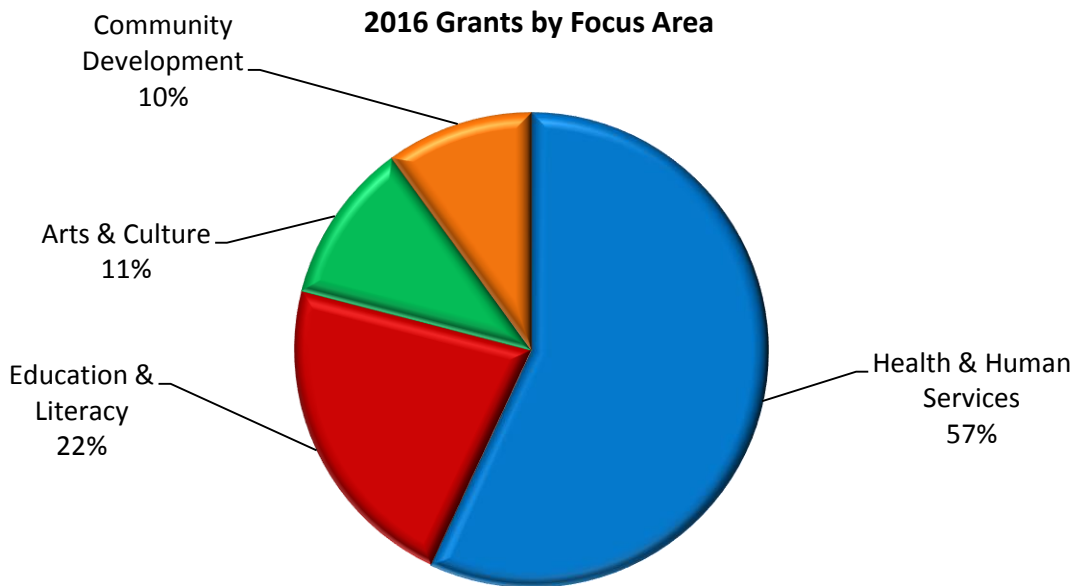
149 grantees responded to the survey. These 149 grantees received a total of \$3,089,371 in Foundation funded grants. Grants of \$5,000 or less represented 54 percent of the 149 grants that were awarded. Six percent of the grants awarded were \$50,000 or greater.

2016 Distribution of Grants by Amounts

Grants of more than \$50,000 totaled \$1,503,946 and represented almost 54 percent of the total amount of grants awarded. The sum of grants \$5,000 or less was \$277,250 and represented almost 10 percent of the total of all grants awarded.

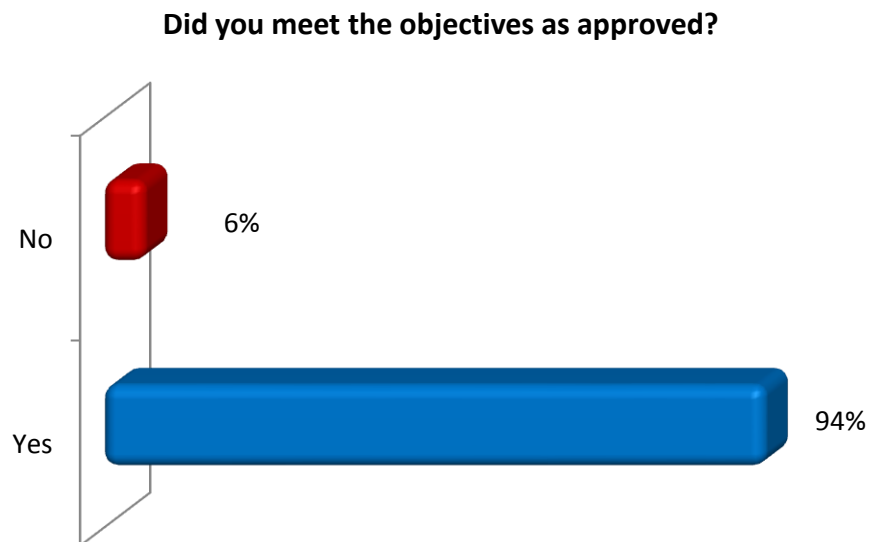


Of the four focus areas, health and human services was targeted most frequently at 57 percent. Education and literacy was the second largest group at 22 percent.



Did you meet the objectives as approved?

The survey asked whether the grantee met the objectives as approved by the Foundation. Of the 149 grantees that responded to the question, 140 (94%) of the grantees responded “Yes” and nine grantees replied “No.”

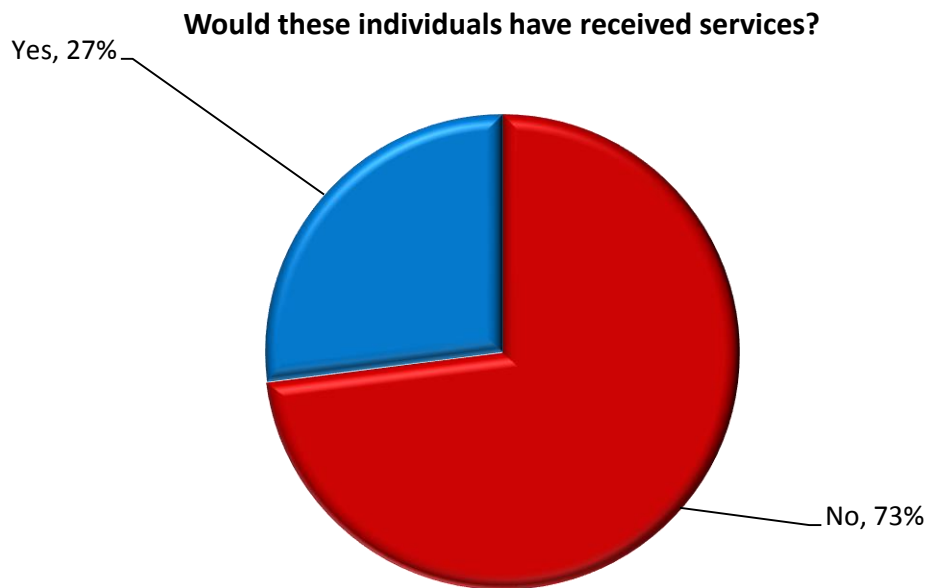


Number of People Served

The grantees were asked how many people were served with the grant funds at the time the survey was administered. The total number of people served by the grantees was 4,621,505 people. Please be aware that in many instances this number was possible through the organization leveraging the Foundation grant with other funds from additional sources and not solely the impact of the Foundation grants.

Would These Individuals Have Received Services?

The survey asked whether these people would have received services without the Foundation grant. Of the 149 grantees that responded to this question, 73 percent (108) of grantees indicated that the people would not have received services without the grant funding.



Describe the outcomes from this grant

Grantees were asked to describe the outcomes achieved through the grant (i.e. people served, operating funds, health and wellness programs, career development, educational initiatives, etc.). The description of outcomes by the grantees was a mixture of outcomes and outputs. The responses were very diverse as might be expected since the projects and programs for which funding was sought were very widespread in nature.

The following is a sampling of grantee responses taken directly from the survey data with minimal editing of the contents:

Holocaust Memorial Resource and Education Center, Central Florida- \$10,000

Through the Florida Blue Foundation Build Healthy, Strong Communities grant, the UpStanders: Stand Up to Bullying program was provided to 9 middle schools in the Orange County Public School system. More than 2,700 students, 300 teachers, and 100 parents participated in bullying prevention programming. Students learned the importance of speaking out against racism and prejudice by exploring the history and lessons of the Holocaust at the Holocaust Center. Additionally, students participated in a bullying prevention presentation at their school where they were given the tools and knowledge needed to safely intervene when they witness bullying situations at school or online. Teachers were provided with a 45 minute webinar on best practices in bullying prevention and parents attended an evening program on cyberbullying and internet safety.

JASMYN (Jacksonville Area Sexual Minority Youth Network), North Florida - \$5,000

With the grant received from the Florida Blue Foundation, JASMYN was able to create a broader menu of health care resources and options available at their STD/HIV health clinic for high risk teens and young adults. In 2016, 482 visits were made to the clinic, up from 328 in 2015. 209 individual youth received clinical services that included: risk assessments, STI screenings, labs, HIV rapid testing, diagnosis and follow up treatment. There were 75 STI diagnosis (21%) and 100% were treated. Mental health assessment tools that are relevant to the high risk youth seen at JASMYN have been identified and are to be implemented in 2017. Youth health promotions programs in the teen center are offered monthly, including sessions on comprehensive sexuality education.

The Centre for Women, West Florida - \$5,000

The Build Healthy, Strong Communities grant received provided funding for the "Healthy U!" project which supports new no-cost behavioral health and wellness services now made available year-round at The Centre for Girls in Tampa. More than 50 participating middle school girls and their family members participated in a six-week "Act, Don't React" workshop series. This anger management course provided them with self-knowledge, constructive attitudes and language, and positive behavioral techniques to manage their own emotions and behaviors, as well as within family and peer-to-peer dynamics. Workshops led on-site by the Counseling and Wellness staff also included a "Nurturing Parenting" public education class to help parents better understand and build positive relationships with their children. This workshop helped girls develop sound self-esteem and learn to build positive engagement with parents, teachers, and other adults as well as with their peers. Pre- and post-participation evaluation tools encompassing these and other program elements indicate that:

- More than 75% of participating girls had improved self-esteem and also have demonstrated improved social behaviors
- 85% demonstrated more positive relationships with parents and other

Broward Health Foundation, South Florida - \$75,000

Because of the generosity of the Florida Blue Foundation, the “Man Van”, an initiative of the Broward Health Foundation, has been traveling throughout South Florida communities, averaging 40 screenings a month, to provide lifesaving services and motivate men to be proactive about their health. The Man Van goes out all across Broward county and participates in health fairs, parades, community events, marathons, as well as scheduled visits to businesses to provide both free basic screenings and comprehensive screening.

Summary

The 149 Build grantees who responded to the survey received a total of \$3,089,371 in grant funding. In many instances, the funding was used to leverage other funds from other sources. The largest percentage (57%) of the grants awarded was focused in the area of health and human services.

The data provided by the grantees suggests that approximately 4,621,505 people benefited directly or indirectly from these grants.

It is important to note that grantees were very convinced that these people would not have received these services without this grant support.

Finally, the grantees were successful in achieving the outcomes that were approved by the Foundation in the grant award based on the survey responses.

IMPROVE CONSUMER HEALTH

Embrace a Healthy Florida Legacy Seed Grants

The Embrace a Healthy Florida Initiative ended in 2015 after eight (8) years with major results/impacts that were reported to the Florida Blue Foundation Board and documented in print and in a book that was produced and disseminated internally and externally in 2016.

After 8 years of funding, the Foundation did not want to exit the six communities without making sure there was something left in the community that could continue long past the funding. Thusly, the creation of the “legacy” seed grants. Each community reviewed their Community Action Plans that they created under the Initiative and decided what they thought had made a major difference in each community. Their chosen legacies had to include documentations of how they could fund, or secure, the future funding from other sources within their communities and externally.

Once their decisions were made, the communities submitted their proposals to the Foundation for the funding of seed monies based on their documented plans for securing the rest of the needed funding. Florida Blue Foundation awarded Legacy Seed Grants to the six communities totaling, \$275,720. The Legacy Seed Grants funding ended in June of 2016.

Some of the results that were a part of the Embrace a Healthy Florida Initiative and are still in place are:

- Total still being served in the six communities, to date, is 112,798.
- Total dollars leveraged from the Foundation seed grant total, \$1,951,340.
- A total of 429 community gardens are still in place and active. The communities take ownership for the space, planting and harvesting of the products in Sulphur Springs, Paramore and Tallahassee.
- The City of Hialeah has committed the financial and marketing support to continue the Hialeah Healthy Families Program for the residents of Hialeah.
- The Department of Health – Duval County continues the Childhood Obesity Prevention Coalition and has made it a priority for the community. They continue to distribute the Physician Toolkits and deliver the 5-2-1-0 messaging (5 servings of fruits and vegetables per day; no more than 2 hours of screen time per day;
- The Tallahassee Childhood Obesity Prevention Education Coalition expanded into two additional communities, with all three communities actively engaged in healthy eating and active living programming with support from their many partners, including Leon County and City of Tallahassee governments.
- The Youth Health Leadership program in Tallahassee developed a sustainability plan and continues to engage, educate and train youth to be leaders and health ambassadors.
- The Fruit and Vegetable Prescription Project at the Jessie Trice Pediatric Clinic in Opa-locka provides prescriptions for fresh fruits and vegetables and nutrition education to children and families who receive medical care at the Clinic.

IMPROVE QUALITY AND SAFETY OF PATIENT CARE Barry University and Other Nursing Mini-Grants

In keeping with the mission to improve the health and well-being of Floridians and their communities, the Florida Blue Foundation (FBF) collaborated with the Florida Action Coalition (FL-AC) to create the Improve Quality and Safety of Patient Care (IQSPC) initiative at Barry University to support the work of the FL-AC in responding to the Institute of Medicine's (IOM) recommendations in the Future of Nursing: Leading Change, Advancing Health Report.

In 2015 Florida Blue Foundation awarded a two year grant to Barry University in the amount of \$225,000 to implement the Florida Policy Intensive for Nurses (FPIN) project.

The purpose of the project is to educate 32 nurse leaders across four geographic areas of the state, to influence policy processes on issues impacting their communities or the state. The education focus on six educational webinars, with ongoing mentoring by four coaches experienced in policy processes. The project culminated in participants' formulation of a policy action plan that was presented at a statewide advocacy conference. The purpose of the conference was two-fold: to raise awareness about policy issues impacting Florida communities, and to engage conference attendees in a variety of policy issues.

Some of the results of the project to date are:

- The project was implemented according to plan with only minor adjustments in the time table. All of these adjustments were made for the benefit of participants and did no harm to the overall design of the project.
- The grantee was successful in recruiting and engaging the target number of nurse participants and coaches. Participation was great in terms of engagement in the six webinars, completion of action plans, poster presentations, and participation in the Statewide Advocacy Conference at which the posters were presented.
- Nurse participants reflected racial/ethnic diversity that was a goal of this project.
- The project also noted that while the participants demonstrated improvement in their sophistication with respect to advocacy, concerns remain about the likelihood that participants will sustain their involvement in advocacy activities. The grantee hopes that changes proposed for Year 2 will result in higher levels of demonstrated sophistication that will be sustained over time.
- Overall the project was successful in its outcomes associated with this project. These outcomes measured level of participation, completion of action projects, and demonstrated improvement in their level of sophistication relative to skills and knowledge about policy and advocacy.

OTHER PROGRAM RESULTS UNDER THIS FOCUS AREA:

In addition to the recent grant to Barry University, there are still two cohorts of other nursing grantees that are still active through 2017. The cohorts were funded in 2013 and 2014 and are still reporting great data and progress to date on their grants. The following are a few of the outcomes from these grantees by cohorts.

COHORT 2013

Outcomes Reported for 2016

In keeping with its mission to improve the health and well-being of Floridians and their communities, the Florida Blue Foundation (FBF) collaborated with the Florida Health Simulation Alliance (FHSA) and the Florida Action Coalition (FL-AC) to create the Improve Quality and Safety of Patient Care (IQSPC) initiative. The FBF awarded 11 mini-grants in 2013 through the IQSPC initiative to meet one of two goals consistent with the FSHA and the FL-AC:

- To support research and program development to advance the future of simulation based medical education in nursing education and professional development
- To support the work of the FL-AC in responding to the Institute of Medicine's (IOM) recommendations in the Future of Nursing: Leading Change, Advancing Health Report

Eight FHSA grants were awarded through the IQSPC initiative. The primary focus of the grants is creating opportunities for the development and implementation of medical simulations within the training programs in universities, colleges and health systems for Florida's health care professionals. Three FL-AC grants were awarded through the IQSPC initiative that focus primarily on developing training materials and providing opportunities for ongoing professional leadership and skills training for nurses.

- The 11 grantees have engaged in the implementation of their projects since January 2014. Each grantee has milestone activities, units of service, the number of individuals to be served and outcomes that constitute the measures by which the grantee's performance is evaluated.
- To date, eight FHSA grantees and three FL-AC grantees had 109 milestones scheduled for completion. The grantees were able to achieve 78 % (N = 86) of the planned milestones as scheduled.
- Total units of service refer to actual services or products resulting from the completion of the milestones. To date, eight FHSA grantees and three FL-AC grantees had 328 proposed units of service, with 327 (99.6%) units of service completed.
- In addition, the 11 grantees (eight FHSA grantees and three FL-AC grantees) had a total target number of 2,005 persons to be served. The grantees actually served 2,571 unduplicated individuals; achieving 128% of the target number. Many of the grantees exceeded their target numbers.

- To date, all grantees have outcomes related to their projects. The FL-AC grantees (Florida Atlantic University, Indian River, and Jacksonville University) met seven of their 10 outcomes (70%). The FHSA grantees met 22 of their 37 outcomes (59%) to date.
- Of the 11 grantees, six (55%) reported leveraged funds. The total amount of cash and in-kind awards and contributions reported by the six grantees was \$1,741,173. The total amount of leveraged cash awards was \$1,523,005. The vast majority of these funds were three sizable awards for Indian River State College dedicated to supporting faculty and staff. The total amount of leveraged in-kind contributions was \$218,168. These funds were used for a variety of purposes including administrative support, facilities, travel expenses, equipment, materials, and supplies.
- The FBF made grant awards to the 11 grantees totaling \$509,273. The leveraging efforts among all grantees represented additional resources 3.4 times the total grant awards. When comparing the total grant awards of the six grantees that leveraged funds, there was over a 6:1 match of cash and in-kind awards and contributions to the amount of the grant awards.

COHORT 2014 Outcomes Reported for 2016

In keeping with its mission to improve the health and well-being of Floridians and their communities, the Florida Blue Foundation (FBF) collaborated with the Florida Health Simulation Alliance (FHSA) and the Florida Action Coalition (FL-AC) to create the Improve Quality and Safety of Patient Care (IQSPC) initiative. The FBF awarded five mini-grants in 2014 through the IQSPC initiative to meet one of two goals consistent with the FSHA and the FL-AC:

- To support research and program development to advance the future of simulation based medical education in nursing education and professional development
- To support the work of the FL-AC in responding to the Institute of Medicine's (IOM) recommendations in the Future of Nursing: Leading Change, Advancing Health Report

One FHSA grant was awarded through the IQSPC initiative. The primary focus of the grant is creating opportunities for the development and implementation of medical simulations within the training programs in universities, colleges and health systems for Florida's healthcare professionals. Four FL-AC grants were awarded through the IQSPC initiative that focus primarily on developing training materials and providing opportunities for ongoing professional leadership and skills training for nurses.

To date, all five grantees began implementation of their projects. Each grantee has milestone activities, units of service which refer products or services provided by the grantee, the number of individuals to be served and outcomes that constitute the measures by which the grantee's performance is evaluated.

- Since the beginning of the grant period, one FHSA grantee and four FL-AC grantees had 54 milestones scheduled for completion. The grantees were able to achieve 83% (N = 45) of the planned milestones as scheduled to date.
- The five grantees had 28 proposed units of service scheduled for completion by the end of Year 2 of the grant. The grantees completed 32 (114%) units of service.
- In addition, the five grantees had a total target number of persons to serve of 5,704. The grantees were able to serve 2,286 unduplicated individuals; achieving 40% of the target number. Two grantees exceeded their target numbers, Community Foundation of Sarasota County and the University of North Florida. The primary reason for the lower percentage of achievement was that one grantee projected a very high survey response rate that was not achieved.
- All five grantees were scheduled to meet outcomes by the end of its second year.
- The total amount of leveraged resources reported through two years of the grant initiative is \$135,000. Community Foundation of Sarasota County reported two grant awards in 2015 totaling \$125,000. The grantee received an award of \$100,000 that was unrestricted and a grant of \$25,000 for staffing. The only additional leveraging award reported in 2016 was a \$10,000 cash award to the University of North Florida for staffing needs. There are no reported in-kind contributions to date. For the two grantees reporting leveraged resources, there is a 1.5:1 ratio of leveraged funds to FBF grant funds. Overall, there is a 0.62:1 ratio of leveraged funds to FBF grant funds for the five grantees.

ADVANCE INNOVATION AND PROMOTE SOLUTIONS IN THE HEALTH CARE SYSTEM

The Florida Blue Foundation funded six Advance Innovation grantees in 2015. This report documented the progress of the grantees for the first year. In the preparation of this report, the staff participated in conference calls with grantees in July 2016 and January 2017, reviewed the grantee interim reports submitted in August 2016 and February 2017, extracted information entered in the Advance Innovation Data Management System, and compiled response results on the Advance Innovation Client Survey. Overall, the population served by the Advance Innovation grantees was predominantly female (63.7%). All but one grantee had a higher percentage female compared to male in their population served. The percentage of uninsured among all served by the Advance Innovation grantees was 35.9%. The percentage among those served with public insurance was 54.4%. Multiple race and ethnic categories were reported by all grantees with the highest percentages among all Advance Innovation grantees combined being white at 39.3%, Hispanic/Latino at 38.6%, and African American at 17.7%.

Performance on two major outcomes was documented. Tracking outcomes and becoming more proficient and systematic in the monthly entry of data required to calculate outcome achievement were significant advances for several of the grantees.

Some of the results of the project to date are:

- The two outcomes required of all Advance Innovation grantees were to increase or improve: 1) completed services (health care or services access) and 2) number of unduplicated patients.
- For the first major outcome, completed services (health care access), the achievement for this outcome for all grantees combined (aggregate) was 100.6%. These grantees relied on performance in 2016 as a baseline for the determination of future targets.
- For the second major outcome, the number of unduplicated patients the program sees during the year, the achievement for this outcome for all grantees combined (aggregate) was 119.4%. Four grantees achieved over 100% of their annual targets.
- Community collaboration was considered a valuable strategy for grantees. It offered opportunities to gain access to shared resources and provide comprehensive services for people in need. Examples of collaboration with partners in the community were shared by several grantees. Ability Housing, Inc. shared several examples of collaboration which included connecting with Narcotics Anonymous and Alcoholics Anonymous to begin support groups on site and developing an agreement with Gateway Community Services to serve residents. Ability Housing, Inc. also turned to The Sulzbacher Center, which is a Federally Qualified Health Center, to train care managers on Medicaid enrollment. St. Petersburg Free Clinic collaborated with Hansen-Incarnati Dental Labs to obtain discounts on dentures for clients. This clinic also relied on dental clinic space during off hours at the Health Department and the Pinellas Technical Education Center to treat patients. Miami Lighthouse collaborated with the Alliance for Aging to reach their target population, seniors with low vision.
- Leveraging additional funding and resources with the Advance Innovation grants occurred in 2016. Based on information submitted leveraging occurred for 66.6% of the grantees. The total amount in additional grants awarded to the Advance Innovation grantees in 2016 was \$519,192.

The final section of the report presents information on the Advance Innovation Client survey. The total number of surveys with valid responses completed and submitted in time for data entry for inclusion in this report was 230. Based on the survey responses, 67.8% knew that the clinic or program was funded by the Florida Blue Foundation. A high percentage of survey respondents, 74.8%, would not have received the services without the Advance Innovation grants. The percentage of respondents indicating they would share with others that Florida Blue made the services available was very high, 97%. Awareness that Florida Blue and Florida Blue Foundation are committed to improving their health care was acknowledged by 93.5% of survey respondents.

The review of the experience and performance of the grantees documented in this report is valuable for a number of reasons. The primary benefit is to document their progress. In addition, it was possible to learn about the challenges and the approaches that have been implemented to mitigate the challenges. The evaluation experience also provided grantees an opportunity to network and learn from each other. Finally, it is helpful in identifying assistance that might be provided by the evaluation team to improve the performance of the grantees in the future.

OTHER PROGRAM RESULTS UNDER THIS FOCUS AREA

While the Florida Blue Foundation discontinued the funding of IMPACT grants in 2015, and began the funding of the Advance Innovation and Promote Solutions in the Health Care System, there is still a cohort of IMPACT grantees that are still yet to complete their funding ending dates. This multi-year cohort was funded in 2013 and is still active through 2016. The following are a few of the outcomes from this multi-year funded cohort.

The staff monitored and documented the progress of the grantees through 2016. The staff participated in and prepared notes on the grantee interim group conference calls, reviewed the grantee interim progress reports submitted in May and September of 2016 and January of 2017, extracted data entered in the IMPACT Data Management System (IMPACT System) up through January 2017, and compiled response results on the IMPACT Client Surveys.

In order to augment efforts to compare 2013 IMPACT grantee experiences, some of the relevant information is presented in five grantee categories. The five grantee categories are: 1) Primary/Dental, 2) Care Coordination, 3) Health Education, 4) Multi-Service, and 5) Primary/Health Education. Care Coordination and Multi-Service categories have multiple IMPACT grantees.

Overall, the patient population seen by the 2013 IMPACT grantees during 2016 was predominantly female (59%). Exceptions to this observation were at Camillus Health Concern and Jessie Trice Community Health Center, where the majority of the patient or client populations were male. Only one IMPACT grantee, PACE Center for Girls, served children and no adults. Three grantees served only adults. The remaining grantees reported adults and children in their populations. Multiple race and ethnic categories were reported by all grantees with the highest percentage Black served by Jessie Trice Community Health Center (85%), Covenant House (82%) and PACE Center for Girls (65%). The grantees serving the highest percentage Hispanic/Latino were Camillus Health Concern (39%) and Central Florida Family Health Center (34%). Among the seven grantees reporting insurance status for their patients and clients, 33% of patients were uninsured. Six grantees reported that they had more than one patient with some form of public insurance. Six grantees indicated they served small numbers of patients with private insurance.

The three Florida Blue Foundation outcomes required of IMPACT grantees were increases in: 1) service capacity, 2) access to care or completed services, and 3) number of unduplicated patients.

- During 2016, several 2013 IMPACT grantees met or exceeded their targets for at least one of these outcomes. Services were delayed for a couple of IMPACT grantees which might have affected performance.
- Overall, several of the 2013 IMPACT grantees achieved their goals on service capacity, completed services or unduplicated numbers of patients. The IMPACT grantees that achieved their targets in all three outcomes were Covenant House and Jessie Trice Community Health Center. All but one IMPACT grantee achieved their targets for the third outcome, increases in number of unduplicated patients seen.

- Referring to the first major outcome, service capacity, the achievement of this outcome for all grantees that adopted this outcome combined (aggregate) was 91.5%. Three of the grantees achieved over 100% of their goal.
- For the second major outcome, completed services, the achievement for this outcome for all grantees combined (aggregate) was 87.3%. Three of the grantees achieved over 100% of their goal.
- For the third and final major outcome, the number of unduplicated patients the program sees during the year, the achievement for this outcome for all grantees that adopted this outcome combined (aggregate) was 124.4%. Six of the grantees achieved over 100% of their goal.
- Comparing performance over multiple years, there were higher performance percentages for all 2013 grantees combined for two of the three major outcomes in 2015 compared to 2014. The highest performance for all grantees combined for the first outcome, increases health care capacity, was in 2016. The third outcome, unduplicated patients of clients, had the highest performance for all grantees combined in 2015 (127.4%) and then 2016 (124.4%).
- Collaboration is a desirable objective for grantees for a variety of purposes. It offers opportunities to gain access to shared resources and provide comprehensive services for people in need. Mitigation efforts to address challenges often benefited from the development of partnerships with existing programs. This was the case when increasing referrals to grantee services as well as when tapping expertise that was available in another program. Covenant House partnered with the Broward County Health Department wellness programs and Healthy Mothers Healthy Babies to expand the services available for the population it served. Premier Community Healthcare Group continued to apply management practices learned while being a member of the Health Choice Network. At least two grantees coordinated their services with hospitals in order to prevent nonemergency visits to the emergency rooms and better follow-up care after hospital discharges. PACE Center for Girls and Jessie Trice Community Health Center developed an agreement that allowed a nurse employed with Jessie Trice to provide medical care for the participants at the PACE Center for Girls.
- Leveraging additional funding and resources with the IMPACT grants is important and was addressed in this evaluation. Based on information submitted in the IMPACT Interim Reports and reported in the IMPACT System during 2015 and 2016, four grantees received additional grants. The total amount leveraged in grant funding in 2015 was \$512,418 and in 2016, \$735,950. There were several different sources for this funding, including county government and private foundations or non-profit agencies. IMPACT grantee, Jessie Trice Community Health Center, did not begin services until February 2016. Another grantee, PACE Center for Girls, did not begin their services until very late in 2015.

- The reliance on volunteers in the implementation of the IMPACT grants can be a key component and vital to the provision of health care and services. Based on what was reported by three grantees, there were 11,005 volunteer hours logged by 227 volunteers in 2015. In 2016, one IMPACT grantee reported that they relied on 1,161 volunteer hours with a total of five volunteers.
- The final section of the report presents information on the IMPACT Client Survey. The total number of surveys completed and submitted by seven IMPACT grantees for data entry was 1,179. Based on the survey responses, 59.4% of respondents did not know that the clinic/program was funded by the Florida Blue Foundation. The percentage of respondents that would not have received the services without the IMPACT grants was 69.2%. The percentage of respondents indicating they would likely share with others that Florida Blue Foundation made the services available was relatively high (90.6%). Another high percentage of respondents (83.5%) indicated they were aware that the Florida Blue Foundation was committed to improving their health care.
- The review of the experience and performance of the IMPACT grantees is valuable for a number of reasons. The primary benefit is to document their progress. It was possible to learn about the challenges reaching their target populations and providing their services. In addition, the approaches that had been implemented to mitigate these challenges were shared. The evaluation also provided grantees an opportunity to network and learn from each other. Finally, it was constructive in identifying assistance that could be provided to improve the future performance of grantees.

Overall, several of the 2013 IMPACT grantees achieved their goals on service capacity, completed services or unduplicated numbers of patients. The IMPACT grantees that achieved their targets in all three outcomes were Covenant House and Jessie Trice Community Health Center. All but one IMPACT grantee achieved their targets for the third outcome, increases in number of unduplicated patients seen.