Our Innovative Journey

It started on a whiteboard. Three years ago it was just an idea, a process really, on a whiteboard in Judy King’s office. In 2016, the US Department of Health and Human Services announced a unique home visiting funding opportunity – create an innovation to transform home visiting, something that could one day be replicated across the country. Then Strengthening Families Washington Administrator Judy King and Home Visiting Lead Laura Alfani put their heads together and came up with a plan. And plan big they did. An idea that included not just a strategy for Washington State, but one for all of Region X – Idaho, Alaska, Oregon and Washington.

Those were the words written on the whiteboard, and the words that steered the grant.

The focus was to develop and retain a trained, highly skilled home visiting workforce across the region. It began with learning who made up the home visiting workforce by conducting a regional home visiting workforce study. Next, it was about guiding the home visiting field by creating a shared vocabulary and understanding of Reflective Supervision in the form of the Region X Reflective Supervision Guidelines. The grant work also included building the capacity of Home Visitors and supervisors by offering strengths-based team professional development that included the Fussy Baby Network’s FAN training and Thrive Washington’s NEAR@Home Toolkit. Finally, home visitors and supervisors throughout the region provided vital feedback on these training...
Sharing and Celebrating

One of the most inspiring things to come out of the Innovation Grant and the Integration Summit was hearing home visitors telling stories of successes with families. We want to continue that in this newsletter. If you would like to share your story (identifying details can be changed or left out), please email home.visiting@dcyf.wa.gov. Or, if you would like to nominate a home visitor who is deserving of recognition, please email us.

Home visitors whose stories are shared, or home visitors who are nominated, will be considered for a scholarship to attend the Ounce of Prevention’s 2020 National Home Visiting Summit.

Stories of Resilience and Hope

The Tribal Home Visiting Program compiled amazing success stories in their new publication Tribal Home Visiting Programs: Stories of Resilience & Hope. The stories in this collection illustrate the positive impact of home visiting programs provided to American Indian and Alaska Native families by Tribal MIECHV grantees across the country. The stories were collected from 2015-2019 through interviews with families and staff from 14 Tribal MIECHV programs. The stories highlight that services offered by grantees are an extension of the support that tribal communities have been providing to pregnant women and families with young children for generations. These stories capture a few key themes found in tribal home visiting including: the importance of listening to families and supporting healthy relationships, the value of incorporating culture, the creativity of programs to support families in meeting basic needs and the inspired work required of staff and their stakeholders to improve early childhood systems.

New Resource on Two-Generation Approaches

HRSA’s HV-ImpACT is pleased to announce the publication of the issue brief Home Visiting’s Two-Generation Approach: Supporting Primary Caregiver Education, Family Self-Sufficiency, and Children’s Well-Being.

The resource:
• Focuses on how home visiting’s two-generation approach supports awardee progress on Performance Measure 15-Primary Caregiver Education in the benchmark area of family economic self-sufficiency
• Describes the purpose and benefits of taking a two-generation approach to child and family well-being
• Discusses how home visiting fits into a two-generation approach
• Includes four case studies that share key takeaways for two-generation success
• Provides resources for learning more about how to implement a two-generation approach

Action Items

July 20:
June 2019 Monthly Enrollment Report
Q4 Quarterly Progress Report (April to June) including:
  CQI Project 2 Summary and Reflection
  For TANF: TANF Q4 Referral Report

July 30:
June 2019 Monthly Invoice
Certification of Data Disposition for programs ending
Fiscal cutoff for all invoices for prior year

Aug. 8:
For NFP: July Consenting Clients to DOH

Aug. 16:
Self Reflection Tool to Thrive/Ounce

Aug 20:
July 2019 Monthly Enrollment Report

Aug 30:
July 2019 Monthly Invoice
experiences by participating in a comprehensive evaluation of their learning experience.

This June, three years of hard work came to fruition—not completion, because the real work of supporting Professional Development for the Home Visiting Workforce is an ongoing process. For two days in June, close to 60 Region X Innovation Grant partners from Alaska, Idaho, Oregon and Washington came together for an in-person Integration Summit, engaging in a collective dialogue about themes that have emerged from the Innovation work that’s happened these past two years and how this work could inform supporting “best practices” in home visiting workforce development moving forward. The grant partners, including home visitors and supervisors from all four states, participated in deep perspective taking, meaning making and celebration of each other’s contributions.

Participants also heard rich analysis of the data collected from the Workforce Study, as well as the Evaluation conducted of the FAN, NEAR and Design Workshop Innovations, while home visitors and supervisors shared experiences of families.

“Home Visiting work is complex work requiring deep commitment and compassion,” Home Visiting Workforce Specialist and Innovation Grant lead Nina Evers said. “These values were present throughout the Summit and reflected each and every participant. Voices were graciously used to share vulnerabilities and to challenge each other to be their best selves. There were no easy

Continued on page 4
answers but there seemed to be a renewed sense of gratitude for the benefits of working together as a region, for the power of the home visitor voice to describe what is needed; for a full awareness of the importance of each and every person’s contributions to professional development.”

Although the grant period is drawing to a close, the work is still continuing.

The many tangibles from the grant period - including the Reflective Supervision Guidelines that have been printed into manuals and shared across the region, the FAN and NEAR team-based supports, as well as the Workforce Study and the Evaluation will all continue to inform workforce support moving forward. Impact of the work was

Continued on page 5
About the Workforce Study: “To have that now is such a powerful tool,” Oregon’s Home Visiting Workforce Development Coordinator Kerry Cassidy Norton said.

“It’s accelerated the maturity of Reflective Supervision in our state,” Oregon’s MIECHV Project Coordinator Benjamin Hazelton said, commenting on the Reflective Supervision Guidelines.

Then there are the intangibles. The partnerships formed through this work.

“The richness of what we’ve learned is from our partnerships,” NEAR@Home Lead Facilitator Quen Zorrah said.

While so many voices were present at the Integration Summit, the real heroes of the Innovation Grant are the 700+ Home Visitors, Supervisors and Local Home Visiting Agencies who’ve helped Region X states LEARN; who GUIDED us in understanding the vital importance of Reflective Practices in Home Visiting; who BUILT our capacity with their generous feedback via the Workforce Study and Evaluation, ensuring that we will continue to grow our ability to support Workforce Development in the future. Thank you Home Visiting field!
Thrive Washington is pleased to announce that the 3rd edition of the NEAR@Home toolkit is now available and offers home visitors more guidance on how to safely, respectfully and effectively address Adverse Childhood Experiences with the families they serve.

This new edition reflects what was learned when the toolkit was incorporated into a Facilitated Learning Process with 225 home visitors and 54 supervisors in the four states of federal Region X: Alaska, Idaho, Oregon and Washington. It’s also informed by the evaluation work of our partners at Organizational Research Services and Portland State University.

Over the past year, the NEAR@Home team sought to learn how the toolkit and process fit with different cultures and communities of families – and the home visiting staff who serve them. They wanted to learn what adaptations were needed for home visitors to be able to find themselves in this trauma-informed, social justice-based process for bringing NEAR sciences to families. More information about this Facilitated Learning Process and how to bring NEAR@Home into your local home visiting efforts is available at NearAtHome.org.

The NEAR@Home Toolkit was first released in 2015 and remains a free resource. It has been downloaded more than 5,000 times by people all over the world. It is supported by a Region X MIECHV Innovation Grant.

New Staff

We are very excited to announce two new staff and exciting changes for the Strengthening Families Washington team.

As many of you are aware, Laura Alfani stepped up to fill the Strengthening Families Administrator role. As such, her Home Visiting Lead position has been vacant for several months. Courtney Jiles has been selected to lead the home visiting work. Courtney is coming to the work after leading some really incredible work within our child abuse prevention portfolio, including community-based child abuse prevention strategies, group-based parent education, perinatal mental health policy, community development and more. She is a wise and graceful team member and will be learning about MIECHV and the innovation grant work over the coming months.

In addition, we also created the new role Primary and Community Prevention Manager, with Erinn Havig filling the position. Erinn has extensive experience in community prevention, both here at DCYF as well as in the field in several non-profits, and in state systems and child welfare work.

We are very blessed to have both these amazing and talented women leading this work.

HVAC Update

The Home Visiting Committee met on June 7 to brainstorm ideas for a Research and Evaluation Agenda for Home Visiting in the next couple of years. They also discussed the inclusion of an Equity Subcommittee as well as updates regarding the legislative session which included reviewing the Expansion Plan priorities of the Home Visiting Service Account. A presentation on the Maternal and Child Health Block Grant was also made to gather input and feedback on the direct services and needs families have as the grant prepares their plans focused on family health outcomes.
DCYF Unveils New Logo and Full Agency

At long last, the Department of Children, Youth & Families has a logo.

We are very excited to say farewell to the green state seal that we’ve had for the past year and show off our new logo.

The icon is made up of three parts:
- Empowering: Together, the three figures represent the growth of an individual.
- Inclusive: Individually, each figure represents children, youth and families.
- Positive: The supporting hand represents DCYF’s commitment to protect children and youth and strengthen families so they flourish.

This isn’t the only change at DCYF. The final stage of implementation for the new agency – the addition of Department of Social and Health Services (DSHS) Juvenile Rehabilitation, Office of Juvenile Justice and Child Care Subsidy Program, including Working Connections Child Care, took place on July 1.

This is the final step of a journey that began on July 6, 2017, when Governor Inslee signed House Bill 1661 creating DCYF.

The Child Care Subsidy Program eligibility staff will now be under the same roof as the policy and quality assurance staff at DCYF. DCYF staff worked directly with providers and consumers to make this transition as seamless as possible. The call center is now named the Child Care Subsidy Contact Center (CCSCC). Clients should contact CCSCC at 844-626-8687. The application for benefits will remain the same.

To commemorate the final stage of implementation, DCYF sat down with three staff members, including SFWA’s own Courtney Jiles. To view DCYF Transformations video, click here.

Helping Survivors Navigate the TANF & Child Support Systems

Washington State Coalition Against Domestic Violence (WSCADV) has a new resource - “How Survivors Navigate the TANF & Child Support Systems.”

Families who are on TANF have options around required activities when they are experiencing abuse in their relationships. These same families have options regarding cooperating (or not) with the Division of Child Support. This On Demand webinar is available here.

Questions? Contact Leigh Hofheimer at leigh@wscadv.org.

Save the Date

The date is set for the fall All HVSA! Please hold November 5-6 on your calendars. We will be meeting at the Hotel Interurban. We will continue to share more information closer to the event, including agendas and registration information. We look forward to seeing you there and continuing our great conversations.
Changes to Performance Payment Awards

As you are all aware, this year our Performance Payments have changed from last year which were presented in the Contract Updates Webinars in June. Following the conclusion of the webinars, we received some feedback regarding the Performance Pay for retention which caused us to reflect on the award structure and make some modifications. We wanted to take a moment and update you on our process, intent, impact and next steps for Performance Pay.

Process: DCYF enabling legislation requires the agency to utilize performance-based contracts (PBC) for "client services contracts". It is our understanding that this requirement was to ensure that contractors are providing high quality services to all families (irrespective if these are voluntary services or involuntary services).

Department of Early Learning started on this journey before DCYF was launched by focusing on performance milestones related to service utilization and quality of services. As DCYF got underway, a Performance-Based Contracting Steering Committee was formed with high level leaders to establish the framework and expectations for program teams to plan for and eventually implement performance-based contracts.

Home visiting, with three other program teams, were the first programs identified to integrate PBC into our contracts. Over the past year, we worked with our technical assistance partners, Department of Health (DOH) and have had a number of input meetings with our home visiting programs, including roundtable discussions at the All HVSA meeting.

Intent: The intent of performance-based contracts is to ensure that all families have access to high quality services. This aligns with our deep commitment to support family inclusion and accessibility to all home visiting programs.

This approach has required us to examine whether there is a differential utilization, quality and outcomes across population groups and ask more questions about why that is happening. The data analysis conducted by our technical assistance providers and DOH, resulted in a number of characteristics of families associated with earlier exits from home visiting program including age, education, housing status, marital status, race and TANF participation. This supplemented findings in research and evaluation, including the recently released MIHOPE study, which examined characteristics associated with retention and outcomes for families.

“The intent was not to imply that all families and individuals are the same and experience the same challenges, but it is a call for our system to wonder together and explore how are we assuring families can access home visiting services, if it is a fit for them.”

We carefully considered how each characteristic associated with a performance milestone had the potential to create an unintended incentive to enroll families experiencing few barriers to participation and retention. Part of the structure of the performance milestone was aimed at counteracting this potential issue, which included calling out race as one of the characteristics associated with early exits. The intent of creating payment milestones with higher levels of payment is to recognize and support organizations that are recruiting and retaining families who have tended to leave home visiting services earlier.

In our equity work as a team and Trio, we have been grappling with and thinking deeply about our work and want to be intentional as we consider communities of color with respect to access to funding, services and supports for home visiting. Part of this work hinges on being explicit about race in our approach and acknowledging where our own system is not serving communities of color well. By calling out race and other characteristics in contracts, the intent was to acknowledge the inherent and implicit barriers and challenges within our system (and systems we are embedded within). The intent was not to imply that all families and individuals are the same and experience the same

Continued on page 9
challenges, but it is a call for our system to wonder together and explore how are we are assuring families can access home visiting services, if it is a fit for them.

Impact: We have received strong feedback (some very positive and some very concerning), largely – though not exclusively, from organizations serving primarily communities of color. No matter how well intended, we are learning we may have a negative impact on our partners in communities and the families they serve.

We acknowledge there is much more to learn from each other and we appreciate feedback and guidance to help us along the journey. As we move forward, we hold in our minds the unique experiences and strengths of families and communities and obligation to understand what is working in home visiting and for whom.

Next Steps:
1. Contract Statement of Work language has been rewritten from “Family Retention Criteria for Additional Support” to “Demographic Characteristics Related to Early Exits.”
2. Contract Attachment #6 (defining data collection and performance award measures): “Characteristics Related to Early Exits” – Race and Marital Status – were removed and a clause was added specifying additional factors may be considered based on data analysis and community input.
3. Over the coming year, we will engage with home visiting programs to further develop our service utilization, quality and outcomes. We look forward to hearing from programs over the coming year as we refine the approach. Rene Toolson, our home visiting contracting team lead, will take the lead on this work and prioritize engaging partners in conversations in the coming months.
4. Communication – we have a lot of work to do to engage with local programs in the coming year.
5. Ensuring support and technical assistance is provided: The data regarding characteristics of families in which we are having a hard time retaining is important, and we will be engaging CQI work to explore existing and potentially new data to better understand influencers of participation. We are committed to offering peer-to-peer learning opportunities, and resources to more effectively meet the needs and requirements of these families.

This is all happening rapidly, but we will want to ensure that all voices are heard. Please reach out to either your program specialist, Laura.Alfani@dcyf.wa.gov or Rene.Toolson@dcyf.wa.gov and we will follow up as soon as we are able.

If you would like the newest, updated Performance Payment Awards factsheet, please email home.visiting@dcyf.wa.gov.

As a reminder, you can view our recent webinars on contract updates. For the most part, contracts look similar to last year. The budget, data disposition and confidentiality and monthly reporting are all the same. Statements of Work, monitoring and Quarterly Reports all have minor changes. The most changes will be found in the General Terms and Conditions, data and CQI attachments. Again, for the full explanation of changes please see the webinar for your model.

We want to thank everyone again for all the incredible work you do in the community, and for having the courage and insight to speak up, and know your families and your communities. We look forward to growing and continuing on your journey together in the following year.

Innovation Grant Webinar: Want to know more about the next steps for the Region X Innovation Grant? Join our webinar on July 23 11-12 p.m.. Register for the webinar.
In May 2019, Gov. Jay Inslee signed Engrossed House Bill 1638. The law removes the option for a personal/philosophical exemption to the MMR (measles, mumps, and rubella) vaccine requirement for schools and child care centers. It also requires employees and volunteers at child care centers to provide immunization records indicating they have received the MMR vaccine or have proof of immunity. The new law takes effect on July 28, 2019.

Based on the interpretation of the state law, this change does not affect family homes licensed by the Department of Children, Youth, and Families, early intervention providers, independent contractors visiting child care centers (such as photographers), home visiting programs, or K-12 school staff who are not part of a licensed center.

We recommend that all family homes, early intervention providers, home visiting staff, and K-12 school staff who are in proximity to young children adopt the changes set forth in the new law as it will help your business and the health of children and families in Washington State. Specifically, it will:

- Avoid confusion with parents on having differing requirements.
- Help you avoid or reduce costly and dangerous disease outbreaks.
- Make sure your staff are protecting the children they work with by being vaccinated.

If you’d like to read more about the law change, please visit the Washington State Department of Health law change web page. You will find a frequently asked questions section that addresses common questions from school and child care centers.

If you have additional questions about the law change or how you can implement it in your family home, home visiting program, early intervention program or school setting, please email oicp@doh.wa.gov.

Connecting with the GRADS Program

The Washington State GRADS (Graduation, Reality, and Dual-Roel Skills) program, implemented by OSPI, is a program for pregnant teens and/or young parents that supports them with high school graduation, economic independence, healthy relationships, and effective parenting strategies. Sixteen of the sites across the state offer on-site childcare. The GRADS class is designed to help teen parents succeed in all aspects of their life. Students will find assistance with employment, careers, housing, healthcare, childcare, and education. They also are a part of a statewide community of support designed to help them succeed and prepare their child for success in school. Home visiting programs serving young mothers often work closely with their local GRADS programs, and participation in home visiting can earn class credit for the parent. Examples of collaboration include making referrals to one another, completing a visit at the school during class, and keeping one another informed about the parent’s progress.

For more information about GRADS, please contact Michelle Spenser at michelle.spenser@k12.wa.us. For a list and contact information of all GRADS programs in Washington, visit https://resources.parenthelp123.org/services/pregnant-parenting-teen-high-school-program-grads.

Invoicing for FY19: Your final invoices must be submitted by July 30. This includes all payroll and expenses incurred from July 1, 2018 - June 30, 2019.
CQI Spotlight

CQI Learning Collaborative: Kick-Off Webinar!
Save the date! We will host a kick-off webinar **August 13 10-11:30 a.m.** to introduce our new CQI Learning Collaborative projects. We know that scheduling can be difficult in the summer months with vacations and office closures – please designate **at least one member** of your team to attend. This webinar will be recorded for team members unable to attend. What to expect from the Kick-Off Webinar:
- Learning Collaborative Goals and Expectations
- Overview of Family Retention and Caregiver Depression Topics
- Review Pre-Work Assignments

**Final Topic Selection: August 22 – more details to come.**

SFY20 CQI Learning Collaborative Kick-Off Webinar: **August 13th 10-11:30 am**
Register in advance for this webinar:

[https://zoom.us/webinar/register/3b6cf02cef7e2b747510d14dfe9e911](https://zoom.us/webinar/register/3b6cf02cef7e2b747510d14dfe9e911)

After registering, you will receive a confirmation email containing information about joining the webinar.

SFY19 CQI Project Wrap-Up
Reminder that SFY19 Project 2 **Project Summary and Reflection Reports** are due July 20.

Call for CQI Tools and Resources
We know that many of you have developed unique and creative tools and resources as part of your CQI work over the past few years. They may include flow-charts/decision trees to help staff through a complicated process, process maps to better understand a current processes, new outreach materials, resources to use or share with families, data trackers, and so much more. These are valuable resources and great examples for other teams tackling the same issues. We are especially interested in collecting any CQI tools/resources that may support our upcoming projects on Caregiver Depression or Family Retention. If you are willing, please email an electronic copy or photo of your CQI tool/resource to elisa@thrivewa.org. Thank you.

SFY20 Learning Collaborative Timeline
We are so excited to kick-off **SFY20 CQI** projects in August! See the rough timeline below to get a sense of how the Learning Collaboratives will flow this year (this timeline is the same for both topics – Family Retention and Caregiver Depression):

**July – August: Topic Selection**
- **July 11** 2-3:30 p.m.– Intro/Refresher to **CQI Training Webinar**

**Mid-August: Kick-off Webinar + Pre-work Introduction**
- Final topic selection due: **August 22**

**August – November: Pre-work Assignments**
- Process Map/Root Cause Analysis
- Review Project Charter and Key Driver Diagram
- Create Team Storyboard

**November: Learning Session 1**
- Deeper dive into subject matter
- Root cause analysis
- Identify a starting place

**December – March: Action Period 1**
- Monthly Action Period calls
- Monthly PDSA reporting and review of data

**April/May: Learning Session 2**
- Reconnect
- Share learnings
- Deeper dive into subject matter

**April – June: Action Period 2**
- Monthly Action Period calls
- Monthly PDSA reporting and review of data

**July: Learning Session 3 (Wrap-up and Celebration)**
Training on ACEs/Hard Times and Healing Toolkit

Working with families who are experiencing trauma now, or in the past, may remind of us our own experiences or all the ways listening to stories impact our lives. And, your delivery of trauma-informed care depends on organizational support. Dr. Linda Chamberlain has developed a toolkit of strategies to help us transform trauma experiences with resilience and healing practices. The Adverse Childhood Experiences (ACEs)/Hard Times and Healing Toolkit includes a focus on children and youth with recognition of organizational compassion fatigue and individual vicarious trauma as a cornerstone of trauma-informed care.

We will discuss trauma and stress impacts on the brain and practice practical resilience-building tools for children, youth, adults and families, and strategies that organizations can implement to support staff.

The free training takes place on July 26th with check in at 8:30 a.m. and will be held at the Red Lion Hotel and Conference Center in Ellensburg (1700 South Canyon Rd). Lunch will be provided on site.

To register, click here.

Enrollment Check

Thank you for continued focus on enrollment, both in your outreach and engagement efforts as well as CQI projects. We remained above our goal zone! Great work!

By the Numbers

In April we had 3,161 home visits across the state to 1,654 families for an average of 1.91 visits per family.

Our statewide enrollment for April was 1,952 families, bringing us back up to 90%!
What’s Happening This Month?

2019 JULY

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