

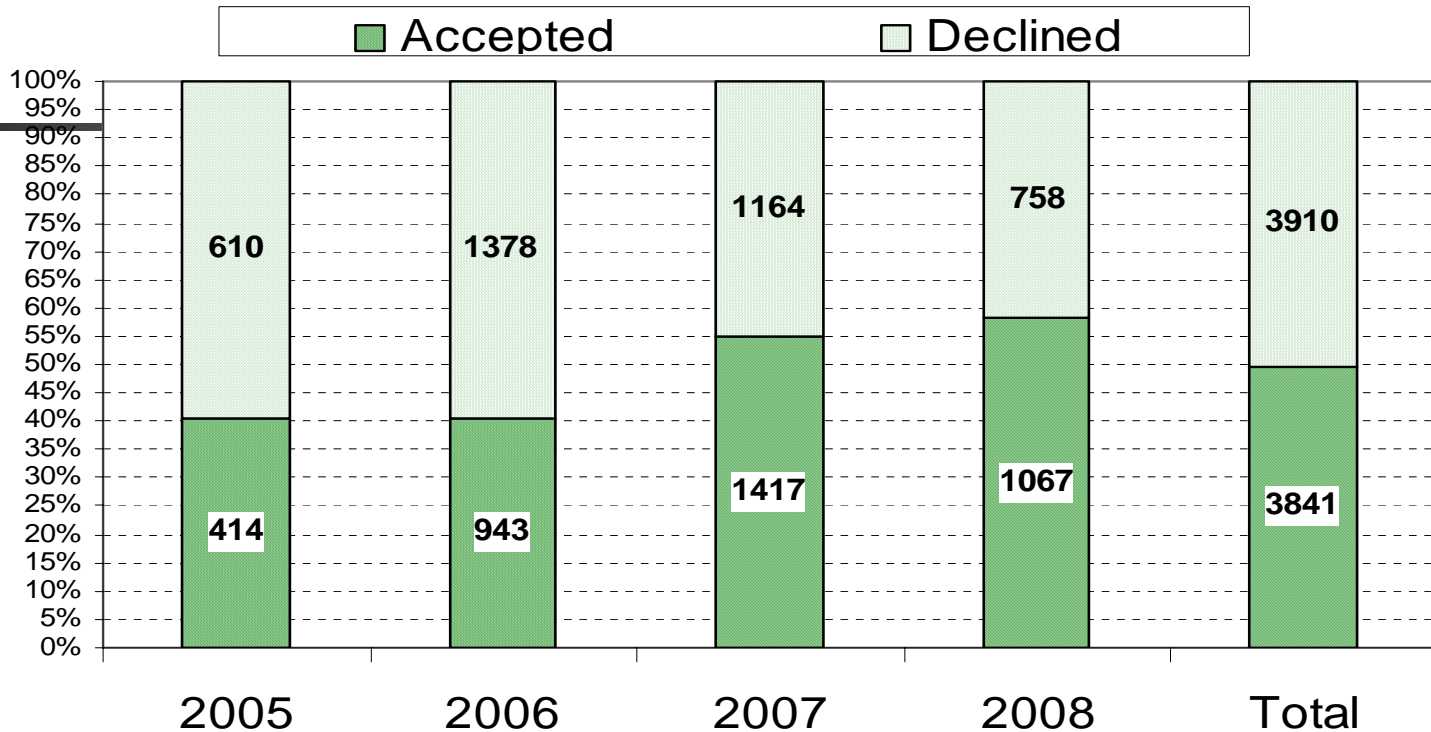


Parent Support Outreach Program

Presentation of Evaluation Findings to
Participating Counties
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PSOP Acceptance Rates: 2005 - 2008



- The percentage of families that agreed to PSOP services increased during 2007 and 2008 after criteria were broadened. Overall 49.5 percent of families offered services accepted.
- An estimated 45.4 percent of families were from other sources, such as self-referrals, other agencies and MFIP



Some Families Participated More than One Time

- By November 2008, workers had made:
 - 8,830 offers of services, of which:
 - 4,125 resulted in PSOP cases.
- Removing duplicate counts of families that participated more than one time, offers were made to:
 - 7,753 families, of which:
 - 3,841 accepted services at least one time.
- This represented an acceptance rate of 49.5 percent.



PSOP Implementation

- Organization of Program
- Outreach Strategies
- Family Engagement
- Case Intensity, Progress and Successes



County PSO Operation

- Report notes the changes and evolution of implementation over project period
 - Referral sources, minimum age requirements
- Counties had similar intake process, case-management worker assignment differed
 - Contracted Private Workers (12 counties)
 - Dedicated Public Workers (5 counties)
 - Divided Public Workers (all others)



Outreach

- Strategy for initial contact was critical for family acceptance of services.
 - Direct contact, through phone or drop-in visit was most successful.
 - More than one contact was often needed, sometimes taking several weeks.
 - Outreach to “screened-out” families was perceived to be more difficult than with community referrals.



Outreach and Engagement

- County worker vs. Community worker
- Language and Framing
 - Avoid use of the word “report” when talking with families that had received a maltreatment report
 - Emphasis on meeting needs, build dialogue around family’s personal situation
 - Limiting the amount of time spent discussing program logistics, focus on family and universal need for help during times of stress
 - Offer of help to navigate county system



Engagement and Motivation

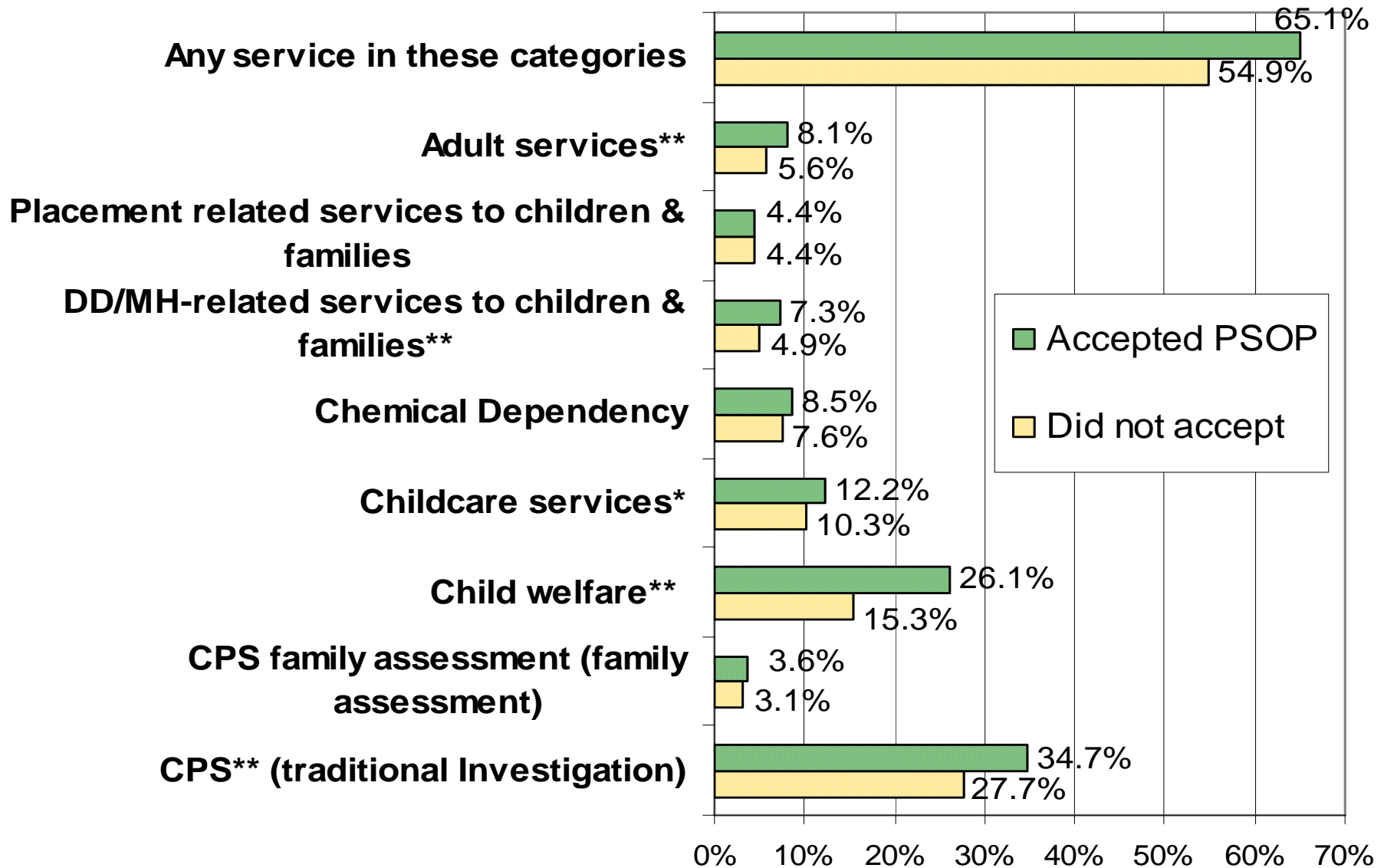
- Financial assistance used as incentive for participation by many (but not all) counties
 - Motivator for both families and workers
 - Not all counties believed in this method or had it as an option
- External stressor vs. Internal goal
- Issues such as parenting, drug use, or domestic violence were often addressed only after weeks of building trust



Case Progress and Success

- Basic needs were addressed frequently to alleviate immediate crises
- Families often had intense needs but case length was often limited
- Case length depended on family, motivation, resources, family mobility and worker role
- Each family achieved individual successes including how to seek help on their own in the future

Service History of PSOP Decliners and Accepters





Characteristics of PSOP Accepters

- Race/Ethnicity:

- 73% Caucasian, 16% African American, 7% American Indian, 3% Southeast Asian
- Nine of ten of African American families came from metro counties.
- American Indian families were more widely dispersed among metro counties and counties with reservations.
- Southeast Asian families resided mainly in two metro counties.
- Southeast Asian and African American families accepted PSOP in greater proportions than other racial groups.

- Family structure:

- Averaged 2.4 children each.
- A mother was present in 93% of households and in 44% no other adult was present.

Characteristics of PSOP Accepters (cont.)

■ Family structure (cont.):

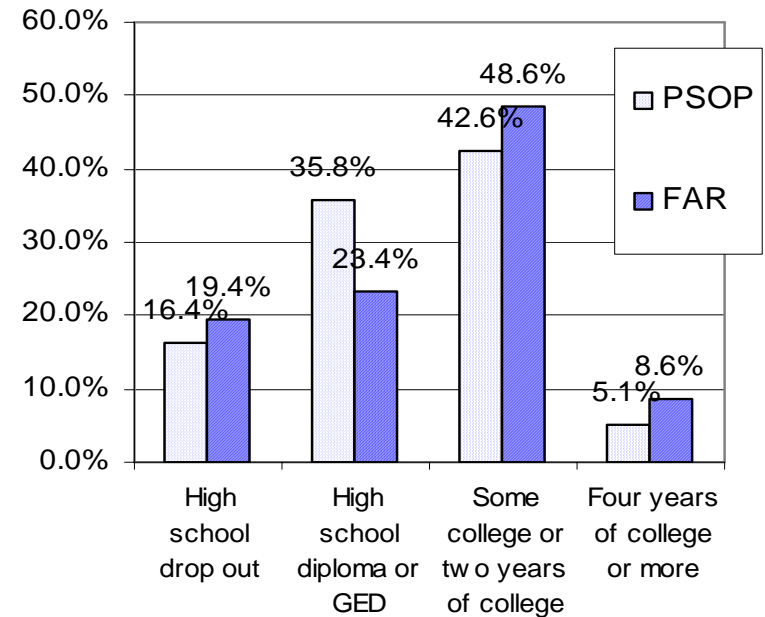
- About one-fifth of caregivers were married and living with their spouse.
- Another fifth of mothers reported a male companion (most often the father the children) living in the househo

■ Education:

- 16% had not finished high school
- 36% had a high school diploma or GED
- 48% had some college or a degree

■ PSOP education similar to FAR

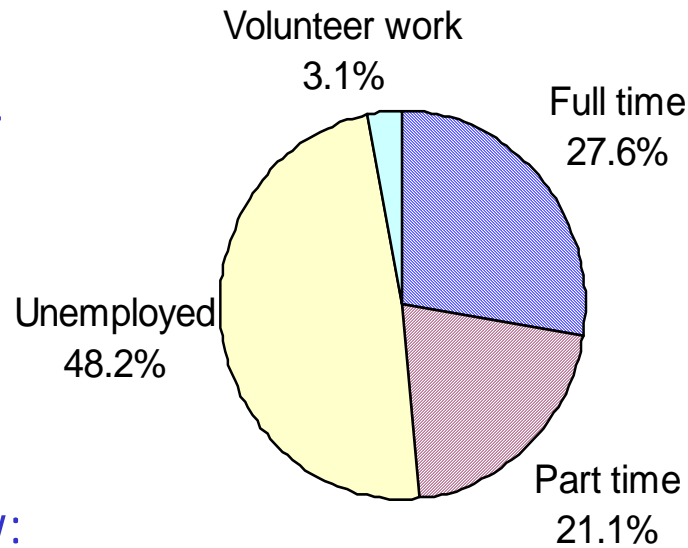
- FAR=Family Assessment Response (DR)



Characteristics of PSOP Accepters (cont.)

■ Income and Employment

- 28% of families had a caregiver employed full-time.
- 21% worked part-time.
- 51% were unemployed.



■ Yearly Incomes were low:

- Less than \$15,000 61%
- \$15-30,000 25%
- \$30,000 or more 14%



Characteristics of PSOP Accepters (cont.)

- Social Support and Isolation.
 - 20% of families were very isolated from emotional and financial support by others.
 - On average, caregivers indicated occasional social support from friends and family.
- Stress.
 - Caregivers reported the greatest stress about their financial situation. Those that were more socially isolated reported greater stress in their lives.
- Family Needs and Strengths.
 - Nearly 60% of families had inadequate incomes and 28% had an adult with a chronic emotional problem.
 - 18% had an adult with a substance abuse problem.
 - 28 % had five or more areas of needs, many severe or chronic.



Service Characteristics: Case Length & Contacts

■ Length of Cases

- 30% were less than 90 days duration
- 37% in the 90 to 200 days range.
- 33% lasted 200 days or longer
- Average = 141 days, slightly less than five month.
- Average case lengths varied greatly from county to county.

■ Contacts with Families

- The average (median) number of contacts made with or on behalf of families was 16
 - ...Includes face-to-face, telephone, letter, email and collateral
- Four or more face-to-face contacts were made with 54% of families and 11 or more with 18%.
- Four or more collateral contacts were made with 37% of families and 11 or more with 18%.

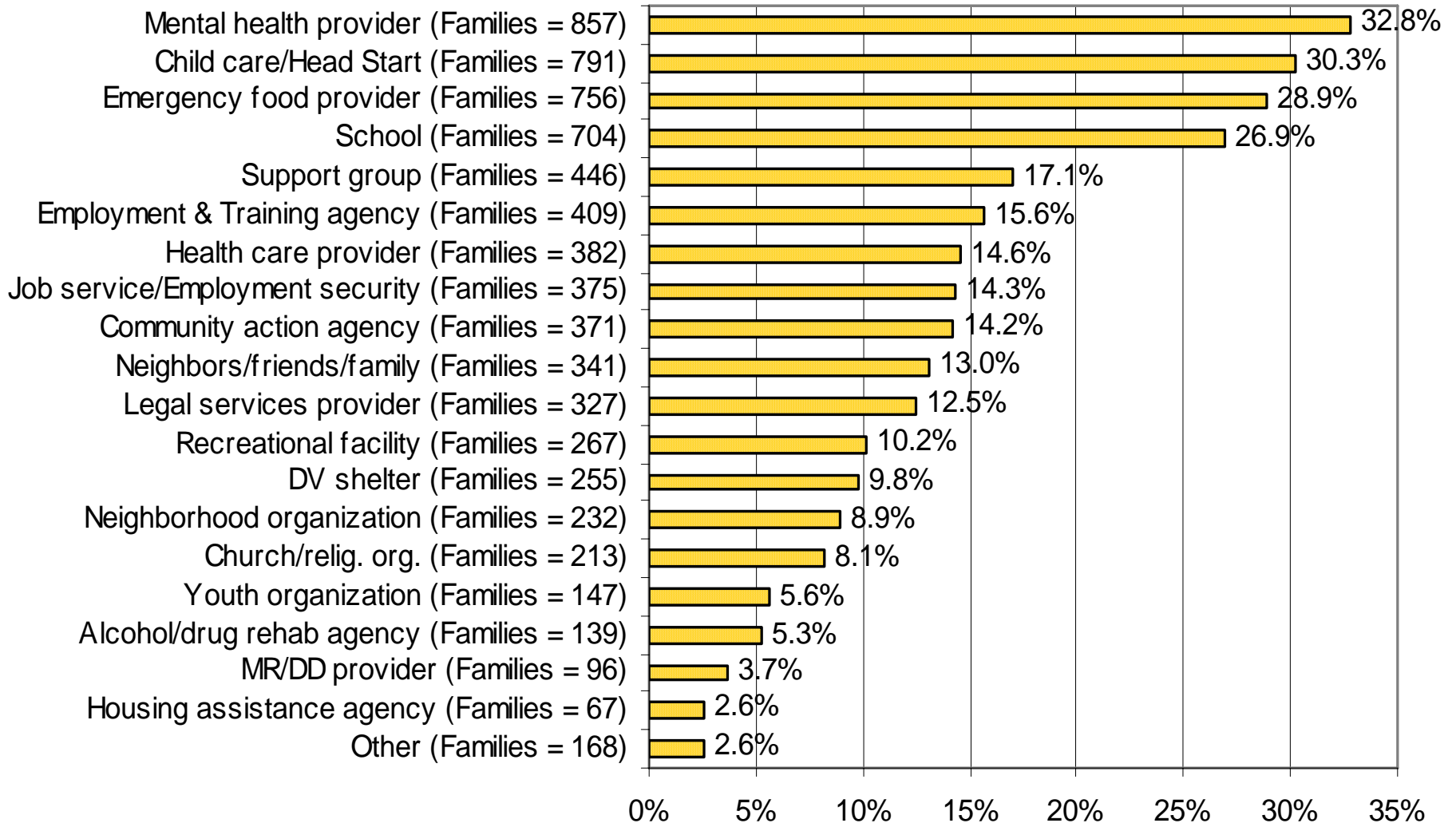


Service Characteristics: Quality

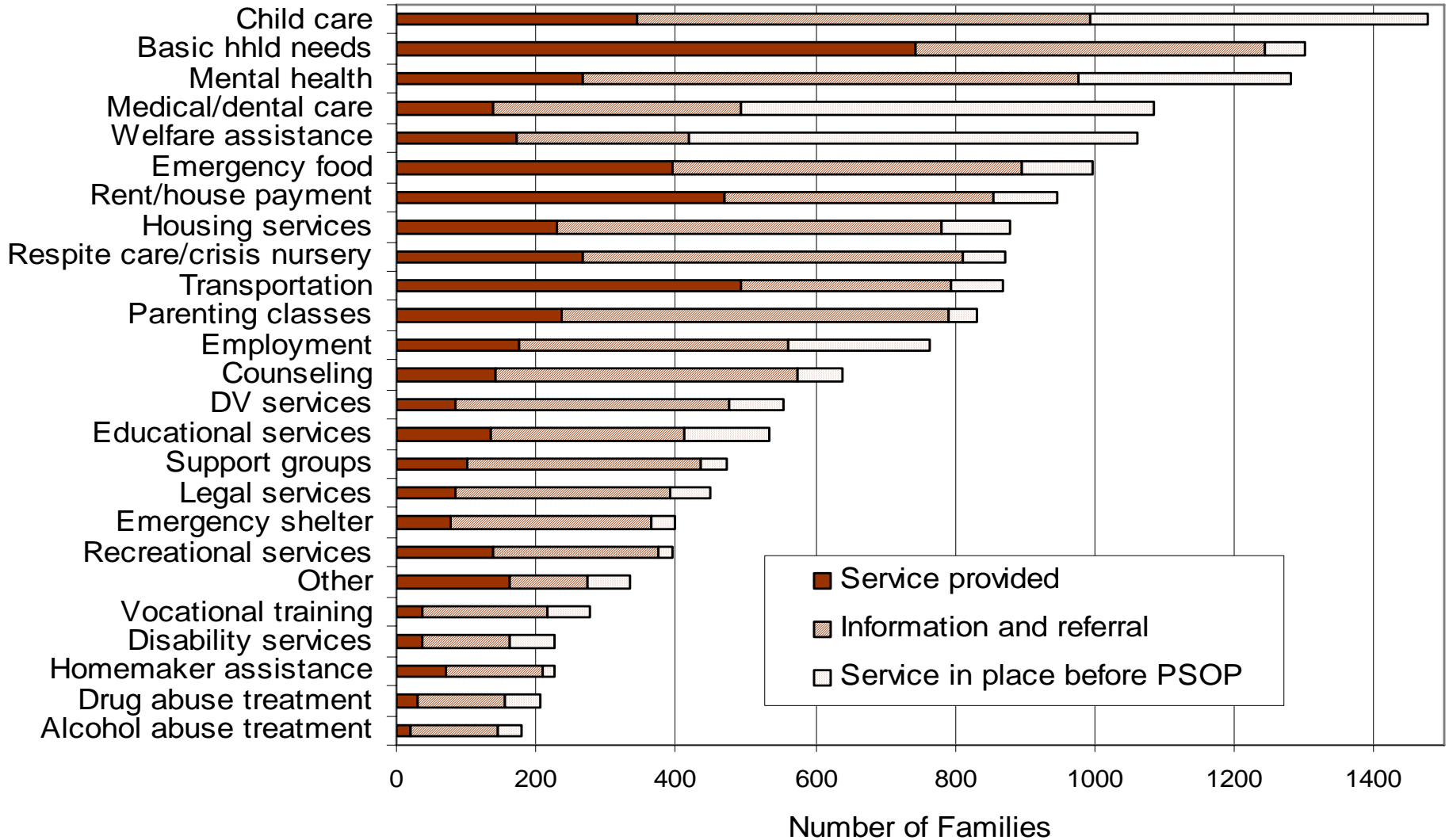
■ Quality of Services: Family Responses

- 95% of families indicated that were very satisfied or generally satisfied with their PSOP worker
- 74% felt their worker very much tried to understand their family's situation and needs.
- These proportions were comparable to CPS family responses in the earlier evaluation of Minnesota's Alternative Response pilot.

Worker Reports of Agency Referrals



Worker Reports of Service Made Available

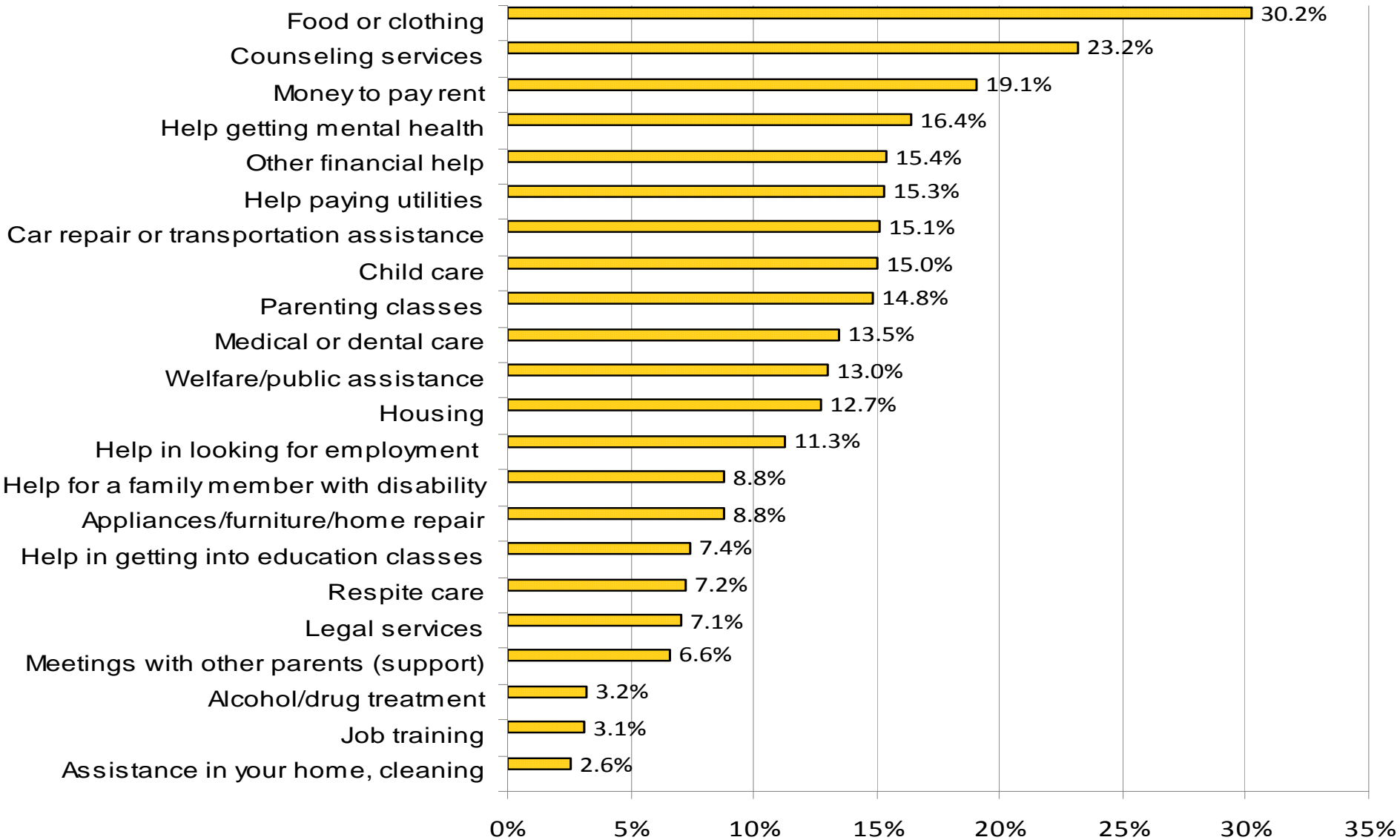




Service Characteristics: Race/Ethnicity

- Caucasian and American Indian families received more:
 - Respite care, counseling and mental health.
- American Indian and African American families received more:
 - Emergency shelter, basic HH needs, emergency food, transportation, employment and recreational services.
- Southeast Asian families received at higher rates in several categories, for example:
 - Basic HH needs, emergency food, transportation, employment and homemaker services.

Family Reports of Service Made Available



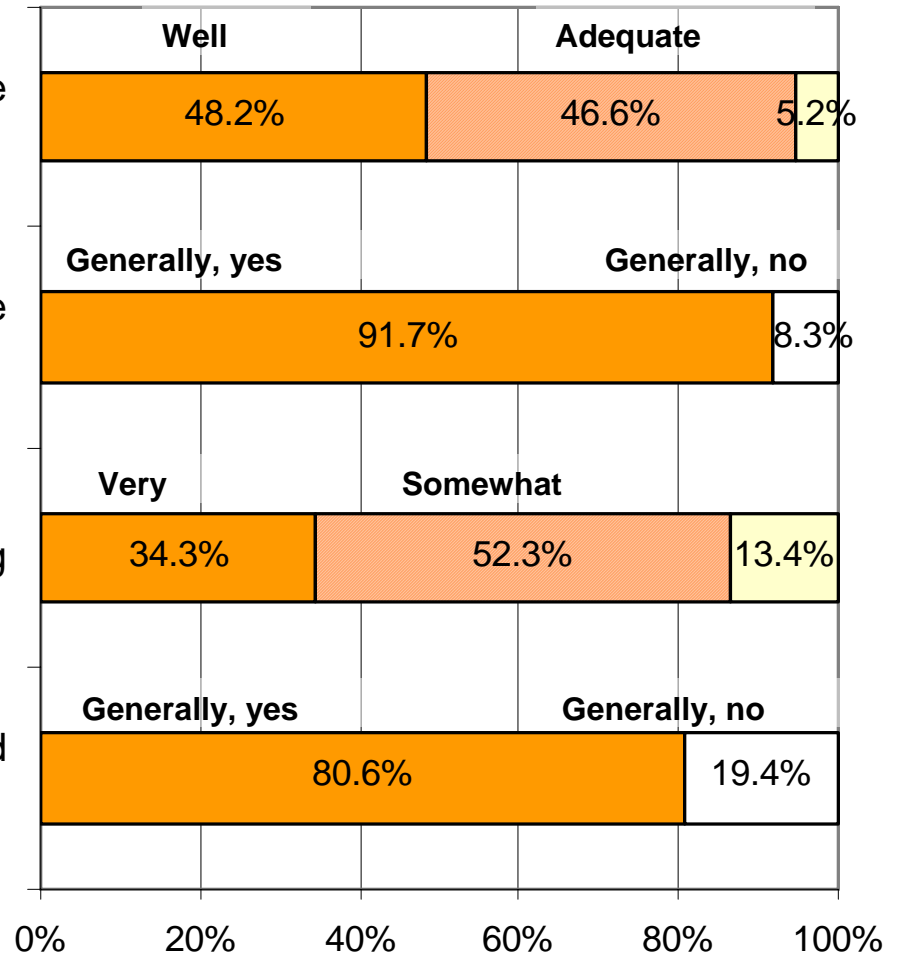
Adequacy and Appropriateness of Service: Worker and Family Perspectives

Workers: How well were services matched to the needs of the family?

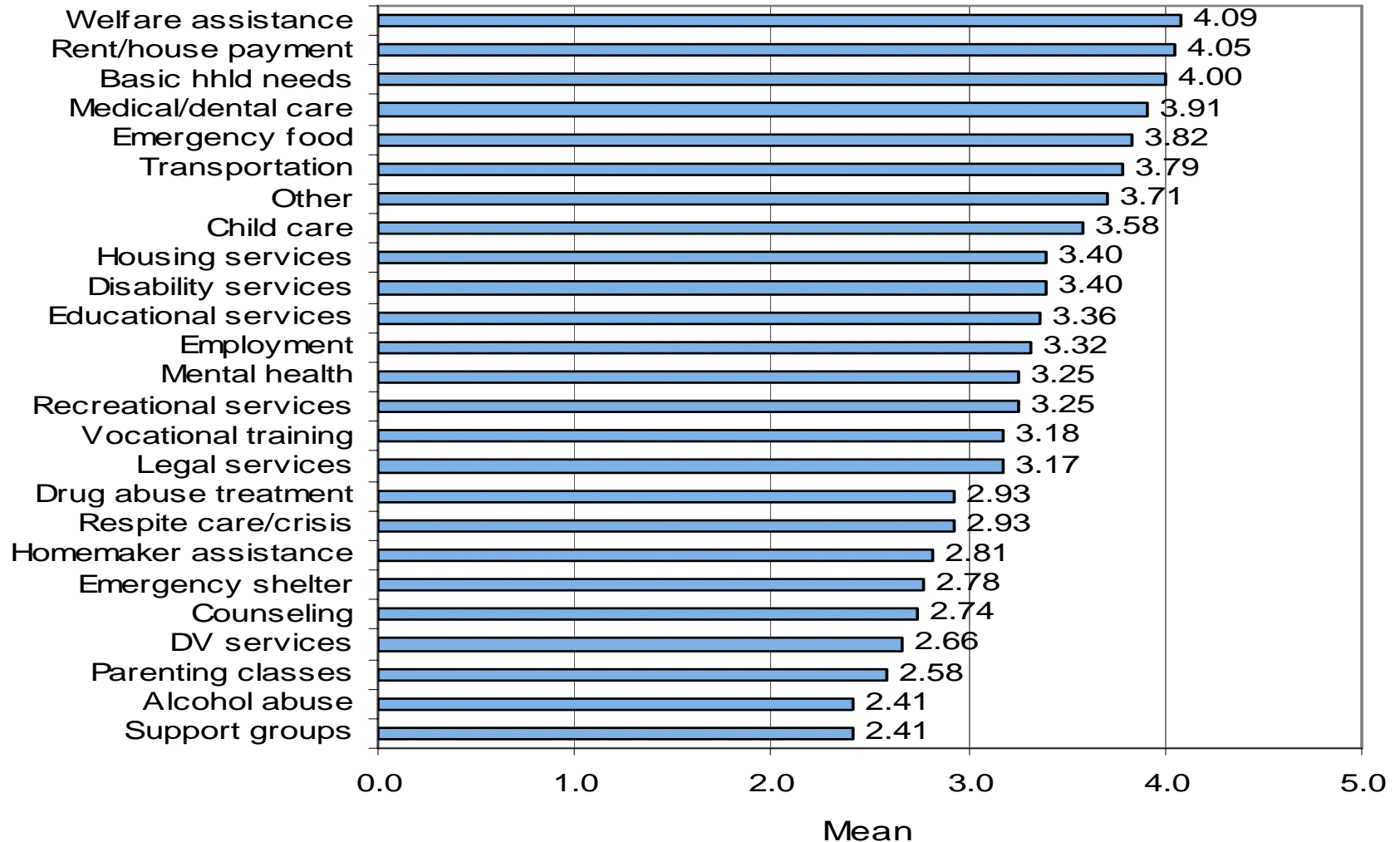
Families: Were the services you received the kind you needed?

Workers: How effective were the services that were provided in solving problems or producing needed changes?

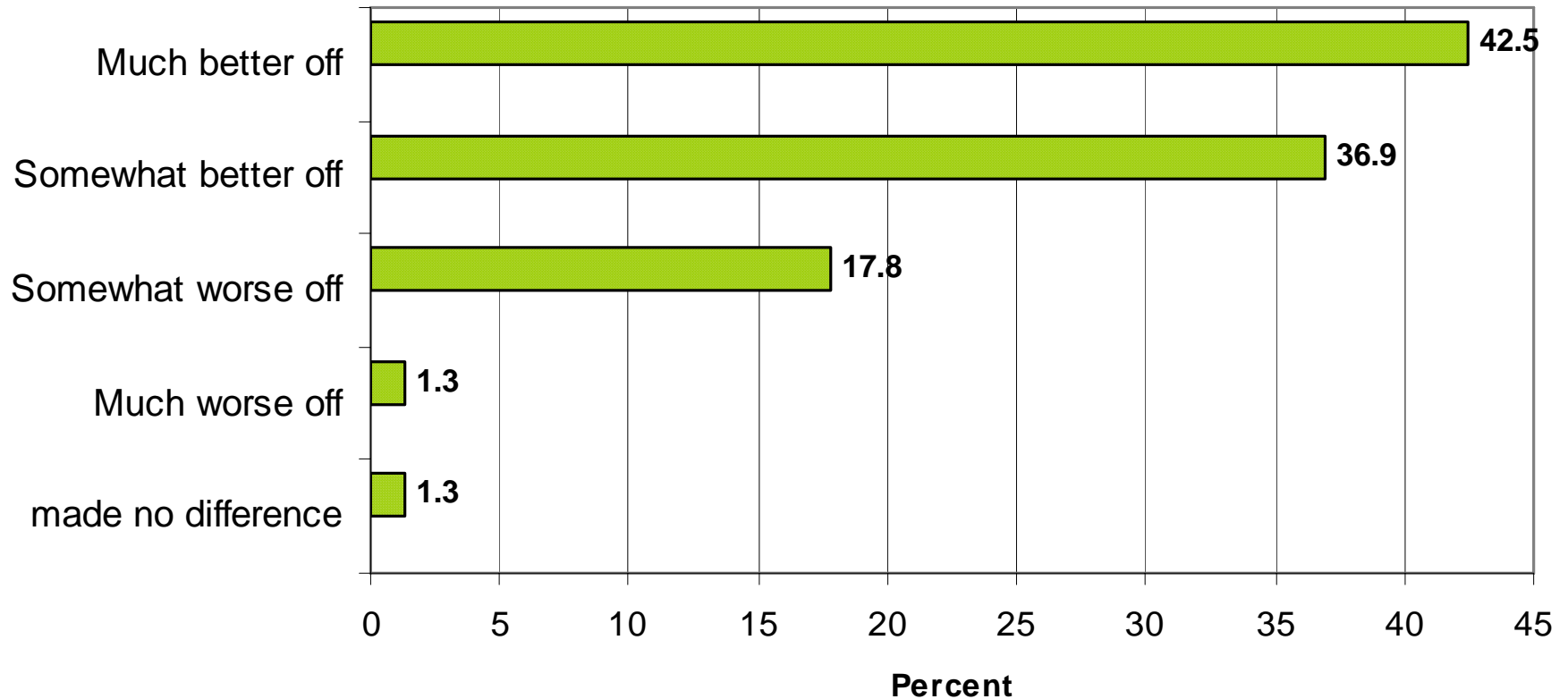
Families: Were the services you received enough to really help you?



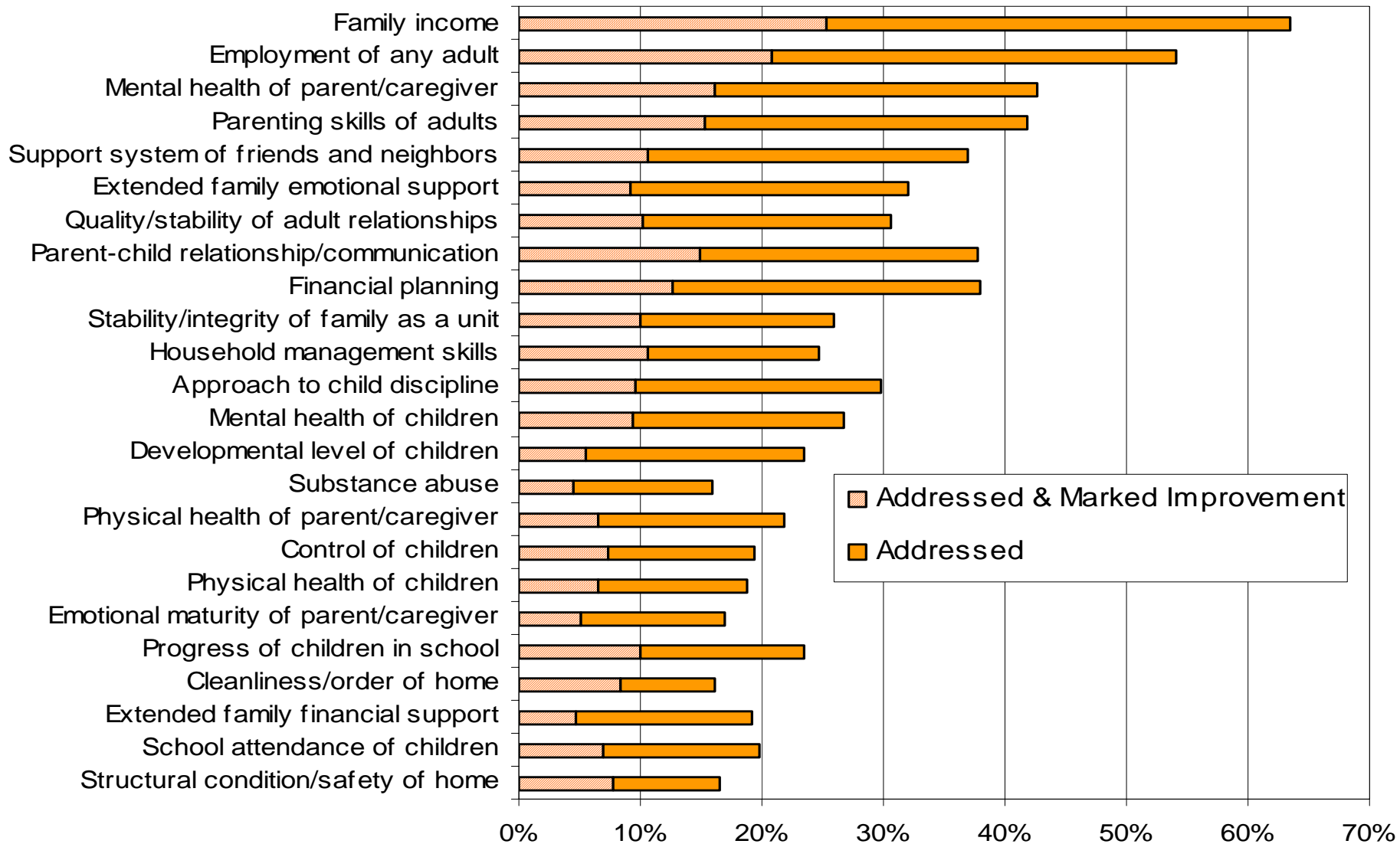
Level of Participation in Services



Family Responses to the Question: Overall, is your family better off or worse off because of this experience?



Impacts Identified by PSOP Workers





Impacts on Recurring (Screened-In) Reports of Child Maltreatment

- There were reduced recurring reports of child maltreatment among families in poverty when poverty related services were made available and utilized by families.
- Families that were unemployed or under-employed that received welfare and employment and training services had fewer subsequent reports screened into CPS than similar families for whom such services were not made available or were not utilized
- Families in which there was a substance abuse problem had fewer later reports when the CD services were offered and utilized by such families.

Impact of PSOP on the Flow of Accepted Child Abuse and Neglect Reports

- Analyses indicated that counties that served relatively large numbers of families through PSOP in relation to their CPS caseload experienced a greater reduction in accepted reports of child abuse and neglect during the 2006 to 2008 period. It was concluded that PSOP was likely to have had an impact by reducing the flow of new reports to CPS

