

# What are we learning from the SBC evaluation?

House Early Learning and Children's Services Committee  
January 14, 2010

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# Why we are here today?

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- To tell you about the needs of families and how they experience services provided by CA
- To share our initial understanding of factors affecting parent engagement
- To get your feedback and reflections

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# Context: Solution Based Casework

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- New practice model
- POC conducting evaluation of implementation and impact
- The purpose of SBC is to involve or engage families in the helping process
- Why is “engagement” important?
- Baseline data to help us to understand the engagement process

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# What you are going to hear today:

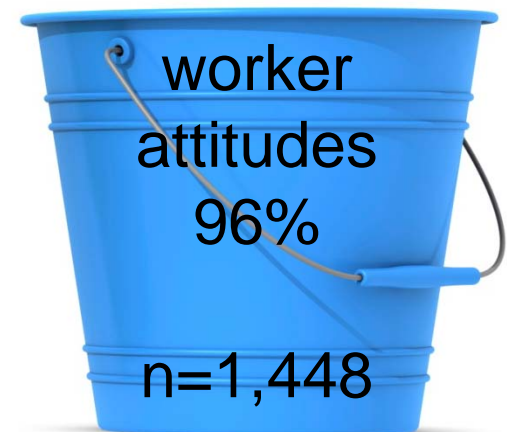
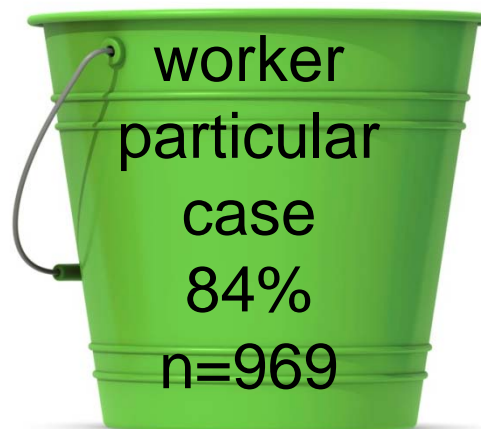
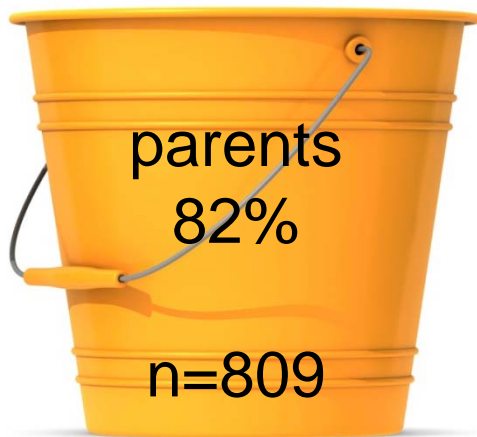
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1. Study design
2. Characteristics of social workers and families
3. Use data to illustrate worker and parent perceptions of child and family needs  
(engaging families requires consideration of their needs)
4. Discuss factors associated with parents' perception of engagement
5. Discuss factors associated with workers' general attitudes toward engagement
6. Discuss factors associated with workers' actual *use of* engagement practices on a specific case

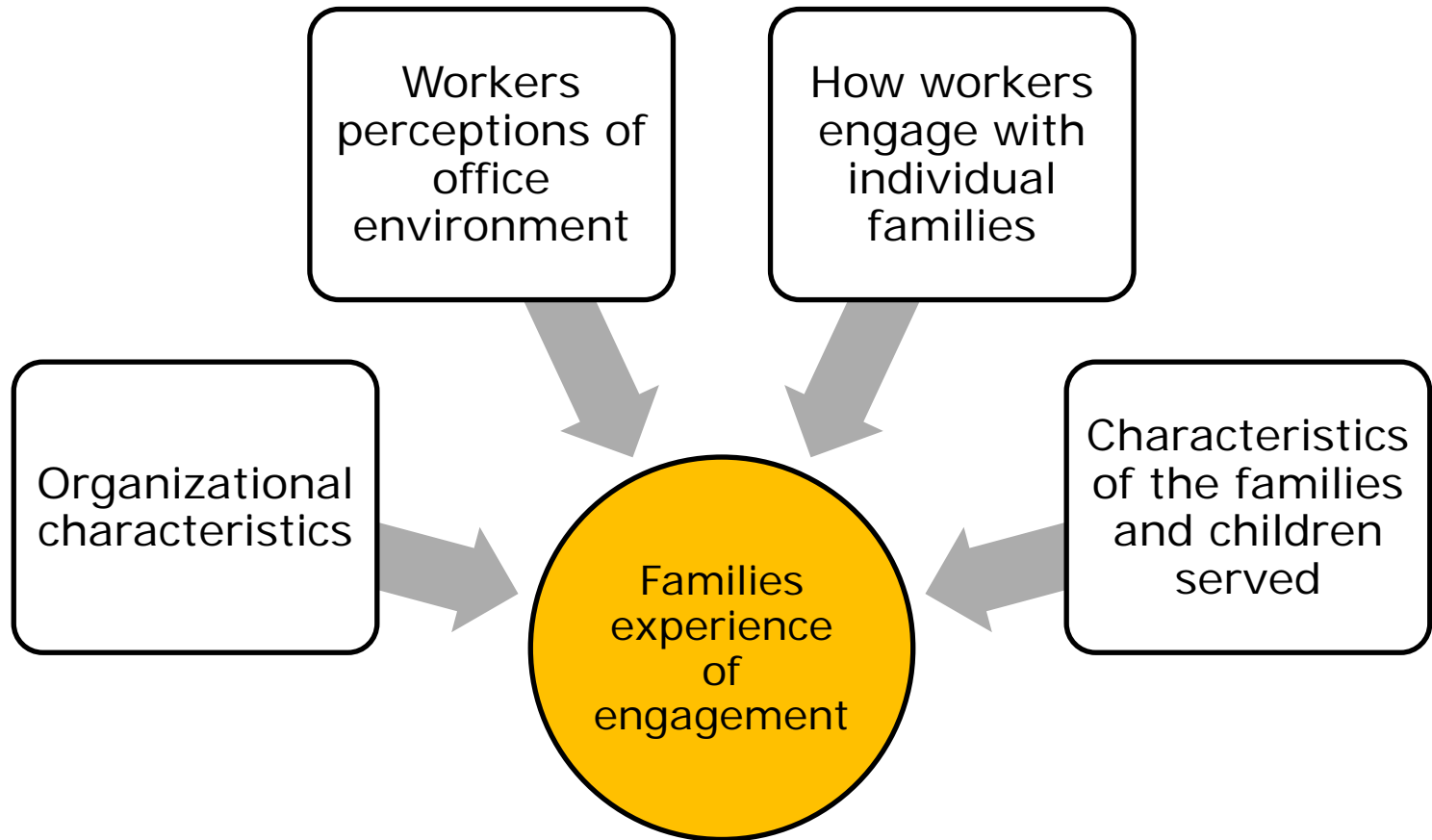
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## 3 sources of data

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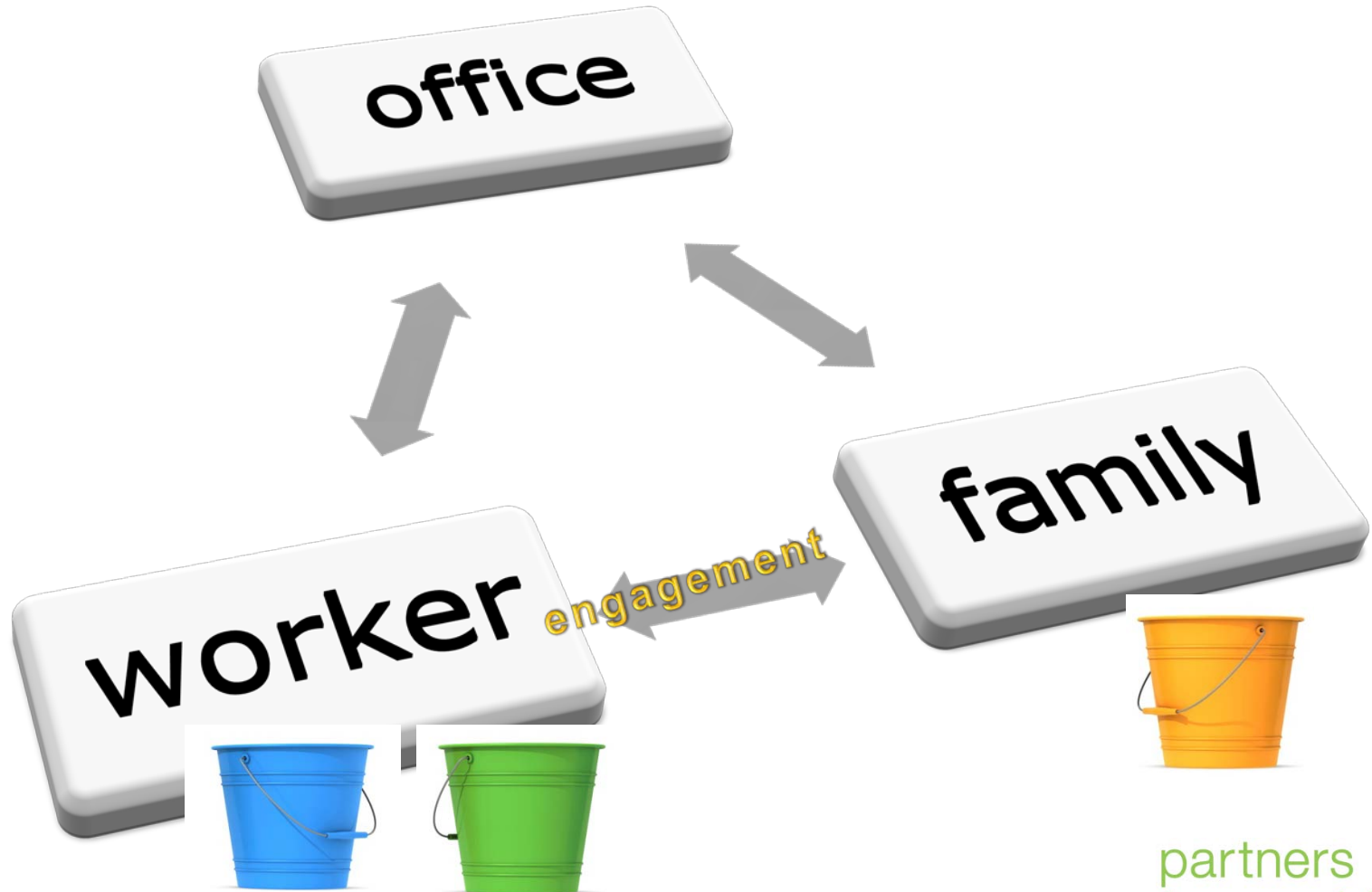
# Understanding the factors that influence the helping relationship



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# Engagement is a dynamic process

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# How did we find out about “engagement”?

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For workers we assessed engagement in 2 ways:

1. their beliefs and attitudes about practice and
2. their actual practice with a specific case

For parents we used a standardized scale developed by Yatchmenoff

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# Profile of case carrying social workers

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Female 76.6%

Caucasian 74.0%

## Age

Up to 30 21.1%

31 - 40 32.1%

41+ 46.8%

## Total years in position

Up to 2 45.4%

2-5 25.9%

6-10 15.4%

10 + 13.3%

## Service Area

FVS 9.2%

CFSW 53.3%

FRS 3.9%

CPS 23.2%

2+ svc areas 10.5%

## Education

Masters and up 52%



# A profile of the parents

	%
Female	93
Caucasian	69
Age	
Under 25	28
26 - 35	41
36 and above	31

Education	
Less than High School	29.4
High School / GED	27.2
Above High School	43.5

Typical household had two adults and two children



	%
Single parent	68
Unemployed	68
Not living at home (motel, friends, homeless..)	28
One or more child with special need	50

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# Their children

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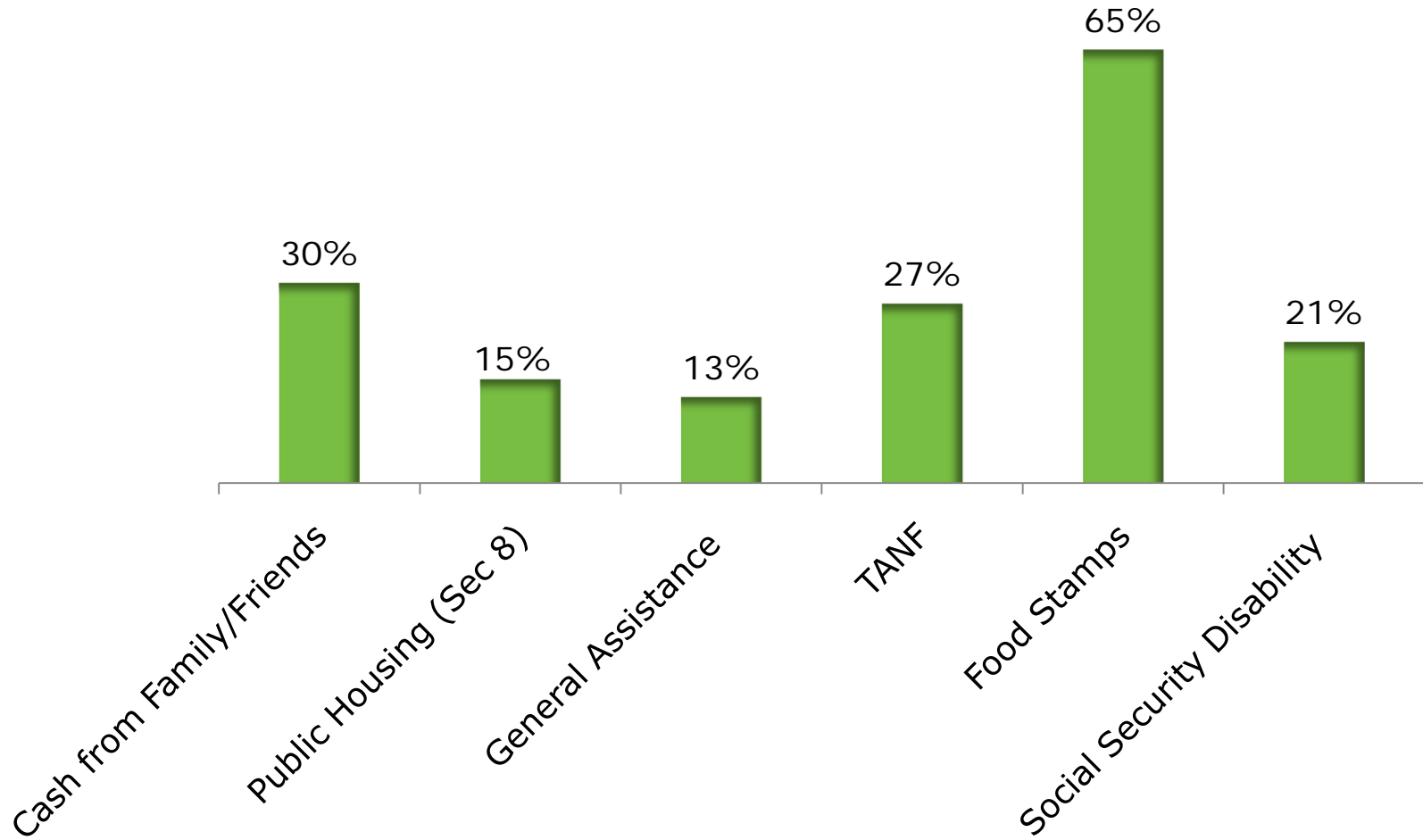


Parents had an average of 3 children

Parents with children in out-of-home placement had slightly larger families

32% of the children had one or more special needs

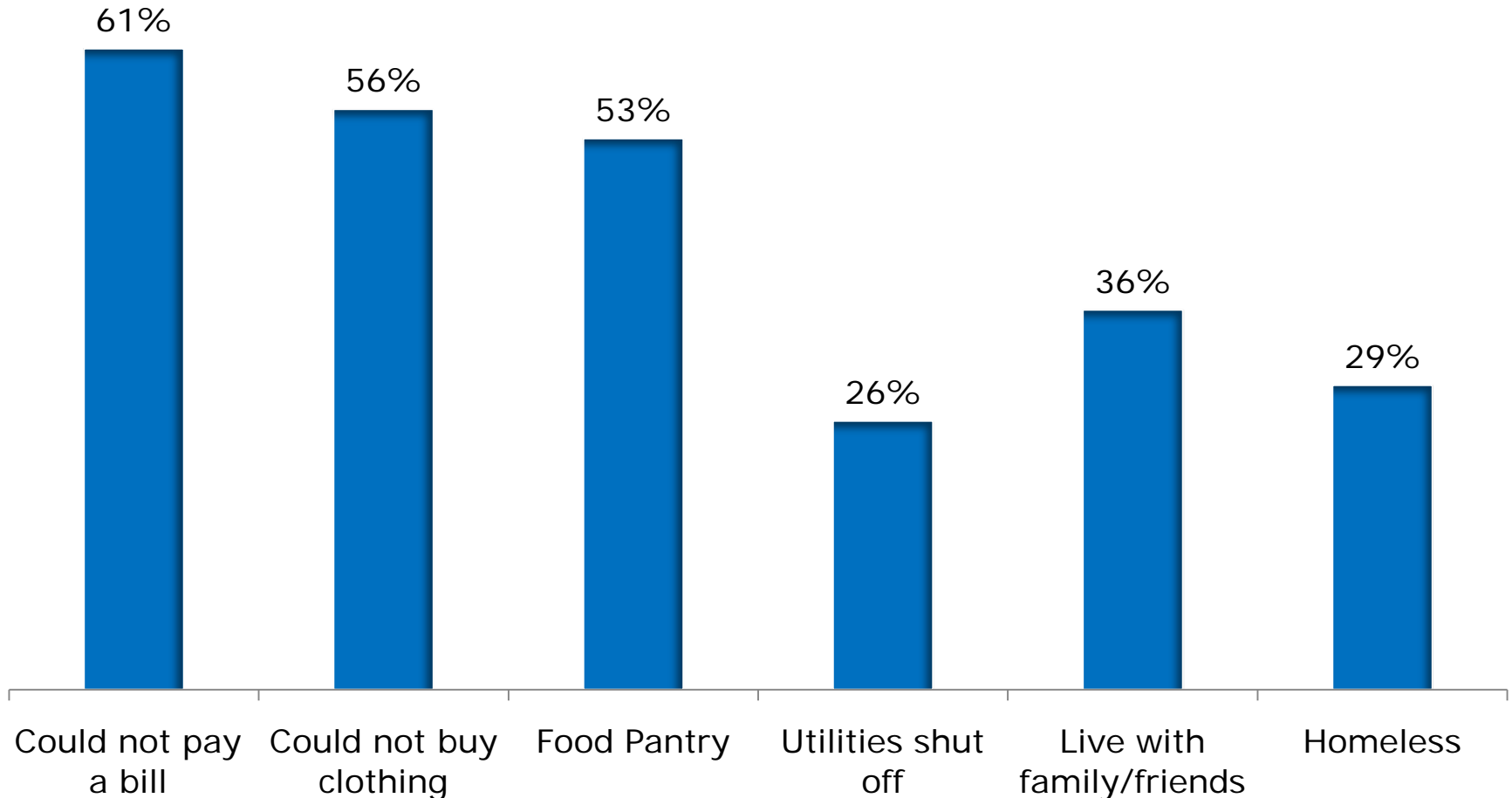
# Financial assistance – parents report



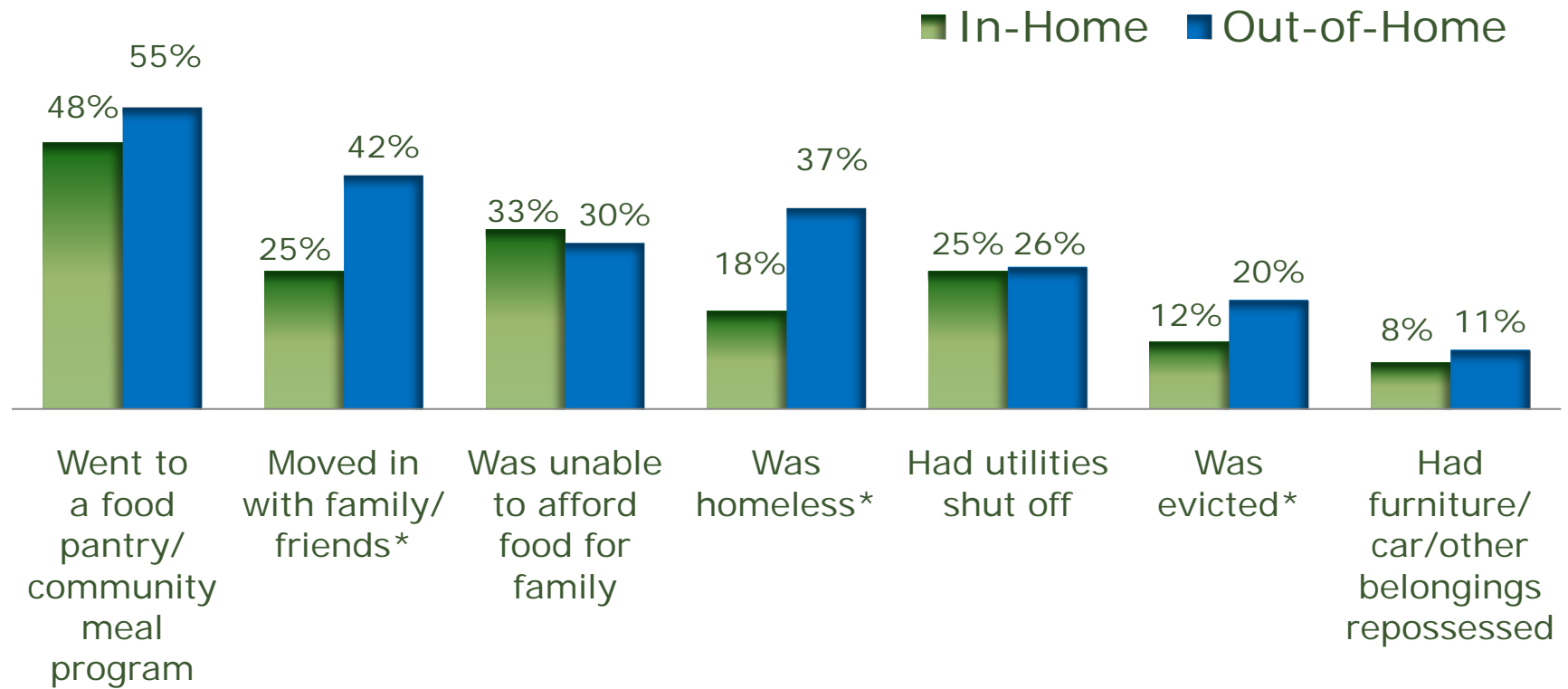
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# Financial hardships- parents report

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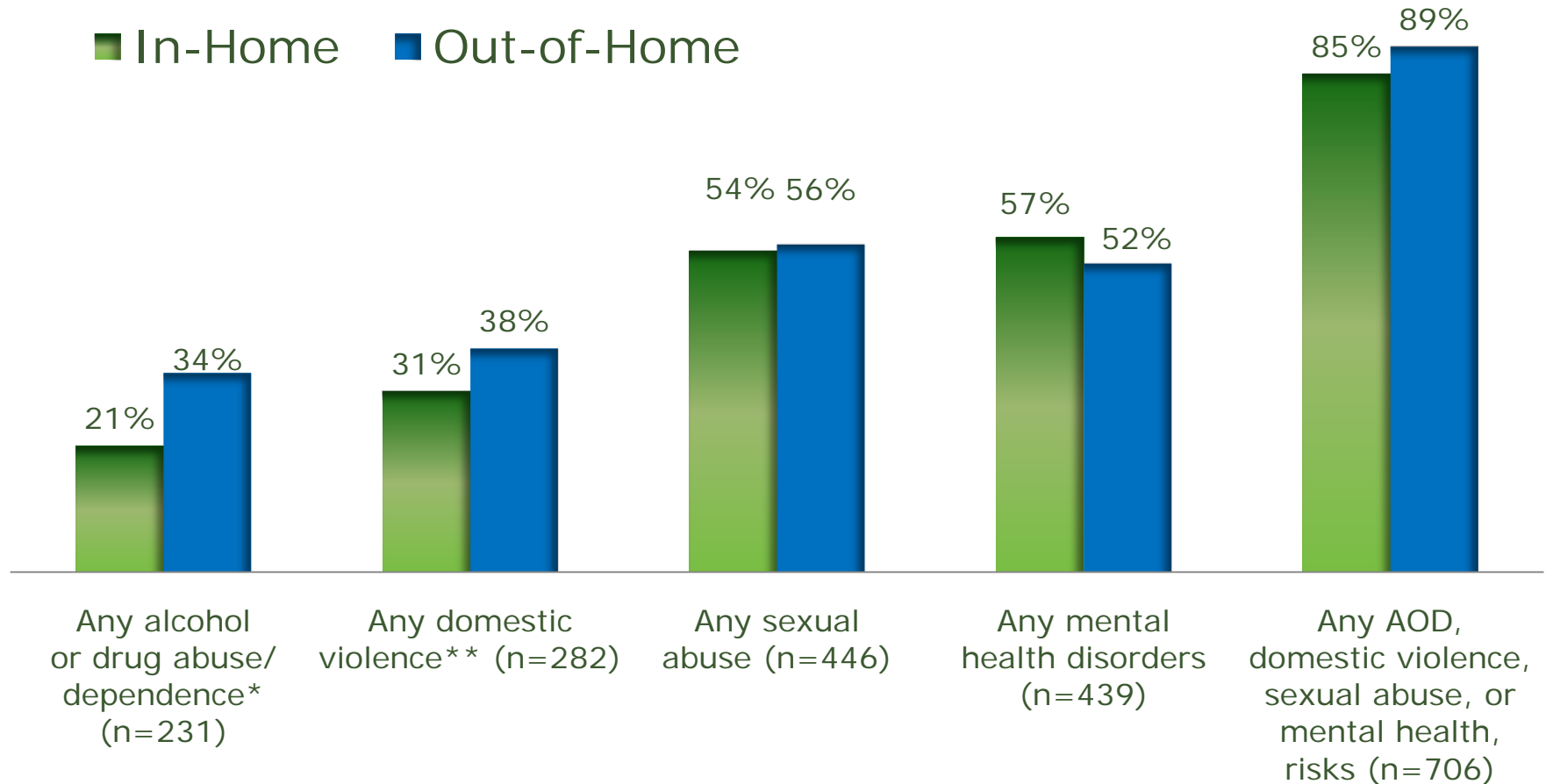


# Financial hardships in past 12 months



\* $p < .01$

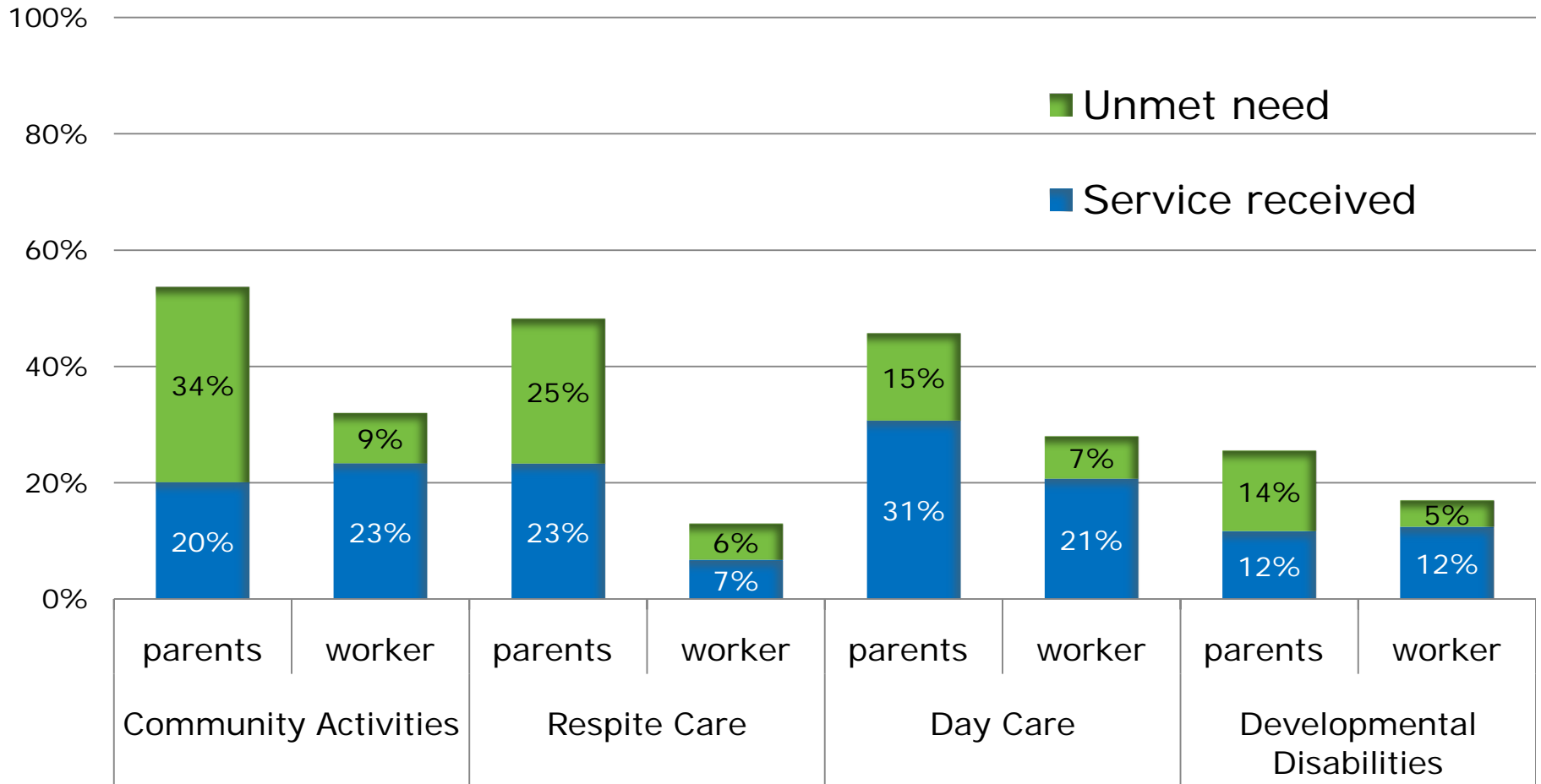
# Personal challenges



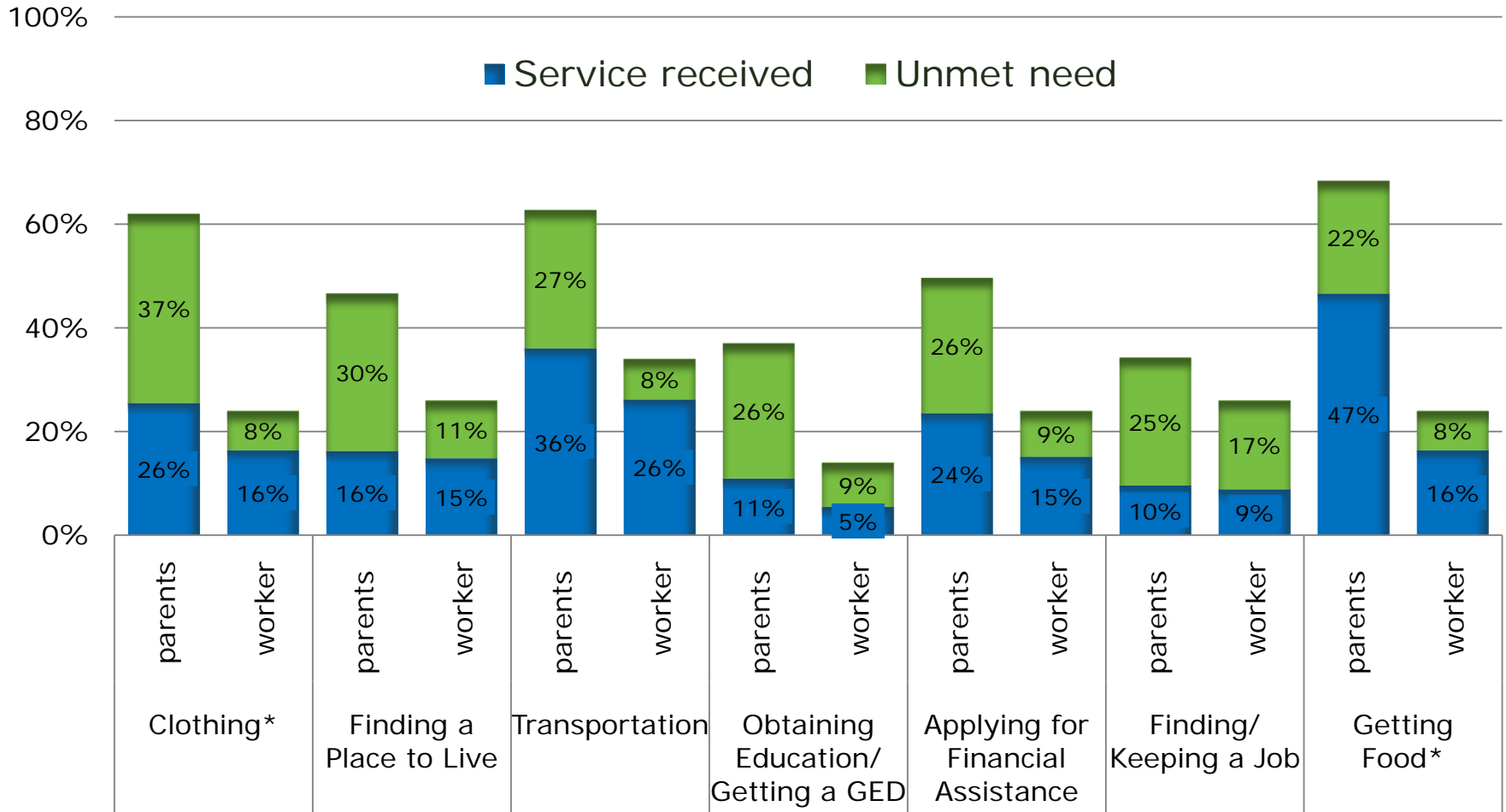
\* $p < .01$

\*\* $p < .05$

# Services for children

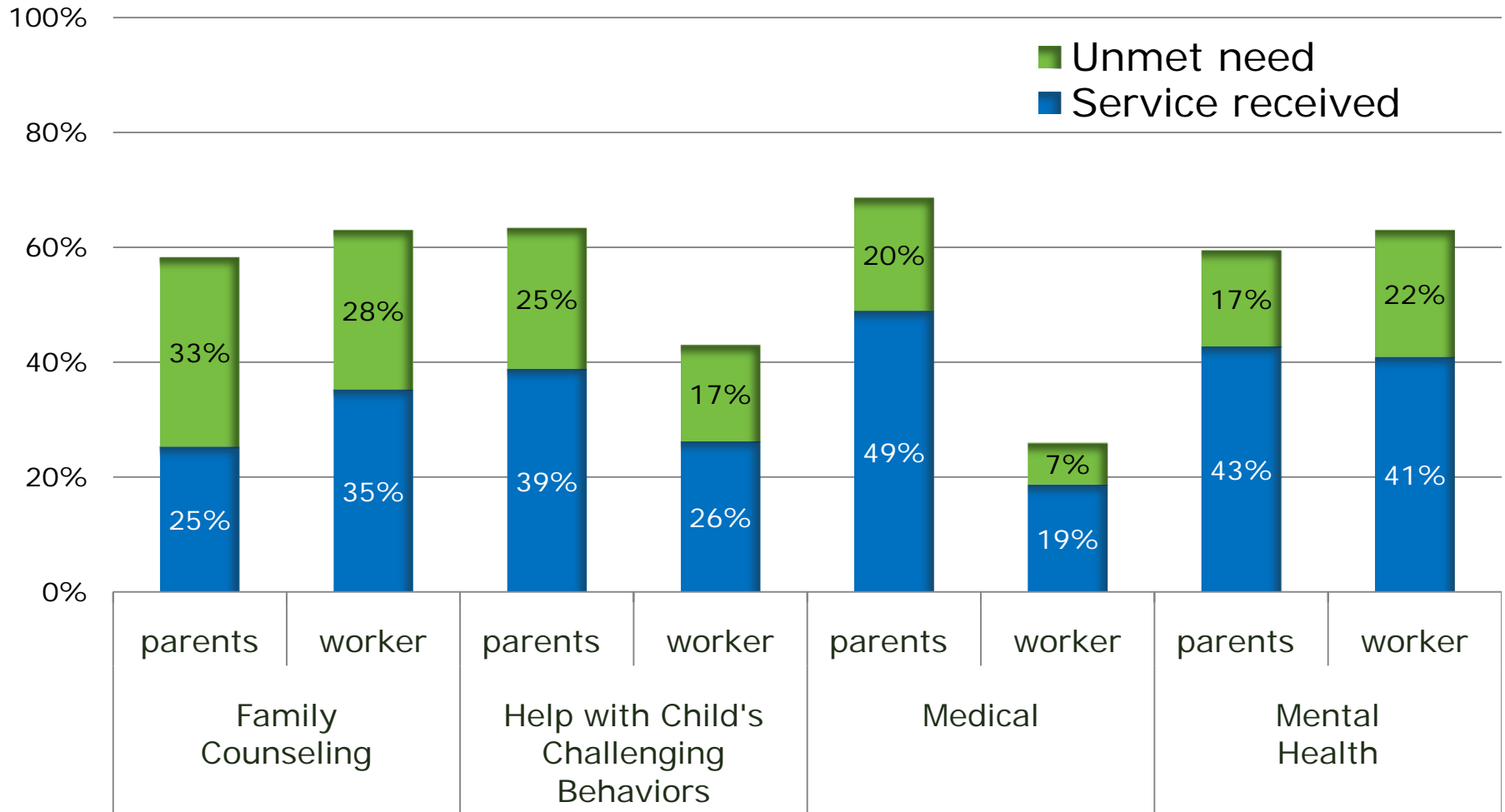


# Services for basic needs: families and parents

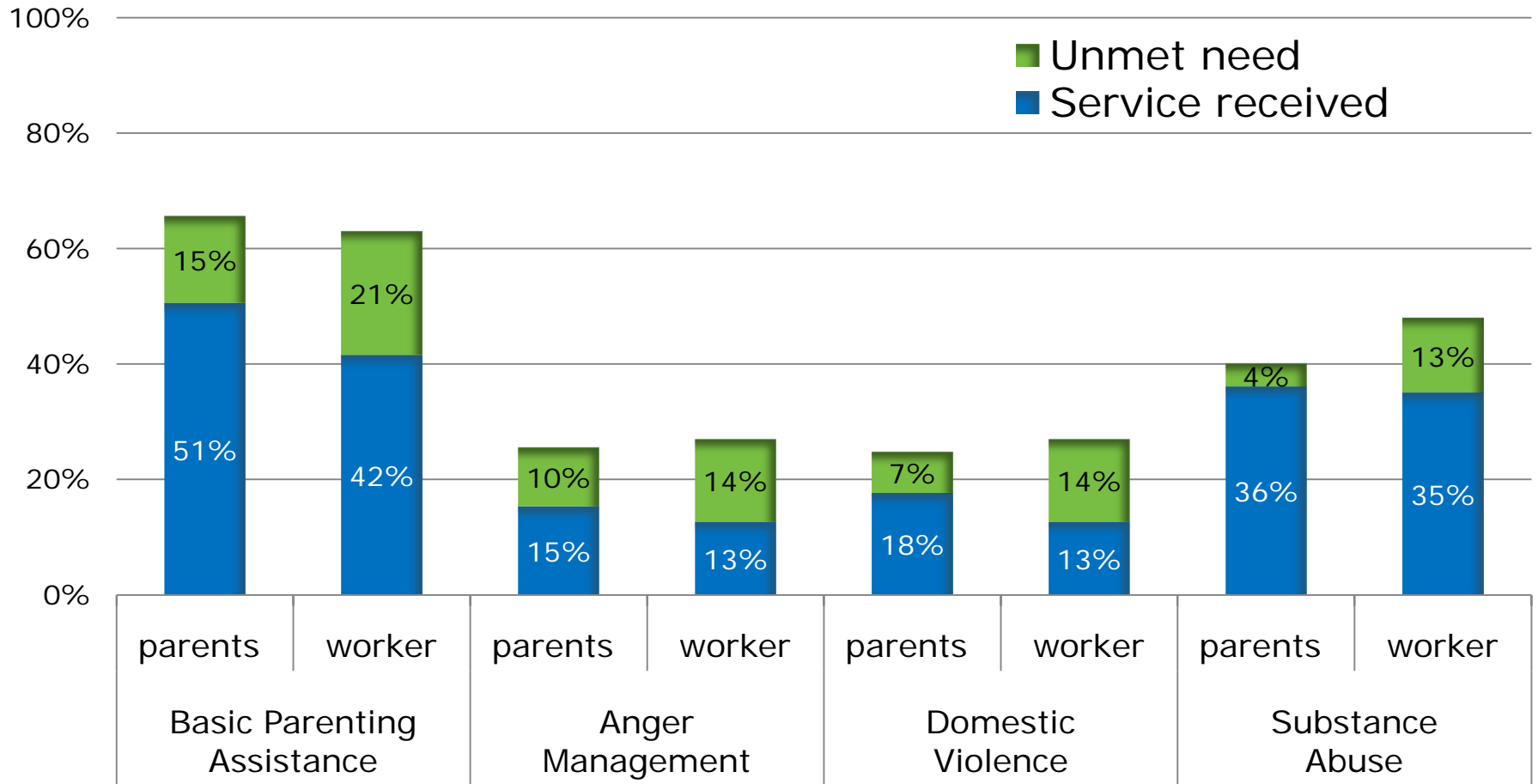


\*Workers were asked about clothing and food in the same question

# Services for parents' psychological and emotional health



# Services for parents' psychological and emotional health (contd.)



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# Top Ten perceived service needs

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## Parents:

- Getting food 69%
- Basic Parenting 66%
- Child's challenging behaviors 64%
- Clothing 63%
- Transportation 63%
- Mental health 60%
- Family counseling 58%
- Social/emotional support 58%
- Applying for financial assistance 50%
- Finding a place to live 46%

## Social workers:

- Social/emotional support 66%
- Family counseling 63%
- Mental health 63%
- Basic parenting 63%
- Substance abuse 48%
- Child behavior management 43%
- Transportation 34%
- Domestic violence 32%
- Anger management 27%
- Help w/ employment 26%

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# Parents and workers don't always agree on what parents and families need

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- Parents were more likely than workers to report unmet needs.
- Workers were more likely than parents to identify mental health, basic parenting, anger management, domestic violence, and substance abuse needs as unmet.



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# Now we are going to peel back the onion on engagement

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Factors associated with parents feeling engaged  
Factors associated with workers attitudes towards families engagement with individual families



The first thing that jumped out in the analysis was the big impact of both parents' assessment of their needs **and** social workers' assessment of need

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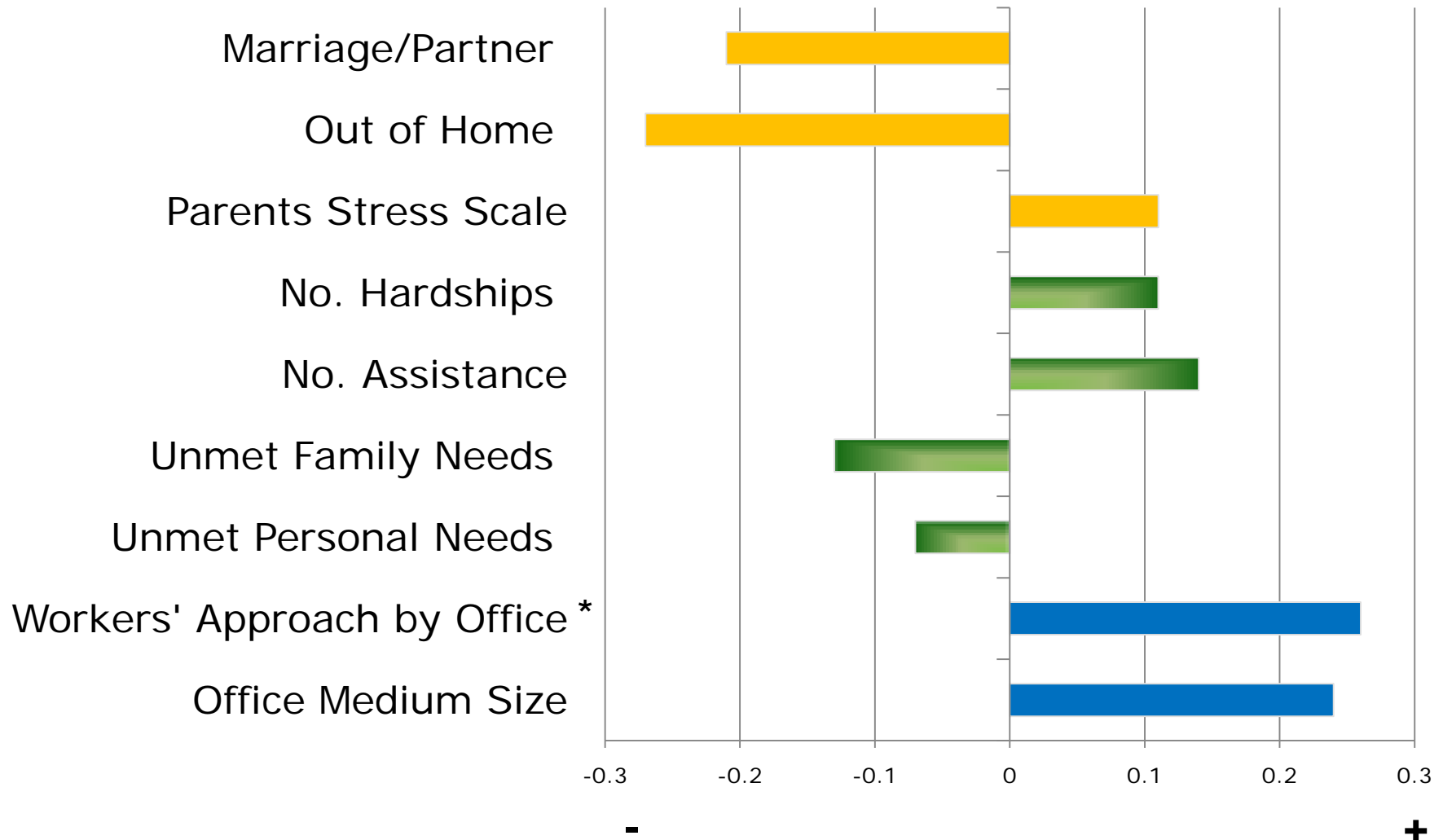
# Here is how we measured families' engagement

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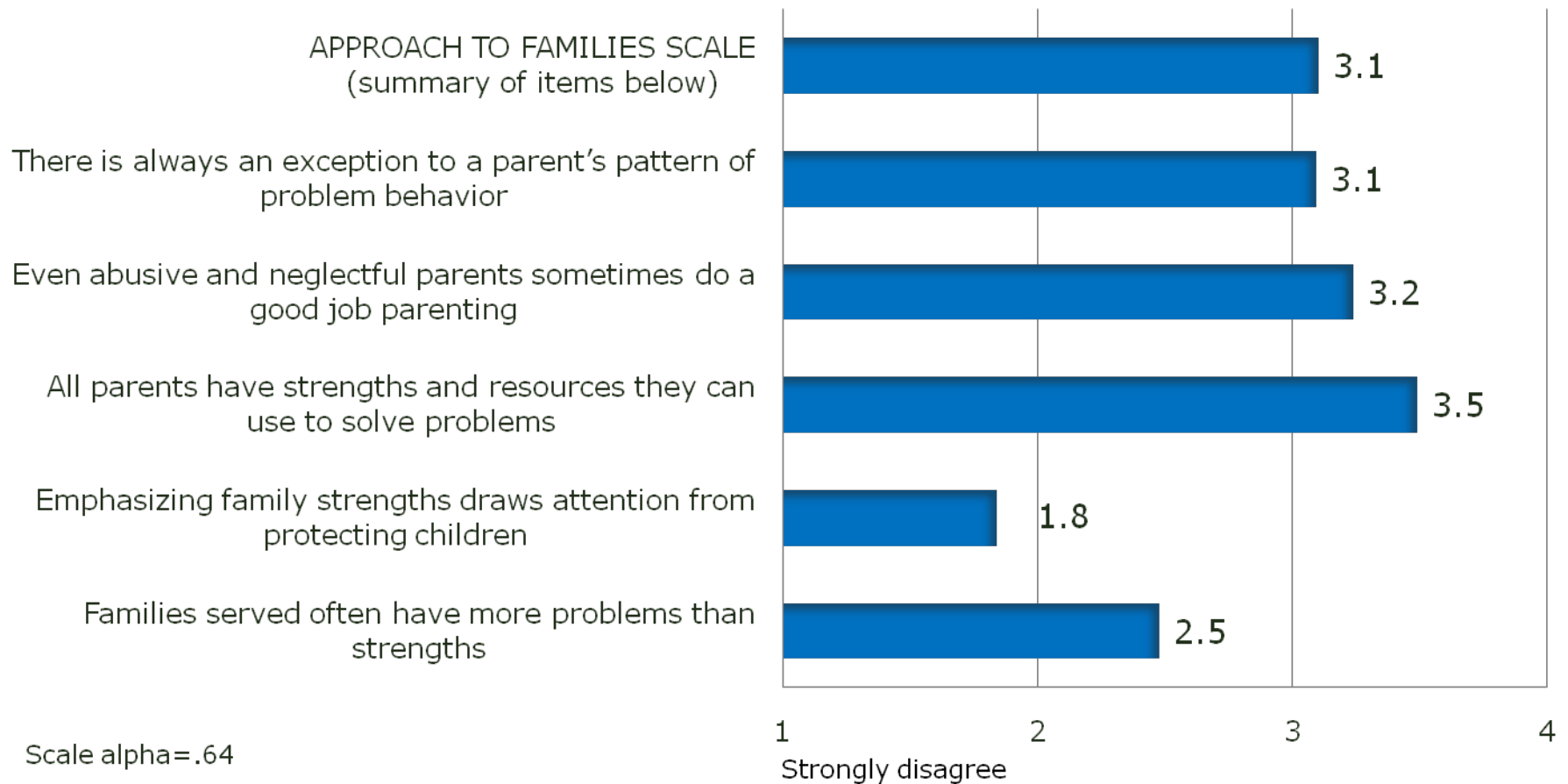
- The Yatchmenoff Engagement Scale (2005) was developed to measure non-voluntary clients' experience of engagement within a child protective service context
- The instrument is composed of four sub-scales:
  - Buy-In: "I believe my family will get the help we really need from CPS"
  - Mistrust: "Anything I say they're going to turn it around to make me look bad"
  - Receptivity: "I realize I need some help to make sure my kids have what they need"
  - Working Relationship: "I think my worker and I respect each other"

Overall scale was used for this analysis: 18 items, alpha .91

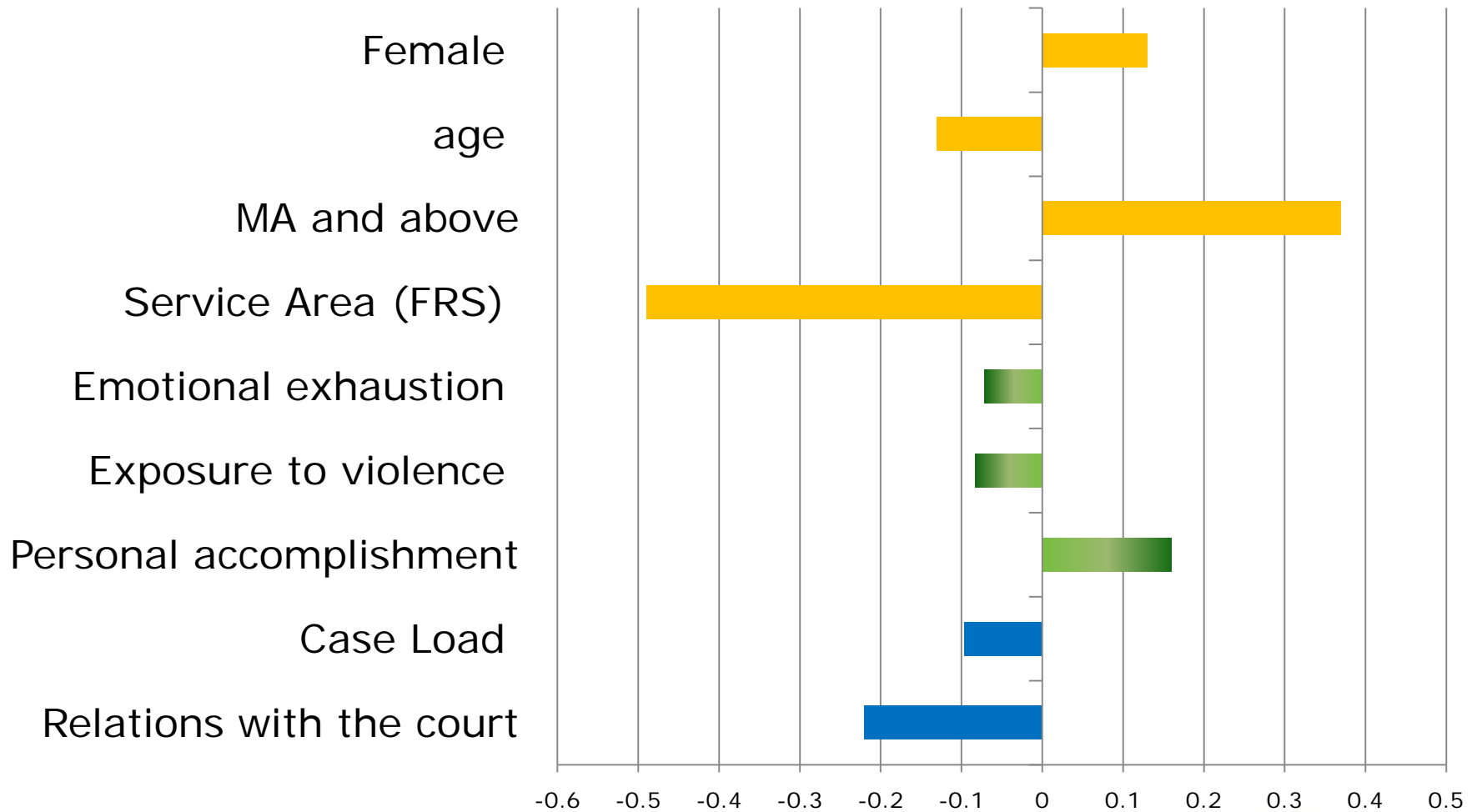
# Factors associated with parents' feeling of engagement



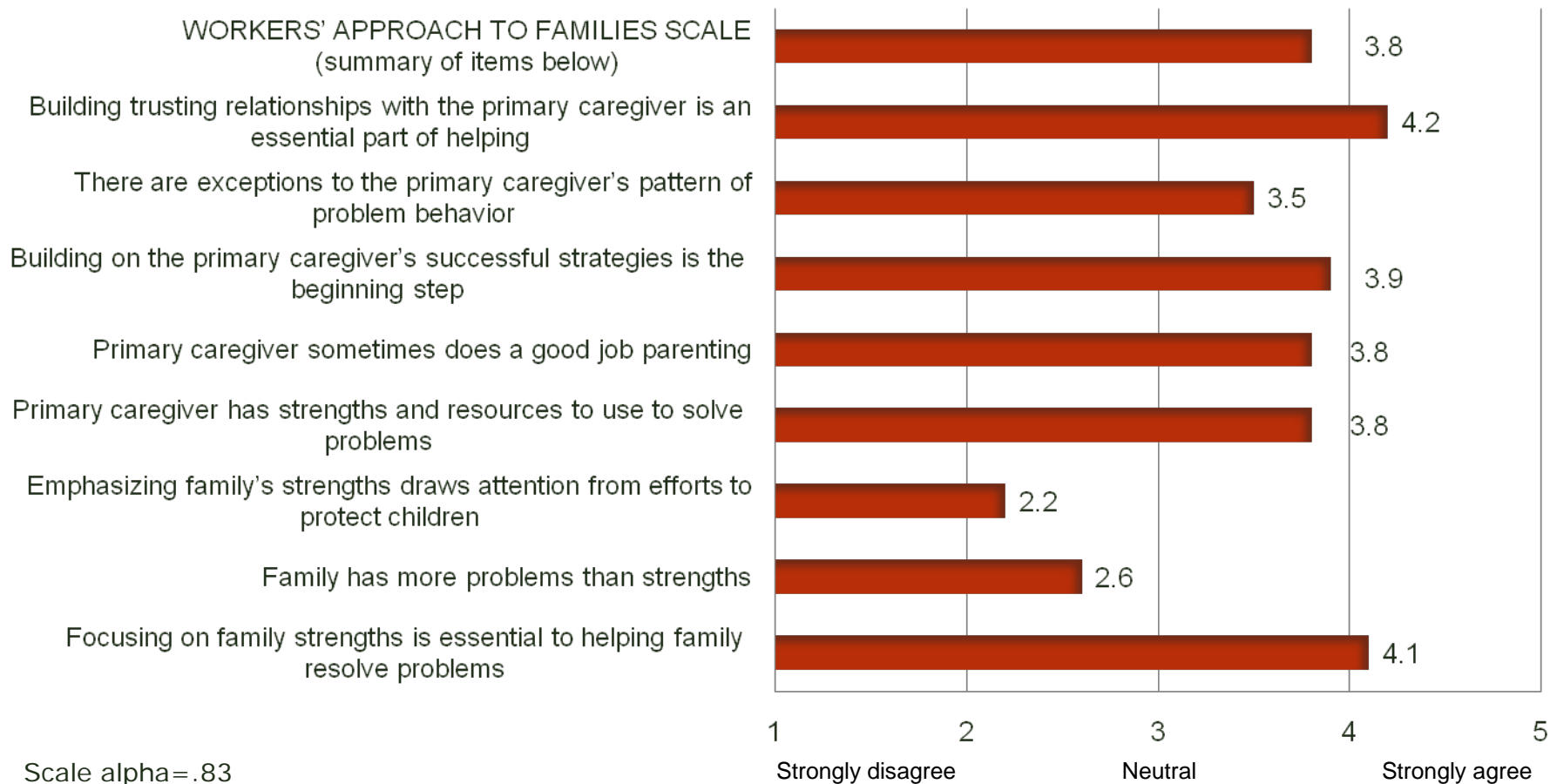
# Here is how we measured the workers' approach/attitudes to their work with families



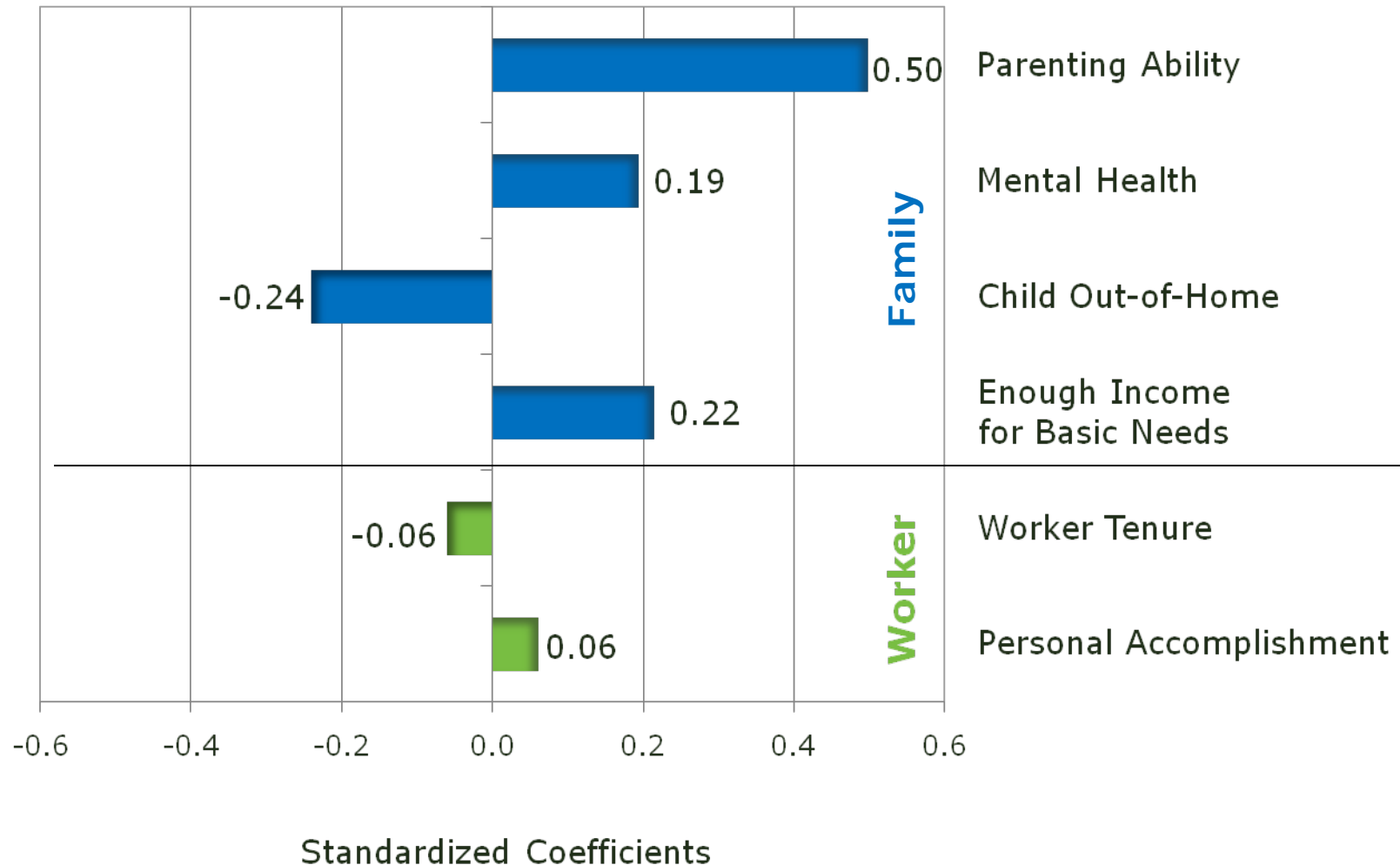
# Factors associated with workers' approach/attitudes to engagement



# Workers' Use of Engagement Practices with Target Family



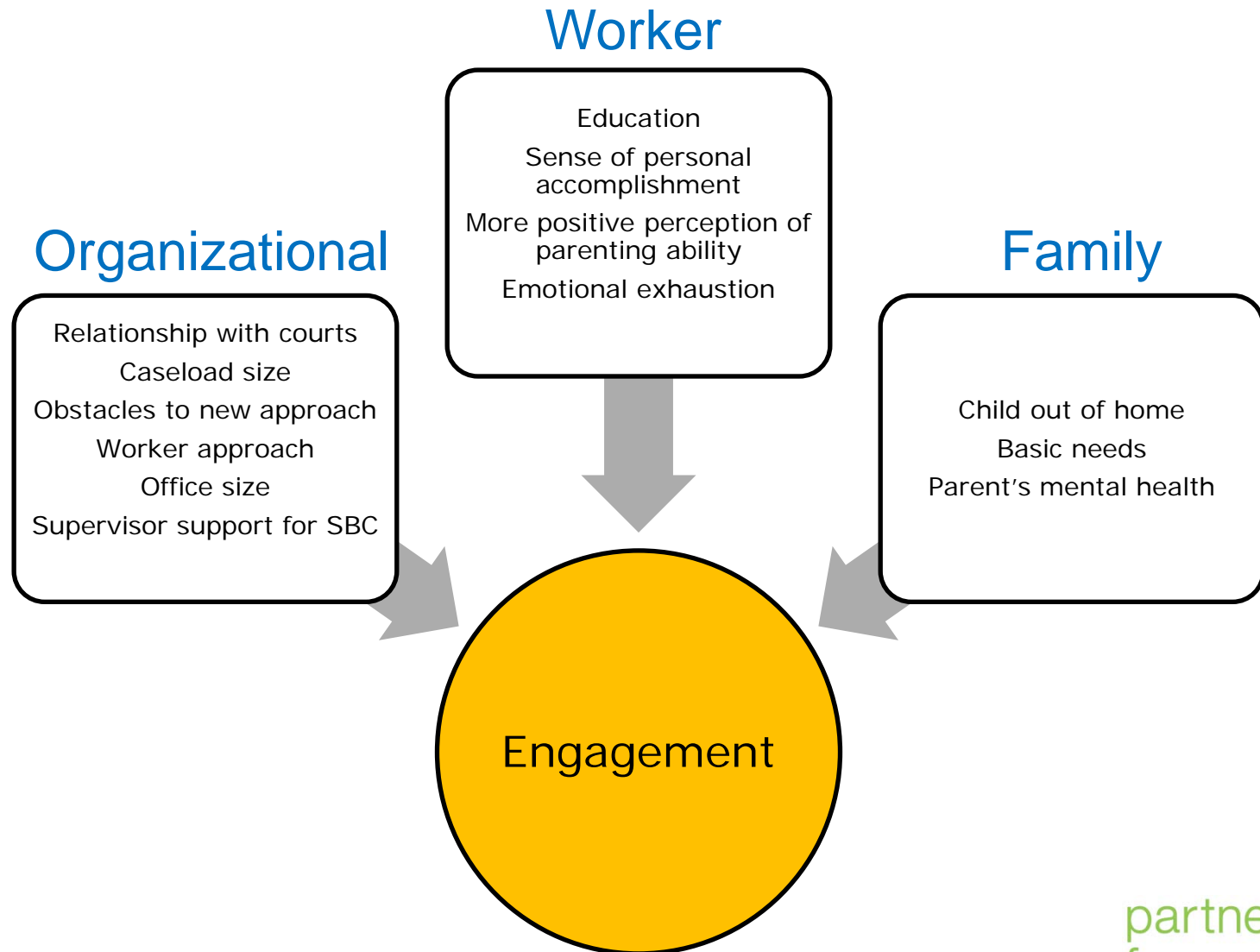
# Factors associated with workers' actual *use of* engagement practices



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# What matters in terms of engagement?

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# Next Steps

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- Engagement with regions around what we are learning
- Continued work on SBC Evaluation
  - Connecting family, worker, and office characteristics to child and family *outcomes* (e.g., reunification)
  - Post-SBC implementation follow-up surveys

## Where to get more information:

- Reports
  - Parents Interim Report
  - Workers Interim Report
  - Supervisor Survey Interim Report
- Fact Sheets
- Contact us at POC