



Pathways to Safety ...



Program Outcomes

April 1, 2011 – March 31, 2012



Acknowledgements

- The Pathways to Safety contracted agencies and staff who spent an enormous amount of time and effort working with these families and documenting the results of those efforts.
- The Family and Children's Services social workers and staff who worked closely with the ACTION Council to deliver quality services to families in need.
- The staff members of the ACTION Council, Door to Hope, and Alisal Family Resource Center.
- Design support provided by Your Social Marketer, Inc.
- Data and statistics support provided by Arthur Lomboy.
- Evaluation support provided by David Dobrowski.
- Development, research, and evaluation provided by Daniel Bach and Larry Imwalle.





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Dear Community Member,

The Pathways to Safety team is pleased to present our 5th Annual Program Outcomes Report to the community. Since we started five years ago, we've been able to offer this early intervention focused approach to child welfare to over 6,000 families—and approximately 1,400 have voluntarily participated in intensive case management services. We also reached another important milestone in the evolution of Differential Response in Child Welfare when we launched Path 3 services in July 2011. This marked the full rollout of Pathways to Safety, and means that now every call that comes into the child abuse and neglect hotline is considered for a community based response through Pathways to Safety. In this regard, Monterey County continues to be on the leading edge of implementing Differential Response programming in California. That is an accomplishment everyone who has ever been involved with Pathways to Safety should celebrate. It is through our collective effort that we've been able to improve the lives of children and youth, and strengthen families across Monterey County.

As you read through this report we hope that you will get a sense of the size, scope of our efforts, as well the characteristics and experiences of the children and families we've been able to serve. Some of the key program outcomes for the 2011-2012 program year include:

- 1,401 families had the opportunity to participate in family support and case management services through Monterey County's differential response system, and over 73% of these families had a face-to-face follow-up contact.

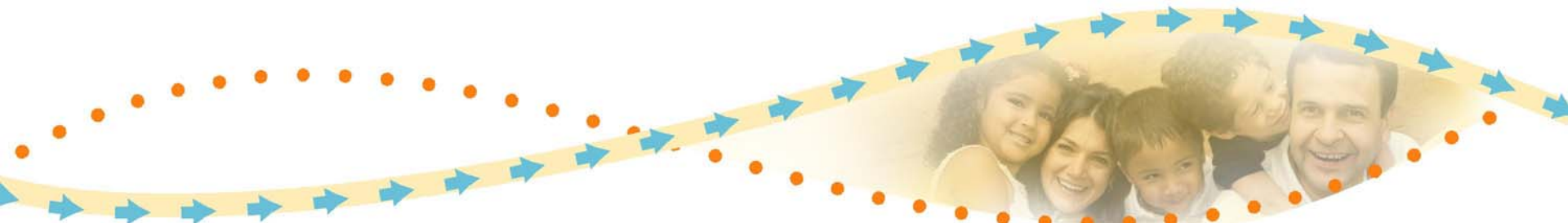
- 25% of all families referred to Pathways to Safety (Paths 1,2,3) voluntarily engaged in intensive case management services. Path 3 cases, newly implemented this year, exhibited the highest level of engagement at 56%.
- 61% of families that completed the 90-day program showed measurable improvement on formal assessments. The largest improvements were seen in the parenting capabilities (36%), family interactions (33%) and child well-being (32%) domains.

As we move into the 2012-2013 program year we have more exciting developments to share. The ACTION Council has agreed to continue to partner with Monterey County Department of Social & Employment Services Family & Children Services Division to coordinate the community-based response of Pathways to Safety for three more years. This decision will allow for continuity in program design and delivery as we enter into a 3-year formal evaluation study of Pathways to Safety that will be carried out by an independent evaluator. Now that the Pathways to Safety model has been fully developed and strong performance management systems are in place, we feel well positioned to demonstrate through evidence what we already know through practice. That is, our approach to differential response is cost-effective, successful in keeping kids safe and out of the child welfare system, and serves as a model for other communities to emulate.

*Larry Imwalle,
ACTION Council of Monterey County*

***Pathways to Safety* –
our way of doing
business!**

Pathways to Safety is based on two core beliefs – that families can resolve issues more successfully when they voluntarily engage in services, supports and solutions; and that children are safer and families stronger when communities work together.

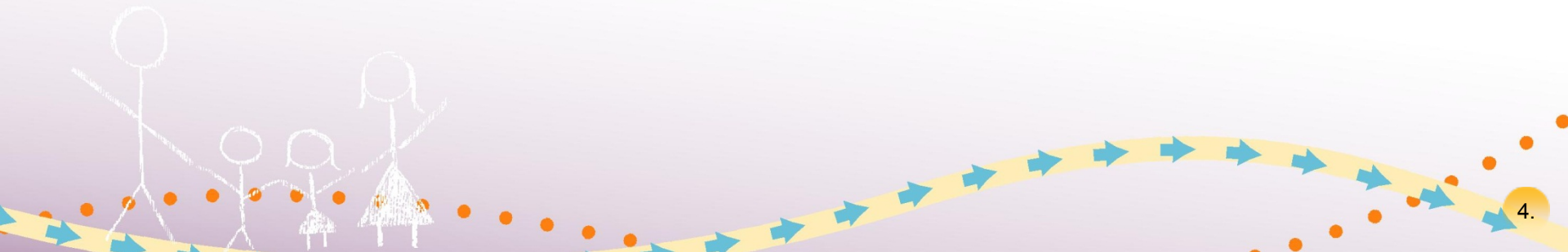


How it begins....

A referral to Pathways to Safety begins with a call to Family and Children's Services (Child Welfare). If the legal threshold for abuse and neglect that would allow for an **Immediate Child Welfare Response** is not met, families are "Evaluated Out" or marked as a "10-Day" for follow-up by a social worker.

These families can be referred to Pathways to Safety and offered support and services to address the problems that may have triggered the call to Family and Children's Services in the first place. Depending on each situation and the level of concern, families are either directly referred to community-based Family Resource Center (**Evaluated Out, Path 1**), jointly approached by a Family Resource Specialist and Family and Children's Services (**10-Day Follow-up, Path 2**) or referred by the social worker after assessment (**Immediate, Path 3**). **In Program Year 11-12, 762 families were reviewed for Path 1, 1083 families were reviewed for Path 2 and 466 were reviewed for Path 3.**

Note: Reasons why a family may not be referred to Pathways to Safety include that Child Welfare cannot locate the family; the family lives outside of Monterey County or on federal land; the incident was an accidental injury; or the child/children maybe opened as a case or already represent an open case in the child welfare system. In addition, for part of the past year Path 3 was only implemented a limited amount of time.



Overview of Evaluation Methodology

The data presented in this report reflect Pathways to Safety Year 5 program data, covering the period from April 1, 2011 through March 31, 2012. The source data for this reports comes from two primary sources of information: CMS/CWS and ETO.

- ❖ **CWS/CMS** is the child welfare case management system. It is the source for the information on the number of child abuse referrals, and the demographic characteristics of the child welfare population.
- ❖ **ETO** (Efforts to Outcomes) is the Pathways to Safety community case management database that contains the intake and assessment data collection through the community based response. This includes the initial intake, case plans, pre/post family assessments (FAST), and family support funds requests.

In order to produce this report, a matched dataset of ETO and CWS/CMS data was created and this set is the source of all information in this report.

•It must be noted that as this initiative has developed the amount and quality of data has improved, allowing us to ask more and more questions. In the following pages you will review demographics, summary data and some comparative evaluation data. It is our goal to continue to provide an expanded base of reliable information on program performance.

-The Evaluation Team-



**Members of the Pathways to Safety Evaluation Team:
Daniel Bach, Larry Imwalle, Arthur Lomboy, David Dobrowski.**

In Program Year 2011-2012, **2311 families** representing **3043 children** were reviewed for **Pathways to Safety**.

Chart 1.

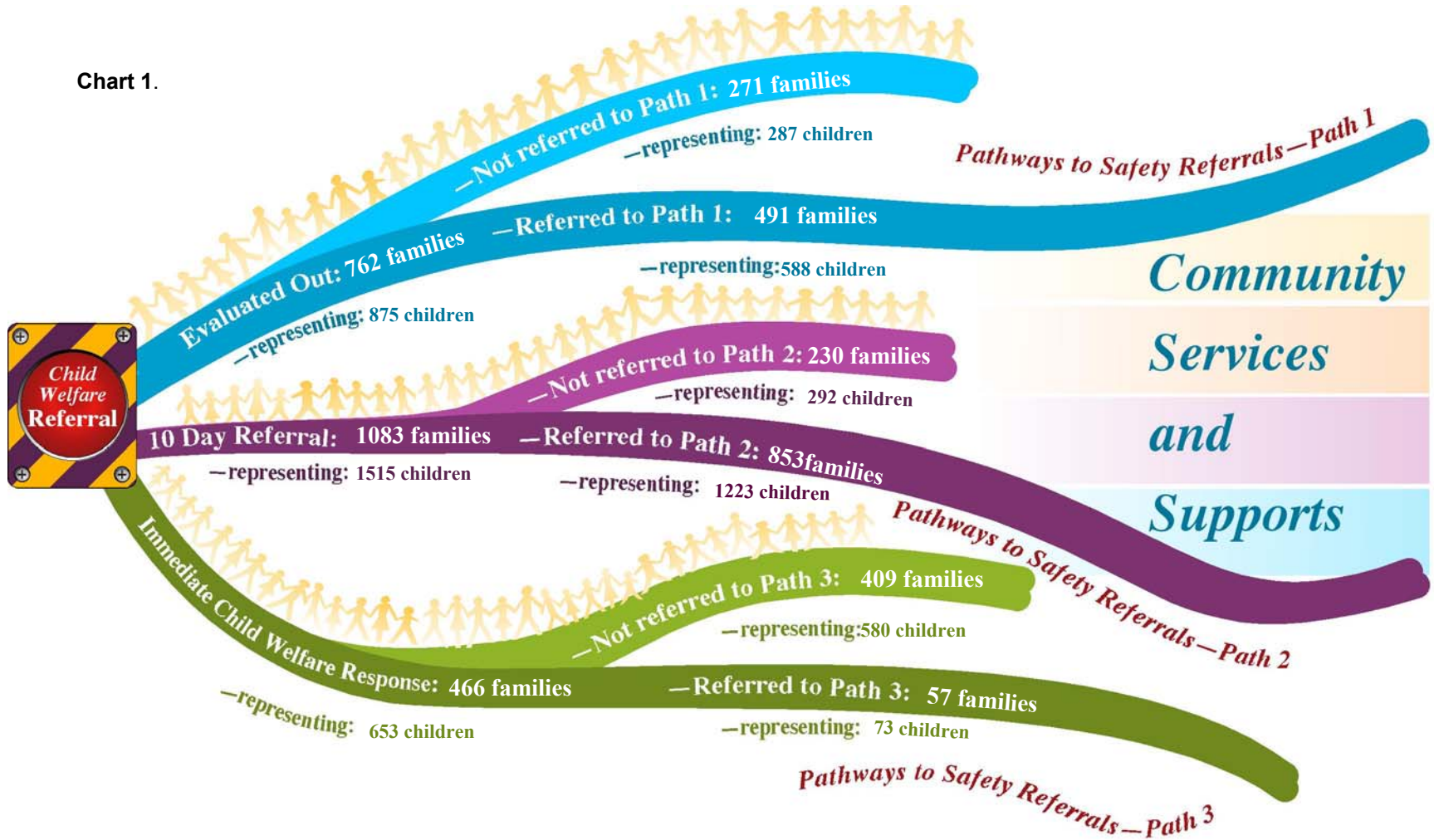


Chart 2.

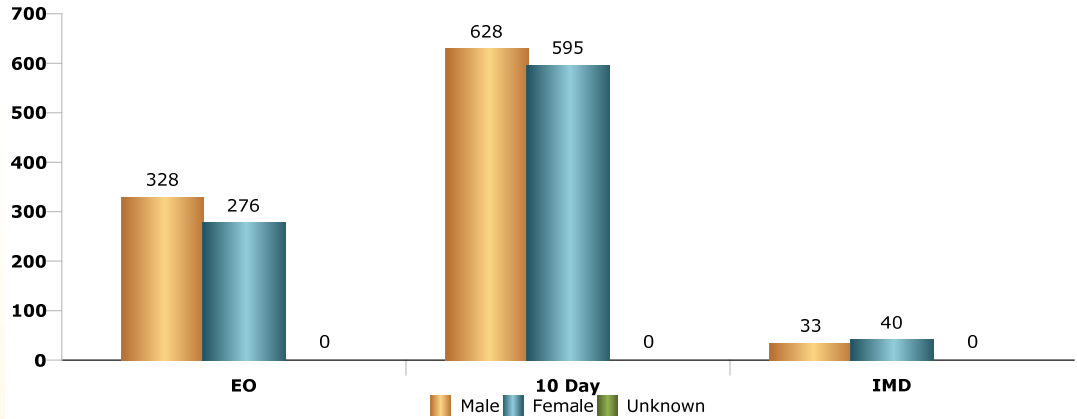
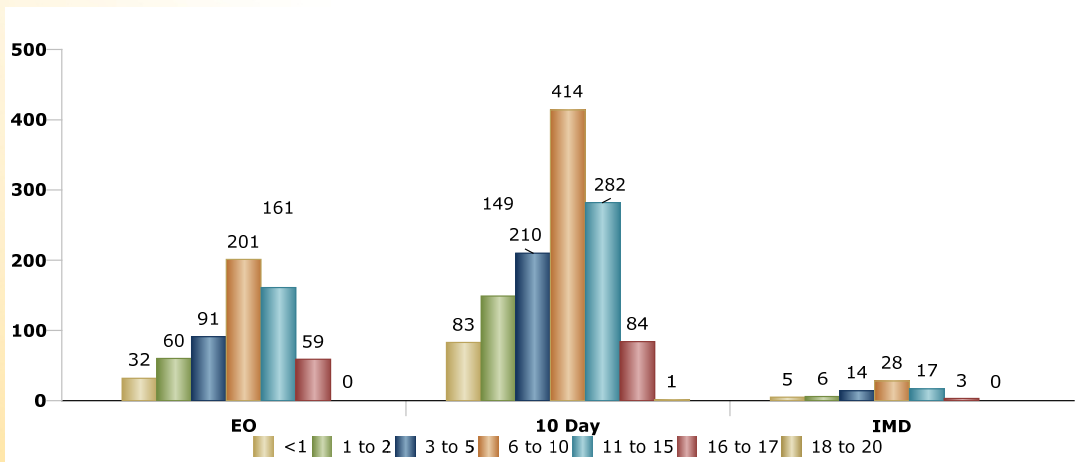


Chart 3.



Demographic Information

Gender

Chart 2 represents the gender breakdown for all children represented in the referrals reported during the program year. The data shows that females were referred at a slightly lower number than males.

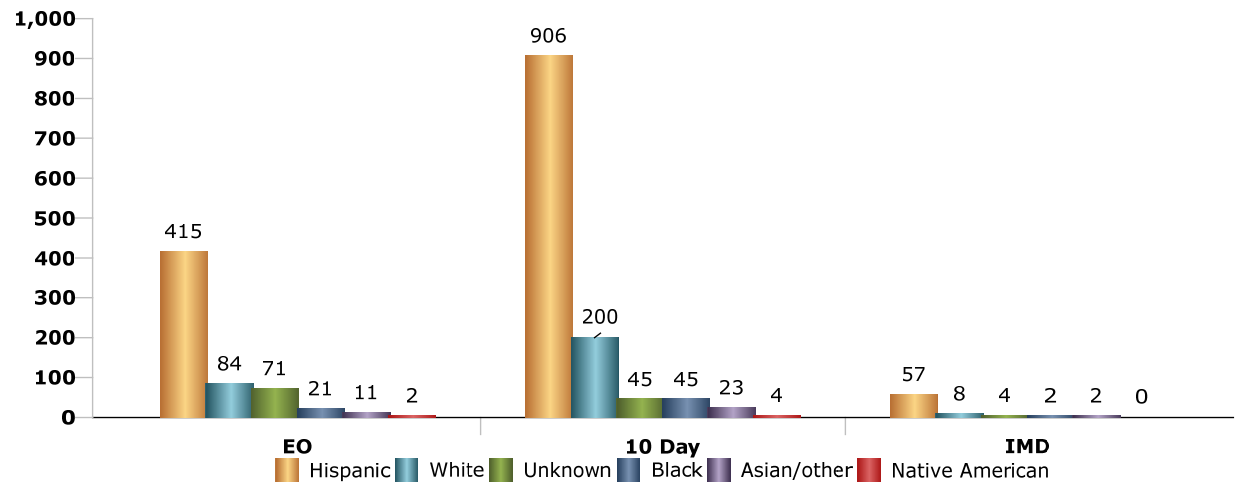
Age Groups

Chart 3 represents the age group breakdown for all children represented in the referrals reported during the program year, with children 6-10 as the largest reported age group.

Ethnicity

Chart 4 represents the ethnicity breakdown for all children represented in the referrals reported during the program year.

Chart 4.



Referrals by Zip Code

Chart 5.

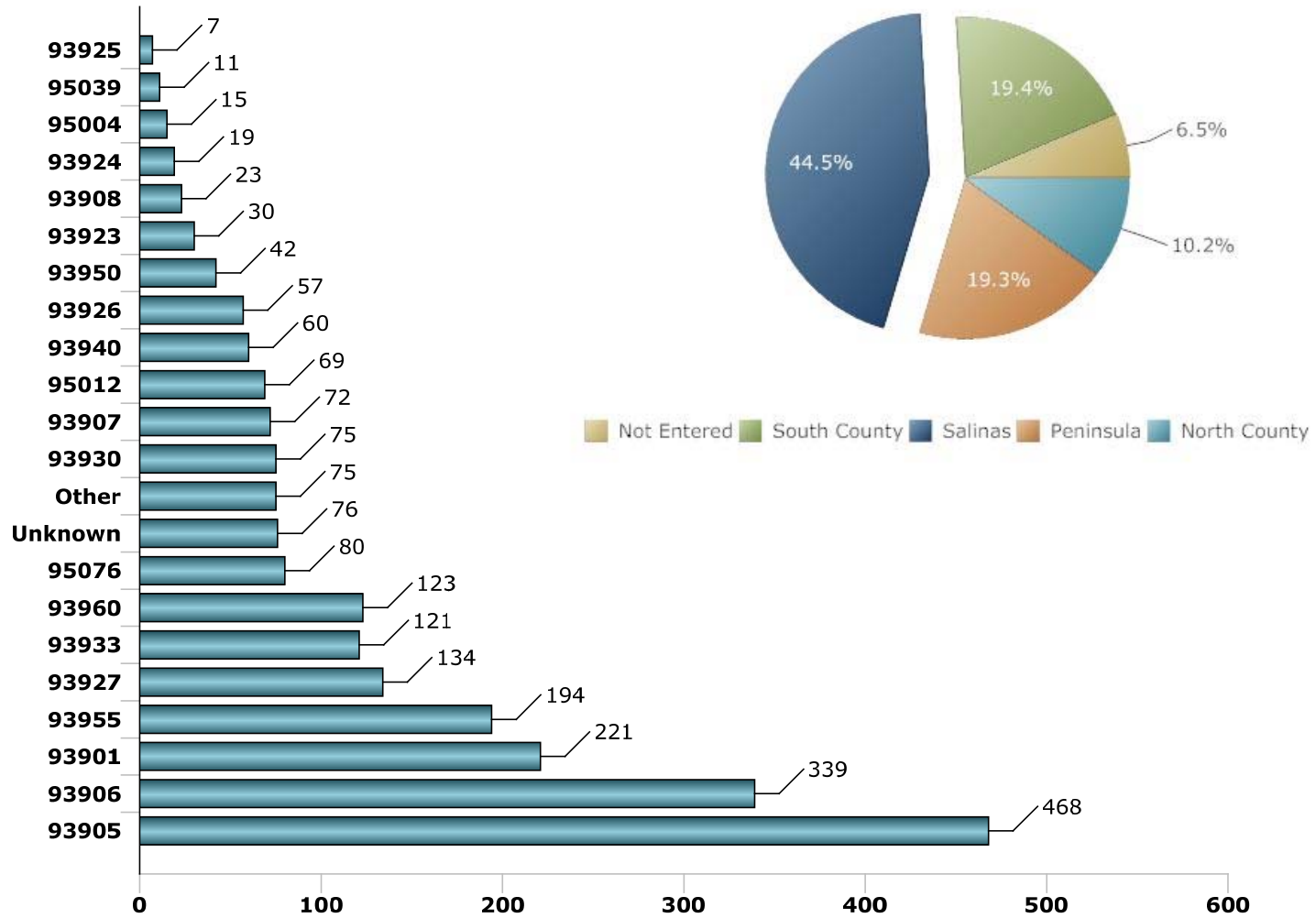


Chart 6.

Evaluated Out Allegations

Chart 6 represents the Allegations for referrals referred into Path 1 during the program year.

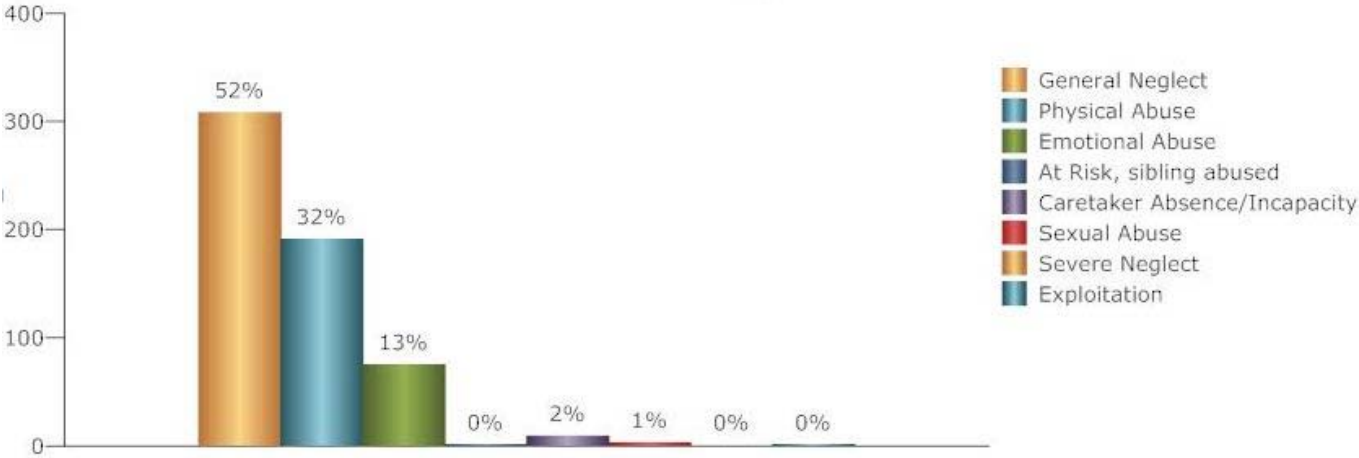


Chart 7.

10 Day Allegations

Chart 7 represents the Allegations for referrals referred into Path 2 during the program year.

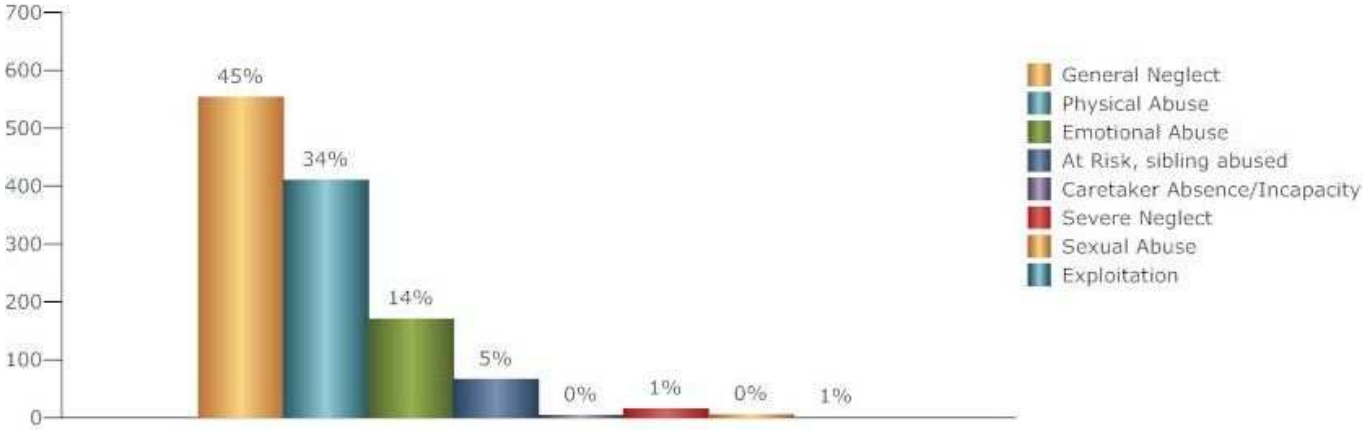
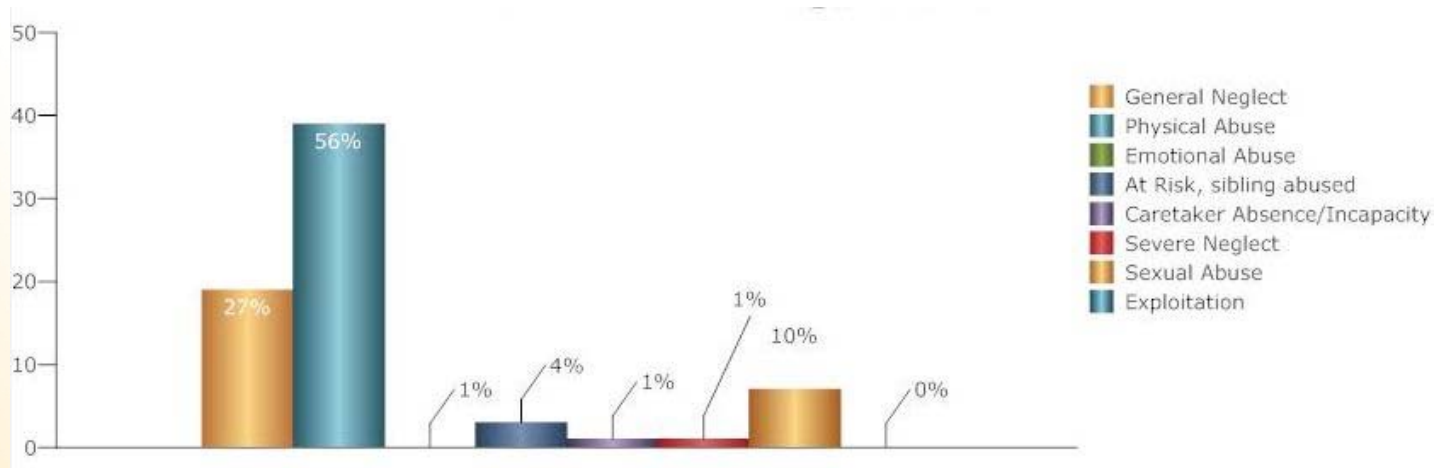


Chart 8.

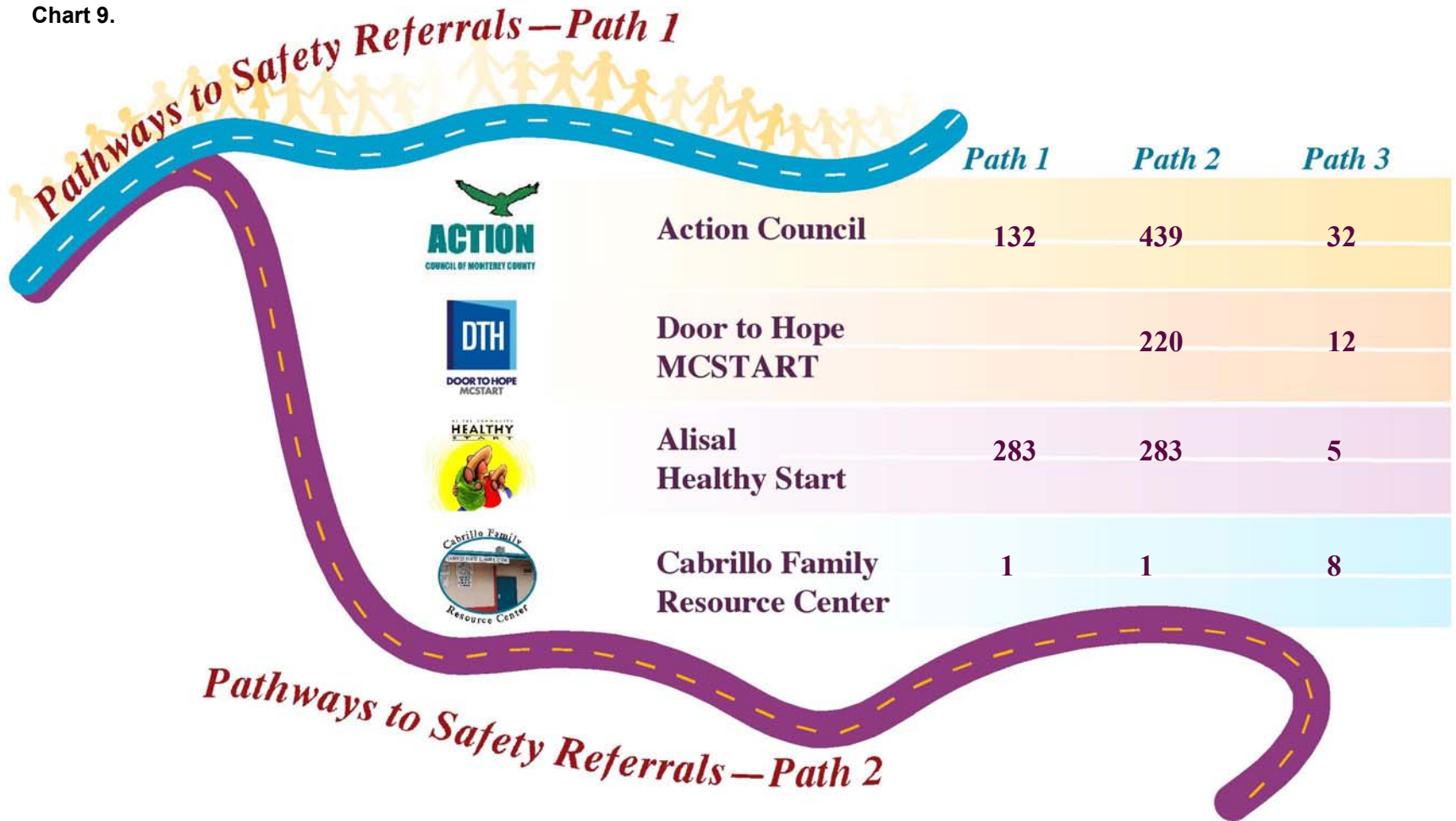


Immediate Allegations

Chart 8 represents the Allegations for referrals referred into Path 3 during the program year.

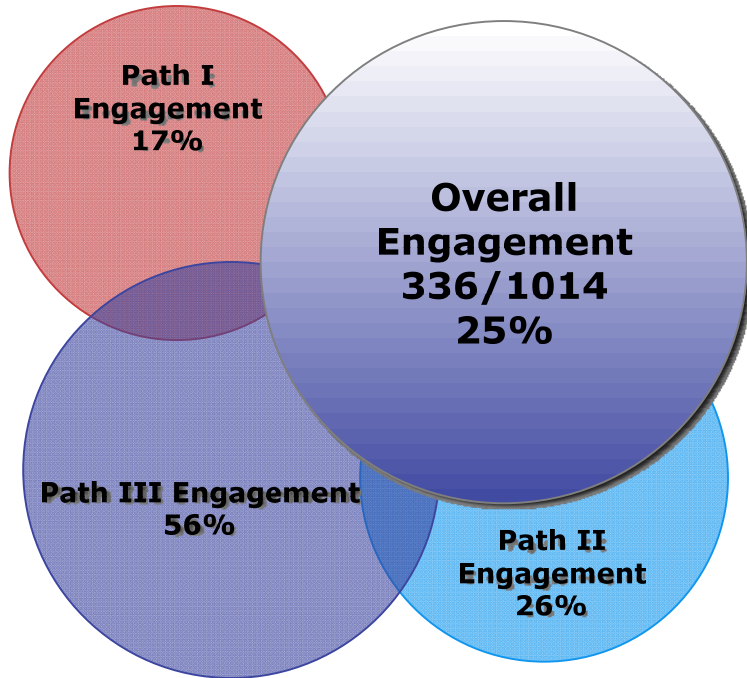
Pathways to Safety Assignments by Community Partner Agency

Chart 9.



Engagement:

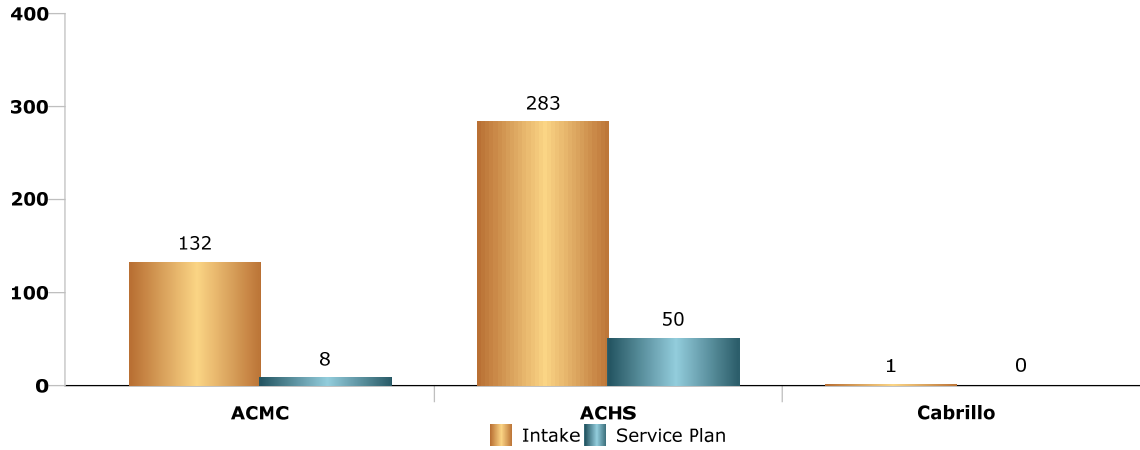
Chart 10.



Non-Engagement Reasons

Declined Service	233
Stabilized	225
Other	165
Unable to Locate	221
No Cooperation	108
Referred to CPS	43
Re-Referral	2
Open case	7
Missing	339

Chart 11.



Completed Assessments (Path 1)

Chart 11 represents the assessments completed for families referred on Path 1.

Chart 12.

Completed Assessments (Path 2 & 3)

Chart 12 represents the assessments completed for families referred for Path 2 or 3.

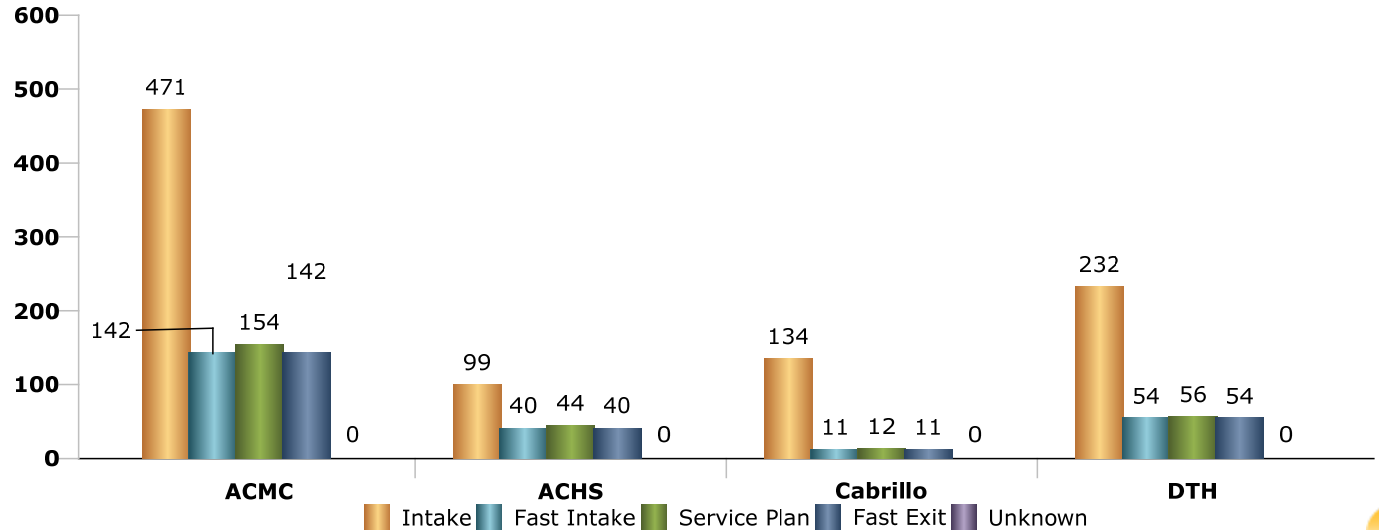
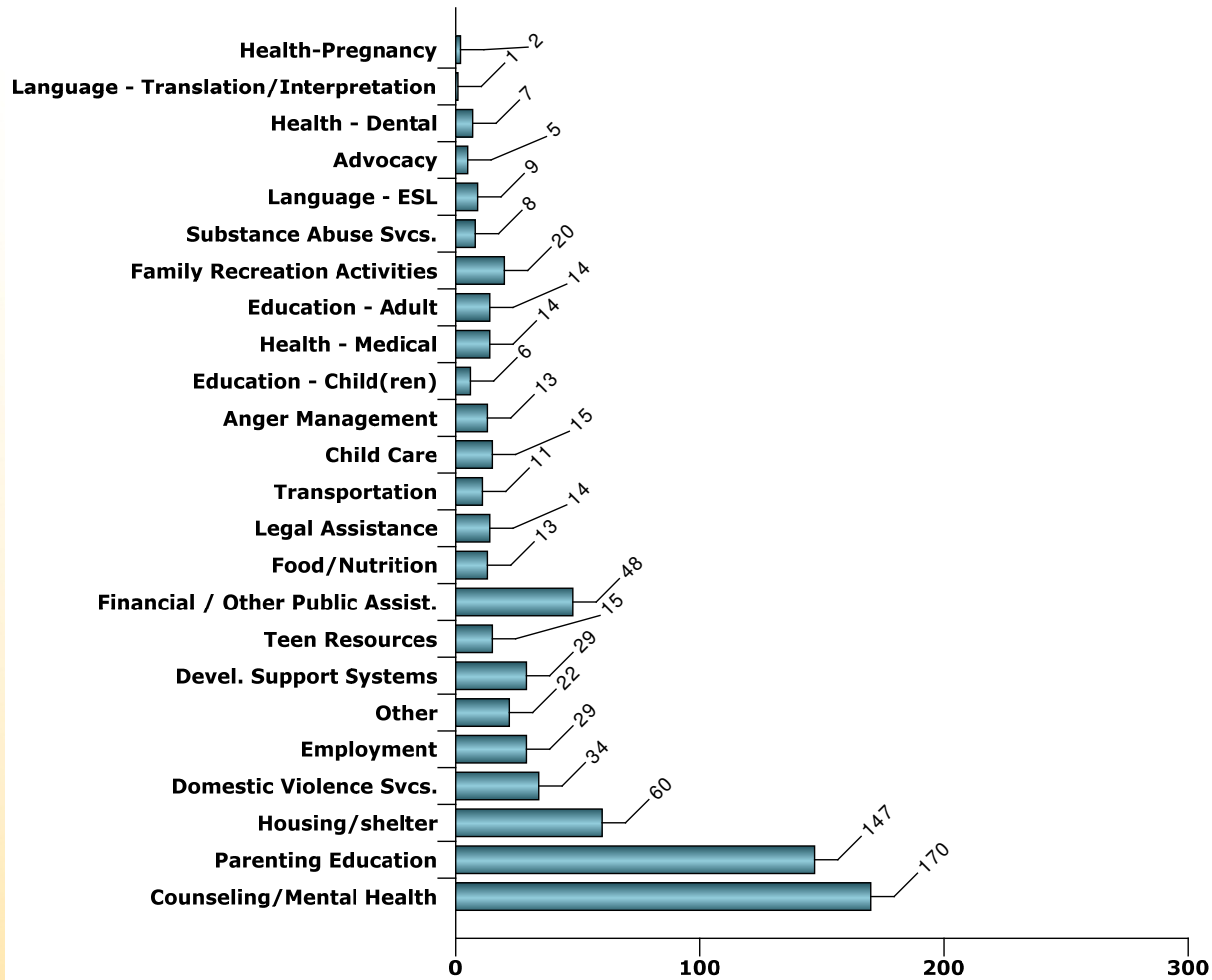


Chart 13.



Identified Needs

Chart 13 represents the actual number of identified need by family reported during the program year.

Chart 14.

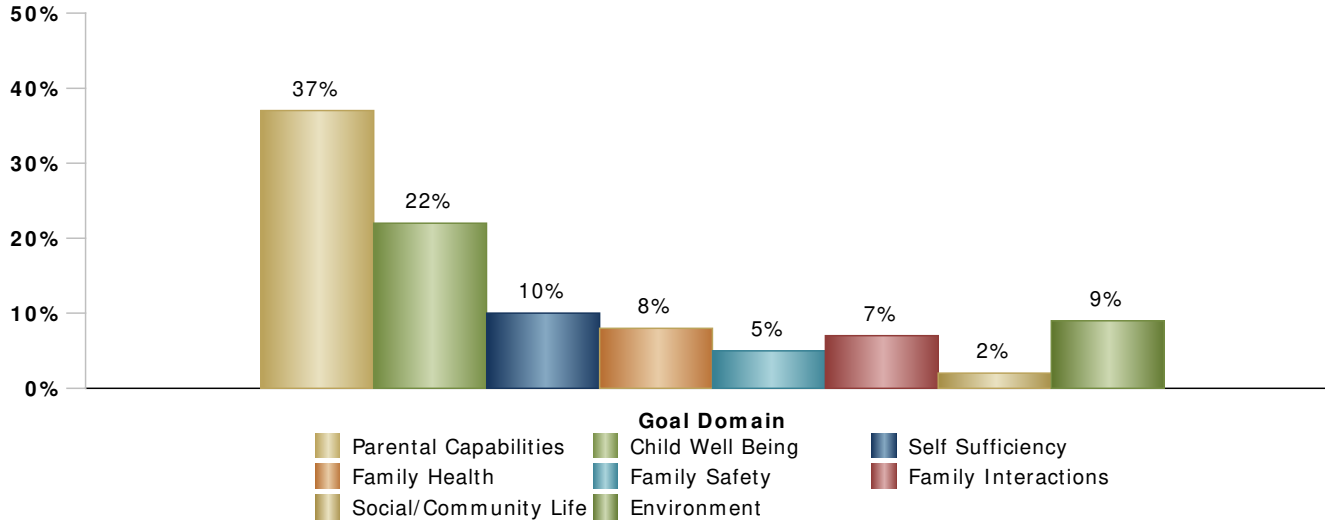
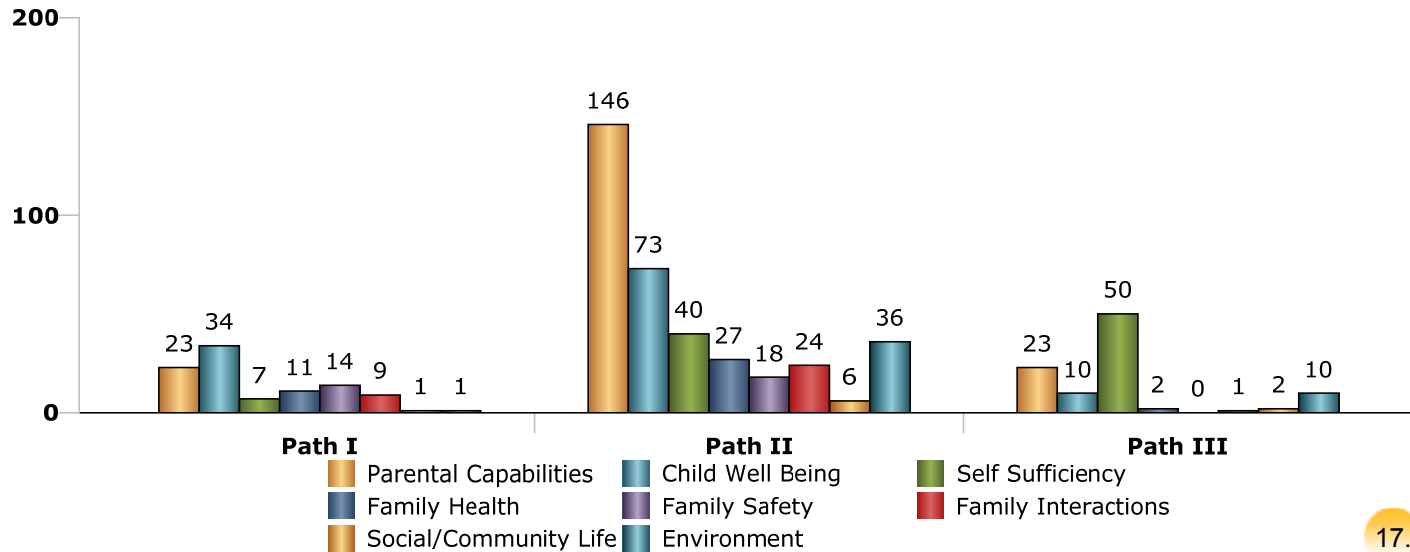


Chart 15.

Case Plan Goals by Path

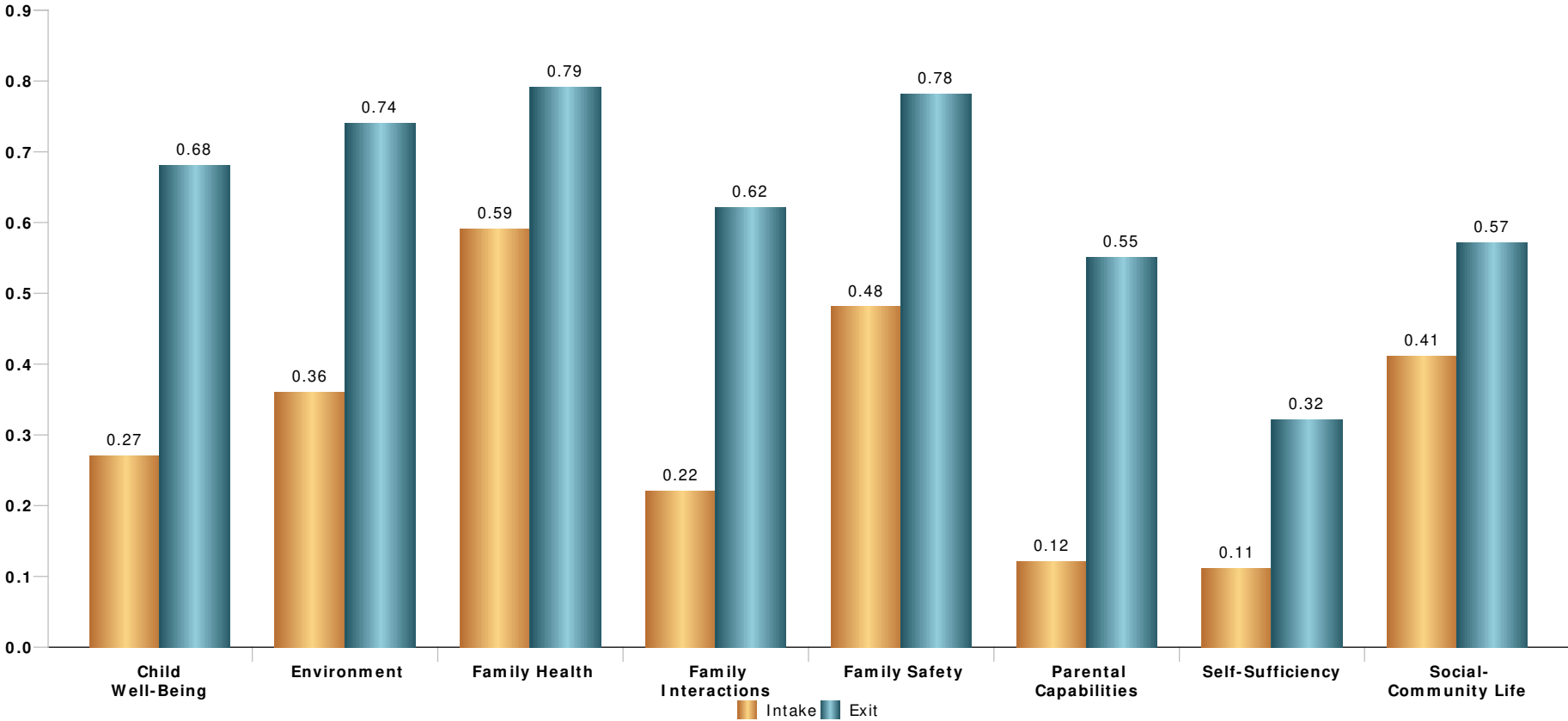
Chart 15 represents the assessments completed for families referred by Path.



NCFAS-G (FAST) Intake/Exit comparison by Domain

Chart 16 represents the mean scores at intake and exit by domain, for all families with completed intake & exit assessments.

Chart 16.



NCFAS-G (FAST) Overall Improvement by Domain

Chart 17 represents the percent of all families with completed intake & exit assessments that showed improvement, by domain.

Chart 17.

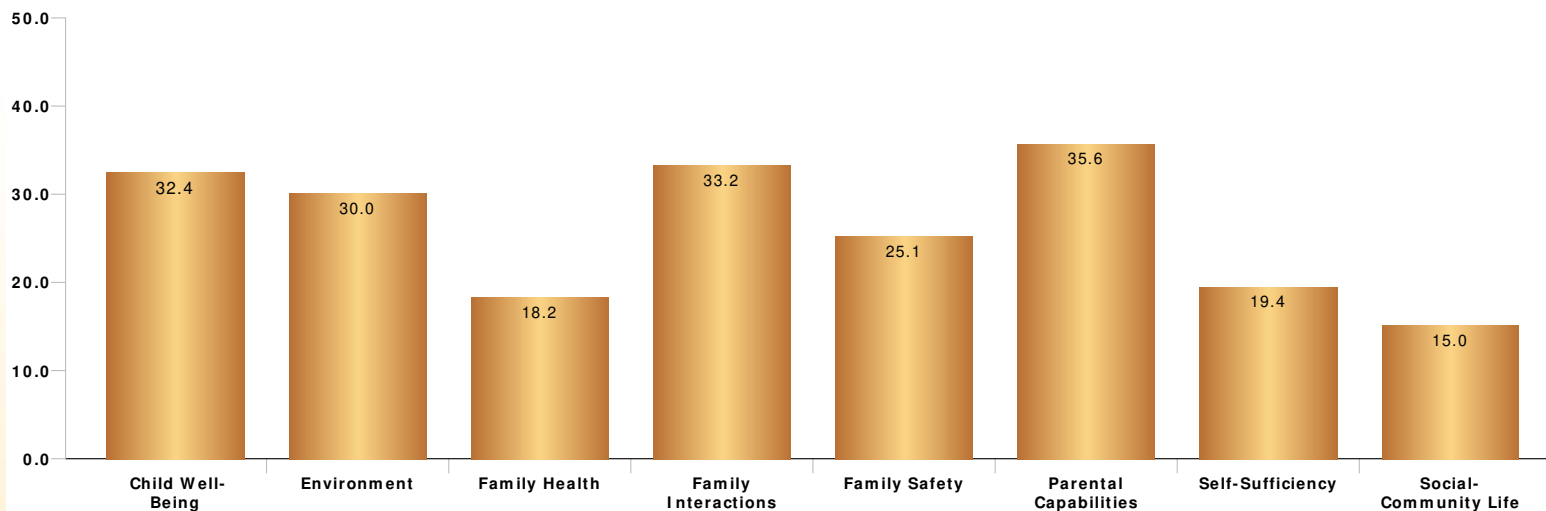
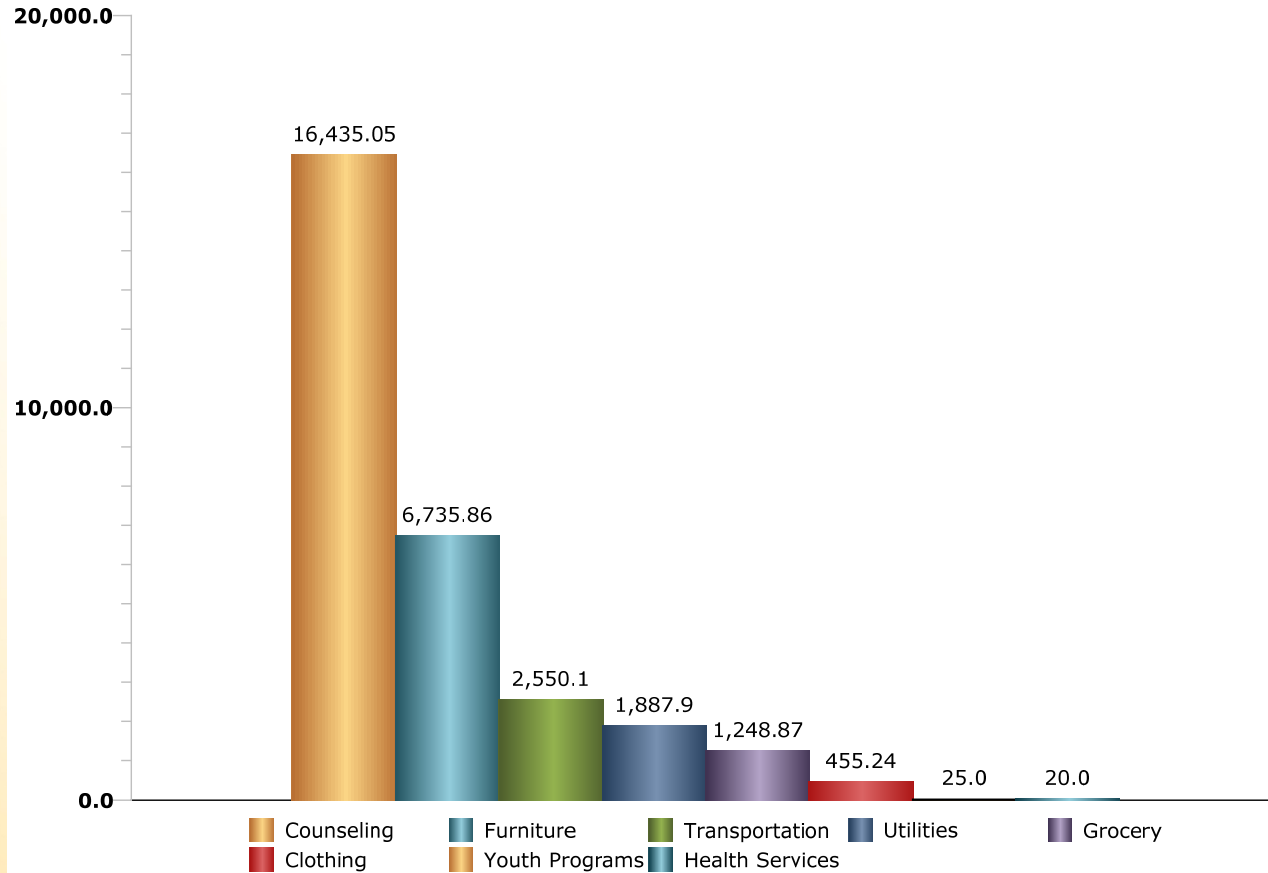


Chart 18.



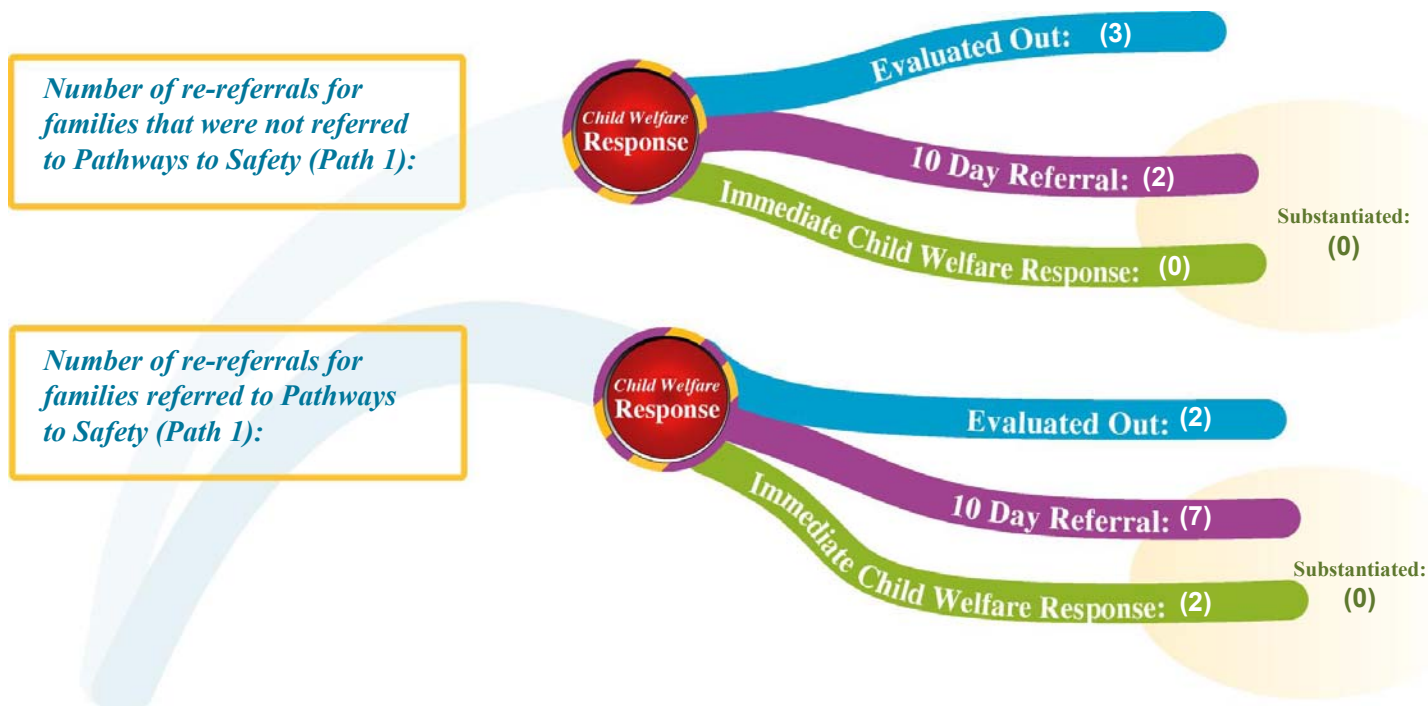
Support Funds

Chart 18 represents the funds spent by category to support families during the program year.

Program Year Recurrence Path 1

This chart provides information on the number of referrals that were re-referred within the time frame of greater than 90 days but less than 180 days. Data is broken out by those evaluated out referrals that were not assigned to Pathways and those that were placed in Path 1. From the point of re-entry the chart then shows the new determined response (Evaluated Out, 10-Day, or Immediate) and disposition (Unfounded, Unsubstantiated or Substantiated) of the referrals. The disposition numbers reported are for those referrals that were investigated.

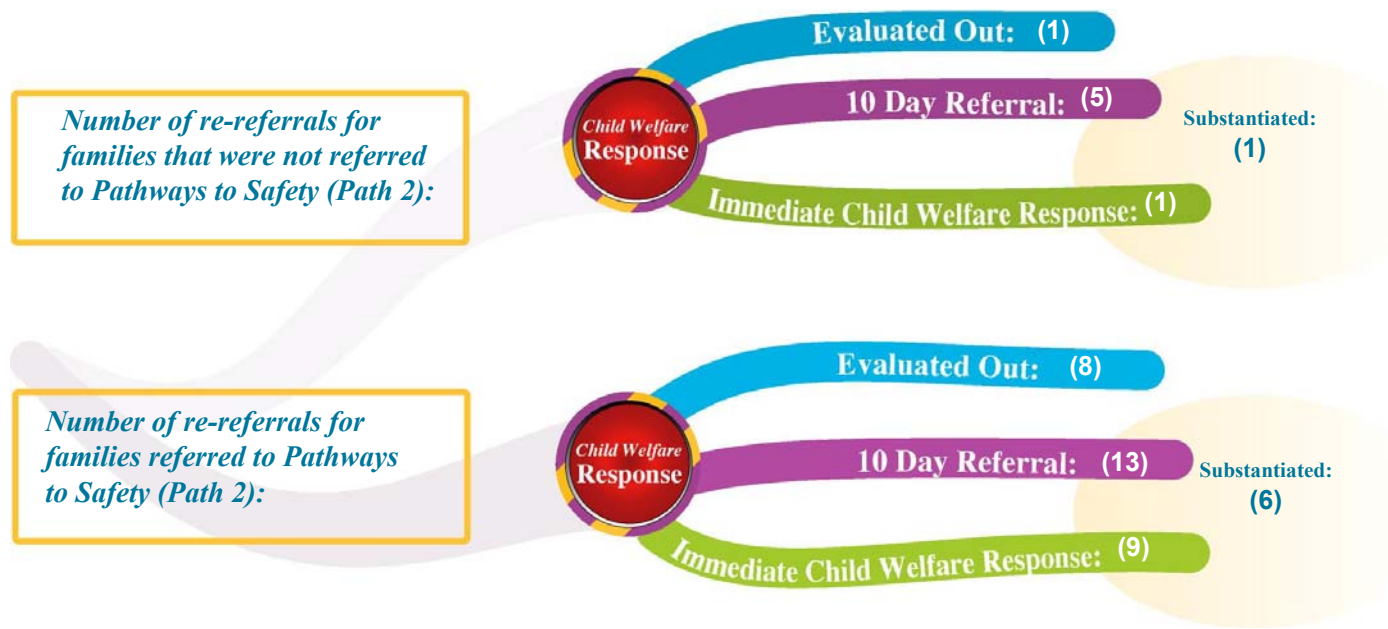
Chart 19.



Program Year Recurrence Path 2

This chart provides information on the number of referrals that were re-referred within the time frame of greater than 90 days but less than 180 days. Data is broken out by those evaluated out referrals that were not assigned to Pathways and those that were placed in Path 2. From the point of re-entry the chart then shows the new determined response (Evaluated Out, 10-Day, or Immediate) and disposition (Unfounded, Unsubstantiated or Substantiated) of the referrals. The disposition numbers reported are for those referrals that were investigated.

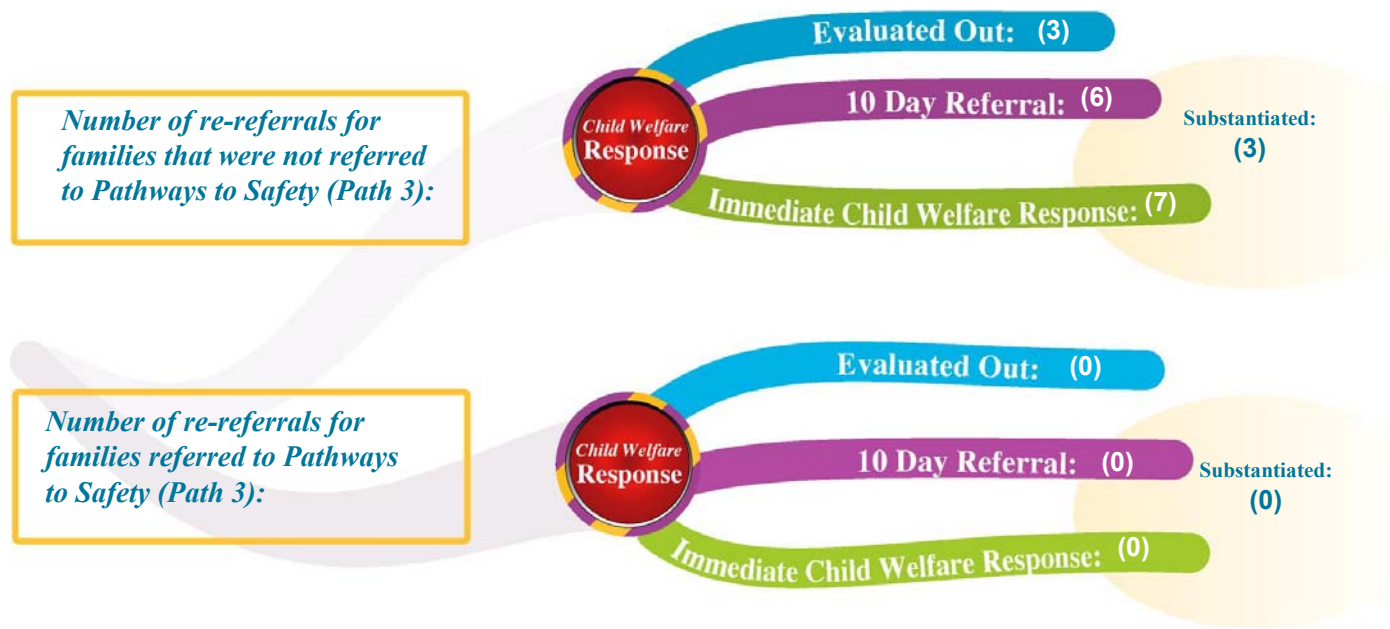
Chart 20.



Program Year Recurrence Path 3

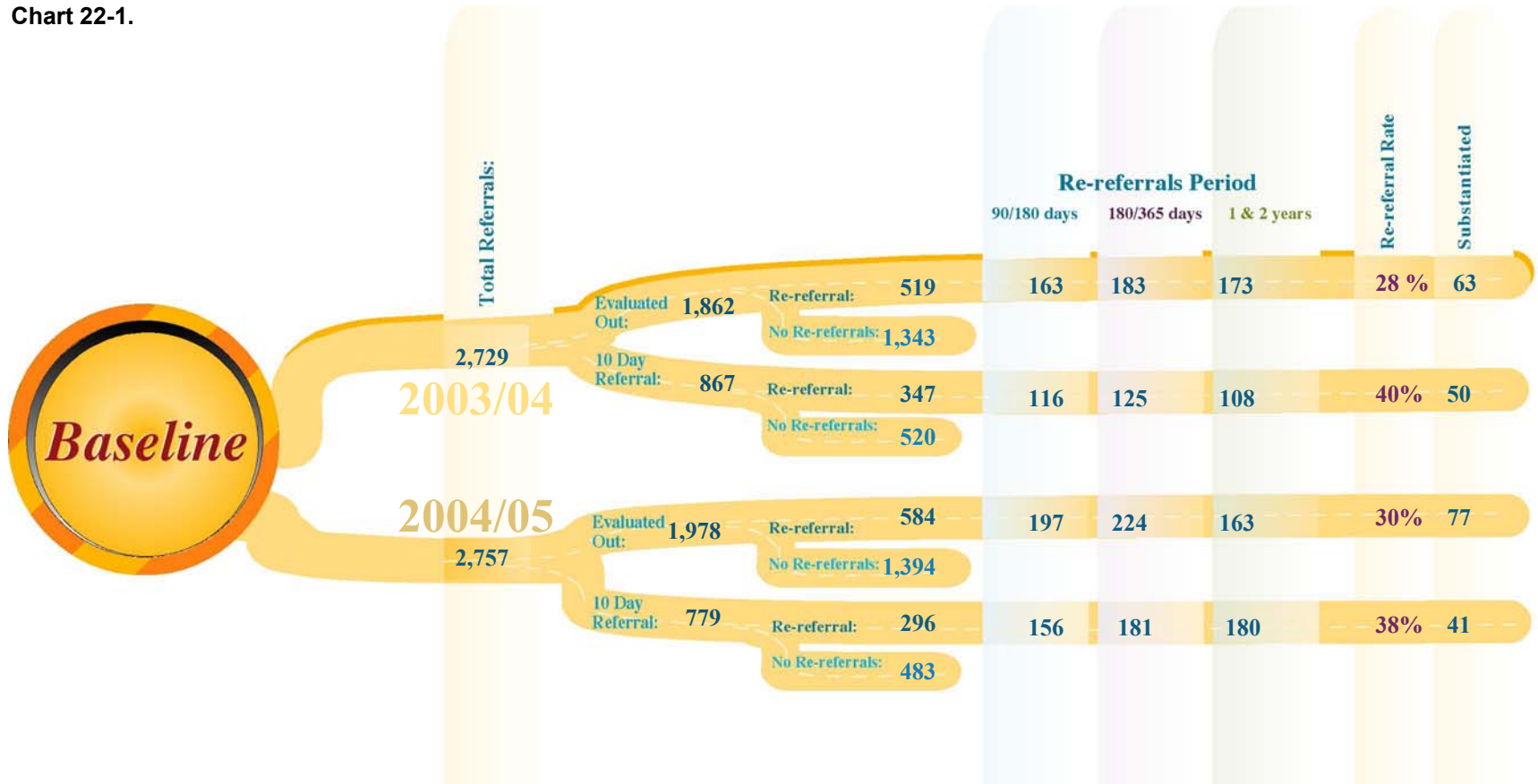
This chart provides information on the number of referrals that were re-referred within the time frame of greater than 90 days but less than 180 days. Data is broken out by those evaluated out referrals that were not assigned to Pathways and those that were placed in Path 3. From the point of re-entry the chart then shows the new determined response (Evaluated Out, 10-Day, or Immediate) and disposition (Unfounded, Unsubstantiated or Substantiated) of the referrals. The disposition numbers reported are for those referrals that were investigated.

Chart 21.



Recurrence Over Time

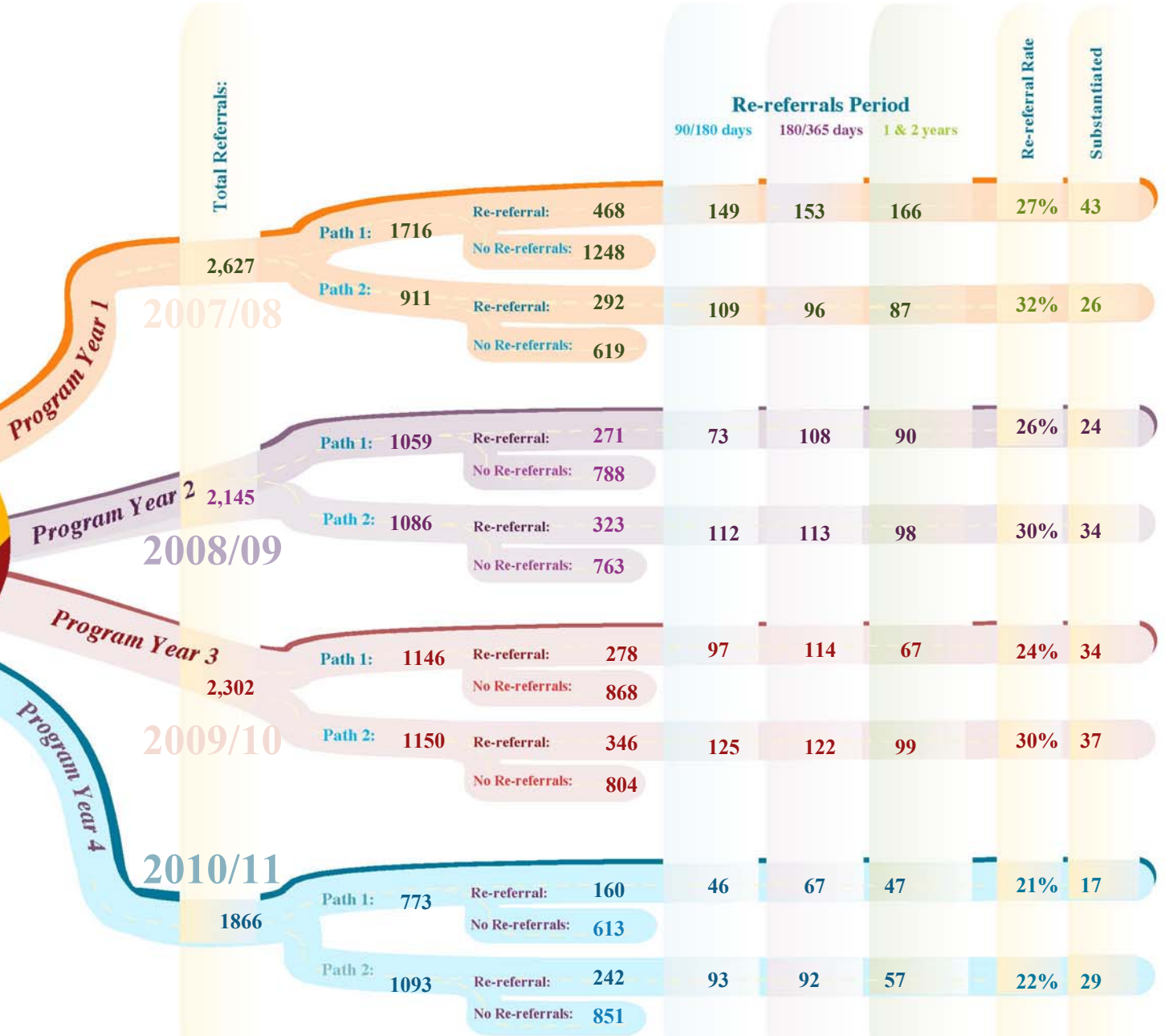
Chart 22-1.



** In order to maintain the methodology behind recurrence, re-referral rates may be adjusted for a period not exceeding 3 years post close of the program year .*

Chart 22-2.

Pathways to Safety



Recurrence Over Time (Path 3)

Recurrence for Path 3 is currently in development. To maintain the methodology, the evaluation team will review the numbers in the following years report. Baseline data is listed below:



Baseline Year

03-04 was 34% with 21 substantiations.

04-05 was 26% with 22 substantiations.

Program Year without Path 3

07-08 was 28% with 16 substantiations.

08-09 was 28% with 18 substantiations.


09-10 was 28% with 10 substantiations.

10-11 was 28% with 28 substantiations.

Exit Surveys

Chart 23 Voluntary telephone surveys were conducted with families that completed services before March 31, 2012.

11-12 Completed Satisfaction Surveys					
		Strongly agree	Agree	Disagree	Strongly disagree
1. The FRS was knowledgeable and provided information that was helpful to my Family.		67	1		
2. The FRS presented information to my family in a way that was clear and easy to understand.		67	1		
3. The FRS was understanding and respectful of our culture/ethnic background and/or lifestyle.		68			
4. My family was actively involved in developing the goals and services described in our plan.		66	1	1	
5. The FRS was effective in assisting my family reach our goals.		67	1		
6. The services that my family needed were accessible at convenient times.		65	1	2	
7. The services that my family needed were accessible and available at convenient locations.		65	1	2	
8. The service providers were understanding and respectful to of our culture/ethnic background and/or lifestyle.		65	1	2	
9. The services my family received were appropriate to address the goals we set with the FRS.		66	2		
10. I am satisfied with the progress my family made as a result of participating in Pathways to Safety.		64	2	2	



“This will be my 5th year as a Family Resource Specialist with Pathways to Safety. During these 5 years I’ve had the opportunity to work closely with Social Workers from all three Emergency Response units. We have learned from each other and continue to work as a team. I enjoy getting to know a family. Some families need someone who will take the time listen to them and help guide them to the resources that can improve their family situation. It could be assistance with basic needs or referral to counseling or parenting classes. It’s rewarding to see them succeed after being in the program. I feel Pathways to Safety has made a positive impact with families in our community. I continue to run into families who have completed the program and are doing well.”

Rhonda Warren
Family Resource Specialist
Pathways to Safety



Personal Perspective

“Pathways to Safety has provided to my family different alternatives to strengthen our marriage with counseling options and offer other partnership programs to help us understand and learn about the growth of my eleven year old son and my eight month old daughter. It’s nice to know that there is help for families that are going through hardships and Pathways to Safety has demonstrated the concern in helping us to maintain our family in harmony for the wellbeing of our children. Pathways to Safety provided my family with diapers, wipes, a baby blanket and a sweater for my daughter.”

Fatima Vasquez

Personal Perspective

Glossary of Acronyms

10-Day - Child Welfare Response Code

ACMC - ACTION Council of Monterey County

Allegations - Categories of reported concerns as defined by Welfare and Institutions Code

Assessments - Data collection and performance tracking forms used by Pathways to Safety

Child Welfare Response - Categories of response time as defined by Welfare and Institutions Code

CWS/CMS - Case management system used by child welfare

Disposition - Categories of referral resolution as defined by Welfare and Institutions Code

DR - Differential Response

DSES - Department of Social and Employment Services

Engagement - Those families who received an intake and initial FAST

Enrollments - Those families referred to Pathways to Safety

EO - Child Welfare Response Code - Evaluated out

ETO - Efforts to Outcomes, the case management system for Pathways to Safety

FAST - Nickname for North Carolina Family Assessment Scale, General

FRS - Family Resource Specialist

Goal Domains - 8 areas of focus within the FAST Assessment

IMD - Immediate or 24 hour response

P2S - Pathways to Safety

Path 1 - Evaluated out referrals entering Pathways to Safety

Path 2 - 10 day referrals entering Pathways to Safety

Path 3 - 24 hour referrals entering Pathways to Safety

Program Year - Defined as April 1 to March 31

Re-referral - A referral that comes back to CPS

SAS - Statistical Analysis Software



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