

FAMILY ENGAGEMENT

FINDING COMMON UNDERSTANDINGS AND METHODS TO
ASSESS FAMILY ENGAGEMENT: PART II

WHAT DOES IT MEAN?

HOW DO WE KNOW IF WE ARE DOING 'IT'?

Ohio's SOAR Alternative Response Project

QIC-DR CONFERENCE: FRIDAY, OCTOBER 25, 2013

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Presentation Overview

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- Overview of Ohio Differential Response Project
- Development of Framework for Measuring FE
- Testing the Framework
- What's Missing? Where do we go from here?
- Discussion

Varied Definitions of Engagement & to Engage

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There are many definitions for 'Engagement' and 'Engage'

- Will you marry me?



- Some people engage in battle

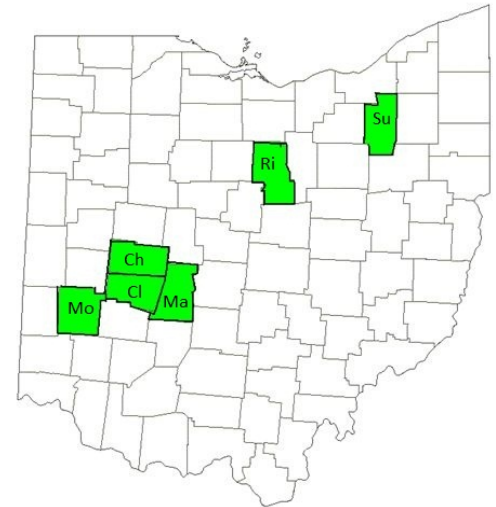


- Glad to see you kept our engagement -- and joined us to engage in this conversation about family engagement.

Ohio SOAR Project

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- ❑ Quality Improvement Center on Differential Response (QIC-DR).
- ❑ Three National Sites: Colorado, Illinois, and Ohio
- ❑ Project Timeline: February 1, 2010 – September 30, 2013
- ❑ SOAR Consortium: Six Counties
- ❑ Random Assignment to AR vs. IR



FAMILY ENGAGEMENT

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Tool To Motivate Change

But....
what is Family Engagement???



Identifying the Components of Positive Family Engagement

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- Content analysis of 2012 qualitative data gathered from separate focus groups conducted with DR families and DR professionals. Overall showed that engagement involves:
 - ▣ Goal-oriented ACTIONS taken by family members and caseworker
 - ▣ A good RELATIONSHIP between caseworker and family members
 - ▣ COMMUNICATION between caseworker and family members

Defining these Components of Positive Family Engagement

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- Common Themes/Components among the multiple Engagement/Engage Definitions:
 - **Action**: Commitment to a goal-oriented, collaborative process that produces positive outcomes/change. Involvement in a casework process with collaborative activities appropriate to the individual's role (worker and family member)
 - **Relationship**: Building between worker and family member; this relationship builds on individual respect and a commitment to the process, supports collaborative actions, develops understanding, and is open to growing and changing as circumstances require
 - **Communication**: Open, honest, respectful, two-way interactions (including listening) that leads to understanding of individuals, circumstances, and shared expectations

Key Elements of Family Engagement Action (SW Processes/Practices)

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- ▣ Involvement of all 'family members'
- ▣ Collaboration vs. Compliance
- ▣ Family Centered Practice
- ▣ Strength-based Practice
- ▣ Solution-Focused Approach
- ▣ Family-Driven Assessment and Case Plan
- ▣ Family Contact
- ▣ Good case practice throughout life of case

Stakeholders: Caseworker, System/Organization

Key Elements of Family Engagement

Action (Family)

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- ▣ Empowered/Decision-Making
- ▣ Follow-through/Reliable
- ▣ Working for change (motivation)

Stakeholders: Family

Key Elements of Family Engagement

Caseworker Perspective: **Relationship**

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- ▣ View family holistically
- ▣ Respect for family choices
- ▣ Cultural Sensitivity
- ▣ Confidentiality
- ▣ Personal dynamics
- ▣ Cooperation
- ▣ Understanding (two-way)
- ▣ Expectations

Stakeholders: Case worker

Key Elements of Family Engagement

Family Perspective: **Relationship**

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- ▣ Mutual Respect
- ▣ Trust
- ▣ Understanding (two-way)
- ▣ Expectations

Stakeholders: Family

Key Elements of Family Engagement

Caseworker Perspective: **Communication**

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- ▣ Open and Honest Communication
- ▣ Motivational
- ▣ 'Active' Listening
- ▣ Clear expectations
- ▣ Family Friendly Language
- ▣ Recognizing successes, failures are opportunities for change

Stakeholders: Caseworker

Key Elements of Family Engagement

Family Perspective: **Communication**

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- ▣ Open and Honest Communication (two-way)
- ▣ 'Active' Listening (being understood & trying to understand)
- ▣ Clear expectations (understanding expectations)
- ▣ Speak in terms that are understood/Language

Stakeholders: Family

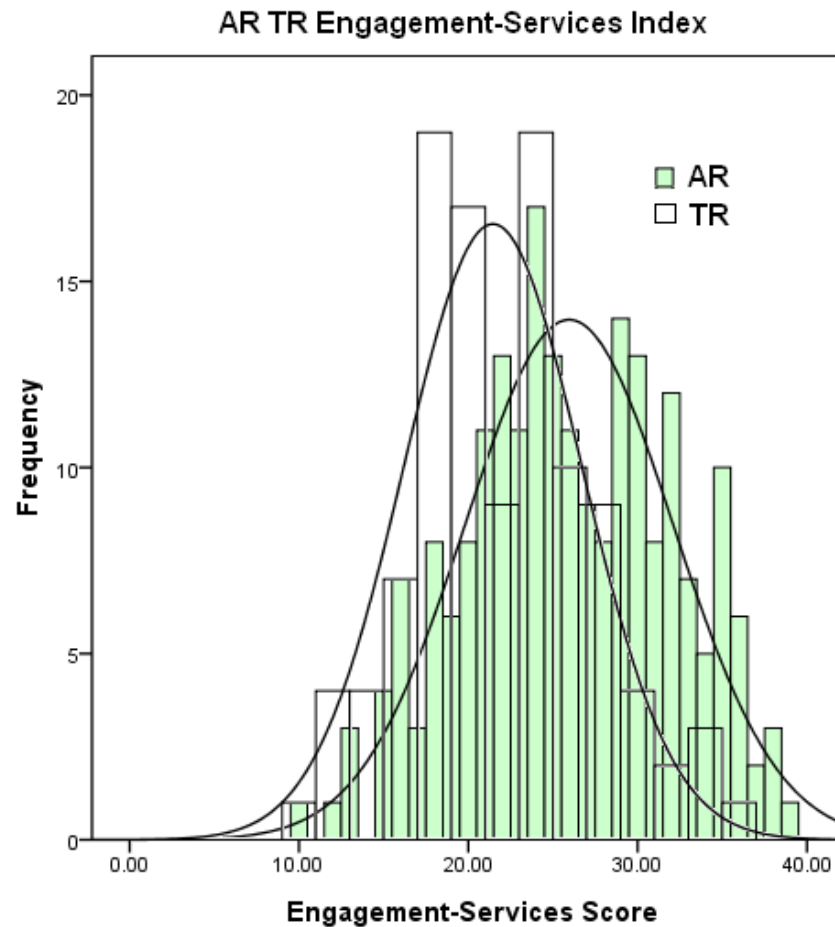
What did the SOAR project measure when it came to 'Engagement?'

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- Family/Worker Contacts
- Service provision
- Family characteristics at first meeting (cooperative/not cooperative)
- Families' perception of how well the caseworkers listened and understood them/their needs
- Ease of access to/ability to contact caseworker

What did this tell us?

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Proxy for Engagement: Family Satisfaction Related to Perception of Caseworker

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	AR N=277	TR N=117
How satisfied are you with the <u>way you were treated</u> by the caseworker who visited your home? (Very satisfied)	87%	86%
How satisfied are you with the <u>help you received</u> from the caseworker? (Very satisfied)	81%	75%
How likely would you be to <u>call the caseworker</u> (or agency) if you needed help in the future? (Very likely)	72%*	59%*
Overall, how carefully did the <u>caseworker listen</u> to what you and other members of your family had to say? (Very carefully)	90%	90%
Overall, how well do you feel the <u>caseworker understood</u> you and your family's needs? (Very well)	83%	76%
How often did the caseworker <u>consider your opinions</u> before making decisions that concerned you? (Always)	84%	75%
How <u>easy was it to contact</u> the caseworker? (Very easy)	74%	69%
Were there things that were important to you and your family that did <u>not get talked about</u> with the caseworker? (Yes)	14%	16%
Did caseworker <u>recognize</u> the things that you do well? (Yes)	94%	91%

Family Perceived Engagement

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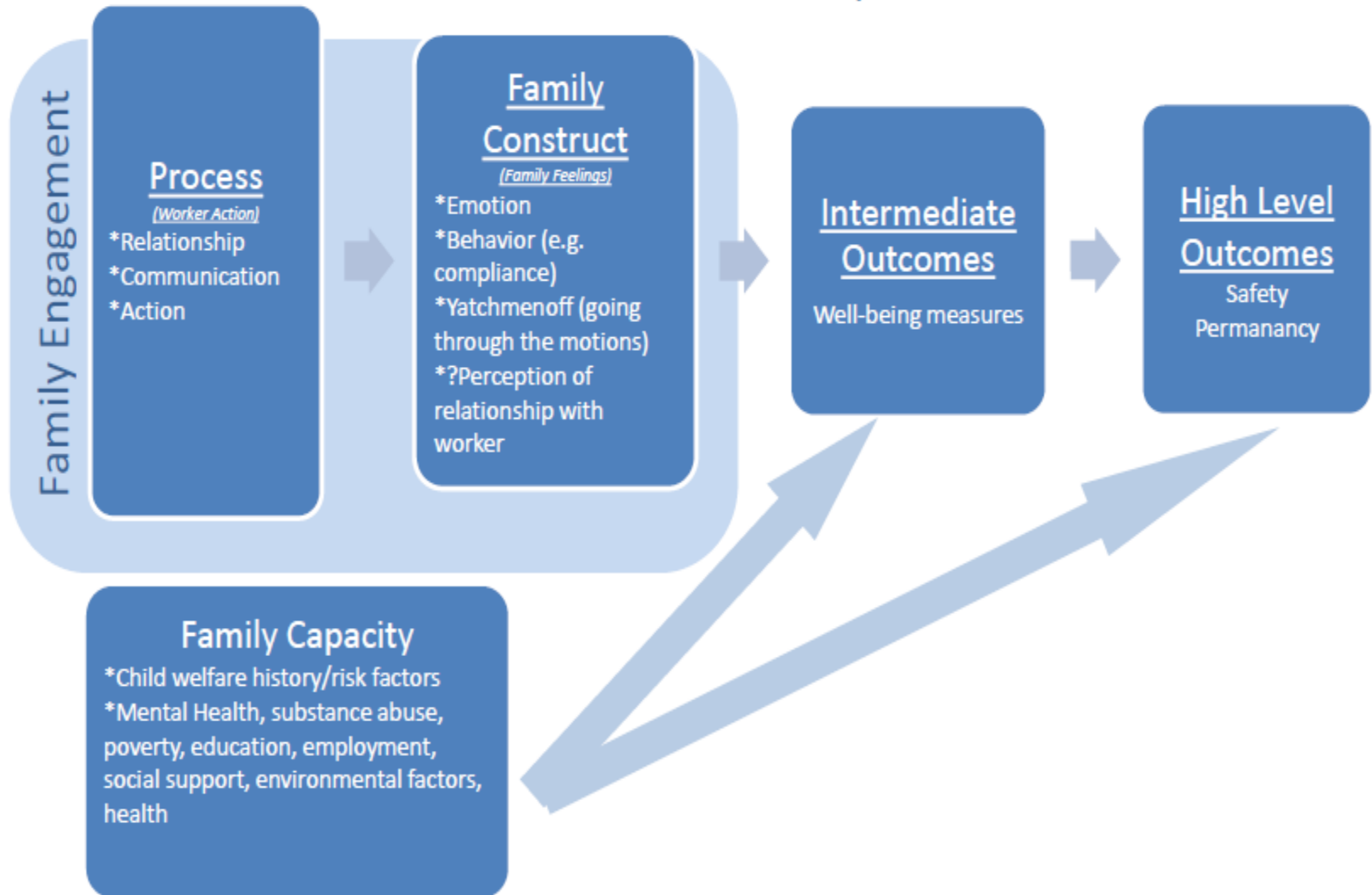
Strongly Agree	AR (n=277)	TR (n=117)	Diff
I really <u>made use of the services</u> my caseworker gave me.	42%	26%	16%*
Working with my caseworker has given me <u>more hope</u> about how my life is going to be in the future.	35%	20%	15%*
I <u>wasn't just going through the motions</u> , I was really involved in working with my caseworker.	44%	31%	13%*
What the agency wanted me to do was the <u>same as what I wanted</u> .	47%	29%	18%*

Testing this ARC Model

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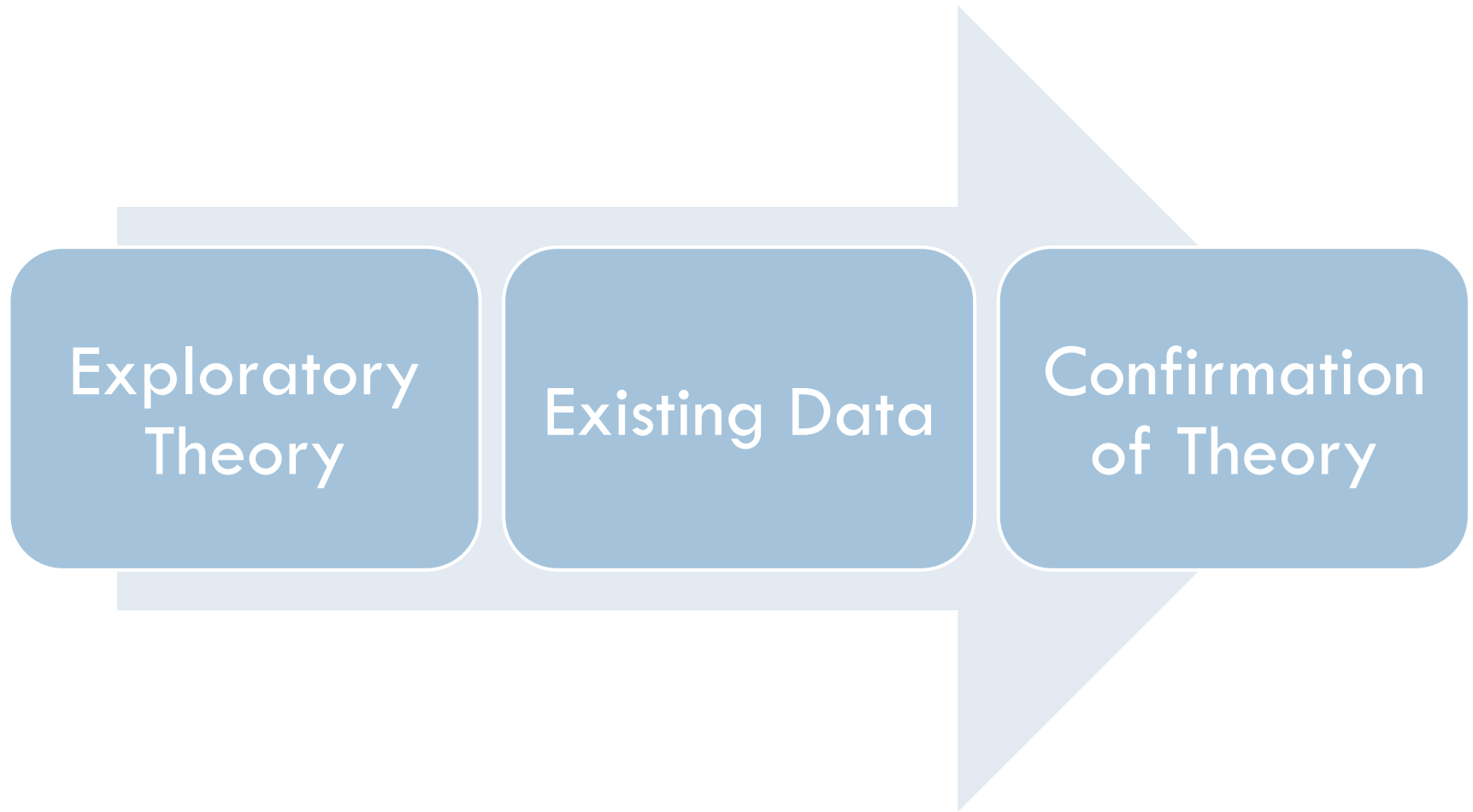
- Exploratory Factor Analysis using Ohio's DR data from:
 - ▣ General Caseworker Survey (at the system level)
 - ▣ Caseworker Report (case specific)
 - ▣ Family Survey (case specific)

Does “Family Engagement” lead to better child welfare outcomes?
How do we answer this question.....



Measuring Family Engagement through exploratory factor analysis

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Looking at SOAR data differently

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□ Action

- ▣ Service Linkages
- ▣ Contact with the families
- ▣ Caseworkers' self-assessment of skills
- ▣ Families' willingness to change

□ Relationship

- Caseworkers' self-assessment of skills
- Family perceptions of relationship with worker

□ Communication

- ▣ Caseworkers' self-assessment of skills
- ▣ Perceptions of communication

Action Construct

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GCWS	I can usually find services in my community that can help keep children safe in their homes
	It is easy to work with most of the service providers in my community
	Case skills: fact finding, evaluating case facts, gathering complete and quality information, effectively having clients complete case plans, linking families with resources to meet family needs, decision making
	Interpersonal skills: facilitating change/counseling
Case Reports	Number of face to face contacts with family
	Were services provided to family
	Was I&R given to family
	Did you help family obtain services from any of the following
	How well were services matched to family needs
Family Survey	Did you get any of the following services?
	Was there help that your family needed that you did not receive?
	How many times did you meet with caseworker?

Relationship Construct

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Source	Question	Scale
GCWS	Interpersonal skills: empathizing	1-3
GCWS	Interpersonal skills: interpersonal relationships	1-3
GCWS	Interpersonal skills: cultural sensitivity	1-3
GCWS	Case skills: partnering with families	1-3
FS	How satisfied are you with way you were <u>treated by caseworker</u> ?	1-3
FS	How well did the <u>caseworker understand</u> your needs?	1-3
FS	How often did <u>caseworker consider</u> your opinion before making decisions that concerned you?	1-3
FS	Did <u>caseworker recognize</u> things you do well?	Dichotomous

Communication Construct

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GCWS	Interpersonal skills: interviewing
GCWS	Interpersonal skills: listening
GCWS	Interpersonal skills: non-verbal communication
FS	How carefully did caseworker listen to what you had to say
FS	Were there things important to you that did not get talked about?
FS	How easy was it to contact caseworker?

Family Construct

Family Construct			
FS	3	How did you feel after <u>first contact</u> with caseworker? relieved, angry, hopeful, afraid, respected, worried, comforted, disrespected, encouraged, thankful, stressed, discouraged	1=yes, 0=no
FS	8	What the agency wanted me to do was the same as what I wanted	strongly agree, agree, not sure, disagree, strongly disagree
FS	8	I really made use of the services my caseworker gave me	strongly agree, agree, not sure, disagree, strongly disagree
FS	8	Working with my caseworker has <u>given me hope</u> about how my life is going to be in the future	strongly agree, agree, not sure, disagree, strongly disagree
FS	8	I wasn't just going through the motions, I was really involved in working with my caseworker.	strongly agree, agree, not sure, disagree, strongly disagree

Factor Analysis

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- To get a small set of variable (preferably uncorrelated) from a large set of variable (most of which are correlated to each other)
- To create indexes with variables that measure similar things (conceptually)
- Two types of factor analysis: exploratory and confirmatory

<http://dss.princeton.edu/training/>

Factor Analysis of 1-7 scales

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Your perceptions of skill level in:	Factor 1	Factor 2	Factor 3	Construct Category
Interviewing	.651	-.081	.347	Communication
Listening	.123	.672	.351	Communication
Facilitating change/counseling	.198	.063	.696	Action
Non-verbal communication	-.025	.129	.808	Communication
Empathizing	-.009	.786	.152	Relationship
Interpersonal Relationships	.400	.569	.058	Relationship
Cultural Sensitivity	.795	.228	-.087	Relationship
Fact Finding Skills	.970	-.278	.003	Action
Evaluating case facts	.830	.088	.164	Action
Gathering complete & quality information	.745	.198	.111	Action
Effectively having clients complete case plans	.620	.271	-.157	Action
Decision Making Skills	.771	.097	.163	Action
Communication with clients	.550	.280	.074	Action

Factor 1: ACTION

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Your perceptions of skill level in:	Factor 1	Factor 2	Factor 3	Construct Category
Interviewing	.651	-.081	.347	Communication
Cultural Sensitivity	.795	.228	-.087	Relationship
Fact Finding Skills	.970	-.278	.003	Action
Evaluating case facts	.830	.088	.164	Action
Gathering complete & quality information	.745	.198	.111	Action
Effectively having clients complete case plans	.620	.271	-.157	Action
Decision Making Skills	.771	.097	.163	Action
Connecting families with needed resources	.550	.280	.074	Action

- 8 Items
- Cronbach's Alpha = .935

Factor 2: RELATIONSHIP

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Your perceptions of skill level in:	Factor 1	Factor 2	Factor 3	Construct Category
Listening	.123	.672	.351	Communication
Empathizing	-.009	.786	.152	Relationship
Interpersonal Relationships	.400	.569	.058	Relationship

- 3 Items
- Cronbach's Alpa = .891

Factor 3: ?? COMMUNICATION

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Your perceptions of skill level in:	Factor 1	Factor 2	Factor 3	Construct Category
Facilitating change/counseling	.198	.063	.696	Action
Non-verbal communication	-.025	.129	.808	Communication

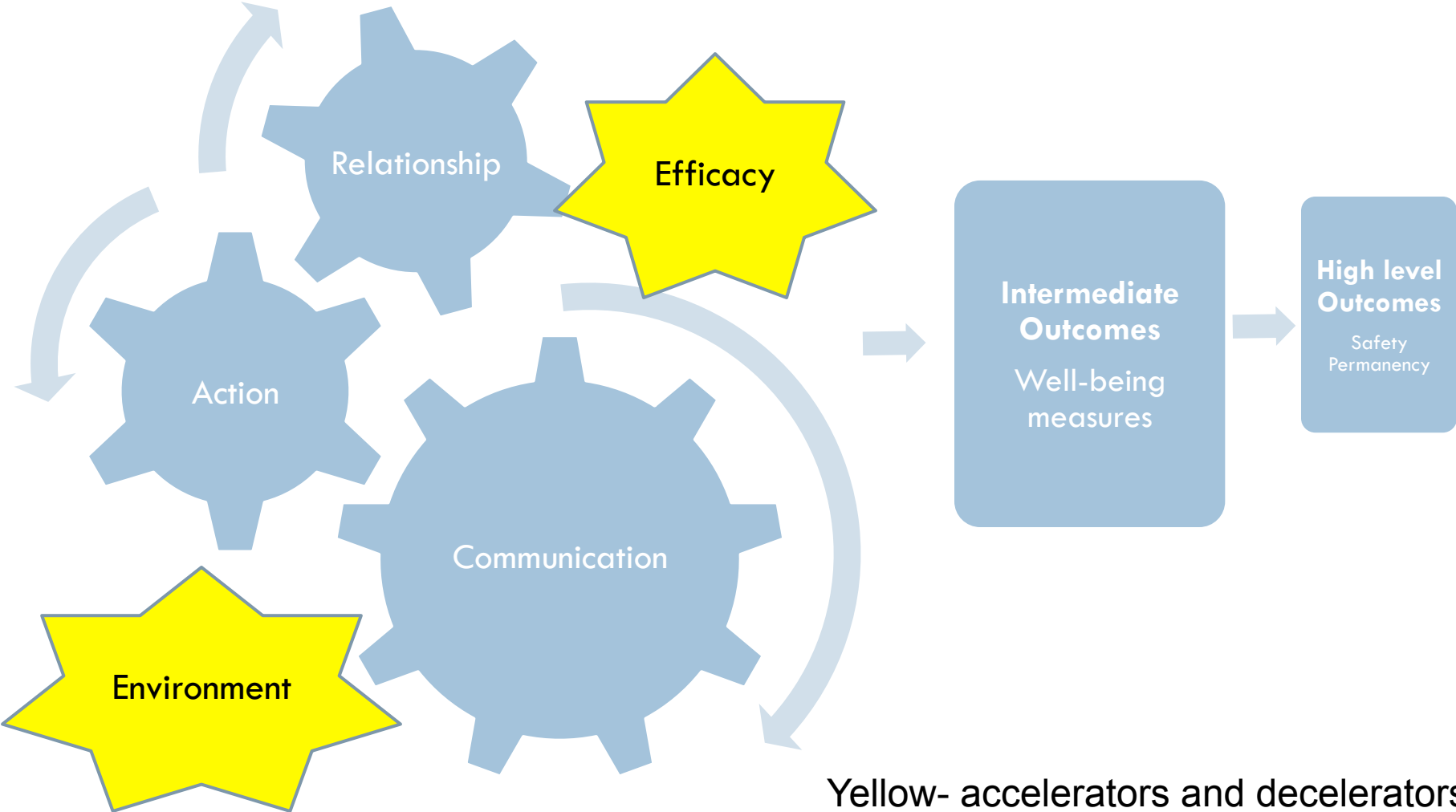
- 2 Items
- Cronbach's Alpa = .867

What was lacking?

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- Limited use of relationship data
 - ▣ Limited data from family perspective
 - ▣ Very limited data from caseworker perspective
- Limited use of communication data
- Heavy reliance on contact as a proxy for action
- Limited use of caseworker skill data
- Limited use of caseworker approach data (strength-based approach vs. child safety approach)

Latest and Greatest FE Framework



Next Steps & Considerations

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- Better definition of positive engagement
 - ▣ Ensure two-way perspective is defined
 - ▣ Clarify ARC components and accelerators/decelerators
- Develop questions/collect data
- Test model/theory
- Refine model

Discussion

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What do you think????

Contact Information

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