
Parent Support Outreach Program

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Child Protection & Child Welfare in Minnesota

- Minnesota screens out approximately 2/3 of all child maltreatment referrals.
- Many families who are screened out have significant exposure to child maltreatment risk factors.
- Minnesota has a rich array of community based services but many at-risk families lack the capacity to independently engage services.
- These families could benefit from outreach and service engagement.
Parent Support Outreach Program (PSOP) Description

- PSOP is a voluntary child welfare program offering family support services to at-risk families
- Intended to complement Minnesota’s differential response to reports of child maltreatment
- Families served by county child welfare agencies or through contracts with community based social service providers
Eligibility Criteria

- Families not currently active with child protection or child welfare services
- Families with at least one child age ten or under who are identified as follows:
  - Reports screened out of CPS
  - Self referrals of child welfare concerns
  - Community referrals of child welfare concerns
Pilot Conditions

- 38 Minnesota counties participating
- 5000 families to be served over the life of the pilot
- Pilot time frame 4/1/05 thru 12/31/08
- Pilot counties receive $1000 per family service grants
- Funded in part by a McKnight Foundation grant
Program Purpose

- Test the impact of early intervention services on outcomes for at-risk families
- Develop systems of engagement and service system infrastructure for families not traditionally served by the child welfare system
- Connect at-risk families with enduring supports within their communities
Service Categories

- Case management services
- Basic needs (food, clothing, shelter etc.)
- Parenting education
- Family and crisis counseling
- Child development services
- Child care
- Treatment screening and referral
- Other services as identified by family
Service Delivery

- Eligible families offered participation in the program by the county
- Families accepting services complete a strength and needs assessment & child well-being assessment
- Family and county or contracted community social worker develop a service plan
- Provide planned services
- Check in with families 6 months after service closing
Many families have service needs that meet or exceed those found in open child protection cases.

Engagement requires active efforts by service providers.

Length of service expectation has to be adjusted upward for these families.

Average cost of service delivery is higher (50%) than funding allocated.

Several case vignettes.
PSOP Research Design
Logic Model

Characteristics of families, family members and family situations

Needs of families and family members

Responses of PSO workers and agencies

Immediate Outcomes:
relief of needs, improved service access

Long-term Outcomes:
Improvement in families, such as knowledge, welfare and safety of children, etc.

1. Data collection:
   Family Needs and Strengths Instrument
   Child Well Being Instrument
   SSIS (Minn. SACWIS)

2. Data collection:
   Short-term follow-up
   Worker Feedback about Families and Feedback from Families

3. Data collection:
   Family at later follow-up
   Family Feedback One-Year Later and SSIS
As of August 31, 2007

- 5,123 families had been offered PSOP services.
- 2,099 (41%) had accepted the offer.

The number of cases was slightly larger than the number of families because some families had two separate PSOP cases.
Some Characteristics of Families

- 55.6% were female-headed families without a husband or boyfriend,
- 46.4% were mother-only families with no other adult present.
- Families averaged 2.3 children each.
- Average Age of Children 5.7 years
- Percent Age 5 & under 57%

Mother-only families had no other adult in the home, but female-headed families may have had another adult, such as the mother’s parent or sibling.
Total Household Income of PSOP Families in Last Year (as of 8/31/07)

- Less the $10,000: 45%
- $10,000 to $19,999: 23%
- $20,000 to 29,999: 16%
- $30,000 to 39,999: 9%
- $40,000 or more: 7%
Current Employment Situation of PSOP Household Head

- Full-time: 28%
- Part-time: 22%
- Not Employed: 45%
- Unemployed and volunteering: 5%
Highest Education Level of PSOP Household Head

- High school dropout: 17%
- High school diploma or GED: 35%
- Some college or two-year degree: 43%
- Four years of college or more: 5%
Types of Public Assistance Received during the Past 12 Months

- Food stamps: 61.7%
- WIC: 53.9%
- Child support: 35.9%
- TANF: 35.2%
- School breakfast or lunch program: 24.2%
- Social Security disability: 18.8%
- Housing assistance: 17.2%
- Utilities assistance: 16.4%
- Unemployment benefits: 8.6%
Based on worker reports in the SDM Family Needs and Strengths (FNS) instrument and the Extended Family Assessment (EFA), an data collection tool created by evaluators.

<table>
<thead>
<tr>
<th>Strengths and Needs of Families Accepting PSOP Services-1</th>
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</thead>
<tbody>
<tr>
<td><strong>FNS (n=820) and EFA (n-828)</strong></td>
<td></td>
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<tr>
<td>Emotional/Mental Health</td>
<td></td>
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<tr>
<td>Demonstrates good coping skills</td>
<td>8.5%</td>
</tr>
<tr>
<td>No Known diagnosed mental health problems</td>
<td>49.6%</td>
</tr>
<tr>
<td>Minor or moderate diagnosed mental health problems</td>
<td>33.5%</td>
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<tr>
<td>Chronic or severe diagnosed mental health problems</td>
<td>8.3%</td>
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<tr>
<td>Parenting Skills</td>
<td></td>
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<tr>
<td>Good parenting skills</td>
<td>20.4%</td>
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<tr>
<td>Minor difficulties in parenting skills</td>
<td>52.8%</td>
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<tr>
<td>Moderate difficulties in parenting skills</td>
<td>24.8%</td>
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<tr>
<td>Destructive parenting patterns</td>
<td>2.1%</td>
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<tr>
<td>Substance Use</td>
<td></td>
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<tr>
<td>No/some substance use</td>
<td>84.9%</td>
</tr>
<tr>
<td>Moderate substance use problems</td>
<td>9.7%</td>
</tr>
<tr>
<td>Serious substance use problems</td>
<td>5.4%</td>
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<tr>
<td>Specific substances (EFA)</td>
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<tr>
<td>Adult alcohol abuse - moderate</td>
<td>11.1%</td>
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<tr>
<td>Adult alcohol abuse – severe</td>
<td>3.9%</td>
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<tr>
<td>Adult methamphetamine abuse – moderate</td>
<td>1.4%</td>
</tr>
<tr>
<td>Adult methamphetamine abuse – severe</td>
<td>1.1%</td>
</tr>
<tr>
<td>Adult other substance abuse – moderate</td>
<td>5.8%</td>
</tr>
<tr>
<td>Adult other substance abuse - severe</td>
<td>1.7%</td>
</tr>
<tr>
<td>Housing /Environment /Basic Physical Needs</td>
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<tr>
<td>Adequate basic needs</td>
<td>33.9%</td>
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<tr>
<td>Some problems, but correctable</td>
<td>50.1%</td>
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<tr>
<td>Serious problems, not corrected</td>
<td>13.7%</td>
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<tr>
<td>Chronic basic needs deficiency</td>
<td>2.3%</td>
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<tr>
<td>Family Income (EFA)</td>
<td></td>
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<tr>
<td>Inadequate income/poverty – moderate</td>
<td>48.9%</td>
</tr>
<tr>
<td>Inadequate income/poverty – severe</td>
<td>15.1%</td>
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<tr>
<td>Family Relationships</td>
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<tr>
<td>Supportive relationships</td>
<td>19.3%</td>
</tr>
<tr>
<td>Occasional problematic relationship(s)</td>
<td>49.4%</td>
</tr>
<tr>
<td>Domestic discord</td>
<td>23.3%</td>
</tr>
<tr>
<td>Serious domestic discord/domestic violence</td>
<td>8.0%</td>
</tr>
<tr>
<td>Child Characteristics</td>
<td></td>
</tr>
<tr>
<td>Age-appropriate, no problems</td>
<td>37.8%</td>
</tr>
<tr>
<td>Minor problems</td>
<td>39.8%</td>
</tr>
<tr>
<td>One child has severe/chronic problems</td>
<td>16.2%</td>
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<tr>
<td>Children have severe/chronic problems</td>
<td>4.3%</td>
</tr>
<tr>
<td>Social Support Systems</td>
<td></td>
</tr>
<tr>
<td>Strong support network</td>
<td>10.4%</td>
</tr>
<tr>
<td>Adequate support network</td>
<td>42.2%</td>
</tr>
<tr>
<td>Limited support network</td>
<td>43.7%</td>
</tr>
<tr>
<td>No support or destructive relationships</td>
<td>3.7%</td>
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</tbody>
</table>
### Strengths and Needs of Families Accepting PSOP Services-2
**FNS (n=820) and EFA (n=828)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caregiver(s) Abuse/Neglect History</strong></td>
<td>No evidence of problem</td>
<td>69.7%</td>
</tr>
<tr>
<td></td>
<td>Caregiver(s) abused/neglected as a child</td>
<td>20.7%</td>
</tr>
<tr>
<td></td>
<td>Caregiver(s) in foster care as a child</td>
<td>7.7%</td>
</tr>
<tr>
<td></td>
<td>Caregivers(s) perpetrator of abuse/neglect in the last 5 years</td>
<td>2.4%</td>
</tr>
<tr>
<td><strong>Communication/Interpersonal Skills</strong></td>
<td>Strong skills</td>
<td>13.9%</td>
</tr>
<tr>
<td></td>
<td>Appropriate skills</td>
<td>60.7%</td>
</tr>
<tr>
<td></td>
<td>Limited or ineffective skills</td>
<td>23.7%</td>
</tr>
<tr>
<td></td>
<td>Hostile/destructive</td>
<td>1.7%</td>
</tr>
<tr>
<td><strong>Caregiver(s) Life Skills</strong></td>
<td>Good life skills</td>
<td>16.1%</td>
</tr>
<tr>
<td></td>
<td>Adequate life skills</td>
<td>54.8%</td>
</tr>
<tr>
<td></td>
<td>Poor life skills</td>
<td>27.3%</td>
</tr>
<tr>
<td></td>
<td>Severely deficient life skills</td>
<td>1.8%</td>
</tr>
<tr>
<td><strong>Physical Health</strong></td>
<td>No adverse health problem</td>
<td>80.0%</td>
</tr>
<tr>
<td></td>
<td>Health problem or disability</td>
<td>16.7%</td>
</tr>
<tr>
<td></td>
<td>Serious health problem or disability</td>
<td>3.3%</td>
</tr>
<tr>
<td><strong>Disability, Mental Retardation or Chronic Health Condition (EFA)</strong></td>
<td>Adult disability/MR – moderate</td>
<td>7.6%</td>
</tr>
<tr>
<td></td>
<td>Adult disability/MR – severe</td>
<td>1.6%</td>
</tr>
<tr>
<td></td>
<td>Child disability/MR – moderate</td>
<td>7.5%</td>
</tr>
<tr>
<td></td>
<td>Child disability/MR – severe</td>
<td>2.8%</td>
</tr>
<tr>
<td></td>
<td>Adult chronic physical condition - moderate</td>
<td>9.8%</td>
</tr>
<tr>
<td></td>
<td><strong>Adult chronic physical condition - severe</strong></td>
<td>3.6%</td>
</tr>
<tr>
<td></td>
<td>Adult chronic emotional condition - moderate</td>
<td>23.6%</td>
</tr>
<tr>
<td></td>
<td><strong>Adult chronic emotional condition - severe</strong></td>
<td>8.5%</td>
</tr>
<tr>
<td><strong>Employment/Income Management</strong></td>
<td>Employed</td>
<td>32.1%</td>
</tr>
<tr>
<td></td>
<td>No Need for employment</td>
<td>12.8%</td>
</tr>
<tr>
<td></td>
<td>Underemployed</td>
<td>20.6%</td>
</tr>
<tr>
<td></td>
<td><strong>Unemployed</strong></td>
<td>34.5%</td>
</tr>
<tr>
<td><strong>Community Resource Utilization</strong></td>
<td>Seeks out and utilizes resources</td>
<td>23.5%</td>
</tr>
<tr>
<td></td>
<td>Utilizes resources</td>
<td>51.2%</td>
</tr>
<tr>
<td></td>
<td>Resource utilization problems</td>
<td>23.7%</td>
</tr>
<tr>
<td></td>
<td>Refusal to utilize resources</td>
<td>1.6%</td>
</tr>
</tbody>
</table>
Prior Contact with Service Systems of PSOP Accepters and Decliners (SSIS)

- At least one of the services to the right: 58.2% Accepters, 43.0% Decliners
- CPS reports or cases: 36.8% Accepters, 27.7% Decliners
- Child welfare services: 26.5% Accepters, 14.7% Decliners
- Child care services: 10.1% Accepters, 6.9% Decliners
- Adult chemical dependency treatment: 18.3% Accepters, 10.1% Decliners
- DD and mental health services (children): 9.8% Accepters, 6.9% Decliners
- DD and mental health services (adults): 8.7% Accepters, 4.6% Decliners
- DD and mental health services (adults): 10.6% Accepters, 6.1% Decliners
PSO families vs FAR families
Annual Income

- Less than $15,000: 60.5% PSOP, 49.7% AR
- $15,000 to $30,000: 23.4% PSOP, 24.9% AR
- More than $30,000: 16.1% PSOP, 25.4% AR
PSO families vs FAR families
Employment Situation of Household Head

Employed Full-Time
- PSOP: 39.0%
- FAR: 50.4%

Unemployed
- PSOP: 44.1%
- FAR: 27.6%
PSOP families vs FAR families
Level of Education

- High school drop out
  - PSOP: 17.5%
  - FAR: 19.4%

- High school diploma or GED
  - PSOP: 34.9%
  - FAR: 23.4%

- Some college or two years of college
  - PSOP: 42.9%
  - FAR: 48.6%

- Four years of college or more
  - PSOP: 4.8%
  - FAR: 8.6%
Age of PSOP and AR Children

Mean number of children under 18: AR=2.2  PSOP=2.3
Issues Addressed and in Which There was Marked Improvement while the Case was Open (EFA, n=828)
Overall Improvement from the Perspective of Families and Workers

Workers indicated that at least one issue or problem in the preceding list had improved for 68.2% of families that accepted services.

From the family survey, 36.4% of family caregivers reported that their families were somewhat better off and 40.5% reported that they were much better off.

Total positive response of families regarding improvements was 76.9%.
Services with Any Participation by Families (Worker Reports)

- Childcare/daycare services: 40.9%
- Respite care/crisis nursery: 22.9%
- Medical or dental care: 30.7%
- Marital/family/group counseling: 20.5%
- Mental health/psychiatric services: 16.5%
- Drug abuse treatment: 12.7%
- Alcohol abuse treatment: 11.0%
- Domestic violence services: 6.6%
- Emergency shelter: 6.8%
- Help with rent or house payments: 19.2%
- Housing services: 21.7%
- Help with basic household needs (utilities, repair, etc.): 28.5%
- Emergency food: 28.0%
- TANF, SSI or food stamps: 26.3%
- Assistance with transportation: 26.3%
- Assistance with employment: 25.8%
- Vocational/skill training: 19.7%
- Educational services: 14.5%
- Legal services: 12.7%
- Parenting classes: 6.5%
- Homemaker/home mangmt. assist.: 8.3%
- Assistance from support groups: 6.6%
- Disability services: 6.6%
- Recreational services: 16.5%
- Other: 16.5%

Percent
Appropriateness of Services from the Worker and Family Perspectives

Workers indicated that services in cases where services were provided were:

Well matched for 47.7% percent of families served.

Adequately matched to service needs for 45.9%.

Total positive response: 93.6% adequately or well matched.

In 6.4% of cases services were poorly or very poorly matched.

Responding families that received services:

90.0% reported that the help or services received were generally the kind they needed.

10.0% said they generally were not.
Mean Level of Participation in Services by Families*
(Worker Ratings on a Scale: 1 to 5)

* Limited to families to whom a service was provided
Constellations of Services Provided

Poverty-related services

• Primarily rent, household needs, emergency food and public assistance but also with stronger loadings on medical, educational/job-related services and childcare

Drug/Alcohol abuse treatment services

• Primarily these but also including mental health/psychiatric services and parenting classes and negatively related to poverty measures

Domestic Violence/Family Discord services

• Primarily domestic violence services, marital/family/group counseling, emergency shelter and assistance from support groups and negative loadings on help with public assistance, assistance with employment and medical/dental services

Disability/Educational Services

• Primarily disability services, educational services and homemaker/home management assistance with negative loadings on childcare, respite care, and alcohol/drug abuse treatment
Poverty-Related Services to Impoverished Families

### Income Levels

- **36.0%** Adequate Income
- **48.9%** Inadequate income/poverty at moderate levels
- **15.1%** Inadequate income/poverty at severe levels

### Poverty-related Services

- **43.1%** High provision/participation
- **40.8%** Moderate provision/participation
- **16.1%** Low provision/participation
Effects of Poverty-Related Services to Impoverished Families on Subsequent Occurrence of Accepted Child Abuse and Neglect Reports

Cox Proportional Hazards Chart of Days to a Subsequent Report of Child Abuse and Neglect for Different Poverty-Related Service Levels

Days until a subsequent accepted report of child abuse and neglect

Cum Survival

Poverty-related Services
- Low
- Low to moderate
- Moderate to high
Effects of Drug/Alcohol Treatment Services on Subsequent Occurrence of Accepted Child Abuse and Neglect Reports

Cox Proportional Hazards Chart of Days to a Subsequent Report of Child Abuse and Neglect for Different Drug and Alcohol Treatment Services Levels

Cum Survival

Days until a subsequent accepted report of child abuse and neglect occurs
Contact Information

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Web sites
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