

Evaluation of a Family Organization Integrating Local and National Evaluation Data

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Abstract

While supportive, family organizations are widely viewed as essential elements of Systems of Care, sustaining these organizations after federal funding ends can be a challenge. Partnering with university faculty, ParentVOICE, a grassroots, family support organization, has developed an evaluation process that combines internal records of activities and surveys of parents with local (fidelity) and national (outcomes) evaluation data to provide evidence about the impact of ParentVOICE on youth and families. This will contribute to a growing evidence base regarding the impact of family organizations and increase sustainability.

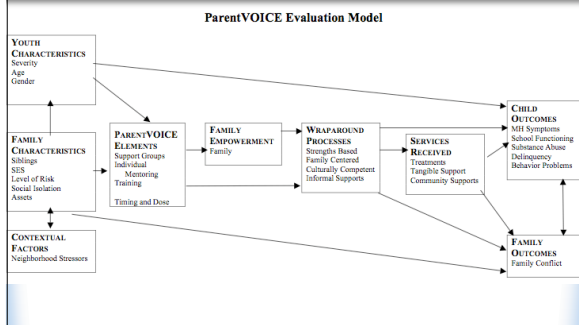
Introduction

- ParentVOICE (PV): a grassroots, family support organization serving families with youth who have SED
- PV is staffed by trained caregivers
- Provides resources and supports, including:
 - ♦ trainings
 - ♦ individual support
 - ♦ referrals
 - ♦ participation on boards and committees

Introduction

- ParentVOICE
 - ♦ Saw need for evaluation
 - ♦ Sought help from university partners
- ParentVOICE, together with partners
 - ♦ Developed logic model as part of broader sustainability plan
 - ♦ Created recordkeeping processes, database
 - ♦ Trained staff
 - ♦ Developed evaluation model
 - ♦ Piloted measures and strategies

Evaluation Model



Evaluation Design

PV serves families enrolled in the local SOC (MeckCARES) and others. Family involvement in PV services/supports is being linked to local and national evaluation measures, as shown below:

Groups	Measures			
ParentVOICE ONLY	Parent Empowerment			
ParentVOICE + MeckCARES	Parent Empowerment	Wraparound Fidelity	Service Utilization	Child/Family Changes
MeckCARES ONLY		Wraparound Fidelity	Service Utilization	Child/Family Changes

Parent Empowerment Scale;
Impact Survey

Participant Rating Form (PRF)
Team Observation Form (TOF)

MSSC-R

CBCL: YSS, FLQ, RCMAS;
RADE, D'S, GAW

Parent Empowerment

Psychological Empowerment Scale

(Akey, Marquis & Ross, 2000)

- ♦ Attitudes
- ♦ Formal Participation
- ♦ Informal Participation
- ♦ Skills and Knowledge

Phone survey of PV families

3 or more contacts

Wraparound Fidelity

- Participant Rating Form (PRF) (Cook et al, 2007)
 - ♦ 13-19 items; Completed Child/Family Team participants
 - ♦ At end of each CFT meeting
 - ♦ Three sections
 - Access
 - Process
 - Accomplishments
- Team Observation Form (TOF)
 - ♦ Observations of team meeting by trained observers

Service Utilization

- Multi-Sector Service Contacts-Revised
 - ♦ Type and number of services received
- Cultural Competence and Service Provision Questionnaire
 - ♦ Degree to which services meet needs and are culturally sensitive

Youth/Family Functioning

- Youth functioning (completed by caregiver):
 - ♦ Child Behavior Checklist (CBCL)
 - ♦ Columbia Impairment Scale (CIS)
 - ♦ Educational Questionnaire (EQ-R)
- Family functioning (completed by caregiver):
 - ♦ Family Life Questionnaire
 - ♦ Caregiver Strain Questionnaire

Youth/Family Changes

- Youth functioning (completed by youth):
 - ♦ Revised Children's Manifest Anxiety Scale (RCMAS)
 - ♦ Reynolds Adolescent Depression Scale (RADS)
 - ♦ Substance Use Survey (SUS)
 - ♦ GAIN Quick-R (Substance Problem Scale)
 - ♦ Delinquency Survey (DS)

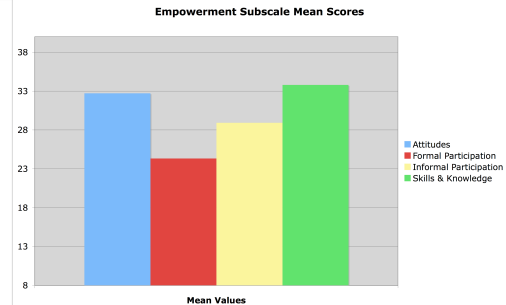
Implementation

- Developed consent procedures
- Pilot tested impact survey; administered Psychological Empowerment Scale and specific items from Caregiver Efficacy Scale
- Identified overlapping families in National Evaluation, local evaluation, PV to maximize data collection
- Continue to revise database, data collection procedures for PV services

PV Impact Survey Items

- Using the information that ParentVOICE provided, I can better access service and supports.
- I have used the information and support provided by ParentVOICE to improve services for my family.
- I am a more effective advocate for myself and child due to the support provided by ParentVOICE.
- I have used the information about my child's rights to help him/her in school.
- I have a better understanding of my child's mental health issues due to my involvement with parentVOICE.
- Based on information and support provided by ParentVOICE, I feel more confident talking to professionals.
- Based on support from ParentVOICE I feel empowerment to have a voice in decisions about my child.
- I feel a greater sense of hope regarding my child's future based upon my interactions with ParentVOICE.

Results



Results

Impact Survey

Item	Mean	% of Agree or Strongly Agree
Access Service and Supports	3.73	70.7%
Improve Services	3.66	63.4%
Effective Advocate	3.80	68.3%
Rights in School	3.68	68.3%
Understand Mental Health	3.71	65.8%
Talking to Professionals	3.80	70.7%
Empowered in decisions	3.83	70.8%
Sense of Hope	3.66	63.4%

- 1-5 likert scale with 1 being strongly disagree and 5 being strongly agree
- Alpha=.94

Challenges

- Deciding what goes in database
- Finding competent database assistance
- Accurate recording of data
- Matching data identified by youth vs caregiver
- Consent
- Sufficient overlapping fidelity, PV, National Evaluation data

Lessons Learned

- Important to keep staff involved throughout the process
- Make sure your recordkeeping strategy meets your needs when "borrowing" someone else's

Next Steps

- R21 grant application
 - Involvement of other agencies (family partners)
- Collecting and merging data
- Disseminating results

Contact us

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