

Measuring Family Outcomes in Family to Family Support: Development of a Family Needs and Strengths Assessment (FANS)

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Background:
The Quest

To examine using mixed method quantitative and qualitative data whether parents & caregivers connected with Family Support experience improved knowledge and skills in meeting the challenges of raising a child with mental health issues.

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Background:
Implementation Challenges

- Family Support is not a clinical program
- Family Support is about Parents & Caregivers Strengths and Needs not an identified child's Strengths and Needs
- Family Support has a very limited budget
- Process to collect and document information must be user friendly
- Measurement tool must have validity

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Background:
The Journey

- Keep focus on Hope, Empowerment and Future
- Parents & caregivers have a clear understanding of their individual Strengths and Needs
- Self-identified parent & caregiver driven goals
- Fidelity to NYS Family Support Program model

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Outcome-Engineering:
Program Monitoring and Evaluation Data System

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Outcome-Engineering:
A model for decision support and documentation for NYS Family Support.

Journey mapping web application consists of:

- Modules for each Family Support Program
- Web-based Interface for each family support staff to enter:
 - 1) qualitative data about each interaction they have with parent & caregiver- 'Journey Mapping';
 - 2) FANS Scale;
 - 3) Parent Empowerment Scale
- System tracks individual parent & caregiver using a unique identifier without including descriptive data;
- Includes Reports that can be used by Supervisors and staff to track and monitor progress
- Includes Reports that can be use to monitor program statistics.

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Development of Needs and Strengths Assessment tool specific to the work of Family Support (FANS)

- Reviewed New Jersey, Kids Oneida, & other existing CANS tools
- Gathered ONLY questions that referenced parent & caregiver
- Started with 30 parent & caregiver specific questions
- Cross walked with NYS program model which consists of: Advocacy & Support, Education & Skill Development, and Support Groups and Respite

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The NY Family Support-FANS tool

- 15 questions embedded within the data collection process
- Scale is similar to the Child and Adolescent CANS-MH tool
- Content reflects Caregiver Needs and Strengths areas with modified questions that reflect areas that family support addresses.

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NYS Family Support Outcomes: FANS

- | | |
|--|-------------------------|
| • knowledge of needs | • listening ability |
| • knowledge of rights and responsibilities, | • communication ability |
| • knowledge of service options | • organizational skills |
| • satisfaction with youth's living arrangements | • talents/interests |
| • satisfaction with youth's educational arrangements | • recreation |
| • satisfaction with school participation | • social resources |
| • satisfaction with current services | • optimism |
| | • involvement |

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Method:

Sample:

- 682 FANS were collected from 444 parent & caregivers who received family support in Western NY
- The majority of FANS were collected between November 2007 to August 2008

Analysis:

- The frequency of 'Needs' on each item was calculated from the first FANS collected from these 444 parents & caregivers (Needs = score of 2 or 3 on each FANS item)

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Method (cnt'd)

Analysis:

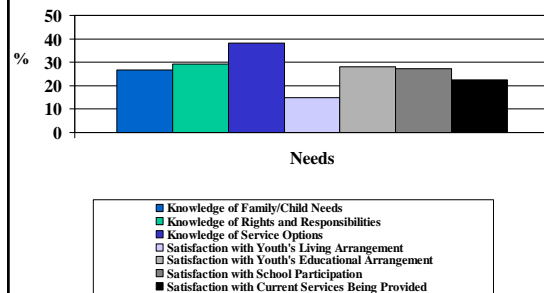
Outcomes - Pre and post scores were compared for 193 parents & caregivers that had at least 2 FANS

- Needs Met was calculated as movement from needs (2 or 3) to strengths (0 or 1) on each item
- A comparison of the difference between the post and pre scores were used to indicate if a parent & caregiver was doing better, stayed the same or got worse on each item.

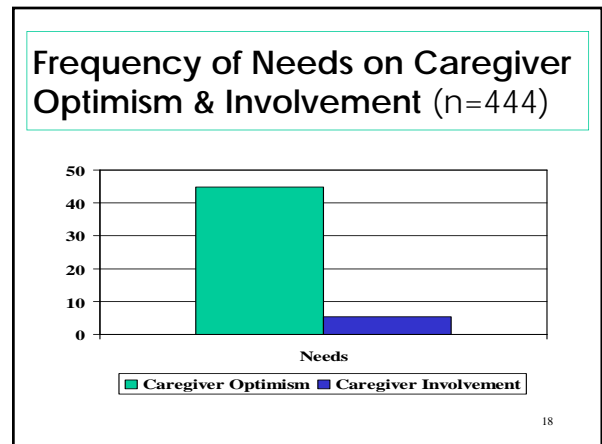
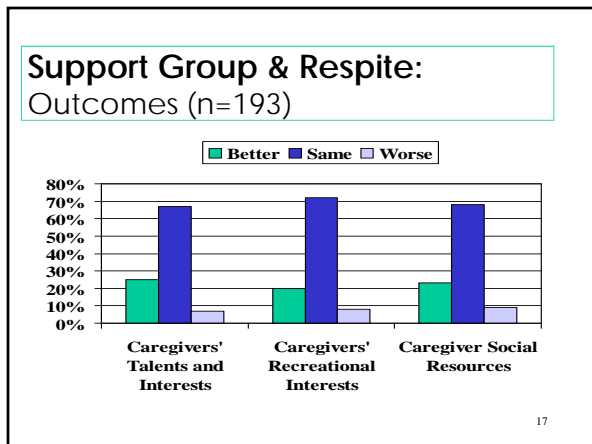
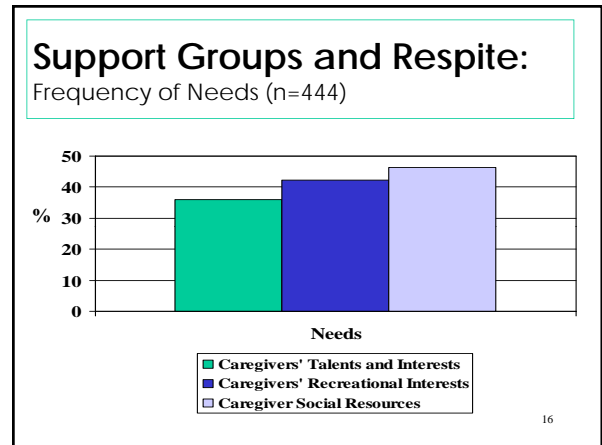
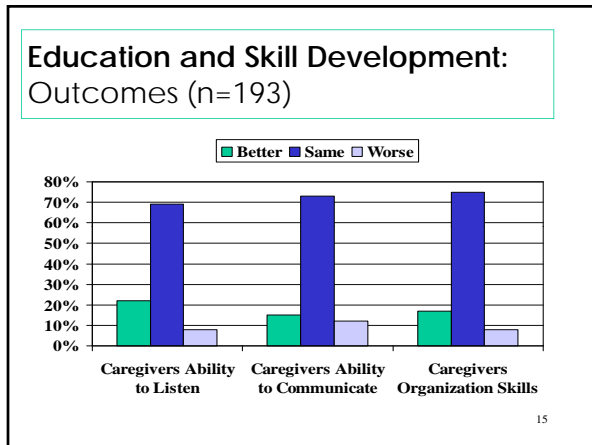
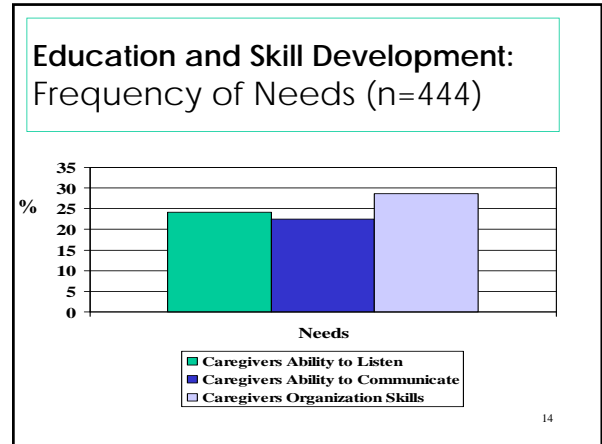
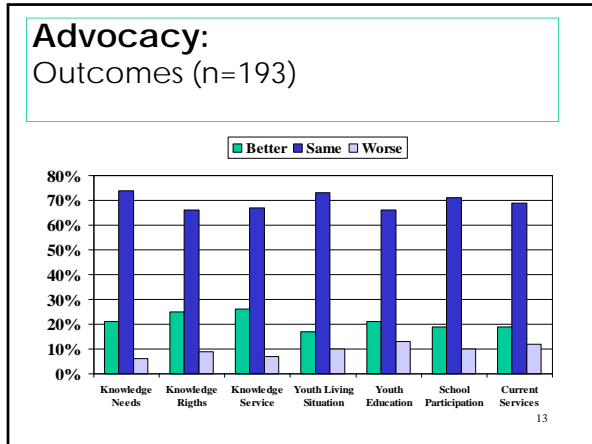
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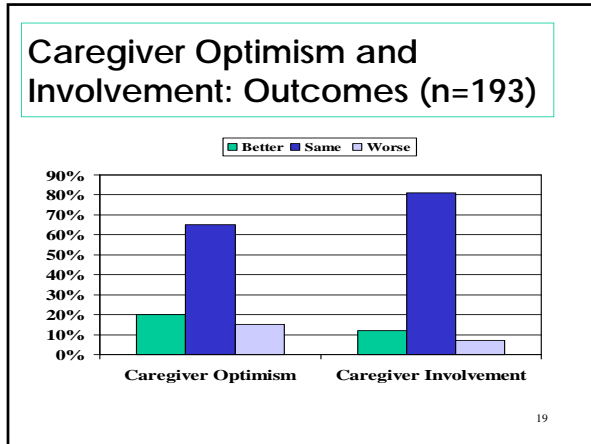
Advocacy:

Frequency of Needs (n=444)



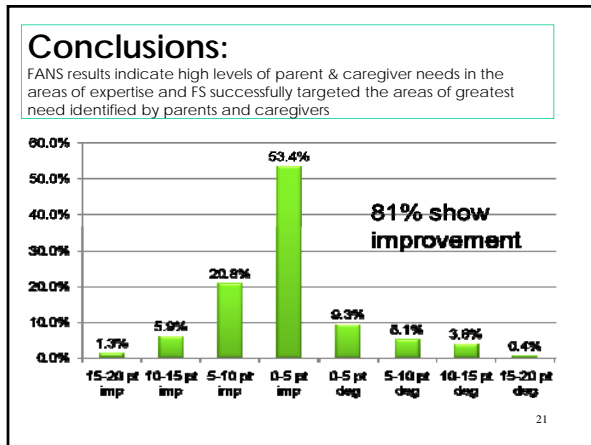
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Results:

Top Four NEEDS at Admission:	Top Four NEEDS Met:	Top Four areas Where parents & caregivers are STRONGER:
Social resources (46%)	Social resources (15%)	Knowledge of Service options (26%)
Optimism (45%)	Optimism (13%)	Talents and interests (25%)
Recreational interests (42%)	Knowledge of service options (13%)	Knowledge of rights and responsibilities (25%)
Knowledge of service options (38%)	Satisfaction with youth's education (12%)	Social resources (25%)



Discussion: Dispelling a Myth

Parent & Caregiver optimism and Parent & Caregiver involvement

- 45% of parents & caregivers scored this question a two or three.
 - And yet only
- 5% of parents & caregivers scored this question as a two or three.
 - Parents & Caregivers are committed to keeping their child at home, even when faced with a high degree of hopelessness

Lessons Learned:

What parents and caregivers are saying about the FANS

- Keeps everyone focused on Strengths & goals
- Better understanding of the systems
- Decreases the sense of feeling overwhelmed and operating from crisis mode all the time
- Greater confidence in ability
- Know how to make changes

Moving Forward:

Outcome-Engineering in Western Region provided the demonstration that this model is ready to be disseminated statewide

- Continue mining the data
- Continue to refine process at Advocate level
- Continue modifications of platform for better and more detailed data understanding
- Continue support for stakeholders utilizing the data in a transparent fashion to move child and family systems
- Continue linkage and training with Parent Empowerment Project for uniformity of Advocate skills leading to better parent & caregiver outcomes.

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