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

Nancy Craig, Parent Advisor NYS Office of Mental Health
Vicki McCarthy, Director Families’ Child Advocacy Network
Marleen Radigan, DrPH, MPH, MS, Associate Director, Bureau of Youth Services Research NYS Office of Mental Health

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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.

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

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

Outcome-Engineering:
Program Monitoring and Evaluation Data System

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 used to monitor program statistics.
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

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.

NYS Family Support Outcomes: FANS

- Knowledge of needs
- Knowledge of rights and responsibilities
- Knowledge of service options
- Satisfaction with youth's living arrangements
- Satisfaction with youth's educational arrangements
- Satisfaction with school participation
- Satisfaction with current services
- Listening ability
- Communication ability
- Organizational skills
- Talents/interests
- Recreation
- Social resources
- Optimism
- Involvement

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)
- 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.

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.

Advocacy:
Frequency of Needs (n=444)
22nd Annual RTC Conference Presented in Tampa, March 2009

Caregiver Optimism and Involvement: Outcomes (n=193)

Results:

<table>
<thead>
<tr>
<th>Top Four NEEDS at Admission:</th>
<th>Top Four NEEDS Met:</th>
<th>Top Four areas Where parents &amp; caregivers are STRONGER:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social resources (46%)</td>
<td>Social resources (35%)</td>
<td>Knowledge of Service options (26%)</td>
</tr>
<tr>
<td>Optimism (45%)</td>
<td>Optimism (13%)</td>
<td>Talents and interests (25%)</td>
</tr>
<tr>
<td>Recreational interests (42%)</td>
<td>Knowledge of service options (13%)</td>
<td>Knowledge of rights and responsibilities (25%)</td>
</tr>
<tr>
<td>Knowledge of service options (38%)</td>
<td>Satisfaction with youth's education (12%)</td>
<td>Social resources (25%)</td>
</tr>
</tbody>
</table>

Conclusions:

FANS results indicate high levels of parent & caregiver needs in the areas of expertise and FS successfully targeted the areas of greatest need identified by parents and caregivers.

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.
New York State Office of Mental Health
Dr. Kimberly Hoagwood: Parent Empowerment Project, Family Advocate Training "Parents as Change Agents"
Dr. Berry Kibel: Outcome-Engineering, Journey Mapping
Dr. John Lyons: Child and Adolescent Needs and Strengths tool, Family Support FANS

Presenter Contact Information:

• Nancy Craig, Parent Advisor, New York State Office of Mental Health, Coefmcr@omh.state.ny.us 716-432-6238
• Vicki McCarthy Director, Families' Child Advocacy Network Vicky@compeerbuffalo.org 716-884-2599
• Marleen Radigan DrPH, MPH, MS Associate Director, Bureau of Youth Services Research NYS Office of Mental Health Coevmar@omh.state.ny.us 518-473-9570