

SUPPORTED FAMILIES, STRONGER COMMUNITY QUARTERLY EVALUATION UPDATES

Contact Us

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APRIL
2024

AGENDA

Referral Tracking:

- # of referrals since launch and expansion
- # of referrals this fiscal year
- # of referrals by zip code
- # of referrals by agency – since launch and fiscal year
- # of referrals by family need & Interactive service map

Protective Factors Survey Results:

- # pre- and follow-up-PFS submitted – since launch and fiscal year
- Average survey scores by protective factor
- Referral alignment with PFS scores

Navigation Team Case Management:

- # of referrals and families served – since launch and fiscal year

‘Since launch’ refers to all data collected since launch on **April 1, 2021**;

‘Since expansion’ refers to all data collected since the expansion of the eligibility criteria on **APRIL 1, 2022**;

‘This fiscal year’ refers to all data collected **October 1, 2023 - September 30, 2024**;

All data is reported as of **March 31, 2024**.



Social Work
Research Center



Supported Families
Stronger Community

Forms and Tracking of Referral Episodes and Protective Factors Survey

Referral Episode Tracking (RET)



- **Collects total number of organizations/agencies** that a family member is referred to
- **Captures referral information** – where the referral came from, where it's going to
- Captures how each **referral episode aligns with the Protective Factors** (e.g., 'Please select which protective factor(s) you made this referral for')

PFS and RET Web-based Qualtrics forms go directly to CSU



PROTECTIVE FACTORS SURVEY

- Completed with family **at baseline** (e.g., initial referral) and every 3 months thereafter **with those continuing to work with the case management team**
- **A mean (average)** is calculated for each of the five protective factors which can **range from 1-4** (4 indicating a strong presence of that protective factor)
- The PFS is intended to help service providers to better assess changes in families' protective factors over time

Reminder: The Referral Episode Tracking form is a tracking mechanism that is **distinct from referrals to the SFSC navigation team and from an actual referral to another agency**

How many referrals have been submitted *since launch*?

Referral Episode Tracking Forms (RET)

2,040

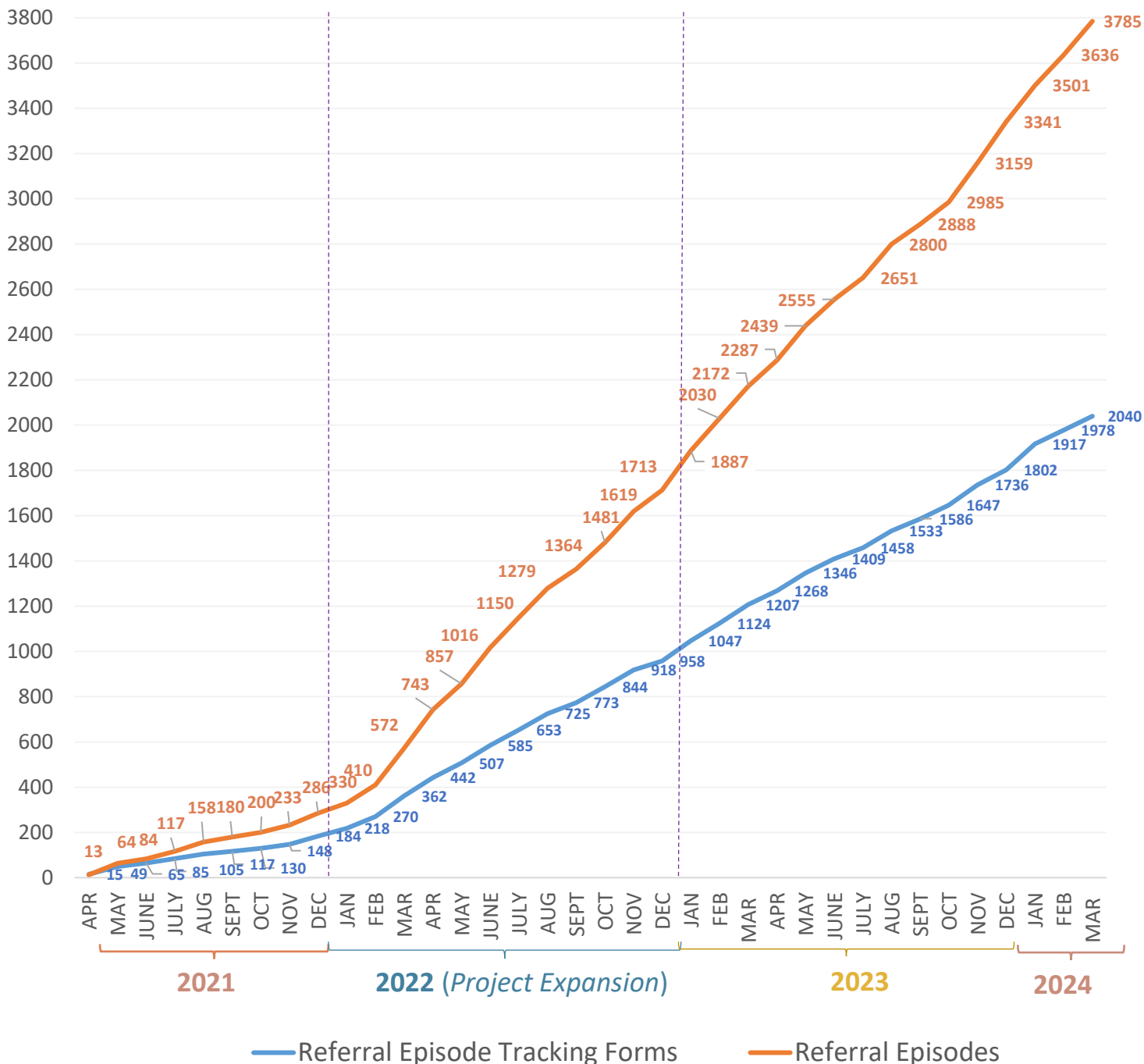
Referral Episode Tracking Forms submitted since launch

3,785

Referral episodes across all forms

An average of 1.86 referrals are submitted per form

Referrals by Month Since Launch



How many referrals have been submitted *this fiscal year*?

Referral Episode Tracking Forms (RET)

454

Referral Episode Tracking (RET) Forms submitted this fiscal year (FY)

897

Referral episodes submitted across all forms

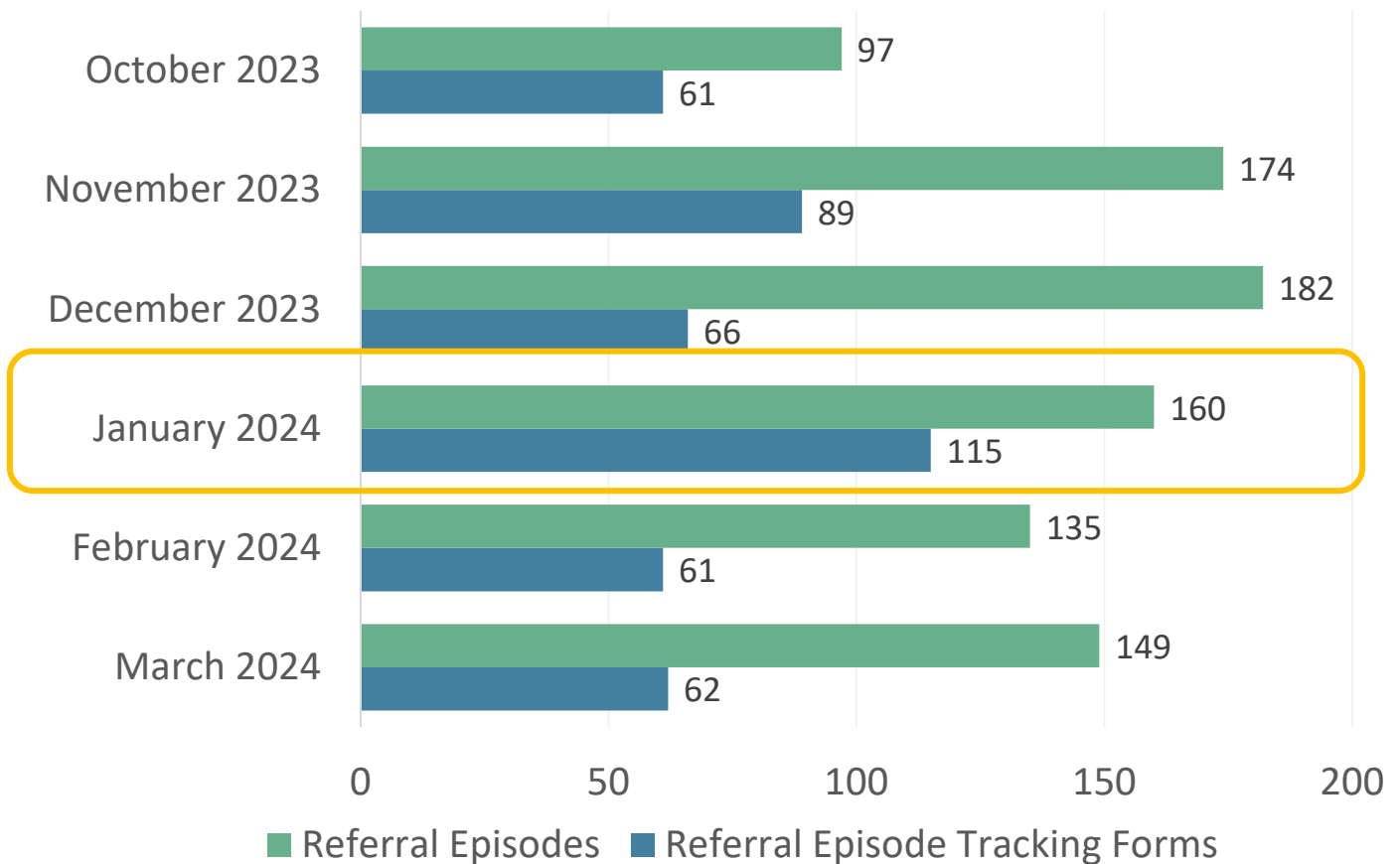
560 Referral Episodes

Progress to Goal



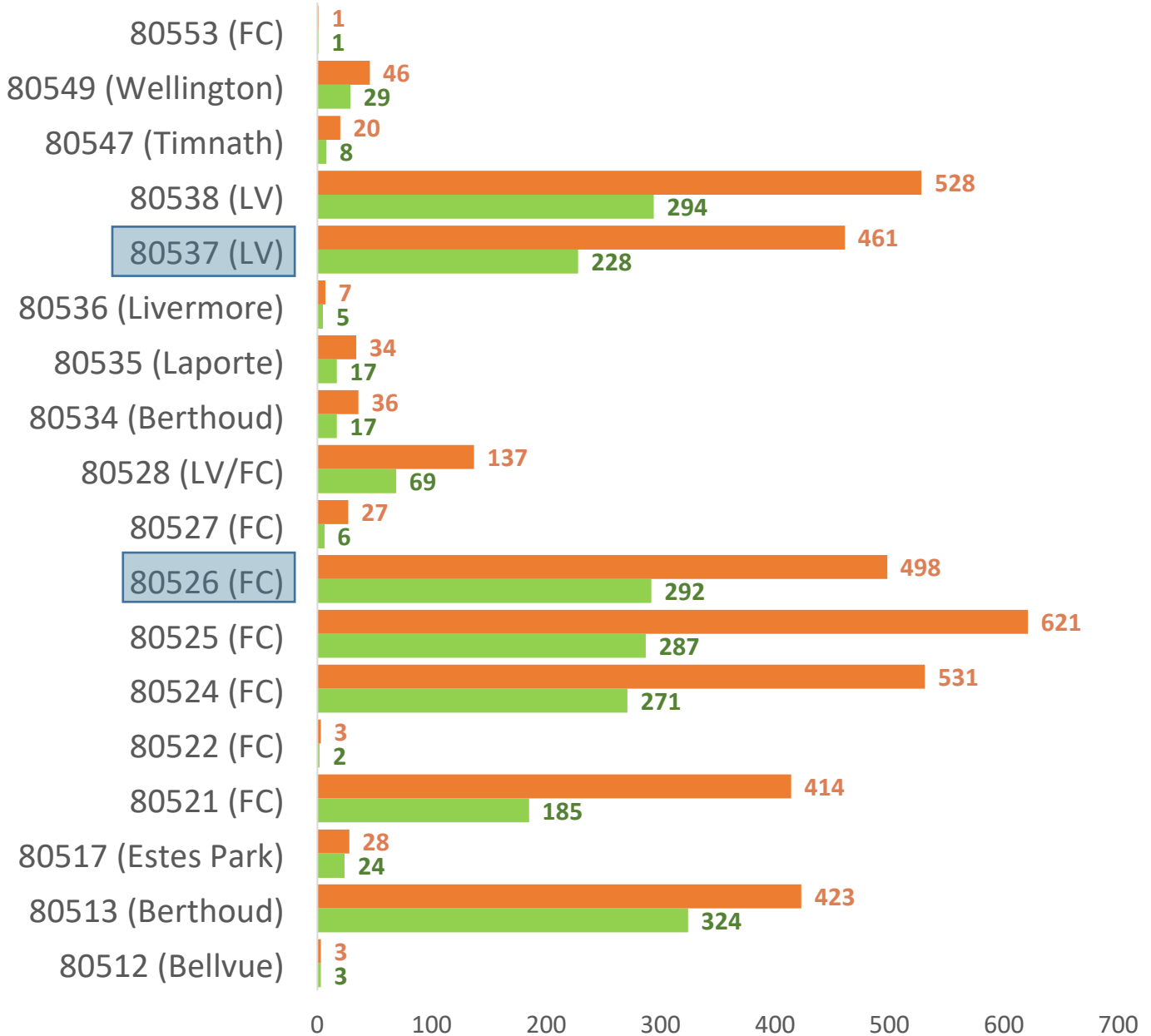
An average of 1.98 referrals are submitted per form

Referrals by Month this Fiscal Year



How many referral episode tracking forms (RETs) have been submitted *based on family members' zip code?*

Number of RETs and Referrals by Zip Code



Legend

Original Zip Code

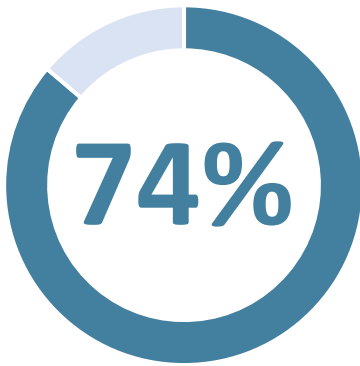
Referrals as of March 2024

#RET's as of March 2024

Reminder: All families that reside in any zip code that intersects with Larimer County are now eligible to participate in this Initiative

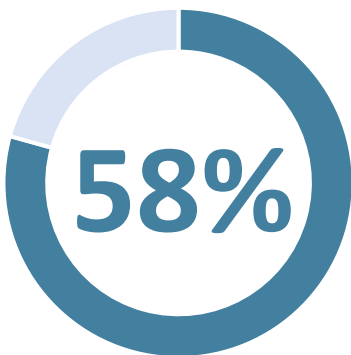
How many RETs have been submitted by each agency type *since launch* and *this fiscal year*?

Since Launch



of Onboarded Agencies have submitted at least one Referral Episode Tracking (RET) Form *since launch*

This Fiscal Year



of Agencies Have Submitted at least one Referral Episode Tracking Form (RET) *this fiscal year*

Progress to Goal



70% of agencies



Which needs have staff been addressing when making referrals *since launch*?



Legend



Number of times that protective factor was selected across all referral episodes



Protective factor selected

How many PFS have been submitted *since launch* and what do the scores show?

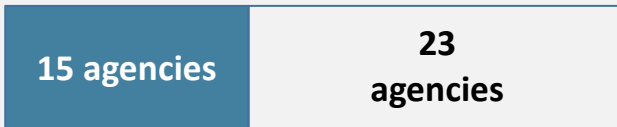
363 Initial PFS have been submitted

246 Follow-up PFS have been submitted

40%

IMPORTANT NOTE:
Number of onboarded agencies increased from 29 to 38 since January

Of agencies have submitted ≥ 1 PFS



Submitted at least 1 PFS | Have not submitted any PFS



Goal: $\geq 70\%$ of agencies submit ≥ 1 PFS annually

139

of **3-Month PFS** submitted since launch

70

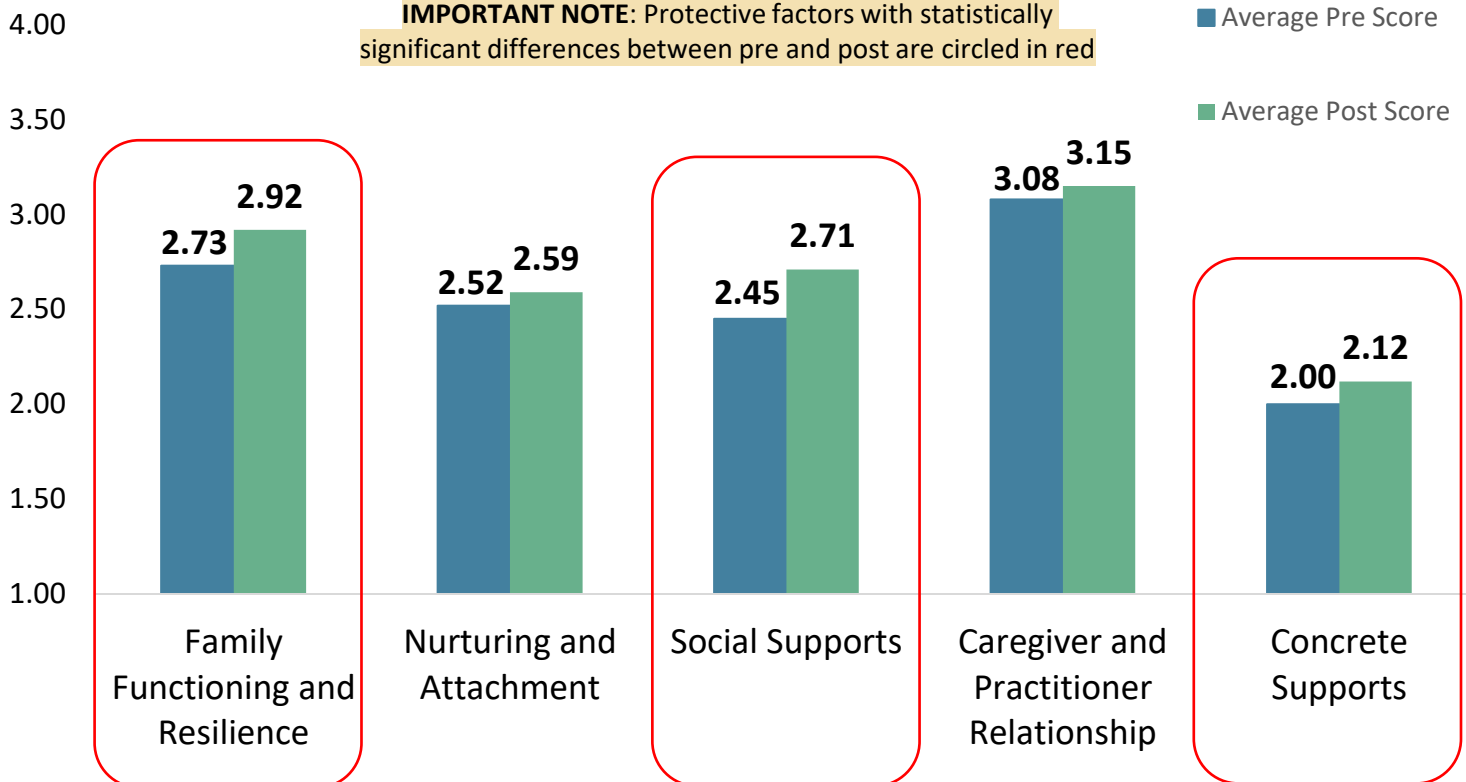
of **6-Month PFS** submitted since launch

37

of **9-Month PFS** submitted since launch

Average PFS Scores at Baseline and at Post

IMPORTANT NOTE: Protective factors with statistically significant differences between pre and post are circled in red



How many PFS have been submitted *this fiscal year?*

78

Initial PFS have been submitted in FY2023

110

Follow-up PFS have been submitted in FY2023

59%

Of agencies have submitted ≥ 1 PFS

17 agencies

12 agencies



Submitted at least 1 PFS



Have not submitted any PFS



Goal: $\geq 70\%$ of agencies submit ≥ 1 PFS annually

50

of **3-Month PFS** submitted

35

of **6-Month PFS** submitted

25

of **9-Month PFS** submitted

Feedback from Families – Gaps in Concrete & Social Supports

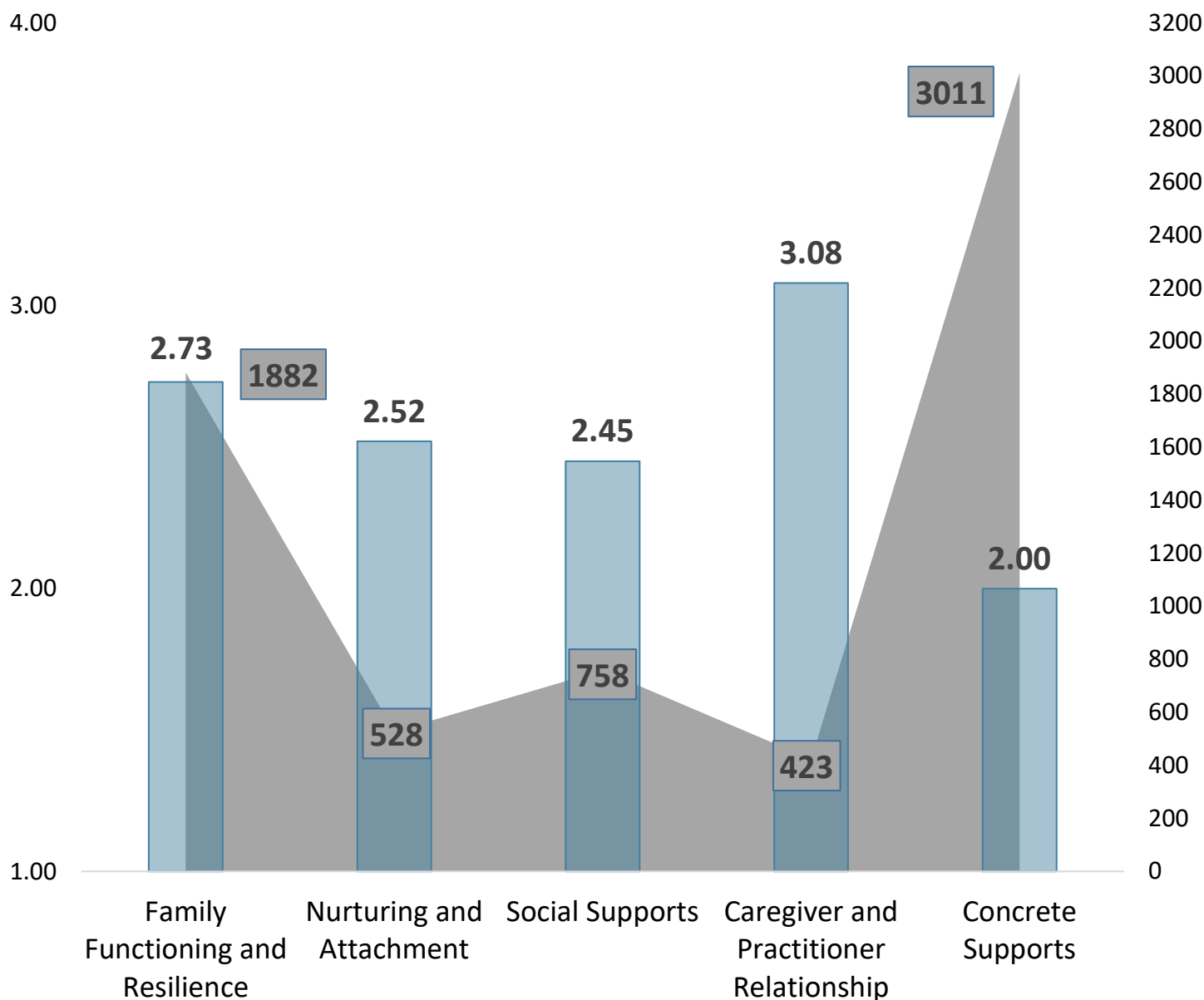
During their interviews, several family members who received service navigation/case management support shared challenges related to:

- 1) Removal or shortage of funding for childcare, housing, and financial assistance programs, and
- 2) Lack of social supports in the community (several described feeling isolated or lack of community supports)

What are solutions you have explored or applied with your teams (navigation team or agency staff)?

How do families' needs and referrals made by agency staff align?

Average Initial PFS Scores and # of Referrals Targeting Each Protective Factor since launch



Legend

- # referrals made for that protective factor
- Average PFS score

Data Interpretation Note: The lower the average score for the protective factor, the greater number of referrals we expect to see, which is what we are finding. In other words, the data show that Larimer County families have the greatest need for **concrete supports**, which is the protective factor receiving the most referrals.

Who are the SFSC Community Navigators and what is their role in this Initiative?

A graphic consisting of a light gray circle with a dark blue banner across its center. The banner contains the text "SFSC Navigation Team".


SFSC Navigation Team

The four SFSC Community Navigators – Rod, Tomas, Mary, and Elise – have a range of backgrounds and experiences and were hired as part of the grant **to support families across Larimer County**

A graphic consisting of a light gray circle with a dark blue banner across its center. The banner contains the text "Referrals to Navigators".

Referrals to Navigators

Referrals to the SFSC Navigators are **made by emailing Deb or the navigators directly with a completed referral form**. These referrals are also entered into the **Referral Episode Tracking form** in Qualtrics for tracking purposes

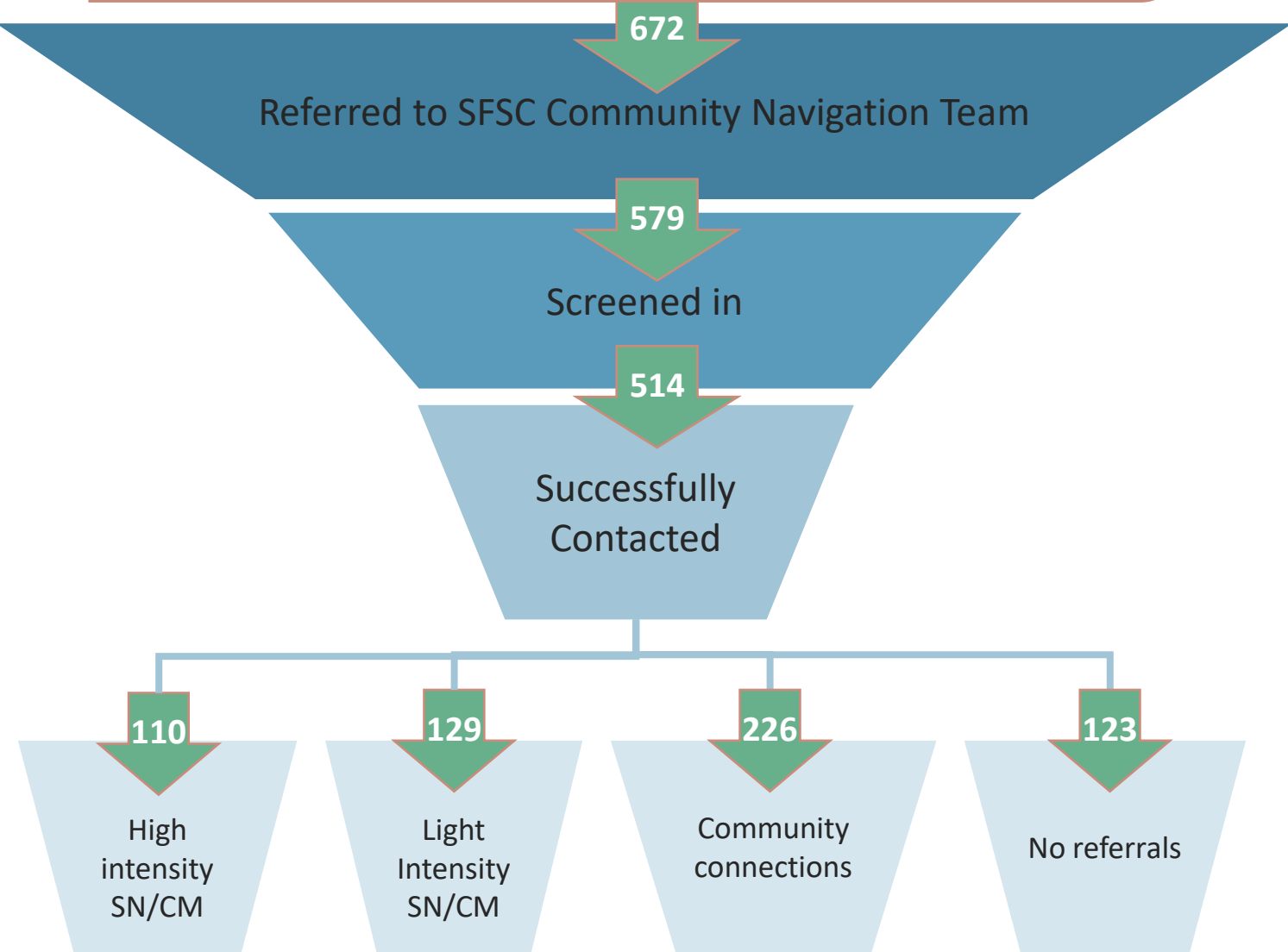
A graphic consisting of a light gray circle with a dark blue banner across its center. The banner contains the text "Service Navigation & Case Management".

Service Navigation & Case Management

The navigators **may work with families in various ways**: service connections and referrals for less than 30 days ('community connections'), or opening a **light or high intensity case**, meaning working with the family for a period greater than 30 days

How many referrals have been submitted to the navigators *since launch* and what happens after a referral?

Flow of families after being referred to SFSC navigators



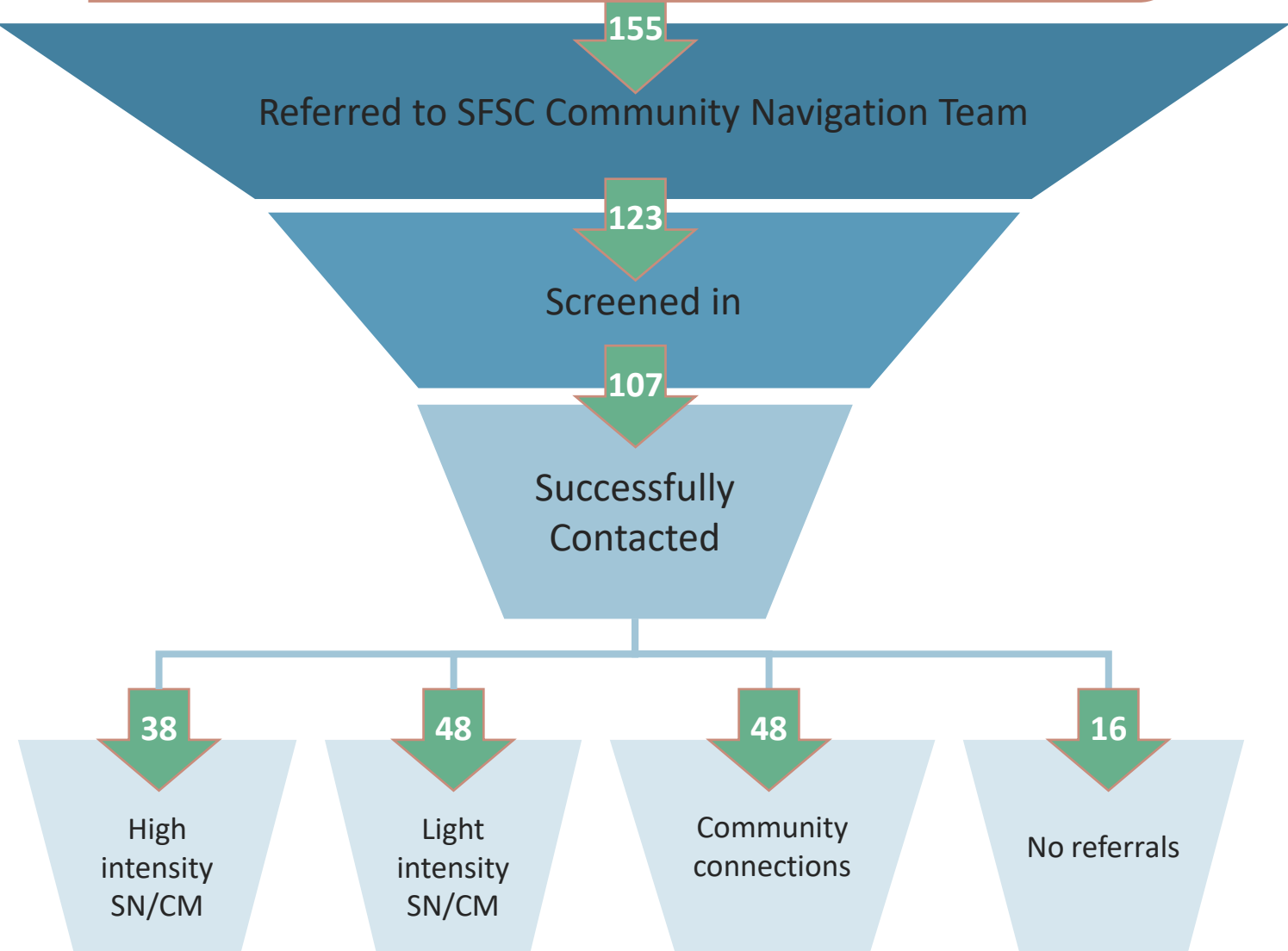
Data Interpretation Note: The numbers of the bottom 4 funnels (high intensity, light intensity, communication connections, and no referrals) do not add up to the number of families successfully contacted, as at any point in time there are families who are in the early stages of support and have not yet been assigned a service tier.



Goal: Each year, 100 families receive community connections, 100 receive light intensity case management and 75 receive high intensity case management.

How many referrals have been submitted to the navigators *this fiscal year* and what happens after a referral?

Flow of families after being referred to SFSC navigators



Progress to Goal





Thank You!

Thank you for everything that you do to support this Initiative and families across Colorado!

For more resources and information about the SFSC Initiative and evaluation, please e-mail Katie or Deb at anytime, and remember to check out our new website!

<https://www.larimer.gov/humanservices/cyf/supported-families-stronger-community>
