SUPPORTED FAMILIES, STRONGER COMMUNITY
QUARTERLY EVALUATION UPDATES

Contact Us

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AGENDA

- Referral tracking:
    - # of referrals since launch and post-expansion
    - # of referrals by zip code
    - # referrals by family need
    - Interactive service map
- Protective Factors Survey results:
    - # pre- and follow-up-PFS administered
    - Average survey scores by protective factor
    - Referral alignment with PFS scores
- Case management and service navigation:
    - # of families served since launch

Important Note: Throughout these slides, you will see references to 'since launch,' 'since expansion', and 'this 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 **January 1, 2022**;
'this fiscal year' refers to all data collected **since October 1, 2021**.
All data is reported as of **June 30, 2022**

LARIMER COUNTY

Social Work Research Center

Supported Families Stronger Community

What are referral episodes how do we track them, and why?

Referral Episode Tracking Forms (RET)

- **Web-based Qualtrics form** that goes directly to CSU
- **Captures referral information** – where the referral came from, where it's going, and how it aligns with the protective factors

Referral Episodes

- The **number of organizations/agencies that a family is referred to**
- Captured within the RET (e.g., 'Please select all orgs/agencies you referred this family to')

Alignment with Protective Factors

- A question in the Referral Episode Tracking form that **captures how each referral episode aligns with the Protective Factors** (e.g., 'Please select which protective factor(s) you made this referral for')

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**

What is the Protective Factors Survey and how are we using it in this Initiative?

Protective Factors

- The five protective factors in the PFS – concrete supports, family functioning and resilience, nurturing and attachment, social supports, and caregiver/practitioner relationship– **assess *family* protective factors to prevent child abuse and neglect**

Protective Factors Survey (PFS)

- Web-based Qualtrics survey where the **results go directly to CSU and to the family** (unless the family opts out of receiving results)
- Administered **at baseline** (e.g., initial referral) **and after 3-months, as well as after 6-months for families receiving SN/CM**

Interpreting Scores

- **A mean score** is calculated for each of the five protective scores and can **range from 1-4**, with 4 indicating a strong presence of that protective factor
- The PFS was not developed to make specific diagnoses, but rather to **guide case planning and provide feedback to agencies for continuous improvement**

How many referrals have been submitted *since launch*?

Referral Episode Tracking Forms (RET)

576
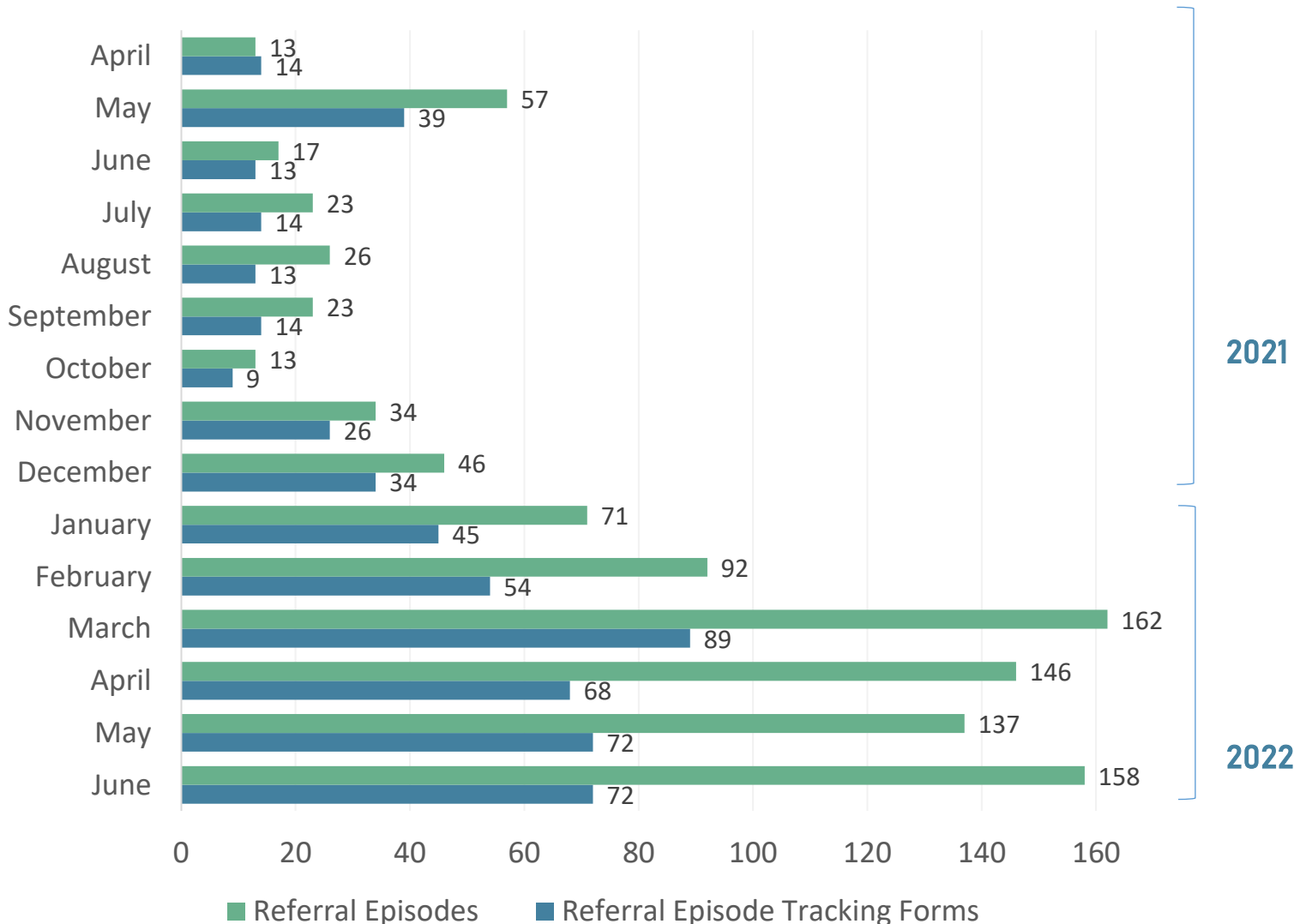Referral Episode Tracking Forms submitted since launch

1018
Referral episodes across all forms

An average of 1.42 referrals are submitted per form

Goal: ≥560 annual referral episodes

Referrals by Month Since Launch

Month	Referral Episodes	Referral Episode Tracking Forms
April	13	14
May	57	39
June	17	13
July	23	14
August	26	13
September	23	14
October	13	9
November	34	26
December	46	34
January	71	45
February	92	54
March	162	89
April	146	68
May	137	72
June	158	72

2021 (April–December)
2022 (January–June)

Legend: ■ Referral Episodes ■ Referral Episode Tracking Forms

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

Referral Episode Tracking Forms (RET)

469
Referral Episode Tracking (RET) Forms submitted this fiscal year (FY)

859
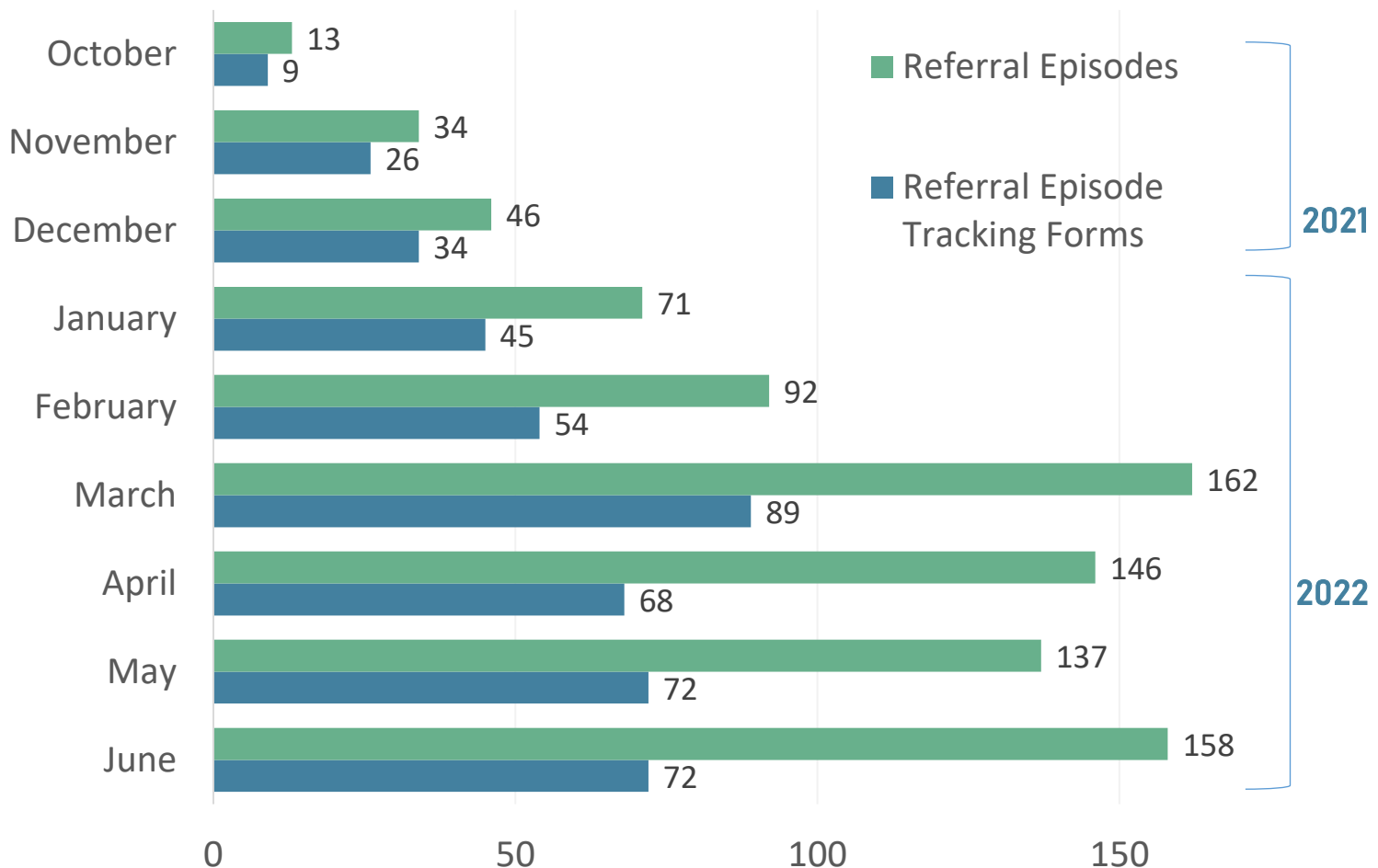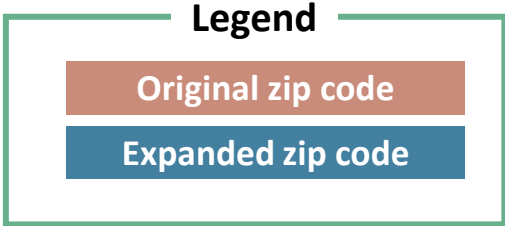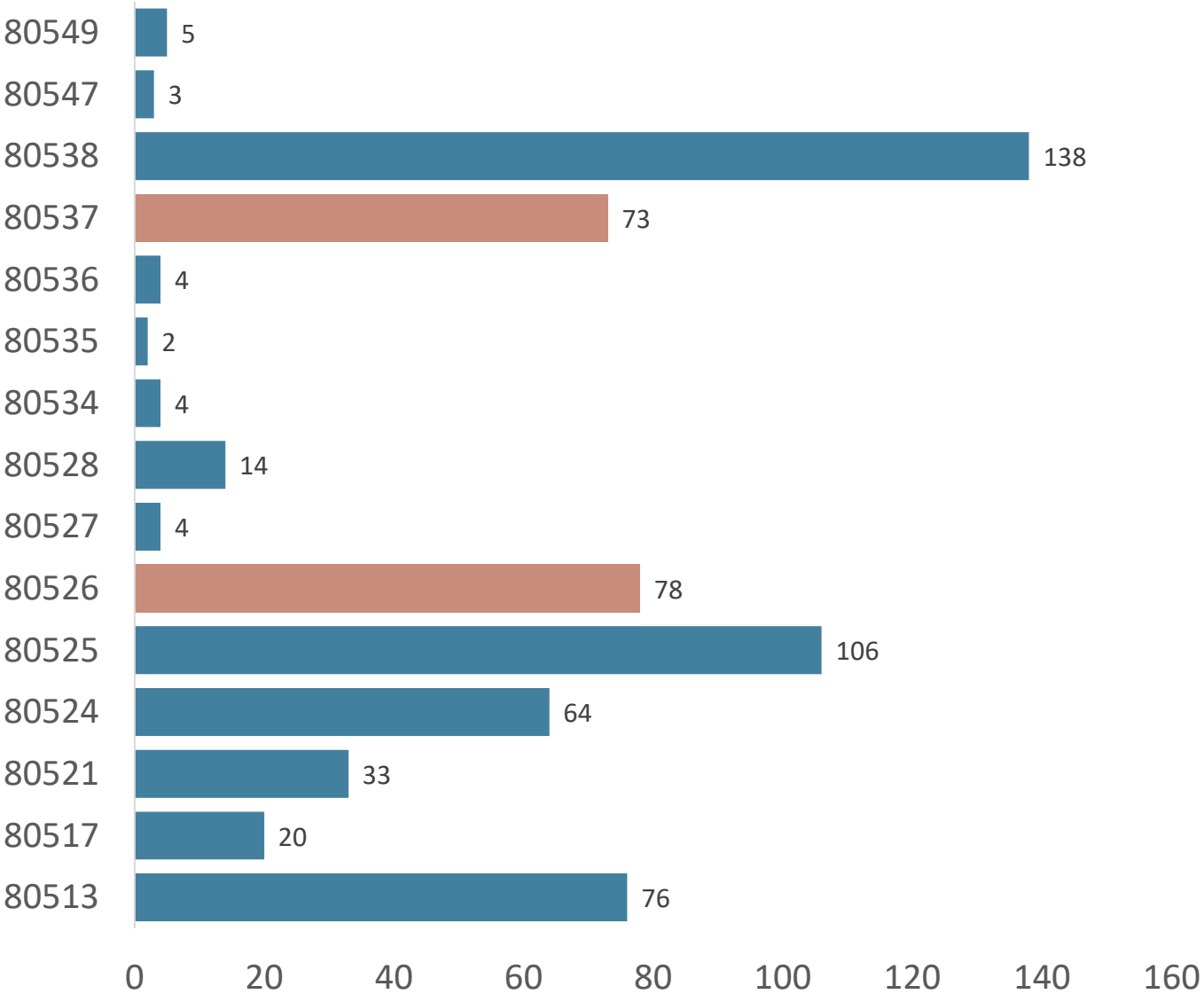Referral episodes submitted across all forms

560 Referrals

Progress to Goal | 1 | **83.75%**

An average of 1.63 referrals are submitted per form

Referrals by Month this Fiscal Year

Month	Referral Episodes	Referral Episode Tracking Forms
October	13	9
November	34	26
December	46	34
January	71	45
February	92	54
March	162	89
April	146	68
May	137	72
June	158	72

■ Referral Episodes
■ Referral Episode Tracking Forms

2021 (October–December)
2022 (January–June)

How many referral episode tracking forms (RETs) have been submitted by zip code *since expansion?*

Number of RETs by Zip Code Since Expansion

Zip Code	Number of RETs
80549	5
80547	3
80538	138
80537	73
80536	4
80535	2
80534	4
80528	14
80527	4
80526	78
80525	106
80524	64
80521	33
80517	20
80513	76

Legend
- Original zip code
- Expanded zip code

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?*
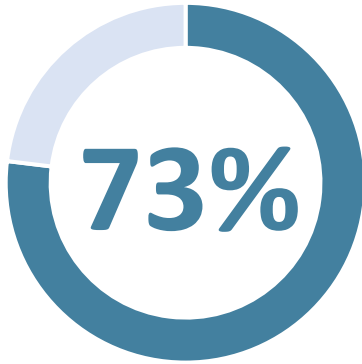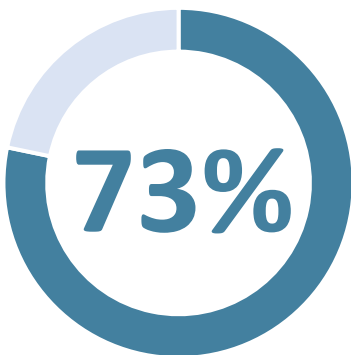
Since Launch

73% of Onboarded Agencies Have Submitted at least one Referral Episode Tracking (RET) Form *since launch*

🎯 **Goal**: >70% of agencies submit >1 RET annually

This Fiscal Year

73% of Agencies Have Submitted at least one Referral Episode Tracking Form (RET) *this fiscal year*
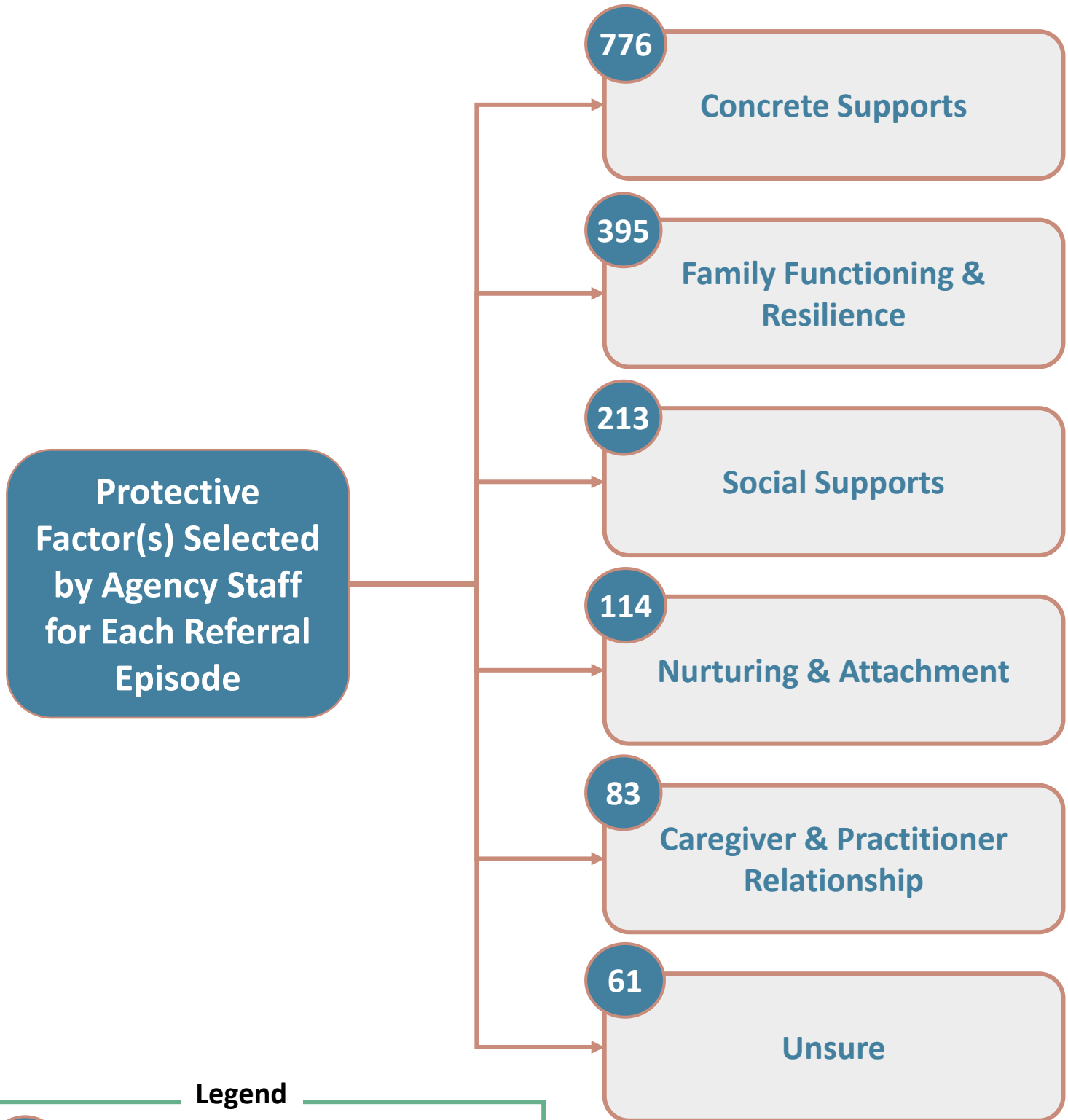
70% of agencies

Progress to Goal — **Goal surpassed!** 🎯

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

Protective Factor(s) Selected by Agency Staff for Each Referral Episode

776 — Concrete Supports

395 — Family Functioning & Resilience

213 — Social Supports

114 — Nurturing & Attachment

83 — Caregiver & Practitioner Relationship

61 — Unsure

Legend

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

▢ *Protective factor selected*

RET Data in Action: Interactive Service Mapping Platform

Interactive Service Map

https://embed.kumu.io/c48207f0a4b4a6b2e8607a63eb5f181b#untitled-map-3

Note: This map is updated monthly by the SWRC team with the most recent referral data. All data since launch is included in this map., **We recommend bookmarking the link** so that you can check back for updates!

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

98 Initial PFS have been submitted

15 follow-up PFS have been submitted

50%
Of agencies have submitted >1 PFS

13 agencies	13 agencies

- ■ Submitted at least 1 PFS
- □ Have not submitted any PFS

🎯 **Goal**: >70% of agencies submit >1 PFS annually

20%
Of families sent 3-month PFS◊ reminders ultimately submit a survey

13 PFS	53 PFS	14 PFS
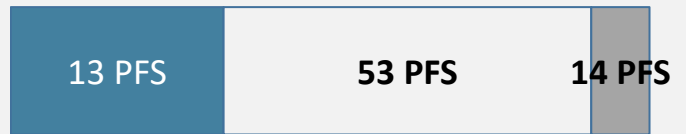
- ■ Sent & Completed
- □ Sent & Not Completed
- ■ Screened Out*

screened out is operationalized as a family's case being closed by an agency due to a lack of family engagement

Average PFS Scores at Baseline (n=98) and at 3-month follow-up (n=13)

Legend:
- ■ Average Baseline Score
- ■ Average 3-Month Score

| Category	Average Baseline Score	Average 3-Month Score
Family Functioning and Resilience	2.7	3.3
Nurturing and Attachment	2.4	2.8
Social Supports	2.6	2.9
Caregiver and Practitioner Relationship	3.1	3.4
Concrete Supports	2.2	2.3
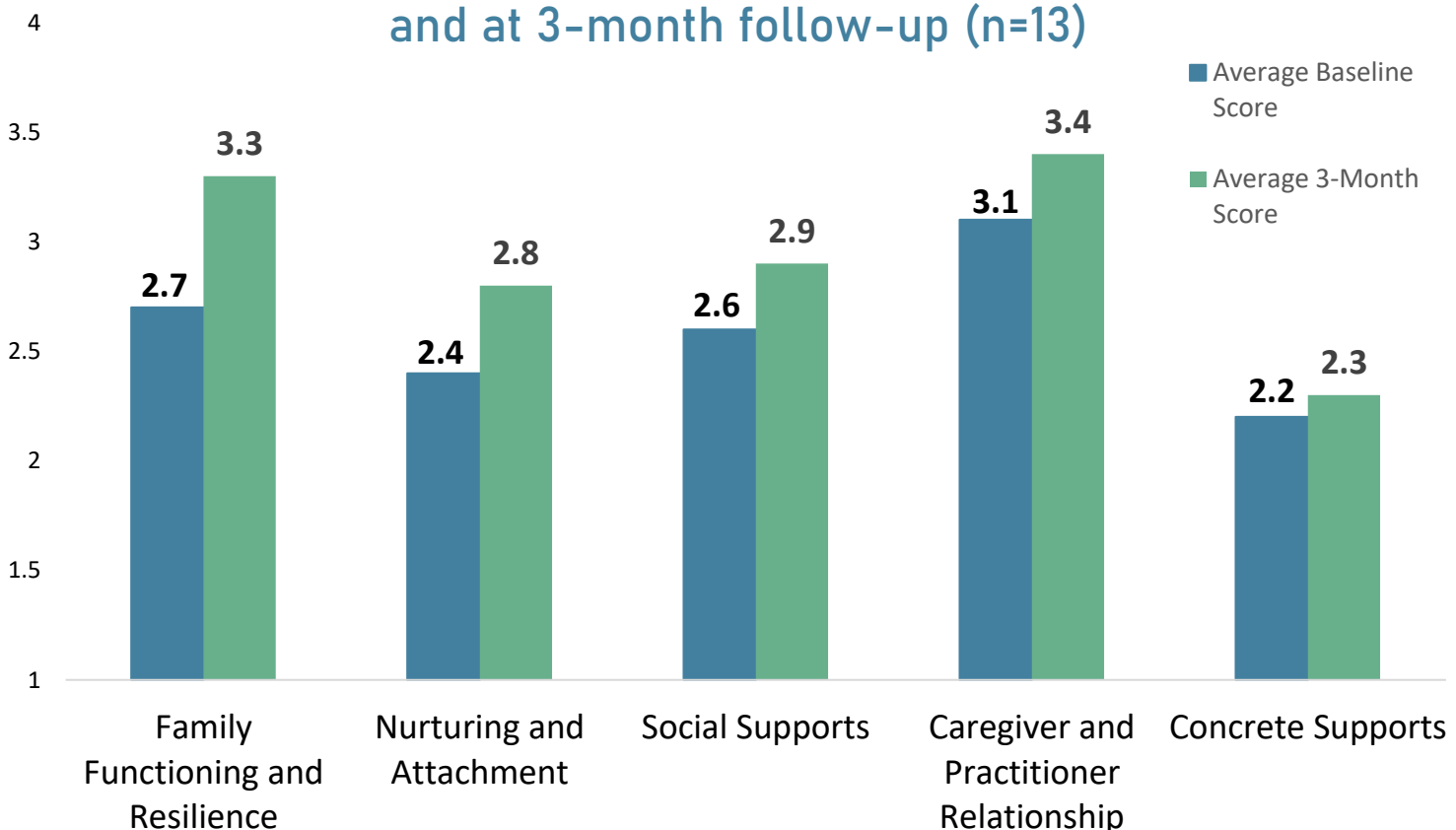
How do families' needs and referrals made by agency staff align?

Average Initial PFS Scores (n=98) and # of Referrals Targeting Each Protective Factor since launch

Legend

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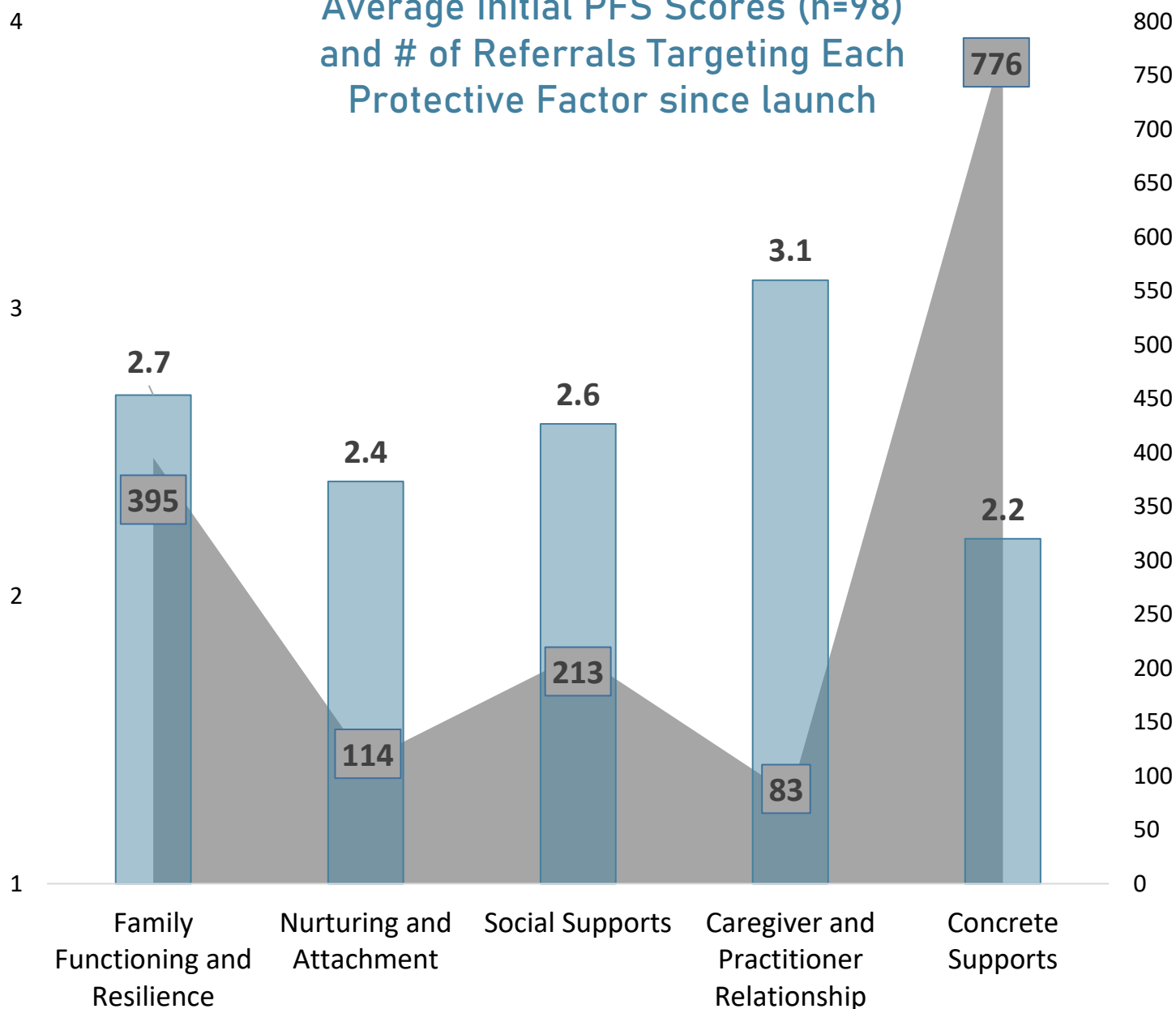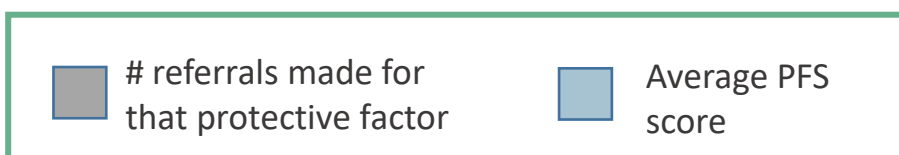
Data Interpretation Note: The lower the average score for the protective factor, the greater number of referrals we expect to see, which is exactly what we are finding. In other words, the data show that Larimer County families have the greatest need for concrete supports, which is the protective factor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

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

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**

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
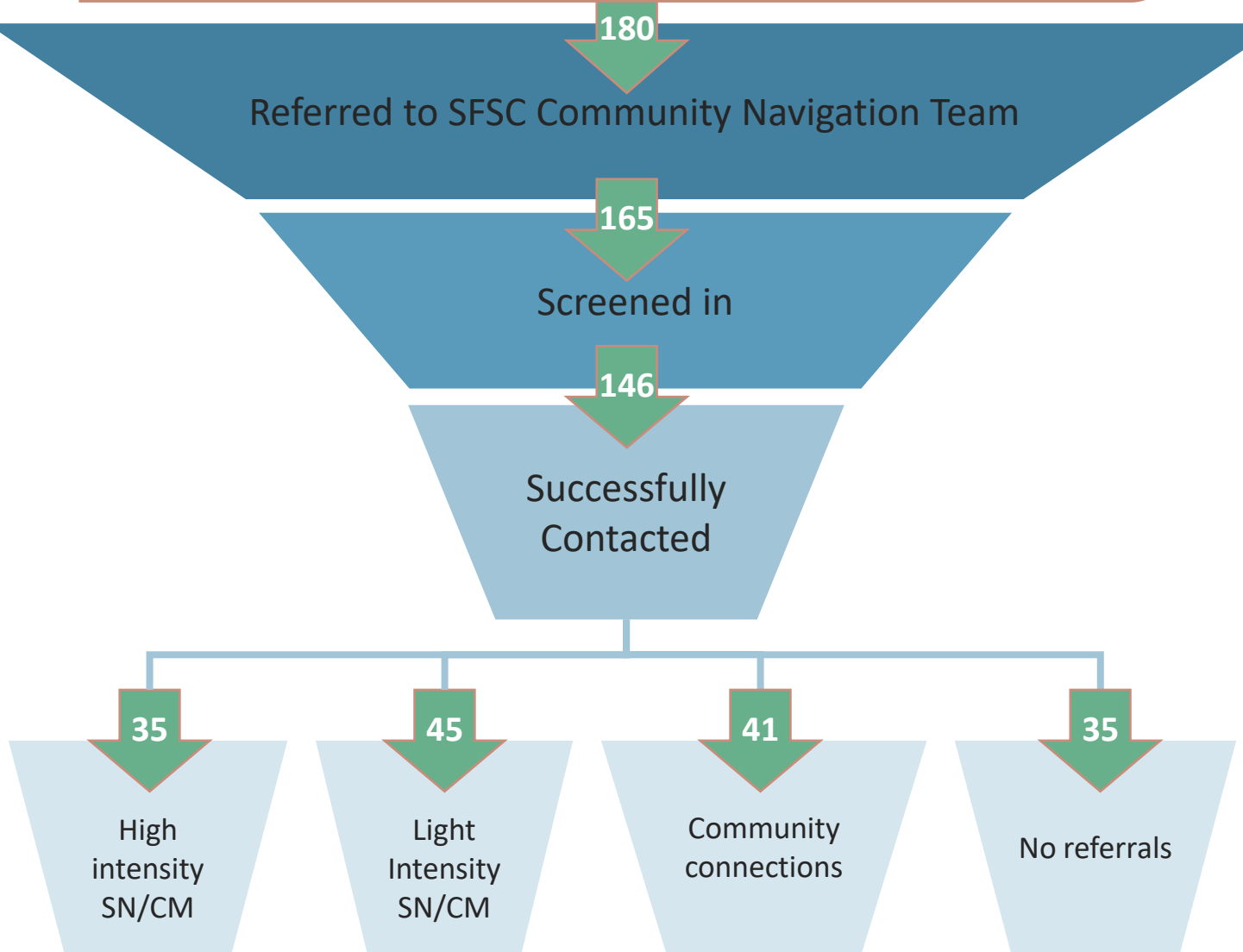
Service Navigation & Case Management

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?

180

Referred to SFSC Community Navigation Team

165

Screened in

146

Successfully Contacted

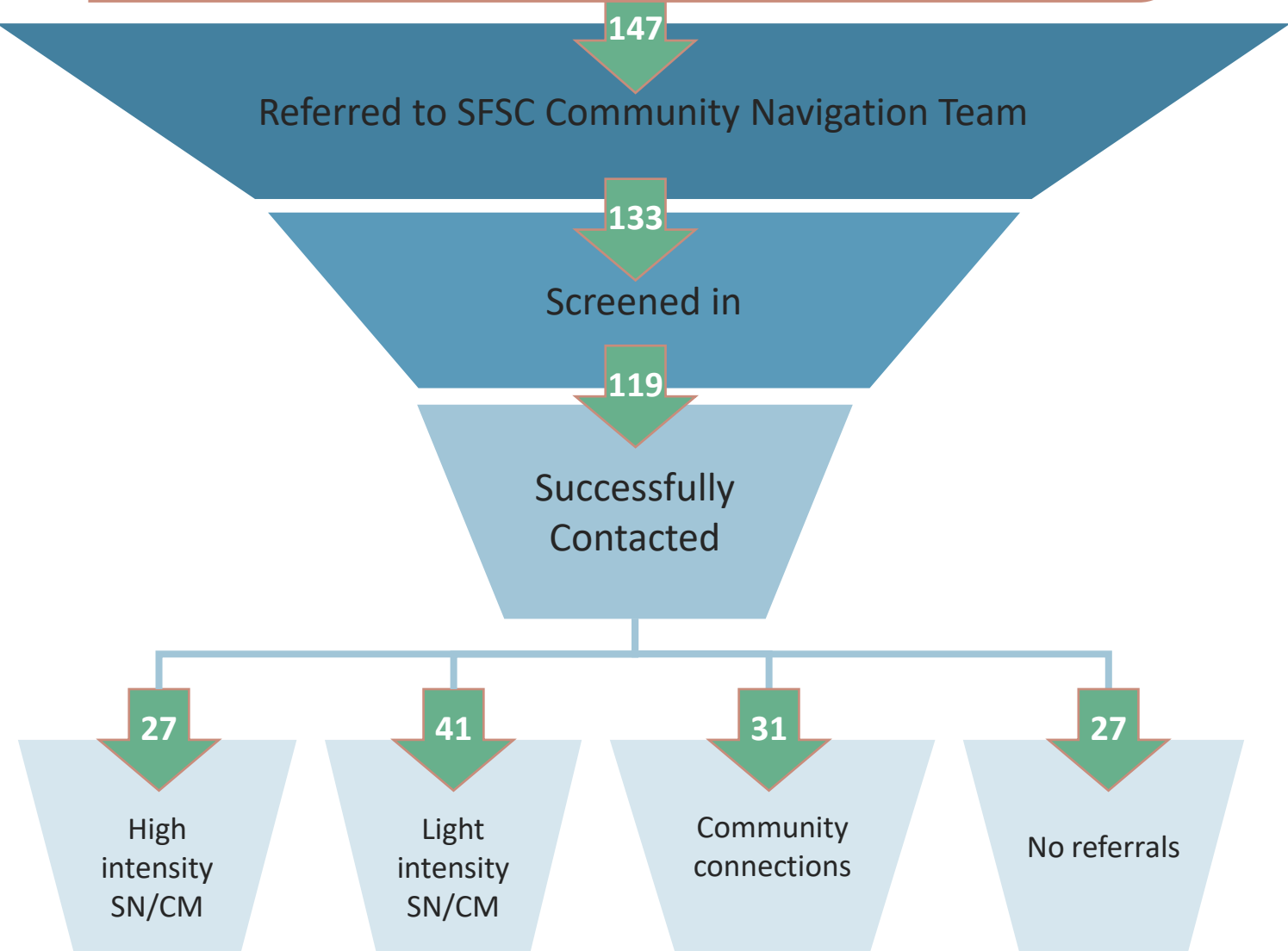| **35**	**45**	**41**	**35**
High intensity SN/CM	Light Intensity SN/CM	Community connections	No referrals

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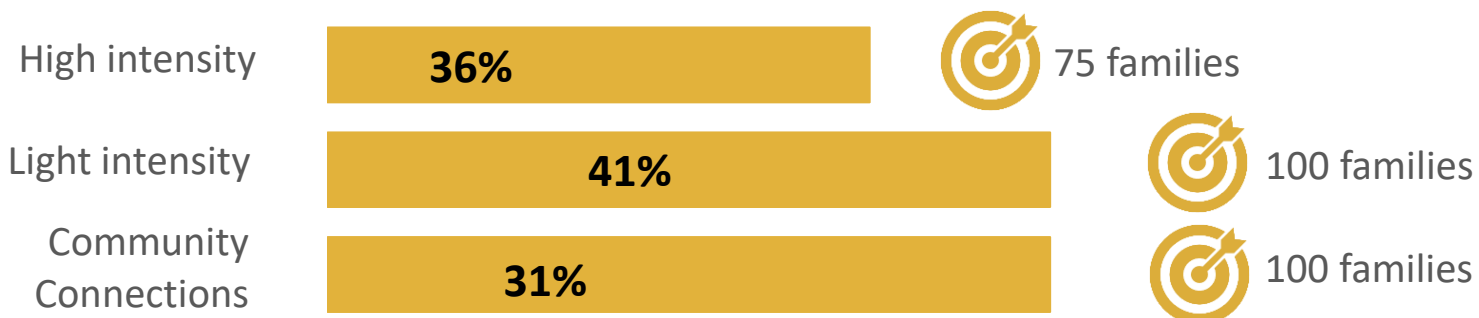
Goal: Each year, 100 families receive community connections, 100 receive light intensity case management and 75 receive high intensity case management.

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

147
Referred to SFSC Community Navigation Team

133
Screened in

119
Successfully Contacted

27
High intensity SN/CM

41
Light intensity SN/CM

31
Community connections

27
No referrals

Progress to Goal

High intensity — **36%** — 75 families

Light intensity — **41%** — 100 families

Community Connections — **31%** — 100 families

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 email Katie or Deb at anytime