

Jefferson County Improving Child Welfare Outcomes Through
Systems of Care

Advisory Committee Meeting- March 27, 2008

Cultural Competence Survey and
Measuring the Integrity of Systems of Care (MISC) Survey

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What did we measure?

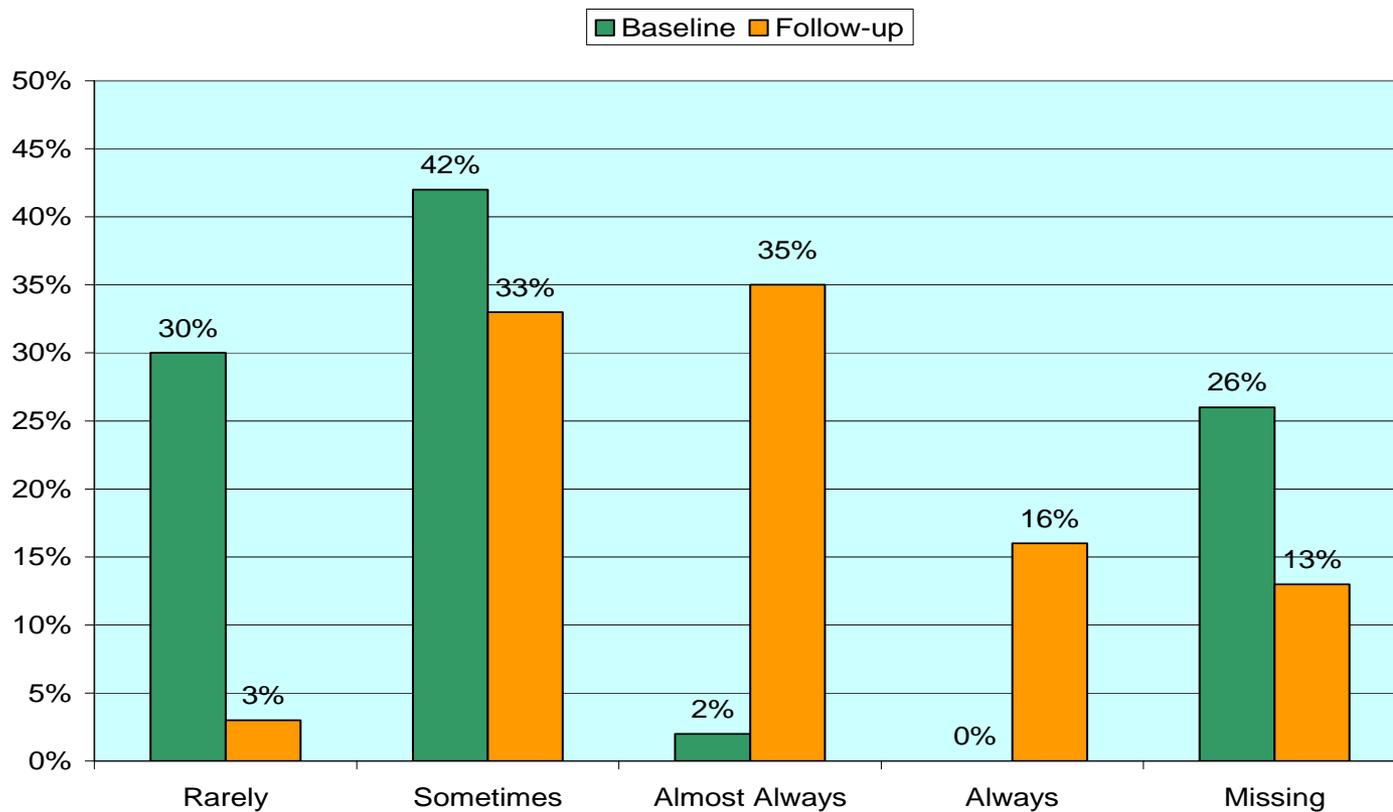
- **Staff Survey** *Valuing Culture and Diversity* used to gain an understanding of staff perceptions about agency and staff support of culture. Baseline, 2004 and Time 2, 2007
- **Staff and Families Surveys** - *Measuring the Integrity of Systems of Care** (MISC) survey, used to examine perceptions about the quality of services and support provided to families.
Baseline, 2004 and Time 2, 2007

*Decher-Fham, Farloss & Woodbridge, 1998

Valuing Culture and Diversity: Staff Only

– What were the results?

Figure 1: Staff Training in Cultural Competency at Baseline and Follow-up



"Missing" includes "Don't Know"

Figure 2: Mean Scores for Staff Training in Cultural Competency at Baseline and Follow-up

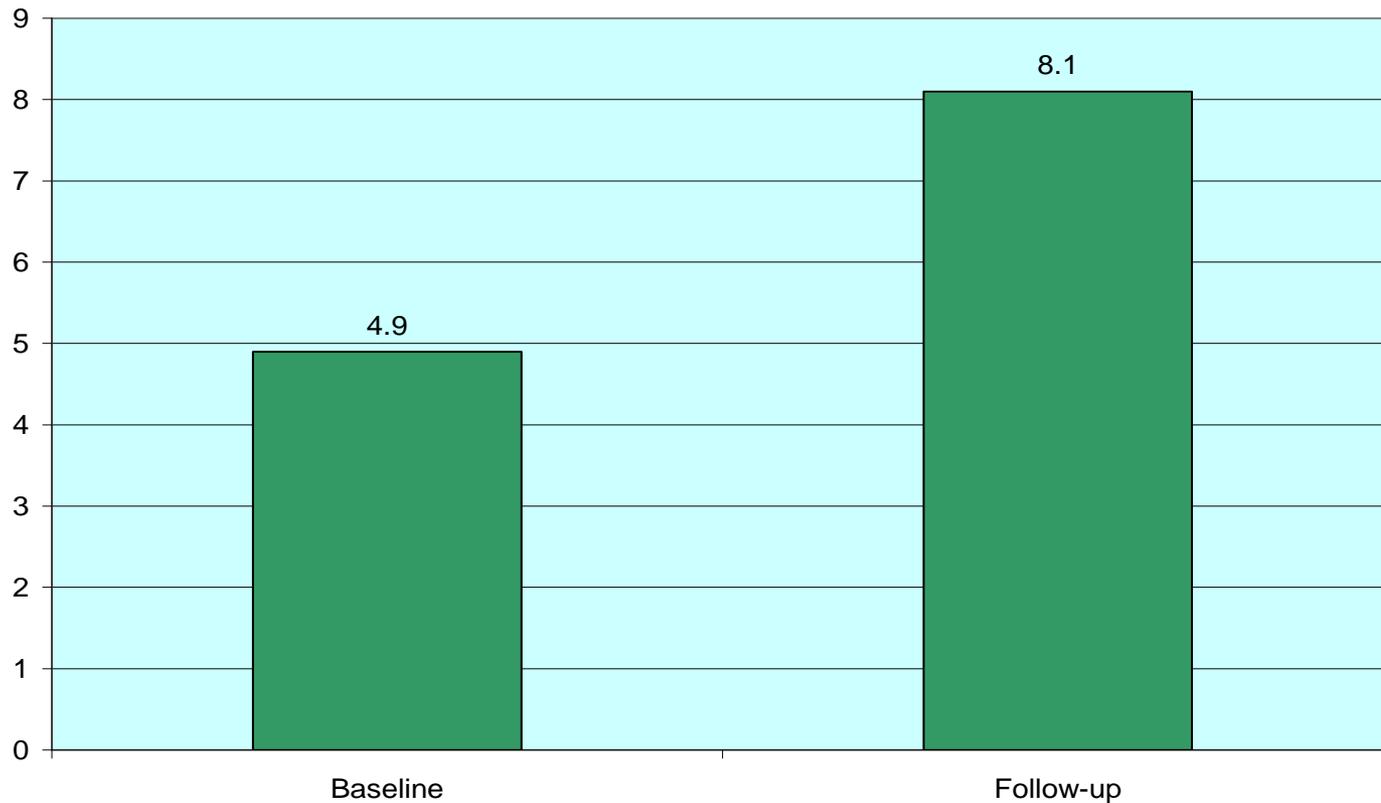
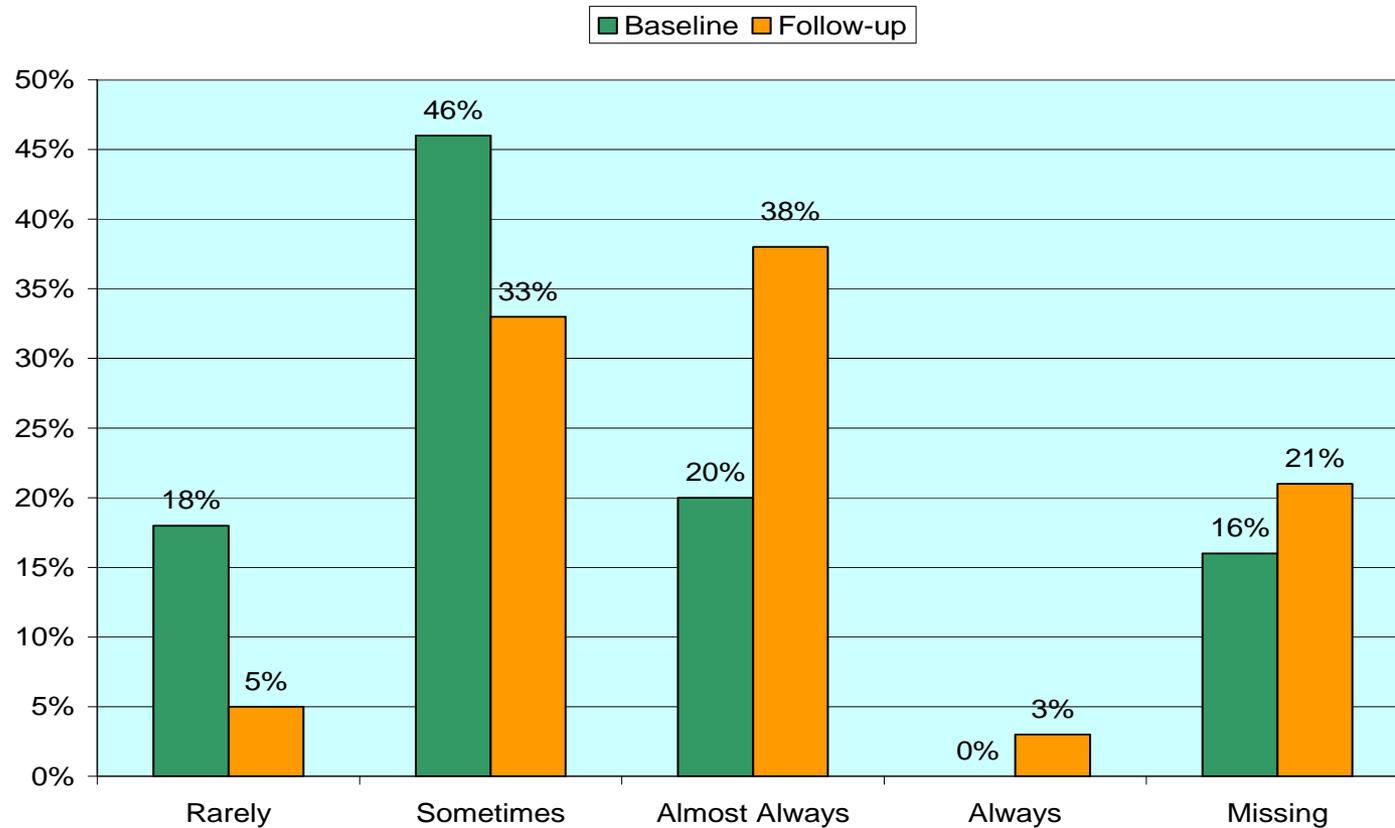


Figure 3: Culturally Competent Case Planning and Assessment at Baseline and Follow-up



"Missing" includes "Don't Know"

Figure 4: Mean Scores for Culturally Competent Case Planning and Assessment at Baseline and Follow-up

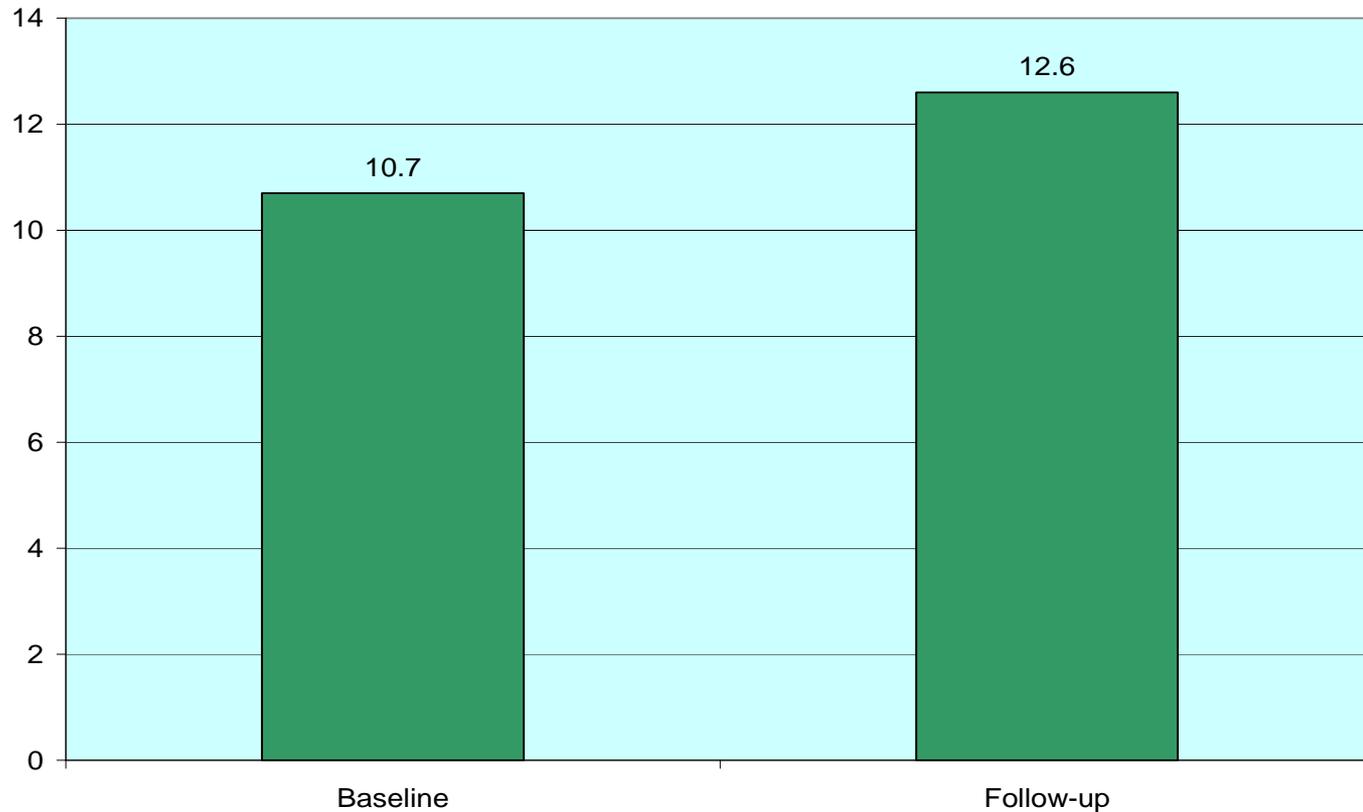
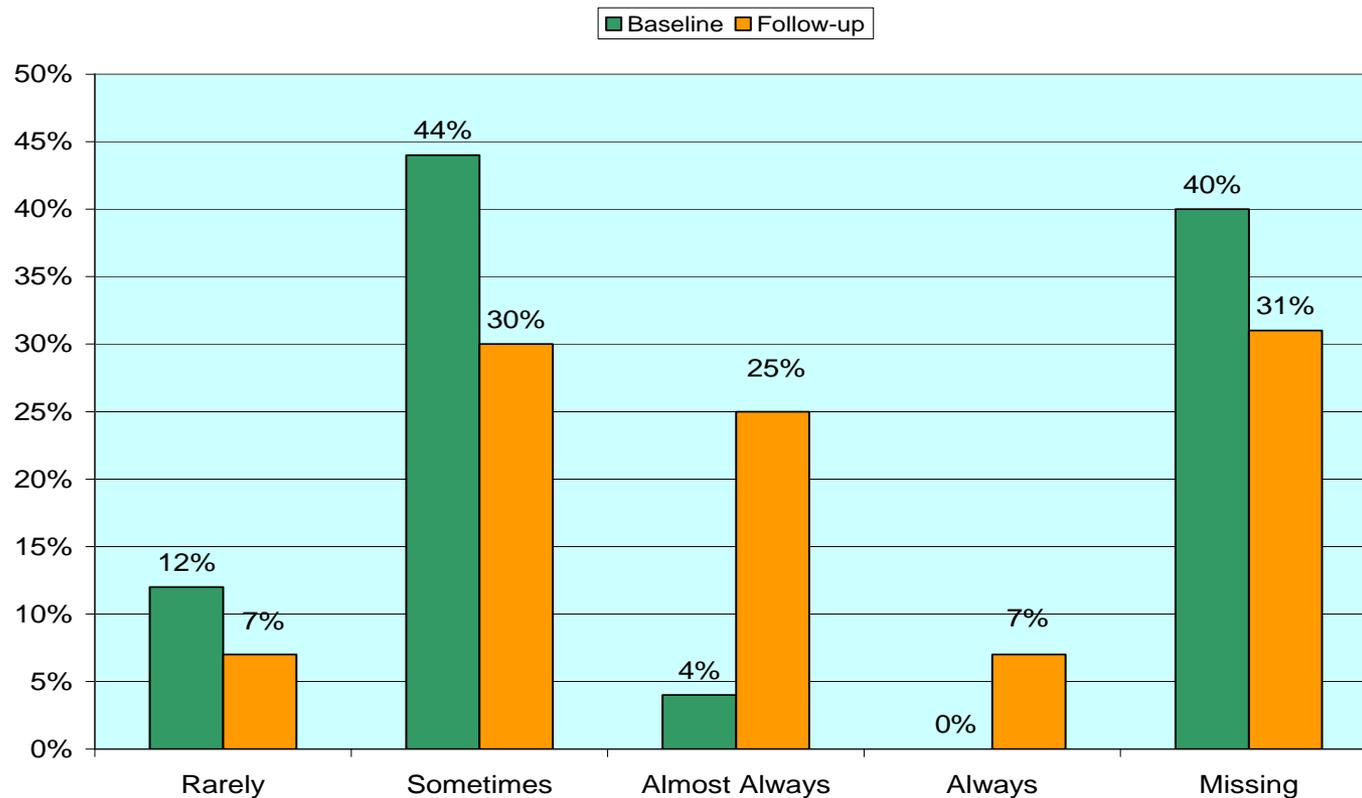


Figure 5: Culturally Competent Case Services and Intervention at Baseline and Follow-up



"Missing" includes "Don't Know"

Figure 6: Mean Scores for Culturally Competent Case Services and Intervention at Baseline and Follow-up

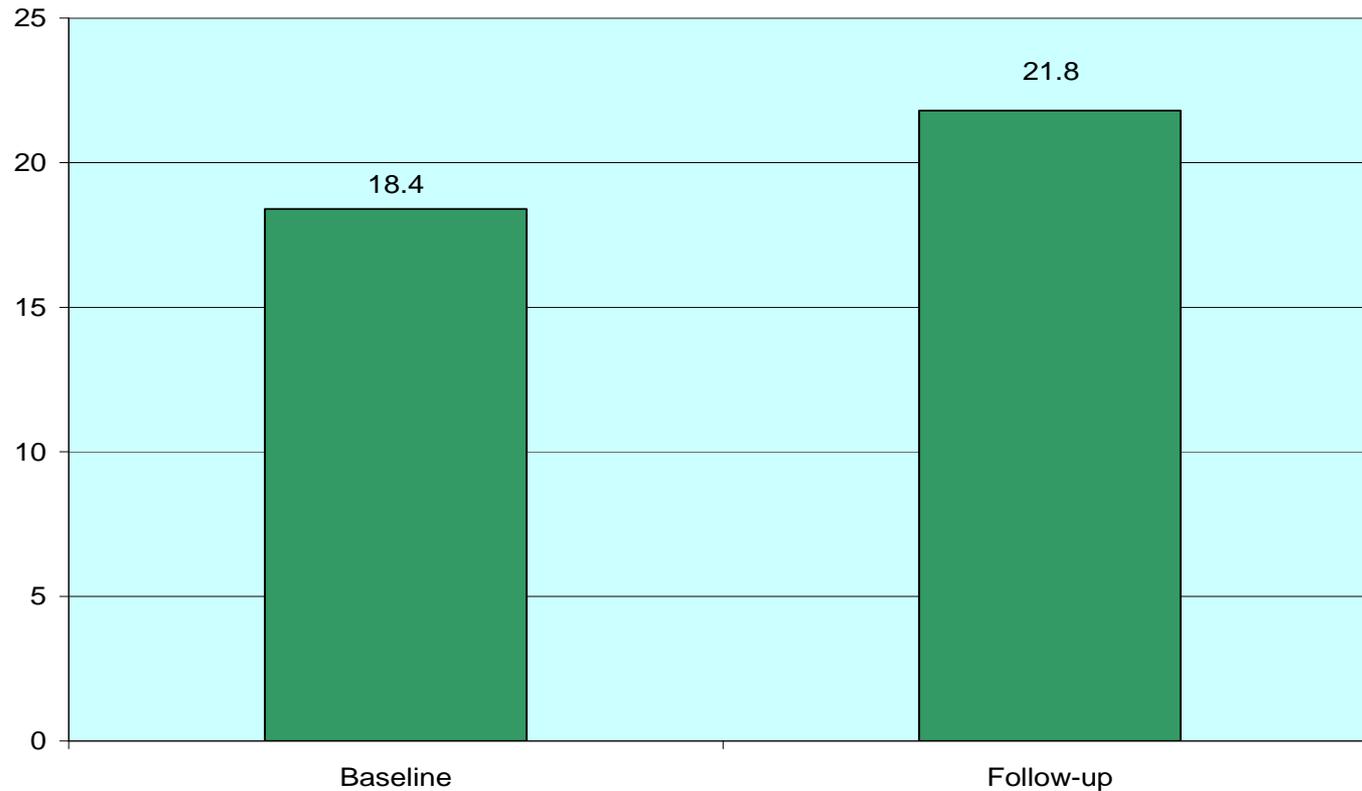
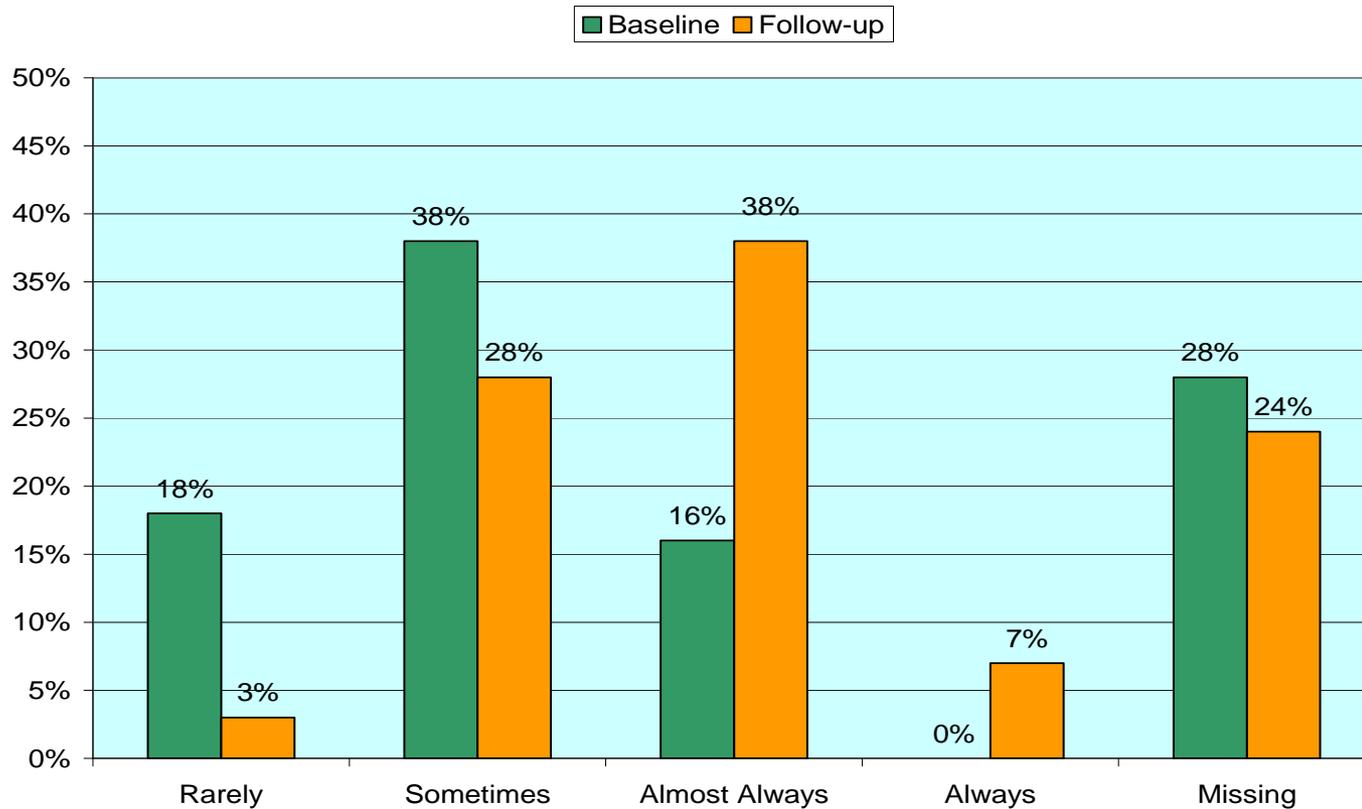
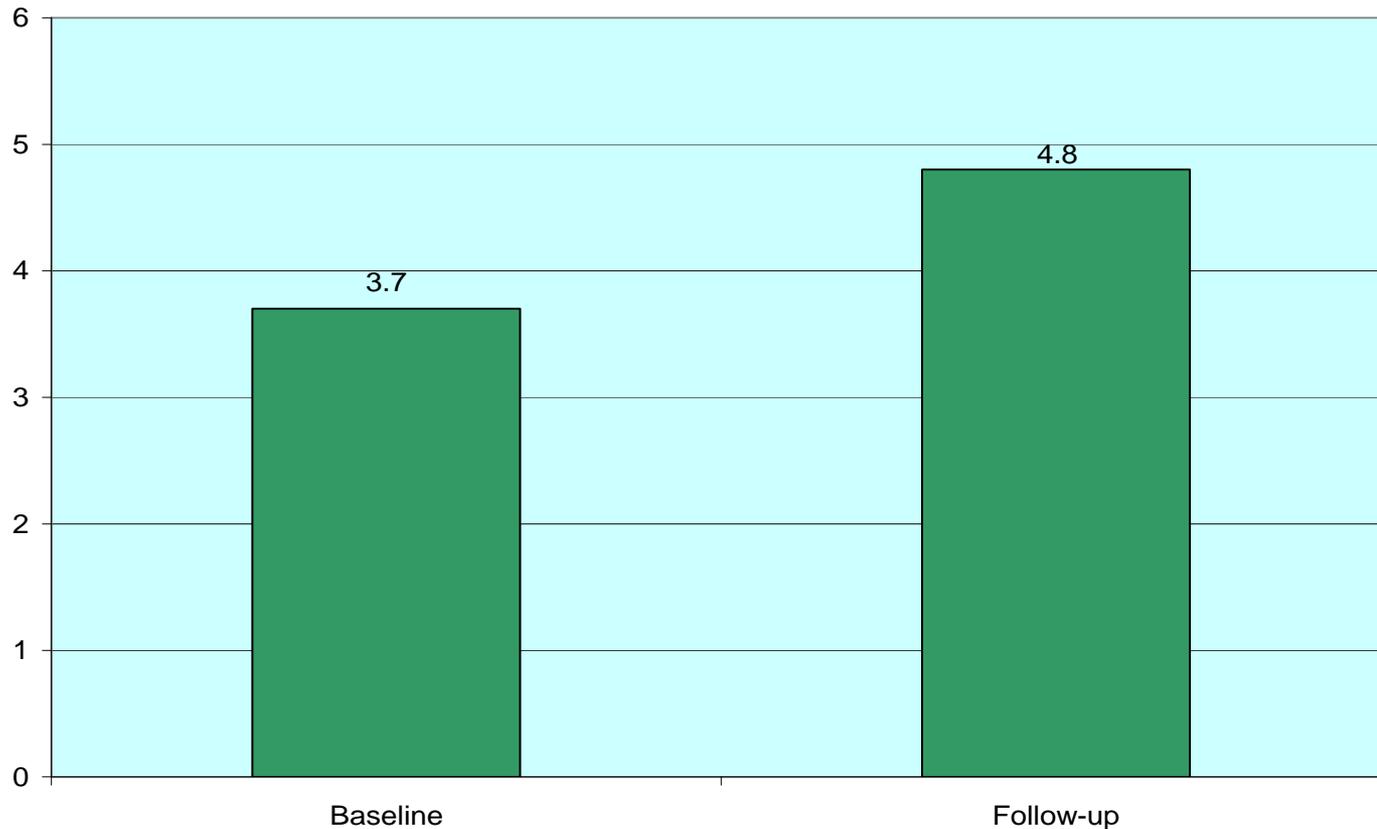


Figure 7: Culturally Competent Service Evaluations at Baseline and Follow-up



"Missing" includes "Don't Know"

Figure 8: Mean Scores for Culturally Competent Service Evaluations at Baseline and Follow-up



Valuing Culture and Diversity

- Survey was anonymous –not possible to determine how many of the same staff completed the questionnaire at baseline and follow-up.
- Staff ratings of culturally competent practice in 2007 are higher than those ratings at baseline in 2004-2005.
 - Holds true for staff training, case planning and assessment, case services and intervention, and service evaluations.
- As evidenced from ratings and open-ended responses, there is still much more to be done to promote culturally responsive practice with families.

Family Involvement Survey: Staff and Families

What were the results?



Figure 10: Respect for Families 2005, Baseline

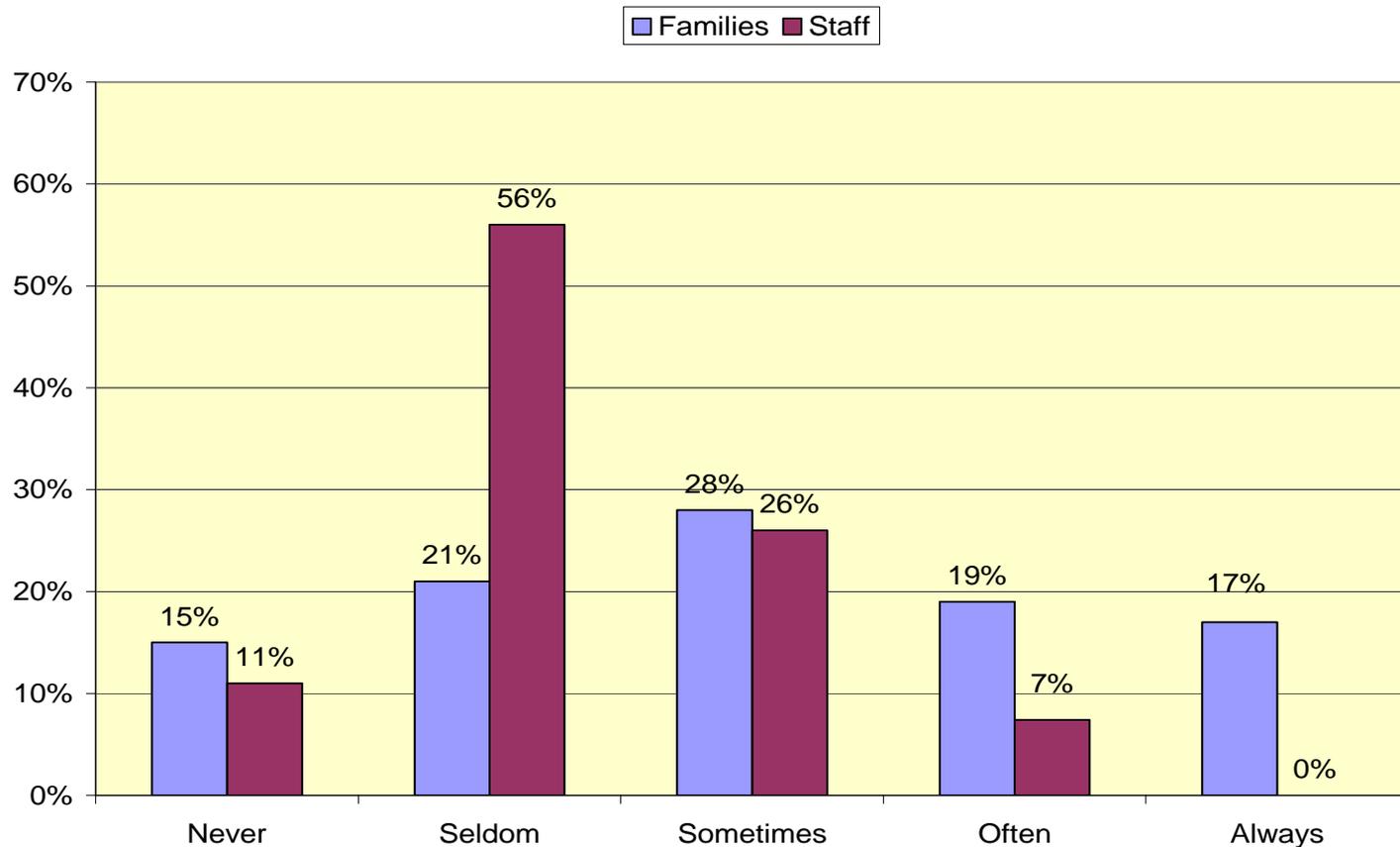


Figure 9: Respect for Families, 2007

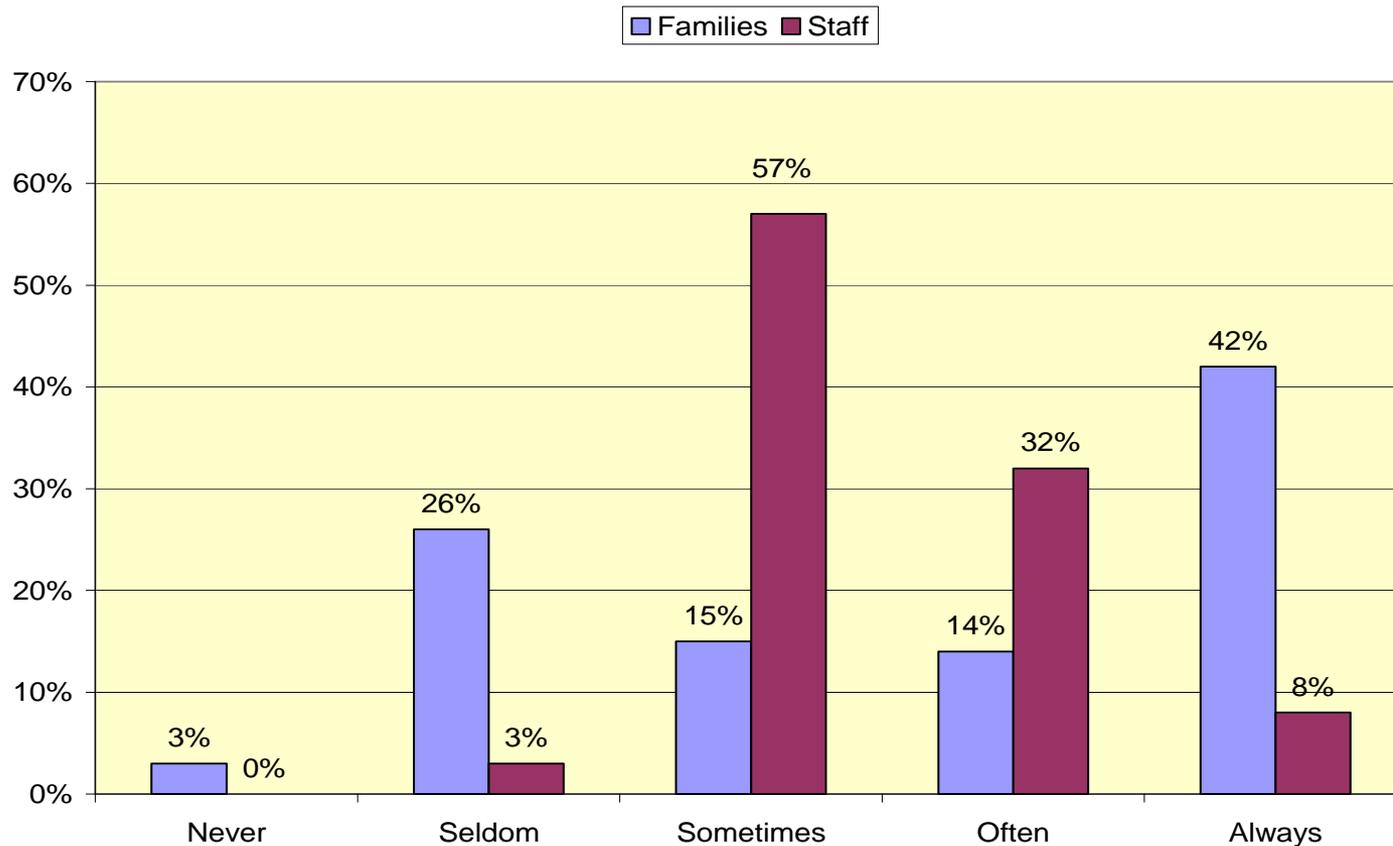


Figure 14: Mean Scores for Understanding of Family Experience at Baseline and Follow-up

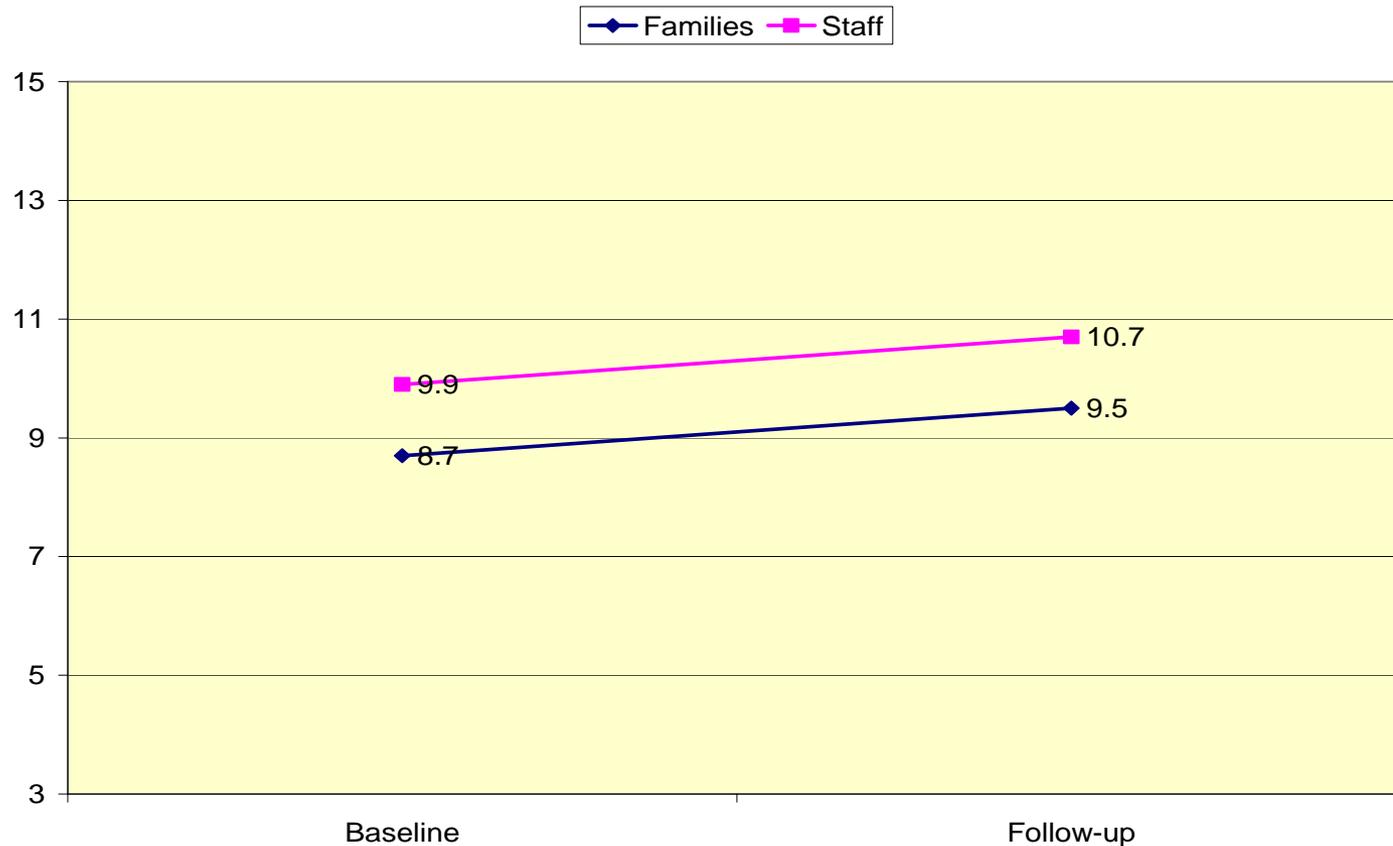


Figure 20: Mean Scores for Family Resources and Community Services at Baseline and Follow-up

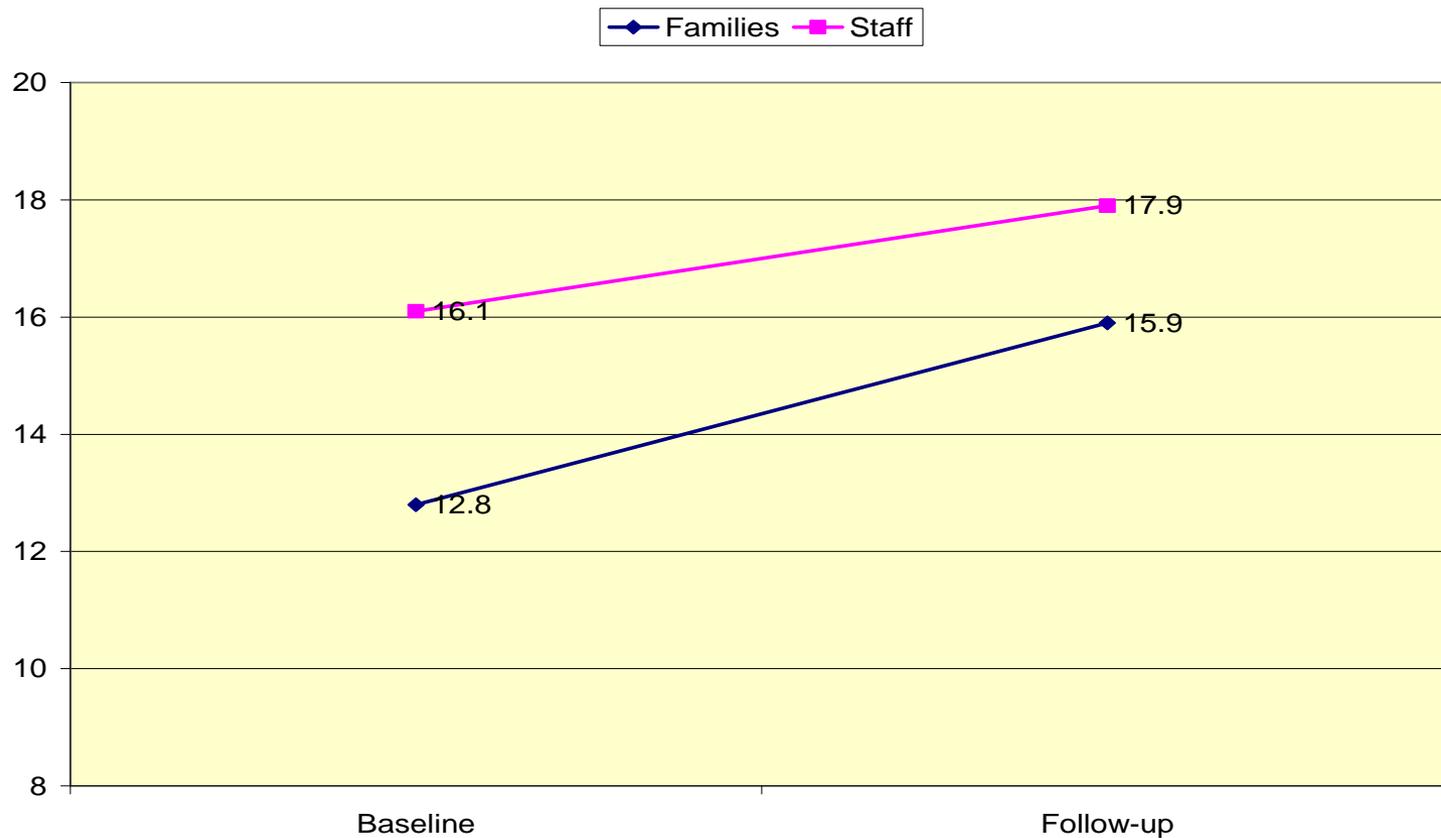
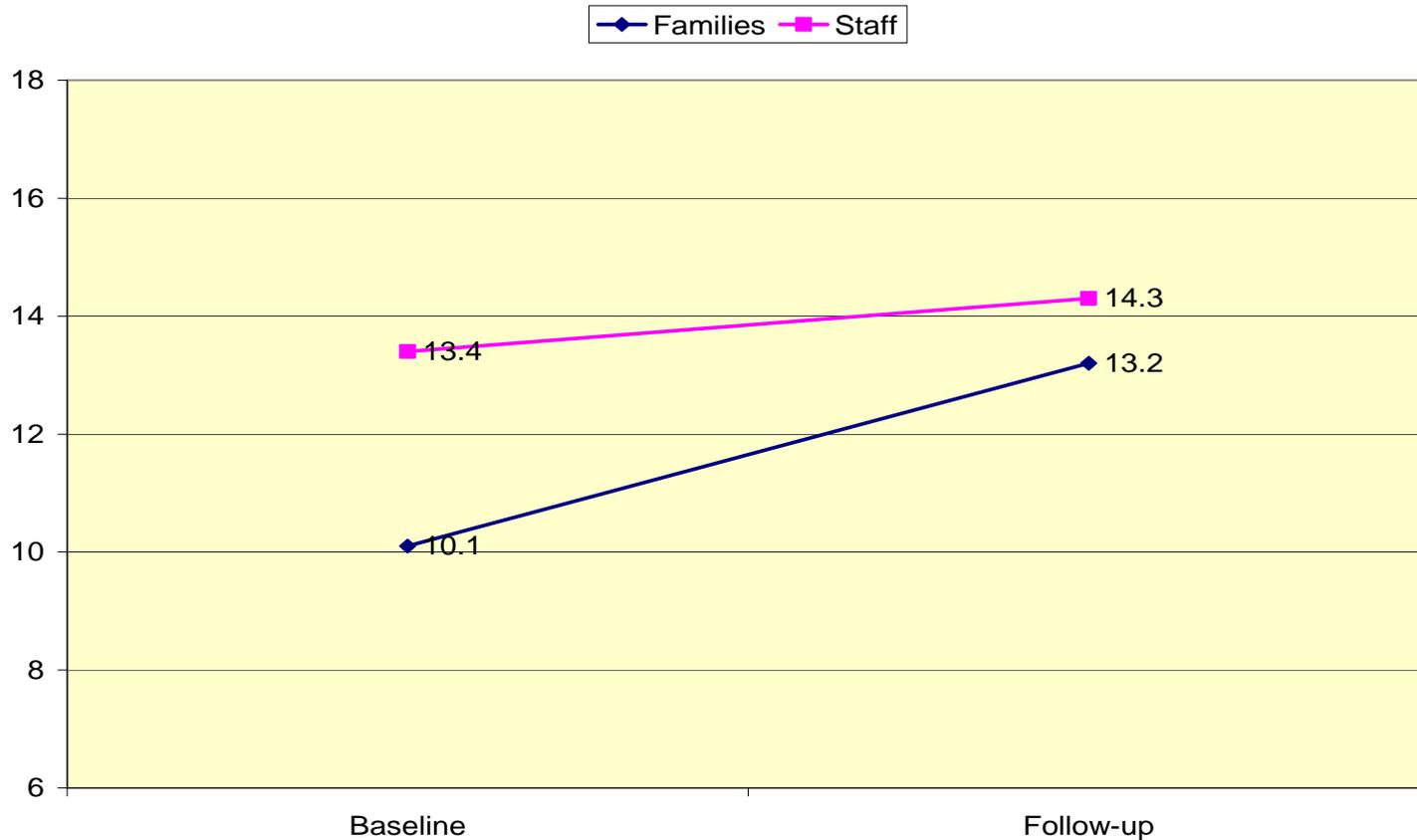


Figure 23: Mean Scores for Individualized Service Plans at Baseline and Follow-up



Examples of What Child Welfare did between Time 1 and Time 2:

Family Involvement:

- Team Decision Making Meetings and Policy
- The Parent Partner Program
 - Sit on committees, Boards
 - Mentor current clients
 - Train
- Child Welfare Orientations
- Workbooks
- Greater use of kin
- Social Marketing

Measuring the Integrity of Systems of Care, Family Involvement

- Experiences of families varies widely for every subscale (respect for families, understanding of family's experiences, treating the family as equal team members, use of family resources and community services, and individualized treatment plans).
- Family and staff ratings are higher in 2007 than at baseline
- Staff ratings at baseline and in 2007 are higher than family ratings, (not statistically significant).
- While some families feel that they are involved and some do not, staff are consistent in their responses that teams support family involvement *sometimes or often*.
- Areas with highest staff ratings:
 - use of family resources and community services,
 - development of individualized service plans.

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