



HELP ME GROW 10TH
NATIONAL FORUM

Breakout Session
Measuring
Parent/Caregiver
Experience with
Help Me Grow



Welcome



Erin Cornell, MPH

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Barbara Leavitt

Community Impact Director
United Way of Utah County

Marcia Hughes, PhD

Research and Evaluation Analyst
Center for Social Research
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Sally Morris Cote, PhD

Director of Planning and Evaluation and
Capacity Building
Center for Education Policy and Leadership
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Session Goal

Engage in an open dialogue that affirms the importance of measuring parent/caregiver experience of Help Me Grow, the strategies available to affiliates to do so, and to articulate key gaps and suggest possible next steps.

Comments and questions welcome: focused discussion time at the end.

Session Focus



- Rationale for a focus on this topic
- Examples of relevant efforts to measure parent experience across the Network
- Group discussion

Help Me Grow evaluation: a brief history



Initial Efforts

- Feasibility and scope
- Primary emphasis on *linkage*
- Periodic evaluation of “Common Indicators” among several affiliates
- Some studies looking at progress/outcomes of child health provider efforts

Help Me Grow evaluation: a brief history



Emergence of the Strengthening Families Protective Factors Framework

- Critical emphasis on strengthening *families* to ensure optimal outcomes for children
- Evidence-based framework for assessing presence of buffering, supportive factors such as Parental Resilience
- Adoption by many Help Me Grow affiliates to measure impact

Merging research, evaluation and quality assurance



- Existing measures limited to centralized access point
- Measures collected among affiliates spoke only to process
- No standardized measure related to family experience
- Yet, PFF research suggested positive impacts..

Help Me Grow National and the 'Needs Met' Indicator



IMPACT INDICATOR 7. NEEDS MET

The proportion of families reporting that their needs were met by *HMG*. This measure would be calculated by dividing the number of families reporting that their needs were met by metric 1, the number of unique interactions.

"Would you say that your needs were met today, yes or no?" is asked to families at the time information OR referral information is initially provided.

- Recommended answer options include No, Yes, or Prefer Not to Answer.
- This question is asked only once per case, and *prior to* a follow-up call (prior to receipt of services to which family may have been referred).
- If a family calls back at a subsequent point in time with a different concern, the Needs Met question would be posed a second time.

Help Me Grow National and the 'Needs Met' Indicator



Rationale

- Broadening our focus
- Adopting a family-driven measure
- Assessing outcomes for *all* families
- Promotes awareness of the needs HMG is intending to meet
- Supporting quality assurance
- Responding to family needs strengthens the protective factors
- **Starting point for future family-facing measures**

Maintaining a focus on parent experience



Why?

- Maintain family and provider engagement with Help Me Grow
- Determine our impact

Significance

- Understanding how HMG strengthens families (two-gen)
- Important role in shaping our policy/advocacy, model implementation (data collection and analysis) and research agenda (e.g. ROI)

Protective Factor Framework for
understanding how families engage
with and benefit from *Help Me Grow*

Marcia Hughes, PhD

Center for Social Research, University of Hartford

Rationale (Need) for *Help Me Grow*

- Science on neurology, psychology, and economics: Early years lay the foundation
- Early detection of any developmental difficulties is best for long term prevention
- Service delivery focuses on single problems, operate in isolation from each other
- Early years are the most important but it is when there is the least continuity in services/supports
- Disconnected programs, policies, and funding streams: Parent Confusion

Predictors of Child Adaptation and Well-Being is related to Parent Well-Being

- Quality of parent-child relationship: warm, responsive, and competent parenting
- Surrounding stressor and supports
- Parental relationships, coping styles, and beliefs in their ability to manage the child's care are better predictors of parental stress – and child outcomes – than the child/family difficulty itself
- (Armstrong et al., 2005; Lu & Halfon, 2003; Neely-Barnes & Dia, 2008)

The Fit Between *HMG* and Protective Factor Framework

Evidenced-Informed Protective Factor Framework: Help parents to...

- Manage stress (resilience)
- Connect with supportive others
- Better understand child and development and related parenting strategies
- Access concrete support and services when needed
- Foster child's communication and emotional regulation

***Help Me Grow*: Partner with parents where they're at and help them to...**

- Identify, prioritize, strategize around concerns
- Navigate and connect with service systems/programs
- Better understand & develop appropriate expectations of child's behavior
- Connect to parenting classes, programs, and support
- Screen and monitor child's development and progress

Exploring impact of *Help Me Grow* on promoting protective factors

- Do families have a better understanding of their child's issues?
- Do they have a better understanding of service systems and how to access them?
- Are they connected to services or other supports?
- Has there been an improvement in their relationship with their child or family circumstances?
- Has there been an improvement in child's behavior, learning, or development?
- Do parents have an improved sense of purpose or conviction that they can cope with the situation?

Results indicate parents believed that *HMG* created a positive change (Hughes et al., 2016)

As a result of your call to HMG and the information and services you received...

- There are people who can provide me with assistance when I need it (87% responded extremely or quite a bit)
- I am able to access services if I need it (84%)
- I have a better understanding of services for me and/ or my child (81%)
- I have a better understanding of my child's development (80%)
- I am able to better understand and meet my child's needs (79%)
- My relationship with my child has improved (71%)
- My child's behavior has improved (45%)
- I feel like I can handle thing (74%)

Presenting Issues at Intake for All Cases and Each Subgroup

Typology of Family Needs	All	1	2	3
	<i>N=85</i>	<i>n=11</i>	<i>n=20</i>	<i>n=54</i>
Facilitate Friendship and Mutual Support	26%	**91%	50%	4%
Strengthening Parenting	26%	27%	**60%	13%
Children with special needs	27%	**82%	**75%	11%
Developmental Monitoring	35%	9%	5%	44%
Facilitate Children's Social and Emotional Development	34%	0%	**100%	17%
Respond to Family Crisis	7%	*18%	*15%	2%
Recognize/ Respond to Early Warning Signs of Child Abuse or Neglect	22%	**64%	**50%	4%

* $p < .05$, ** $p < .001$

Findings: Although subgroups had significantly different profiles in terms of presenting issues, we found no significant differences on the average total score among the 3 family subgroups on the parent survey ($f = .401$, $p = .671$)

	All Cases N= 85	Subgroup 1 N=11	Subgroup 2 N = 20	Subgroup 3 N = 54
Table 4. <i>HMG</i> Referrals Made on Behalf of Families				
Total # of Referrals	485	133 (27%)	210 (43%)	142 (29%)
Average # of Referrals per family	5.7	12.1	10.5	2.6
Types of Referrals				
ASQ information/referral	33	0	1	32
Respite	24	8	12	4
Financial Assistance	20	5	6	9
CYSHCN	12	4	4	4
Recreation	11	4	5	2
Birth to 3 follow-up (ineligible)	6	0	0	6

Practical Utility of Protective Factor Framework

- Operationalized existing research on resilience and what influences outcomes for children and families
- It provides a structure and approach to implementing practice “on the ground” and for implementing change at policy/systems levels.
- Implications of evidence-informed PFF: More intentionality about practice – *And a means for evaluation*
- Improved parental resilience/efficacy is critical outcome for *Help Me Grow*

Considerations for ongoing learning from families

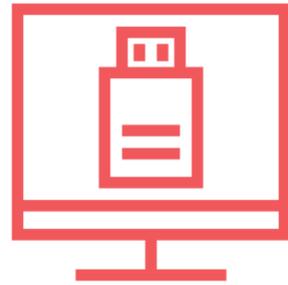
- Representative sample: child's age, single parenting, primary language, insurance type, location of residence
- Capture families with a range of circumstances and experiences to gain as much insight as possible and to identify any common themes respective to protective factors across all cases (a sample size of at least 50 families is considered sufficient)
- Systematic process: script and interview protocol
- Gather parents' general impressions: Reason for calling *HMG*; information received, referrals made, the specific services, if any, to which they were connected
- Identify and examine subgroups according to need/referrals
- Focus on specific outcome(s): For example, improved parental coping and sense of competence (parental resilience/efficacy)

Barbara Leavitt, MPA
Community Impact Director
United Way of Utah County

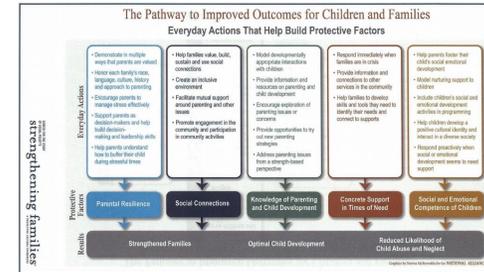
Familial Wellness



Serve the whole family



Family-centered database



Protective Factors



10 years data evaluation

Serving the Whole Family



Family- Centered Database

Help Me Grow 3.0 Family Database (Demo Version)

Logged In: RebekahT

- Home
- Family Follow-up
- Families
- Organization Follow-up
- Organizations
- Volunteers
- Reports
- Counts
- Settings
- Log Out

Families

Search

Advanced Search

Add Family

Ashley Michaels (10)

Phone: 323-999-9999

Email: michael@fake.com

Best Time: 9:00 AM - 12:00 PM, Any Day

Best Contact: Phone, Text, Email

View Family

Children

Name	Gender	Birthdate	Age	Age	Early	Adj. Age
▶ Aleah Michaels (18)	F	12/01/2018	0 yr 4.6 mo	4.6 mo		
▶ Maikolo Michaels (15)	M	01/14/2017	2 yr 3.2 mo	27.2 mo		

- ▶ Child Information Sheet
- ▶ Certificate of Completion
- ▶ Provider Fax Sheet
- ▶ Letters
- ▶ Existing/Prior Resources
- ▶ Child Health Insurance
- ▶ Child Insurance Notes
- ▶ Child Notes

Developmental Screening

Type/Interval	Date Completed	Score	Notes	Add New
▶ ASQ-3 6	07/20/17	Black		
▶ ASQ-3 4	05/20/17	Grey		

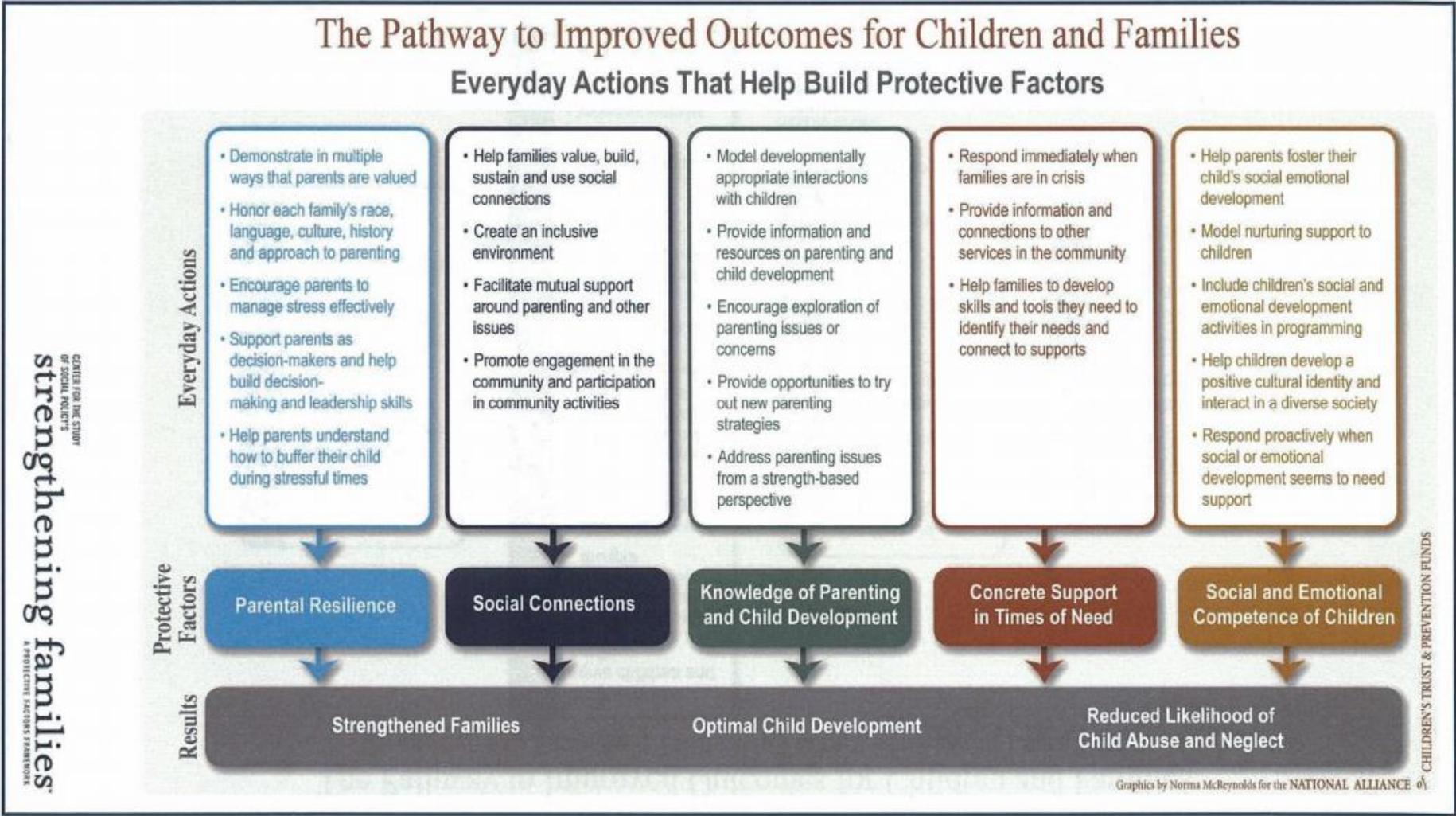
Child Referrals

Issue Type referral name Service Based on screening Yes Outcome Add

Issue	Referral Name	Service	Outcome
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**HELP ME
GROW** UTAH

Incorporating the Protective Factors



CENTER FOR THE STUDY OF SOCIAL POLICIES
strengthening families
A PROTECTIVE FACTORS FRAMEWORK

HELP ME GROW UTAH

Retrospective Protective Factor Survey

When we argue, my family listens to "both sides of the story."

	Never	Very Rarely	Rarely	About Half the Time	Frequently	Very Frequently	Always
Before using Help Me Grow	<input type="radio"/>						
At the present time	<input type="radio"/>						

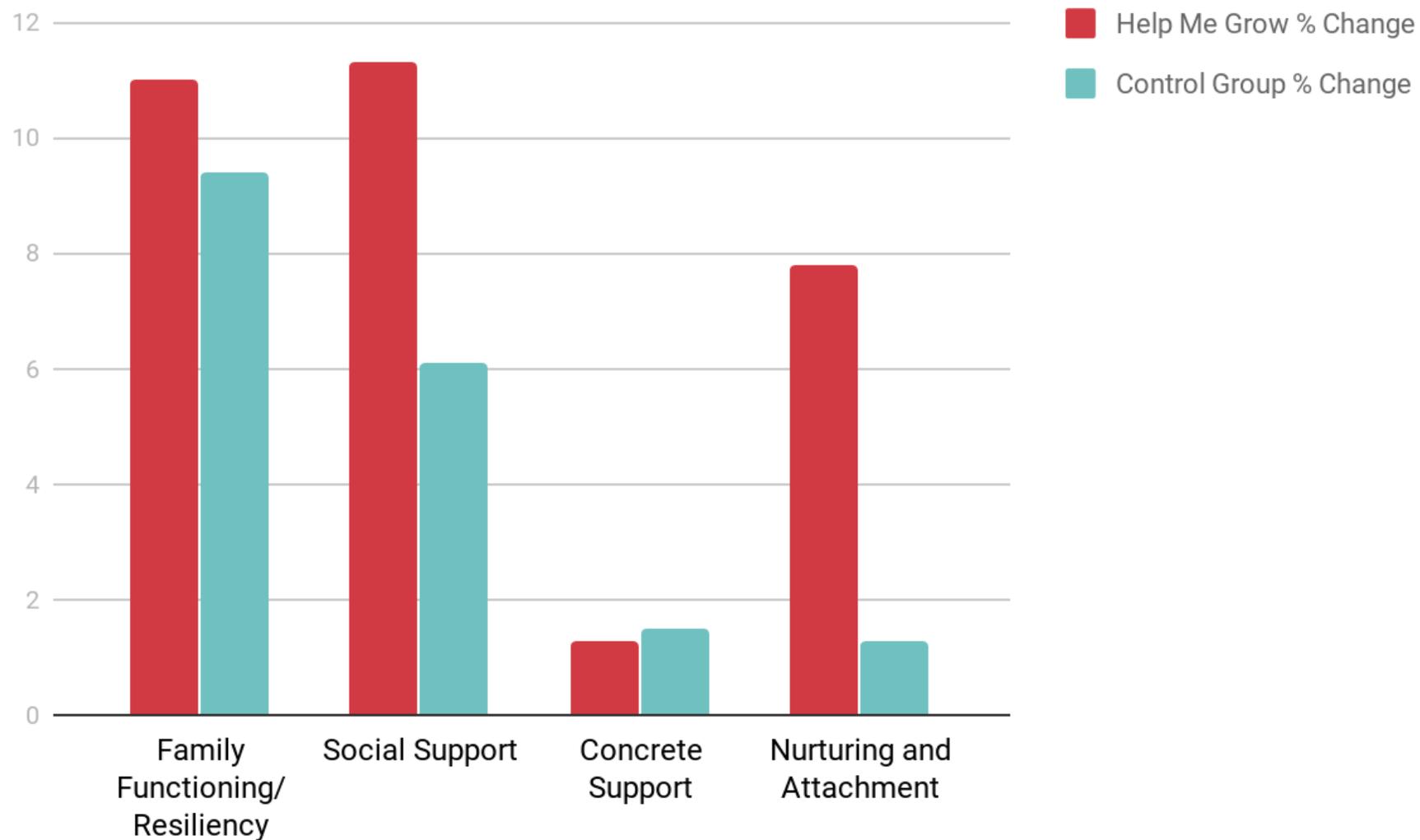
In my family, we take time to listen to each other.

	Never	Very Rarely	Rarely	About Half the Time	Frequently	Very Frequently	Always
Before using Help Me Grow	<input type="radio"/>						
At the present time	<input type="radio"/>						

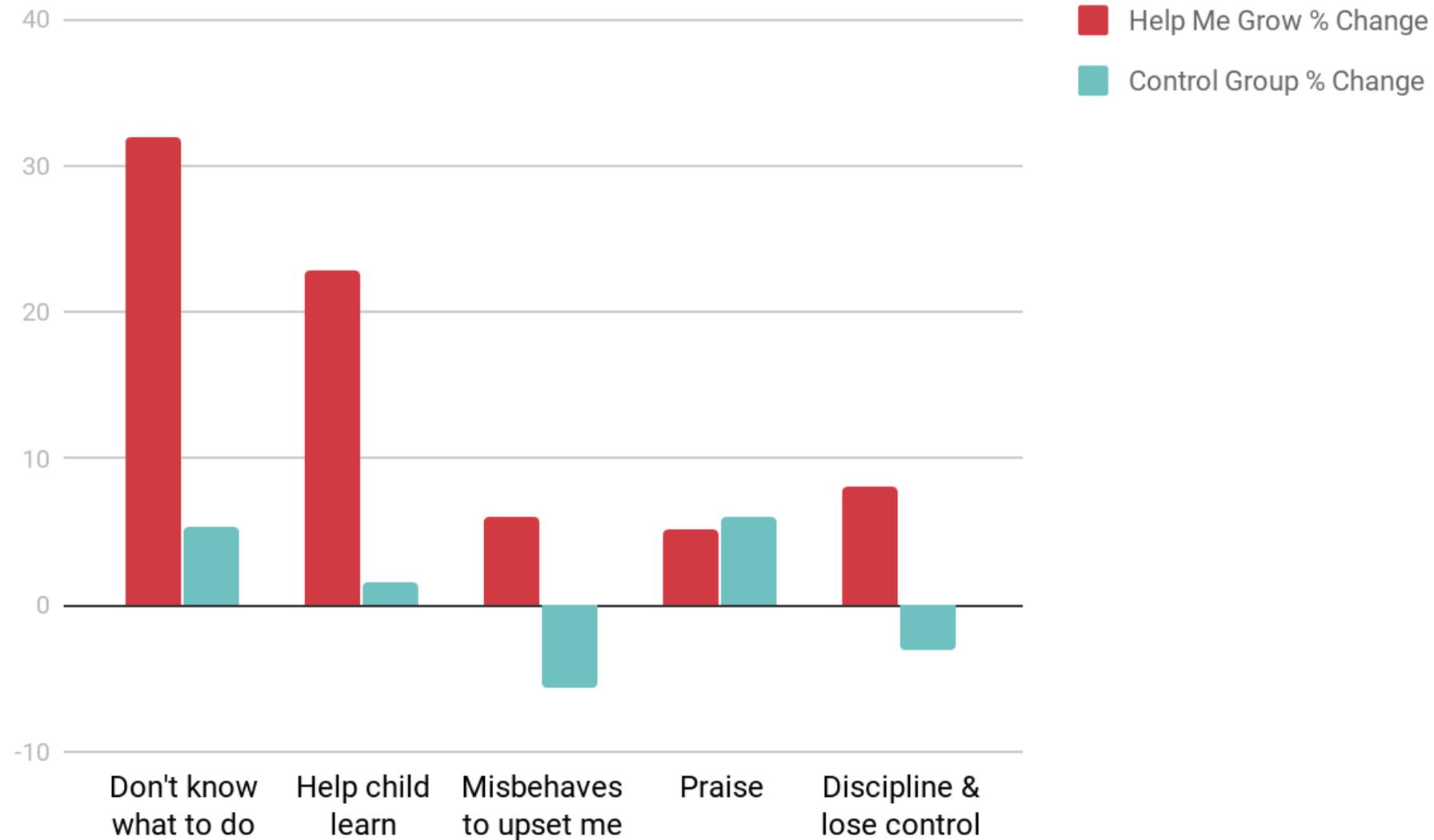
My family pulls together when things are stressful.

	Never	Very Rarely	Rarely	About Half the Time	Frequently	Very Frequently	Always
Before using Help Me Grow	<input type="radio"/>						
At the present time	<input type="radio"/>						

Protective Factors Survey Findings



Child Development/ Knowledge of Parenting



System Improvements



Parental Resilience: parents make their own plan



Resilience in Children: share information about social and emotional development



Social Connections: help families explore informal supports



Knowledge of parenting: help parents understand what behavior is normal



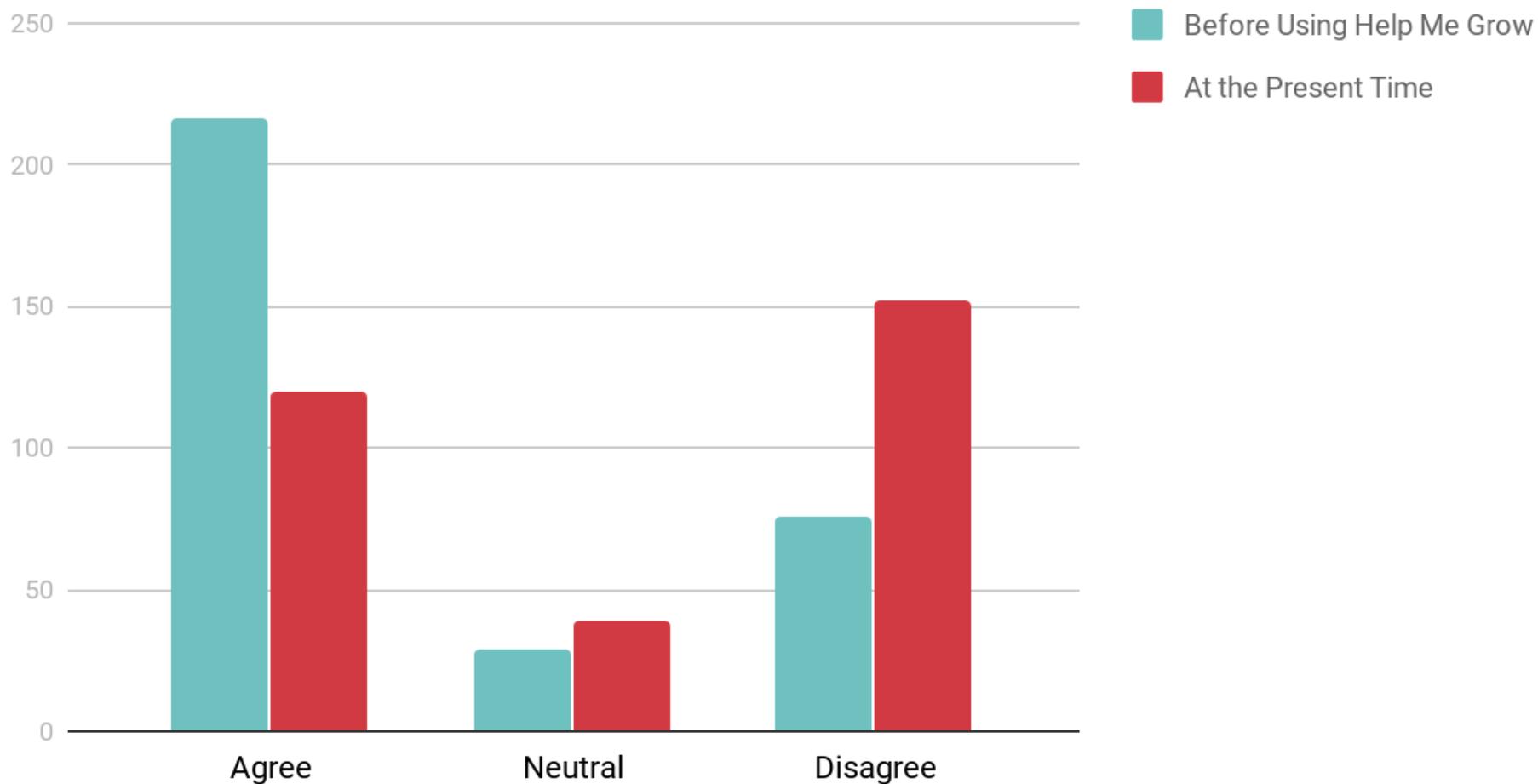
Concrete Support: identify gaps & barriers.
Advocate for resources for family. DCFS training

Data Evaluation



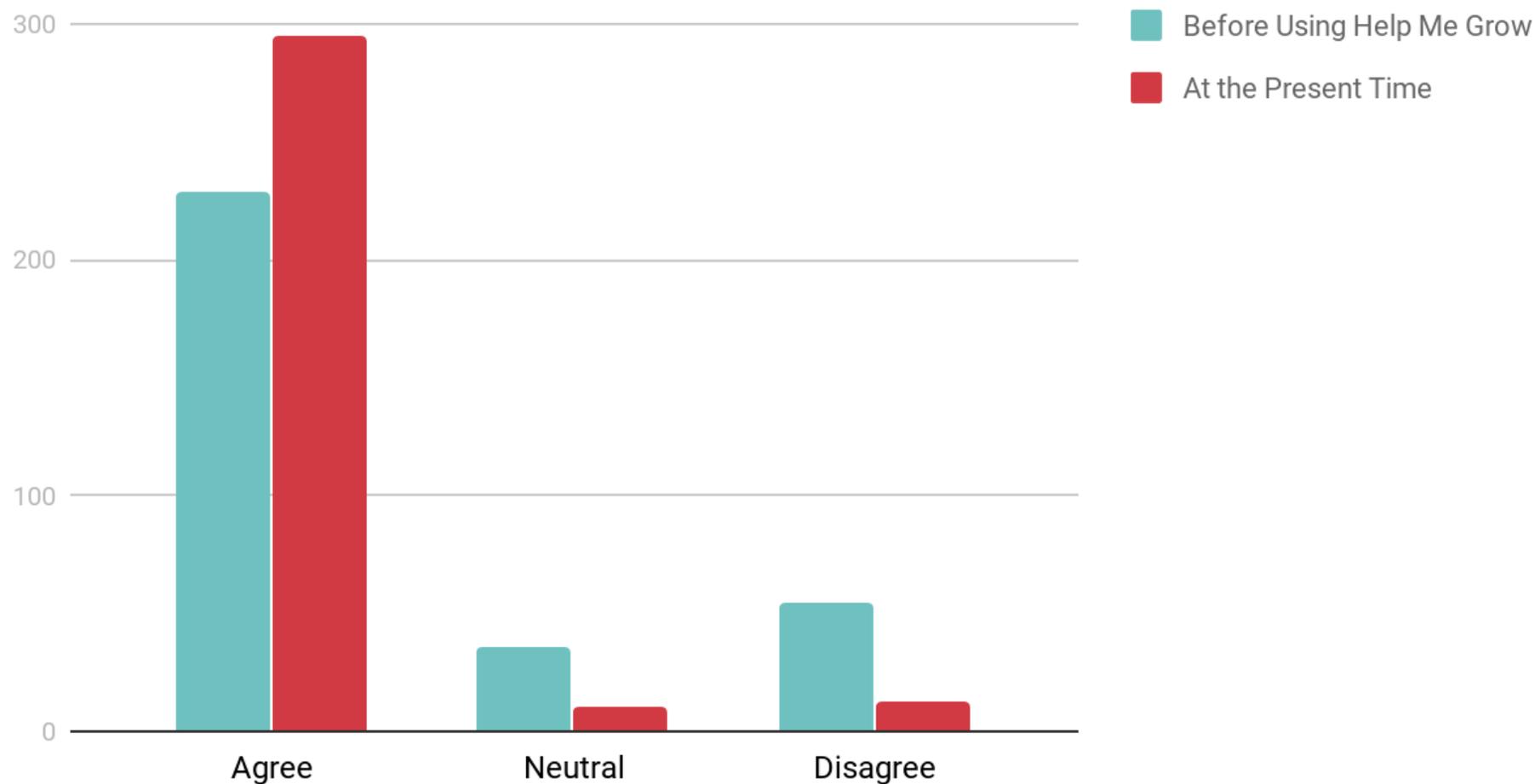
Parent Satisfaction Survey

There are many times when I don't know what to do as a parent.



Parent Satisfaction Survey

I know how to help my child learn.



Annual Evaluation: Important Trends



Using the data on ASQ scores from all years, important trends emerged.

- 1 The greater number of ASQs that were scored for a child, the more likely the last ASQ score was in the Above range.
- 2 The greater number of ASQs that were scored for a child, the more likely the child was to have received a referral.

Annual Evaluation: Significant Findings



“These trends are one of the most significant findings over 10 years of evaluation of Help Me Grow data. The findings show the Help Me Grow system is working. **Children immersed in the system--receiving multiple ASQs and receiving referrals as needed--are** becoming developmentally on target, **meeting their most recent milestones much more** so than those barely involved in the system. The differences between those with fewer ASQs and those with the most ASQs are not small; they are large, dramatic, and significant.”

**this evaluation has not been published.*

Parent Satisfaction Survey

94%

completing an ASQ helped increase their knowledge of appropriate child development



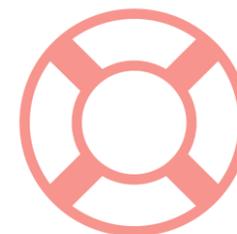
94%

completing an ASQSE helped increase their knowledge of appropriate behavior.



81%

completing an ASQSE helped them know if they needed to seek additional support for their child.



Parent Feedback



“ I have an adopted child that started exhibiting behavioral issues shortly after she turned 3. I had separated from my now ex husband and was left alone to deal with all the new things that lied ahead for this beautiful, spunky little girl. Help me grow helped direct me to community resources and eventually I was able to get her enrolled for early intervention in the Headstart program which was a lifesaver for me. being a single parent to 4 children 3-19 was a new hurdle in my life to figure out. It went much smoother once I was pointed in the right direction. My daughter is almost 5 now, and she will have issues her entire life, but I feel like I will better be able to handle things now. Thank you Gentri Hortman for all your help over the past few years

”

Parent Feedback

“ I was so grateful for their referral to a physical therapist and occupational therapist. Because of this we found out that our child had hip dysplasia.”



“Needs met” does not work for HMG SC

- Does not make sense in the flow of how we provide help to families
- Families do not know what needs they can expect to have met when they call HMG SC

Family Satisfaction Survey

Family Satisfaction Survey

Please circle the best answer and return in the envelope provided.

Question 1: Thanks to Help Me Grow I better understand the resources available to my child.

5 Strongly Agree	4 Agree	3 Neither Or N/A	2 Disagree	1 Strongly Disagree
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Question 2: I would recommend Help Me Grow to other families.

5 Strongly Agree	4 Agree	3 Neither Or N/A	2 Disagree	1 Strongly Disagree
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Question 3: I would call Help Me Grow if I needed assistance in the future.

5 Strongly Agree	4 Agree	3 Neither Or N/A	2 Disagree	1 Strongly Disagree
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Optional:

Check the Help Me Grow Staff Member who talked to you:

- Chris Corry
- Taylor Bagwell
- Charline Sanchez
- Katie Thomas

AdditionalComments _____

Family *Experience* Survey



I was satisfied with my phone call with Help Me Grow.



Do you understand the next steps for your child(ren)?



After talking to Help Me Grow, are you better able to help your child(ren)?

Family Experience Survey



Thank you for taking the time to give Help Me Grow feedback. Please be as honest as possible. If you have any questions, please contact Jane Witowski at (864) 454-2104 or at JWitowski@helpmegrowsc.org.

FAMILY EXPERIENCE SURVEY / ENCUESTA DE EXPERIENCIA FAMILIAR

Thank you for making the time to give Help Me Grow feedback. Remember, your answers are completely anonymous, so please be as honest as possible. If you have any questions about the survey or how Help Me Grow will use the results, please contact Jane Witowski at (864) 454-2104 or at JWitowski@helpmegrowsc.org.

Bienvenido y gracias por dedicar tiempo para darle su opinión a Help Me Grow. Recuerde, sus respuestas son completamente anónimas, así que por favor sea lo más honesto posible. Si tiene alguna pregunta sobre la encuesta o sobre cómo Help Me Grow usará los resultados, por favor comuníquese con Charline Sanchez al (864) 454-9103 o en csanchez3@ghs.org.

NEXT / PRÓXIMO

Results



X% reported being satisfied with their phone call



X% reported understanding the next steps for their child(ren)



100% reported being better able to help their child(ren)

Surveys
~~Completed~~
X

Response
Rate
~~X%~~
X%

Results – Additional Comments

NAME was really great and very reassuring regarding my son's issues. I got off the call feeling hopeful- I cared to help me in finding help.

Fantastico el servicio!
Estan muy pendientes del proceso de mi hijo.

I'm really impressed with NAME's helpfulness and response time.

It would also be helpful if the website would have a list of recommended private school/institutions that would help children with special needs.

Results – Demographics



X%

female



X%

White



X%

English

Family Experience Follow-Up Survey



The HMG SC care coordinator:

...took time to understand my family's unique situation

...found the right help for my family

The amount of contact from HMG SC was just right, not enough, or too much.



It was helpful to have a care coordinator's assistance in:

...identifying/accessing appropriate services for my child(ren).

I feel better able to help my child(ren) and family after having talked to Help Me Grow.



DISCUSSION



Discussion

What stood out to you as viable strategies for your own measurement activities?

Any thoughts or suggestions on how we might expand or strengthen these measurement approaches?



Discussion

In terms of the protective factors, do some of the factors seem more closely linked to Help Me Grow on the causal pathway?

Help Me Grow communities experience much adaptation in how they implement their systems (variation in inputs and activities)... but do we think there is opportunity for a shared logic model in terms of outputs and outcomes?



Discussion

Are there opportunities to adopt/strengthen a measure specific to parent and family experience beyond the Needs Met Indicator?

What should be our next steps in this work?



Thank You

