



# Strengthening Families

## Kern County Differential Response Quarter 4 Sitewide Progress Report 2008-2009



### Building Brighter Futures For Families & Children

Kern's 2007 substantiated child abuse rate was 20.9 per 1,000 children compared to 10.7 statewide. Differential Response (DR) enhances DHS' service capacity on behalf of low risk and/or frequently encountered families by offering services that assess underlying and/or contributing factors and adequately address identified needs in order to promote lasting change without compromising child safety.

Community-based, integrated case management services and Family Resource Center approaches are the foundation for Kern's DR service model. Monitored by the Kern County Network for Children (KCNC), Clinica Sierra Vista, Kernville Union School District, Shafter Healthy Start and Taft School District currently provide DR services in seven different service areas. The following data describes DR services provided to families from April 1, 2009 to June 30, 2009:

### Case Characteristics & Family Engagement

- ◆ DR referrals on **560** families sent to sites
- ◆ Of the DR families\* referred, **68%** were Path 2 referrals, **22%** Path 3 & **10%** Path 1
- ◆ Staff unable to contact **126** referred families (23%)
- ◆ **294 families** enrolled in case management services, giving priority to DHS referrals (*1,241 families have enrolled in case management since July 1, 2008*)
- ◆ **203%** progress towards annual goal of 610 families sitewide
- ◆ **68%** acceptance rate of case management services
- ◆ **266** referrals\* dismissed as "case never opened": **35%** could not locate, **33%** refused services, 10% case closed by social worker & **10%** one-time service

### Family Well-Being

- ◆ **12.6%** increase in overall family functioning from intake to exit
- ◆ **98%** of clients surveyed believe their families were doing better since receiving case management services
- ◆ **100%** of clients surveyed indicated they felt linked to more services available to their families in the community since receiving case management services

### Child Safety

- ◆ **1.78** average Intake Matrix Score on *Conditions of Children*
- ◆ **2.13** average Exit Matrix Score on *Conditions of Children*
- ◆ **20%** increase in *Conditions of Children* Matrix intake to exit scores
- ◆ **100%** of clients surveyed believed the services they received helped their children remain in their homes

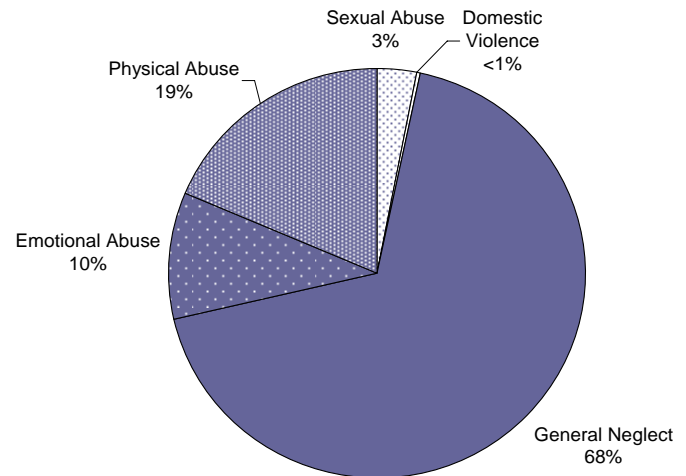
### Empowering. Connecting. Advocating

Funded DR Sites Throughout Kern County



### DR Referrals: Allegation Type

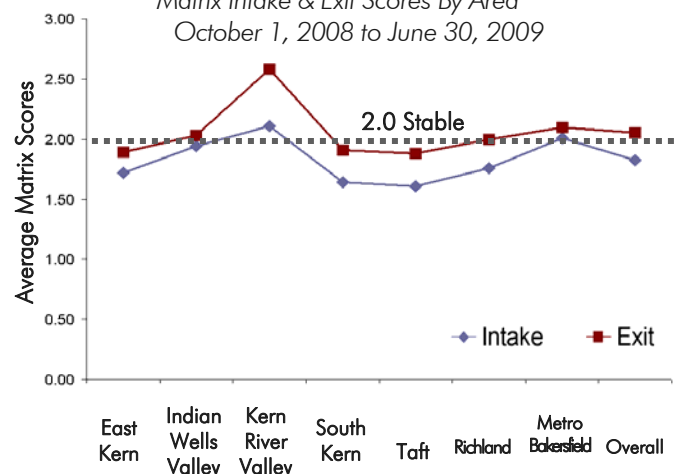
Kern County Differential Response Families  
April 1 to June 30, 2009



Families may have more than one allegation on referral

### Conditions Of Children

Kern County Differential Response Families  
Matrix Intake & Exit Scores By Area  
October 1, 2008 to June 30, 2009



\*-May include families referred to program more than one time during Quarter 4.

## System Outcomes

Differential Response (DR) increases access to supportive services for families at risk of abuse or neglect so that they will become stronger and self-sufficient to prevent future child abuse and neglect and ensure children will remain safely at home, without need for foster care or formal CPS intervention. Trained, qualified staff provide strength-based, case management services and link families to counseling, parenting education, job training, food and housing assistance.



- ◆ 26 cases on average per case manager (FTE)
- ◆ 98% of clients surveyed were satisfied overall with the case management services they received
- ◆ 98% of clients surveyed reported that their case managers were courteous, supportive and helpful
- ◆ 100% of clients surveyed reported that their case managers kept their scheduled appointments
- ◆ 100% of clients surveyed would return to the program for more services if they needed to
- ◆ 100% of clients surveyed would refer a family member and/or a friend to this program
- ◆ 48% of clients surveyed indicated that achieving their goals during case management was easier than they thought at first
- ◆ 45% of clients surveyed indicated that achieving their goals during case management was exactly as they thought at first
- ◆ 7% of clients surveyed indicated that achieving their goals during case management was harder than they thought at first
- ◆ 87% of clients surveyed indicated that their relationships with their case managers from the time they first met them and now became more positive
- ◆ 11% of clients surveyed indicated that their relationships with their case managers from the time they first met them and now stayed the same
- ◆ 2% of clients surveyed indicated that their relationships with their case managers from the time they first met them and now became more negative
- ◆ **Client Suggestions To Improve DR Services In Kern County:** *more home visits, more evening classes, programs for children, have a women's shelter in East Kern and increase publicity about services*

*"My case manager has helped me to believe in myself and find pride and a sense of achievement in all of my accomplished goals big or small."*

## Keeping Children Safe & Families Strong

Every day, staff providing Differential Response services see parents become more effective, and children grow more secure as the result of their integrated case management services and family support resources. These are some of the most important pieces of information and life skills parents surveyed during Quarter 4 reported they gained from case management.

- ◆ "Staying positive and motivated."
- ◆ "That I can get things done if I pursue and insist; also have patience."
- ◆ "Have confidence in myself."
- ◆ "Being a good parent."
- ◆ "To get back in school, and get my GED."
- ◆ "How to cope with the boys' anger and how to contain my anger towards them."
- ◆ "How to handle my teenage children and control my household."
- ◆ "Motivation"
- ◆ "Responsibility"
- ◆ "My case manager makes me feel respected."
- ◆ "They helped me with all kinds of stuff and now I can help other people in another way."
- ◆ "My case manager thought me and my goals were important."
- ◆ "Housing lists and budgeting."
- ◆ "That there are many resources."
- ◆ "My fiancé went back to school and will graduate next month."
- ◆ "To find a job."
- ◆ "How to overcome my obstacles."
- ◆ "Parenting class. She is helping me get my kids to stay in school."
- ◆ "Confidence to know there are resources out there no matter what my income is, and the confidence to get them."
- ◆ "Parent Project. It is a great class taught by great teachers."
- ◆ "My case manager helped with things that I needed: clothes, WIC, and pampers."
- ◆ "Knowledge that there are agencies that hold people who are willing to help improve the quality of life around their community."
- ◆ "That our kids are above all things, and that they deserve respect just like any other person."
- ◆ "Be a good mom. Shower my kids. Send them clean to school."
- ◆ "To have my children with me all the time, without problems."
- ◆ "She helped me go to school and get health insurance for my family."
- ◆ "How to understand more about everything going on in our lives."
- ◆ "How to be a better parent."
- ◆ "I felt motivated to better my life situation by going back to school."