



Strengthening Families

Kern County Differential Response Year End 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 July 1, 2008 to June 30, 2009:

Case Characteristics & Family Engagement

- ◆ 2,003 DR referrals have been sent to sites
- ◆ Of the DR families* referred, 76% were Path 2 referrals, 18% Path 3 & 6% Path 1
- ◆ 1,241 families enrolled in case management services, giving priority to DHS referrals
- ◆ 203% progress towards annual goal of 610 families sitewide
- ◆ 62% acceptance rate of case management services during the year

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
- ◆ 95% 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
- ◆ 99% of clients surveyed believed the services they received helped their children remain in their homes

"[Case management] showed me how to be more involved with my kids and how to put them first and not to make any more bad decisions."

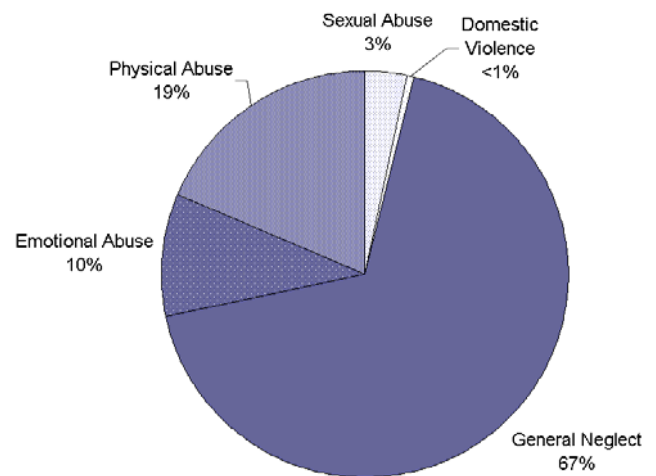
DR case managed parent

Empowering. Connecting. Advocating Funded DR Sites Throughout Kern County



DR Referrals: Allegation Type

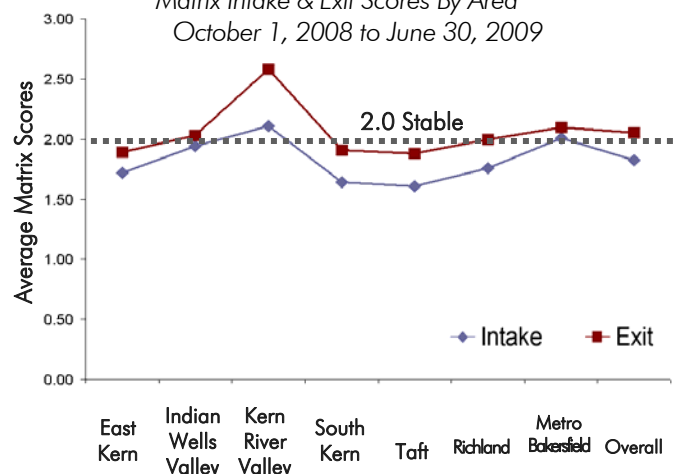
Kern County Differential Response Families
October 1, 2008 to June 30, 2009



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 year

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.

- ◆ The average family who successfully completed services received case management for **73 days**
- ◆ **97%** 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
- ◆ **98%** of clients surveyed reported that their case managers kept their scheduled appointments
- ◆ **95%** of clients surveyed would return to the program for more services if they needed to
- ◆ **97%** of clients surveyed would refer a family member and/or a friend to this program
- ◆ **61%** of clients surveyed indicated that achieving their goals during case management was easier than they thought at first
- ◆ **29%** of clients surveyed indicated that achieving their goals during case management was exactly as they thought at first
- ◆ **10%** of clients surveyed indicated that achieving their goals during case management was harder than they thought at first
- ◆ **90%** of clients surveyed indicated that their relationships with their case managers from the time they first met them and now became more positive
- ◆ **9%** of clients surveyed indicated that their relationships with their case managers from the time they first met them and now stayed the same
- ◆ **1%** of clients surveyed indicated that their relationships with their case managers from the time they first met them and now became more negative



"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."

DR case-managed parent

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 throughout the funding year reported they gained from case management.

- ◆ "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."
- ◆ "Responsibility"
- ◆ "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."
- ◆ "Cooking meals daily is best for my family and I have more patience with my children and I stay home a lot more."
- ◆ "That nothing is more important than family no matter what."
- ◆ "I found out about more services I could use if needed."
- ◆ "The services with bills and food and someone to talk to."
- ◆ "I learned how to talk to my children and understand them."
- ◆ "I was homeless and she helped us get a house."
- ◆ "Parenting class. She is helping me get my kids to stay in school."
- ◆ "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."
- ◆ "I'm now enrolled in college to better myself and skills."
- ◆ "Stress management, parenting classes, AB2726 programs, wrap around program, support groups."
- ◆ "Talking is very helpful when you have a situation you need help with [staff member] made things easier because of the information she gave me."
- ◆ "My case manager helped me get my baby back from CPS."
- ◆ "How to be more involve with my kids and how to put them first and not to make any more bad decision."
- ◆ "How to overcome my obstacles."
- ◆ "I felt motivated to better my situation in life by going back to school."