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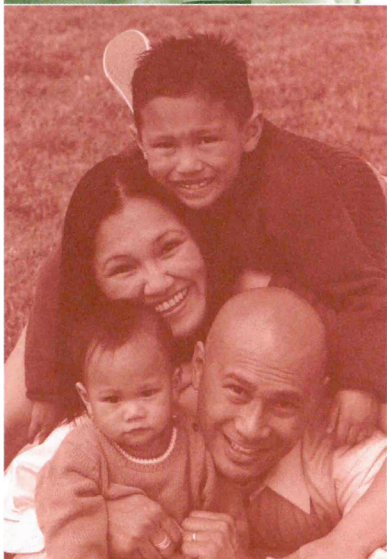


# **East Side Family Center program evaluation results**

*Final evaluation report on activities under  
a Children's Trust Fund grant*



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a Children's Trust Fund grant*

**February 2012**

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# Summary

## *Program overview*

The East Side Family Center (ESFC) supports children, families, and neighborhoods in the east side of Saint Paul by providing education, support, and referrals to community resources. In 2007, the ESFC received a three-year Strengthening Families Child Abuse and Neglect Prevention Program grant from the Minnesota Children's Trust Fund. The ESFC was awarded a one-year extension on the grant, extending services through December 2011. Through this grant, the ESFC provides case management, crisis services, housing services, Life Skills classes and programs, community baby showers, and Family Navigator services.

## *Research methods*

The ESFC contracted with Wilder Research to conduct an independent evaluation of programs and services provided through the grant. The evaluation focuses on the number and demographic characteristics of program participants, participant satisfaction with program services, and the attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances. Evaluation methods include self-administered surveys, telephone interviews, and review of program records.

## *Key findings*

Following is a summary of key findings from the evaluation of program services during the four-year grant period, spanning November 2007 through December 2011. Overall, the ESFC received highly positive satisfaction ratings across program services. Results also indicate ESFC services helped many participants through critical challenges, such as by stabilizing their housing, reducing barriers to employment, providing education on basic life skills, and providing and linking participants to key sources of support.

It seems important to consider evaluation results in the context of the economic recession taking place during the grant period. Despite improvements in many clients' circumstances, some clients continued to face challenges after they exited program services. A list of issues for consideration following this section addresses ways the ESFC can continue its ongoing efforts to strengthen program services.

## **Program participation**

During the four-year grant period, the ESFC served a total of 3,329 children and 3,262 adults. While clients served represented diverse ethnic backgrounds, the majority of clients were African American (52-55% of children and adults served during the most recent year). Most parents served were female (75%), and 12 percent had limited proficiency in English. More than 75 percent of families served were experiencing financial hardship, and less than 25 percent were experiencing domestic violence.

## **Crisis services**

Results indicate that the ESFC's crisis services program is meeting or exceeding performance target goals for nearly all goal areas established for the Children's Trust Fund Strengthening Families grant. Results indicate ESFC services help participants stabilize housing, reduce barriers to employment, and increase their formal and informal sources of support. Overall, participants provided highly favorable feedback on ESFC staff and services.

Ninety-eight percent of crisis services respondents during the four-year grant period indicated they were satisfied with the services they received from the ESFC. Almost all (92%) "strongly agreed" or "agreed" that their situation had improved since seeking services from the program, and almost all (97%) indicated that ESFC services were "very helpful" in improving their circumstances. When they exited the program, almost all participants "strongly agreed" or "agreed" that their family's basic needs were being met (93%), and that the ESFC helped them meet those needs (95%).

Results suggest that the ESFC plays an important role in helping participants maintain their current housing. Three to six months after receiving housing services, most clients participating in a follow-up telephone interview (84%) reported that ESFC assistance had been "very helpful" in helping them stay in their current housing. Additionally, more than half of the respondents (51%) reported that their housing improved after they began receiving services from the ESFC. At intake, 42 percent were living in market-rate rental housing. Three to six months later, two-thirds of the clients had secured market-rate rental housing (67%), although 8% remained in precarious housing situations.

A comparable follow-up telephone interview was also conducted with participants who received employment services, although only nine employment interviews were available for analysis in this report. All nine respondents reported they were satisfied with ESFC services, despite the fact that a few indicated their employment needs were still not being met.



## **Mental health supports**

East Side staff worked to identify clients who may be in need of referrals for mental health services, either for themselves or their children. One client who completed the employment follow-up survey indicated that he/she had received referrals; however, no clients who completed the housing follow up interview indicated they had received referrals.

Clients were also asked about referrals for mental health services received for their children. One client who completed the housing follow-up interview and three who completed the housing follow-up interview indicated that their children had received referrals. Each parent noted that the referrals had been helpful, and three were referred to mental health services for follow-up.

## **Case Management services**

Nearly 400 clients received case management services from the ESFC between November 2007 and December 2011. Clients who began receiving case management services during the grant period often reported seeking help for daily living supports, including clothing (71%), employment (58%), food (53%), and rental and utilities assistance (29-50%). Upon intake into the case management program, less than half of the participants (46%) reported that their family's basic needs were being met. Approximately half felt that family, friends, or neighbors provided support in times of need (47%), that they received the emotional support they needed as a parent (51%), and that they received the practical support they needed as a parent (55%).

Only seven post-tests had been completed at the time of this report. Although broader inferences about program impact cannot be made at this time, overall these initial post-tests suggest a positive trend in these areas over the course of receiving case-management services. Asked at post-test whether their situation has changed since they began receiving services from the ESFC, all seven respondents reported it had. Additionally, all seven indicated they were satisfied with the services they received and with the ESFC's ability to help with the needs they had when they came to the program. Asked how their situation had changed, respondents described being in a better housing situation, being better able to keep up with bills, having more emotional support, and feeling better about themselves and their life. The completion of additional post-tests in future years would enable researchers to make stronger claims about the impact of case-management services.

## **Life Skills Education Program**

Over the four-year grant period, each of the ESFC's Life Skills programs received high satisfaction ratings overall. During this time, Wilder Research evaluated the following Life Skills programs: Anger Regulation, Credit Counseling, Job Readiness, and Rent Wise workshops, as well as a Domestic Abuse Support Group. These programs addressed a number of the indicators established for the Strengthening Families grant, including indicators in the areas of domestic violence, employment, housing stabilization, and stress and anger management.

Although individual programs' results represent a fairly small number of participants, overall results suggest that Life Skills programs effectively delivered the knowledge, skills, and resources that were intended. This report presents detailed results from the Rent Wise workshop offered in the third and final grant year. On average, improvement was seen from pre- to post-test in participants' perceptions of their renting and budgeting skills. In particular, more participants "agreed" or "strongly agreed" at post-test that they knew what questions to ask when looking for a place to rent and felt that they now had the skills to take care of their homes.

## **Community baby shower**

The ESFC offers community baby showers for women who are expecting babies in three to six months or have delivered their babies within the last six months. Results from the most recent baby shower offered in March 2011 are presented in this report. All participants responding to a satisfaction survey indicated they were satisfied with the services they received, and all agreed that they learned about additional community resources as a result of attending the baby shower. Participants indicated that the baby shower helped meet their needs for their new children, although fewer felt the baby shower connected them with other families who live in their communities.

## *Issues for consideration*

Following are several issues for consideration that ESFC staff may want to factor in their future program planning. Program staff are in the best position to determine which suggestions merit action, and should consider the following recommendations in the context of their own extensive knowledge of program operations and client needs.

### **Crisis services**

- *Community resources.* Most participants (85%) felt that ESFC staff helped connect them with other organizations and agencies, although fewer indicated they had actually received services from outside organizations (70%) or that they had sought referrals on their own (43%). Staff can continue their efforts to target community resources and educate and motivate clients to seek services on their own.
- *Support systems.* A majority of participants (61%) felt that the ESFC helped them build and foster new supportive relationships. When they exited crisis services, two-thirds (65%) agreed that family, friends, or neighbors were a source of support. ESFC staff are in the best position to know whether the remaining one-third is in part a reflection of participants leaving unhealthy relationships, or whether additional steps can be taken to help more participants establish a support system to help them in times of need.
- *Mental health supports.* During the fourth year of the grant, clients were asked about their satisfaction with mental health service referrals that may have been provided by ESFC. While few clients indicated they had received referrals during the fourth year, data collection was limited to those clients who completed follow-up telephone interviews. To better assess the impact of mental health referrals going forward, consider strategies to more systematically collect information from a broader group of clients.
- *Housing follow-up.* Results suggest that the ESFC plays an important role in helping participants maintain their current housing, and a majority of respondents to a follow-up interview reported that their housing had improved. Still, several clients remained in precarious housing situations, and just over a third felt that their housing needs were being met “somewhat” three to six months after receiving ESFC services. ESFC staff can consider whether resources permit any additional follow-up with clients continuing to struggle with their housing situation.
- *Housing affordability.* Three to six months after receiving crisis services related to housing, almost half of the clients (49%) were still paying more than 50 percent of their income for housing. While this may be a reflection of the current housing

market in the east metro, ESFC staff can consider this finding as they work with families to find affordable housing.

- *Employment services.* Three to six months after receiving employment services, five of eight participants reported they were unemployed. Still, all nine reported they were satisfied with ESFC services. Two indicated they would like to receive training for a stable job or leads for job training in a particular occupation. Taken together, results suggest ESFC employment services may be particularly important in light of the economic recession, and staff can take this into consideration in their future program planning.
- *Participant suggestions.* When they exited crisis services, participants provided very positive feedback overall about ESFC staff and services. Program staff should be commended for these results. Staff can also consider the feasibility of suggestions provided in response to an open-ended question asking about ways ESFC services could be improved. While most respondents offered no suggestions for improvement, several suggested increasing offsite services or outreach, and a few suggested increasing staff or reducing paperwork.

## **Case management**

- *Post-test completion.* Only seven case management post-tests were available at the time of this report, compared to 38 pre-tests. Case management clients can receive services for an extended period of time, and the low number of post-tests could in part reflect few participants eligible to complete the survey. Wilder Research staff can also work with ESFC staff to look at the number of clients entering and exiting services who are completing evaluation tools, and to ensure ESFC staff are aware of evaluation processes concerning the timing and administration of surveys and consent forms.

# Introduction

## *Overview*

The East Side Family Center (ESFC) supports children, families, and neighborhoods in the east side of Saint Paul by providing education, support, and referrals to community resources. As stated in its mission, the ESFC works “to value and strengthen the capacity of St. Paul’s east side communities, cultures, and families in order to help healthy, nurtured children achieve their full potential and become active, contributing members in the community.” At the time of this report, the program operated out of Neighborhood House. The ESFC operates out of offices in four east side schools, including Bruce F. Vento Elementary, Dayton’s Bluff Achievement Plus Elementary, John A. Johnson Achievement Plus Elementary, and North End Elementary.

In 2007, the ESFC received a three-year Strengthening Families Child Abuse and Neglect Prevention Program grant from the Minnesota Children’s Trust Fund. The ESFC was awarded a one-year extension on the grant, extending services through December 2011. The ESFC contracted with Wilder Research to conduct an independent evaluation of programs and services supported by the grant. This report comes at the conclusion of the extended grant period and presents results for the full four-year period, spanning November 2007 through December 2011. The report also highlights key findings from the fourth and final grant year separately in the areas of program participation, crisis services, and Life Skills education, where sufficient data are available.

## *Children’s Trust Fund grant*

Administered by the Minnesota Department of Human Services, the Children’s Trust Fund (CTF) provides grants to public and private nonprofit agencies that work to prevent child abuse and neglect (MN House of Representatives, 2005). CTF initiatives are required to demonstrate capacity to achieve the following long-term outcomes for participating children and families: 1) families have enhanced capacity to provide for their children’s needs; 2) children’s education, physical, and mental health needs are met, and 3) children have opportunities for healthy social and emotional development. CTF initiatives must also reach populations identified as most at risk of child abuse and neglect, and administer evidence-based or evidence-informed practices (MN Department of Human Services, 2007).

In 2007, the Children’s Trust Fund awarded the ESFC a three-year, \$300,000 grant through its Strengthening Families Child Abuse and Neglect Prevention Program. The grant was awarded from September 2007 to September 2010, with a fourth year extension through December 2011. For purposes of evaluation reporting, Wilder Research and the ESFC

defined the initial grant year as November 2007 through September 2008 to coincide with the period covered by the first two semi-annual progress reports required by the Children's Trust Fund. The second grant year was defined as October 2008 through September 2009, the third as October 2009 through September 2010, and the fourth and final, extension year as October 2010 through December 2011.

The Strengthening Families program provides grants for community-based programs that promote protective factors linked to lower incidence of child abuse and neglect. These protective factors include the following: 1) nurturing and attachment, 2) knowledge of parenting and of child and youth development, 3) parental resilience, 4) social connections, and 5) concrete supports for parents. The ESFC targets four of those five protective factors (all but "nurturing and attachment"). Figure A1 details the outcomes and indicators established for the protective factors addressed by ESFC services.

### ***East Side Family Center services***

Following are descriptions of ESFC programs and services offered during the grant period. Core programs supported by the Children's Trust Fund grant and evaluated here include crisis services, case management services, and Life Skills classes. These services are ongoing, with the exception of individual Life Skills education courses which vary from year to year.

The following program descriptions represent most of the services offered by the ESFC, as the ESFC is using the protective factors framework to guide services organization-wide. The current contract between ESFC and Wilder Research does not include evaluation of additional services offered by the ESFC, although participation data for these programs is provided. These additional services include parent support groups, the Family Navigator program, a Friday Friends program offered in collaboration with the Early Childhood Family Education (ECFE) program, and the East Side Housing Program which is evaluated separately by Wilder Research. The ESFC also offers community baby showers. Although not a formal component of this evaluation, the baby showers are evaluated by ESFC staff using a brief satisfaction survey developed by Wilder Research, and results of the most recent shower are presented in this report.

### **Crisis services**

The ESFC's ongoing crisis services were supported by the Children's Trust Fund grant. Crisis services are provided to families with children attending one of the four ESFC schools as well as to other families in the community. Services are provided by ESFC staff who assist families with meeting basic needs such as food, clothing, shelter, medical, and mental health needs. Some crisis services are provided as part of the housing

program, with most families receiving crisis services through the housing program either homeless or at risk of becoming homeless. Housing program families often need assistance with rental issues, housing, repair issues, issues with utilities, or resolving conflict with neighbors or landlords, for example, and may also need referrals to services not related to housing.

### **Case management**

The ESFC's ongoing case management services also received support from the Children's Trust Fund grant. Clients meet with their case manager on a monthly basis, typically for six months. These clients receive more intensive support than those only attending ESFC classes or support groups.

Some case management services are provided as part of the Ramsey County Family and Community Partnership program, which connects families to resources and services in their community. Other case management services are provided as part of the ESFC's housing program, which is described in greater depth later in this section.

### **Life Skills Education Program**

The ESFC's Life Skills Education Program, supported by the Children's Trust Fund Grant, offers a variety of classes aimed at providing tools for strengthening families and helping families stabilize their housing situations. Following are descriptions of Life Skills classes evaluated by Wilder Research during the four-year grant period. This report summarizes these programs' overall progress toward grant indicators across the four years. Detailed results on earlier years' courses are presented in past reports (Mohr & Leite, 2010; Leite & Mueller, 2009; Mohr & Leite, 2008).

In addition to classes evaluated by Wilder Research, the ESFC also offered Life Skills programming on the following topics during the four-year grant period: Financial Planning, Renting Issues, Self-Defense, and Spring Cleaning (Year 1); Barriers to Children's Success, Fire Safety, Healthy Homes for Healthy Families, Spring Cleaning, and Weatherize Your Home (Year 2); Anger Management, Domestic Violence Prevention, Employment, Fire Safety, Spring Cleaning, and Weatherize Your Home (Year 3); and Self Confidence and Domestic Abuse Prevention, Prioritizing for Success, Spring Cleaning/Bed Bug Prevention, and Healthy Eating (Year 4).

### **East Side Housing Program**

The housing program works to stabilize the housing situations of families with children attending Johnson Elementary. Program services include case management and housing

placement. Program staff help families find and maintain decent, safe, and affordable rental and owner-occupied housing. Staff also provide supportive services, resources, and referrals for a variety of issues that may pose challenges to self-reliance, addressing employment, mental health, transportation, child care, school attendance, and other concerns faced by clients. Wilder Research conducts a separate evaluation of the housing program.

## **Family Navigator**

The ESFC supported the Family Navigator position at Johnson Elementary for the first two years of the grant. The Navigator works with families of children attending Johnson to connect them to the school and community resources. Referrals are provided to a variety of resources, depending on individual families' needs. Information about Navigator services is distributed during school conferences. The Navigator meets with families at the location most convenient to them, which may be at their home, the school, the YMCA, or a nearby park, for example. Family Navigator is not included in Wilder Research's evaluation of ESFC services at this time.

## ***Evaluation methods***

As described above, the East Side Family Center provided a variety of services to families through its Children's Trust Fund Strengthening Families grant. Following are brief descriptions of the evaluation methods for the program components included in this report. More detailed information on evaluation methods is provided in the Appendix, including copies of survey tools as well as a figure detailing the outcomes and indicators established for ESFC services supported by the grant (Figure A1).

## **Crisis services**

### **Exit survey**

Due to the large number of people receiving these services, the survey was originally designed to be administered during only four months of the year: January, April, July, and October. In January 2010, program staff began administering the survey to all clients exiting services each month in an effort to gather information from additional clients. The survey is completed by individuals who *exit* service during these months, regardless of when they began receiving services from the ESFC. This exit survey measures participant satisfaction with program services, and attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances.



## **Follow-up interviews**

Initially ESFC staff completed telephone follow-up interviews six months after case closure with clients who received employment services, housing services, or services related to domestic abuse. However, staff experienced difficulty contacting clients six months later. The timeframe for follow-up was reduced to three months, and Wilder Research staff have been conducting the three-month follow-up interviews since January 2009. Results of 9 employment and 102 housing follow-up interviews are presented in this report, and all but 2 housing interviews were completed by Wilder Research staff. Results of the domestic abuse services follow-up interview are not reported here, as only one had been completed at the time of this report.

## **Case management**

Clients receiving case management services complete the case management pre-test survey at intake, and the post-test survey at closing. Surveys measure participant satisfaction with program services, and attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances.

## **Life Skills Education Program**

As described earlier, detailed results of previous years' Life Skills courses are presented in past reports.

## **Research consent**

Due to the sensitive nature of some of the concerns facing ESFC clients, Wilder Research developed a research consent form that has been used for all surveys and interviews conducted as part of this evaluation. A copy of the form is provided in the Appendix of this report. The form is available in English, Spanish, and Hmong.

ESFC staff administer the research consent form along with the initial paperwork clients are asked to complete to receive services from the program. Only those who sign the form and mark "yes" that they provide research consent are eligible for completing surveys and phone interviews associated with this evaluation. Clients are not required to provide research consent in order to receive services from the ESFC.

At the time of this report, Wilder Research had received completed research consent forms from 2,661 clients who were new to the ESFC since evaluation tools were completed in May 2008. Of those clients, 86 percent provided research consent, 6 percent declined to participate in the research, and 8 percent did not indicate their consent for participation.

## ***Contents of the report***

This report summarizes activities and outcomes under the ESFC's four-year Strengthening Families grant. Results are presented in the following areas:

- Program participation
- Crisis services results
- Case management results
- Life Skills education results
- Community baby shower results

In most cases, results are presented for the entire grant period, spanning November 2007 through December 2011. The report also describes relevant findings from the fourth grant year separately in the areas of program participation and crisis services, where sufficient data are available. Although not a formal component of this evaluation, Wilder Research also developed a brief survey to measure satisfaction with the ESFC's community baby showers, and results of a shower conducted in the final grant year are presented here.

# Program participation

Between November 2007 and December 2011, the ESFC served a total of 3,329 children and 3,262 adults. In the final grant year alone, October 2009 through December 2010, the ESFC served 1,153 children and 791 adults. Over the four-year grant period, most clients received crisis services. Nearly 400 parents and families received case management services, and 438 parents participated in the Life Skills Education Program (Figure 1).

Clients served represented diverse ethnic groups, although the majority of clients served were African American (52-55%). The majority of adult clients were female (75%), and 14 percent had limited proficiency in English (Figure 2). Additionally, more than 75 percent of families served between November 2007 and December 2011 were experiencing financial hardship, and less than 25 percent were experiencing domestic violence.

## 1. ESFC participation: November 2007 – October 2011

Type of service	November 2007 – October 2011 (Years 1-4)		October 2009 – October 2011 (Year 4)	
	Number of children/youth	Number of parents	Number of children/youth	Number of parents
Crisis services	-	3,762	-	597
Case management	-	398	-	91
Life Skills Education Program	514	438	117	86
Family Navigator	-	202	-	-
East Side Housing Program	-	73	16	18
<b>Total unduplicated count<sup>b</sup></b>	-	5,670	-	792

<sup>a</sup> Other program areas include the following ESFC services not formally included in Wilder Research's evaluation: community baby showers, parent support groups, and the Friday Friends program offered in collaboration with Early Childhood Family Education (ECFE).

<sup>b</sup> Some participants received more than one type of service. These individuals are counted only once in the "total unduplicated count."

**Source:** ESFC program records, November 2007-October 2011.

## 2. Participant demographics: November 2007 – December 2011

	Children/youth <sup>b</sup>		Parents	
	N	Percent	N	Percent
<b>Race/ethnicity</b>				
African American/Black	1,770	55%	1,691	52%
American Indian	53	2%	68	2%
Asian	207	6%	182	6%
Pacific Islander	-	-	-	-
White	528	16%	519	16%
Unknown race or unable to determine	499	15%	435	13%
Two or more races	272	8%	367	11%
Total	3,329	100%	3,262	100%
<b>Hispanic ethnicity – any race</b>				
Yes	392	12%	343	11%
No	2,937	88%	2,919	89%
Total	3,329	100%	3,262	100%
<b>Limited English Proficiency<sup>a</sup></b>				
Yes	503	15%	453	14%
No	2,826	85%	2,809	86%
Total	3,329	100%	3,262	100%
<b>Gender</b>				
Male	2,841	51%	887	25%
Female	2,689	49%	2,721	75%
Total	5,530	100%	3,608	100%

<sup>a</sup> Grantees are asked to estimate the number of participants who “speak a primary language other than English, or are considered having Limited English Proficiency.”

<sup>b</sup> Race/ethnicity and English proficiency data not available for children/youth from November 2007 – September 2008.

**Source:** ESFC program records, November 2007-October 2011.

# Crisis services results

ESFC staff work one-on-one with individuals facing crisis situations. Many families receiving crisis services are struggling to meet basic needs such as food, clothing, shelter, medical, or mental health needs. Crisis services are provided to families with children attending one of the four ESFC schools as well as to other families in the community.

More than 3,700 adults received crisis services from the ESFC between November 2007 and December 2011, and nearly 600 during the final grant year of October 2010 through December 2011. This section presents results of exit surveys completed by 212 clients who signed consent forms and exited services during the three-year grant period. This section also presents results of telephone interviews following up with recipients of housing and employment services three to six months after they exited the program.

## *Strengthening Families grant results*

Figure 3 summarizes crisis services results in relation to the pertinent performance measures established for the Children's Trust Fund Strengthening Families grant. As shown in the figure, results indicate that the program is meeting or exceeding performance target goals for nearly all goal areas. Results indicate ESFC services help participants stabilize housing, reduce barriers to employment, and increase their formal and informal sources of support.

It seems important to view results in the context of the economic recession taking place during the grant period. For example, all nine participants completing a follow-up interview about employment services reported they were satisfied with the ESFC's services, even though a few still did not perceive their employment needs as being met. Taken together, these findings suggest clients may have perceived the influence of ESFC services as partially constrained by factors outside the ESFC's control.

**3. Crisis services results for the Strengthening Families grant: 4-year results by focus area, November 2007 – December 2011**

Focus areas	Program satisfaction measure	Summary of results
	How satisfied are you with the services that you received from the ESFC?	98% were “highly satisfied” or “satisfied” with the services received, and 99% felt the ESFC helped resolve issues that brought them to the program (N=208-210).
	<b>Performance indicators and 4-year targets</b>	
<b>Barriers to employment</b>	50% of participants report easier access to basic needs through ESFC culturally specific outreach workers.	99% “strongly agreed” or “agreed” at exit that ESFC staff were knowledgeable and skilled, and 99% reported that staff were available when needed (N=200-208).
	Participants will obtain a job or obtain an increase in employment income.	3/7 reported their employment situation was better at follow-up, and 5 reported “about the same.” Despite challenges some still faced, 9/9 reported satisfaction with employment services at follow-up.
<b>Housing Stabilization</b>	50% of participants through housing assistance remain in their homes.	84% reported at follow-up that assistance from the ESFC had been “very helpful” in helping them stay in their current housing, and 13% reported it was “somewhat helpful” (N=91).
<b>Parent self-care</b>	Participants effectively advocate for themselves.	86% “strongly agreed” or “agreed” that they learned new strategies or obtained new resources since they first visited the ESFC that will help them if they face similar problems in the future (N=157-195).
	50% of participants report accessing community resources without the assistance of ESFC staff.	43% reported they have contacted other community agencies on their own since they started receiving ESFC services. An additional 38% said they would feel comfortable doing so (N=203).
<b>Informal sources of support</b>	Participants ask reliable, safe, and appropriate friends, family members, and neighbors for support and assistance when they need them.	65% “strongly agreed” or “agreed” that friends, family, and/or neighbors provide support to them during times of need (N=157-195).
	50% of participants report they have a closer relationship with friends, family, and neighbors.	61% “strongly agreed” or “agreed” that ESFC staff helped them build a closer relationship with friends, family, and/or neighbors (N=157-195).
<b>Formal sources of support</b>	Participants demonstrate knowledge of family needs that can best be met through community organizations or agencies.	85% “strongly agreed” or “agreed” that ESFC staff helped connect them with other community organizations, agencies, or classes that could help them with their situation (N=167-186).
	Participants contact the public and private agencies that are most likely to help them meet their family’s needs.	70% “strongly agreed” or “agreed” that they have received help for their situation from other community organizations, agencies, or classes since they first came to the ESFC (N=167-186).
	50% of participants report they got their basic needs met.	93% “strongly agreed” or “agreed” that their family’s basic needs are being met (N=202-207).

**Note:** This figure denotes crisis services results in relation to the pertinent performance measures established for the Children’s Trust Fund Strengthening Families grant (see Figure A1).

**Sources:** ESFC Survey, Housing Follow-up Interview, and Employment Follow-up Interview, November 2007-October 2011.

## ***Exit survey***

Clients receiving crisis services are asked to complete an exit survey addressing their satisfaction with program services and changes in their knowledge, behavior, and circumstances. This section presents results from the 212 exit surveys completed during the four-year grant period.

### **Types of services provided**

Participants most frequently indicated rental assistance as an area of need (69% of participants). From 10-15 percent of respondents indicated employment, utilities assistance, clothing, or food as an area of need. Other areas of service were indicated less frequently, although it is possible that some participants did not feel comfortable noting issues such as domestic abuse.

As shown in Figure 4, services participants indicated they received did not always match the services they indicated they needed. Some respondents who did not indicate a particular area of need received services in that area. In other cases, a participant indicated they needed but did not receive services in a particular area. This discrepancy may reflect differences between client and staff perceptions of areas of need. Perhaps most importantly, when asked specifically about the needs they had when they initially came to the program, almost all respondents (98%) indicated they were satisfied with the ESFC's ability to help with those specific needs (Figure 5).

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#### 4. Types of service needed and received (N=212)

Areas of service	Needed help from the ESFC (% of all respondents)	Those who received services or referrals from ESFC (of those needing help)	% of all clients who received services or referrals, regardless of need at time of crisis survey
Rental assistance	146 (69%)	63/146 (44%)	43%
Employment	24 (11%)	4/24 (17%)	17%
Utilities assistance (e.g., Xcel, water)	32 (15%)	9/32 (28%)	28%
Clothing	22 (10%)	7/22 (32%)	32%
Food	21 (10%)	9/21 (43%)	43%
Landlord/tenant problems	7 (3%)	3/7 (43%)	43%
Medical needs	5 (2%)	2/5 (40%)	40%
Mental health needs	6 (3%)	1/6 (17%)	17%
Conflict with neighbors	1 (<1%)	0/1 (0%)	0%
Domestic abuse	1 (<1%)	0/1 (0%)	0%
Chemical dependency	0 (0%)	N/A	-
Mortgage foreclosure	2 (1%)	2/2 (100%)	100%
Other <sup>a</sup>	10 (5%)	5/10 (50%)	50%

<sup>a</sup> Other services used included furniture (N=7), car repair or a car (N=3), social work (N=1), bus fare (N=1), legal matters (N=1), and truck insurance (N=1).

**Source:** ESFC Survey, November 2007-December 2011.

#### Satisfaction with services

Participants generally indicated high satisfaction with the program. Ninety-eight percent of respondents during the four-year grant period indicated they were “satisfied” or “highly satisfied” with the crisis services they received from the ESFC (Figure 5). Asked specifically about the needs they had when they initially came to the program, almost all (98%) indicated they were “satisfied” or “highly satisfied” with the ESFC’s ability to help with those needs.

Results for the final grant year alone were similar. Looking at only participants exiting during the final grant year, 98 percent indicated satisfaction with the services they received, and 99 percent indicated satisfaction with the ESFC’s ability to help with the needs they had when they initially came to the program.



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## 5. Overall satisfaction with program (N=208-210)

Please circle the number in the category that best describes your opinion:	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
How satisfied are you with the services that you received from the ESFC?	91%	7%	1%	<1%
How satisfied are you with the ESFC's ability to help you with the needs you had when you initially came to the program?	91%	8%	<1%	<1%

**Source:** ESFC Survey, November 2007- December 2011.

As shown in Figure 6, participants also provided positive feedback on ESFC staff. Nearly all participants during the four-year grant period expressed satisfaction with the knowledge and skills of staff (99%) and indicated staff were readily available when needed (99%). Again, results were similar when looking at the fourth and final grant year alone.

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## 6. Satisfaction with ESFC staff (N=200-208)

Please indicate your level of agreement with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
ESFC staff were knowledgeable and skilled.	77%	22%	2%	0%	0%
ESFC staff were available to me when I needed them.	78%	20%	1%	<1%	0%

**Source:** ESFC Survey, November 2007- December 2011

## Changes in situation

Almost all participants during the grant period (92%) “strongly agreed” or “agreed” that their situation had improved since seeking services from the program (Figure 7). Further, almost all (97%) indicated that ESFC services were “very helpful” in improving their circumstances (Figure 8). Taken together, these results suggest that almost all participants perceived improvements in their situation, and credited ESFC services with helping bring about those improvements. The comparable figures for only those exiting during the final grant year.

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## 7. Improvements in situation (N=204)

Please indicate your level of agreement with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My situation has improved since I began receiving services from the ESFC.	60%	32%	5%	3%	<1%

**Source:** ESFC Survey, November 2007- December 2011.

---

## 8. Helpfulness of ESFC in improving situation (N=212)

Overall, how helpful would you say services from the ESFC have been in improving your situation?	Percentage of participants
Very helpful	97%
Somewhat helpful	3%
Not at all helpful	0%

**Source:** ESFC Survey, November 2007- December 2011.

Three-fourths (76%) of participants reported that their situation had changed since receiving services from ESFC. A majority reported that their situations had improved due to help with rent or housing. Participants also reported that their situations had improved due to help they received in general, their financial situation improving, help with school or employment, and help with stress and other daily needs, for example.

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## 9. Changes in situation (N=206)

Has your situation changed since you began receiving services from the ESFC?	Percentage of participants
Yes	76%
No	24%

**Source:** ESFC Survey, November 2007- December 2011.

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## 10. Open-ended question: Ways participants' situations changed (N=163)

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### If yes, in what ways has it changed?

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Helped me with rent. (71 respondents)

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Helped me get my own apartment or house. (24 respondents)

---

Helped in general. (17 respondents)

---

Financial situation improved/up to date on utilities. (21 respondents)

---

Helped me with school or employment. (9 respondents)

---

Helped with daily living supports (e.g., car repair, furniture). (8 respondents)

---

Helped with stress. (7 respondents)

---

Bought me more time. (2 respondents)

---

Referral for social services. (1 respondent)

---

Helped with food assistance. (1 respondent)

---

Helped me feel safer without being abused/harassed. (1 respondent)

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Helped me get emergency general assistance. (1 respondent)

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**Note:** This follow-up question was asked of respondents who answered "yes" in response to the question in Figure 9. Some respondents described more than one way their situation has changed.

**Source:** ESFC Survey, November 2007- December 2011.

Asked in an open-ended question to describe ways the ESFC could improve its services, most respondents indicated they had no suggestions for improvement. Several suggested increasing offsite services or outreach, and a few suggested increasing staff or reducing paperwork as possible improvements. Figure 11 provides a complete summary of their responses.

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## 11. Open-ended question: Ways ESFC services could be improved (N=158)

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### How could services provided by the ESFC be improved?

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Nothing/Services and/or staff are great (130 respondents)

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More services offsite/more outreach (7 respondents)

---

Having more staff (5 respondents)

---

Less paperwork/streamline process (4 respondents)

---

Keep the funds coming so that other can be helped (3 respondents)

---

Just keep the good staff you have (2 respondents)

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Helping people with clothes and food (2 respondents)

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More follow-up with staff (2 respondents)

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Help with moving cost (1 respondent)

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**Source:** ESFC Survey, November 2007- December 2011.

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## Basic needs

Survey responses suggest that participants perceive services from the ESFC as helping them meet their family's basic needs. As shown in Figure 12, almost all completing the survey during the four-year grant period indicated they "strongly agreed" or "agreed" that their basic needs were being met when they exited the program (93%), and almost all felt that the ESFC helped them meet those needs (95%).

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### 12. Family's basic needs (N=202-207)

Please indicate your level of agreement with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My family's basic needs are being met.	57%	36%	5%	2%	0%
Services I received from the ESFC helped me meet my family's basic needs.	72%	23%	5%	1%	0%

**Source:** ESFC Survey, November 2007- December 2011.

## Connections with community resources

Most participants during the grant period (85%) felt that ESFC staff helped connect them with other organizations and agencies, although fewer (70%) indicated that they had actually received services from outside organizations (Figure 13). Forty-three percent of participants reported that they had sought referrals on their own, and an additional 38 percent reported that they would feel comfortable doing so (Figure 14).

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### 13. Connections with community resources (N=167-186)

Please indicate your level of agreement with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
ESFC staff helped connect me with other community organizations, agencies, or classes that could help me with my situation.	58%	27%	12%	3%	1%
I have received help for my situation from other community organizations, agencies, or classes since I first came to the ESFC (whether or not ESFC staff helped connect you with the resource).	46%	24%	16%	10%	5%

**Source:** ESFC Survey, November 2007- December 2011.

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#### 14. Efforts to contact community agencies without ESFC assistance (N=203)

Since you started receiving services from the ESFC, have you contacted any other community agencies for help on your own, without the assistance of ESFC staff? This could include agencies ESFC staff referred you to, but that you contacted on your own.

	% of participants
Yes, I have contacted other community agencies on my own for help with my situation.	43%
No, but I would feel comfortable contacting other community agencies on my own.	38%
No, and I do not feel comfortable contacting other community agencies on my own.	19%

**Source:** ESFC Survey, November 2007- December 2011.

#### Informal sources of support

Most participants during the grant period (86%) felt that they had learned new strategies or obtained new resources that would help if they faced a similar crisis situation in the future. Two-thirds (65%) indicated that family and friends were a source of support, and a majority (61%) indicated the ESFC helped build and foster new supportive relationships (Figure 15).

---

#### 15. Informal sources of support (N=157-195)

Please indicate your level of agreement with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Friends, family, and/or neighbors provide support to me during times of need.	30%	35%	17%	13%	4%
ESFC staff helped me build a closer relationship with friends, family, and/or neighbors.	32%	29%	29%	10%	1%
I learned new strategies or obtained new resources since I first visited the ESFC that will help me if I face similar problems in the future.	56%	30%	11%	3%	0%

**Source:** ESFC Survey, November 2007- December 2011.

## ***Follow-up interviews***

Follow-up telephone interviews are conducted with clients receiving crisis services for housing, employment, or domestic abuse. The remainder of this section describes results of housing and employment interviews completed during the four-year grant period. Because only one domestic abuse interview had been completed at the time of this report, results of that interview are not presented here.

Interviews were initially conducted by ESFC staff six months after services were complete, but staff experienced difficulty contacting clients that long after their case closure. Since January 2009, Wilder Research staff have been conducting the follow-up interviews three months after case closure. To be eligible for an interview, clients need to have received crisis services in one or more of the three areas, provided research consent at the time of service, and completed the crisis services exit survey (i.e., “ESFC Survey”).

### **Housing interviews**

Over the four-year grant period, 190 clients were eligible to complete follow-up interviews for housing services, and 102 were completed. Wilder Research and ESFC staff worked to locate current phone numbers for all eligible interviewees when they were scheduled for follow-up. Still, 82 clients could not be contacted due to unavailable, disconnected, or changed phone numbers. An additional client who was called refused to complete the interview. Two of the 64 interviews were completed by ESFC staff, and the remaining 100 were completed by Wilder Research.

### **Current housing situation**

Forty percent of respondents reported that they were either homeless, living in emergency shelter, or doubled up with family or friends at intake, and only 42 percent were living in market-rate rental housing. Three to six months later, two-thirds of the clients had secured market-rate rental housing (67%), although 8% remained in precarious housing situations (Figure 16).

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## 16. Housing situation

Areas of service	Housing situation at intake (N=102)	Current housing situation (N=101)
Homeless	10%	2%
Living in an emergency shelter or had received notice of eviction or foreclosure	20%	3%
Living with family, friends, or relatives in their housing	10%	3%
Living in subsidized rental housing	13%	19%
Living in market-rate rental housing	42%	67%
A home owner	6%	6%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

More than half of the respondents (51%) reported that their housing improved after they began receiving services from the ESFC (Figure 17). Overall, 52 percent felt that their basic housing needs were being met at follow-up, and another 36 percent felt that their needs were being met “somewhat” (Figure 18).

---

## 17. Current housing situation (N=102)

Would you say that your housing situation is now better than, worse than, or the same as when you first started receiving services from the ESFC?	% of participants
Better	51%
Same	43%
Worse	7%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

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## 18. Housing needs met (N=102)

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**Overall, would you say your basic housing needs are now being met?**

Yes	52%
Somewhat	36%
No	12%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

Results suggest that the ESFC plays an important role in helping participants maintain their current housing. Most participants (84%) reported that assistance from the ESFC had been “very helpful” in helping them *stay in* their current housing, and most others responding to the question reported it was “somewhat helpful” (Figure 19).

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## 19. Helpfulness of ESFC staff in retaining housing (N=91)

How helpful would you say assistance from ESFC has been in helping you stay in that [current] housing?	% of participants
Very helpful	84%
Somewhat helpful	13%
Not at all helpful	3%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

Participants reported that they had been in their current housing for between 1 month and 10 years, with a mean of 21.4 months and a median of 12.0 months (Figure 20). A majority of participants (67%) had not moved since they began receiving services through the ESFC (Figure 21).

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## 20. Length of time in current housing (N=93)

	Average number of months	Median number of months	Range of number of months
Total number of months in current housing	21.4	12.0	1 – 120 months

**Source:** *Housing Follow-up Interview, November 2007- December 2011.*

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## 21. Changes in residence since receiving services (N=94)

Including moving to your current residence, how many times have you moved since you started receiving services from the ESFC?	Number of moves	% of participants
Total number of moves: 94	0	67%
	1	28%
	2	3%
	3	1%
Average	0.43 moves	

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*



## Adequacy and affordability of current housing

Most respondents (84%) felt that their current housing was adequate for their family's needs at follow-up. Still, almost half (49%) were paying more than 50 percent of their current income for housing (Figures 22 & 23). Three-quarters (74%) reported that they were paying about the same percentage of their income for housing at follow-up as they were before receiving services from the ESFC. Nearly 1 in 5 (18%) indicated that they were paying more of their income toward housing at follow-up, and nine percent were paying less (Figure 24).

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### 22. Adequacy of current housing (N=94)

How would you describe the adequacy of your current housing?	% of participants
Adequate for your family's needs	84%
Inadequate for your family's needs	16%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

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### 23. Affordability of current housing (N=92)

We are interested in knowing how affordable your current housing situation is. Do you...	% of participants
Pay more than 50% of your income for housing	49%
Pay more than 30% but no more than 50% of your income for housing	35%
Pay 30% or less of your income for housing	16%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

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### 24. Affordability of housing prior to receiving ESFC services (N=91)

How does this compare to when you first started receiving services from the ESFC?	% of participants
Pay a smaller percentage of your income for housing	9%
Pay about the same percentage of your income for housing	74%
Pay a higher percentage of your income for housing	18%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

## Impact of services

Supporting the earlier finding that the ESFC appears to play an important role in helping participants maintain their current housing, half of respondents (51%) reported that the ESFC helped connect them to other community resources that helped them find or retain their housing. More than half (55%) indicated that they were now aware of community resources that could help with the type of housing challenges they have experienced (Figure 25). Most respondents (87%) felt that the ESFC was “very helpful” in helping get their basic housing needs met (Figure 26).

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### 25. Connections to community resources (N=94-102)

	Yes	No
Did the ESFC connect you with other community resources that helped you find or stay in your housing?	51%	49%
Are you aware of community resources that can help with the type of housing challenges that you have had?	55%	45%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

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### 26. Helpfulness of ESFC (N=101)

Overall, how helpful was the ESFC in getting your basic housing needs met?	% of participants
Very helpful	87%
Somewhat helpful	11%
Not at all helpful	2%

**Source:** *Housing Follow-up Interview, November 2007-December 2011.*

## Satisfaction with services

Overall, respondents provided strong satisfaction ratings for ESFC housing services at follow-up. Most respondents (77%) reported they were “highly satisfied” with services received from the ESFC, and an additional 21 percent indicated they were “satisfied” (Figure 27).

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**27. Overall satisfaction with program (N=102)**

Program satisfaction	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
How satisfied are you with the services that you received from the ESFC?	77%	21%	2%	1%

**Source:** Housing Follow-up Interview, November 2007-December 2011.

Asked whether there were any additional ways the ESFC could have helped with their housing issues, most answered “no.” A follow-up open-ended question asked respondents to describe any additional ways. Several respondents mentioned help looking for a better apartment or housing, or more help with rent. A few mentioned help with getting back into the program or finding a program, and a few mentioned help with utility bills. Figure 28 summarizes their responses.

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**28. Open-ended question: Additional ways the ESFC could have helped with your housing needs (N=32)**

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**Are there any additional ways the ESFC could have helped with your housing needs?**

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Help look for a better apartment/housing. (7 respondents)

More help with rent. (5 respondents)

Help with utility bills. (5 respondents)

Help with getting back into the program/finding a program. (3 respondents)

More streamlined services. (3 respondents)

Tell me more about other resources. (2 respondents)

Help with credit issues. (1 respondent)

Help with paperwork. (1 respondent)

Do a follow-up. (1 respondent)

Help with re-financing. (1 respondent)

Help with free furniture. (1 respondent)

Explain the criteria of qualifying/eligibilities. (1 respondent)

**Note:** Some respondents described more than one additional way the ESFC could have helped with housing issues.

**Source:** Housing Follow-up Interview, November 2007-December 2011.

## Employment interviews

Over the four-year grant period, 26 clients were eligible to complete follow-up telephone interviews for employment services. Wilder Research and ESFC staff worked to locate current phone numbers for all eligible interviewees when they were scheduled for follow-up. Still, 15 clients could not be contacted due to disconnected or changed phone numbers, and one client who was called did not answer calls or return messages. One client refused. This section presents results of the nine interviews that were completed by Wilder Research staff. In reviewing results of these employment interviews, it is important to view findings in the context of the economic recession taking place during the grant period.

### Current employment situation

Addressing their employment situation at intake, four respondents reported they were unemployed, two were working less than 25 hours per week, and one was a stay-at-home parent or student not otherwise employed. Only one participant was working 35 or more hours per week at intake. Three to six months later, two were working 35 or more hours per week and one was working 25 to 29 hours, although five were unemployed. At both intake and follow-up, one participant was unable to work or retired (Figure 29). The three participants employed at intake reported that they were still at the same job at the time of the follow-up interview.

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#### 29. Employment situation

Employment situation	At intake (N=9)	Current situation (N=9)
Working less than 15 hours per week	1	0
Working 15 to 19 hours per week	0	0
Working 20 to 24 hours per week	1	0
Working 25 to 29 hours per week	0	1
Working 30 to 34 hours per week	0	0
Working 35 to 40 hours per week	1	1
Working more than 40 hours per week	0	1
Unemployed	4	5
A stay-at-home parent or full-time student not otherwise employed	1	0
Unable to work or retired	1	1

**Source:** *Employment Follow-up Interview, November 2007-December 2011.*

Asked about their current hourly wage, the three respondents employed at follow-up said they were either earning about the same as (2 respondents) or more than (1 respondent) the amount per hour as when they first came to the ESFC (Figure 30).

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**30. Changes in wage since receiving services (N=3)**

Thinking about your current hourly wage, are you now earning more than, less than, or about the same amount per hour as when your first came to the ESFC?	Number of participants
More	1
Less	0
About the same	2

**Source:** Employment Follow-up Interview, November 2007-December 2011.

Those who reported they were able to work were asked how their employment situation at follow-up compared to when they first started receiving services from the ESFC. Three of the eight reported it was better at follow-up, and the remaining five said it was about the same (Figure 31). Three of these eight indicated their basic needs were not being met at follow-up (Figure 32).

---

**31. Current employment situation (N=8)**

Overall, how would you say your employment situation compares to when you first started receiving services from the ESFC?	Number of participants
Better	3
About the same	5
Worse	0

**Source:** Employment Follow-up Interview, November 2007-December 2011.

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**32. Employment needs met (N=8)**

Overall, would you say your basic employment needs are now being met?	Number of participants
Yes	2
Somewhat	3
No	3

**Source:** Employment Follow-up Interview, November 2007-December 2011.

## Impact of services

The eight participants who reported they were able to work were asked whether they were aware of community resources that could help with the type of employment challenges they have had. As shown in Figure 33, six indicated they were. Among the three employed at the time of the follow-up interview, one said the ESFC connected them with community resources that helped them keep their job.

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### 33. Connections to community resources

	Yes	No
Did the ESFC connect you with other community resources that helped you find or keep a job? These could include employment services as well as child care, transportation, or other resources you may have needed. (N=3)	1	2
Are you aware of community resources that can help with the type of employment challenges that you have had? (N=8)	6	2

**Source:** *Employment Follow-up Interview, November 2007-December 2011.*

Asked about the overall helpfulness of the ESFC in getting their basic employment needs met, six respondents reported ESFC services were “somewhat helpful” or “very helpful,” and two indicated the services were not helpful in meeting their employment needs (Figure 34). As previously mentioned, it seems important to consider results in the context of the economic recession taking place during the grant period as well as respondents’ high satisfaction ratings.

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### 34. Helpfulness of ESFC (N=8)

Overall, how helpful was the ESFC in getting your basic employment needs met?	Number of participants
Very helpful	4
Somewhat helpful	2
Not at all helpful	2

**Source:** *Employment Follow-up Interview, November 2007-December 2011.*

### Satisfaction with services

All eight respondents reported they were satisfied with the services they received from the ESFC, with seven indicating they were “highly satisfied” (Figure 35). These results, taken with the finding that a few participants did not perceive their basic employment needs as being met, suggest that participants may have perceived the impact of employment services as partially outside the ESFC’s control. Further, asked whether there were any additional ways the ESFC could have helped with meeting their employment needs, five of the seven respondents indicated there were not. Only two respondents indicated there were additional ways the ESFC could have helped. Both mentioned providing training for a stable job or leads for job training in a particular occupation.

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#### 35. Overall satisfaction with program (N=9)

Program satisfaction	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
How satisfied are you with the services that you received from the ESFC?	7	2	0	0

**Source:** *Employment Follow-up Interview, November 2007-December 2011.*

## Connection to mental health services

East Side staff worked to identify clients who may be in need of referrals for mental health services, either for themselves or their children. During the fourth year of the grant, clients who completed the employment and/or housing follow up telephone interviews were asked about their satisfaction with mental health service referrals that may have been provided by ESFC. The following summarizes results from clients who completed either survey. One client who completed the employment follow-up survey indicated that he/she had received referrals; however, no clients who completed the housing follow up interview indicated they had received referrals.

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### 36. Received referrals for mental health services for client

	Yes	No
Have you received any referrals for mental health services or supports from ESFC in the last year?	1	42

**Source:** Employment Follow-up Interview, October 2010-December 2011; Housing Follow-up Interview, October 2010-December 2011

Clients were also asked about referrals for mental health services received for their children. One client who completed the housing follow-up interview and three who completed the housing follow-up interview indicated that their children had received referrals. Each parent noted that the referrals had been helpful, and three were referred to mental health services for follow-up.

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### 37. Received referrals for mental health services for children

	Yes	No
Have you received any referrals for mental health services or supports from ESFC in the last year?	4	39

**Source:** Employment Follow-up Interview, October 2010-December 2011; Housing Follow-up Interview, October 2010-December 2011



# Case management results

The ESFC's ongoing case management services have been supported by the Children's Trust Fund grant. Clients meet with their case manager on a monthly basis, typically for six months. These clients receive more intensive support than those attending only ESFC classes or support groups.

Nearly 400 clients received case management services from the ESFC during the grant period, spanning November 2007 through December 2011. Of those, 38 clients with a signed consent form completed the case management pre-test, and 7 clients with a signed consent form completed the post-test. Six of the seven post-tests have a matching pre-test completed by the same client. Due to the very low number of post-tests completed at the time of this report, results are presented for all pre-tests as well as all six post-tests rather than for only the five with matching pre- and post-tests. Researchers are not able to perform statistical tests or make strong inferences about changes from pre-to post-test at this time.

## *Strengthening Families grant results*

Figure 38 summarizes preliminary case management results in relation to the pertinent performance measures established for the Children's Trust Fund Strengthening Families grant. Although only a handful of post-tests had been completed at the time of this report, those clients generally provided positive feedback about their satisfaction with the program and changes in their situation. The completion of additional surveys in the future would help researchers make stronger claims about the impact of ESFC case management services.

**38. Case management results for the Strengthening Families grant: 4-year results by focus area, November 2007 – December 2011**

Focus areas	Program satisfaction measure	Summary of results
	How satisfied are you with the services that you received from the ESFC?	7/7 were “highly satisfied” or “satisfied” with the services received, and 6/6 felt ESFC helped resolve issues that brought them to the program.
	<b>Performance indicators and 4-year targets</b>	
<b>Parent self-care</b>	Participants effectively advocate for themselves.	6/7 “strongly agreed” or “agreed” that they learned new strategies or obtained new resources since they first visited the ESFC that will help them if they face similar problems in the future.
	50% of participants report accessing community resources without the assistance of ESFC staff.	5/7 reported they have contacted other community agencies on their own since they started receiving ESFC services, and the remaining 2 said they would feel comfortable doing so.
<b>Informal sources of support</b>	Participants ask reliable, safe, and appropriate friends, family members, and neighbors for support and assistance when they need them.	5/7 “strongly agreed” or “agreed” that friends, family, and/or neighbors provide support to them during times of need.  5/7 “strongly agreed” or “agreed” that they receive the emotional support they need as a parent.
	50% of participants report they have a closer relationship with friends, family, and neighbors.	5/7 “strongly agreed” or “agreed” that ESFC staff helped them build a closer relationship with friends, family, and/or neighbors.
<b>Formal sources of support</b>	Participants demonstrate knowledge of family needs that can best be met through community organizations or agencies.	7/7 “strongly agreed” or “agreed” that ESFC staff helped connect them with other community organizations, agencies, or classes that could help them with their situation.
	Participants contact the public and private agencies that are most likely to help them meet their family’s needs.	5/7 “strongly agreed” or “agreed” that they have received help for their situation from other community organizations, agencies, or classes since they first came to the ESFC.
	50% of participants report they got their basic needs met.	6/7 “strongly agreed” or “agreed” that their family’s basic needs are being met.

**Note:** This figure denotes case management results in relation to the pertinent performance measures established for the Children’s Trust Fund Strengthening Families grant (see Figure A1).

**Sources:** Case Management Pre-Test and Case Management Post-test, November 2007-December 2011.

## *Pre- and post-test results*

### **Needed services**

Clients who began receiving case management services during the grant period often reported seeking help for daily living supports, including clothing (71%), employment (58%), food (51%), and rental and utilities assistance (29-50%). Fewer clients reported needing assistance with issues related to landlord/tenant problems or mental health needs (13% each), issues related to domestic abuse (11%), medical needs (8%), chemical dependency (3%), or conflict with neighbors (3%). No case management clients were seeking assistance with foreclosure upon intake (Figure 39). In some cases, clients may not initially feel comfortable indicating they need services in sensitive areas such as domestic abuse, but ESFC staff may learn over time that services are warranted in additional areas.

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#### **39. Types of service needed (N=38)**

<b>Areas of service</b>	<b>Needed help from the ESFC</b>
Clothing	27 (71%)
Employment	22 (58%)
Food	20 (53%)
Rental assistance	19 (50%)
Utilities assistance (e.g., Xcel, water)	11 (29%)
Landlord/tenant problems	5 (13%)
Mental health needs	5 (13%)
Domestic abuse	4 (11%)
Medical needs	3 (8%)
Chemical dependency	1 (3%)
Conflict with neighbors	1 (3%)
Mortgage foreclosure	0 (0%)
Other <sup>a</sup>	11 (29%)

<sup>a</sup> Other needs included furniture (N=3), transportation (N=2), home buyer (N=2), child care (N=1), school supplies (N=1), housing (N=1), and financial management (N=1).

**Source:** Case Management Pre-Test, November 2007-December 2011.

At intake into the case management program, participants had expectations of the services they would receive from the ESFC. Responses to an open-ended question asking what they hoped to receive from the ESFC indicated participants were looking for assistance with basic needs such as bills, clothes, food, and furniture; housing and employment services; emotional support; community resources; and general support to improve their and their family's situations.

### **Current situation at pre- and post-test**

Figure 40 presents case management participants' perceptions of their situations and supports at pre- and post-test. Due to the very low number of post-tests available at the time of this report, results are presented for all pre- and post-tests received rather than for only those respondents who completed both a pre- and post-test. Statistical tests could not be performed at this time, and results at this point should not be used to make broader inferences about changes from pre- to post-test. Nevertheless, it is worth noting that results of the handful of post-tests available to date were generally positive. A majority or most of those respondents agreed with positive statements about their basic needs and supports when they exited the program.

Upon intake into the case management program, less than half of the participants (46%) reported that their family's basic needs were being met. About 7 in 10 participants (67%) were aware of available community resources, and 79 percent reported that they felt comfortable contacting community agencies for support. Approximately half of the participants felt that family, friends, or neighbors provided support in times of need (47%), that they received the emotional support they needed as a parent (51%), and that they received the practical support they needed as a parent (54%). Although results are inconclusive due to the low number of post-tests, those available suggest a positive trend in these areas over the course of receiving case-management services (Figure 40).

#### 40. Current situation at pre- and post-test

Please indicate your level of agreement with the following statements:	Pre-test (N=36-38)		Post-test (N=7)	
	Agree <sup>a</sup>	Disagree/ Neither agree nor disagree <sup>b</sup>	Agree <sup>a</sup>	Disagree/ Neither agree nor disagree <sup>b</sup>
My family's basic needs are being met.	17 (46%)	20 (54%)	6	1
I am aware of community resources that can help me with my situation.	24 (67%)	14 (37%)	6	1
I feel comfortable contacting community agencies on my own to seek help for my situation.	30 (79%)	8 (21%)	7	0
Friends, family, and/or neighbors provide support to me during times of need.	17 (47%)	19 (53%)	5	2
I receive the emotional support I need as a parent.	19 (51%)	18 (49%)	5	2
I receive the practical support I need as a parent (e.g., child care, help with navigating the school system, help with meeting children's basic needs).	21 (55%)	17 (45%)	5	2

<sup>a</sup> Includes those indicating "strongly agree" or "agree."

<sup>b</sup> Includes those indicating "neither agree nor disagree," "disagree," or "strongly disagree."

**Note:** For each statement, respondents were asked to indicate at pre-test and at post-test whether they "strongly agree," "agree," "neither agree nor disagree," "disagree," or "strongly disagree." To facilitate side-by-side comparisons from pre- to post-test, this figure consolidates these categories. Due to the very low number of post-tests available at this point, this figure presents all pre-tests and all post-tests available to date, although only five of the six post-tests could be matched to a pre-test for the same respondent. Statistical tests could not be performed at this time, and results should not be used to make broader inferences about changes from pre-to post-test.

**Sources:** Case Management Pre-Test and Case Management Post-test, November 2007-December 2011.

Asked at post-test whether their situation has changed since they began receiving services from the ESFC, all six respondents reported it had (Figure 41). Responses to a follow-up open-ended question provide further evidence of positive changes from pre- to post-test. All seven responding to the question described positive ways their situation had changed. Examples given included being in a better housing situation, being better able to keep up with bills, having more emotional support, and feeling better about themselves and their life (Figure 42).

#### 41. Changes in situation (N=7)

Has your situation changed since you began receiving services from the ESFC?	Number of participants
Yes	7
No	0

**Source:** Case Management Post-Test, November 2007-December 2011.

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**42. Open-ended question: Participants' perceptions of changes in their situation (N=6)**

**If yes, in what ways has it changed?**

---

They helped me move into a home and gave me assistance with being able to move my furniture.

---

I found a friend that I could talk to, and I want to stay in touch with her.

---

I'm now current on my Excel bill.

---

My life – I think I'm a better person since [I've] been coming here.

---

I'm able to keep up on my bills and prevent disconnect notices and homelessness.

---

New bedroom furniture, help with energy assistance, and one month's rent.

---

**Source:** Case Management Post-Test, November 2007-December 2011.

The seven case management clients completing post-tests indicated they felt comfortable seeking the assistance of other community agencies without the help of ESFC staff by the time they exited the program. At post-test, all seven respondents indicated they had either contacted community agencies on their own for help with their situation, or would feel comfortable doing so (Figure 43).

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**43. Efforts to contact community agencies without ESFC assistance (N=7)**

**Since you started receiving services from the ESFC, have you contacted any other community agencies for help on your own, without the assistance of ESFC staff? This could include agencies ESFC staff referred you to, but that you contacted on your own.**

**Number of participants**

---

Yes, I have contacted other community agencies on my own for help with my situation.

5

---

No, but I would feel comfortable contacting other community agencies on my own.

2

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No, and I do not feel comfortable contacting other community agencies on my own.

0

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**Source:** Case Management Post-Test, November 2007-December 2011.

## Satisfaction with services

Overall, the seven clients completing post-tests provided high satisfaction ratings for the case management services they received from the ESFC. All seven indicated they were satisfied with the services they received, with six of the seven indicating they were “highly satisfied.” Asked specifically about the needs they had when they came to the program, all seven again indicated they were “satisfied” or “highly satisfied” with the ESFC’s ability to help with those needs (Figure 44).

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### 44. Overall satisfaction with program (N=7)

Please circle the number in the category that best describes your opinion:	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
How satisfied are you with the services that you received from the ESFC?	6	1	0	0
How satisfied are you with the ESFC's ability to help you with the needs you had when you initially came to the program?	5	2	0	0

**Source:** Case Management Post-Test, November 2007-December 2011.

Several questions addressed participants’ satisfaction with ESFC staff and the impact of ESFC services. All seven respondents agreed that ESFC staff were knowledgeable and skilled, and that ESFC staff were available when they needed them, with most indicating they “strongly agree” with each statement. All seven also agreed that ESFC staff helped connect them with other community organizations, agencies, or classes that could help with their situation, and that ESFC services helped them meet their family’s basic needs. All but one respondent indicated that their situation had improved since they began receiving ESFC services, and that they learned new strategies or obtained new resources that will help them if they face similar problems in the future, with the remaining one indicating they “neither agree nor disagree” in each case. Five of seven respondents indicated they received help from other community organizations or classes, and that the ESFC helped them build closer relationships (Figure 45).

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**45. Satisfaction with ESFC staff and services (N=6)**

<b>Please indicate your level of agreement with the following statements:</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
ESFC staff were knowledgeable and skilled.	6	1	0	0	0
ESFC staff were available to me when I needed them.	5	2	0	0	0
ESFC staff helped connect me with other community organizations, agencies, or classes that could help me with my situation.	5	2	0	0	0
I have received help for my situation from other community organizations, agencies, or classes since I first came to the ESFC (whether or not ESFC staff helped connect you with the resource).	4	1	2	0	0
ESFC staff helped me build a closer relationship with friends, family, and/or neighbors.	3	2	2	0	0
My situation has improved since I began receiving services from the ESFC.	4	2	1	0	0
Services I received from the ESFC helped me meet my family's basic needs.	3	4	0	0	0
I learned new strategies or obtained new resources since I first visited the ESFC that will help me if I face similar problems in the future.	3	3	1	0	0

**Source:** Case Management Post-Test, November 2007-December 2011.

Asked how helpful ESFC services were in improving their situation overall, all seven post-test respondents indicated the services were at least somewhat helpful, with six of the seven indicating they were “very helpful” (Figure 46).

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**46. Helpfulness of ESFC in improving situation (N=7)**

<b>Overall, how helpful would you say services from the ESFC have been in improving your situation?</b>	<b>Number of participants</b>
Very helpful	6
Somewhat helpful	1
Not at all helpful	0

**Source:** Case Management Post-Test, November 2007-December 2011.



# Life Skills education results

The ESFC's Life Skills Education Program offers a variety of classes aimed at providing tools for strengthening families and helping families stabilize their housing situations. Over the original three-year grant period, Wilder Research evaluated the following Life Skills programs: Anger Regulation, Credit Counseling, Job Readiness, and Rent Wise workshops, as well as a Domestic Abuse Support Group. Figure 47 summarizes Life Skills results across the four years in relation to the pertinent performance measures established for the Strengthening Families grant. Complete results of previous years' programs are available in earlier reports (Mohr & Leite, 2010; Leite & Mueller, 2009; Mohr & Leite, 2008).

## *Strengthening Families grant results*

Figure 45 summarizes Life Skills program results in relation to the pertinent performance measures established for the Children's Trust Fund Strengthening Families grant. Results reflect the Life Skills programs evaluated by Wilder Research during the four-year grant period, and do not reflect additional Life Skills programs offered and evaluated separately by the ESFC.

As shown in the figure, Life Skills programs received high satisfaction ratings overall. Programs also addressed a number of the indicators established for the Strengthening Families grant, including indicators in the following focus areas: stress and anger management, domestic violence, employment, and housing stabilization. Although individual programs' results represent a fairly small number of participants, overall results suggest that Life Skills programs effectively delivered the knowledge, skills, and resources that were intended.

**47. Life Skills program results for the Strengthening Families grant: 4-year results by focus area, November 2007 – December 2011**

Focus areas	Program satisfaction measures	Summary of results
	Overall usefulness of workshop <sup>a,d,e</sup>	22/24 indicated they found the workshop “very useful” overall, and the remaining 2 “somewhat useful.”
	How satisfied are you with the services that you received from the program? <sup>b,c</sup>	9/9 indicated “highly satisfied.”
	<b>Performance indicators</b>	
<b>Stress and anger management</b>	Participants identify when they are experiencing anxiety, exhaustion, anger, depression, or other stressors affecting their mental health. <sup>a</sup>	6/6 “agreed” or “strongly agreed” that the workshop gave them new techniques and ideas to help them understand and solve personal and relationship conflicts.
<b>Domestic violence</b>	Participants demonstrate knowledge of what constitutes physical and emotional violence. <sup>c</sup>	3/3 “strongly agreed” that they have a better understanding of what behaviors are unhealthy in relationships as a result of participating in the group.
	Participants demonstrate knowledge of the emotional and cognitive effects on children who witness domestic violence. <sup>c</sup>	3/3 “strongly agreed” or “agreed” that the group counselors provided them with information that helped them understand their child’s emotions. 3/3 “strongly agreed” at both pre- and post-test that they understand the effects of their situation on their child.
	Participants demonstrate knowledge of public and private agencies available to them for help with domestic violence. <sup>c</sup>	3/3 “strongly agreed” that group counselors were able to refer them to other community resources. 3/3 “strongly agreed” or “agreed” that they are aware of community resources that can help with their situation. From pre- to post-test, 1 showed improvement, 1 stayed at a high level, and 1 declined from “strongly agree” to “agree.”
	Participants use non-violent means of child discipline. <sup>c</sup>	3/3 “strongly agreed” that they can identify at least one form of positive discipline they use with their child. In all 3 cases, this reflected improvement from pre-test.
<b>Employment</b>	Participants demonstrate knowledge of where to go and how to access education and job-preparation services. <sup>d</sup>	13/14 “agreed” or “strongly agreed” that the workshop presenter provided them with resources that helped or will help them locate jobs in the community.
<b>Housing stabilization</b>	Participants will demonstrate knowledge of how to obtain emergency rent payments and transitional housing, and how to avert foreclosure. <sup>e</sup>	5/5 “strongly agreed” at post-test that the workshop provided them with resources that helped or will help them find affordable housing. On average, improvement was seen from pre- to post-test for each of six statements addressing participants’ perceptions of their renting and budgeting skills (N=4).

<sup>a</sup> Anger Regulation

<sup>b</sup> Credit Counseling

<sup>c</sup> Domestic Abuse Support Group

<sup>d</sup> Job Readiness

<sup>e</sup> Rent Wise

**Sources:** Self-administered questionnaires developed by Wilder Research for individual Life Skills workshops.

### ***Other Life Skills classes***

While not included as part of the Wilder Research evaluation, the ESFC asked Life Skills participants to complete a short questionnaire at the end of each class. The questionnaire asked participants to indicate how they found out about the workshop. Across the grant period, the most commonly reported sources of recruitment included the ESFC and East Side Housing Program staff members and their child's school. Other sources of recruitment also included flyers, pamphlets, and newsletters. Participants were also asked how useful they found the workshop. Participants generally rated the workshops as "somewhat" or "very useful," with most providing ratings of "very useful."

# Community baby shower results

The ESFC offers community baby showers for women who are expecting babies in three to six months or have delivered their babies within the last six months. It is a baby shower for community members who may not receive a baby shower during their pregnancy. The program provides a meal, gifts, and community resources. During the four-year grant period, the ESFC offered seven community baby showers.

At the conclusion of each baby shower, the ESFC administers a brief satisfaction survey developed by Wilder Research. This summary presents results of surveys completed following the March 2011 baby shower. Ten participants who attended the event completed the satisfaction survey at the end of the event.

## *Participant satisfaction*

Participants were asked to indicate their satisfaction with the services they received from the community baby shower. As shown in Figure 48, all 10 respondents indicated they were satisfied with the services they received, with a majority indicating they were “highly satisfied.”

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### **48. Participant satisfaction with community baby shower, March 2011 (N=10)**

<b>How satisfied were you with the services that you received from the ESFC baby shower?</b>	<b>Number of participants</b>
Highly satisfied	9
Satisfied	1
Dissatisfied	0
Highly dissatisfied	0

**Source:** ESFC Baby Shower Survey, March 2011.

Asked to describe anything that could have been improved about the baby shower, most participants answering the question indicated there was nothing that could have been improved or that they were unsure. Figure 49 summarizes responses to the open-ended question.

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**49. Open-ended question: Participants' suggestions for improving the baby shower (N=5)**

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**Is there anything about the baby shower that could have been improved?**

---

No. (4 respondents)

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More organized games and rules, but everything was free so appreciated.

---

**Source:** ESFC Baby Shower Survey, March 2011.

### ***Baby shower helpfulness***

The survey also asked respondents to indicate their level of agreement with four statements regarding the helpfulness or impact of the baby shower. As shown in Figure 50, all participants indicated they “agree” or “strongly agree” that the baby shower speakers provided information that was helpful. All agreed or strongly agreed that they learned about additional community resources as a result of attending the baby shower, and agreed or strongly agreed that the baby shower helped meet their needs for their new children. Fewer felt the baby shower helped connect them to other families who in their community.

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**50. Participant perceptions of community baby shower helpfulness (N=10)**

<b>Please indicate your level of agreement with the following statements:</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
The baby shower speakers provided information that was helpful.	8	2	0	0	0
I learned about additional resources in the community as a result of attending the baby shower.	7	3	0	0	0
I connected with other families who live in my community at the baby shower.	4	3	1	1	1
The baby shower helped meet my needs for my new child(ren).	7	3	0	0	0

**Source:** ESFC Baby Shower Survey, March 2011.

An open-ended question asked participants to describe what they found most helpful about the baby shower. A few mentioned the speakers, and several indicated everything, a lot of things, or the resources or information in general (Figure 51).

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**51. Open-ended question: Participants' perceptions of what they found most helpful (N=10)**

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**What did you find most helpful about the baby shower?**

---

Gifts were very useful. Speakers were very useful.

---

Everything was very helpful. With I had gone to this when my son was born but am a guest and still had a great time.

---

The information.

---

The early childhood education for family.

---

The info was good, friendly staff. The food was good.

---

The resources that are out there.

---

Everything that I need information on.

---

**Source:** ESFC Baby Shower Survey, March 2011.

# References

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# Appendix

*Evaluation methods*

*Evaluation instruments*



## ***Evaluation methods***

Recipients of Strengthening Families Child Abuse and Neglect Prevention Program grants are required to evaluate their grant services, and to participate in an overall evaluation of Children's Trust Fund (CTF) initiatives. The ESFC contracted with Wilder Research to conduct an independent evaluation of the services provided through the grant. The evaluation of ESFC services under the grant follows a school-year calendar. Evaluators have reported on programs and services provided under the original grant in four annual reports, including this report. As previously noted, the ESFC was awarded a one-year extension on the grant extending services through December 2011.

As required by the grant RFP, the evaluation gathered the following types of information (MN Department of Human Services, 2007):

- Program services (i.e., the numbers served and hours of service received)
- Participant demographics
- Participant satisfaction with program services
- Program attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances

### **Program services and participant demographics**

Strengthening Families grantees are required to report on program participation in semi-annual progress reports due to the Children's Trust Fund. To avoid counting individual participants more than once, the reporting form specifies that only those participants who are new since the prior reporting period should be reported. Grantees are also required to report specific demographic information for their participants. The demographic categories in Figure 2 of this report align with those specified in the progress reporting form. It should be noted that this report provides participation data on all ESFC services included in progress reporting form data. Participants in a couple of ESFC services that are not covered in Wilder Research's evaluation are reflected in "other program areas" in Figure 1.

### **Outcomes and performance targets**

Figure A1 details the outcomes and indicators established for the protective factors addressed by ESFC services. Within each protective factor, outcomes and indicators are organized by focus areas. These protective factors, focus areas, outcomes, and indicators match those specified in the grant RFP. Grantees are not required to address all protective factors and outcomes in the RFP, and those presented here reflect only those pertaining to ESFC

services. It should be noted that outcomes presented in Figure A1 include short-term and intermediate outcomes, and ultimately the ESFC strives to attain the long-term Children's Trust Fund outcomes that were described in the Introduction section.

Figure A1 also presents performance targets established by the ESFC which are specific to ESFC services. Progress toward pertinent indicators and performance targets is reported at the beginning of each results section of this report (see Figures 3, 36, & 45).

## A1. Protective factors and results targeted by ESFC grant services

Protective factor <sup>a</sup>	Focus area	Short-term outcomes	Indicators	Intermediate outcomes	Indicators	4-year performance targets <sup>c</sup>
Parent resilience	Stress and anger management	Participants know when their emotions interfere with their ability to provide good parenting.	Participants identify when they are experiencing anxiety, exhaustion, anger, depression, or other stressors affecting their mental health.	Participants access help when their emotions (depression, anxiety, anger, fear, etc.) interfere with their ability to provide good parenting.	Participants use community resources for help when they are experiencing stressors such as anxiety, anger, depression, and fear.	50% of participants access community resources to reduce stress.
	Domestic violence	<p>Participants understand the dynamics of domestic violence (including physical and emotional violence).</p> <p>Participants understand the effects of domestic violence on the children.</p> <p>Participants know community resources available that can help with domestic violence.</p>	<p>Participants demonstrate knowledge of what constitutes physical and emotional violence.</p> <p>Participants demonstrate knowledge of the emotional and cognitive effects on children who witness domestic violence.</p> <p>Participants demonstrate knowledge of public and private agencies available to them for help with domestic violence.</p>	Participants create a violence-free household.	<p>Participants are not living with an untreated offender.<sup>b</sup></p> <p>No one in the household is witness to domestic violence.<sup>b</sup></p> <p>Participants use non-violent means of child discipline.</p>	<p>50% of participants report they have used at least one non-violent form of discipline on their children.</p> <p>50% of participants report at least one change in reducing the domestic violence in their lives.</p>

<sup>a</sup> Protective factors, focus areas, outcomes, and indicators match those specified in the grant RFP. Grantees must promote one or more of the five protective factors outlined in the RFP. ESFC outcomes and indicators presented here explicitly address four of these five protective factors, and the focus areas, outcomes, and indicators that pertain to ESFC services.

<sup>b</sup> Progress toward this indicator is not directly measured by the evaluation, but is captured in a broader performance target.

<sup>c</sup> Targets were established by the ESFC and were not specified in the grant RFP.

## A1. Protective factors and results targeted by ESFC grant services (continued)

Protective factor <sup>a</sup>	Focus area	Short-term outcomes	Indicators	Intermediate outcomes	Indicators	4-year performance targets <sup>b</sup>
Knowledge of parenting and child development	Child development	Parents know how to support their child's development and early learning.	Parents demonstrate knowledge of appropriate methods to develop, support, and encourage their child's growth and development, according to the child's age, individual needs, and behaviors, and the resources available to the parent.	Parents support and manage child's growth, development, and behavior in a nurturing and effective manner.	Parents provide appropriate methods of encouragement, support, monitoring, and supervision of their child according to the developmental need/stage of the child, and the resources available to the parent.	50% of parents can identify two methods to develop, support, and encourage their child's growth and development.  50% of parents report two or more age-appropriate developmental changes in their child while participating in ESFC activities.
	Parenting	Parents understand how to meet the child's needs for health and safety.	Participants demonstrate knowledge of non-violent methods of discipline.	Parents meet the child's needs for health and safety.	Participants utilize non-violent methods of discipline.	50% of parents report they use at least one learned non-violent method of discipline.
	Parenting children with challenging behaviors	Participants understand the dynamics of their child's challenging behaviors.	Participants describe the behavior targeted for intervention.	Participants practice appropriate and effective strategies for mediating their child's challenging behaviors.	Participants structure their child's environment and practice appropriate, effective, and non-abusive methods for reducing the child's negative behaviors.	50% of participants demonstrate a way to structure their child's environment to reduce the child's negative behavior.

<sup>a</sup> Protective factors, focus areas, outcomes, and indicators match those specified in the grant RFP. Grantees must promote one or more of the five protective factors outlined in the RFP. ESFC outcomes and indicators presented here explicitly address four of these five protective factors, and the focus areas, outcomes, and indicators that pertain to ESFC services.

<sup>b</sup> Targets were established by the ESFC and were not specified in the grant RFP.

## A1. Protective factors and results targeted by ESFC grant services (continued)

Protective factor <sup>a</sup>	Focus area	Short-term outcomes	Indicators	Intermediate outcomes	Indicators	4-year performance targets <sup>b</sup>
Concrete supports in time of need	Employment	Participants obtain the knowledge to become employed or leverage a higher-paying job.	Participants demonstrate knowledge of where to go and how to access education and job-preparation services.	Participants will obtain employment or higher-paying jobs.	Participants will obtain a job or obtain an increase in employment income.	50% of participants report they got their basic needs met.
	Barriers to employment	Participants will identify barriers to becoming employed.	Participants demonstrate knowledge of quality childcare, transportation/ driver's license, housing, cash, and food-assistance resources within their community.	Participants are able to access employment supports that reduce or eliminate barriers to employment.	Participants are able to obtain high-quality childcare, transportation/ driver's license, housing stability, food/cash assistance.	50% of participants report easier access to basic needs through ESFC culturally specific outreach workers.
	Housing stabilization	Participants facing economic instability will identify community supports that will help them retain their housing with intervention and short-term assistance.	Participants will demonstrate knowledge of how to obtain emergency rent payments and transitional housing, and how to avert foreclosure.	Participants facing economic instability will obtain community supports that will help them retain their housing with intervention and short-term assistance.	Participants will obtain emergency rent payments, transitional housing, and services to avert foreclosure.	50% of participants through housing assistance remain in the homes.

<sup>a</sup> Protective factors, focus areas, outcomes, and indicators match those specified in the grant RFP. Grantees must promote one or more of the five protective factors outlined in the RFP. ESFC outcomes and indicators presented here explicitly address four of these five protective factors, and the focus areas, outcomes, and indicators that pertain to ESFC services.

<sup>b</sup> Targets were established by the ESFC and were not specified in the grant RFP.

## A1. Protective factors and results targeted by ESFC grant services (continued)

Protective factor <sup>a</sup>	Focus area	Short-term outcomes	Indicators	Intermediate outcomes	Indicators	4-year performance targets <sup>b</sup>
Social connections	Parent self-care	Participants demonstrate knowledge of how to effectively advocate for themselves.			Participants effectively advocate for themselves.	50% of participants report accessing community resources without the assistance of ESFC staff.
	Informal sources of support	Participants know the importance of having a mutual support network of friends, family, and neighbors.	Participants demonstrate knowledge of how reliable, safe, and appropriate friends, family members, and neighbors can provide their families with support when they need it.	Participants have a mutual support network of friends, family, and neighbors that they use for support and assistance as needed.	Participants ask reliable, safe, and appropriate friends, family members, and neighbors for support and assistance when they need them.	50% of participants report they have a closer relationship with friends, family, and neighbors.
	Formal sources of support	Participants know how to access formal support systems in their communities.	Participants demonstrate knowledge of family needs that can best be met through community organizations or agencies.	Participants access formal support systems in their communities when they need them.	Participants contact the public and private agencies that are most likely to help them meet their family's needs.	50% of participants report they got their basic needs met.

<sup>a</sup> Protective factors, focus areas, outcomes, and indicators match those specified in the grant RFP. Grantees must promote one or more of the five protective factors outlined in the RFP. ESFC outcomes and indicators presented here explicitly address four of these five protective factors, and the focus areas, outcomes, and indicators that pertain to ESFC services.

<sup>b</sup> Targets were established by the ESFC and were not specified in the grant RFP.

## Evaluation instruments

Staff use only:

Client name \_\_\_\_\_

ESFC Membership No. \_\_\_\_\_

Date form completed: \_\_\_\_\_

### WILDER RESEARCH INFORMED CONSENT FORM

#### East Side Family Center services

You will be receiving services through the East Side Family Center (ESFC). The staff are collaborating with Wilder Research to examine the quality and effectiveness of these services. You will be asked to complete paper surveys that will be used to evaluate these services. In some cases, ESFC staff may also conduct a follow-up phone interview. The results of this research will be summarized in evaluation reports and will be used to identify strategies for changing or improving services. This form authorizes Wilder Research to include you in our data collection efforts.

Please note the following:

- For this project, we will collect information from you about your satisfaction with the services that you received from the ESFC. We will also ask you about changes in your situation and the knowledge/skills you gained. In some cases we may also ask you about services offered to your child/children and changes in your child's/children's situation and their knowledge/skills. Information may be collected from you through paper surveys and in some cases telephone interviews.
- All information collected through this project will be private. Privacy will be assured through the publication of results only for the total group of individuals served. Evaluation reports will be given to agencies funding ESFC services and may be made public, but none of the information in the report will be individually identifiable. The names of adults and children will not appear in any document describing the results of this data collection.
- Participation is completely voluntary. Your decision to participate or not to participate in the research will not affect your family's receipt of services through the ESFC.
- Your authorization is valid for the duration of the research project. However, you may revoke your authorization and discontinue your participation in the research project at any time.

Following is a summary of the anticipated uses of the information that you provide. Please indicate your consent below.

YES NO

- ☐ ☐ I will allow East Side Family Center staff to collect data from me regarding my satisfaction with services provided to me and my child/children, knowledge/skills we gained, and changes in our situation. I will allow these staff to share the data they collect from me with Wilder Research staff. I understand that information may be collected from me through paper surveys and/or telephone interviews. I know that I will have the right to refuse to answer any of the questions asked, and that all information collected through this project will be private.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

(If you are signing as a personal representative for an individual, turn over and complete back.)

I, \_\_\_\_\_, hereby certify and attest that I am the duly authorized personal representative of \_\_\_\_\_ and that I have the lawful authority to make this request on behalf of such individual.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date



Staff use only: ESFC Membership No. \_\_\_\_\_ Initial intake date: \_\_\_\_\_ Case closure date: \_\_\_\_\_  
 School: \_\_\_\_\_ Date survey completed: \_\_\_\_\_  
 Primary issue(s): ☐<sup>1</sup> Housing ☐<sup>2</sup> Employment ☐<sup>3</sup> Domestic abuse ☐<sup>4</sup> Other \_\_\_\_\_  
 ESFC staff assisted with survey: ☐

## ***EAST SIDE FAMILY CENTER (ESFC)***

### ***Survey***

**Please answer these questions. Your responses are confidential and will help the East Side Family Center (ESFC) strive to provide the best possible services.**

**For the following issues, please check the first box if you needed help in that area when you initially came to the East Side Family Center (ESFC). If you needed help in an area, please check the second box if the ESFC provided services or referrals to you in that area.**

	a. Needed help from the ESFC	b. Received services or referrals from the ESFC
Q-1. Rental assistance	<input type="checkbox"/>	<input type="checkbox"/>
Q-2. Mortgage foreclosure	<input type="checkbox"/>	<input type="checkbox"/>
Q-3. Utilities assistance (e.g., Xcel, water)	<input type="checkbox"/>	<input type="checkbox"/>
Q-4. Employment	<input type="checkbox"/>	<input type="checkbox"/>
Q-5. Food	<input type="checkbox"/>	<input type="checkbox"/>
Q-6. Clothing	<input type="checkbox"/>	<input type="checkbox"/>
Q-7. Landlord/tenant problems	<input type="checkbox"/>	<input type="checkbox"/>
Q-8. Conflict with neighbors	<input type="checkbox"/>	<input type="checkbox"/>
Q-9. Medical needs	<input type="checkbox"/>	<input type="checkbox"/>
Q-10. Mental health needs	<input type="checkbox"/>	<input type="checkbox"/>
Q-11. Chemical dependency	<input type="checkbox"/>	<input type="checkbox"/>
Q-12. Domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>
Q-13. Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**Q-14. Has your situation changed since you began receiving services from the ESFC?** ☐<sup>1</sup> Yes ☐<sup>2</sup> No

**14a. If yes, in what ways has it changed?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q-15. We are interested in your experience with the ESFC. Please circle the number in the category that best describes your opinion (circle one number for each item):**

	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
a). How satisfied are you with the services that you received from the ESFC?	4	3	2	1
b). How satisfied are you with the ESFC's ability to help you with the needs you had when you initially came to the program?	4	3	2	1

**Please continue questionnaire on following page. ➔**

**Q-16. Please indicate your level of agreement with the following statements (circle one number for each item):**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
a). My family's basic needs are being met.	5	4	3	2	1	9
b). Friends, family, and/or neighbors provide support to me during times of need.	5	4	3	2	1	9
c). ESFC staff were knowledgeable and skilled.	5	4	3	2	1	9
d). ESFC staff were available to me when I needed them.	5	4	3	2	1	9
e). ESFC staff helped connect me with other community organizations, agencies, or classes that could help me with my situation.	5	4	3	2	1	9
f). I have received help for my situation from other community organizations, agencies, or classes since I first came to the ESFC (whether or not ESFC staff helped connect you with the resource).	5	4	3	2	1	9
g). ESFC staff helped me build a closer relationship with friends, family, and/or neighbors.	5	4	3	2	1	9
h). My situation has improved since I began receiving services from the ESFC.	5	4	3	2	1	9
i). Services I received from the ESFC helped me meet my family's basic needs.	5	4	3	2	1	9
j). I learned new strategies or obtained new resources since I first visited the ESFC that will help me if I face similar problems in the future.	5	4	3	2	1	9

**Q-17. Since you started receiving services from the ESFC, have you contacted any other community agencies for help on your own, without the assistance of ESFC staff? This could include agencies ESFC staff referred you to, but that you contacted on your own. (check the one that most applies)**

- ☐<sup>1</sup> Yes, I have contacted other community agencies on my own for help with my situation.
- ☐<sup>2</sup> No, but I would feel comfortable contacting other community agencies on my own.
- ☐<sup>3</sup> No, and I do not feel comfortable contacting other community agencies on my own.

**Please continue questionnaire on following page. ➔**

**Q-18. Overall, how helpful would you say services from the ESFC have been in improving your situation?**

(check one)

☐<sup>1</sup> Very helpful

☐<sup>2</sup> Somewhat helpful

☐<sup>3</sup> Not at all helpful

**Q-19. How could services provided by the ESFC be improved?**

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**Q-20. Additional comments:** \_\_\_\_\_

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**Thank you!**

Staff use only:

ESFC Membership No. \_\_\_\_\_ School: \_\_\_\_\_ Initial intake date: \_\_\_\_\_ Date survey completed: \_\_\_\_\_

ESFC staff assisted with survey: ☐

## ***EAST SIDE FAMILY CENTER (ESFC)***

### ***Case management pre-test***

**Please answer these questions. Your responses are confidential and will help the East Side Family Center (ESFC) strive to provide the best possible services.**

**Q-1. Which of the following issues do you currently need help with? (check all that apply)**

- ☐<sup>1</sup> Rental assistance
- ☐<sup>2</sup> Mortgage foreclosure
- ☐<sup>3</sup> Utilities assistance (e.g., Xcel, water)
- ☐<sup>4</sup> Employment
- ☐<sup>5</sup> Food
- ☐<sup>6</sup> Clothing
- ☐<sup>7</sup> Landlord/tenant problems
- ☐<sup>8</sup> Conflict with neighbors
- ☐<sup>9</sup> Medical needs
- ☐<sup>10</sup> Mental health needs
- ☐<sup>11</sup> Chemical dependency
- ☐<sup>12</sup> Domestic abuse
- ☐<sup>13</sup> Other (please specify): \_\_\_\_\_

**Q-2. Please indicate your level of agreement with the following statements (circle one number for each item):**

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable</b>
a). My family's basic needs are being met.	5	4	3	2	1	9
b). I am aware of community resources that can help me with my situation.	5	4	3	2	1	9
c). I feel comfortable contacting community agencies on my own to seek help for my situation.	5	4	3	2	1	9
d). Friends, family, and/or neighbors provide support to me during times of need.	5	4	3	2	1	9
e). I receive the emotional support I need as a parent.	5	4	3	2	1	9
f). I receive the practical support I need as a parent (e.g., child care, help with navigating the school system, help with meeting children's basic needs).	5	4	3	2	1	9

**Please continue questionnaire on following page. ➔**

**Q-3. What do you hope to receive from the ESFC?**

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**Thank you!**

Staff use only:

ESFC Membership No. \_\_\_\_\_ Case closure date: \_\_\_\_\_ Date survey completed: \_\_\_\_\_

Services provided through: EHOP ☐<sup>1</sup> FCP ☐<sup>2</sup>

Primary issue(s): ☐<sup>1</sup> Housing ☐<sup>2</sup> Employment ☐<sup>3</sup> Domestic abuse ☐<sup>4</sup> Other \_\_\_\_\_

ESFC staff assisted with survey: ☐

***EAST SIDE FAMILY CENTER (ESFC)***  
***Case management post-test***

**Please answer these questions. Your responses are confidential and will help the East Side Family Center (ESFC) strive to provide the best possible services.**

**Q-1. For which of the following issues did you receive services or referrals from the ESFC? (check all that apply)**

- ☐<sup>1</sup> Rental assistance  
☐<sup>2</sup> Mortgage foreclosure  
☐<sup>3</sup> Utilities assistance (e.g., Xcel, water)  
☐<sup>4</sup> Employment  
☐<sup>5</sup> Food  
☐<sup>6</sup> Clothing  
☐<sup>7</sup> Landlord/tenant problems  
☐<sup>8</sup> Conflict with neighbors  
☐<sup>9</sup> Medical needs  
☐<sup>10</sup> Mental health needs  
☐<sup>11</sup> Chemical dependency  
☐<sup>12</sup> Domestic abuse  
☐<sup>13</sup> Other (please specify): \_\_\_\_\_

**Q-2. Has your situation changed since you began receiving services from the ESFC?** ☐<sup>1</sup> Yes ☐<sup>2</sup> No

**2a. If yes, in what ways has it changed?** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Q-3. We are interested in your experience with the ESFC. Please circle the number in the category that best describes your opinion (circle one number for each item):**

	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
a). How satisfied are you with the services that you received from the ESFC?	4	3	2	1
b). How satisfied are you with the ESFC's ability to help you with the needs you had when you initially came to the program?	4	3	2	1

**Please continue questionnaire on following page. ➔**

**Q-4. Please indicate your level of agreement with the following statements (circle one number for each item):**

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable</b>
a). My family's basic needs are being met.	5	4	3	2	1	9
b). I am aware of community resources that can help me with my situation.	5	4	3	2	1	9
c). I feel comfortable contacting community agencies on my own to seek help for my situation.	5	4	3	2	1	9
d). Friends, family, and/or neighbors provide support to me during times of need.	5	4	3	2	1	9
e). I receive the emotional support I need as a parent.	5	4	3	2	1	9
f). I receive the practical support I need as a parent (e.g., child care, help with navigating the school system, help with meeting children's basic needs).	5	4	3	2	1	9
g). ESFC staff were knowledgeable and skilled.	5	4	3	2	1	9
h). ESFC staff were available to me when I needed them.	5	4	3	2	1	9
i). ESFC staff helped connect me with other community organizations, agencies, or classes that could help me with my situation.	5	4	3	2	1	9
j). I have received help for my situation from other community organizations, agencies, or classes since I first came to the ESFC (whether or not ESFC staff helped connect you with the resource).	5	4	3	2	1	9
k). ESFC staff helped me build a closer relationship with friends, family, and/or neighbors.	5	4	3	2	1	9
l). My situation has improved since I began receiving services from the ESFC.	5	4	3	2	1	9
m). Services I received from the ESFC helped me meet my family's basic needs.	5	4	3	2	1	9
n). I learned new strategies or obtained new resources since I first visited the ESFC that will help me if I face similar problems in the future.	5	4	3	2	1	9

**Please continue questionnaire on following page. ➔**

**Q-5. Since you started receiving services from the ESFC, have you contacted any other community agencies for help on your own, without the assistance of ESFC staff? This could include agencies ESFC staff referred you to, but that you contacted on your own. (check the one that most applies)**

☐<sup>1</sup> Yes, I have contacted other community agencies on my own for help with my situation.

☐<sup>2</sup> No, but I would feel comfortable contacting other community agencies on my own.

☐<sup>3</sup> No, and I do not feel comfortable contacting other community agencies on my own.

**Q-6. Overall, how helpful would you say services from the ESFC have been in improving your situation? (check one)**

☐<sup>1</sup> Very helpful

☐<sup>2</sup> Somewhat helpful

☐<sup>3</sup> Not at all helpful

**Q-7. How could services provided by the ESFC be improved?**

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**Q-8. Additional comments:** \_\_\_\_\_

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**Thank you!**



## ***EAST SIDE FAMILY CENTER (ESFC)***

### ***Baby shower survey***

We are interested in your opinions about the East Side Family Center baby shower. Your responses provide important feedback that will help us plan future events.

**Q-1. First and last name:** \_\_\_\_\_

**Q-2. Please indicate your level of agreement with the following statements (circle one number for each item):**

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
a). The baby shower speakers provided information that was helpful.	5	4	3	2	1
b). I learned about additional resources in the community as a result of attending the baby shower.	5	4	3	2	1
c). I connected with other families who live in my community at the baby shower.	5	4	3	2	1
d). The baby shower helped meet my needs for my new child(ren).	5	4	3	2	1

**Q-3. Please circle the number in the category that best describes your opinion (circle one number for each item):**

	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
a). How satisfied were you with the services that you received from the ESFC baby shower?	4	3	2	1

**Q-4. What did you find most helpful about the baby shower?**

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**Q-5. Is there anything about the baby shower that could have been improved?**

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**East Side Family Center/Wilder Research**  
**FOLLOW-UP PHONE CALLS RE: DOMESTIC ABUSE**

(INTERVIEWER: CAPITALIZED NOTES ARE FOR THE INTERVIEWER ONLY AND ARE NOT INTENDED TO BE READ. FOR EACH INTERVIEW QUESTION, PLEASE CIRCLE THE NUMBER THAT CORRESPONDS TO THE CLIENT'S RESPONSE. READ ALL RESPONSE OPTIONS EXCEPT FOR "REFUSED" AND "DON'T KNOW." IF THE CLIENT REFUSES TO ANSWER A QUESTION OR DOESN'T KNOW, CIRCLE THE CORRESPONDING NUMBER.)

(BECAUSE CLIENTS RESPONDING TO THIS INTERVIEW HAVE BEEN IN ABUSIVE RELATIONSHIPS AND MAY STILL LIVE WITH AN ABUSIVE PARTNER, THEIR SAFETY NEEDS MUST BE KEPT IN MIND AT ALL TIME. DO NOT LEAVE A MESSAGE IF THE CLIENT DOES NOT ANSWER OR COME TO THE PHONE. IT IS ALSO IMPORTANT TO ASK THE CLIENT IF IT IS A GOOD TIME FOR THEM TO ANSWER QUESTIONS.)

Hi, may I speak to [client's name]?

- **IF CLIENT IS NOT HOME, ASK:** When would be the best time to reach [client's name]? (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM WILDER RESEARCH TO CONDUCT A SURVEY, BUT DO NOT DESCRIBE THE CONTENT OF THE SURVEY OR SAY THAT THE CLIENT RECEIVED SERVICES FROM THE ESFC.)
- **IF CLIENT NO LONGER LIVES THERE, ASK:** Do you know how we can reach [client's name]? (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM WILDER RESEARCH TO CONDUCT A SURVEY, BUT DO NOT DESCRIBE THE CONTENT OF THE SURVEY OR SAY THAT THE CLIENT RECEIVED SERVICES FROM THE ESFC.)
- **IF INFORMANT KNOWS CLIENT, BUT CANNOT OR WILL NOT GIVE INFORMATION ON HOW TO REACH CLIENT, ASK:**  
Can you give [client's name] a message to call us? Ask [client's name] to call us at 651-280-2800 and ask for **Erin Smith** when [client's name] call. (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM WILDER RESEARCH TO CONDUCT A SURVEY, BUT DO NOT DESCRIBE THE CONTENT OF THE SURVEY OR SAY THAT THE CLIENT RECEIVED SERVICES FROM THE ESFC.)

**IF CLIENT IS ON THE PHONE:** This is [name of WR staff] calling from the Wilder Research on behalf of the East Side Family Center. [PLEASE MENTION NAME OF SCHOOL WHERE R RECEIVED SERVICES IF IT IS ON THE FACESHEET]. I would like to ask you some questions about your experiences with the program. The interview is voluntary, takes about 10-15 minutes, and whatever you tell me during our interview will be confidential. It is important for the East Side Family Center to gather feedback on the services it provides. Wilder Research is doing an evaluation of their program and the impact of their services. Your responses are confidential, and your name will not be used in any reports of results. Is this a good time for you to answer questions about the services you received?

**IF YES, PROCEED TO INTERVIEW.**

**IF NOT A GOOD TIME, ASK:** When would be a better time to call?

(RECORD DATE AND TIME IN FACESHEET)

**IF REFUSED:** FILL OUT PROBLEM REPORT. IF KNOWN, DESCRIBE REASON FOR REFUSAL.

## INTERVIEW:

(INTERVIEWER: IF CLIENT HAS ALREADY COMPLETED THE EMPLOYMENT AND/OR HOUSING INTERVIEW, SKIP INTRO PARAGRAPH AND GO TO QUESTION 1.)

Before we begin, I would like to emphasize that we want you to feel comfortable providing honest answers about your satisfaction with the services. Please do not worry that you will offend me if there are aspects of the services provided that you were dissatisfied with. We hope you will feel comfortable sharing your opinions about the program, whatever they may be. Also, your responses are voluntary, and you do not have to answer any question that you do not want to.

1. I'd like to start by asking you some questions about your relationships when you first came to the East Side Family Center. When you started receiving services from the East Side Family Center, were you in a relationship with a spouse or partner? (INTERVIEWER: CIRCLE ONE NUMBER. IF "NO," SKIP TO QUESTION 5.)

Yes ..... 1  
No ..... (GO TO Q. 5) 2  
Refused ..... 7  
Don't know ..... 8

2. When you first came to the East Side Family Center, did you ever feel physically, emotionally, or verbally threatened in that relationship?

Yes ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

3. When you first came to the East Side Family Center, did you ever feel pressured sexually in that relationship?

Yes ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

4. Are you still in the same relationship? (INTERVIEWER: IF "YES," SKIP TO QUESTION 6.)

Yes ..... (GO TO Q. 6) ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

5. Are you currently in a relationship with a new partner? (INTERVIEWER: IF "NO," SKIP TO QUESTION 8.)

Yes ..... 1  
No ..... (GO TO Q. 8) ..... 2  
Refused ..... 7  
Don't know ..... 8

(INTERVIEWER: QUESTIONS 6-7 COULD PERTAIN TO A NEW RELATIONSHIP OR TO THE SAME RELATIONSHIP AS WHEN THEY FIRST CAME TO THE ESFC IF THEY ARE STILL WITH THE SAME PARTNER.)

6. Thinking about your current relationship, do you ever feel physically, emotionally, or verbally threatened in that relationship?
 

Yes .....	1
No.....	2
Refused .....	7
Don't know .....	8
  
7. Thinking about your current relationship, do you ever feel pressured sexually in that relationship?
 

Yes .....	1
No.....	2
Refused .....	7
Don't know .....	8
  
8. Are you aware of community resources that can help when you feel physically or emotionally threatened in a relationship?
 

Yes .....	1
No .....	2
Refused .....	7
Don't know .....	8
  
9. Did the East Side Family Center connect you with other community resources that helped you cope with a relationship that was physically or emotionally threatening?
 

Yes .....	1
No .....	2
Refused .....	7
Don't know .....	8
  
10. Do you feel that you understand which types of behaviors are physically or emotionally abusive in relationships? Would you say...
 

Yes, .....	1
No, or .....	2
Somewhat?.....	3
Refused .....	7
Don't know .....	8

11a. Since you first came to the East Side Family Center, have you made at least one change to improve your physical or emotional safety in relationships?

Yes ..... 1  
No.....(GO TO Q. 12) ..... 2  
Refused ..... 7  
Don't know ..... 8

11b. Please give one example of a change you have made:

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12. How would you say that your relationship problems are now, compared to when you first started receiving services from the East Side Family Center? Would you say your relationship problems are...

Better, ..... 1  
Worse, or ..... 2  
The same? ..... 3  
Refused ..... 7  
Don't know ..... 8

13. Do you feel that you can cope better with abusive relationships as a result of receiving services from the East Side Family Center? Would you say...

Yes, ..... 1  
No, or ..... 2  
Somewhat? ..... 3  
Refused ..... 7  
Don't know ..... 8

(INTERVIEWER: THE NEXT FEW QUESTIONS PERTAIN TO THE CLIENT'S CHILD/CHILDREN. USE EITHER "CHILD" OR "CHILDREN," DEPENDING ON HOW MANY CHILDREN THE CLIENT HAS.)

14. Do you feel that the abuse of your by a spouse or partners could affect your children? Would you say...

Yes, ..... 1  
No, or ..... 2  
Somewhat? ..... 3  
Refused ..... 7  
Don't know ..... 8

15. Can your children share their feelings with you? Would you say...

Yes, ..... 1  
No, or ..... 2  
Somewhat? ..... 3  
Refused ..... 7  
Don't know ..... 8

16a. Do you discipline your children in a positive way?

Yes ..... 1  
No.....(GO TO Q. 17) ..... 2  
Refused ..... 7  
Don't know ..... 8

16b. Please give one example of how you positively discipline your child(ren).

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17. Would you say that your child(ren) feel more stable now than when you first started receiving services from the East Side Family Center? Would you say...

Yes, ..... 1  
No, or ..... 2  
Somewhat? ..... 3  
Refused ..... 7  
Don't know ..... 8

18. Overall, do you feel your and your child(ren)'s basic needs for physical and emotional safety in relationships are now being met? Would you say ...

Yes, ..... 1  
No, or ..... 2  
Somewhat? ..... 3  
Refused ..... 7  
Don't know ..... 8

19. Overall, how helpful would you say the East Side Family Center was in getting your and your child(ren)'s basic needs for physical and emotional safety in relationships met? Would you say...
- Very helpful, ..... 1
- Somewhat helpful, or ..... 2
- Not at all helpful? ..... 3
- Refused ..... 7
- Don't know ..... 8
- 20a. Are there any additional ways the East Side Family Center could have helped with your relationship problems?
- Yes ..... 1
- No.....(GO TO Q. 21) ..... 2
- Refused ..... 7
- Don't know ..... 8
- 20b. Please explain: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
21. Have you received any referrals for mental health services or supports from East Side Family Center in the last year?
- Yes ..... 1
- No.....(GO TO Q. 24) ..... 2
- Refused.....(GO TO Q. 24)..... 7
- Don't know .....(GO TO Q. 24)..... 8
22. Have the mental health service referrals you received been helpful?
- Yes, ..... 1
- No ..... 2
- Refused ..... 7
- Don't know ..... 8
23. Please describe how the referrals have or have not been helpful.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

24. Have your children received any referrals for mental health services or supports from East Side Family Center in the last year?

Yes ..... 1  
No.....(GO TO Q. 27)..... 2  
Refused.....(GO TO Q. 27)..... 7  
Don't know.....(GO TO Q. 27)..... 8

25. Have the mental health service referrals been helpful?

Yes, ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

26. Please describe how the referrals have or have not been helpful.

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27. (INTERVIEWER: THIS QUESTION IS ASKED AT THE END OF EACH PHONE INTERVIEW. IF THE CLIENT IS COMPLETING MORE THAN ONE INTERVIEW, ASK THIS QUESTION ONLY ON THE LAST INTERVIEW FORM YOU WILL COMPLETE WITH THAT CLIENT.) We would like to end by asking about your overall satisfaction with the East Side Family Center. How satisfied were you with the services that you received from the East Side Family Center? Were you...

Highly satisfied, ..... 1  
Satisfied, ..... 2  
Dissatisfied, or ..... 3  
Highly dissatisfied? ..... 4  
Refused ..... 7  
Don't know ..... 8

(INTERVIEWER: IF THE CLIENT WILL ALSO BE ASKED TO COMPLETE THE EMPLOYMENT AND/OR HOUSING INTERVIEW, READ STATEMENT 1. IF YOU HAVE FINISHED ALL INTERVIEWS WITH THE CLIENT, READ STATEMENT 2.)



**STATEMENT 1:** Next I would like to ask you some questions about the (INTERVIEWER, DEPENDING ON THE INTERVIEW, SAY “housing” OR “employment”) assistance you received from the East Side Family Center. (INTERVIEWER: GO TO QUESTION 1 ON THAT INTERVIEW.)

**OR**

**STATEMENT 2:** Those are all of the questions I have. Thank you for taking the time to be interviewed today. We really appreciate your help and your time.

Interviewer: \_\_\_\_\_

Date: \_\_\_\_\_

Interviewer Employee #: \_\_\_\_\_

**INTERVIEWER**

Do you have comments about this case? Please include anything that you think the supervisor or the coder should know about this case. If you are unsure how to code a particular response, note the item name and the problem here.

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**East Side Family Center/Wilder Research  
FOLLOW-UP PHONE CALLS RE: EMPLOYMENT**

(INTERVIEWER: CAPITALIZED NOTES ARE FOR THE INTERVIEWER ONLY AND ARE NOT INTENDED TO BE READ. FOR EACH INTERVIEW QUESTION, PLEASE CIRCLE THE NUMBER THAT CORRESPONDS TO THE CLIENT'S RESPONSE. READ ALL RESPONSE OPTIONS EXCEPT FOR "REFUSED" AND "DON'T KNOW." IF THE CLIENT REFUSES TO ANSWER A QUESTION OR DOESN'T KNOW, CIRCLE THE CORRESPONDING NUMBER.)

May I speak to [client's name]? This is [name of WR staff] calling from the Wilder Research in St. Paul on behalf of the East Side Family Center. [PLEASE MENTION NAME OF SCHOOL WHERE R RECEIVED SERVICES IF IT IS ON THE FACESHEET]

- **IF CLIENT IS NOT HOME, ASK:** When would be the best time to reach [client's name]? (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE WILDER RESEARCH CENTER ON BEHALF OF THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY)
- **IF CLIENT NO LONGER LIVES THERE, ASK:** Do you know how we can reach [client's name]? (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE WILDER RESEARCH CENTER IN ST. PAUL ON BEHALF OF THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY.)
- **IF INFORMANT KNOWS CLIENT, BUT CANNOT OR WILL NOT GIVE INFORMATION ON HOW TO REACH CLIENT, ASK:**  
Can you give [client's name] a message to call us? Ask [client's name] to call us at 651-280-2800 and ask for Erin Smith when [client's name] call. (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM WILDER RESEARCH CENTER IN ST. PAUL ON BEHALF OF THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY.)

**WHEN CLIENT IS ON THE PHONE:** This is [name of WR staff] calling from the Wilder Research Center in St. Paul on behalf of the East Side Family Center. [PLEASE MENTION NAME OF SCHOOL WHERE R RECEIVED SERVICES IF IT IS ON THE FACESHEET]. I would like to ask you some questions about your experiences with the program. The interview is voluntary, takes about 10-15 minutes, and whatever you tell me during our interview will be confidential. It is important for the East Side Family Center to gather feedback on the services it provides. Wilder Research is doing an evaluation of their program and the impact of their services. Your responses are confidential, and your name will not be used in any reports of results. Is this a good time for you to answer questions about the services you received?

**IF YES, PROCEED TO INTERVIEW.**

**IF NOT A GOOD TIME, ASK:** When would be a better time to call?  
(RECORD DATE AND TIME ON FACESHEET)

**IF REFUSED:** FILL OUT PROBLEM REPORT. IF KNOWN, DESCRIBE REASON FOR REFUSAL.

## INTERVIEW:

(INTERVIEWER: IF CLIENT HAS ALREADY COMPLETED THE HOUSING AND/OR DOMESTIC ABUSE INTERVIEW, SKIP INTRO PARAGRAPH AND GO TO QUESTION 1.)

Before we begin, I would like to emphasize that we want you to feel comfortable providing honest answers about your satisfaction with the services. Please do not worry that you will offend me if there are aspects of the services provided that you were dissatisfied with. We hope you will feel comfortable sharing your opinions about the program, whatever they may be. Also, your responses are voluntary, and you do not have to answer any question that you do not want to.

1. I'd like to start by asking you about your employment situation when you first came to the program. What best describes your employment situation when you started receiving services from the East Side Family Center? Were you ... (INTERVIEWER: CIRCLE ONE NUMBER. IF ANSWER IS NUMBER 8, 9, OR 10, SKIP TO QUESTION 3.)

Working less than 15 hours per week,.....	1
Working 15 to 19 hours per week,.....	2
Working 20 to 24 hours per week,.....	3
Working 25 to 29 hours per week,.....	4
Working 30 to 34 hours per week,.....	5
Working 35 to 40 hours per week,.....	6
Working more than 40 hours per week,.....	7
Unemployed, .....(GO TO Q. 3) .....	8
A stay-at-home parent or full-time student not otherwise employed, or .....(GO TO Q. 3) .....	9
Unable to work or retired? .....(GO TO Q. 3).....	10
Refused .....	-7
Don't know .....	-8

2. Are you still employed at the same job?

Yes .....	1
No .....	2
Refused .....	7
Don't know .....	8

3. What best describes your current employment situation? Are you currently ... (INTERVIEWER: CIRCLE ONE. IF ANSWER IS NUMBER 8, OR 9, SKIP TO QUESTION 7. IF ANSWER IS 10, SKIP TO QUESTION 13.)
- Working less than 15 hours per week, ..... 1
  - Working 15 to 19 hours per week, ..... 2
  - Working 20 to 24 hours per week, ..... 3
  - Working 25 to 29 hours per week, ..... 4
  - Working 30 to 34 hours per week, ..... 5
  - Working 35 to 40 hours per week, ..... 6
  - Working more than 40 hours per week, ..... 7
  - Unemployed, ..... (GO TO Q. 7) ..... 8
  - A stay-at-home parent or full-time student not otherwise employed, or  
..... (GO TO Q. 7) ..... 9
  - Unable to work or retired? ..... (GO TO Q. 13) ..... 10
  - Refused ..... -7
  - Don't know ..... -8
4. How long have you been at your current job?
- Less than one month, ..... 1
  - At least a month but less than three months, ..... 2
  - At least three months but less than six months, or ..... 3
  - Six months or longer? ..... 4
  - Refused ..... 7
  - Don't know ..... 8
5. Thinking about your current hourly wage, are you now earning more than, less than, or about the same amount per hour as when you first came to the East Side Family Center? Would you say ... (INTERVIEWER: IF THE CLIENT MOVED FROM UNEMPLOYMENT TO EMPLOYMENT STATUS, CIRCLE THE NUMBER FOR "MORE.")
- More, ..... 1
  - Less, ..... 2
  - About the same? ..... 3
  - Refused ..... 7
  - Don't know ..... 8

6. Did the East Side Family Center connect you with other community resources that helped you find or keep a job? These could include employment services as well as child care, transportation, or other resources you may have needed.
- Yes ..... 1
- No ..... 2
- Refused ..... 7
- Don't know ..... 8
7. Are you aware of community resources that can help with the type of employment challenges that you have had?
- Yes ..... 1
- No ..... 2
- Refused ..... 7
- Don't know ..... 8
8. Overall, how would you say your employment situation compares to when you first started receiving services from the East Side Family Center? Is it ...
- Better than, ..... 1
- Worse than, or ..... 2
- About the same as when you started receiving services from the program? ..... 3
- Refused ..... 7
- Don't know ..... 8
9. Overall, would you say your basic employment needs are now being met? Would you say ...
- Yes, ..... 1
- No, or ..... 2
- Somewhat? ..... 3
- Refused ..... 7
- Don't know ..... 8
10. Overall, how helpful was the East Side Family Center in getting your basic employment needs met? Would you say ...
- Very helpful, ..... 1
- Somewhat helpful, or ..... 2
- Not at all helpful? ..... 3
- Refused ..... 7
- Don't know ..... 8

11. Are there any additional ways the East Side Family Center could have helped with your employment needs?

Yes ..... 1  
No.....(GO TO Q. 13)..... 2  
Refused ..... 7  
Don't know ..... 8

12. Please explain:

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13. Have you received any referrals for mental health services or supports from East Side Family Center in the last year?

Yes ..... 1  
No.....(GO TO Q. 16)..... 2  
Refused.....(GO TO Q. 16)..... 7  
Don't know.....(GO TO Q. 16)..... 8

14. Have the mental health service referrals been helpful?

Yes, ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

15. Please describe how the referrals have or have not been helpful.

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16. Have your children received any referrals for mental health services or supports from East Side Family Center in the last year?

Yes ..... 1  
No.....(GO TO Q. 19)..... 2  
Refused.....(GO TO Q. 19)..... 7  
Don't know.....(GO TO Q. 19)..... 8

17. Have the mental health service referrals been helpful?

Yes, ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

18. Please describe how the referrals have or have not been helpful.

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19. (INTERVIEWER: THIS QUESTION IS ASKED AT THE END OF EACH PHONE INTERVIEW. IF THE CLIENT IS COMPLETING MORE THAN ONE INTERVIEW, ASK THIS QUESTION ONLY ON THE LAST INTERVIEW FORM YOU WILL COMPLETE WITH THAT CLIENT.) We would like to end by asking about your overall satisfaction with the East Side Family Center. How satisfied were you with the services that you received from the East Side Family Center? Were you...

Highly satisfied, ..... 1  
Satisfied, ..... 2  
Dissatisfied, or ..... 3  
Highly dissatisfied? ..... 4  
Refused ..... 7  
Don't know ..... 8

(INTERVIEWER: IF THE CLIENT WILL ALSO BE ASKED TO COMPLETE THE HOUSING AND/OR DOMESTIC ABUSE INTERVIEW, READ STATEMENT 1. IF YOU HAVE FINISHED ALL INTERVIEWS WITH THE CLIENT, READ STATEMENT 2.)

**STATEMENT 1:** Next I would like to ask you some questions about the (INTERVIEWER: DEPENDING ON THE INTERVIEW, SAY “housing” OR “relationship”) assistance you received from the East Side Family Center. (INTERVIEWER: GO TO QUESTION 1 ON THAT INTERVIEW.)

**OR**

**STATEMENT 2:** Those are all of the questions I have. Thank you for taking the time to be interviewed today. We really appreciate your help and your time.

Interviewer: \_\_\_\_\_

Date: \_\_\_\_\_

Interviewer Employee #: \_\_\_\_\_

#### INTERVIEWER

Do you have comments about this case? Please include anything that you think the supervisor or the coder should know about this case. If you are unsure how to code a particular response, note the item name and the problem here.

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**East Side Family Center/Wilder Research**  
**FOLLOW-UP PHONE CALLS RE: HOUSING**

(INTERVIEWER: CAPITALIZED NOTES ARE FOR THE INTERVIEWER ONLY AND ARE NOT INTENDED TO BE READ. FOR EACH INTERVIEW QUESTION, PLEASE CIRCLE THE NUMBER THAT CORRESPONDS TO THE CLIENT'S RESPONSE. READ ALL RESPONSE OPTIONS EXCEPT FOR "REFUSED" AND "DON'T KNOW." IF THE CLIENT REFUSES TO ANSWER A QUESTION OR DOESN'T KNOW, CIRCLE THE CORRESPONDING NUMBER.)

May I speak to [client's name]? This is [name of WR staff] calling from the Wilder Research Center in St. Paul on behalf of the East Side Family Center. [PLEASE MENTION NAME OF SCHOOL WHERE R RECEIVED SERVICES IF IT IS ON THE FACESHEET]

- **IF CLIENT IS NOT HOME, ASK:** When would be the best time to reach [client's name]? (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE WILDER RESEARCH CENTER IN ST. PAUL ON BEHALF OF THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY)
- **IF CLIENT NO LONGER LIVES THERE, ASK:** Do you know how we can reach [client's name]? (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE WILDER RESEARCH CENTER IN ST. PAUL ON BEHALF OF THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY)
- **IF INFORMANT KNOWS CLIENT, BUT CANNOT OR WILL NOT GIVE INFORMATION ON HOW TO REACH CLIENT, ASK:**  
Can you give [client's name] a message to call us? Ask [client's name] to call us at 651-280-2800 and ask for **Erin Smith** when [client's name] calls. (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE WILDER RESEARCH CENTER IN ST. PAUL ON BEHALF OF THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY)

**WHEN CLIENT IS ON THE PHONE:** This is [name of WR staff] calling from the Wilder Research Center in St. Paul on behalf the East Side Family Center. [PLEASE MENTION NAME OF SCHOOL WHERE R RECEIVED SERVICES IF IT IS ON THE FACESHEET] I would like to ask you some questions about your experiences with the program. The interview is voluntary, takes about 10-15 minutes, and whatever you tell me during our interview will be confidential. It is important for the East Side Family Center to gather feedback on the services it provides. Wilder Research is doing an evaluation of their program and the impact of their services. Your responses are confidential, and your name will not be used in any reports of results. Is this a good time for you to answer questions about the services you received?

**IF YES, PROCEED TO INTERVIEW.**

**IF NOT A GOOD TIME, ASK:** When would be a better time to call?  
(RECORD DATE AND TIME ON THE FACESHEET)

**IF REFUSED:** FILL OUT PROBLEM REPORT. IF KNOWN, DESCRIBE REASON FOR REFUSAL.

## INTERVIEW:

(INTERVIEWER: IF CLIENT HAS ALREADY COMPLETED THE EMPLOYMENT AND/OR DOMESTIC ABUSE INTERVIEW, SKIP INTRO PARAGRAPH AND GO TO QUESTION 1.)

Before we begin, I would like to emphasize that we want you to feel comfortable providing honest answers about your satisfaction with the services. Please do not worry that you will offend me if there are aspects of the services provided that you were dissatisfied with. We hope you will feel comfortable sharing your opinions about the program, whatever they may be. Also, your responses are voluntary, and you do not have to answer any question that you do not want to.

1. I'd like to start by asking you some questions about your housing situation when you first came to the program. What best describes your housing situation when you started receiving services from the East Side Family Center? Were you... (INTERVIEWER: CIRCLE ONE NUMBER.)

Homeless,..... 1  
Living in an emergency shelter or had received notice of eviction or foreclosure, 2  
Living with family, friends, or relatives in their housing, ..... 3  
Living in transitional, time-limited housing, ..... 4  
Living in subsidized rental housing, ..... 5  
Living in market-rate rental housing, or ..... 6  
A home owner? ..... 7  
Refused ..... -7  
Don't know ..... -8

2. What best describes your current housing situation? Are you... (INTERVIEWER: CIRCLE ONE. IF ANSWER IS NUMBER 1, 2, OR 3, SKIP TO QUESTION 11.)

Homeless,.....(GO TO Q. 11)..... 1  
Living in an emergency shelter or had received notice of eviction or  
foreclosure, .....(GO TO Q. 11)  
Living with family, friends, or relatives in their housing, ....(GO TO Q. 11) .... 3  
Living in transitional, time-limited housing, ..... 4  
Living in subsidized rental housing, ..... 5  
Living in market-rate rental housing, or ..... 6  
A home owner? ..... 7  
Refused ..... -7  
Don't know ..... -8

3. Did ESFC staff help you find your current housing?

Yes ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

4. How many months have you been in that housing? \_\_\_\_\_ Months

(INTERVIEWER: IF LESS THAN 3 MONTHS, SKIP TO QUESTION 6)

Refused ..... -7  
Don't know ..... -8

5. How helpful would you say assistance from the East Side Family Center has been in helping you stay in that housing? Would you say ...

Very helpful, ..... 1  
Somewhat helpful, or ..... 2  
Not at all helpful? ..... 3  
Refused ..... 7  
Don't know ..... 8

6. Including moving to your current residence, how many times have you moved since you started receiving services from the East Side Family Center? (INTERVIEWER: WRITE "0" IF THE CLIENT HAS NOT MOVED SINCE RECEIVING SERVICES FROM THE ESFC.)

\_\_\_\_\_ Times  
Refused ..... 7  
Don't know ..... 8

7. How would you describe the adequacy of your current housing? Would you say your current housing is ...

Adequate for your family's needs, or ..... 1  
Inadequate for your family's needs? ..... 2  
Refused ..... 7  
Don't know ..... 8

8. We are also interested in knowing how affordable your current housing situation is. Which of the following best describes your current situation? Do you...
- Pay more than 50% of your income for housing, ..... 1
  - Pay more than 30% but no more than 50% of your income for housing, or..... 2
  - Pay 30% or less of your income for housing? ..... 3
  - Refused ..... 7
  - Don't know ..... 8
9. How does this compare to when you first started receiving services from the East Side Family Center? Compared to when you first came to the program, do you now...
- Pay a smaller percentage of your income for housing, ..... 1
  - Pay about the same percentage of your income for housing, or ..... 2
  - Pay a higher percentage of your income for housing?..... 3
  - Refused ..... 7
  - Don't know ..... 8
10. Did the East Side Family Center connect you with other community resources that helped you find or stay in your housing?
- Yes ..... 1
  - No ..... 2
  - Refused ..... 7
  - Don't know ..... 8
11. Are you aware of community resources that can help with the type of housing challenges that you have had?
- Yes ..... 1
  - No ..... 2
  - Refused ..... 7
  - Don't know ..... 8
12. Would you say that your housing situation is now better than, worse than, or the same as when you first started receiving services from the East Side Family Center? Is it ...
- Better,..... 1
  - Worse, or..... 2
  - The same? ..... 3
  - Refused ..... 7
  - Don't know ..... 8

13. Overall, would you say your basic housing needs are now being met? Would you say ...
- |                  |   |
|------------------|---|
| Yes, .....       | 1 |
| No, or .....     | 2 |
| Somewhat? .....  | 3 |
| Refused .....    | 7 |
| Don't know ..... | 8 |
14. Overall, how helpful was the East Side Family Center in getting your basic housing needs met? Would you say...
- |                            |   |
|----------------------------|---|
| Very helpful, .....        | 1 |
| Somewhat helpful, or ..... | 2 |
| Not at all helpful? .....  | 3 |
| Refused .....              | 7 |
| Don't know .....           | 8 |
15. Are there any additional ways the East Side Family Center could have helped with your housing issues?
- |                            |   |
|----------------------------|---|
| Yes .....                  | 1 |
| No.....(GO TO Q. 17) ..... | 2 |
| Refused .....              | 7 |
| Don't know .....           | 8 |
16. Please explain:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
17. Have you received any referrals for mental health services or supports from East Side Family Center in the last year?
- |                                   |   |
|-----------------------------------|---|
| Yes .....                         | 1 |
| No.....(GO TO Q. 20) .....        | 2 |
| Refused.....(GO TO Q. 20).....    | 7 |
| Don't know.....(GO TO Q. 20)..... | 8 |

18. Have the mental health service referrals been helpful?

Yes, ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

19. Please describe how the referrals have or have not been helpful.

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20. Have your children received any referrals for mental health services or supports from East Side Family Center in the last year?

Yes ..... 1  
No.....(GO TO Q. 23)..... 2  
Refused.....(GO TO Q. 23)..... 7  
Don't know.....(GO TO Q. 23)..... 8

21. Have the mental health service referrals been helpful?

Yes, ..... 1  
No ..... 2  
Refused ..... 7  
Don't know ..... 8

22. Please describe how the referrals have or have not been helpful.

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23. (INTERVIEWER: THIS QUESTION IS ASKED AT THE END OF EACH PHONE INTERVIEW. IF THE CLIENT IS COMPLETING MORE THAN ONE INTERVIEW, ASK THIS QUESTION ONLY ON THE LAST INTERVIEW FORM YOU WILL COMPLETE WITH THAT CLIENT.) We would like to end by asking about your overall satisfaction with the East Side Family Center. How satisfied were you with the services that you received from the East Side Family Center? Were you...

Highly satisfied, ..... 1  
Satisfied, ..... 2  
Dissatisfied, or ..... 3  
Highly dissatisfied? ..... 4  
Refused ..... 7  
Don't know ..... 8

(INTERVIEWER: IF THE CLIENT WILL ALSO BE ASKED TO COMPLETE THE EMPLOYMENT AND/OR DOMESTIC ABUSE INTERVIEW, READ STATEMENT 1. IF YOU HAVE FINISHED ALL INTERVIEWS WITH THE CLIENT, READ STATEMENT 2.)

**STATEMENT 1:** Next I would like to ask you some questions about the (INTERVIEWER, DEPENDING ON THE INTERVIEW, SAY "employment" OR "relationship") assistance you received from the East Side Family Center. (INTERVIEWER: GO TO QUESTION 1 ON THAT INTERVIEW.)

**OR**

**STATEMENT 2:** Those are all of the questions I have. Thank you for taking the time to be interviewed today. We really appreciate your help and your time.

Interviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Interviewer Employee #: \_\_\_\_\_

**INTERVIEWER**

Do you have comments about this case? Please include anything that you think the supervisor or the coder should know about this case. If you are unsure how to code a particular response, note the item name and the problem here.

\_\_\_\_\_  
\_\_\_\_\_