

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

*Evaluation report on the first year of  
activities under a Children's Trust Fund  
grant*

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**November 2008**

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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. Through this grant, the ESFC provides case management, crisis services, housing services, Life Skills classes and programs, 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 participants, program services, 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 of self-administered surveys, telephone interviews, and review of program records.

## ***Key findings***

### **Program participation**

Between November 2007 and September 2008, the ESFC served 800 parents and 1,529 children and youth. All clients received crisis services, and many also received case management and participated in the Life Skills Education Program. While clients served represented diverse ethnic backgrounds, the majority of clients were African-American (51%). Most parents served were female (79%), and many families were headed by a single parent (60%). All families served by the ESFC were living in poverty.

### **Crisis services**

All clients who received crisis services were "highly satisfied" or "satisfied" with the services received, and all felt ESFC staff helped resolve issues that brought them to the program. Results for the focus areas of barriers to employment, informal sources of support, and formal sources of support all met or exceeded performance targets established for the Children's Trust Fund Strengthening Families grant. All participants agreed that services received from ESFC helped them meet their family's basic needs, which exceeded the performance indicator of 50 percent of clients. Regarding informal

support, 71 percent of participants felt that family, friends, and neighbors provided support during times of need, and half felt that ESFC staff helped them build stronger relationships with friends, family, or neighbors. In terms of formal support, all participants felt that ESFC helped connect them with other community organizations or agencies, and all felt that their family's basic needs were being met.

The focus area of parent self-care fell short of meeting the target performance measure. Forty-one percent of participants reported that they had contacted other community agencies on their own (target is 50%), although an additional 46 percent reported that they would feel comfortable doing so. Nearly all (95%) of clients felt they had learned new strategies or obtained new resources since they sought services that would help in the event of similar problems in the future.

### **Life Skills education**

Most participants (85%) who completed the job readiness workshop reported that they found the workshop "very useful" overall, and the remaining 15 percent found it somewhat useful. Additionally, nearly all participants (93%) felt that the workshop presenter provided them with resources that helped or will help them to locate employment.

Clients who participated in the Looking Forward Family Program were "highly satisfied" with the program. All participants felt that they had a better understanding of unhealthy behaviors in relationships. Participants agreed that counselors provided them with information that helped to understand their child's emotions and the effects of their situation on their child. In terms of resources, all participants felt that counselors provided relevant resources. All three clients reported that they had used at least one non-violent form of discipline on their children and had made at least one positive change to improve their situation since beginning the group, meeting program targets. All felt that their situation had improved as a result of their participation in the group. It should be noted that results from the evaluation of this program come from the responses of three participants, and the results should be considered suggestive rather than conclusive.

Participants of the Community Baby Shower all expressed satisfaction with the event, and felt that the speakers provided useful information. Participants all agreed that they felt connected with other families in the neighborhood, and reported that they learned of additional resources from attending the shower.

## ***Issues for consideration***

While the results provide insight that staff can use to inform future services, it should be noted that it is still very early in the evaluation, and more recommendations may follow in subsequent years as results become available on a broader spectrum of ESFC services. The following are issues staff may want to consider after the first year of programming.

- Less than half of clients receiving crisis services reported contacting other community resources without the assistance of ESFC staff, and two-thirds (65%) agreed that ESFC staff helped connect them with community organizations. Consider strategies to help families identify potential community resources, and continue to educate and motivate clients to seek services on their own.
- The Looking Forward Family Program had a small number of participants, therefore it is difficult to draw conclusions about this program. Staff should consider strategies to recruit more families to participate, and strategies to keep families engaged through the duration of the program.
- A few participants of the job readiness workshop shared their desire for an interpreter for the class. Staff should consider making interpretation services more available for the Life Skills classes, or perhaps consider holding language-specific classes.

# **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.” The program operates out of the East Side Neighborhood Development Company, an organization established by east side residents and business owners to revitalize the area through family services and housing and business assistance. The ESFC operates out of offices in four east side schools, including Bruce F. Vento Elementary, Cleveland Junior High, Dayton’s Bluff Achievement Plus Elementary, and John A. Johnson Achievement Plus Elementary (ESFC, n.d.; ESNDC, n.d.).

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 contracted with Wilder Research to conduct an independent evaluation of programs and services provided through the grant. This report describes results available to date from the first year of services provided under the grant, spanning November 2007 through September 2008. These results include participation data collected by the ESFC for the entire period, as well as results available thus far from Wilder Research’s evaluation. The ESFC and Wilder Research signed a contract in January 2008, and an evaluation plan and survey tools were finalized in the spring.

## ***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. For purposes of this report, the first year of the grant is defined 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 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. Grantees must promote one or more of these protective factors, as well as outcomes and indicators established for the protective factors. For each protective factor, the grant request for proposals (RFP) designates focus areas and, within those focus areas, short-term outcomes and indicators and intermediate outcomes and indicators (MN Department of Human Services, 2007). The ESFC targets four of those five protective factors, and the focus areas, outcomes, and indicators within those four factors that pertain to ESFC services.

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

Following are descriptions of ESFC programs and services conducted during the initial grant year. These services are ongoing, with the exception of individual Life Skills education courses which vary from year to year. As shown in Figures A1 and A2, outcomes (Figure A1) and evaluation methods (Figure A2) have been established for each of these programs and services.

It should be noted that the following descriptions represent most of the services offered by the ESFC, as the ESFC is using the protective factors framework to guide services organization-wide. Due to budget constraints, Wilder Research does not currently have plans to evaluate some additional services offered by the ESFC, although participation data for these programs is provided. These additional services include community baby showers, parent support groups, and a Friday Friends program offered in collaboration with the Early Childhood Family Education (ECFE) program.<sup>1</sup>

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<sup>1</sup> Participation data for Friday Friends was not available for inclusion in this report, but will be tracked by the ESFC for inclusion in future years' reports.

## **Case management**

The ESFC's ongoing case management services are being 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 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. In its own language, the Family and Community Partnership program works to improve parents' confidence and parenting skills by providing access to family centered, culturally effective health care; providing prevention services focused on drug use, alcohol abuse, and domestic violence; providing insight into children's ages and stages; developing a positive view of parenting; and creating a family "circle of assets" including schools, churches, youth groups, businesses, community organizations, and extended family (Ramsey County Human Services, n.d.). Other case management services are provided as part of the ESFC's East Side Housing Opportunity Program (EHOP), a joint venture of the East Side Neighborhood Development Company and the Wilder Foundation that serves residents of the Johnson Achievement Plus Elementary School neighborhood. EHOP is described in greater depth later in this section.

## **Crisis services**

The ESFC's ongoing crisis services are also receiving support from 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 six 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 EHOP, with most families receiving crisis services through EHOP either homeless or at risk of becoming homeless. EHOP families often need assistance with rental issues, repair issues, issues with utilities, or resolving conflict with neighbors, for example, and may also need referrals to services not related to housing.

## **Life Skills Education Program**

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. The following two classes were evaluated by Wilder Research during the first year of ESFC services under the grant. In addition to classes evaluated by Wilder Research, the ESFC also offered Life Skills classes on the following topics during the first year of

services under the Children's Trust Fund grant: renting issues, self-defense, spring cleaning, and financial planning.

### **Domestic abuse support program**

Led by Wilder Foundation instructors, this program focused on prevention and self-awareness for individuals experiencing abuse. The program consisted of parents' and children's groups that met weekly for 14 weeks from February to May 2008. The program also received support from the Opportunity Housing Investment Fund, which is a partnership of the East Side Neighborhood Development Company, the Wilder Foundation, and The Saint Paul Foundation.

### **Job readiness workshop**

In January 2008, the ESFC offered a job readiness workshop through its Life Skills Education Program. The goal of the workshop was to prepare participants to job search independently by giving them the necessary tools and building their confidence and knowledge. The ESFC contracted with the Wilder Foundation to provide the workshop, which included weekly sessions offered over four weeks.

### **Family Navigator**

The ESFC supports the Family Navigator position at Johnson Elementary. 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. The Navigator is bilingual in English and Spanish, and works with a Hmong interpreter to provide services to Hmong-speaking families. Referrals are made to culturally specific services as needed. The Navigator initiates contact with all kindergarten families and works with other families as needs arise. 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.

### **East Side Housing Opportunity Program**

EHOP 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 EHOP.

## ***Evaluation methods***

As indicated, the Eastside Family Center provides a variety of services to families through its Strengthening Families Children's Trust Fund Child grant. As part of the grant, there are specific requirements of the evaluation, which are outlined in greater detail evaluation methods section of the Appendix, see specifically Figure A2. The following is a brief description of the evaluation methods for the components of the program that are included in the first year evaluation. This report includes evaluation results for crisis services and Life Skills programs.

### **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. Six months after closing, ESFC staff will conduct follow-up phone interviews with case management clients who have received employment, housing services, or services related to domestic abuse.

### **Crisis services**

Due to the large number of clients served through the crisis services, only a sample of the clients served are included in the evaluation. One month per quarter clients are asked to complete the ESFC survey at case closure. The survey measures participant satisfaction with program services, and attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances. Six months after closing, ESFC staff will conduct follow-up phone interviews with clients who have received employment, housing services, or services related to domestic abuse.

### **Job Readiness workshop**

Wilder Research developed pre- and post-test surveys that participants completed at the first (pre-test) and last (post-test) workshop sessions. The survey measures participant satisfaction with program services, and attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances.

### **Domestic abuse support group**

Adult clients are asked to complete the Looking Forward Family Program Initial Evaluation at the beginning of the class, and the Looking Forward Family Program Follow-up Evaluation at the end of the class. The surveys measure participant

satisfaction with program services, and attainment of outcomes and performance targets related to changes in participants' knowledge, behavior, and circumstances.

### **Family Navigator**

Family Navigator referral services are measured through a referral form completed by the Navigator and client. Additionally, a satisfaction questionnaire will be administered during spring parent conferences.

### **Research consent**

Due to the sensitive nature of some of the concerns facing ESFC clients, Wilder Research developed a research consent form that is being 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. It is important to note that 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 326 clients who were new to the ESFC since evaluation tools were completed in May. Of those clients, 90 percent provided research consent and the remaining 10 percent either declined to participate in the research or did not indicate their consent for participation.

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

This report summarizes data available to date on the first year of services offered under the ESFC's Strengthening Families grant. The first year of program services spanned November 2007 through September 2008. Year 2 of the grant will span October 2008 through September 2009, and Year 3 will span October 2009 through September 2010.

To date, program participation data are available for the entire initial grant year. Early results are also available, although it is important to note that they are preliminary at this point and do not yet reflect the full scope of services offered by the ESFC. Results reported here include data from crisis services clients exiting the program in July 2008 and from two Life Skills Education Programs, the job-readiness program and the domestic abuse support program. More complete results will be provided in the second- and third-year evaluation reports. At that time, we will have data from pre- and post-tests of case management clients; from six-month follow-up interviews of clients receiving

housing, employment, or domestic violence services; and from additional crisis surveys and Life Skills Education Programs.

This report begins with a detailed description of evaluation methods and the performance measures associated with the Strengthening Families grant. The report then provides information on program participation, including participants' demographics. The remaining sections of the report provide the preliminary results data available at this point. Progress toward relevant Strengthening Families performance measures is discussed in the context of those preliminary results.

# Program participation

Between November 2007 and September 2008, ESFC served a total of 1,529 children and 800 adults. All clients received crisis services, and many clients received other services as well. Nearly 20 percent of parents and families received case management services, and 18 percent of parents participated in the Life Skills Educational Program (Figure 1).

Clients served represented diverse ethnic groups, although the majority of clients served were African-American (51%). The majority of adult clients were female (79%), and many families were headed by single parents (61%). All families served by ESFC were living in poverty (Figure 2).

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## 1. ESFC participation: November 2007 – September 2008

Type of service	Number of children/youth	Number of parents
Case management	266	145
Crisis services	1,529	800
Life Skills Education Program	112	141
Family Navigator	97	103
East Side Housing Opportunity Program	41	24
Other program areas <sup>a</sup>	67	59
<b>Total unduplicated count<sup>b</sup></b>	<b>1,529</b>	<b>800</b>

<sup>a</sup> Other program areas include the following ESFC services not evaluated by Wilder Research: community baby showers and parent support groups. In future reports, this category will also reflect participants in a 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.”

## 2. Participant demographics: November 2007 – September 2008

	Children/youth		Parents	
	N	Percent	N	Percent
<b>Race/ethnicity</b>				
African-American/Black	-	-	374	51%
American Indian	-	-	17	2%
Asian	-	-	53	7%
Pacific Islander	-	-	0	0%
White	-	-	99	14%
Unknown race or unable to determine	-	-	4	1%
Two or more races	-	-	68	9%
Missing race data	-	-	114	16%
Total	-	-	729	
<b>Hispanic ethnicity – any race</b>				
Yes	-	-	71	9%
No	-	-	729	91%
Total	-	-	800	
<b>Limited English Proficiency<sup>a</sup></b>				
Yes	-	-	110	15%
No	-	-	623	85%
Total	-	-	733	
<b>Gender</b>				
Male	759	50%	165	21%
Female	770	50%	635	79%
Total	1,529		800	
<b>Target populations</b>				
Living in poverty	1,529	100%	800	100%
Substance abusing	5	<1%	29	4%
Teen parent	-	-	-	-
Fathers	-	-	109	14%
Single parents	-	-	485	61%
Living with domestic violence	0	0%	9	1%
Parent with disability, including mental illness	-	-	163	20%
Children/youth with disability, including mental illness	79	5%	-	-

<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.”

**Note:** Categories were taken verbatim from the Strengthening Families progress reporting form.

# 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, and 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. This section presents results available to date for these services.

## **Research methods**

Individuals receiving crisis services from the ESFC are asked to complete a survey upon case closure. Due to the large number of people receiving these services, the survey is administered during only four months of the year: January, April, July, and October. The survey is completed by individuals who *exit* service during these months, regardless of when they began receiving services from the ESFC. As with other surveys administered as part of the evaluation, surveys are given only to those who provided written consent for participating in research.

## **Survey administration**

Surveys are completed in person by clients when they come to the ESFC for a final meeting. ESFC staff inform the client that their responses will be confidential and will not be viewed by the staff who assisted the client. Clients are instructed to seal their completed surveys in an envelope before returning the survey.

According to ESFC staff, all clients who completed the survey in July 2008 were able to do so on their own without the assistance of ESFC staff. In the future, it is likely that some Hmong- and Spanish-speaking clients will need a staff person to read survey questions to them. The survey has been translated into Hmong and Spanish, but ESFC staff anticipate that some clients who speak those languages will not be able to read the written surveys. In these cases, a staff person other than the person who worked with the client will read the survey questions to the client. Still, it is possible that clients may not feel as comfortable providing negative feedback in cases where ESFC staff assist them with the survey. Therefore, future reports will provide the percentage of surveys completed in association with program staff.

## **Response rate**

At the time of this report, the crisis services survey had been administered during one month: July 2008. Surveys were received from a total of 22 clients who completed crisis

services during this time. To date, all surveys have been completed in English, although Spanish and Hmong versions are also available.

ESFC staff believe that all crisis services clients who entered the program after the research consent form was instituted in May 2008 and who ended service in July 2008 completed the survey. In other words, they believe that all crisis services clients who were eligible both provided research consent and completed the survey. It should be noted, however, that it is currently difficult to calculate a formal response rate for this survey. Clients who came to the ESFC prior to May 2008 would not have been administered a research consent form and therefore were not eligible for the survey. Further, ESFC staff administer a research consent form to all clients when they initially come to the ESFC, and the type of service a client will need (e.g., crisis services vs. case management) is often not immediately apparent. In order to calculate an exact response rate for this survey, we would need to know the number of clients exiting during a survey month who a) were ineligible because they did not provide research consent, b) were ineligible because they came to the ESFC before the research consent form was put in place, or c) refused to complete the survey even though they provided research consent.

### **Types of services provided**

Nearly all participants sought services from ESFC for issues related to housing, including rental assistance (73%), assistance with utilities (14%), and for landlord or tenant problems (14%). Other areas of need expressed included daily living needs, such as food, clothing and needs related to employment. Three participants sought services for issues related to mental or medical health. Most who sought assistance from ESFC received services or referrals, although this was somewhat less true for individuals seeking rental assistance (Figure 3).

### 3. Types of service needed and received

<b>Areas of service</b>	<b>Needed help from the ESFC (N=22)</b>	<b>Received services or referrals from the ESFC<sup>a</sup> (N=22)</b>
Rental assistance	16 (73%)	9 (41%)
Utilities assistance (e.g., Xcel, water)	3 (14%)	2 (9%)
Landlord/tenant problems	3 (14%)	3 (14%)
Medical needs	2 (9%)	2 (9%)
Food	2 (9%)	2 (9%)
Employment	1 (5%)	1 (5%)
Clothing	1 (5%)	-
Mental health needs	1 (5%)	0 (0%)
Conflict with neighbors	0 (0%)	0 (0%)
Mortgage foreclosure	0 (0%)	0 (0%)
Chemical dependency	0 (0%)	0 (0%)
Domestic abuse	0 (0%)	0 (0%)
Other	2 (9%)	2 (9%)

<sup>a</sup> Respondents were asked to indicate whether they received services only if they indicated they needed help in that area.

**Source:** ESFC Survey, July 2008.

### Satisfaction with services

Participants were generally quite satisfied with the program. All felt that the program helped with the needs that had participants seek services (Figure 4). Figure 5 indicates that all participants expressed satisfaction with the knowledge and skills of staff and felt that staff were readily available when needed.

### 4. Overall satisfaction with program (N=22)

<b>Please circle the number in the category that best describes your opinion:</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
How satisfied are you with the services that you received from the ESFC?	21 (96%)	1 (5%)	0 (0%)	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?	21 (96%)	1 (5%)	0 (0%)	0 (0%)

**Note:** ESFC Survey, July 2008.

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## 5. Satisfaction with ESFC staff (N=20-22)

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.	18 (90%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)
ESFC staff were available to me when I needed them.	17 (77%)	5 (23%)	0 (0%)	0 (0%)	0 (0%)

**Source:** ESFC Survey, July 2008.

## Changes in situation

Nearly all (95%) participants “strongly agreed” or “agreed” that their situation had improved since seeking services from the program, and 100 percent felt that the improvement in their situation was a result of services received by ESFC. Respondents reported improvements in housing, school or employment, and general stress management. A few participants suggested increasing offsite services and increased staff as possible improvements to the program, although the majority of respondents had no suggestions for improvement (Figures 6-10).

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## 6. Changes in situation (N=22)

Has your situation changed since you began receiving services from the ESFC?	Number of participants (N=22)
Yes	17 (77%)
No	5 (23%)

**Source:** ESFC Survey, July 2008.

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## 7. Open-ended question: Ways participants' situations changed (N=16)

If yes, in what ways has it changed?

Helped me with rent (8 respondents)

Helped me get my own apartment or house (3 respondents)

Helped me with school or employment (2 respondents)

Helped in general

Helped with stress

Bought me more time

**Note:** This follow-up question was asked of respondents who answered “yes” in response to the question in Figure 8.

**Source:** ESFC Survey, July 2008.

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## **8. Improvements in situation (N=20)**

<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>
My situation has improved since I began receiving services from the ESFC.	15 (75%)	4 (20%)	1 (5%)	0 (0%)	0 (0%)

**Source:** ESFC Survey, July 2008.

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## **9. Helpfulness of ESFC in improving situation (N=22)**

<b>Overall, how helpful would you say services from the ESFC have been in improving your situation?</b>	<b>Number of participants (n=22)</b>
Very helpful	22 (100%)
Somewhat helpful	0 (0%)
Not at all helpful	0 (0%)

**Source:** ESFC Survey, July 2008.

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## **10. Open-ended question: Ways ESFC services could be improved (N=22)**

How could services provided by the ESFC be improved?

Nothing/services and/or staff are great (12 respondents)

Keep the funds coming so that others can be helped

Just keep the good staff you have

Having more staff

More services offsite

**Source:** ESFC Survey, July 2008.

## **Basic needs**

All participants “strongly agreed” or “agreed” that their basic needs were being met, and all felt that ESFC helped them meet those needs (Figure 11).

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### **11. Family's basic needs (N=21-22)**

<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>
My family's basic needs are being met.	14 (64%)	8 (36%)	0 (0%)	0 (0%)	0 (0%)
Services I received from the ESFC helped me meet my family's basic needs.	19 (91%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)

**Source:** ESFC Survey, July 2008.

## **Sources of support**

All participants felt that staff helped connect them with other organizations and agencies, although fewer (65%) indicated that they had actually received services from outside organizations (Figure 12). Forty-one percent of respondents reported that they had sought referrals on their own, and an additional 46 percent reported that they would feel comfortable doing so (Figure 13).

### **Connections with community resources**

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### **12. Connections with community resources (N=17)**

<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 helped connect me with other community organizations, agencies, or classes that could help me with my situation.	12 (63%)	7 (37%)	0 (0%)	0 (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).	9 (53%)	2 (12%)	1 (6%)	3 (18%)	2 (12%)

**Source:** ESFC Survey, July 2008.

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### **13. Efforts to contact community agencies without ESFC assistance (N=22)**

**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 (N=22)**

Yes, I have contacted other community agencies on my own for help with my situation.	9 (41%)
No, but I would feel comfortable contacting other community agencies on my own.	10 (46%)
No, and I do not feel comfortable contacting other community agencies on my own.	3 (14%)

**Source:** ESFC Survey, July 2008.

### **Informal sources of support**

Most participants (95%) felt that they had learned new strategies that will help if faced with a similar crisis situation. Seven in ten participants (71%) felt that family and friends were a source of support, and half of the participants (50%) felt that ESFC helped build and foster new supportive relationships (Figure 14).

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### **14. Informal sources of support (N=18-22)**

<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>
Friends, family, and/or neighbors provide support to me during times of need.	7 (33%)	8 (38%)	4 (19%)	2 (10%)	0 (0%)
ESFC staff helped me build a closer relationship with friends, family, and/or neighbors.	5 (28%)	4 (22%)	9 (50%)	0 (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.	17 (77%)	4 (18%)	1 (5%)	0 (0%)	0 (0%)

**Source:** ESFC Survey, July 2008.

### **Strengthening Families grant results**

Figure 15 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 most goal areas. Results indicate that participants are successful in reducing barriers to employment and increased informal and formal sources of support. While fewer participants reported accessing other community services, nearly half reported that they would be comfortable doing so. It is important to note that results are preliminary at this point, reflecting data from one month of survey administration.

**15. Crisis services results for the Strengthening Families grant: July 2008 results by focus area (barriers to employment, parent self-care, informal sources of support, and formal sources of support)**

	<b>Program satisfaction measure</b>	<b>Summary of results</b>
	How satisfied are you with the services that you received from the ESFC?	100% were “highly satisfied” or “satisfied” with the services received, and all felt ESFC helped resolve issues that brought them to the program.
	<b>Performance indicators and 3-year targets</b>	
<b>Barriers to employment</b>	50% of participants report easier access to basic needs through ESFC culturally specific outreach workers.	100% “strongly agreed” or “agreed” that services they received from the ESFC helped them meet their family’s basic needs.
<b>Parent self-care</b>	Participants effectively advocate for themselves.	95% “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.	41% reported they have contacted other community agencies on their own without the assistance of ESFC staff since they started receiving services from the ESFC. An additional 46% 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.	71% “strongly agreed” or “agreed” that friends, family, and/or neighbors provide support to them during times of need.
	50% of participants report they have a closer relationship with friends, family, and neighbors.	50% “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.	100% “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.	65% “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.	100% “strongly agreed” or “agreed” that their family’s basic needs are being met.

**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). The crisis services survey addresses all of the 3-year performance targets in the barriers-to-employment, parent self-care, informal sources of support, and formal sources of support focus areas, as well as some of the performance indicators in those areas. Performance indicators not directly addressed by this survey are not included in this figure. It should be noted that for some clients, crisis services also address performance measures in the areas of employment, housing stabilization, and domestic violence. Performance measures in these areas will be measured more directly by follow-up phone interviews conducted six months after services end, and therefore are not included in this figure. Results presented here are for clients who exited program services in July 2008.

# **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. At this point, data are available from two Life Skills programs evaluated as part of the Strengthening Families grant activities. These programs include a job-skills readiness workshop and a domestic abuse support group. Results for these two programs are presented in this section. It should be noted that the ESFC also offered Life Skills programs on renting issues, self-defense, spring cleaning, and financial planning during the initial grant year, although those programs were not evaluated as part of Wilder Research's study.

## ***Job-readiness workshop***

In January 2008, the ESFC offered a job readiness workshop through its Life Skills Education Program. The goal of the workshop was to prepare participants to job search independently by giving them the necessary tools and building their confidence and knowledge. The ESFC contracted with the Wilder Foundation to provide the workshop, which included weekly sessions offered over four weeks. Wilder Research developed a pre- and post-test that participants completed at the first (pre-test) and last (post-test) workshop sessions. This section provides the results of these surveys. Progress toward related Strengthening Families performance measures is summarized in Figure 29 at the end of the section.

### **Survey completion**

A total of 17 adults (15 families) attended the workshop. Sixteen participants completed the pre-test, 14 completed the post-test, and 13 completed both the pre- and post-test. Surveys were available in both English and Spanish, with four participants completing the pre-test in Spanish, and four completing the post-test in Spanish.

Several questions were asked at both pre- and post-test to allow for an analysis of change experienced by participants over the course of the workshop. Results for these questions are presented for only those 13 respondents completing both the pre- and post-test. Two of those 13 respondents indicated they attended three of the four sessions, and the remaining 11 attended all four workshop sessions. Results for other questions that were asked only at pre-test or only at post-test are presented for all respondents to the question.

## **Workshop attendance**

At pre-test participants were asked how they found out about the workshop. Most respondents (75%) reported they found out about it from the ESFC or ESFC staff. Other sources of information about the workshop included John A. Johnson Elementary School, pamphlets and flyers, family and friends, and previous Life Skills workshops (Figure 16).

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### **16. Source of information about job readiness workshop (N=16)**

<b>How did you find out about this workshop?</b>	<b>% of participants</b>
East Side Family Center (ESFC) or ESFC staff	75%
John A. Johnson Elementary School	38%
Previous Life Skills workshop	6%
Flyers/pamphlets	31%
Family/friends	19%
Other <sup>a</sup>	13%

<sup>a</sup> One respondent indicated they found out about the workshop from Early Childhood Family Education (ECFE), and one respondent indicated the Wilder Foundation's Community Assistance Program (CAP), which is now called Violence Prevention and Intervention (VPI) Services.

**Note:** Percentages do not total 100% because respondents were asked to indicate all that apply.

**Source:** Life Skills Employment Job Readiness Workshop initial evaluation, January 10, 2008.

The pre-test also asked participants whether they had attended other Life Skills workshops in the past. Half of the respondents indicated they had (Figure 17).

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### **17. Attendance at other Life Skills workshops (N=16)**

<b>Have you attended other Life Skills workshops?</b>	<b>% of participants</b>
Yes	50%
No	50%

**Source:** Life Skills Employment Job Readiness Workshop initial evaluation, January 10, 2008.

The job readiness workshop included four weekly sessions. At post-test, participants were asked how many of those sessions they had attended. Most of the respondents (79%) had attended all four sessions, and the remaining had attended three (Figure 18).

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#### 18. Workshop attendance (N=14)

Including today, how many workshop sessions did you attend?	% of participants
All 4 sessions	79%
3 sessions, including today	21%
2 sessions, including today	0%
This is my first session	0%

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

### Employment status

Participants were asked about their employment status at both pre- and post-test, although securing employment over the course of the workshop was not a workshop goal. Three respondents were employed at both pre- and post-test, and an additional one who was unemployed at pre-test was employed by the time of the post-test (Figure 19).

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#### 19. Employment status, pre - post (N=13)

Are you currently employed?	% of participants	
	Pre-test	Post-test
Yes	23%	31%
No	77%	69%

**Note:** Results were not significant. Three participants were employed at pre-test. Those three were also employed at post-test, as was an additional participant who was not employed at pre-test. Results reflect responses from 13 participants completing the question at both pre- and post-test.

**Sources:** Life Skills Employment Job Readiness Workshop initial evaluation, January 10, 2008; Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

### Perceptions of job readiness

To assess the program's impact, participants were asked to indicate their perceptions of their job readiness at both pre- and post-test. Participants were presented with a series of four statements, and were asked to indicate whether they "strongly agree" (scored as 5), "agree" (4), "neither agree nor disagree" (3), "disagree" (2), or "strongly disagree" (1) with each statement. These statements addressed respondents' perceptions of whether

they have strengths and skills that are desirable to employers, have a resume they feel confident in, have the knowledge and tools necessary to job search on their own, and feel confident in their ability to find employment in the next couple of months.

On average, improvement was seen from pre- to post-test for each of the four statements (Figure 20). Results were significant for three of the four areas. Pre- to post-test changes were not significant for the statement addressing respondents' perceptions of whether they have a resume they feel confident in, although positive change was seen on average in this area as well. It is important to note that the instructor did not prepare resumes for participants, but rather participants prepared their own resumes as part of the class.

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## 20. Perceptions of job readiness, mean scores pre - post

Please indicate your level of agreement with the following statements:	Mean score at pre-test	Mean score at post-test	Significance test <sup>b</sup>
I have strengths and skills that are desirable to employers. (N=11)	4.09	4.73	*
I have a resume that I feel confident in. <sup>a</sup> (N=10)	3.40	4.10	ns
I have the knowledge and tools necessary to job search on my own. (N=11)	3.64	4.73	*
I feel confident in my ability to find employment in the next couple of months. (N=12)	3.75	4.67	*

<sup>a</sup> Participants prepared their own resumes as part of the class (i.e., resumes were not prepared by the instructor).

<sup>b</sup> Not significant (ns), significant (\*p<0.05, \*\*p<0.01, \*\*\*p<0.001).

**Notes:** Mean scores reflect only those who answered the question at both pre- and post-test. Responses were scored as follows: "strongly agree" (5), "agree" (4), "neither agree nor disagree" (3), "disagree" (2), and "strongly disagree" (1).

**Sources:** Life Skills Employment Job Readiness Workshop initial evaluation, January 10, 2008; Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

For those who completed both the pre- and post-test, Figure 21 presents results at post-test for the same four statements. Figure 22 indicates the percentages of these respondents who improved, stayed the same, or declined from pre- to post-test. At post-test, all respondents agreed or strongly agreed that they have strengths and skills that are desirable to employers. A majority of respondents (55%) showed improvement in this area, 36 percent stayed the same from pre- to post-test, and 9 percent declined. Similarly, at post-test all respondents indicated they have the knowledge and tools necessary to job search on their own. A majority (64%) showed improvement in this area, and the remaining 36 percent provided the same rating at pre- and post-test. Almost all respondents indicated at post-test that they feel confident in their ability to find employment in the next couple of months, and the remaining 8 percent indicated they

neither agreed nor disagreed with the statement. A majority (67%) showed improvement from pre-test, 25 percent stayed the same, and 8 percent declined.

As indicated earlier, significant changes were not seen in the area addressing respondents' resumes, although there was still improvement in that area as well. Most respondents (80%) agreed or strongly agreed at post-test that they have a resume they feel confident in, 10 percent neither agreed nor disagreed, and 10 percent strongly disagreed. Forty percent showed improvement in this area, half stayed the same, and 10 percent provided lower ratings at post-test.

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## **21. Perceptions of job readiness at post-test**

<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>	<b>Not applicable</b>
I have strengths and skills that are desirable to employers. (N=11)	73%	27%	0%	0%	0%	0%
I have a resume that I feel confident in. (N=10)	50%	30%	10%	0%	10%	0%
I have the knowledge and tools necessary to job search on my own. (N=11)	73%	27%	0%	0%	0%	0%
I feel confident in my ability to find employment in the next couple of months. (N=12)	75%	17%	8%	0%	0%	0%

**Note:** Results for each question reflect responses for only those participants completing the question at both pre- and post-test.

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

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## **22. Perceptions of job readiness, changes pre - post**

<b>Please indicate your level of agreement with the following statements:</b>	<b>Improved</b>	<b>Maintained</b>	<b>Declined</b>
I have strengths and skills that are desirable to employers. (N=11)	55%	36%	9%
I have a resume that I feel confident in. (N=10)	40%	50%	10%
I have the knowledge and tools necessary to job search on my own. (N=11)	64%	36%	0%
I feel confident in my ability to find employment in the next couple of months. (N=12)	67%	25%	8%

**Note:** Results for each question reflect responses for only those participants completing the question at both pre- and post-test.

**Sources:** Life Skills Employment Job Readiness Workshop initial evaluation, January 10, 2008; Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

## **Participant satisfaction**

Respondents were also asked at post-test to indicate their satisfaction with the workshop overall, the presenter, and different topics covered in the workshop. Satisfaction results are reported for all respondents completing the question at post-test. It should be noted that because survey tools for this workshop were developed prior to the evaluation plan for the ESFC Children's Trust Fund grant, the specific satisfaction question listed on the Children's Trust Fund progress reporting form was not included on this post-test.

Respondents provided favorable ratings for all of the workshop topics. All respondents indicated that topics on time management, personal skills and strengths, where the jobs are, networking, keeping track of your job search, interviewing, and employer expectations and how to get promoted were "very helpful." The remaining topics on completing job applications, resumes, and cover letters and thank you letters were rated "very helpful" by most and "somewhat helpful" by the remaining respondents. No topics received any ratings of "not helpful" (Figure 23).

---

### **23. Helpfulness of workshop topics (N=14)**

Please rate the helpfulness of the following topics covered in this workshop:	Very helpful	Somewhat helpful	Not helpful	Was not present for topic
Time management (Week 1)	100%	0%	0%	0%
Personal skills/strengths (Week 1)	100%	0%	0%	0%
Completing job applications (Week 1)	93%	7%	0%	0%
Resumes (Week 1)	93%	7%	0%	0%
Cover letters/thank you letters (Week 2)	86%	14%	0%	0%
Where the jobs are (Week 2)	100%	0%	0%	0%
Networking (Week 2)	100%	0%	0%	0%
Keeping track of your job search (Week 2)	100%	0%	0%	0%
Interviewing (Week 3)	100%	0%	0%	0%
Employer expectations/how to get promoted (Week 4)	100%	0%	0%	0%

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

Respondents also provided high satisfaction ratings when asked about the workshop presenter. All respondents indicated they agreed or strongly agreed that the workshop presenter was knowledgeable and skilled, with most (86%) indicating they strongly agreed. All respondents also indicated agreement with a statement that the workshop presenter understood their employment problems and concerns, again with most (71%) indicating they strongly agreed. Almost all respondents (93%) agreed that the workshop presenter

provided them with resources that helped or will help them locate jobs in the community, and the remaining 7 percent indicated they neither agreed nor disagreed (Figure 24).

---

#### **24. Satisfaction with workshop presenter (N=14)**

<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>	<b>Not applicable</b>
The workshop presenter was knowledgeable and skilled.	86%	14%	0%	0%	0%	0%
The workshop presenter understood my employment problems and concerns.	71%	29%	0%	0%	0%	0%
The workshop presenter provided me with resources that helped or will help me locate jobs in the community.	71%	21%	7%	0%	0%	0%

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

Asked how useful they found the workshop overall, most respondents (85%) indicated “very useful,” and the remaining 15 percent indicated “somewhat useful” (Figure 25).

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#### **25. Overall usefulness of workshop (N=13)**

<b>Overall, how useful did you find this workshop?</b>	<b>% of participants</b>
Very useful	85%
Somewhat useful	15%
Not at all useful	0%

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

In open-ended questions, the post-test also asked respondents to describe what they found most helpful about the workshop, anything that could have been improved, and their suggestions for future workshop topics. Figure 26 presents respondents’ answers to the question asking what they found most helpful about the workshop. Four respondents indicated “everything” or that the workshop was helpful overall. Other responses included that working on a resume, receiving information on job searching or filling out applications, and receiving information on interviewing was most helpful.

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**26. Open-ended question: Participants' perceptions of what they found most helpful**

**What did you find most helpful about the workshop? (N=12)**

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**Helpful overall**

All that was presented.

Everything.<sup>a</sup>

Everything was very good, informative, worthwhile.<sup>a</sup>

I learned about a lot of new things that I had no idea about.

**Working on a resume**

How to write a resume.

Doing and updating my resume so employer will hire me.

The resumes and how to fill [application] out right.

**Information on job searching/filling out applications**

How to fill out [an] application. Where to look for a job.

How to look for work, how to fill out a job application, and job search.<sup>a</sup>

**Information on interviewing**

Help me with my interviewing questions.

What to say in interviews

**Other comments**

Very interesting – with an interpreter better understanding what [instructor] was saying [and] make it easy to feel comfortable.

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<sup>a</sup> Response was translated from Spanish.

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

Respondents were also asked an open-ended question about whether there was anything about the workshop that could have been improved. Figure 27 provides their written comments. Five respondents indicated that nothing could be improved, and six provided other comments although there was no general theme to their suggestions. It may be noteworthy, however, that one respondent indicated they would have liked an interpreter in the last session, and it was not the same respondent who mentioned an interpreter in response to the previous open-ended question.

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**27. Open-ended question: Participants' perceptions of what could have been improved**

**Is there anything about the workshop that could have been improved? (N=11)**

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**Nothing**

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Nothing.

---

Everything is good.<sup>a</sup>

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Information appropriate as is.

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None.

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None.

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**Other comments**

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More time.

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Me being here for the class about resumes.

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Yes.<sup>a</sup>

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Maybe do in 3 weeks. There was stuff repeated.

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Keep it going and help a lot and better understanding around different people.

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Everything is good, but we would have liked [an] interpreter in the last session.<sup>a</sup>

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<sup>a</sup> Response was translated from Spanish.

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

The post-test also asked participants what topics they would suggest for future Life Skills workshops. Figure 28 provides their suggestions. Only one respondent suggested a specific topic (housing), and the others offered general workshop suggestions or indicated they did not have a topic to suggest. It may be noteworthy that one person suggested there always be a Spanish interpreter, and that person was not one of the two respondents addressing interpreters in response to other open-ended questions.

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**28. Open-ended question: Participants' suggestions for future workshop topics**

**What topic suggestions do you have for future Life Skills workshops? (N=7)**

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**No suggestions**

Leave everything same.

None.

None.

**Suggestions**

Housing.

To keep providing this class/session. For there to always be a Spanish interpreter.<sup>a</sup>

Try to do more.

Have meetings/groups more often.<sup>a</sup>

<sup>a</sup> Response was translated from Spanish.

**Source:** Life Skills Employment Job Readiness Workshop follow-up evaluation, January 31, 2008.

**Strengthening Families grant results**

Figure 29 summarizes job-readiness program results in relation to the pertinent performance measures established for the Children's Trust Fund Strengthening Families grant. As previously mentioned, this program was conducted prior to the development of an evaluation plan for ESFC services under the Strengthening Families grant. Therefore, survey questions were not specifically crafted to measure progress toward performance measures associated with the grant. Additionally, this program emphasized job-readiness skills, and did not aim to address participants' other basic needs or to help participants secure employment during the course of the workshop. Therefore, grant performance measures addressing these issues were excluded from Figure 29.

As shown in the figure, the job readiness program addressed two of the goal areas established for the evaluation: program satisfaction, and participants' knowledge of job-preparation resources. The results that were collected were positive in both areas. It is important to note that results are preliminary at this point and represent a fairly small number of participants in one program.

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## **29. Job-readiness program results for the Strengthening Families grant: Employment focus area**

<b>Program satisfaction measure</b>	<b>Summary of results</b>
Overall usefulness of workshop <sup>a</sup>	85% indicated they found the workshop “very useful” overall, and the remaining 15% found it somewhat useful.
<b>Performance indicator</b>	
Participants demonstrate knowledge of where to go and how to access education and job-preparation services.	93% “agreed” or “strongly agreed” that the workshop presenter provided them with resources that helped or will help them locate jobs in the community.

<sup>a</sup> Survey tools for this program were developed prior to learning about the specific satisfaction question Strengthening Families grantees are expected to report on.

**Note:** This figure denotes job-readiness program results in relation to pertinent employment performance measures established for the Children’s Trust Fund Strengthening Families grant (see Figure A1). Other indicators and performance targets in the employment and barriers-to-employment focus areas were not addressed by the goals of this workshop, and therefore are not included in this figure.

## ***Domestic abuse group***

In winter and spring 2008, the ESFC offered a domestic abuse support group through its Life Skills Education Program. The program emphasized prevention and self-awareness for individuals experiencing abuse, and support for their children. Three separate groups met as part of the program: one for parents, one for younger children, and one for older children. The ESFC contracted with the Wilder Foundation to provide the program, and groups were led by Wilder Foundation employees. The groups met weekly for 14 weeks, spanning February to May 2008. Wilder Research developed pre- and post-tests for adults participating in the Looking Forward Family Program. Results of these surveys are summarized below.

### **Research methods**

#### **Response rate**

A total of 7 adults and their 14 children initially registered for the program, although only 3 adults and 8 children remained with the program from beginning to end. Reasons for exiting the program early were not always known to program staff, but included a participant feeling uncomfortable in the group and a participant feeling that the program was not a good fit for them, for example. According to program staff, all of the participants were dealing with multiple stressful events that impacted the stability of their home and lifestyle.

Program participants were given a research authorization form developed by Wilder Research. The form asked participants to indicate whether or not they provided consent to participate in research associated with the program. All three of the adults who stayed with the program provided consent and completed both the pre- and post-test. Results presented in this report are for those three respondents. Due to the small number of respondents, we were not able to conduct tests for statistical significance and results should be considered more suggestive than conclusive.

### **Survey administration**

The pre- and post-test were designed as self-administered questionnaires. ESFC staff asked participants to complete the pre-test at the initial group they attended, which for two of the three respondents was the program's initial session and for the other one was the second week the program met. Post-tests were administered at the second-to-last session because the final week of the program was reserved for a celebration and did not include typical group activities. To encourage participants to provide honest responses, ESFC staff asked participants to seal their completed post-tests in envelopes before returning them to program staff. All three of the participants completed the surveys in English.

### **Survey topics**

Survey questions addressed the following topics:

- Program attendance;
- Satisfaction with program and counselors;
- Awareness of community resources;
- Children's ability to recognize and express emotions;
- Adults' knowledge of their and their child's situation;
- Adults' ability to cope; and
- Changes in participants' situation.

Results are presented in order of these topics. Progress toward related Strengthening Families performance measures is summarized at the end of the section in Figure 45.

## **Program attendance**

All three of the participants completing the pre- and post-test were referred to the program by their ESFC case manager. The program met for a total of 14 weeks. At post-test, participants were asked whether they attended all 14 sessions, 10-13 sessions, 6-9 sessions, or 1-5 sessions. All three who stayed with the program responded that they attended between 10 and 13 of the group sessions (see Figure 30). They also reported that their children attended the same number of sessions (see Figure 31).

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### **30. Workshop attendance (N=3)**

<b>Including today, how many of the group sessions did you attend?</b>	<b>Number of participants</b>
All 14 sessions	-
10-13 sessions, including today	3
6-9 sessions, including today	-
1-5 sessions, including today	-

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

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### **31. Workshop attendance (N=3)**

<b>Including today, how many of the group sessions did your child/children attend?</b>	<b>Number of participants</b>
All 14 sessions	-
10-13 sessions, including today	3
6-9 sessions, including today	-
1-5 sessions, including today	-

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

## **Satisfaction with program and counselors**

### **Overall program**

In addition to collecting information on program outcomes, Strengthening Families grantees are required to report on parent satisfaction with program services. As shown in Figure 32, all three parents completing the Looking Forward Family Program post-test indicated they were “highly satisfied” with the services they received from the program.

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## **32. Overall satisfaction with program at post-test (N=3)**

<b>Please circle the number in the category that best describes your opinion:</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
How satisfied are you with the services that you received from the Looking Forward Family Program?	3	-	-	-

**Note:** Strengthening Families grantees are required to report parents' responses to this specific question (with individual program names inserted at the end of the question).

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

In an open-ended survey question, respondents were asked to describe what they saw as the most positive aspect of the group (see Figure 33). Their responses mentioned the following: recommendations provided about their children, group counselors' ability to understand and listen, improvement in their children's ability to express themselves and understand feelings, and the group's supportive atmosphere. Asked what they would change about the group, one said "nothing," one suggested more time, and the other suggested more time in the teacher conference for understanding reactions to different situations. Asked for any additional comments, the two participants responding wrote very positive comments about the program (see Figure 33).

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## **33. Responses to open-ended satisfaction questions at post-test**

### **What was the most positive aspect of the group? (N=3)**

Recommendations about my children and the staff understanding my problem and listening .

I think my son understanding what feelings are and how important they are. My daughter using more words for her age.

Knowing I was not the only one in this situation. Everyone is always happy to see you.

### **If you could change one thing about the group, what would that be? (N=3)**

Nothing.

I think [the conference] with teacher. More time understanding why you react [and why] they do to certain situations. How they feel – understanding them.

More time.

### **Additional comments: (N=2)**

I loved the group. It made me want to do anger management.

I would like [to] thank the staff [for their] time, patience, non-judgment [of others]. Very understanding. My kids look to coming to group every week – that says a lot about the staff.

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

## **Group counselors**

Participants were also asked to indicate their level of satisfaction with the group counselors (see Figure 34). All three respondents agreed that the group counselors were knowledgeable and skilled, with two strongly agreeing and one agreeing. Likewise, all three strongly agreed that the group counselors understood their family's situation.

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### **34. Satisfaction with group counselors at post-test (N=3)**

<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>	<b>Don't know</b>	<b>Not applicable</b>
The group counselors were knowledgeable and skilled.	2	1	-	-	-	-	-
The group counselors understood my family's situation.	3	-	-	-	-	-	-

**Source:** *Looking Forward Family Program follow-up evaluation, May 2008.*

## **Amount and types of service**

Program participants also indicated satisfaction with the amount and types of service the program provided (see Figure 35). Asked whether they felt they received the right amount of service to meet their needs, all three respondents answered "yes." All three also responded "yes" when asked if they felt they received the right kinds of service to meet their needs.

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### **35. Satisfaction with amount and types of service at post-test (N=3)**

	<b>Yes</b>	<b>No</b>
Did you feel that you received the right amount of service to meet your needs?	3	-
Did you feel that you received the right kinds of service to meet your needs?	3	-

**Source:** *Looking Forward Family Program follow-up evaluation, May 2008.*

## **Awareness of community resources**

One of the indicators the ESFC selected for its work in the area of domestic violence strives for participants to "demonstrate knowledge of public and private agencies available to them for help with domestic violence." At the end of the program, all three respondents strongly agreed that the group counselors were able to refer them to other community resources (see Figure 36). The participants also agreed that they were aware of community resources that can help them with their situation, with two strongly agreeing and one agreeing.

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### **36. Awareness of community resources at post-test (N=3)**

<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>	<b>Don't know</b>	<b>Not applicable</b>
The group counselors were able to refer me to other community resources.	3	-	-	-	-	-	-
I am aware of community resources that can help me with my situation.	2	1	-	-	-	-	-

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

Figure 37 shows movement from pre-test to post-test in respondents' level of agreement with the same survey statement. Because all three also agreed with the statement at pre-test, there was little room for growth. One participant improved from "agree" to "strongly agree," one stayed at "strongly agree," and one declined from "strongly agree" to "agree."

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### **37. Awareness of community resources, changes pre – post (N=3)**

<b>Please indicate your level of agreement with the following statements:</b>	<b>Improved</b>	<b>Maintained</b>	<b>Declined</b>
I am aware of community resources that can help me with my situation. (N=3)	1	1 <sup>a</sup>	1

<sup>a</sup> Maintained at "strongly agree."

**Sources:** Looking Forward Family Program initial evaluation, February, 2008; Looking Forward Family Program follow-up evaluation, May 2008.

### **Children's ability to recognize and express emotions**

Participants were also asked a couple of questions about their children's ability to recognize and express emotions at both pre- and post-test. At the end of the program, all three either agreed (1) or strongly agreed (2) that their child was able to express feelings in appropriate ways (see Figure 38). This reflected improvement from pre-test for two of the participants, and the other participant stayed at "agree" (see Figure 39).

Only two of the three participants responded to a question about their child's ability to identify his or her feelings at both pre- and post-test. At post-test both indicated agreement with a statement that their child is able to identify his or her feelings, with one agreeing and one strongly agreeing (see Figure 38). This marked an improvement for one of the respondents and a decline from "strongly agree" to "agree" for the other (see Figure 39).

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**38. Children's ability to identify and express feelings at post-test (N=2-3)**

Please indicate your level of agreement with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
My child is able to identify his or her feelings. (N=2)	1	1	-	-	-	-	-
My child is able to express his or her feelings in appropriate ways. (N=3)	2	1	-	-	-	-	-

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

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**39. Children's ability to identify and express feelings, changes pre – post (N=2-3)**

Please indicate your level of agreement with the following statements:	Improved	Maintained	Declined
My child is able to identify his or her feelings. (N=2)	1	-	1
My child is able to express his or her feelings in appropriate ways. (N=3)	2	1 <sup>a</sup>	-

<sup>a</sup> Maintained at "agree."

**Sources:** Looking Forward Family Program initial evaluation, February, 2008; Looking Forward Family Program follow-up evaluation, May 2008.

### **Adults' knowledge of their and their child's situation**

Indicators associated with the Strengthening Families grant also address participants' knowledge of what constitutes physical and emotional violence, and of the emotional and cognitive effects on children of witnessing domestic violence. At post-test, participants were asked for their perceptions of the program's and group counselors' helpfulness in this area. All three participants strongly agreed that they have a better understanding of what behaviors are unhealthy in relationships as a result of participating in this group (see Figure 40). They also agreed (1) or strongly agreed (2) that the group counselors provided them with information that helped them understand their child's emotions.

Participants were also asked to indicate their level of agreement at pre- and post-test with a statement that they understand the effects of their situation on their child. All three strongly agreed with the statement at both the beginning and end of the program (see Figures 40 and 41).

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#### 40. Adults' knowledge of their/their child's situation at post-test (N=3)

<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>	<b>Don't know</b>	<b>Not applicable</b>
The group counselors provided me with information that helped me understand my child's emotions.	2	1	-	-	-	-	-
I have a better understanding of what behaviors are unhealthy in relationships as a result of participating in this group.	3	-	-	-	-	-	-
I understand the effects of my situation on my child.	3	-	-	-	-	-	-

**Source:** Looking Forward Family Program follow-up evaluation, May 2008.

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#### 41. Adults' knowledge of their child's situation, changes pre – post (N=3)

<b>Please indicate your level of agreement with the following statements:</b>	<b>Improved</b>	<b>Maintained</b>	<b>Declined</b>
I understand the effects of my situation on my child.	-	3 <sup>a</sup>	-

<sup>a</sup> Maintained at "strongly agree."

**Sources:** Looking Forward Family Program initial evaluation, February, 2008; Looking Forward Family Program follow-up evaluation, May 2008.

#### **Adults' ability to cope**

Pre- and post-tests also assessed changes in participants' ability to cope with their situations. Results indicate there were positive changes in this area for the three participants. At post-test, all three participants either agreed or strongly agreed with the following statements: "I am able to express my feelings in relationships"; "I can identify at least one form of positive discipline I use with my child"; "I know positive ways to address conflict in my family"; "I feel confident in my ability to cope with my child's issues"; and "I feel confident in my ability to cope with my problems" (see Figure 42). In almost all cases, they strongly agreed with the statements. Further, these post-test ratings reflected improvement from pre-test, with the exception of one case in which the respondent strongly agreed at both pre- and post-test (see Figure 43).

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#### 42. Adults' ability to cope at post-test (N=3)

<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>	<b>Don't know</b>	<b>Not applicable</b>
I am able to express my feelings in relationships.	3	-	-	-	-	-	-
I can identify at least one form of positive discipline I use with my child.	3	-	-	-	-	-	-
I know positive ways to address conflict in my family.	3	-	-	-	-	-	-
I feel confident in my ability to cope with my child's issues.	2	1	-	-	-	-	-
I feel confident in my ability to cope with my problems.	3	-	-	-	-	-	-

**Source:** *Looking Forward Family Program follow-up evaluation, May 2008.*

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#### 43. Adults' ability to cope, changes pre – post (N=3)

<b>Please indicate your level of agreement with the following statements:</b>	<b>Improved</b>	<b>Maintained</b>	<b>Declined</b>
I am able to express my feelings in relationships.	2	1 <sup>a</sup>	-
I can identify at least one form of positive discipline I use with my child.	3	-	-
I know positive ways to address conflict in my family.	3	-	-
I feel confident in my ability to cope with my child's issues.	3	-	-
I feel confident in my ability to cope with my problems.	3	-	-

<sup>a</sup> Maintained at "strongly agree."

**Sources:** *Looking Forward Family Program initial evaluation, February, 2008; Looking Forward Family Program follow-up evaluation, May 2008.*

## **Changes in participants' situation**

For the Strengthening Families grant, the ESFC established the performance target that 50 percent of participants will report at least one change in reducing the domestic violence in their lives. Survey results indicate that the Looking Forward Family Program was successful in this area. At post-test, all three participants strongly agreed that they have made at least one change to improve their situation since the beginning of the group (see Figure 44). Participants also attributed positive changes in their situation to the group. At post-test, all three strongly agreed that their situation has improved *as a result of* participating in this group.

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### **44. Participants' perceptions of changes in their situation at post-test (N=3)**

<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>	<b>Don't know</b>	<b>Not applicable</b>
Since the beginning of this group, I have made at least one change to improve my situation.	3	-	-	-	-	-	-
My situation has improved as a result of participating in this group.	3	-	-	-	-	-	-

**Source:** *Looking Forward Family Program follow-up evaluation, May 2008.*

## **Strengthening Families grant results**

Figure 45 summarizes results of the Looking Forward Family Program 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 Looking Forward Family Program was successful in achieving these outcomes. Again, it should be kept in mind that these results are for only three participants completing both the pre- and post-test, and therefore are not reflective of ESFC services in general in this area. Future reports will add data from six-month follow-up interviews conducted with clients experiencing domestic abuse, as well as from surveys of participants in future domestic abuse workshops.

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## 45. Looking Forward Family Program results for the Strengthening Families grant: Domestic violence focus area

<b>Program satisfaction measure</b>	<b>Summary of results</b>
How satisfied are you with the services that you received from the Looking Forward Family Program?	3/3 indicated "highly satisfied."
<b>Performance indicators and 3-year targets</b>	
Participants demonstrate knowledge of what constitutes physical and emotional violence.	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.	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.	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.	3/3 "strongly agreed" at post-test 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.
50% of participants report they have used at least one non-violent form of discipline on their children.	As stated above, at post-test 3/3 could identify at least one form of positive discipline they use with their child.
50% of participants report at least one change in reducing the domestic violence in their lives.	3/3 "strongly agreed" at post-test that they made at least one change to improve their situation since the beginning of the group.  3/3 "strongly agreed" at post-test that their situation has improved as a result of participating in the group.  Results also indicate improvement from pre- to post-test in 3/3 respondents' ability to cope with their situation.

**Note:** This figure denotes results of the Looking Forward Family Program in relation to the domestic violence performance measures established for the Children's Trust Fund Strengthening Families grant (see Figure A1).

## ***Other classes and events***

In September 2008, the ESFC offered a Community Baby Shower for women who are expecting babies in 3-6 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. Twenty-five families typically attend the baby shower. While this event is not included as part of the formal evaluation, participants did complete a brief satisfaction survey at the end of the event. There were 12 participants who attended and completed the satisfaction survey following the Community Baby Shower. All participants were “highly satisfied” or “satisfied” with the event. All participants “strongly agreed” or “agreed” that the baby shower speakers provided information that was helpful, and reported that the baby shower helped meet their needs for their new child or children. Additionally, all felt that they connected with other families in their neighborhood, and reported that they learned about additional resources after attending the shower.

# 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. Because the grant provides funding until September 2010, the evaluation of ESFC services under the grant will follow a school-year calendar. Evaluators will report on programs and services provided under the grant in three annual reports.

As required by the grant RFP, the evaluation intends to gather 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 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.

### **Participant satisfaction**

Federal funding received by the Children's Trust Fund also requires that programs funded by the Children's Trust Fund report on parents' satisfaction with program services. The semi-annual progress reporting form designates a specific question and specific response categories that grantees are required to report on. This question is incorporated into survey tools used in this evaluation, and appears in Figures 4 and 32 in this report. It should be noted that the ESFC also asks this question on some of its own survey tools

used for services not covered in this evaluation. Therefore, the numbers reported for this question on the Children’s Trust Fund progress reporting forms may exceed the numbers reported in evaluation reports prepared by Wilder Research.

### **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.

Figure A1 also presents performance targets established by the ESFC which are specific to ESFC services. These targets will be tracked through the evaluation as indicators of the ESFC’s progress toward the stated outcomes and indicators. Targets are intended to be accomplished over the three-year grant period. While the evaluation focuses on assessing progress toward the performance targets, many of the indicators for those targets are also specifically addressed in evaluation tools to provide a broader understanding of program results in the context of the protective factors. Progress toward pertinent indicators and performance targets is reported at the end of each results section of this report (see Figures 15, 29, & 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	3-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	Participants understand the dynamics of domestic violence (including physical and emotional violence).	Participants demonstrate knowledge of what constitutes physical and emotional violence.	Participants create a violence-free household.	Participants are not living with an untreated offender. <sup>b</sup> No one in the household is witness to domestic violence. <sup>b</sup> Participants use non-violent means of child discipline.	50% of participants report they have used at least one non-violent form of discipline on their children.
		Participants understand the effects of domestic violence on the children.	Participants demonstrate knowledge of the emotional and cognitive effects on children who witness domestic violence.			50% of participants report at least one change in reducing the domestic violence in their lives.
		Participants know community resources available that can help with domestic violence.	Participants demonstrate knowledge of public and private agencies available to them for help with domestic violence.			

<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	3-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	Focus area	Short-term outcomes	Indicators	Intermediate outcomes	Indicators	3-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	3-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 methods**

Figure A2 summarizes the evaluation methods used to measure attainment of the outcomes, indicators, and targets specified in Figure A1. This figure also describes methods for obtaining the information on participant demographics, participation, and satisfaction that is required of the evaluation. Primary methods include the following:

- **Program records.** ESFC staff track information on the number of participants, participant demographics, and the amount of service provided. Participants self-report their demographic information on a membership questionnaire developed and administered by the ESFC.
- **Self-administered questionnaires.** ESFC staff ask clients to complete self-administered questionnaires developed by Wilder Research. Surveys are available in English, Hmong, and Spanish. For case-management services, clients are asked to complete a pre-test at the onset of service and a post-test upon service completion. For crisis services, clients are asked to complete a survey upon service completion. For Life Skills Education Programs, separate surveys are developed for separate programs. They may reflect a pre-/post-test design for longer-term programs, and may be administered upon program completion only for shorter-term programs.
- **Phone interviews.** Case management and crisis services clients receiving assistance with housing, employment, or domestic violence issues are asked to participate in follow-up phone interviews conducted by ESFC staff six months after services end. This is considered to be a pilot component of the evaluation. ESFC and evaluation staff will consider factors such as interview response rates and staff experiences with administering the interviews in determining their usefulness for the evaluation.

Copies of all survey and interview tools developed as part of this evaluation are provided in the Appendix.

## **Data available to date**

Wilder Research's contract with the ESFC began in January 2008. The evaluation plan was finalized in April, and ESFC staff began administering surveys in May. At this point, staff have administered the crisis services survey as well as surveys for two Life Skills Education Programs. There have not been any case management clients who have exited the program since surveys began. Likewise, time has not yet permitted the administration of the six-month follow-up phone interviews. This report summarizes the results that are available to date, which include the following:

- **Program participation.** The “Program participation” section of the report uses ESFC records to describe participation in ESFC services, and participant demographics, from November 2007 through September 2008.
- **Crisis services.** Crisis services surveys are administered during four months of the year: January, April, July, and October. Results from surveys administered to clients exiting program services in July 2008 are provided in the “Crisis services results” section of the report.
- **Life Skills job-readiness program.** In January 2008 the ESFC offered a four-week job readiness workshop in conjunction with the Wilder Foundation. Results of pre- and post-tests completed by program participants are reported in the “Life Skills Education results” section of the report.
- **Life Skills Looking Forward Family Program.** From February to May 2008, the ESFC and Wilder Foundation offered a 14-week support group for victims of domestic violence and their children. Results of pre- and post-tests completed by parents participating in the group are reported in the “Life Skills Education results” section of the report.

Data from additional Life Skills Education Programs as well as from the case management pre- and post-tests and the six-month follow-up phone interviews will be presented in the second-year evaluation report prepared in October 2009. As they become available, results will also be provided to the ESFC for inclusion in the semi-annual grant progress reports due to the Children’s Trust Fund.

## A2. Year 1 evaluation methods by focus area

<b>Focus area</b>	<b>ESFC program/ service</b>	<b>Information needed</b>	<b>Information source</b>	<b>Data-collection method</b>
N/A	All ESFC programs/services	Participant demographic data (i.e., race/ethnicity, primary language, income, education, age)	Self-administered questionnaire	ESFC staff ask participants to complete the "ESFC Membership Questionnaire & Application" during their initial visit to the ESFC.*
N/A	All ESFC programs/services	Number participating in program services and hours of service	Program records	ESFC staff will provide this information from their database.*
Stress and anger management	Anger-management class	Participants' self-reported satisfaction ratings, awareness of stressors affecting their mental health, and use of community resources	Self-administered questionnaire	A paper survey (to be developed) will be administered at the end of the last class.
Domestic violence	(1) Domestic-abuse support group; (2) case management; and (3) crisis services	Participants' self-reported satisfaction ratings, use of non-violent discipline, knowledge of community resources, understanding of physical and emotional violence and the effects on children, and efforts to reduce domestic violence in their lives	Self-administered questionnaires  Follow-up phone interview	(1) Looking Forward Family Program Initial Evaluation (pre-test) will be administered to parents at the beginning of the first class, and Looking Forward Family Program Follow-up Evaluation (post-test) to parents at the end of the last class.*  (2 & 3) Six months after case closure, ESFC staff will conduct follow-up phone interviews with case management and crisis services clients who received help with domestic abuse (using the ESFC/Wilder Research Follow-up Phone Calls Re: Domestic Abuse form). <sup>a</sup>

\* Data from this data-collection method is included in this report.

<sup>a</sup> Phone interviews conducted by ESFC staff are considered a pilot component of the evaluation. ESFC and evaluation staff will consider factors such as interview response rates and staff experiences with administering the interviews in determining their usefulness for the evaluation.

## A2. Year 1 evaluation methods by focus area (continued)

Focus area	ESFC program/ service	Information needed	Information source	Data-collection method
Child development; parenting; parenting children with challenging behaviors	Child development and parenting class	Participating parents' self-reported satisfaction ratings, ability to observe developmental changes in their child, understanding of their child's challenging behaviors, knowledge and use of positive/non-abusive methods to encourage their child's growth and development and manage behavior, changes to child's environment, and changes in parenting as a result of the class	Self-administered questionnaires	Pre/post-tests (to be developed) will be administered at the beginning of the first and end of the last class.
Employment; barriers to employment	(1) Case management and (2) crisis services	Clients' self-reported satisfaction, knowledge of community resources, improvement in their employment/income situation, and perceptions of outreach workers' help in accessing community resources and whether basic needs were met	Self-administered questionnaires  Follow-up phone interview	(1) Case managers will ask all clients to complete ESFC Case Management Pre-test at intake and Post-test at case closure.  (2) Crisis services staff will ask all clients to complete ESFC Survey at case closure (to be administered one month per quarter due to client volume).*  (1 & 2) Six months after case closure, ESFC staff will conduct follow-up phone interviews with clients receiving employment services (using the ESFC/Wilder Research Follow-up Phone Calls Re: Employment form). <sup>a</sup>

\* Data from this data-collection method is included in this report.

<sup>a</sup> Phone interviews conducted by ESFC staff are considered a pilot component of the evaluation. ESFC and evaluation staff will consider factors such as interview response rates and staff experiences with administering the interviews in determining their usefulness for the evaluation.

## A2. Year 1 evaluation methods by focus area (continued)

<b>Focus area</b>	<b>ESFC program/ service</b>	<b>Information needed</b>	<b>Information source</b>	<b>Data-collection method</b>
Housing stabilization	(1) Crisis services, (2) case management, and (3) EHOP (assessed in a separate evaluation)	Participants' self reports of whether they remained in housing as a result of housing assistance, and knowledge and use of community supports that helped them retain their housing	Self-administered questionnaires  Follow-up phone interview	(1& 2) See ESFC Survey* and ESFC Case Management Pre/Post-tests above.  (1 & 2) Six months after case closure, ESFC staff will conduct follow-up phone interviews with clients receiving housing services (using the ESFC/Wilder Research Follow-up Phone Calls Re: Housing form). <sup>a</sup>
Parent self-care	(1) Crisis services, (2) case management, and (3) Family Navigator	Parents' self-reports of accessing community resources without the assistance of ESFC staff	Self-administered questionnaires	(1 & 2) See ESFC Survey* and ESFC Case Management Pre/Post-tests above.  (3) Family Navigator referral services will be measured through a referral form completed by the Navigator in conjunction with clients, and a satisfaction questionnaire administered during spring parent conferences.
Informal sources of support; formal sources of support	(1) Crisis services and (2) Family Navigator	Participants' self-reported satisfaction with crisis services; changes in their situation, knowledge of strategies/resources, and relationships with friends/family/neighbors; use of community resources that helped meet their needs; and perceptions of whether basic needs were met	Self-administered questionnaire	(1) See ESFC Survey* and phone interviews above.  (2) Family Navigator referral services will be measured through a referral form completed by the Navigator in conjunction with clients, and a satisfaction questionnaire administered during spring parent conferences.

\* Data from this data-collection method is included in this report.

<sup>a</sup> Phone interviews conducted by ESFC staff are considered a pilot component of the evaluation. ESFC and evaluation staff will consider factors such as interview response rates and staff experiences with administering the interviews in determining their usefulness for the evaluation.

## ***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.

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Signature

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Print Name

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Date

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**(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.

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Signature

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Print Name

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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
<b>Q-1.</b> Rental assistance	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-2.</b> Mortgage foreclosure	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-3.</b> Utilities assistance (e.g., Xcel, water)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-4.</b> Employment	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-5.</b> Food	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-6.</b> Clothing	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-7.</b> Landlord/tenant problems	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-8.</b> Conflict with neighbors	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-9.</b> Medical needs	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-10.</b> Mental health needs	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-11.</b> Chemical dependency	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-12.</b> Domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q-13.</b> 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):**

	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). 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):**

	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). 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/Wilder Foundation  
Looking Forward Family Program  
Initial evaluation***

February 25, 2008

Please answer these questions – your responses will be kept confidential. Your responses provide important information that will be used to help plan future services.

**Q-1. Do you have a case manager at the East Side Family Center who referred you to the group?**

<sup>1</sup> Yes    <sup>2</sup> No

**1a. If no, how did you find out about this group? \_\_\_\_\_**

**Q-2. 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	Don't know	Not applicable
a). I am able to express my feelings in relationships.	5	4	3	2	1	8	9
b). I am aware of community resources that can help me with my situation.	5	4	3	2	1	8	9
c). My child is able to identify his or her feelings.	5	4	3	2	1	8	9
d). My child is able to express his or her feelings in appropriate ways.	5	4	3	2	1	8	9
e). I understand the effects of my situation on my child.	5	4	3	2	1	8	9
f). I can identify at least one form of positive discipline I use with my child.	5	4	3	2	1	8	9
g). I know positive ways to address conflict in my family.	5	4	3	2	1	8	9
h). I feel confident in my ability to cope with my child's issues.	5	4	3	2	1	8	9
i). I feel confident in my ability to cope with my problems.	5	4	3	2	1	8	9

**Q-3. What do you hope to receive from this group? \_\_\_\_\_**

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**Thank you!**

***East Side Family Center/Wilder Foundation  
Looking Forward Family Program  
Follow-up evaluation  
May 26, 2008***

Please answer these questions – your responses will be kept confidential. Your responses provide important information that will be used to help plan future services.

**Q-1. Including today, how many of the group sessions did you attend? (check one)**

- <sup>1</sup> All 14 sessions
- <sup>2</sup> 10-13 sessions, including today
- <sup>3</sup> 6-9 sessions, including today
- <sup>4</sup> 1-5 sessions, including today

**Q-2. Including today, how many of the group sessions did your child/children attend? (check one)**

- <sup>1</sup> All 14 sessions
- <sup>2</sup> 10-13 sessions, including today
- <sup>3</sup> 6-9 sessions, including today
- <sup>4</sup> 1-5 sessions, including today

**Q-3. 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	Don't know	Not applicable
a). The group counselors were knowledgeable and skilled.	5	4	3	2	1	8	9
b). The group counselors understood my family's situation.	5	4	3	2	1	8	9
c). The group counselors provided me with information that helped me understand my child's emotions.	5	4	3	2	1	8	9
d). The group counselors were able to refer me to other community resources.	5	4	3	2	1	8	9
e). I am able to express my feelings in relationships.	5	4	3	2	1	8	9
f). I am aware of community resources that can help me with my situation.	5	4	3	2	1	8	9
g). My child is able to identify his or her feelings.	5	4	3	2	1	8	9
h). My child is able to express his or her feelings in appropriate ways.	5	4	3	2	1	8	9

**Please turn form over and continue completing Question 3 on back. ➔**

**Q-3. Continued:**

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Not applicable</b>
i). I understand the effects of my situation on my child.	5	4	3	2	1	8	9
j). I can identify at least one form of positive discipline I use with my child.	5	4	3	2	1	8	9
k). I know positive ways to address conflict in my family.	5	4	3	2	1	8	9
l). I feel confident in my ability to cope with my child's issues.	5	4	3	2	1	8	9
m). I feel confident in my ability to cope with my problems.	5	4	3	2	1	8	9
n). I have a better understanding of what behaviors are unhealthy in relationships as a result of participating in this group.	5	4	3	2	1	8	9
o). Since the beginning of this group, I have made at least one change to improve my situation.	5	4	3	2	1	8	9
p). My situation has improved as a result of participating in this group.	5	4	3	2	1	8	9

**Q-4. Did you feel that you received the right amount of service to meet your needs?** <sup>1</sup> Yes <sup>2</sup> No

**4a. If no, did you feel that you needed more or less service?** <sup>1</sup> More <sup>2</sup> Less

**Q-5. Did you feel that you received the right kinds of service to meet your needs?**

<sup>1</sup> Yes <sup>2</sup> No

**5a. If no, what type of service did you think was needed?** \_\_\_\_\_

\_\_\_\_\_

**Q-6. Please circle the number in the category that best describes your opinion (circle one number):**

	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
How satisfied are you with the services that you received from the Looking Forward Family Program?	4	3	2	1

Please continue form on following page. ➔

**Q-7. What was the most positive aspect of the group?**

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**Q-8. If you could change one thing about the group, what would that be?**

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**Q-9. Additional comments:**

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**Thank you!**

**East Side Housing Opportunities Program/Wilder Foundation  
Life Skills Employment Job Readiness Workshop**

**Initial evaluation**

*January 10, 2008*

Please answer these questions – your responses are confidential. The workshop's evaluator will use participant names to link these results with those you provide during the last workshop.

**Participant first and last name:** \_\_\_\_\_

**Q-1. How did you find out about this workshop? (check all that apply)**

- <sup>1</sup> East Side Family Center (ESFC) or ESFC staff
- <sup>2</sup> John A. Johnson Elementary School
- <sup>3</sup> Previous Life Skills workshop
- <sup>4</sup> Flyers/pamphlets
- <sup>5</sup> Family/friends
- <sup>6</sup> Other (specify) \_\_\_\_\_

**Q-2. Have you attended any other Life Skills workshops?**       <sup>1</sup> Yes       <sup>2</sup> No

**2a. If yes, which ones?** \_\_\_\_\_

**Q-3. Are you currently employed?**       <sup>1</sup> Yes       <sup>2</sup> No

**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). I have strengths and skills that are desirable to employers.	5	4	3	2	1	9
b). I have a resume that I feel confident in.	5	4	3	2	1	9
c). I have the knowledge and tools necessary to job search on my own.	5	4	3	2	1	9
d). I feel confident in my ability to find employment in the next couple of months.	5	4	3	2	1	9

**Q-5. Additional comments:**

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**Thank you!**

***East Side Housing Opportunities Program/Wilder Foundation  
Life Skills Employment Job Readiness Workshop  
Follow-up evaluation***  
*January 31, 2008*

Please answer these questions – your responses are confidential. The workshop's evaluator will use participant names to link these results with those you provided during the initial workshop. However, your responses will not be identified in any way to the workshop presenter or in reports of results.

**Participant first and last name:** \_\_\_\_\_

**Q-1. Including today, how many of the workshop sessions did you attend? (check one)**

- <sup>4</sup> All 4 sessions
- <sup>3</sup> 3 sessions, including today
- <sup>2</sup> 2 sessions, including today
- <sup>1</sup> This is my first session

**Q-2. Have you attended any other Life Skills workshops?**      <sup>1</sup> Yes      <sup>2</sup> No

If yes, which ones? \_\_\_\_\_

**Q-3. Are you currently employed?**      <sup>1</sup> Yes      <sup>2</sup> No

**Q-4. Please rate the helpfulness of the following topics covered in this workshop (circle one number for each item):**

	<b>Very helpful</b>	<b>Somewhat helpful</b>	<b>Not helpful</b>	<b>Was not present for topic</b>
a). Time management (Week 1)	3	2	1	9
b). Personal skills/strengths (Week 1)	3	2	1	9
c). Completing job applications (Week 1)	3	2	1	9
d). Resumes (Week 1)	3	2	1	9
e). Cover letters/thank you letters (Week 2)	3	2	1	9
f). Where the jobs are (Week 2)	3	2	1	9
g). Networking (Week 2)	3	2	1	9
h). Keeping track of your job search (Week 2)	3	2	1	9
i). Interviewing (Week 3)	3	2	1	9
j). Employer expectations/how to get promoted (Week 4)	3	2	1	9

**Please turn form over and complete questions on back. ➔**

**Q-5. 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). The workshop presenter was knowledgeable and skilled.	5	4	3	2	1	9
b). The workshop presenter understood my employment problems and concerns.	5	4	3	2	1	9
c). The workshop presenter provided me with resources that helped or will help me locate jobs in the community.	5	4	3	2	1	9
d). I have strengths and skills that are desirable to employers.	5	4	3	2	1	9
e). I have a resume that I feel confident in.	5	4	3	2	1	9
f). I have the knowledge and tools necessary to job search on my own.	5	4	3	2	1	9
g). I feel confident in my ability to find employment in the next couple of months.	5	4	3	2	1	9

**Q-6. Overall, how useful did you find this workshop? (check one)**

<sup>1</sup> Very useful      <sup>2</sup> Somewhat useful      <sup>3</sup> Not at all useful

**Q-7. What did you find most helpful about the workshop?**

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**Q-8. Is there anything about the workshop that could have been improved?**

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**Q-9. What topic suggestions do you have for future Life Skills workshops?**

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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):**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
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):**

	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied
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 Phone Interview Facesheet**

Please complete this cover form for all clients who are designated for follow-up phone interviews as part of our evaluation. Wilder Research will need forms for clients who completed the phone interviews as well as for those who refused or could not be reached.

### **Client information (this section to be completed by Amber):**

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

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

School where received services: \_\_\_\_\_

Number of children: \_\_\_\_\_

Intake date: \_\_\_\_\_ Case closure date: \_\_\_\_\_

Date of Case Management Post-test/ESFC Survey: \_\_\_\_\_

Phone number: \_\_\_\_\_

To be administered phone interview(s) for (check all that apply): <sup>1</sup> Housing <sup>2</sup> Employment <sup>3</sup> Domestic abuse

### **Record of contact attempts (this section to be completed by interviewer):**

ESFC staff should make no more than three attempts to contact a person (leaving no more than one voice message a week). If the person cannot be reached in three attempts, or if the person hung up/refused to participate prior to completing three attempts, please complete the cover form and return to Amber.

Also, because some clients will be asked about domestic abuse issues and may still be living with an abusive partner, it is important not to describe the content of any of the interviews to anyone else who answers the phone, or to say that the client received services from the ESFC. Simply say you are calling from the East Side Family Center to do a survey. When you speak with the client, ask if this is a good time for them to answer questions about the services they received. If no one answers the phone, do not leave a message.

**(Please complete records of contact attempts on second page.)**

**Contact attempt #1**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ ESFC staff person: \_\_\_\_\_

Check one box that best describes the result of the phone call:

- <sup>1</sup> Interview completed  
<sup>2</sup> Answering machine/no answer (Do not leave a message.)  
<sup>3</sup> Told to call back  
<sup>4</sup> Hung up/told not to call back/refused to participate in interview  
<sup>5</sup> Number disconnected/no longer working  
<sup>6</sup> Break-off (client refused to continue after starting)  
<sup>7</sup> Other: \_\_\_\_\_

Continue trying to contact? <sup>1</sup> Yes <sup>2</sup> No

Notes: \_\_\_\_\_

**Contact attempt #2**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ ESFC staff person: \_\_\_\_\_

Check one box that best describes the result of the phone call:

- <sup>1</sup> Interview completed  
<sup>2</sup> Answering machine/no answer (Do not leave a message.)  
<sup>3</sup> Told to call back  
<sup>4</sup> Hung up/told not to call back/refused to participate in interview  
<sup>5</sup> Number disconnected/no longer working  
<sup>6</sup> Break-off (client refused to continue after starting)  
<sup>7</sup> Other: \_\_\_\_\_

Continue trying to contact? <sup>1</sup> Yes <sup>2</sup> No

Notes: \_\_\_\_\_

**Contact attempt #3**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ ESFC staff person: \_\_\_\_\_

Check one box that best describes the result of the phone call:

- <sup>1</sup> Interview completed  
<sup>2</sup> Answering machine/no answer (Do not leave a message.)  
<sup>3</sup> Told to call back  
<sup>4</sup> Hung up/told not to call back/refused to participate in interview  
<sup>5</sup> Number disconnected/no longer working  
<sup>6</sup> Break-off (client refused to continue after starting)  
<sup>7</sup> Other: \_\_\_\_\_

Continue trying to contact? <sup>1</sup> Yes <sup>2</sup> No

Notes:

**(Please give completed facesheets along with any completed interviews to Amber.)**

Activity code: 70891

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

Intake date: \_\_\_\_\_

Case closure date: \_\_\_\_\_

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

Interview date: \_\_\_\_\_

**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 ESFC staff] calling from the East Side Family Center at [name of school].

**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 EAST SIDE FAMILY CENTER 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 THE EAST SIDE FAMILY CENTER 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 [ESFC phone number] and ask for [name of ESFC staff]. (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY, BUT DO NOT DESCRIBE THE CONTENT OF THE SURVEY OR SAY THAT THE CLIENT RECEIVED SERVICES FROM THE ESFC.)

**WHEN CLIENT IS ON THE PHONE:** This is [name of ESFC staff] from the East Side Family Center at [name of school]. 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 our program, and we are providing them with results from all of the phone interviews so they can look at the impact of our 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 from our program?

**IF YES, PROCEED TO INTERVIEW.**

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

**IF REFUSED:** FILL OUT FACESHEET. IF KNOWN, DESCRIBE REASON FOR REFUSAL IN NOTES SECTION.

## 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 our services. Please do not worry that you will offend me if there are aspects of the services we 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).....	2
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. (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.

Activity code: 70891

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

Intake date: \_\_\_\_\_

Case closure date: \_\_\_\_\_

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

Interview date: \_\_\_\_\_

**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 ESFC staff] calling from the East Side Family Center at [name of school].

**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 EAST SIDE FAMILY CENTER 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 THE EAST SIDE FAMILY CENTER 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 [ESFC phone number] and ask for [name of ESFC staff]. (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY, BUT DO NOT DESCRIBE THE CONTENT OF THE SURVEY OR SAY THAT THE CLIENT RECEIVED SERVICES FROM THE ESFC.)

**WHEN CLIENT IS ON THE PHONE:** This is [name of ESFC staff] from the East Side Family Center at [name of school]. 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 our program, and we are providing them with results from all of the phone interviews so they can look at the impact of our 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 from our program?

**IF YES, PROCEED TO INTERVIEW.**

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

**IF REFUSED:** FILL OUT FACESHEET. IF KNOWN, DESCRIBE REASON FOR REFUSAL IN NOTES SECTION.

## **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 our services. Please do not worry that you will offend me if there are aspects of the services we 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. (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.

Activity code: 70891

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

Intake date: \_\_\_\_\_

Case closure date: \_\_\_\_\_

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

Interview date: \_\_\_\_\_

**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.)

May I speak to [client's name]? This is [name of ESFC staff] calling from the East Side Family Center at [name of school].

**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 EAST SIDE FAMILY CENTER 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 THE EAST SIDE FAMILY CENTER 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 [ESFC phone number] and ask for [name of ESFC staff]. (IF ASKED, YOU MAY SAY YOU ARE CALLING FROM THE EAST SIDE FAMILY CENTER TO CONDUCT A SURVEY, BUT DO NOT DESCRIBE THE CONTENT OF THE SURVEY OR SAY THAT THE CLIENT RECEIVED SERVICES FROM THE ESFC.)

**WHEN CLIENT IS ON THE PHONE:** This is [name of ESFC staff] from the East Side Family Center at [name of school]. 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 our program, and we are providing them with results from all of the phone interviews so they can look at the impact of our 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 from our program?

**IF YES, PROCEED TO INTERVIEW.**

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

(RECORD DATE AND TIME IN NOTES SECTION)

**IF REFUSED:** FILL OUT FACESHEET. IF KNOWN, DESCRIBE REASON FOR REFUSAL IN NOTES SECTION.

## 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 our services. Please do not worry that you will offend me if there are aspects of the services we 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 .....	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  
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. Would you say that your relationship problems are now better, worse, or about the same as when you first started receiving services from the East Side Family Center? Would you say ...

Better,..... 1

Worse, or..... 2

The same? ..... 3

Refused ..... 7

Don't know ..... 8

13. Do you feel that you are better able to cope 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 you understand how a spouse or partner's abusive treatment of you could affect your child(ren)? Would you say...

Yes, ..... 1

No, or ..... 2

Somewhat? ..... 3

Refused ..... 7

Don't know ..... 8

15. Are your child(ren) regularly able to communicate their feelings in a calm manner? Would you say...

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

16a. Do you use at least one positive form of discipline with your child(ren)?

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

16b. Please give one example of a positive form of discipline you use:

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17. Would you say that family life for 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, would you say 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:

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21. (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.