



# nebraskachildren

AND FAMILIES FOUNDATION



## LIFT UP SARPY COUNTY, INC. COMMUNITY WELL-BEING INITIATIVE

12 MONTH (ANNUAL) EVALUATION REPORT  
JULY 1, 2017 – JUNE 30, 2018

The Community Well-Being (CWB) 12 Month Evaluation Report provides updates on the Collaborative and its work, and covers the period of July 1, 2017 – June 30, 2018



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The Community Well-Being (CWB) 12 Month Evaluation Report provides updates on the Collaborative and its work, and covers the period of July 1, 2017 – June 30, 2018. This report includes activities supported through the following funding sources: CBCAP, PSSF, Nebraska Child Abuse Prevention Fund Board (NCAPF), DHHS Alternative Response and Community Response (AR and CR) Funds, John Scott CWB Funds, System of Care (SOC) Funds and any additional private funds.

This report was created with the help of members from our community Collaborative.

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## 1. ABOUT COLLABORATIVE

Sarpy County Community Response was initiated by Lift Up Sarpy County in July 2015. Starting in Bellevue, it grew include Springfield and Papillion/La Vista, and this summer will begin to operate in Gretna. Partnerships are also being explored with Millard Schools and Omaha Public Schools as parts of their catchment areas lie within the County.

The 100 Day Challenge held in March, April and May of 2018 created significant new partnerships and the Sarpy County Community Response Steering Committee has now been created to lead the initiative forward for the whole county.

The local collaboratives continue to meet to identify community needs and priorities and to help community partners share information about individual families respectfully, with a focus on creative solutions. Some activities still focus on the local school-district based collaboratives, in order to preserve independence and local control, whereas other initiatives are county wide.

There is also a vigorous email and telephone network to deal with emergencies and urgent requests for assistance, centered around the two agencies who provide navigation, Heartland Family Service and ENCAP. The Steering committee (SC(CR)SC) has identified the need for the network of Community Partners to provide Community Coaches and is planning repeated sessions of Community Coach training for the agencies, offices and faith communities who make up the collaborative, starting in August 2018.

Lift Up Sarpy County provides financial oversight to the collaborative, ENCAP provides navigation and flex fund management for families in Bellevue and Springfield, and Heartland Family Services provides those services in Papillion La Vista and Gretna. Lift Up Sarpy County pays a part-time Community Collaborative Coordinator for Bellevue and Springfield who is responsible for bringing the Community Partners together and managing the constant change. A Community Collaborative Coordinator for Papillion La Vista and Gretna will be appointed in July 2018. Lift Up Sarpy County also organizes trainings for Community Partners and community education for anyone in Sarpy County to participate in, and this year has employed two part-time Masters-level Social Workers to provide intensive case management to a small number of families who have been identified as needing more than Community Coaches are able to offer, often because of struggles with intellectual capacity or behavioral health that need to be addressed at the same time as financial sustainability.

There are still issues around the boundaries of the work when families come into contact with the child welfare system, but these have been much improved by a close working relationship with PromiseShip who now attend Collaborative meetings and participated generously in the 100 Day Challenge.

In June 2018 after the end of the 100 Day Challenge, a glossary was developed and shared and Community Response defined as “The actions a community takes to develop a system of resources and services which strengthen people by reducing risk factors and building protective factors.” It was recognized that there is currently funding to assist families with children, but the goal of community response is eventually to help the community address the needs of all of the population collaboratively. To this end, Lift Up Sarpy County, under the leadership of Sarpy County Human Services and Sarpy County Sheriff’s Department, have brought together a task force to look at the needs of the elderly and disabled in Sarpy County. This group has been identified as the next population in greatest need, especially as they tend to live on fixed incomes in Sarpy County, where rent costs are rising fast. Initially the task force will focus on the needs of the elderly mentally ill.

Lift Up Sarpy County is grateful for the generous support the Community Response funders, but is acutely aware of the costs of the work, and continues to seek other funding whenever possible.

## 2. DEMOGRAPHIC INFORMATION

**Table 1**

Overall Summary of Children and Families Served			
Number of Families Served Directly	122	Number of Families Served Indirectly	
Number of Children Served Directly	253	Number of Children Served Indirectly	
Number of Parents with Disabilities Served Directly	14	Number of Staff Participating	6
Number of Children Directly Served with Disabilities	29	Number of Organizations Participating	32
Number of First Time Children with Substantiated Child Abuse who were Directly Served	0		

Source: Sum of counts for each strategy listed below, in the section labeled “Summary of Each Preventive Strategy”

This year, 22 faith-based organizations in Bellevue came to together to work collaboratively to provide services to people in need, and they are now called Bellevue Together. They work with CR in Sarpy County and build partnerships with local businesses to address needs in Bellevue.

The following is a summary of the demographics of a sample of the total number of children and or families served by Child Well-Being communities.

Based on intake data collected from up to 122 families and/or children.	Gender		At Risk Due to Poverty		
	Male	Female	Yes	No	
	12	110	89	13	
Race/Ethnicity					
White	Hispanic	Black	Multi-Racial	Native American	Other
85	11	21	4		1

### 3. FUNDING

**Table 2**

Funding from or Administered through Nebraska Children and Families Foundation			
Source	Strategies Supported	Funding Period	Total Amount
PSSF (Promoting Safe and Stable Families)	CR Direct support for families, rent, utilities, car insurance, work and training opportunities, and telephone bills.	7/01/2017-12/31/2018	\$25,050
IV-E (AR/CR)	CR Direct support for families rent, utilities, car insurance, work and training opportunities, and telephone bills.	7/01/2017-12/31/2018	\$40,000
Scott CWB	Payment for CR Community Collaborative Organizers and Lift Up Sarpy County backbone, and direct support for families;	7/01/2017-12/31/2019	\$32,000
Casey Family	Lift Up Sarpy County backbone, and direct support for CR families;	7/01/2017-12/31/2019	\$18,750
Scott/Sherwood SOC	Individual payments for families for access to behavioral health.	7/01/2017-12/31/2019	\$33,000
Sherwood CR	CR direct payments to families, navigation and data management and Lift Up Sarpy County backbone.	7/01/2017-12/31/2019	\$50,000
100 Day Challenge	Payment for marketing and materials, increased contractor time, supplies and incentives, \$50,000 for match funds.	1/1/2018-12/31/2019	\$75,000

Source: Data on source, funding period, and total amount provided by Nebraska Children and Families Foundation. Data on which strategies were supported with this funding provided by Collaboratives.

**Table 3**

New Grants and Funding Awarded Directly to Collaborative						
Organization	Collaborative Priority Area and Collaborative Role	Type	Funding Period	Total Amount	Used for Services? (Check Box)	Used for Backbone Infrastructure/staffing for collaborative (Please explain)
Faith Presbyterian Church	Assistance to families.	Example: Aligned Resource	2018	\$1000	X	

Source: Data provided by Collaboratives

**Table 4**

<b>New Grants and Funding Obtained by Partner as a Result of Collective Impact</b>						
Collaborative Priority Area	Collaborative Role	Source	Funding Period	Total Amount	Used for Services? (Check Box)	Used for Backbone Infrastructure/staffing for collaborative (Please explain)
Backbone Capacity	Capacity building for Lift Up Sarpy County	Scott Foundation		\$20,000		Used to strengthen Lift Up Sarpy County – as hours for the ED, Accounting and book-keeping assistance, marketing, and strategic planning.
Operating funds	LUSCi operating	Scott Foundation		\$5000	A portion used for ICM for persistently vulnerable families	General operating and contract with Intensive case management social worker.

Source: Data provided by Collaboratives

#### 4. TRAINING ACTIVITIES

Training was successful this year and brought people together in very effective ways.

**Table 5**

<b>Professional Training for Specific Community Well-Being Strategies</b>			
Date(s)	Training Topic/Description (e.g. PWI facilitator training, PCIT Advanced training)	# of People Attended	# of Organizations Participated
11-14-2017	Motivational Interviewing	39	15
4-17-2018	Community Coaches Training	13	5

Source: Data provided by Collaboratives

**Table 6**

<b>Training for Communities</b>			
Date(s)	Training Topic/Description (e.g. autism training, training on trauma informed care, suicide prevention training)	# of People Attended	# of Organizations Participated
8-14-2017	Resilience, the movie and speakers	40	12
5-12-18	Mental Health Awareness Expo	45	22

Source: Data provided by Collaboratives

**Table 7**

<b>Training that Enhances Collaborative System (e.g. Collective Impact Training, Community Café Training)</b>			
Date(s)	Training Topic/Description (e.g. collective impact training)	# of People Attended	# of Organizations Participated
3-15-18	Data Walk	60	14

Source: Data provided by Collaboratives

**Table 8**

<b>Training and Events Sponsored by Rooted in Relationships</b>			
Date(s)	Training Topic/Description (e.g. Pyramid trainings, COSP)	# of People Attended	# of Organizations Participated

Source: Data provided by Collaboratives

## 5. POLICIES INITIATED OR INFLUENCED

**Table 9**

<b>Administrative (Local) Policy</b>	
Short Description of Policy	Role of Collaborative
Introduced Legal Aid Clinic, Family Housing Advisory Financial Literacy Classes and ResCare Employment Fairs to Sarpy County	Through the 100 Day Challenge partners were engaged and ready to extend their work to Sarpy County.
Partnership with Pinnacle bank made low interest loans possible for Sarpy County CR families, and 100 DC Match funds meant that asset purchase assistance is now possible.	The 100 Day Challenge strengthened the partnership and created the possibilities.

Source: Data provided by Collaboratives

**Table 10**

<b>Legislative Policy</b>	
Short Description of Policy	Role of Collaborative
Example: Members of Collaborative met with state senator about new legislation and provided testimony for new legislation.	

Source: Data provided by Collaboratives

**Table 11**

<b>State Policy</b>	
Short Description of Policy	Role of Collaborative

Examples: presenting to State children’s commission; participation in state focus group to inform development of new program.	

Source: Data provided by Collaboratives

## 6. PREVENTIVE STRATEGIES

Community Response has been growing across Sarpy County and is now in operation in Bellevue, Papillion-La Vista, Springfield and Gretna, with close ties to the School Districts, non-profits, government agencies, law enforcement and businesses. Flex fund management is provided by LUSCi in limited circumstances, and primarily by ENCAP and Heartland Family Service.

The 100 Day Challenge, initially seen as an asset building initiative for families, helped create new collaborative partnerships and quickly identify the need to address several issues that impact the financial security. New partnerships were established with ResCare and Heartland Work Force Solutions for work opportunities and Employment Fairs, Family Housing Advisory Services for housing assistance and financial literacy, and Legal Aid for legal clinics in Sarpy County to address legal financial problems. Partnerships already in place with DHHS, Pinnacle Bank, ENCAP and PromiseShip were strengthened and clarified. All the partnerships were sometimes tested and challenged!

The new strategies that have been developed include:

1. Scheduled sessions for financial literacy classes and credit reviews in families in Sarpy County provided by Family Housing Advisory Services.
2. Legal Aid Clinics to help families access legal assistance to address garnishments, child support and bankruptcy.
3. Employment Fairs in Bellevue organized by ResCare.
4. A Coordinated Access point for homelessness services in Bellevue provided by PromiseShip and hosted by ENCAP
5. A plan to recruit and train numerous professional and volunteer Community Coaches who will be able to work with families on Financial Literacy and offer on-going support.

The 100DC helped partners recognize the impact of debt on families and both low interest loans and match funds have been made available to encourage families to see a way through otherwise insurmountable financial challenges, and unmanageable debt. Families have to commit to Financial Literacy classes and an on-going relationship with a Community Coach to access these opportunities.

A primary focus of the work now has to be ways to extend opportunities for financial literacy education, and the recruitment and training of Community Coaches, across the whole County.

The collaborative has also been able to raise priority issues with local elected officials. State Senator Sue Crawford is very supportive of the work of Lift Up Sarpy County, donates to the organization and made the opening remarks at the Mental Health Awareness Expo. The Mayor of Bellevue, Rita Sandersm, attended the Data Walk and expressed that she understood the need for more affordable housing in the County. Following the Data Walk, Georgie Scurfield made a presentation to the County Commissioners explaining the data and asking for their support in addressing the need for public transit across the County as well as an increase in affordable housing and better access to childcare. Georgie also met with the City Planning Director for Papillion, Mark Stursma, to discuss the need for more affordable housing that is integrated in to the city and has access to transportation and therefore jobs.

**Table 12**

Strategy: Community Response			
Number of Families Served Directly	122	Number of Families Served Indirectly	
Number of Children Served Directly	253	Number of Children Served Indirectly	
Number of Parents with Disabilities Served Directly	14	Number of Staff participating	
Number of Children directly served with Disabilities	29	Number of Organizations participating	
Number of First Time Children with Substantiated Child Abuse who were directly served			

**Table 13**

Community Response <sup>1</sup> Community Response is a system of supports and services for children and families to prevent the unnecessary entry into the child welfare system and/or other high-end systems of care.					
Population indicators: Rate of substantiated abuse and neglect					
	Quantity <i>How much? (Inputs, Outputs)</i>		Quality <i>How well? (Process)</i>		
Effort	# of families that participated in strategy	122	# and % who strongly agree or mostly agree that they felt respected and valued by the therapist or staff.	11/11	100%
			# and % who strongly agree or mostly agree that they have learned new techniques to teach their child new skills.	9/10	90%
	# of families re-referred to strategy (case closure form)		# and % who strongly agree or mostly agree that they feel the relationship with their child is better than before.	7/11	63.6%
Effect <i>Is anyone better off? (Outcomes)</i>	# of families that <b>did not</b> enter the child welfare system (case closure form)			0	0%
	# of families that identified at least 3 informal supports by discharge from the strategy (case closure form)			2/12	17%
	# and % of goals completed by families (# of goals completed / total # identified on case closure form)			12/25	48%
	# and % of parents reporting improved: (1) access to concrete supports (2) social connections (3) knowledge of child development (4) nurturing and attachment (5) family functions (FRIENDS PFS)			See Below	See Below

### Summary of Goals Addressed by Community Response

Goal Area	Number Completed	Percentage Completed
Housing	4/4	100%
Money	1/4	25%
Child Care	0/1	0%
Food and Nutrition	1/1	100%
Transportation	0/1	0%
Social Support		
Community Life	0/1	0%
Child Behavior Support	0/3	0%
Child's Education		
Parenting	0/1	0%
Health	1/3	33.3%
Education and Jobs	5/6	83.3%

A total of 122 families had been served and discharged from Community Response. As part of the process, families identified goals they wanted to address. A total of 25 goals were identified with 48% accomplished by discharge. The most frequently identified area of need was Education and Jobs.

Funding Source	Areas Funded Using Public or Private Funding								Total
	Daily Living	Education	Employment	Health	Housing	Parenting	Transportation	Other	
Flex Fund All Dollars	3054		555	1444	74677		2491	1725	83946
System of Care Private Dollars				1921					1921

Source: Staff and organization data provided by Collaboratives. All other data calculated by UNMC/MMI based on forms submitted.

## 7. PROTECTIVE FACTORS SURVEY – COMMUNITY SUMMARY

**Table 12**

	Number of Surveys	Family Functioning/Parent Resilience	Social Connections	Nurturing and Attachment	Child Development Knowledge	Concrete Supports
	<b>Benchmark Results for Improved Skills</b>					
<b>% Improved</b>	12	27.3% (3/11)	25% (3/12)	27.3% (3/11)	0% (0/11)	25% (3/12)
	<b>Statistical Analyses Results</b>					
<b>Pre-Mean</b>	12	4.82 (N=11)	4.14	6.32 (N=11)	5.82 (N=11)	4.67
<b>Post-Mean</b>	12	5.00 (N=11)	4.36	6.39 (N=11)	5.84 (N=11)	4.61
<b>Significance Value</b>		<i>p</i> =.467	<i>p</i> =.388	<i>p</i> =.539	<i>p</i> =.756	<i>p</i> =.867

Families' strengths on this scale were in the area of Nurturing and Attachment. The parents made the most improvements in Family Resilience. In the other areas, there was either a slight decrease or increase of the scores. The results of the statistical analyses found that there were no significant changes over time.

## 8. EXPANDED COMMUNITY INITIATIVES/SUSTAINED WORK

Please complete the chart documenting expanded community initiatives and sustained work, resulting from community Backbone support.

**Table 13**

<b>New Strategies or Initiatives that were started due to Collaborative work during this reporting period</b>	<b>Strategies that are now sustained and no longer supported through NC funds</b>

## 9. UPDATE ON YOUR COLLABORATIVE

During the first six months the work began in Papillion La Vista, and the partnerships that were being developed are strong and growing. The Papillion La Vista school district social workers and Heartland Family Services have been the heart of the work, but partnerships with St Vincent De Paul, Head Start and local faith communities have been very important too. Heartland Family Service lost a staff person in November and was not able to provide navigation for six months. That severely limited what the collaborative could do, without access to Goodfellows and the Common Fund money, and Heartland Family Service's own economic assistance, especially as staff shortages also closed the HFS donation center. LUSCi has been able to provide some navigation, school social workers have taken on more of the role, and so has Sarpy County Human Services, but it is a big gap to fill, especially as growth into Gretna is now beginning. Negotiations are on-going with Heartland Family Service navigation will began again in May 2018.

In Springfield, the collaborative has not met, and although there is work being done by ENCAP and the First Methodist Church in Springfield, further efforts need to be made to bring the community back together again – and this is a goal for fall of 2018.

In Bellevue, the collaborative remains strong, and the weekly task group are a support to each other in addressing problems and sharing resources. Ideas for strategies are shared in the weekly task group and funding sources discussed. The school social workers have been particularly involved in using the limited NESoC funds for 2017 and working on effective ways of using them for 2018.

ENCAP staff have provided excellent navigation, realistic expectations and leadership for the whole collaborative about how to best support families.

A clarification about who we serve in Sarpy County CR was made in the early fall, when, in consultation with Nebraska Families Support Network, the collaborative identified some families as persistently vulnerable, and likely to need long term support. We continue to work with these families, identifying a primary worker in the community who will provide a gateway to services for them. This primary worker may change over time, both as the needs of the family change, and as workers become exhausted. For some of these families there is a small contract with ENCAP to provide on-going case management with an MSW student. For two families this has worked well, but another has not yet responded consistently to engagement efforts.

A further clarification was made in working with NFC (PromiseShip) about families who were moving out of the child welfare system, and in NFC aftercare. By including NFC staff in the weekly task group meetings, it is easier for the community to once again address the needs and support the family back into community services, rather than referring them back to NFC, without consideration. Further work has been initiated with NFC (PromiseShip) to share the prevention efforts for non-court families.

### **Jan 2018 – June 2018**

The Bellevue collaborative continues to be strong and has been greatly reinforced by two developments. The first is the formation of Bellevue Together which is an organization of faith communities that grew out of the initial Bellevue Community Response Collaborative, when several faith communities realized that working together could greatly increase their impact. There are now 22 faith communities actively involved in Bellevue Together and more who are beginning to attend the meetings. Recently, LUSCi CR funds paid for a storage space for Bellevue Together for three months, so that some furniture and clothing could be stored and sorted in shared space with central access.

The second is the amazing impact of the 100 Day Challenge introduced to us by NCFE and brought to us by the Jim Casey Foundation and the Rapid Results Institute. Since February we have created new partnerships with Family Housing Advisory Services and ResCare, strengthened the partnership with Legal Aid, ENCAP, DHHS and Promiseship and redefined our relationship with Pinnacle Bank. The 100 day challenge focused community efforts on to offering new tools for families to move towards financial stability, opened the partners eyes to the huge impact of debt and forced us to work together through some collaborative challenges. It allowed us to introduce Family Housing Advisory's financial literacy education to the community, added the opportunity of low interest loans managed through Pinnacle Bank to the services we could offer families and gave us funds so that we could match savings for the cost of asset purchases.

Once Heartland Family Service are again fully staffed they will be able to be strong partners in Community Response. They have realigned their work in prevention to focus on longer term work with families and to prioritize homelessness prevention. This works well with CR's goals and ways of working, and despite some concerns about the initial referrals and the understaffing, HFS appear committed to the work. Lift Up Sarpy County will appoint a second Community Collaborative Coordinator in July to help identify other partners and strengthen the partnerships across the County.

The creation of the Sarpy County Community Response Steering Committee at the end of the 100 Day Challenges means that a County wide focus is now essential for further planning, and the work of getting the right organizations at the table is a priority.

## 10. SUCCESS STORIES

July 2017 – Dec 2017

### Success Story #1

Barbara and her husband Daniel came to CR and received navigation through ENCAP, asking for assistance after Daniel had a heart attack and was unable to work. The family was homeless because they could no longer pay their rent. They were staying at their son's home, but were unable to stay there any longer with their two small children.

They had many obstacles in their way, including past due amounts to a previous landlord. CR was able to pay that off which made it possible for them to look for a new place, but they were repeatedly denied because of their poor credit. Daniel was able to go return to work, so the family moved into a motel and applied to another property. They were under the impression that they would be approved once the old bill was paid off. But they were once again denied.

Living in a motel was so expensive that the family decided Barbara and children would move back to Illinois to stay with extended family, and Dan would move in with a friend and keep working. Barbara left for Illinois while Daniel stayed. It was hard to be apart, and Daniel continued his search for a home for his family. He found a trailer where the park accepted his application. The landlord was willing to work with them. The family saved up enough money to pay for the deposit and CR paid the first month's rent.

Barbara and Daniel now have a place to call home. The children have their own room. Barbara is a stay home mom, and Daniel continues to work fulltime, and they say they are forever grateful for the assistance.

## Success Story #2

Mr. P and his son, Z, were referred to early intervention because of significant injuries Z sustained as the result of a near-drowning in a bath tub when his mother was under the influence of alcohol. Z experienced life-limiting injuries that required months of hospitalization and attempted rehabilitation. When Z showed no signs of rehabilitation, he was admitted into a nursing facility. Mr. P advocated for Z to be discharged home so Z would not have to live in the nursing facility in the care of strangers. As a single parent, Mr. P worked hard to maintain his employment, all the while having to provide around-the-clock care to Z who has nursing facility levels of medical care. Because of the nursing shortage, it was several months before even minimal coverage could be provided for Z's night nursing hours. Mr. P struggled to pay bills with increasing rent costs, as well as higher electric bills due to Z's medical equipment. It was difficult to maintain good standing with his employer due to the number of medical appointments he needed to attend with Z, and the missed work hours also decreased his income. When a nurse would call in sick during Mr. P's work hours, he would miss out on pay to stay home to care for Z. Mr. P was getting minimal sleep; though he was eligible for night nursing and respite, there was such a nursing shortage that staffing was not available to provide the care. It was difficult for Mr. P to afford to keep a roof over their head, and he continually got further behind on their electric bill. The family's Early Development Network Services Coordinator worked with several community agencies and medical social workers to find assistance for the family, and secured resources for Z through the Aged & Disabled Medicaid Waiver.

Initially, the Early Development Network Services Coordinator attended the Bellevue weekly CR task group to request assistance to keep the family's electricity on because Z would be in danger without electricity to operate his medical equipment. In her words, "The group provided so much more than that. As a helping professional, it was such a support to process the case with a group who knew so much about a wide variety of community programs. They were supportive and knowledgeable, offering information about resources that I was previously unaware of. It was also validation that much of the difficult work I had done over the past several months was of benefit to the family. The group helped provide crucial financial assistance to the family, beyond just the electric bill. We discussed how the family's current living situation was difficult financially, but that Mr. P was unable to move because he could not save for a deposit for more affordable housing. The Lift Up Sarpy team approved financial assistance that allowed the family to secure more affordable housing that saved a few hundred dollars a month, which could go towards the electric bill and other expenses. In addition, the family found housing a few blocks away from Mr. P's sister, who is the only other informal support who is trained to provide Z's complex medical cares. This move has allowed him to get more assistance with Z's care on days that nursing is not available. Mr. Z's sister is also able to help provide care for Z at night once or twice a week so that he can get more rest. All of these positive changes have taken place for the family because of the invaluable support of the Lift Up Sarpy CR Team. The family and I cannot thank the group enough for what they have done!"

Jan 2018 – June 2018

## Success Story #3

One of the families who participated in the 100 Day Challenge was introduced to multiple new resources and opportunities to increase their financial stability. The family was referred to Lift Up Sarpy County Community Response program in the Spring of 2018 for help locating affordable housing. They are a family of five and could no longer stay with their elderly family member.

The Community Response program provided financial assistance through Flex Funds to stay at a hotel for two weeks while they received Intensive Case Management services for additional wrap-around support and coordination.

The family's circumstances changed dramatically over the course of a few months. They worked with their case manager to move into a new apartment, then completed Financial Education and Credit Counseling classes through Family Housing Advisory Services. The family did not have a bank account and had a history of charged off accounts at the time of intake, so their case manager connected them to Pinnacle Bank.

The family now has a joint "second-chance" bank account, are no longer paying overdraft fees, and are participating in automatic online bill pay as part of their budgeting plan. They have shown a big improvement in their money management skills and have increased their understanding of the risks of Buy Here-Pay Here lenders. When one of the adult family members expressed an interest in seeking higher-paying employment, they were referred to ResCare Workforce Services' hiring events. Attending the hiring events increased their awareness of the various employers who are willing to pay a living-wage to applicants.

The family's mental health has also improved, and they are actively involved in therapy. They are beginning to save money each month in a savings-matching program so they can work toward their goal of owning their own house one day.

#### Success Story #4

A single Mom of three girls was referred to Community Response by the apartment complex manager because she could not pay her rent. She had been sick, and so had her children, and she was unable to pay her bills. The CR coach was impressed by her money management, and that she was working two jobs when she could. She had a well-planned budget, but did not seem to understand her pay information and was not able to save. With three girls growing up in a small apartment, she was overwhelmed by the demands of transporting them to school and activities, struggling through a bout of the flu, feeling defeated and said, "I never seem to get a break!"

Flex funds were given to pay her rent and a part payment of a utility bill, and she was referred to a volunteer to who explained the deductions from her paycheck and helped her understand her 401K. As she got well, she attended the financial literacy class run by FHAS, and applied for a promotion which she got. She then found a rental house near her daughter's school which would allow them to walk to school, free up her time, save on gas money and give them some well-earned time with friends. Flex Funds helped with the first month's rent, and again the next month when she unexpectedly needed some work on her car and turned to FHAS for further advice. When the basement flooded a month later after heavy rains, she called again, but was able to negotiate the clean-up with her landlord and felt empowered by doing so, and told her coach, "You are the break I was looking for. It is good to have someone to turn to!"

## 11. OTHER COLLABORATIVE ACTIVITIES & STRATEGIES

None

## APPENDIX A

### RESULTS BASED ACCOUNTABILITY (RBA) CHARTS

The following are the RBA charts developed for specific strategies. These charts are provided for informational purposes to show the conceptual framework that informs what data is collected and how the data collected furthers an understanding of the extent to which a given strategy is achieving its intended aims, and why this is the case. Several of these charts are in the process of being revisited and revised so, while there is general alignment with the strategy, it may not at this point be exact.

<p><b>Befriend Mentoring<sup>2</sup></b> Befriend is an outreach strategy joining faith-based principles with family-oriented mentoring strategy, through which families participate in a variety of weekly activities together in order to improve parent-child relationships.</p>					
<p><b>Population indicators:</b> Rate of substantiated abuse and neglect; high school graduation rates</p>					
	<p><b>Quantity</b> <i>How much? (Inputs, Outputs)</i></p>			<p><b>Quality</b> <i>How well? (Process)</i></p>	
<p><b>Effort</b></p>	# of parents/children directly served (attendance record)			# and % who strongly agree or agree that they felt respected and valued as a participant	
	# number of mentoring sessions/activities held			# and % who strongly agree or agree that they learned new techniques that improve their interactions with their child/children	
				# and % who strongly agree or agree that they feel that their family relationships are better than before	
<p><b>Effect</b> <i>Is anyone better off? (Outcomes)</i></p>	<p># and % of parents reporting improved:</p> <ul style="list-style-type: none"> <li>(1) access to concrete supports</li> <li>(2) informal supports</li> <li>(3) knowledge of child development</li> <li>(4) nurturing and attachment</li> <li>(5) family functions (FRIENDS PFS)</li> </ul>				

**Circle of Security Parenting** The Circle of Security is a relationship based early intervention program designed to enhance attachment security between parents and children

**Population indicators:** Rate of substantiated abuse and neglect; high school graduation rates; percent of children proficient reading at 3<sup>rd</sup> grade

	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>	<b>Quality</b> <i>How well? (Process)</i>		
<b>Effort</b>	# of Circle of Security Parenting classes provided		# and % of parent educators that rated the reflective consultation I received was helpful.	
	# of parent educators who participated in reflective consultation at least annually		# and % of parent educators that rated frequency of the reflective consultation was adequate.	
	# of participants by gender		# and % who agree or strongly agree that meeting with a group of parents was helpful to them	
	# of participants by age			
	# of participants by child's/children's age		# and % who agree or strongly agree that the leader did a good job working with their group	
	# of participants by relationship to child/children		Qualitative analysis of parent/participant survey question 11 for feedback on the quality/process of the class	
	# and type of supports provided for families (e.g., transportation)		# and % of participants completing six of the eight classes (attendance sheet)	
	# of children indirectly served			
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# and % of parent educators who felt the COS-P class had an impact on participants (Parent Educator Survey – qualitative questions)			
	# and % of participants who reported positive outcomes in relation to their experience with the class, with description of these (qualitative analysis of Participant Survey)			
	# and % of participants demonstrated stronger or improved relationship with their children			
	% who reported a decreased level of stress about parenting			
	% who feel they have a more positive relationship with their children			
	% who feel better able to recognize the behaviors that trigger their negative responses			
	% who see themselves as better able to respond to their child's needs for support to explore and for comfort/contact			
	% who see themselves are more likely to look for a way to repair their relationship when they fail to respond to their child's need			
	% who see themselves as more likely to step back and think about what my child's behavior is telling me about his/her needs before they react			
	% who feel more able to meet the needs of their child			

**Community Response Results Based Accountability Plan**

**Community Response:** Community Response is a system of supports and services for children and families to prevent the unnecessary entry into the child welfare system and/or other high end systems of care.

*\*Data to be collected for each Community Well-Being site annually*

**Population indicators:** Substantiated abuse and neglect (rate); high school graduation (rate); children in out of home care (rate); reading proficiency at 3d grade

	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>	<b>Quality</b> <i>How well? (Process)</i>
<b>Effort</b>	# of families and # of children that participated in strategy (i.e. the count of parent/caregivers served directly, and the count of children served directly)	# and % who strongly agree or agree that they felt respected and valued as a participant
	Description of family demographics (i.e. disability status of parents, disability status of child, gender of caregiver/parent, race of caregiver/parent)	# and % who strongly agree or agree that they learned new techniques that improve their interactions with their child/children
	# and types of services received prior to entering Community Response (data from the section on current services and supports)	# and % who strongly agree or agree that they feel that their family relationships are better than before
	# of families accessing flex funds, amount of money distributed, and for what purpose (data from Flex Funds Form)	
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# of families that did not enter the child welfare system (data from Goals Update Form on known substantiated reports to CPS)	
	# of families that identified at least 3 informal supports while participating in Community Response (data from Goals Update Form)	
	# and % of goals completed by families (# of goals completed / total # identified on Goals Update Form)	
	# and % of parents meeting the Protective Factors benchmark	
	(1) access to concrete supports	
	(2) informal supports	
	(3) knowledge of child development	
(4) nurturing and attachment		
(5) family functions (FRIENDS PFS)		

**Common Sense Parenting<sup>3</sup>** Common Sense Parenting is a skills-based strategy, taught by professional parent trainers in a class setting, to provide easy-to-learn techniques to assist with parenting challenges

*Data collected at the end of the parenting sessions. Reported by county annually.*

**Population indicators:** Rate of substantiated abuse and neglect; high school graduation rates

	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>		<b>Quality</b> <i>How well? (Process)</i>		
<b>Effort</b>	# of sessions held (attendance record)		# and % of parents completing 75% of the sessions (attendance record)		
			# and % who strongly agree or agree that they felt respected and valued as a participant		
	# of parents directly served (attendance record)		# and % who strongly agree or agree that they learned new techniques that improve their interactions with their child/children		
			# and % who strongly agree or agree that they feel that their family relationships are better than before		
# of children indirectly served (attendance record)		# and % who strongly agree or agree that they felt respected and valued as a participant			
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# and % of children with improved behavior (CSP behavior survey)				

**FAST<sup>4</sup>** Families and Students Together is a family support service offering multifamily group interventions designed to build relationships between families, schools, and communities.

*Data collected at the end of the parenting sessions. Reported by county annually.*

**Population indicators:** Rate of substantiated abuse and neglect; high school graduation rates; percent of children proficient reading at 3<sup>rd</sup> grade.

	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>		<b>Quality</b> <i>How well? (Process)</i>		
<b>Effort</b>	# of sessions that community members and families meet		# and % of parents attending at least 75% of sessions (attendance roster)		
	# of families that attend sessions		# and % of parents very satisfied (at least 9 on a 10 point scale) with program (satisfaction survey)		
			# and % parents completing program (graduates) (attendance roster)		
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# and % of parents reporting improved: (1) access to concrete supports (2) informal supports (3) knowledge of child development (4) nurturing and attachment (5) family functions (FRIENDS PFS)				

**Parent Child Interaction Therapy Results Based Accountability Plan**

**Parent Child Interaction Therapy (PCIT):** PCIT is a family support service for children ages 2 to 7 that places emphasis on improving the quality of the parent-child relationship and changing parent-child interaction patterns.

*\*Data collected at the end of the therapy sessions. Reported by each Community Well Being site or other coalition grantee annually.*

**Population indicators:** Substantiated abuse and neglect (rate); high school graduation (rate); reading proficiency at 3<sup>rd</sup> grade

	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>	<b>Quality</b> <i>How well? (Process)</i>	
<b>Effort</b>	# of families and # of children that participated in strategy (i.e. the count of parent/caregivers served directly, and the count of children served directly)	# and % who strongly agree or agree that they felt respected and valued as a participant	
	# of children that indirectly benefitted from strategy/# of children served indirectly (i.e. the count of siblings)	# and % who strongly agree or agree that they learned new techniques that improve their interactions with their child/children	
	Description of family demographics (i.e. disability status of parents, disability status of child, gender of caregiver/parent, race of caregiver/parent)	# and % who strongly agree or agree that they feel that their family relationships are better than before	
		Average number of sessions completed	
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# of families that did not enter the child welfare system (data from Goals Update Form on known substantiated reports to CPS)		
	# and % of parents reporting improved strategies in their interaction with their children <sup>5</sup>		
	# and % of parents reporting reduction in children's problem behaviors <sup>6</sup>		
	# and % of parents reporting increased parent tolerance <sup>7</sup>		

<sup>5</sup> Based on Dyadic Parent-Child Interaction Coding System (DPICS) data. DPICS data reflects the number of times parents use the following strategies: behavioral description; reflection; labeled praise; questions, commands, and negative talk. The count for these last three items is combined.

<sup>6</sup> Based on Eyberg Child Behavior Inventory data, and specifically Intensity Scale data. The Intensity Scale measures the degree that the parent rates their child as having a conduct problem.

<sup>7</sup> Based on Eyberg Child Behavior Inventory data, and specifically Problem Scale data. The Problem Scale measures the degree that the parent is bothered by the conduct problem.

**Parents Interacting with Infants Results Based Accountability Plan**

**Parents Interacting with Infants (PIWI):** PIWI is a family support service based on a facilitated group structure that supports parents with young children from birth through age 2 to improve parent-child interaction.

*\*Data collected at the end of the sessions. Reported by each Community Well Being site or other coalition grantee annually.*

**Population indicators:** Substantiated abuse and neglect (rate); high school graduation (rate); reading proficiency at 3<sup>rd</sup> grade

<b>Effort</b>	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>	<b>Quality</b> <i>How well? (Process)</i>	
	# of families and # of children that participated in strategy (i.e. the count of parent/caregivers served directly, and the count of children served directly)	# and % who strongly agree or agree that they felt respected and valued as a participant	
	# of children that indirectly benefitted from strategy/# of children served indirectly (i.e. the count of siblings)	# and % who strongly agree or agree that they learned new techniques that improve their interactions with their child/children	
	Description of family demographics (i.e. disability status of parents, disability status of child, gender of caregiver/parent, race of caregiver/parent)	# and % who strongly agree or agree that they feel that their family relationships are better than before	
		Average number of sessions completed	
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# and % of parents reporting improved: (1) Parent/child interaction (2) Home environment (3) Parenting efficacy (Healthy Families Parenting Inventory)		

**TEAMs**<sup>8</sup> Together Everyone Achieves More Success is a strategy designed to improve middle school and high school students' likelihoods of staying in school, graduating, and attending college.

**Population indicators:** Rate of substantiated abuse and neglect; high school graduation rates

	<b>Quantity</b> <i>How much? (Inputs, Outputs)</i>		<b>Quality</b> <i>How well? (Process)</i>	
<b>Effort</b>	# of parents and students enrolled		# and % who strongly agree or agree that they felt respected and valued as a participant	
	# of sessions held		# and % who strongly agree or agree that they learned new techniques that improve their interactions with their child/children	
	# of activities held		# and % who strongly agree or agree that they feel that their family relationships are better than before	
	# of students/parents participating in activities/events			
<b>Effect</b> <i>Is anyone better off? (Outcomes)</i>	# and % of parents reporting improved: (1) access to concrete supports (2) informal supports (3) knowledge of child development (4) nurturing and attachment (5) family functions (FRIENDS PFS)			
	# and % of students staying in school			
	# and % of students graduating high school			
	# and % of students pursuing higher education			