

County Snapshots Statistics and Stories

Statistics **: October – December 2008

Clark County

- ✚ 47 new families were served by the Alternative Response Unit.
- ✚ 44 cases opened in the prior quarter continued to receive services for some part of the quarter.
- ✚ 24 of the families opened in the quarter had Family Service Plans.
- ✚ 17]cases opened in the quarter were able to be closed by 12/31/08.
- ✚ 6 cases had to be re-assigned to the TR track. One case was opened for on-going service in another unit and the children were placed in out-of-home care.

Fairfield County

- ✚ 39 families were assigned to the Alternative Response Track (YTD=88).
- ✚ 32 families were assigned to the control group (YTD=83).
- ✚ 24 Service plans were signed (YTD=55).
- ✚ 15 service plans were completed within 90 days, resulting in a case closure with CPS during this reporting period (YTD=27).
- ✚ 3-4 cases (average) transferred from Intake and Assessment per month in non-AR cases during the last reporting period. This is in part due to the services AR provides to families, the ability to work with them longer than 30-45 days and engaging families to identify barriers they may be experiencing and develop a plan to address the barriers.
- ✚ Linkage to transportation, housing and drug and alcohol has been the most popular service needs identified this reporting period.
- ✚ 16 families have identified domestic violence as their primary concern during this reporting period (YTD=44).
- ✚ 30 families had the eligibility process of benefits streamlined through Community Services with use of the Resource Specialist.
- ✚ 23 individuals (YTD) received mental health services without a “wait list” through the Partnership with a local mental health organization.

By focusing on the needs as identified by the family, the AR team has experienced:

- ✚ Successful assistance to more than 30 families through the efforts of the Resource Specialists in streamlining families in acquiring needed benefits during this reporting period. This increases the number of families served through this process to over 50 for the length of the project thus far. Families have verbalized their gratitude of having the eligibility intake completed in their home, where they are immediately notified of their options for assistance.

** Statistics have been extracted from various sources assembled at a county level for county-specific purposes. Counties not included should not be considered “missing;” this profile is intended only as a sample of county experiences. All Alternative Response Pilot sites fully participate in data reporting as established by the Institute of Applied Research for research and evaluation purposes.

- ✚ Only 1 family assigned to the AR track had a track change and did result in that case being transferred to the ongoing service team for continued case management for this reporting period. This brings the number of families changing tracks and being transferred for ongoing services to 2 for the length of the project thus far.
- ✚ 0 children entered agency custody who were receiving services through the AR track for this reporting period. Only 1 child assigned to the AR track has entered into agency custody during the project thus far. That child was able to be placed with a kinship care provider and is the 1 case transferred to the ongoing service team.
- ✚ 11 of the 39 families assigned to the AR track this reporting period identified potential mental health issues as an area of concern. This brings the number of families identifying mental health as a concern to 36 of 88 families for the project to date.
- ✚ 8 of the 11 families identified were linked with mental health services as a primary service provider for this reporting period, bringing the totals for the project to 19 of 36 families linked to mental health services as a primary service during the length of the pilot.

Franklin County

- ✚ 149 AR cases served in the experimental group during this period.
- ✚ 5 Pathway switches completed during this period.
- ✚ 19 Family Service Plans completed during November and December; all family service plans are not included in this number. Franklin County does not submit service plans until the cases are closed.
- ✚ 6 cases were opened and sent to the AR Region units for ongoing services.
- ✚ 144 cases closed at Intake.
- ✚ Services provided to families include the following: referrals to Settlement Houses and Family Service Providers, utility payments, rent payments, transportation, dryers, diapers, beds, furniture, stove, mental health assessments, budgeting, and cleaning.

Greene County

- ✚ In October, the agency served 19 families with the Alternative Response approach.
 - ✚ Eleven (11) service plans were completed with these families.
 - ✚ One case transferred for on-going support services.
 - ✚ In November, 10 families were served through the pilot.
 - ✚ Of this number, one service plan was written.
 - ✚ In December, 11 families were assessed using the Alternative Response approach.
 - ✚ Two (2) service plans being written.
 - ✚ One case transferred for on-going support services.
- ✚ Since the beginning of the pilot, 88 families have been served through Alternative Response. Twenty-eight (28) service plans have been initiated. Four (4) cases have been transferred for on-going support services, one of which was a court filing for Protective Supervision. No removal of children from their own homes has occurred through the pilot process. One client refused Alternative Response and was provided with a traditional assessment.

Guernsey County

- ✚ We accepted 20 reports for AR out of 38 possible (based on randomizer) or 52% of eligible cases.

Licking County

- ✦ From October through December, Licking County accepted 65 reports of abuse and/or neglect into the Alternative Response program, which is a 60% increase in number of reports assigned.
- ✦ Approximately 46% of those 65 reports were randomized as experimental and these families have been offered AR services.

Lucas County

- ✦ July to November 2007 the Assessment Department placed 118 children.
- ✦ July to November 2008, (same period) since the implementation of Alternative Response, we placed 61 children in substitute or relative care.

Ross County

- ✦ 20% of all screened in reports of child abuse and neglect meet the criteria for AR and were entered into the randomizer.
- ✦ Approximately 50% of all the cases that were eligible for AR were designated for the experimental group via the randomizer.
- ✦ 29% of all experimental cases had domestic violence risk factors.
- ✦ 39% had substance abuse risk factors.
- ✦ All of the families, except for one, that had domestic violence identified as a risk factor also had substance abuse identified as a risk factor.

Trumbull County

- ✦ 122 cases have been assigned to TCCS' AR program.
- ✦ Of these 122 cases, 87 have been closed and 35 remain open. The following chart summarizes the AR length of service on closed cases:

Length Of Service On Closed Cases (Days)					
<10	10 to 20	20 to 40	40 to 60	60 to 80	80+
20	28	20	11	5	3
<u>22.99%</u>	<u>32.18%</u>	<u>22.99%</u>	<u>12.64%</u>	<u>5.75%</u>	<u>3.45%</u>

- ✦ The average length of service on closed cases being 25.22 days.
- ✦ On average, it has taken the AR Caseworkers 5.73 days to finalize their Safety Assessments.
- ✦ 20.80 days to complete their Family Assessments.
- ✦ On the 122 cases assigned to the AR Program during the first 6 months of operation, 43 Family Service Plan have been developed.

Tuscarawas County

- ✦ 25 cases were randomized of which 19 (76%) were experimental.
- ✦ Year to date:
 - 31 (47%) have been control/traditional
 - 35 (56%) have been experimental/AR
 - 63% of experimental cases had a signed Family Service Plan from 7/1/08 through 12/31/08.

Stories from the Field: How Does Alternative Response Work? October – December 2008

Connecting with the Community

One family, who was already under duress due to the birth of their medically fragile twins, became more overwhelmed when their car broke down and they were unable to transport their children to Nationwide Children's Hospital in Columbus, Ohio for needed medical treatment. Through the flexibility of the AR Funding, the agency was able to buy new tires for this family's car, purchase a AAA Membership and pay their car insurance for six months. As a result, this family remained in tact and they now have the ability to transport their children to their needed medical appointments. Through working with this family the agency established two new community partners: Salyers Insurance Agency and AAA

Connecting with Families

Several AR clients have asked us NOT to close their cases!

Changing Perceptions

In a recent staffing to discuss a plan for the family, the mother, who had no prior experience with our agency, said, "This is a good little program", and indicated that her experience with our agency did not meet the negative expectation she had before coming in.

Respecting Families' Ability to Self-Determine

In a domestically violent situation where the mother was minimizing the problem, the worker was able to get the mother into counseling and meet with the mother regularly to offer support and encouragement. The worker was able to help the mother realize she did not deserve to be treated in such an unhealthy manner. The mother's extended family had ceased contact with her because of this violent situation. When the mother broke off the unhealthy relationship, the mother's extended family reconnected and was able to provide additional support.

Establishing Relationships

In one situation the mother was hospitalized for severe mental health issues. The worker engaged with the extended family and the grandparents cared for the child while the mother was hospitalized. Upon release from the hospital, the mother had a relapse of a heroin addiction and trusted the caseworker enough to confide in him regarding this problem. The caseworker was able to connect the mother to intensive drug and alcohol treatment, as well as, intensive mental health services. In-home parenting services were also provided. Mother was able to stabilize quickly.

Helping Families Find Independence

Our agency became involved with a young mother who was experiencing mental health issues and required in-patient hospitalization. We were able to provide her with care for the children during her hospitalization and have subsequently purchased food and assisted her in locating housing and have paid for two months rent and her security deposit to help her “back on her feet.” This mother was in our care as a teen after one of her brothers shot and killed another brother in her presence and her only parent had died in an accident a few months before. This mom has agreed to ongoing services and is the agency’s first ongoing AR case.

A worker purchased cloth diapers for a family and spent time with mom teaching her how to use them; the family appreciated the long-term nature of the solution, rather than a stop-gap purchase of disposable diapers.

Helping Families to Find Their Strengths

One worker reported that one of her AR clients encouraged her friend to call the AR worker and ask for help, which she did. The worker was able to persuade the caller to allow her to make a referral regarding her situation

Moving Beyond “Incidents”

During this quarter, AR Workers found that families were responding positively to them and were more willing to be truthful about what was happening in their homes. This level of cooperation from families allowed AR Workers an option to develop safety plans with families that directly addressed safety risk factors that the families themselves identified. This level of open and honest communication by families to their AR Workers is a positive outcome that we credit to the family engagement approach utilized in AR.

Empowering Workers and Families to Seek New Solutions

The agency became involved with a family after the police were involved with the 11 year old son who barricaded himself in their home with a B-B gun when he was not able to contact his mother. In addition to linking the family to various service providers in the area, we were able to pay a land contract payment which preserved the equity in the family’s home and prevented eviction.

The onset of winter often means uninhabitable living conditions that lead to homelessness. We wanted to prevent this by helping a family get their home weatherized. The weatherization agency would only do it if the home had insurance. It was difficult finding an insurance company. The insurance company did not want to insure this home long term and required a deposit to even get the home assessed. It took a lot of contact hours on the worker’s part to get the deal processed. In the end, the weatherization agency is getting started on the project. The family’s furnace has been fixed so far.