

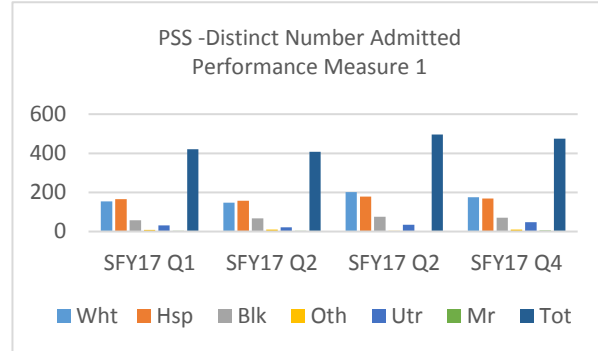
Program Report Card: Parenting Support Services (PSS)

Program Purpose: Parenting Support Services (PSS) is a service for families with children 0-18 years of age to support and enhance positive family functioning. Families receive one or more of the PSS interventions along with case management services using the Wraparound philosophy and process.

Contributes to Population Quality of Life Result: Ready by Five and Fine by Nine: All Connecticut children are healthy and ready for school success at age 5, contributing to a reduction over time in Connecticut's achievement gap at Grade 4.

	State Funding	Federal Funding	Other Funding	Total Funding
Actual SFY 16	\$5,156,379	\$0	\$0	\$5,156,379
Actual SFY 17	\$5,156,379	\$0	\$0	\$5,156,379

How Much Did We Do?



Story Behind the Baseline:

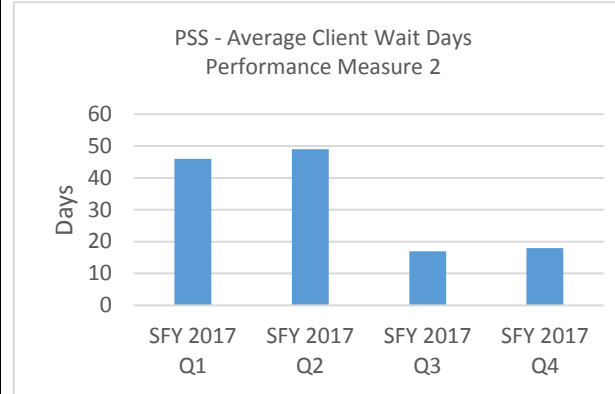
27 agencies offer Parenting Support Services (PSS) with an annual statewide caseload goal of 2187 families. The graph shows that PSS is provided to an ethnically diverse population. Caseload capacity increased in SFY 17 to 82%. There was an average of 4.4 FTE of open parent educator positions during the quarter which reduced the maximum caseload that could be served by 6% (4.4/70.17). An average of 1190 episodes/quarter in SFY 2017, with an annual total of 2467 episodes.

Proposed Actions to Turn the Curve:

Circle of Security Parenting (COS P) was added to better address the needs of parents with young children and parents lacking the basic relationship capacities that build and support secure attachment. We encouraged agencies to hire staff 4-6 weeks before the semi-annual trainings for new staff. PSS also allows more time for case management, extending the length of service from 4 months to 4-6 months. Caseload performance and caseload management tools and strategies are being reviewed in regional meetings. PSS agencies are now being allowed to offer COS P groups.

Trend: ▲ Yes

How Well Did We Do It?



Story Behind the Baseline:

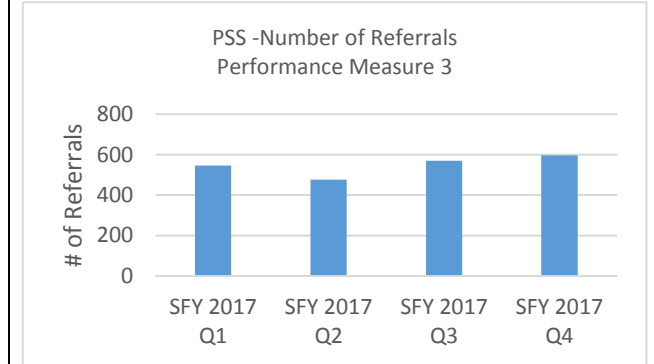
The scope of service allows PSS agencies 21 calendar days to make the initial visit with a family. 18 of the 27 PSS agencies have met this standard. The median wait for SFY17 was 12 days. The agencies not meeting this standard appear to have referrals in PIE with high maximum and median values. Agencies are identifying and resolving cases with a large number of wait days. The client wait days have increased for some programs with staff vacancies.

Proposed Actions to Turn the Curve:

Program supervisors with high number of wait days are being contacted and asked to develop a plan to reduce the number of days before an initial visit can be made with families. A new RBA report has been requested that analyzes the data by DCF and non-DCF referrals.

Trend: ▲ Yes

How Well Did We Do It?



Story Behind the Baseline:

PSS accepts referrals from DCF area offices and community partners. Statewide, 61% (921/1520) of the referrals with an episode start date came from DCF in SFY 2016. In SFY 2017 57% (1019/1799) of the referrals with an episode start date have come from DCF. PSS supervisors work with their DCF gatekeepers to accept an adequate number of community referrals while allowing DCF referrals to be quickly enrolled.

Proposed Actions to Turn the Curve:

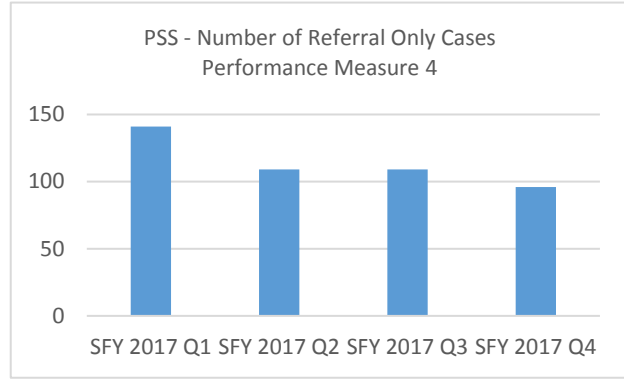
PSS training slots and ½ day overviews of PSS will continue to be offered to DCF gatekeepers. This will be reviewed with DCF regional systems directors and PSS agencies in upcoming regional meetings. Actions listed for Measure 1 are expected to increase referrals.

Trend: ▲ Yes

Program Report Card: Parenting Support Services (PSS)

Quality of Life Result: Ready by Five and Fine by Nine: All Connecticut children are healthy and ready for school success at age 5, contributing to a reduction over time in Connecticut's achievement gap at Grade 4.

How Well Did We Do It?



Story Behind the Baseline:

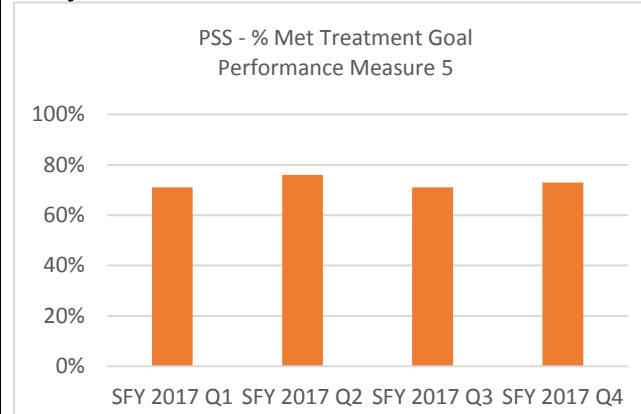
An average of 76% (1411/1866) of the referrals to PSS in SFY 2017 led to the initiation of PSS services. The quarterly rate of referrals that result in an episode start date has increased from 71% (406/569) to 81% (422/518). Clients defined as "referral only" either refused the PSS service or could not be contacted despite several attempts.

Proposed Actions to Turn the Curve:

Supervisors have been instructed to have their parent educators carry additional referrals so the parent educator is carrying at least 10 open cases at a time. This data is also being reviewed with DCF gatekeepers, DCF regional systems directors, and PSS agencies at the regional caseload management meetings.

Trend: Trend: ▲ Yes

Is Anyone Better Off?



Story Behind the Baseline:

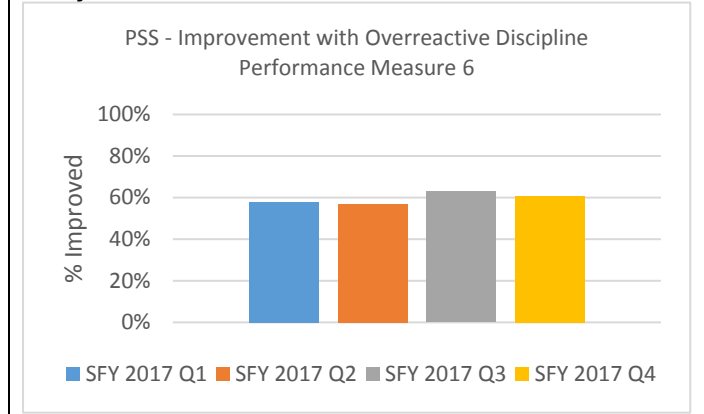
In the 4th quarter of SFY 2017, 73% (305/416) of the parents with an episode end date met the requirement for Met Treatment Goal. 73% (999/1370) of the parents met this goal in SFY 2017. The Level 4 Triple P interventions consists of ten sessions, and Circle of Security Parenting consists of eight sessions. "Met Treatment Goals" is defined as the parent completing at least sessions 1-8 of a Triple P intervention or chapters 1-6 of Circle of Security Parenting. Parents reporting achievement of the progress they desired with their parenting also meet the definition for Met Treatment Goal.

Proposed Actions to Turn the Curve

No action needed.

Trend: ◀▶ Flat/ No Trend

Is Anyone Better Off?



Story Behind the Baseline:

PSS uses three parenting interventions. The two Level 4 Triple P interventions are designed to help parents become resourceful problem solvers and to learn to use assertive rather than coercive discipline. The Circle of Security Parenting (COS P) intervention helps build parents' reflective capacity which helps them reflect about what their child is communicating with their behavior to convey what they need while either exploring their world or experiencing distress rather than react to the child's behavior. COS P also provides parents with new relationship tools that allow them to create a quality of relationship that builds personal and relational capacities. This equips infants, children, and students with the capacities needed to thrive in life and reduces risk factors for child abuse and neglect. Overall, 60% of the parents reported becoming less overreactive in their discipline based on pre and post assessments.

Proposed Actions to Turn the Curve

None at this time.

Trend: ◀▶ Flat/ No Trend

Overall Data Development

Revised RBA outcome measures and report design specifications have been submitted to ORE.