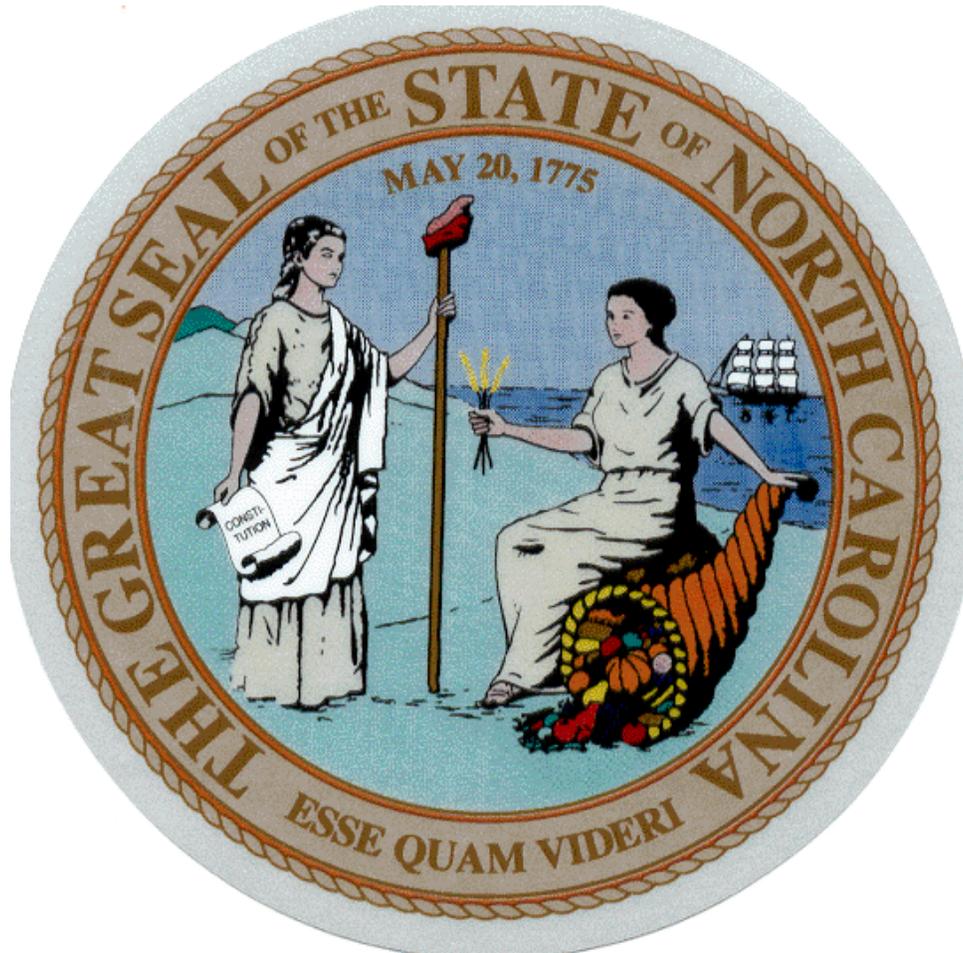


**FAMILY RESOURCE CENTER GRANT PROGRAM  
2012 ANNUAL REPORT**

**Pursuant to G.S. 143B-152.15**



**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES**

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## Executive Summary

Pursuant to North Carolina General Statute 143B-152.15, this report presents evaluation data and findings for the Family Resource Center Grant Program administered by the North Carolina Department of Health and Human Services, Division of Social Services. This report provides evaluation results of two community-based child abuse and neglect prevention models - Family Support and Respite Programs. Funding for these programs comes from federal Promoting Safe and Stable Families, Subpart II of the Social Security Act and federal Community-Based Child Abuse Prevention (CBCAP) monies. The information in this report covers the period July 1, 2011 to June 30, 2012.

Thirty-three (33) Family Support programs and nine (9) Respite programs were fully or partially funded during this reporting year. Combined, these programs served 7,319 duplicated participants. Five thousand seven hundred nine (5,709) individuals from 3,503 families participated in targeted, ongoing activities for which outcome assessments were completed. One thousand two hundred and ninety-five (1,295) families had multiple family members participating in such activities. Compare this information with last years information with thirty-four (34) Family Resource Centers and nine (9) Respite programs were fully or partially funded during this reporting year. They served 6,622 duplicated participants. Five thousand three hundred eighty six (5,386) individuals from 3,235 families participated in targeted, ongoing activities for which outcome assessments were completed. One thousand two hundred and eighty (1,280) families had multiple family members participating in such activities.

The North Carolina Family Support Outcome Scale (NCFSES) is used to measure participants' progress in meeting outcome goals related to service areas. NCFSES assessments demonstrate that Family Support and Respite programs are meeting goals to help children and families develop skills to strengthen relationships, increase family functioning, promote child well-being, and prevent child abuse and neglect.

## 2012 ANNUAL REPORT

Pursuant to G.S. 143B-152.15, the North Carolina Department of Health and Human Services (DHHS) submits the Family Resource Center Grant Program annual report for State Fiscal Year 2011-2012. This report is submitted to the Senate Appropriations Committee on Health and Human Services, the House of Representatives Appropriations Subcommittee on Health and Human Services, and the Fiscal Research Division and provides a description of the program and the results of the program evaluation.

### **Description of the Family Resource Center Grant Program**

The Family Resource Center Grant Program is comprised of community-based Family Support and Respite services. Funding for these services is authorized by the federal Promoting Safe and Stable Families, Subpart II (P.L. 112-34) and the federal Community Based Child Abuse Prevention (CBCAP, P.L. 111-320). The purpose of these funds is develop, operate, expand, and enhance community-based, prevention-focused programs and activities designed to strengthen and support families to prevent child abuse and neglect

Family Support and Respite services support community-based evidence-based, evidence-informed programs and practices that provide outreach, support and services to individuals and families identified as being at-risk of compromised health and safety to eliminate or reduce those risks by promoting protective factors that strengthen and support families.

#### ***Family Support Programs***

Family Support programs are designed to prevent involvement in child protective services. By targeting a wide range of needs within the family, Family Support programs are able to help the individual family members, strengthen the family as a whole, and increase community involvement. The expectation is for a reciprocal effect, stronger communities then fostering strong families and protecting children.

NCDSS funding requires each Family Support program to tailor services to meet the needs of the community, through the delivery of evidence-based, evidence-informed programs. Programs in one area of the state may look quite different from those in another area because of the differing needs in the two communities

#### ***Respite Programs***

Similar to Family Support, agencies delivering Respite programming are required to deliver services based on identified community need. Emerging research has demonstrated respite is an essential component of a comprehensive continuum of child abuse and neglect prevention programming. Respite programming is short-term and is intended to keep families together and children to remain at home and in the community. Respite service models include, but are not limited to:

- In-home respite with trained professionals or volunteer providers;
- Out-of-home respite (child care centers, schools, family care home, foster care homes, hospitals, or specific respite facility) with trained professionals or volunteer providers;
- Periodic respite (churches, community centers or other community-based organizations that support periodic respite events);
- Summer camps, recreational, or after-school programs.

Respite programs may utilize a voucher system, where participants are given vouchers for respite providers; some operate facilities where children may stay for a predetermined amount of time; while others offer structured activities for children to provide parents a few hours on their own. Respite services provide a much-needed break for parents and caregivers, particularly parents of children with special needs. Respite services are inexpensive and are an investment that can reduce family stress, mitigating the risk of child abuse and neglect.

During SFY 2011-2012, NCDSS funded thirty-three (33) Family Support programs and nine (9) Respite programs serving 38 counties (See Appendix A for the Statewide Distribution of Programs by model of service).

### **Program Evaluation**

Pursuant to 143B-152.15(a), NCDSS utilizes the North Carolina Family Support Database to assess the effectiveness of Family Support and Respite program services. This database was developed in conjunction with the Human Service Smart Agency at the University of North Carolina at Chapel Hill School of Social Work, housed and maintained by Appalachian State University's Social Work Program. The database is now maintained by the DHHS' Division of Information Resource Management (DIRM).

NCDSS requires providers of Family Support and Respite services to input data monthly. This data includes the following process and outcome metrics and measures:

- Type of services provided by the Family Support or Respite Program
- Demographic information about the participants of each activity
- North Carolina Family Support Outcome Scales (NCFOS)

***Participant Demographics and Services Summary***

**Table 1 – Summary of Individual Statistics Activities Statewide**

Number of Activities	398
Average Length (in days)	135.1
Average Duration of Sessions (in hours)	2.7
Participants (duplicated)	7,319
Participants (unduplicated)	5,709
Persons Participating in More Than One Activity	1,139
Number of Families	3,503
Families Having More than one Participant	1,295

The following outputs are reported for SFY 2011-2012:

- 7,319 participants served ; 6,622 served in SFY 2010-2011
- 5,709 (5,386 in SFY 10-11) individuals from 3,503 (3235 in SFY 10-11) families participated in targeted, ongoing activities (See Table 1).
- Of these 5,709 persons, 1,139 (1,017 in SFY 10-11) participated in two or more activities.
- 1,295 (1,280 in SFY 10-11) families had more than one family member participate in an activity where NCFSSOS outcome assessments were completed.

**Table 2 – Family Support/Respite Program Service Types/Participant Percentages**

<b>Service Type</b>	<b>Individual Activities</b>	
	<b>Number</b>	<b>Percent</b>
Adoption Promotion/ Support	5,427	9.9%
Child Development	8,944	16.3%
Fatherhood	1,280	2.3%
Parent Education	12,793	23.3%
Parent Support Group	4,197	7.6%
Parent/Child Participation	16,768	30.5%
Respite Care	5,513	10.0%
<b>TOTAL</b>	<b>54,922</b>	<b>100.00%</b>

Table 2 identifies the type of service delivered through activities and the unit(s) of service provided for each type. The predominate units of service were devoted to Parent/Child Participation (30.5%), Parent Education (23.3%) and Child Development (16.3%), which is consistent with the NCDSS requirement that Family Support Programs provide evidence-based/evidence-informed programs and practices to families within their communities. Type of service is counted, rather than participants, to report a more accurate portrayal of the total services provided through each activity. An individual attending a parenting class eight (8) times, is recorded as receiving eight (8) units of service. Using this methodology, activities that were more long term and required more resources appear with more units of service than shorter duration activities with similar numbers of attendees.

### ***North Carolina Family Support Outcome Scale***

The North Carolina Family Support Outcome Scale (NCFSES) is a strength-based assessment tool developed for measuring outcomes across the wide range of services offered by Family Support and Respite programs. It has been incorporated into the on-line database and is the assessment tool used by all NCDSS funded Family Support and Respite programs. A NCFSES is completed with all participants to measure their progress relative to the target goal of the activity. All outcomes are tied to the goals and outcomes mandated for these programs, either through legislation or NCDSS policy. The NCFSES is divided into four domains, each of which measures several broad areas through subscales:

- Overall Child Functioning
- Overall Parent Functioning
- Overall Family Functioning
- Family's Relationship to the Community

Because there is a large array of potential services, each item in the scale addresses a very complex issue with a single global phrase. A NCFSES outcome assessment is completed for each participant. It is important to note, if an individual participates in a Nurturing Parenting class and a Fathering program, that individual will have separate assessments for each of those activities, as the targeted outcomes for each class are different. Family Support and Respite program staff complete the intake assessment as soon after the beginning of the activity as is practical and only those subscales that are directly related to the outcome goals of the activity being provided are rated. (See Appendix B for the NCFSES tool).

### ***Results***

Tables 3 through 7 show the results for all domains covered by the NCFSES. For each subscale, the table indicates the total number of participants who were evaluated using that particular subscale, and the number and percentage of participants achieving each level of change. By assigning a value of "1" to the rating "weak strength" and a value of "5" to "clear strength", movement along this continuum is shown in the results of the NCFSES. Moving 'backward' (from a solid strength to a mild strength, for example) would result in an assessment score of "less than or equal to -1", while moving 'forward' would result score of +1, +2, or +3 or more, depending on the distance moved. A score of zero indicates that there was no change in the rating from intake to closure. It is important to note that a score of "0", or no movement, does not necessarily indicate any weaknesses in the family interactions. If a participant is rated in the beginning with strengths in certain areas, and the subscales addressing those areas were rated accordingly at intake, there may not be a change in those areas at closure. This may be due to the Family Support and Respite program and participant concentrating their efforts in other areas, where the individual was not as strong. A score of "0" might also indicate a stabilization of the participant issues related to the subscale. This occurrence would generally be characterized as positive.

The results of the NCFSES assessments clearly indicate that Family Support and Respite programs help both individual family members and families as a whole develop skills to strengthen their relationships and increase family functioning. All domains showed that participants generally enhanced their functioning or retained previously effective levels of functioning. Very few participants overall saw a decrease in functioning.

**Table 3 – NCFSES Outcome Assessments**  
**Level of Change per Participant – Overall Child Functioning**

<b>Overall Child Functioning</b>	<b>Less than or equal to -1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Greater than or equal to 3</b>	<b>Number of Participants evaluated</b>
Child's Developmental Status	0.55% 16	53.07% 1554	39.89% 1168	6.08% 178	.41% 12	2928
Child's Physical Health	0.87% 24	57.75% 1594	35.76% 987	5.36% 148	.25% 7	2760
Child's Mental Health	0.83% 22	55.59% 1467	38.04% 1004	5.04% 133	0.49% 13	2639
Child's Behavior	0.97% 28	45.12% 1309	43.85% 1272	7.58% 220	2.48% 72	2901
Child's School Performance	0.39% 6	52.19% 800	36.59% 561	7.57% 116	3.26% 50	1533
Teenager's Movement Towards self-sufficiency	0.00% 0	64.7% 350	23.66% 128	11.65% 63	0.0% 0	541

In the Overall Child Functioning Domain (Table 3), all domains showed an increase by at least one-third of participants. Over one-half reflected an increase in Child's Behavior (53.91%), and just less than one-half showed increases in School Performance (47.42%) and Child's Developmental Status (46.38). Compared to last years numbers which in the Overall Child Functioning Domain, all domains but one showed an increase by at least one-third of participants. Over one-half reflected an increase in Child's Behavior (51.31%), and just under one half showed increases in School Performance (47.98%) and Child's Developmental Status (46.05%).

**Table 4 – NCFSES Outcome Assessments  
Level of Change per Participant – Overall Parent Functioning**

<b>Overall Parent Functioning</b>	<b>Less than or equal to -1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Greater than or equal to 3</b>	<b>Number of Participants evaluated</b>
Parenting skills, knowledge, and attitudes	0.78% 31	42.92% 1717	38.75% 1550	14.98% 599	2.58% 103	4000
Parent's sense of support in parenting role	0.79% 29	46.52% 1716	36.35% 1341	13.74% 507	2.60% 96	3689
Parent's physical health	1.08% 37	63.91% 2191	26.40% 905	7.53% 258	1.08% 37	3428
Parent's mental health	1.09% 37	62.83% 2128	28.31% 959	6.85% 232	0.92% 31	3387
Parent's educational attainment	0.92% 32	66.17% 2294	24.6% 853	7.3% 253	1.01% 35	3467
Parent's leadership skills	1.08% 38	53.71% 1890	31.23% 1099	11.88% 418	2.10% 74	3519
Parent's participation in community groups and activities	1.09% 36	49.32% 1635	32.73% 1085	13.12% 435	3.74% 124	3315

In the Overall Parent Functioning Domain (Table 4), over one-half of parents increased their Parenting Skills, Knowledge, and Attitudes (56.31%) and their Sense of Support in Parenting Role (52.69%). Increased knowledge and confidence, as well as support, can relieve the stress and anxiety of parenting, and lead to a decrease in child maltreatment. Nearly one-half of the participants increased their Participation in Community Groups and Activities (49.59%) which can provide the parent with a support base within their community.

**Table 5 – NCFSES Outcome Assessments**  
**Level of Change per Participant – Overall Family Functioning**

<b>Overall Family Functioning</b>	<b>Less than or equal to -1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Greater than or equal to 3</b>	<b>Number of Participants evaluated</b>
Parent-child interactions, parent-child relationship	0.40% 13	51.19% 1678	34.20% 1121	12.57% 412	1.65% 54	3278
Family Communication	0.68% 17	47.58% 1197	37.60% 946	12.72% 320	1.43% 36	2516
Family cohesiveness, mutual support	0.91% 23	49.61% 1257	36.23% 918	11.52% 292	1.74% 44	2534
Physical, learning, emotional environments at home	0.60% 12	54.13% 1081	34.60% 691	10.02% 200	0.65% 13	1997
Informal social support	1.01% 23	55.76% 1273	34.87% 796	7.49% 171	0.88% 20	2283
Family economic self-sufficiency	1.64% 36	66.21% 1454	26.90% 573	5.24% 115	0.82% 18	2196
Ability to meet basic economic needs	1.59% 35	66.42% 1462	25.99% 572	5.04% 111	0.95% 21	2201
Ability to solve family disputes without violence	1.08% 22	55.64% 1129	30.06% 610	10.15% 206	3.06% 62	2029

In the Overall Family Functioning Domain (Table 5), programs are meeting the mandate to improve parent/child interactions. Approximately one-half (48.42%) of participants showed increases in Parent-child Interactions, Parent-child Relationships and Family Communication (51.75%). Approximately one-half of participants increased their Family Cohesiveness and Mutual Support (49.49%), their Informal Social Support (43.24%) and their Ability to Solve Family Disputes without Violence (43.27%).

**Table 6 – NCFSES Outcome Assessments**  
**Level of Change per Participant – Family’s Relationship to the Community**

<b>Family’s Relationship to the Community</b>	<b>Less than or equal to -1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Greater than or equal to 3</b>	<b>Number of Participants evaluated</b>
Family’s knowledge of available human services	0.86% 24	46.52% 1296	34.28% 955	13.60% 379	4.74% 132	2786
Linkages between family and community resources	0.82% 21	47.65% 1218	34.08% 871	11.70% 299	5.75% 147	2556
Relations between family and human services staff	1.26% 30	51.46% 1230	33.01% 789	11.21% 268	3.05% 73	2390
Family’s participation in FS program governance	1.47% 22	60.40% 903	21.34% 319	12.11% 181	4.68% 70	1495

Programs have also been successful in the domain of Families’ Relationships to the Community (Table 6). The greatest increase was in Knowledge of Available Human Services (52.62%). Approximately one-half of participants exhibited increases in Linkages between Family and Community Services (51.53%), and Relations between Family and Human Services Staff (47.27%). The more positive the relationship between family members and service providers, the more likely the family is to get the assistance they need. Having an existing relationship with community services may prevent the family’s situation from deteriorating, or lead the family to seek additional help prior to becoming part of a Child Protective Services report.

The North Carolina Family Support Outcome Scale (NCFSES) is used to measure participants’ progress in meeting outcome goals related to service areas. NCFSES assessments demonstrate that Family Support and Respite programs are meeting goals to help children and families develop skills to strengthen relationships, increase family functioning, promote child well-being, and prevent child abuse and neglect.

**Fiscal Analysis**

In SFY 2011-2012, NCDSS awarded Family Support and Respite program contracts totaling \$3,614,185. This amount included \$2,663,746 in federal Promoting Safe and Stable Families, Subpart II and \$950,439 in federal Community-Based Child Abuse Prevention (CBCAP) monies. There were no state funds appropriated for the Family Resource Center Program during SFY 2011-2012.

Family Support programs received braided funding through both Promoting Safe and Stable Families and CBCAP funds; however the majority of Family Support programs were wholly funded through IVB-2. Respite programs were funded entirely with CBCAP funds (See Appendix B). Per participant costs equaled approximately \$633, annualized.

**Appendix A  
Statewide Distribution of Programs by Model of Service and County**

<b>County</b>	<b>Family Support</b>	<b>Respite</b>
Alamance	<b>X</b>	
Alexander		
Alleghany	<b>X</b>	
Anson		
Ashe		
Avery		
Beaufort		
Bertie		
Bladen		
Brunswick	<b>X</b>	
Buncombe	<b>X</b>	<b>X</b>
Burke	<b>X</b>	
Cabarrus	<b>X</b>	
Caldwell		
Camden		
Carteret		
Caswell		
Catawba		
Chatham	<b>X</b>	
Cherokee	<b>X</b>	<b>X</b>
Chowan		
Clay	<b>X</b>	<b>X</b>
Cleveland		
Columbus	<b>X</b>	
Craven		
Cumberland		
Currituck		
Dare		

<b>County</b>	<b>Family Support</b>	<b>Respite</b>
Johnston		
Jones		
Lee		
Lenoir		
Lincoln		
Macon	<b>X</b>	<b>X</b>
Madison		
Martin	<b>X</b>	
McDowell	<b>X</b>	
Mecklenburg		
Mitchell		
Montgomery		
Moore		
Nash	<b>X</b>	
New Hanover		
Northampton		
Onslow		
Orange	<b>X</b>	<b>X</b>
Pamlico		
Pasquotank		
Pender		
Perquimans		
Person		
Pitt		
Polk		
Randolph		
Richmond	<b>X</b>	<b>X</b>
Robeson	<b>X</b>	

Davidson	<b>X</b>	
Davie		<b>X</b>
Duplin		
Durham	<b>X</b>	
Edgecombe	<b>X</b>	
Forsyth	<b>X</b>	<b>X</b>
Franklin		
Gaston		
Gates		
Graham	<b>X</b>	<b>X</b>
Granville		
Greene		
Guilford	<b>X</b>	<b>X</b>
Halifax		
Harnett		
Haywood	<b>X</b>	<b>X</b>
Henderson	<b>X</b>	
Hertford		
Hoke		
Hyde		
Iredell	<b>X</b>	
Jackson	<b>X</b>	<b>X</b>

Rockingham	<b>X</b>	
Rowan		
Rutherford		
Sampson		
Scotland		
Stanly		
Stokes	<b>X</b>	<b>X</b>
Surry	<b>X</b>	<b>X</b>
Swain	<b>X</b>	<b>X</b>
Transylvania	<b>X</b>	
Tyrrell		
Union		
Vance	<b>X</b>	
Wake	<b>X</b>	
Warren		
Washington		
Watauga		
Wayne	<b>X</b>	<b>X</b>
Wilkes		<b>X</b>
Wilson		
Yadkin	<b>X</b>	<b>X</b>
Yancey		

## Appendix B - Contract Award Amount and Funding Source

Contract Name	Funding Source and Amount	
	IVB-2	CBCAP
<b>Family Support Programs</b>		
Alleghany Partnership for Children	\$100,000	
Barium Springs Home for Children/ Appalachian Family Innovations	\$80,000	
Burke County Public Schools	\$100,600	
Chapel Hill Training Outreach Project, Inc. 943	\$152,500	
Chapel Hill Training Outreach Project, Inc. 272	\$96,682	
Children's Home Society	\$43,316	
Columbus County DREAM Center, Inc.	\$100,000	
Communities In Schools of Brunswick County, Inc	\$103,100	
Communities In Schools of Durham, Inc.		\$152,500
Down East Partnership For Children	\$101,550	
Down East Partnership For Children	\$101,550	
Durham County Government	\$96,739	
Durham Exchange Clubs' Family Center	\$86,250	
Exchange Foundation for the Prevention of Child Abuse		\$150,000
Fairgrove Family Resource Center	\$100,000	
Family Resources of Cherokee County, Inc	\$105,000	
Family Service of the Piedmont, Inc.	\$152,240	
Franklin-Vance-Warren Opportunity	\$100,000	
Help, Incorporated: Center Against Violence	\$35,633	\$31,095
Martin-Tyrrell-Washington District Health Department	\$70,000	
McDowell County Schools	\$149,187	
Richmond County Community Support Center, Inc	\$100,000	
Robeson County Committee on Domestic Violence, Inc.	\$31,626	
Robeson County Dept of Public Health	\$100,000	
SAFEchild, Inc. 421	\$74,545	
Southwestern Child Development Commission, Inc.	\$152,500	
Swain County Government		\$146,100
The Children's Center of Surry, Inc	\$155,000	
The Family Place of Transylvania County	\$103,100	
University of North Carolina at Chapel Hill		\$101,341
WAGES 276	\$52,700	
WAGES 277	\$19,928	
WAGES 1122		\$99,576
<b>Respite Programs</b>		
Caring for Children, Inc		\$30,000
Chapel Hill Training Outreach Project, Inc.		\$30,000
Exchange Club Center for the Prevention of Child Abuse of NC, Inc.		\$30,000
Richmond County Community Support Center, Inc		\$30,000
The Children's Center of Surry, Inc		\$30,000
Southwestern Child Development Commission, Inc.		\$30,000
Southwestern Child Development Commission, Inc.		\$30,000
Wayne Uplift Resource Association, Inc		\$29,827
Youth Focus, Inc.		\$30,000
<b>TOTALS</b>	<b>\$2,663,746</b>	<b>\$950,439</b>

