



Approaches to Measuring Family Outcomes within the Head Start Family Engagement Framework

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Today's Agenda

- Goals, Objectives, and Challenges
- Key Design Elements
- Tools for Measuring Family Outcomes
- Examples of How to Combine the Design Elements
- Using Your Family Outcomes Data

Today's Learning Objectives

- Learn to classify the varying data that is collected on parents and families
- Understand different approaches for quantifying family engagement outcomes
- Learn about different tools that can be used to measure family engagement outcomes

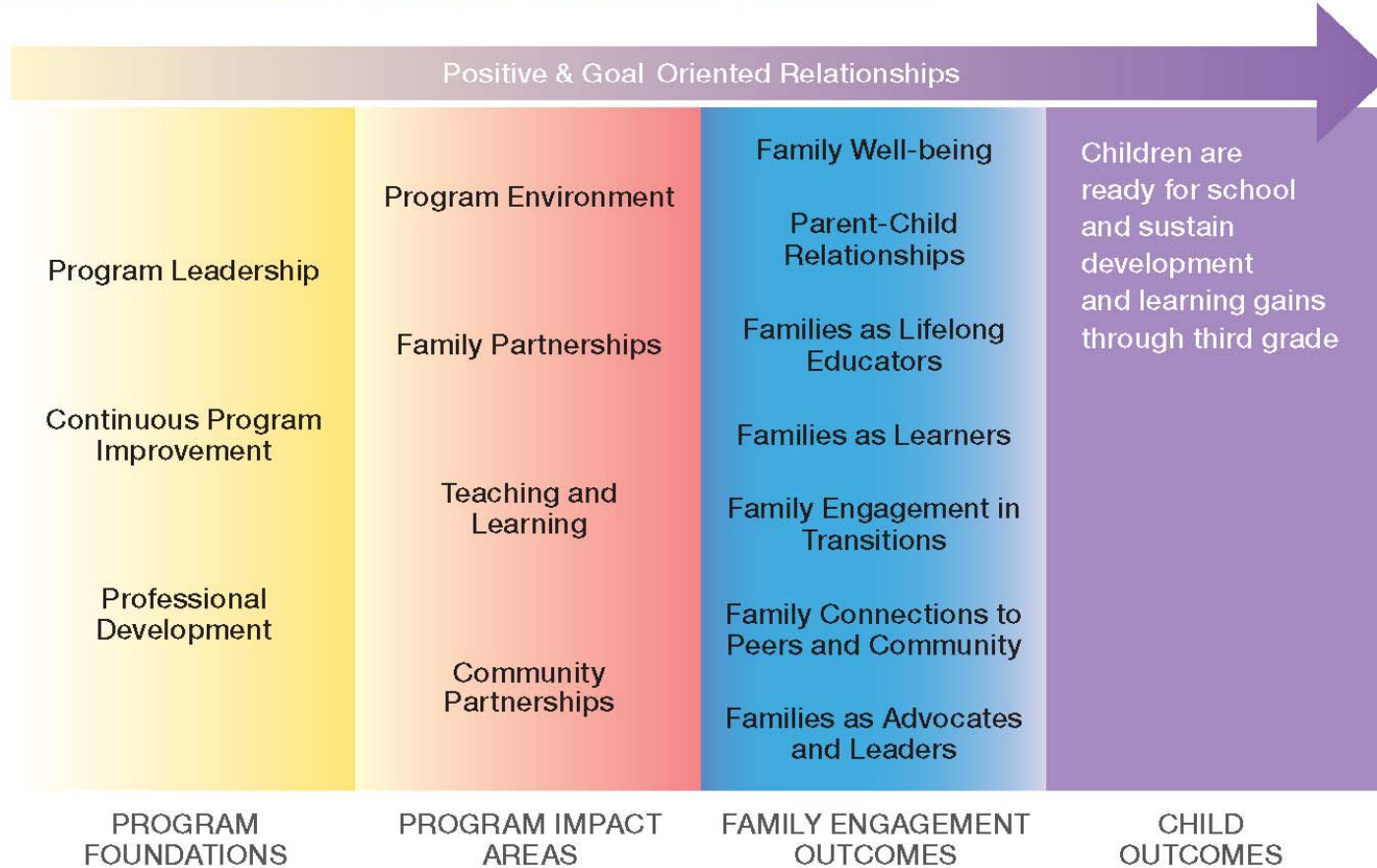
What we are Not Covering

- Qualitative Assessments
- Effort Measures
- Anecdotal Evidence
- Logistics
- Parent Needs, Interests, or Satisfaction
- Using Family Outcomes Data (limited coverage)

What are the Goals of Your PFCE Work?

PFCE Framework

PARENT, FAMILY, AND COMMUNITY ENGAGEMENT FRAMEWORK



PFCE Family Engagement Outcomes

Family Well-being

Parent-Child
Relationships

Families as Lifelong
Educators

Families as Learners

Family Engagement in
Transitions

Family Connections to
Peers and Community

Families as Advocates
and Leaders

FAMILY ENGAGEMENT
OUTCOMES

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Challenges

- The goals of Head Start's PFCE work are very broad?
 - The needs of families and the services they receive vary greatly – can we reasonably expect to measure the impact of those services using a common metric?
 - It is easier to measure and communicate the impact of programs with very focused goals.
- Impacts may be diluted, making them difficult to detect.

Key Design Elements

Measurement Objectives

- Family Outcomes
- Parent Satisfaction
- Parent Needs
- Parent Interests
- Effort (Diagnostic / Process)

Effort vs. Effect Measures

- Effort Measures – What actions did you take?
 - Example: We helped the Hernandez family identify the lack of safety in the current apartment as a key stressor. We helped the family establish a goal of finding a new apartment, create a plan to implement, and made referrals.
- Effect Measures – What did our actions accomplish?
 - Example: The Hernandez family moved into a new apartment where they felt safe.

Three Key Design Elements

What are we
Measuring?



How are we
Collecting the
Data?

When are we
Collecting the
Data?

What Are We Measuring?

- Parent or Guardian Opinion
 - Must Differentiate Between Satisfaction, Needs, and Outcomes
- Parent or Family Characteristic
 - Family Support or Functioning (Parent Stress Index)
 - Housing or Food Stability
 - Employment or Income Level
- Goal Completion
 - Who Defines the Goals
 - How Consistent Are the Goals

What Are We Measuring?

Example – Reading to Your Child

- Parent or Guardian Opinion
 - How much did Head Start help you to read to your child?
- Parent or Family Characteristic
 - How many times did you read to your child last week?
- Goal Completion
 - Parent decides to set a goal of reading to her child 3 times a week. Did they complete the goal?

How Are We Collecting the Data?

- Self Reported
 - e.g. Parent Survey
- Family Advocate Assessment
 - e.g. Family Advocate assesses all families along a common set of metrics
- Case Notes
 - e.g. Case Notes are reviewed and families are assessed along a common set of metrics
- Documentation
 - e.g. Pay Stubs used to validate income

When Are We Collecting the Data

- Pre and Post Data Collection
 - Collection at the beginning of the program year and the end of the program year.
 - Outcomes are seen in the changes between pre and post data.
 - May also include intermediate data collection points.
- Post Only Data Collection

Group Activity

Measurement Objectives:

- Family Outcomes
- Parent Satisfaction
- Parent Needs & Interests
- Diagnostic or Process

Three Key Design Elements

What Are We Measuring?

- Opinion
- Characteristic
- Goals
- Referrals

How Are We Collecting the Data?

- Self Reported
- Family Advocate
- Case Notes
- Documentation

When Are We Collecting the Data?

- Pre and Post
- Post Only
- Pre Only

Tools for measuring Family outcomes

Parent Stress Index

- The Short Form (36 questions) covers three domains: Parent Distress, Parent-Child Dysfunction, and Difficult Child
- The Long Form (120 Items) covers six child domain subscales and seven parent domain subscales
 - Child Domain Subscales: Distractibility/Hyperactivity, Adaptability, Reinforces Parent, Demandingness, Mood, and Acceptability
 - Parent Domain Subscales: Competence, Isolation, Attachment, Health, Role Restriction, Depression, and Spouse/Parenting Partner Relationship
- <http://www4.parinc.com/products/Product.aspx?ProductID=PSI-4>

Parent Behavior Checklist

- 100 questions
- Three subscales:
 - Discipline
 - Nurturing
 - Expectations
- <http://www.childdevelopmentmedia.com/parent-behavior-checklist-pbc-a-set/>

ECO Family Outcomes Survey Revised Version

- 41 questions, designed for parents of special needs preschoolers
- Eight Domains:
 - Understanding your child's strengths, needs, and abilities
 - Knowing your rights and advocating for your child
 - Helping your child develop and learn
 - Having support systems
 - Accessing the community
 - Knowing your rights
 - Communicating your child's needs
 - Helping your child develop and learn
- <http://ectacenter.org/eco/pages/tools.asp#Overview>

Sample from ECO Family Outcomes Survey Revised Version

Instructions: Section B of the Family Outcomes Survey focuses on the helpfulness of early intervention. For each question below, please select how helpful early intervention has been to you and your family over the past year: Not at all helpful, a little helpful, somewhat helpful, very helpful, or extremely helpful.

	Not at all helpful	A little helpful	Somewhat helpful	Very helpful	Extremely helpful
Knowing your rights					
How helpful has early intervention been in...					
1. giving you useful information about services and supports for you and your child?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. giving you useful information about your rights related to your child's special needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. giving you useful information about who to contact when you have questions or concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. giving you useful information about available options when your child leaves the program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. explaining your rights in ways that are easy for you to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating your child's needs					

CCR Family Outcomes Survey

- 49 questions designed for Head Start and Early Head Start parents
- Seven outcome areas designed around the PFCE Outcomes Framework:
 - Family Well-being
 - Family Connection to Peers and Community
 - Parent-Child Relationships
 - Families as Lifelong Educators
 - Family Engagement in Transitions
 - Families as Learners
 - Families as Advocates and Leaders
- www.ccr-analytics.com

Sample of CCR Family Outcomes Survey

How much did the program help...

	Did Not Need Help	Not Helpful	Somewhat Helpful	Very Helpful		Did Not Need Help	Not Helpful	Somewhat Helpful	Very Helpful
you learn to budget your money?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	reduce conflict within your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your family get the health care you need?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	you make your home safe for children?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your family get the dental care you need?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	you get out of an unsafe place? (e.g. abuse, unsafe housing or neighborhood).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
you choose healthy foods for your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	your confidence as a parent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
you create long-term financial goals?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	with the stress of being a parent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
you find a better place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	you reach family goals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
you keep up family routines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	get you to read to your child?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your confidence that your child will succeed in elementary school?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	you deal with emotional health issues? (e.g. depression, stress, anxiety)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
give you opportunities to lead a group?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	you meet emergency needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PICCOLO

- Parenting Interactions with Children: Checklist of Observations Linked to Outcomes (PICCOLO)
- 29 questions to be completed by staff after observing parent / child interactions
- Four Domains of Developmental Parenting:
 - Affection
 - Responsiveness
 - Encouragement
 - Teaching
- <http://www.brookespublishing.com/resource-center/screening-and-assessment/piccolo/>

The Family Map Inventories

- 45 to 60 minute interview between staff and parents while completing a questionnaire
- 12 Sections:
 - Self-Support; Routines; School Readiness; Monitoring; Environmental Safety; Family Cohesion; Discipline; Health; Basic Needs; Home and Car Safety; Social Integration; Parent-Child Warmth
- www.thefamilymap.org

Examples of How to Combine The Design Elements

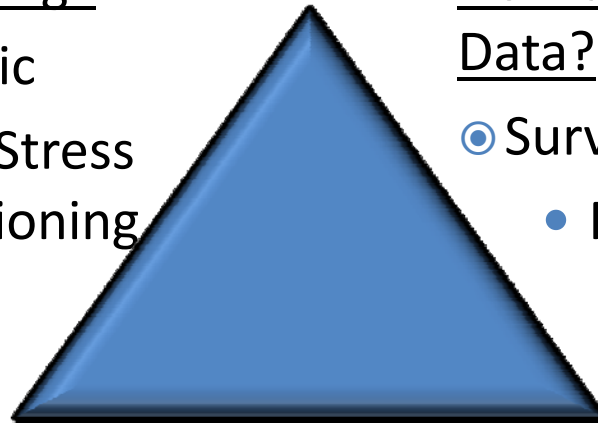
Example: Parent Stress Index

What are we Measuring?

- Family Characteristic
 - Level of Family Stress or Family Functioning

How are we Collecting the Data?

- ⦿ Survey
 - Parent Stress Index



When are we Collecting the Data?

- ⦿ Pre and Post Data Collection
 - Surveys at the Beginning and End of the Program Year

Parent Stress Index: Pros & Cons

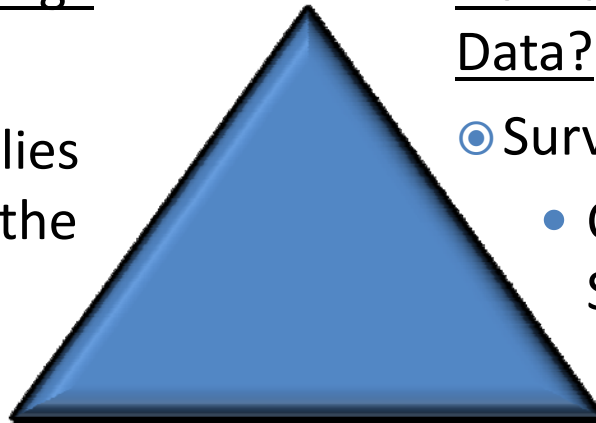
Pros	Cons
Fairly comprehensive tool of family functioning.	While comprehensive, it does not look at the educational supports parents provide nor does it look outcomes outside of family functioning.
Validated with Head Start families	Very long – 120 questions
	Only available in English (short version available in Spanish)
	Requires parent to complete two surveys

Example:

CCR Family Outcomes Survey

What are we Measuring?

- Parent Opinion
 - How much families benefited from the program



How are we Collecting the Data?

- ⦿ Survey
 - CCR Family Outcomes Survey

When are we Collecting the Data?

- ⦿ Post Only Data Collection
 - Single Survey at the End of the Program Year

CCR Family Outcomes Survey: Pros & Cons

Pros	Cons
Fully aligned to the PFCE Family Outcomes Framework	Allows programs to review the past year, but not the current year
Validated with Head Start families	Parent opinion may not be viewed as a reliable measure by some (e.g. policy makers)
Only requires a single survey	

Using Your family Outcomes data

Start with the Questions

- Where is your program having the largest and the smallest impact?
 - You will need process measures to understand why.
- Are there sub-groups of parents who benefit more or less from your program?
- How well do your outcomes line up with the needs of your families?

Two Broad Recommendations

- Slowly roll out the use of new data
 - It may take three years for an organization to accept and fully utilize new data
 - Be aware of staff attitudes to new initiatives and patiently work through resistance. Are they burned out from constant change? Are they justifiably skeptical of change? Are they fearful that the new data will be used against them?
- Approach the data as a tool for collaborative improvement
 - If you use the data like a sledge hammer you will increase your staff's resistance to using the data and to future data initiatives.
 - You will constantly need to communicate to staff about how you intend to use the data and reassure them that you will not use it to beat them up.

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Thank You

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