

Westside Infant-Family Network

Outcome Goals: Findings, July 2008
(for the period of July 1, 2007 – June 30, 2008)

Goal: WIN will serve at least 75 families and 325-350 individuals per year.

Goal	2008 Outcome
Serve 75 families	82 families served
Serve 350 individuals	336 individuals served

CHILDREN

Goal: 70% of WIN client-children will **improve developmental outcomes** in identified areas of concern as screened by the *Ages and Stages Questionnaires* after 1 year of Tier 2 therapy.

Goal	2008 Outcome
70% children will improve in identified areas of concern	75% children (9/12)* improved in identified areas of concern.

* Children eligible for this measure were those who had at least 1 year of Tier 2 therapeutic services. Of the qualifying catchment group of 31 children, 12 children had no areas of developmental concern, and 7 were missing an initial or final screening. WIN improved its screening process in 2008 and we anticipate that screen/rescreen issues will be diminished in future outcome tabulations.

Goal: Children in WIN families will show **increased behaviors associated with secure attachment**, as reported by licensed clinicians using the standardized PIR-GAS (Parent-Infant Relationship Global Assessment Scale) tool, after one year of WIN therapy (Tier 2).

Goal	2008 Outcome
70% children will show increased behaviors associated with secure attachment	67% children (20/30)* showed increased behaviors associated with secure attachment

*Thirty-one (31) children reached their 1 year anniversary of Tier 2 services during this fiscal year; 1 child did not have a completed initial PIR-GAS screen, and therefore is not counted among this outcome group.

FAMILIES

Goal: Parents receiving Tier 2 services (therapy) will experience a **reduction in stress/depression symptoms** as screened by the Parent Stress Index (PSI) after six months year of WIN therapy.

Goal	2008 Outcome
70% parents will exhibit improvement	75% parents (21/28)* exhibited improvement

*Out of a catchment group of 36 parents who had undergone at least 6 months of Tier 2 (therapy) services, 6 had no re-screen, 2 screens were ineligible for comparison; according to PSI manufacturers these clients screened as “defensive respondents.”

Goal: Families in the WIN program will be successfully **linked to services in the community for 60% of their identified needs by their 4th quarterly case review**, as tracked through the WIN case management data tracking system.

Goal	2008 Outcome
60% of identified needs will be linked to services	*78% of families' identified needs were linked to services (an average of the service linkage percentage for each of 51 families)

* WIN calculated this outcome for **all** families who had on-line service plans, not just those who had undergone a 4th case review; doing so gave us a better picture of how well WIN's case management is working for families. Fifty one (51) of 82 client families served by WIN in FYE '08 had service plans in place on WIN's data system; 31 had written service plans or case management notes originating from our pilot year before the service plan function was available on-line. Outcomes were calculated using only on-line plans, as tabulating the paper plan outcomes was too cumbersome. In FYE 2009, we anticipate that all clients will have on-line service plans.

WIN staff identified 4 barriers that prevented families from linking to services:

1. Waitlists. The majority of incomplete referrals were to childcare or housing services, for which waitlists are lengthy. After waiting for extended periods, many families simply give up.
2. Transportation issues. Many WIN families don't own automobiles, don't have the funds to use public transport, and those that do have difficulty trying to navigate public transportation with small children in tow, impeding their willingness or ability to follow through with referrals and appointments.
3. Mental health & emotional issues. Some are unable to follow through on referrals due to their mental health issue (e.g. depression), or are unwilling to address the outcomes of developmental assessments performed on their children due to difficulty in accepting need for assistance.
4. Stigma issues; mental health interventions still carry stigma; this inhibits many WIN clients from seeking MH interventions.

AGENCY STAFF

Goal: Direct service staff at each agency will **report and demonstrate increased knowledge of infant mental health** competencies and be better able to identify and refer WIN families, and provide **services** for them, as assessed by pre- and post-tests and evaluations completed at WIN training sessions.

Goal	2008 Outcome
75% of staff will report & demonstrate increased knowledge	94% attendees (82 total attendees; 46 returned questionnaires; 44/46 reported improvement)* reported increased knowledge

*Due to difficulties in systematizing our pre- and post testing at trainings, data is based on evaluations for one training only, and outcome represents WIN staff as well as community attendees. For FYE 2009, we have established a clear pre- and post-testing protocol, and anticipate that our data collection will improve in this area.

Goal: Lead clinical staff at each agency will **observe an improved capacity of non-clinical staff** (case managers) to identify, refer and support WIN-eligible families, as measured via interview.

Goal	2008 Outcome
90% of clinical staff will report increased knowledge of non-clinical staff	100% of clinical staff reported increased knowledge of non-clinical staff (4 clinical staff reporting on 6 non-clinical)

WIN AGENCIES

Goal: WIN agencies will **improve their capacity to serve the mental health needs of WIN eligible families.**

Goal	2008 Outcome
Case managers for 80% WIN families will receive a case consultation on the family's mental health needs	Case managers for 100% WIN families (82/82)* received a case consultation

* Upon admittance to the WIN program, each new case receives a case consultation within 60 days at one of WIN's weekly case review meetings.

Goal: WIN agencies will be able to **secure enhanced mental health services** (Tier 2 therapy) for 40% of families referred to WIN.

Goal	2008 Outcome
40% WIN families will receive enhanced mental health services	73% WIN families (60/82) received enhanced mental health services