

Cayuga Centers Outcome Report

A Glimpse into the Lives of Families in Oswego County: After FFT

Follow-up Survey of All FFT Recipients:
Oswego County DSS

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September-October 2012

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Executive Summary

In order to illustrate the experiences of youth and families that completed FFT intervention, staff from Cayuga Centers took two weeks to contact former clients. Oswego FFT, through the Department of Social Services (DSS), has successfully completed 67 interventions with 66 families.

From the data obtained, we found that a majority of our clients are still in middle or high school fulltime. Some families have continued or completed recommended supportive services such as substance abuse treatment. Additional information of such services referred and used or continued can be found in Appendix B and C, along with the relevance and importance of these supplementary continuing services, and the school status of the youth.

Most respondents cite the biggest accomplishments for their youth and family is meeting individual and family goals, such as working through problems and increased respect for one another. Success in school and obtaining employment were also stated in the open ended responses as what the respondent (typically a parent) found to be the biggest accomplishment for the youth and family so far. They reported future outlooks for these individuals that varied. However, most expressed incredible hope and praise for their children.

The survey questions (Appendix D), took the family through a set of questions that covered general topics which would be important to a family that has completed a preventative intervention like FFT. There were also some questions targeted at their specific reasons for starting FFT. No individual will be identified in this or any subsequent report, though de-identified case-examples will be used.

Caregivers were asked to participate in the survey for several reasons. First, as adults they are able to consent to an interview. Second, they are more likely to be available during the school day when our staff was able to call. Third, parents in general across all survey types and populations are easier to reach than young adults and teens, so they were most likely to be available and willing to participate. Finally, these adults' perspectives on the family after a Functional Family Therapy, too, could be an indicator of the effects of the intervention by indicating the family's status as a whole, including the clients other siblings.

Of the 26 caregivers that we contacted, only one did not have regular contact with the youth, but this caregiver was still willing to participate in the survey. Their responses, when applicable, are included in the data. The data visuals illustrate the information collected from all respondents.

Respondents were generally cooperative in the data collection process and shared a great deal of rich information that has strengthened the narrative data, though if a respondent was not eligible to answer a questions, they were not included in the number of respondents (n).

The Intervention

Functional Family Therapy (FFT) is a nationally researched and validated model of home-based family therapy; it is an outcome-driven prevention and intervention model for youth and their families who have demonstrated the entire range of maladaptive acting out behaviors and related syndromes. The program targets youth, ages 11-18, at risk for and/or presenting with delinquency, violence, substance use, conduct disorder, oppositional defiant disorder, or disruptive behavior disorder. Often these youth present with additional co-morbid challenges such as depression. Cayuga Centers has provided FFT to Oswego County since 2010 via a contract with the Department of Social Services – Preventative Services.

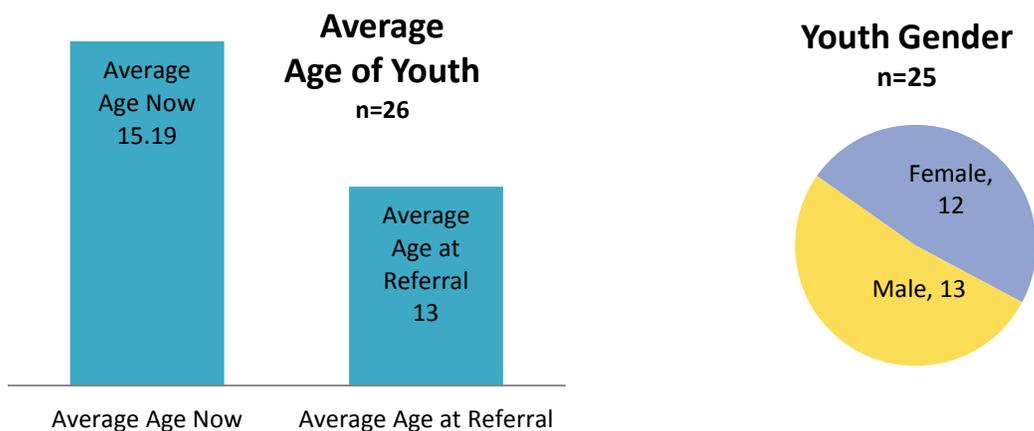
Survey Purpose

The survey of families that have completed FFT in Oswego County through DSS was done to understand better the characteristics and experiences of the families *after* they complete the intervention. Furthermore, the survey targeted specifically the top three referral reasons for each family to gauge what change or stability had occurred for the youth and family since the intervention. The report illustrates how families that successfully completed the intervention over these last two years are doing today.

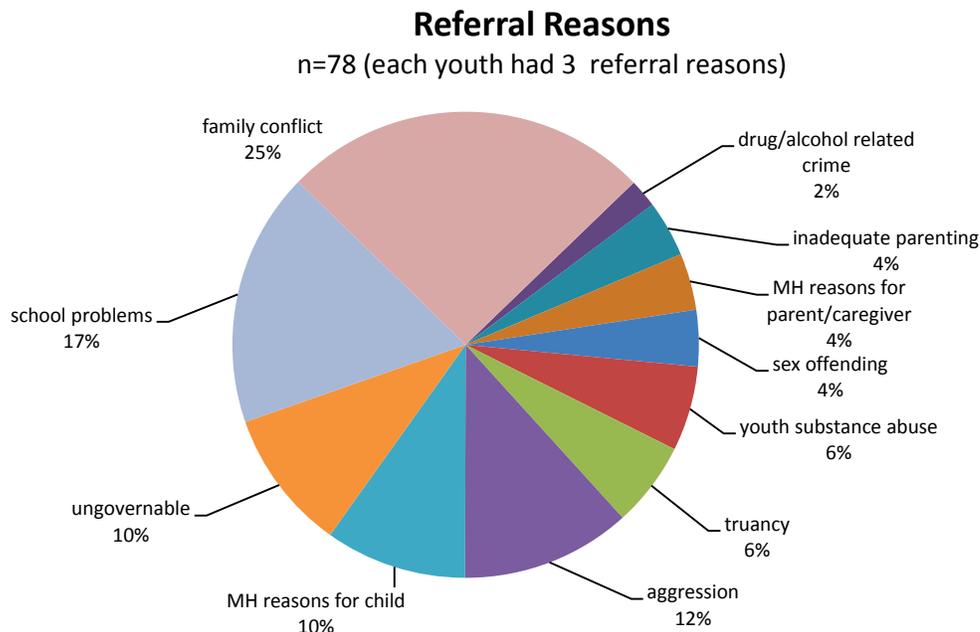
Summary

The top three referral reasons for the respondent were family conflict, school problems and aggression. Of the families surveyed, 87% of the respondents that had been referred with family conflict were stable or improved, and 77% of respondents that had been referred for school problems or aggression reported that the youth was stable or improved. What follows are data on who the youth who received FFT, what the referral reasons were, the changes or stability of those characteristics, and the frequency of involvement with juvenile justice or adult justice systems after FFT. Finally, summaries and highlights of the open-ended, narrative responses are listed to show the types of information and experiences the respondents shared about their families. The appendixes have further information and other characteristics shown by the respondents.

The Youth



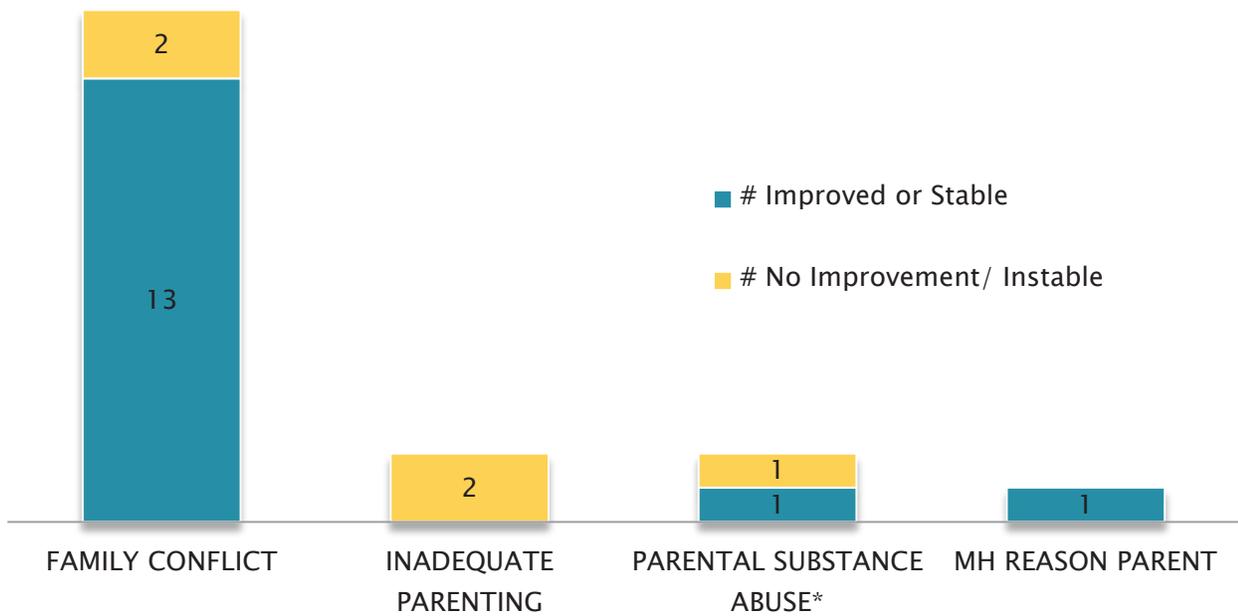
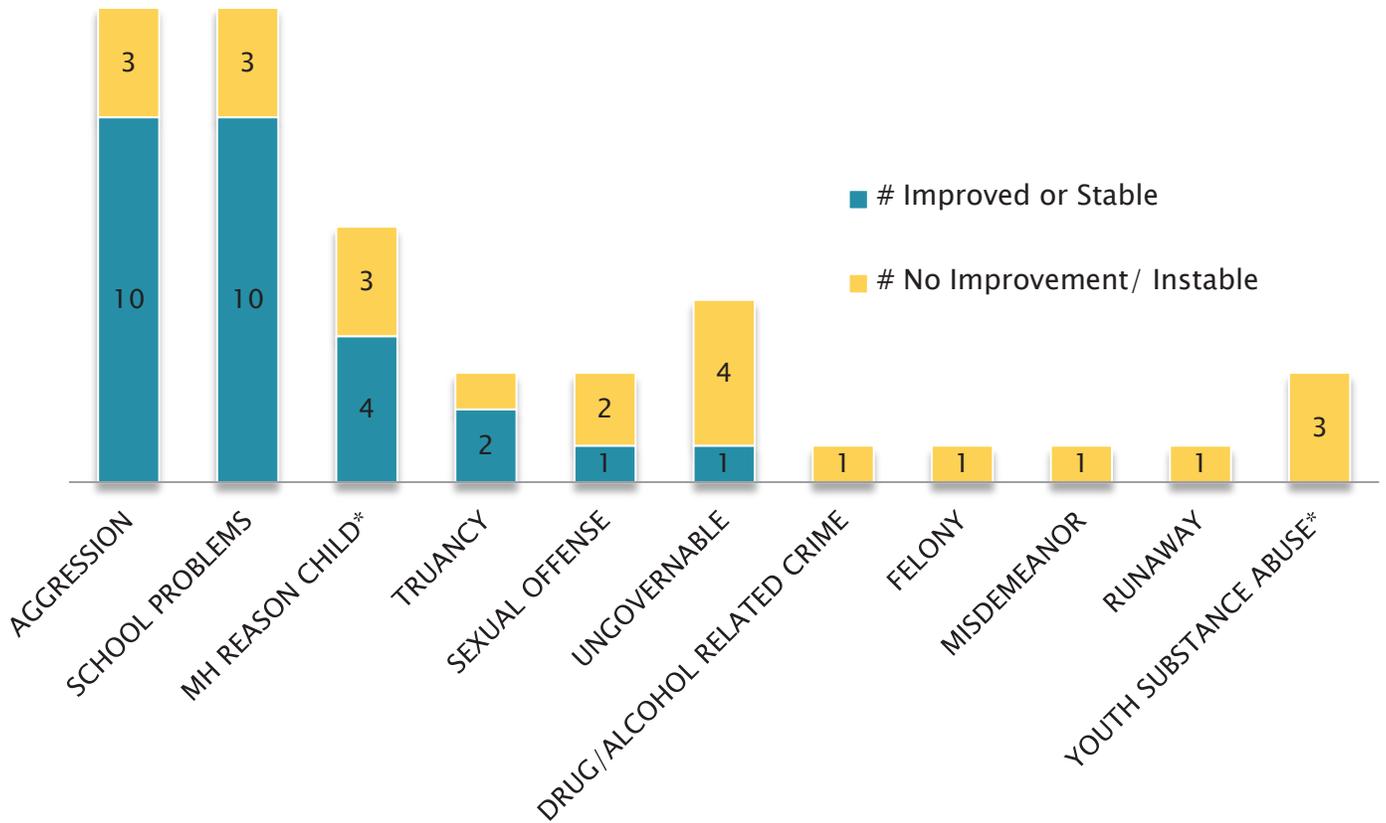
Status of Referral Reasons



What happened since FFT?

Each family was asked questions specific to their referral reasons, below is table reflecting the referral reasons and whether they had a stability or improvement on their referral reasons. N does not match due to missing data or skipped questions. Some referral reasons include the whole family, and others focus on specific behaviors from the youth.

| | # That Answered Question | # Improved or Stable | # No Improve/ Instable | Percent Improved/Stable |
|----------------------------|--------------------------|----------------------|------------------------|-------------------------|
| Family | 20 | 15 | 5 | |
| FAMILY CONFLICT | 15 | 13 | 2 | 87% |
| INADEQUATE PARENTING | 2 | 0 | 2 | 0% |
| PARENTAL SUBSTANCE ABUSE* | 2 | 1 | 1 | 50% |
| MH REASON PARENT | 1 | 1 | 0 | 100% |
| Youth | 51 | 28 | 23 | |
| AGGRESSION | 13 | 10 | 3 | 77% |
| SCHOOL PROBLEMS | 13 | 10 | 3 | 77% |
| MH REASON CHILD* | 7 | 4 | 3 | 57% |
| TRUANCY | 3 | 2 | 1 | 67% |
| SEXUAL OFFENSE | 3 | 1 | 2 | 33% |
| UNGOVERNABLE | 5 | 1 | 4 | 20% |
| DRUG/ALCOHOL RELATED CRIME | 1 | 0 | 1 | 0% |
| FELONY | 1 | 0 | 1 | 0% |
| MISDEMEANOR | 1 | 0 | 1 | 0% |
| RUNAWAY | 1 | 0 | 1 | 0% |
| YOUTH SUBSTANCE ABUSE* | 3 | 0 | 3 | 0% |
| Grand Total | 71 | 43 | 28 | 61% |



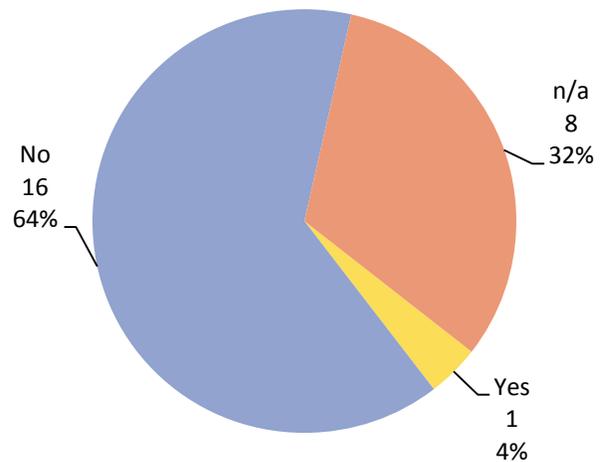
Involvement with Legal and Juvenile Justice Systems

Looking at The Families Behind the Numbers

Charles and his family met Cayuga Centers FFT staff in the fall of 2011 because of identified behaviors with school problems, aggressive behavior, and family conflict. He was fourteen when they began the FFT intervention. When we contacted him this September, he was attending high school fulltime. There has been no new involvement with any juvenile justice or adult justice system by Charles. The family hasn't needed to access protective or supportive services, and no one has gotten involved with any of the justice systems either.

Involvement with the Legal/Justice System as an Adult

n=25
(If youth is old enough)

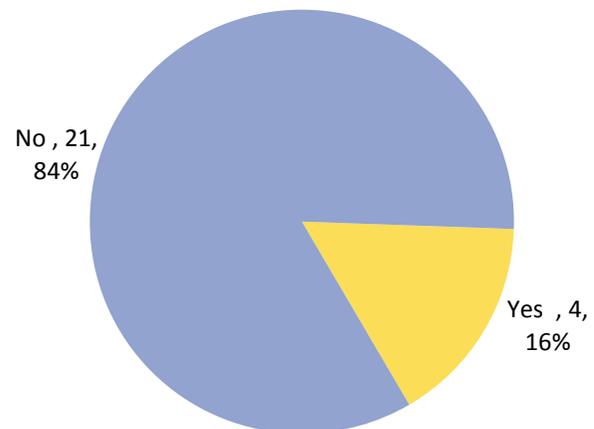


Looking at The Families Behind the Numbers

Laura was referred to Cayuga Centers, she is now 15 and her mom, Michelle, says that things are different. Laura doesn't fight as much anymore and is explaining her needs and wants. School is going really well for her and as a family, there is more talking rather than fighting, a clear change from how things were before. This doesn't mean that things are perfect; mom noted that her 14 year old still yells sometimes, but overall is in a good place.

Involvement with Juvenile Justice Since FFT

n=25*



The other children in the family are doing well, too. In addition to the hopeful outlook for the family, Michelle told the interviewer that the family had been dealing with conflict effectively, and the adult in the household that needed support had completed treatment for mental health, too.

Highlights from the Narrative Responses

- **10 out of 25** Respondents brought up family relationships as part of their responses to questions about where they see their youth and family now and the biggest accomplishments since FFT
- **15 out of 25** Respondents noted the youth meeting or reaching goals and targets as a big success or accomplishment since FFT
- **8 out of 25** commented distinctly about success in school
- **Only** 1 out of the 25 said that there were no significant accomplishments.
- **21** Respondents were generally positive when talking about where the youth is now in life generally.
- The average “rating” of hopefulness was **7.32** (on a scale of 1 to 10)

Appendix A

Method

This survey was scripted with mostly closed-ended questions with the option for open-ended notes. The project was approved by the agency Standing Committee, a multidisciplinary group that reviews various aspects of activities in the agency. The data was collected by the interviewers which were trained on appropriate data collection methods. Handwritten notes were made then transcribed into Psychdata, a web-based secure data collection and survey administration tool. This secure tool allowed for the aggregation of the data into database accessible for analysis. Due to the small sample size and complex nature of the survey subject, basic descriptive statistics were used which were supplemented by qualitative text analysis of the open-ended responses from families along with case studies of individual responses with all identifying information removed. Hard copies of the survey will be destroyed after the completion of the analysis and electronic copies of data are stored on a secure, HIPAA compliant server with only a case ID associated with other identifying information such as names and contact information.

Surveys were completed at varying times during the day and evening mostly by telephone. Respondents were informed that they did not have to participate, that there were no risks or benefits to participating, and that the purpose of the survey was to understand how they were doing since completing the intervention and to help inform future programming. All respondents verbally agreed to participate before answering any questions. There are a number of barriers common to any survey administration that prevented us from completing an interview with the entire population. These included: disconnected telephone numbers, voicemails/automated systems and messages, wrong numbers (See Appendix A to see the response rates in a table and more methodological information). Even with these barriers, we were able to reach 33 working numbers. Of those 33, four were wrong numbers and two families reached did not wish to participate in the survey. The remaining calls connected us to 27 primary caregivers, the primary respondents in this survey. Within this group, 26 of these families were able to complete the survey and answered questions about their child, their family, and their thoughts on where they are now a few months or years after Functional Family Therapy with Cayuga Centers.

Response Rates

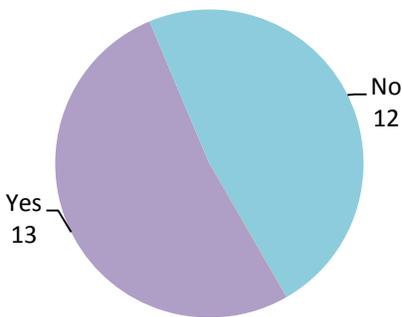
| Type of Contact | Total |
|------------------------------|-----------|
| Completed Survey | 26 |
| Phone Disconnected | 19 |
| Voicemail /Automated Message | 13 |
| Wrong Number | 4 |
| Did not wish to participate | 2 |
| Ineligible | 1 |
| Rescheduled, not complete | 1 |
| Grand Total | 66 |

Appendix B

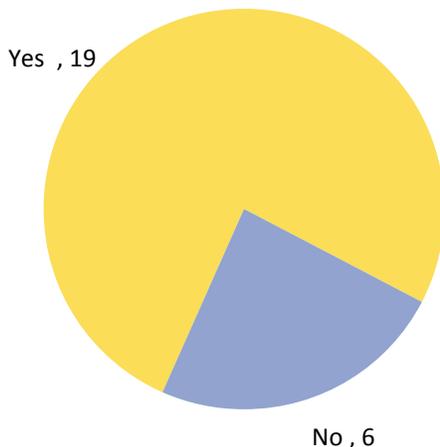
Additional Services Accessed

Families sometimes encounter obstacles to family functioning that result in being referred to the FFT program. The FFT program continuously assesses mental health, bio-psycho-social needs and safety during the intervention. A large component of FFT involvement includes referrals to resources and to collaborating agencies such as substance abuse treatment, individual mental health & marriage counseling, healthcare, educational supports and advocacy.

Since completing FFT did family still have preventive services and/or child protective services



Other agency provided services to family since FFT n=25



What The Numbers Mean

Though FFT is an intervention that focuses on family functioning, it is important for the progress that families make to be sustainable. This sometimes means offering supportive services to help them succeed. Many are offered various services and supports; here we measured how many successfully accessed services to sustain their progress. The numbers below show that the families have been able to follow through with other services and supports that help them succeed.

An example of the complex relationships and needs is best exemplified by Maria, a youth that was referred to FFT and her older sister Jessica have both stopped using drugs and alcohol. Her mom and sister are both accessing supportive services as they continue forward successfully. Her mom, Jennifer said: *“Maria is in a good place where she’s able to recognize she doesn’t need drugs and alcohol to make her happy.”*

Grand Total Services accessed by families that responded “Yes” Some families accessed up to 4 different services

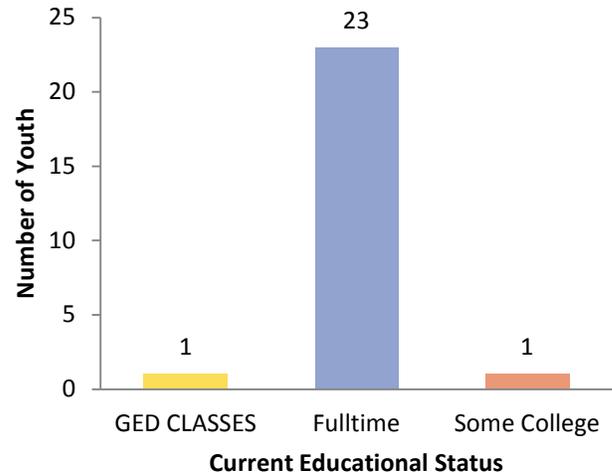
| | |
|---------------------------------------|----------|
| Arise | 1 |
| Brownell | 3 |
| Catholic Charities | 1 |
| COCOA | 2 |
| DSS | 1 |
| Elmcrest | 1 |
| Farnham | 2 |
| Focus on Family | 1 |
| HASTOP | 4 |
| Hillside | 1 |
| Liberty Resources | 5 |
| Oswego Mental Health | 4 |
| University Hospital (Syracuse) | 1 |
| Youth Advocate Program | 2 |

Appendix C

Educational Status

All of the youth from the families interviewed were either in school, pursuing a GED, or already completed high school and had completed some college. Many of the youth were young, with the average age of 15.19. Some youth, however, were old enough to choose whether to continue school and they still pursued educational attainment independently.

Take for example Amanda. She is a 19 year old now; about two years ago her and her family had an FFT intervention due to a referral for youth substance abuse, ungovernable behavior, and aggression. *She is taking classes for her GED right now.* Her mom, Marie, responded that the behaviors had not been re-exhibited and that in addition to that, Amanda has obtained and maintained employment.



*One fulltime student is in placement fulltime as well.

Appendix D Oswego FFT Follow Up Survey

- 1) CASE ID
- 2) Date of first Attempt

Basic Information: COMPLETE THIS BEFORE YOU CALL.

- Interviewer Name
- Date Interview was Completed
- Year Youth Finished FFT
- Age of Youth during FFT
- Therapist that completed the intervention:

3) Top Three Referral Reasons:

You will Only Read the Corresponding Three questions Between #23 and #42

- 1
- 2
- 3

Make sure you know, the names will be merged automatically into the rest of the survey.

- The caregiver's name: _____
- The Youth's name : _____
- The caregiver agrees to the consent statement.

- Define a schedule for call-backs and training on the survey questions, procedures, and development.
 - First Call date:
 - Follow up call?

- Did you update the call log with call time, follow up and all other necessary information?

- Did the caregiver agree to the consent statement?

The Script

Hi is _____ or _____ available?

Ask for all guardians listed in the roster. Speak with first available.

If No: When would be a better time to reach him/her?

If asked to leave a message:

My name is _____ and I work at Cayuga Centers, I can be reached at _____,
or I can call back later on, When is the best time to reach _____ or _____?

If asked Why calling:

Cayuga Centers is asking community members to provide feedback and opinions about their experiences with us.
When would be the best time to speak with _____ or _____?

If yes:

Hi _____, I am calling to hear your feedback about your experiences with Cayuga Centers (formerly Cayuga Home for Children) and how you and your family have done since you worked with us.

This is completely voluntary survey and you have the right to:

-not participate

-skip any questions you'd like

Your privacy will always be protected and respected. I ensure you that any information you share will be confidential; no identifying information will be used. All of your responses will be lumped together without any identifying information to show in general how families and individuals feel. Our reports will show in general how families and individuals are doing since completing the FFT intervention.

There is no risk or benefit to their participating-this will not effect any current or future status, records, etc with any other agency, either.

All the opinions and responses you give will be aggregated with other respondents to help Cayuga Centers' and future programming in Oswego. The survey will take about 10minutes, but we can stop and continue another time if you have to go.

4) May I continue with some questions?

If No:

Did you have any questions or clarifications before you answered my questions?

Or: Perhaps now isn't a good time, is there a better time for you to start on this?

OR: If you're worried about how long this will take, we can get started now and see how far we get, we can stop whenever you'd like.

The questions:

I have here that _____ successfully completed Functional Family Therapy.(FFT)

5) Do you remember working with FFT "Functional Family Therapy"? Your therapist was:

Yes

No

SKIPPED

Okay, great, now I have some questions about you and your family and particularly about the youth completed the FFT intervention. We will talk a bit about how they are doing now, how they've been since the intervention and a little bit about future plans.

First,

6) How old is _____ now? _____

7) What is the name of the city or town where _____ lives right now? _____

8) Who does _____ live with? _____

(if they say family but don't specify what family, ask: Is this the same group of people that worked with us during FFT?)

Now we'll have some questions about school:

9) Did _____ graduate High School or receive a GED?

Yes

No

SKIPPED

10) If Yes, which one? _____

11) If no, is he/she:

Currently in High School

Currently Taking Classes for GED

SKIPPED

Read only if youth finished HS or a GED:

12) Did _ _____ have any further school after HS or getting a GED:

(Do not read unless needed)

Went to College-No degree Completed AA , BA , BS Other:

Currently in College

Got a College Degree (AA, BA, etc.) AA , BA/BS , Other:

Went to Vocational School –Did not Complete

Went to Vocational School- Complete (Technical Certification, Degree)

Currently in Vocational School

Other educational program:

SKIPPED

13) Do have regular contact with _____?

Yes

No

If "No" (or if refused to answer) then you can end the survey here:

Okay, thank you so much for your time today, we have some questions about _____ that are about recent experiences, since you said you don't regularly contact him/her many of these questions may not be applicable for you right now. Thank you for your time! Again, any information you shared with me today is going to be kept completely confidential. I can provide you with a phone number if you have any questions or concerns.

Thanks, and have great afternoon/morning/night!

14) Is _____ currently working, in the military, or doing something else?

Working

Military

School fulltime

Doing something else: SPECIFY:

SKIPPED

15) If _____ is currently working, are they:

Full Time

Part Time

Temporary (FT)

Temporary (PT)

SKIPPED

16) Has there been new re-involvement with the Juvenile Justice System? (ex: arrests, PINS, probation, placement), particularly related to _____ since working with Cayuga Centers?

Yes

No

SKIPPED

17) Notes on number of times, type of involvement (placement, probation, etc?)

18) How about with the Adult Legal system since completing our program, has _____ had any involvement with the legal system as an adult (if youth is old enough?) (Such as arrests, probation, type of offense, etc.)

Yes

No

N/A

SKIPPED

19) Since completing FFT does your family still have preventive services and/or child protective services if applicable.

Yes

No

N/A

SKIPPED

20) Has another agency provided services to you or your family since you completed the FFT Program? This can be a range of services from Counseling, Substance Abuse treatment, support groups, etc. This may have been Farnham, Cocoa, Arise, Brownell, Hillside, Liberty Resources etc.)

You can share as much or as little detail as you'd like:

Yes

No

SKIPPED

21) NOTES on who received services and what kind since program with CHC was completed.

Now we are going to ask some more general questions about how _____ has been doing since your family completed FFT in __ (year).

IMPORTANT: HIGHLIGHT THE APPROPRIATE QUESTION(S) BEFORE YOU CALL. (*DO NOT READ ITALICS*)

A Truancy

22) Has _____ been truant or missed a lot of school?

Yes

No

SKIPPED

22b) Follow-up: During the last school year, about how often did _____ go to school:
times a

B Property damage

23) Has _____ been involved in any instances of property damage?

Yes

No

SKIPPED

C Aggression

- 24) Has _____ exhibited aggression in an extreme way?
Yes
No
SKIPPED

D Drug/Alcohol Related Crime

- 25) Has _____ been involved in a drug or alcohol related crime?
Yes
No
SKIPPED

E Misdemeanor

- 26) Has _____ been charged with a misdemeanor?
Yes
No
SKIPPED

F Youth Substance Abuse

- 27) Has _____ had problems with substance abuse?
Yes
No
SKIPPED

- 27b) If Yes: Has the substance abuse disrupted daily functioning:
Very Frequently
Somewhat Frequently
Somewhat Infrequently
Very Infrequently

G MH Reasons for Child

- 28) Has _____ successfully completed or continued mental health services?
Yes
No
SKIPPED

H Ungovernable

- 29) Has _____ had a difficult time following rules/laws (home/community)?
Yes
No
SKIPPED

I Runaway

- 30) Has _____ run away from home (as defined as 24 hours missing with police involvement)?
Yes
No
SKIPPED

J Sex Offending

- 31) Has _____ continued with or completed offender treatment?
Yes
No
SKIPPED

K Felony

- 32) Has _____ been charged with felony?
Yes
No
SKIPPED

L School Problems

- 33) Has _____ had any behavioral problems that have warranted contact from school personnel?
Yes
No
SKIPPED

Thanks for sharing this information so far, now we're going to talk about the family in general:
(DO NOT READ ITALICS)

M Sexual Abuse

- 34) Has _____ received and/or completed treatment for sexual abuse?
Yes
No
SKIPPED

N Neglect

- 35) Has the family had any re-involvement with CPS due to an allegation of neglect?
Yes
No
SKIPPED

O Inadequate parenting

- 36) Has the family had any re-involvement with CPS due to supervision or parenting concerns?
Yes
No
SKIPPED

P Physical Abuse

37) Has the family had any involvement with the police or CPS due to physical abuse?

Yes

No

SKIPPED

38) If yes, was this an indicated or founded case (not just investigated?)

Yes

No

SKIPPED

Q Family Conflict

39) Has the family been able to deal with Family Conflict effectively?

Yes

No

SKIPPED

R Parental Substance Abuse

40) Has anyone in the family successfully completed or continued treatment for substance abuse or continued successfully with recovery?

Yes

No

SKIPPED

S MH reasons for parent/caregiver

41) Has anyone in the family successfully completed or continued treatment for substance abuse or continued successfully with recovery?

Yes

No

SKIPPED

42) Had anyone else in the family had any involvement in the Juvenile Justice System since the program was completed?

Yes

No

SKIPPED

43) Has anyone else had any involvement in the Adult Justice System since the program was completed?

Yes

No

SKIPPED

Open-Ended Responses:

(Essay-like response, write down as close to verbatim as possible, read back if necessary, probe for more information Do Not Ask Leading Questions!)

Thank you for answering all of these questions. Other people will be answering questions similar to these, too. We have a couple more quick things to ask, and these questions will be up to you. We want to know a little bit more about how you feel about your life right, your goals, what you see for yourself in the future, how you think you are doing right now. Let's start with right now:

44) What would you say have been the biggest accomplishments for _____ and for the family so far:

45) How do you feel about where _____ is right now?

If needed: This may be how he/she is doing emotionally, physically, educationally, etc. whatever you think is important.

46) What do you see for _____ in the future?

47) On a scale from 1 to 10, how hopeful are you?

48) Why did you give a score of ____?

49) Is there anything else you'd like to add about FFT with Cayuga Centers or any other comments that you'd like to share?

Ending the Call

Thank you for your time, I appreciate you sharing a lot about yourself with me today, and I assure you that your privacy will be protected. We might call back to follow up another time, would that be okay? Here is a phone number you can call if you have any questions about how the survey will be used and if you need anything from us: ###-###-####. Again, thank you for sharing with me today.

Interviewers Comments and Notes

50)



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