Welcome to

PROGRAM EVALUATION: IS THE PROTECTIVE FACTORS SURVEY RIGHT FOR US?

THE TRAINING WILL BEGIN SHORTLY

While you're waiting...

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Icebreaker Question (answer in the chat)

Tell us something that has gone right today!

Survey & Certificate of Completion

Available following the training.

1

Before We Begin...

DURING

Access the presentation slides now!
The link is in the chat.

This presentation is being recorded.

DURING

Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.

Chat
Q&A

AFTER

Complete the survey at the end of this webinar to receive your Certificate of Attendance.

A follow-up email will be sent to all participants within 2 days.

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Hi, We're CalTrin!

Who we are

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to provide training to FRCs and CAPCs
- We support child abuse prevention in California through professional development and extended learning.

What we offer

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources

This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CEBC /CalTrin and do not necessarily reflect the views of the California Department of Social Services.

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UPCOMING TRAININGS

mark your calendars!

Visit caltrin.org to view the full training calendar and self-paced online training options

- 03/22 | Functional Family Therapy: Overview for Stakeholders & Providers
- 03/28 I Protective Factor Workshop: Knowledge of Parenting & Child Development
- 03/30 | Trauma, Parenting, & Challenging Behaviors
- 04/05 | Child, Family, & Community Well-Being Learning Series
- 04/06 | Utilizing the PFS with Families
- 04/07 | The Science of Social Support

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CALTRIN
California Training Institute

Program Evaluation: Is the Protective Factors Survey Right for Us?

Presenters:
Samantha Florey
Cynthia Smith
Hillary Konrad
Anthony Melgar
Marcela Pizarro

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FRIENDS is:

The FRIENDS National Center for CBCAP (FRIENDS) is funded by Administration on Children, Youth and Families, Children's Bureau to promote the purposes of the Community-Based Child Abuse Prevention program.

FRIENDS provides training and technical assistance to lead agencies intended to build their capacity to meet requirements of Title II of the Child Abuse Prevention and Treatment Act.

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We evaluate because we have an obligation:

- To learn if our services result in the positive changes they are designed to achieve.
- To learn what we are doing that works and what doesn't.
- To adjust and improve services based on data. This is called Continuous Quality Improvement (CQI).
- To tell our story and advocate for our program.

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Measurement Tools Test Whether the Indicator was Achieved

Outcome:	Indicator:	Measure:
First time parents improve in nurturing their child	Parent improves on Nurturing Attachment subscale	Protective Factors Survey 2

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THE PROTECTIVE FACTORS SURVEY (PFS)

THE PFS, PFS-2, AND RETROSPECTIVE PFS-2

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Today's PFS Roadmap

- Background
- Overview and Purpose of the Survey
  - PFS and PFS-2
  - Operational Definitions
- Decision Factors in Choosing to Use the PFS
  - Choosing Between the Retrospective and the Traditional PFS-2
  - Determining the Right PFS Version for You
- The PFS as a Tool to Support Program Evaluation
  - Importance of Data Collection to Evaluate Effectiveness of Interventions/Programs
  - How to use PFS Data at the Organizational Level
- Discussion – Q & A

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Background

The original Protective Factors Survey (PFS) was validated in 2010 and continues to be a reliable and valid peer-reviewed instrument that assesses multiple family protective factors. It can continue to be used.

So, why the PFS-2?

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Goals of Revising the PFS

- Better capture families' growth and change
- Reduce social desirability bias
- Capture a broader range of attitudes and behaviors
- Clarify wording
- Collapse and reword response categories
- Introduce and validate a retrospective instrument

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PFS and PFS-2

- Both are:
  - Reliable and valid
  - Peer-reviewed
  - Measure multiple family protective factors in a single instrument
  - Flexibly administered
  - Free to use

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Protective Factors Survey Purpose and Use

- Measure changes in multiple family protective factors
- Support individual *(limited)* case planning with families
- Evaluate program services and inform continuous quality improvement
- Conduct needs assessments (concrete supports in the PFS-2)

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About the Original PFS

- 20 items
- 7-point response categories (1-7 scale):
  - Strongly Disagree – Strongly Agree
  - Never – Always
- Available versions:
  - Traditional Pre/Post Test
  - Spanish

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About the PFS-2

- 19 items
- 5 subscales
- 5-point response categories (0-4 scale):
  - Not at all like my life – Just like my life
  - Never – Almost Always
- 3 checklist items
- Available versions:
  - Traditional Pre/Post Test
  - Retrospective
  - Standalone Concrete Supports subscale
  - Spanish*

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PROTECTIVE FACTORS IN PRIMARY PREVENTION

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Protective Factors Measured by the Original PFS

- Family Functioning/Resiliency
- Social Emotional Support
- Nurturing and Attachment
- Knowledge of Parent and Child Development
- Concrete Supports

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Protective Factors Measured by the PFS–2

- Family Functioning/Resilience
- Social Supports
- Nurturing and Attachment
- **Caregiver/Practitioner Relationship***
- Concrete Supports – revised to be easier to interpret and provide more useful information

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What about the other Protective Factors?

- Child Development/Knowledge of Parenting
  - Complex construct, knowledge parents need changes across children's development
  - Knowledge and competence can be reflected in responses in the other subscales
  - Programs might choose to measure knowledge outcomes based on their curriculum
- Social Emotional Competence of Children
  - Complex construct and age-specific
  - Many tools available to measure this protective factor. See the FRIENDS Compendium of Annotated Tools: https://friendsnrc.org/evaluation/logic-models/compendium-of-annotated-tools/

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CHOOSING BETWEEN THE RETROSPECTIVE AND THE TRADITIONAL PFS-2

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What do you mean, *retrospective?*

- Administered once, at the end of service delivery (when a post-test would normally be given)
- Participants are asked to think back and answer whey they felt or experienced *before* they started the program (retrospective pre-test)
  - Then answer based on what they feel or experience *now*, after completing the program (post-test)
- Participants must have received a minimum of **12 hours** of services to use the retrospective

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Why Choose to Administer Retrospectively?

- Yields a 100% match between pre and post-tests.
- Reduces the burden on participant and staff time.
- May allow staff the opportunity to develop rapport and trust with participants before asking them to reveal personal information on a tool.
- May be administered at any time during services (after minimum of 12 hours).
- May reduce the likelihood of response shift bias where participants' knowledge change through the course of service delivery may result in over-rating at pre-test.

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Retrospective PFS-2: Points to Consider

- Ability to recall feelings or experiences prior to services may be influenced by length of services.
- Subject to social desirability bias.
  - Participants may rate themselves more highly at post-test to show positive change as a result of receiving services to please providers and show that services were effective.
- Concrete Supports are measured only at post-test.
  - Low likelihood these responses will change with shorter-term service delivery.
  - Can administer these items as a true pre-test with the standalone instrument.

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Traditional Pre-/Post-test

- Administered twice, at the start and end of service delivery.
  - Pre-test establishes a baseline measure.
  - Post-test measures participants' changes in protective factors.
- Can administer a post-test *during* service provision to determine participants' service delivery needs or adjust services as necessary.

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Traditional PFS-2: Points to Consider

- May be better suited for longer-term programs (e.g. home visiting) to allow ongoing data collection as new participants begin receiving services.
- Administered twice – requires additional staff time.
  - Ensuring sufficient time for participants to complete two surveys should be considered in the context of program or curricula duration.
- Possible ceiling effect – participants rating themselves highly at beginning of services, leaving little to no room for improvement at the end of services.

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PFS vs. PFS-2

What version is best for you?

- Both are valid and reliable.
- Both have Spanish versions available.*
- PFS-2 may have less cultural bias than the original PFS.
- It may come down to what Protective Factor(s) you want to measure.

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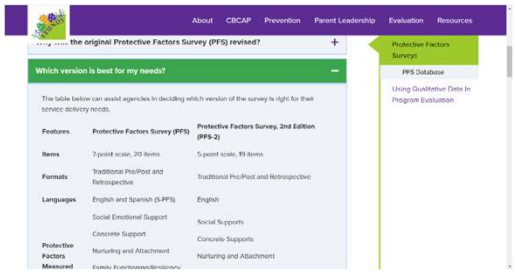
Determining the Right Version for You



https://friendsnrc.org/evaluation/protective-factors-survey/

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PFS & PFS-2 Resources

- PFS & PFS-2 User Manuals
- PFS & PFS-2, including Traditional & Retrospective Surveys
- Choosing Between the Retrospective or the Traditional PFS-2

Download from the FRIENDS website:

https://friendsnrc.org/evaluation/protective-factors-survey/

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THE PFS AS A TOOL TO SUPPORT PROGRAM EVALUATION

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Using Demographic Information

- Sorting your data by the demographic information such as race, education, and referral information allows you to answer more complex evaluation questions.
- May need external support to analyze this information but can be helpful to answer questions such as…
  - Were outcomes different for families who self-referred than for families referred by the courts?
  - How did concrete supports change from before and now for families that were homeless, or at risk for homelessness compared to families with stable housing?

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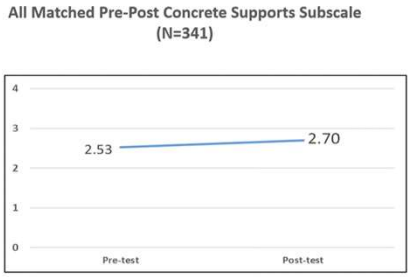
Group Aggregate Scores



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The PFS Online Database System

- Web-based tool that allows users access to an online data system to manage all aspects of the PFS and PFS-2.
- Allows users to locally own their data while having access to a state-of-the-art online data collection system.
- Designed to allow for digital administration of the survey via direct interaction with clients or a via text, email link, or QR code.
- Can be administered on a phone, tablet, laptop, or desktop, allowing for direct entry by clients and eliminating time-consuming data entry.
- If you don't have digital access for client administration- don't worry! You can administer traditional paper/pencil surveys and use the system for data entry via the paper entry format.

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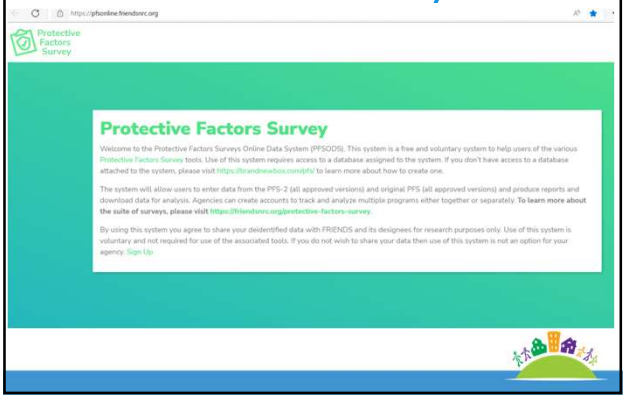
PFS Online Database System



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Data Review Team

- While you are collecting PFS data, be sure to plan a time to review the data results.
- Be sure to include critical perspectives on your team including parent leaders and program staff who need to understand the results and make recommendations for continuous quality improvement.
- Review the data soon after administering so that you can make changes to issues around administration of the survey and/or program services.
- Possible question to ask while reviewing data: *Do the PFS results ring true when compared with other reports and observations?*

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How Do You Use These Data?

- Ask the Data Review Team to consider: *what are the implications for the program based on the results?*
- What should be done to address the results of the PFS subscale data?
- Key is to communicating what you have learned.
- What will be shared with the families that participated in your program?
- How will you share your results with your community, your staff, your funders, and California staff?

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PLEASE SHARE YOUR QUESTIONS AND COMMENTS IN THE CHAT

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FRIENDS Online Learning Center

https://friendsnrcelearning.learningpool.com/

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CONTACT INFORMATION

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LAUNCH OF CA'S PROTECTIVE FACTORS SURVEY (PFS) ONLINE DATABASE SYSTEM

Hillary Konrad
Office of Child Abuse Prevention
Bureau Chief

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AGENDA

- Why is the OCAP Launching the California PFS Online Database?
- The Los Angeles County Department of Children and Family Services Pilot Project
- Launch of CA's PFS Online Database
- Next Steps

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WHY IS THE OCAP LAUNCHING THE CA PFS ONLINE DATABASE?

Office of Child Abuse Prevention (OCAP) is funding the CA PFS Online Database to:

1. Improve evaluation, monitoring, and reporting of interventions across the State
2. Simplify the process for counties and providers to collect and report data to the State
3. Be able to assess if investments in program interventions are leading to positive changes for children, parents, and families
4. Provide an opportunity for counties and OCAP funded service providers to use the aggregate data to implement continuous quality improvement processes to improve service delivery and outcomes for families

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THE LOS ANGELES COUNTY PFS ONLINE DATABASE PILOT

Fireside Chat with CDSS, Los Angeles County Department of Children and Family Services (DCFS) and Penny Lane, a contracted service provider

Hillary Konrad, Office of Child Abuse Prevention Bureau Chief
Marcela Pizarro, DCFS, Children Services Administrator II
Anthony Melgar, Penny Lane, Program Manager

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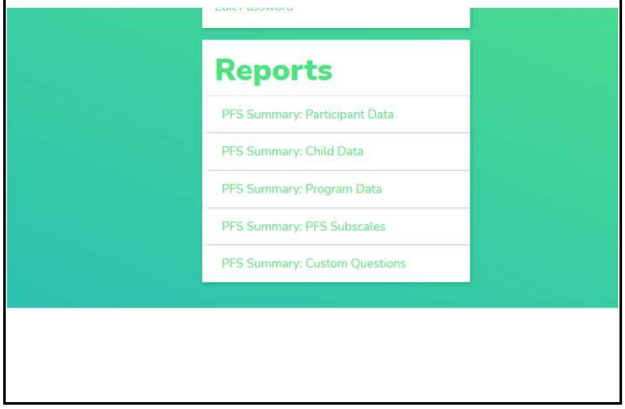

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11/01/2022 - 02/28/2023

Total Number of Participant IDs	362	
How was the survey completed?	Count	Percent
Number of Families Reported	363	100.28%
In a face-to-face interview	148	40.77%
By the participant with assistance available from program staff to explain items as needed	179	49.31%
By the participant without program staff present	36	9.92%
Has the participant been reported to Child Protective Services?	Count	Percent
Number of Families Reported	5	1.38%
Yes	3	60.0%

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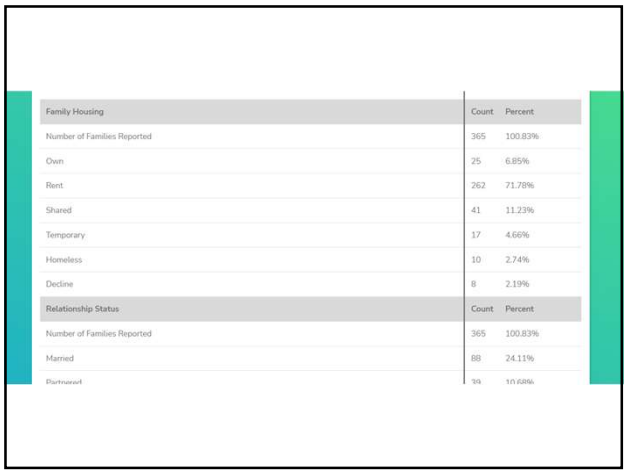

Family Housing	Count	Percent
Number of Families Reported	365	100.83%
Own	25	6.85%
Rent	262	71.78%
Shared	41	11.23%
Temporary	17	4.66%
Homeless	10	2.74%
Decline	8	2.19%
Relationship Status	**Count**	**Percent**
Number of Families Reported	365	100.83%
Married	88	24.11%
Partnered	39	10.68%

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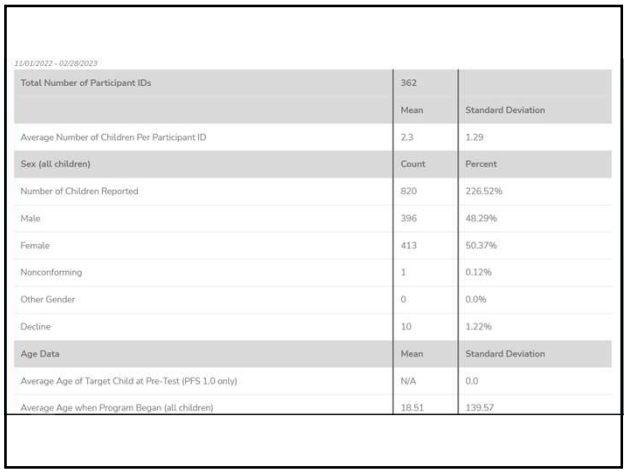

11/01/2022 - 02/28/2023

Total Number of Participant IDs	362	
	Mean	Standard Deviation
Average Number of Children Per Participant ID	2.3	1.29
Sex (all children)	**Count**	**Percent**
Number of Children Reported	820	226.52%
Male	396	48.29%
Female	413	50.37%
Nonconforming	1	0.12%
Other Gender	0	0.0%
Decline	10	1.22%
Age Data	**Mean**	**Standard Deviation**
Average Age of Target Child at Pre-Test (PFS 1.0 only)	N/A	0.0
Average Age when Program Began (all children)	18.51	139.57

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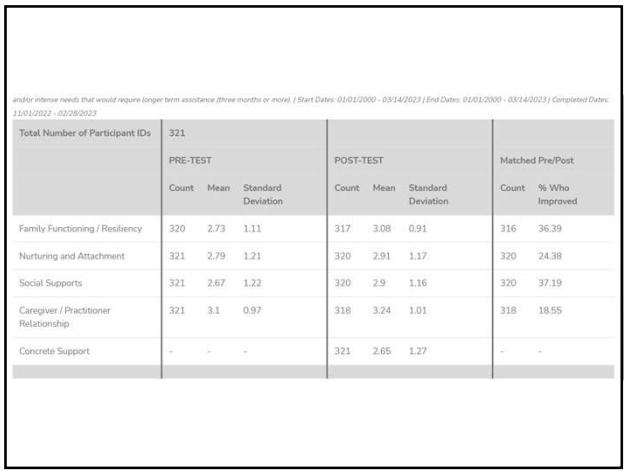

and/or intense needs that would require longer term assistance (three months or more). | Start Dates: 01/01/2000 - 03/14/2023 | End Dates: 01/01/2000 - 03/14/2023 | Completed Dates: 11/01/2022 - 02/28/2023

Total Number of Participant IDs	321							
	PRE-TEST			POST-TEST			Matched Pre/Post	
	Count	Mean	Standard Deviation	Count	Mean	Standard Deviation	Count	% Who Improved
Family Functioning / Resiliency	320	2.73	1.11	317	3.08	0.91	316	36.39
Nurturing and Attachment	321	2.79	1.21	320	2.91	1.17	320	24.38
Social Supports	321	2.67	1.22	320	2.9	1.16	320	37.19
Caregiver / Practitioner Relationship	321	3.1	0.97	318	3.24	1.01	318	18.55
Concrete Support	-	-	-	321	2.65	1.27	-	-

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LAUNCH OF CA'S PFS ONLINE DATABASE

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PFS ONLINE DATABASE COHORT

- To effectively launch CA's PFS Online Database, the OCAP will use a phased-in approach to implementation:
  - Counties and their OCAP funded providers will form a cohort.
  - A cohort is a group of approximately 5-7 counties and their OCAP funded providers that have voluntarily elected to utilize the CA PFS Online Database
  - To be included in the upcoming cohort or future cohorts, the County Point of Contact must email the OCAP-PND@dss.ca.gov to express their interest in utilizing CA's PFS Online Database
  - CA plans to hold trainings (PFS Training and CA PFS Online Database Training) approximately each quarter to support the onboarding of more counties and their OCAP funded providers
  - The first phase of implementation will begin in the Summer of 2023 which starts with the County and Provider CA PFS Online Database Training

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WHAT IS THE GOAL OF EACH COHORT

- Goals of each cohort:
  - To be able to utilize CA's PFS Online Database effectively (extract data, analyze data, and implement a CQI process)
  - To streamline evaluation and reporting processes
  - To learn how to utilize the data to improve outcome measures for children, youth, parents and families

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PARTICIPATION IN A COHORT

- Participation in a cohort means:
  - County and OCAP funded providers will be trained on the administration of CA's PFS Online Database
  - County and OCAP funded providers will receive a passcode to utilize CA's PFS Online database
  - The OCAP is available to provide technical assistance in the administration of CA's PFS Online Database

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UPCOMING TRANINGS

- FRIENDS Protective Factors Survey (PFS) Training
  - **APRIL 6** - Utilizing the Protective Factors Survey (PFS) with Families (Open to all) (2 hours)
    - Audience: CAPCs, Counties, Title IV-E agency Tribes, and OCAP funded providers
  - **APRIL 17** - Protective Factors Survey Online Data System Training (Phase I - Counties) (2 hours)
    - Audience: Counties (no OCAP funded providers)

*To participate in the April 17th CA's PFS Online Database Training counties must email the OCAP-PND@dss.ca.gov inbox by April 12, 2023!

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NEXT STEPS:

The County Point of Contact must submit a request to the OCAP inbox no later than April 12th if interested in participation in the April 17th CA PFS Online Database Training

- OCAP will select counties to participate in the training based on the following criteria:
  1) The County has emailed the OCAP-PND unit expressing an interest in utilizing CA's PFS Online Database no later than April 12th
  2) The County has identified OCAP funded providers that are using the PFS
  3) OCAP Annual Reporting indicates the County is not measuring outcomes effectively and CA's PFS Online Database may improve quality of evaluation and reporting
  4) Selection in the first phase of implementation will also be dependent upon the size of the county (Small, Medium, Large)
  5) Up-to 25 counties will be selected to participate in the County-Administrator PFS Online Database Training on April 17th
  6) Selected counties or Title IV-E agency Tribes will receive a passcode from OCAP prior to PFS Online Database Training scheduled for April 17th

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WHAT ADDITIONAL SUPPORT DO YOU NEED TO MAKE A DECISION TO PARTICIPATE IN CA'S PFS ONLINE DATABASE?

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THANK YOU

HILLARY KONRAD
BUREAU CHIEF OF OCAP

EMAIL: OCAP-PND@DSS.CA.GOV

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Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow-up email with resources within two days
- REGISTER NOW for Utilizing the Protective Factors Survey (PFS) with Families
- Watch your inbox for the next issue of CalTrin Connect

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