

Welcome to

**UTILIZING THE PROTECTIVE
FACTORS SURVEY (PFS) WITH
FAMILIES**

THE TRAINING WILL BEGIN SHORTLY

While you're waiting...



Icebreaker Question (answer in the chat)

What's one thing you do every morning that helps you start your day off right?



Survey & Certificate of Completion

Available following the training.

**CONNECT
WITH US!**



caltrin.org



twitter.com/cal_trin



facebook.com/caltrin



linkedin.com/
company/caltrin



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.

UPCOMING TRAININGS

mark your calendars!

Visit caltrin.org to view and register for upcoming webinars or workshops



04/07 | The Science of Social Support



Concrete Support in Times of Need
04/11 Webinar - or - 04/25 Workshop



04/13 | Navigating Unconscious Bias



04/14 | The Family Check-Up: A Model for Prevention & Intervention with Families



04/19 | Expanding Social Supports to Achieve Better Outcomes



04/20 | County Budgeting and Contracting for Community-Based Organizations

Before We Begin...

DURING



Access the presentation slides now! The link can be found 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
Raise Hand

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 two days.



Utilizing the Protective Factors Survey with Families

Presenter: Samantha Florey, MA



Speaker SPOTLIGHT



Samantha Florey, MA
Training & TA Coordinator
FRIENDS National Center for CBCAP

- 20+ years of experience in family support and program development
- Develops and delivers training & TA to family strengthening networks and organizations across the US
- Previous roles include Director of Training for the National Family Support Network, Strategies Training Specialist, and Director of Education & Learning with the Executive Service Corps of Chicago

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.



Today's Roadmap

Introduction to the PFS & PFS-2

- PFS & PFS-2 Protective Factors
- Purpose and Use: Understanding the Retrospective and the Traditional PFS-2

Administering the PFS & PFS-2 with Families

- PFS & PFS-2 Administration Settings
- Preparing & Supporting Staff to Administer

Participant Discussion and Q & A

Resources & Next Steps



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)



About the Original PFS

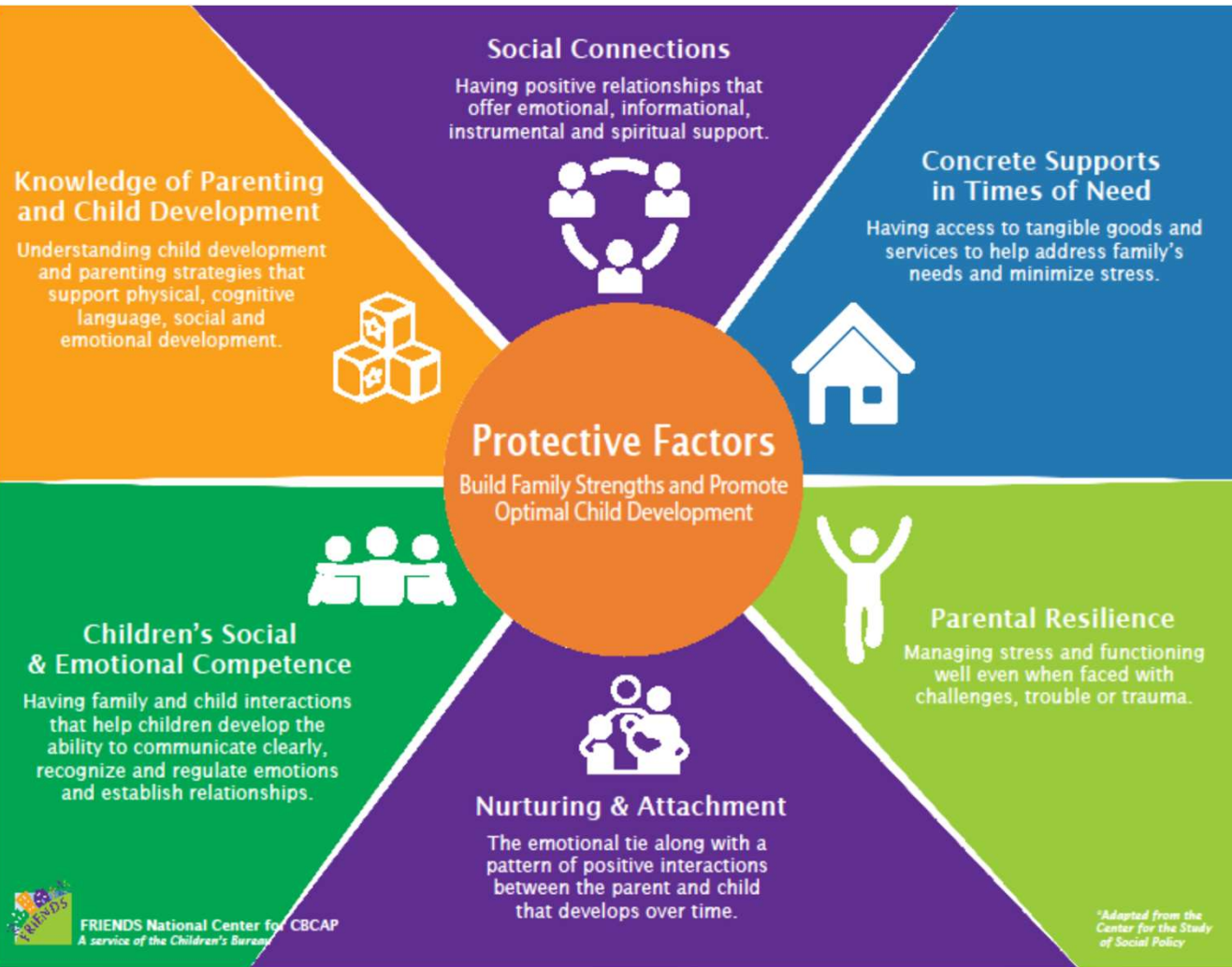
- 20 items
- 7-point response categories (1-7 scale):
 - Strongly Disagree – Strongly Agree
 - Never – Always
- Available versions:
 - Traditional Pre/Post Test
 - Spanish



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*





FRIENDS National Center for CBCAP
A service of the Children's Bureau

**Adapted from the
Center for the Study
of Social Policy*



Protective Factors Measured by the Original PFS

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



Protective Factors Measured by the PFS-2

- Family Functioning/Resilience
- Social Supports
- Nurturing and Attachment
- **Caregiver/Practitioner Relationship***
- Concrete Supports



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 and Emotional Competence of Children
 - Complex construct and age-specific
 - Many tools available to measure this protective factor. See FRIENDS Compendium of Annotated Tools: <https://friendsnrc.org/evaluation/logic-models/compendium-of-annotated-tools/>



Understanding the Retrospective and the Traditional PFS-2



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 what 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



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 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.



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.



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.



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.



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/>



Administering The Protective Factors Survey



Support Staff in Survey Administration

- ✓ Have clear administration protocols, including clear timelines for survey administration
- ✓ Consider having staff take the PFS themselves so that they understand it
- ✓ Encourage patience and understanding
- ✓ Practice language and facilitation
- ✓ Discuss survey administration questions and concerns in staff meetings



When to Administer the PFS/PFS-2

- If using the pre/post (traditional) version, administer the survey as close to the start of services/program/curriculum as possible.
 - If using the retrospective PFS, you can administer the Concrete Supports subscale at the beginning as a standalone instrument.
- Administer the post or retrospective survey at the end of services – when there has been at least 12 hours of service.
- You may decide to administer the post or retrospective survey at intervals (i.e. every 6 months) for longer term participants.



PFS Administration Settings

- Face-to-face
 - One-on-one interview
- By the participant with assistance available from program staff to explain items as needed
 - Classroom or group setting
- Electronically: either face to face or with/without staff available
- By the participant without program staff present
 - By mail, phone



Face-to-Face Administration Tips

- Inform participants ahead of time
- Use consistent procedures – follow the administration script as written every time
- Provide adequate time for questions
- Avoid influencing responses
- Note any challenges to survey completion



Preparing Staff to Administer

- Use the script provided in the User Manual
- Practice administering the tool using the script
 - Have new users practice with experienced staff
 - Occasionally monitor or follow up to avoid drift



Prior to Survey Administration

- Designate staff responsible for preparing materials to ensure consistency
- Print copies ahead of time - check that pages are in order, none missing
- Confirm space is available for administration (e.g. room reserved/set up)
- Ensure adequate time for survey completion
 - The PFS takes approximately 10-15 minutes to complete
- Create a master copy of Participant/Client IDs matched with names
 - This list should be secured in a locked file cabinet for future use (i.e. at post-test)
 - Be sure to not include any personally identifying information (e.g. names or birth dates)



Preparing PFS-2 Materials

1. Access the survey through either of the following options:
 - Download from <https://friendsnrc.org/evaluation/protective-factors-survey/>
 - Print from the PFS-2 User Manual (PDF)
2. Assemble survey packets for each participant as follows:
 - Program Information form
 - Informed Consent statement (if necessary)
 - PFS-2 survey (items 1-19, child information, and demographic items)



Complete the Program Information Form

1. Write the Participant ID number on the form.

Protective Factors Survey, 2nd Edition (PFS-2)
Pre/Post (Program Information - Optional)

Agency ID # _____ Participant ID # _____ Date Survey Completed: ___/___/___

Check here if this is a Pre-test

Check here if this is a Post-test

Program Start Date: ___/___/___

Program Completion Date: ___/___/___



Program Information Form (cont'd)

2. Write the Participant ID number on the first page of the survey.

Protective Factors Survey, 2nd Edition (PFS-2)
Pre/Post

Agency ID # _____ Participant ID # _____ Date Survey Completed: ____/____/____

Your responses to this survey are confidential. If you need assistance completing the form, please ask a member of the staff.

For each of the following, mark the response that most closely matches how you feel.

3. Remove the Program Information form before distributing the survey to participants.



Administer the PFS-2

1. Distribute survey packets to participants (or hand over device).
 - Be sure the Program Information form is removed
 - Check that Participant ID numbers match the participant who is receiving the survey
2. Introduce the survey to participants.



Survey Administration Script

- Use the script provided in the User Manual every time you administer the survey.
- Always review the general instructions with participants using the script.
- Review version specific instructions.



Introduce the Survey to Participants

Introduce participants to the survey using this script:

- I am going to ask you to complete a survey. This survey will help us better understand the needs of the families we serve. We want to provide the best services that we can to all of our parents and families, and this is one way to help us keep on track. The survey contains questions about your experiences as a parent and your outlook on life in general.
- You will not lose services or be penalized in any way if you prefer not to complete the survey, or prefer not to answer some of the questions.
- All of the information that you share with us will be kept confidential and you do not have to put your name anywhere on the survey. The services you receive will not be negatively affected by any answers that you give us in this survey. Do you have any questions at this point?



Review General Survey Instructions

Review the general instructions with participants using this script:

- This survey contains two different sections that you will need to complete. The first section asks about your parent experiences and your general outlook on life. Please remember that this is not a test, so there are no right or wrong answers, and your responses are confidential. You should choose the answer that makes the most sense for you and your family.
- The second section asks for background information about you and your family. You may have already given us some of this information, and we thank you for giving it to us again so that our survey information can be as complete as possible.



Review Version-Specific Instructions

If you're using the retrospective PFS-2, use this script:

- You will notice that each question asks you to answer for 'before' and 'now.' Please think back to when you started this program and answer the questions based on how you felt or what you experienced before you started the program. Then, answer the same question for how you feel or what you experience now.
- The questions ask you to think about how much or how little each item reflects your life, or about how often you experience something. Please respond by marking the circle that best describes your situation. If you do not find an answer that fits perfectly, mark the one that comes closest.
- When you are finished with the survey, you can pass it back to me. If at any time you have questions about the survey, just let me know and I can help you.



Administer the PFS-2

3. Instruct participants to begin the survey.

- If participants have questions, encourage them to answer the survey questions in the way that makes the most sense for them or their family. We recommend staff respond to questions using the following script:

I don't have any additional information. Just respond in a way that makes the most sense for you/your family/your life. There are no right or wrong answers.

4. Once participants have finished the survey, collect the completed surveys.



Handling Sensitive Questions

- Address openly
 - Explain why information is necessary and how data will be used.
- Assure confidentiality
- If possible, wait until some comfort has been established
 - Normalize and validate less desirable responses.
 - “Many parents struggle to meet the needs of their families...”
- Use a consistent script for administration



Follow-up from March 16th Training

- PFS Database
 - If you are in California: before you enroll in the general PFS Database, check with your county representative/OCAP liaison to see if the county intends to use the PFS Online Database
- Staff Support
- Analyzing PFS Data
- Rural use of the PFS
- Integrating the Protective Factors into Programs and the School System



Discussion

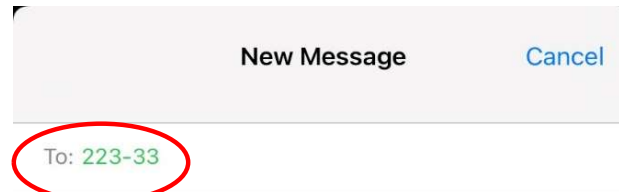


PLEASE SHARE YOUR
QUESTIONS AND COMMENTS

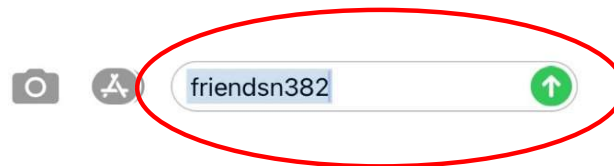


Poll Everywhere – How to Participate

- From your cell phone,
- Go to text messages
 - Create New Message to the number:
22333
 - text: “friendsn382”



Or, participate through
your internet browser:
pollEv.com/friendsn382



For 2-3 word phrases, use ~ between each word to keep them together
for example: less~paperwork or more~funding

What would help you be successful in using the Protective Factors Survey?

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

PFS & PFS-2 Resources

- PFS & PFS-2 User Manuals
- PFS & PFS-2, including Traditional & Retrospective Surveys
- PFS Database Information, Manual, and link to set-up Database

Visit the FRIENDS website:

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



Questions?

Samantha Florey

T/TA Coordinator

FRIENDS National Center for Community-Based
Child Abuse Prevention (CBCAP)

773.857.0889

sflorey@friendsnrc.org



Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow-up email with resources within two days
- Watch your inbox for the next issue of CalTrin Connect



STAY CONNECTED FOR MORE FREE TRAINING & RESOURCES!



caltrin.org



info@caltrin.org



twitter.com/cal_trin



facebook.com/caltrin



linkedin.com/company/caltrin