

San Francisco Family Resource Center Initiative (SF FRCI)

Evaluation Data Sources

Process Measures

- **Contract Management System Database (CMS):** The CMS is an internet-based reporting and data management system that captures individual participants' demographic and activity attendance information. It is also used to set-up agency work plans, track agency performance measures, complete monthly invoicing, and collect agency quarterly reports.
- **Participant Program Assessment Survey (PPAS):** This survey is based off the San Francisco Family Support Network Standards and is administered annually to a large majority (approximately 80%) of participants. Most respondents participate in core services such as parent education, support groups, and educational workshops, but a small portion may also attend less intensive services such as food pantries and community events.

The survey includes questions both about participant satisfaction and the participant's sources of social support and coping. Questions about social support and coping allow for comparison with a countywide sample of parents derived from the San Francisco Unified School District Kindergarten Readiness Assessment that occurs every two years.

Outcome Measures

- **Family Development Matrix (FDM):** The Family Development Matrix (FDM) is a strength-based Case Management tool that assesses 24 indicators of family functioning to identify areas of strength and needed support. It is administered, in partnership with families, at intake and becomes the basis for the family's case management plan and service goals. It is re-administered every 3 months following intake to assess the family's progress and adjust the case management plan if necessary.

The FDM is also used by several other counties throughout the state of California allowing San Francisco results to be compared to a larger statewide sample.

- **Parenting Scale:** This is a pre/post survey administered only to parents participating in a curriculum-based parent education class series in order to assess changes in parental discipline practices that may result from a parent education intervention. The survey is intended for parents/caregivers of children between the ages of 18 months and 16 years. The "pre" survey is administered prior to any participation in the parenting class, and the "post" survey is administered as soon as possible following the completion of a class. The survey contains 28 items and documents changes in parenting behaviors in three domains: laxness, over-reactivity and verbosity.

The Parenting Scale has been used widely in national research and with the Positive Parenting Program (Triple P).

- **Keys to Interactive Parenting Scale (KIPS):** The Keys to Interactive Parenting Scale (KIPS) is an evidence-based staff observation tool with 12 items that assess the quality of parent/child interactions and relationships. The tool is intended for observation of caregivers of children 2 months through 5 years. Observations are conducted three times per year during groups where parents/caregivers engage with their children in developmentally appropriate activities that encourage parent/child bonding, early literacy, school readiness and community building. Staff receive 10 hours of training in order to become certified to administer the tool.
- **Child Welfare Services/Case Management System (CWS/CMS):** This data system captures data for all individuals associated with a child welfare referral in San Francisco. For use in matching to participants in the First 5 San Francisco CMS, a person in the CWS/CMS data has to be a: 1) child or parent of a child with a case that was open on or after July 1, 2009, or 2) a child or parent associated with a path-1 or path-2 Differential Response referral on or after July 1, 2009. Access to the San Francisco CWS/CMS data system was provided through a court order from the San Francisco Superior Court.
The database is also used to track and determine progress toward broader city/county child welfare outcomes, including: 1) recurrence of maltreatment, 2) entry into care, 3) re-entry into care, and/or 4) re-unification within preferred timeframe.

Other Referenced Measures

- **American Community Survey (ACS):** This survey is conducted by the Census Bureau on a sample of households for detailed and up-to-date information on demographics and socioeconomic characteristics of residents in particular counties.

The ACS is employed as a means to compare the demographic characteristics of SF FRCI participants with those of residents of San Francisco County.

- **Applied Survey Research Kindergarten Readiness Study for the San Francisco Unified School District:** This readiness survey was conducted in fall 2007 and fall 2009 with a random sample of schools and kindergarten classrooms. The survey gathers information from three sources: teacher observations of child skills, information about families, and viewpoints and readiness opinions from participating teachers.

Sections of the Kindergarten Readiness Study family survey are used to draw comparisons between the countywide sample and SF FRCI participants in families' access to supports and their ability to cope with the demands of parenting.