

EVALUATION OF UNITED FAMILIES SUPPORT PROGRAM

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Introduction

The ongoing aim of this study is to provide an in-depth evaluation of United Families (UF), a parent support program sponsored by One Community One Family (OCOF). Since 2006, United Families has been dedicated to empowering families to address the challenges of parenting/care giving through education, support, and advocacy. This brief provides summary of program review data from 2010 to March 2013, including satisfaction with parent gatherings, types and amounts of services provided by United Families, and findings from a caregiver survey conducted in 2010 and again in 2012

Findings/Outcomes

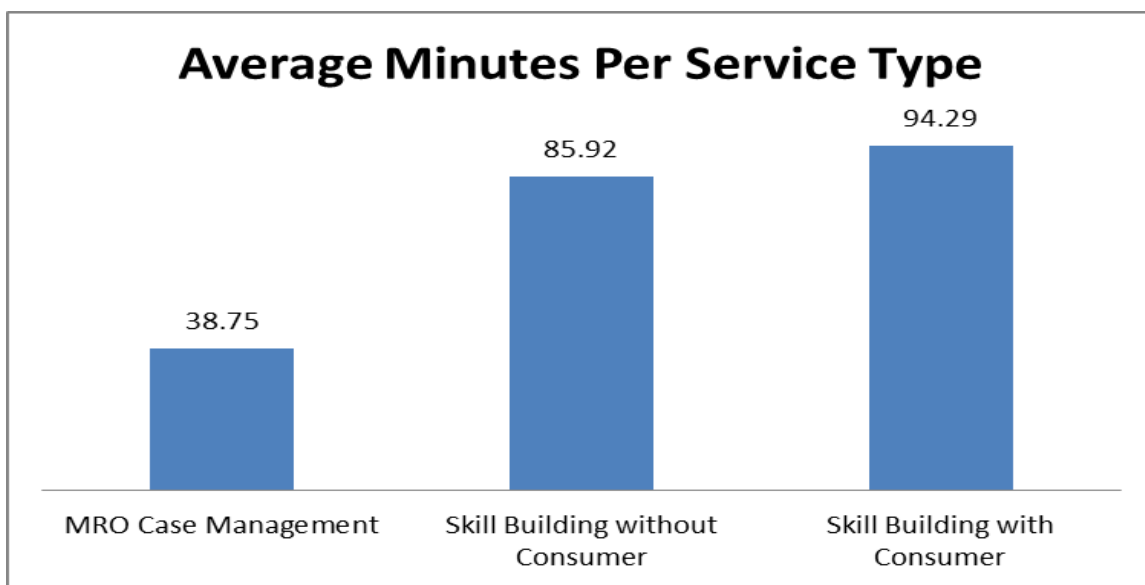
Family meetings. To date, UF has hosted families at monthly parent gatherings across five meeting locations. The total number of families attending parent gatherings has increased from 131 (March 2012) to 194 (March 2013). Parent evaluations of these gatherings conducted from January 2012 to February 2013 (198 responses) indicated that on average, 97% of attendees found their experiences at parent gatherings to be helpful and positive (Table 1).

Table 1: Parent Gathering Participant Responses (198 responses)

	Strongly Agree	Agree	Disagree	Strongly Disagree
This parent gathering addressed the topic I was expecting to learn about.	56%	39%	2%	0%
This parent gathering helped me better understand my child or family's needs.	51%	44%	5%	0%
This parent gathering gave me information I can use with my child right now (right away).	49%	45%	4%	2%
This parent gathering gave me the chance to visit and connect with other families and/or United Families Staff.	46%	47%	7%	0%
The presenter was knowledgeable and prepared.	54%	46%	0%	0%
The location and accommodations (e.g., meeting room, food, child care, etc.) met my family's needs.	73%	27%	0%	0%
Overall, I was satisfied with this Gathering Session.	61%	38%	1%	0%
I will attend another United Families Parent Gathering?	79%	19%	2%	0%

Billable Service Hours. UF Family Support Specialists have provided 1,061 billable hours of one-to-one community based peer supports (Figure 1) for over 50 families enrolled in OCOF. Figure 1 illustrates the average time (in minutes) per family contact devoted to each different service type. Specific skill building has been provided to 20 of these families requesting assistance with development of educational, accommodation, and behavior plans in collaboration with schools.

Figure 1: Average minutes by service type per family contact



Survey Results. United Families Parent/Caregiver Surveys conducted in May 2010 and 2012 demonstrated an average *30% improvement ($p < .000$) in parents understanding their rights and an average *15% improvement ($p < .001$) in communicating with schools (office staff and teachers). Moreover, 96% to 99% believed that UF services have been effective in providing important information and supporting families in understanding and coping with parenting issues and challenges (See Table 2).

*Statistically significant

Table 2: UF Parent/Caregiver Survey 2010=53 responses 2012=84 responses

	Strongly Agree		Agree		Disagree		Strongly Disagree	
	2010	2012	2010	2012	2010	2012	2010	2012
Parent Caregiver Engagement								
I am sometimes confused about my rights as a parent.	11.3%	11.5%	41.5%	23.0%	28.3%	42.6%	3.8%	23.0%
Talking with the office staff at my child's school is uncomfortable	11.3%	5.2%	34.0%	19.0%	22.6%	51.7%	17.0%	24.1%
Talking with my child's current teacher(s) is uncomfortable	13.2%	5.1%	11.3%	10.2%	49.1%	50.8%	9.4%	33.9%
UF Family Gatherings/ Services								
The topics covered at Family Gatherings are important	39.6%	30.4%	58.8%	68.4%	0	1.3%	0	0
United Families staff does a good job supporting	47.2%	32.5%	49.1%	66.1%	3.8%	1.3%	0	0
United Families has helped me to better understand and/or cope with my child's challenges.	43.4%	34.1%	50.9%	63.4%	3.8%	2.4%	1.9%	0