

# End of Year Outcome Report

**Review Period:**  
July 2016 – June 2017

## Overview of the Programs at JusticeWorks YouthCare

JusticeWorks provides innovative and cost-effective services for at-risk families at any point in the continuum of involvement with the child welfare and/or juvenile justice systems. We find a way to engage families to achieve better results regarding factors impacting safety, permanence, well-being, and delinquency. Our model supports flexible service provision, in the community, and employs techniques grounded in theory for more effective intervention efforts. Our work is guided by:

- *Strong partnerships with public systems to cost-effectively treat troubled youth and families*
- *Continuous quality improvement*
- *Dependable/Reliable staff*
- *Strengths-based, solution-focused practice principles*
- *The highest professional, and ethical, standards*
- *Consistent application of the Pennsylvania BARJ framework*
- *Participation in Juvenile Justice System Enhancement Strategy*
- *Family-centered, family-based services to dependent or delinquent youth in need of enhanced support and supervision.*
- *Aftercare is not an afterthought. We plan from day one for successful transition.*

In human services, the “how” is more important than the “what,” and the “how” is directly related to the “who.” Our staff reflects the cultural diversity of the youth we work with and bring skill, empathy and our “whatever it takes” philosophy to succeed with troubled families and youth.

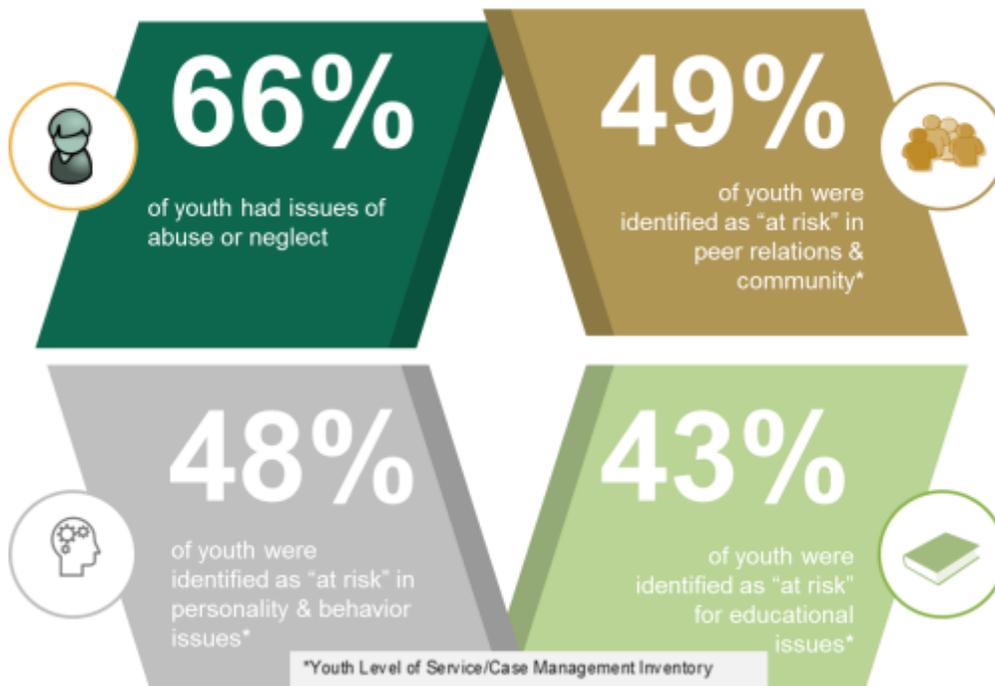
JusticeWorks YouthCare currently provides services to Children and Youth Services and County Juvenile Probation. The following is a brief overview of the interventions provided in the Pennsylvania programs and their outcomes.

VIOLATION INITIATIVE PROGRAM® (VIP®)	Short-term Therapeutic Outreach to Prevent Placement (STOPP)	JUSTCARE® PROGRAM
<ul style="list-style-type: none"><li>• Intended to reduce the likelihood of long-term out-of-home placement</li><li>• JPO service focused on accountability, community protection, &amp; competency development</li><li>• Intervention for youth 10-21 years of age</li><li>• Intensity varies from 2 to 6 hours/week</li></ul>	<ul style="list-style-type: none"><li>• Intended to keep families intact, well-functioning, and children safe</li><li>• CYS service focused on prevention of out-of-home care, reduction in placements, &amp; community reintegration</li><li>• Small caseloads allowing for thorough assessment &amp; response to family needs</li><li>• Collaboration with community partner</li></ul>	<ul style="list-style-type: none"><li>• Intended to keep children safe and families intact</li><li>• JPO &amp; CYS service focused on rectifying relational &amp; behavioral problems</li><li>• Utilized as a reunification program or to reduce length of stay in residential services</li><li>• Serves as a step-down to STOPP® &amp; VIP®</li><li>• Provides individualized case management services</li></ul>

Intensive In-Home Services	Casework Counseling & In-Home Services	Reunification Services
<ul style="list-style-type: none"><li>• Goal of keeping families intact and functioning well</li><li>• Prevention of out-of-home placement or reduction in length of stay in residential placement</li><li>• Small caseloads and use of behavioral contracting</li><li>• Intensity varies according to need &amp; is less than 30 days of service</li></ul>	<ul style="list-style-type: none"><li>• Similar to Intensive In-Home services</li><li>• Prevention of out-of-home placement</li><li>• Small caseloads to allow for assessment and skill development</li><li>• Collaboration with community partners</li><li>• Length of program is 2-4 months</li></ul>	<ul style="list-style-type: none"><li>• A continuing care program provided in the community</li><li>• Focused on alleviating conditions that are challenging for families</li><li>• Serves as a proactive resource to build families' ability to overcome challenging problems</li><li>• Intensity varies as does the length of the service</li></ul>

## Referral Reasons

Youth are referred to these programs for a number of reasons. There are both child welfare concerns (85% of referrals) and juvenile probation concerns (15% of referrals). During this fiscal year (FY 2017) there were 2,605 youth who entered services. Their reasons for referral are indicated in the chart below.



## Outcome Goal: Living Stability

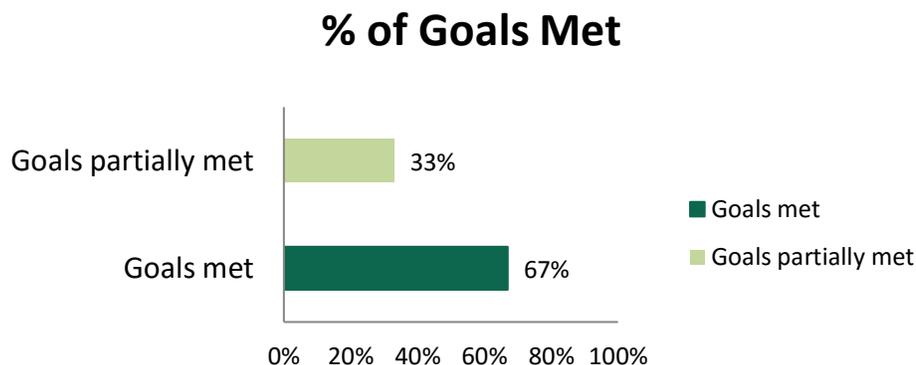
JusticeWorks strives to deliver services to families/youth in the community using theoretically sound intervention strategies for improving relational, behavioral, and/or social issues. At times however youth may need to be removed from family care due to unsafe living conditions, such as situations of (actual or potential) child abuse or criminality in the home. In these circumstances, we work to stabilize the family and when appropriate assist in the youth's return to the home. For youth who are in out-of-home care at the beginning of services, JusticeWorks staff provide supervised visitation or community-based supports to help expedite reunification and achieve permanency for children.

The outcome indicator is for the youth and family not to experience any out-of-home care episodes during service delivery. For the youth discharged in the past fiscal year (2,149 youth) the following represents those who were able to remain in their home during service:



## Outcome Goal: Achieve Goals

Treatment plans and goals are established with each youth and family with a focus on being strength-based and collaborative in nature. The goals are formed by establishing a good working relationship with the youth and family members and outline a team approach to address the important needs identified for each person. Achieving the goals is another positive outcome of treatment measured at JusticeWorks YouthCare. Family Resource Specialists addressed 3,717 clinical items for 2,054 youth over all Pa counties. For the youth discharged in the past year the following represents the percentage of treatment goals that were met:



## Stakeholder Feedback: Youth and Families

As part of our evaluation mechanisms, we use feedback from our stakeholders to continuously work to improve our efforts and achieve better results. After every discharge from services, we invite both clients (and members of their family) to participate in a brief survey telling us about their experience with our agency and staff. This feedback is critical information that helps us to be in tuned with and respond to the needs of these stakeholders. JusticeWorks YouthCare uses the Client Satisfaction Questionnaire (CSQ-8) designed to measure client satisfaction with services. The infographic below indicates respondents' perception regarding services for 611 client/family respondents.



## Stakeholder Feedback: Referral Sources

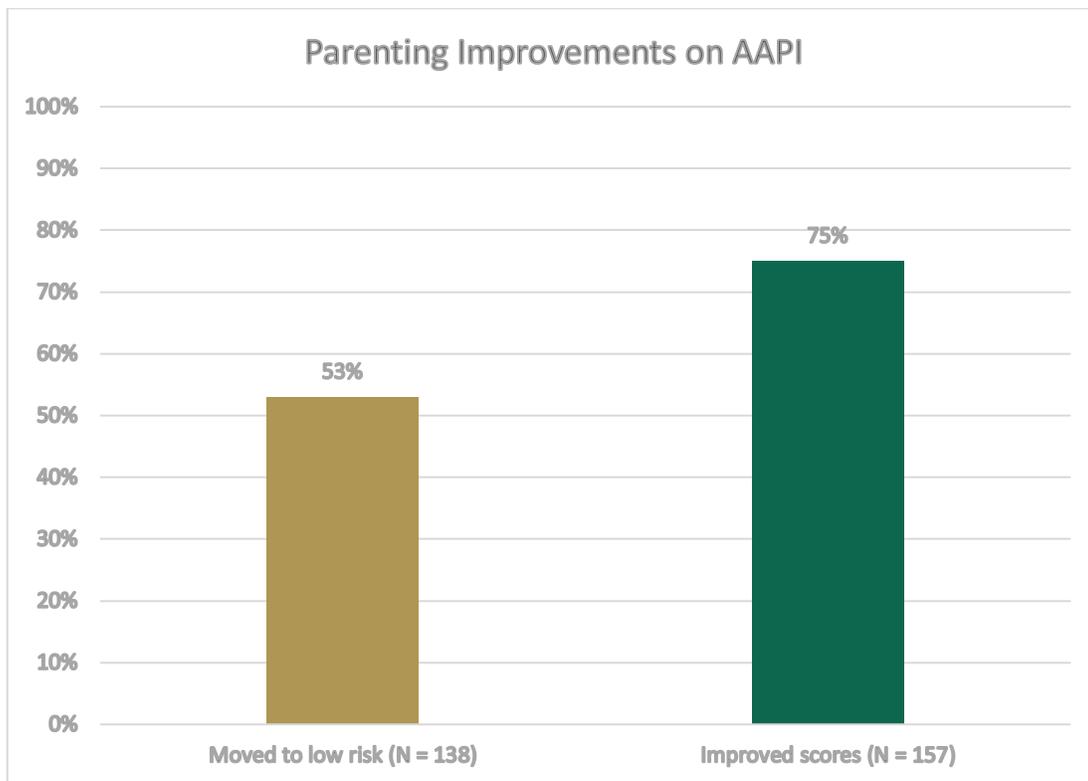
Additionally, we collect feedback from our referral stakeholders from the Office of Children, Youth, and Families and Juvenile Probation to provide us with their perception of JusticeWorks on three essential elements: professional collaboration and teaming, the efficacy or effectiveness of the assigned staff person, and overall satisfaction. The following infographic represents response rating from 278 stakeholders:



## Overview of Nurturing Parenting Program

The Nurturing Parenting Programs are a family-centered initiative designed to build parenting skills as an alternative to abusive and neglecting parenting practices. The Nurturing Programs target families at risk for abuse and neglect with children birth to 18 years. The short-term goal of the program is to increase appropriate parenting attitudes and decrease risk for abuse and neglect.

The data presented here represents two years of data gathered using the Adult-Adolescent Parenting Inventory (AAPI-2). This self-report instrument assesses the parenting and child rearing attitudes of parents and provides an index of risk (high, medium, low) for practicing abusive and neglecting parenting and child rearing behaviors. The scale has 5 parenting constructs: Inappropriate Parental Expectations, Lack of an Empathic Awareness of children's needs, Strong Belief in the use of corporal punishment, Parent-child role reversal, and Oppressing power and Independence. The results summarized in the follow table demonstrate that parents are increasing in their overall parenting skills and the majority of them are moving into a low risk for abuse/neglect level.



## Outcome Highlights

JusticeWorks YouthCare continues to maintain superior outcomes by redeveloping the approaches of traditional service delivery within the child welfare and juvenile justice systems. Our innovative approaches, dedicated team of specialists and well-defined interventions assist us with successfully establishing rapport with families, ultimately elevating the program's ability to engage these families in the planned change process. Because of this, over the course of this reporting period, JusticeWorks YouthCare has:

**88% of youth successfully avoided JPO out-of-home care.**



**93% of youth successfully avoided CYS out-of-home care.**



**67% of treatment goals were met by youth and family.**



**75% of parents improved in their parenting skills.**

