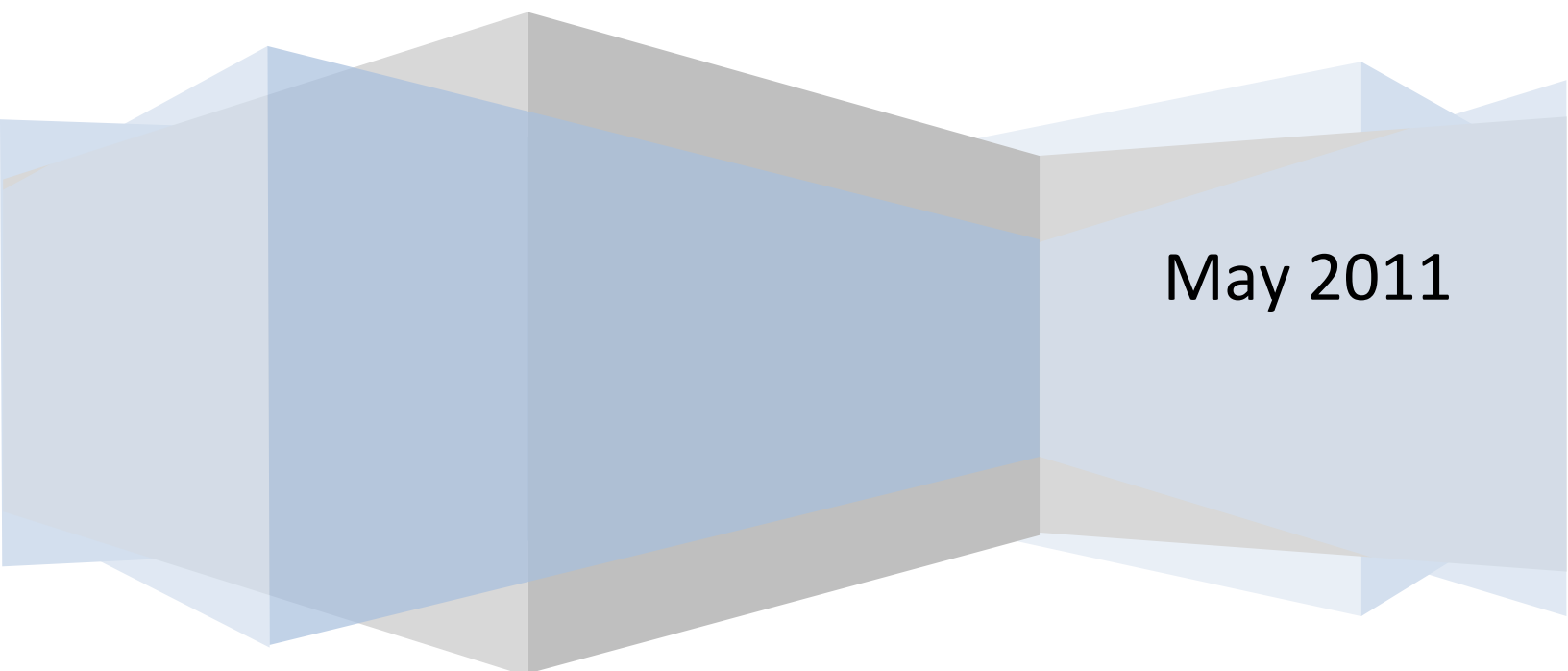


EIPP RESULTS BASED ACCOUNTABILITY PROJECT

Report to Community Services NSW

By Carolyn Quinn

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INTRODUCTION

The Department of Human Services NSW, Community Services funds over 1,700 service providers for over 3,400 services through a number of funding programs, in an effort to achieve the NSW Government's priority that *Children, families and communities are safer, healthier and more resilient*. Over 850 of these services were provided under the Community Services Grants Program (CSGP).

As part of the implementation of *Keep Them Safe*, the NSW Government's response to the Special Commission of Inquiry into Child Protection Services in NSW, services funded under the CSGP are being realigned to better reflect *Keep Them Safe* directions. Under this initiative, CSGP services have been streamed into:

1. community strengthening services which have been transferred into the Community Builders Program;
2. services provided directly to children, young people and families which will form the basis of the Early Intervention and Placement Prevention (EIPP) Program.

The EIPP program is aimed at putting into place an integrated system of funded early intervention and placement prevention services to families and young people to reduce the likelihood of children and young people entering, or remaining in, the child protection and out of home care systems.

These services will be provided along a continuum of family and community needs ranging from lower level child, youth and family support, providing information and short term assistance; through higher intensity and longer term targeted support, to prevent escalation of identified problems; to intensive family and youth interventions, to prevent children and young people from coming into care.

The EIPP program has been established in line with the *Keep Them Safe* focus on targeting resources to divert families from the child protection system through the expansion of early intervention services. Under the Program, new *Keep Them Safe* funding is being used to expand the range and quantum of evidence-based early intervention services available to vulnerable children, young people and families by building on the direct services currently provided by CSGP funded services to provide the following service models:

1. Child and Family Support
2. Youth and Family Support
3. Intensive Family Support
4. Intensive Family Preservation.

The Child and Family Support and the Youth and Family Support services are targeted towards families with child/ren and/or young people who are experiencing vulnerabilities that could impact on their capacity to adequately protect and care for their children if not addressed, but are below the threshold for risk of significant harm. The Intensive Family Support model targets children and young people aged 0-15 who are assessed as being at risk of significant harm, and are at risk of placement in out of home care. The Intensive Family Preservation model targets children and young people aged 0-15 who are assessed as being at *imminent* risk of placement in out of home care.

The Brighter Futures Program, which was established in 2006, forms an important part of this service continuum. The EIPP Program's Child, Youth and Family Support service models target families who are experiencing vulnerabilities but are not eligible for Brighter Futures, which is directed towards families with more chronic,

entrenched problems and more complex needs. The EIPP service models complement Brighter Futures. The EIPP Program's Intensive Family Support and Intensive Family Preservation models provide additional support streams to children, young people and their families at the high risk end of the service continuum.

RESULTS BASED ACCOUNTABILITY™ PROJECT

The EIPP Results Based Accountability Project was undertaken to facilitate the development of Results Based Accountability™ documentation to inform the Program Guidelines, and service specification templates for the new Early Intervention & Placement Prevention (EIPP) Program. A consultant, Carolyn Quinn of C. Quinn Consultancy Pty Ltd who has with experience in working with child, youth, family and community services in relation to Results Based Accountability™ was engaged to work with internal and external stakeholders for the development of Results Based Accountability™ documentation.

Results Based Accountability™ was developed by Mark Friedman and is detailed in his book "Trying Hard Is Not Good Enough" (Fiscal Policy Studies Institute 2005). Results Based Accountability™ is *"a disciplined way of thinking and taking action that can be used to improve the quality of life in communities..."* and *"to improve the performance of programs, agencies and service systems."* Results Based Accountability™ *"starts with ends and works backward, step by step to means. For communities the ends are conditions of well-being for children, adults families and the community as a wholeFor programs the ends are how customers are better off when the program works the way it should..."*¹ Results Based Accountability™ is a whole way of operating where services get very clear and focused about who they are trying to reach, what difference they are trying to make in service users' lives and making decisions and actions to continually improve in making a difference. An important aspect of Results Based Accountability™ is collecting and using meaningful data to track these including:

- How much we do
- How well we deliver services
- Are service users better off.

It supports services in being accountable to the communities they serve by being able to show that they are not only trying hard but are making a difference.

In this context a funded service that is performing well is one which:

- Engages the people the service is intended to engage and is used to capacity
- Provides services in a quality way
- Leaves service users better off in important ways than when they started
- Learns from data and improves service provision to do better overtime.

It is the intention of the EIPP Results Based Accountability Project to develop materials to support EIPP funded services in their focus on making a positive difference in the lives of those they service, collecting meaningful data to track whether people using services are better off when they leave than when they started, and regularly reflecting on what the data means for continuously improving service delivery for making a difference.

Whilst the data collected using the materials developed in the Project may be useful to contribute towards purposes other than results accountability, it is not intended to supersede quality service model research and evaluation.

¹ Friedman, *Trying Hard Is Not Good Enough* p 11

The Results Based Accountability documents developed in the Project were informed by the following:

- Research regarding what works and meaningful ways to measure if service users are better off in important ways
- Consideration for the practical realities of child, youth and family service provision in the field and the needs of service users
- Views and feedback of both internal stakeholders in Community Services and external stakeholders including peak bodies for the service sector.

Results Based Accountability™ has already been adopted by a number of organisations providing child, youth and family services in NSW but it is acknowledged that for many services this approach may be new. Services may need support for a time to transition into working in a Results Based Accountability™ way.

MATERIALS DEVELOPED

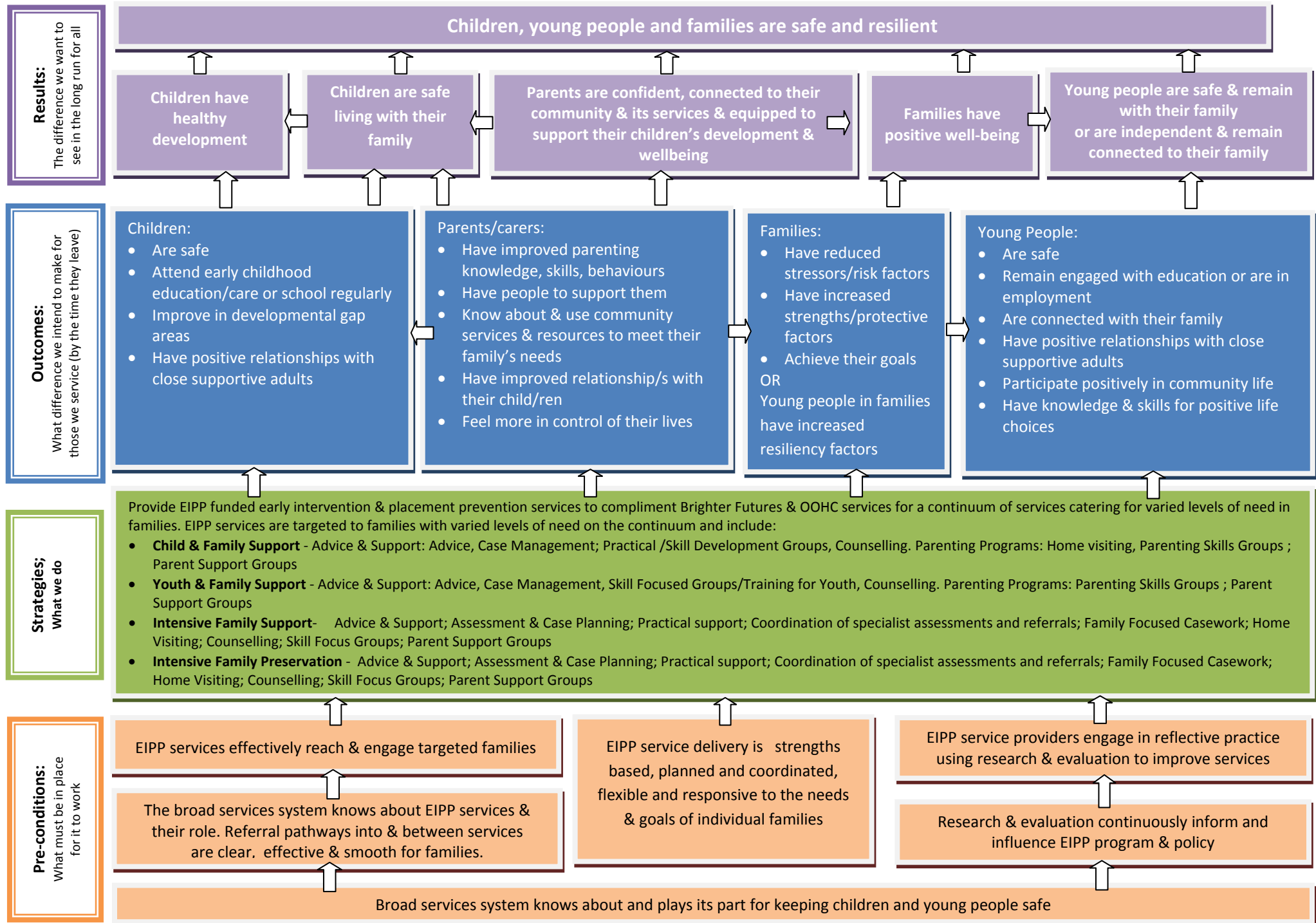
The Results Based Accountability™ documents provided in this report are designed for the general NGO service provider audience. This is in keeping with the RBA approach of using plain accessible language and format that does not create a barrier to direct service providers engaging with the process of being results focused. The materials are not intended to be technical documents for statisticians and researchers.

Through the EIPP Results Based Accountability Project the following materials were developed and are provided in later in this report:

- EIPP Program Logic diagram: a map of the difference EIPP intends to make and what we do to achieve it
- EIPP Child and Family Support Results Logic diagram
- EIPP Child and Family Support Performance Measures for Funded NGOs
- Counting performance measures for EIPP Child and Family Support Performance Measures
- EIPP Youth and Family Support Results Logic diagram
- EIPP Youth and Family Support Performance Measures for Funded NGOs
- Counting performance measures for EIPP Youth and Family Support Performance Measures
- EIPP Intensive Family Support Results Logic diagram
- EIPP Intensive Family Support Performance Measures for Funded NGOs
- Counting performance measures for EIPP Intensive Family Support Performance Measures
- EIPP Intensive Family Preservation Results Logic diagram
- EIPP Intensive Family Preservation Performance Measures for Funded NGOs
- Counting performance measures for EIPP Intensive Family Preservation Performance Measures

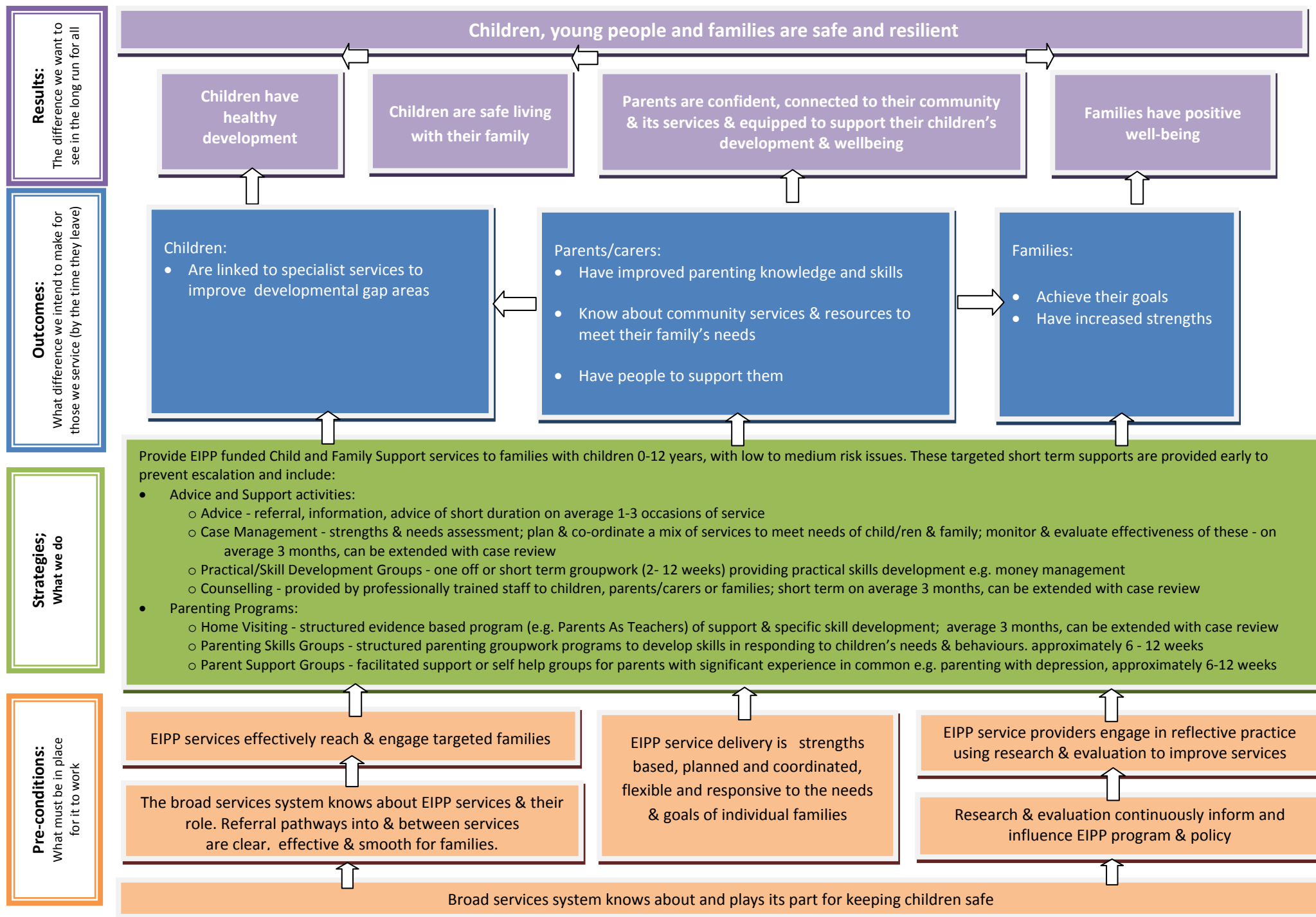
NSW EARLY INTERVENTION AND PLACEMENT PREVENTION PROGRAM (EIPP): RESULTS LOGIC DIAGRAM

(a map of the difference we intend to make for children, young people and families & what we do to achieve it)



CHILD & FAMILY SUPPORT PROGRAMS (EIPP): RESULTS LOGIC DIAGRAM

(a map of the difference we intend to make for children and families & what we do to achieve it)



CHILD & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES

HOW MUCH WE DO (<i>service quantity</i>)	HOW WELL WE DELIVER SERVICES (<i>service quality</i>)
<p>Number (#) of families referred to the C&FS program (service demand)</p> <p># and % of referred families that were accepted & entered C&FS program within 30 days of referral (service uptake)</p> <p># of parent/carers in total who participated in the C&FS program (service volume)</p> <p># of children in total who participated in the C&FS program:</p> <ul style="list-style-type: none"> ○ aged 0-5years (<i>age when they started at service</i>) ○ aged 6-12 years (<i>age when they started at service</i>) <p># of families who received the following from this C&FS program (service usage for each service component- one family may use multiple components):</p> <ul style="list-style-type: none"> ○ Advice/information ○ Case Management ○ Practical Skills Group ○ Counselling ○ Home Visiting ○ Parenting Skills Group ○ Parent Support group 	<p># and % of accepted families who stayed in C&FS program for the planned duration (engagement)</p> <p>AND # and % of these families who (engagement of 'hard to reach' groups):</p> <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent aged 21years or under ○ Have a parent with a disability ○ Have a child with a disability <p># and % of parents/carers who say at exit (service user satisfaction):</p> <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful
NUMBER WHO ARE BETTER OFF (#)	PROPORTION WHO ARE BETTER OFF (%)
<p># of parents/carers who say that through the program they (Parent knowledge):</p> <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in our area <p># of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (Parenting skills)</p> <p># of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (Social Supports)</p> <p># of families (<i>who used casework or home visiting for more than 3mths</i>) where the worker assesses increased strengths (Family Strengths)</p> <p># of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says:</p> <ul style="list-style-type: none"> ○ the most important goal was fully achieved (Goal attainment) <p># of children (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area</p>	<p>% of parents/carers who say that through the program they (Parent knowledge):</p> <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area <p>% of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (Parenting skills)</p> <p>% of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (Social Supports)</p> <p>% of families (<i>who used casework or home visiting for more than 3mths</i>) where the worker assesses increased strengths (Family Strengths)</p> <p>% of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says:</p> <ul style="list-style-type: none"> ○ the most important goal was fully achieved (Goal attainment) <p>% of children (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area</p>

CHILD & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES

COUNTING DETAILS

PERFORMANCE MEASURE	COUNTING
How much we do:	
Number (#) of families referred to the C&FS program (<i>service demand</i>)	Count the number of individual families referred in to the EIPP C&FS service from any source in the reporting year. Do not count families referred to other programs in the agency. If a family is referred by more than one referrer then count the family once only. If a family receives extended service following case review then count the family once only.
# and % of referred families that were accepted & entered C&FS program within 30 days of referral (<i>service uptake</i>)	For each family - record the date of referral, date the family was accepted into the C&FS program after eligibility assessment and date they started receiving a service. Count the number of eligible families who started receiving service within 30 days of the referral date.
# of parent/carers in total who participated in the C&FS program (<i>service volume</i>) # of children in total who participated in the C&FS program: <ul style="list-style-type: none"> ○ aged 0-5years (<i>age when they started at service</i>) ○ aged 6-12 years (<i>age when they started at service</i>) 	For eligible families, count the total number of parents/carers (people with direct caring roles in raising the children) who participated in the C&FS program, using any service component, regardless of duration. One family may have one, two or multiple parent/carers. For eligible families count the total number of children in each age group who participated in the C&FS program in any service component, regardless of duration.
# of families who received the following from this C&FS program (<i>service usage for each service component- one family may use multiple components</i>): <ul style="list-style-type: none"> ○ Advice/information ○ Case Management ○ Practical Skills Group ○ Counselling ○ Home Visiting ○ Parenting Skills Group ○ Parent Support group 	For eligible families, count the number of individual families who received the specified service component in C&FS. A family may have used multiple service components. If a family used a service component (such as Parenting Skills Groups) more than once in the year, count that family only once for that service component.

CHILD & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES

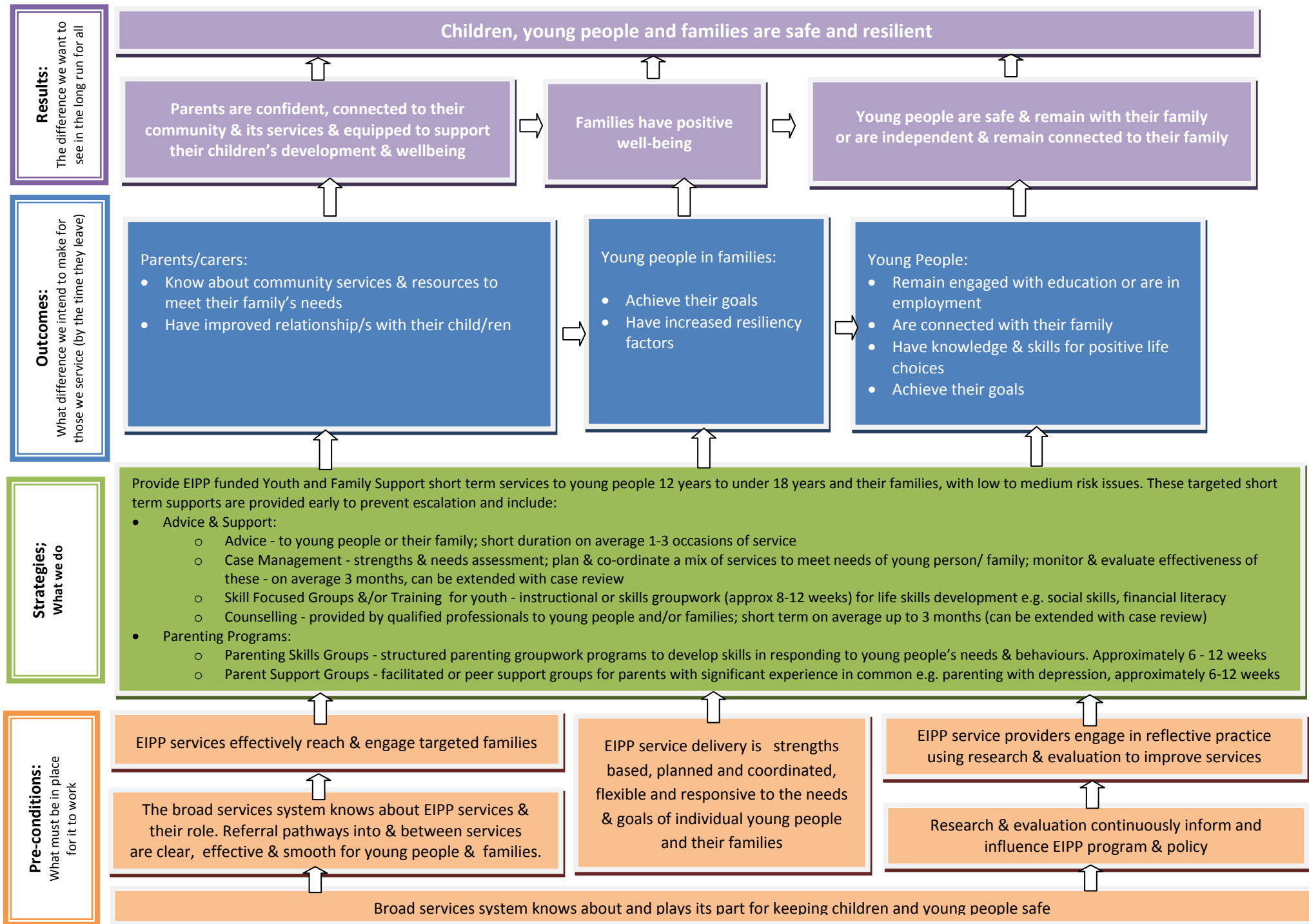
PERFORMANCE MEASURE	COUNTING
How well we deliver services:	
# and % of accepted families who stayed in C&FS program for the planned duration (<i>engagement</i>)	Count the number of eligible families who received any service component (except families who received only one off or short term advice and support), who continued participating in the program for the planned time agreed with the family. Where a family used group work only then the planned duration is the duration of the group program.
AND # and % of these families who (<i>engagement of 'hard to reach' groups</i>): <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent aged 21years or under ○ Have a parent with a disability ○ Have a child with a disability 	Of the families counted above, count the number of them where: <ul style="list-style-type: none"> • At least one parent or child identifies themselves as Aboriginal or Torres Strait Islander • The service user says they speak a language other than English at home • At least one parent/carer was aged 21 years or under when they start using the service • At least one parent/carer has an identified intellectual, physical, sensory, or psychiatric disability • At least one child (aged up to 17) has an identified intellectual, physical, sensory, or psychiatric disability
# and % of parents/carers who say at exit (<i>service user satisfaction</i>): <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful 	Count the total number of parents/carers for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that: <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful

CHILD & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES

PERFORMANCE MEASURE	COUNTING
Number & Proportion of service users who are better off at exit:	
# and % of parents/carers who say that through the program they (<i>Parent knowledge</i>): <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area 	Count the total number of parents/carers who used any service component for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area
# and % of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ now feel more confident in parenting Note: there may be more than one parent who responds per family
# and % of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ now have more social support, than when they started Note: there may be more than one parent who responds per family
# and % of families (<i>who used casework or home visiting for more than 3mths</i>) where the worker assesses increased strengths (<i>Family Strengths</i>)	Count the number of families who received casework or home visiting, who had a case review at 3mths resulting in continuation of service beyond that time. Complete the Strengths and Stressors tool for these families and repeat it at exit/closure. Count the number of these families for whom an increase in strengths was assessed in any domain i.e. one or more item rated as a strength (+1, or +2) at exit that at first assessment had been rated as a stressor (-1, -2, -3)
# and % of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says: <ul style="list-style-type: none"> ○ the most important goal was fully achieved (<i>Goal attainment</i>) 	Count the total number of families who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year from the primary carer (adult living with the child/ren with main daily care role in raising the children) and count the number of these respondents who respond 'yes' that: <ul style="list-style-type: none"> ○ the most important goal (from their viewpoint) was fully achieved
# and % of children (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area	Count the total number of children aged 0-8 years in families who received casework or home visiting, where a Parental Evaluation of Developmental Status (PEDS) screening tool was completed for that child indicating risk of developmental difficulties in one or more areas of development. Of these children count the number who were referred by C&FS and subsequently attended a child development intervention service (not attended before) to address the identified developmental gap area. Child development intervention services include for example Speech Therapy, Occupational Therapy, Physiotherapy, Early Intervention Disability Service.

YOUTH & FAMILY SUPPORT PROGRAMS (EIPP): RESULTS LOGIC DIAGRAM

(a map of the difference we intend to make for young people and families & what we do to achieve it)



YOUTH & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

HOW MUCH WE DO (<i>service quantity</i>)	HOW WELL WE DELIVER SERVICES (<i>service quality</i>)
<p>Number (#) of young people/families referred to the Y&FS program (service demand)</p> <p># and % of referred young people/families accepted & entered into Y&FS program within 30 days of referral (service uptake)</p> <p># of parent/carers in total who participated in the Y&FS program</p> <p># of young people in total who participated in the Y&FS program:</p> <ul style="list-style-type: none"> ○ aged 12-14years (<i>age when they started at service</i>) ○ aged 15-17 years (<i>age when they started at service</i>) ○ aged 18-24 years - <i>applicable for relevant transitioning services only</i> <p># of young people/families who received the following from this Y&FS program (service usage for each component- one family may have used multiple components):</p> <ul style="list-style-type: none"> ○ Advice/information ○ Case management ○ Skills Focused Group or Training for young people ○ Counselling ○ Parenting Skills Group ○ Parent Support Group 	<p># and % of accepted young people/families who stayed in Y&FS program for the planned duration (engagement)</p> <p>AND # and % of these who (engagement of 'hard to reach' groups):</p> <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent with a disability ○ Have a disability (young person) or sibling with a disability <p># and % of parents/carers who participated who say (service user satisfaction):</p> <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful <p># and % of young people who say (service user satisfaction):</p> <ul style="list-style-type: none"> ○ The workers really listened to them ○ The group/activity was fun (<i>for group programs/activities</i>) ○ The service was helpful
NUMBER WHO ARE BETTER OFF (#)	PROPORTION WHO ARE BETTER OFF (%)
<p># of young people who say that through the program they:</p> <ul style="list-style-type: none"> ○ Learnt new things (<i>relevant to positive life choices</i>) ○ Feel more confident (<i>in relevant life skill area</i>) <p># of young people (<i>who used casework</i>) with poor attendance at entry who:</p> <ul style="list-style-type: none"> ○ Now (at exit) attend school regularly ○ Now (at exit) attend vocational training or at least 20 hrs/week paid employment <p># of young people (<i>who used casework</i>) disconnected from family or at risk of being so who:</p> <ul style="list-style-type: none"> ○ Now (at exit) live with their immediate or extended family ○ If living independently - Now (at exit) have contact with family members at least monthly <p># of young people (<i>who used casework or counselling</i>), who say the most important goal was fully achieved</p> <p># of young people (<i>who used casework or counselling for more than 3mths</i>) where the worker assesses increased resiliency factors</p> <p># of parents/carers who participated who say that through the program they:</p> <ul style="list-style-type: none"> ○ learnt new things to assist them as parents ○ learnt new things about services & resources for families in our area <p># of parents/carers (<i>who used parenting group</i>) who say they now feel more confident in parenting</p> <p># of parents/carers (<i>who used casework or counselling</i>) who say (at exit):</p> <ul style="list-style-type: none"> ○ they now feel more enjoyment in time spent with their young person ○ the most important goal was fully achieved 	<p>% of young people who say that through the program they:</p> <ul style="list-style-type: none"> ○ Learnt new things - <i>relevant to positive life choices (YP knowledge)</i> ○ Feel more confident - <i>in relevant life skill area (YP skill)</i> <p>% of young people (<i>who used casework</i>) with poor attendance at entry who:</p> <ul style="list-style-type: none"> ○ Now (at exit) attend school regularly (Educational engagement or employment) ○ Now (at exit) attend vocational training or at least 20 hrs/week paid employment <p>% of young people (<i>who used casework</i>) disconnected from family or at risk of being so who:</p> <ul style="list-style-type: none"> ○ Now (at exit) live with their immediate or extended family (Connection to family) ○ If living independently - Now (at exit) have contact with family members at least monthly <p>% of young people (<i>who used casework or counselling</i>), who say the most important goal was fully achieved (Goal attainment)</p> <p>% of young people (<i>who used casework or counselling for more than 3mths</i>) where the worker assesses increased resiliency factors</p> <p>% of parents/carers who participated who say that through the program they:</p> <ul style="list-style-type: none"> ○ learnt new things to assist them as parents (Parent knowledge) ○ learnt new things about services & resources for families in our area <p>% of parents/carers (<i>who used parenting group</i>) who say they now feel more confident in parenting (Parenting skills)</p> <p>% of parents/carers (<i>who used casework or counselling</i>) who say (at exit):</p> <ul style="list-style-type: none"> ○ they now feel more enjoyment in time spent with their young person (Improved relationship) ○ the most important goal was fully achieved (Goal attainment)

YOUTH & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

COUNTING DETAILS

PERFORMANCE MEASURE	COUNTING
How much we do:	
Number (#) of families and young people referred to the Y&FS program (service demand)	Count the number of individual families referred in to the EIPP Y&FS service from any source in the reporting year. Where the young person and the family are both referred then count the young person once and the family once. Do not count families/young people referred to other programs in the agency. If a family/young person is referred by more than one referrer then count the family once only /young person once only.
# and % of referred families that were accepted & entered Y&FS program within 30 days of referral (service uptake)	For each family/young person - record the date of referral, date the family/young person was accepted into the Y&FS program after eligibility assessment and record the date they started receiving a service. Count the number of eligible families/young people who started receiving service within 30 days of the referral date.
# of parent/carers in total who participated in the Y&FS program (service volume) # of young people in total who participated in the Y&FS program: <ul style="list-style-type: none"> ○ aged 12-14 years (<i>age when they started at service</i>) ○ aged 15-17 years (<i>age when they started at service</i>) ○ aged 18-24 years - <i>applicable for relevant transitioning services only</i> 	For eligible families/young people, count the total number of parents/carers (people with direct caring roles in raising the children) who participated in the Y&FS program, using any service component, regardless of duration. One family may have one, two or multiple parent/carers. If parent/carer used more than one service component count them only once. For eligible young people count the total number of young people in each age group who participated in the Y&FS program in any service component, regardless of duration. If a young person used more than one service component count them only once.
# of young people/families who received the following from this Y&FS program (service usage for each service component- one family may use multiple components): <ul style="list-style-type: none"> ○ Advice/information ○ Case management ○ Skills Focused Group or Training for young people ○ Counselling ○ Parenting Skills Group ○ Parent Support Group 	For eligible young people/families, count the number of individual young people/families who received the specified service component in this Y&FS. A young person or family may have used multiple service components. If a young person/family used a service component (such as Groups) more than once in the year, count that young person/family only once for that service component.

YOUTH & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

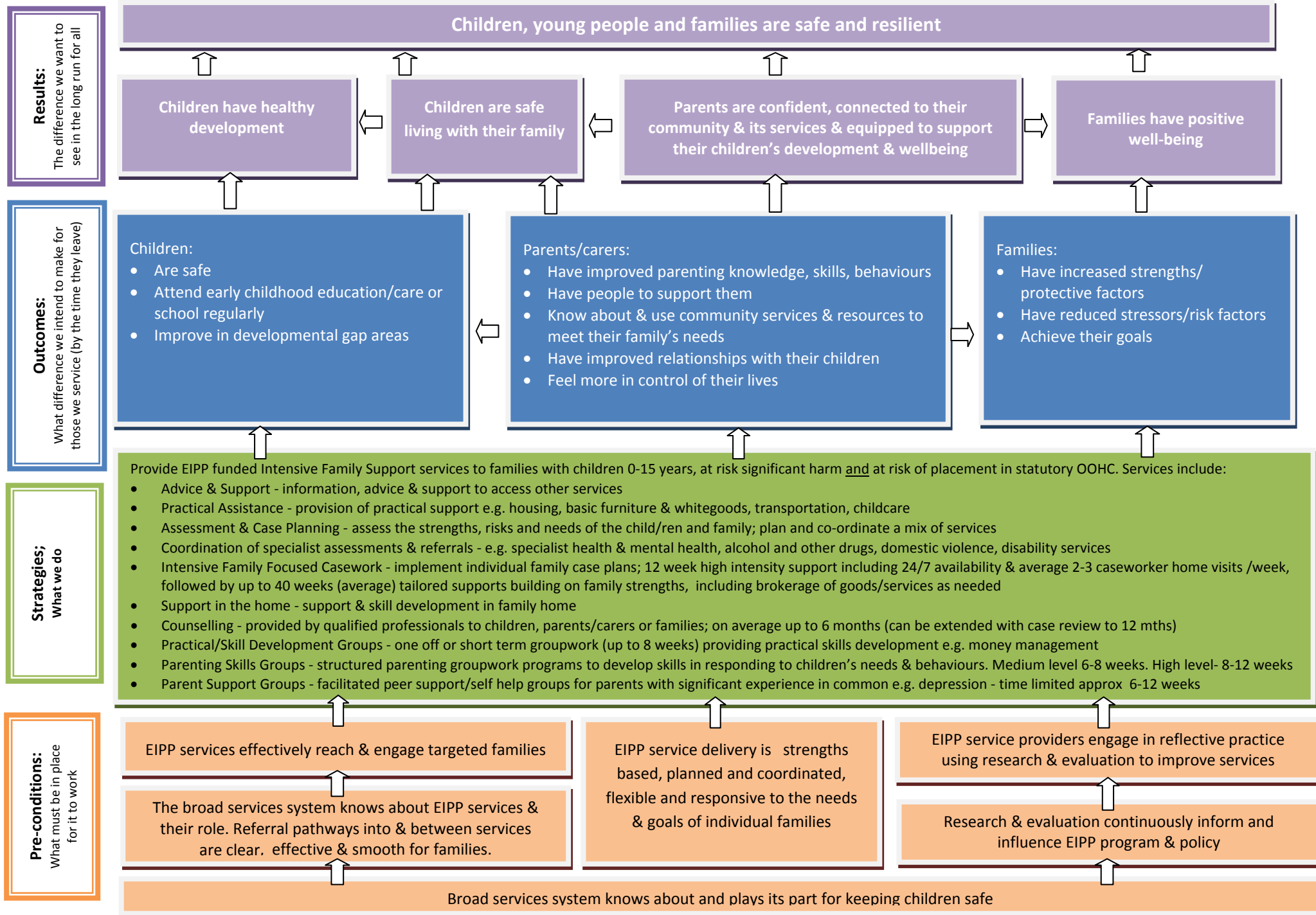
PERFORMANCE MEASURE	COUNTING
How well we deliver services:	
# and % of accepted young people/families who stayed in Y&FS program for the planned duration (engagement)	Count the number of eligible young people/families who received any service component (except young people/families who received only one off or short term advice and support), who continued participating in the program for the planned time agreed with them. For young people/families using only group work then the planned duration is the duration of the group program.
AND # and % of these young people/families who (engagement of 'hard to reach' groups): <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent with a disability ○ Have a child with a disability 	Of the young people/families counted above, count the number of them where: <ul style="list-style-type: none"> • The service user identifies themselves as Aboriginal or Torres Strait Islander (parent or young person) • The service user says they speak a language other than English at home (parent or young person) • At least one parent/carer has an identified intellectual, physical, sensory, or psychiatric disability • The young person has an identified intellectual, physical, sensory, or psychiatric disability • The young person/family identifies the young person has a sibling with an identified intellectual, physical, sensory, or psychiatric disability
# and % of parents/carers who say at exit (service user satisfaction): <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful 	Count the total number of parents/carers for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that: <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful
# and % of young people who say (service user satisfaction): <ul style="list-style-type: none"> ○ The workers really listened to them ○ The group/activity was fun (<i>for group programs/activities</i>) ○ The service was helpful 	Count the total number of young people for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who say "yes": <ul style="list-style-type: none"> ○ The workers really listened to them ○ The group/activity was fun (<i>for group programs/activities</i>) ○ The service was helpful

YOUTH & FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

PERFORMANCE MEASURE	COUNTING
Number & Proportion of service users who are better off at exit:	
# and % of parents/carers who say that through the program they (<i>Parent knowledge</i>): <ul style="list-style-type: none"> o learnt new things to assist them in parenting o learnt new things about services & resources for families in area 	Count the total number of parents/carers who used any service component for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> o learnt new things to assist them in parenting o learnt new things about services & resources for families in area
# and % of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> o now feel more confident in parenting Note: there may be more than one parent who responds per family
# and % of parents/carers (<i>who used casework or counselling</i>) who say (at exit): <ul style="list-style-type: none"> o they now feel more enjoyment in time spent with their young person (<i>Improved relationship</i>) o the most important goal was fully achieved (<i>Goal attainment</i>) 	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that: <ul style="list-style-type: none"> o they now have more enjoyment in time spent with their young person o the most important goal (from their viewpoint) was fully achieved Note: there may be more than one parent who responds per family
# and % of young people who say that through the program they: <ul style="list-style-type: none"> o Learnt new things - <i>relevant to positive life choices (YP knowledge)</i> o Feel more confident - <i>in relevant life skill area (YP skill)</i> 	Count the total number of young people who used any service component for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who say "yes" they: <ul style="list-style-type: none"> o learnt new things (<i>relevant to positive life choices</i>) o Feel more confident (<i>in relevant life skill area</i>)
# and % of young people (<i>who used casework</i>) with poor attendance at entry who: <ul style="list-style-type: none"> o Now (at exit) attend school regularly (<i>Educational engagement or employment</i>) o Now (at exit) attend vocational training or at least 20 hrs/week paid employment 	Count the total number of young people who received casework for whom poor attendance was identified as an issue (entry/exit data completed by worker) where the worker has information (from young person, parent or other agency) that the young person: <ul style="list-style-type: none"> o Now (at exit) attends school regularly o Now (at exit) attend vocational training or at least 20 hrs/week paid employment
# and % of young people (<i>who used casework</i>) disconnected from family or at risk of being so who: <ul style="list-style-type: none"> o Now (at exit) lives with their immediate or extended family (<i>Connection to family</i>) o If living independently - Now (at exit) have contact with family members at least monthly 	Count the total number of young people who received casework for whom disconnection or risk of disconnection from family was identified as an issue, where the worker has information (from young person, parent or other agency) that the young person: <ul style="list-style-type: none"> o Now (at exit) lives with their immediate or extended family o If living independently - Now (at exit) have contact with family members at least monthly (family members may be parent, sib, grandparent, aunt, uncle, cousin by blood or kinship)
# and % of young people (<i>who used casework or counselling</i>), who say the most important goal was fully achieved (<i>Goal attainment</i>)	Count the total number of young people who received casework or counselling for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who say "yes": the most important goal (to them) was fully achieved
# and % of young people (<i>who used casework or counselling for more than 3mths</i>) where the worker assesses increased resiliency factors	Count the number of young people who received casework or counselling, who had a case review at 3mths resulting in continuation of service beyond that time. Complete the Resilience tool for these young people and repeat it at exit/closure. Count the number of these young people for whom there is one or more item rated as a strength at exit that at first assessment had been rated as a challenge.

INTENSIVE FAMILY SUPPORT PROGRAM (EIPP): RESULTS LOGIC DIAGRAM

(a map of the difference we intend to make for children and families & what we do to achieve it)



INTENSIVE FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

HOW MUCH WE DO (<i>service quantity</i>)	HOW WELL WE DELIVER SERVICES (<i>service quality</i>)
<p>Number (#) of families referred to the IFS program (<i>service demand</i>)</p> <p># and % of referred families that were accepted & entered IFS program within 30 days of referral (<i>service uptake</i>)</p> <p># of parent/carers in total who participated in the IFS program (<i>service volume</i>)</p> <p># of children in total who participated in the IFS program:</p> <ul style="list-style-type: none"> ○ aged 0-5years (<i>age when they started at service</i>) ○ aged 6-12 years (<i>age when they started at service</i>) ○ aged 13-15 years (<i>age when they started at service</i>) <p># of families who received the following from IFS program (<i>service usage for each service component- one family may use multiple components</i>):</p> <ul style="list-style-type: none"> ○ Advice and support ○ Practical support ○ Assessment and case planning ○ Coordination of specialist assessments and referrals ○ Casework ○ Home Visits/ Supports delivered in the Home ○ Counselling ○ Practical Skills Group ○ Parenting Skills Group ○ Parent Support group 	<p># and % of referred families where IFS worker met with them within 48hrs (<i>service prompt response</i>)</p> <p># and % of accepted families who stayed in IFS program for the planned duration (<i>engagement</i>)</p> <p>AND # and % of these families who (<i>engagement of 'hard to reach' groups</i>):</p> <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent aged 21years or under ○ Have a parent with a disability ○ Have a child with a disability <p># and % of accepted families who stayed in IFS program for (<i>service turnover</i>):</p> <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 6 months ○ Over 6 months to 12 months ○ Over 12 months <p># and % of parents/carers who say at exit (<i>adult service user satisfaction</i>):</p> <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful <p># and % of children aged 8 -15 years who say (<i>child service user satisfaction</i>):</p> <ul style="list-style-type: none"> ○ The worker really listened to them ○ The service was helpful ○ The group/activity was fun (<i>for group programs/activities</i>)
NUMBER (#) & PROPORTION (%) WHO ARE BETTER OFF	
<p># and % of parents/carers who say that through the program they (<i>Parent knowledge</i>):</p> <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area <p># and % of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)</p> <p># and % of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)</p> <p># and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more in control of their lives (<i>Efficacy</i>)</p> <p># and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more enjoyment in time spent with their child (<i>Relationship</i>)</p> <p># and % of families (<i>who used casework or home visiting</i>) where parent/carer reports that since using the program, the family independently used at least one community service or resource not used before (<i>Use or services</i>)</p> <p># and % of families (<i>who used casework or home visiting</i>) where the worker assesses increased strengths (based on domains Environment, Social Support, Parental Capabilities, Family Interactions, Family Safety, Child Well-being in <i>Strengths & Stressors</i> tool, M. Berry)</p> <p># and % of families (<i>who used casework or home visiting</i>) where the worker assesses reduced stressors (based on domains in <i>Strengths & Stressors</i> tool)</p> <p># and % of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says the most important goal was fully achieved (<i>Goal attainment- parent</i>)</p> <p># and % of families (<i>who used casework or home visiting, or counselling</i>), where the worker reports the most important goal was fully achieved (<i>Goal attainment- worker</i>)</p> <p># and % of children where worker assesses risk of significant harm is still present at exit</p> <p># and % of children aged 2-5 years who now (at exit) attend formal preschool/long daycare 15hrs a week or more, who at entry did not (<i>Education engagement</i>)</p> <p># and % of school aged children with poor attendance (at entry) who now (at exit) attend school regularly</p> <p># and % of children aged under 8 years (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area</p>	

INTENSIVE FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

COUNTING DETAILS

PERFORMANCE MEASURE	COUNTING
How much we do:	
Number (#) of families referred to the IFS program (<i>service demand</i>)	Count the number of individual families referred in to the EIPP IFS service from any source in the reporting year. Do not count families referred to other programs in the agency. If a family is referred by more than one referrer then count the family once only.
# and % of referred families that were accepted & entered IFS program within 30 days of referral (<i>service uptake</i>)	For each family - record the date of referral, date the family was accepted into the IFS program after eligibility assessment and record the date they started receiving a service. Count the number of eligible families who started receiving service within 30 days of the referral date.
# of parent/carers in total who participated in the IFS program (<i>service volume</i>) # of children in total who participated in the IFS program: <ul style="list-style-type: none"> ○ aged 0-5years (<i>age when they started at service</i>) ○ aged 6-12 years (<i>age when they started at service</i>) ○ aged 13-15 years (<i>age when they started at service</i>) 	For eligible families, count the total number of parents/carers (people with direct caring roles in raising the children) who participated in the IFS program, using any service component, regardless of duration. One family may have one, two or multiple parent/carers. For eligible families in any service component, regardless of duration, count the total number of children in each age group who participated in the IFS program.
# of families who received the following from this IFS program (<i>service usage for each service component- one family may use multiple components</i>): <ul style="list-style-type: none"> ○ Advice and support ○ Practical support ○ Assessment and case planning ○ Coordination of specialist assessments and referrals ○ Casework ○ Home Visiting ○ Counselling ○ Practical Skills Group ○ Parenting Skills Group ○ Parent Support group 	For eligible families, count the number of individual families who received the specified service component from this IFS program. A family may have used multiple service components. If a family used a service component (such as Parenting Skills Groups) more than once in the year, count that family only once for that service component.

INTENSIVE FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

PERFORMANCE MEASURE	COUNTING
How well we deliver services:	
# and % of referred families where IFS worker met with them within 48hrs (service prompt response)	Count the number of families referred into the IFS program who met face to face (i.e. at least one parent/carer) with an IFS caseworker within 48hrs of the referral being received
# and % of accepted families who stayed in IFS program for the planned duration (engagement)	Count the number of eligible families who received any service component, who continued participating in the program for the planned time agreed with the family. This will generally be the duration of the case plan.
AND # and % of these families who (engagement of 'hard to reach' groups): <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent aged 21years or under ○ Have a parent with a disability ○ Have a child with a disability 	Of the families counted above, count the number of them where: <ul style="list-style-type: none"> ○ At least one parent or child identifies themselves as Aboriginal or Torres Strait Islander ○ The service user says they speak a language other than English at home ○ At least one parent/carer was aged 21 years or under when they start using the service ○ At least one parent/carer has an identified intellectual, physical, sensory, or psychiatric disability ○ At least one child (aged up to 17) has an identified intellectual, physical, sensory, or psychiatric disability
# and % of accepted families who stayed in IFS program for (service turnover): <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 6 months ○ Over 6 months to 12 months ○ Over 12 months 	Count the number of eligible families who were accepted into the IFS program who continued participating in the IFS program (using any service components): <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 6 months ○ Over 6 months to 12 months ○ Over 12 months
# and % of parents/carers who say at exit (service user satisfaction): <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful 	Count the total number of parents/carers for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that: <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful
# and % of children aged 8 -15 years who say (child service user satisfaction): <ul style="list-style-type: none"> ○ The worker really listened to them ○ The service was helpful ○ The group/activity was fun (<i>for group programs/activities</i>) 	Count the total number of children aged 8 -15 years for whom exit data was collected (either informal interview at the family exit or at completion of the service component used by the child - whichever appropriate for the child) who say "yes" that: <ul style="list-style-type: none"> ○ The worker really listened to them ○ The service was helpful ○ The group/activity was fun (<i>for group programs/activities</i>)

INTENSIVE FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

PERFORMANCE MEASURE	COUNTING
Number & Proportion of service users who are better off at exit:	
# and % of parents/carers who say that through the program they (<i>Parent knowledge</i>): <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area 	Count the total number of parents/carers who used any service component for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area
% of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ now feel more confident in parenting Note: there may be more than one parent who responds per family
% of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire using approved Social Support measure) in the year and count the number of these respondents whose responses show they: <ul style="list-style-type: none"> ○ now have more social support, than when they started Note: there may be more than one parent who responds per family
# and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more in control of their lives (<i>Efficacy</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire using approved Efficacy measure) in the year and count the number of these respondents whose responses show they: <ul style="list-style-type: none"> ○ now feel more in control of their lives Note: there may be more than one parent who responds per family
# and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more enjoyment in time spent with their child (<i>Relationship</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ now feel more enjoyment in time spent with their child Note: there may be more than one parent who responds per family
# and % of families (<i>who used casework or home visiting</i>) where parent/carer reports that since using the program, the family independently used at least one community service or resource not used before (<i>Use or services</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who say, the family (one or more family member) independently (without being taken by a worker) used at least one community service or resource not used before. Community services or resources include for example: children's services, other family services, relationship counseling services, health services, playgroup, sport fitness services/resources, adult education services, library group, food co-op.

INTENSIVE FAMILY SUPPORT PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

# and % of families (<i>who used casework or home visiting</i>) where the worker assesses increased strengths (based on domains Environment, Social Support, Parental Capabilities, Family Interactions, Family Safety, Child Well-being in Strengths & Stressors tool)	Strengths and Stressors tool to be completed at entry with all families as part of assessment process and again at exit or annually whichever comes first. Count the total number of families who participated in IFS for 3 mths or more (including casework/home visiting or counselling), where the worker completed Strengths and Stressors Tool annual or exit assessment (whichever comes first) that shows one or more item rated as a strength (+1, or +2) that at entry was rated as a stressor (-1, -2, -3) for at least two of the six assessment domains
# and % of families (<i>who used casework or home visiting or counselling</i>) where the worker assesses reduced stressors (based on domains in Strengths & Stressors tool)	Count the total number of families who participated in IFS (including casework/home visiting or counselling), where the worker completed Strengths and Stressors Tool annual or exit assessment (whichever comes first) that shows improvement (i.e. rated higher) in at least 3 items (from at least 2 domains) that were rated at entry as stressors (-1, -2, -3)
% of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says: <ul style="list-style-type: none"> the most important goal was fully achieved (Goal attainment) 	Count the total number of families who used casework/home visiting or counselling, for whom exit data was collected (exit interview or questionnaire) in the year from the primary carer (adult living with the child/ren with main daily care role in raising the children) and count the number of these respondents who respond that: <ul style="list-style-type: none"> the most important goal (from their viewpoint) was fully achieved
# and % of families (<i>who used casework or home visiting, or counselling</i>), where the worker reports the most important goal was fully achieved (Goal attainment-worker)	Count the total number of families who used casework/home visiting or counselling, where the worker assesses at exit the most important goal was fully achieved
# and % of children where worker assesses risk of significant harm is still present at exit	Count the total number of children whose family used IFS for 3 mths or more (including casework) where the worker assesses at exit that the criteria for reporting risk of significant harm (based on the Mandatory Reporters Guide) are still present for this child at exit
# and % of children aged 2-5 years who now (at exit) attend formal preschool/long daycare 15hrs a week or more, who at entry did not (Education engagement)	Count the total number of children aged 2-5 years whose family used casework or home visiting, where the worker has information (from parent, or other agency) that the child now attends a licensed preschool or long daycare centre 15hrs per week, who at entry either did not attend a service or had lower attendance
# and % of school aged children with poor attendance (at entry) who now (at exit) attend school regularly	Count the total number of school aged children whose family used casework or home visiting for 3mths or more, for whom poor school attendance was an issue at entry, where the worker has information (from parent, child, school or other agency) that the child now attends school regularly.
# and % of children aged under 8 years (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who show improvement in one or more developmental gap areas (Improved development)	Count the total number of children aged 0-8 years in families who received casework or home visiting for 3mths or more, where a Parental Evaluation of Developmental Status (PEDS) was completed for that child at entry indicating risk of developmental difficulties in one or more areas of development. Of these children count the number who were referred by IFS and subsequently attended a child development intervention service (not attended before) to address the identified developmental gap area. Child development intervention services include for example Speech Therapy, Occupational Therapy, Physiotherapy, Early Intervention Disability Service.

INTENSIVE FAMILY PRESERVATION PROGRAM (EIPP): RESULTS LOGIC DIAGRAM

(a map of the difference we intend to make for children and families & what we do to achieve it)

Results:

The difference we want to see in the long run for all

Children, young people and families are safe and resilient

Children have healthy development

Children are safe living with their family

Parents are confident, connected to their community & its services & equipped to support their children's development & wellbeing

Families have positive well-being

Outcomes:

What difference we intend to make for those we service (by the time they leave)

Children:

- Are safe
- Attend early childhood education/care or school regularly
- Improve in developmental gap areas

Parents/carers:

- Have improved parenting knowledge, skills, behaviours
- Have people to support them
- Know about & use community services & resources to meet their family's needs
- Have improved relationships with their children
- Feel more in control of their lives

Families:

- Have increased strengths/protective factors
- Have reduced stressors/risk factors
- Achieve their goals

Strategies:

What we do

Provide EIPP funded Intensive Family Preservation services to families with children 0-15 years, at risk significant harm and at imminent risk of placement in statutory OOHC. Services include:

- Advice & Support - information, advice & support to access other services
- Practical Assistance - provision of practical support e.g. housing, basic furniture & whitegoods, transportation, childcare
- Assessment & Case Planning - assess the strengths, risks and needs of the child/ren and family; plan and co-ordinate a mix of services
- Intensive Family Focused Casework - implement individual family case plans; 12 week high intensity support including 24/7 availability & average 3-5 caseworker home visits /week, followed by up to 40 weeks (average) tailored supports, including brokerage of goods/services as needed
- Support in the home - support & skill development in family home
- Counselling - provided by qualified professionals to children, parents/carers or families; on average up to 6 months (can be extended with case review to 12 mths)
- Practical/Skill Development Groups - one off or short term groupwork (up to 8 weeks) providing practical skills development e.g. money management
- Parenting Skills Groups - structured parenting groupwork programs to develop skills in responding to children's needs & behaviours. Medium level 6-8 weeks. High level- 8-12 weeks
- Parent Support Groups - facilitated peer support/self help groups for parents with significant experience in common e.g. depression - time limited approx 6-12 weeks

Pre-conditions:

What must be in place for it to work

EIPP services effectively reach & engage targeted families

The broad services system knows about EIPP services & their role. Referral pathways into & between services are clear, effective & smooth for families.

EIPP service delivery is strengths based, planned and coordinated, flexible and responsive to the needs & goals of individual families

EIPP service providers engage in reflective practice using research & evaluation to improve services

Research & evaluation continuously inform and influence EIPP program & policy

Broad services system knows about and plays its part for keeping children safe

INTENSIVE FAMILY PRESERVATION PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

HOW MUCH WE DO (<i>service quantity</i>)	HOW WELL WE DELIVER SERVICES (<i>service quality</i>)
<p>Number (#) of families referred to the IFP program (<i>service demand</i>)</p> <p># and % of referred families that were accepted & entered IFP program within 30 days of referral (<i>service uptake</i>)</p> <p># of parent/carers in total who participated in the IFP program (<i>service volume</i>)</p> <p># of children in total who participated in the IFP program:</p> <ul style="list-style-type: none"> ○ aged 0-5years (<i>age when they started at service</i>) ○ aged 6-12 years (<i>age when they started at service</i>) ○ aged 13-15 years (<i>age when they started at service</i>) <p># of families who received the following from IFP program (<i>service usage for each service component- one family may use multiple components</i>):</p> <ul style="list-style-type: none"> ○ Advice and support ○ Practical Support ○ Assessment and case planning ○ Coordination of specialist assessments and referrals ○ Casework ○ Home Visiting ○ Counselling ○ Practical Skills Group ○ Parenting Skills Group ○ Parent Support group 	<p># and % of referred families where IFP worker met with family within 48hrs (<i>service prompt response</i>)</p> <p># and % of accepted families who stayed in IFP program for the planned duration (<i>engagement</i>)</p> <p>AND # and % of these families who (<i>engagement of 'hard to reach' groups</i>):</p> <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent aged 21years or under ○ Have a parent with a disability ○ Have a child with a disability <p># and % of accepted families who stayed in IFP program for (<i>service turnover</i>):</p> <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 6 months ○ Over 6 months to 12 months ○ Over 12 months <p># and % of parents/carers who say at exit (<i>adult service user satisfaction</i>):</p> <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful <p># and % of children aged 8 -15 years who say (<i>child service user satisfaction</i>):</p> <ul style="list-style-type: none"> ○ The worker really listened to them ○ The service was helpful ○ The group/activity was fun (<i>for group programs/activities</i>)
NUMBER (#) & PROPORTION (%) WHO ARE BETTER OFF	
<p># and % of parents/carers who say that through the program they (<i>Parent knowledge</i>):</p> <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area <p># and % of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)</p> <p># and % of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)</p> <p># and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more in control of their lives (<i>Efficacy</i>)</p> <p># and % of parents/carers (<i>who used casework or home visiting</i>) who say (at exit) that they now feel more enjoyment in time spent with their child (<i>Relationship</i>)</p> <p># and % of families (<i>who used casework or home visiting</i>) where parent/carer reports that since using the program, the family independently used at least one community service or resource not used before (<i>Use or services</i>)</p> <p># and % of families (<i>who used casework or home visiting</i>) where the worker assesses increased strengths (domains Environment, Social Support, Parental Capabilities, Family Interactions, Family Safety, Child Well- being in <i>Strengths & Stressors</i> tool)</p> <p># and % of families (<i>who used casework or home visiting</i>) where the worker assesses reduced stressors (domains in <i>Strengths & Stressors</i> tool as above)</p> <p># and % of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says the most important goal was fully achieved (<i>Goal attainment- parent</i>)</p> <p># and % of families (<i>who used casework or home visiting, or counselling</i>), where the worker reports the most important goal was fully achieved (<i>Goal attainment- worker</i>)</p> <p># and % of children where worker assesses risk of significant harm is still present at exit (<i>Child safety</i>)</p> <p># and % of children aged 2-5 years who now (at exit) attend formal preschool/long daycare 15hrs a week or more, who at entry did not (<i>Education engagement</i>)</p> <p># and % of school aged children with poor attendance (at entry) who now (at exit) attend school regularly</p> <p># and % of children aged under 8 years (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area</p>	

INTENSIVE FAMILY PRESERVATION PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

COUNTING DETAILS

PERFORMANCE MEASURE	COUNTING
How much we do:	
Number (#) of families referred to the IFP program (<i>service demand</i>)	Count the number of individual families referred in to the EIPP IFP service from any source in the reporting year. Do not count families referred to other programs in the agency. If a family is referred by more than one referrer then count the family once only.
# and % of referred families that were accepted & entered IFP program within 30 days of referral (<i>service uptake</i>)	For each family - record the date of referral, date the family was accepted into the IFP program after eligibility assessment and date they started receiving a service. Count the number of eligible families who started receiving service within 30 days of the referral date.
# of parent/carers in total who participated in the IFP program (<i>service volume</i>) # of children in total who participated in the IFP program: <ul style="list-style-type: none"> ○ aged 0-5years (<i>age when they started at service</i>) ○ aged 6-12 years (<i>age when they started at service</i>) ○ aged 13-15 years (<i>age when they started at service</i>) 	For eligible families, count the total number of parents/carers (people with direct caring roles in raising the children) who participated in the IFP program, using any service component, regardless of duration. One family may have one, two or multiple parent/carers. For eligible families in any service component, regardless of duration, count the total number of children in each age group who participated in the IFP program.
# of families who received the following from this IFP program (<i>service usage for each service component- one family may use multiple components</i>): <ul style="list-style-type: none"> ○ Advice and support ○ Practical support ○ Assessment and case planning ○ Coordination of specialist assessments and referrals ○ Casework ○ Home Visiting ○ Counselling ○ Practical Skills Group ○ Parenting Skills Group ○ Parent Support group 	For eligible families, count the number of individual families who received the specified service component from this IFP program. A family may have used multiple service components. If a family used a service component (such as Parenting Skills Groups) more than once in the year, count that family only once.

INTENSIVE FAMILY PRESERVATION PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

PERFORMANCE MEASURE	COUNTING
How well we deliver services:	
# and % of referred families where IFP worker met with them within 48hrs (service prompt response)	Count the number of families referred into the IFP program who met face to face (i.e. at least one parent/carer) with an IFP caseworker within 48hrs of the referral being received
# and % of accepted families who stayed in IFP program for the planned duration (engagement)	Count the number of eligible families who received any service component, who continued participating in the program for the planned time agreed with the family. This will generally be the case plan duration.
AND # and % of these families who (engagement of 'hard to reach' groups): <ul style="list-style-type: none"> ○ Aboriginal and Torres Strait Islander ○ Speak a language other than English at home ○ Have a parent aged 21years or under ○ Have a parent with a disability ○ Have a child with a disability 	Of the families counted above, count the number of them where: <ul style="list-style-type: none"> ○ At least one parent or child identifies themselves as Aboriginal or Torres Strait Islander ○ The service user says they speak a language other than English at home ○ At least one parent/carer was aged 21 years or under when they start using the service ○ At least one parent/carer has an identified intellectual, physical, sensory, or psychiatric disability ○ At least one child (aged up to 17) has an identified intellectual, physical, sensory, or psychiatric disability
# and % of accepted families who stayed in IFP program for (service turnover): <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 6 months ○ Over 6 months to 12 months ○ Over 12 months 	Count the number of eligible families who were accepted into the IFP program who continued participating in the IFP program (using any service components): <ul style="list-style-type: none"> ○ Less than 3 months ○ 3 to 6 months ○ Over 6 months to 12 months ○ Over 12 months
# and % of parents/carers who say at exit (service user satisfaction): <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful 	Count the total number of parents/carers for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that: <ul style="list-style-type: none"> ○ The workers treated them with respect ○ Their ideas and opinions were welcomed and included ○ The service was helpful
# and % of children aged 8 -15 years who say (child service user satisfaction): <ul style="list-style-type: none"> ○ The worker really listened to them ○ The service was helpful ○ The group/activity was fun (<i>for group programs/activities</i>) 	Count the total number of children aged 8 -15 years for whom exit data was collected (either informal interview at the family exit or at completion of the service component used by the child - whichever appropriate for the child) who say "yes" that: <ul style="list-style-type: none"> ○ The worker really listened to them ○ The service was helpful ○ The group/activity was fun (<i>for group programs/activities</i>)

INTENSIVE FAMILY PRESERVATION PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

PERFORMANCE MEASURE	COUNTING
Number & Proportion of service users who are better off at exit:	
# and % of parents/carers who say that through the program they (<i>Parent knowledge</i>): <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area 	Count the total number of parents/carers who used any service component for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ learnt new things to assist them in parenting ○ learnt new things about services & resources for families in area
% of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ now feel more confident in parenting Note: there may be more than one parent who responds per family
% of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire using approved Social Support measure) in the year and count the number of these respondents whose responses show they: <ul style="list-style-type: none"> ○ now have more social support, than when they started Note: there may be more than one parent who responds per family
# and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more in control of their lives (<i>Efficacy</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire using approved Efficacy measure) in the year and count the number of these respondents whose responses show they: <ul style="list-style-type: none"> ○ now feel more in control of their lives Note: there may be more than one parent who responds per family
# and % of parents/carers (<i>who used casework or home visiting</i>) who say they now feel more enjoyment in time spent with their child (<i>Relationship</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who agreed or strongly agreed that they: <ul style="list-style-type: none"> ○ now feel more enjoyment in time spent with their child Note: there may be more than one parent who responds per family
# and % of families (<i>who used casework or home visiting</i>) where parent/carer reports that since using the program, the family independently used at least one community service or resource not used before (<i>Use or services</i>)	Count the total number of parents/carers who used casework/home visiting or parenting group, for whom exit data was collected (exit interview or questionnaire) in the year and count the number of these respondents who say, the family (one or more family member) independently (without being taken by a worker) used at least one community service or resource not used before. Community services or resources include for example: children's services, other family services, relationship counseling services, health services, playgroup, sport fitness services/resources, adult education services, library group, food co-op.

INTENSIVE FAMILY PRESERVATION PROGRAMS (EIPP): PERFORMANCE MEASURES (for FUNDED NGOs)

# and % of families (<i>who used casework or home visiting</i>) where the worker assesses increased strengths (based on domains Environment, Social Support, Parental Capabilities, Family Interactions, Family Safety, Child Well-being in Strengths & Stressors tool)	Strengths and Stressors tool to be completed at entry with all families as part of assessment process and again at exit or annually whichever comes first. Count the total number of families who participated in IFP for 3 mths or more (including casework/home visiting or counselling), where the worker completed Strengths and Stressors Tool annual or exit assessment (whichever comes first) that shows one or more item rated as a strength (+1, or +2) that at entry was rated as a stressor (-1, -2, -3) for at least two of the six assessment domains
# and % of families (<i>who used casework or home visiting or counselling</i>) where the worker assesses reduced stressors (based on domains in Strengths & Stressors tool)	Count the total number of families who participated in IFP (including casework/home visiting or counselling), where the worker completed Strengths and Stressors Tool annual or exit assessment (whichever comes first) that shows improvement in at least 3 items (from at least 2 domains) that were rated at entry as stressors (-1, -2, -3)
% of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says: <ul style="list-style-type: none"> the most important goal was fully achieved (Goal attainment) 	Count the total number of families who used casework/home visiting or counselling, for whom exit data was collected (exit interview or questionnaire) in the year from the primary carer (adult living with the child/ren with main daily care role in raising the children) and count the number of these respondents who respond that: <ul style="list-style-type: none"> the most important goal (from their viewpoint) was fully achieved
# and % of families (<i>who used casework or home visiting, or counselling</i>), where the worker reports the most important goal was fully achieved (Goal attainment-worker)	Count the total number of families who used casework/home visiting or counselling, where the worker assesses at exit the most important goal was fully achieved
# and % of children where worker assesses risk of significant harm is still present at exit	Count the total number of children whose family used IFP for 3 mths or more (including casework) where the worker assesses at exit that the criteria for reporting risk of significant harm (based on the Mandatory Reporters Guide) are still present for this child at exit
# and % of children aged 2-5 years who now (at exit) attend formal preschool/long daycare 15hrs a week or more, who at entry did not (Education engagement)	Count the total number of children aged 2-5 years whose family used casework or home visiting, where the worker has information (from parent, or other agency) that the child now attends a licensed preschool or long daycare centre 15hrs per week, who at entry either did not attend a service or had lower attendance
# and % of school aged children with poor attendance (at entry) who now (at exit) attend school regularly	Count the total number of school aged children whose family used casework or home visiting for 3mths or more, for whom poor school attendance was an issue at entry, where the worker has information (from parent, child, school or other agency) that the child now attends school regularly.
# and % of children aged under 8 years (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who show improvement in one or more developmental gap areas (Improved development)	Count the total number of children aged 0-8 years in families who received casework or home visiting for 3mths or more, where a Parental Evaluation of Developmental Status (PEDS) was completed for that child at entry indicating risk of developmental difficulties in one or more areas of development. Of these children count the number who were referred by IFP and subsequently attended a child development intervention service (not attended before) to address the identified developmental gap area. Child development intervention services include for example Speech Therapy, Occupational Therapy, Physiotherapy, Early Intervention Disability Service.

