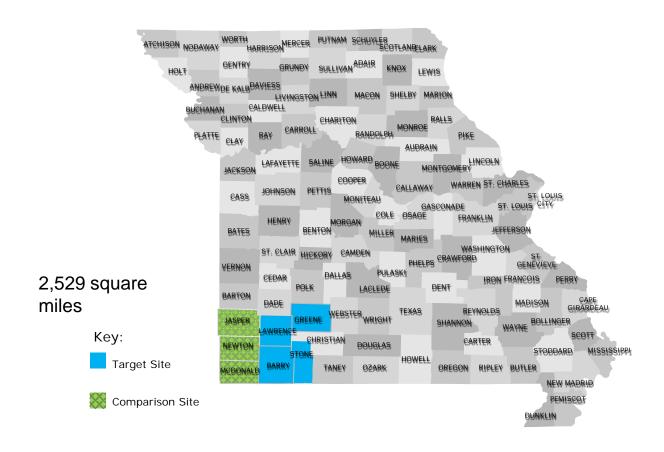
# PREFERRED FAMILY HEALTHCARE'S REGIONAL PARTNERSHIP GRANT

OUR GOALS: TO INCREASE THE WELL-BEING OF, AND TO IMPROVE THE SAFETY & PERMANENCY OUTCOMES FOR CHILDREN AFFECTED BY SUBSTANCE ABUSE

### CONTEXT FOR PROJECT



#### CONTEXT FOR PROJECT

- 31<sup>st</sup> Judicial Circuit had the second highest rate of out of home placement in Missouri (931 children) at grant start.
- 39<sup>th</sup> Judicial Circuit began with 272 child in out of home care beginning what would be a 85% increase over three years to now have the seventh highest number of children in care in Missouri(502)
- Parental substance misuse is a significant contributor to family dysfunction, increasing the rate and impact of trauma on families.

#### Winter's Bone

(A Clear Picture of Life in the 39th Circuit)

http://www.imdb.com/video/imdb/vi3239184153/

### The 39th Circuit Culture

- There is a different community standard when it comes to housing and sanitary living conditions
- □ No zoning even in towns
- All homes have guns and usually multiple dogs folks burn or dump their trash - don't lock their cars/homes
- A trailer is a home and it is not unusual for there to be wood stoves and additions to mobile homes
- Simple things like seatbelts, driver's license's, cribs, car seats are not yet part of the culture but lice are.

(Source: Ron Bauder, Partners Case Management Supervisor)

### 39th Circuit Clients

Some families have generational accepted traditions of disability, incest, drug use and unemployment

- Probation officers and bondsmen are the norm and accepted as part of the culture
- With some families, there is a generational distrust of child welfare, the police and the government in general.
- The best thing you can do is let them know you will advocate for them as long as it is safe for their kids
- ■You have to work at their pace
- Do not try to pretend you are "one of them" as it won't work (Source: Ron Bauder, Partners Case Management Supervisor)

# Service Population

Families living in the 31<sup>st</sup> (Greene) or 39<sup>th</sup> (Barry, Lawrence, Stone) Judicial Circuit with children in out-of-home placement or at risk of being placed in out-of-home care as a result of substance misuse.

- Primary Referral sources: Children's
   Division and Contracted Foster Care Case
   Management workers
  - 80 Families per year
    - 320+ Families supported over the 5 project years

#### **RPG Client Families**

- Significant long term history of substance misuse
- Employment and housing deficits
- Extensive Trauma
- Mental Health Issues
- Legal Issues
- Relationship Issues

# FACTORS THAT PREDICT UNSUCCESSFUL SUBSTANCE ABUSE TREATMENT

#### **FACTORS**

Prior substance abuse treatment

**Deviant behaviors** 

Heavy drug use

Transportation or financial problems

Poor family and social functioning

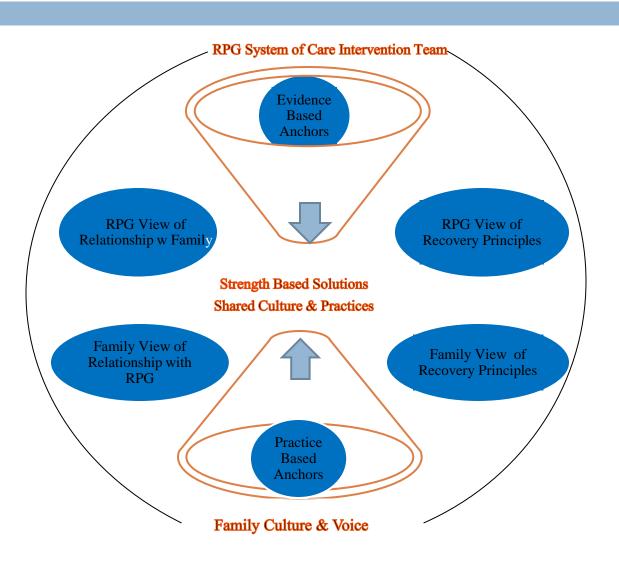
Separation from spouse/partner

Fewer years of education

**Female** 

Wickizer, 1994, Sayre, 2002, Seigal, 1995, Katz, 2004

#### A Trauma Informed Theory of Change



#### **Evidence and Practice Based Anchors**

- Fostering communication and social skills
- Fostering empathy and kindness
- Fostering resiliency
- Learning to identify and express feelings
- Fostering skills to manage emotions
- Developing life management skills
- Fostering ability and commitment to making healthy choices
- Fostering healthy, safe relationships and boundaries

(Source: RPG Mathematica ESL Documents, 2012)

#### RPG PROJECT GOALS

- Increased family and child well-being
  - Family's enhanced capacity to provide for their children's needs
  - Appropriate services to meet children's educational needs
  - Adequate services to meet children's physical and mental health needs
- Improved family and child permanency
  - Permanence and stability in children's living situations
  - Continuity of family relationships and connections is preserved for children
- Enhanced family and child safety
  - Protected from abuse and neglect
  - Safe in ones' environment including home, school and community
  - Personal feeling of safety
- Enhance the greater Southwest Missouri region's collaborative infrastructure to increase effectiveness and capacity to meet the continuum of family needs.

## Primary Evidence Based Services

- In home Advocates
  - Brief Intervention (Homebuilders)
  - Family Support(Parent Child Assistance Program)
  - Severe and Persistent Needs (CASSP)
- In home Therapists supplement Community Based
   Substance Misuse Treatment with Substance Misuse,
   Children, Family, Couples Services
- Family Group Conferencing
- Peer Mentoring

## Supplementary Services

- Transportation
- Psychological Services
- Psychiatric Services including MAT
- Transitional Housing
- □ Access to resources

#### **Evidence Based Practices**

#### NEW

- PCIT (Parent Child Interactive Therapy)
- TF-CBT (Trauma Focused Cognitive Behavioral Therapy)
- Nurturing Parenting Program
- □ 24/7 DAD™ PARENTING
- Community Support Network (BLiR- Better Lives in Recovery)

#### **Evidence Based Practices**

#### **EXISTING**

- Motivational Interviewing
- Cognitive Behavioral Therapy
- 12 Step Facilitation Therapy
- Matrix Model
- Seeking Safety
- Living in Balance

#### Collaboration Process

- Staging Substance Misuse Treatment and coordinating with community based Behavioral Health Services
- Cross-system partnerships including Juvenile and Drug Courts
- Coordinating recovery treatment with early child reunification
- Cross-system training
  - Hidden Impact Conferences
  - Partner agency staff participate in EBP Trainings
  - Targeted training for partner agency staff
- LUV (Life of Unlimited Visions) Teen Substance Misuse Education and Treatment Program – collaboration with the Greene County Juvenile Court
- Problem Solving Stakeholders Team
- System of Care collaborations

#### **Success Stories**

- Homebuilders
- PCAP
- CASSP
- □ Peer Mentor
- Supported Housing
- □ In- Home Counseling

#### RPG is a Research Grant

- Program & Comparison Group
- Cross Site Evaluation
- Project Process & Outcome Analysis

# RPG PROGRAM ANALYSIS

#### SEX & AGE & RACE OF RPG CLIENTS

SEX of PRIMARY CLIENT	N – 235
Female	224 (95%)
Male	11 (5%)
(77 partners (mostly actively participated	
RACE OF ALL CLIENTS	N- 752
White	662 (88%)
African American	27 (4%)
American Indian	4 (.01%)
Hispanic	4 (.01%)
Bi Racial	55 (7%)
(30-AA/W, 16 - H/W	
6-AI/W, 3 - AI/H/W)	Source: RPG ESL DATA

AGE OF PRIMARY CLIENT N 235			
<b>20 &amp; under</b>	2	.01%	
21-25	26	11%	
26-30	71	30%	
31-35	64	<b>27%</b>	
36-40	40	17%	
41-45	16	<b>7%</b>	
46-50	9	4%	
51-55	4	2%	
56-60	2	.01%	
67	1	.004%	
AVERAGE AGE 33			

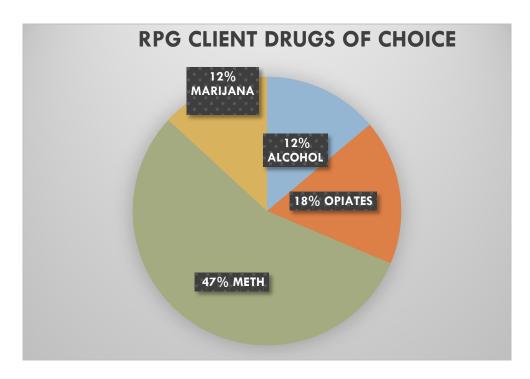
# EDUCATION/EMPLOYMENT OF PRIMARY CLIENTS

	Intake N	=211	AVERAGE 11 YEA	RS	
6 <sup>th</sup> Grade – 8 <sup>TH</sup> Grade	27	13%	(4-6 <sup>th</sup> , 1-7 <sup>th</sup> , and 22 -	- 8 <sup>th</sup> grad	de)
9 <sup>th</sup> Grade	27	13%			
10 <sup>th Grade</sup>	22	10%			
11 <sup>th</sup> Grade	16	8%			
12 <sup>th</sup> , HS Grad, GED	100	47%	<b>High School Only</b>	165	79%
1st yr. College	6	3%			
2 <sup>nd</sup> yr. College, AA	10	5%	College	18	<b>7%</b>
2 yr. graduate classes	2	.008%			
EMPLOYED  Source: ASI Client Report at RPG entry	50	30%	Working an average with average incommunity 30 days price	ne of \$67	71

## SUBSTANCE USE

1 <sup>ST</sup> DRUG USED		
Drug #		
Marijuana	47	
Alcohol	19	

AVERAGE AGE OF FIRST USE				
RPG	<b>PPW</b>	<b>PFH</b>	<i>NSDUH</i>	<i>NSDUH</i>
Client	Client	Clients	THC	Alcohol
13.9	12.63	<i>17.6</i>	17.5	17.1
years	years	years	years	years



Source: ASI Client Report on RPG Entry

### PRIOR TREATMENT SERVICES

TREATMENT TYPE	CLIENTS N- 208	<b>EPISODES</b>	% of Clients
PRIOR PSYCHIATRIC HOSPITILIZATION	79	139	38%
PRIOR OUT PATIENT TREATMENT	89	133	43%
PRIOR DETOX ONLY	51	118	25%
PRIOR TREATMENT FOR DT's	19	89	9%
PRIOR TREATMENT FOR DRUG OVERDOSE	40	104	19%
CURRENTLY PRESCRIBED MEDIATIONS Source: ASI Client Report at RPG Entry	71		34%

# MENTAL HEALTH CONCERNS IN LAST 30 DAYS N- 222

Condition	Number
<b>Serious Depression</b>	116 (52%)
Anxiety	147 (66%)
Hallucinations	11 (.04%)
Concentrating	101 (45%)
<b>Violent Behavior</b>	26 (12%)
<b>Suicidal Thoughts</b>	17 (8%)
Attempt Suicide	1(.004%)
Source: ASI Client Report at RPG entry	

#### TRAUMA AND PTSD

68 RPG clients (46% of those completing PDS) meet the diagnosis for PTSD. This percentage compared with the PFH TREATMENT SOAR and PCAP Grants where 37% and 33% of the women were diagnosed with PTSD

#### 52% IN THE 31<sup>ST</sup> CIRCUIT

33% IN THE 39<sup>TH</sup> CIRCUIT

28 clients (18%)reported 5 trauma criteria (six are required for a PTSD diagnosis).

This 18% of clients added to the 46% diagnosed with PTSD, indicates that 64% of RPG clients have PTSD or near PTSD diagnoses.

Eleven RPG clients met 1 trauma criteria and 11 report no scorable trauma.

## FAMILY VIOLENCE HISTORY

PCAP %		RPG %
30%	PHYSICAL	56 %
	<b>VIOLENCE FAMILY</b>	
22%	SEXUAL VIOLENCE	50 %
	<b>FAMILY</b>	
22%	CHILD ABUSE	59 %
	PHYSICAL	33 %
	<b>VIOLENCE NON</b>	
	<b>FAMILY</b>	
	SEXUAL VIOLENCE	41 %
	<b>NON FAMILY</b>	
	SOURCE: PDS CLIENT REPORT AT RPG ENTRY	

# NUMBER OF FAMILY VIOLENCE TYPES IN CLIENT'S LIFE

TYPES OF FAMILY VIOLENCE	CLIENTS N-113	PERCENT
One	22	19%
Two	15	13%
Three	17	15%
Four	25	22%
Five	18	16%

53% HAD THREE OR MORE TYPES OF FAMILY VIOLENCE IN THEIR LIVES, OFTEN INVOLVING MORE THAN ONE INCIDENT FOR EACH TYPE OF VIOLENCE

SOURCE: PDS CLIENT REPORT AT RPG ENTRY

# Domains of Life Impaired

Domain	RPG#	RPG %	PCAP%
Work	49	34 %	33%
Household	52	36 %	26%
Chores			
Friends	78	54%	49%
Fun	73	50%	38%
School	20	14%	22%
Family	85	58%	58%
Sex Life	59	40%	31%
General	90	62%	51%
<b>Functioning</b>			
Overall	69	48%	37%
SOURCE: PDS CLIENT REPORT AT RPG ENTRY			

25 ADULT RPG CLIENTS WERE IN MISSOURI STATE ALTERNATIVE CARE AS CHILDREN AN AVERAGE OF 2.1 YEARS.

THE SHORTEST STAY WAS 4
DAYS AND THE LONGEST STAY
WAS 5.2 YEARS.

**SOURCE: MO DSS Administrative DATA** 

#### LEGAL ISSUES -N- 208

**CRIMINAL CHARGES: 70 CLIENTS HAD 313** 

CHARGES FILED AS A RESULT OF ARRESTS

AVE # OF CHARGES 5

CONVICTIONS: 49 CLIENTS HAD 101
CONVICTIONS WITH AN AVE OF 2 CONVICTIONS

TIME IN PRISON: 57 CLIENTS SERVED 701 MONTHS

**AVE 4.7 MONTHS** 

**AWAITING SENTENCING** 63

**CURRENT PROBATION** 49

Source: ASI Client Report at RPG entry

## RPG ADULT FUNCTIONING

INSTRUMENT	DESCRIPTION	# SURVEYED	# HIGH RISK	PERCENT
ASI	7 Domains of addiction	177	97	55%
TSC-40	Trauma symptoms	156	65	42%
CES-D	Depression symptoms	163	116	71%
PSI	Caregiver stress	144	111	96%
AAPI SOURCE: RPG OAISIS DATA	Parenting attitudes	140	110	79%

### RPG CHILDREN

AGE RANGE	N 455	PERCENT
UNDER 1 YEAR	7	2 %
1-2 YEARS	65	14 %
3-8 YEARS	220	48 %
9-12 YEARS	100	22 %
13-18 YEARS	63	14 %

**45% Male 55% Female** 

103 FOSTER/RELATIVE PROVIDERS

Source: RPG ESL Database

### **RPG CHILDREN'S FUNCTIONING**

INSTRUMENT	DESCRIPTION	# SURVEYED	# HIGH RISK	PERCENT
BRIEF	Executive Functioning	93	28	30%
CBCL	Emotional, Behavioral, & Social Problems	97	27	28%
ITSP	Infant Sensory Processing	19	11	58%
TSCYC	Trauma (ages 3-12)	70	30	43%
VINELAND SOURCE: RPG OAISIS DATA	Socialization	112	26	23%

# RPG PROGRAM ENROLLMENT MARCH 7, 2013- MARCH 31, 2016

	Total Enrollment to Date
Referrals	330
Cases Accepted	72% of referrals
	(98% of target 240)
31st Circuit – 125 (61%)	
39 <sup>th</sup> Circuit - 79 (39%)	Prevention – 97 (48%)
	Reunification – 107 (52%)

CASE MANAGEMENT MODEL	CASES	PERCENT
HOMEBUILDERS	70	30%
PCAP	139	59%
CASSP	26	11%
TOTALS	235	

#### **RPG CLIENT SUCCESS**

COMPLETE SUBSTANCE
ABUSE TREATMENT

NO KNOWN SUBSTANCE MISUSE

ACTIVE INVOLVEMENT IN COMMUNITY SUPPORTS

STABLE INCOME/EMPLOYMENT

SAFE AND STABLE HOUSING

PRIMARY REASON FOR EXIT	Total Cases Exited To Date N = 191	PERCENT
Program Completed (SA treatment, No known substance use, Stable Housing, Source of Income) E2	76	40 %
Moved Out of Service Area or other Treatment E3 & E7	13	7 %
Unable to Locate E4	22	12 %
Excessive Missed Appointments E5	33	17 %
Declined Further Participation E6	11	6 %
Refusal to participate in substance abuse or mental health treatment E10	27	14 %
Jail	5	3%
NO SUBSTANTIVE PARTICIPATION IN RPG (LESS THAN 5 MEETINGS IN 60 DAYS) (NOT IN %)	34	
OTHER((1-DEATH)	4	2%

### LEVEL OF SERVICES

CLOSING CODE	# FAMILIES	MONTHS SERVICES
CODE 2 – SERVICES COMPLETED	76	10.98
CODES 4,5,6,11, 13 – SOME SERVICES	75	4.65
CODES 10 & 12 – NO SA OR SUBSTANTIAL SERVICES	22	4.43
TOTAL	153	7.07
AVE. SESSION (N-698)	84 MINUTES	79% ALIGNMENT BETWEEN PLAN & ACTUAL SESSION

SUBSTANCE ABUSE TREATMENT	31st Circuit	39th Circuit	TOTAL
ENTERED TREATMENT	124*	59*	183*
AOTS	97	24	121
OTHER AGENCY	19	26	45
RPG COUNSELOR	8	9	17
COMPLETED TREATMENT	38	1	39
COMPLETED RESIDENTIAL only	10	7	17
WITHDREW FROM TREATMENT	9	8	17
DISCHARGED FROM TREATMENT	17	9	26
TRANSFER TO ANOTHER AGENCY	7	1	8
MOVED OUT OF AREA	7	0	7

# SUPPORT SERVICES FOR RPG FAMILIES

SERVICE	FAMILIES
RPG COUNSELING SERVICES	62
RPG PCIT SERVICES	23
RPG PEER RECOVERY SERVICES	53
RPT TRANSITIONAL HOUSING	44
COMMUNITY SUPPORT PROGRAMS	132 ATTENDED SOME SUPPORT MEETINGS 12 HAVE BECOME VERY ACTIVELY INVOLVED IN COMMUNITY SUPPORT ACTIVITIES
CHURCH SUPPORT	58

### Family Group Conferences

■86 families (36%) have participated in family group conferences and an additional 15 families are in the process of working to set up a conference.

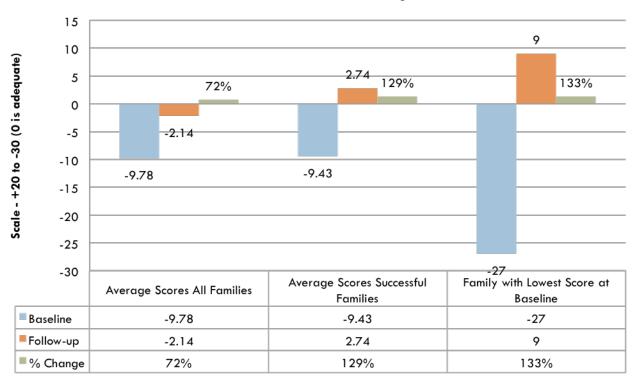
- 41 of family group conferences have been held with families who were successful in completing the RPG program
- □A total of 341 FGC surveys have been completed representing 86 families. Over 95% of participants expressed agreement or strong agreement with twenty of twenty-three questions on the survey. Most significant were:
- □96% AGREED OR STRONGLY AGREED THAT THE FGC BUILT ON THEIR FAMILY STRENGTHS
- □98% agreed or strongly agreed that the plan addressed the client's concerns
- □98% agreed or strongly agreed that the plan supports the client's recovery efforts
- □97% agreed or strongly agreed that the plan protects the safety of the client's children (CDR MSU REPORT MAY 10, 2016)
- Individual interviews at closing indicate clients see partnering with families as valuable for their future success

# NCFAS – NORTH CAROLINA FAMILY ASSESSMENT SCALES

- The NCFAS scales are intended as case practice tools to aid in the assessment of family functioning for purposes of service planning and goal setting." They are structured to provide an organizing framework for social workers to use in case practice as a vehicle for assuring that a comprehensive assessment is conducted for families
- □ A six-point scale(2,3,0,-1,-2,-3) ranging from clear strength (+2) to serious problem (-3). Baseline/Adequate (zero) means that the family is functioning at a level where there is no legal, ethical, or moral reason for intervention."
- NCFAS scoring is repeated at closure and provides a measure of the family's progress during the intervention.

Source: Development, Intent, and Use of the North Carolina Family Assessment Scales, and Their Relation to Reliability and Validity of the Scales Raymond S Kirk, PhD August 2012 (rev. March 2015)

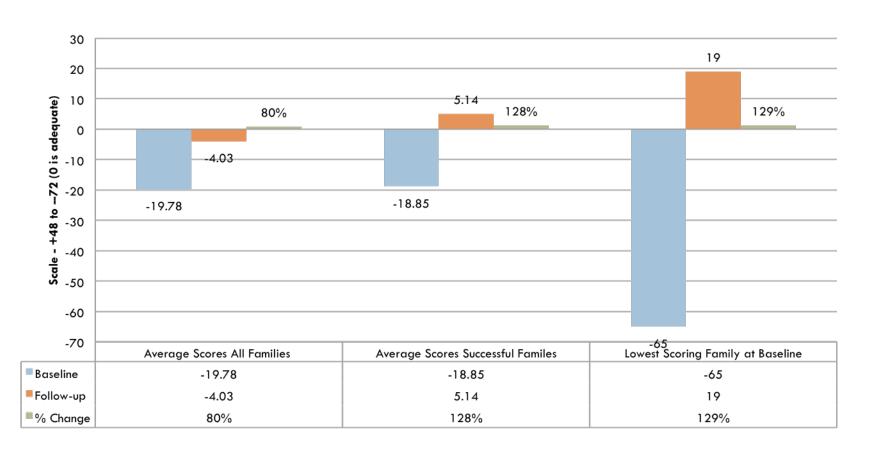
### NCFAS Family Functioning Basic Scores (Baseline n = 205; Follow up n = 131)



#### NCFAS SPECIAL FACTORS

DISCIPLINE OF CHILDREN	CHILD BEHAVIOR
PARENTAL USE OF DRUGS	SCHOOL PERFORMANCE
DOMESTIC VIOLENCE	EMPLOYMENT
FAMILY CONFLICT	TRANSPORTATION
PHYSICAL ABUSE	PARENT'S MENTAL HEALTH
EMOTIONAL ABUSE	CHILD DISABILITY
SEXUAL ABUSE	CHILD'S MENTAL HEALTH
NEGLECT	RESOLUTION OF CPS RISK FACTORS
HOUSING STABILITY	SERVICE PLAN COMPLETION
ACCEPETANCE OF SUPPORT SERVICES	AMBIVALENCE TOWARD CHILDREN
PARENT'S PHYSICAL HEALTH	UNDERSTANDING CHILDREN'S TREATMENT NEEDS
ACCESS TO HEALTH CARE	COOPERATION WITH PLACEMENT PROVIDER

### NCFAS Family Functioning Special Factors Scores (Baseline n = 205; Follow up n = 131)



#### **EMPLOYMENT**

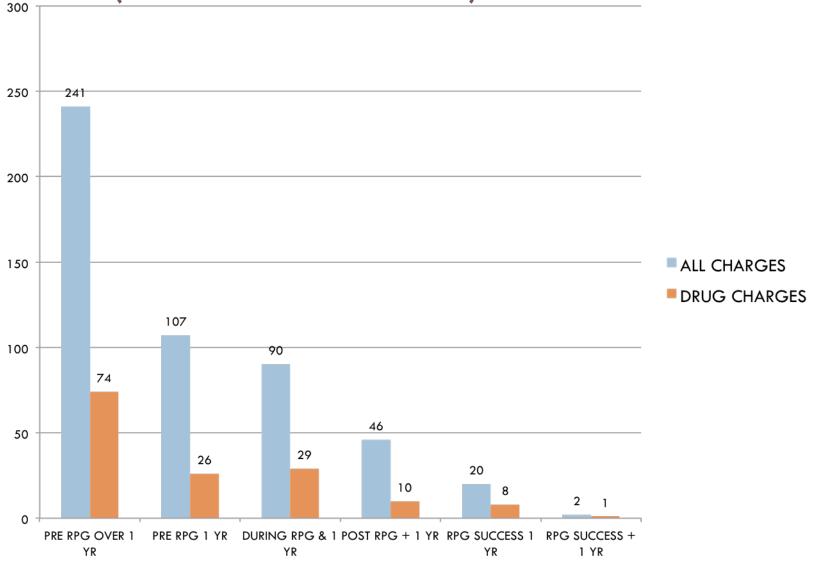
95 RPG clients (47%) have stable income 68 RPG clients are employed full time

31 RPG clients have participated in the IPS(Individualized Placement and Services) program and 13 have obtained employment with an average income of \$9.44 an hour after 90 days of employment.

15 RPG clients are disabled or on SSI3 RPG clients rely on their partners for income

Average income for RPG clients at closure increased from \$671 per month to \$975 or 45%.

### RPG CLIENTS WITH CRIMINAL CHARGES BY CASE OUTCOMES (MO CASENET JULY 2016)



### TYPES OF LEGAL CHARGES

DRUGS	121
DWI	32
STEALING/BURGLARY	58
RECEIVING STOLEN PROPERTY	11
PROPERTY/NEIGHBOR OD 18	НО
FINANCIAL (FRAUD,	
FORGERY, BAD CHECK	\$ 33

Source: MO CASENET JULY 2016

CRIMES AGAINST PERSONS	
CHILD ENDANGER	25
ASSAULT	20
DOMESTIC ASSAULT	17
TRANSPORTATION	
□ NO	
LICENSE/REGISTRATI 51	ON
DRIVING REV/SUS	29
□ TRAFFIC	14

**OTHER** 

### LEGAL REMEDIES

	TIME TO CHARGE RESOLUTION	
	6 months	125
	12 months	90
	2 years	78
	3 or more yrs	29
	NOT RESOLVED -W	/ait
	□ 1 year	56
	2 years	35
	■ 3 or more years	12
SOURCE: MO CASENET JULY 2016		

CONVICTION RESULT	TS
FINES	80
PROBATION	23
SES/SIS	176
■ SAA	13
■ SES/SIS REVOKER	4
INCARCERATION	
UNDER 1 YEAR	
49	
2-5 YEARS	19
■ NOT RESOLVED	74

■ RESOLVED UKN 12

### CHILD WELFARE: SAFETY & PERMANENCY

- There has been 25 Child Abuse/Neglect reports on program participants during the first 2 years of client referrals into the RPG project.
- Of these, four were determined to be verified instances of abuse/neglect by RPG clients. Two reports involved sexual abuse by a non-case member. One report was physical abuse and one report was neglect.
- Additionally, there were 9 Assessments and all of these cases were already open.
- There were 10 placement changes during the first 2 years of the RPG program. Three involved reunifications of children placed prior to RPG, four involved placements and reunifications during RPG intervention, and one involved adoptive placement of a child placed during RPG intervention. (Source: DSS Administrative Data, March 2015)

## CHILD WELFARE PERMANENCY OUTCOMES

- 85 children did not enter alternative care placement due to RPG services.
- 78 children were returned home or achieved permanency (TPR or Guardianship) during RPG services.
- 10.12 months reduction of time in placement for 39<sup>th</sup> Circuit children.
- 2.5 months reduction of time in placement for Greene Co. children.

### **EBP Fidelity Practices**

- Cross training staff in each EBP providing refreshers as necessary
  - Implementation with full fidelity and on-site monitoring of staff skill development
  - Individual and group case stafffings
  - Fidelity monitoring with use of each EBP's monitoring tools where available
  - A robust data system based on the RPG ESL forms developed by Mathematica has tracked over 4500 client activity logs of client-staff interactions

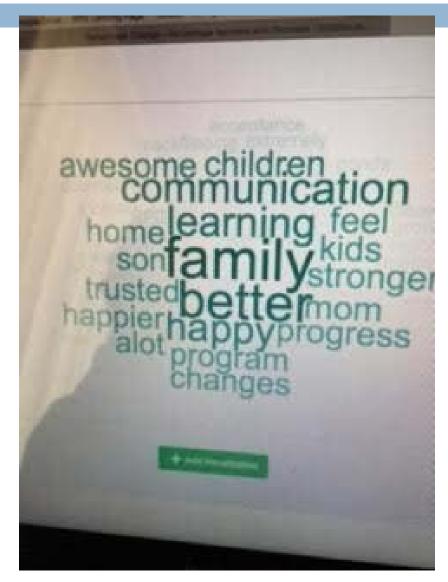
### RPG Exit Surveys

- Clients
- Referral Sources
- Advocates
  - General Agreement on major questions:
    - Recommend RPG
    - Reasons for clients entering RPG
    - Reasons clients temporarily dropped out of RPG
    - Reasons for relapses
    - Most important program supports
    - Most important groups for positive support
  - Unique Differences

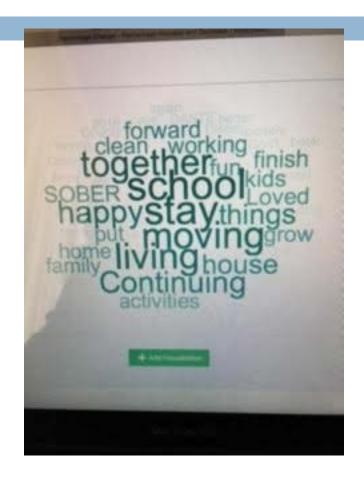
### The most helpful part of the RPG Program for me was



## Describe your assessment of your family's progress with in the RPG Program



### What are your and your family's plan's for the future?



### CONCLUSIONS

- RPG families are incredibly troubled with longstanding histories of multiple trauma that impact their lives
- The multiple factors impacting families match all of the criteria in the literature that inhibit successful participation in treatment
- The multiple problems facing families make it difficult for many of them to consistently commit to making changes in their lives resulting in the problems we face in initially engaging with some families and keeping them in the program to successful conclusions.

### PROGRAM CHALLENGES

- Clients who are still using substances
- Clients who are in the pre-contemplation stage
- Clients who have no real desire to change the way they live and enter into the recovery process
- □ Client's mental health needs that far outweigh the substance abuse issues. (Wendy Burgett 2015)
- Children's issues requiring family and placement provider coordination

### EVALUATION CHALLENGES

- Changes in CD/DMH programming
- 31st Circuit's dynamic improvements in services and outcomes and determining how much impact is due to RPG (729 children in care May 2016 a decrease of 202 or 22% change)
- Comparison Groups
- Regression analysis for EBP's

### BUILDING BLOCKS

- We receive incredible support for the program from our referral sources from over 50 different workers resulting in waiting lists for RPG services in the 39<sup>th</sup> Circuit
- Only five clients failed to complete intakes
- 40% OF CLIENTS SUCCESSFULLY COMPLETE THE RPG PROGRAM and make MAJOR LIFE CHANGES
- □ The average number of months clients participate in the RPG program is 7.07 months. The average for successful clients is 10.9 months. SIX clients have exceeded the 18 month projected maximum time period because they are continuing to participate in case management, peer recovery & counseling services.

### BUILDING BLOCKS

- Staff are providing multiple evidence based services to clients, with 39% in client homes and 28% in the community.
- The activities and topics covered match focal requirements of each evidence based practice.
- Clients are willing to work with staff as evidenced by the 84 minutes average time devoted to clientadvocate meetings and the 79 % average alignment of sessions planned with what happens in sessions, & life changing comments in exit surveys.
- Outstanding cooperation from community partners in problem solving, referrals, and program support

"I have 21 months clean. I have learned to be more self-sufficient, become more assertive, I talk more about my needs and problems. I have learned to be more trusting and a more reliable friend, mother, daughter. I am starting to like who I am and like myself. I have learned coping skills and NA has helped me."

Source: Successful RPG Client

### **Further Information Contacts**

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