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Annual Evaluation Report 2022

May 9, 2022

Client Follow-Up Survey





Executive Summary

All Faiths Children’s Advocacy Center (All Faiths or AFCAC) provides a child-friendly facility where law enforcement, child protection, family advocacy, therapy, and training offer children and their caregivers safety and a road to healing and recovery. As a Children’s Advocacy Center accredited by the National Children’s Alliance, the agency focuses on the prevention, intervention, investigation, and treatment of childhood trauma.

The UNM Evaluation Lab and All Faiths’ staff (i.e., the Evaluation Team) worked together between August 2021 and April 2022 to assess the needs and skills of former clients through an online survey and in-depth interviews. The Evaluation Team identified two evaluation goals: First, to assess clients’ needs for community services, and second, to identify which emergency systems clients were utilizing after leaving All Faiths. Through analysis of preliminary data, the team added as a third goal to assess what skills had been learned while at All Faiths. The rationale was that, if parents and children had worked with All Faiths to acquire parenting and life skills, the use of systems and community services would differ relative to clients who had not done so.

The survey data showed that of the clients who answered, 83% received therapeutic services, and 75% were enrolled with All Faiths for 12 months or more. Those indicating zero needs were the largest group at 46%, and 39% of the clients were involved with at least one system. Children, Youth, and Families Department (CYFD) was the most commonly cited system of involvement. The type of needs changed from the 2021 survey to the 2022 survey. In 2021, clients indicated high needs for employment/regular income (35%), and in 2022 only 10% of discharged client respondents indicated the same type of need. In 2022, the most common needs of discharged clients were helping to pay for utilities (24%) and legal support (22%).

Structured interviews with the case managers underscored that the most basic needs of former clients are met, including housing, childcare, and income. One need not fully met was for trauma-informed services, particularly in public school settings, echoing the previous evaluation with All Faiths in the 2021 Evaluation Report. The other themes identified included coping, and parenting skills gained, improved client functionality, the knowledge and use of systems, the impact of Covid-19, and deficits in the legal support and systems.

“ when we first started she couldn't even get through the front door most days... [Now] she can cope better, she's able to work, she's graduating a year early, and things are a lot better.”

The UNM Evaluation Lab recommends using the Client Survey at six months, one year, and two years to evaluate the needs of clients served by all programs, identify peer supporters, and reach out to former clients who indicated they have needs at present. In addition to identifying additional needs, the Client Follow-Up Survey can be used to assess short and long-term program outcomes. The Client Follow-Up Survey can be modified to include outcome indicators

to capture and measure program impact for future assessments.

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Introduction

All Faiths Children’s Advocacy Center (All Faiths) is an Albuquerque based nonprofit founded in 1956 that provides mental health, case management, adoption placement, forensic interviewing, and other services to children and families for the “prevention, intervention, investigation and treatment of childhood trauma (All Faiths, 2021). All Faiths identifies as a behavioral health agency and an advocacy center specializing in the treatment of children and their caregivers who may be experiencing homelessness, child abuse, violence, and other crises. The organization’s vision is for New Mexico’s children to be safe and for all families to thrive. They have multiple programs addressing their client needs that include: a Children’s Safehouse, Family Wellness, Placement Services, and a Training Institute.

All Faiths and the UNM Evaluation Lab (The Lab) are working in a participatory evaluation partnership to address evaluation issues of interest to All Faiths and to support the organization’s evaluation capacity. The Evaluation Team is comprised of both The Lab’s and All Faith’s staff.

The evaluation conducted in 2020-2021 with the Lab assessed clients’ needs for community services through a short survey that would inform the agency’s case management practice. All Faiths was also interested in learning about needs for services and the use of emergency services for discharged clients, so, in 2020, the organization began asking for informed consent from clients to be contacted after leaving their programs. This year’s evaluation builds upon these efforts to assess the needs and use of emergency systems (e.g., CYFD, Police Department, etc.) after clients have discontinued or completed services.

The 2021-2022 evaluation seeks to understand the needs of discharged clients after leaving All Faiths and assess their use of emergency systems. The evaluation questions are:

- What community services do clients need after being discharged from All Faiths?
- What kind of emergency systems do discharged clients use, if any?

A secondary evaluation goal was to understand better whether clients learned skills while at All Faiths and if they found them useful after discharge.



Work Performed

Survey

The survey assessed client needs using items from the Well-Rx survey, a questionnaire All Faiths currently uses with its active clients. The Well-Rx is a short inventory of needs adapted to the organization's participants and programs. During this evaluation, the Evaluation Lab and All Faiths expanded the Well-Rx survey to obtain a snapshot of discharged clients' needs and systems involvement.

In order to address systems involvement, the survey included items from the Parent Status – 1 Year Follow-up survey from the *Resource for Evaluating Children Advocacy Centers* by the National Children's Alliance (*Standards*, 2021). These items helped gain a better understanding of the interactions between All Faiths' discharged clients and various systems.

The team also developed a trauma-informed survey protocol (Appendix A) that gave respondents the chance to add contact information and opportunities for participants to request outreach from an All Faiths staff member if they felt the need for it.

The UNM team translated the survey to Spanish, and the All Faiths Case Management staff assessed the translation to ensure terms were culturally appropriate and contextually relevant. The survey was created with SurveyMonkey and distributed to discharged clients through email by All Faiths. Data collection lasted five weeks, and the All Faiths staff sent weekly reminder emails. The final sample size was 41 responses.

Based on preliminary data analysis of the first 20 responses, the Evaluation Team concluded that knowing the type and duration of services would be vital to addressing the evaluation goal. Therefore, the team added two new questions:

- o How long were you a client for All Faiths (Multiple choice)
- o What services did you receive at AFCAC (multiple-choice, including "I'm not sure" and "Other" with a box for the written answer)
- o Overall, how satisfied were you with the services you received at All Faiths?

The survey results were analyzed using Microsoft Excel and STATA. Associations between variables were analyzed using *t*-tests conducted via STATA. However, the survey's small sample size indicates that any correlation or lack of correlation between variables may be subject to sample bias.

Interviews

The evaluation gathered data from four interviews with former clients to assess their experiences with accessing services and involvement with systems. Due to the sensitive nature of the questions, All Faiths staff conducted the interviews to ensure that if clients had any recurring trauma or need for services during the interviews, the case managers would be able to assist them.

The case managers used a list of randomly selected discharged and non-discharged but non-active clients. It included both types of clients, those who completed their program goals and those who did not. This list was sent to case managers to conduct outreach and schedule interviews for respondents willing to be interviewed and who consented to be recorded. The interviews asked former clients about their experiences since leaving All Faiths to identify what has been going well, challenges, resources needed, and their involvement with systems like CYFD, Juvenile Justice, law enforcement, and the courts. (See Appendix B for complete interview protocol).

Prior to interviews, discharged clients consented and set up an appointment for a video conference. Case managers recorded and emailed the recorded video to the UNM Evaluation Lab team lead. The Lab team reviewed and transcribed the interviews. For the coding process, two Lab team members coded independently. Then, all four UNM Evaluation Lab team members discussed each code until reaching a consensus. The final codes were classified according to the main outcomes of the evaluation: client needs, coping skills, and system involvement. The team identified the most common codes and associations between codes. From these, the team identified seven main themes: Coping Skills Gained, Improved Parenting Skills, Increased Functionality, Impact of the Covid-19 Impact, Knowledge and Use of Resources/Engagement with Systems, Basic Needs Met Yet More Trauma-Informed Accommodations at Schools Are Needed, and Legal Support & Services Deficit.



Data Analysis

Survey Respondents

There were a total of 41 responses to the online survey. (See Table 1A for complete demographic information). Out of these respondents, nearly half indicated that only their child/ren received services from All Faiths (49%, n=20), and 12% n=5 stated that only the respondent received services from All Faiths. Those that indicated that both their child/ren and the respondent received services were 39% of the respondents (n=16).

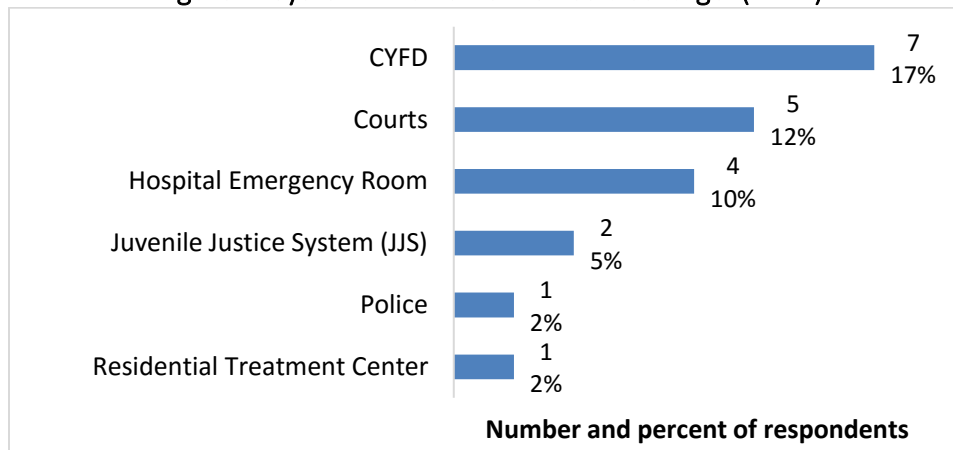
The majority of the respondents (58.5%, n=24) were of Hispanic, Latino, or Spanish origin. 61% (n=25) respondents identified their race as white and 9.7% (n=4) identified as African-American. The remaining respondents selected “Other Race” or “I prefer not to respond.” 29% (n=12) of respondents live in a household with someone who has a developmental or physical disability, and 27% (n=11) have a child under the age of five.

The evaluation team added questions about the type and duration of services at All Faiths after a preliminary analysis of the first 20 interviews. Of those who responded to the new questions, 10 out of 12 received therapy services, 8 were involved with Safehouse services, and 3 received case management services at All Faiths. Regarding the duration of services, 9 respondents were enrolled with All Faiths for 12 or more months, 2 were enrolled for one to three months, and one for six to 12 months.

Systems and Needs

Nearly 40% of survey respondents indicated involvement with at least one of the following systems since discharge: CYFD, courts, hospital emergency rooms, the juvenile justice system (JJS), police, and residential treatment centers (See Table 2A). The most common system used by respondents was CYFD, followed by courts and hospital emergency rooms. (See Figure 1). Less than 5% of respondents indicated involvement with JJS, police, or residential treatment centers.

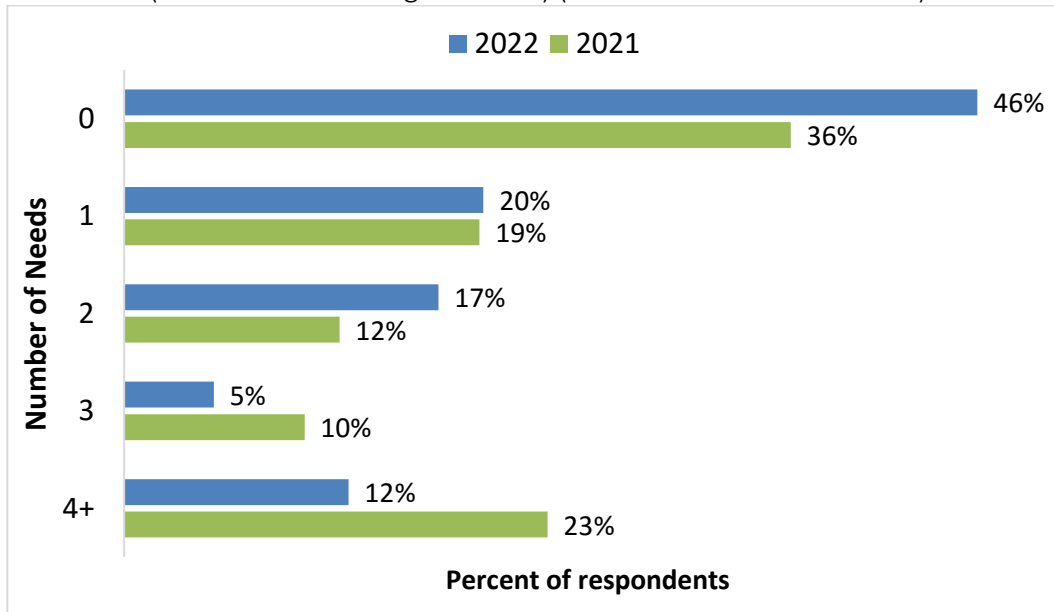
Figure 1. System involvement since discharge. (n=41)



Source: 2022 All Faiths Client Follow-Up Survey

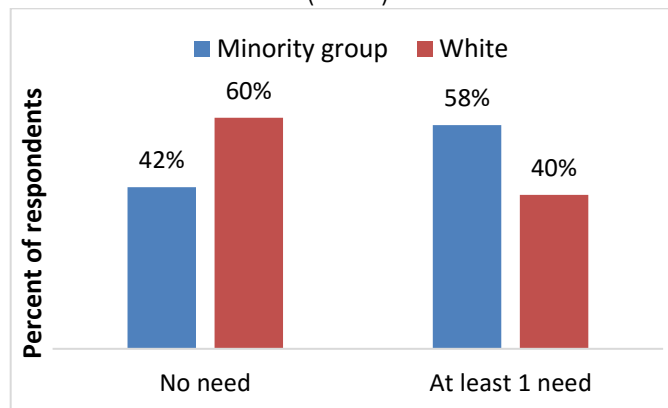
Compared to an All Faith’s 2021 survey of current clients, discharged clients who responded to the 2022 survey indicated fewer needs. 36% of current client respondents indicated zero needs compared to 46% of discharged client respondents. Additionally, only 12% of discharged client respondents indicated four or more needs compared to 23% of current client respondents. (See Figure 2).

Figure 2. Number of needs indicated.
 (2022: n=41 discharged clients) (2021: n=65 enrolled clients)



Source: 2022 All Faiths Client Follow-Up Survey and 2021 All Faiths Family Wellness Program Client Needs Assessment

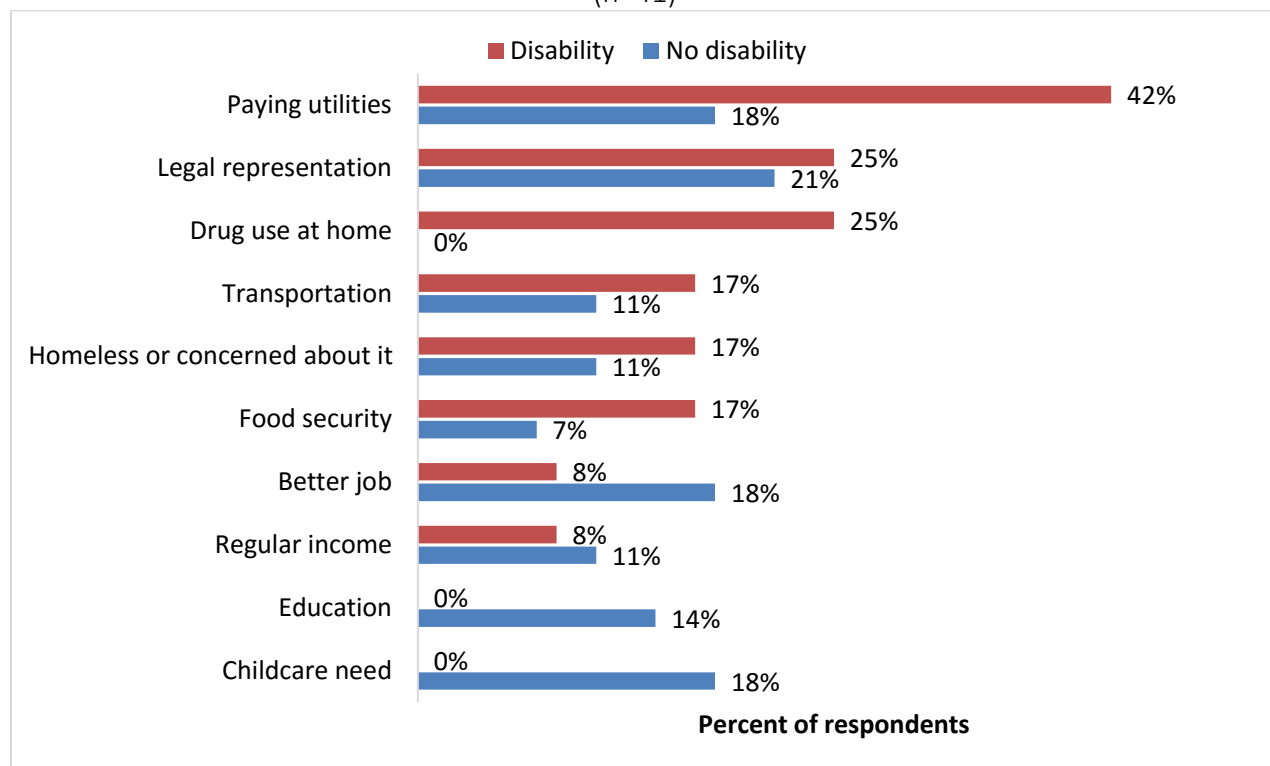
Figure 3. Percentage of respondents who reported at least one need, by race/ethnicity
 (n=41)



Source: 2022 All Faiths Client Follow-Up Survey

The number of needs varied by race and ethnicity. Non-hispanic whites were more likely to have reported zero needs than minority groups. (See Figure 3). Respondents who indicated they or a member of their household have a developmental or physical disability also indicated more education, childcare, housing, employment, and food security needs than those who did not. (See Figure 4).

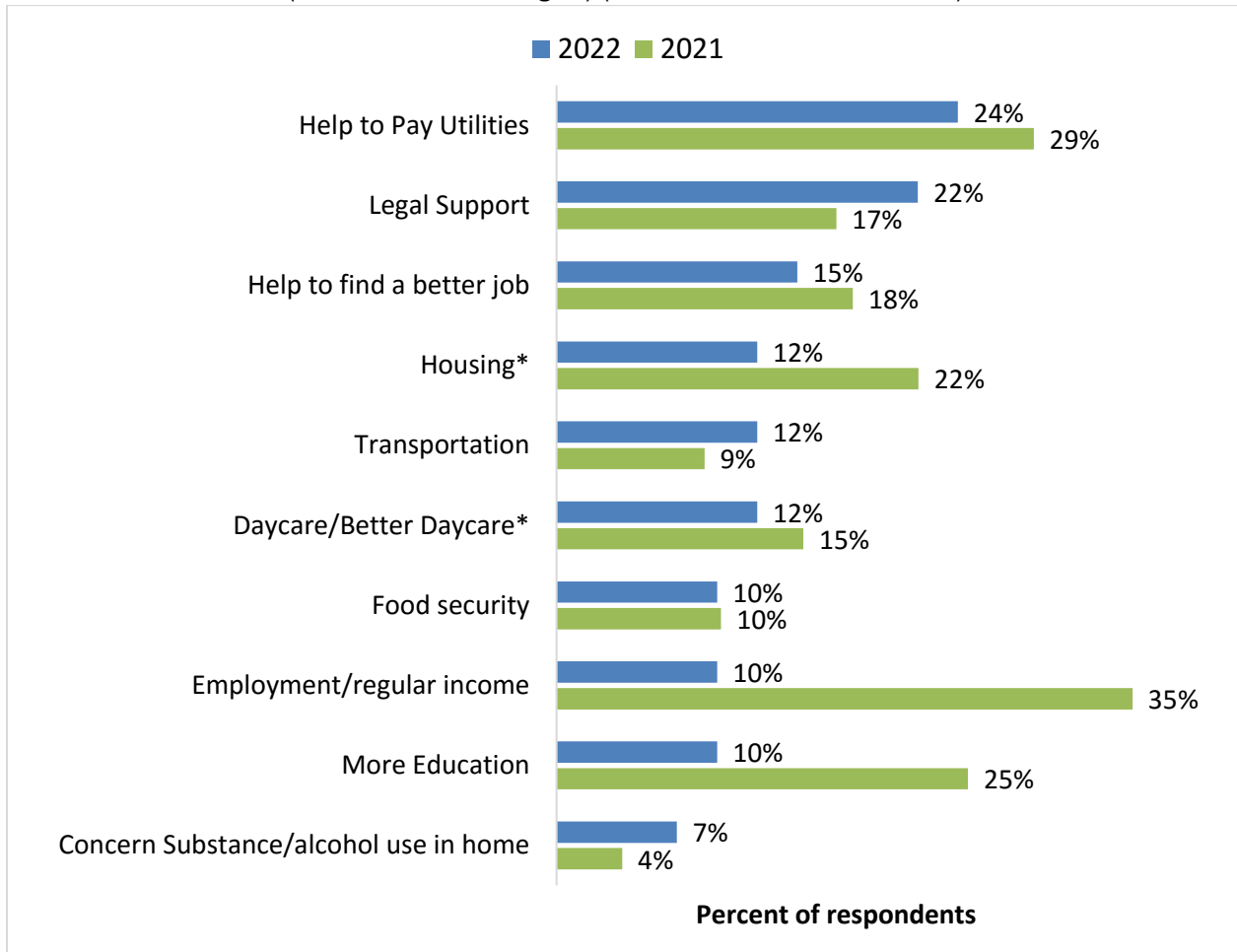
Figure 4. Percentage of respondents with needs, by disability status.
(n=41)



Source: 2022 All Faiths Client Follow-Up Survey

The type of needs changed from the 2021 survey to the 2022 survey. In 2021, current clients indicated high levels of employment/regular income needs (35%) and education needs (25%). Only 10% of discharged client respondents in 2022 indicated a need for employment/regular income assistance or help getting more education. The most common needs for discharged clients were help paying for utilities (24%) and legal support (22%). (See Figure 5).

Figure 5. Needs indicated (“Yes” or “Sometimes” responses).
 (2022: n=41 discharged) (2021: n=65 enrolled clients)



Source: 2022 All Faiths Client Follow-Up Survey and 2021 All Faiths Family Wellness Program Client Needs Assessment

* The 2021 survey results included separate counts for “daycare” and “better daycare” and “homeless” or “worried about being homeless in the future”. The higher of each option was used in this table.

Having a child under the age of five was significantly ($p=0.0197$) associated with a higher amount of systems use. A possible conclusion is that families with younger children are involved in systems that help meet their childcare needs, such as CYFD. More systems use was expected with families with physical or developmental disabilities as studies show they are more likely to have re-referrals and revictimization (Kahn & Schwalbe, 2010). However, this data suggests that respondents who indicate someone in their family experiences a disability ($n=12$) do not have more needs or system involvement but have different needs such as education, housing, a better job, and food security.

Skills and Satisfaction

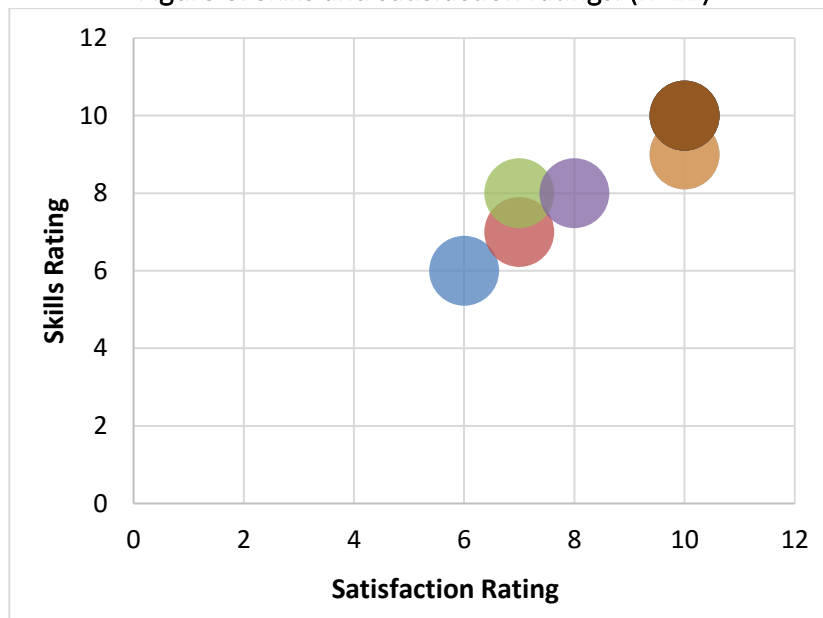
Respondents were asked to rate the skills they acquired at All Faiths on a scale of one (not helpful) to 10 (very helpful). The second version of the survey included a question allowing

respondents to also rate their satisfaction with All Faiths on a scale of one (not satisfied) to 10 (very satisfied). Overall, respondents felt the skills they learned were helpful, with 64% (n=24) rating them at eight or higher. Respondents who did not services but whose children did, indicate a lower average rating (7.6) than those who received services along with their children (8.3), and those who received services but their children did not (9). Additionally, respondents who did not have any systems involvement after leaving All Faiths had a higher average rating (8.3) than those with some systems involvement (7.6).

Among the clients who responded to the second survey version, 10 of them (n=12) rated their satisfaction with All Faiths at eight or higher. For the respondents that rated both the skills learned and satisfaction with All Faiths, the ratings have a positive association with those indicating higher satisfaction levels and higher levels of skill usefulness. (See Figure 6).

In order to better understand the types of skills they learned at All Faiths, an open-ended textbox was included in the survey. We received a total of 29 responses, and the most common skills learned were “parenting skills,” “coping skills,” “crisis management,” and “communication.” (See Figure 6).

Figure 6. Skills and satisfaction ratings. (n=12)



Source: 2022 All Faiths Client Follow-Up Survey

The below “word cloud” (Figure 7) highlights the recurring responses with the highest frequency displayed in larger fonts.

Figure 7. Word cloud Depicting Clients Skills Learned at All Faiths. (n=29)



Source: 2022 All Faiths Client Follow-Up Survey
Note: Created with wordclouds.com

Interviews

Based on the four interviews, the Evaluation Team identified the following seven themes.

Theme 1: Coping Skills Gained

Clients reported improved coping skills after their services at AFCAC. The children's new coping skills and techniques included deep breathing, communication, and emotional regulation. Several children are now able to attend school and return to their previous routines. Two caretakers observed that emotional triggers can still elicit anxiety attacks, but that the attacks were less frequent.

“He's no longer having ... these panic attack episodes about conversing about it. If it has to be talked about, he's able to talk in a normal tone.”

Theme 2: Improved Parenting Skills

Parents and guardians were more effective at assisting their children in coping with trauma, gained confidence in their parenting choices, and having strategies for dealing with issues when they arise. One of the children participating in the interview said her mother expressed her

emotions which she had not done previously, and that mother added that she practices more self-care, which was a direct result of the prompts and support of an All Faiths therapist.

“All Faiths was a good thing. It really helped me as a single mom feel more sure of myself because I had support to reach out to... When there were triggers in the house because of anger outbursts... I had someone to call for Wraparound services and they were there to support me, help me to bring everything down, and gave me advice what to do.”

Theme 3: Improved Functionality

There were multiple parents who indicated that they were able to focus on their personal career and educational pursuit after being discharged from All Faiths. Parents also reported that their children were more able to attend school and participate in external activities after being discharged. One former client with complex needs including special needs children, described that in addition to not arguing with her partner anymore, that overall, the family experienced more ‘good days than bad.’ Another parent said that her child was graduating early, and another resource parent stated that things were smooth and had returned to normal.

“It was to the point when we first started where she couldn’t get through the front door most days... (Now) she can cope better, she’s able to work, she’s graduating a year early, and things are a lot better.”

Theme 4: Impact of Covid-19 Pandemic

Covid-19 affected clients in various ways, including remote learning challenges, lock-down with a relative dealing with substance issues, difficulties with remote therapy sessions, inability to find affordable housing, and court delays. However, the Covid impact was not all negative. For some, the virtual court appointments were a relief for the children as they did not have to meet the offending person in court.

“My husband lost his job at the beginning of Covid. He had been at the company for like 11 years and lost his job, so that's when I went back to work”.

Theme 5: Knowledge and Use of Resources/Engagement with Systems

There was a clear recurring theme within and across multiple interviews that the guardians were knowledgeable about systems. Guardians were engaged in the systems they needed including CYFD, courts, and therapy. All the interviewees' children had been in therapy, and a few had identified additional support at school received or in process. The parents and caretaker were confident they could find, and gave examples of already having found, mental health services and legal services after leaving AFCAC. One resource provided examples of places she could take the child should the need for therapy return, through A Child’s Voice and legal services could be attained through Pegasus. Further to the use of resources, CYFD was also providing childcare support to one participant and two other participants had positive outcomes with CYFD including

the adoption of multiple children into their families.

“So, I [used] a lot of resources out there and they helped me and made me feel more sure of myself and that I was doing the right things.... I felt supported by All Faiths - very, very happy with the program and the support I got from everybody”

Theme 6: Basic Needs Are Met Yet More Trauma-Informed Accommodations at Schools Needed

The interviewer inquired about basic needs as queried in the survey questions. Each interviewee reported having met adequate basic needs such as food security, transportation, financial security, and no concerns about drug or alcohol addiction. Although basic needs were reported as met, children with a history of trauma needed additional support to manage symptoms as school, such as class chaperones, managing bullying, and securing Individualized Education Plans.

Theme 7: Legal Support & Services Deficit

Navigating the court system created stress on families associated with dissatisfaction regarding the judge’s rulings (e.g., the ruling did not feel like justice), the extended duration of proceedings, children having stressful face-to-face interactions with the offending party through courts, and uncertainty about obtaining adequate legal representation. A guardian, for instance, mentioned the need for future legal representation if a non-custodial parent insists on visiting the child and bringing along with the offending relative.

“[Dealing with the legal system] was frustrating. It didn't feel like it was real justice.... not to mention because of Covid, it took years to even solve it”



Recommendations

Survey

- Use the Guardian Follow-Up Survey as an instrument to assess the ongoing needs of the discharged clients and identify the needs of those clients who did not complete the program.
- Create a comparable Youth Follow-Up Survey for former clients under 18 years of age.
- Collect demographic data to include education and insurance information to assess the impact on the needs and services provided.

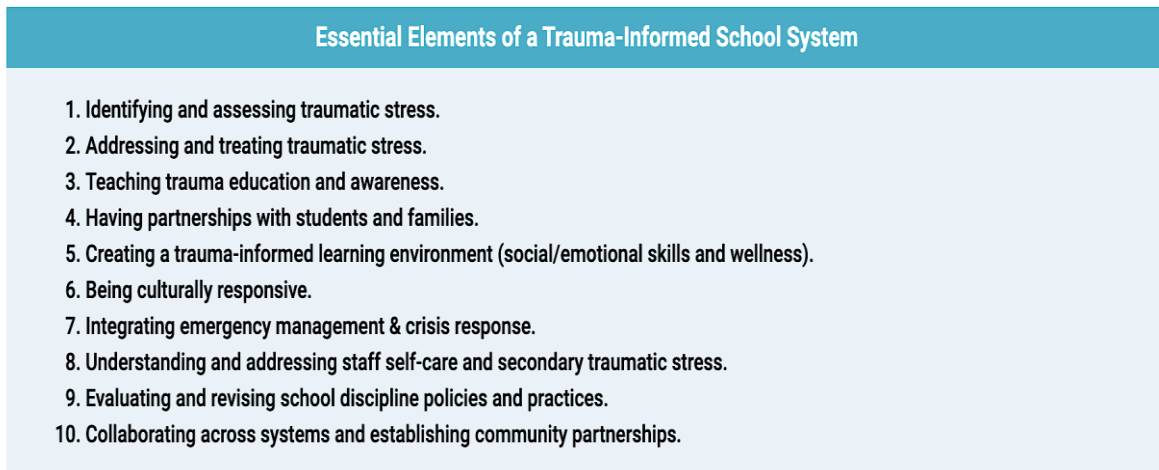
Interviews

- Secure necessary approvals for interviews conducted via Zoom for future evaluations and program assessments.
- Allow interviews to be conducted more easily via mobile devices and for ease of recording and transcribing.
- Better integrate family member data in the database for discharged and former clients.
- In order to better facilitate relevant follow-up for those no longer receiving service, consider if updating the coding in the database will more clearly distinguish discharged and former clients from those still receiving service.

Programs

- Maintain a list of recommended service provider referrals for those on the waitlist projected to wait three or more months. Consider if the Peer Support Program could help address gaps in client support.
- Consider providing counselors and/or peer supporters from the Peer Support Program to accompany families during legal proceedings.
- Consider providing training for staff and trauma-informed services for schools, prioritizing Title 1 schools, in community partnership.
- Consider advocacy and outreach working toward a Trauma-Informed School System as defined by the National Child Traumatic Stress Network, so children feel safe and ready to learn in a positive school environment (*Essential*, n.d.) (See Figure 8).

Figure 8. Representing the Elements of a Trauma-Informed School System



Next Steps

- Follow up with survey respondents who indicated they needed services.
- Follow up with the 17 respondents who indicated an interest in the Peer Support Program.
- Create training modules for the Peer Support Program, and begin training and planning for relevant programs to help fill gaps in services. The 2021 Evaluation Report found clients in long-term case management are not just in need of therapy but also reassurance, validation of progress, and self-care, soft skills that the Peer Support Program might help address.
- Implement the Follow-Up survey at 6 months, 1 year, and 2 years post-discharge.
- Develop a framework to identify and address those with ongoing, complex needs.



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Appendix A – Client Survey

A. CLIENT SURVEY

The four questions added after March 1, 2022 appear in red

Survey will be sent via Survey Monkey email to all participants discharged from All Faiths over the last year.

[On the landing page of the survey, no questions appear with only a welcome and instructions.]

“Thank you for taking a few minutes to fill out this survey. This information will help improve services to help you and others coming into the All Faiths Children’s Advocacy Center. All your answers will be kept confidential, and only used to improve our services.

This is a 22- question survey that takes approximately 10 minutes to fill out. It will ask you about your needs for emergency services and other community resources since your time at All Faiths.

If you need any additional support, please do not hesitate to contact us at _____. Thank you for providing this helpful information as we aim to help families and children in the best way we can!

[Click here to begin]

1. Who in your household received services from All Faiths?
 - a. You
 - b. Your child or children
 - c. Both yourself and your child or children

 2. What services did you or your child/ren receive at All Faiths?
 - a. Case Management
 - b. Therapy
 - c. Safehouse
 - d. Other
 - e. I do not wish to respond

 3. How long were you or your child/ren a client for All Faiths? (If you have been a client more than once, think about the most recent time)
 - a. Less than two weeks
 - b. Two weeks to a month
 - c. 1 to 3 months
-

- d. 3 to 6 months
- e. 6 to 12 months
- f. 12 months or more
- g. I do not wish to respond

The next questions are about things or services you may have needed since discharging from All Faiths.		Answers		
4.	Since discharging All Faiths, did you or others you live with eat smaller meals or skip meals because you didn't have money for food?	Yes	Sometimes	No
5.	Are you homeless or worried that you might be in the future?	Yes	Sometimes	No
6.	Do you have trouble paying for your utilities (gas, electricity, phone)?	Yes	Sometimes	No
7.	Do you have trouble finding or paying for a ride?	Yes	Sometimes	No
8.	Do you need daycare, or better daycare, for your kids?	Yes	Sometimes	No
9.	Are you unemployed or without regular income?	Yes	Sometimes	No
10.	Do you need help finding a better job?	Yes	Sometimes	No
11.	Do you need help getting more education?	Yes	Sometimes	No
12.	Are you concerned about someone in your home using drugs or alcohol?	Yes	Sometimes	No
13.	Do you need legal support (for example, help completing a restraining order, or learning about legal process)?	Yes	Sometimes	No
14.	Is there anything else you would like to share about these or other needs you and your family may have?	Open		

15. Since discharge at All Faiths, have any of the children under your care received mental health treatment (for example, meeting with a counselor or a psychologist, or medical treatment for mental health?)
- Yes
 - No
16. Since leaving All Faiths, have any of the children under your care received services from any of the following? (Pick all that apply)
- CYFD
 - Courts
 - Residential Treatment Centers
 - Police
 - Hospital Emergency Rooms.
 - Juvenile Justice (JJS)

End of this section: *If you need any additional support, please do not hesitate to contact us at _____.* If you want a staff member to reach out to you please share your **first name** and preferred phone number.

[Open ended]

17. On a scale of 1 -10 how helpful are the skills you learned at All Faiths?
Not helpful 1 10 Very helpful.
18. Would you share an example of when these skills were helpful to you? ((For instance: parenting skills, coping skills, communication skills, advocacy skills, crisis management skills, and increasing natural supports)
[Open-ended]
19. If we were to create a Family Support Program, would you be interested in learning more about becoming a client advocate or mentor? (Certified Family Peer Support Workers are parents who have the “Lived Experience” of being actively involved in raising a child who experiences social, emotional, behavioral, mental health, or developmental disability challenges. The CFPSW serves as a role model demonstrating affective advocacy skills, building professional relationships, and clearly conveying which child-serving systems and services they have utilized to assist their own child who has those challenges.)
- Yes
 - No

Please contact 505-271-0329 if you are interested in learning more about becoming a client advocate or mentor or share your first name and preferred phone number.

[Open-ended]

The following questions are about you, feel free to skip any question. Once you are finished please submit the survey.

20. Are you of Hispanic/Latino/Spanish origin?
- Yes
 - No
21. How would you best describe yourself? (May select more than 1)
- American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or Other Pacific Islander
 - White
 - Other (please specify)
 - I prefer not to respond
22. Does anyone in your household have a developmental or physical disability?
- Yes
 - No

23. Age of child/ren (years): *Please select the age of each child. If you have multiple children, select one age for each child.*
(Under 1 – 18 and up)

24. When you or your Child/ren left All Faiths

- You and/or your child had received all the services you needed
- You and/or your child left before receiving all services you needed
- I do not wish to respond

25. On a scale of 1-10 (10 being the highest) how satisfied were you with the services you received at All Faiths?

End of Survey Message:

Thank you for completing this survey! Your input is appreciated!

If you need any additional support, please do not hesitate to contact us at 505-271-0329

B. CLIENT SURVEY (Version 1, Spanish)

Encuesta confidencial

Gracias por tomarse unos minutos para completar esta encuesta. Esta información ayudará a mejorar los servicios para ayudarlo a usted y a otras personas que reciben servicios en All Faiths Children's Advocacy Center. Todas sus respuestas se mantendrán confidenciales y solo se utilizarán para mejorar nuestros servicios.

Esta es una encuesta de 23 preguntas que toma unos 10 minutos para completar. Le preguntará sobre sus necesidades de servicios de emergencia y otros recursos comunitarios desde su tiempo en All Faiths.

Si necesita asistencia adicional, no dude en comunicarse con nosotros al 505-271-0329. ¡Gracias por proporcionar esta información, ya que nuestro objetivo es ayudar a las familias y los niños de la mejor manera posible!

1. ¿Quién en su hogar recibió servicios de All Faiths?
 - a. Usted
 - b. Su hijo(a) o hijos(as)
 - c. Tanto usted como su hijo(a) o hijos(as)
2. ¿Qué servicios recibieron usted o sus hijos en All Faiths?
 - a. Manejo de Casos (Case Management)
 - b. Terapia
 - c. Albergue o Casa segura (safehouse)
 - d. No deseo responder.
 - e. Otro. Por favor explique:
3. ¿Por cuánto tiempo usted o sus hijos fueron clientes de All Faiths? (Si ha sido cliente más de una vez, use la vez más reciente)

- a. Menos de dos semanas
- b. De dos semanas a un mes
- c. 1 a 3 meses
- d. 3 a 6 meses
- e. 6 a 12 meses
- f. 12 meses o más
- g. No deseo responder

Las siguientes preguntas son sobre cosas o servicios que pudo haber necesitado desde que estuvo en All Faiths:

4.	Desde que estuvo en All Faiths, ¿usted u otras personas con las que vive comieron menos o se saltaron comidas porque no tenía dinero para comprar alimentos?	Sí	A veces	No
5.	¿Le preocupa quedarse sin casa o sin lugar donde vivir en el futuro?	Sí	A veces	No
6.	¿Tiene dificultad en pagar las cuentas de su casa como la luz, el gas o el teléfono?	Sí	A veces	No
7.	¿Tiene alguna dificultad para conseguir o pagar transporte?	Sí	A veces	No
8.	¿Necesita guardería o una mejor guardería para sus niños(as)?	Sí	A veces	No
9.	¿Está desempleada(o) o sin ingreso fijo?	Sí	A veces	No
10.	¿Necesita ayuda para encontrar un trabajo mejor?	Sí	A veces	No
11.	¿Necesita ayuda para obtener más educación?	Sí	A veces	No
12.	¿Le preocupa que alguien en su casa use drogas o alcohol?	Sí	A veces	No
13.	¿Necesita ayuda legal (por ejemplo, de un abogado para la corte o para aprender sobre procesos legales)?	Sí	A veces	No
14.	¿Hay algo más que quiera compartir sobre esta u otras necesidades en su familia?			

15. Desde que dejó All Faiths, ¿alguno de los niños bajo su cuidado ha recibido tratamiento de salud mental (por ejemplo, con un consejero o psicólogo, o médico para la salud mental)

- Si
- No

16. Desde que dejó All Faiths, ¿alguno de los niños bajo su cuidado ha recibido servicios de alguno de los siguientes? (Seleccione todas las que correspondan)

- CYFD
- Cortes
- Centros de Tratamiento Residencial
- Policía

- Salas de emergencia de hospitales
 - Justicia Juvenil (JJS)
 - Otros (Por favor especifique)
-

Si necesita asistencia adicional, no dude en comunicarse con nosotros al 505-271-0329. Si quiere que alguien de All Faiths se comunice con usted, comparta su primer nombre y número de teléfono preferido. _____

17. En una escala del 1 al 10, ¿qué tan útiles son las estrategias o habilidades que aprendió en All Faiths? (1 es nada útil y 10 lo más útil)
18. ¿Podría compartir un ejemplo de cuándo estas estrategias o habilidades le fueron útiles? (Por ejemplo: habilidades de crianza, para lidiar dificultades, para la comunicación, para abogar por sí misma(o), habilidades de manejo de crisis y aumento de los apoyos naturales)
19. Si creamos un programa de apoyo familiar, ¿estaría interesado en obtener más información sobre cómo convertirse en defensor(a) o mentor(a) del cliente? (Los mentores familiares certificados (CFPSW por sus siglas en inglés) son padres que tienen la "experiencia vivida" de participar activamente en la crianza de un niño que experimenta desafíos sociales, emocionales, de comportamiento, de salud mental o de discapacidad del desarrollo. El CFPSW es un modelo a seguir que demuestra habilidad para abogar por sí mismo, establecer relaciones profesionales y transmitir claramente cuales sistemas y servicios de atención a la infancia ellos mismos han utilizado).
 - Si
 - No

Comuníquese al 505-271-0329 si está interesado en obtener más información sobre cómo convertirse en un defensor o mentor del cliente o comparta su nombre y número de teléfono preferido. _____

Las siguientes preguntas son sobre usted, siéntase libre de saltarse cualquier pregunta. Una vez que haya terminado, envíe la encuesta.

20. ¿Es usted de origen hispano/latino/español?
 - Si
 - No
 - prefiero no responder
 21. ¿Cuál o cuáles de las siguientes opciones le describen mejor? (Puede seleccionar más de una opción)
 - Indígena americano o nativo de Alaska
 - asiático
 - negro o afroamericano
-

- Nativo de Hawai u otra isla del Pacífico
- blanco
- prefiero no responder
- Otros (especificar)

22. ¿Alguien en su hogar tiene una discapacidad física o del desarrollo?

- sí
- No
- prefiero no responder

23. Edad del/los niño/s (años): Seleccione la edad de cada hijo(a). Si tiene varios hijos, seleccione una edad para cada uno.

(Menos de 1 año 1,2,...,17 18 o más)

24. Cuando usted o sus hijos dejaron All Faiths:

- Usted y/o su hijo habían recibido todos los servicios que necesitaban
- Usted y/o su hijo se fueron antes de recibir todos los servicios que necesitaban
- No deseo responder

25. Del 1 al 10, ¿qué tan satisfecho estuvo con los servicios que recibió en All Faiths?

¡Gracias por completar esta encuesta! ¡Apreciamos sus respuestas!

Si necesita asistencia adicional, no dude en comunicarse con nosotros al 505-271-0329.



Appendix B – Instructions: Interview

PROTOCOL

1. **Evaluation goal: To identify clients’ experiences meeting daily needs and with systems (CYFD, Courts, police, etc.) since leaving All Faiths.**

2. **Recruitment:**

- Cate will send a list of clients to Evelyn and Cynthia. Include clients who left after completing their program objectives with All Faiths, as well as clients who did not.
- Interviews are conducted by Case Managers via Microsoft Teams.
- Prior to interviews, contact interviewees via phone and email to inquire if they are available for a follow-up interview with a case manager to get feedback.
 - o It is better to call and email to make it more likely for clients to reply.
 - o Share why All Faiths is calling: “We want to learn about your experience since leaving All Faiths so we can improve our services and see if there is anything we can do to support you”
- If the response is “yes” then a question about good times to be reached will be asked by the All Faiths representative.
 - o Those times will be noted and shared with the Case Managers. If possible, pre-schedule phone meetings via email correspondence/text message.
 - o The representative will inform the participant of what phone number to expect or will send a Microsoft Teams meeting link.
- The Case Managers will call at the planned time.

3. **During the call:**

[if client consents to the call, please turn on closed caption and record the conversation]

- **Goal:** Thanks for talking with me. We’re reaching out to hear how our former clients are doing, learn a little bit about their experience, and see if there’s anything we can do to support you. Does this sound ok with you?
- **How we’ll use this info and consent to record:** Today, we will talk about how you and your family are doing. We are talking to several former clients to get a good sense of what their needs are and how they’ve been coping. We’re collaborating with a team from the UNM Evaluation Lab. They will summarize all we learn from talking to you and other clients so we can do a better job and to do that I will need to record our

conversation. UNM and All Faiths will keep what you say confidential, and we can pause the recording at any moment if you want to. **Is it ok if I record the conversation?**

- If not, ask if there are any services All Faiths can provide. If not, then end the call.
- **If yes:**

Thank you! [begin recording and turn on closed captions!]

4. Interview guide:

Question 1: *Can you tell me a little bit about your life since leaving All Faiths?*

Probe: Can you share how things are going for you?

Question 2: *What has been going well in your family since your time with All Faiths?*

Question 3: *What has been challenging for your family since leaving All Faiths?*

Probe: How have your kids been doing in school?

Probe: What has going back to school for your kids been like?

Question 4: *Are there resources or support you need that you aren't getting?*

Probe: *[Ask about specific things: Use WELL-RX questions as a guide if you need to]*

- Did you or others you live with *eat smaller meals or skip meals* because you didn't have money for food?
- Are you homeless or worried that you might be in the future?
- Do you have trouble paying for your utilities (gas, electricity, phone)?
- Do you have trouble finding or paying for a ride?
- Do you need daycare, or better daycare, for your kids?
- Are you unemployed or without a regular income?
- Do you need help finding a better job?
- Do you need help getting more education?
- Are you concerned about someone in your home using drugs or alcohol?
- Do you need legal support (for example, help completing a restraining order, or learning about legal process)?
- Is there anything else you would like to share about these or other needs you and your family may have?

Question 4a. *What has been challenging about getting the support you need?*

Question 5: *Have you had to deal with CYFD since leaving All Faiths? What about Juvenile*

Justice? Law enforcement? The courts? (Pause after each system.)

Probe: *What did this look like? /Would you be comfortable telling me about that?*

Question 6: *How has the mental health of your family been since you left All Faiths?*

Question 6a: *Have you looked for counseling or therapy services since leaving All Faiths? Can you share more about it?*

Probe: Have you had any issues finding those services?

Question 7: *Is there anything you need from All Faiths that I can help you with?*

“Thank you for taking the time to answer our questions. We hope to be able to be as helpful as we can for families. If you need anything, please feel free to contact us at _____.”



Appendix C – Informed Consent Form

UNM EVALUATION LAB Informed Consent for Interviews 2021-2022

The Evaluation Lab works with organizations to help them figure out how they are doing and where they might improve.

All Faiths Children’s Advocacy Center is interested in understanding how participants experience its programs, and that’s why we are interviewing you.

The interview will take about an hour.

Your participation is voluntary and what you choose to share is totally up to you.

A member of the case management team at All Faiths will take notes and record the discussion to make sure we understand what you said. The recording will be shared with the UNM Evaluation Lab. Once the UNM Evaluation Lab has reviewed the recording to make sure our notes are accurate, we will destroy the recording. If you would rather we not record the interview, then we won’t.

We may share your story with All Faiths and we may include your story in written reports. We won’t use your name in the written reports, including reports that may be posted on the internet.

If you have any questions about this evaluation project, or the Evaluation Lab, please feel free to call the Evaluation Lab Director, Claudia Diaz Fuentes, at (505) 277-3548.

It’s fine to record the interview

Do not record the interview

Name of Adult Participant Date

Signature of Adult Participant Date

Name of Research Team Member Date

Signature of Research Team Member Date



Appendix D – Survey Responses

Table 1A. Survey Respondents

	Number of Respondents	Percentage (%)
Who in your household received services from All Faiths?	41	
<i>Your child or children</i>	20	48.8
<i>Both yourself and your child or children</i>	16	39.0
<i>You</i>	5	12.2
What services did you or your children receive at All Faiths?	12	
<i>Therapy</i>	10	83.3
<i>Safehouse</i>	4	33.3
<i>Case Management</i>	3	25.0
<i>Other Services</i>	1	8.3
How long were you or your child/ren a client at All Faiths?	12	
<i>1 to 3 months</i>	2	16.7
<i>6 to 12 months</i>	1	8.3
<i>12 months or more</i>	9	75.0
Are you of Hispanic, Latino, or Spanish origin?	41	
<i>Yes</i>	24	58.5
<i>No</i>	12	29.3
<i>I prefer not to respond</i>	5	12.2
What is your race?	41	
<i>White</i>	25	61.0
<i>I prefer not to respond</i>	8	19.5
<i>Black or African American</i>	4	9.7
<i>Other</i>	3	7.3
Does anyone in your household have a developmental or physical disability?	41	
<i>No</i>	25	61.0
<i>Yes</i>	12	29.3
<i>I prefer not to respond</i>	3	7.3
Children under the age of five in household?	41	
<i>No</i>	30	73.2
<i>Yes</i>	11	26.8

Source: 2022 All Faiths Client Follow-Up Survey

Table 2A. Systems and Needs

	Number of Respondents	2021-2022 Percentage (%)	2020-2021 Percentage (%)
Systems involvement since discharge	41		
<i>CYFD</i>	7	17.1	-
<i>Courts</i>	5	12.2	-
<i>Hospital Emergency Rooms</i>	4	9.7	-
<i>Juvenile Justice (JJS)</i>	2	4.9	-
<i>Residential Treatment Centers</i>	1	2.4	-
<i>Police</i>	1	2.4	-
<i>No systems involvement Indicated</i>	25	61.0	-
Number of Systems	41		
<i>0</i>	25	61.0	-
<i>1</i>	13	31.7	-
<i>2</i>	2	4.9	-
<i>3</i>	1	2.4	-
Needs (Yes or Sometimes)	41		
<i>Utilities</i>	10	24.4	29.0
<i>Legal support</i>	9	21.9	17.0
<i>Help finding a better job</i>	6	14.6	18.0
<i>Transportation</i>	5	12.2	9.0
<i>Daycare or better daycare*</i>	5	12.2	15.0
<i>Food insecure</i>	4	9.7	10.0
<i>Unemployed or without regular income</i>	4	9.7	35.0
<i>More education</i>	4	9.7	25.0
<i>Concerned about drugs or alcohol in home</i>	3	7.3	4.0
<i>Homeless or worried for future*</i>	2	4.9	22.0
<i>No needs indicated</i>	19	46.3	-
Number of Needs	41		
<i>0</i>	19	46.3	36.2
<i>1</i>	8	19.5	19.3
<i>2</i>	7	17.1	11.7
<i>3</i>	2	4.9	9.8
<i>4+</i>	5	12.2	23.0

Source: 2022 All Faiths Client Follow-Up Survey and 2021 All Faiths Family Wellness Program Client Needs Assessment

* The 2021 survey results included separate counts for “daycare” and “better daycare” and “homeless” or “worried about being homeless in the future”. The higher of each option was used in this table.



Appendix E – Notable Quotes

Interview 1

“He's no longer having these panic attack episodes about conversing about it. If it has to be talked about, he's able to talk in a normal tone.”

“I think he's great. He's just typical who he is... he's outgoing and he wants to be funny...”

“It just feels like everything is smooth and normal.”

“We felt like that [Child 1] has been provided all this knowledge. It's now time for him to apply the knowledge”

Interview 2 (Included two individuals, teen client and parent)

“Her anxiety has gone down. She still has anxiety attacks but she's better able to cope with it. We're not missing as much school because of it.

“I mean it was to the point when we first started at All Faiths where she couldn't even get through the front door most days. We were literally sitting in the parking lot before school. I had to wait till the bell rang and walk her in. My mom was helping me at the time, and she would volunteer at the school so that [Child 1] felt a little safer. She'd have teachers in APS police walking her to class... It was really, really bad... It's gotten to the point though that she can cope with things better, she's able to I mean go to work... She wanted a job, and she works at [local restaurant] now and she's graduating a year early and things are a lot better.”

“It is pretty bad around holidays like Christmas and my birthday and [my sibling's] birthday and stuff like that because he had shown up before on those days, but [I am] able to cope with it... I used to have a lot of nightmares too... I still have them... I'll probably never really get rid of them but there's a lot less.” – Teen former client

“They don't need counseling on a regular basis but just somebody to talk to once in a while.”

“[All Faiths counselor], they had for such a long time, she was part of our lives you know; she was part of our family and... she was close with my kids, with me, with my husband, with my mother-in-law and my mom... that was the hardest thing, was letting their counselors go...”

“She [the mother] does not hide all the time. She does not let it build up.”
– Teen former client

“You guys [All Faiths] were like a second family to us.”

“I've always recommended you. I've always given everybody your name even if it's something that they feel is little, but I kind of see a little bit more. [All Faiths] were family to us during that time, and we appreciate you.”

Interview 3

"It took [Child 1] like almost the entire school year to be okay with going to school. I was a parent sitting outside the school for two hours because my kid didn't want to go in the building."

"[Court] was frustrating. It didn't feel like it was real justice. The teenage minor that did it to her, he and his mom didn't show up the court dates, not to mention because of Covid, it took years to even solve it."

"It's always been the goal to have more good days than bad. And that's what we have now."

Interview 4:

"I've been doing a lot better as I don't have this much stress at home. I don't have to worry about substance abuse; kids not coming home at night, sneaking out, bringing people in, worried about my little kids getting a hold of the substances, I don't worry about anybody getting hurt in the house, things getting damaged. So, it's been really peaceful."

"...All Faiths was a good thing. I really helped me as a single mom feel more sure myself because I had support to reach out to; and when they were triggers in the house because of anger outbursts of her or him, mostly her, because that's what was the biggest problem, I had someone to call for Wraparound services and they were there to support me, help me to bring everything down, and gave me advice what to do."

"Taking trauma classes has helped a lot to understand kids, my kids better."

"I also did some nurture heart parenting with YTI and different things. A lot of resources out there and they helped me and made me more feel more sure of myself and that I was doing the right things, it wasn't me that was causing the trauma, her issues whatever substance abuse and whatever else issues she has but was blaming me. I felt supported by All Faiths, very, very happy with the program and the support I got from everybody."

"I wasn't raised around drugs and alcohol, so I don't know how to parent that, and I was just trying to do everything I can. I don't want to call the cops. But with All Faiths, they told me, you have to do it for your safety. You know, she could hurt you. She could hurt the little ones. It's not safe. So, you just get built my confidence up, having that support."