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Annual Evaluation Report 2023



Measuring Self-Efficacy Among Clients





Executive Summary

PB&J is a non-profit based in Albuquerque, New Mexico focusing on providing families in need with pre-k, family support, parenting classes, home visits, and case management. The organization needed a tool to measure the growth of client's knowledge and self-efficacy of seeking and applying for social services. The goal of this evaluation was to create such a tool and to pilot it for usability and feasibility for the organization and their clients. The pilot was conducted within PB&J's Community Based Prevention, Intervention, and Reunification (CBPIR) Program, which is focused on providing case management and parent education families with children 0-18 years old.

The University of New Mexico Evaluation Lab Team worked directly with members of the PB&J Family Services staff to develop a pilot survey relating to client's self-efficacy and knowledge of applying for social services. The teams worked together over a course of eight months to envision, design, build, and implement a pilot survey. After extensive review of the literature, this team is unaware of research conducted on client's self-efficacy and seeking social and government services, thus this is a novel survey.

The survey was designed and uploaded into the Constant Contact platform at the request of PB&J. The pilot survey and data collection period were between, January 26th – March 27th, and the Evaluation Team was able to collect 30 responses. Staff aided clients in filling out the survey if necessary. The findings of the survey showed an increase in knowledge and self-efficacy from beginning to mid-point (3 months). Clients' responses showed growth in knowledge about what is needed to apply for services, and who to seek out help for when applying for services. Some strengths and challenges were discovered in the execution of the pilot survey which should be used in future evaluations within the organization.

PB&J Family Services, after the survey distribution and implementation period, were able to provide recommendations moving forward for future Evaluation Teams. The recommendations provided by PB&J Family Services focused mainly on the administrative burden the survey had on their staff and clients struggles to comprehend and answer the survey questions effectively. The next steps that PB&J Family Services would suggest are to (1) begin the survey creation and distribution period earlier, (2) have a third-party conduct and administer the survey, and (3) change the wording for some of the survey questions.



Introduction

PB&J Family service is a nonprofit organization serving the state of New Mexico by providing services and access to community needs. PB&J Family Services was established in 1972 by Angie Vachio and Christine Ruiz-Boyd, and their goal was to provide intensive wrap-around services for children and their parents who reside in New Mexico (PB&J, 2022). These services include early childhood education for children in need, in-home parenting education, case management services, and various other services.

PB&J offers a wide variety of programs to their clients. PB&J's programs are divided into three groups: Center-Based Services, Home & Community-Based Services, and Families Impacted by Incarcerations. The Center-Based Programs includes a Parenting Program, New Mexico Pre-K Extended Day Program, and a Children's Support Group. The Home & Community-Based Services includes New Mexico Home Visiting, Family Infant Toddler Program (FIT), Community Based Prevention- Intervention and Reunification (CBPIR), and Family Outreach Resource Community Engagement (FORCE). Lastly, the services for Families Impacted by Incarceration includes Juvenile Community Corrections and Metropolitan Detention Center (MDC) Parenting Program.

Community Based Prevention, Intervention and Reunification program

The Community Based Prevention, Intervention and Reunification (CBPIR) program was the focus for the UNM Evaluation Team's project. The CBPIR program provides in-home parent education and case management to families with children 0-18 years old. This community-based service's goals are to (1) provide support to improve parent-child interaction, (2) help parents or caregivers create a healthy child development, (3) provide parent or caregivers' the knowledge needed to meet their children's needs, (4) ensure that children are safe in the home, (5) decrease the need for removal, (6) stop disruptions within the home, and (7) work towards safely returning a child or children to their family.

If a PB&J client has a case dealing with Reunification, they will be referred through New Mexico Children, Youth, Families Department (CYFD). For a child to be reunified with their family, the family and PB&J must follow the criteria created by CYFD for the CBPIR program. The following are the guidelines for Community Based Primary & Secondary Prevention Services, Placement Prevention Services, and Reunification Services: (1) conducting home assessments and interventions to improve individual and family relationship, (2) creating measures to ensure a child or children are safe, (3) utilizing co-parenting techniques for conflict resolution, which will lead to building a stronger relationship, (4) providing a treatment plan through case management, (5) and developing a safety system for the family and their child or children.

Discharge from the CBPIR program is conducted in phases. Phase 1 is the family connecting with care services, where they begin to establish initial goals and how to work towards them. This phase can last about 0-2 months. Phase 2 is the family making progress toward achieving their goals. This is when case managers engage clients in home visits and parent education classes to meet these goals. This phase can last about 2-5 months. Phase 3 is the family achieving their goal. Successfully achieving their goals means that the child/children

are safe and that the family completed the parent education classes. This final stage lasts about 0-2 months.

Evaluation Goal:

The purpose of this evaluation is to create and pilot a survey for the CBPIR program to assess if clients can self-advocate in seeking social and government assistance. A review of the literature revealed a gap in the research on self-efficacy in seeking social and government services. The theory of self-efficacy is the foundational theory for the creation of the survey instrument and can be defined as the internal confidence that an individual has in seeking help or achieving their goals (Riech, et- al., 2004). The theory of self-efficacy has four domains:

- **Attitude:** Attitude people have toward their goals. Are viewed as cognitive factors that regulate efficacy beliefs.
- **Knowledge:** Knowledge people have toward their goals. Having the knowledge in dealing with the environment.
- **Skills:** Skills people may use to reach their goals. A person having the skills for obtaining goals can affect perception of self-efficacy regarding achieving those goals.
- **Resources:** Resources people may use to reach their goals. The number of resources people have at their disposal may influence their perception of self-efficacy



Work Performed

The purpose of our work for the Fall 2022—Spring 2023 project is an attempt to answer: What is the feasibility of conducting an evaluation within the organization? What are the impacts of PB&J CBPIR program on participant's ability and confidence in seeking social services? The PB&J Evaluation Team designed and piloted a survey in one of PB&J's programs seeking social services and assistance. The CBPIR program was used as a pilot program to test the instrumentation and feasibility of the survey.

The following is the action items the Evaluation Team has performed:

- A literature review was conducted prior to and following the discussions in an effort for the survey to be informed by best practices.
- After the survey was designed, it was implemented in the CBPIR program.
- The team discussed the issues, concerns, and feasibility of the survey design implementation.
- In addition, the UNM team did an analysis of the pilot data and provided those results to PB&J.

To ensure that the design of the survey matches the values and goals of the organization, we utilized an informed engaged approach. Starting with the theory of Self-Efficacy, the Evaluation Team designed a baseline draft of the survey. We utilized language to meet the needs for the literacy level for PB&J clients. The original survey contained 20 questions.

The UNM team collaborated with the PB&J team over a series of meetings, which included members at various levels of the organization, to work on the survey draft. In the meetings, the UNM Evaluation Team asked about language use and ease. Additionally, the Evaluation Team created an informed consent form that was included in the final survey.

After several iterations, the final draft of the survey was approved by the PB&J team. The final survey included 8 quantitative/rank-choice questions and two qualitative/open ended questions. Depending on which stage of the program a client is in, the survey can account for the maturity of the client (i.e.,) new client compared to a client at the end of the program).

Upon approval, the UNM Evaluation Team designed the survey within the Constant Contact platform and could be completed electronically or with paper and pencil. When the survey was completed, the results were entered into the platform by the administering case worker.

The results of the pilot survey then were revised along with the implementation protocol, for use in a wider launch across all programs. When the pilot data collection was concluded, PB&J delivered the data to the Evaluation Team to conduct a statistical analysis and conclusions.



Data Analysis

Quantitative Data Analysis:

135 clients started the survey with only 30 participants completing it. 9 participants identified as being in the program for 1-2 months, 10 clients identified as being in the program for 3-5 months, and 10 clients identified as being in the program for over 6 months. Two clients did not disclose their time in the program; thus, those surveys were unable to be used for the grouped analysis. A Likert scale with a range of 1-5 was used for the survey questions. The averages from each group were collected and compared to see if changes were made depending on the amount of time they had been in the program. A satisfaction question was also included in the survey for clients to answer. The results from each question are listed below.

Table 1. Number of clients for each survey question, by length in program¹

1. What are your current feelings about PB&J services?			
	1-2 months	3-5 months	6+
Fantastic	8	9	10
ok	1		
Awful			
2. What has been your experience applying for services?			
	1-2 months	3-5 months	6+
Fantastic	6	9	9
ok	2		1
Awful	1		
3. How do you feel about applying for services on your own?			
	1-2 months	3-5 months	6+
Fantastic	8	6	6
ok		3	4
Awful	1		
4. I know what is needed and where to go to apply for services?			
	1-2 months	3-5 months	6+
Fantastic	5	7	8
ok	4	2	2
Awful			
5. I have access to the resources I need to apply for services.			
	1-2 months	3-5 months	6+
Fantastic	7	7	7
ok	2	1	3
Awful		1	
6. I know who to reach out to for help when applying or services.			

¹ Questions 1-3 answer scale: "Awful", 2 as "Not very good" 3 as "Okay", 4 as "Really good", 5 "Fantastic"
 Questions 4 to 6 answer scale: 1-"very easy", 2- "easy", 3-"ok", 4-"hard", 5"very hard".
 Question 7 answer scale 1-"very easy", 2- "easy", 3-"ok", 4-"hard", 5"very hard".

	1-2 months	3-5 months	6+
Fantastic	7	9	9
ok	2		1
Awful			
7. Please rate the level of difficulty of obtaining and accessing services.			
	1-2 months	3-5 months	6+
Very Hard		3	
ok		3	3
Very Easy		3	4

Table 2. Average for each survey question, by length in program

	1-2 months	3-5 months	6+	Total
1. What are your current feelings about PB&J services?	4.1	4.8	4.7	4.7
2. What has been your experience applying for services?	3.7	4.5	4.5	4.4
3. How do you feel about applying for services on your own?	4.3	4.1	4.1	4.3
4. I know what is needed and where to go to apply for services?	4.0	4.4	4.3	4.4
5. I have access to the resources I need to apply for services.	4.6	4.1	4.3	4.5
6. I know who to reach out to for help when applying or services.	4.4	4.6	4.5	4.7
7. Please rate the level of difficulty of obtaining and accessing services.	3.0	1.7	1.5	2.1
Sample size	9	9	10	28

Note: questions 1-6, higher numbers indicate improvement. For question 7, lower score indicates improvement.

Question 1: What are your current feelings about PB&J services?

The scale rated 1 as “Awful”, 2 as “Not very good” 3 as “Okay”, 4 as “Really good” and 5 being “Fantastic”... Clients in the 1-2 month time frame reported an average response of 4.5, “Really good”. Clients in the 3-5 month time reported an average response of 4.8 “Really good”. Clients in the 6+ month time frame reported an average of 4.7 “Really good”. This finding shows that clients at PB& J feel really good about the organization regardless of the time they have spent in the program.

Question 2: What has been your experience applying for services?

For this question, the same scale was used. rated 1 as “Awful”, 2 as “Not very good” 3 as “Okay”, 4 as “Really good” and to 5 being “Fantastic. Clients in the 1-2 month time frame reported an average response of 3.8, “Okay”. Clients in the 3-5 month time reported an average response of 4.5, “Really good””. Clients in the 6+ month time frame reported an average of 4.6, also within the range of “Really good”. This finding shows in increase in positive feelings around the client’s experinces in applying for services after 3 months in the program.

Question 3: How do you feel about applying for services on your own?

For this question, the same scale was used as in the previous questions: 1 as “Awful”, 2 as “Not very good” 3 as “Okay”, 4 as “Really good” and to 5 being “Fantastic. Clients in the 1-2 month time frame reported an average response of 4.3, “Really good”. Clients in the 3-5 month time reported an average response of 4.1, “Really good”. Clients in the 6+ month time frame reported an average of 4.1, “Really good”. This finding shows that, regardless of time spent in the program, clients feel really good about applying for services on their own.

Question 4: I know what is needed and where to go to apply for services?

This question used the scale 1-“Strongly disagree”, 2- “Disagree”, 3- “Neutral”, 4- “Agree”, 5- “Strongly agree”. Clients in the 1-2 month time frame reported an average response of 4, “Agree”. Clients in the 3-5 month time reported an average response of 4.4, “Agree”. Clients in the 6+ month time frame reported an average of 4.3, “Agree”. These results show that clients in general agree that they are knowing what they need and where to go to apply for services, however there was a slight increase in the groups from 1-2 months and 3-5 months.

Question 5: I have access to the resources I need to apply for services.

This question used the scale 1-“Strongly disagree”, 2- “Disagree”, 3- “Neutral”, 4- “Agree”, 5- “Strongly agree”. Clients in the 1-2 month time frame reported an average response of 4.5, “Agree”. Clients in the 3-5 month time reported an average response of 4.3, “Agree”. Clients in the 6+ month time frame reported an average of 4.3, “Agree”. This finding shows that clients at e 1-2-month range feel slightly more confident that they have access to the resources they need to apply for services. However, the difference between all groups is not statistically significant, so all groups agree that they have access to the resources they need to apply for services.

Question 6: I know who to reach out to for help when applying or services.

This question used the scale 1-“Strongly disagree”, 2- “Disagree”, 3- “Neutral”, 4- “Agree”, 5- “Strongly agree”. Clients in the 1-2 month time frame reported an average response of 4.4, “Agree”. Clients in the 3-5 month time reported an average response of 4.6, “Agree”. Clients in the 6+ month time frame reported an average of 4.7, “Agree”. This result shows that clients know who to reach out to for help when applying for services, regardless of the time in the program however there was a slight increase in the reported averages between the 1-2 month group and the 3-5 month group.

Question 7: Please rate the level of difficulty of obtaining and accessing services.

This question used a scale that rated 1-“very easy”, 2- “easy”, 3-“ok”, 4-“hard”, 5”very hard”. Clients in the 1-2 month time frame reported an average response of 3, “easy”. Clients in the 3-5 month time reported an average response of 2.6, “Very Easy”. Clients in the 6+ month time frame reported an average of 2.1, “Very Easy”. These findings show that the longer a client has been with PB&J the easier they rate obtaining and accessing services.

Table 3. Correlation coefficients between closed-ended questions.

	<i>1. How many months have you been in the CBPIR program?</i>	<i>2. What are your current feelings about PB&J services?</i>	<i>3. What has been your experience with applying for services?</i>	<i>5. How do you feel about applying for services on your own?</i>	<i>6. I know what is needed and where to go to apply for services.</i>	<i>7. I have access to the resources I need to apply for services?</i>	<i>8. I know who to reach out to for help when applying for services.</i>	<i>9. Please rate the level of difficulty of obtaining and accessing services?</i>
<i>1. How many months have you been in the CBPIR program?</i>	1							
<i>2. What are your current feelings about PB&J services?</i>	0.1815	1						
<i>3. What has been your experience with applying for services?</i>	0.3837*	0.5166*	1					
<i>5. How do you feel about applying for services on your own?</i>	-0.127	0.3229*	0.3757*	1				
<i>6. I know what is needed and where to go to apply for services.</i>	0.1277	0.3768*	0.5161*	0.6539*	1			
<i>7. I have access to the resources I need to apply for services?</i>	-0.1735	0.192	0.3479*	0.6446*	0.7765*	1		
<i>8. I know who to reach out to for help when applying for services.</i>	0.1329	0.4787*	0.6476*	0.4972*	0.5926*	0.6483*	1	
<i>9. Please rate the level of difficulty of obtaining and accessing services?</i>	-0.3722*	-0.1141	-0.2177	-0.2077	-0.4483*	-0.3433*	-0.2654	1

* Correlations are statistically significant at $\alpha = 0.1$

Table 3 shows the correlation coefficient between each of the questions in the survey. The higher the correlation, the closer the coefficient gets to 1, if the relationship is positive, or to -1 if the relationship is negative. A value closer to zero means lower to no correlation. Since correlations can be the result of random error, the results also indicate statistical significance using an F test at $\alpha=0.1$ due to low sample size.

Two results stand out from Table 3. First, that time in the program is correlated with more positive experiences finding services and with a lower level of difficulty doing so. Second, there is a high correlation between questions 6 to 8. Though the sample is too small for a deeper exploratory analysis, these high correlations might be indicative that these questions are measuring similar ideas and could be dropped from the survey.

Qualitative Data:

Qualitative data were collected through two open-ended questions within the survey. The questions aimed to understand participants' experiences and perspectives regarding the evaluated program and to understand what services clients are currently using. The UNM team utilized NVivo software, collectively analyzed the data.

Question 4 asked "What services do you currently use?" Responses varied from Medicaid, food and financial assistance, to counseling.

Question 10 asked, "...describe what your expectations are in coming to PB&J." The coders carefully reviewed the clients' responses and identified recurring themes and patterns within the data. Based on the consensus of client responses, several major expectations emerged:

Guidance and Support: A consensus of clients expressed the expectation of receiving guidance and support from PB&J. This included seeking advice, direction, and emotional support to navigate challenges or make decisions.

Resources: Clients mentioned the expectation of accessing resources from PB&J. This included tangible resources such as clothing and parenting skills classes, which they anticipated being available to them.

Keeping Visitations with their Kids: Maintaining visitations with their children was another expectation highlighted by clients. They sought support from PB&J to ensure meaningful and consistent contact with their kids.

Counseling: Clients expressed the expectation of having access to counseling services from PB&J. They desired the opportunity to receive professional guidance and support to address personal issues and cope with difficulties, indicating the need for support in maintaining meaningful relationships with their kids.

Significant Findings:

Based on the survey responses it is worthy to note the growth that clients experienced in the "I know who to reach out to for help when applying for services" question. Upon

entering the CBPIR program, clients reported an average response of 4.4, after being matured into the program, the client's response average increases to 4.6.

The same can be said for the "I know what is needed and where to go to apply for services" questions. Upon entering CBPIR, clients' average response was 4. As clients mature in the program, the response average increases to a 4.4.

Evaluation of Survey Design and Implementation:

The design of this survey is novel and, based off of the literature review conducted, there are not many studies related to self-efficacy and people receiving social services. Due to the lack of research, questions had to be adapted with a focus on participants receiving social and support services. This did lead to some clients being confused or challenged by the wording of the survey.

Time constraints impeded the process of implementing and administering the survey to CBPIR clients. The PB&J Team reported that staff from PB&J were hesitant to administer the survey due to the administrative burden. While the use of an online platform made it easier to give clients direct easy access to the survey, PB&J staff had to directly reach out to clients via phone to assist clients with it.

Due to staff interacting directly with clients, the PB&J Team expressed concerns that responses could be skewed or biased by having a representative on the phone directly asking for their feedback. Responses could be skewed or biased by having a representative on the phone directly asking for their feedback.

At the conclusion of our survey distribution and data collection period, the UNM Evaluation Team scheduled a meeting with Vanessa Anderson (Outreach & Development Manager) and Wendy Wofford (CBPIR Program Manager) to collect feedback on the strengths and weaknesses associated with the project.



Recommendations

The strength that was vocalized to our team was how easy and effective it was to use the software system Constant Contact. Having various options to export the summary table data made it easier to create our own tables. CSV function for exporting the data transfers the data into excel spreadsheet. However, the PDF function for exporting the data presented the overall results for each question and provided visuals (in the forms of bar graphs) for each question.

Another strength was how the survey took 5 minutes to complete. Having shareable URL links made the survey easily accessible for CBPIR clients, but also shortened the overall time it took to fill out. Some CBPIR clients were able to independently fill out the information for

the survey.

There were various weaknesses highlighted by the PB&J staff during the duration of our project. The first weakness was the administrative burden placed on case workers and the staff who were administering the survey. Not only was this an additional task placed onto the PB&J staff, but this may have also skewed the answers for the survey. The rationale for the survey question answers being skewed stems from the PB&J staff directly assisting CBPIR clients. Assistance came in the form of explaining to clients the purpose of the survey, explaining what each question is intending to answer, and assisting in writing the open-ended responses. Assistance for clients is justified based on how some clients who took the survey have literacy mental delays and how some clients read at an 8th grade reading level.

The UNM Evaluation Team recommends that clients who are comfortable using and navigating electronic surveys should be encouraged to fill out and submit the survey on their own. If PB&J wishes to continue with a focus group before implementing a wider use of the survey, an external party such as a contractor or a graduate assistant be hired on to organize, facilitate, and evaluate the focus group.



Evaluation Next Steps

For the future UNM Evaluation Team, the following should be considered for a better implementation and distribution of CBPIR pilot survey project:

First Recommendation: The UNM Evaluation Team and the PB&J staff agree that time was certainly a major factor in the effectiveness of the survey. If a future Evaluation Team begins the survey creation and distribution process earlier, this can lead to having more responses (s=30). This also can increase the amount of time for a future Evaluation Team to create and conduct a mid-point and discharge survey, which was discussed with the PB&J staff as a possibility for this project.

Second Recommendation: The PB&J staff suggested, in future implementations, for the UNM Evaluation Team to conduct and administer the survey. The rationale stems from how the UNM Evaluation Team can better example the purpose of the survey, which can lead to getting more “buy-in” from not only the clients but the staff as well. The UNM Evaluation Team administering and conducting the survey would be beneficial for CBPIR clients. The reasoning is based on how some clients needed assistance based on reading ability and delay concerns. The UNM evaluation team’s assistance would have provided extra capacity to provide explanations for certain questions and assist clients in filling out the open-ended question.

To achieve this, PB&J suggested for future UNM evaluation teams to conduct a focus group next year with PB&J clients. Although this may be effective, PB&J did in fact present the challenges for conducting a focus group. The barriers associated with a focus group would be providing transportation for clients and finding avenues to incentivize clients to fill out the survey itself. A suggestion the UNM Evaluation Team would recommend to PB&J to hire an external contractor or to offer a Graduate Assistantship position to organize, facilitate, and evaluate the focus group.

Third Recommendation: The PB&J staff suggested changing the wording for some survey questions based on it being difficult for their clients to understand. This created an additional task for the PB&J staff, based on how they had to assist clients in answering certain questions. The UNM Evaluation Team survey questions were written at a 8th grade reading level, however the wording for some questions were still hard to comprehend and needed further explanation. Difficulty level of our survey questions affected the ability for clients to answer questions independently.



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Appendix A – Literature Review

Appendix A: Literature Review:

Based on the sources, we wanted to analyze the concept of self-efficacy regarding families finding social services. The concept of self-efficacy tends to focus on the barriers that individuals encounter when trying to seek aid from services. There are various barriers associated with obtaining social services. The first barrier was the economic status of families. We found this barrier to be very crucial in our literature review based on how PB&J tends to service low-income families. The second barrier we identified was education. Not only do clients have educational troubles and hardships, but they also lack the knowledge of how to seek those services. The third barrier would be the social stigma associated with seeking social services. We wanted to have a more in-depth understanding about these barriers and use them as predictors for seeking help. We also included literature about family reunification based on how PB&J wanted to use our survey for the CBPIR program.

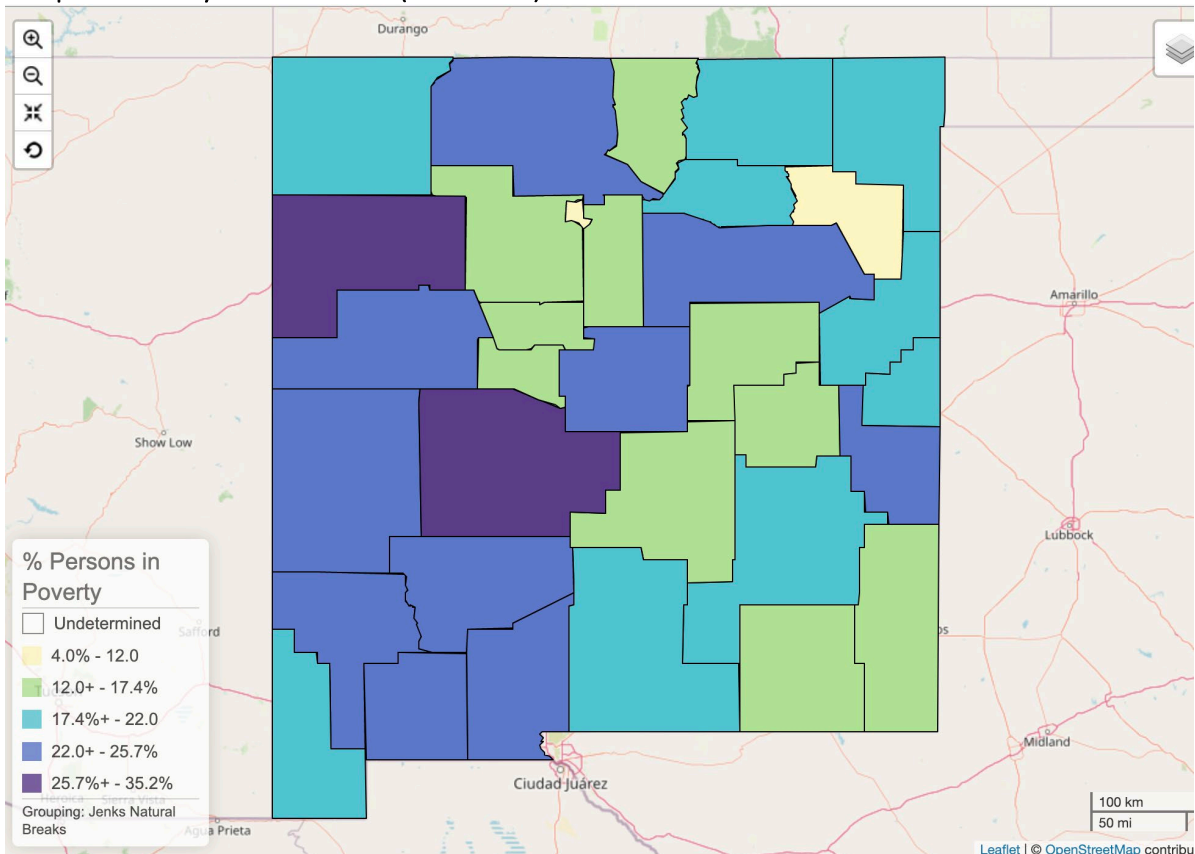


Appendix B – Data

Appendix B: Data Compilation:

New Mexico Poverty Rate by County

People in Poverty in New Mexico (2016-2020)



Education Attainment (Population 25 Years and Older) in New Mexico [DP02](#)

Measure	Value
High School or equivalent degree	25.7%
Some college, no degree	22.7%
Associate's degree	9.1%
Bachelor's degree	16.0%
Graduate or professional degree	14.1%

<https://data.census.gov/cedsci/vizwidget?g=0400000US35&infoSection=Educational%20Attainment>

This data set presents the educational attainment for New Mexico residents 25 years or older. The rationale for including this data set is having a visual of the number of individuals who have a high school level of education. The demographic that PB&J often serve are clients who have only attained a high school level of education and read at a 4th grade reading level. An insufficient level of education has correlation to the barriers associated to obtaining services. The lack of basic educational fundamentals can lead clients not having the proper knowledge needed to learn how to obtain services. Without this knowledge, clients cannot develop the skills needed to seek services on their own. Also, this data set only makes up 87.6% of the population of New Mexico's education attainment. This fails to mention and excludes the 12.4% of New Mexico's population that has not attained a high school level of education.

<https://powertodecide.org/what-we-do/information/national-state-data/teen-birth-rate>

The first visual provides a map of where New Mexico ranks nationally regarding teen birth rate, decline in teen birth rate, and teen pregnancy rate. The second visual provides a state-by-state comparison of the teen birth rate among girls ages 15-19. Both these visuals present how New Mexico has the highest rate of teen pregnancies and how New Mexico is ranked 10th in teen birth rate. According to the data, 21.9 of 1,000 teen girls between the ages of 15-19 will give birth. Also, according to the data, 62.0 of 1,000 teens girls between the ages of 15-19 will become pregnant (which includes births, mischarges, and abortions). The rationale for including this information is to understand the demographic PB&J is serving. PB&J understands that teen parents are often the beneficiaries of state-funded programs/services. There are programs within PB&J that offer support not only for teen parents, but teen parents who are incarcerated.

<https://www.prisonpolicy.org/profiles/NM.html>

This is a bar graph showing New Mexico's incarceration rates in comparison to other nations around the world. New Mexico has an incarceration rate of 733 per 100,000 people. The reasoning for including this graph is to present the amount of incarcerated people within the state of New Mexico. PB&J currently offers two programs tailored around families impacted by incarceration. Based on

how New Mexico has a higher number of incarcerated individuals compared to the national average, it shows the need for these services.

<https://www.census.gov/library/stories/2022/10/poverty-rate-varies-by-age-groups.html>

https://www.dws.state.nm.us/Portals/0/DM/LMI/Poverty_in_NM_2019.pdf

This first visual is a map provides a visual of the child poverty rates in the United States. The second visual is a graph of New Mexico poverty rate by age group from 2015-2019. The rationale for including this map is to show how New Mexico compares to different state. New Mexico is in the upper quartile of child poverty rate, and currently has a child poverty rate of 23.9%. According to 2021 U.S. Census, children 5 years old or under have a rate of 28.6% and children 5 to 17 years old have a rate of 22.7%. The issue of child poverty has been prevalent. According to the Labor Market Review, the poverty rate for children 5 years of age or under and between 5 and 17 years old has still been relevantly higher compared to the nation average. In 2019, New Mexico had the third highest rate of poverty in the country. The importance of including this data is to present the enormous number of children who are victims of poverty. PB&J services are tailored to assist parents, but the focal point of all their programs is for children. The reasoning for PB&J being focused on self-efficacy is to ensure that impoverished children have their basic needs met.



Appendix C – Draft Survey

Appendix C: Draft Survey Concept Questions:

Question drafted from Garcia (1996) domains of self-efficacy.

Attitude:

- I feel good to apply for services (SNAP, WIC, Medicaid,?)
- I am confident that I will have someone watch my children while I seek for services
- I am confident that I can apply for services
- I will not run into issues when applying for services
- What are your feelings towards government services (SNAP, WIC, etc.)? (Open-ended; for all three surveys)
- What are your current feelings about PB&J services? (Open-ended; in-take)
- What are your attitudes about the current program you are in? (Open-ended; for all three surveys)

Knowledge:

- I know how to get childcare for my children while I apply for services this can be broken down into multiple questions depending on the services)
- I know how to apply for services (this can be broken down into multiple questions depending on the services)
- I know what I need to apply for services. this can be broken down into multiple questions depending on the services).
- I know where to apply for services.

- I know the process for applying for services
- How confident are you to seek services on your own? (Scale from 1-10; for all three surveys)
- How familiar are you with the process of applying for government assistance? (Multiple choice answer; in-take)
- What has been your experience with applying for services and how can PB&J help? (Open-ended; In-take)

Skills:

- I can apply for services without assistances of others
- I know how to use a computer to apply for services
- I know who to reach out to for help when applying for services
- I know where to submit an application when applying for services
- What are your goals in attending PB&J? (Multiple-choice; In-take)
- How can PB&J assist in reaching your goal? (Open-ended; In-take)
- Do you feel confident in obtaining services on your own? (Multiple-choice; for all three surveys)

Resources:

- I have a way of transportation to apply for services in person.
 - I have a way to apply for services in person
- I have a family or a center that can watch my child while I apply for services
- I have access to a phone to schedule an appointment to apply for services
- I have access to a computer to track the progress of my application
- I know and have access to my social security card, identification card to apply for services
- I have consistently lived at the same address to apply for services.
- What current services do you currently use? (Multiple-choice; In-take)
- What resources do you currently need? (Multiple-choice; In-take)
- The level of difficulty of obtaining and accessing services? (Scale from 1-10; for all three surveys)



Appendix D-Survey

Appendix D: Constant Contact Intake Survey and Consent Form (English/ Spanish)



Client Seeking Services Intake Survey

Consent

PB&J family services is requesting your permission to obtain and use information through the use of evaluation surveys to improve the quality of their services, the experience of clients and to highlight some successes and areas of improvement of our programs in various settings including published and public forums. We are asking that you participate in this survey because your experience is important and valuable to us at PB&J. We will take measures to maintain anonymity when using the findings from this survey and will not publish any names or identifying information in any reporting of these results. Your information will remain confidential and will not be used for any other purposes than those described. If you agree to these terms please indicate and sign below.

How many months have you been in the CBPIR program?

0/250

What are your current feelings about PB&J services?

Awful

1

2



Encuesta de admisión de servicios de búsqueda de clientes

consentir

"PB&J Family Services" está solicitando su permiso para obtener y usar información a través del uso de encuestas de evaluación, para mejorar la calidad de nuestros servicios, la experiencia de nuestros clientes y poder resaltar algunos de nuestros éxitos e identificar áreas de mejora para nuestros programas incluyendo foros publicados. Le pedimos que participe en esta encuesta, su experiencia es muy importante para PB&J. Tomaremos las medidas necesarias para mantener el anonimato al usar los resultados de esta encuesta y no publicaremos ningún nombre o cualquier información al realizar cualquier reporte con estos resultados. Su información permanecerá confidencial y no se usará para ningún propósito que no se haya descrito. Si está de acuerdo con estos términos, por favor firme a continuación.

* ¿Cuántos meses ha estado en el programa CBPIR?

0/250

* 1. ¿Cuáles son sus sentimientos actuales hacia PB&J services?

Mal

1

2



Appendix E – Preliminary Results

Appendix E: Constant Contact Survey Results From (PDF export)

Constant Contact Survey Results

Campaign Name: PB&J CBPIR Intake-english

Survey Starts: 135

Survey Submits: 30

Export Date: 04/16/2023 12:43 PM

OPEN QUESTION

How many months have you been in the CBPIR program?

About 3 months now

3-5 mos

One

28 Response(s)

NUMERIC SCALE

What are your current feelings about PB&J services?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Awful)			0	0%
2			0	0%
3			1	3%
4			6	20%
5 (Fantastic)			22	75%
Mean	4.72			
Median	5.00			
Total Responses			29	100%

NUMERIC SCALE

What has been your experience with applying for services? (Services include: · Housing · Social Security · Childcare · Food assistance · Financial assistance)

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Lower Range)			0	0%
2			1	3%
3			4	13%
4			9	30%
5 (Upper Range)			16	53%
Mean	4.33			
Median	5.00			
Total Responses			30	100%



Appendix F – Staff Feedback

Appendix F: PB&J's CBPIR Staff Feedback Document



PB&J CBPIR Survey Feedback

Purpose: The UNM Evaluation Team is looking to get feedback from staff members at PB&J who were directly involved in the distribution and the implementation of CBPIR pilot survey. The replies to each question will be used for our evaluation report and will ensure to kept response anonymous.

Question #1: Were there any aspects of the survey that you found helpful or beneficial?

Question #2: What were the barriers or challenges faced during the survey distribution and implementation?

Question #3: What recommendations would you suggest for future evaluation teams if they were going to implement a similar survey?