

Consultants' Meeting Notes

Front Porch Contractor Focus Group

January 9, 2007

In Attendance: Elly Rumelt, CALM; Louisa Kingsley, CAC; Carolyn Contreras, CAC; Melissa Hoesterey, CWS; Cindy Nott, CWS; Erlinda Guerrero, CWS; Lois Phillips and Barbara D'Incau, Consultants

Following introductions, the consultants interviewed Front Porch Contractors:

With regard to Front Porch, what aspects of the program are working?

CALM:

- Communication with CWS workers
- CALM sees better integration of their two programs: center- based and home-based. Families select the service delivery they feel most comfortable with. Barriers to attending the center include transportation, childcare, and parents who are "overwhelmed"
- First 5 programs and MISC are coordinated
- Strong Parent Education component: *The Incredible Years*

CAC:

- CAC has divided the project tasks differently: Parent Education is now taught by Dorothy Jackson
- Project manager has more time for case management (no longer has responsibility for the Parenting Class)
- Staff has been rearranged
- Better use of funding
- CAC attends Team Decision Making (TDM) with the families
- Issues of confidentiality resolved: Path I referral includes verbal permission to release information from the family, Path II requires written release
- Parent Education classes/workshops are a huge success in terms of impact and desirability:
 - Parenting Classes in Lompoc is successful: class is full, parents report they learn a lot, teacher is engaging, parents who are surveyed at the end of the class say they would like more parent education
 - Parent educator now also goes into the home.
 - The program does not have a strong Spanish component, so the instructor makes cassettes, videos, etc. for parents to use in Spanish in their home

- Parenting Class is believed to be contributing to the desired outcome: families not entering CWS system

What aspects of Front Porch still need to be improved?

CAC: Have been successful engaging monolingual Spanish speaking families, but need to improve engagement with English and families that speak indigenous languages

- Need to reach out more to non-Spanish speaking groups, including English, Oaxacan, Mixteco, especially in Santa Maria
- Considering offering a parenting class at Head Start which may draw in English speakers
- Head Start provides childcare and transportation to their Parent Education classes
- Anticipate more refinement in Year 2
- Many referrals come in for domestic violence (DV), many with restraining orders – referral system in North County is slow to respond, extended response times, families need more immediate response, new personnel - previously had personal relationship with case workers
- Cases are very complex, and more complicated when Oaxacan or Mixteco families experience significant family issues

CALM:

- Cultural norms: CBOs learning to work with CWS workers with better communication, from different agency cultures, need to continue to work out differences with CWS
- CALM intake process is not Front Porch: intake referrals/calls are referred on to a caseworker, whereas in Front Porch, the model is “Can we contact you?”
- CALM is not involved in TDM: referral is faxed to CALM, then the case worker goes out
- Has received Path II referrals, but only one Path I referral
- Using *Great Beginnings* program, need more referrals

How are referrals being tracked?

CWS has a tracking database into which family data is entered. Quarterly reports are generated by CWS

How can dissemination of information about Front Porch be improved?

CAC:

- Has done outreach:
 - Attend health fairs
 - Kids Day at the park
 - Produce literature, brochures
 - Attend monthly Head Start meetings in Cuyama
 - Attend Healthy Families Children’s Day in Guadalupe

- Presentations at Santa Maria High School
- Will have a booth at Annual Parent Conference (County-Wide Conference for Parents)
- Linked to food bank – distribute food and clothing to families in need
- Foursquare Church (provides food, clothing)
- Catholic Charities
- Salvation Army

CALM:

- Produced and distributed brochures
- Has an Outreach Specialist, Ann Bryant
- Works with Public Access Team
- Engaged resource of SB County to assist with publicity
- Will forward materials to consultants (e.g. news releases, brochures)