



TO: Juvenile Welfare Board Members

FROM: James E. Mills, Executive Director 
Krista I. Winn, Director, Quality Management and Evaluation 

Neighborhood Family Center Outcome Study – End of Year Report

This is the second of several reports that will be produced as products of the Neighborhood Family Center (NFC) outcome study that began in March, 1999. This report summarizes research activities and findings from the period July-September, 1999. The purpose of the study is to design and implement an appropriate design to measure effects and benefits of implementing JWB's Neighborhood Family Center Initiative. The outcome study is conducted by Rowlette Research Associates. \$40,000 each year is allocated to this project in FY 98-99 and in FY 99-00.

As required by the project proposal and research contract, this report provides technical recommendations for measuring the impact of the NFC initiative. This report builds upon the framework for an outcome evaluation design that was presented in the previous report. Tracking requirements are discussed for current or potential activities at each center that show promise of yielding measurable results. A timeframe for completing evaluation activities in FY 2000-2001 is presented. Proposed activities include development by the principal investigator of survey protocols to examine youth asset development, NFC governance, and participant satisfaction. The surveys will be conducted by Rowlette Research Associates. The report also includes recommendations for measurable objectives for each NFC that can be tracked through the JWB SAMIS (Services and Activity Management Information System). These recommendations are being utilized by JWB staff to identify contract objectives for the current fiscal year.

This phase of the outcome study focused on the development of methodology for the collection and analysis of participant level and neighborhood level outcome and impact data, and provided a descriptive study of the NFC's. Preliminary results of the outcome analysis will be presented in an interim report in April 2000. A final report in September 2000 will include complete outcome data and survey results.

A copy of the executive summary of the report is attached. A copy of the full report is available upon request.

Staff resource: Judith Simpson

Executive Summary

This is the final report of Phase I of the Neighborhood Family Center outcome study. The report reflects the evaluation activities conducted between July 1 to September 30, 1999. The outcome study is designed in two Phases. Phase I—March 23 to September 30, 1999—is centered on pre-evaluation planning and the development of an overall framework for a comprehensive evaluation design for the ten existing Neighborhood Family Centers. Phase II—October 1, 1999 to September 30, 2000—involves the implementation and refinement of the evaluation design, development and selection of evaluation instruments, data collection, and presentation of outcome results.

The purpose of the Neighborhood outcome study is to design, implement, and refine an evaluation plan for the Neighborhood Family Center Initiative that will link the measurable objectives of activities, strategies, support services, and programs to interim outcomes and, over time, to community social indicators. Available preliminary outcome data will be presented in an interim report in April 2000 and complete outcome data will be presented in the final report in September 2000.

Section I of the report provides a brief summary of the Neighborhood Family Center initiative, the research objectives of Phase I, methods, evaluation design, and evaluation questions presented in the interim report. Current research activities undertaken during this period—between July 1 and September 30, 1999—are presented in **Table 2**.

In **Section II**, recommendations for minimum sample sizes for effective measurement are found **Table 3** for home visits/family outreach, children served, families served, and families with children ages 0-5 years for the 10 existing Neighborhood Family Centers. The strategic importance of the impact of the individual family centers and the initiative as a whole in the community is discussed. In addition to the minimum service levels, recommendations are presented for survey measures across all Neighborhood Family Center sites with standardized protocol in the areas of youth asset development, participant satisfaction, and Neighborhood Family Center governance.

In **Section III**, tracking measure requirements and recommendations are presented, as well as recommendations for potential longitudinal evaluation tracking in selected NFC communities. Recommendations are also provided for baseline data collection related to services and activities that may be included in the outcome study.

Finally, in **Section IV**, a summary of the report is presented and timelines are presented for the next steps as Phase II of the outcome study is launched. Recommended measurable objectives for all potential programs and activities for each of the 10 existing Neighborhood Family Centers are provided in an extensive Appendix to this report. Both outcome objectives and process (benefit) objectives are identified. Recommended potential measurable objectives include those that may be integrated with the Juvenile Welfare Board's SAMIS system and/or link to JWB's ASSET continuous quality improvement program for agencies.