



Institute for Family Centered Services, Inc.

2008 Annual Family Centered Treatment® Outcomes Report

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IFCS 2008 Family Centered Treatment Annual Outcomes Report

1. Introduction

In calendar year 2008, Institute for Family Centered Services, Inc. provided intensive in-home services across 22 regions in 4 states. The flagship treatment model is Family Centered Treatment® (FCT®), and is provided by IFCS practitioners called Family Centered Specialists (FCS). FCT was provided to 65% of clients/families admitted into services during the calendar year 2008.

This report documents the demographics of and service delivery to the 2308 clients/families discharged during the calendar year 2008. This report was developed by FamiliFirst. FamiliFirst is the owner of FCT, and the related training program, Wheels of Change©. FamiliFirst licenses family preservation agencies that meet the stringent criteria necessary to provide Family Centered Treatment. When agencies are licensed as a provider of FCT, FamiliFirst provides the Wheels of Change online and field-based competency training program, fidelity oversight of the implementation of FCT, and program evaluation related to FCT.

In what follows, demographics and treatment outcomes are presented for all clients/families discharged from FCT. Because underutilization of services is the first barrier to successful treatment, separate analyses are presented for all families discharged from FCT, and for the subset of those families with whom success is achieved in the joining of FCS and family. This serves to disentangle unsuccessful treatment outcomes -- conditional on full participation in treatment -- from unsuccessful joining outcomes.

Table 1 presents the definitions of the variables used to describe client characteristics and treatment outcomes. Table 2 presents overall client characteristics and treatment outcomes for those discharged from Family Centered Treatment, Community Based Sex Offender Treatment, and Community Based Substance Abuse Treatment. The Sex Offender and Substance Abuse models are derivatives of FCT modified for these special populations. Table 3 documents the same variables and outcomes for each of the six primary populations served by IFCS, defined as having one of the following primary presenting problems: Abuse/Neglect, Family Conflict, Emotional/Physical Problems, Infant Mental Health, School Problems, and Juvenile Delinquent.

The following overall outcomes are highlighted for IFCS Family Centered Treatment services:

- Joining
 - **91%** of clients/families have more than 5 direct contacts with their FCT practitioner
- For full participants (those families whose treatment moves beyond the 5th direct contact):
- Keeping families together
 - **85%** of clients who complete treatment maintain their family placement, are reunified with their family, or are successfully transitioned into independent living
 - Progress toward individualized treatment goals
 - FCSs report **81%** of families made positive progress toward their primary treatment goal
 - **83%** of families report positive progress toward their primary treatment goal
 - *Family reports are higher than FCS reports*
 - Customer Satisfaction
 - **72%** of families agree that IFCS has improved their family life.
 - Only **3.5%** of families disagree that IFCS has improved their family life¹

¹ Based on a single question asked at the discharge meeting. The results of a full Family Satisfaction Survey are available on the IFCS website at: http://ifcsinc.com/fct/pro_evidence.php

2. Data

IFCS maintains a rigorous data collection process. Data is collected on every client/family via the *Application for Services*, *Client Data Collection Form*, and *General Discharge Summary Form*. Additional data may be collected on a customized basis upon request by funding and/or referral sources. All client records are maintained in IFCS' proprietary software CRMIT (Corporate Resource and Management Information Tool). This ensures that every client is accounted for in the analysis of data.

Table 1: Variable Definition and Measurement

Variables	Definition
	Note: All variables are binary except for age and LOS
Age	Age in years at intake
LOS	Length of Service based on start date and discharge date
Primary Presenting Problems	Top 3 presenting problems are identified and ranked in order of importance by FCS during assessment phase and in collaboration with all collaterals. Specific problems are sorted in categories as shown in Tables 2-6. This variable indicates whether the problem was identified as one of the top 3 presenting problems.
Placement status at discharge: All Clients	FCS documents placement status at time of discharge by checking all applicable options as shown. Successful placements are defined as: Maintained Family Placement, Reunified With Family, successfully transitioned into Independent Living, or placed in a <i>Planned</i> Out of Home Placement determined by all collaterals to be in the best interests of the client. Unsuccessful placements are defined as unplanned Out of Home Placements or unplanned Maintenance of an Out of Home Placement. Where it is unknown whether the out of home placement was planned or not, it is assumed the placement is unplanned.
Placement status at discharge: Completed clients	Early attrition is identified by discharge status of Runaway, Relocated, Non-compliant/Refused Services, Funding ended, Transferred to Another Agency, or Other. After dropping observations with early attrition, this measures the proportion of clients completing treatment who were discharged in successful/unsuccessful placements.
Primary Theme of Treatment	The options presented in Table 2-6 represent an exhaustive list of the possible areas of emphasis for Family Centered Treatment. Upon discharge, the FCS identifies the primary theme of treatment.
Number of direct contacts with family	Upon discharge, the FCS identifies the number of direct contacts made with the client and/or family within the ranges specified in Tables 2-6.
Progress Toward Treatment Goals	Individualized treatment goals are developed in the Individual Service Plan in collaboration between the family, the FCS, and other collaterals. The treatment goals and their ranking correspond to the Primary Presenting Problems identified earlier. At the final meeting with the family, the FCS and the family determine independently, for each goal, the level of progress made upon the Likert scale presented in Tables 2-6.
IFCS has improved our family life	At the final meeting with the family, the FCS asks the family to evaluate this statement based on the Likert scale presented in Tables 2-6.
Aftercare Plan	If an aftercare plan is developed, the FCS identifies the appropriate plan as indicated in Tables 2-6.
Aftercare Services	If a plan for aftercare services was developed, the FCS identifies the level of care of the aftercare service relative to the level of care provided by IFCS.

3. Results

3.a Results for All Special Needs Populations Combined:

Table 2 presents client characteristics for all clients discharged during the calendar year 2008, in order to show the distribution of alternative Service Delivery Models across all clients. Client characteristic and treatment outcomes are then presented for all clients discharged from FCT services, (see highlighted outcomes above) and then for that subset of clients receiving FCT and continuing with services beyond the 5th direct contact (referred to as “Full Participants”). Similarly, client characteristics and treatment outcomes are presented for full participants in the specialty Sex Offender and Substance Abuse treatment models. These models incorporate FCT as well as group and other clinical services as directed for that specialty population.

Highlighted outcomes for the *Community Based Sex Offender Model* are as follows:

- Joining
 - **89%** of clients/families have more than 5 direct contacts with their FCT practitioner
- For full participants:
- Keeping families together
 - **73%** of clients who complete treatment maintain their family placement, are reunified with their family, or are successfully transitioned into independent
 - Progress toward individualized treatment goals
 - FCSs report **71%** of families made positive progress toward their primary treatment goal
 - **86%** of families report positive progress toward their primary treatment goal
 - *Family reports are higher than FCS reports*
 - Customer Satisfaction
 - **81%** of families agree that IFCS has improved their family life.
 - Only **6%** of families disagree that IFCS has improved their family life

Highlighted outcomes for the *Community Based Substance Abuse Model* are as follows:

- Joining
 - **71%** of clients/families have more than 5 direct contacts with their FCT practitioner
- For full participants:
- Keeping families together
 - **100%** of clients who complete treatment maintain their family placement, are reunified with their family, or are successfully transitioned into independent living
 - Progress toward individualized treatment goals
 - FCSs report **100%** of families made positive progress toward their primary treatment goal
 - **100%** of families report positive progress toward their primary treatment goal
 - Customer Satisfaction
 - **60%** of families agree that IFCS has improved their family life.
 - **0%** of families disagree that IFCS has improved their family life

Table 2: IFCS 2008 OUTCOMES SUMMARY

Companywide Outcomes for FCT, Community Based Sex Offender Treatment, and Community Based Substance Abuse Treatment

	All Clients	All FCT Clients	FCT Full Participants	Community Based Sex Offender Treatment Full Participants	Community Based Substance Abuse Treatment Full Participants
Number of discharges	2308	1324	1144	17	5
Mean age in years	17	15	15	18	18
Age range in years	0-87	0-65	0-58	12-58	16-20
Average LOS in days	172	155	167	295	81
LOS range in days	1-1575	1-835	5-764	71-652	53-112
Proportional Means					
Proportion male	55.72%	60.73%	60.58%	94.12%	100.00%
Race Composition					
Black	41.16%	48.56%	47.38%	47.06%	100.00%
Hispanic	15.08%	11.10%	11.19%	0.00%	0.00%
White	38.04%	36.10%	37.15%	47.06%	0.00%
Other or unknown	5.72%	4.23%	4.28%	5.88%	0.00%
Services Delivered					
FCT	65.18%	96.98%	98.08%	0.00%	0.00%
Community Based Sex Offender	1.52%	2.27%	1.49%	100.00%	0.00%
Community Based Substance Abuse	0.51%	0.76%	0.44%	0.00%	100.00%
Other	35.23%	0.00%	0.00%	0.00%	0.00%
Primary Presenting Problems					
Abuse/Neglect		21.90%	22.18%	25.00%	20.00%
Emotional/Physical Problems		65.95%	65.37%	50.00%	80.00%
Family Conflict		65.55%	66.73%	56.25%	0.00%
Infant Mental Health		3.76%	3.88%	12.50%	0.00%
Juvenile Delinquency		16.23%	15.96%	68.75%	60.00%
School Problems		21.18%	22.81%	12.50%	0.00%
Other		2.32%	2.16%	6.25%	0.00%

Table 2 continued	All Clients	All FCT Clients	FCT Full Participants	Community Based Sex Offender Treatment Full Participants	Community Based Substance Abuse Treatment Full Participants
Rate of Successful Joining					
		91.07%	91.07%	89.47%	71.42%
Number of Direct Contacts with Family					
5 or less		9.06%	0.00%	0.00%	0.00%
6--10		8.11%	8.92%	11.76%	20.00%
11--20		16.14%	17.74%	11.76%	60.00%
More than 20		66.69%	73.34%	76.47%	20.00%
Placement Status at Discharge: Completed Clients*					
Successful Placements		71.73%	84.61%	73.33%	100.00%
Unsuccessful Placements		12.39%	15.27%	26.67%	0.00%
Placement Status at Discharge: All Clients					
Maintain Family Placement		67.48%	71.37%	64.71%	100.00%
Reunified with Family		1.60%	1.58%	0.00%	0.00%
Planned Out of Home Placement		2.28%	2.28%	5.88%	0.00%
Independent Living		0.98%	0.96%	0.00%	0.00%
Successful Placements		71.73%	75.56%	70.59%	100.00%
Placed Out of Home/Unplanned		8.97%	9.46%	17.65%	0.00%
Maintained Out of Home Placement/Unplanned		3.42%	3.50%	11.76%	0.00%
Unsuccessful Placements		12.39%	12.96%	29.41%	0.00%
Runaway		2.74%	2.63%	0.00%	0.00%
Relocated		3.95%	3.42%	0.00%	20.00%
Non-compliant/Refused Services		7.45%	5.17%	5.88%	0.00%
Funding Ended		5.24%	4.55%	0.00%	0.00%
Transferred to another Agency		2.34%	2.36%	0.00%	0.00%
Other		7.90%	5.17%	5.88%	0.00%
Primary Theme of Treatment					
Parental Alliance		3.98%	4.17%	0.00%	0.00%
Support System for Parents		12.26%	11.50%	12.50%	0.00%
Parent/Child Relationships		50.04%	49.73%	56.25%	50.00%
Parental System Relationship		3.40%	3.35%	0.00%	0.00%
Parent/Child Roles/Responsibilities		30.32%	31.25%	31.25%	50.00%

Table 2 continued

	All Clients	All FCT Clients	FCT Full Participants	Community Based Sex Offender Treatment Full Participants	Community Based Substance Abuse Treatment Full Participants
Progress Toward Treatment Goals					
Goal 1, FCS Report					
Significant Improvement		21.68%	22.22%	35.29%	60.00%
Moderate Improvement		31.58%	33.24%	17.65%	20.00%
Slight Improvement		25.66%	25.96%	17.65%	20.00%
No Change		16.93%	14.66%	17.65%	0.00%
Problem Worsened		4.15%	3.92%	11.76%	0.00%
Goal 1, Family Report					
Significant Improvement		26.41%	26.91%	42.86%	100.00%
Moderate Improvement		33.23%	34.27%	21.43%	0.00%
Slight Improvement		21.96%	21.64%	21.43%	0.00%
No Change		14.64%	13.25%	7.14%	0.00%
Problem Worsened		3.76%	3.93%	7.14%	0.00%
Goal 2, FCS Report					
Significant Improvement		19.86%	20.49%	28.57%	33.33%
Moderate Improvement		31.40%	32.64%	28.57%	0.00%
Slight Improvement		25.76%	25.90%	14.29%	33.33%
No Change		19.05%	16.98%	7.14%	33.33%
Problem Worsened		3.94%	3.98%	21.43%	0.00%
Goal 2, Family Report					
Significant Improvement		24.38%	24.79%	45.45%	33.33%
Moderate Improvement		30.86%	31.41%	27.27%	33.33%
Slight Improvement		25.62%	25.75%	9.09%	0.00%
No Change		15.95%	14.85%	18.18%	33.33%
Problem Worsened		3.19%	3.21%	0.00%	0.00%
Goal 3, FCS Report					
Significant Improvement		21.95%	22.66%	25.00%	100.00%
Moderate Improvement		31.60%	32.59%	37.50%	0.00%
Slight Improvement		25.61%	25.47%	25.00%	0.00%
No Change		17.18%	15.42%	12.50%	0.00%
Problem Worsened		3.66%	3.86%	0.00%	0.00%
Goal 3, Family Report					
Significant Improvement		27.84%	28.37%	33.33%	100.00%
Moderate Improvement		31.34%	31.87%	50.00%	0.00%
Slight Improvement		21.97%	21.76%	16.67%	0.00%
No Change		15.48%	14.51%	0.00%	0.00%
Problem Worsened		3.37%	3.50%	0.00%	0.00%

Table 2 continued	All Clients	All FCT Clients	FCT Full Participants	Community Based Sex Offender Treatment Full Participants	Community Based Substance Abuse Treatment Full Participants
Positive Outcomes					
FCS Report					
Goal 1		78.92%	81.42%	70.58%	100.00%
Goal 2		77.01%	79.03%	71.43%	66.67%
Goal 3		79.16%	80.72%	87.50%	100.00%
All		67.09%	68.97%	64.71%	80.00%
Family Report					
Goal 1		81.60%	82.81%	85.71%	100.00%
Goal 2		80.86%	81.94%	81.82%	66.67%
Goal 3		81.15%	81.99%	100.00%	100.00%
All		70.85%	71.77%	78.57%	66.67%
IFCS has improved our family life					
Strongly Agree		27.25%	29.14%	31.25%	60.00%
Agree		40.03%	42.92%	50.00%	0.00%
No Opinion		29.35%	24.39%	12.50%	40.00%
Disagree		1.43%	1.40%	6.25%	0.00%
Strongly Disagree		1.93%	2.14%	0.00%	0.00%
Aftercare Plan					
Discharge, family will request support if needed		80.66%	79.89%	70.59%	100.00%
Discharge; followup call to occur		11.02%	11.82%	17.65%	0.00%
Discharge; referral for aftercare services		11.17%	11.64%	5.88%	0.00%
Discharge from FCT; continue with other IFCS service		1.31%	1.32%	5.88%	0.00%
Aftercare Services					
More restrictive than IFCS services		31.97%	32.43%	100.00%	N/A

*After eliminating families who were discharged early due to relocation, non-compliant with treatment, loss of funding, transfer to another agency, or client runaway status.

3b. Results by Special Needs Population:

Table 3 presents treatment outcomes for families receiving FCT, stratified by service population. Only full participants are included in this analysis. Families are stratified into special needs populations as defined by having one of the following primary presenting problems identified during the FCT assessment phase: Abuse/Neglect; Family Conflict; Emotional/Physical Problems; Infant Mental Health; School Problems; and Juvenile Delinquency. Since the three most important primary presenting problems are documented on the Client Data Collection Form, a given family can be in more than one service population. For brevity, highlighted outcomes are not presented here. What is noteworthy, however, is that success rates do not vary much across the different populations. This is evidence that FCT is an effective treatment program for a diverse set of social service populations.

**Table 3: IFCS FAMILY CENTERED TREATMENT OUTCOMES BY SERVICE POPULATION
2008**

	Abuse/Neglect n=246	Emotional/Physical Problems n=725	Infant Mental Health n=43	Juvenile Delinquent n=177	School Problems n=253	Family Problems n=377
	Estimates of proportional means*					
Placement Status at Discharge: Completed Clients**						
Successful Placements	90.20%	83.51%	89.66%	78.62%	82.18%	84.64%
Unsuccessful placements	9.80%	16.49%	10.34%	21.38%	17.82%	15.03%
Placement Status at Discharge: All Clients***						
Maintain Family Placement	77.64%	69.75%	65.12%	67.23%	68.77%	72.80%
Reunified with Family	2.85%	1.24%	4.65%	0.56%	0.79%	1.07%
Planned out of home placement	2.44%	1.66%	2.33%	2.26%	3.16%	2.67%
Independent Living	0.41%	1.24%	0.00%	0.00%	0.79%	0.80%
Successful placements	82.52%	73.62%	72.09%	70.06%	72.73%	76.53%
Placed Out of Home/Unplanned	5.28%	9.94%	4.65%	11.86%	12.65%	10.40%
Maintained Out of Home Placement/Unplanned	2.85%	3.73%	4.65%	7.34%	1.98%	2.93%
Unsuccessful placements	8.13%	13.67%	9.30%	19.21%	14.62%	13.33%
Runaway	1.22%	2.90%	0.00%	5.08%	5.93%	2.93%
Relocated	3.66%	4.01%	4.65%	2.26%	1.19%	2.93%
Non-compliant/Refused Services	4.47%	5.94%	2.33%	5.65%	5.14%	4.80%
Funding Ended	3.25%	4.97%	13.95%	2.26%	3.16%	2.93%
Transferred to another Agency	2.44%	2.62%	2.33%	1.13%	1.98%	2.39%
Other	3.25%	5.25%	11.63%	3.95%	3.95%	4.00%
Primary Theme of Treatment						
Parental Alliance	3.38%	3.30%	0.00%	2.87%	3.97%	6.67%
Support System for Parents	15.19%	11.60%	37.21%	8.05%	10.32%	9.07%
Parent/Child Relationships	51.05%	50.14%	32.56%	52.87%	50.40%	51.47%
Parental System Relationship	5.06%	2.87%	4.65%	2.87%	1.59%	2.93%
Parent/Child Roles/Responsibilities	25.32%	32.09%	25.58%	33.33%	33.73%	29.87%
Number of Direct Contacts with Family						
Rate of Successful Joining	91.44%	90.06%	91.48%	93.16%	95.47%	91.95%
5 or less	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
6--10	9.76%	9.52%	18.60%	9.60%	7.91%	7.96%
11--20	19.11%	19.72%	13.95%	17.51%	15.42%	15.38%
More than 20	71.14%	70.76%	67.44%	72.88%	76.68%	76.66%

Table 3 continued

	Abuse/Neglect	Emotional/Physical Problems	Infant Mental Health	Juvenile Delinquent	School Problems	Family Problems
Progress Toward Treatment Goals						
<i>Goal 1, FCS Report</i>						
Significant Improvement	31.65%	21.31%	25.58%	15.70%	20.99%	18.85%
Moderate Improvement	35.02%	32.24%	34.88%	30.23%	29.63%	33.61%
Slight Improvement	19.83%	25.28%	20.93%	29.07%	25.10%	29.78%
No Change	10.13%	16.90%	13.95%	18.60%	18.93%	13.93%
Problem Worsened	3.38%	4.26%	4.65%	6.40%	5.35%	3.83%
<i>Goal 1, Family Report</i>						
Significant Improvement	39.81%	26.31%	40.00%	17.11%	22.02%	23.58%
Moderate Improvement	35.55%	32.19%	32.50%	32.24%	30.28%	34.28%
Slight Improvement	13.74%	22.06%	15.00%	25.66%	23.39%	24.84%
No Change	9.00%	14.71%	5.00%	18.42%	19.72%	13.84%
Problem Worsened	1.90%	4.74%	7.50%	6.58%	4.59%	3.46%
<i>Goal 2, FCS Report</i>						
Significant Improvement	27.07%	20.63%	23.81%	15.09%	20.43%	16.29%
Moderate Improvement	35.37%	31.69%	30.95%	28.93%	26.09%	30.90%
Slight Improvement	22.27%	24.96%	28.57%	24.53%	23.48%	29.78%
No Change	12.23%	18.24%	11.90%	23.27%	24.35%	18.54%
Problem Worsened	3.06%	4.48%	4.76%	8.18%	5.65%	4.49%
<i>Goal 2, Family Report</i>						
Significant Improvement	33.82%	24.62%	30.00%	19.01%	22.97%	20.19%
Moderate Improvement	34.30%	30.05%	30.00%	29.58%	25.36%	32.05%
Slight Improvement	19.81%	26.83%	25.00%	23.94%	27.27%	27.24%
No Change	10.63%	14.94%	15.00%	22.54%	20.10%	16.35%
Problem Worsened	1.45%	3.57%	0.00%	4.93%	4.31%	4.17%
<i>Goal 3, FCS Report</i>						
Significant Improvement	30.43%	22.57%	21.88%	22.41%	19.02%	18.92%
Moderate Improvement	38.04%	31.34%	53.13%	26.72%	30.98%	31.08%
Slight Improvement	17.93%	24.25%	12.50%	20.69%	26.09%	28.04%
No Change	12.50%	18.10%	6.25%	22.41%	19.57%	16.55%
Problem Worsened	1.09%	3.73%	6.25%	7.76%	4.35%	5.41%
<i>Goal 3, Family Report</i>						
Significant Improvement	40.24%	28.78%	31.25%	23.81%	28.24%	22.81%
Moderate Improvement	34.76%	29.19%	50.00%	28.57%	25.88%	32.32%
Slight Improvement	12.20%	21.33%	9.38%	21.90%	22.35%	25.48%
No Change	11.59%	16.98%	9.38%	20.95%	18.82%	14.83%
Problem Worsened	1.22%	3.73%	0.00%	4.76%	4.71%	4.56%

Table 3 continued

	Abuse/Neglect	Emotional/Physical Problems	Infant Mental Health	Juvenile Delinquent	School Problems	Family Problems
Positive Outcomes Overall						
<i>FCS Report</i>						
Goal 1	86.50%	78.84%	81.40%	75.00%	75.72%	82.24%
Goal 2	84.72%	77.28%	83.33%	68.55%	70.00%	76.97%
Goal 3	86.41%	78.17%	87.50%	69.83%	76.09%	78.04%
All	79.75%	66.48%	74.42%	56.07%	57.79%	66.67%
<i>Family Report</i>						
Goal 1	89.10%	80.56%	87.50%	75.00%	75.69%	82.70%
Goal 2	87.92%	81.49%	85.00%	72.54%	75.60%	79.49%
Goal 3	87.20%	79.30%	90.63%	74.29%	76.47%	80.61%
All	82.63%	69.58%	78.05%	59.48%	61.36%	69.91%
Family Satisfaction						
IFCS has improved our family life.						
Strongly Agree	34.38%	28.38%	47.62%	24.12%	26.83%	25.00%
Agree	41.07%	42.65%	28.57%	47.65%	45.53%	46.11%
No Opinion	20.54%	25.18%	19.05%	24.71%	24.80%	27.22%
Disagree	0.45%	1.46%	4.76%	2.35%	1.22%	0.56%
Strongly Disagree	3.57%	2.33%	0.00%	1.18%	1.63%	1.11%

* Of the 1144 clients received FCT in 2008, 4% of files are missing data on primary presenting problem and are thus not included in this analysis.

Therefore, proportional means presented here are estimates based on a sample of 96% of clients served.

**After eliminating families who were discharged early due to relocation, non-compliance with treatment, loss of funding, transfers to another agency, or client runaway status.

*** Means may sum to more than 100% because more than one status can be true (e.g., Maintained family placement and relocation).