VERMONT:
PERMANENCY SURVEY

Christina Shuma
and Laura Marra
PRESENTERS

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Vermont Site Implementation Manager
Lund

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Evaluator
The University of Texas at Austin

On behalf of:
Barb Joyal, System of Care Unit Director &
Catherine Harris, Post Permanency Program Manager
Vermont Department for Children and Families
OVERVIEW

Context

Survey

Assertive Outreach
VERMONT “RURALITY”

Population: 626,042 (49th)
Size: 28 counties fit in Texas
Context

DEPARTMENT FOR CHILDREN AND FAMILIES

12 Districts
Centralized structure
Public/private partnership
System of care
Total children on a subsidy: **2189**
Total children on a subsidy in VT: **1928**

In 2016 → **250** adoptions
           7 guardianships
BRAINSTORM
From problem to theory of change
DEVELOPING A SURVEY

STEP 1: Areas of Inquiry
STEP 2: Select measures
STEP 3: Refine items
STEP 4: Format
STEP 5: Focus group
STEP 6: Test for usability
DETERMINING AREAS OF INQUIRY

- Family wellbeing
- Child wellbeing
- Caregiver wellbeing
- Adoption experiences
- Community services
Evaluate tools that already exists

- Target population
- Time to administer
- Completed by
- Language
- Training requirements
- Cost/Permissions
- Psychometric properties
SELECTING MEASURES

- Adapting measures
  - Cultural adaptations
  - Obtaining permissions

- Developing items
  - Cross system feedback
  - Focus groups
  - Piloting
Vermont Permanency Survey

CONNECT
to post permanency services in your area

LEARN
from families formed through adoption and guardianship
Inform system of care
- Disseminate findings at District meetings
- Develop localized reports

Provide direct feedback to participants

Connect families to post-permanency services
NEXT…

Context

Survey

Assertive Outreach
How do we contact families?
## Building a Database

The table below represents an adoption assistance recipient list:

<table>
<thead>
<tr>
<th>MIS</th>
<th>Child</th>
<th>Gender</th>
<th>DOB</th>
<th>DOB-Year</th>
<th>Amount</th>
<th>Parent First</th>
<th>Parent Last</th>
<th>Address</th>
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<tbody>
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<td>M</td>
<td>8/2/2005</td>
<td>4/21/2000</td>
<td>$716.70</td>
<td>PA</td>
<td>Clemson</td>
<td>456 VICTORY LN BARRE, VT 05641-5500</td>
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<tr>
<td>22222-2</td>
<td>Tigers, Child 2</td>
<td>F</td>
<td>2/2/2012</td>
<td>4/21/2000</td>
<td>$716.70</td>
<td>PA</td>
<td>Clemson</td>
<td>456 VICTORY LN BARRE, VT 05641-5500</td>
</tr>
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<td>44444-1</td>
<td>Seminoles, Child 1</td>
<td>F</td>
<td>9/9/2009</td>
<td>4/21/2010</td>
<td>$603.84</td>
<td>PA</td>
<td>Florida State</td>
<td>789 FSU Ln, BARRE, VT 05641</td>
</tr>
</tbody>
</table>

### Notes:
- DOB-Year indicates the year of birth.
- Amount represents the financial assistance amount.
BUILDING A DATABASE

Copy to "Raw Data Process"

Address is on two lines; There is not a five digit zip
<table>
<thead>
<tr>
<th>MIS</th>
<th>Name</th>
<th>Gen.</th>
<th>DOB</th>
<th>###</th>
<th>Open Date</th>
<th>IV-E</th>
<th>Payment</th>
<th>Run Date</th>
<th>Living Arr.</th>
<th>Payee First</th>
<th>Payee Last</th>
<th>Payee</th>
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**Paste list to “Raw Data Process”**
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<th>Gen.</th>
<th>DOB</th>
<th>Open Date</th>
<th>IV-E</th>
<th>Payment</th>
<th>Run Date</th>
<th>Living Arr.</th>
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<th>Payee Last</th>
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<td>11/10/201</td>
<td>Vermont</td>
<td>Catamounts</td>
<td>123 WINNERS BLVD.</td>
<td></td>
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Press Process to Reformat
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<th>Open Date</th>
<th>IV-E</th>
<th>Payment</th>
<th>Run Date</th>
<th>Living Arr.</th>
<th>Payee First</th>
<th>Payee Last</th>
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<th>Zip</th>
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<td>VT</td>
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<td>07/11/2016</td>
<td>PA</td>
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Step 1: Copy & Paste
Step 2: Process
Step 3: Clear Duplicates

Pasted Data Tab
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<th>City</th>
<th>State</th>
<th>Zip Code</th>
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<td>3/20/2017</td>
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<td>E. CORINTH</td>
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<td>3/12/2017</td>
<td></td>
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<tr>
<td>Information</td>
<td>City</td>
<td>State</td>
<td>Zip Code</td>
<td>Date Paste</td>
<td>Date close</td>
</tr>
<tr>
<td>-------------</td>
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<td>VT</td>
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<td>3/20/2017</td>
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<td>3/20/2017</td>
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<td>E. CORINTH</td>
<td>E. CORINTH</td>
<td>VT</td>
<td>05040</td>
<td>3/12/2017</td>
<td></td>
</tr>
</tbody>
</table>

- **Yellow**: Color indicates child is no longer on list
- **Orange**: Indicates child is 16 and needs letter sent
  - If Y is entered, color will disappear

**Pasted Data Tab**
<table>
<thead>
<tr>
<th>Family ID</th>
<th>Payee First</th>
<th>Payee Last</th>
</tr>
</thead>
<tbody>
<tr>
<td>11111</td>
<td>Texas</td>
<td>Longhorns</td>
</tr>
<tr>
<td>22222</td>
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<td>Catamounts</td>
</tr>
<tr>
<td>44444</td>
<td>Florida State</td>
<td>Seminoles</td>
</tr>
</tbody>
</table>

**Contract Information**

**Main Contact Info**

- **Family ID:** 
- **First name:** 
- **Last Name:** 
- **Email (main):** 
- **Phone (main):**

**Secondary Contact Info**

- **First name:** 
- **Last Name:** 
- **Email (2nd):** 
- **Phone (2nd):**

**Comments**

""
- Adoption Assistance recipient list
- Project Family/Lund contact list
- Distribution Lists
  - VT Adoption Consortium
  - VFAFA
  - VT Kin as Parents
- Lexis Nexus - Phone/E-mail outreach
<table>
<thead>
<tr>
<th>Family ID</th>
<th>Caregiver 1 First N</th>
<th>Caregiver 1 Last N</th>
<th>Email 1</th>
<th>Phone 1</th>
<th>Zip Code</th>
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</thead>
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<tr>
<td>11111</td>
<td>Texas</td>
<td>Longhorns</td>
<td>@utexas.edu</td>
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<td>MD0</td>
<td>1</td>
</tr>
</tbody>
</table>

- ✔ Content automatically updated
- ✔ Upload sheet into REDCap to distribute
WHAT IS ASSERTIVE OUTREACH?

Currently we're on Step 6

Follow-up Plan
- Send invitation
- 1st Reminder
- 2nd Reminder
- 1st Call
- 2nd Call
- Send silly cartoon
- Beg
- Hire goons
- Release hounds

Photo credit: Chris Lysy of freshspectrum.com
WHY DO RESPONSE RATES MATTER?

↑ response rates =
- More complete picture of how families are doing
- Identify risk and protective factors
- Improve capacity to deliver data-driven, timely and relevant services
WOULD YOU TAKE THE SURVEY?
INCREASING RESPONSE RATES

- Length/format
- Trust/credibility
- Incentives
- Survey platform
- Relevance
- Personalization
- Pre-notifications/Reminders!
### Electronic Survey

- **Tuesday Jan 31**: Introductory letters mailed to all families in cycle.
- **Wednesday Feb 8**: Email sent with survey link to families with emails.
- **Thursday Jan 23 - 28**: Final email sent to non-respondents with emails.
- **Friday Feb 18**: Reminder email sent to non-respondents with emails.
- **Saturday Mar 18**: Email sent to non-respondents.

### Paper Survey

- **Fri Feb 10**: Paper survey sent to families without emails.
- **Thurs - Tues March 2 - 6**: Call non-respondents. Send email if collected. If no email or no response, mail survey.

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**QIC-AG**
Survey Responses

CYCLE 2 RESPONSE RATE

Email 111/190 58%
Paper survey 111/265 42%
Total 222/455 49%
LESSONS LEARNED

- When developing a survey...
  - Use focus groups/stakeholders
  - Perform stress tests

- Assertive outreach does make a difference
  - Use multiple distribution methods
  - Consider contextual factors during implementation

- Expect the Unexpected
  - Opportunity to link families to services
THANK YOU!

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