

2022-2023

Evaluation Plan for PB&J
Family Services

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Summary

PB&J Family service is a nonprofit organization serving the state of New Mexico by providing services and access to community needs. These services include early childhood education for children in need, in-home parenting education, case management services, and more. This evaluation will focus on the Community Based Prevention, Intervention and Reunification (CBPIR) program. The CBPIR program provides in-home parent education and case management to families with children 0-18 years old.

The purpose of this evaluation is to examine if participants in the CBPIR program are able to self-advocate in seeking social and government assistance. A review of the literature revealed a gap in the research on self-advocacy 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)¹. The theory of self-efficacy has been broken down into four domains:

1. Attitude: Attitude people have toward their goals. Are viewed as cognitive factors that regulate efficacy beliefs (Riech, et. Al, 2004)¹.
2. Knowledge: Knowledge people have toward their goals. Having the knowledge in dealing with the environment (Riech, et. Al, 2004)¹.
3. 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 (Riech, et. Al, 2004)¹.
4. 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 (Riech, et. Al, 2004)¹.

The question asked for this evaluation is: What are the impacts of PB&J's CBPIR program on participant's ability and confidence in seeking social services?

The PB&J evaluation team will use an informed engaged approach to survey design as they work with the PB & J Staff to design a survey that measures the desired outcomes in a meaningful way for PB & J. Using an engaged approach ensures that the design and implementation of the survey fit into the goals and values of the organization. The evaluation team will create the survey with an emphasis on the goals that PB& J services aim to achieve utilizing self-efficacy theory as a theoretical lens. The survey will have a maximum of 20 questions. The evaluation team will deliver the survey to PB&J to implement as a pilot with the CBPIR program. Based on feedback, if needed, the evaluation team will configure the survey and ¹deliver it back to PB&J for a wider launch across all programs. There will be three points of data

¹ Reich, S., Bickman, L., & Heflinger, C. A. (2004). Covariates of Self-Efficacy: Caregiver Characteristics Related to Mental Health Services Self-Efficacy. *Journal of Emotional & Behavioral Disorders*, 12(2), 99–108. <https://doi-org.libproxy.unm.edu/10.1177/10634266040120020401>

collection based off of where clients are in their program: the beginning, part of a screening process; the middle of a program; and at the end. Once the data collection has concluded, PB&J will deliver the data to the evaluation team to conduct a statistical analysis.

- Organization and program overview

PB&J Family Services was established in 1972 by Angie Vachio and Chistine Ruiz-Boyd, and the goal for the organization is to provide intensive wrap-around services for children and their parents (PB&J, 2022). This organization was founded to ensure that children and their families basic needs are attained through their various services. PB&J offers a wide variety of programs to clients, which can be divided into three groups: Center-Based Services, Home & Community-Based Services, and Families Impacted by Incarcerations. The Center-Based Programs include a Parenting Program, New Mexico Pre-K Extended Day Program, and a Children's Support Group. The Home & Community-Based Services include 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 include Juvenile Community Corrections and Metropolitan Detention Center (MDC) Parenting Program. PB&J's philosophy focuses efforts on the family as a unit, as well as on individual family members (PB&J, 2022). This is key in building a relationship between the parent and child, boosting family-members self-worth, and strengthening a client's ability to become an advocate for themselves.

The current program of focus for this evaluation will be the Community Based Prevention, Intervention, and Reunification Program (CBPIR). The CBPIR program works with families with children 0-18 years old. CBPIR focuses on parent education and case management. Reunification cases can only be referred through New Mexico Children, Youth, Families Department (CYFD). First, the community-based service provides support to improve parent-child interaction. Second, help parents or caregivers create a healthy child development. Third, providing parent or caregivers' the knowledge needed to meet their children's needs. Fourth, make sure the child is safe in the home. Fifth, decrease the need for removal. Sixth, stop disruptions within the home. Lastly, safely returning a child or children to their family.

CYFD created their own criteria for PB&J CBPIR program. The guidelines for Community Based Primary & Secondary Prevention Services, Placement Prevention Services, and Reunification Services: (1) doing an at home assessment and intervention to improve individual and family relationship (2) having steps to make sure a child or children are safe (3) co-parenting using conflict resolution to build stronger relationship (4) provide a treatment plan through case management (5) developing a safety system for the family and their child or children.

CBPIR purpose is to develop a relationship with the parent and their child or children. CBPIR also is focused on building a relationship with the community, stakeholders, and service providers. Their overall goal is to minimize the need for the service in the future.

The timeline for being discharged from the CBPIR program is conducted in phases. Phase 1 is the family connecting with care services, and families are establishing initial goals and are working towards them. This phase lasts about 0-2 months. Phase 2 is the family making progress toward achieving their goals, consistently engaging during home visits, and beginning parent education classes. This phase lasts about

2-5 months. Phase 3 is the family goals are achieved based on the qualitative goals which means the children are safe and the family completed the parent education classes. This final stage last about 0-2 months.

PB&J administrative staff as well as staff who are involved with providing direct services to clients within this program will be involved in the vision, design, implementation, and analysis of the survey maintaining the engaged approach previously discussed.

Regardless of the program clients participate in, many are facing similar barriers and challenges to realizing personal and programming goals. The barriers include poverty, education attainment, and incarceration. Based on families who utilize PB&J services tend to be low-income, which presents the barrier of low-income families not being able to attain public benefits to address their basic needs. The importance of highlighting poverty as a barrier is based on the data that present New Mexico having the third highest poverty rate in the United States (USA Census, 2021) and the larger number of children who are victims of poverty (Labor Market Review, 2019). Education is another barrier that is presented. 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. Lastly, incarceration is another barrier that is associated with clients enrolled at PB&J family services. New Mexico has a higher amount of incarcerated people within the state compared to the national average (PrisonPolicy, 2016). 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. These various barriers faced by families and children enrolled at PB&J services is why this program is not only relevant but necessary.

- Purpose of the Evaluation and Evaluation questions

The purpose of our work for the Fall 2022—Spring 2023 project is an attempt to answer: What are the impacts of PB&J CBPIR program on participant's ability and confidence in seeking social services? The PB&J Evaluation Team will design and pilot a survey using one of PB&J's programs. The survey will attempt to answer if PB&J clients are able to seek social services and assistance. The CBPIR program will be used as a pilot program to test the instrumentation and processes of the survey.

Once the Evaluation Team establishes processes, the survey will be deployed to more programs to

- Stakeholders

The evaluation is commissioned for the PB&J's executive directors, board of directors, and the New Mexico State Legislature. The evaluation will affect PB&J's procedures to ensure clients become self-advocates for themselves and their families.

Once the evaluation is concluded, hopefully this provides results to present if clients have developed the capacity and behaviors needed to seek services on their own. The long-term purpose of this evaluation

goal is to ensure that clients do not have to resort back to utilizing PB&J services after being discharged. Lowering the number of clients re-admitting into PB&J services will be beneficial in expanding the enrollment of new clients. This evaluation would be of major importance for the board of directors at PB&J. This is based on how this can increase the capacity for serving new clients.

PB&J establishing a fast and effective way for clients to become self-advocates can be used as justification for the executive directors and board of directors' advocating for the allocation of more resources and money. Outside of the organization, various stakeholders would be impacted by the evaluations results. The majority of Individual's who obtain PB&J services are referred. The referring partner the primarily work with is the Child Youth Family Department (CYFD). Based on the results of the evaluation, this would be of major importance for PB&J being recognized as the primary service provider that effectively serves clients.

- **Evaluation Design and Data Collection**

- The UNM team will facilitate discussions/focus groups regarding the content, design, and implementation of the survey.
- A literature review will be conducted prior to and following the discussions in an effort for the survey to be informed by best practices.
- After the survey is designed, a pilot survey will be executed across multiple programs with participants at various levels of their individual programs.
- From this pilot, the UNM PB&J team will discuss the issues, concerns, and feasibility of the survey design implementation.
- Client feedback on their experience taking the survey will be collected and used to improve the final survey.
- In addition, the UNM team will do an analysis of the pilot data and provide those results to PB&J.
- Based on past discussions with PB & J the UNM team has established:
- The evaluation team will design a survey asking a maximum of 10 questions to clients.
- The evaluation team will design the survey question related to domains of self-efficacy and barriers to seeking services.
- The survey will take the form of both a paper form and an online version using Constant Contact.
- Clients will be able to respond to the survey using a sliding scale to rank their ability of self-efficacy and any barriers to seeking services.

- **Activates and Timeline**

- Weekly Stakeholder Meetings
 - 11/4: Discussion of framework for survey design and data collection
 - 11/11: Data Collection Meeting

- 11/18: Data Compilation
- 1/6: TBD
- 1/13: TBD
- 1/20: TBD
- 1/27: TBD
- 2/3: TBD
- 2:10: TBD
- 2/17: TBD
- 2/24: TBD
- 3/3: TBD
- 3/10: TBD
- 3/17: TBD
- 3/24: TBD
- 11/4: Revised lit review and revised SOW
- 11/25: Stakeholder discussion of First draft of Evaluation Plan
- 11/6-11/11 Survey drafting
- 11/21-11/25: Drafting of Evaluation Plan
- Present Evaluation Plan: December 5th
- Submitting final version of intake, mid-take, and discharge survey: December 16th
- Distributing in-take survey: TBD
- Distributing mid-take survey: TBD
- Distributing discharge survey: TBD
- Data Collection: First week of February
- Complete evaluation Report: First week of May
- Work performed so far

Drafted questions of survey (see Appendix C).

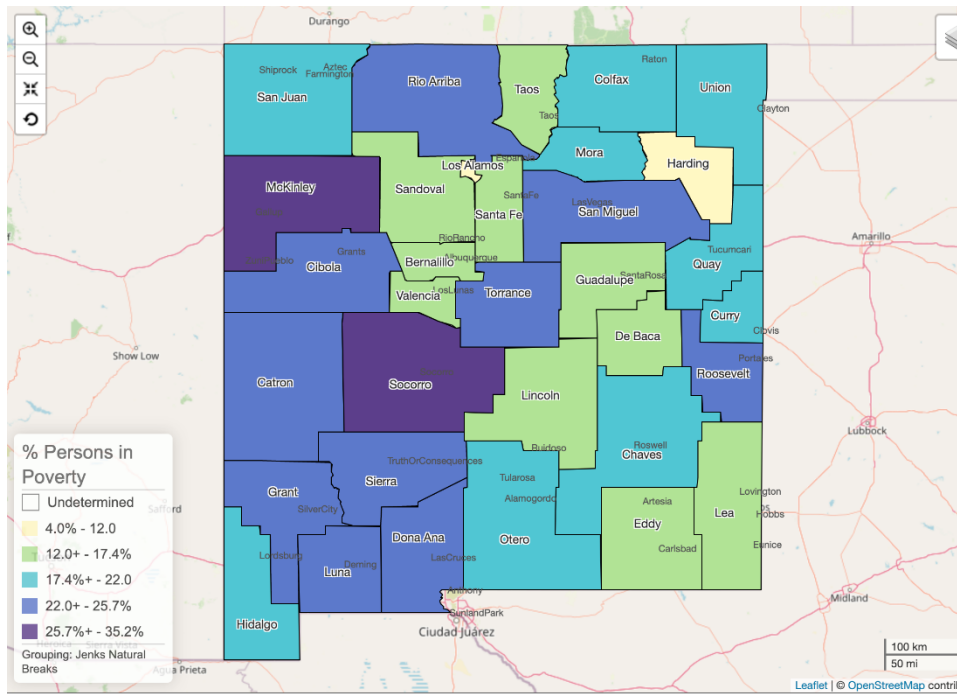
Appendices

Appendix A: Literature Review:

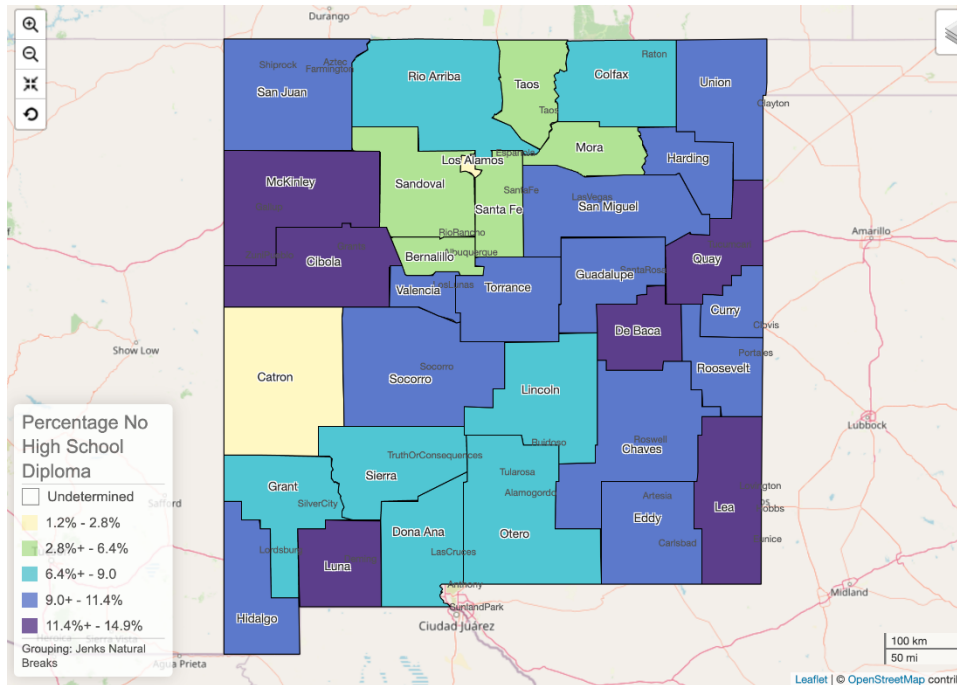
Based on the sources, we wanted to analyze the concept of self-efficacy regarding families finding social services. The concept of self-efficacy tends to focus on the barriers that individuals encounter when trying to seek aid from services. There are various barriers associated with obtaining social 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 Compilation:

New Mexico Poverty Rate by County



Education Attainment (Population 25 Years and Older) in New Mexico [DPO2](#)



Measure

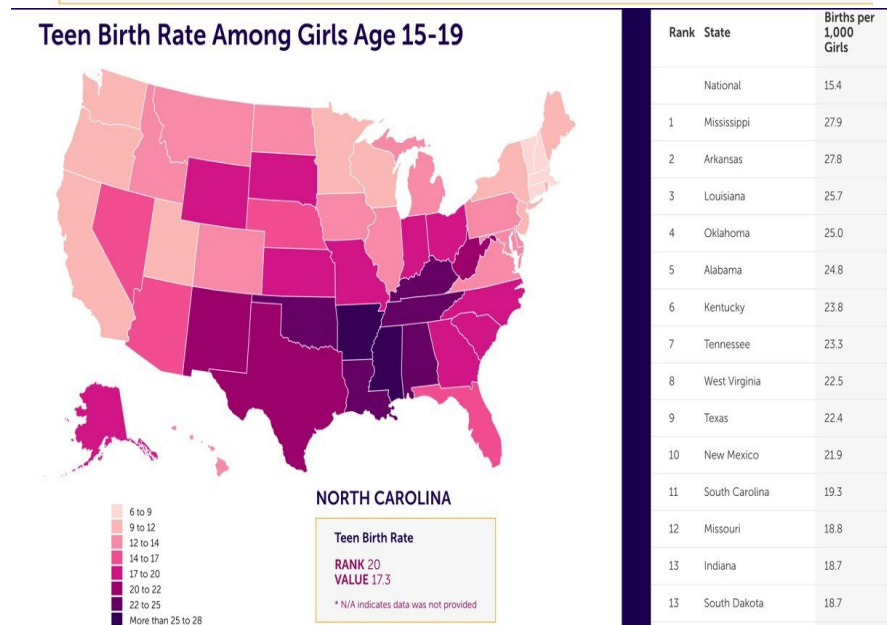
Value

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

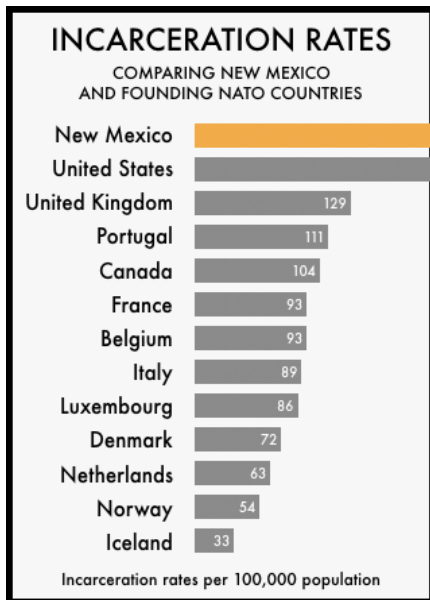
correlation to the barriers associated to obtaining services. The lack of basic educational fundamentals can lead clients not having the proper knowledge needed to learn how to obtain services. Without this knowledge, clients cannot develop the skills needed to seek services on their own. Also, this 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

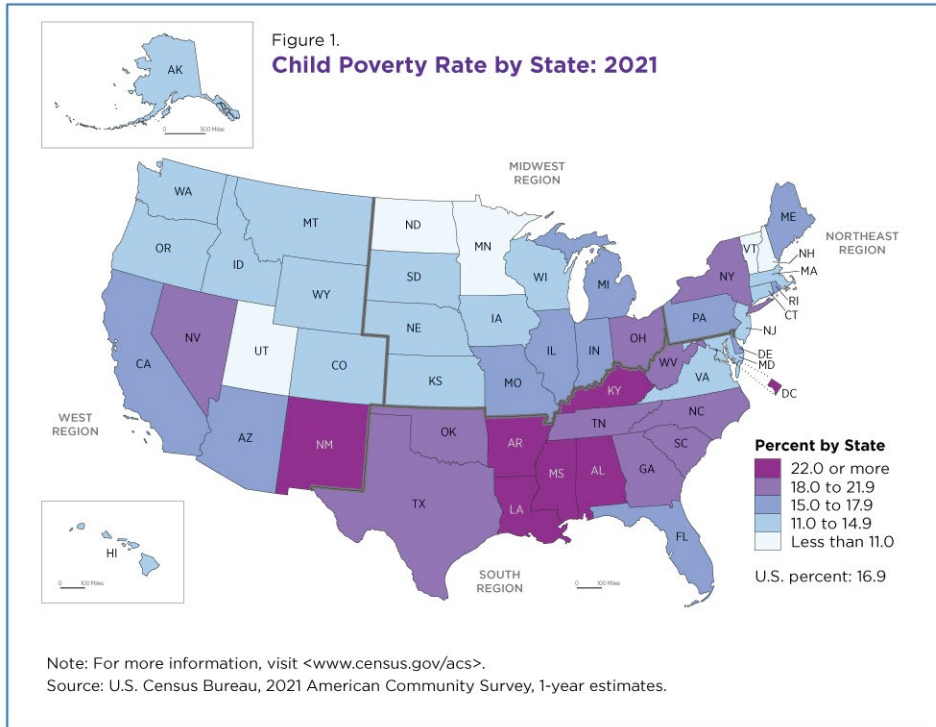
the teen birth rate among girls ages 15-19. Both these visuals present how New Mexico has the highest rate of teen pregnancies and how New Mexico is ranked 10th in teen birth rate. According to the data, 21.9 of 1,000 teen girls between the ages of 15-19 will give birth. Also, according to the data, 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.



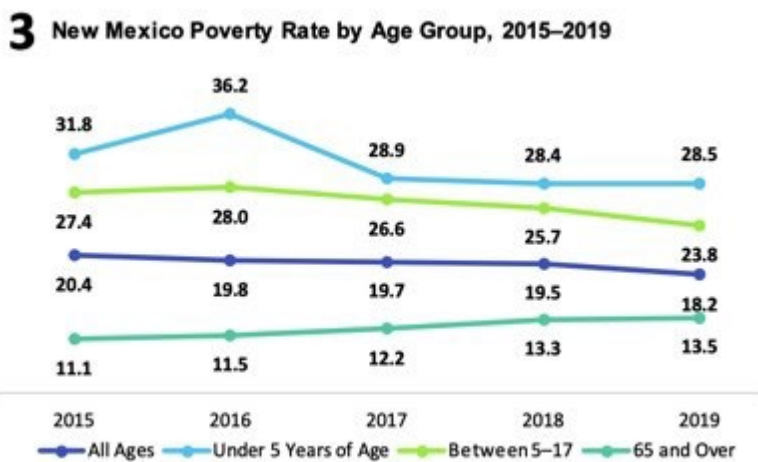
Source: <https://www.prisonpolicy.org/global/2021.html>

<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 Concept Questions:

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 consistent 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)