



Children's Services of Roxbury
Strengthening Families across Massachusetts



Front Porch Impact Report 2023

OVERVIEW

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Children's Services of Roxbury (CSR)

is one of the largest Black-led nonprofits in Massachusetts, serving more than 6,000 children, young adults, and families annually. Its mission is to bring peace of mind to children and families across Massachusetts. When a family is at peace, children are healthier and communities are stronger. Over the past five decades, the organization has built trusting relationships with more than 150,000 parents and children, offering family shelter, culturally attuned behavioral health services, foster care and family support services, early education and childcare, and youth development programs. CSR brings a wraparound, trauma-informed approach to all its services.



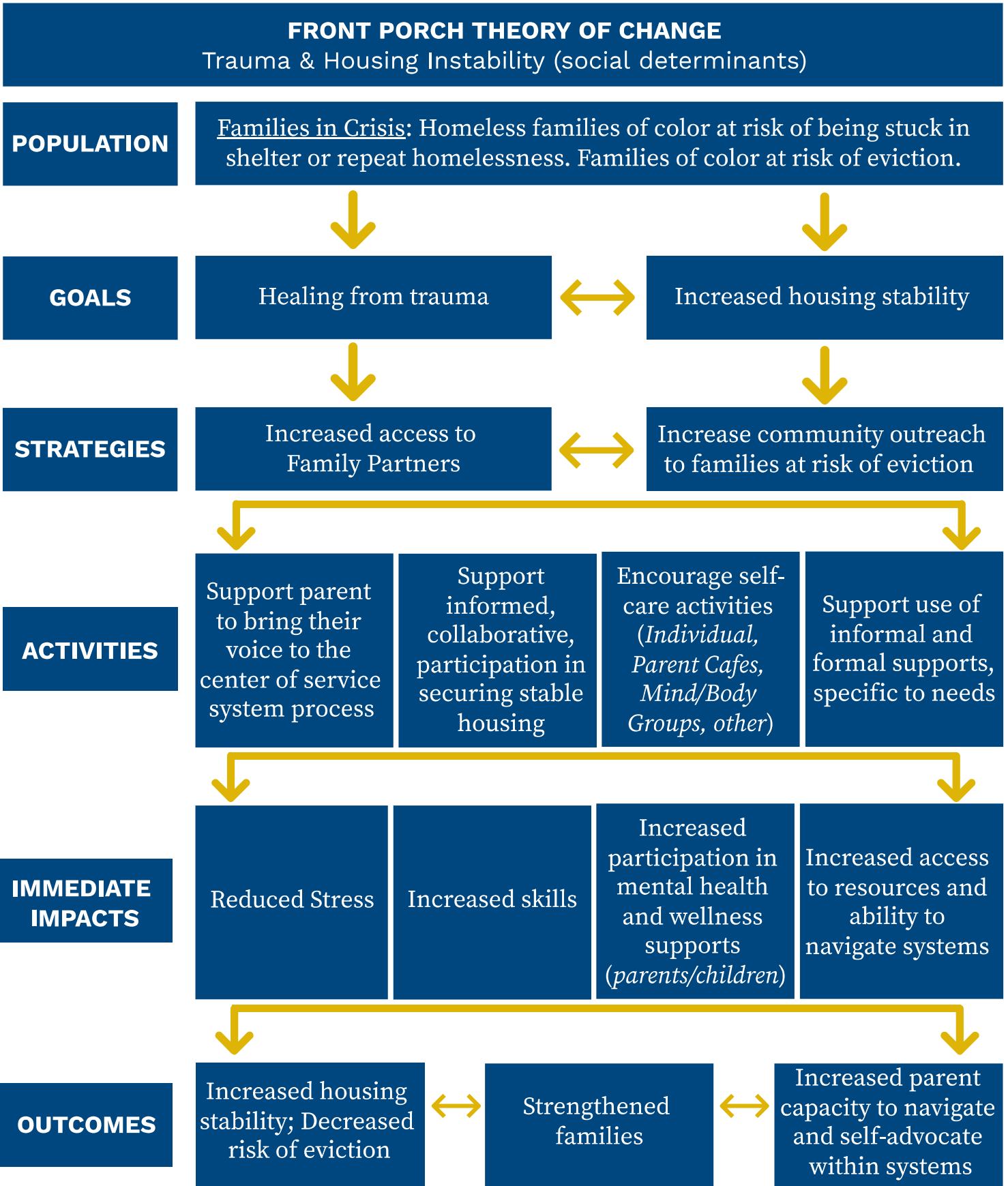
CSR's Front Porch Program

provides barrier-free access to culturally attuned, trauma-focused care for families in crisis. Parents facing homelessness, eviction, violence, or other trauma find a welcoming, safe place to turn for help. Through early intervention and support for parents led by Family Partners, the Front Porch aims to de-escalate crises, prevent homelessness and child removal, expand access to mental health

care, and disrupt the perpetuation of intergenerational racial trauma. Family Partners are parent peers, trained in mental health care, who draw from their own lived experience of healing from trauma to support other parents. Family Partners offer a welcoming “front porch” experience, building trusting relationships with parents and helping them gain access to the care and resources they need. Through coaching and navigating, Family Partners provide wraparound support to parents. Over time, Family Partners aid parents in setting goals, leveraging their personal strengths to progress towards achieving those goals. Family Partners receive upfront training, ongoing professional development, and clinical oversight within CSR’s Behavioral Health Department.

LOGIC MODEL

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FAMILY PARTNER PHILOSOPHY & MISSION

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WRAPAROUND PRACTICE

Family-driven, strengths-based, culturally attuned, individualized care

COACH, MODEL, NAVIGATE AND EDUCATE

Support parents to seek and secure housing, childcare, jobs, behavioral health services, and other urgent, basic needs

BUILD NEW SKILLS

Build new skills in self-advocacy, organization & time management, effective communication, and self-care

STRENGTHEN PARENT SELF EFFICACY

Educate parents and providers on the practice of “Family Voice, Family Choice,” and build parent self-efficacy through the practice of “Do For, Do With, Cheer On”



FAMILIES SERVED | April 2021 - August 2023

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92 parents received Front Porch services

- 71% completed services with positive outcomes
- 29% are still being served
- 9% returned for additional services after completing initial services

14 additional parents enrolled, but did not engage in services

How long are families in Front Porch services?

- Average Length of Services: **200 days** (approximately 6 1/2 months)
- Families were in services from **29 days** (one month) to **567 days** (about 1 and 1/2 years)

How families in need came to the Front Porch

- Families in CSR Shelter/Homeless: **66%**
- Newly Housed Families in CSR Stabilization Services: **15%**
- Families from CSR's Childcare Center: **16%**
- Self-Referral: **3%**



MEASURING IMPACT

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Key Indicator	Description
Secured Housing and Housing Resources	Family Partners support homeless families in shelter with personal peer support, as well as organizational and time management skills needed to search for and secure affordable, permanent housing and the financial resources to sustain it.
Secured Childcare or Family Partner Support with School Enrollment	Family Partners support families in securing childcare or in the school enrollment process.
Secured Behavioral Health Services	Family Partners support families in securing behavioral health services by connecting them to mental health services, accompanying them to peer support groups, and providing direct peer support.
Secured Employment Opportunities or Continuing Education	Family Partners support families in the process of securing employment, educational opportunities that support future employment, and ESL courses.
Parent Skill Building Measure	Parents identify skills that they want to strengthen with the help of their Family Partner, utilizing a tool called the <i>Transition Indicator</i> . To transition out of services, the parent's goal is to build and/or improve these skills. This self reporting tool is completed within the first or second visit, and parents reassess their skills and the skills that they would like to learn every 90 days. The goal is for every parent to feel confident in these skills.
Anxiety Symptoms Measure	The GAD-7 measures generalized anxiety symptoms. This self report measure is optional, and taken every 90 days
Depressive Symptoms Measure	The PHQ-9 measures depressive symptoms. This self report measure is optional, and taken every 90 days.

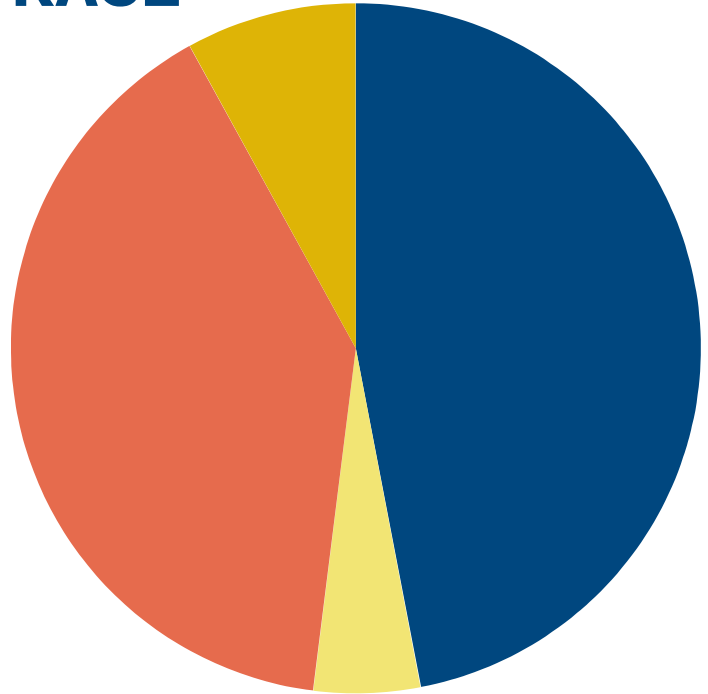
DEMOGRAPHIC PROFILE OF PARENTS | April 2021 - August 2023

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AVERAGE AGE

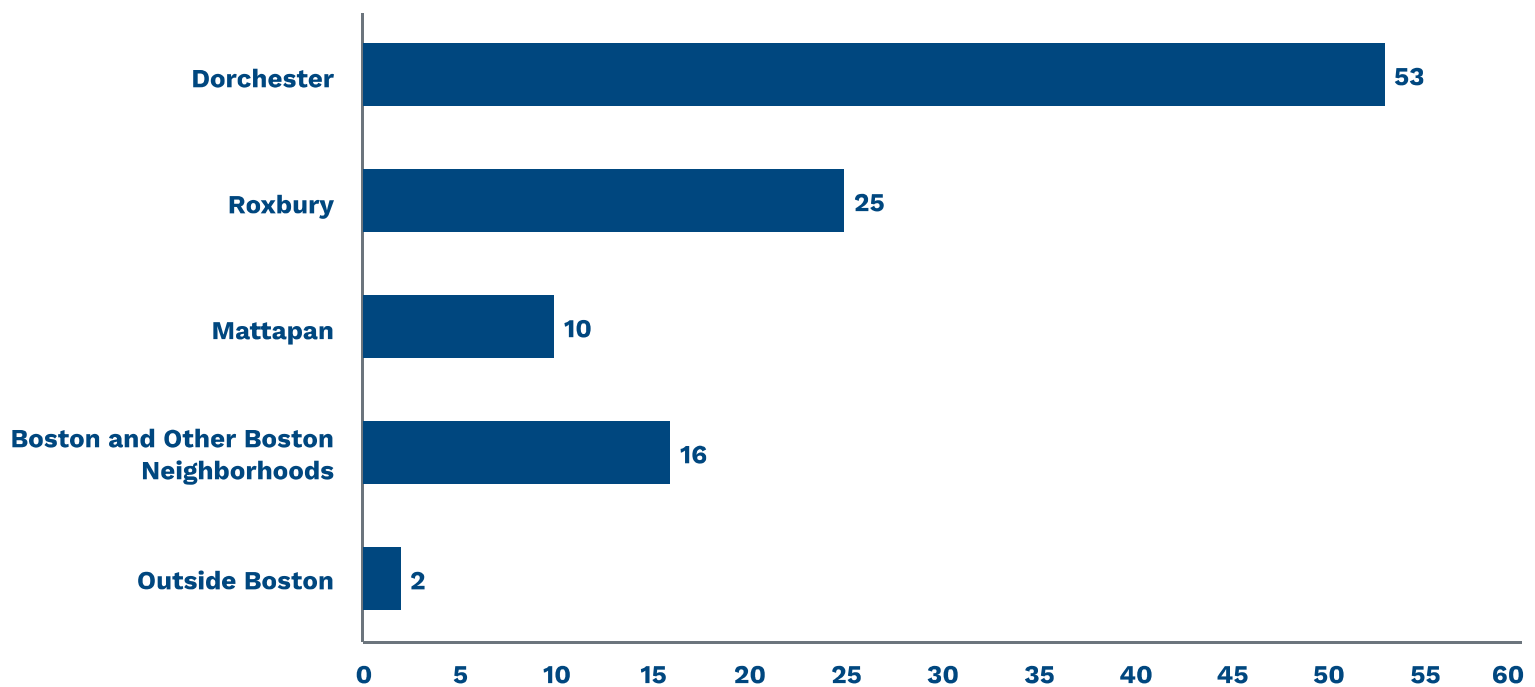


RACE



■ Black or African American (47%) ■ Caucasian (5%)
■ Hispanic or Latino (40%) ■ Other (Multiracial or Unknown) (8%)

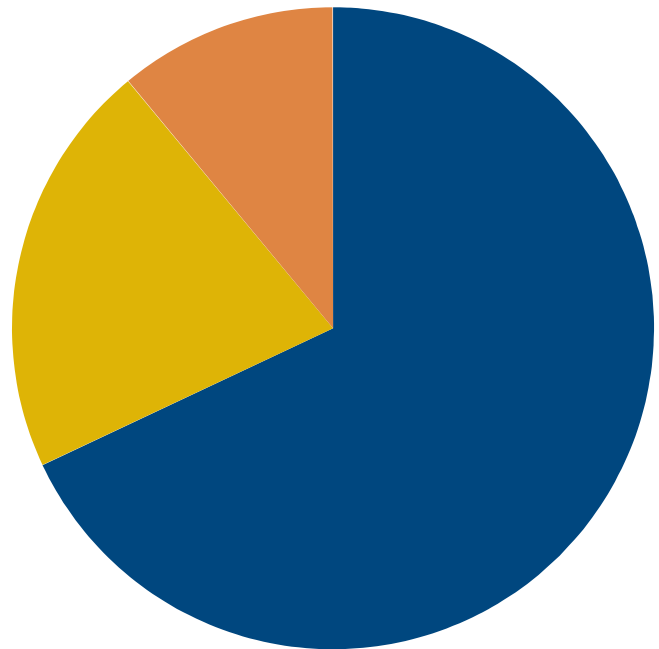
NEIGHBORHOOD



DEMOGRAPHIC PROFILE OF PARENTS | April 2021 - August 2023

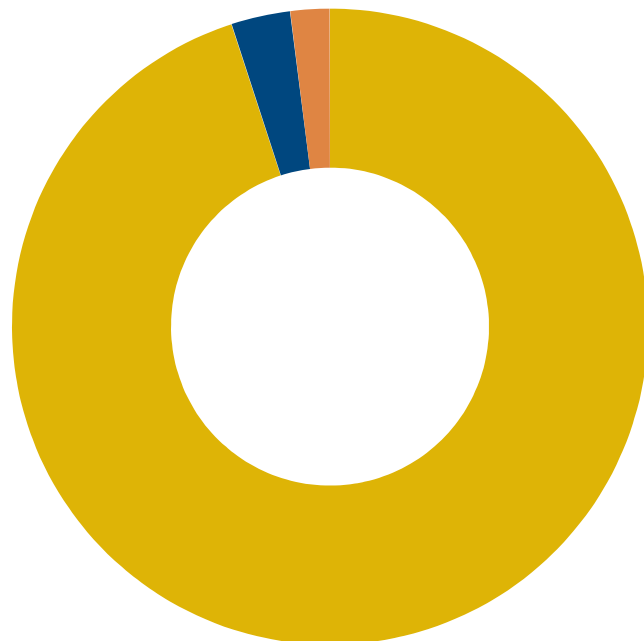
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PREFERRED LANGUAGE



English (68%) Spanish (21%) Haitian Creole (11%)

GENDER



Female (95%) Male (3%) Other (2%)

FRONT PORCH OUTCOMES

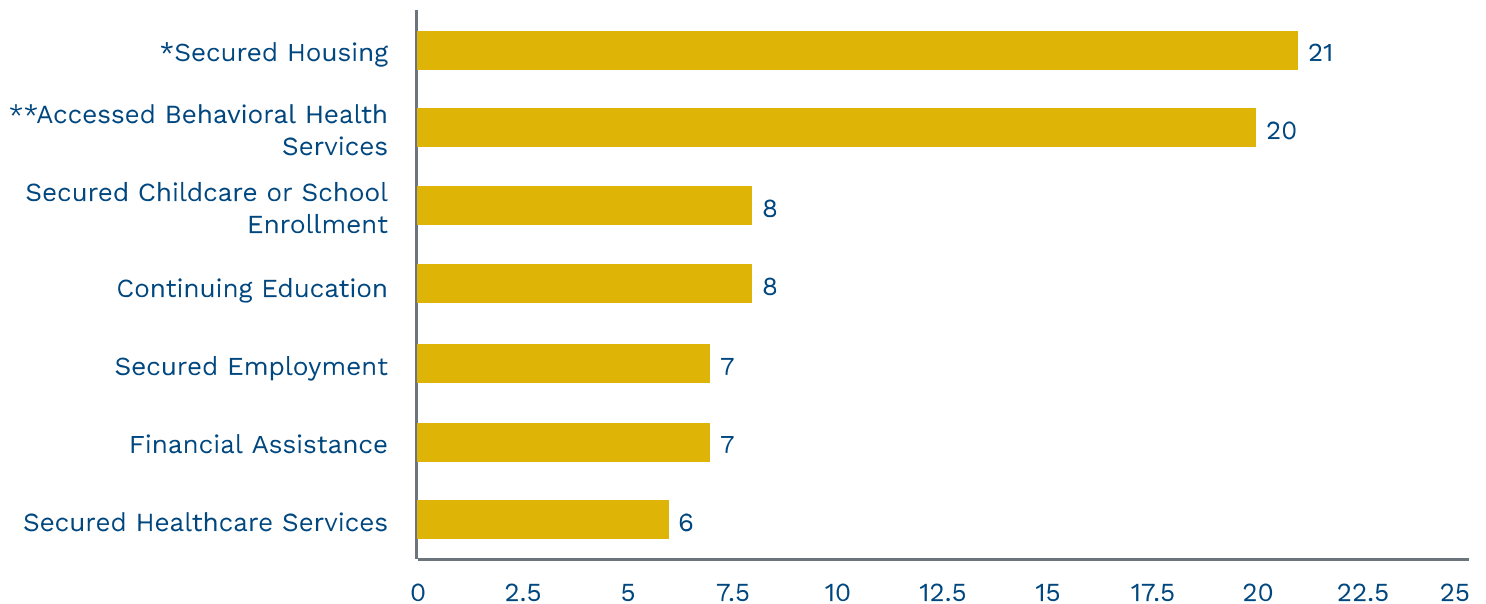
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For 65 families who have completed Front Porch services

Family Partner Goal-Setting Process

At the start of Front Porch services, the parent and Family Partner have a conversation called a Strengths, Needs, and Cultural Discovery (SNCD). Together, a parent and Family Partner explore the family's strengths, the parent's priorities for the family, and the beliefs and values that are important to the family. The parent also defines the family vision and goals for working with the Family Partner. The Family Partner documents this conversation and creates an Action Plan which is revisited every 3 months. Action Plans are used to track progress on goals.

Top Resource Based Outcomes



***Secured Housing:** Of the families from CSR's shelter who completed the Family Partner service, 58% secured housing while working with their Family Partner. Parents who complete other personal goals with their Family Partner may choose to end this service before securing permanent housing. These parents take the skills they have learned and continue working with CSR's housing department until they secure housing. Some return to work with a Family Partner once they are in permanent housing.

****Referred to Behavioral Health Services:** The Front Porch program is situated within CSR's Behavioral Health Department, which allows parents experiencing homelessness and other forms of trauma to have consistent mental health peer support from a Family Partner. Some parents elect to attend Parent Cafe, CSR's open parent support group focused on children's mental health. Parents who want formal clinical services for themselves or their children are referred to behavioral health services. Of the 65 families who have completed services, 31% were referred to formal behavioral health services, either within CSR or externally.

FRONT PORCH OUTCOMES SKILLS IMPROVED

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Consistent with the Family Partner motto “Do for, do with, cheer on,” parents are invited to identify skills they need to improve in order to successfully transition from working with their Family Partner. Using a tool called Transition Indicators, parents identify skills that they want to strengthen. Some parents choose not to elect skills-focused goals. Parents self-report on skills improved.

68% report improving one or more skills

- 12% of parents improved 6-7 skills
- 26% of parents improved 3-5 skills
- 14% of parents improved 2 skills
- 68% of parents improved at least 1 skill

TOP 5 SKILLS IMPROVED BY PARENTS

- EFFECTIVE COMMUNICATION: BRINGING YOUR VOICE TO THE TABLE
- SELF CARE
- SELF ADVOCACY
- BUILDING YOUR SUPPORT NETWORK
- NAVIGATING COMMUNITY RESOURCES

FRONT PORCH OUTCOMES

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73%

**OF PARENTS
REPORTED A
DECREASE IN
DEPRESSIVE
SYMPTOMS DURING
THEIR TIME IN
SERVICES**

45%

**OF PARENTS
REPORTED A
DECREASE IN ANXIETY
SYMPTOMS DURING
THEIR TIME IN
SERVICES**

Note: Data above is based on a sample size of 29 parents who chose to complete the mental health tracking tools. Mental health tracking tools such as the GAD-7 and PHQ-9 are optional, and parents in services choose whether or not to complete the self-reporting measure.

Decreased Depression and Anxiety

Parents may elect to complete two mental health screening tools for depression and anxiety, Parental Health Questionnaire - 9 (PHQ-9) and Generalized Anxiety Disorder - 7 (GAD-7). These standardized screening tools are completed every 90 days. The 29 parents who elected to complete these tools consistently show a downward trend in depressive and anxiety symptom scores during their time working with a Family Partner.



PARENT TESTIMONIALS

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We are currently in the process of conducting in-depth interviews to better understand our client experiences with their Front Porch Family Partner and the impact of services on their lives.

One parent highlights the first time she met her Family Partner, emphasizing the importance of her Family Partner's support when she had first moved to Massachusetts:

"[When I first met my Family Partner], I remember that she was very warm and welcoming... [S]he helped me figure out a bunch of things...I didn't know about assistance, where to pay for childcare or health insurance, like MassHealth and how that works here, or how to use public transit. She helped me with a lot of practical things. I think that she helped support me emotionally a lot and reassured me that what I'm doing was correct, because sometimes working with all the different systems can leave you feeling stuck and I really needed that at the time because I did not have social connections. She also referred me to a group [Parent Cafe] where different parents meet."

Another parent commends her Family Partner for supporting with her child, who was experiencing behavioral issues in school:

"[My Family Partner] was really on top of things. [S]he was calling all the time. That was needed - to call me and, you know, check on me. If I had any activities or meetings or tests that I had to do with my daughter, she was always giving me a call asking how everything went. She was a really big help to me. I was grateful to have to have her because she didn't have to call me [to check in] on the days that we didn't have meetings. I like how they assign someone that really cares. A person can feel and see that. [The Family Partner is] someone that you can count on in case you have any questions or you need help with something. You know that they're there to help you out."



VISION FOR THE FRONT PORCH

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We envision every family in crisis can access culturally attuned, trauma-focused support when they need it, without barriers. Through early intervention and support for parents, the Front Porch will de-escalate family crises, prevent homelessness or child removal, expand access to mental health care, and disrupt the perpetuation of intergenerational racial trauma.



1 Expand public resources for Family Partners, so every family in crisis can access timely support without barriers

3 Publicize the Front Porch in the community by partnering with schools, shelters, and childcare center to inform parents and families in need where to turn for help

2 Transform CSR's Roxbury headquarters into a Front Porch, a welcoming, culturally comfortable place for families and children of all backgrounds

4 Grow the Front Porch across the state, starting with Springfield and Worcester