

VERMONT:  
PERMANENCY  
SURVEY

Christina  
Shuma  
and Laura  
Marra

# PRESENTERS

**Christina Shuma**

Vermont Site Implementation Manager  
Lund

**Laura Marra**

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

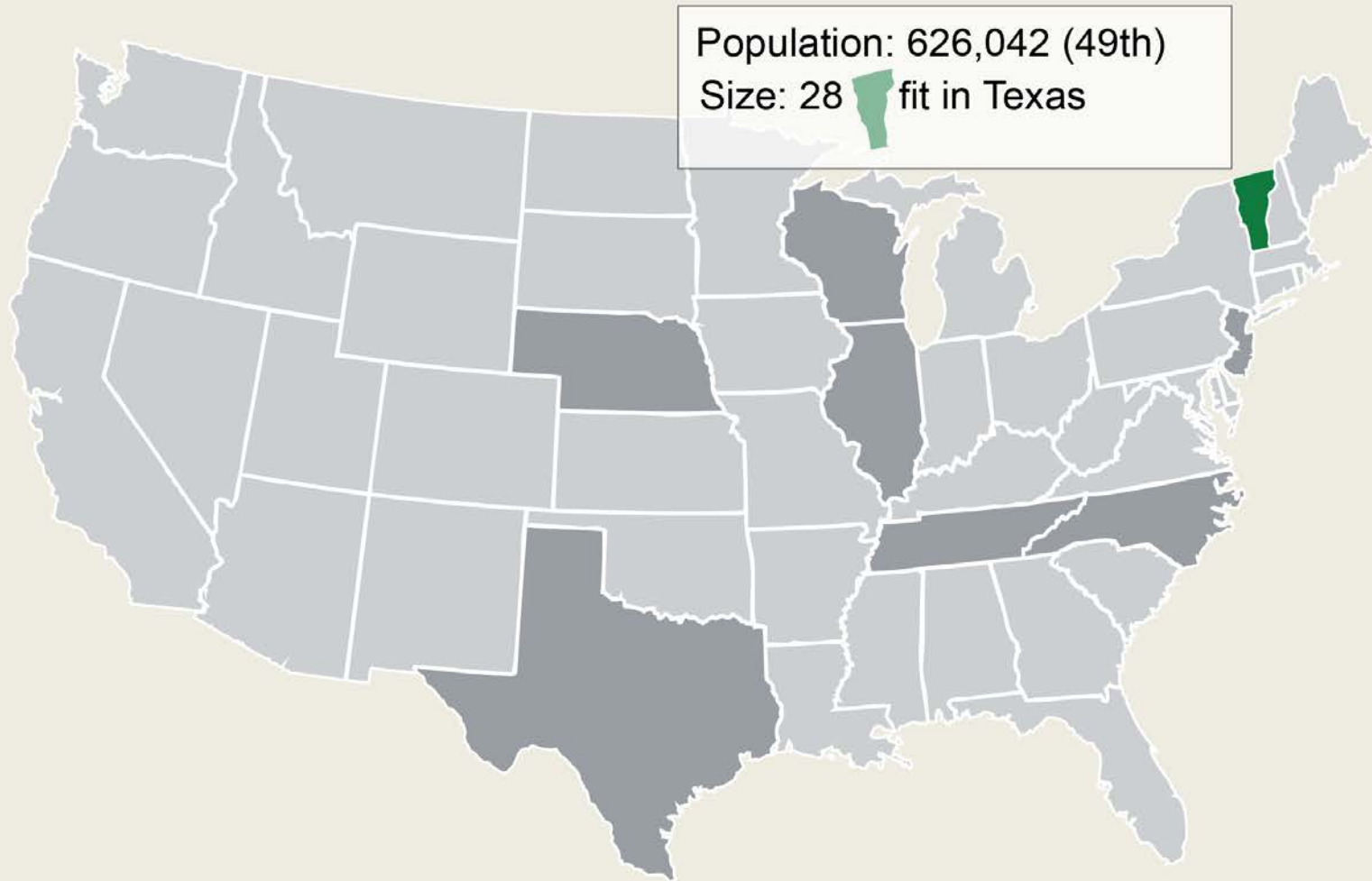
Context

Survey

Assertive  
Outreach



# VERMONT “RURALITY”



# DEPARTMENT FOR CHILDREN AND FAMILIES

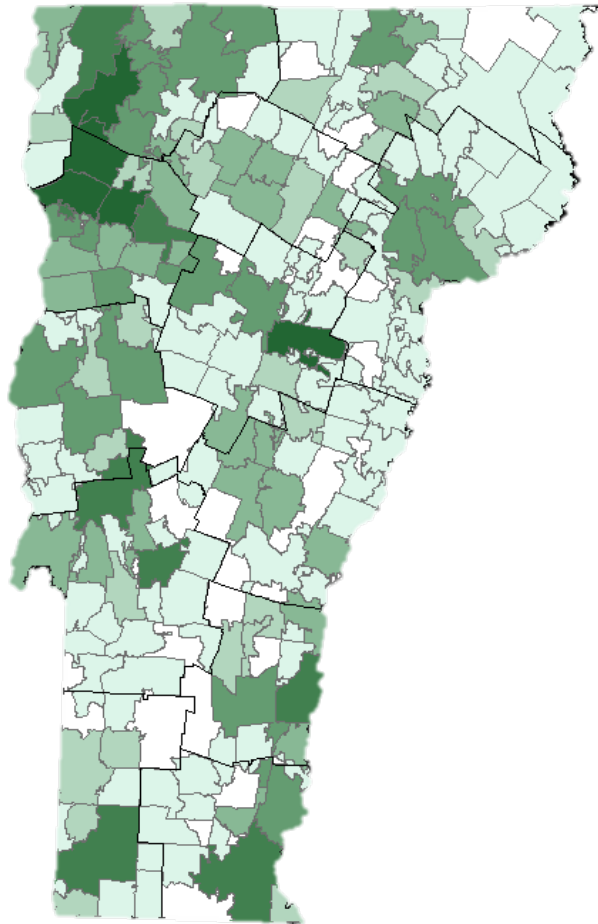
12 Districts

Centralized structure

Public/private partnership

System of care

# ADOPTION & GUARDIANSHIP IN VERMONT



Total children on a subsidy: **2189**

Total children on a subsidy in VT: **1928**

In 2016 → **250** adoptions  
**7** guardianships

Context

# BRAINSTORM

From problem to theory  
of change



NEXT...

Context

Survey

Assertive  
Outreach





# DEVELOPING A SURVEY

STEP 1

Areas of Inquiry

1

STEP 2

Select measures

2

STEP 3

Refine items

3

STEP 4

Format

4

STEP 5

Focus group

5

STEP 6

Test for usability

6

- 
- 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

- 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



The background of the slide features large, semi-transparent, light-colored letters that spell out the word "WALK" in a bold, sans-serif font. The letters are slightly tilted and overlap each other, creating a sense of depth. The background itself is a dark, textured surface, possibly asphalt or a similar material, with small white specks scattered throughout.

How do we contact families?



# BUILDING A DATABASE

Vermont Tracking 1 20 17 for PPT - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA Options REVIEW VIEW DEVELOPER

Clipboard Font Alignment Number Styles Cells Editing Box

Franklin Gothic 11 A A Wrap Text General Normal Bad Good Neutral

Conditional Formatting Table

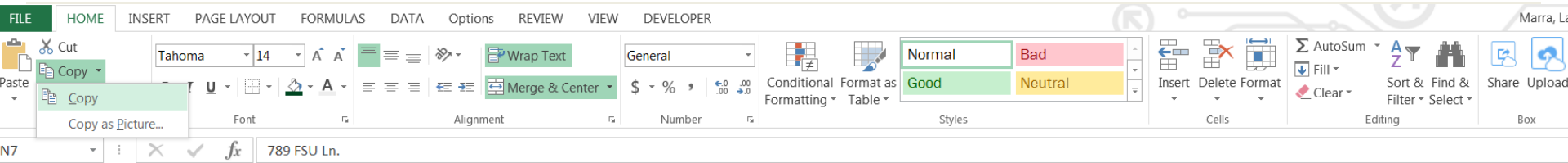
Insert Delete Format

AutoSum Fill Sort & Find & Filter Select

Share Upload

Adoptoion Assistance Recipient List											
MIS	Child	Gender	DOB						Parent First	Parent Last	Address
33333-1	Catamounts, Child 1	F	9/15/2000	###	4/1/2010	Y	\$603.84	11/10/2011	Vermont	Catamounts	123 WINNERS BLVD. DERBY, VT 05829-4439
33333-2	Catamounts, Child 2	M	9/15/2002	###	4/1/2010	Y	\$603.84	11/10/2011	Vermont	Catamounts	123 WINNERS BLVD. DERBY, VT 05829-4439
22222-1	Tigers, Child 1	M	8/2/2005	###	4/21/2000	Y	\$716.70	07/11/2016	PA	Clemson	456 VICTORY LN BARRE, VT 05641-5500
22222-2	Tigers, Child 2	F	2/2/2012	###	4/21/2000	Y	\$716.70	07/11/2016	PA	Clemson	456 VICTORY LN BARRE, VT 05641-5500
44444-1	Seminoles, Child 1	F	9/9/2009	###	4/21/2010	Y	\$603.84	07/11/2016	PA	Florida State	789 FSU Ln. BARRE, VT 05641

# BUILDING A DATABASE



Adoptoion Assistance Recipient List												
MIS	Child	Gender	DOB						Parent First	Parent Last	Address	
33333-1	Catamounts, Child 1	F	9/15/2000	###	4/1/2010	Y	\$603.84	11/10/2011	Vermont	Catamounts	123 WINNERS BLVD. DERBY, VT 05829-4439	
33333-2	Catamounts, Child 2	M	9/15/2002	###	4/1/2010	Y	\$603.84	11/10/2011	Vermont	Catamounts	123 WINNERS BLVD. DERBY, VT 05829-4439	
22222-1	Tigers, Child 1	M	8/2/2005	###	4/21/2000	Y	\$716.70	07/11/2016	PA	Clemson	Tigers	456 VICTORY LN BARRE, VT 05641-5500
22222-2	Tigers, Child 2	F									RY LN BARRE, VT 05641-5500	
44444-1	Seminoles, Child 1	F	9/9/2009	###	4/21/2010	Y	\$603.84	07/11/2016	PA	Florida State	Seminoles	789 FSU Ln. BARRE, VT 05641

**Address is on two lines; There is not a five digit zip**

**Copy to "Raw Data Process"**



	MIS	Name	Gen.	DOB	####	Open Date	IV-E	Payment	Run Date	Living Arr.	Payee First	Payee Last	Payee
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
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25													
26													
27													
28													
29													
30													

**Paste list to "Raw Data Process"**



MIS	Name	Gen.	DOB	###	Open Date	IV-E	Payment	Run Date	Living Arr.	Payee First	Payee Last	Payee I
33333-	Catamounts, Child	F	9/15/2000	##	4/1/2010	Y	\$603.84	11/10/201		Vermont	Catamounts	123 WINNE
33333-	Catamounts, Child	M	9/15/2002	##	4/1/2010	Y	\$603.84	11/10/201		Vermont	Catamounts	123 WINNE
22222-	Tigers, Child 1	M	8/2/2005	##	4/21/2000	Y	\$716.70	07/11/201	PA	Clemson	Tigers	456 VICTO
22222-	Tigers, Child 2	F	2/2/2012	##	4/21/2000	Y	\$716.70	07/11/201	PA	Clemson	Tigers	456 VICTO
44444-	Seminoles, Child 1	F	9/9/2009	##	4/21/2010	Y	\$603.84	07/11/201	PA	Florida State	Seminoles	789 FSU Ln

MIS	Name	Gen.	DOB	###	Open Date	IV-E	Payment	Run Date	Living Arr.	Payee First	Payee Last	Payee Information	2nd Line of Address	City	State	Zip	Clear	Process
3333-	Catamounts, Child	F	9/15/2000	##	4/1/2010	Y	\$603.84	11/10/201		Vermont	Catamounts	123 WINNERS BLVD.						
3333-	Catamounts, Child	M	9/15/2002	##	4/1/2010	Y	\$603.84	11/10/201		Vermont	Catamounts	123 WINNERS BLVD.						
2222-	Tigers, Child 1	M	8/2/2005	##	4/21/2000	Y	\$716.70	07/11/201	PA	Clemson	Tigers	456 VICTORY LN						
2222-	Tigers, Child 2	F	2/2/2012	##	4/21/2000	Y	\$716.70	07/11/201	PA	Clemson	Tigers	456 VICTORY LN						
4444-	Seminoles, Child 1	F	9/9/2009	##	4/21/2010	Y	\$603.84	07/11/201	PA	Florida State	Seminoles	789 FSU Ln.						

Press Process to Reformat

↑

Sample Data | Raw data process | Pacted data tab | Family Contact | Phone&Email

MIS	Name	Gen.	DOB	####	Open Date	IV-E	Payment	Run Date	Living Arr.	Payee First	Payee Last	Payee Information	2nd Line of Address	City	State	Zip
33333-1	Catamounts, Child 1	F	09/15/2000	16	04/01/2010	Y	\$603.84	11/10/2011		Vermont	Catamounts	123 WINNERS BLVD.	DERBY, VT 05829-4439	DERBY	VT	05829
33333-2	Catamounts, Child 2	M	09/15/2002	14	04/01/2010	Y	\$603.84	11/10/2011		Vermont	Catamounts	123 WINNERS BLVD.	DERBY, VT 05829-4439	DERBY	VT	05829
22222-1	Tigers, Child 1	M	08/02/2005	11	04/21/2000	Y	\$716.70	07/11/2016	PA	Clemson	Tigers	456 VICTORY LN	BARRE, VT 05641-5500	BARRE	VT	05641
22222-2	Tigers, Child 2	F	02/02/2012	5	04/21/2000	Y	\$716.70	07/11/2016	PA	Clemson	Tigers	456 VICTORY LN	BARRE, VT 05641-5500	BARRE	VT	05641
44444-1	Seminoles, Child 1	F	09/09/2009	7	04/21/2010	Y	\$603.84	07/11/2016	PA	Florida State	Seminoles	789 FSU Ln.	BARRE, VT 05641	BARRE	VT	05641

	K	M	N	O	P	Q	R
	Payee First	Payee Last	Payee Information	2nd Line of Address	City	State	Zip
	Vermont	Catamounts	123 WINNERS BLVD.	DERBY, VT 05829-4439	DERBY	VT	05829
	Vermont	Catamounts	123 WINNERS BLVD.	DERBY, VT 05829-4439	DERBY	VT	05829
	Clemson	Tigers	456 VICTORY LN	BARRE, VT 05641-5500	BARRE	VT	05641
	Clemson	Tigers	456 VICTORY LN	BARRE, VT 05641-5500	BARRE	VT	05641
	Florida State	Seminoles	789 FSU Ln.	BARRE, VT 05641	BARRE	VT	05641

✓ Reformatted

# Adoption and Guardianship Family Contacts

Step 1: Copy

Family ID	MIS	Name	Gen	DOB	Age	Open Date	IV-E	Payment	Run Date	Living
22222	22222-1	Tigers, Child 1	M	08/02/2005	11.0	04/21/2000	Y	\$716.70	07/11/2016	PA
22222	22222-2	Tigers, Child 2	F	02/02/2012	5.0	04/21/2000	Y	\$716.70	07/11/2016	PA
33333	33333-1	Catamounts, Child 1	F	09/15/2000	16.0	04/01/2010	Y	\$603.84	11/10/2011	
33333	33333-2	Catamounts, Child 2	M	09/15/2002	14.0	04/01/2010	Y	\$603.84	11/10/2011	
44444	44444-1	Seminoles, Child 1	F	09/09/2009	7.0	04/21/2010	Y	\$603.84	07/11/2016	PA
11111	11111-1	Longhorn, Child 1	F	06/05/2009	7.0	04/21/2010	Y	\$603.84	07/11/2016	PA
33333	33333-1	Catamounts, Child 1	F	09/15/2000	16.0	04/01/2010	Y	\$603.84	11/10/2011	
33333	33333-2	Catamounts, Child 2	M	09/15/2002	14.0	04/01/2010	Y	\$603.84	11/10/2011	
22222	22222-1	Tigers, Child 1	M	08/02/2005	11.0	04/21/2000	Y	\$716.70	07/11/2016	PA
22222	22222-2	Tigers, Child 2	F	02/02/2012	5.0	04/21/2000	Y	\$716.70	07/11/2016	PA
44444	44444-1	Seminoles, Child 1	F	09/09/2009	7.0	04/21/2010	Y	\$603.84	07/11/2016	PA



Step 1: Copy & Paste

Step 2: Process

Step 3: Clear Duplicates

**Pasted Data Tab**

Show Current

Show All

: Clear Duplicates

Information	City	State	Zip Code	Date Paste	Date close	Mail 16	Mail 18	Extend
NERS BLVD.	DERBY	VT	05829	3/20/2017				
NERS BLVD.	DERBY	VT	05829	3/20/2017				
TORY LN	BARRE	VT	05641	3/20/2017				
TORY LN	BARRE	VT	05641	3/20/2017				
Ln.	BARRE	VT	05641	3/20/2017				
ry Ln	E. CORINTH	VT	05040	3/12/2017				

Step 1: Copy & Paste

Step 2: Process

Step 3: Clear Duplicates



Pasted Data Tab

Show Current

: Clear Duplicates

Show All

Information	City	State	Zip Code	Date Paste	Date close	Mail 16	Mail 18	Extend
NERS BLVD.	DERBY	VT	05829	3/20/2017				
NERS BLVD.	DERBY	VT	05829	3/20/2017				
ORY LN	BARRE	VT	05641	3/20/2017				
ORY LN	BARRE	VT	05641	3/20/2017				
Ln.	BARRE	VT	05641	3/20/2017				
ry Ln	E. CORINTH	VT	05040	3/12/2017				

 **Color indicates child is no longer on list**

 **Indicates child is 16 and needs letter sent  
If Y is entered, color will disappear**

**Pasted Data Tab**



# Family Email and Phone Contact List

Edit

Family ID	Payee First	Payee Last
11111	Texas	Longhorns
22222	Clemson	Tigers
33333	Vermont	Catamounts
44444	Florida State	Seminoles

## Contract Information

ENTER

Family ID:

### Main Contact Info

First name:

Last Name:

Email (main):

Phone (main):

### Secondary Contact Info

First name:

Last Name:

Email (2nd):

Phone (2nd):

### Comments

Add / Edit

Clear

Close

# Phone & Email

Edit

Family ID ▾ Payee First ▾ Payee Last ▾ Email ▾

How?

- 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

Refresh

Family ID	Caregiver 1 First	Caregiver 1 Last N	Email 1	Phone 1	Zip Code	FSD	# of chi
11111	Texas	Longhorns	@utexas.edu	(111) 111-1111	05040	HDO	0
22222	Clemson	Tigers	@clemsn.edu	(222) 222-2222	05641	MDO	2
33333	Vermont	Catamounts	@uvm.edu	(333) 333-3333	05829	NDO	2
44444	Florida State	Seminoles	@fsu.edu	(444) 444-4444	05641	MDO	1

✓ **Content automatically updated**

✓ **Upload sheet into REDCap to distribute**

# WHAT IS ASSERTIVE OUTREACH?



## Follow-up Plan

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

# 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

Assertive  
Outreach

WOULD YOU TAKE THE  
SURVEY?



Activity

Length/format

Trust/credibility

Incentives

Survey platform

Relevance

Personalization

Pre-notifications/Reminders!

# Assertive Outreach

# CYCLE 2 STRATEGY

## Electronic Survey

**Tuesday  
Jan 31**



**Wednesday  
Feb 8**  
@  
9:30am

Email sent with survey link to families with emails

**Friday  
Feb 18**  
@  
2:00pm

Reminder email sent to non-respondents with emails

**Thurs - Tues  
Feb 23 - 28**  
+ @

Call non-respondents. Send email if collected. If no email or no response, mail survey.

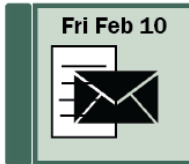
**Saturday  
Mar 18**  
@  
4:00am

Final email sent to non-respondents with emails



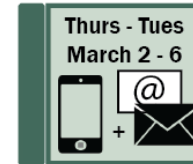
Introductory letters mailed to all families in cycle

**Fri Feb 10**



Paper survey sent to families without emails

**Thurs - Tues  
March 2 - 6**  
+ @



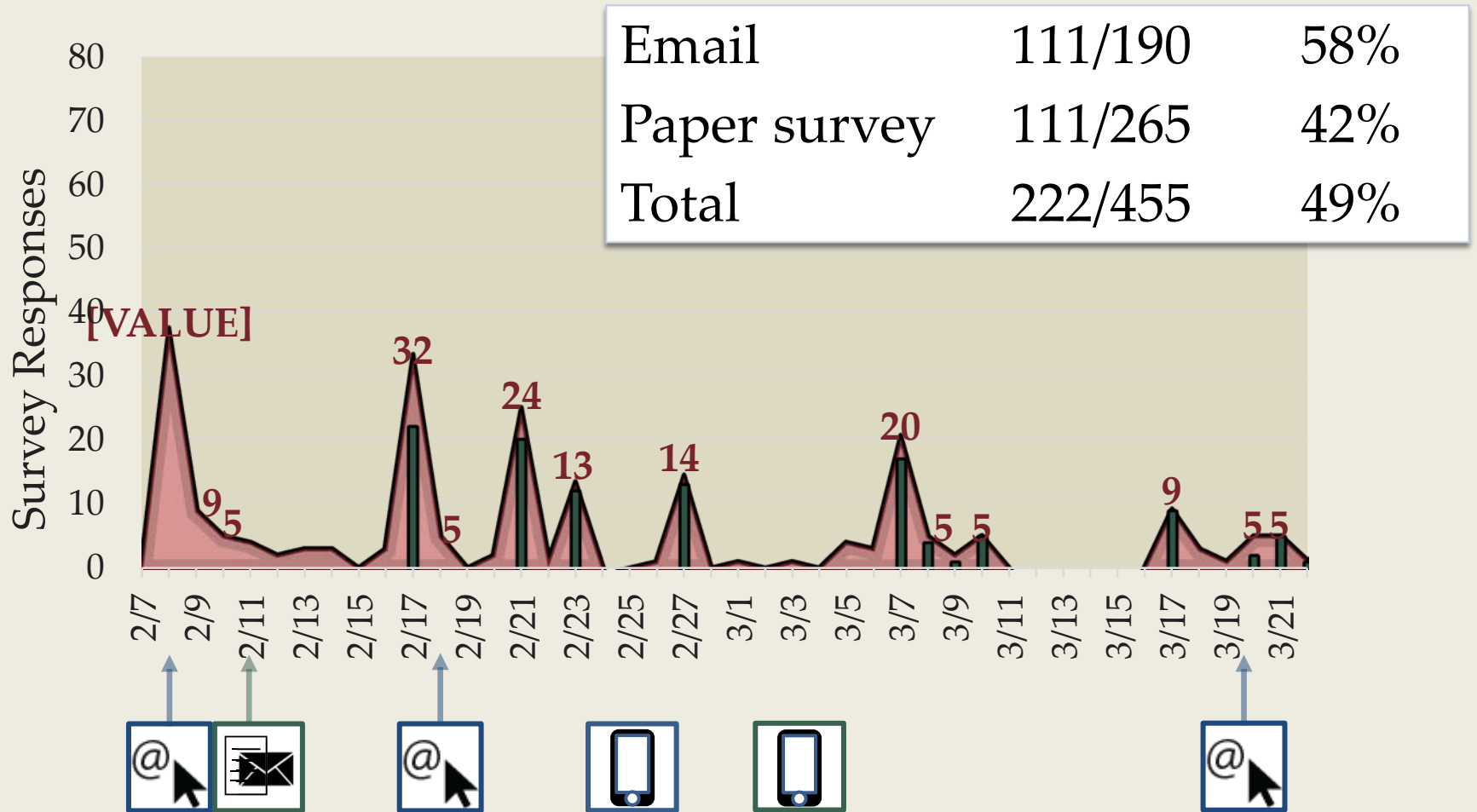
Call non-respondents. Send email if collected. If no email or no response, mail survey.

**April 18  
Disable Link**

## Paper Survey




# CYCLE 2 RESPONSE RATE



# 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



Q

&

A

THANK YOU!

**Christina Shuma**

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