**New York State Birth Through Five Preschool Development Grant**

The Center for Human Services Research (CHSR) was a grant partner on the [**New York State Preschool Development Grant Birth Through Five**](https://www.ccf.ny.gov/council-initiatives/nysb5/nysb5-activities/)initiative. The vision of this initiative was for every child in New York to be supported by a mixed-delivery system informed by parent voice to provide access to high quality, equitable and comprehensive early care and learning environments and services essential for healthy development and lifelong success.

Grant partners included the New York State (NYS) Council of Children and Families, NYS Early Childhood Advisory Council, the NYS Office of Children and Family Services, the NYS Department of Health, the NYS Office of Mental Health, the NYS Office of Temporary and Disability Assistance, the NYS Education Department, and the New York Early Childhood Professional Development Institute, City University of New York.

NEEDS ASSESSMENT

As part of this initiative, CHSR conducted a statewide birth through five needs assessment, and a subsequent update to this needs assessment, to better understand the strengths and needs of NYS’s mixed delivery early childhood system. Activities included conducting focus groups with families and providers (with a focus on vulnerable populations); administering an electronic survey for families, direct care staff, and administrators; and reviewing reports, briefings, and published statistics.

PERFORMANCE EVALUATION

CHSR provided evaluation and feedback to project stakeholders throughout the project to continuously monitor and improve grant activities. The goal of evaluation activities was to establish a valid and reliable system of Continuous Quality Improvement, so that program administrators could make timely and informed decisions regarding mid-course corrections or resource allocations.

PYRAMID MODEL

CHSR was tasked with developing, testing, and launching an application interface to allow New York State Pyramid Model sites to enter and report on their data. This work included providing ongoing training and support as additional sites begin to use the application

CHSR also provided further evaluation and feedback to project stakeholders through data analysis and monitoring activities.

REPORTS

[**Needs Assessment Executive Summary**](https://www.ccf.ny.gov/files/7515/7746/6633/NAExecutiveSummary.pdf)

[**Needs Assessment Report**](https://www.ccf.ny.gov/files/4915/7773/1159/nysb5_na_report.pdf)

**21st Century Community Learning Centers**

The Center for Human Services Research (CHSR) conducted an evaluation of the Albany [**21st Century Community Learning Centers (21st CCLC) program**](https://www2.ed.gov/programs/21stcclc/index.html), in accordance with federal and state requirements.

As part of the federally funded 21st CCLC program, the [**New York State Education Department**](http://www.nysed.gov/) awarded the [**City School District of Albany**](https://www.albanyschools.org/) a competitive $2.7 million grant. The 21st CCLC program was designed to support the creation or expansion of community learning centers that served students, particularly those who attend high-poverty or low-performing schools, and their families. The City School District of Albany implemented 21st CCLC afterschool and summer programs for K-12 students and their families at six sites. During the school year, each site offered an hour of academic tutoring daily to participating students. After tutoring, students engaged in recreational and enrichment programming aligned with the themes of the high school’s four magnet academies. This enrichment time included activities in areas such as fine arts and theater, STEM, career readiness, and leadership and service initiatives. The four elementary sites offered similar enrichment programming during the summer.

Through participation in these activities, elementary and middle school students could explore the different themed areas, while high school students could extend their learning in alignment with the theme of their chosen academy. The Albany 21st CCLC program also offered programming for families of students. New York State’s Department of Labor provided on-site assistance to parents searching for employment. Sites also scheduled regular family activities and created family resources centers.

Evaluation & Research

The evaluation conducted by CHSR provided comprehensive information on program implementation and outcomes. The mixed-methods evaluation drew on multiple sources of data, including student and teacher surveys, site visits, attendance and disciplinary records, student grades, and standardized test scores. Specific indicators were developed for the evaluation based on three long-term project goals:

* improve academic and behavioral outcomes for students at six target schools,
* expand support for parents’ educational and professional development, and
* build and sustain school-based partnerships with local service providers.

**Albany School Improvement Grant Program Evaluation**

The Center for Human Services Research (CHSR) was contracted to evaluate the Albany School Improvement Grant (SIG) initiative which aimed to support school improvement efforts at Focus and Priority Schools in the[**City School District of Albany**](https://www.albanyschools.org/).

Evaluation & Research

The evaluation CHSR conducted of SIG consisted of a process and outcome study. The process study focused on examining program practices, including how programs operate, who is served, what services are provided, and barriers to implementation. The outcome evaluation examined whether programs were meeting desired goals and measurable outcomes. The evaluation analyzed data from records maintained by SIG-supported programs and data entered into Power School and the Violent and Disruptive Incident Report (VADIR) database. These data were used to address questions related to characteristics of participating students, such as demographics, grades, scores on assessments, student behavior, and the frequency, intensity, and duration of program participation.

Other data collection strategies, including teacher, parent, and student surveys, were utilized as appropriate. CHSR provided data support, aiming to assist program administrators in defining concrete goals and collecting appropriately targeted program measures. CHSR also analyzed ongoing district surveys (lottery survey, YRBS, etc.) to measure program effects and inform program development.

**My Brother’s Keeper**

CHSR worked with [**City School District of Albany**](http://www.albanyschools.org/) to evaluate a My Brother’s Keeper Challenge Grant (MBKCG) awarded to the school district which aimed to prioritize initiatives designed to ensure young boys of color entered school ready to learn, read at grade level by third grade, and grew up in safe communities.

This grant was designed to encourage regions and school districts to develop and execute coherent cradle-to-career college strategies that aimed at improving the life outcomes for boys and young men of color.

MBKCGs were part of a federal, interagency effort implemented by President Obama that focused on closing and eliminating the opportunity gaps faced by boys and young men of color to give all young people the chance to reach their full potential.

Evaluation & Research

CHSR worked with Albany schools to identify performance measures to track both implementation fidelity and outcomes of the MBKCG initiative. The evaluation assessed literacy achievement for students in prekindergarten through grade 3, tracked the achievement gap between students of color and their peers, and examined frequency and outcomes of Code of Conduct violations in Priority Schools.

**Albanyt City School District:**

**Data Capacity and Program Evaluation**

The Center for Human Services Research (CHSR) provided program evaluation and data support services to the [**City School District of Albany (CSDA)**.](https://www.albanyschools.org/)

Evaluation & Research

CHSR provided program evaluation and data support services to The City School District of Albany. Work focused on building district capacity to design and implement rigorous data protocols; engage in objective, contextually sensitive interpretation of findings; and deliver accessible, relevant data presentations to a variety of stakeholders. Activities included:

* define and monitor data collection procedures for appropriateness and rigor;
* monitoring a comprehensive data analysis plan aligned at the district and building levels;
* longitudinal tracking of individual student outcomes including kindergarten readiness, state test scores, NWEA scores, grades, Regents exam scores, PSAT/SAT scores, school attendance, Out-of-School Time program attendance, enrollment stability, VADIR involvement, college enrollment, and college retention;
* monitoring District Comprehensive Improvement Plan (DCIP) and School Comprehensive Education Plan (SCEP) indicators;
* support development of future DCIP and SCEPs;
* track indicators for demonstrable improvement in schools under Receivership; and
* advise on integration of data into the district improvement process to support data-driven decision-making.

**E-MDT Initiative Preliminary Evaluation**

The Center for Human Services Research (CHSR), in collaboration with the University at Albany School of Social Welfare, partnered with [**Lifespan of Greater Rochester**](https://www.lifespan-roch.org/enhanced-multidisciplinary-teams) and the [**Weill Cornell Medicine’s New York City Elder Abuse Center**](https://nyceac.org/clinical-services/mdts/) to perform a preliminary program evaluation of the Elder Abuse Interventions and Enhanced Multidisciplinary Team (E-MDT) Initiative in New York State. The preliminary program evaluation was funded by the New York State [**Office for Aging**](https://aging.ny.gov/) and the New York State [**Office of Victim Services**](https://ovs.ny.gov/).

E-MDTs used a collaborative approach to intervene in complex cases of elder abuse (e.g., financial, physical, psychological, sexual, and neglect by others). Members of the teams represented a variety of disciplines including Adult Protective Services, aging services, health and human services, financial/banking services, law enforcement, and others who meet under the facilitation of an E-MDT Coordinator. The teams were enhanced by access to forensic accountants, geriatric psychiatrists/mental health professionals, and civil legal services.

Evaluation & Research

In Year 1, CHSR established a baseline efficacy of the program in New York State through interviews and surveys with representatives in a variety of roles within the E-MDTs. In subsequent projects years, CHSR provided additional support for program efficacy through an additional survey and focus groups targeting E-MDT ancillary staff.

**Healthy Families New Jersey**

The Center for Human Services Research (CHSR) developed a customized web-based application for [**Healthy Families New Jersey (HFNJ)**](http://www.healthyfamiliesnj.org/).

HFNJ is based on the Healthy Families America model, a research-based, nationally accredited home visitation program designed to promote positive childhood outcomes and family functioning. In 2008, New Jersey merged its Healthy Families Program (HF) with the TANF Initiative for Parents (TIP) Program, thereby making the Healthy Families research-based model available to TANF recipients. There are 22 Healthy Families‐TIP (HF‐TIP) Programs throughout the state of New Jersey.

Evaluation & Research

CHSR worked collaboratively with Prevent Child Abuse New Jersey to revise the Program Information Management System (PIMS) data collection system for the new web-based application. CHSR programmed the application, which required converting data from the old system to the new system, and also trained users and provided technical support. The new system was designed to meet the administrative, programmatic, reporting, and evaluation needs of HF-TIP. The web-based system allowed managers and workers to analyze and advance practice through comprehensive data collection capacity and sophisticated reporting mechanisms.

**Healthy Families New York**

Starting in 1995, the Center for Human Services Research (CHSR) worked with the New York State [**Office of Children and Family Services**](https://ocfs.ny.gov/) (OCFS) to conduct a variety of studies of [**Healthy Families New York (HFNY)**](http://www.healthyfamiliesnewyork.org/), a multi-site program designed to prevent child abuse and neglect, increase parental self-sufficiency, and enhance child health and development.

HFNY was based on Healthy Families America, a national model of home visiting services delivered in over 400 communities across the United States.

Evaluation & Research

**Randomized Controlled Trial**: CHSR and OCFS conducted a randomized controlled trial that began in 2000. Over 1,000 women were interviewed annually for 3 years. In 2006, additional funding was secured from the National Institute of Justice and the Doris Duke Foundation to re-interview families at 7 years to test the long-term effects of the program. In the study, expectant and new parents were assigned to either a treatment group (offered home visiting services) or a control group (received referral information only). The study compared these women and their children over time to assess program outcomes. In addition to survey data, an observational study was conducted that involved videotaping mothers and children to assess the program effects on parent-child interaction and child development. Noldus, a video-coding software program, was utilized to analyze the observational data.

**Fatherhood Initiative Study**: Recent research findings emphasized the importance of fathers in improving the outcomes of children. In response, HFNY increased efforts to involve fathers and empirically evaluate the outcomes to add to the dearth of information on empirically proven methods to foster father involvement and documentation of the outcomes of fatherhood initiatives. In addition to analyzing data from the Management Information System (MIS; described below), CHSR interviewed fatherhood advocates about their work with families and participated in a variety of HFNY initiatives to promote responsible fatherhood.

**Early Enrollment Pilot Study**: Based upon the positive outcomes of HFNY for women who enrolled prenatally, the HFNY Central Administrative Team, including CHSR, embarked on a pilot study to promote early enrollment. Five sites were selected to implement a new screening form, analyze their enrollment processes, and communicate with community agencies about the benefits of early enrollment. The study demonstrated varying degrees of success in implementation and outcomes for all the pilot sites. All sites increased the number of screenings compared to the number at baseline, and most shortened the length of time from screening to enrollment. The new simple screening form was well-received and was a factor for success. Additionally, individual feedback based on site-specific data on the enrollment process was key to motivating frontline workers and program leaders in improving practice. Building on the success of the early enrollment pilot, CHSR continued to work with additional HFNY sites to study their prenatal enrollment processes.

Program development

**Central Administrative Team:** CHSR is actively participated in an interdisciplinary team of HFNY program administrators, trainers, and evaluators. CHSR researchers and MIS staff regularly participated in statewide HFNY leadership team meetings. These quarterly meetings provided valuable opportunities to report research findings and discuss ways to integrate them into program practices.

Systems & Software development

**Management Information System:** CHSR designed and maintained an MIS installed at 39 HFNY sites. Information was gathered on the mother (or other primary caregiver), child, father, other household members, and workers. Data were collected on family demographics, medical events, pregnancy outcomes, home visits, referrals, developmental screenings, parental stress, training, educational attainment, and employment. Performance measures monitored attainment toward program goals. In addition to providing evaluation data, the system included capabilities for producing on-site statistical reports to assist in program monitoring, administration, and management of cases. CHSR offered on-site training, telephone and email support, special report requests, and regular statewide training sessions. CHSR also designed and maintained the statewide HFNY website.

**Kinship Navigator**

The Center for Human Services Research (CHSR) received a grant from the [**New York State Kinship Navigator**](http://www.nysnavigator.org/) program to evaluate multiple interventions for kinship caregivers (e.g., grandparent, relative, or fictive kin caregivers).

Both interventions focused on fostering family stability, safety, well-being, and permanency for youth in kinship care. One intervention provided case management and referral services through a warmline. The other provided local case management and peer-to-peer support group services.

Evaluation & Research

The study performed by CHSR included a formative evaluation, which will examine program operations, data collection capacity, and options for drawing a comparison group. A process evaluation was then conducted to determine the extent to which services are being delivered as designed, and to develop knowledge about implementation that can foster future replication. The process evaluation assessed if and how the interventions changed child welfare practice; how various kinship stakeholders collaborate; and factors that facilitated or impeded successful implementation. Finally, an outcome evaluation was conducted to assess program impacts on key child and caregiver outcomes, including child well-being, caregiver well-being, family stress, and child permanency.

**The National Youth in Transition Database (NYTD)**

The Center for Human Services Research (CHSR) collaborated with the New York State [**Office of Children and Family Services**](http://www.acf.hhs.gov/programs/cb/research-data-technology/reporting-systems/nytd) **(OCFS)** to track and interview youth transitioning out of foster care in accordance with the congressionally-mandated, country-wide [**National Youth in Transition Database (NYTD)**](http://www.acf.hhs.gov/programs/cb/research-data-technology/reporting-systems/nytd) initiative.

Evaluation & Research

For the project, CHSR collected information on youth in foster care and their outcomes as they transitioned out of foster care. The survey focused on employment, education, financial resources, and family relationships. CHSR tracked and surveyed these youth at ages 17, 19, and 21 years old.

The project required close communication with regional, district, and voluntary agency casework and administrative staff to obtain youth data, as well as ongoing contact with youth to maintain current contact information. Surveys are administered via phone, web, and paper surveying techniques and data files are regularly submitted to OCFS for federal submission and approval.

**New York State Family Resource Centers**

The Center for Human Services Research (CHSR) partnered with the New York State [**Office of Children and Family Services**](http://www.ocfs.state.ny.us/main/) to gather data to support the activities and services of Family Resource Centers (FRCs) located throughout New York State.

FRCs offered voluntary services and support for families in their communities, with an emphasis on families with young children. They were diverse in their program offerings and populations served, but all promoted the strengthening of families through developing social support, increasing knowledge of effective parenting, fostering child development, and enhancing family functioning. Services included parent education classes and workshops, playgroups, information and referral services, family social and recreational programs, supervised visitation, adult education (e.g., job readiness, English as a Second Language programs), counseling, home visiting, early childhood education, and concrete services (e.g., food and clothing).

Evaluation & Research

CHSR undertook a number of studies to examine the implementation and outcomes of the FRCs:

* an **Outcome Study** that assessed the effectiveness of FRCs in enhancing parenting behaviors and attitudes and increasing social support;
* a **Community Study** examined the connections between FRCs and their communities. These connections were investigated through interviews with people at other organizations that provided services to the same target population of children and families;
* a **Dosage Analysis** explored patterns of program attendance and retention based on participant demographics and site characteristics;
* a **Protective Factors Survey** was administered to FRC participants at regular intervals. CHSR helped develop the survey to provide ongoing information about participants’ family functioning, social support, concrete support, nurturing and attachment, and knowledge of child development. CHSR analyzed the data periodically; and
* a **Satisfaction Survey** developed for FRCs to use to assess participants’ experience of [**The Incredible Years**](http://www.incredibleyears.com/) parent education curriculum.

Systems & Software development

CHSR developed a web-based database application for FRCs to assist in monitoring activities, tracking participation, administrating programs, and measuring outcomes.

**CPS/DV Co-location Evaluation**

The Center for Human Services Research (CHSR), contracted by the New York State [**Office of Children and Family Services (OCFS)**](http://www.ocfs.state.ny.us/main/), evaluated a collaborative approach for serving families experiencing both intimate partner violence and child maltreatment.

Traditionally, child protective services (CPS) and domestic violence (DV) service areas functioned separately. However, many times they served the same families. It is estimated that 30-60% of families involved in CPS also experienced intimate partner violence. An emerging approach, involving co-location of DV agency staff with CPS staff, was thought to have benefits for the families involved with both systems. Formal evaluation of this collaborative approach were sparse. Using a mixed method design, this study systematically examined outcomes of families served by co-located CPS and DV staff. Gaining an understanding of these collaborative services and their impact on children and families offered a way to structure and fund future services.

Evaluation & Research

CHSR utilized mixed methods to evaluate collaborative practices and outcomes for families. Methods include telephone interviews with all counties’ Directors of Services, focus groups with caseworkers and supervisors, face-to-face interviews with DV staff, a statewide online survey, case records review, and surveys of clients. Three counties without CPS/DV collaborations were selected for comparison and analysis alongside three counties engaged in collaborative initiatives.

Program development

As part of this study, CHSR worked with OCFS to develop a logic model that specified the program components and described the evaluation plan and types of data that would be collected. The co-location[**logic model**](https://www.albany.edu/chsr/Publications/FINAL%20CPS%20DV%20Program%20Logic%20Model.pdf)systematically and visually represented how program activities were linked to the expected results of the initiative.

**Adolescent Pregnancy & Prevention Services**

The Center for Human Services Research (CHSR), in collaboration with the New York State [**Office of Children and Family Services**](http://www.ocfs.state.ny.us/main/)**,** developed a customized web-based application for the Adolescent Pregnancy and Prevention Services (APPS) program.

The APPS program was developed to provide a comprehensive array of services to at-risk, pregnant, and parenting adolescents through 21 years of age. The program was designed to address four outcomes statewide: adolescent pregnancy prevention, coordination/community awareness, self-sufficiency, and healthy child development.

Systems & Software development

CHSR transitioned the APPS database from a site-specific Access database to a statewide web-based application. CHSR programmed the application, converted data from the old system to the new system, trained users, and provided technical support. The new system met administrative, programmatic, reporting, and evaluation needs. The web-based system allowed managers and workers to analyze and advance practice through its comprehensive data collection capacity and sophisticated reporting mechanisms. It also allowed individual sites to see their progress towards their annual performance and contractual targets.

**Albany County Human Services Department Evaluation**

The Center for Human Services Research (CHSR) conducted an evaluation of six human service departments within Albany County: [**Department of Social Services**](http://www.albanycounty.com/Government/Departments/DepartmentofSocialServices.aspx), [**Department of Probation**](http://www.albanycounty.com/Government/Departments/DepartmentofProbation.aspx), [**Department of Health**](http://www.albanycounty.com/Government/Departments/DepartmentofHealth.aspx), [**Department of Mental Health**](http://www.albanycounty.com/Government/Departments/DepartmentofMentalHealth.aspx), [**Department for Aging**](http://www.albanycounty.com/Government/Departments/DepartmentForAging.aspx), and [**Department for Children, Youth, and Families**](http://www.albanycounty.com/Government/Departments/DepartmentforChildrenYouthandFamilies.aspx).

Evaluation & Research

The evaluation conducted by CHSR aimed to provide county leadership with an assessment of the operations of six county-level human services departments. Utilizing a comprehensive document review, interviews with departmental leaders, and a staff survey, CHSR developed an organizational structure of each department, logic models to outline departmental goals and objectives, and benchmark measures to assist departments in monitoring outcomes on a yearly basis. Additionally, the evaluation gathered data and feedback regarding each department’s engagement in activities designed to increase equity among the residents of Albany County. This data was to be used by the county to develop a strategic plan related to a county-wide equity agenda.

**Delivery System Reform Incentive Payment Program (DSRIP)**

The [**University at Albany School of Public Health**](https://www.albany.edu/sph/indexmain.php) partnered with the Center for Human Services Research (CHSR) and the University at Albany Econometrics Research Institute to evaluate the [**Delivery System Reform Incentive Payment (DSRIP) program**](https://www.albany.edu/chsr/Publications/2018-final_eval_rpt.pdf)**.**

New York State received $6.42 billion from the federal Centers for Medicare and Medicaid Services to launch the DSRIP program. DSRIP’s mission was to fundamentally restructure the health care delivery system by reinvesting in the Medicaid program, with the primary goal of reducing avoidable hospital use by 25 percent over five years. System transformations included reforming managed care payments, shifting payments from fee-for-service to Value Based Payments, and creating Performing Provider Systems (PPS) that included cooperative partnerships between different types of health care facilities.

Evaluation & Research

The [**University at Albany School of Public Health**](https://www.albany.edu/sph/indexmain.php) partnered with CHSR and the University at Albany Econometrics Research Institute to evaluate whether the DSRIP initiatives achieved the desired impact, effectiveness, and value improvements using a pre-post design. The evaluation consisted of an implementation study, an analysis of the comparative effectiveness of different PPSs, and a time series analysis to determine whether health care service delivery, population health, and Medicaid costs changed over the study period.

CHSR led the implementation study from 2017 through 2021. Study activities included conducting surveys, interviews, and focus groups with DSRIP administrators, providers, and patients. Data collected include the successes and challenges of PPS planning, implementation, operation, and program sustainability plans.

Reports

**[Final Interim Evaluation Report](https://www.albany.edu/chsr/reports/dsrip_08_2019.pdf)**

**Greater Rochester Opioid Prevention**

The Center for Human Services Research (CHSR) was awarded a grant by [**The Greater Rochester Health Foundation**](http://www.thegrhf.org/)to conduct an evaluation to assess the implementation, impact, and effectiveness of an opioid prevention project in Genesee, Orleans, and Wyoming counties.

The Greater Rochester Health Foundation (GRHF) funded a collaborative program implemented and managed by the [**Genesee/Orleans Council on Alcoholism and Substance Abuse (GCASA)**](https://gcasa.net/) to improve follow up services for people who use opioids after overdose or other medical emergency.

Evaluation & Research

CHSR led a collaborative team including the Center for Addictions Research and an Albany Medical Center physician-research focused on evaluating and reporting the impact and effectiveness of this prevention program. The evaluation included a mixed methods process study and outcomes study that utilized both qualitative and quantitative data.

**Assessment of Health Services for**

**Veterans in Rural Upstate New York**

The Center for Human Services Research (CHSR) worked with the [**Veterans Administration (VA) Health Care Upstate New York**](http://www.visn2.va.gov/)to identify potential non-VA collaborators and models of care that were in place or could be implemented to improve access to services for veterans in rural areas of the state.

The Veterans Integrated Service Network (VISN) of upstate New York, included six medical centers (located in Albany, Batavia, Bath, Buffalo, Canandaigua, and Syracuse) and 29 community based outpatient clinics (CBOC's) in 49 counties.

Evaluation & Research

CHSR conducted a review of extant research on evidence-based models of care for improving health service delivery in rural areas. The review informed the development of an online survey for all medical center directors and community-based outpatient clinic managers. The survey provided a baseline assessment of current rural community collaborations and referral practices and identified perceived barriers to and benefits of collaborations with non-VA providers.

**Center for Excellence for Maternal and Infant Health**

**Data Management Information System**

The Center for Human Services Research (CHSR) partnered with the Center of Excellence for Maternal and Infant Health to design, implement, and manage a web-based information system for collecting and analyzing client-level and program-level data from Maternal and Infant Health Initiative (MIHI) grantees.

The [**New York State Department of Health**](http://www.health.ny.gov/) (NYSDOH) established the Center of Excellence for Maternal and Infant Health at the [**University at Rochester Medical Center**](https://www.urmc.rochester.edu/). The Center of Excellence was tasked with serving as a resource for the state’s maternal and infant health programs, particularly those programs under the state’s MIHI. The MIHI included two programs: the Maternal and Infant Community Health Collaborative (MICHC) and the Maternal, Infant and Early Childhood Home Visiting program (MIECHV). The Center of Excellence supported MIHI grantees’ efforts to implement evidence-based and/or best practice strategies and evaluate program implementation and outcomes.

Systems & Software development

CHSR developed the MIHI Data Management Information System to be the principal source of information for the MIHI, which aimed to improve maternal and infant health outcomes for high need, Medicaid-eligible women and families by implementing evidence-based and/or best practice strategies across the reproductive-life course. This project also involved the development, implementation, and maintenance of a longitudinal data file that compiled client-level data from MICHC and MIECHV.

**ECHO Collaborative**

The Center for Human Services Research (CHSR) performed an early evaluation of the end+disparities [**ECHO Collaborative**](https://targethiv.org/cqii/end-disparities-echo-collaborative)to assess implementation of the initiative and early results of participation on organizational improvement.

The end+disparities ECHO Collaborative, led by the [**Health Resources and Services Administration (HRSA)**](https://ryanwhite.hrsa.gov/) Ryan White HIV/AIDS Program and New York State Department of Health’s AIDS Institute, aimed to reduce disparities in HIV patient outcomes and treatment by training participating organization in continuous quality improvement (CQI) practices and supporting the development of a peer network of providers.

Evaluation & Research

The evaluation conducted by CHSR included secondary data review; in-depth interviews with a sample of organizations; and a survey of all involved partners regarding current level of involvement, first successes and challenges to CQI project implementation, and utilization of the peer network. This work gave Collaborative leadership early insight as to whether the program is starting to achieve the desired impact on patient outcomes and identified common routes to these results, in addition to identifying groups that may need more support to make expected progress, thereby informing the second half of the initiative’s efforts.

Reports

[**ECHO Collaborative Project**](https://www.albany.edu/chsr/Publications/ECHO%20Collaborative%20project.pdf)

**OPWDD Direct Care Employee Trust Survey**

The Center for Human Services Research (CHSR) worked with the New York State[**Office for People with Developmental Disabilities (OPWDD)**](https://opwdd.ny.gov/) to examine the challenges faced by direct care employees working with people with developmental disabilities. This research specifically focused on state-run services, which comprised approximately 20 percent of all services provided.

OPWDD coordinated services for more than 126,000 New Yorkers with developmental disabilities by providing services both directly and through a network of approximately 700 non-profit service providers throughout the state.

Evaluation & Research

CHSR conducted a mail and web-based worker survey and a series of worker focus groups to obtain insights and perceptions of direct care staff. Both methods focused on employee skills and support in dealing with safety issues facing their clients.

**Addressing the Needs of Victims of**

**Domestic Violence in Housing Programs**

The Center for Human Services Research (CHSR) collaborated with [**Unity House**](https://www.unityhouseny.org/)**,**[**Equinox**](https://www.equinoxinc.org/), and the [**YWCA of Northeastern New York**](http://www.ywca-neny.org/)on a project, funded by the New York State [**Office of Victim Services**](https://ovs.ny.gov/), which was developed to address the critical behavioral health needs experienced by victims of domestic violence residing in domestic violence housing. The project focused on expanding access to low-barrier, voluntary behavioral health services for victims of domestic violence residing in domestic violence housing programs by hiring co-located and/or mobile licensed mental health professionals.

Evaluation & Research

The evaluation conducted by CHSR consisted of three principal components:

* a **Needs Assessment** to examine each agency’s current services, further identify contextually-relevant practice gaps, and triangulate stakeholder perspectives regarding needs and barriers;
* an **Implementation Evaluation** to determine the extent to which the project is being implemented as designed, and to identify factors that are facilitating or impeding successful implementation; and
* an **Outcome Evaluation** focused on assessing changes in staff behavior, housing and service delivery, and agency practice that have resulted from the project.

**Partnership for Success**

The Center for Human Services Research (CHSR) was contracted by the [**South Glens Falls Community Coalition for Family Wellness (CCFW)**](http://preventioncouncil.org/family-wellness-coalition/)  to conduct data collection and analysis for the Strategic Prevention Framework [**Partnership for Success (PFS)**](http://raisaratoga.org/news/3381961) grant which focused on prescription opiate and heroin abuse prevention and opiate overdose prevention among youth aged 12-25 in the local community.

Evaluation & Research

CHSR conducted surveys and focus groups, obtained archival data, and conducted data analysis in concert with the project staff at CCFW.

**Albany County, New York**

**System of Care Evaluation**

The Center for Human Services Research (CHSR) led the congressionally-mandated, mixed-methods evaluation of the Albany County, New York system of care.

Albany County received funding from 2004 to 2010 under a grant initiative from the Center for Mental Health Services (CMHS) of the [**Substance Abuse and Mental Health Services Administration (SAMHSA)**](http://www.samhsa.gov/) to develop a local system of care.

The Systems of Care initiative, administered by the Child and Family Branch of CMHS, was launched in 1993 and was the largest child mental health services initiative ever funded. Grants were awarded to more than 150 communities to support the development of local systems of care for children with serious emotional disturbance. A system of care was conceptualized as a coordinated network of community-based services and supports organized to meet the challenges of children and youth with serious mental health needs and their families. The system of care in Albany County (Families Together in Albany County) was a partnership between the [**Albany County Department for Children, Youth, and Families**](http://www.albanycounty.com/cyf/)and[**Families Together in New York State, Inc**](http://ftnys.org/).

Evaluation & Research

The evaluation of the Albany County system of care conducted by CHSR was part of the national evaluation of all system of care communities, coordinated by [**ICF Macro**](http://www.icfi.com/), and [**Walter R. McDonald Associates**](http://www.wrma.com/). CHSR completed the following evaluation components:

* A **Descriptive Study** that collected demographic characteristics, social and functional characteristics, mental health diagnoses, and presenting problems on all children/youth entering the system of care.
* A **Longitudinal Child and Family Outcome Study** that used a combination of questionnaires and standardized instruments to investigate the following at six-month intervals: children’s emotional and behavioral status, strengths, educational performance, criminal justice system involvement, living environments, caregiver strain, family functioning, service utilization, and child and family satisfaction with services.
* Development of **process measures** which were obtained from key informant interviews, focus groups, and surveys and which supplemented the national evaluation.

Program development

CHSR worked with the community to develop a [**logic model**](https://www.albany.edu/chsr/Publications/FTACLM.pdf) as an effective way to bring together diverse groups around a common goal – to organize their planning, implementation, and evaluation strategies. This process utilized the Theory of Change to help participants understand how the underlying assumptions and strategies that guide local system development are critical to producing changes in services and supports that are expected to lead to improvements for the community and its residents.

**Capital Region Child and Adolescent Mobile Team Evaluation**

The Center for Human Services Research (CHSR) conducted an outcome evaluation and cost-effectiveness study of a mobile team developed specifically to serve youth in behavioral, psychiatric, or emotional distress in New York’s Capital Region.

The Child and Adolescent Mobile Team (CAMT) was operated by Parsons Child & Family Center, the largest multi-services agency in New York's Capital Region dedicated to helping families and their children. CAMT began in 2007 to provide crisis assessment, intervention, and stabilization services to youth from 4 through 20 years of age residing in Albany, Rensselaer, and Schenectady Counties. CAMT is distinctive because of the youth focus of its interventions, and team members’ experience with children and family services as well as crisis intervention. Intervention by a CAMT is intended to prevent unnecessary psychiatric hospitalization and facilitate implementation of safety plans that link children and families to community-based services.

Evaluation & Research

The evaluation study conducted by CHSR included a systematic review of current research on mobile crisis services. CHSR identified efficacious model programs and crisis intervention and gauged the extent to which CAMT practices were consistent with best practices. CHSR analyzed satisfaction survey data routinely collected by CAMT to identify possible areas for service delivery enhancement. CAMT’s client tracking system data were merged with data collected by CHSR from a representative sample of case files. CHSR investigated if interventions and outcomes differed across the three counties served, or for youth with different profiles of need and conducted a cost effectiveness analysis which demonstrated that CAMT is a cost-effective way to prevent hospitalizations compared to other responders, such as the police or ambulance services.

Program development

CHSR staff developed a CAMT logic model. The model was then utilized by managers of CAMT to guide decisions about potential changes to their data collection items and processes, improving their ability to monitor key program activities, evaluate client outcomes, and provide on-going cost-effectiveness estimates. Findings from the evaluation were used by CAMT staff in applications for funding and awards.

**Coordinated Children’s Service Initiative Evaluation**

The Center for Human Services Research (CHSR) conducted a mixed-methods evaluation of the Coordinated Children’s Service Initiative (CCSI). CCSI began in the 1990s as a multi-agency approach to reduce out-of-home placements of children with emotional disabilities by creating locally coordinated systems of care.

CCSI was based on the belief that there had been an over-reliance on out-of-home residential placements, the most restrictive and expensive form of treatment. Instead, CCSI was designed to promote community-based alternatives that support the care of children in families and family-like settings.

Evaluation & Research

CHSR conducted on-site structured interviews with participants in eight counties that implemented CCSI in its earliest stages. Additionally, CHSR analyzed placement data from the child welfare, education, juvenile justice, and mental health residential placement systems. CCSI counties were compared with non-CCSI counties to examined changes in placements over time, changes in placements by service system, and the potential cost savings of averted placements. The study culminated in a report to the [**New York State Council on Children and Families**](http://ccf.ny.gov/) that described CCSI’s strengths and challenges, provided some evidence that CCSI contributed to declines in out-of-home placements for participating children, and offered a series of recommendations to guide future practice.

**New York State Success**

The Center for Human Services Research (CHSR) conducted an evaluation of the New York State Success (NYS Success) project which was designed to bring the [System of Care](http://www.tapartnership.org/systemsOfCare.php/) approach to scale across New York State through the provision of training and technical assistance, with the goal of creating a sustainable service-delivery infrastructure that incorporates System of Care values, principles, and practices.

The project was a statewide System of Care expansion grant which began in 2012 and was funded by the [**Substance Abuse and Mental Health Services Administration (SAMHSA)**](http://www.samhsa.gov/). The purpose of the project was to improve the behavioral health outcomes of children and youth with serious emotional disturbances and their families.

Evaluation & Research

The evaluation conducted by CHSR consisted of the following key components:

1. **Federal Data Requirements (Infrastructure and Youth-Level Outcome Data):** To ensure compliance with federal mandates, CHSR collected quarterly surveys to assess infrastructure changes that occurred within the counties as a result of NYS Success. The survey collected such data as county policy changes; changes in the number of agencies and organizations collaborating, coordinating, and sharing resource; and changes in the number and percentage of youth and family members serving on workgroups, advisory groups, or councils. Individual youth-level data were collected at six-month intervals using an instrument designed to measure mental health symptoms, substance use, school functioning, and other outcomes of interest.
2. **Process Studies and Formative Evaluations:**  CHSR conducted process studies and formative evaluations on topics of interest to NYS Success stakeholders to provide feedback to inform continuous quality improvement and development of new project initiatives. CHSR conducted one such formative evaluation on the implementation of Wraparound in New York State, an intensive care coordination process in children’s mental health, to inform the design of a pilot project.
3. **County-Specific Evaluation:** CHSR worked intensively in several counties on county-specific evaluation activities to inform their local System of Care efforts.
4. **Wraparound Pilot Project:** CHSR designed and implemented an evaluation of the Wraparound pilot project, which consisted of process and outcomes studies designed to capture stakeholder perspectives on Wraparound training, coaching, and overall implementation, as well as fidelity to the Wraparound approach. The outcomes study was designed to assess early outcomes of Wraparound, using a pre-post, matched comparison design. Data sources included Medicaid claims data, juvenile detention placement data, and school data.

**Capital Area Poverty Reduction Initiative**

**(CAPRI)**

The Center for Human Services Research (CHSR) worked with [**CARES, Inc.**](https://caresny.org/) to conduct an evaluation of the Capital Area Poverty Reduction Initiative (CAPRI). This program was funded by The City of Albany after receipt of a $1.5 million [**Empire State Poverty Reduction Initiative**](https://nyscommunityaction.org/nyscaa-public-policy/empire-state-poverty-reduction-initiative-and-community-action/) (ESPRI) grant to develop a plan to reduce poverty in Albany.

A main focus of the grant was to increase employment among adults in vulnerable populations residing in the City of Albany. The evaluation included:

* a review of secondary data sources to report on demographics and employment trends;
* a literature and document review to identify best practices, available vocational assessment tools, and outcome measures;
* development of a project-specific database;
* interviews with local stakeholders; and
* administration of electronic surveys to participants.

The project provided a data brief on demographics and needs, a data brief on the local employment landscape, a report on best practices and model programs, and a report summarizing participation and outcomes.

**MRT Supportive Housing Initiative**

The Center for Human Services Research (CHSR) was awarded a grant by the [**New York State Department of Health**](https://www.health.ny.gov/) **(NYSDOH)** to conduct an evaluation to assess the implementation, impact, effectiveness and cost savings of a [**Medicaid Redesign Team (MRT) Supportive Housing Initiative**](https://www.health.ny.gov/health_care/medicaid/redesign/supportive_housing_initiatives.htm).

NYSDOH launched the MRT Supportive Housing Initiative, a pilot program to identify best practices, procedures and methods for supportive housing providers to collaborate with Health Homes to identify and locate homeless or unstably housed Health Home members and to provide housing as a means to facilitate access to health services and improve the health status of Health Home members.

Evaluation & Research

CHSR was contracted by NYSDOH to lead an evaluation team to evaluate and report on the impact, effectiveness, and cost savings of the MRT Supportive Housing initiative. The evaluation team consisted of CHSR, the [**Institute for Health Systems Evaluation (at the UAlbany School of Public Health)**](https://www.albany.edu/sph/institute-for-health-system-evaluation.php), and [**CARES, Inc.**](http://caresny.org/) The evaluation included a process study, a cost study, and a study of quality-of-life outcomes for program participants.

**The Wage Center Evaluation**

The Center for Human Services Research (CHSR) performed an evaluation of [**The WAGE Center**](http://www.albanyhousing.org/) for the [**Albany Housing Authority**](http://www.albanyhousing.org/) **(AHA)**.

The WAGE Center continued AHA’s focus on the core services that maximized the ability of residents to access opportunities that lead to self-sufficiency and supplemented these core services with an array of educational, training and support opportunities provided by other partners. The program focused on AHA residents and Housing Choice Voucher participants receiving Temporary Assistance to Needy Families (TANF).

Evaluation & Research

The evaluation conducted by CHSR consisted of a process study and an outcome study. The process study identified the numbers and characteristics of the participant population and the nature of services being provided. The outcome study investigated whether the programs operating under the WAGE Center were achieving the goals of reducing barriers to employment, developing participant self-sufficiency, and increasing the employment of individuals being served.

**Albany County Equity Agenda**

The Center for Human Services Research (CHSR) assisted [**Albany County**](http://www.albanycounty.com/) in developing an Equity Agenda Strategic Plan to assist Albany County in developing a county-wide equity agenda.

Evaluation & Research

CHSR gathered and analyzed county-wide data to identify areas of inequity related to service provision and workforce representation. Through a collaboration with Dr. Salome Raheim from the University at Albany School of Social Welfare, CHSR provided training and technical assistance to assist Albany County department leadership in defining goals and strategies to address the underlying causes of inequities within the county. The goal of this project was to develop a strategic plan that would reduce barriers in service provision, facilitate the creation of a more representative county workforce, and further identify areas of focus.

Report

[**2020-2025 Equity Agenda Strategic Planning Report**](https://www.albany.edu/chsr/reports/Albany%20County%20Equity%20Agenda%202019_Strategic%20Planning%20Full%20Report_Final.pdf)

**SEED Program Evaluation**

The Center for Human Services Research (CHSR) conducted an evaluation of the Small Enterprise Economic Development (SEED) program.

The SEED program was a “character-based” lending program with the goal of supporting and financing entrepreneurs who had been unable to obtain the resources necessary to start or expand a small business through traditional sources. The program operated as a partnership between Empire State Development, the University at Albany, and the State Employees Federal Credit Union (SEFCU). The program offered entrepreneurs support and mentorship, as well as loans of up to $35,000 that were approved using a character-based criteria system.

Evaluation & Research

CHSR focused on a formative evaluation approach that focused on identification of process strengths and continuous improvement. CHSR sought to examine how SEED impacted several stakeholders with potential to benefit from the program: fledgling entrepreneurs, economic developers, and lenders.

**Housing Needs of Grandfamilies**

The Center for Human Services Research (CHSR) was awarded a contract by the Division of Housing and Community Renewal to conduct a qualitative study on housing in relation to grandparent and elderly relative caregivers of children.

Evaluation & Research

The evaluation conducted by CHSR focused on contextualizing existing state data on grandfamilies and housing cost, and to make connections between identified needs in grandfamily housing and existing infrastructures for affordable low-and moderate-income housing in New York State. Evaluation activities included:

1. a review of relevant applied research and scholarly literature on grandparents and grandfamily housing;
2. interviews conducted with experienced program professionals at statewide, regional and/or local levels of New York State Office of Children and Family Services (OCFS), Office of Temporary and Disability Assistance (OTDA), and the State Office for the Aging (SOFA);
3. interviews conducted with directors of local kinship care programs and coalitions across the state;
4. administration of focus groups with children and grandparent and elderly relative caregivers reflecting diverse distribution of grandfamilies around the state; and
5. generation of a report summarizing the findings and making recommendations derived from [**these findings**](https://www.albany.edu/chsr/Publications/22NYS%20Grandfamilies%20Housing%20Study%20FINAL%20REPORT_Mar%2031%202015.pdf).

**Albany County Juvenile Justice Coordination and Research**

The Center for Human Services Research (CHSR) worked with the [**Albany County Department for Children, Youth, and Families**](http://www.albanycounty.com/cyf/) to provide data collection and analysis for research centered furthering the goals of the Juvenile Detention Alternatives Initiative (JDAI) through community engagement and interagency collaboration..

JDAI began in Albany in 2013 and aimed to reduce juvenile detention admissions and expand the array of local detention alternatives, minimize re-arrest and failure to appear rates pending adjudication, and reduce racial and ethnic disparities in juvenile detention.

Evaluation & Research

CHSR worked with local agencies to identify and utilize data in making policy and case-level decisions and in developing strategies to improve the local juvenile justice system. Data pertaining to juvenile justice processes and alternatives to detention were collected, analyzed, and presented to local stakeholders.

**Evaluation of the Summer Youth Employment Program**

The Center for Human Services Research partnered with the [City of Albany's Learning, Initiative and Gaining Headway Together (LIGHT) to develop surveys and analyze educational data for the Summer Youth Employment Program (SYEP)](https://www.albanyny.gov/Government/Departments/YouthandWorkforceServices/SummerYouthEmploymentProgram.aspx).

SYEP was designed to provide youth with a summer work experience as a method for helping youth develop the skills and experience needed for future employment.

Evaluation & Research

CHSR developed surveys for youth and employers participating in SYEP. The surveys were designed to assess the utility of the program in enhancing the educational and vocational development of youth. Additionally, CHSR conducted an analyses of the educational outcomes of youth participating in the SYEP.

Reports

[**Albany’s Summer Youth Employment Program (SYEP) Improves Graduation Rates Among At-Risk Youth**](https://www.albany.edu/chsr/reports/syep_2019_researchbrief.pdf)

[**Evaluation of the City of Albany Summer Youth Employment Program**](https://www.albany.edu/chsr/reports/syep_2019.pdf)

**Training Needs of Victime Service Providers**

The Center for Human Services Research (CHSR) was contracted by the [**New York State Office of Victim Services**](https://ovs.ny.gov/), to conduct an assessment of the training needs of victim service providers throughout New York State.

Evaluation & Research

CHSR conducted a needs assessment consisting of an online survey of service providers and telephone interviews with key stakeholders to:

* ascertain the basic skills that victim service providers needed to provide quality assistance, services, and support to victims and survivors of crime;
* specify the types of training and topics needed to improve victim services;
* identify specific modalities and delivery methods of training for victim service providers; and
* determine the sustainability of training efforts over time.

Learn more about:

[**Office Of Victim Services: VAP Training Center**](https://ovs.ny.gov/vap-training-center)

**Victim Legal Assistance Network Development**

The Center for Human Services Research (CHSR) collaborated with [**Empire Justice Center (EJC)**](http://www.empirejustice.org/), and [**Pro Bono Net (PBN)**](http://www.probono.net/), on the Victim Legal Assistance Network Development, a grant funded by the New York State Office of Victim Services.

This project was a continuation of a federal grant from the Department of Justice, Office for Victims of Crime. The goal of the federally funded project was to develop a comprehensive, collaborative network to meet the civil legal needs of crime victims in New York State, outside of New York City. This continuation sought to expand and enhance the information and resources available on the [**New York Crime Victims Legal Help Network**](https://crimevictimshelpny.org/).

Evaluation & Research

CHSR conducted the following evaluation activities to inform the development of the Legal Help Network:

* an analysis of data on crime and victim services;
* a review of existing programs and services across New York State;
* a survey of victims and service providers; and
* focus groups and interviews with crime victims, service providers, and civil legal attorneys.

CHSR then conducted a needs assessment of specific victim populations, obtained feedback about how victims and service providers used the Network, and analyzed data to inform modifications to the Network.

**Her Justice Evaluation**

The Center for Human Services Research (CHSR) was contracted to serve as the lead evaluator on a grant awarded to [**Her Justice**](http://www.herjustice.org/) from the [**New York Community Trust**](http://www.nycommunitytrust.org/). The grant focused on determining the impact of services received on legal and extra-legal outcomes of low-income women seeking free legal services in family, divorce, and immigration law.

Evaluation & Research

CHSR measured the relative impact of legal services coordinated and provided by Her Justice to low-income women in the areas of family, divorce, and immigration law. The efficacy of Pro Se support and full legal services were compared. The analysis considered their relative impacts on both legal outcomes, such as custody decisions or child support amounts, and non-legal outcomes such as subsequent employment and satisfaction with the legal process.

Reports

[**New York Community Trust Access to Justice Project Final Report**](https://www.albany.edu/chsr/Publications/Her_Justice_NYCT_Final_Report.pdf)

**Innovations in Victim Services**

**for Underserved Populations**

The Center for Human Services Research (CHSR) was contracted by the New York State Office of Victim Services (NYS OVS) to identify innovative programs and practices that reach underserved crime victims. This work was the first step in a larger project to enhance the provision of services to underserved victims in New York State.

Evaluation & Research

The research conducted by CHSR focused on programs that had reached, or could be adapted to increasing access to, the following underserved populations:

* young men of color,
* transgender individuals,
* the elderly, and
* deaf/hard of hearing individuals.

These populations were identified as underserved (and in need of services) in an earlier [**needs assessment**](https://www.albany.edu/chsr/Publications/Civil%20Legal%20Needs%20booklet%202017_pages.pdf) of crime victims in New York State and after consultation with [**NYS OVS**](https://ovs.ny.gov/). CHSR conducted a literature review of programs and practices, followed by interviews with jurisdictions where innovations were implemented. A final report was prepared that described the innovations and provided recommendations to enhance the provision of services to underserved victims in New York State.

**Rural Law Initiative Collaboration**

The Center for Human Services Research (CHSR) contracted with the Government Law Center at Albany Law School in a project to understand the dearth of available legal services in rural areas. This project was part of a collaboration between the [**Government Law Center’s Rural Law Initiative**](http://www.albanylaw.edu/centers/government-law-center) and [**SUNY Cobleskill’s Institute for Rural Vitality**](http://www.cobleskill.edu/institute/).

Evaluation & Research

CHSR designed, dissemination, and analyzed a multi-mode survey of attorneys in rural New York to inform the current status of rural legal practice.

**Re-Rentering the Albany Community**

**Through Treatment (REACT) Evaluation**

The Center for Human Services Research (CHSR) worked with the [**Addictions Care Center of Albany**](http://theacca.net/) **(ACCA)** and other community providers to evaluate Re-Entering the Albany Community through Treatment (REACT).

REACT, which was supported by the [**Substance Abuse and Mental Health Services Administration**](https://www.samhsa.gov/) **(SAMHSA)**, provided education, case management, and integrated treatment for the substance abusing offender population reentering the community.

Evaluation & Research

The evaluation conducted by CHSR collected, analyzed, and reported on data from structured interviews and client focus groups. The evaluation provided data on project implementation; achievement of client and program goals and objectives; adherence to treatment model fidelity; the level of client satisfaction; and assessment of cultural competence, quality assurance and regulatory controls.