

Strength Model Case Management Final Evaluation Summary Report

January 2023

Strengths Model Case Management at WEAVE Inc.

WEAVE is Sacramento County's primary provider of crisis intervention services for survivors of domestic violence, sexual assault, and sex trafficking. They offer 24/7 services delivered by trained advocates and counselors who provide survivor-centered, trauma-informed, and culturally responsive services. With funding from Blue Shield of California Foundation's Break the Cycle (BTC) of Domestic Violence, WEAVE applied the Strengths Model Case Management approach to families in their residential facilities. Strengths Model Case Management (SMCM) is an evidence-informed practice designed to help people receiving behavioral health services identify and attain meaningful and important recovery goals to promote empowerment, hope, choice, and autonomy. Strengths Model Case Management helps people mobilize their own unique strengths to achieve their goals.

WEAVE sought to test the model's effectiveness with families experiencing domestic violence and enhance their survivor-centered, trauma-informed case management to support survivors in moving through the stages of healing and achieving personal goals. Both adults and children can participate in Strengths Model Case Management. This two generational approach to case management helps parents recognize the impact of their own trauma and learn ways to build resilience and improve outcomes for themselves and their children to disrupt the inter-generational cycle of violence. The goal of evaluating Strengths Model Case Management was to provide evidence for Strengths Model Case Management to be considered an evidence-informed practice of case management for families with a history of domestic violence.

WEAVE offered Strengths Model Case Management to all adults and their children six years of age or older in three residential facilities. All residents from these facilities were encouraged to participate in Strengths Model Case Management, but participation in both Strengths Model Case Management and/or the evaluation is voluntary.

Emergency Safehouse | a 96-bed emergency housing facility for families experiencing domestic violence, with stays up to six-months.

Transitional Housing | a transitional housing facility for up to eight families experiencing domestic violence with stays up to two years.

Mather Transitional Housing | Goodwill's Next Move Homeless Services Mather facility houses up to 25 families with stays up to one year, with many residents having a history of domestic violence and/or sex trafficking.

Case management has helped me keep my thoughts organized and not feel so overwhelmed, as well as put them into action... it gives me time to think about what I need to do and to plan for getting it done, and my case manager helps me organize what I need to do.

SMCM Participant



Strengths Model Case Management is a Trauma-Informed Approach to Case Management

Strengths Model Case Management is a philosophy of practice and a set of tools and methods designed to help people (1) identify and achieve meaningful and important life goals; and (2) increase their ability to exercise power related to how they view themselves and interact with their environment.

The core principles of practice

- People can recover, reclaim, and transform their lives.
- Focus is on an individual's strengths rather than deficits.
- The community is viewed as an oasis of resources.
- The participant is the director of the helping process.
- The relationship with the Advocate is primary and essential.

SMCM Tools

- Strength Assessment
- Personal Empowerment Plan
- Structured Group Supervision

WEAVE's Strengths Model Case Management is a trauma-informed approach that includes the following practices:

- Residents are in a space that is safe.
- Residents are in an environment where they are valued, protected, listened to, and heard.
- Advocates build relationships and rapport through discussions and not coercion.
- Each resident is treated as an individual with an understanding that each person has a unique history and experiences.
- Advocates focus on residents' strengths and provide an environment that is supportive and safe.
- Advocates empower residents by supporting the resident in directing their healing process and goals.
- Advocates understand that each person heals differently and are flexible to changing goals.

Case management has served as a project management plan for my life moving forward. I appreciate my case manager/management for meeting with me on a weekly basis to check in on my progress & making sure I give myself credit for each step I take in order to meet my ultimate goal of employment & finding permanent housing. In a nutshell, case management ensures I keep my eyes on my goals.

- SMCM Resident



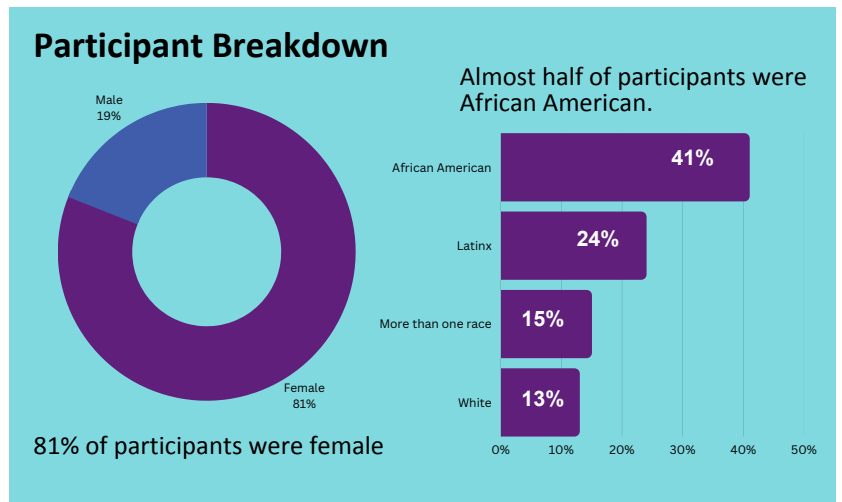
The key [to SMCM] is letting the client lead, not trying to direct them or anything but letting them lead, take ownership. It [SMCM] helps with staying client-centered and focused, and provides structure. It's tangible and the clients are able to continue to build on their goals. Both the advocate and the client are able to work together as the advocate provides the support that fits the client's needs. The client feels empowered and in control of their life.

- Advocate

Evaluation Findings

Participation in Strengths Model Case Management is voluntary for residents in the residential facilities, as well as children six years of age or older.

Between October 2020 and September 2022, 120 adults and 23 children participated in Strengths Model Case Management



The table below displays the evaluation findings in relation to the evaluation question and outcome goals.

Evaluation Question	Outcome Goal	Evaluation Finding
How is SMCM used in residential programs and how are residents engaging in SMCM?	Increase in families participating in SMCM	56% of adult and 15% of child residents participated in SMCM
	Increase length of time in SMCM	Average SMCM participation was 8.7 months (ranging from 2 weeks to 21 months)
	Staff feedback and stories of using SMCM	Advocates shared very positive feedback in interviews
What is resident feedback on the SMCM approach?	Residents are satisfied with SMCM	SMCM participants rated overall satisfaction 4.7 on a scale of 1-5
	Residents are more empowered after participating in SMCM	SMCM participants rated overall empowerment 4.6 on a scale of 1-5
How is SMCM influencing resilience and protective factors for resident participating in SMCM?	Increase in parent resilience	57% of adults in SMCM increased their resilience assessment scores
	Increase in child resilience	60% of children in SMCM increased their resilience assessment scores
How is SMCM influencing trauma symptoms for resident participating in SCM?	Decrease in parent trauma symptomology	72% of adults in SMCM decreased their trauma assessment scores
	Decrease in child trauma symptomology	83% of children in SMCM decreased their trauma assessment scores
How are residents participating in SMCM moving toward self-sufficiency?	Residents will move from crisis to thriving on the self-sufficiency indicators	85% of adults and 88% of children in SMCM increased their self-sufficiency assessment scores

Interpretation of Evaluation Findings

Self-Sufficiency

Strengths Model Case Management focuses on helping participants identify meaningful and important goals and then mobilizing their own unique strengths to achieve these goals. Overall self-sufficiency scores increased and had the most consistent positive change, with scores increasing over time and for both adults and children and in all three locations. There was a statistically significant increase in assessment scores, depending on the length of time in Strengths Model Case Management.

Trauma and Resilience

Overall trauma symptomology scores decreased and resilience increased for both adults and children. These changes were less profound than changes in self-sufficiency, but it is well known that it takes time to heal from trauma and increase resilience. Staff shared how residents often deal with ongoing crises, and how these experiences are triggering and are reflected in both the trauma and resilience assessments. A larger sample of assessments would allow a more thorough analysis and solidify outcomes and assumptions.

Advocate Interviews

Qualitative findings from Advocate interviews highlighted how the Strengths Model Case Management approach and structure has made a difference in how WEAVE staff engage with clients, how clients work toward goals to become self-sufficient, and how clients feel empowered. Feedback from Advocates was they appreciate the framework Strengths Model Case Management provides for case management, and how the Strengths Model Case Management tools are important and useful components to helping them work with the residents to become self-sufficient and identify and reach their goals. They also appreciated the Strengths Model Case Management structure to Group Supervision, how it is strength focused and utilizes collective expertise.

SCM Benefits Advocates by:

- Helping build rapport with residents
- Providing structure to case management and group supervision

Lessons Learned by Advocates:

- Relationships are key to engaging clients
- Case management can be more effective for some residents if done with an activity (e.g. walking, playing, gardening)
- Asking about strengths requires care to avoid re-traumatization

Housed clients

Housing is a huge barrier to clients becoming self-sufficient, and although not part of the original evaluation plan, WEAVE began collecting housing data on client's exiting residential programs. Between January 1, 2020 and September 30, 2022, of the 120 adult residents participating in SCM, 81 (58%) exited the program with stable housing arrangements. Stable housing is an important indicator for self-sufficiency.

Recommendations

- Continue to collect assessment data on Strengths Model Case Management program participants to assess the effectiveness of Strengths Model Case Management for a two-generational approach to ending domestic violence.
- Continue to work to engage more children in Strengths Model Case Management to increase matched assessment data to solidify outcome findings among children.