



**Office of Children  
and Family Services**

# **2020 Annual Report**

## **William B. Hoyt Memorial Children and Family Trust Fund**

**Strengthening New York's  
Families**



**Kathy Hochul, Governor**  
**Sheila J. Poole, OCFS Commissioner**

# 2020 Trust Fund Annual Report

## Investing in Prevention

In 1984, New York State established the William B. Hoyt Memorial Children and Family Trust Fund (Trust Fund) as a dedicated source of funding for the prevention and treatment of family violence in accordance with Article 10-A of the Social Services Law (SSL § 481-a through 481-f). Article 10-A of the Social Services Law provided the legal framework for the Trust Fund by defining its focus, funding allocation, and the spending structure for funds credited to the Trust Fund (SSL § 481-e). It also established the Trust Fund advisory board (SSL § 481-d) and required annual submission of a report to the Governor and Legislature (SSL § 481-e [8]) to reflect the implementation, evaluation, and effectiveness of current prevention and treatment services supported by the Trust Fund.

For 36 years, the Trust Fund finances programs that strengthen families and help prevent all forms of family violence. The Trust Fund recognizes that the various forms of family violence – child abuse and maltreatment, intimate partner violence, and intergenerational family violence – are often interrelated and supports programs providing prevention, education, intervention, treatment, and various other services.

Trust Fund efforts are enhanced by the federal Community-Based Child Abuse Prevention grant (CBCAP) which supports efforts to prevent violence in families with young children before system intervention occurs. Funded programs address the following outcomes:

- Strong families and reduced risk of child abuse and maltreatment
- Improved safety and well-being for children and families exposed to family violence
- An end to family violence in all forms.

Prevention programs and services are of major importance to New York State. Prevention efforts begin with a commitment to proactively strengthen families and communities by building protective factors. Protective factors include parental resilience, social connections, concrete supports, nurturing and attachment, and knowledge of parenting and child development.

Building and promoting protective factors for families helps to counter risk factors and reduce incidents of family violence. The Centers for Disease Control and Prevention estimates that the United States' total lifetime economic burden resulting from one year of new child abuse and neglect cases is approximately \$124 billion.<sup>1</sup> Investing in prevention is critical to promoting strong, healthy families and communities; additionally, the costly burden of providing interventions across multiple service systems is reduced and long-term costs to society are significantly curtailed.

## Program Priorities

Funded programs focus on improving the safety and well-being of children and adults at risk of or experiencing child abuse, intergenerational abuse, and/or domestic violence. Programs prioritize services based on research or evidence, target high-need communities, and emphasize partnerships with local departments of social services and other community partners.

Program staff partner with the families they serve to create brighter futures. Often, the underlying factors prompting families' needs for services are the same factors that cause barriers to participation. Such common barriers include poverty, homelessness, intimate partner violence, substance abuse, mental health concerns, limited supports, limited knowledge of effective parenting techniques and/or child development, and family members affected by adverse childhood experiences (ACEs).

<sup>1</sup> Cora Peterson, "The economic burden of child abuse and neglect in the United States, 2015" *Child Abuse and Neglect* December 2018, 86: 178-183

The Trust Fund supports both primary and secondary prevention programs. Primary prevention programs strengthen families to prevent family violence before it occurs. Secondary prevention programs address early signs or risk factors of family violence by treating the presenting problems to prevent system intervention and/or further harm. The Trust Fund also supports other programs such as emergency services, which are helpful to assist and/or treat victims of family violence.

Trust Fund programs employ a universal approach of building on individual strengths in the context of the community and culture. The evidence-based Protective Factors Framework is used in most Trust Fund programs to promote resilience. This measurable strategy addresses risk and protective factors together. The Protective Factors are Parental Resilience, Social Connections, Knowledge of Parenting and Child Development, and Social Emotional Competency of Children.

Another tool is Standards of Quality for Family Strengthening and Support. These standards provide guidance and structure for the approach, methodology, and self-evaluation of funded programs. These are used in addition to OCFS's standardized evaluation tools.

The Trust Fund's priorities are aligned with other Office of Children and Family Services' (OCFS) initiatives such as the Child Welfare Practice Model and the Family First Prevention Services Act. Funded programs support positive outcomes for families through services that include Family Resource Centers, home visiting and parenting programs, and trauma-informed services. Programs working with parents incorporate leadership opportunities, creating a supportive environment to augment each participant's ability to contribute to positive outcomes for their family.

## **Highlights From 2020**

This year, 23 programs across New York State began new contracts to provide services to strengthen and support families. The programs are connected to community partners, including local departments of social services, to engage families in services. Programs were successful in providing services and collecting data on 3,446 adults and 1,777 children during the year. There was a slight decrease in the number of participants served following the onset of the COVID-19 pandemic in March 2020. However, programs quickly adapted to the situation and continued to engage a substantial number of families in services.

One adaptation was to address the increased needs of families related to one protective factor: concrete support in times of need. Programs such as food pantries, Home Energy Assistance Program (HEAP), Supplemental Nutrition Assistance Program (SNAP), and Medicaid addressed concrete needs by connecting more families to resources and by delivering items to families including cleaning supplies, food and diapers. Programs drew upon their host agency resources, using in-kind donations, unrestricted funds, and grant funds when permitted, to support this work. As the families' basic needs were met, the programs were able to shift attention on building the other protective factors.

Programs were also able to shift from in-person services to virtual to adhere to state and national public health guidelines. This included providing services via phone, video conferencing, texts, and providing socially distant in-person services outdoors. Programs delivered parent handouts, developmental toys and books for the families to use during virtual sessions. Parent education workshops and playgroups were offered using systems such as Skype and Zoom. As regions moved to a level of reopening, some programs resumed in-person services while adhering to social distancing and mask wearing guidelines.

These adaptations required programs to overcome challenges. Some programs lacked technological capacity and some families lacked devices, internet or minutes on their cell phone to access services remotely.

Another highlight of 2020 was the inception of monthly video calls with prevention programs. These calls began in April to provide a venue for communication and peer support using the Standards of Quality framework.

Listed below are the number of individuals assisted by Trust Fund programs from August 2019 to July 2020, including during the pandemic.

**Child abuse prevention programs:**

2,002 adults  
1,655 children

**Domestic violence prevention programs:**

194 adults  
122 children

**Intergenerational family violence prevention services and trainings:**

286 community members and professionals

Protective Factors Trainings through Prevent Child Abuse NY: 9  
Participants trained: 649

**Enough Abuse Campaign (EAC) through Prevent Child Abuse NY:**

EAC trainings: 22  
Participants trained: 303  
Training of the trainer events: 2  
Number of new trainers: 12

**Funding**

<b>Service Type</b>	<b>Trust Fund - State Allocation</b>	<b>Trust Fund - Federal Funds (CBCAP)</b>	<b>Local Public Funds - Other Public Entities</b>	<b>Private Funds - Donations, in-kind services, other grants</b>	<b>Value of Services delivered to children and adults</b>
<b>Child Abuse Prevention</b>	\$474,798	\$2,030,398	\$617,170	\$783,629	\$3,905,995
<b>Domestic Violence Prevention</b>	\$342,398	\$0	\$47,024	\$221,564	\$610,986
<b>Intergenerational Abuse Prevention</b>	\$132,400	\$0	\$0	\$29,579	\$161,979
<b>Totals</b>	<b>\$949,596</b>	<b>\$2,030,398</b>	<b>\$664,194</b>	<b>\$1,034,772</b>	<b>\$4,678,960</b>

The amount of funds used for the administration of services was \$61,438.

Trust Fund dollars support community-based resources that serve to strengthen both individual and community capacities to preserve the health and safety of children and vulnerable adults. Funding promotes strong and stable families and helps communities thrive.

## **Funded Child Abuse Prevention Programs**

### **Albany County Opportunity Inc.**

Albany County, City of Albany

\$150,000-CBCAP

Strengthening Families Initiative works with various community partners while providing parenting education workshops, educational supports, and materials to families. Curriculum and strategies used include ***Positive Solutions for Families***, ***Your Journey Together***, and ***Magic Years***.

### **Child and Family Resources**

Ontario, Seneca, and Yates Counties

\$150,000-Trust Fund

Services include respite for self-care, weekly parenting education groups, support group for grandparents, and a drop-in center. Services include components of domestic violence prevention education and intergenerational abuse prevention.

### **Child Care Coordinating Council of the North Country**

Clinton, Essex and Franklin counties/Plattsburgh, Tupper Lake, Elizabethtown, Malone

\$150,000-Trust Fund

The Adirondack Family Resource Center Network is comprised of three Family Resource Centers (FRCs) emphasizing engaging families with low income, low educational attainment, or a family member with a disability. Services include parenting support groups, ***Incredible Years*** and ***Nurturing Parent Program*** evidence-based parenting education, developmental screenings, parent-child play and social groups, and connection to community resources. Incredible Years is rated as a promising model in the Title IV-E Prevention Services Clearinghouse eligible for Family First Prevention Services Act funding.

### **Child Development Council of Central New York**

Cortland County

\$150,000-CBCAP

The Family Services team works with families to identify support services needed to address issues related to initial child abuse or neglect allegations from a hotline report. The Family Services team collaborates with other services and service providers to assist families with meeting basic and other needs such as housing, health, mental health and substance abuse services.

### **Children of Promise**

South Bronx, Community District 6

\$150,000-CBCAP

The program offers clinical therapy and psychoeducation through trauma informed support groups combined with individual and family therapy through the co-located outpatient mental health clinic. Services are targeted toward parents, caregivers and/or guardians of children with incarcerated parents who reside in Community District 6 of the South Bronx. Children are not turned away for services if needs are identified. Childcare and meals are provided during workshop sessions. The Caregiver Advisory Committee is the parent leadership component that helps to develop additional parent/family programming.

### **Cornell Cooperative Extension of Tioga County**

Tioga County/Owego and Waverly

\$83,505-CBCAP

The Owego and Waverly FRCs provide targeted outreach to families referred by the local departments of social services as well as low-income single and teen parents. Services include a safe, comfortable well-equipped indoor play space for parents and children, regular drop-in play hours, educational programming, recreational family activities, parenting education, and ***Incredible Years*** evidence-based parenting education delivered in the home. Incredible Years is rated as a promising model in the Title IV-E Prevention Services Clearinghouse for eligible Family First Prevention Services Act funding.

### **Family Help Center**

Erie County and City of Buffalo  
\$130,735-CBCAP

The program is a community expansion of an evidence-based early childhood parent-training program called Community Parent and Child Bonding (CPCB) at Family Help Center's Children's Center for Success (CCS). Services are provided to at-risk families and children enrolled at the CCS childcare center. The **Helpful and Positive Interactions for Families** (HAPI) program focuses on families in the homeless shelter system. The program is implemented in the community at partner social service settings. The evidence-based models used in the program are **Parents Interaction with Infants** (PIWI) and **Positive Solution for Families** (PSF) and will teach parents a multitude of parenting skills and strategies.

### **Harlem Dowling-Westside Center for Children and Family Services**

Central Harlem – Communities of Washington Heights, Harlem, Jamaica, and Far Rockaway  
\$150,000-CBCAP

The program provides individual and group evidence-based interventions to children/youth ages 0-17 and their parents/caregivers in the Central Harlem community. Families served are low-income families in need of preventive and other critical support services to address safety and other risk factors. Program interventions include: **1) Generation Parent Management Training Oregon model (GenerationPMTO) Treatment Program**, an individual intervention program that provides tools, strategies, and supports to parents/caregivers to promote their children's healthy adjustment and well-being; and **2) Strong African American Families (SAAF) and Strong African American Families-Teen (SAAF-T)** evidence-based cognitive-behavioral programs for families that provide a safe, supportive setting where parents/caregivers and children aged 10-14 and 14-16 strengthen relationships, develop constructive conflict resolution skills, and address common issues.

### **Jewish Family Service of Buffalo and Erie County**

Erie County/Buffalo  
\$92,644-Trust Fund

Parenting education and support services program for resettled refugees using the evidence-based program **Incredible Years**, modified for the languages and cultures of the target population. Services are offered in partnership and coordination with other agencies providing services to refugees. Incredible Years is rated as a promising model in the Title IV-E Prevention Services Clearinghouse for eligible Family First Prevention Services Act funding.

### **Mechanicville Area Community Services Center**

City of Mechanicville  
\$40,589-CBCAP

This program provides formal parenting education groups for parents and quality care for pre-kindergarten aged children. These additional resources include parent-child and social play groups, connections to other community resources, and other resources similar to an FRC. The program uses the **Circle of Security** curriculum.

### **Nassau BOCES**

Nassau County  
\$148,919-CBCAP

The program implements **ParentChild+ and Family Child Care Provider** models to engage parents in early childhood education. **ParentChild+** is an evidence-based, early childhood home-visiting program that focuses on children in high-risk populations. The program provides two years of intensive services by well-trained and supervised paraprofessionals to children between the ages of 16 months to 4 years. A new component is the Parent Advisory Committee, building upon the home visiting program by deepening parent involvement and leadership skill building.

### **Niagara Falls City School District**

Niagara County/Niagara Falls

\$149,809-CBCAP

The Focus on Families FRC Network comprises four centers located in three elementary schools and the school district's Community Education Center. With targeted outreach to teen parents, low income families, and parents with children with disabilities, the centers provide parenting education using the evidence-based ***Incredible Years***, structured playgroups, story hour, and family recreational activities. Van transportation is provided to programs, and family support workers assist with accessing needed services and resources during home visits. Incredible Years is rated as a promising model in the Title IV-E Prevention Services Clearinghouse for eligible Family First Prevention Services Act funding.

### **Oswego County Health Department**

Oswego County

\$150,000-CBCAP

The Oswego Healthy Families program is a home visiting program that serves pregnant women and families with a child under the age of 3 months in high-risk areas, namely the towns of Altmar, Parish, Pulaski, and Richmond. The program implements the Healthy Families America (HFA) model. The model's Best Practice Standards are built around critical elements for home-visiting service delivery. The evidence-based curriculum ***Growing Great Kids*** is used in home visits. HFA is rated as a well-supported model in the Title IV-E Prevention Services Clearinghouse and eligible for Family First Prevention Services Act funding.

### **Pro Action of Steuben and Yates**

Steuben County/Addison, Bath, Hornell

\$44,916-CBCAP

The Steuben Family Enrichment Collaborative includes four FRCs with services to support teen parents, fathers, and families with mental health needs and disabilities. Services include the evidence-informed parenting education model ***Your Journey Together***. Home visits are provided for more isolated families.

### **Rising Ground, Inc.**

Bronx County/Bronx

\$ 150,000-CBCAP

The Soundview FRC targets outreach to teen parents, kinship caregivers, caregivers with mental health needs, families with children with disabilities, and low-income residents of Community District Nine. Services and program activities include: ***Parenting Journey***, an evidence-informed parenting education curriculum, and peer support; infant and toddler play groups; parenting skills classes; recreational family activities; computer lab and resume writing/job search workshops; access to medical and mental health services; linkages to community supports and opportunities for community involvement and parent leadership.

### **Rochester Society for the Prevention of Cruelty to Children**

Monroe County-City of Rochester

\$129,173-CBCAP

The Teen Age Parent Support Services (TAPSS) serves parents under the age of 21 and their children, in Rochester, an area of high teen pregnancy rates. Parenting education is provided and supported by incorporating Infant Mental Health practices and evidence-based ***Parents as Teachers*** (PAT) services, in addition to positive parent-child activities. Parents as Teachers is a well-supported model in the Title IV-E Prevention Services Clearinghouse eligible for Family First Prevention Services Act funding.

### **Tompkins County Department of Social Services**

Tompkins County  
\$149,558-Trust Fund

The project engages disconnected at-risk young parents ages 16-24 in preventive education and services to reduce the occurrence/reoccurrence of abuse. Services include case management connecting participants to resources to meet immediate needs and for long-term self-sufficiency and building parenting skills using the *Partners for a Healthy Baby* curriculum. Also included is a psycho-educational component to address the trauma experienced by this population. The program also focuses on long-term health.

### **Westchester Institute for Human Development**

Westchester County  
\$150,000-CBCAP

Building Stronger Families Prevention Program's (BSF) clinicians work on-site at two family shelters, facilitating a range of groups for parents and children to increase protective factors, focusing specifically on the parent-child relationship and caregiver well-being. The program consists of individual and group sessions focused on building life skills, social skills, and emotion regulation skills; groups focused on enhancing parent-child attachments and interactions; and drop-in sessions to provide parent support and advocacy.

### **Westchester Jewish Community Services, Inc.**

Westchester County/Yonkers  
\$150,000-CBCAP

The program is a *Parent-Child Home+* home visiting program working with parents and their child to learn early literacy skills. Additionally, the program works with child care providers to develop children's early literacy skills. Parents and childcare providers will demonstrate a gain in knowledge and skills required to prepare children for school readiness.

### **Domestic Violence Prevention Programs**

Domestic violence prevention programs work with families experiencing or at risk of family violence. These programs were funded using Trust Fund state and federal dollars. Services include parenting education and support, abusive partner intervention, therapeutic visitation services, and joint planning and consultation for domestic violence victims.

### **Forestdale**

North, Northeast, & Northwest Queens; Southeast & Southwest Queens; Central & West Central Queens; West Queens; Jamaica; Rockaways  
\$150,000-Trust Fund

The program focuses on domestic violence in families and individuals who are most at risk for its after-effects. Services are provided to survivors, perpetrators, and children who have witnessed and/or experienced domestic violence. The target area is low-income neighborhoods in Queens to address family violence, trauma, loss and separation.

### **YWCA of Schenectady**

Schenectady County  
\$125,000-Trust Fund

The Schenectady Family Violence Prevention Program addresses family violence by providing clinical counseling and parent education services for families experiencing domestic violence to prevent child abuse and make long-term positive changes for more stable homes.

## **Elder Abuse Prevention**

The prevention of elder abuse, another aspect of family violence, is also addressed through the Trust Fund. Services include case management, counseling, advocacy, and community education.

## **Legal Services of the Hudson Valley**

Westchester County  
\$92,400-Trust Fund

The program provides direct legal services and conducts relevant legal education training sessions to families with emphasis on stabilizing permanent housing. A portion of participants from the training sessions will attend legal education clinics and be referred for services as needed. Targeted demographics are low-income minority families and those at risk for child abuse or maltreatment and/or domestic, intergenerational or family violence.

## **Lifespan of Greater Rochester**

Monroe County  
\$122,711-Trust Fund

The Elder Abuse Prevention Program's dedicated social worker serves as a liaison and resource for cases identified. Services include case management to individual LGBTQ elders, making connections to services including networks designed to serve LGBTQ individuals to reduce isolation, and addressing specific risk factors for repeated victimization. The program also provides education to community professional and community members to promote awareness, understanding and prevention of LGBTQ elder abuse.

## **Evaluation and Quality Assurance**

OCFS continues its commitment to use data to support ongoing program improvement efforts and positively influence outcomes for families. This includes expanding the capacity to collect and utilize data on program services and outcomes across the supported program models. Specifically, OCFS focuses on the following:

- Providing technical assistance and support to program sites regarding entering data into the Community-Based Prevention Programs Data Management System (DMS)
- Soliciting feedback from system users as to functionality and reporting needs
- Updating and enhancing the DMS based on user feedback including incorporating the Standards of Quality Self-Assessment
- Developing and programming automated reports to support monitoring of program practices and outcomes
- Examining program activities to inform the development of performance indicators and targets, and to support continuous quality improvement efforts

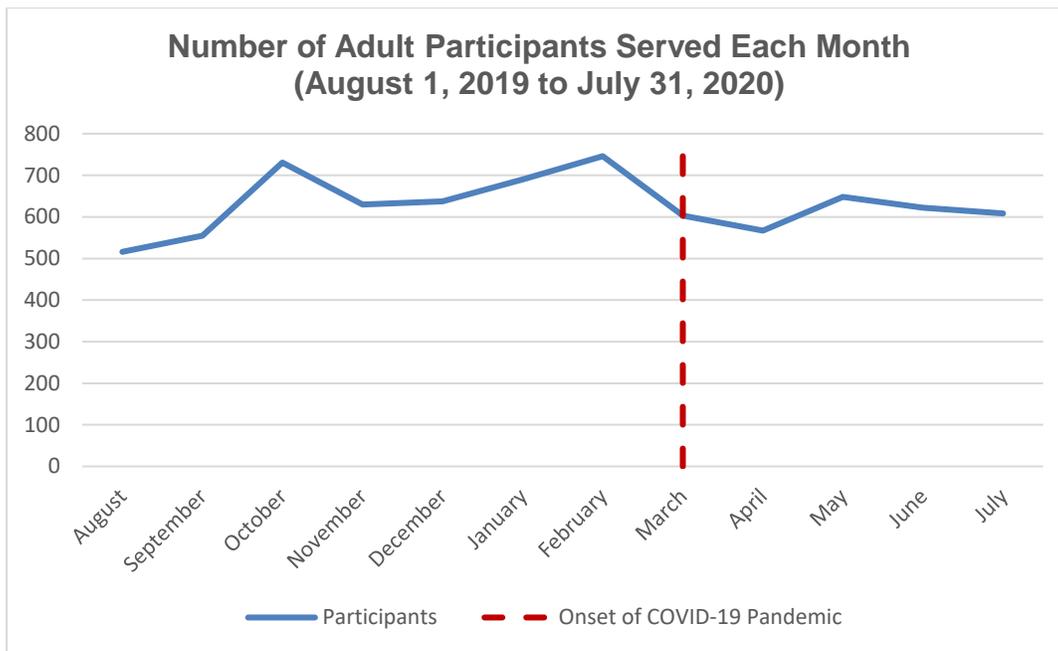
Staff from OCFS's Bureau of Program and Community Development (BPCD) partners with the OCFS Bureau of Research, Evaluation, and Performance Analytics (BREPA) and the Center of Human Services Research (CHSR) to provide support for each of these activities. CHSR continues to provide one-on-one telephone and email support to address any data management system issues that arise.

Funded programs collect and enter individual-level demographics, services,<sup>2</sup> and outcomes information into the DMS. OCFS uses this information to monitor a set of performance indicators for each program type. These indicators are specific to four areas – participant engagement, participant retention, service provision, and participant outcomes – and support continuous quality improvement and attainment of outcomes. Program performance on these indicators is monitored on a quarterly basis and overall target achievement is evaluated annually.

<sup>2</sup> Services for some programs may be limited to completion of the Protective Factors Instrument (PFI) only, and as such they do not reflect the full scope of services provided to all participants.

## Participant Demographics

Between August 1, 2019, and July 31, 2020, 2,002 adult participants and 1,655 children received services provided by community-based prevention programs. More than half (57 percent) were new registrants for services. As shown in the figure below, there was a slight decrease in the number of participants the program was able to serve following the onset of the COVID-19 pandemic in March 2020. However, programs quickly adapted to the situation and continued to engage a substantial number of families in services.



Most participants were female (76 percent). Approximately 76 percent were white, 16 percent were Black, and 13 percent were Latinx. English was the primary language for most participants (84 percent), with 10 percent reporting a different language as their primary language. Only 2 percent of participant were under the age of 20, while 8 percent were between the ages of 20 to 24. The majority (90 percent) of participants were 25 or older. Twenty-four percent reported being single parents.

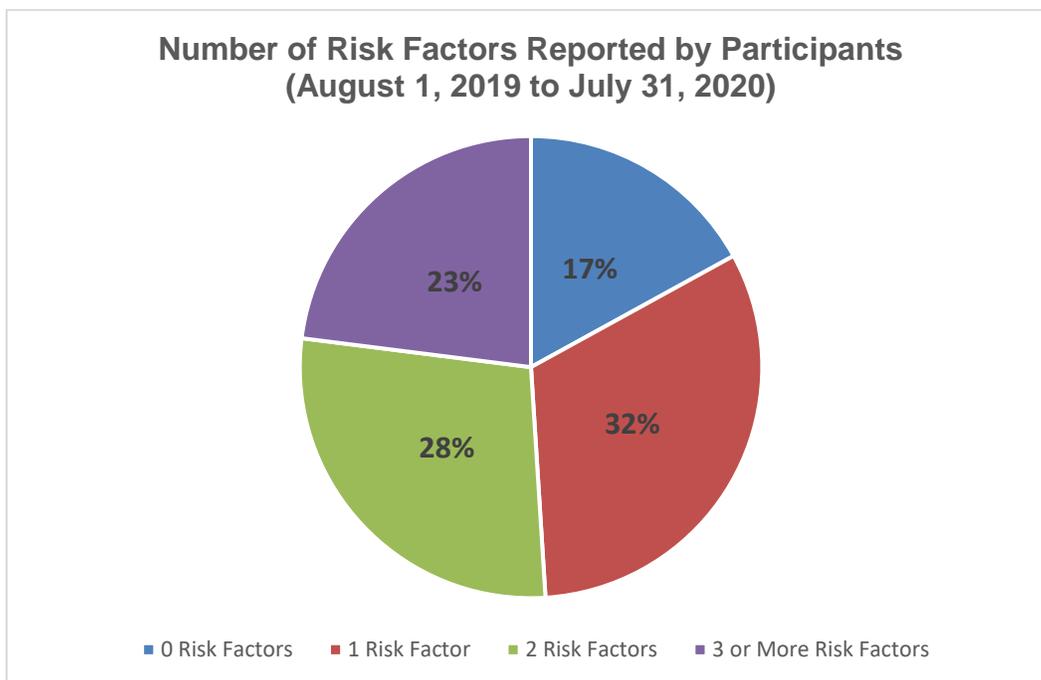
The highest level of education completed by program participants varied. Sixteen percent did not have a high school diploma or equivalent, 31 percent had a high school diploma or equivalent, and 42 percent had at least some college or a degree. Similarly, employment status varied with 29 percent employed full time, 12 percent employed part-time, 11 percent not employed and seeking work, and 32 percent not employed and not seeing work.

Many of the participants were low income. Thirty-seven percent had an annual household income of less than \$25,000. Ten percent had a household income that was between \$25,000 to \$35,000 and 11 percent had income that was between \$35,000 and \$50,000. Sixteen percent had household had incomes over \$50,000 per year.

Many participants had health insurance for themselves (84 percent) and reported having a primary care provider (69 percent). Nineteen percent reported living with a disability of some kind.

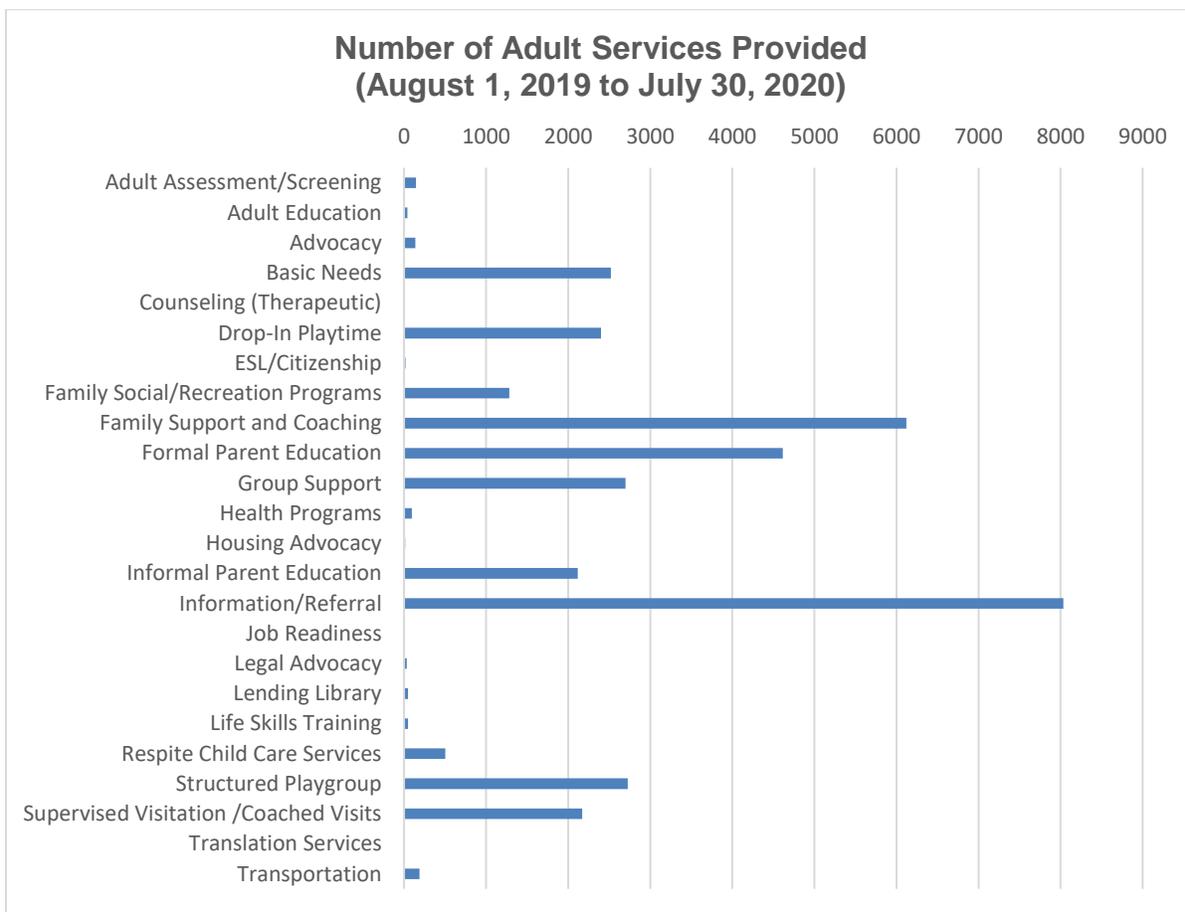
Children were evenly split between male and female. Almost two-thirds of children were between the ages of 0 and 5 (61 percent). Fifteen percent of children were between the ages of 6 and 9, and 11 percent were age 10 or older.

Families receiving services from the programs experienced a variety of risk factors. Risk factors included characteristics such as low income, unemployment, low education, concerns about basic needs, single parenting, disabilities (parent or child), and young parental age. The figure below describes the proportion of risk factors experienced by participating families. Eighty-three percent of families reported having at least one of these risk factors. Slightly more than half had two or more.

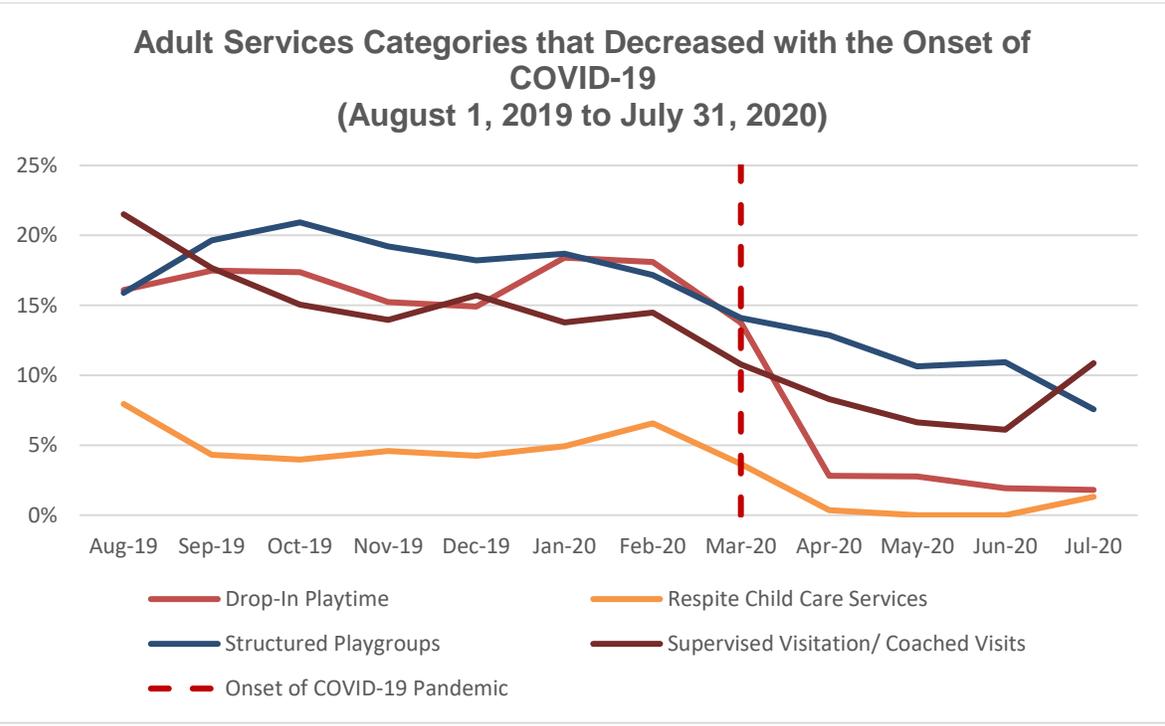
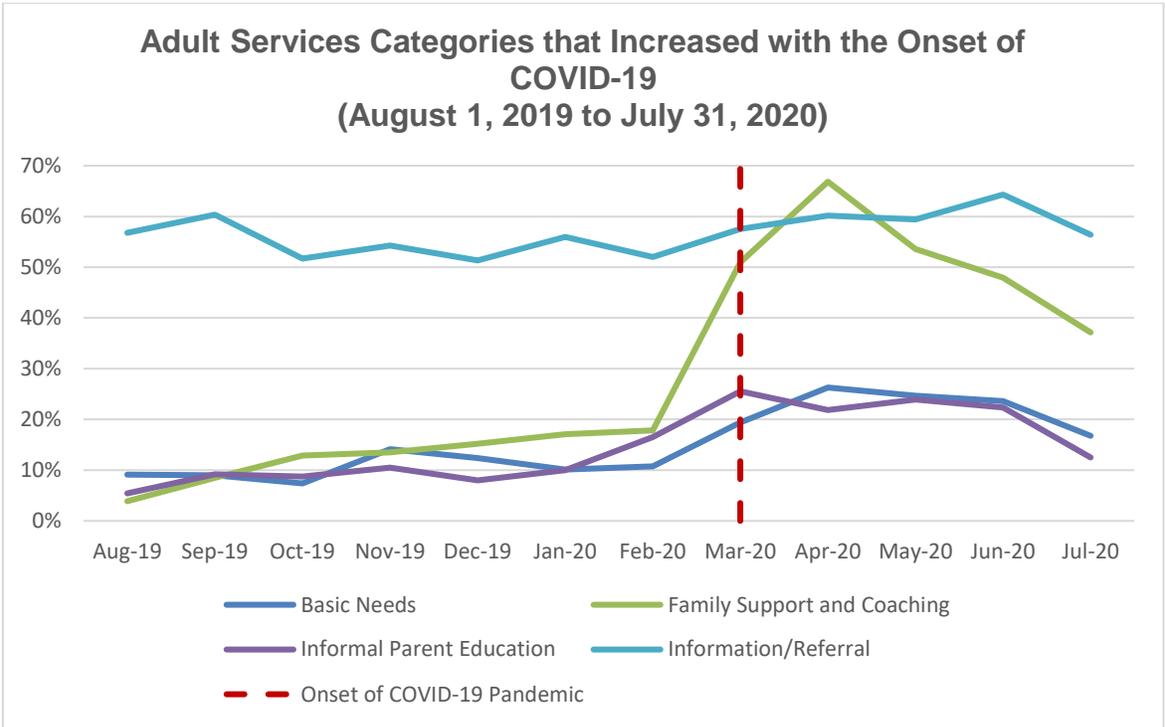


## Service Provision

The figure below describes the services that participants received. During this period, the most commonly provided services included information and referral, family support and coaching, and formal parent education.



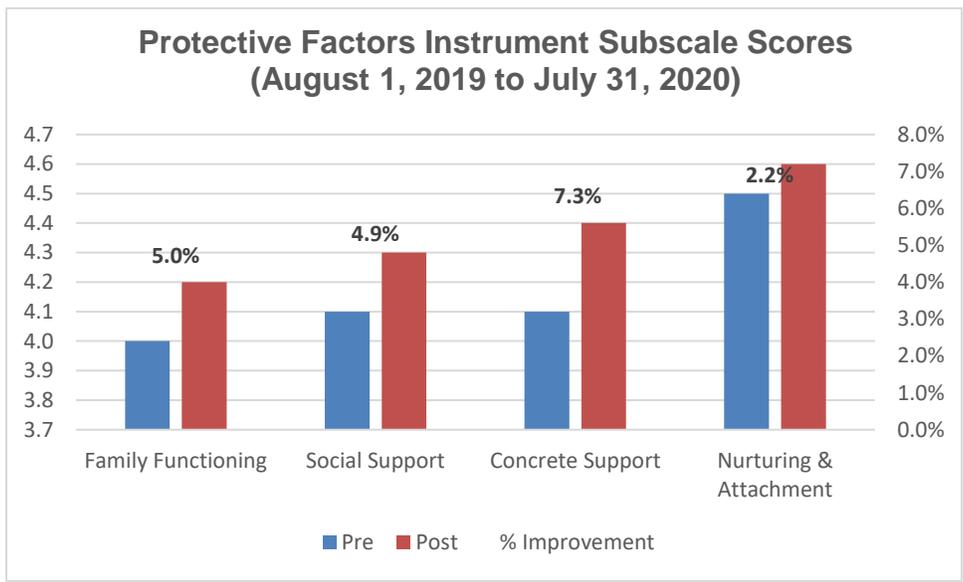
However, service provision pre versus post-COVID-19 looked very different. Programs focused on providing the services that families were most in need of following the onset of the pandemic. As shown in the figures below, services such as basic needs, family support and coaching, informal parent education, and information and referral increased. While services such as drop-in playtime, respite childcare services, structured playgroups, and supervised visitation/coached visits decreased, these reductions were most likely due in large part to the physical space of the programs being closed rather than a decreased need for services. Formal parent education services remained consistent throughout the year.



## Participant Outcomes

OCFS uses the Protective Factors Instrument (PFI) to evaluate whether programs are achieving positive outcomes for participants. The PFI is a participant-completed survey measuring protective factors in five areas (family functioning/resiliency, social support, concrete support, knowledge of parenting and child development, and nurturing and attachment). The instrument is completed prior to the start of services (i.e., a pretest) and again after a specific period of service receipt, typically three months (i.e., a posttest). The PFI provides a snapshot of the families served, identifies general areas where workers can focus on increasing individual protective factors, and measures change in protective factors over time.

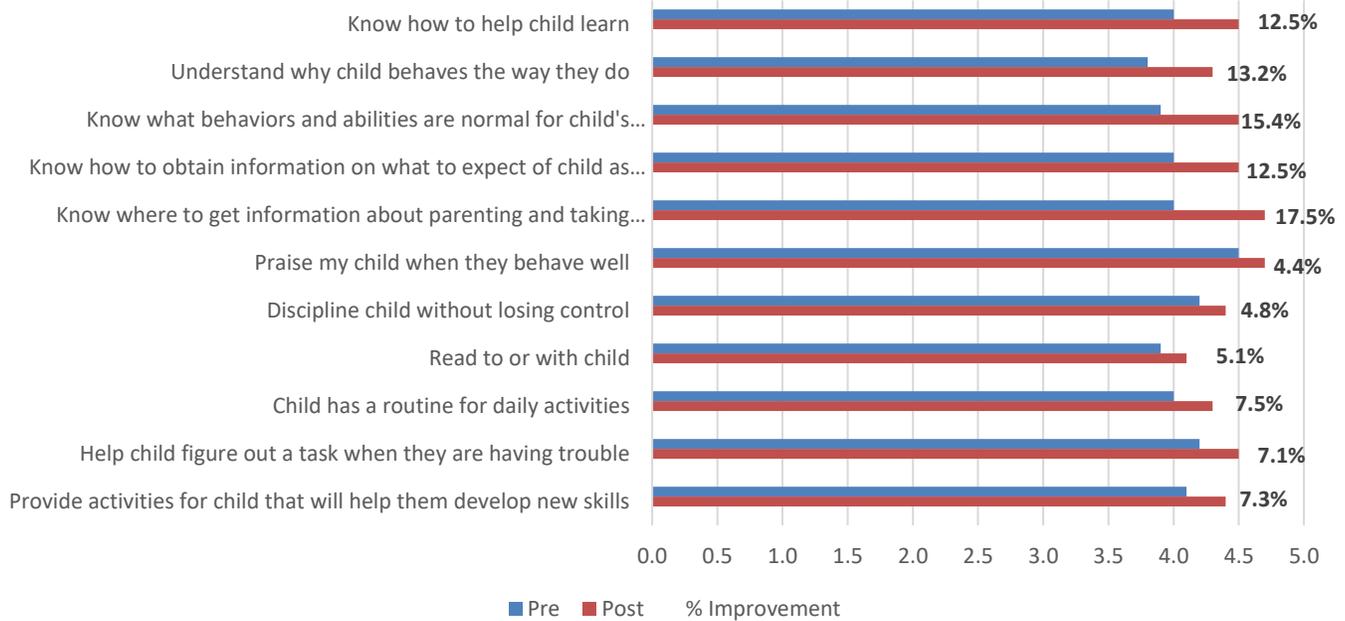
Program results and outcomes are evaluated at the end of each quarter and annually. As shown in the figure below, there were substantial increases in each of the PFI areas, indicating that program services were effective in increasing protective factors for families.



Given the diversity of activities PFIs assess, knowledge of parenting and child development is not measured in the same manner as the other categories. However, examination of this area suggests that program services are also very effective in developing families' capacity to support their children in a positive way. Some of the greatest improvements in scores from pretest to posttest were for items such as "I know where to obtain information on what to expect of my child as they grow and mature" (17.5 percent) and "I know what behaviors and abilities are normal for my child's current developmental stage" (15.4 percent).

See the figure below for additional items.

**Protective Factors Instrument: Knowledge of Parenting & Child Development  
(August 1, 2019 to July 31, 2020)**



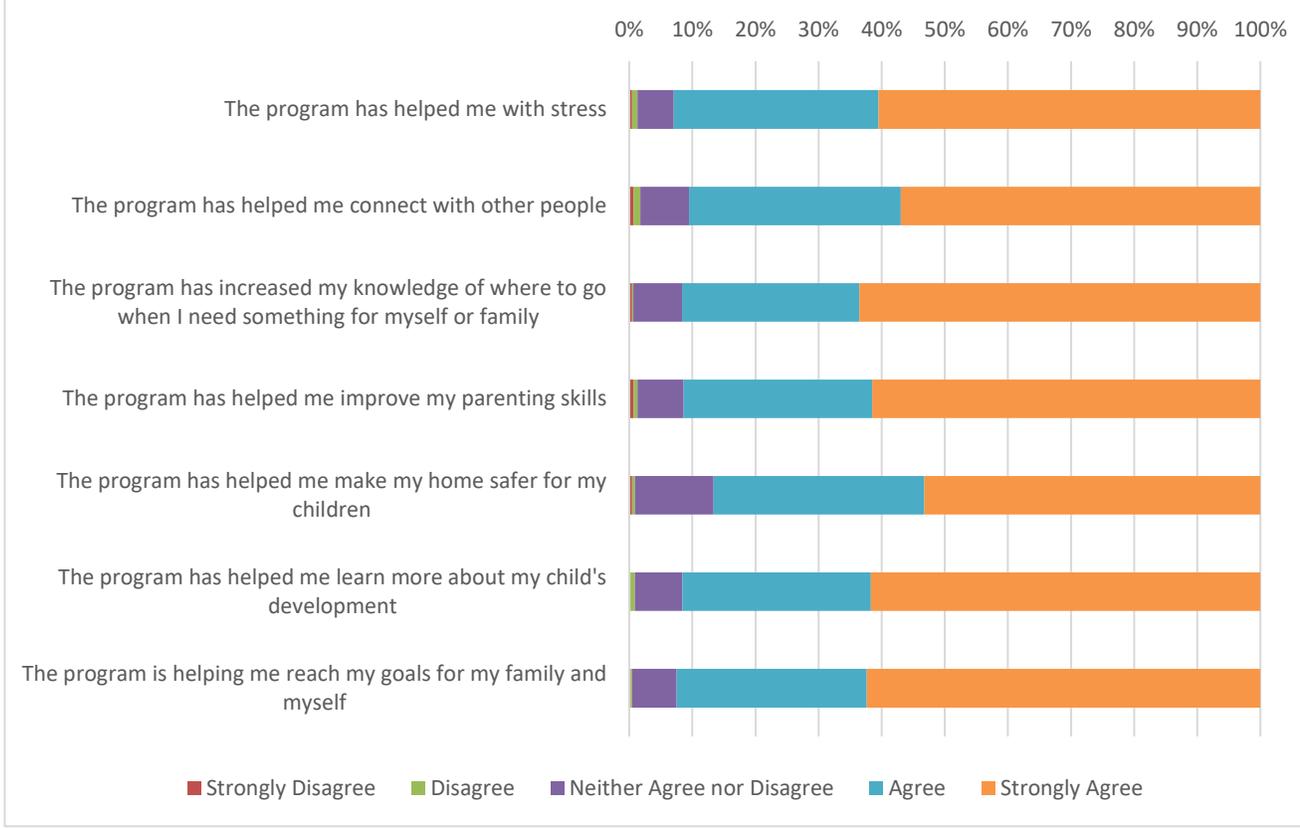
Each funded program is required to solicit feedback on satisfaction with services from participants using a participant satisfaction survey, and programs include feedback from these surveys in their quarterly program reports. The PFI posttest survey also includes questions on participant satisfaction with the program.

As shown in the figure below, most participants agreed or strongly agreed that the program was able to help them in their parenting role. Responses to the question “What do you like most about this program?” generally reflected on opportunities for interacting with others, positive support from program staff, and learning new things about their children. One participant responded, “This program helped me develop my confidence in myself and gave me more techniques to help my children and grandchildren.” Another responded, “Everything is so relatable, I can see myself in every situation.” Others saw in the program an opportunity to support future generations and recommended it continue: “The love, acceptance, personality, and help this program offers, offers a change and chance to break cycles and offer hope and change for future generations. Keep offering this program to as many new moms and families as possible.”

When asked “What do you like least about the program?”, most participants responded that there was nothing they did not like. When they did identify something, it was typically related to program services being too short or wishing there were more times to participate. Space concerns were also mentioned by several participants as well as what they felt were outdated materials being used in a specific program.

Responses to “Suggestions to improve the program” typically related to wanting the program to offer more topics/groups/activities, more space, more locations, and more times available.

### Participant Experience Survey (August 1, 2019 to July 31, 2020)



In 2016, OCFS joined the National Family Support Network (NFSN) to support the use of the Standards of Quality for Family Strengthening and Support. The Trust Fund requires child abuse prevention programs to complete the Standards of Quality program self-assessment tool annually. The assessments are reviewed by OCFS program managers to promote the integration of the standards into their services and to collaborate in a continuous quality improvement approach.

### Public Education and Community Initiatives

Funding from the Trust Fund supports statewide training, public education, a parent helpline and initiatives supporting families and communities. Funding was provided to support the following:

#### Prevent Child Abuse New York (PCANY) \$250,000

Prevent Child Abuse New York, a long-standing partner of the Trust Fund, shares the mission to support the safety and well-being of all children and families. The agency addresses individual, community, and societal responsibility for child abuse prevention. Work supported through the Trust Fund includes the Parent Helpline and prevention education, including the New York State Enough Abuse Campaign and Protective Factors training for community members, professionals, and other stakeholders. Starting in 2020, PCANY became the convener of the New York State Family Support Network. As part of that work, PCANY coordinates and facilitates monthly videoconference meetings with all the prevention programs and OCFS.

The Parent Helpline assisted 1,302 individuals in 2020 through calls, emails, in-person requests, and website searches for information and/or materials about child abuse and maltreatment prevention, involvement in prevention efforts, effective parenting, and requests for help. The Enough Abuse Campaign includes distribution of materials in communities across the state, training over 303 individuals in 22 trainings and establishing 12 new trainers who can carry the campaign into their communities and organizations. More than 649 individuals received the training in the Protective Factors framework in nine trainings.

### **Publications**

The Trust Fund issues publications related to children and families. These publications can be requested at <http://ocfs.ny.gov/main/prevention/resources.asp>. Many of these publications can be downloaded directly from the website. Topics include safe sleep, preventing abusive head trauma, and other child health and safety issues. The Trust Fund distributed 31,315 publications during the funding year.

### **National Family Support Network**

The Trust Fund maintains a membership in the National Family Support Network. Membership provides opportunities to strengthen the use of Standards of Quality in Trust Fund programs, learn about other models of family strengthening and support programs, best practices in the field, and participation in trainings and webinars.

### **National Alliance of Children's Trust and Prevention Funds**

The National Alliance of Children's Trust and Prevention Funds (National Alliance) is the member organization for trust funds, including all 50 states, the District of Columbia and Puerto Rico. As a member of the National Alliance, the Trust Fund is part of the national voice for strengthening families and reducing child abuse and neglect across the country. For more information on the National Alliance, go to [www.ctfalliance.org](http://www.ctfalliance.org).

### **Additional Information**

Further information about the Trust Fund is available by contacting the New York State Office of Children and Family Services.

### **OCFS Contact Information**

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### **Trust Fund Contact Information**

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