



# Involving Families of Youth in Residential Care: Current Practice, Challenges, and Opportunities from the Quality Standards Assessment

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Association of Children's Residential Centers 65<sup>th</sup> Annual Conference  
Fort Lauderdale, FL



## Results:

### Family Engagement Scores by Group

Group	M	SD
Youth	4.26 <sup>a,c,d,e</sup>	.81
Lead Contracting Agency	3.97 <sup>a,c,d</sup>	.83
Direct Care Worker	4.51 <sup>a,b,e</sup>	.57
Director/Supervisor	4.45 <sup>a,b,e</sup>	.57
Licensing Specialist	3.76 <sup>a,b,c,d</sup>	.78

Note: Means with different superscripts differ at the  $p = .05$  alpha level with Bonferroni adjustment  
Family Item ratings: 1 = not at all; 5 = completely

- Residential providers view family engagement as important and make efforts to involve families whenever possible.
- Policies and practices of case management agencies and the courts may limit family engagement among residential providers.

## Purpose:

- ❖ This study aimed to describe current practices, challenges, & opportunities to engage families of youth in residential care services.

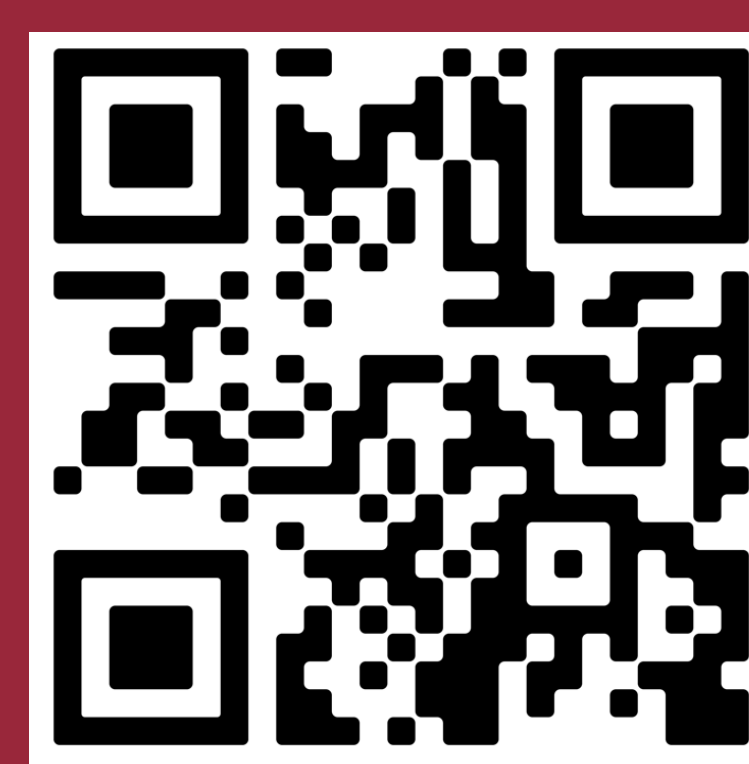
## Methods:

- ❖ **Design:** Mixed methods; Statewide pilot of Quality Standard Assessment (QSA) in Florida
- ❖ **Sample:** 450 youth, 183 case managers, and 722 residential care workers from 169 residential programs who completed the QSA
- ❖ **Measures:**
  - Family involvement = 16 QSA items asking about practices related to engaging families in treatment while in residential care where 1 = not at all, 5 = completely)
  - Open-ended responses



## Conclusions:

- ❖ Residential staff emphasized importance of involving families, especially the goal is reunification.
- ❖ The courts and case managers serve as gatekeepers between families, youth, and the extent to which residential providers were able to engage families.
- ❖ Efforts to enhance family engagement in residential care should focus on case management and court policies and practices.



This project is funded by:

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## Case Managers/Residential Staff

- ❖ Highest rated practices:
  - Program provides opportunities for youth to call or visit with family.
- ❖ Lowest rated practices:
  - Families are involved in creating service plans.
  - The program follows-up with youth and their caregivers to monitor post-discharge outcomes.

## Youth

- ❖ Highest rated practices:
  - Staff are supportive of my relationship with my family.
- ❖ Lowest rated practices:
  - My family or others I am close with can help set my service plan goals if they want to.