IMPACT AND OPPORTUNITY: TRANSFORMING THE CRISIS NURSERY MODEL
How do I launch a crisis nursery program like Providence House in my community?

I work in child welfare and see a need for services like yours, where do I even begin?

My organization just started a crisis nursery, what does your staffing model look like?

We are another crisis nursery and want to know how you collect and use client data?
Our Goals Today

- Introduce Providence House and our unique model.
- Discover the pathway from traditional crisis nursery to the family preservation crisis nursery we have today.
- Understand our integrated, two generation service approach.
- Share about Providence House outcomes and impact.
- Explore new opportunities for crisis nurseries and the coaching and consulting services we are launching to support you.
- Hear what you want to learn next.
No Two Crisis Nurseries are the Same

- A residential children’s program – usually center-based - offering voluntary (non-custodial) emergency shelter services
  - Admission is only for children - parents are addressing crises or receiving their own services elsewhere during their child’s stay

- Children newborn through 5 years old are primary focus, some states up to 18
  - Ohio licensing allows for newborn through twelve years old

- Admissions typically 48-72 hours in most states, some 30 days
  - Ohio’s 60-90 day LOS supports intensive service provision

- Primary focus is abuse/neglect prevention by providing a place for an at-risk child to live temporarily away from the home, some for kids already in custody of child protective services
Who is Providence House?

- Ohio’s first and one of the nation’s largest and the longest operating Crisis Nurseries
  - 30 bed campus: Crisis Nursery, Pediatric Nursery, Family Center
- Founded in 1981 - Licensed since 1990 as a Children’s Crisis Care Facility by Ohio Department of Jobs and Family Services
  - Over 8,000 children served over the past 38 years
- An accredited, evaluated national model for child abuse prevention and family preservation through intervention, education and advocacy
Innovating to Meet Community Need

Our Pathway

Mission
Providence House protects at-risk children and supports families through crisis, strengthening communities to end child abuse and neglect.

Vision
Children everywhere are raised in safe, loving families free from abuse and neglect.

Who We Are
Providence House is Ohio’s first and one of the nation’s longest operating crisis nurseries. We are truly unique in our mission and philosophy in our service area, and are recognized as a national leader in child abuse prevention, family preservation, and alternative response to foster care.

What We Do
We protect children by providing for their physical, emotional, developmental, and educational needs. We provide free, voluntary (non-custodial) 24/7 emergency shelter to children newborn through 12 who are at risk of maltreatment.

We support families by connecting them to resources, cultivating nurturing practices, and encouraging responsibility. We offer individualized parent education, counseling, case management, trauma services, and Aftercare to support long-term family stability.

We strengthen communities by advocating for underserved families and demonstrating the lasting impact of prevention. We collaboratively partner with over 100 public and private service providers to link families to community supports, treatment, and therapies.

Our Services

Crisis Nursery
Our traditional Crisis Nursery model provides shelter and intervention for children in a home-like setting that includes play spaces, a dining area, sibling bedrooms, and a family room.

Pediatric Crisis Nursery
Our Pediatric Crisis Nursery model includes an additional tier of medically-related services for children to improve child wellness, reduce hospital stays and readmissions, and increase caregiver capacity to support their child’s medical needs.

Family Center
Our Family Preservation services include private onsite family visitation, parent education, case management, trauma services, and Aftercare support sessions.

Our Impact

Family Preservation:
98% of children were reunited with their parents after their stay at Providence House. Beyond keeping our families together, they are stronger and more self-sufficient after engaging in our services with a 73% increase in employment, a 16% increase in families living in their own house or apartment, and a 33% increase in income.¹

Foster Care Prevention:
An external evaluation found that families using Providence House services were far less likely to have their children placed in foster care. 82% of children we served remained out of foster care long-term.²

Community Savings:
Our services are less costly than foster care, victim treatment services, and long-term healthcare costs. Over $8 million in savings is realized annually in Cuyahoga County due to our services.³
Service Offerings Aligned to our Mission

- **We Protect Children** - by providing for their physical, emotional, developmental, and educational needs
  - Children’s Emergency Shelter
  - Children’s Direct Care and Services
  - Children’s Medical Care and Monitoring

- **We Support Families** - by connecting them to resources, cultivating nurturing practices, and encouraging responsibility
  - Family Case Management and Aftercare
  - Parent Support and Education
  - Family Medical Skills Training
  - Family Trauma Services

- **We Strengthen Community** - by advocating for underserved families and demonstrating the lasting impact of prevention
  - Collaborative partner with over 100 public and private agencies to coordinate and “wrap around” services for family stability
  - Over 150 outreach events annually to promote the prevention of child maltreatment
SUPPORTED IN A TIME OF CRISIS
Providence House cares for children

“Providence House is filled with good people. They care so much,” said Jasmine. Providence House supported Jasmine and her family in their time of need. “They helped us with everything. They’ve provided items for our family that we needed to be independent. For the first time in my life I feel like I can do motherhood now.”
Our Values and Philosophy

- Multi-generation focused
- Individualized, strengths based approach from moment of inquiry
- Data culture with commitment to quality outcomes and continuous innovation
- Recognize the value of our niche service and core competencies
  - Partner with others to link families to everything they need to succeed
- Acknowledgement and respect for the difficult situation and choice families are making
In our parent’s words..

TO ALL THE STAFF
AT PROVIDENCE HOUSE,

1.5.14

YOU ALL ARE AMAZING. YOU CARED SO MUCH FOR MY KIDS. I NEVER TURNED US AWAY. YOU NEVER GAVE UP ON ME. YOU STOOD BY ME WHEN THINGS GOT HARD. YOU TOOK CARE OF MY BABIES WHEN I COULDN'T. THANK YOU SO MUCH FOR THINKING OF US ON CHRISTMAS. I HAD AN AWESOME TIME. AND I FELT LIKE I WAS WITH 'FAMILY'. YOU GUYS ARE THE BEST. AND I KNOW YOU WILL ALWAYS KEEP MY KIDS SAFE. THANK YOU. GOD BLESS YOU.

❤ ALWAYS
“I felt like the scum of the earth the day I brought [my children] there! But you and your staff were so warm, and welcoming, I wanted to break down in tears. Not from parting with my children, (that too!) but it felt so good being treated like a human being that needed help!”
**Our Results:**

Engaged Parents and Reunited Families

- 90% of families engaged in services
- 99% of parents reported bond with their child stayed the same or improved
  - 46% of parents reported improved bond
- 99% of children reunited with their parent/guardian
  - <1% discharged with an adoption plan
Foster Care Costs

- 1 in 8 children will experience maltreatment.

- Annual foster care cost is $25,782
  - Upwards of $91,250 when considering physical, mental, or behavioral health needs

- Providence House saves over $8 million dollars annually

- Foster care costs us $4 for every $1 we spend
External Evaluation:
Foster Care Prevention Findings

- **Reduced Foster Care Placements**: 82% of children in study remained out of foster care
- **Successful Minority Families**: Minority families (African American and Bi-racial) were the most successful (vs. Caucasian) with more engagement in services and less foster care involvement
- **Sometimes It Takes More Than Once**: 26% of children had multiple admissions, but were not more likely to have foster care involvement
Social Determinants of Health

Providence House Helps Families Build Stability By Addressing the Social Determinants of Health

Social determinants of health are the conditions in which we are born, live, work, and age. These are factors beyond health care that can positively or negatively impact our health and wellbeing:

- Childhood Experiences
- Family Income
- Our Communities
- Employment
- Social Support
- Access to Health Services
- Education
- Housing
Our Findings

Providence House partnered with The Partnership for Program Evaluation and Research Implementation (PERI), a high quality program evaluation resource for health and human services organizations. The PERI external evaluation completed by researchers from the Begun Center at Case Western Reserve University showed Providence House clients are more likely to be enrolled in school, employed, and have their own house/apartment after using our services.

- **Educational Engagement**: 30% increase in child educational enrollment.
- **Employment Attainment**: 73% improvement in the number of clients who are employed.
- **Housing Stability**: 16% increase in families living in their own house or apartment.
- **Healthcare Access**: 80% of children served received a checkup at Providence House. 13% of Pediatric Crisis Nursery children were reconnected to medical support services and care coordination.
QUESTIONS
NEW OPPORTUNITIES FOR CRISIS NURSERIES
The Need: Foster Care System in Crisis

GA: Department of Family Services faces foster parent shortage (Includes video)
WTOC - May 29, 2019
A haunting reality in Chatham County with too many children in foster care and not enough foster parents. The shortage is forcing these children to be placed in counties across Georgia, hundreds of miles from their homes. Ultimately, moving these kids far away from their legal guardians lowers the chances of a successful reunion.
https://www.wtoc.com/2019/05/30/department-family-services-faces-foster-parent-shortage/

MA: The foster care crisis in Massachusetts: common sense solutions, not ideology, are needed (Commentary)
Child Welfare Monitor - May 28, 2019
Many states have seen their emergency shelters become warehouses for children for whom a placement cannot be found. As a result, some states have closed these facilities–instead of improving them. But these closures don’t solve the problem that homes are not available.

US: The Drug War’s Hidden Foster Care Crisis (Commentary)
Reason - May 28, 2019
Between 2012 and 2016, the number of children placed annually into foster care in the U.S. increased by 10 percent. A significant driver of the rise was opioid addiction.
Growing recognition that we need to do something different!

Meet the 2019 Children’s Bureau Champions

The Children's Bureau Champion Awards honor those who have demonstrated an extraordinary commitment to improving the overall health and well-being of our nation's children and families. The 2019 honorees are:

For Preventing Child Maltreatment

Providence House (Cleveland, OH)

Founded in 1981 to provide emergency shelter for children in Greater Cleveland whose families were experiencing a crisis, Providence House supports one of the longest lengths of stay among nurseries in the U.S. and the deepest levels of services beyond children's emergency shelter, promoting family stability and preservation and preventing foster care placements. The program uses a multi-generation approach to keep children aged newborn to 12 years old safe and works with parents to address root causes of family instability. In doing so, they connect parents to necessary supports and help them break away from behaviors and systems that breed situations that lead to child abuse and neglect. Children at Providence House receive emergency shelter and basic needs, as well as direct care through trained early childcare staff. While children are at Providence House, parents maintain custody and have time to focus on treatment and rebuilding. Licensed social workers work with parents using a strengths-based perspective that emphasizes resources and existing support systems. Providence House has built partnerships with over 100 organizations in the greater Cleveland community to ensure that children and families get the services and support they need to succeed.
Solution: Family Preservation Crisis Nurseries

Keep kids safe and families together

- Protect children in a safe, licensed, home-like setting
- Families fear the “system” and need a safe place for their children to go while they get help to stabilize and be safe long-term
  - Frequent parent/child interaction, parent remains the “expert” on their child
  - Supporting stable, self-sufficient caregivers and resilient families
  - Breaking multi-generational cycles of abuse, neglect, and system involvement
- Foster Care is reactive solution after maltreatment occurs — crisis nurseries can prevent crisis from escalating!
Upcoming Opportunity:
Family First Prevention Services Act

Public Law 115-123
DIVISION E—HEALTH AND HUMAN SERVICES EXTENDERS
TITLE VII—FAMILY FIRST PREVENTION SERVICES ACT
CONVENING, COACHING, AND CONSULTING SUPPORTS
Who can we help?

Existing crisis nurseries seeking stability, looking to grow outcomes, or wanting to connect with other nurseries.

Task forces, health systems, and public agencies that see need for a crisis nursery in their community.

A person, small team, or big team that needs help with startup feasibility, a startup work plan, and fundable business plan to launch a new crisis nursery program.
How can we help?

Startups

- Stakeholder presentations to help other leaders understand the role a crisis nursery can play to meet your community’s greatest needs.

- Feasibility assessment of your community for location, funding, partners, licensing, etc.

- Startup assessment to help Providence House understand what you have already accomplished, your strengths, what other steps need to be done, and how we can provide support.
  
  - Coaching to create a plan for getting funded and launched
  
  - Tools and resources to help you to get to day one operating
How can we help?

Current Crisis Nurseries

- Learning curriculums to address specific needs
  - Funding
  - Trauma Informed Care
  - Outcomes Measurement and Evaluation
  - Staff and Volunteer Management

- Individualized coaching on:
  - Service Delivery including training and materials, forms, manuals, logs, and data tracking
  - Business Operations including board governance, fiscal management, HR, Compliance, Fundraising, Marketing and Outreach

- Technical assistance for ongoing support for questions, quality reviews, advocacy, and troubleshooting
How can we help?

Building a Crisis Nursery Community

- An online platform to increase the impact of the crisis nursery community nationwide by sharing ideas and initiatives

- Goals:
  - Provide an opportunity for crisis nurseries to connect with one another
    - Includes researchers and advocates
  - A platform to deliver Providence House web-based learning and coaching
WHAT ELSE DO YOU WANT TO LEARN?
Thank you for your time!

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