

OCAP Community and Stakeholder Survey Analysis

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KEY FINDINGS FOR COMMUNITY

Demographics

- 270 respondents (85% mothers; average age 43 years)
- 55 counties (12 analyzed with 5+ respondents)
- 42% respondents' children over 18 years
- Mostly White, non-Hispanic (60%)
- 73% college graduate or higher
 - Less than 1/3 Hispanic respondents had a college degree or higher
- 62% income \geq \$50,000
 - Hispanic parents had the lowest income, while WhiteNH and Native American had the highest
 - Those with higher degrees were more likely to have higher incomes
- 82% employed full time
 - Only 50% of Hispanic respondents were employed full-time
 - Those with higher degrees were more likely to have full-time employment
- 18% respondent and/or respondent's partner served in U.S. military
 - Most (33%) of these respondents were African American

Recommendations: Hispanic communities need targeted help to improve education, income, and employment

Awareness and Use of Community Resources

SUMMARY: Most had heard of resources but not used them.

- Most unheard of: parent support programs (35%)
- Most used: insurance/healthcare resources (48%) and concrete resources (36%)
- Minority, low income, and low education parents were both most likely to have used services *and* not heard of services
 - Implies that they're generally unaware of services, but once aware, are more likely to use them
- Use of parent support and home-based services were correlated with less child development knowledge, less positive family relationships/communication, and a less positive sense of community
 - This may be because parents struggling with these topics seek out/are referred to these services

AGE: Older parents were more likely to have used parent-support programs and disability resources, whereas younger parents were more likely to have used concrete and insurance resources

RACE/ETHNICITY: Hispanic respondents were less likely to have heard of job/education or mental health resources, but were more likely to have used insurance and home-based services

INCOME: Lower income parents were more likely to have used home-based services, concrete resources, and insurance resources, but were least likely to be aware of mental health resources

EDUCATION: Lower education respondents were more likely to have used home-based, insurance, and concrete resources; they were less likely to have heard of job/education and mental health resources

MILITARY SERVICE: Veterans were more likely to have used education/employment and disability resources

COUNTY:

- Washington County parents overall tended to use services more frequently
- Canadian, Custer, Muskogee, Rogers, and Washington County parents were unaware of parent support programs
- The majority of those from Canadian, Custer, Muskogee, and Washington Counties had used concrete resources
- Logan County parents lacked awareness of home-based services

Recommendations: Increase awareness of all programs, especially parent support programs, and especially job/education and mental health resources to target populations; continue support and improvement of home-based services, insurance, and concrete resources; individualized plans for counties.

TARGET POPULATIONS: minority, low income, low education

Ease of Access

SUMMARY:

- Parents found these services **easiest** to access:
 - Prenatal healthcare
 - Affordable, quality child education
 - Parenting education
 - Concrete resources (food, housing, clothing)
 - Sports/recreational programs for children
- Parents found these services **hardest** to access:
 - Mental health screening/treatment
 - Services to address child's social/emotional/behavioral development
 - Affordable, quality child care
 - Services appropriate for culture/language
- Of those who have used home-based services, the majority (42%) said it was difficult to access services to address concerns for child's development
- Of those who have used parent support services, the majority (52%) said it was difficult to access services to address concerns for child's development
- Of those who have used concrete resource programs, the majority (46%) said it was easy to access

AGE: Parents in their 30s/40s found it easier than teenage parents to access prenatal care and child education.

RACE/ETHNICITY: Minority populations (especially African American parents, followed by Hispanic) found access more difficult than WhiteNH respondents.

INCOME: Low income parents found it most difficult to access mental health resources, child development resources, sports/recreational children's programs, child care, and services for culture/language.

EDUCATION: Lower education respondents had more difficulty accessing sports/recreational children's programs and services for culture/language.

COUNTY:

- Pittsburg County respondents were the only ones where the majority found mental health services easy to access

- Muskogee County parents had the most trouble accessing concrete resources
- Canadian, Cleveland, Custer, Logan, Oklahoma, Osage, Pottawatomie, Rogers, Tulsa, and Washington Counties lacked services appropriate for culture/language
- Cleveland, Oklahoma, and Washington County parents lacked easy access to child care
- Oklahoma and Washington County respondents had difficulty accessing child development resources

Recommendations: Improve access to mental health, child development, child care, and cultural/bilingual services; increase interagency collaboration/referrals between home-based/parent support programs and child development specialists; individualized plans for counties

TARGET POPULATIONS: teenage parents, minority, low income, low education

Knowledge of Where to Find Resources

SUMMARY: The majority parents knew where to go if they needed help with basic material resources, mental health resources, and parenting resources.

- Exception: parents were split (some agreed, some disagreed) on where to find clothing and help for substance abuse
- **NOTE:** although the majority did know where to locate resources, there were still 1 in 3 parents (or more) who didn't know where to find help for concrete resources (food, housing, clothes), jobs, substance abuse, concerns about child's behavior, concern about intimate partner violence (IPV), information about parenting, home-based services, and quality child care

RACE/ETHNICITY: African American parents had the least knowledge of where to find help for most services, followed by Hispanic parents.

INCOME: Low income respondents had the least knowledge of where to find food and clothing resources and help for substance abuse.

EDUCATION: Respondents with lower levels of education were less likely to know where to go to get help for healthcare, concerns about behavior toward child, concerns about IPV, depression, substance abuse, concerns about child's behavior, child care, food, and child development information.

COUNTY:

- Custer County parents lacked knowledge of where to get help for food and clothing
- Muskogee County respondents lacked knowledge of where to find help for clothing, job resources, concerns about child's behavior, and quality child care
- Osage County parents lacked knowledge of where to find help for clothing, parenting services, home-based services, and quality child care
- Washington County parents lacked knowledge of where to find help for clothing, child development information, parenting information, and home-based services

Recommendations: Increase awareness of resources to address: concrete needs, clothing needs, jobs, substance abuse, concerns about child's behavior, concerns about IPV, information about parenting, home-based services, and child care; individualized plans for counties

TARGET POPULATIONS: minority, low income, low education

Sense of Community

SUMMARY: Most parents felt safe and satisfied with their neighborhood, believed they could depend on others in the community, and had a support network.

- *NOTE:* 1 in 7 parents did *not* have a support network nearby
- A positive sense of community was related to easier access to many services, better family life, and more knowledge of where to find resources
 - This may be due to socioeconomic variables
- African American, low income, and low education respondents were less likely to feel safe, satisfied, dependent upon, and supported in their communities

RACE/ETHNICITY: Native American respondents felt the most positive about their communities.

COUNTY: Tulsa, Washington, and Pittsburg County parents were least likely to feel they could depend on others in their communities.

Recommendations: Continue to support safety and interpersonal relationships within communities; provide local support networks for parents; improve community support for Tulsa, Washington, and Pittsburg counties

TARGET POPULATIONS: African American, low income, low education

Knowledge of Child Abuse/Neglect (CAN)

SUMMARY: Most parents were against physically disciplining their child and partner, and felt confident in their ability to report CAN appropriately.

- *NOTE:* Over 1/3 parents did think it was sometimes necessary to physically discipline (spanking, restraining, hitting, etc.) their child
 - WhiteNH, African American, low income, female, and low education parents were most likely to agree that this is sometimes necessary
- 53% parents have reported CAN in the past
- 81% are familiar with Oklahoma reporting laws
- **29 (13%) of respondents are currently concerned about a child they know being abused/neglected**

RACE/ETHNICITY: Native American participants struggled more than others in knowing how to report CAN appropriately and Hispanic respondents were least knowledgeable of Oklahoma reporting laws.

INCOME: Low income parents were less likely to know how to report CAN appropriately.

EDUCATION: Lower education parents were less likely to have reported CAN in the past and to be familiar with Oklahoma reporting laws.

COUNTY: Rogers County parents had the least knowledge of Oklahoma reporting laws.

Recommendations: Increase parental knowledge of CAN; increase parental knowledge of reporting laws/procedures, especially in Rogers County; increase knowledge of alternative ways to discipline children

TARGET POPULATIONS: low income, low education

Knowledge of Child Development

SUMMARY: Most parents felt knowledgeable about their child's development.

- More child development knowledge was related to higher education, higher income, having older child(ren), and positive family relationships/communication
- African American, Hispanic, low income, and male respondents were most likely to believe their child misbehaves just to upset them

RACE/ETHNICITY: Hispanic respondents had less child development knowledge and African American parents struggled most in knowing how to help their child learn and knowing what to expect as the child grows/develops.

EDUCATION: Low education respondents had less knowledge of how to help their child learn and what to expect from child's development.

Recommendations: Increase knowledge of child development

TARGET POPULATIONS: young parents, fathers, minority, low income, low education

Family Life

SUMMARY: The majority of parents had positive family relationships/communication and relatively low stress.

- Positive family relationships/communication was related to higher education, higher income, and less stress
- Younger parents, low income parents, and low education parents were less likely to find community resources when necessary

RACE/ETHNICITY: Hispanic respondents had less positive family relationship/communication.

INCOME: Low income parents were less likely to talk about problems, listen to each other, solve problems in their families, and consistently meet basic material needs; they were also more likely to feel overwhelmed.

EDUCATION: Low education parents were less likely to listen to each other, solve problems, and enjoy spending time together

COUNTY: Washington County respondents were consistently split on answers, indicating a slightly less positive family life overall.

Recommendations: Improve family relationships and communication

TARGET POPULATIONS: Hispanic, young parents, low income, low education

KEY FINDINGS FOR PROFESSIONALS

Demographics/Career

- 656 professionals
- 54 counties (26 were analyzed with to 5+ respondents)
- 92% female
- 71% White non-Hispanic (WhiteNH)
- Majority college graduates (39%) or master's degree graduates (37%)
 - WhiteNH and African American professionals most frequently possessed master's degrees or higher
- Majority worked in government/tribal organizations (govt/tribal; 42%) or non-profit not otherwise specified (non-profit NOS; 40%)
 - Govt/tribal professionals mostly had a college degree; non-profit NOS professionals mostly had a master's degree
 - Hispanic and African American professionals were more likely to work in non-profit NOS
- Majority worked directly with client (direct client; 65%)
 - All levels of education were just as likely to work directly with clients; may be important, as those with minimal education (less than college degree) were generally less knowledgeable about CAN and community services
 - Hispanic and African American professionals were most likely to have advocate/education positions
- Half had 11+ years of experience working with children/families
 - On average, Hispanic professionals worked with children for the least amount of time

Awareness of and Referral to Community Resources

SUMMARY: Most professionals had heard of and referred clients to community resources.

- Most referred to: concrete and insurance resources
- Most unheard of: parent support programs (22%)
- 63% of professionals felt "very confident" in their ability to refer clients to resources that best meet their needs
- Professionals in child care and faith-based services, advocate/education roles, and those with minimal (0-1 year) experience and minimal (less than college degree) education working with children were least likely to have heard of services
- Those in child care and faith-based organizations, as well as those with minimal experience and minimal education, were all less confident in their abilities to refer clients to appropriate resources.

CAREER: Professionals in non-profit NOS and direct client positions, as well as those with 5+ years of experience, were most likely to have referred clients to services.

- Advocate/education professionals were least likely to have heard of job/education and disability resources
- Those with minimal experience were least likely to have heard of home-based, disability, and child care resources

RACE/ETHNICITY: All races/ethnicities were similarly likely to be aware of and refer services, as well as be confident in their ability to refer clients to resources.

EDUCATION: Those with college degrees or higher were most likely to have referred clients to a variety of services.

- Professionals with minimal education were least likely to have heard of job/education, disability, and mental health resources

- Professionals with a college degree or higher were most likely to refer clients to parent support programs and mental health resources

COUNTY:

- Grady County professionals most frequently referred clients to services
- 25% Muskogee and Creek professionals don't feel confident they can refer clients to appropriate resources, while those in Garfield, Haskell, and Pittsburg felt most confident
- 1/3rd of Wagoner County respondents haven't heard of job/employment and disability resources
- Payne County professionals were least likely to have heard of disability and child care resources
- 25% Muskogee County respondents have not heard of mental health resources

Recommendations: Increase professional awareness of parent support programs; continue support and improvement of concrete and insurance resources; increase confidence in resource referrals; individualized plans for counties

TARGET POPULATIONS: professionals in child care, faith-based, advocate/education, minimal experience, minimal education

Child Abuse and Neglect (CAN) Training

SUMMARY: Roughly half the professionals had taken a variety of trainings.

- Most frequent trainings: trauma-informed care (64%) and ACEs (62%)
- Least frequent trainings: victimization (60% not taken training) and detection (58% not taken training)
- 80% said their agency does provide CAN training/provides access to classes outside the agency
- Professionals in child care, faith-based, and advocate/education positions, as well as those with minimal experience and minimal education, were least likely to have taken CAN-related trainings

CAREER:

- Those in non-profit NOS and school/education settings were most likely to work for agencies that provide CAN training, while those in mental health were most unlikely
 - Fewer than 10% of child care professionals had taken trainings on protective factors, trauma-informed care, and IPV; fewer than 10% of faith-based professionals had taken training for victimization
- Direct client professionals had the most training, though all roles were fairly similar
 - Those in advocate/education roles were least likely to have victimization, detection, risk factors for maltreatment, and IPV
- Professionals with minimal experience had taken the fewest trainings, followed by professionals with over 20 years of experience
 - This may suggest older professionals are not as current as 'younger' professionals
 - Those with minimal experience were specifically lacking training on victimization, ACEs, detection, reporting, and risk factors for maltreatment

RACE/ETHNICITY: Hispanic professionals tended to have taken more trainings.

EDUCATION: Professionals with minimal education were unlikely to work for an agency that provides CAN training.

- The most frequent training for those with minimal education was for reporting procedures, but still less than half had taken this

COUNTY: Rogers and Wagoner County professionals were least likely to have trainings, while those in Payne and Logan Counties were most likely to have had trainings. Rogers County respondents were also most likely to report their agency does *not* provide CAN training.

Recommendations: Provide more classes on victimization and detection; encourage more training participation overall and increase number of agencies providing training; individualized plans for counties

TARGET POPULATIONS: Professionals in child care, faith-based, advocate/education, minimal experience, minimal education

Knowledge of CAN/Laws

SUMMARY: The majority of professionals felt ‘very confident’ in their ability to identify CAN and successfully report it, but many were split in their confidence in identifying IPV. Most professionals had strong knowledge of ACEs (68%) and protective factors (63%). Most respondents (85%) have reported CAN in the past and only 15% have a current CAN concern.

- Faith-based and advocate/education professionals, as well as those with minimal experience and minimal education, were least confident in their abilities to identify CAN and IPV and report CAN properly

CAREER:

- School/education professionals were most knowledgeable of ACEs and protective factors and most likely to have reported CAN in the past
- Mental health professionals were most likely to have current CAN concerns, followed by those in school/education professions
 - This may be due to the nature of their work, in general
- Child care professionals were the most confident in their ability to identify CAN and successfully report CAN properly, but had little knowledge of ACEs and protective factors
- Direct client professionals felt the most confident in their ability to identify CAN and IPV and successfully report CAN and had more frequently reported CAN in the past
- Those with over 5 years of experience were most knowledgeable of ACEs and protective factors
 - Nearly all professionals with 10+ years of experience had reported CAN in the past compared to just half of those with minimal experience

RACE/ETHNICITY: All races/ethnicities were similarly confident in ability to identify CAN and IPV, and report CAN properly; there were also no differences in knowledge of ACEs, past reporting of CAN, or current CAN concern. However, Hispanic professionals were more likely to feel knowledgeable about protective factors, compared to WhiteNH.

EDUCATION: Professionals with minimal education were less knowledgeable about ACEs and protective factors.

- Professionals with college degrees or higher were more likely to have reported CAN in the past and also have a current CAN concern
 - This may be due to their generally higher knowledge of CAN and reporting laws

COUNTY:

- Rogers and Woodward County professionals were the least confident in their ability to identify CAN and IPV, and report CAN properly, while those in Choctaw and Grady Counties felt the most confident
- Comanche and McClain County respondents felt the least knowledgeable about ACEs while those working in Choctaw, Grady, or Payne felt most informed
- Comanche and Canadian County respondents felt the least knowledgeable about protective factors, while Choctaw, Payne, and Grady County respondents felt well informed

Recommendations: Increase training for recognizing IPV; increase knowledge of ACEs and protective factors; individualized plans for counties

TARGET POPULATIONS: professionals in child care, faith-based, advocate/education, minimal experience, minimal education

Ease of Access

SUMMARY:

- Services believed to be easy for client to access:
 - Prenatal healthcare
 - Services to address child development concerns
 - Child education
 - Adult education
- Services believed to be difficult for client to access:
 - Child care
- Child care, advocate/education, those with over 20 years of experience, Native American, and professionals with minimal education were most likely to believe clients have easy access to services
- Non-profit NOS, school/education, Hispanic, and master's/doctorate degree professionals tended to believe client access to services was difficult
 - Race/ethnicity difference: This may be due in part to socioeconomic or community differences, especially in comparison to Native American respondents who might have more support through tribal groups

COUNTY: Haskell and Washington County professionals believed their clients had easy access to services, whereas those working in Creek and Blaine Counties believed their clients had the most difficulty.

Recommendations: Improve access to child care; continue support for access to prenatal healthcare, child development services, and child/adult education; individualized plans for counties; study perception discrepancies

TARGET POPULATIONS: dependent upon discrepancies results

Barriers to Services

SUMMARY: Professionals often felt the most significant barriers to access were cost and transportation, followed by the client's lack of knowledge of what is available in the community.

- Other barriers – concrete resources: criminal history, attitude (expectations, negative experiences with professionals), mental health, fear of immigration status, substance use, and number of available resources
- Other barriers – mental health resources: Attitudes (expectations, denial, lack of interest), stigma, difficult initial access (intake process, qualifications, availability), lack trained professionals (trauma-informed care)
- Other barriers – parent resources: Attitudes (distrust of professionals, denial of need), lack knowledge of benefits, availability issues, stigma, fear of reprimand (losing children)
- Other barriers – child care: Care for children with disabilities, lack quality, income qualifications
- Other barriers – healthcare: Uninsured/limited acceptance of certain insurances, lack training for professionals (especially for patients with disabilities), income qualifications, immigration status, attitude (lack motivation to seek help, denial of need)
- Native American, Hispanic, mental health, non-profit NOS, and professionals with 20+ years of experience were most likely to believe in multiple barriers to resources

CAREER:

- Organization: Child care professionals least frequently believed there were barriers
- Role: Professionals in all roles tended to agree on barriers
- Years of experience working with children: Those with 5 or fewer years were most hesitant by providing many split answers

EDUCATION: Professionals with minimal education often believed fewer barriers existed for resources; those with master's/doctoral degrees were also often split on answers, indicating possibly more insight into potential barriers.

- This indicates a perception difference and might be important

COUNTY: Professionals in Muskogee and Creek Counties most often cited multiple barriers to most resources, while those in Choctaw, McClain, and Rogers Counties cited the fewest barriers.

Recommendations: Improve cost and transportation for community resources; increase client knowledge of available resources; study perception discrepancies; individualized plans for counties

TARGET POPULATIONS: dependent upon discrepancies results

Community Resource Effectiveness

SUMMARY:

- Top 5 community strengths: home-based services, community awareness and involvement/advocacy, schools/teachers, knowledge and caring professionals, and interagency collaboration
 - Specifically, professionals cited strength through DHS, child care, general parenting education classes, availability of resources, and mental health services
- Least effective resources: DHS and advertisements/awareness campaigns, especially those without direct parental interaction
- Community challenges/need for improvement: lack of training/education of CAN (communities and professionals), limited availability of resources (especially mental health/substance abuse services), culture (stigma/fear, distrust of professionals, victim blaming), and understaffed, overworked agencies

Recommendations: Continue to support and strengthen home-based services, community awareness, and interagency collaboration; continue to support schools/teachers and other professionals; increase training/education of CAN; improve access/availability of resources; foster changes in attitude; individualized plans for counties

TARGET POPULATIONS: all professionals

SUGGESTED IMPROVEMENTS

INCREASE AWARENESS OF RESOURCES

- Increase awareness for parent support programs (for both parents and professionals)
 - Specifically parental awareness in Canadian, Custer, Muskogee, Rogers, and Washington Counties
- Target to minority (especially African American and Hispanic), low income, and low education parents
- Target faith-based, child care, advocate/education, and professionals with minimal experience and education
 - Target professionals in Muskogee, Creek, Wagoner, and Payne Counties

INCREASE ACCESS OF RESOURCES

- Increase access for mental health/substance abuse services, services to address child's social/emotional/behavioral development, affordable/quality child care, and services appropriate for culture/language
 - Professionals believed it was easy to access services for child's social/emotional/behavioral development
 - Disconnect of perception needs to be addressed
 - Professionals agreed child care is difficult to access
 - Improve access to affordable, quality child care
 - Improve cost and transportation to services
 - Change culture/attitude surrounding use of services (stigma, denial, fear of retaliation, etc.)
- Target younger, minority, low income, and low education parents
- Continue to support access to concrete and insurance/healthcare resources as they were the most used (parents) and the most referred to (professionals)
 - Increase access to concrete resources for Muskogee County parents
- Develop more local support networks for parents
- Improve neighborhood safety and interpersonal relationships for African American, low income, and low education communities
- Continue to support and strengthen home-based services, community involvement, schools/teachers, and interagency collaboration

INCREASE KNOWLEDGE OF CHILD ABUSE/NEGLECT AND RELATED LAWS

- Lower percent of parents who believe it's necessary to physically discipline child
 - Specifically target WhiteNH, African American, low income, female, and low education parents
- Increase parental knowledge of Oklahoma reporting laws and procedures by targeting specifically low income, low education, Native American, and Hispanic parents, as well as those in Rogers County
- Increase variety and attendance of trainings
 - Target child care, faith-based, advocate/education, minimal experience, and minimal education professionals, especially in Rogers, Wagoner, Comanche, Woodward, McClain, and Canadian Counties
 - Increase training of IPV detection, ACEs, protective factors, reporting

INCREASE KNOWLEDGE OF CHILD DEVELOPMENT

- Target African American, Hispanic, low income, male, and parents of young children

IMPROVE FAMILY RELATIONSHIPS/COMMUNICATION

- Target low income, low education, Hispanic, and Washington County parents