



New York State (NYS) Kinship Navigator System of Care Evaluation Oct 2018-Sept 2021

June 2020 Update

NYS Kinship Navigator is an information, referral, and education program operated by the Catholic Family Center.

NYS Kinship Navigator System of Care strives to enhance current information, referral, and support services for kinship caregivers.

The Center for Human Services Research at the University at Albany is the evaluator.

Target Population: Kinship Caregivers

Grandparents, other non-parent relatives, or anyone with a positive relationship to the family who is privately caring for a child in the absence of a biological parent.



Interventions

County Based Kinship (CBK) programs

Local service agencies provide in-person or by-phone case management and peer-to-peer support groups.

Virtual Case Management (VCM)

Kinship Navigator staff provide at-a-distance virtual case management services.

Evaluation Activities

Using a quasi-experimental, mixed methods design, CBK and VCM surveyed kinship caregivers are divided into target and comparison groups. While the comparison groups receive services as usual, the target groups receive the following interventions:

1 CBK target group members receive case management, participate in peer-to-peer support groups and are surveyed by phone at baseline, 6- and 12-month time points.

2 VCM target group members receive intensive virtual case management and are surveyed by phone at baseline, 3- and 6-month time points.

Findings as of June 2020

A majority of CBK target group members agreed in their first follow-up assessment that:

- 89%** their local case manager listened and understood their needs
n=42
- 87%** their local case manager provided referrals to relevant services
n=41
- 72%** their peer-to-peer support group provided suggestions for dealing with relevant concerns
n=26

A majority of VCM target group members agreed in their first follow-up assessment that:

- 88%** their virtual case manager provided referrals to relevant services
n=22
- 64%** their virtual case manager contacted service organizations to assist the caregiver with service enrollment
n=16
- 84%** they were satisfied with the assistance their virtual case manager provided in connecting them with services
n=16

