

Case Study 2 Organization: Southeast Resource Development Corp (SERDC) Program: Success through Advocacy and Role-Modelling (STAR)

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1. Program description

Provide background information about your organization and program.

STAR is an FASD Prevention Program for communities in the reserve, whose overall goal is to prevent prenatal exposure to alcohol and/or drugs in future children born to women at risk of using substances during pregnancy. The STAR Program has been up and running for about 10 years now, and covers 6 sites (2 cluster sites, 4 community-based sites, total of 17 communities) across the province.

The Star Program's goals and objectives are achieved through delivery of a client-centred, strength and evidence-based case management program. Mentors deliver culturally respectful appropriate interventions and support services to at risk women and their target child.

The overall goal of the STAR Program is to prevent prenatal exposure to alcohol and/or drugs in future children born to women at risk of using substances during pregnancy. The specific objectives of the program are:

- To assist women to engage in harm reduction strategies and/or obtain alcohol and/or drug treatment;
- To support women in their efforts to provide a safe and healthy environment and improved quality of life for themselves and their children;
- To link women to community resources in order to help them reduce isolation, to improve access to needed resources, and to become more independent:
- To reduce the number of alcohol/drug exposed births through abstinence from alcohol/drugs and improved access to reliable family planning methods;
- To demonstrate to community service providers strategies for working more effectively with this population through advocating to improve the outcomes for both women and children; and
- To facilitate access to FASD diagnosis and to connect clients to internal/external supports and services.

2. Reason/s for the evaluation

Briefly explain why you want/need to evaluate this program (including who the intended users of the information are and how the information may end up being used).

At the core, Peer Support is truly about providing in depth program support to community programs - and not at all about monitoring or authoritative control. It is about employing the same strength based philosophy that is expected by the individual practitioner; highlighting all that is being done well by the program. Utilization of the Service Delivery Review will ensure a consistent and thorough review and documentation of STAR Program delivery at the various sites. Documentation will be





consistent with the strength-based philosophy of the program and highlight program successes as well as potential solutions to identified challenges.

3. Evaluation questions

What would you like to know (find out) from the evaluation?

How each STAR site strives to meet the STAR program standards – its mandates, goals, objectives, activities and initiatives set forth within established work plans and budgets



STAR Program Process Map Mentor receives referral Within 14 days of receiving the referral, the mentor enters the referral on the database and determines whether or not the client should be enrolled. This may include calling the person to introduce the program and ask if they want to participate. Person ineligible, mentor Person eligible Mentor reports referral outcome to referring agent refers person to other resources/programs Mentor completes first face-to-face visit. Mentor reviews and has the client sign the Client Service Agreement Mentor inputs Client Service Agreement into the database Program manager assigns mentor to client on the database immediately. Now the mentor can enter other information for that client (like case notes). Mentor continues to work with client and inputs case notes every time she has contact with the client, traces the client, or does any Mentor inputs case notes from first visit by the referrals/advocacy for the client. The mentor should help the client set end of the week goals within the first 2 months! Enter client goals into the database. Program manager completes a STAR Intake with the client. According to Regional Standards, this should Mentor revisits goals every 4 months be done within 14 days of receiving referral If Section A of the STAR Intake was completed, Every 12 months, the program manager program manager completes Target Child complete at Yearly Check-In with the client **Profile** 9 months later. Client needs to stay in the Client can exit the program; program- mentor continues mentor completes a File After 3 years in the program, the mentor and the program visits, goal setting, referrals, Closure Form on the manager assess if the client should exit the program and advocacy database

Throughout this process:

- Program manager does weekly reflective supervision with mentors (minimum 1 hour every week)
- Group reflective supervision: 5 hours every 6 weeks for tribal councils and 2 hours/week for community-based programs
- Program manager/clinical supervisor reviews client cases with mentors every 3 months.
- Program manager shadows mentor on client visits to evaluate performance annually
- Program manager does 2+ FASD prevention activities in the community(ies) on a yearly basis