



**Arizona Families F.I.R.S.T. Program
Annual Evaluation Report
State Fiscal Year 2021
July 1, 2020 – June 30, 2021
April 2022**



LeCroy & Milligan
ASSOCIATES, INC.

Arizona Families F.I.R.S.T. Program Annual Evaluation Report State Fiscal Year 2021 July 1, 2020 – June 30, 2021

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About LeCroy & Milligan Associates, Inc.:

Founded in 1991, LeCroy & Milligan Associates, Inc. is a consulting firm specializing in social services and education program evaluation and training that is comprehensive, research-driven and useful. Our goal is to provide effective program evaluation and training that enables stakeholders to document outcomes, provide accountability, and engage in continuous program improvement. With central offices located in Tucson, Arizona, LMA has worked at the local, state and national level with a broad spectrum of social services, criminal justice, education and behavioral health programs.

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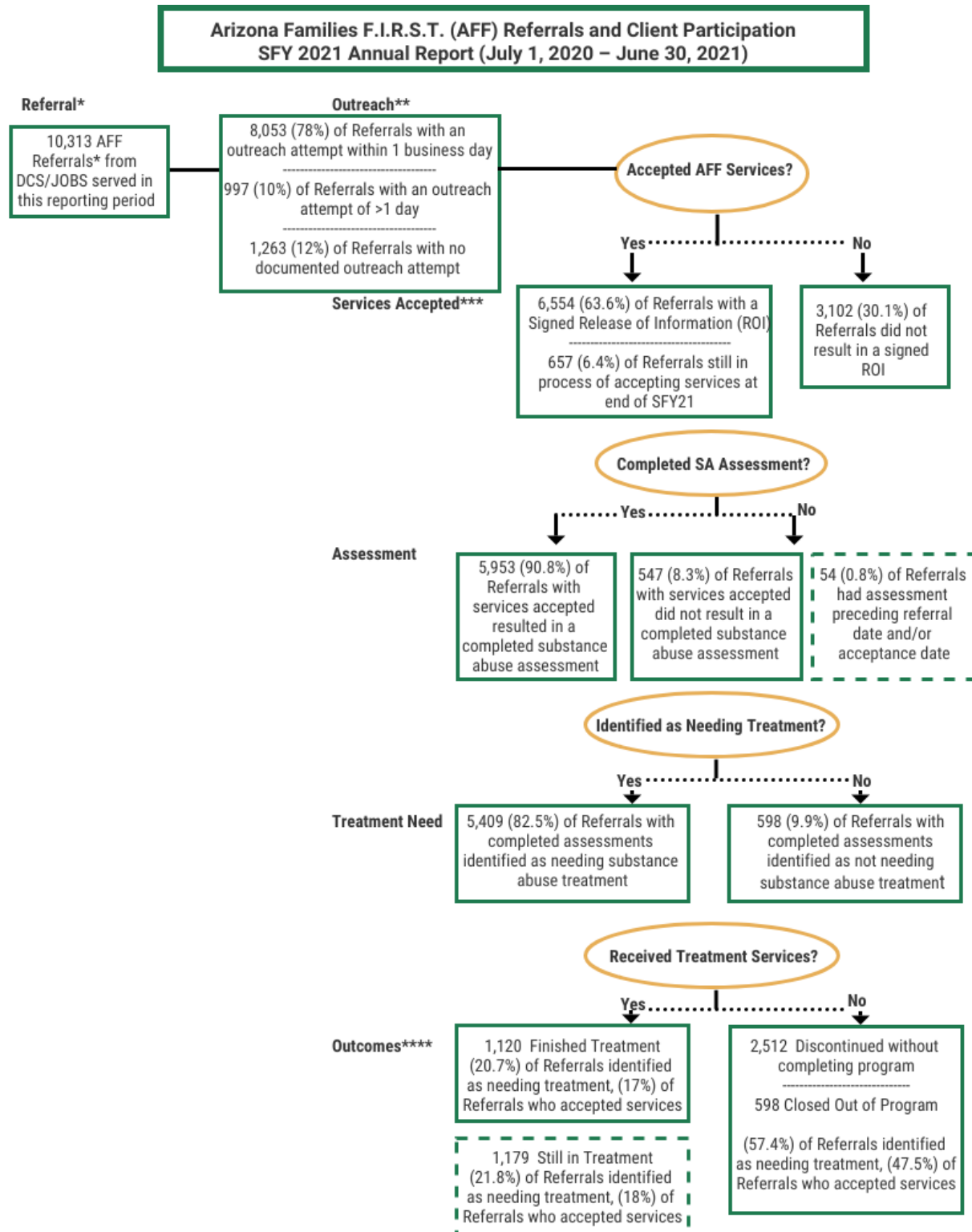
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Exhibit 1. Arizona Families F.I.R.S.T Referrals and Client Participation



*7,519 (72.9%) of AFF referrals from DCS/JOBS served in this reporting period had referral dates during SFY2021.

**1,263 (12.2%) of referrals did not have a documented outreach attempt after referral therefore were not served during SFY 2021.

***Services may have been accepted prior to SFY 2021.

****Cases closed out of program include clients: unable to be located, moved out of area, passed away, or was incarcerated, and types of missing data such as no closure reasons reported.

Introduction

Program Overview

The Need for the AZ Families F.I.R.S.T. (AFF) Program

Parental substance abuse has been shown to have negative impacts on the well-being of children throughout their lifespans (McGovern et al., 2020). It is estimated that in 2019, 656,000 children were victims of child abuse or neglect (U.S. Department of Health & Human Services, 2021 [DHHS]). Nearly 40% of the children who were placed in out-of-home care were due to parental alcohol or substance abuse (U.S. DHHS, 2020). Households with parental substance abuse concerns are often unsafe environments and place the children at an increased risk for child abuse, which in turn increases risk factors in those children for mental health, substance use, suicide attempts, and risky sexual behaviors (Goldberg & Blaauw, 2019).

In Arizona, the Department of Child Safety's (DCS) Hotline data showed a total of 44,207 reports were made in FY2021 with 5,013 (11.3%) of them involving a Substance Exposed Newborn (SEN).

In March of 2020, COVID-19 was declared a global pandemic, creating a concerning snowball effect for families. Throughout the pandemic, unemployment rates have increased and created additional concerns for child abuse and neglect due to added difficulty for parents to meet their family's basic needs (Lee et al., 2021). Financial stressors caused by unemployment have also been linked to negatively impacting parents' mental health, and increasing substance use, which in turn is a predictor of child abuse and maltreatment. These factors have suggested that children may be at higher risk for child abuse and neglect during the COVID-19 pandemic. While unemployment rates peaked in April 2020 to 13.4%, it has been gradually reducing throughout 2021 down to 5.4% as of July 2021, though still elevated from before the pandemic when the rate was around 3.8% (U.S. Bureau of Labor Statistics, 2021).

The Arizona Families F.I.R.S.T. (AFF) program fills a critical need for the state by providing varied treatment options, resources, and tools to help parents in the child welfare system and unemployed Temporary Aid to Needy Families' (TANF) clients recover from substance use disorder. This annual report reviews the AFF program model, assesses AFF program implementation and program outcomes, and includes recommendations for program improvement.



AFF Program Goals

The AFF program is designed to help clients address substance use issues that affect their ability to appropriately care for their children and/or their ability to obtain and maintain employment. To reduce or eliminate abuse of, and dependence on, alcohol and other substances, the AFF program offers a variety of treatment and supportive services to:

1. Parents, guardians, or custodians of a child involved in a DCS maltreatment report, whose substance abuse is a significant barrier to maintaining, preserving, or reunifying the family; and
2. Department of Economic Security's (DES) JOBS Program clients who receive TANF cash assistance and whose substance abuse is a significant barrier to obtaining or maintaining steady employment.

The Arizona Revised Statutes 8-882, 8-883 and 8-884, which established the AFF program as a partnership between the Arizona Department of Health Services (now the Arizona Health Care Cost Containment System [AHCCCS]) and DCS, state that the AFF program goals are to:

- Increase the availability, timeliness, and accessibility of substance abuse treatment;
- Improve child safety and family stability, and increase the number of children in out-of-home care who achieve permanency, with a preference for reunification with the child's birth family;
- Increase the number of TANF recipients that obtain and maintain employment;
- Promote recovery from alcohol and drug problems;
- Reduce the recurrence of child abuse and/or neglect; and
- Decrease the number of days in foster care per child.

Exhibit 1 shows AFF client participation and referrals for SFY 2021.



Report Overview

Arizona Revised Statutes 8-884 requires DCS to receive three quarterly and one annual evaluation of the AFF program. Quarterly evaluations and reporting are used to: 1) track performance measures by each provider; 2) identify data quality issues mid-term; and 3) provide mid-term data as needed (e.g., for the Arizona Legislature, Joint Legislative Budget Committee, DCS Executive Team, mandatory agency reports, etc.). Quarterly reports are also used during quality assurance and technical assistance site visits to review and assess progress on key program activities.

This annual report covers the State Fiscal Year 2021 (July 1, 2020 to June 30, 2021) (SFY 2021) and includes both process and outcome evaluation components. The process evaluation section describes the characteristics of AFF participants, the degree of AFF program participation, and the extent to which AFF providers met AFF timelines. The outcome evaluation section examines the program's impact on subsequent reports of child maltreatment. Information about the methods used for both the process and outcome evaluations are included in Appendix A.

Data Limitations for SFY 2021

Please note that for this reporting period there will not be any findings presented on the child welfare permanency related outcomes. The transition the past year from the DCS CHILDS administrative data system to the new DCS Guardian administrative data system has delayed reporting on those outcome indicators. Those findings will be updated in an Addendum to this report as soon as the data is available.

Funding Sources

Funding for substance abuse treatment for participants in the AFF program comes from various sources including the DCS, AHCCCS, private insurance, tribal entities, the Veterans Administration, and Medicare. AFF is the "payer of last resort," according to the statute, covering any amount not covered by these other organizations. The total amount of program funding for SFY 2021 was \$5,974,096 of which \$17,807 was state matching funds (DCS) with the rest from federal TANF funding (Exhibit 2). This is in addition to the funding provided by the ACC health plans, RBHAs and TRBHAs for Title XIX-eligible clients.

Exhibit 2. AFF Program Funding for SFYs 2019 – 2021

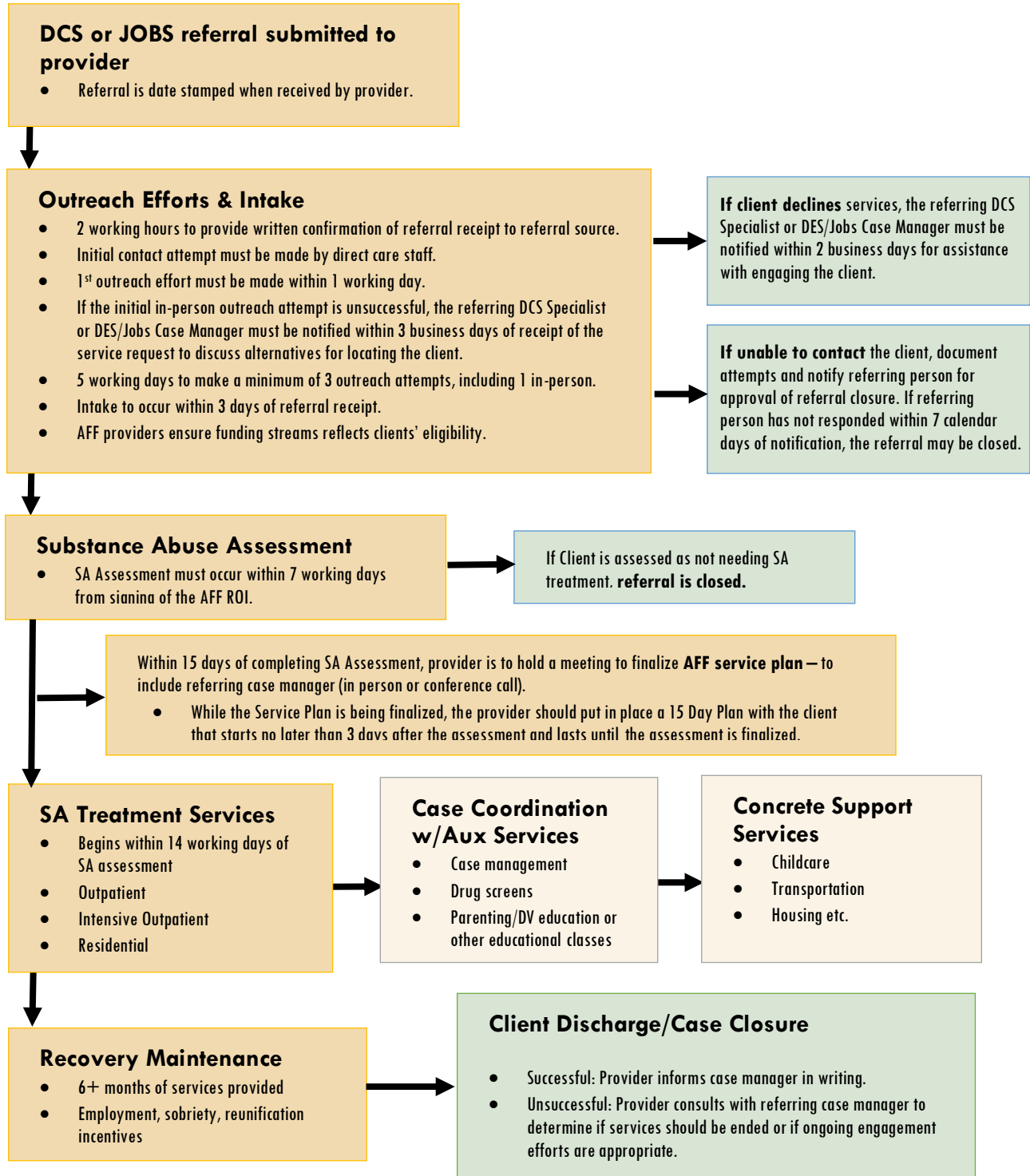
	2019	2020	2021
State Matching Funds (DCS)	\$1,196,472.72	\$2,767,819.64	\$17,807
Federal Funds	\$6,062,260.67	\$4,727,377.39	\$5,956,288
TOTALS	\$7,258,733.39	\$7,495,197.03	\$5,974,096



AFF Program Phases

Clients who are referred to the AFF program progress through several program phases as outlined in Exhibit 3.

Exhibit 3. AZ Families F.I.R.S.T. Flow of Services



AFF Providers

During FY2021 a new AFF services contract began resulting in three providers contracted to deliver substance use disorder treatment services through the AFF program: Terros Health, Catholic Community Services of Southern Arizona (CCS), and Catholic Charities Community Services (CCCS). Exhibit 4 shows the AFF provider for each county.

Exhibit 4. SFY 2021 AFF Providers

County	Catholic Community Services of Southern Arizona	Catholic Charities Community Services	Terros Health
Maricopa West			X
Maricopa East			X
Pima	X		X
Yuma	X		X
Cochise	X		X
Santa Cruz	X		X
Pinal	X		X
Gila	X		X
Graham	X		X
Greenlee	X		X
Navajo	X		X
Apache	X		X
Coconino		X	X
Mohave		X	X
Yavapai		X	X
La Paz		X	X



Process Evaluation Results

Referrals to AFF

Clients are referred to the AFF program by one of the following: 1) a Child Safety Specialist from the Arizona DCS; or 2) a Case Manager from the TANF/JOBS program operated by the Arizona DES. Individuals can be referred more than once but cannot have more than one open referral at a time. Exhibit 5 illustrates that for SFY 2021, there were a total of 10,313 referrals open for at least part of the year with 7,519 new referrals made during the year and 2,794 continuing from prior to the start of the SFY. There were 9,476 unique clients of which 8,717 had only a single referral (92%).

Exhibit 5. Number of Referrals and Unique Individuals Referred During SFY 2021 and Number of Continuing Referrals Closed During SFY 2021, by Quarter

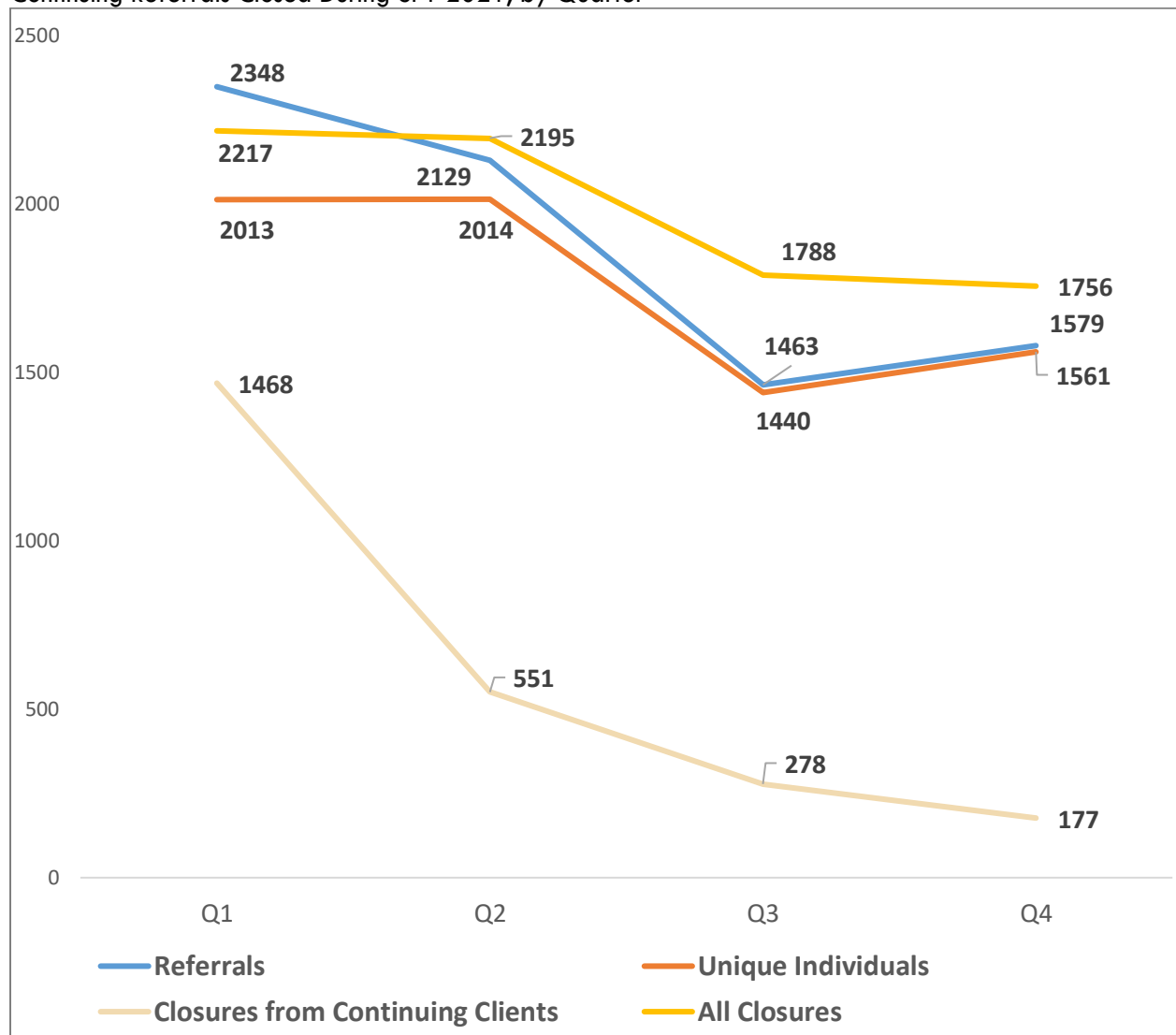


Exhibit 6 illustrates the referral sources for SFY 2021 and as in the two previous years illustrate that DCS is by far the largest referral source.

Exhibit 6. Referral Sources for SFY 2021

Referral Source	Referrals 2019		Referrals 2020		Referrals 2021	
	n	%	n	%	n	%
DCS	11,117	99.2%	8,665	99%	7,518	99.99%
TANF/JOBS Program	28	<1%	6	<1%	1	<1%
Missing	52	<1%	0	0%	0	0%
Total Referrals	11,197	100%	8,672	100%	7,519	100%

Exhibit 7 shows the number of new referrals received for the past three years, FY 2019 to FY 2021. Over a three-year period, the total number of referrals per year has averaged 8,179. Exhibit 8 shows the number of new referrals in each quarter of SFY 2021.

Exhibit 7. Referrals by SFY: 2019 to 2021

SFY	2019	2020	2021	TOTALS
	N	N	N	N
Total Referrals per SFY	8,346	8,672	7,519	24,537

Exhibit 8. SFY 2021 Referrals by Quarter

	Q1	Q2	Q3	Q4
	N	N	N	N
Total SFY 2021 Referrals	2,348	2,129	1,463	1,579

Outreach Efforts

Once referred, an AFF provider staff member attempts to reach the referred individual, educate the client about the AFF program and the treatment agency, and gauge the individual's willingness to participate in the program. According to the model, the provider's first outreach attempt must occur within one business day of receiving a referral. If initial outreach is unsuccessful, a minimum of three outreach attempts within five business days, one of which must be in person, must be made before outreach efforts by the provider cease. Exhibit 9 illustrates outreach attempts from SFY 2019 to SFY 2021 by model standards and Exhibit 10 presents the average number of days between referral and first outreach activity. In SFY 2021, data indicates that there were less outreach attempts on referrals than in SFY 2020. Some referrals received at least one attempt (down 10% from SFY 2020), while there were a significant



number with no documented outreach attempts (increased 10.1% from SFY 2020). The length of time taken from referral to outreach is approximately one business day.

Exhibit 9. AFF Outreach for New and Continuing Clients by Referrals Served, SFY 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
Total referrals served during State Fiscal Year	11,197	100%	11,117	100%	10,313	100%
Referrals with at least one Outreach Attempt	10,724	95.8%	10,876	97.8%	9,050	87.8%
Referrals with a first Outreach Attempt within one business day after referral	9,946	88.8%	9,937	91.3%	8,053	89.0%
Referrals with a first Outreach Attempt greater than one business day but within five business days after referral	598	5.3%	821	7.5%	815	9.0%
Referrals with a first Outreach Attempt greater than five business days after referral	179	1.6%	359	3.3%	182	2.0%
Referrals with no documented Outreach Attempt after referral	473	4.2%	241	2.1%	1,263	12.2%

Exhibit 10. Average Days between Referral and First Outreach Attempt for New and Continuing Clients, SFY 2019 to 2021

SFY 2019 - Average Days Between Referral and First Outreach Attempt*	SFY 2020 - Average Days Between Referral and First Outreach Attempt*	SFY 2021 - Average Days Between Referral and First Outreach Attempt*
0.8	0.8	1.2

*Outreach prior to referral was not included in analyses. Referrals with durations above the 99th percentile were not included in the analysis, so as not to skew the average.

Intake and Acceptance of Services

After initial contact is made, the potential client is given an intake appointment. During the intake process, providers complete a benefits screening tool to determine the appropriate funding source for services (such as Medicaid (AHCCCS) or private insurance). Acceptance of services is reflected by the client signing a Release of Information (ROI) form, which indicates the client has voluntarily agreed to participate in AFF services. This form also authorizes the



AFF provider to gain access to the client’s past clinical records, to schedule and complete a substance abuse assessment, and to collaborate and share information with other Title XIX- and non-Title XIX-contracted substance abuse treatment agencies if needed. Exhibit 11 illustrates the total number of referrals that resulted in acceptance of services. The trend for the past three years indicates that fewer individuals are refusing services and or the referral closed before the intake process. Exhibit 12 shows the average number of days between referral and acceptance of services. For SFY 2021, 37% of all clients accepted services within 5 business days of the date of referral. Exhibit 13 presents the average number of days between first outreach and acceptance of services. The three-year results indicate limited variation over time; on average 62% of those referred to AFF accept services. It also appears that providers are engaging clients to accept services more quickly after referral to the AFF program. The average number of days from first outreach to when a client accepts services has decreased from approximately 19 business days in SFY 2019 to 14 business days in SFY 2021.

Exhibit 11. Disposition of Total Referrals Served for New and Continuing Clients, SFYs 2019 - 2021

	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
Accepted services (signed ROI)	6,494	57.9%	7,157	64.4%	6,554	63.6%
Refused Services / Referral Closed before Intake (no ROI)	4,073	36.4%	3,723	33.5%	3,102	30.1%
Referrals in process at the end of SFY 2021	630	5.6%	237	2.1%	657	6.4%
Total Referrals	11,197	100%	11,117	100%	10,313	100%

Exhibit 12. Average (Mean) Days between Referral and Acceptance Date, SFYs 2019 - 2021

2019 - Average Days Between Referral and Acceptance*	2020 - Average Days Between Referral and Acceptance*	2021 - Average Days Between Referral and Acceptance*
20.1	19.3	15.3

* Referrals with durations above the 99th percentile were not included in the analysis, so as not to skew the average.

Exhibit 13. Average (Mean) Days between First Outreach and Acceptance Date, SFYs 2019 - 2021

2019 - Average Days Between First Outreach Attempt and Acceptance*	2020 - Average Days Between First Outreach Attempt and Acceptance*	2021 - Average Days Between First Outreach Attempt and Acceptance*
19.1	18.2	14.2

*Referrals with outreach dates prior to referral dates were excluded and referrals with durations above the 99th percentile were not included in the analysis, so as not to skew the average.



Client Demographics

The demographic data presented in this section refers to unique, new, and continuing AFF clients who were engaged in the AFF program during all or part of SFY 2019 to 2021 and who received an assessment. While a total of 7,028 clients (with 7,519 total referrals) were referred to AFF in SFY 2021, only 3,755 received an assessment. For each Exhibit for FY2021, total counts may vary due to missing data in some client demographic categories (i.e., information on a client demographic was not recorded).

Client Age

Exhibit 14 illustrates the age ranges of AFF clients served in SFY 2019 to 2021 who had an assessment that state fiscal year. Most clients served are between 25 and 45 years of age; there is very little variation in this characteristic of clients over time. This age range is reflective of the parenting sector of the population. For SFY 2021 the age ranges presented are further delineated for younger clients.

Exhibit 14. Age of Client at Referral by SFY 2019 to 2021

Age	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
0 – 11 Children	---	---	---	---	0	0.0%
12 – 17 Adolescents	---	---	---	---	17	<1%
0-17	28	<1%	24	<1%	---	---
18-24	1,196	19.7%	1,075	19.0%	656	17.5%
25-30	1,929	31.8%	1,843	32.6%	1,190	31.7%
31-35	1,426	23.5%	1,332	23.5%	880	23.4%
36-45	1,187	19.6%	1,128	19.9%	824	21.9%
46 years and older	298	4.9%	255	4.5%	188	5.0%
Total	6,064	100%	5,657	100%	3,755	100%



Client Gender

Exhibit 15 displays the distribution of gender for AFF clients served in SFYs 2019 to 2021 who had an assessment. There is very little variation in this characteristic of clients over time.

Exhibit 15. Gender of Client at Referral by SFYs 2019 to 2021

Gender	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
Male	2,063	34.0%	1,936	34.4%	1,401	37.3%
Female	4,000	66.0%	3,688	65.1%	2,351	62.6%
Unknown	---	---	---	---	2	<1%
Missing	1	<1%	37	<1%	1	<1%
Total	6,064	100%	5,661	100%	3,755	100%

Client Race and Ethnicity

Exhibit 16a displays the distribution of race/ethnicity for AFF clients served SFY 2019 - 2021 who had an assessment. Data suggests an increase in how many clients are identifying as more than one race, however there may be reporting issues with this data. This area will be further evaluated to determine if reporting differences may be a contributing factor this year.

As a way to further understand, Exhibit 16b displays a count for each response to the listed race/ethnicity categories for SFY 2021. Clients can select all that apply, and this data shows that many clients selected multiple categories.

Exhibit 16a. Race/Ethnicity of Client by SFYs 2019 to 2021

Race	SFY 2019		SFY 2020		SFY 2021*	
	N	%	N	%	N	%
Hispanic/Latino	2,055	33.9%	1,133	20.0%	322	8.6%
American Indian/ Alaska Native	207	3.4%	248	4.4%	156	4.2%
Asian	22	<1%	22	<1%	18	<1%
Black/African American	495	8.2%	519	9.2%	382	10.2%
Caucasian/White	2,964	48.9%	1,722	30.4%	459	12.2%
Native Hawaiian/ Pacific Islander	10	<1%	15	<1%	7	<1%
More than one race	300	4.9%	1,949	34.4%	2,268	60.4%
Missing	11	<1%	53	<1%	143	3.8%
Total	6,064	100%	5,661	100%	3,755	100%

*The more than one race category is being further evaluated to determine if any data errors exist.



Exhibit 16b. Race/Ethnicity of Client by Count SFY 2021

SFY 2021	
Race	N
Hispanic/Latino	322
American Indian/ Alaska Native	525
Asian	38
Black/African American	4585
Caucasian/White	5952
Native Hawaiian/ Pacific Islander	56

Client County of Residence

Exhibit 17 illustrates the county of residence for all clients served in SFYs 2019 to 2021 who had an assessment. A consistent trend is that over half of the AFF clients reside in Maricopa County.

Exhibit 17. Client County of Residence, SFYs 2019 to 2021

County	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
Apache	13	<1%	19	<1%	6	<1%
Cochise	91	1.5%	38	<1%	27	<1%
Coconino	32	<1%	47	<1%	10	<1%
Gila	24	<1%	12	<1%	40	1.1%
Graham	22	<1%	7	<1%	9	<1%
Greenlee	3	<1%	2	<1%	1	<1%
La Paz	13	<1%	21	<1%	14	<1%
Maricopa	3,840	63.3%	3,615	64.4%	2,200	58.7%
Mohave	241	4.0%	267	4.8%	159	4.2%
Navajo	55	<1%	66	1.2%	36	1.0%
Pima	960	15.8%	846	15.1%	718	19.2%
Pinal	408	6.7%	359	6.4%	304	8.1%
Santa Cruz	22	<1%	13	<1%	10	<1%
Yavapai	190	3.1%	163	2.9%	117	3.1%
Yuma	150	2.5%	142	2.5%	98	2.6%
Total	6,064	100%	5,617	100%	3,749	100%



Client Education Level

Exhibit 18 illustrates the education level that was reported at assessment for clients served in SFYs 2019 to 2021. A consistent trend appears to be that over half of all clients are high school graduates and or have a GED. Also, approximately 30% of AFF clients report more than high school level education.

Exhibit 18. Education Level of Client at Initial Assessment, SFYs 2019 to 2021

Education Level	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
<1 year of formal education	1	<1%	0	0.0%	0	0.0%
1 st -11 th Grade	1,063	17.5%	691	12.2%	534	14.2%
High School Graduate or GED	2,950	48.6%	3,149	55.6%	1,993	53.1%
Some College, No Degree	349	5.8%	291	5.1%	793	21.1%
Vocational/Technical School	1,153	19.0%	1,133	20.0%	205	5.5%
College AA/BA Degree	245	4.0%	269	4.8%	164	4.4%
Graduate or Post Graduate Degree	26	<1%	34	<1%	18	<1%
Missing	277	4.6%	94	1.7%	48	1.3%
Total # of Clients with Assessment	6,064	100%	5,661	100%	3,755	100%

Client Employment Status

Exhibit 19 illustrates the employment status reported at assessment for clients served in SFYs 2019 to 2021. There is very little variation in this characteristic of clients at assessment over time; on average 51% of clients are working full and or part-time.

Exhibit 19. Employment Status of Client at Initial Assessment, SFYs 2019 to 2021

Employment Status	SFY 2019		SFY 2020		SFY 2021	
	N	%	N	%	N	%
Employed Full-Time (30+ hours per week)	2,326	38.4%	2,322	41.0%	1,694	45.1%
Employed Part-Time (less than 30 hours/wk.)	651	10.7%	561	9.9%	291	7.7%
Unemployed	2,244	37.0%	2,196	38.8%	1,396	37.2%
Volunteer	9	<1%	1	<1%	0	0.0%



	SFY 2019		SFY 2020		SFY 2021	
Vocational Rehabilitation	580	9.6%	347	6.1%	29	<1%
Homemaker	75	1.2%	47	<1%	21	<1%
Student	50	<1%	38	<1%	15	<1%
Retired	7	<1%	2	<1%	2	<1%
Disabled	57	<1%	58	1.0%	50	1.3%
Inmate of Institution	1	<1%	0	0.0%	0	0.0%
Work Adjustment Training	36	<1%	8	<1%	1	<1%
Transitional Employment Placement	0	0.0%	1	<1%	0	0.0%
Missing	28	<1%	100	1.4%	256	6.8%
Total # of Clients with Assessment	6,064	100%	5,661	100%	3,755	100%

Self-Reported Domestic Violence

Exhibit 20 illustrates client reports of domestic violence issues in their relationships at assessment. A consistent trend is that over 40% of clients are reporting experiencing domestic violence at assessment. For SFY 2021 there is an increase in missing data for this element than in the previous two years.

Exhibit 20. Domestic Violence Reported at Initial Assessment, SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
Report of Domestic Violence	N	%	N	%	N	%
Yes	2,650	43.7%	2,621	46.3%	1,740	46.3%
No	3,396	56%	2,991	52.8%	1,586	42.2%
Missing	18	<1%	49	<1%	429	11.4%
Total	6,064	100%	5,661	100%	3,755	100%



Assessment

After a client accepts services, a substance abuse assessment is conducted to determine if the client needs substance abuse treatment. The assessment must be completed within seven working days of the date of acceptance.¹ Exhibit 21 illustrates the degree to which this model component was met for all referrals in which the client accepted services during the fiscal year. For SFY 2021 there is a decrease in the percentage of clients who had an assessment completed within seven working days of accepting AFF services. Decreasing from approximately 93% in SFY 2019 to 76% in SFY 2021.

In SFY 2021, a total of 3,997 referrals (89% of referrals with an acceptance date) received an assessment.

Exhibit 21. Disposition of Total Acceptances, SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	n	%*	n	%*	n	%*
Assessment within 7 working days of Acceptance	6,026	92.8%	6,524	91.2%	3,408	75.6%
Assessment greater than 7 working days of Acceptance	229	3.5%	327	4.5%	536	11.9%
Not Assessed	130	2.0%	159	2.2%	512	11.4%
Assessment preceding Referral Date and/or Acceptance Date	109	1.7%	147	2.0%	53	1.2%
Total Acceptances	6,494	100%	7,157	100%	4,509	100%

*Percent of total Acceptances for those within SFY

Exhibit 22 illustrates the average number of days between acceptance and assessment. The average (mean) amount of time between acceptance and assessment has increased in SFY 2021. If the assessment determines there is not a substance abuse treatment need, the AFF referral is closed.

Exhibit 22. Average Days between Acceptance Date and Assessment, SFYs 2019 to 2021

2019 Average Days Between Acceptance and Assessment*	2020 Average Days Between Acceptance and Assessment*	2021 Average Days Between Acceptance and Assessment*
0.7	0.7	3.3

*Referrals excluded from this analysis are those for which the assessment preceded their referral date and/or acceptance date. Referrals with durations above the 99th percentile were not included in the analysis, so as not to skew the average.

¹ AFF program policy requires AFF treatment providers to use substance abuse assessments done by other providers or systems if occurring within the six-month period immediately preceding the referral for AFF services. These assessments are not included in the above analyses.



Exhibit 23 illustrates assessment results. For the three-year period on average only 11% of AFF clients were assessed as not needing substance abuse treatment services.

Exhibit 23. Assessment Outcomes for Clients SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	n	%	n	%	n	%
Closed referrals assessed as needing substance abuse treatment	4,082	64.1%	5,475	71.2%	2,200	55.6%
Open referrals assessed as needing substance abuse treatment	1,671	26.3%	1,369	17.8%	1,248	31.5%
Assessed as <u>not</u> needing substance abuse treatment	611	9.6%	837	10.8%	508	12.8%
Total substance abuse assessments	6,364	100%	7,681	100%	3,956	100%

For Exhibit 24, over a three-year period the funding sources most often used for AFF services noted at assessment are AHCCS and DCS/AFF funding sources.

Exhibit 24. Referrals with Assessment by Funding Source for New and Continuing Clients, SFYs 2019 - 2021

	SFY 2019		SFY 2020		SFY 2021	
	n	%	n	%	N	%
AHCCCS	3,631	57.1%	2,564	46.2%	4,138	68.8%
DCS/AFF	2,487	39.1%	1,848	33.3%	1,706	28.4%
Medicare	40	<1%	11	<1%	8	<1%
Private Insurance	137	2.2%	23	<1%	58	1.0%
Tribal Funded	57	<1%	925	16.7%	100	1.7%
Veteran	0	0.0%	0	0.00%	5	<1%
Missing	12	<1%	176	3.2%	0	0.0%
Total Assessments	6,364	100%	5,547	100%	6,015	100%

Substance Abuse Awareness Services are offered to clients after intake if there is a barrier to completing the substance abuse assessment within seven days. They may also be offered to clients who appear unwilling to commit to treatment, but who are willing to attend groups or individual sessions to consider the effect of substance abuse on their lives.

Substance Abuse Awareness sessions include education about the effects of substance use on the brain, behavior, and the family system; the legal implications of substance abuse; and the substance abuse treatment and recovery process (including information on relapse and relapse prevention).

The number of clients accessing this service is increasing from just 80 clients in SFY 2019 to 260 clients in SFY 2021.

Clients receiving Substance Abuse Awareness Services:

- 80 clients in SFY2019
- 163 clients in SFY2020
- 260 clients in SFY 2021



Level of Care and Duration of Treatment

Level of Care at Assessment

If the assessment finds an individual needs substance abuse treatment, the proper level of care (LOC) (treatment intensity) is determined. The AFF program requires clients to receive treatment at the least restrictive level possible according to their need. Initially, there are three treatment intensities: Outpatient Services, Intensive Outpatient Services, and Residential Treatment Services (Adult). The AFF program also allows for children to accompany their parent or caregiver to residential treatment to keep the family intact.

Exhibit 25 illustrates the frequency with which each level of care was initially assessed for those who received services. For FY 2021 additional categories were added to delineate types of level of care assigned at assessment. Outpatient and Intensive Outpatient LOC occur most often over the three-year period. Referrals that were erroneously coded as Recovery Maintenance and or referrals that did not have a level of care date within two weeks of the assessment date are not included in the analyses.

Exhibit 25. Level of Care Identified at Initial Assessment for Referrals Served in SFYs 2019 to 2021 that Received Treatment Services

Level of Care at Assessment	SFY 2019		SFY 2020		SFY 2021	
	n*	%	n*	%	n*	%
Outpatient	1,825	66.0%	3,746	65.7%	1,869	62.7%
Intensive Outpatient	873	31.6%	1,939	34.0%	958	32.1%
Residential Treatment – Adult	4	<1%	19	<1%	26	<1%
Low Intensity Residential Treatment – Adult	---	---	---	---	1	<1%
Medium Intensity Residential Treatment – Adult	---	---	---	---	24	<1%
High Intensity Residential Treatment – Adult	---	---	---	---	1	<1%
Partial Hospitalization	---	---	---	---	1	<1%
Recovery Maintenance	---	---	---	---	10	<1%
Substance Use Awareness Assigned at Assessment	---	---	---	---	118	<1%
Referrals without Level of Care at Assessment*	(64)	(2.3%)	(177)	(3.0%)	(97)	(3.2%)
Total	2,766	100%	5,704	100%	2,982	100%

* Referrals that do not have a level of care date recorded within two weeks of the assessment date are not included in the analysis.



Level of Care and Duration

Exhibit 26 shows the average duration individuals remained in each level of care as well as the total number reported to have been assigned to each level of care. It is common for individuals to move between levels of care several times during their treatment. With such a wide range of days of duration for type of care, it is difficult to identify any kind of three-year average as a trend. There were no residential treatment services provided for children in each SFY.

Exhibit 26. Average Duration of Level of Care for SFYs 2019 to 2021*

Level(s) of Care	SFY 2019		SFY 2020		SFY 2021	
	Average number of days in treatment*	Range (days)	Average number of days in treatment*	Range (days)	Average number of days in treatment*	Range (days)
Outpatient	169.3 (N=1,970)	1 – 709	139.0 (N=3,743)	1 – 1,431	146.0 (N=3,578)	1 – 1,183
Intensive Outpatient	139.1 (N=861)	1 – 661	112.0 (N=1,906)	8 – 1,000	128.6 (N=1,902)	1 – 856
Residential Treatment – Adult Total	94.8 (N=16)	13 – 444	61.6 (N=56)	7 – 515	73.7 (N=79)	1 – 477
Low Intensity Residential Treatment – Adult	---	---	---	---	31.0 (N=4)	2 – 78
Medium Intensity Residential Treatment – Adult	---	---	---	---	77.3 (N=73)	1 – 477
High Intensity Residential Treatment – Adult	---	---	---	---	29.0 (N=2)	3 – 55

*The length of care was computed by calculating the number of calendar days from the start date of the first level of care assignment to one of three options: 1) start date of the subsequent level of care assignment; 2) date of referral closure; or 3) last day of the State Fiscal Year for unique individuals who did not exit from the AFF program.

Past 30-Day Substance Use at Assessment

Clients referred to the AFF program who accept services complete a drug/alcohol-screening tool that captures data on their self-reported drug use in the 30 days prior to the substance abuse assessment date. Exhibit 27 displays the past 30-day self-reported substance use for clients that received an assessment. Total responses may include: a) reporting more than one substance in the past 30 days at the substance abuse assessment; or b) completing more than one substance abuse assessment in the reporting period. It appears that the same top four types of substances are reported most often over the three-year period: marijuana/hashish; methamphetamine/speed; alcohol; and heroin/morphine.



Exhibit 27. AFF Self-Reported Substance Use, SFYs 2019 to 2021

	SFY 2019	SFY 2020	SFY 2021
Categories of Substances	%	%	%
Marijuana / Hashish	39%	54%	52%
Methamphetamine / Speed	36%	48%	45%
Alcohol	25%	36%	37%
Heroin / Morphine	12%	15%	13%
Cocaine / Crack	8%	13%	12%
Other Opiates / Synthetics	6%	11%	15%
Benzodiazepines (CNS depressants)	1%	2%	2%
Other stimulants (i.e., a stimulant other than methamphetamine/speed or cocaine/crack)	1%	<1%	<1%
Other Drugs (i.e., a drug not included in the other categories provided)	1%	<1%	<1%
Other sedatives/ tranquilizers (CNS depressants) (i.e., a sedative/tranquilizer not represented in the other provided categories)	<1%	<1%	<1%
Inhalants	<1%	<1%	<1%
Hallucinogens	<1%	2%	1.6%

Treatment and Service Delivery

Receipt of Services

All the following criteria must be met for a unique individual to be identified as “receiving AFF services”:

1. Assessment conducted;
2. Level of Care assigned; and
3. Attended at least one counseling session (individual, group, family, or couples counseling).

Exhibit 28 illustrates the number of unique individuals who received AFF services in SFYs 2019 to 2021, including a breakdown to show new and continuing clients. For each year, most clients served are those referred during that specific fiscal year. Total unique clients receiving Individual, Group, Family and or Couples Counseling for each year: SFY 2019 n=2,153 unique clients; SFY 2020 n=3,435 unique clients; and SFY 2021 n=4, 108 unique clients.



Exhibit 28. AFF Clients Receiving Treatment Services in SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	n*	%	n*	%	n*	%
New Unique Individuals Served in each State Fiscal Year	1,043	48.4%	2,864	83.4%	2,688	65.4%
Continuing Unique Individuals Served	1,087	50.5%	518	15.1%	1,169	28.5%
Unique Individuals with Both New and Continuing Referrals Served**	23	1.1%	53	1.5%	251	6.1%
Total New and Continuing Unique Individuals Receiving AFF Services	2,153	100%	3,435	100%	4,108	100%

*"Unique individuals" refers to individuals with an active referral in the AFF program during the relevant fiscal year. For those with more than one referral, referrals were deduplicated for analysis.

**These individuals have at least one continuing referral that was made prior to SFY 2020 - 2021, their referral closed, and then they received one or more new referral(s) in SFY 2020 - 2021.

Exhibit 29 breaks down the number of unique individuals who received treatment services in SFYs 2019 to 2021 by types of counseling services provided. Clients may have received more than one type of counseling but are never counted more than once for each service type. For the three-year period, it appears that individual and group type counseling are provided most often; on average accounting for 91% of all types of services each year.

Exhibit 29. Percentage of Individual, Group, Family and Couples Counseling Services provided in SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	n	%	n	%	n	%
Individual Counseling	756	27%	2,661	45%	3,319	49%
Group Counseling	1,358	48%	2,797	47%	3,322	49%
Family Counseling	719	25%	43	<1%	21	<1%
Couples Counseling	2	<1%	463	8%	88	1%
Total Count of Services	2,835	100%	5,964	100%	6,750	100%



Exhibit 30 shows the number and types of Auxiliary and/or Concrete supportive services provided per unique client in SFYs 2019, 2020 and 2021. The total numbers of unique clients that received Auxiliary and or Concrete Support Services for each year are 4,930 in SFY 2019, 5,712 in SFY 2020, and 5,557 in SFY 2021. For the three-year period, an average of 5,400 AFF clients received these types of services. This indicates that most of the AFF clients are receiving some of these types of services. Exhibit 30 shows a count of services for each service type provided to unique clients at least once, indicating that each client may have received more than one type of Auxiliary and or Concrete service.

The majority of clients received some form of informal services indicated by the high percentage of “Other” in the type of supportive services categories, such as case management. It is possible that some of these differences in proportions of service types reported from year to year may be due to revisions in the way AFF providers categorize and record the types of service data. In addition, this may vary at each individual AFF provider site level. Working with providers to more reliably report on these Auxiliary / Concrete types of service category is recommended for the next annual reporting period.

Exhibit 30. Percentage of Auxiliary and Concrete Supportive Services provided in SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	n	%	n	%	n	%
Parenting	2,492	22%	178	2%	321	3%
Job Readiness/Employment	141	1%	140	1%	177	2%
Mental Health Services	849	7%	2,670	25%	2,633	27%
Medical Services	157	1%	1,890	18%	834	9%
Domestic Violence Services	3	<1%	57	<1%	76	<1%
Crisis Services	3,373	29%	63	<1%	80	<1%
Basic Life Needs	602	5%	712	7%	107	1%
Other	3,870	34%	4,985	47%	5,501	57%
Total Count of Services	11,487	100%	10,695	100%	9,729	100%



Drug Test Referral Outcomes

As described in the first Exhibit, AFF Flow of Services, clients are required to complete an initial drug test within two days of their assessment and complete a minimum number of subsequent drug tests during treatment according to the following schedule (Exhibit 31):

Exhibit 31. Drug Testing Schedule

Number of Days Client Has Been Enrolled	Drug Testing Schedule
0-60 Days	2x/Week
61-120 Days	1x/Week
121+ days	1x/Month

Exhibit 32 displays the outcomes of drug test attempts during SFYs 2019 to 2021. Exhibit 33 illustrates the results of the drug tests completed. Over a three-year period, it appears that of the total number of drug test attempted, approximately 57% are completed. As illustrated in Exhibit 33, of those drug tests completed, approximately 7 out 10 tests are found to be negative – no drugs detected.

Exhibit 32. Drug Test Attempts, SFYs 2019 to 2021

Fiscal Year	SFY 2019		SFY 2020		SFY 2021	
	n*	% of drug tests attempted	n*	% of drug tests attempted	n*	% of drug tests attempted
No call/no show for testing	42,098	42.0%	38,001	38.9%	37,099	47.1%
Client refused	24	<1%	43	<1%	407	<1%
Cancelled for reason beyond client control	173	<1%	371	<1%	333	<1%
Drug tests completed of those attempted	57,857	57.8%	59,277	60.7%	40,881	51.9%
Total	100,152	100%	97,692	100%	78,720	100%

*Includes new and continuing clients. Where more than one drug screen was performed in a single day, duplicates were removed.



Exhibit 33. Drug Test Results for SFYs 2019 to 2021

	SFY 2019		SFY 2020		SFY 2021	
	n	% of drug tests completed	n	% of drug tests completed	n	% of drug tests completed
Positive (one or more substances detected on a single day)	15,327	26.5%	15,542	26.2%	15,166	37.1%
Negative (no substance detected)	42,197	72.9%	43,663	73.7%	25,454	62.3%
Awaiting results	267	<1%	0	0.0%	62	<1%
Altered specimen/sample	17	<1%	8	<1%	23	<1%
Test indicates allowable substance	49	<1%	64	<1%	176	<1%
Total	57,857	100%	59,277	100%	40,881	100%

Referral Closure

The data presented in the Referral Closures section includes all new and continuing referrals that closed during each fiscal year, including referrals that did not have an outreach attempt or acceptance of services. Over the three-year period, the percentage of referrals closing due to successfully completing AFF ranges from 13% to 23% each year. The average number of days that a client is actively enrolled in the AFF program each year ranges from 119 to 146 days. The average time enrolled, 119 days, was the same for SFY 2020 and SFY 2021.

Referrals closed during each fiscal year successfully completing AFF:

- For SFY 2019: 13% (n=814)
- For SFY 2020: 23% (n=2,089)
- For SFY 2021: 14% (n=1,120)

Time that an AFF referral is open – actively enrolled in program:

- SFY 2019: 146 days on average for the year
- SFY 2020: 119 days on average for the year
- SFY 2021: 119 days on average for the year



Referral Closure Reasons

Exhibit 34 shows the reported reasons that referrals closed during SFYs 2019 to 2021. Any case closure counts identified as an error are not included in the closure reason reporting. New closure reasons were added for SFY 2021. Consistently over the three-year period most closures occur due to providers not able to locate clients and or clients discontinue services before program completion.

Exhibit 34. Case Closure Reasons for SFYs 2018 to 2020

Closure Reason	SFY 2019		SFY 2020		SFY 2021	
	n	%	n	%	n	%
No SA problem identified	587	9.1%	373	4.2%	661	6.4%
Refused services at initial referral or assessment	621	9.7%	25	<1%	527	5.1%
Unable to locate for initial outreach	1,213	18.9%	1,291	14.6%	1,125	10.9%
Unable to locate for intake	1,620	25.2%	1,411	16.0%	881	8.5%
Unable to locate (Post-intake)	190	3.0%	168	1.9%	311	3.0%
Client discontinued without completing services	1,020	15.9%	3,234	36.6%	2,512	25.3%
Moved out of area	91	1.4%	30	<1%	84	<1%
Incarcerated	92	1.4%	40	<1%	52	<1%
Client Passed Away	9	<1%	14	<1%	8	<1%
Completed AFF at the conclusion of Substance Abuse Treatment	649	10.1%	1,330	15.1%	725	7.0%
Completed AFF at the conclusion of Recovery Maintenance	165	2.6%	759	8.6%	395	3.8%
No closure reason reported	162	2.5%	154	1.7%	454	4.4%
Client Refused Service after Intake but before Assessment	---	---	---	---	56	<1%
Client Refused Service after Assessment but before Treatment	---	---	---	---	25	<1%
Referred to Substance Use Awareness Services and did not complete services	---	---	---	---	7	<1%
Completed Substance Use Awareness Services	---	---	---	---	10	<1%
No longer parent in case	---	---	---	---	23	<1%
Total Cases Closed	6,419	100%	8,829	100%	7,956	100%



Level of Care at Closure

AFF program policy requires AFF providers to document levels of care changes for AFF clients throughout the course of their treatment. At closure, available levels of care are the same levels as those available at assessment, with the addition of Recovery Maintenance/ Aftercare.

Exhibit 35 displays the level of care at the time of closure for referrals closing in each state fiscal year and reflects the unique individuals who received AFF services in that same fiscal year and whose referral closed at the end of that same fiscal year. The frequencies may include duplicated individuals within each fiscal year. Over the three-year period, most often at closure clients are receiving either outpatient or intensive outpatient level of care type services.

Exhibit 35. AFF Level of Care at Time of Case Closure for SFYs 2019 to 2021

Level of Care	SFY 2019		SFY 2020		SFY 2021	
	n	%	n	%	n	%
Outpatient	830	58.2%	1,960	57.1%	2,107	54.8%
Intensive Outpatient	381	26.7%	1,072	31.2%	1,176	30.6%
Residential Treatment – Adult	4	<1%	39	<1%	39	1.0%
Residential Treatment – Child with an adult	0	0.0%	0	0.0%	0	0.0%
Recovery Maintenance	211	14.8%	361	10.5%	443	11.5%
Substance Abuse Awareness	---	---	---	---	79	2.1%
Total closed referrals for individuals who received AFF services in each SFY and closed in each SFY	1,426	100%	3,432	100%	3,844	100%
Total number of referrals closed in SFY	6,419	N/A	8,829	N/A	7,956	N/A

The following Exhibit 36 describes how long clients are enrolled in just the Recovery Maintenance level of care. Over the past three years the average time at this level of care appears to vary each year from 139 to 163 days.

Exhibit 36. Recovery Maintenance Level of Care Enrollments and Length of Time in Care for each SFY 2019 to 2021

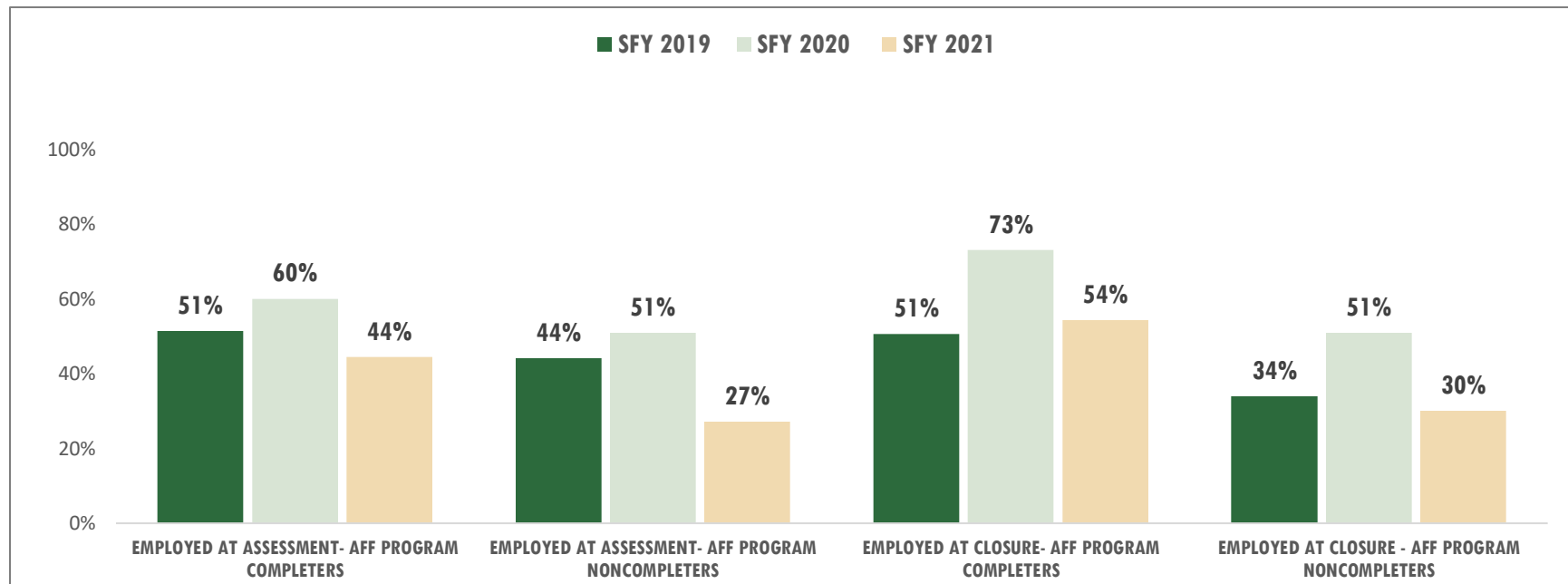
2019 Recovery Maintenance Enrollments and Average Days in Recovery Maintenance	2020 Recovery Maintenance Enrollments and Average Days in Recovery Maintenance	2021 Recovery Maintenance Enrollments and Average Days in Recovery Maintenance
n=517	n=764	n=663
Average time in Recovery Maintenance = 139.1 days	Average time in Recovery Maintenance = 162.9 days	Average time in Recovery Maintenance = 147.8 days



Employment Status at Assessment and Closure

Exhibit 37 shows full-time/part-time employment status at assessment and at discharge for individuals who successfully completed the AFF program and those who exited the AFF program before completion during each state fiscal year, 2019 to 2021. Where individuals had more than one referral with closure, only the last instance was included in the analysis. Individuals with a closure reason of “Not in Need of Substance Abuse Treatment” were excluded. Across all three years there is a significant amount of ‘unknown’ / missing employment data at time of closure, as it is challenging to collect data from clients at the end of the program period and or when a client leaves the program before completion. The reader is cautioned when identifying employment trends from the current data. For each year a larger percentage of those who complete the AFF program are working full and or part time compared to those who do not complete the AFF program.

Exhibit 37. Employment Status Distribution at Intake and Closure for Those with a Referral Closed in SFYs 2019 to 2021



Outcome Evaluation Results

In this section, the evaluation team describes maltreatment outcomes for AFF program completers and non-completers. The results that are presented are descriptive results only, just reporting on number and percent for each select outcome indicator. The following outcomes should be interpreted with caution, as the differences in outcomes between parents who completed and did not complete the AFF program could be due to many factors, such as between-group differences in education, employment, and other unmeasured characteristics, rather than a result of completing the program. Three-year indicators are presented for the purpose of describing outcomes over a period. For SFY 2019 the results include analysis of data from 7/1/2015 to 6/30/2019; for SFY 2020 analysis of data from 7/1/2016 to 6/30/2020; and for SFY 2021 analysis of data from 7/1/2017 to 6/30/2021.

Maltreatment Outcomes

To describe the differences between completers' and non-completers' rates of subsequent maltreatment reports and substantiations, the evaluation team analyzed CHILDS and Guardian historical maltreatment report data for all unique individuals who were referred to the AFF program in a four-year period, between July 1, 2017 and June 30, 2021, and subsequently closed by the end of SFY 2021. An individual with a referral that had not been closed by June 30, 2021, regardless of having a previous referral that had closed, was not included in this section. Maltreatment report data was collected up to at least three months after parents' final AFF closure date and for a maximum of four years after parents' final AFF closure date. The "Substantiated" category includes unique individuals who received finalized maltreatment findings of:

- 1) Substantiated; and
- 2) Substantiated Dependency Adjudication.

The "Proposed" category includes unique individuals who received pending maltreatment findings of:

- 1) Proposed Substantiated - Perpetrator Deceased;
- 2) Proposed Substantiated Pending Dependency Adjudication;
- 3) Proposed Substantiated;
- 4) Proposed Substantiated - Perpetrator Unknown;
- 5) Request Proposed Substantiated; and
- 6) Request Proposed Substantiated Pending Dependency Adjudication.



The “No Report” category includes data on AFF-referred unique individuals who were not specifically named as an alleged perpetrator in a report of abuse, neglect, or maltreatment to DCS. “Unable to Locate” describes situations in which the child victim could not be located to complete an investigation of abuse, neglect, or maltreatment. “Unsubstantiated” describes when the information gathered during the investigation does not support that an incident of abuse or neglect occurred based upon a probable cause standard. When a unique individual had multiple maltreatment allegations that resulted in different maltreatment findings on or before the AFF referral date, the highest finding level (“Substantiated” being the highest level and “No Report” being the lowest level) was reported in the Pre-Referral and or Post-Referral sections.

Maltreatment Outcomes for AFF Program Completers and Non-Completers

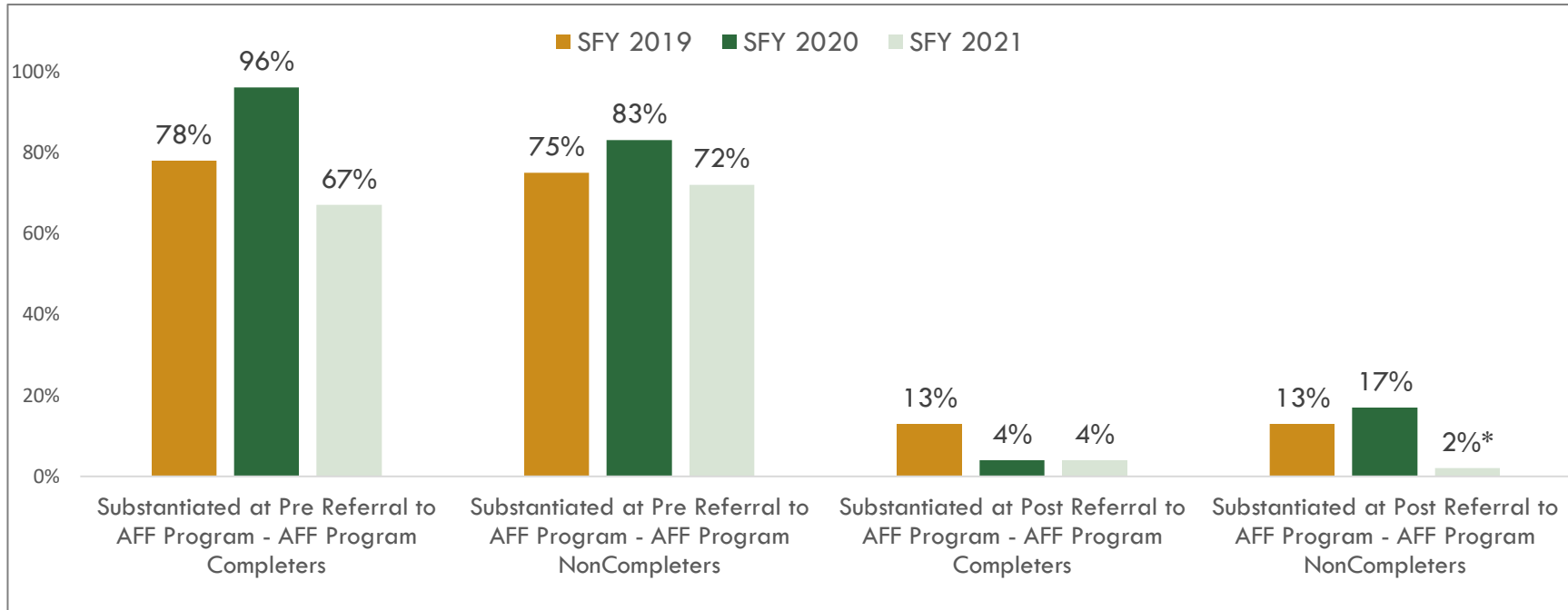
Exhibit 38 displays the maltreatment outcomes for AFF program completers (n=1,223) and non-completers (n=5,159), either at the conclusion of Substance Abuse Treatment or Recovery Maintenance. Clients with no substance abuse problem per assessment were removed from the analysis. For this analysis, clients referred to AFF who subsequently did not complete the program for any reason are considered program non-completers. Each year, this data has been analyzed using equivalent time periods. The individuals who did not complete the AFF program closed for one of the following reasons:

- At the time of referral or assessment, the client refused to take part in AFF services.
- The client was incarcerated by the criminal justice system for more than 30 days.
- The client died.
- The client moved out of the area where they were to receive AFF services.
- Providers were unable to locate the client at outreach.
- Providers were unable to locate the client at intake.
- Providers were unable to locate the client post-intake.
- The client discontinued without completing services.

For SFY 2021, prior to program referral, approximately 67% (n=822) program completers had a substantiated or proposed maltreatment report. After program referral, just 4% (n=49) of program completers had a substantiated or proposed maltreatment report. Approximately 72% (n=3,726) of non-completers had a substantiated or proposed maltreatment report prior to AFF referral. After AFF referral, 2% (n=128) of the program non-completers had a substantiated or proposed maltreatment report. For SFY21, it appears as though a slightly smaller proportion (2%) (n=128) of AFF Program non-completers had a substantiated report at post referral to the program. Overall, for the three-year period, it appears that those who complete the AFF program have less recorded counts of substantiated or proposed maltreatment reports after referral to AFF than those who do not complete the program.



Exhibit 38. Percentage of AFF Program Completers and Non-completers by Substantiated Reports from 2019 to 2021



*The large decrease in substantiated reports post referral is being analyzed further to determine if data inconsistency may be a contributing factor for SFY 2021 non-completers.

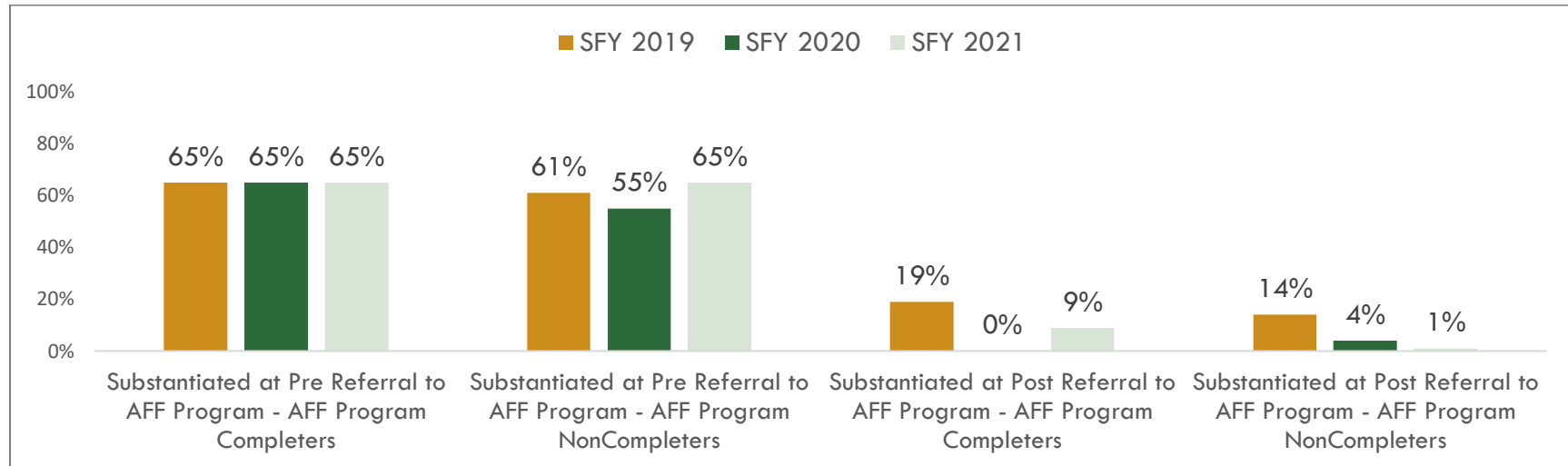
Maltreatment Outcomes for AFF Teen Parents

To explore child maltreatment outcomes of teen parents, a sub-analysis was conducted for the teen parents referred to the AFF program. Teen parents are identified as those enrolled and 18 years of age or younger. As above, an individual with a referral that had not been closed by June 30, 2021, regardless of having a previous referral that had closed, was not included in this section. In addition, those who “Did Not Need Substance Abuse Treatment” were excluded from the analysis. For SFY 2021, a total of n=24 teen parents completed the AFF program and n=145 teen parents’ AFF cases were closed before they completed the program. Due to the low number of teens who participated in AFF, the variance in size between completers and non-completers, and the possible differences in characteristics of these groups (e.g., demographics, motivation, personal circumstances), the findings below should be interpreted with caution. Exhibit 39 displays the maltreatment outcomes for teen parents who completed the program. For SFY 2021, of all the teen program completers (n=24), 65% (n=16) had a substantiated or proposed maltreatment report prior to referral to AFF.



After program completion, 9% (n=2) of these teen program completers received a subsequent maltreatment report. Of all the teens who did not complete the program (n=145), 65% (n=94) had received a substantiated or proposed maltreatment report prior to referral to AFF. After program closure, approximately 1% (n=2) teen non-completers received a subsequent substantiated or proposed maltreatment report.

Exhibit 39. DCS Report Findings Pre-AFF Referral and Post-AFF Referral for Teen Parents Who Completed and Did not Complete the AFF Program for SFYs 2019 to 2021

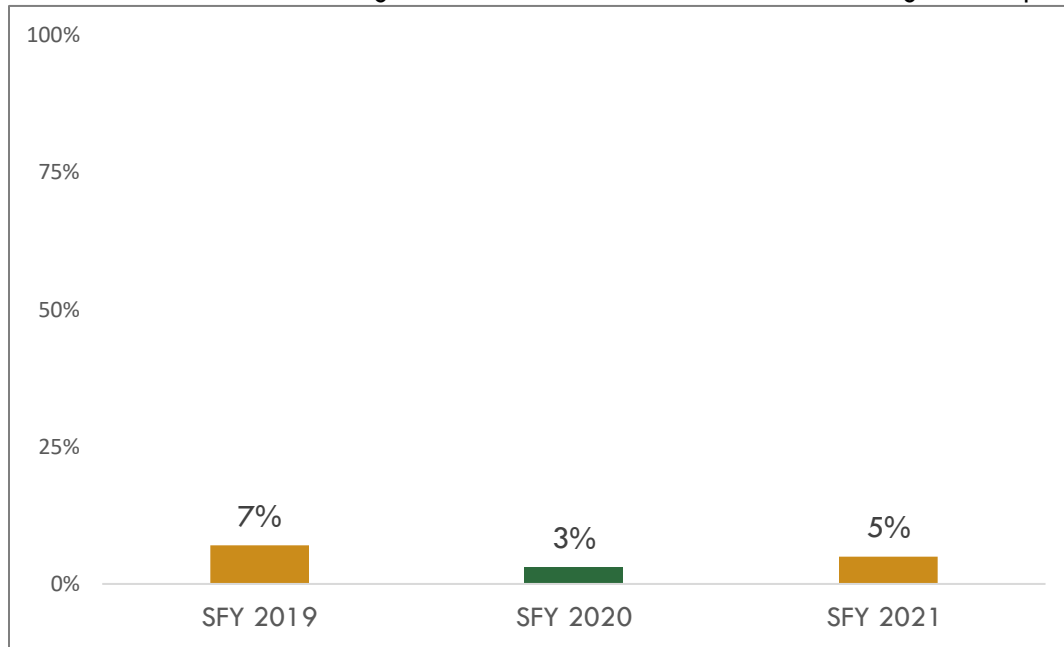


Maltreatment Outcomes Six Months or More after Successful AFF Program Completion

For SFY 2021 the evaluation team analyzed DCS administrative data of unique individuals who were referred after July 1, 2017, and who closed by December 31, 2020, to examine child maltreatment outcomes six months or more after successful program completion. For each fiscal year, a three- and one-half-year period of data is analyzed. Maltreatment report data was collected at least six months after parents' final AFF closure date and for a maximum of four years after parents' final AFF closure date. Exhibit 40 shows that over the past three-years of the individuals who met the criterion above, as low as 3% and as high as 7% have had a substantiated maltreatment report six months or more after program completion. Note - for this finding matching data from DCS reports of maltreatment was found for only n=1, 079 clients.



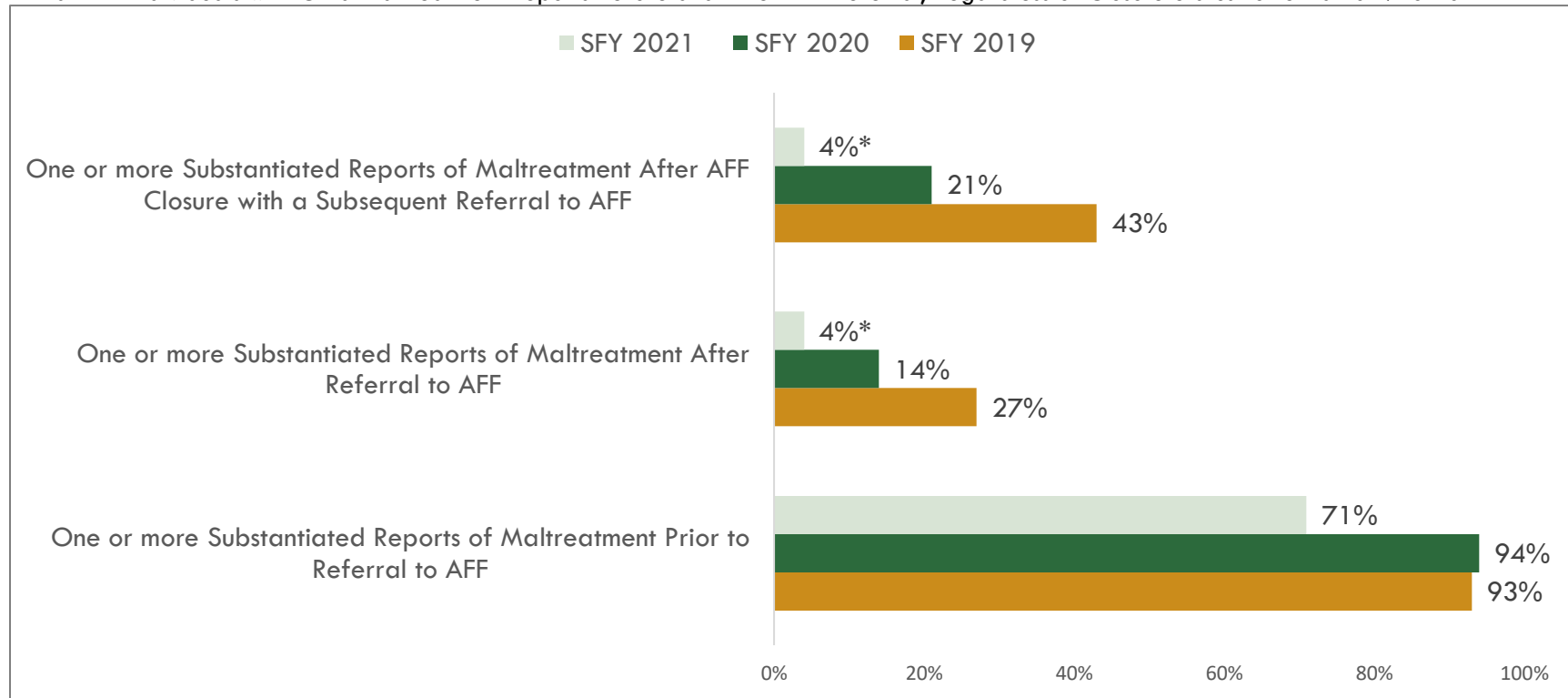
Exhibit 40. Maltreatment Findings 6 Months or More after Successful AFF Program Completion for SFYs 2019 to SFY 2021



Maltreatment Outcomes: Other Pertinent Information

Exhibit 41 displays the child maltreatment findings from reports received before and after the AFF referral for all unique individuals who participated in the AFF program between July 1, 2017, and June 30, 2021, regardless of their closure status, and who were matched in the DCS administrative data system. In SFY 2021 there was an overall trend of a reduced number of child maltreatment reports, before and after AFF referral. 71% of all individuals referred to AFF received one or more substantiated maltreatment reports prior to referral. After being referred to the AFF program, in SFY 2021, 4% of these individuals received one or more additional substantiated or proposed maltreatment reports, and 4% of these individuals who received a subsequent maltreatment report after their AFF closure were re-referred to the AFF program.

Exhibit 41. Individuals with Child Maltreatment Reports Before and After AFF Referral, Regardless of Closure Status for SFYs 2019 to 2021



*The large decrease in substantiated reports is being analyzed further to determine if data inconsistency may be a contributing factor for SFY 2021.



Conclusions and Recommendations

The Arizona Revised Statutes 8-882, 8-883 and 8-884, which established the AFF program, require an annual program evaluation that is consistent with AFF program goals. The AFF program aims to increase the availability, accessibility, and timeliness of treatment services to improve client recovery outcomes, employment levels, child safety, family stability, and permanency outcomes.

For this year, when data quality allowed, three-year trend data was presented. As previously mentioned, all the results presented in these annual evaluation reports are descriptive, meaning that the data presented is describing a component of AFF and/or an intended outcome area of focus for the AFF program. These results are not intended for making a judgement about the effect of the AFF program on any of the process level or outcome level indicators. The three-year trend data allows program managers and staff to better understand a result within a period of performance. Consideration is given to how much variation there appears to be from one year to the next over a period of three-years on any single result. While the trend data does not explain why a difference may exist, it can allow for a more comprehensive description of the results.

Referrals to AFF and Acceptance of Services

For SFY 2021, there were 13% fewer referrals to AFF compared to SFY 2020. Referrals dropped from a total of 2,348 in the first quarter of SFY 2021 to 1,579 in the fourth quarter of SFY 2021. While 89% of the time a first outreach attempt was made to the client within one business day, which is similar performance to the past two years, a much larger proportion (12%) of all referrals in SFY 2021 had no documented attempt at outreach. In SFY 2019 and SFY 2020 less than 5% of referrals had no documented outreach attempt after referral. This can be explored further to identify the reasons for no outreach or lack of documentation of an outreach that occurred.

A lower percentage of clients in SFY 2021 (30%) refused services before program intake, compared to 36% in SFY 2019 and 34% in SFY 2020. The average days between referral and acceptance date, and from first outreach attempt to acceptance has also declined from SFY 2019 to SFY 2021. This finding suggests that providers are more quickly engaging clients to accept services which is critical to intervening earlier if substance abuse is found to be a problem.

Client Demographics

The demographics of clients are recorded at the time of an assessment, not at the time of referral, which results in less ability to identify significant differences in types of people referred to AFF. It is recommended that client demographic information be collected from DCS Guardian files at the time of referral as well as when the AFF provider conducts an assessment.



Most clients served are between 25 and 45 years of age; there is very little variation in this characteristic from SFY 2019 to SFY 2021. This age range is reflective of the parenting sector of the population. Gender also does not vary over time with at least 60% of the clients who are assessed identified as female. Race and Ethnicity data is being further evaluated, as there appears to be a discrepancy for individuals reporting more than one race.

Most clients, approximately 60%, continue to be located in Maricopa County. Since SFY 2019, on average approximately 15% of AFF clients have less than a high school education. This is significantly higher than the state demographic of just 7% of the adult population with less than high school education². Since SFY 2019, approximately one-third of all AFF clients report being unemployed at assessment. Finally, on average 45% of all AFF clients are reporting a history of domestic violence at the time of assessment. These demographics, which remain fairly stable over time, call attention to the need for DCS staff and AFF providers to continually address racial and social equity issues for clients. In particular, it is important to identify and remove barriers that clients may have to accessing treatment so that more clients have the opportunity to complete the AFF treatment program.

Assessment and Availability of Services

On average for the past three years, approximately 95% of AFF clients who are referred are assessed to identify a need of substance abuse treatment services. For SFY 2021, there was a large increase in the portion of clients who were not assessed at 11%, compared to just 2% in SFY 2019 and SFY 2020. The average days from acceptance of services to assessment has also increased from 0.7 days in SFY 2019, 2020 to 3.3 days in SFY 2021. These two changes should be further investigated to identify root causes for these differences.

For the three-year period on average only 11% of AFF clients were assessed as not needing substance abuse treatment services. The range has been from 9.6% to 12.8% during this three-year period. Also of note is that for SFY 2021, 69% of clients were supported by funding from AHCCCS compared to 46% in SFY 2020. This data suggests that most often referrals to AFF are resulting in finding a need for substance abuse treatment services. It is not clear as to why there would be such a large shift in funding source for services as the need for service and the types of people seeking services is so similar year to year.

Three-year trend data illustrates that AFF clients are most often assessed and referred to outpatient or intensive outpatient level of care for treatment. The main type of service provided is outpatient care as on average in the past three years, 65% of all services provided fell into this category. AFF client duration of time in outpatient care ranges from an average of 139 – 169

² <https://mapazdashboard.arizona.edu/education/educational-attainment>



days. For SFY 2021, the average duration of time in outpatient care was 146 days, a slight increase from 139 days in SFY 2020.

Of particular note for SFY 2021 is that the total number of new and continuing unique individuals receiving treatment services in AFF increased to 4,108 from 2,153 in SFY 2019 and 3,435 in SFY 2020. The total numbers of unique clients that received Auxiliary and/or Concrete Support Services for each year are 4,930 in SFY 2019, 5,712 in SFY 2020, and 5,557 in SFY 2021. For the three-year period, an average of 5,400 AFF clients received these types of services. Even while there were fewer referrals to AFF in SFY 2021, more clients were served this year than in each of the past two years. A recommendation is to identify what appears to be driving this increase in total clients served each year. During SFY 2021 there were fewer case closures as the year progressed and it may be beneficial to identify with providers the cause of this decline. All point to an increasing need for the AFF program to build capacity in order to continue to serve more and more clients each year.

Accessibility of Services

Treatment for clients can be paid for by five different funding sources (DCS, AHCCCS, Medicare, private insurance, and tribal funding) based on eligibility. Access to the AFF program is enabled through different funding sources, adhering to the statutory requirement that other available behavioral health coverage be used prior to AFF state funding and that AFF be payer of last resort. Over the past three-years, the majority of AFF clients are supported by AHCCCS and DCS funding. Waitlists for services are not allowed by the program. Data that specifically tracks accessibility of services (e.g., data that shows whether clients can obtain a counseling appointment that fits their schedule) is not available. Repeating from last year, it is recommended that measures be developed to specifically track accessibility of services in the future.

Treatment Completion

Over the past three years, of all AFF client referrals that were assessed as needing treatment, between 13% - 23% of those clients met their treatment goals and successfully finished treatment. For SFY 2021, 14% of AFF clients successfully completed the program which is less than 23% who successfully completed in SFY 2020. For SFY 2021 the average length of time in AFF has declined to 119 days for the year compared to an average of 146 days in SFY 2019. Consistently over the three-year period most closures occur due to providers not being able to locate clients and or clients discontinuing services before program completion. Progress is being made in this area as not being able to locate client accounted for 22% of closures in SFY 2021, compared to 33% in SFY 2020 and 47% in SFY 2019. It is recommended to work with DCS staff and AFF contracted providers to identify more specifically the root causes that may be driving why 26% of AFF clients are discontinuing services before completion.



Employment

Across all three years there is a significant amount of “unknown”/missing employment data at time of closure, as it is challenging to collect data from clients at the end of the program period and or when a client leaves the program before completion. The reader is cautioned when identifying employment trends from the current data. For each year a larger percentage of those who complete the AFF program are working full and or part time compared to those who do not complete the AFF program.

Child Safety

Examining child maltreatment outcomes six months or more after successful program completion for SFY 2021 found just 5% of cases with a substantiated maltreatment report. A slight increase from 3% in SFY 2020 and a decrease from 7% in SFY 2019.

The reader is reminded that between-group differences in education, employment, and other unmeasured baseline characteristics may have directly influenced the outcome listed above. Without further analysis, it is not known whether the outcomes described above are directly attributable to the AFF program or other factors. It is recommended to conduct inferential statistical analyses on a select set of outcomes to provide more actionable information to the DCS AFF program for the purposes of program improvement.



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Appendix A. Methodology

Process Evaluation

The process evaluation reports on the program “outputs,” such as numbers of individuals served, participant characteristics, and services received.

Data Sources

The data used for the process evaluation comes from the AFF Web Portal, an information management system designed by LeCroy & Milligan Associates in July 2018. The AFF Web Portal allows providers to upload their internal data directly into the portal in a secured format, search for client data in the online portal, and identify and correct errors in the data. Providers are required to upload their data into eight data tables (Referral, Outreach, Client, Level of Care, Service, Drug Test, Past 30-Day Use, and Closure) using specific data file formats that ensure cross-agency consistency and lead to better data integrity.

Data Quality

The web portal allows for the generation of comprehensive data error reports linked with provider unique identifiers that enable the providers to correct identified issues. Providers are required to keep total data errors to below 10% for each data table, and this goal was met for this reporting period. It is important to note that the evaluator does not independently verify the quality or accuracy of data entered by the AFF provider at the provider agency level.

Outcome Evaluation

The overall aim of the outcome evaluation component is to describe the outcomes of the AFF program at both the child and parent level. The outcome evaluation responds to the required components of the AFF program. This report reviews outcome data of DCS clients who completed treatment and those who did not.

Data Sources

The data on maltreatment reports was obtained through the CHILDS and new Guardian database, the Arizona DCS child welfare case management information system.

Data Quality

Data monitoring and quality assurance is ongoing, and providers are required to correct any errors monthly that are apparent based on error reports. As mentioned above, it is important to note that the evaluator does not independently verify the quality or accuracy of data entered by the AFF provider at the provider agency level. Providers are also required to attend monthly data manager meetings to discuss data quality. Additionally, the portal continues to be assessed monthly to ensure that as few errors as possible occur after data is uploaded.



Data Analysis

For the process evaluation, demographic data were analyzed for all referrals received. The data for each distinct phase of the AFF program flow (Referral, Outreach, Acceptance of Services, Assessment, Drug Test, Services, and Referral Closure) were analyzed to provide results that are most informative for program monitoring and improvement. For the Referral, Outreach, Acceptance, and Assessment data, the number and percentage of referrals for new and continuing clients were evaluated. For the Drug Test data, the number and percentage of drug tests that occurred during SFY 2021 were evaluated. For the Service data, the average duration of services for unique individuals in each level of care was evaluated. For the Closure data, the number and percentage of closures that occurred during SFY 2021 were assessed. For the Employment Status at Assessment and Closure section, unique individuals who had an assessment and closure were evaluated. For the Outcome Evaluation, CHILDS and Guardian data was used to compare maltreatment report and allegation data prior to referral to the AFF program and data at referral closure for those closed in SFY 2021. CHILDS data was also used to compare the same data components six months after closure for those closed successfully in SFY 2020.

Maltreatment Outcomes Analysis

To gather CHILDS/Guardian data for maltreatment outcomes, the evaluation team provided DCS with a list of all clients referred to the AFF program by DCS during SFY 2021. These clients were matched to the data in the CHILDS/Guardian database to identify maltreatment reports associated with each individual just prior to the AFF referral, during AFF services, and after AFF services closed, for those with at least one record in this system. The results were divided between those who completed AFF services (completers) and those who did not (non-completers). The evaluation team then reviewed unique individual AFF data to determine closure reasons. As described in the Outcome section, when a unique individual had multiple maltreatment reports resulting in different maltreatment findings, the highest finding level was reported. For example, if a unique individual had three maltreatment reports prior to being referred to AFF that resulted in two unsubstantiated findings and one substantiated finding, this individual was included in the “Substantiated” row (i.e., the highest level) in the Pre-Referral section. Subsequent maltreatment reports received up to the date of data extraction were included in this analysis.

Limitations

Despite great improvements in data quality that were made for the current report, limitations remain. The accuracy of the results provided rely on the accuracy of the data entered at the provider and state agency level. The data is collected and documented by many individuals and error can occur.

