



Parent Support Outreach Program

What is PSOP?

- Minnesota's Parent Support Outreach Program (PSOP) is a voluntary, short-term, early intervention program that aims to prevent child abuse and neglect and promote family wellbeing by providing case management and financial supports to high-risk families.
- The program was first piloted in 2005, then expanded statewide in 2013.



PSOP is built
on the
protective
factor
framework



1. PARENTAL
RESILIENCE



2. SOCIAL
CONNECTIONS



3. CONCRETE
SUPPORT IN
TIMES OF NEED.

5 PROTECTIVE FACTORS

FOR PREVENTING RISK OF CHILD ABUSE.

SOURCE: Prevent Child Abuse America

4. KNOWLEDGE
OF PARENTING
& CHILD
DEVELOPMENT.



5. SOCIAL &
EMOTIONAL
COMPETENCE
OF CHILDREN.



LEARN
MORE ABOUT
THESE 5 FACTORS:

[preventchildabuse.org/
resource/
mentor/](http://preventchildabuse.org/resource/mentor/)



A family's story: a new start

- Mom with 2 young children left a violent relationship. Mom did not have an income because she was the full-time caretaker for the children.
- The GCHHS PSOP SW was able to help mom find subsidized housing. The PSOP SW used funding to help with cost needed to get into housing and assisted with a couple of months rent while mom got her financials in order. The PSOP worker assisted mom with getting county benefits.
- The PSOP worker and mom came up with a plan for mom to look for work. Mom was able to find a full-time job and childcare. With the help of PSOP funding mom was able to pay for a training that will advance her at her current company.

Goodhue County implementation

In 2014 SCHA grant allowed us to expand PSOP

In 2014 GCHHS received a South Country Health Alliance Community Investment grant of over \$200,000 to expand PSOP services in Goodhue County.

With the combination of state allocated fund and Child Welfare Targeted Case Management (CW-TCM), the Goodhue County Board approved hiring a full time PSOP case manager.

The first PSOP worker was hired in 2014, and GCHHS served over 100 families during the grant period

Goodhue County implementation of PSOP in 2026

Two full time PSOP workers

One halftime PSOP worker—contracted position with Goodhue County Education District

In process of adding Third PSOP worker (redesign position)

PSOP case management is eligible for Child Welfare Targeted Case Management billing—CW-TCM--2026 rate \$771/month/client

2026 PSOP allocation from DCYF: \$62,524



A family's story: child support ended

- Child support abruptly stopped for a single mom of 2. The mom was unable to pay her rent the following month after the child support stopped. The family received an eviction notice from the housing unit they had lived at for several years.
- The GCHHS PSOP worker and mom went through her budget. They found that the cost of childcare was not affordable. Mom agreed to apply for childcare assistance (CCAP) now that her income was significantly less and look for childcare that took CCAP since her current provider did not.
- Mom was able to get approved for CCAP and find a childcare that accepted CCAP. The PSOP worker was able to use PSOP funding to help with registration at the new childcare.
- The PSOP worker was able to use Local Housing Prevention Aid funding to help with 3 months' rent to stop the eviction and give mom a chance to get caught back up.

PSOP outcomes

PSOP evaluated by MMB Impact Eval Team

Minnesota Management & Budget's Impact Evaluation Unit is a team of data and social scientists that rigorously evaluates state investments and policies to find what works.

It is part of the Results Management Team, which is nested within MMB's Budget and Results Division.

Minnesota's legislature established the unit in 2019 to assess the impact of the state investments.

MMB prioritizes working with state agencies and other partners to identify and answer pressing questions and creating evidence that is rigorous, relevant, and used by policymakers.

For more information about the team or to learn about current and future areas of study, please visit the website

<https://mn.gov/mmb/impact-evaluation/> or contact ResultsManagement@state.mn.us

Executive Summary of MMB's PSOP analysis

The MMB analysis of PSOP uses programmatic administrative and survey data to better understand PSOP implementation and outcomes.

This analysis of PSOP is in two parts:

1. characteristics of the PSOP service including delivery model, duration of services, and use of flexible funds; and
2. characteristics of the households receiving PSOP services.

- Importantly, this descriptive analysis is not designed to make claims of cause and effect. The findings in this report should be interpreted as a description of PSOP participants and their experiences.

- [Reports and Publications / Minnesota Management and Budget \(MMB\)](#)

Key takeaways

From 2013 to 2025, **PSOP helped over 76,000 people in over 25,000 cases**, with the number of families served growing steadily each year.

Statewide, **most families receiving PSOP services (61%) did not have any further child welfare involvement** during the year after they started PSOP and very few families (3%) had a maltreatment determination.

In counties where PSOP services were **contracted out**, fewer families were subsequently involved in child welfare reporting and investigation. Counties that contract PSOP services, however, may be different in important ways than counties that choose not to contract.

Families receiving **more intensive PSOP services had higher rates of child welfare involvement** in the following year. These families may experience both a greater objective need for child welfare involvement and increased contact with state systems, which can result in more intensive monitoring.

PSOP families with **greater financial needs**, indicated by PSOP service use and public benefit connections, experienced more subsequent child welfare involvement.

Minnesota PSOP snapshot 2025

Parent Support Outreach Program - Case management

Agency Selection

Minnesota

Year Selection

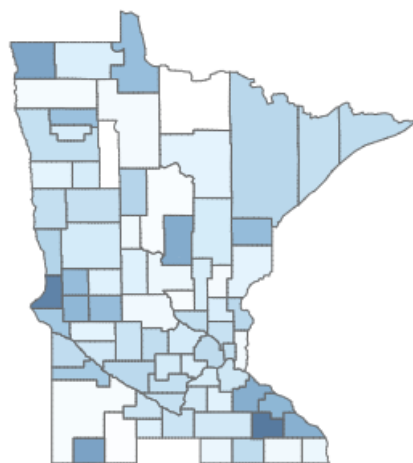
- ☐ 2020
☐ 2021
☐ 2022
☐ 2023
☐ 2024
☒ 2025

Include work groups that

- ☒ Opened during the year
☐ Were open at any time du...

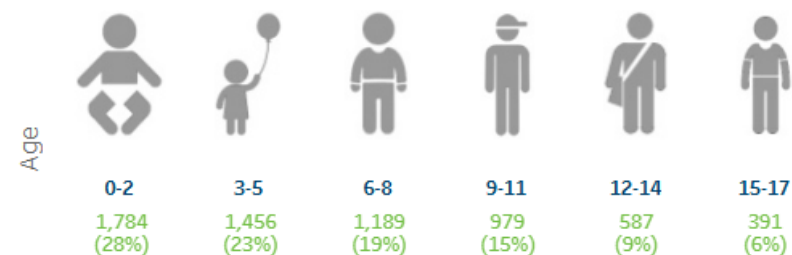
5,787 children in **2,581** families opened for PSOP

Per 1,000 rate of children by agency



Child demographics

| | | |
|---------------------------------|---------------|----------------|
| African American / Black | 2,381 (28.4%) | 11.0 per 1,000 |
| American Indian / Alaska Native | 448 (5.3%) | 10.0 per 1,000 |
| Asian / Pacific Islander | 246 (2.9%) | 1.9 per 1,000 |
| Two or more races | 1,440 (17.2%) | 12.3 per 1,000 |
| Unknown / declined | 688 (8.2%) | |
| White | 3,188 (38.0%) | 2.2 per 1,000 |
| Hispanic / Latinx (any race) | 1,240 (14.8%) | 6.4 per 1,000 |

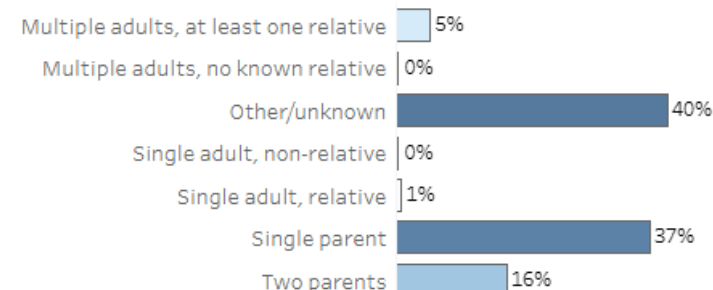


19% of families had a screened in child protection report prior to their enrollment into PSOP services

The typical family received ongoing PSOP case management services for **7.0** months

9% of families had a screened-in child protection report within the 12 months following their disenrollment

Adults on workgroup



Parent Support Outreach Program - Case management

Agency Selection

Goodhue

Year Selection

- ☐ 2020
☐ 2021
☐ 2022
☐ 2023
☐ 2024
☒ 2025

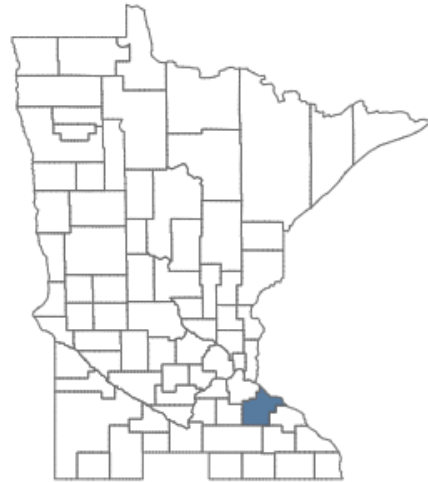
Include work groups that

- ☒ Opened during the year
☐ Were open at any time du...

126 children in **67** families opened for PSOP

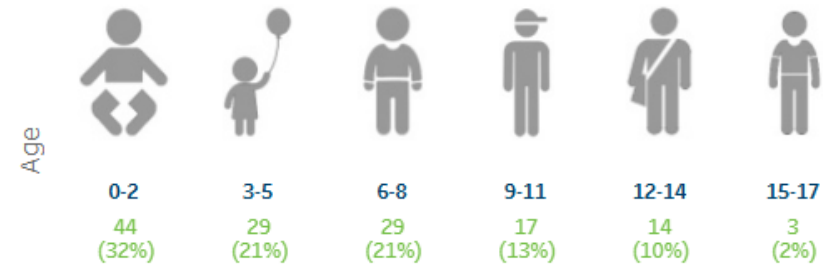
Per 1,000 rate of children by agency

Goodhue: 13.0



Child demographics

| | | | |
|----------------|---------------------------------|-------------|---------------|
| Race/Ethnicity | African American / Black | 14 (7.1%) | 0.1 per 1,000 |
| | American Indian / Alaska Native | 3 (1.5%) | 0.0 per 1,000 |
| | Two or more races | 31 (15.7%) | 0.2 per 1,000 |
| | Unknown / declined | 6 (3.0%) | |
| | White | 144 (72.7%) | 0.1 per 1,000 |
| | Hispanic / Latinx (any race) | 38 (19.2%) | 0.2 per 1,000 |



10%

of families had a screened in child protection report prior to their enrollment into PSOP services

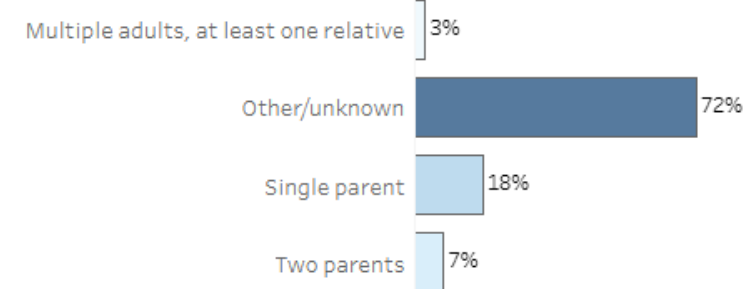
The typical family received ongoing PSOP case management services for

16.0 months

3%

of families had a screened-in child protection report within the 12 months following their disenrollment

Adults on workgroup



Goodhue
County PSOP
snapshot
2025





A family's story: achieving sobriety

- A mom who was using drugs asked the GCHHS PSOP worker to help her get sober.
- The PSOP worker referred the mom to substance use treatment and found sobriety. After many months of sobriety, the PSOP worker closed her case.
- Months later the mom called the PSOP worker and asked for help finding housing for her and her child. This mom has lived with family since her child was born, and she felt stable enough to move out and try parenting on her own.
- The PSOP worker was able to find mom subsidized housing. Mom did all the paperwork that was needed and PSOP utilized Local Housing Prevention Aid funds to get the family into their first home.
- Mom is working full-time and managing her bills. The child is doing well at school and participating in extracurricular activities. Mom is still sober.

Questions? Thank you!

Resources

- Chapin Hall. (2023). Child and Family Well-being System: Economic & Concrete Supports as a Core Component.
- https://www.chapinhall.org/wp-content/uploads/Economic-Supportsdeck.pdf?trk=public_post_comment-text
- [PSOP Resources page](#)
 - Slides 13, 14 come from the tableau dashboard and is only accessible to county PSOP staff.
- [Reports and Publications / Minnesota Management and Budget \(MMB\)](#)
- [Core Meanings of the Strengthening Families Protective Factors - Center for the Study of Social Policy](#)