

# The social return on investment of a coaching course for (ex-) convict mums

*On behalf of 'A Balanced Family' - Humanitas*

Author: Heleen de Boer  
Organisation: Social E-evaluator  
Date: May 2014

**social e-evaluator™**  
valuing social impact

*Assurance statement:*

**“This report has been submitted to an independent assurance assessment carried out by The SROI Network. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report”.**

## List of contents

<b>1. Introduction</b>	3
1.1 Cause and purpose	4
1.2 Scope of the analysis	4
1.3 Methodology	7
1.4 Theory of change	11
1.5 Reading instructions	12
<b>2. Theoretical framework</b>	13
2.1 Risk factors ex-convict mums	13
2.2 Risk factors children of ex-convict mums	14
<b>3. Trends and developments</b>	16
3.1 Organisation and execution of the aftercare policy	16
3.2 Monitoring of aftercare of ex-convicts	17
3.3 The role of volunteers within regular policy	18
3.4 Additional supply in addition to regular policy	19
<b>4. Qualitative results</b>	20
4.1 Families (ex-convict mums and their children)	20
4.2 Volunteers (coaching mums)	29
4.3 Local councils	30
4.4 Dutch Department for Youth Care	33
4.5 Rehabilitation	36
4.6 Dutch Ministry of Security and Justice/Dutch Service for Judicial Institutions	37
<b>5. Quantitative results</b>	39
5.1 Families (ex-convicted mums and their children)	40
5.2 Children of ex-convict mums	48
5.3 Volunteers (coaching mums)	50
5.3 Local councils	52
5.4 Dutch Department for Youth Care	55
5.5 Dutch Ministry of Security and Justice/Service for Judicial Institutions	60
<b>6. Social return on investment</b>	61
6.1 SROI ratio	61
6.2 Unquantified results	61
6.3 Sensitivity analysis	62
<b>7. Conclusions and recommendations</b>	63
7.1 Conclusions	63
7.2 Recommendations	65
<b>Appendixes</b>	67
Appendix 1	Checklist ex-convict mums
Appendix 2	Interview questions local councils
Appendix 3	Interview questions governmental authorities
Appendix 4	List of interviewees
Appendix 5	Literature/references

## 1. Introduction

'A Balanced Family' is a national programme in The Netherlands executed by Humanitas. Humanitas is an organisation that offers services in the areas of housing, healthcare and wellbeing to people who need (temporary) support to structure their own life. A Balanced Family has started out in 2002 as a partner in the cooperative project 'A Balanced Future'<sup>1</sup>. Over the past years A Balanced Family has further developed her vision, methodology and way of working and has exchanged knowledge and experience with other European countries. The programme has now grown into a nationally structured entire source of supply for (ex-) convict parents and their children, from the start of imprisonment up until the aftercare phase. As from 2008 the Dutch Ministry of Security and Justice is financing the supply of A Balanced Family during imprisonment. For the additional electives after imprisonment the local councils are being called upon within the scope of their responsibilities in the areas of aftercare to convicts, preventive youth care policy and the Dutch Law on Social Support.

The two main purposes A Balanced Family works towards are improving the relationship between mother and child and for the mums to be able to function independently within society. The thought behind this is that functioning within society and functioning within a family intertwine. The experience of A Balanced Family shows that (ex-) convict mums often face specific problems and circumstances. They have had to leave the care for their child to others during their imprisonment and often feel guilty towards their children. A lot of imprisoned mums come from dysfunctional families, where there has been sexual abuse or other types of violence. Aside from that they often have debts, they lack education and face low housing standards. It is difficult for them to combine the care for their children with employment after their release from prison, due to which they have a limited social network and low self esteem (A Balanced Family/ Humanitas, 2010).

Children who live in families with a mum who has been in prison, generally face multiple risks. A mother's problems and stress about housing situations and finances, often have a negative influence on the educational environment within a family. Hence they have an increased risk to develop criminal behaviour in comparison to children of convicted fathers or children without ex-convicted parents. A focused approach in dealing with the problems families face in multiple areas of their lives, is important to prevent significant problems in the development and behaviour of the children at a later stage.

A Balanced Family runs various courses that are available to ex-convict mums during or after their imprisonment in order to improve the relationship with their children and function independently in society once again.

- *Mother Goose*: informative meetings at the start of imprisonment (using games)
- Mums visiting mums: coaching contact during imprisonment
- Mother and child visits: supervised visits of children to their mums during imprisonment
- *I-YOU-US*: group meetings at the end of imprisonment
- Coaching mums: coaching after imprisonment

A Balanced Family cooperates with trained volunteers in the execution of the courses. These trained volunteers are mostly parents/educators themselves. Professionally trained, qualified coordinators are supporting them and stay in contact with the relevant local authorities. Together with the staff of the penitentiary institutions the coordinators ensure that mums, if they want to, can take part in one of the courses offered by A Balanced Family (both during and after imprisonment). When the mums

---

<sup>1</sup> 'A Balanced Future' was a cooperative project of The Dutch Ministry of Security and Justice, PI's for women, a number of councils and aftercare providers.

are still in prison, they can enroll with A Balanced Family via a staff member of the penitentiary. Once they have been released from prison, mums can register themselves directly via the coordinator of A Balanced Family. Other authorities, such as councils, Rehabilitation and Departments for Youth Care (local/ regional), can register mums also. In general ex-convict mums are being registered by the penitentiary institution in preparation for their release from prison.

The way of working of A Balanced Family is based on a number of specific principles. These principles are targeted towards the strengthening of the skills and qualities of (ex-) convict mums, so that they are able to get their life and the lives of their children on track independently in the long run. The mums gain insight into their own (im) possibilities, work on a positive self image and enlarge their social, emotional and practical competences. The foundational principle is that the (ex-) convict mums are being kept responsible for themselves and their children, and are being stimulated to take care of matters by themselves.

A Balanced Family handles problems of (ex-) convict mums in different areas of life at the same time via an integral approach. In doing so they cooperate with local social partners such as Homes of Safety, Youth&Family centres, rehabilitation, social services, housing corporations, Departments for Youth Care and social work. The coordinators possess extensive knowledge of the Dutch social map and stay in contact with local care providers.

### **1.1 Cause and purpose**

In 2012 we have developed framework on behalf of the Anton Jurgens Fund for a social impact analysis of the coaching mums programme, based on the knowledge and experience of A Balanced Family. Based on this framework, A Balanced Family has asked to carry out a full impact analysis based on the Social Return on Investment (SROI) method.

Local councils are forced to analyse their expenses/investments in a critical manner due to cost cuttings. A Balanced Family depends on local councils to finance the coaching of mums after imprisonment. Due to current developments, financing the execution of the programme is under pressure. This increases A Balanced Family's urgent need to be able to prove the added value of the programme. Although the focus is on (ex-) convict mums, the results reach further than the primary target group only. A Balanced Family expects that authorities involved (such as local councils, Departments for Youth Care and rehabilitation) will also benefit from the programme. A Balanced Family has asked to provide a full overview of the outcomes that are being reached with the coaching course for ex-convict mums, qualitative as well as quantitative, based on the foundational principles of SROI.

The purpose of the analysis is to develop a solid, well-grounded tool for dialogue to support the applications for financing of the programme.

### **1.2 Scope of the analysis**

The analysis involves an evaluation of the coaching course for ex-convicts. In 2012 A Balanced Family has supported 128 mothers and their children (246) via an aftercare programme (A Balanced Family, annual report Dutch Ministry of Security and Justice, 2012). These programmes have been financed by the Amsterdam, The Hague, Utrecht, Almere, Hertogenbosch, Venlo and Eindhoven councils (part of the programmes which took place in 2012 have been financed in 2011). The Anton Jurgens Fund has financed seven programmes in smaller councils in 2012.

In the programme, a voluntary coach gets matched to an ex-convict mum, with explicit questions in the area of parenting. Every couple (ex-convict mum and volunteer) is also connected to a professional coordinator from A Balanced Family, who can support them where necessary and who can be enabled when there are problems with authorities. The volunteer visits the ex-convict mum at home during a 1 year period, on average 4 hours a week. They offer practical support (such as in the area of budgeting) as well as emotional support to the ex-convict mums to refind their place in the family and in the society. They support them in restoring the relationship between mother and child, in increasing their self-confidence, increasing parenting skills, and in the strengthening of the social network around the family. Aside from that, they observe whether ex-convict mums need extra practical support or care. The coordinator guards and filters the need for additional care and ensures a good induction to the care needed.

During the visits ex-convict mums can talk about/ getting help with:

- Their children
- Education
- Dealing with finances/ financial problems
- Activities with children
- Work and income
- Filling out forms
- Preparation of difficult conversations with authorities
- Establish (new) contacts in environment
- Emotional problems

The support of A Balanced Family is customized to the needs of the mums. The involvement of the volunteers is intensive and of a high standard. Emotionally, they listen to the mums and try to give advice based on their own experience. The children are often the topic of the conversation. Through the regular visits they are building a bond of trust with the mums and in many cases also with the children. Activities they undertake together with the mums and/or their children to support them emotionally are for example: going for a walk, having coffee, chatting/ listening, shopping and celebrating birthdays. Practically, they support the mums in organizing their life and mediating between the mum and authorities. Activities they undertake to support them: helping with moving and furnishing house, filling out forms, organising admin, hospital visits, babysitting, phoning/ joining appointments at authorities, applying for a social benefit, etc. The measure in which volunteers offer support varies per mum.

#### *Stakeholder selection*

In consultation with A Balanced Family we started with a longlist of stakeholders. Stakeholders are defined as people or organisations that effect or are affected by the programme (positive or negative). To decide which stakeholders to include in the analyses we started a brainstorm session (together with A Balanced Family) about what we think did change for the stakeholders as a result of the programme. During the involvement process of stakeholders it became clear that the stakeholders we considered material in the first place, because of their direct involvement in the programme (ex-convict mums, local councils and volunteers), seemed to be material stakeholders. For other stakeholders it was more difficult to decide whether they were material or not: Department for Youth Care, Rehabilitation Service, the Ministry of Security and Justice and educational institutions.

During the interviews with the ex-convict mums, several general questions have been asked to find out whether we could identify sub groups, e.g.:

- duration of imprisonment

- family situation (amount/ age of children, partner)
- stay of children during imprisonment (foster home or own network)

Although the situation of the mentioned topics was very different for the mums, it seemed to be impossible to connect one or more variables to specific outcomes. Mums with older children did not by definition need less help in education than mums with younger children. Mums who was short in prison did not by definition experience less problems in the education or less stress than mums who had been longer in prison. Based on these criteria's there seemed no reason for splitting up the target group in sub groups. During the interviews, there did not come up other topics that could be interesting for creating sub groups. The researcher tried to find out whether the descent of the mums was a criteria for creating a sub group. Five of the nine mums had another cultural origin. They might experience more problems in arranging things (e.g. housing, healthcare) or creating a network. But the contrary seemed to be true. It seemed difficult for all the mums to arrange things with institutional parties and they all had lost their trust in the idea that these parties could help them further.

During the involvement process of other stakeholders it became clear that the coaching programme created material changes for the Department for Youth Care, especially because ex-convict mums mostly have a lot of resistance at this institution and they are tend to avoid or object the compulsory process because they are afraid of losing their child(ren). Rehabilitation Service (which seemed to be a key stakeholder in the first place) seemed to experience less material changes during the period of the analysis, mostly because they were not aware of the presence of A Balanced Family. The rehab workers recognized the potential value of volunteers in general and this specific programme. This could be increased when the cooperation with A Balanced Family increases and becomes more structural. For this reason, Rehabilitation has been excluded from the (quantitative) analysis.

It has proven difficult to get in touch with the teachers of the children involved in a programme of A Balanced Family. We needed permission from the mums in the first place and many mums decided not to tell the school about their imprisonment. This has been confirmed by two teachers we spoke to (by phone). Most teachers are simply not aware of the fact that one of their pupils has an ex-convict mum (as a result of which changes cannot be attributed to the programme). For this reason, we cannot say whether the educational institutions experienced material changes. Also the literature says very little about the impact of similar programmes for educational institutions. Therefore, we decided to exclude them from this analysis. Further research can possibly show whether this is a material stakeholder or not.

Because it was not possible to involve the children (because of young age), other stakeholders have been questioned about the changes for the children (ex-convict mums, volunteers, coordinators and family guardians). Based on the interviews and the survey, the programme seemed to create a material change in the well being of these children and we decided to include them in the analysis.

<b>Key stakeholders</b>	<b>Reason for inclusion</b>
Ex-convict mums	Group that was expected to gain the most benefits.
Children of ex-convict mums	Group that was expected to gain benefits because of the family support.
Volunteers	Provided time necessary to make the programma under analysis possible and gain benefits from being involved.
Local councils	Provided finance and so affects the activity.
Department for Youth Care	Provided (obligatory) support to ex-convict mums and their children to make sure the children grow up to be a healthy and balanced adult.
Ministry of Justice	Provided (voluntary) support to ex-convict mums for a good

	transfer after imprisonment to minimize the risk on recidivism.
<b>Excluded stakeholder</b>	<b>Reason for exclusion</b>
Rehabilitation	Rehab workers were not always aware of the programme. Therefore it was not relevant during the period of the analysis but could be relevant when the cooperation with A Balanced Family increases. Potential key stakeholder.
Educational institutions	Teachers are mostly not aware of the imprisonment and therefore cannot decide whether changes can be attributed to A Balanced Family or not.

In the next paragraph is clarified in which way the stakeholders have been involved in the analysis.

### 1.3 Methodology

The analysis has been carried out based on the Social Return on Investment (SROI) principles. SROI is a method to measure the social return of investments and explain them. The method measures the changes relevant to stakeholders (beneficiaries). Based on both qualitative as well as quantitative methods of research, outcomes have been determined by means of measurable indicators which has been exchanged in a value (expressed in a monetary unit). With this, aside from naming the outcomes, the value of the outcomes for the different stakeholders is being made clear. The analysis results in a SROI ratio: the relation between costs (investments) and the benefits which portrays the extent of the return.

SROI uses the following principles:

1. Involve the stakeholders
2. Understand change from a stakeholder's perspective
3. Value the results (in monetary units)
4. Only involve matters that are relevant and significant
5. Do not overclaim
6. Be transparant
7. Verify the assumptions and results

The quality and development of these principles are being monitored by the International SROI Network ([www.thesroinetwork.org](http://www.thesroinetwork.org)). The below image visually portrays the SROI process:



In consultation with A Balanced Family a plan of approach has been made how to involve the stakeholders to ask them what they think did change for them as a result of the programme. Towards the end of 2012 preparations have taken place (contacting stakeholders, literature research, etc). Field research has taken place between January – June 2013.

The scope of this analysis was to evaluate the activities of the aftercare programme of A Balanced Family. We have not looked at other delivery models to accurately compare the value that would be created if these activities were delivered differently. As part of the consultation, stakeholders were asked what they felt would happen if A Balanced Family did not deliver these activities.

### *Qualitative methods*

A Balanced Family has selected randomly eighteen families who have been involved in an aftercare programme in 2012. With nine of these mums a semi-structured interview has been held at home. Aside from that, telephone interviews as well as personal interviews have been held with (policy) staff members of six city councils, four family guardians, five staff members of Rehabilitation The Netherlands (policy staff member and rehab workers) and three programme staff member of the Dutch Service for Judicial Institutions. Besides this, a focus group has been held with convict mums in the prisons in Ter Peel and a focus group has been held with volunteers during a regional meeting in The Hague. A Balanced Family introduced us to the most important contacts of the institutions. But we also founded some contacts ourselves, to reduce the risk on speaking to the persons who have positive experiences. We also tried to spread the persons per stakeholder group as much as possible (different organisations, different local councils, different living areas).

Although the time investment of qualitative research is much higher than quantitative research, the information collected through depth interviews has more draught and can be much more valuable than information from quantitative research. On average 10 – 20 depth interviews are carried out for a research (depending on the scale of the research). After six or seven depth interviews we realized that the topics and outcomes the mums mentioned, were showing similarities. Although the stories behind their problems were very different, they were all dealing with a set of basic problems they needed help with after imprisonment. Since the information led to saturation, we decided in consultation with A Balanced Family, to not involve more mums for this research after nine interviews.

The most important stakeholder to involve was the primary target group, in this case the ex-convict mums. In consultation with the organisation we decided to involve them through *depth interviews* at their own place (home). This method focuses on identifying motivations and thoughts about a specific topic (the programme) and give the possibilities to ask more questions when necessary. Because the interviews took place in their own area and we were accompanied by their volunteer, it was possible to make them feel at ease and have an intensive conversation. Because of anonymity, we decided not to tape the interviews, but make extensive notes during the interviews. Next to the answers to the interviews, observation was another source of information. Where do they live? How do they live? Who is living with them? Sometimes the children were at home during the interviews, so small talks were possible. It also gave an impression about the interaction between mum and child(ren) and the interaction between the children and the volunteer.

Advances of depth interviews:

- It is possible to ask more questions about underlying thoughts, motivations and ideas. As a result, more detailed information comes up.



- The interview can take place everywhere, so the persons who are interviewed can feel more at ease and respond more freely.

Disadvantages of depth interviews:

- There can not be drawn general conclusions that apply for the whole target group.
- The interviewer can unconsciously influence the person that they interview and is also the only one who can challenge the person.

To reduce the risk of the disadvantages mentioned above, it was an advantage that the researcher studied cultural anthropology and had a lot of experience with field work through participative observation and depth interviews. She has knowledge about analyzing qualitative results and about how to downgrade the risk of influencing the research process and getting socially desirable answers. The attention of the volunteers was a risky choice. It could influence the interview (socially desirable answers) but it could also open up the interview by taking fear and distrust against the interviewer away. In consultation with the organisation we thought we could take the risk, provided that the volunteers would not participate in the interview. It seemed to be a good choice and it did not take long to gain confidence by the mums. But the idea about fear and distrust was not exaggerated. The researcher had to be very clear about not being involved with any institutional party (like Youth Care Department or city council) and the interview had to be done anonymously.

All the volunteers who attended the interviews (passively) were also interviewed to get another perspective on the situation of the mums and see if there were striking differences between the experiences of outcomes.

#### *Open ended interviews*

During the interviews with ex-convict mums we used a semi structured topic list, based on desk research and the information from A Balanced Family and other stakeholders. The interviews were open ended. It was like an informal conversation (except from the fact that I was making notes), questioning the mums about the topics they came up with themselves. The interview always started with general questions about themselves/ their situation:

- How was the situation after imprisonment (what was arranged for them and by who, what were the most difficult things they had to deal with)?
- What had changed in comparison with the situation before imprisonment?
- What was their motivation to join the programme?
- What has been changed since the programme/ the involvement of a voluntary coach?

The mums got the space to mention their own topics and most important outcomes. It was the job of the interviewer to discover which outcomes were most relevant and significant for the mums and to which extent the outcomes are due to the programme/ the support of a voluntary coach. The depth interviews gave the opportunity to ask many questions in different ways and ask the mums to draw pie charts about the attribution of A Balanced Family and other parties/ persons.

After the mums mentioned their most important topics and outcomes due to the programme, we introduced some topics which had not been mentioned by the mums but that could be relevant and significant for them. The mums were very clear about what kind of help they needed after imprisonment and on which life areas they could save themselves. So the checklist was only to check whether some topics were missing. All the mums faced problems on multiple life areas, but not on every area. Which problems they got help with could not be related to specific characteristics of the mums.

### *Quantitative methods*

Because depth interviews do not give the possibility to draw conclusions that apply for the whole target group (128 mums), an online survey (Survey Monkey) has been distributed in order to ground and value the qualitative data. The questions were based on the input from the depth interviews with mums and other stakeholders, but included several open questions and space for remarks. The survey contained questions about the outcomes that we considered material based on the interviews with ex-convict mums and other stakeholders. Per outcome, the following questions has been asked:

- Is the outcome relevant for this family/ mum?
- What was the situation at the start of the programme (scale)?
- What was/ is the expected the situation at the end of the programme (scale)?
- What would have happened without the programme? What is the chance this outcome would have happened anyway (%)?
- Were there other persons/ parties who also contributed to this outcome? How much did they contribute (%)?
- How long do you think the outcome will last for the family/ mum?
- Did the outcome lead to extra income/ cost savings for the family/ mum or other stakeholders? How much?

The survey has been filled out by the professional coordinators (9 total) of A Balanced Family on behalf of 71 families who have taken part in an aftercare programme in 2012. This sample survey forms 55% of the total number of families which have been supported by A Balanced Family in 2012 in an aftercare programme. The families have been selected *at random*. The main reason why the survey has been set out with the professional coordinators of A Balanced Family, is because they are closely involved in the situation of the mums and their family, and they are the link between the mums and the authorities they were involved with. They have an overall view on how the life of the mums and their families changed since their involvement in the programme. The professionals based their information in the survey on their family files and their professional experience with and knowledge about the families and the programme in general.

To minimize the risk of a socially desirable picture from the professionals, the organisation made a random selection of the families that would be taken into account (at least 50%). The survey have been filled in independently by nine different professionals. The professionals got 1 day from the organisation to fill in the survey (5 – 10 questionnaires per professional), which was enough time to collect all the relevant data and fill in the surveys properly.

### *Valuation methods*

SROI uses financial proxies to understand the value of changes that stakeholders experience. Only by valuing the changes from the perspective of an individual or organisation that experience the change, that we can properly decide which of the changes are the most important. The values based on the proxies are not necessarily direct savings. The value is more likely to be realised as resource reallocation – time of staff and other resources that the local authorities are able to use elsewhere as A Balanced Family is looking after these vulnerable families.

In the analysis only (cost) price related methods have been applied in order to determine the value. During the interviews with ex-convict mums we tried to introduce revealed preference and stated preference valuation methods to value perceived outcomes (such as an improved family

relationship). These methods did not work during the interviews because the mums found it very hard to compare the outcomes of the programme with other things.

Some (cost) price related method were mentioned directly by the stakeholders (like time savings and cost savings for the Department of Youthcare), other outcomes were more difficult to value (like the decrease of problems for the children, because they were not involved). Based on the interviews with other stakeholders and the survey, financial proxies have been chosen that represent the value best for the stakeholders.

### *Verification*

The summary of the interview results of the ex-convict mums has been send to the relevant volunteer who attended the interview passively and has also been interviewd afterwards. They received a summary to which they could respond and which they could share with the ex-convict mums. All the institutional stakeholders (involved persons) also received a small summary of the results by e-mail to which they could respond (on the level of outcomes, impact and valuation method). All the comments have been taken into account.

The report is public and has been send to all the institutional stakeholders that have been involved in the analysis (hard copy and digital), with a reference to the paragraphs that are most relevant for that specific stakeholder. Including the notification that any questions and comments regarding this analysis can be send to the researcher. The report has also been send to the relevant network of A Balanced Family/ Humanitas, like the penitentiary institutions for women, other city councils, the agencies of the Ministry of Justice and others.

## **1.4 Theory of change**

Several scientific researches show that children of ex-convict parents get in social isolation, experience problems at school and show anti-social behaviour. The Central Bureau for Statistics (2008) show that children from (ex-)convict mums in the age of 18 – 22 years old, twice as often in contact (32%) with Justice as children from parents who have not been in prison (11%). Furthermore, the ex-convict mums are a vulnerable group as well. Research from A Balanced Family (2010) shows that most mums had the primary educational role before they went to prison (86%), have another cultural background (75%), debt (87%) and housing problems (56%). Because of this, the balance is seriously disturbed when they leave imprisonment.

Years of practical experience of A Balanced Family show that feelings of shame and guilt because of detention, make ex-convict mums unsure about their role as a mother. A lack of knowledge about existing arrangement and the fear for losing their children, lead to a big gap between the ex-convict mums and the authorities. Also the children remain outside the view of authorities and only come into contact when (more dexpensive) forced youth care is necessary. As a result, this leads to an accumulation of problems like an increase of debt, social isolation and a higher risk on recidivism. The complexity of the problems in combination with the invisibility of these families, ask urgently for an early and accessible support programme that is also a bridge to the authorities.

Every year, around 2.000 mother return from detention. Together they have more than 4.000 minor children. The aftercare coaching programma focuses on families with the highest problems and a big distance (or disturbed relation with) authorities. An unknown number of ex-convict mums is not eligible for the programme because of addiction, psychiatric problems or an offence against their children. In these situation A Balanced Family thinks it is not responsible to commit volunteers and most of these mums already get help from specific institutions. Based on the number of sign-ups for the programme in the past, A Balanced Family assume that a minimum of 20% of the ex-convict

mums needs and wants support from a voluntary coach. Based on the current financial resources it is only possible to help 75 families (5%) per year.

The professional coordinators of A Balanced Family are signaling the support need of ex-convict mums and bring them in contact with a voluntary coach. Volunteers are close to the situation of the mothers, what makes the programme accessible. They support the ex-convict mum for a period of 1 year, on average 4 hours a week. They offer practical and emotional support. The table below shows the tasks that are executed by the coordinators and/ or the volunteers (based on the survey). The percentages give an overview of executed tasks of the coordinators and volunteers during the programme (in how many families the coordinator/ volunteer executed this task).

<b>Activity</b>	<b>Coordinator</b>	<b>Volunteer</b>
Talk about children/ education advice	68,7%	95,5%
Talk about how to deal with a small budget	50,0%	92,6%
Talk about work/ education	39,3%	92,9%
Doing nice things with children	15,8%	94,7%
Doing nice things with mum	12,0%	94,0%
Refer to authorities	85,1%	85,5%
Preparation of difficult meetings with authorities	45,5%	85,%
Supporting/ joining difficult meetings with authorities	45,8%	79,2%
Establish new social contacts around	31,0%	90,5%
Organizing admin	11,9%	95,2%
Fill in forms	31,0%	83,3%

The programme function as a supplement on regular authorities that often have difficulties to come into contact with this vulnerable group. The confidential relationship between the volunteers and the ex-convict mums helps them to re-integrate in their family and in the society.

## **1.5 Reading instructions**

The following chapter gives a brief theoretical overview of the (mainly Dutch) literature on ex-convict mums and their children. After that follows an overview of the main trends and developments in the area of aftercare for ex-convicts. Following that, the research results (both qualitative as well as quantitative) per stakeholder are being listed. Lastly the main conclusions and recommendations are being given.

## 2. Theoretical framework

Scientific studies focusing on ex-convict mums and their children are limited, because they form a relatively small group. A short overview of the (mainly Dutch) studies that provide insight into the situation and risk factors of (ex-) convict mothers and their children, is being given below.

### 2.1 Risk factors ex-convict mums

About 70% of all imprisoned women are mums with on average two children. Many of these women are single mums, due to which the effect of imprisonment is often more intense than for men. Research shows that imprisoned mothers, aside from missing the child, also deal with the concern about the stay and care of their child (Slotboom, A.M., Hoeve, M., Ezinga, M. & van der Helm, P. 2012). When there is no family member who can take care of the child, the child can be placed in a foster home. Often the relationship with their children comes under pressure and they are worried about fulfilling the mother role after being released from prison. For the majority of mums in prison the biggest threat is legally loosing the parental authority over their child. It appears to be the case that mums in prison face more stress, psychological problems and time pressure than women without children (Slotboom et al., 2012).

Figures of Rehabilitation The Netherlands (2009) show that female rehabilitation clients have a significantly lower risk of recidivism than male clients. Female rehabilitation clients are more often than man *first offender*, meaning that they have been convicted for a crime for the very first time. Out of all the rehabilitation clients that have undergone RISC (scales for estimating recidivism) between November 2004 and September 2007, after two years 36,5% of the men had committed a crime again and 22,4% of the women (Knaap L.M. van der & Alberda, D.L., 2009).

In the survey of Anne-Marie Slotboom et.al. (2012) the risk of recidivism for male and female clients has been listed based on RISC scores of Rehabilitation The Netherlands (N = 17.000 of which 10% female). It can be said that the measure in which risk factors are present differ per sex.

Risk of recidivism	% men	% women
Low risk	32	44
Low average risk	27	32
High average risk	21	14
High risk	21	10

Criminogene factor	% men	% women
Criminal behaviour	36	14
Housing and living	34	28
Schooling and work	54	54
Income and managing money	40	35
Relationships with partners and family	48	61
Relationships with friends and acquaintances	37	27
Drug abuse	46	28
Alcohol abuse	42	25
Emotional wellbeing	30	43
Thinking patterns, behaviour and skills	80	70
Negative approach	45	30

Women risk factors are seen mainly in the areas of schooling, work, relationships with partners and family, emotional wellbeing and thinking patterns, behavior and skills. The percentage of female rehabilitation clients where emotional wellbeing forms a criminal factor is distinct. Of all the women 77% has (some) difficulty to cope with their lives, 61% wrestles with psychological problems and 66% has a (very) negative self image. The problems related to emotional wellbeing in women show equally as much relation with recidivism as other RISC-scales. The RISC further shows that the criminal factors *thinking patterns, behaviour and skills* appear a lot in both men and women. Especially impulsiveness and a lack of skills to solve problems are often present in female rehabilitation clients, respectively 71% and 76% (Slotboom et al., 2012).

In the survey of Anne-Marie Slotboom et al. (2012) the provisional conclusion has been drawn that within rehabilitation organisations and other social organisations interventions and programmes for women are available, but the way in which these are being offered do not always meet the needs of the women. Because of this the assumed effectiveness of these programmes is partly being nullified. It is striking that with women the percentage of behavioural interventions en induction towards care is very low (< 10%).

## **2.2 Risk factors children of ex-convict mums**

The annual intake of women in penitentiaries is about 2.800 people, of which 70% are mums. Based on an average of two children per mother, an estimate of almost 4.000 children are being separated from their mother for a shorter or longer period as a result of imprisonment.

The annual report which A Balanced Family made for the Ministry of Security and Justice (2012) shows that 91% of (ex-) convict mums are single parents and 85% of them were the primary caregiver before being imprisoned. In 77% of the families all the children lived with the mum before the mum got imprisoned. In 68% of the families the children have been taken care of within the own network whilst the mum was imprisoned. After being released from prison it applied to 57% of the families that the children started living with their mum again straight after being released from prison (cross section of the women which A Balanced Family supports in the aftercare phase). Other research shows that 40% of the children lived elsewhere already *before* the mum got imprisoned, and a third of the children stayed with family or friends whilst their mum was imprisoned (Ezinga, M., Hisse, S., Bijleveld, C., Slotboom, A.M., 2009). These deviations probably tell a little bit about the group which A Balanced Family reaches (mothers with the role of primary caregiver). Based on the mentioned figure it can be said that children in this group have a greater measure of independence regarding their mother, as the primary child raising role and accommodation are being taken care of within their own network (and not via Departments for Youth Care). Maintaining the bond between mother and child is of great importance in this case.

Different reports show that children of imprisoned mums have a relatively high risk of behavioral problems and delinquency at a later stage. Research by Statistics Netherlands (2008) shows that 32% of children (aged 18 – 22) who have had a mum in prison, are suspects in a crime. Of all children who have had a dad in prison 24% is suspect in a crime and of all children who have not had a parent in prison the figure is 11%. When a parent gets imprisoned, often multiple problems are already present in a family. This could be neglect and molestation but also unemployment, poverty and an antisocial environment (Ezinga et al., 2009). During a period of imprisonment other risk factors can however develop, which can lead to problematic behavior in the child.

The extent of the consequences of these risk factors is depending on the age of the child, the relationship with the parents and the rules in the penitentiary (contact possibilities). American research shows that about 80% of children of imprisoned fathers stay with the mother due to which

there is continuity in family life (Slotboom, et.al. 2012). When the mother is in prison, children suddenly get placed in a different environment and moreover have to miss their mum. Younger children are more dependent on the parent and will tend to experience the situation in a negative way. Older children may experience rest when the parent is gone. They also sometimes experience more anger because they are better able to assess the situation realistically. Contact between the imprisoned parent and the child in this context can be a protecting factor to decrease the risk of recidivism (Slotboom, et.al. 2012).

Research shows there is a relation between imprisonment and the functioning of the mother and decreased wellbeing of the children (Ezinga et al. 2009). These children relatively often face internal problems (especially fear) and external problems (especially aggression and rebellious behaviour). It is often very difficult for the children to be open towards others about their mother's imprisonment due to feelings of shame and guilt. Ankie Menting (2012) in her survey compared families of ex-convict mums with another well known risk group: families with a low social-economic status (SES). The ex-convict mums seem to use child raising skills which are not as ideal compared to mums in the comparison group and show more cognitive distortions, and more fear and signs of depression. Children of (ex-) convict mums have experienced more stressful events and show more behavioral problems than children in the comparison group. According to the Netherlands Youth Institute, parents with problems and a lack of basic child raising skills, are less available and sensitive towards their children and are less capable to respond appropriately to their behavior.

Problems of the mother and family problems lead to suboptimal parenting due to which children face an increased risk of antisocial behavior. It is of great importance to limit the negative consequences of the imprisonment of the mother for the children. In that way continuity of problematic behavior and criminal behavior can be prevented. This is why attention for the mother role is needed.

### 3. Trends and developments

Per year about 33.000 ex-convicts return to society (aftercare candidates). According to the Dutch Service for Judicial Institutions there were 34.063 aftercare candidates in 2012 of which 31.458 men (92%) and 2.605 women (8%)<sup>2</sup>. It is estimated that 70% of these women are mothers of on average two children. According to the Dutch government almost 50% of ex-convicts commits a crime again within two years after being released from prison<sup>3</sup>. Especially in the first phase after being released from prison the chance of recidivism is greatest. In order to reduce recidivism, the government has established policy targeted towards the aftercare to ex-convicts upon their return in society.

Aftercare to ex-convict citizens is a shared responsibility of the Dutch government and local councils. It is an area in which there have been a lot of developments over the past years. The Dutch government sees an effective aftercare approach as an important way to decrease the high recidivism figures. For local councils ensuring safety locally and decreasing trouble counts. The prison system, councils and social partners have developed a cooperative approach to increase re-integration opportunities for ex-convict citizens by focusing on:

- A valid form of identification;
- Housing directly after being released from prison;
- Income through work or a temporary benefit in order to be able to provide for essential needs straight after being released from prison;
- Insight into debt and debt management counseling if needed;
- Determining care needs and, when applicable, care which matches the indication and the realisation of the (continuity of) care.

In the Dutch 'Cooperation model' (July 2009) mutual tasks and responsibilities between councils and the Dutch Ministry of Justice and Security have been recorded.

#### 3.1 Organisation and execution of the aftercare policy

Local councils are primarily responsible for the coordination of aftercare outside of the legal context. An important precondition for organising and coordinating aftercare is regional cooperation and the exchange of information between local councils, prison administration, the Dutch Public Prosecution Service, housing corporations, care organisations, the police, rehabilitation, etc. Meanwhile pretty much all councils have a (regional) *coordination point aftercare* available where information about (ex-) convict citizens is being gathered, exchanged and processed. This is being lodged with the *House of Safety*, within the council or with an external organisation. The House of Safety is a local or regional cooperation between various organisations involved in the areas of safety and the execution of control. Regional councils are often too small to appoint an Aftercare Coordinator. In some cases aftercare activities of these councils are being executed by the larger (city) council, such as Heerlen City council.

Aftercare actually begins during imprisonment already. Every penitentiary institution has appointed Social Support Staff. They ensure that a convict gets screened on all five mentioned life areas during a conversation. It then gets determined per area whether a convict has a request for help and whether a problem has surfaced during the meeting. This information gets channeled towards the councils via the Dutch *Digital Platform Linking Aftercare*. In the end it is the convict himself/herself

---

<sup>2</sup> <http://www.dji.nl/Onderwerpen/Volwassenen-in-detentie/Re-integratie-en-nazorg/>

<sup>3</sup> <http://www.rijksoverheid.nl/onderwerpen/recidive>



who is responsible for a successful re-integration. The council and the penitentiary can support the convict in this.

In The Netherlands three rehabilitation organisations are active that focus on adult delinquents; Rehabilitation the Netherlands, The addict rehabilitation foundation GGZ and the Salvation Army Youth Care & Rehabilitation. They touchbase at an early stage with the council where the (ex-) convict citizen will be living and where oversight will be executed regarding the re-integration and realisation of basic facilities.

The main part of convicted citizens stays in prison for a short period of time only and in those cases the possibilities of the prison system and of the councils is limited. According to the Dutch Judicial Institutions Service the average duration of imprisonment in 2012 was 119 days for men and 79 days for women (about 3 months). In this context 30% of the women has left the penitentiary again within two weeks, over 87% is in prison for less than 6 months and 11% is in prison for longer than 6 months. It is with this group which is in prison for a short period of time (especially women) primarily important that the prison system and councils ensure together that the relevant primary facilities to return to society are in order (if needed with the assistance of social organisations), with which imprisonment links (as much as possible) to current social programmes. In case of a longer duration of imprisonment, there is more time for the execution of behavioral- and care interventions based on the Dutch *scales for estimating recidivism* (RISc).

### 3.2 Monitoring of aftercare ex-convicts

In the context of the 'Linking Approach Aftercare' programme The Dutch *Scientific Research and Documentation Centre*, on behalf of the Ministry of Security and Justice, has established the *Monitor Aftercare Ex-convicts*. This system of monitoring is supposed to map the situation of citizens who return from imprisonment on five life areas mentioned earlier. It is being surveyed whether ex-convicts have an ID, housing and income, whether they have debts and whether they are in contact with a care organisation before imprisonment, straight after imprisonment and six months after imprisonment. The situation of ex-convicts is being reported on annually. This report provides insight into how the situation of ex-convicts develops during and after imprisonment.

The most recent monitor (2012) shows the following:

- 85% has a valid ID prior to imprisonment and upon being released from prison. 94% has a valid ID six months after being released from prison;
- 71% of convicts had an income before imprisonment (of which 38% income from work and 34% bijstand benefit), 62% had an income after being released from prison. Almost 90% has an income six months after being released from prison (of which about three quarters a benefit);
- 81% of convicts had housing prior to imprisonment (for the most part rental housing or with family), 83% had housing after being released from prison (a higher number stayed with family and in social shelter than before imprisonment). 81% had housing after six months (of which almost half independent housing and over 20% with family);
- Almost three quarters (73%) of convicts had debts before imprisonment. Six months later 40 percent has debts with the local council (other debts unknown).
- Over a quarter of the convicts (29%) were in contact with a care organisation prior to imprisonment. In most cases this concerned contact with addiction services (51%) or psychiatric care (34%). About three quarters (75%) is in contact with a care organisation after six months.

The results show that especially the duration of imprisonment plays a role in getting and keeping a valid form of identification, housing and an income. The longer a convict is imprisoned, the greater the chance that these things are arranged when convicts are being released from prison. Oppositely, convicts who are in prison for longer, face a greater risk to lose their income. When someone gets convicted, state benefit payments stop after a month.

According to Noordhuizen & Weijters (2012) the monitor has a few limitations. One of the first limitations is that the information about the situation before imprisonment and straight after being released from prison is based on the Dutch Digital Aftercare Platform as a source of data. The information in this database differs from the information which councils keep record of. Previous monitors show that convicts do not always indicate that they had a problem in one of the life areas prior to detention. It shows in practice that especially women do not tend to map their problems, as they fear losing their role as a parent as a result. Another limiting factor of the monitor is that part of the convicts are not being screened, due to which part of the information is missing. This is true especially regarding women as a target group. The information which *is* available about women shows that women had debts and contact with a care organization more often than men prior to imprisonment. Furthermore the monitor does not provide specific information about female (ex-) convicts. Up until this point it seems hard to give a good reflection of the situation after being released from prison as the current information of councils is not representative for the entire ex-convicts target group.

At this moment in time, the monitor offers insufficient reliable information regarding areas of life of women, and in particular the situation of mothers. The annual report of A Balanced Family for the Dutch Ministry of Justice and Security (2012) shows that 86% of the mums who enrolled in a programme with A Balanced Family face debts and 55% faces housing issues. It appears to be the case that the situation of this target group is less stable than the results of the monitor display. This is being supported further in the qualitative and quantitative analyses following.

### **3.3 The role of volunteers in regular policy**

The approach regarding the aftercare of ex-convicts by the councils and the Dutch Ministry of Justice and Security focuses on working with professionals. As a result of the 2009 *Dutch Cooperation Model*, responsibilities have been redefined between councils and the Ministry of Security and Justice. The *Dutch Council on the Implementation of Criminal Law and the Protection of Youth* (2010) is of the opinion that the use of professionals needs expansion in reducing recidivism, and that this is possible by means of a policy which supports volunteers. A proper selection and training policy regarding volunteers is essential in this context.

There are various volunteer organisations in The Netherlands which work with ex-convicts. It is being estimated that around 3.000 volunteers are active nationwide via (amongst others) *Humanitas*, *Exodus* and *Prisoner Care The Netherlands*. Volunteers always are, intentionally or unintentionally, an addition to regular activities in the context of support and resocialisation. Their role depends on the goals and foundational principles (core values) for which they are being called upon.

Van Daal, Winsemius & Plemper (2005) outline four organisational types based on the position and role of volunteers and aftercare activities. In the realisation of the regular aftercare activities (provided by the Dutch Ministry of Justice and Security and councils) professional staff are primarily responsible, in which they are being supported by volunteers in some cases. Volunteers are being called upon as an addition to the core activities. The matter surrounding the clearly defining of tasks is primarily present in this construction. Conditions for an optimal cooperation are (Van Daal, Winsemius & Plemper, 2005):

- Clear agreements
- Recognition of the dynamics of the work
- Open communication regarding transgressive behaviour

Within Rehabilitation The Netherlands cooperation with volunteers at this moment takes place especially on a local level and depends on motivated rehabilitation workers and supervisors who (up to a certain level) can facilitate this (De Croes & Vogelzang, 2010). According to De Croes & Vogelzang (2010) cooperation between for example a rehabilitation organisation and a volunteer organisation can be successful when there is the awareness of the added value and mutual dependence between the professional staff and volunteers at a national and local level. With this the value of 'role clarity' of the professional staff member and the volunteer gets reinforced. In the *vision document* of Rehabilitation The Netherlands (2010) two types of volunteers are being described: volunteers from society and volunteers with a (criminal) past (experts by personal experience). The vision document is based on the foundational principle that an 'ideal role model' (a flawless example) has less effect as this often is an unattainable and, with that, discouraging ideal picture for the client.

At A Balanced Family the volunteers are responsible for the primary process, in which they are being supported by professional staff members (coordinators). A Balanced Family chooses well-educated and coached volunteers deliberately, whom for the most part are parents/educators themselves and capable to support a multi-problem target group. The volunteers visit the family in their own home environment to build a relationship based on trust and equality. Based on this equality they offer practical help and support (and not based on a 'perfect picture').

### **3.4 Additional supply in addition to regular policy**

One of the additional initiatives which can support mums during and after imprisonment is the 'A Better Start' initiative. This is a programme where mums of children aged between two and ten years, receive parenting support in the last three months of imprisonment and after. This programme is mainly group-focused and meant for a very specific target group (mums with small children). Aside from that there are initiatives during detention such as the mother-child visits by Humanitas volunteers, the 'I, You, Us-training'; a group training within the penitentiary, focused on restoring and maintaining the parent-child relationship. In the *Exodus* 'Parent Child Imprisonment' project volunteers supervise the visits between parents and children also.

Ex-convict mums can find support at A Balanced Family and Exodus for shelter, child raising support and support in practical matters once they have been released from prison. The methodism of the *coaching programme* is based on the (proven effective) methodism of Home-Start. It became clear in practice that the specific circumstances and problems of mums and children involved needed an adapted and especially more intense approach. For this reason A Balanced Family has developed their own programme in which the training of volunteers is tailored towards the target group, and the age boundary of Home-Start (up to 7 years of age) has been changed to also include children up to 18 years of age. Aside from these programmes many Dutch councils have a *Centre for Youth and Family* where ex-convict mums can go for child raising support. In practice it shows that these mums make relatively little use of the services of the Centres for Youth and Family, as they are generally suspicious towards authorities and rather avoid than visit these.

## 4. Qualitative analysis

Via family visits, interviews and focus groups, insight has been obtained into the positive and negative changes A Balanced Family realised for the stakeholders. The results are being displayed in this chapter from the perspective of the stakeholders involved.

### 4.1 Families (ex-convict mums and their children)

During the field survey nine families have been involved who have taken part in an aftercare programme for a year as a minimum<sup>4</sup>. The interviews have been open ended. Based on the analysis of the results, the outcomes have been structured in the following themes: work and income, finance, housing, health care, family relationship/ children and social network. Below the current state of affairs and the impact of A Balanced Family have been outlined per theme, from the perspective of the ex-convict mums.

All mums are single, of which two still have a good connection with the father of their children. In the case of one mum, the father fulfills the primary parenting role; the other mums are the primary parent themselves. In the case of two mums the father still plays a role in raising the child. In the case of one mum the child had reached adulthood and lives on its own. The family visits have taken place in the homes of the ex-convict mums and lasted an hour-and-a-half on average. With some of the visits there has been a brief meeting with the children also, for example when they arrived home from school. In seven out of nine visits the volunteers (the coach) was present passively.

A focus group has been held with ex-convict mums in the PI in Ter Peel also. Seven out of eleven mums expect that they could use the support of a voluntary coach after being released from prison. Some of the reasons mentioned are: support, having coffee together/chatting, help in the situation at home / situation of kids, help in arranging practical affairs and an improved awareness of where to go for which matter (authorities). It appears difficult for the mother to keep track of the situation after being released from prison. Most mums juggle practical matters in the areas of housing, income and (if applicable) debts themselves after being released from prison. They experience little support from the prison system and it seems to be difficult to capture the enormous bureaucracy they will come across with the authorities after being released from prison. The mums more or less expect that they will need more support in arranging practical matters with the authorities than parenting support and fulfilling their role as a mother. It also appears difficult in the group to acknowledge this last matter.

#### *Self-confidence and independency*

The first thing the mums faced after being released from prison was that they had no meaningful network to lean on. Most mums felt guilt and shame due to which they tended to avoid contact in the first phase after being released from prison. A few had a very small social network of their own (for example a mother or a sister) which has been meaningful for them. It was the case for all mums (in any case during the first phase after being released from prison) that the coach was the only person they could trust and share their story with, and who could offer them emotional support. Most mums have cut off contact with their old network or are disappointed in their own network.

---

<sup>4</sup> Two programmes have reached a final completion stage. The other programmes are currently in the final phase. The average duration of imprisonment of these mums is relatively long (7 months), regarding the average duration of imprisonment for women according to the Dutch Service for Judicial Institutions (about 3 months).

Five mums deliberately chose another pattern of living in a different part of the country in order to avoid getting in trouble again. A number of mums still have contact with old friends but they describe the relationship as superficial.

For the mums, the presence of a volunteer contributed to an increased self-confidence and a greater independence. As a result of this, most mums have extended their social network through volunteer work, taking courses and meeting other people through the schools their children attend. Aside from this, the mums mentioned things like phoning authorities independently, standing up for themselves more often, using public transport, feeling more confident in their role as a parent, not being overwhelmed as quickly, improved personal hygiene, going outside (out of the home) more often and building connections more easily. Although they note that this is mainly their own initiative, they also note that they could not have done this without the help of the volunteer. They feel more courageous to step forward because they have more self-confidence and their lives are more organised. Yet for the most mums this is still an ongoing process and they are still very vulnerable in general.

Although the coordinators of A Balanced Family and the city councils mentioned that creating a social network is one of the outcomes that should be created for the mums, it is not a material outcome from the perspective of the mums (in relation to other outcomes), because they attributed most of the new social contacts to themselves. Therefore the increase of the social network has not been taken into account.

Based on the interviews, creating more self-confidence and independence is the starting point for all mums to get their lives organized (practically) and to feel better themselves and in their role as a mother (emotionally). Therefore, this is not a separate outcome and should not be valued in this analysis.

#### *Work and income situation*

All mums applied for a state benefit after being released from prison. In the case of one mum the application got rejected. Four of the nine mums did not have an address due to which they could not apply for a benefit. At the same time they needed a benefit in order to register with a housing corporation. They found themselves stuck in a vicious circle in which they were without an income for (at times) months, and depended upon family, friends or social shelters/homes for the homeless. The next quote of one of the mums shows the situation of these mums:

*“Because I did not have a fixed registration address, it was not possible to apply for a social benefit. So I was depending on my mum for financial support and a place to sleep. We slept together in one room and she was sick, that gave a lot of troubles/ tensions. So I went to emergency shelter with my children and that’s where A Balanced Family contacted me. They arranged an urgency declaration with the Housing Corporation and helped me to find a room for me and my children. When I found a room, I could apply for a social benefit. In the meanwhile, I did not have any income.”*

All mums faced a gap between the application of a benefit and the actual receiving of benefit payments. Some mums went without an income for six to eight weeks, whilst having to take care of their children. A Balanced Family has offered support in the case of most mums with the application of a benefit (by joining appointments at the Dutch *Social Services*) and advance payments have been arranged for a number of mums due to which they were without an income for a shorter period of time.

After the support of A Balanced Family, eight out of the nine mums depended on a state benefit, of which one mum has enrolled in a learn & work programme and does no longer depend on a benefit. According to herself, credit is due to the voluntary coach for 50% and to herself for another 50%. This mum quoted:

*“A Balanced Family helped me with applying for a social benefit and finding a job. I had no confidence in Social Services. She came with me several times and that gave me more confidence. We made an action plan and I started to look for vacancies and I applied for a job (learning and working). And now I am working in a health care institution! Without the help of A Balanced Family, I was still depending on my social benefit.”*

In the case of the other mums A Balanced Family has not had a direct influence on finding (volunteer) work. One mum found temporary employment in a clothing shop herself so that she could rent a home. About half of the mums would like to work part-time but struggle to combine this with raising their child. They are working as a volunteer or have enrolled in courses run by the Dutch Social Services. One mum has been deprecated (categorised as ‘not able to work’ by the Dutch unemployment services) fully and one mum is not entitled to a benefit and cannot find work either. She is temping. One mum has applied for a Dutch Wajong benefit (benefit for Dutch young people with a handicap). She is not planning to seek employment as she is concerned that she will no longer receive a benefit if she loses her job.

#### *Financial situation (debts)*

Seven out of the nine mums faced large debts consisting of being behind on rent payments, debt collectors’ fees, phone bills, medical costs, student debt, debts with the tax department and utility debts. One mum is seriously behind of her rent payments and one mum currently faces increasing debt as she is not entitled to a benefit. Most mums have debt with multiple parties. They already had these debts before being imprisoned but these debts have increased during imprisonment.

None of the mums had insight into their debts/organised their administration after being released from prison. Some mums had piles of unopened mail in their living room. The mums did not have control over their financial situation and were not able to order their thoughts independently and get help. With six out of the nine mums the coach has played an (important) role in organising the admin and getting control over their financial situation.

Some of the mums have been referred to debt counseling services by the volunteers. The contact with these authorities was not going well in the case of some of these mums, and the coach has had a mediating, supportive role. Two mums will soon enroll in a debt counseling programme (3 years). One mum is not able to start a debt counseling programme due to a judicial fine. For almost all the mums special assistance has been arranged for specific needs. Three mums who were being forced to leave their rental homes, has been prevented for now. Other parties which have contributed to decreasing the debt problems are social work, family members, the Dutch social services and Dutch *social counselors*.

These quotes are representative for the mums:

*“I have many debts (mainly from study and insurance fund) and I could not get control over this. A Balanced Family helped me a lot with organizing papers, phone calls and joining me on my visits to Debt Services. She also worked there in the past so I trusted her completely. Within two month I will start with a debt counselling process for 3 years. Because of my bad experiences with Debt Service, this would never have happened without her help. My debt problems would increase enormously.”*

*“I experience a lot of stress and I am pregnant. Stress is not good for my pregnancy so I am very worried. I need stuff for this coming child like clothes, a bed and a closet. And I don’t have any money. At this moment I am in a debt counseling process. But this also gives me a lot of stress. They don’t understand me and it is not possible to talk to them. Without the help of A Balanced Family, I would have stopped the process immediately. I am very grateful for her help because she can support me in the debt counseling process.”*

#### *Housing situation*

Four out of the nine mums did not have a home after being released from prison. They stayed with a family member or in a temporary shelter (such as the Dutch *Tussenfasehuis* in Amsterdam). Two of the mums wanted to live in a different area than where they had been registered after being released from prison. The ‘new’ local councils involved were however not responsible for these families, and because of this they did not receive support in finding new housing. Five mums were able to return to their own rental homes. One mum had been subletting her home temporarily and with the other mums the rent payments has been made by their landlord, family or local council during their imprisonment. Three mums faced losing their homes due to debts.

*“Without the help of A Balanced Family I was evicted from my house because I could not pay my rent and my administration was a chaos. I was afraid to open my post. Together with a Balanced Family, we arranged special financial assistance from the local council so I could pay my rent and I could keep my house.”*

A Balanced Family has supported the mums who did not have a home in getting a *declaration of urgency* at Dutch housing corporations. Besides that the support in organizing the administration and getting insight into debt prevented the mums who were facing losing their homes from eviction. By now eight out of the nine mums have their own rental home where they live with their children. One mum is not entitled to a benefit and lives with her father. The homes are furnished modestly. As for some mums, the coach has helped in this regard by donating a piece of furniture or applying for special financial assistance from the council regarding specific expenses. One home was fully empty (except for a sofa, table and a television) due to a lack of financial means. Most mums have tried their best to decorate the homes with limited means. Often pictures of their children would be on the wall. The homes looked quite tidy in general.

#### *Health care*

Seven out of the nine mums indicate being very emotionally unstable after being released from prison. Concerns regarding their children have been the main stress factor and sometimes court case related to this (Departments for Youth Care). Aside from that the lack of income and housing has been a significant stress factor in the early stages whereas the debt issue is a long term stress factor. It applies to most mums that they already had problems in the areas of relationships, finances and raising their children before being imprisoned. Two of the mothers note that they have experienced their time in prison as a peaceful period which has enabled them to process things and order their thoughts.

About half of the mums (sometimes with the help of A Balanced Family) have had professional psychological support. In the case of two mums the increasing problems after being released from prison have led to panic attacks, of which one mum by now (with the assistance of A Balanced Family) has started psychiatric treatment and one mum had to end her visits to a psychologist for financial reasons. A social worker has been involved in the case of a number of mums. The mothers

pay tribute to the fact that social workers to some extent can offer emotional support. The role of the coach in this area is however more present. Almost all of the mums are very suspicious towards care providing authorities, due to which the problems in the areas of life tend to increase rather than decrease. A number of mums note that they would not have made use of or would have quit receiving help provided by (care) authorities without the support of A Balanced Family.

*“When I came back from prison I was overloaded with things I had to take care of: find housing, applying for a social benefit, taking care of my children, etc. I was not capable to organize my thoughts and I had no one to talk to, because I disconnected with my old network. Mainly in the beginning the emotional support from A Balanced Family was very helpful to me. It helped me to share my problems and clear my mind. She also gave me space to do things my own way. That is the biggest difference with authorities. They tell me what to do and they don’t know the situation and don’t know how I feel.”*

*“I feel like I can be myself with her (volunteer). I can talk about my personal feelings and I can also feel relaxed with her, despite all my problems. And she’s honest, I trust her. That’s not possible within my own network. The relationship with people around me is more superficial and they all have an opinion about my past.”*

*“I experienced a lot of stress because of my ex husband and because I don’t have any income. Sometimes I had panic attacks. The psychologist and A Balanced Family helped me to get my situation under control and now I experience less stress, despite my problems have not been solved yet.”*

All mums clearly indicate that they have received a lot of emotional support from their voluntary coach. They had the need to share their story with someone, someone who does not judge and who can advise from a neutral position. The coaches were like a sounding board to them and look at things and think from a different perspective than themselves or their own environment. All mums have built a bond of trust with their coach, which they do not share with anyone else (both within their professional as well as their personal network). One mum has built a strong bond of trust with the coordinator and less with the coach. It applies to all mums that this bond of trust and being able to express their feelings to some extent or another has led to a decrease of the stress that comes with the problems in the areas of life.

#### *Family relationship/ children*

Four of the mums indicate being worried about their children because of their past as a prisoner. Problems they notice are, among other problems, bonding disorders, (over) affection, fear, outbursts of anger/aggression and difficulty expressing emotions. Two of the children showed behavioural problems at school and have changed schools with the support of A Balanced Family (one child is now enrolled in *special education*), where the situation seems to improve. One mum has four diagnosed children (handicap, ADHD, PDD NOS), due to which parenting causes her a lot of stress.

With these five families the coach has offered parenting support for example through practical support (enjoying activities together, babysitting and transport) or through advice about reward systems, dealing with behavioral problems, building a good connection with the child and the use of spare time of kids (for example activities for children, camps, etc.). The mothers feel strengthened in their role as a mother and feel more capable to trust their own judgment. The mothers note that the coach has also built a bond of trust with their child(ren).



*“She (volunteer) is like a friend for me. In the beginning, my four children were not living at home. In that period, she was the only person around me to talk about that. The emotional support was very important to me. A Balanced Family (coordinator) has taken a very active role to get my kids living at home. Since that time, she (volunteer) also has an important role in the education. She gives me advice about how to deal with a small budget and how to give my children a ‘normal life’. Now she also has a strong relationship with my children, they are very happy when she’s around.”*

*“When I came out of prison, I was worried because of my son. He stayed with my mum and I still felt a strong connection, despite my absence. But his character changed. He was afraid when was leaving and needed a lot of physical contact and attention. But he was also more aggressive and had a lot of fights at school. It was very helpful that I could talk about this with her (volunteer). She has a good connection with my son also helped me to find another school for my son (together with the coordinator of A Balanced Family). Now it is going much better with him and he has more friends. And I feel more self-confidence as a mother.”*

With four of the nine mums a professional family guardian is involved regarding one or more of the children. These mothers were greatly suspicious towards these professionals who work for Departments for Youth Care. The fear that their children would be placed in a foster home causes a lot of anger and incomprehension, due to which the contact with the family guardian often did not go smoothly. In two families the coach and/or the coordinator of A Balanced Family has had a great influence in having their child live at home again, according to the mother. In one of these families the coach has also had a positive influence regarding a whilst the child was still living in a foster home. During a period of a year-and-a-half she has taken over the supervision during visits which the family guardian would normally carry out. As for the other mums the coaches have especially played a role in creating good circumstances to be able to offer the children a stable home situation and keep the chance of court custody as small as possible. Aside from that they have offered support during the conversations with family guardians.

*“Without A Balanced Family I think I would have lost my children. I had a lot of stress and panic attacks and I was afraid to go outside. I did not accept any help from authorities. I have two daughters. Since I came back home, one daughter had a lot of anger and an aloof attitude. My other daughter was almost expelled from school. Together with A Balanced Family we found another (special) school for her, and now it is going much better. She (volunteer) also gives me advice about how to deal with my children and that stimulates me to be a good mum.”*

*“My child was in a foster family and because of that I had a lot of anger against The Department of Youth Care. So it was very hard to arrange (guided) visits with my child. The family guardian had to come with me, but I did not want that. But the visits had to be guided, so she (volunteer) came with me every Wednesday for 1,5 year. Now the relationship with my daughter is much better.”*

### **What has changed for the ex-convict mums?**

All mums experience problems in multiple areas of life, of which they often cannot keep track themselves. Based on the interviews with mums, the following chain of events have been analyzed:

1. The financial support (organising the admin and creating insight into debt) made the mums able to get control over their financial situation and find the right help, which led to reduced debts.



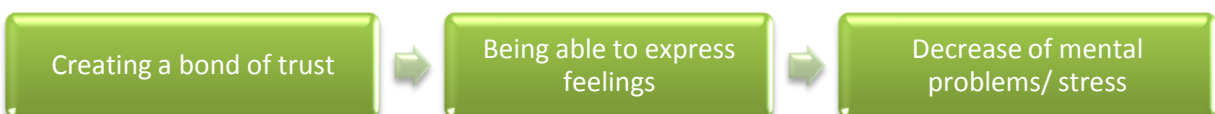
2. The financial support (organising the admin and creating insight into debt) made the mums able to get control over their financial situation and find the right help, which led to a greater income from local facilities.



3. The financial support (organising the admin and creating insight into debt) led to prevention from eviction and quicker housing (through a declaration of urgency for housing).



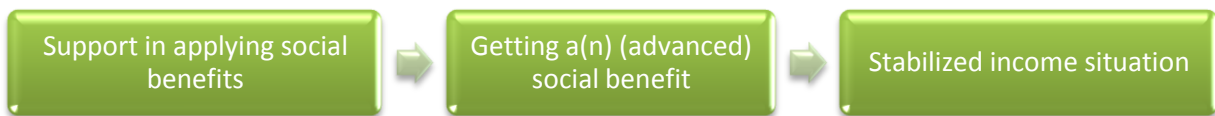
4. The emotional support helped the mums to create a bond of trust as a result of which they were being able to express their feelings. This led to a decrease of (mental) health problems that comes with the problems in the different life areas (e.g. finance, housing).



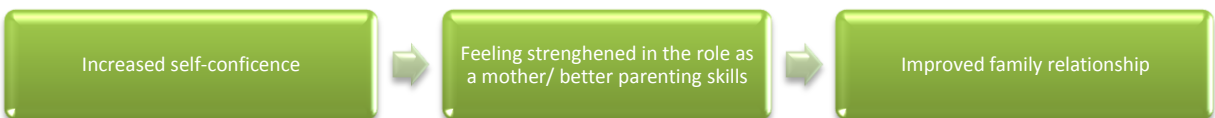
5. The practical job support and support in the application of a social benefit helped the mums in getting a job or a social benefit, which led to a more stabilized income situation.



6. The support in applying for social benefits helped the mums in getting a(n) (advanced) social benefit, which led to a stabilized income situation.



7. The parenting support (practically and emotionally) helped the mums to feel strengthened in their role as a mother and to improve her parenting skills, which led to an improved family relationship.



The materiality of these outcomes is dependent of the quantity (relevance), the impact of A Balanced Family and the value for the mums (significance). Based on the interviews with mums and other stakeholders, these are all material outcomes that should be taken into account. The relevance of the outcomes differed from family to family (depending on the situation after imprisonment). But all families had to deal with problems on multiple life areas and experienced two or more of the outcomes mentioned. Also the significance of the outcomes differed from family to family. For the mums all (relevant) outcomes were important to them, but some were more urgent and difficult to solve than others. According to the mums, the problems in the areas of income and housing often were most urgent, and financial/ debt problems appeared to be the most difficult and most longterm problem to solve. These problems were accompanied by a lot of stress. Aside from this, the mums had to take care of their children again. They valued the emotional support as high as the practical support.

A Balanced Family appears to be particularly a driving force to arrange practical things and improve the situation in various areas of life, together with the mum and authorities involved, as they are the only one with whom the mother has built a bond of trust. Seven of the nine mothers estimate the chance to be very small that they could have solved their practical matters in the areas of income, debts, housing and care themselves or with the help of other organizations (perhaps in the long run). A number of mothers notes that they would quit when it comes to the authorities due to the difficult relationship. Due to the help of A Balanced Family, also the mums themselves and the authorities involved attribute to the stabilising of the problems in the various areas of life. The mothers estimate that A Balanced Family has attributed on average 45% (varying from 25% up till 85%) in arranging practical matters in the different areas of life.

The mothers estimate the attribution in the area of emotional support (improving family relationship and mental health) to be much higher, on average 70% (varying from 40% up until 100%). Other people who have offered them emotional support are social workers, psychologists and family members. Most mums had hardly anyone they could trust. Family members are not objective and often have their judgment ready regarding their past in prison. Furthermore they are suspicious towards professionals, as they fear that anything could be used against them (for example their

children being placed in a foster home). The mothers estimate the chance to be very small that they would find this support elsewhere without A Balanced Family.

*Negative impact*

The mums have not mentioned any negative outcomes themselves. Based on the survey, in some cases the programme ended prematurely. In most cases there were practical obstacles to continue the programme (movements to Surinam/ Aruba) or no further contact with the mums (sometimes in consultation with the mums, sometimes not). We assume this did not create negative impact on the mums, because it was their own choice. Only in 2 of 71 cases (3%) further imprisonment was mentioned by the coordinators. Based on this low amount, and the assumption this is not a result of the programme, there have not been taken into account any negative outcomes for the mums. The other possible negative outcome is overdependence, which was discussed by the Rotterdam Council. The mums are (especially in the beginning of the programme) totally depending on the support of their volunteer. There is a risk they remain dependent on their volunteers. The mums themselves did not recognize this during the interviews. Although they would like to stay in touch with their volunteer (as a friend), they experience more self-confidence and a greater independence. Overdependence has also not been recognized by the other city councils. For this reason, this outcome has not been taken into account in this analysis.

**What has changed for the children?**

Because of all the problems the mums are dealing with and due to their absence, most mums are not always able to create a good relationship with their children after imprisonment and give them a safe and stable place to live. According to the mums and other stakeholders, the children often show antisocial behaviour at home and at school due to which they have troubles in making new friends, getting good school results and have a good relationship with their mum. The support of A Balanced Family helped the mums feel strengthened in their role as a mother and to improve her parenting skills, which led in many cases to an improved family relationship. Some children also created a bond of trust with the volunteer which helped them to express their feelings. According to the mums, this led to less antisocial behaviour and less troubles at home and at school.

1. The family support made children of ex-convict mums feel better and experience less troubles at home and at school.



Because the children were not involved in the analysis, other stakeholders who know the families (mums, volunteers, coordinators, family guardians) have been questioned about the situation of the children. They all confirmed the outcome mentioned above and it seemed to be relevant and significant for most of the children involved in the programme.

## 4.2 Volunteers (mum-to-mum coaches)

Eight of the nine coaches of the families involved have been spoken to. Aside from that a focus group has been held during a regional meeting in The Hague (six volunteers). Below their role within the programme and the impact of the programme has been summarised from the perspective of the volunteers.

A Balanced Family works with well-educated, trained volunteers, who (for the most part), are parents/educators themselves. Aside from that, it becomes clear during the interviews with the volunteers that they often have relevant work experience which they can use in coaching the family. The affinity with the target group is also work-related for some volunteers. They know, from their experience working for the Dutch Social Services, local debt counseling department or youth prisons, that this is a vulnerable target group for which support is not always arranged (well). For other volunteers the affinity is more based on their role as a mother and carrying responsibility for children. Five of the six volunteers whom have taken part in a focus group also carry out other volunteer work next to their volunteer work for A Balanced Family (for example victim aid, foster care, collecting money for charities, museum, bookshop, Homestart or in a church).

The involvement of the volunteers with the ex-convict mums is of a high standard. About half of the volunteers have also built a bond of trust with the children. Activities mentioned which they undertake together with the mums and/or their children are: going for a walk, having coffee, chatting/ listening, grocery shopping, helping with moving house, filling out forms, organising admin, hospital visits, celebrating birthdays, babysitting, phoning/joining appointments at authorities, helping in furnishing the house, etc. The measure in which volunteers offer support varies. Most volunteers are in contact weekly or bi-weekly (by phone or a visit). Sometimes there may be no or little contact for a period. The volunteers, who have had frequent contact with the mother/the family, often stay in contact upon completion of the programme also.

The volunteers indicate that they try to offer support to the mums from a different perspective so that they do not fall back into their old pattern. They offer both practical as well as emotional support and they act as a mediator between the mum and authorities. They try to source the needed information and inform the mother so that she understands everything well and knows what is expected of her. The volunteers contact the coordinator when they get stuck with the authorities or when they try to find their way within the social map or when contact with the mum does not work smoothly. Emotionally, the volunteers listen to the mums and try to give advice based on their own experience. In this context, they reiterate the equal relationship between the mothers and themselves. The volunteers note that the children are often the topic of the conversations with the mums.

### *Personal growth*

The conversations with volunteers and observations show that volunteers experience personal growth through their volunteer work. Most volunteers work part-time or are unemployed or pensioners. They feel the need to offer a meaningful contribution to society where they can bring their personal life experience into the picture. Aside from their motherhood they often possess a wealth of work experience which they can use in the families they support (for example nursing, psychiatry, reiki master, debt counseling, social services, youth prison work experience). The volunteers indicate that the volunteer work for A Balanced Family is a challenge and it is appealing from an educational point of view. This makes it more attractive and informative for them than other types of volunteer work. Some volunteers consider it an alternative for paid work whereas others consider it an asset to their paid work.

*“This voluntary work is an asset of my work. I do personal injury work and before I worked as a commissioner in prison. I can use this experience when I support ex-convict mums. The choice for this specific target group is work related. Mothers in prison are often a victim and they have the responsibility for children. I know that the aftercare for these mums is often not well arranged. It gives me satisfaction to support these mums with my knowledge and experience. And I like to help them with practical things. I also learn a lot from the contact with these mums and the training and meetings with other volunteers.”*

The volunteers indicate also that through their contact with ex-convict mums, they have started to look at their own situation from a different perspective. The perceptions of the volunteers and the mums are very different (network, child raising, relationships, etc.). The volunteers are aware of the vulnerable situation the mothers are in and gain a greater understanding of their situation. Some of the families have a specific cultural background due to which the volunteers gain a greater insight into a different culture. Understanding on both sides creates space to build a bond of trust between people from very different environments.



Aside from that, the training, coaching and intervision, meetings provide an essential part of the volunteer work. The volunteers meet each other and share their experiences during the training sessions and ‘come back meetings’, which is not always possible within their own environment. Each volunteer has a clear reason for choosing this type of volunteer work and that creates a bond between the volunteers. The learning aspect of the training sessions and recognition of fellow volunteers and coordinators is an important motive to continue the volunteer work.

#### *Negative impact*

The volunteers have not mentioned any negative outcomes for themselves or for the mums. The professional coordinators of A Balanced Family monitor the risk of overdependence (mentioned by the Rotterdam Council) during monthly local meetings where volunteers can share their experiences. Aside from that, the volunteers got trained well to support the mums only where necessary (based on the goals they set in the beginning), and give the mums an active role in solving their problems. Some volunteers mentioned that this takes a lot of patience, because they would like to help the mums as much as they can. But they are very aware that this help is only useful when the mums are willing to accept this and when they learn how to deal with their problems themselves. They try to create a bond of trust with the mums, but also keep a distance to prevent overdependence. Some volunteers do keep in touch after the programme as a friend, but they don’t see that as a form of dependency. Based on the interviews with volunteers, the overdependence of the mums is a risk they seem to have under control. Therefore, this is not a material negative outcome and this has not been taken into account in this analysis.

### **4.3 Local councils**

Six local councils have been interviewed (by means of a personal interview with a policy staff member/ aftercare coordinator): Almere, Amsterdam (district SouthEast), Hertogenbosch, The Hague, Heerlen and Rotterdam. Four out of the six councils involved do currently have a financial relationship with A Balanced Family. Rotterdam council meanwhile has stopped the financing of

aftercare programmes and Heerlen council is a potential new financial party. It did not work out to involve Eindhoven council in this survey. An interview however has been held with *Bemoeizorg Eindhoven*<sup>5</sup>, in which Eindhoven has been represented. An overview of the impact of A Balanced Family is being given below from the perspective of the councils involved.

As mentioned before councils have a central, coordinative role in providing aftercare to adult ex-convicts. The final goal is to ensure a good return to society in order to prevent recidivism and 'dropping out' within society. The councils can benefit from the aftercare to ex-convict mums and their families, both from the perspective of safety, wellbeing and the youth care perspective. The A Balanced Family aftercare programme is being financed and organised by various departments at different councils, which has an effect on the focus of the project.

### *Get the mums in the picture*

The interviews with employees of the councils show that ex-convict mums are a group which avoids care. There is a threat that they are no longer in the picture for the councils as they often keep authorities at a distance. This increases the chance of recidivism. A Balanced Family has an important observing duty for the councils. As they are often already involved with this target group during imprisonment, they have insight into the situation of the mother and the children and have a starting point to be able to coach the families to a greater extent. A Balanced Family often brings the mums forward to the councils, as a potential candidate to be matched with a mum-to-mum coach. Aside from that, the city councils mention that DPAN data do not always match reality. Imprisoned mums do not always paint a realistic picture of their situation in the various areas of life. Via a close cooperation with A Balanced Family problems are being outlined on time and the proper help can be arranged. There is a great chance, according to the councils, that these mums would stay out of the picture and end up socially isolated without A Balanced Family.

*"Without the help of A Balanced family this specific target group would soon be out of the picture of regular authorities. As a result, these families have a high risk of isolation from society. For us it is very important that these families will find the right help, from authorities and by creating a social network themselves. The help of A Balanced family is very important, because they are able to create a confidential relationship and refer the mums to the right authorities."*

### *Stability on life areas*

The coach offers the mum practical support in the areas of life (housing, healthcare, work and income and debts), which is the responsibility of the councils. The councils recognise the positive effect for the mums themselves and note that in this way they are being stimulated and supported to solve their problems together with authorities in the various areas of life.

*"For the mums it is important to get more self-confidence and have the feeling that they can fall back on someone. Aside from that, they often need help with arranging practical things for themselves and their children (social benefit, school, debt, housing, etc). The city council can give all the information but the mums have to arrange it themselves (fill in forms, visit Social Services, etc). It is very helpful when a volunteer can support the mum with this, as they often feel the authorities are not open to them."*

The councils reiterate the personal responsibility of the mother. They however have different views on the tasks and responsibilities of A Balanced Family in the various areas of life and the extent to which they have an effect in these areas. The Hague Council thinks that A Balanced Family currently

---

<sup>5</sup> Bemoeizorg Eindhoven is an initiative of Eindhoven Council, GGzE, GGD Brabant-SouthEast, the Dutch police, Novadic-Kentron and *Wellbeing Eindhoven*.

does not focus enough on all the areas of life and does not reach the results they reach with other programmes. The Hague also is the only council which finances the programme out of safety policy, due to which the focus is primarily preventing recidivism. According to The Hague Council, the focus of A Balanced Family is too much on parenting support. Other councils share this view to a lesser extent. It does however become clear from the interviews that the focus within councils, aside from parenting support, is more targeted towards practical support in the life areas. They also strive for targets/result agreements per area of life.



The main outcome for the city councils is to create stability on the life areas: finance/ debt, housing, work and income, healthcare. According to the city councils stability means:

- Housing directly after being released from prison;
- Income through work or a temporary benefit in order to be able to provide for essential needs straight after being released from prison;
- Insight into debt and debt management counseling if needed;
- Determining care needs and, when applicable, care which matches the indication and the realisation of the (continuity of) care.

This will in the end lead to prevention of recidivism (outcome for Ministry of Justice) and to a better wellbeing of the mums (outcome for the mums). According to the city councils, all life areas are material, as they depend on each other. Whether the situation on the life areas is unstable differs from family to family (relevance). But the significance of support on these areas is high, as well for the mums as for the city councils. Stability on these areas at an early stage means the professional support (e.g. primary care) will be prevented or decrease. Aside from that, it will save cost when people find a job and find quicker housing. The city councils had insufficient ground to assume how many cost are saved because of the programme.

Council officers believe that the value of the outcomes would not be as high if the activities were realized by council departments or professional rehabilitation workers or social workers, because they are not able to create a confidential relationship with the mothers. According to them ex-convict mums and their children need a specific approach, especially because they are a group which avoids care and because there are children involved.

#### *Parenting support*

The interviews show that the parenting support which A Balanced Family provides is an important tool for councils to prevent or decrease problems of children of ex-convict mums. There are a few alternative possibilities to make use of parenting support, for example via schools, the Centres for Youth and Family or via the Departments of Youth Care. Councils estimate the chance that they could receive parenting support via one of these options at 40%. They however do not expect the same results. The parenting support which A Balanced Family provides has a few benefits in comparison with other programmes. A mum-to-mum coach is active within the family and is able to notice quicker what is going on and what sort of help a family (both mother and child(ren) need. Aside from that a mum-to-mum-coach is flexible and able to respond quicker to the needs of the family. It is a



tailored approach. The chance this goal could be reached via a regular parenting programme is very small.



Because of the unstable situation the ex-convict mums are in, there is a high risk that children have problems as well (at home or at school). The city councils recognize this outcome is most material for the children of ex-convict mums, as the city councils will not experience changes on the shortterm. The outcome has been taken into account for the children.

#### *Negative impact*

The current trend shows that councils do no longer organise their aftercare activities on target group level, but that the same supply is available for all ex-convicts. Personal responsibility is key in this context. That is the reason why two councils have decided to stop the cooperation with A Balanced Family or will stop the cooperation in the near future. They prefer to cooperate with partners who serve a wider target group, who can offer support in all areas of life or partners who specialise in dealing with one specific area of life (for example housing). In Rotterdam coaching programmes are being offered to ex-convicts but not specifically tailored towards mums, for example.

Rotterdam Council also notes that the A Balanced Family programme was not clearly defined. It was at times unclear when a programme ended and extension of the programme was needed regularly. They also felt that the mums were being oversupported by A Balanced Family, due to which the mums faced the risk to become too dependent on their coach. The almost unconditional support and sometimes lengthy programmes provided by A Balanced Family, did not match the way of working of this particular council. Because Rotterdam Council was not a relevant stakeholder in 2012 (they already stopped financing) and the other stakeholders did not recognize this outcome, it has not been taken into account in this analysis.

#### **4.4 Dutch department for Youth Care**

Four family guardians who work for various youth care organisations have been interviewed. An overview is being given below of the impact of A Balanced Family on the (youth) care organisations from the perspective of family guardians.

The family guardians involved all had one client who had enrolled in an aftercare programme provided by A Balanced Family. They have been working with these clients for a long period of time (12-20 years). Due to multiple problems (such as housing problems, aggression, addiction problems and traumas) and a tendency to recidivate, the children are under custody or live in foster homes. Custody in The Netherlands is a measure where parents are being limited in their parental control over their children. This in principle lasts for the duration of one year, but this can be extended multiple times. When threats for the development of children are no longer present, custody will be ended. Family guardians formulate the request for help and seek the appropriate care. This could be ambulant supervision, meaning the client lives independently and receives support in organising daily practical matters, taking into account his/her (psychological) problems. The number of visits depends on the need and the indication and can vary from a few times a week up until twice a month. As the

coordinator of the family/ the children they also bring all of the care workers involved together during meetings.

The investment of time of family guardians in consultation with A Balanced Family (mostly with the coordinator) varies per client; from a few hours a day (at the start) up until 1 hour per week. The family guardians do not consider this to be an extra investment of time. Consultation with authorities/organisations involved is part of their regular duties.

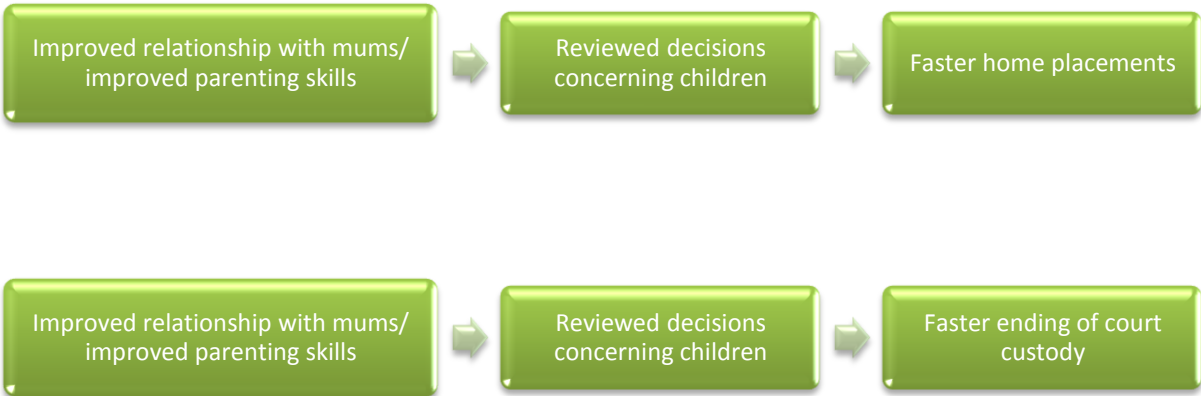
*Relationship with mums*

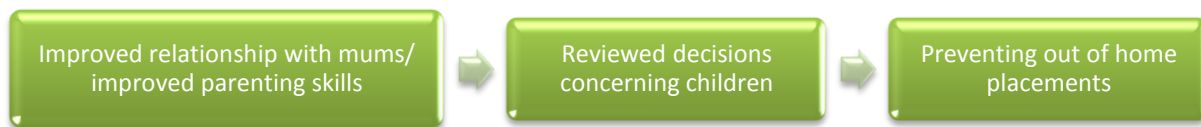
All family guardians have clearly noticed a change in the contact with the mum since the involvement of A Balanced Family. All of them had a very strained relationship or no contact with these mums. Without A Balanced Family the long term relationship probably would not improve, due to which they have less of an overview of the life and the risk factors of the mum. For family guardians this results in a more intense and a longer involvement with the family. The involvement of A Balanced Family has led to an improvement in the relationship with the mum for all family guardians, which enabled them to have conversations and make appointments again. This also has had a positive outworking on the meetings in which all of the authorities involved and the mum herself are present. It gives the mum rest as the coordinator and/or the coach join the meetings and she is better able to understand what is being discussed. The independent position of A Balanced Family offers the mums a safe environment which creates space to build a bond of trust.

*Decisions concerning children*

The improved relationship with the mother and the trust in a voluntary coach being present as a 'back up' makes it possible for the family guardians to (once again) communicate with the mother in order to find solutions together which are in the best interest of the child and the mum. Depending on the situation this can lead to the preventing of an away-from-home-placement, a (faster) home placement of the children or an improved arrangement concerning parental access with the children. Whether or not a child will be living at home again is a decision of the court but A Balanced Family does have an indirect influence in this decision to some extent. Family guardians do take notice of their views and include these in their advice. They are however not being recognised as an official 'voice'.

The following chain of events have been analyzed based on the results of the interviews:

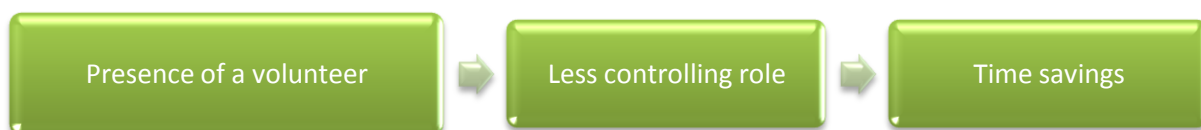




Whether these outcome are relevant for this stakeholder differ from family to family. But the family guardians mention this as valuable outcomes, because of the high cost of foster care and court custody. So even when it is only relevant for some families, the significance of the outcomes is high. Therefore the outcomes are considered material and have been taken into account in the analysis.

#### *Tasks and duties*

Family guardians delegate certain tasks to A Balanced Family due to which contact takes place in a more peaceful and structured manner. Because of the presence of a coach, the family guardians have a less controlling role and the number of house visits, child visits and (telephone) conversations decreases. One particular family guardian indicates that this has saved her about 25 hours annually. Another family guardian indicates that the number of house visits has decreased from twice a month to once a month (a saving of 48 hours per year). Yet another family guardian notes that the supervision of the number of visits to children has decreased (a saving of 60 hours per year). The average time saving on an annual basis is 44 hours per family guardian.



#### *Effectiveness other interventions*

The family guardians indicate that certain behavioral interventions (such as parenting support and game therapy) are more effective and efficient when a voluntary coach is present in the family. They can for example stimulate the mum to do certain exercises and support her in this. In this context it is important to touchbase with the coach regarding for example consequences, reward systems, burdening children with adult affairs etc. Views differ regarding the question whether the coaching programme could be used as an alternative for these interventions. The family guardians do expect that ambulant care could be prevented or decreased, when coaches make use of their own expertise (for example nursing), but they see this as a potential impact. At the moment, all family guardians are insufficiently able to ground whether this has been the case with the current programmes of A Balanced Family. Therefore this has not been taken into account in this analysis.

#### *Negative impact*

According to some family guardians the involvement of A Balanced Family can also have a negative impact. With some families the Department for Youth Care has been involved for many years already. As a result, family guardians have already built a lengthy relationship and experience with the mother. The sudden interference of a coordinator or coach regarding decisions concerning their children can be confusing for the mother. In some cases it gives the mother false hope, which can cause an extra disappointment. One of the interviews showed that the mother would set both

parties involved up against each other. In both cases damage occurs in the relationship between mother and family guardian and in association to that the decisions regarding their children.

Aside from that the threat exists that a discord originates between A Balanced Family and the Department for Youth Care as the interests of the mother and the interests of the child are not always on the same page. Very close alignment is needed in order to come to an agreement or decision in which these interests are being assembled as best as possible. One of the interviews shows that A Balanced Family operates too much based on the interests of the mother and does not draw a professional boundary in the support. When they walk their own path too much, parties end up against each other instead of next to each other. Family guardians clearly note that it hinders cooperation when A Balanced Family supports the interests of the mother solely.

Despite this is an impact several family guardians recognized and warned for, only one family guardian really experienced this as a negative impact. The other family guardians did not experience this as a negative outcome, but only mentioned that the positive impact could be maximized when A Balanced Family keeps this in mind and focus on cooperation. Because the impact was not relevant for most of the family guardians, it has not been taken into account in this analysis.

#### **4.5 Rehabilitation The Netherlands**

Three rehabilitation workers and two policy staff members of Rehabilitation The Netherlands have been interviewed about the added value of volunteers in the supervision programmes. The results are being displayed below from the perspective of the staff members involved.

One of the core duties of Rehabilitation The Netherlands is to watch over convicts who have been released conditionally. In this regard one of the things which gets checked is whether a person who has been released sticks to certain conditions (for example through home visits, conversations and checks). Aside from that, they support the person who has been released in sticking to the conditions (for example through behavioural training or psychological help). Rehabilitation oversight normally lasts two years. Rehab workers basically have a control function. The interviews make it clear that because of this, they are limited in their possibilities to coach their clients. They note that volunteers are a valuable addition to their tasks. They are flexible and fill in the gap from a basis of personal contact which is something they cannot offer as a professional.

The interviews with rehabilitation workers show that activities and interventions of Rehabilitation The Netherlands are focused on the individual and not on families. *Relationship with partner and family* is one of the criminal factors, which is present in 61% of the women. Often rehab workers call upon the Departments for Youth Care when they sense that the family situation is not stable. Rehab workers note that volunteers, through family coaching, can play an important role in decreasing the problems within a family. It is unclear to which extent this influences decreasing the risk of recidivism.

Rehab workers make use of A Balanced Family as a reference to form a complete picture of the client's situation, as they themselves look at the crime mainly whereas A Balanced Family focuses on the family. Aside from that, clients do not always give complete information to the rehab workers. For that reason they are regularly in touch with other organisations involved to come up with a good assessment of the situation. The interviews show that rehab workers consider the information which comes from references to be more valuable and relevant than the outcome of the RISC analysis.

Policy staff members note that Rehabilitation The Netherlands for now has not yet developed policy for staff members regarding working with volunteers, although the added value is being

acknowledged. Due to the current political climate the role of volunteers up till now has been utilised insufficiently. With that ex-convict mums form a relatively small target group due to which most rehab workers are unfamiliar with the programme. Rehab workers note that they do have a need for information, to be able to make use of A Balanced Family's offer more often and at an earlier stage.

Rehab workers expect that the presence of a mum-to-mum coach can ensure that they are better and more able to focus on their core tasks, provided a good alignment of tasks and responsibilities. The practical support of A Balanced Family partly overlaps with the tasks of Rehabilitation The Netherlands. It becomes clear in practice that this is not always being aligned well between the coordinators and the rehab workers. When there is a good alignment between the parties, the rehab workers expect that they can work more efficiently and that the effectiveness of certain interventions could improve. The extent to which this could be possible is currently unclear and would need to be researched in more depth. At this moment in time one rehabilitation worker notes that the involvement of A Balanced Family has provided a time saving of on average 1 hour a week during four months (16 hours). Because this is in regards to an exceptionally 'heavy' client, it is unclear to which extent this is a representative conclusion for other rehab workers.

The expectation is that A Balanced Family could have a substantial added value when the policy context for volunteers could be clarified and when a clear alignment could take place regarding tasks and responsibilities. There currently is insufficient insight into the value creation for rehabilitation organisations. That is why these effects have not been taken into account in the analysis (for now).

#### **4.6 Ministry of Security and Justice/ Dutch Service for Judicial Institutions**

During the fieldwork a personal interview has taken place with three Programme Supervisors and one Coordinator in penitentiary institutions (PI's) in Breda and Ter Peel. There are a total of five PI's for women in The Netherlands, of which the one in Ter Peel is the largest.

The Dutch *Penitentiary Institutions Services* is an implementing body of the Ministry of Security and Justice. They have a shared responsibility with other organisations in the field to ensure convicts return to society in a good way and to keep the chances of recidivism as low as possible. In this context they strive for a personal approach.

The Programme Supervisors mainly execute the intervention plan which gets created by rehabilitation organisations based on the RISc analysis. Rehab organisations have a number of training methods for their clients which can provide an answer to criminal factors often present in women, such as cognitive skills training and working skills training. Research by Rehabilitation The Netherlands (2009) shows that the percentage of women which take part in behavioral interventions and induction towards care is not even 10%. The Programme Supervisors do recognise this in practice. They estimate that the percentage of women who take part in (behavioural) interventions is about 20%. The interventions are not being aligned well towards the situation and needs of the women. Often they are imprisoned too short and have a low score on the RISc scales.

The Penitentiary Institutions Services cooperates with various volunteer organisations. The duties of volunteers form an addition to the duties of their own staff. They visit convicts or help them in their return to society for example. Agreements regarding subsidies are being made with various organisations annually.

For the year 2012 contracts have been signed with 42 organisations. In Ter Peel, A Balanced Family is the main supplier. They currently offer services to 43 of 250 imprisoned mums (17%) during imprisonment. The Programme Supervisors reiterate the value of volunteers both during as well as

after imprisonment. They fulfill a role which cannot be filled by professional care workers, as they can offer the tailored approach (ex-) convicts need. Aside from that it is essential that they can share their story with someone they can trust and who is independent.

The Programme Supervisors mostly benefit from the activities of A Balanced Family during the phase where convicts are in prison. They give A Balanced Family space to inform the mothers about the project during imprisonment in regards to the programme. They themselves do not deliver a specific contribution to inform or refer the mums to the coaching programme after prison but they reiterate the value of the programme for the mums. They estimate that a minimum of 50% of the mums in prison is in need of a coach. They do not experience a direct benefit for their own institute as the aftercare task becomes the responsibility of the council after being released from prison. Because of this, in the quantitative analysis, only the results for the Dutch Ministry of Security and Justice are being taken into account only, focused on reducing recidivism for ex-convict mums. Because the final expected impact of A Balanced Family on the criminality of children is minimal (based on the interviews and the survey), this outcome is not material for this analysis and no validation has been linked to this.

## 5. Quantitative analysis

In addition to the qualitative analysis, a quantitative analysis has been made of the outcomes mentioned by the stakeholders. This analysis is mostly based on a survey that has been filled out by coordinators of A Balanced Family on behalf of 71 families whom have received support via the aftercare programme in 2012. 55% of these families has completed the programme (final conversation completed), 27,5% is still in the middle of the programme and for 27,5% of the families the programme has ended prematurely (for example because of moving to Aruba/ Surinam, no further contact with the mother or because of imprisonment (2x)). The average involvement of A Balanced Family after imprisonment is 12 months (based on the date of filling out the questionnaire).

The sample survey forms 55% of the total number of families whom have received support in 2012 via an aftercare programme (128 mums and 246 children). The results of the survey have been calculated for the total number of mothers and children enrolled in the programme in 2012. Aside from that there has been made use of literature and the interviews with institutional stakeholders and ex-convict mums.

### *Establishing impact*

The outcomes per stakeholder have been named below, which has also been outlined in the qualitative analysis. For every outcome the change has been measured (on the basis of a scale), the impact of A Balanced Family has been estimated and the value has been calculated. We have not looked at other delivery models to accurately compare the value that would be created if these activities were delivered differently. As part of the consultation, coordinators were asked what they felt would happen if A Balanced Family did not deliver these activities (per outcome). This is called *deadweight* (spontaneous effect). They were also asked what other organisations or persons attributed to the outcomes and how much. This is called *attribution*. The multiplication of these percentages, form the impact percentage which gets ascribed to A Balanced Family.

A point of attention regarding the impact percentages is that the A Balanced Family coordinators use a more conservative estimate in the survey when it comes to deadweight (the chance that effects could also take place without A Balanced Family) than the mothers themselves. The coordinators estimate this chance to be 25 – 30%, both with the practical support in the areas of life as well as with emotional support. The mothers themselves estimate that the chance is pretty much nil. Regarding the attribution (contribution of others to the effects) the mums come up with a more conservative estimate than the coordinators when it comes to practical support. They estimate the contribution of others at 55% on average, whereas the coordinators estimate this at two thirds (33%) on average. Regarding the emotional support, (self) confidence, trust, relationship with children and with authorities, both the coordinators as well as the mums estimate the attribution of others at 30% on average. The calculations are mainly based on the information from the survey (coordinators) as this is more reliable than the interviews with the mums due to the extent of the sample survey. In the sensitivity analysis, the attribution of the outcomes has been upgraded to 50% based on the interviews with ex-convict mums.

Displacement is not relevant in this analysis because the activities of the programme were not displacing outcomes and no other stakeholders were being affected by displacement. When the ex-convict mums would not have participated in the programme, they would most likely be out of the view of authorities and other programmes. The stabilization of the financial and income situation by using extra local facilities has not been considered as a displacement of the outcome for the local councils, because these facilities are meant for these kind of problems (part of the solution).

The survey shows that most outcomes are valid for the longterm (on average 10 years). The value of the longterm outcomes has been calculated for the duration of five years. Taken drop off into account, this gives a realistic view of the value created for each stakeholder. Aside from that, some outcomes are a one-off event. For these outcomes drop off is irrelevant.

### 5.1 Ex-convict mums

The qualitative results as well as the quantitative results show that A Balanced Family has a positive impact on:

- The relationship between the mums and children (improved family relationship);
- The financial situation of the family (reduced debts and greater income from local facilities);
- The income situation of the family (greater income from jobs and a stabilized income situation through (advanced) social benefits);
- The health situation of the mums (decrease of mental health problems);
- The housing situation of the family (prevention from eviction and quicker housing).

The mums did not experience any negative outcomes.

#### Investment

The mothers invest in time as they take part in the aftercare programme. These hours have not been quantified as they do not represent economic value. The value of these hours (*opportunity costs*) is estimated to be € 0,- when they would not have taken place in the programme.

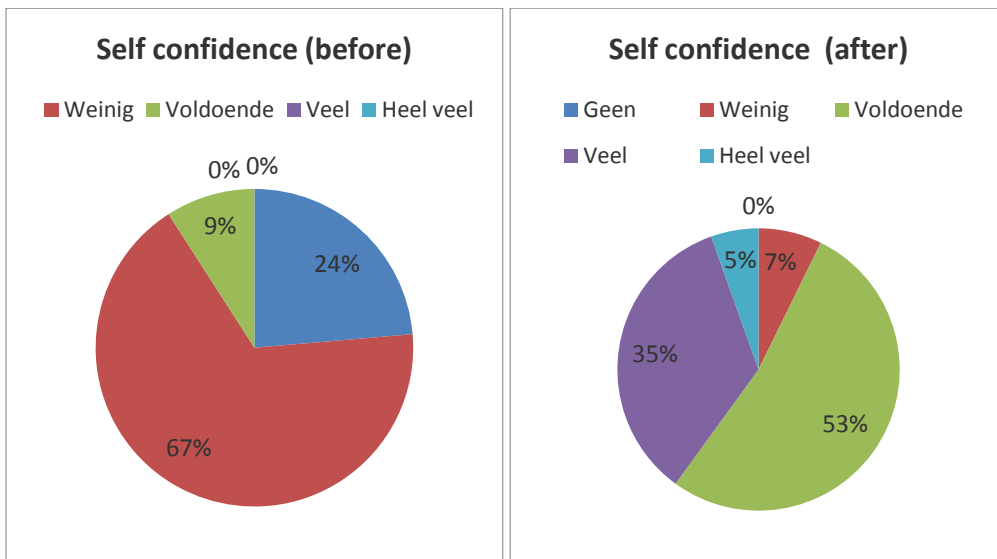
#### Benefits

##### *Increased self-confidence*

In the qualitative analysis, the increased self-confidence is an event that finally leads to an improved family relationship. Therefore, the self-confidence has been measured but not been valued.

The mother has grown in self-confidence in 78% of the families (100 families). Of this figure 24% of the mothers did not have any confidence, 67% had little confidence and 9% sufficient confidence. Upon completion of the programme 53% had sufficient confidence, 35% much confidence and 5% a lot of confidence.

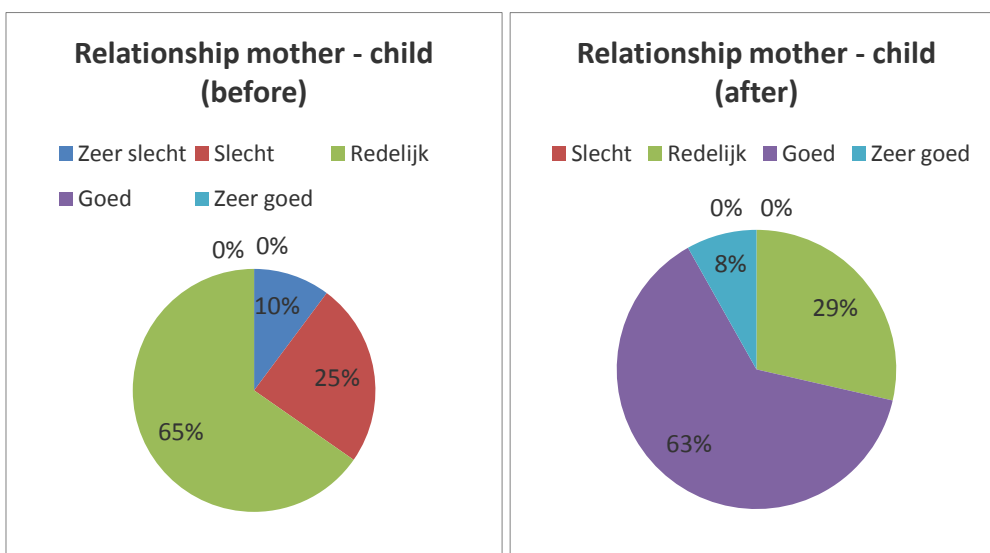




*Improvement family relationship*

The improvement of the family relationship has been measured by an increase of children (continued) living with their mums, and mums and professional coordinators that report an improved family relationship.

Based on the survey, the relationship between mother and child(ren) has improved in 69% of the families (88 families). Of this figure 35% of the mothers had a bad or very bad relationship with her child (ren) and 65% had a reasonably good relationship with her child (ren) at the start of the programme. At the end of the programme 29% of the mothers had a reasonably good relationship with her child (ren), 63% a good relationship and 8% a very good relationship with her child (ren). The survey also shows that 35% of the mums (45 mums) have an improved formal arrangement (Department for Youth Care) concerning parental access with their children (74 children total).



According to the Central Bureau for Statistics (CBS), one child costs on average 17% of disposable income, two children 26%, three children 33% and four children 40%. Dutch standard benefit for single parents was € 985,81 per month per July 2012 (incl. holiday payment), which comes down to € 11.830,- per year. The average amount ex-convict mums spend per child is **€ 2.011,- per year**.

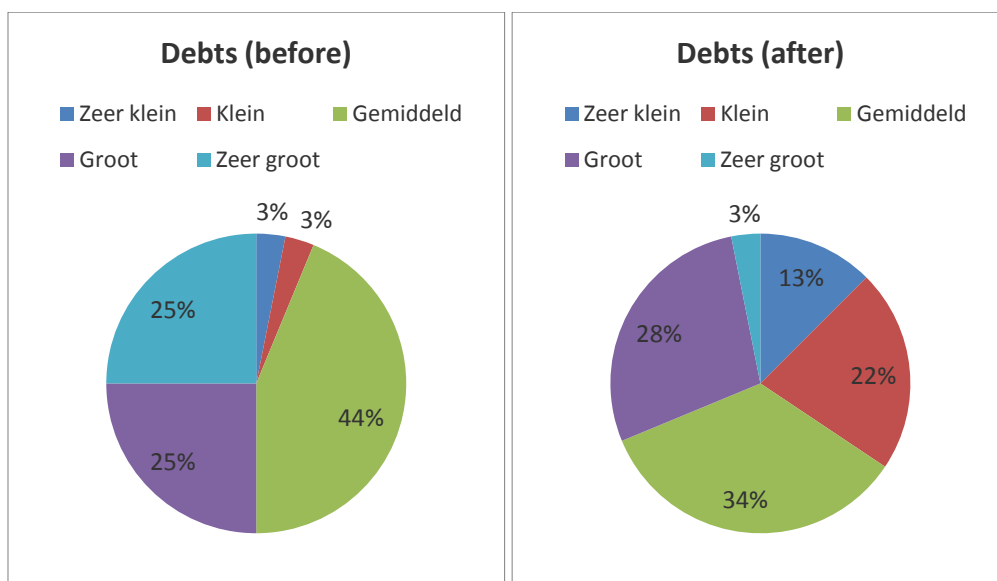
Impact Map Parameter	Quantity	Notes/ description
Quantity	88	Number of families where the relationship improved because the mums feel strengthened in their role as a mother and the parenting skills improved.
Proxy	€ 2.011,00	Amount that parents spend on their children (annual) because of children (continued) living with their mums.
Duration	5 years	The expected duration is 11 years (based on the survey). We indicated all the longterm outcomes at a maximum of 5 years.
Deadweight	26%	Based on the survey and the interviews with mums, there is a chance the family relationship would improve on the longterm.
Attribution	31%	Based on the survey and the interviews with mums, also the Department of Youth Care and family coaches attributed to the improvement of the relationship, by providing educational support.
Displacement	N/A	
Drop off	50%	After the programme it is likely the relationship will be affected by other factors.

#### *More stabilized financial situation*

About three quarters of adult convicts (25 years of age and over) have debts averaging between € 10.000,- and € 20.000,- according to the *Dutch Scientific Research and Documentation Centre Factsheet* (2011). The amount of the average debts increases, as the age group rises in age. Two thirds of convicts have debts with the Dutch *Central Judicial Fines Bureau*. Aside from that adult convicts often have a debt in regards to their housing situation or are behind on their electricity, water and lighting payments. Adult convicts often have debts with a health insurance company also (25%).

The stabilization of the financial situation has been measured by a decrease of (extra) debt and an increase of use of local facilities, and mums and professional coordinators that report to have more control over their financial situation.

An internal analysis of A Balanced Family shows that in 2012 86% of mums had debts after being released from prison. Based on the survey, in 46% of the families (59 families), an overview of the debts has been made and/or debts have stabilised. Of this figure 50% of the mums had large or very large debts, 44% average debts and 6 % small or very small debts at the start of this programme. Upon completion of the programme 31% had large or very large debts, 34% had average debts and 34% small or very small debts.



Based on the survey, the cost savings have occurred in 34% of the families (44 families) of **on average € 2.323,- per family** by preventing extra debts/ debt collector fees. The below schedule partly displays in which part of the total number of families (128 total) extra debts have been prevented during the programme and what the profit per family per debt is and the total value per post.

Debts prevented	% families helped	Average profit per family	Total value
Tax office	24%	€ 325,35	€ 41.645,07
Postal order companies	13%	€ 35,21	€ 4.507,04
Telephone costs	20%	€ 57,75	€ 7.391,55
Childcare	7%	€ 35,21	€ 4.507,04
Rent payments	20%	€ 126,76	€ 16.225,35
Other	8%	€ 218,31	€ 27.943,66
<b>Total</b>		<b>€ 798,59</b>	<b>€ 102.219,72</b>

Impact Map Parameter	Quantity	Notes/ description
Quantity	44	Number of mums that experienced a more stabilized financial situation through a decrease of (expected) debt, by getting control over their financial situation.
Proxy	€ 2.323,00	Expected debt, based on the survey.
Duration	5 years	The expected duration is 8 years (based on the survey). We indicated all the long term outcomes at a maximum of 5 years.
Deadweight	36%	Based on the survey, there is a chance that the financial situation would have stabilized on the longer term (when the financial problems have reached to a maximum). In the end authorities will be involved, but then it will be less likely the financial situation will be stabilized on the short term.
Attribution	33%	Based on the survey, also Debt Services attributed to the stabilization of the financial situation (thanks to the

		involvement of A Balanced Family), by supporting them in a special programme.
Displacement	N/A	
Drop off	50%	After the programme it is likely the financial situation of the mums will be affected by other factors.

Based on the survey, 42% of the families (54 families) have an extra income with **an average of € 9.503,- per family** through the use of local facilities. In this context some families make use of multiple local facilities. The below listing shows which part of the total number of families (128 total) has made use of (extra) local facilities during the programme, what the average benefit per facility is and the total value per facility. The facility 'other' consists among others of the food bank and the emergency fund. The average extra profit for the use of local facilities is € 799, - per family per year. The total benefit for 128 families comes down to an amount of € 102.220, - per year.

Local facility	% families helped	Average benefit per family	Total value
Special financial assistance	23%	€ 197,20	€ 25.241,24
Debt counseling	34%	€ 2.704,24	€ 346.142,65
Rental subsidy	14%	€ 204,24	€ 26.142,65
Medical insurance subsidy	11%	€ 159,72	€ 20.443,94
Child support	14%	€ 157,76	€ 20.193,35
Other	7%	€ 585,92	€ 74.997,18
<b>Total</b>		<b>€ 4.009,07</b>	<b>€ 513.161,01</b>

Impact Map Parameter	Quantity	Notes/ description
Quantity	54	Number of mums that experienced a more stabilized financial situation through an increase of use of local facilities, by getting control over their financial situation.
Proxy	€ 9.503,00	Income from local facilities (annual), based on the survey.
Duration	5 years	The expected duration is 8 years (based on the survey). We indicated all the long term outcomes at a maximum of 5 years.
Deadweight	36%	Based on the survey and the interviews with mums, there is a chance that the financial situation would have stabilized on the longterm (when the financial problems have reached to a maximum and authorities will be involved).
Attribution	33%	Based on the survey and the interviews with mums, also the city councils attributed to a more stabilized financial situation (thanks to the involvement of A Balanced Family), by providing local facilities.
Displacement	N/A	
Drop off	50%	After the programme it is likely the financial situation of the mums will be affected by other factors.

### More stabilized income situation

The stabilization of the income situation has been measured by an increase of jobs and advanced payments and mums and professional coordinators that report to have a stable income.

Based on the survey, the mother has started (volunteer) work and/ or schooling in 27,5% of the families (35 families). The income has risen with an average of € 322,- per month as a result in 45% of the families (16 families). **The average value per year is € 3.864,-.**

Impact Map Parameter	Quantity	Notes/ description
Quantity	16	Number of mums that experienced a more stabilized income situation because they found a job and became (partly) independent from a social benefit.
Proxy	€ 3.864,00	Rise of income through work (annual).
Duration	2 years	The expected duration is 4 years (based on the survey). Because this is also influenced by many other factors, the duration has been set on 2 years.
Deadweight	35%	Based on the survey and the interviews with mums, more than a third of the mums would have found a job anyway on the longterm.
Attribution	33%	Based on the survey and the interviews with mums, also Social Services attributed to a more stabilized income situation by providing mums courses and job support.
Displacement	N/A	
Drop off	30%	After the programme it is likely the income situation of the mums will be affected by other factors.

The application for the state benefit has been arranged two months in advance on average (8,6 weeks) in 38% of the families (49 families) via an advance payment. The value of this has been calculated based on the Dutch standard benefit for single parents. This was € 985,81 per month per July 2012 (incl. holiday payment)<sup>6</sup>. **The average value per person for two months is € 1.971,-.** Although this is not an extra income for the mum (they are entitled to this), this amount is being used as a proxy to prove the value of the shorter period during which the mums are without an income after being released from prison.

Impact Map Parameter	Quantity	Notes/ description
Quantity	54	Number of mums that experienced a more stabilized income situation because they received an advanced payment of their social benefit.
Proxy	€ 1.971,00	Cost of social benefit (average 2 month x € 985,81).
Duration	1 year	This was an one-off event.
Deadweight	22%	Based on the survey and the interviews with mums, some of the mums would have found other income resources (by friends/ family) on the shortterm (directly after imprisonment).
Attribution	24%	Based on the survey and the interviews with mums, also the city councils attributed to the stabilization of the income situation on the shortterm, because they provided the advanced payments.

<sup>6</sup> <http://www.rijksoverheid.nl/nieuws/2012/06/22/bijstandsuitkeringen-ioaw-en-ioaz-per-1-juli-2012.html>

Displacement	N/A	
Drop off	0%	Since the outcome is a one-off event, drop off is irrelevant.

### *Prevention from eviction*

According to the Central Bureau for Statistics (2013) the amount of home evictions because of rent arrears was 5.350 in 2012. This is more than 700 more than 2010. In the period 2006 – 2008 this was significantly higher (5.900 – 6.700 home evictions). Because of early identification and the tackling rent arrears the amount of home evictions has decreased, but because of the economical crisis this trend has come to an end.

The prevention from eviction has been measured by a decrease of evictions. The financial proxy is calculated by the average net rental price for single parents with minor children is € 450,- and the average rent allowance is € 200,- (CBS, Social Economic Trends, first quarter of 2012). The average net rental price minus the allowance is € 250,- per month which comes down to an amount of € **3.000,- per year**.

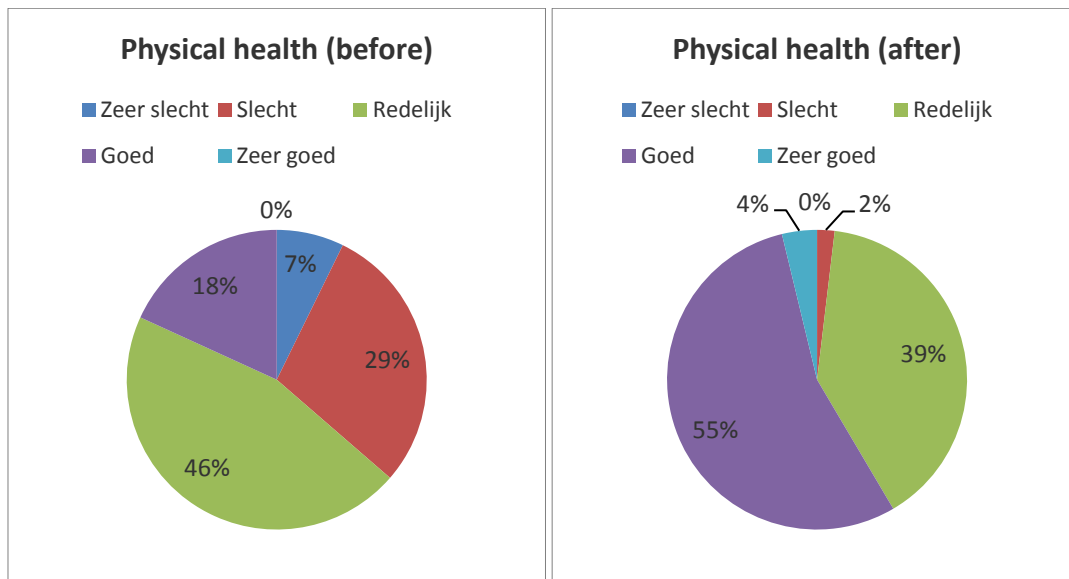
<b>Impact Map Parameter</b>	<b>Quantity</b>	<b>Notes/ description</b>
Quantity	22	Number of mums that were prevented from eviction or found quicker housing, by getting control over their financial situation.
Proxy	€ 3.000,00	Average net rental price for social housing (annual).
Duration	2 years	The expected duration is at least 2 years.
Deadweight	0%	Based on the survey and the interviews with mums, there is no chance the mums would have been prevented from eviction without the programme. It was not likely they would have participated in another programme or they would have approached authorities themselves.
Attribution	33%	Based on the survey and the interviews with mums, also Housing Corporations and Debt Services attributed to quicker housing and prevention from eviction, by providing declarations of urgency and creating a more stabilized financial situation.
Displacement	N/A	
Drop off	50%	After the programme it is likely the home preservation will be affected by other factors.

### *Less (mental) health problems*

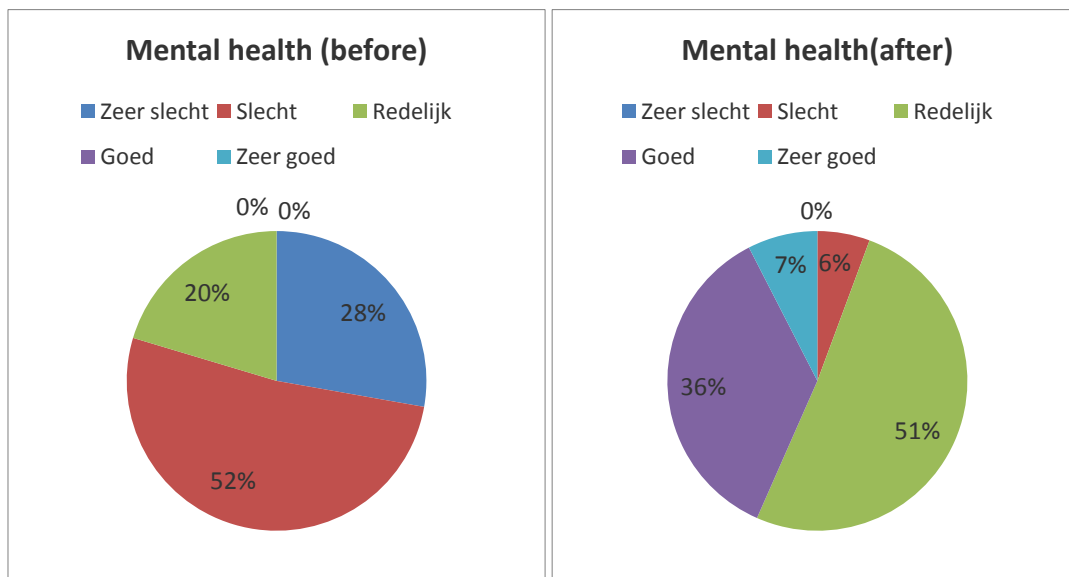
The decrease of health problems has been measured by a decrease of visits to primary healthcare services (mental care) and mums and professional coordinators that report an increase in physical and mental well-being.

Based on the survey, in 80% of the families (102 families) the physical and/or mental health of the mother has improved during the programme. Aside from the impact of A Balanced Family, other care organisations attributed on the health of the mother. During the programme 30% of the mothers were in contact with a Dutch mental health care organisation, 44% saw a social worker and 3% was in contact with an addiction treatment organisation.

Of this figure, 26% of the mums had bad or very bad physical health, 46% reasonably good health and 18% good physical health at the start of the programme. Upon completion of the programme only 2% had bad physical health, 39% reasonably good health, 55% good health and 4% very good physical health.



At the start of the programme 80% of the mums had bad or very bad mental and 20% reasonably good mental health. Upon completion of the programme only 6% had bad mental health, 51% reasonably good health, 36% good health and 7% very good mental health.



Based on the survey, 42% of the 102 families where the physical and/ or mental health of the mother improved (43 mothers), make on average 70 hours less use of professional care (especially mental health care). The going hour rate for a psychologist is € 80,- (2013)<sup>7</sup>. **The average value per person is € 5.600,-.**

<sup>7</sup> <http://www.cz.nl/zorgaanbieder/ggz/eerstelijns-gz-psycholoog/tarieven>

Impact Map Parameter	Quantity	Notes/ description
Quantity	43	Number of mums that experienced a better health and made less use of primary care (especially mental care).
Proxy	€ 5.600,00	Cost of professional mental care (average 70 hours x € 80).
Duration	5 year	The expected duration is 11 years (based on the survey). We indicated all the long term outcomes at a maximum of 5 years.
Deadweight	33%	Based on the survey and the interviews with mums, some of the mums would have had a better health on the longterm (by the regular health services).
Attribution	37%	Based on the survey and the interviews with mums, also other care organisations attributed to a better health of the mums, like mental health organisations, social workers and addiction treatment organisations.
Displacement	N/A	
Drop off	50%	After the programme it is likely the health situation will be affected by other factors.

## 5.2 Children of ex-convict mums

### Investment

The children have no input and therefore no specific activity and output. Despite that they do have contact with the volunteers and have some activities together. But this is not an extra time investment.

### Benefits

#### *Less troubles at home and at school*

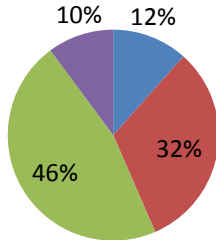
This outcome has been measured by a decrease of antisocial behaviour at home and/or at school, and mums and professional coordinators that report an increase of the problems at home and at school.

Based on the survey, 68% of the children (167 children) experienced difficulties at home, with friends or at school at the start of the programme. For 102 of these children these difficulties have decreased during the programme. In this figure, at the start of the programme 56% of the children have clear or severe difficulties at home and upon completion of the programme 29% (decrease of 27%). Aside from that at the start of the programme 23% of the children had obvious or severe difficulties in connections with friends and upon completion of the programme 10% (decrease of 13%). Lastly: at the start of the programme 45% of the children had clear or severe difficulties at school and upon completion of the programme 20% (decrease of 25%). The difficulties are most intense at home. Both in the home situation as well as the school situation of the children about a quarter of improvement takes place.



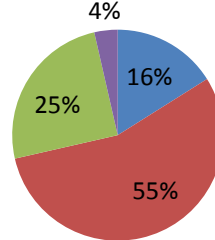
### Difficulties at home (before)

- Helemaal niet
- Kleine moeilijkheden
- Duidelijke moeilijkheden
- Ernstige moeilijkheden



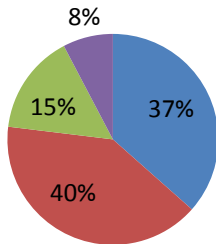
### Difficulties at home (after)

- Helemaal niet
- Kleine moeilijkheden
- Duidelijke moeilijkheden
- Ernstige moeilijkheden



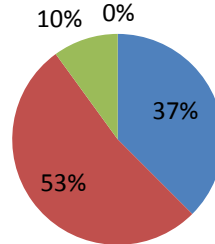
### Difficulties friends (before)

- Helemaal niet
- Kleine moeilijkheden
- Duidelijke moeilijkheden
- Ernstige moeilijkheden



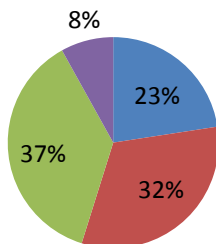
### Difficulties friends (after)

- Helemaal niet
- Kleine moeilijkheden
- Duidelijke moeilijkheden
- Ernstige moeilijkheden



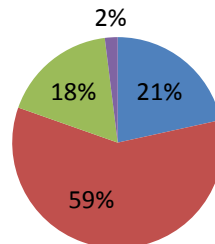
### Difficulties school (before)

- Helemaal niet
- Kleine moeilijkheden
- Duidelijke moeilijkheden
- Ernstige moeilijkheden



### Difficulties school (after)

- Helemaal niet
- Kleine moeilijkheden
- Duidelijke moeilijkheden
- Ernstige moeilijkheden



Although the children were not involved in the survey, this outcome seemed to be material based on the interviews with mums and other stakeholders and therefore should be valued. The financial proxy is based on the costs for private care from the Educational Services: € 950,- for family coaching (intake, 5 home visits, evaluation) and on average € 500,- (€ 250 - € 750) for group training for children (e.g. aggression regulation, resilience training, social skills). Based on the survey, only 11% of the families got educational support. We assume this would be much higher when these families were not participating in the programme of A Balanced Family. The average cost for family coaching and one group training for children are € 1.450,- per family/ child<sup>8</sup>.

Impact Map Parameter	Quantity	Notes/ description
Quantity	102	Number of children that experience less troubles at home and at school because of a decrease in antisocial behaviour.
Proxy	€ 1.450,00	Cost of family coaching and group training for children.
Duration	5 years	The expected duration is 10 years (based on the survey). We indicated all the long term outcomes at a maximum of 5 years.
Deadweight	29%	Based on the survey and the interviews with mums, some children would have had less troubles anyway on the longterm.
Attribution	33%	Based on the survey and the interviews with mums, also the Department of Youth Care, the school and family coaches attributed to the improvement of the relationship (by providing (educational) support).
Displacement	N/A	
Drop off	50%	After the programme it is likely the well being of the children will be affected by other factors.

### 5.3 Volunteers (mum-to-mum coaches)

The qualitative analysis shows that A Balanced Family has an impact on enlarging personal growth through their contact with ex-convict mums, the training and meetings with other volunteers (like-minded people).

#### Investment

The volunteers invest time annually through:

- Attending basic training consisting of 8 mornings/afternoons (32 hours)
- Taking part in 2 theme days per year (16 hours)
- Taking part in 6 regional 'come back meetings' (24 hours)
- Taking part in coaching sessions 1 hour per month (12 hours)
- Aftercare support (home visits, telephone conversations, travel time, authorities, etc.) on average 4 hours per week (x 40 weeks = 160 hours)

The investment in time amounts to on average 244 hours per volunteer per year. The time volunteers invest in supporting the families is 20.480 hours in total (160 hours x 128 volunteers). These hours represent an economic value. In order to provide insight into the value, an estimation has been made of the investment value; the costs of comparable professional work. A Balanced

<sup>8</sup> <https://www.opvoedpoli.nl/ORGANISATIES-KOSTEN-VOOR-DE-ZORG-PARTICULIERE-ZORG.html>

Family uses social pedagogic work as a reference. The salary of a social pedagogic worker in The Netherlands is around € 1.850,- and € 2.940,- per month, which comes down to an average of € 2.395,- per month and € 28.740,- per year<sup>9</sup> (in comparison: the salary of a A Balanced Family Coordinator is € 2.580,- per month). Assuming that 1 fte represents 1.872 hours per year (based on a 36 hour work week), the total investment of volunteers amounts to approximately 11 fte (20.480 / 1.872 hours). This is a total investment value of **€ 316.140,-** per year.

The focus group displays that volunteers make a material investment (aside from an investment in time) of on average € 135, - per year (varying from € 0, - to € 300,-). This can consist of donating a bike, food, clothing, presents for the children etc. Aside from that they often do not ask for a reimbursement of telephone costs and parking costs. The volunteers do not give money to the mums. The material investment represents a value of **€ 17.280,** - per year (€ 135, - x 128 volunteers).

## Benefits

### *Personal growth*

Based on the interviews and the focusgroup with volunteers, we assume that all volunteers experienced a personal growth during their participation in the programme. This outcome has been measured by an increase of personal growth since volunteering.

The educational aspect for the volunteers through the training and coaching they receive from A Balanced Family and the experience they gain during the programme, is being valued based on a 'coaching ex-convicts' course (at the Dutch *Langhenkel Group*). The course lasts for 10,5 days and costs **€ 4.450,- per person** (in comparison: a five day "Coordinator Aftercare ex-convicts" course run by the *Dutch Study Centre for Businesses and Government* costs € 3.499,- per person).

The personal growth cannot be totally attributed to the volunteer work of A Balanced Family. During the interviews and focus group, many volunteers have indicated that they also had other volunteer work as well next to their volunteer work at A Balanced Family, and it would be possible to find other (supplementary) voluntary work. But they also indicated that the volunteer work at A Balanced Family is much more intensive and the personal growth was/ would not be that much with other volunteer work. Based on these results, we assumed the deadweight at 50% and the attribution at 30%.

<b>Impact Map Parameter</b>	<b>Quantity</b>	<b>Notes/ description</b>
Quantity	128	Number of volunteers in this stakeholder group.
Proxy	€ 4.450,00	Cost of coaching course ex-convicts per individual
Duration	2 years	The outcome will last at least 1 year longer than the programme is occurring.
Deadweight	50%	The volunteers could have done other (supplementary) volunteer work, but the chance they would experience this personal growth is only half.
Attribution	30%	Almost all of the volunteers had other volunteer work as well (next to their volunteer work at A Balanced Family) where they experienced personal growth.
Displacement	N/A	
Drop off	30%	After the programme it is likely the personal growth of the volunteers will be affected by other factors.

<sup>9</sup> [www.nationaleberoepengids.nl](http://www.nationaleberoepengids.nl)

## 5.4 Local councils

The qualitative analysis shows that A Balanced Family has an impact on stabilising the various areas of life. This expresses itself in preventing the need of social care, preventing evictions and less use of the Dutch primary care (mental care). These outcomes are linked to the areas of life.

### Investment

A total of 128 families have been coached through an aftercare programme in 2012. The Amsterdam, Utrecht, The Hague, Almere, Den Bosch, Eindhoven and Venlo councils have financed this. The costs per programme are € 4.325,84 (mainly employee costs) in a time frame of one year. The total investment for these programmes by councils is **€ 553.707,-**<sup>10</sup>. Aside from their financial investment, councils invest time also for the granting of subsidies and the monitoring and evaluating of the results. The value of this investment of time has not been taken into account in the analysis, as these tasks are part of their regular work

The utilisation of (well-trained) volunteers in the aftercare programmes is cheaper than hiring professional staff. An aftercare programme currently exists of 160 coaching hours by volunteers and 52 coaching hours by professional staff members (Coordinators). This is a total of 212 effective coaching hours per programme (duration 1 year). The cost price per effective coaching hour is € 20,40 (€ 4.326,- / 212 hours) at the moment.

A professional staff member at *A Balanced Family* costs (excluding volunteer costs) € 95.896,- on the basis of 1.300 effective coaching hours per fte staff member per year<sup>11</sup>. The rate would be € 73,77 (€ 95.896,- / 1.300 per hour) when all coaching hours would be carried out by a professional staff member. Cost savings for the councils could be taken into account as a profit. This however is not incorporated into this analysis as the mentioned outcomes are based on working with volunteers. It would not be a realistic situation for councils to purchase the programme at A Balanced Family based on working with professional staff members only. It is clear however that volunteers can offer more hours of support at the same amount of money.

### Benefits

#### *Prevented use of emergency shelter (housing)*

Ex-convicts who do not have housing of their own once they get released from prison, and who do not have family, friends or another social network, are often forced to make use of emergency shelter in order to have (temporary) housing after being released from prison. A previous survey held with male convicts, shows that more than half has the need for assistance in finding housing (Van den Braak et al., 2003). 70% of them says that they do not receive this assistance. According to estimations of the professionals 20 – 50% of convicts do not have housing when they are being released from prison. There are no separate shelter facilities for ex-convict women. The *Tussenfasehuis* for ex-convict women in Amsterdam has closed down since 2013. The only place they can go to now is *Exodus* (mixed shelter).

---

<sup>10</sup> Part of this funding (€ 238.223,-) has taken place in 2011 (programmes with a continuation in 2012) and part of this funding (€ 315.484,-) has taken place in 2012 (programmes which started in 2012, of which some continued in 2013). The total figure also includes seven programmes which have been financed by the Anton Jurgens Fund within the smaller councils.

<sup>11</sup> Budget A Balanced Family 2012.

This outcome has been measured by a decrease of appeals to emergency shelter. Based on the survey, housing has been arranged quicker in 39% of the families (50 families). Of this figure 31% (16 families) would have had to depend upon social shelter 15 months longer on average without the support of A Balanced Family and 42% (21 families) would have had to depend upon their personal network. The impact of A Balanced Family is estimated to be 51%. This provides cost savings for the councils.

The *categorical* shelter for ex-convicts is being executed by six Dutch organisations: *Exodus, The Salvation Army, Moria, Door, De Ontmoeting* and *Stoel*. Social shelter is being expressed by means of emergency shelters for homeless people. Per year an estimate of 350 up to 1.250 ex-convicts make use of social shelter; this is excluding night care/passers-by accommodation (Braak et. al., 2003). The accommodation costs for emergency shelter vary. The emergency shelter in Amersfoort charges an amount of € 16,- per day (including meals) for adults and € 3,- or € 4,- per child. For a mum with two children on average this comes down to an amount of € 23,- per day and € 700,- per month. Based on an average of 15 months this adds up to **a value of € 10.500,- per family**.

Impact Map Parameter	Quantity	Notes/ description
Quantity	16	Number of mums that were prevented from emergency shelter by quicker housing.
Proxy	€ 10.500,00	Cost of emergency shelter (average 15 months x € 700).
Duration	1 year	The expected duration is 15 months (based on the survey).
Deadweight	0%	Based on the survey and the interviews with mums, some mums would be prevented from emergency shelter by their own network. This has already been calculated in the quantity, so the deadweight is 0%.
Attribution	33%	Based on the survey and the interviews with mums, also the Housing Corporations attributed to the prevention of emergency shelter (by providing declarations of urgency).
Displacement	N/A	
Drop off	0%	Since the outcome lasts 15 month, drop off is irrelevant.

#### *Prevented evictions (finance/ housing)*

This outcome has been measured by a decrease of evictions. Based on the survey, in 46% of the families (59 families) an overview of debts has been made and or/debts have stabilised. Of this figure in 38% of the families (22 families) has been prevented from eviction.

According to the *Dutch Housing Council* an eviction costs € 5.000,- tot € 10.000,- (**€ 7.500,- on average**). This value gets ascribed to housing corporations. Therefore this stakeholder needs to be included in the analysis. For now the value gets ascribed to the councils.

Impact Map Parameter	Quantity	Notes/ description
Quantity	22	Number of mums that were prevented from eviction.
Proxy	€ 7.500,00	Cost of an eviction.
Duration	2 years	The expected duration is at least 2 years.
Deadweight	0%	Based on the survey and the interviews with mums, there is no chance the mums would have been prevented from eviction without the programme. It was not likely they would have participated in another programme or they would have approached authorities themselves.
Attribution	33%	Based on the survey and the interviews with mums, also Housing Corporations and Debt Services attributed to quicker housing and prevention from eviction, by providing declarations of urgency and creating a more stabilized financial situation.
Displacement	N/A	
Drop off	50%	After the programme it is likely the home preservation will be affected by other factors.

#### *Less social benefits (work and income)*

This outcome has been measured by a decrease of use of social benefits. Based on the survey, in 27,5% of the families (35 families) the mother has started (volunteer) work and/or education. 20% (7 mothers) have become fully independent and 15% (5 mothers) have become partly independent of benefit payments (on average 50%).

The standard benefit for single parents was € 985, 81 per month (including holiday pay)<sup>12</sup> at the 1st of July 2012. **The average value per person per year is € 11.830,-.**

Creating insight into debts/stabilising of debts has led to extra income in 41% of the families (54 families) with an average of € 9.503,- per family through the use of local facilities. Aside from that, 49 families received an advanced payment of the social benefit with a value of € 1.971,- per family. The city councils do not consider this as a negative impact (extra cost), as these families are entitled to income after being released from prison and the council in this regard follows through on its responsibility. Aside from that, the stabilization of the financial situation has led to the prevention of extra debts/debt collector fees.

Impact Map Parameter	Quantity	Notes/ description
Quantity	10	Number of mums that found a job and became (partly) independent of a social benefit.
Proxy	€ 11.830,00	Cost of social benefit (annual).
Duration	2 years	The expected duration is 4 years (based on the survey). Because this is also influenced by many other factors, the duration has been set on 2 years.
Deadweight	35%	Based on the survey and the interviews with mums, more than a third of the mums would have found a job anyway on the longterm.

<sup>12</sup> <http://www.rijksoverheid.nl/nieuws/2012/06/22/bijstandsuitkeringen-ioaw-en-ioaz-per-1-juli-2012.html>

Attribution	33%	Based on the survey and the interviews with mums, also Social Services attributed to a more stabilized income situation on the long term by providing the mums courses and support in finding a job.
Displacement	N/A	
Drop off	30%	After the programme it is likely the decrease of social benefits will be affected by other factors.

#### *Decreased need for primary care*

This outcome has been measured by a decrease of visits to primary healthcare services (mental care). Based on the survey, in 80% of the families (102 families) the physical and/or mental health of the mother has improved during the programme (see 'decrease of health problems' for ex-convict mums). Aside from that, other care organisations have had an impact on the health of the mother. During the programme 30% of the mothers were in contact with a Dutch mental health care organisation, 44% saw a social worker and 3% was in contact with an addiction treatment organisation.

Based on the survey, in 42% of the 102 families where the physical and/ or mental health of the mother improved (43 mothers), make on average 70 hours less use of professional care (especially mental health care). The going hour rate for a psychologist is € 80,- (2013)<sup>13</sup>. **The average value per person is € 5.600,-.**

Impact Map Parameter	Quantity	Notes/ description
Quantity	43	Number of mums that experienced a better health and made less use of primary care (especially mental care).
Proxy	€ 5.600,00	Cost of professional mental care (average 70 hours x € 80).
Duration	1 year	This was a one-off event.
Deadweight	33%	Based on the survey and the interviews with mums, a third of the mums would have experienced a better health on the longterm (by the regular health services).
Attribution	37%	Based on the survey and the interviews with mums, also other care organisations attributed to a better health of the mums, like mental health organisations, social workers and addiction treatment organisations.
Displacement	N/A	
Drop off	0%	Since the outcome is a one-off event, drop off is irrelevant.

## **5.5 Department for Youth Care**

The qualitative analysis shows that A Balanced Family has an impact on the relationship between ex-convict mums and authorities, the parenting skills of the mums, the decisions regarding the children and the execution of personal tasks and duties of the family guardians. The survey shows that the Department for Youth Care has been involved with 61% of the families (78 families).

According to the Department of Youth Care, the improvement of the relationship between family guardians and ex-convict mums and the improved parenting skills are conditions to reach other

<sup>13</sup> <http://www.cz.nl/zorgaanbieder/ggz/eerstelijns-gz-psycholoog/tarieven>

outcomes. In some cases these changes had influence on the decisions regarding the children and the execution of their tasks and duties. Therefore, the improvement of the relationship and the parenting skills has not been valued on itself.

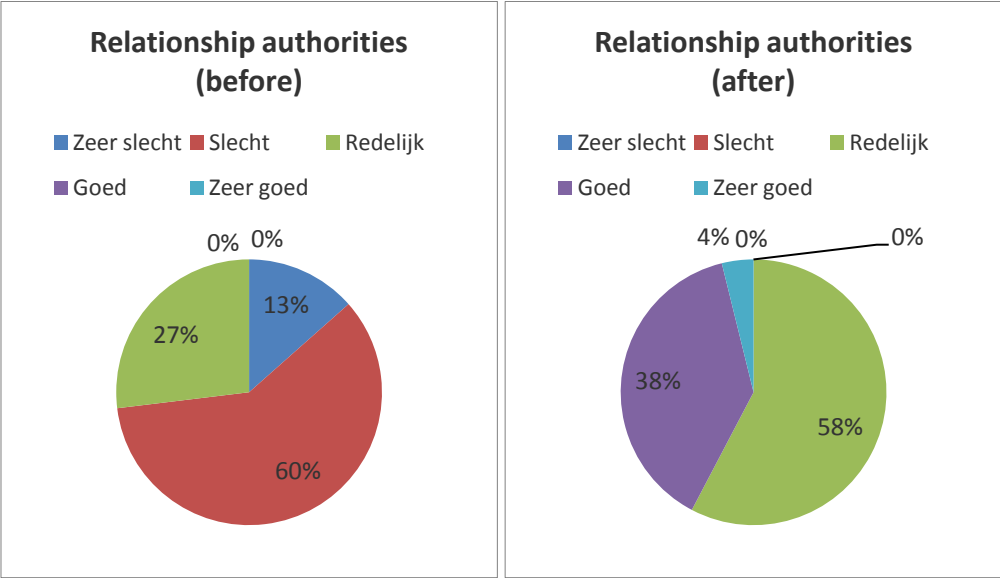
Investment

Family guardians remain in contact with the coordinator and/or the coach to a certain extent. They do not consider this to be an extra investment of time but a regular part of their work.

Benefits

*Improvement of relationship*

Based on the survey, in 75% of the families (96 families) the relationship between the authorities (including Department for Youth Care) has improved. Of this figure 73% of the mothers had a bad or very bad relationship with authorities and 27% a reasonably good relationship with authorities at the start of the programme. Upon completion of the course 58% has a reasonably good relationship with authorities, 38% a good relationship and 4% a very good relationship. Without A Balanced Family 50% of the mums would quit having contact with authorities and 39% would have a (very) bad relationship with authorities.

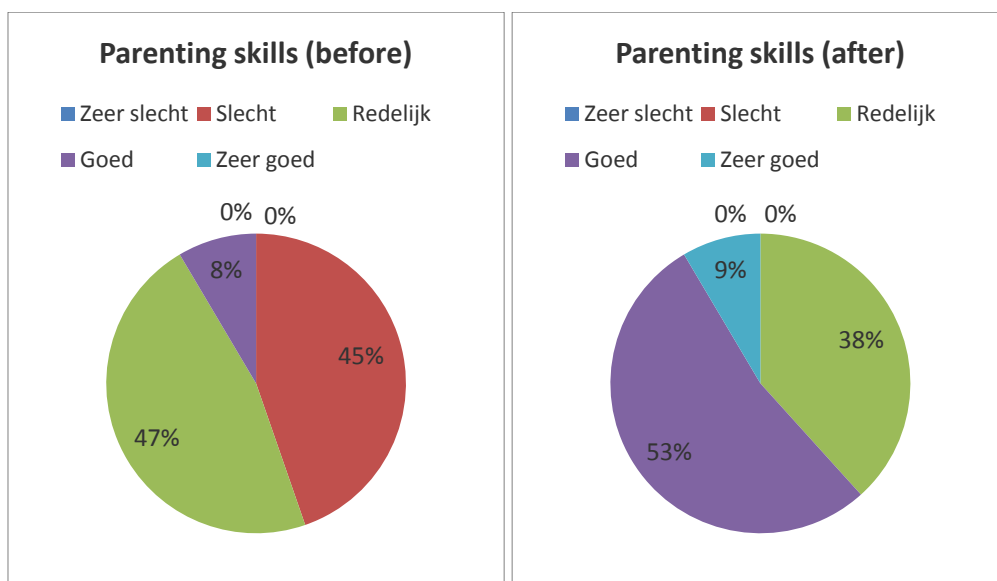


Based on the survey, for the Department of Youth Care this improvement has led to a faster ending of court custody in the case of 14% of the children involved (34 children), for 18% (44 children) a faster home placement (after being placed in foster care) and for 13% (32 children) to the prevention of a foster care placement and for 30% (74 children) to a better arrangement concerning parental access. Cost savings as a result are as outlined below.

*Improvement of parenting skills*

Based on the survey, in 67% of the families (86 families) the parenting skills of the mother have improved. Of this figure 45% of the mothers had parenting skills which were not good, 47% reasonably good parenting skills and 8% good parenting skills at the start of the programme. Upon completion of the programme 38% of the mothers had reasonably good parenting skills, 53% good parenting skills and 9% very good parenting skills.





In 11% of the families (14 families) parenting support was involved. The regular cost price for Dutch *youth care assistance at home* is € 120,- per hour (ambulant care)<sup>14</sup>. The interviews with family guardians have not showed that parenting support provided by A Balanced Family is being considered as an alternative for professional parenting support. They do however expect that in the case of good alignment amongst both parties, professional parenting support can be more efficient and effective. In this context no assumptions have been made yet as to how many hours less professional parenting support would be needed.

#### *Faster ending of court custody*

This outcome has been measured by a decrease of court custodies. According to the Dutch Ministry of Justice, the costs of court custody are € 7.757,- during the first year and € 6.557,- during the years after (Ernst & Young, 2012). The average duration of court custody is 2,9 years (2012). The average cost for court custody are € 19.232,- / 33 months = € 583,- per month. The questionnaire shows that in the case of 34 children the court custody has ended on average 8 months faster. **The average value per person is € 4.664,-.**

Impact Map Parameter	Quantity	Notes/ description
Quantity	34	Number of children where the court custody ended faster because of better parenting skills and a better relationship between the mums and authorities.
Proxy	€ 4.664,00	Cost of court custody (on average 8 months x € 583).
Duration	1 year	This was a one-off event.
Deadweight	25%	Based on the survey and the interviews with family guardians, for some children the court custody would have ended faster anyway.
Attribution	31%	Based on the survey and the interviews with family guardians, also other family coaches and social workers attributed to an improvement of the parenting skills and therefor to a faster ending of court custody.

<sup>14</sup> [http://www.nji.nl/publicaties/Normprijzen\\_jeugd\\_opvoedhulp\\_Brabant.pdf](http://www.nji.nl/publicaties/Normprijzen_jeugd_opvoedhulp_Brabant.pdf)

Displacement	N/A	
Drop off	0%	Since the outcome is a one-off event, drop off is irrelevant.

#### *Faster home placement of children*

This outcome has been measured by an increase of home placements and a decrease of foster parents. According to the Dutch government (2013), foster care families receive € 519,- per month and € 6.192 per year. The average duration of custody is 5,3 jaar. The survey shows that 44 children can be placed at home on average 11 months faster. **The average value per person is € 5.676,-.**

Impact Map Parameter	Quantity	Notes/ description
Quantity	44	Number of children that where placed at home faster because of improved parenting skills and a better relationship between the mums and authorities.
Proxy	€ 5.676,00	Cost of foster care families (average 11 month x € 519).
Duration	1 year	This was a one-off event.
Deadweight	32%	Based on the survey and the interviews with family guardians, for some of the children the home placement would have been faster anyway.
Attribution	42%	Based on the survey and the interviews with family guardians, also other family coaches and social workers attributed to an improvement of the parenting skills and therefore to faster home placements.
Displacement	N/A	
Drop off	0%	Since the outcome is a one-off event, drop off is irrelevant.

#### *Preventing out of home placements*

This outcome has been measured by a decrease of out of home placements and a decrease of foster parents. According to the Dutch Ministry of Justice and Social Security the costs that come with placing a child into foster care are € 3.871 per year for procedures and € 6.192,- per year for foster care (Ernst & Young, 2012). The survey shows that for 32 children the out of home placements have been prevented. **The average value per person comes down to € 10.063,-.**

Impact Map Parameter	Quantity	Notes/ description
Quantity	32	Number of children that were prevented from out of home placements because of improved parenting skills and a better relationship between the mums and authorities.
Proxy	€ 10.063,00	Cost of foster care.
Duration	5 years	The expected duration is 13 years (based on the survey). We indicated the longterm outcomes at 5 years.
Deadweight	28%	Based on the survey and the interviews with family guardians, some children would have been prevented from out of home placements anyway.
Attribution	25%	Based on the survey and the interviews with family guardians, also other family coaches and social workers

		attributed to an improvement of the parenting skills and therefore to prevention of out of home placements.
Displacement	N/A	
Drop off	50%	After the programme, it is likely that the prevention of out of home placements will be influenced by other factors.

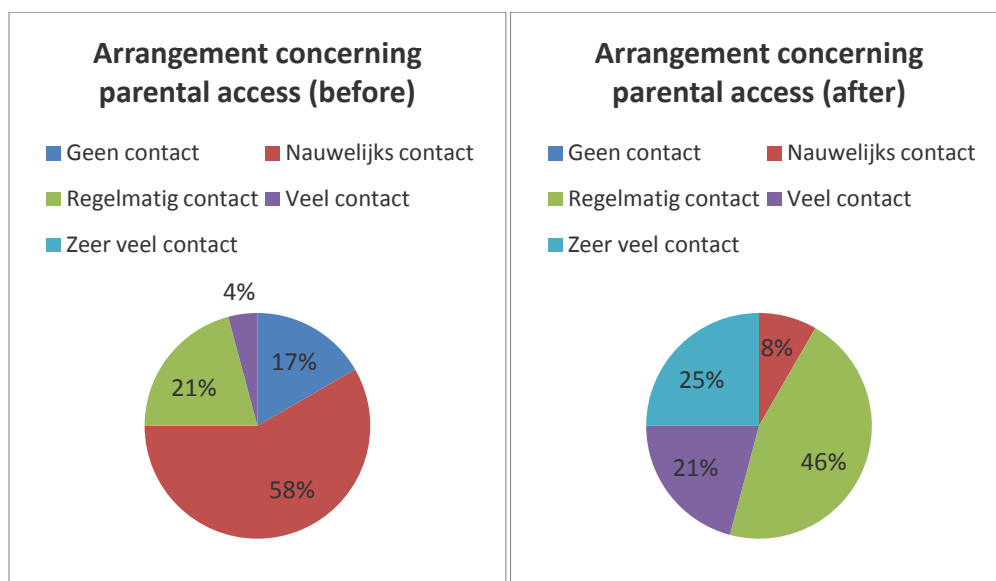
#### *Time savings of family guardians*

In 61% of the aftercare programmes (87 families) the Department for Youth Care is involved. The interviews with family guardians show an average time saving of 44 hours per family per year (decrease of home visits, visits to the child and meetings with the mother). This gets directly ascribed to A Balanced Family. According to the Department for Youth Care South Holland (HR department) it would be a realistic estimate to determine the hourly rate of a family guardian at € 80,-. Based on this the average value for a family guardian per family per year is € 3.520,-. Assuming that this time saving only occurs when the relationship between mother and family guardian has improved, this outcome applies to 75% of the families in which the Department for Youth Care is involved (65 families).

<b>Impact Map Parameter</b>	<b>Quantity</b>	<b>Notes/ description</b>
Quantity	65	Number of family guardians who saved time because of the presence of a (qualified) volunteer in the family. We assume this only applies to the families where the relationship has improved (75% of 87 families).
Proxy	€ 3.520,00	Cost of family guardians (average 44 hours x € 80).
Duration	1 year	The duration of this outcome is at least 1 year (during the presence of the volunteer).
Deadweight	0%	Based on the interviews with family guardians, the decrease in duties and tasks would not have happened without the involvement of A Balanced Family.
Attribution	0%	Based on the interviews with family guardians, there were no other factors that attributed to the time savings of these families.
Displacement	N/A	
Drop off	0%	Since the duration of the outcome is 1 year, drop off is irrelevant.

#### *Improved (formal) arrangements*

The survey shows that 35% of the mums (45 mums) have an improved formal arrangement (Department for Youth Care) concerning parental access with their children (74 children total). Of this figure 75% did not have (or very infrequent) contact with her child(ren) and 25% had regular or a lot of contact at the start of the programme. Upon completion of the programme 8% had hardly any contact with her child(ren), 46% had regular contact and 46% much or a lot of contact.



This shows a clear improvement of the formal contact between mother and child. No direct cost savings occur in this context. It is being expected that the value of this outcome partly gets taken up by time savings as family guardians have a less controlling role as a result, and partly gets up in the improved family relationship (see ex-convict mums). To avoid double counting, this outcome has not been valued.

## 5.6 Ministry of Security and Justice

### *Less recidivism ex-convict mums*

This outcome has been measured by a decrease of recidivism of ex-convict mums. Based on the survey, the expectation is that for 61% of the mums (78 mothers) the risk of recidivism has decreased with 17% (from 41% to 24%) during the programme. In the regular prison system a place for an adult prisoner costs € 179,- per day (Groot, I., Hoop T. de, Houkes, A. & Sikkel, D., 2007). The average duration of imprisonment of women is 79 days. The average value per person is € 14.141,- x 0,17 = € 2.404,-.

Impact Map Parameter	Quantity	Notes/ description
Quantity	78	Number of mums prevented from recidivism because of the support of A Balanced Family.
Proxy	€ 2.404,00	Cost of imprisonment (average 79 days x € 179 x 0,17).
Duration	5 years	The expected duration is 10 years (based on the survey). We indicated all the long term outcomes at a maximum of 5 years.
Deadweight	26%	Based on the survey and the interviews with Service for Justice and Security, some mums would not have reoffend, because of the help of friends/ family or authorities.
Attribution	30%	Based on the survey and the interviews with Service for Justice and Security, also rehabilitation workers and family guardians attributed to a decrease of recidivism.
Displacement	N/A	
Drop off	50%	After the programme, it is likely that the prevention of recidivism will be influenced by other factors.

## 6. Social return

Based on the details in the survey the social return of the aftercare programme has been calculated over the period of one year (2012).

### 6.1 SROI ratio

The SROI ratio can be defined as the ratio between the social and economic nett profit and the invested capital. In this context money is only a generally accepted unit to enable the measuring of value. Below an overview of the investments and profits per stakeholder is provided on the basis of which the SROI ratio has been calculated.

Based on the calculations in the impact map (attached), the total present value of the programme is € 2.780.489,- and the total investment is € 887.127,-. This comes down to a **net present value of € 1.893.362,- and a ratio of 3,13** (a discount rate of 3,5% has been taken into account). This means that every euro invested in the programme produces € 3,13 for society.

The most valuable impacts are (not taken into account drop off):

- A more stabilized financial situation for the families (€ 220.044,- + € 43.829,-)
- Decrease of mental problems/ stress for the ex-convict mums (€ 101.642,-)
- Improved family relationship (€ 90.360,-)
- Less recidivism (€ 97.131,-)
- Time savings Departments for Youth Care € 228.800,-)
- Preventing out of home placements (€ 173.889,-)
- Faster home placements of children (€ 98.499,-)
- Personal growth volunteers (€ 199.360,-)
- Preventing use of emergency shelter (€ 112.560,-)
- Less use of primary psychological care (€ 101.642,-)

The ratio is a momentary impression based on the information displayed in this survey. It is essential to clearly communicate the assumptions made in this report that substantiate the analysis. The analysis can be used to measure and monitor the results of the programme in a consistent manner, the current analysis (including the ratio) functions as a *baseline*.

### 6.2 Unquantified results

Because of the limited number of interviews with family guardians and care workers and the limited number of ex-convict mums they deal with, there is insufficient information available to measure the impact of A Balanced Family on the effectiveness of the interventions of the Department of Youth Care. Aside from that, for the moment insufficient information has come forward about the extent to which the improved parenting skills and the decreased problems with children lead to a decreased use of (ambulant) care. In order to ground and validate this further, more family guardians and care workers need to get involved.

In order to determine the impact of A Balanced Family on decreasing criminal behaviour of the children, a longterm survey is needed in which the children of the families involved are being followed during a long period of time.

Within a relatively small number of families (29%) A Balanced Family contributes to enlarging the social network. The value of this outcome has not been taken into account in this analysis, because the ex-convict mums attributed this for a small part to A Balanced Family. As from 2012 A Balanced

Family professional staff members are being trained in SNS (Social Network Strategies) and this also gets included in the volunteer training sessions, the expectation is that the impact on creating a social network will increase over the coming years.

### **6.3 Sensitivity analysis**

Given that this analysis contains estimations and assumptions, it is prudent to review where these decisions have had a significant effect in the overall SROI ratio stated and to consider the confidence that can be placed on this. To represent that the analysis is based on a range of judgements, a sensitivity analysis was undertaken.

Sensitive parameters in calculating the SROI are: duration, impact percentages and scale. To calculate the minimum ratio the next parameters have been changed:

- Duration: the longterm outcomes have been downgraded from 5 years to 2 years, because after 2 years the ex-convict mums will be out of sight of A Balanced Family;
- Quantity: the quantities of all outcomes have been downgraded with 25%, since they were indicated by a third party (professional coordinators of A Balanced Family);
- Attribution: the attribution of all outcomes has been upgraded to 50%, because in most families are also other organisations involved and the attribution has been indicated by a third party (professional coordinators of A Balanced Family).

With these corrections a new minimum ratio has been calculated: 1,51. This means the programme is still cost effective.

## 7. Conclusions and recommendations

In this chapter the main conclusions and recommendations are being portrayed.

### 7.1 Conclusions

In this (practical) survey the social revenue has been calculated for the aftercare programme of A Balanced Family. In this the investments and profits for the ex-convict mums and their children, the volunteers (coaches), councils, the Department for Youth Care and the Dutch Ministry of Justice have been taken into account. Based on the current validations the SROI ratio is 3,13. This ratio shows that the aftercare programme is profitable.

The regular aftercare of ex-convicts is the responsibility of councils since 2004. One of the foundational principles is that every ex-convict is primarily responsible for his/her re-integration in society. The councils offer them support when necessary. The survey shows that most ex-convict mums are not able to take this responsibility themselves after being released from prison. Especially in the first period after imprisonment they experience quite some problems in multiple life areas (housing, care, debt, work and employment). They often have a very small network to lean on or they do not want to lean on their network. They are not visible for authorities as they fear losing the parental authority over their child. Due to this they do not receive the right support to get their family life back on track. It is important that this target group receives extra attention during the transition phase of being imprisoned to reintegrating in society.

About 70% of women in prison are mums with on average two children. Many of these women are single mums, due to which the effect of imprisonment is often more difficult for women than for men. They often face more stress and psychological problems compared to other ex-convicts, because of missing their child and concerns regarding their child(ren). Aside from that, in comparison to the results of the WODC aftercare monitor, they more often face debts and housing problems after being released from prison (probably due to the relatively short period of imprisonment). This often leads to suboptimal parenting skills, due to which the risk of problematic- and criminal behaviour increases.

With the aftercare programme, A Balanced Family contributes to the stabilisation of the family situation of ex-convict mums. For more than three quarters of the mums (77%) they contribute in increased self-confidence and with 69% towards a better relationship between the mother and her children. Aside from that, ex-convict mums often experience a great distance towards regular authorities (especially Departments for Youth Care). A Balanced Family is able to mediate between the mothers and authorities, which shows a more stabilized financial situation (through the use of regular facilities and the prevention of extra debts), housing situation (prevention from eviction), income situation (through social benefits and finding jobs) and a decrease of mental problems/stress. The largest value is being created for the stabilization of the financial situation of the families, a decrease of mental problems and an improved family relationship. The programme also creates a large value for the children of ex-convict mums. They experience less troubles at school and at home.

The aftercare programme also creates value for the authorities involved such as councils and youth care organisations. For 75% of the families involved A Balanced Family contributes to a better relationship between the mother and the authorities involved. The largest value is being created for youth care organisations as family guardians can delegate certain tasks and duties to A Balanced Family and a significant number of foster care placements are being prevented. Aside from that, there are cost savings on an increase of home placements, faster home placements and faster ending of court custody.

The councils are the largest investors in the programme. For them a significant value is being created as A Balanced Family contributes to more stability in the areas of housing (39% of the families), debts (46% of the families), income (38% of the families) and medical care (80% of the families). The largest value is being created as the ex-convict mums make relatively shorter use of primary care (especially mental health care) and the prevention of evictions. Within a relatively small number of families (29%) A Balanced Family contributes to enlarging the social network. The expectation of A Balanced Family is that this will increase over the coming years, because professional staff members are being trained in SNS (Social Network Strategies) and this also gets included in the volunteer training sessions.

When considering the investment of the councils (€ 553.707,-) versus the profits (€ 376.272,-), it seems that the investment is higher than the profit. Taking the transition into account, the profit of the Departments for Youth Care (€ 583.251,-) can be considered as direct profit for the councils, as they will be responsible for youth care as from 2015. The total profits of the councils are € 959.523,- per year.

Councils in principle have the same policy for all ex-convicts. The aftercare policy focuses especially on those for whom the chance of recidivism is greatest (safety policy as foundational principle). Especially those who have been imprisoned for a short period and first-time offenders (including women) are expected to get their life on track themselves. The risk of recidivism in women (including mums) is significantly lower than for men. Because of this they form a less urgent target group within the safety policy. This puts the financing of the aftercare programme under pressure. In The Hague for example this target group no longer fits within the safety policy, due to which financing stops.

The research shows that the volunteers, because of confidential relationship, are an essential link in the aftercare to ex-convict mums and their families. Through the emotional and practical support of the volunteers, these mums gain more confidence and faith in their role as a mum, and are being activated to arrange their affairs in the areas of housing, income and debts and to participate more in society (for example through volunteer work, a course or paid work). The volunteers in this context are mainly a driving force to ensure that these mums gain control back over their own lives and function in their own strength. The volunteers also experience personal growth through the knowledge and experience they gain via training, coaching and intervision and through the contact with the mums. Not only do they utilise their life experience as a mum/educator, but also their professional experience (for example nursing, psychiatry, prison administration).

The voluntary support system is being recognised by organisations involved as a valuable addition to the regular support system. Staff members of (youth) care organisations and Rehabilitation The Netherlands experience boundaries in their work as a professional. They need to focus on their tasks whilst the problems of this target group are much wider, and they are less flexible in the amount of time they are able to spend. Aside from that they often experience a great resistance with these mums, which makes it difficult or even impossible to make appointments and have a connection. It is almost impossible for them to build a confidential relationship, and that is what the volunteers *are* able to do.

It can be concluded from the survey that volunteers, especially in regards to this target group, are a necessary addition to professional staff to execute their tasks (within the family). A number of family guardians welcome the idea for a more effective utilisation of the experience of volunteers so that their own utilisation and/or the need for ambulant workers can decrease. This is based on the condition that better alignment takes place between family guardian and the A



Balanced Family coordinator. The role of A Balanced Family within the family currently is not always clear and the task descriptions of both coordinator and coach are unclear at times.

## 7.2 Recommendations

Despite the fact that the survey shows that the programme is profitable for society as a whole, the financing of it is currently being threatened. The survey shows that the coaching programme does not fully match current safety policy. Ex-convict mums within this policy are not the most urgent target group and the effects for children (prevention of criminal behaviour) are being expected long term only. It is necessary for the continuation of the programme to link the financing to the policy for which most value is being created.

For councils the investments seem higher than the profit at the moment. With the coming transition of youth care, the future value for councils is much higher. In that context it is important that the focus (and with that the financing) for councils gets targeted towards parenting support and the benefit for the children even more. It is important for A Balanced Family to also focus more on (direct) outcomes that are being realised in the various areas of life, as these are the areas the councils are responsible for. Without the support of A Balanced Family there is a significant chance that this target group would remain 'invisible' for the local authorities, and becomes visible only when problems are 'out of control', with a great urgency.

In order to improve the effectiveness of the programme, clearer agreements need to be made regarding authorities (such as the Departments for Youth Care and Rehabilitation The Netherlands) concerning the role and responsibilities of A Balanced Family within the family and during the duration of a programme. It is important for authorities involved to know who is involved within the family and how tasks can be aligned. They also expect that A Balanced Family can create added value when they receive greater recognition within their organisation. The coordinator plays an important role in this and can gain more recognition by informing the authorities (Department of Youth Care and Rehabilitation The Netherlands) in any case involved beforehand and by communicating based on a united interest. Aside from that, the (professional) experience of volunteers could be used more efficiently, through which the need for family guardians and ambulant care workers could possibly decrease.

At the same time it is important for A Balanced Family to safeguard her independent position regarding authorities. This independent position is an important condition to build a confidential relationship with this target group. Volunteers currently do fulfill an observing role, but not based on a specific task description provided by authorities. When A Balanced Family would become an extension of authorities, the expectation is that part of the value will get lost. In order to ensure that the observing role of volunteers gets utilised as effectively as possible, it is important that the volunteers get trained well in the signals that could be a threat in the areas of life. Aside from that, it is important that these signals can be communicated to the coordinators in a timely manner, so they can touchbase with authorities when needed.

With the programme, A Balanced Family offers a considerable contribution to the areas of life. This support should actually already be executed during imprisonment. The survey shows that most ex-convict mums do not yet have their essential basic facilities arranged after being released from prison. Social support staff members do not always get an accurate picture of the (problematic) situation of these mums, through which the councils cannot always follow up in a good and timely manner. The connection with a coach ideally should already be present during imprisonment. A Balanced Family is in contact with most mums (63%) during imprisonment already but it often does not work out to get the financing arranged on time for the aftercare programme, also because it is

not always clear in which council the mum will be living after being released from prison. This means that during imprisonment it has to become clear faster in which council the mum will be living, so that it is clearer sooner which council is responsible for the aftercare in order to prevent a 'gap' to originate after being released from prison. Aside from that it should be simpler for ex-convict mums to settle in a different council than the one where the problems started after being released from prison, as this speeds up the re-integration process.

## Appendix 1: Checklist ex-convict mums

### General

1. Can you tell a little bit about yourself (family context, age, work/benefit, etc.)?
2. How did you get in contact with A Balanced Family?
3. For how long have you had a coach?
4. Why did you want to have a coach?
5. What kind of activities have you undertaken together with your coach?

### Effects (areas of life)

6. How was your situation after being released from prison in the below areas of life? What has been arranged (and what not) and by whom?
  - a) Relationship with children (mother role)
  - b) Relationships/ network (partner/ family/ friends/ authorities)
  - c) Work/ day schedule (benefit, volunteer work, paid work)
  - d) Finances/ debt (administration, governmental renting/healthcare subsidies, finances, daycare)
  - e) Housing (rent)
  - f) Health (psychologically/ mentally, professional help)
  - g) Spare time/ hobbies (sports club, other clubs)
7. What has changed compared to your situation before imprisonment?
8. In which areas of life did you experience the most difficulties after being released from prison?
9. In which areas of life has your coach helped you? And in which way (practically/ emotionally)?
10. What has been the benefit for you/your family? Has the situation improved in the mentioned life areas? In which way have you (or others) noticed that? (indicators)?
11. Has your coach helped your children? If yes, in which way? (behavior/ attitude, school, contacts, health, spare time)?
12. What has been the benefit for your children? In what way have you noticed that? (indicators)?
13. Are there any other things your coach has helped you/your family with?
14. What would you do if you did not have a coach? Would you seek other help/support for you/your family? If yes, where? How big is the chance that they could have helped you? (%)?
15. Who else has helped you/your family, aside from the coach? (for example family, friends, neighbours, authorities)? And how much (%)?

### Appreciation

16. To what extent would you value a moedermaatje (financially)?
17. How important is the coach in relation to other products/services?

## Appendix 2: Interview questions councils

### Background

1. What is your relationship with A Balanced Family? Since when is your council involved in the *aftercare* programme?
  - a. Number of families per year
  - b. financing by which department
  - c. staff involved (officials/civil servants)
  - d. stable/unstable relationship

### Problem analysis

2. Do you have insight in the number of ex- convict mums in your council?
3. How do you reach this target group?
4. What are the main characteristics of this target group?
5. How is the need for support of these families (mothers+children) being determined? How many families are in need of additional support?
6. How are these needs being met within your council? (Preventive and curatively)?
7. Do these initiatives/ organisations accomplish the required result? Why (not)?

### Input and activities

8. What has your local council invested in A Balanced Family (aftercare) in 2012? What is the expected investment for 2013?
  - a. Amount of subsidy money (per family)
  - b. time investment (hours, meetings, monitoring and evaluating)
  - c. other investments (natura)
9. Which activities does your council provide for A Balanced Family (aftercare)?
10. Which output results are being measured within your council (number of families that are being supported, number of visits, number of meetings, etc)?

### Outcome and impact

11. What are the (expected) effects of the 'moedermaatjes' programme for the families (mothers and children)?
12. What are the (expected) effects for your council (long term and short term)?
13. In which way does the council notice that these effects have taken place (indicators)? When is a programme succesful?
14. What distinguishes this programme of other existing initiatives (within the councils or within other organisations)?
15. To what extent do other organisations / initiatives contribute to the families which A Balanced Family supports? (%) And in which way?
16. Which activities does the Centre for Youth and Family (within your council) provide for these families? Are these any 'missing links' within the care available?

17. If the 'moedermaatjes' programme would stop, where would your council go to cater for this need? (not at all, elsewhere, do it yourself)? How great is the chance that the mentioned effects would then be reached? (%)?

### **Valuation**

18. What value does the 'moedermaatjes' programme have for your council?
- a. Are there cost savings?
  - b. How much is the council willing to invest in it? (financially)

### **Perspective for the future**

19. What would be a sustainable solution to support ex-convict mums and their families, according to you?
20. Which role do you see fit for A Balanced Family in this context? What would be a sustainable financing model for this?
21. Which responsibility does your council have with regard to regional councils?

### **Appendix 3: Interview questions authorities (Rehabilitation The Netherlands/ Departments for Youth Care)**

1. What is your role within your organisation and in which way are you involved with the aftercare programme of A Balanced Family?
2. How has your experience with A Balanced Family been up till now?
3. How often do you/ does your organisation deal with ex-convict mums?
4. What are the main characteristics of this target group? Are there any characteristic requests for help?
5. In which way do you cooperate with other parties/authorities involved with these clients? Do you/your organisation invest extra time/money in ex-convict mums who have a coach provided by A Balanced Family? (meetings, contact, etc.)?
6. What is the interest of A Balanced Family (coaches) for your client(s)?
7. What is the interest (benefit) of A Balanced Family (coaches) for you/your organisation?
8. How important is an independent coach/confidant for ex-convict mums as an addition to your services/regular assistance?
9. What would happen when these clients did not have a coach? How would your organisation deal with that?
10. How great is the chance that the mentioned effects could then be reached (%)?
11. Who or what contribute to these effects? And how much (%)?
12. Can you value the effects for your organisation (savings in time/costs)?

## Appendix 4: List of interviewees

### Councils

- Den Bosch council: Carrie van Schaayk, coordinator aftercare
- Almere council: Ria Hilberink, coordinator aftercare
- The Hague council: Friedolien de Fraiture, policy staff member youth and safety
- Amsterdam council (South East): Paulien Oldenburger, account manager aftercare programme
- Rotterdam council: Neshca Comenencia, programme director
- Heerlen council: Bea Zeelen + Dees Gardenies, process manager home of safety
- Centre for Youth and Family Venlo: Wendy van Gestel, consultant

### (Youth) care organisations

- Department for Youth Care The Hague region: Loes Hermans, family guardian
- Department for Youth Care The Hague region: Maaïke de Vette, family guardian
- Department for Youth Care Rotterdam: Rodin van Oudheusden, family guardian
- William Schrikker Group: Kim Derks, family guardian
- Regional mental health care organisation Eindhoven: Peter van Asseldonk, social psychiatisch nurse
- Xonar (Youth & parenting assistance): Resi Duijsings, ambulant coach, Heerlen
- Bemoeizorg Eindhoven: Sigrid Neggens, medewerker bemoeizorg Eindhoven

### Rehabilitation The Netherlands

- Vera Theelen, rehabilitation staff member Roermond
- Marjolein Teunissen, rehabilitation staff member Den Haag
- Frans Vermeulen, rehabilitation staff member Roermond
- Marleen Schinkel, policy advisor The Hague
- Damiaan van der Eijnden, policy advisor Limburg region

### Dutch Service for Judicial Institutions

- PI Breda: Wim Kennes, programme director
- PI Breda: Ank Hage, programme coach
- PI Ter Peel: Theo Janssen, programme coach
- PI Ter Peel: Marian Bruil, programme coach

## Appendix 5: Literature

Besjes, G. & Gaalen R. van der (2008). *Jong geleerd, fout gedaan?* Statistics The Netherlands: bevolkingstrends, 2nd quarter 2008.

Braak J. van den, Burik A. van, Jansen, P. Montfoort, A., Veltkamp, E., Vianen R. van & Vogelzang, B. (2003). *Opvang ex-gedetineerden. Verslag van een onderzoek naar de maatschappelijke opvang van ex-gedetineerden.* Woerden: Adviesbureau Van Montfoort.

Croes L. de & Vogelzang, B (2010). *Vrijwilligers binnen Reclassering Nederland. Een (beleids)studie naar de grenzen, mogelijkheden en betekenisvolle verhalen.*

Daal H.J. van, Winsemius, A. & Plemper, E. (2005). *Vrijwilligers en beroepskrachten – verslag van een verkennend onderzoek naar hun relatie.* Utrecht: Verwey-Jonker Institute.

Ernst & Young Advisory in cooperation with the Trimbos Institute (2012). *De zin van zorglandbouw. Maatschappelijke businesscase dagbesteding door zorgboerderijen.* The Hague: Ernst & Young Advisory.

Ezinga, M., Hissel, S, Bijleveld, C. & Slotboom, A.M. (2009). *Kinderen van gedetineerde moeders.* Amsterdam: Vrije Universiteit.

Annual report Dutch Ministry of Security and Justice 2012. *Gezinsondersteuning en maatschappelijke re-integratie voor (ex-)gedetineerde moeders.* A Balanced Family/ Humanitas.

Groot, I., Hoop T. de, Houkes, A. & Sikkel, D. (2007). *De kosten van criminaliteit. Een onderzoek naar de kosten van criminaliteit voor tien verschillende delicttypen.* Amsterdam: Dutch Scientific Research and Documentation Centre.

Hartogh V. den, Duijvenbooden K. van & Koppenol, G. (2009). *Handreiking bij Samenwerkingsmodel 'Nazorg volwassen (ex-)gedetineerde burgers' gemeenten – Justitie.*The Hague: Board of Dutch Councils.

Hartogh V. den (2010). *Structuur in de nazorg van ex-gedetineerden.* The Hague: Board of Dutch Councils.

Knaap L.M. van der & Alberda, D.L. (2009). *De predictieve validiteit van Recidive Inschattingsschalen (RISC).* Cahier 2009-12. The Hague: Dutch Scientific Research and Documentation Centre.

Menting, A. (2012). *A Fresh Start From Arrested Motherhood: A Randomized Trial of Parent Training for Mothers Being Released From Incarceration.* Utrecht: University of Utrecht.

More, P.A. & Weijters, G. (2011). *Schuldenproblematiek van jongvolwassen gedetineerden.* Ministry of Security and Justice, Dutch Scientific Research and Documentation Centre.

Noordhuizen, S. & Weijter, G. (2012). *Derde meting van de monitor nazorg ex-gedetineerden.* Cahier 2010-4. The Hague: . Dutch Scientific Research and Documentation Centre.

Raad voor Strafrechtstoepassing en Jeugdbescherming (2010). *Advies vrijwillig maar niet vrijblijvend! Richting aan vrijwilligersbeleid in het kader van sanctietoepassing.*

Slotboom, A.M., Hoeve, M. Ezinga, M. & Helm P. van der (2012). *Criminele meisjes en vrouwen. Achtergronden en aanpak.* Den Haag: Boom Lemma.

Sok, K., Hooren M. van & Biemond, L. (2010). *Terug in het gezin en terug in de samenleving.* Humanitas, A Balanced Family.