We have two short polling questions

Please complete these before the institute starts! Thanks

Are you with a funded system of care? (choose one)

- Never
- Currently funded
- Funding has ended
- Future funding (planning/ expansion grants)
- Other

2. What is your role at your agency

- Agency head / Management
- System of care Project Director
- Evaluator/ evaluation staff
- Family member
- Family advocate
- Therapist (mental health staff)
- Other ________________

Data Informed Care: The Right Information to the Right People at the Right Time

Choices, Inc.
Project ABC

Introductions

Vicki Sprague Effland, Ph.D.
Director, Outcomes and Evaluation
Choices, Inc.

Introductions

Ferol Mennen, Ph.D, LCSW
Associate professor
USC School of Social Work
Project ABC
USC Social Work

Introductions

Bill Monro, MSW
Project Manager
USC School of Social Work
Project ABC
USC Social Work
**Introductions**

Bruno Anthony  
Professor of Pediatrics and Psychiatry  
Director of Research and Evaluation  
Center for Child and Human Development  
Georgetown University

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**Polling question**

• What word comes to mind when you hear data informed care?

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**Data Informed Care**

• The Right Data  
• To the Right People  
• At the Right Time

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**Choices...**

• System of Care Framework  
• Wraparound  
• Care Management

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**Multiple Locations**

• Indiana - 1997  
• Maryland – 2005  
• Washington, DC – 2008  
• Louisiana – 2012  
• Illinois - 2014

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**Role of Data at Choices**

Organizational Commitment to using data to make organizational decisions.  
• Data Driven Decision Making  
• Occurs at Multiple Levels
Information Management

- Database
  - Clinical, Fiscal and Outcomes Data
- Human Resources
  - IT
  - Software Developer
  - Analysts
- Right Information to the Right People at the Right Time

Los Angeles County SAMHSA funded early childhood system of care. Funded 2010

USC Social Work

Role of Data at Project ABC

- Leverage National Evaluation requirements to help agencies and families
- Therapists collect Evaluation instruments during services
- Used with families and to inform treatment

Looking towards sustainability

- Create systems that can be carried on after SAMHSA
- Create utility and function

The important questions...

- For a snack I would rather have...
  - Something sweet
  - Something savory
  - Coffee (or "I don’t snack")
Planning Meetings

• Purpose
• Scenarios
• Small Groups

Planning Meeting #1

Questions to Answer

1. What data do we need?
2. Who needs the data?

What data is needed?

• Inputs
  – Youth demographics
  – Resources
• Fidelity to the practice model
  – Wraparound Fidelity Index
• Outputs
  – Contact types
  – Productivity
• Outcomes

Wraparound Fidelity

• Wraparound Fidelity Index (WFI)
  – Four phases of wraparound
  – Wraparound principles
• Fidelity standards established by the National Wraparound Initiative (NWI)
  – Wraparound Evaluation and Research Team (WERT)
  – http://depts.washington.edu/wrapeval/

Outcomes

• Strengths
• Functioning
  – At Home
  – In School
  – In the Community
• Behavioral and Emotional Needs
• Caregiver Functioning
• Cost Effectiveness

Who needs data?

• Internal
  – Care Coordinators
  – Supervisors
  – Directors
  – Leadership
• External
  – Funders
  – Child-serving agencies
  – Providers
  – Youth and families
  – Community
### What data is needed

- Evaluation requirements
- Meaningful treatment outcomes
  - Individual
  - Agency
- Systems change
- Tracking

### Who needs data?

<table>
<thead>
<tr>
<th>Individual level</th>
<th>Aggregate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service providers</td>
<td>Agency heads</td>
</tr>
<tr>
<td>Families</td>
<td>Governance board</td>
</tr>
<tr>
<td>Supervisors</td>
<td>Partners</td>
</tr>
<tr>
<td></td>
<td>- DMH</td>
</tr>
<tr>
<td></td>
<td>- DCFS</td>
</tr>
<tr>
<td></td>
<td>- Regional center</td>
</tr>
<tr>
<td></td>
<td>- Funders</td>
</tr>
</tbody>
</table>

### Planning Meeting #2

**Question to Answer**

1. How will we get data to the right people at the right time?

### Data Collection

**The Clinical Manager (TCM)**

- Assessments
- Treatment Plans
- Team Members
- Demographics
- History
- Eligibility
- Diagnoses
- Notes
- Medications

### Sharing Results

- Internal Audiences
  - Choices Tools
  - Dashboards
Number of Youth Served

Contact Type Dates

Internal Service Summary

Crisis Plan Dates

Total Caregiver Fidelity Score

Dashboard
Sharing Results

- External Audiences
- Reports to Funders
- Choices Publications
- Website
- Presentations

Who do we serve?

Level 1: Resolution
Level 2: Early Intervention
Level 3: Intake
Level 4: Discharge

Youth Functioning

<table>
<thead>
<tr>
<th>factor</th>
<th>Intake</th>
<th>Discharge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Strength</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Social/Emotional Functioning</td>
<td>16</td>
<td>14</td>
</tr>
<tr>
<td>Academic</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>Child Behavior/Emotional Reactivity</td>
<td>12</td>
<td>10</td>
</tr>
<tr>
<td>Parent Functioning</td>
<td>10</td>
<td>8</td>
</tr>
</tbody>
</table>

Reliable Change
Community-Based Placements

- 88% of youth are living in their communities rather than in a residential or hospital setting (DC Choices)
- 81% of youth remained in the community or moved to a less restrictive setting during their enrollment (MD Choices)
- 78.3% of youth at risk for placement in a residential treatment center were maintained in the community (Indiana Choices)

Data collection

- Clinical reports
- Family reports
- Tracking reports

Service providers

- One on one and small groups
- Wanted aggregate data (not really)
- Fast turn around
- Tracking help
- Lots of iterations
PROJECT
About Building Connections
for Young Children and their Families

Project ABC Assessment Report
1/14/2014: CBCL, DECA, PreBERS, QuickSAT
10/7/2013: CGS

HTQ - Harvard Trauma Questionnaire
Data tracking reports

• Place primary text here.
• Place second-level text here.
• Place third-level text here.

Add a one- or two-line header here in Arial 32 pt. bold.

Families

• Accessibility
• Clarity
• Is my child getting better?
Managers/ agencies heads

- Aggregate
- CQI
- Want to use for performance (ethics)
- Outcomes (regular intervals)
- Use for additional funding

Question to Answer

1. How will the data be used?
How is the data used?

- Accountability
  - Funders
  - Partners
  - Communities
  - Youth and Families

How is the data used?

- Quality Improvement
  - Process
  - Fidelity
  - Outcomes
  - Fiscal Management

How is the data used?

- Organizational Management
  - Contract Compliance
  - Growth
  - Communication

How will the data be used:

- Strengths and Needs meetings
- Quality assurance
- Systems change measurement
- Funding and accountability

Strengths and needs Meetings

Family is presented with their results/progress

Family creates their treatment plan with therapist

Data informed

Journey to Data Informed Care

- Key Components
  - The Right Data
  - To the Right People
  - At the Right Time
Journey to Data Informed Care

- Final Thoughts
- Choices
- Project ABC

Polling question

- Now what word comes to mind when you hear data informed care?

Questions?

Thank you!!

How likely sure you to use or continue to use data at your agency, from 1-5.

1. I already sent an email to my office we are starting on Monday!
2.
3.
4.
5. Things are complicated enough over here, But thanks!

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