Objectives

- Describe programming efforts to meet the behavioral health needs of children in Philadelphia
- Quality Improvement Through Family Engagement
- Measuring Family Engagement Outcomes
- Lessons Learned
Community Behavioral Health (CBH) is a not-for-profit 501c (3) corporation contracted by the City of Philadelphia to provide mental health and substance abuse services for Philadelphia County Medicaid recipients.

www.dbhids.org/cbh
The School District of Philadelphia

- Established in 1818, it is the eighth largest school district in the nation

- 219 public schools in Philadelphia, educating 134,538 students

- A third of Philadelphia's children and a quarter of its residents overall live below the poverty line, making it the poorest of the nation's 10 biggest cities.
School Therapeutic Services

2016/2017 AY

97 Schools

17 Provider Agencies

Family Engagement Component
96% of individuals who were referred for school based counseling followed through, compared only to 13% of individuals referred for community based treatment (Bloom, 2015).
What does literature say about family engagement?

Engagement in child and family mental health treatment has critically important clinical, implementation, and policy implications for efforts to improve the quality and effectiveness of care (Haine-Schlagel & Escobar Walsh, 2015).

Parent participation engagement reflects the parent's active, independent, and responsive contribution to treatment and is a distinct construct from alliance, which represents the relationship between the parent and provider (Shirk and Saiz 1992; Tetley et al. 2011).
Family Roundtables

2013/2014 AY
School Therapeutic Services (STS)
Family Roundtables

2015/2016 AY
School Therapeutic Services (STS)
Family Roundtables
Family Engagement Survey
Purpose

• CBH conducted this survey to better understand how STS teams are working with and engaging families in their child’s treatment.
  • Method for assessing CBH’s expectation of one (1) hour per week of family engagement for STS providers.
  • Inclusion of “consumer/family voice” in evaluation of service quality.

• Survey will:
  • Recognize STS teams who engage families in treatment.
  • Provide data to inform policies and programs of the effectiveness and impact of family engagement on children’s and families’ well-being
  • Incentivize family engagement as a measure in CBH’s Pay for Performance initiative.
Methodology

- 18 providers of STS services in 100 schools
- 11 question survey administered by phone
  - Administered by The Consumer Satisfaction Team, Inc.
- **Sample:** all children authorized for STS services in Fall 2015 ($N=3,269$)
  - 95% confidence level, $\pm 5$ confidence interval
- **Response rate 55.7%**
  - Of total respondents, 82.8% completed the survey (1,291 surveys completed)
  - Average response rate among Medicaid population is 40%
  - Did not meet statistically significant random sample requirement across all providers
- 5.5% of respondents were unaware that his/her child was receiving STS services in school
Comparison to 2015 Survey

- Questions modified with input from CBH Family Committee.
- Sampling methodology altered slightly.
- Timeframe modified to survey families during the academic year when the child was receiving STS.
- Comparable number of responses (1,241 vs. 1,291).
2016
Family Engagement Survey
My child’s STS therapist engages me in my child’s treatment.
How does the STS therapist engage you in your child’s treatment?

- **In school**: 42.0%
- **By phone**: 40.5%
- **In home or community**: 6.3%
- **Other (text, email, etc.)**: 8.5%
- **None**: 1.6%
- **No Response**: 1.1%
For all engagement methods, how often does it happen?

- None: 5.4%
- Less than 1 hour per week: 45.2%
- 1 hour per week: 29.6%
- More than 1 hour per week: 19.8%
- None: 5.0%
I am satisfied with the amount of contact I have with the STS therapist.
My child's therapist and I worked together to develop my child's treatment goals.

- Strongly agree: 42.4%
- Agree: 45.5%
- Neutral: 2.0%
- Disagree: 4.3%
- Strongly disagree: 2.0%
- Not sure: 0.9%
- No response: 2.8%
I received a copy of my child's treatment goals.

- Yes: 75.4%
- No: 13.5%
- Not Sure: 8.1%
- No Response: 3.1%

Date: 10/7/2016
I agree with my child's treatment goals.

- Strongly agree: 41.6%
- Agree: 45.9%
- Neutral: 1.9%
- Disagree: 2.9%
- Strongly disagree: 0.7%
- Not sure: 3.4%
- No response: 0.0%
- No response: 5.0%

10/7/2016
How have you and your child benefitted from engagement with the STS therapist?

- No Response: 1.8%
- No Benefit: 3.6%
- Other: 6.9%
- Understanding of child's strengths and needs: 18.9%
- Improved family interactions: 12.0%
- Improved relationship with staff: 21.8%
- Improved relationship with my child: 13.1%
- Learned specific coping skills: 21.9%

10/7/2016
Summary of Findings

• 88.7% of respondents are engaged in their child’s STS treatment.

• Engagement occurs primarily in the school or by phone.

• 45.2% of respondents report less than one hour per week of family engagement; however, 85% of families are satisfied with the amount of contact.

• 87.9% of families were involved in the development of their child’s treatment goals.
Quality Concerns

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<th>2014/2015 AY</th>
<th>2015/2016 AY</th>
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<tr>
<td>92 Total Quality Issues</td>
<td>63 Total Quality Issues</td>
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- Reduction of quality issues observed in 10 provider agencies
- Increase of quality issues observed in 6 provider agencies
- No change of quality issues observed in 2 provider agencies
Methods to Improve

- CBH School Based Liaisons
  - School Based Liaison
  - Behavioral Health Liaison
- Provider Agency Forum
- Feedback processes
- Community and School Support Team
  - CASST Coach
References


Questions?
THANK YOU!