

CITY OF PHILADELPHIA

# DBHIDS

DEPARTMENT of BEHAVIORAL HEALTH  
and INTELLECTUAL disABILITY SERVICES



**Community Behavioral Health**



# 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



# Philadelphia Behavioral Health System

- 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](http://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

# We can reach kids in schools

**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

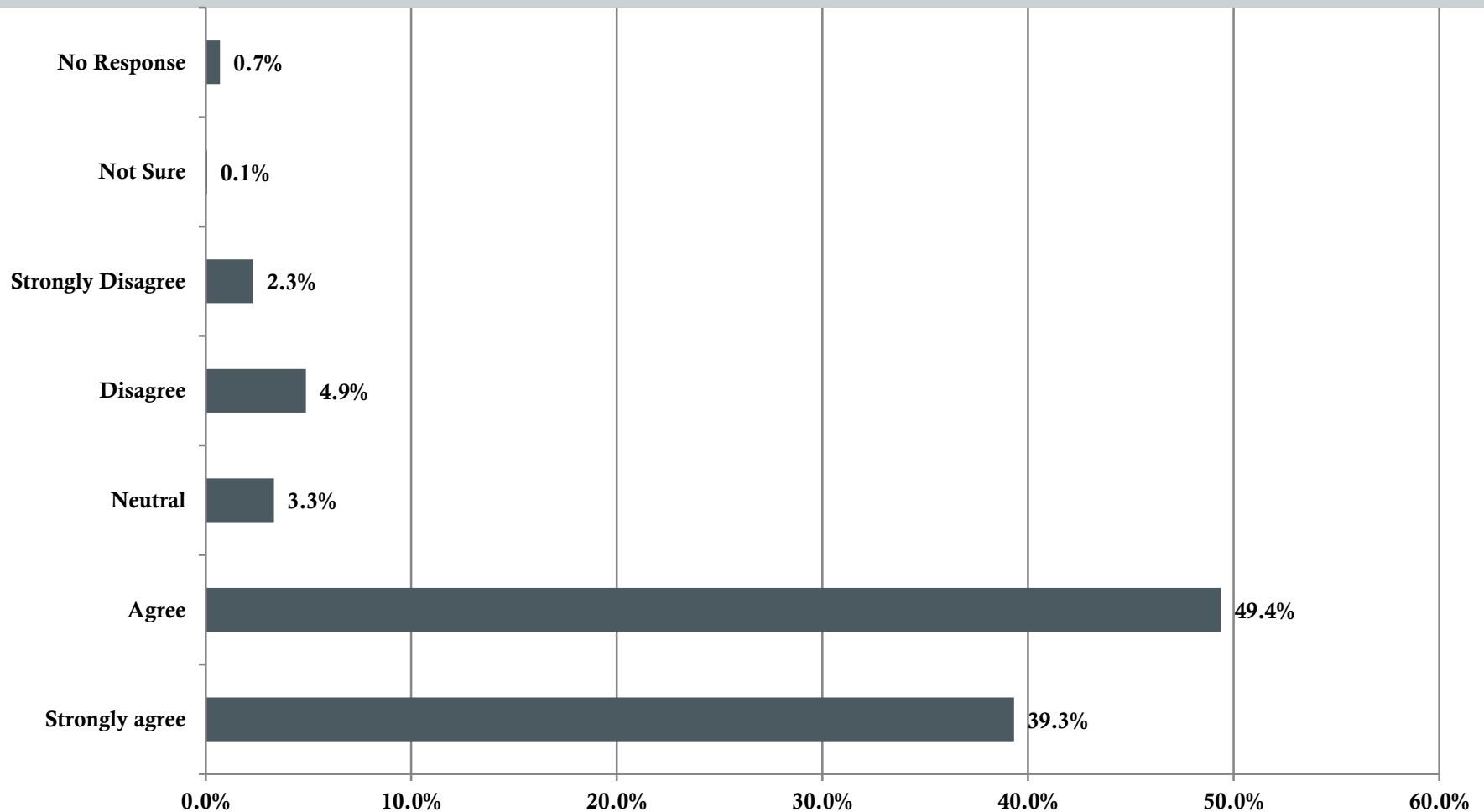
- 18 providers of STS services in 100 schools
- 11 question survey administered by phone
  - Administered by The Consumer Satisfaction Team, Inc.
- **Sample:** all children authorized for STS services in Fall 2015 ( $N=3,269$ )
  - 95% confidence level,  $\pm 5$  confidence interval
- **Response rate 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

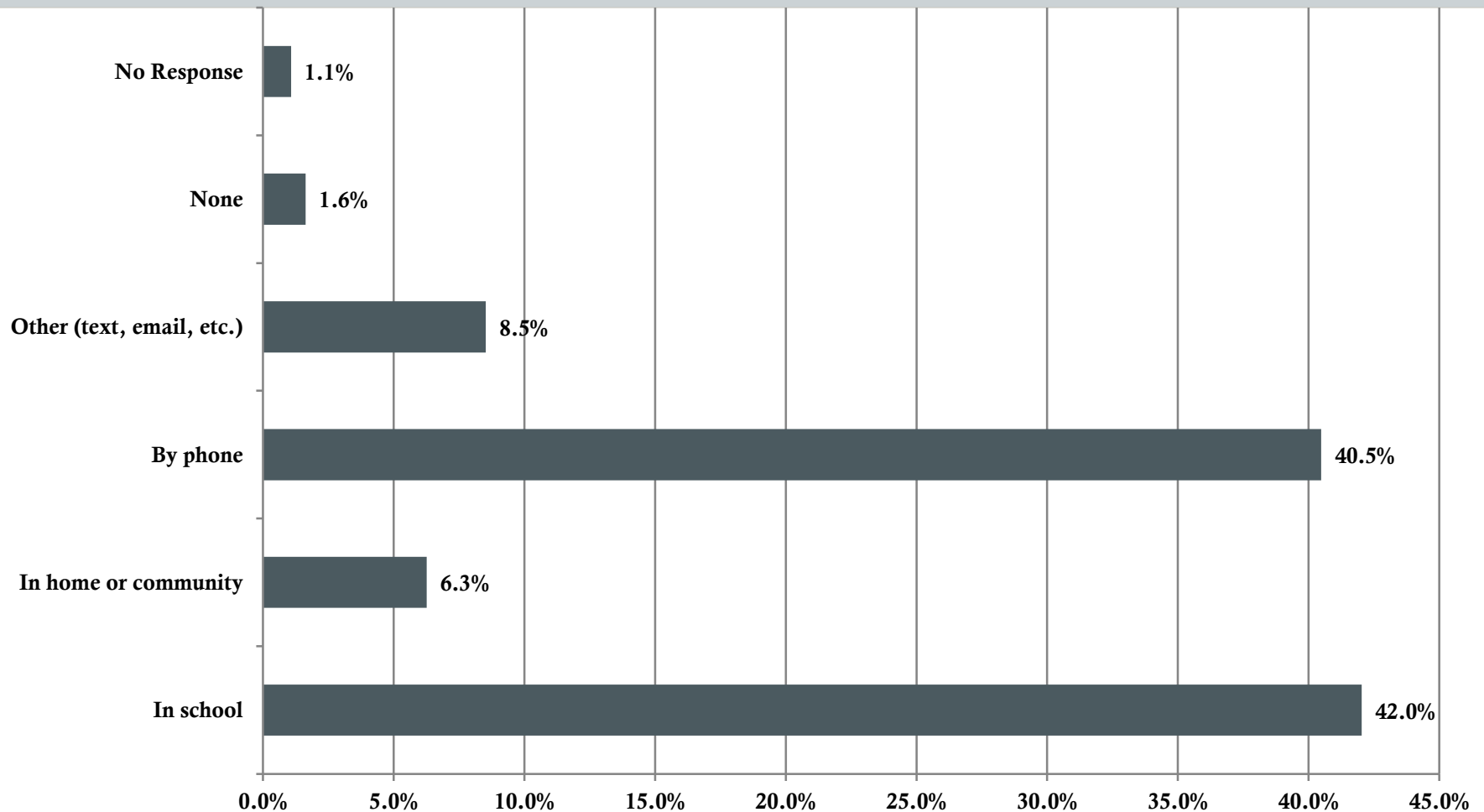
- Questions modified with input from CBH Family Committee.
- Sampling methodology altered slightly.
- Timeframe modified to survey families during the academic year when the child was receiving STS.
- Comparable number of responses (1,241 vs. 1,291).

**2016**  
**Family Engagement**  
**Survey**

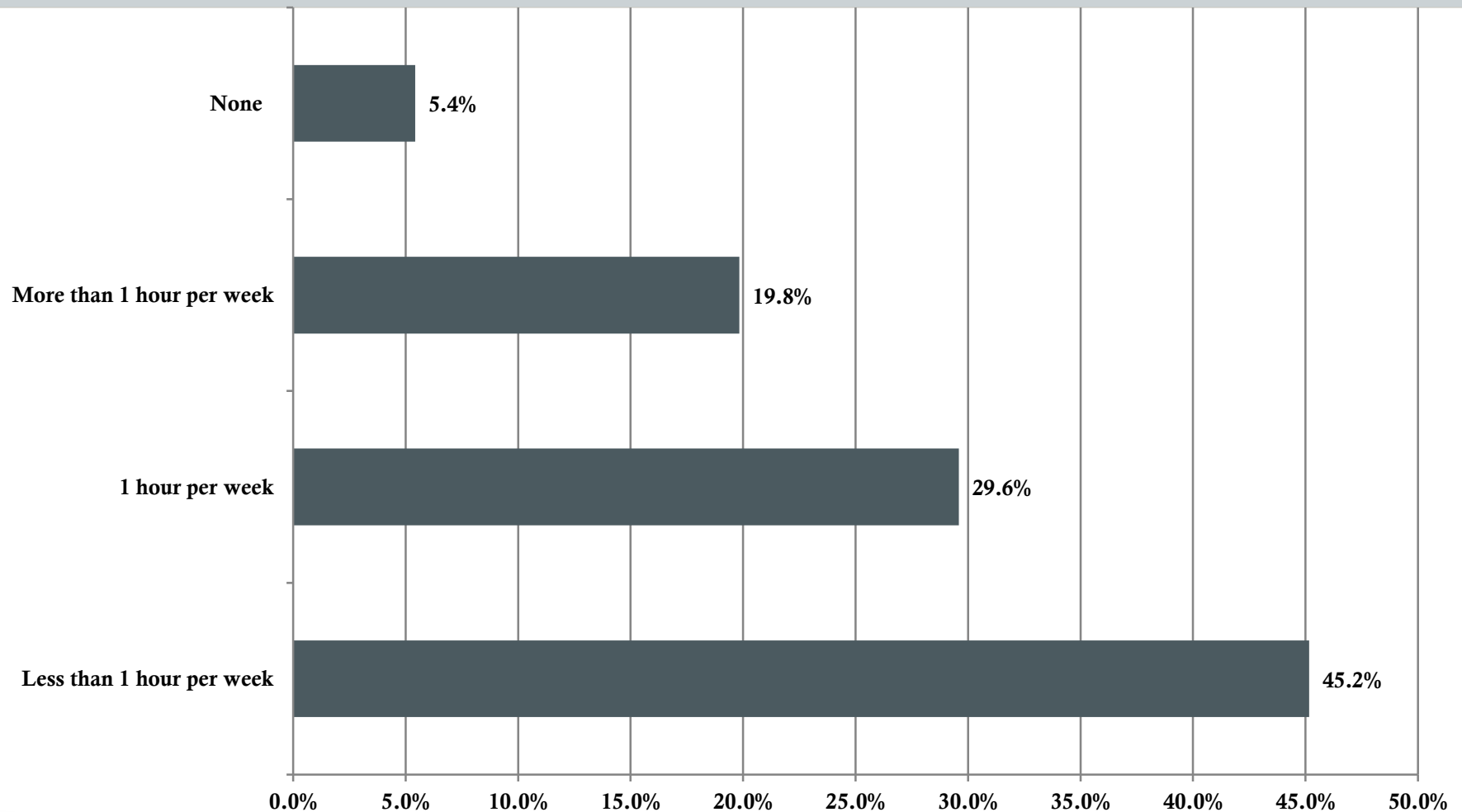
# My child's STS therapist engages me in my child's treatment.



# How does the STS therapist engage you in your child's treatment?

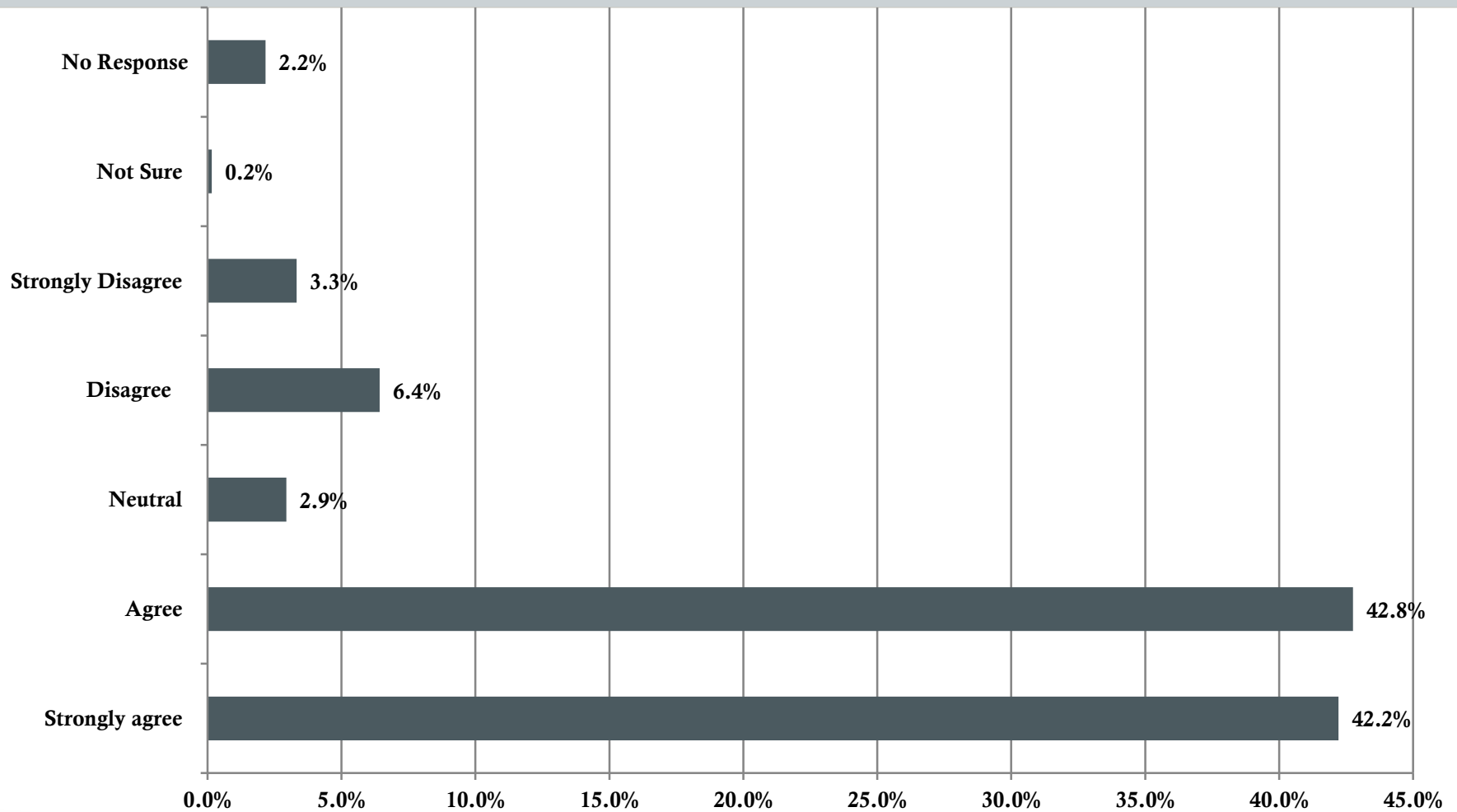


# For *all* engagement methods, how often does it happen?

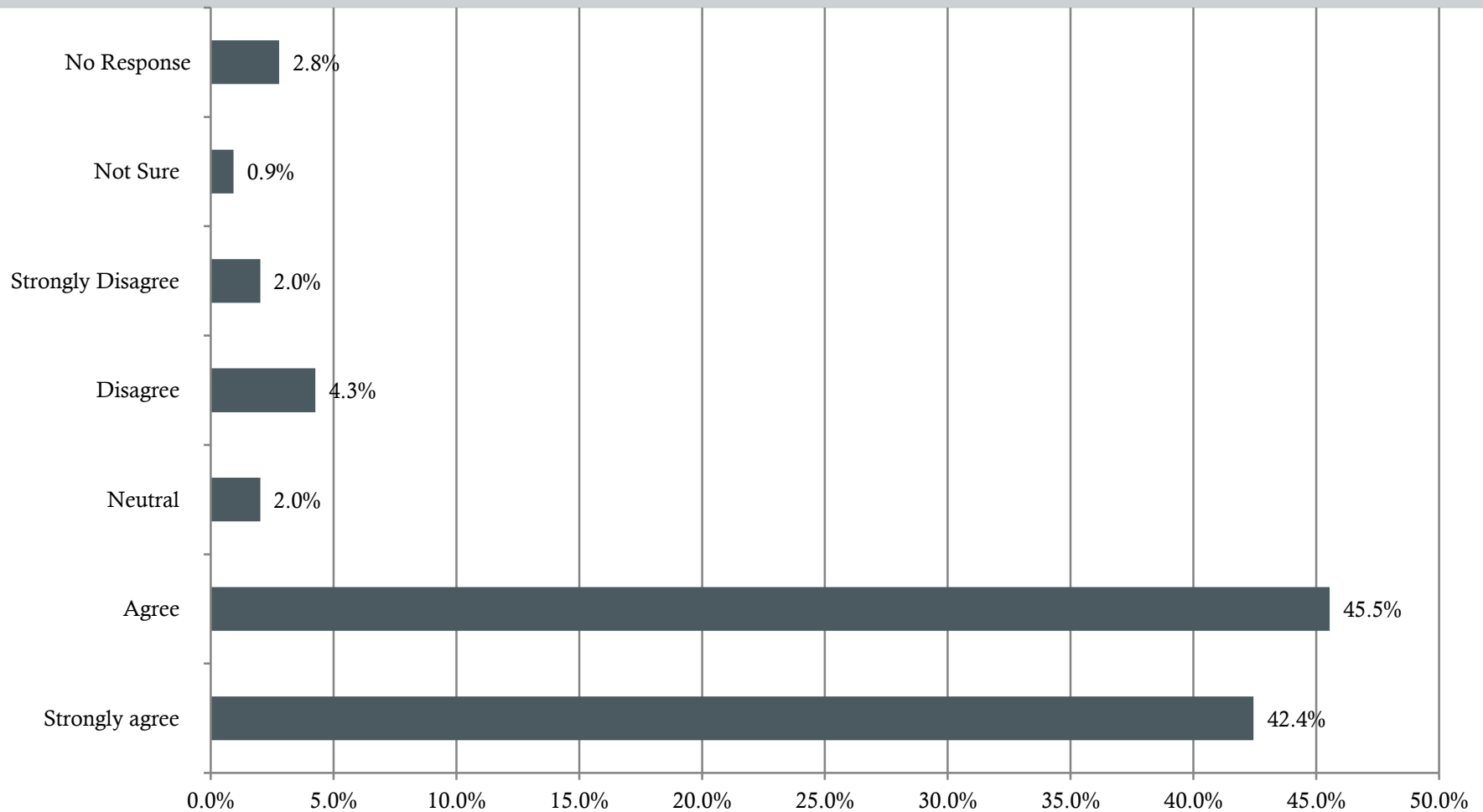




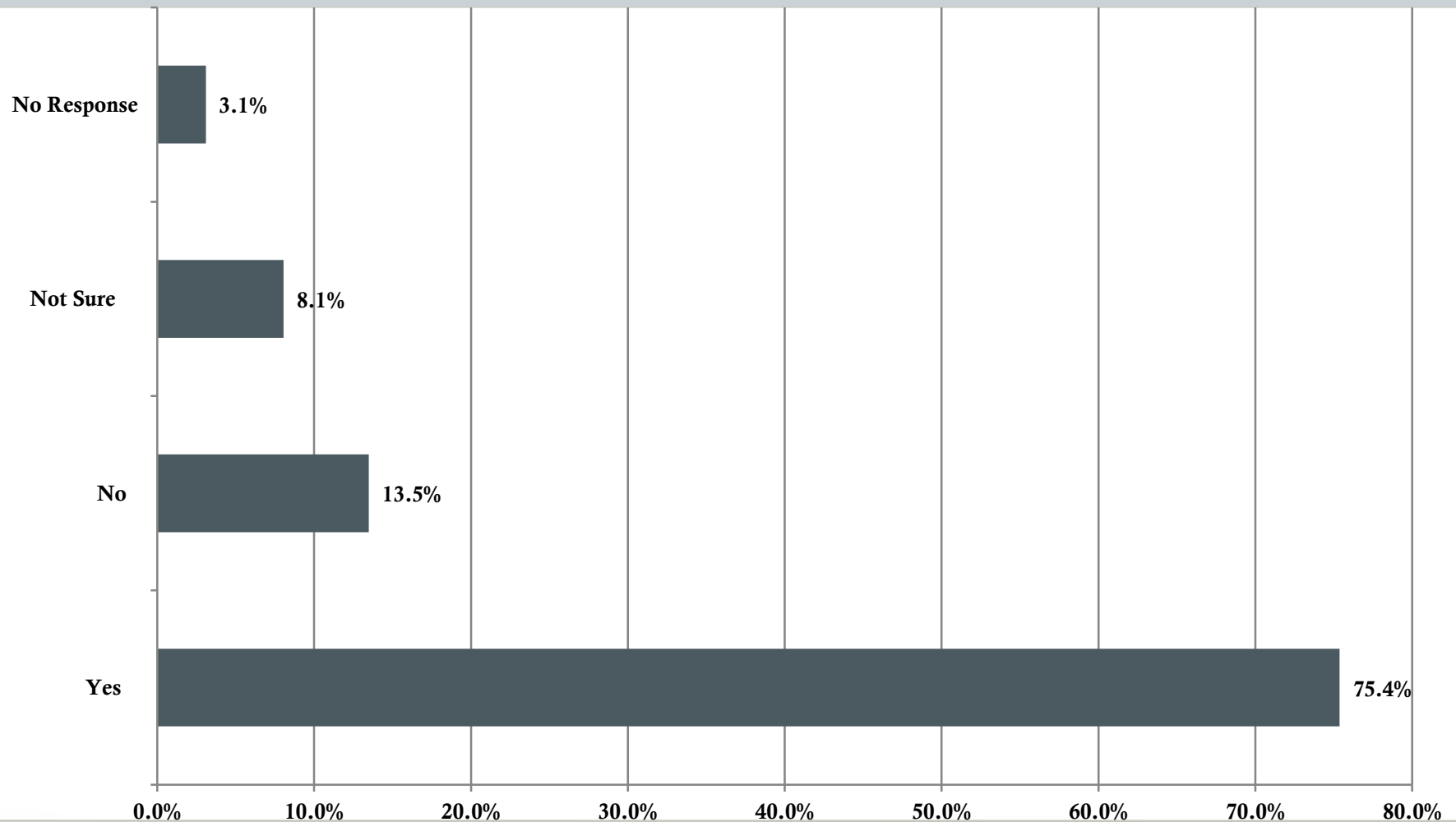
# I am satisfied with the amount of contact I have with the STS therapist.



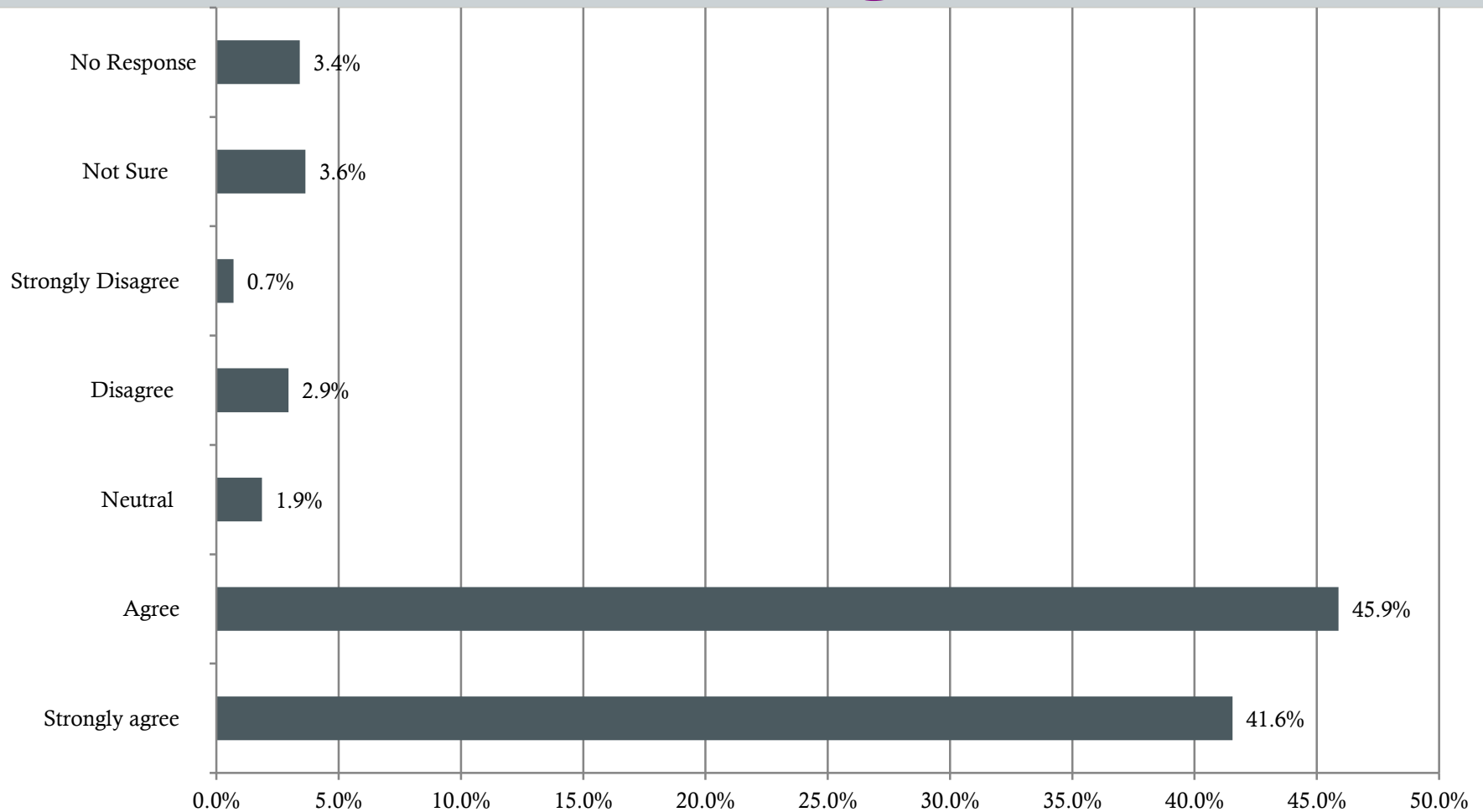
# My child's therapist and I worked together to develop my child's treatment goals.



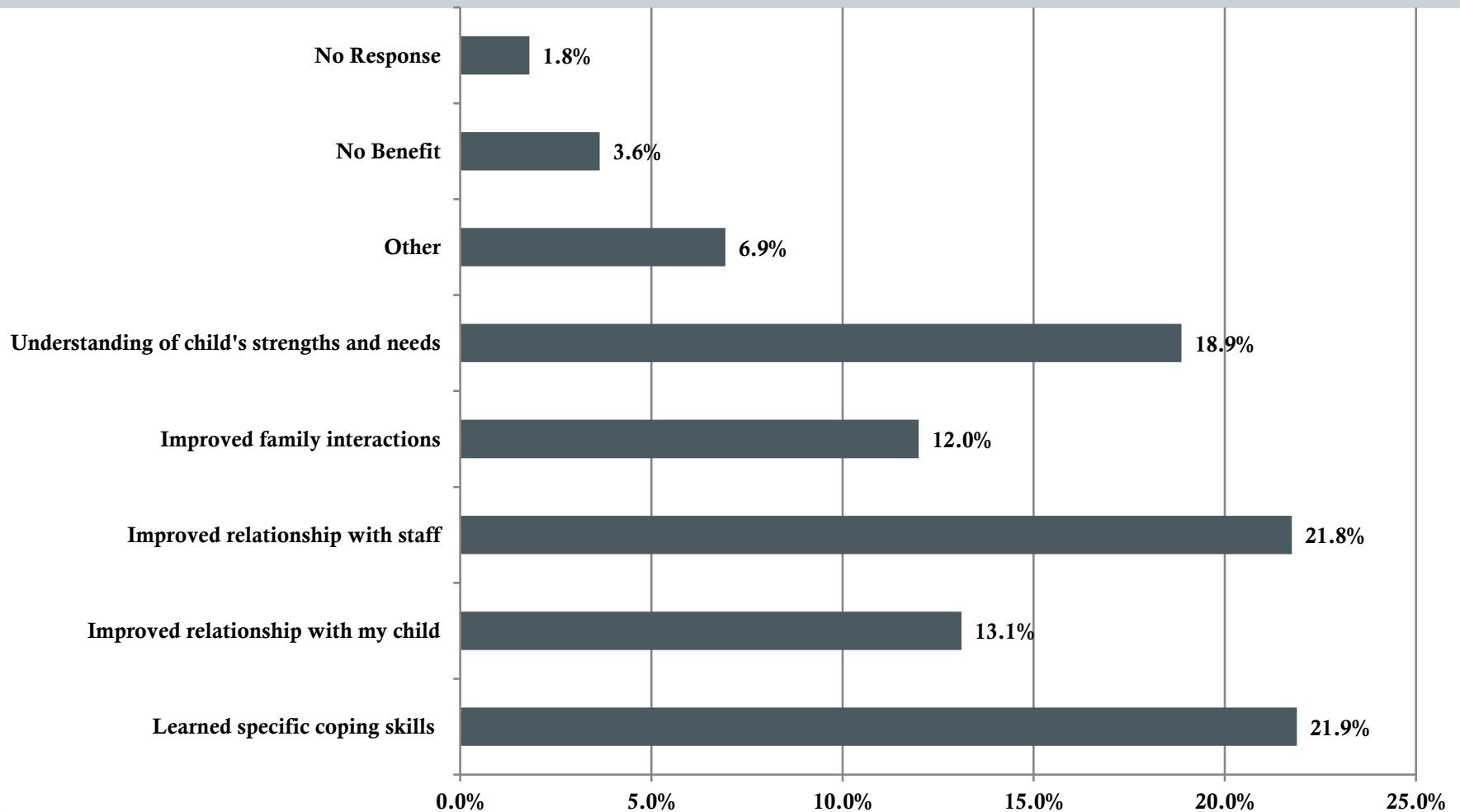
# I received a copy of my child's treatment goals.



# I agree with my child's treatment goals.



# How have you and your child benefitted from engagement with the STS therapist?



# 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

2014/2015 AY	2015/2016 AY
92 Total Quality Issues	63 Total Quality Issues

- 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

- Bloom, Scott. (2015). *DOE School-Based Mental Health & Behavioral Services Contract*[Brochure]. New York City, NY: New York City Department of Health and Mental Hygiene Department of Education.
- Haine-Schlagel, R., & Escobar Walsh, N. (2015). A review of parent participation engagement in child and family mental health treatment, *Clinical child Family Psychology Review*, 18, 133-150.
- Shirk, S.R., & Saiz, C.C. (1992). Clinical, empirical, and developmental perspectives on the therapeutic relationship in child psychotherapy. *Development and Psychopathology*, 4(4), 713-728.
- Tetley, A., Jinks, M., Huband, N., & Howells, K. (2001). A systematic review of measures of therapeutic engagement in psychological treatment. *Journal of Clinical Psychology*, 67(9), 927-941.
- Child Trends Databank. (2015). *Children in poverty*. Available at: <http://www.childtrends.org/?indicators=children-in-poverty>
- Moore, K. A., & Redd, Z. (2002). Children in poverty: trends, consequences, and policy options. Child Trends. Available at: <http://www.childtrends.org/wp-content/uploads/2013/03/PovertyRB.pdf> <http://www.childtrends.org/wp-content/uploads/2013/03/PovertyRB.pdf>

Questions?  
**THANK YOU!**

