

# “Data Through The Eyes of Youth, Family, and System Partners”

**Mark Durgin – System Partner Tri-Chair**

**Gina Lutz – Youth Partner Tri-Chair**

**Maria Silva – Family Partner Tri-Chair**

**Monica Walker Payne – Lead Evaluator**

*June 18, 2015 – 1:00-2:30pm*

*June 19, 2015 – 8:30-10:00am*



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SYSTEM OF CARE PARTNERSHIP

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# • Agenda

- **Welcome and Introductions**
- **Evaluation Subcommittee**
- **How To Use Data – Tips and Discussion**
  - ▶ A helpful process for how to use data in County Leadership Team meetings...
  - ▶ How to present data effectively...
  - ▶ What do youth, family, provider, and system partners look for in data slides?
- **Activity – Try out your new skills!**
- **Additional Questions and Discussion**

# • Evaluation Subcommittee

## **Current Membership:**

Lisa Caruso – Provider Partner – Northumberland County

A. Rand Coleman – Family/Provider Partner – Chester County

Mark Durgin – System Partner – York County \* **System Partner Tri-Chair**

Jessica Elam – Youth Partner – Delaware County

Gordon Hodas – System Partner – OMHSAS

Dave Jeannerat/Kathy Koch/Melissa Bible – System Partners – Erie County

Andy Kind-Rubin – Family/Provider Partner – Delaware County

Alex Knapp – Youth Partner – Allegheny County

Bryon Luke – Provider Partner – Bucks, Chester, Delaware, Montgomery Counties

Gina Lutz – Youth/Provider Partner – Montgomery County \* **Youth Partner Tri-Chair**

Maria Silva – Family/Provider Partner – Allegheny County \* **Family Partner Tri-Chair**

Karan Steele – Family Partner – Westmoreland County

Tim Truckenmiller – Provider Partner – Fayette County

Deborah Wasilchak – System Partner – Allegheny County

## ***PA System of Care Partnership Staff Support to Evaluation Subcommittee:***

Monica Walker Payne – Lead Evaluator

William McKenna – Database Administrator

Amanda Clouse – Evaluation Team Family Member Interviewer (York and Northumberland Counties)

Jill Santiago – Evaluation Team Family Member Interviewer (Chester, Delaware, Montgomery, Philadelphia Counties)

Corey Ludden – YIS Staff – Luzerne County



# Importance of Evaluation in PA

- Helping to hear youth and family voices
- Identifying areas to provide training and technical assistance
- Providing county data for your Leadership Team to review and utilize for decision making
- Believing in continuous quality improvement
- Assessing for cultural or linguistic disparities
- Sharing data across child-serving systems to better integrate planning and services for youth and families
- Obtaining evidence for funding and sustainability
- Contributing to the national System of Care knowledge



- The County Leadership Team (CLT) ensures that the county participates in the **System of Care evaluation requirements**.
- The CLT **regularly reviews and uses data** to:
  - ▶ make decisions related to systems and how they affect youth and families.
  - ▶ help county services and supports continuously improve their practices.
  - ▶ identify and eliminate any cultural, linguistic, racial, or ethnic disparities in services and supports.
- The CLT collaborates with child-serving systems to **reduce barriers related to data-sharing between systems**.



# • Evaluation Subcommittee Workshop

## ▶ Learning Objectives:

- What do youth, family, provider, and system partners look for in data slides?
- What data is most meaningful to each group?
- What critical questions can we ask from different partner perspectives? (i.e. potential next steps in the CQI process)
- How can data be used for the continuous quality improvement of HFW/SOC?
- How can we use data to spark discussion at County Leadership Team Meetings?

- ▶ The Tip Sheets are available on the PA SOC Partnership website.

[www.pasocpartnership.org/resources/evaluation](http://www.pasocpartnership.org/resources/evaluation)



# • Data questions to think about...

- **Who is in the audience?**
- **What brought you to this workshop today?**
- **Professionally or personally...**
  - ▶ What questions do you have that you would like to have answered?
  - ▶ What do you want to learn more about?
  - ▶ If you could collect data on anything related to the values of System of Care what would you want to know?
  - ▶ Is there information about specific services or supports that you are curious about?
- **Jot down a few ideas...**



# PART I

## A helpful process for how to use data in County Leadership Team meetings...



**Tip:** Have a Data/CQI standing agenda item at each County Leadership Team meeting.

**Data can be chosen that interests and engages the Leadership Team:**

- ▶ Youth, Family, Provider, and System Partners
- ▶ Community, Elected/Appointed, Managed Care or other Partners

# Choose interesting and relevant topics

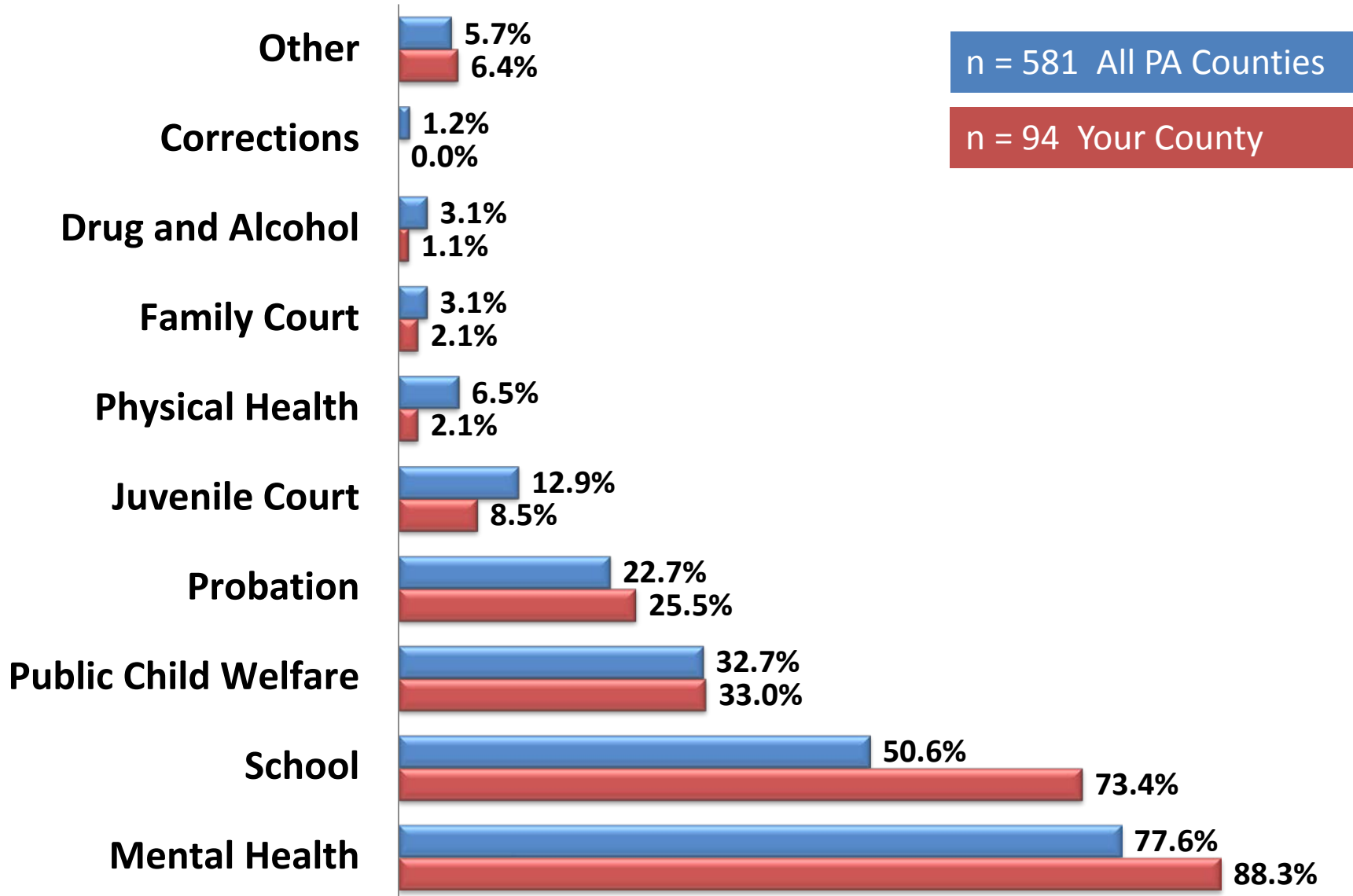
**Tip:** Choose a data topic for each meeting.

- **Places to find data...**

- **System of Care data**

- **Ask for an updated report from the Evaluation Team for your county's System of Care data collected through your chosen planning process (Standard VII).**
    - **Use the latest results of your annual PA SOC County Assessment data.**
      - Choose one of the 8 System of Care standards and identify data that can be used to discuss your implementation.

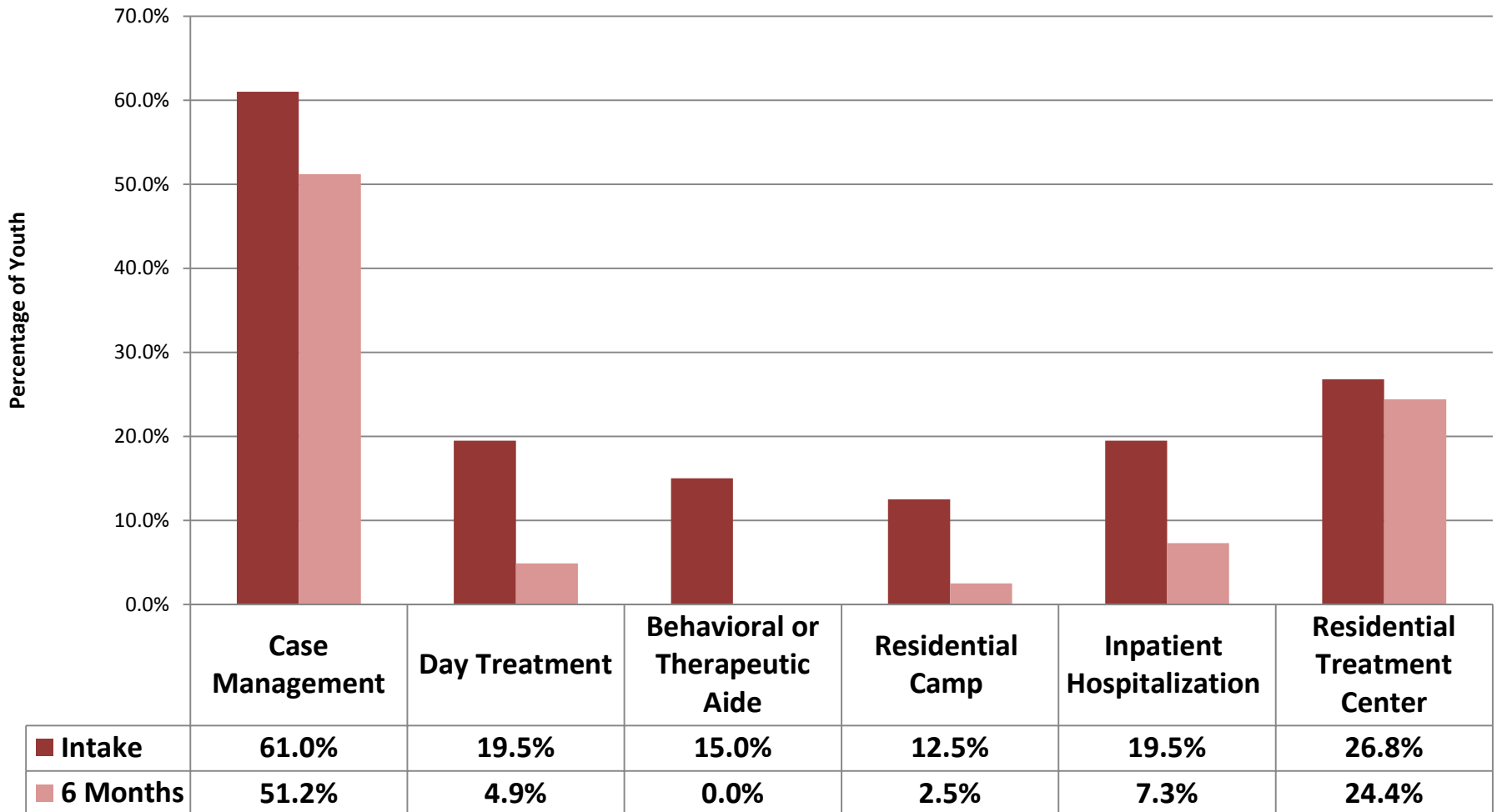
# System Involvement of Youth in High Fidelity Wraparound (HFW)



# Less costly services after 6 months of HFW

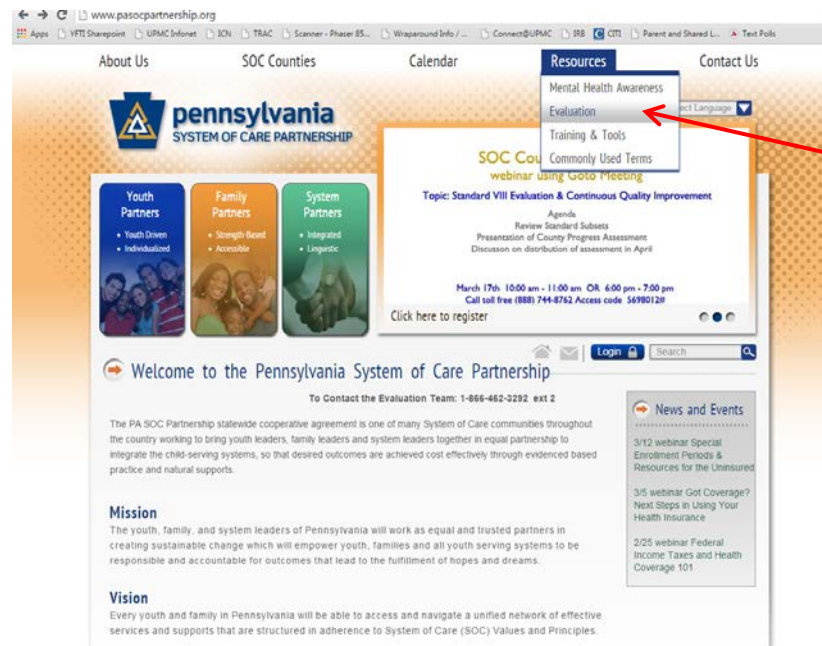
## Support & Inpatient Services

n = 41



# • State and County Data Resources

- The following document, called “PA County Data Resources” (with clickable links) can be found at: [www.pasocpartnership.org/resources/evaluation](http://www.pasocpartnership.org/resources/evaluation)



From the main page, click on Resources, then Evaluation...

# Public Data Sources – County Data

Monica Walker Payne  
Corporate One Office Park  
Building One, Suite 438  
4055 Monroeville Blvd.  
Monroeville, PA 15146

## Past Reports:

[2014 State Aggregate County Progress Assessment Data Report](#)

## PA County Data Resources

[PA County Data Resources](#) (pdf) - Publically available national, state, and county level data sources for:

- Demographics
- Child Well-being
- Health Rankings
- Community Statistics and Profiles
- Diversity Data
- PA Child Serving Systems Data – reports, briefs, and sortable data by county and/or school district
  - Office of Mental Health and Substance Abuse Services
  - PA Department of Child Welfare (PA Child Stat)
  - Juvenile Justice and Corrections
  - PA Department of Education
  - PA Bureau of Special Education

[PA State and County Example Data Slides](#) (pdf)

[Additional Publically Available Data Sources](#) (pdf)

## PA System of Care Data Collection Requirements

Partner counties in each Cooperative Agreement have slightly different evaluation requirements, however they are all structured in the following format:

- **System Level Data**
  - Evaluates the progress the county has made in implementing the 8 standards of System of Care.

Scroll down until you see these resources...

Consider looking at one topic or a few data slides at each County Leadership Team meeting to spark discussion...




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# Public Data Sources – County Data

Clickable links take you directly to data sites where you can select your county and receive reports on a variety of topics and demographics.

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## PA County Data Resources

**United States Census Bureau** - access to national, state, county, and city data including:

- Population estimates and projections
- Geographical mobility/migration
- Age, race, ethnicity, language, education, income
- Industry and occupation
- Data visualizations and interactive maps

<http://www.census.gov/data/data-tools.html>

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**SAMHSA: Substance Abuse and Mental Health Services Administration**

Access to the latest national research, resources and reports through 2013

- Data on drug use/abuse (detailed list A to Z)
- Drug use in correlation with mental health disorders
- Treatment data

<http://samhsa.gov/data/>

- 2014 PA Behavioral Health Barometer Report:
- <http://store.samhsa.gov/shin/content//SMA15-4895/BHBarometer-PA.pdf>

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**KIDS COUNT Data Center** – county, state and national data/rankings on indicators of child well-being

- Demographics
- Economic Well-being
- Education
- Family and Community
- Health
- Safety and Risky Behaviors

<http://datacenter.kidscount.org/>

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**County Health Rankings and Roadmaps** (Robert Wood Johnson Foundation) - access to health data, rankings, and roadmaps for every county in the nation including:

- Premature deaths
- Children in poverty
- Access to safe drinking water
- Obesity
- Number of fast food restaurants

<http://www.countyhealthrankings.org/app/#/pennsylvania/2013/rankings/outcomes/overall/by-rank>

# Public Data Sources – County Data

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<http://www.countyhealthrankings.org/app/#/pennsylvania/2013/rankings/outcomes/overall/by-rank>

[www.city-data.com](http://www.city-data.com) – access to community statistics, profiles, interactive maps, and customizable reports on

- Race, Income, Ancestries, Education, Language, Religion, Employment, Geographical data, Crime data, Cost of living, Housing, Businesses, State profiles, etc.

[www.diversitydatakids.org](http://www.diversitydatakids.org) – child demographic and wellbeing indicators (profiles, rankings, and maps) available to:

- Analyze by race/ethnicity; Compare data across states, counties, cities, and large school districts; Compare policy indicators across states; Neighborhood Child Opportunity Index
- Demographics, Education, Neighborhoods, Health, Economic, Policy, etc.

This document can be found at [www.pasocpartnership.org/resources/evaluation](http://www.pasocpartnership.org/resources/evaluation)

These sites have county and city demographic indicators on many hard to find topics and populations.

Office of Mental Health and Substance Abuse Services - access to data from PA's behavioral health system:

- HealthChoices goals and performance reports
- Statewide initiatives
- Resources
- County behavioral health data profiles
- Performance outcomes

<http://www.parecovery.org/>

PA Department of Public Welfare – Child Welfare Services Data

- Annual Progress and Service Reports
- Child Abuse Reports
- Child Fatality / Near Fatality Reports

<http://www.dhs.state.pa.us/forchildren/childwelfareservices/>

PA Child Stat - Community Outcomes for Pennsylvania's Children and Families including:

- Uninsured children
- Juvenile Crime Arrests
- Child suicide
- New child welfare placements

<https://www.humanservices.state.pa.us/CommunityLevelOutcomeIndicators/PACChildStatFlex.html>





# Public Data Sources – County Data

## PA Child Stat - Community Outcomes for Pennsylvania's Children and Families including:

- Uninsured children
- Juvenile Crime Arrests
- Child suicide
- New child welfare placements

<https://www.humanservices.state.pa.us/CommunityLevelOutcomeIndicators/PACHildStatFlex.html>

## Juvenile Justice and Corrections/Criminal Justice Data and Reports

- Juvenile Court Judges Commission – statistics about juvenile court dispositions and juvenile probation
  - <http://www.icjc.state.pa.us/portal/server.pt/community/statistics/5040>
- Pennsylvania Commission on Crime and Delinquency - county level crime data including:
  - Corrections, Courts, Delinquency Prevention, Juvenile Justice
  - <http://pacrimestats.info/About.aspx#>
- PA Uniform Crime Reporting Statistics – sortable by county and jurisdiction
  - <http://ucr.psp.state.pa.us/ucr/reporting/ruaware/ruawarecountyui.asp>
- PA Department of Corrections – reports on recidivism, intermediate punishment, and annual statistics
  - <http://www.cor.pa.gov/Pages/default.aspx#.VQBEDXzF-Qo>

## EPISCenter – implementation and assessment of proven-effective prevention and intervention programs

- Evidence-Based Programs – training, resources, research, and tools of 11 programs
- Juvenile Justice - Standardized Program Evaluation Protocol and other assessments
- Communities that Care and PA Youth Survey - information and resources

<http://www.episcenter.psu.edu/>

## PA Department of Education - access to all Pennsylvania public school statistics including:

- Dropout, enrollment, and graduation information
- District, school, and state report cards
- Early childhood information
- PSSA, SAT and ACT scores
- Home School Statistics

[http://www.pde.state.pa.us/portal/server.pt/community/data\\_and\\_statistics/7202](http://www.pde.state.pa.us/portal/server.pt/community/data_and_statistics/7202)

## PA Bureau of Special Education - PaTTAN (Pennsylvania Training and Technical Assistance Network)

- Training, Educational Initiatives, Resources, Publications
  - <http://www.pattan.net/>
- PennData – Early Intervention and Special Education data and reports by district and state overall
  - <http://penndata.hbg.psu.edu/index.aspx>

This document can be found at [www.pasocpartnership.org/resources/evaluation](http://www.pasocpartnership.org/resources/evaluation)

PA Child-serving systems have public data sortable by county too.



# Choose interesting and relevant topics

**Tip:** Choose a data topic for each meeting.

- **Places to find data...**
  - ▶ **Look at census (descriptive and demographic) data to get a better sense of your county's minority populations around race/ethnicity/language/culture.**

# Change in Racial and Ethnic Population Data

Change in Population Under Age 18 (Percent) by Race/Ethnicity		<i>Percent</i>
	<b>Race / Ethnicity</b>	<b>2000-2010</b>
	White (Non-Hispanic)	-11.0%
	Hispanic	132.7%
	Black (Non-Hispanic)	49.4%
	Asian or Pacific Islander (Non-Hispanic)	26.2%
	American Indian or Alaska Native (Non-Hispanic)	47.6%
	Two or More Races (Non-Hispanic)	76.7%

**Definition:** The percent change in the population under age 18 for each racial/ethnic group over the specified time period.

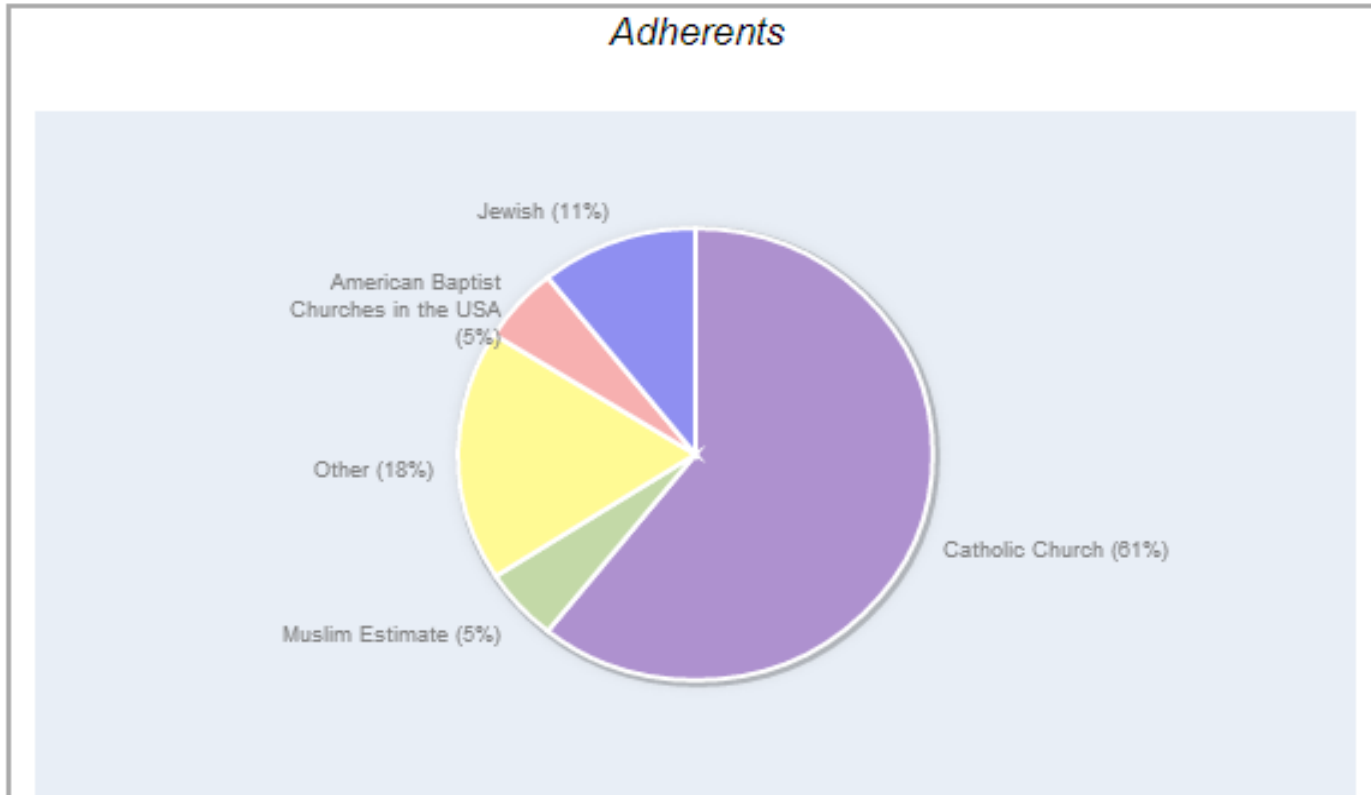
**Source:** U.S., states, metro areas and counties: U.S. Census Bureau, Intercensal Population Estimates (Vintage 2012). School districts: Census 2000 School District Tabulation (STP2) and 2010 Decennial Census, Redistricting File. Cities: 2000 and 2010 Decennial Census, Redistricting Files. | [Show Notes](#)

# Demographic Data

Percentage of population affiliated with a religious congregations: 53.37%

Here  53.4%

USA  50.2%



# Choose interesting and relevant topics

**Tip:** Choose a data topic for each meeting.

- **Places to find data...**

- ▶ Ask a different leadership team member to choose a topic for the following month's meeting and be responsible for bringing some data (a few slides/charts) to discuss.
- ▶ Let the natural discussion of each meeting identify a topic for the following month.
- ▶ Allow curiosity/questions to arise first, and then the group begins to identify the data that can help to answer the question or illuminate the discussion.
- ▶ Develop a list of important topics and schedule them for the next 6 months of meetings so that everyone can bring something relevant to discuss.

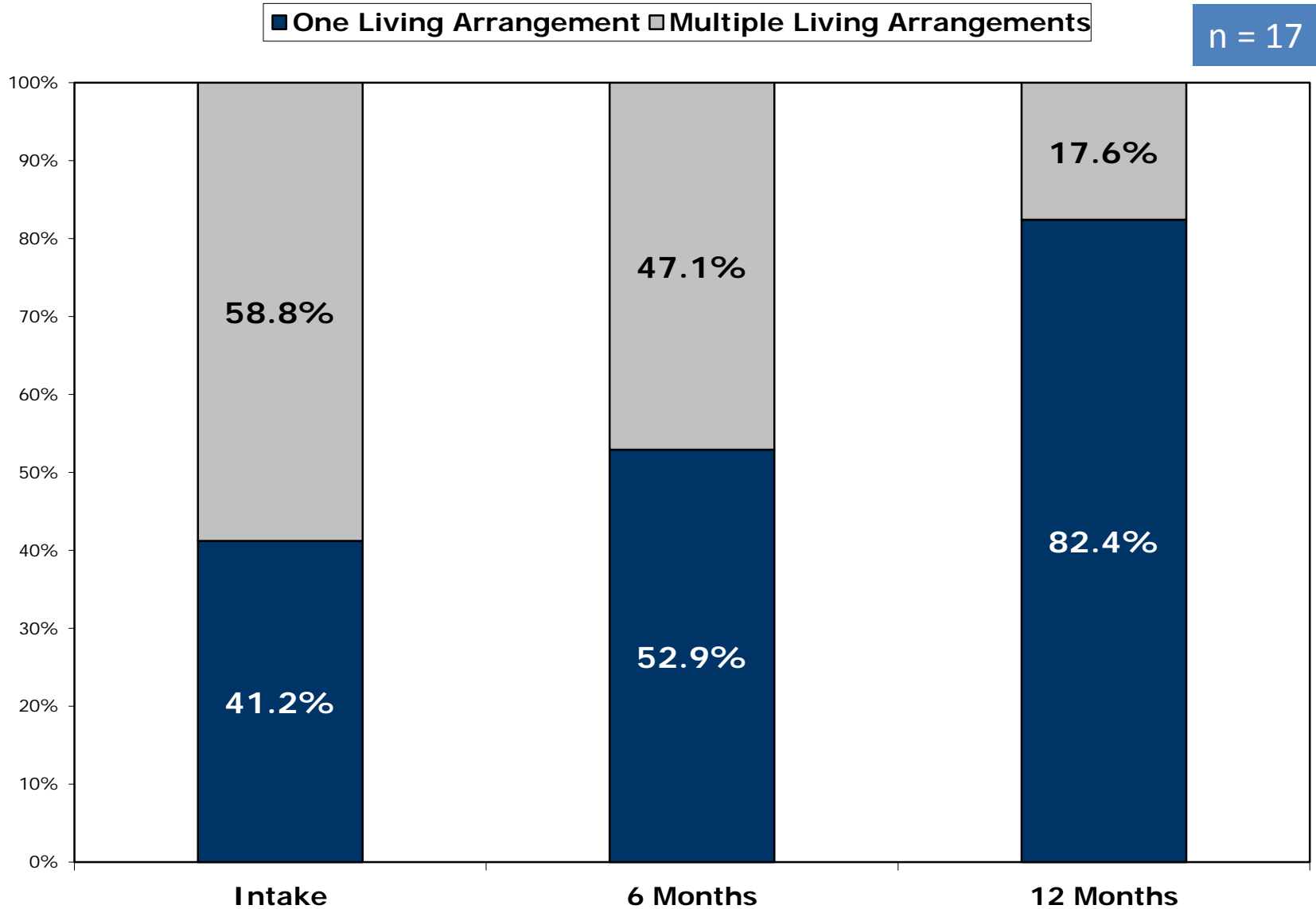


**Tip:** Choose a reason to look at data and how to focus the discussion.

- **Reasons to look at data...**

- ▶ **Strengths-based** – look at positive things, discuss possible strengths of your county that may have led to the positive results, and celebrate successes around the work that your county has done that has made a difference.

# A Stable Place to Live after 12 months of HFW



Data reported were collected using the Living Situations Questionnaire (LSQ). This instrument collects data on the status of the child/family in the 6 months prior to the interview.

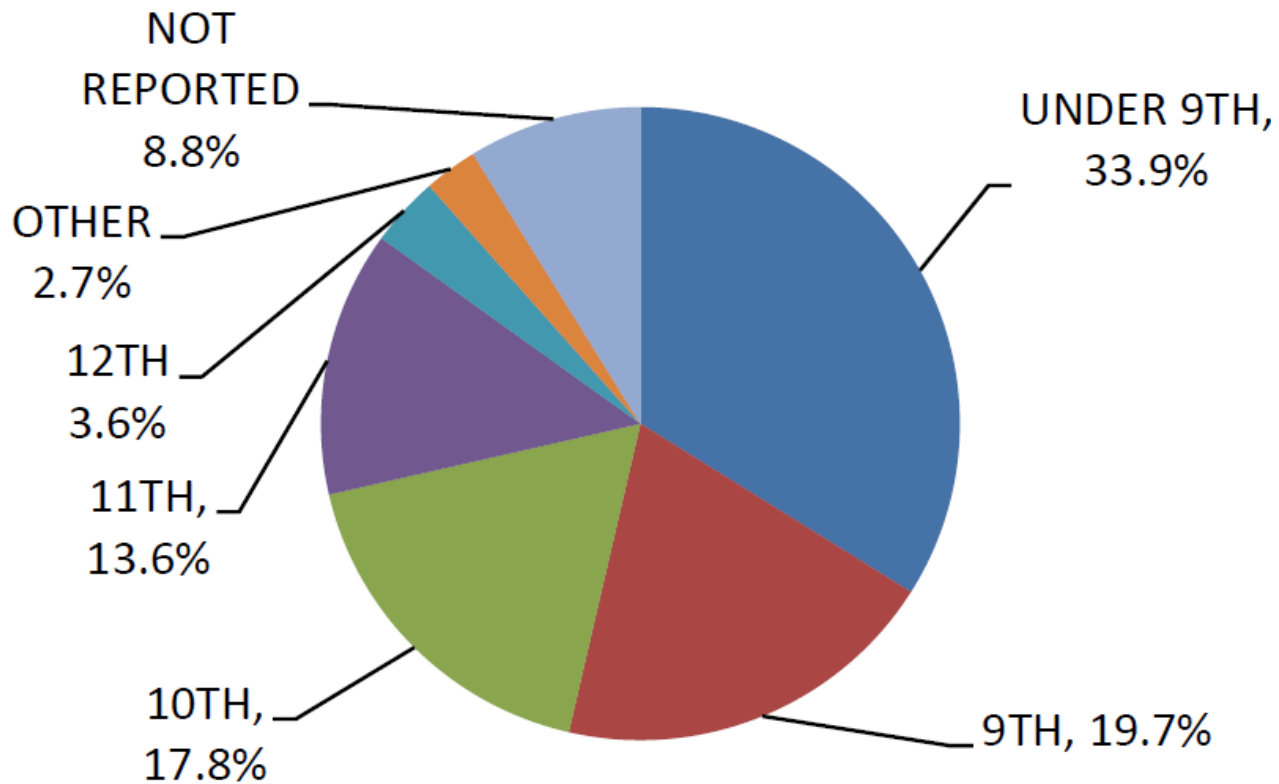
**Tip:** Choose a reason to look at data and how to focus the discussion.

- **Reasons to look at data...**

- ▶ **Challenges** – look at barriers to positive change, discuss what possible challenges your county has that may have led to the negative results, discuss the elephant in the room, and identify areas for improvement.



## Highest Grade Completed 2012



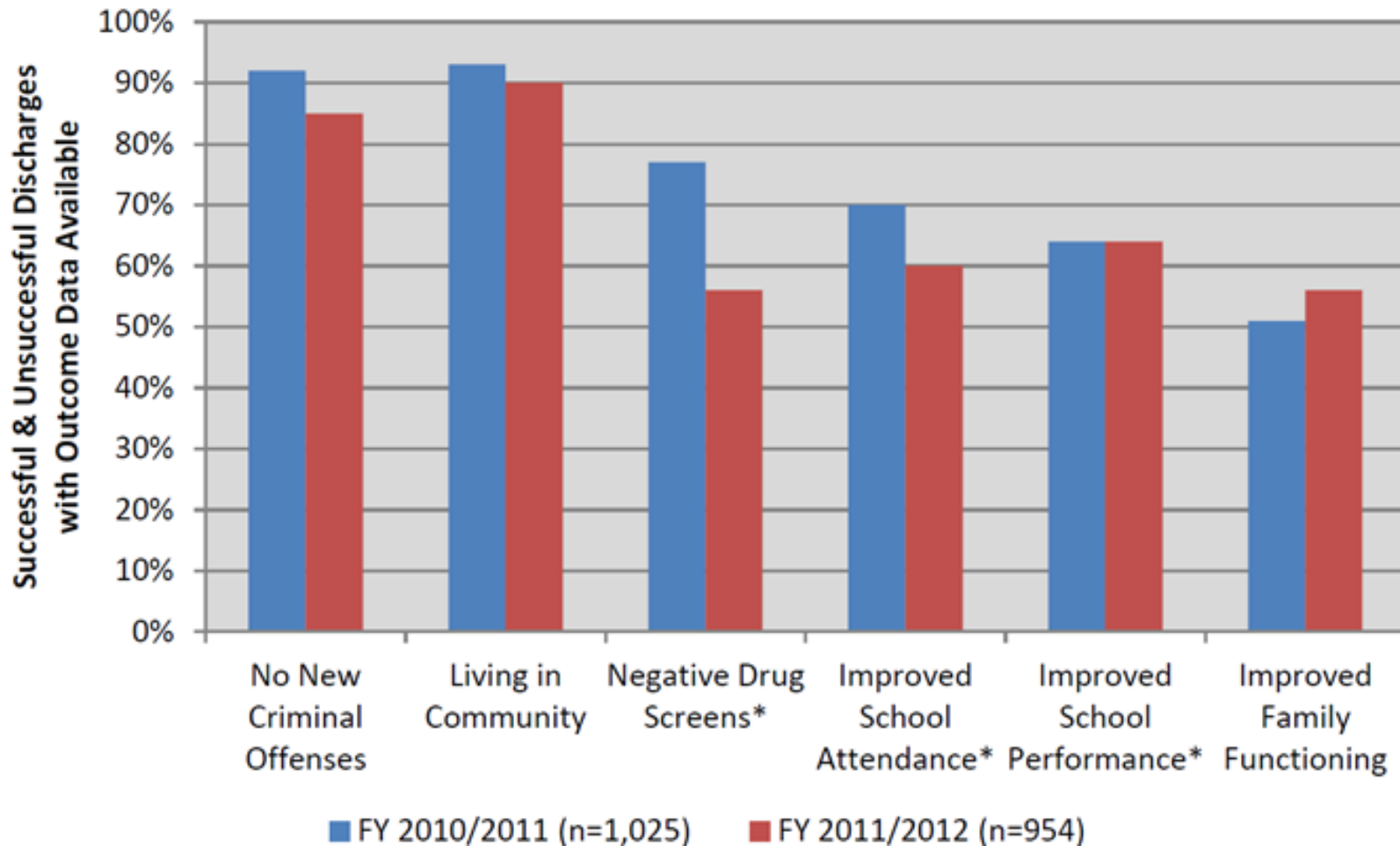
**Tip:** Choose a reason to look at data and how to focus the discussion.

- **Reasons to look at data...**

- ▶ **Outcomes** – focus on one particular county program, service, support, etc. and look at a small number of outcomes to see how the program is functioning and what is working/not working.
  - Bring in staff and/or family/youth who have participated to help think about the outcomes.

# Functional Family Therapy Outcomes

## Outcomes at Discharge: FFT

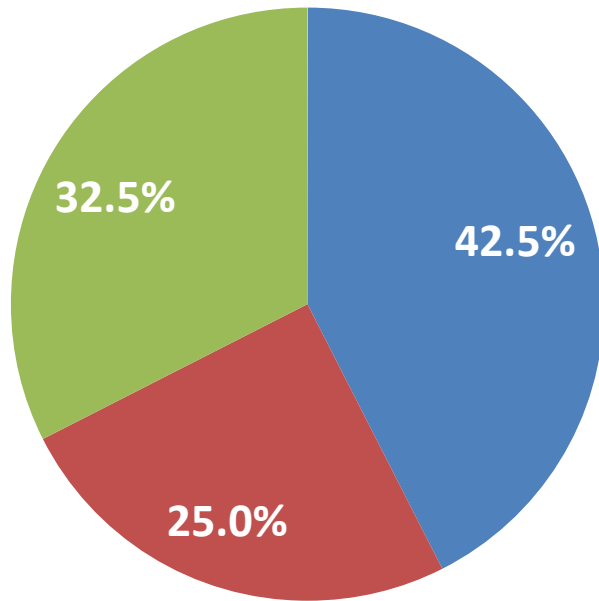


**Tip:** Choose a reason to look at data and how to focus the discussion.

- **Reasons to look at data...**
  - ▶ **Confusing/conflicting information** - spark discussion from different perspectives around the table (family, youth, systems, providers, community, etc.) - ask critical questions and reflect about why some information is mixed or conflicting.

# Change in School Attendance and Performance at 6 months

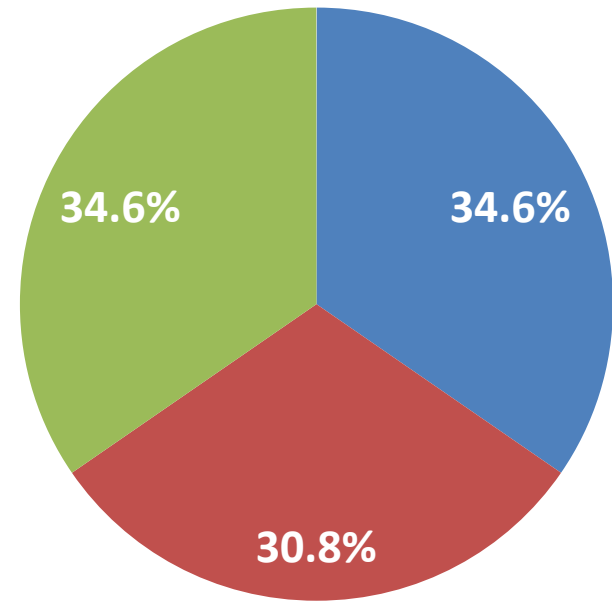
■ Improved ■ Remained Stable ■ Worsened



### School Attendance

n = 40

■ Improved ■ Remained Stable ■ Worsened



### School Performance

n = 26



**Tip:** Choose a reason to look at data and how to focus the discussion.

- **Reasons to look at data...**

- ▶ **Lack of information** – identify areas where there is a need for more data and brainstorm ways that you could obtain more information about the topic.
  - **How do you build relationships with different systems, providers, or managed care companies to get data?**
  - **Can you hold Community Cafes to gather information?**
  - **Focus groups?**

# Use a planning process...

## **Tip:** Develop a plan about next steps.

1. Identify what you want to do to make sure that the good work continues.
2. Choose and prioritize areas that you want to improve or adjust.
3. Discuss whether you have all the information you need or if you need to brainstorm more ideas/sources of data, etc.
4. Discuss who, what, when, where, how, why the plan will be developed around CQI.
5. Decide when updates will be made to the group and how the group will be informed of progress.



## PART II

# How to present data effectively...



# General tips around presenting data

**Tip:** Choose data that are relevant and timely to the issues/needs that are current to your stakeholders.

# Meaningful data to show outcomes

- Reduction in out of home placement
- Reduction in number of services or better coordinated services
- Stability in Living Situations / Permanency
- School Improvement (attendance/performance/discipline)
- Mental Health Symptoms change
- Delinquency Data showing less Recidivism
- Natural and Community Supports
- Good outcomes for youth – at home, in school, out of trouble, and in the community.



# General tips around presenting data

**Tip:** Stakeholders are more likely to listen to data if it is coming from a peer.

# General tips around presenting data

**Tip:** Provide data in different formats so there is the ability to multi-task while absorbing information.

# General tips around presenting data

**Tip:** Background information and a key of acronyms and/or definitions are important for the presentation.

# General tips around presenting data

**Tip:** Provide a reference sheet that defines data/evaluation terms and general information to make reading data easier.

- ▶ The “Data 101- The Basics” Tip Sheet is available on the PA SOC Partnership website.

[www.pasocpartnership.org/resources/evaluation](http://www.pasocpartnership.org/resources/evaluation)

# General tips around presenting data

**Tip:** Utilize personal stories and reviews of the program/process to help enhance the numbers/data.

# General tips around presenting data

**Tip:** Explaining the role of systems and how they communicate, integrate, use their own language, etc. is important as that is often the difficult part to grasp and change for youth and families.



# PART III

**What do youth, family, provider,  
and system partners look for in  
data slides?**

# • Family Partners

- Simple graphs, not lists of numbers, not overly busy with data
- Demographics/System involvement – are these families similar to me and my experience?
- Clearly observable so the untrained eye can easily see the point of the data
- Data to show the importance and impact of Family Voice and Choice
- How will it make a difference in family life? / Improvement in Family Functioning
- Education information – improvement in attendance/performance/discipline
- Data to show lower out of home residential placement/ youth returning home faster
- Family satisfaction / found process helpful and engaging
- Good outcomes for youth – at home, in school, out of trouble, and in the community

# • Youth Partners

- Demographics/System involvement – are these youth similar to me and my experience?
- See simple information at a glance, with the choice to dig deeper
- Simple graphs – with more visual aspects
- Appeal to a variety of different learning styles
- Send data through Facebook and other social media formats that are already familiar
- More likely to listen to data if it is coming from a peer
- Youth satisfaction – have other youth found it beneficial/ are they satisfied with outcomes?
- How will it make a difference in my life? / Will I feel better?

# • Provider Partners

- Where referrals are coming from?
- Who is participating in the process/treatment?
- Can I convince youth/families that they should put the time into the process/treatment?
- Data to help show youth that were engaged and that it was helpful
- Data to show it can reduce length of stay in residential placement
- Data to show cost savings for providers
- Data to convince systems that it is a good investment to increase referrals
- Data to show improved coordination by providers, and how this can benefit the system, youth and family.

## • System Partners

- Improved access to care
- Lower cost to systems
- Data that is tailored to the needs of each system so that the outcomes are meaningful and specific to their needs
- Data that they can use to compare to their own system data to increase validity
- Cross-system data to show outcomes/cost savings in integrating and coordinating with other systems

# • Activity - Try out your new skills!

- Break into small groups
- Everyone will receive the same copies of data
  - ▶ Come to a consensus about which topic(s) that you want to focus on. (Pick only one or two topics)
    1. **Demographics**
    2. **Health**
    3. **Child Welfare**
    4. **Juvenile Justice**
    5. **Education**
    6. **Mental Health**
    7. **Drug and Alcohol**
- Review the data so that you can answer the following questions:
  - ▶ Find something positive in the data or a success to celebrate.
  - ▶ Find something that needs to be improved.
  - ▶ Discuss how youth, family, provider, and system partners might see those successes or areas for improvement differently.
  - ▶ Identify an area where you would like more information (think about your original questions...)
  - ▶ What would be your next steps? What are the action steps that partners on your CLT would do with this information?
- Report your findings and plan to the large group.



# • Discussion

- ▶ Are you a little more comfortable using data?
- ▶ Are these tips going to make it easier to use data in your CLT?
- ▶ What have you been doing in your county around evaluation and CQI?
- ▶ What are your biggest challenges with this standard?
- ▶ What additional tools or technical assistance do you need from our Evaluation Team?
- ▶ Any additional comments or questions that we can talk about today?

- For additional information contact:

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