Approaches to Evaluating Services for Youth and Young Adults of Transition Age

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Objectives for Web Event

Participants will learn about:

• Different types of data (e.g., service quality, outcomes, system effectiveness) that programs serving youth/young adults often collect

• Considerations and trade-offs that are important when deciding about what data to collect and how to collect it

• OYEAH evaluation and how it responds to key considerations and also “covers” a variety of different types of data

• Youth and young adult perspective on evaluation and participation in evaluation
Today’s Presenters

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- Focal Point
- Measures/assessments from today
- Electronic list highlighting new research, training and resources
Types of Data: Utilization

Utilization-related

- Uptake; no-shows; types and amount of services
- Disenrollment—length of service and disenrollment status
Types of Data: Service Quality

- Satisfaction
- Fidelity
  - Program/Structural fidelity
  - Practice fidelity
- Consistency with service principles or approach
  - Empowerment oriented
  - Youth/Young adult driven or voice
  - Focus on natural supports and/or community participation
Types of Data: Outcomes

• Concrete indicators
  – Career development, housing, disenrollment status

• Many types of standardized assessments
  – May or may not be acceptable to or validated for youth/young adults

• Non-standardized assessments
  – Single indicators, adaptations or reduced scales

• Individualized outcomes
Types of Data: System Level and Beyond

System level—aids for strategic planning
- Satisfaction with availability, array
- Systems structures and functioning (CSTI/SSTI at pathwaysrtc)

Other
- Youth and Young Adult Voice—Agency (Y-VAL) and System (Y-VOC) levels

Community and State Systems Change
Associated with the Healthy Transitions Initiative

Janet S. Walker, Nancy Koroloff, & Shawn J. Mehess.

Abstract
People engaged in efforts to improve services to emerging adults with serious mental health challenges have reached the conclusion that service change at the program or agency level is not sustainable without related changes at the systems or policy level. This article focuses on one set of efforts to create intentional system change at both the community and state levels. These changes were pursued by states and communities that received grants under the federally funded Healthy Transitions Initiative (HTI), with the aim of creating more effective services for emerging adults with serious mental health conditions. The article reviews the development of a measure to assess systems change efforts at the state and community levels and describes the findings that emerged when the measure was used to assess the change that occurred in the HTI sites over a period of approximately one and a half years.
Youth/Young Adult Voice in Agencies and Systems

• Y-VAL and Y-VOC further information from Youth MOVE National
• youthmovenational.org/yval
Best Data is Data You USE (U USE)

U - Useful

U - Unobjectionable

S - Sustainable

E - Efficient
Useful

Data that stakeholders care about
- Increases the chances that the data will be collected
  - Both staff and youth/young adult engagement in data collection

Example: Use focus groups with young people to find out what outcomes they value
Young people may be more willing to participate in evaluation activities when they see that data will be used to improve services.

National Evaluation of former Healthy Transitions (NITT) cohort

- Engagement video where peers explained that data was for program improvements

Deschutes County, Oregon Early Psychosis

- Feedback-informed treatment

https://www.youtube.com/watch?v=XS_HBydCyEQ&list=PLL1frPOsHGTumgpU0Z_eDNund-RoU1q2_&index=17
Useful

Stakeholders more likely to be engaged when they can see data being used

Common observation from Healthy Transitions sites

Thresholds (Illinois)

- Engage staff in focused quality improvement: Plan, Do, Study, Act
- Data to identify baseline, feedback over time

Deschutes County Early Psychosis

- Feedback-informed treatment

In 2013, Thresholds expanded its youth care continuum by introducing a multidisciplinary, community-based model blending child and adult evidence-based and evidence-informed practices for 18- to 25-year-olds with a variety of serious mental health conditions. This model, called Emerge, utilizes the Transition to Independence Process (TIP) Model as its foundation and is an adapted Assertive Community Treatment model (see Figure 1). Emerge is a program without walls, where almost all services are provided in the community — whatever is relevant for learning, growth, and achieving personal goals. All participants are seen at least twice a week by their primary staff member and an additional team member. Participants build their own individualized life goals and engage in individualized and group learning experiences (e.g., learning how to budget while grocery shopping or how to open a checking account with a first paycheck) with team members with a variety of disciplinary backgrounds. Therapists leverage practices from Cognitive Behavioral Therapy (CBT), along with creative arts and movement-based approaches. Emerge also hosts regular, tailored social and educational meetups and activities in the community to foster social skills, natural peer support, and belonging.

In 2016, Thresholds added a second Emerge team, and co-located a Coordinated Specialty Care (CSC)
Collect common data elements across sites/ programs
• Allows for greater learning, makes usefulness of data more obvious

Oregon’s early psychosis program
• Collects the same fidelity and outcome data from all sites/counties

Thresholds
• Collects similar data across MindStrong and Emerge
Evaluation participants are less likely to support data-gathering efforts and/or give accurate information if

- It feels shaming
- It feels like it could lead to “punishment”

Young people may feel this way when being questioned about alcohol/substance use, housing, education, suicidality

Staff may feel this way when their direct practice is being rated

- FIT; observations/recording

Staff and administrators may feel this way when organizational data is examined
Change the phrasing of items
- WI YES reworded alcohol/substance use items

Change method of data collection
- Peers, online, neutral third party

Genuine strengths approach
- Providers’ practice rated: FIT, AMP
- Organizational performance rated
Prioritize the constructs that stakeholders value AND that your work will impact the most

- Safe/stable housing, career development, wellbeing, quality of life, functioning in life domains

Use indicators that accurately get at those constructs and that are sensitive to change

- WI YES
Efficient

Use indicators that get at the constructs without disproportionate effort

- Single indicator/short scale versus longer assessments
- Periodic assessments or short-term projects
- Collect data at the time of or as part of service delivery
- Use caution about defaulting to the easiest informant
Individualized: Measure the outcomes that are the focus of services / supports for a particular young person

- Versus trying to capture all possible domains of change for everyone
- Variations and adaptations of goal assessment scaling
  - Common in Wraparound (O’YEAH)
  - Challenging to fit into health records
- Gather indicators that match participants’ goals
  - “among those who had a housing-related goal...”

Piloting Person Driven Outcomes

From March 2016 to October 2017, NCQA and seven organizations collaborated the person-driven outcome approach. Findings from this pilot suggest that patients, caregivers and providers found value in setting personalized measurable goals in care visits and that the person-driven outcome approach was feasible.

Sustainable

Use data that is being collected already anyway

- e.g., routine administrative data, program-specific data

Improve reports to make existing data more useful

- Develop new standardized report that look at youth/young adult age groups specifically
Different data collection strategies can enhance sustainability

- YouForward in MA and other sites are using REDCAP to gather data
- Use of phones and tablets to gather data (that does not have personal identifying information)
- Data gathering at same time or as part of service delivery (FIT, GAS)
- Sites working with AMP have practice fidelity data gathered as part of the video-based observation process
Evaluation Tenets of O-YEAH

A Program of Wraparound Milwaukee

Pnina Goldfarb, Ph.D.
We Believe:

• in... Maintaining scientific mindedness

• that... Core values and principles shape and drive a program ∴ providing the structural & process program elements designed in accordance with the values & principles that guide the program

• that...Maintaining high fidelity is crucial to sustaining the model

• that...Ongoing evaluation data in order to adjust delivery of service as necessary... results in good outcomes

• that...Good outcomes lead to cost savings

• that...Good outcomes & cost savings result in stakeholder satisfaction
Maintaining Scientific Mindedness

We know it’s important to:

• Know *Why* we are doing it (values and theory)

• Stay on top of *How* we are doing things (process/fidelity)

• Determine *What* is working (outcomes)

Remaining conscious of and testing our theory of change helps with focus and clarity of purpose and credibility (logic)
Scientific Mindedness Principle #1a - WHY: The Values We Believe In

Values & Principles

- Collaboration
- Cultural Humility
- Normalization
- Unconditional Care
- Strengths
- Community Based
- System Integration
- Needs Driven
- Domain Driven
- Refinancing
- Family Centered
- Person Centered
Values and Principles

**Theory of Change**

**O’YEAH**

**Get (Strategies)**
- Institute the practice model based on Wraparound core values
- Domain driven
- Use individualized futures plans
- Develop resource center
- Use of peer specialists
- Train Wraparound staff about transitional needs of youth
- Use of formal and informal services
- Use of targeted collaborative relationships
- Flexible funding

**Do (Results)**
- Engage and empower young adults
- Provide a continuity of service as young adults leave the children’s system of care
- Young adults actively involved in directing their futures
- Development of a peer support network
- Increase transitional skill development
- Empower young adults to actualize skills needed for independence
- Increase housing options
- Program sustainability
- Positive customer satisfaction

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**Scientific Mindedness Principle #1b – WHY: The Theory We Believe In**
Fidelity means being true to a process of the philosophy embraced by the program to realize certain outcomes (Wraparound)
Organization and Program Level Fidelity

• Use of Agency Performance Reports (APR’s) – monitored in 6th month intervals
  – Incentives
  – Disallowances
  – Public recognition of high performing agencies
  – Consideration when applying for a new contract with Wraparound (RFP process)
## Examples of Value-Based Indicators (Scored)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Threshold</th>
<th>Score Range</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Family Driven Value</strong></td>
<td>Ensuring young adults and families see their Transition Coordinators and that young adults and families feel heard and respected.</td>
<td></td>
<td>-10 to 30</td>
</tr>
<tr>
<td>% of Bi-Weekly Contacts</td>
<td>(call or face to face – at least one in the month needs to be face to face)</td>
<td>≥85%</td>
<td></td>
</tr>
<tr>
<td><strong>Collaboration and System Integration Values</strong></td>
<td>Ensuring that Team/POC meetings are held monthly to discuss the care each young adult and family is receiving.</td>
<td></td>
<td>-2 to 50</td>
</tr>
<tr>
<td>% Team Meetings Held Monthly</td>
<td></td>
<td>≥85%</td>
<td></td>
</tr>
<tr>
<td>% of Domain-based Plan Timeliness</td>
<td></td>
<td>≥85%</td>
<td></td>
</tr>
<tr>
<td><strong>Strength-Based and Needs Driven Value</strong></td>
<td>Promotes healing. The Wraparound process is facilitated in a way that builds on strengths and address underlying need.</td>
<td></td>
<td>0 to 12</td>
</tr>
<tr>
<td>Audit Compliance Score (Plan of Care Rubric Audit)</td>
<td></td>
<td>TBD</td>
<td></td>
</tr>
<tr>
<td><strong>Refinancing Value</strong></td>
<td>Investment in people and enhanced return on investment.</td>
<td></td>
<td>0 to 36</td>
</tr>
<tr>
<td>Average Expenditures Per Month</td>
<td></td>
<td>≥$1,500</td>
<td></td>
</tr>
<tr>
<td>Indicator</td>
<td>Standard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Enrollee Social/Recreational Activities</td>
<td>3 in 6 months</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Young Adults who Completed the Program</td>
<td>≥40%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evaluation Tool Submission</td>
<td>≥85%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submission of Passport Facilitator Reviews</td>
<td>1/mo. (6 total)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Staff Departures</td>
<td>≤10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Substantiated Complaints</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuing Education Training Hours Compliance</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Compliance with Consulting Psychologist/Psychiatrist Quarterly Reviews</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Organization and Program Level: Performance Dashboard Example

[Dashboard Diagram]

- **Performance Dashboard**
  - Agency: O-YEAH
  - May 2019

- **Family Driven Value**
  - % of Bi-Weekly Contact: % (March 87%)
  - % of Needs Driven Values: % (April 70%)

- **Reinforcing Value**
  - Average Expenditures:
    - Per Month: $5
    - March: $1,754

- **Collaboration & Systemization Values**
  - % of Informal Supports at Team Meetings: % (April 42%)
  - Progress Note Timelines: % (April 80%)
  - % Domain-based POC Documentation Timelines: % (April 83%)
  - % of Team Meetings Held Monthly: % (April 90%)
  - % of Domain-based Plan Timelines: % (April 100%)

- **Additional Information**
  - % Evaluation Tool Submission: % (March 42%)
  - % Legal and Temporary COP: %
  - % Compliance with Consulting Psychologists: % (April 66%)

Dataset as of 6/4/2019
**Measuring Outcomes at the Service Level**

- Satisfaction (Engagement and Planning Tool)*
- Needs Met (Review of Domains to Identify High Needs)
- Domain Appraisal Tool**
- Disenrollment Score, based on:
  1. Program Complete/ yes or no
  2. Youth Disenrollment Progress Report Score
  3. Needs Met per Final Futures Plan

Adapted from Walker, J.S. & Powers, L.E. (2007) Introduction to the Youth Self-efficacy Scale/Mental Health and the Youth Participation in Planning Scale

**Adapted from the National Outcome Measures (2009)
Engagement and Planning Tool

• **Purpose**
  – Measures young adult satisfaction by assessing personal feelings of engagement with the Transition Coordinator and the level of empowerment to direct their own plan for future growth and change

• **Implementation**
  – Use of Survey Monkey to assure anonymity
  – Completed 3 times/ year
  – Young adults encouraged to complete tool, but are not monitored

• **Usage**
  – Service level – able to track individual young adults and transition coordinators associated with them when necessary
  – Organization/Agency Level – use of aggregate data specifically for the Care Coordination agencies that are providing OYEAH programming
Needs Met

• Purpose
  – The tracking of needs across the 10 Domains of functioning and the level of need urgency identified by the young adult (from high to low personal need)

• Implementation
  – Needs identified during the development of the first Domain-based Plan of Care and evaluated and ranked using a ranking scale from 1 (need is not met) – 5 (need is met to young adult’s satisfaction)
  – Plan of Care reviewed monthly and progress toward need accomplishment reviewed and ranked
  – Initially needs must be identified in Mental Health and Transition to Adulthood Domains
  – No more than 2 to 3 needs identified to work on at any given time

• Usage
  – Service Level – tracking and reinforcing accomplishments for the young adult
Domain Appraisal Tool (DAT)

• Purpose
  – To assess and monitor everyday functional skills including personal feelings, socialization, employment, education, housing, drug usage and ongoing trauma

• Implementation
  – Completed within first 30 days, every subsequent 6 months and at disenrollment
  – Method of completion, independently or with assistance, is tracked. (Method may affect candidness)
  – Paper/pencil completion

• Usage
  – Service Level – monitor functional skills and use as gauge for addressing needs, new or previously identified
  – System Level – employment, education and housing of interest to community in aggregate form
Disenrollment Score

• Purpose
  – To provide closure to the young adult and his support network (e.g. family, other informal supports) and provide a path for next steps as the young adult moves on independently. Visually see progress made

• Implementation
  – Review of needs closed out (accomplished) at a disenrollment Plan of Care meeting and change in feelings from beginning of program to disenrollment
  – Score is based on a 100 point weighted scale

• Usage
  – Service Level- Review of personal accomplishments
  – Organization/Agency Level – provides feedback to Wraparound and Care Coordination agencies
  – System Level – Provides data for marketing
Scientific Mindfulness Principle #3 - WHAT: Is Working

Measuring Outcomes at the System Level

- Education
- Employment
- Tracking of Negative Symptoms  
  - Homelessness  
  - Lawbreaking Activity  
  - Drug Usage  
  - Hospitalization

- All data exists in Synthesis (IT system) that serves as the medical record for each young adult
- Unique Reports are generated from any and all data that this entered into Synthesis
- Information can be “mined” from the DAT, POC, SARS (expenditures), CIR (critical incident report) and progress notes
- Except for the DAT, no additional formal inquiry is required of the young adult
Best Kind of Data

Useful

• Fidelity data as assurances that Wraparround philosophy and OYEAH practice model is being implemented as conceptualized – Interest to Organization and Contracted Agencies
  – Tied to APR (Agency Performance Record)
  – Dashboards to all agencies across programs including OYEAH

• Assessing essential individual outcomes (program satisfaction, need accomplishments, functionality and independence (Service level – important to young adult)
  – Engagement and Planning Tool
  – Domain Appraisal Tool (DAT)
  – Disenrollment Progress Report Questionnaire

• Outcome data specifically related to big issues (hospitalization, corrections and homelessness) of interested to community stakeholders (System Level)
  – Data pulled from Synthesis
Best Kind of Data, Cont.

Unobjectionable

• Use of Survey Monkey to maintain anonymity related to Engagement and Planning
• Choice to complete the DAT privately and independent from Transition Coordinator
• Limit the number and frequency of assessment tools a youth is “required” to fill out
  – Use 3 tools
    o One every 6 months (DAT)
    o One 3 times a year (Engagement and Planning)
    o One at one end of program (Disenrollment Progress Questionnaire)
Best Kind of Data, Cont.

**Efficient**

- Except for two ongoing assessment instruments (Engagement and Planning and DAT), all other data is collected from SARS, Critical Incident or progress reports. *(Synthesis)*

- Disenrollment Score pulled mostly from data already in Synthesis

- The use of domains as a structure for young adults to prioritize the areas of work they want to do

- Domain needs are translated into goals with strategies and benchmarks on the plan of care. Young adults can see the connections between desires and growth and improvement, as well, can track their progress.
Sustainable

• The flexibility of Synthesis as a medical record and a repository of information allows for gathering data on all three levels; service, agency/organization and system level

• The integration of both Fidelity and outcome data into the APR establishes, from the onset, the expectations for contract agencies to comply with all indicators

• Collection of most young adult data is sustainable as the demand is not too great and data is directly inputted into Synthesis

• Engagement and Planning Tool uses Survey Monkey as a platform. This is less automatic because it requires an outside person to provide the link 3 times/year, thereby rendering the system more challenging. New technology at some point should help maintain anonymity within a system that is more automatic.
We know it’s important to stay on top of what we are doing and why we are doing it ---remaining conscious of and testing our theory of change (of how we are doing it) helps with focus and clarity of purpose.
Submit your questions now

Submit your questions later

CMHleval@westat.com
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Thursday, July 25, 2019 from 1:30-3:00 pm ET

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