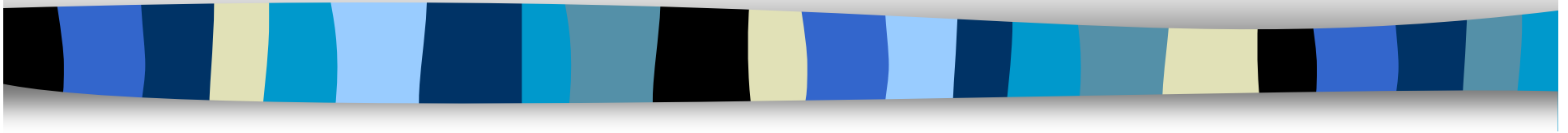


2005 Oregon Youth Services Survey for Families: Baseline Results for the Evaluation of the Children's System Change Initiative



Presented by
OMPRO &
DHS Office of Mental Health and Addiction
Services



Children's System Change Background

- Change was demanded by families and advocates for the children's mental health system
- System was fragmented, confusing, and not based on the needs of the children and families it served
- Focus of the change was to keep children in their communities and more appropriately utilizing services



Children's System Change Background- cont'd

- Intense planning process brought about many changes:
 - Consolidation of funding under mental health managed care
 - Level of care reviews for placement of children into intensive services
 - Child and Family Teams to plan and monitor children progress at the local level—Family Driven Care
 - Consistent set of outcomes for local and state level monitoring
 - Increase System Coordination

Most of the funding and contractual changes to initiate the change took place on October 1, 2005



Children's System Change Background: Outcomes

- Process Measures
- Level of Need Determination Outcomes
- Integrated Services Array Outcomes
- Family Perception of Outcomes



Baseline Survey: The Beginning

- MHSIP: Youth Services Survey for Families
- Partnership with OMPRO
- Why?



Baseline Survey: The Youth Service Survey for Families

- Developed through the Mental Health Statistics Improvement Programs
- 21 Item Survey
- Five Performance Domains
 - Access to Services
 - Family Involvement
 - Staff Sensitivity to Cultural Background
 - Appropriateness of Services Received
 - Treatment Outcomes



Baseline Survey: The Youth Service Survey for Families

- **OMHAS Customization**
 - Added items related to living situation
 - Coordination of Care with other state agencies
 - Incorporated identifiers to tie results to administrative data



Baseline Survey: Methodology

- Survey was mailed to all parents or guardians of children who had received services between July 2004 and December 2004
- 13,362 Surveys
- Three categories of service:
 - Psychiatric Residential Services (414)
 - Psychiatric Day Treatment Services (375)
 - Outpatient Services (10,991)

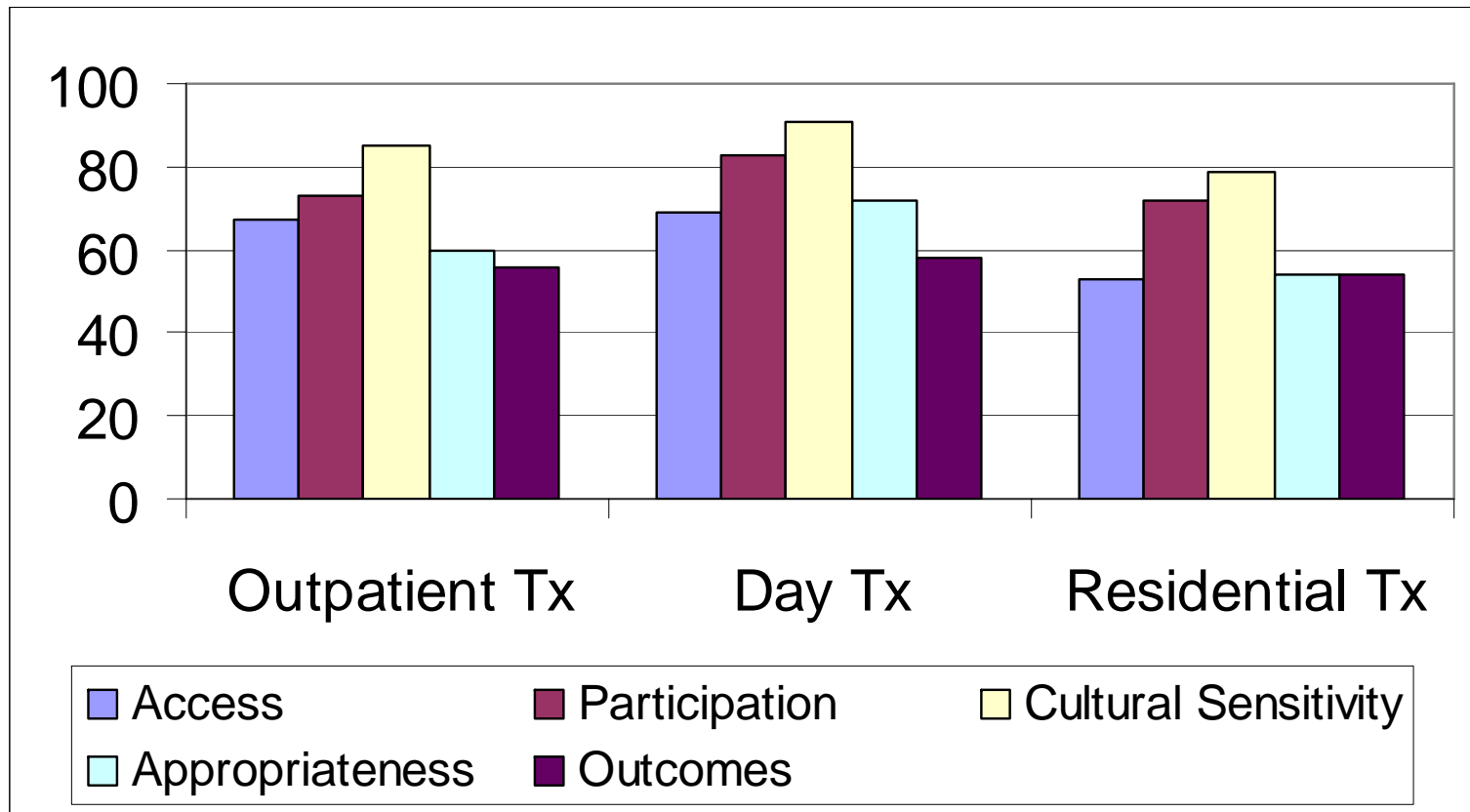


Baseline Survey: Results

- Response Rates were very good:
 - For Residential Services: 24%
 - For Day Treatment Services: 31%
 - For Outpatient Services: 29%

The difference between responders and non-responders was negligible in terms of demographics.

Baseline Survey: Results





Baseline Survey: Results

- Among the Managed Care Plans there was some variation among Performance Domains
- Gender differences were found for Tx Participation (boys), Appropriateness (girls), and Outcomes (girls)
- Younger age groups scored higher across all performance domains
- Urban vs. Rural scores were the same with the exception of Outcomes (urban)



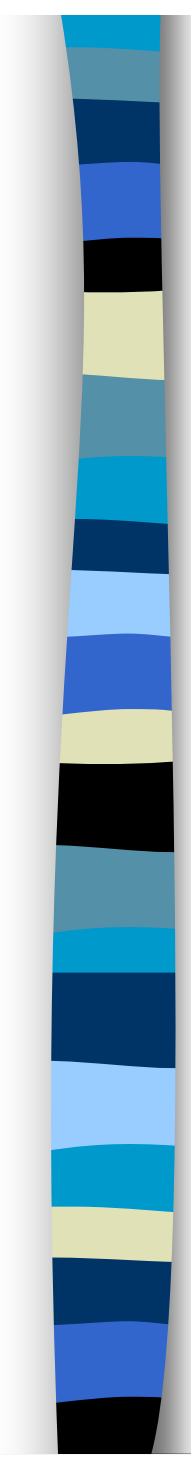
Baseline Survey: Results

- Also examined coordination among the following agencies:
 - Child Welfare
 - OYA
 - Juvenile Justice
 - Education
 - Developmental Disabilities
 - Substance Abuse Tx



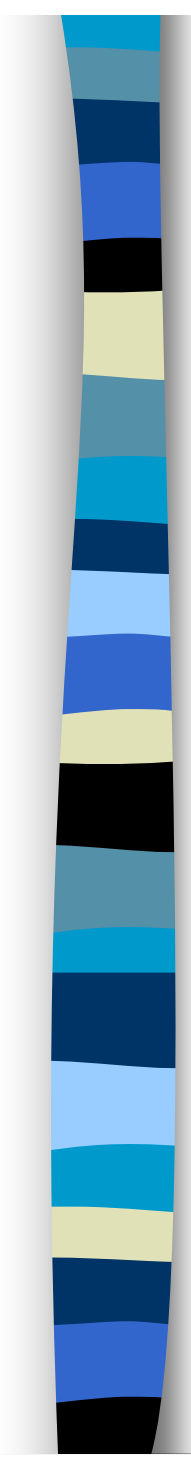
Baseline Survey: Results

- Results indicated that 81% of the children were receiving services from one of the other agencies
- 15% of the children were receiving services from all 6 other agencies
- Satisfaction with coordination was highest with Child Welfare (61%)
- Satisfaction with coordination was lowest with OYA (46%)
- Early follow-up analysis indicates that satisfaction with coordination is highly related to performance domain scores



Baseline Survey: Conclusion

- Baseline data for Psychiatric Residential and Day Treatment Services
- Four year trend for Outpatient indicates room for improvement
- Identify programs that are performing well and disseminate information about successful programs
- Increase Evidence-Based Practices
- Work with managed care to improve outcomes and appropriateness of services



Baseline Survey: Conclusion

- Promote family involvement at all levels of the system
- Identify opportunities to work with child serving agencies on collaboration and coordination
- Focus the delivery of care coordination for children involved in multiple child serving agencies
- Develop a statewide performance improvement project that focuses efforts on family driven care and care coordination



Questions

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