

# IMPACT SYSTEM OF CARE INITIATIVE

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## KEY OUTCOME INDICATORS AND MEASURES

*Approved by the Stakeholder Group 1-9-08*

### ***Outcome 1: Maximized functioning of children with SED and their families***

Indicator:

#### **1. Level of overall functioning; behavioral and emotional problems reduced/strengths improved**

Measures:

- Youth Services Survey for Families (YSS-F), national evaluation instrument administered to caregivers, question #16, measured on a 5-point Likert scale [As a result of the services my child and/or family received, my child is better at handling daily life.]
- Youth Services Survey (YSS), national evaluation instrument administered to youth, question #16, measured on a 5-point Likert scale [As a result of the services I received, I am better at handling daily life.]
- Child and Adolescent Functional Assessment Scale (CAFAS) scores recorded by CMH at intake and at intervals after receiving Impact system of Care services (intervals to be determined)

Indicator:

#### **2. School attendance**

Measures:

- Education Questionnaire (EQ-R), national evaluation instrument administered to caregivers, question #3, [When school was in session, did (child's name) miss school for any reason in the past 6 months? This includes excused as well as unexcused absences.]
- EQ-R, national evaluation instrument administered to caregivers, question #3a, [How often was he/she usually absent in the past 6 months? This includes excused as well as unexcused absences.]

Note:

When this data is reported, a caveat may be needed due to the potential for out-of-home placements to affect the responses of caregivers to these questions.

Indicator:

### **3. Family function**

Measures:

- YSS-F, national evaluation instrument administered to caregivers, question #21, measured on a 5-point Likert scale [As a result of the services my child and/or family received, I am satisfied with our family life right now.]
- YSS, national evaluation instrument administered to youth, question #21, measured on a 5-point Likert scale [As a result of the services I received, I am satisfied with my family life right now.]

### ***Outcome 2: Reduced need for out-of-home placements***

Indicator:

#### **1. Length of stay in out-of-home placement for residential and foster care placements, broken out for DHS and court referrals**

Measure:

- Local evaluation data on average number of days in out-of-home placement for children and youth receiving system of care services (definition of out-of-home placement to be determined by Sustainability Work Group)

Indicator:

#### **2. Recidivism rates for those with juvenile offenses**

Measure:

- Proportion of children/youth who have a new delinquency petition on file with the family court since receiving Impact system of care services

Indicator:

#### **3. Substantiated complaints to child protective services**

Measure:

- Proportion of families who have a substantiated complaint on file with children's protective services since receiving Impact system of care services

### ***Outcome 3: Efficient use of resources***

Discussion of potential indicators (below) deferred to the Sustainability Work Group:

- 1. Proportion of funding for home and community-based services increases (measure to be identified)**
- 2. Cost of residential placement is decreased (measure to be identified)**

***Outcome 4: Increased participation of families and youth in the development of the system***

Indicator:

**1. Extent of family and youth participation in the development of the system of care compared to the extent of participation prior to the development of Impact**

Measures:

- Description of the partnership between ACMH and CMH and the mechanisms for family and youth participation that existed before Impact
- Description of the mechanisms for family and youth participation and the level of family and youth participation (e.g., number of family and youth on the Family Council and Speak Your Mind) drawn from work group progress reports

Notes:

Indicators are needed that address the full continuum of family involvement. The Evaluation Team recommends refining measures for this outcome as necessary as Impact work plans are implemented.

Evaluation Team members report that agency staff discussions have reflected a paradigm shift to a truly family-driven approach to services. This shift needs to be captured in the evaluation.

***Outcome 5: A unified, family driven, youth guided, and culturally and linguistically competent system of care for children with SED and their families***

Indicator:

**1. Caregiver satisfaction with involvement in planning services**

Measure:

- YSS-F, national evaluation instrument administered to caregivers, question #2, measured on a 5-point Likert scale [I helped to choose my child's services.]

Indicator:

**2. Youth satisfaction with involvement in planning services**

Measure:

- YSS, national evaluation instrument administered to youth, question #2, measured on a 5-point Likert scale [I helped to choose my services.]

Indicator:

### **3. Family and youth satisfaction with services**

Measures:

- YSS-F, national evaluation instrument administered to caregivers, question #1, measured on a 5-point Likert scale [Overall, I am satisfied with the services my child received.]
- YSS, national evaluation instrument administered to youth, question #1, measured on a 5-point Likert scale [Overall, I am satisfied with the services I received.]
- YSS-F, national evaluation instrument administered to caregivers, question #10 and #11, measured on a 5-point Likert scale [My family got the help we wanted for my child.; My family got as much help as we needed for my child.]
- YSS, national evaluation instrument administered to youth, question #10 and #11, measured on a 5-point Likert scale [I got the help I wanted.; I got as much help as I needed.]

Indicator:

### **4. Reported satisfaction with their providers' respect for their family's beliefs and understanding of their family's traditions**

Measures:

- YSS-F, national evaluation instrument administered to caregivers, question #12, measured on a 5-point Likert scale [Staff treated me with respect.]
- YSS, national evaluation instrument administered to youth, question #12, measured on a 5-point Likert scale [Staff treated me with respect.]

Notes:

The key indicators and measures for this outcome are complicated by the potential conflict between what a family requests and what is considered clinically appropriate. Data will be analyzed to determine any significant differences in levels of satisfaction by race/ethnicity.

Indicator:

### **5. Cross-agency collaborative activities and shared funding strategies**

Measure:

- Description of cross-agency collaborative activities and shared funding strategies drawn from work group progress reports

### ***Outcome 6: Increased community knowledge of the system of care and decreased stigma***

Discussion of potential indicators deferred to the Communications Work Group.