

# IMPACT SYSTEM OF CARE INITIATIVE

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## KEY OUTCOME INDICATORS AND MEASURES

### ***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.

*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.]

*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 (measure under development)

*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 DHS Children's 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**

*Indicator 1: Proportion of funding for home and community-based services increases (measure under development)*

*Indicator 2: Cost of residential placement is decreased (measure under development)*

## **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

***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.]

*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***

*Indicator 1: Attitudinal and behavioral changes made by priority audience #1: Judiciary, Family Division of Circuit Court administration, Department of Human Services administration, and Community Mental Health administration*

**Measure:**

- Annual interviews with representatives of Judiciary, Family Division of Circuit Court administration, Department of Human Services administration, and Community Mental Health administration to identify their views

*Indicator 2: Decisions made by priority audience #2: Ingham County Board of Commissioners*

**Measures:**

- Annual review the content of recommendations related to the Impact system of care that are made by board committees and the decisions made by the board.
- Annual review of the progress made on the activities in the Sustainability Work Group work plan that require support from the Board of Commissioners.

*Indicator 3: Degree to which families, agency partners, and community-based organizations speak in a unified voice about the Impact system of care*

**Measure:**

- Discussion groups with families, agency partners, and community-based organizations