

Orange County Health Care Agency Behavioral Health Services Prevention and Intervention Programs FY 13/14 Outcomes April 2015



1

Overview

- Brief Overview of Structure of PEI Plan
- Overview of Evaluation Plans
- FY 13/14 Participant Demographic Information
- Description of 3 Outcome Measures used across several programs:
 - WHO-5
 - Protective Factors Survey
 - PHQ-9
- FY 13/14 Participant Satisfaction Survey Data
- FY 13/14 Successes and Challenges

Service Areas

- The 3 Service Areas Include:
 1. Community Focused Services
 2. School Focused Services
 3. System Enhancement
- These service areas contain 28 prevention & early intervention programs

Community Focused Services

- Stress Free Families
- OC CREW
- OCPPW
- Early Intervention Services for Older Adults
- Youth As Parents
- Behavioral Health Counseling Program
- Crisis Prevention Hotline
- Survivor's Support Services
- Parent Education & Support Services
- Family Support Services
- Children's Support and Parenting Program (CSPP)
- Stop the Cycle
- Outreach & Engagement Services
- WarmLine
- Professional Assessors

School Focused Services

- School Based Mental Health Services
- School Based Behavioral Health Intervention and Support-Early Intervention Services
- School Readiness/Connect the Tots
- College Veterans Services (The Drop Zone)
- School Based Behavioral Health Intervention and Support
- Violence Prevention Education
- Transitions
- K-12 Coping Skills to Manage Stress

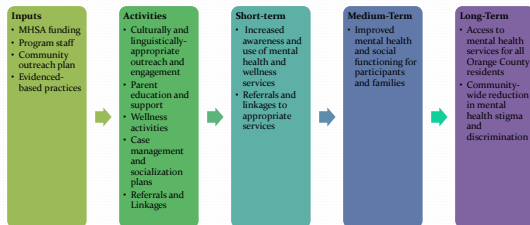
System Enhancements

- Information & Referral
- Training, Assessment & Coordination
- Training on Physical Fitness & Nutrition Services
- Stigma Reduction/Elimination
- Statewide Projects

Evaluation Plans

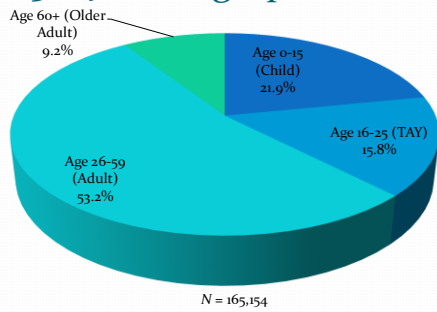
- Based on Logic Model
 - Systematic and visual way to represent program resources, planned activities, and expected outcomes
 - Identifies problems, develops strategy to solve the problem, identifies desired results
- Includes one to four outcome measures specific to program goals
- Includes participant satisfaction survey with program

Logic Model Example – Stress Free Families

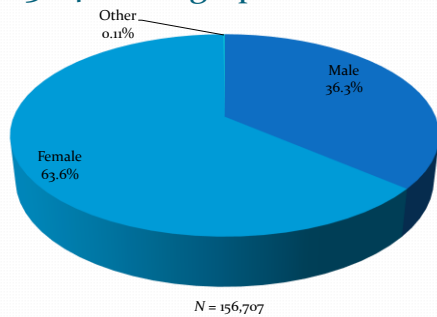


Participant Demographics

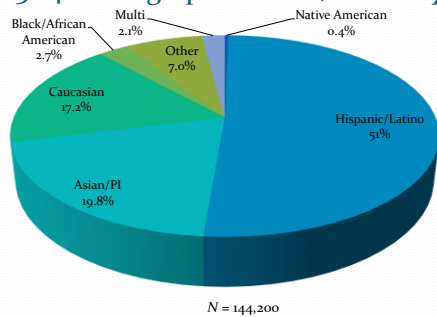
FY13-14 Demographics - AGE



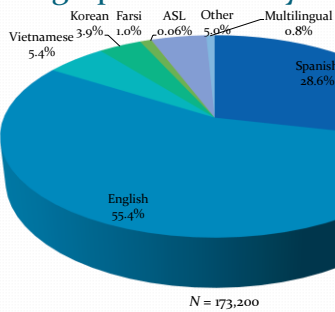
FY13-14 Demographics - Gender



FY13-14 Demographics-Race/Ethnicity



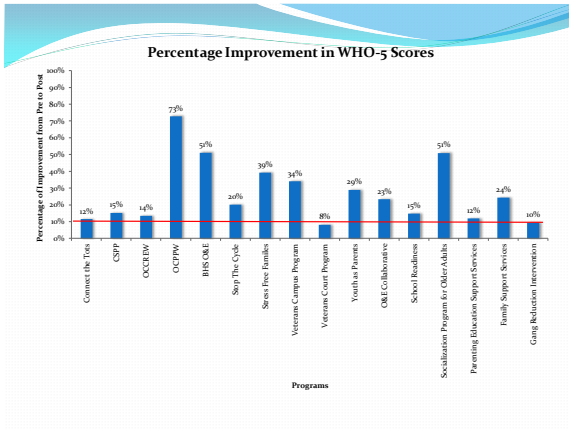
Demographics-Primary Language



Outcome Measures

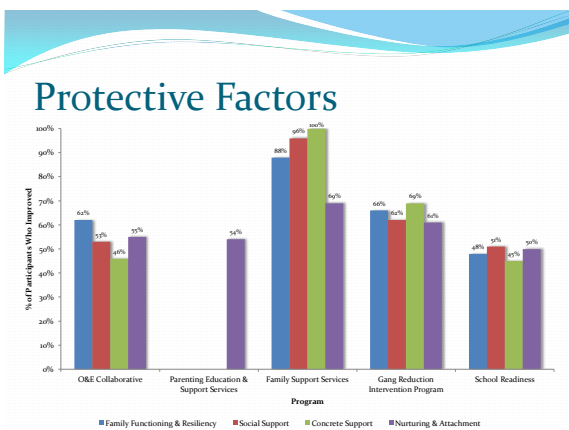
WHO-5 Snapshot

- 5-Item scale that assesses well-being
 - "I have felt cheerful and in good spirits"
 - "I have felt calm and relaxed"
 - "I have felt active and vigorous"
 - I woke up feeling fresh and rested"
 - "My daily life has been filled with things that interest me"
- 10% increase indicates significant change in well-being
- Administered at program intake & exit

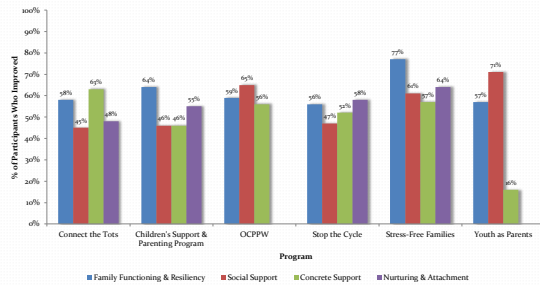


Protective Factors Survey

- 20-item assessment of areas of family protective factors with 4 subscales:
 - Family Functioning/Resiliency
 - Social Support
 - Concrete Support
 - Nurturing & Attachment
- Programs measure relevant domains
- Administered at program intake & exit



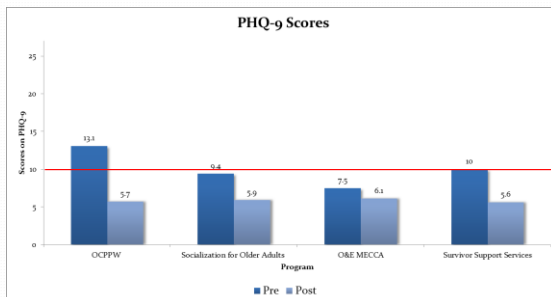
Protective Factors



PHQ-9

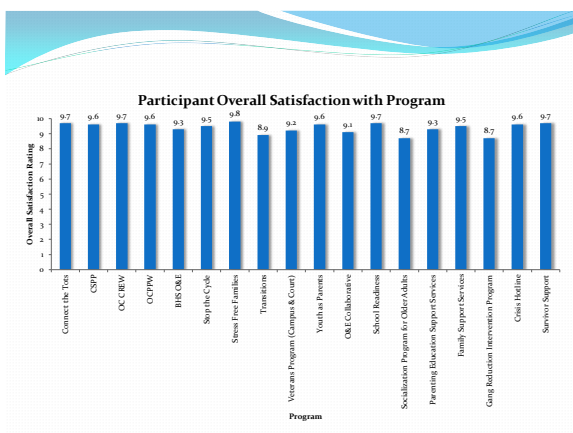
- The Patient Health Questionnaire is a 9-item measure that assesses the severity of depressive and suicidal symptoms
- Possible scores range from 0 to 27, with a score greater than 10 indicating clinically significant symptoms of depression
 - 1-4: minimal depression
 - 5-9: mild depression
 - 10-14: moderate depression
 - 15-19: moderately severe depression
 - 20-27: severe depression

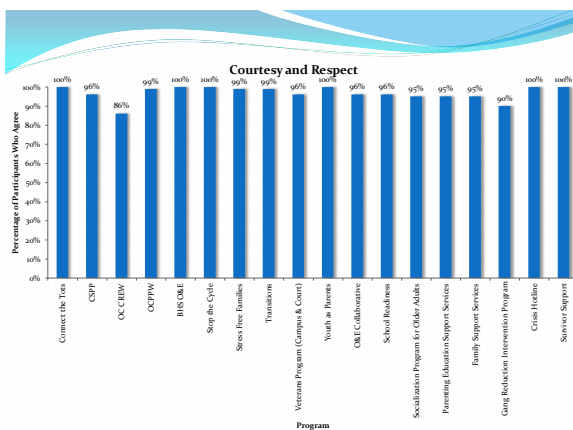
PHQ-9 Scores



Participant Satisfaction with Program Services & Staff

- Assesses:
 - Overall satisfaction with the program
 - Courtesy and respect provided by staff
 - Accessibility of the programs with regards to language
 - Open-ended comments and suggestions







- 80% of the programs (in existence in FY 12/13) increased the number served on average 37% from previous FY
- The Stop the Cycle Program doubled the number served from previous FY from 196 to 450 enrolled family members
- OCPPW added a new outcomes measure, the GAD-7, which demonstrated reduced anxiety for 85% of participants with an average improvement of 42%

FY 13/14 Successes Continued

- The WarmLine increased calls 50% from previous FY (16,352 to 24,605 calls)
- Family Support Services identified 45 new locations in the community to provide services increasing family members served by 36% from previous FY
- Crisis Prevention Hotline conducted 48 staff initiated rescues
- UCI's Early Intervention Services improved literacy by 16.5% in children and decreased behavior-related in stressors by 49% in parents.

FY 13/14 Challenges

- Staff shortages caused by delays in recruitment
- The variety of programs with the large number of metrics makes data reporting more complicated and time-consuming
- Evidence-based practices (EBP's) and outcomes measurement tools may not be translated or tested with certain communities
- EBP's and outcomes measurement tools may be proprietary and expensive to purchase.

FY 13/14 Challenges Continued

- Approving MOU's and agreements take time and can result in delays impacting number served
- Data can be skewed because participants may be more honest in surveys at time of post-test after trust has been established and awareness has increased.
- Data collection for some outcomes is limited when consents are not signed, such as confirming linkages to services
- Reluctance of school management to take on additional responsibilities due to Common Core requirements making coordination of school-based programs difficult

Next Steps

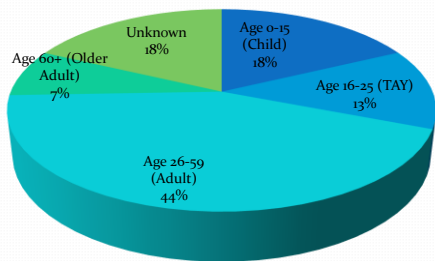
- All Program Evaluation Plans in process of being reviewed and updated for new FY.
- Gaps in data collection identified for upcoming PEI Regulations to prepare for July 2016 implementation.

Questions?

Thank You!

Extra Slides

FY13-14 Demographics - Age



FY13-14 Demographics - Gender

