Researchers, Evaluators and Practitioners: Using Data to Develop and Strengthen Systems of Care

Evaluation Perspective

March 8, 2010
1:00–2:30 PM
Brigitte Manteuffel, Ph.D.
Principal Investigator, National Evaluation
ICF Macro

Overview

- Evaluator
  > Brigitte Manteuffel
- Researchers
  > Eric Bruns, Michael Pullman
- Administrators
  > Knutte Rotto, Vicki Effland
- Discussant
  > Robert Friedman
- Questions and Discussion

Brief History

Children’s Mental Health Services

1983
USF RTC
- Child and Adolescent Service System Program (CASSP)

1986
- State Comprehensive Mental Health Services Plan Act

1989
- RWJ Mental Health Services Program for Youth (MHSPY)

1992
- Comprehensive Community Mental Health Services for Children and Their Families Program (CMHI)

1993
- Urban Mental Health Initiative (Annie E. Casey)

1999
- Revision of CMHI legislation

Brief History

Other Systems of Care

- Other arenas using system of care approach (examples)
  > Child welfare
  > Disabilities
  > Jail diversion
  > Veteran’s Administration
- Community collaboratives

National Evaluation

- Required by authorizing legislation
- Multiple levels
  > Child/youth and family characteristics
  > Child/youth and family functional and clinical outcomes
  > Systems development
  > Services and costs
  > Service experience
  > Program sustainability
- Local evaluation
  > Information of local interest and value

Comprehensive Community Mental Health Services for Children and Families Program

- 164 grants and cooperative agreements funded through 2009
  > 50 States, 2 Territories (Guam, Puerto Rico), 18 Tribal grantees, Washington, DC
- 1993 funding of $4.9 million increased to $121.7 million in 2010 (Total ~ $1.5 billion)
- National evaluation conducted with all grantees funded since 1993
  > Assesses programs at multiple levels
  > Data on over 98,000 children/youth
What Have We Learned About Evaluation and Data Use?

**Assessment and Evaluation Purposes**
- Performance measurement
- Process and outcomes
  - Program implemented as planned, desired outcomes achieved
- Program improvement/CQI
  - Identify changes needed, refine program, align actual practice with desired practice
- Budget and cost analysis
- Sustainability
  - Maintain and increase funding

**Complexity of Cross-Site Evaluation**
- Differences among:
  - Grantees
  - Sociocultural/economic contexts
  - Communities and service systems
  - Providers
  - Services and treatments
  - Children/youth/caregivers/families
    - Age range from 0-22, diversity
    - Broad array of child/youth diagnoses and problems, family circumstances
    - Differences in services/experiences

**Multiple Levels of Interacting Change**

- **Six Years of Development**
- **144 Communities**
- **8+ System of Care Principles**
- **Federal Level Program Changes**

**Progress Achieved**
- New knowledge
- Program improvement
- Participatory/empowerment evaluation
  - Stakeholder, evaluator–family member, evaluator–project director collaboration
- Focus on CQI and sustainability
- Local mining of data systems
- Local evaluation capacity building
- Data and social marketing
- Data management infrastructure
- Publications and presentations
Evaluation Approach
Traditional to Participatory Evaluation

Traditional
Unidirectional Information Flow

Participatory
Collaborative Feedback

Evaluator
Program Participants
Program Staff
Evaluator
Program Administrator
Program Staff
Participants
Program Administrator

To Improve Data Use
- Build local evaluation capacity
- Build practice of information use
- Enhance collaboration between project directors, families, social marketers, youth, and evaluators
- Participatory process
- Technical assistance
- Data use infrastructure

Advances in Evaluation Capacity
- Local institutionalization of evaluation post-funding
- Monitoring and evaluation expansion through Statewide efforts
- Development or expansion of data systems
- Post-funding resources to support evaluator
- Recognition of value of program evaluation for sustainability

Partnerships and Data Needs
- Communities, States, Tribal Organizations
  - Local outcomes, CQI, sustainability
- Technical assistance
  - Align TA with TA needs, improve TA
- Universities, Organizations, and Guilds
  - Improve understanding of mental health and services
- Federal program
  - Understand progress, government reporting, accomplishments, new directions, justification of funding

Data Use

Federal
- Administration
- Monitoring (GPRA, PART)
- Reporting (Reports to Congress, ad hoc information needs)
- Program improvement (GFA changes)
- Federal site visit preparation
- Recognition (Ash Institute 2009 Top 50 Innovations in Government)
- Sustainability (continued funding)
- Social Marketing (CMH, systems of care, mental health awareness)
- Dissemination (monographs, short reports and briefs)

National Evaluation
- Site Reports
- System level, data, CQI, data quality, services and costs, sustainability
- Reports for SAMHSA
- Congressional reports
- GPRA
- Ad hoc information needs
- Short reports and monthly briefs
- Journal articles, book chapters
Data Use

Technical Assistance
- Alignment of program progress with theory of change and logic model
- Data-informed decision making
- Data-informed technical assistance
- Evaluation and data quality improvement
- Social marketing planning
- Developing new trainings
- Engaging technical experts

Local
- Assess progress made on plans set out in theory of change
- Continuous Quality Improvement
- Assess Outputs and Outcomes
- Secondary analysis of MIS data
- Tracking costs, cost-benefit studies
- Local comparisons, comparative effectiveness studies
- Sustainability
- Social marketing

National-Level Research on Systems of Care

- NIMH–SAMHSA Program Announcement
  - Research projects in communities (qualitative, quantitative)
  - Secondary analysis of data
- Researcher secondary data analysis
- University research projects on specific topics

Challenges

- Clarify definitions of programmatic success
- Refine understanding of factors and relationships of factors relevant to program outcomes
- Turn knowledge into practice

Future Directions

What lies ahead?

- State roles in sustainability
- Continuing to improve knowledge of relationships between system change, individual and family characteristics, services and treatments, and outcomes

Questions?

Contact Information

BManteuffel@macrointernational.com