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

Evaluation Perspective

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1:00–2:30 PM

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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	▪ **Child and Adolescent Service System Program (CASSP)**
USF RTC	
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**

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

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

National Evaluation Partners

- **ICF Macro**
- **Walter R. McDonald and Associates, Inc.**
- **Kaufmann and Associates, Inc.**
- **National Federation of Families for Children's Mental Health**
- **University of South Florida**
- **Funded communities**
- **Local family organizations**
- **University researchers**
- **Other organizations, as needed**

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**
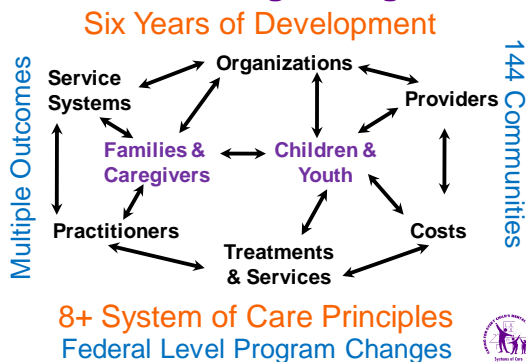 - ▶ Maintain and increase funding

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

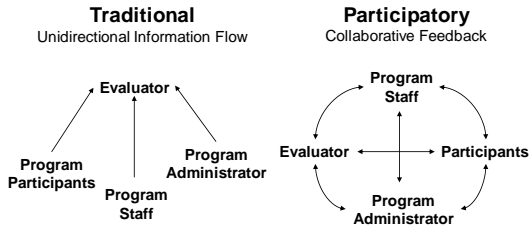## Multiple Levels of Interacting Change

Six Years of Development

Multiple Outcomes

Service Systems — Organizations — Providers

Families & Caregivers ↔ Children & Youth

Practitioners — Treatments & Services — Costs

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

Improving and Refining Evaluation

- **Sample size**
- **Data sources**
  - ► Administrative records, caregiver
- **Instruments**
- **Data collection waves**
- **Special studies**
- **Reporting**
- **Approaches to analysis**

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	National Evaluation
• Administration	• Site Reports
• Monitoring (GPRA, PART)	• System level, data, CQI, data quality, services and costs, sustainability
• Reporting (Reports to Congress, ad hoc information needs)	
• Program improvement (GFA changes)	• Reports for SAMHSA
• Federal site visit preparation	• Congressional reports
• Recognition (Ash Institute 2009 Top 50 Innovations in Government)	• GPRA
• Sustainability (continued funding)	• Ad hoc information needs
• Social Marketing (CMHI, systems of care, mental health awareness)	• Short reports and monthly briefs
• Dissemination (monographs, short reports and briefs)	• Journal articles, book chapters

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Data Use

Technical Assistance	Local
• 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	• 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

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