WV Children’s In-Home and Community-Based Services Improvement Project Evaluation
Baseline Update

WV Kids Thrive Collaborative
August 9, 2022
Agenda:

- Evaluation Framework
- Highlights from provider and community data collection
- Highlights from youth and caregiver data collection
- Ongoing Work
Evaluation Framework
Evaluation Framework

Assessment Levels

1. Youth/Family
2. Provider/Community
3. System

Complex Issue = Robust Mixed-Methods Approach

- Qualitative & quantitative data collection at each level
Evaluation Roadmap
Evaluation Data Sources (baseline)

Data Collection
- Quantitative
  - Res. Youth Survey n=115
  - Res. Caregiver Survey n=104
  - Case Series n=19
- Qualitative
  - Res. Caregiver Interviews n=12
  - Provider Focus Groups n=24
  - Organization Interviews n=14

Data Sources
- Provider/Community Level
  - Provider Survey n=1,351
  - Organization/Facility Survey n=86
  - Organization Interviews n=14

- Child/Family Level
  - Res. Caregiver Survey n=104
  - Res. Caregiver Interviews n=12
  - Provider Focus Groups n=24

- System Level
  - National Syndromic Surveillance Database
  - Child Serving System Focus Groups n=12
Highlights
(System and Provider/Community Level)
Positive Perception in the Community

- Several providers have acknowledged a shift in the prioritization of service delivery from residential to community-based treatment.
- The majority of health providers and professionals supporting children’s mental health continuum of care believe all services being implemented are beneficial.
- There is a clear preference among all evaluation participants for community-based services over residential treatment.
Implementation Efforts Aligned w/ Needs

- Respondents want more of the services currently being expanded.
- Respondents report that the services being implemented do help to keep children in the home and community.
- Trainings being offered are working and helpful.
West Virginia’s Children’s Mental Health Staffing Crisis

- Staffing shortages affect the quality and the quantity of services available.
- Providers reported difficulties with youth receiving individual therapy and counseling due to long wait times and lack of providers.
- There is a need for more staff to do assessments.
- 75% of survey respondents said that there were mental or behavioral health positions with particular capabilities, skillsets, or credentials that were hard to retain or fill.
There are Solutions to WV’s Children’s Mental Health Staffing Crisis

- Bring wages in line with those of neighboring state salaries.
- Simplify the state licensing process; reported as confusing & lengthy.
- Consider allowing for “years of experience” to qualify for licensure, instead of only formal educational attainment.
More Educational Initiatives Could Impact Service Implementation

- Focus education and awareness activities on least known services: ACT & CSED.
- Target law enforcement officers for training on Mobile Crisis Response engagement.
- Implement more provider education and training programs for all services, prioritizing regions most in need.
Address Service Gaps

- More intensive outpatient treatment is needed for children and youth to stay in their homes while receiving a high-level of care and support.
  - Feedback from providers indicated that mental health issues faced by youth are often "too severe" or "not severe enough" for the types of community-based services available in WV.

- Stepdown options for youth discharged from RMHTFs are needed.
Highlights
(Youth and Caregiver Level - Residential)
Demand for Services

- Caregivers and youth think that services are making a difference.
- Community-based services are valued, although there is a need for more of them.
- Areas of opportunity exist to expand awareness and use.
Accessing Services

- Access to services is a challenge: for 46% of caregivers who said that they had challenges starting services, it was due to lack of services in their area.

- Nearly half of the caregivers surveyed reported that their understanding of how to access services improved over the last 12 months.

- Caregivers reported during interviews that there are significantly longer wait times for in-state residential treatment than for out-of-state placement.

- Caregivers and youth seemed aware of service and staffing shortages.
Accessing Care Through Emergency Services

In response to youth needs, over the last 12 months:

- Caregivers:
  - 40% Called the police for help with a mental or behavioral health emergency
  - 38% Called social services or another support system
  - 20% Visited the emergency room

- Youth:
  - 10% Called the police for help with a mental or behavioral health emergency
  - 37% Called social services or another support system
  - 28% Visited the emergency room
Awareness of Services

- Caregivers and youth have varying levels of awareness of community-based mental health services.
- Awareness of community-based services was low.
- Mental health system terminology does not always resonate with caregivers and youth.
Experiences Participating in Treatment

- Caregiver engagement is impacted by their experiences navigating the system, which they report as being too complicated.
- Caregivers want to be engaged and involved in treatment and discharge planning.
- Better communication and information sharing is desired.
- Distance from the family home to the service affected participation in treatment.
Experiences with Providers and Staff

- Investments in cultural competence training are reflected in high levels of engagement and respect.
- Caregivers had mixed experiences whether the people helping their youth stuck by them no matter what.
- They also expressed mixed experiences regarding the care team informing them of care plan changes.
Youth and Family Wellbeing

- Social supports are an important component of caregiver and family wellbeing.

- Findings suggest several bright spots of service participation, including more youth going to school and an increase in youth medication administration.
Ongoing Work
Future Data Collection

Phase 3
(Aug 2022 – July 2023)

- Provider Survey
- Organization & Facility Survey
- Residential Surveys
  - Youth and Caregivers
- At-Risk Surveys
  - Youth and Caregivers
- At-risk Caregiver Interviews
- Case Series
  - Residential and At-risk
- Syndromic Data
Thank you

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