



The Rest of the Story: Post-Discharge Data Collection

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Introductions

- Penny Hanks
- Nikki Quandt
- Shannon Stokes
- Sarah Tunning

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One Hope United

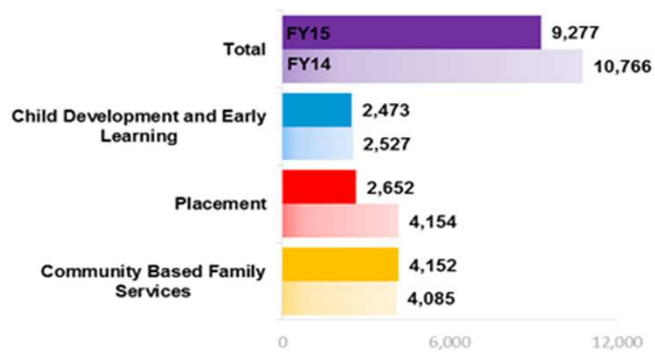
- Our Mission: Protecting children, strengthening families
- Over 150 years of service



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Outcomes Vs Post-Discharge

- Outcomes
 - Measure change from entrance to close using standard tools
 - Focused on safety, permanency, and well-being
 - Every program at OHU
- Post-Discharge
 - Measure change from entrance to close to several months after services end
 - A few state programs

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Learning Objectives

- Understand the importance of post discharge data collection
- Discuss how post discharge data collection can be used to improve services
- Discuss how collaboration between CQIR and operations strengthens the CQIR process.

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Benefits of Post-Discharge

- Better understanding of the impact of services on children, youth and families
- Uses in fund development and support of programs.
- Stronger evidence for program funding
- Meet contractual requirements

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Improving Services

- Use data to determine if services meet the needs of clients
- Allows staff to see the progress of the family and provide additional intervention if necessary.

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Importance of Collaboration

- Different perspectives of why data is useful
- Shared commitment to the approach
- Different areas of expertise
- Support and guidance

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Discussion

What priorities would you have for developing a post-charge data collection system?

What are important considerations to your agency when developing a system?

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Our Priorities

- User friendly for staff
- Useful / Meaningful
- Frequent reporting
- Contract compliance
- Easy to replicate
- Relatively low cost

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Partnering for Success

- How it all came together

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Potential Barriers

- Finding clients
- Obtaining consent for participation
- Accessibility of tool

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Setting up A System

- Meetings / Email
- Follow up
- It can be that simple
- Don't over complicate
- Just start somewhere

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The Tools

- Questionnaire
- Consent form
- Way to store answers

Questions

- Demographics
- Contractual requirements
- Long term plan



Consent Form



INFORMED CONSENT TO PARTICIPATE POST-SERVICE FOLLOW-UP CONTACT

One Hope United is interested in staying in touch with families after they leave OHU programs so that we can gather information on how useful, helpful, and effective the services were.

Why is the follow-up contact being done?

We want to know if families continue to do well after they have finished receiving services. We are doing follow-up contact to learn if there are things we can do to better help youth like you.

What will I have to do?

Your case worker, or another staff member from One Hope United, will contact you or your parents three times after the services are finished. During the call we will ask questions to update the demographic information, (school grade, living arrangements, etc.), identify youth and family strengths, determine any changes in behavior, and review educational goals. These questions are the same as or similar to questions previously answered as part of OHU services.

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Survey Monkey

[CCBYS Survey](#)

Follow Up Data Collection-CCBYS

Follow Up Data Collection

Please enter the data you have collected from your families by answering the following questions.

Thank you

*** 1. Client Identifying Number (CMS)**

*** 2. Who did you talk to?**

Parent

Child

Other (please specify)

*** 3. Date this was completed**

Date / /

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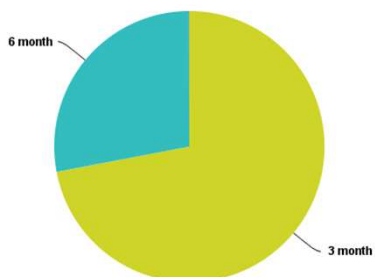
Implementation

- Expectations
- Timing
- Buy In
- Monitoring

Results

Q5 Interval Follow Up (from discharge)

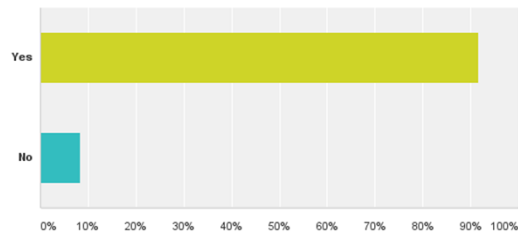
Answered: 25 Skipped: 0



Results

Q9 Is the youth still in school/GED/alternative program/work program or employed?

Answered: 24 Skipped: 1



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Next Steps for this Program

- Obtaining enough data to draw meaningful conclusions at the program level
- Increasing responses
- Tying this data to data collected during services

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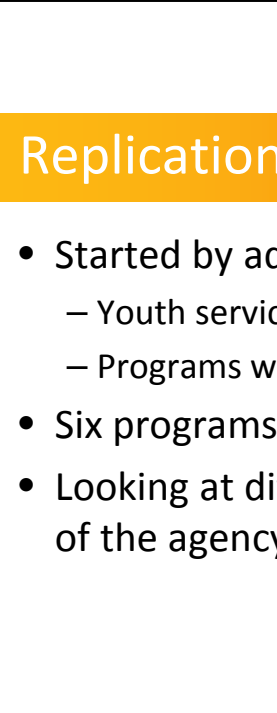


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Discussion- Next Steps for you

- ✓ Where are you now?
- ✓ Where do you want to be?
- ✓ What do you need?
- ✓ What are the next three steps?

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Replication

- Started by adding similar programs
 - Youth services
 - Programs with contractual requirements
- Six programs started
- Looking at different strategies for other areas of the agency

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Lessons Learned

- Clear “start” communication
- Watch for data
- Maintain momentum
- Be prepared to wait for results
- Don’t be afraid to check in (with staff & programs)
- Operational buy in

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Moving Forward

- Get additional programs started
- Follow-up meetings
- Starting to use the data
- Ascertain what a "good" response rate is for each program
- Explore use of state administrative data

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Thank you!

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