

**THE DEVELOPMENT
OF
EFFECTIVENESS MEASURES
FOR
CASE MANAGEMENT**

**CLARION
UNIVERSITY**

 **SAM**
Service Access and Management, Inc.

OBJECTIVES: Participants will be able to:

- o Identify the objectives for this approach to measuring effectiveness
- o Describe the data collection tool and its implementation
- o Describe the research design as related to reliability
- o Describe the functions of the data application

BACKGROUND: SAM's APPROACH to EFFECTIVENESS MEASURES

- o **Mission Statement**
 - o Increase Independence/Self-Sufficiency
 - o Improve Community Integration
- o **Scope of Services**
 - o **Case Management Services/Populations**
 - o Mental Health (MH)
 - o Intellectual Developmental Disabilities (IDD)
 - o Office of Long-Term Living (OLTL)
 - o Early Intervention (EI)
 - o **Geography**
 - o Sixteen (16) Counties in PA

BACKGROUND: SAM's APPROACH to EFFECTIVENESS MEASURES

- o **Current Approach to Effectiveness Measures**
 - o Effectiveness as a Component of Organizational Outcomes, also including:
 - o Access
 - o Efficiency
 - o Satisfaction

BACKGROUND: SAM's APPROACH to EFFECTIVENESS MEASURES

- o **Psychiatric Hospitalizations as a Measure of Effectiveness relative to Independence/Community Integration**
 - o I.e., Hospitalization as Failure to Achieve Independence/Community Integration
 - o Is "Negative"/Indirect Measure
 - o Is not as "Sensitive" as Desired
 - o Fails to Address EI Program
- o **Consideration of Analysis of Completion of Outcomes on Service Plan**

BACKGROUND: CLARION UNIVERSITY'S (CUP's) ORIGINAL DATA COLLECTION TOOL for MEASURING EFFECTIVENESS

- o **The original tool was designed to examine the careful balance between consumer needs and the types and sources of supports in vocational settings.**
 - o An examination of work skill needs and how individuals could be supported was undertaken.
 - o The sources of the support were carefully monitored in the hopes that the source of the support would move from professionally-provided support to more natural, less restrictive supports.

BACKGROUND: CUP's ORIGINAL DATA COLLECTION TOOL for MEASURING EFFECTIVENESS

o Research Design

- o The original research design utilized areas identified on the Virginia Commonwealth Job matching form.
 - o Utilized because of the strong existing research base
- o The organizer was used primarily as a monitoring tool for individuals.
 - o No statistical analysis was done or completed.
- o The movement of sources of support from professionally-provided supports to more natural supports was monitored per individual.

CURRENT PROJECT: SAM and CUP

o OBJECTIVES for APPLICATION of the CUP TOOL in CASE MANAGEMENT

- o Address Mission
- o Able to be Implemented with All Populations Served
 - o Services are provided in a variety of domain areas and over a variety/continuum of settings
 - o Regulations and funding mechanisms are varied and changing.
 - o Many of these changes are tied to the success of consumers and the entities that support them.
- o Valid in terms of being Evidence-/Research-Based
- o Relevant to Service Planning
- o User-Friendly – To Minimize:
 - o Time Required by Case Managers
 - o Data Entry

CURRENT PROJECT: SAM and CUP

- o Useful in Assessment of Programming in terms of being...
 - o Able to...
 - o Consider and appreciate the individual consumer
 - o Allow the monitoring of consumer-directed and -determined planning
 - o Complete assessment which promotes the mission
 - o Identify and monitor supports from a variety of sources
 - o Identify support needs of cohort groups
 - o Sensitive enough to ...
 - o Assess and report consumers' individual gains in independence and community integration, and
 - o Measure/demonstrate consumer growth that may be expected from funding sources and other stakeholders
- o Able to Yield Statistical Analysis

CURRENT PROJECT: SAM and CUP

- o Able to Aggregate/Dis-Aggregate/Consider Data from Multiple Views:
 - o Individual Consumers across Time
 - o Individual Case Managers
 - o Individual Supervisors (Across Case Managers)
 - o Individual Programs (Across Supervisors within a Site)
 - o Multiple Programs (Across Programs with and between Sites)

CURRENT PROJECT: SAM and CUP

- o MODIFICATION of CUP's TOOL/METHODOLOGY for APPLICATION in CASE MANAGEMENT
- o Revision of the Clarion University/Vocational Tool
 - o Incorporation into Service Planning – Considers:
 - o Domains of Consumers' Lives
 - o Restrictiveness/Frequency of Services
 - o Initially, considered Levels of Care/Specific Services
 - o Later, established a scale which...
 - o Is based on Restrictiveness/Frequency of Services
 - o Tracks the type of support needed by consumers as they negotiate the continuum
 - o Is consistent with the mission in terms of the expectation for movement from continuous supports provided in a clinical setting to less frequent and more natural supports



	0 Natural Supports – No Professional Services (beyond Medication Management)	1 Occasional Professional Services (quarterly or less frequent, or without a routine schedule/at the consumer's discretion)	2 Intermittent Professional Services (monthly or less frequent, but more than quarterly)	3 Intensive Professional Services (more than monthly, but not more than weekly)	4 More Intensive Ongoing Professional Support in a Community Setting (more than weekly)	5 Continuous Professional Services in a Clinical Setting (daily)
DOMAINS						
Living Situation/Housing						
Family/Natural Supports						
Cultural/Spiritual						
Social/Recreation/Leisure						
Living Skills						
Medical/Health Care						
Financial/Insurance						
Educational/Learning						
Vocational						
Other System Involvement						
Legal						
Alcohol and Other Drug Use						
Mental Health						
Crisis Safety						
Mobility/Transportation						

***If multiple services, select the frequency/intensity for each service.



SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Living Situation/Housing**
 - o Type and stability of residence
 - o Household composition
 - o Nature of neighborhood
 - o Housing supports
- o **Family /Natural Supports**
 - o Natural family members
 - o Marital status of individual or the parents of a child
 - o Non-custodial parent(s), foster family and guardian(s)
 - o Natural resources and informal supports

SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Cultural/Spiritual**
 - o Family cultural and spiritual beliefs and practices
 - o Individual's peer culture
 - o Influence of family background on the individual's practices and behavior.
 - o Persons with whom the individual most identifies.
 - o Meal times, disciplinary techniques, celebrations, traditions, etc.
 - o Membership in church/synagogue and community organizations
 - o Church or spiritual involvement

SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Social/ Recreation/Leisure**
 - o Ways of relaxing and having fun
 - o Clubs, organizations, hobbies, community activities and volunteer activities
 - o Predominant activities with friends
 - o Use of leisure time
 - o Community supports

SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Living Skills**
 - o Activities of Daily Living (ADL) skills
- o **Medical/Health Care**
 - o Medical illnesses or conditions, physical limitations, brain or other injuries, past surgeries
 - o Lead or other toxicity
 - o Adaptive equipment needed
- o **Financial/Insurance**
 - o Insurance including prescription coverage
 - o Income sources- Wages, SSI, Child Support, Food Stamps, Cash Assistance, etc.

SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Educational/Learning**
 - o Home school district and/or alternative educational settings
 - o Any academic, social, and behavioral adaptations
 - o Relationships with peers/teachers
 - o Grade in school, type of class setting, characteristics of current class setting
 - o Highest level of education completed
 - o Involvement with Special Education and status of IEP

SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Vocational**
 - o Employment status
 - o Participation in vocational programming/workshops
 - o Volunteering in pursuit of employment
 - o Internships in pursuit of employment
- o **Legal**
 - o Any involvement in the criminal justice system
 - o Any involvement in civil court or lawsuits
 - o Custody Arrangements
 - o Adjudication of delinquent or dependent children/youth

SUPPORT ASSESSMENT SCALE: Domain Definitions

- o **Crisis/Safety**
 - o Precipitators/indicators/types of risk of harm toward self, others and by others
 - o Coping/self-care methods and safety plans
- o **Mobility/Transportation**
 - o Individual /physical mobility
 - o Access to use of transportation

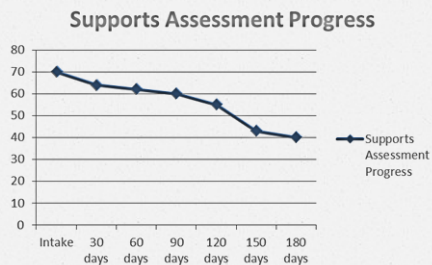
SUPPORT ASSESSMENT SCALE: Continuum of Supports

- 
- o **More Restrictive Supports**
 - o **Continuous Professional Services in a Clinical Setting** (Daily)
 - o **More Intensive Ongoing Professional Support in a Community Setting** (More than Weekly)
 - o **Intensive Professional Services** (More than Monthly, but Not More than Weekly)
 - o **Intermittent Professional Supports** (Monthly or Less frequent, but More than Quarterly)
 - o **Occasional Professional Services** (Quarterly or Less frequent, or Without a Routine Schedule/at the Consumer's Discretion)
 - o **Natural Supports-No Professional Services** (beyond Medication Management)
 - o **Less Restrictive Supports**

CURRENT PROJECT: Data Management/Application

- o Data will be coded and collected for each consumer and added to a spread sheet

	Supports Assessment Progress
Intake	70
30 days	64
60 days	62
90 days	60
120 days	55
150 days	43
180 days	40



CURRENT PROJECT: Testing of Reliability

- o Testing of the Revised Tool in regard to Intra-/Inter-Rater Reliability
 - o Management Staff Using Service Plans
 - o Case Managers Using Scenarios
 - o Case Managers Using Service Plans

CURRENT PROJECT: Testing of Reliability

- o Two sets of data from a 1 hour training
- o Using supplied cases to which to respond

- o Trial #1
 - o Inter-rater reliability level of 70%
- o Trial #2
 - o Inter-rater reliability level of 75%

- o Methodology
 - o Reliability has been established using a simple Inter-rater reliability formula:
 - o $\text{Agreements/Total opportunities for a response} \times 100 = \text{percent of agreement}$

CURRENT PROJECT: Qualitative Concerns from Trials

- o Case managers found themselves superimposing services rather than reporting existing services.
- o Although decent reliability (70-75%) was found, a review for simple reporting had to be done.
- o Case managers reviewed cases and utilized the instrument.
 - o Indicated easier time reporting and using the assessment scale
 - o Found categories much easier to interpret in real application

CURRENT PROJECT: Statistical Analysis

- o **What Level of Agreement is Acceptable?**
 - o Standards for Educational and Psychological Testing (AERA/APA/NCME, 1999) do not suggest any specific criterion for agreement or reliability, but simply require that the appropriate measurement be calculated and reported.
 - o When using percentage of agreement, values from 75% to 90% demonstrate an acceptable level of agreement (Hartmann, 1977; Stemler, 2004)
 - o After only two trainings using a fabricated/generated description of a consumer, an initial level of agreement sufficient to continue our work was achieved.

CURRENT PROJECT: Cautions/Considerations

- o Need to Consider Data from this Tool in Context of Other Data
- o Possibility of Decreased Frequency of Services as Result of Decreased Engagement in Services
- o Consumer's reactions to sources of support – e.g., some consumers may have no issue with a family member providing transportation, while others may see this as restrictive.
- o Use of a derived supports measure as a way to quantify service needs
 - o Although the values are not arbitrary across observers, they are benchmarks

CURRENT PROJECT: PLANS

- o **Test Data Application**
 - o Complete Limited Data Entry in one (1) MH CM Unit
 - o Test Reporting Functions Using this Data
- o **Pilot Implementation of the Assessment Scale in one (1) MH CM Unit**
- o **Complete Implementation of the Assessment Scale across all MH Units in 2016**
- o **Develop/Modify Methodology for other Populations**