

7/28/2020 BBI call

**Topic:** Data

**Facilitators/Support System attendees:** Janice LeBel, Frederick Douglas, Mark Nickell, Sharon Bell, Shannon Chaplo, Renee Boothroyd, Alexis Kirk, Gail Cormier, Robin Jenkins, Christina DiSalvo, Jenna Armstrong, Molly Daughtry, Megan Tarver

**Participants:** Jody (AYN Charlotte), Clinton Reynolds (Thompson CFF), Sarah Martzahl (Cornerstone), Leonard Shinhoster (AYN Charlotte), Lori Douglas (AYN-Charlotte), Navonia (AYN-Charlotte), Joseph Yalts (Carolina dunes), Nikki (AYN Charlotte), Matt Simon (Thompson CFF), Malisa Shuler (AYN Charlotte) , BNM McCollum (?), Leah (Cornerstone)

Sharon- announcements and welcome

Renee

- Slides for using data
- Looking at data across a continuum that helps tell your story of change (going beyond did it work or did it not)

Mark

- From the beginning ask: What does success mean and how is it defined?
  - How do we define success?
  - This is hard to do because of PRTF workflow
- At BBI we know...
  - When you have family engagement and youth voice and choice you get
    - Less recidivism
    - Fewer R/Is
- When paperwork is submitted by staff but nothing is given back it can be really demoralizing
  - Help staff understand how it is important and how it is used
  - If there is not data loop it is demoralizing

Janice

- Different dimension of data
- Meta data = accountability
- Are families satisfied with what they are getting? Quarterly report cards
- Getting feedback from youth and families (are we doing the job we are hired to do?)
  - Do we hear you?
  - Are we adapting?
  - Is this making a difference/are we helping?
- Sharable, simple data is important. Use of visuals is a huge plus

Matt

- We're gathering a lot of data but not sure how meaningful it is
- We didn't have baseline data so FPP data is hard to interpret
- Length of stay data is complicated by youth not having a place to go
- We see regression when youth have no place to go especially now during COVID

Jody

- Agrees with Matt re: COVID
- Experiencing same thing
- COVID has changed so much
- Some families fearful to take kids home

Mark

- Family engagement can broaden youth options for discharge planning
- Casting a wider net for the youth to consider
- Law of diminishing returns- after 9 months in residential things don't get better due to the hopelessness that ensues that you'll be naming
- Family finding and permanency fuels hope

Janice

- A big piece is how many children are in DSS custody vs. family custody
- Maybe children's home society needs to be involved in this discussion as well

Sharon

- I'm following up with CHS and DSS
- Will share links in the chat

Clinton

- Create "data talks" for staff to ensure they know what data is meaningful and what our short and long term goals are
- Covid is a very interesting variable for our data, family engagement and safety
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Frederick

- Are you asking what data your families want to see? And how do you share data with them?
- Families are interested in certain data as well!
- If we look at serving families we need to understand this is their life—life is not in the context of a service program we give them seeds
- Often we are expecting perfection at the end of treatment instead of seeing where the process has led
- Understand who is determining "yes" this child is better
- A family may see progress or better differently than us

Jody

- I connected a lot with what fred was saying-
- We've become more aware of how we can work as team with families during this COVID time

Frederick

- Information being received as process improvement is so important and it is a challenge
- Accepting critique is not easy
- When something is done well it needs to be duplicated
- I am hoping that this information and process is going to be shared not just for PRTFs but for any organization or system that is serving families

Gail

- I want to second that- this team has really shown the importance of family driven care and thanks to this team and Lisa Lackmann

Janice

- As we help kids to get ready- we are getting their COVID competencies together
- Making sure they understand the virus and healthy habits to keep themselves safe
- Functioning vs. clinical improvement