

CONeX Program Evaluation

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August 21, 2018

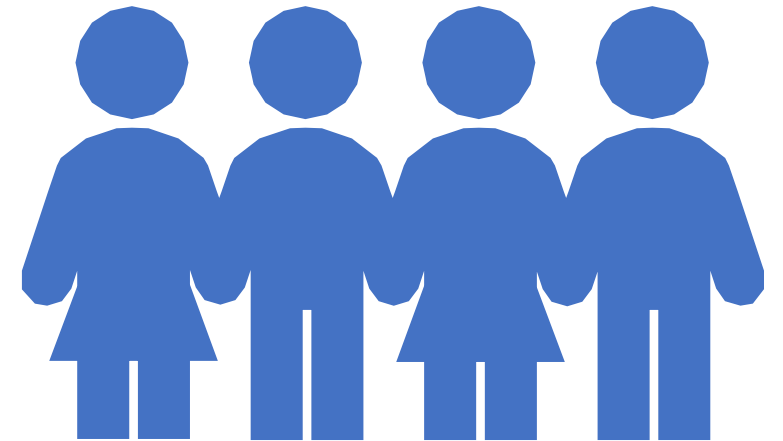
What is CONeX?



Collaboration Outreach Navigation and Exchange of Information (**CONeX**) works in parallel with local teams to build their capacity and their ability to collaborate within and across systems to address child/youth, family and caregiver needs, and increase child/youth stability at home, school, and in the community.

Goals of CONeX

- The goals of the program include:
 - **Strengthening** supports for children/youth with complex mental health needs facing significant system challenges.
 - **Improving** functioning and maintaining stability for children/youth in their families, schools, and communities.
 - **Enhancing** collaboration across systems to better integrate services and improve communication and address service gaps.



Distribution of Surveys



The CONeX team supported the external evaluation team by disseminating online parent, service provider, and management surveys to individuals they worked with in supporting children/youth with complex needs.

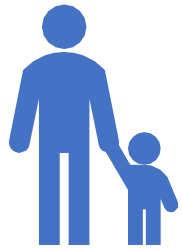
Analysis of Quantitative Data

- The obtained information was aggregated and presented in bar-chart or table format. Both percentages and frequencies were provided.

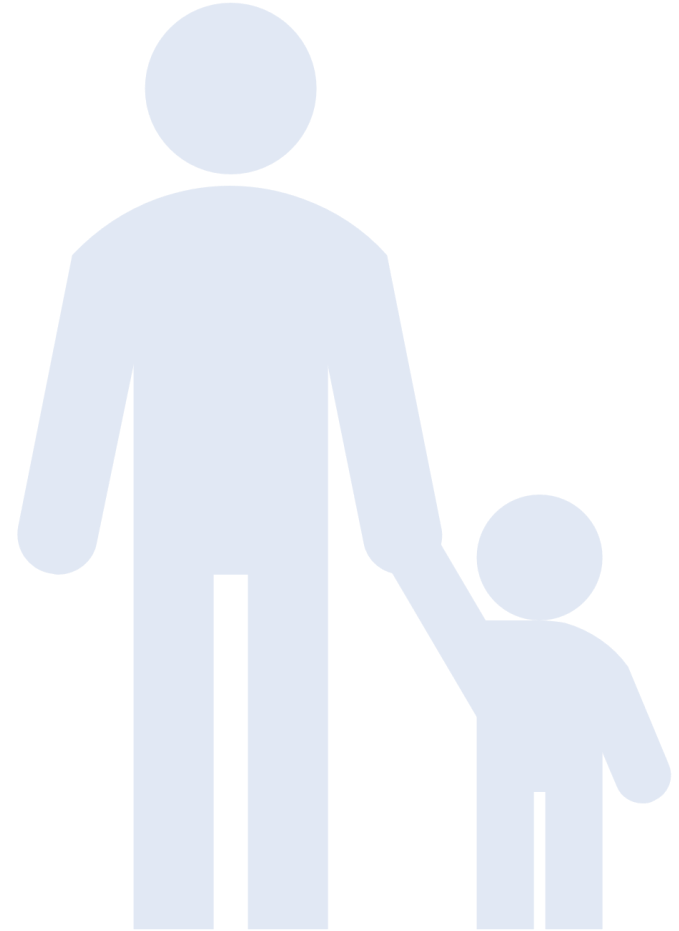


Analysis of Qualitative Data

- Themes were extracted from available parent, service provider, and manager open-ended survey responses.
- Theme representation for participants were tallied and are reported as frequencies and percentages.



Parent Survey

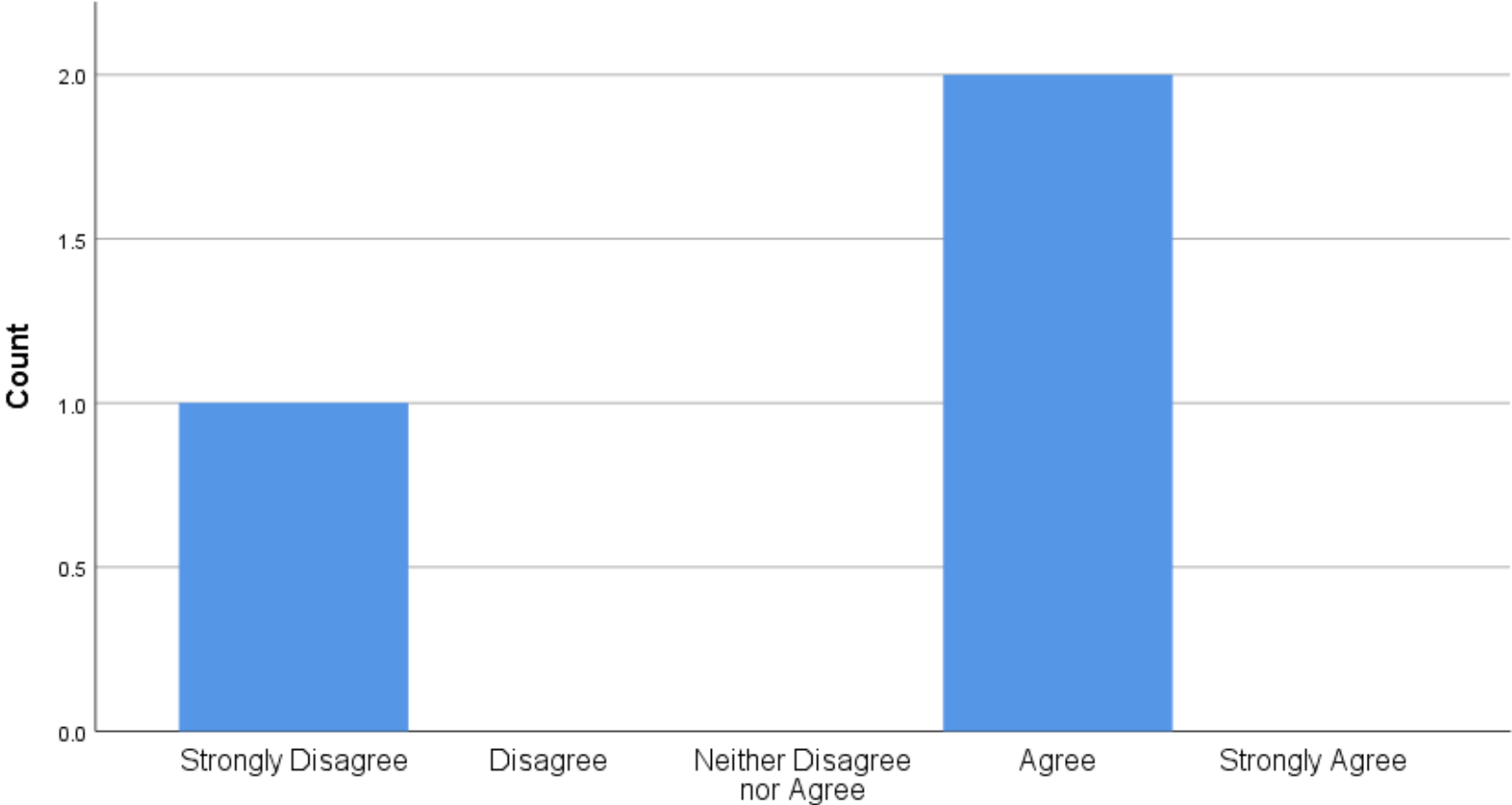


Parent Surveys

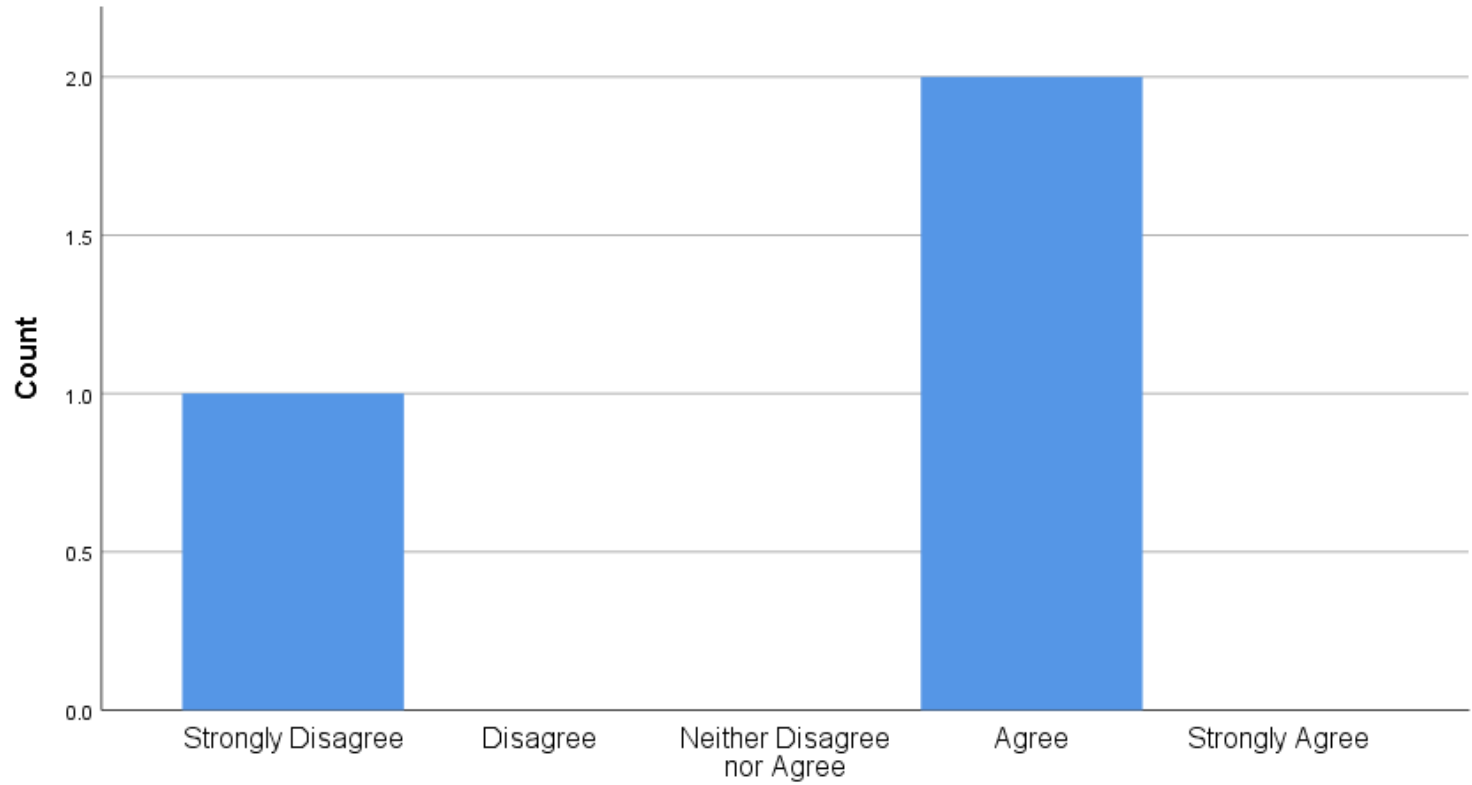
A total of **three parents** responded to the survey and represents a **30%** response rate.

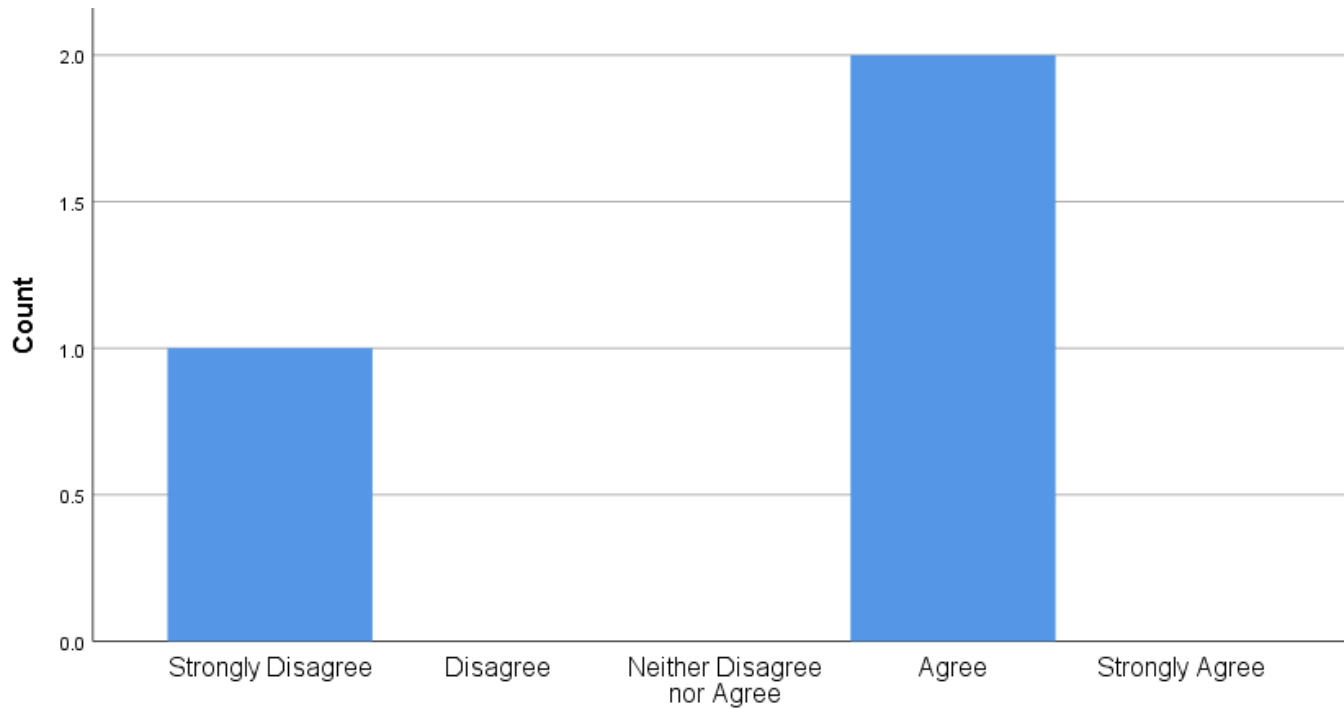


Provided me with information about the types of supports available to my child/youth or family.

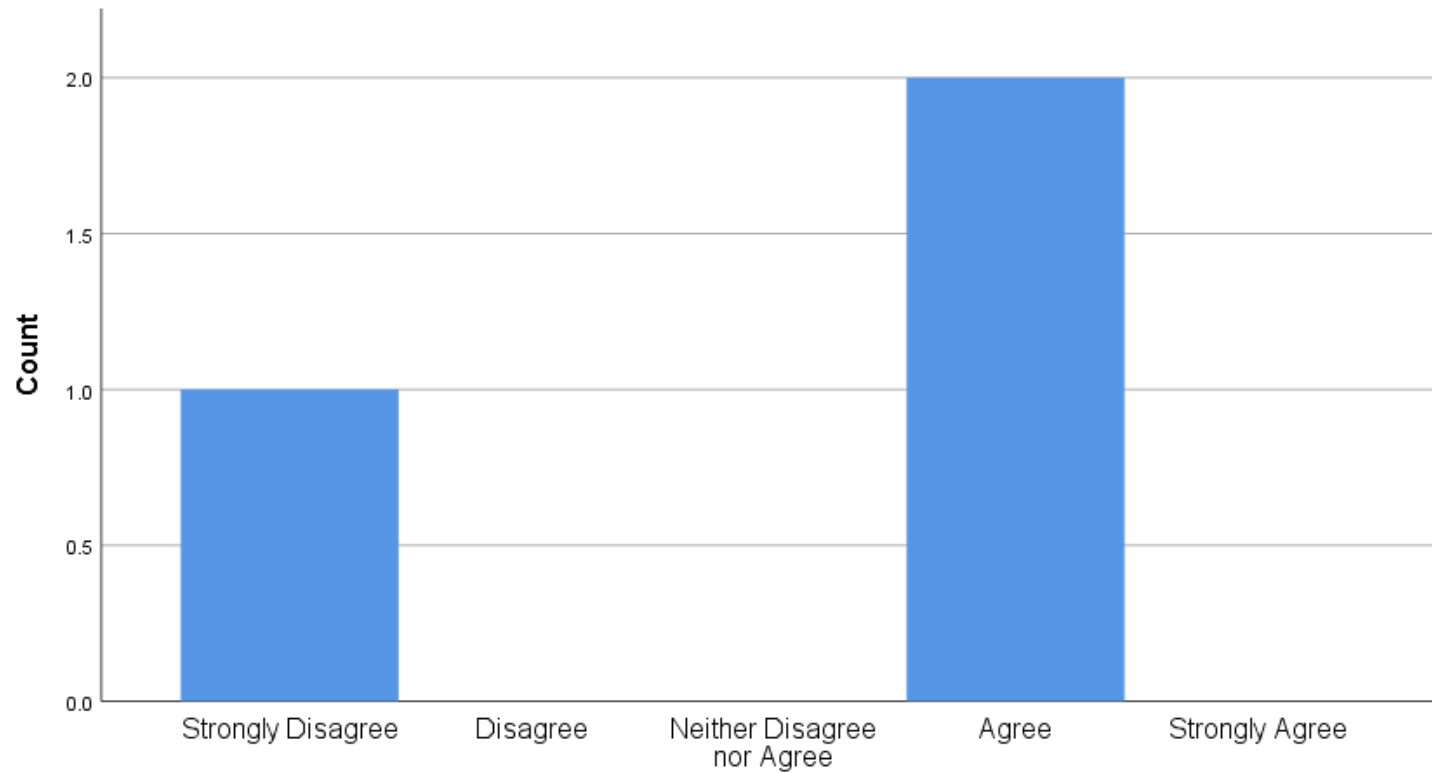


Enhanced my child/youth or family's connection to community services and teams.



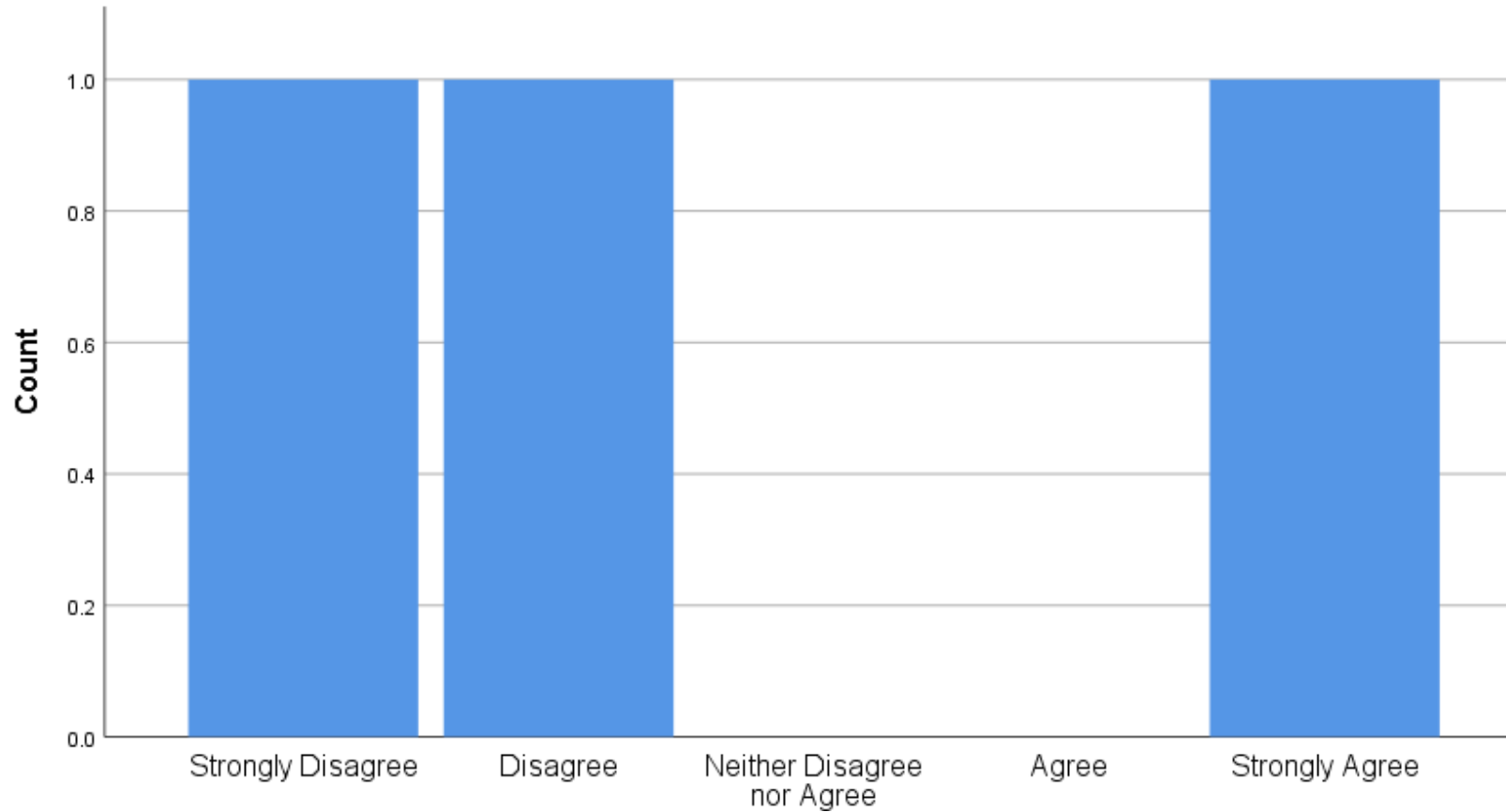


Worked well with the existing teams and supports involved with my child/youth or family.

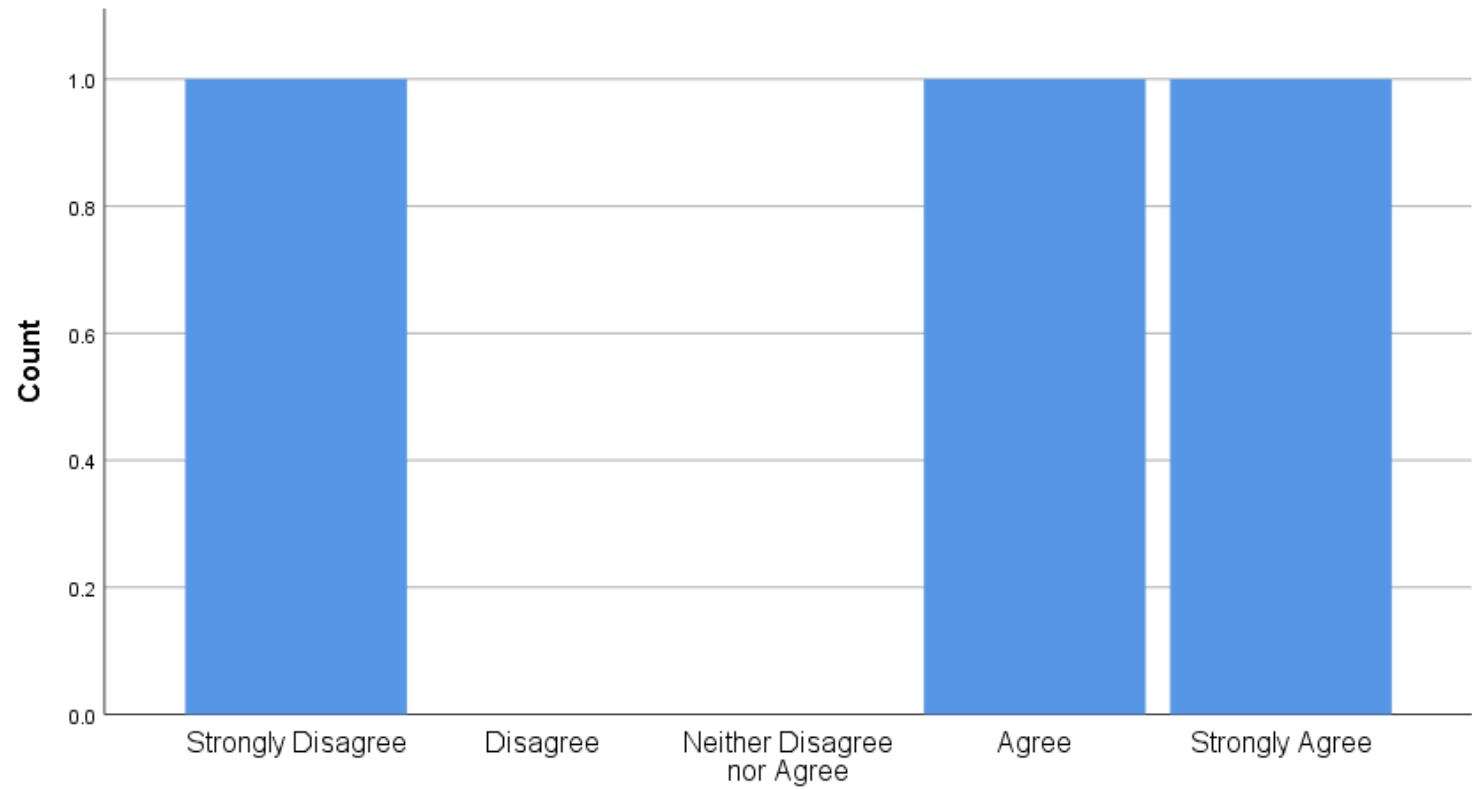


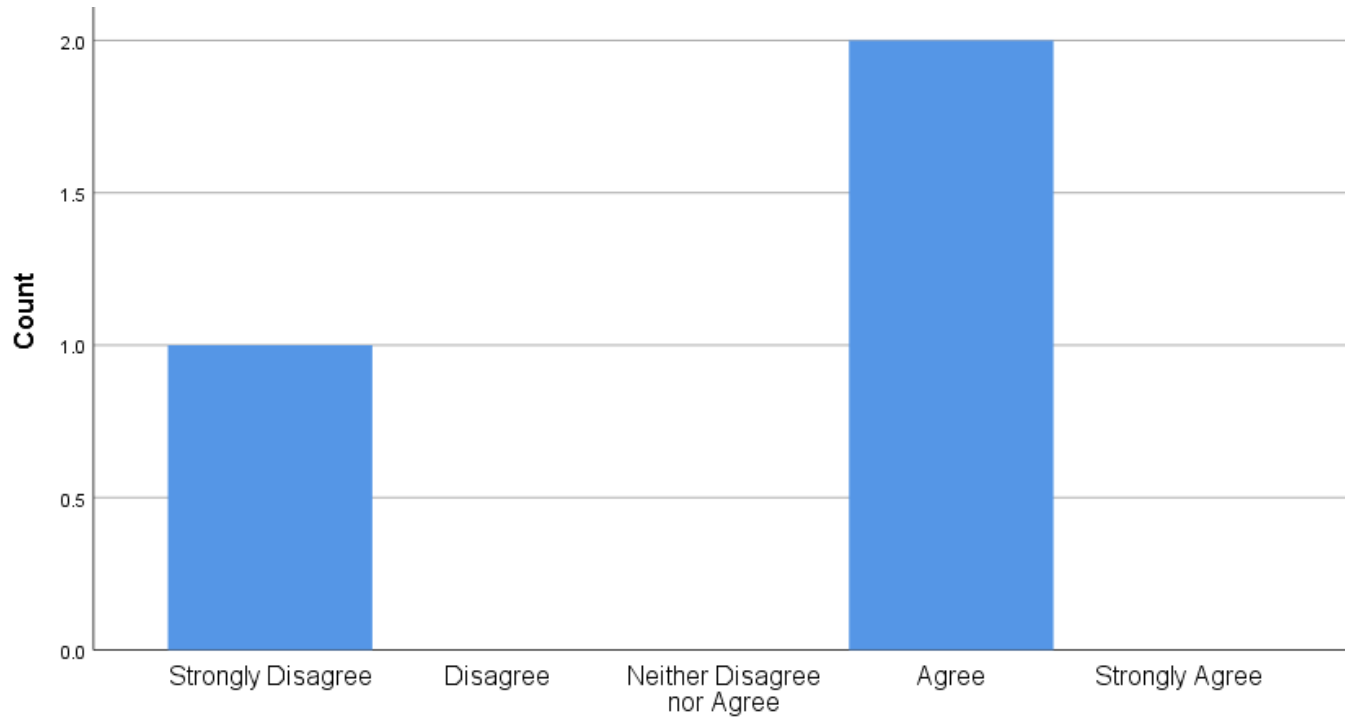
Created an integrated plan that addressed my child/youth's needs.

Encouraged me as an equal advocate and key partner in my child/youth's team.



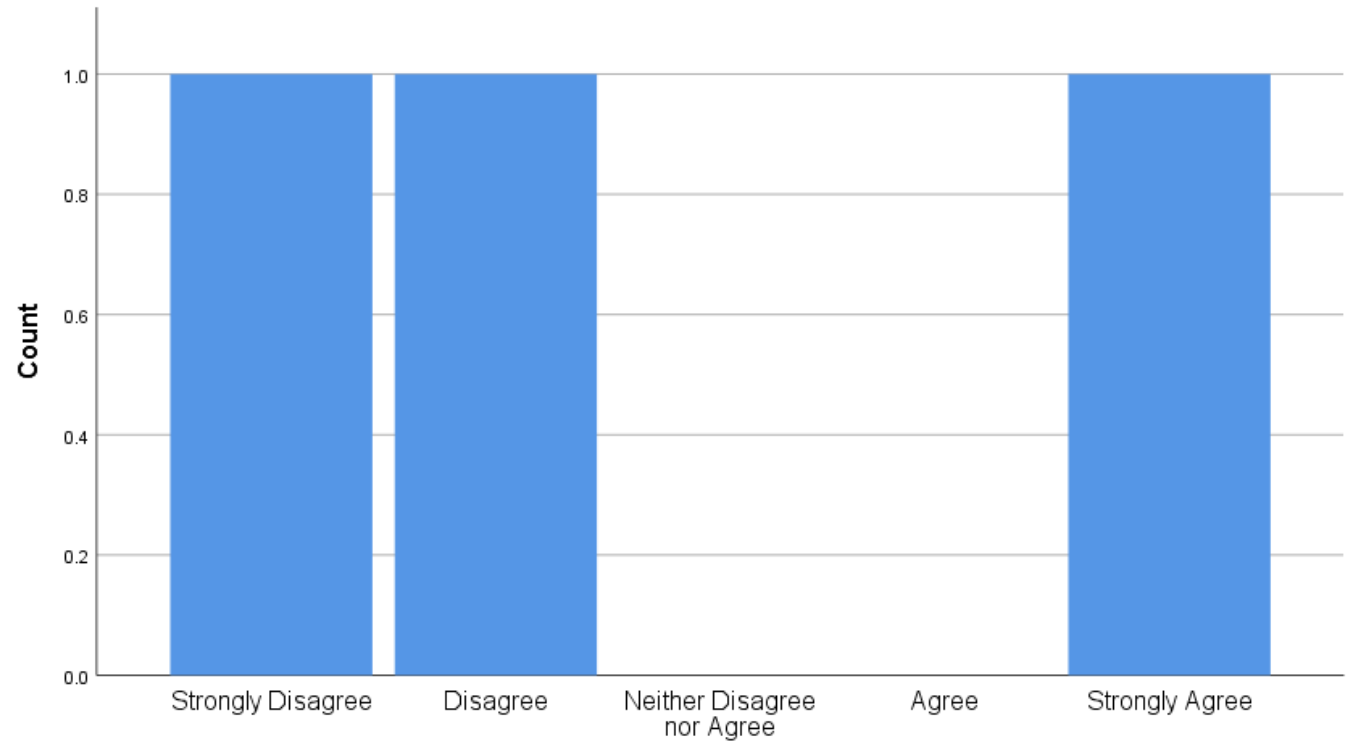
Provided a caring atmosphere while working with my child/youth or family.

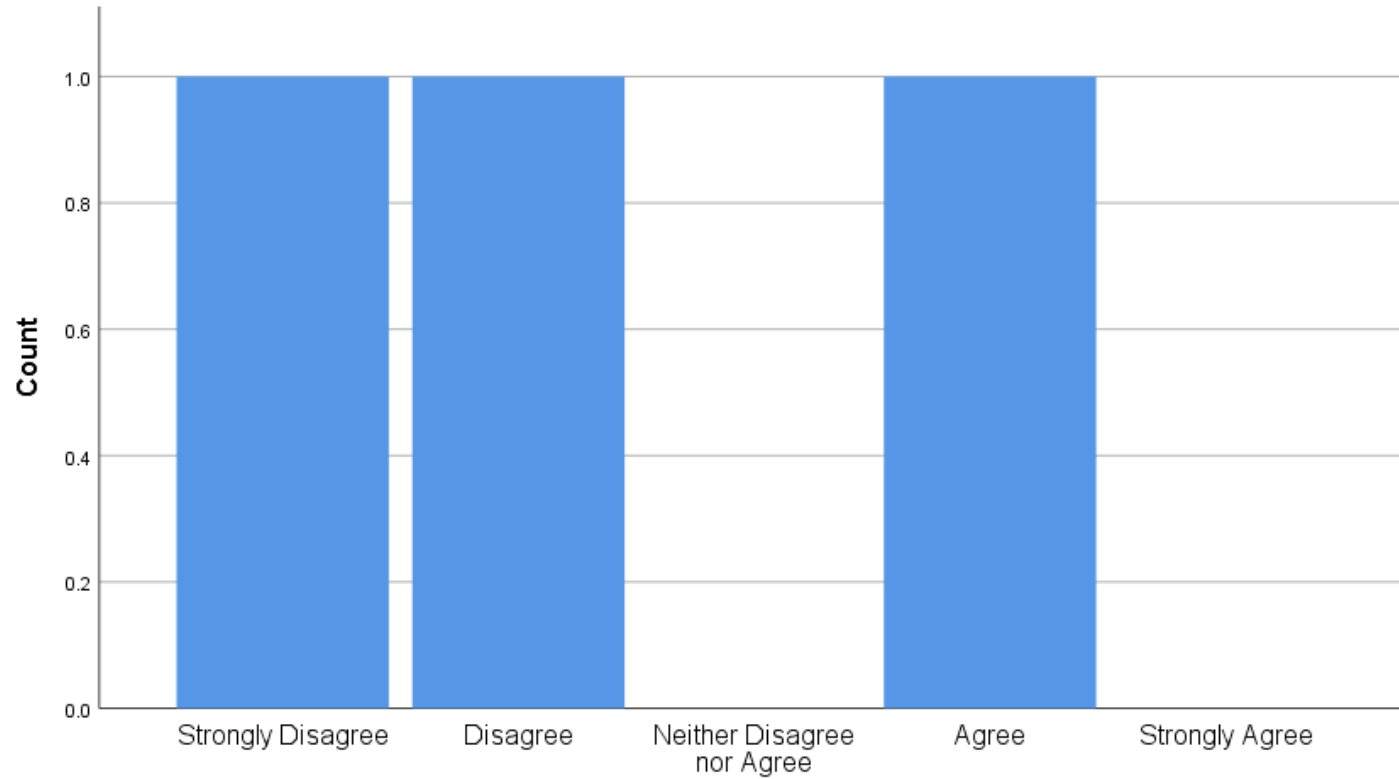




Provided me with enough time to talk so I did not feel rushed.

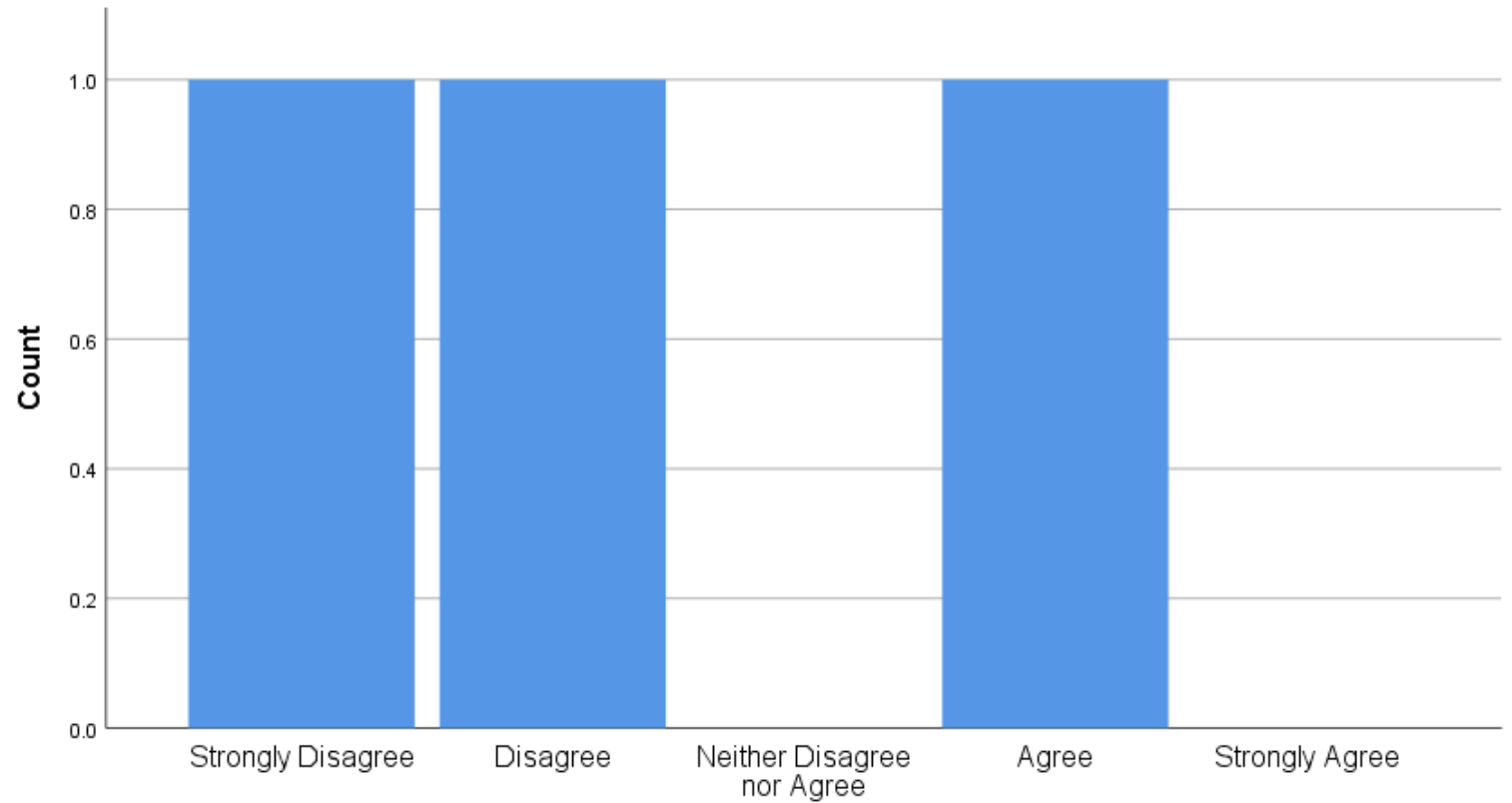
Helped my
child/youth and
family experience
positive change.



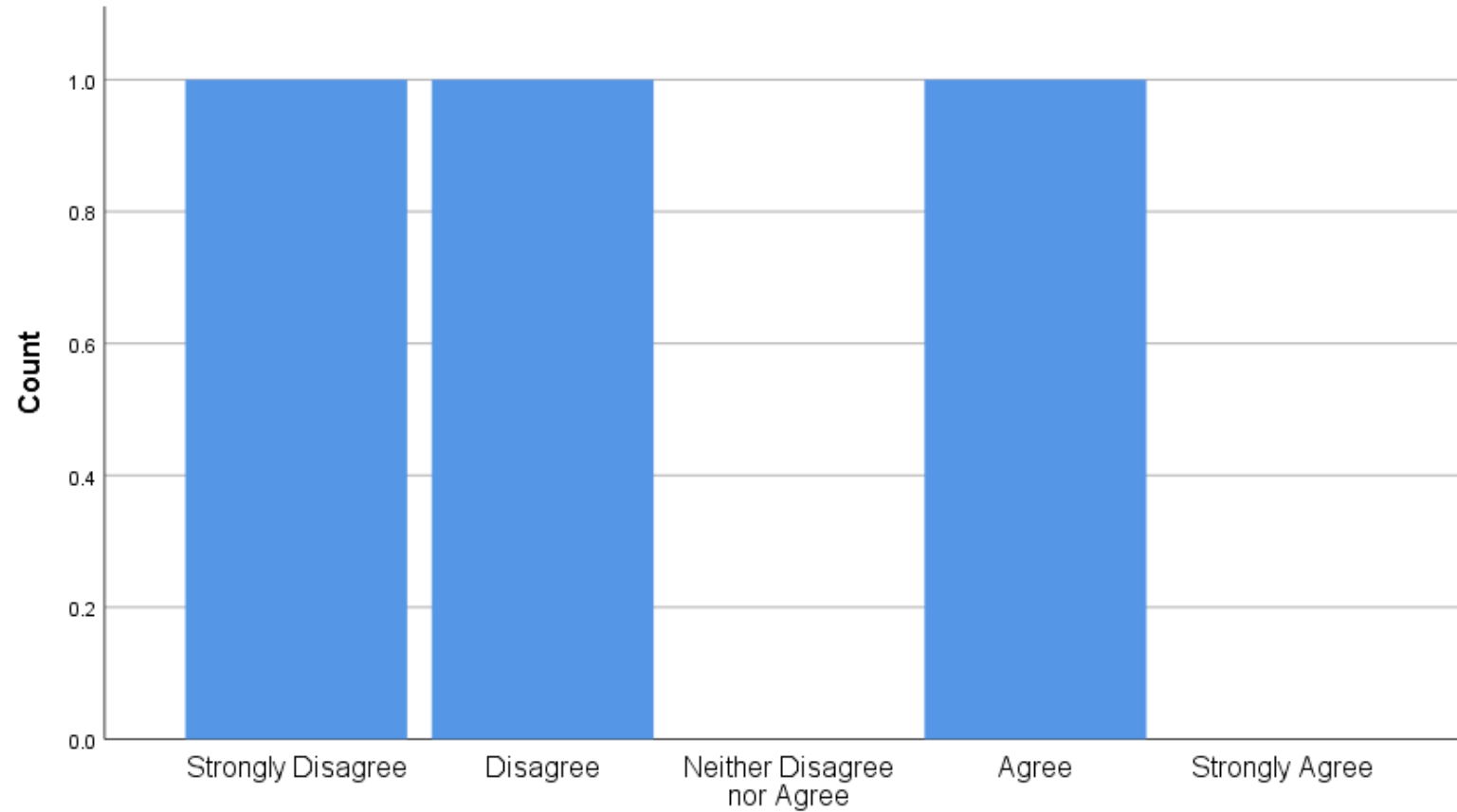


Enhanced my confidence in meeting the needs of my child/youth.

Increased confidence in my ability to maintain progress that has been made.



Increased the overall functioning of my family.



Open-Ended Questions

Given the small number of responses to the open-ended questions, the opinions expressed by survey participants have been listed below.

- One family provided feedback on their case management and perceived system support.
 - “Sad that there was closure of our file.”
 - “All systems have been very supportive.”
- One family expressed concern regarding case conceptualization.
 - “Very quick to jump to conclusions.”

Service Provider Survey

Service Provider Survey

A total of **125 service providers** responded to the survey and represents an overall response rate of **46%**.



Group Category	Percentage	Frequency
Health	22%	28
Education	37%	47
Child and Family Services	13%	16
Community Services	28%	35

Service Provider Demographics



Group Breakdown: Health

This group was composed entirely by providers from Alberta Health Services.

Group Breakdown: Education

This group was composed by service providers from the following organizations:

Education Category	Percentage	Frequency
Calgary Board of Education	60%	28
Calgary Catholic School District	17%	8
Christ the Redeemer School Division	13%	6
Rocky View Schools	6%	3
Third Academy	4%	2

Child and Family Services Category	Percentage	Frequency
Children's Services	69%	11
CARYA	19%	3
Catholic Family Services	6%	1
Métis Calgary Family Services	6%	1

This group was composed by service providers from the following organizations:

Group Breakdown: Child and Family Services

Community Services Category	Percentage	Frequency
Family Support for Children with Disabilities	28%	10
Private Psychological Support	14%	5
Hull Services	11%	4
ASPEN	8%	3
Calgary Police Services	6%	2
ENVIROS	6%	2

Group Breakdown: Community Services

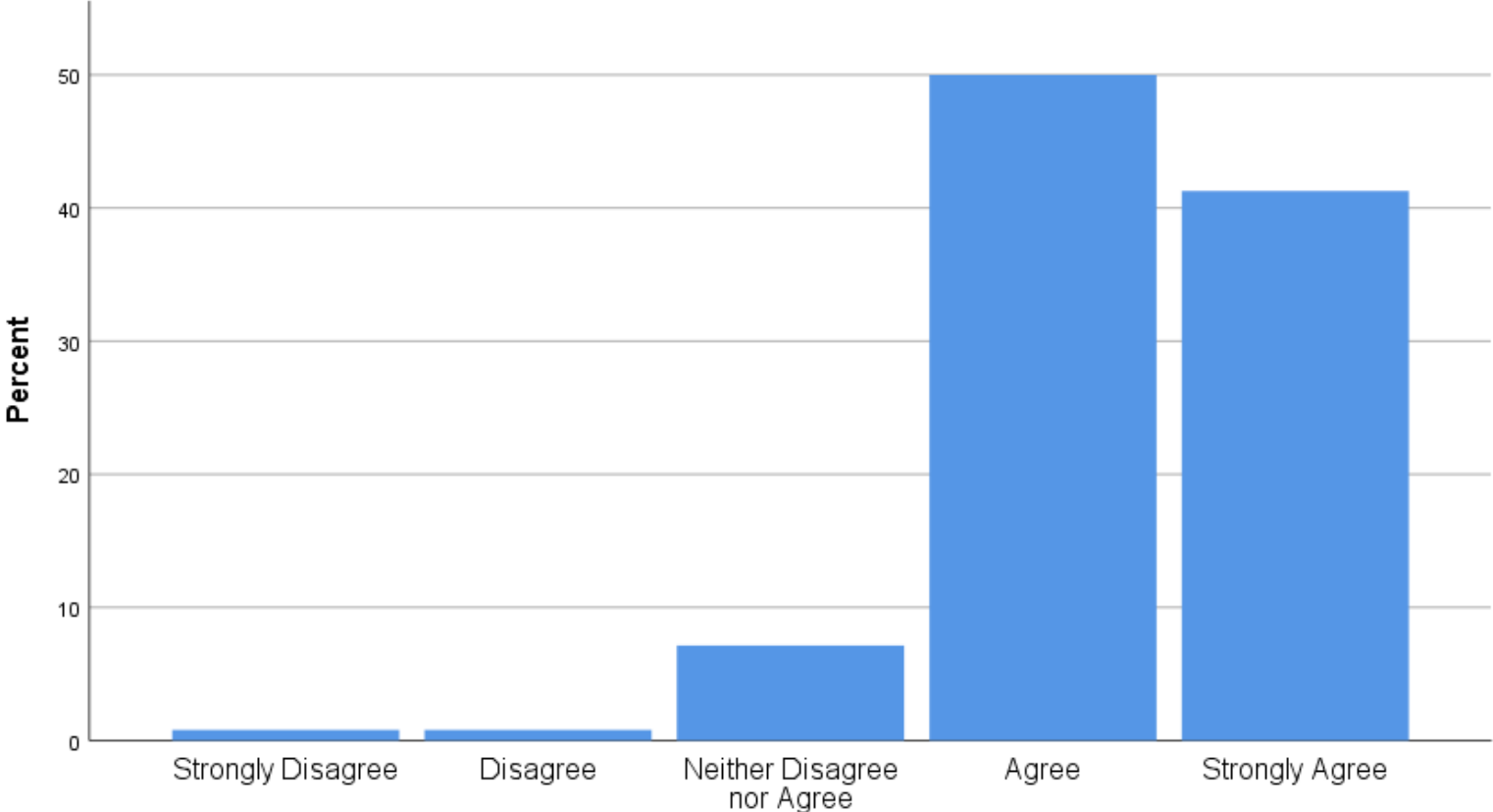
This group was composed by service providers from the following organizations:

Group Breakdown: Community Services

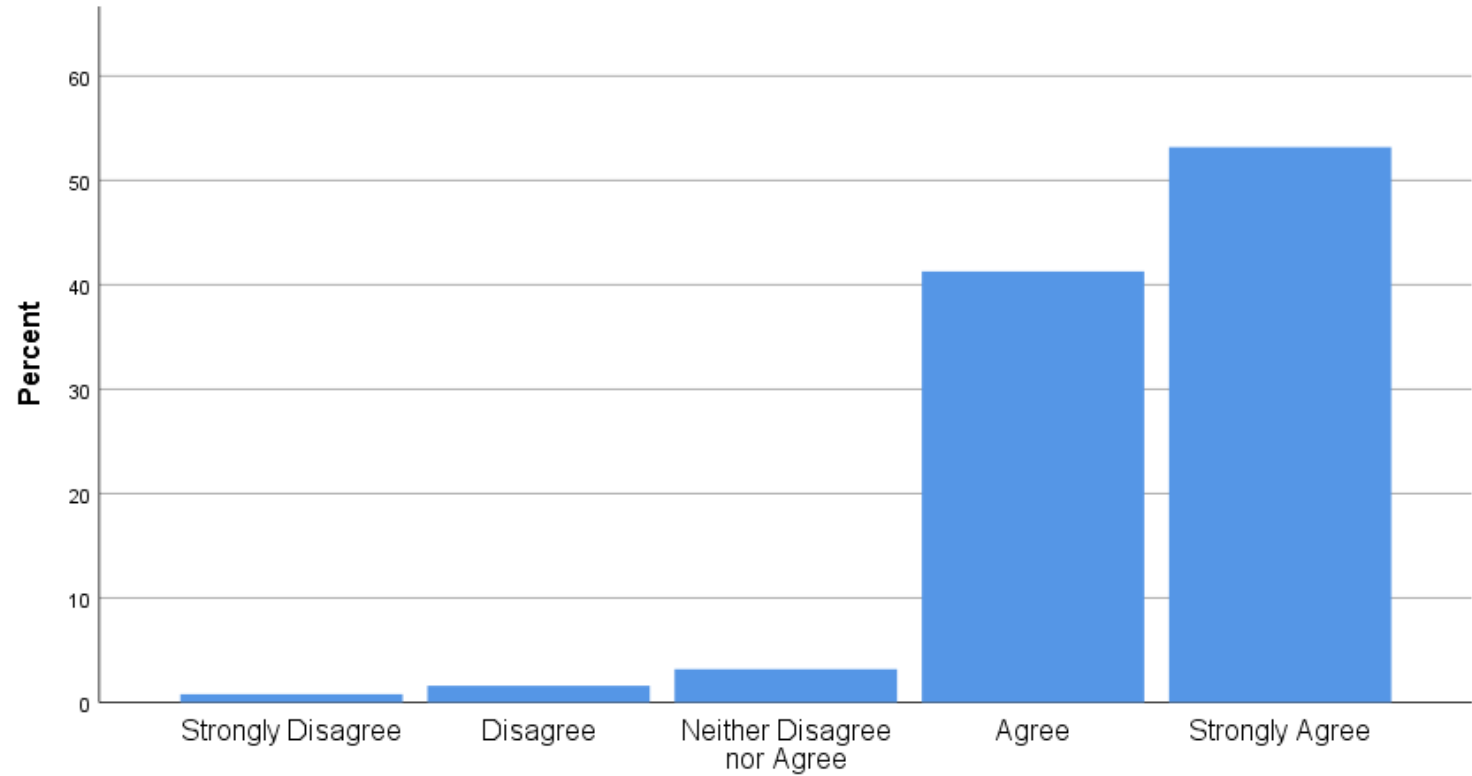
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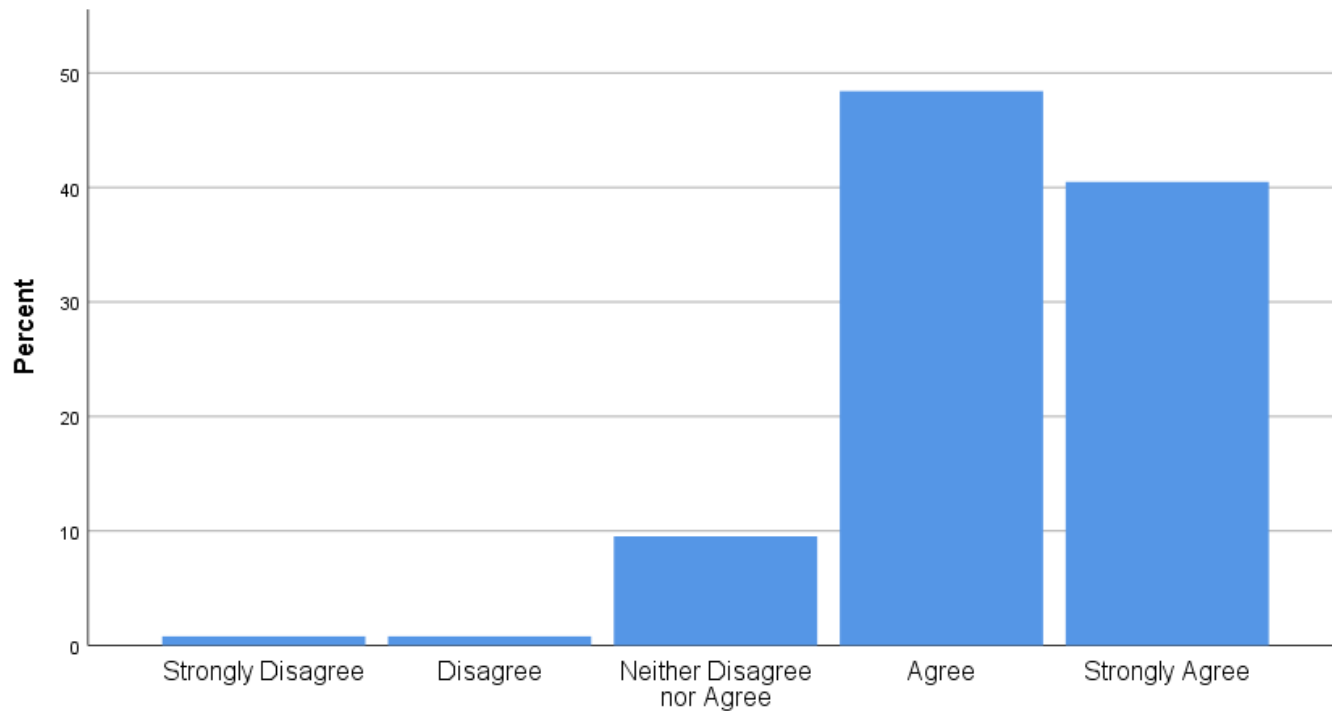
Community Services Category	Percentage	Frequency
Woods Homes	6%	2
Alberta Supports	3%	1
Boys and Girls Club	3%	1
Closer to Home	3%	1
Calgary Young Offender Centre	3%	1
Persons with Developmental Disabilities	3%	1
SCOPE	3%	1
Supports for Permanence	3%	1

Helped me to navigate systems and bridge services.



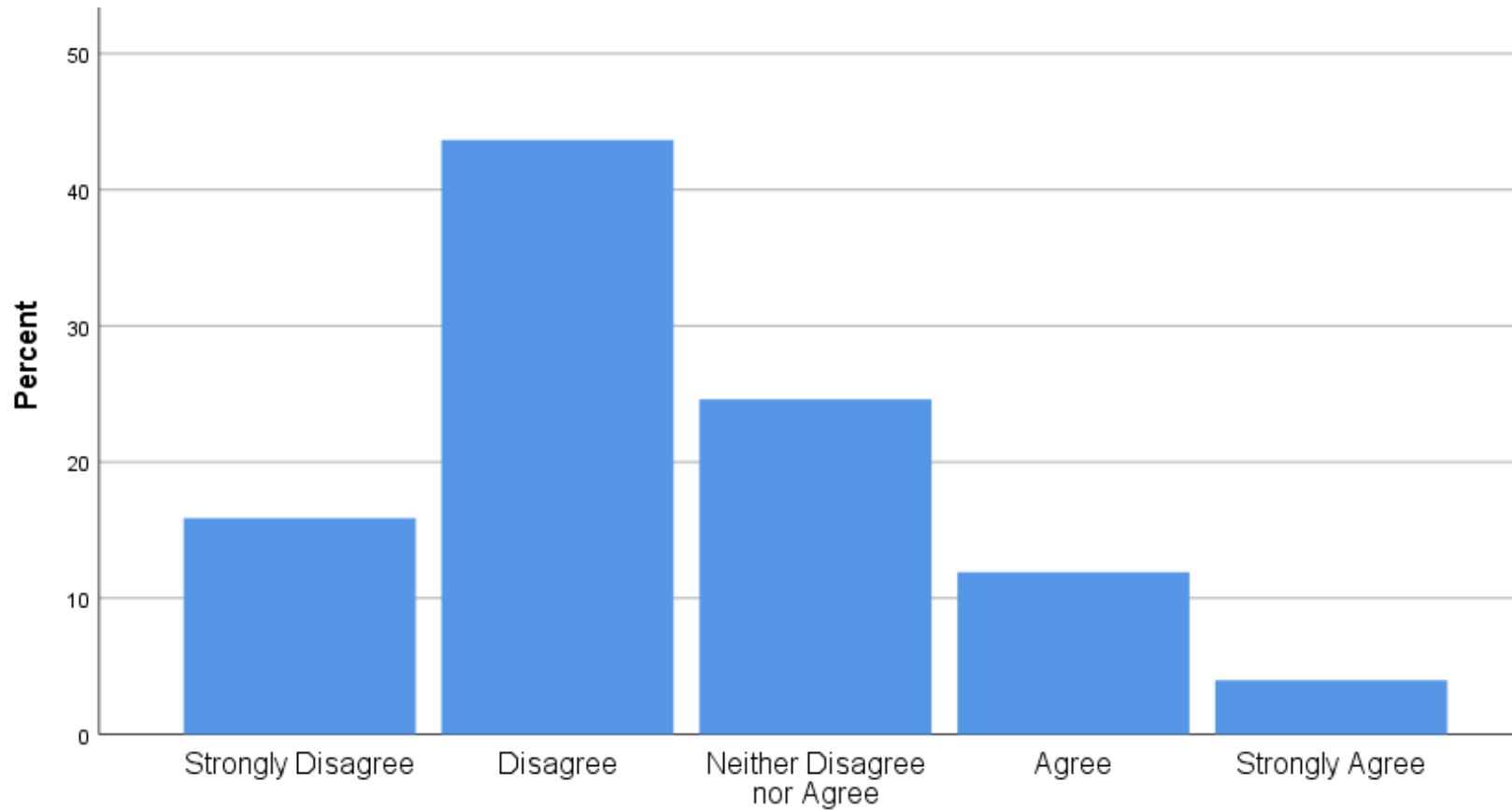
Helped meet
the needs of the
child/youth with
complex needs
and their family.

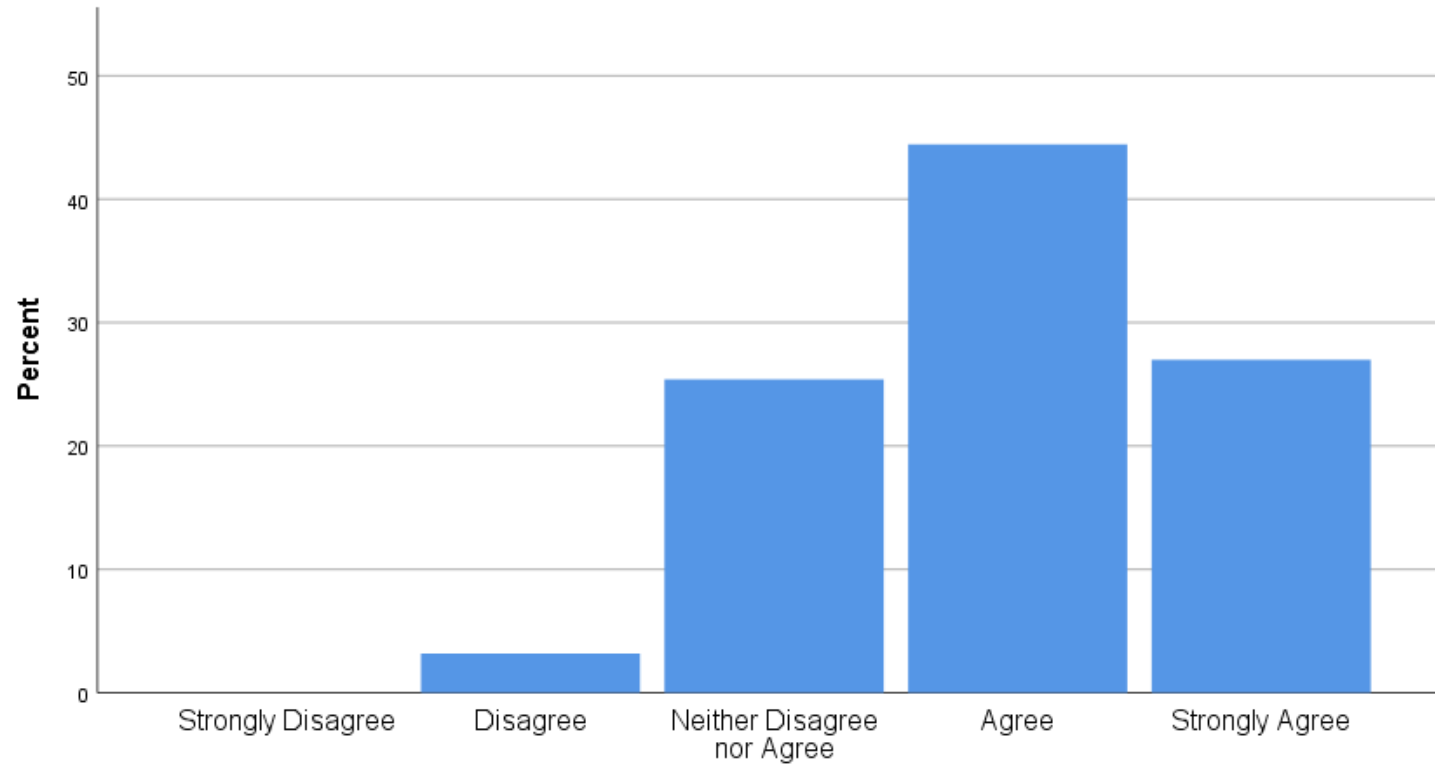




Enhanced my system to better provide support to the specific child/youth with complex needs and their family.

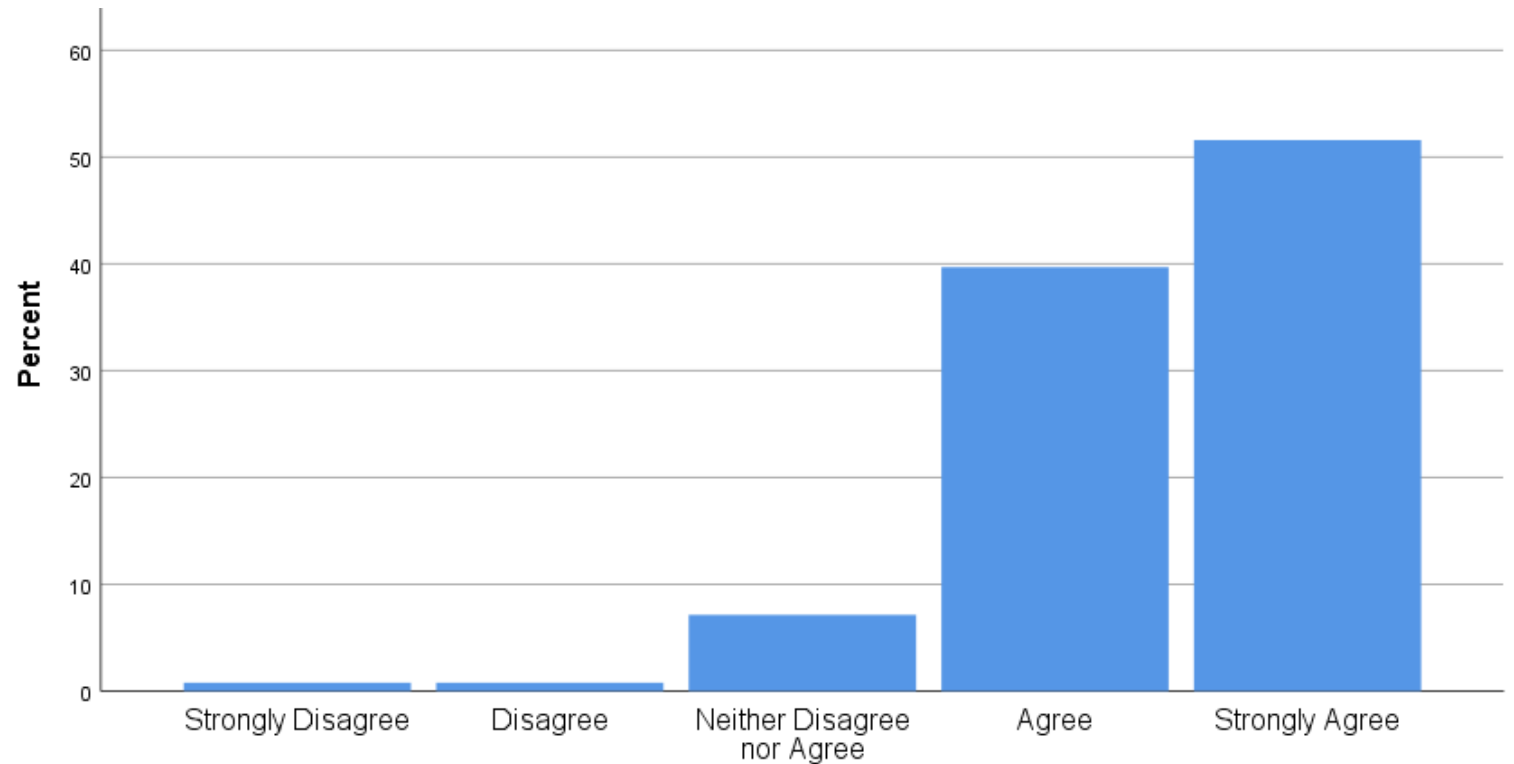
Created additional work that increased my overall workload.



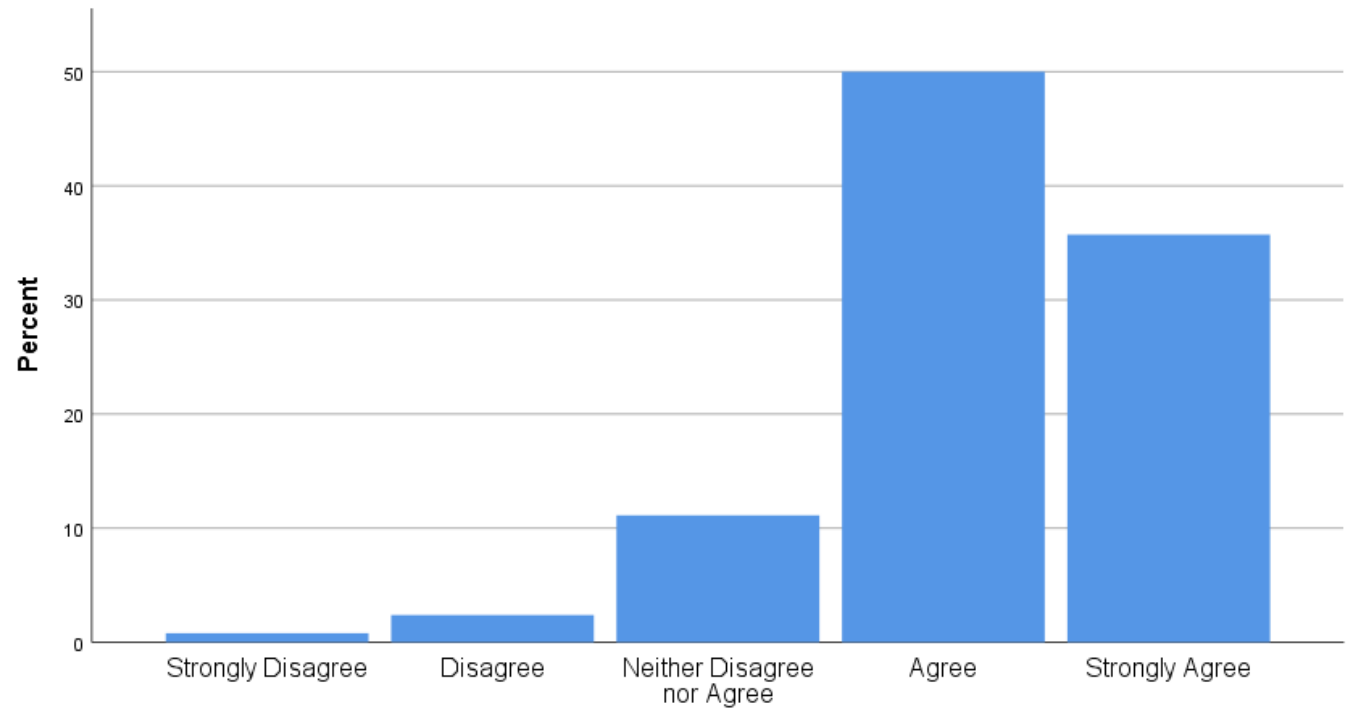


Facilitated the flexing/modification of our system's mandates/procedures to better support the child/youth with complex needs and their family.

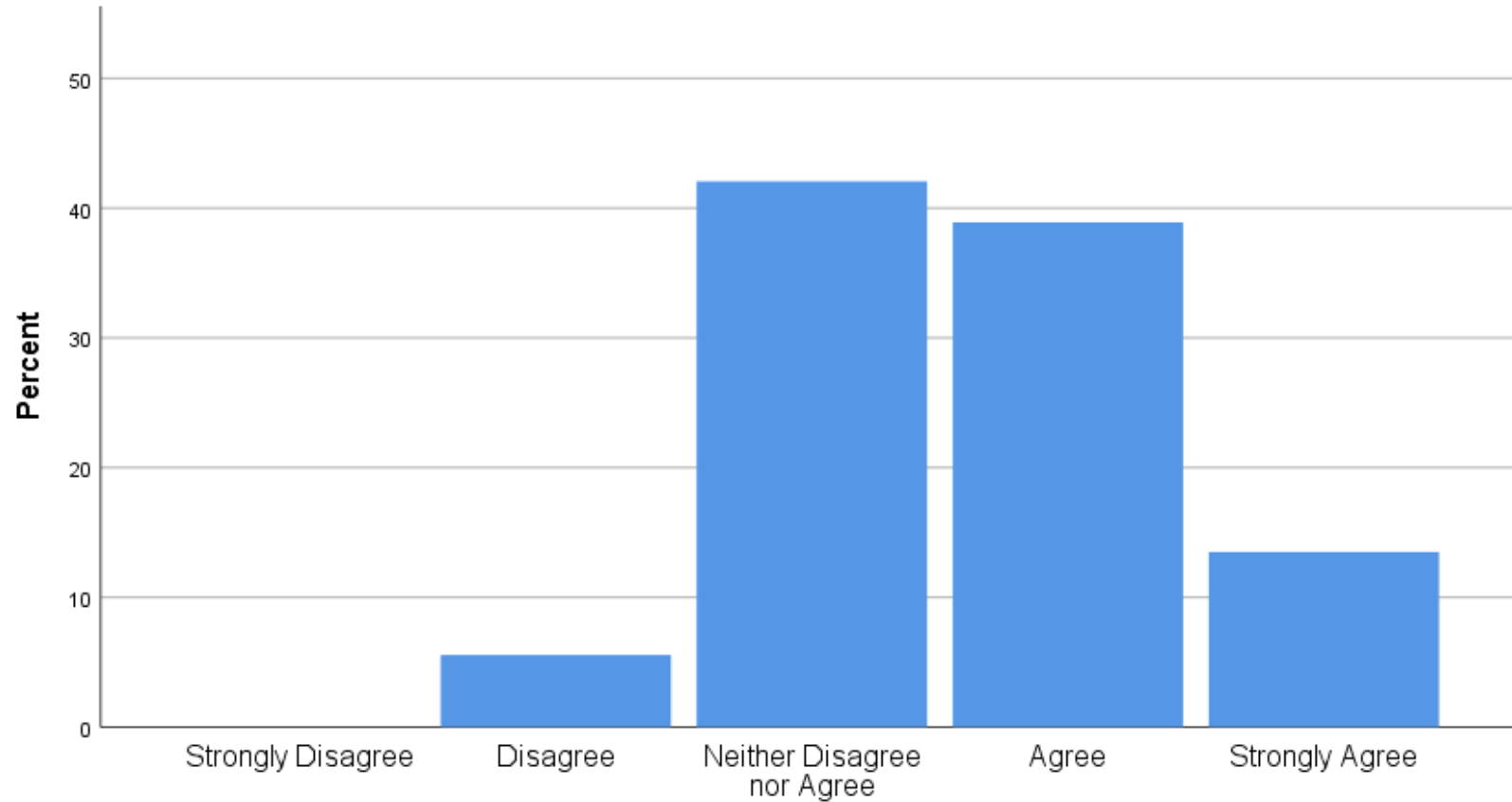
Made me feel included as a contributing member of the integrated plan.



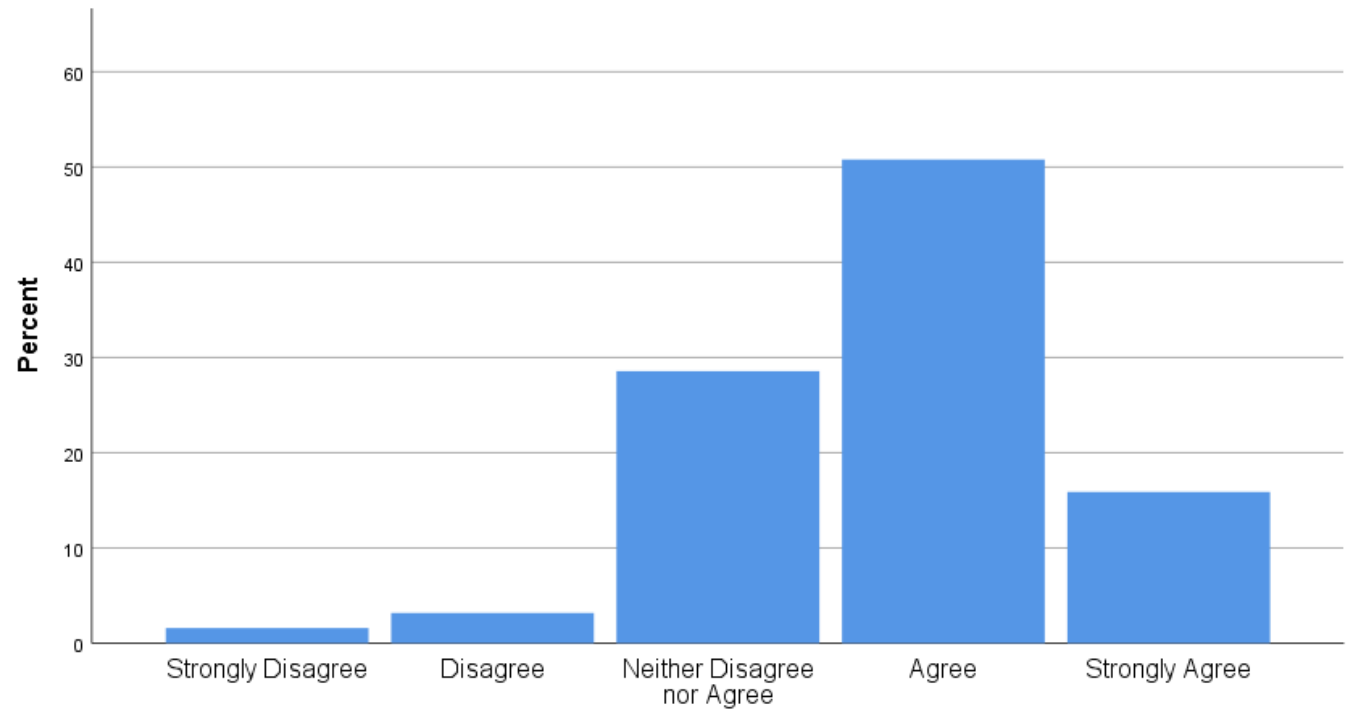
Increased my ability to maintain progress with the child/youth and family that has already been achieved.



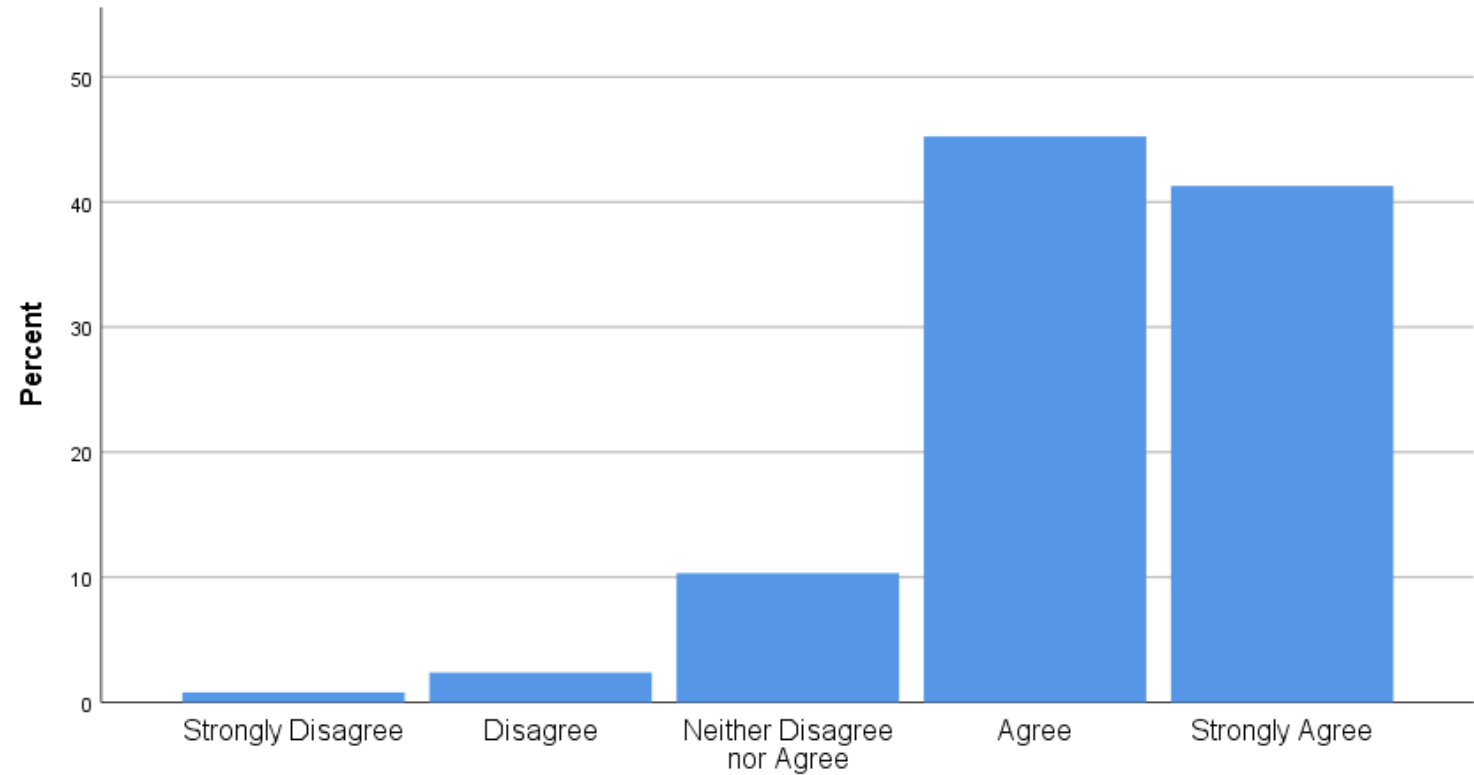
Increased my understanding of how to flex within my role to meet the needs of children/youth with complex needs and their families.



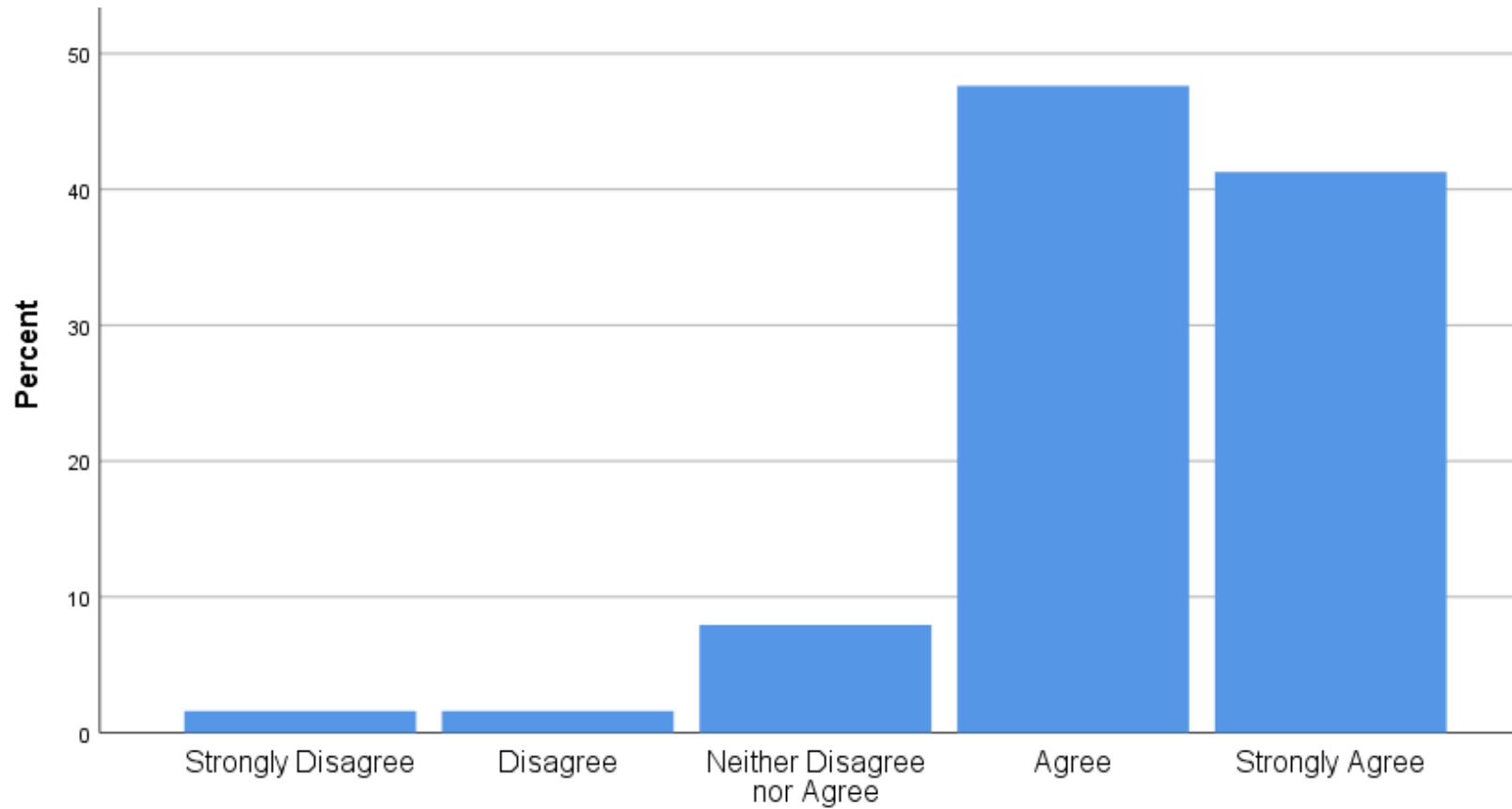
Helped me to reflect on my role in supporting children/youth with complex needs and their families.

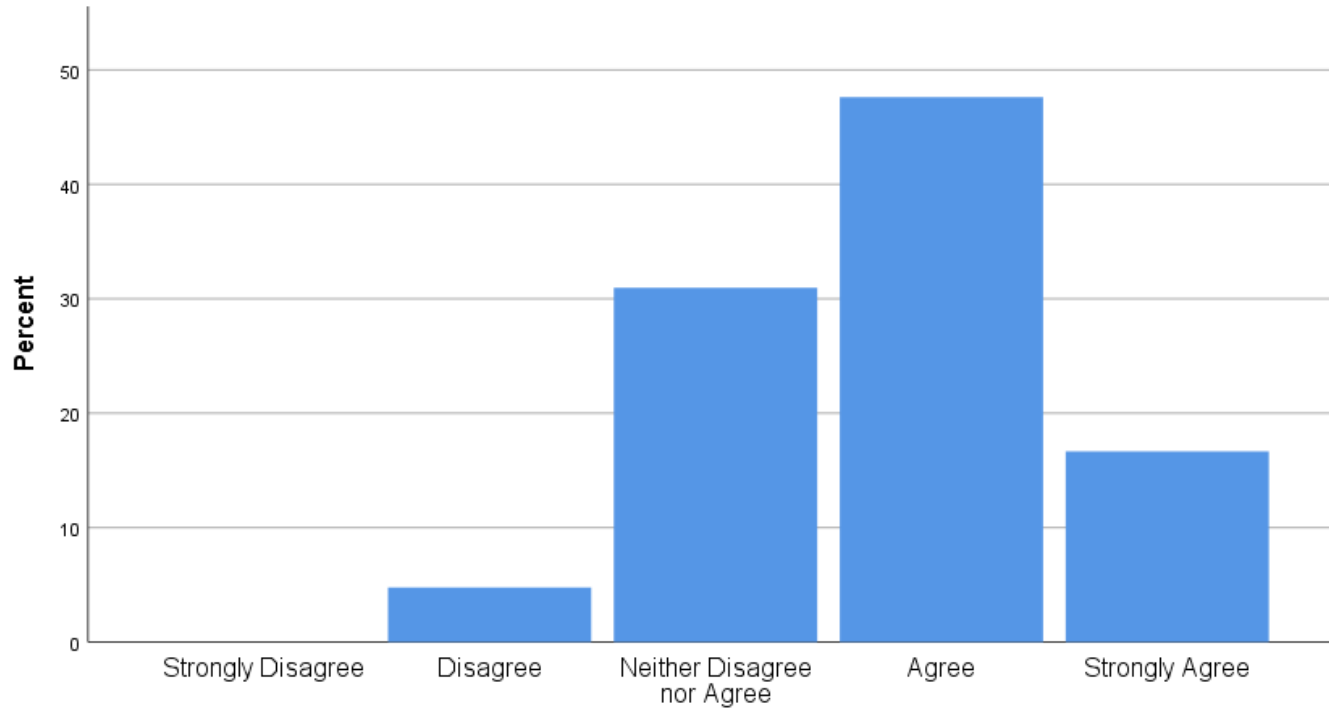


Enhanced my ability to communicate and collaborate with other professionals involved in the child/youth's life.

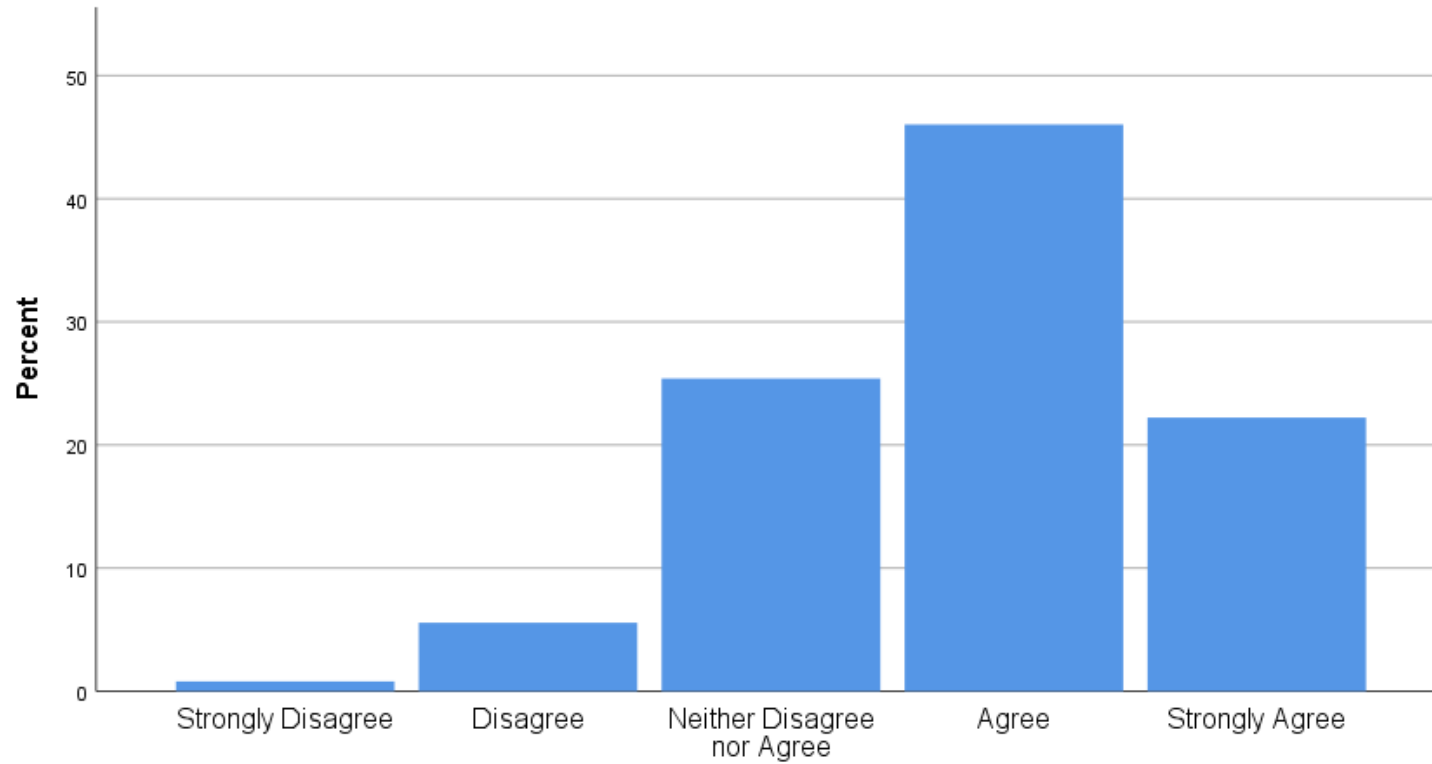


Addressed the areas of need, as identified in the CONeX referral.



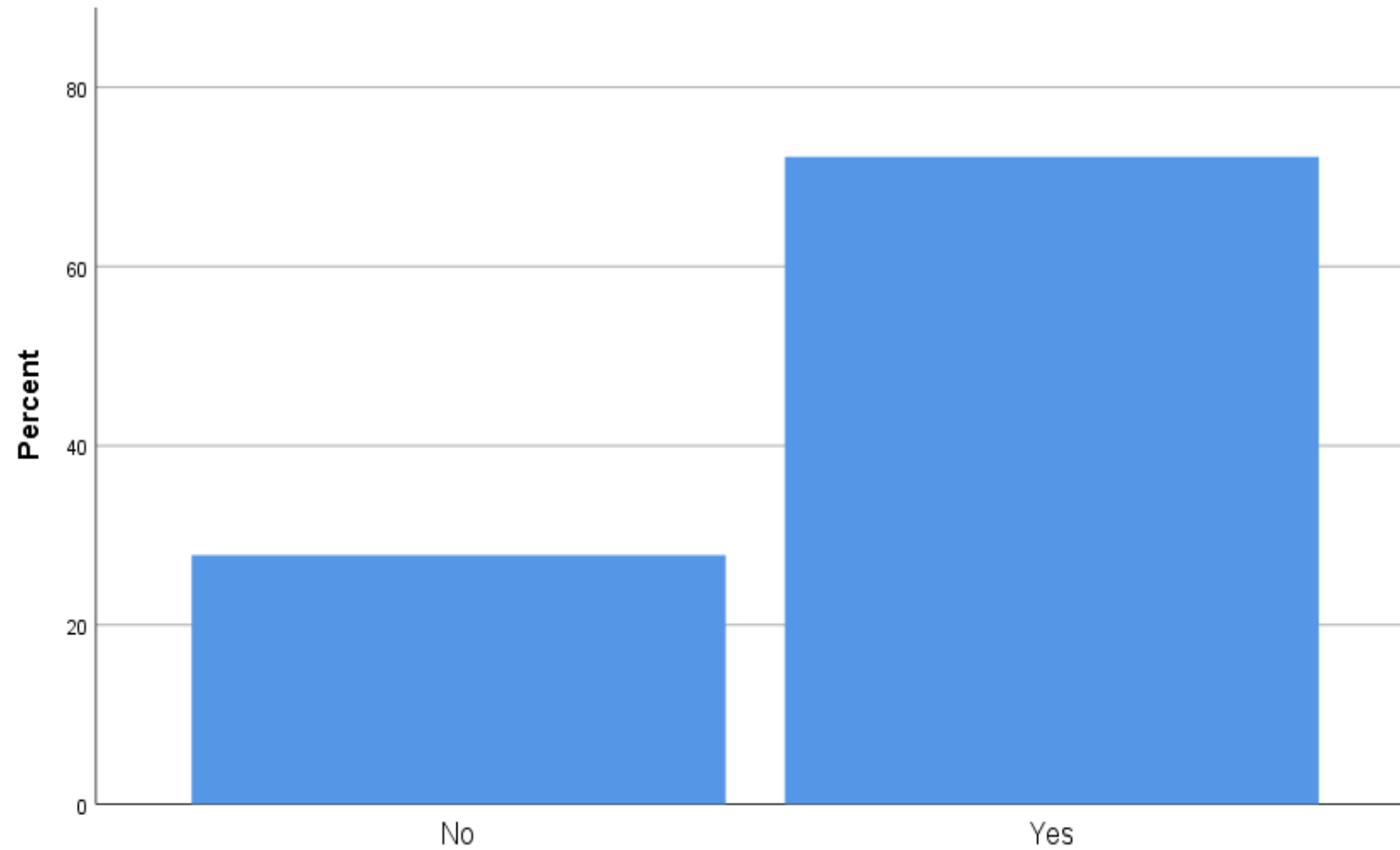


Enhanced my confidence to support future children/youth with complex needs and their families without CONeX involvement.



Enhanced my system to better provide supports in the future for children/youth with complex needs and their families.

Will your work with other children change as a result of your involvement with CONeX?



Theme	Percentage	Frequency
Increased understanding of available partners, supports, and programs.	29%	28
Increased utilization and dependency on the CONeX team.	25%	24
Increased understanding of how to support children and families.	20%	19
Working better in team environments.	20%	19
Reaching out to support families without the need for CONeX involvement.	6%	6

In what way will your work with other children change as a result of your involvement with CONeX?

Direct Quotes

- *“I am better able to understand what the various agencies and support are available. I am more confident approaching such agencies and sharing information to ensure changes are made. This is only possible with CONeX.”*

Health-based Service Provider

- *“Schools cannot and do not have the authority and follow through to initiate on necessary referrals or supports. By having this support, we can focus on teaching and learning, while knowing that the medical, therapeutic, counselling, and safety needs are being addressed by the CONeX lead.”*

Education-based Service Provider



Theme	Percentage	Frequency
There is no need for change.	41%	12
Already utilizing a collaborative, team-based, approach.	21%	6
Experiencing sufficient success in our work.	17%	5
Unable to flex process, procedure, or policy.	10%	3
CONeX has more influence and connections for bringing teams together to support youth.	7%	2
Unable to evoke collaboration between systems to support children/youth and their families.	4%	1

Why will your work with other children not change after involvement with CONeX?

Direct Quotes



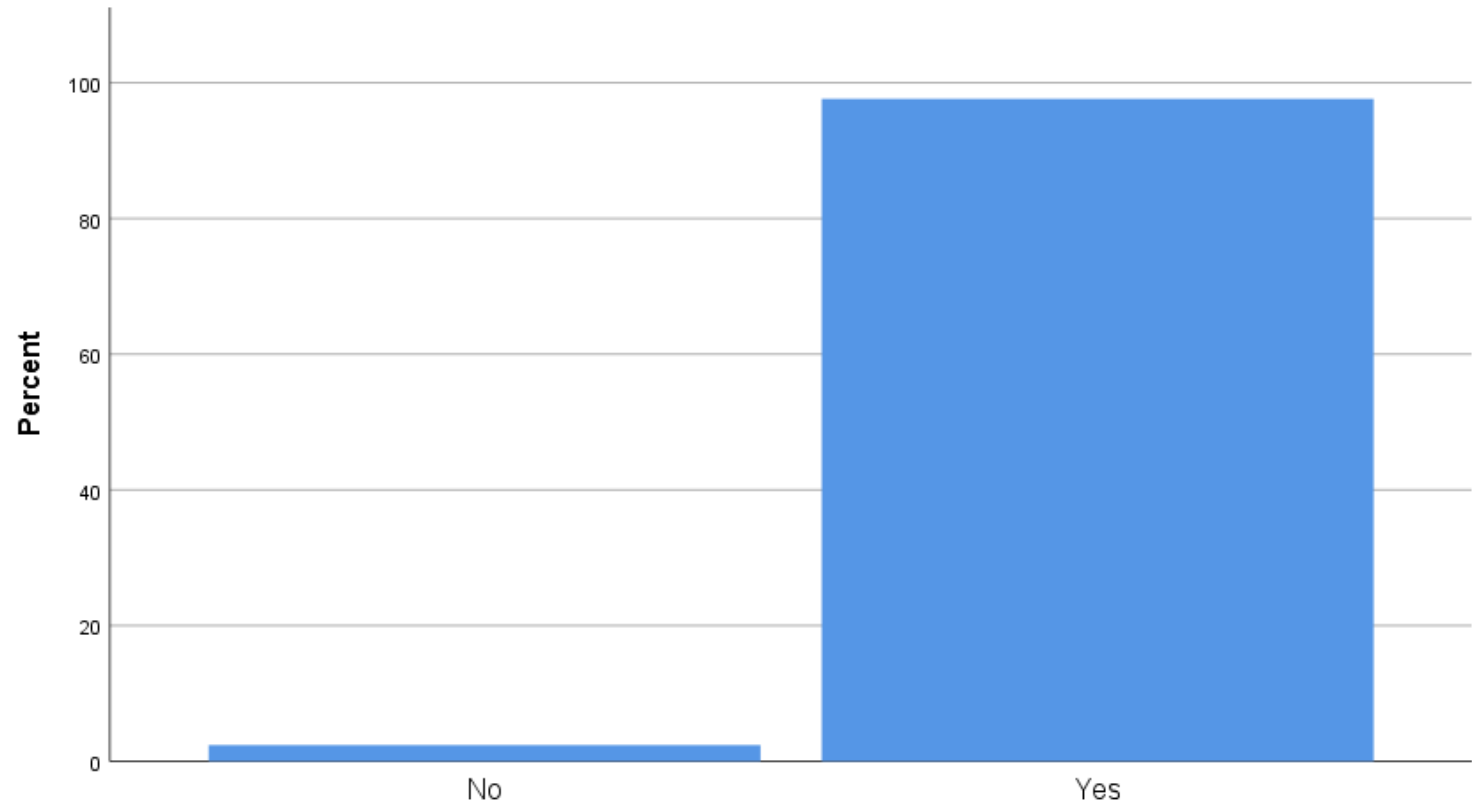
- *“My process and approach to working with children was very much aligned with CONeX, and there is not a need to change. Having worked with CONeX, I certainly have a better understanding of system navigation, and this knowledge has broadened by ability to connect families to the right supports for them.”*

Community-based Service Provider

- *“We put significant work into supporting our students at the school level. There is significant expertise in the building and we come to know our students and plan for their needs. CONeX did support the work with families. This was important work. It has not changed or had an impact on the system structures or supports.”*

Education-based Service Provider

Was involvement in CONeX worth your time and effort?

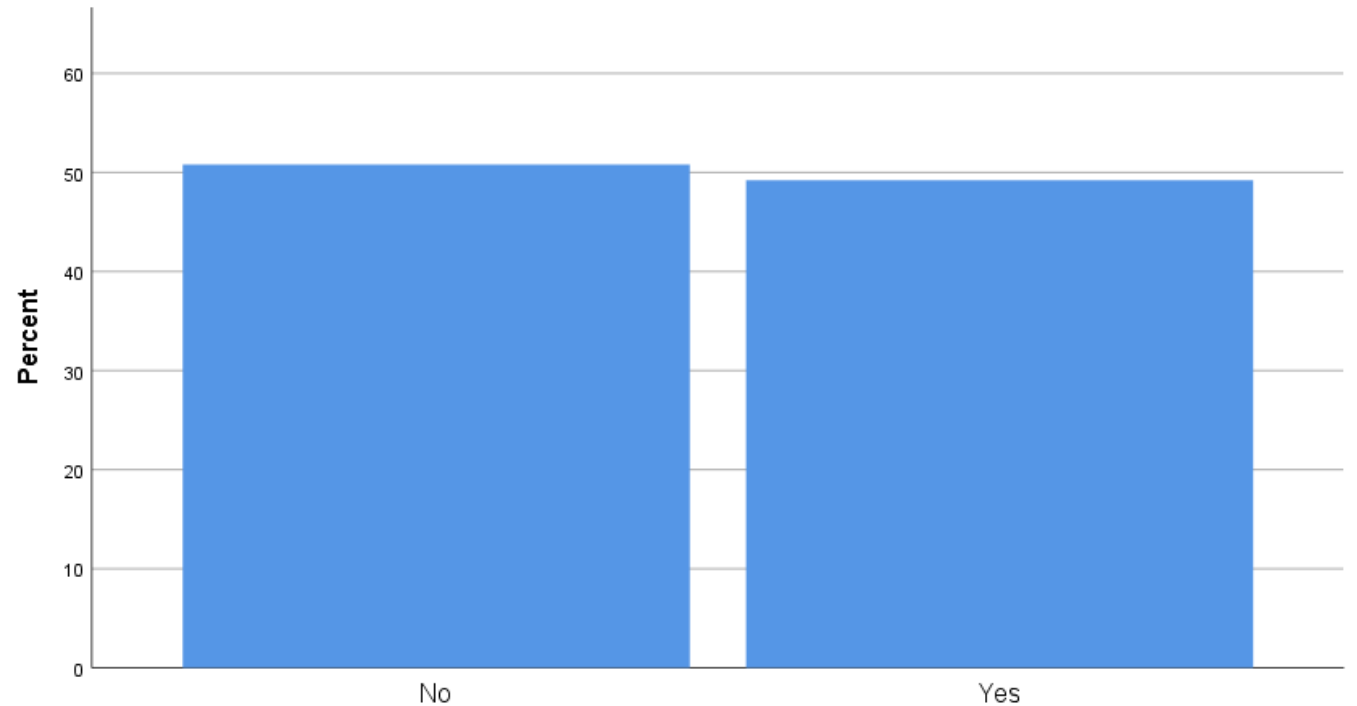




Why was involvement in CONeX not worth your time and effort?

- Two service providers completed this question. Their views were conceptualized as the following:
 - Uncertainty regarding the role of CONeX.
 - Labour-intensive referral process.

To meet the needs
of the
family/caregiver,
did you flex or
modify any of your
organizational
processes,
procedures, or
policies?



Theme	Percentage	Frequency
Implemented academic accommodations.	25%	12
Went outside regular mandate to support families.	21%	10
Reallocated resources and funding to support families.	19%	9
Allowed more time for collaboration.	17%	8
Reported flexing but no details on how this was implemented.	10%	5
Expanded entrance and maintenance requirements for unidentified service programs.	6%	3
Added CONeX to their lists of available service providers.	2%	1

How did you flex or modify any of your organizational processes, procedures, or policies?

Theme	Percentage	Frequency
There was no need.	49%	27
We are already flexible.	24%	13
Nothing prevented change.	9%	5
Unable to make change.	7%	4
Restrictions in organization process, procedure, or policy.	5%	3
Does not apply to their circumstance.	4%	2
Provincial laws.	2%	1

What **prevented** you from flexing or modifying any of your organizational processes, procedures, or policies?



Direct Quotes

- *“I feel like I flex quite a bit in my School-Based Mental Health role. I am saddened to say the rest of my system did not flex.”*

Health-based Service Provider

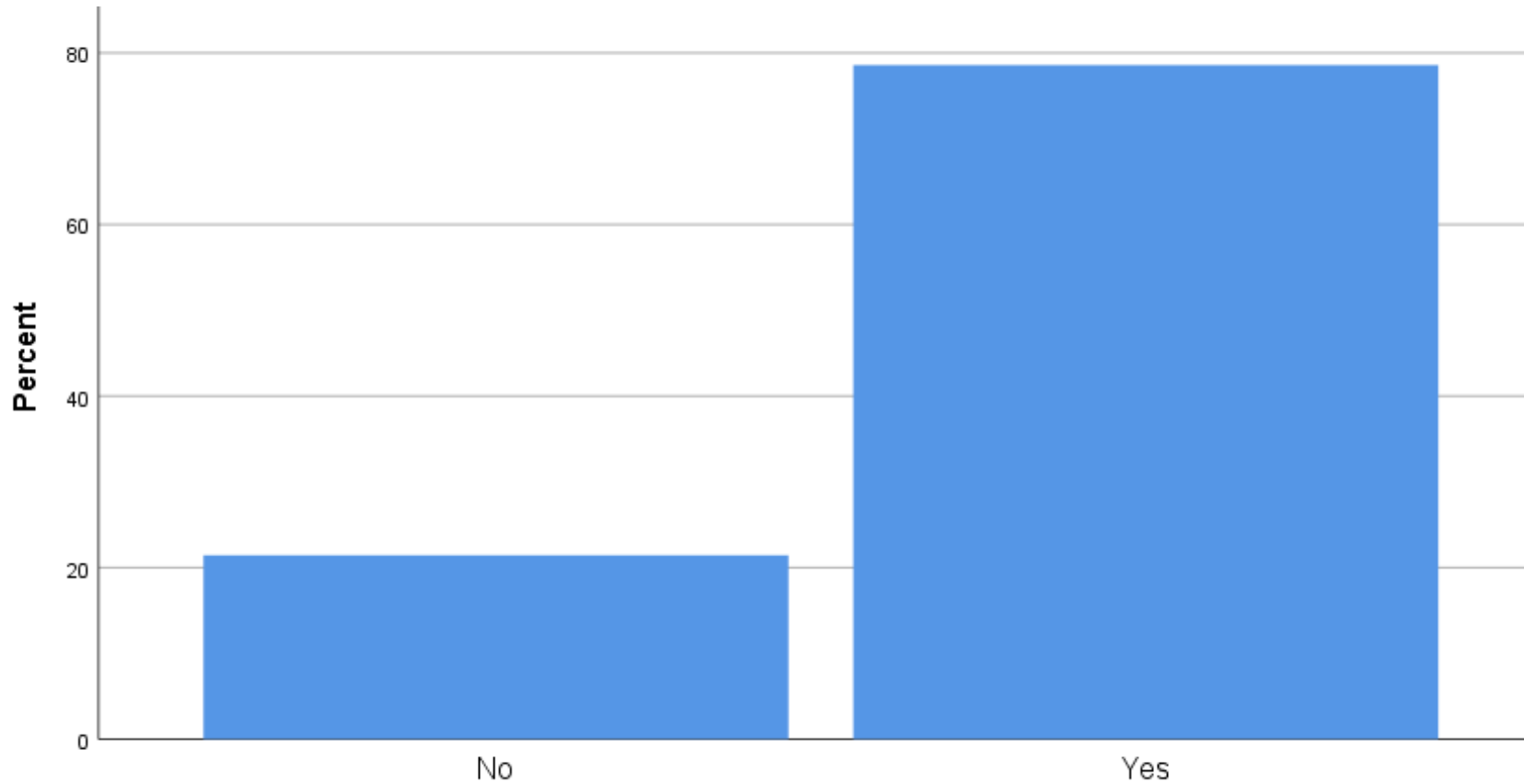
- *“I am bound by the operational expectations and administrative regulations. I do not have the authority to change policies or procedures at a system level.”*

Education-based Service Provider

- *“Child and Family Services has policy to abide by...”*

Child and Family-based Service Provider

Do you feel confident in your capacity to support future children/youth with complex needs and their families without CONeX involvement?



What prevents you from feeling confident?

Theme	Percentage	Frequency
Time and workload associated with case coordination.	29%	12
Unable to provide direct family support.	19%	8
Filling gaps in service delivery that are unable to be bridged.	14%	6
CONeX is perceived as more important by families and other organizations.	12%	5
Organizations do not feel they have access to the programs and partners to the same extent as CONeX.	12%	5
Perceived lack of competency to meet the needs.	7%	3
Unaware of available programs to support children with complex needs.	7%	3

Direct Quotes

- *“Some families require so much care coordination that it is beyond the scope of what I am able to provide in my role and time constraints.”*

Health-based Service Provider

- *“Having CONeX as the umbrella to bring together all participating agencies and organizations was extremely beneficial and I don't believe that this level of cooperation would occur without their involvement.”*

Education-based Service Provider

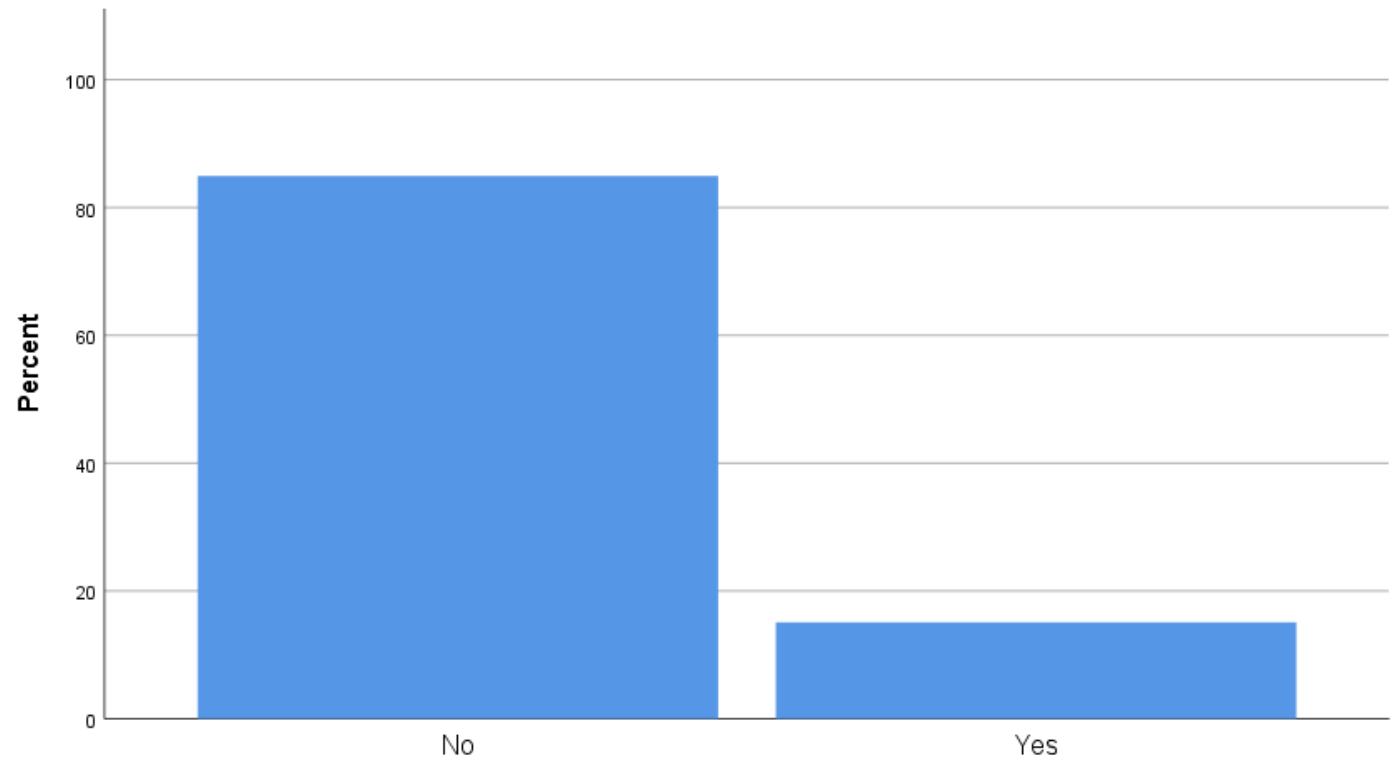
- *“The extra support is beneficial to making sure all participants meet regularly and review progress. It is time consuming organizing all the players.”*

Child and Family-based Service Provider

- *“Systems still do not work well together...”*

Community-based Service Provider

Did you experience any challenges with CONeX?



What
challenges
did you
experience?

Theme	Percentage	Frequency
Meeting times (e.g., number, length, size, missing members, and notice time).	44%	8
Communication efficiency (e.g., not responding, messages too long).	22%	4
Referral process was difficult for families and unclear.	18%	3
Case closure perceived as premature or without clear transition.	11%	2
Lack of understanding in schools regarding CONeX.	5%	1

Direct Quotes

- *“Frequent, long team meetings just are not feasible as part of my daily workload. I appreciated simply being able to read the summaries.”*

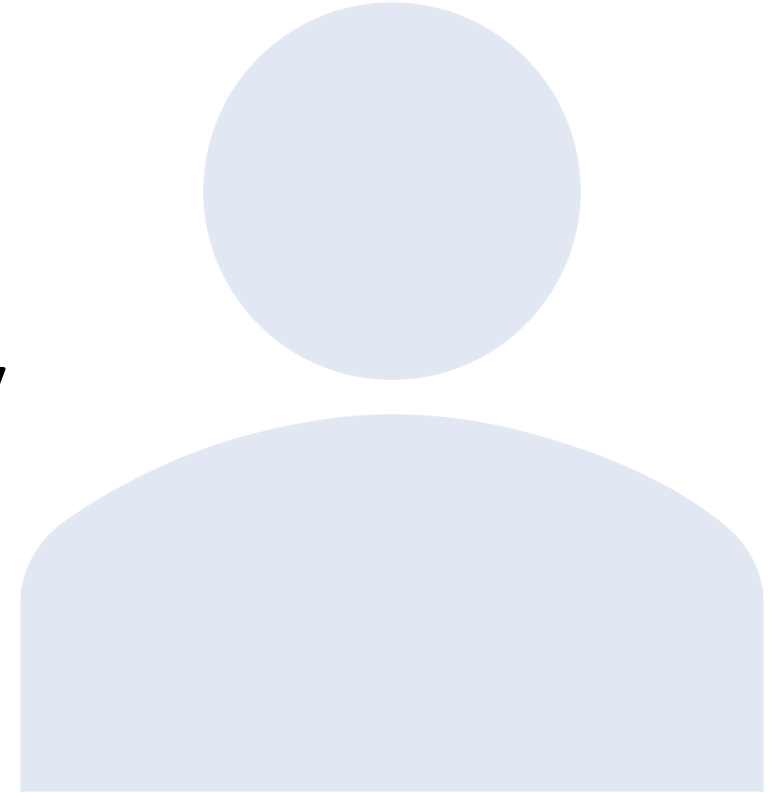
Health-based Service Provider

- *“Sometimes the service felt too short to become sustainable after CONeX pulled out.”*

Education-based Service Provider

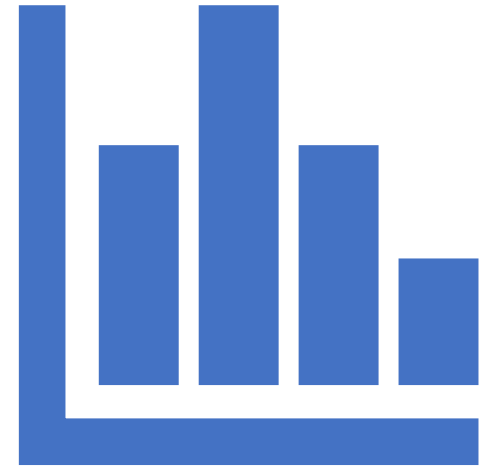


Manager Survey



Manager Survey

A total of **12 managers** responded to the survey and represents an overall response rate of **43%**.



Organization	Percentage	Frequency
Alberta Health Services	32%	4
Calgary Board of Education	8%	1
Calgary Catholic School District	8%	1
Rocky View Schools	8%	1
Foothills School Division	8%	1

Management Survey Breakdown

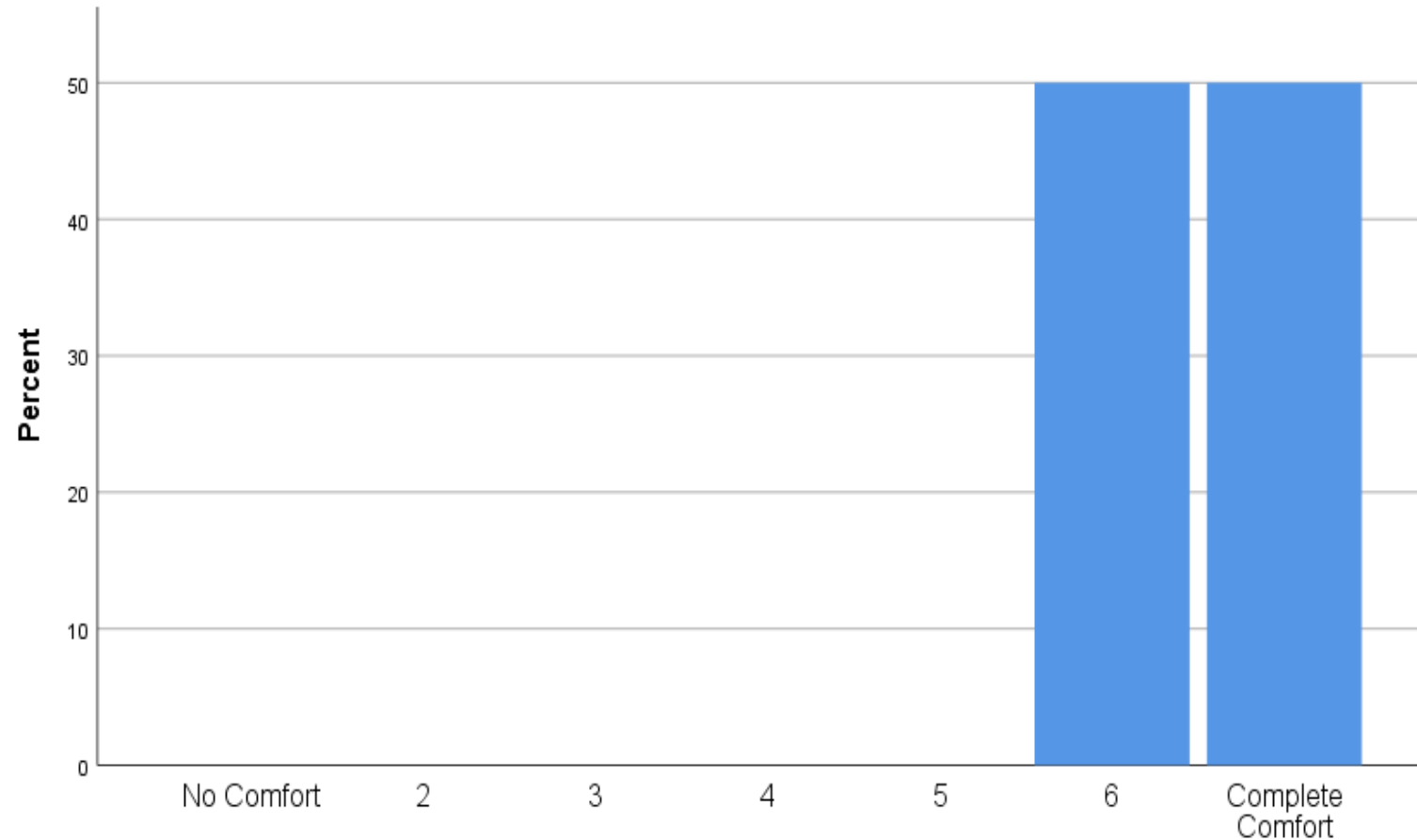
Survey respondents were composed of managers from the following organizations:

Organization	Percentage	Frequency
Family Supports for Children with Disabilities	8%	1
Hull Services	8%	1
CARYA	8%	1
Calgary Young Offender Centre	8%	1

Management Survey Breakdown

Continued...

Rate your level of comfort in collaborating with other organizations and systems.



- As reflected in the Likert scales, participants indicated high levels of comfort and how collaboration can be made easier when they, personally, know the person.

Describe your level of comfort in collaborating with other organizations and systems.

Theme	Percentage	Frequency
Case management and coordination.	24%	9
Child and family focus.	16%	6
Serves children and families with complex needs.	13%	5
Collaborates with existing services.	11%	4
Addresses cross system challenges.	11%	4
Accesses support from allied systems.	11%	4
Bridges services to children and families.	8%	3
Offers a clinical focus.	3%	1
Provides education across systems.	3%	1

Describe your understanding of the roles and responsibilities of the CONeX program?

Direct Quotes

- *“CONeX is a program that helps families with care coordination and time limited case management services. The service is designed for clients connected to multiple systems who require additional support with service navigation to address complex needs.*

Health-based Manager

- *“Support bringing systems together to understand and meet complex child and family needs where there appears to be gaps in service delivery, service utilization, service identification and/or collaboration. To develop relationships with families to be able to access and utilize available supports and services. To short term coordinate and case manage across systems to a coordinated plan that everyone is able to follow.”*

Community-based Manager

What aspects of CONeX do you think are unique to the services you already provide?

Theme	Percentage	Frequency
Better coordination of system supports.	25%	5
Better communication and collaboration across systems.	20%	4
Mental health support and counselling services.	20%	4
Neutral and holistic perspective on the individual cases.	15%	3
Holding systems accountable to support children and families.	5%	1
Educating systems on how to support.	5%	1
Access to health information.	5%	1
Smaller caseloads.	5%	1

Direct Quotes

- *“Education and counseling with this client group.”*
- *“The communication across systems.”*

Health-based Managers

- *“Greater familiarity and access to health information not readily accessible to us.”*

Child and Family-based Manager

- *“Not tied to any program and mandate, so can look at bigger picture and help everyone move to the bigger picture. Has smaller caseload, so is able to connect and build relationships with the family. Can provide intense connections for a short period of time to get situations moving and remove/alleviate barriers. Team has the knowledge and counseling skill set to engage families and other professionals.”*

Community-based Manager

What aspects of CONeX do you think overlap with the services you already provide?

Theme	Percentage	Frequency
There is no overlap.	50%	6
Case coordination.	42%	5
Clinical work.	8%	1

Direct Quotes

- *“Some of the clinical work, a small component of case management, however it occurs at a very different level with CONeX.”*

Health-based Manager

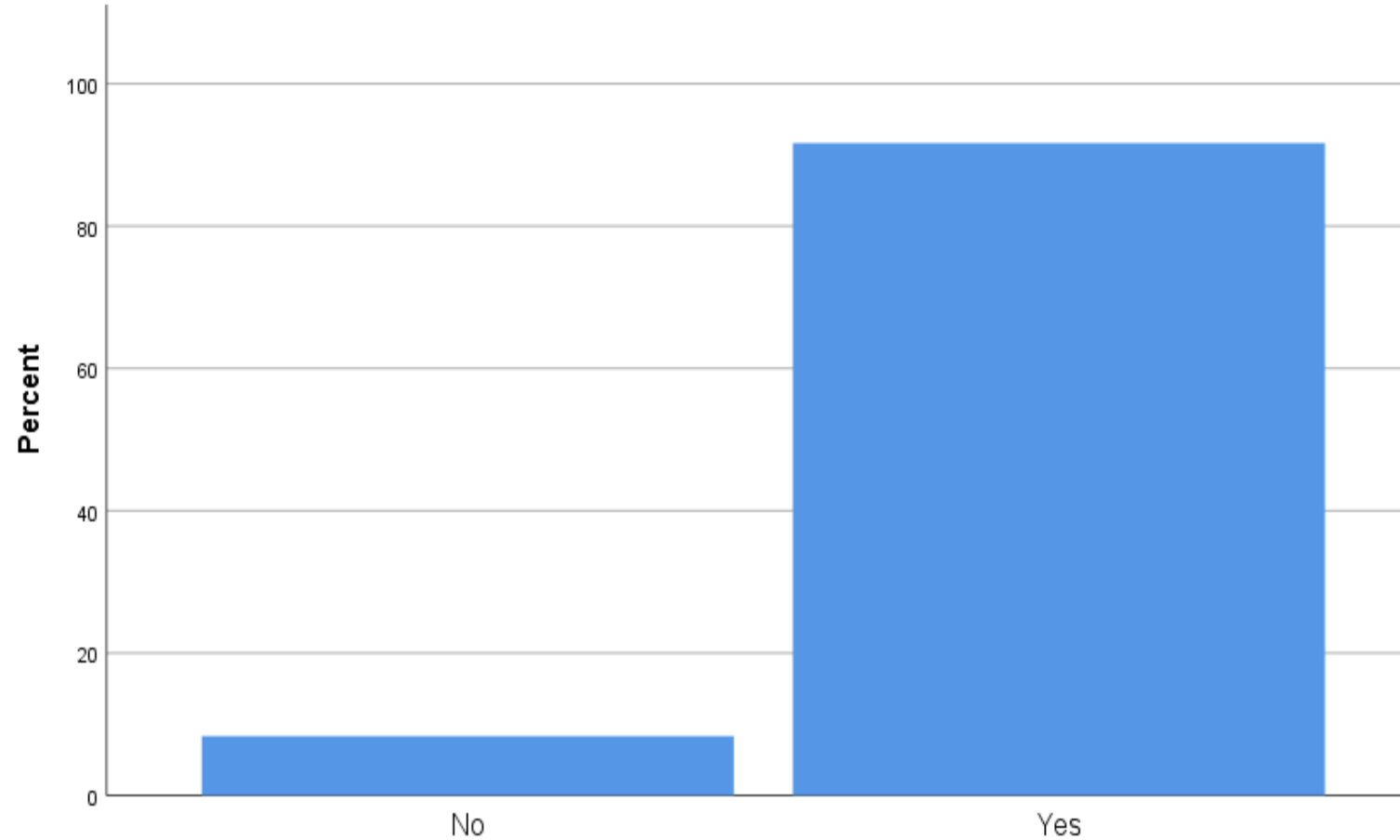
- *“Many of our staff provide system coordination...”*

Education-based Manager

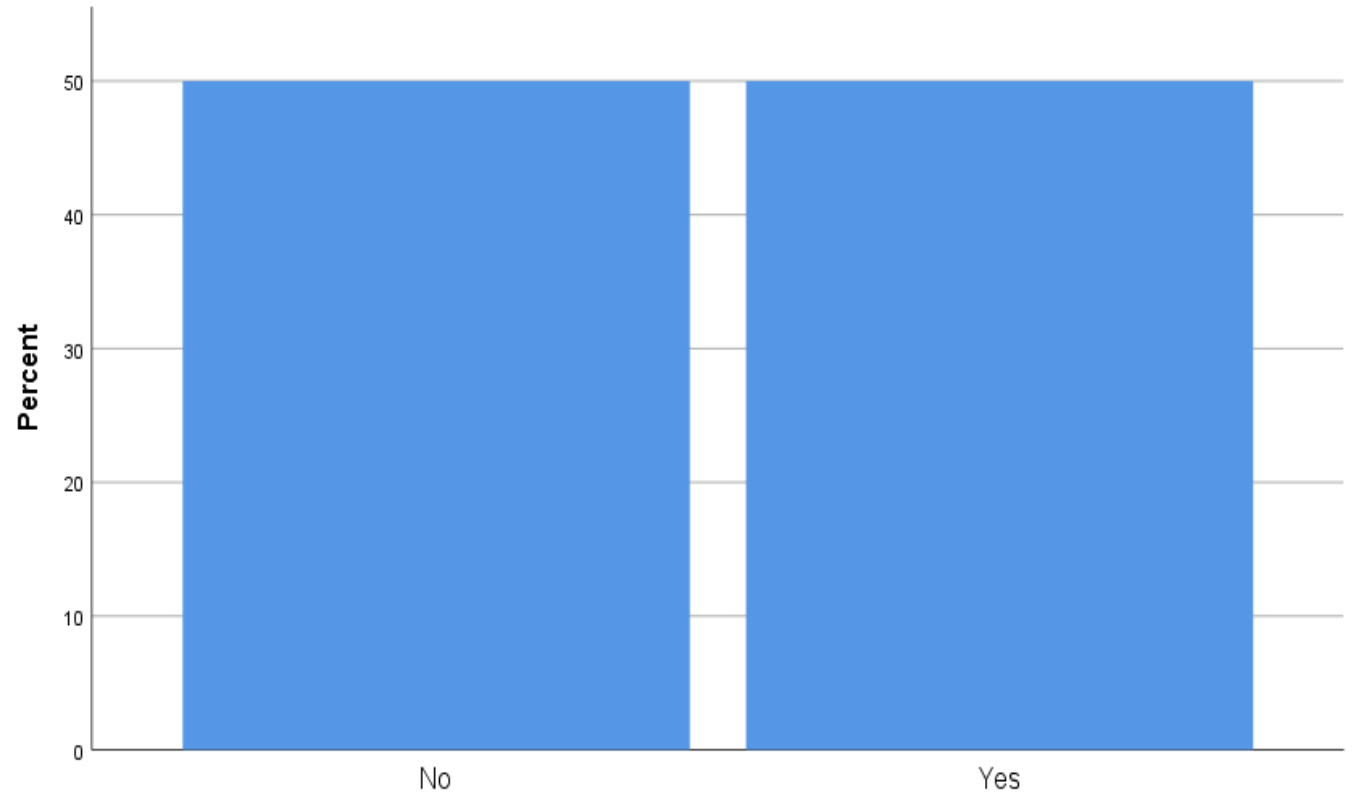
- *“We should be in a position within our own systems to do this type of engagement and service delivery, but no system has the ability or the resources.”*

Community-based Manager

Were you made aware of the circumstances that resulted in CONeX involvement?



Have your organizational processes, procedures, or policies been flexed or modified as a result of CONeX's involvement?



Themes	Percentage	Frequency
Academic accommodations.	20%	1
Accommodating the nature of how CONeX works.	20%	1
Openness to learning about the CONeX referral process.	20%	1
Increased awareness of the services provided by CONeX.	20%	1
Reduced caseload of internal staff.	20%	1

How have your organizational processes, procedures, or policies been flexed or modified as a result of CONeX's involvement?

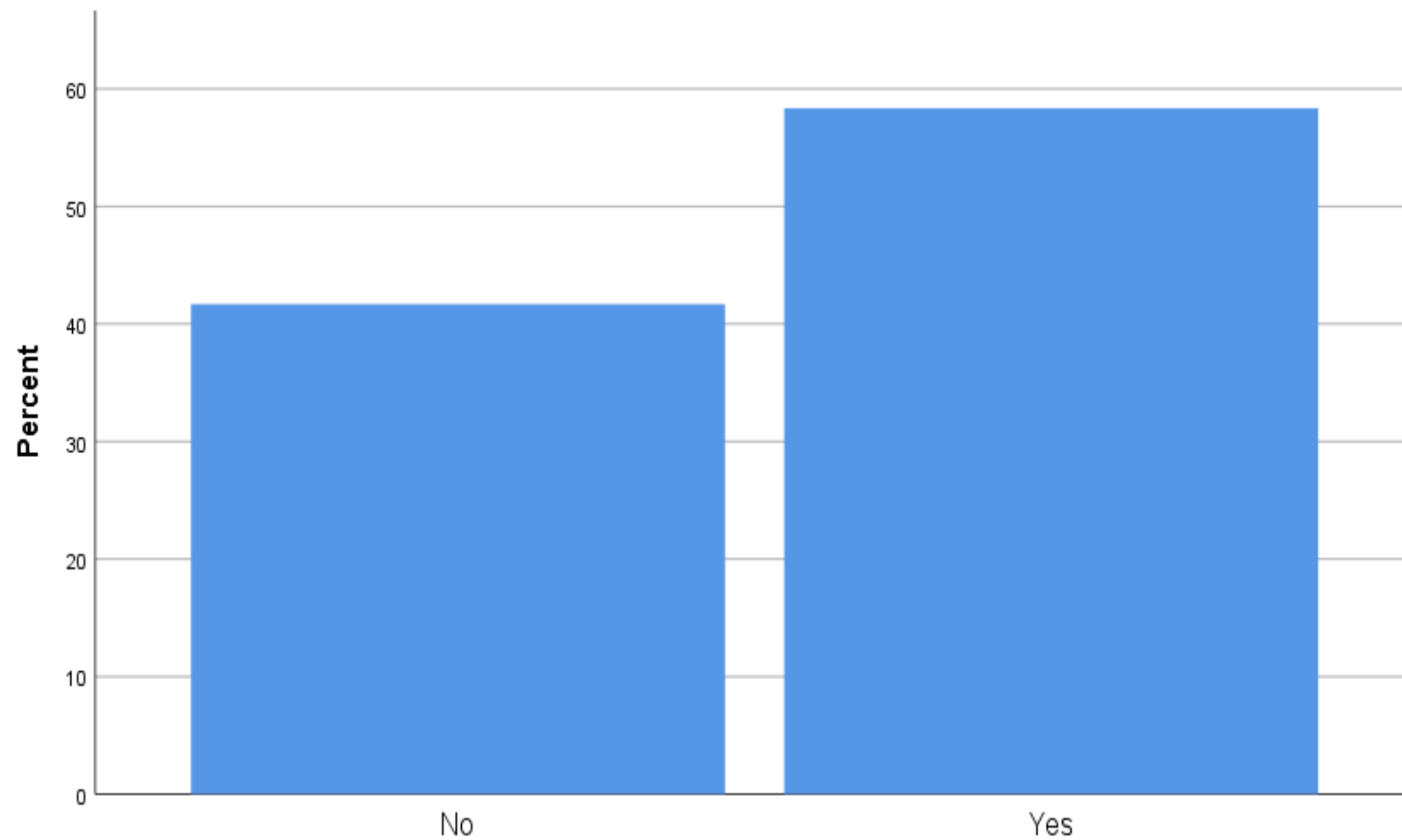
Themes	Percentage	Frequency
Academic accommodations.	20%	1
Accommodating the nature of how CONeX works.	<u>NOT FLEXING</u>	
Openness to learning about the CONeX referral process.		
Increased awareness of the services provided by CONeX.		
Reduced caseload of internal staff.		

How have your organizational processes, procedures, or policies been flexed or modified as a result of CONeX's involvement?

Themes	Percentage	Frequency
Not needed.	40%	2
The services provided required only consultation.	20%	1
We changed a procedure but not the overarching policy.	20%	1
We only needed to be connected to a specific program.	20%	1

Why were your organizational processes, procedures, or policies not flexed or modified as a result of CONeX's involvement?

Do you feel confident in your organization's capacity to support future children/youth with complex needs and their families without CONeX involvement?



Why do you
not feel
confident?

Themes	Percentage	Frequency
Perceived ability of CONeX to obtain priority access to partners and their programs.	33%	3
Insufficient staff to support the need.	23%	2
Unable to provide high-intensity service.	11%	1
Lack of awareness of existing partners and programs.	11%	1
Unable to offer a neutral perspective on case management.	11%	1
Difficulty providing case coordination.	11%	1

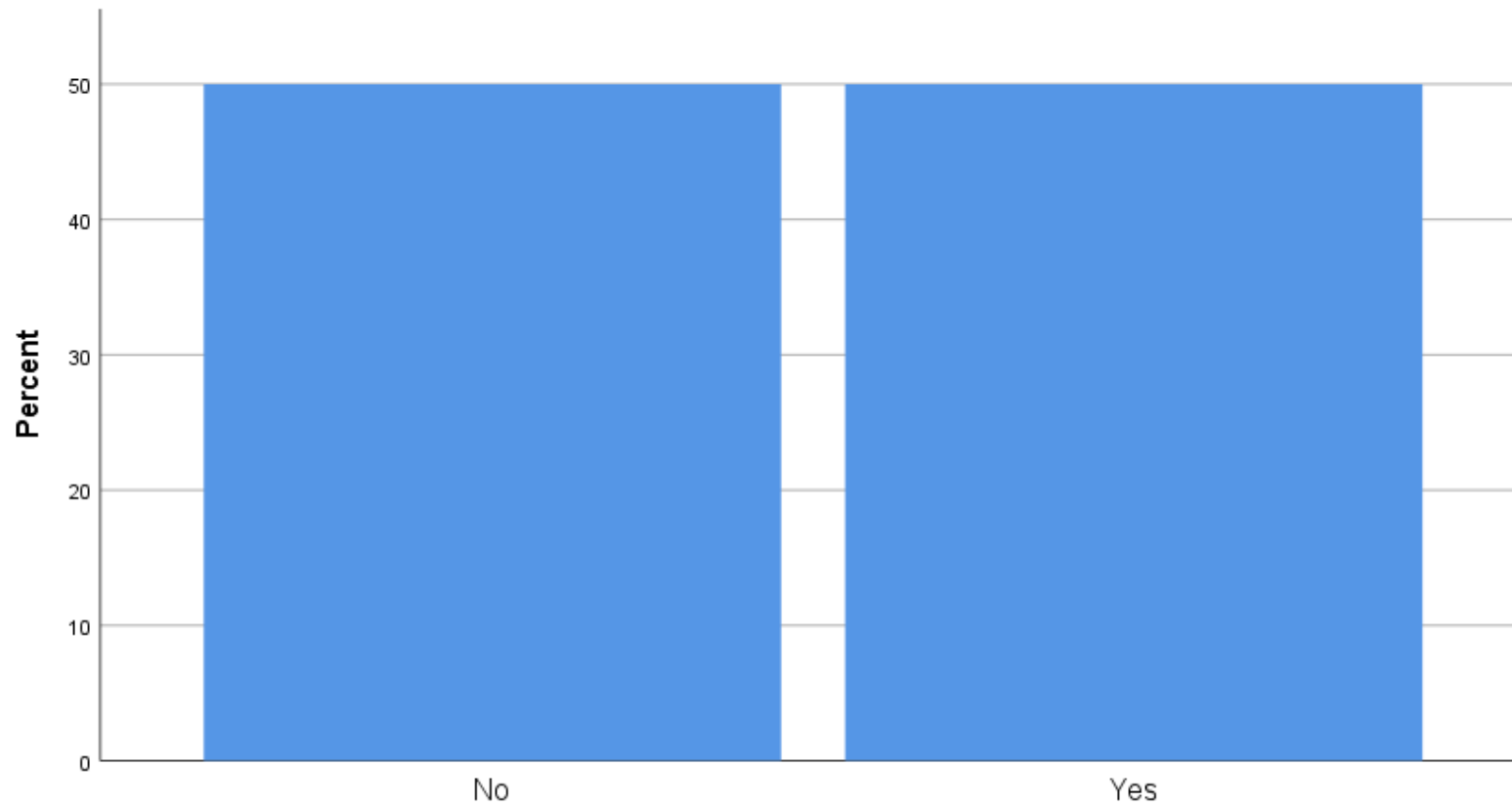
Direct Quotes

- *“They bring a broader more objective, neutral perspective to case management. They are also more broadly connected.”*

Health-based Manager

- *“When CONeX gets involved, it is because what we are all (all systems) are doing is just not enough to see positive outcomes, or isn't coordinated enough. Our system limitations and huge caseloads are not going to be alleviated. This work is specialized and concentrated. My organization doesn't have the capacity to devote hours, days and weeks to one family situation and never will...”*

Community-based Manager

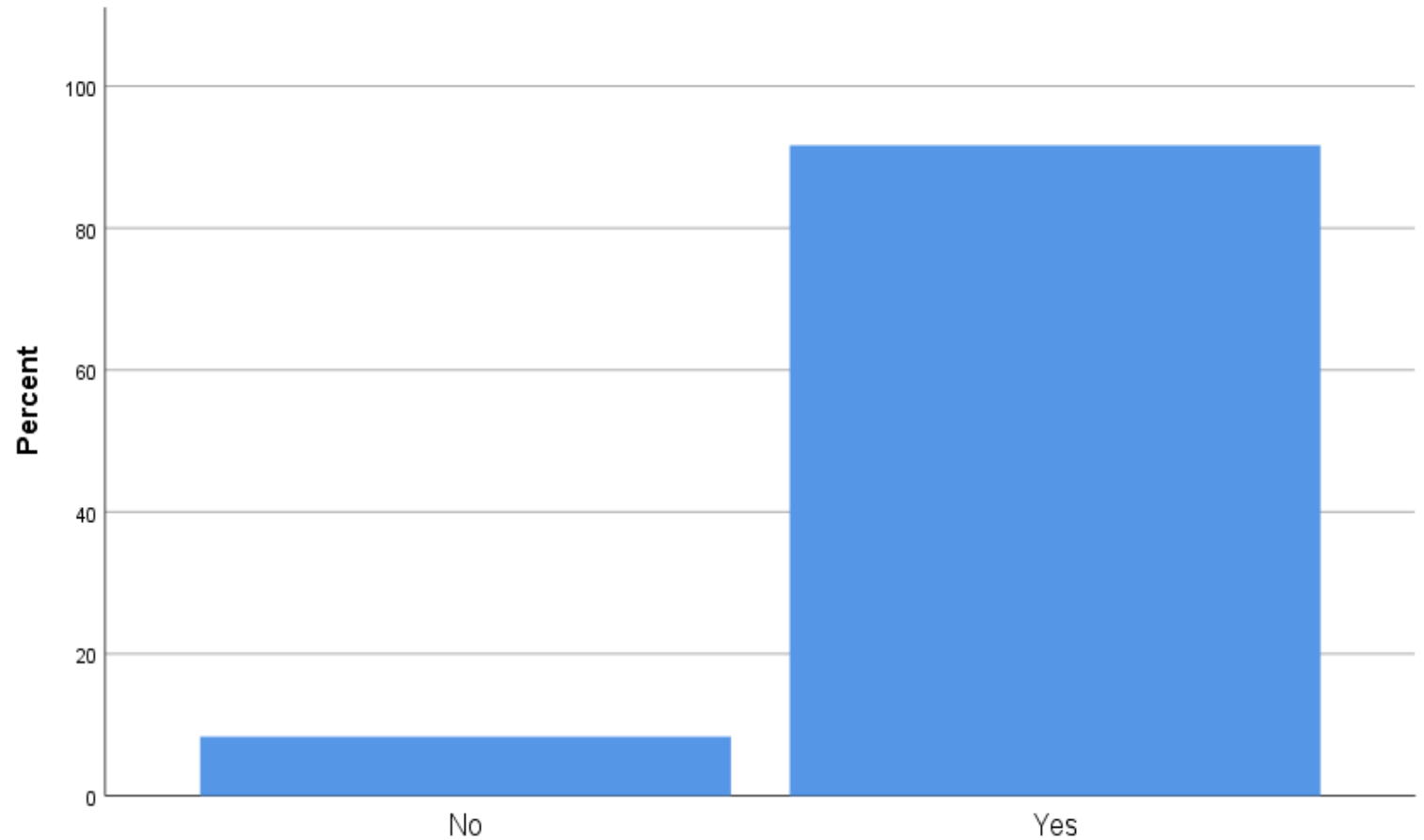


Have you received any feedback as to the nature of CONeX's involvement or areas in your system identified for improvement?

How would you like to receive **feedback** as to the nature of CONeX's involvement or areas in your system identified for improvement?

- Participants are open to receiving feedback in any manner that CONeX deems appropriate.
 - Email was the most highly requested method.

Was involvement
in CONex worth
your organization's
time and effort?



- One participant indicated that there were more meetings to arrange services than would have been needed if they had simply provided the service themselves.

Why was involvement in CONex not worth your organization's time and effort?

Recommendations for CONeX

Parent Recommendations

1. Provide more opportunities for parents to take a leadership role in case coordinating the supports for their child/youth.
2. Utilize more time to discuss the case closure process during the initial consultation so that parents feel more aware and confident.
3. Ensure sufficient time is utilized throughout the case conceptualization process.

Service Provider Recommendations

1. Educate service providers on how they might flex or modify processes/procedures during their involvement.
2. Recognize and address the dependency that may be created, unintentionally, through CONeX involvement
3. Increase the transparency for how cases are closed by CONex so that service providers understand the process (e.g., rubric).
4. Provide an opportunity for service providers to reflect on the ways in which they flexed or modified service delivery at the case closure meeting. A summary would then be provided to their respective organizational manager.

Service Provider Recommendations

5. Review communication practices with service providers to ensure material uptake and readability.
6. Increase flexibility in arranging meeting so that key stakeholders may attend by various communication means (e.g., phone conference).
7. Provide more information on how to accurately submit a CONeX referral application.
8. Create communications materials regarding CONeX to inform service providers across various systems.

Management Recommendations

1. Explore the opportunities to have increased cross-agency networking events.
2. Increase communication with the managers of service providers to advocate for process, procedure, or policy changes upon case closure. This can be, partially, facilitated through providing case summaries of key service modifications that occurred as a result of CONeX involvement.
3. Review, and potentially reallocate, time and resources to focus on system-level change. This may result in reduced caseloads.
4. Educate system-level managers on how they can access community support programs as readily as CONeX.

Thank You

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