



# Prevention & Early Intervention (PEI) Data Reporting: The Story Behind Data

September 16, 2020

---



**MONTEREY COUNTY  
BEHAVIORAL HEALTH**

**Avanzando Juntos Forward Together**

Dana Edgull, LCSW  
Prevention Manager

# Agenda

---

- ❖ The Process: Creating a PEI Evaluation System
- ❖ MCBH's PEI Evaluation System
- ❖ Importance of Provider Training and Buy-In
- ❖ Outcomes from Fiscal Year 2018-2019
- ❖ COVID-19 Challenges and Successes
- ❖ Questions



# THE PROCESS: CREATING A PEI EVALUATION SYSTEM

---

# Creating a PEI Evaluation System

---

- Why create a comprehensive system to evaluate PEI programs?
  - To streamline data tools
  - To have consistency/comparable data between programs
  - To ensure data being collected answers required PEI outcomes and metrics
  - To tell the story of the impact of PEI funding in communities

# Creating a PEI Evaluation System

---

- How did we create the evaluation system?
  - Evaluability assessment conducted by EVALCORP to understand the existing programs and tools
  - Extensive review of PEI regulations requirements and amendments to crosswalk onto new tools
  - Programs were assigned to a primary PEI program category based on services provided
  - All programs are assigned tools depending on their primary PEI program category

# Creating a PEI Evaluation System

---

- **Benefits**

- Programs see their impact and are motivated to consistently collect high quality data
- Build connections between PEI providers and build capacity to cross refer
- Data is comparable between programs and from year-to-year
- Annual PEI evaluation reports directly demonstrate the PEI-required outcomes and metrics
- Able to communicate positive impacts and outcomes

# MCBH'S PEI EVALUATION SYSTEM

---

# PEI Evaluation System

**1**

## Demographics

### Form Types:

- Adult
- Parent
- Presentation

### Submission Options:

- Data entry spreadsheet
- Online form
- Electronic health record

**2**

## Participant Outcomes

### Survey Types:

- Early Intervention
- Prevention
- Suicide Prevention
- Stigma & Discrimination Reduction

### Submission Options:

- Scan and email
- Online form

**3**

## Referral Tracking

1-page referral tracking form

### Submission Options:

- Scan and email
- Fillable PDF

**4**

## Quarterly Reporting

2-page template to share successes and challenges

### Submission:

- Email



# IMPORTANCE OF TRAINING AND BUY-IN

---

- Our process of training program staff on the importance of quality data and generating their buy-in

# Training and Generating Buy-In

---

- **Training**

- Annual Provider Learning Summit- share last year's overall results, train on tools, gather feedback, and facilitate conversation among providers
- Show the why: what the system and program categories are aiming to do, who the stakeholders are, why data collection is essential to showcase the impact they make in the community
- Ongoing technical assistance for providers

- **Showcase Program-Specific Results**

- Share providers' individual program results annually
- Generate feelings that their hard work is "worth it"
- Providers may use the summary report to attract other funding sources or advertise their programs in the community

# Training and Generating Buy-In

---

- **Communication**

- Reminders of which data is due, when and how to collect, which tools each provider should use
- Immediate feedback after data submissions on quality, accuracy, and questions
- Open line between provider staff and MCBH/EVALCORP to call or email

- **Gather Feedback**

- Annual phone interviews with provider staff to gather feedback on the use of the tools in the “real world”
- Revise tools annually for clarity and ease of use. Show that we hear them.

# Training and Generating Buy-In

---

- **Impact of provider input and collaborative relationships**
  - Based on provider feedback, revisions have been made each year to the demographic form to honor the culture, background and individuality of their participants.
  - Another (please specify): instead of Other
  - Adding in response options that respondents resonate with



# Training and Generating Buy-In

---



# RESULTS FROM FISCAL YEAR 2018-2019

---

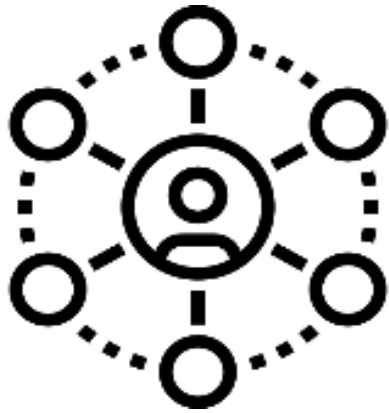
- The Difference Providers Made

# The Difference We Made

**1,295** surveys received from participants in FY 18-19  
(September 2018 and March 2019)

- **87%** said they received services that were right for them
- **89%** would recommend the program to friends or family

## Coping & Connection



**79%** were able to deal with problems better

**78%** felt better about themselves

**75%** felt more connected to other people



# Enhanced Wellbeing

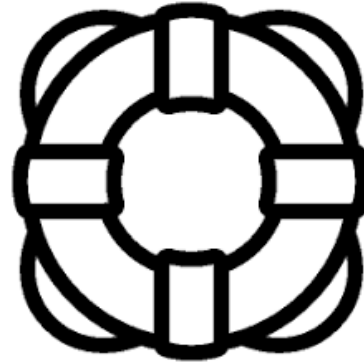


**74%** cared more about the things happening in their lives

**63%** felt less worried or afraid

**61%** had more energy during the day

# Knowing When & Where to Seek Help



**84%** know when to ask for help with an emotional problem

**80%** know where to go for mental health services

**81%** learned more about the warning signs of suicide

**85%** learned ways to help a person who is dealing with a mental health problem or crisis

## Reduced Stigma



**86%** have a better understanding of mental illness

**85%** believe people with mental illness can get better and have healthy lives

# COVID-19 CHALLENGES AND SUCCESSES

---

- Summary of feedback providers shared on COVID-19 program and data collection impacts
- Overall learnings

# Provider Feedback on COVID-19 Program Impacts

## Program Impact

- Some serving less people than usual, while others experienced increased participation due to moving services to phone or Zoom
- Shifted to presentations, social media, material supports, and other outreach rather than typical in-person services

## Data Collection Impact

- No access to desktop computers at office or computer access in general for participants to fill out surveys
- Collecting data over the phone or making fillable PDFs and Word docs or online forms to send to clients
- Taking photos of referral information to share with clients via text or email

# Summary on COVID-19 Learnings

- Respond quickly
  - Reach out to providers to extend deadlines, offer support, and learn about program changes
  - Make appropriate modifications to tools and systems in a timely manner. Online or fillable forms were created as options for each tool.
- Keep both paper and online tools as options
  - Do not overhaul the whole system to move to online – some populations cannot access the internet. Trust providers' expertise in their population.
- Offer webinars
  - MCBH offered several webinar series to reach more people in the community on topics such as mindfulness and self care and coping with anxiety

# QUESTIONS?

Dana Edgull

EdgullDR@co.monterey.ca.us

Kristen Donovan, PhD

kdonovan@evalcorp.com

---

Thank you!