

# DYS Family Engagement Documentation and Tracking

- Green Belt
- Lean Six Sigma Project
- Domonique Rice, PhD, IMFT
- 02/03/2020



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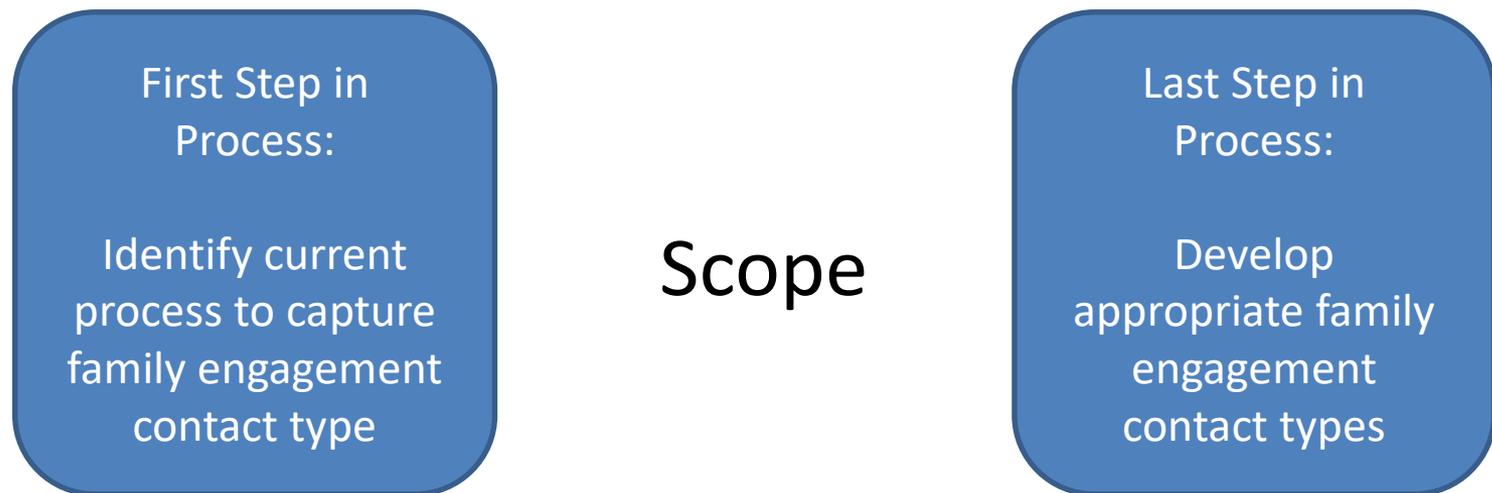
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# Background / Scope

- Staff within the Department of Youth Services don't have a way to track family engagement within our electronic notes system JCMS. When working with youth the header for notes are general and does not denote specific engagement types. There is a need to develop various headers for contact types in the electronic notes system JCMS to better track family engagement across all bureaus specific to each individual youth. review and improve the process for onboarding employees by making it more efficient, timely and consistent.



# Project Goals



Identify from 3 areas within Department of Youth Services of how we engage families



Identify how each area tracks and documents family engagement



Develop specific contact types and begin tracking family engagement

# Operational Definition

Define Measures		Operational Definition	
Measure	Who	What	How
Family Therapy	BHS	# of times Family participates in therapeutic session with youth and clinician	Record number of times on a paper spreadsheet or excel spreadsheet provided
Religious Services Family Therapy	Religious Services	# of times Family participates in therapeutic session with youth and clinician	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Engagement (General)	UM/CPS/BHS	# of times Family participates or has contact with staff	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Visit	UM/CPS/BHS	# of times Family attends visitation	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family In-Person Contact( Facility)	UM/CPS/BHS	# of times Family comes to the facility for any reason outside of visitation/IDT/Treatment Planning	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Engagement IDT/ Treatment Planning	UM/CPS	# of times Family participates and is engaged in the IDT/Treatment Planning Process outside of IDT	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Program Attendance/Participation- Participating in Family Days, Baby Elmo, Fatherhood Program, Etc.	UMA/Program Admin	# of times Family participates in facility programming	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Reentry Planning Contact	UM/CPS/BHS/JPO	# of times Staff/Clinician engages the family in Reentry planning process	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Video Session	UM/CPS/BHS/JPO	# of times Staff/Clinician engages the family via video-based contact but is NOT family therapy	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Transport	JPO	# of times when family members are transported or provided gas cards	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family Phone Contact	JPO	# of times JPO communicates with family via phone	Record number of times on a paper spreadsheet or excel spreadsheet provided
Family In-Person Contact (Home/Community)	JPO	# of times JPO communicates with family in-person (Home/Community)	Record number of times on a paper spreadsheet or excel spreadsheet provided

# Data Collection Plan

## DYS-Family Engagement

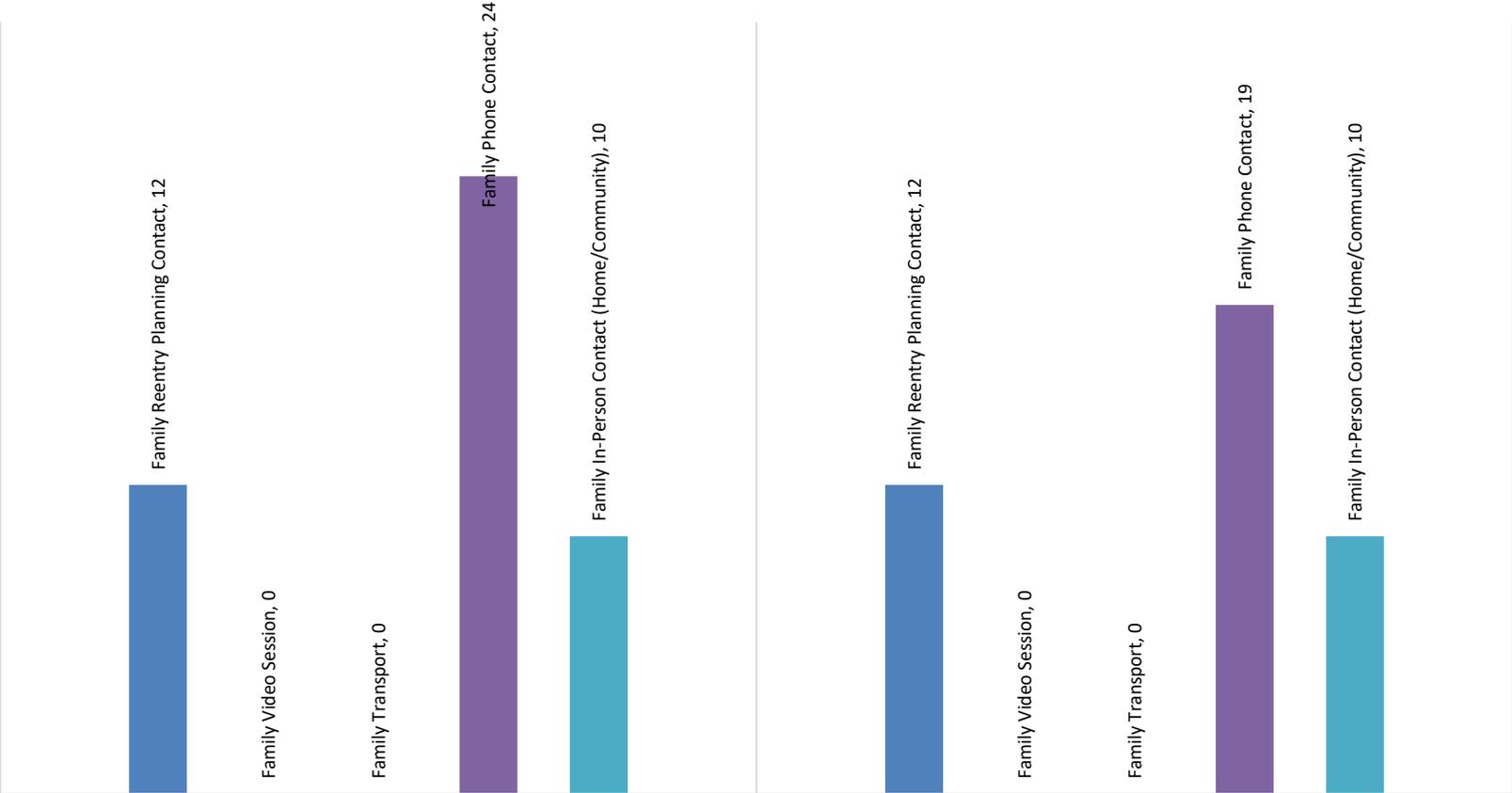
## Measure - Data Collection Plan

Define Measures		Sampling			
Measure	Who	What	Where	When	How Many
Family Therapy	BHS	Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	2
Religious Services Family Therapy	Religious Services	Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	0
Family Engagement (General)	UM/CPS/BHS	Non-Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	7
Family Visit	UM/CPS/BHS	Non-Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	7
Family In-Person Contact( Facility)	UM/CPS/BHS	Non-Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	7
Family Engagement IDT/ Treatment Planning	UM/CPS	Non-Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	5
Family Program Attendance/Participation- Participating in Family Days, Baby Elmo, Fatherhood Program, Etc.	UMA/Program Admin	Non-Treatment Contact	Facility	2 Week period beginning: 01/13/2020-01/24/2020	5
Family Reentry Planning Contact	UM/CPS/BHS/JPO	Non-Treatment Contact	Facility/Home/Community	2 Week period beginning: 01/13/2020-01/24/2020	10
Family Video Session	UM/CPS/BHS/JPO	Non-Treatment Contact	Facility/Home/Community	2 Week period beginning: 01/13/2020-01/24/2020	10
Family Transport	JPO	Non-Treatment Contact	Home/Community	2 Week period beginning: 01/13/2020-01/24/2020	3
Family Phone Contact	JPO	Non-Treatment Contact	Home/Community	2 Week period beginning: 01/13/2020-01/24/2020	3
Family In-Person Contact (Home/Community)	JPO	Non-Treatment Contact	Home/Community	2 Week period beginning: 01/13/2020-01/24/2020	3

# Juvenile Parole Officer Data Collection

Number of Family Contacts with Staff/Clinicians								
3 JPO Participants across Ohio (Southern Region District 1 & Southern Region District 2)								
Division: Parole								
Week 1: January 13th, 2020								
Contact Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Family Reentry Planning Contact	1	3,1	1, 1	3, 1	1	0	0	12
Family Video Session	0	0	0	0	0	0	0	0
Family Transport	0	0	0	0	0	0	0	0
Family Phone Contact	2	3,1	2, 3, 1	4,1	1,4, 1	1	0	24
Family In-Person Contact (Home/Community)	1	3	1	3, 1	1	0	0	10
<b>Total:</b>	<b>4</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>46</b>
Week 2: January 20th, 2020								
Contact Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Family Reentry Planning Contact	0	2	4	3	3	0	0	12
Family Video Session	0	0	0	0	0	0	0	0
Family Transport	0	0	0	0	0	0	0	0
Family Phone Contact	0	1, 2,1	4	3, 2	1, 4, 1	0	0	19
Family In-Person Contact (Home/Community)	0	2	4	0	3, 1	0	0	10
<b>Total:</b>	<b>0</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>41</b>

# JPO Family Contacts



JPO FAMILY CONTACT TYPES

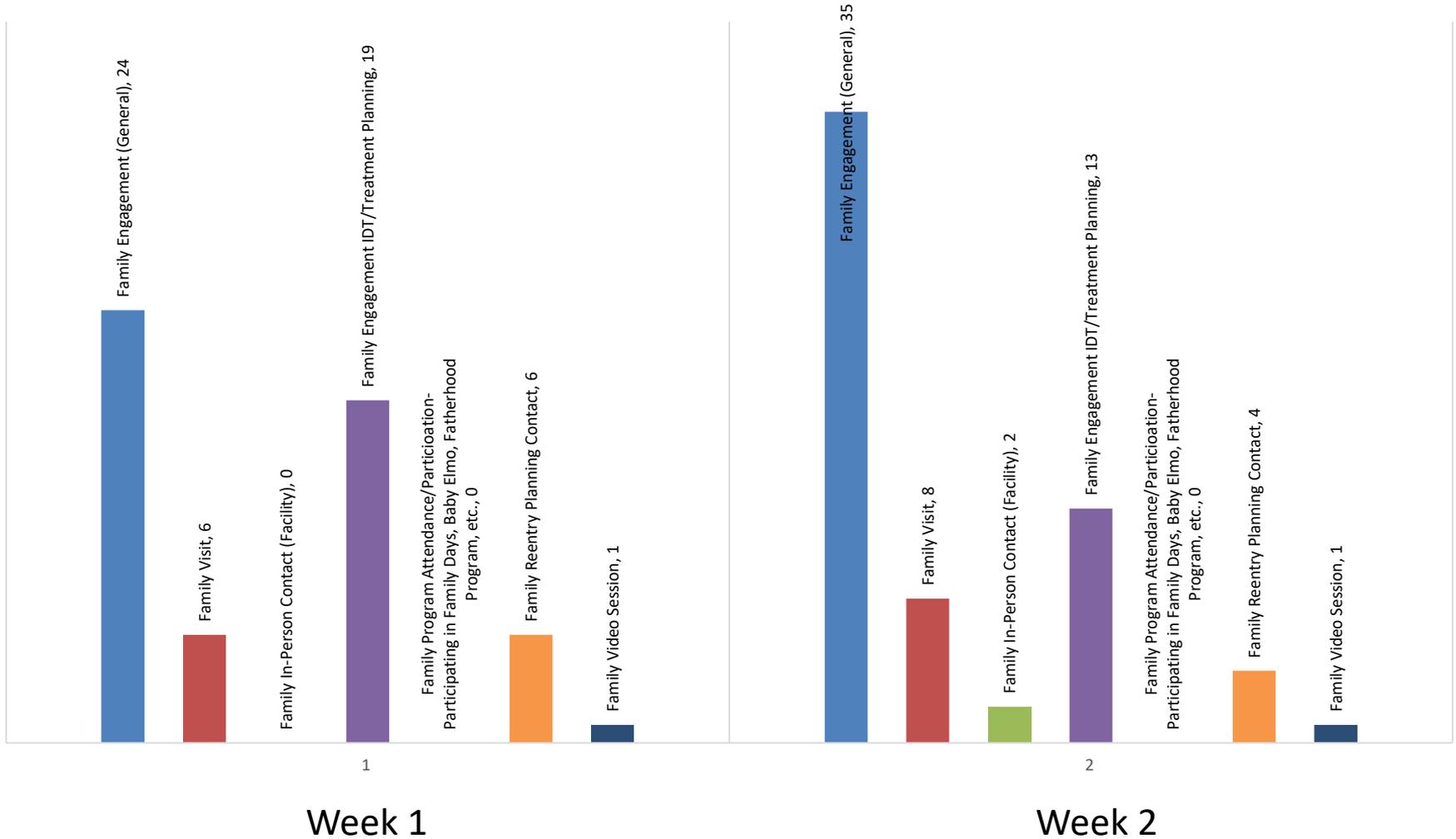
Week 1

Week 2

# Unit Management /Case Management

Number of Family Contacts with Staff/Clinicians								
5 UM/CM Participants from 3 facilities, CHJCF, IRJCF, & CJCF								
Division: Unit Management/ Case Mgmt								
Week 1: January 13th, 2020								
Contact Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Family Engagement (General)	1	3, 2, 1	1	1, 11	4	0	0	24
Family Visit	1	2	0	1	0	1	1	6
Family In-Person Contact( Facility)	0	0	0	0	0	0	0	0
Family Engagement IDT/ Treatment Planning	1	3, 8	2	4, 1	0	0	0	19
Family Program Attendance/Participation-Participating in Family Days, Baby Elmo, Fatherhood Program, Etc.	0	0	0	0	0	0	0	0
Family Reentry Planning Contact	0	5	0	1	0	0	0	6
Family Video Session	0	0	1	0	0	0	0	1
<b>Total:</b>	<b>3</b>	<b>24</b>	<b>4</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>56</b>
Week 2: January 20th, 2020								
Contact Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Family Engagement (General)	0	3, 3, 2	2	3, 1, 2	2	5, 7	2, 3	35
Family Visit	1	2, 1	1	1	0	1	1	8
Family In-Person Contact( Facility)	0	1	1	0	0	0	0	2
Family Engagement IDT/ Treatment Planning	0	5	1, 5	2	0	0	0	13
Family Program Attendance/Participation-Participating in Family Days, Baby Elmo, Fatherhood Program, Etc.	0	0	0	0	0	0	0	0
Family Reentry Planning Contact	0	1, 1	1	1	0	0	0	4
Family Video Session	0	0	0	0	0	1	0	1
<b>Total:</b>	<b>1</b>	<b>19</b>	<b>11</b>	<b>10</b>	<b>2</b>	<b>14</b>	<b>6</b>	<b>63</b>

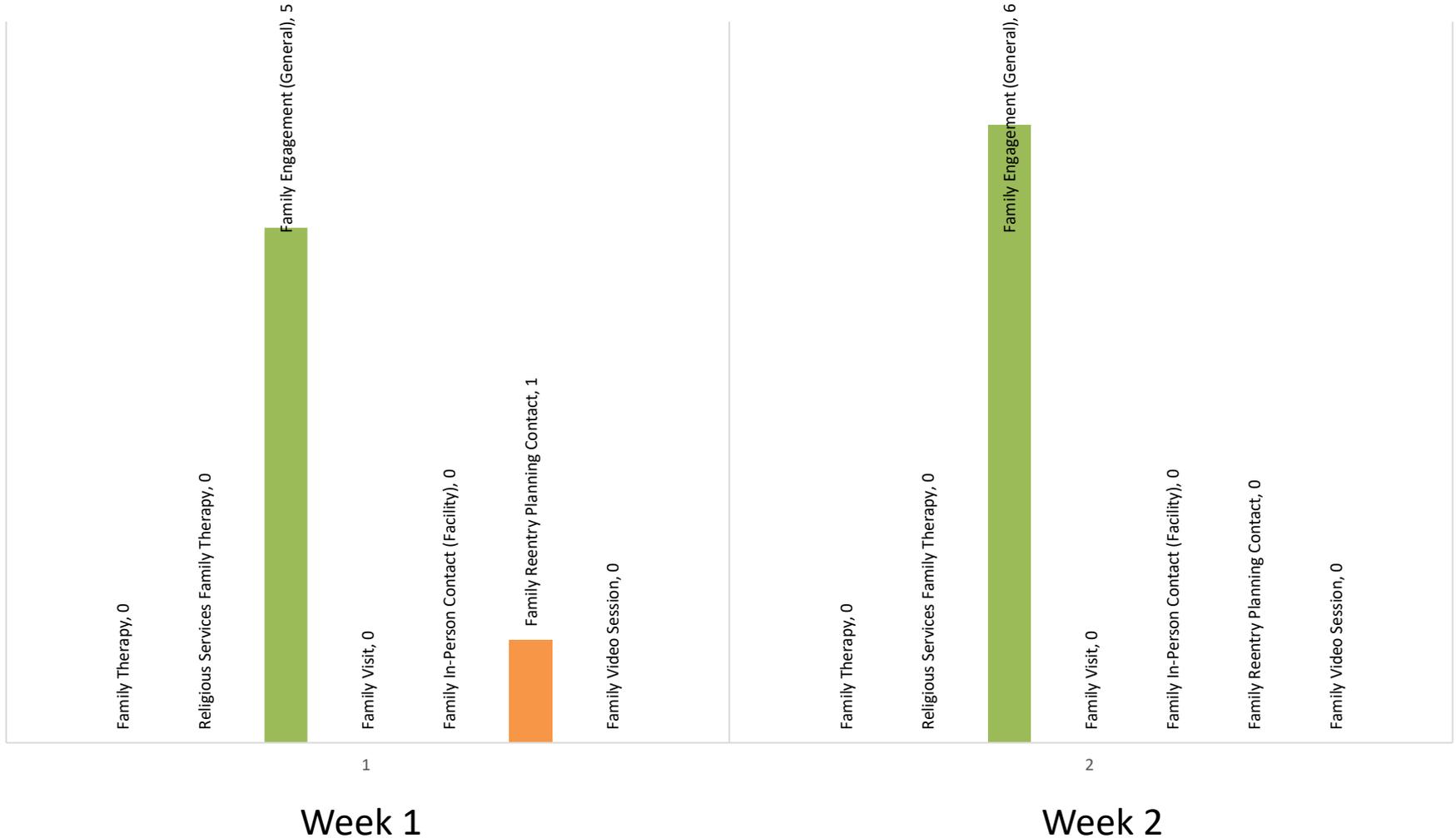
# UM/CM Family Contact



# Behavioral Health Services/ Religious Services

Number of Family Contacts with Staff/Clinicians								
2 BHS/Religious Services Participants from 2 Facilities out of 3 (CHJCF & IRJCF)								
Division: BHS/Religious Services								
Week 1: January 13th, 2020								
Contact Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total:
Family Therapy	0	0	0	0	0	0	0	0
Religious Services Family Therapy	0	0	0	0	0	0	0	0
Family Engagement (General)	0	2, 1	1	0	1	0	0	5
Family Visit	0	0	0	0	0	0	0	0
Family In-Person Contact (Facility)	0	0	0	0	0	0	0	0
Family Reentry Planning Contact	0	1	0	0	0	0	0	1
Family Video Session	0	0	0	0	0	0	0	0
<b>Total:</b>	0	4	1	0	1	0	0	6
Week 2: January 20th, 2020								
Contact Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total:
Family Therapy	0	0	0	0	0	0	0	0
Religious Services Family Therapy	0	0	0	0	0	0	0	0
Family Engagement (General)	0	2, 3	0	1	0	0	0	6
Family Visit	0	0	0	0	0	0	0	0
Family In-Person Contact (Facility)	0	0	0	0	0	0	0	0
Family Reentry Planning Contact	0	0	0	0	0	0	0	0
Family Video Session	0	0	0	0	0	0	0	0
<b>Total:</b>	0	5	0	1	0	0	0	6

# BHS/Religious Services Family Contact



# Project Benefits

- Improved communication between bureaus
- Improved Client Service/internal and external stakeholders
- More effective and efficient Family Engagement tracking
- Makes process much simpler
- Lowers risk of incorrect information
- Accurate and faster response
- Reductions in variability

# Improvement Summary

## Current Key Issues

- Unable to accurately document family engagement efforts
- Vague family engagement documentation
- Unable to accurately track family engagement

## How We Improved

- Develop Documentation types to incorporate into JJCMS
- Created clear and concise contact types for each bureau providing services to youth and families
- Able to track family engagement in JJCMS through new contact type documentation

# Implementation Plan

<b>Task</b>	<b>Who</b>	<b>When</b>	<b>Status</b>
<b>Develop Contact Types</b>	<b>Domonique Rice</b>	<b>December 2019</b>	<b>Completed</b>
<b>Provide Contact Types to IT</b>	<b>Domonique Rice</b>	<b>March 2020</b>	<b>Ongoing</b>
<b>Notify staff of practice environment in JCMS</b>	<b>Domonique Rice</b>	<b>April 2020</b>	<b>Upcoming</b>
<b>Train staff on new documentation Contact Type processes</b>	<b>BHSA; UM/CM; JPO</b>	<b>April 2020</b>	<b>Upcoming</b>

# Special *thanks* to...

**Senior Leadership: Sarah Book, Bureau Chief of Behavioral Health Services**

**Sponsor: Sarah Book , Bureau Chief of Behavioral Health Services; Stephanie Starr, Green Belt Mentor**

**Team Leader: Domonique Rice, PhD, IMFT, Behavioral Health Services Administrator**

**Subject Matter Expert/s: Kyle Hauswirth (DRC); Juvenile Parole; Unit Management/ Case Management; Behavioral Health Services; I.T.**

**Customer/s: All internal and external customers who engage with youth and their families in DYS.**

# Questions/Comments

