Youth and Family Training Institute

High Fidelity Wraparound: Continuous Quality Improvement – Soup to Nuts!

June 7, 2016 1:00-2:30pm



Introductions!

- Youth and Family Training Institute
 - Monica Walker Payne, Ph.D. (ABD) Evaluation Director



http://www.yftipa.org

- Allegheny Family Network
 - Maria Silva Senior Supervisor, Credentialed Coach, and Family
 Partner Tri-Chair of the State-wide Evaluation Subcommittee



Who is in the room today?

- Family Members?
- Youth?
- Wraparound Practitioners?
- Administrators or Policy Makers?
- Researchers or Evaluators?
- Others?

Presentation Overview

Youth and Family Training Institute

- PA High Fidelity Wraparound
 - Background and Team Structure
 - Training
 - Coaching
 - Credentialing
- Evaluation and Continuous Quality Improvement
 - High Fidelity Wraparound Process Standardized Chart Forms
 - Fidelity
 - The Continuous Quality Improvement Process
 - Preliminary Outcomes

Learning Objectives

- Participants will understand how YFTI's training, coaching, credentialing, and monitoring program provides a comprehensive continuous quality improvement process.
- 2. Participants will learn how standardized wraparound chart documentation pinpoints areas for coaching and program improvement.
- 3. Participants will practice using data and critical thinking skills to identify program strengths and challenges.
- 4. Participants will be able to connect continuous quality improvement practices to improved wraparound fidelity and outcomes.

Youth and Family Training Institute (YFTI)

- YFTI has been in existence for 8 years.
- YFTI trains, coaches, and credentials High Fidelity Wraparound (HFW) workforce members, which (in Pennsylvania) consist of: Coaches, Facilitators, Family Support Partners and Youth Support Partners.
- YFTI ensures the HFW workforce has the knowledge and skills to provide HFW consistently, with accountability, and fidelity to the process.
- YFTI provides technical assistance and helps prepare counties and system partners interested in implementing HFW.

Funding

- Youth and Family Training Institute
 - Office of Mental Health and Substance Abuse Services (OMHSAS)
 - Community Care Behavioral Health Organization
 - University of Pittsburgh Department of Psychiatry
- Commonwealth of Virginia (training)
- SAMHSA Grants
 - System of Care Cooperative Agreement (HFW Implementation and Evaluation)
 - System of Care (State-wide) Expansion Implementation Grant (Training and Evaluation)
 - Healthy Transitions Grant (Evaluation)
 - Behavioral Health Alliance of Rural Pennsylvania (BHARP) System of Care Project (Evaluation)
 - Philadelphia System of Care Project (Training)

The High Fidelity Wraparound Process

A process for supporting youth and families that

- ... is defined by **Ten Principles** of **how** the process is implemented.
- ... is done in **Four Phases** and related activities that describe **what** is to be done.

... fits the four components of the **Theory of Change** (TOC) that explains **why** it works.

The High Fidelity Wraparound Team

In Pennsylvania, the recommended HFW workforce team for every 50 youth/families is:

- One Coach/Supervisor
- Four HFW Facilitators
- Two Family Support Partners
- Two Youth Support Partners

HFW Training

The focus is on learning the High Fidelity Wraparound Model, more specifically, the Ten Principles, the Four Phases (activities and skill-sets), Theory of Change and workforce roles to effectively practice the model.

Our trainings were adapted from the Vroon VanDenBerg.LLP Model

Training Responsibilities

All HFW workforce members must attend:

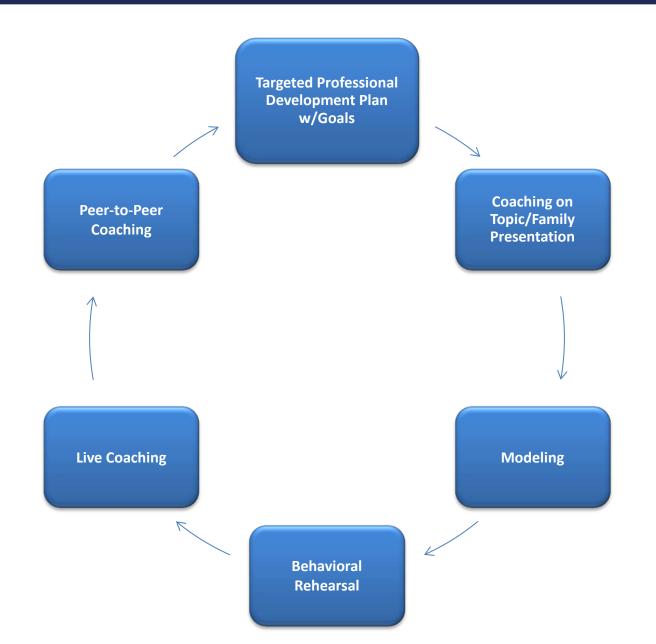
- ✓ Five Day HFW Team Training
- ✓ 2 Day Coach Training
- ✓ Online Transition Training
- ✓ Chart Form Training
- ✓ Evaluation Training
- ✓ Advanced Training and Credentialing Renewal
 - -Web Based Skill Training and Topics
 - -Approved Agency required learning
- ✓ Train the Trainer Program (optional)

HFW Coaching

A High Fidelity Wraparound (HFW) Coach uses the Coach Circuit to support the Facilitator, the Family Support Partner and the Youth Support Partner in role skills to do their work in the team process.

The Coaching Circuit is a research informed teaching progression ('learn, watch, practice, do, teach') that builds knowledge and skills creating fidelity to the process and positive outcomes for youth and families.

Coaching Circuit

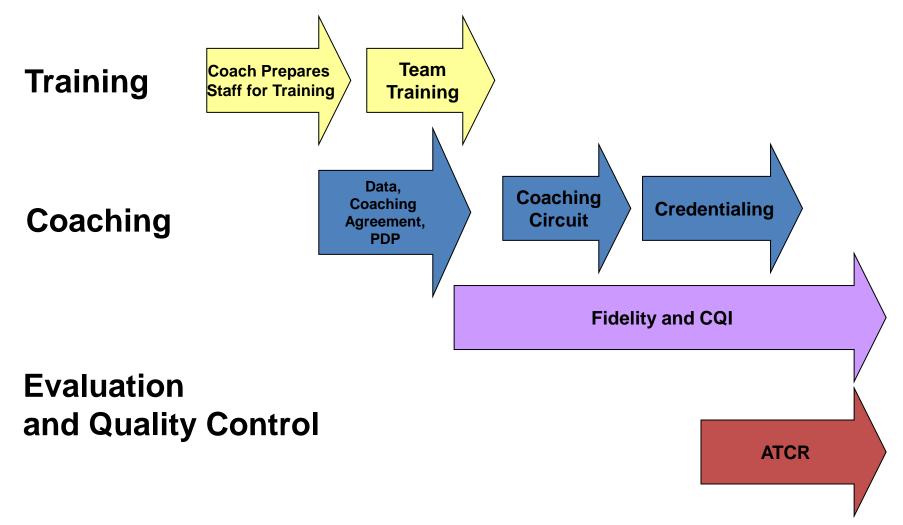


Credentialing

The *credentialing process* for High Fidelity Wraparound refers to the skill attainment each HFW workforce member must reach in order to become credentialed in their HFW role. All skills are scored on a tool with scoring rubric. Local coaches and YFTI coaches achieve inter-rater reliability as a part of the Coach Credentialing process.

The *credentialing process* ensures that all HFW workforce members are receiving the same knowledge and education. This leads to consistency in the HFW process and fidelity to the process.

Professional Development Continuum



Youth and Family Training Institute support is ongoing

Evaluation and Continuous Quality Improvement

High Fidelity Wraparound Process Data

- Statewide Chart Form data from our 2015 4th Quarter Coaching Report
- Data from 294 families across 16 counties implementing High Fidelity Wraparound

Fidelity Data

- 339 youth and families across 16 counties implementing High Fidelity Wraparound
- Longitudinal Sample 38 youth and families across 12 counties implementing High Fidelity Wraparound
- ▶ Montgomery County 21 youth and families at 90 days after intake and 15 youth and families at Transition

Outcomes Data

- 6, 12, 18, and 24 month outcomes on 120 youth and families from 13 System of Care counties
- Note: This evaluation is currently in progress and the sample size varies depending on the length of time that youth and families have been enrolled.

Data was collected from October 2012 – January 2016 from the CMHS National Evaluation - Longitudinal Outcomes and Satisfaction Study; from November 2013 – January 2016 from the Wraparound Fidelity Index – Short Form (WFI-EZ); and from September – December 2015 from the Youth and Family Training Institute HFW Chart Forms

The Data Profile Report (DPR) for the PA SOC Partnership is produced by the CMHS National Evaluation Team and adapted by the PA System of Care Partnership Evaluation Team. The report is based on data collected by PA SOC Partner Counties as part of the evaluation of the Comprehensive Community Mental Health Services for Children and Their Families Program. Data collection for the program is still ongoing; thus, results presented in this report do not represent final results and should not be interpreted as such. The DPR serves to provide a periodic update on the children and families served in the PA SOC Partnership.

This report was developed under grant number SM061250 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department for Health and Human Services (HHS). The views, policies, and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.

HIGH FIDELITY WRAPAROUND PROCESS DATA...

Can we standardize an individualized process??

- We wanted to dig deeper into the process to understand:
 - When and how changes were happening
 - How the roles on the team worked together
 - How the skills were implemented differently by each role
 - How the plan was matching up with what was actually happening throughout the process
 - How much time was spent by each role on the team
 - How long the phases (and the whole process) typically last –
 connected to the number of needs and the complexity of issues
 - Benchmarks to strive toward while implementing the process

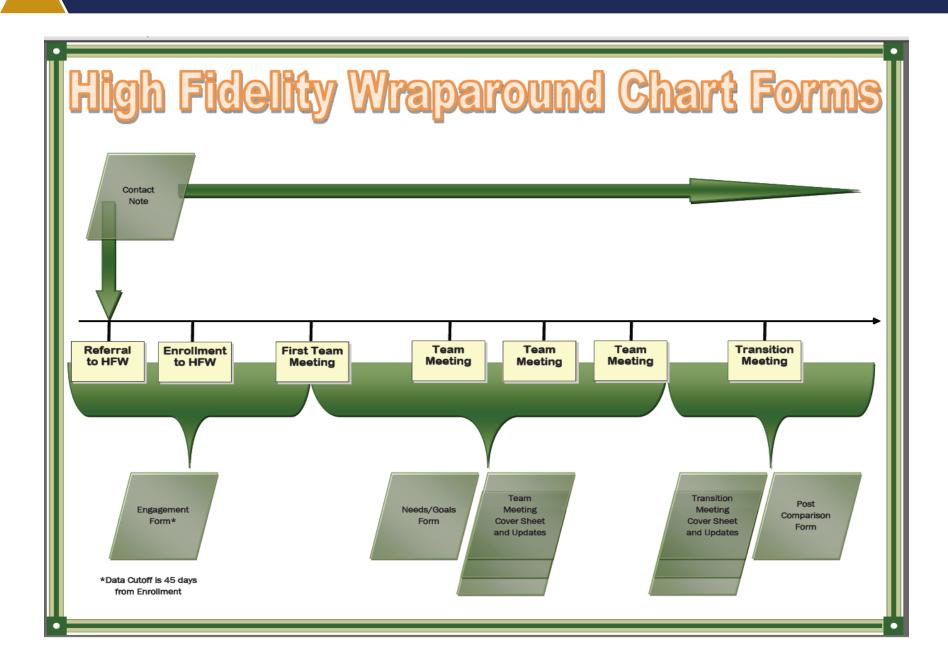
Standardized HFW Chart Documentation

- Forms were designed to standardize how all counties/providers document information about the HFW process.
 - ✓ The process itself will be unique for each family, but the information that is categorized, recorded, and tracked during the process will be the same.
 - ✓ The forms will not increase the burden on youth and families because they are completed by staff.
 - ✓ The forms do not have the expense of interviewers and participant payments so the data collection is sustainable.

A Collaborative Process with Many Stakeholders

- The Evaluation Team met with the "chart form group" at the YFTI to design and refine the forms (coaching/training/family/youth).
- Coaches from 3 HFW counties came for a 2-day workshop retreat and participated in follow-up calls to refine the forms and discuss buy-in and rollout of this method.
- System partners from the YFTI Advisory Board, System of Care State
 Leadership Team, and Evaluation Subcommittee reviewed the forms and
 gave feedback and suggestions about how data should be best collected and
 reported to their systems.
- Youth and families from the YFTI Advisory Board and Evaluation Subcommittee reviewed the forms and offered feedback and suggestions about what is important to collect and track from their perspectives.
- We presented the idea to state leaders and got approval to start piloting the forms in 5 counties (Bucks, Montgomery, Northumberland, and Crawford, and Venango) for 5 months (December 2013 – April 2014)
- We made changes based on Pilot feedback and rolled out the Chart Forms state-wide on January 1, 2015.

HFW Process and Outcomes Tool



The HFW Chart Forms

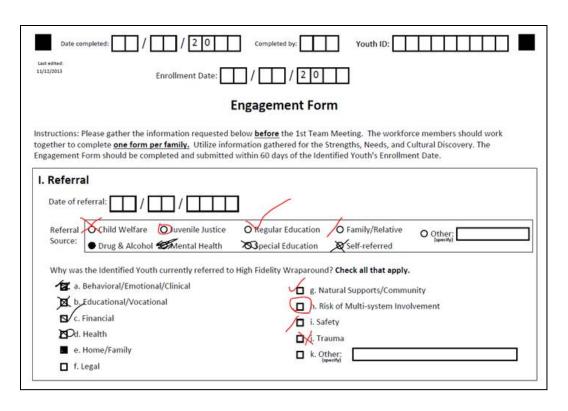
Engagement Form

- Referral info
- Demographics (including expanded cultural, linguistic, and disability information following new CLAS standards)
- Living Situations
- Trauma
- Core Family Information
- Supports
- Community Involvement
- Systems (Education, Juvenile Justice, Child Welfare, Physical Health, Drug and Alcohol, Behavioral Health)
- Contact Note
- Needs /Goals Form
- Team Meeting Cover Sheet /Updates
- Transition Cover Sheet /Updates
- Post Comparison Form



Hewlett Packard Teleform Software

- We purchased a software package that allows us to scan paper forms or PDF files directly into our database to cut down on the burden of data entry.
- All of our data is de-identified It is important that providers fill out the ID number clearly on the teleforms and mark each answer within the circle or square so they are processed accurately.



Statewide Data Collection

County providers have options for how they can get data to us...

- Copies of completed paper forms can be mailed to the Evaluation Team in large self-addressed postage paid envelopes.
- PDF forms that were either completed on paper and scanned or typed into via Adobe Professional can be uploaded to us securely through the YFTI Registration Website.
- Some counties have built the forms into their electronic medical record systems and do monthly data dumps.
- We are currently building a web interface that allows users to log into their provider's portal and complete all of the forms securely online.
 Forms can then be saved in PDF format or printed for local agency use.

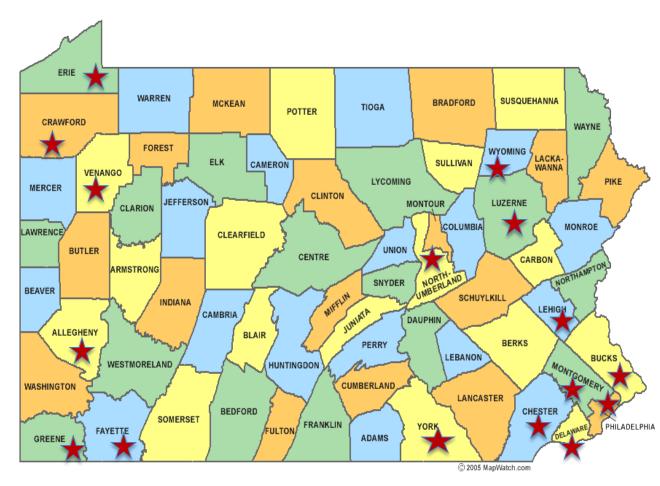
Quarterly or Bi-annual CQI Reports

- Descriptive (Ex. Referral source, system involvement, presenting issues, mental health diagnoses, custody, people involved in the planning/treatment process, etc.)
- Demographic (Ex. Race, ethnicity, gender identity, sexual orientation, income, education, language, disability status, etc.)
- Coaching (Ex. Days in each phase, Time spent, Types of Supports, Primary Purpose of Contact, Content Domains, Skill Utilization, Goal Progress, etc.)
- Outcomes (Ex. Changes in system involvement, services, functioning, living situations, natural supports, community involvement, family, etc.)
- Data Dashboards! We are currently developing a web-based dashboard system where all of our providers can interact with their own data and statewide comparisons in real time!



HFW Chart Form Process Data

- 294 families were enrolled in the 4th Quarter of 2015
- 16 Counties
 - Allegheny
 - Bucks
 - Chester
 - Crawford
 - Delaware
 - Erie
 - Fayette
 - Greene
 - Lehigh
 - Luzerne
 - Montgomery
 - Northumberland
 - Philadelphia
 - Venango
 - Wyoming
 - York



Average Days Spent in Each Phase

Contact Note Days in Each Phase

by Phase and Role

2015 Q4 Number of Youth: 294 Days to 1st Days Overall Eng Plan Trans Imp Team Mtg. 71.3 127.4 41.3 Averages: 47.0 101.6 157.9 Standard deviation: 96.0 87.3 111.6 23.7 0 - 148 1 - 396 1 - 434 1 - 329 1 - 470 Range: 1 - 509

Notes:

- 1. This report includes data from all youth enrolled in the program during the reporting quarter
- 2. Phase calculations are based on the earliest Contact Note date for that phase and the latest Contact Note for that phase. This combines the contact notes of all roles.
- 3. Days Overall is calculated by Enrollment and Transition Dates, unless the Youth has not Transitioned, then the calculation uses the Enrollment Date and the most recent Contact Note (during that quarter).

- Questions: 1. How long are families spending in engagement? Are we getting to 1st team meeting/planning phase within 30-45 days?
 - 2. Does the number of days in each phase make sense related to the work being done? For example does the number of days in engagement phase match the days to 1st team meeting? If not why? This could be caused by a few things. This calculation takes into account the notes of all roles. Are the workforce members on the same page with the phase the youth/family is in? Did someone indicate the wrong phase?

Total Time Spent by Team Member and Phase

Contact Note Time Spent (Hours)

by Phase and Role

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2015 Q4						
		FAC	FSP	YSP	Coach	Missing Role
Total Hours by Role:		1,752.0	1,502.1	1,416.3	53.8	2.3
		FAC	FSP	YSP	Coach	Missing Role
Engagement	Phase Totals by Role:	477.5	543.7	468.8	29.8	0.5
						NA!!
		FAC	FSP	YSP	Coach	Missing Role
Planning	Phase Totals by Role:	827.0	693.4	658.7	19.8	1.5
		FAC	FSP	YSP	Coach	Missing Role
Implementation	Phase Totals by Role:	401.1	219.1	243.0	3.7	0.3
		FAC	FSP	YSP	Coach	Missing Role
Transition	Phase Totals by Role:	43.6	42.0	39.0	0.5	0.0

Data-driven Coaching

- Individual staff performance
- Team Professional Development Plans (PDPs)
- Trends in the data
- Comparisons to the state averages
- Program management and oversight

Life Domains by Phase and Team Member

Contact Note: Domains

by Role and Phase

3.7%

0.7%

0.4%

2015 Q4

Youth Support Partner

Role total:

1402

- 1. Behavioral/Emotional/Clinical
- 2. Drug and Alcohol
- 3. Educational/Vocational
- 4. Financial
- 5. Health
- 6. Home/Family
- 7. Legal
- 8. Multi-system Involvement: At-risk
- 9. Multi-system Involvement: Current
- 10. Natural Supports/Community Building
- 11. Safety
- 12. Transportation
- 13. Trauma
- 14. Other

Phase Totals:

403	693	245	57
Eng	Plan	lmp	Trans
56.3%	51.2%	55.9%	49.1%
5.5%	1.7%	1.2%	7.0%
42.9%	35.9%	38.0%	31.6%
7.4%	5.1%	2.9%	0.0%
9.2%	5.6%	3.3%	8.8%
64.0%	56.6%	69.0%	57.9%
14.4%	7.6%	8.6%	10.5%
2.5%	4.5%	3.3%	1.8%
11.2%	9.1%	5.3%	3.5%
18.9%	10.5%	13.5%	15.8%
	•		
14.4%	15.6%	14.3%	21.1%
3.2%	4.0%	1.6%	1.8%
3.0%	2.6%	3.7%	1.8%

3.5%

Skills Utilized by Phase and Team Member

Contact Note: Skills

by Role and Phase



- Introduced/oriented new team members to HFW
- 2. SNCD development/review
- 3. Identified new strengths
- 4. Identified new areas of need
- Educated professional and community members about HFW
- 6. Prepared for meeting
- 7. Provided support for family
- 8. Provided support for youth
- 9. Met with team
- 10. Brainstormed new ideas for progress
- 11. Assisted with access to necessary resources
- 12. Identified support for action steps
- 13. Identified supports to help with assigned tasks
- 14. Progress update
- 15. Followed up on HFW plan
- 16. Monitored plan revision
- 17. Functional Assessment
- 18. Crisis prevention/development/review
- 19. Crisis Stabilization
- 20. Updated team on needs/strengths
- 21. Evaluated progress: Team Mission
- 22. Checked on/Reevaluated Family Vision
- 23. Celebrating Successes
- 24. Other:

Phase Totals:

657	211	39
Plan	Imp	Trans
4.3%	3.3%	0.0%
1.8%	2.8%	2.6%
23.4%	16.6%	28.2%
33.9%	37.4%	33.3%
3.3%	0.9%	2.6%
	Plan 4.3% 1.8% 23.4% 33.9%	Plan Imp 4.3% 3.3% 1.8% 2.8% 23.4% 16.6% 33.9% 37.4%

11.9%	14.5%	10.4%	12.8%
37.0%	52.8%	47.9%	28.2%
10.5%	16.9%	17.1%	25.6%
5.4%	20.2%	16.6%	7.7%
3.8%	30.6%	18.0%	7.7%

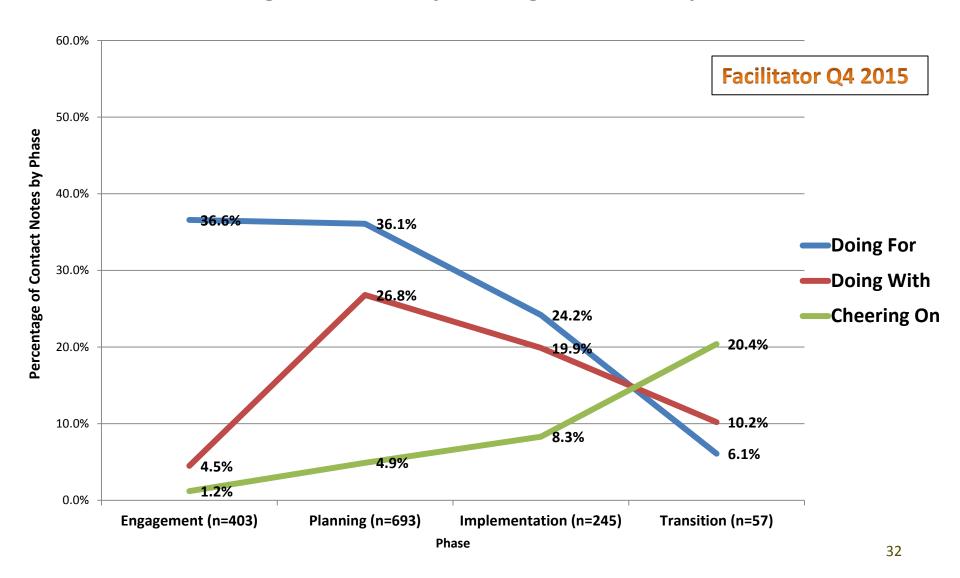
2.4%	15.5%	18.0%	25.6%
2.7%	14.8%	20.4%	25.6%
2.2%	13.9%	19.0%	25.6%
21.4%	58.0%	67.3%	56.4%
1.4%	19.6%	25.6%	41.0%

0.3%	1.8%	3.3%	0.0%
1.1%	4.3%	1.4%	2.6%
0.8%	4.1%	3.8%	5.1%
2.2%	1.1%	3.3%	0.0%
0.3%	4.1%	1.4%	20.5%

0.0%	ó	6.8%	6.2%	10.3%
0.8%	ó	8.4%	8.5%	10.3%
6.5%	6	16.9%	27.5%	33.3%
2.4%	6	1.2%	0.5%	5.1%

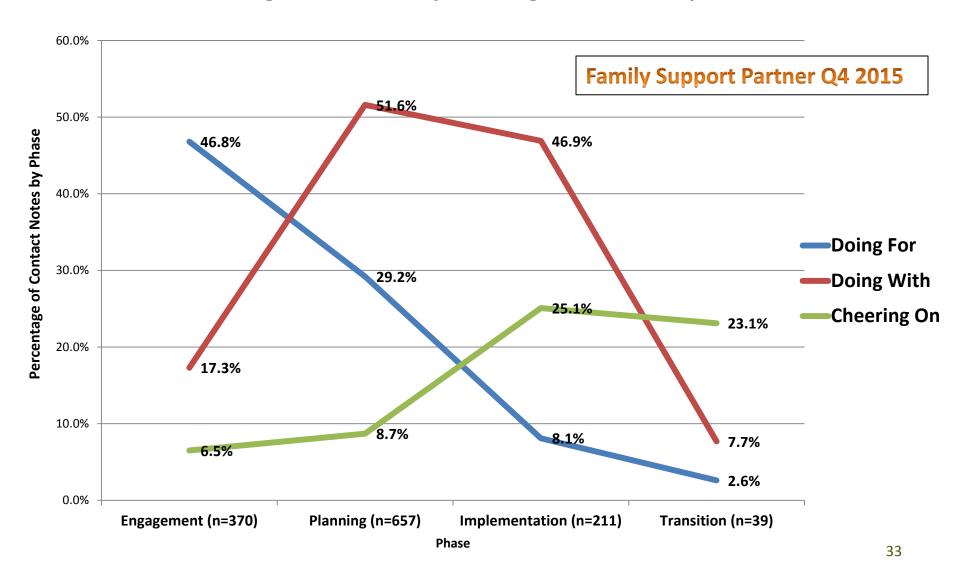
Do For, Do With, Cheer On!

Teaching Self-efficacy through the HFW process



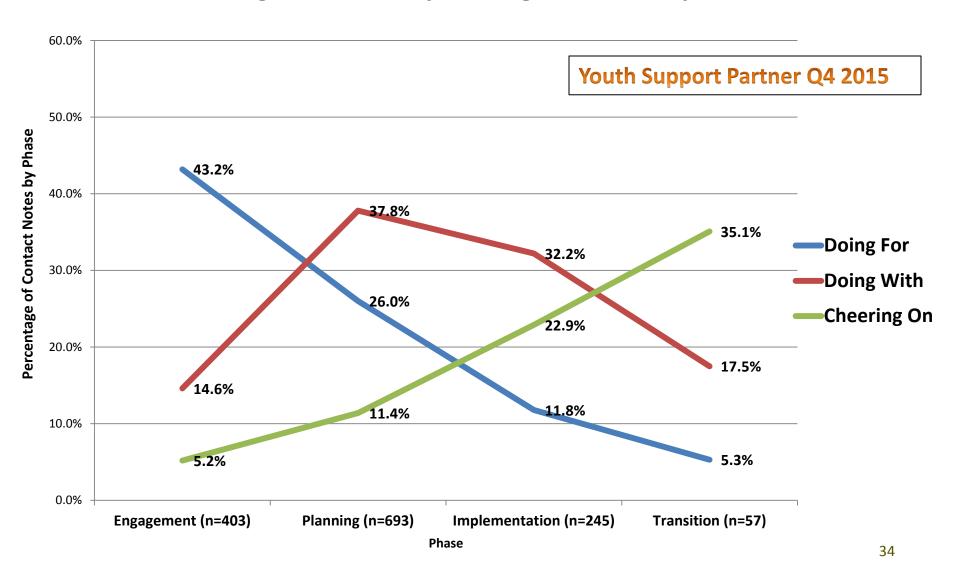
Do For, Do With, Cheer On!

Teaching Self-efficacy through the HFW process



Do For, Do With, Cheer On!

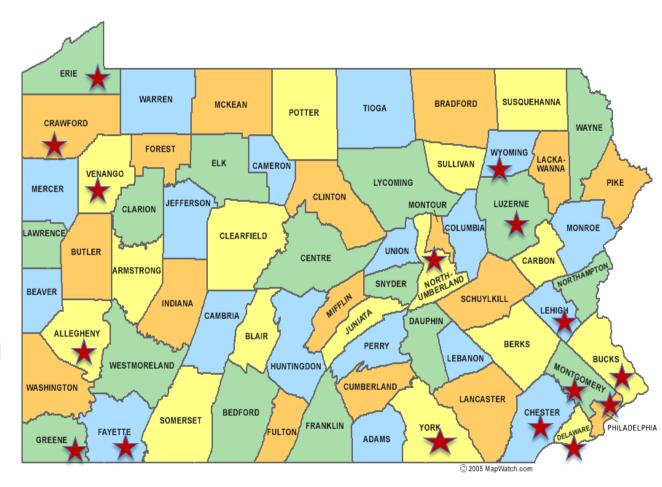
Teaching Self-efficacy through the HFW process



FIDELITY TO THE MODEL...

HFW Chart Form Process Data

- 339 families were enrolled in the Wraparound Fidelity Index-Short Form (WFI-EZ)
- 16 Counties
 - Allegheny
 - Bucks
 - Chester
 - Crawford
 - Delaware
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 - Fayette
 - Greene
 - Lehigh
 - Luzerne
 - Montgomery
 - Northumberland
 - Philadelphia
 - Venango
 - Wyoming
 - York



Wraparound Fidelity Index — Short Form (WFI-EZ)

- Developed by the Wraparound Evaluation and Research Team (WERT) at the University of Washington
- A set of questionnaires completed with key informants who are involved in High Fidelity Wraparound (HFW)
- Parallel forms can be given to:
 - ▶ Youth (11 years or older)
 - Caregivers
 - HFW Facilitators
 - ► HFW Team Members (Youth Support Partners, Family Support Partners, Other Family Members, Natural Supports, System Partners, etc.)
- Each questionnaire is a brief, self-administered survey that measures adherence to the HFW principles.
- Taken together, these forms measure the quality or "fidelity" of HFW implementation in a community or program

Context of Fidelity



When we use the WFI-EZ

In Pennsylvania, all HFW participants in all HFW counties are to be given the WFI-EZ to fill out at two times during the HFW process:

- (1) 90 days after enrollment
- (2) At transition

^{*}Because some families are in crisis, refuse the assessment, drop out of the process before 90 days, or are unable to schedule within the time window(s), we do not receive data from 100% of enrolled families.

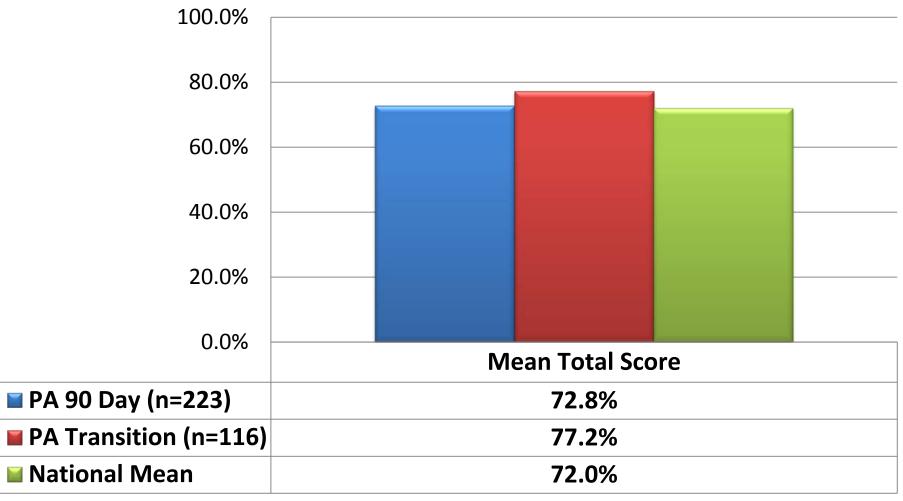
HFW Team Perspectives

	Youth	Caregiver	Facilitator	Team Member	Total Forms
PA 90-Day (223 families)	154	232	213	530	1129
PA Transition (116 families)	72	103	113	251	539

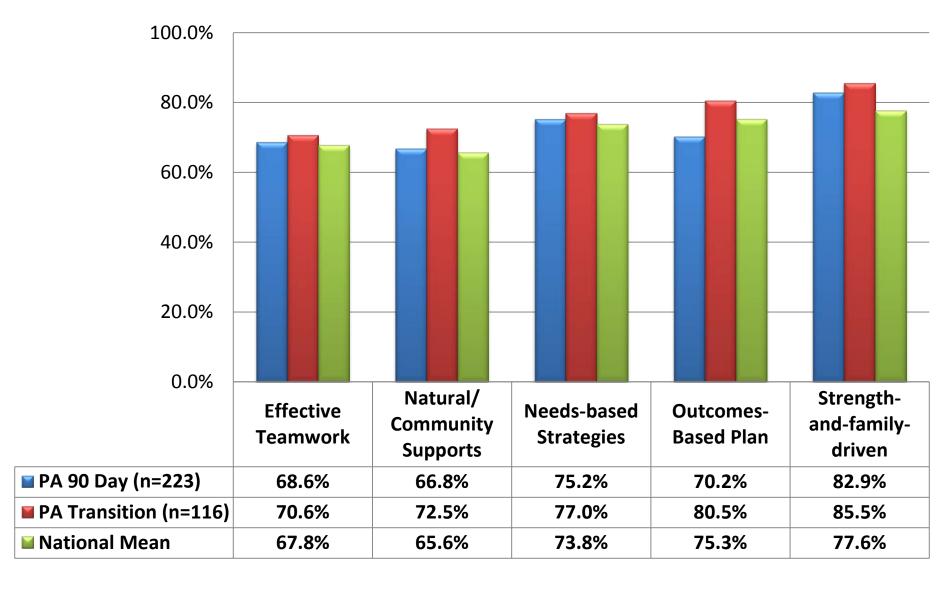




Mean Total Fidelity Scores



Five Key Element Fidelity Scores



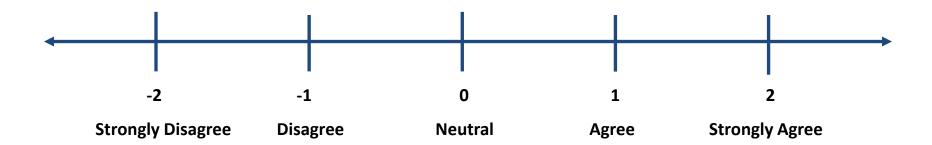
County Mean Fidelity Scores

	90 Day	Transition	
County	Mean Fidelity	Mean Fidelity	
	Score	Score	
County 1	79.6%	n/a	
County 2	79.2%	n/a	
County 3	79.1%	80.4%	
County 4	78.2%	82.3%	
County 5	77.7%	73.3%	
County 6	77.2%	84.0%	
County 7	76.5%	82.5%	
County 8	72.2%	77.6%	
County 9	71.8%	79.3%	
County 10	71.4%	78.5%	
County 11	70.4%	72.7%	
County 12	70.4%	75.4%	
County 13	67.1%	77.2%	
County 14	66.4%	66.4%	
County 15	65.4%	71.5%	

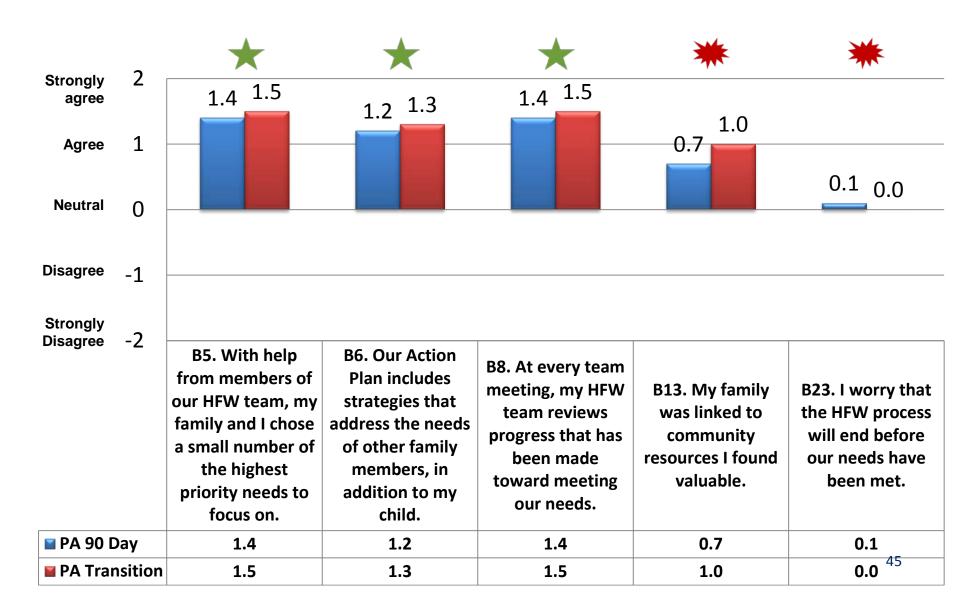
National Mean Fidelity Score: 72.0%

Rating Scale

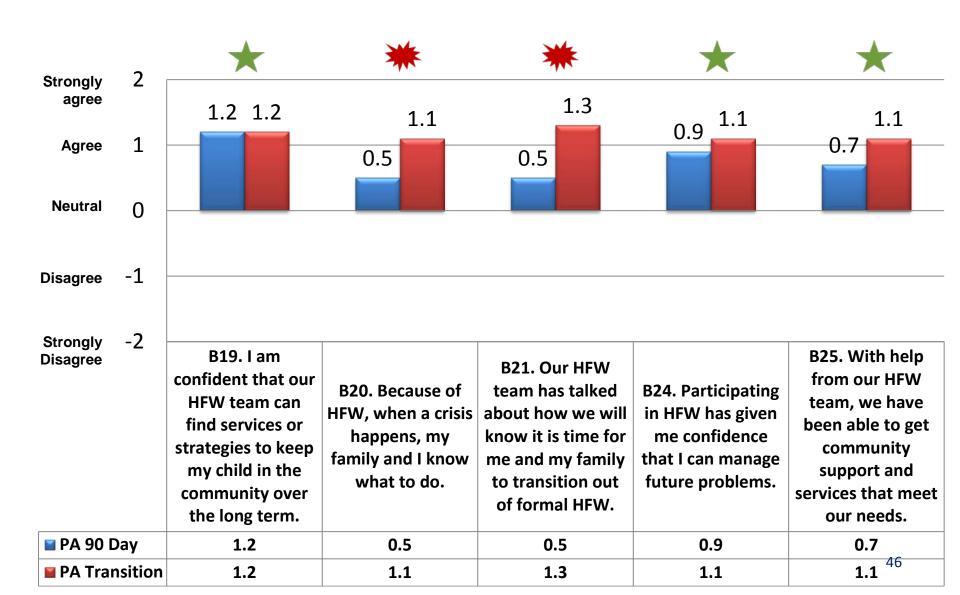
How we take a closer look at the questions to identify strengths and challenges...



Needs-based Strategies – Item Means



Outcomes-based Plan – Item Means



County Mean Satisfaction Scores

National Mean
Satisfaction Scores:

Caregivers: 79.96%

Youth: 76.69%

County	90 Day Mean Satisfaction Score	Transition Mean Satisfaction Score
County 1	98.4%	n/a
County 2	87.5%	77.7%
County 3	85.7%	86.3%
County 4	85.3%	72.5%
County 5	83.3%	87.0%
County 6	83.2%	88.0%
County 7	82.4%	88.9%
County 8	80.0%	89.4%
County 9	78.8%	n/a
County 10	77.5%	84.4%
County 11	76.3%	85.3%
County 12	74.8%	83.6%
County 13	71.1%	83.5%
County 14	71.1%	81.3%
County 15	69.0%	81.3%

Successes to Celebrate!

- 8 counties increased their 90-Day Mean Fidelity
 Scores from 2014 to 2015
- 7 counties increased their Transition Mean Fidelity Scores from 2014 to 2015
- 8 counties were above the National Mean for the 90-Day Mean Fidelity Scores in 2014 and 2015
- 8 counties were above the National Mean for the Transition Mean Fidelity Scores in 2014 to
 10 counties above the National Mean in 2015

THE CONTINUOUS QUALITY IMPROVEMENT PROCESS

Evaluation Subcommittee Workshop

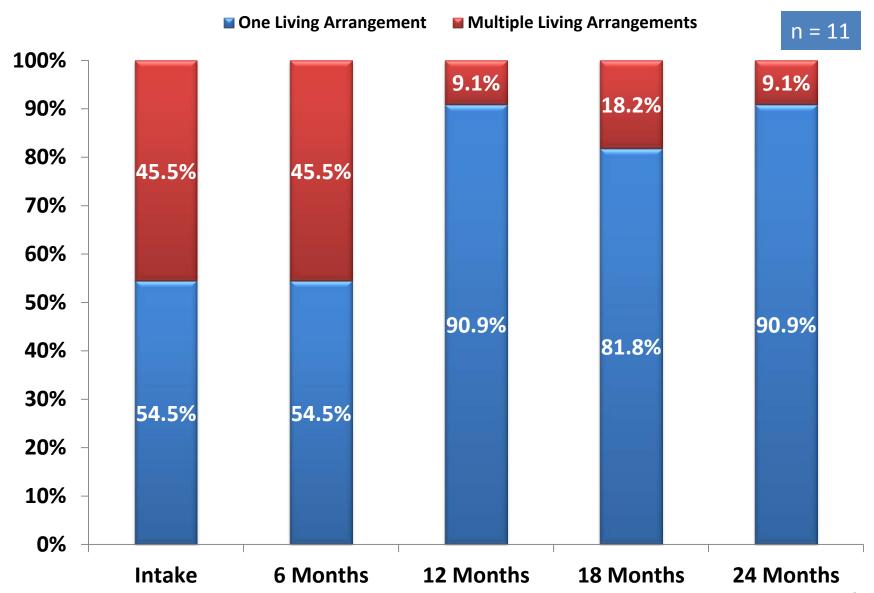
- Our Tri-Chairs presented a workshop at the June PA System of Care Partnership Learning Institute
 - "Data through the eyes of youth, family, and system partners"
 - June 18-19, 2015 at the Penn Stater in State College, PA
 - Learning Objectives:
 - What do youth, family, provider, and system partners look for in data slides?
 - What data is most meaningful to each group?
 - What critical questions can we ask from different partner perspectives? (i.e. potential next steps in the CQI process)
 - How can data be used for the continuous quality improvement of HFW/SOC?
 - How can we use data to spark discussion at County Leadership Team Meetings?
 - ► The subcommittee also made several Tip Sheets about using data that are available on the PA SOC Partnership website:
 - http://www.pasocpartnership.org/resources/evaluation

Focus your data discussion

Tip: Choose a reason to look at data and how to focus the discussion.

- Reasons to look at data...
 - Strengths-based look at positive things, discuss possible strengths of your program that may have led to the positive results, and celebrate successes around the work that your program has done that has made a difference.

A Stable Place to Live



Focus your data discussion

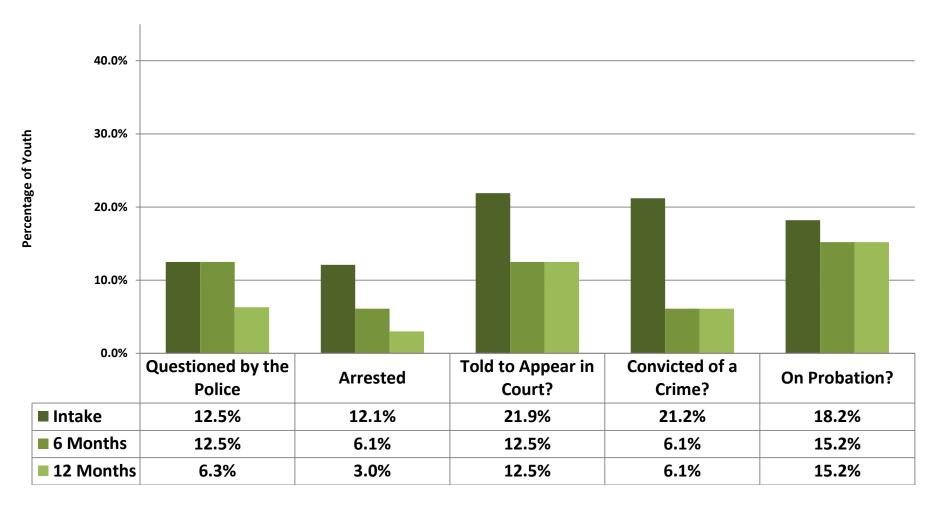
Tip: Choose a reason to look at data and how to focus the discussion.

- Reasons to look at data...
 - Challenges look at barriers to positive change, discuss what possible challenges your program has that may have led to the results, discuss the elephant in the room, and identify areas for improvement.

Less Juvenile Justice Contact

• In the past 6 months have you been . . .

n = 33

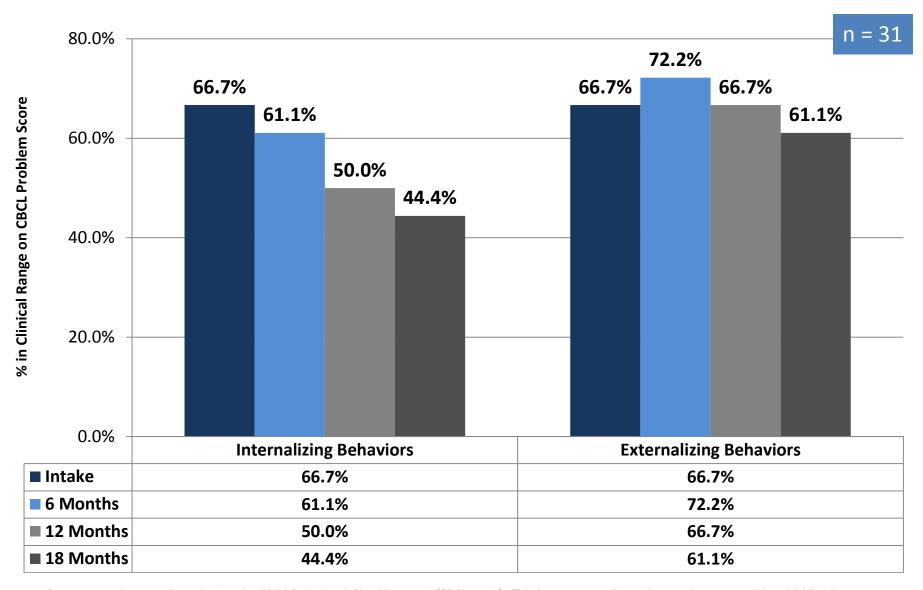


Focus your data discussion

Tip: Choose a reason to look at data and how to focus the discussion.

- Reasons to look at data...
 - Outcomes focus on one particular part of the program and look at a small number of outcomes to see how the program is functioning and what is working/not working.
 - Bring in staff and/or family/youth who have participated to help think about the outcomes.

Decreased Internalizing and Externalizing Behaviors



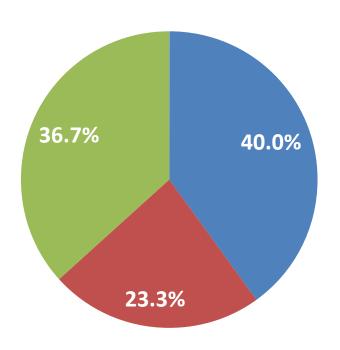
Focus your data discussion

Tip: Choose a reason to look at data and how to focus the discussion.

- Reasons to look at data...
 - Confusing/conflicting information spark discussion from different perspectives around the table (family, youth, systems, providers, community, etc.) - ask critical questions and reflect about why some information is mixed or conflicting.

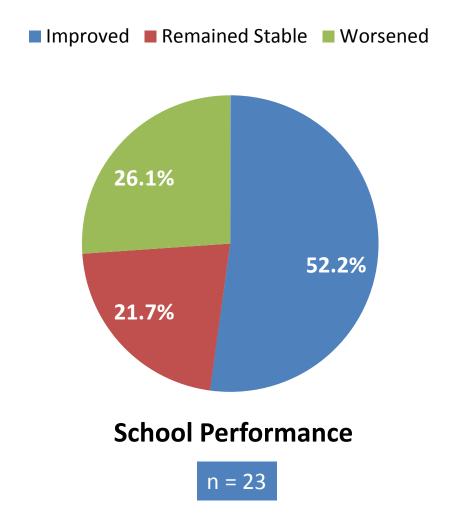
Change in School Attendance and Performance at 12 months





School Attendance

$$n = 30$$



Data reported were collected using the Education Questionnaire—Revision 2 (EQ-R2). This instrument collects data on the status of the child/family in the 6 months prior to the interview.

Focus your data discussion

Tip: Choose a reason to look at data and how to focus the discussion.

- Reasons to look at data...
 - ► Lack of information identify areas where there is a need for more data and brainstorm ways that you could obtain more information about the topic.
 - How do you build relationships with different systems, providers, or managed care companies to get data?
 - Can you hold Community Cafes to gather information?
 - Focus groups?

Use a planning process...

Tip: Develop a plan about next steps.

- 1. Identify what you are doing well and make sure that the good work continues.
- Choose and prioritize areas that you want to improve or adjust.
- 3. Discuss whether you have all the information you need or if you need to brainstorm more ideas/sources of data, etc.
- Discuss who, what, when, where, how, why the plan will be developed around CQI.
- Decide when updates will be made to the group and how the group will be informed of progress.

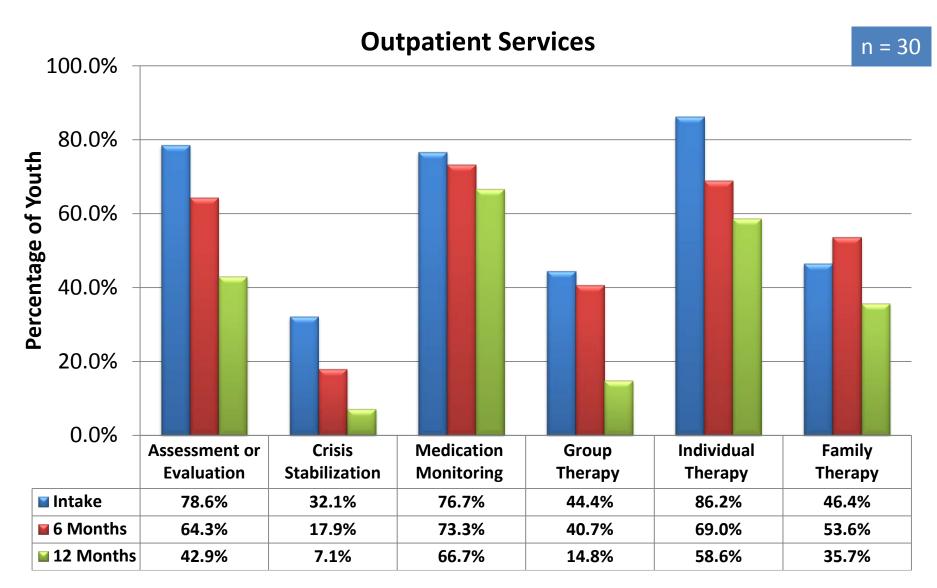
PRELIMINARY OUTCOMES...

Outcomes Data

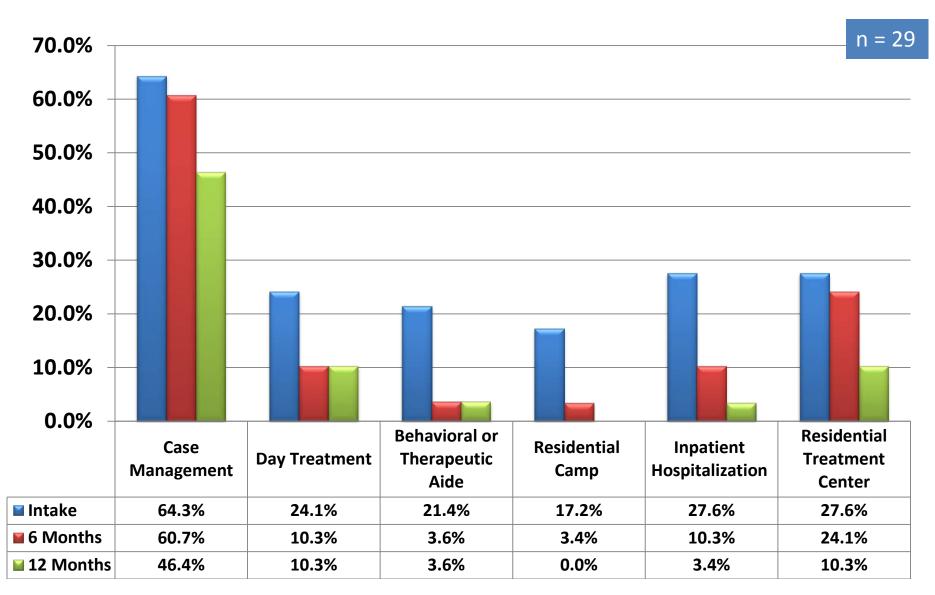
- 120 youth/caregivers enrolled in the Longitudinal Outcomes and Satisfaction Study
- 13 Counties
 - Chester
 - Crawford
 - Delaware
 - Erie
 - Fayette
 - Greene
 - Lehigh
 - Luzerne
 - Montgomery
 - Northumberland
 - Philadelphia
 - Venango
 - York



Less cost and more coordination of services



Less costly services and out of home placement



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Discussion

- Any questions or comments?
- Thank you so much for your attendance and participation!

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www.pasocpartnership.org

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