



Outcomes Report 2010-2011

Hathaway-Sycamores Child and Family Services

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Census & Demographics

2010-2011 Total Served by Program

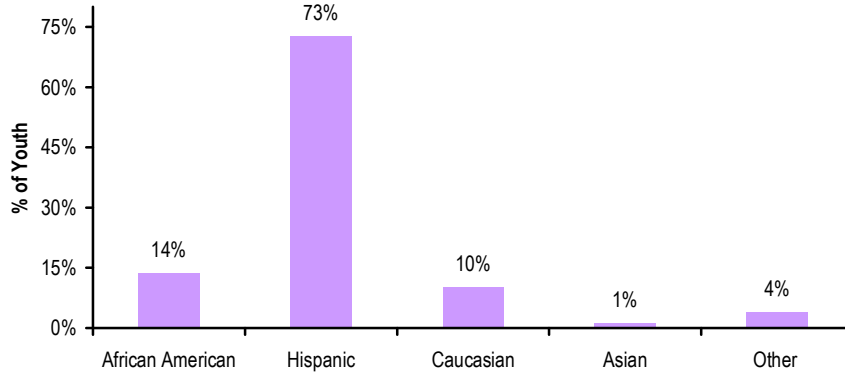
Field Capable Clinical Services	23
Workability	38
Transitional Living	43
Non-Public School	77
Residential Services	94
Foster Care & Adoption	101
In-Home Family Services	109
Family Resource Center-Mental Health	234
Multidisciplinary Assessment Team	245
Therapeutic Behavioral Services	289
Connections, Wraparound, System of Care	335
Outpatient	356
Parent Partners	384
Center for Grief and Loss	405
Full Service Partnership	451
School Based Mental Health	572
Psychological and Psychiatric Services	840
Family Resource Center-Outreach	1,306
Family Resource Center-Family & Youth Activity Programs	1,590
All Programs	7,492

Hathaway-Sycamores provided a total of 207,750 hours of mental health services & 136,239 visits to youth and their families.

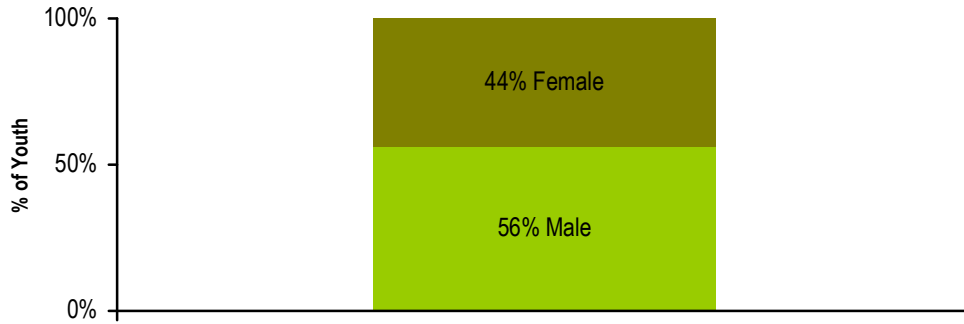
Census & Demographics

Overall Agency:

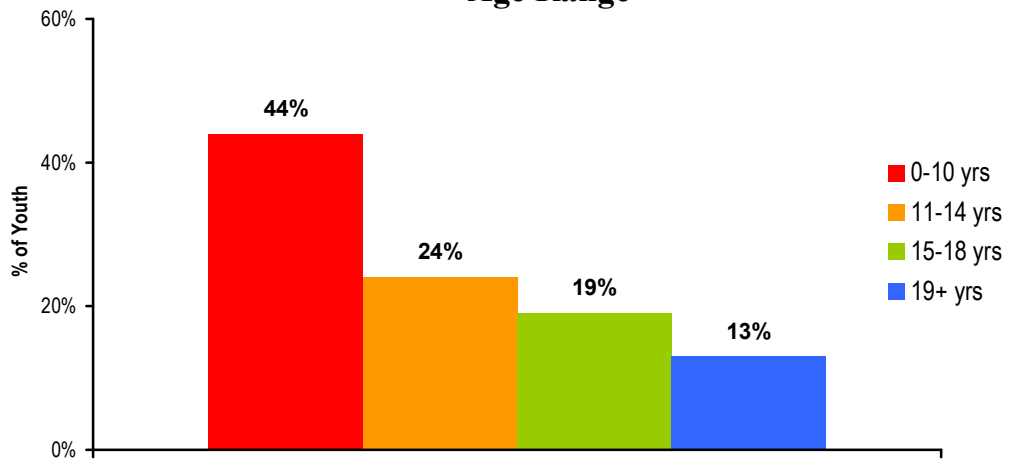
Ethnicity



Gender



Age Range



Youth Functioning-Child and Adolescent Functional Assessment Scale (CAFAS)

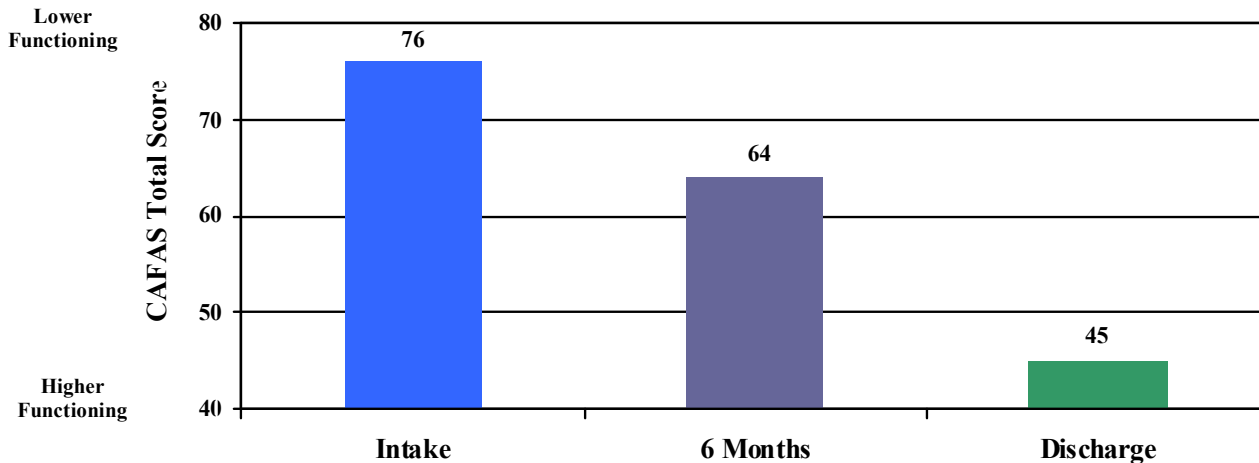
Overall Agency:

CAFAS Client Types at Intake

10%	Thought Problems
7%	Maladaptive Substance Use
12%	Self-Harmful Behavior
7%	Delinquent behavior
20%	Comorbid Behavior & Mood Problems
16%	Behavior Problems
28%	Mild Behavior or Mood Problems

Youths' difficulties at admission to Hathaway-Sycamores ranged from mild behavior or mood problems to severe thought disorders as indicated on the CAFAS.

Empowering Youth

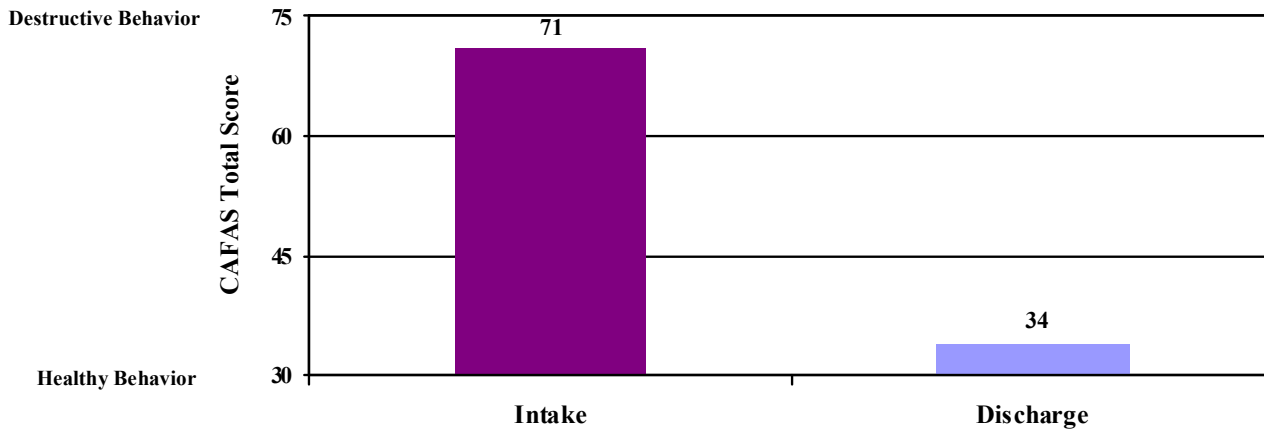


Hathaway-Sycamores programs were successful in increasing youths' capacity to cope and were effective in increasing their overall functioning as indicated by a decrease in CAFAS total score from intake to discharge.

Youth Functioning-CAFAS

Connections:

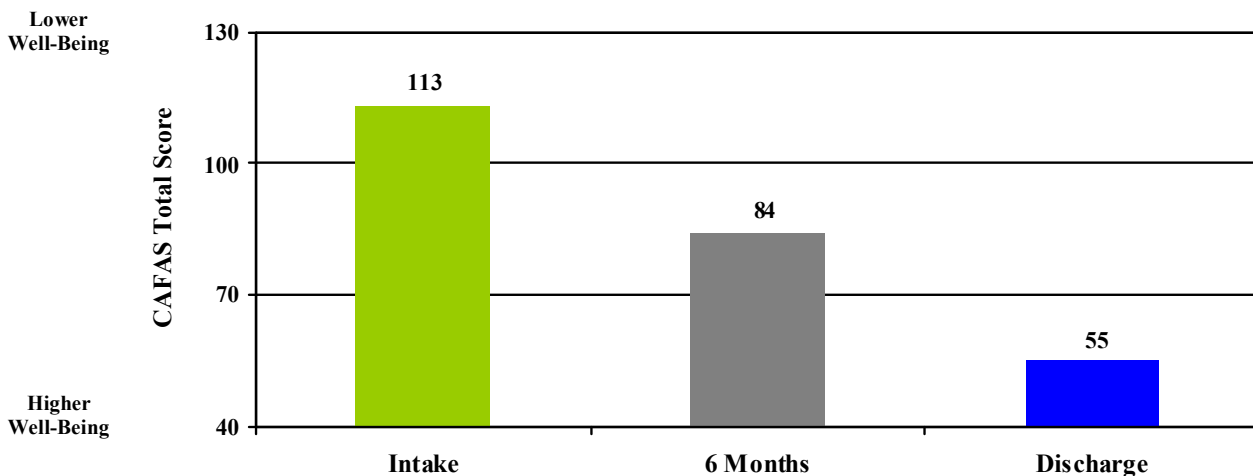
Youth Gain Mastery Over Their Actions



Youth in Connections with severe behavior problems increased their ability to control their impulses, improved compliancy of rules and expectations, and increased overall safety at home.

El Nido Residential:

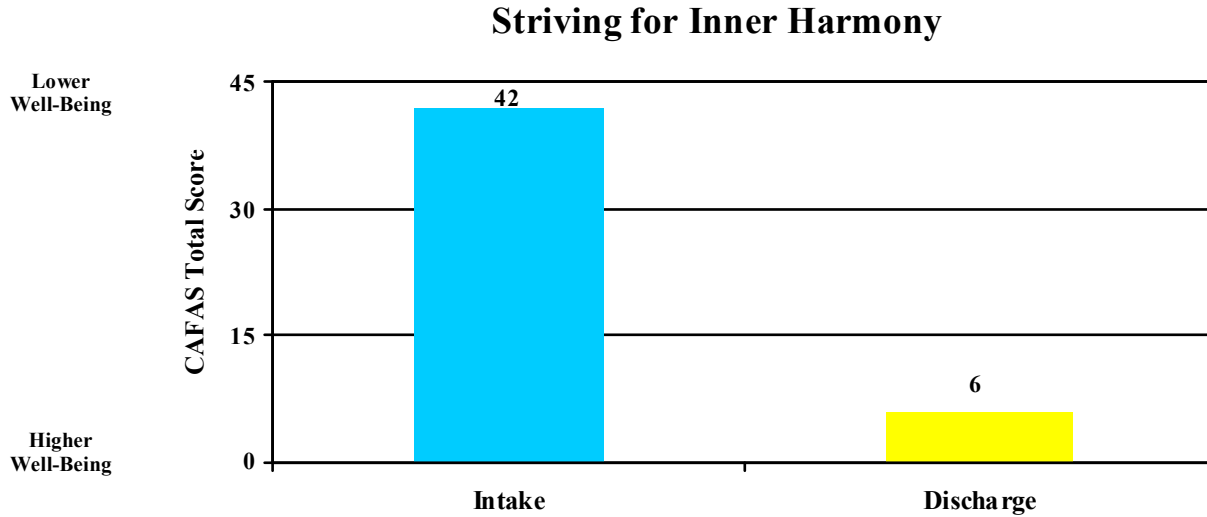
Journey of Healing



By discharge, youth in our El Nido Residential program exhibited a decrease in overall negative symptoms to a level where they were more self-reliant and able to return home.

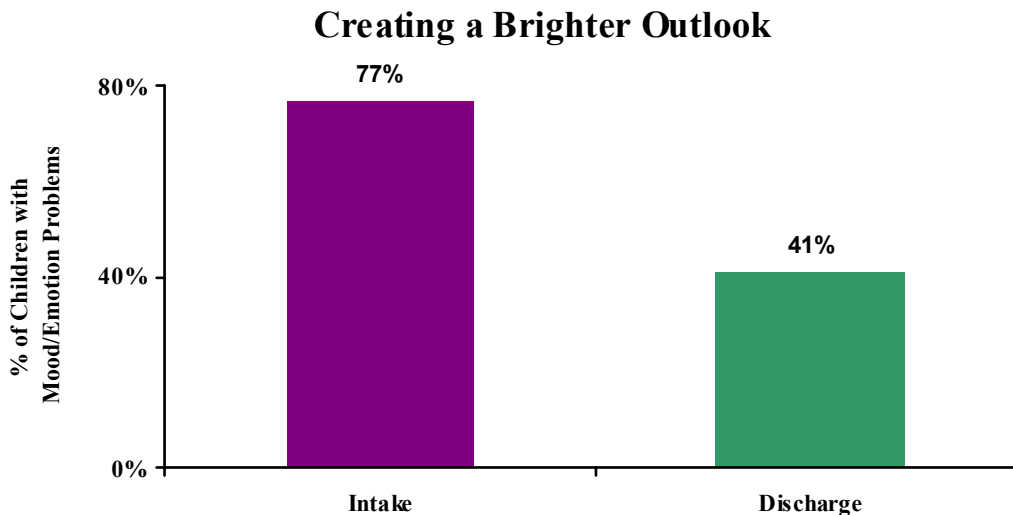
Youth Functioning-CAFAS

Full Service Partnership:



Youth with moderate mood and behavioral problems in the Full Service Partnership program gained greater stability and control over their emotions and behaviors.

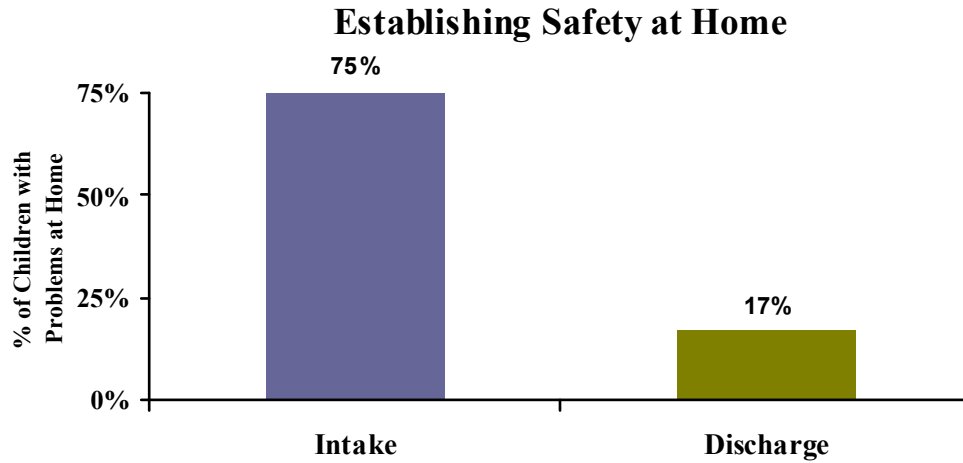
In-Home Family Services:



In-Home Family Services reframes challenges as opportunities for growth, while teaching strategies that increase tolerance for negative feelings and open hearts for more positive emotions.

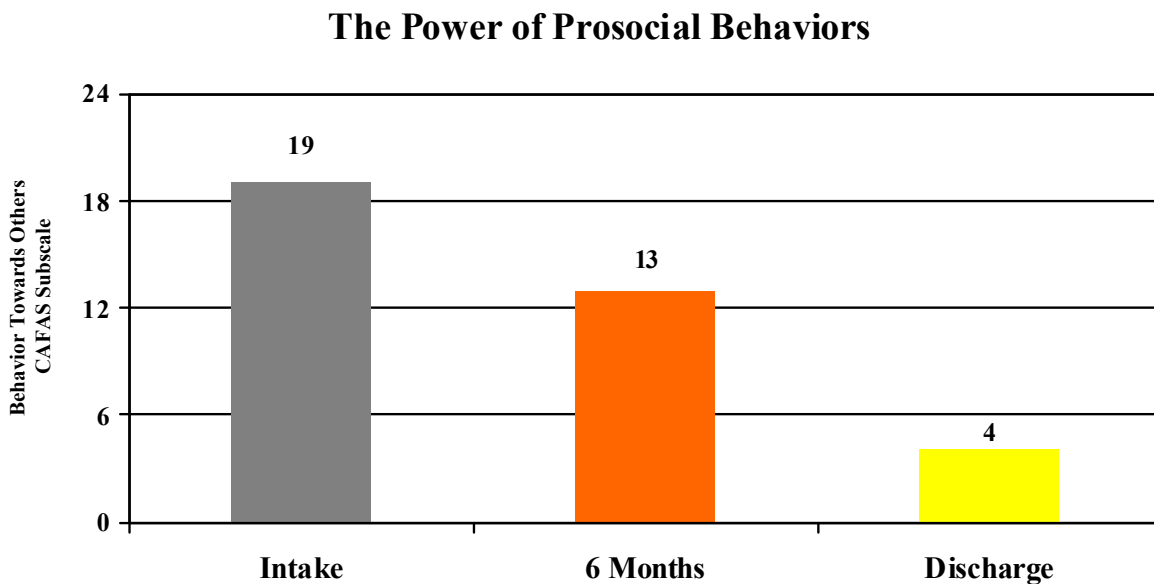
Youth Functioning-CAFAS

Systems of Care:



Systems of Care reinforced desirable actions and clarified age-appropriate behavioral expectations and values, overall promoting a more stable home environment.

Family Resource Center-Mental Health Services:

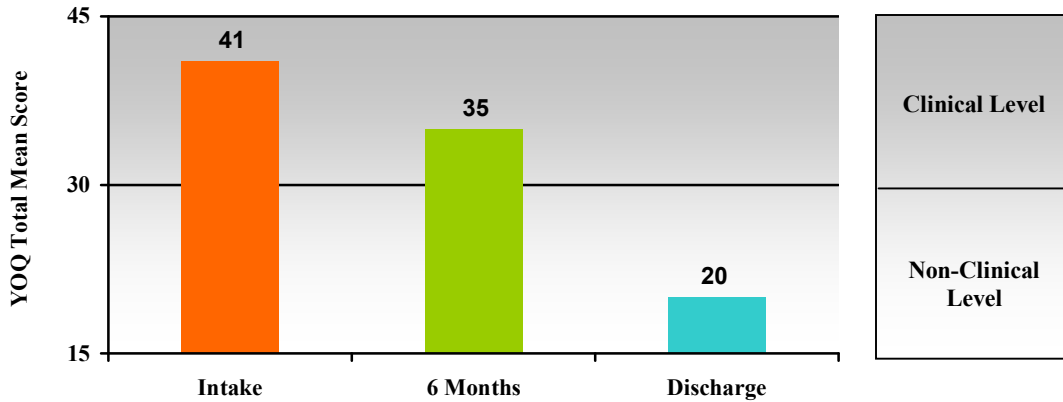


Youth in the Family Resource Center with difficulties socially connecting with others recognized the benefits in engaging in prosocial behaviors, as well as increased their ability to empathize and treat family and friends with respect.

Symptom Reduction-Youth Outcome Questionnaire (YOQ)

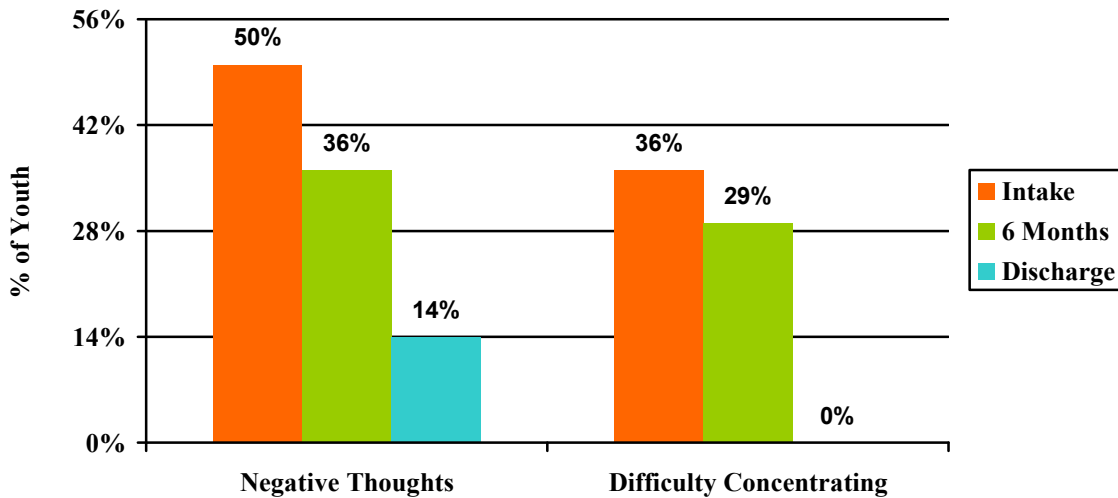
Outpatient:

Helping Youth Across Los Angeles



Outpatient services in community settings helped youth successfully transition from a clinical level of emotional distress to healthy functioning as reported on the Youth Outcome Questionnaire (YOQ).

Youth are Better able to Focus

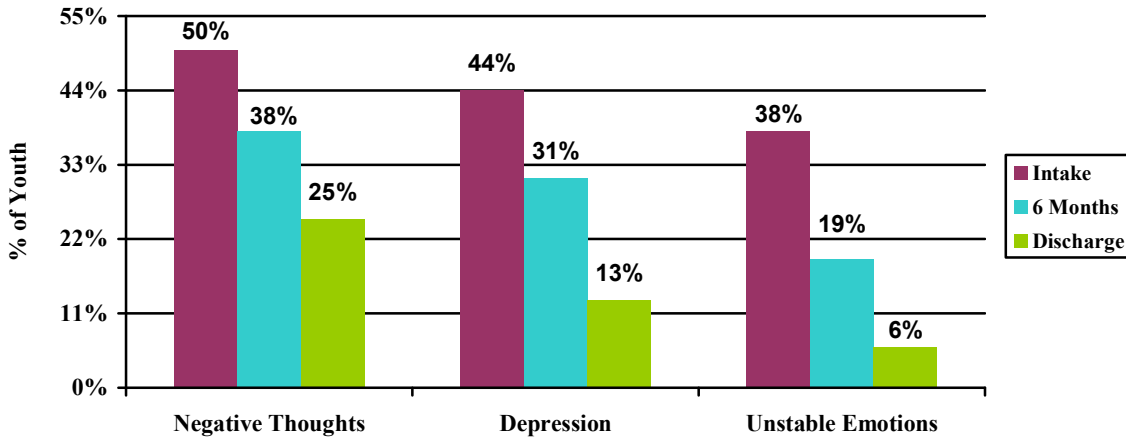


The YOQ revealed that youth receiving Outpatient Services were better at not letting negative thoughts intrude on their concentration and thus allowing them to complete tasks.

Symptom Reduction- YOQ

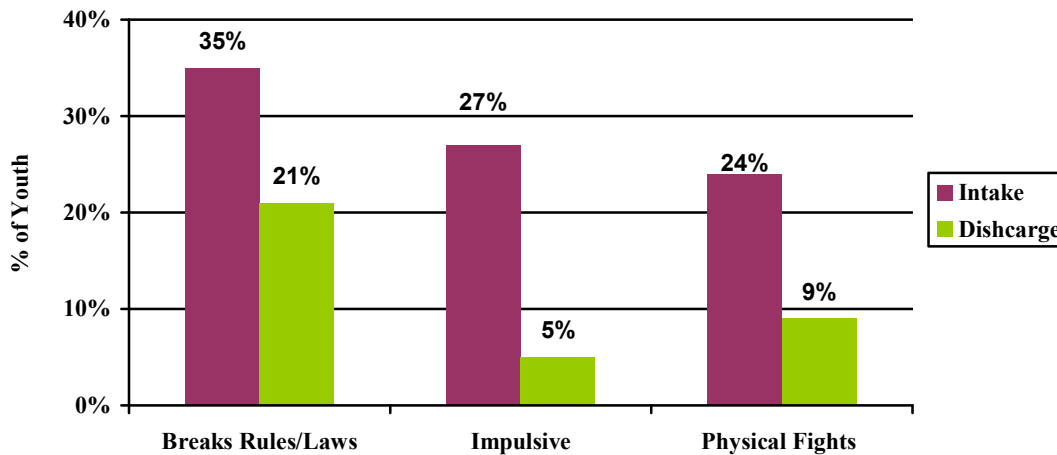
In-Home Family Services:

Building Resiliency



After receiving IHFS, youth were better able to manage negative thoughts and gain control over their emotions, as measured on the YOQ.

Promoting Safe Behavior

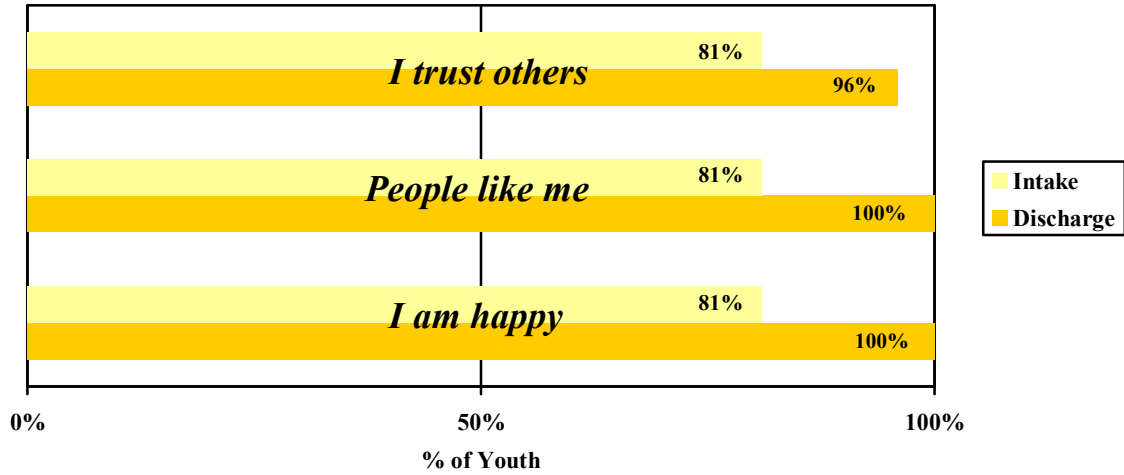


As a result of receiving IHFS, families reported on the YOQ that their child respected rules, controlled their behavior, and resolved conflicts with peers without resorting to physical violence.

Symptom Reduction- YOQ

School Based Services:

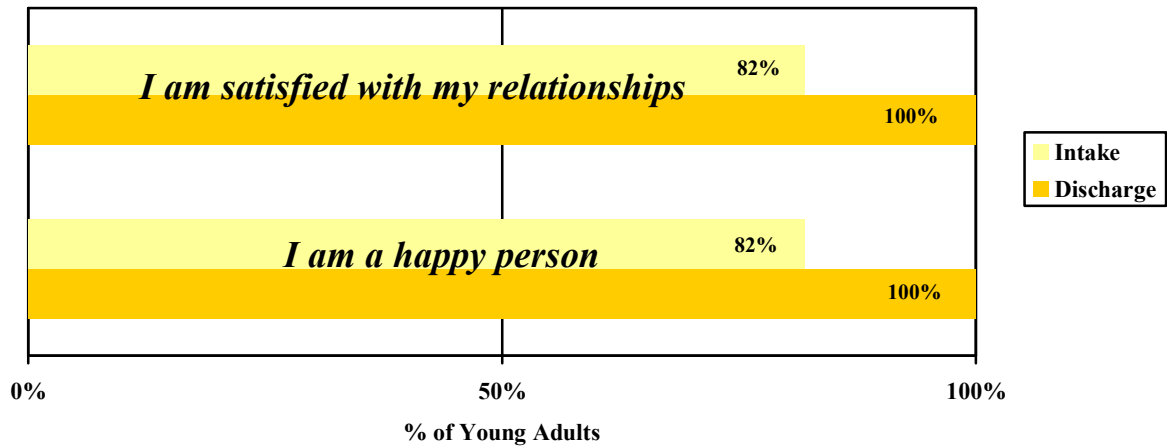
Building Stronger Relationships



With the help of SBS, youth reported on the YOQ that they were better able to form strong bonds with family and friends and lead a happier life after receiving services.

Transitional Independent Living Program:

Rediscovering the Joy in Life

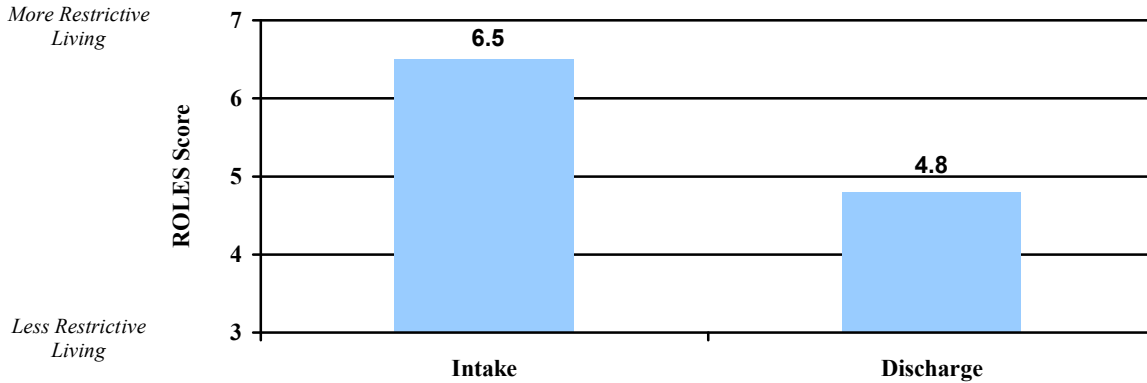


By discharge, young adults in the Transitional Independent Living Program were more engaged with others and led a happier life, as indicated by the AOQ.

Level of Care- Restrictiveness of Living Environment Scale (ROLES)

El Nido Residential:

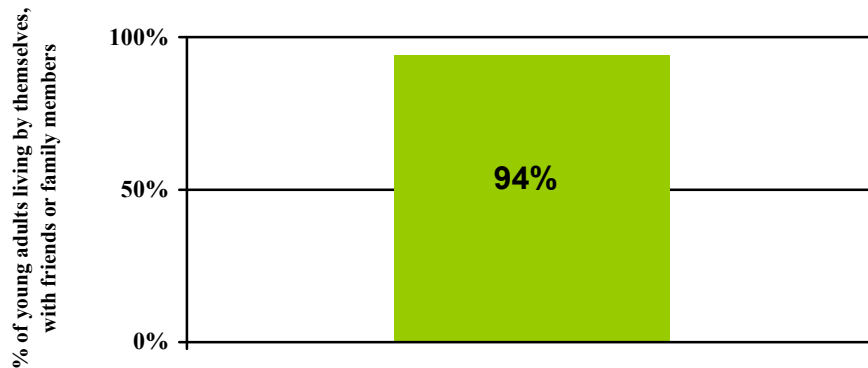
Youth Gain Secure Homes



The ROLES indicated that El Nido Residential Services was successful in discharging youth to less restrictive living environments and helping them positively transition back into the community.

Transitional Independent Living Program:

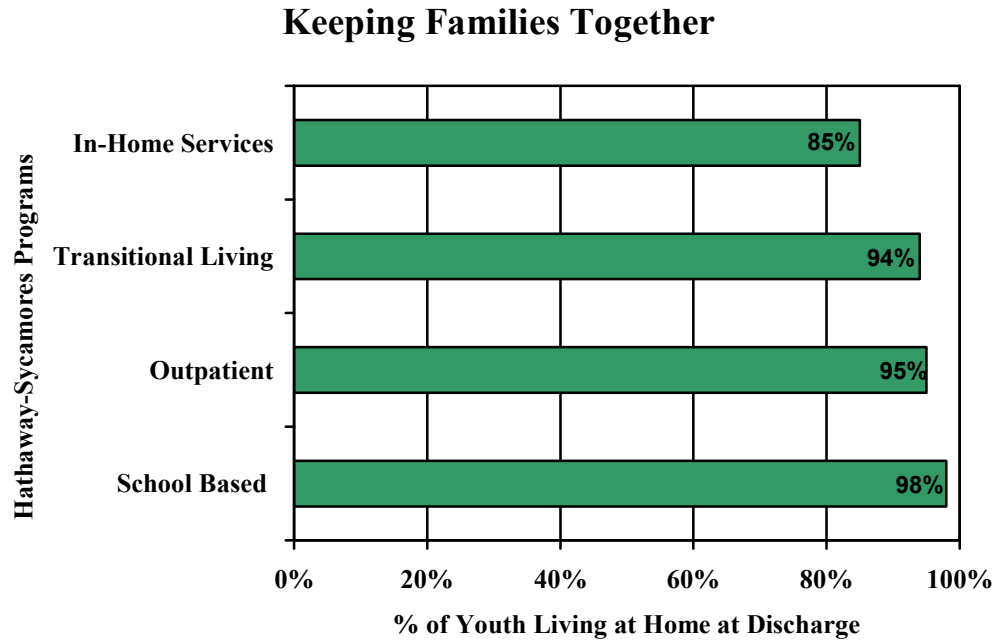
No Place Like Home



Upon discharge from the Transitional Independent Living Program, 94% of young adults were living by themselves or with family and friends.

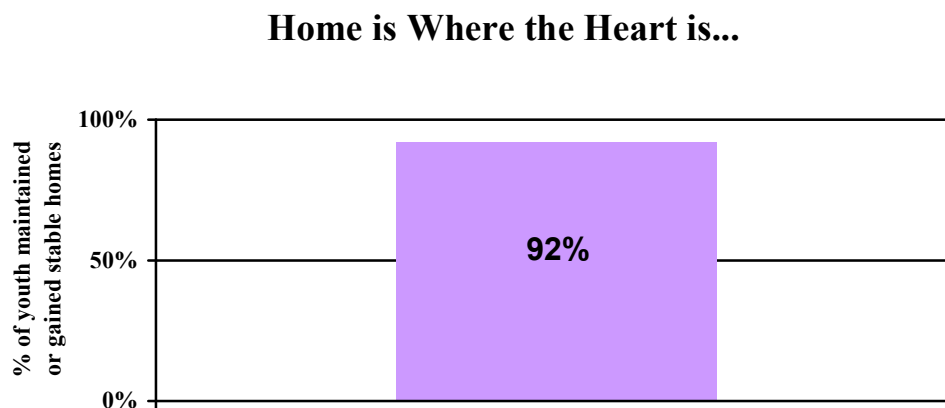
Level of Care-ROLES

Various Programs:



Scores on the Restrictiveness of Living Environment Scale indicated that programs helped families stay together by ensuring a homelike environment for youth at discharge.

Overall Agency:



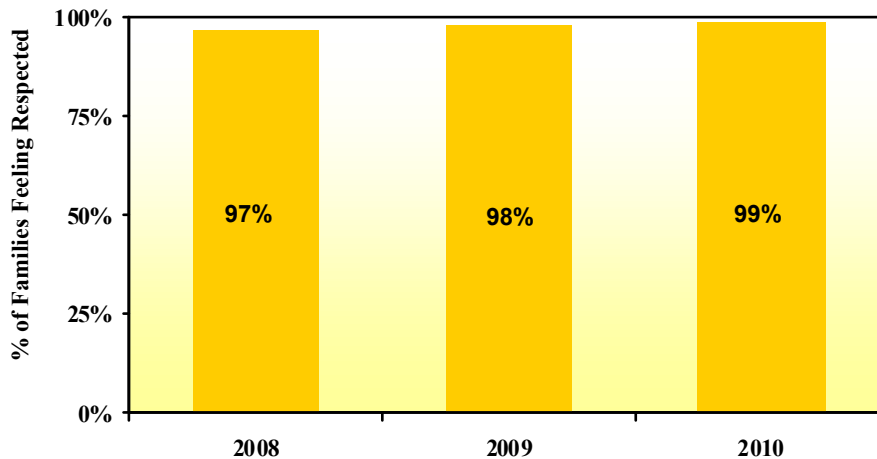
The ROLES indicated that 92% of Hathaway-Sycamores discharged youth had either improved or maintained a stable living environment.

Service Delivery- Youth & Family Satisfaction

Overall Agency:

Treatment Values	Successful Family Outcomes
Needs Driven	92% received as much help as they needed
Social Support	94% had someone to talk to when troubled
Accessibility	95% believed services were offered at convenient locations
Unconditional Care	96% felt staff stayed with them no matter what
Culturally Sensitive	98% felt staff were sensitive to their ethnic background and spiritual beliefs
Family-Focused	99% felt empowered to choose the best services for their children

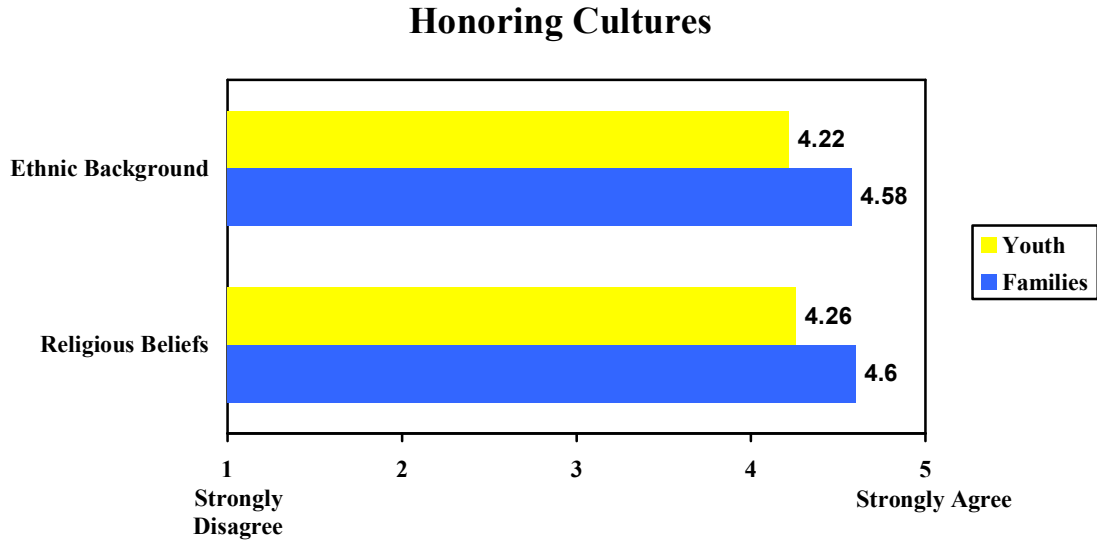
Staff Modeling the Golden Rule for Families to Practice at Home



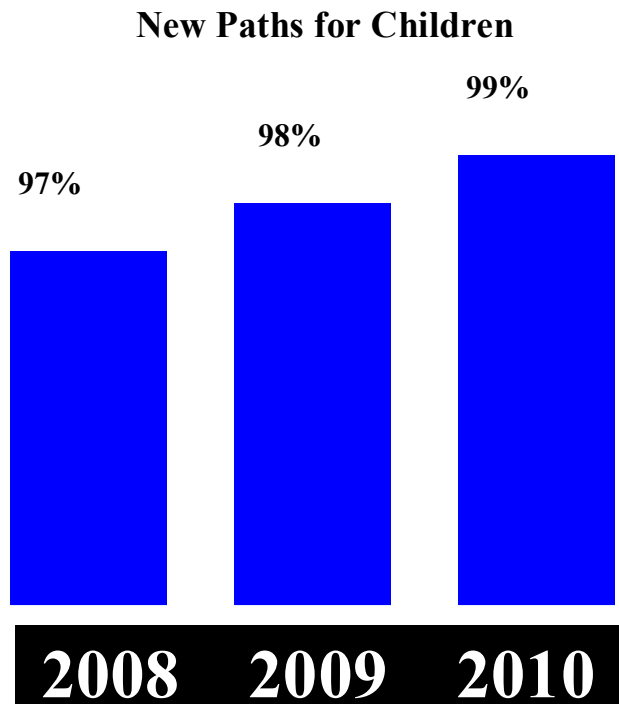
Across the years, families consistently report feeling respected by staff members and have a model for how to practice respect within their home.

Service Delivery- Youth & Family Satisfaction

Overall Agency:



Families and youth felt staff were sensitive to their ethnic backgrounds and religious beliefs allowing them to feel more comfortable identifying positively with their cultural heritage.

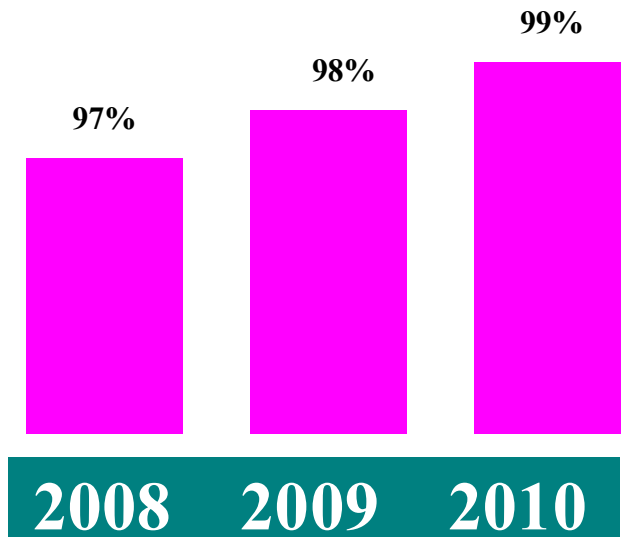


Families are empowered to choose the best services for their children.

Service Delivery- Youth & Family Satisfaction

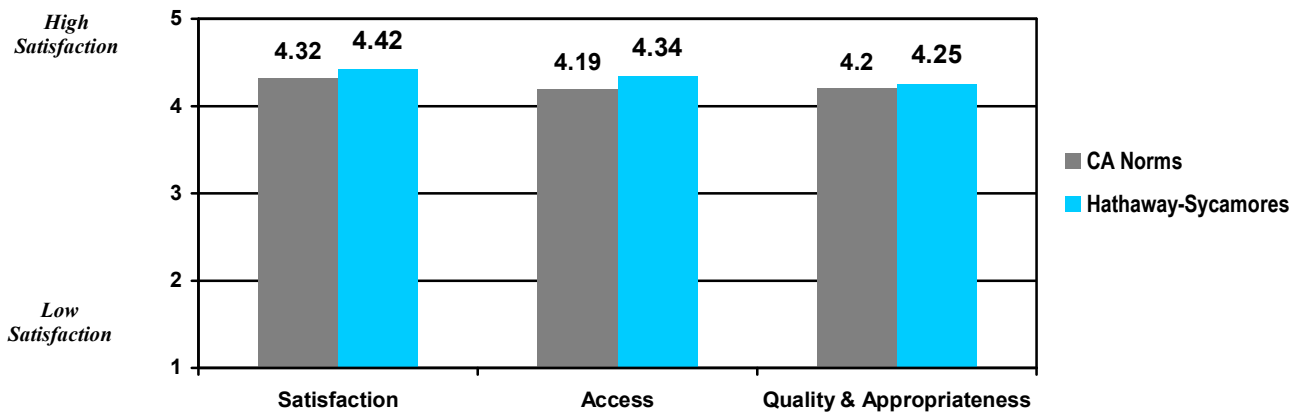
Overall Agency:

Building a Stronger Support System



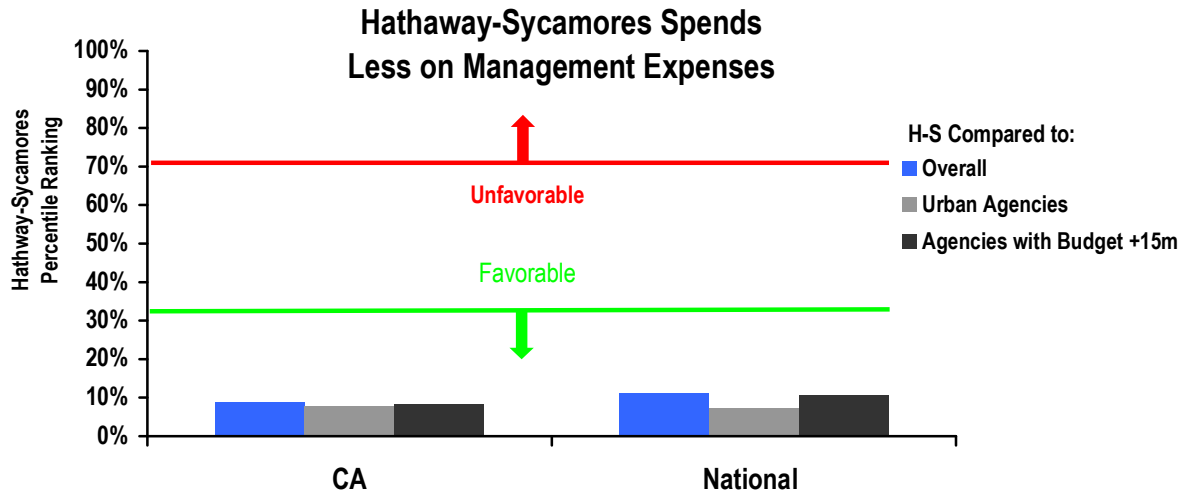
As a result of services, families report knowing people who will listen and understand their concerns when needing to talk.

Providing High Quality Services

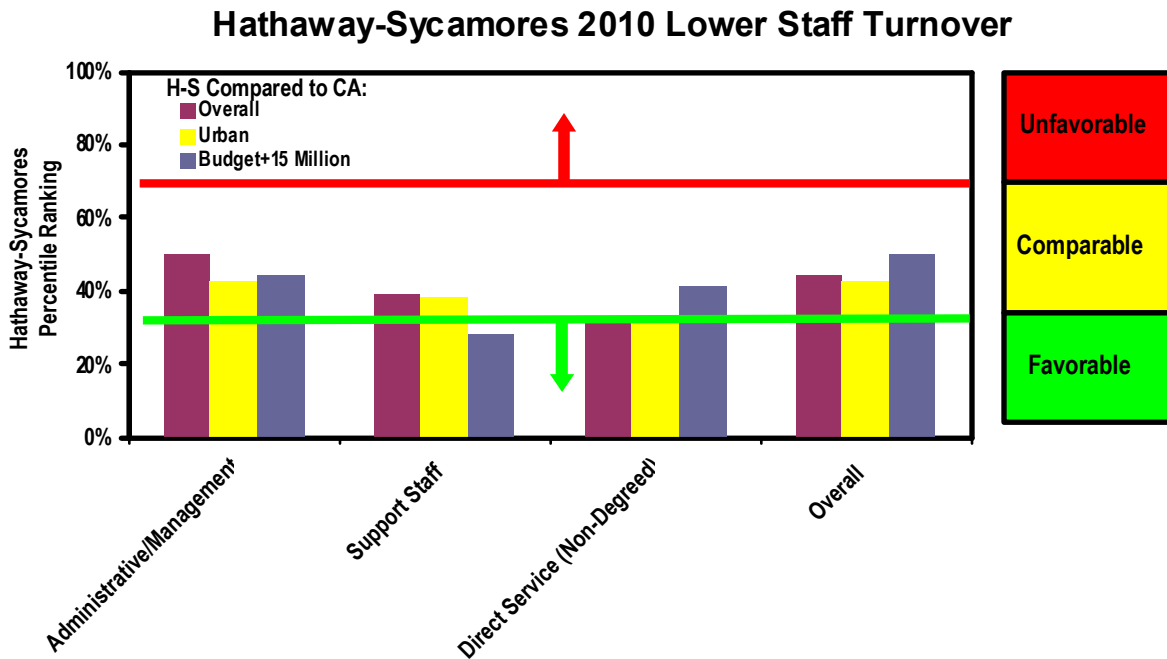


Hathaway-Sycamores' family satisfaction scores were consistently higher than CA norms.

Alliance Benchmarking: This survey is completed by similar types of providers across CA and nationally and provides benchmarking comparisons to evaluate agency performance and effectiveness.



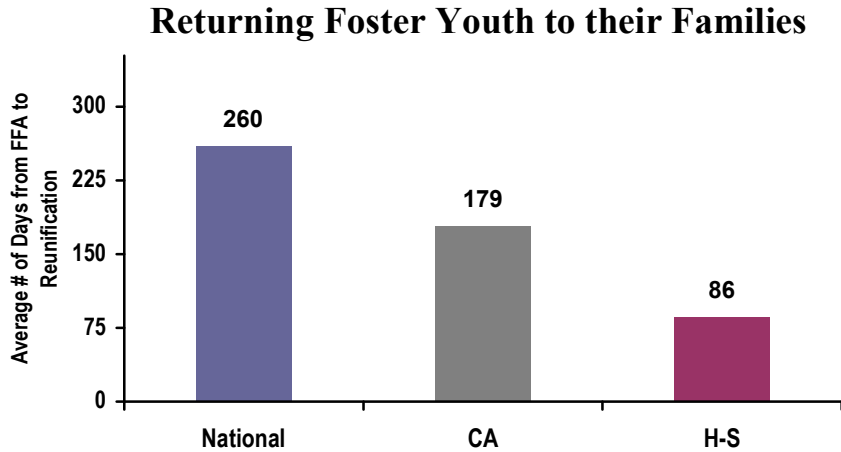
H-S was one of the top performers in spending less on their Management & General expenses, therefore performing more favorably compared to agencies across CA and nationally.



H-S overall staff turnover and turnover for each position type was in the comparable and favorable range, indicating that H-S had a similar turnover rate compared to other CA agencies.

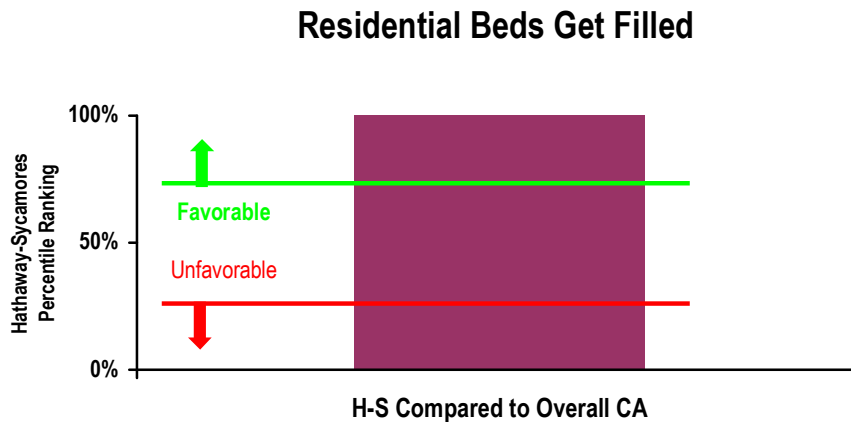
Alliance Benchmarking

FFA:



H-S Foster Family program successfully reunited foster youth with their family in significantly less time compared to other FFAs across California and nationally. Additionally, H-S ensured placement stability of all their foster youth while other agencies reported only 76% of their youth maintained placement stability (stability-defined as 2 or less placements).

El Nido Residential:

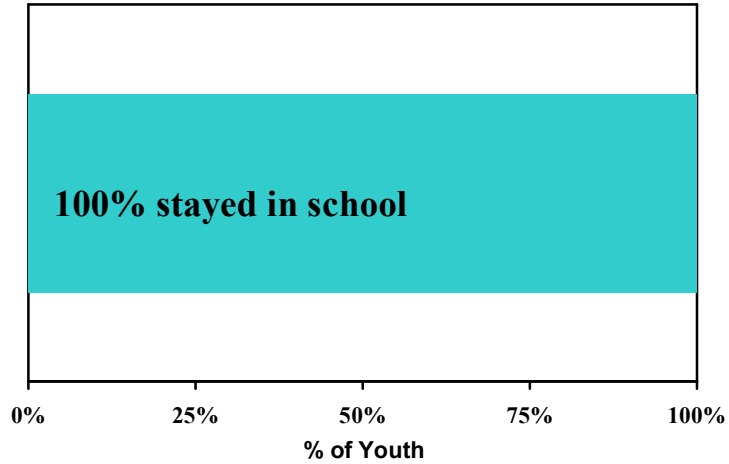


H-S is also a top performer in effectively filling open beds in the residential program, therefore performing more favorably compared to other group home agencies in CA.

Program Specific Findings

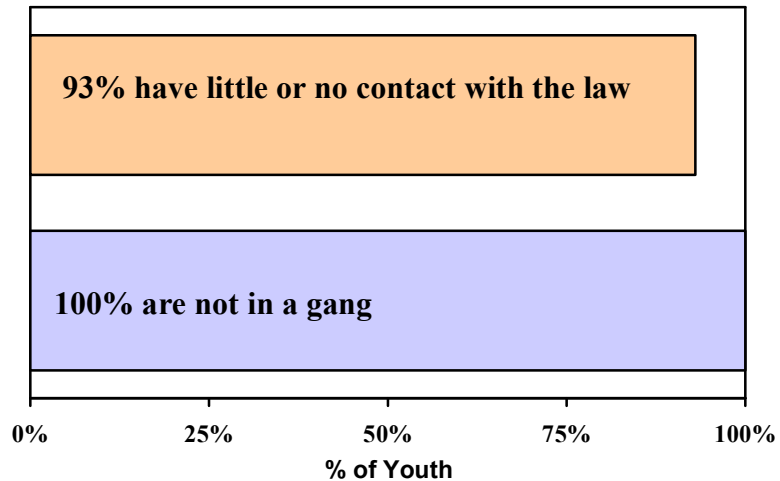
Family Resource Center Mentoring:

Start Smart, Stay Sharp



The Mentoring program at Highland Park provided all the at-risk youth with at least one positive role model that encouraged them to stay in school with 94% of youth passing their classes.

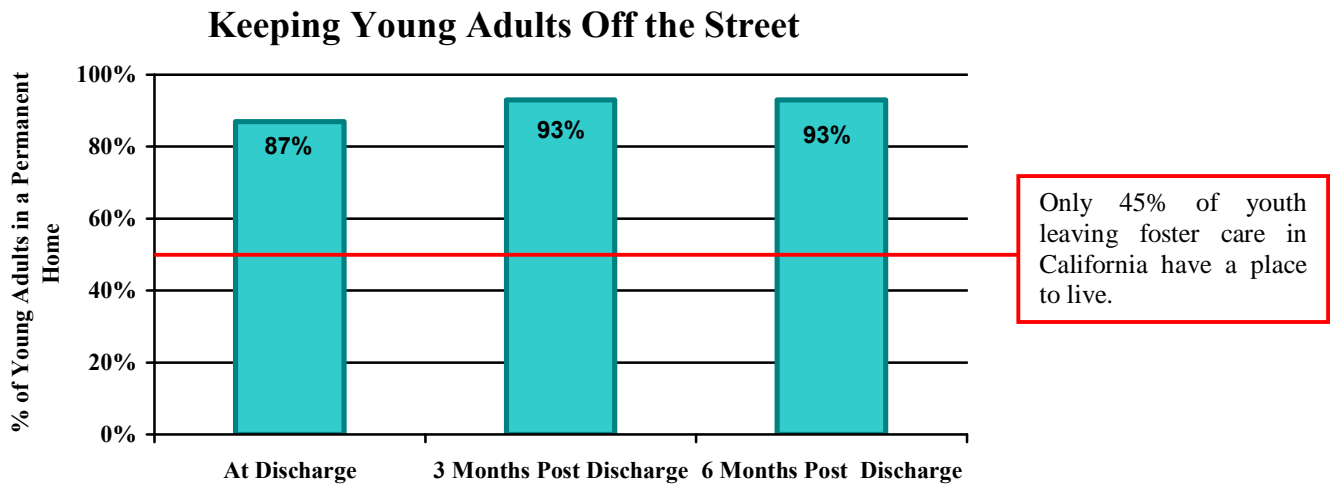
A Safe Place in the Community



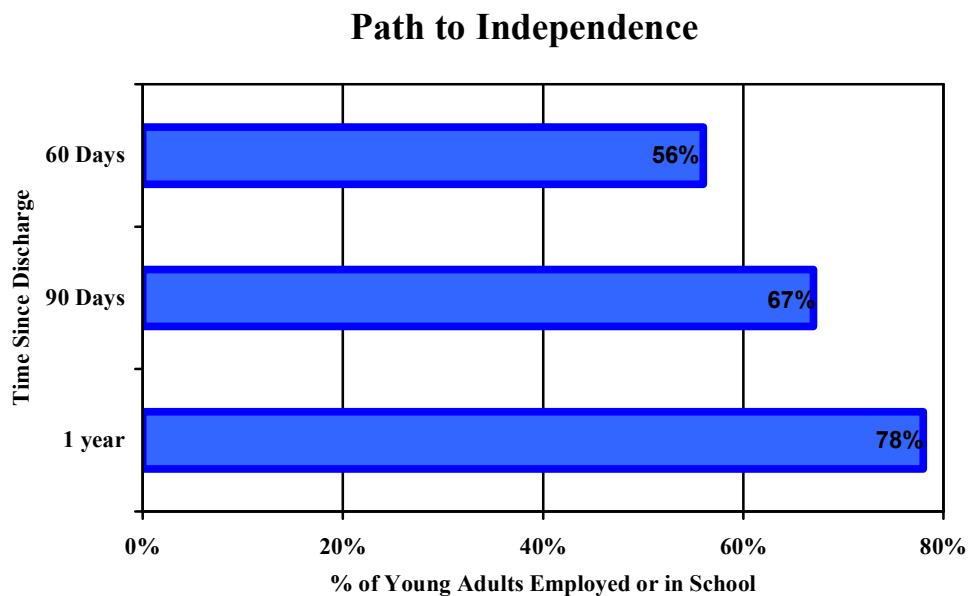
Youth in the Mentoring program at the Family Resource Center successfully avoided from engaging in dangerous and illegal activities.

Program Specific Findings

Transitional Independent Living Program (TILP):



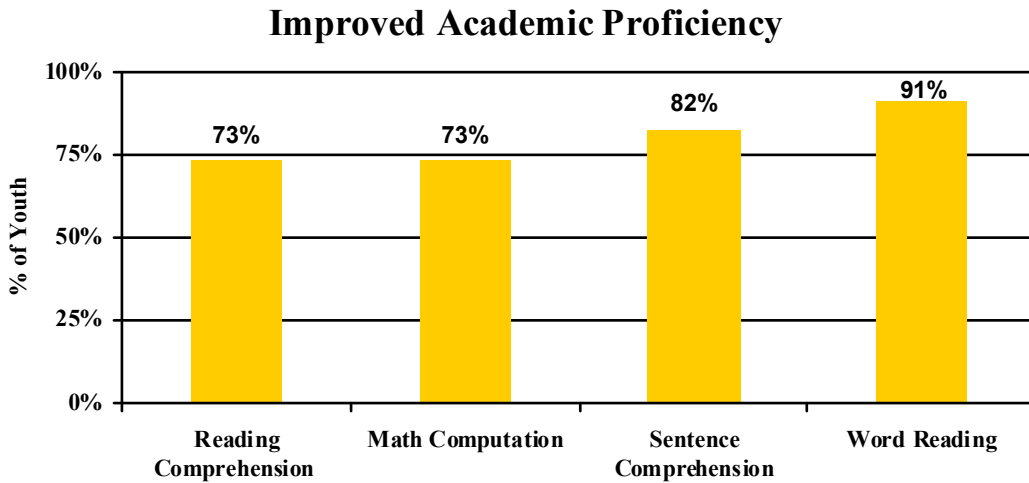
More than 80% of the young adults who received TILP services were able to maintain or gain a stable home, compared to the California norm of only 45% of emancipating youth living in a permanent home.



Young adults were able to support themselves by maintaining or gaining stable employment and/or attending school after discharge from TILP.

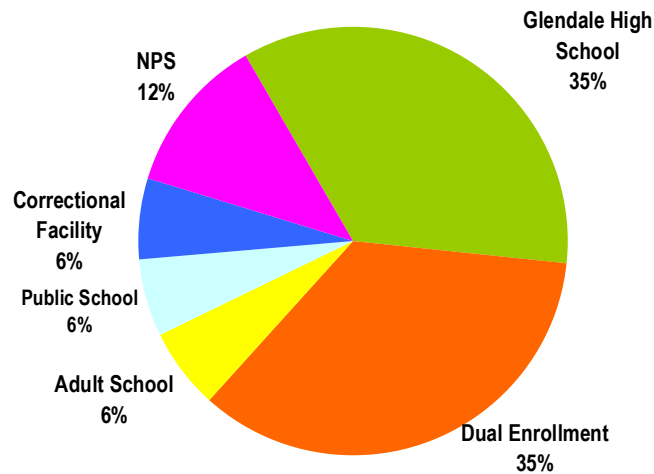
Program Specific Findings

Glendale High South School:



The Wide Range Achievement Test (WRAT) indicated that Glendale High School youth improved academic proficiency in reading comprehension, math computation, sentence comprehension, and word reading.

Glendale High South Youth Discharge Placements

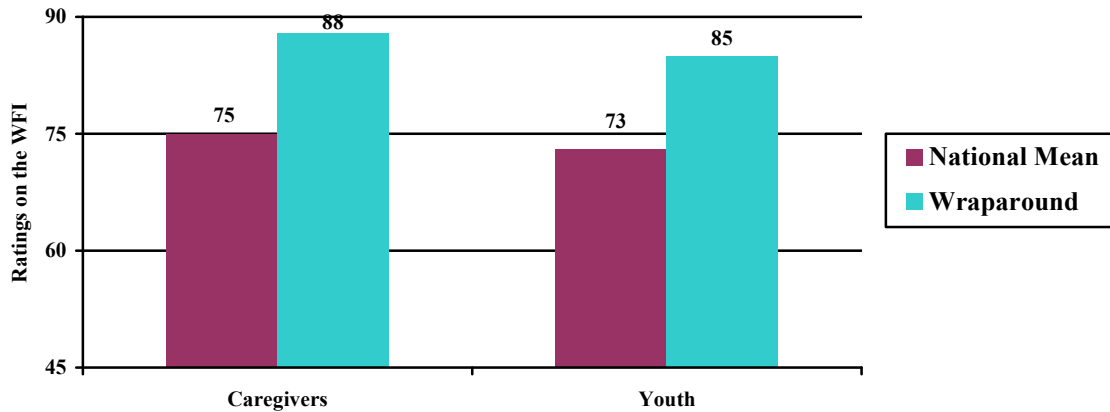


At intake to the Glendale High South program, 53% of youth came from a non-public school. By discharge, only 12% were placed in a non-public school indicating that most students were able to transition to a less restrictive school environment.

Program Specific Findings

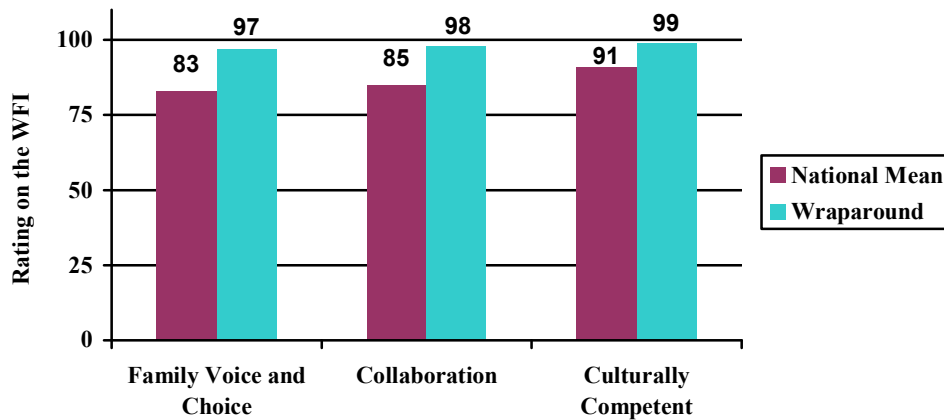
Wraparound:

Caregiver and Youth Ratings on the Wraparound Fidelity Index



Caregivers and youth alike reported that Hathaway-Sycamores staff delivered Wraparound services more effectively this year when compared to other agencies across the nation on the Wraparound Fidelity Index (WFI).

Providing Family-Focused Care

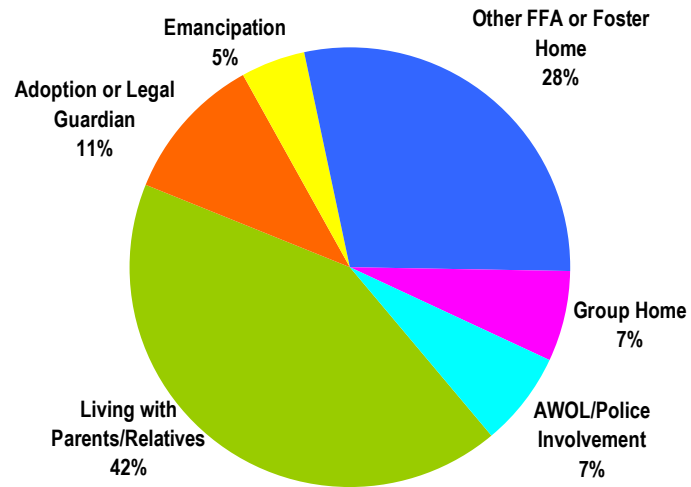


Families in Wraparound reported on the Wraparound Fidelity Index (WFI) that Hathaway-Sycamores staff were more effective in delivering services compared to ratings from other agencies across the nation.

Program Specific Findings

Foster Family Agency:

A Place to Belong



Nearly two-thirds of foster children were placed in permanent homes with the help of the Hathaway-Sycamores Foster Family program.

Quotes from Youth and Family Served Across Programs:

2010 Satisfaction Surveys

Satisfaction with and Appreciation of Staff, Agency, & Services:

öThese services are wonderful, thank you for caring about how I feel.ö

öThank you for all the programs; they have really benefited me.ö

öThis service has helped me a lot, without it I would not be the person I am today. I want to thank you guys for everything you have done for me.ö

öThese people are the best, I love them and they're very helpful.ö

öI like the way you advocate for the youth. I like the way you advocate for the parents.ö

öThe teams get things done and make sure things are done well and completely.ö

öThe staff is very flexible and sensitive to my needs and schedule.ö

öThe team has been very supportive and did everything possible for the well-being of our family.ö

öThis is one of the best services a person could get and have, and it couldn't have come at a better time.ö

öThe program is excellent and the homework given by the specialist is tremendously positive. He is very professional.ö

öServices rendered here been above and beyond expectations.ö

öI thank everyone for a place like this: where people rebuild their lives and families are put back together.ö

öThey can understand our situation and did their best to help us. They did above and beyond their responsibility and are always there when we need them.ö

öHathaway-Sycamores is a safe place to diffuse misunderstandings and improve communication skills for parents and children.ö

öOur therapist is very friendly and nice. She's a great human being, we feel comfortable talking to her. She's very supportive and is very creative. She also helped me create a schedule for our family, so that we have structure. Thanks!ö

Youth gain understanding:

öTo understand myself is to understand a whole new world.ö

öIt helped me understand why my mom had me doing the things I'm supposed to do.ö

öI love the services so much because I am happier, understand things better, and think of the positives.ö

öI am happier and agree with decisions more often. I understand how negative thinking impacts my life.ö

öThe most helpful thing about the services is the help from my therapist. She understands me, and that helps me understand myself.ö

Youth learn valuable tools to improve their lives:

öI learned to express my feelings.ö

öMy grades have never been this good! :)ö

öThey taught me the skills to go through daily stress.ö

öThe most helpful thing would be the way they taught me my coping skills.ö

öThey understand what I go through and try to change it by being positive: for example, chanting öI can do it I know I can do it.ö

öThe services provided for me are really reliable. I think my life has actually changed. Since I've been in services my temper has improved overall, I've learned coping skills that actually help me.ö

öThe most helpful thing about the services is that they showed me that everybody isn't always the right one for you. People actually would like to help and you can trust adults. They showed me ways too handle my problems on my own and I am a smart, intelligent girl who can do something with her life.ö

Clients feel supported and respected:

öThe support has been a great attribute outside of family and friends. I feel they are genuinely caring and supportive.ö

öThey have been there for my family in the good and bad times. I love the way they show respect for us.ö

öOur counselor has been there for us in a way I never expected. She's gone above and beyond for our family.ö

öThe consolors continue being there for my son when its necessary and they have really gotten attached to my son.ö

Families experience positive life changes:

öMy son is better in school and at home!ö

öMy daughter is able to express her feelings and talk about them.ö

öWe are better able to cope with our day to day lives after the deaths in our family.ö

öThe team helped me to find ways to better communicate with my child.ö

öI learned to live side by side with my sons, to talk with them, and listen to them more.ö

öMy daughter feels more comfortable and doesn't have as many nightmares.ö

öHathaway-Sycamores has helped my daughter cope with not just school but also in her home life. I am very comfortable knowing that she has trustworthy people to talk to and support her in all aspects.ö

öMy family is grateful with everything the program has done for us. Its been a real change to our life. Thank you Hathaway-Sycamores.ö

öStep by step my daughter is changing her attitude and being more understanding. She will overcome her challenges and move forward. She listens to me. There is more respect among us. She's beginning to listen in her classes. She has discipline in coming home.ö

2010 Satisfaction Surveys – Supplemental Qualitative Data

The Best things about Hathaway-Sycamores are:

öYour goals and your concern for the well-being of the children. The activities and prizes for when the children behave well.ö

öYour dedication and support for the well-being of my family.ö

öYou help me get better in my home. You also help me reach my goal.ö

öWhen I'm in a meeting I actually feel safe and comfortable talking about my feelings.ö

õWell they make me feel like I can trust them. They make me feel like we have been friends for a long time and I don't want to stop talking with them. I feel like I can be myself and I don't have to hide anything and be angry anymore.õ

õMy son's therapist guides him, listens, and provides him with much guidance and confidence. Thank you.õ

õThey were there for me when I needed them.õ

õThey truly care about you and get things done.õ
õThey taught me to be consistent and have rules.õ

õThey stuck with my grandson no matter what he was doing or where he was.õ

õThey help children in their daily needs and teach them how to behave when they have different needs. For example, they taught my son how to calm down when he got angry and it helped a lot.õ

õThey have someone to translate in Spanish for me and are on time for every visit.õ

õThey have helped me speak more and feel happier and relaxed.õ

õThey have helped me in everything so that not just my son but me as a mother can be more calm and work through our emotional problems.õ

õThey attend to you with morals, provide all we need, and explain everything in a way I understand.õ

õThe staff is very professional. They give their time to listen and talk to us. They have such an efficient manner of speaking that my daughter has improved so much! I don't know how they do it, but it's great.õ

õThey are very attentive and understanding.õ

õThey are respectful and helpful.õ

õThey are convenient, trained, licensed, skilled, and their goal is to help families stay together and have better relationships.õ

õThey are concerned with my child's needs and want to help make it all better.õ

õThey are always there when you need them.õ

õThey always have an answer to our questions and that there is more than 2 languages.õ

öThere isn't enough space to describe the many ways H.S. has helped our family address my son's special needs. The staff has been very considerate and sensitive to every circumstance.ö

öTheir friendliness and sincerity for helping familiesö

öTheir dependability and enthusiasmö

öOur counselor took the time and energy to meet all our needs. She formed a deep connection with all of us which made it easy to open up to her. She made herself available day & night to us.ö

öThe variety of programs that are available to help families, and kids of different ages and needs.ö

öThe team has always been able to let me see the light at the end of the tunnel.ö

öThe staff is very patient, sweet, kind, and understanding. They are always there to help me when I need help. I am very glad I decided to bring my kids to Hathaway-Sycamores.ö

öThe services are great. I love the fact that I am able to get the whole family involved.ö

öThe program has been the best thing that my son has had. He has very much improved his attitude and he knows how to control himself well. The person that has helped has been very professional and has provided only positivity to the family.ö

öThe people up until now have been very cordial and respectful.ö

öThe home services after hours very convenient to full-time working parents like me.ö

öThe best things about Hathaway-Sycamores are the people who help their clients are very, very, very helpful they're involved a lot their supportive. If there wasn't a DCFS or CSW I think Hathaway-Sycamores would be the ones to go for help. I like them a lot they help in so many ways different ways. Some of the team members are like a parent or a sibling to one. If it wasn't for the people that work with me now I think I would have got nowhere in life.ö

öThe best thing is that they come to your house to help with the behavior.ö

öThe atmosphere is very calm and relaxed. the staff seem very dedicated and compassionate.ö

öThey work with your schedule.ö

öI received kindness, understanding, and insight into the full extent of social situations we are in.ö

öFamily is the most important thing in our lives. I feel blessed by all support given to us at this time.ö

öI really like the team effort and that all team members work together.ö

öIn name of my son and family, I want to appreciate all that you have brought to improve our lives.ö

öI like the fact that they can provide services in school and also at the client's residence.ö

öI have the support and chance to show someone my emotions that I feel and describe them to her. I can confide in someone without them causing any damage to me.ö

öHathaway is a safe place.ö

öGreat atmosphereö

öEverything is very good. It helps and strengthens me to continue helping my son and not lose patience.ö

öEveryone treats you with respect. They have made me and my family feel welcomed and comfortable.ö

öKeep up the great work! Thank you from the bottom of our hearts.ö

Transitional Living Follow-up Survey Quotes:

"The love and care was there."

"I already have [recommended the services] and because I know lots of others who were just like me when I first got accepted and they would love the opportunity and probably get far with success."

öThe staff were really helpful by directing me toward the right direction.ö

öIt is getting better, I now have my own apartment and love living on my own just taking care of my self.ö

öExceeded my expectations. I learned more than I anticipated.ö

öI didn't know what to expect, but I knew I wanted to graduate high school- and I did.ö

õEverything...you guys have really helped me see it's not easy and all the things you were trying to get me to do helps me now that I'm on my own.õ

õLiving on my own has been great. I got engaged this Christmas and am doing well.õ

õIt met and exceeded my expectations. The program staff were always there when I needed them.õ

õI feel great, confident, and very happy with my lifeõ

õThe program met my expectations. I received an internship which suits my long-term goals, I got my high school diploma and am currently enrolled in community college.õ

õI benefited from the knowledge I gained with communicating and learning to manage and balance out life obstacles.õ

õI would recommend the program because you gain a lot, like opportunities, knowledge, etc.õ

Mentoring Survey Quotes:

õI don't talk back to my parents anymore, my grades are higher, I hang out with the right people, and I feel better about myself.õ

õI learned a lot from the mentoring group, it's always very different what I learn. My mentor teaches me to not to use drugs, do anything I don't want to do, feel pressured, and to believe in God and have faith.õ

õMy mentor helped me graduate from middle school. He also supported me all the way with homework and other things. My mentor is a really good person.õ

õI have become friendlier to my little brother, we don't fight as much.õ