

# 2012-13 Outcomes Report

## Hathaway-Sycamores Child and Family Services



Report by: Evaluation and Research Department

# Table of Contents

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Census and Demographics.....	3
2012-13 Total Served by Program .....	3
Youth and Families Served in 2012-13 .....	4
Youth Well-being: Child and Adolescent Functioning Assessment Scale (CAFAS).....	5
CAFAS Youth Types at Intake .....	5
Enhancing Well-Being .....	5
Changing Lives .....	6
Road to Recovery.....	6
Hope for a Better Future .....	7
Fostering a Foundation for Success .....	7
Striving Towards Emotional Stability .....	8
Providing Tools for Prosperity .....	8
Symptom Reduction: Youth Outcome Questionnaire (YOQ).....	9
Overcoming Adversity .....	9
Cultivating Healthy Coping Skills.....	9
Overcoming Behavioral and Emotional Struggles .....	10
Thriving Perspectives and Attitudes .....	10
Enriching Interpersonal Relationships .....	11
Triumphing Through Serenity .....	11
Level of Care: Restrictiveness of Living Environment Scale (ROLES) .....	12
Destination: Homeward Bound .....	12
A Place to Call Home.....	12
Service Delivery: Youth and Family Satisfaction .....	13
Striving to Improve Satisfaction.....	13
Families Feel Empowered .....	13
Culturally Sensitive Delivered Services .....	14
Families Felt Respected .....	14
Empowering Young Adults.....	15
Youth Gain a Strong Support System.....	15
Benchmarking .....	16
FFA Discharged to a Parent.....	16

Nonpublic School Students with a Transition Plan .....	16
Successful Completion of Wraparound Services .....	17
Satisfaction with Residential Services.....	17
Program Specific Findings.....	18
Standing by the Families We Serve.....	18
Preserving the Family Bond .....	18
Developing Young Adults in the Workforce.....	19
A Place to Call Home.....	19
Making a Lasting Impact.....	20
Advancements Towards Success .....	20
Youth Conquer Challenges .....	21
Making Advancements Toward Academic Success .....	21
Students Gain Practical Life Skills .....	22
Evidence Based Practices.....	23
Focused Evidence-Based Practices .....	23
Precise Interventions for Effective Parenting .....	23
Quotes from Youth and Families Served Across Programs .....	24

## Census and Demographics

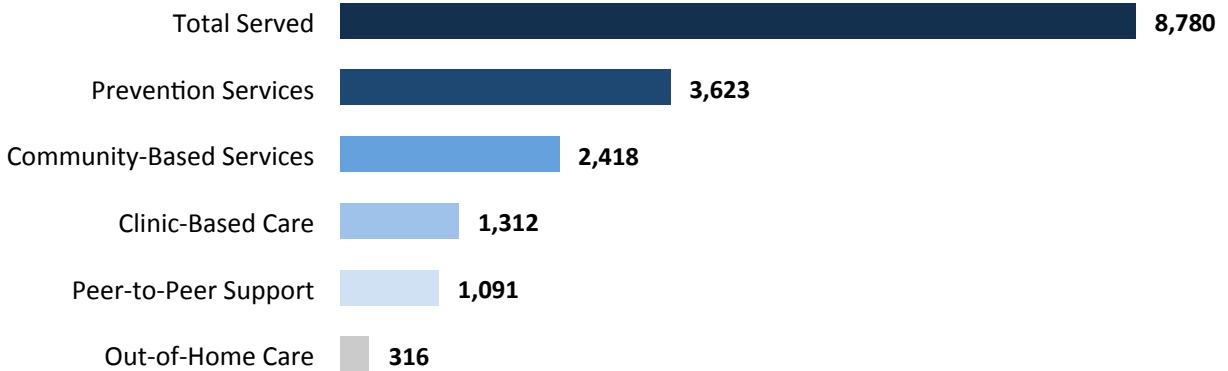
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### 2012-13 Total Served by Program

RBS Community	24
Workability	38
Transitional Living	39
Non-Public School	60
Field Capable Clinical Services	63
Residential Services	85
Foster Care & Adoption	90
Residential Mental Health Services	103
In Home Family Services	269
Therapeutic Behavioral Services	276
Family Resource Center-Family & Youth Activity Programs	298
Multidisciplinary Assessment Team	307
Family Resource Center-Mental Health	313
Connections Wraparound	322
Outpatient	339
Full Service Partnership	430
Center for Grief and Loss	492
Family Resource Center-Outreach	496
School-Based Mental Health	854
Psychiatric and Psychological Services	973
Parent Partners	1,091
Promotoras Comunitarias	1,717
<b>All Programs</b>	<b>8,760</b>

*Hathaway-Sycamores provided a total of **246,837** hours of mental health services and **154,061** visits to youth and their families.*

## Youth and Families Served in 2012-13



Hathaway-Sycamores has provided quality care to thousands of youth and their families, continuing the organization’s tradition of cultivating hope and resilience in communities all around the Los Angeles area.

**ETHNICITY:**

- African American: 14%
- Hispanic: 65%
- Caucasian: 14%
- Asian: 3%
- Other: 4%

**GENDER:** Male: 61% Female: 39%

**AGE:**

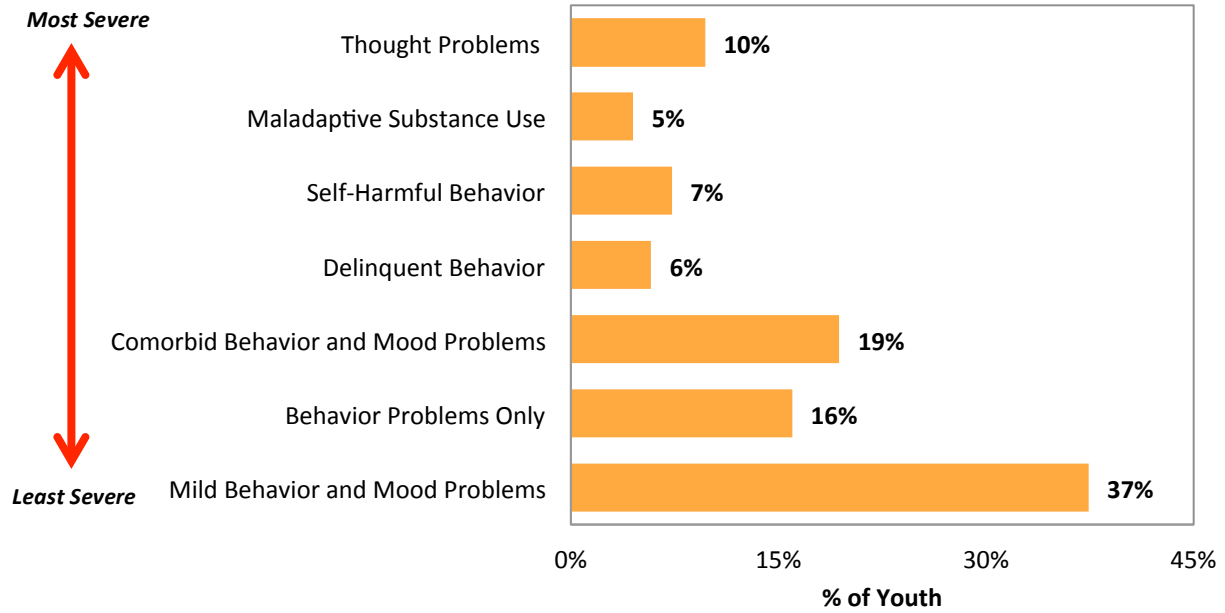
- 0-10 years: 43%
- 11-14 years: 28%
- 15-18 years: 26%
- 19+ years: 3%

**DIAGNOSIS TYPE:**

- 29% Depressive Disorders
- 22% Other Diagnosis
- 18% Disruptive Behavior
- 9% Attention Deficit Hyperactivity Disorder
- 8% Adjustment Disorder
- 7% Anxiety Disorders
- 6% Posttraumatic Stress Disorder
- 1% Psychotic Disorders

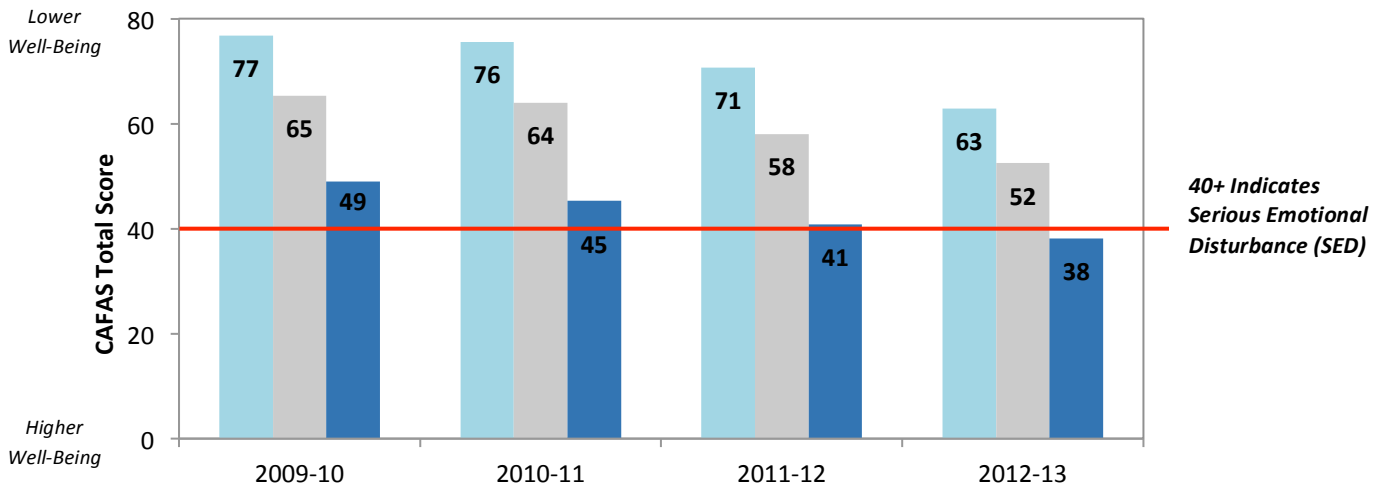
# Youth Well-being: Child and Adolescent Functioning Assessment Scale (CAFAS)

## CAFAS Youth Types at Intake



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

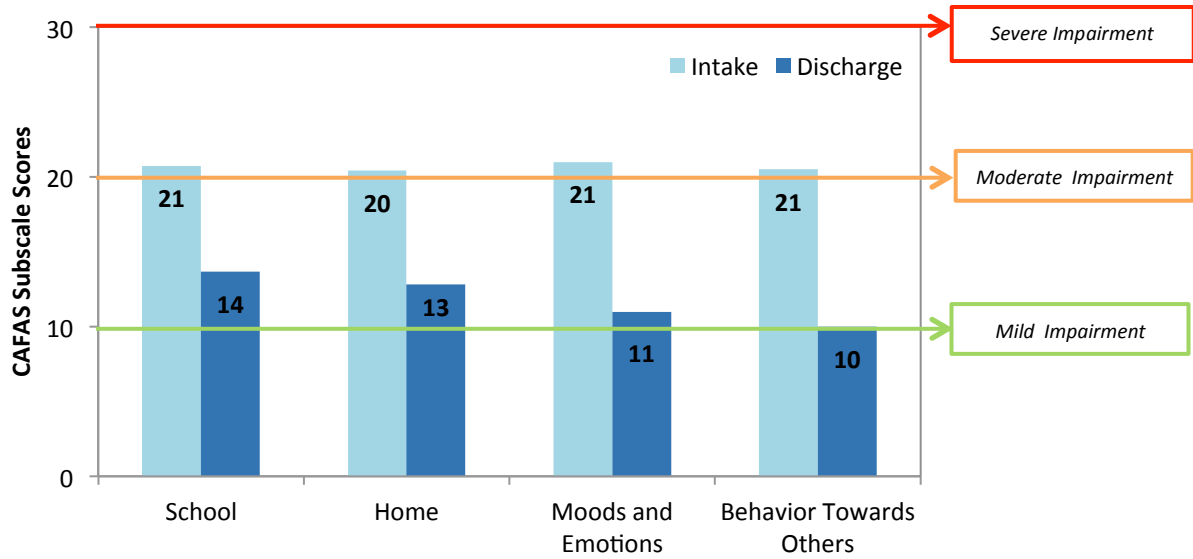
## Enhancing Well-Being



Over the years, Hathaway-Sycamores has successfully provided effective treatments to youth as indicated by a decrease in CAFAS total score at discharge. In 2012-13, the majority of youth were free of serious emotional disturbance at discharge.

School-Based Services

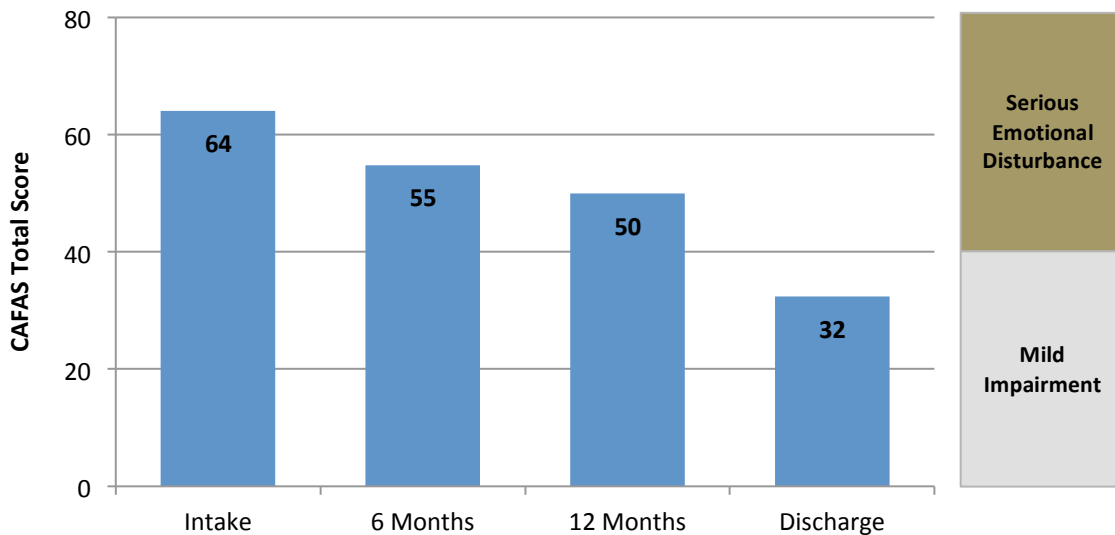
Changing Lives



Students showed significant improvement as demonstrated by a decrease in scores from moderate impairment to mild impairment.

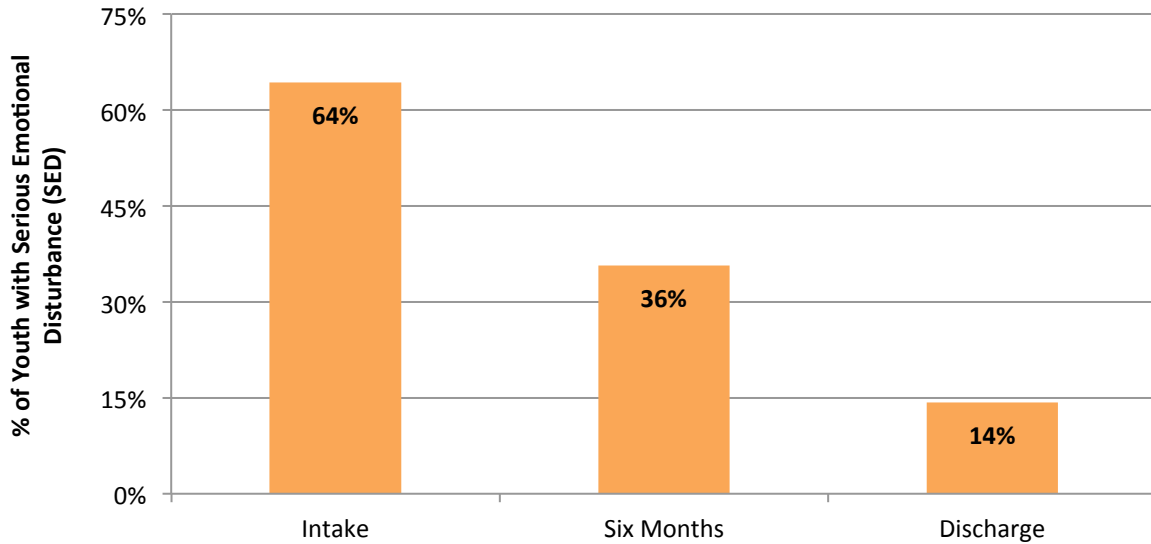
Center for Grief and Loss

Road to Recovery



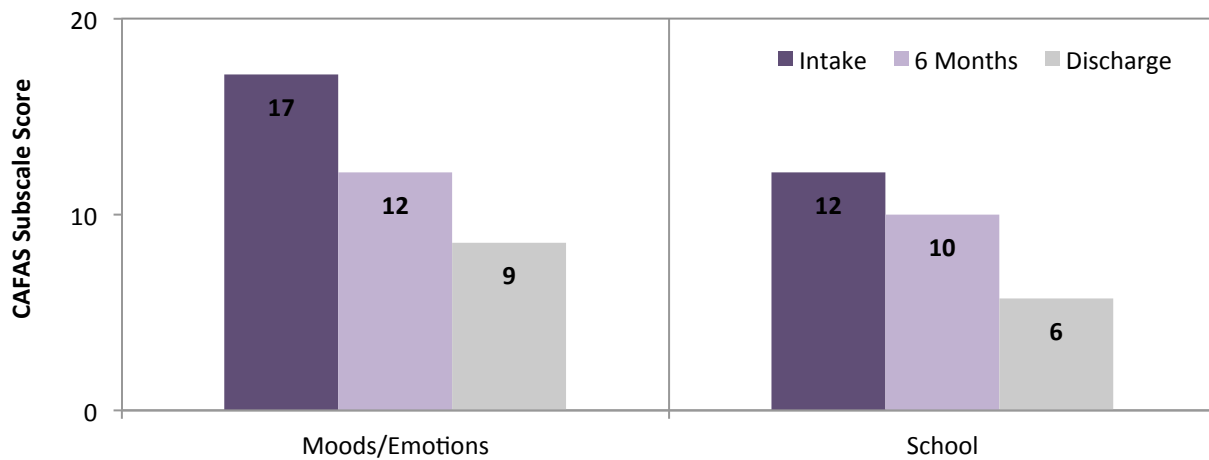
Effective treatments in helping youth deal with severe emotional disturbances were used to make significant progress in healing from grief.

### Hope for a Better Future



The Family Resource Center helped youth with severe emotional disturbance improve their relationships and move towards emotional stability.

### Fostering a Foundation for Success

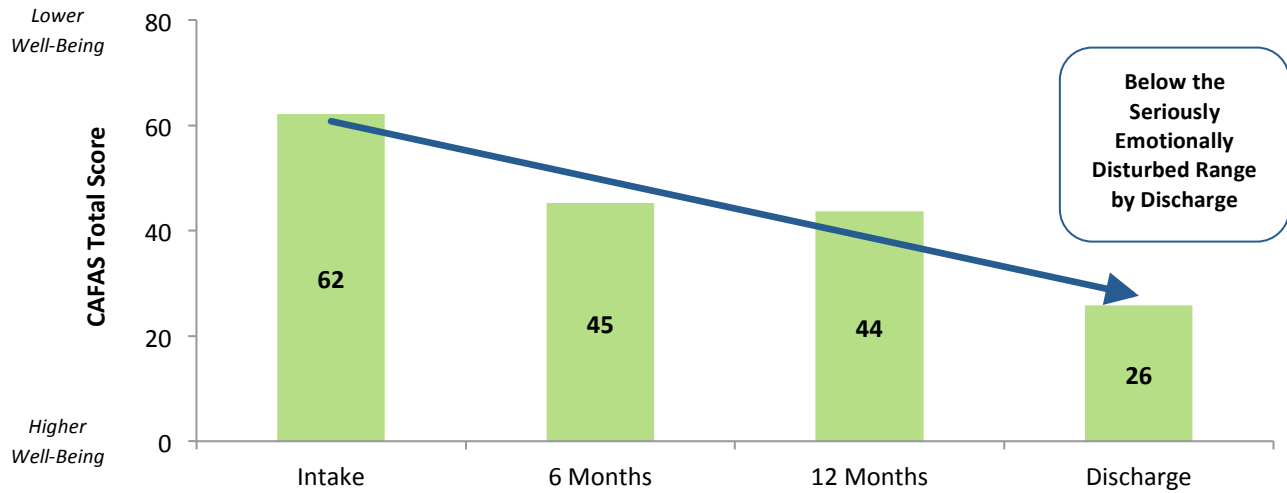


The Family Resource Center played an integral role in improving youth well-being in areas such as mood and emotional regulation and performance in school.



## Outpatient

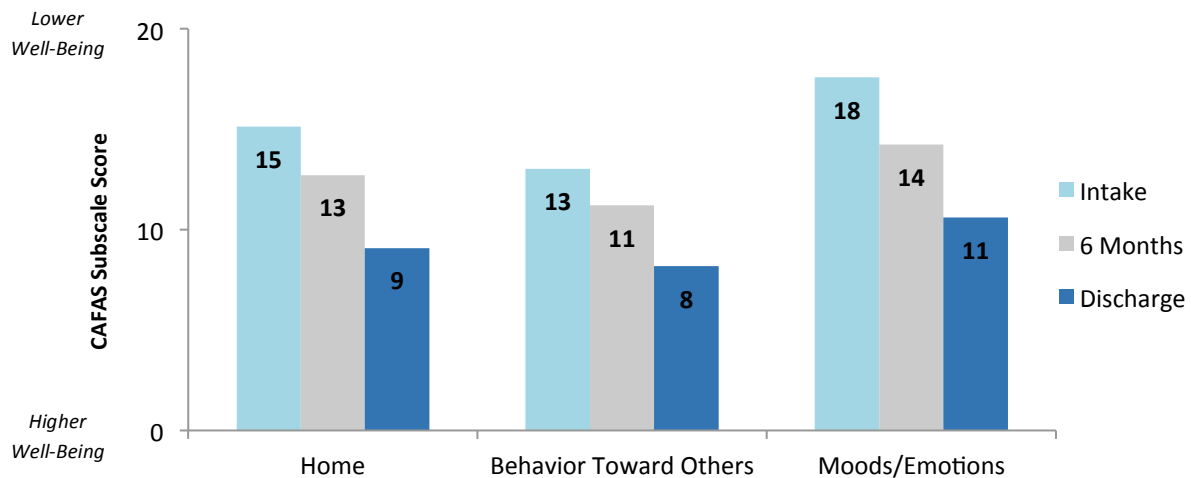
### Striving Towards Emotional Stability



In 2012-13, the Outpatient program positively impacted youth quality of life by substantially improving their well-being from intake to discharge.

## In-Home Family Services

### Providing Tools for Prosperity

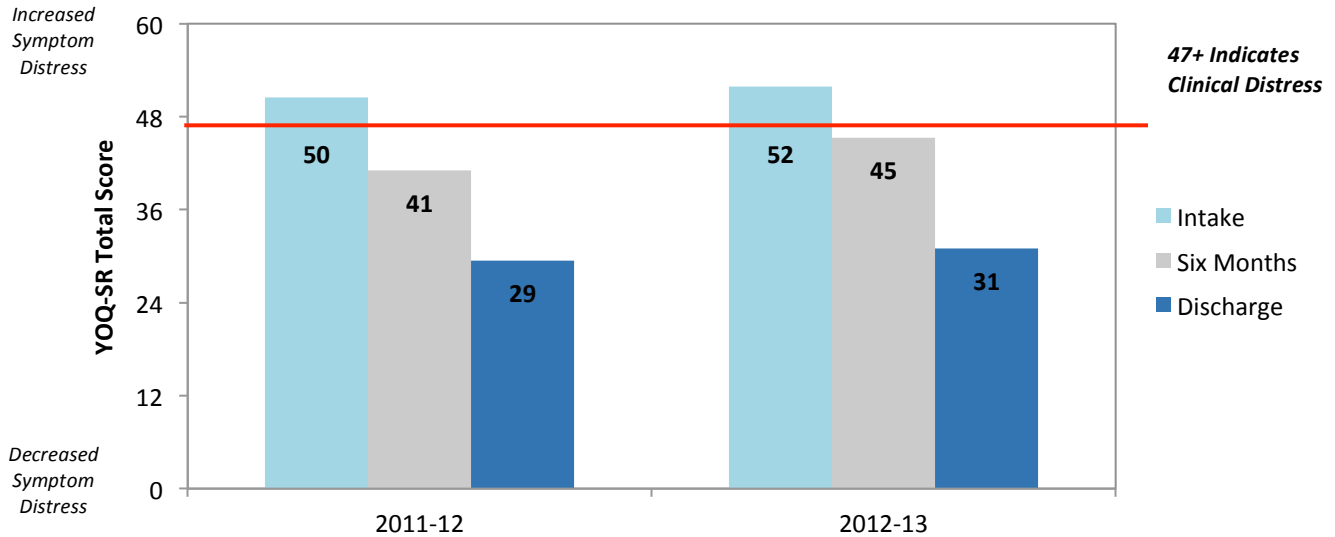


Overall well-being is multi-faceted. Hathaway-Sycamores In-Home Family Services helped to improve the welfare of our consumers in their home and community.

## Symptom Reduction: Youth Outcome Questionnaire (YOQ)

Overall Agency:

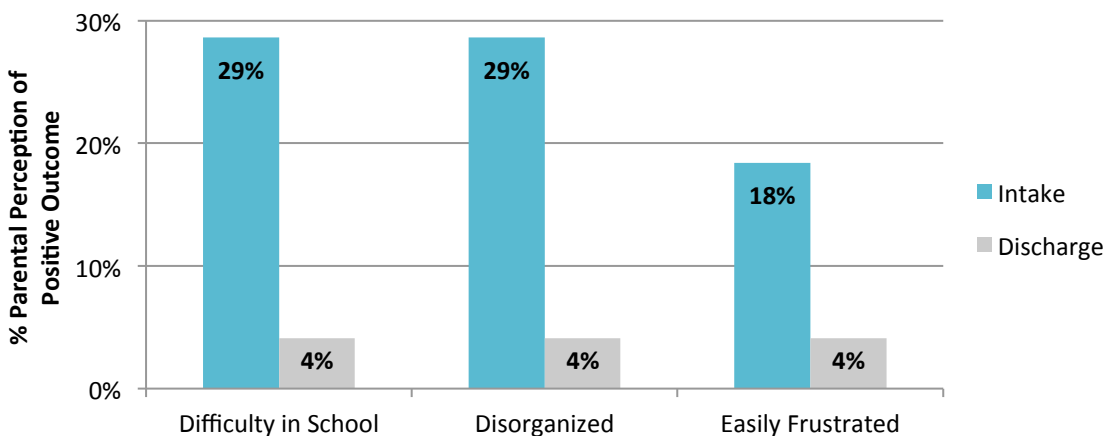
### Overcoming Adversity



In 2012-13, Hathaway-Sycamores youth reported extensive improvement with symptoms associated with distress. By discharge, our consumers showed compelling improvements with youth well below a clinical level of distress.

Center for Grief and Loss:

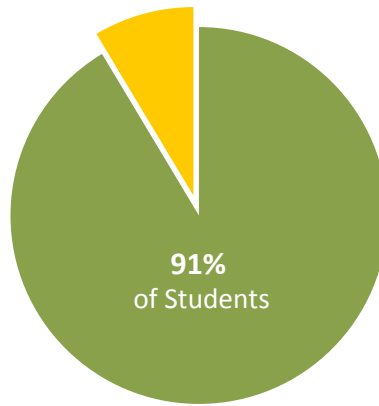
### Cultivating Healthy Coping Skills



Some of the best tools we can provide our community are healthy coping skills. In 2012-13, youth at the Center for Grief and Loss showed vast improvement in positive coping-ability with school, organization, and emotional regulation.

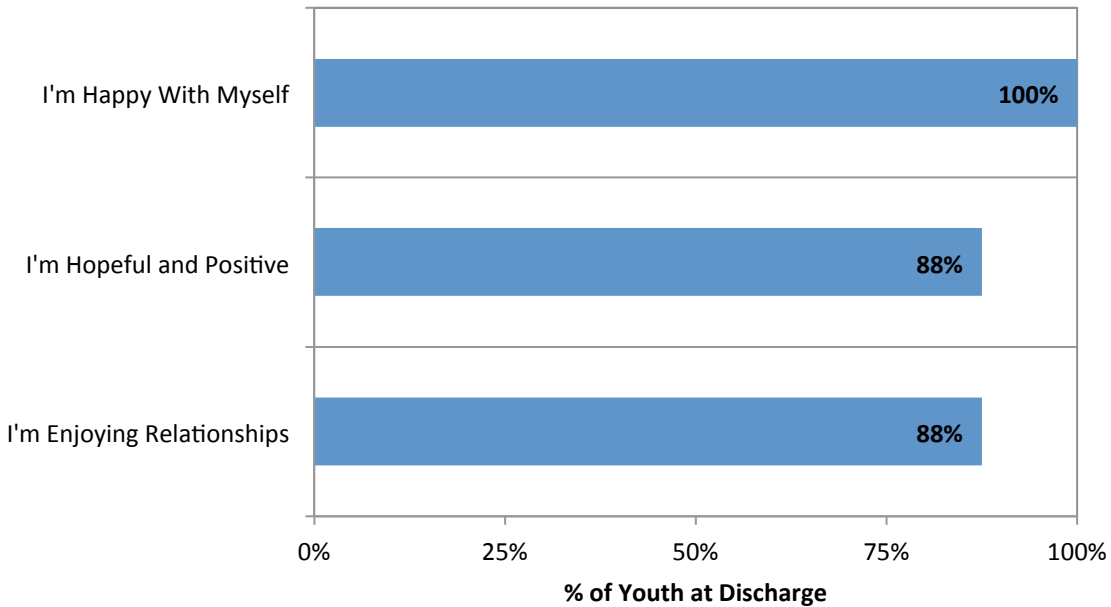
*School-Based Services:*

### Overcoming Behavioral and Emotional Struggles



School-Based Services effectively helped students engage in less disruptive behaviors, follow rules, meet or exceed academic expectations, and express their emotions in a healthy way with ninety-one percent of students overcoming behavior and emotional struggles in 2012-13.

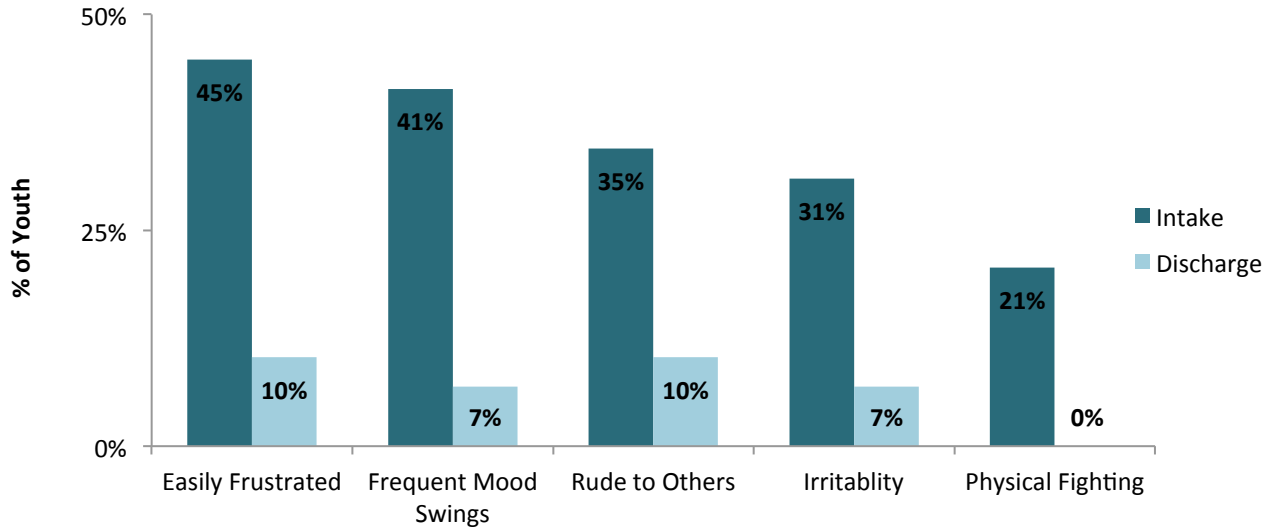
### Thriving Perspectives and Attitudes



A positive outlook is important for happiness and success. Hathaway-Sycamores School-Based Services facilitates positive growth in self-esteem, optimism, and interpersonal relationship satisfaction.

*Full Service Partnership:*

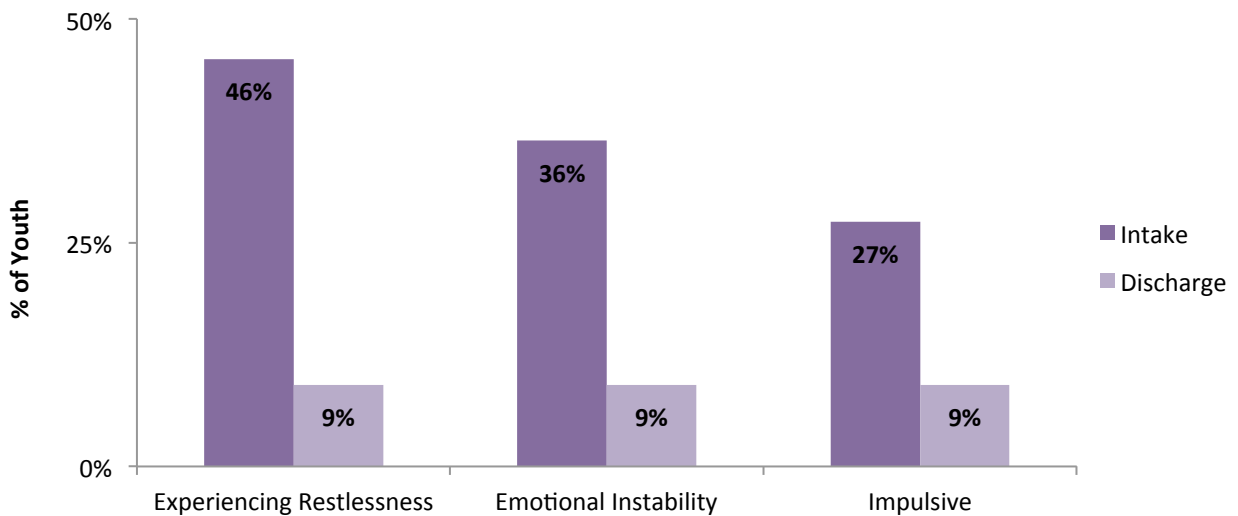
### Enriching Interpersonal Relationships



The Full Service Partnership program enriches the lives of youth and empowers them to successfully navigate through challenging situations in more positive and constructive ways.

*Outpatient:*

### Triumphing Through Serenity

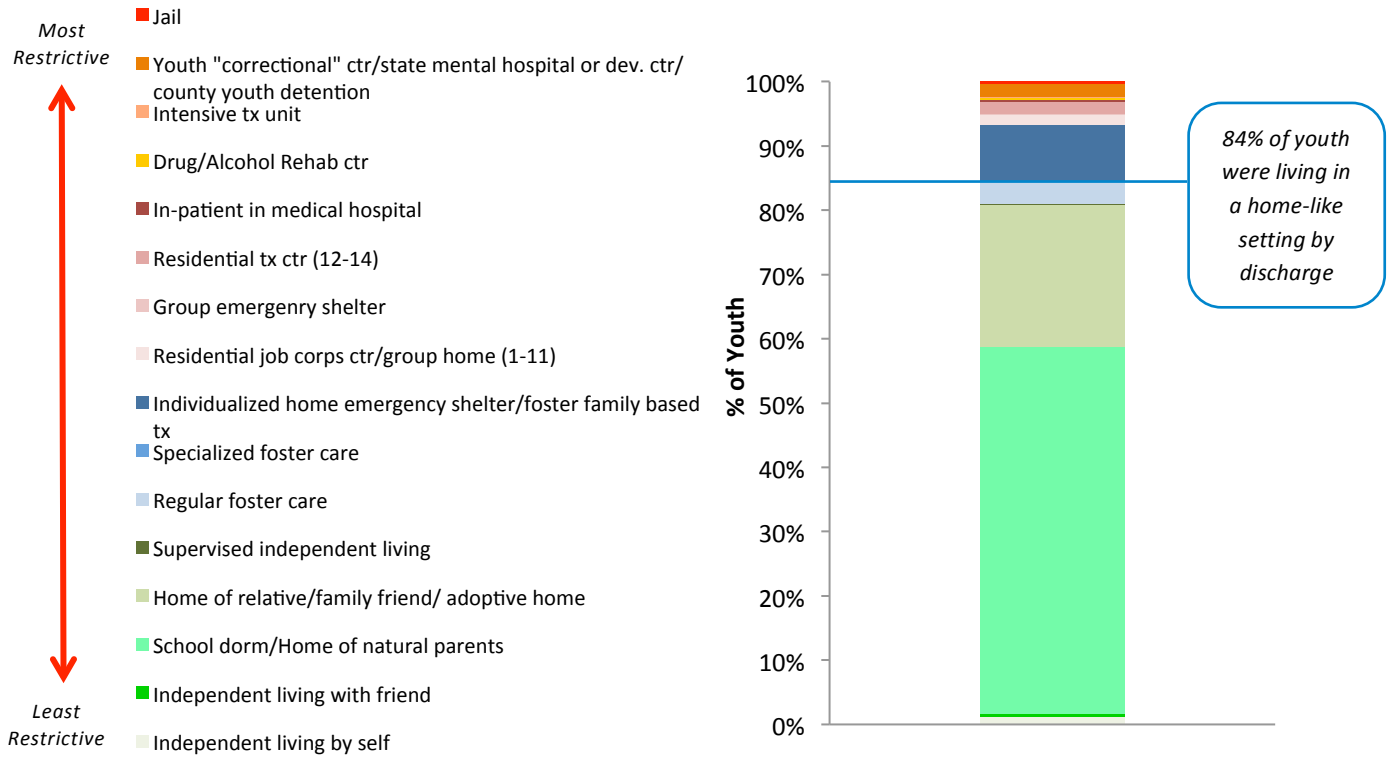


The Outpatient program empowered youth to take control of their lives by providing the tools to make informed decisions.

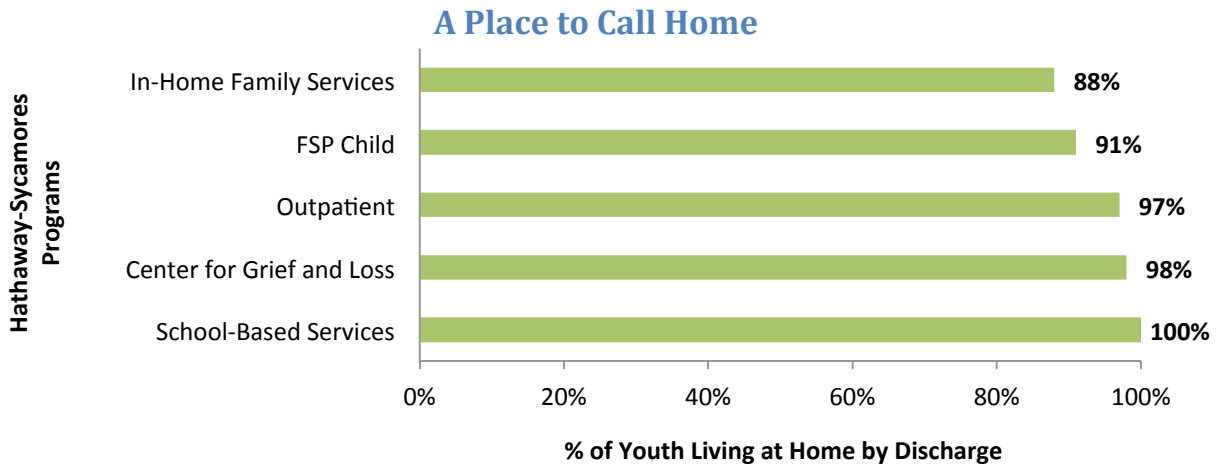
# Level of Care: Restrictiveness of Living Environment Scale (ROLES)

Overall Agency:

## Destination: Homeward Bound



Hathaway-Sycamores Child and Family Services helped over 7,500 youth find permanent residence in a home-like environment.

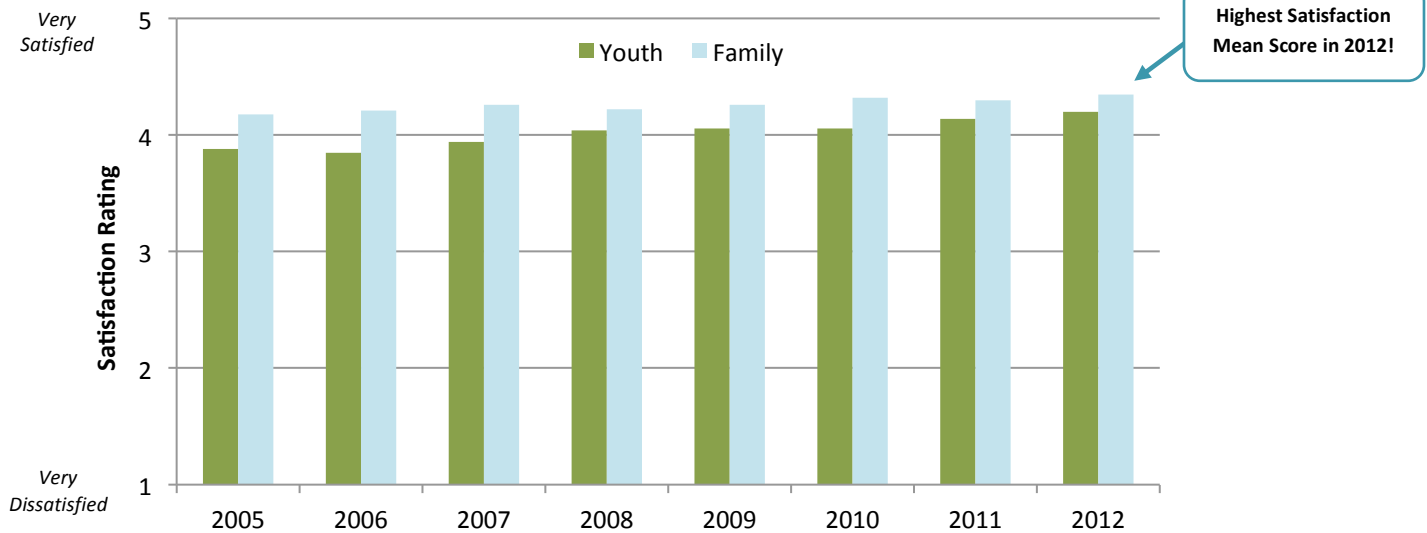


Scores on the Restrictiveness of Living Environment Scale (ROLES) showed that Hathaway-Sycamores programs maintained and even improved the percentage of youth living at home by discharge.

## Service Delivery: Youth and Family Satisfaction

Overall Agency:

### Striving to Improve Satisfaction



Hathaway-Sycamores continuously made strides to improve youth and family satisfaction by providing culturally sensitive services and unconditional support to achieve the highest level of satisfaction. Additionally, focus groups with youth and families were conducted in an effort to gain a better understanding of their needs and provide them with a voice.

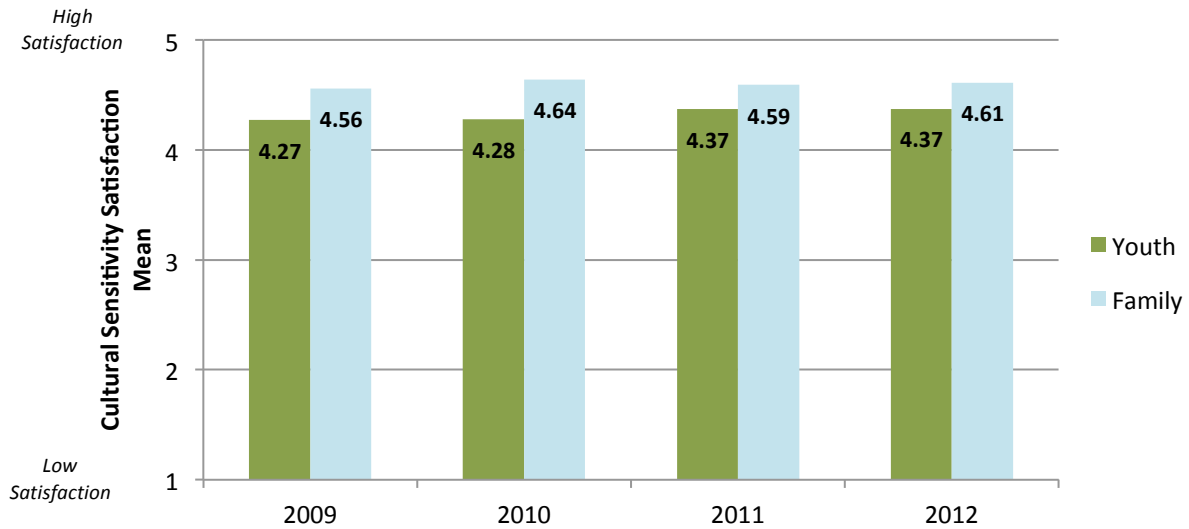
### Families Feel Empowered



Hathaway-Sycamores firmly believes that families define their culture and encourages them to take an active role in their child's treatment.

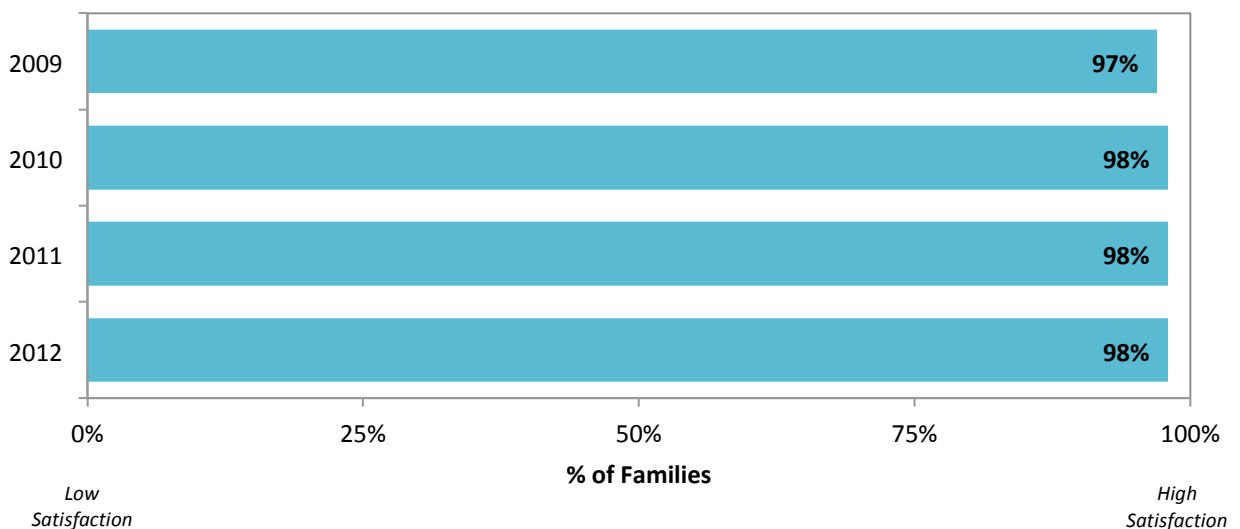
Overall Agency:

### Culturally Sensitive Delivered Services



Youth and families indicated on the satisfaction surveys that Hathaway-Sycamores staff continued to treat them and their religious/cultural beliefs and background with respect, while communicating with them in a respectful manner.

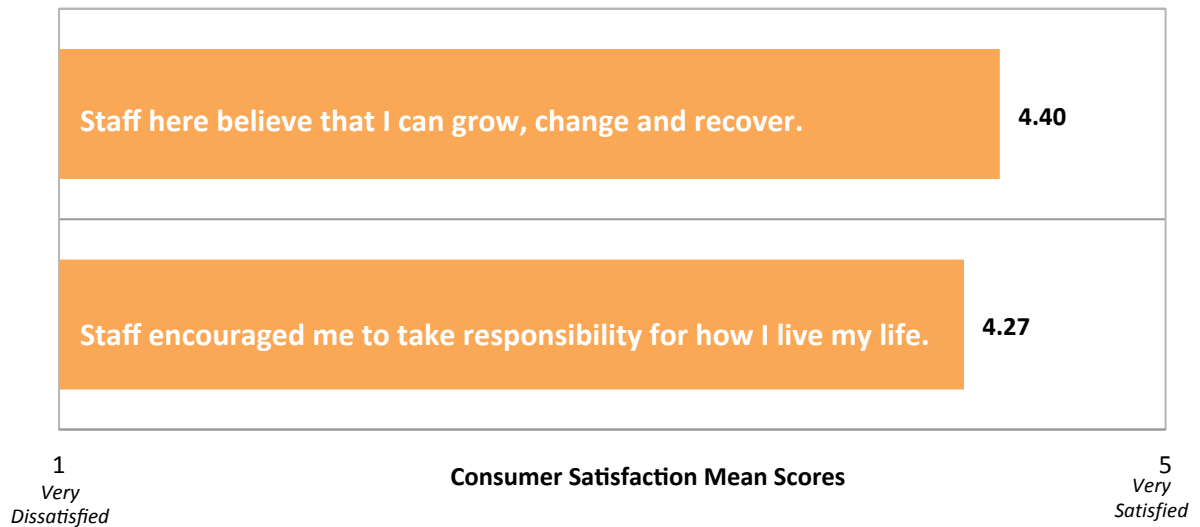
### Families Felt Respected



Over the years, families have reported high satisfaction with Hathaway-Sycamores staff, indicating that they are treated in a sensitive and respectful manner with regard to their individual cultural and ethnic background.

*Transitional Independent Living Program:*

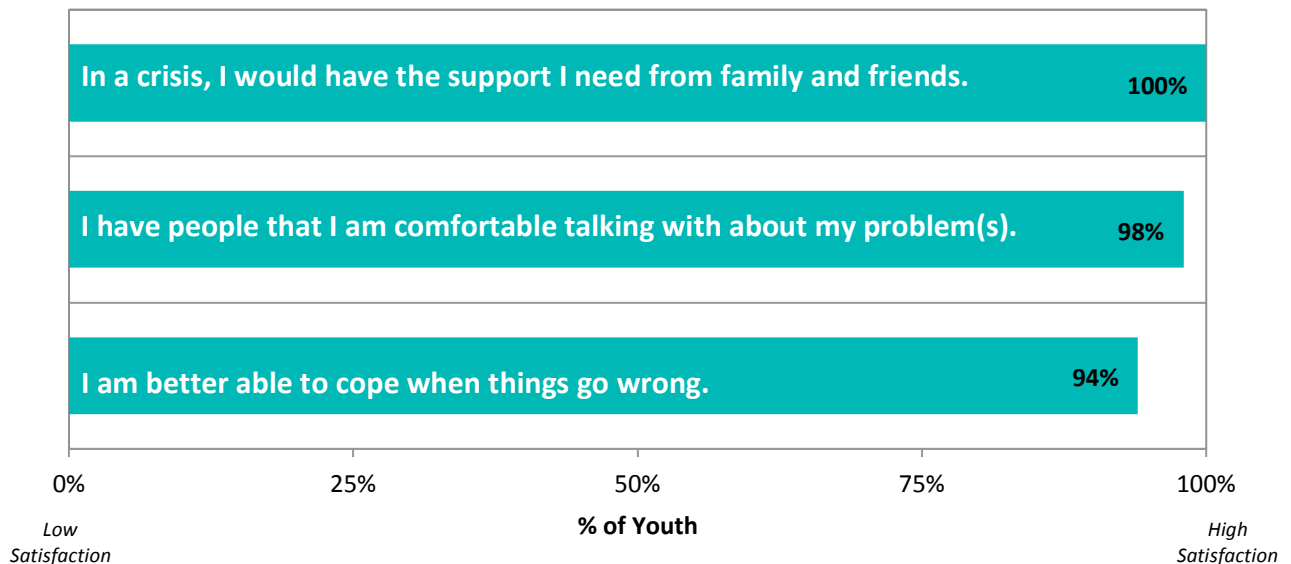
### Empowering Young Adults



Young adults in the Transitional Independent Living Program felt supported and encouraged by staff as they worked to make responsible choices and live successfully on their own.

*Center for Grief and Loss:*

### Youth Gain a Strong Support System



The Center for Grief and Loss provided youth with essential coping skills and assisted in building a strong support system for youth during a time of need.

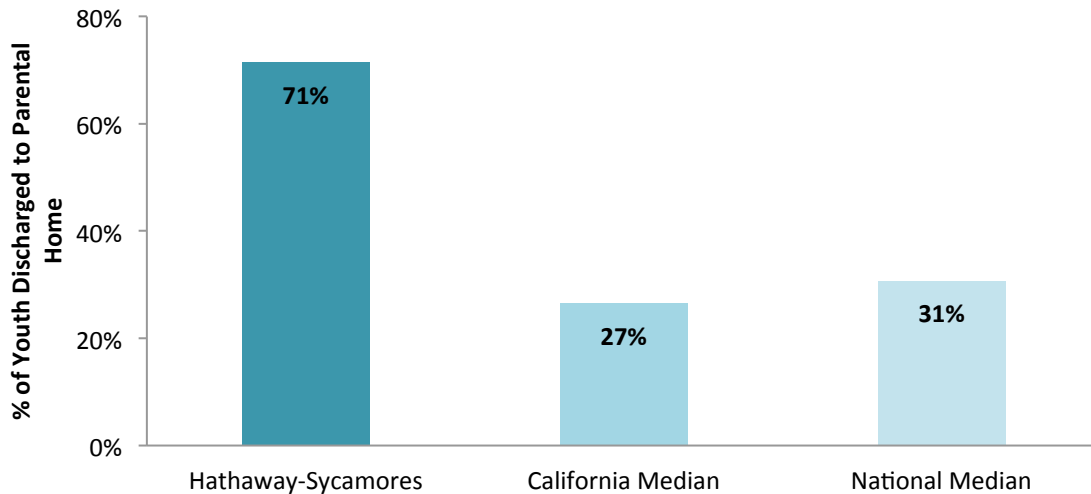


## Benchmarking

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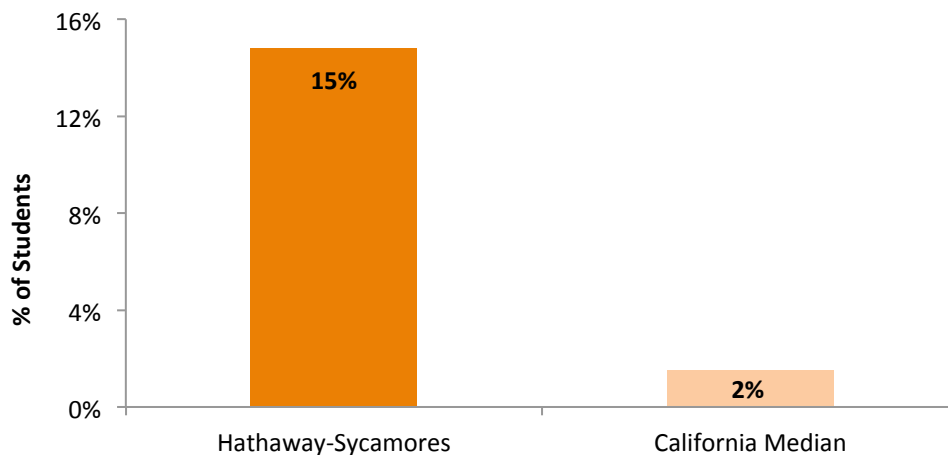
*Alliance Benchmarking: This survey is completed by similar types of providers across California and nationally. The survey provides benchmarking comparisons to evaluate agency performance and effectiveness.*

### FFA Discharged to a Parent



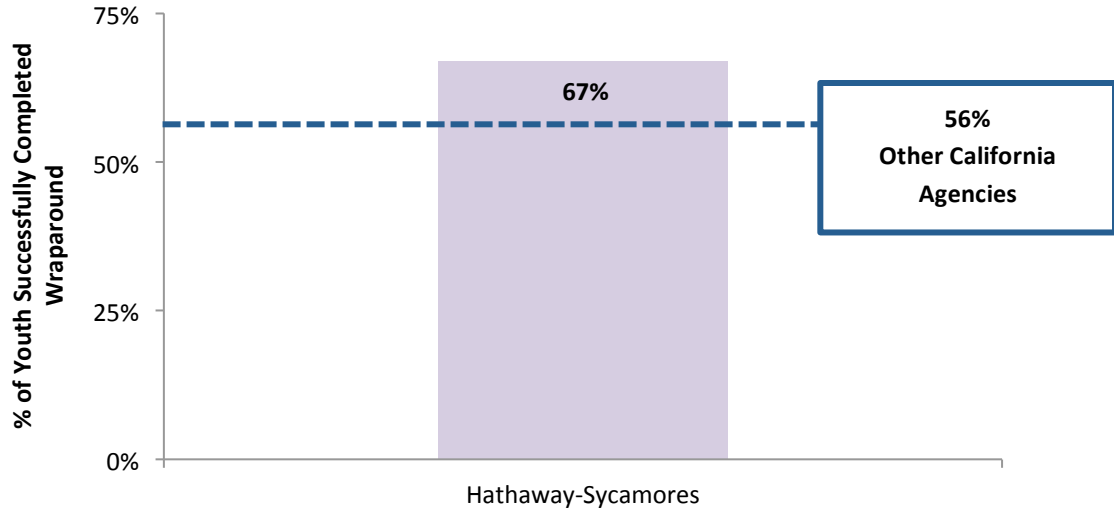
Hathaway-Sycamores FFA youth were discharged to their parent's home in 71% of cases, exceeding the rates of CA and National agencies. HS discharged youth to parental homes more than 96% of other CA agencies and 95% of other National agencies.

### Nonpublic School Students with a Transition Plan



Hathaway-Sycamores Nonpublic School was more successful in helping nonpublic students mainstream into a public classroom compared to other California agencies.

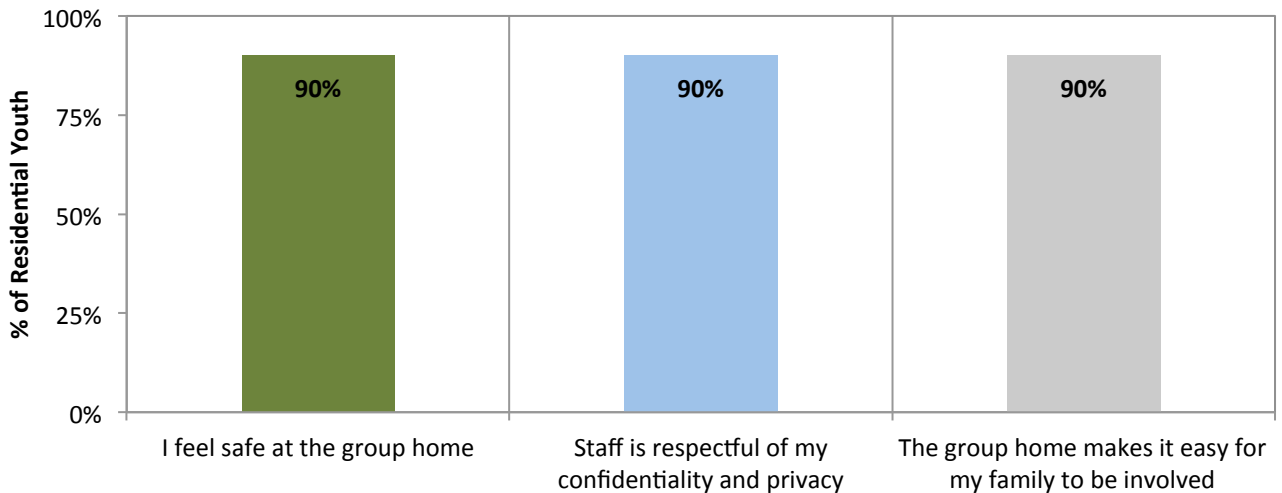
## Successful Completion of Wraparound Services



Youth at Hathaway-Sycamores completed the Wraparound program at higher rates compared to other California agencies.

*California Benchmarking Initiative: This survey is completed by similar types of providers across California only and provides benchmarking comparisons to evaluate the performance and effectiveness of our residential services.*

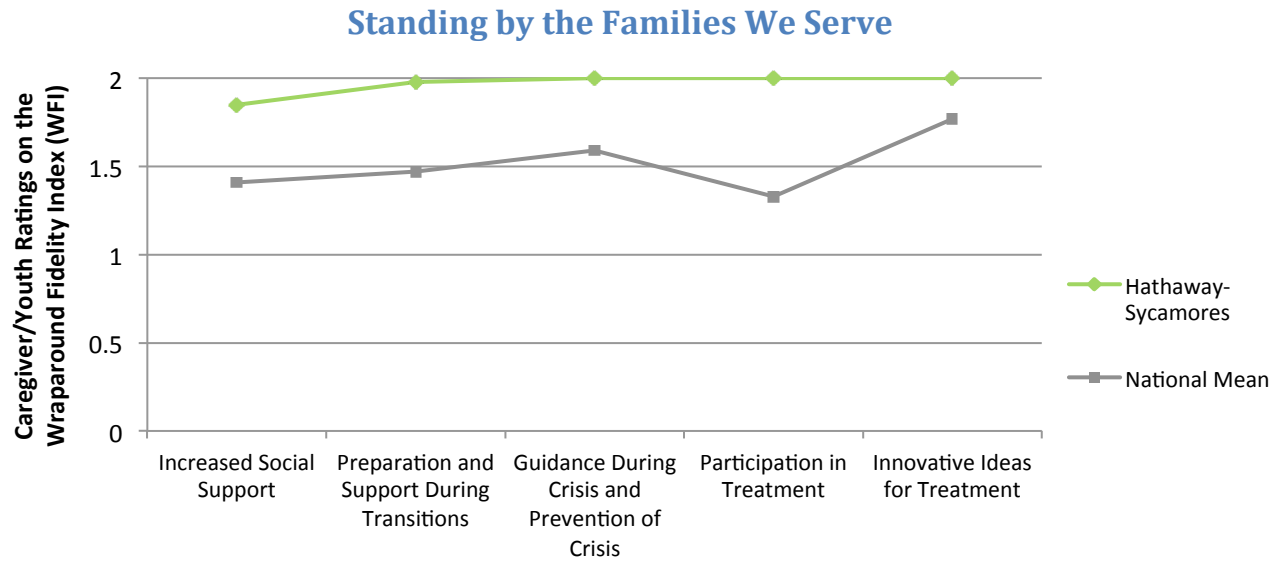
## Satisfaction with Residential Services



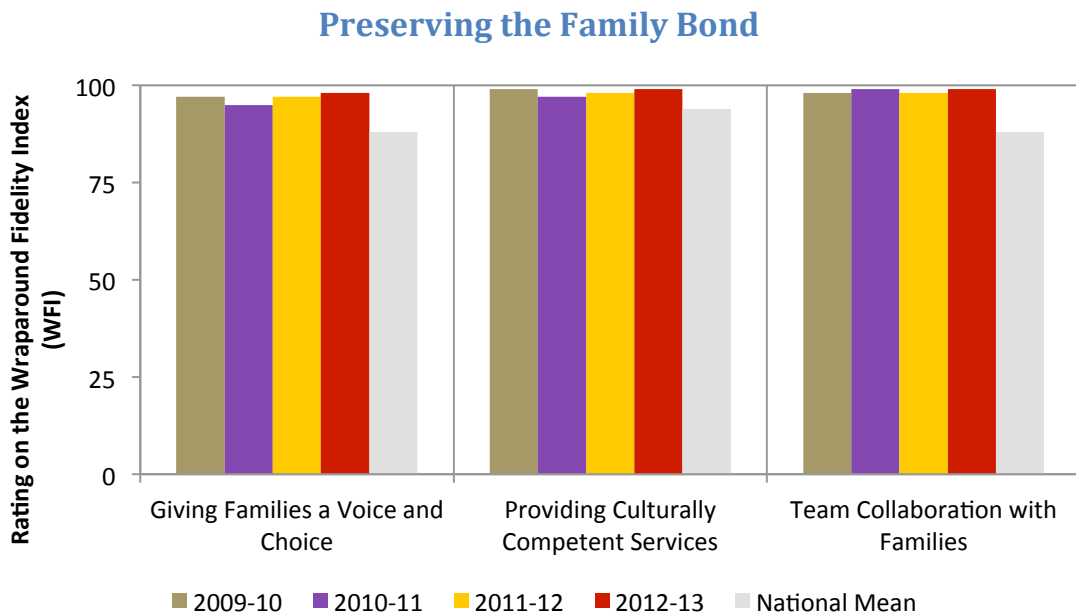
Hathaway-Sycamores' residential program placed an emphasis in consumer safety and making youth and families feel valued. This is reflected in the California Benchmarking Residential Satisfaction Survey scores where youth reported a high degree of satisfaction with services.

## Program Specific Findings

### Wraparound:



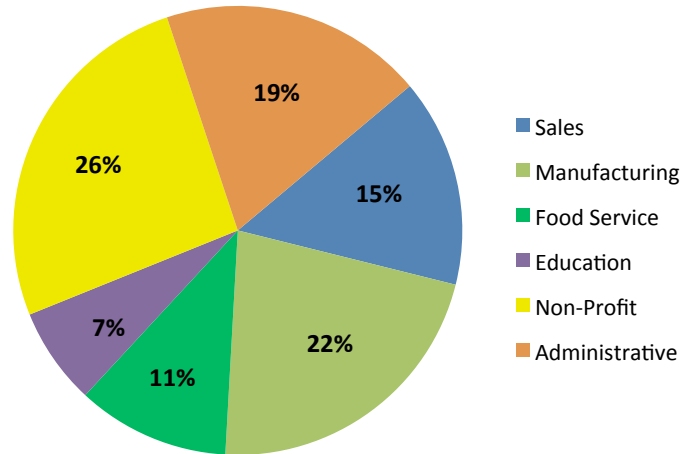
Connections Wraparound services is more effective than other agencies across the nation in providing quality treatment that ensures families' voices are heard throughout care, as reported on the Wraparound Fidelity Index (WFI).



Hathaway-Sycamores places a strong emphasis on family bond. According to the Wraparound Fidelity Index (WFI), ratings have been consistently higher than the national mean in all three categories in 2012-13.

*Transitional Independent Living Program:*

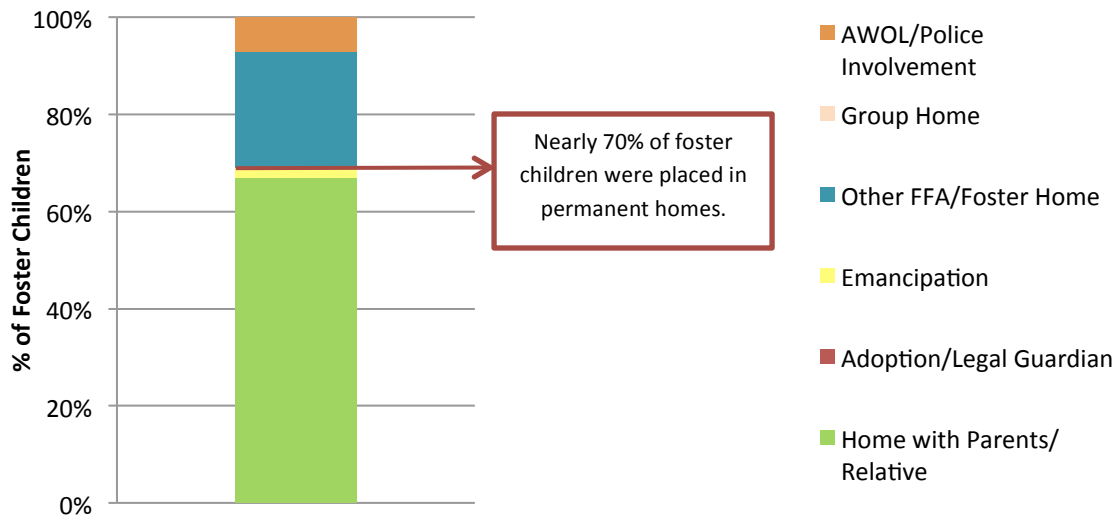
### Developing Young Adults in the Workforce



Last year 100% of young adults enrolled in the Vocational Internship Program were successfully placed in an internship lasting a minimum of 6 months in a variety of industries, receiving more than minimum wage.

*Foster Family Agency:*

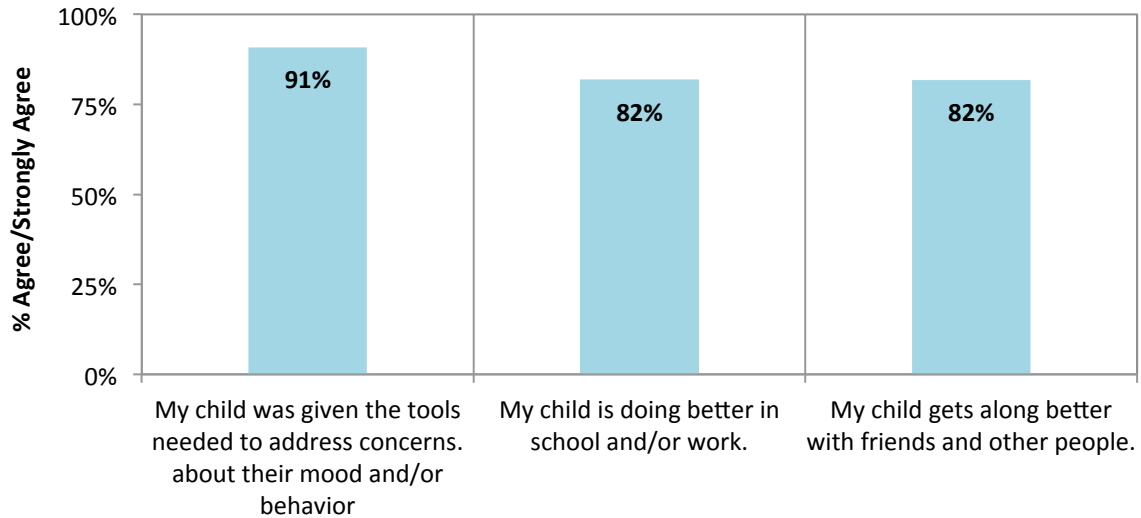
### A Place to Call Home



Nearly 70% of foster children were placed in permanent homes with the help of Foster Family Agency.

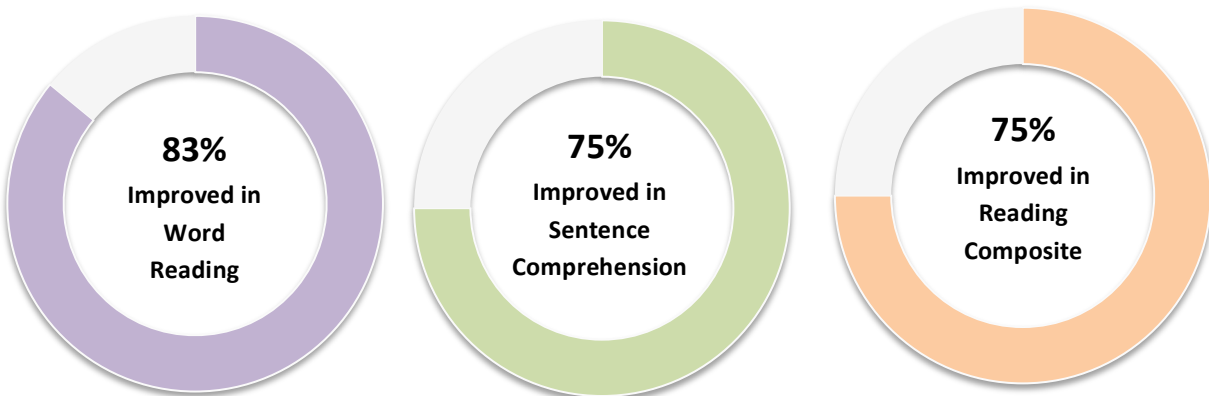
Glendale High School South (SELPA):

### Making a Lasting Impact



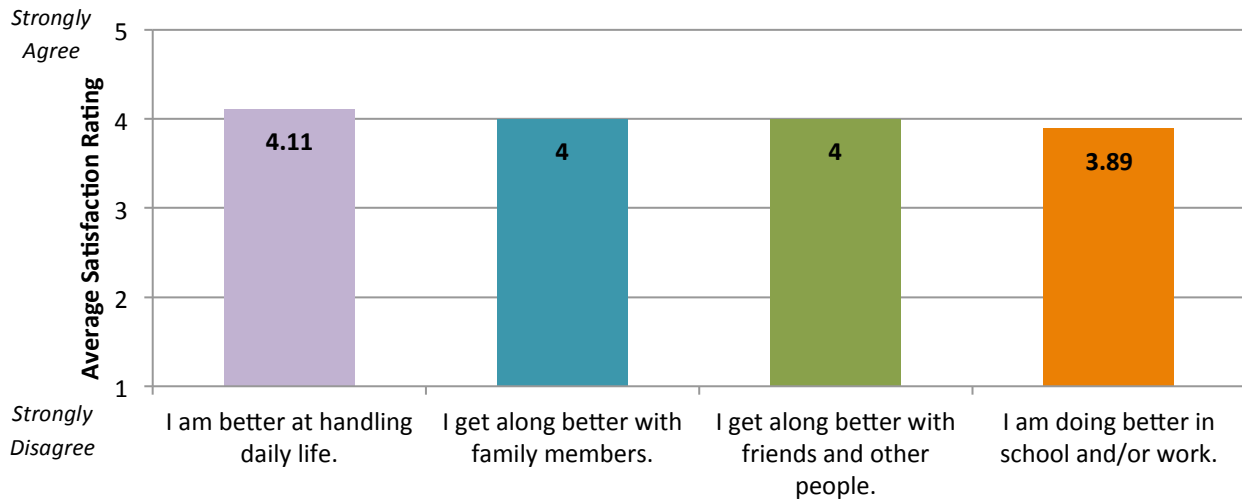
The Glendale High South program provided youth with the necessary skills to tackle mood and behavior problems and improved their performance in school as well as their relationships with others.

### Advancements Towards Success



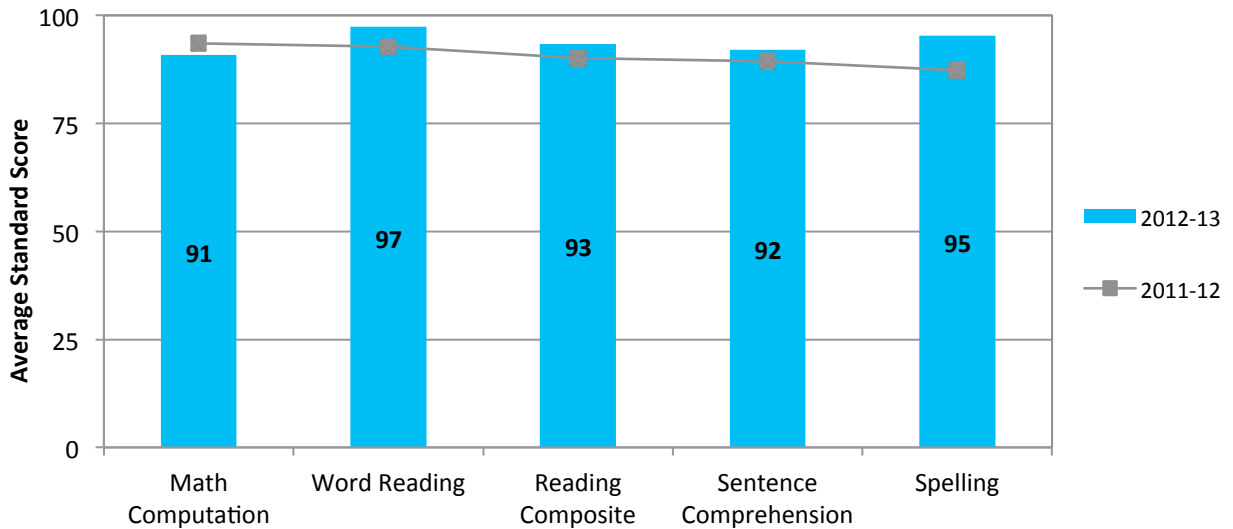
As indicated on the Wide Range Achievement Test (WRAT), Glendale High students exhibited growth in various academic areas including word reading, sentence comprehension, and reading composite.

### Youth Conquer Challenges



As indicated in the 2012 Consumer Satisfaction Survey, youth reported that services enabled them to gain the necessary skills to handle daily life obstacles, improve their relationships with family and friends, and enhance their performance in school and/or work.

### Making Advancements Toward Academic Success

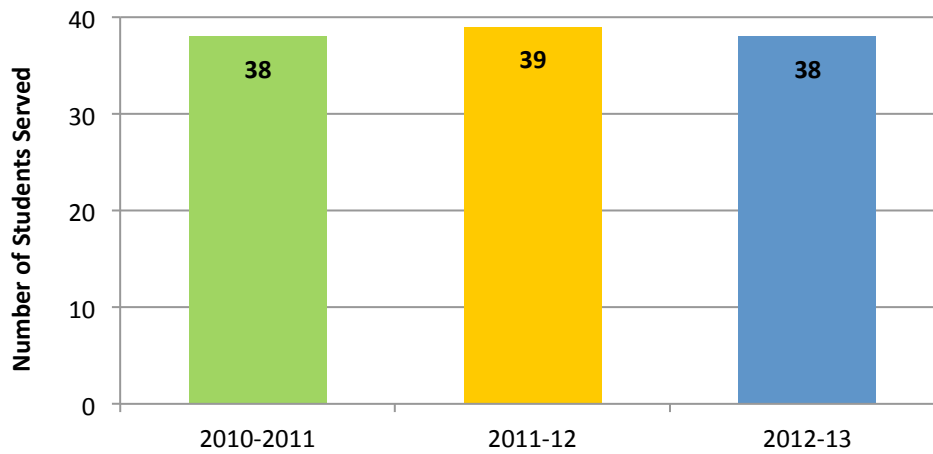


In the 2012-13 academic year, WRAT scores indicated similar or even greater improvement across all academic areas in comparison to the previous year.

*Workability:*

*Workability is a nationally recognized school-to-work program that provides comprehensive pre-employment training, employment placement and follow-up for high school youth with disabilities.*

### Students Gain Practical Life Skills



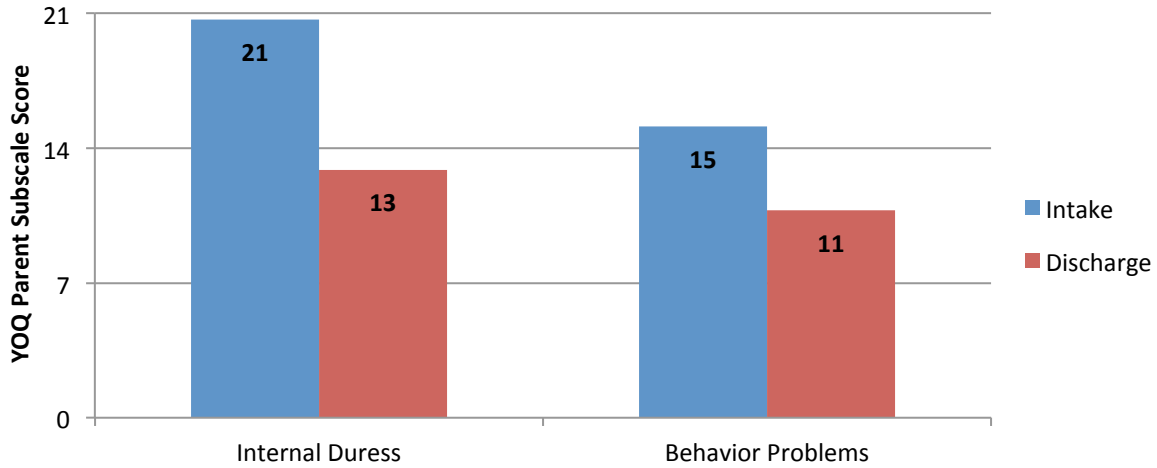
Across the years, the Workability program at Hathaway-Sycamores has served a diverse group of students struggling with various disabilities such as emotional disturbance and learning disabilities. In 2012-13, the program provided 38 students from ages 14 to 20 years old with an opportunity to gain on the job experience. The program has continuously strived to prepare youth for successful employment and independent living.

## Evidence Based Practices

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### *Managing and Adapting Practice:*

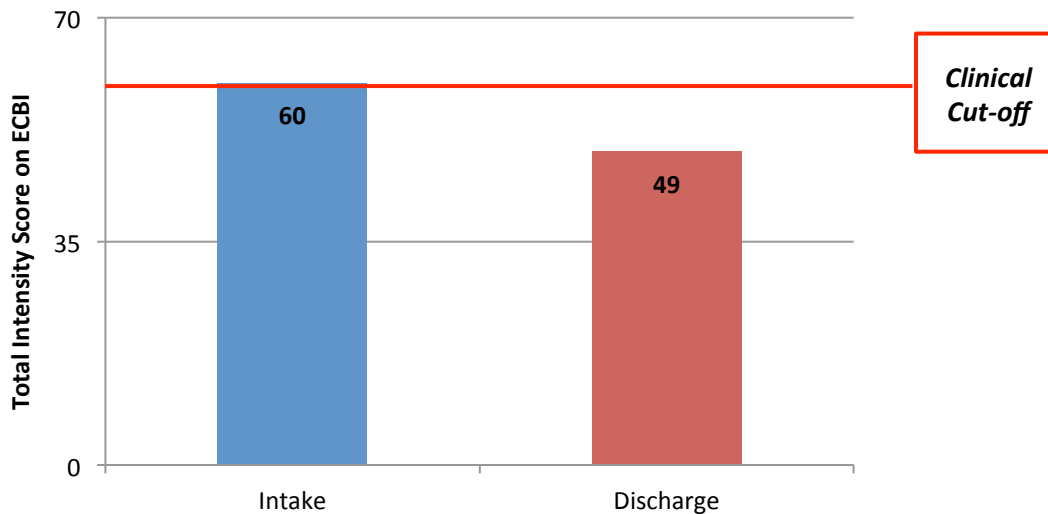
#### Focused Evidence-Based Practices



Demonstrated by the Youth Outcome Questionnaire (YOQ), targeted treatment resulted in a significant reduction in youth emotional distress and behavioral problems.

### *Positive Parenting Program:*

#### Precise Interventions for Effective Parenting



With the Positive Parenting Program, families reported their child displaying significantly fewer disruptive behaviors, as reported on the Eyberg Child Behavior Inventory (ECBI).



## Quotes from Youth and Families Served Across Programs

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### *Appreciation of Staff & Services:*

“Hathaway-Sycamores is willing to work with my son no matter what.”

“The staff is amazing. Loving and nurturing to my two babies. They also helped get my son the help he needed!”

“They talk to us like people, not strangers.”

“Everyone cares about you and wants you to do well. “

“I felt like I could call at any time and someone would be available if I needed to talk.”

“They are always there for us when we want to talk to them they listen to us.”

### *Youth Feel Supported and Are Able to Express Themselves:*

“The thing that has been helpful is that I got to talk to people about what I feel and I also got to make new friends!”

“Just being able to talk to someone who can understand what I've been through was helpful.”

“The most helpful thing is that I get to talk to someone who will help me solve my problems.”

“It's been helpful to me because I could express my feelings instead of just keeping it in.”

“I built trust and the services always understand me and help me whenever I'm in a crisis.”

“I had someone to talk to and someone to show my writing and drawings to.”

“Knowing that people are here to listen, here to help, and ready and willing to provide their services has helped.”

### *Positive Improvement in Relationships, Well-being, and in School:*

“They helped me get along with my family better.”

“They taught me how to manage my anger.”

“My child is more open about talking to me regarding her feelings.”

“The most helpful thing was that we were taught how to love each other and respect each other. “

“Services have really helped us in dealing with what we have been going through and helped us get along with each other better.”

“Services have helped my behavior, my issues, my struggles, and to get my life back on track. “

*Glendale High South Follow-Up Questionnaire Quotes:*

"I am very satisfied with the program. I have seen a big improvement in my son since he has been in the program. I would like to thank the staff for all the help and support they provided to my son. I would not change anything about the program."

"The program helped my child by giving her the behavioral and emotional support she needs."

"The program provides my child with the attention and structure he needs to be successful."

*Transitional Independent Living Program Follow-up Survey Quotes:*

"I think everyone's positivity and philosophy has helped the most."

"Everyone believes in you and they believe that you can make it."

"All the people here helped me even after I left the program. They helped me find housing and they helped me find a job."

"Everything helped me, and they still help me because I still come here for support. "

"If you need help people are there to always help you."