



Intensive Behavioral Health Services (IBHS) Counselor Survey Results

July 2022



THE SCHOOL DISTRICT OF
PHILADELPHIA

Melissa Karakus, Ph.D., Senior Research Associate, Office of Research and Evaluation

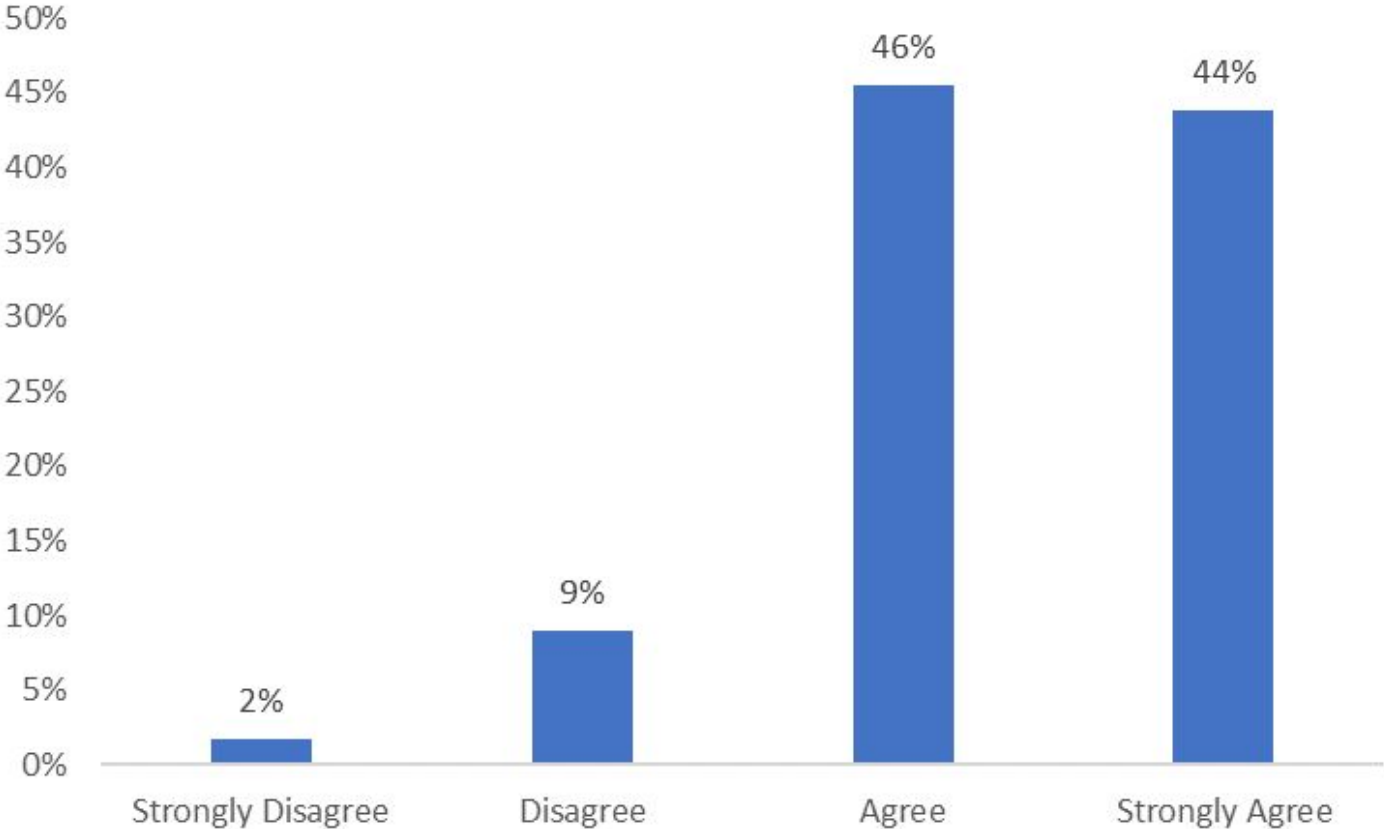
IBHS Survey

- 178 counselors responded to the survey
- Counselors were asked to select their IBHS provider. They were then surveyed about their understanding of IBHS, their relationship with their IBHS provider, and the impact of IBHS services on student outcomes.
- Additionally, counselors were asked to provide open-ended feedback about what could be done to improve IBHS service delivery to students and how to improve their relationships with their IBHS provider.

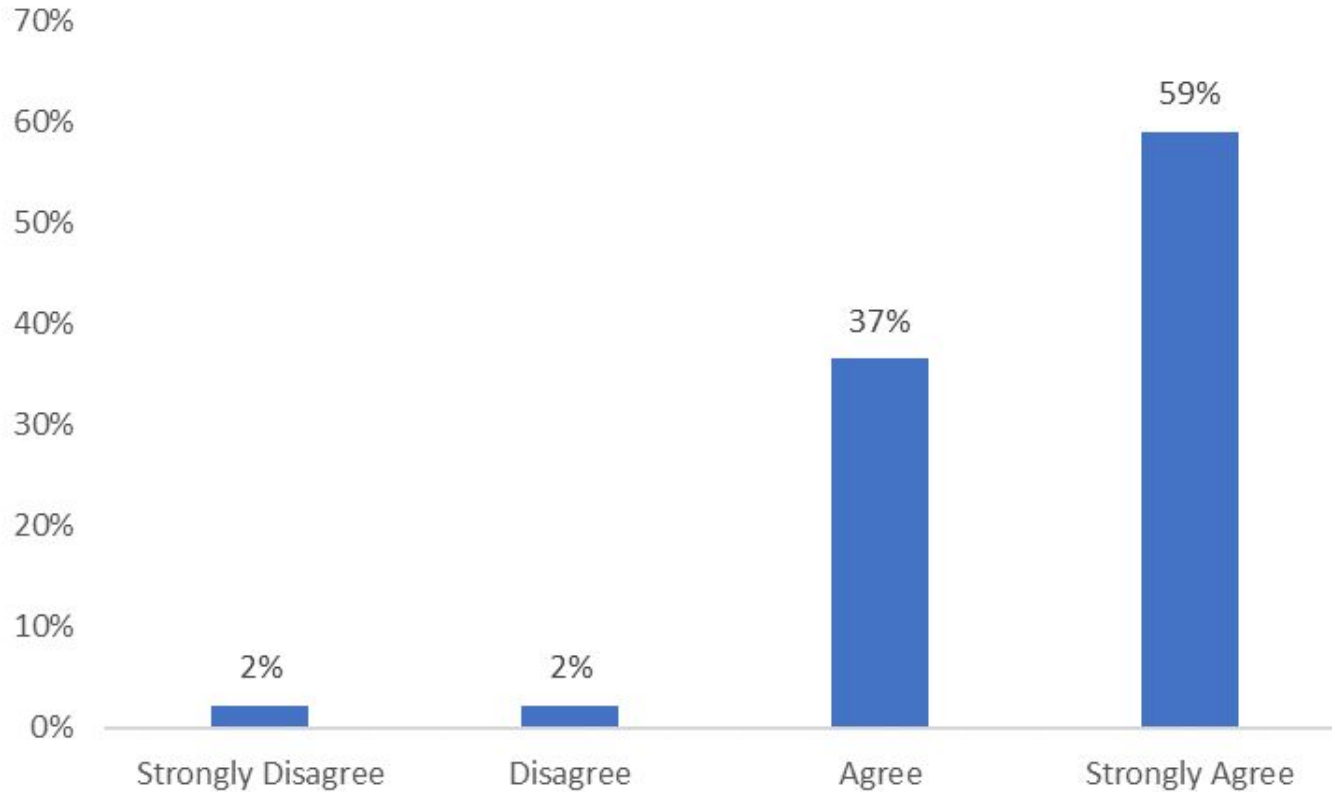
Who is your IBHS provider?

Provider	Count
CORA Services, Inc.	14
Northern Children Services	12
Philadelphia Mental Health Clinic (PMHC)	11
Gemma Services	10
Resources for Human Development (RHD)	10
Children Crisis Treatment Center (CCTC)	9
Merakey	9
Dunbar	7
Northeast Treatment Center, Inc. (NET)	7
WES Health Centers, Inc.	7
Behavior Analysis and Therapy Partners (BATP)	6
Intercultural Family Services , Inc.	6
PATH, Inc.	6
Carson Valley Children's Aid	5
Elwyn	5
* Progressions Behavioral Health Services, Inc.	5
Public Health Management Corporation (PHMC)	5
Assessment & Treatment Alternatives, Inc. (ATA)	4
Bethanna	4
Child Guidance Resource Center (CGRC)	4
Comhar	4
Community Council	4
Family Therapy and Consultation Services (FTCS)	4
Holcomb	4
Interact	4
Greater Philadelphia Health Action (GPHA)	2
Juvenile Justice Center (JJC)	1

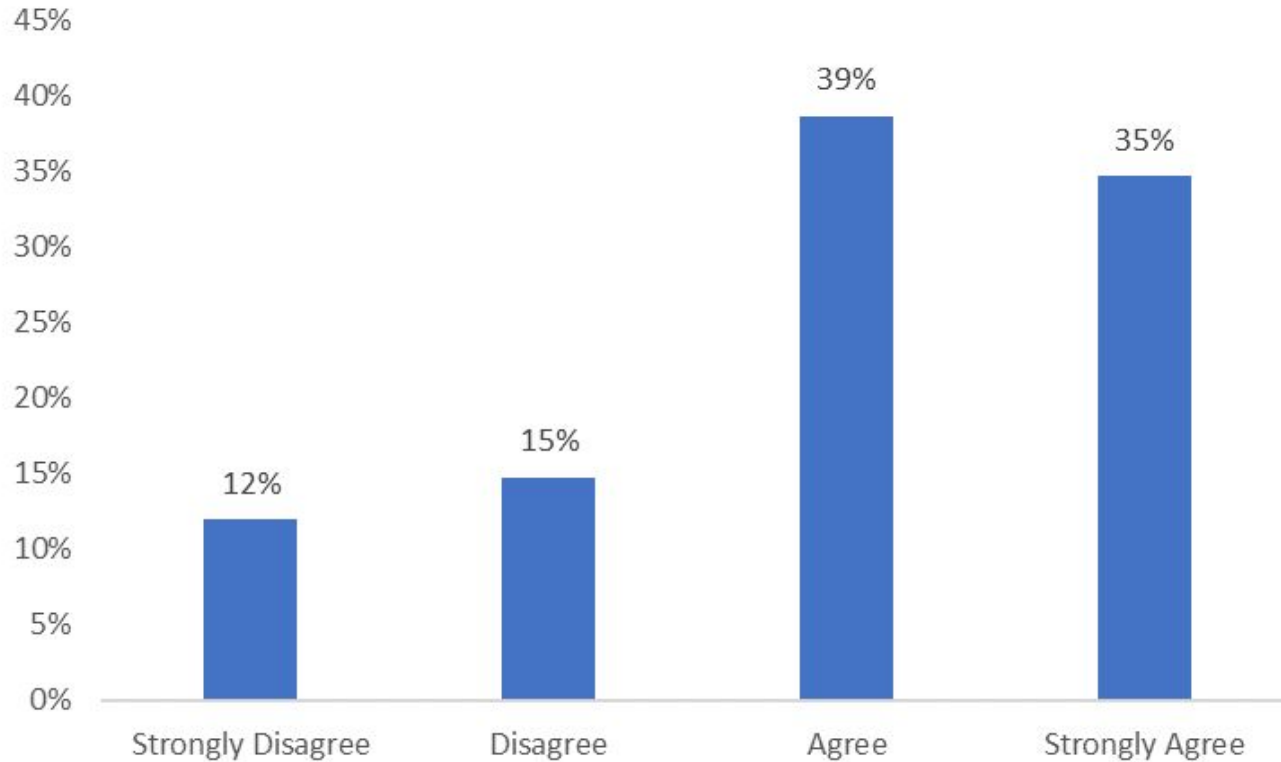
90% of respondents agreed or strongly agreed that they have a clear understanding of what Intensive Behavioral Health Services (IBHS) is (n=178).



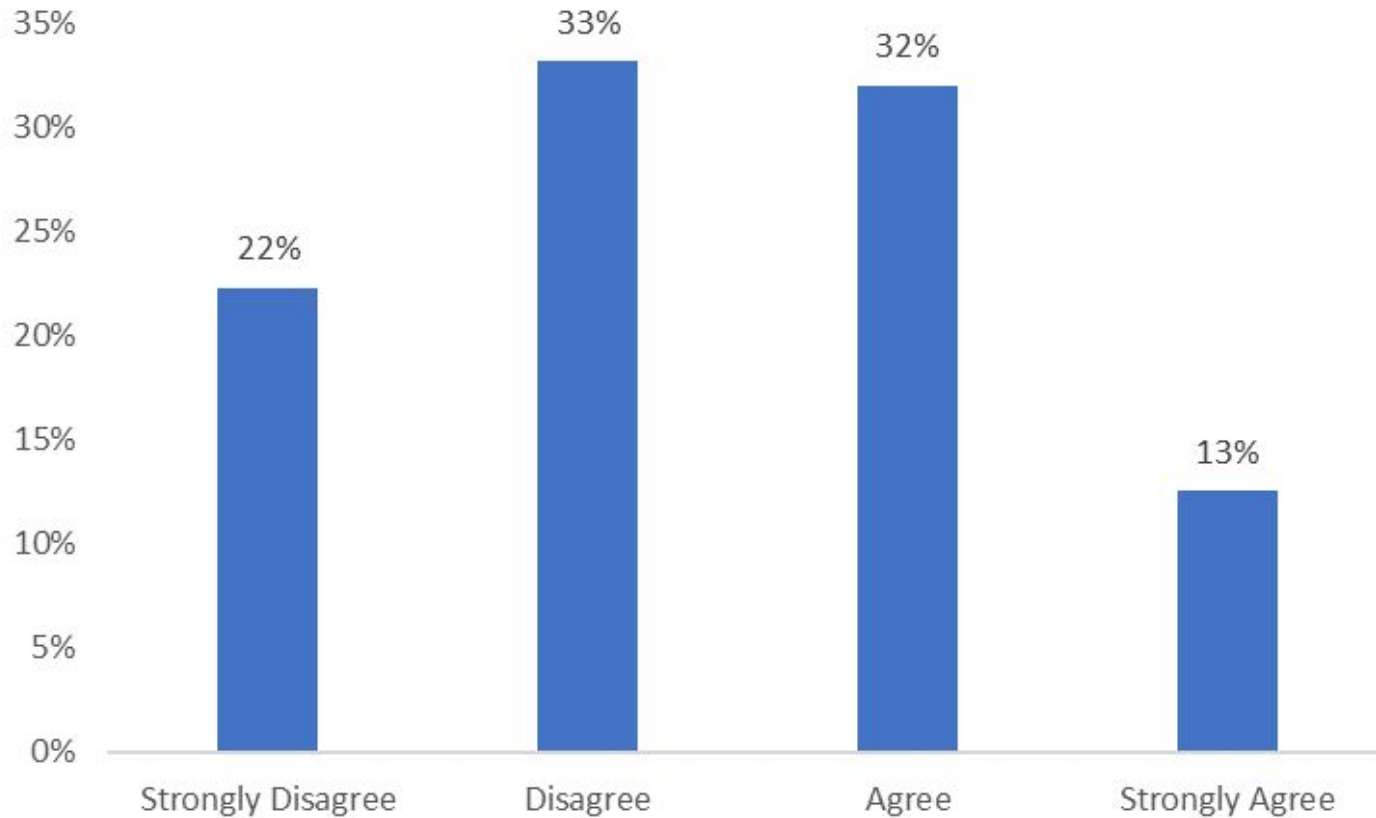
96% of respondents agreed or strongly agreed that they have a clear understanding of how to refer students to IBHS (n=178).



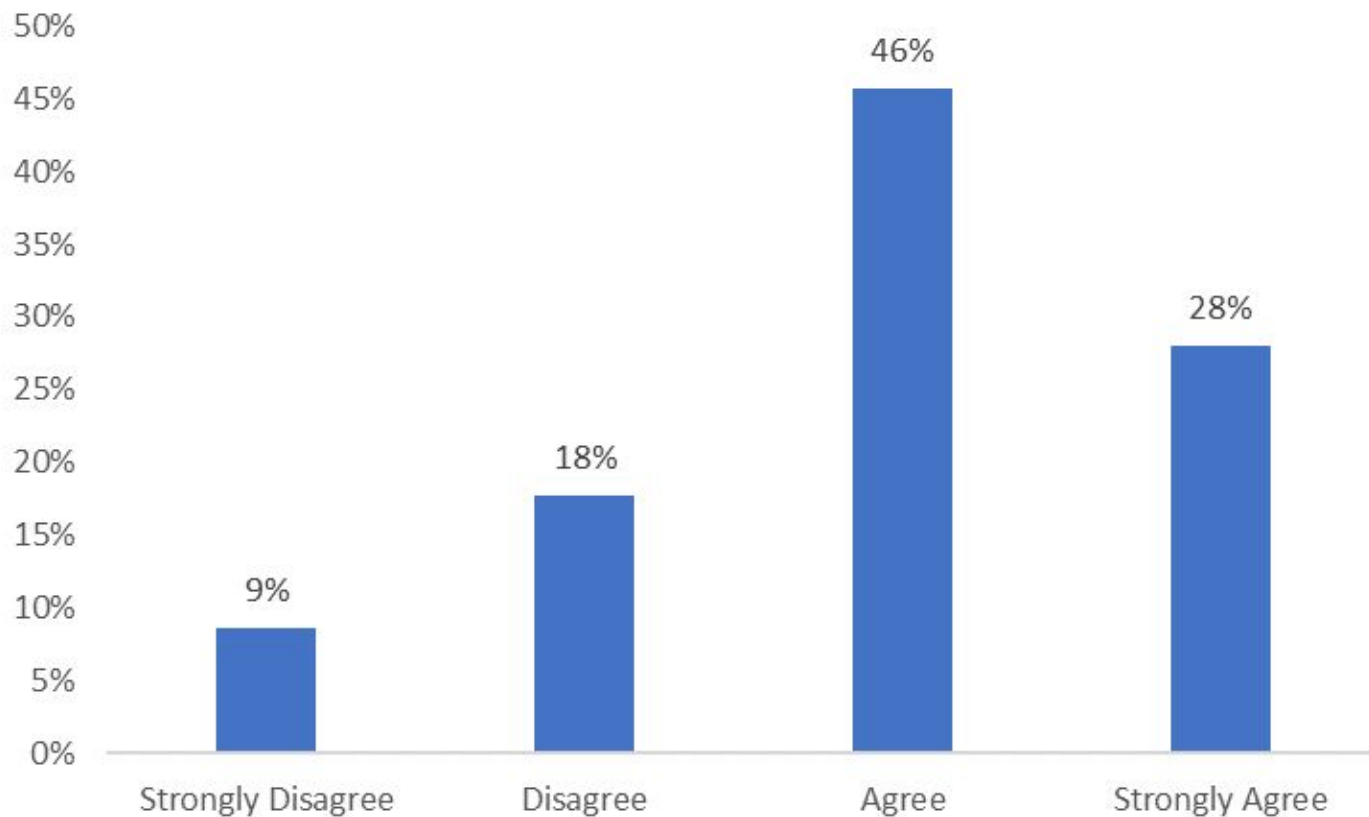
74% of respondents agreed or strongly agreed that they feel they are in partnership with their IBHS provider (n=178).



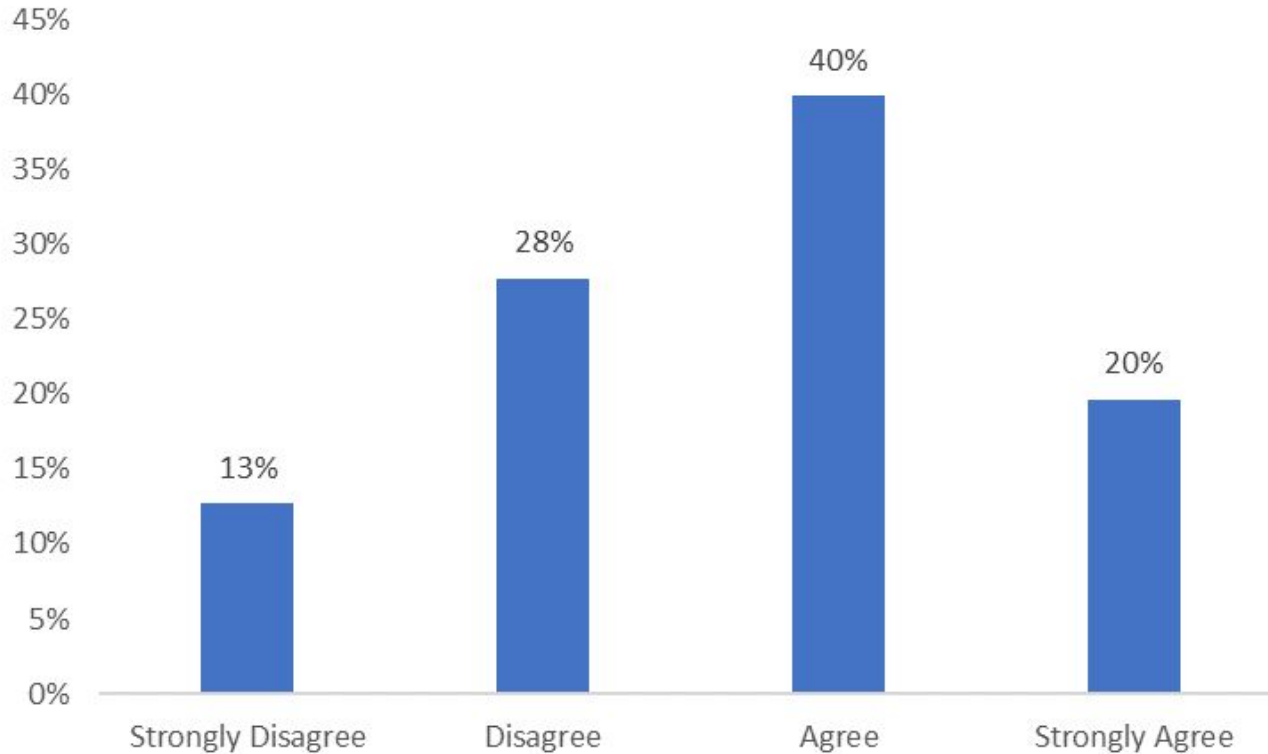
45% of respondents agreed or strongly agreed that they understand the treatment goals the IBHS team sets for each student (n=178).



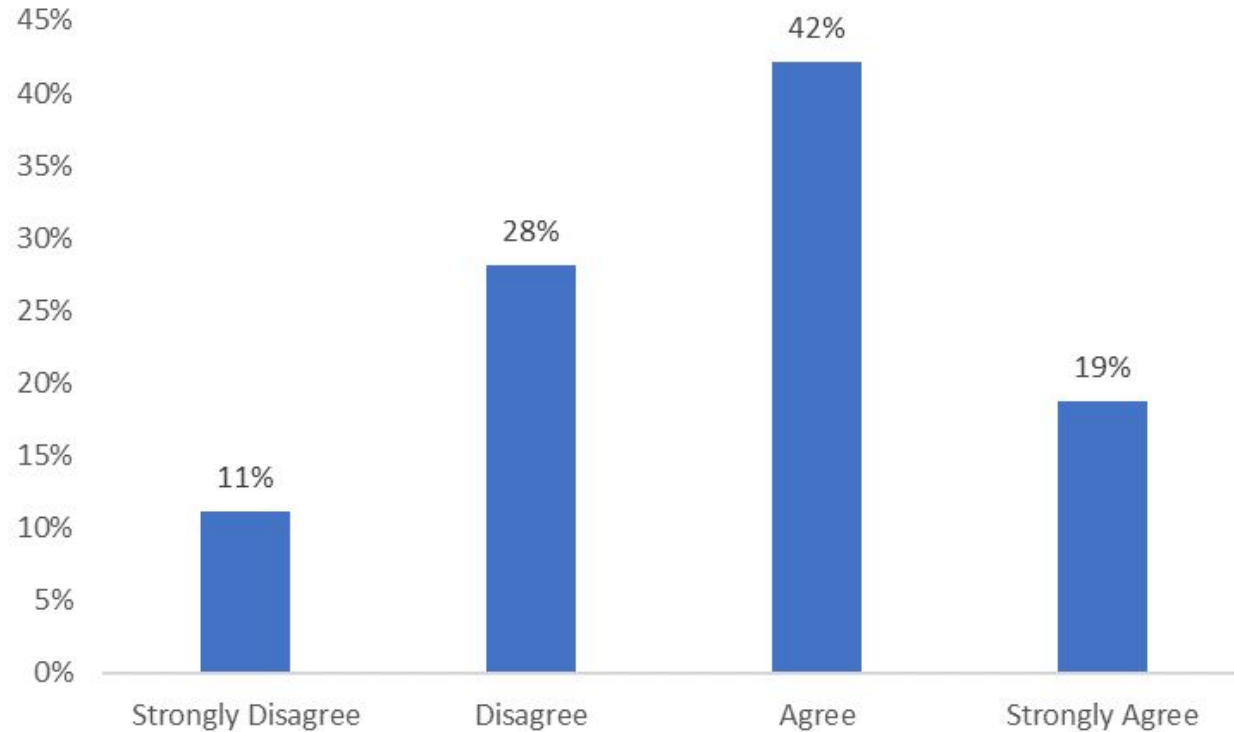
74% of respondents agreed or strongly agreed that they would be likely to recommend a student to IBHS (n=178).



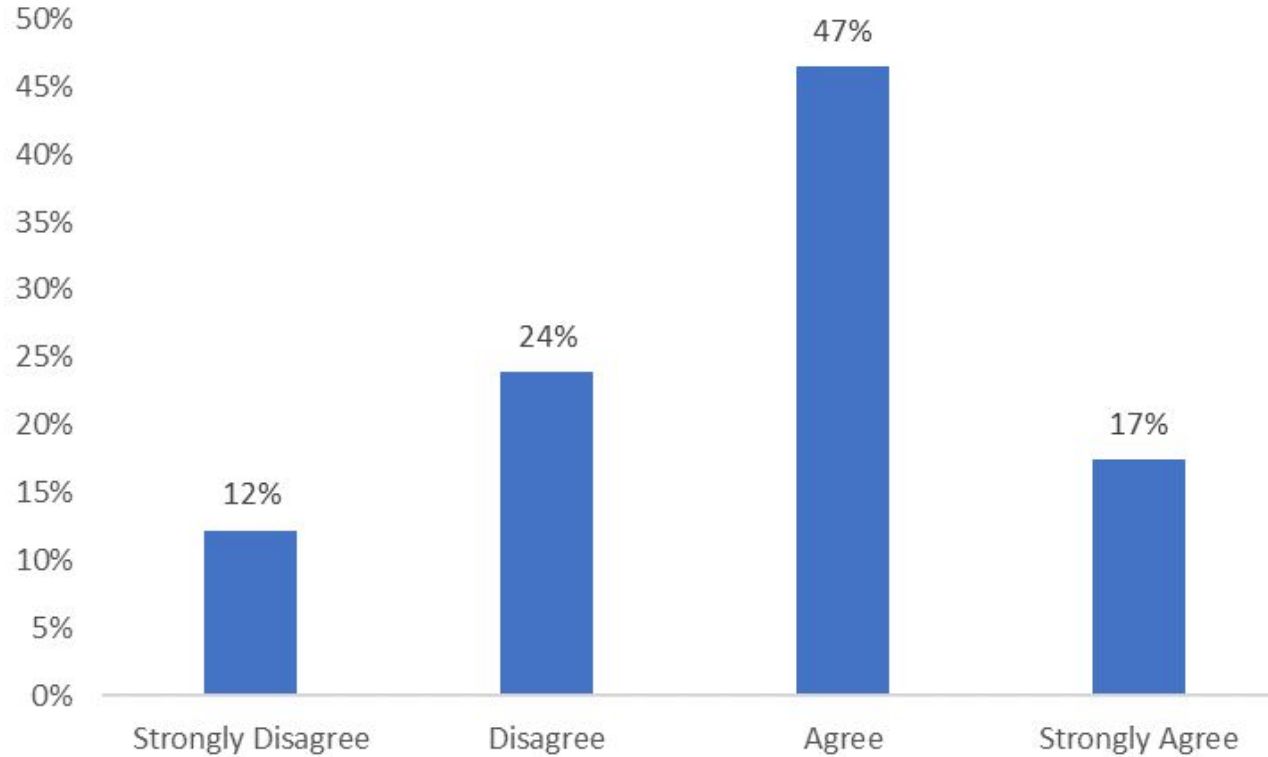
60% of respondents agreed or strongly agreed that they believe IBHS has a positive impact on students in the classroom (n=178).



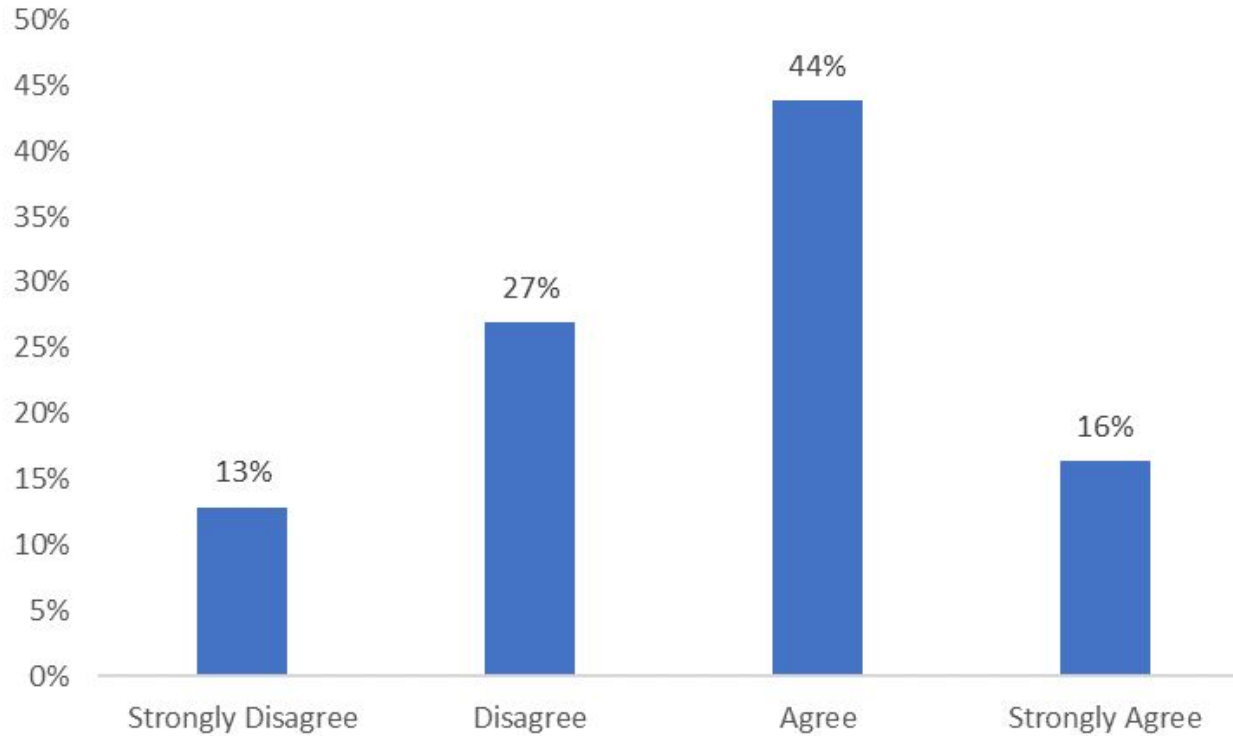
61% of respondents agreed or strongly agreed that they believe IBHS has a positive impact on students' relationships with peers (n=178).



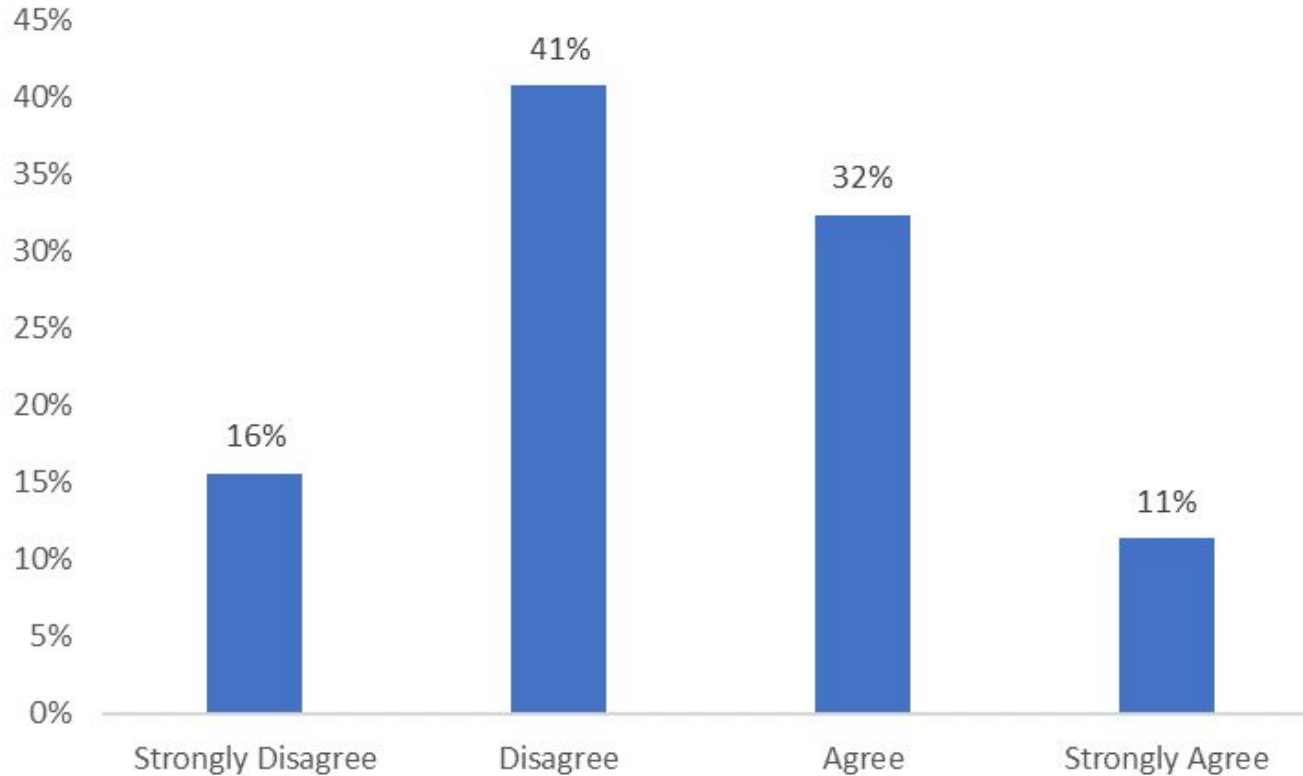
64% of respondents agreed or strongly agreed that they believe IBHS has a positive impact on students' relationships with adults (n=178).



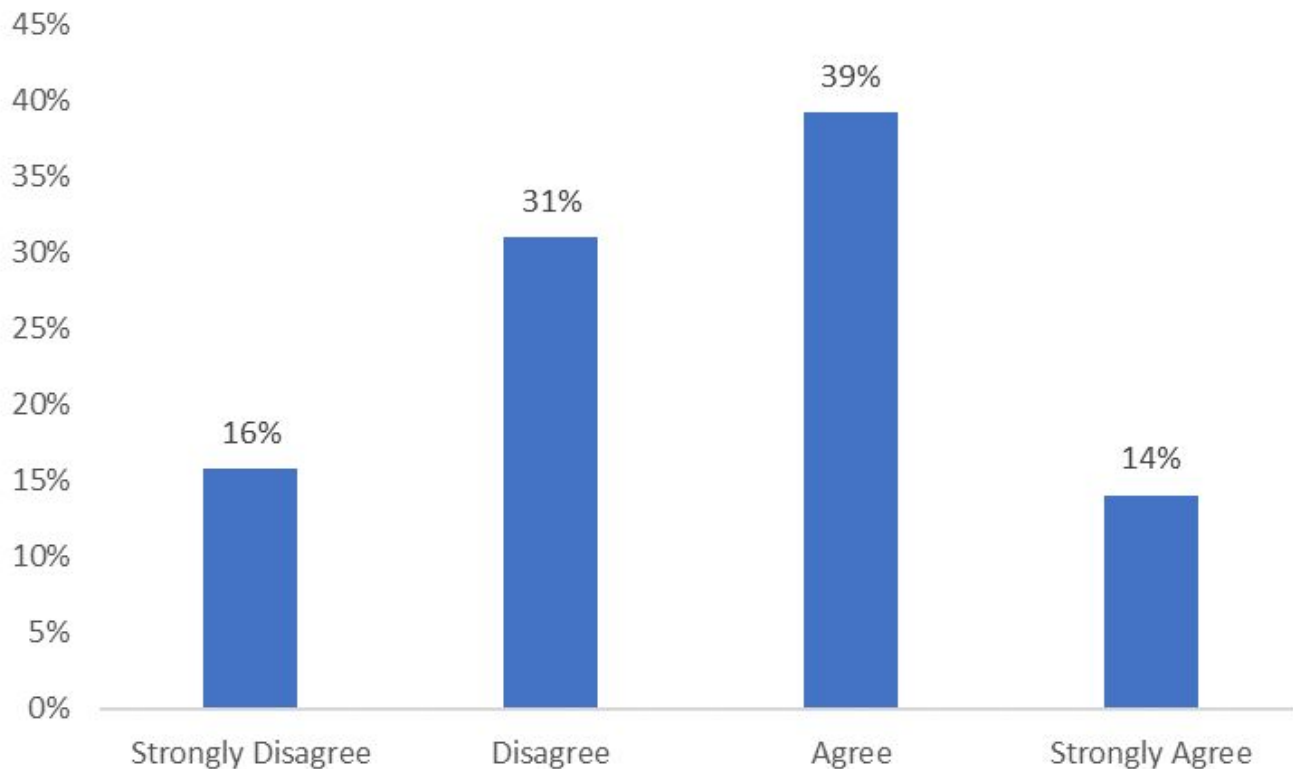
60% of respondents agreed or strongly agreed that they believe IBHS has a positive impact on students' independent utilization of coping skills (n=178).



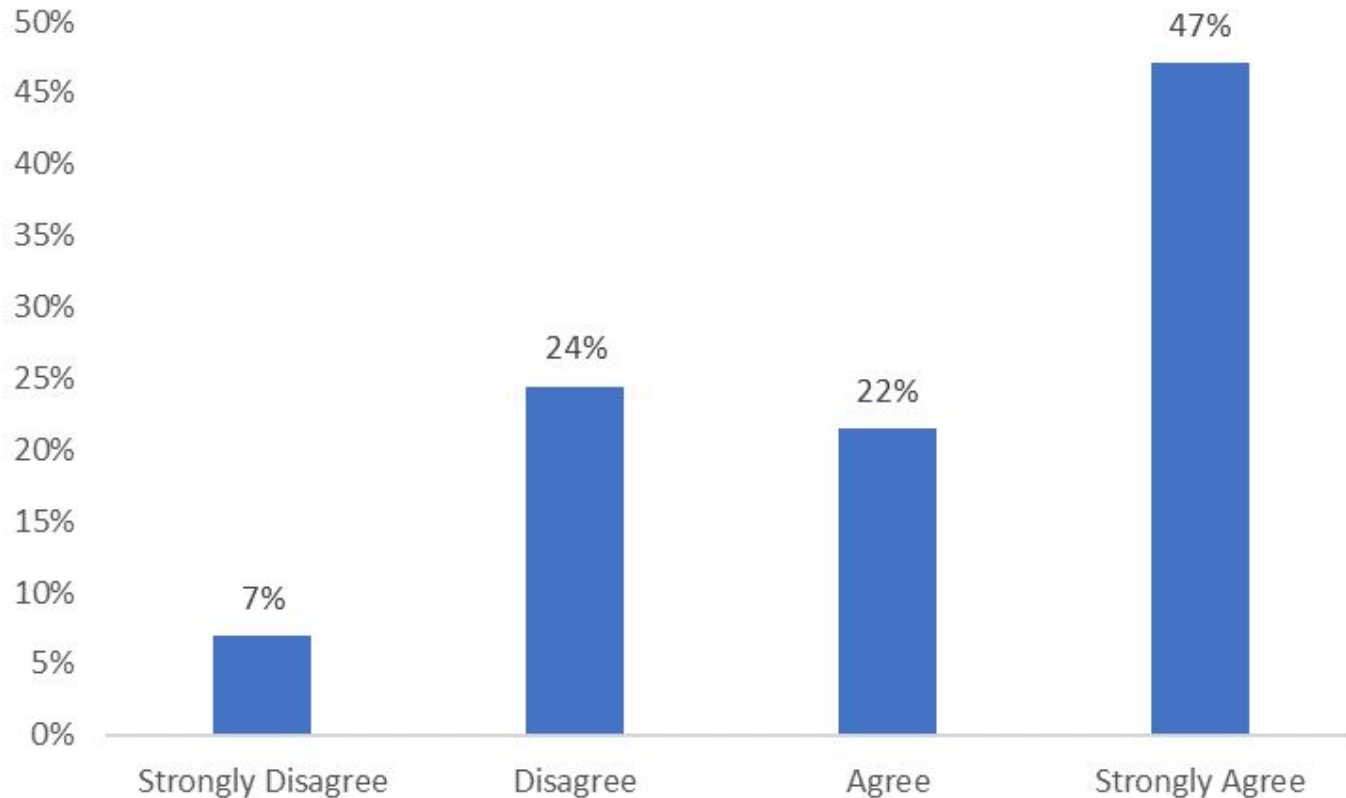
43% of respondents agreed or strongly agreed that they believe IBHS has a positive impact on students' attendance (n=178).



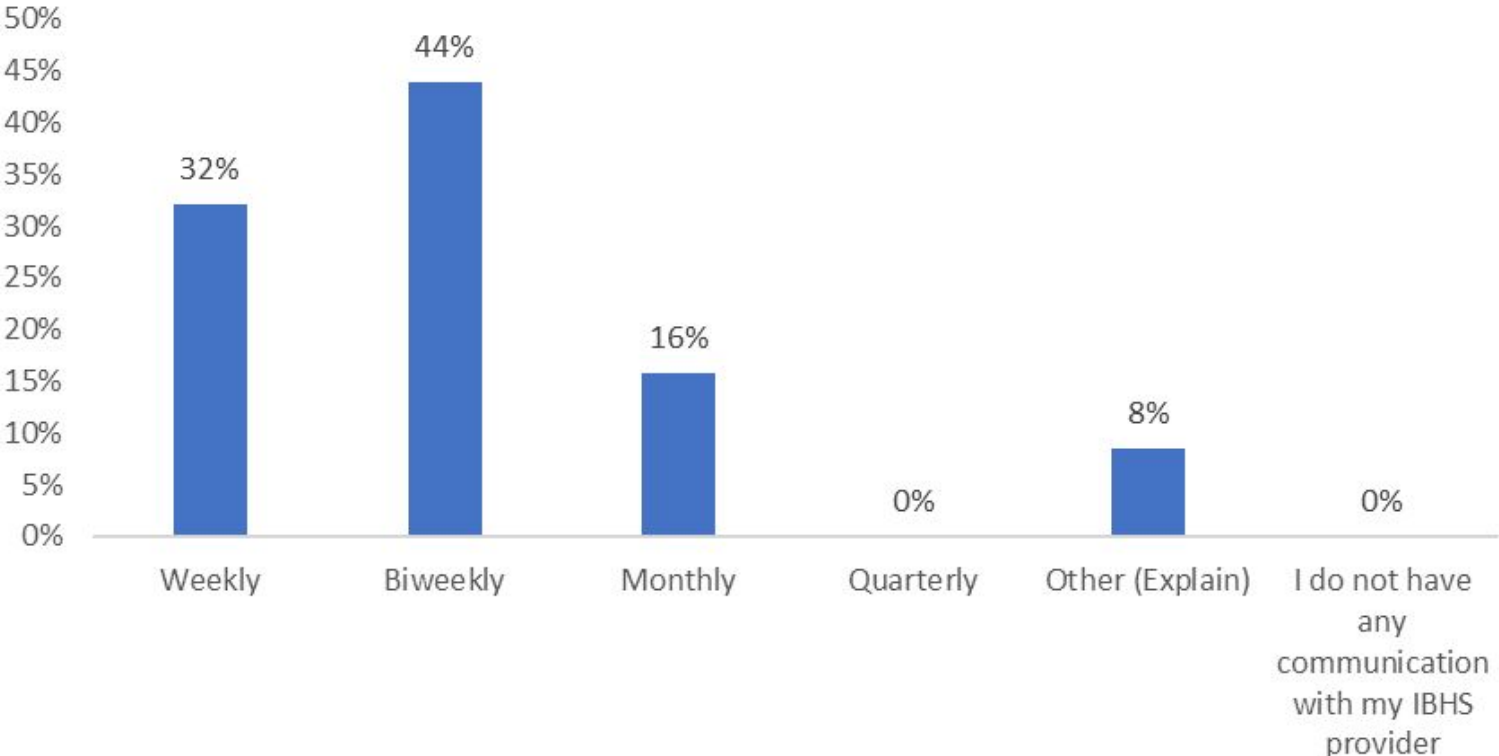
53% of respondents agreed or strongly agreed that they believe IBHS has a positive impact on students' disciplinary referrals/action(n=178).



69% of respondents agreed or strongly agreed that IBHS staffing issues have impacted their willingness to refer students for those services (n=178).



How often counselors report having communication with their IBHS provider (n=178):



For 'other,' responses included: 'daily', 'modifying the meeting schedules due to personality clashes', 'communication is inconsistent', and 'biweekly in addition to other meeting times'

Feedback on how to improve delivery of IBHS services (open-ended, n=132)

The most frequent responses centered around staffing and communication.

Ensure full staffing to be able to provide services (n=53)

- *We absolutely need more staff for our IBHS services to run effectively. Many students are not receiving adequate hours/resources due to staffing issues.*
- *IBHS "services" have been a sham this year. It is not our agency's fault - that lies with CBH. CBH needs to figure out the staffing shortage. We referred many students this year, but NO BHTs (TSS workers) were available for the entire school year. A treatment plan from IBHS is no use at all if there is no staff provided to implement it.*
- *Staffing has been a major issue with this program. In addition, the way the hours were explained is not clear. Students were not getting the services they were approved for. The program should be fully staffed or not run at all.*
- *The availability of effective BHT's are a problem. Having cases staffed with qualified and committed staff was problematic at times.*

Feedback on how to improve delivery of IBHS services (open-ended, n=132)

Better communication is necessary (n=20)

- *IBHS team rarely collaborates with school staff including counselor, STEP team and teachers. Teachers are not aware of goals or treatment plan for students. School staff rarely know where to locate IBHS staff and have difficulty getting in touch when needed. Supports are inconsistent and there is no update when referrals are made.*
- *Specific goals in the classroom setting & tracking of those goals (should be) communicated to school team so that counselors can bring that back to the family / teachers as needed*
- *There needs to be a clear, written plan for cases being transferred from one IBHS provider to another. We have had students who had existing services transfer to our school and sat without services for 4 months.*
- *IBHS (should) collaborate with counselor regarding goals in treatment plan; IBHS (should) advise of completion of treatment plan and routinely provide plan to counselor and teachers*
- *Students do not receive the services that are required. The team does not get a schedule of when they will be with their students.*

Participants also spoke about other ways to improve delivery of IBHS services

- *In-school services would be ideal but we lack the space to provide that*
- *The fact that IBHS does not take private insurance makes it very difficult to refer our students.*
- *Make groups available to more students not just ones getting individual services*
- *We only really communicated with the majority of the IBHS staff on zoom. Their presence was needed in our building but severely lacking.*

Feedback on what can be done to further improve relationship with IBHS provider (open-ended, n=103)

Similar to the previous question that asked about how to improve IBHS service delivery, the most frequent feedback focused on communication (n=36) and staffing (n=14)

- *Communication-to whom should we speak for each particular issue (e.g., where to send referrals, where to get tx plans, staff schedule at the school, etc.)*
- *Better communication and visible presence in the school helping the students*
- *It would be helpful for the provider to give updates on their caseload on a continuous basis/or as necessary.*
- *Communicate with parents more clearly of the times that they need to be available to sign off on written orders etc. It is so disheartening when parents began the process but do not follow through. It would also be very helpful to have the intakes done at the school rather than their office.*
- *Address staffing issues - we need more qualified IBHS staff.*
- *They were quick to contact families and schedule assessments, etc. However none of this is effective if they have no staff. This is a systemic issue that needs to be addressed by CBH modifying its pay and benefit structure to attract and retain these workers.*

Participants also gave other feedback on how to further improve their relationship with their IBHS provider

- *(Speaking about needing supervision): Upper management coming to the site and seeing the staff and actually being a supervisor. They could just do the bare minimum for our students that would be a start.*
- *If insurance is a barrier, it will be helpful if they could assist families with finding a provider or the working to complete the "loop hole" for insurance so that can service students and families.*
- *The people there were nice and we met bi-weekly, however they failed to provide service to our students. I believe the way to improve the relationship is for them to actually provide the service that they offer.*

Positive Comments from Respondents

- *I value my partnership with my IBHS provider*
- *I have an EXCELLENT collaborative relationship with each member of the team!*
- *I have great communication with my IBHS staff.*
- *We enjoyed working with our IBHS provider and worked well as a team with open communication throughout the process.*
- *I value my partnership with my IBHS provider.*
- *We have a great working relationship with our IBHS provider. We collaborate well and maintain a very open line of communication.*