

HopeSparks Family Services

- **Non-profit social service agency in Tacoma**
- **Serving Pierce County since 1895**
- **Mission: “We Strengthen Families.”**
- **4 Core Divisions (4601 families in 2012)**
 - Healing Hearts Counseling (24 clinicians)
 - Children’s Developmental Services
 - Relatives Raising Children
 - Family Support Program

History of EBP Implementation

- **Family Support Program**
 - Readiness to Learn (2000)
 - Promoting First Relationships (2009)
 - Triple P (2009)
- **Healing Hearts**
 - Incredible Years (2010)
 - CBT Plus/TF-CBT (2010)
 - PCIT (2010)
 - Emotional Brain Training for ED's (2011)
 - CPT (2012)
- **Child Development Services**
 - The Early Start Denver Model (2011)

Importance of EBP to our Work/Mission

- Strategic move toward EBP's
- Better outcomes for families
- Intentionality behind service delivery
- Improve the client experience

Organizational Readiness

- Agency name change
- CEO & Board support
- Viewed as an investment
- Size/flexibility of agency
- Had the right staff to build a strong core
- Partnership, training and support!

First Couple of Years

- Clinicians came back from training feeling excited & confident in skills
- Outcomes came fast.....staff wanted more!!
- Culture was infectious, others wanted in!
- Staff were having fun doing work
- Add staff every chance we get (trainings west & east)
- Talk about it, Talk about it, Talk about it!
- Presentation to Board (keep the focus on EBP's)
- Did have some growing pains, some staff left agency

As we Grew! Challenges!

Last Year at this Time...

- Commitment to fidelity
- More ongoing training/practice
- Getting enough cases
- Keep staff engaged in process
- Monitoring acceptance & use (CBT consult group/supervision)
- Create a bonus for completed cases with pre-post data and good outcomes
- Organize data & outcomes

Strategies Implemented

- Take the trainings seriously (prep staff for expectations, before-during-after support)
 - Send email, check-in, follow-up, etc.
- Asking for staff commitment prior
 - Asking staff to commit to trying the model
- Make tools-resources more accessible
 - Made assessments, tools, info sheets more available
- Started a CBT/EBP consult group 2x monthly with paid outside consultation
- Compensation for consult/meetings
- Productivity & outcome bonuses

Strategies Implemented

- Writing this in job announcements/description
 - Talking about EBP's at hiring, mandatory web for new staff & interns
- Built our own data system
 - Challenge of NOT having an HER
- Implementation Plans for EACH EBP!
 - Who, What, When, Where, Measures, Training, Expected Outcomes, Strengths, Challenges, etc.
 - Grants, Marketing, Data, CEO, etc.
 - Used for advocacy
- Champions Team
 - Buy lunch!

EBP & PP Champions Team

- Incredible Years Staff
- PCIT Staff
- Clinical Supervisors
- CBT'ers
- CPT'ers
- Grant Writer
- Data Management
- Program Director



What we are learning...

Implementation Outcomes

- Staff more motivated by EXTRA training, prep time, support, supervision, and consultation rather than compensation
- Sustainable commitment & acceptability to model fidelity
- The right people matter
- Must have some early success to see immediate value

What we are learning (cont.)...

Client/Service Outcomes

- Need help with Data Management
- Clients enrolled in an EBP stay in tx longer
- More likely to complete tx
- Client satisfaction very high
- High service utilization (numbers keep increasing)