Introducing The Needs Portal

www.needsportal.com

Elinam Dellor, PhD
Bridget Freishtler, PhD

The Ohio State University, College of Social Work

Acknowledgements: Public Children Services Association of Ohio (US Department of Justice/OH Attorney General 2019-VOCA-132234677)
Elinam Dellor, PhD
Senior Researcher
Dr. Dellor conducts research on the short and long-term consequences of child abuse and neglect. A key area of interest is the effect of early life trauma on adult behavior and health. Her expertise is in trauma-related physiologic processes as mediating pathways to adult chronic health conditions. Her research focuses on the feasibility of collecting chronic stress biomarkers among child welfare involved families and caregivers with a focus on the HPA-axis (hair for cortisol) and immune system (dried blood spots for C-reactive protein) activity. She also studies the use of internet technology in linking vulnerable families to social, behavioral and health services.

Bridget Freisthler, PhD
Professor and Associate Dean for Research and Faculty Development
Dr. Freisthler’s expertise is in studying how substance use affects parenting, particularly child abuse and neglect. Her research focuses on how drinking and drug use contexts (e.g., where a person drinks or uses drugs) affect abusive and neglectful parenting practices. She uses geographic information systems (GIS; mapping) to identify those contexts and to develop preventive interventions. She is particularly interested in how the substance use environment (e.g., alcohol outlet and medical marijuana dispensaries) is related to a variety of harms, such as child maltreatment. She is currently focusing efforts on reducing child maltreatment among families misusing opioids.
What is the Needs Portal?

• Resources referral

• Management information system (MIS)
Motivation: Linkage Barriers

• How to you typically refer clients to services?

• From clients’ perspective, what are some common barriers for service linkage?

• From your perspective, what are some common barriers to service linkage?
How it works: Resources Referral

Caseworkers
- Indicates categories of services needed

Service Providers

Direct Referral: Select one provider

General Referral: Send to all registered agencies who provide that services

*Permissions Vary
Ohio START Timeline
Initiation of a START Case—38 Days

- CA/N report screened in by PCSA
- Schedule & conduct the initial SDMM (include START team & family)
- Weekly face-to-face visits by CW & FPM begin within 1 week of SDMM
- *Assessor gives verbal treatment recommendations to parent & PCSA—referral made to treatment
- Parent in intensive SUD treatment (4 sessions within 12 days)

Day 1
- Within 24 hrs to 14 days of PCSA receiving CA/N Referral—START referral made
  - Family eligibility for START decision (UNCOPE)
  - START caseworker obtains signatures for ROI

Day 5
- Within 4 days of START Referral
  - Treatment provider meets with parent to do SUD/MH assessment & complete the ACE screening-referrals made to treatment

Day 7
- Within 4 days of SDMM
  - Parent begins intensive SUD treatment

Day 12
- Within 3 days of treatment referral
  - FTM: 30 days after the referral to START, to include FPM, BH provider & family (align treatment & case plan)

Day 38
- Within 12 days of beginning treatment
  - Child Trauma Screening (CTAC) & referral for further assessment completed within 30 days of START referral.

Note: All days listed are calendar days

*Written treatment recommendations given to PCSA within 5 days

Rev 3/10/20
How it works:
Management Information System (MIS)

• Generate reports for users
• Export raw data
• Front facing data dashboard
IMPLEMENTATION

Assess Changes in the System and Organizational Context
Data source: Organizational Surveys

Monitor Fidelity to the Ohio START Model
Data source: Needs Portal

IMPACT

Assess the Impact on Child and Family Well-Being
Data source: Needs Portal and SACWIS

Examine the Impact on Family Safety and Permanency
Data source: Needs Portal and SACWIS

Ohio START Evaluation
Data Dashboard

https://u.osu.edu/ohiostart/evaluation/dashboard
Summary of Research

• Use of Needs Portal very helpful for new caseworkers

• Veteran workers use Needs Portal when traditional networks unable to find a provider

• Provides empirical support for lack of service availability among certain types of needs (e.g., housing) or in particular locations
Thank you!

OhioSTART: https://u.osu.edu/ohiostart/evaluation/dashboard/

EPIC: https://u.osu.edu/epic/

Contact Info:
Elinam Dellor: Dellor.1@osu.edu
Bridget Freishtler: Freisthler.19@osu.edu
needsportal@osu.edu