



**Office of Children's Services**  
Empowering communities to serve youth

# Results of the FY2019 CSA Service Gap Survey

# Overview

- Background of the Service Gap Survey
- Statewide Service Gaps
- Regional Service Gaps
- Barriers
- Changes in Community Service Capacity
- Conclusions

# Background of the CSA Service Gap Survey

- One primary responsibility of the Community Policy and Management Team (CPMT) is to coordinate long range, community-wide planning to develop resources and services needed by children and families in the community (§2.2-5206).
- The 2006 Virginia General Assembly amended the Code of Virginia to further specify this requirement. On an annual basis, the CPMT shall report to the Office of Children's Services (OCS) on gaps and barriers in services needed to keep children in the local community (§2.2-5211.1.2).
- This report marks the 12th year that data has been collected by OCS on service gaps, barriers to filling these gaps, and local efforts to overcome the barriers.

# Methodology

- Emails sent to CPMT Chairs and CSA Coordinators with link to automated Survey Monkey survey on March 6, 2019
- Survey closed on May 10, 2019
- One submission permitted per locality (some localities filed jointly under one CPMT)
- 114 response out of 126 possible - 90% response rate
- Utilized VDSS regions to group localities

# Service Groupings

## **Residential Services**

- Short-term Diagnostic
- Group Home
- Residential Treatment

## **Family Support Services**

- Family Partnership Facilitation
- Respite
- Transportation to access services
- Intensive Care Coordination (ICC)
- Family Support Partner
- Child Mentoring
- Parent Coaching

## **Community-Based Behavioral Health Services**

- Assessment
- Group Therapy
- Family Therapy
- Intensive in-Home
- Therapeutic Day Treatment
- Case Management
- Medication Management
- Applied Behavior Analysis
- Trauma Focused/informed Services

## **Educational Services**

- Private Day School
- Residential School
- School-based Mental Health Services

## **Foster Care Services**

- Family Foster Care Homes
- Therapeutic Foster Care Homes
- Independent Living Services

## **Crisis Services**

- Crisis Intervention/Crisis Stabilization
- Acute Psychiatric Hospitalization

## **Other Services**

- Other: \_\_\_\_\_
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_

# Populations and Age Groups

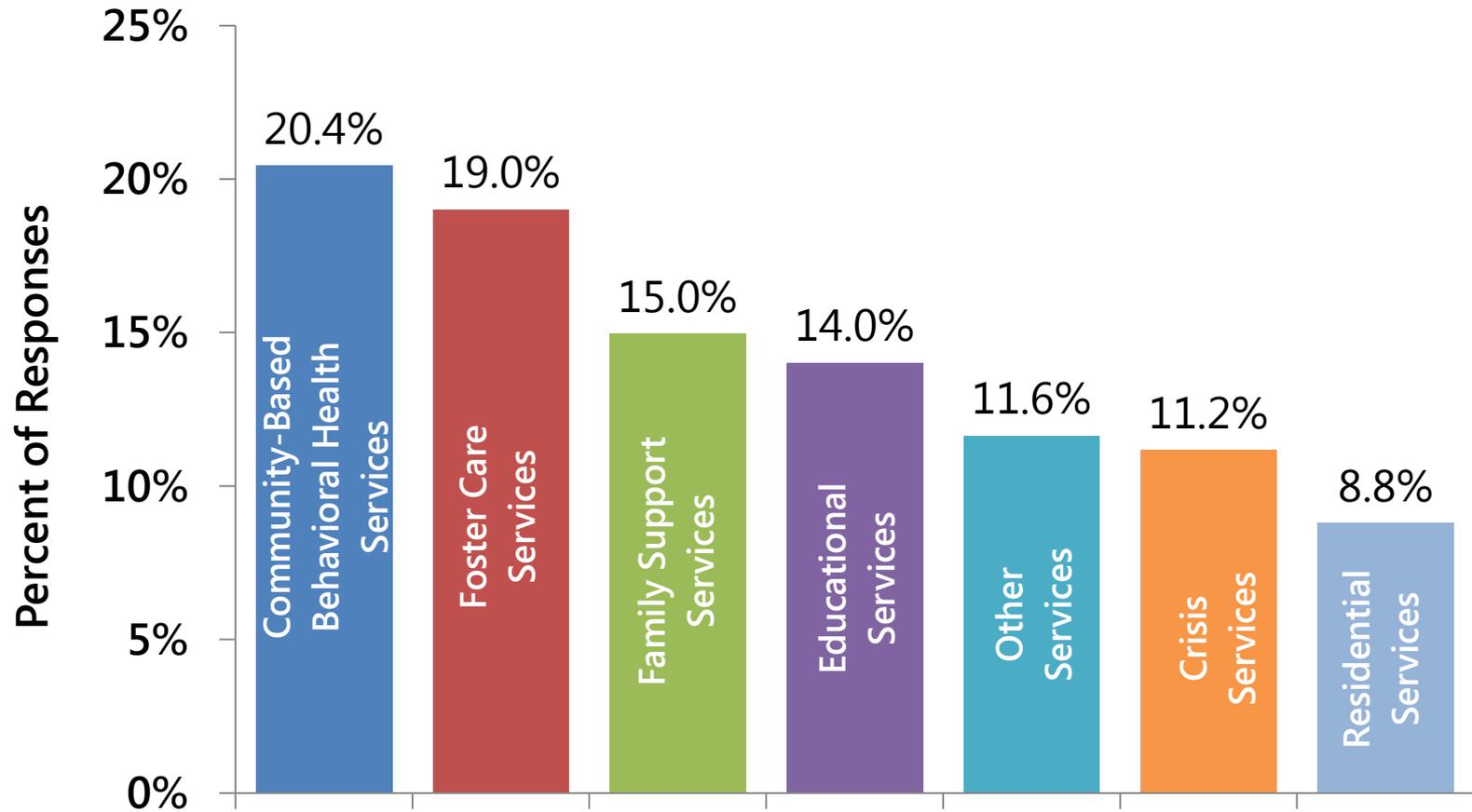
## **Populations**

- Autism
- Intellectual Disability/Developmental Disability
- Potentially Disrupting or Disrupted Foster Care Placements
- Potentially Disrupting or Disrupted Adoptions
- Sex Offending/Sexually Reactive Behaviors
- Youth with Multiple Mental Health Diagnoses
- Youth involved with the Juvenile Justice System
- Substance Abuse
- Other:

## **Age Groups**

- Pre-School Age (0-5)
- Elementary School Age (6-10)
- Middle School Age (11-13)
- High School Age (14-18)
- Transition Age (19-21)

# Gaps Grouped by Type of Service: Statewide

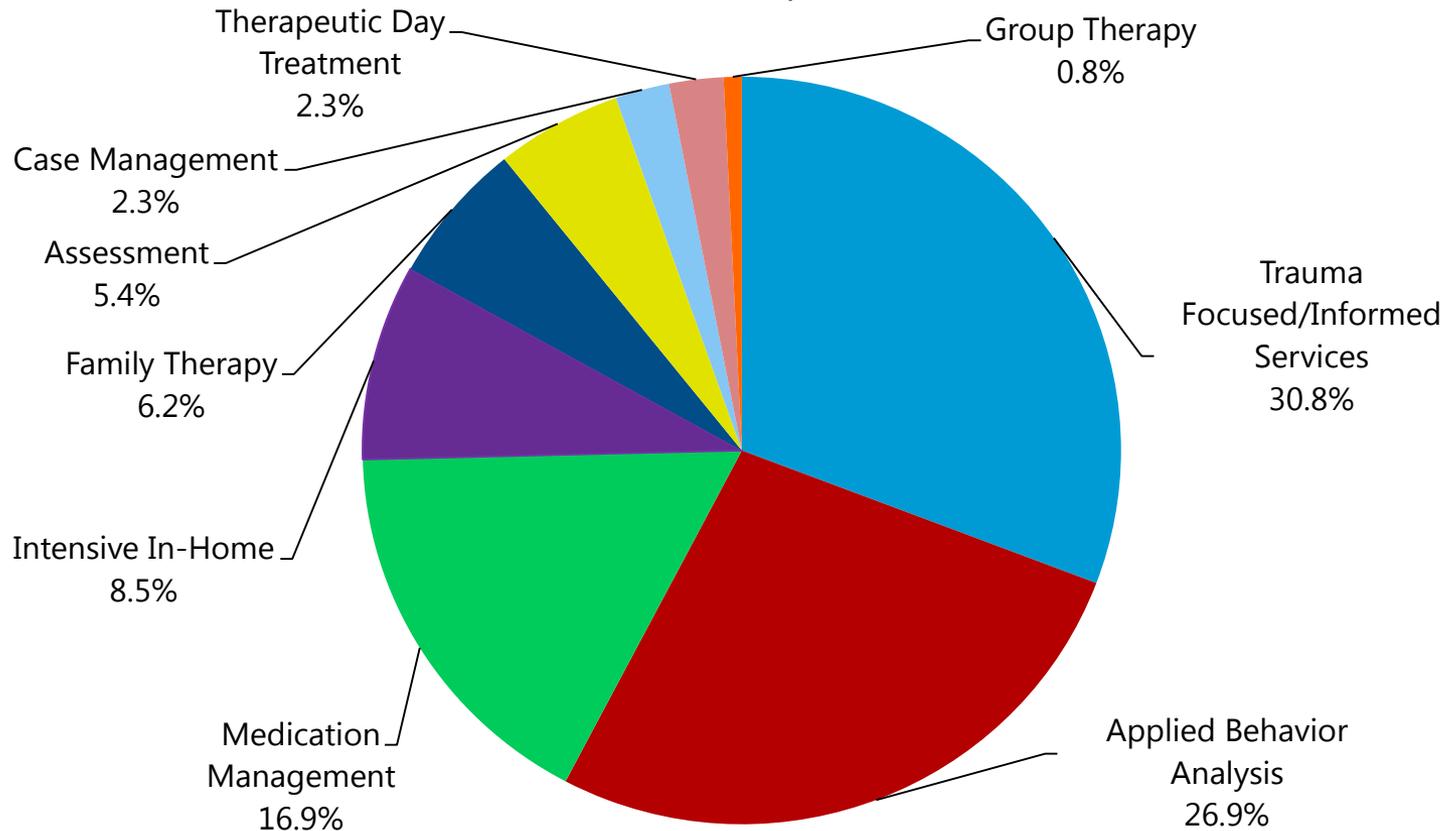


Number of Responses: 421

# Service Gaps: Statewide

## Community-Based Behavioral Health Services

(Percent of Responses)



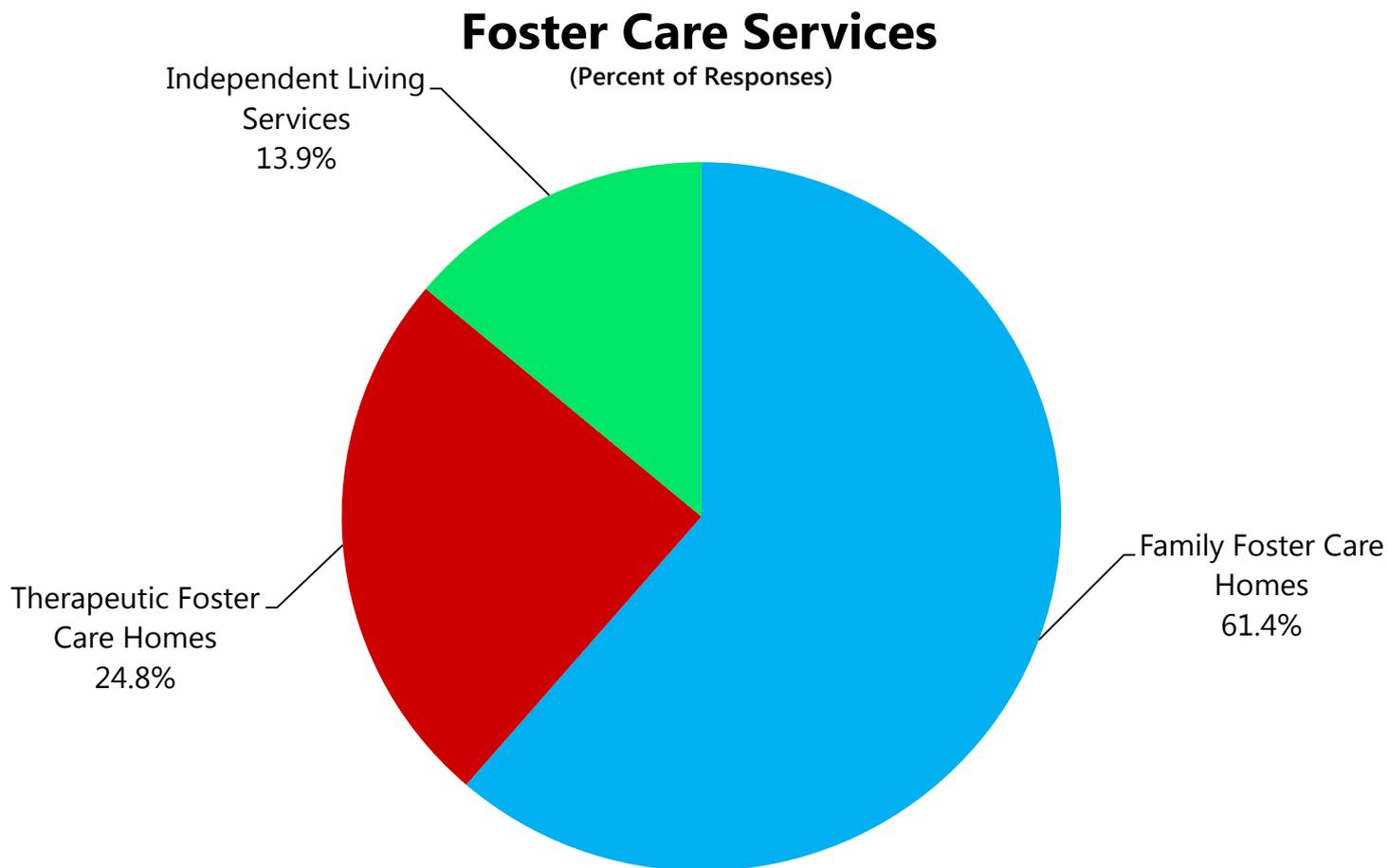
Number of Responses: 130

# Populations and Age Groups with Gaps in Community-Based Behavioral Health Services: Statewide

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=330)
Youth with Multiple Mental Health Diagnoses	48	14.6%
Autism	44	13.3%
intellectual Disability/Developmental Disability	42	12.7%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=275)
High School Age (14-18)	62	22.6%
Middle School Age (11-13)	61	22.2%
Elementary School Age (6-10)	52	18.9%

# Service Gaps: Statewide



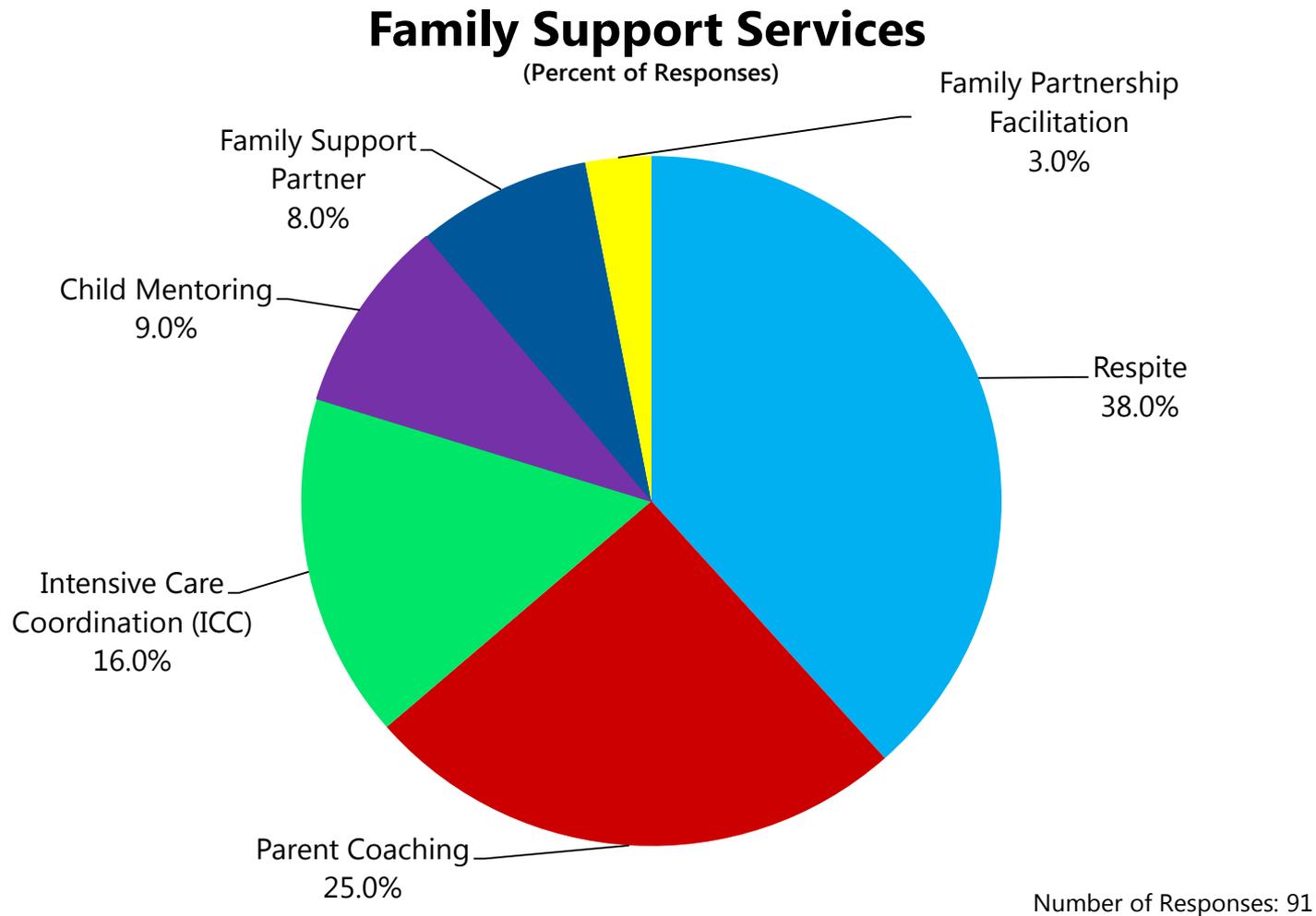
Number of Responses: 101

# Populations and Age Groups with Gaps in Foster Care Services: Statewide

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=292)
Youth with Multiple Mental Health Diagnoses	40	13.7%
Sex Offending/Sexually Reactive Behaviors	38	13.0%
Substance Abuse	36	12.3%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=211)
High School Age (14-18)	56	26.5%
Middle School Age (11-13)	48	22.8%
Elementary School Age (6-10)	32	15.2%

# Service Gaps: Statewide

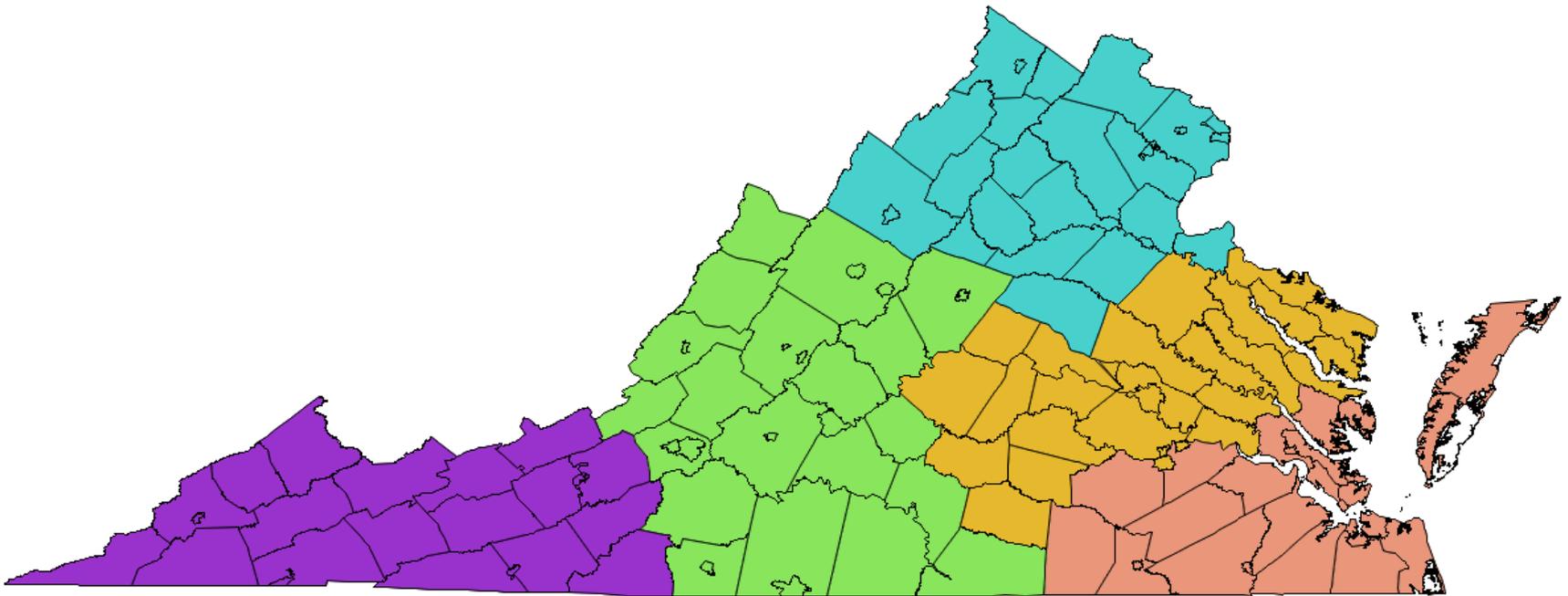


# Populations and Age Groups with Gaps in Family Support Services: Statewide

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=243)
Youth with Multiple Mental Health Diagnoses	33	13.6%
Autism	30	12.4%
intellectual Disability/Developmental Disability	29	11.9%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=256)
High School Age (14-18)	45	23.9%
Middle School Age (11-13)	45	23.9%
Elementary School Age (6-10)	36	19.2%

# Regional Boundaries



Western



Piedmont



Central

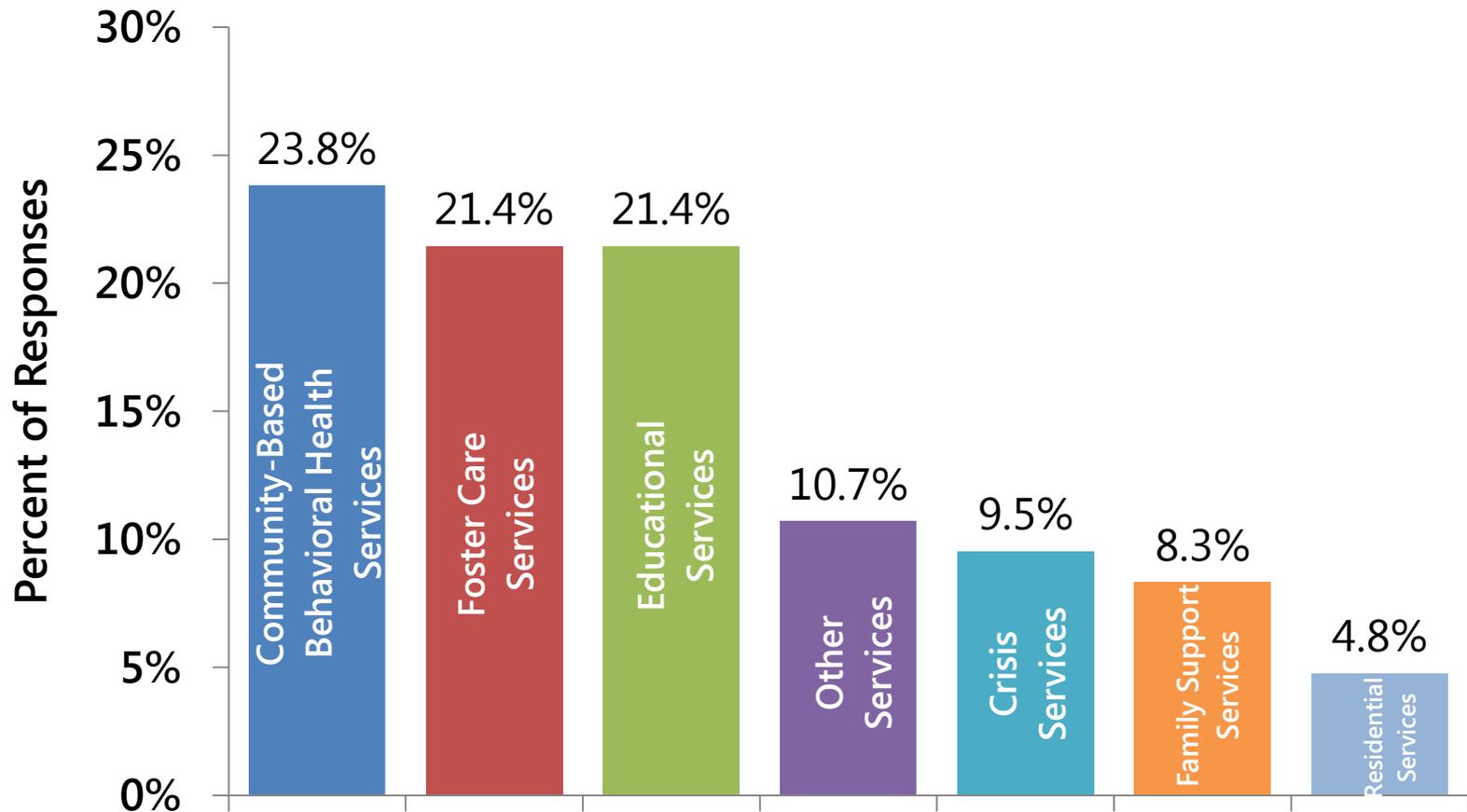


Northern



Eastern

# Gaps Grouped by Type of Service: Central Region

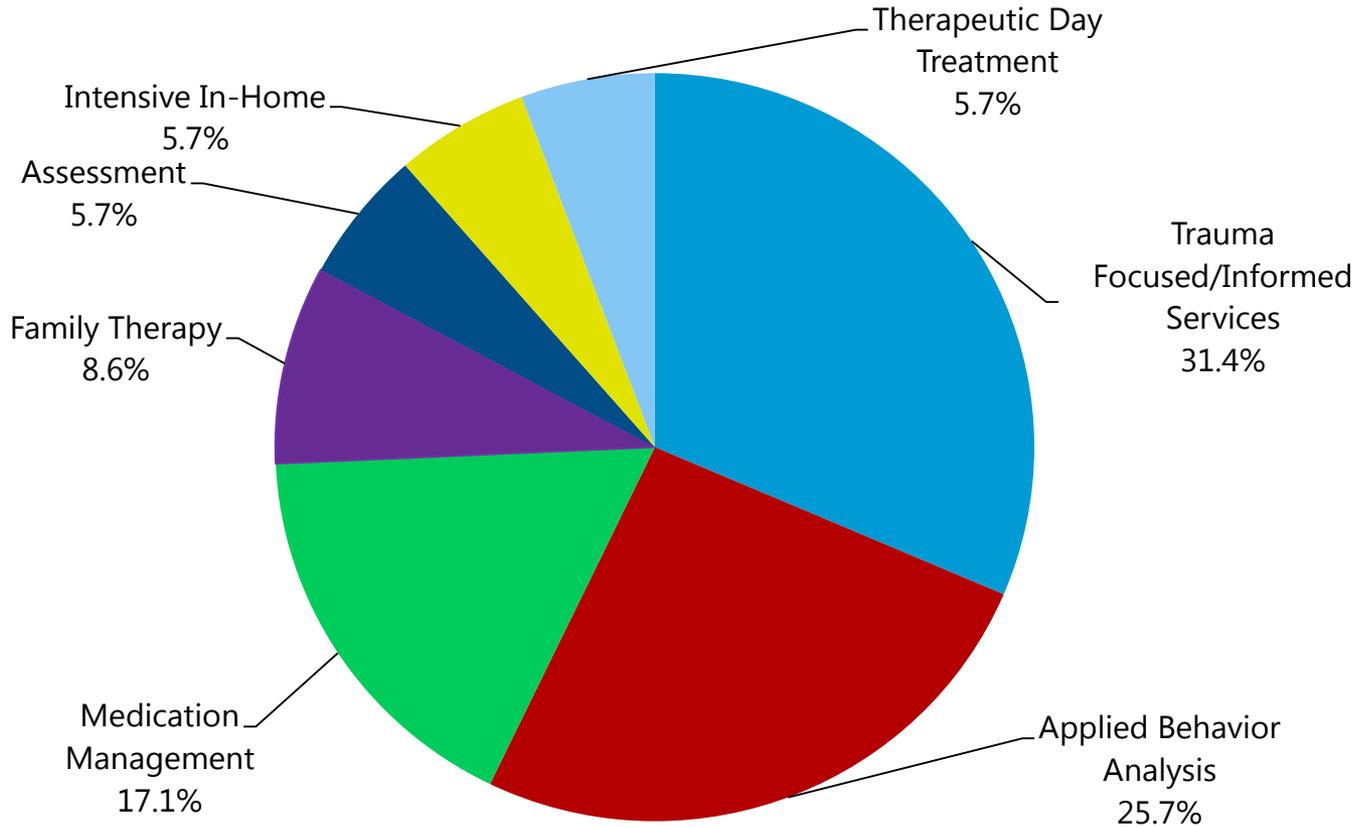


Number of Responses: 84

# Service Gaps: Central Region

## Community-Based Behavioral Health Services

(Percent of Responses)



Number of Responses: 35

# Populations and Age Groups with Gaps in Community-Based Behavioral Health Services: Central Region

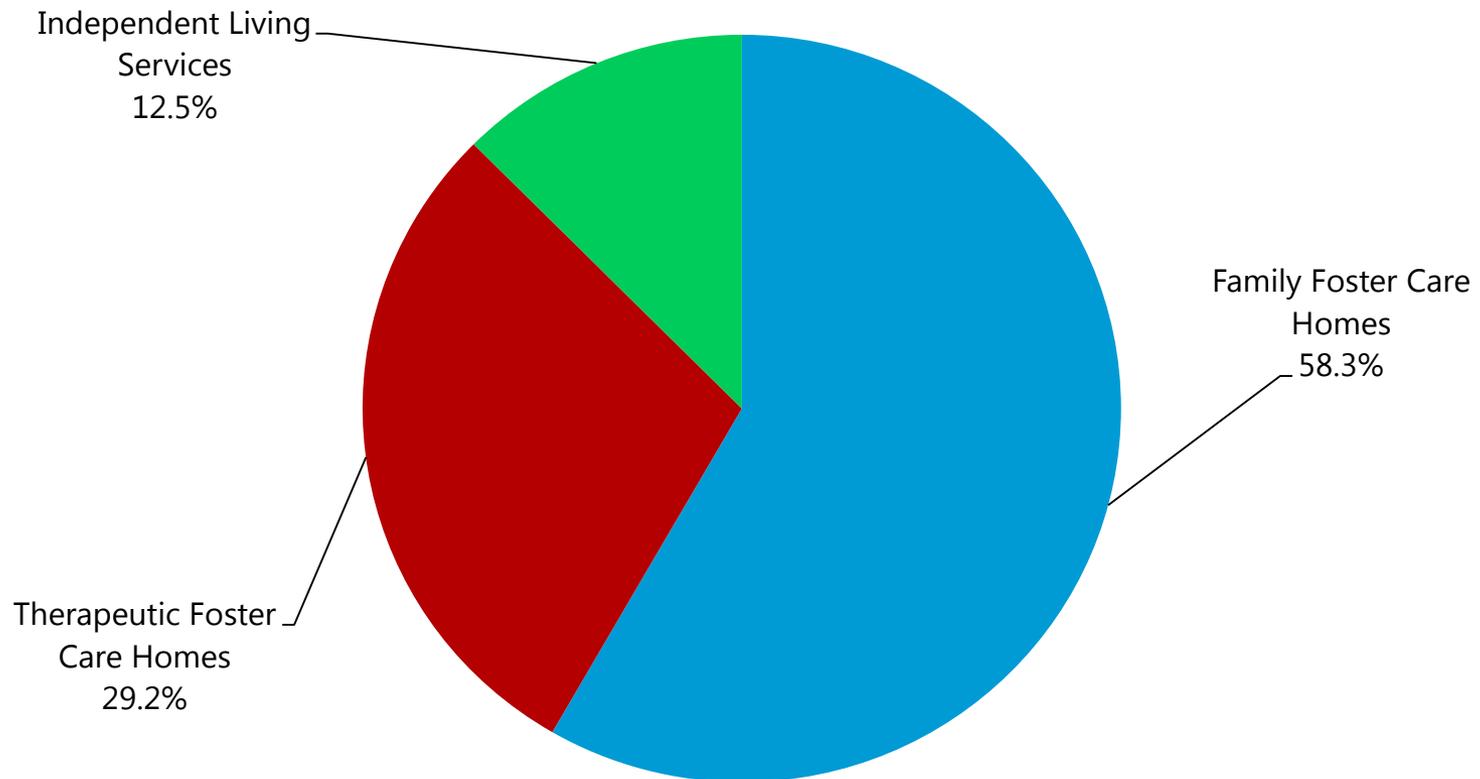
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=91)
Autism	13	14.3%
intellectual Disability/Developmental Disability	13	14.3%
Youth with Multiple Mental Health Diagnoses	13	14.3%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=64)
High School Age (14-18)	14	21.9%
Middle School Age (11-13)	13	20.3%
Elementary School Age (6-10)	12	18.8%

# Service Gaps: Central Region

## Foster Care Services

(Percent of Responses)



Number of Responses: 24

# Populations and Age Groups with Gaps in Foster Care Services: Central Region

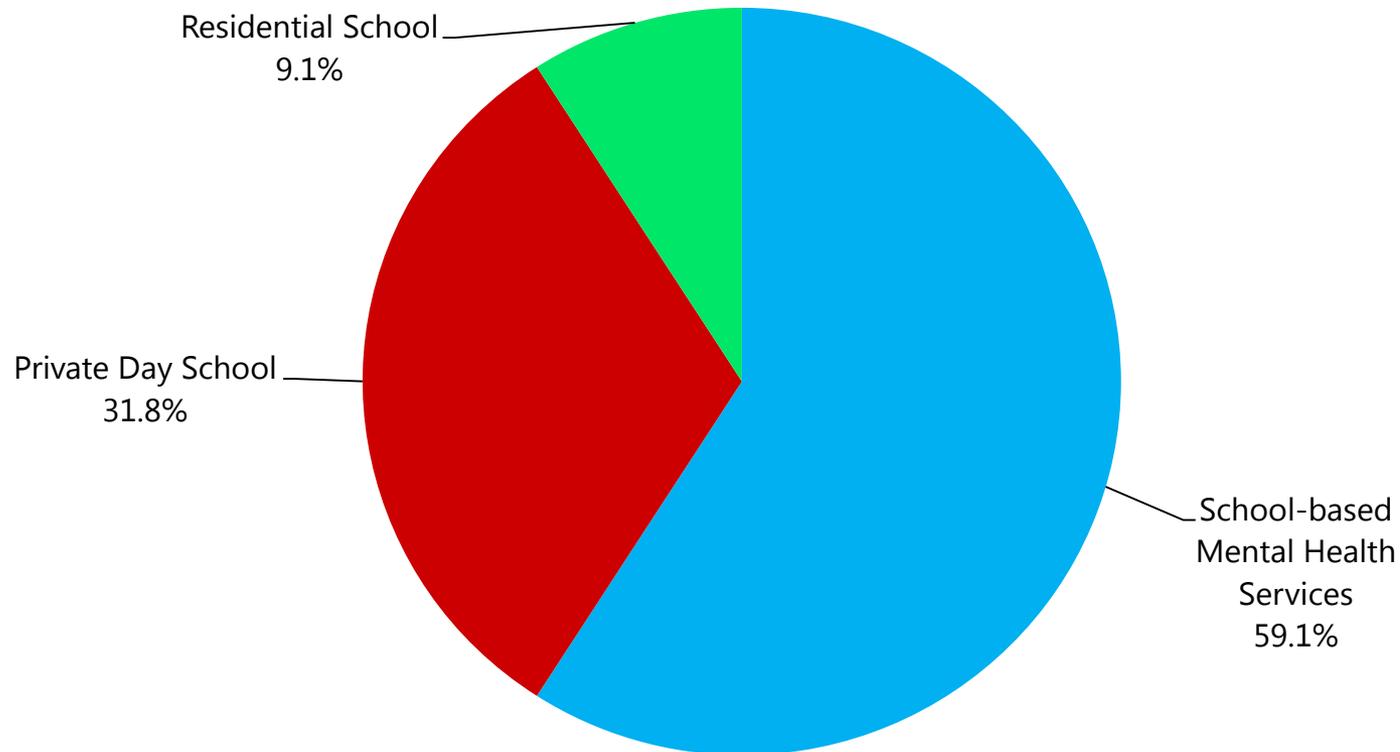
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=76)
Autism	10	13.2
Intellectual Disability/Developmental Disability	10	13.2
Potentially Disrupting or Disrupted Foster Care Placements	9	11.8
Youth with Multiple Mental Health Diagnoses	9	11.8

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=54)
High School Age (14-18)	13	24.1%
Middle School Age (11-13)	12	22.2%
Transition Age (19-21)	10	18.5%

# Service Gaps: Central Region

## Educational Services

(Percent of Responses)



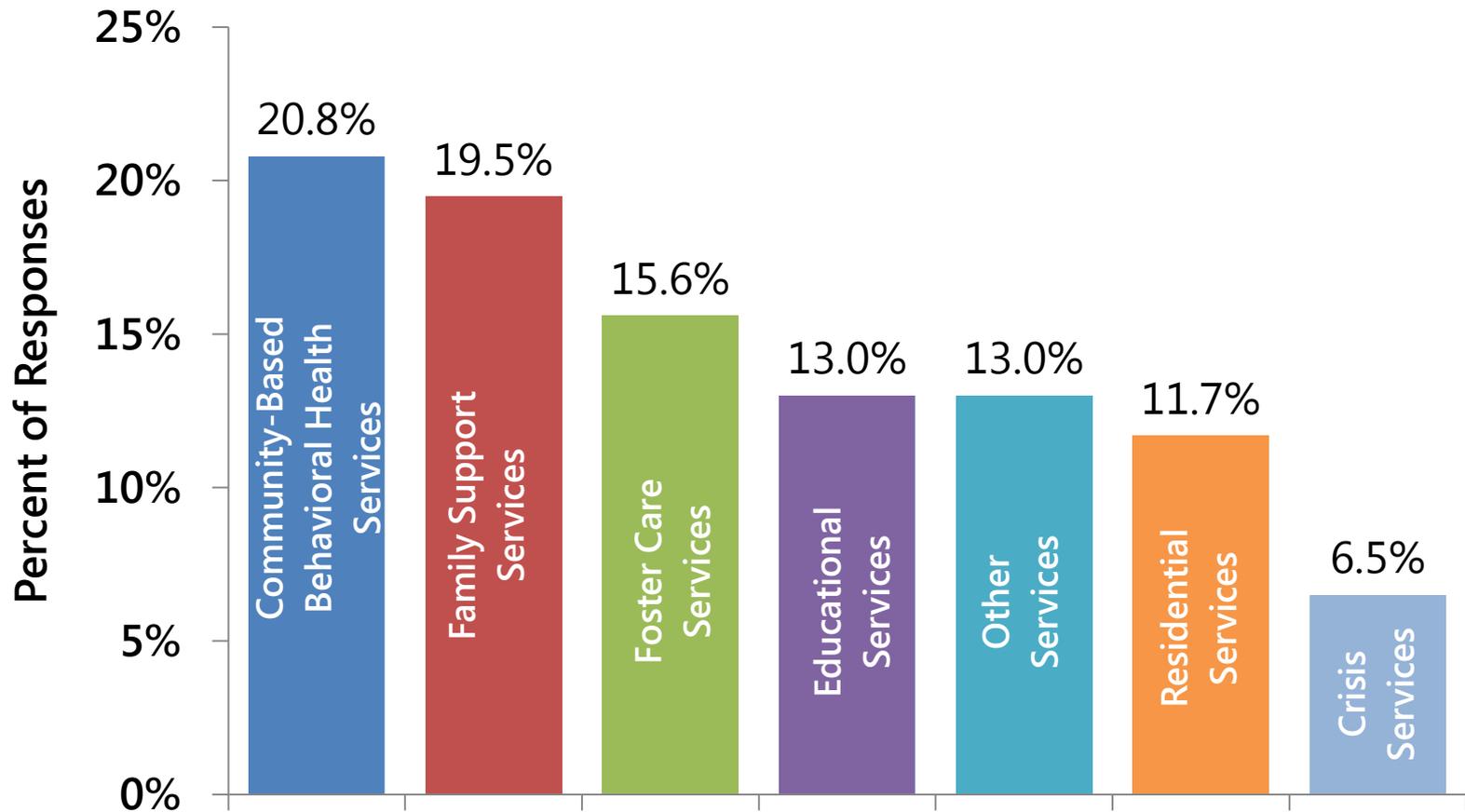
Number of Responses: 22

# Populations and Age Groups with Gaps in Educational Services: Central Region

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=65)
Youth with Multiple Mental Health Diagnoses	12	18.5%
Autism	10	15.4%
Intellectual Disability/Developmental Disability	10	15.4%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=56)
High School Age (14-18)	14	25.0%
Middle School Age (11-13)	14	25.0%
Elementary School Age (6-10)	12	21.4

# Gaps Grouped by Type of Service: Eastern Region

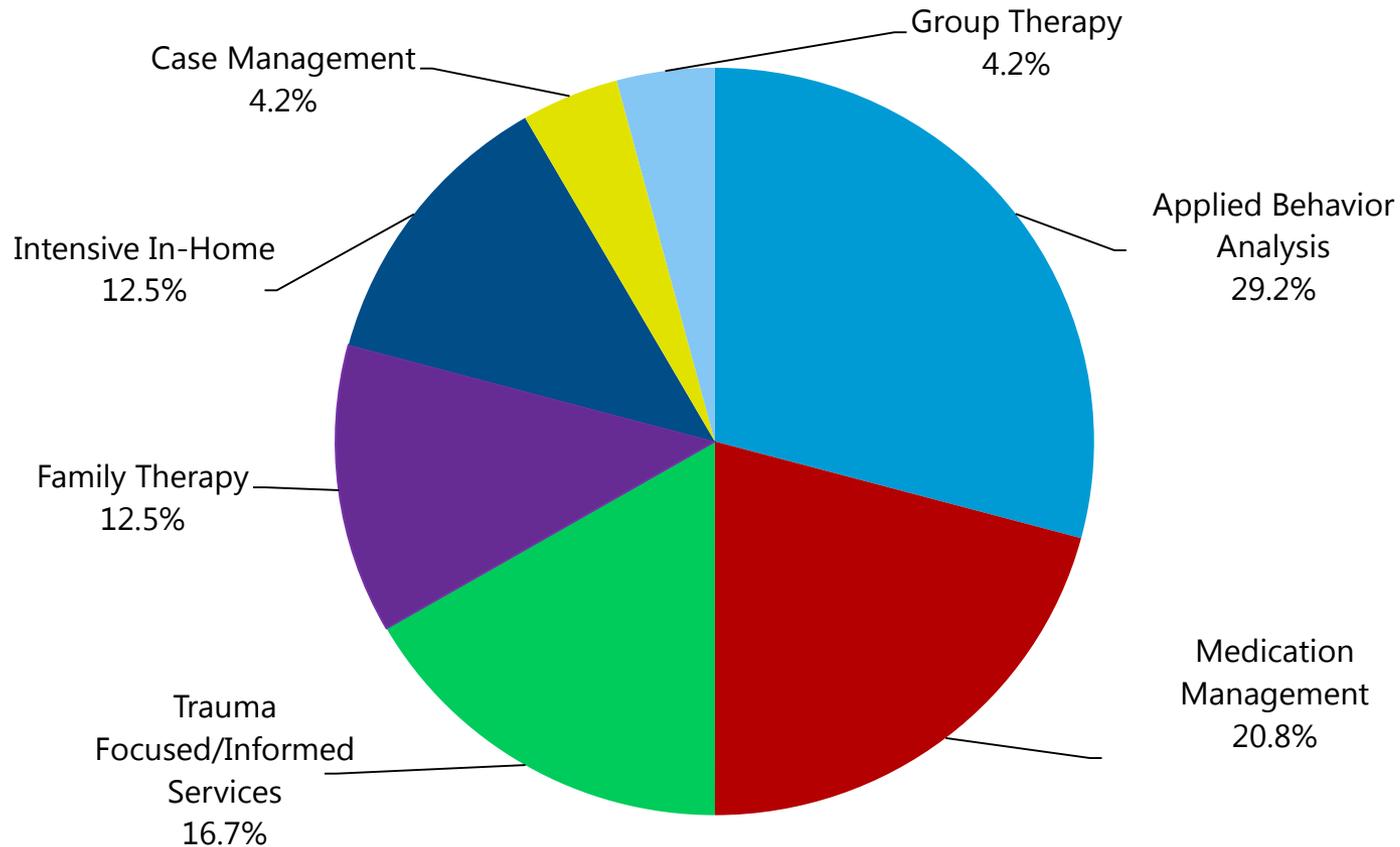


Number of Responses: 77

# Service Gaps: Eastern Region

## Community-Based Behavioral Health Services

(Percent of Responses)



Number of Responses: 24

# Populations and Age Groups with Gaps in Community-Based Behavioral Health Services: Eastern Region

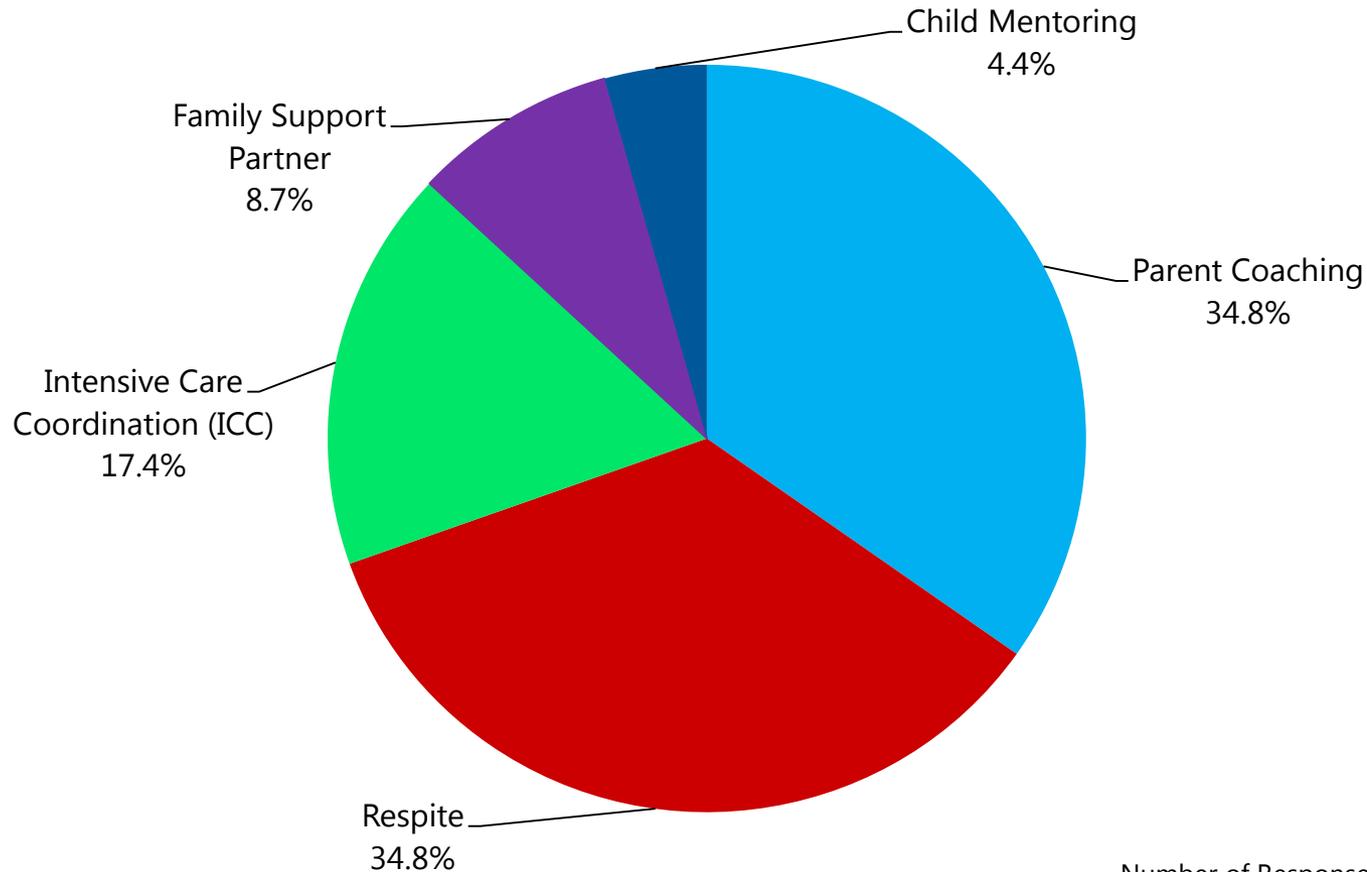
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=41)
Autism	8	19.5%
Intellectual Disability/Developmental Disability	7	17.1%
No, there are not any specific populations	6	14.6%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=45)
High School Age (14-18)	10	22.2%
Middle School Age (11-13)	10	22.2%
Elementary School Age (6-10)	9	20.0%

# Service Gaps: Eastern Region

## Family Support Services

(Percent of Responses)



Number of Responses: 23

# Populations and Age Groups with Gaps in Family Support Services: Eastern Region

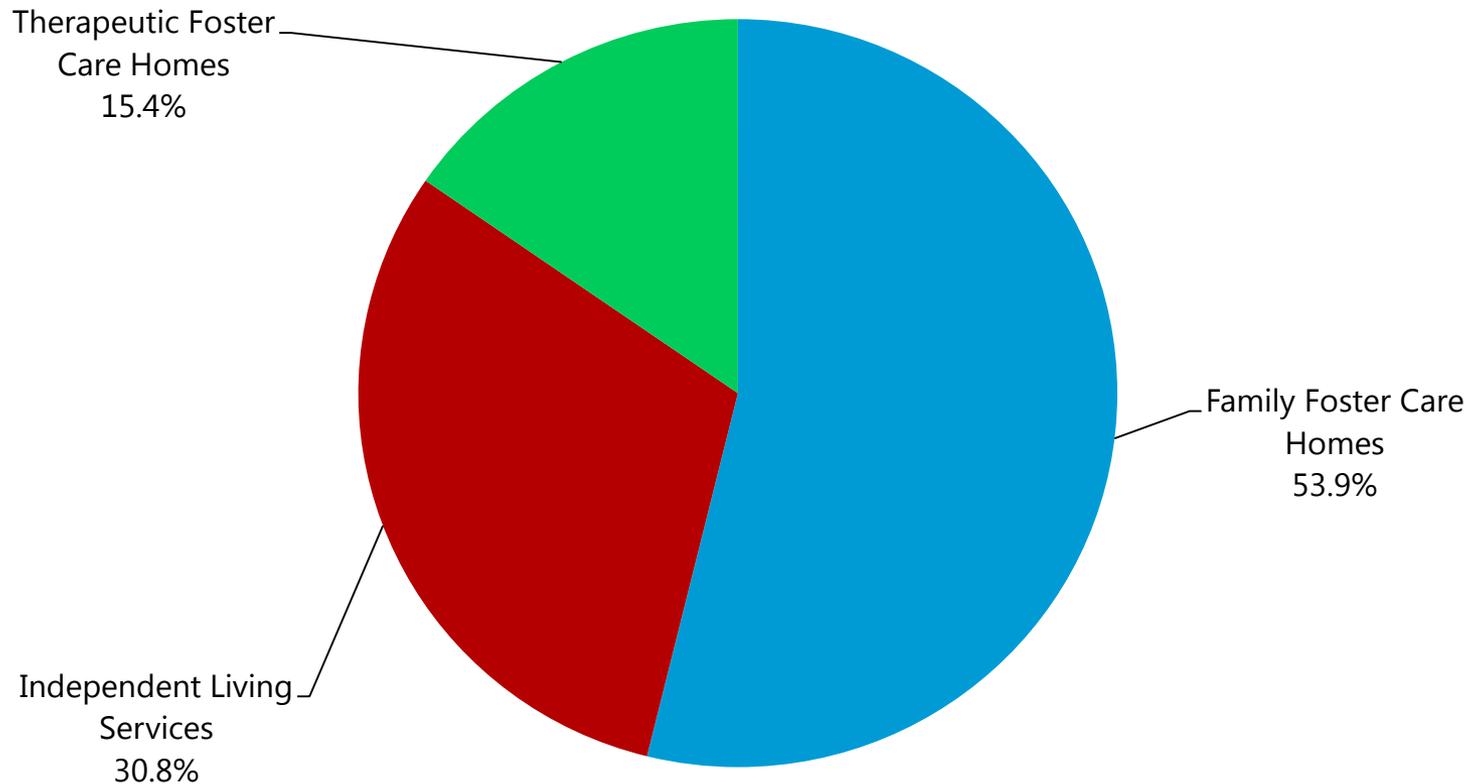
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=54)
No, there are not any specific populations	8	14.8%
intellectual Disability/Developmental Disability	8	13.0%
Youth with Multiple Mental Health Diagnoses	7	13.0%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=42)
High School Age (14-18)	9	21.4%
Middle School Age (11-13)	9	21.4%
No, there are not any specific age groups	9	21.4%

# Service Gaps: Eastern Region

## Foster Care Services

(Percent of Responses)



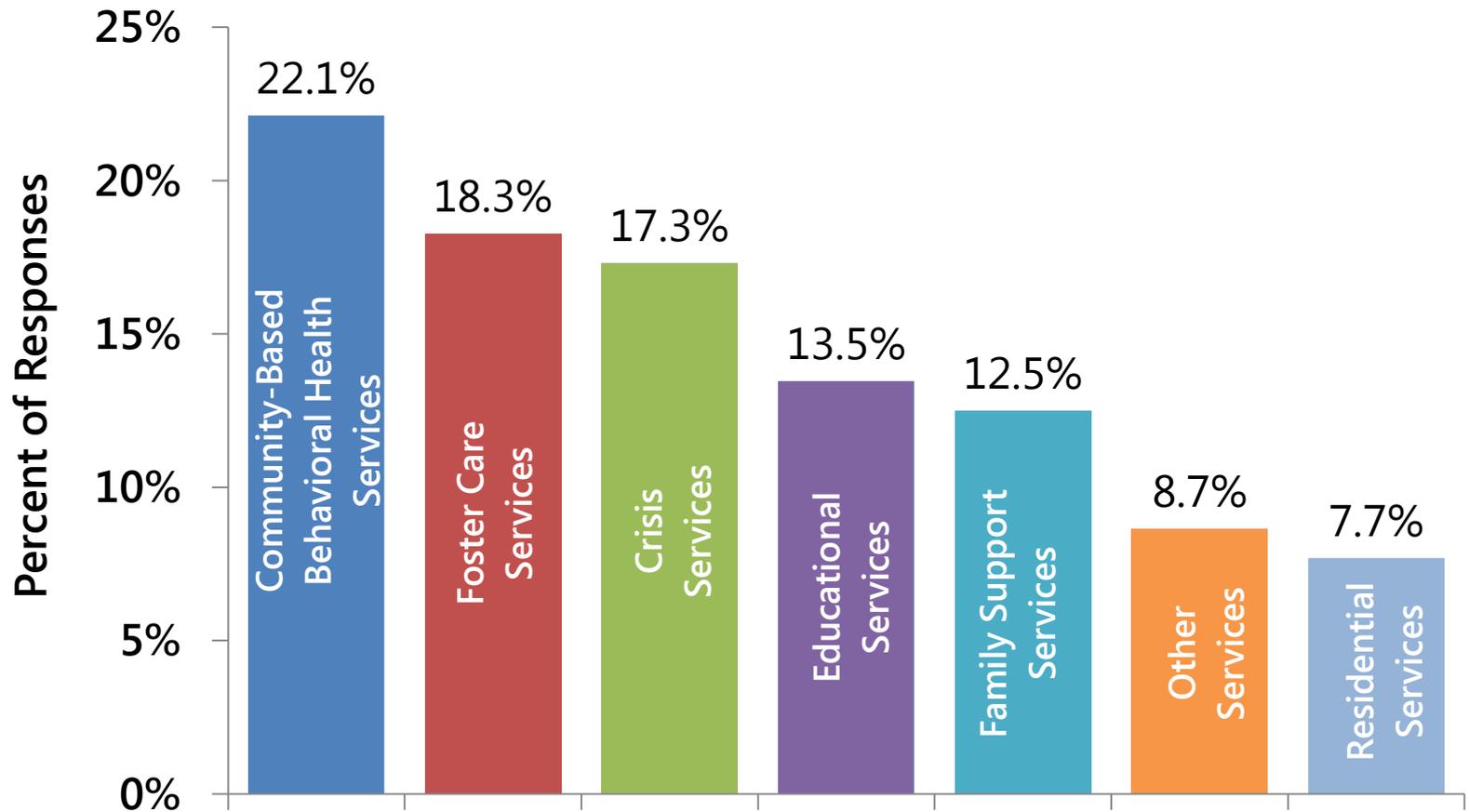
Number of Responses: 13

# Populations and Age Groups with Gaps in Foster Care Services: Eastern Region

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=27)
No, there are not any specific populations	6	22.2%
Substance Abuse	4	14.8%
Potentially Disrupting or Disrupted Foster Care Placements	3	11.1%
Sex Offending/Sexually Reactive Behaviors	3	11.1%
Youth involved with the Juvenile Justice System	3	11.1%
Youth with Multiple Mental Health Diagnoses	3	11.1%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=24)
High School Age (14-18)	6	25.0%
No, there are not any specific age groups	5	20.8%
Transition Age (19-21)	5	20.8%

# Gaps Grouped by Type of Service: Northern Region

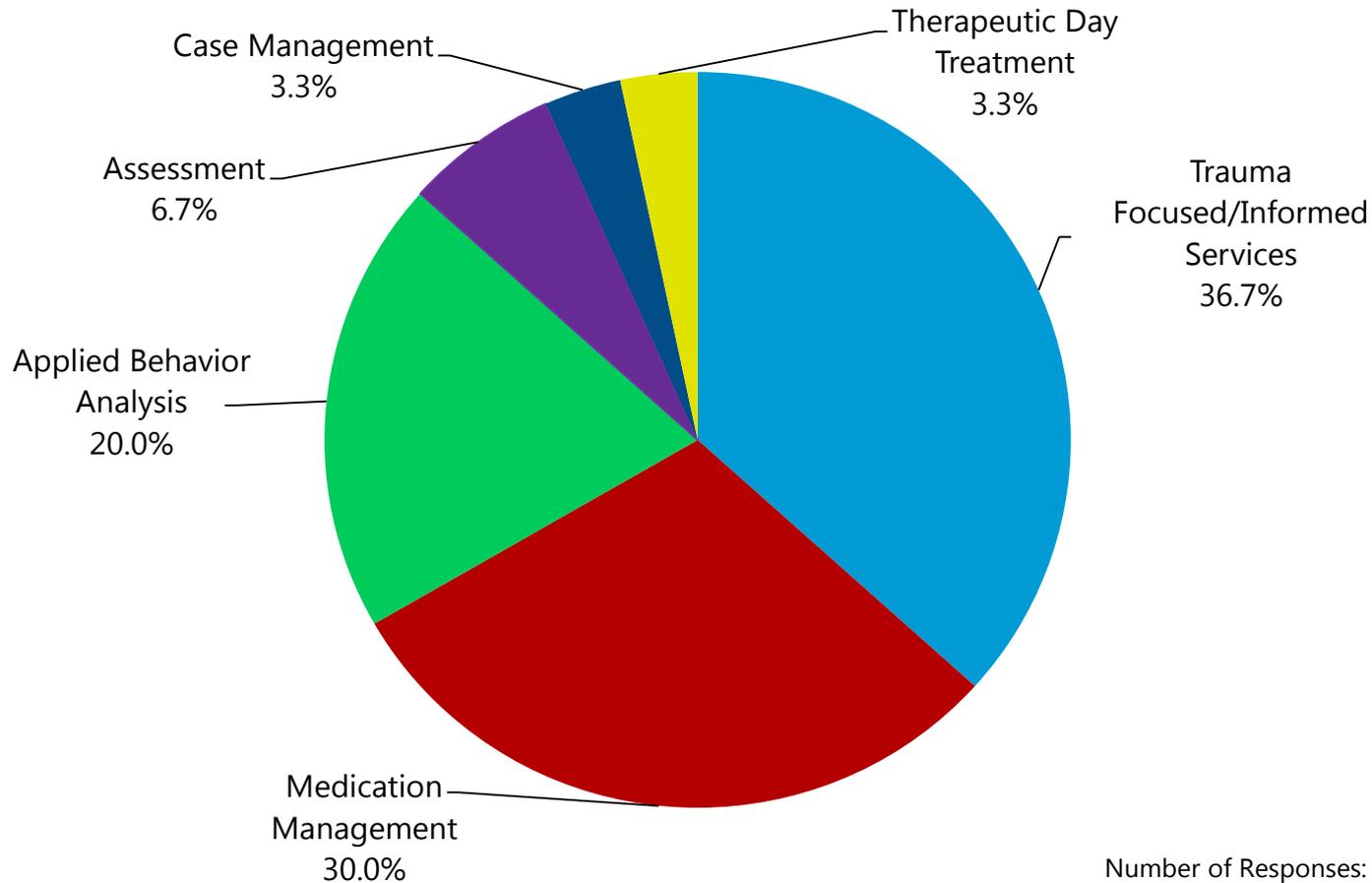


Number of Responses: 104

# Service Gaps: Northern Region

## Community-Based Behavioral Health Services

(Percent of Responses)



Number of Responses: 30

# Populations and Age Groups with Gaps in Community-Based Behavioral Health Services: Northern Region

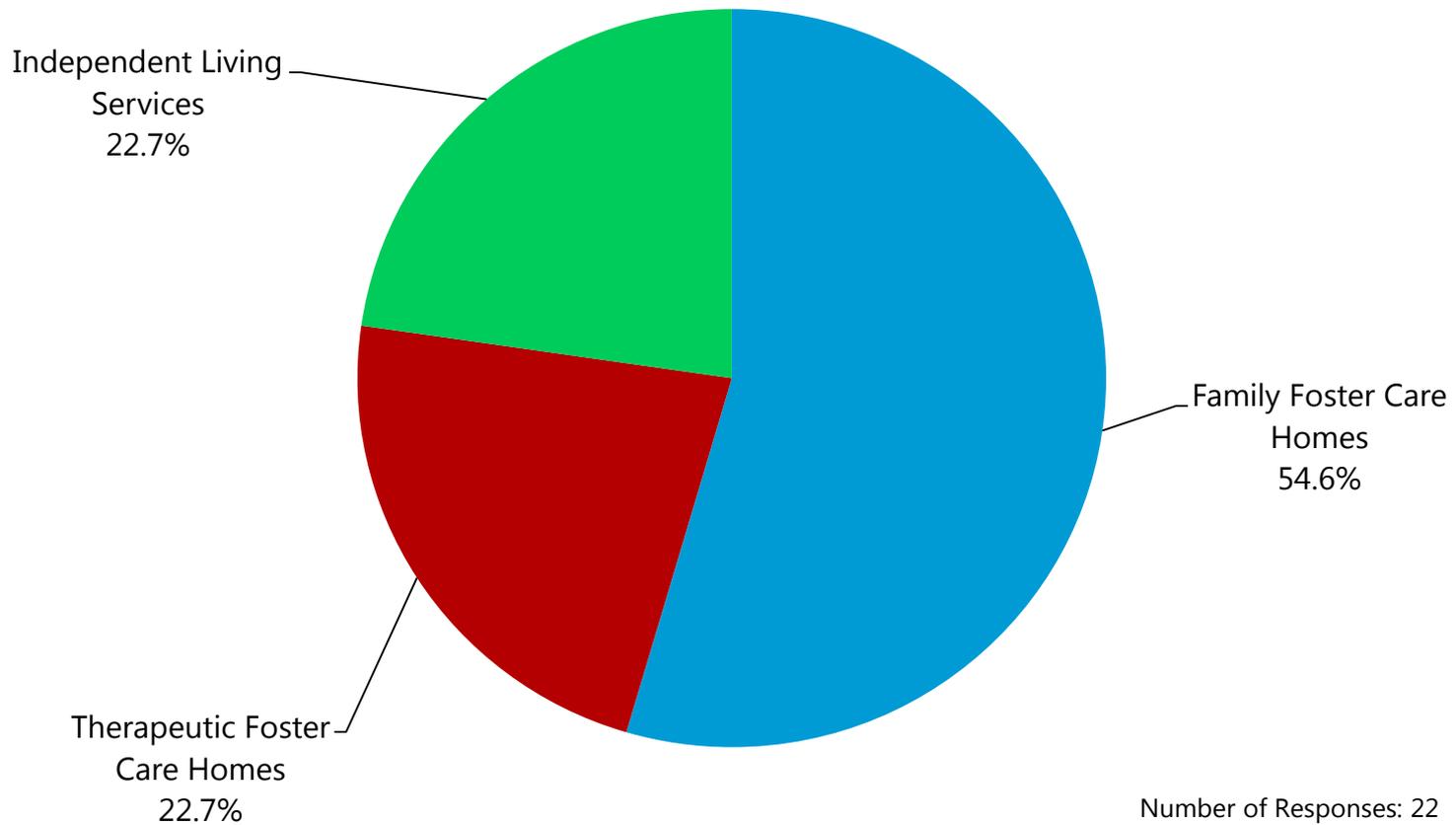
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=83)
Youth with Multiple Mental Health Diagnoses	14	16.9%
Substance Abuse	11	13.3%
Intellectual Disability/Developmental Disability	10	12.1%
Youth involved with the Juvenile Justice System	10	12.1%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=75)
High School Age (14-18)	17	22.7%
Middle School Age (11-13)	17	22.7%
Elementary School Age (6-10)	14	18.7%

# Service Gaps: Northern Region

## Foster Care Services

(Percent of Responses)



# Populations and Age Groups with Gaps in Foster Care Services: Northern Region

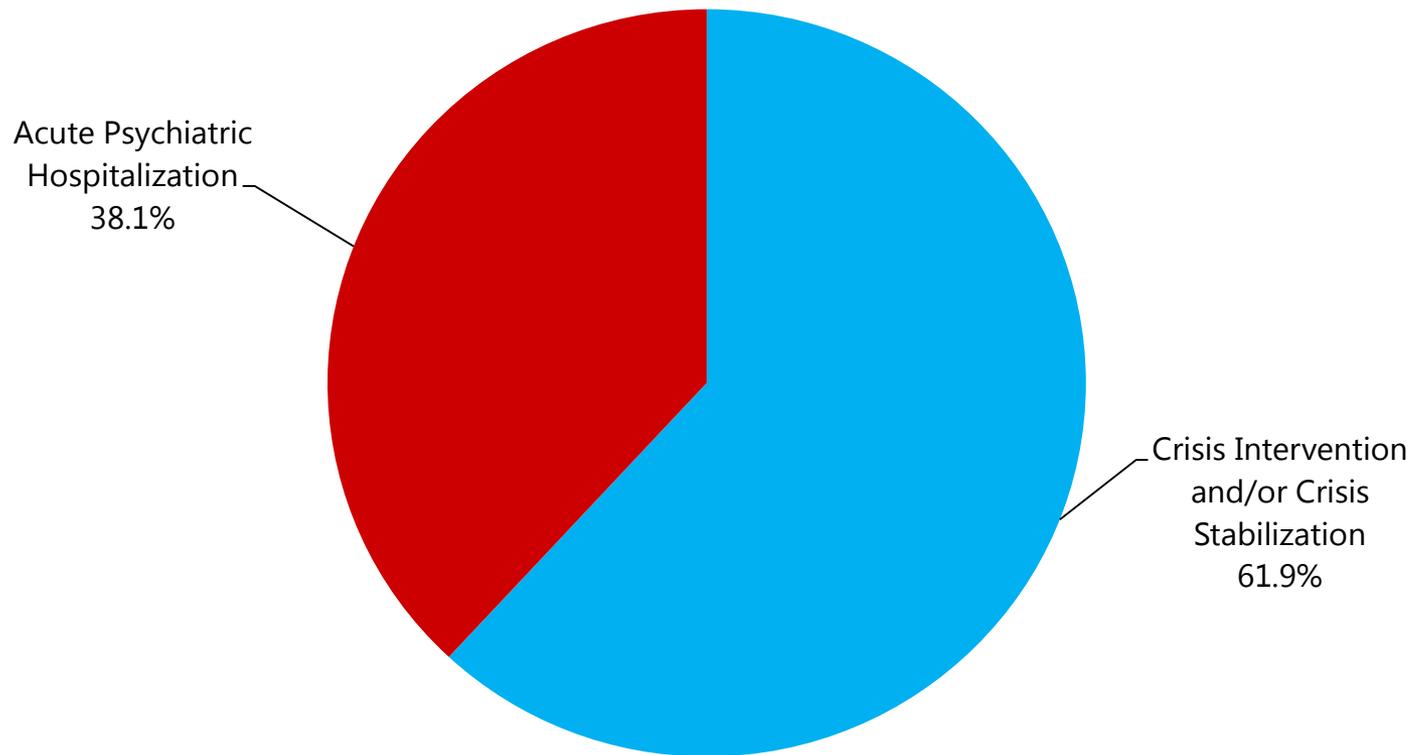
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=68)
Sex Offending/Sexually Reactive Behaviors	11	16.2%
Youth with Multiple Mental Health Diagnoses	9	13.2%
Substance Abuse	8	11.8%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=50)
High School Age (14-18)	15	30.0%
Middle School Age (11-13)	13	26.0%
Elementary School Age (6-10)	7	14.0%
Transition Age (19-21)	7	14.0%

# Service Gaps: Northern Region

## Crisis Services

(Percent of Responses)



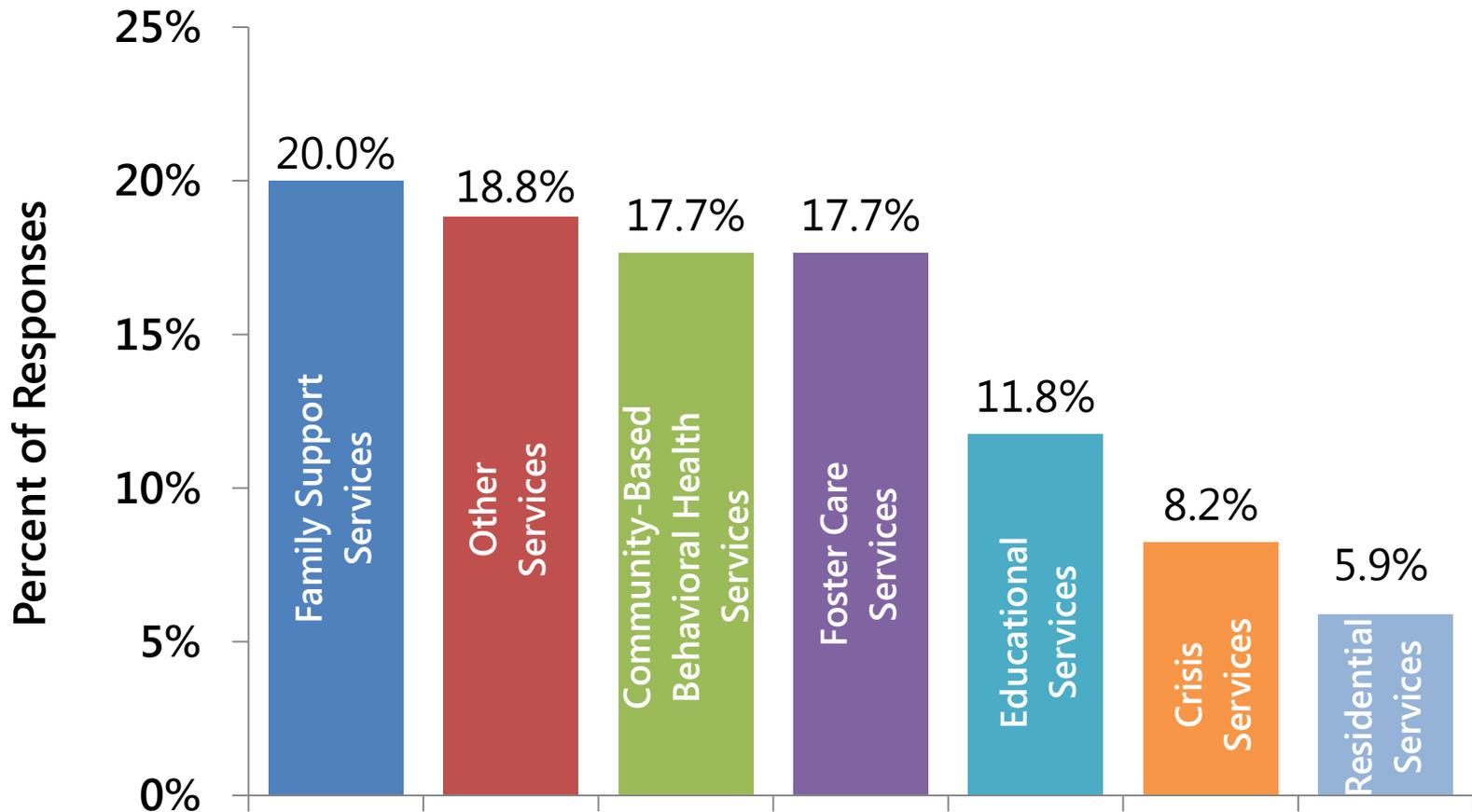
Number of Responses: 21

# Populations and Age Groups with Gaps in Crisis Services: Northern Region

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=62)
Youth involved with the Juvenile Justice System	12	19.4%
Substance Abuse	8	12.9%
Sex Offending/Sexually Reactive Behaviors	7	11.3%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=50)
High School Age (14-18)	12	24.0%
Middle School Age (11-13)	12	24.0%
Elementary School Age (6-10)	10	20.0%

# Gaps Grouped by Type of Service: Piedmont Region

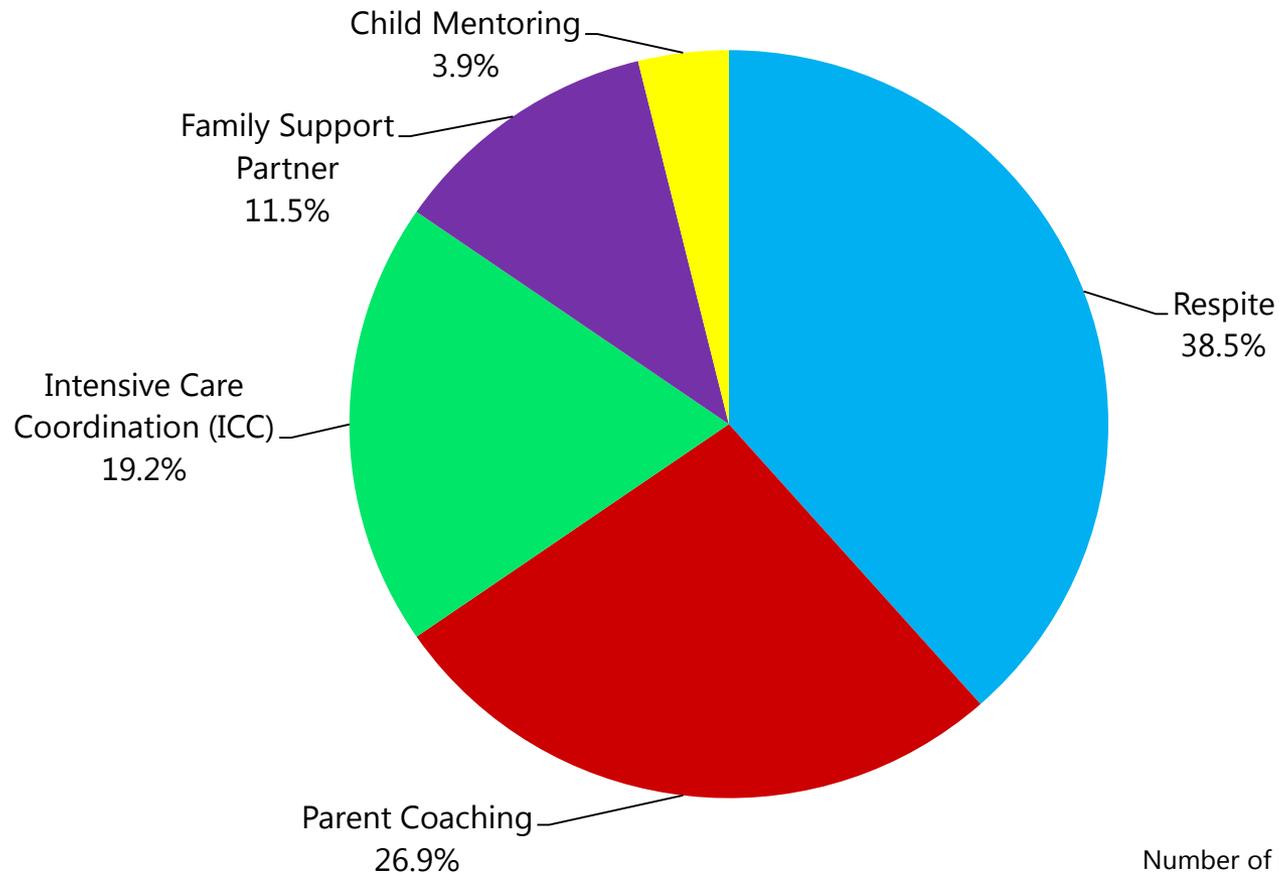


Number of Responses: 85

# Piedmont Region: Service Gaps

## Family Support Services

(Percent of Responses)



Number of Responses: 26

# Populations and Age Groups with Gaps in Family Support Services: Piedmont Region

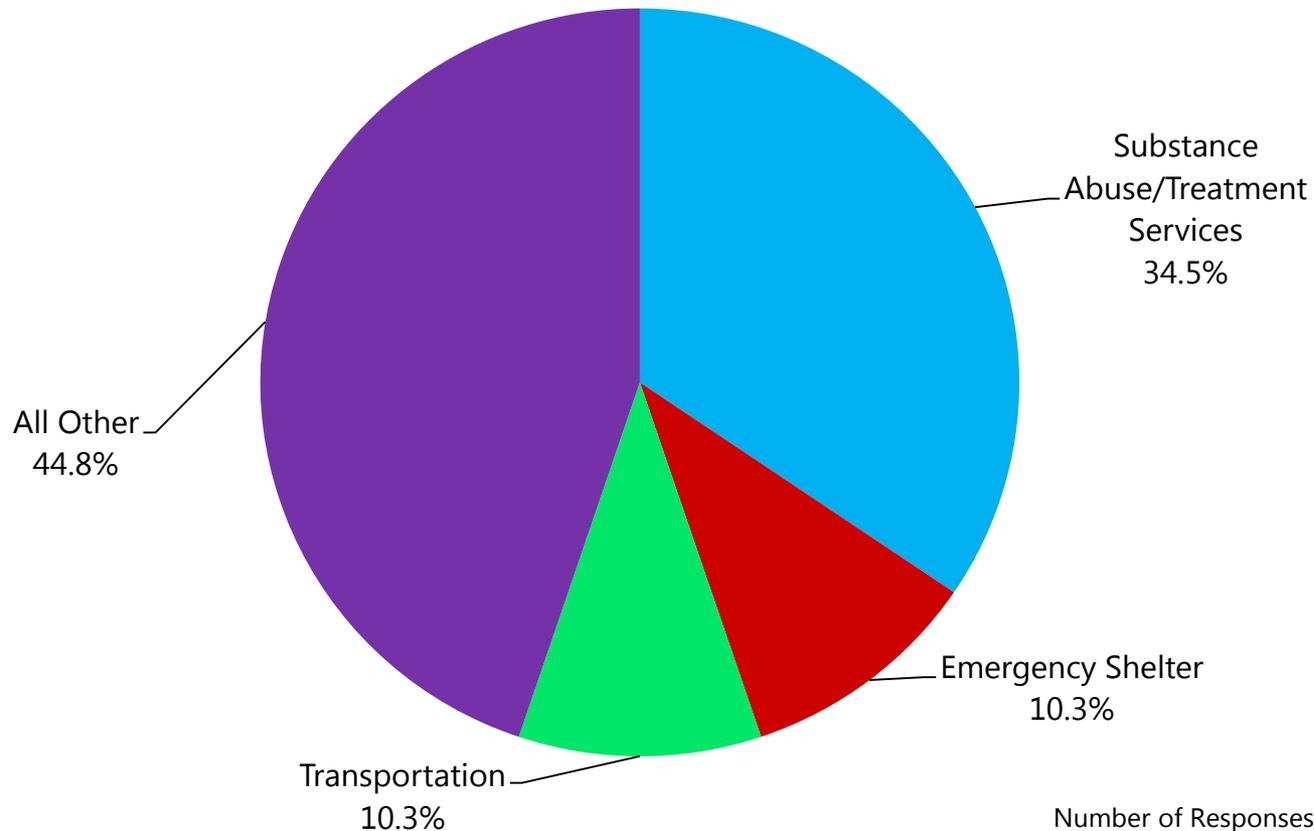
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=72)
Autism	11	15.3%
intellectual Disability/Developmental Disability	10	13.9%
Youth involved with the Juvenile Justice System	10	13.9%
Youth with Multiple Mental Health Diagnoses	10	13.9%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=54)
High School Age (14-18)	14	25.9%
Middle School Age (11-13)	14	25.9%
Elementary School Age (6-10)	11	20.4%

# Piedmont Region: Service Gaps

## Other Services

(Percent of Responses)



# Populations and Age Groups with Gaps in Other Services: Piedmont Region

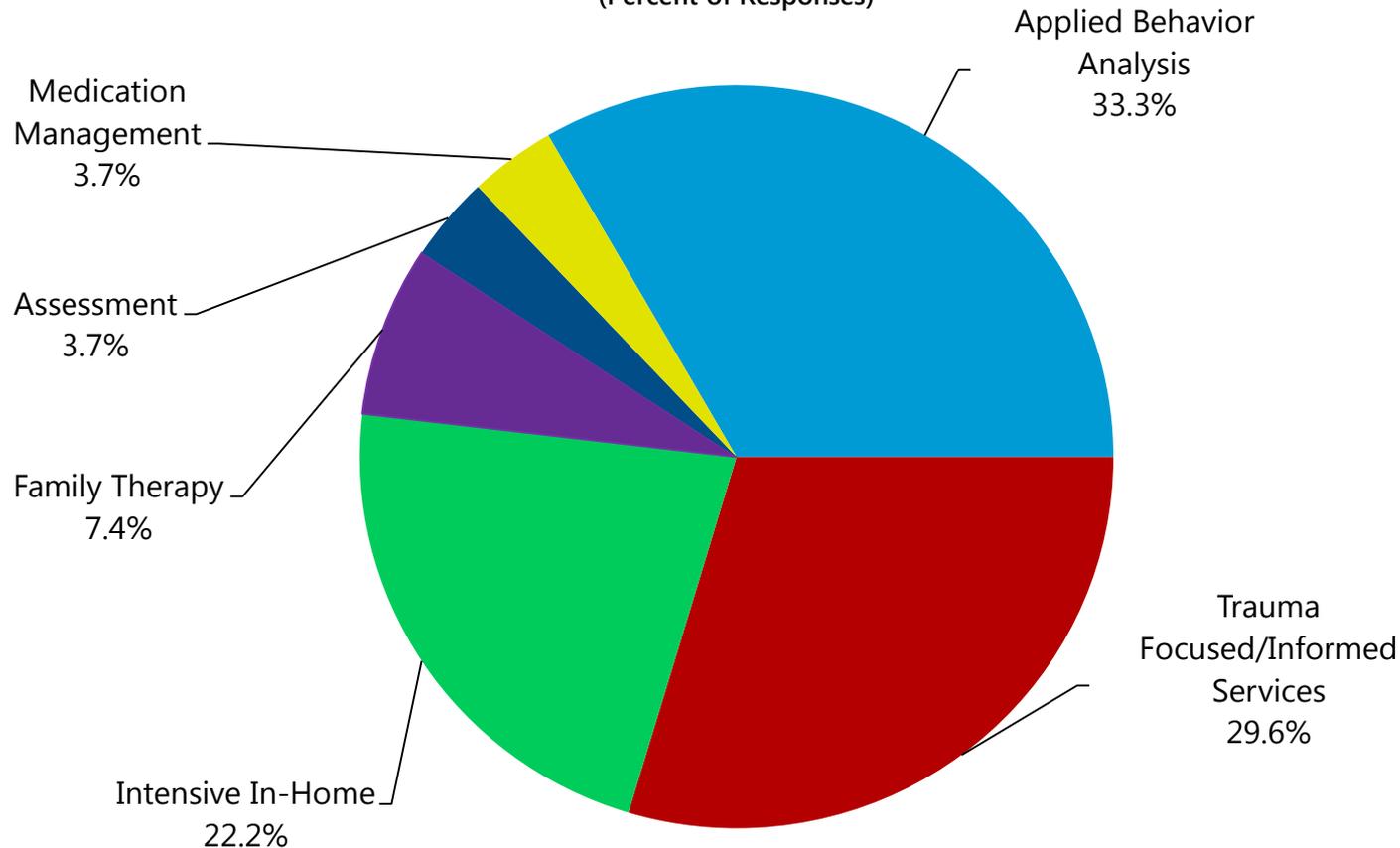
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=73)
Substance Abuse	11	15.1%
Youth involved with the Juvenile Justice System	11	15.1%
Youth with Multiple Mental Health Diagnoses	9	12.3%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=45)
High School Age (14-18)	12	26.7%
Middle School Age (11-13)	12	26.7%
Transition Age (19-21)	9	20.0%

# Service Gaps: Piedmont Region

## Community-Based Behavioral Health Services

(Percent of Responses)



Number of Responses: 27

# Populations and Age Groups with Gaps in Community-Based Behavioral Health Services: Piedmont Region

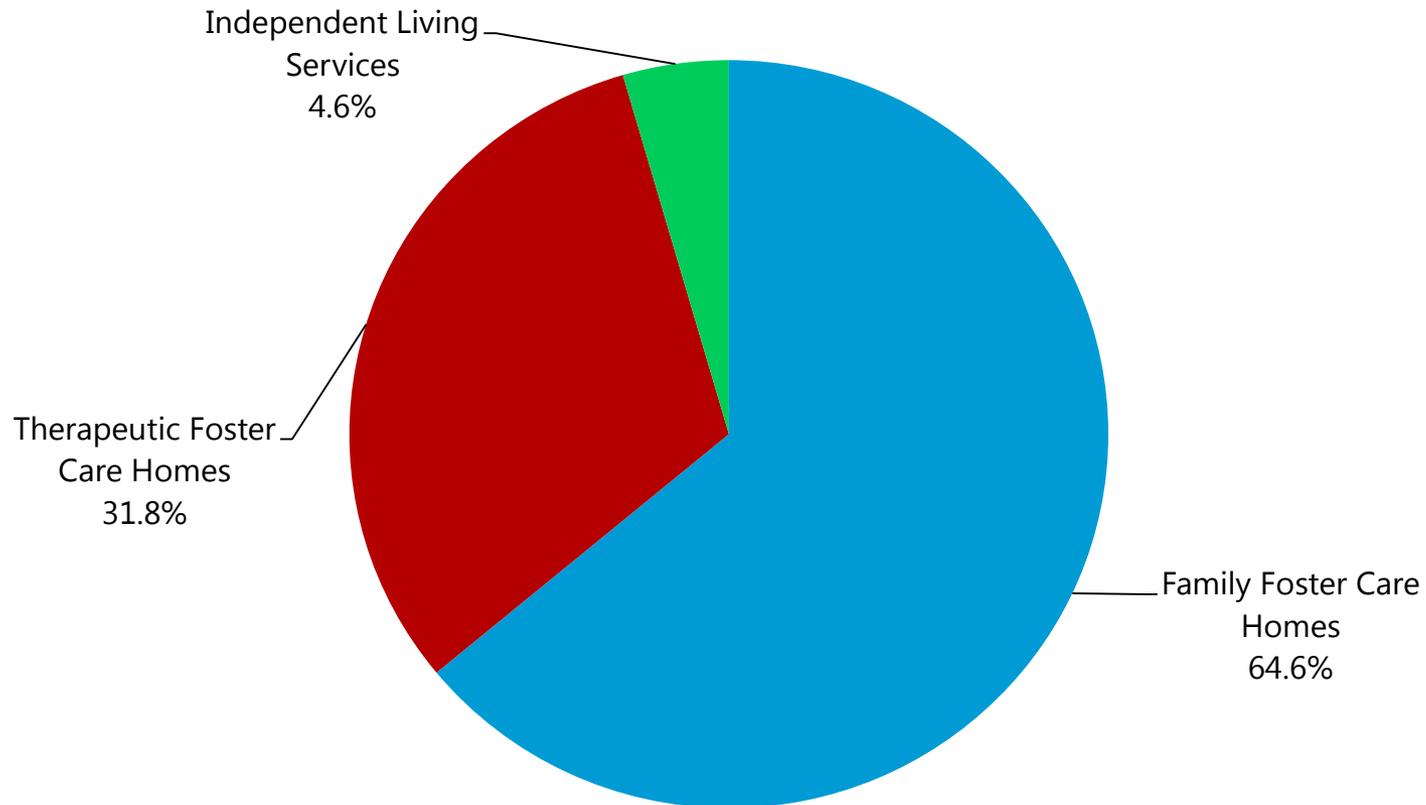
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=65)
Potentially Disrupting or Disrupted Foster Care Placements	10	15.4%
Autism	9	13.9%
Youth with Multiple Mental Health Diagnoses	9	13.9%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=53)
High School Age (14-18)	13	24.5%
Middle School Age (11-13)	13	24.5%
Elementary School Age (6-10)	9	17.0%

# Service Gaps: Piedmont Region

## Foster Care Services

(Percent of Responses)



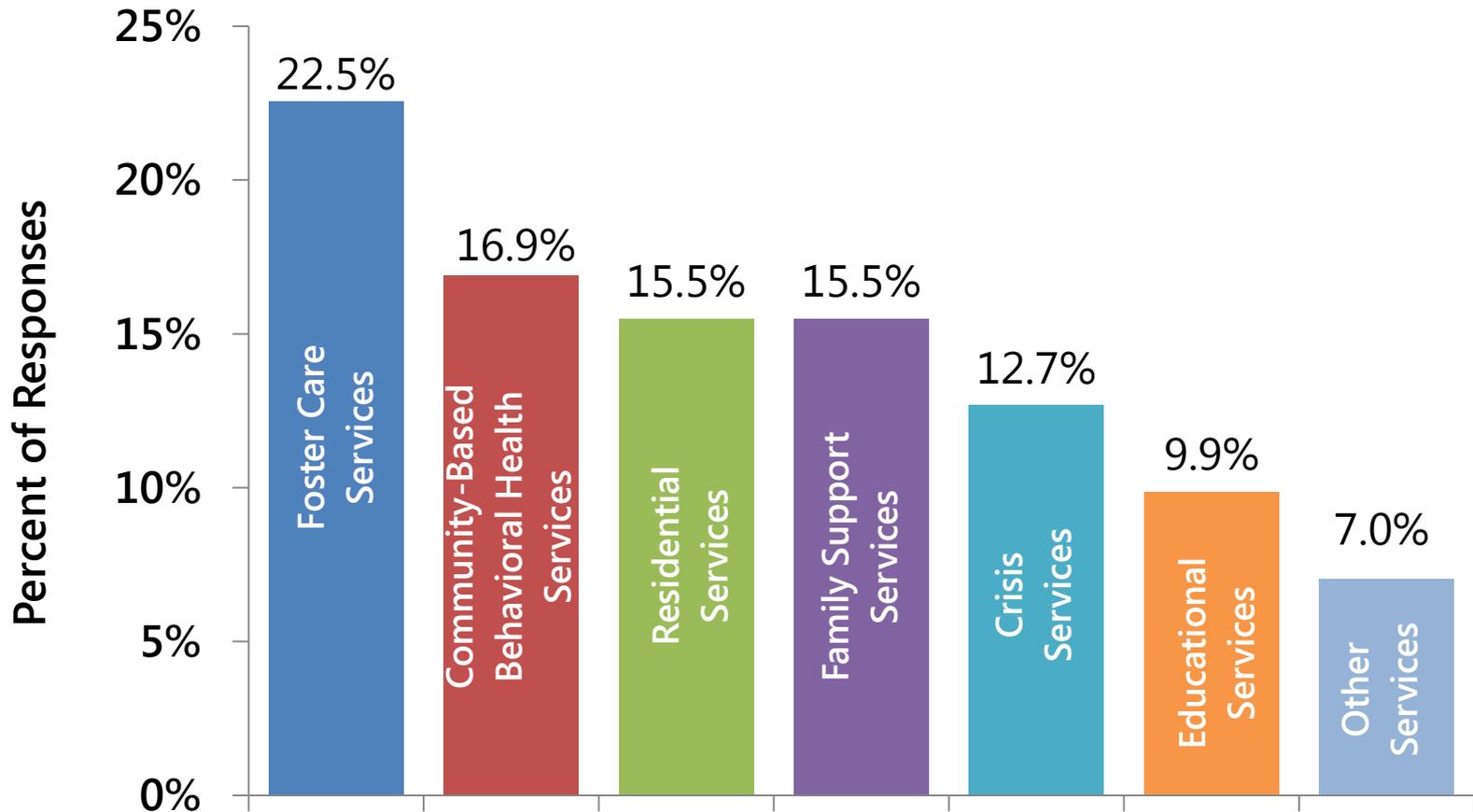
Number of Responses: 22

# Populations and Age Groups with Gaps in Foster Care Services: Piedmont Region

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=56)
Youth with Multiple Mental Health Diagnoses	9	16.1%
Youth involved with the Juvenile Justice System	8	14.3%
Sex Offending/Sexually Reactive Behaviors	7	12.5%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=36)
High School Age (14-18)	10	27.8%
Middle School Age (11-13)	10	27.8%
Elementary School Age (6-10)	5	13.9%
No, there are not any specific age groups	5	13.9%

# Gaps Grouped by Type of Service: Western Region

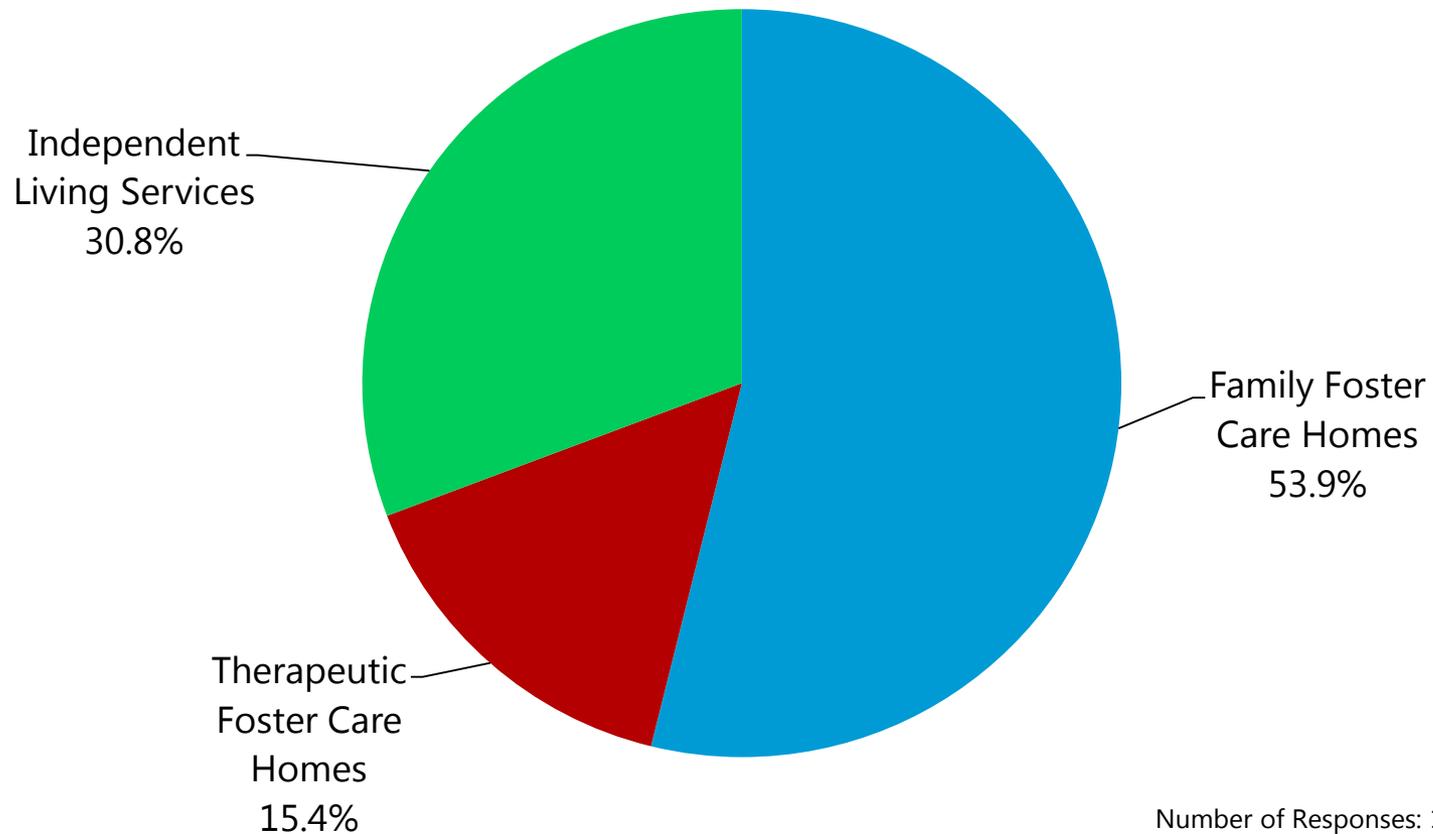


Number of Responses: 71

# Western Region: Service Gaps

## Foster Care Services

(Percent of Responses)



# Western Region: Populations and Age Groups with Gaps in Foster Care Services

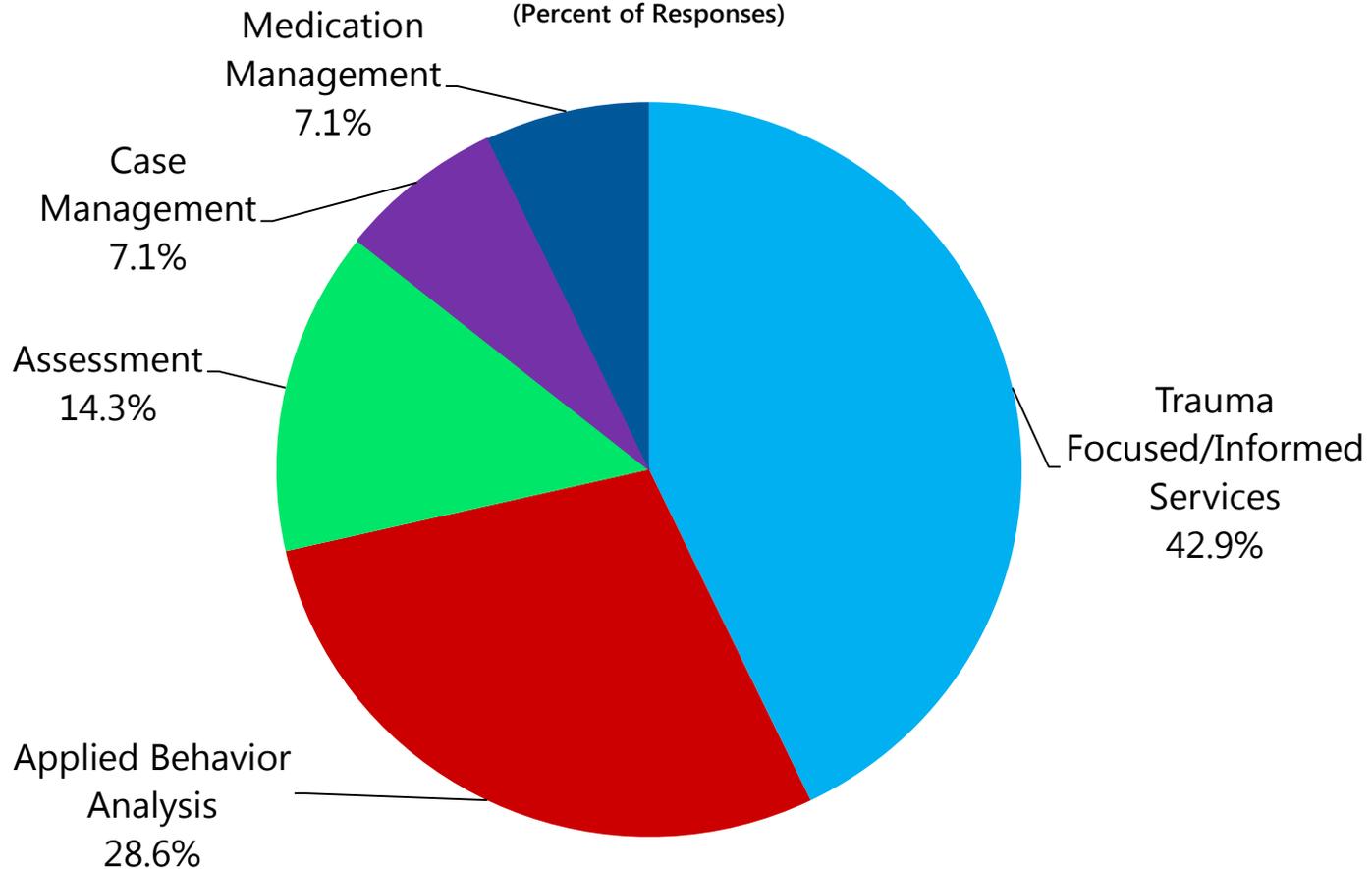
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=65)
Substance Abuse	10	15.4%
Youth with Multiple Mental Health Diagnoses	10	15.4%
Sex Offending/Sexually Reactive Behaviors	9	13.9%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=47)
High School Age (14-18)	12	25.5%
Middle School Age (11-13)	10	21.3%
Elementary School Age (6-10)	9	19.2%

# Western Region: Service Gaps

## Community-based Behavioral Health Services

(Percent of Responses)



Number of Responses: 14

# Populations and Age Groups with Gaps in Community-based Behavioral Health Services: Western Region

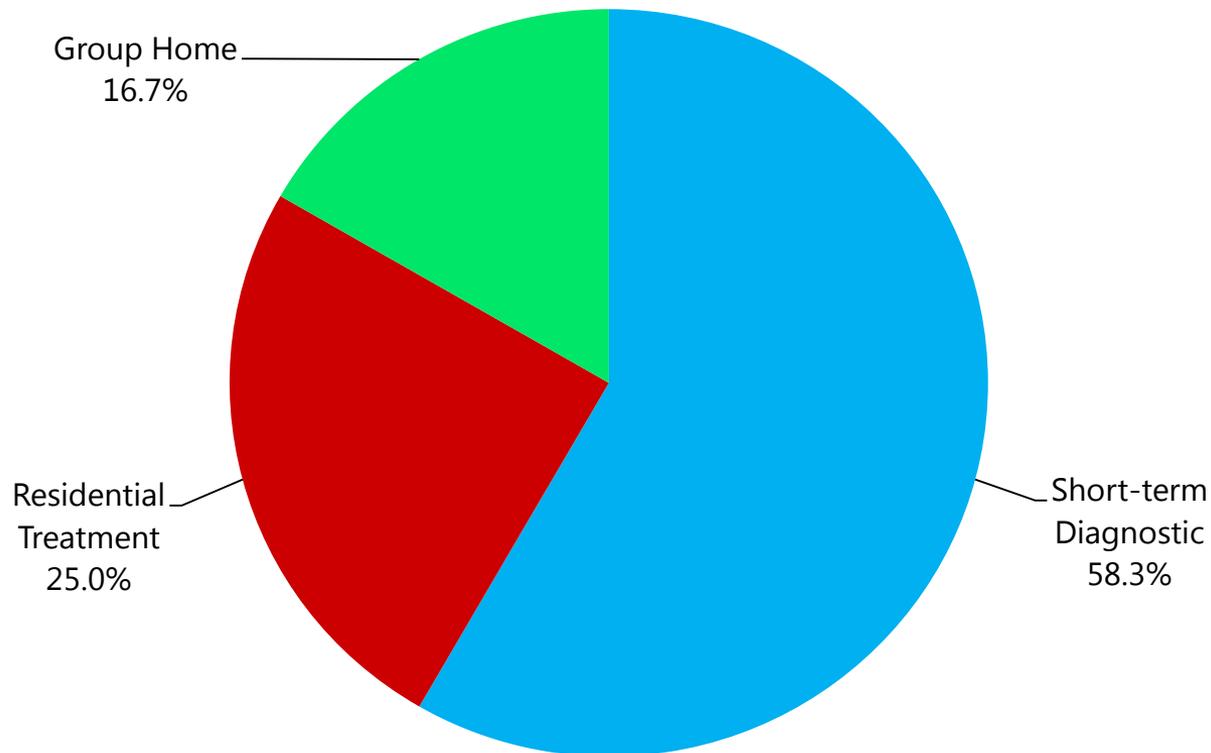
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=50)
Sex Offending/Sexually Reactive Behaviors	7	14.0%
Youth with Multiple Mental Health Diagnoses	7	14.0%
Autism	6	12.0%
Potentially Disrupting or Disrupted Foster Care Placements	6	12.0%
Substance Abuse	6	12.0%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=38)
High School Age (14-18)	8	21.1%
Middle School Age (11-13)	8	21.1%
Elementary School Age (6-10)	8	21.1%

# Service Gaps: Western Region

## Residential Services

(Percent of Responses)



Number of Responses: 12

# Populations and Age Groups with Gaps in Residential Services: Western Region

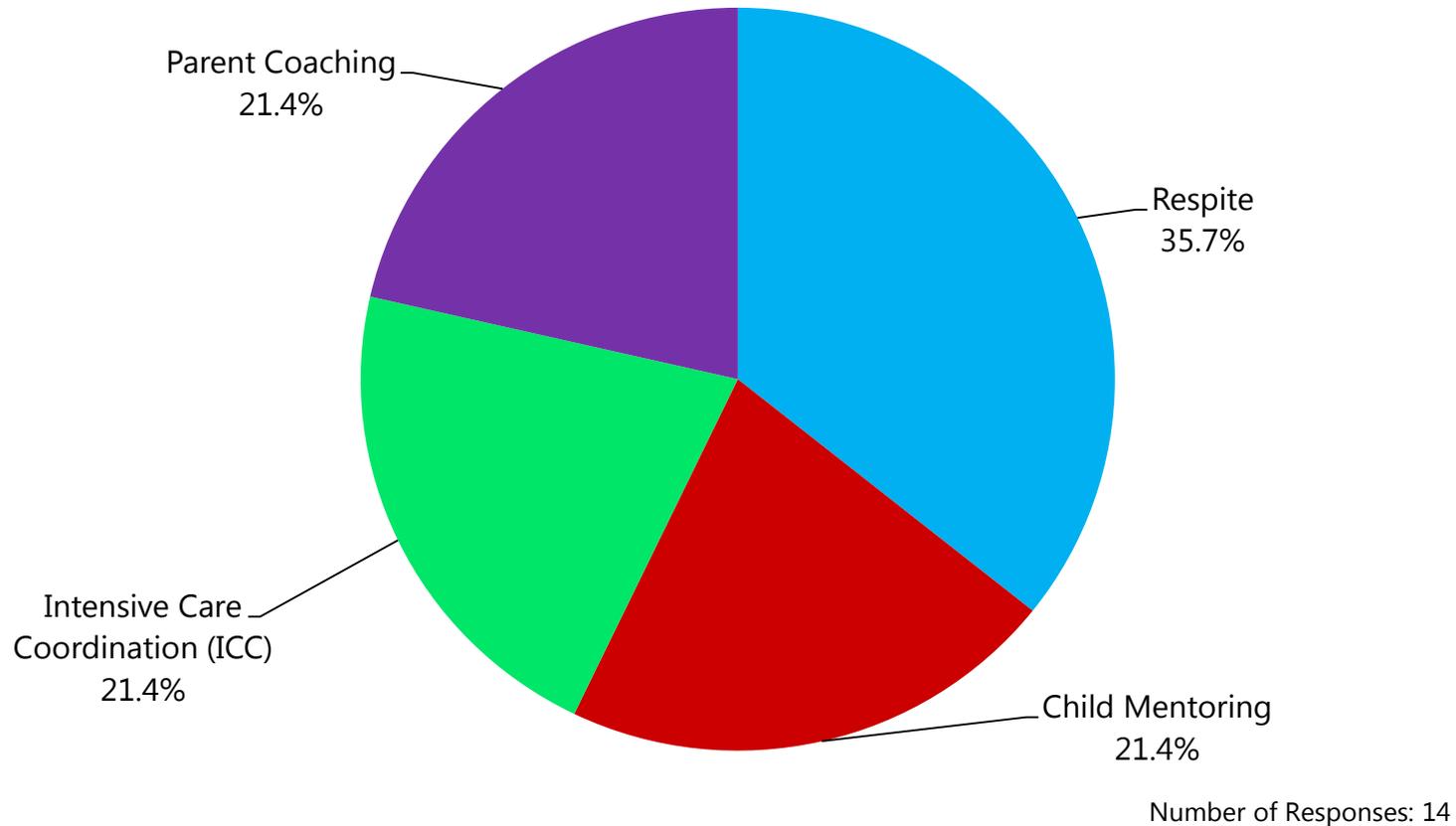
Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=46)
Youth with Multiple Mental Health Diagnoses	8	17.4%
Sex Offending/Sexually Reactive Behaviors	7	15.2%
Substance Abuse	7	15.2%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=33)
High School Age (14-18)	9	27.3%
Middle School Age (11-13)	8	24.2%
Elementary School Age (6-10)	7	21.2%

# Service Gaps: Western Region

## Family Support Services

(Percent of Responses)



# Populations and Age Groups with Gaps in Family Support Services: Western Region

Top Three Populations with Gaps	Number of Responses	Percent of Responses (n=42)
Youth with Multiple Mental Health Diagnoses	6	14.3%
Potentially Disrupting or Disrupted Foster Care Placements	5	11.9%
Sex Offending/Sexually Reactive Behaviors	5	11.9%
Substance Abuse	5	11.9%

Top Three Age Groups with Gaps	Number of Responses	Percent of Responses (n=33)
High School Age (14-18)	7	21.2%
Middle School Age (11-13)	7	21.2%
Elementary School Age (6-10)	7	21.2%

# Level of Impact Barrier has had on the Ability to Develop Services

*"Need For Collaboration and Consensus"*

Rating	Cases	Percent
1	32	28.6%
2	26	23.2%
3	34	30.4%
4	18	16.1%
5	2	1.8%
Total	112	100.0%
Average: 2.4		

1 = "Not At All"

5 = "A Great Deal"







# Level of Impact Barrier has had on the Ability to Develop Services

## *"Provider Availability"*

Rating	Cases	Percent
1	2	1.8%
2	4	3.6%
3	17	15.2%
4	32	28.6%
5	57	50.9%
Total	112	100.0%

Average: 4.2

1 = "Not At All"

5 = "A Great Deal"



# Level of Impact Barrier has had on the Ability to Develop Services

*"Need More information and Data"*

Rating	Cases	Percent
1	38	33.9%
2	23	20.5%
3	34	30.4%
4	13	11.6%
5	4	3.6%
Total	112	100.0%
Average: 2.3		

1 = "Not At All"

5 = "A Great Deal"







# Conclusions

- Community-based Behavioral Services group selected most often statewide and a top 3 gap in every region
  - Trauma focused/informed Services was selected most often statewide and in 3 of the 5 regions
  - Youth with Multiple Mental Health Diagnoses were identified as the population most often statewide and in the top 3 in all but the Eastern Region
  - High School Age children were selected most often statewide and in every region

## Conclusions (continued)

- Foster Care Services group selected second most often statewide and a top 3 gap in every region
  - Family Foster Care Homes selected most often statewide and in every region
  - Youth with Multiple Mental Health Diagnoses were identified as the population most often statewide and in the top 3 in every region
  - High School Age children were selected most often statewide and in every region

## Conclusions (continued)

- Family Support Services group identified third most often statewide, but in the top 3 in only the Eastern (2<sup>nd</sup>) and Piedmont (1<sup>st</sup>) regions
- Other Service groups selected in the top 3 included Educational (3<sup>rd</sup>) in the Central Region, Crisis Services (3<sup>rd</sup>) in the Northern Region, and Residential Services (3<sup>rd</sup>) in the Western Region

## Conclusions (continued)

- Barriers Weighted by Ranking in Order from Highest to Lowest
  - Provider Availability
  - Lack of Transportation
  - Lack of Funding
  - Need for Collaboration and Consensus
  - Need More information and Data
- Almost 84% of localities initiated actions over the past year to address these perceived barriers