CHANGE IN FREQUENCY: COLLECTION OF OUTCOMES FOR CHILDREN AND FAMILIES RECEIVING BEHAVIORAL HEALTH REHABILITATION SERVICES (BHRS) AND COMMUNITY AND SCHOOL BASED BEHAVIORAL HEALTH SERVICES (CSBBH)

Beginning July 1, 2016, providers serving children and families in BHRS and CSBBH are expected to collect the Child Outcomes Survey from caregivers quarterly (every three months rather than the current frequency of once monthly) using Community Care’s Secure Web Portal.

This change in frequency is based on provider and family feedback that additional time is helpful between survey completions to address changes in the treatment plan and how those changes may impact progress. **Benefits of online collection of outcomes include:**

- Empowering families through participation in care
- Immediate access to results including outcomes graphed over time
- Visuals of progress in treatment that are easily understood by families and clinicians
- Surveys can be completed directly online or data entered
- Ability to print de-identified results
- Efficient, secure, and reliable data management

The Child Outcomes Survey was developed by child service providers and families and has been approved for use by the Department of Human Services Office of Mental Health and Substance Abuse Services (OMHSAS). It is a brief measure that takes just minutes to complete. The Child Outcomes Survey measures child and family functioning as well as therapeutic alliance. Results from the survey are graphed and can be shared with families to promote discussion and identify domains needing additional improvement in treatment planning. Research shows that collecting and sharing information in this way leads to better treatment outcomes.

Additional optional surveys are planned for the Secure Web Portal. You may find these additional surveys beneficial in monitoring outcomes for children in service. You will be informed of new surveys as they are made available.


Monitoring outcomes is an important part of providing high quality care. If you have any questions about the Child Outcomes Survey or Community Care’s Secure Web Portal, please contact your Provider Relations Representative at 1-888-251-2224.