



TCMHCC External Evaluation **FY 2023 Survey Findings**

CPAN Provider Survey

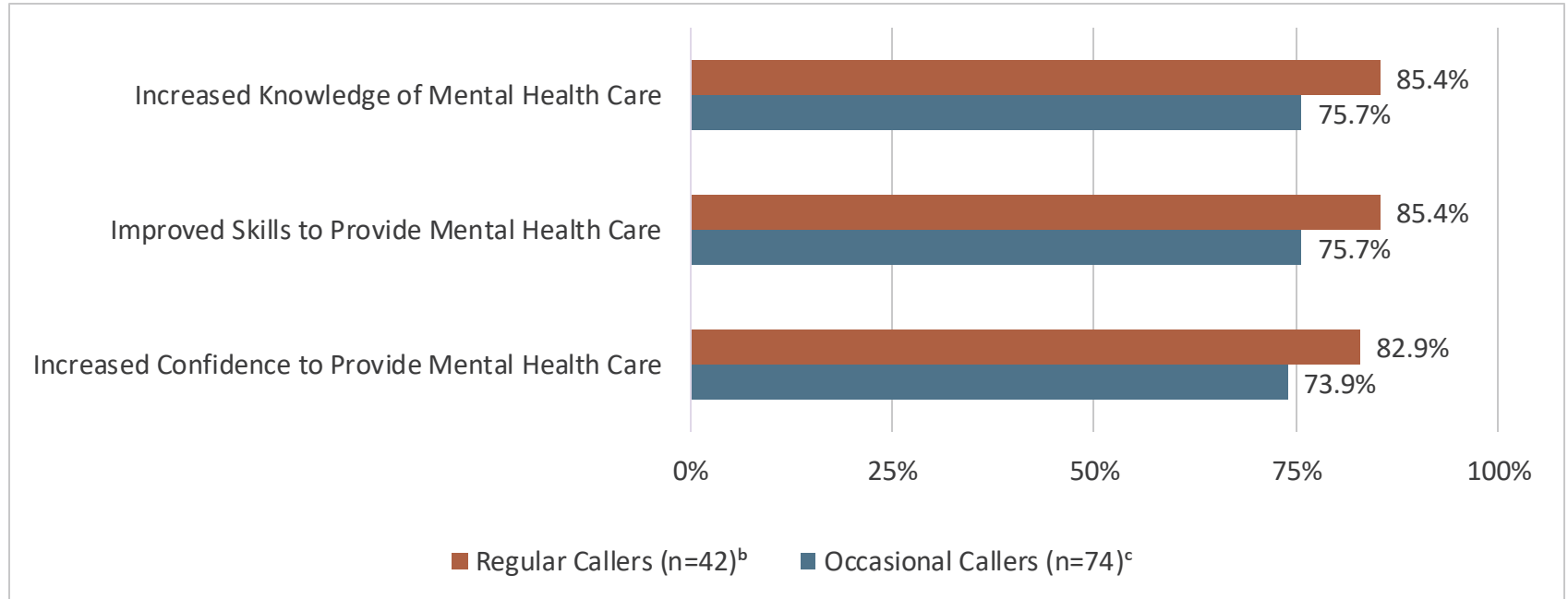
Survey Sample & Responses

- Surveyed enrolled providers who have used CPAN in the past 12 months
- Sample: Identified a diverse sample of providers across HRIs based on social vulnerability and population density (n=428 providers)
- 124 providers responded (29% response rate)

Recommendations and Future Use

- 98% would recommend CPAN to other providers
- 96% intend to continue using CPAN in the next 6 months
- 80% of providers who attended training found it very/extremely helpful

Benefits to CPAN Users



Percentages show providers reporting "Moderately/Very Much" improvement

Perceived Benefits & Areas for Improvement

Key Benefits

- Accessibility of consultation services, information, and resources
- Increased confidence in treating patients with mental health needs
- Educational and training opportunities (e.g., CME)

"It is an amazing resource. It is very beneficial to run cases by a psychiatrist. The referrals are great because they take patient insurance and location into consideration." –Pediatrician

Key Barriers & Recommendations

- Time constraints in busy clinic schedules
- Limited referral options for uninsured patients
 - Improve community resource connections
- Lack of awareness among colleagues
 - Increase outreach and awareness

"A lot of community providers do not know about CPAN...greater community outreach to pediatrician offices in the community would ensure more people know about this program." –Physician Assistant

TCHATT School Staff Survey

Survey Sample & Responses

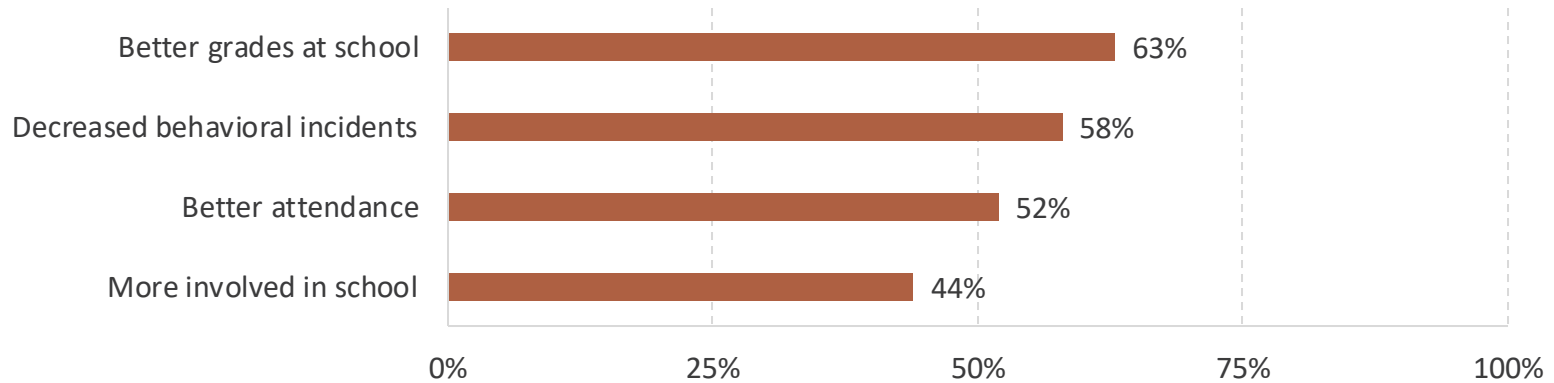
- Surveyed TCHATT program implementers (one per campus)
- Identified a diverse sample of enrolled campuses across HRIs based on rural/urban/charter classification, economic disadvantage, and district size (n=483 campuses)
- 226 school staff responded (49% response rate)

Recommendations and Future Use

- 89% would recommend TCHATT to other schools
- 93% intend to continue using TCHATT in the next 6 months

TCHATT Perceived Outcomes

Student Improvements Reported by Staff



Impact on School Staff Capacity

91%

of school staff reported increased capacity to meet students' non-educational needs

Perceived Benefits & Areas for Improvement

Key Benefits

- Free, accessible mental health care for underserved student
- Mental health support that extends beyond the capacity of school counselors

“Our kiddos are being seen right away. This is so helpful for our families, and so many of them are grateful for the free services they would not have received otherwise.” –Counselor

Key Barriers & Recommendations

- Complex paperwork and scheduling processes
→ Streamline referral, enrollment and scheduling
- Poor visibility into student progress
→ Improve communication during enrollment
- Limited treatment duration and availability
→ Increase providers and session availability

“It would be nice to get updates on students...to ensure that the parent connects with a local provider to continue receiving support.” –School Administrator