



Understanding Collaborative Relationships in the Ohio START Model:

*Utilizing NVivo to conduct a qualitative analysis
of Ohio START formal contracts*

NVivo Conference: Transcending Boundaries in Qualitative Research

September 22 - 23. 2021

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Funding

- Robert Wood Johnson Foundation, Systems for Action (ID 76434)
- National Institute on Drug Abuse (R34DA046913)



"Advocating Today for a Healthy Tomorrow"





Roadmap of Presentation

- Ohio START Model
- Research Focus
- Utilization of NVivo
- Coding & Analysis Processes
- Overview of Findings
- Experience with NVivo
- Next Steps





Ohio START Model

Sobriety, Treatment and Reducing Trauma

- Child welfare intervention for families affected by parental substance use disorder and child maltreatment due to the opioid crisis
- ✓ Creates networked partnerships for integrated service delivery
- ✓ Expedites parents' access to treatment
- ✓ Improves treatment retention
- ✓ Increases level of sobriety
- ✓ Keeps families together during and after the intervention

Ohio START Practice Manual



Identification

Early identification of families affected by substance use disorders.



Peer Support

Increasing parent recovery services and engagement in treatment through peer support.



Oversight

Increasing oversight for parents and children.



Collaboration

Collaborating across service systems and with the courts.



Access

Providing timely access to assessment and treatment services.



Family-Centered

Focusing on family-centered services and parent-child relationships



Shared Responsibility

Sharing responsibility for parent accountability and program outcomes across service systems.



OHIO SOBRIETY, TREATMENT, AND REDUCING TRAUMA (START) PROGRAM: PRACTICE MANUAL

2019

Research Focus

- We focus our attention on the collaboration component of the START model to examine the multiple dimensions of collaborative relationships for public service delivery.
 - *Our goal is to understand where Ohio START contracts identify opportunities for collaboration between partners.*
- We analyze contracts as these written formalized agreements establish the structure and process for collaboration





Data

- Formalized service contracts between child welfare agencies and providers
- Contracts from Cohorts 1 & 2
 - 53 contracts from 32 counties
 - More than 550 pages
- Qualitative data

MEMORANDUM OF UNDERSTANDING
BETWEEN
[NAME OF PCSA]
AND
[NAME OF SERVICE PROVIDER]

This Memorandum of Understanding (“MOU”) is entered into by and between the [Name of PCSA] (hereinafter “Agency”), [Street Address, City, State, Zip] and the [Name of Service Provider], (hereinafter “Provider”), [Street Address, City, State, Zip] (collectively referred to herein as the “Parties”).

WHEREAS, the Ohio Attorney General created a pilot program to serve families harmed by parental opioid abuse in Ohio, known as the Ohio Sobriety, Treatment, and Reducing Trauma (“Ohio START”) program; and

WHEREAS, the purpose of the Ohio START program is to address childhood trauma caused by parental drug abuse and adult trauma that may have led to drug dependency; and

WHEREAS, the Parties will work collaboratively as Family Teams to provide coordinated wrap-around services and intensive case management to achieve the purpose of the Ohio START program; and



Using NVivo for Coding

Converted the contracts into either a Word Document or PDF file

Imported contracts into NVivo into the Data folder → Files folder

Creation of Codes:

- *Deductive Approach
- *Inductive Approach

Deductive Approach

First Round of Coding

- Identify several themes from the Ohio START Manual that are indicators of collaboration
- Draft the codebook and code 12 contracts based on initial codes
- Re-group to discuss our findings to ensure shared understanding and agreement

Spring 2020

Summer/Fall 2020

Second Round of Coding

- Re-code initial 12 contracts and the rest of the corpus with updated codebook
- Continue our iterative process of refinements and confirm shared understanding and agreement



Deductive Codes

Name



-
- > 1. Presence & Usage of Collaboration
 - > 2. Information Exchange for Collaboration
 - > 3. Funding & Sustainability for Collaboration
 - > 4. Accountability for Collaboration

Inductive Approach

First Round of Coding

- Identify themes we see emerging in contracts that help to support collaboration
- Examples roles and responsibilities, infrastructure and support, methods of communication, and training

Spring 2021

Summer 2021

Second Round of Coding

- Through an iterative process, we refine the themes into codes that align with the Deductive Codes

- ✓ 1. Presence & Usage of Collaboration
 - a. Purpose & Mission (Goals-Values)
 - b. Roles & Responsibilities ←
 - c. Other
- ✓ 2. Information Exchange for Collaboration
 - a. Type of Information
 - b. Method of Sharing ←
 - c. Frequency of Sharing
- ✓ 3. Funding & Sustainability for Collaboration
 - a. Budget Amount & Source
 - b. IT Infrastructure & Support ←
 - c. Training & Development
- ✓ 4. Accountability for Collaboration
 - a. Shared Roles & Responsibilities
 - b. Monitoring & Evaluation
 - c. Sanctions & Termination ←
 - d. Joint Target Outcomes



Inductive Codes

Create 13 child-level nodes to complement the 4 top-level nodes from deductive coding

Excerpt from Codebook

Code <i>The code label or name</i>	Definition <i>What the theme concerns</i>	Description <i>How to know when the theme occurs</i>
Information Exchange for Collaboration	Does the contract include the presence of sharing information between parties?	Information exchange between the contracted parties is an important component of the START model. The contract identifies the type of information to be shared, the method for sharing, and how often it should be shared between the parties to ensure collaborative information exchange.
<i>Type of information</i>	Does the contract identify the type(s) of information to be shared between parties?	Contract includes the type(s) and format(s) of information to be shared. Examples may include progress reports, yearly reports, invoices.
<i>Method of sharing information</i>	Does the contract identify the method(s) for sharing information between parties?	Contract includes the method and/or communication channel for sharing information. Examples may include participation in team meetings, emails, phone calls, faxes.
<i>Frequency of sharing information</i>	Does the contract identify the frequency for sharing information between parties?	Contract includes the frequency for sharing information. Examples may include weekly, monthly, or yearly.



Using NVivo for Analysis

Narrative Excerpts

Presence & Usage of Collaboration	<i>“The Parties shall meet regularly throughout the term of the Agreement to provide their expertise and input into the Collaboration, including the development, implementation and evaluation of Ohio START.”</i>
Information Exchange for Collaboration	<i>“Provider will have regular contact with an Agency identified staff person to address issues, progress, and concerns.”</i>
Funding & Sustainability for Collaboration	<i>“It is expressly understood by Agency and Provider that the terms of this Agreement do not allow total compensation in excess of \$20,800 for the Agreement period set forth.”</i>
Accountability for Collaboration	<i>“The Parties shall regularly evaluate Ohio START for compliance and progress towards anticipated measurable outcomes as set forth in the program’s Evaluation Plan to this Agreement.”</i>



Facilitators & Barriers to Collaboration

Examples

Presence & Usage of Collaboration

- Most often listed in Contract Purpose
- Usage is limited (1-2x in contract)

Information Exchange

- Identification of assessments and progress reports for specific client needs
- Vague deadlines of “regular” or “timely”

Funding & Sustainability

- Funder and budget amount specified
- Lack of training/technical assistance opportunities

Accountability

- Responsibility across roles not specified
- Options for sanctions/terminations present

Benefits of Using NVivo

- Volume of contracts
- Ease of access for identifying files
- Organization of codes

Name

- 1. Presence & Usage of Collabora(
- a. Purpose & Mission (Goals-Val
- b. Roles & Responsibilities
- c. Other
- 2. Information Exchange for Collabc
- a. Type of Information
- b. Method of Sharing
- c. Frequency of Sharing
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- b. IT Infrastructure & Support
- c. Training & Development
- 4. Accountability for Collaboration
- a. Shared Roles & Responsibilitie
- b. Monitoring & Evaluation
- c. Sanctions & Termination
- d. Joint Target Outcomes
- Interview Data

Coding Stripes Highlight Code Annotations Code Panel Edit

NOW, THEREFORE, the Parties, in consideration of the mutual promises, agreements and covenants herein contained, agree as follows:

I PURPOSE

For the purpose of performing the Parties' responsibilities under the Ohio START program as set forth in a separate agreement between the Parties (the "Purpose"), the Parties may have access to Confidential Information and/or Protected Health Information. This MOU establishes a process between the Parties to properly and confidentially transmit and share Confidential Information and Protected Health Information between themselves and to set forth the terms and conditions governing the information-sharing process. The Confidential Information and Protected Health Information will be transferred via an agreed upon method of transmission.

II. RESPONSIBILITIES OF THE PARTIES

A. Agency agrees to do the following:

- 1 Transfer Confidential Information to Provider in a secure manner as mutually agreed upon by the Parties, for example through an encrypted file sharing service.

Challenges with NVivo

Formatting of files

Attempting “at-a-glance” of coded data

Comparing codes across contexts in order to see the “big picture”

Running queries – unable to capture all of the relevant data

Page 1

Reference 1: 1.75% coverage

2. Provider will have regular contact with an ACCS identified staff person to address issues, progress and concerns.
3. The Provider meets at least quarterly with ACCS to review work plan and service model.
4. The Provider will provide documentation regarding program development, recruitment of recovery coaches, training plans, service initiation, and staff supports and program progress and impact.
5. The Provider will collect necessary program and service data and provide reports that are completed in an accurate manner and on a timely basis. Information will include such items such as recruitment & hiring activity; training plans; service plans, ongoing collaboration, services delivered/numbers served.

Page 2

Reference 2: 0.06% coverage

below. ACCS will report any Agreement issues to the person identified by PROVIDER in ARTICLE IV (D) (i), below.

Page 2

Reference 3: 0.15% coverage

Instructions to PROVIDER: ACCS may, from time to time as it deems appropriate, communicate specific instructions and requests to PROVIDER concerning the performance of the work described in this Agreement. Upon such notice, and within one working week after receipt of instructions, PROVIDER agrees to comply with such instructions and fulfill such requests to the satisfaction of ACCS. It is expressly

Page 3

Reference 4: 0.08% coverage

Quarterly Invoices: PROVIDER will render written, quarterly, detailed invoices to the Contract Manager for the actual cost of work on the schedule as set forth in the "Proposal," attached hereto and incorporated hereto by reference.

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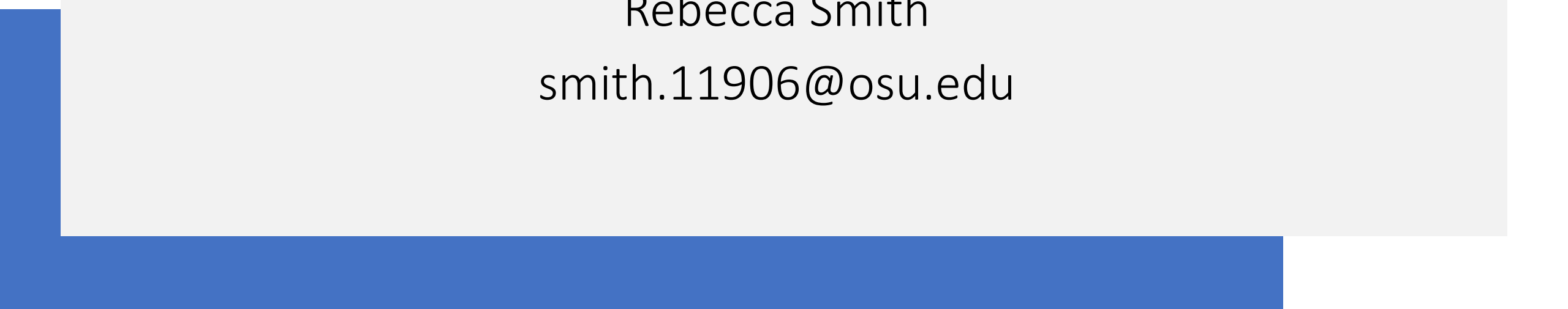
Reference 5: 0.15% coverage

Accessibility of Information: PROVIDER shall make available to ACCS such information as it may require to fulfill its obligations to provide access to, provide a copy of, and account for disclosures with respect to PHI pursuant to HIPAA and regulations promulgated by the United States Department of Health and Human Services, including, but not limited to, 45 C.F.R. Sections 164.504 and 164.508 and any amendments thereto.



Thank You!

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