

**EVALUATION MASTER PLAN**

MHSOAC EVALUATION COMMITTEE  
MAY 23, 2012

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**AGENDA**

- Background and purpose/scope
- Process
- Discussion, Questions, Advice

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**BACKGROUND AND PURPOSE/SCOPE**

- Current situation
  - Significant effort is being devoted to multiple evaluation efforts
    - MHSOAC, CalMHSA, CIMH, EQRO, consumer surveys, URS reporting, 1115 Waiver Needs Assessment
    - Purposes and audiences vary
  - **Mental health environment is unusually uncertain**
    - Demise of DMH
    - Changes in county responsibilities - 1115 expanded eligibility, forensic realignment
    - Health reform
- Purpose and scope of master plan development
  - Assist MHSOAC determine its evaluation work plan over a reasonable planning horizon
  - Place this within a context of other evaluation efforts

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### BACKGROUND AND PURPOSE/SCOPE

- Why this is hard
  - Needs for information are different depending on who is using the information and for what purpose
    - Tension between evaluation for purposes of compliance, oversight, reporting to Legislature, public, policy making , and quality improvement
    - Needs are different if viewed from perspective of state or county or provider or consumer/family member
    - Sophistication about evaluation and how to use information is mixed
  - There are questions about usefulness of existing evaluation efforts
    - Information already available is not always used
    - Multiple uncoordinated evaluation efforts underway
    - We don't yet know how useful current evaluation efforts will be
  - Challenges about data systems
    - Are costly to maintain and support
    - Many question the accuracy of some of the data systems
    - We currently have multiple data sources covering different populations

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### BACKGROUND AND PURPOSE/SCOPE

- Why it is important to address these issues now
  - With the demise of DMH, essential to ensure the data systems are continued with *adequate support*
  - With fiscal pressures need to coordinate and plan evaluation efforts to ensure efficient use of resources
  - As more data becomes available have to increase our capacity to use the information productively
- Principles for developing the plan
  - Guided by needs of the users
  - Simple and straight forward
  - Address issues of data reliability and quality
  - Be incremental

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### PROCESS

- Information gathering
  - Reports of evaluation activity already undertaken, in process, or planned
  - Interviews with key stakeholders
  - Summary review of data systems – populations included, data elements, estimates of accuracy, level of effort to maintain and support, potential usefulness
  - Evaluation activity in selected other states – how organized, how resourced, what kinds of information collected, how results are used
  - Evaluation activity in selected counties – how organized and resourced, what kinds of evaluation efforts, how data and information are used
  - Review of national evaluation requirements, trends, and opportunities

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**PROCESS**

- Consideration of options – not yet clear on how best to frame these
  - Kinds of activities
    - Data system maintenance and support
    - Data analysis capacity
    - Data reporting capacity
  - Program evaluation opportunities: ranging from controlled trials to qualitative exploration
  - Analysis of system transformation and adherence to MHSA values
  - Analysis of information for policy recommendations
  - Required oversight activities – EQRO, URS, consumer satisfaction
  - Performance indicators
  - Training and support for users of information
- Who should be responsible for each
  - State and/or counties
  - If state, what role for MHSOAC and others
  - How much coordination of effort

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**PROCESS**

- Plan
  - Draft
  - Review
  - Final
- Timeline – by end of calendar year

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**DISCUSSION/QUESTIONS/ADVICE**

- What works, i.e. examples of evaluation information being used productively for either oversight or quality improvement or justifying mental health expenditures?
- How do we justify significant expenditures for evaluation in the face of a shrinking service system?
- Are we using productively information we already have about the mental health system?

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