

PROPOSAL "A" FOR FY 2012/13 MHSOAC EVALUATION

Name of Proposed Evaluation: Program/Provider Level Data Reports on Full Service Partnerships (FSP) to Support Quality Improvement

Brief Description:

This proposal would provide one time resources to support efforts to improve accuracy, availability, and use of program/provider level data on FSP programs. As part of its oversight and accountability role, the MHSOAC has contracts to provide statewide evaluations, including outcomes from FSP services funded under the Community Services and Support (CSS) component. Through previous evaluation efforts (i.e., a contract currently underway with CSUS), we have worked to improve upon accuracy, timely availability, and use of client information and outcomes on FSP partners that counties enter into the Data Collections and Reporting system (DCR). What is currently needed is a project for improving the availability and use of program/provider level data regarding FSP programs.

It is essential that program/provider level data be accurately captured by all counties and be made available in reports that can be used for quality improvement. This project will work with counties and providers to determine the type and format of provider level information and suggested uses of the report that would be most helpful by working with counties and providers who are effectively using this level of information.

The focus of this work would then be to develop standardized reports in partnership with counties and providers that can be used to relay program/provider level data. Training and templates for this level of report will be provided. Counties would also be shown how to replicate and effectively use information from these standardized report formats for both local and statewide quality improvement of community mental health services based on program/provider level data. These processes may work in parallel to or in conjunction with the same processes set up by CSUS focused on county level reporting.

Note: this project is classified as infrastructure/capacity building rather than evaluation.

Purpose (check all that apply)

- Inform and Improve Services Assess and Communicate Impact
- Inform and Improve Policy Gain Insight
- Affect Those Who Participate in the Inquiry
- Other, specify _____

Audience and Uses

The audience for accurate and useable data on program level outcomes includes the MHSOAC, policy makers, counties and their providers, clients and family members, and the general public. The customer would also be counties who require additional supports/resources to provide and use program/provider level data.

Questions

- Can a standardized report at the program/provider level be developed that is useful for quality improvement purposes?

Priority Goals/Outcomes/Indicators from MHSA/SOC Statute

Program/system outcomes.

Outcome Consistent with MHSOAC Logic Model

Strategies 3, 5, 6, and 7.

MHSOAC Estimated Funding Need \$100,000-300,000

One-year only Multi-year (specify number of years)

Describe other resources available (if applicable)