

## **Priority Indicators Workgroup Discussion Guide – Discussion of Indicator Calculations for Upcoming Report**

### **Background**

The Mental Health Services Oversight and Accountability Commission (MHSOAC) has contracted with the UCLA Center for Healthier Children, Families, and Communities in order to begin to build a performance monitoring system for the Mental Health Services Act (MHSA) and broader public community-based mental health system that can be used and implemented by the MHSOAC.

One of the primary goals of this contract is to use currently available data to identify and calculate indicators for a series of MHSA-defined outcomes. In conjunction with the California Mental Health Planning Council and stakeholders, the MHSOAC identified and adopted an initial set of “priority” performance indicators pertaining to the Community Services and Supports (CSS) component specifically. This set contains both outcomes taken from the Act and associated indicators (i.e., potential ways to define and measure whether those outcomes have been achieved). This set includes both system- and individual/client-level outcomes and indicators.

As a first step in this overall process, the MHSOAC contracted with researchers at the University of California, Los Angeles (UCLA) to identify a draft set of indicators based on those previously adopted by the Commission for six fiscal years (FY). The overarching goal of the UCLA project is to work with the MHSOAC and its stakeholders to take the first steps needed that will enable us to eventually identify a standard set of performance indicators that can be continuously monitored, refined on a regular basis, and used for quality improvement purposes. Via the UCLA contract, the MHSOAC hopes to gain insight that can be used to help us identify consistent methods to calculate indicators in the future. The result of this first step is described within the “Initial Statewide Priority Indicator Report”.

### **Initial Priority Indicators Report (FY 08/09 and 09/10)**

As you can see in this report, using currently available data from a variety of datasets for FY 2008/09 and 2009/10, UCLA has identified ways to measure the following indicators (outcomes from the Act are included in parentheses):

- Education (increase educational progress)
- Employment (increase employment)
- Homelessness and housing rates (improve housing situation)
- Arrest rates (reduce justice system involvement)
- Demographic profile of consumers served (reduce disparities in access to care)
- Demographic profile of new consumers (reduce disparities in access to care)
- Penetration of mental health services (increase the number of individuals receiving public mental health services)
- Access to primary care (improve health and mental health)
- Perceptions of access to services (increase the number of individuals receiving public mental health services)
- Involuntary status (implement recovery vision)
- Consumer well-being as a result of services (improve health and mental health)
- Consumer satisfaction (increase the number of individuals receiving public mental health services)

UCLA has identified potential ways to measure each of the above indicators using currently available data that pertains to all CSS or new consumers and consumers treated within Full Service Partnerships (FSP). The datasets they had available and will continue to have available for forthcoming reports include:

- Client and Service Information System (CSI), which provides data for individuals who are the recipients of mental health services provided at the county level;
- Data Collection and Reporting System (DCR), which tracks individual level performance measures for those in FSPs;
- Consumer Perception Survey (CPS), which is customized for various consumer groups (e.g., family members, youth, adults, older adults) receiving mental health services;
- Annual Report on Involuntary Detentions, which provides the number of involuntary detentions and permanent conservatorships established.

Additional details on these data sources can be found in the “Initial Statewide Priority Indicator Report” (see pages 6-7), which will be disseminated along with this document.

### **Upcoming Priority Indicators Report (FY 04/05 and 05/06)—Workgroup Focus and Goals**

The focus of this Workgroup discussion will be on indicator calculations for the upcoming report, which will use data for FY 2004/05 and 2005/06. Thus far, UCLA have provided the MHSOAC with recommended indicator calculations for this report/reporting period that enable them to make use of as much data as possible. The MHSOAC would appreciate feedback on potential indicator calculations and specifically how to frame this upcoming report.

In order to assist with the discussion, we have listed on the following page via a table the MHSA-defined outcomes, the UCLA-defined indicators, and information regarding available data to calculate the indicators for both fiscal years (04/05 and 05/06) using each appropriate data source (i.e., the DCR, CSI, CPS, or annual report on involuntary detentions—Invol). The columns on the right note the potentially best possible options for indicator calculation for both fiscal years, as well as potential issues with those options identified by Renay Bradley.

At the workgroup meeting, we plan to walk attendees through this table so that we can collectively consider the “best possible options” and the issues with those options (e.g., whether the issues are acceptable as limitations and/or whether they can possibly be overcome). The goal of this workgroup will be to provide feedback on these options and their limitations so that we can provide UCLA with guidance regarding the data to use for each indicator in this upcoming report. Below are some questions that we will consider during our meeting.

### **Questions for the Workgroup to Consider**

- Is it worthwhile to calculate the indicators for FSPs (when data is available) even if there is an extremely small sample size/N?
- Is it worthwhile to calculate the indicators for FSPs (when data is available) if there is only data available for 2005/06 (and not for 04/05)?
- Is it worthwhile to calculate the indicators for FSPs (when data is available) if we only have data at intake/enrollment (and not post-treatment)?
- Is it worthwhile to calculate indicators for all consumers (when data is available) at post-treatment/services if there is no data available at that time point for a large/specific percent of consumers (in general and/or in relation to those who had intake/enrollment data)?

MHSA-Defined Outcome	UCLA-Defined Indicator	FY 04/05				FY 05/06				FY 04/05	FY 05/06	Potential Issues w/ Best Option (identified by Renay; there may be others)
		Intake		Post-Tx		Intake		Post-Tx				
		Data Source	N	Data Source	N	Data Source	N	Data Source	N	Best Option Based on Available Data		
Increase educational progress	School Attendance	DCR	--	DCR	--	DCR	297	DCR	4	CPS intake & post	CPS intake & post	No FSPs; not all consumers; only small % have post
		CSI	--	CSI	--	CSI	--	CSI	--			
		CPS	18,486	CPS	2,878	CPS	25,054	CPS	2,991			
Increase employment	Employment	DCR	--	DCR	--	DCR	297	DCR	1	CSI intake & post	CSI intake & post	No FSPs; only small % have post
		CSI	663,859	CSI	36,507	CSI	666,333	CSI	205,927			
		CPS	--	CPS	--	CPS	--	CPS	--			
Improve housing situation	Homelessness and Housing	DCR	--	DCR	--	DCR	291	DCR	78	CSI intake & post	CSI intake & post	No FSPs; only small % have post
		CSI	195,465	CSI	34,805	CSI	282,194	CSI	61,672			
		CPS	--	CPS	--	CPS	--	CPS	--			
Reduce justice system involvement	Arrests	DCR	--	DCR	--	DCR	290/292 <sup>i</sup>	DCR	9	CPS intake & post	CPS intake & post	No FSPs; not all consumers; only small % have post
		CSI	--	CSI	--	CSI	--	CSI	--			
		CPS	60,525	CPS	15,715	CPS	69,244	CPS	19,977			
Reduce disparities in access to care	Demographic Profile of Consumers Served	DCR	--	DCR	--	DCR	286-295 <sup>ii</sup>	DCR	--	CSI intake	CSI intake	No FSPs; no post; some groups missing large % at intake
		CSI	~400,000 <sup>iii</sup>	CSI	--	CSI	~600,000 <sup>iv</sup>	CSI	--			
		CPS	--	CPS	--	CPS	--	CPS	--			
Reduce disparities in access to care	Demographic Profile of New Consumers	DCR	--	DCR	--	DCR	288 <sup>v</sup>	DCR	7	CSI?	CSI?	No FSPs
		CSI	TBD	CSI	TBD	CSI	TBD	CSI	TBD			
		CPS	--	CPS	--	CPS	--	CPS	--			
Increase individuals receiving services	Penetration of Services	DCR	--	DCR	--	DCR	--	DCR	--	CSI intake	CSI intake	
		CSI	663,882	CSI	--	CSI	666,338	CSI	--			
		CPS	--	CPS	--	CPS	--	CPS	--			
Improve health and mental health	Access to Primary Care Physician	DCR	--	DCR	--	DCR	47	DCR	134	N/A	DCR intake & post	Nothing for all consumers; small N for FSPs
		CSI	--	CSI	--	CSI	--	CSI	--			
		CPS	--	CPS	--	CPS	--	CPS	--			
Increase individuals receiving services	Perceptions of Access to Services	DCR	--	DCR	--	DCR	--	DCR	--	CPS intake & post	CPS intake & post	No FSPs; not all consumers; only small % have post
		CSI	--	CSI	--	CSI	--	CSI	--			
		CPS	Varies by group	CPS	Varies by group	CPS	Varies by group	CPS	Varies by group			
Implement recovery vision	Involuntary Status	Invol		Invol	--	Invol		Invol	--	Invol intake	Invol intake	
Improve health and mental health	Consumer Well-Being	DCR	--	DCR	--	DCR	--	DCR	--	CPS intake & post	CPS intake & post	No FSPs; not all consumers; only small % have post
		CSI	--	CSI	--	CSI	--	CSI	--			
		CPS	Varies by group	CPS	Varies by group	CPS	Varies by group	CPS	Varies by group			
Increase individuals receiving services	Satisfaction with Services	DCR	--	DCR	--	DCR	--	DCR	--	CPS intake & post	CPS intake & post	No FSPs; not all consumers; only small % have post
		CSI	--	CSI	--	CSI	--	CSI	--			
		CPS		CPS		CPS		CPS				

---

<sup>i</sup> Would need to determine whether to use ArrestPrior12 (N=292) versus ArrestPast12 (N=290)

<sup>ii</sup> In DCR, PAF N=295; race/ethnicity N=286; age group N=294; gender N=293

<sup>iii</sup> In CSI for 04/05 intake, race/ethnicity N=408,597; age N=448,941; gender N=447,982

<sup>iv</sup> In CSI for 05/06 intake, race/ethnicity N=616,647; age N=666,289; gender N=664,473

<sup>v</sup> Demographic profile of new consumers should not be calculated with DCR data since it would be the same as indicator for profile of consumers served