

Prop 63 Mental Health Services Oversight and Accountability Commission (MHSOAC) Evaluation Fact Sheet¹

DATA IMPROVEMENT

Purpose: Identify problems and then develop and implement solutions to those problems in the form of support and tools for counties and their providers regarding the Data Collection and Reporting System (DCR). The DCR is used to gather and report data pertaining to clients enrolled in Full Service Partnerships (FSP). The goals of this project are to ensure that the quality of the DCR data is adequate for MHSOAC evaluations and to make sure that counties have the tools to use the DCR for their local needs.

Background: In 2005, the California Department of Mental Health (DMH) developed the DCR to collect county data essential to determine the effectiveness of FSP services. The DCR system collects baseline and key event information over time, including changes in residential status, employment, education, criminal justice involvement, legal designations, and emergency interventions for clients across all age groups. This system was also intended to support county management and quality improvement efforts for these programs.

Due to a lack of sufficient infrastructure and support from DMH, data submitted by counties has been inconsistent and inaccurate. Counties have been unable to consistently use the system to produce useful information. Some counties have been unable to submit data to the state via this system. As of January 2013, the DCR system has been transferred to the Department of Healthcare Services (DHCS), which is now responsible for maintaining and supporting it.

Due to the substantial challenges with the quality of available DCR data that have resulted from the lack of system maintenance and support, the MHSOAC has devoted resources to identify problems with the DCR data collection and reporting systems, and then identify and implement potential solutions to those problems.

Major Products:

- A data dictionary that defines the data that is collected and stored by the DCR.
- A user manual that provides information for county and provider staff on critical aspects of the DCR system.
- Instructions and templates that allow counties and providers to perform analyses and create locally usable reports from downloaded DCR system data.
- County specific data quality reports that allow counties to determine and fix system errors.
- Regional trainings on the overall DCR system, as well as data analysis, interpretation, and presentation.
- A report that lists all identified problems with the system and potential solutions.

Principle Investigator: California State University, Sacramento

Link to Reports/Tools:

http://www.mhsoac.ca.gov/Evaluations/docs/UEI_Deliv_12_FSP_DCR_Statewide_Data_QualityCorrection_Plan.pdf

Implications: Adequate ongoing support for the state data systems is essential to have good quality data to support MHSOAC evaluations. This includes support of the IT system infrastructure, and supports and training for those who enter data, report data, and use data for analysis and presentation. Use of data systems by those responsible for collecting and inputting the data is an essential element in ensuring adequate quality of data.

Recommendations: Ensure that DHCS prioritizes maintenance and support for all critical data systems and databases that are essential for MHSOAC evaluation, including the DCR and Client and Service Information System.

¹This series of fact sheets provides brief summaries of MHSOAC evaluations of Prop 63 and California's public community-based mental health system. The MHSOAC is charged with providing oversight and accountability per the Mental Health Services Act (also known as Prop 63).