

Community Services and Supports Data Strengthening Contracts

Scope of Work Outline

As part of its oversight and accountability role, the MHSOAC should be conducting statewide evaluations of services funded under the Client Services and Supports (CSS) component of the MHSA. In order to manage performance outcomes in the CSS component, counties, providers, and stakeholders need accurate and timely reports for quality improvement to manage programs and implement the most effective services. The MHSOAC also needs similar reports on the CSS component to fulfill part of its oversight and accountability role and to support quality improvement throughout the mental health system. Unfortunately, the data collection and reporting systems used for CSS services have not been properly maintained, which limits the quality of data collected and reported via these systems.

Data from CSS service clients is primarily collected via the Client and Service Information (CSI) database, which is owned and maintained by the Department of Health Care Services (DHCS). In an effort to strengthen the data collected and reported via the CSI, Contractors will focus on identification of problems with current CSI reporting processes. Contractors will also identify best data collection/reporting practices. These findings will be relayed to counties via a webinar.

The Data Collection and Reporting (DCR) system, which is also maintained by DHCS, is used to collect and report data pertaining to Full Service Partnerships (FSP). The MHSOAC currently has a contract in place that aims to identify problems with the DCR data collection and reporting systems, as well as potential solutions to those problems, some of which have already been implemented (e.g., creation of user manuals and data dictionaries). Within a new contract, Contractors will provide IT support to further implement data quality improvements to the DCR.

Contract deliverables are described below.

Deliverable #1 - County-level data quality reports with basic CSI client information

Provide a one-time report to each county with basic county-level information, including, but not limited to, annual counts of total clients, special population clients, services, service types, lengths of service, diagnoses, and completed periodic reports. The reports will compare two recent years of CSI data for each county. The reports will use the same two years of data for all counties. Contractor will obtain input from counties and CSI users in the development of the report format.

Deliverable #2 - Statewide data quality best practices plan

Review existing data submission processes statewide through a series of web meetings with counties. Contractor shall develop a report of CSI data reporting workflow processes, current issues with reporting structures, and best practices. As part of the process, contractor will deliver a statewide webinar to review the contents of the final report.

Deliverable #3 - CSI data submission file analysis tool

Develop a tool for counties with two report templates for analyzing the data quality of the CSI submission files. The report templates are intended to assist counties and providers with assessing data submissions and identifying data errors or inconsistencies. The process of designing the report templates will include soliciting county and stakeholder input for the design of the reports to be generated from the templates.

Deliverable #4 - Statewide CSI data quality report

Provide a one-time report with a summary of state level CSI data quality measures assessing the information in the data quality reports developed within the scope of deliverable #1. The purpose of this report is to describe and assess the current levels of data quality across counties and the state. The data quality report may include annual counts of total clients, special population clients, services, service types, lengths of service, diagnoses, completed periodic reports, and other administrative data quality information at the state and county level with a comparison of time periods. The timeframes to be compared and data utilized shall be mutually agreed upon by the MHSOAC and the Contractor. The Contractor will obtain and consider stakeholder and county input in determining the type of information to be included in the report.

Deliverable #5 - Create a link between the DCR and CSI in order to provide diagnosis, GAF scores, and service types for DCR clients served

Contractor shall link datasets between the CSI and DCR in order to provide additional information for DCR clients served. Contractor shall provide a one-time report to each county with basic county-level information, including, but not limited to, the following information about DCR Full Service Partnership (FSP) clients served: special population clients, number of services, types of services, lengths of service, diagnoses, and Global Assessment of Functioning (GAF) scores. The report will compare two recent years of county data. The report will use the same two years of data for all counties. Contractor shall obtain input from counties and users in the development of the report format.

Deliverables #A through I – Provide IT support to implement fixes to the DCR System at the DHCS

Contractor shall work in cooperation with staff from DHCS to implement the agreed upon fixes to the DCR described below. For each item listed below, the Contractor shall document steps taken to resolve the issue and provide this documentation to DHCS and the MHSOAC.

Deliverable #	Description of Fix/Solution to be Implemented
a	Bug Fix / Data Integrity. Modify DCR as necessary to prevent concurrent access to a record by more than one user at a time.
b	Data Integrity / Bug Fix. Enhance server-side validation for all database interaction. Multiple issues exist depending on which browser (e.g., Firefox) is used, and whether JavaScript is enabled. Contractor will support all XML-related traffic to ensure data-integrity.
c	Modify DCR to capture all CSI Key changes (CCN) and applying to the DCR database. (Currently, the CSI number field locks automatically and immediately after match between DCR and CSI, which may lead to incorrect matches).
d	Counties may currently be able to submit 3Ms for inactive partners, but they also need the ability to submit KETs for inactive partners. This fix will add functionality allowing Counties to submit KETs or 3Ms for inactive partners.
e	System Maintenance /Upgrade. Replace Visual Sourcesafe VSS with Team Foundation Server (TFS).
f	Data Integrity. Contractor will create more robust controls to ensure that PSC data are valid as the System of Record.
g	Contractor shall fix XML so that counties can delete either active or inactive partners.
h	Modify DCR to include functionality allowing non-county users to delete partners using the online interface application.
i	Modify DCR to correct resolution issue preventing Cancel button from displaying on Download Page in the online interface application.