

# MHSOAC Data Quality Improvement Projects Summary 2011-2014

Kate Cordell, PhD(c), MPH

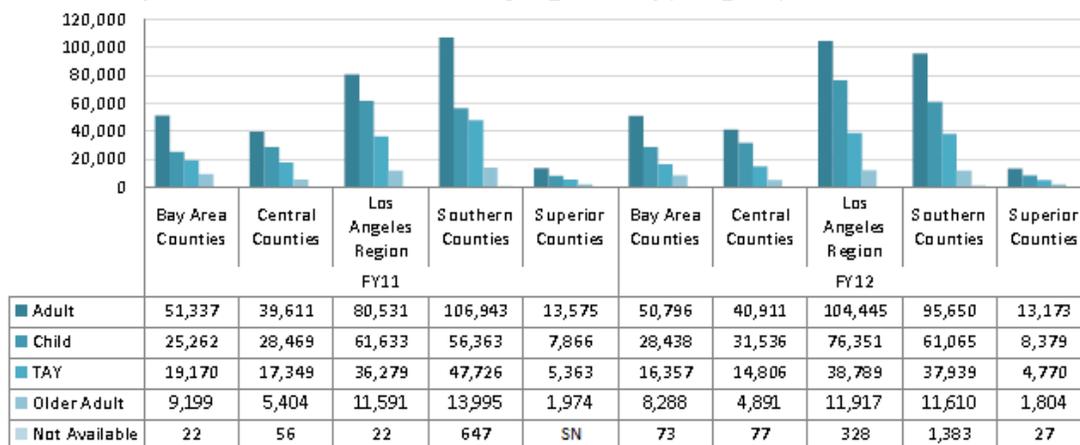
July 24, 2014

# CSI Data Quality Project

- Identified Best Practices for Improved CSI Data Quality
- Provided a Data Quality Report to Each County
- Developed a Statewide CSI Data Quality Report

## 1. Clients Served

1.5: # Unique Annual Clients Served by Age Group, Region, FY



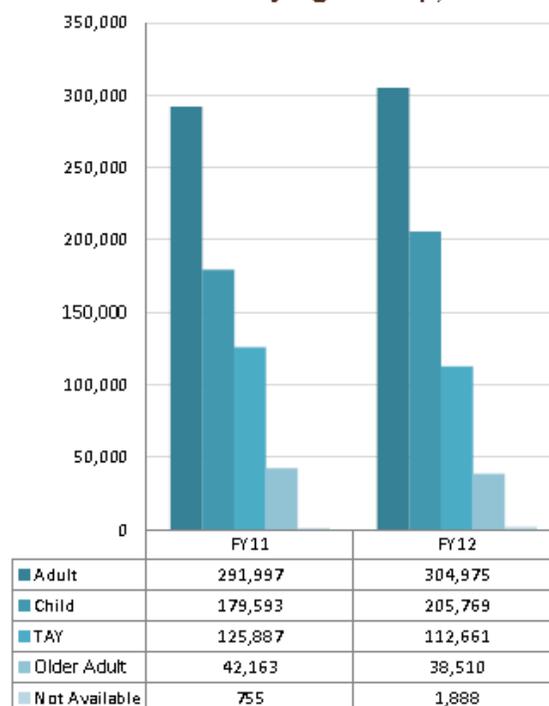
An annual count of total Clients served any time during the reporting timeframe (FY11 and FY12) by Region and Age Group is shown in 1.5.

An annual count of total Clients statewide served any time during the reporting timeframe (FY11 and FY12) by Age Group is shown in 1.6.

The age categories include Child (0-15 Years), Transition Age Youth (TAY, 16-25 Years), Adult (26-59 Years), and Older Adult (60+ Years).

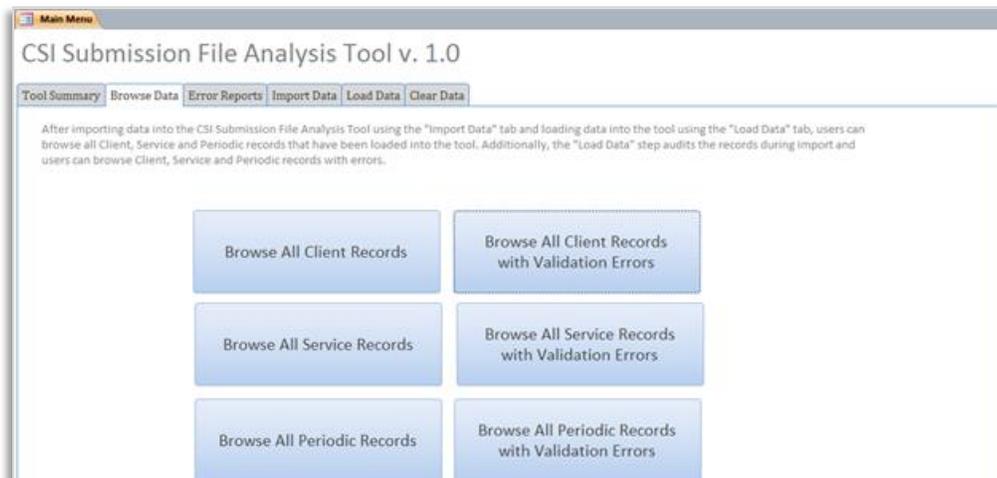
All counties served more Adults than any other Age Group, serving 304,975 Adults annually statewide in FY12. The second highest age group served for all counties was Child, serving 205,769 Children statewide in FY12.

1.6: # Unique Annual Clients Served Statewide by Age Group, FY



# CSI Data Quality Project

- Created a Tool to Support Submission of Valid CSI Data
- Developing a Report of Service Information for FSP Clients versus non-FSP Clients via a Link between CSI and DCR



Filter by Error Field:

### Client Record Validation Errors

Error Field Code: 
 Error Severity: 
 Error Severity Description:

Error Field Name:

Error Description:

### Client Record Information

County Client Number (CCN): 
 First Name: 
 Date of Birth:

Middle Name: 
 Gender Code:

Last Name: 
 Gender Description:

Suffix:

County of Birth Code: 
 Mother's First Name:

County of Birth Description:

State of Birth:

State of Birth Description:

Country of Birth Code:

Country of Birth Description:

### Message Text

88004062549C 1      THOMA    ORAND    OWNDA      SJACK      1776111001CAUSF 79U9

# DCR System Enhancement Project

Made changes to online and XML DCR to support better data quality statewide

- Added Ability to Modify Incorrect Data
- Added Ability to Delete Invalid Partnerships
- Strengthened link between CSI and DCR

Department of Mental Health  
MHSR Data Collection and Reporting

County: County 59

Home Partnerships Transfers Admin Help

ITWS Home Log out

Search for: [Last Name] [Go]

Manage Active Partners

ACTIVE  
Add New Partner (PAF)  
**Manage Active Partners**  
Inactive Partners

Partner Name	CSLCCN	County ESP ID	Age	Partnership Date	Assigned PSC	PAF Status
<a href="#">Bedelia, Amelia</a>	857845744	RT4567861255	46	3/4/2011	Joe Jenkins	Pending
<a href="#">Bobby, Bobby</a>			11	7/15/2011	Gene Mendel	Pending
<a href="#">Jones, Junie</a>	256689875	1555	19	7/1/2009	Gene Mendel	Pending
<b><a href="#">Jenny, Jenny</a></b>	455684456	564581104575664A	12	1/5/2011	Joe Jenkins	Pending
<a href="#">Mulligan, Mike</a>	459293291	AB39493049303	39	10/20/2009	Mary Office	Pending
<a href="#">Paper, Jackie</a>			23	11/5/2009	Mary Office	Pending
<a href="#">Quimby, Ramona</a>			55	10/3/2010	Gene Mendel	Pending

Outcomes Assessments for: Jenny, Jenny

PAF	KEY EVENT TRACKING	QUARTERLY ASSESSMENTS	
1/5/2011 (pending) <a href="#">Validation Report</a>	<a href="#">View / Update Current KET Status</a> <b>Enter New KET</b>	Currently Due: 10/5/2011	Days Past Due: 0
	KET HISTORY 8/1/2011	QUARTERLY HISTORY 7/5/2011 4/5/2011 (missing)	

# FSP DCR Data Quality Project

- Revised the FSP DCR Data Dictionary
- Developed a FSP DCR User Manual

Child/Youth PAF Crosswalk

FULL SERVICE PARTNERSHIP  
Child / Youth Partnership Assessment Form  
FOR AGES 0-15 YEARS

CHILD PAF  
5107

PARTNERSHIP INFORMATION

County: 3.01 - p.61

CSI County Client Number (CCN): 3.02 - p.61

County Partner ID (optional): 3.03 - p.61

Partner's First Name: 3.04 - p.62

Partner's Last Name: 3.04 - p.62

Partnership Date (mm/dd/yyyy): 3.05 - p.62

Partner's Date of Birth (mm/dd/yyyy): 3.07 - p.62

Who referred the partner? (mark one) 3.08 - p.63

Self

Emergency Room

Homeless Shelter

Family Member (e.g., parent, guardian, sibling, aunt, uncle, grandparent)

Mental Health Facility / Community Agency

Street Outreach

Significant Other (e.g., boyfriend / girlfriend, spouse)

Social Services Agency

Juvenile Hall / Camp / Ranch / Division of Juvenile Justice

Friend / Neighbor (i.e., unrelated other)

Substance Abuse Treatment Facility / Agency

Acute Psychiatric / State Hospital

School

Faith-based Organization

Other

Primary Care / Medical Office

Other County / Community Agency

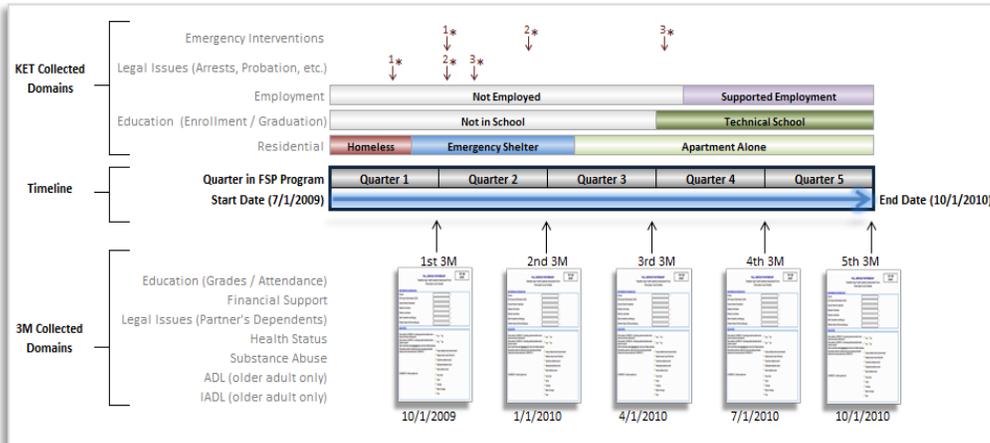
ADMINISTRATIVE INFORMATION

PARTNERSHIP STATUS

Provider Number / NPI (Optional): 4.02 - p.64

Full Service Partnership Program ID: 4.04 - p.64

Partnership Service Coordinator ID: 4.06 - p.64



- Provided Training, Technical Assistance and e-Training Videos
- Developed Data Analysis Techniques and Evaluation Tools

FrontPage Partner\_Info

## Browse Partner Data Template

Data Displayed Through: 4/24/2012

**DOMAIN DATA FOR: John, John 046** **Total 3Ms Due: 4**

3Ms Admin. Changes D1: Residential D2: Education D3: Employment D4: Financial D5: Legal D6: Emergency D7-D8: Health Substance D9: ADL D10: IADL

**DAYS AT RESIDENTIAL SETTINGS IN 12 MONTHS BEFORE FSP:**

Residential Setting Yesterday	Total Days Reported Past 12	With Parents	With Other Family	Apt. Alone	Single Room Occ.	Foster Relative	Foster Non-Relative	Em. Shelter	Home- less	Indiv. Plomnt.	Asstd. Living	Cong. Plomnt.	Comm. Care	Medical Hosp.	Psych. Hosp.	State Psych.	Gp. Home 0-11	Gp. Home 12-14	Comm. Trt.	Res. Trt.	Nursing Physic.	Nursing Psych.	Long- Term Care	Juv. Hall / Camp	DJJ	Jail	Prison	Other Setting	Unk. Setting
Jail	365	99													157	93										16			

**DAYS AT RESIDENTIAL SETTINGS DURING FSP:**

Date Residential Change	Days in FSP	Residential Setting	Length at Setting	Assessment Date	Record Created Date
12/17/2008	0	Jail	89	12/17/2008	
3/16/2009	89	With Parents	326	3/16/2009	
2/5/2010	415	Psychiatric Hospital	3	2/16/2010	
2/8/2010	418	With Other Family	2	2/16/2010	

# FSP DCR Data Quality Project

- Empowering Counties to Perform Their Own Ongoing Evaluation

F11\_ResidentialYearly\_Form

### FSP Indicators - Residential Domain Reports

<p><b>Service Period*</b></p> <p>Starting Date <input type="text"/></p> <p><b>AND</b></p> <p>Ending Date <input type="text"/></p> <p><small>* Will include the entire history for all partners with an active partnership at any time during this period</small></p>	<p><b>Program / Provider / PSC (Optional)</b></p> <p>Status as of the Date of Download:</p> <p>Ending Program Name <input type="text"/></p> <p>Ending Provider <input type="text"/></p> <p>Ending Partnership Service Coordinator <input type="text"/></p>	<p><b>Other (Optional)</b></p> <p>Status as of the Date of Download:</p> <p>Discharged or Still Active Only? <input type="text"/></p> <p>Ending Age Group <input type="text"/></p> <p>Referred By <input type="text"/></p> <p>Exclude Discontinuous Partnerships? <input type="text"/></p> <p>Admitted During Time Period Only? <input type="text"/></p> <p>PAF Age Group <input type="text"/></p> <p>Starting Residential Status <input type="text"/></p>
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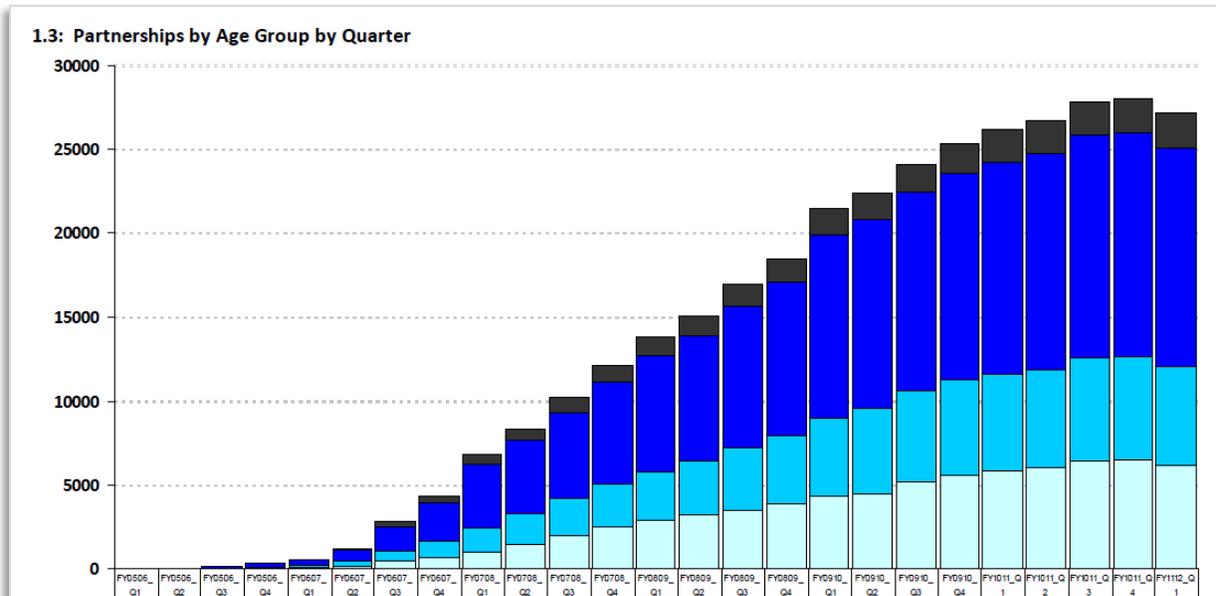
**Residential - Annual Comparisons Report**

## 2-Year Report: All Partners Who Completed at Least 2 Years of Partnership and Meet Report Criteria

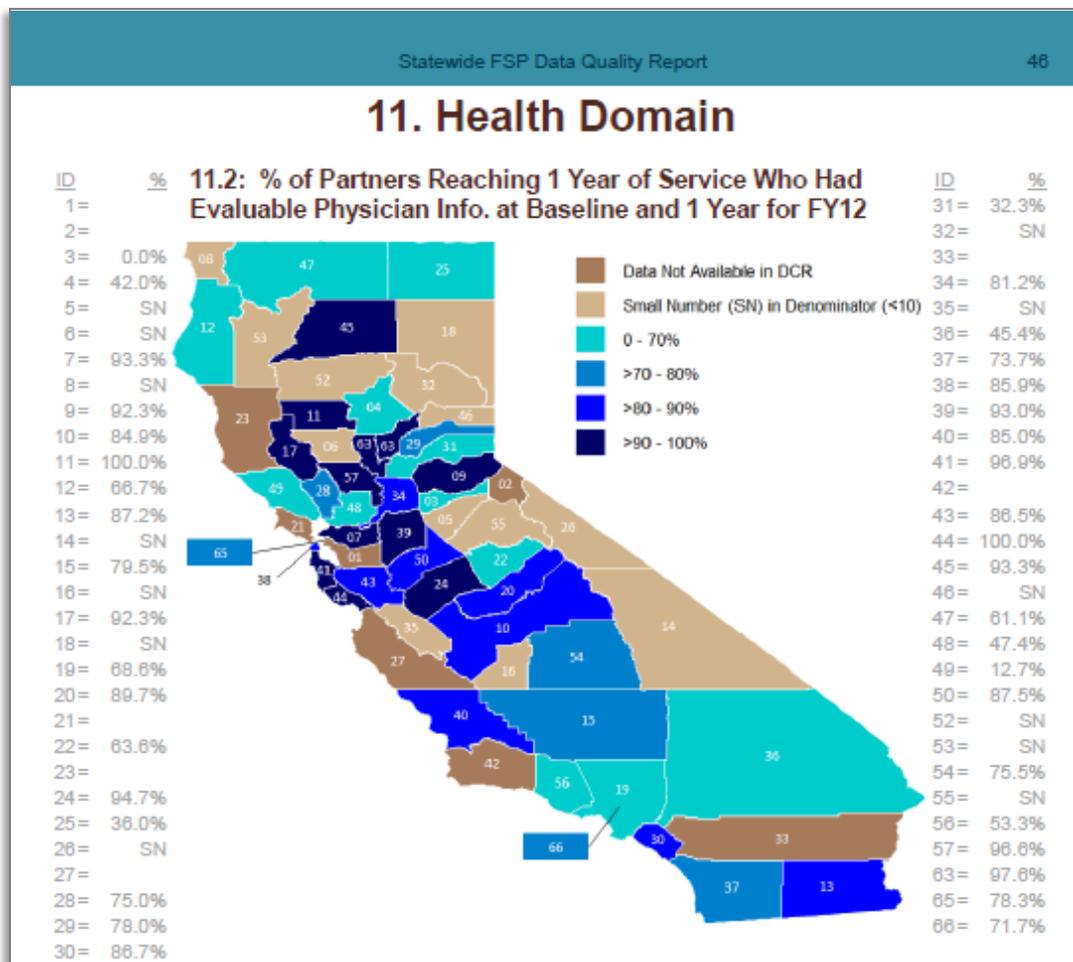
Residential Setting	1 Year Before Partnership				Year 1 During Partnership				Year 2 During Partnership			
	Partners	Days	%Partners	%Days	Partners	Days	%Partners	%Days	Partners	Days	%Partners	%Days
Total	40	14,600	100.0%	100.0%	40	14,600	100.0%	100.0%	40	14,600	100.0%	100.0%
With Parents	14	3,892	35.0%	26.7%	11	3,649	27.5%	25.0%	11	3,824	27.5%	26.2%
Unknown Setting	11	3,291	27.5%	22.5%	1	233	2.5%	1.6%	1	215	2.5%	1.5%
Apartment Alone	9	1,866	22.5%	12.8%	11	3,232	27.5%	22.1%	14	4,453	35.0%	30.5%
Homeless	9	986	22.5%	6.8%	5	941	12.5%	6.4%	2	730	5.0%	5.0%
Jail	8	455	20.0%	3.1%	2	102	5.0%	0.7%	1	26	2.5%	0.2%
Emergency Shelter	7	1,330	17.5%	9.1%	5	664	12.5%	4.5%	1	365	2.5%	2.5%
Psychiatric Hospital	7	142	17.5%	1.0%	3	52	7.5%	0.4%	1	13	2.5%	0.1%
Community Care	4	800	10.0%	5.5%	4	879	10.0%	6.0%	3	761	7.5%	5.2%
Residential Treatment	4	363	10.0%	2.5%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
Long-Term Care	2	178	5.0%	1.2%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
With Other Family	2	274	5.0%	1.9%	2	190	5.0%	1.3%	1	166	2.5%	1.1%
Medical Hospital	1	10	2.5%	0.1%	2	4	5.0%	0.0%	0	0	0.0%	0.0%
Group Home 0-11	1	361	2.5%	2.5%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
Foster Home Non-relativ	1	336	2.5%	2.3%	1	365	2.5%	2.5%	1	365	2.5%	2.5%
Congregate Placement	1	194	2.5%	1.3%	1	365	2.5%	2.5%	1	365	2.5%	2.5%
State Psychiatric	1	118	2.5%	0.8%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
Juvenile Hall / Camp	1	4	2.5%	0.0%	0	0	0.0%	0.0%	1	110	2.5%	0.8%
None Listed	0	0	0.0%	0.0%	11	3,652	27.5%	25.0%	10	3,073	25.0%	21.0%
Group Home 12-14	0	0	0.0%	0.0%	1	265	2.5%	1.8%	1	89	2.5%	0.6%
Single Room Occupancy	0	0	0.0%	0.0%	1	7	2.5%	0.0%	1	45	2.5%	0.3%

# FSP DCR Data Quality Project

- Provided Each County with FSP DCR Data Quality Reports



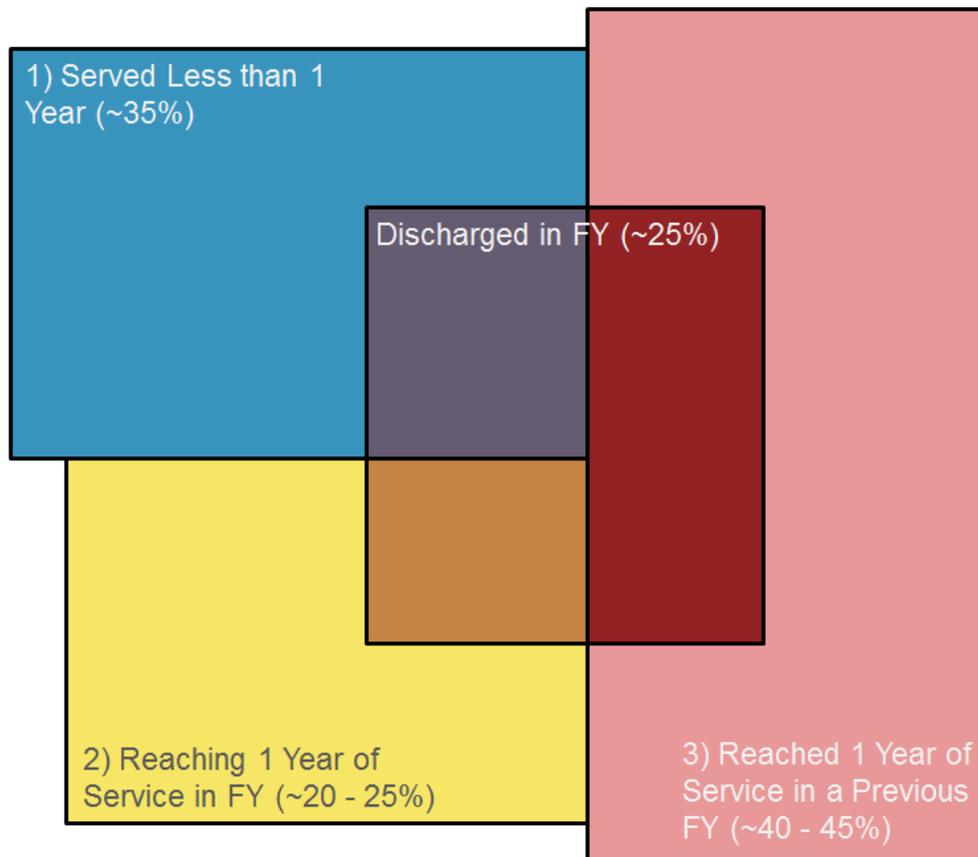
- Generated Statewide FSP DCR Data Quality Report



# FSP Outcomes

- Provided Each County with FSP Outcomes Reports
- Generated Statewide FSP Outcomes Report

Venn Diagram of Partners Served in a Fiscal Year

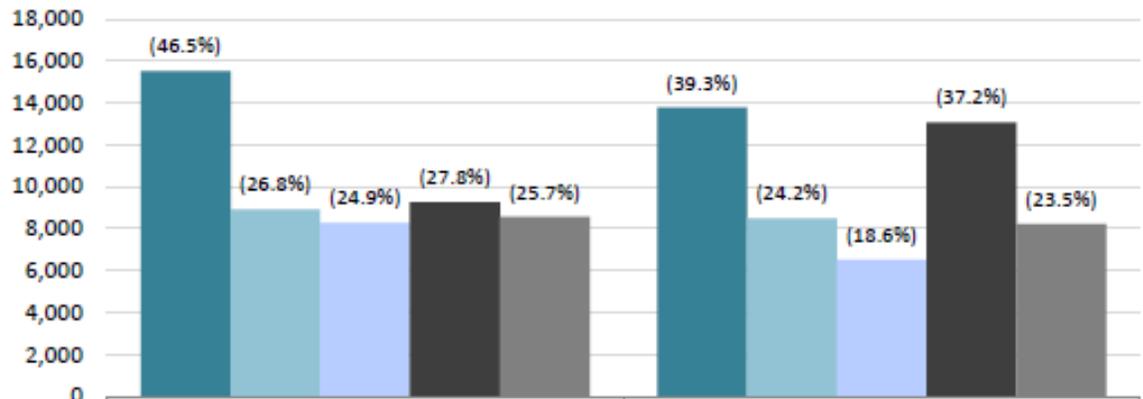


- Evaluated 2 Fiscal Years: FY-2010/2011 and FY-2011/2012
- Identified subgroups of partners who had varying data quality for specific elements targeted for evaluation
- Used subgroup of discharge partners for some analysis
- Used subgroup of partners reaching 1 year of service for other analysis
- Did not use group of partners reaching 1 year of service in a previous year due to severe data quality issues
- Did not use partners served less than 1 year due to lack of suitable data for evaluation

# FSP Outcomes

- 52 of 59 Mental Health Plans (“Counties”) Included in Report
- Approximately 33,000 to 35,000 partners reported as actively served each fiscal year for these counties
- Approximately 25% of FSPs discharged in a year

1.2: Partners Selected and Not Selected for this Report of Total Partners Served in Fiscal Year



	33328 FY11	35110 FY12
■ Met Selection Criteria for Report	15,508	13,797
■ Selected as Discharged	8,921	8,488
■ Selected as Reaching 1 Year	8,287	6,513
■ Reached 1 Yr in Previous FY & Not Discharged (Not Selected)	9,263	13,075
■ Served < 1 Yr & Not Discharged (Not Selected)	8,557	8,238
<b>Total Served</b>	<b>33,328</b>	<b>35,110</b>

# FSP Outcomes – All Partners Served

Case Mix - % of TAY, Adult and Older Adult Partners Served with History of Select Issues by County for FY12

**Key:**

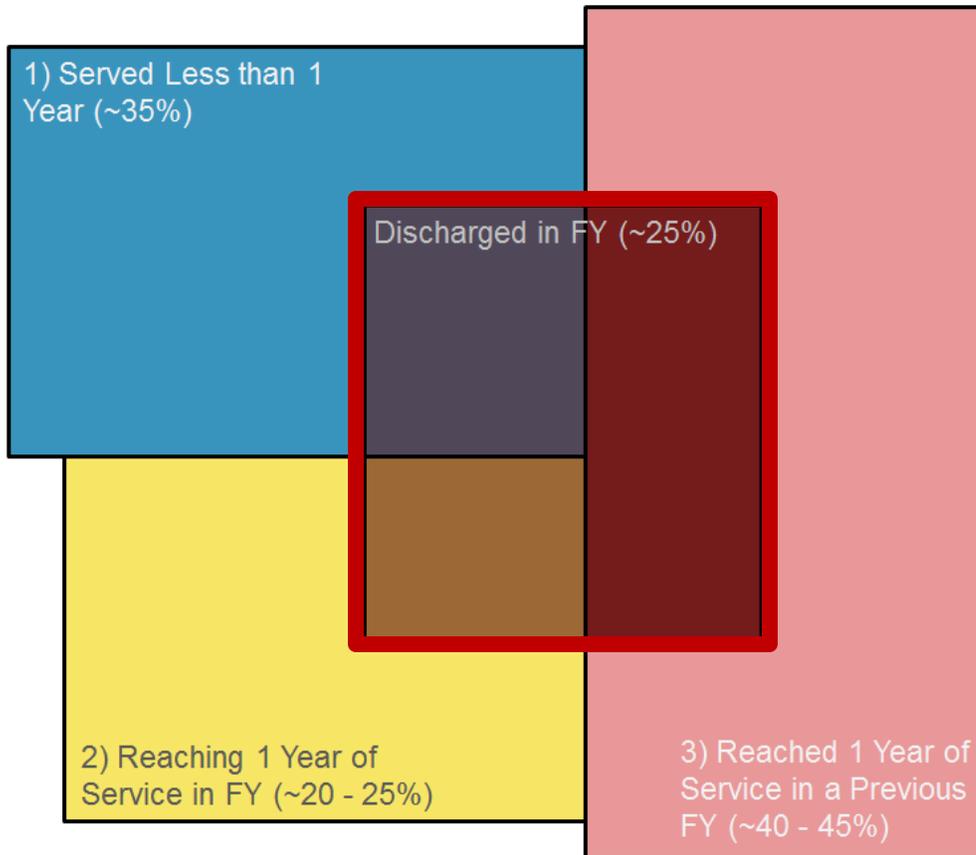
L	0 to 25%
M	>25% to 50%
H	> 50%

Counties target and serve heterogeneous populations of partners, which may have an assortment of needs requiring a variety of program intensities

	FY-2011/2012							% with Any of Listed Issues
	Served	Substance Abuse	Emergency - Mental or Substance	Emergency - Medical	Inpatient Psychiatric	Homeless/ Emergency Shelter	Legal Involvement	
Calaveras	27	H	H	H	M	M	H	96.3%
Sutter/Yuba	91	H	H	H	M	L	M	89.0%
Glenn	67	H	H	H	M	L	M	89.6%
Trinity	20	H	H	H	L	H	M	95.0%
Humboldt	168	H	H	M	H	M	M	85.7%
Shasta	113	H	H	M	M	M	M	88.5%
Del Norte	18	H	H	M	M	L	L	100.0%
Amador	56	H	M	H	L	H	M	94.6%
Sierra	11	H	M	H	L	M	M	90.9%
Lassen	30	H	M	H	L	M	M	96.7%
Stanislaus	375	H	M	M	H	M	M	94.7%
Berkeley City	61	H	M	M	H	M	L	95.1%
Contra Costa	312	H	M	M	M	H	M	89.4%
Kern	723	H	M	M	M	M	M	92.4%
San Francisco	771	H	M	M	M	M	M	93.0%
Sonoma	412	H	M	M	M	M	M	94.4%
Tulare	259	H	M	M	M	L	M	84.2%
El Dorado	73	H	M	M	M	L	M	86.3%
Santa Clara	719	H	M	L	M	M	H	91.8%
Nevada	176	H	M	L	M	L	M	87.5%
Imperial	435	H	L	M	L	L	M	82.5%
Mono	11	H	L	M	L	L	L	63.6%
Santa Cruz	73	M	H	H	H	L	L	95.9%
Placer	144	M	H	M	H	M	M	93.8%
Fresno	665	M	H	M	H	M	M	94.0%
Yolo	134	M	H	M	M	M	L	80.6%
San Benito	32	M	H	M	M	L	M	90.6%
Tuolumne	40	M	M	H	M	M	M	85.0%
Merced	84	M	M	M	H	L	M	82.1%
Lake	82	M	M	M	H	L	L	78.0%
Orange	1680	M	M	M	M	H	M	88.2%
San Diego	3058	M	M	M	M	M	M	80.3%
San Bernardino	1855	M	M	M	M	M	M	81.1%
Sacramento	1481	M	M	M	M	M	M	81.6%
Napa	93	M	M	M	M	M	M	88.2%
San Luis Obispo	122	M	M	M	M	M	M	88.5%
Tri-City	203	M	M	M	M	L	M	72.4%
Madera	108	M	M	M	M	L	M	81.5%
Mariposa	25	M	M	M	M	L	M	84.0%
Tehama	36	M	M	M	L	M	L	58.3%
Inyo	28	M	M	M	L	L	M	75.0%
Butte	344	M	M	M	L	L	L	69.2%
Modoc	72	M	M	M	L	L	L	69.4%
San Joaquin	1875	M	M	M	L	L	L	72.1%
Los Angeles	7463	M	M	L	M	M	M	85.2%
San Mateo	105	M	M	L	M	L	M	77.1%
Kings	88	M	M	L	L	L	L	67.0%
Plumas	43	M	L	M	L	L	L	62.8%
Siskiyou	225	M	L	M	L	L	L	81.3%
Ventura	910	M	L	L	M	L	L	68.0%
Solano	141	M	L	L	L	L	M	61.0%
Colusa	SN							

# FSP Outcomes - Discharged

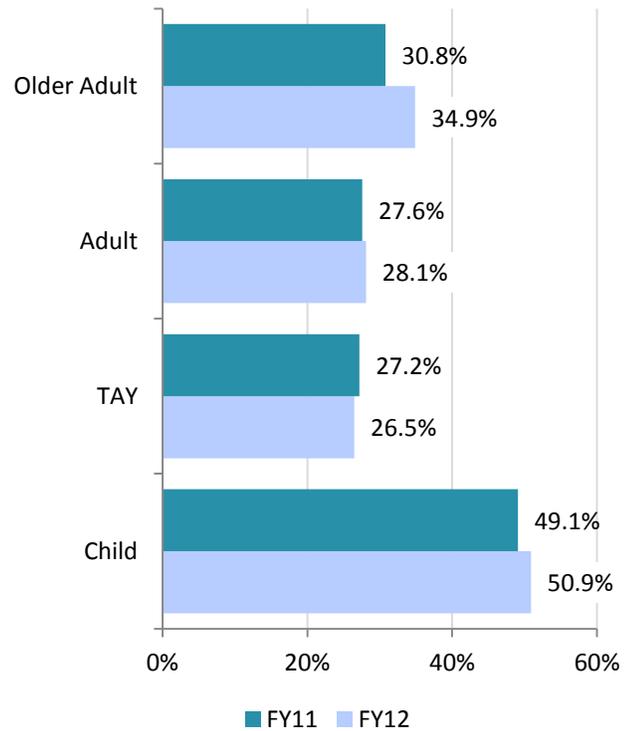
Venn Diagram of Partners Served in a Fiscal Year



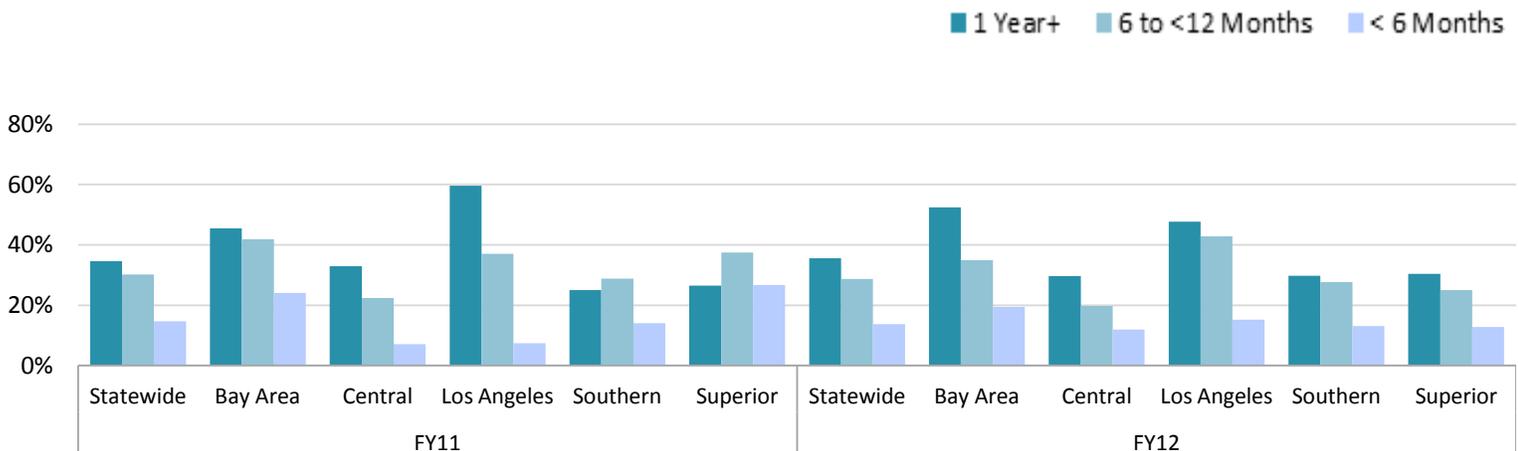
# FSP Outcomes - Discharged Partners

- Approximately half of Child partners, one quarter of TAY and Adult partners, and nearly one third of Older Adult partners were discharged for having met their goals within the FSP program for both FY11 and FY12
- More TAY met their goals upon discharge if they were served for 1 year or more

Percent of Partners who Met Goals Upon Discharge by Age Group & Fiscal Year



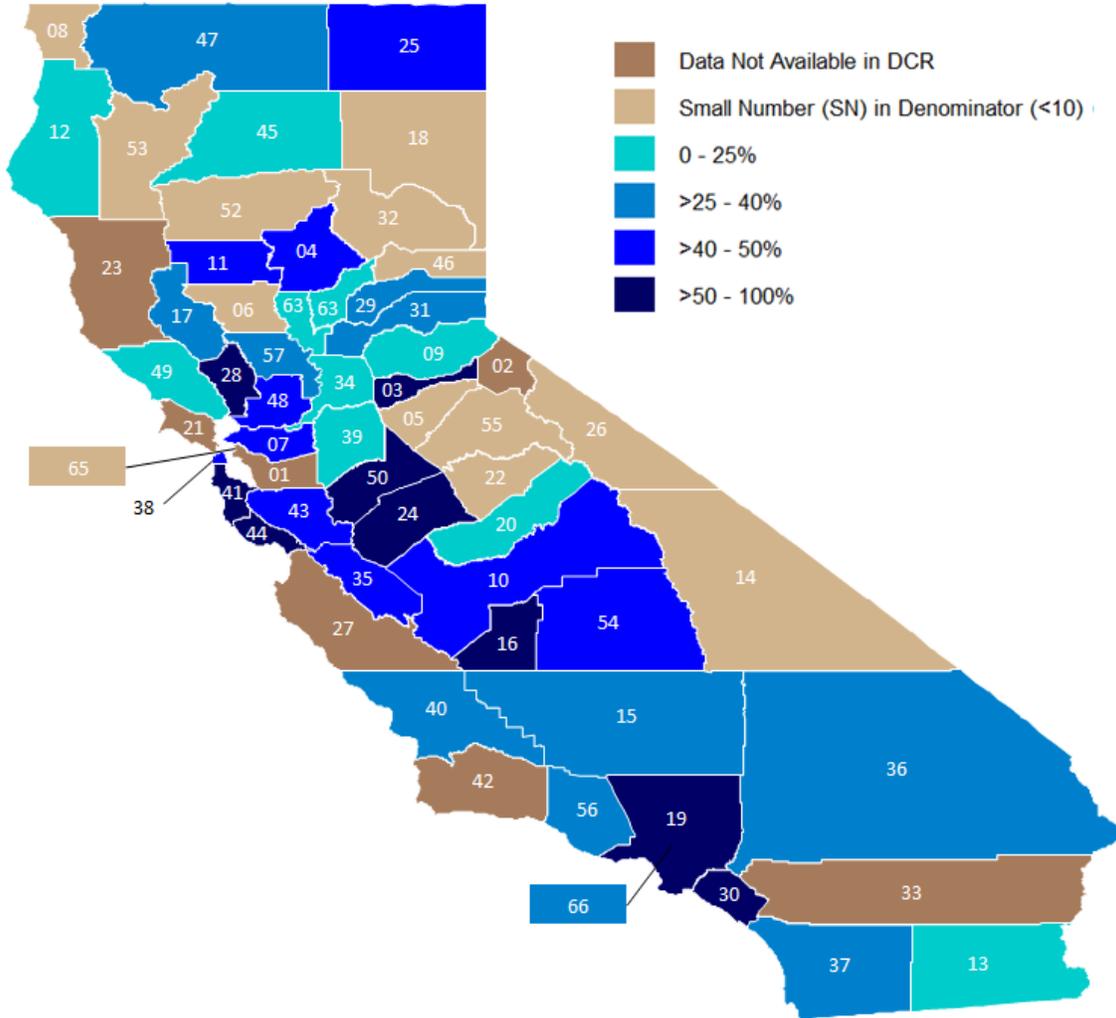
Percent of Partners who Met Their Goal by Length of Service Group for TAY



# Discharged Partners

ID	%
01=	
02=	
03=	55%
04=	43%
05=	SN
06=	SN
07=	44%
08=	SN
09=	24%
10=	48%
11=	47%
12=	17%
13=	16%
14=	SN
15=	32%
16=	90%
17=	35%
18=	SN
19=	54%
20=	7%
21=	
22=	SN
23=	
24=	82%
25=	42%
26=	SN
27=	
28=	67%
29=	40%
30=	54%

% of Partners Served for at least 1 Year at Discharge who Met Goals for FY12



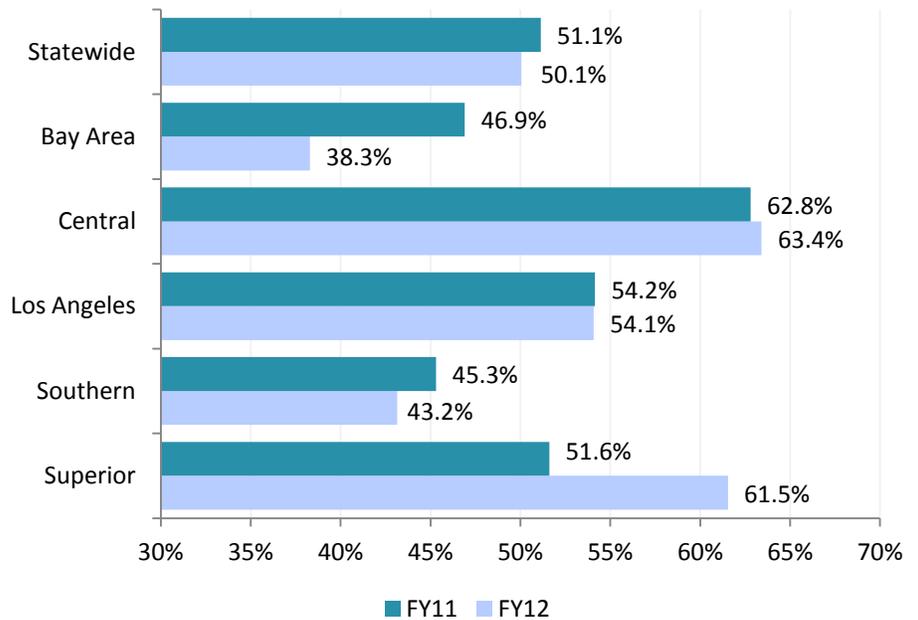
Seven counties (Kings, Los Angeles, Merced, Orange, San Mateo, Santa Cruz and Stanislaus) discharged over half of their partners for the reason of having “met goals” in both FY11 and FY12

# Homelessness or Emergency Shelter (Discharged)

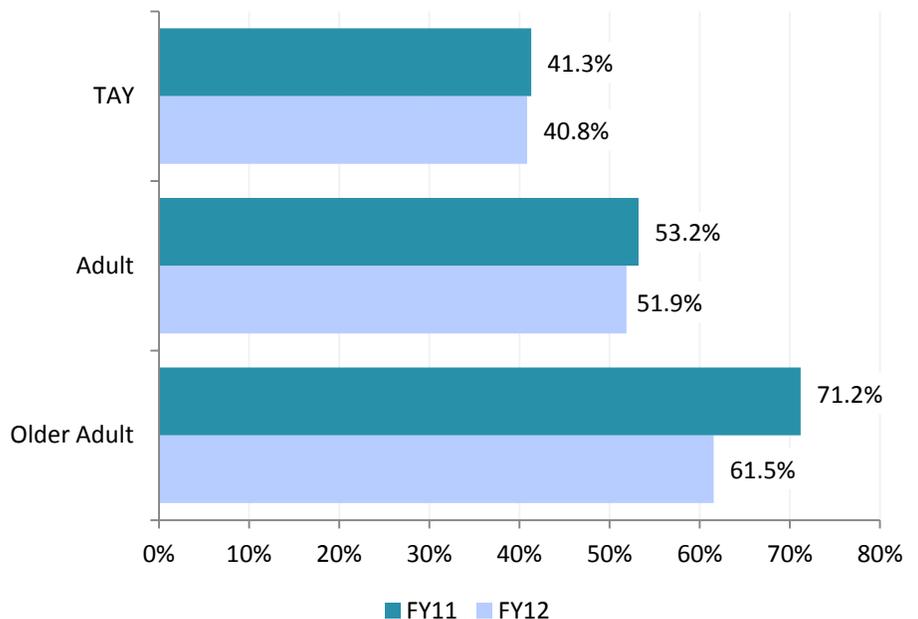
For both FY11 and FY12, over 50% of individuals who were homeless at the time of FSP enrollment were no longer homeless, in an emergency shelter or incarcerated at discharge.

Rates of success increased with older age groups.

Percent of Partners No Longer Homeless or in Emergency Shelter at Discharge (but not incarcerated), Statewide & Region by Fiscal Year

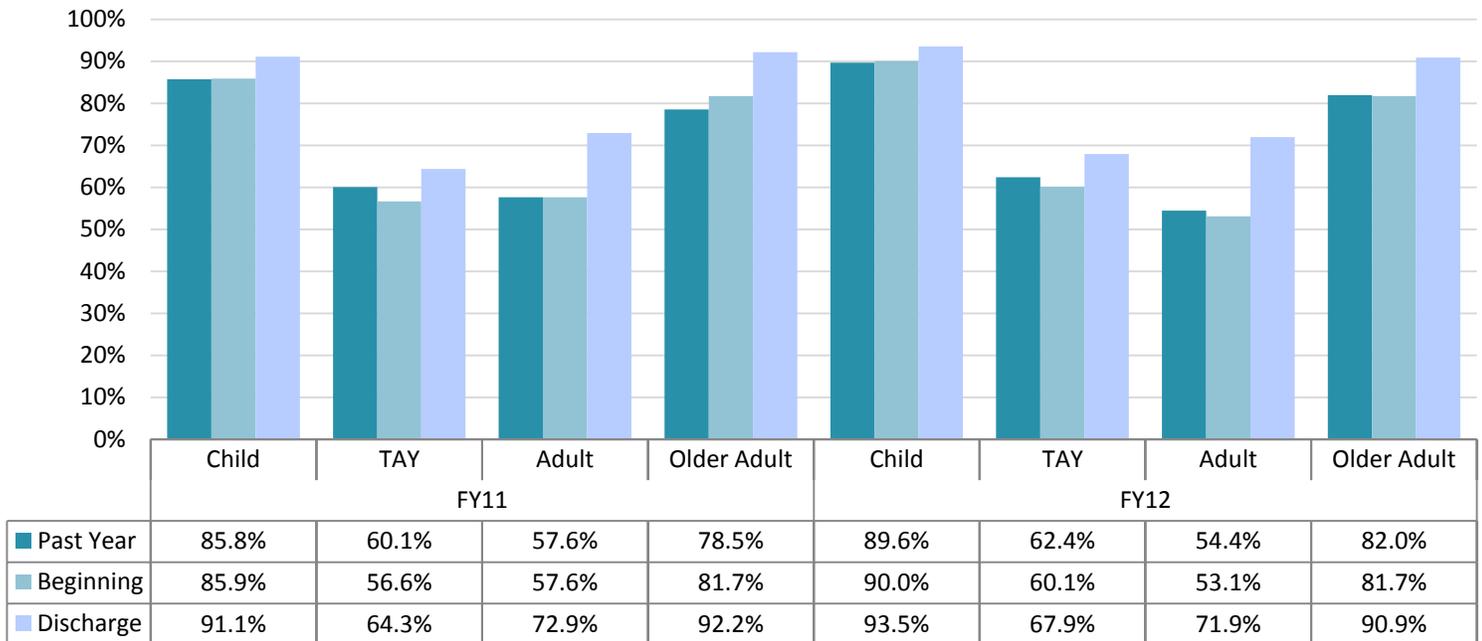


Percent of Partners No Longer Homeless or in Emergency Shelter at Discharge (but not incarcerated), by Age Group & Fiscal Year



## 4. Primary Care Physician (Discharged)

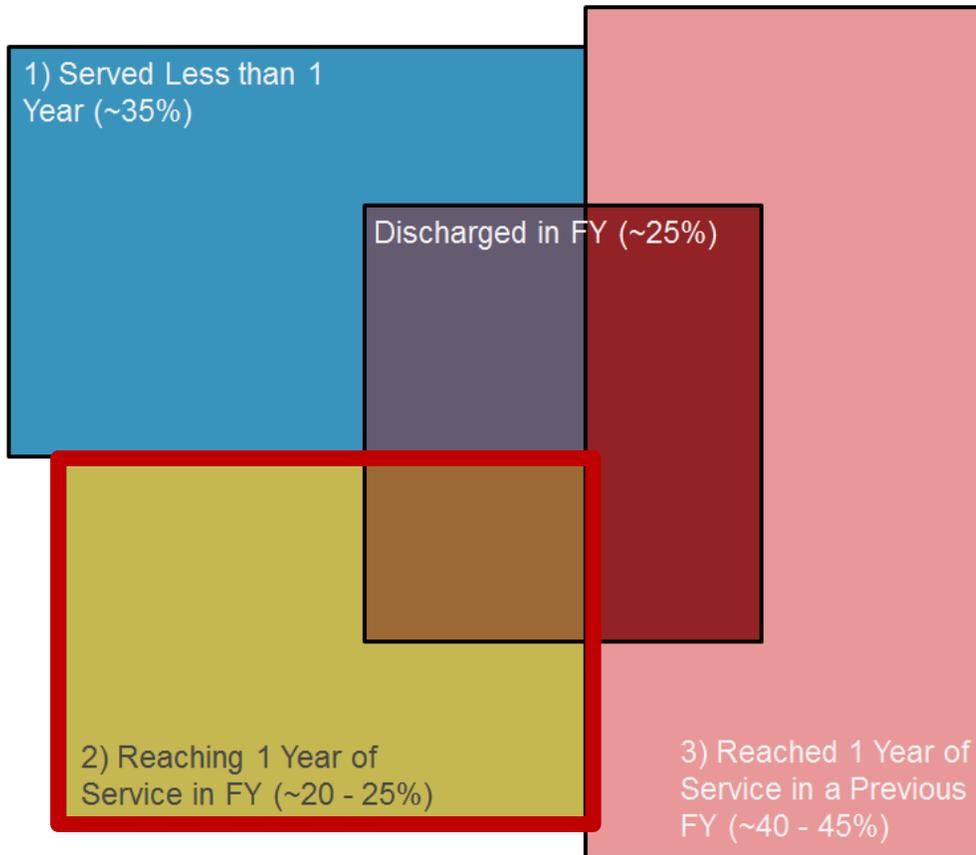
### 4.2 Percent of Partners with Primary Care Physician in the Past Year, Beginning, and at Discharge, by Age Group & Fiscal Year



For both years FY11 and FY12, over 90% of Child and Older Adult partners discharged statewide had a primary care physician, which was an approximate 5% increase for Child partners and an approximate 13% increase for Older Adult partners as compared to the beginning of the partnership.

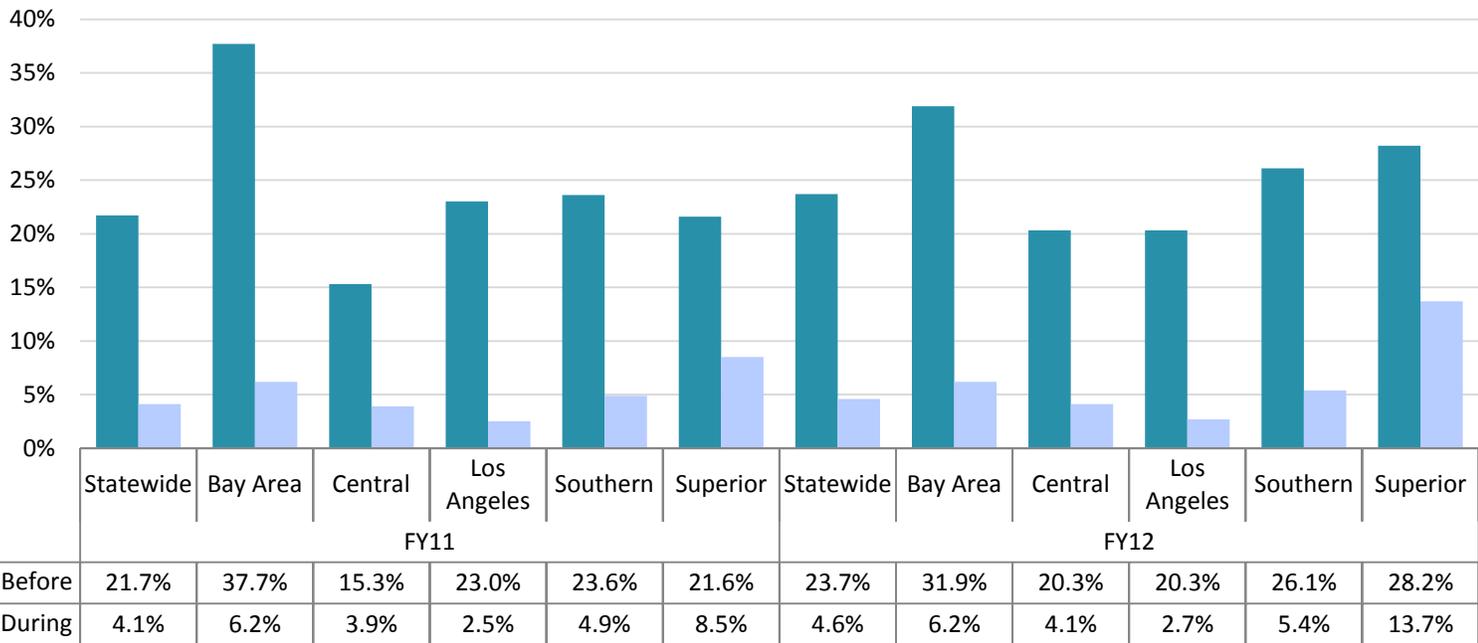
# FSP Outcomes – 1 Year

Venn Diagram of Partners Served in a Fiscal Year



# Arrests (1 Year)

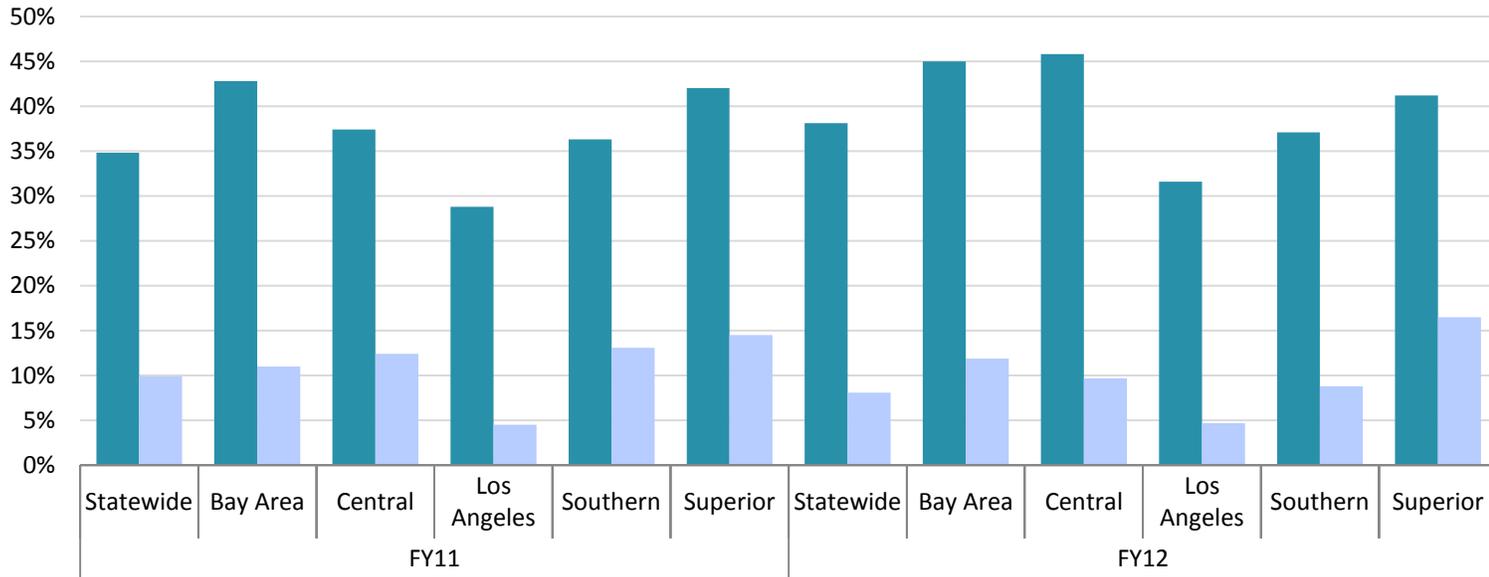
% Partners with Arrests in Year Before and Year During Partnership, Statewide & Region by Fiscal Year (TAY, Adult, Older Adult only; Excludes Counties with Low Quality)



Statewide, 21.7% of partners reaching 1 year of service in FY11 and 23.7% of partners reaching 1 year of service in FY12 reported one arrest or more in the year before entering partnership; during the first year of partnership, only 4.1% in FY11 and 4.6% in FY12 reported having one or more arrests during the partnership

# Emergencies (1 Year)

Percent of Partners with Mental Health or Substance Abuse Emergencies in Year Before and Year During Partnership, Statewide & Region by Fiscal Year (Excludes Counties with Low Quality)



Year Before	34.8%	42.8%	37.4%	28.8%	36.3%	42.0%	38.1%	45.0%	45.8%	31.6%	37.1%	41.2%
Year During	9.9%	11.0%	12.4%	4.5%	13.1%	14.5%	8.1%	11.9%	9.7%	4.7%	8.8%	16.5%

Statewide, there were 25% to 30% fewer partners with a mental health or substance abuse related emergency in the first year of partnership as compared to the year before partnership for both fiscal years evaluated

(reduced from 34.8% to 9.9% in FY11 and from 38.1% to 8.1% in FY12)

## Planned: Program, Provider and Partnership Service Coordinator Report Templates

- Upgrades to FSP Data Review and Analysis Tool
- The focus of this project is to add new reports and functionality in order to further empower evaluation by: 1) programs, 2) providers, and 3) partnership service coordinators

# MHSOAC Data Quality Improvement Projects Summary 2011-2014

Kate Cordell, PhD(c), MPH

July 24, 2014