MHSOAC Evaluation Master Plan and Implementation Plan

Brief Overview

1

Evaluation Master Plan Model

INPUTS → **OUTCOMES**

MHSA

Stakeholder planning process

Values & principles

Regulations and guidelines

New money and services
- CSS
- PEI
- WET
- CF/TN

Innovative Programs

MHSOAC

Existing System

Adult System of Care

Children's System of Care

Financing structure

Mental Health System

Services for SMI/SED and those at risk (access, quality, efficiency, and satisfaction)
- Recovery/resilience orientation
- Integrated service experience
- Client/family driven
- Culturally competent
- Community collaboration
- Outreach and welcoming
- Cost effective and efficient
- "Serve first" rather than "fail first"
- Use of evidence based practices

System characteristics
- Racial/ethnic and cultural disparities
- Penetration rate

Infrastructure
- Workforce
- Housing alternatives
- Information systems

Individuals and Family Members Being Served

Functional status
- Living situation
- Education and Employment
- Social connectedness
- Family connectedness

Quality of life
- Well being
- Identity
- Hopefulness
- Empowerment
- Physical health

Clinical status

Negative events
- Use of 24-hour services
- Use of emergency rooms
- Abuse of substances
- Trouble with the law
- Victimization
- Children:
  - Out-of-home placement
  - Disruptive behavior
  - Aggressive behavior
  - School truancy

Community

Prevalence of mental illness

Seven negative outcomes
- For those with SMI/SED
- For those at risk

Receipt of services or supports
- For those with SMI/SED
- For those at risk

Stigma and discrimination

MHSOAC Mental Health Services Oversight & Accountability Commission

2

Prioritization Process

- The criteria applied to the evaluation questions include:
  - **Consistency with MHSA:** Are the questions consistent with the language and values of the Act?
  - **Potential for quality improvement:** Will answers to the question(s) lead to suggestions for and implementation of policy and practice changes?
  - **Importance to stakeholders:** Are the questions a high priority to key stakeholders?
  - **Possibility of partners:** Are there other organizations that might collaborate and/or partially fund the activity?
  - **Context and forward looking:** Are there changes in the environment that make the question particularly relevant? (e.g., the evolving health care environment; political concerns)
  - **Challenges:** Do the question(s) address an area that is creating a challenge for the system?

- The criteria for the evaluation activity include:
  - **Feasibility:** How likely is the evaluation activity to produce information that answers the evaluation question(s)?
  - **Cost:** How many resources are needed to do the activity well?
  - **Timeliness:** How long will it take to complete the evaluation activity?
  - **Leveraging:** Does the evaluation activity build upon prior work of the MHSOAC or others?

MHSOAC
Mental Health Services Oversight & Accountability Commission

3