



**Amendment of Client Services Information (CSI) Data Quality Contract**

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## Recommendation

- **Recommendation to Authorize the Executive Director or Commission Chair to Execute a Contract Amendment with the Mental Health Data Alliance (MHDA) to extend their evaluative efforts towards improving the quality of data in the Client Services Information (CSI) system.**

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## Presentation Overview

- MHSOAC Commitment to Evaluation
- Client Service Information (CSI) System
- Overview of Current Contract
- Overview of Contract Amendment
- Contractor Qualifications
- Proposed Motion



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## MHSOAC Commitment to Evaluation

- **There is a statutory role for MHSOAC to evaluate California's public community-based mental health system**
  - W&I Code 5845(a) and 5845(d)(12)
- **"The MHSOAC is committed to an approach of continuous evaluation, learning from and building upon each progressive completed evaluation. The approach will be focused on quality improvement."**
  - MHSOAC adopted Policy Paper, *Accountability through Evaluative Efforts*



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## Client Service Information (CSI) System

- WIC §5610 required Mental Health Plans (MHPs) to report data to the State for non-duplicative client-based information including all information necessary to meet federal Medicaid reporting requirement.
- Data from Community Services and Supports (CSS) service clients is primarily collected via the Client and Service Information (CSI) database, which is currently owned and maintained by the Department of Health Care Services (DHCS).
- The CSI system collects data regarding both Medi-Cal and non-Medi-Cal clients, and services provided in the County/City/MHP programs.

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## Current CSI Data Quality Contract

- **Purpose:** Provide counties with increased access to accurate and timely data through strengthening of the CSI system, which collects data on clients served via a county's mental health plan. This task is accomplished through identifying barriers to data entry and working on solutions to resolve those issues.
- **Products**
  - Identification and publication of barriers to accurate and timely data submission
  - County and Statewide data quality report including best collection / reporting practices
  - Tool to help counties independently analyze their own CSI data
  - Information sharing link between CSI and Data Collection Reporting (DCR) systems

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# CSI Data Quality Contract Amendment

## New Deliverables

1. **Client Services Information (CSI) Submission File Analysis (SFA) Tool Enhancements**
  - Contractor will survey Counties for desired reports to be added to the existing tool
  - Reports will cover Units of Service (UOS) and other demographic information
2. **Full Services Partnership (FSP) Enhanced Partner Level Data Templates Enhancements to Support CSI Tool.**
  - This enhancement will allow the tool to commutate with a FSP tool so that FSP and Non FSP clients can be separated in the CSI Tool
3. **Regional Trainings and Technical Assistance**
  - In person trainings will be provided to each region to train users on the new tool



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# Contractor Qualifications

## Mental Health Data Alliance (MHDA)

- Previously successful MHSOAC Contractor
- Expert knowledge of CSI, DCR, State and County organizational structure.
- Ability to provide usable reports and templates to the State and counties with the outcome of improving overall services.



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## Motion

- The Commission approves the amendment to the Mental Health Data Alliance Contract for additional deliverables to continue to strengthen the Client and Services Information system, not to exceed \$150,000, and to authorize the Chair to execute the necessary documents.

