



Statewide Mental Health Services Act Evaluation Phases II and III

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(UCLA)

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(EMT)

Overview

- Introductions
 - Client and Family Stakeholders
 - MHSOAC
 - UCLA/EMT
- Meeting Objectives
 - Orientation to Evaluation
 - Participatory/Utilization-Focused Evaluation
 - Timeline of Events
 - Overview of Deliverables

UCLA Center for Healthier Children, Families and Communities (CHCFC)

- Is a multidisciplinary research, policy and training institute at UCLA with faculty from the UCLA Schools of Medicine, Public Health, and Public Affairs.
- The mission of the UCLA CHCFC is to promote children's and families lifelong health, mental health, development and well-being by creating and translating innovative ideas and research into optimal environments, systems and policies.

Evaluation • Management • Training (EMT)

Mission: To promote and facilitate the use of relevant information to improve social policy and enhance the resolution of social problems

- Evaluated over 50 CBO recovery programs for adults
 - All programs serving people of color
- Two decades of evaluation partnership with Tribal communities
 - e.g., Nez Perce, several Alaska Native Tribes.
- Currently partnering with ICF on national Native Aspirations effort



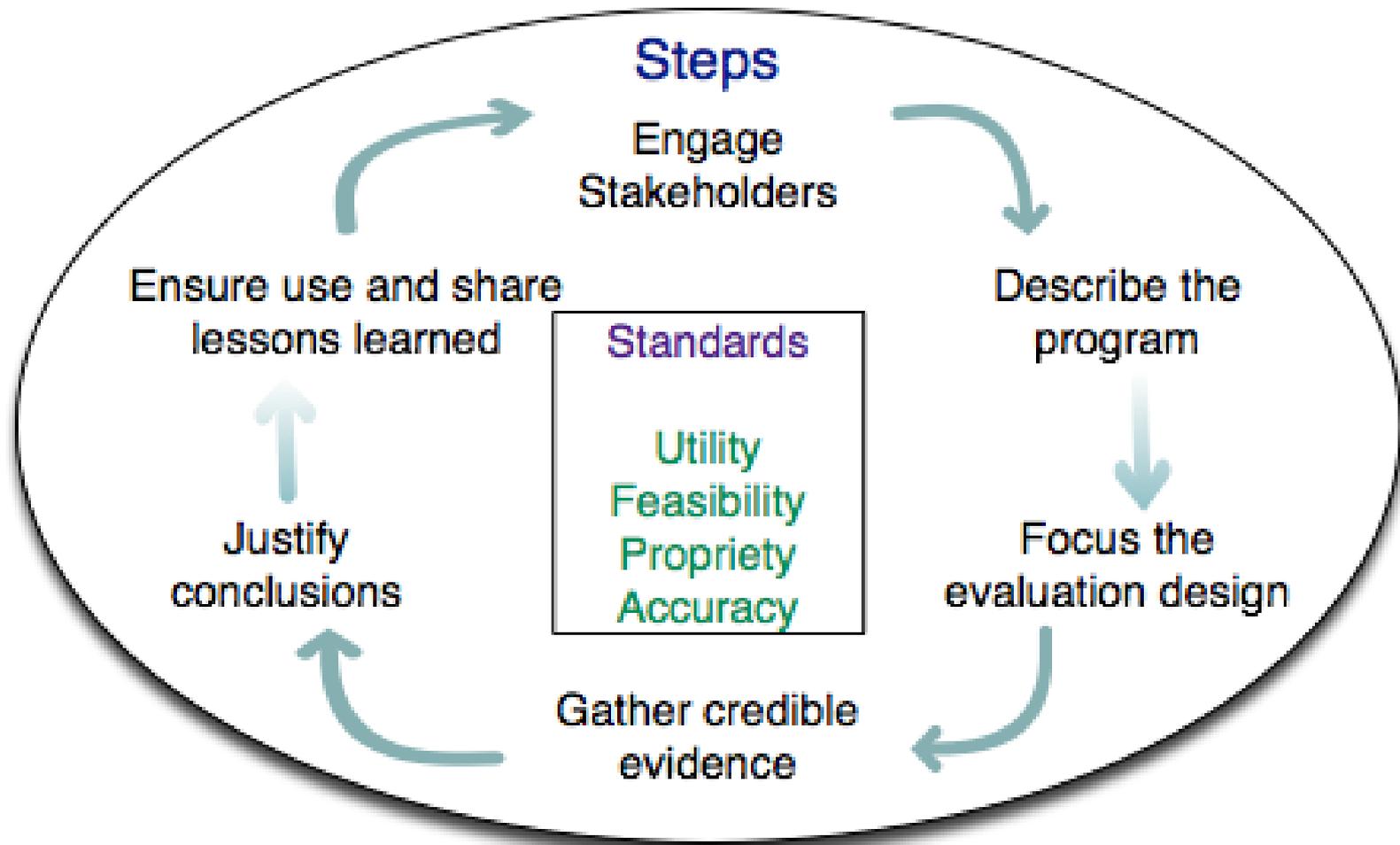
Questions?

Meeting Objectives

- Present the framework for the overall evaluation and stakeholder engagement:
 - Participatory/Utilization-focused
 - Work with multiple stakeholders and report information relevant to different categories of users
 - Partner with key stakeholders to develop recommendations for a performance monitoring system with respect to processes, outcomes and impacts
 - Work with integrated data collection systems and conduct analysis that supports continuous quality improvement
 - Map information needs in complex service systems providing continuous services

Questions?

Recommend Framework for Program Evaluation



Evaluation Framework

<http://www.cdc.gov/mmwr/preview/mmwrhtml/rr4811a1.htm> (36 of 52) 2/13/2007

Questions?

Our Orientation to Evaluation and the Statewide MHSA Evaluation

- Participatory Evaluation (Cousins, 1998)
 - Transformative-participatory evaluation
 - Empowering people through participation in the process
- Utilization-focused (Patton, 2008)
 - Focus on producing information which is useful for decision makers and other key stakeholders
 - Data collected and feedback delivered must be:
 - Meaningful
 - Useful
 - Timely

Evaluation Framework

- Building Collaboration
 - Identify and Engage Key Stakeholder Groups
 - County mental health management
 - Individuals who are or have been involved with the public mental health system, their families, and caregivers
 - County service providers
 - Evaluation-related

Stakeholder Engagement Principles:

- Existing stakeholder groups (including our Advisory Board) should have the opportunity to review and provide feedback *
- All recommendations will be considered
- Because we will be receiving feedback from different stakeholder groups and recommendations may vary, UCLA will make the final decision when conflicting recommendations for revisions are made

*except for summary and synthesis of existing evaluations

Questions?

Objectives of Statewide MHSA Evaluation Contract - Phase II

- **Deliverable #1**
 - **Report of Activities and Costs of Local MHSA Funds**
- **Deliverable #2**
 - **Reports on Prioritized Indicators**
- **Deliverable #3**
 - **Summary and Synthesis of Existing Evaluations on CSS and PEI**
 - **Clarification on PEI – separate contract but conceptually fits with CSS Deliverable #3**
- **Deliverable #4**
 - **Final Report**

See detailed deliverables matrix

Questions?

Objectives of Statewide MHSA Evaluation Contract - Phase III

- **Deliverable #1**
 - **FSP Cost-Offset and Benefit Reports**
- **Deliverable #2**
 - **Reports on General System Development Impact on Individual and System (all age groups)**
 - **Reports on Consumer, Family and Caregiver Involvement in MHSA and its Impact on Client Outcomes**
 - **Participatory Research – significant aspect of Phase III, but consistent with the UCLA/EMT participatory/utilization-focused evaluation approach to Phases II and III (see next slide)**
- **Deliverable #3**
 - **Final Report and Recommendations on Next Steps for Evaluation**

See detailed deliverables matrix

Questions?

Phase III – Deliverable #2

- **UCLA (statewide evaluator) outlines feasibility considerations**
- **Statewide evaluator & client/family and other stakeholder groups jointly engage in participatory research**
- **To be selected through the Participatory Process.....**
 - **The General System Development Strategy to be Evaluated (e.g., Housing, Outreach and Engagement)**
 - The Individual Outcome(s) to be Measured – for each age group
 - The Impact on the System to be Measured
 - **Client, Family and Caregiver Involvement in the public mental health system**
 - The Individual Outcome(s) to be Measured – for each age group
 - The Impact on the System to be Measured (e.g., Recovery – Orientation, Client-Focused Service System)
 - **Instruments/Data Collection Tools used to measure Outcomes**
- **Statewide evaluator weighs budget/feasibility considerations when making final determination**

Questions?

Phase III – Deliverable #2

- **Participatory Process also involves.....**
 - **Discussion of findings as they emerge**
 - Clients and Family Stakeholder Groups are key in examining potential meaning of results as they emerge
 - **Dissemination of Findings**
 - There are two required reports on the outcomes. However--
 - Client and Family Stakeholder Groups may determine that they would like to host town – hall style meetings, online forums, or other means of engagement with their peers in order to share findings

Questions?

Statewide MHSA Evaluation Contracts – Launch Dates

- Phase II
 - Contract with MHSOAC executed on 2/7
 - Kick off meeting held 1/27
 - MHSOAC Evaluation Committee Chair also joined the meeting later in the day
- Phase III
 - Contract with MHSOAC effective on 4/11
 - Kick off meeting held 3/30

Statewide Evaluation Phases

Starting from the beginning.....

Logical Sequence of Activities

1. Engage stakeholders
2. Describe the program
3. Focus the evaluation design
4. Gather credible evidence
5. Justify conclusions
6. Ensure use and share lessons learned

But we are dropping in after the horse has left the barn!

First Deliverable Starts with Step 4

4. Gather credible evidence (existing reports about CSS and PEI outcomes)
5. Justify conclusions (write a summary report about CSS and PEI outcomes)

CSS (FSP) Initial Report Due May 2nd, 2011

PEI Initial Report Due August 31st, 2011

Participatory/Utilization-Focused Evaluation:

- Phase II Example:
 - Priority Indicators
 - Proposing variables from existing measures that can be compiled to create measures
 - Proposing creation of system-level measures through coding of existing county reports augmented with key stakeholder interview data (e.g., telephone survey of select group of county mental health staff)
 - Draft matrices will be vetted through existing key stakeholder groups (e.g., Client & Family Stakeholder Groups, IDEA Committee) for review and feedback

Questions?

Participatory/Utilization-Focused Evaluation:

- Phases II/III Example:
 - Statewide Evaluation Conceptual Framework
 - Part of “Focus the Evaluation Design” step in the context of CDC’s Evaluation Framework (Slide #6)
 - Bring drafts to existing stakeholder groups for review and feedback

Engaging Stakeholders

Examples (there will be many more!)

Potential Stakeholder Group	Product	Role
Client & Family Groups, Advisory Board, Regional Coordinators, CMHDA IDEA Committee	Statewide Evaluation (Phases II and III) Conceptual Framework	Review, Feedback
Same as above	Matrix Mapping Variables from Existing Data Sources to Priority Indicators	Review, Feedback
CMHDA IDEA Committee, Evaluation Experts (e.g., Brian Yates, Steve Hahn-Smith, UCSD Team Members, San Francisco County Team)	Recommended Outcomes (backed by data available and accessible in existing data sources) for FSP Cost-Offset and Benefit Analysis	Review, Feedback

What to expect... in a nutshell

- For almost all deliverables (particularly in Phase II), we have been charged with using existing data whenever and wherever possible
 - A lot of data has been collected – we have been tasked with analyzing it across the counties and regions
- We do not have access to all of the reports counties have produced we were asked to summarize findings across counties by May 2nd – we went to counties for help in identifying reports with evaluation findings

Questions?

What to expect... in a nutshell

- The Phase III evaluation has a specific Deliverable (2) with a participatory research component
 - This Deliverable may facilitate the opportunity for recommendations on potential new individual and system-level instruments
 - The instruments selected, the outcomes measured, and the program strategies to be evaluated will be selected by client/family and other stakeholder groups
 - We prefer to use a consensus model if possible

Questions?

What to expect... in a nutshell

- Our overall approach is participatory/utilization-focused.
 - Therefore, we seek engagement with client and family stakeholder groups throughout the development of other deliverables
 - We will outline the parameters of what we can and can't do (e.g., where we have to use existing data sources) in advance of meetings
 - We hope that by being up front about the parameters of our contract, we can make the most out of stakeholder time and feedback

Questions?

Questions?