

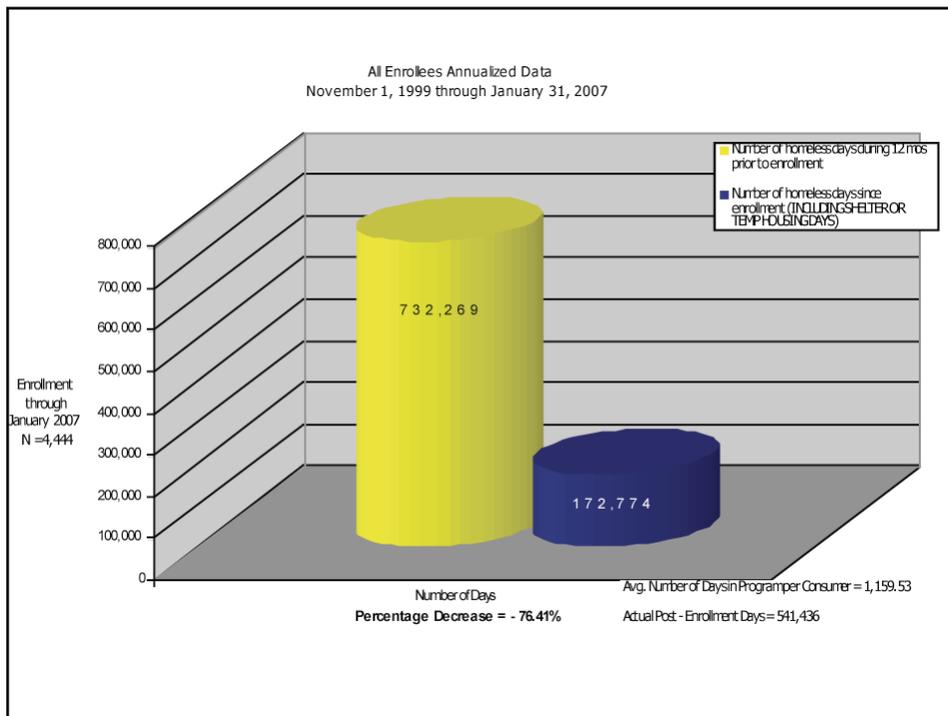
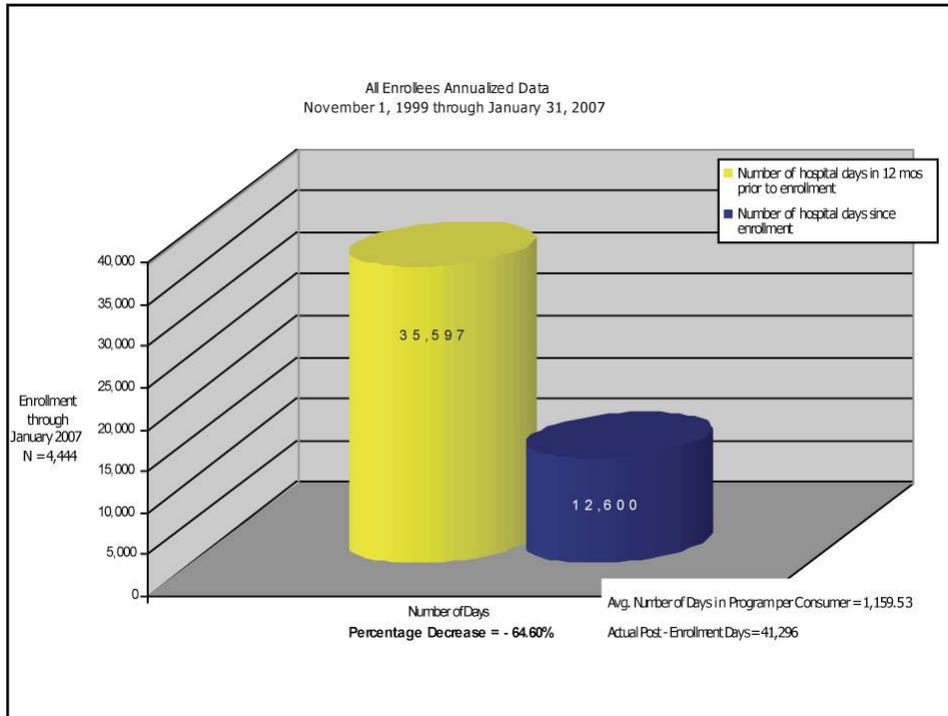
Recovery-Oriented Administration and Evaluation

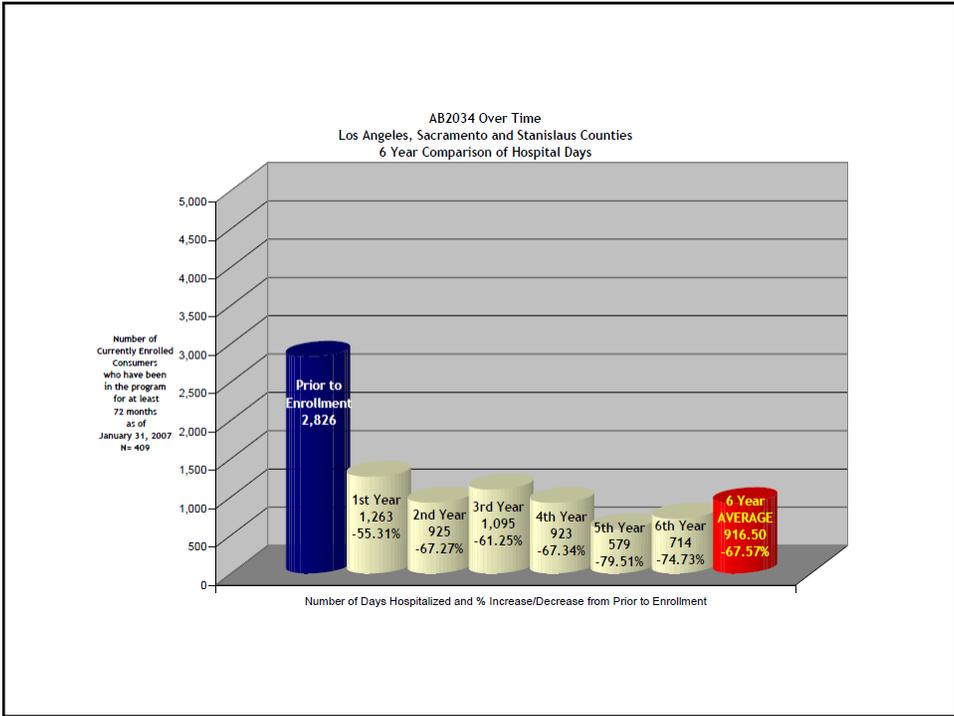
Dave Pilon, Ph.D., CPRP

June 22, 2011

Three Problems

- Lack of benchmarks
- No general indicator of recovery
- “Meaningless” data (at least to the people who produce them)





Residential Status	Number of Participants: Status at Admission	Number of Participants: Status as of 1/31/06	Percent Change
Homeless / Shelter/Temp Housing	2,572	545	-78.81%
Jail / Prison	310	77	-75.16%
State Hospital	73	5	-93.15%
SNF / IMD	66	56	-15.15%
Residential Program	221	162	-26.70%
Foster Care	1	0	-100.00%
Board and Care	98	235	139.80%
Alcohol/ Substance Abuse Facility	35	84	140.00%
Group Living	18	95	427.78%
Family of Origin	316	312	-1.27%
Sober Living Home	192	168	-12.50%
Independent Living	643	2,827	339.66%
Other	77	56	-27.27%
No Data	0	0	
Totals	4,622	4,622	

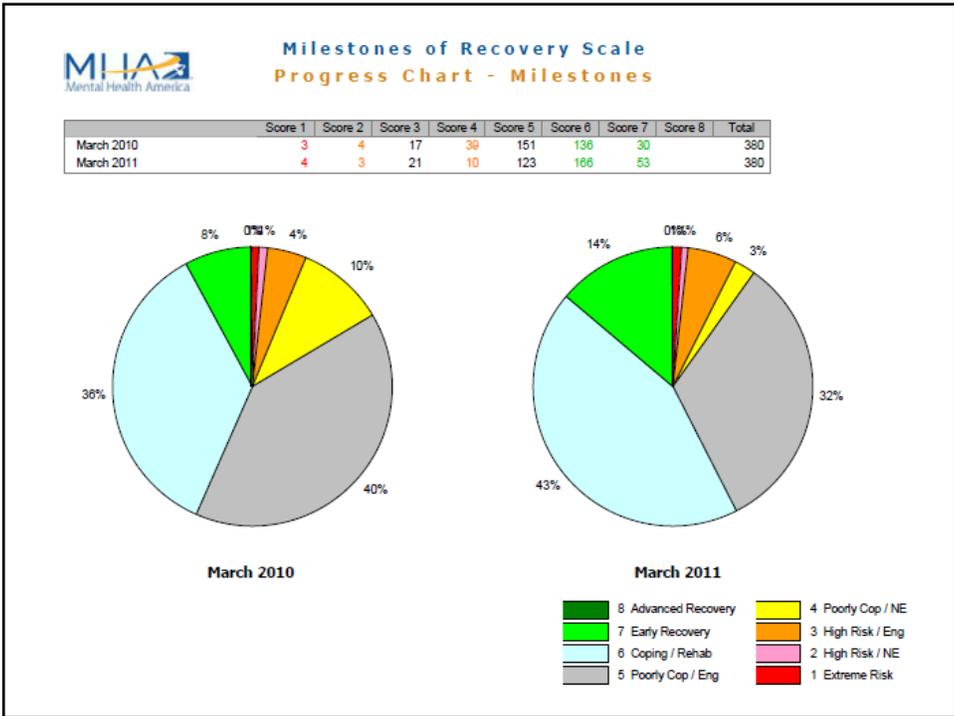
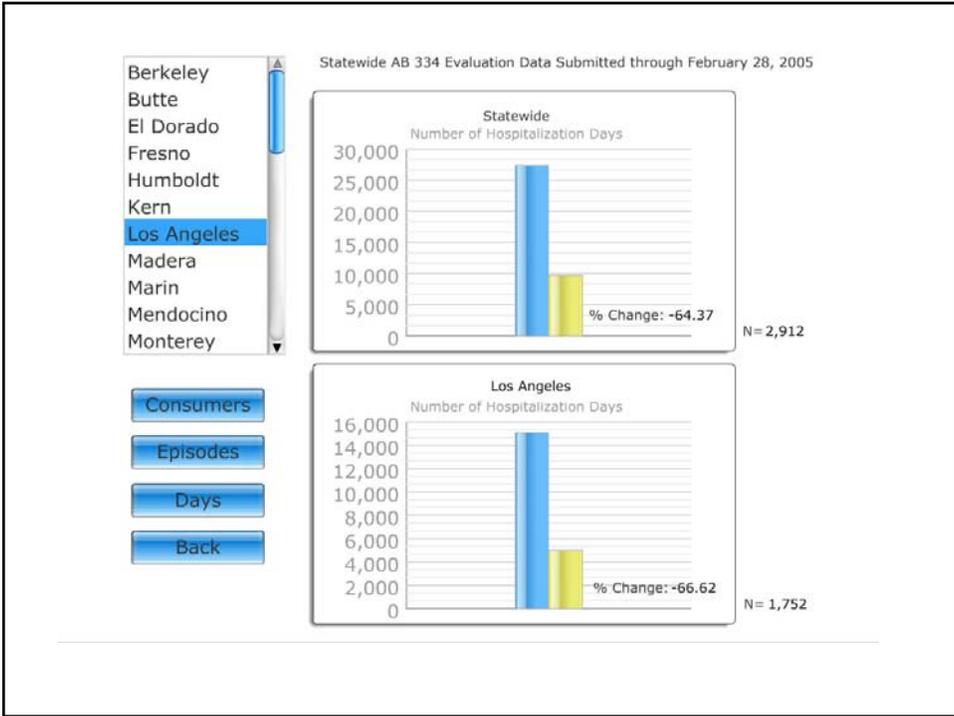
Table 8. Admission Vs. Current Residential Status of AB 2034 Participants

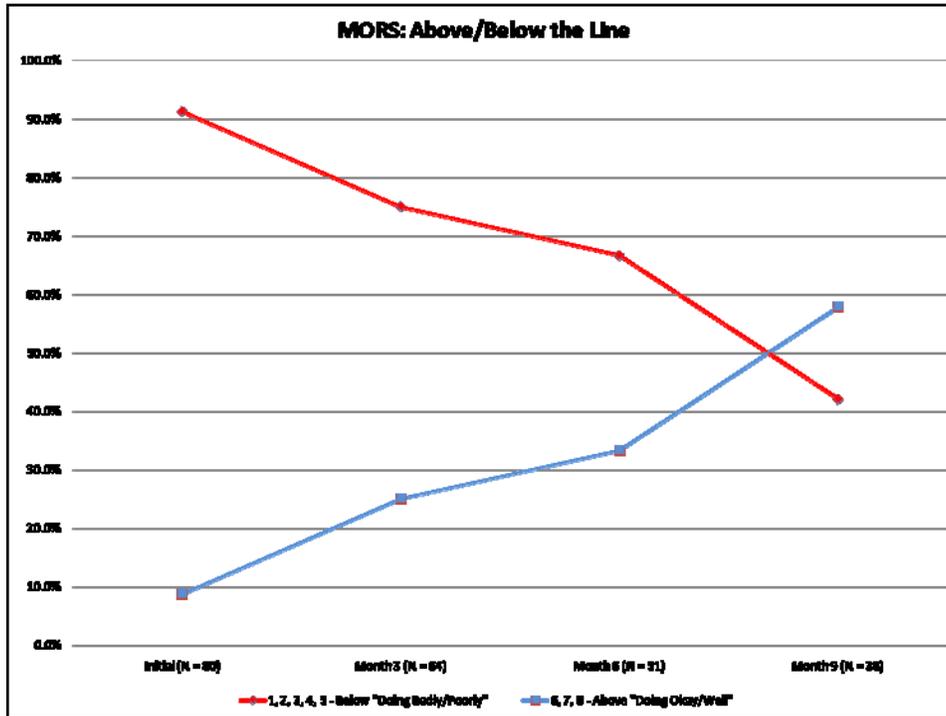
MHALA's Five Highest Rated Items

Item	MHA	US	%	CA	%
I am proud to work here	92.4	80.4	96	81.8	100
I understand the vision and mission of this organization	86.9	81.5	87	82.3	100
My direct supervisor shows interest in me as a person	86.0	76.9	95	78.7	100
My co-workers treat one another with respect	84.6	75.7	87	78.9	86
Overall, I am satisfied with my job	83.9	72.3	97	73.8	100

MHALA's Five Lowest Rated Items

Item	MHA	US	%	CA	%
Leadership keeps us well informed	74.0	64.1	89	67.1	100
Adequate safeguards are in place to protect the safety of employees	72.2	70.3	58	72.3	14
The salary and benefits that are offered here are fair	69.1	53.9	91	59.5	100
We have an adequate number of staff to do our jobs	62.6	56.1	78	57.2	86
I am satisfied with my pay	58.8	45.7	88	50.8	100





The Problem

- Data like these are very meaningful to Program Directors, Directors of Departments of Mental Health, Supervisors and State Legislators.
- Data like these are essentially meaningless to line staff and the people who supervise them
 - o It is unclear how their own efforts contributed to the outcomes
 - o They are difficult to make actionable for quality improvement purposes