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TAB SECTION: 1

X ACTION REQUIRED

DATE OF MEETING: 6/23/11

PREPARED BY: Lyon, Bertoldo, Yeroshek DATE MATERIAL PREPARED: 6/17/11

AGENDA ITEM: Approve Contractual Agreement for Data Quality Improvements to Support the Data Collection and Reporting (DCR) System

ENCLOSURES: • None

OTHER MATERIAL RELATED TO ITEM: None

ISSUE

MHSOAC staff is seeking Commission approval of a one year contract with University Enterprises, Inc., on behalf of the California State University Sacramento (CSUS) for \$360,232 to support data quality.

The MHSOAC needs accurate and timely reports which are generated from data collected by the Data Collection and Reporting System (DCR) system of the Department of Mental Health (DMH). This is critical in order for the Commission to be successful in implementing its policy of evaluation as a strategy for its oversight and accountability role and to support quality improvement throughout the mental health system.

A contract must be executed by June 30, 2011 in order to encumber these funds because they are from Fiscal Year 2010/11.

BACKGROUND

As part of its oversight role, the MHSOAC currently has contracts to provide statewide evaluations, including outcomes from the Full Services Partnership (FSP) programs funded under the MHSA Community Services and Supports (CSS) Component. Counties enter client information and outcomes on FSP partners into the DCR system maintained by the Department of Mental Health (DMH). The DCR system collects baseline and key event information over time including changes in residential status, employment, education, criminal justice involvement, legal designations, and emergency interventions for FSP partners across all age groups.

Once data is submitted to the DCR system, due to a lack of resources, regular reported feedback is not available to counties and technical assistance is not provided to determine if there are any problems with the reported data. It is essential that overall client outcomes be accurately reported to ensure valid evaluations.

Over the past two years prior Evaluation Committees have identified this as an important need. The current Evaluation Committee, at its April 20, 2011 meeting, established a Data Quality Workgroup charged with developing deliverables that would lead to accurate and reliable data to allow meaningful reports. The Workgroup met on June 1, 2011 and recommended various possible solutions for existing challenges with the current DCR system. The recommendations provided by the Workgroup are included in the scope of work of the proposed contract with CSUS.

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BACKGROUND (continued)

One time funds are now available to provide technical and analytical support to California's counties, including resource documents, reporting mechanisms, and trainings on how to extract information from the DCR system.

The MHSOAC requested proposals through an intergovernmental process from University of California, Los Angeles (UCLA) and CSUS for the data quality improvements to support the DCR system. CSUS submitted a proposal that was less costly with more deliverables.

The MHSOAC also has been coordinating with DMH on this proposed contract because the DCR system is maintained by the Department.

CONTRACT DELIVERABLES

The term of the proposed contract is from June 2011 to June 2012 for a total of \$360,232 to provide the following ten (10) deliverables:

- 1) Provide a concise DCR Data Dictionary for data entry on FSP partners that is user friendly and simplified: due October 17, 2011.
- 2) Provide a DCR User Manual for the DCR system that covers information on capabilities of the system, security features, data reporting options and rules, data correction, data extraction, management of the various reporting forms, and online system interface: due February 6, 2012.
- 3) Develop a training curriculum for use of the DCR system and provide written training materials that cover critical elements of the DCR User Manual and Data Dictionary: due April 2, 2012.
- 4) Conduct training for the DCR system in four regions (Bay Area, Superior, Central, and Southern) using the curriculum developed in Deliverable #3: due June 29, 2012.
- 5) Provide two Application Notes (i.e. Technical Instructions) in order to provide specific instructions for solutions to common county challenges with DCR FSP data, including how to extend the use of the DCR data to other software applications: due May 7, 2012.
- 6) Provide a one-time county-level data quality report with basic client information including client counts and number of completed and missing forms in the system: due January 9, 2012.
- 7) Provide a client-level report template in Microsoft Access and/or Microsoft Excel for use with DCR data extracts in order to assist counties with an organized and concise review of a client's system-wide historical information: due February 20, 2012.

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CONTRACT DELIVERALBES (continued)

- 8) Develop and provide the written curriculum and materials for training on basic statistical analysis, interpretation and presentation of FSP data, including how to download the data into a database to develop reports unique to county needs: due May 21, 2012.
- 9) Conduct training for basic statistical analysis, interpretation and presentation of FSP data in four regions (Bay Area, Superior, Central, and Southern) using the curriculum developed in Deliverable #8: due June 29, 2012.
- 10) Provide online e-Training materials for use by counties on-demand based on the training curricula in Deliverables #3 and #8: due June 29, 2012.

Total Contract Amount: \$360,232

Proposed Motion:

- The MHSOAC approves the proposed one year contract for \$360,232 with University Enterprises, Inc., on behalf of the California State University Sacramento.
- The MHSOAC authorizes the Executive Director to execute the above mentioned contract.