

Developing Priority Indicators for County Use

Priority Indicators for County Use

2013 FSP Priority Indicators Project Goals:

- Empower county staff to evaluate their own FSP programs
- Create an effective feedback loop from the Data Collection and Reporting (DCR) system to county and program staff
- Create a common language between counties in order to facilitate discussions of FSP program successes and lessons learned throughout the State of California
- Serve as a building block in a collaborative effort to identify ongoing statewide FSP indicators
- Allow comparisons of outcomes from year to year for service quality improvement efforts

County Survey of Priority Indicators

In 2013, we asked counties to prioritize their top four FSP Program indicators based on the following choices for domains. Counties who responded gave one response per county.

- For example, Alameda rated residential outcomes as their highest priority followed by legal, health and employment.

| County | Residential | Education | Employment | Financial | Legal | Emergency | Health | Substance | Discharge |
|----------------|-------------|-----------|------------|-----------|-------|-----------|--------|-----------|-----------|
| Alameda | 1 | | 4 | | 2 | | 3 | | |
| Amador | 1 | | | | 2 | 3 | | | 4 |
| Berkeley City | 2 | | 4 | | 3 | 1 | | | |
| Colusa | | 1 | | 2 | | | | 3 | |
| Contra Costa | 1 | | | | 3 | 4 | | 2 | |
| El Dorado | 4 | 1 | | | 2 | 3 | | | |
| Fresno | 1 | | | | 3 | 2 | 4 | | |
| Humboldt | 2 | | | | 1 | 3 | | 4 | |
| Kern | 1 | | | | 2 | 3 | | | 4 |
| Lake | 2 | | | | 3 | 1 | 4 | | |
| Lassen | 3 | | | | 2 | 1 | | | 4 |
| Los Angeles | 1 | 3 | 2 | | | | | | 4 |
| Madera | 3 | | | | 2 | 1 | | 4 | |
| Marin | 1 | 3 | 2 | | | | | 4 | |
| Merced | 2 | | | 4 | | 1 | 3 | | |
| Mono | 3 | | | | | 2 | 1 | 4 | |
| Napa | 2 | | | 4 | | 3 | | | 1 |
| Nevada | 1 | | | | 3 | 2 | | | 4 |
| Orange | 1 | 4 | 3 | | | | | | 2 |
| Placer | 2 | | | | 3 | 1 | | 4 | |
| Riverside | 4 | | | | 2 | 1 | | | 3 |
| Sacramento | | | | | 2 | 1 | 4 | | 3 |
| San Benito | 3 | | | | 4 | 2 | | | 1 |
| San Bernardino | 2 | 4 | | | 3 | 1 | | | |
| San Diego | 1 | | | | | 2 | 3 | | 4 |
| San Francisco | 2 | 3 | 1 | 4 | | | | | |
| San Joaquin | 4 | | | | 2 | 3 | | | 1 |
| Santa Barbara | 1 | 2 | 3 | | | | | | |
| Santa Clara | 3 | | 4 | | 2 | 1 | | | |
| Shasta | 2 | | | | 3 | 1 | | | 4 |
| Sierra | | | 3 | | 4 | 1 | | | 2 |
| Sonoma | 3 | | | | 2 | 1 | | 4 | |
| Stanislaus | 4 | | | | | 1 | 3 | | 2 |
| Sutter-Yuba | | | | | 3 | 1 | | 4 | 2 |
| Tulare | 2 | | | | | 1 | | 3 | 4 |
| Tuolumne | 4 | | | | | 2 | 1 | 3 | |
| Ventura | | | | | 2 | 1 | 3 | 4 | |
| Yolo | 2 | | 3 | | | 1 | | | 4 |

Tools to Empower Counties to Evaluate their Outcomes for Priority Indicators

- We developed tools which would empower counties to evaluate their own outcomes for the priority indicators
- Counties use the tool we developed by:
 1. Downloading their FSP data from DCR
 2. Importing FSP data into Tool
 3. Selecting inclusion/exclusion criteria for evaluation
 4. Running report
 5. Choosing length of service for focus

Figure: Example Selecting Inclusion/Exclusion Criteria

The screenshot shows a web application window titled "F12_Emergency_Form" with the main heading "FSP Indicators - Emergency Domain Reports". The form is divided into three main sections for selecting criteria:

- Service Period*:** Includes fields for "Starting Date" and "Ending Date" with a calendar icon. Below these is a section labeled "AND" with a note: "* Will include the entire history for all partners with an active partnership at any time during this period". At the bottom of this section is a checkbox labeled "Leave form open after running report".
- Program / Provider / PSC (Optional):** Features a sub-heading "Status as of the Date of Download:" followed by three dropdown menus: "Ending Program Name", "Ending Provider", and "Ending Partnership Service Coordinator".
- Other (Optional):** Also features a sub-heading "Status as of the Date of Download:" and contains several dropdown menus: "Discharged or Still Active Only?", "Admitted During Time Period Only?", "Ending Age Group", "PAF Age Group", "Referred By", and "Starting Residential Status". At the bottom of this section is a checkbox labeled "Exclude Non-continuous Partnerships?".

At the bottom of the form, there are two columns of report options, each with a light green button for the report and a light brown button for the export data:

- Mental Health Emergency Events:** "Mental Health Emergency Events Report" and "Mental Health Emergency Events Export Data".
- Psychiatric Hospitalization:** "Psychiatric Hospitalization Report" and "Psychiatric Hospitalization Export Data".

Below these options is a checkbox labeled "Exclude Clients with Unreported Events on PAF?" with a dropdown menu.

Tools to Empower Counties to Evaluate their Outcomes for Priority Indicators

Figure: Example Report

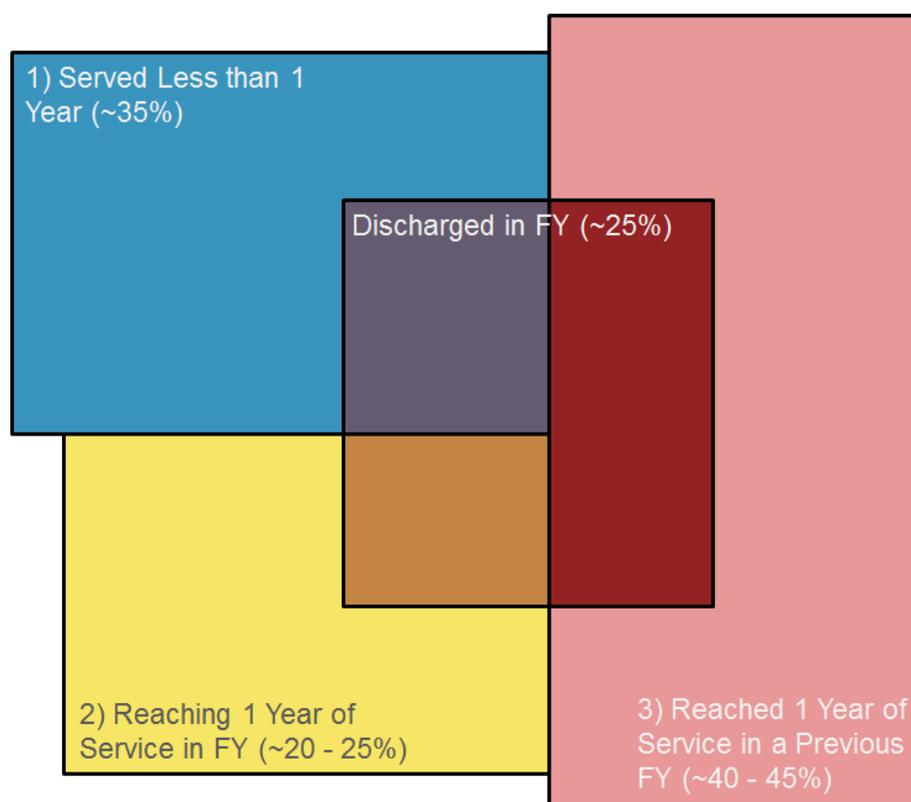
Mental Health Emergency Events Report for Partners Served up to 5 Quarters Meeting Report Criteria

| | Total Partners Served | Partners with Mental Health Emergency Events | | Mental Health Emergency Events | | | Change in Events from Baseline (Qtrs Before FSP) |
|--|-----------------------|--|-------|--------------------------------|-------------------------|-----------------------------|--|
| | n | n | % | Events | Events / Total Partners | Events/Partners with Events | Events |
| FSP Data Reported for Partners Who: Were Served Any Point During Service Period | | | | | | | |
| Average per Qtr Before | 157 | | % | 71 | 0.45 | 0.99 | 0 Events |
| FSP Data Reported for Partners Who: Completed at Least 1 Q | | | | | | | |
| Average per Qtr Before | 147 | | % | 62 | 0.42 | 0.95 | 0 Events |
| Q 1 During | 147 | 10 | 6.8 % | 24 | 0.16 | 2.40 | -38 Events |
| FSP Data Reported for Partners Who: Completed at Least 2 Qs | | | | | | | |
| Average per Qtr Before | 126 | | % | 53 | 0.42 | 1.07 | 0 Events |
| Q 1 During | 126 | 8 | 6.3 % | 22 | 0.17 | 2.75 | -31 Events |
| Q 2 During | 126 | 7 | 5.6 % | 18 | 0.14 | 2.57 | -35 Events |
| FSP Data Reported for Partners Who: Completed at Least 3 Qs | | | | | | | |
| Average per Qtr Before | 113 | | % | 47 | 0.41 | 1.08 | 0 Events |
| Q 1 During | 113 | 7 | 6.2 % | 15 | 0.13 | 2.14 | -32 Events |
| Q 2 During | 113 | 7 | 6.2 % | 18 | 0.16 | 2.57 | -29 Events |
| Q 3 During | 113 | 5 | 4.4 % | 11 | 0.10 | 2.20 | -36 Events |
| FSP Data Reported for Partners Who: Completed at Least 4 Qs | | | | | | | |
| Average per Qtr Before | 102 | | % | 43 | 0.42 | 1.15 | 0 Events |
| Q 1 During | 102 | 6 | 5.9 % | 14 | 0.14 | 2.33 | -29 Events |
| Q 2 During | 102 | 7 | 6.9 % | 18 | 0.18 | 2.57 | -25 Events |
| Q 3 During | 102 | 4 | 3.9 % | 10 | 0.10 | 2.50 | -33 Events |
| Q 4 During | 102 | 2 | 2 % | 7 | 0.07 | 3.50 | -36 Events |
| FSP Data Reported for Partners Who: Completed at Least 5 Qs | | | | | | | |
| Average per Qtr Before | 81 | | % | 30 | 0.37 | 1.07 | 0 Events |
| Q 1 During | 81 | 5 | 6.2 % | 13 | 0.16 | 2.60 | -17 Events |
| Q 2 During | 81 | 6 | 7.4 % | 17 | 0.21 | 2.83 | -13 Events |
| Q 3 During | 81 | 4 | 4.9 % | 10 | 0.12 | 2.50 | -20 Events |
| Q 4 During | 81 | 2 | 2.5 % | 7 | 0.09 | 3.50 | -23 Events |
| Q 5 During | 81 | 4 | 4.9 % | 18 | 0.22 | 4.50 | -12 Events |

Outcome Reports Comparing 2 Years

- Next we were tasked to compare 2 years of outcomes for FY-2010/2011 and FY- 2011/2013
- We created report formats to compare cohorts of clients for the two years
- We prepared program and provider level reports for all 59 MHPs
- We developed a summary statewide report in order to provide benchmarks for individual county reports
- In order to compare two consecutive years of outcomes, we needed to develop two exclusive cohorts for comparison:

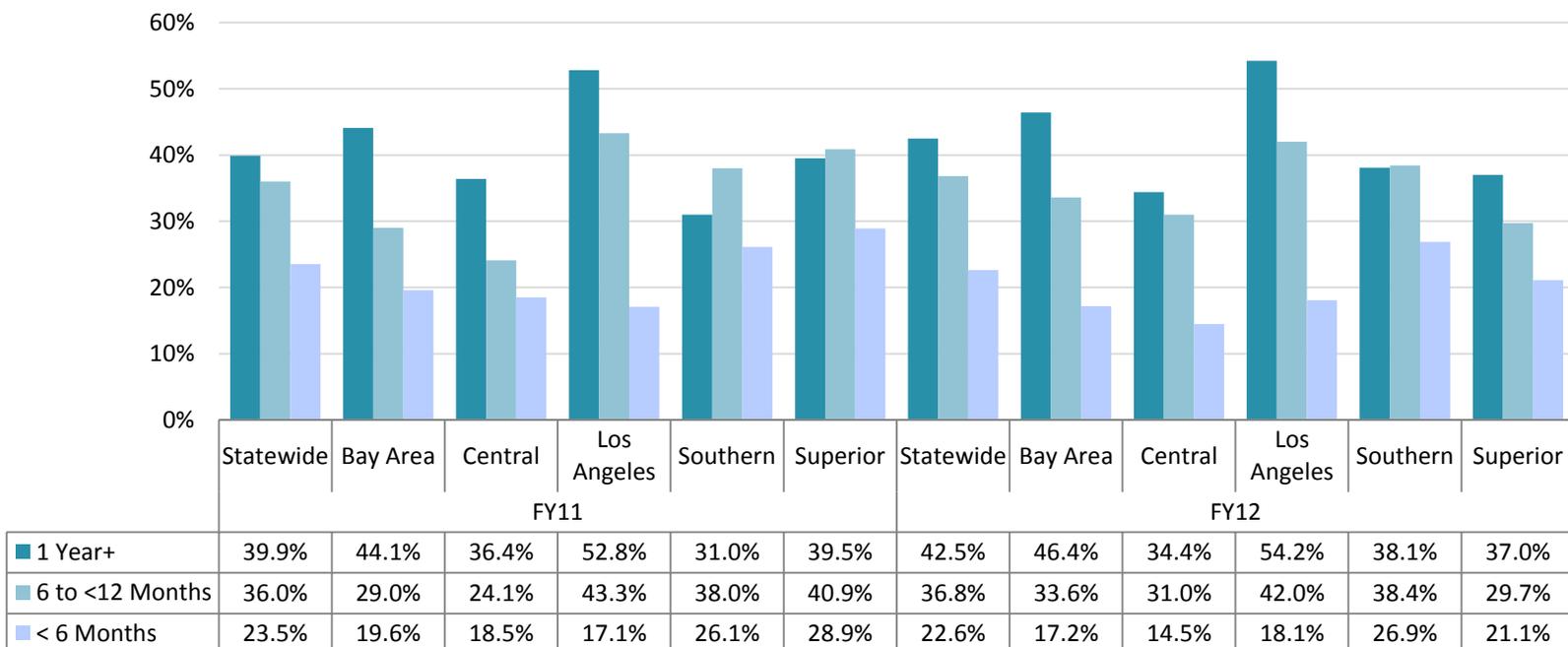
Figure: Venn Diagram of Groups of Partners Served in a Fiscal Year



What Length of Service Should be Evaluated?

- The purpose of our project was to compare two years of data for quality of service improvements and to develop comparison benchmarks for counties
- Many counties expressed that there was a goal to serve partners for at least one full year, especially for TAY, Adult and Older Adult
- Partnerships that end before one year are much less likely to have met goals, and therefore more likely to have engagement and retention related issues, requiring a different approach to analysis

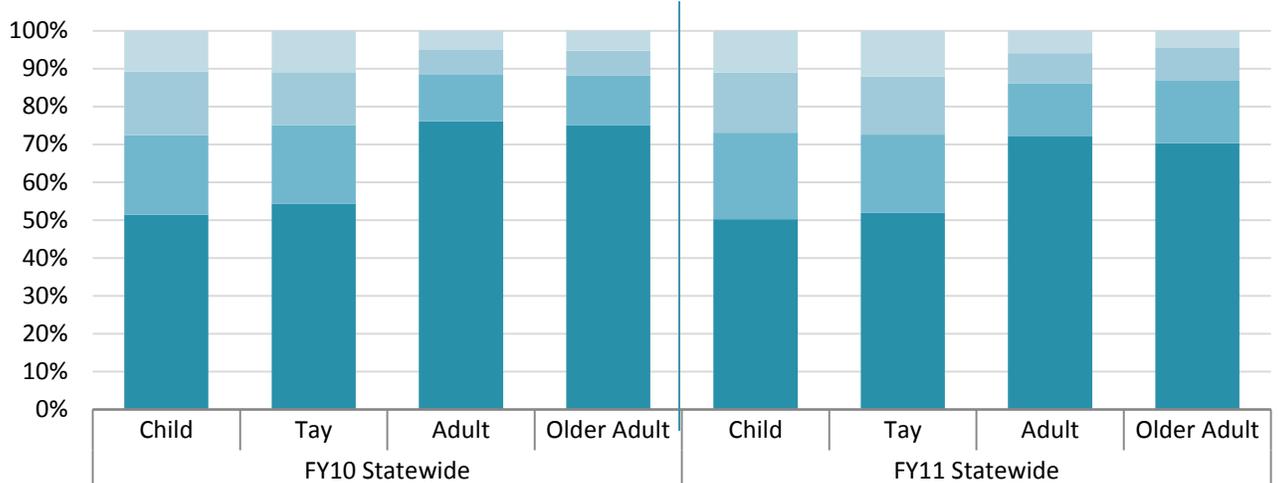
Figure: Percent of Partners who Met Goals Upon Discharge by Length of Service Group, Statewide & Region by Fiscal Year



What Proportion Stay in FSP for One Year?

- About half of Children and TAY
- About $\frac{3}{4}$ of Adult and Older Adult

Percent of Partners Retained by All Length Categories Statewide, by Age Group & Fiscal Year



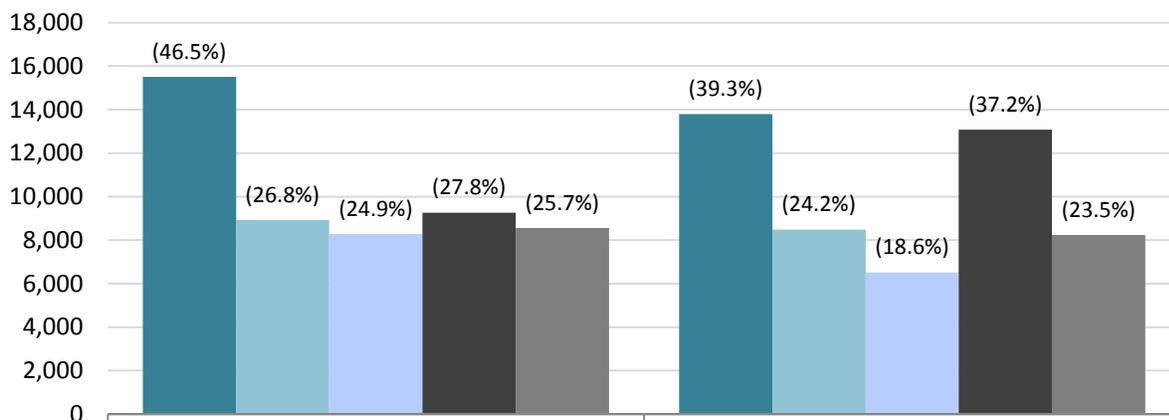
| | FY10 Statewide | | | | FY11 Statewide | | | |
|-----------------------|----------------|-------|-------|-------------|----------------|-------|-------|-------------|
| | Child | Tay | Adult | Older Adult | Child | Tay | Adult | Older Adult |
| <3 Months | 10.8% | 11.1% | 4.9% | 5.2% | 10.9% | 12.0% | 5.9% | 4.4% |
| 3 Months to <6 Months | 16.7% | 13.8% | 6.6% | 6.6% | 15.7% | 15.4% | 8.1% | 8.6% |
| 6 Months to <1 Year | 21.0% | 20.8% | 12.4% | 13.0% | 22.7% | 20.6% | 13.8% | 16.6% |
| 1 Year+ | 51.3% | 54.2% | 76.0% | 74.8% | 49.7% | 51.7% | 72.1% | 70.1% |

Who Was Evaluated in Statewide Report?

Two sets of Cohorts Selected for Comparison:

- Discharged Partners in Fiscal Year
- Partners Reaching 1 Year of Service in Fiscal Year

Figure: Partners Selected and Not Selected for this Report of Total Partners Served in Fiscal Year



| | | |
|---|--------|--------|
| | 33328 | 35110 |
| | FY11 | FY12 |
| ■ Met Selection Criteria for Report | 15,508 | 13,797 |
| ■ Selected as Discharged | 8,921 | 8,488 |
| ■ Selected as Reaching 1 Year | 8,287 | 6,513 |
| ■ Reached 1 Yr in Previous FY & Not Discharged (Not Selected) | 9,263 | 13,075 |
| ■ Served < 1 Yr & Not Discharged (Not Selected) | 8,557 | 8,238 |

Total Served

33,328

35,110

Population Selection Criteria for Evaluation

- Fair selection criteria are needed: not everyone can be included in every outcome evaluation – selection criteria are defined in order to make comparisons between groups or across time
- What is the purpose of the evaluation?
 - Our project aimed to look at quality and outcomes changes across time, and therefore needed separate cohorts to evaluate change
 - Other evaluations may not need exclusive cohorts for comparison across time (e.g., pre-post client improvements)
- What are the hypotheses?
 - We hypothesized that there would be variation in data quality and client outcome achievement across counties, but that year to year comparisons would help to identify the differences related to between and within county variations
 - We found that the between county variations were much greater than the within county variations year to year
 - These findings help to strengthen the value of the benchmarks so that counties can evaluate improvements in data quality or client outcomes over time while striving to further develop programs and service quality
- Counties can now communicate about common goals and share reports on common priority indicators utilizing identical formulations and identify improvements year over year