

MHSA FULL SERVICE PARTNERSHIP OUTCOMES ASSESSMENTS

California Department of Mental Health
Performance Outcomes & Quality Improvement

Modified: 11/05/2007



Training Overview

Background

- Context of the Initial Evaluation of Full Service Partners
- Full Service Partnership (FSP) Target Population

Full Service Partnership Outcomes Assessment

- FSP Forms & Methodology

Data Submission to DMH

- Option 1: On-Line Data Entry
- Option 2: XML Data Submission

Getting Your Data Back

County “Certification”

DMH Staff Contact Information





Context of the Initial Evaluation of Full Service Partners

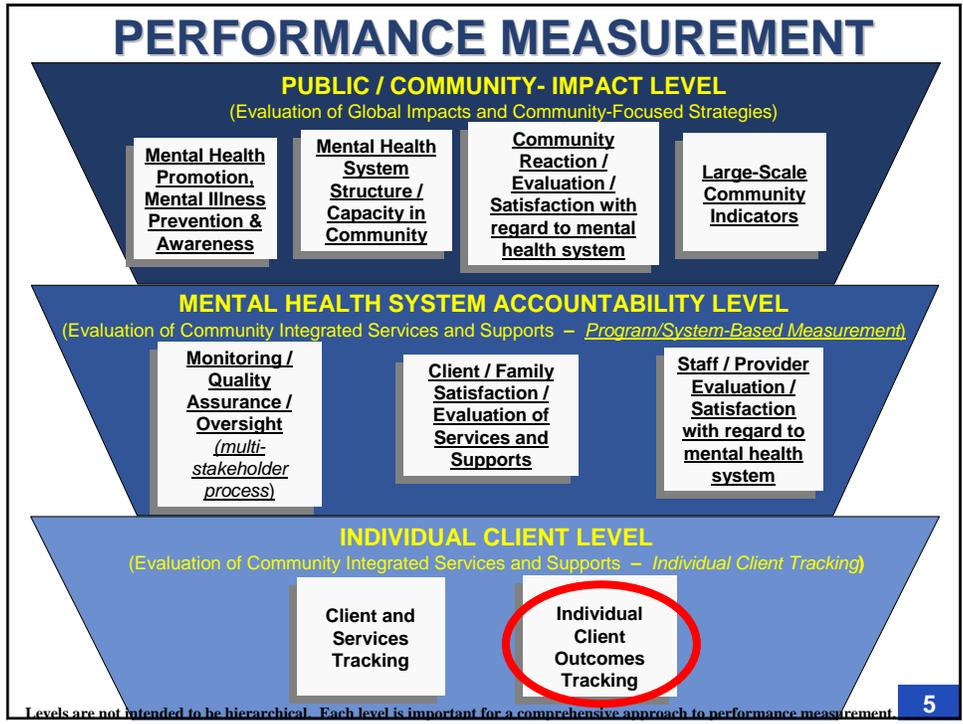
3



Full Service Partnership Outcomes Assessment Background

- Current outcomes are guided by legislation including: Realignment, Children's System of Care, Medi-Cal and the Federal Block Grant, etc. and recovery-based system transformational agendas such as "The President's New Freedom Act" and the "Mental Health Services Act"
- With its emphasis on accountability, the Mental Health Services Act (MHSA) greatly expands our need for data at multiple levels
- In response to these increased demands, DMH convened a Performance Measurement and Advisory Committee (PMAC)
- DMH and the PMAC developed methods to measure the impact of MHSA services on individuals modeled after the successful AB2034 Program
- What we will discuss today is the first component of a comprehensive statewide system being developed to measure outcomes at the Individual, System and Public/Community impact levels as they relate to the MHSA

4



Target Population for the Initial Evaluation of Full Service Partners

6

Individual Outcomes Data Collection Target Population



The target population for individual outcomes data collection is based on four age groupings as specified in the Community Services and Supports (CSS) Plans

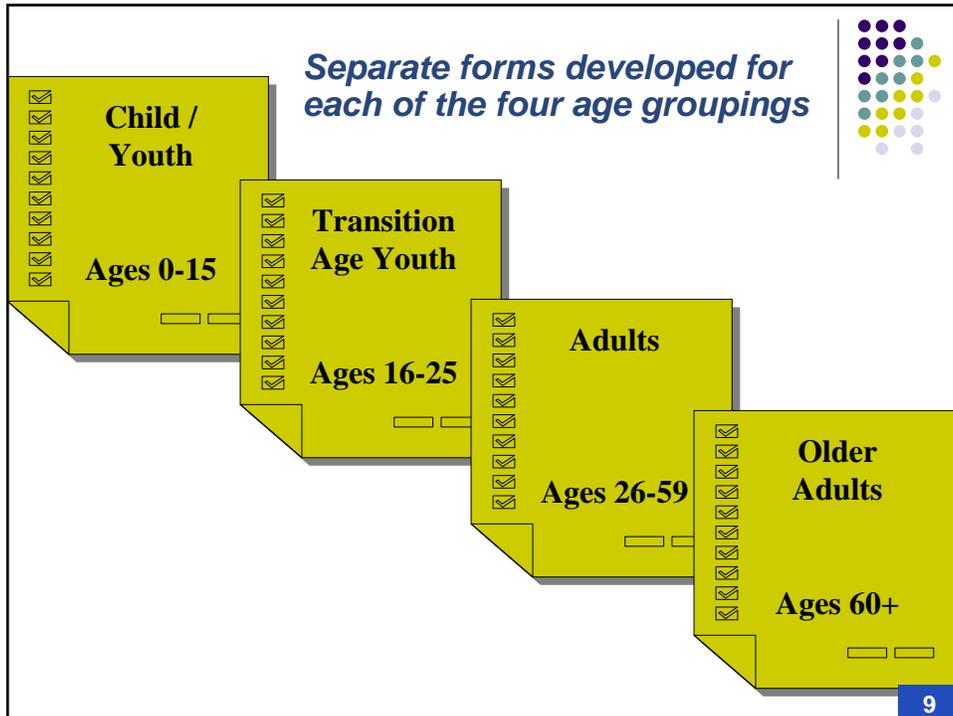
- Youth (ages 0-15)
- Transitional Age Youth (ages 16-25)
- Adults (ages 26-59)
- Older Adults (ages 60+)

7

MHSA Full Service Partnership Forms & Methodology



8



MHSA FULL SERVICE PARTNERSHIP FORMS

Designed to gather:

History/Baseline data:

- Partnership Assessment Form (PAF)** –
Typically completed ONCE, when partnership is established
(Exception: interruption in services)

Follow-Up data:

- Key Event Tracking Form (KET)** –
Completed when change occurs in key areas
- Quarterly Assessment (3M)** –
Completed every 3 months

10

PARTNERSHIP ASSESSMENT FORM

Collects historical and baseline data about:



- **Residential History** (includes hospitalization & incarceration): Where the partner is sleeping now, where he/she was sleeping last night and where he/she has been living for the past 12 months
- **Education:** Highest level of education, current and past school attendance and grades, current and past participation in other types of educational settings
- **Employment:** Current and past participation in various employment settings, average hourly wages and average hours worked per week now and over the past 12 months
- **Sources of Financial Support:** Current and historical source of financial support
- **Legal Issues/Designations:** Current and historical involvement with the legal and criminal justice system, foster care status, custody status of children
- **Emergency Intervention:** Number of physical health-related and mental-health/substance abuse-related emergency interventions over the past 12 months
- **Health Status:** Whether the partner has or had access to a primary care physician over the past 12 months
- **Substance Abuse:** Whether the partner has a co-occurring mental health/substance use problem and whether they are receiving treatment for their substance use issues.
- **ADL/IADL - Older Adults Only:** Gathers information about current functional ability in certain key areas.

11

KEY EVENT TRACKING FORM

Completed when there are changes in any of the following key areas:



Administrative Information: Such as changes in partnership status (discontinuations or interruptions) or changes in FSP or other program participation

Residential (includes hospitalization and incarceration): Such as whenever a partner moves from a residential setting or moves from one physical location to another

Education: Such as when a partner completes a grade, is suspended or expelled or when he/she enrolls or stops attending other types of educational settings

Employment: Such as changes in hours, hourly wages, or type of employment settings

Legal Issues/Designations: Such as when a partner is arrested, removed or placed on probation or parole, or placed or removed from conservatorship or payee status

Emergency Interventions: Whenever a partner received any type of physical or mental health/substance abuse related emergency intervention

12

QUARTERLY ASSESSMENT FORM

Completed every 3 months to assess:

Education: Assesses current attendance level and grades, and whether the partner is currently receiving any type of special education

Sources of Financial Support: Assesses current sources of financial support

Legal Issues/Designations: Assesses current custody arrangements for children of the partner

Health Status: Assesses current access to a primary care physician

Substance Abuse: Assesses whether the partner is currently considered to have a co-occurring mental illness and substance use problem and whether the partner is current receiving substance abuse services

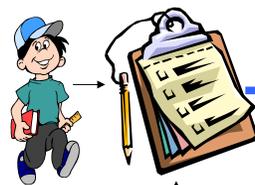
ADL / IADL – Older Adults Only: Assesses current level of functioning in certain key areas



13

Timeline: Form Administration

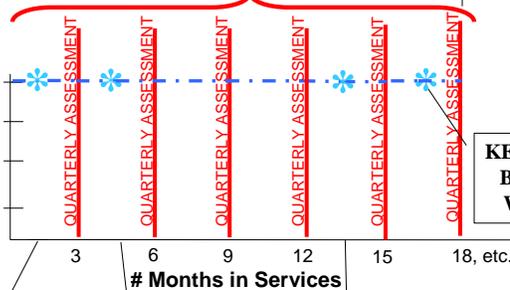
Quarterly Assessment Form (3M):
Completed every 3 months



Partnership Assessment Form (PAF): Completed

ONCE - when a partnership is established

KET due:
Residential Move



Key Event Tracking (KET):

Completed each time a change takes place



14

Additional Information Regarding the FORM ADMINISTRATION TIMELINE



- If there has been an interruption in a partner's services for **LESS THAN ONE YEAR**, then KETs would be completed to indicate the key events that occurred during the lapse in time.
- If the interruption in a partner's services has lasted for **MORE THAN ONE YEAR**, then another PAF would be completed.

15

Recap:



FORMS AVAILABLE FOR 4 AGE GROUPS:

- Child/Youth (ages 0-15)
- Transition Age Youth (ages 16-25)
- Adults (ages 26-59)
- Older Adults (ages 60+)

3 TYPES OF FORMS:

- Partnership Assessment Form
 - completed *ONCE*, when the partnership is established
(Exception: interruption in services)
- Key Event Tracking Form
 - completed *EACH TIME THERE IS A CHANGE* in a key event
- Quarterly Assessment Form
 - completed *EVERY THREE MONTHS*, starting from the date the partnership was established

16

FSP Outcomes Assessments



- **Partnership Assessment Form**



- **Key Event Tracking**



- **Quarterly Assessment**



17

Accessing the MHSA Full Service Partnership Outcomes Assessment Forms



18

Performance Outcomes and Quality Improvement (POQI): Home Page - Microsoft Internet Explorer

Address: <http://www.dmh.ca.gov/POQI/>

CA.GOV CALIFORNIA DEPARTMENT OF MENTAL HEALTH

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PERFORMANCE OUTCOMES SYSTEM

- History & Legislation
- System Documents
- Letters
- Reports and Presentations
- Web-Based Data Reporting System
- Training
- Archive
- Contacts

MHSA FULL SERVICE PARTNERSHIP EVALUATION

- Legislation
- Forms

Performance Outcomes and Quality Improvement (POQI)

The Performance Outcomes and Quality Improvement (POQI) unit is responsible for planning and implementing California's statewide public mental health performance outcome systems. These systems are the result of a collaborative effort between the California Department of Mental Health (DMH), California Mental Health Director's Association (CMHDA), and the California Mental Health Planning Council (CMHPC). The goal of California's performance outcomes system is to facilitate a process whereby mental health clients and their families receive the highest quality and most effective services in a manner that both empowers and respects them as individuals.

Subscribe to the POQI Website and receive email notification when new information is added.

DCR Version 2.6.1

Go to the DMH Performance Outcomes & Quality Improvement (POQI) Webpage at: www.dmh.ca.gov/poqi

19

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MHSA FULL SERVICE PARTNERSHIP EVALUATION

- Legislation
- Forms
- Data Submission
- Reports and Presentations
- Training

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DCR Version 2.6.1 Release Notes

Under the MHSA Full Service Partnership Evaluation, select > FORMS

20

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Full Service Partnership Outcomes Forms and Web-Based Data Entry

NOW AVAILABLE: REVISED MENTAL HEALTH SERVICES ACT (MHSA) FULL SERVICE PARTNERSHIP (FSP) OUTCOMES ASSESSMENT FORMS

The REVISED MHSA FSP Outcomes Assessment forms are now available. Counties are advised to discontinue use of the 6/2/06 version of the FSP Outcomes Assessment forms as soon as possible.

MHSA Full Service Partnership Outcomes Assessment forms are to be used by counties once local MHSA Plans are approved and MHSA Full Service Partner service delivery begins.

[Click here to download](#) the revised FSP outcomes forms.

IMPORTANT INFORMATION REGARDING REVISED FSP OUTCOMES ASSESSMENT FORMS

The **NEW revision date for the FSP Outcomes Assessment forms is 5/1/07** (located in the top, right corner of each form). A document entitled *FSP Forms Revisions as of May 1, 2007* provides a detailed outline of these revisions. **Counties/providers must work with DMH** and attend trainings/workshops.

These forms are primarily for use by counties and are intended to be helpful as a visual aid for counties who are pilot testing.

Training

Currently, DMH is pilot testing the Enhanced DCR system. It is expected that this system will be in production in June 2007, at which

21

Click on the link to access the forms

Full Service Partnership Outcomes Forms - Microsoft Internet Explorer
 Address: http://www.dmh.ca.gov/POQI/Full_Service_Forms.asp

Full Service Partnership Outcomes Forms

- Child/Youth (ages 0-15)**
 - Partnership Assessment Form
 - Key Event Tracking
 - Quarterly Assessment
- Transition Age Youth (ages 16-25)**
 - Partnership Assessment Form
 - Key Event Tracking
 - Quarterly Assessment
- Adults (ages 26-59)**
 - Partnership Assessment Form
 - Key Event Tracking
 - Quarterly Assessment
- Older Adults (ages 60+)**
 - Partnership Assessment Form
 - Key Event Tracking
 - Quarterly Assessment

The forms are separated by each of the 4 age groupings.

22



Submitting FSP Outcomes Assessment Data to DMH

23



Submitting Data to DMH

- All data are submitted to the DMH Data Collection and Reporting System (DCR)
- Counties have two options for submitting FSP Outcomes Assessment Data to the DCR:

Option 1: DCR Direct On-Line Key Entry

County staff directly key-enters FSP data into the DCR. DMH maintains and updates the DCR on-line FSP Outcomes Assessment forms.

Option 2: DCR XML File Submission

County collects data using their own technology and submits XML (Extensible Markup Language) file data to the DCR. County maintains and updates the local data system.

NOTE: Forms are subject to revision, so counties are advised to select an option that is flexible to accommodate changes.

24

Option 1: DCR Direct On-Line Key-Entry (Now Available!)



- Provides a user-friendly interface
- Displays system messages that can be created by the county and/or DMH
- Provides on-line versions of the FSP Outcomes Assessment forms for direct key-entry
 - Displays the appropriate FSP Outcomes Assessment form based on a calculation between the form completion date and the partner's date of birth
 - Performs County Client Number verification against CSI data
 - Performs stringent data validations during data entry (i.e., displays error messages)
 - Allows users to save partially completed forms for later completion
 - Allows editing of submitted data
 - Provides a Validation Report to track which data elements need to be corrected or have yet to be completed
- Displays the assessment history for each partner
- Provides a “tickler” mechanism for PAFs that are incomplete
- Provides a “tickler” mechanism to track when a partner has been placed in certain key events statuses for more than 30 days (e.g., jail)
- Provides a “tickler” mechanism to track when quarterly assessments are due

25

Option 2: DCR XML File Submission (Now Available!)



- Allows counties to submit their XML formatted data files to DMH
 - Counties are responsible for ensuring that the most recent version of the DMH XML Schema Definition (XSD) is used to submit data
 - Current versions of the XSD can be downloaded by authorized users from the DMH ITWS at <https://mhhitws.cahwnet.gov/>
 - DMH will work with counties to determine what reporting time line is feasible.
- Provides instant feedback to county staff regarding the file upload status (i.e., whether or not the file was received by DMH)
- Provides a “Results File” that reports the status of each record that passed/failed the DMH validation process

NOTE: Forms are subject to revision, so counties are advised to select an option that is flexible to accommodate changes.

26



Downloading Data Submitted to DMH

27



DOWNLOADING DATA SUBMITTED TO DMH

- **Data are available to authorized MHPA System users via the DCR**
- **Provides real time data download capability**
- **Currently, cumulative data are provided for download in an XML format (data files will only contain data that the user is authorized to download)**
- **XML data can be imported into an Access database for local reporting**

28



County Certification

29

County Certification Requirements



- Requirements depend on the option selected by counties to submit FSP data.
- All requirements are completed via conference call between counties and DMH POQI staff.

DCR Direct On-Line Key-Entry

- ✓ Attend Full Service Partnership (FSP) Outcomes Assessment Training (2 hours)
- ✓ FSP Program ID Code Assignment (1/2 hour)
- ✓ Approver Designee Training (1 hour)
 - ✓ County Director will first need to identify Approver Designee(s)
- ✓ Approver Designee Group Structure Development conference call (up to 1 hour)
- ✓ DCR Direct On-Line Key-Entry Training (1 hour)

DCR XML File Submission

- ✓ Attend Full Service Partnership (FSP) Outcomes Assessment Training (2 hours)
- ✓ FSP Program ID Code Assignment (1/2 hour)
- ✓ Approver Designee Training / DCR XML File Submission Training (1 hour)
 - ✓ County Director will first need to identify Approver Designee(s)
- ✓ Approver Designee Group Structure Development (up to 1 hour)

For more training information, including scheduling, visit the POQI web site at: ³⁰

<http://www.dmh.ca.gov/POQI/trainingMHSA.asp>



FSP Program ID Code Assignment

- FSP Program ID Codes are important because they associate FSP outcomes with FSP programs
- County staff and POQI staff work collaboratively to assign a four digit, alphanumeric code to each FSP Program identified in the county CSS Plan
- DMH POQI staff (Marti Johnson) acts as the facilitator for this process by:
 - Providing a list of each county's FSP Programs
 - Gathering information about the nature of the programs to ensure that FSP Outcomes Assessments are appropriate

31



Approver Designee Training

After being identified by the county director, trained Approver Designees will be responsible for:

- Setting up and maintaining user/group access to the DCR
- Approving requests for access to the DCR
- Determining the user group structure
- Assigning roles to enrollees (e.g., partnership service coordinator)
- Maintaining the user group structure
- Updating user accounts to ensure security

32



Contacting DMH Staff

33

DMH Performance Outcomes & Quality Improvement Contacts

POQI Support: POQI.Support@dmh.ca.gov



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Email: Minerva.Reyes@dmh.ca.gov

For ITWS Enrollment/Access Issues, contact the DMH ITWS System HelpDesk:

ITWS Help Desk

Phone: (916) 654-3117
Fax: (916) 654-3007
Email: itws@dmh.ca.gov

Alice Chen, Research Analyst

Phone: (916) 654-3560
Email: Alice.Chen@dmh.ca.gov

34