

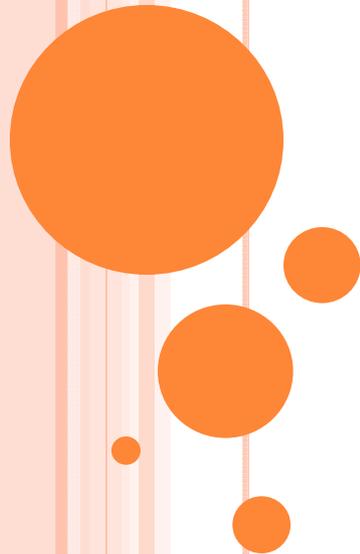


# **ORANGE COUNTY FULL SERVICE PARTNERSHIP DATA REVIEW**

**Tony Delgado, LCSW  
Program Manager II**



# THE IMPORTANCE OF DATA AND OUTCOME MEASURES



# MHSA REQUIREMENT (DCR)

- Ensure Counties are providing services
- Expand the breadth of State data collection

12-09_Progress Report																				
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
1	BH/Adult and Older Adult Full Service Partnerships																			
2	Outcomes Progress Report																			
3	Dec-09																			
4		OASIS		Telecare		Opportunity Knocks		WIT Court		Choices		TOTAL (ADULT FSP'S ONLY)								
5		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%			
6	<b>Enrollment End of Period</b>	107	100%	218	100%	125	100%	94	100%	99	100%	536	100%							
7	<b>Contracted Consumers</b>	150	71%	220	99%	140	89%	100	94%	100	99%	560	96%							
8		43	29%									24	4%							
9	<b>Discharges</b>	4		3		8		5		1		17								
10	<b>Total Served for the Period</b>	111		221		133		99		100		553								
11	<b>Gender</b>																			
12	<b>Male</b>	55	51.40%	101	46.33%	73	58.40%	44	46.81%	57	57.58%	275	51.31%							
13	<b>Female</b>	52	48.60%	116	53.21%	52	41.60%	50	53.19%	40	40.40%	258	48.13%							
14	<b>Transgender</b>	0	0.00%	1	0.46%	0	0.00%	0	0.00%	2	2.02%	3	0.56%							
15	<b>Age Ranges</b>																			
16	<b>0-15</b>	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%							
17	<b>16-25</b>	0	0.00%	10	4.59%	7	5.60%	12	12.77%	2	2.02%	31	5.78%							
18	<b>26-59</b>	7	6.54%	201	92.20%	116	92.80%	79	84.04%	88	88.89%	484	90.30%							
19	<b>60+</b>	100	93.46%	7	3.21%	2	1.60%	3	3.19%	9	9.09%	21	3.92%							
20	<b>Ethnicity</b>																			
21	<b>Unknown</b>	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%							
22	<b>Caucasian</b>	87	81.31%	129	59.17%	78	62.40%	73	77.66%	57	57.58%	337	62.87%							
23	<b>Latino/Hispanic</b>	2	1.87%	7	3.21%	8	6.40%	10	10.64%	8	8.08%	33	6.16%							
24	<b>African American</b>	7	6.54%	17	7.80%	8	6.40%	6	6.38%	17	17.17%	48	8.96%							
25	<b>Asian American</b>	0	0.00%	5	2.29%	0	0.00%	0	0.00%	1	1.01%	6	1.12%							
26	<b>American Indian/Native American</b>	1	0.93%	3	1.38%	4	3.20%	0	0.00%	2	2.02%	9	1.68%							
27	<b>Pacific Islander</b>	1	0.93%	0	0.00%	0	0.00%	0	0.00%	1	1.01%	1	0.19%							
28	<b>Cambodian</b>	0	0.00%	0	0.00%	1	0.80%	0	0.00%	0	0.00%	1	0.19%							



# STAKEHOLDERS & COMMUNITY MEMBERS

- Education on the Mental Health System
- Encourage participation in the ongoing evolution of the MHSA and towards improved outcomes
- Website Data
  - Further inform the community and State through an easily accessible format
  - [www.ochealthinfo.com/MHSA/FSP](http://www.ochealthinfo.com/MHSA/FSP)





### MHSA Site Menu

- [Homepage](#)
- [Capital Facilities and Technology](#)
- [Community Services & Supports \(CSS\)](#)
- [Housing](#)
- [Innovation](#)
- [Prevention and Early Intervention](#)
- [Workforce Education and Training](#)
- [About MHSA](#)
- [Calendar](#)
- [FSP Data & Outcome Measures](#)
- [Meetings & Events](#)
- [MHSA Recovery Arts Program](#)
- [Network of Care](#)

[County Home](#) > [HCA](#) > [Behavioral Health](#) > [MHSA](#)

## Full Service Partnerships (FSP) Data and Outcome Measures

Mental Health Services Act (MHSA)

### Data for MHSA Programs

Following the vision of the Mental Health Service Act (MHSA) and the constituents who strongly supported and voted for Proposition 63, Orange County Behavioral Health Services (BHS) is making an investment and commitment to the use of performance outcomes and data. The effort put forth by BHS is a step towards furthering the continuum of recovery, letting data guide the transformative process of services and supports, and increasing transparency.

In order to bring about transformational change, creative and thorough research must guide the process of data collection. Both qualitative and quantitative data are used to paint a complete picture of the impact of performance outcomes.

Orange County's mental health community is involved throughout the various levels of measuring performance outcomes. This includes assessing data, providing feedback in committees, and implementing performance outcome measures. Each of these pieces fit together to play a pivotal role in the transformation of the public mental health system

Below you will find links to Orange Counties various Full Service Partnerships (FSPs). Each of these programs is funded through MHSA. For each FSP you will be able to find program descriptions, demographic information, monthly data, performance outcomes, and true success stories of members' journey of recovery.

- [Children](#)
- [Transitional Age Youth \(TAY\)](#)
- [Adult](#)
- [Older Adult](#)

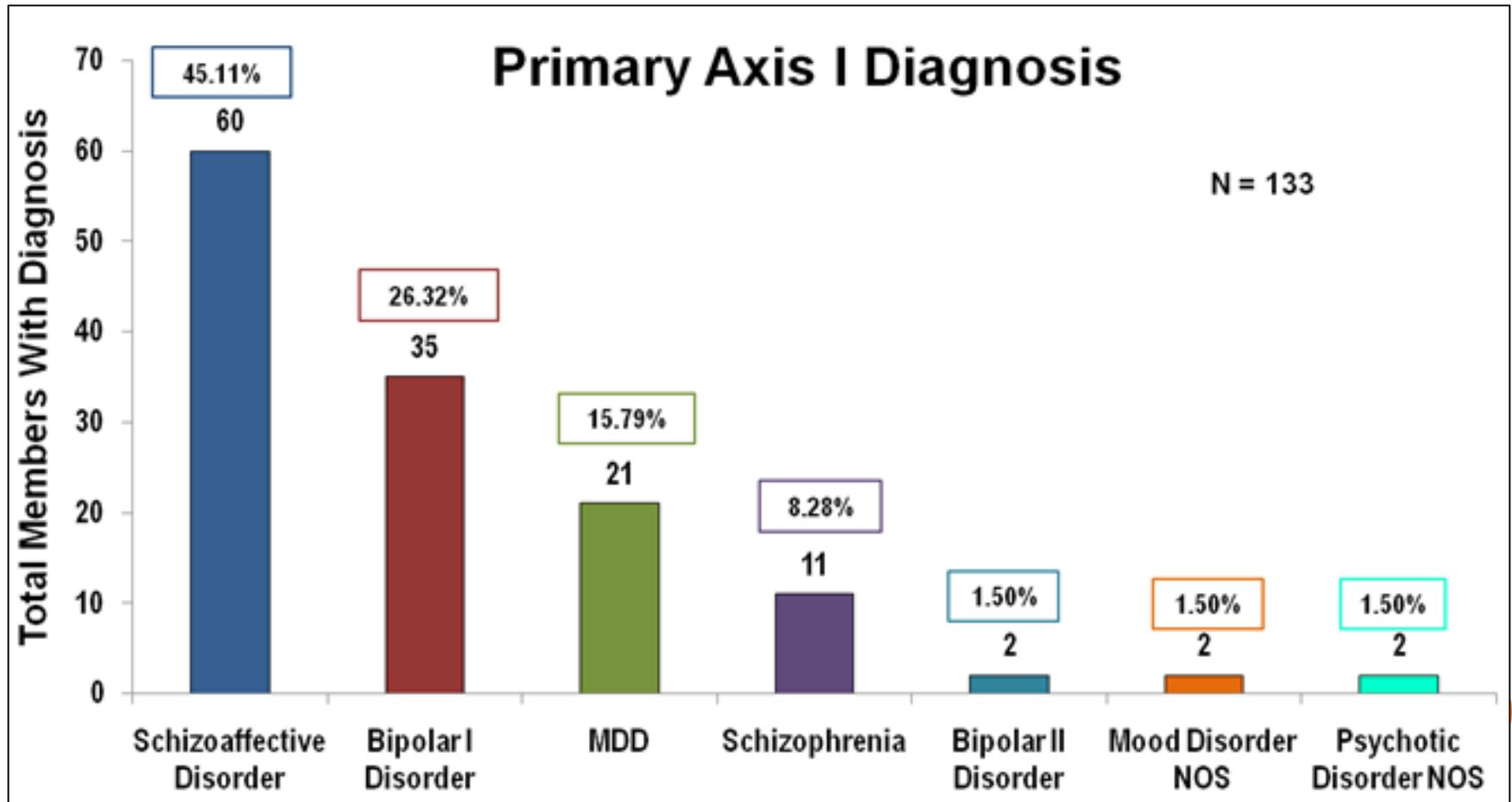
### Related Links

- ➔ [MHSA Recovery Arts Program](#)
- ➔ [Calendar](#)
- ➔ [Meetings & Events](#)
- ➔ [Spanish](#)
- ➔ [Vietnamese](#)



# PROGRAMMATIC LEVEL

- Monitoring performance to encourage improvement





# **TELECARE AND ORANGE DISCHARGES**

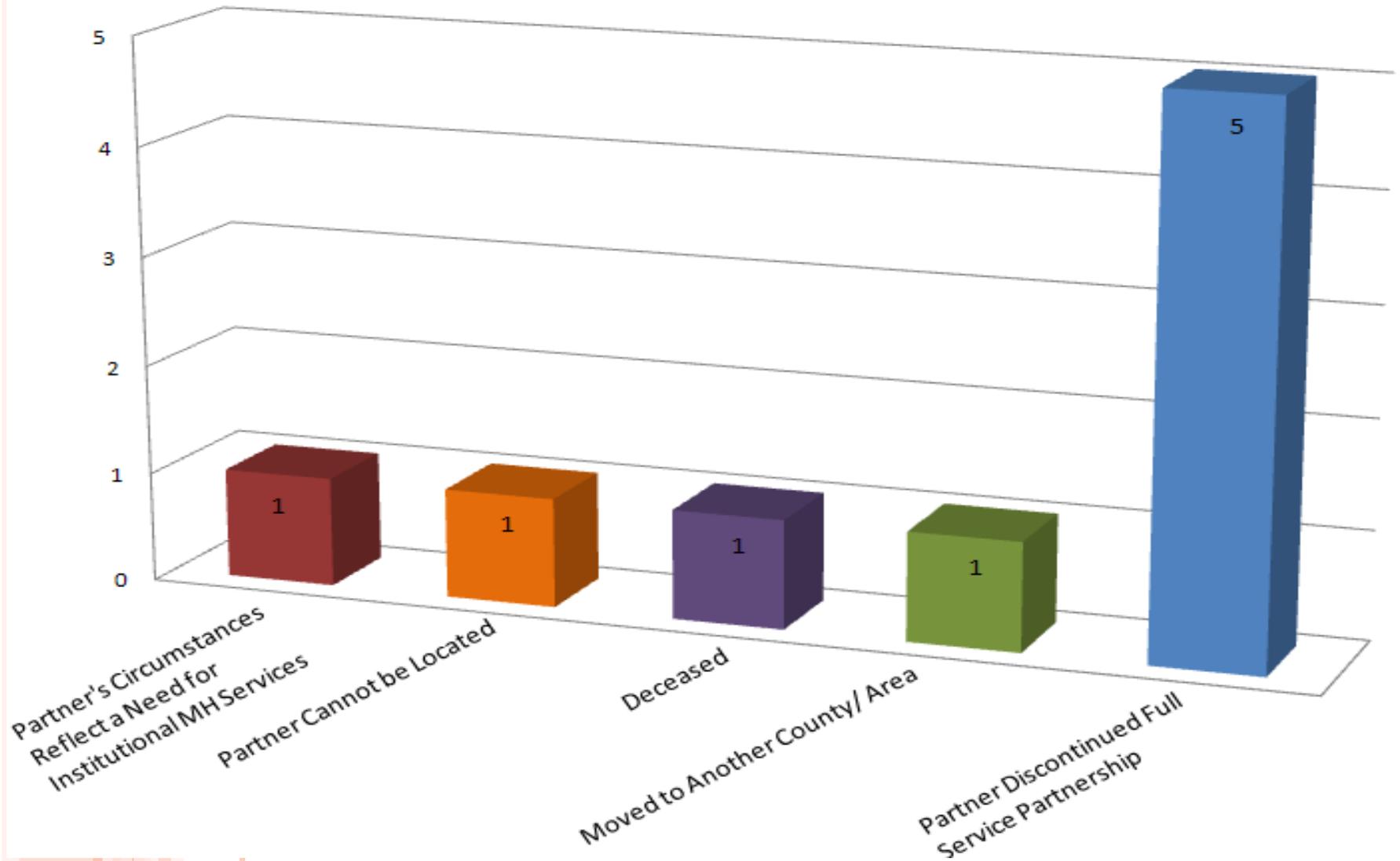
**November 1, 2008  
to  
October 31, 2009**

# KET DISCHARGE REASONS

1	Target population criteria are not met.
2	Partner decided to discontinue Full Service Partnership participation after partnership established.
3	Partner moved to another county/service area.
4	After repeated attempts to contact partner, s/he cannot be located.
5	Community services/program interrupted – Partner's circumstances reflect a need for residential/institutional mental health services at this time.
6	Community services / program interrupted – Partner will be serving JAIL sentence
7	Partner has successfully met his / her goals such that discontinuation of Full Service Partnership is appropriate.
8	Partner is deceased.
9	Community services / program interrupted – Partner will be placed in JUVENILE HALL / CAMP/ RANCH.
10	Community services / program interrupted – Partner will be placed in DIVISION OF JUVENILE JUSTICE.
11	Community services/ program interrupted – Partner will be serving PRISON sentence.

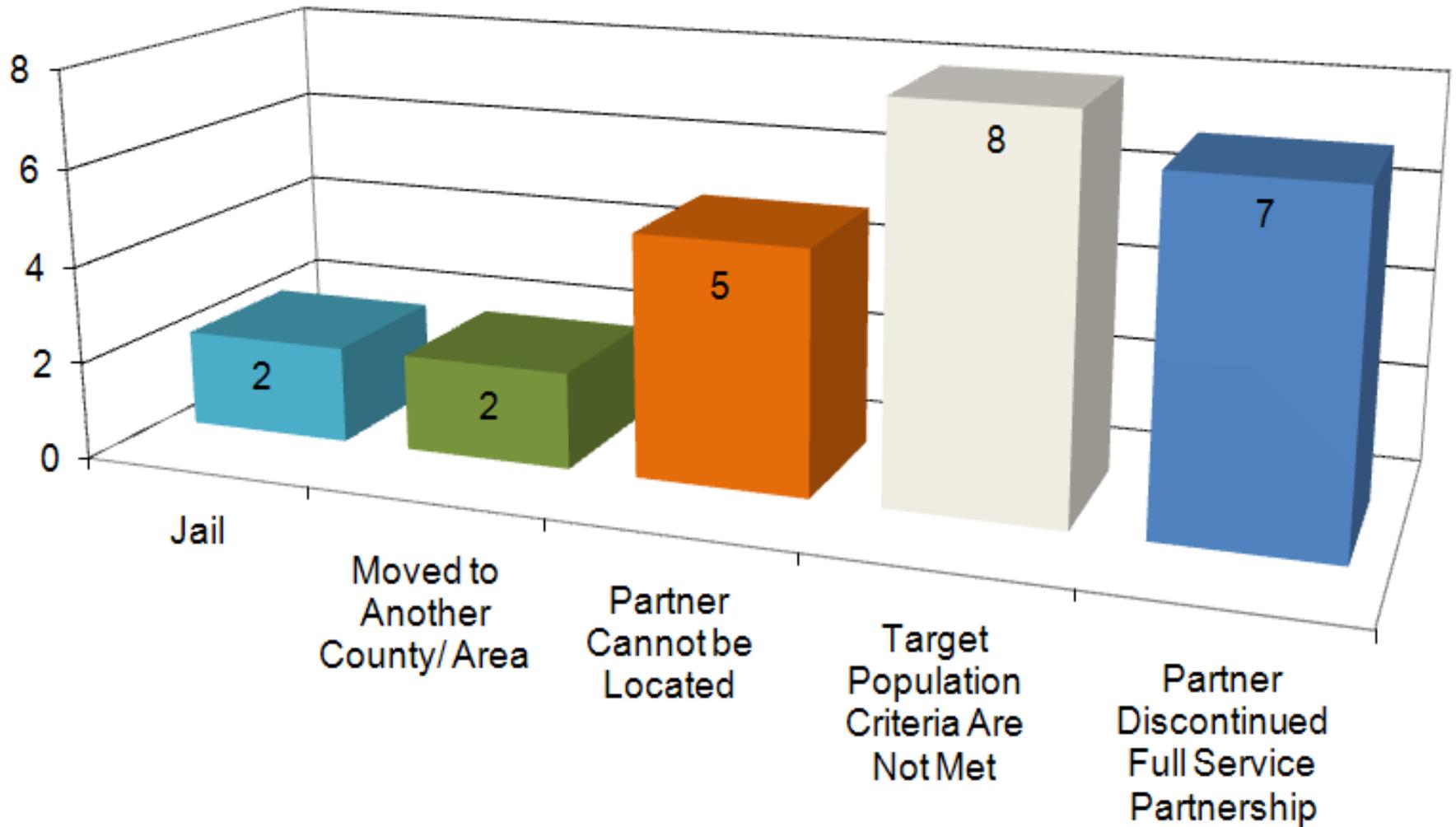
# REASONS FOR DISCHARGE

## 0 - 30 DAYS



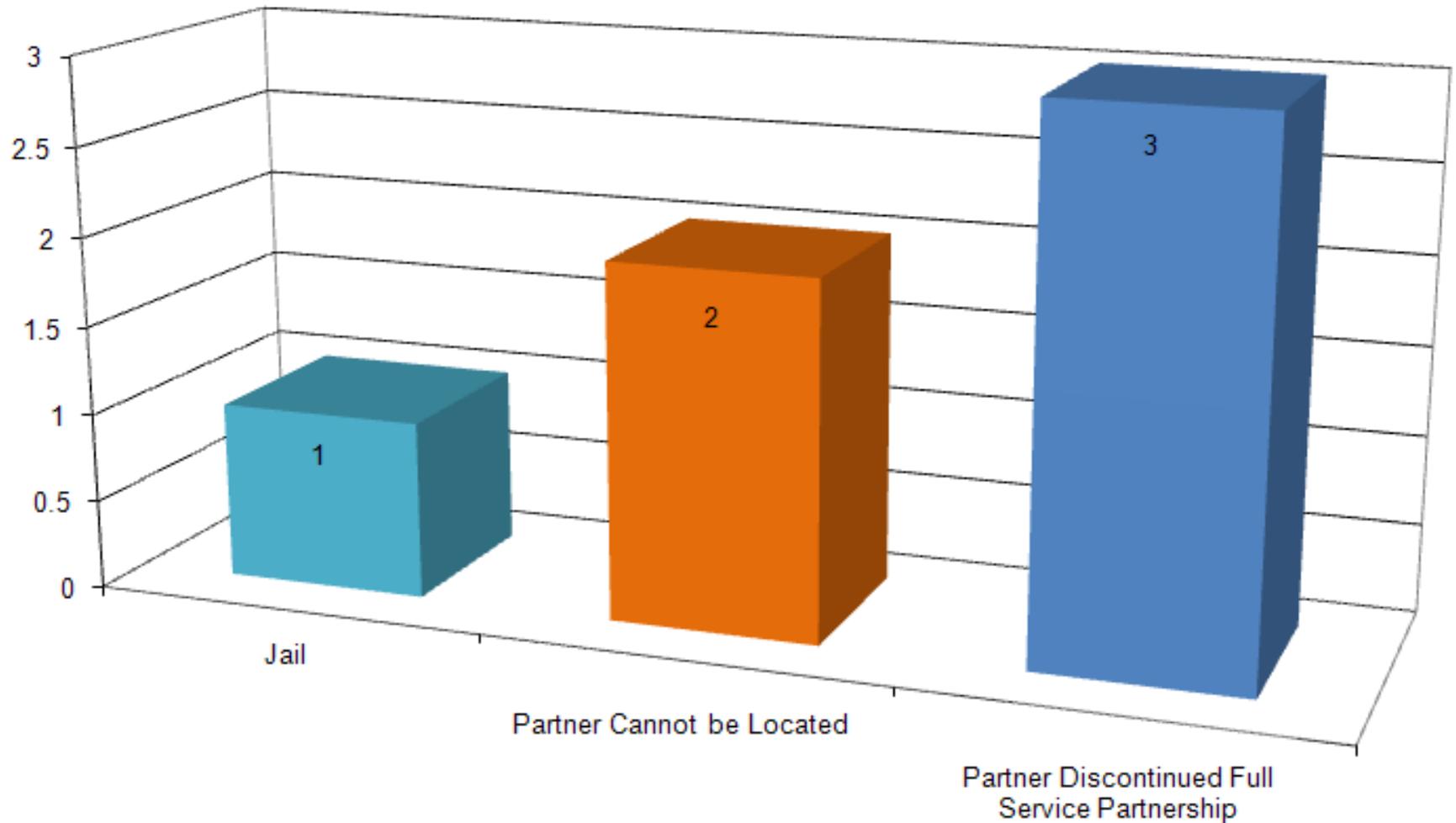
# REASONS FOR DISCHARGE

## 31 - 60 DAYS



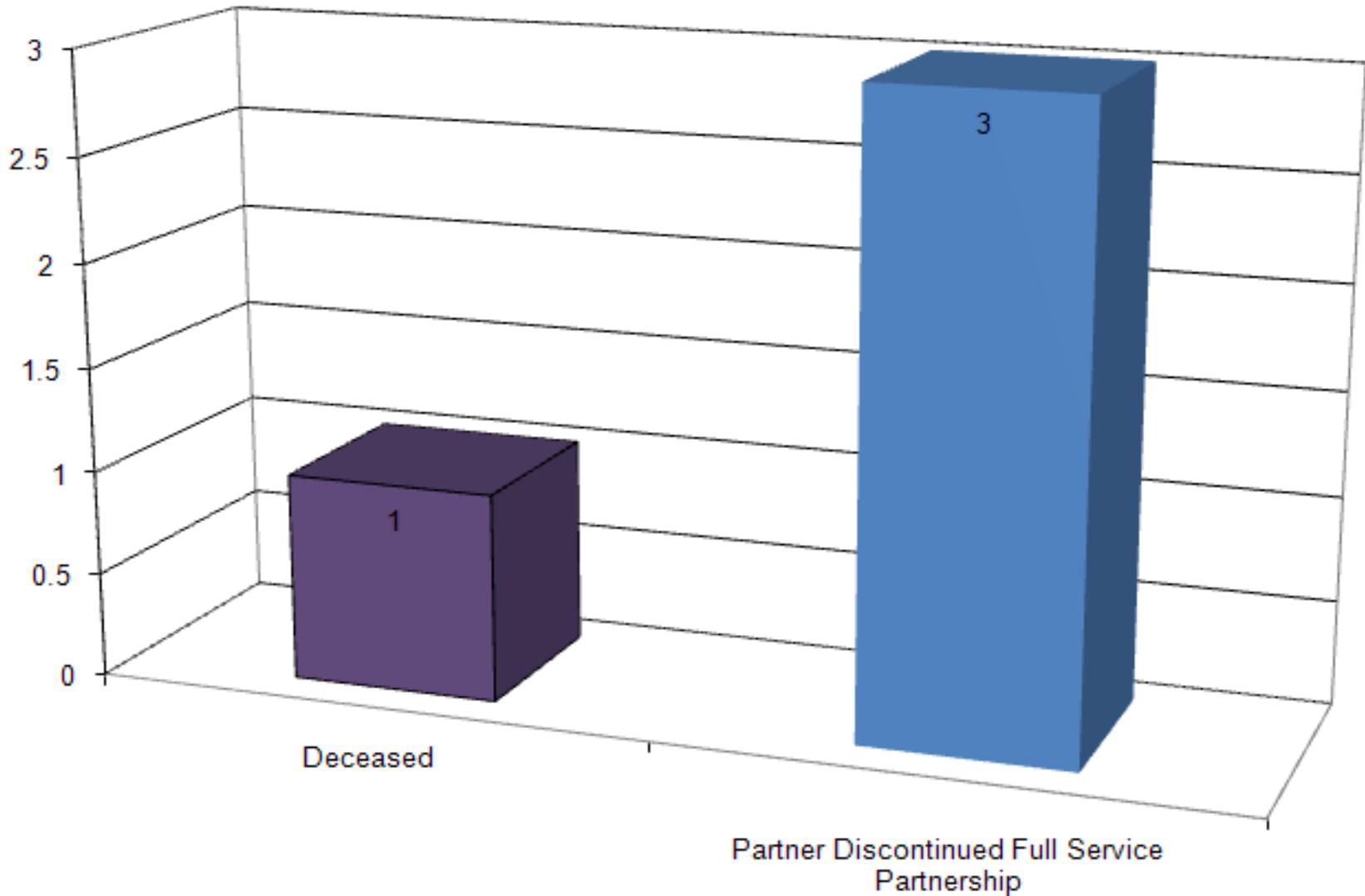
# REASONS FOR DISCHARGE

## 61 - 90 DAYS



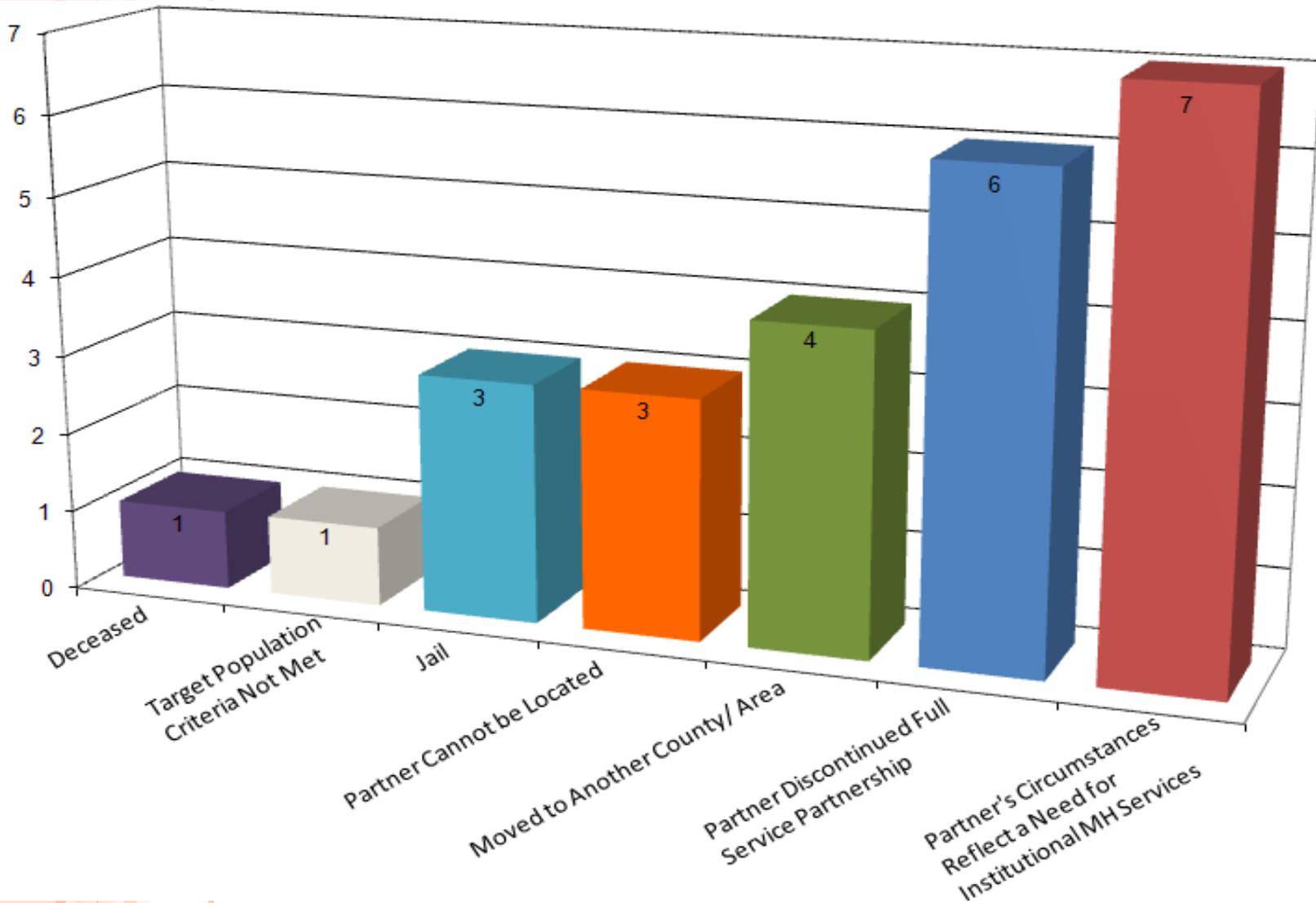
# REASONS FOR DISCHARGE

## 91 - 120 DAYS



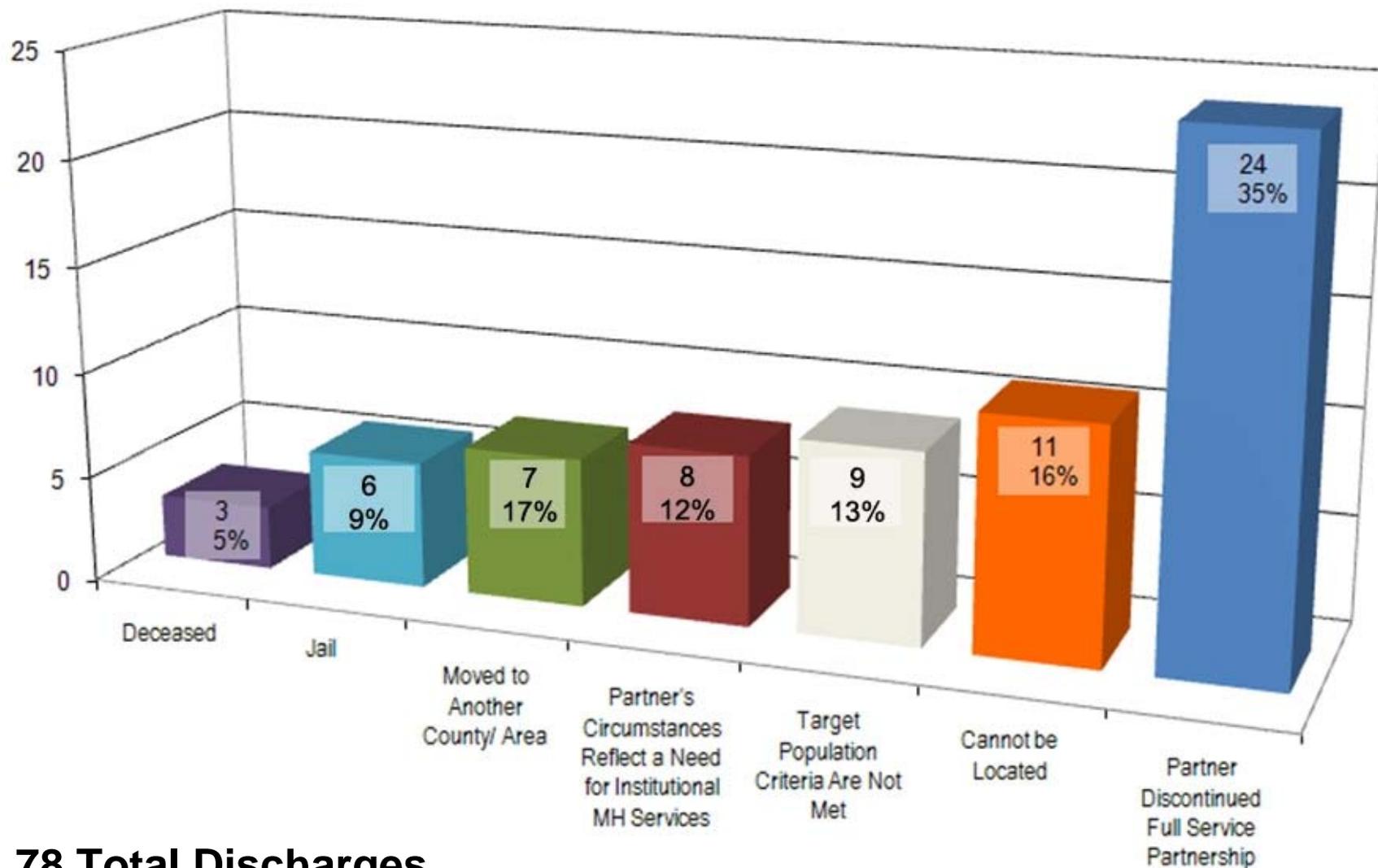
# REASONS FOR DISCHARGE

## 121 – 365 DAYS



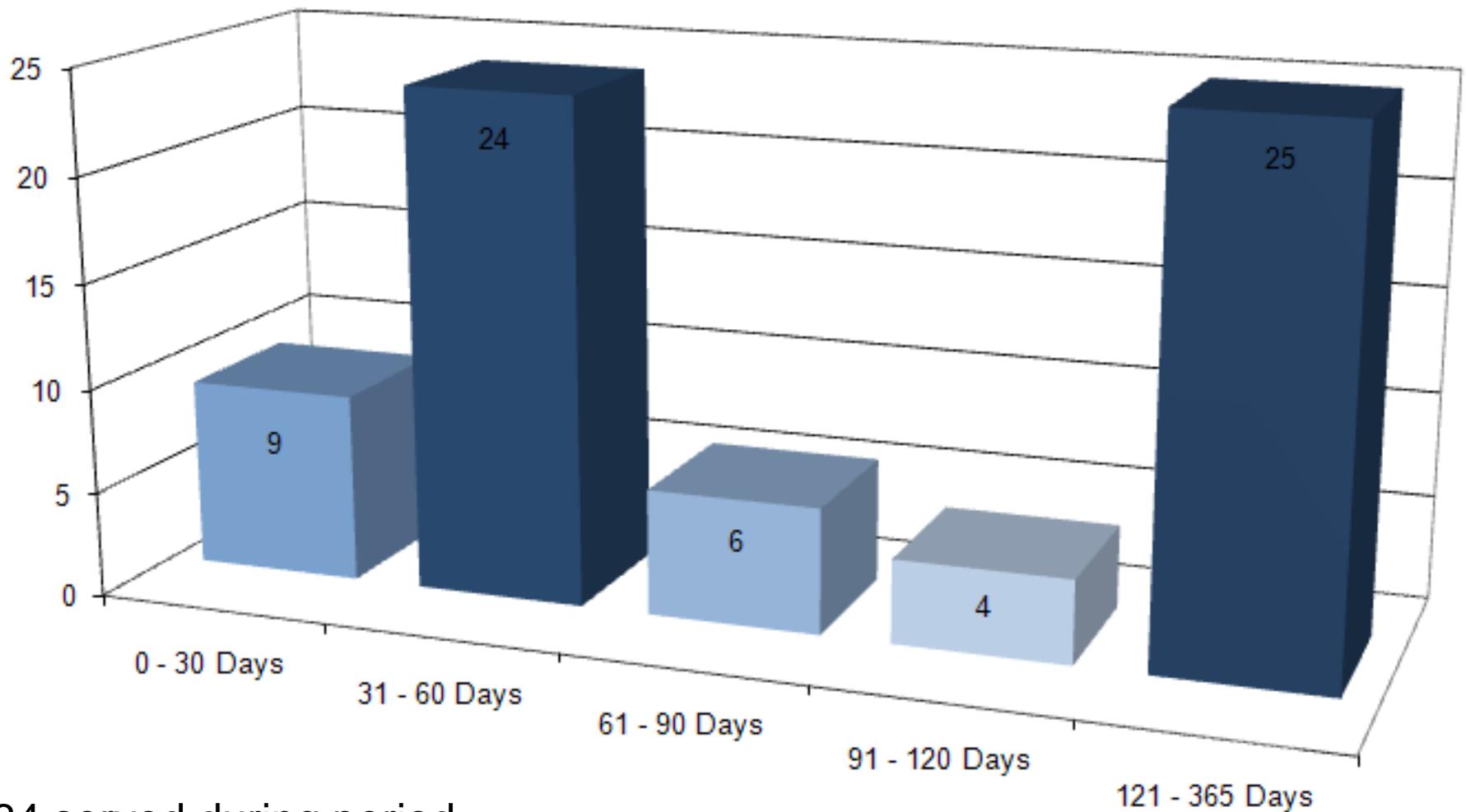
# REASONS FOR DISCHARGE

November 1, 2008 – October 31, 2009



**78 Total Discharges**

# TOTAL DISCHARGES BY TIME PERIOD

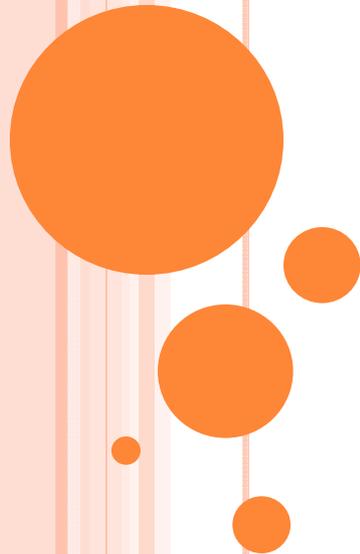


284 served during period  
78 Discharges during period



# **ALL FSP MEETING RESPONSES TO DATA**

## **JANUARY 20, 2010**



# REASONS FOR PARTNER DISCONTINUING FSP:

- Symptom Impairment
- Partner Services Not Met
- Partner Not Engaged
- Partner's Expectations Are Too High
- Perception of Rigid Program Requirements
- Partner Gained Independence



# STRATEGIES FOR INCREASED RETENTION

## Staff Actions

- Build A Relationship With The Member
- Know Your Member
- Empower the Member
- Focus on Members' Strengths
- Share Successes/Challenges (via Data)
- Meet Member in Their Environment

## Program Actions

- Increase Program Engagement Effort
- Increase Connectedness to Program
- Program Flexibility
- Positive/Welcoming Environment
- Provide Basic Needs

## Organizational Actions

- Satisfaction Survey
- Community Meetings
- Member Guidance/Input
- Member Ambassador Program

# “REACH-OUT”

- Part of the daily activity of the club house at the Full Service Partnership involves keeping track of all of the active members.
- When a member doesn't attend the club house or is in the hospital a "reach out" telephone call or visit is made to the absent member.
- Each member is reminded that they are missed and that they are welcome and needed at the clubhouse. This process not only encourages members to participate but it is an early warning system for members who are experiencing difficulties and may need extra help.
- This would be especially meaningful for members at the lower level of Recovery Scale (unengaged).



# Goal Worksheet

For: \_\_\_\_\_ Case Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Long-Term Goal (The "Passion Statement):

Measurable Short-Term Goals Toward Achievement (Tasks or Action Steps)	Responsibility	Date To Be Accomplished	Date Accomplished	Comments:

\_\_\_\_\_  
Consumer's Signature                      Date

\_\_\_\_\_  
Case Manager's Signature                      Date

\_\_\_\_\_  
Other                      Date