SAN MATEO COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES

MHSA Program Outcomes Workgroup 2

American Institutes for Research

November 14, 2024

Virtual Meeting/
Conference Recording Notice

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Meeting Guidelines and Reminders

Guidelines:

- Contribute your thinking and experience
- Try on new ideas
- Practice *both/and* thinking instead of *either/or*
- Try not to be alarmed by messiness
- Listen together for deeper themes, insights, and questions
- Share the airtime, be brief and to the point.

Reminders:

- Stipends
- Materials on MHSA website

Today's Agenda

Today, we will:

1. Reflect on discussions from Meeting 1
2. Engage in facilitated discussion on three outcome metrics for direct treatment programs: housing, connection, and criminal justice
3. Review the current data collection process for the direct treatment programs and engage in a facilitated discussion on the challenges of data collection

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Reflections from Meeting 1

1) It is important to shift from deficit-based, crisis-founded indicators towards more **holistic, person-centered** measures of wellness.

2) There is a need to develop more **nuanced, continuum-based** definitions and data collection methods that incorporate both preventative and responsive care.

3) **Tracking progress over time** and being specific about timeframes in the definition can provide a clearer picture of long-term improvement and the impact of support.

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Facilitated Discussion on Systemic Indicators

Does the following definition meaningfully contribute to the **overall framework for evaluating system impact**?

Proposed Indicator	Proposed Definition
Connection	The strength and quality of clients' social connections and support networks, including engagement in community activities, sense of connectedness, and feelings of belonging, reflecting how the program fosters meaningful relationships and social inclusion for individuals served by the program.

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Facilitated Discussion on Systemic Indicators

Does the following definition meaningfully contribute to the **overall framework for evaluating system impact**?

Proposed Indicator	Proposed Definition
Housing	The stability and quality of clients' housing experiences, including access to secure and stable housing. This indicator reflects how the program supports individuals served by the program in reducing risk of experiencing homelessness and housing insecurity.

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Facilitated Discussion on Systemic Indicators

Does the following definition meaningfully contribute to the **overall framework for evaluating system impact**?

Proposed Indicator	Proposed Definition
Criminal Justice	Clients' experiences with the criminal justice system, including encounters such as arrests, incarcerations, and legal challenges, reflecting the program's effectiveness in reducing justice system involvement for individuals served by the program.

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Current Data Collection Process and Expected Future Challenges

Name	ID	Referral Date and Source	Admission and Discharge Date	Age	Primary Language	Race	Ethnicity	Sex	Sexual Orientation	HCU	PO1	PO2
Client A												
Client B												
Client C												

Expected Future Challenges:

1. Many client-centered outcomes will require primary data collection.
2. Our current process does not capture data at multiple time points.
3. Ensuring that data collection approaches capture nuances in client outcomes.

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Facilitated Discussion on Data Collection

Expected Future Challenges:

1. Many client-centered outcomes will require primary data collection.
2. Our current process does not capture data at multiple time points.
3. Ensuring that data collection approaches capture nuances in client outcomes.

Discussion Questions:

1. What **challenges** might clients face in sharing their feedback through strategies like a client-experience survey?
2. What data collection **approaches** should be used to assess **impact** of the direct treatment programs in changing client outcomes? How can the data collection approaches capture **nuances** in client outcomes?

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Wrap-Up and Next Steps

The next workgroup meeting will be held on **Thursday, December 12** from **2:00-3:30 pm PCT.** In preparation for this second call:

1. Please review the next set of indicators: **hospitalization**, **substance use**, and **education**.
2. Continue to think through today's indicators: **housing, connection,** and **criminal justice**. We will spend time in December discussing any additional thoughts the group may have.
3. We will discuss "reporting" the results of data collection during the next workgroup meeting.

Brooke will share a summary from this meeting and the agenda for the third meeting as it becomes available.

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Updated Definitions from Meeting 1

Based on your feedback from Meeting 1, we have begun to revise the definitions for the first three indicators to be more client-centered.

Proposed Indicator	Revised Definition
Emergency Utilization	The frequency and reasons for clients' use of emergency services, including emergency room care, psychiatric emergency care, and urgent care, indicating the program's impact on reducing crisis experiences and promoting overall wellness of individuals served by the program.
Employment	Clients' employment experiences, including gaining, retaining, and the types of jobs, to assess how the program support job readiness of individuals served by the program.
Individual Goals Met	The extent to which clients make progress toward their self-identified personal goals within the program, reflecting the program's success in supporting clients' individual aspirations.

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