San Mateo County BHRS – MHSA Program Outcomes Workgroup

December 2024 Working Group Meeting

Contents

Meeting Agenda

Date: December 12, 2024

Meeting time: 2:00 – 3:30 pm PCT

Location: https://us02web.zoom.us/j/85172304191

Time	Topic	Presenters/Facilitators
2:00 – 2:05 p.m. (5 minutes)	**Welcome** • Meeting 3 Agenda • Stipends	Doris Estremera
2:05 – 2:15 p.m. (10 minutes)	**Reflections from Meeting 2** • Reflections from Meeting 2	Brooke Shearon

2:15 – 2:55 p.m. (40 minutes)	**Data Reporting & Facilitated Discussion**
	• Overview of the current reporting process and challenges for the direct treatment programs with example (15 minutes)
	• Facilitated discussion on both process and examples (25 minutes)
	    o *What about this example was most difficult for you to understand or follow?*
	    o *What would be some of the most meaningful ways to report on program outcomes?*
	    o *What additional context, information, or format would make this report more useful to you to understand program impact?*
		Koray Caglayan, Tania Dutta

2:55 – 3:25 p.m. (30 minutes)	**Facilitated discussion on definitions of outcome metrics for direct treatment programs** • Hospitalization • Substance Use • Education	Tania Dutta
3:25 – 3:30 p.m. (5 minutes)	**Wrap-up and next steps**	Tania Dutta, Doris Estremera

Definitions of Indicators

Please note that the following definitions do not yet fully reflect the feedback from the Workgroup.

Indicator	Definition (In Relation to Program)
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 supports 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.
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.
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.
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.
Hospitalization	The number and frequency of clients' hospital admissions for physical and mental health care, reflecting the program's support in managing health outcomes and promoting overall wellness of individuals served by the program.
Substance Use	The levels and patterns of clients' substance use challenges, assessing the program's effectiveness in supporting recovery and

	enhancing overall well-being of individuals served by the program.
Education	Clients' educational achievements and progress, including engagement in educational programs, to evaluate the program's impact on enhancing educational outcomes and opportunities for individuals served by the program.