



Statewide Mental Health Services Act Evaluation Phases II and III

University of California at Los Angeles
(UCLA)

Evaluation, Management & Training Associates, Inc.
(EMT)

Overview

- Introductions
- MHSOAC
- UCLA/EMT
- Evaluation Framework
- Deliverables
- Orientation to Evaluation
 - CDC Framework
 - Utilization-Focused Evaluation
 - Participatory Research

Overarching Evaluation Framework

- Present the framework within which our team will:
 - Work with multiple stakeholders (e.g., clients, families, counties) and report information relevant to different categories of users
 - Map information needs in complex service systems providing continuous services
 - Work with integrated data collection systems and conduct analysis that supports continuous quality improvement
 - Partner with key stakeholders to develop recommendations for a performance monitoring system with respect to processes, outcomes and impacts

Objectives of Statewide MHSA Evaluation Contract - Phase II

- **Deliverable #1**
 - Report of Activities and Costs of Local MHSA Funds
- **Deliverable #2**
 - Reports on Prioritized Indicators
- **Deliverable #3**
 - Summary and Synthesis of Existing Evaluations on CSS and PEI
- **Deliverable #4**
 - Final Report

Objectives of Statewide MHSA Evaluation Contract - Phase III

- **Deliverable #1**

- FSP Cost-Offset and Benefit Reports

- **Deliverable #2**

- Reports on General System Development Impact on Individual and System (all age groups)
- Reports on Consumer, Family and Caregiver Involvement in MHSA and its Impact on Client Outcomes
- Participatory Research – significant aspect of Phase III, but consistent with the UCLA/EMT utilization-focused evaluation approach to Phases II and III

- **Deliverable #3**

- Final Report and Recommendations on Next Steps for Evaluation

UCLA Center for Healthier Children, Families and Communities (CHCFC)

- Is a multidisciplinary research, policy and training institute at UCLA with faculty from the UCLA Schools of Medicine, Public Health, and Public Affairs.
- The mission of the UCLA CHCFC is to promote children's and families lifelong health, mental health, development and well-being by creating and translating innovative ideas and research into optimal environments, systems and policies.

Evaluation • Management • Training (EMT)

- EMT's Mission:
 - To promote and facilitate the use of relevant information to improve social policy and enhance the resolution of social problems
 - Evaluated over 50 CBO recovery programs for adults
 - All programs serving people of color
 - Two decades of evaluation partnership with Tribal communities
 - e.g., Nez Perce, several Alaska Native Tribes.
 - Currently partnering with ICF on national Native Aspirations effort



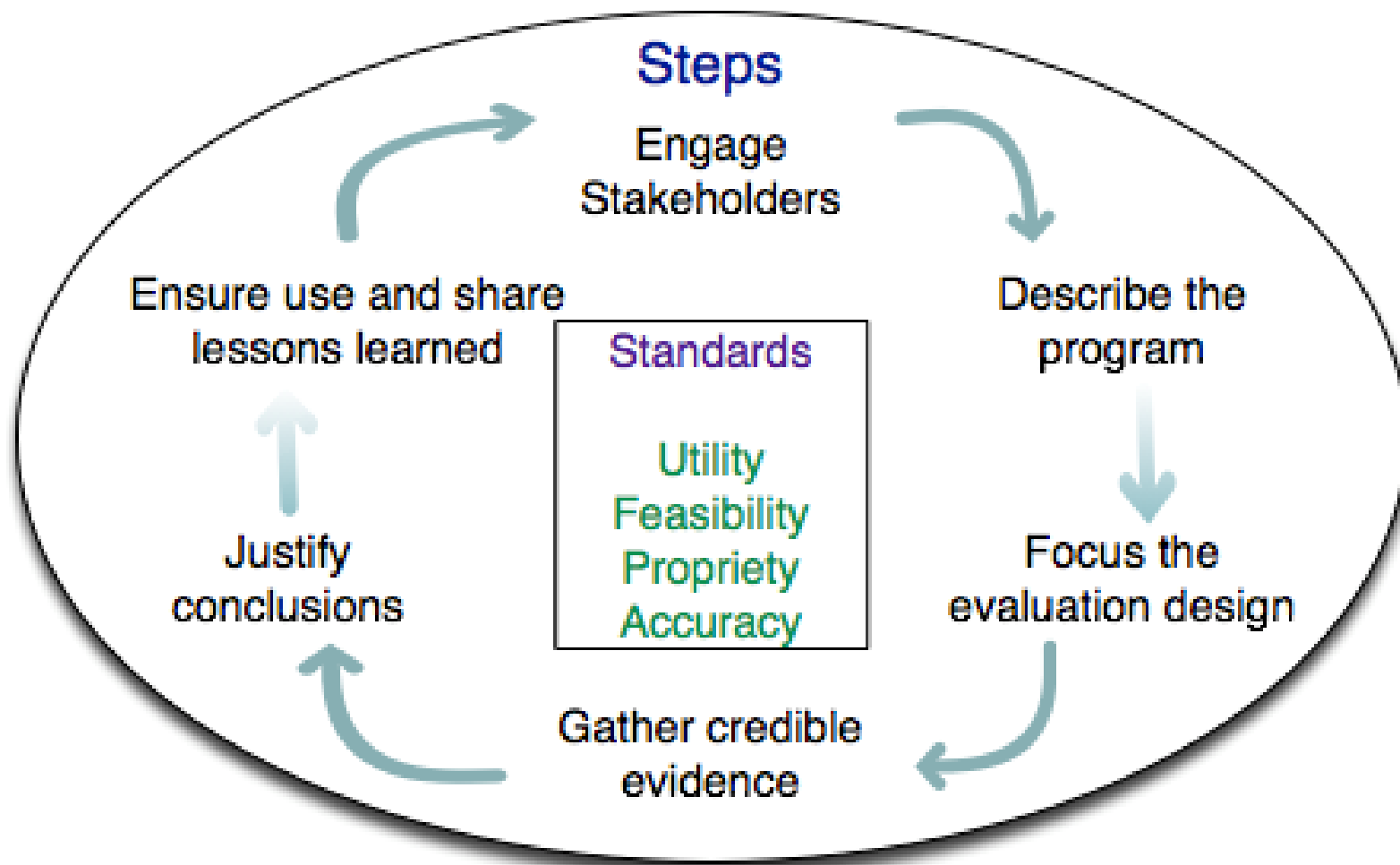
Statewide MHSA Evaluation Contracts – Launch Dates

- Phase II
 - Contract with MHSOAC executed on 2/7
 - Kick off meeting held 1/27
 - MHSOAC Evaluation Committee Chair also joined the meeting
- Phase III
 - Kick off meeting scheduled 3/30

Our Orientation to Evaluation and the Statewide MHSA Evaluation

- Utilization-focused (Patton, 2008)
 - Focus on producing information which is useful for decision makers and other key stakeholders
 - End-users of evaluation data are integrally involved in development and implementation of the evaluation
 - Data collected and feedback delivered must be:
 - Meaningful
 - Useful
 - Timely

Recommend Framework for Program Evaluation



Evaluation Framework

Statewide Evaluation Phases

Starting from the beginning.....

Logical Sequence of Activities

1. Engage stakeholders
2. Describe the program
3. Focus the evaluation design
4. Gather credible evidence
5. Justify conclusions
6. Ensure use and share lessons learned

But we are dropping in after the horse has left the barn!

First Deliverable Starts with Step 4

4. Gather credible evidence (existing reports about CSS and PEI outcomes)
5. Justify conclusions (write a summary report about CSS and PEI outcomes)

CSS (FSP) Report Due May 1, 2011

PEI Report Due August 31, 2011

But what about engaging stakeholders?

Stakeholder Engagement Principles:

- Stakeholder groups will generally have time to review and provide feedback
- All recommendations will be considered
- Because we will be receiving feedback from different stakeholder groups and recommendations may vary, we will make the final call when conflicting recommendations for revisions are made

Engaging Stakeholders

Examples (there will be many more!)

Potential Stakeholder Group	Product	Role
Advisory Board, Regional Coordinators	Conceptual Framework	Review, Feedback
Client and family members**	Draft reports including PEI and FSP	Review, Feedback
CMHDA IDEA Committee, Evaluation Experts (e.g., Brian Yates, Steve Hahn-Smith, UCSD Team Members, San Francisco County Team)	Recommended Outcomes (backed by data available and accessible in existing data sources) for FSP Cost-Offset and Benefit Analysis	Review, Feedback

** Still need to identify optimum process for identifying and collaborating with existing stakeholder groups

Evaluation Framework

- Building Collaboration
 - Identify and Engage Key Stakeholder Groups
 - Individuals who are or have been involved with the public mental health system, their families, and caregivers
 - County mental health management
 - County service providers
 - Advisory Board

Participatory Research

- Example:
 - Priority Indicators
 - Proposing variables from existing measures that can be compiled to create measures
 - Proposing creation of system-level measures through coding of existing reports augmented with key stakeholder interview data (e.g., web survey of select group of county mental health staff)
 - Draft matrices will be vetted through **existing** key stakeholder groups for review and feedback
 - Draft web survey will be vetted through **existing** key stakeholder groups for review and feedback

Participatory Process

- Example:
 - Logic Model
 - Map information needs in complex system
 - Part of “*Defining the Program*” Process
 - Overarching conceptual framework and related evaluation logic models graphically depicting each component of the study, instruments, data sources
 - Participatory research process will involve bringing drafts to existing stakeholder groups for review and feedback

What to expect... in a nutshell

- We will use existing data whenever and wherever possible
 - A lot of data has been collected – we have been tasked with analyzing it across the counties and regions
- When we create new measures, we will do so out of existing data whenever and wherever possible
- We understand that each county has unique features and characteristics, and that these features are not reflected in cross-site reports linked to client impact
 - This suggests that there may be a need to gather additional system-level data (e.g., recovery-orientation)
- We will provide plenty of notice before launching a web or telephone survey (at least 30 days), and we will try to provide adequate time for stakeholders to respond

Questions?