

Performance and Needs Report – Draft Methodology

Purpose

The Mental Health Board (MHB) “Performance and Needs Report” intends to comply with Welfare and Institutions Code section 5604.2(a)(5), which requires the MHB to “submit an annual report to the governing body on the needs and performance of the county’s mental health system.”

Assumptions

The review will operate under the following assumptions:

- For this report, “the county’s mental health system” shall mean the programs operated directly by the Division of Behavioral Health Services (DBHS), not including substance abuse related programs.
- The Board of Supervisors is the intended audience. The review will evaluate performance and needs in the context of information already presented to the Board of Supervisors. The review will aim not to duplicate findings already presented.
- The performance review will rely on data already compiled. The review will not compile data independently.
- A performance review should specify the outcomes it will evaluate, and treat these outcomes as “dependent variables.”
- The time period for measuring outcomes will be the 2014-2015 fiscal year. Existing reports generally organize data this way.
- The MHB’s evaluation of outcomes reflects an authoritative opinion on how the measured outcomes affect MHB constituencies (i.e. family members, consumers, and the public interest).

METHODOLOGY

The review will evaluate the same outputs presented by the External Quality Review Organization (EQRO) report. These are:

1. Access to services
2. Timeliness of services
3. Quality of services

The review will identify key measures of these variables in the available sources.

Sources include, but are not limited to:

1. The EQRO report
2. The DBHS quarterly data dashboard reports
3. The Quality Improvement Program Annual Work Plan Report
4. The state triennial Medicaid review
5. The DBHS cultural competence plan
6. DBHS board letters
7. The Data Notebook report
8. Observations by MHB members, including site visit reports
9. Success stories provided by the DBHS

For each dependent variable, the review will do the following:

1. Summarize the information not previously provided to the Board of Supervisors
2. Comment on the completeness of this information
3. Compare and contrast any differences in outcomes reported across multiple sources
4. Highlight missing data
5. Provide a MHB perspective on the strengths and weaknesses suggested by the reported outcomes
6. Provide a MHB perspective on DBHS efforts to address the reported outcomes
7. Make recommendations for new DBHS efforts