

San Mateo County BHRS – MHSA Program Outcomes Workgroup

November 2024 Working Group Meeting

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Objectives of Workgroup

Goals	
1	Develop a standardized framework for reporting on the outcomes of direct treatment programs funded by MHSA.
2	Identify and define key indicators that capture behavioral health outcomes of clients in a meaningful and accessible manner.
3	Discuss strategies for improving both the data collected and reporting of key indicators.

Meeting Agenda

Date: November 14, 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 and feedback	Doris Estremera
2:05 – 2:20 p.m. (15 minutes)	Reflections from Meeting 1	Brooke Shearon
2:20 – 2:50 p.m. (30 minutes)	Facilitated discussion on outcome metrics for direct treatment programs	Tania Dutta
2:50 – 3:25 p.m. (35 minutes)	Data Collection, Outcome Metrics and Analysis & Facilitated Discussion	Koray Caglayan, 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.