

Developing Performance Measures for State Plans

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**Oklahoma Department of Mental Health and
Substance Abuse Services**

**2003 Joint National Conference on
Mental Health Block Grant &
National Conference on Mental
Health Statistics**

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Our plan: In 75 minutes or < presenters will attempt to cover . . .

- Block Grant (PPG) Overview
- Role of Measures in the Block Grant
- Terminology
- Data Sources
- Development of Manageable Indicators
- Examples from State Plans
- Discussion

MHBG (PPG) Overview

- **Awards** to the states to establish or expand systems of care for adults with SMI and children with SED
- **Application** process prescribed
- **Criteria** must be met for Award to be approved
- **Implementation Report** at conclusion of Plan Year

Flow of the Format

Criterion ⇒

Goal ⇒

Objectives ⇒

Performance
Indicators ⇒

Measures

Required Criteria	Adults with SMI	Children with SED
One: Comprehensive Service System	<input type="checkbox"/>	<input type="checkbox"/>
Two: System Data Epidemiology	<input type="checkbox"/>	<input type="checkbox"/>
Three: Children's Services		<input type="checkbox"/>
Four: Targeted Services for Rural and Homeless Populations	<input type="checkbox"/>	<input type="checkbox"/>
Five: Management Systems	<input type="checkbox"/>	<input type="checkbox"/>

Each Criterion Must Include

- Narrative appropriate to the criterion
- One Goal
- One or more **objective**
- At least one **performance indicator** for each objective identified (*measurement methodology*)

Goal

- Long-term outcome
- May not be easily measured
- Desirable end toward which efforts and resources are directed

Objective

- Specific, measurable target
- Expect to be achieved within a defined period of time
- If attained will contribute to realization of the goal
- Implementation Report must indicate degree to which objective is achieved

Performance Indicators

- State designed (CMHS suggested)
- Best when outcome focused
- Prescribed format and summarized on “State Plan Performance Indicator Table”
- Separate information for each year in multi-year plans

Performance Indicator

- Quantifies how state will verify extent to which objective is met
- Describe methodology by which rate will be calculated (measures)
- Best if expressed as percentages, actual numbers or counts, funding levels, number of programs, etc.

Use of Administrative Data to Design Indicators to Document Change

- Uniform Data Tables
- GPRA*
- Other Suggested Sources

*** *Government Performance and Results Act***

Uniform Data Tables

Basic Questions

1. Needs of the population?
2. Who are recipients of public funded mental health services?
3. Types of services provided?
4. Consumer outcomes?
5. Financial resources expended?

Specified Data Tables

- Estimates of persons with SMI or SED
- Persons served by age, gender and race/ethnicity
- Person served in Institutional and Non-Institutional settings
- Adult consumers employment status
- Consumers served by funding support
- Profile of Client Turnover
- Mental Health Service Expenditures

Tables - continued

- Block Grant Expenditures/Non-Direct Service Activities
- Mental Health System Service Inventory
- Agencies receiving MHBG funds
- Client Perception of Care
- State Mental Health Agency Profile
- Other tables under development

Reporting Capacity of States

- State Level Data Reporting Capacity Checklist
 - FY2003 Reports
 - Developmental Tables

GPRA Measures

- **Adults with SMI**
 - **Employment**
 - **Living situation**
 - **Arrest rates**
- **Children with SED**
 - **School attendance**
 - **Living arrangements**
 - **Contact with law enforcement**

Other Sources of Data

- Enrollment and services data
- Data available via sharing agreements with other entities
- Fiscal data
- Prevalence and epidemiological info

Suggestions on how to write manageable indicators

Can you really measure your objective?

Some hard-to-measure examples:

- X% of consumers will be cured
- X% will live in safe, decent housing
- The quality of life for our consumers will improve by X%

Suggestions on how to write manageable indicators

Can you get the data?

Three common methods:

- Consumer surveys
- Administrative data
- Linking to other data sets

Suggestions on how to write manageable indicators

How often do you need data?

- **Point-in-time**
- **“Change” score**

What are the time frames for data collection?

- **Monthly vs. quarterly vs. annually**

Suggestions on how to write manageable indicators

“Tweaking” the measures . . .

- Who to include/exclude
- Admission status
- Discharge status
- Length in treatment

Suggestions on how to write manageable indicators

Things to consider . . .

- Are the data remaining comparable?
- What impact will HIPAA have?
- Are you really getting what you think?

Suggestions on how to write manageable indicators

Things to consider . . .

- What is the work involved to produce?
- What knowledge base is required to understand the measure?
- Is there buy-in by users of data?

Criteria “drive” Types of Indicators States Should Use

- Plan should be seen as the way a state will move its system forward
- “Yeast to enable the system to rise”
- Framework within which to identify meaningful and manageable indicators

Criterion One (Service System)

- Access Indicators
- Appropriateness/Quality of Care Indicators
- Outcome Indicators

Criterion Two

(Epidemiology)

- Population Access Indicators
- Special Populations Indicators
- Use of Uniform Data Tables

Criterion Three (Children's Services)

- GPRA Indicators
- Other characteristics of populations serviced
- Quantifiable measures of unmet needs

Criterion Four

(Targeted Populations)

- Use of Uniform Data Table Information
- Access to Services for Special Populations
 - Rural
 - Homeless

Criterion Five

(Management Systems)

- Resource related indicators
- Involvement by consumers and family in policy development, planning, monitoring
- Perhaps process (vs. outcome) indicators

Indicator	Percent of case management services provided to adults with SMI who receive public mental health services
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Measure

Numerator: Number of CM units provided to adults with SMI during year by community mental health system

Denominator: Number of units of services provided to adults with SMI during year by community mental health system

Sources of Info	Mental Health Services Database
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Data Table

Indicator: CM Services				
	FY2001 Actual	FY 2002 Projected	Fy2003 Objective	% Attained (actual)
Value	11%	17%	20%	21%
Numerator	20,078	33,775	40,000	41,245
Denominator	175,660	201,789	200,000	199,778

105%

Indicator

**Services to homeless individuals
with SMI**

Measure

**Count of homeless persons receiving services
at a CMHC**

**Sources
of Info**

**Enrollment/encounter data;
demographic data;**

Data Table

107%

Indicator: Homeless Services				
	FY2001 Actual	FY 2002 Projected	Fy2003 Objective	% Attained (actual)
Value	535	495	600	641
Numerator	n/a	n/a	n/a	n/a
Denominator	n/a	n/a	n/a	n/a

Indicator	Expenditures per capita
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Measure

Numerator: Total amount spent on community mental health services.

Denominator: Total state population.

Sources of Info	Mental Health Services database and State Census information
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Data Table

77%

Indicator: Per capita Funding				
	FY2001 Actual	FY 2002 Projected	Fy2003 Objective	% Attained (actual)
Value	\$12.90	\$13.60	\$15.16	\$11.47
Numerator	\$40,000,000	\$42,175,000	\$47,000,000	\$35,550,000
Denominator	3,100,000	3,100,000	3,100,000	3,100,000

Indicator	Percentage of children with SED in CMHC case management services who achieve a "C" or better grade in academic performance
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Measure

Numerator: Number of children who achieved a "C" or better grade in school

Denominator: Total number of children with SED who are served by a CMHC

Sources of Info	School records; enrollment data; Client Status Report data
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Data Table

100%

Indicator:				
	FY2001 Actual	FY 2002 Projected	Fy2003 Objective	% Attained (actual)
Value	75%	88%	88%	88%
Numerator	1,971	2,100	2,200	2,123
Denominator	2,623	2,400	2,500	2,400

Summary of Format for the Plan

- **Goal**
- **Objective**
- **Population**
- **Criterion**
- **Brief Name of Indicator**
- **Indicator**
- **Measure**
- **Sources of Information**
- **Special Issues & Significance**
- **Performance Indicator Data Tables**

Use of the Indicators by Council and State Staff

Discussion . . .

Contact info

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