



## **Comprehensive Community Services (CCS) Data and Evaluation Requirements**

June 4, 2014

The Wisconsin Division of Mental Health and Substance Abuse Services



## **Data Requirements For CCS Programs**

1. MH/AODA or Children's Long-Term Support Functional Screens
2. PPS MH Participation Page
3. PPS MH/AODA Data System
4. CCS Program Survey
5. CCS Consumer Satisfaction Surveys

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## Outcomes For CCS Consumers

- Community living skills
- Living situation
- Employment status
- Criminal justice involvement
- Substance use
- E.D.'s and inpatient stays
- Use of E.R.'s
- School functioning

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## CCS Data Requirements and Systems

**MH/AODA Functional Screen**

**Before Enrollment and Annually**

- Referral source
- DSM-IV diagnoses
- Community living skills
- Living situation
- Employment status
- Crisis and risk factors
  - Criminal justice involvement
  - Substance use
  - E.D.'s and inpatient stays
  - Use of E.R.'s
  - Suicide attempts

**Children's LTS Screen**

**Before Enrollment and Annually**

- Multi-agency needs
- High-risk behaviors
- School functioning

**PPS Participation Module**

**At CCS Enrollment and Discharge**

- Program Type
- Program Enrollment Dates
- Program Discharge Reason

**PPS MH/AODA Data Systems**

**At Enrollment**

- Episode start and end date
- BRC designation
- Client characteristics
- Presenting problems
- Referral source
- DSM-IV diagnoses
- Veteran status
- Episode discharge reason

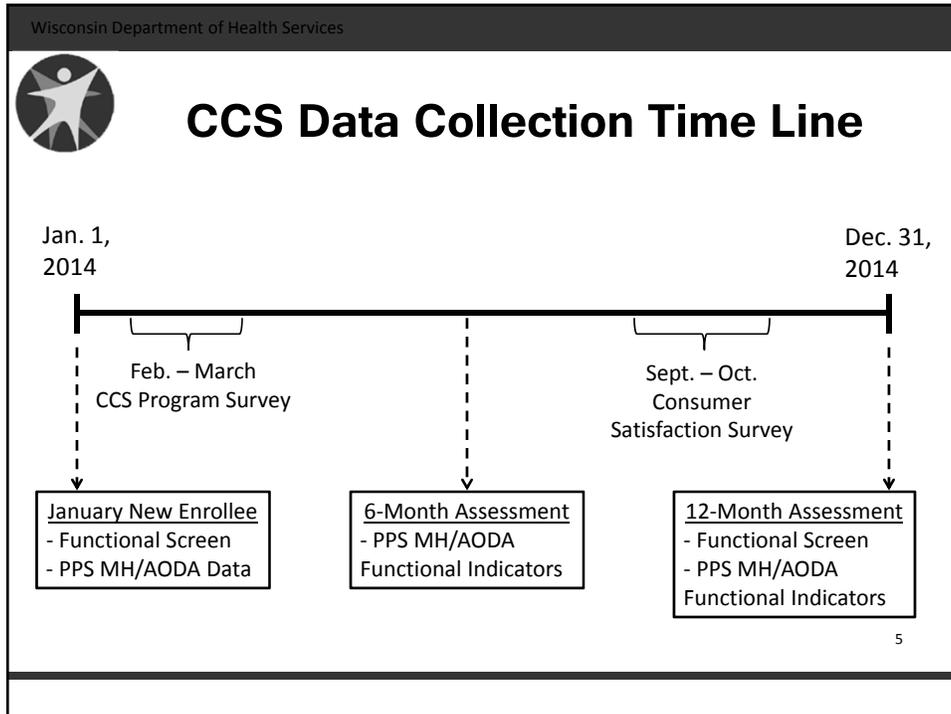
**6-Month Status Updates**

- Commitment status
- Living situation
- Employment status
- Criminal justice involvement
- Arrests in past 30 days
- Arrests in past 6 months
- Substance use

**Services - Ongoing**

- Service type
- Service dates
- Service units

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## Accessing State Data Systems for CCS

- MH/AODA Functional Screen and the Children's Long-Term Support Screen
  - <http://www.dhs.wisconsin.gov/LTCare/FunctionalScreen/> (training info.)
  - <https://fsia.wisconsin.gov/> (FSIA gateway page)
  
- PPS MH System, AODA System, and Participation Page
  - <http://www.dhs.wisconsin.gov/pps/index.htm> (PPS training info.)
  - <https://pps.wisconsin.gov/> (PPS gateway page)

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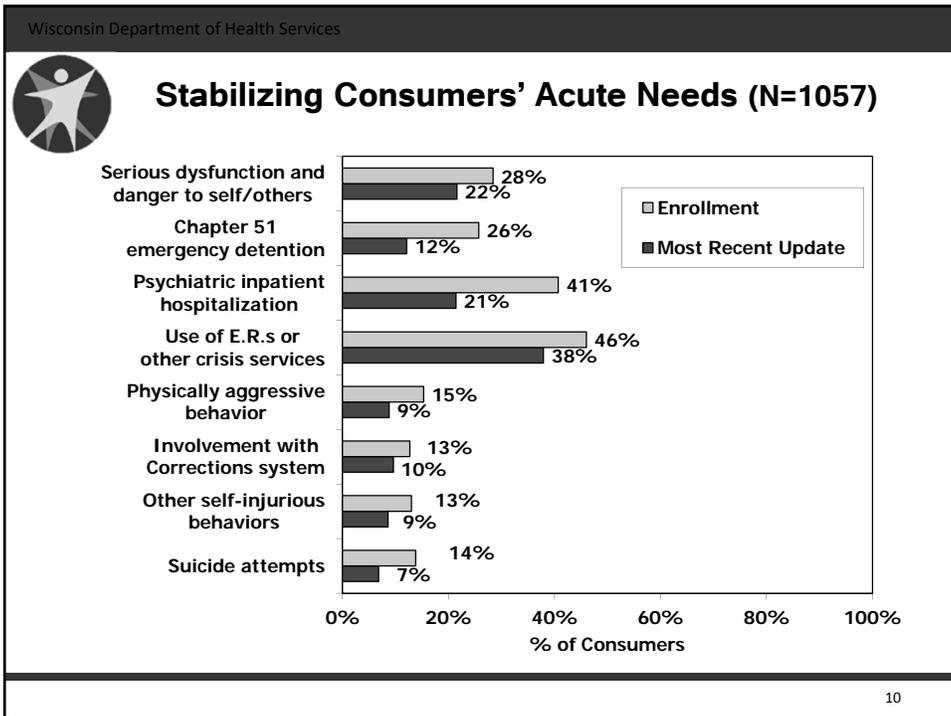
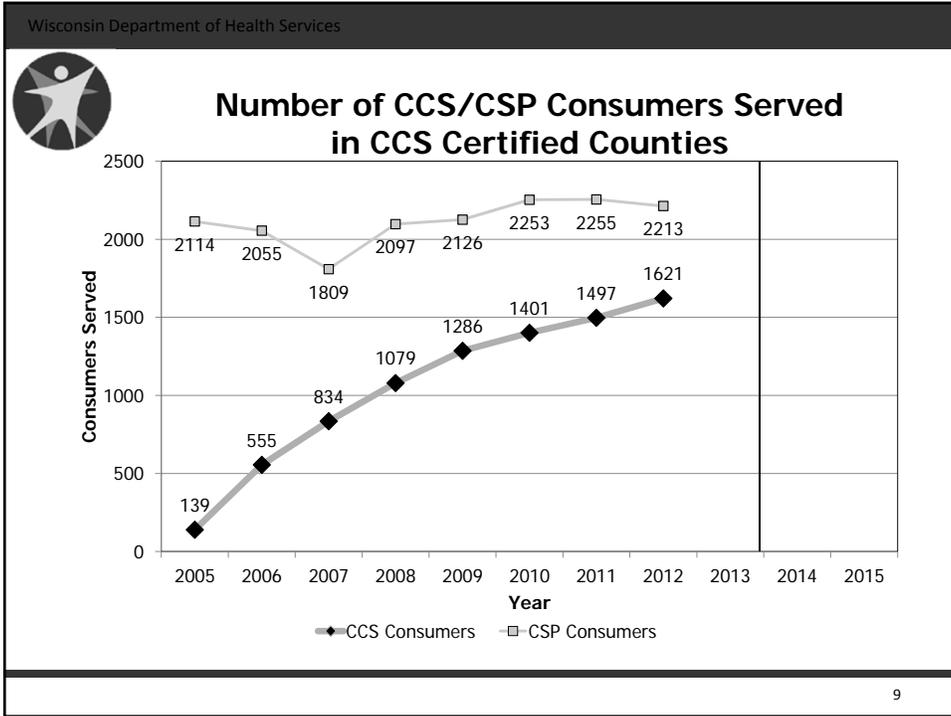


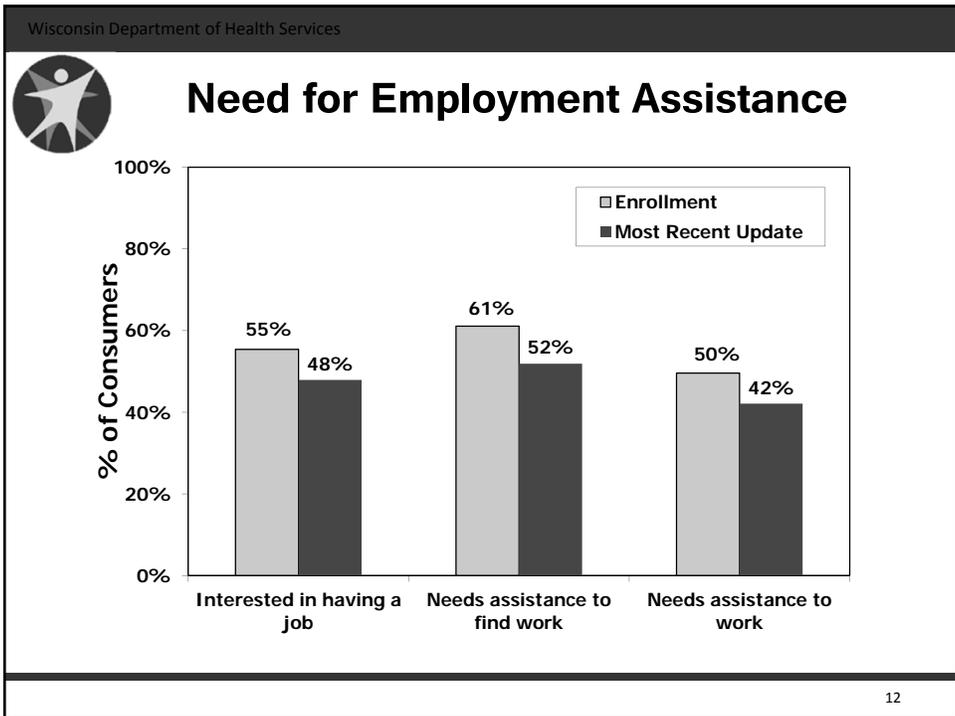
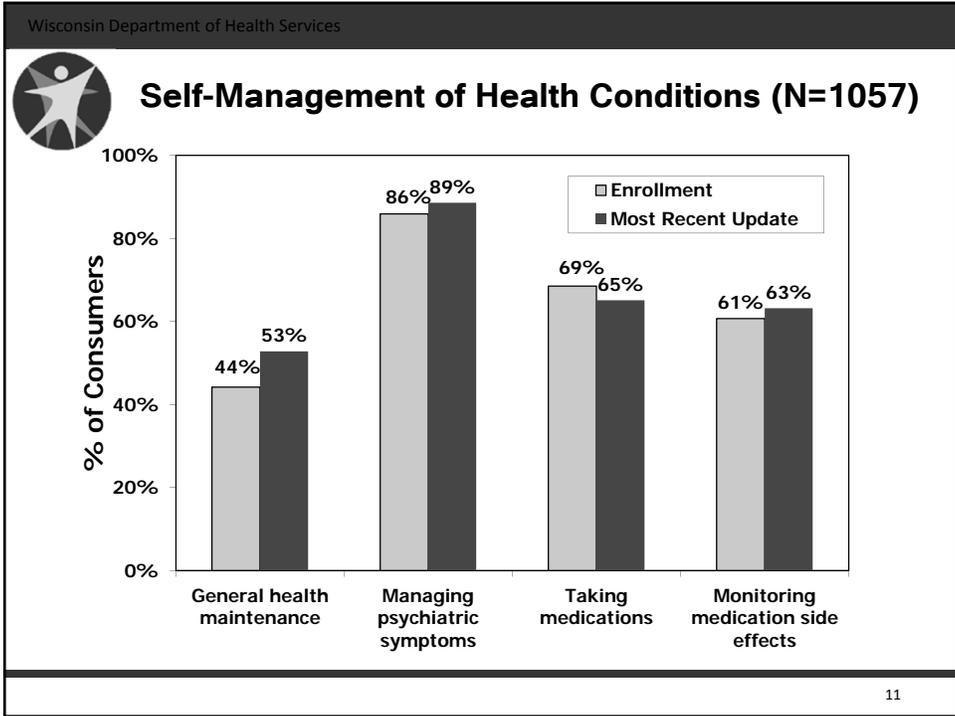
## ***CCS Organizational Models***

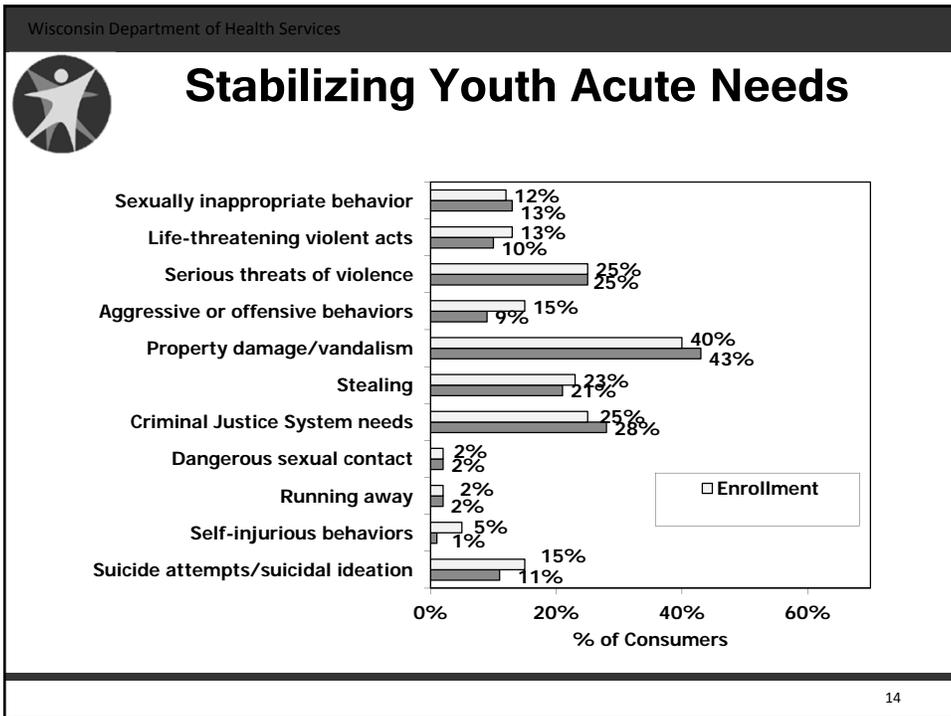
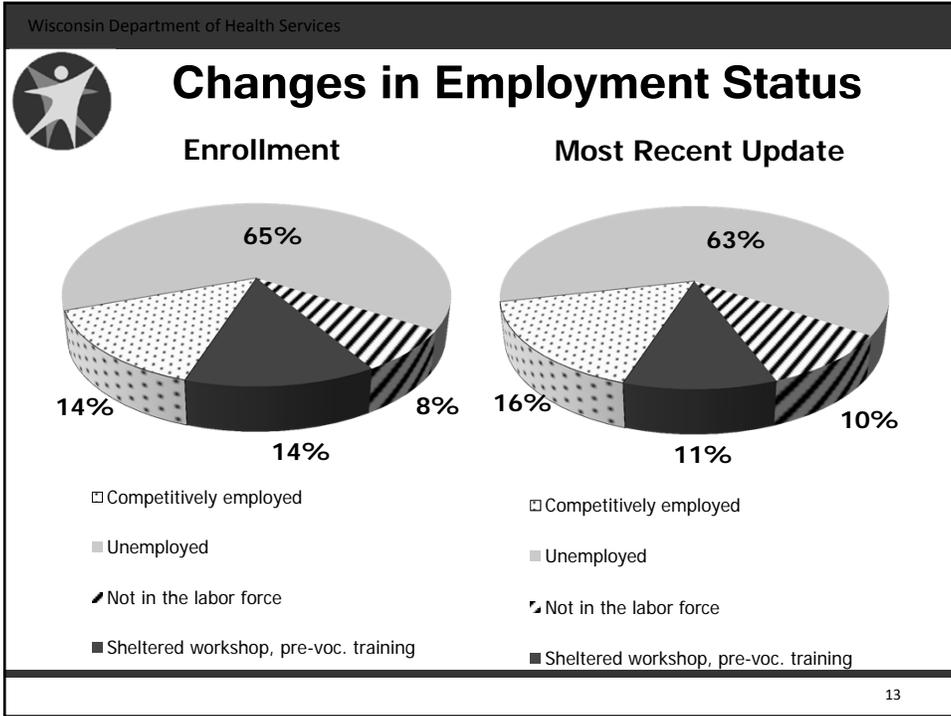
- Population-Based Model
- Existing Regional Models (51.42)
- Shared Services Model
- Multi-County Model

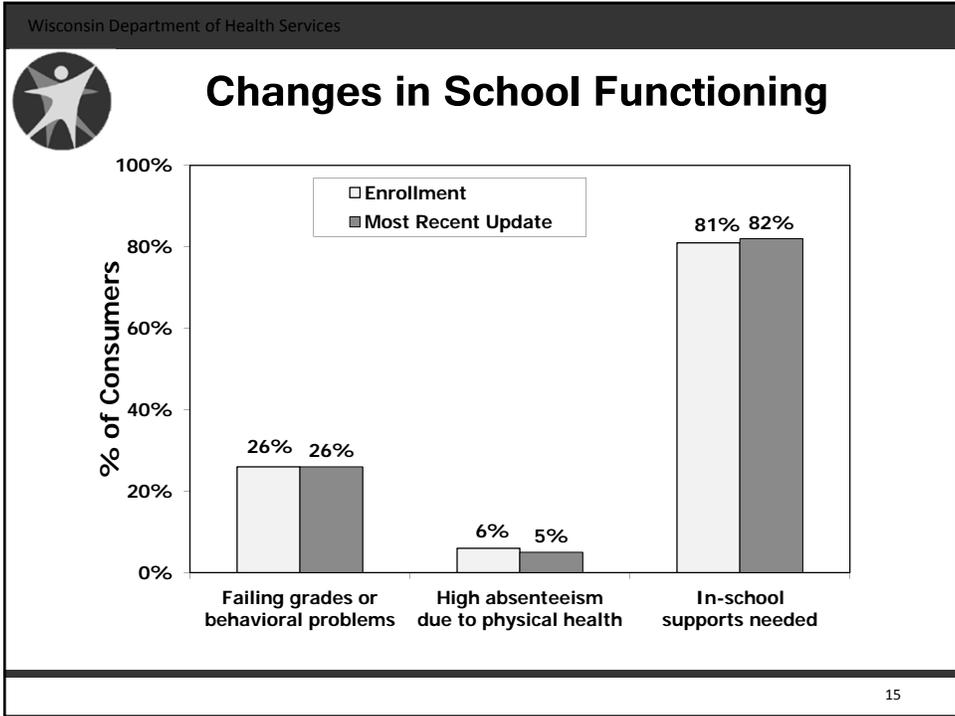


## **EXAMPLES OF OUTCOME REPORTS FOR MONITORING CCS PROGRAMS**









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## The Annual CCS Program Survey

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## CCS Program Survey Content

- Discharge reason
- Discharge destination
- Co-occurring medical conditions
- Use of evidence-based practices
- Use of wait list
- Completed annually by CCS Supervisor



## Using Satisfaction Surveys With CCS Consumers



## Why Have CCS Consumer Satisfaction Surveys?

1. Stipulated in CCS Administrative Rule (36.08)
2. Helps local programs evaluate their success
3. Helps State evaluate relative success of CCS in general
  - Standardized data collection across all CCS's
  - Results reported in Annual CCS Outcomes Report

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## Analysis: What can you do with consumer satisfaction data?

- Track trends over time
- Evaluate performance against benchmarks
- Identify areas in need of improvement
- Gauge success of programmatic interventions

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## Which Surveys and Why?

- **Debate: MHSIP vs. ROSI**
  - Mental Health Statistical Improvement Program (**MHSIP**)
    - Annual statewide satisfaction survey given to a random sample of subset of consumers
    - **Youth versions=Youth Satisfaction Survey (YSS)**
  - Recovery-Oriented Systems Indicators (**ROSI**)
    - Used by some counties since 2009

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## Which Surveys and Why?

- **Debate: MHSIP vs. ROSI**
  - CCS Advisory Committee Discussion
  - Follow-up discussions with counties
  - Division of Mental Health and Substance Abuse Services (DMHSAS) discussion

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## Which Surveys and Why?

- **ROSI strongly favored:**
  - More recovery-oriented
  - Perceived as easier to use/interpret
  - Recent and ongoing county experience:
    - Administering the ROSI
    - Using the results locally
      - *2013 CCS Survey: More than 50% currently use ROSI*

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## Which Surveys and Why?

- **Drawback to the ROSI**
  - Designed for ages 18+
  - Doesn't cover all CCS consumers

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## Solution: Age-Specific Surveys

- **Adults:** ROSI
  - 18+
- **Youth:** Youth Satisfaction Survey (YSS)
  - 13-17
  - Self-administered by youth
- **Children:** Youth Satisfaction Survey-Families (YSS-F)
  - 12 and under
  - Filled out by parent

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## Survey Domains

### ROSI Domains

- Person-Centeredness
- Barriers
- Empowerment
- Employment
- Staff Approach
- Basic Needs

### YSS/YSS-F Domains

- General Satisfaction
- Participation in Treatment
- Access
- Cultural sensitivity
- Outcomes
- Social Connectedness

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## Who Gets the Survey?

- **All current** CCS consumers who have been in CCS for at least 6 months
- **Former** consumers discharged in the past 60 days who spent at least 6 months in CCS

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## How do they get the survey?

- **Each CCS administers its own**
- *Choose your method:*
  - Mail-in
  - Phone
  - In person

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## How do they get the survey?

**Good In-Person Surveys Create a Sense of Safety and Confidentiality.**

They are Administered...

- By someone other than *the provider*
- *Only in a private place*
- *Individually; not in a group*

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## When to administer the surveys?

- Begin mid-September
  - Sending out surveys and letters
  - Providing follow-ups/reminders
  - Collecting surveys
  - Entering data
- Submit data to DHS/DMHSAS by November 1

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## How to Collect the Data?

- 1) Consumers should return survey anonymously or confidentially to someone other than the provider
- 2) Enter data into a spreadsheet provided by DMHSAS
  - One for each survey type:
  - Adults: ROSI
  - Teens: YSS
  - Children: YSS-F
- 3) Submit spreadsheets to DMHSAS
  - Keep copy for your own records/analysis

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## What Materials Are Available to Help?

- Surveys
- Instructions on survey administration and data collection
- Data collection template (Excel)

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## Thinking Ahead...

- 1) What's the most effective and efficient way for your program to administer the surveys?
- 2) Who will be involved in the survey project?
- 3) Will you offer incentives? What planning is needed?
- 4) What will you do with your data?



## CONTACT INFORMATION:

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