



Comprehensive Community Services (CCS) Data and Evaluation Requirements

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

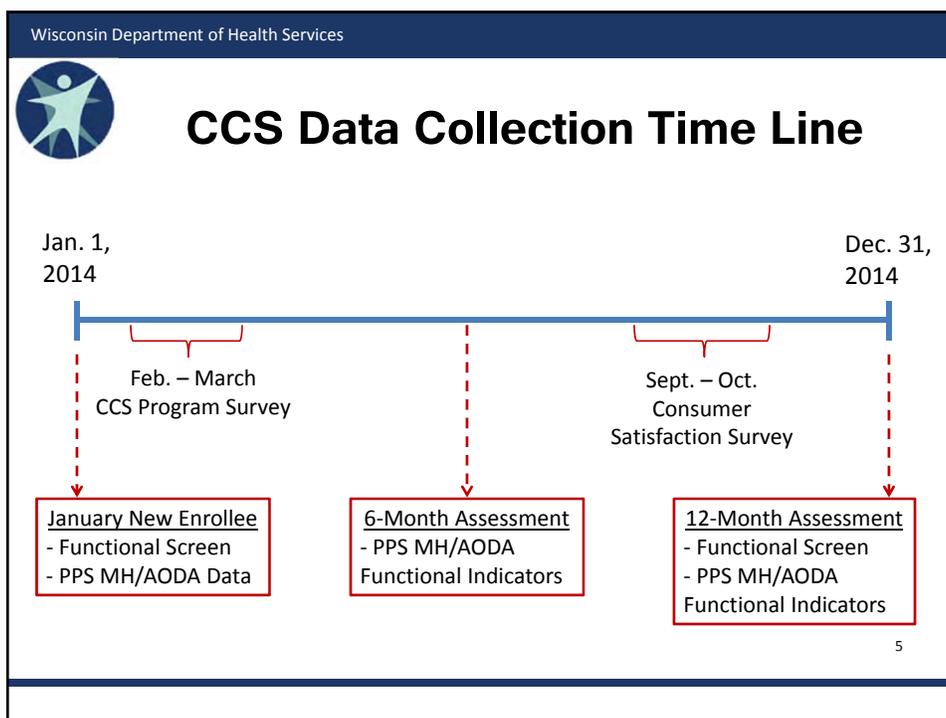
6-Month Status Updates

- 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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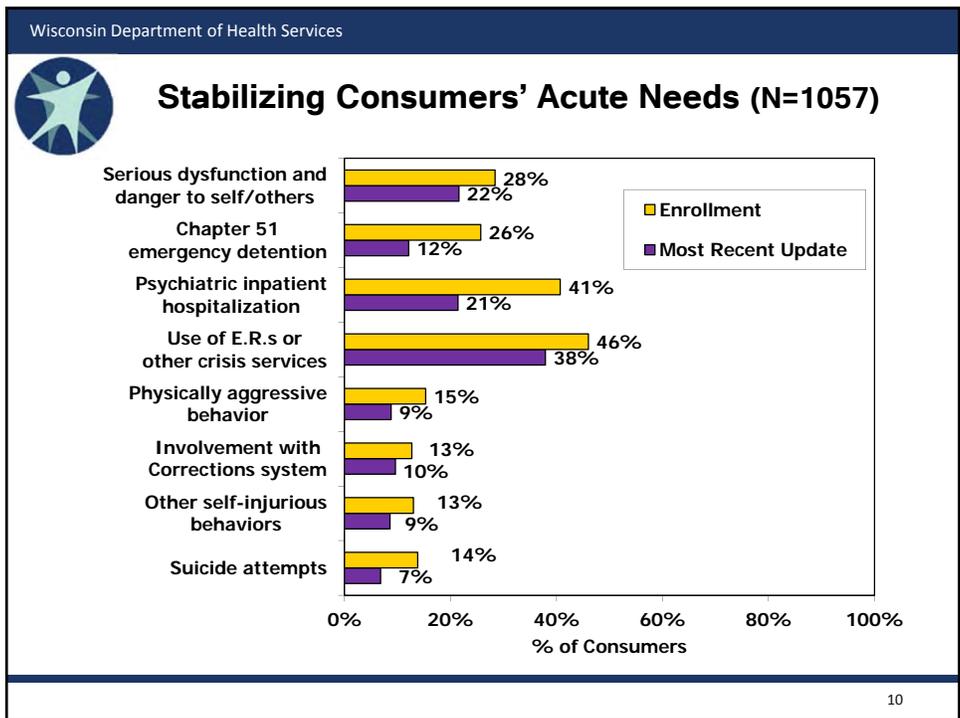
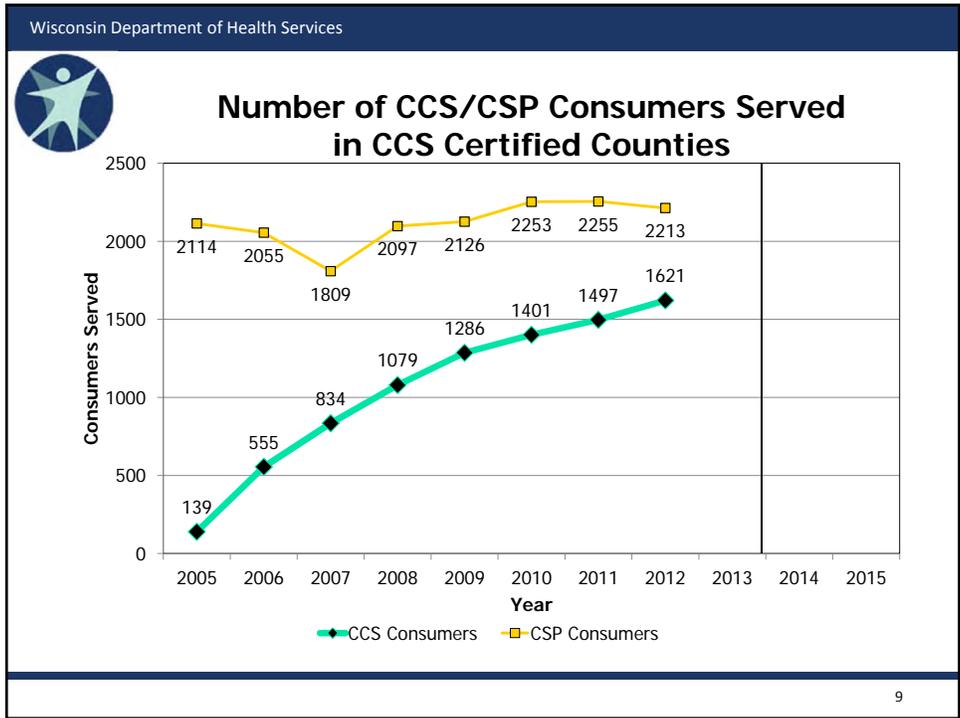


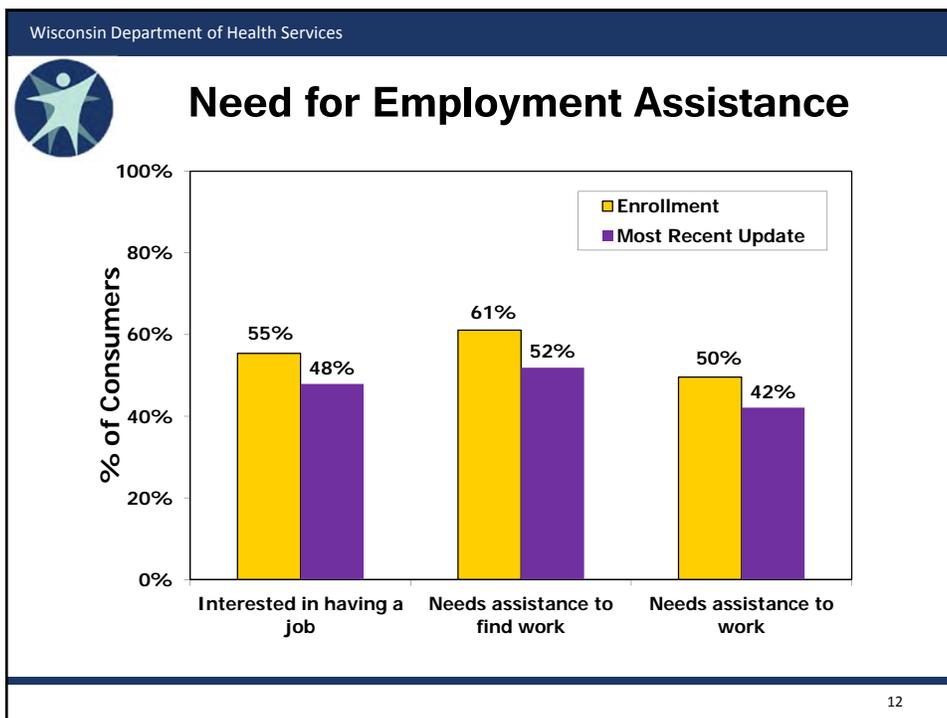
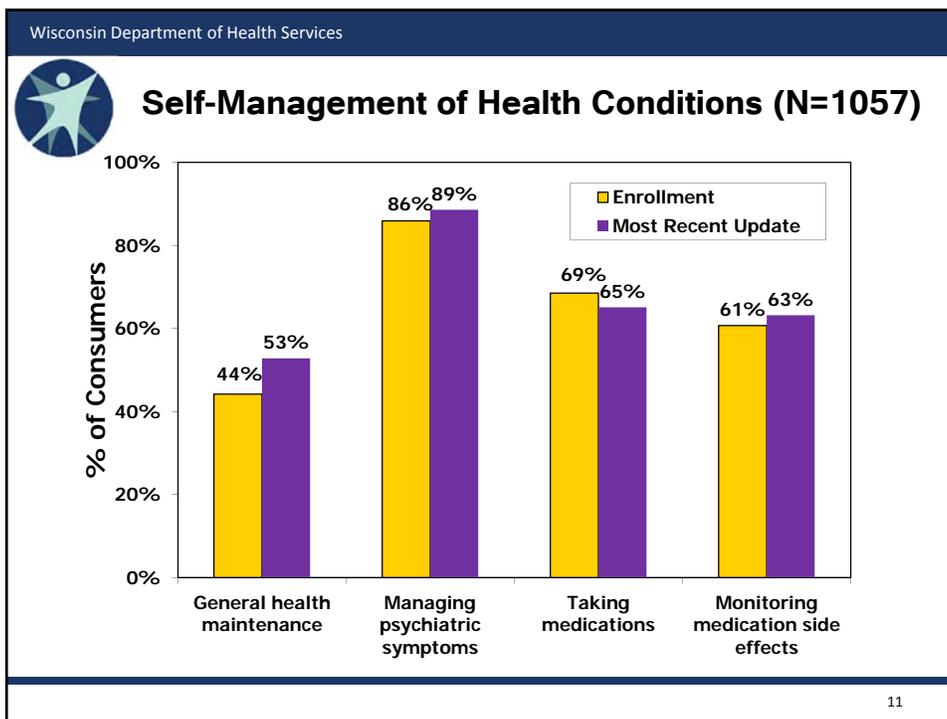
CCS Organizational Models

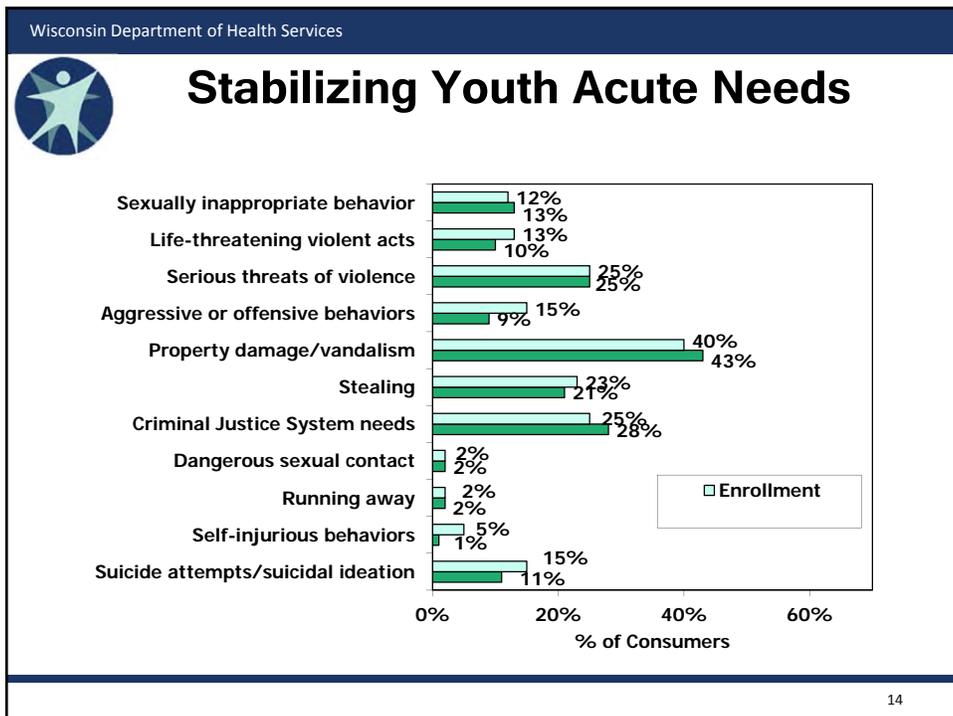
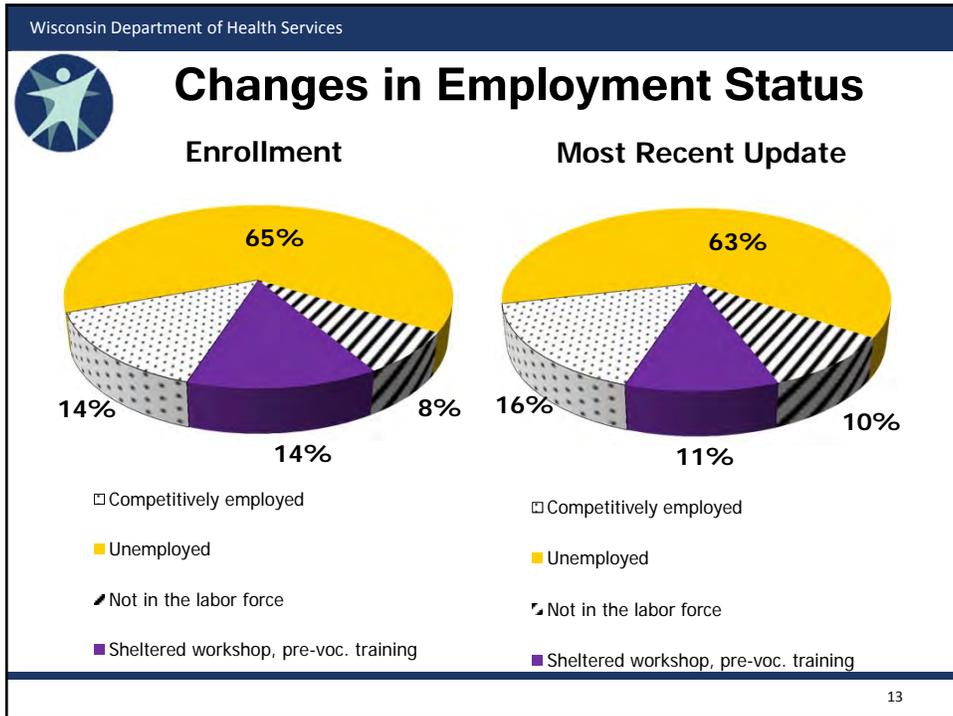
- Population-Based Model
- Existing Regional Models (51.42)
- Shared Services Model
- Multi-County Model

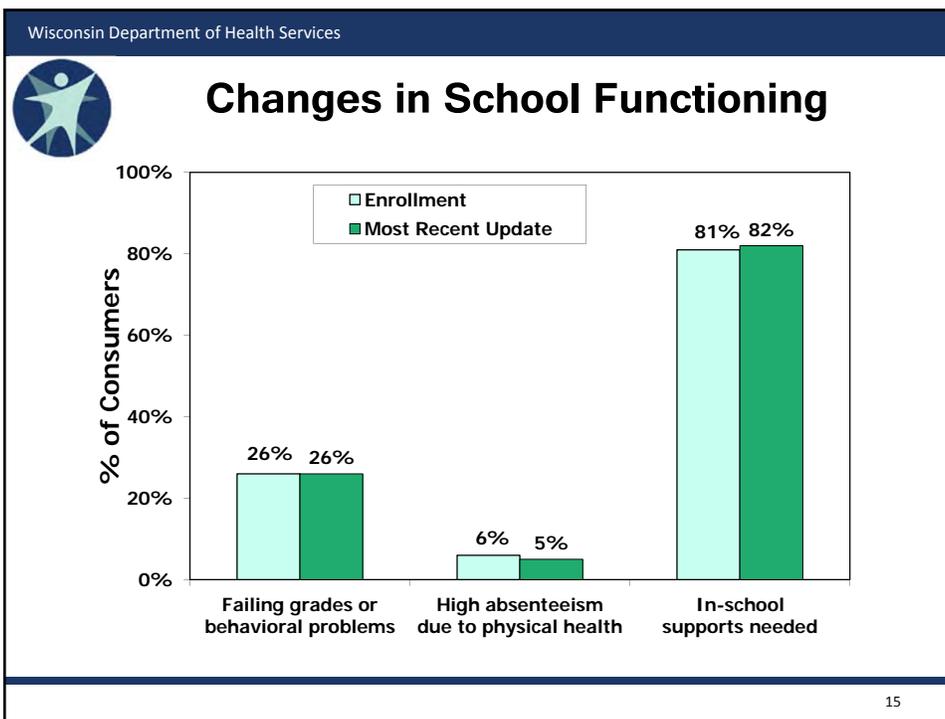


Examples Of Outcome Reports For Monitoring CCS Programs









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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
 - o Standardized data collection across all CCS's
 - o Results reported in Annual CCS Outcomes Report

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Analysis: What can you do with consumer satisfaction data?

- o Track trends over time
- o Evaluate performance against benchmarks
- o Identify areas in need of improvement
- o 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?



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