



# Multi-County FSP Innovation Project

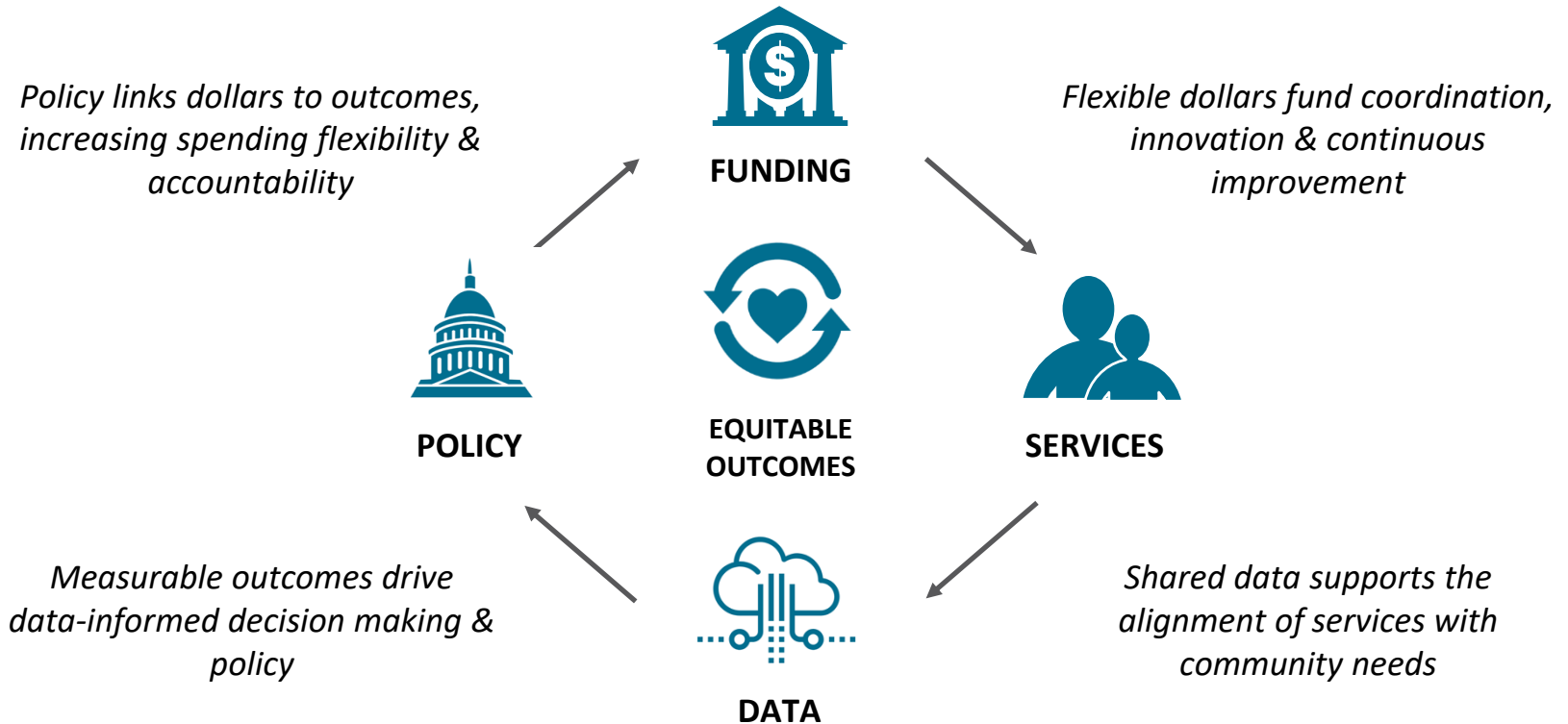
## Summary Information for Stakeholder Engagement

December 2020

This document is the property of Third Sector Capital Partners, Inc. It contains confidential, proprietary, copyright, and/or trade secret information of Third Sector that must not be reproduced, disclosed to anyone or used for the benefit of anyone other than Third Sector unless expressly authorized in writing by an executive officer of Third Sector.

# Third Sector is a 501(c)3 non-profit organization that helps government and communities leverage data and lived experience to improve outcomes

## Data-Driven Feedback Loop






### INTERNAL CULTURE

*drives and empowers outcomes orientation*

### EXTERNAL RELATIONSHIPS

*shape how outcomes orientation is implemented*

# Full Service Partnerships (FSPs) continue to play a crucial role in increasing positive outcomes for the most vulnerable Californians

 <b>FSP Populations</b>	 <b>FSP Services</b>	 <b>FSP Outcomes</b>
<b>Current State</b>		
<p><b>FSP serves almost 50,000 individuals</b> and families across California experiencing severe emotional disturbances or serious mental illness.</p>	<p><b>FSP providers deliver a diverse range of evidence-based services</b> including therapy, psychiatric services, peer supportive services, housing services, and a wide range of case management services geared towards developing life skills and coping mechanisms.</p>	<p>As stipulated in the Mental Health Services Act (MHSA) Regulations, FSPs provide <b>consumer-centric services to achieve goals</b> identified in individuals’ Individual Services and Supports Plans (ISSP).</p>
<b>Problem/Opportunity</b>		
<p><b>FSPs do not share consistent processes</b> for defining sub-populations (e.g., houseless, justice-involved, etc.) or tracking enrollment and outcomes achievement by sub-population, leading to disparities in access to care.</p>	<p><b>FSP services and operations can differ significantly</b> between programs and counties, which can create disparities in service access and outcomes.</p>	<p>While FSPs regularly report on a number of outcomes, <b>the methods and metrics that counties use to track outcomes can differ greatly</b>. This can inhibit county and statewide efforts to assess performance and use data to improve services.</p>

# In 2018, Third Sector partnered with LA County's Department of Mental Health to transition FSP to an outcomes orientation

## LA Department of Mental Health (DMH) Project Overview

### SYSTEMS IMPACT



**100+ CBOs and directly-operated clinics will deliver services** with continuous improvement



**100+ CBOs and directly-operated will receive data** influencing outcomes & goals



**\$300M+ in outcomes-oriented contracts and services** to be deployed annually

### SERVICE IMPACT

**16,500+ individuals** receiving outcomes-oriented mental health services

**New team-based, client-centered services** incorporating evidence-based practices

**Updated client engagement** and referral processes

### COMMUNITY IMPACT

**Increased focus on highest-acuity clients**

**Improved Outcomes:**

- Housing stability
- Recovery
- Wellbeing
- Recidivism
- Emergency services utilization

# In 2019, the Multi-County FSP Innovation Project was launched to expand upon LA DMH's work and transform FSP across California

## Multi-County FSP Innovation Project Vision

1

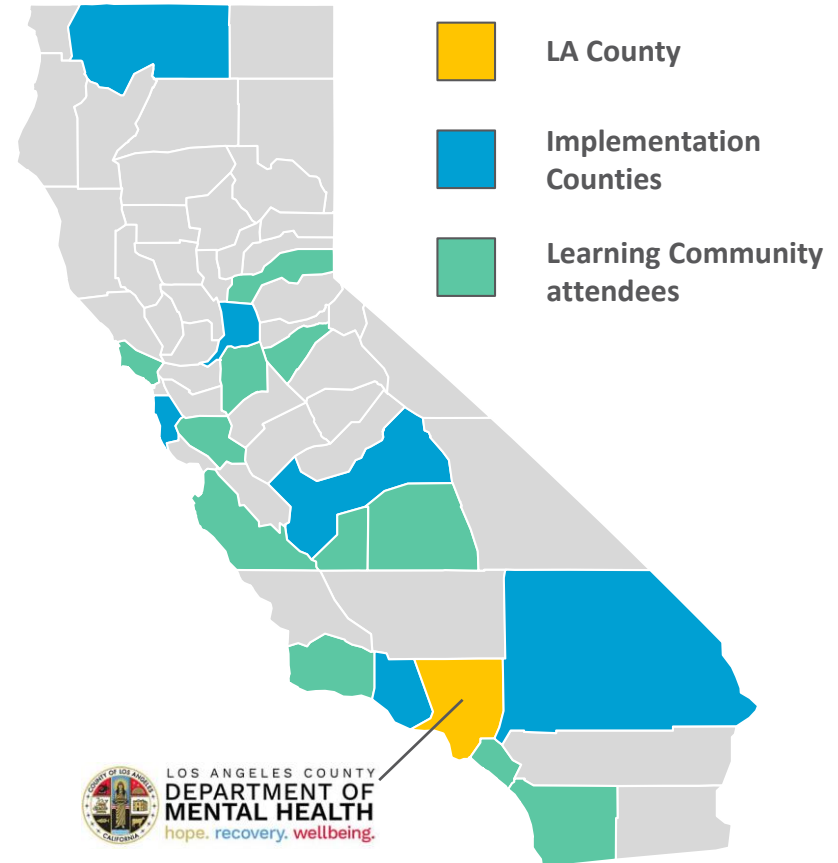
Develop a multi-county Innovation Plan with a shared vision and goals for enhanced FSP services and outcomes

2

Implement an outcomes-oriented, data-driven strategy across six counties, building on LA DMH's work

3

Build capacity of counties to regularly collaborate on designing, administering, and evaluating FSPs



# Vision of the Multi-County FSP Innovation Project

When the Multi-County FSP Innovation Project is complete, counties will have an improved ability to collect and use data that illuminates **who FSP is serving, what services they receive, and what outcomes are achieved**. Findings from each county will contribute to **statewide recommendations to create more consistent FSPs** that deliver on FSP's "whatever it takes" promise.



Department of Behavioral Health



**SAN MATEO COUNTY HEALTH**  
All together better.

**SACRAMENTO COUNTY**  
Behavioral Health Services



**VENTURA COUNTY BEHAVIORAL HEALTH**



**SAN BERNARDINO COUNTY**  
Behavioral Health



## Participating Counties

Fresno  
Sacramento  
San Bernardino  
San Mateo  
Siskiyou  
Ventura



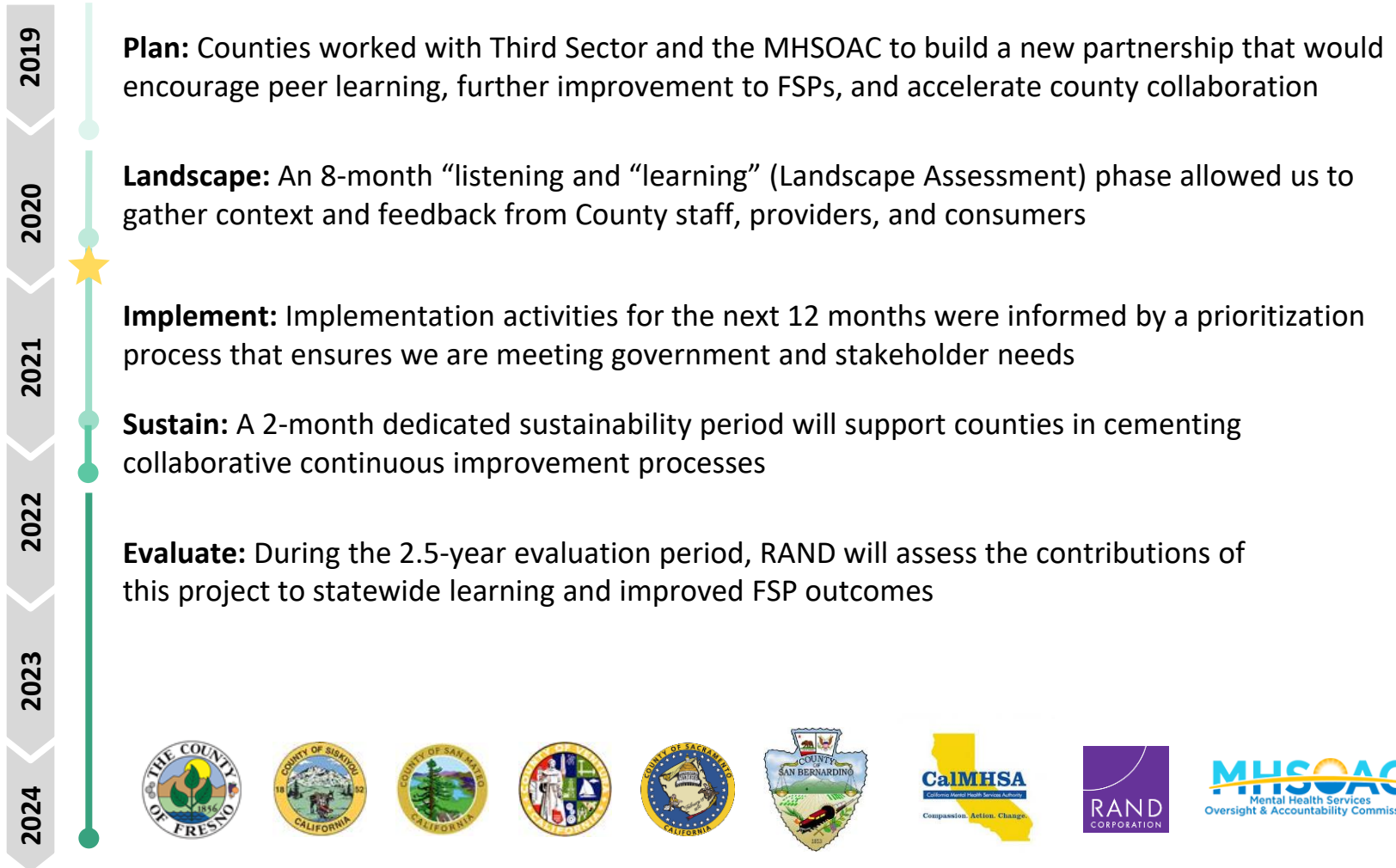
# The Multi-County FSP Innovation Project's 5 goals will build counties' capacity to collect and use data to improve outcomes



## Multi-County FSP Innovation Project Goals

- 1** **Develop a shared understanding and more consistent interpretation of FSP's core components** across counties, creating a common FSP framework
- 2** **Increase the clarity and consistency of enrollment criteria, referral, and graduation processes** through developing and disseminating clear tools and guidelines across stakeholders
- 3** **Improve how counties define, track, and apply priority outcomes** across FSP programs
- 4** **Develop a clear strategy for tracking outcomes and performance measures** through various state-level and county-specific reporting tools
- 5** **Develop new and/or strengthen existing processes for continuous improvement** that leverage data to foster learning, accountability, and meaningful performance feedback

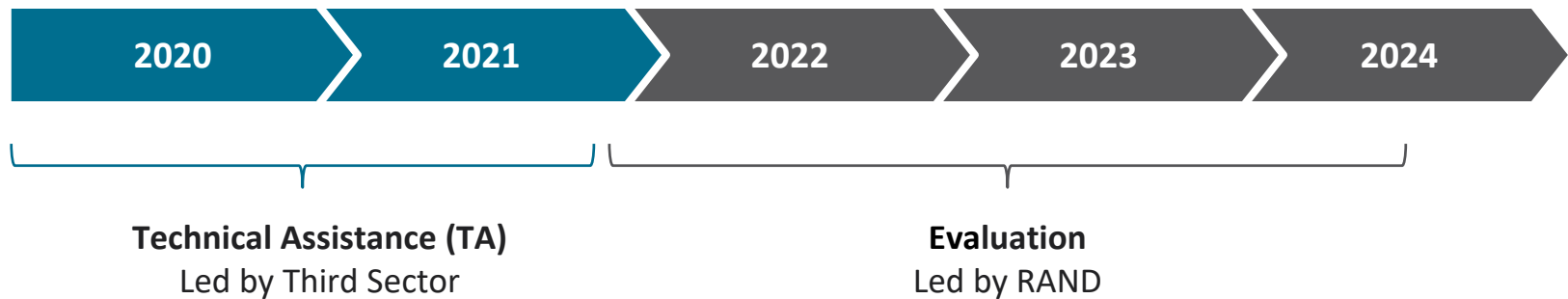
# We are leveraging a multi-stakeholder partnership to accomplish these statewide learning goals





# The current project spans 4.5 years, divided into Technical Assistance and Post-Implementation Evaluation periods

## Multi-County FSP Innovation Project Timeline



### TECHNICAL ASSISTANCE PHASES

- Phase I: Landscape Assessment (Jan 2020 – Sept 2020)
- Phase II: Implementation (Oct 2020 – Sept 2021)
- Phase III: Sustainability Planning (Oct 2021 – Nov 2021)

# Phase I will assess counties' FSP current state, developing customized program recommendations and a workplan for implementation

## Phase I: Landscape Assessment (Jan 2020 – Sept 2020)



### Example Activities

Develop priority outcomes and metrics; compare to existing data sources and collection strategies

Assess FSP service mix, populations, graduation criteria, and outcomes performance

Map existing business processes and continuous improvement approaches

Build an understanding of community context through stakeholder engagement

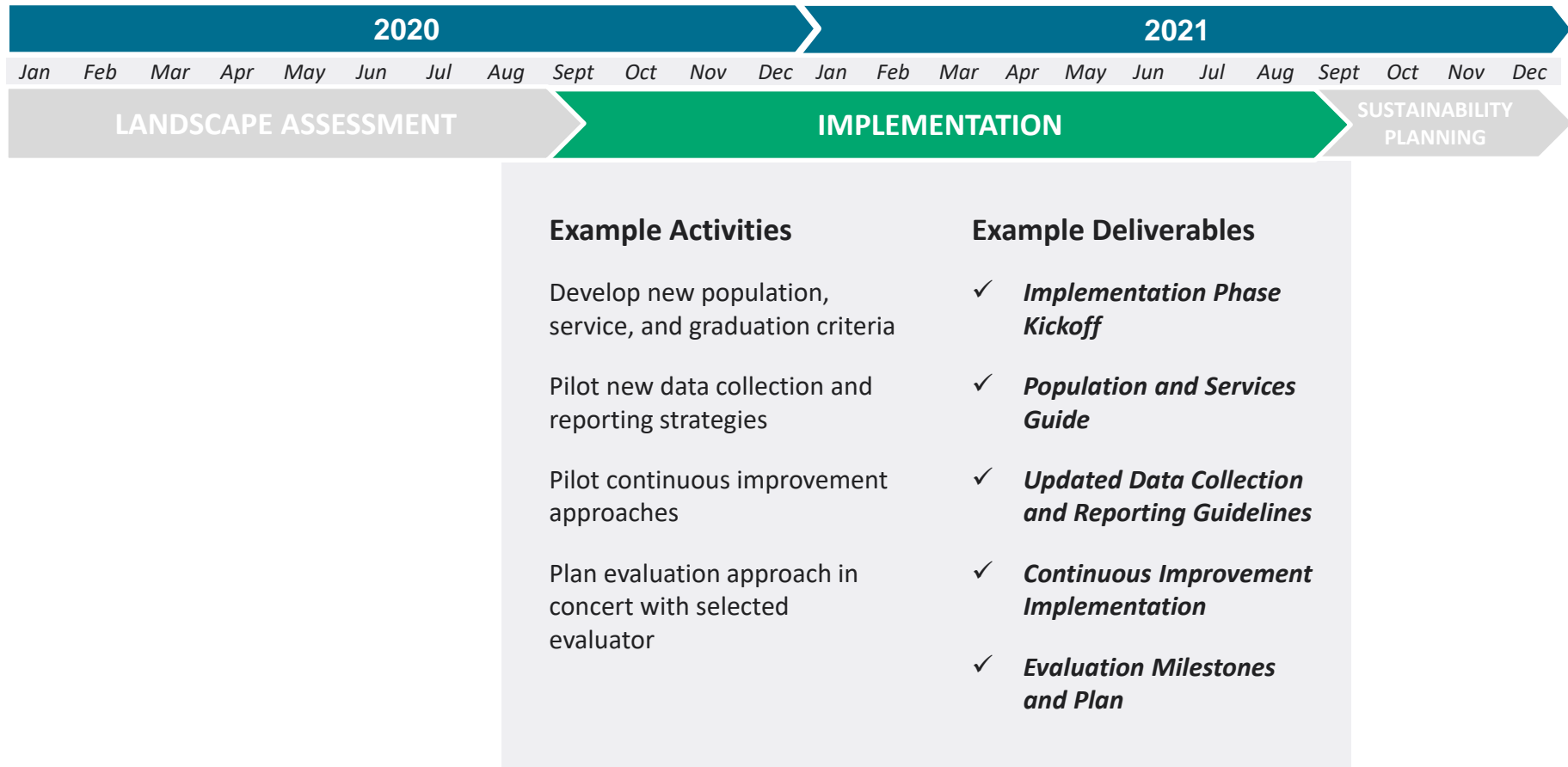
Develop post-implementation evaluation plan

### Example Deliverables

- ✓ **Project and Landscape Assessment Phase Kickoff**
- ✓ **Outcomes and Metrics Plan**
- ✓ **Population Criteria Outline**
- ✓ **Continuous Improvement Plan**
- ✓ **Evaluation Qualifications**
- ✓ **Evaluation Procurement Plan**

By the end of Phase II, counties will have begun testing new strategies to increase outcomes orientation and continuous learning within its FSPs

## Phase II: Implementation (Oct 2020 – Sept 2021)



By the end of Phase III, counties will have a clear path forward to continue building upon the results and learnings from this project

### Phase III: Sustainability Planning (Oct 2021 – Nov 2021)



Example Activities	Example Deliverables
Local sustainability planning	✓ <i>Continuity Plan</i>
Collective advocacy	✓ <i>Communications Plan</i>
Evaluation plan and governance	✓ <i>Updated Evaluation Plan and Governance</i>

# Moving forward over the next year, counties will collaborate on shared definitions, metrics, and data strategies

## Cohort-Wide Implementation Activities



### DEFINE FSP POPULATIONS

Standardize definitions of FSP populations (e.g., SMI, justice-involved, successfully housed, stable, etc.)



### IDENTIFY OUTCOME & PROCESS METRICS

Identify 3-5 outcomes and 3-5 process measures, and associated metrics, to track what services FSP clients receive and the success of those services



### DEVELOP DCR RECOMMENDATIONS

Develop recommendations for revising DCR forms, metrics, and/or DHCS data reports to reduce reporting burden and increase the usefulness of DCR data

# Counties will additionally build new solutions locally that support individual needs and context

## Sample County-Specific Implementation Activities



### DESIGN SERVICE GUIDELINES

Design minimum FSP elements and service requirements in addition to MHA Regulations



### STANDARDIZE REFERRAL FORMS

Develop a standardized FSP referral form to ensure consistent data collection across FSP programs



### CREATE GRADUATION GUIDELINES

Create graduation guidelines that balance Individual Services and Supports Plans (ISSPs) and system-wide outcomes in making individual graduation decisions



### DEVELOP DATA REPORTS

Develop new and/or modify existing data reports that allow providers and departmental staff to more effectively access and utilize client data to inform care

## Disclosure

---

This presentation contains confidential, proprietary, copyright and/or trade secret information of Third Sector Capital Partners that may not be reproduced, disclosed to anyone, or used for the benefit of anyone other than Third Sector Capital Partners unless expressly authorized in writing by an executive officer of Third Sector Capital Partners.

---

Third Sector Capital Partners, Inc.  
info@thirdsectorcap.org | www.thirdsectorcap.org