



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** Behavioral Wellness  
**Department No.:** 043  
**For Agenda Of:** August 30, 2016  
**Placement:** Departmental  
**Estimated Time:** 30 minutes  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** Department Alice Gleghorn, PhD, Director  
Director(s) Department of Behavioral Wellness, 805-681-5220  
Contact Info: April Howard, PhD, Research & Program Evaluation Manager  
Department of Behavioral Wellness, 805-681-4908

**SUBJECT:** Behavioral Wellness Semi-Annual Metrics Report

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence:

As to form: N/A

**Auditor-Controller Concurrence**

As to form: N/A

**Recommended Actions:**

That the Board of Supervisors:

- A. Receive and file the Department of Behavioral Wellness Semi-Annual Metrics Report.
- B. Determine that the proposed action is not subject to the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15378(b)(5) as it is an administrative action that will not result in direct or indirect changes to the environment.

**Summary Text:**

The purpose of this agenda item is to present to the Board of Supervisors the semi-annual outcome measurement metrics (Attachment A) for the Department of Behavioral Wellness.

Over the past decade, the field of behavioral health has experienced an increasing demand for accountability in a broad range of service settings. Funding agencies and managed care entities, including state mental health agencies, mandate that providers examine the effectiveness of services and measure outcomes among consumers served. Within Behavioral Wellness we are responsible to such bodies as the Department of Health Care Services monitored through regular system reviews and audits, Centers for Medicare and Medicaid Services (CMS) as well as other State and Federal funders.

The goal of the Department of Behavioral Wellness is to increase system accountability as a part of Systems Change while recognizing outcome measurement and service effectiveness as critical elements to address quality improvement and the capacity of management. Outcome measurement is additionally an important reflection of the Department's core values and a way to obtain valuable input from consumers about the services received.

The outcome measurement metrics in this report measures two core areas: Client Care and Staff Accountability.

- *Client care* metrics include clients served (by age group, ethnicity and region), crisis services (number of clients served, percent stabilized at the Crisis Stabilization Unit (CSU) not needing higher levels of care and crisis services provided in the Emergency Room by Behavioral Wellness mobile teams), timeliness to care (time from first contact through the 24/7 access line to first specialty mental health service, time to first Medical appointment), client outcomes (Milestones of Recovery Scale (MORS) and Child and Adolescent Needs and Strengths (CANS) measurements) and inpatient admissions and access to care.
- *Staff accountability* metrics include client service provision (total and average face to face services provided by team/provider) and service documentation (clinical progress note completion timeliness).

### **Background:**

As a part of the Systems Change process and in response to the TriWest consultant report as well as the above describing the changing landscape in behavioral health care outcome measurement, Behavioral Wellness has focused on becoming a more data-driven system such that the Department can better demonstrate accountability, effectiveness, and community impact. Consistent with its mission and guiding principles, the Department has improved the capacity to utilize data to monitor client progress, improve programs, and inform practices and policies. Utilization of data to make informed decisions and engage in continuous quality improvement is becoming a more routine practice at all levels of organization.

On December 15, 2015, the Board of Supervisors requested that the Department of Behavioral Wellness develop a summary report of key metrics related to client care and outcomes, staff accountability, and system or departmental accountability. Behavioral Wellness returned to the Board on February 9, 2016 with a summary report and methods for data collection.

The semi-annual outcome measurement metrics report currently being presented to the Board of Supervisors provides data elements for the period of July-December of 2015.

While much valuable data is included in this report, key highlights include:

- 80% of clients served by the North and South Crisis Residential Programs were stabilized and were not hospitalized within 30 days of discharge of Crisis Residential.
- In the Children's System of Care, children are demonstrating improvement in all domains of the Child and Adolescent Needs & Strengths assessment. Children are doing better in school,

decreasing risk behaviors, and improving mental health symptoms. They are also showing positive progress in strength development such as optimism and talents/interests, as well as life functioning such as family interactions, health status and activities of daily living. Families of the children receiving services are also developing more strengths and decreasing needs such that they are better able to support their child's recovery.

Though the above represent key highlights, all data assembled in this report allows for tracking, trending and use for performance improvements and as a platform for actions as appropriate.

**Special Instructions:**

Please send a scanned copy of one (1) Minute Order to [admhscontractsstaff@co.santa-barbara.ca.us](mailto:admhscontractsstaff@co.santa-barbara.ca.us).

**Attachments:**

Attachment A: Behavioral Wellness Semi-Annual Metrics Report

**Authored by:**

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