

Results-Based Strategic Plan 2019-2023

Transforming California's Mental Health Services to Achieve Wellbeing for All

Update to the MHSOAC Evaluation Committee – November 2020



MHSOAC
Mental Health Services
Oversight & Accountability Commission

Strategic Planning Goals

In 2018, the Mental Health Services Oversight and Accountability Commission embarked on a strategic planning journey to:

- Clarify the core purpose, scope and role of the Commission:
 - Vision, mission and core principles
 - Short term results that the Commission can achieve
 - Intermediate results for partners and the community
 - Longer term aspirational results for California
- Align current MHSOAC efforts with desired results, and help the Commission move from “lower value” to “higher value” strategies
- Create a framework for measuring results



The Commission's Vision, Mission and Principles

The Commission' purpose is to transform the delivery of mental health services in California.

Mission

The Commission's mission is to work in partnership to catalyze transformational changes across systems and ensure everyone can access care when they need it.

Core Principles

- Wellness and recovery
- Client, consumer, and family driven
- Community collaboration
- Cultural competency
- Integrated service delivery

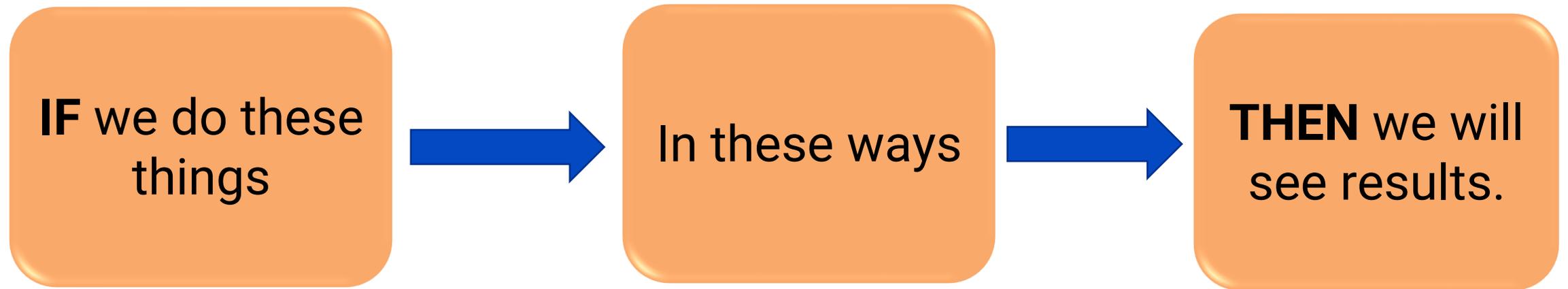
Vision

Wellbeing for all Californians.



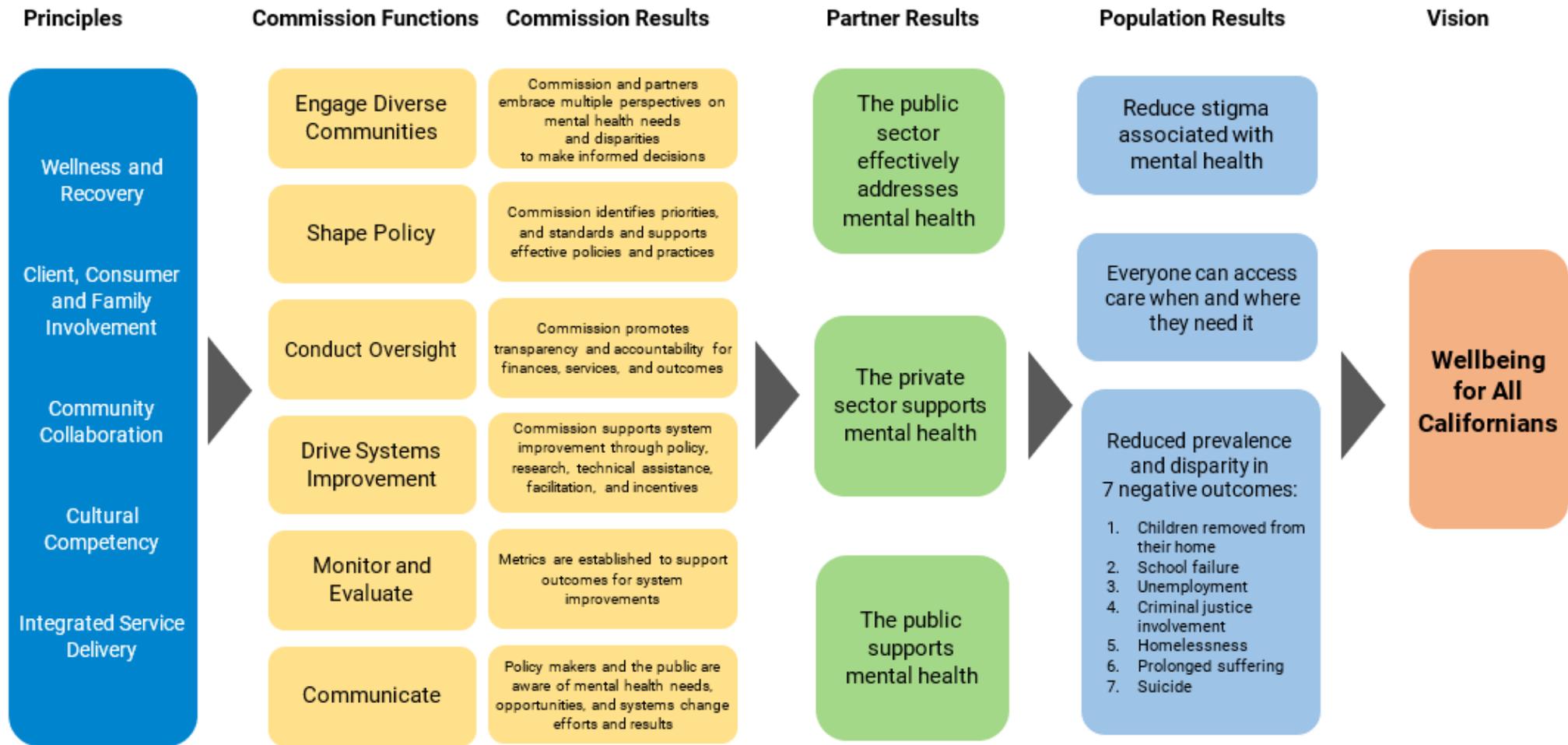
Creating the Commission's Theory of Change

After several months of data collection, cross-checking and reflection, the Commission finalized its Theory of Change. The Theory of Change helps the Commission inform **why it does what it does**; it is the connective tissue between the work of OAC and its vision for all Californians.



The Commission's Theory of Change

Our mission is to work in partnership to catalyze transformational changes across systems and ensure everyone can access care when they need it. Here's how:



The Commission's Results Framework (Excerpt) *

FUNCTION	RESULT	PROCESS AND RESULT MEASURES	METHOD
Engage diverse communities	Commission and partners embrace multiple perspectives on mental health needs and disparities to make informed decisions	# of community forums/ events held or attended, by target population and location	Outreach Log
		Diversity of the Commission: % of Commissioners who reflect targeted populations (consumers, other underrepresented population)	Commission roster
		% of targeted entities (commissioners, staff, counties, partners) who feel that MHSOAC is making decisions based on the needs of diverse communities	Annual Survey
Shape policy	Commission identifies priorities, and standards and supports effective policies and practices	Number of MHSOAC policy projects, programs or strategies being implemented ("active project list")	Log
		% of targeted entities (commissioners, staff, counties, partners) who feel they know what MHSOAC's agenda/ priorities are	Annual Survey
		# of policies, procedures, or standards identified as needing clarification	Log
		# of trainings given to improve adherence to policies, procedures or standards	Log
		# of targeted policies, procedures or standards that have improved adherence	Log
Conduct oversight	Commission promotes transparency and accountability for finances, services, and outcomes	# of web hits on the Transparency Suite	Analytics
		# of corrective actions taken based on Transparency Suite data	Log
		# site visits to monitor oversight / measure shared learning	Log
		% of annual fiscal reports received	Log
		% of funds expended	Log
		# of "county amends" to county programs (including budget changes)	Log
		% of compliance reports received (regulatory and non-regulatory)	Log
		# of compliance reports sent (regulatory and non-regulatory)	Log
		% of quarterly compliance reports needing corrective action	Log
% counties complying with PEI evaluation requirements	Log		

* Measures are still undergoing refinement.



Results Scorecard

The Results Scorecard is a live, web-based platform that can be used to communicate the status on the measures that matter most.

Click here!
<https://app.resultsscorecard.com/Scorecard/Embed/48732>

California Mental Health Services Oversight and Accountability Commission Scorecard

This example scorecard was created to demonstrate the capabilities of the system to organize state-wide, county and program data for better planning and measurable improvement so that "Everybody who needs care gets care when and where they need it."

California's Population Will Be Better Off

	Time Period	Current Actual Value	Current Target Value	Current Trend	Baseline % Change
Positive outcomes across counties are increased					
# of children removed from their home					
High school graduation rate					
Unemployment rate					
Criminal justice involvement rate					

Navigation: Story Behind the Curve | Partners | What Works | Strategy | What We Do



Measuring Results: Framework and Scorecard

“What gets measured gets done,” so the adage says. The steps below will help finalize the Commission’s Results Framework and Scorecard to track and communicate progress.

- 1 Finalize measures** Review the draft measures and indicators; prioritize the ones that are 1) the most meaningful and 2) can be tracked.
Create a glossary of agreed upon terms such as “result”, “indicator,” “measure.”
- 2 Collect data** For each measure or indicator, agree who will take the lead on data collection, as well as when data should be collected. Agree on who will populate the Scorecard.
- 3 Use the Scorecard** Create and implement a process for data utilization: team reviews, sharing with partners, making key data points public (e.g. on the Transparency Suite).
- 4 Refine when needed** Meet every year to review the Scorecard and decide: Is it helping tell story of the difference made by MHSOAC or partners? Make adjustments where needed.



Discussion and Closing

