

# California Behavioral Health Planning Council

## Performance Outcomes Committee Agenda

Tuesday, April 13, 2021

2:00 pm - 4:00 pm

Zoom Meeting

<https://us02web.zoom.us/j/84476675313?pwd=ZXgvWnM4dUtrSG5ySm9BdG5wNEYxQT09>

Meeting ID: 844 7667 5313 Passcode: 096383

Call-In #: +1 669 900 6833

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|----------------|---|--------------|
| <b>2:00 pm</b> | <b>Welcome and Introductions</b><br><i>Susan Wilson, Chairperson</i>  |              |
| <b>2:05 pm</b> | <b>Approve January 2021 Meeting Minutes</b><br><i>Susan Wilson, Chairperson</i>                                 | <b>Tab 1</b> |
| <b>2:10 pm</b> | <b>Setting the Stage for Today's Meeting</b><br><i>Susan Wilson, Chairperson</i>                                |              |
| <b>2:15 pm</b> | <b>2020 Data Notebook Review + Recommendations</b><br><i>Susan Wilson and Justin Boese</i>                      | <b>Tab 2</b> |
| <b>2:40 pm</b> | <b>Public Comment</b>   |              |
| <b>2:45 pm</b> | <b>Update on Performance Outcomes Public Event Planning</b><br><i>Susan Wilson and Jane Adcock</i>              | <b>Tab 3</b> |
| <b>2:55 pm</b> | <b>Public Comment</b>   |              |
| <b>3:00 pm</b> | <b>Break</b>  |              |
| <b>3:10 pm</b> | <b>MHSOAC Data Dashboards Presentation</b><br><i>Dr. Dawnte Early, Chief of Evaluation and Research, MHSOAC</i> | <b>Tab 4</b> |
| <b>3:50 pm</b> | <b>Public Comment</b>   |              |
| <b>3:55 pm</b> | <b>Wrap Up and Plan for Future Meeting</b><br><i>Susan Wilson, Chairperson</i>                                  |              |
| <b>4:00 pm</b> | <b>Adjourn</b>  |              |

The scheduled times on the agenda are estimates and subject to change.

### Performance Outcome Committee Members

Susan Morris Wilson

Karen Baylor

Darlene Prettyman

Lorraine Flores

Walter Shwe

Jim Kooler

Noel O'Neill

Steve Leoni

If reasonable accommodations are required, please contact the Council at (916) 701-8211, not less than 5 working days prior to the meeting date.

**Invited External Partners**

Theresa Comstock, CA Association of Local Behavioral Health Boards/Commissions  
Samantha Spangler, California Institute for Behavioral Health Strategies

**Council Staff**

Justin Boese

**California Behavioral Health Planning Council  
Performance Outcomes Committee  
Tuesday, April 13, 2021**

**Agenda Item:** Approve January 2021 Meeting Minutes

**Enclosures:** January 2021 Meeting Minutes

**Background/Description:**

Committee members will review the draft meeting minutes for January 2021

**Motion:** Accept and approve the January 2021 meeting minutes.

# California Behavioral Health Planning Council

## Performance Outcomes Committee

January 20, 2021

### Meeting Summary (DRAFT)

#### Members present:

Susan Wilson, Chairperson

Walter Shwe

Lorraine Flores

Noel O'Neill

Karen Baylor

Steve Leoni

Jim Kooler

Uma Zykofsky

Darlene Prettyman

#### Invited External Partners present:

Theresa Comstock, CALBHBC

Samantha Spangler, CIBHS

#### Other Council Members Present:

Catherine Moore

#### Staff present:

Jane Adcock, Executive Officer

Justin Boese

Jenny Bayardo

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#### Item #1 Approve October 2020 Meeting Minutes

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A motion to accept the October 2020 minutes was made by Noel O'Neill and seconded by Darlene Prettyman. Motion passed.

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#### Item #2 Setting the Stage for Today's Meeting

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Susan Wilson provided an overview of the goals for the meeting. The main goals are to:

- Receive an update on the 2020 Data notebook
- Discuss topics for the 2021 Data Notebook
- Discuss performance outcomes measures

# California Behavioral Health Planning Council

## Performance Outcomes Committee

January 20, 2021

### Meeting Summary (DRAFT)

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#### **Item #3 Update on 2020 Data Notebook**

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Justin Boese updated the committee on the status of the 2020 Data Notebook. So far, the 2020 Data Notebook survey has responses from 38 local behavioral health boards/commissions, with 34 completed responses. Justin presented some preliminary results based on the responses received so far but noted that several counties were still working on preparing and submitting their surveys, so more responses would be coming in soon.

Uma Zykofsky asked if it was appropriate for the Planning Council to suggest that the EQRO ask about clients whether they want telehealth services to continue in some of their focus groups. Karen Baylor said that currently EQRO is not doing any consumer and family member focus groups due to the surge in COVID-19. Theresa Comstock commented that it would be great if there was a way to survey consumers to measure the impact of telehealth services and get some data on outcomes beyond just access.

Elizabeth Stone said that as someone who interviewed multiple staff from the local behavioral health department to put together the data notebook for Ventura county, she had two things to share. The first was that the county programs still provided in-person services for those who needed them but adapted their telehealth services for use by the people it worked well for, including people in rural areas and families with children. The second was that she was impressed by how telehealth was being utilized by crisis response team. Instead of having to go to different locations physically, they were able to do remote, virtual assessments throughout the county, which cut down time between calls and reduced the amount of people who had to call emergency services.

Samantha Spangler shared that CIBHS is currently being funded to go through a stakeholder engagement process that is asking consumers about telehealth, and which outcome measures they are interested in.

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#### **Item #4 Public Comment**

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Theresa Comstock thanked Planning Council staff for sending her all the county data notebooks for 2019 and 2018 to post on the CALBHBC website. She said that a professor from UC Berkeley asked for access to them to use for a data analytics course.

# California Behavioral Health Planning Council

## Performance Outcomes Committee

January 20, 2021

### Meeting Summary (DRAFT)

Susan Wilson thanked Theresa and CALBHBC for hosting the data notebooks on their website.

Noel O'Neil commented that he felt that the 2020 Data Notebook had some rich information and hopes that the CalAIM project will be able to negotiate with CMS to have telehealth continue in this format. He also asked Justin Boese if he had any thoughts on the new Survey Monkey format. Justin said that Survey Monkey has a lot of great features for this kind of work, and that despite a few technical issues, the process of converting the Data Notebook to Survey Monkey went more smoothly than he anticipated.

Catherine Moore commented that measuring access is a good primary measure for outcomes, assuming that treatments are effective. She also said that OBGYN providers are making it a policy that the standard of care for treating post-partum women includes using telehealth to provide services, such as for the treatment of post-partem depression.

Lynda Kaufmann asked if telehealth was being used to increase network adequacy, particularly for counties who have had trouble meeting the standards and have been fined. Karen Baylor confirmed that counties can and are using telehealth to help meet their network adequacy requirements.

Elizabeth Stone commented that because of the process in Ventura County, it was difficult to complete the Survey Monkey without a Word version document, as it needed to be passed around to multiple people to gather all the necessary information and get it approved.

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#### **Item #5 Discussion on 2021 Data Notebook + Performance Outcomes Measures<sup>1</sup>**

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Susan Wilson opened discussion on topics for the 2021 Data Notebook. She noted that right now the Planning Council is down on staff, and Linda Dickerson who normally works on the Data Notebook has been temporarily reassigned to COVID-19 contact

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<sup>1</sup> While the discussion of the 2021 Data Notebook and the discussion on performance outcomes measures were separate agenda items, the committee discussion on them overlapped and were combined.

# California Behavioral Health Planning Council

## Performance Outcomes Committee

January 20, 2021

### Meeting Summary (DRAFT)

tracing. She also commented that one thing that made the process for the 2020 Data Notebook so notable was the involvement of DHCS in the development of the survey, and that she would like to maintain that relationship, as well as with EQRO and CBHDA. Susan said that the committee needs to keep in mind all these different aspects as they go along.

Steve Leoni began by saying that an obvious and timely topic for the 2021 Data Notebook is racial/cultural disparities in behavioral health, such as inequities in the use of IMD beds, access to services, diversion from jail/prison, inclusion in peer activities, and many other possible measures.

Noel O'Neil said that he agreed with what Steve said, but personally felt that the committee needs to deal with performance outcomes measures. He said that the committee needs to figure out, through the Data Notebook, what kinds of data counties are collecting, and would like to be collecting. Noel suggested bringing together stakeholders like MHSOAC, DHCS EQRO and the counties to try and come to agreement on some performance outcomes measures that could be adopted across the system.

Elizabeth Stone commented that she was enthusiastic about the conversation about outcomes but was concerned that there was no consensus on what outcomes data are collected across different counties and organizations. She questioned who made those decisions about what data is collected, since consumer/client/peers often were interested in different outcomes than providers or academics.

Steve responded that he agreed that performance measures are an important thing to work on, but that the committee is not ready to deal with it yet. He said performance outcomes should be the topic for the 2022 data notebook, and that the 2021 data notebook should focus on disparities. He said it was important to act while the iron is hot, since current events such as the killing of George Floyd had brought attention to the topic.

Susan Wilson said that performance outcomes measures had been a topic of significant conversation both in the leadership of the whole Planning Council and in the leadership of the committee. She said that she had spoken to Jane Adcock and Justin Boese about it several times, and they believe that this is a difficult topic to approach with a survey. She believes that this is a topic that needs live conversation, and that they had thought about having a series of ongoing meetings that includes various participants such as CBHDA, DHCS, MHSOAC, EQRO, and others to address performance outcomes measures.

# California Behavioral Health Planning Council

## Performance Outcomes Committee

January 20, 2021

### Meeting Summary (DRAFT)

Theresa Comstock commented that she did feel the topic of racial disparities was very timely. She said that using the Data Notebook to inform the counties about “community-defined evidence-based practices” that have been identified to address disparities.

Karen Baylor commented that what EQRO is hearing from counties is that they are completely stretched to the limit with many staff out sick or redistributed to other work. She cautioned that the committee be sensitive about the workload on the counties when considering Data Notebook topics.

Uma Zykofsky suggested expanding on the telehealth topic to help build support for continuing the use of telehealth services moving forward. She also supported holding conversations with stakeholders about performance outcomes data.

Jane Adcock said that the first Data Notebook from 2014 looked at access and retention in different racial and ethnic communities and said that it is an area that DHCS has clear data on it. She said it would be a good opportunity to look back at the previous Data Notebook to see if the needle had moved at all on these issues and would perhaps be less work for the counties than a Data Notebook on performance outcomes measures.

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#### **Item #6 Wrap Up and Plan for Future Meeting**

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Susan reflected on the conversation thus far, and said that from what she had heard, everyone agreed that looking at racial/ethnic disparities as a topic for the 2021 notebook would be valuable and timely. She asked whether it would be appropriate to assume that this topic was one the committee wants to move forward on, and the committee members agreed with that assessment. Noel said that he agreed that this was a timely topic and that the committee can work on performance outcomes in the long-term.

Susan said she would discuss it with Jane and Justin and the leadership team, and that they would gather more information and then come back to the committee for further details on what to do. If they feel ready to bring it back to the committee before the April meeting, they will call an in-between meeting. Susan confirmed that the committee could move forward with pursuing performance outcomes measures as a separate goal, and that committee leadership and staff would continue to discuss a public forum event focused on that topic.

**The meeting adjourned at 3:30**



**California Behavioral Health Planning Council  
Performance Outcomes Committee  
Tuesday, April 13, 2021**

**Agenda Item:** 2020 Data Notebook Review + Recommendations

**Enclosures:** Draft of the 2020 Data Notebook survey report. For a copy of this document, please contact Justin Boese, at [Justin.boese@cbhpc.dhcs.ca.gov](mailto:Justin.boese@cbhpc.dhcs.ca.gov)

**How This Agenda Item Relates to Council Mission**

*To review, evaluate and advocate for an accessible and effective behavioral health system.*

This agenda item provides the opportunity for committee members to review a draft of the 2020 Data Notebook Report and prepare recommendations based on the findings.

**Background/Description:**

Each year the Council releases a Data Notebook to the local mental/behavioral health boards and commissions to complete with their perspectives of focused areas of the system. The Data Notebook has two parts. Part One contains standard questions that are included each year to obtain county-specific information on vulnerable populations for which there is no publicly available data. Part Two contains questions focused on different aspects of the public behavioral health system. In 2020, due to the COVID-19 public health emergency, the committee focused on the delivery of mental health services via telehealth.

In order to facilitate a timely collection and analysis of survey data, the 2020 Data Notebook was moved to an online format using SurveyMonkey. The Data Notebook was sent out in early October 2020, with a requested completion date of November 30, 2020. Justin Boese will give an update on the status of the data notebook analysis, and committee members will discuss recommendations based on the analysis.

**California Behavioral Health Planning Council  
Performance Outcomes Committee  
Tuesday, April 13, 2021**

**Agenda Item:** Update on Performance Outcomes Public Event Planning

**Enclosures:** Performance outcomes public event draft outline

**How This Agenda Item Relates to Council Mission**

*To review, evaluate and advocate for an accessible and effective behavioral health system.*

This agenda item pertains to a proposed public event on performance outcomes measures to evaluate the public mental health system.

**Background/Description:**

In October 2020, Performance Outcomes Committee (POC) members discussed the possibility of a public event on performance outcomes measures with invited partners such as:

- Department of Health Care Services (DHCS)
- California Behavioral Health Director's Association (CBHDA)
- California External Quality Review Organization (EQRO)
- Mental Health Services Oversight and Accountability Commission (MHSOAC)

The goal of the event is to bring together key players to identify and reach consensus on specific performance outcomes measures that can be used to evaluate the public mental health system. Susan Wilson and Jane Adcock will provide an update on preliminary planning, and POC members will have the opportunity to comment on a proposed outline for the event.

# Outline: Performance Outcomes Public Event

## Purpose of this event is to:

- 1) create a structure for the discussion of system-wide performance measures
- 2) inform on current efforts underway and data currently available/used for outcome and performance measuring
- 3) provide opportunity for stakeholders to learn, ask questions and provide comment
- 4) increase communication among key organizations to achieve consensus on measures

## Assumptions

- Planning Council is the convener, not the solver
- Ultimate goal is to reach agreement on a set of performance measures for BH system
- There may be a series of events needed to achieve the ultimate goal
- For this first event, entities who are producers of data and outcomes will be panelists
- Subsequent events will engage with consumers of the data, eg., CBHPC, CALBHBC, CCBHA
- Event will be held virtually

## Panelists (by invitation only)

MHSOAC	Counties (CBHDA)
DHCS	EQRO

## Draft Agenda

9:00	Welcome and Setting Stage <sup>1</sup>	Noel O'Neill, Council Chairperson
9:10	Legal Requirements for Data/Outcomes <sup>2</sup>	Jane Adcock, Executive Officer
9:25	Definitions and Terminology <sup>3</sup> What is PO? What is Perf Measure? Who is audience for PO/PM?	Susan Wilson, POC Chairperson
9:45	Public Comment	
9:55	Break	

## Outline: Performance Outcomes Public Event

10:00	Panelist presentation <sup>4</sup> (15-20 min each)	MHSOAC DHCS	CBHDA EQRO
11:00	Break		
11:10	Public Comment		
11:20	Roundtable with Panelists re: Challenges/Issues to Consider <sup>5</sup>		MHSOAC    CBHDA
11:40	Public Comment		
11:50	Wrap-Up and Final Thoughts		Susan Wilson, POC Chairperson
12:00	Adjourn		Noel O'Neill, Council Chairperson

<sup>1</sup> Setting the stage: Big picture-overall goal and the purpose of today's event as first step toward goal. Why these specific panelists are speaking. Council's role. Answer Qs- why are we doing this? Why are these people here? What am "I" going to get out of it?

This will set expectations for attendees and clarify roles of participants.

<sup>2</sup> Briefly review WIC requirements for data collection, analysis, reporting, etc of each organization. Highlight overlapping responsibilities.

This will provide foundational understanding of legal mandates for system outcomes. Written materials will be created.

<sup>3</sup> Map out differences between performance outcomes, performance measures, outcomes data, etc. Acknowledge viewpoint from different perspectives, eg., program vs county vs system. Written materials will be created.

This also provides foundation of understanding about different terminology and perspective when analyzing data or setting performance metrics.

<sup>4</sup> Each panelist will describe the data they collect, how they use it and whether it can be considered a performance outcome/measure.

<sup>5</sup> Each panelist will respond to question: What are the issues/challenges that must be considered when establish performance measures/outcomes for the system.

**California Behavioral Health Planning Council  
Performance Outcomes Committee  
Tuesday, April 13, 2021**

**Agenda Item:** MHSOAC Data Dashboards Presentation

**How This Agenda Item Relates to Council Mission**

*To review, evaluate and advocate for an accessible and effective behavioral health system.*

This agenda item provides the opportunity for committee members to learn about ongoing data projects by the Mental Health Services Oversight and Accountability Commission (MHSOAC) that will help illustrate the impact of the public behavioral health system.

**Background/Description:**

Dr. Dawnte Early, Chief of Research and Evaluation at the MHSOAC will present to the committee on the work that is happening to create data dashboards on topics such as school mental health, criminal justice, unemployment, disparities, and suicide prevention.