

System Change Efforts

Examples of program efforts	<ul style="list-style-type: none"> • Developing resources for changing policies or promoting best practices • Building capacity of organizations (e.g., training and technical assistance) • Integrating primary care with mental health and AOD • Building collaborative structures/networks among organizations for referral and coordination of services
Sample short-term outcomes and benchmarks	<ul style="list-style-type: none"> • Improved service coordination • Enhanced cultural competence of services • Increased service capacity and quality • Increased access to services • Improved policies and protocols for system coordination
Key evaluation questions	<p>Program implementation questions:</p> <ul style="list-style-type: none"> • What new policies and procedures were developed and implemented? • What new collaborations or referral networks exist? <ul style="list-style-type: none"> ○ What organizations participate and to what degree? ○ How often are referrals made between systems? • Do providers implement evidence-based practices with fidelity? <p>Outcome evaluation questions:</p> <ul style="list-style-type: none"> • To what degree has collaboration enhanced the sharing of resources? • To what degree did TA improve the accessibility and quality of services? • What proportion of providers and consumers increased their awareness of available community resources? • What proportion of consumers experienced the new system as more culturally responsive and accessible? • Do improvements in outcomes meet your county benchmark goals?
Potential data sources	<ul style="list-style-type: none"> • Administrative data: number and demographics of individuals served, number of referrals made, and number of service engagements • Log of training events and TA services • Materials review (e.g., policies, protocols, MOUs, training curriculum) • Provider and participant surveys • Key informant interviews • Observation of services
Sample measures and tools	<ul style="list-style-type: none"> • Sample collaboration surveys: First 5 Program and Participant Surveys, CalMHSA Collaboration Survey (for statewide SMH and SP initiatives) • Spreadsheets to track and describe quantitative data from different sources (e.g., training events, TA logs)
Relevant analysis methods	<ul style="list-style-type: none"> • Basic descriptive statistics, including frequencies, means, and standard deviations of referrals, service encounters • Examination of number and proportion provided referrals, and number and proportion engaged in services (by participant demographics) compared to benchmarks • Narrative summary of system change efforts in place • Qualitative analysis of the degree to which providers collaborate across systems and follow protocols/policies