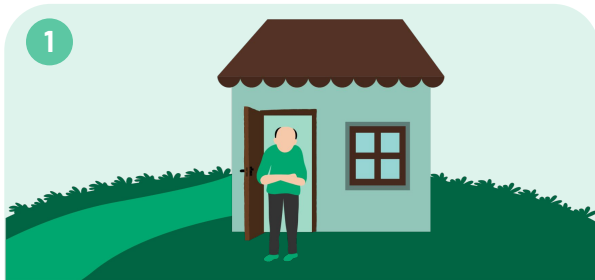# Outcomes and Process Measures

Through the Multi-County Full Service Partnership (FSP) Innovation Project, eight California counties, the RAND Corporation, and Third Sector developed five shared measures that can be used to compare the services accessed and outcomes experienced by individuals in FSPs across counties. Comparing outcomes will help counties better understand relative strengths and areas of improvement across the state, which may inform resource investments and the sharing and adoption of best practices. The development of these measures was guided by more than 200 interviews with FSP providers and individuals receiving services.
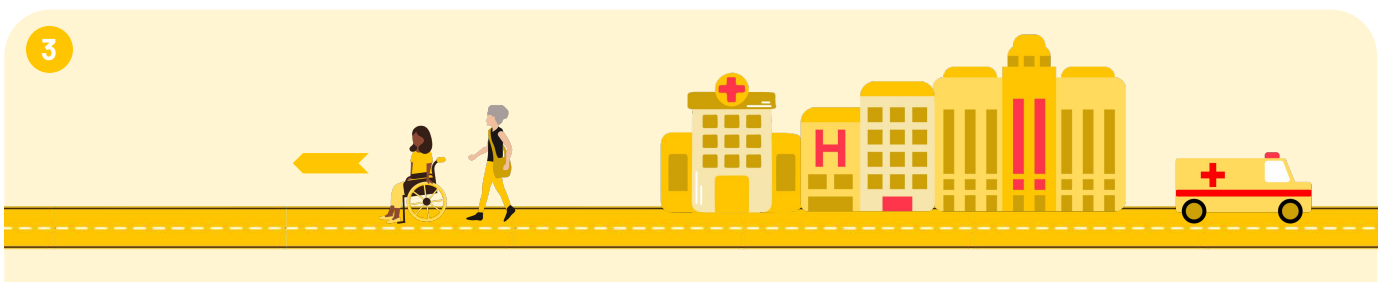

Increased Stable Housing

Data Source: DCR

A) The number of days that each person experienced (i) stable housing, (ii) temporary housing, and (iii) unstable arrangements during the previous 12-month period

B) The number of times that each person experienced unstable housing / homelessness during the previous 12-month period

Reduced Justice Involvement

Data Source: DCR

A) Whether each person was incarcerated (yes / no) over the previous 12 months

B) The number of arrests that each person experienced during the previous 12 months

Reduced Utilization of Psychiatric Services

Data Source: EHR Systems

Measure #1: Reduced Psychiatric Admissions
A) The number of days hospitalized that each person experienced during the previous 12-month period—in both psychiatric hospitals and general hospitals receiving psychiatric care

B) The number of psychiatric admissions that each person experienced during the previous 12-month period—in both psychiatric hospitals and general hospitals receiving psychiatric care

Measure #2: Reduced Crisis Stabilization Unit (CSU) Admissions
The number of CSU admissions that each person experienced during the previous 12-month period

Increased Social Connectedness

Data Source: DCR

1-item measure: "How often do you get the social and emotional support that you need?" *[Response options include: always, usually, sometimes, rarely, never]*

Frequency & Location of Services

Data Source: EHR Systems

Number and location of the following services received: Individual Therapy, Group Therapy, Rehab Services, Medication Management, Case Management, Housing Services

Standardized Housing Categories

Counties will track individuals' progress towards stable housing along a spectrum, from unstable housing to temporary housing to stable housing. The categories below are included in the DCR Key Event Tracking (KET)* form.

Stable Housing

General Living Arrangement
→ In an apartment and holding a lease, or sharing in rent / mortgage
→ Living with parents
→ Living with another adult family member
→ Single room occupancy

Residential Program
→ Long-term institutional care

Supervised Placement
→ Unlicensed but supervised placement (including Room & Board)
→ Supervised congregate living
→ Assisted living facility

Temporary Housing

Residential Program
→ Licensed residential treatment
→ Skilled nursing facility (physical)
→ Skilled nursing facility (psychiatric)

Shelter/Homeless
→ In a shelter or temp housing (e.g. living with a friend)

Unstable Housing / Homeless

Shelter/Homeless
→ Homeless
→ Living in vehicle

* Categories that were not included: jail/prison, acute medical hospital, acute psych hospital/psych health facility, state psych hospital