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.

### Outcomes and Process Measures

#### 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

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*