

Proposed Evaluation of Triage Projects

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Background

- The Investment in Mental Health Wellness Act of 2013 (SB 82) established competitive grants for crisis intervention and triage personnel to provide “intensive case management and linkage to services for individuals with mental health disorders”.
- These services are provided by mobile outreach teams, at clinics and hospitals, and in partnership with law enforcement.
- In January 2014, the Commission awarded grants to 24 counties for triage programs. These grants began in March of 2014 and will end in June 2017.



Review of 2014-2016 County Reports

- Services and evaluation data had changed from those initially proposed
- Demographic information was recorded for only 20% of encounters
- Reported outcomes were wide-ranging



Preparing for the 2017-2020 Projects

- 13 outcomes were identified from county reports
- Triage evaluators were invited to modify and expand these outcomes
- A follow-up questionnaire was used to confirm a core set of outcomes and determine the potential to assess change over time



Triage Questionnaire: Summary of Findings

	Currently Collect Data	Data Available to Assess Change
	n (%)	n (%)
<i>Individual-Level Outcomes</i>		
1. Psychiatric Hospitalizations	18 (90)	17 (85)
2. Criminal Justice Involvement	6 (30)	8 (40)
3. Consumer Well-Being	11 (55)	10 (50)
4. Linkage to Services and Resources	20 (100)	15 (75)
<i>System-Level Outcomes</i>		
1. Timeliness of Services	17 (85)	15 (75)
2. Access to Services	16 (80)	12 (60)
3. System Capacity	8 (40)	7 (35)
4. Consumer Experience	14 (70)	10 (50)
5. Costs – Law Enforcement	1 (5)	2 (10)
6. Costs – Emergency Departments	2 (10)	4 (20)
7. Costs – In-Patient Psychiatric Hospitalizations	13 (65)	12 (60)
8. Stigma	2 (10)	2 (10)
9. Coordination Across Service Providers	6 (30)	7 (35)



Objectives of Evaluation of 2017-2020 Projects

- Receive descriptive and outcome data on a frequent basis
- Analyze data and report findings on an ongoing basis
- Meet regularly with triage evaluators

