

POLICY MANUAL

State Mental Health, Mental Retardation and Substance Abuse Services Board
Department of Mental Health, Mental Retardation and Substance Abuse Services

POLICY 4021(CSB)95-1 Evaluation of Consumer Outcomes

Authority Board Minutes Dated February 27, 1995
Effective Date February 27, 1995
Approved by Board Chairman /s/ James G. Lumpkin

References § 37.1-10, *Code of Virginia* (1950), as amended, Powers and Duties of the Board.
Report of Commission on Deinstitutionalization, 1986.
Senate Joint Resolution 46, March 1986.
Community Services Board Performance Contract, May 6, 1994.

Supersedes Policy 4021(CSB)86-18 Evaluation of Community Services Board Administration and Programs.

Background The Commission on Deinstitutionalization recommended that the Department modify client management guidelines to establish standards reflecting the accountability of community services boards (CSBs) for service provision. The Commission also urged the Department to develop a state-administered quality assurance mechanism. State Board Policy 4029 establishes the responsibility of CSBs to arrange for and coordinate all services for their consumers. Senate Joint Resolution 46 asked the Department to implement a statewide plan to monitor the service and fiscal management of all CSB activities.

The Department and the Virginia Association of Community Services Boards (VACSB) developed the CSB Evaluation System in 1988 to address these recommendations. It evaluated the accessibility, availability, coordination, and quantity of services; financial and personnel management activities; and the operation of the CSB's board of directors, primarily by examining processes. After applying this system to all CSBs, generally with helpful results, the Department discontinued it and began developing a system to evaluate community-based consumer outcomes for services offered by CSBs. The Department also realizes the importance of evaluating consumer outcomes for services provided in state facilities.

Continued on next page

POLICY 4021(CSB)95-1, Continued

Purpose

To develop and implement an ongoing State-administered evaluation system which:

- evaluates the outcomes of services for consumers,
 - enhances the Department's monitoring of community services,
 - serves as one vehicle for targeting and identifying the technical assistance needs of the service delivery system,
 - provides valid data about service needs and services currently delivered through CSBs, state facilities and other service providers,
 - utilizes data and information currently collected by the Department.
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Policy

It is the policy of the State Mental Health, Mental Retardation and Substance Abuse Services Board that the Department develop, implement, and periodically revise, with input from consumers, family members, advocates and providers, a system to evaluate the outcomes of services for consumers. This policy provides general support for services and program evaluation throughout the prevention, mental health, mental retardation, and substance abuse services system. It includes continuation of the current evaluation of community-based consumer outcomes (ECCO) initiative and support for the development of a facility-based component within ECCO or the establishment of a facility-based evaluation system of consumer outcomes.

Monitoring of This Policy

The Center for Research and Evaluation, Office of Research and Planning, shall implement, monitor and evaluate this policy.
