Outcome Measures Application (OMA) Users' Group

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH

MHSA IMPLEMENTATION & OUTCOMES UNIT

January 25, 2012 Meeting Minutes

FSPOutcomes@dmh.lacounty.gov FCCSOutcomes@dmh.lacounty.gov PEIOutcomes@dmh.lacounty.gov

Attendees:

In Person:	Via Webinar:	Via Webinar:
Kara Taguchi, MHSA Implementation	Richard Hoskins, MHSA Implementation	Kelly Heng, Project 180 LA
John Flynn, DMH MHSA Implementation	Kelli Johnese, St. Anne's	Olimpia Alanouf, Stars Inc.
Omar Vasquez, DMH CIOB	Jemel Jones, SCHARP	Barbara Filkins, WRMA
Mychi Hoang, DMH MHSA Implementation	Lorena Rodriguez, Child & Family Guidance	Brenda To, Hathaway Sycamores
Robin Ramirez, DMH MHSA Implementation	Sonya Hines, Child Net	Salvador Reza, Jr., CHLA
Miguel Juarez, DMH MHSA Implementation	Robyn East, Heritage Clinic	Dominica Salvatore, Didi Hirsch
Odre Miller, DMH MHSA Implementation	Christine Le, DMH	Charles Veselsky, Child Guidance
Michael Villaescusa, DMH MHSA Implementation	Henry Espinoza, Hathaway Sycamores	Irma Ramirez, SFVCMHC
Keri Pesanti, DMH MHSA Implementation	Kaylee Devine, Didi Hirsch	Berta Soto, SFVCMHC
Dawn Meggerson, DMH MHSA Implementation	Nataly Portobanco, Foothill Family	Patti Dilliner, Children's Institute
Mirza Fonseca, DMH CIOB	Kelly Colantuono, MHALA	Kimberly Salinas, CHLA
Michael Chong, DMH CIOB	Marlene Bennett, Webex	Paula Melo, Hathaway Sycamores
Sylvia Alarcon, DMH TAY Division	Sherrie Yu, Didi Hirsch	
Tiffany Liu, DMH ASOC		
Raquel Roller, DMH ASOC		
Tatyana Dozortsev, DMH Child MHSA Admin		
Brenda Holt, DMH Skid Row MH, PEI		
Manuel Ortega, DMH West Central MH		

Agenda Item #	Description	Discussion	Action
2.	**Review of Minutes and Action Items from 1/25/12 Meeting**	▫ No comments. Minutes were finalized.	▫ Corrections should be addressed with Mychi: mhoang@dmh.lacounty.gov

3.	**OMA Issues and Updates**	**a. OMA Outage: User/Provider tables not loading** ▫ DMH's reporting repository database did not load properly over the weekend, leaving out provider information and affected the OMA and several other applications that rely on the reporting repository database. ▫ It took about a day to figure out the problem. After it was identified, a reload occurred and the problem was fixed from the reload. ▫ This is a fairly unusual problem but load problems do happen from time to time. ▫ We figured it out because one of our staff members found an issue and we also got a few heat tickets reporting the problem so that prompted the investigation. We encourage heat ticket calls when you experience systems problems with the OMA. That's the fastest way for us to know that there is a problem with the application. **b. Development of Application/Release Updates** ▫ OMA v3.4 for FSP, also known as "Discontinuation Validation," was put on hold for other projects but CIOB will resume working on v3.4 after February 1, 2012. OMA v3.4 includes minimizing duplicate baselines and more fixes than originally planned because of the time lapse. It will also include some FCCS fixes. ▫ John is compiling a list of planned changes for v3.4	▫ If you are interested in knowing what changes are included, contact John Flynn at jflynn@dmh.lacounty.gov

		c. PEI Errors Clean-up ▫ We are in Phase 2 of PEI OMA ▫ Phase 2 includes support to the RBPC (Revised Behavior Problem Checklist) Questionnaires which has been released. ▫ Other parts of Phase 2 are on hold until our developers are freed up from other priority projects. ▫ Reports generation is being worked on in parallel to Phase 2 for PEI. The first batch is nearly complete and the 2nd batch is in preparation. ▫ Phase 2 also includes an administrative function to allow users to make some changes on their own in PEI OMA without having to go through the Data Change Deletion Request process., ▫ Phase 3 is the creation of the first reports for PEI; setting up the data so that we can do future reports and giving contract providers their data back in their SIFT files. Phase 3 will also include creating a function for providers to run their own reports. We will make available some of the PEI claiming reports that have already been created to help providers manage their data. ▫ Question from a Provider: Will we be able to have more control in the OMAs, as far as deleting duplicate OMAs. ▫ Answer: For the FSP OMA, the answer is “No.” It is tricky with FSP because you have to deal with the entire	

		partnership as a single unit and one assessment can affect multiple assessments. We are currently waiting to see what happens to our electronic health records. We can't do a whole revision of OMA and then they decide it won't be part of the application anymore. ▫ Question from a Provider: What is PEI? ▫ Answer: PEI is Prevention & Early Intervention. It is completely separate from the FSP/FCCS program and we are collecting a completely different set of outcomes for PEI. ▫ Question from a Provider: The Basis-24 training was cancelled a few months ago. Will that training be coming up anytime soon? ▫ Answer: This training is related to PEI. We are running into some challenges with getting the measure in house and also getting access to a webscore process so that we can train on all of that. We should have them in-house soon so we will begin a set of trainings specifically for Basis-24. ▫ Question from a Provider: Any flexibility to do our own deletions in FCCS OMA? ▫ Answer: No because it is the same computer system as FSP. ▫ With PEI OMA, we are starting to look at processing and cleaning up errors ourselves until we can give providers the power to do it themselves.	

		▫ We are currently piloting the process to see what the most efficient way of doing this is. ▫ 6 Frequent Errors: 1. Wrong Date of First Session 2. Wrong Date of Last Session 3. Wrong EBP 4. Wrong Reporting Unit 5. Wrong Client 6. Data Entered in Wrong Assessment **d. PEI OMA Deadline for Data Entry** ▫ An email with a memo and Training Needs Assessment went out to agencies billing to PEI funded services on December 22, 2011. ▫ Deadline to start data entry is February 1, 2012 ▫ Only 26% of agencies claiming to PEI, that were not delivering CiMH practices, were entering in data six months after the kick-off. ▫ We are starting on Technical Assistance visits to agencies on implementing these EBPs and we're launching the Learning Collaboratives to help Providers use the data for their programs. ▫ Question from a Provider: Is there any way that users can enter the first/last dates without using the automated calendar?	

		▫ Answer: It is a bit tricky and it takes some getting used to. There is a calendar picker that can be useful but when you enter you dates, it is most important to double and triple check those dates before you hit save.	
4.	**Advanced FSP Training**	**a. Survey Discussions** ▫ Survey for the Advanced FSP Training will be sent electronically to all of our providers. ▫ The survey can be submitted electronically but also allows for anonymity. ▫ We'd like to get feedback from Providers on what they would like to see more of in training and which reports they use most or which they would like to have. **b. Update and Plans for Training** ▫ Question from Provider: What exactly is Advanced FSP Training trying to cover? ▫ Answer: It's the next level of teaching or training on how to collect outcomes. But more importantly, how to use the data to affect change in your program. ▫ We have 21 reports available to Providers that they can run and access on their own in Internet Reports. ▫ We give our contractors all of their data that is entered into FSP/FCCS OMA back into their electronic files (EFT) that are updated on a weekly basis. They can do whatever they'd like with the data. This started about	▫ Providers should fill out the survey and email or fax it to Richard Hoskins: rhoskins@dmh.lacounty.gov Fax: (213) 351-2762

		a year ago. ▫ Directly Operated do not get all their data back, currently, but if they want it, we will find a way to get it to you. ▫ Question from a Provider: How do you find the reports? Where can we access them? ▫ Answer: They are part of the application in the upper right hand corner, Internet Reports. You can also access them by visiting the OMA Wiki and find the link to OMA Reports. There was also a write-up on Internet Reports in the last issue of the OMA Newsletter that illustrate where you can find the reports. ▫ Question from a Provider: I only enter the data that the facilitators provide me. Would the training be more helpful to those that complete the measure? ▫ Answer: We have divided our trainings into two different trainings: Paper and Pencil (people who fill out the forms) and Hands-On (data entry people). ▫ Question from a Provider: When will the surveys be sent out? ▫ Answer: We will announce them via OMA Chat, FCCS Alert, and Age Group Leads.	

5.	**Reports**	**a. Update on Reports in Development** ▫ Employment Reports are our top priority and we have a couple of those being worked on. ▫ Once the reports have been reviewed internally and approved in Cognos, we will post them on Internet Reports. ▫ We also have a statistics report that we will release. ▫ Employment Exceptions report is our second priority ▫ And then pre/post Employment by Program and by Provider **b. PEI OMA** ▫ We have 4 reports currently in development 1. Demographics Report by practice (ethnicity, age, and age) 2. Caseload report that shows all the data entered for a client, does not include scores 3. Summary level report by practice and a detail at the client level 4. Unable to Collect gives you a percentage of the reports where you've entered data but were unable to collect the data ▫ The reports are being validated and we hope to have them completed by the end of this week and get them published soon.	

6.	**PEI Training Needs Assessments**	**a. Form Submission Reminder** ▫ We have trainings for general and specific outcome measures for PEI ▫ We are trying to assess the need for in-person training ▫ Deadline for submission was January 13, 2012 but we've only heard back from 35 of the 200 agencies that are billing to PEI.	▫ If your agency is billing to PEI, submit those forms ASAP.
7.	**Open Forum**	▫ No questions were asked. ▫ Next OMA Open Lab for you to bring your OMA issues to is February 6, 2012 from 10am-noon.	▫ Email John Flynn at jflynn@dmh.lacounty.gov if you would like to attend the lab so that we know to expect you.
7.	**Next Meeting**	**Wednesday, March 21, 2012 from 10:30am – Noon, Location: 695 South Vermont Ave., 15th Floor Glass Conference Room or via WebEx.**	▫ Email John Flynn at jflynn@dmh.lacounty.gov if you would like to participate via WebEx.