

# Mental Health Outcomes Management System (mHOMS) Quarterly Outcomes Report

April 2017—June 2017

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*Adult/Older Adult Behavioral Health Services*

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## Overview

County-contracted and County-operated behavioral health programs for adults and older adults collect outcome measures on a regular basis for clients who have a Behavioral Health Assessment (BHA). Specifically, outcomes assessments are entered into the Mental Health Outcomes Measurement System (mHOMS) for clients in Assertive Community Treatment (ACT), Behavioral Health Court (BHC), Case Management (CM), Outpatient (OP), Prevention and Early Intervention (PEI) Services, and TAY Residential program (RES). Assessments are typically conducted every six months.

The following outcomes are collected in mHOMS:

- **The Illness Management and Recovery (IMR) Scale:** The IMR includes 15 clinician-rated items and addresses a different aspect of illness management and recovery. Scores can also be reported as three subscales, which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes.
- **The Recovery Markers Questionnaire (RMQ):** The RMQ is a 24-item questionnaire that assesses elements of recovery from the client's perspective. It was developed to provide the mental health field with a multifaceted measure that collects information on personal recovery.
- **The Substance Abuse Treatment Scale - Revised (SATS-R):** The SATS-R is a single item assessment of a client's motivation to change his/her substance use behavior. The assessment is an 8-point scale based on the four stages of treatment: engagement, persuasion, active treatment, and relapse prevention. Clinicians are required to complete a SATS-R when a client has an active substance related treatment plan goal in his/her client plan.
- **Milestone of Recovery Scale (MORS):** The MORS captures clinician-reported recovery using a single-item recovery indicator. Clinicians are asked to categorize clients into one of the eight stages of recovery (rated 1 through 8, respectively) based on a client's level of risk, their level of engagement within the mental health system, and the quality of their social support network.

Quarterly data is analyzed to create County-wide reports on process outcomes and outcomes objectives. Process outcomes provide information about completion rates within the given quarter for both IMR and RMQ measures. Outcomes objectives include analysis of improvements in IMR, RMQ, SATS-R and MORS scores completed during the given quarter. This report provides information from the fourth quarter of Fiscal Year (FY) 2016-2017, spanning April 1 through June 30, 2017.

This report also includes a summary of IMR and RMQ scores for all clients (both NEW and ALL) who had a pair of completed assessments within FY 2016-2017. Scores are reported by subunit and location of service to present progress towards recovery across the entire fiscal year.

Lastly, this report documents changes in outcomes for a subset of clients who have been participating in the Home Finder Program for at least 180 days. The Home Finder Program, which started in July 2016, is a homeless outreach program funded by the County of San Diego Behavioral Health Services (BHS).

## Key Findings

- Completion rates for intake and follow-up IMR and RMQ outcomes assessments were calculated for new and existing clients to determine the proportion of assessments that were entered into mHOMS within appropriate time frames. Completion rates for new clients for the IMR (78.8%) or RMQ (69.9%) assessments at intake were lower than the previous quarter (82.4% and 74.1%, respectively).
- Follow-up IMR and RMQ assessments for existing clients were not completed as consistently as intake assessments for new clients.
- New clients had lower average IMR, RMQ, SATS-R and MORS scores at intake, compared to existing clients' previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than existing clients who have been receiving services for several months or years.
- New clients had significantly better Overall IMR, IMR Recovery, IMR Management, SATS-R and MORS scores between the current assessment and previous assessment. This indicates that new clients made progress towards their recovery during the current quarter.
- About three-fourths (70.5%) of existing clients (n=44) identified as experiencing impairments to functioning due to substance use, as indicated by an IMR Substance Use subscale score of 1 or 2 on their previous assessment, showed improvements in substance use recovery within the current quarter.
- The majority of new clients (70.0%) were more engaged in their substance use treatment at the follow-up assessment compared to intake, as indicated by SATS-R ratings.
- SATS-R ratings remained consistent for almost half (49.7%) of existing clients between the current and previous assessment.
- More than half of new clients (56.6%) showed improvements in MORS ratings at the follow-up assessment, which suggests that these clients made progress towards their recovery after enrollment in services.
- During FY 2016-2017, IMR and RMQ scores showed a statistically significant increase for both new and ALL clients in Outpatient (OP) programs IMR scores also increased significantly for new clients in ACT and PEI programs during FY 2016-17. These findings suggest that, in general, clients showed progress towards recovery during FY 2016-17.
- These findings suggest that, in general, clients showed progress towards recovery during FY 2016-17.
- While not a statistically significant change, Overall IMR and RMQ scores decreased slightly during FY 2016-17 for ALL clients with a pair of assessments in Assertive Community Treatment (ACT) programs.
- For new clients, ratings on each IMR and RMQ item increased between Assessment 1 and Assessment 2. This suggests that both clinicians' and clients' perceived an improvement in their recovery.
- IMR Management scores were lower than IMR Recovery scores, which suggests that clients were experiencing more difficulty with self-management when they were connected with the Home Finder program than with coping with their mental health and/or wellness and substance use.
- While not statistically significant, recovery outcomes (IMR and RMQ scores) decreased for clients after enrollment in the Home Finder program.
- Four of nine clients (20%) showed improvement on Overall IMR scores during the course of their Outpatient treatment and connection to Home Finder.
- Three of eight clients (15%) showed improvement on RMQ scores during the course of their Outpatient treatment and connection to Home Finder.

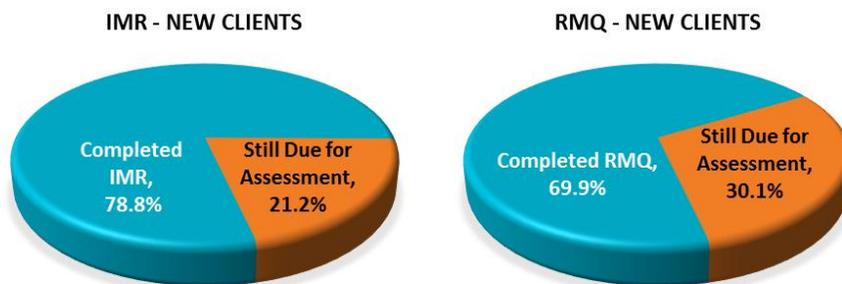
## Process Outcomes

### Measures being entered at appropriate timeframes

In order to better assess mental health outcomes, San Diego County Behavioral Health Services (SDCBHS) has implemented a system of measuring recovery from both clinician and client perspectives. mHOMS measures should be completed for all eligible clients at intake, with re-assessment every six months. Complete data from as many clients as possible will allow for accurate examinations of system and program-level outcomes.

Staff are expected to enter clinician and client measures into mHOMS within 30 days of intake for new clients, and can complete measures 30 days prior and 60 days after the due date for existing clients who are within a follow-up assessment period. Existing clients are **due** for an assessment if they do not have a completed outcomes assessment in mHOMS within the previous six months. Assessments are considered **completed** when successfully entered into the mHOMS system during the appropriate assessment period.

### Intake Assessments completed during the Current Quarter for New Clients

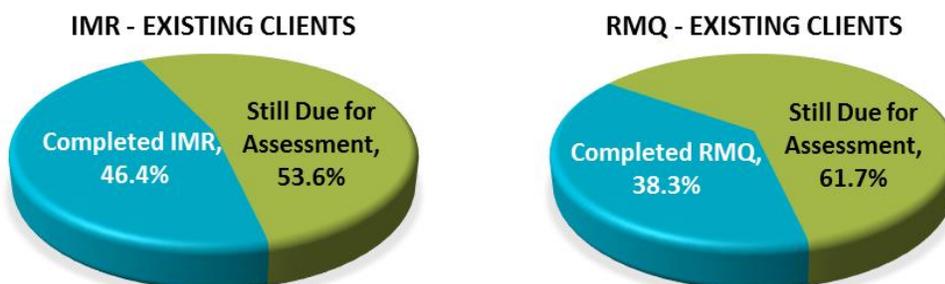


**NOTE:** New clients (n=316) are defined as having an open assignment and receipt of services during the current quarter at subunits (n=74) that complete outcomes assessments in mHOMS. Clients with an open assignment have not been discharged or closed in Cerner Community Behavioral Health (CCBH) during the current quarter. Assessment completion is evaluated up to 30 days after the quarter.

#### Within the current quarter:

- 316 new clients received services.
- Most new clients had an IMR (78.8%) or RMQ (69.9%) assessment entered into mHOMS at intake.
- About one sixth (19.6%) of new clients did not have an outcomes assessment (either IMR or RMQ) completed in mHOMS.

### Follow-up Assessments completed during the Current Quarter for Existing Clients



**NOTE:** Existing client is defined as having an open assignment and at least one completed outcome assessment in mHOMS. Clients with an open assignment have not been discharged or closed in CCBH during the current quarter.

#### Within the current quarter:

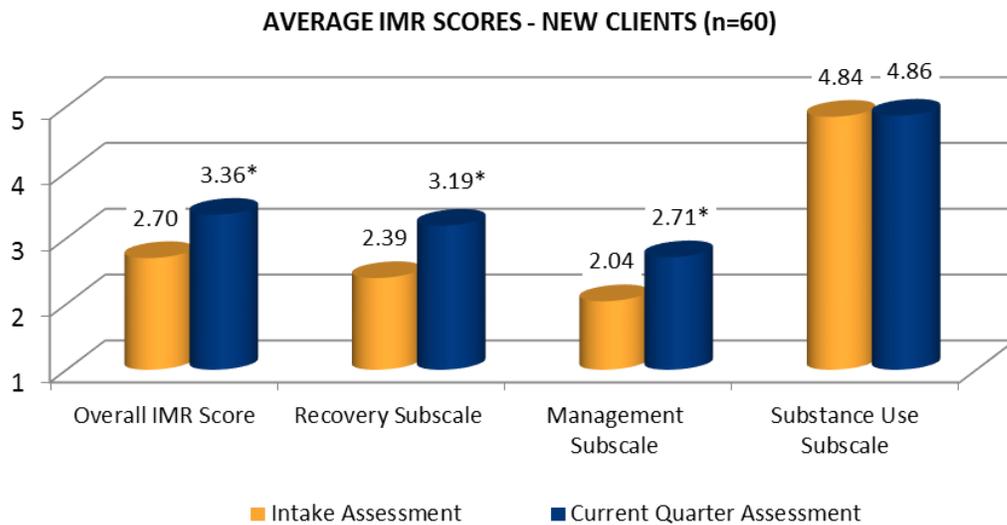
- 6,353 existing clients were due for an assessment.
- IMR assessments were entered into mHOMS for 46.4% of existing clients.
- The follow-up RMQ assessment was completed for about one-third of all existing clients (38.3%).

## Quarterly Outcomes Objectives

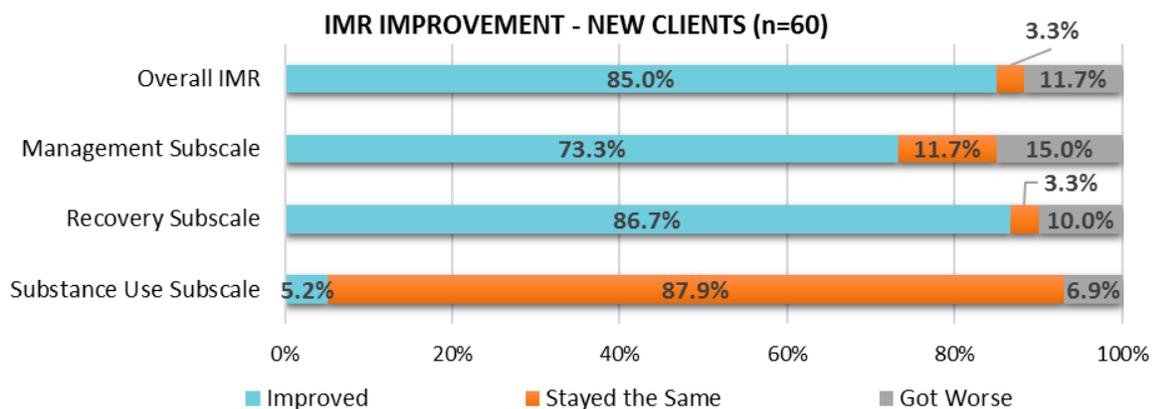
### Illness Management and Recovery Scale

The IMR, which measures clinicians' perceptions of their clients' recovery, is typically conducted at intake with re-assessment every six months. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. Scores can be reported as both an Overall Score, and by using three subscales, which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes.

"NEW" clients (n=60) are those individuals who had a follow-up assessment within the current quarter and their previous assessment was an intake assessment.

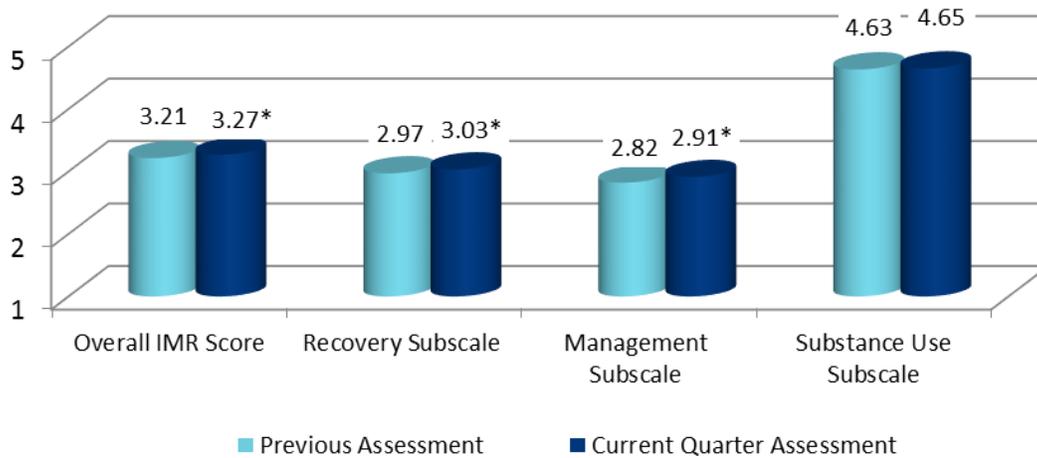


\* Indicates statistical significance



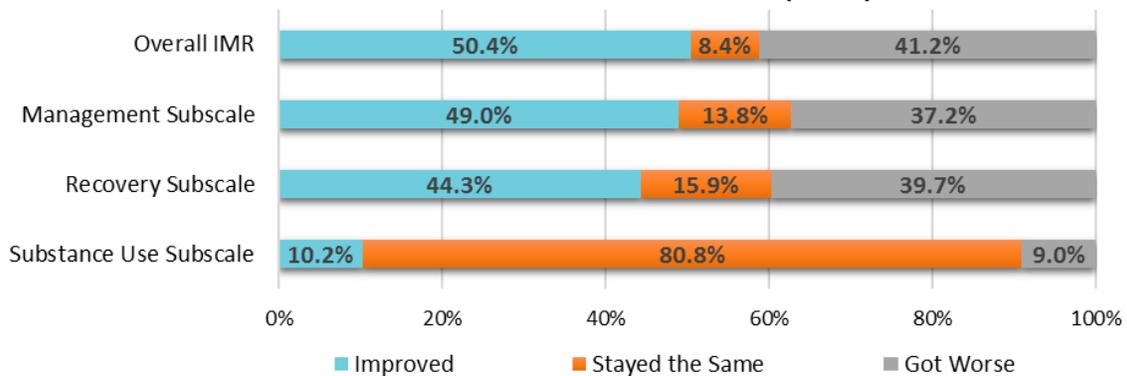
“EXISTING” clients (n=786) are those individuals who had a follow-up IMR assessment completed within the current quarter and a prior IMR assessment completed within the past four to eight months (Previous Assessment).

**AVERAGE IMR SCORES - EXISTING CLIENTS (n=786)**



\* Indicates statistical significance

**IMR IMPROVEMENT - EXISTING CLIENTS (n=786)**



### IMR Results for New and Existing Clients:

The above charts include IMR data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

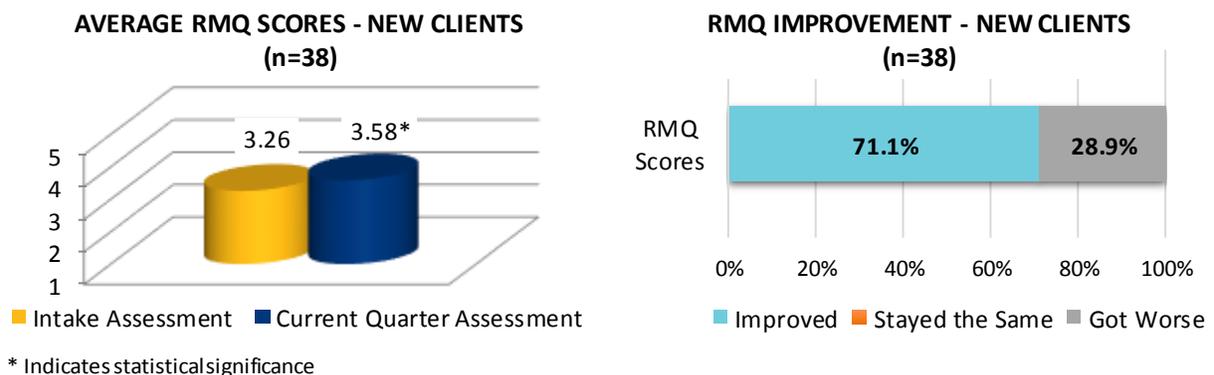
- New clients had lower Overall IMR, IMR Recovery, and IMR Management subscale scores at intake, compared to existing clients’ previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than existing clients who have been receiving services for several months or years.
- Most new clients (85.0%) had improvements in Overall IMR scores at the follow-up assessment, compared to intake.

- New clients had greater improvements in IMR Recovery subscale scores than IMR Management subscale scores at the follow-up assessment.
- Both new and existing clients had significantly better Overall IMR scores, as well as IMR Management and IMR Recovery subscale scores between the current assessment and previous assessment.
- There was no statistically significant change in IMR Substance subscale scores for new or existing clients between the previous assessment and the current assessment.
- IMR Substance Use subscale scores did not change for the majority of new (87.9%) or existing (80.8%) clients with paired assessments; however, average Substance Use subscale scores were relatively high, indicating that few clients were impacted by alcohol or drug use.
- Between 44.3% and 50.4% of existing clients with paired assessments had improved Overall IMR, Recovery, and/or Management subscale scores at the follow-up assessment, compared to their previous assessment.
- About three-fourths (70.5%) of existing clients (n=44) identified as experiencing impairments to functioning due to substance use, as indicated by an IMR Substance Use subscale score of 1 or 2 on their previous assessment, showed improvements in substance use recovery within the current quarter. Some clients identified as experiencing substance use concerns (20.5%) maintained their previous level of impairment.
- Fewer existing clients had a pair of assessments during the current quarter (n=786) compared to the third quarter of FY 2016-17 (n= 843).

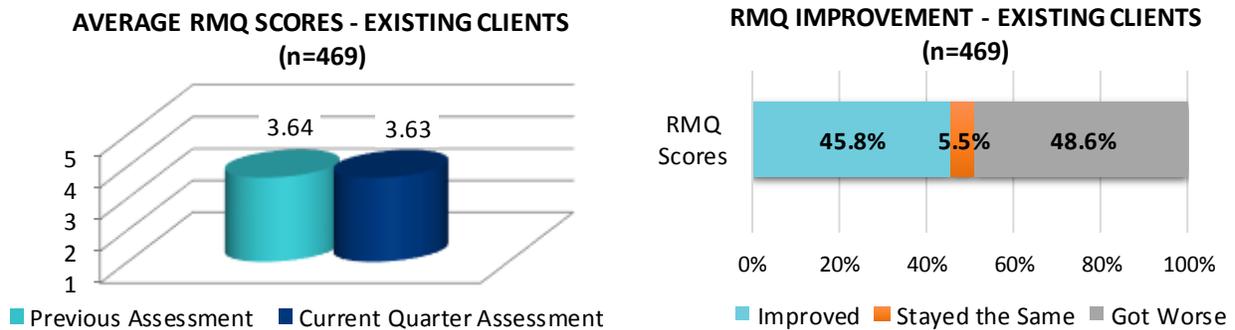
## Recovery Markers Questionnaire (RMQ)

The RMQ is a self-report measure of the client’s own state, and his or her preferences, needs and desires, and perceptions of their recovery. The RMQ includes 24 Likert Scale items, with a 5-point agreement response ranging from “strongly agree” to “strongly disagree,” regarding the recovery process and intermediate outcomes. The total mean score can also be calculated to measure performance.

“NEW” clients (n=38) are those individuals who had a follow-up RMQ assessment within the current quarter, and their previous assessment was an intake assessment.



“EXISTING” clients (n=469) include individuals served who had a follow-up RMQ assessment completed within the current quarter, and a prior assessment completed within the past four to eight months (Previous Assessment).



### RMQ Results for New and Existing Clients:

The above charts include RMQ data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

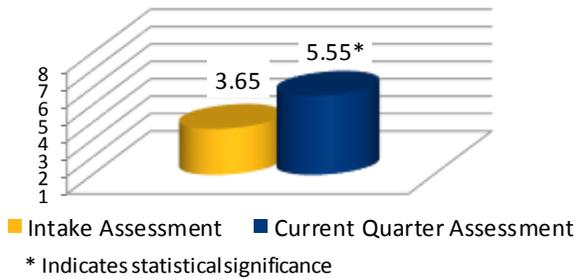
- New clients had lower RMQ scores at intake compared to existing clients’ previous assessment. This trend is expected, as existing clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than clients new to services.
- The majority (71.1%) of new clients had improvements in RMQ scores at the follow-up assessment, compared to intake.
- New clients had significantly better RMQ scores between the current assessment and intake assessment.
- Almost half of existing clients reported that their recovery improved (45.8%) at the follow-up assessment, compared to intake.
- For existing clients, average RMQ scores remained relatively stable between the previous assessment and the current assessment.

### Substance Abuse Treatment Scale - Revised (SATS-R)

The SATS-R is used by clinicians to assess a person’s motivation to change their substance use behavior. It should not be used for diagnosis purposes. A clinician is required to complete a SATS-R when a client has an active substance-related treatment plan goal in his/her client plan. The SATS-R should be completed at initial development of the substance use goal; clients should be re-assessed every six months as long as the client continues to have a substance related goal in his/her client plan. SATS-R ratings range from one to eight; lower scores indicate that the client is less involved or engaged in substance use treatment.

“NEW” clients (n=20) are those individuals who had a substance-related goal in his/her client plan at intake and a follow-up SATS-R assessment within the current quarter.

**AVERAGE SATS-R LEVEL - NEW CLIENTS (n=20)**

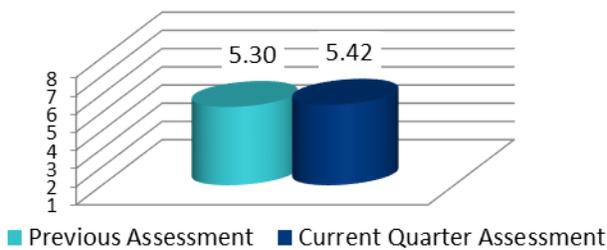


**SATS-R IMPROVEMENT - NEW CLIENTS (n=20)**

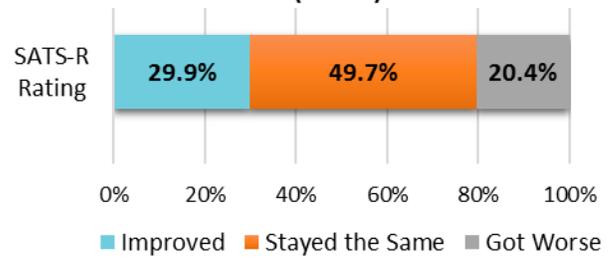


“EXISTING” clients (n=358) include individuals served who had a substance use goal, had a follow-up SATS-R assessment completed within the current quarter, and a prior SATS-R assessment completed within the past four to eight months (Previous Assessment).

**AVERAGE SATS-R LEVEL - EXISTING CLIENTS (n=358)**



**SATS-R IMPROVEMENT - EXISTING CLIENTS (n=358)**



### SATS-R Results for New and Existing Clients:

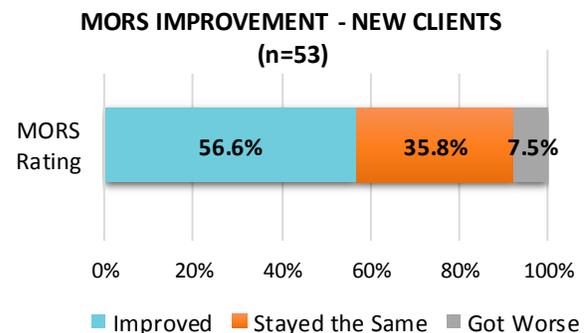
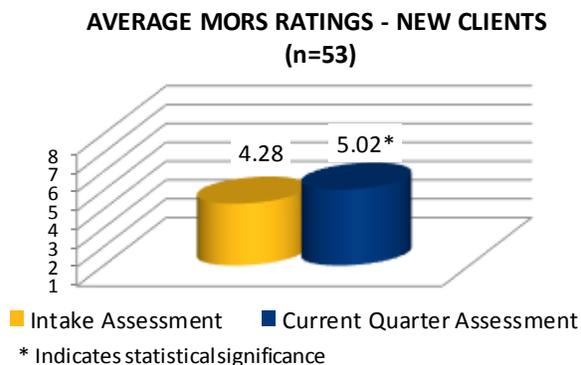
The above charts include SATS-R data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

- New clients had lower SATS-R ratings at intake compared to existing clients’ previous assessment. This trend is expected, as existing clients who have been receiving services for several months or years would have more opportunities for engagement in substance use treatment than new clients.
- Most new clients (70.0%) were more engaged in their substance use treatment at the follow-up assessment compared to intake.
- New clients had significantly better SATS-R scores between the current assessment and intake assessment.
- SATS-R ratings remained consistent for half (49.7%) of existing clients between the current and previous assessment.
- There was no statistically significant change in SATS-R scores for existing clients between the previous assessment and the current assessment.

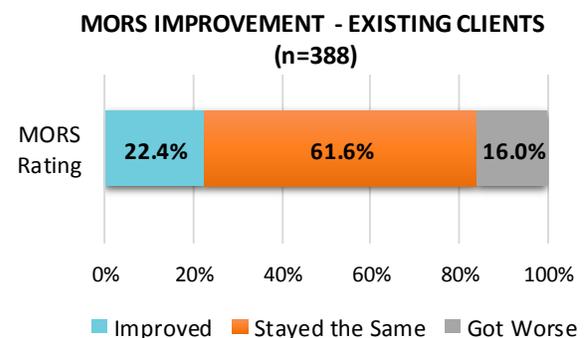
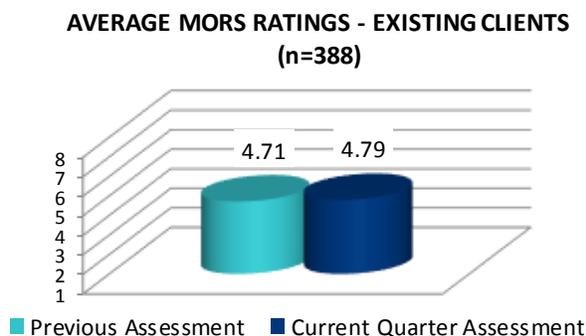
## Milestones of Recovery Scale (MORS)

The Milestones of Recovery Scale (MORS) is an assessment of the clinicians' perceptions of their clients' current milestone of recovery, and is typically conducted at intake with re-assessment every six months. MORS ratings range from 1 to 8, with higher scores indicating greater progress towards recovery.

"NEW" clients (n=53) are those individuals who had a follow-up MORS assessment within the current quarter, and the previous assessment was an intake assessment.



"EXISTING" clients (n=388) includes individuals served who had a follow-up MORS assessment completed within the current quarter and a prior MORS assessment completed within the past four to eight months (Previous Assessment).



### MORS Results for New and Existing Clients:

The above charts include MORS data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

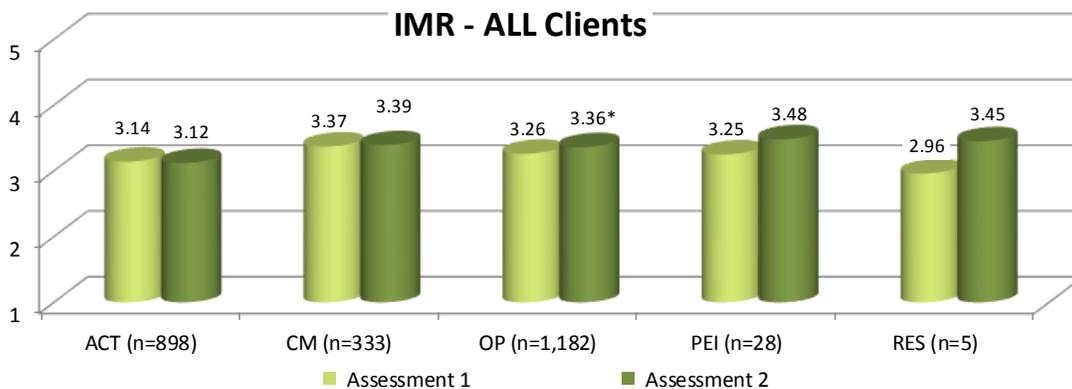
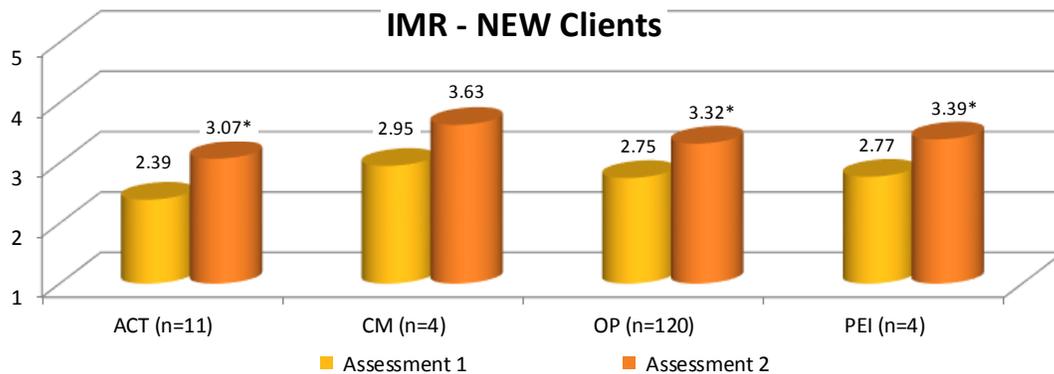
- New clients had slightly lower MORS ratings at intake compared to existing clients' previous assessment. This trend is expected, as existing clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than clients new to services.
- More than half of new clients (56.6%) showed improvements in MORS ratings at the follow-up assessment.
- MORS ratings remained consistent for the majority (61.6%) of existing clients between the current and previous assessment.

- The change in MORS ratings from the previous assessment to the current follow-up assessment was statistically significant for new clients.

## Recovery Outcomes during Fiscal Year 2016-17

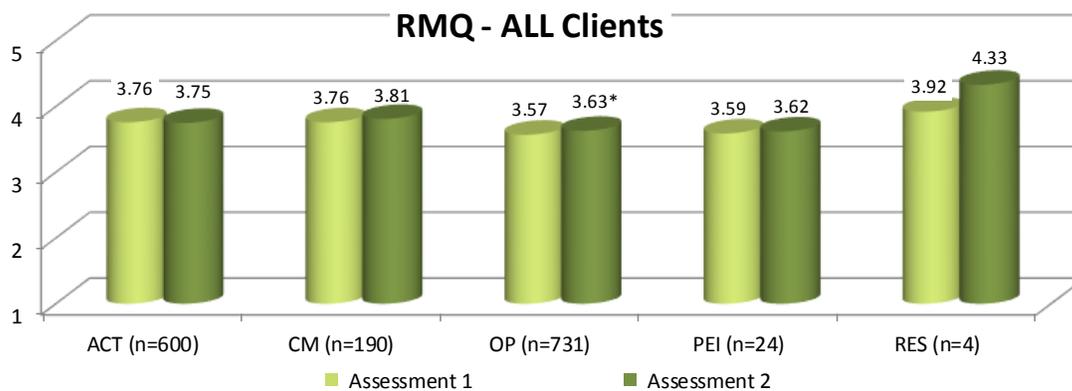
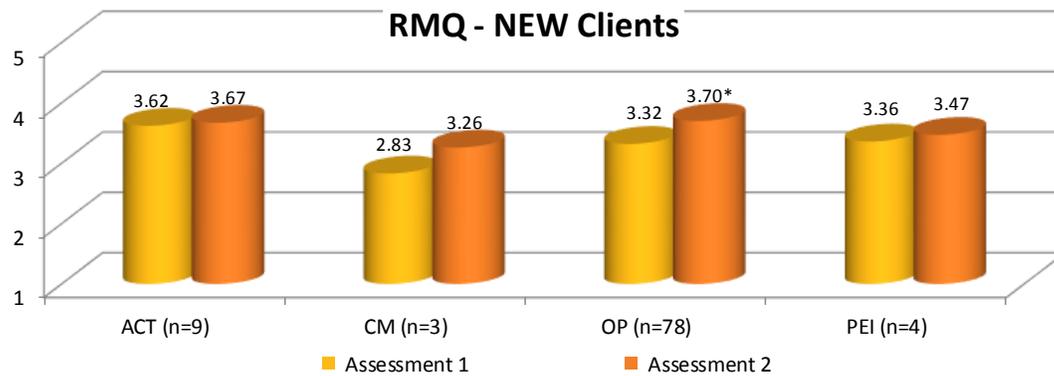
Recovery is a primary goal of the County of San Diego Behavioral Health Services (SDCBHS). In order to better assess mental health outcomes, SDCBHS has implemented a system of measuring recovery from both clinician (using the IMR) and client (using the RMQ) perspectives. To evaluate clients' progress towards recovery system-wide, changes in IMR and RMQ scores are examined across the fiscal year.

The charts below present differences in progress towards recovery by location of service: Assertive Community Treatment (ACT), Behavioral Health Court (BHC), Case Management (CM), Outpatient (OP), Prevention (PEI) Service, and TAY Residential program (RES). "NEW" clients are those individuals who had two IMR or RMQ assessments during FY 2016-17 (Assessments 1 and 2), and whose first service date was within 30 days of their first assessment. "ALL" clients includes every individual served who had two assessments during FY 2016-17 (Assessments 1 and 2), regardless of how long they have been receiving services.



\* Indicates statistical significance.

The charts include only programs that collected a pair of IMR assessments within FY 2016-17. There were no paired assessments for NEW or ALL clients at BHC programs, or for NEW clients at RES programs in FY 2016-17.



\* Indicates statistical significance.

The charts include only programs that collected a pair of RMQ assessments within FY 2016-17. There were no paired assessments for NEW or ALL clients at BHC programs, or for NEW clients at RES programs in FY 2016-17.

### Results for NEW and ALL Clients:

- During FY 2016-2017, IMR and RMQ scores showed a statistically significant increase for both new and ALL clients in Outpatient programs. IMR scores also increased significantly for new clients in ACT and PEI programs during FY 2016-17. These findings suggest that, in general, clients showed progress towards recovery during FY 2016-17.
- While not a statistically significant change, Overall IMR and RMQ scores decreased slightly during FY 2016-17 for ALL clients with a pair of assessments in ACT programs.
- More clients had a pair of IMR assessments than RMQ assessments during FY 2016-17. This is unsurprising, as self-report measures completed by clients are encouraged, but are not a mandatory part of care.
- New clients had lower average IMR and RMQ scores at Assessment 1 and experienced a greater change in scores during the fiscal year, compared to ALL clients. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than ALL clients who have been receiving services for several months or years. These patterns also correspond with the IMR and RMQ outcomes reported for the current quarter.

## IMR Scores by IMR Item — Means for Assessments 1 and 2

Each of the 15 individual items comprising the IMR addresses a different aspect of illness management and recovery. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. NEW clients in the table below are those individuals who had two IMR assessments during FY 2016-17 (Assessments 1 and 2), and whose first service date was within 30 days of their first assessment. ALL clients includes every individual served who had two assessments during FY 2016-17 (Assessments 1 and 2), regardless of how long they have been receiving services. For NEW clients, IMR scores increased significantly on all items and subscales. For ALL clients, IMR Recovery and Management subscales and Overall scores showed a statistically significant increase. Four items decreased for ALL clients, though not significantly. There was no significant change in IMR Substance subscale scores.

ITEM	ILLNESS MANAGEMENT & RECOVERY SCALE (IMR)	NEW CLIENTS				ALL CLIENTS			
		N	ASSESSMENT #		CHANGE	N	ASSESSMENT #		CHANGE
			1	2			1	2	
1	Progress towards personal goals	138	2.26	3.07	▲	2,417	2.93	2.99	▲
2	Knowledge	139	2.23	2.91	▲	2,437	2.92	2.96	▲
3	Involvement of family and friends in my treatment	138	2.85	3.21	▲	2,424	3.04	3.01	▼
4	Contact with people outside of my family	137	2.79	3.25	▲	2,422	3.10	3.09	▼
5	Time in structured roles	139	2.32	2.67	▲	2,416	2.04	2.02	▼
6	Freedom from symptom distress	139	1.92	2.44	▲	2,426	2.50	2.58	▲
7	Ability to function	138	1.81	2.51	▲	2,434	2.41	2.51	▲
8	Relapse prevention planning	131	1.92	2.98	▲	2,397	3.05	3.19	▲
9	Freedom from relapse of symptoms	133	1.95	2.88	▲	2,401	3.35	3.49	▲
10	Avoidance of psychiatric hospitalization	135	3.96	4.5	▲	2,407	4.31	4.42	▲
11	Coping	137	2.28	2.95	▲	2,410	2.90	2.93	▲
12	Involvement with self-help activities	135	2.30	2.86	▲	2,397	2.85	2.87	▲
13	Using medication effectively	76	3.92	4.47	▲	2,161	4.33	4.34	▲
14	Alcohol use does not impair functioning	132	4.51	4.73	▲	2,370	4.53	4.53	▼*
15	Drug use does not impair functioning	131	4.33	4.60	▲	2,356	4.38	4.38	▶
	<b>OVERALL MEAN IMR SCORE</b>	139	2.73	3.31	▲	2,446	3.23	3.28	▲
SUBSCALES	Recovery subscale (the average of items 1, 2, 4, 8, and 12)	139	2.32	3.02	▲	2,445	2.97	3.02	▲
	Management subscale (the average of items 6, 7, 9, and 11)	139	2.00	2.69	▲	2,442	2.79	2.88	▲
	Substance subscale (the minimum of items 14 and 15)	133	4.16	4.51	▲	2,384	4.23	4.23	▶

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.

\*Indicates decrease in the mean from Assessment 1 to 2 that is not visible due to rounding.

## RMQ Scores by RMQ Item — Means for Assessments 1 and 2

Each of the 24 individual items comprising the RMQ measure the clients' preferences, needs and desires, and perceptions of their recovery. RMQ scores range from 1 to 5, with 5 representing strong agreement with each statement. NEW clients in the table below are those individuals who had two RMQ assessments during FY 2016-17 (Assessments 1 and 2), and whose first service date was within 30 days of their first assessment. ALL clients includes every individual served who had two assessments during FY 2016-17 (Assessments 1 and 2), regardless of how long they have been receiving services. For NEW clients, RMQ scores increased on all items and overall. Many of these increases were statistically significant for NEW clients, which suggests that clients' perceived an improvement in their recovery. For ALL clients, RMQ scores overall showed a statistically significant increase.

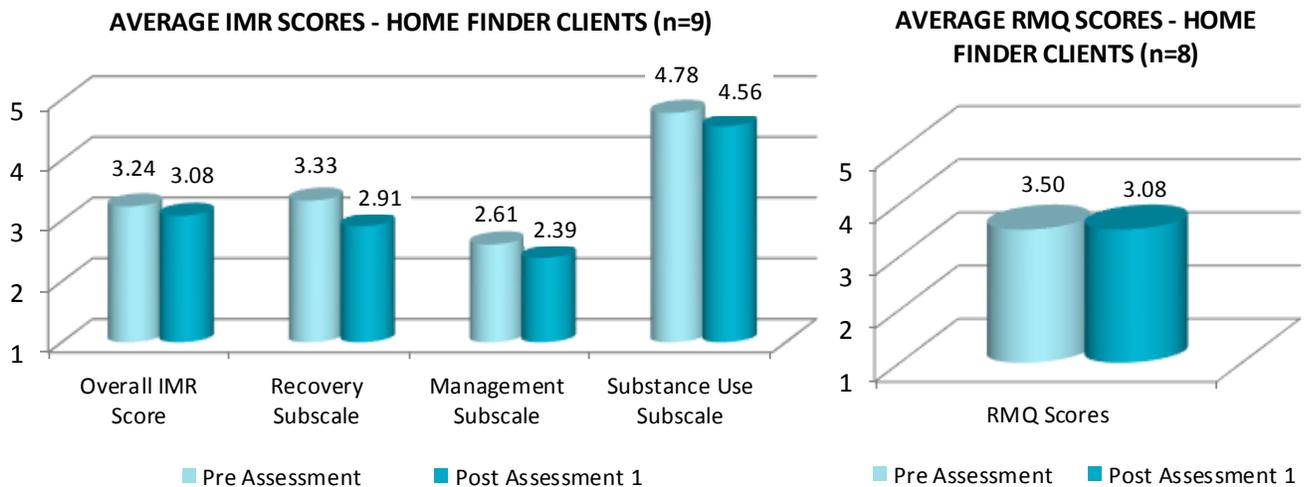
ITEM	RECOVERY MARKER QUESTIONNAIRE (RMQ)	NEW CLIENTS				ALL CLIENTS			
		N	ASSESSMENT #		CHANGE	N	ASSESSMENT #		CHANGE
			1	2			1	2	
1	Safe living situation that feels like home	93	3.55	3.97	▲	1,528	3.92	3.96	▲
2	Trusted people available to help	93	3.81	4.10	▲	1,534	4.06	4.07	▲
3	At least one close mutual relationship	91	3.60	3.81	▲	1,525	3.91	3.95	▲
4	Involvement in meaningful productive activities	89	3.13	3.49	▲	1,517	3.62	3.62	▶
5	Psychiatric symptoms under control	91	2.98	3.55	▲	1,530	3.63	3.67	▲
6	Enough income to meet needs	91	2.07	2.82	▲	1,519	2.96	3.06	▲
7	See self working within six months	90	3.08	3.18	▲	1,487	2.71	2.70	▼
8	Learning new things	93	3.49	3.78	▲	1,503	3.69	3.71	▲
9	Good physical health	91	3.33	3.54	▲	1,533	3.36	3.39	▲
10	Positive spiritual/life connection	94	3.43	3.88	▲	1,524	3.83	3.87	▲
11	Respect for self	89	3.74	3.89	▲	1,522	3.93	3.93	▶
12	Using personal strengths skills or talents	90	3.14	3.66	▲	1,529	3.69	3.73	▲
13	Working towards goals	93	3.74	4.01	▲	1,522	3.87	3.91	▲
14	Have reasons to get out of bed	90	3.78	3.86	▲	1,514	3.93	3.93	▶
15	More good days than bad	93	3.22	3.59	▲	1,523	3.65	3.70	▲
16	Decent quality of life	92	3.30	3.65	▲	1,515	3.70	3.73	▲
17	Control of important decisions	90	3.42	3.69	▲	1,519	3.75	3.79	▲
18	Contribute to community	92	3.08	3.29	▲	1,513	3.39	3.46	▲
19	Growing as a person	92	3.70	4.00	▲	1,515	3.84	3.86	▲
20	Sense of belonging	93	3.23	3.55	▲	1,514	3.71	3.76	▲
21	Feel alert and alive	92	3.36	3.60	▲	1,512	3.72	3.78	▲
22	Hopeful about future	90	3.44	3.80	▲	1,509	3.78	3.80	▲
23	Able to deal with stress	91	2.86	3.43	▲	1,516	3.45	3.51	▲
24	Can make positive changes in my life	89	3.83	4.10	▲	1,501	3.95	3.94	▼
	<b>TOTAL MEAN RMQ SCORE</b>	94	3.34	3.67	▲	1,549	3.67	3.70	▲

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.

## Recovery Outcomes for Home Finder Program

A subset of clients included in this report have been enrolled in the Home Finder Program for more than 180 days. The Home Finder Program, which started in July 2016, is a homeless outreach program funded by the County of San Diego Behavioral Health Services (BHS). Home Finder provides services for clients who are homeless and experiencing serious mental illness who are connected with a BHS contracted or county outpatient mental health clinic. The Home Finder Program offers both financial and case management assistance that is consistent with the client's individual needs. Experienced Housing Navigators and Case Managers regularly engage with clients, providing assistance for those seeking to end their homelessness, including rental assistance and security deposits, as well as landlord advocacy, assistance finding affordable housing, supportive services, and training. The program is designed to support homeless individuals and families, and is not a rental assistance program for individuals who face eviction.

The charts below show changes in recovery outcomes, as measured by the IMR and RMQ assessments, for a subset of clients who have participated in the Home Finder Program. BHS provided a list of twenty clients who have participated in the Home Finder program for at least six months (180 days). The list of clients supplied by BHS was matched with IMR and RMQ assessments completed in mHOMS as of 7/1/2017. The Pre Assessment is the last assessment submitted prior to Home Finder enrollment, and Post Assessment 1 is the first assessment completed after enrollment in the program. Of the twenty clients included on the list, nine clients (45%) had a pair of assessments, which are summarized in the charts below.



### Results for Home Finder Clients:

- IMR Management scores were lower than IMR Recovery scores, which suggests that clients were experiencing more difficulty with self-management when they were connected with the Home Finder program than with coping with their mental health and/or wellness and substance use.
- While not statistically significant, recovery outcomes (IMR and RMQ scores) decreased for clients after enrollment in the Home Finder program.
- Four of nine clients (20%) showed improvement on Overall IMR scores during the course of their Outpatient treatment and connection to Home Finder.
- Three of eight clients (15%) showed improvement on RMQ scores during the course of their Outpatient treatment and connection to Home Finder.

# APPENDIX A

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## IMR Scores by Program Sub-Unit during Fiscal Year 2016-17 — Means for Assessments 1 and 2

The mean IMR scores presented in the table below for assessments 1 and 2 represent the average of all item scores for each program sub-unit. For some programs, there was an insufficient number of valid assessment pairs for NEW clients (indicated below with “NA”). Increased scores were seen for clients in most programs, and several programs showed statistically significant increases in scores for both NEW and ALL clients. Two programs showed a statistically significant decrease in their clients’ scores.

UNIT	SUB-UNIT	PROGRAM NAME	NEW CLIENTS				ALL CLIENTS			
			N	1	2	CHANGE	N	1	2	CHANGE
1110	1111	CO SOUTHEAST CLINIC (A)	NA	NA	NA	-	2	2.85	3.20	▲
1130	1131	CO EAST COUNTY CLINIC (A)	NA	NA	NA	-	87	3.54	3.59	▲
1320	1321	CO MORENA TRADITIONAL CM	NA	NA	NA	-	52	3.46	3.50	▲
	1328	CO EAST STRENGTH BASED CM	NA	NA	NA	-	44	3.11	3.09	▼
3000	3001	UPAC MIDTOWN CENTER-PAROLEE	NA	NA	NA	-	1	1.71	2.93	-
	3002	UPAC MIDTOWN CENTER MHSA	2	2.50	2.67	▲	28	3.27	3.33	▲
	3003	UPAC MIDTOWN CENTER TAY MHSA	NA	NA	NA	-	1	3.14	3.33	-
3010	3011	UPAC EAST WIND ADULT MHSA	4	2.68	3.27	▲	39	3.46	3.58	▲
3020	3021	UCSD GIFFORD	7	2.37	3.12	▲	223	3.30	3.21	▼
	3024	UCSD GIFFORD ERMHS	NA	NA	NA	-	1	2.33	3.73	-
3030	3032	NHA PROJECT ENABLE MHSA	3	2.62	3.28	▲	76	3.18	3.21	▲
	3033	NHA PROJECT ENABLE TAY MHSA	1	2.13	2.67	-	3	2.71	3.11	▲
3040	3042	CRF HEARTLAND CENTER TAY MHSA	1	3.07	3.33	-	12	3.17	3.10	▼
	3043	CRF HEARTLAND CENTER (A/OA) MHSA	4	2.55	3.30	▲	89	3.27	3.41	▲
	3048	CRF HEARTLAND AB109	NA	NA	NA	-	1	4.47	3.87	-
3050	3051	MHS KINESIS N ESCONDIDO	NA	NA	NA	-	1	3.80	3.53	-
	3052	MHS KINESIS N ESCONDIDO MHSA	5	2.85	3.33	▲	64	3.38	3.34	▼
	3053	MHS KINESIS N FALLBROOK MHSA	1	3.73	3.67	-	12	3.53	3.51	▼
	3056	MHS KINESIS NORTH RAMONA/MHSA	NA	NA	NA	-	18	2.99	3.00	▲
	3057	MHS KINESIS N ESCON TAY MHSA	2	2.37	3.30	▲	5	2.71	3.41	▲
3060	3062	MHS VISTA CLINIC TAY MHSA	1	2.14	3.20	-	7	3.31	3.49	▲
	3066	MHS VISTA CLINIC ADULT MHSA	4	2.84	3.54	▲	35	3.48	3.61	▲
	3067	MHS VISTA CLINIC YTP FSP MHSA	NA	NA	NA	-	4	3.08	3.05	▼
3070	3073	MHS NORTH INLAND ADULT MHSA	NA	NA	NA	-	4	2.27	2.62	▲
3080	3083	MHS NORTH COASTAL ADULT MHSA	1	2.29	2.50	-	44	3.54	3.32	▲
3090	3091	CRF DOUGLAS YOUNG CLINIC MHSA	1	3.53	3.79	-	31	3.41	3.49	▲
3100	3101	CRF SOUTH BAY GUIDANCE CENTER A/OA MHSA	1	2.71	3.53	-	11	3.29	3.37	▲
	3104	CRF SOUTH BAY GUIDANCE CENTER TAY MHSA	2	2.59	3.67	▲	5	3.05	3.77	▲
	3105	CRF SB GUIDANCE FSP CM MHSA	NA	NA	NA	-	1	3.60	3.43	-
3110	3111	CRF A. CROWELL CENTER MHSA	NA	NA	NA	-	7	3.42	3.74	▲

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.

**IMR Scores by Program Sub-Unit during Fiscal Year  
2016-17 — Means for Assessments 1 and 2**

				NEW CLIENTS			ALL CLIENTS				
UNIT	SUB-UNIT	PROGRAM NAME	N	ASSESSMENT #			CHANGE	ASSESSMENT #			CHANGE
				1	2			N	1	2	
3150	3156	FHC LOGAN HEIGHTS CENTER MHSA	8	2.76	3.22	▲	24	2.95	3.13	▲	
3160	3161	SURVIVORS OF TORTURE (A) MHSA	15	3.04	3.34	▲	63	3.47	3.49	▲	
3180	3181	CRF MARIA SARDIÑAS WELLNESS & REC MHSA	NA	NA	NA	-	2	3.53	3.62	▲	
	3182	CRF MARIA SARDIÑAS WELLNESS & REC TAY MHSA	1	2.57	3.00	-	6	3.05	3.37	▲	
	3183	CRF MARIA SARDIÑAS WELLNESS & REC FSP CM MHSA	NA	NA	NA	-	3	3.55	3.53	▼	
3240	3241	CRF DOWNTOWN IMPACT FSP MHSA	2	1.93	3.00	▲	276	3.19	3.22	▲	
	3244	CRF DOWNTOWN IMPACT VIHP MHSA	NA	NA	NA	-	13	3.37	3.35	▼	
3250	3251	DEAF COMMUNITY SERVICES OP (A) MHSA	5	3.17	3.06	▼	14	2.91	3.28	▲	
3280	3281	TELECARE OLDER ADULT SBCM MHSA	2	2.93	3.17	▲	154	3.14	3.17	▲	
3310	3312	TELECARE GATEWAY TO RECOVERY FSP MHSA	NA	NA	NA	-	160	2.86	2.86	▶	
	3315	TELECARE PROJECT 25 FSP MHSA	NA	NA	NA	-	14	2.79	2.80	▲	
3330	3331	TELECARE LTC ACT FSP OP MHSA	NA	NA	NA	-	124	2.97	3.00	▲	
3350	3353	MHS NO COUNTY SB CM MHSA	2	2.97	4.10	▲	75	3.95	3.96	▲	
3360	3361	MHS NORTH STAR ACT FSP MHSA	NA	NA	NA	-	10	3.53	3.31	▼	
	3364	MHS NO STAR ACT FSP MHSA POFA	1	2.50	2.29	-	4	2.46	2.60	▲	
3400	3401	CRF IMPACT FSP MHSA	8	2.49	3.19	▲	196	3.26	3.22	▼	
3410	3411	MHS CENTER STAR ACT FSP MHSA	NA	NA	NA	-	2	3.83	3.40	▼	
	3413	MHS CENTER STAR FSP VIHP MHSA	NA	NA	NA	-	3	3.24	2.91	▼	
3480	3481	CRF ACT OLDER ADULT FSP MHSA	NA	NA	NA	-	96	3.40	3.21	▼	
	3482	CRF SR IMPACT FSP MHSA POFA	NA	NA	NA	-	1	3.14	3.20	-	
3960	3961	CRF CASA PACIFICA TRANS RES	NA	NA	NA	-	5	2.96	3.45	▲	
4110	4111	EXODUS CENTRAL AB109 MHSA	15	2.68	3.81	▲	45	3.06	3.83	▲	
4180	4181	UCSD CO-OCCURRING	6	2.52	3.38	▲	18	2.71	3.51	▲	
4190	4192	TELECARE PROPS SD AB109	6	2.47	3.07	▲	43	2.45	2.81	▲	
4200	4201	TELECARE MH COLLABOR CRT MHSA	NA	NA	NA	-	7	4.02	4.08	▲	
	4203	TELECARE MH COL CRT MHSA POFA	2	3.72	4.11	▲	7	3.26	3.78	▲	
4210	4211	TELECARE ASST OP TRMT MHSA	3	2.20	2.71	▲	4	2.15	2.62	▲	
4230	4231	SYHC CHALDEAN MID EST (A) MHSA	14	2.71	3.23	▲	86	3.43	3.62	▲	
4260	4261	PATHWAYS CATALYST FSP MHSA	1	2.87	3.08	-	36	3.05	2.99	▼	
	4264	PATHWAYS CATALYST FSP MHSA POFA	1	3.13	2.33	-	14	3.00	3.09	▲	
4270	4271	PWS KICKSTART (C/A) PEI MHSA	4	2.77	3.39	▲	28	3.25	3.48	▲	
7240	7241	SURVIVORS OF TORTURE (C) MHSA	3	3.41	3.55	▲	5	3.24	3.39	▲	

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.

## RMQ Scores by Program Sub-Unit during Fiscal Year 2016-17 — Means for Assessments 1 and 2

The mean RMQ scores presented in the table below for Assessments 1 and 2 represent the average of all item scores for each program sub-unit. For some programs, there was an insufficient number of valid assessment pairs for NEW clients (indicated below with “NA”). Increased scores were seen for clients in several programs, and six programs showed statistically significant increases in their clients’ scores. One program showed a significant decrease in their clients’ RMQ scores.

UNIT	SUB-UNIT	PROGRAM NAME	NEW CLIENTS				ALL CLIENTS			
			N	1	2	CHANGE	N	1	2	CHANGE
1110	1111	CO SOUTHEAST CLINIC (A)	NA	NA	NA	-	3	3.64	3.97	▲
1120	1121	CO NORTH CENTRAL CLINIC (A)	NA	NA	NA	-	6	3.97	4.02	▲
1130	1131	CO EAST COUNTY CLINIC (A)	NA	NA	NA	-	87	3.63	3.59	▼
1320	1321	CO MORENA TRADITIONAL CM	NA	NA	NA	-	29	3.89	3.98	▲
	1328	CO EAST STRENGTH BASED CM	NA	NA	NA	-	18	3.61	3.72	▲
3000	3002	UPAC MIDTOWN CENTER MHSA	2	3.68	3.02	▼	24	3.43	3.52	▲
	3003	UPAC MIDTOWN CENTER TAY MHSA	NA	NA	NA	-	1	3.88	4.00	-
3010	3011	UPAC EAST WIND ADULT MHSA	3	3.23	3.56	▲	26	3.60	3.71	▲
3020	3021	UCSD GIFFORD	4	2.82	3.11	▲	7	2.80	3.05	▲
	3024	UCSD GIFFORD ERMHS	NA	NA	NA	-	1	2.52	3.74	-
3030	3032	NHA PROJECT ENABLE MHSA	2	3.61	3.58	▼	62	3.52	3.56	▲
	3033	NHA PROJECT ENABLE TAY MHSA	1	3.58	3.57	-	4	3.56	3.71	▲
3040	3042	CRF HEARTLAND CENTER TAY MHSA	1	3.50	2.92	-	11	3.73	3.60	▼
	3043	CRF HEARTLAND CENTER (A/OA) MHSA	4	3.19	3.17	▼	55	3.39	3.40	▲
	3048	CRF HEARTLAND AB109	NA	NA	NA	-	1	4.29	3.21	-
3050	3051	MHS KINESIS N ESCONDIDO	NA	NA	NA	-	1	4.13	4.13	-
	3052	MHS KINESIS N ESCONDIDO MHSA	5	3.54	3.98	▲	64	3.66	3.71	▲
	3053	MHS KINESIS N FALLBROOK MHSA	1	3.78	3.83	-	12	3.83	3.63	▼
	3056	MHS KINESIS NORTH RAMONA/MHSA	1	2.71	3.71	-	18	3.17	3.42	▲
	3057	MHS KINESIS N ESCON TAY MHSA	3	2.79	3.13	▲	6	3.22	3.35	▲
3060	3062	MHS VISTA CLINIC TAY MHSA	1	2.38	3.48	-	3	3.06	3.49	▲
	3066	MHS VISTA CLINIC ADULT MHSA	2	2.70	3.46	▲	30	3.81	3.66	▼
	3067	MHS VISTA CLINIC YTP FSP MHSA	NA	NA	NA	-	4	3.57	3.50	▼
3070	3073	MHS NORTH INLAND ADULT MHSA	NA	NA	NA	-	5	3.31	3.30	▼
3080	3083	MHS NORTH COASTAL ADULT MHSA	NA	NA	NA	-	34	3.57	3.56	▼
3090	3091	CRF DOUGLAS YOUNG CLINIC MHSA	3	2.50	3.07	-	31	3.52	3.65	▲
	3093	CRF DOUGLAS YOUNG TAY MHSA	NA	NA	NA	-	1	3.33	3.21	-
3100	3101	CRF SOUTH BAY GUIDANCE CENTER A/OA MHSA	1	2.46	4.13	-	10	3.75	3.90	▲
	3104	CRF SOUTH BAY GUIDANCE CENTER TAY MHSA	2	3.46	3.63	▲	6	3.21	3.56	▲
	3105	CRF SB GUIDANCE FSP CM MHSA	NA	NA	NA	-	1	3.38	3.13	-

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.

## RMQ Scores by Program Sub-Unit during Fiscal Year 2016-17— Means for Assessments 1 and 2

UNIT	SUB-UNIT	PROGRAM NAME	NEW CLIENTS				ALL CLIENTS			
			N	ASSESSMENT #		CHANGE	N	ASSESSMENT #		CHANGE
				1	2			1	2	
3110	3111	CRF A. CROWELL CENTER MHSA	NA	NA	NA	-	22	3.72	3.62	▼
3150	3156	FHC LOGAN HEIGHTS CENTER MHSA	8	3.77	4.02	▲	23	3.60	3.69	▲
3160	3161	SURVIVORS OF TORTURE (A) MHSA	8	3.54	3.82	▲	44	3.33	3.33	▶
3180	3181	CRF MARIA SARDIÑAS WELLNESS & REC MHSA	NA	NA	NA	-	8	3.72	3.53	▼
	3188	CRF MARIA SARDIÑAS WELLNESS & REC AB109	NA	NA	NA	-	2	4.21	3.90	▼
3240	3241	CRF DOWNTOWN IMPACT FSP MHSA	3	4.51	4.25	▲	216	3.79	3.76	▼
	3244	CRF DOWNTOWN IMPACT VIHP MHSA	NA	NA	NA	-	6	3.55	3.88	▲
3250	3251	DEAF COMMUNITY SERVICES OP (A) MHSA	1	4.38	3.96	-	7	3.66	4.07	▲
3280	3281	TELECARE OLDER ADULT SBCM MHSA	1	2.88	2.75	-	83	3.61	3.59	▼
3310	3312	TELECARE GATEWAY TO RECOVERY FSP MHSA	NA	NA	NA	-	72	3.85	3.76	▼
	3315	TELECARE PROJECT 25 FSP MHSA	NA	NA	NA	-	10	3.59	3.75	▲
3330	3331	TELECARE LTC ACT FSP OP MHSA	NA	NA	NA	-	59	3.94	3.89	▼
3350	3353	MHS NO COUNTY SB CM MHSA	2	2.81	3.52	▲	55	3.99	4.12	▲
3360	3361	MHS NORTH STAR ACT FSP MHSA	NA	NA	NA	-	8	3.47	3.68	▲
	3364	MHS NO STAR ACT FSP MHSA POFA	1	2.35	2.48	-	5	3.35	3.12	▼
3400	3401	CRF IMPACT FSP MHSA	5	3.34	3.57	▲	161	3.67	3.72	▲
	3404	CRF IMPACT FSP MHSA POFA	NA	NA	NA	-	1	4.74	3.71	-
3410	3411	MHS CENTER STAR ACT FSP MHSA	NA	NA	NA	-	4	3.55	3.56	▲
	3413	MHS CENTER STAR FSP VIHP MHSA	NA	NA	NA	-	1	3.04	3.67	-
3480	3481	CRF ACT OLDER ADULT FSP MHSA	NA	NA	NA	-	58	3.73	3.70	▼
	3482	CRF SR IMPACT FSP MHSA POFA	NA	NA	NA	-	1	3.87	3.63	-
3960	3961	CRF CASA PACIFICA TRANS RES	NA	NA	NA	-	4	3.92	4.33	▲
4110	4111	EXODUS CENTRAL AB109 MHSA	15	3.51	4.02	▲	42	3.68	4.01	▲
4180	4181	UCSD CO-OCCURRING	3	3.10	3.50	▲	14	3.35	3.72	▲
4190	4192	TELECARE PROPS SD AB109	2	2.90	3.13	▲	10	3.21	3.58	▲
4200	4201	TELECARE MH COLLABOR CRT MHSA	NA	NA	NA	-	7	4.50	4.08	▼
	4203	TELECARE MH COL CRT MHSA POFA	2	3.33	3.63	▲	8	3.48	3.72	▲
4210	4211	TELECARE ASST OP TRMT MHSA	2	3.02	4.85	▲	5	3.44	4.17	▲
4230	4231	SYHC CHALDEAN MID EST (A) MHSA	1	3.35	4.17	-	4	3.57	4.00	▲
4260	4261	PATHWAYS CATALYST FSP MHSA	NA	NA	NA	-	21	3.83	3.75	▼
	4264	PATHWAYS CATALYST FSP MHSA POFA	NA	NA	NA	-	3	4.40	3.61	▼
4270	4271	PWS KICKSTART (C/A) PEI MHSA	4	3.36	3.47	▲	24	3.59	3.62	▲

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.