

The LACES Brief

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An update on the Los Angeles County Evaluation System, An Outcome Reporting Program

In the last few years, Los Angeles County has engaged in two process improvement projects. Process improvement involves a series of actions taken by owners or operators to improve business. These actions help the owner/operator to identify, analyze and improve existing processes within the organization in order to meet current or new goals. Previous LA County projects have demonstrated great improvements in access, engagement, and retention. In 2011, a third process improvement project termed the Los Angeles County Process Improvement and Technical Assistance (PITA) project commenced, focusing on improving 30-day engagement within a select group of Outpatient treatment providers. The PITA project coincided with the dissemination of the LA County Dashboards for Outpatient treatment programs. The Dashboards are individualized monthly and/or quarterly reports to contracted programs and include the current County-wide performance measures, the current County-wide performance standards, the current performance of the individual program, whether the program's performance meets/exceeds the performance standard, and what can be done to improve performance if the standards aren't met. During the PITA project, monthly Dashboards are used to measure whether process improvement efforts are working to improve engagement. Below are selected findings from the project in the aggregate.

Table 1: Average Performance by Quarter on Three County-wide Measures for PITA Participants

Performance Measure	Report QTR N	Averages for Fiscal Year by Quarter (%)				Performance Benchmarks (%)
		1st	2nd	3rd	4th	
Participants in Treatment at least 30 Days	130	66.4	68.6	87.0	---	80
Participants in Treatment at least 90 Days	70	51.8	51.6	48.6	---	65
Participants with Exit Interviews	102	38.2	37.6	44.0	---	50

Chart 1: Average Performance by Quarter on Three County-wide Measures for PITA Participants

