

Outcome Measures to Evaluate Peer Support Services

Mental Health Empowerment Project, Inc. September 12, 2018

What Do Outcomes Mean to You and Your Program?

- ▶ What outcomes do you currently Collect?
- ▶ Who collects them and how?
- ▶ How do you compile and document them?
- ▶ Will discuss outcome tools and how to use them



Our Working Definition of an Outcome

A measurable, quantifiable result or state of being that can be commonly understood and validated.

- ← Single number, like the status at one point in time, that can be consistently used to measure progress over time
- ← Continuously reported over time to measure the progress of program or participants
- ← Compared to some overall standard
- ← Can be Quantitative or Qualitative



Outcomes: Why do They Matter?

Outcomes answer Questions about how your program:

- ← How program performing in areas of interest?
- ← How Addressing goals?
- ← How participants doing, now and over time?
- ← What are we doing right and how might we improve our programs?



Outcomes Intro Continued

- ▶ 3 key levels of Outcomes we will discuss
 1. Participant: how are participants doing?
 2. **Peer Support: How well does Peer Support help our program participants?**
 3. Agency: how is our agency doing with its efforts to improve the lives of our members
- ▶ Key Issue: How do you involve people at all levels in this effort?



When to Measure Outcomes



- ▶ Should be done on days when you have enough people at your program
- ▶ Encourage team work for best results
- ▶ Be consistent in how you collect data

The Challenge of Measuring Outcomes

- ▶ Finding good instruments, especially to measure peer support
- ▶ Scoring them in a way that makes sense
- ▶ Keeping consistent over time
- ▶ Making them understandable to everyone across your agency



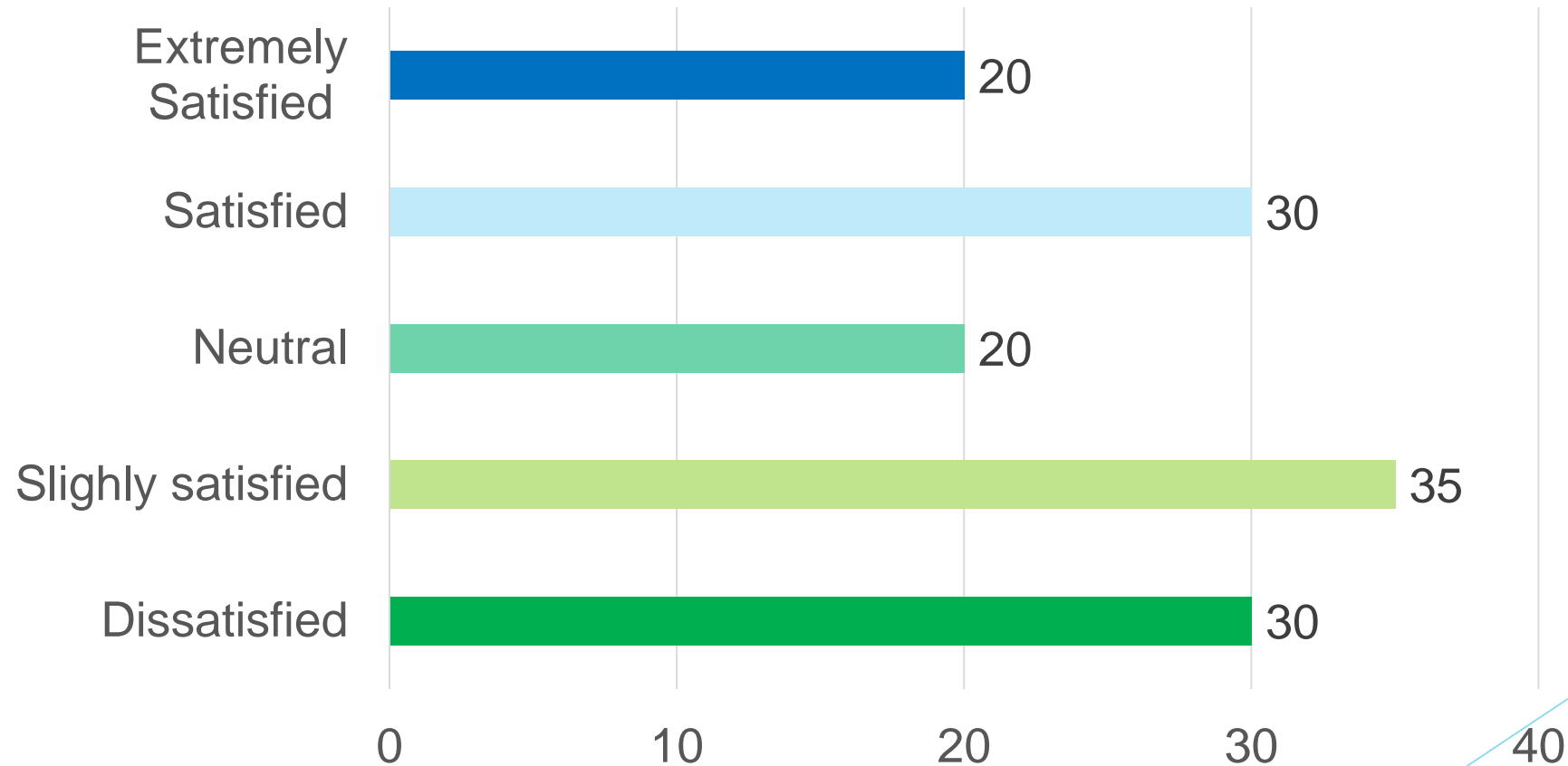
Outcome Exercise 1: Satisfaction with Life Scale:

Basic elements of an Outcome Instrument:

- ← Module: Satisfaction with life
- ← Measure description
- ← Scales (1-7 in this case)
- ← Clear questions and response categories, benchmarks
- ← Scoring instructions: highest score is 35

Scores for Test Group: Satisfaction Scale

Results Satisfaction with Life Scale Test n=135



Outcomes Toolbox: The Basics

- ▶ Surveys: pen and paper
- ▶ Structured Interviews
- ▶ Fidelity assessments



How to Choose an Outcome Assessment Tool

- ▶ Publicly available and benchmarked
- ▶ Clear directions for scoring
- ▶ How time and resource-intensive?
 - ▶ Pen and Paper-least intensive
 - ▶ Structured interviews-most time intensive
- ▶ Make it easy for people to participate!



Individual level Outcomes

What do you want to track?

- ▶ How are your participants doing on their personal journey?
- ▶ What are the areas you want to measure:
 - ▶ Well being/wellness
 - ▶ Social connectedness
 - ▶ Recovery status



Tools to Use for Individual Outcomes

The Recovery Assessment Scale-Revised (RAS-R)

- ← 24 items, 5 point scale, five domains
- ← Can be done in a group

Peer Outcomes Protocol (POP)

- ← Best practice measure from SAMHSA
- ← 7 Modules, mix of fill-ins and scales, demographics
- ← Done as an interview
- ← Very time intensive, best done at intake.

Suggested Outcome Approaches

- ▶ Identify survey to use, or modules within a larger survey
- ▶ Example: can use whole RAS or subscales within the POP such as Quality of Life Or Wellbeing
- ▶ Scoring: (RAS-R) see example
 - ▶ Subscales and Total Score (see handout)



Wrap up of Individual Outcomes

- ▶ Decide on instrument that works for you
- ▶ Use Excel to enter scores for each person.
- ▶ Be attentive to how the tool works best and stay consistent



Peer Support Outcomes

How do we measure the impact of Peer Support on our program and participants?


← Lack of tools to measure peer support

MHEP Draft Assessment: Peer Outcomes Tool

- ← The Five Domain Assessment (draft measure)
 - ← Recently developed
 - ← Uses questions tested across other validated survey instruments
 - ← Applies questions directly to peer support

Peer Support Tool continued

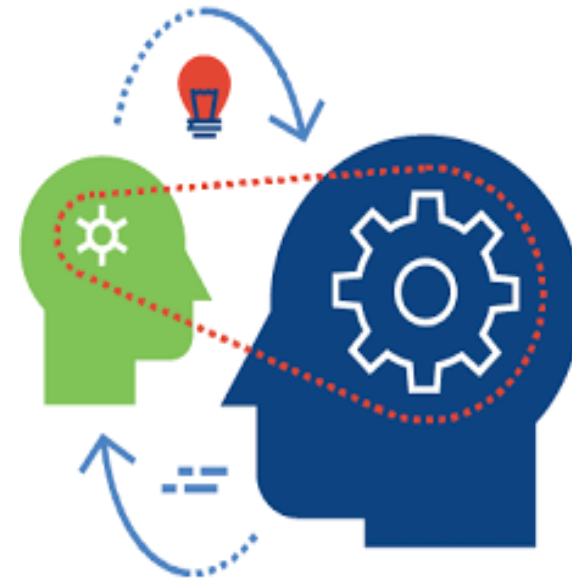
Five Domains



Wellness: 3 questions
Community inclusion: 6 questions
Education and Employment 3 questions
Social wellbeing/Person Centeredness 6 questions
Respectful Relationship 5 questions

Peer Outcomes Survey: Your Input?

- ▶ An opportunity to provide feedback on the survey.
- ▶ Scoring: Potential 120 points in 5 domains
- ▶ Use benchmarks as a guide: “Very good” to “needs substantial improvement”
- ▶ Try it out and let us know how it works!



Outcomes: Organizational level

How do you know your agency is delivering recovery-oriented peer support?

- ▶ Participant level
 - ▶ Participant satisfaction survey
 - ▶ Obtain feedback on how participants view whole agency
 - ▶ See Handouts for Person level (Recovery Self Assessment) 32 questions, scale 1-5.



Organizational Outcomes continued

▶ Organizational Self Assessments



▶ Survey to be done by all agency staff:

▶ **AACP ROSE** Recovery Oriented Services Evaluation



▶ 46 items, 4 point scale, very good directions for scoring

▶ Benchmarked: shows point values to assess level of recovery orientation from “Excellent” to “Needs Improvement”

▶ Highly recommended! Very good directions on scoring

Organizational Assessment Continued

Trauma-Informed Organizational Self-Assessment

Five Domains

- ▶ Supporting Staff Development- 29 items
- ▶ Creating a Safe and Supportive Environment -33 items
- ▶ Assessing and Planning Services- 26 items
- ▶ Involving Consumers-3 items
- ▶ Adapting Policies-9 items

Scoring: 5 point scale (with NA)

Organizational Outcome Tools 2: Fidelity Assessment

Evidence Based Practice endorsed by
SAMHSA

Defines the criteria (common ingredients) a program should fulfill in its structure, capacity, policies, and practices to meet evidence based practice standards



The Fidelity Assessment Common Ingredients Tool (FACIT)

SAMHSA-endorsed fidelity tool developed by consumers & researchers.

- ▶ To be used at Peer Support Programs to assess the implementation of evidence based practices
- ▶ Divided into 3 primary **Domains** and 5 **Common Ingredient** areas that assess Key areas of the Peer Support program
- ▶ See handouts for SAMHSA Evidence Based Practice toolkit for information on how to use the FACIT to evaluate your program

FACIT Scoring: Categories, Domains, Items

Structure

- 1. Operating Structure
- 2. Environment

→ 21 Items

Values

- 3. Belief Systems

→ 9 Items

Processes

- 4. Peer Support
- 5. Education
- 6. Advocacy

→ 16 Items

FACIT Scoring Continued

Each item in the FACIT has the following:

- ← DEFINITION -the ideal state for each practice when implemented
- ← Example “a sense of personal strength and efficacy, with self-direction and control over one’s life”
- ← Anchors (scores) statements that best describe the status of the item (4-5 statements)
- ← Evaluators choose one of the (4-5) and enters as score

Final Thoughts on Outcome

Evaluation.

- ▶ Outcome measurement is a challenge but many resources are available to help you succeed
- ▶ Start Small and build capacity with shorter, more directive surveys.
- ▶ Be collaborative: outcome assessment is a team effort.

Closing: Questions?

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