

System Dimension 2: Evaluation

Getting the Vision Right	A personal and system-level ongoing process that is simple, reliable, and consumer-driven, describing both formal and informal evaluation of an individual's progress toward quality of life and including their current hopes and dreams.	
What we want to build is a system where...	<ul style="list-style-type: none"> • Primary consumer outcomes identified for each service are measurable and observable (e.g., number of crises, percentage of people employed) • Consumer and family measures of satisfaction are included in system evaluation. • Recovery is evaluated both for the system and the individual; evaluation is aligned with MDCH recovery and satisfaction measurement(s) and CARF accreditation requirements; and in addition promotes local evaluation. • High quality data is generated which yields information that is reliable, accurate, valid, complete and drives decision-making. • Personal accounts and recovery successes/challenges are included in the assessment of an individual's progress toward quality of life. • Hope is evaluated (i.e., Hope Scales). 	
Action Steps	Leads	Timelines
Develop a recovery evaluation plan and methodologies which are coordinated with MDCH outcome measurement initiatives and considers working with outside consultant(s), including: <ul style="list-style-type: none"> • Develop measures for individual consumers, individual practitioners, and organizations. • Develop measures that include baseline and ongoing measurement. • Link the measures to governance Ends policy. • Develop toolkit for the evaluation of programs to determine the degree to which programs reflect recovery values, practices and outcomes (program plans). • Train stakeholders including consumers, family, provider/staff in the use of tools used in evaluation. • Develop a plan to share information with intended recipients. 	Dave Branding, Recovery Council	Complete recovery evaluation plan including bullet points by 7/1/08.
Adopt and utilize information from a single application for services across our service area that promotes Ends evaluation.	Greg, Val, Mary, Barb, Dave Branding, Keith Huggett	1/1/08
Develop electronic data capacity to support recovery evaluation plan.	Keith Huggett, Dave Branding	7/1/08
Who should be involved	Dave Branding, Recovery Council, consumer and family participation, Information Systems staff, other providers/staff, MDCH	
Barriers	Time and resources	