

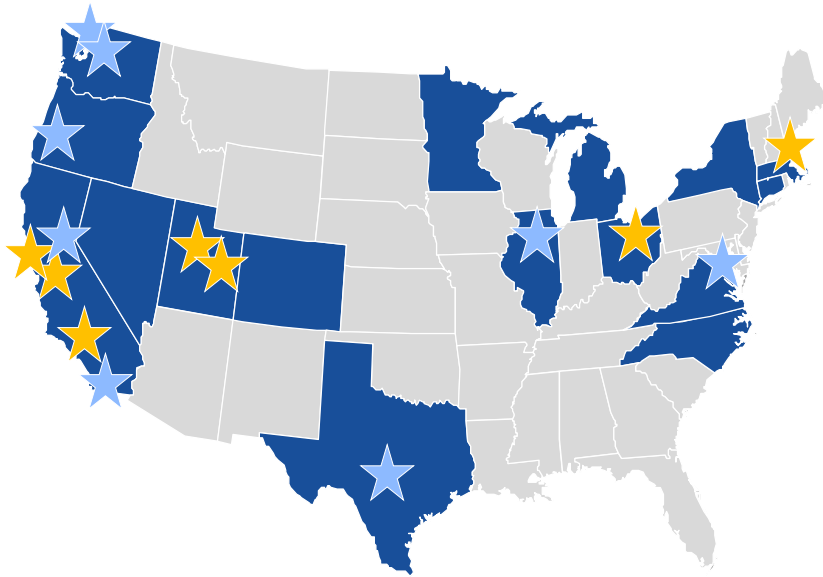
Transitioning to Outcomes Oriented Service Delivery

August 11, 2017

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- Provide an introduction to outcomes oriented service delivery
 - Showcase examples of outcomes oriented mental health contracting
 - Outline how outcomes oriented service delivery may help drive enhanced mental health outcomes in LA County

Third Sector is a non-profit advisory firm that partners with providers & governments to develop outcomes-oriented social service contracts

Third Sector's work across the United States



40+

Consulting Engagements
Community-level changes
to improve societal outcomes

8

Outcomes Contracts in Development
Actively negotiating outcomes-based
contracts & building necessary systems

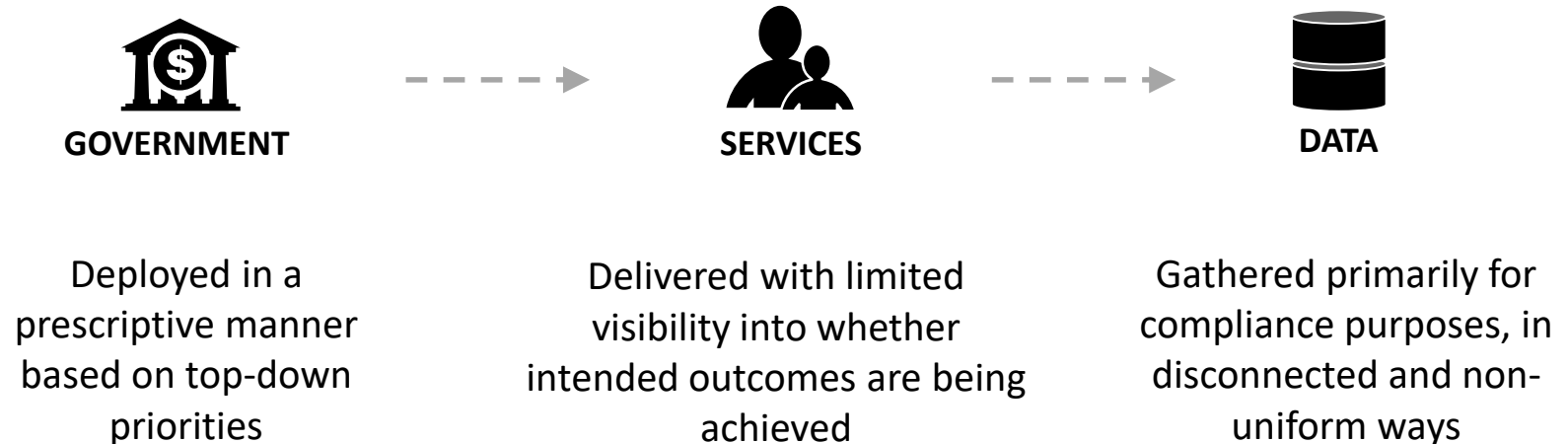
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Launched Outcomes Contracts
Self sustaining efforts
with outcomes focused contracts tied
to government end-payments

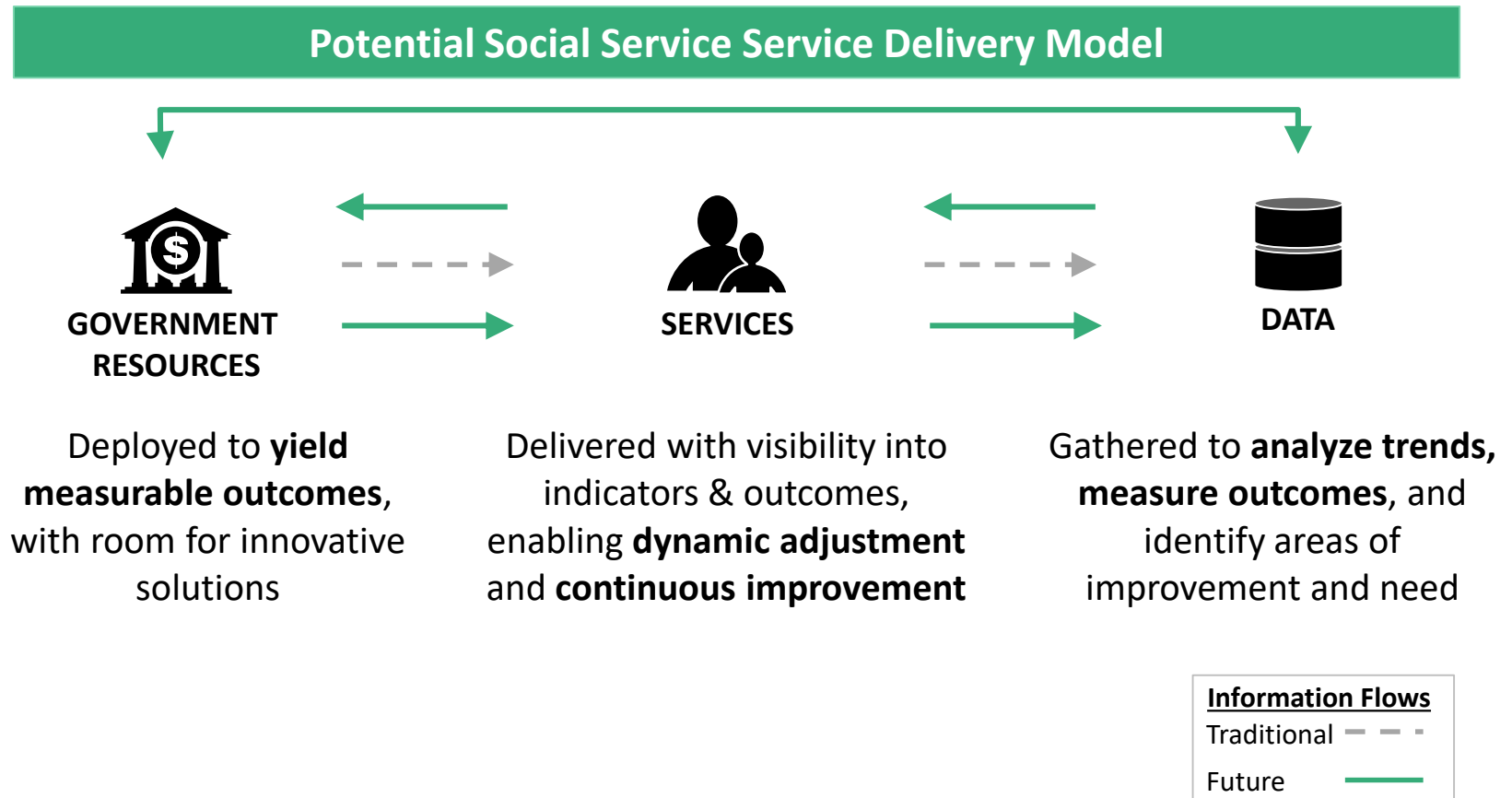
Since 2011, Third Sector has supported outcomes-oriented work in 40+ communities & driven over \$100M in public funding to new outcomes-oriented social service contracts

Traditional contracting models lead to one-way flows of information that inhibit the ability of providers and government to improve lives together

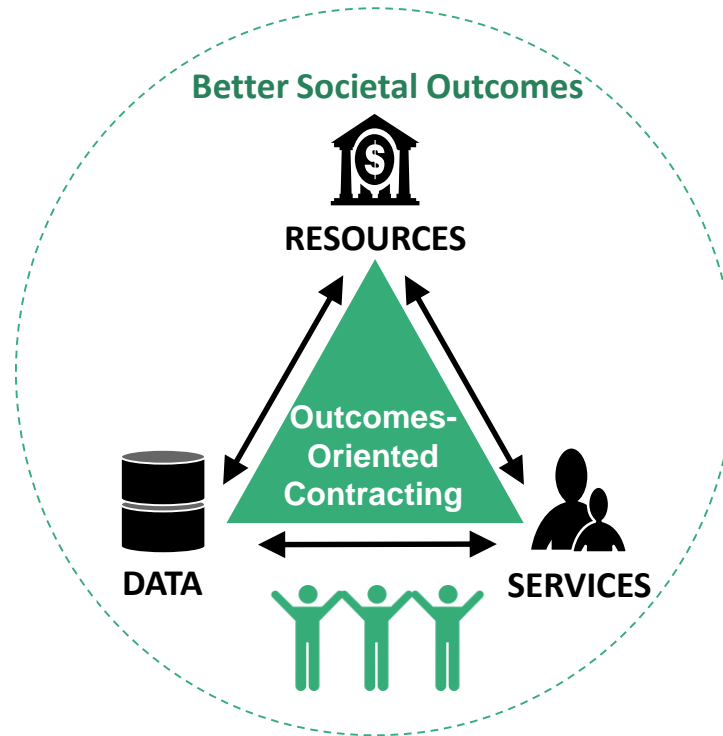
Traditional Social Sector Service Delivery Model



New performance feedback loops can align incentives to achieve better social outcomes

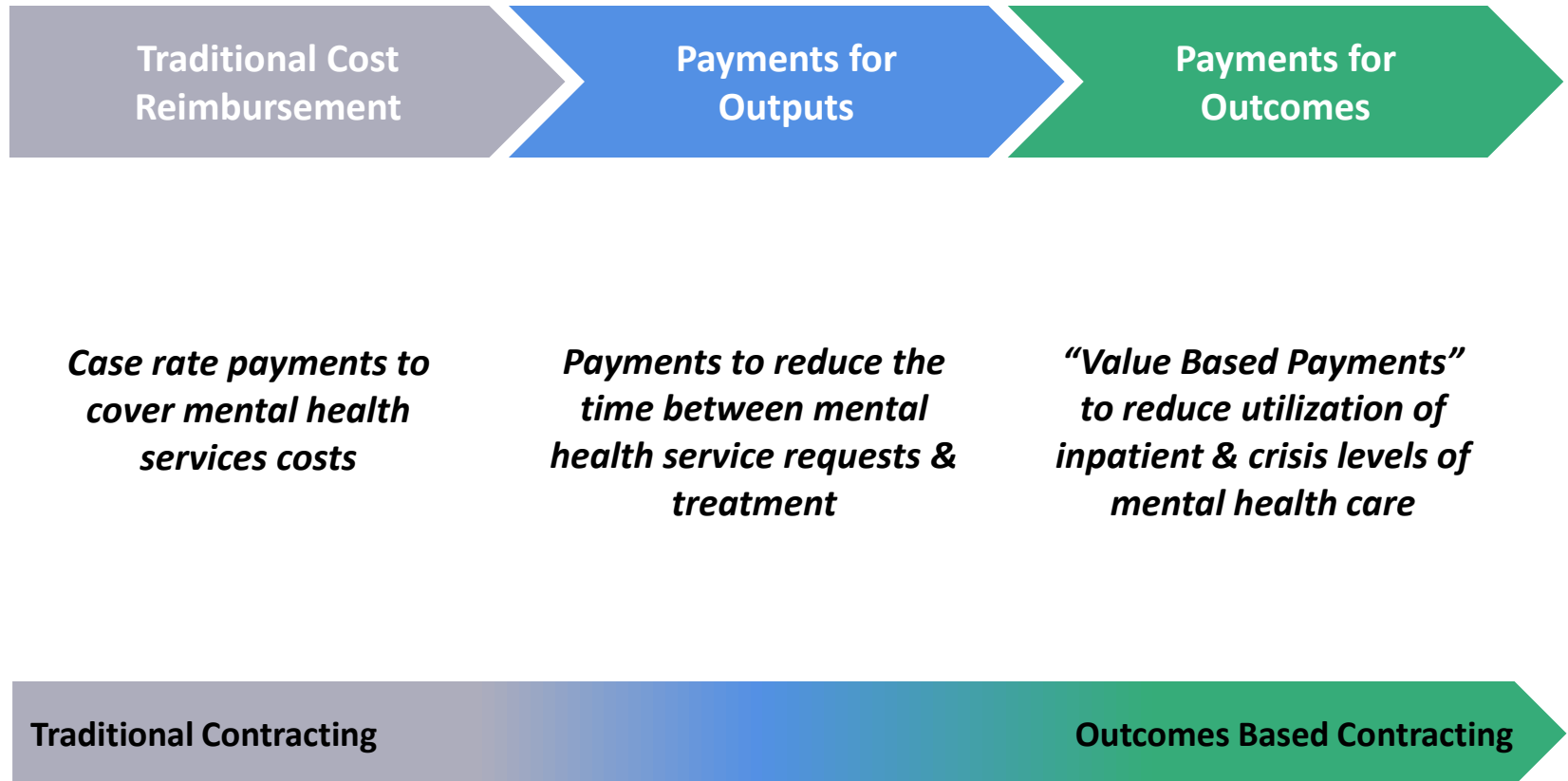


Data informed performance feedback loops support provider learnings and service improvements to measurably improve lives



Paying for outcomes is part of a continuum of flexible contracting options for mental health services

Mental Health Contracting Options: A Range of Possibilities



So how do providers and government develop outcomes oriented contracts together?

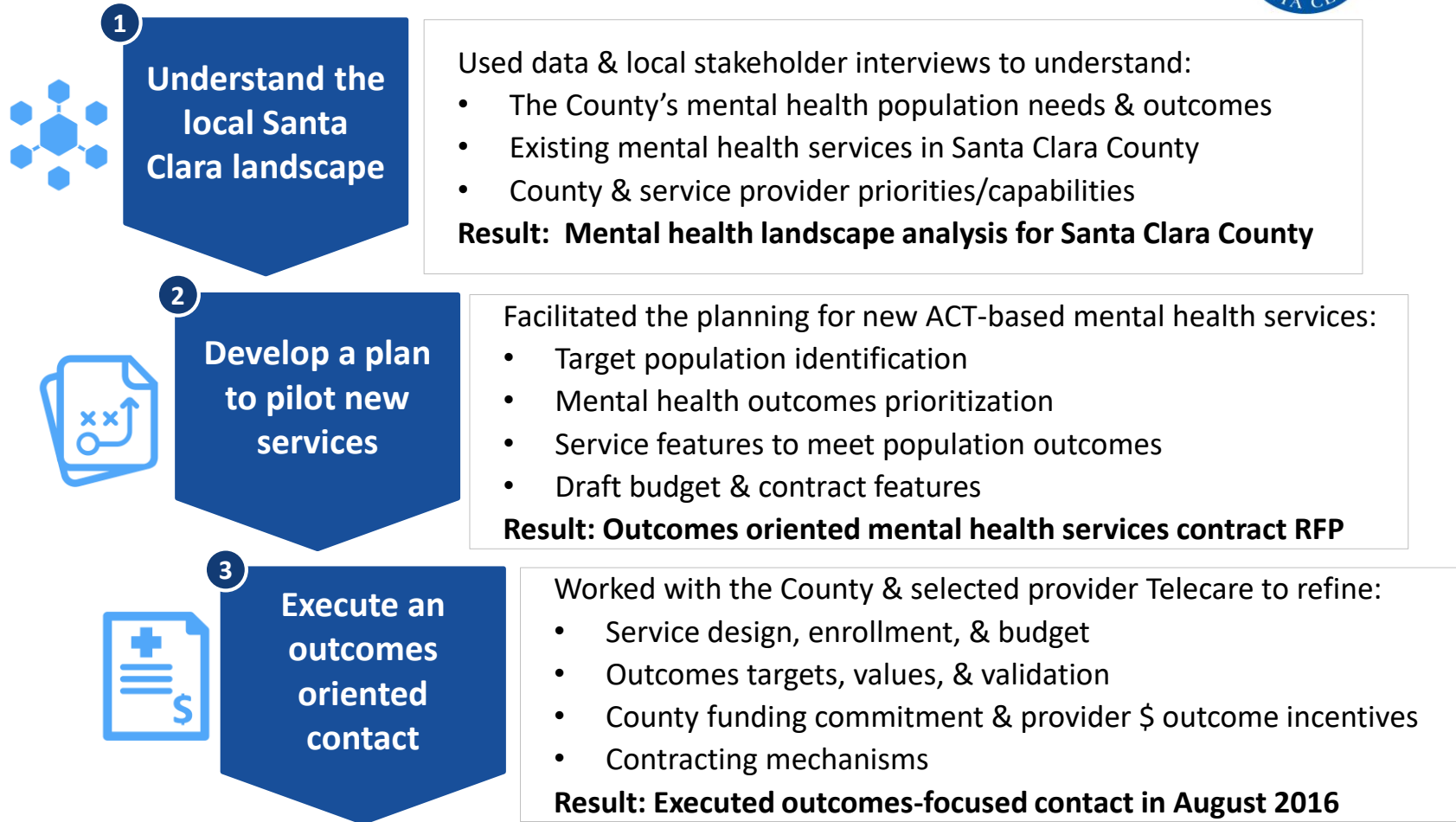
Process and questions for developing outcomes-oriented contracts together



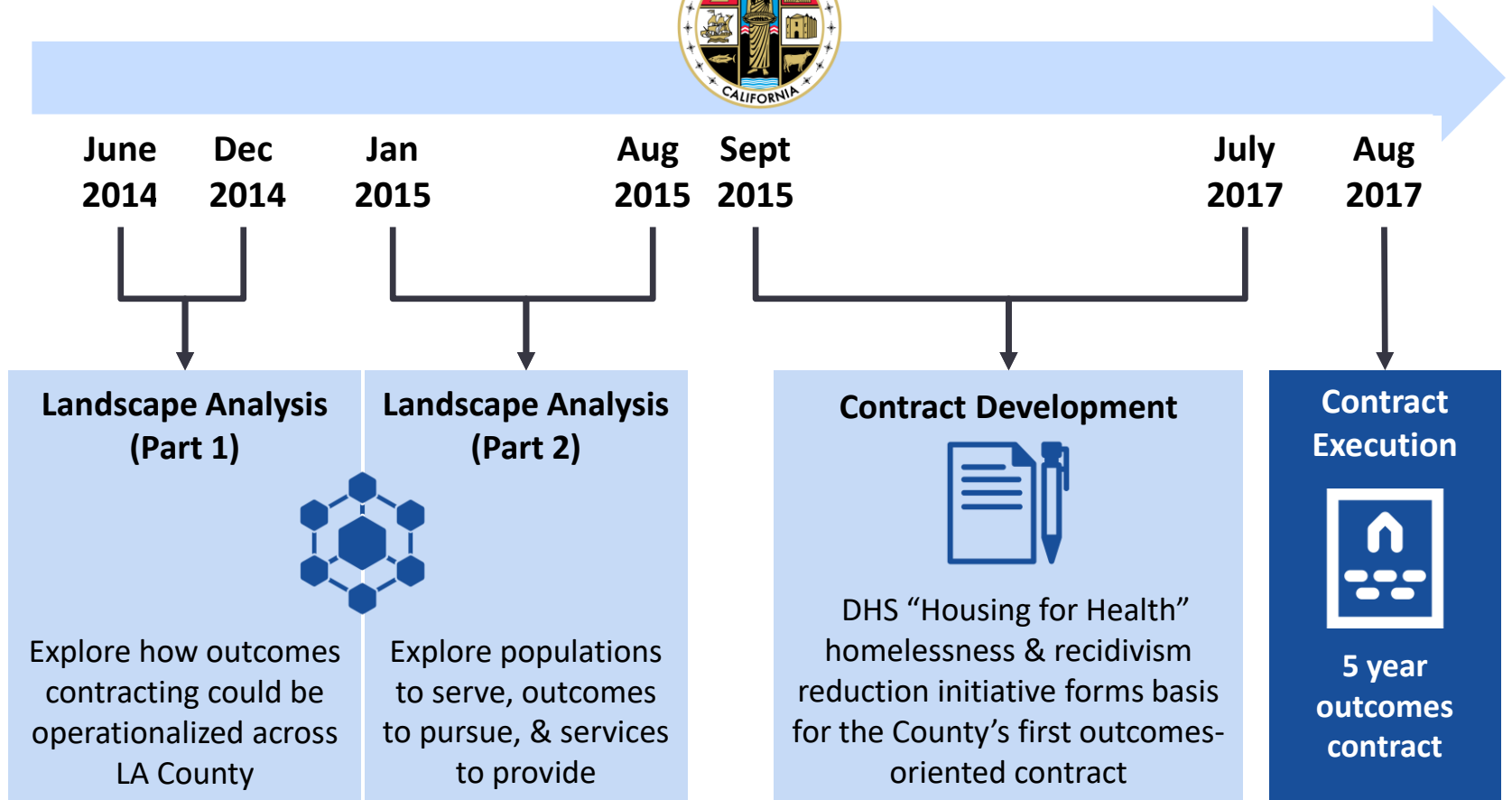
In 2016, Santa Clara County executed an outcomes oriented mental health contract to serve those most in need



Santa Clara County's Process



Los Angeles County has been moving towards outcomes oriented contracting since 2014 and will soon execute its first contract with DHS



A shift towards outcomes oriented contracting in LA County may benefit Providers, the County, and above all mental health populations in need



- 1 Client centric approach**
- 2 Focus on outcomes that drive “whole-person” social impact**
- 3 Incentives for serving the most in need and achieving outcomes**
- 4 On-going data feedback loop to assist Providers in achieving outcomes**
- 5 County-Provider thought partnership on service delivery and outcomes**

Contact us



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