



Introduction to the ACT and FACT Client Outcome Assessment Battery (COAB)

ACT and FACT Client Outcome Assessment Battery (COAB): Nuts & Bolts

What:

- A set of outcome measures that capture key aspects of client wellbeing and functioning
- Includes 6 required measures and 1 optional measure

Who:

- The COAB is completed with each client served by an ACT or FACT team
- Providers on the ACT or FACT team are responsible for administering the COAB

When:

- For each client, the COAB is completed at ACT or FACT enrollment, every 6 months after enrollment, and at discharge

Why Collect Standardized Outcome Measures?

- The ultimate goal of ACT and FACT implementation is to improve clients' lives in real and meaningful ways
- Standardized assessment tools allow us to measure these impacts in valid and reliable ways



ACT and FACT

Client Outcome Domains



Client
demographics



Housing
status



Justice system &
legal involvement



Productive roles
& meaningful
activities



Quality of life
& recovery



Mood & psychotic
symptoms



Daily functioning
& engagement
in services

ACT and FACT

Client Outcome Measures

Domains	Measures
Quality of Life & Recovery	• Illness Management and Recovery Scale (IMR) • Global Quality of Life Item (QOL-1)
Mood & Psychotic Symptoms	• COMPASS-10
Functioning & Service Engagement	• Role Functioning Scale (RFS) • Service Engagement Scale (SES)
Client Demographics, Housing Status, Justice Involvement, and Productive Roles & Meaningful Activities	• Client Status Form

Optional: Questionnaire about the Process of Recovery (QPR)

Learn more by taking our asynchronous trainings!

The following trainings for providers are available in our Learning Center at learn.pmhp.org.



How to administer the COAB measures:

*Completing ACT and FACT
Member Outcome Measures:
Foundational Skills for Providers*



How to complete the COAB using paper forms:

*Paper Client Outcome
Assessment Battery (COAB)
Orientation*



How to enter data from the COAB into Excel:

*Client Outcome Assessment
Battery (COAB) Data Shell
Orientation*