

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

Program Performance Measures ¹	Date Reported
I. AVAILABILITY OF COMMUNITY BASED SERVICES	
<p>1. For each County (geographically)², report on each of the following behavioral health services based on most recent month:</p> <ul style="list-style-type: none"> a. # of individual mobile crisis teams b. # of walk-in crisis centers c. # of community crisis beds d. # of short-term crisis stabilization beds e. # of subacute beds f. Other crisis services not listed above (specifically identified) g. g.i. # of regional acute care psychiatric hospitals and g.ii. the number of beds available in each h. h.i. # of state hospitals and h.ii. the number of beds available in each 	<p>Biannually unless identified as annually. Annual metrics due in January.</p>

¹ Certain terms used for performance measurement are defined in the attached Data Dictionary

² Throughout this matrix, the term “county” or “by county” is to mean the actual geographic boundaries of each Oregon county to include any reporting by the CCO(s) within that county and the community mental health provider, including any services provided by the County government.

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

Program Performance Measures ¹	Date Reported
<ul style="list-style-type: none"> i. # of Assertive Community Treatment (ACT) teams j. <ul style="list-style-type: none"> j.i. # of individuals served by ACT; and j.ii. # of individuals with SPMI served by ACT j.iii. # of individuals served by each ACT Team (annually); and j.iv. # of individuals with SPMI served by each ACT Team (annually) k. <ul style="list-style-type: none"> k.i. # of Case Management worker FTEs and k.ii. average caseload; and k.iii. the number of individuals with SPMI served l. # of registered Peer Support Specialists m. # of individuals with SPMI provided with supported employment services n. # of individuals, regardless of diagnosis, served by EASA o. # of <u>individual</u> supported housing beds available, using definition provided by USDOJ for supported housing p. # of <u>individual</u> supportive housing beds available, using SAMSHA definition for supportive housing 	
<p>2. By County, ability to provide access to behavioral health services in a community setting as measured by % of adults with SPMI who received their first routine behavioral health services with 14 days of their initial assessment.</p>	Quarterly

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

Program Performance Measures ¹	Date Reported
II. UTILIZATION OF COMMUNITY BASED SERVICES	
<p>3. Ability to effectively manage behavioral health crises in a community setting, by County:</p> <ul style="list-style-type: none"> a. Count of services per 1000 adults for each of the following services during the quarter: <ul style="list-style-type: none"> a.i. Emergency department visits for adults with SPMI (primary diagnosis) a.ii. Number of crisis calls a.iii. # of individuals with SPMI receiving mobile crisis services a.iv. # of individuals with SPMI receiving walk-in crisis services a.v. # of individuals with SPMI receiving community crisis bed services a.vi. # of individuals with SPMI receiving short-term crisis stabilization services a.vii. # of individuals with SPMI receiving subacute services b. # of inpatient hospital admits for adults with SPMI during the quarter (to regional acute care psychiatric hospitals and to state hospitals by commitment type) c. % of adults with SPMI (and/or their family) that report positively about the system response to a behavioral health crisis event (annually) d. % of adults with SPMI who have a behavioral health crisis event who also had a crisis intervention plan (annually) e. % of care plans for adults with SPMI that include a current crisis intervention plan (annually) 	<p>Quarterly unless identified as annually.</p> <p>Annual items are reported in January of each year.</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>4. Ability to provide access to behavioral health services in a community setting by County as measured by:</p> <ul style="list-style-type: none"> a. services per 1000 adults during the quarter for each of the following behavioral health services: <ul style="list-style-type: none"> a.i. Assertive community treatment (ACT) a.ii. Case management (in office and out of office reported separately) a.iii. Peer support a.iv. Supported employment a.v. Psych-ed and living skills training 	<p>Quarterly</p>
<p>5. Report of state-wide and by County the # of individuals with SPMI served including the count of individuals served by race and ethnicity.</p>	<p>Quarterly</p>
<p align="center">III. RESIDENTIAL SETTING AND COMMUNITY HOUSING</p>	
<p>6. Ability to provide access to adequate housing in the community by County of residence as measured by:</p> <ul style="list-style-type: none"> a. # of adults with SPMI (specified by forensic and non-forensic) who reside in each of the following settings: <ul style="list-style-type: none"> a.i. Other housing (snapshot on the last day of the reporting period) a.ii. Supported housing, using USDOJ definition (snapshot on the last day of the reporting period) a.iii. Supportive housing, using SAMSHA definition (or subset of SAMSHA definition) (snapshot on the last day of the reporting period) a.iv. Adult Foster Home (average daily population during reporting period) a.v. Licensed Residential Setting (includes Residential Treatment Home, Residential Treatment Facility and Secure Residential Treatment Facility) (average daily population during 	<p>Biannually</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>reporting period)</p> <ul style="list-style-type: none">a.vi. State hospitals – forensic (average daily population during reporting period to include GEI and Aid/Assist categories)a.vii. State hospitals – civil (average daily population during reporting period)a.viii. State hospitals – other (average daily population during reporting period) <p>b. % of the total # of adults with SPMI who resided in each of the following settings (using snapshot and ADP numbers from previous item):</p> <ul style="list-style-type: none">b.i. Other housingb.ii. Supported housing, using USDOJ definitionb.iii. Supportive housing, using SAMSHA definition (or subset of SAMSHA definition)b.iv. Adult Foster Homeb.v. Licensed residential setting (includes Residential Treatment Home, Residential Treatment Facility and Secure Residential Treatment Facility)b.vi. State hospitals – forensic (inclusive of GEI and Aid/Assist categories)b.vii. State hospitals – civilb.viii. State hospitals – other <p>c. # of adults with SPMI who were discharged from a state hospital to</p> <ul style="list-style-type: none">c.i. supported housingc.ii. supportive housingc.iii. private residence. <p>d. Quarterly update regarding the availability of data through the Measures and Outcomes Tracking System (MOTS) (Once MOTS is able to produce reliable and accurate data, this metric will be changed to: % of SPMI who have lived in supported/supportive housing for 90 consecutive days. This metric will be due biannually like the other metrics in this section)</p>	
---	--

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

IV. OTHER PROGRAM OUTCOME MEASURES	
<p>7. Ability to maintain adults with SPMI in less restrictive settings in the community as measured by:</p> <ul style="list-style-type: none"> a. a.i. % of adults with SPMI who had a follow-up visit with a healthcare provider after discharge from acute care hospitalization for mental illness within 7 days; and a.ii. within 30 days b. # of adults with SPMI who are referred to a state hospital during the quarter c. # of adults with SPMI who are admitted to a state hospital during the quarter d. Average and Median length of stay (in days) for adults with SPMI in each of the following settings: <ul style="list-style-type: none"> d.i. State hospital – forensic – GEI d.ii. State hospital – forensic – Aid & Assist d.iii. State hospital - civil d.iv. Regional acute care psychiatric hospitals d.v. Adult Foster Home d.vi. Licensed residential setting (includes Residential Treatment Home, Residential Treatment Facility and Secure Residential Treatment Facility) e. Count of admissions per 1000 adults in each of the following settings: <ul style="list-style-type: none"> e.i. State hospital – forensic – GEI e.ii. State hospital – forensic – Aid & Assist e.iii. State hospital – civil e.iv. Regional acute care psychiatric hospitals e.v. Adult Foster Home (AFH) 	Quarterly

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>e.vi. Licensed residential setting (includes Residential Treatment Home, Residential Treatment Facility and Secure Residential Treatment Facility)</p> <p>f. % of readmission within 30 days and within 180 days of discharge for adults with SPMI in each of the following settings</p> <p>f.i. State hospital – forensic – GEI. Discharge from the state hospital and readmitted to either the state hospital or acute care hospital.</p> <p>f.ii. State hospital – forensic – Aid & Assist. Discharge from the state hospital and readmitted to either the state hospital or acute care hospital.</p> <p>f.iii. State hospital – civil. Discharge from the state hospital and readmitted to either the state hospital or acute care hospital.</p> <p>f.iv. Regional acute care psychiatric hospitals</p> <p>f.v. Adult Foster Home (AFH)</p> <p>f.vi. Licensed residential setting (includes Residential Treatment Home, Residential Treatment Facility and Secure Residential Treatment Facility)</p>	
<p>8. % of adults with SPMI who have had a PCP visit within the past 12 months</p>	<p>Quarterly</p>
<p>9. % of individuals seen by physical health care provider who received an SBIRT (screening brief intervention referral to treatment)</p>	<p>Annually (first report July 2014 for calendar year 2013)</p>
<p>10. % of individuals seen by physical health care provider who were screened for depression</p>	<p>Annually (first report July 2014 for calendar year 2013)</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>11. % of adults with SPMI who:</p> <ul style="list-style-type: none"> a. Are employed b. Have abstained from drug/alcohol use c. Had a criminal justice event (jail, arrest, other interactions with law enforcement, etc.) d. Had a homeless event 	<p>Annually (January of each year)</p>
<p>12. % of adults with SPMI reporting positively about:</p> <ul style="list-style-type: none"> a. Their living environment b. Their opportunity to improve their housing situation (e.g., supported housing) c. Ability to access community-based behavioral health services d. Outcomes (i.e., perception of care) e. Improved level of functioning f. Service quality and appropriateness g. Social connectedness 	<p>Annually (January of each year)</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>13. % of adults receiving mental health services who filed or reported complaints related to:</p> <ul style="list-style-type: none"> a. Quality of care (substantiated and unsubstantiated) b. Access and availability to services c. Effectiveness/appropriateness of services 	<p>Quarterly</p>
<p>V. FUNDING OF COMMUNITY BASED SERVICES</p>	
<p>14. AMH will provide state hospital budgets and Adult MH service budgets for each CMHP and State direct contract.</p>	<p>Biennially</p>
<p>15. Medicaid dollars spent on services to individuals with SPMI per all individuals with SPMI served during six a month period for each of the following services:</p> <ul style="list-style-type: none"> a. ACT b. Case Management <ul style="list-style-type: none"> b.i. In office b.ii. Out of office c. Peer supported services d. Adult Foster Home e. Licensed residential setting (includes Residential Treatment Home, Residential Treatment Facility 	<p>Biannually</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>and Secure Residential Treatment Facility)</p> <p>f. Regional Acute Care Psychiatric Hospital</p> <p>g. Other services not described above</p>	
VI. QUALITY MANAGEMENT SYSTEM	
<p>16. Conduct assessment of current Quality Assessment and Performance Improvement (QAPI) program and develop a plan for establishment of a QAPI program that integrates behavioral health and physical health at the state and individual CCO level. For the CCOs this includes development of contractual requirements related to QAPI.</p>	<p>October 15, 2014</p>
<p>17. Establishment of integrated QAPI structure (committee, staff) at state and individual CCO that includes expertise in the delivery of care to adults with SPMI.</p>	<p>July 1, 2014</p>
<p>18. Identification of Performance Improvement Projects (PIPs) that seek improvement in at least one of the identified areas of poor performance in the behavioral health system for adults with SPMI.</p>	<p>Annually</p>
<p>19. QAPI programs at the state and CCO level:</p> <p>a. Are successfully implemented and meet contractual requirements</p> <p>b. Are able to demonstrate the operation of an effective system for continuous quality improvement (identification of areas for improvement, implementation of interventions, and improved outcomes)</p>	<p>October 15, 2014</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

<p>20. Development and implementation of comprehensive data system (data warehouse) that allows for analysis of encounter/claims and client demographic/clinical data and monitoring of care delivered to adults with SPMI at level of individual client, individual provider, individual CCO and overall system of care.</p>	<p>October 15, 2014</p>
<p>21. Development of management reports and dashboards that monitor system performance for adults with SPMI.</p>	<p>July 1, 2014</p>
<p>22. The statewide comprehensive data system:</p> <ul style="list-style-type: none"> a. Includes accurate and timely encounter/claims/and client demographic/clinical data for adults with SPMI b. Generates key management reports including dashboards with program outcome scores (statewide and at individual CCO level). 	<p>October 15, 2014</p>
<p>23. The individual CCOs have methods that are able to:</p> <ul style="list-style-type: none"> a. Identify adults with SPMI who are high-risk (high need) and would benefit from intensive services b. Generate key QAPI-related management reports, including those that are submitted to the State 	<p>October 15, 2014</p>

**Oregon Health Authority and United States Department of Justice (USDOJ) Performance Matrix
OHA/USDOJ Agreement 07/30/2014**

VII. WORK PLANS	
WP1. OHA will work with the CCOs and CMHPs to develop a comprehensive approach to the establishment of agreements between MH providers and law enforcement agencies.	Plan July 2014 Implementation January 2015
WP2. Create a plan that identifies a reliable process for obtaining information about difficulties in obtaining behavioral health services for CCO members with SPMI based on referrals from physical health providers.	July 2014 Implementation January 2015
WP3. Work plan by State to address quality control and standardization of County Crisis Hotline system	July 1, 2014
WP4. Work plan by State to address ACT service distribution throughout state.	October 2014
WP5. AMH will work with the Center of Excellence to develop a plan for collecting the number of individuals with SPMI who were referred for ACT services but were denied and the reason for the denial.	October 2014
WP6. Work plan by State to: WP6.i. Identify the standards used by the mobile crisis teams and WP6.ii. Determine what the standards should be.	January 2015
WP 7. Workplan by State to address the drop off center issue raised in the Portland Police Bureau investigation.	January 2015