



Comprehensive Behavioral Health Plan Evaluation Criteria and Guidance Document Crosswalk

This crosswalk document was developed to support CCOs in meeting compliance for their Comprehensive Behavioral Health Plan (CBHP). The 2021 contract language states that CBHPs are to be reviewed and approved by OHA. Due to the delinquency of the CBHPs being returned to the CCOs to address feedback and missing requirements, it is intended for 2022 progress report to address low scores from the original evaluation, and address progress on the CCOs three identified improvement projects. The provided crosswalk will support CCOs in meeting the approval requirements for year-one of the CBHP.

The crosswalk indicates which part of the Evaluation Criteria questions are associated with the Progress Report Guidance bullets points. This is being provided so the CCOs are able to indicate in the evaluation sheet to be returned to OHA for review which parts of the Progress Report references the Evaluation Criteria. The numbers in the Criteria Crosswalk column are associated with the bullets in the Annual CBHP Progress Report Guidance document, but only identify the first seven bullets, as indicated below. The eighth bullet in the Progress Report Guidance only needs to be addressed if a project is being replaced (please see the Guidance for Comprehensive Behavioral Health Plan & Progress Report for additional information for replaced projects).

- 1) Description of involved partners, including the CCO, and their associated role and level of involvement in the project
- 2) Project management activities utilized to implement the improvement project
- 3) Any OHA technical assistance utilized and how the assistance impacted the project
- 4) Progress made to date, including any adjusted timelines
- 5) Challenges and barriers during the process and strategies used to address them, and the level of impact
- 6) Describe areas that were successful or indicated significant improvements
- 7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines

The questions in the Suggested OHA Tips column are provided only as guidelines to assist CCOs in writing the progress reports. The questions do not have to be answered in the progress report unless the CCO finds them useful in meeting the criteria.

For CBHP questions or to schedule technical assistance, please contact: Nicholas Lervick at Nicholas.Lervick@dhsosha.state.or.us

EVALUATION CRITERIA		Criteria Crosswalk from the Guidance Document	Suggested OHA Tips/Ideas to address criteria
	Environmental Scan		
1	Did the CCO demonstrate continued progress towards identifying and describing the behavioral health needs and social determinants of health of the community within the service area?	(4) Progress made to date, including any adjusted timelines (5) Challenges and barriers during the process and strategies used to address them, and the level of impact (6) Description of areas that were successful or indicated significant improvements (7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines	Does the improvement project identify continued progress in addressing behavioral health needs and social determinants? What has happened over the past year? What are some hopes, challenges, and barriers? Next steps in removing barriers or addressing barriers in the CCO service area as it relates to behavioral health needs and social determinants? Any supporting documents/attachments that can be included to address this criterion?
2	Did the CCO include data and service-area trends identifying progress towards the community's behavioral health needs and social determinants of health?	(2) Project management activities utilized to implement the improvement project (4) Progress made to date, including any adjusted timelines (6) Description of areas that were successful or indicated significant improvements	Show data on the improvement projects. Any new data? Any updated data from last year? Any trends from last year? This can be attachments.
3	Did the CCO describe progress in identifying and describing the community's behavioral health needs for the populations represented in section 1.1 of the guidance document?	(3) Any OHA technical assistance utilized and how the assistance impacted the project (4) Progress made to date, including any adjusted timelines (5) Challenges and barriers during the process and strategies used to address them, and the level of impact (6) Description of areas that were successful or indicated significant improvements	Do the needs continue to be the same as last year for the populations in 1.1 for the CCO's improvement projects? Did new needs arise? Describe the changes. What is working well to address the CCO's service area population needs? What is hindering meeting their needs? What are next creative steps to meet those needs?
4	Did the CCO demonstrate continuous progress towards the engagement with community partners during the Environmental Scan?	(1) Description of involved partners, including the CCO, and their associated role and level of involvement in the project (3) Any OHA technical assistance utilized and how the assistance impacted the project	How did the CCO engage and work with community partners on the improvement projects? Do prior engagements from last year continue to work well? Have the CCOs built out the network and bring in more community partners? How are these relationships going?

		<p>(4) Progress made to date, including any adjusted timelines</p> <p>(6) Description of areas that were successful or indicated significant improvements</p>	<p>What is the CCO and community partners focusing on and how is the COO going to move forward?</p> <p>How is the CCO and community partners addressing challenges being faced?</p>
5	Did the CCO determine continued progress in the level of use and impact decisions may have on the community and stakeholders?	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines</p>	How did the CCO determine what community partners, members, and stakeholders to engage for project improvement? What considerations were made on how this could impact the community and other stakeholders?
6	Did the CCO demonstrate and describe continued progress in the behavioral health system in the CCO's Service Area?	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines</p>	What great strides has the CCO service area made in the behavioral health system regarding the three (3) improvement projects? Is there something new the CCO would like to share about the behavioral health system? Challenges?
Critical Areas of Concern			
7	Did the CCO demonstrate continued progress of identifying Priority Areas that improve services across the continuum of care?	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(6) Description of areas that were successful or</p>	What was identified that can improve services across the continuum of care for the three (3) improvement projects. What has improved? What does the CCO want to improve? Why? How? Next Steps? Any Options? Is there going to be a

		<p>indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines</p>	<p>replacement of an improvement project?</p>
8	<p>Did the CCO demonstrate continued progress in providing evidence of a comprehensive understanding of the BH system and the gaps/critical areas of concern in its Service Area?</p>	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(3) Any OHA technical assistance utilized and how the assistance impacted the project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p>	<p>What are some gaps and critical areas of concern in the CCOs service area? Were any identified during the CCOs continuous environmental scan while working on continues improvement of the projects identified in year one? What continues to be a concern and challenge in the CCO service area? Any new concerns or challenges over the past year?</p>
9	<p>Did the CCO demonstrate continued progress in determining, addressing, and monitoring gaps that reduce health equity for the selected Priority Areas?</p>	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(3) Any OHA technical assistance utilized and how the assistance impacted the project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines</p>	<p>What resources does the CCOs service area have that address reducing health disparities in selected improvement projects? What person centered opportunities are available for individuals? Describe how the CCO community is addressing gaps and challenges in providing health equity for the improvement projects.</p>
10	<p>Did the CCO demonstrate continued progress towards strong collaboration and partnership with community partners to identify Priority Areas critical for the community?</p>	<p>(1) Description of involved partners, including the CCO, and their associated role and level of involvement in the project</p> <p>(2) Project management activities utilized to implement the improvement project</p>	<p>What critical areas have community partners brought to the table regarding the improvement projects? Who and what partners are collaborating with the CCO to identify priority areas and steps to move forward in addressing them? Same from last</p>

		<p>(3) Any OHA technical assistance utilized and how the assistance impacted the project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p>	<p>year? Any new partnerships or ideas of partnerships?</p>
	Plan for Improvement and Progress		
11	<p>To the extent possible, based on the project's status being developed, did the improvement plan demonstrate progress for the selected Priority Areas, and were SMART (specific, measurable, attainable, relevant, and time-based) objectives used?</p>	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Description of areas that were successful or indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines</p>	<p>Recommendation to follow:</p> <p>Each performance improvement project can be designed to achieve significant improvement, sustained over time, in health outcomes and enrollee satisfaction, and must include the following elements:</p> <ul style="list-style-type: none"> (i) Measurement of performance using objective quality indicators. (ii) Implementation of interventions to achieve improvement in the access to and quality of care. (iii) Evaluation of the effectiveness of the interventions based on the performance measures. (iv) Planning and initiation of activities for increasing or sustaining improvement. <p><i>Reference from: Quality Assessment & Performance Improvement Program CFR 438.330</i></p>
12	<p>Did the CCO demonstrate continued progress in how they are building out their network to support gaps, and using new ideas with the community and stakeholders?</p>	<p>(1) Description of involved partners, including the CCO, and their associated role and level of involvement in the project</p> <p>(2) Project management activities utilized to implement the improvement project</p> <p>(3) Any OHA technical assistance utilized and how the assistance impacted the project</p> <p>(4) Progress made to date, including any</p>	<p>How is the CCO addressing lack of service providers and resources? What are challenges in moving forward? What new ideas does the CCO have for the improvement projects? What creative things has the CCO done in the last year to build out the Network and improve care to members based on the selected priority area?</p>

		<p>adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for the coming year, including updated measures and/or updated timelines</p>	
13	Did the CCO demonstrate continued progress with ongoing meaningful engagement with community partners and members?	<p>(1) Description of involved partners, including the CCO, and their associated role and level of involvement in the project</p> <p>(2) Project management activities utilized to implement the improvement project</p> <p>(3) Any OHA technical assistance utilized and how the assistance impacted the project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p>	How are members being engaged in improving the behavioral health system? What are consumers reporting as needs? What is being done to push forward consumer voice? Are there community partners the CCO works with to report members feedback for project improvement?
14	Did the CCO describe the mechanisms and progress development for ongoing monitoring of access and quality of services addressed in the CBHP?	<p>(2) Project management activities utilized to implement the improvement project</p> <p>(3) Any OHA technical assistance utilized and how the assistance impacted the project</p> <p>(4) Progress made to date, including any adjusted timelines</p> <p>(5) Challenges and barriers during the process and strategies used to address them, and the level of impact</p> <p>(6) Description of areas that were successful or indicated significant improvements</p> <p>(7) Any updates to the Improvement Plan for</p>	Did the CCO address challenges members have in accessing quality programs in the service areas? How is the CCO monitoring and what will be the next steps for continued monitoring of improvement projects? What are the CCOs thoughts for future progress development in meeting members' needs? Did mechanisms the CCO is using draw attention to potential replacement of an improvement project?

		the coming year, including updated measures and/or updated timelines	
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