

## Outcome Measures

The 83rd Legislature attached a Rider to the appropriations act that requires DSHS to withhold 10% of an LMHA's funds in strategies B.2.1, B.2.2, and B.2.3 to use as a performance based incentive system.

### Rider 78

***Mental Health Outcomes and Accountability.*** *Out of funds appropriated above in Goal B, Community Health Services, Strategies B.2.1, Mental Health Services for Adults, B.2.2, Mental Health Services for Children, and B.2.3, Community Mental Health Crisis Services, the Department of State Health Services shall withhold ten percent (10%) of the General Revenue quarterly allocation from each Local Mental Health Authority (LMHA) for use as a performance based incentive payment. The payment of the funds withheld shall be contingent upon the achievement of outcome targets set by the department. Initial outcome targets shall be set by the department not later than September 1, 2013. Performance shall be assessed and payments made on a six-month interval. Funds that have been withheld for failure to achieve outcome targets will be used for technical assistance and redistributed as an incentive payment according to a methodology developed by the department.*

### Overview

Terminology. To avoid confusion, “withheld” funds are the dollars held in reserve and paid to the LMHA if performance targets are met. “Retained” funds are the dollars made available for technical assistance and redistribution when an LMHA does not meet performance targets.

Measures. DSHS identified four or five measures that represent meaningful outcomes within each strategy. Establishing an array of measures for each strategy promotes a broad focus for performance improvement and minimizes the financial risk for LMHAs. For example, an LMHA that does not meet the target for one measure in the adult strategy will lose only 2% of its adult general revenue funds, not the full 10%.

Targets. Whenever possible, targets were set based on current performance of LMHAs and set at the 20<sup>th</sup> percentile. Because these are new measures associated with financial risk, targets have been lowered to the 10<sup>th</sup> percentile for the first six months of the year.

Use of retained funds. Rider 78 specifies that retained funds are to be used for technical assistance and redistributed as an incentive payment according to a methodology developed by DSHS. This methodology will be developed during the first quarter of the year in consultation with LMHAs and other stakeholders.

Review. The outcomes and their associated targets will be reviewed before FY2015 to see if any revisions are warranted.

## FY14 Performance Contract Language

### **Adult Mental Health Services Outcomes**

Adult service outcomes shall be measured 37 calendar days following the close of Quarter 2 (measuring Quarter 1 and Quarter 2) and Quarter 4 (Measuring Quarter 3 and Quarter 4). For each outcome target met, Contractor will receive a percentage of withheld general revenue allocation in proportion to the number of outcome targets met. For each individual outcome measure met, Contractor may be eligible for redistribution of general revenue funds that are withheld from Centers that did not meet outcome targets.

Employment. Target- For Q1/Q2 the percent of adults in a full LOC who have independent employment shall be  $\geq 8.5$ ; in Q3/Q4 it shall be  $\geq 9.9\%$ .

Housing. Target- In Q1/Q2 the percent of adults living independently or in a group home or treatment setting will be  $\geq 96.9\%$ ; in Q3/Q4 it shall be  $\geq 97.6\%$ .

Community Tenure. Target- In Q1/Q2 a percent of adults in a full LOC that avoid DSHS purchased hospitalization will be  $\geq 95.8\%$ ; in Q3/Q4 it shall be  $96.4\%$ .

Improvement. Target- In Q1/Q2 percentage of adult population showing reliable improvement in one or more ANSA domains shall be  $\geq 15.0\%$ ; in Q3/Q4 it will be  $\geq 20.0\%$

Engagement. Target- In Q1/Q2 the average percentage of individuals each month receiving at least one encounter shall be  $\geq 51.9\%$ ; in Q3/Q4 it shall be  $\geq 54.1\%$ .

### **Child and Adolescent Services Outcomes**

Children's service outcomes shall be measured 37 calendar days following the close of Quarter 2 (measuring Quarter 1 and Quarter 2) and Quarter 4 (Measuring Quarter 3 and Quarter 4). For each outcome target met, Contractor will receive a percentage of withheld general revenue allocation in proportion to the number of outcome targets met. For each individual outcome measure met, Contractor may be eligible for redistribution of general revenue funds that are withheld from Centers that did not meet outcome targets.

Juvenile Justice Avoidance. Minimum Target –  $95.0\%$  children/youth enrolled in a full LOC (FLOC) showing no arrests (acceptable) or a reduction of arrests (improving) from time of first assessment to time of last assessment within the measurement period.

Community Tenure. Minimum Target – In Q1/Q2, the percentage of all children/youth in a full LOC avoiding psychiatric hospitalization in a DSHS purchased bed after authorization into a FLOC shall be  $> 97.5\%$ ; the target for Q3/Q4 shall be  $98.1\%$ .

Improvement. Minimum Target – The percentage of children and youth served in a FLOC in Q1/Q2 showing improvement according to the Reliable Change Index (RCI) in one or more domains on the CANS shall be  $> 15.0\%$ . In Q3/Q4 the target shall be  $> 25.0\%$ . The RCI for each domain is located in Information Item C.

Engagement. Minimum Target – In Q1/Q2, the average percentage of children/youth each month receiving at least one encounter shall be  $\geq 71.14\%$ ; the target for Q3/Q4 shall be  $77.8\%$ .

### **Crisis Outcomes for Adults and Children**

Crisis service outcomes for adults and children shall be measured 37 calendar days following the close of Quarter 2 (measuring Quarter 1 and Quarter 2) and Quarter 4 (Measuring Quarter 3 and Quarter 4). For each outcome target met, Contractor will receive a percentage of withheld general revenue allocation in proportion to the number of outcome targets met. For each individual outcome measure met, Contractor may be eligible for redistribution of general revenue funds that are withheld from centers that did not meet outcome targets.

Hospitalization. Target- The equity-adjusted rate of inpatient psychiatric hospital beds-days in the population of the local service area shall be  $< 2.8\%$  during the fiscal year for Q1/Q2; for Q3/Q4 it shall be  $< 1.9\%$ .

Jail Diversion. Target- The equity-adjusted percentage of valid bookings across the adult population with a match in CARE shall be  $\leq 17.6\%$  for Q1/Q2; for Q3/Q4 it shall be  $\leq 14.1\%$ .

Effective Crisis Response. Target-Percentage of adults and children/youth who receive crisis services and avoid psychiatric hospitalization within 30 days of the first day of the crisis episode will be  $\geq 75.4\%$  for Q1/Q2; for Q3/Q4 it shall be  $\geq 76.7\%$ .

Frequent Admissions. Target-Percent of adults and children/youth in a full LOC admitted 3 or more times to a DSHS purchased psychiatric hospital bed within 180 days shall be  $\leq 2.0\%$  Q1/Q2; for Q3/Q4 it will be  $\leq 1.1\%$ .

Access to Crisis Response Services. Target-The percentage of hotline calls (with CARE ID) that result in face to face encounters will be  $\geq 26.0\%$  for Q1/Q2; for Q3/Q4 it shall be  $\geq 36.2\%$ .