

# The Significance of Performance Measures

February 25<sup>th</sup>, 2015



# Purpose



➤ GHME1, Attachment I, the ME is accountable for implementing, collecting and monitoring required performance measures.

➤ Exhibit B of network provider contracts.

➤ DCF required measures and targets

➤ Link for SAMH Performance Outcomes Measurements Manual  
(Incorporated Document 19) <sub>2</sub>

# Exhibit B

Table 2 - Network Service Provider Measures			
Target Population and Measure Description			Network Target
<b>Adults Community Mental Health</b>			
<b>MH003</b>	<b>a.</b>	Average annual days worked for pay for adults with severe and persistent mental illness	40
<b>MH703</b>	<b>b.</b>	Percent of adults with serious mental illness who are competitively employed	24%
<b>MH742</b>	<b>c.</b>	Percent of adults with severe and persistent mental illnesses who live in stable housing environment	90%
<b>MH743</b>	<b>d.</b>	Percent of adults in forensic involvement who live in stable housing environment	67%
<b>MH744</b>	<b>e.</b>	Percent of adults in mental health crisis who live in stable housing environment	86%
<b>M0016</b>	<b>f.</b>	Number of adults with a serious and persistent mental illness in the community served	2,500
<b>M0017</b>	<b>g.</b>	Number of adults in mental health crisis served	500
<b>M0018</b>	<b>h.</b>	Number of adults with forensic involvement served	15
<b>Adult Substance Abuse</b>			
<b>SA058</b>	<b>a.</b>	Percentage change in clients who are employed from admission to discharge	10%
<b>SA754</b>	<b>b.</b>	Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge	15%
<b>SA755</b>	<b>c.</b>	Percent of adults who successfully complete substance abuse treatment services	51%
<b>SA756</b>	<b>d.</b>	Percent of adults with substance abuse who live in a stable housing environment at the time of discharge	94%
<b>M0063</b>	<b>e.</b>	Number of adults that receive substance related services	2,500

# Performance Measure Algorithms

- Described in Incorporated Document 19 – Performance Outcomes Measurement Manual (available from <http://www.myflfamilies.com/service-programs/substance-abuse/managing-entities/2014-contracts-docs>)
- Code written in collaboration with DCF and ME data liaisons
- Code available on request

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#### Vision

Achieve a comprehensive and seamless behavioral health system promoting recovery and resiliency.

#### Guiding Principles

- To promote evidence-based practices in service delivery across the system of care
- To increase ease of access to all needed services
- To improve continuity of service provision and coordination of services across the system of care
- To reduce utilization of restrictive levels of care and use the resulting savings to enhance community-based recovery services
- To meet or exceed all outcome and performance requirements
- To work with the Department of Children and Families to integrate the CFCHS outcomes and its planning processes with the Department of Children and Families' annual and long-range planning
- To adopt integrated approaches which afford access to primary and specialty medical care in concern with behavioral healthcare
- To always put the person served first in all aspects of its operations

As a managing entity we are a behavioral health administrative and management organization, and our primary focus is to promote a comprehensive, seamless system of recovery and resiliency to those individuals in our community who are in need of these services.



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## Performance Measures

Provider :

Fiscal Year :

[Get Report](#)

GAA/NOMS Clinical Outcomes and Statistics  
(Include all clients paid for by this SAMH contract  
only. Include SAMH, TANF, Local Match, PTS, and  
Title 21 funding only if applicable to this contract)

### 1st Quarter

### 2nd Quarter

### 3rd Quarter

### 4th Quarter

July August September October November December January February March April May June

#### Adult Community Mental Health

Average annual days worked for  
pay for adults with severe and  
persistent mental illness

[MH003](#)

50.81 46.89 46.08 48.14 49.28 49.10 48.33 48.33 N/A N/A N/A N/A

Percent of adults with serious  
mental illness who are  
competitively employed

[MH703](#)

48.75 % 45.71 % 45.45 % 46.39 % 46.67 % 47.37 % 46.53 % 46.53 % N/A N/A N/A N/A

Percent of adults with severe and  
persistent mental illnesses who live  
in stable housing environment

[MH742](#)

95.01 % 94.57 % 94.31 % 94.15 % 94.05 % 94.23 % 94.26 % 94.26 % N/A N/A N/A N/A

Percent of adults in forensic  
involvement who live in stable  
housing environment

[MH743](#)

70.83 % 72.00 % 76.67 % 76.67 % 77.42 % 77.42 % 78.13 % 78.13 % N/A N/A N/A N/A

Percent of adults in mental health  
crisis who live in stable housing  
environment

[MH744](#)

94.32 % 94.62 % 94.44 % 93.75 % 93.53 % 92.60 % 92.58 % 92.58 % N/A N/A N/A N/A

#### Adult Substance Abuse

Percentage change in clients who  
are employed from admission to  
discharge

[SA753](#)

19.35 % 25.59 % 23.64 % 24.22 % 23.76 % 24.04 % 23.96 % 24.11 % N/A N/A N/A N/A

# Future Enhancements

- Drill down to see clients that contribute to the measure and fields related to the measure
- Measure targets will be added to the website





# Monthly Progress Report

**Network Service Provider Compliance** A minimum of 95% of the Managing Entity's Network Service Providers shall demonstrate compliance with the following measure annually...

**A minimum 85% of the applicable Network Service Provider Measures established in Table 2 at the target levels for the Network Service Provider established in the subcontract.**



# Monthly Progress Report cont.

**Table 2**

Network Service Provider Outcome Measures	FY Target	Year to Date Performance
Average annual days worked for pay for adults with severe and persistent mental illness	40	48.33
Percent of adults with serious mental illness who are competitively employed	24%	46.5%
Percent of adults with severe and persistent mental illnesses who live in stable housing environment	90%	94.3%
Percent of adults in forensic involvement who live in stable housing environment	67%	78.1%
Percent of adults in mental health crisis who live in stable housing environment	86%	92.6%
Percentage change in clients who are employed from admission to discharge	10%	24.0%
Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge	15%	50.0%
Percent of adults who successfully complete substance abuse treatment services	51%	60.0%
Percent of adults with substance abuse who live in a stable housing environment at the time of discharge	94%	<b>90.0%</b> ←
Percent of school days seriously emotionally disturbed (SED) children attended	86%	93.6%
Percent of children with emotional disturbances (ED) who improve their level of functioning	64%	37.9% ←
Percent of children with serious emotional disturbances (SED) who improve their level of functioning	65%	50.1% ←
Percent of children with emotional disturbance (ED) who live in a stable housing environment	95%	98.0%
Percent of children with serious emotional disturbance (SED) who live in a stable housing environment	93%	98.6%
Percent of children at risk of emotional disturbance (ED) who live in a stable housing environment	96%	100.0%
Percent of children who successfully complete substance abuse treatment services	48%	68.1%
Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge	20%	60.0%
Percent of children with substance abuse who live in a stable housing environment at the time of discharge	93%	100.0%



# CFCHS Network Performance

Quarter to Date Performance  
(as of end of Quarter 2)

50%

Year to Date Performance  
(as of end of January 2015)

71%

CFCHS has consistently performed below the  
95% target FY1415.

# Calculating CFCHS Performance

- 14 providers with GAA Measures
- If one provider does not meet 85% of their contracted measures, then CFCHS achieves 92.86%.
- $13/14 = 92.86\%$
- 14/14 providers must meet 85% threshold to meet 95% ME Performance Measure.



# Financial Consequences

- Notice of Non-Compliance
- Request for Corrective Action Plan
- Notification of Determination
- Appeal Processes
- Penalty Enactment
- Collection of Financial Penalties



# QUESTIONS



# CONTACT INFORMATION

**FOR ANY FURTHER QUESTIONS PLEASE CONTACT  
YOUR CONTRACT MANAGER**

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