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Performance Based Contract Measure: No inpatient in 6 months

Performance Measure: 95% of current CI recipients will have no inpatient psychiatric admissions during the past six months

(Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 10/31/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Long-term CI Recipient** is defined as a member who is currently authorized for community integration and has been in the service for 6 months or longer.
- **Inpatient psychiatric services** - Inpatient psychiatric services in state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children's inpatient services. This report includes only adult inpatient psychiatric services.

What This Report Measures: The percent of long-term CI recipients who do not have any inpatient admissions for at least 6 months. The denominator includes CI recipients who at some point in the quarter were in service more than 180 days (even if they were discharged later in the quarter.) The numerator is everyone in the denominator who had no authorizations for inpatient psychiatric services going back 180 days from the last day of the quarter. An exception to this rule is, if the person was discharged during the quarter, then this report looks back 6 months from the date of discharge instead of last day of the quarter.

Long -term CI recipients: 7,077

Long -term CI recipients with no inpatient admissions in last 6 months: 6,858

Percent with no inpatient admissions in last 6 months: 96.9%

<u>Providers</u>	<u># Long-term CI recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Acadia Healthcare	21	20	95%	Target met
Allies	226	223	99%	Target met
Alternative Services	117	114	97%	Target met
AngleZ Behavioral Health Services - ACM	47	44	94%	Target not met
Aroostook Mental Health Services	187	178	95%	Target met
Assistance Plus	235	229	97%	Target met
Behavior Health Solutions for Me	9	9	100%	Target met
Break of Day, Inc	137	133	97%	Target met
Broadreach Family & Community Services	46	46	100%	Target met
Catholic Charities Maine	897	874	97%	Target met
Charlotte White Center	117	115	98%	Target met
Choices	53	52	98%	Target met
Common Ties	251	242	96%	Target met
Community Care	46	46	100%	Target met
Community Counseling Center	176	171	97%	Target met
Community Health & Counseling Services	408	398	98%	Target met
Cornerstone Behavioral Healthcare - CM	89	86	97%	Target met
Counseling Services Inc.	483	468	97%	Target met
Direct Community Care	12	12	100%	Target met

<u>Providers</u>	<u># Long-term CI recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Dirigo Counseling Clinic	39	39	100%	Target met
Employment Specialist of Maine	84	77	92%	Target not met
Fullcircle Supports Inc	93	90	97%	Target met
Goodwill Industries of Northern New England	18	14	78%	Target not met
Graham Behavioral Services	92	86	93%	Target not met
Harbor Family Services	10	9	90%	Target not met
Health Affiliates Maine	399	390	98%	Target met
HealthReach network	1	1	100%	Target met
Higher Ground Services	15	15	100%	Target met
Kennebec Behavioral Health	441	418	95%	Target met
Life by Design	56	56	100%	Target met
Lutheran Social Services	84	81	96%	Target met
Maine Behavioral Health Organization	141	141	100%	Target met
Maine Vocational & Rehabilitation Assoc.	32	31	97%	Target met
Manna Inc	14	14	100%	Target met
Mid Coast Mental Health	9	8	89%	Target not met
Motivational Services	116	102	88%	Target not met
Northeast Occupational Exchange	295	288	98%	Target met
Northern Maine General - Community Support	5	5	100%	Target met
Ocean Way Mental Health Agency	33	30	91%	Target not met
OHI	29	29	100%	Target met
Oxford County Mental Health Services	43	42	98%	Target met
Rumford Group Homes	16	16	100%	Target met
Shalom House	145	143	99%	Target met
Stepping Stones	24	24	100%	Target met
Sunrise Opportunities	36	36	100%	Target met
Sweetser	418	397	95%	Target met
The Opportunity Alliance	257	248	96%	Target met
Tri-County Mental Health	492	485	99%	Target met
Umbrella Mental Health Services	60	60	100%	Target met
York County Shelter Program	23	23	100%	Target met
Totals	7,077	6,858	96.9%	

These CI providers had members in the CI service but no recipients in the service over 6 months

Providers

Connections for Kids
 Evergreen Behavioral Services
 Healing Hearts LLC
 Merrymeeting Behavioral Health Associates-Adult Case Mgmt
 Port Resources-Sec 17
 Smart Child & Family Services
 St. Andre Homes

**OAMHS Adult Performance Standard- 80% Do Not Access PNMI Within 1 Year of Discharge from PNMI
(Includes MaineCare members and Courtesy Reviews done by APS)
07/01/2012 To 09/30/2012**

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **PNMI** stands for Private Non-Medical Institution (PNMI). PNMI's provide food, shelter, personal care, and treatment services to four or more residents in single or scattered site facilities. PNMI services are not provided in medical settings such as hospitals or nursing homes.

What This Report Measures: The number of adults discharged from residential treatment and whether or not they return to a residential treatment within 1 Year. (An adult who re-enters residential treatment within 1 day is presumed to have transferred. In this report, transfers are not counted as discharges, so are not included in the numerator or denominator.) Note that this report is about adult discharged from services over a year ago. This allows time to pass before assessing the outcomes of treatment. It includes the youth discharged from APS CareConnection system as well as the youth whose authorization for the service has expired.

Total number of adults discharged from residential treatment during the quarter: 131

Total number of adults who did NOT return to residential treatment within 1 year: 91

Percent of adults who did NOT return to residential treatment within 1 year: 69%

Providers	<u># NOT returning to residential treatment within 1 year</u>	<u># Discharged</u>	<u>% NOT returning to residential treatment within 1 year</u>
Alternative Services	3	3	100%
Charlotte White Center	1	1	100%
Community Health & Counseling Services	3	4	75%
Counseling Services Inc.	4	8	50%
Employment Specialist of Maine	1	2	50%
Fellowship Health Resources	0	1	0%
Kennebec Behavioral Health	3	3	100%
Lutheran Social Services	1	1	100%
Medical Care Development	2	2	100%
Mid Coast Mental Health	1	2	50%
Motivational Services	6	10	60%
NFI North	1	3	33%
Northern Maine General	2	2	100%
OHI	1	2	50%
Oxford County Mental Health Services	0	1	0%
Peregrine Corp	1	1	100%
Shalom House	16	21	76%
Sunrise Opportunities	1	2	50%
The Opportunity Alliance	22	29	76%
Tri-County Mental Health	3	4	75%
Volunteers of America	5	6	83%
York County Shelter Program	14	23	61%
	91	131	69%

Performance Based Contract Measure: ACT hospitalizations

Performance Measure: 65% of ACT recipients will have a decrease in or no inpatient psychiatric hospitalizations in the quarter

(Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 10/31/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **Adult Assertive Community Treatment (ACT)** provides individualized intensive integrated community-based services that are delivered by a multi-disciplinary team of practitioners and are available twenty-four(24) hours a day. ACT is available to a subset of adults with serious mental illness.
- **ACT Recipient** is defined as a member who is authorized for adult assertive community treatment on the last day of the quarter and has been in the service for the entire quarter.

What This Report Measures: The purpose of this report is to show the percentage of ACT recipients who either have no hospitalizations in the quarter OR who decrease the number of inpatient psychiatric admissions compared to the previous quarter. The denominator is anyone with an open authorization for ACT for 90 days as of the last day of the quarter. The numerator includes the ACT recipients with no inpatient psych admissions in the current quarter AND any long-term ACT recipients who have fewer inpatient psych admissions this quarter compared to the previous quarter.

ACT recipients: 521

with no inpatient psych admissions: 476

% with no inpatient psych admissions: 91.4%

with fewer inpatient psych admissions than previous quarter: 6

% with fewer inpatient psych admissions than previous quarter: 1.2%

with a decrease in or no inpatient psychiatric hospitalizations: 482

% with a decrease in or no inpatient psychiatric hospitalizations: 92.5%

<u>Providers</u>	<u># ACT recipients</u>	<u># of no inpatient psych admissions</u>	<u># with fewer inpatient psych admissions</u>	<u># with decrease in or no inpatient admissions</u>	<u>Percent</u>
Catholic Charities Maine	63	57	1	58	92 %
Community Counseling Center - ACCESS	60	52	0	52	87 %
Community Counseling Center - ACTION	19	18	0	18	95 %
Community Health & Counseling Services	49	44	0	44	90 %
Counseling Services Inc.	107	99	0	99	93 %
HealthReach network	71	62	2	64	90 %
Riverview	17	17	0	17	100 %
Spurwink	33	33	0	33	100 %
Sweetser	15	12	0	12	80 %
Tri-County Mental Health	87	82	3	85	98 %
Totals	521	476	6	482	92.5 %

Performance Based Contract Measure: No inpatient in 6 months

Performance Measure: 95% of current CI recipients will have no inpatient psychiatric admissions during the past six months

(Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 10/31/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Long-term CI Recipient** is defined as a member who is currently authorized for community integration and has been in the service for 6 months or longer.
- **Inpatient psychiatric services** - Inpatient psychiatric services in state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children's inpatient services. This report includes only adult inpatient psychiatric services.

What This Report Measures: The percent of long-term CI recipients who do not have any inpatient admissions for at least 6 months. The denominator includes CI recipients who at some point in the quarter were in service more than 180 days (even if they were discharged later in the quarter.) The numerator is everyone in the denominator who had no authorizations for inpatient psychiatric services going back 180 days from the last day of the quarter. An exception to this rule is, if the person was discharged during the quarter, then this report looks back 6 months from the date of discharge instead of last day of the quarter.

Long -term CI recipients: 7,077

Long -term CI recipients with no inpatient admissions in last 6 months: 6,858

Percent with no inpatient admissions in last 6 months: 96.9%

<u>Providers</u>	<u># Long-term CI recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Acadia Healthcare	21	20	95%	Target met
Allies	226	223	99%	Target met
Alternative Services	117	114	97%	Target met
AngleZ Behavioral Health Services - ACM	47	44	94%	Target not met
Aroostook Mental Health Services	187	178	95%	Target met
Assistance Plus	235	229	97%	Target met
Behavior Health Solutions for Me	9	9	100%	Target met
Break of Day, Inc	137	133	97%	Target met
Broadreach Family & Community Services	46	46	100%	Target met
Catholic Charities Maine	897	874	97%	Target met
Charlotte White Center	117	115	98%	Target met
Choices	53	52	98%	Target met
Common Ties	251	242	96%	Target met
Community Care	46	46	100%	Target met
Community Counseling Center	176	171	97%	Target met
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Counseling Services Inc.	483	468	97%	Target met
Direct Community Care	12	12	100%	Target met

<u>Providers</u>	<u># Long-term CI recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Dirigo Counseling Clinic	39	39	100%	Target met
Employment Specialist of Maine	84	77	92%	Target not met
Fullcircle Supports Inc	93	90	97%	Target met
Goodwill Industries of Northern New England	18	14	78%	Target not met
Graham Behavioral Services	92	86	93%	Target not met
Harbor Family Services	10	9	90%	Target not met
Health Affiliates Maine	399	390	98%	Target met
HealthReach network	1	1	100%	Target met
Higher Ground Services	15	15	100%	Target met
Kennebec Behavioral Health	441	418	95%	Target met
Life by Design	56	56	100%	Target met
Lutheran Social Services	84	81	96%	Target met
Maine Behavioral Health Organization	141	141	100%	Target met
Maine Vocational & Rehabilitation Assoc.	32	31	97%	Target met
Manna Inc	14	14	100%	Target met
Mid Coast Mental Health	9	8	89%	Target not met
Motivational Services	116	102	88%	Target not met
Northeast Occupational Exchange	295	288	98%	Target met
Northern Maine General - Community Support	5	5	100%	Target met
Ocean Way Mental Health Agency	33	30	91%	Target not met
OHI	29	29	100%	Target met
Oxford County Mental Health Services	43	42	98%	Target met
Rumford Group Homes	16	16	100%	Target met
Shalom House	145	143	99%	Target met
Stepping Stones	24	24	100%	Target met
Sunrise Opportunities	36	36	100%	Target met
Sweetser	418	397	95%	Target met
The Opportunity Alliance	257	248	96%	Target met
Tri-County Mental Health	492	485	99%	Target met
Umbrella Mental Health Services	60	60	100%	Target met
York County Shelter Program	23	23	100%	Target met
Totals	7,077	6,858	96.9%	

These CI providers had members in the CI service but no recipients in the service over 6 months

Providers

Connections for Kids
 Evergreen Behavioral Services
 Healing Hearts LLC
 Merrymeeting Behavioral Health Associates-Adult Case Mgmt
 Port Resources-Sec 17
 Smart Child & Family Services
 St. Andre Homes

APS Quarterly Report Adult Perf Measure Active CRS with NO Inpatient

Performance Measure: 95% of current CRS recipients will have no inpatient psychiatric admissions during the past six months

(Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 11/4/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **Community Rehabilitation Services (CRS)** support the development of the necessary skills for living in the community, and promote recovery, and community inclusion. Services are delivered by a team, with primary case management for each member assigned to one team member.
- **Long-term CRS Recipient** is defined as a member who is currently authorized for Community Rehabilitation Services and has been in the service for 6 months or longer.
- **Inpatient psychiatric services** - Inpatient psychiatric services in state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children's inpatient services. This report includes only adult inpatient psychiatric services.

What This Report Measures: The percent of long-term CRS recipients who do not have any inpatient admissions for at least 6 months. The denominator includes CRS recipients who at some point in the quarter were in service more than 180 days (even if they were discharged later in the quarter.) The numerator is everyone in the denominator who had no authorizations for inpatient psychiatric services going back 180 days from the last day of the quarter. An exception to this rule is, if the person was discharged during the quarter, then this report looks back 6 months from the date of discharge instead of last day of the quarter.

Long -term CRS recipients: 107

Long -term CRS recipients with no inpatient admissions in last 6 months: 102

Percent with no inpatient admissions in last 6 months: 95.3%

<u>CategoryName</u>	<u># Long-term CRS recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Community Health & Counseling Services	24	23	96%	Target met
Counseling Services Inc.	13	10	77%	Target not met
Fellowship Health Resources	2	2	100%	Target met
Kennebec Behavioral Health	9	9	100%	Target met
Motivational Services	1	1	100%	Target met
OHI	3	3	100%	Target met
Shalom House	42	41	98%	Target met
Tri-County Mental Health	4	4	100%	Target met
York County Shelter Program	9	9	100%	Target met
Totals	107	102	95%	

Performance Based Contract Measure: Crisis Stabilization Units

Performance Measure: 85% of individuals will have no psychiatric hospitalization within 30 days of discharge from crisis stabilization units

(Includes MaineCare members, Courtesy and Grant funded Reviews done by APS)

Report Dates: 07/01/2013 To 09/30/2013

Report Run Date: 10/31/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **Crisis Stabilization Services** is short-term, out-of-home treatment for a person experiencing a mental health crisis. The service is provided in a crisis stabilization unit. The code for crisis services for adults is: H0018 Adult Crisis Residential - Crisis Units.
- **Psychiatric hospitalization**- includes inpatient psychiatric services in either state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children's inpatient services.

What This Report Measures: The percent of clients who leave adult crisis units and do not have an authorization for any inpatient psychiatric service within 30 days of being discharged from the crisis unit. The denominator is all discharges (or authorization end) from adult crisis stabilization units within a quarter. The numerator is the number of these people who did not have an admission to any inpatient psychiatric hospital from the same day to 30 days after the discharge (or authorization end) from the Crisis Stabilization Unit. It excludes individuals those with no MaineCare IDs. It includes a handful of cases where adult crisis services were authorized for youth.

discharges from crisis stabilization units: 747

with NO inpatient psychiatric hospitalizations in next 30 days: 689 % with NO inpatient psychiatric hospitalizations in next 30 days: 92%

<u>Providers</u>	<u># of Discharges</u>	<u># NOT admitted to inpatient psych</u>	<u>% NOT admitted to inpatient psych</u>	<u>At least 85% NOT admitted to inpatient</u>
Aroostook Mental Health Services	76	71	93%	Target met
Community Health & Counseling Services	182	174	96%	Target met
Counseling Services Inc.	49	46	94%	Target met
Crisis and Counseling Centers	153	145	95%	Target met
Mid Coast Mental Health	35	32	91%	Target met
Oxford County Mental Health Services	46	43	93%	Target met
Sweetser	49	38	78%	Target not met
The Opportunity Alliance	86	77	90%	Target met
Tri-County Mental Health	71	63	89%	Target met
Totals	747	689	92%	

LTSE Contract Performance Report FY 2014 Quarter 1 *(prepared 10/17/13)*

APS Healthcare is contracted to provide quarterly reports about the Long Term Supported Employment Program (LTSE) to Maine’s office of Substance Abuse and Mental Health Services. For this service, APS Healthcare processes both authorizations and invoices. The report below shows the contract performance measure for LTSE. It is based on invoices received as of October 16, 2013 for the month of July 2013.

Contract Performance Goal: Ratio of LTSE Service/ Client Hours Worked

90% of individuals receiving LTSE will have a ratio of LTSE service hours to hours worked of 25% or less during the reported quarter. **RESULTS: 79% of all clients had a ratio less than or equal to 1 hour of LTSE support for each 4 hours worked (25%).** (99 clients of 126 clients with invoices in July 2013 met this criterion.)

The table below shows the average ratio of LTSE Service to client’s hours worked for each LTSE Provider. The pink column indicates Providers below the contract performance standard.

Ratio of LTSE Service Provided to Client's hours of work

LTSE Provider	Noncompliant: # Over the 25% ratio	Compliant: # at or less than 25% ratio	Total # of LTSE clients	% of clients within 25% ratio
Best Employment Services	0	1	1	100%
Kennebec Valley Mental Health	0	7	7	100%
Maine Mental Health Connections	0	3	3	100%
Margaret Tartre	0	1	1	100%
Pathways Inc.	0	3	3	100%
Superior Employment Associates	0	12	12	100%
Maine Medical Center	1	23	24	96%
MVRA	4	17	21	81%
Amicus	1	4	5	80%
Creative Work Systems	2	6	8	75%
Hope Association	1	3	4	75%
Work Opportunities Unlimited	4	8	12	67%
Goodwill Employment Service	9	10	19	53%
Independence Association	1	1	2	50%
Employment Connections Maine, LLC	3	0	3	0%
Mobius, Inc.	1	0	1	0%
All LTSE Providers July 2013	25	99	126	79%

Notes:

Unless there are unusual circumstances, clients in LTSE are expected to work at least 4 hours for every one hour of LTSE support provided. There are two exceptions. (See next page.)

1. The LTSE clients over the 25% ratio, and especially over the 50% ratio, have complex needs and require high levels of employment supports to maintain employment. Each person above the 25% ratio is approved by APS Healthcare on a case-by-case basis and this info is reported to the coordinator of LTSE at the Office of Substance Abuse & Mental Health.
2. Clients must have a job to begin receiving LTSE. If they subsequently lose their job, LTSE allows up to 8 hours of LTSE support to help a client find a job. For July 2013, there were two clients of LTSE who had no work, but did have hours of LTSE billed.