

### LTSE Contract Performance Report FY 2013 Quarter 3 *(draft prepared 4/25/13)*

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 April 22, 2013 for the month of January 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: 74% of all clients had a ratio less than or equal to 1 hour of LTSE support for each 4 hours worked (25%).** (84 clients of 113 clients with invoices in January 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
Hope Association	0	3	3	100%
Pathways Inc.	0	3	3	100%
Empowers Employment Options	0	2	2	100%
Kennebec Valley Mental Health	0	2	2	100%
Best Employment Services	0	1	1	100%
Job Placement Services	0	1	1	100%
Margaret Tartre	0	1	1	100%
Maine Medical Center	1	21	22	95%
Superior Employment Associates	1	6	7	86%
MVRA	4	19	23	83%
Work Opportunities Unlimited	2	8	10	80%
Amicus	1	4	5	80%
Maine Mental Health Connections	1	2	3	67%
Independence Association	1	1	2	50%
Goodwill Employment Service	9	7	16	44%
Creative Work Systems	5	3	8	38%
Employment Connections Maine, LLC	3	0	3	0%
Employment Specialists of Maine	1	0	1	0%
<b>All LTSE Providers October 2012</b>	<b>29</b>	<b>84</b>	<b>113</b>	<b>74%</b>

#### 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 January 2013, there were 6 clients of LTSE who had no work, but did have hours of LTSE billed. MVRA had 3 clients with no job, and Maine Medical Center, Work Opportunities Unlimited and Employment Connection Maine, LLC each had 1 client