



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

### **Consent Decree Performance and Quality Improvement Standards: August 2009**

The attached compliance and performance standards are primarily for use in monitoring, evaluation and quality assurance of the areas covered by the Consent Decree pertaining to the community mental health system. The standards are intended to offer the parties and the court master a means of measuring system function and improvement over time and the Department's work towards compliance. If the percentage is within .5% of standard, the standard is considered met.

As of September 1, 2008, enrollment and resource data summary (RDS) data is entered by providers into APS Healthcare's CareConnection at the time of the Initial Prior Authorization (PA) request and at all continuing stay reviews. Continuing stay reviews are scheduled to occur every 90 days to correspond with the updating of the consumer's ISP. Data is then fed to EIS on a monthly basis.

Administrative aspects of the authorization process through APS Healthcare can affect when RDS data is entered by providers into the APS healthcare system. For example, when a provider needs to request more units of service, the requests are done out of sequence with the ISP. ISP data is then entered at the time of the next continuing stay review which may be 90 days in the future. MaineCare spend downs and 'courtesy reviews' can also impact when the ISP data is entered. For this reason and because RDS data is continuously being entered and updated, reporting one quarter behind (for example, reporting the 3rd quarter data in the 4th quarter report) would be more accurate. Starting with the 1st quarter report of FY 2010, OAMHS will begin to report all RDS data one quarter behind by recalculating and again reporting on quarter 4 of FY 2009.

The first feed of enrollment and RDS data from APS Healthcare occurred in early October. Subsequent feeds identified data collection issues which affected the integrity of the data. Staff have spent a great deal of time "cleaning" the data and the "fixes" to remedy the data issues were identified and implemented. OAMHS staff identified new data issues over this quarter and is working collaboratively with APS Healthcare to find and apply solutions. These issues are not of the magnitude of those identified early on and are being addressed as part of a quality assurance process.

#### **Definitions:**

Standard Title: What the standard is intending to measure.

Measure Method: How the standard is being measured.

Baseline: The baseline represents the level of performance when the standards were first agreed upon at the end of the calendar year 2004

Current Level: The most recent data available for the Standard.

Performance Standard: Standard set as a component of the Department's approved Adult Mental Health Services Plan dated October 13, 2006.

Compliance Standard: Standard set as a component of the Department's approved standards for defining substantial compliance dated October 29, 2007.

#### **Calendar and Fiscal Year Definitions:**

CY: Calendar Year - January 1 - December 31.

FY: Fiscal Year - State Fiscal Year July 1 - June 30.

*Caring..Responsive..Well Managed..We are DHHS*

**Compliance and Performance Standards: Summary Sheet April - June, 2009**

	<i>Baseline</i>	<i>Current Level</i>	<i>Standard</i>	<i>Met/Not Met</i>
<b>Standard 1. Rights Dignity and Respect</b>				
1. Have providers treated you with dignity and respect?	<b>91.8%</b>	<b>91.2%</b>	<b>90%*</b>	<b>MET</b>
<b>Standard 2. Rights Dignity and Respect</b>				
1. Response to Level II Grievances within 5 days	<b>100.0%</b>	<b>100.0%</b>	<b>90%*</b>	<b>MET</b>
<b>Standard 3. Rights Dignity and Respect</b>				
1. Number of Level II Grievances filed/unduplicated # of people.	<b>11/7</b>	<b>9/5</b>	<b>NA</b>	<b>NA</b>
2. Number of substantiated Level II Grievances	<b>0</b>	<b>2</b>	<b>NA</b>	<b>NA</b>
<b>Standard 4. Rights Dignity and Respect</b>				
1. Class Members informed about their rights.	<b>77.3%</b>	<b>78.6%</b>	<b>90.0%</b>	<b>NOT MET</b>
1a. Class Members with CIW, informed about their rights.	<b>87.0%</b>	<b>86.3%</b>	<b>95.0%</b>	<b>NOT MET</b>
1b. Class Members with MaineCare informed about their rights.	<b>81.0%</b>	<b>81.5%</b>	<b>90.0%</b>	<b>NOT MET</b>
2. Consumers given information about their rights	<b>90.7%</b>	<b>87.9%</b>	<b>90.0%</b>	<b>NOT MET</b>
<b>Standard 5. Timeliness of ISP and CI/CSS Assignment</b>				
1. Class members requesting a worker who were assigned one.	<b>100.0%</b>	<b>100.0%</b>	<b>100%*</b>	<b>MET</b>
2. Hospitalized class members assigned a worker in 2 days	<b>92.0%</b>	<b>52.6%</b>	<b>90.0%</b>	<b>NOT MET</b>
3. Non-hospitalized class members assigned a worker in 3 days.	<b>70.0%</b>	<b>71.4%</b>	<b>90.0%</b>	<b>NOT MET</b>
4. Class members not assigned on time, but w/in 1-7 extra days.	<b>71.0%</b>	<b>43.2%</b>	<b>95.0%</b>	<b>NOT MET</b>
5. ISP completed w/in 30 days of service request.	<b>75.2%</b>	<b>96.0%</b>	<b>90.0%</b>	<b>MET</b>
6. 90 day ISP review completed within specified time frame	<b>93.8%</b>	<b>42.6%</b>	<b>90.0%</b>	<b>NOT MET</b>
7. Initial ISPs not developed w/in 30 days, but w/in 60 days.	<b>30.7%</b>	<b>100.0%</b>	<b>100%*</b>	<b>MET</b>
8. ISPs not reviewed w/in 90 days, but w/in 120 days.	<b>45.0%</b>	<b>55.7%</b>	<b>100%*</b>	<b>NOT MET</b>

	<i>Baseline</i>	<i>Current Level</i>	<i>Standard</i>	<i>Met/Not Met</i>
<b>Standard 7. CI/CSS/ Individualized Support Planning</b>				
1a. ISPs reflect the strengths of the consumer?	<b>79.4%</b>	<b>97.0%</b>	<b>90.0%</b>	<b>MET</b>
1b. ISPs consider need for crisis intervention and resolution services?	<b>82.5%</b>	<b>95.0%</b>	<b>No Numerical Standard</b>	
1c. Does the consumer have a crisis plan?	<b>19.0%</b>	<b>69.7%</b>	<b>No Numerical Standard</b>	
1d. Has the crisis plan been reviewed every 3 months?	<b>41.7%</b>	<b>62.3%</b>	<b>No Numerical Standard</b>	
<b>Standard 8. CI/CSS Individualized Support Planning</b>				
1. ISP team reconvened after an unmet need was identified	<b>50.0%</b>	<b>51.9%</b>	<b>90%*</b>	<b>NOT MET</b>
2. ISPs reviewed with unmet needs with established interim plans.	<b>**</b>	<b>55.6%</b>	<b>90.0%</b>	<b>NOT MET</b>
<b>Standard 9. ISP Service Agreements</b>				
1. ISPs that require Service Agreements that have current S.A.s.	<b>100.0%</b>	<b>59.5%</b>	<b>90.0%</b>	<b>NOT MET</b>
<b>Standard 10. Case Load Ratios</b>				
1. ACT Statewide Case Load Ratio	<b>88.9%</b>	<b>70.0%</b>	<b>90.0%</b>	<b>NOT MET</b>
2. Community Integration Statewide Case Load Ratio	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
3. Intensive Community Integration Statewide Case Load Ratio - deleted ICI is no longer a service offered by MaineCare.				
4. Intensive Case Management Statewide Case Load Ratio	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
5. OES Public Ward Case Management Case Load Ratio	<b>41.9%</b>	<b>45.5%</b>	<b>90.0%</b>	<b>NOT MET</b>
<b>Standard 11. CI/CSS Individualized Support Planning</b>				
Para 74. Needs of Class Members not in Service				
*No Numerical Standard or Baseline				
<b>Standard 12. Housing &amp; Residential Support Services</b>				
1. Class Members with ISPs, with unmet Residential Support Needs	<b>7.2%</b>	<b>4.0%</b>	<b>5% or fewer</b>	<b>MET</b>
2. Lack of Res Supp impedes Riverview discharge w/in 7 days of determination.	<b>98.0%</b>	<b>100.0%</b>	<b>70.0%</b>	<b>MET</b>
3. Lack of Res Support impeding discharge w/in 30 days of determination.	<b>98.0%</b>	<b>100.0%</b>	<b>80.0%</b>	<b>MET</b>
4. Lack of Res Support impeding discharge w/in 45 days of determination.	<b>98.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>

\* Denotes Performance Standard

**Compliance and Performance Standards: Summary Sheet April - June, 2009**

	<i>Baseline</i>	<i>Current Level</i>	<i>Standard</i>	<i>Met/Not Met</i>
<b>Standard 13. Housing &amp; Residential Support Services</b>				
1. Class members reporting satisfaction with living situation	<b>80.2%</b>	<b>82.1%</b>	<b>80%*</b>	<b>MET</b>
2. Class members reporting satisfaction with res/housing supports	<b>81.4%</b>	<b>81.0%</b>	<b>85.0%</b>	<b>NOT MET</b>
<b>Standard 14. Housing &amp; Residential Support Services</b>				
1. Class members with unmet housing resource needs.	<b>1.6%</b>	<b>8.9%</b>	<b>10.0%</b>	<b>MET</b>
2. Class members who were homeless over 12 month period.	<b>8.6%</b>	<b>10.3%</b>	<b>6%* or fewer</b>	<b>NOT MET</b>
3. Class members reporting satisfaction with living arrangement.	<b>80.2%</b>	<b>82.1%</b>	<b>80%*</b>	<b>MET</b>
4. Lack of housing impeding discharge w/in 7 days of determination	<b>98.0%</b>	<b>84.0%</b>	<b>70.0%</b>	<b>MET</b>
5. Lack of housing impeding discharge w/in 30 days of determination	<b>95.9%</b>	<b>95.0%</b>	<b>80.0%</b>	<b>MET</b>
6. Lack of housing impeding discharge w/in 45 days of determination	<b>67.3%</b>	<b>95.0%</b>	<b>90.0%</b>	<b>MET</b>
<b>Standard 15. Housing &amp; Residential Services</b>				
1. Class members in homes with more than 8 beds with choice.	<b>92.8%</b>	<b>97.5%</b>	<b>95.0%</b>	<b>MET</b>
<b>Standard 16. Acute Inpatient Services (Involuntary Class Member)</b>				
1. Inpatient admissions reasonably near community residence.	<b>87.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
<b>Standard 17. Acute Inpatient Services (Involuntary Class Member)</b>				
1. Admission to community inpatient units with blue paper on file.	<b>94.7%</b>	<b>100.0%</b>	<b>100%*</b>	<b>MET</b>
2. Blue paper was completed and in accordance with terms.	<b>95.7%</b>	<b>100.0%</b>	<b>90%*</b>	<b>MET</b>
2a. Corrective action by UR Nurse when Blue paper not complete	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
3. Admissions in which 24 hour cert completed.	<b>65.2%</b>	<b>100.0%</b>	<b>90%*</b>	<b>MET</b>
3a. Corrective action by UR Nurse when 24 hour cert not complete	<b>12.5%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
4. Admission in which patients' rights were maintained	<b>82.6%</b>	<b>100.0%</b>	<b>90%*</b>	<b>MET</b>
4a. Corrective action by UR Nurse when rights not maintained	<b>25.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
5. Admissions for which medical necessity has been established.	<b>95.7%</b>	<b>100.0%</b>	<b>90%*</b>	<b>MET</b>

\* Denotes Performance Standard

	<i>Baseline</i>	<i>Current Level</i>	<i>Standard</i>	<i>Met/Not Met</i>
<b>Standard 18. Acute Inpatient Services (Involuntary Class Member)</b>				
1. Admissions for whom hospital obtained ISP	<b>31.6%</b>	<b>50.0%</b>	<b>90.0%</b>	<b>NOT MET</b>
2. Treatment and Discharge plans consistent with ISP	<b>50.0%</b>	<b>0.0%</b>	<b>90.0%</b>	
3. CI/ICI/ICM/ACT worker participated in treatment and discharge planning	<b>63.1%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
<b>Standard 19. Crisis Intervention Services</b>				
1. Face to face crisis contacts that result in hospitalizations.	<b>21.0%</b>	<b>28.0%</b>	<b>20-25%</b>	<b>NOT MET</b>
2. Face to face crisis contacts resulting in follow up and/or referral to community services	<b>47.6%</b>	<b>47.0%</b>	<b>To Be Established</b>	
3. Face to face crisis contacts using pre-developed crisis plan.	<b>12.6%</b>	<b>8.0%</b>	<b>To Be Established</b>	
4. Face to face crisis contacts in which CI worker was notified of crisis.	<b>78.4%</b>	<b>95.0%</b>	<b>90.0%</b>	<b>MET</b>
<b>Standard 20. Crisis Intervention Services</b>				
1. Class Members reporting they knew how to get help when it was needed.	<b>87.6%</b>	<b>91.9%</b>	<b>90.0%</b>	<b>MET</b>
2. Class Members reporting crisis services were available when needed.	<b>83.3%</b>	<b>75.6%</b>	<b>85%*</b>	<b>NOT MET</b>
<b>Standard 21. Treatment Services</b>				
1. Class Members with unmet mental health treatment needs.	<b>4.3%</b>	<b>14.2%</b>	<b>5% or fewer</b>	<b>NOT MET</b>
2. Lack of MH Tx impeding Riverview discharge w/in 7 days of determination	<b>94.0%</b>	<b>97.0%</b>	<b>70.0%</b>	<b>MET</b>
3. Lack of MH Tx impeding Riverview discharge w/in 30 days of determination.	<b>98.0%</b>	<b>97.0%</b>	<b>80.0%</b>	<b>MET</b>
4. Lack of MH Tx impeding Riverview discharge w/in 45 days of determination	<b>100.0%</b>	<b>97.0%</b>	<b>90.0%</b>	<b>MET</b>
5. Class Members use an array of Mental Health Services				
* Table only. No numerical standard.				
<b>Standard 22. Treatment Services</b>				
1. Class members reporting they can get the support that they need.	<b>85.1%</b>	<b>84.7%</b>	<b>85.0%</b>	<b>MET</b>
2. Class members reporting satisfaction with MH supports/services.	<b>81.2%</b>	<b>80.7%</b>	<b>85%*</b>	<b>NOT MET</b>
<b>Standard 23. Family Support Services</b>				
1. An array of family support services as per settlement agreement				
* No numerical standard necessary				
2. Number and distribution of family support services provided				
* No numerical standard necessary				

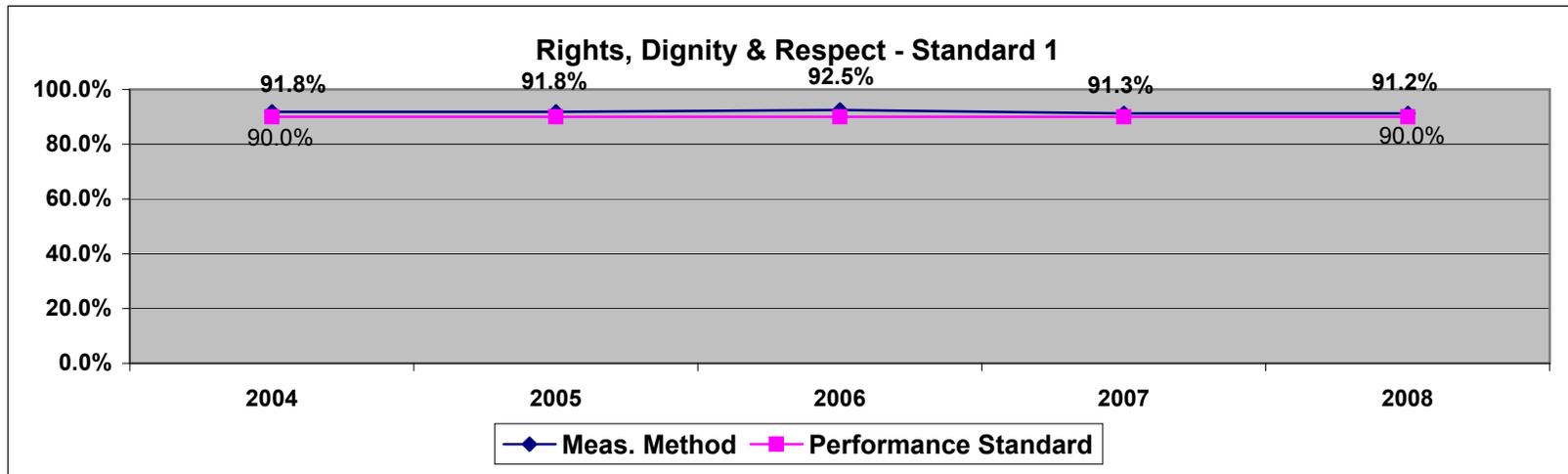
**Compliance and Performance Standards: Summary Sheet April - June, 2009**

	<b>Baseline</b>	<b>Current Level</b>	<b>Standard</b>	<b>Met/Not Met</b>
<b>Standard 24. Family Support Services</b>				
1. Counseling group participants reporting satisfaction with services	<b>98.7%</b>	<b>No data this quarter</b>	<b>85%*</b>	<b>MET</b>
2. Program participants reporting satisfaction with education programs	<b>100.0%</b>	<b>No data this quarter</b>	<b>80%*</b>	<b>MET</b>
3. Family participants reporting satisfaction with respite services.	<b>100.0%</b>	<b>No data this quarter</b>	<b>80%*</b>	
<b>Standard 25. Family Support Services</b>				
1. Agency contracts with referral mechanism to family support	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>MET</b>
2. Families reporting satisfaction with referral process.		<b>100.0%</b>	<b>85%*</b>	
<b>Standard 26. Vocational Employment Services</b>				
1. Class members with ISPs - Unmet voc employ. Needs.	<b>1.3%</b>	<b>6.5%</b>	<b>10%* or fewer</b>	<b>MET</b>
2. Class Members in competitive employment in the community.	<b>10.8%</b>	<b>7.6%</b>	<b>13.0%</b>	<b>NOT MET</b>
3. Class members in supported or competitive employment.	<b>21.0%</b>	<b>15.5%</b>	<b>13.0%</b>	<b>MET</b>
<b>Standard 27. Vocational Employment Services</b>				
1. Class members reporting satisfaction with employment	<b>78.4%</b>	<b>82.7%</b>	<b>80%*</b>	<b>MET</b>
2. Class members reporting voc supports available when needed.	<b>62.4%</b>	<b>59.7%</b>	<b>85%*</b>	<b>NOT MET</b>
<b>Standard 28. Transportation</b>				
1. Class Members with ISPs - Unmet transportation needs.	<b>1.3%</b>	<b>8.3%</b>	<b>10% or fewer</b>	<b>MET</b>
<b>Standard 29. Transportation</b>				
1. Class members due to lack of trans., difficulty with mh/med appts.	<b>19.9%</b>	<b>16.2%</b>	<b>10% or less*</b>	<b>NOT MET</b>
2. Class members due to lack of trans., lack of soc/rec activities.	<b>27.3%</b>	<b>24.6%</b>	<b>20% or less*</b>	<b>NOT MET</b>
<b>Standard 30. Rec/Soc/Avocational/Spiritual Opportunities</b>				
1. Number of Social Clubs/peer center participants.	<b>1907</b>	<b>No data this quarter</b>	<b>NA</b>	<b>NA</b>
2. Number of other peer support programs	<b>26</b>	<b>28</b>	<b>NA</b>	<b>NA</b>

	<b>Baseline</b>	<b>Current Level</b>	<b>Standard</b>	<b>Met/Not Met</b>
<b>Standard 31. Rec/Soc/Avoc/Spiritual</b>				
1. ISP identified class member unmet needs in rec/soc/avoc/spiritual.	<b>1.0%</b>	<b>4.4%</b>	<b>10%* or fewer</b>	<b>MET</b>
2. Class members reporting regular participation in rec/soc/avoc/spiritual.	<b>44.2%</b>	<b>48.9%</b>	<b>60%*</b>	<b>NOT MET</b>
3. Class members reporting satisfaction with rec/soc/avoc/spiritual.	<b>62.2%</b>	<b>67.5%</b>	<b>80%*</b>	<b>NOT MET</b>
<b>Standard 32. Individual Outcomes</b>				
1. Consumers with improvement in LOCUS (Baseline to Follow-up)	<b>41.0%</b>	<b>43.3%</b>	<b>To Be Established</b>	
2. Consumers who have maintained functioning (Baseline to Follow-up)	<b>24.6%</b>	<b>30.6%</b>	<b>To Be Established</b>	
3. Consumers reporting positively on functional outcomes.	<b>78.0%</b>	<b>None</b>	<b>80%*</b>	<b>See note standard 32, pg 58</b>
<b>Standard 33. Recovery</b>				
1. Consumers reporting staff helped them to take charge of managing illness.	<b>70.9%</b>	<b>76.4%</b>	<b>80%*</b>	<b>NOT MET</b>
2. Consumers reporting staff believed they could grow, change, recover	<b>83.5%</b>	<b>69.9%</b>	<b>80%*</b>	<b>NOT MET</b>
3. Consumers reporting staff supported their recovery efforts	<b>70.9%</b>	<b>72.7%</b>	<b>80%*</b>	<b>NOT MET</b>
4. Consumers reporting that providers offered learning opportunities	<b>70.9%</b>	<b>74.1%</b>	<b>80%*</b>	<b>NOT MET</b>
5. Consumers reporting providers stressed natural supports/friendships	<b>Question eliminated with 2007 DIG Survey.</b>			
6. Consumers reporting providers offered peer recovery groups.	<b>53.2%</b>	<b>63.4%</b>	<b>80%*</b>	<b>NOT MET</b>
<b>Standard 34. Public Education</b>				
1. # MH workshops, forums and presentation geared to public participation.	<b>38</b>	<b>28</b>	<b>NA</b>	<b>NA</b>
2. #, type of info packets, publications, press releases distributed to public.	<b>37</b>	<b>170</b>	<b>NA</b>	<b>NA</b>
<b>*Qualitative evaluation; no numerical standard.</b>				

\* Denotes Performance Standard

### Rights, Dignity, and Respect



**Paragraph Standard 1:**

**32 a. Meas. Method**

**Baseline**

**Current Level**

**Performance Standard**

**Treated with respect for their individuality**

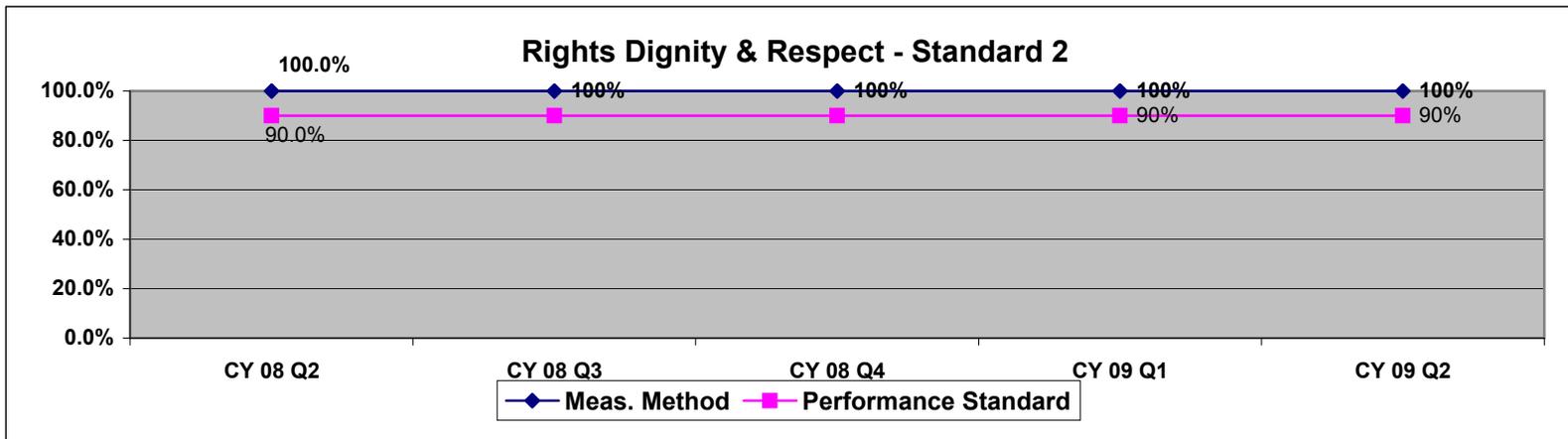
Class Member Survey Q3. % Yes to "Have Service providers treated you with courtesy and respect?"

91.8% 2004 Class Member Survey (N=538)

91.2% 2008 Class Member Survey (N=555)

90.0%

**Rights, Dignity, and Respect**



Paragraph 32a

**Standard 2:**  
**Meas. Method**  
**Baseline**

**Current Level**  
**Performance Standard**

*CY=Calender Year*

**Grievances are addressed in a timely manner**

DHHS Grievance Tracking System - Response to Level II Grievances within 5 days or agreed upon extension.  
 100.0% CY03 Grievance Tracking data (15 out of 15)  
 100.0% CY 06 Q1-Q4 Grievance Tracking data (17 out of 17)  
 100.0% CY 09 Q2 Grievance Tracking data (9 out of 9)  
 90.0%

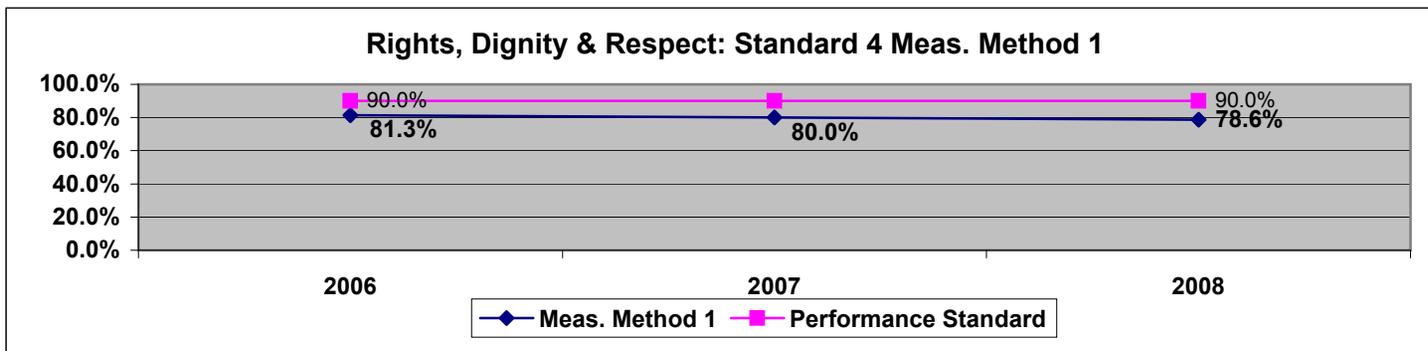
## Rights, Dignity, and Respect

*Graph not available for Standard 3.*

<b>Paragraph</b>	<b>Standard 3:</b>	<b>Demonstrate rights are respected and maintained</b>
<b>27</b>	<b>Meas Method 1:</b>	DHHS Grievance Tracking System, Number of Level II grievances filed and number unduplicated people
	<b>Baselines</b>	11 Grievances, 7 Unduplicated individuals 2004 Calender Year Grievance Tracking data. 18 Grievances, 14 Unduplicated individuals 2005 Calender Year Grievance Tracking data.
	<b>Current Level</b>	9 Grievances, 5 Unduplicated individuals 2009 Q2 CY Grievance Tracking data.
	<b>Performance Standard</b>	No numerical standards necessary, ongoing monitoring of grievance trends.
	<b>Meas Method 2:</b>	DHHS Grievance Tracking System, Number of Level II grievances filed where violation is substantiated. and remedy applied.
	<b>Baselines</b>	CY03 Grievance Tracking, 15 grievances filed in 2003, 2 Cases resolved by mediation, 0 required remedies CY07 Q1 -Q4 31 grievances filed, 2 dismissed to lack of jurisdiction, 1 substantiated.
	<b>Current Level</b>	CY 09 Q4 9 grievances filed, 2 substantiated.
	<b>Performance Standard</b>	No numerical standards necessary, ongoing monitoring of grievance trends.

*CY=Calender Year*

### Rights, Dignity, and Respect

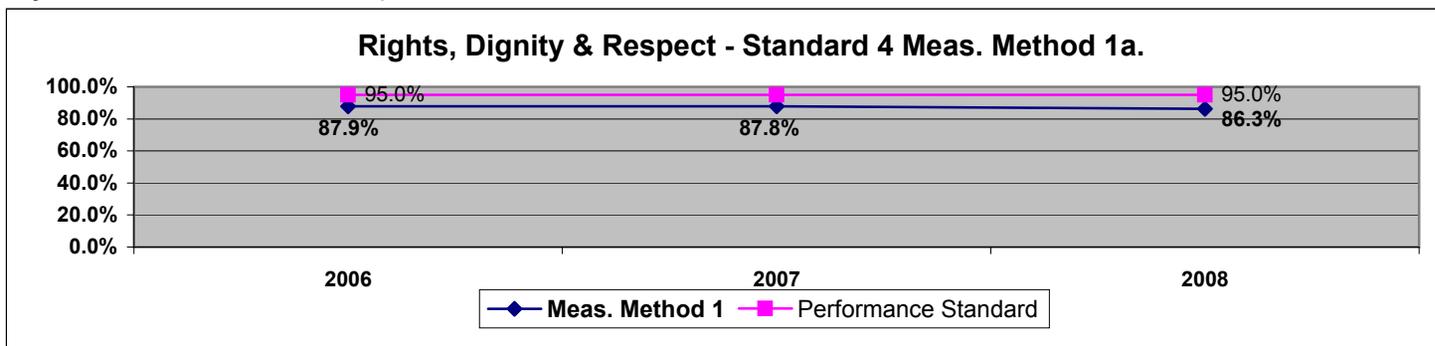


Paragraph **Standard 4:**  
57 **Meas. Method 1.**

**Class Members are informed of their rights**

Class Member Survey, Q30, percent of class members informed about rights as a MH consumer in way they could understand.

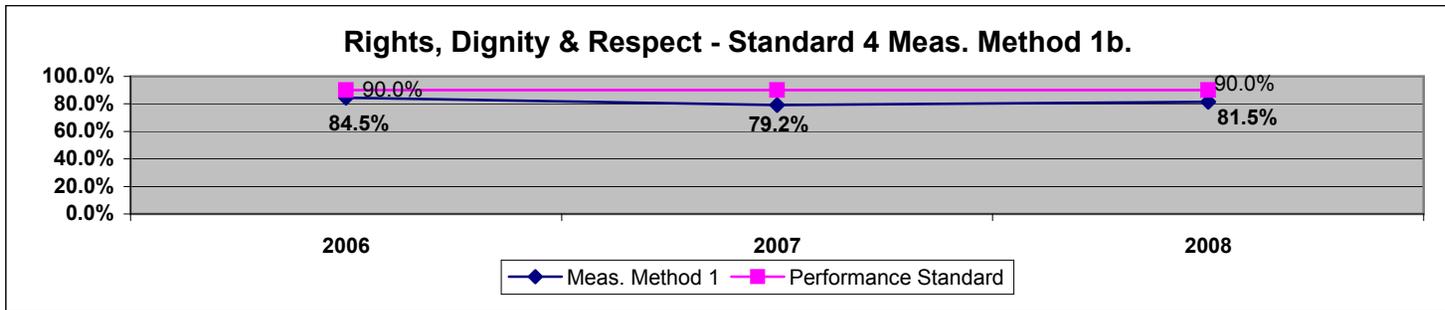
<b>Baseline</b>	77.3%	2004 Class Member Survey (N=538)
<b>Current Level</b>	78.6%	2008 Class Member Survey (N=555)
<b>Performance Standard</b>	90.0%	
<b>Compliance Standard*</b>	See explanation after Standard 4 Measurement Method 2	



**Meas. Method 1a.**

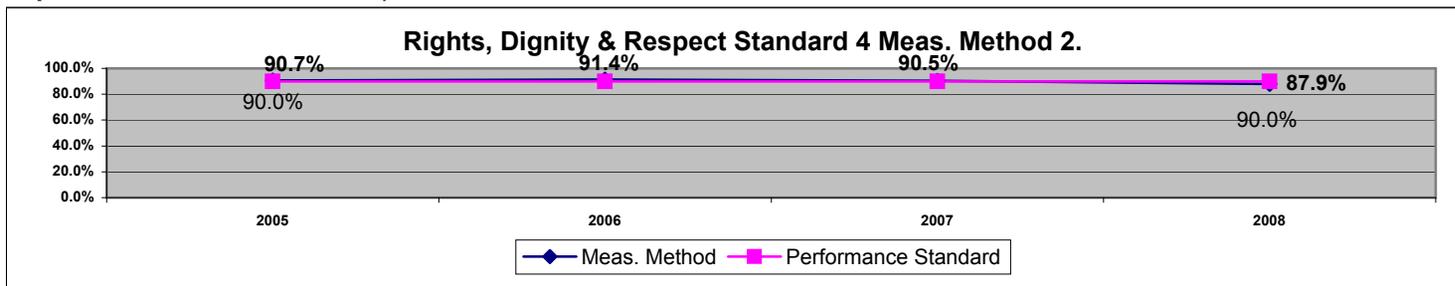
Class Member Survey, Qs 26 & 30, percent of class members who have a CIW reporting they were informed about their rights

<b>Baseline</b>	87.0%	2004 Class Member Survey (N=538)
<b>Current Level</b>	86.3%	2008 Class Member Survey (N=555)
<b>Performance Standard</b>	95.0%	
<b>Compliance Standard*</b>	See explanation after Standard 4 Measurement Method 2	



**Meas. Method 1b.** Class Member Survey, Qs 38 & 30, percent of class members who have MaineCare reporting they were informed about their rights.

<b>Baseline</b>	81.0%	2004 Class Member Survey (N=538)
<b>Current Level</b>	81.5%	2008 Class Member Survey (N=555)
<b>Performance Standard</b>	90.0%	
<b>Compliance Standard*</b>	See explanation after Standard 4 Measurement Method 2	



**Meas. Method 2.** Data Infrastructure Survey, Q15, percent of consumers reporting they were given information about their rights

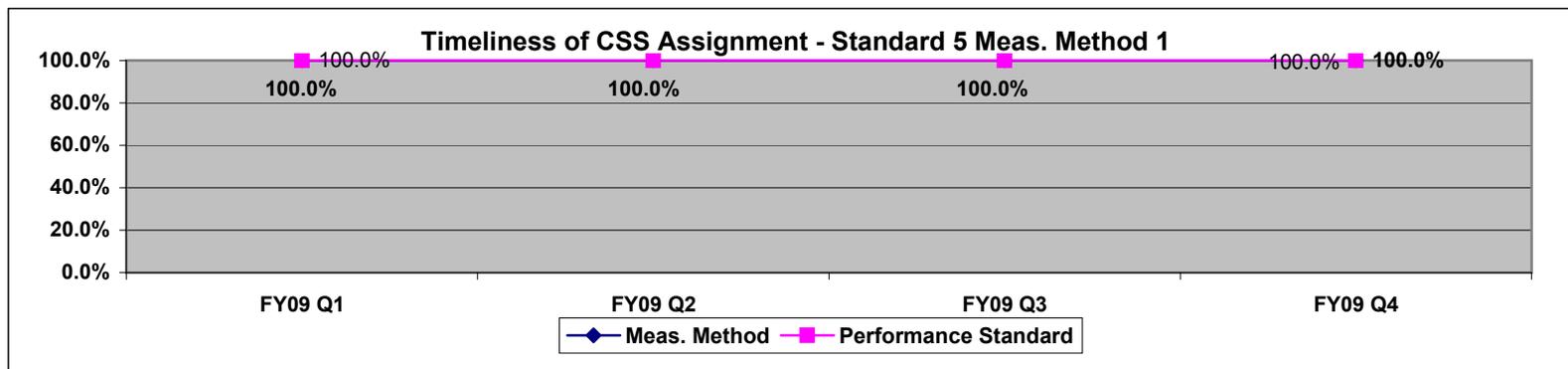
<b>Baseline</b>	90.7%	2003 Data Infrastructure Survey-Q14	(N=748)
<b>Current Level</b>	87.9%	2008 Data Infrastructure Survey-Q15	(N=1405)
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard*</b>	See explanation below.		

\* Compliance standard for 1, 1a, 1b, and 2

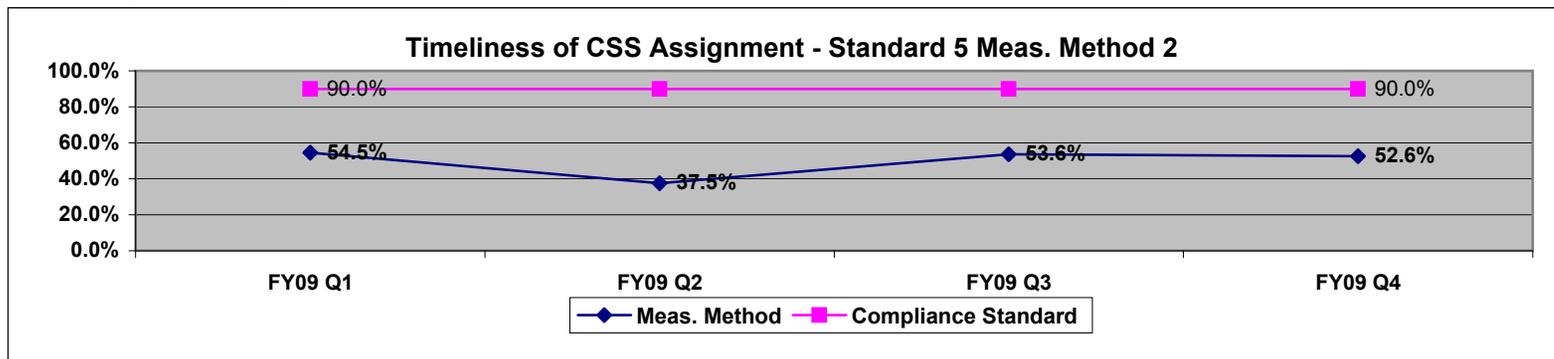
If results fall below performance standard levels, the Department:

- Consults with the consumer council
- Takes corrective action if deemed necessary by the consumer council and
- Develops that corrective action in collaboration with the consumer council

### Community Integration/Community Support Services/Individualized Support Planning

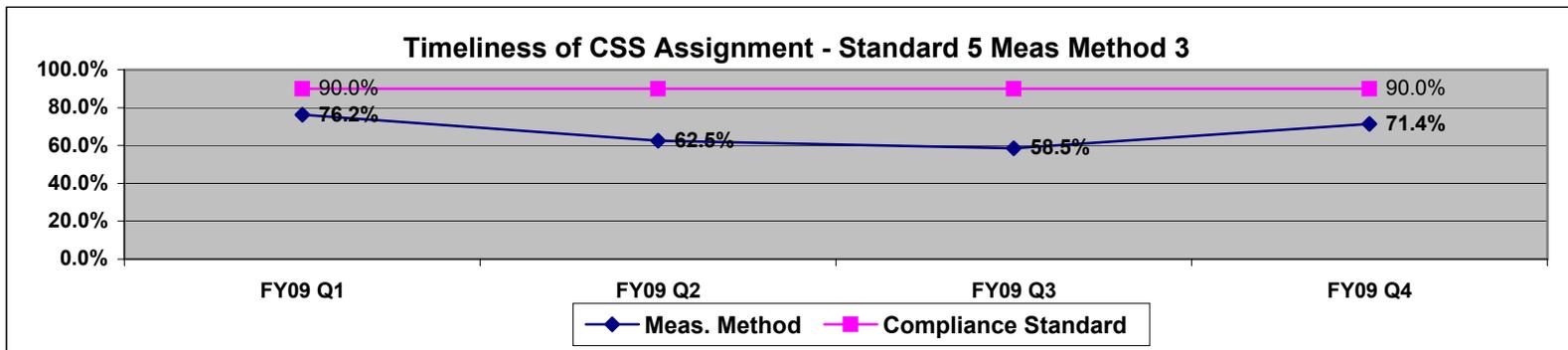


<b>Paragraph 49, 55</b>	<b>Standard 5: Meas. Method 1</b>	<b>Prompt Assignment of CI/ICI/ICM/ACT Workers, ISP Timeframes/Attendees at ISP Meetings</b>
<b>59, 58</b>	<b>Baseline</b>	Percentage of class members requesting a worker who were assigned one.
	<b>Current Level</b>	100.0% (36 out of 36) FY06 Q4 ISP RDS Data
	<b>Performance Standard</b>	100.0% (117 out of 117) FY09 Q4 ISP RDS Data



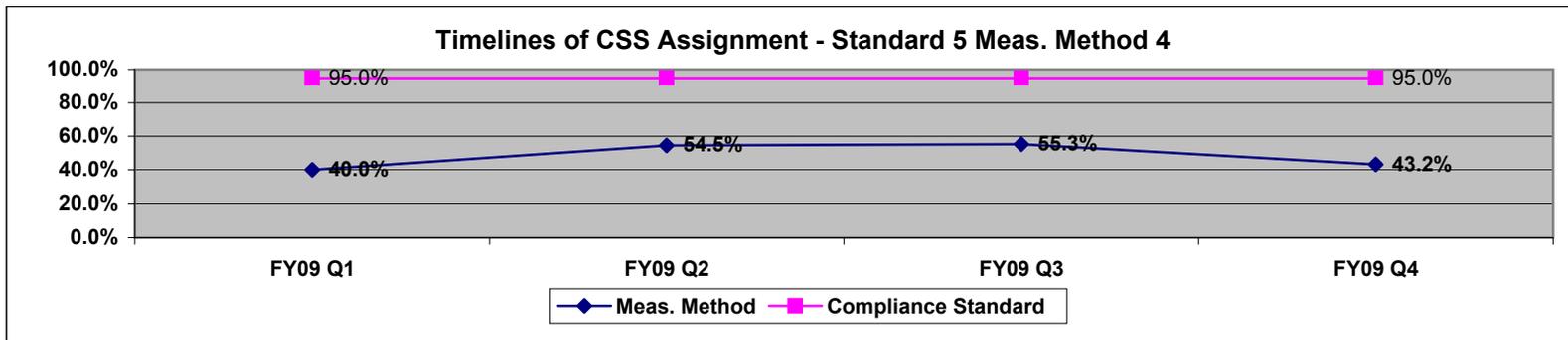
<b>Meas. Method 2.*</b>	Percentage of hospitalized class members who were assigned a worker within 2 working days.		
<b>Baseline</b>	92.0%	(12 out of 13)	FY06 Q4 ISP RDS Data
<b>Current Level</b>	52.6%	(10 out of 19)	FY09 Q4 ISP RDS Data
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard</b>	90.0%	(3 out of 4 quarters)	

\*Starting with fiscal year 2009, quarter 1 (July, August, September 2008), all calculations are now based on working days to time of assignment.



**Meas. Method 3.\*** Percentage of non-hospitalized class members assigned a worker within 3 working days.

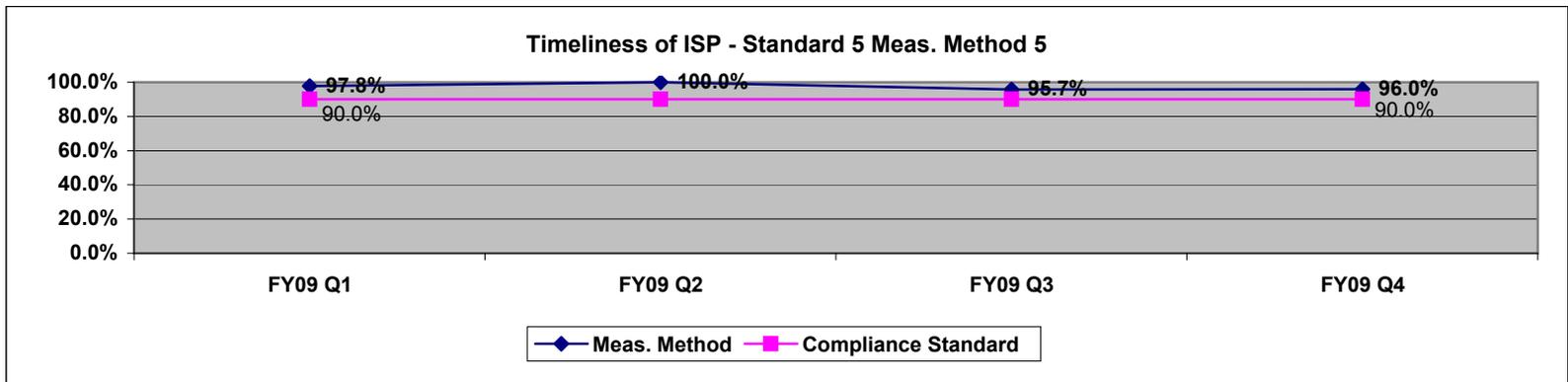
<b>Baseline</b>	70.0%	(16 out of 23)	FY06 Q4 ISP RDS Data
<b>Current Level</b>	71.4%	(70 out of 98)	FY09 Q4 ISP RDS Data
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard</b>	90.0%	(3 out of 4 quarters)	



**Meas. Method 4.\*** Percentage of class members in hospital or community not assigned on time but were assigned within an additional 7 working days

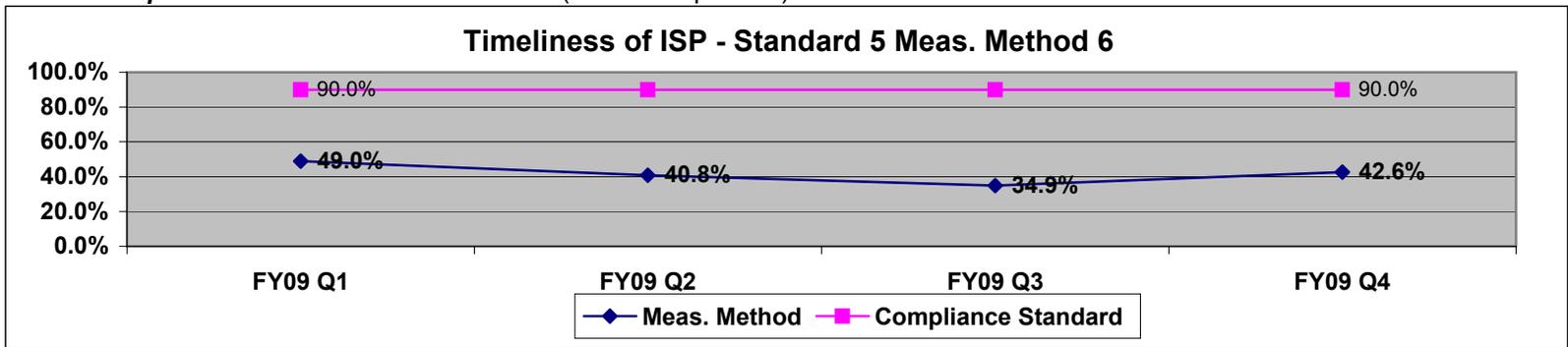
<b>Baseline</b>	71.0%	(6 out of 7)	FY06 Q4 ISP RDS Data
<b>Current Level</b>	43.2%	(16 out of 37)	FY09 Q4 ISP RDS Data
<b>Performance Standard</b>	100.0%		
<b>Compliance Standard</b>	95.0%	(3 out of 4 quarters)	

\*Starting with fiscal year 2009, quarter 1 (July, August, September 2008), all calculations based on working days to time of assignment.



**Meas. Method 5.\*** ISP completed within 30 days of service request

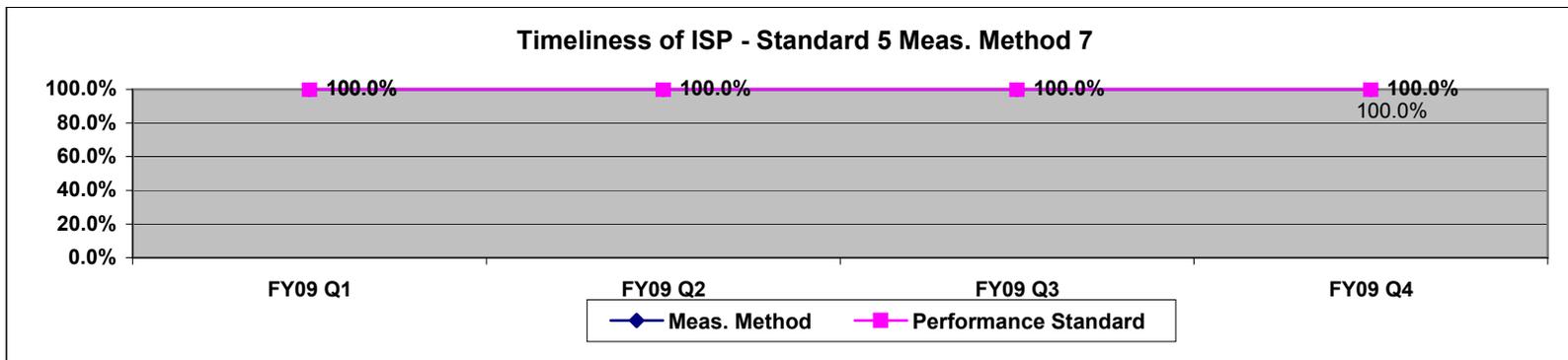
<b>Baseline</b>	75.2%	(158 out of 210)	FY07 Q1 ISP RDS Data
<b>Current Level</b>	96.0%	(24 out of 25)	FY09 Q4 ISP RDS Data
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard</b>	90.0%	(3 out of 4 quarters)	



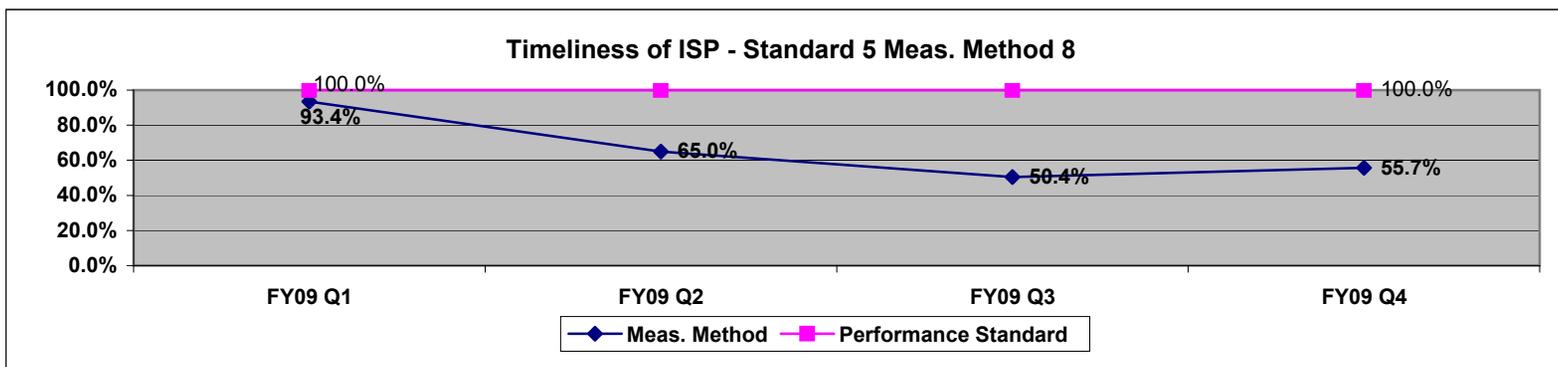
**Meas. Method 6.\*** 90 day ISP review completed within specified timeframe.

<b>Baseline</b>	93.8%	December 2004 ISP Overdue Data
<b>Current Level</b>	42.6%	(358 out of 841) FY09 Q4 ISP RDS Data
<b>Performance Standard</b>	90.0%	
<b>Compliance Standard</b>	90.0%	(3 out of 4 quarters)

\*The methodology for calculating this standard was re-designed starting quarter 1 FY 09 in order to better define the logic behind the calculations.



**Meas. Method 7.\*** Initial ISPs not developed within 30 days, but were developed within 60 working days.  
**Baseline** 30.7% (16 out of 52) FY07 Q1 ISP RDS Data  
**Current Level** 100.0% (1 out of 1) FY09 Q4 ISP RDS Data  
**Performance Standard** 100.0%

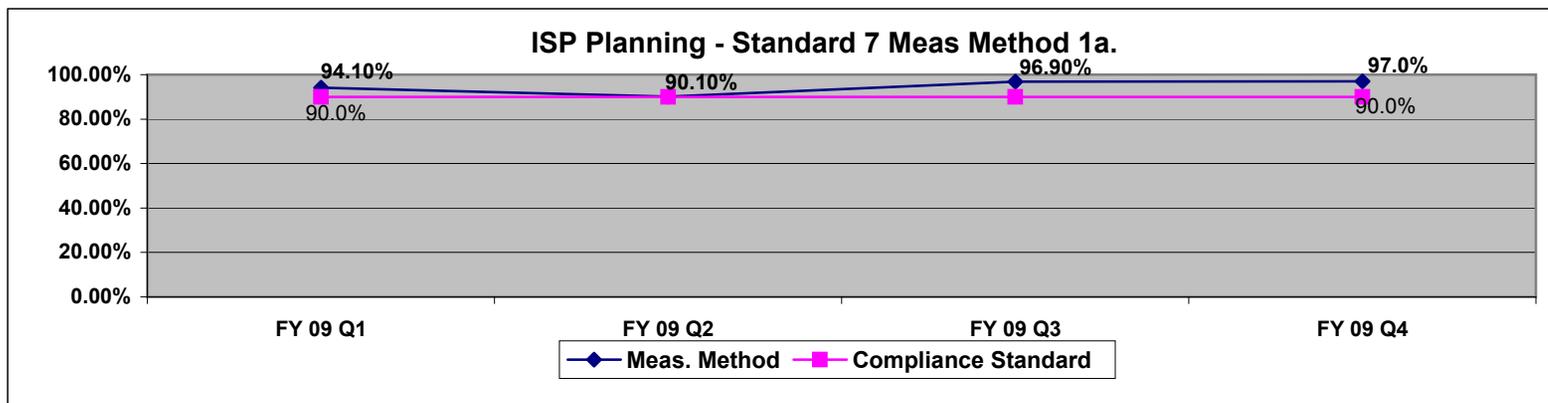


**Meas. Method 8.\*** ISPs that were not reviewed within 90 days but were reviewed within 120 working days.  
**Baseline** 45.0% (263 out of 585) FY07 Q1 ISP RDS Data  
**Current Level** 55.7% (269 out of 483) FY09 Q4 ISP RDS Data  
**Performance Standard** 100.0%

\*The methodology for calculating this standard was re-designed starting quarter 1 FY 09 in order to better define the logic behind the calculations.

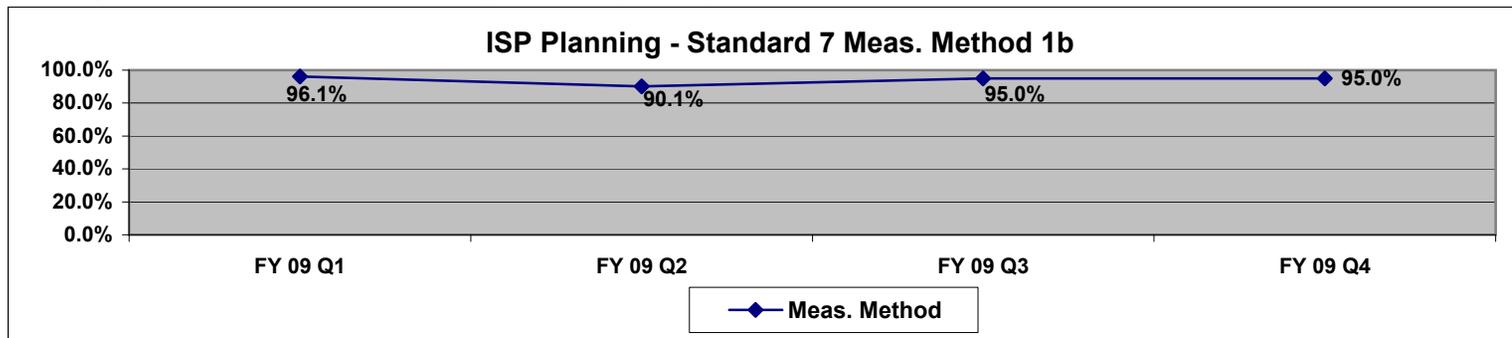
**Note: There is no Standard #6 as those indicators are now covered in Standards #5 and #18.**

### Community Integration/Community Support Services/Individualized Support Planning



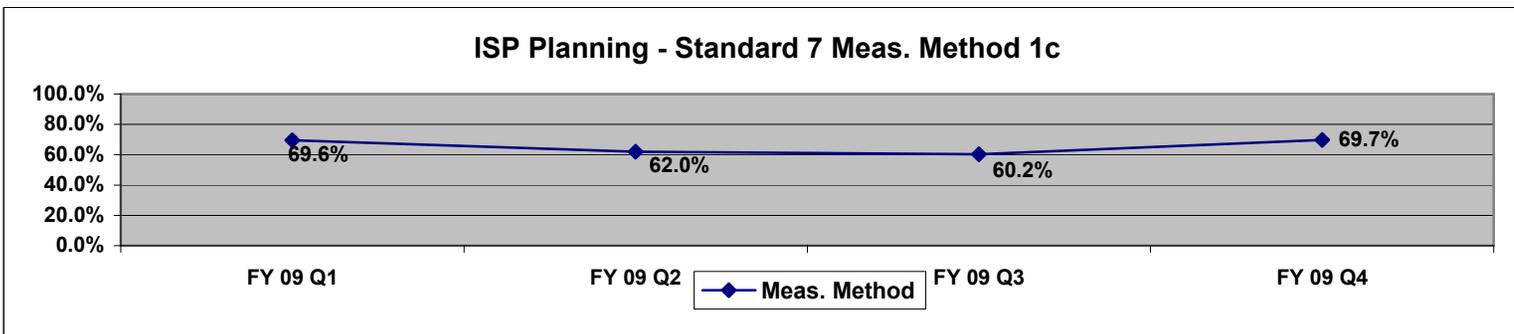
**Paragraph 61 Standard 7:** Demonstrate ISPs are based upon consideration of the class members' strengths & needs  
**Meas. Method 1a.** Does the record document that the treatment plan goals reflect the strengths of the consumer? receiving services? (IIb)

**Baseline** 79.4% FY 07 Q3 (50 out of 63)  
**Current Level** 97.0% FY 09 Q4 (98 out of 101)  
**Performance Standard** 95.0%  
**Compliance Standard** 90.0% (3 out of 4 quarters)

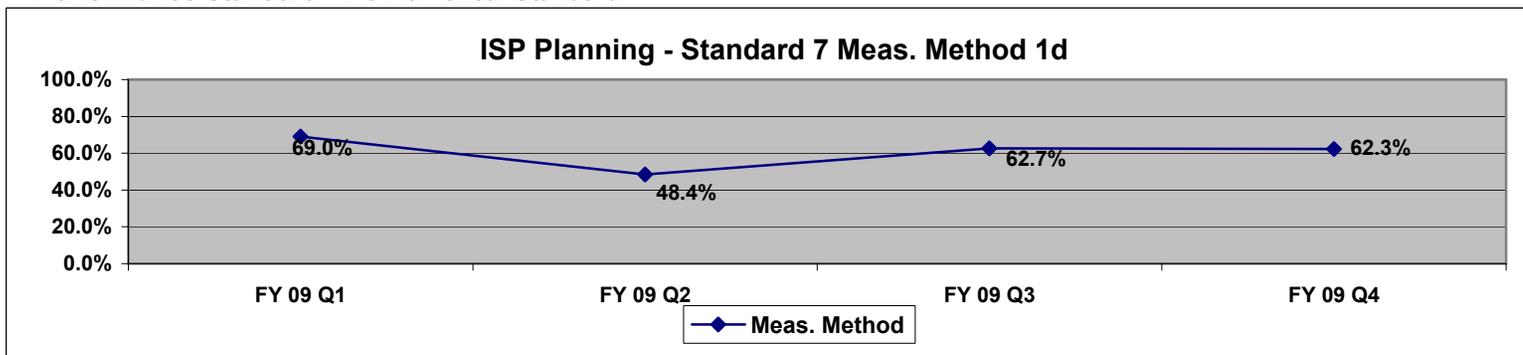


**Meas. Method 1b.** Does record document the individual's potential need for crisis intervention and resolution services was considered during treatment planning? (IIc.)

**Baseline** 82.5% FY 07 Q3 (11 out of 52)  
**Current Level** 95.0% FY 09 Q4 (94 out of 99 )  
**Performance Standard** No Numerical Standard Necessary

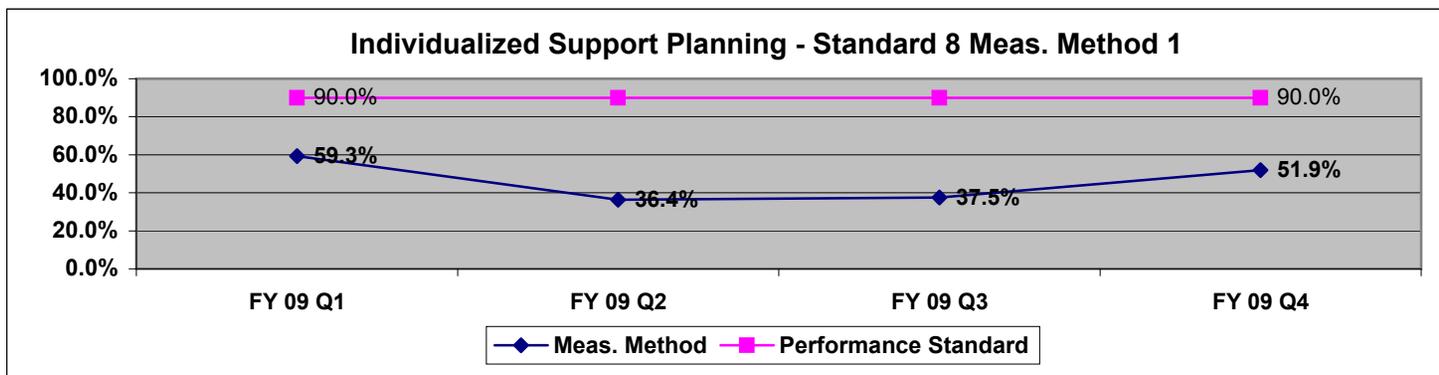


**Meas. Method 1c** Does the record document that the consumer has a crisis plan? (Ile)  
**Baseline** 19.0% FY 07 Q3 (12 out of 63)  
**Current Level** 69.7% FY 09 Q4 (69 out of 99)  
**Performance Standard** No Numerical Standard

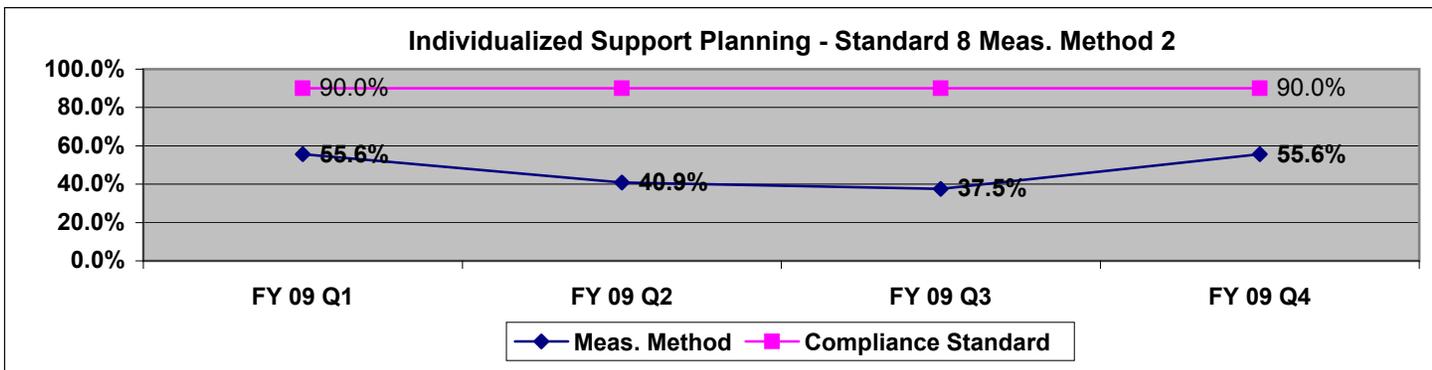


**Meas. Method 1d.** If the consumer has a crisis plan, "has the crisis plan been reviewed as required, every 3 months?" (IIg.)  
**Baseline** 41.7% FY 07 Q3 (5 out of 12)  
**Current Level** 62.3% FY 09 Q4 (43 out of 69)  
**Performance Standard** No Numerical Standard

**Community Integration/Community Support Services/Individualized Support Planning**

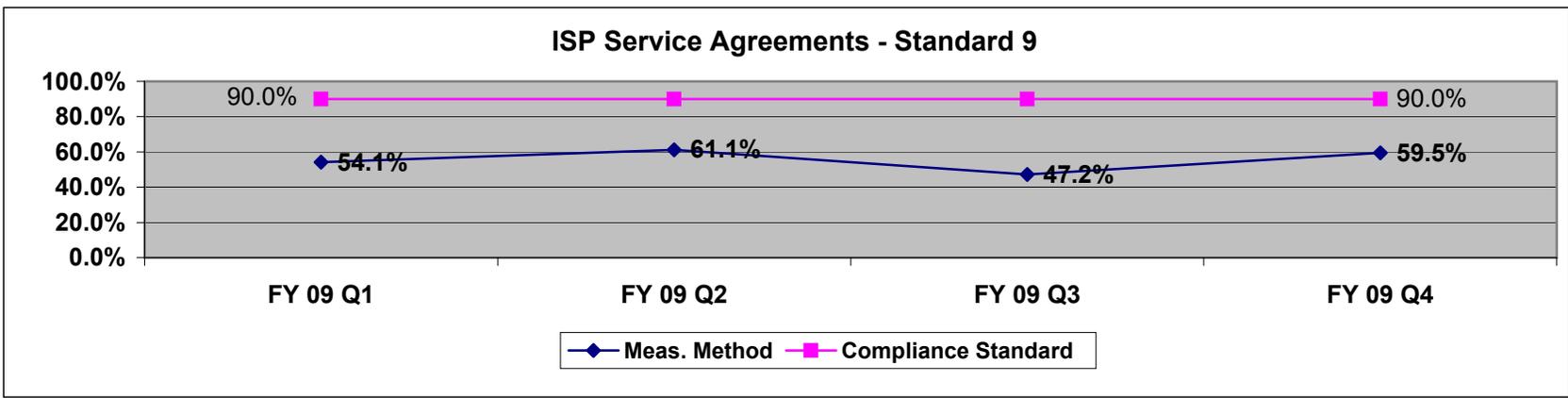


**Paragraph 63 Standard 8:** Services are based on actual needs of the class member rather than what services are available  
**Meas. Method 1.** ISPs reviewed in which there is evidence that the ISP team reconvened after an unmet need was identified.  
**Baseline** 50.0% FY 07 Q3 (5 out of 10 identified unmet needs)  
**Current Level** 51.9% FY 09 Q4 (14 out of 27 identified unmet needs and team reconvened)  
**Performance Standard** 90.0%



**Meas. Method 2.** ISPs reviewed with identified unmet needs in which interim plans are established.  
**Baseline** \*\* FY 05 Q2 \*\* No Unmet Needs Reported.  
**Current Level** 55.6% FY 09 Q4 (15 out of 27 identified unmet needs)  
**Performance Standard** 95.0%  
**Compliance Standard** 90.0% (3 out of 4 quarters)

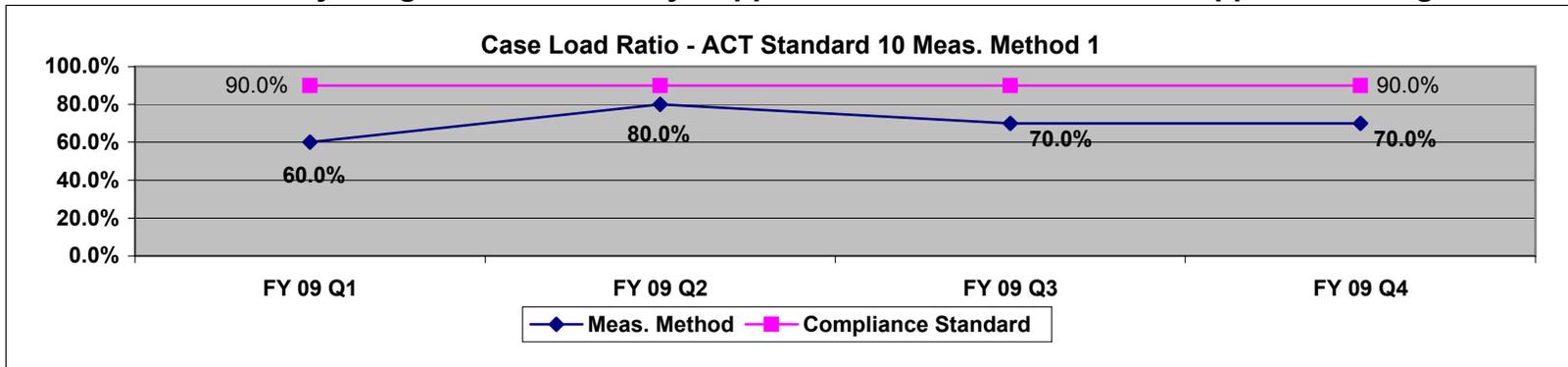
**Community Integration/Community Support Services/Individualized Support Planning**



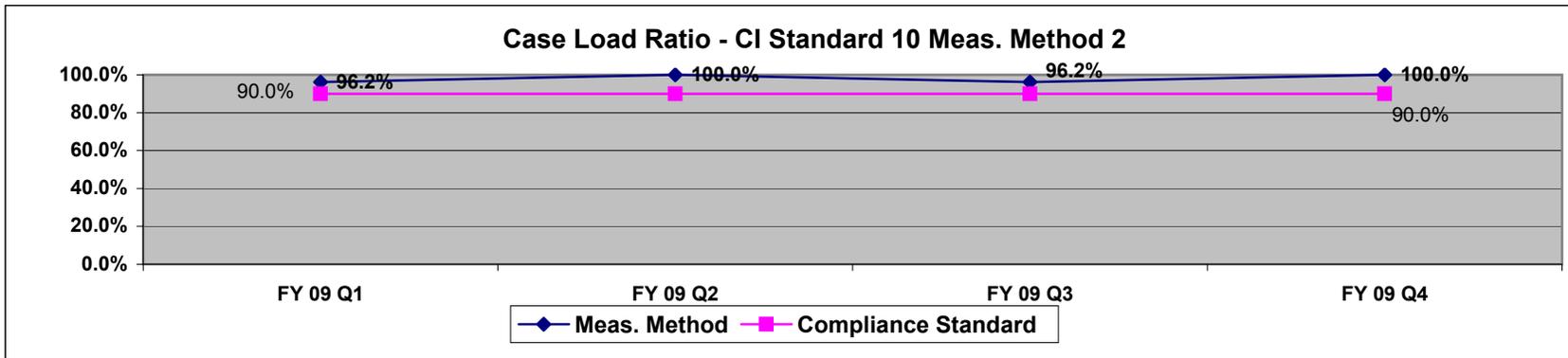
<b>Paragraph 69</b>	<b>Standard 9:</b>	<b>Services to be delivered by an agency funded or licensed by the state.</b>
	<b>Meas. Method 1.</b>	ISPs with services identified and with a treatment plan signed by each provider.
	<b>Baseline</b>	100% (17/17) (17/17) FY 05 Q2
	<b>Current Level</b>	59.5% (25/42) FY 09 Q3
	<b>Performance Standard</b>	90.0%
	<b>Compliance Standard</b>	90.0% (3 out of 4 quarters)

Question slightly revised in February 2007 Document Review revisions.  
 Does the record document that Service Agreements are Required for this plan? (IVa.)  
 "If yes, have the Service Agreements been acquired?" (IVb.)  
 "If yes are the Service Agreements current? (IVc.)  
 \*\*must be acquired and current to meet the standard\*\*

**Community Integration/Community Support Services/Individualized Support Planning**



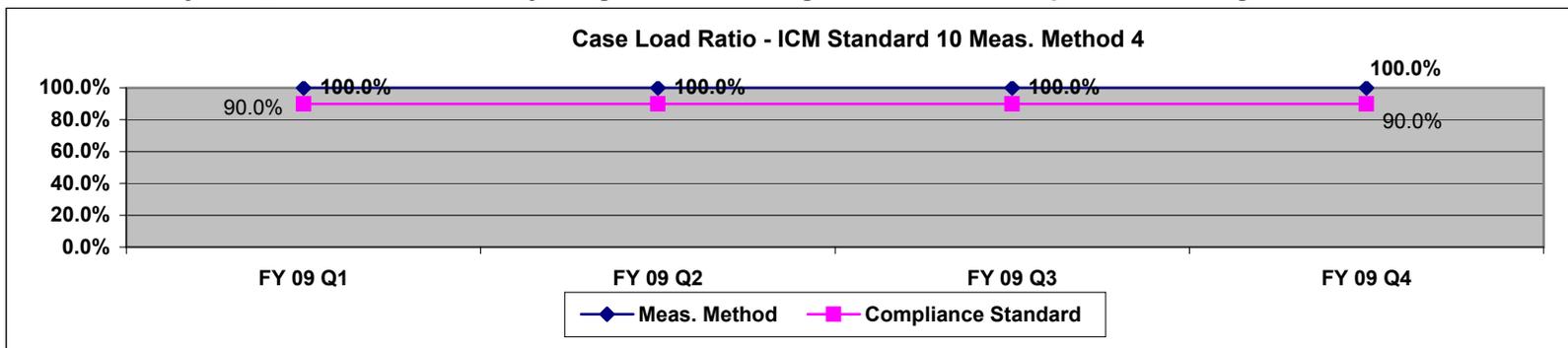
**Meas. Method 1.** ACT Providers with average caseloads of 10 or fewer.  
**Baseline** 88.9% (8 out of 9) FY08 Q2 Agency Community Support Census/Staffing Ratio Database  
**Current Level** 70.0% (7 out of 10) FY09 Q4 Agency Community Support Census/Staffing Ratio Database  
**Performance Standard** 90.0% of all ACT Teams  
**Compliance Standard** 90.0% of all ACT Teams



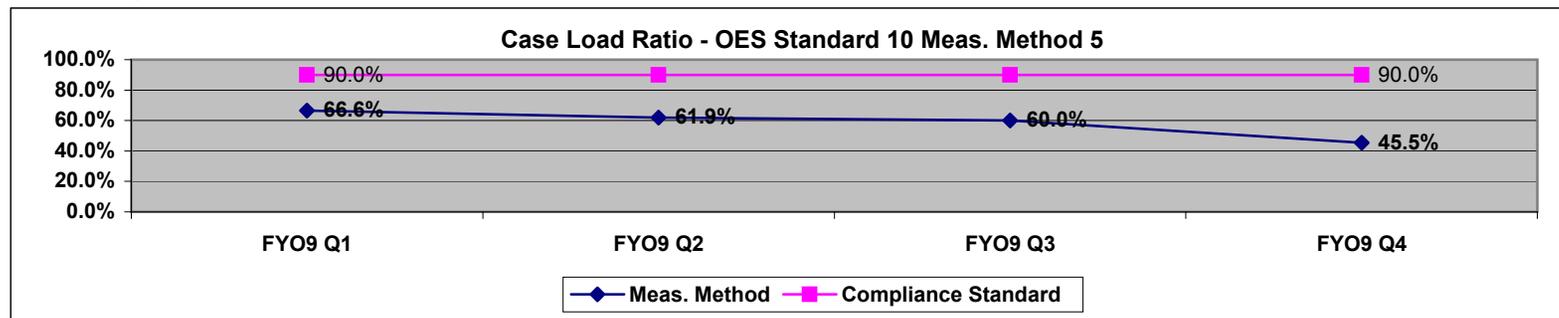
**Paragraph 71 Meas. Method 2.** Community Integration Workers with average caseloads of 40 or fewer.  
**Baseline** 100.0% (27 out of 27) FY08 Q4 Agency Community Support Census/Staffing Ratio Database  
**Current Level** 100.0% (26 out of 26) FY09 Q3 Agency Community Support Census/Staffing Ratio Database  
**Performance Standard** 90.0% of all CIW Providers  
**Compliance Standard** 90.0% of all CIW Providers

**\*Standard 10 Meas. Method 3, Caseload Ratio - ICI has been deleted.**

**As of July 2008, Intensive Community Integration is no longer a service that is provided through Mainecare.**



**Meas. Method 4.** Intensive Case Managers with average caseloads of 16 or fewer.  
**Baseline** 100.0% (40 out of 40) FY08 Q2 Agency Community Support Census/Staffing Ratio Database  
**Current Level** 100.0% (35 out of 35) FY 09 Q4 EIS ICM Caseload Data  
**Performance Standard** 90.0% of all ICM Workers with Class Member caseloads  
**Compliance Standard** 90.0% of all ICM Workers with Class Member caseloads



**Meas. Method 5.** Office of Elder Services Case Managers with average caseload of 25 or fewer.  
**Baseline** 41.9% Dec 08 MAPSIS Case Counts for Workers with Class Members Public Wards  
**Current Level** 45.5% Jul-09 MAPSIS Case Counts for Workers with Class Members Public Wards  
**Performance Standard** 90.0% of all OES Case Managers with Class Member Public Wards  
**Compliance Standard** 90.0% of all OES Case Managers with Class Member Public Wards

**OES and ICM is the percentage of workers statewide with caseloads at or below the Measurement Method**

**ACT and CI are the percentage of programs statewide with an average caseload at or below the Measurement Method.**

66.6667

### Community Integration/Community Support Services/Individualized Support Planning

**Paragraph Standard 11:** Needs of Class Members not in service are considered in system design and services  
**74 Meas. Method 1** Number of class members who do not receive services from a community support worker identifying unmet needs in an ISP-related domain area.

**Performance Standard** *No numerical standard necessary. ISP RDS data will be utilized to guide and inform DHHS service and budget planning.*

**Meas. Method 2** Number of unmet needs in each ISP-related domain for class members who do not receive services from a community support worker.

**Performance Standard** *No numerical standard necessary. ISP RDS data will be utilized to guide and inform DHHS service and budget planning.*

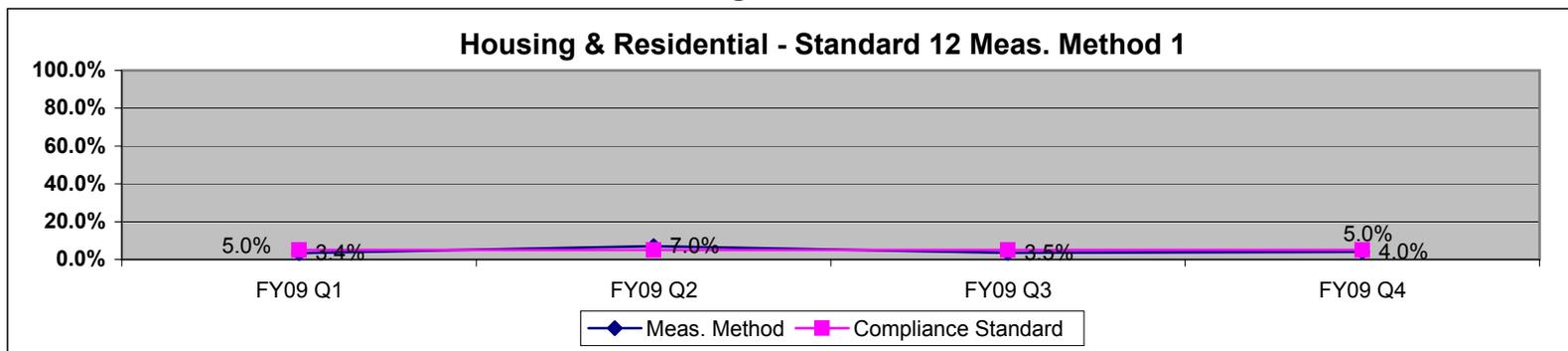
The total of unique individuals for all regions may not equal the total unique individuals for the State as an individual may make a request of a CDC in more than one region.

#### Number of Callers with unmet needs April 1 - June 30, 2009

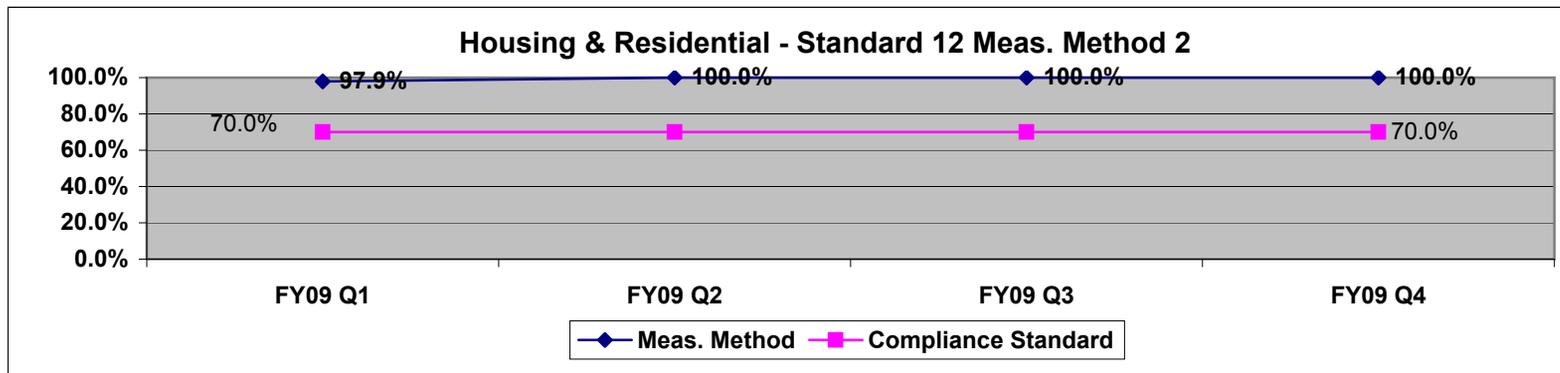
	Region 1	Region 2	Region 3	State
Unique Individuals	24	19	5	46
Unmet Needs:	0	0	0	0

Unmet Needs by Domain Jan 1 ~ Mar 31, 2008	
ISP Domain Areas	State
Mental Health Services	0
MH Crisis Planning Resources	0
Peer, Recovery & Support Resources	0
Substance Abuse Services	0
Housing Resources	0
Health Care Resources	0
Legal Resources	0
Financial Security Resources	0
Education Resources	0
Vocation Employment Resources	0
Living Skills Resources	0
Transportation Resources	0
Personal Growth/Community Participation	0
Total	0

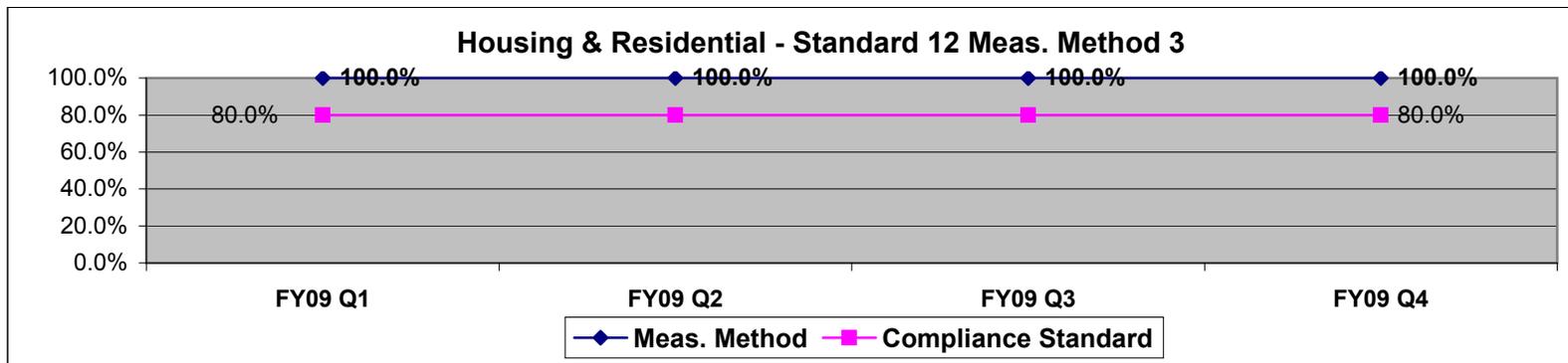
### Community Resources and Treatment Services Housing and Residential



**Paragraph 97,98 Standard 12:** A flexible array of residential services adequate to meet ISP Identified needs of those ready for discharge  
**Meas. Method 1.** Class members in community with ISPs with unmet residential support needs  
**Baseline** 7.2% (22 out of 305) FY06 Q4 ISP RDS Data  
**Current Level** 4.0% (42 out of 1053 ) FY09 Q4 ISP RDS Data  
**Performance Standard** 5.0% or fewer  
**Compliance Standard** 5.0% or fewer (3 out of 4 quarters)



**Meas. Method 2.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 7 days of that determination. (discharge is not impeded due to lack of residential support services)  
**Baseline** 98.0% (FY 07 Q1 Out of 49 Patients ready for discharge, 1 could not be discharged due to lack of service)  
**Current Level** 100.0% (FY 09 Q4 Out of 37 Patients discharged, 0 could not be discharged due to lack of service)  
**Performance Standard** 75.0% (within 7 days of that determination)  
**Compliance Standard** 70.0% (within 7 days of that determination)



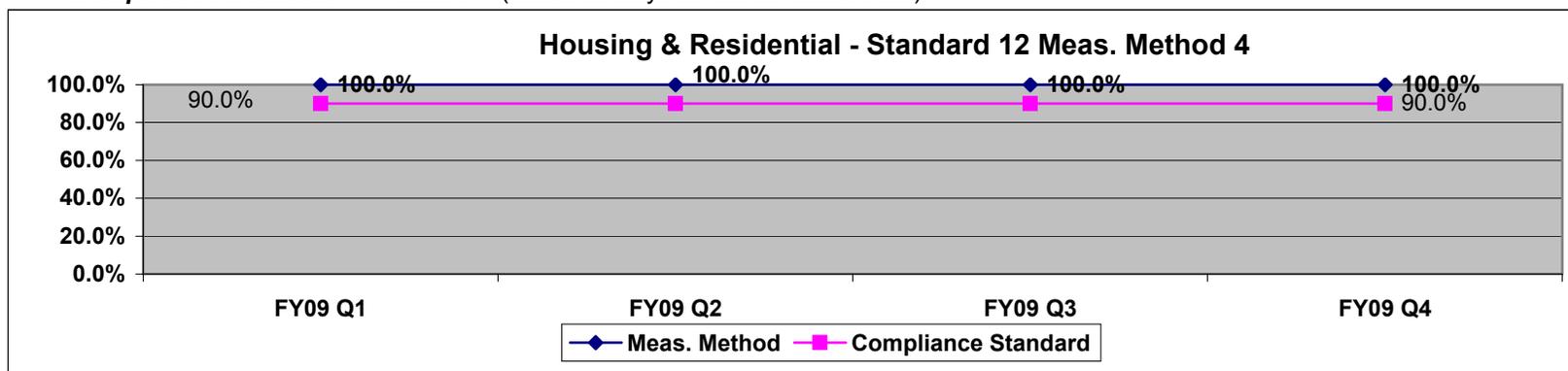
**Meas. Method 3.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 30 days of that determination. (discharge is not impeded due to lack of residential support services)

**Baseline** 98.0% (FY 07 Q1 Out of 49 Patients ready for discharge, 1 could not be discharged due to lack of service)

**Current Level** 100.0% (FY 09 Q4 Out of 37 Patients discharged, 0 could not be discharged due to lack of service)

**Performance Standard** 96.0% (within 30 days of that determination)

**Compliance Standard** 80.0% (within 30 days of that determination)



**Meas. Method 4.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 45 days of that determination. (discharge is not impeded due to lack of residential support services)

**Baseline** 98.0% (FY 07 Q1 Out of 49 Patients ready for discharge, 1 could not be discharged due to lack of service)

**Current Level** 100.0% (FY 09 Q4 Out of 37 Patients discharged, 0 could not be discharged due to lack of service)

**Performance Standard** 100.0% (within 45 days of that determination)

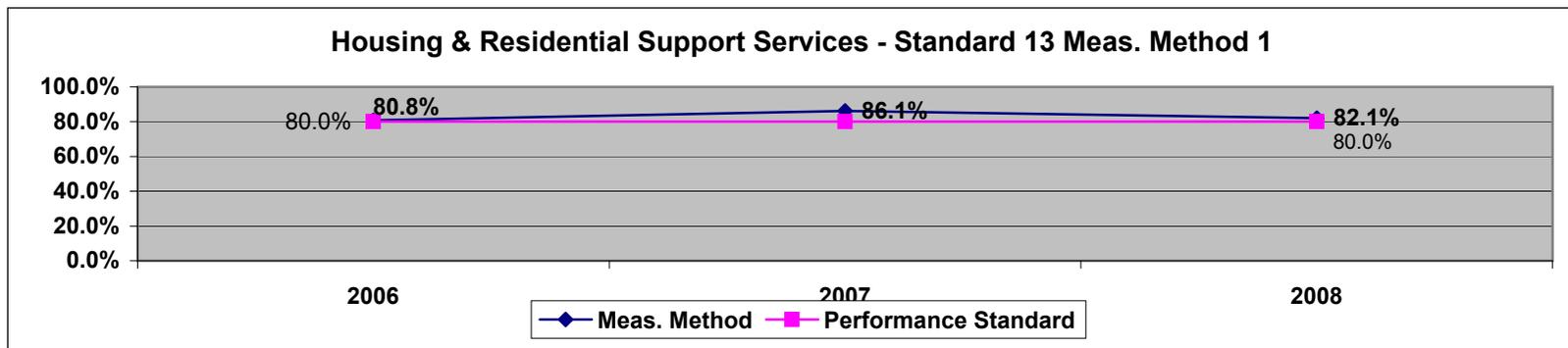
**Compliance Standard** 90.0% (within 45 days of that determination with certain clients excepted by agreement of the parties and the Court Master)

Riverview Psychiatric Center Discharge Detail to amplify data presented in Standard 12:

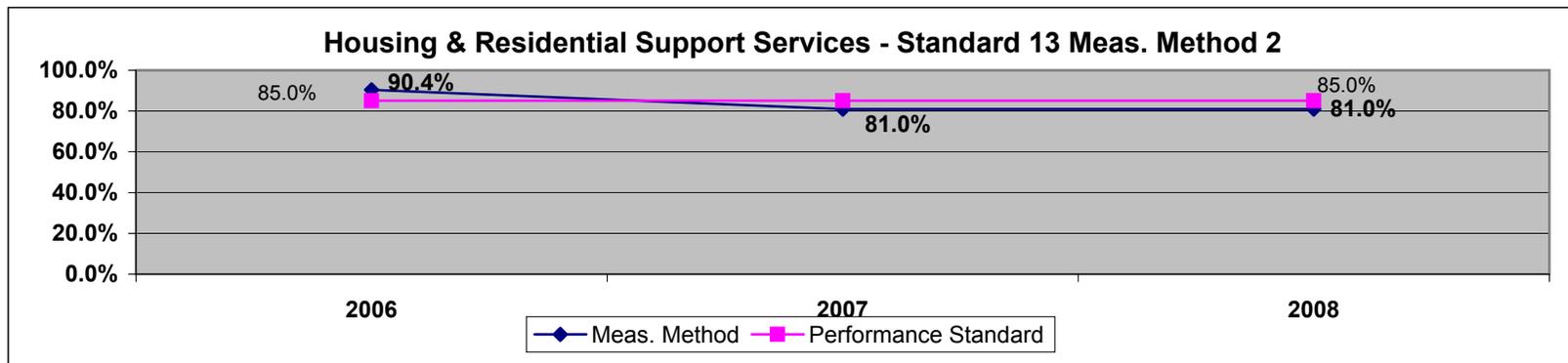
37 Patients discharged in quarter  
25 discharged at 7 days (68.0%)  
6 discharged 8-30 days (16.0%)  
2 discharged 31-45 days (5.0%)  
4 discharged post 45 days (11.0%)

Residential Support Services did not impede discharge for any patients post clinical readiness for discharge

**Community Resources and Treatment Services**  
*Housing and Residential*

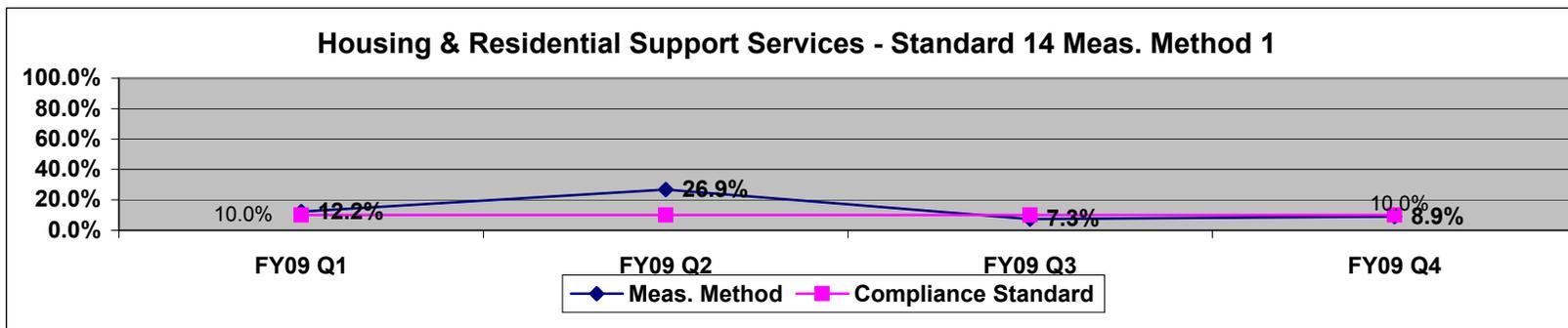


Paragraph **Standard 13:** **Demonstrate class member satisfaction with access and quality of residential support services**  
**97,98 Meas. Method 1.** Annual Class Member Survey Q15, Percent reporting satisfaction with their current living situation.  
**Baseline** 80.2% 2004 Class Member Survey (N=538)  
**Current Level** 82.1% 2008 Class Member Survey (N=555)  
**Performance Standard** 80.0%

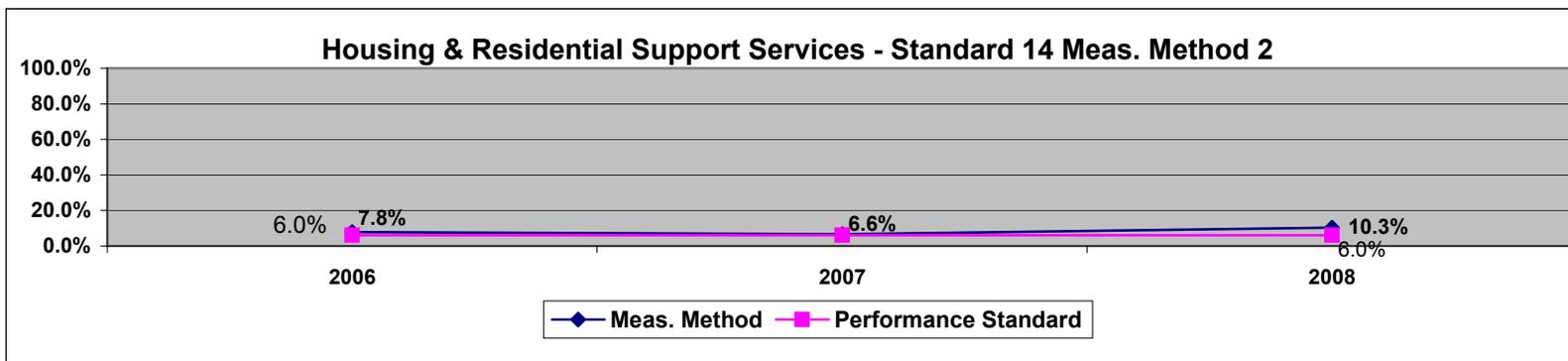


**Meas. Method 2.** Annual Class Member Survey Q17, Class members receiving residential/housing supports who report satisfaction with services.  
**Baseline** 81.4% 2005 Class Member Survey (N=538) \*Question added in 2005  
**Current Level** 81.0% 2008 Class Member Survey (N=555)  
**Performance Standard** 85.0%

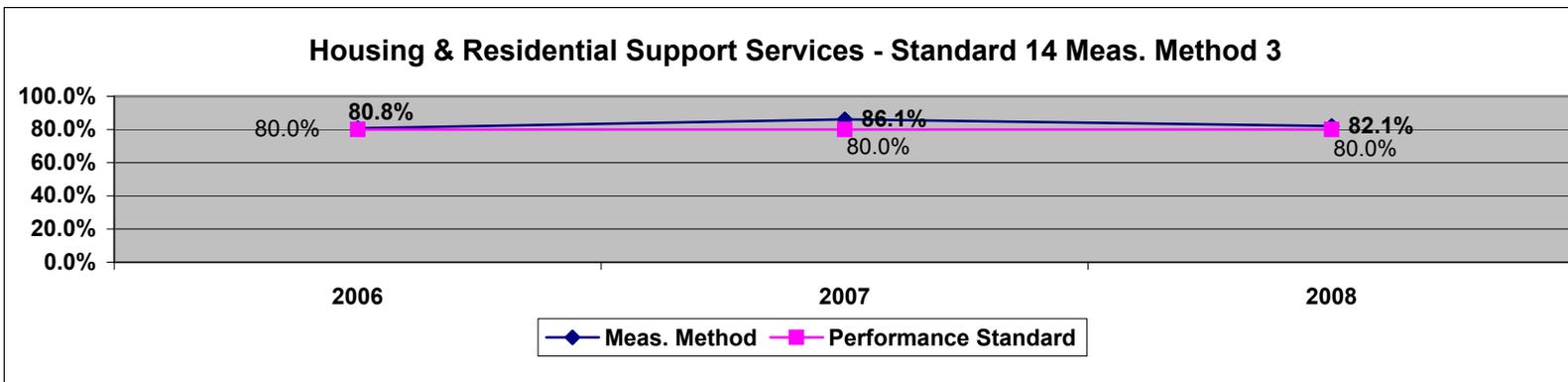
**Community Resources and Treatment Services**  
***Housing and Residential***



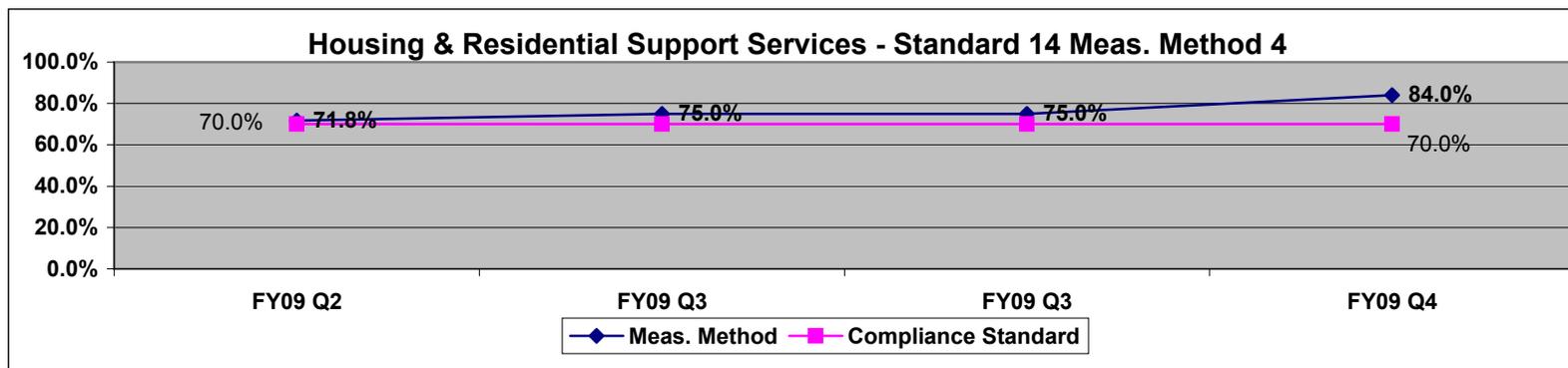
**Paragraph 94, 95 Standard 14:** **Demonstrate an array of housing alternatives available to meet class member needs.**  
**Meas. Method 1.** Class members with ISPs with unmet housing needs.  
**Baseline** 1.6% (5 out of 305) FY06 Q4 ISP RDS Data  
**Current Level** 8.9% (94 out of 1053) FY09 Q4 ISP RDS Data  
**Performance Standard** 10.0% or fewer  
**Compliance Standard** 10.0% or fewer (3 out of 4 quarters)



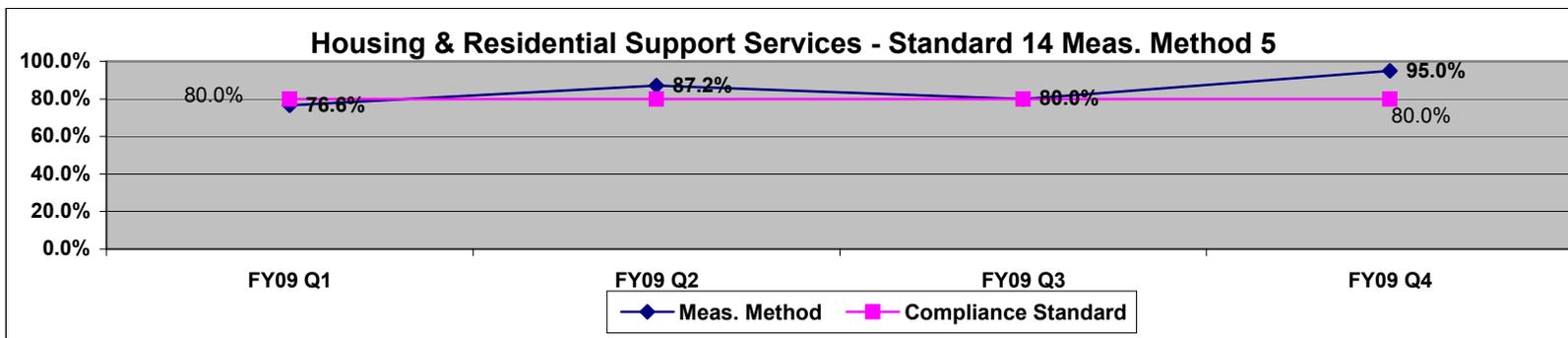
**Meas. Method 2.** Percentage of Class Members who experienced homelessness over 12-month period.  
**Baselines** 8.6% 2004 Class Member Survey (N=538)  
**Current Levels** 10.3% 2008 Class Member Survey (N=555)  
**Performance Standard** 6.0% or fewer



**Meas. Method 3.** Annual Class Member Survey Q15, Percent reporting satisfaction with their current living arrangement.  
**Baseline** 80.2% 2004 Class Member Survey (N=538)  
**Current Level** 82.1% 2008 Class Member Survey (N=555)  
**Performance Standard** 80.0%



**Meas. Method 4.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 7 days of that determination. (discharge not impeded due to lack of housing alternatives)  
**Baseline** 98.0% (FY 07 Q1 Out of 49 Patients ready for discharge, 1 could not be discharged due to lack of housing alternatives)  
**Current Level** 84.0% (FY 09 Q4 Out of 37, 6 could not be discharged within 7 days due to lack of service)  
**Performance Standard** 75.0% (within 7 days of that determination)  
**Compliance Standard** 70.0% (within 7 days of that determination)



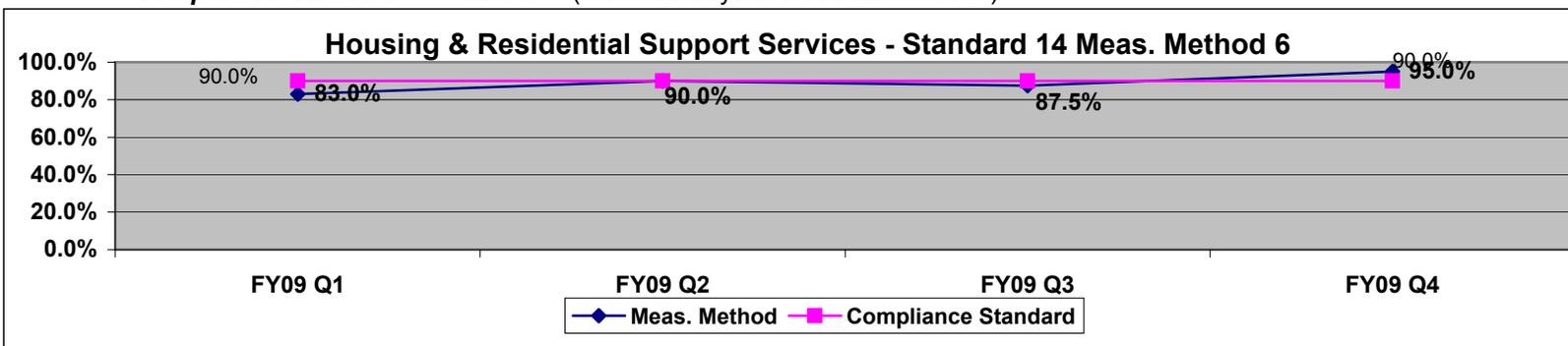
**Meas. Method 5.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 30 days of that determination. (discharge not impeded due to lack of housing alternatives)

**Baseline** 95.9% (FY 07 Q1 Out of 49 Patients ready for discharge, 2 could not be discharged due to lack of housing alternatives)

**Current Level** 95.0% (FY 09 Q4 Out of 37, 2 could not be discharged within 30 days due to lack of service)

**Performance Standard** 96.0% (within 30 days of that determination)

**Compliance Standard** 80.0% (within 30 days of that determination)



**Meas. Method 6.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 45 days of that determination. (discharge not impeded due to lack of housing alternatives)

**Baseline** 67.3% (FY 07 Q1 Out of 49 Patients ready for discharge, 16 could not be discharged due to lack of housing alternatives)

**Current Level** 95.0% (FY 09 Q4 Out of 37, 2 could not be discharged within 45 days due to lack of service)

**Performance Standard** 100.0% (within 45 days of that determination)

**Compliance Standard** 90.0% (within 45 days of that determination with certain clients excepted by agreement of the parties and the Court Master)

Riverview Psychiatric Center Discharge Detail to amplify data presented above standard 14:

37 Patients discharged in quarter

25 discharged at 7 days (68.0%)

6 discharged 8-30 days (16.0%)

2 discharged 31-45 days (5.0%)

4 discharged post 45 days (11.0%)

Housing Alternatives impeded discharge for 7 patients (19.0%)

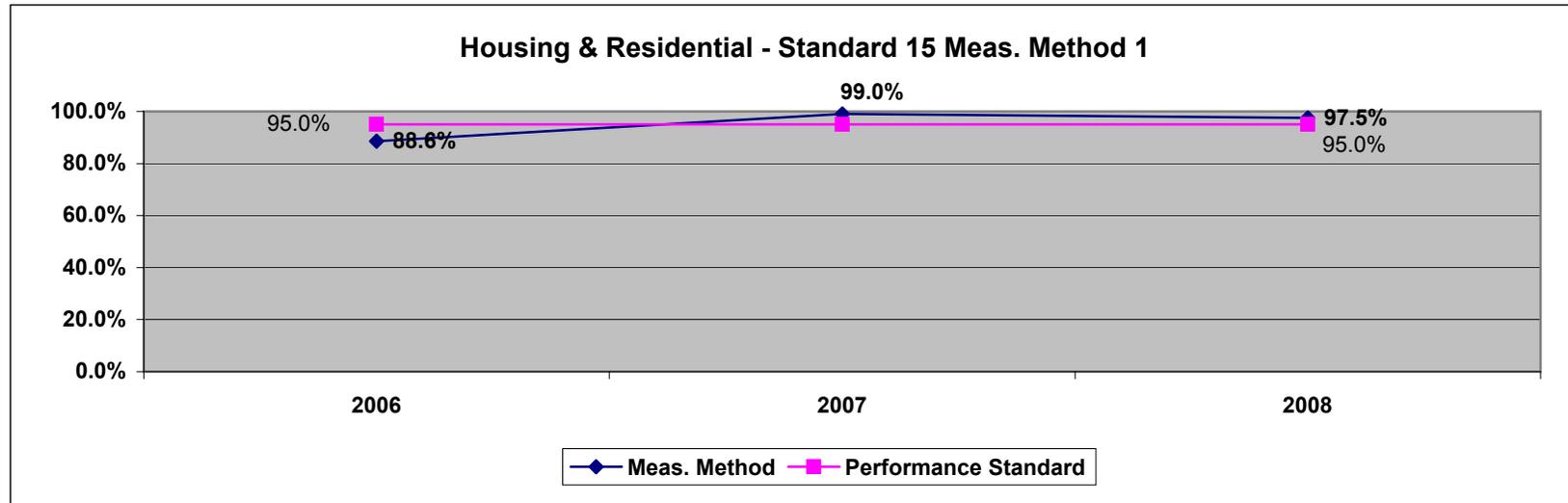
4 patients discharged 8-30 days post clinical readiness for discharge

0 patients discharged 31-45 days post clinical readiness for discharge

2 patients discharged greater than 45 days post clinical readiness for discharge

**Community Resources and Treatment Services**

***Housing and Residential***



Paragraph **Standard 15:**  
**96 Meas. Method 1.**

**Housing is where community services are located/Consumers in Homes with more than 8 beds.**

Class members residing in homes with more than 8 beds in which the class member chooses to reside in that facility is documented.

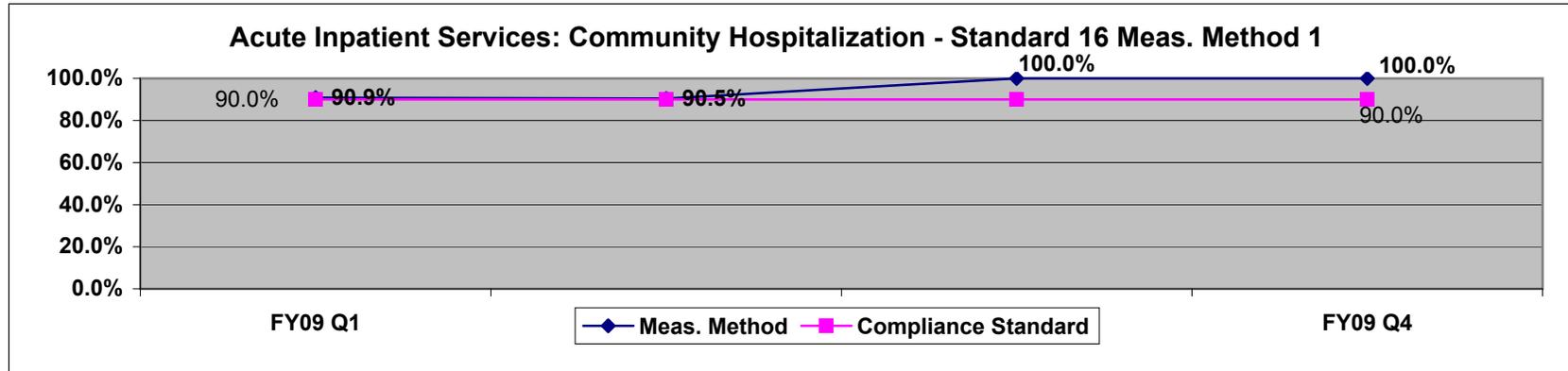
**Baseline** 92.8% CDC Paragraph 96 Tracking - April 2004

**Current Level** 97.5% December 2008 - Of the 118 class members in homes greater than 8 beds, 115 have signed consents, 2 have goals to move and 1, consent decree coordinators continue to pursue consent

**Performance Standard** 95.0%

The protocol for obtaining the informed consent of Class Members to live in homes with greater than 8 beds (Settlement Agreement Paragraph 96) is followed annually to track data for this standard.

**Community Resources and Treatment Services**  
***Acute Inpatient Services: Involuntary Community Hospitalization***



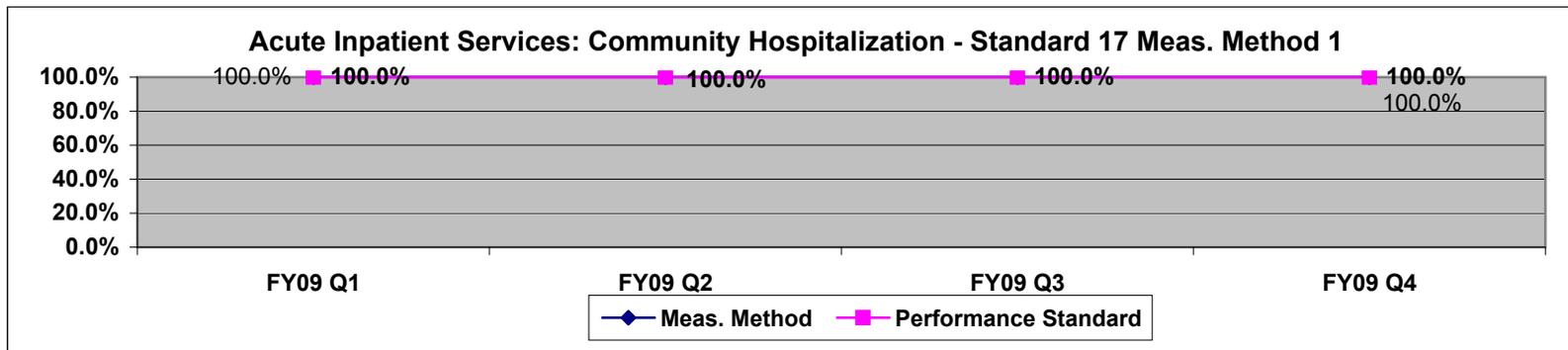
Paragraph 88	<b>Standard 16:</b>	<b><i>Psychiatric Hospitalization reasonably near an individual's local community.</i></b>
	<b>Meas. Method 1.</b>	Class Member admissions determined to be reasonably near an individual's local community of residence.
	<b>Baseline</b>	87.0% UR Database Q1-FY '05 (20 out of 23)
	<b>Current Level</b>	100.0% UR Database/EIS FY09 Q4 (7 out of 7)
	<b>Performance Standard</b>	90.0%
	<b>Compliance Standard</b>	90.0% (3 out of 4 quarters)

Reasonably Near is defined by Attachment C to the October 29, 2007 approved Compliance Standards.

Utilization Review data integrity issues identified for the 3<sup>rd</sup> and 4<sup>th</sup> quarters.

1. Calculations in the ISP Section for 'clients who authorized hospital to obtain ISP' were faulty and have been corrected.
2. A significant number of individual UR reports for the 3rd quarter were found to have been entered into EIS after the 3rd quarter standard report was complete (therefore, not reported in the 3rd quarter) and 4th quarter reports have been entered since this standard report was done. In the future, UR standard reporting will be done one quarter behind to allow sufficient time for data entry. Next quarter, OAMHS will report on updated, 3rd and 4th quarter data.

**Community Resources and Treatment Services**  
**Acute Inpatient Services: Involuntary Community Hospitalization**



Paragraph Standard 17:

**Class member admissions to community involuntary inpatient units are in accordance with law and meet medical necessity criteria**

**89 Meas. Method 1.**

Class member involuntary admissions to community inpatient units have blue paper on file.

**Baseline**

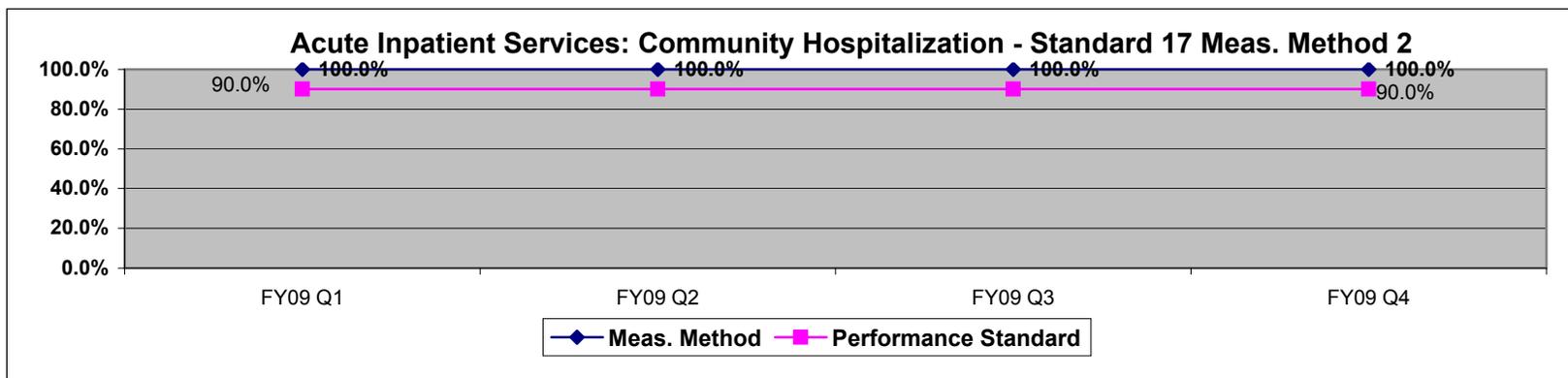
94.7% UR Database Q4-FY '05 (18 out of 19)

**Current Level**

100.0% UR Database/EIS Q4 FY 09 (7 out of 7)

**Performance Standard**

100.0%



**Meas. Method 2.**

Blue paper was completed and in accordance with terms.

**Baseline**

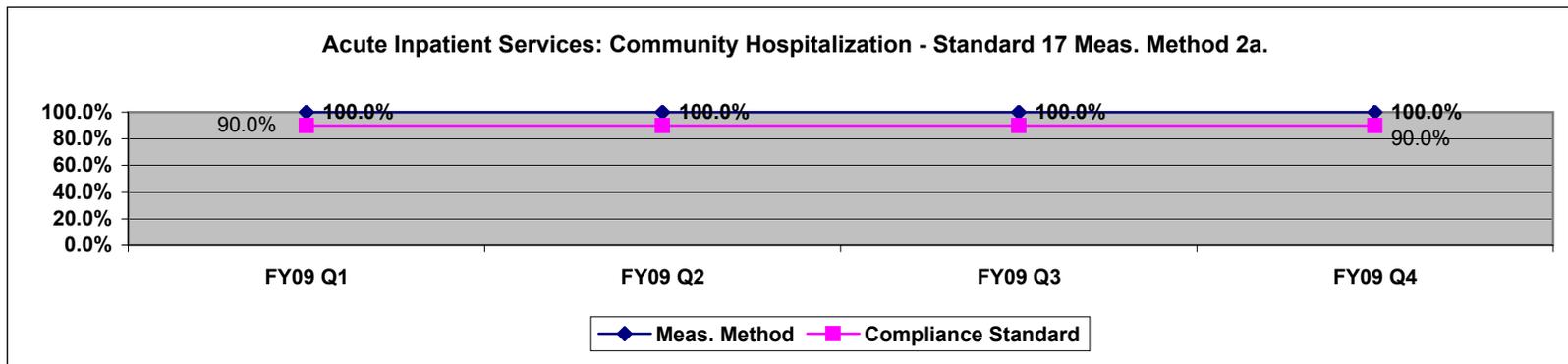
95.7% UR Database Q1-FY '05 (22 out of 23)

**Current Level**

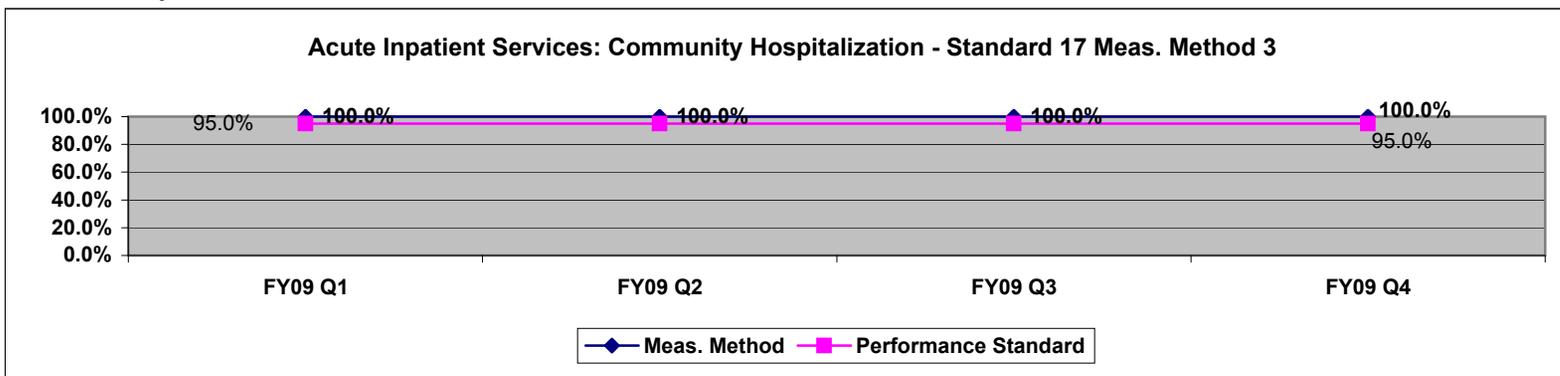
100.0% UR Database/EIS Q4 FY 09 (7 out of 7)

**Performance Standard**

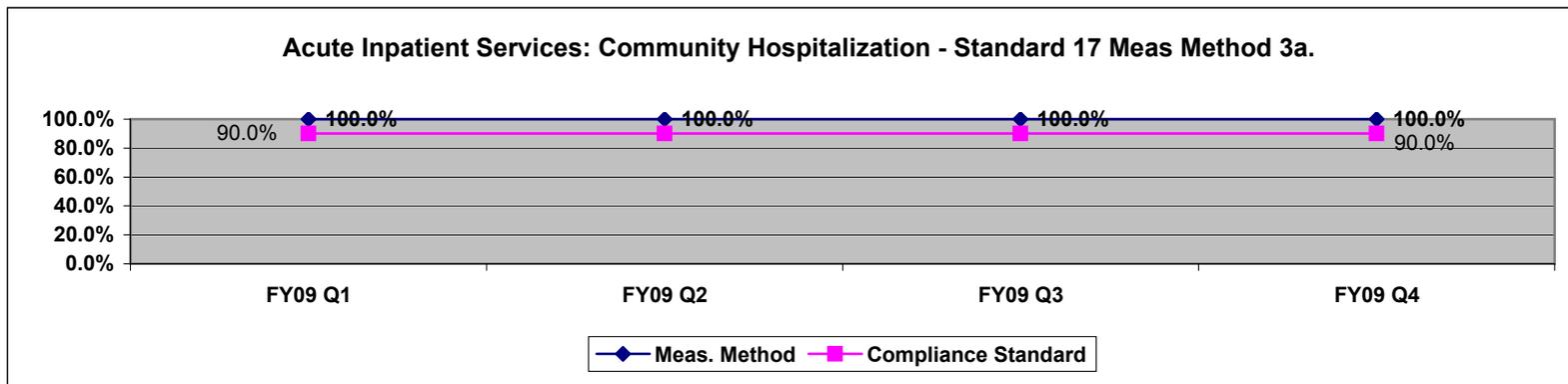
90.0%



**Meas. Method 2a.** Corrective action taken by UR nurse where blue paper not completed in accordance with terms.  
**Baseline** 100.0% UR Database Q1-FY '05 (4 out of 4)  
**Current Level** 100.0% UR Database/EIS Q4 FY 09 All Blue Papers reported as completed and in accordance with terms  
**Performance Standard** 95.0%  
**Compliance Standard** 90.0%



**Meas. Method 3.** Class member involuntary admissions to community inpatient units in which 24 hour certification was completed.  
**Baseline** 65.2% UR Database Q1-FY '05 (15 out of 23)  
**Current Level** 100.0% UR Database/EIS Q4 FY 09 (6 out of 6)  
**Performance Standard** 95.0%



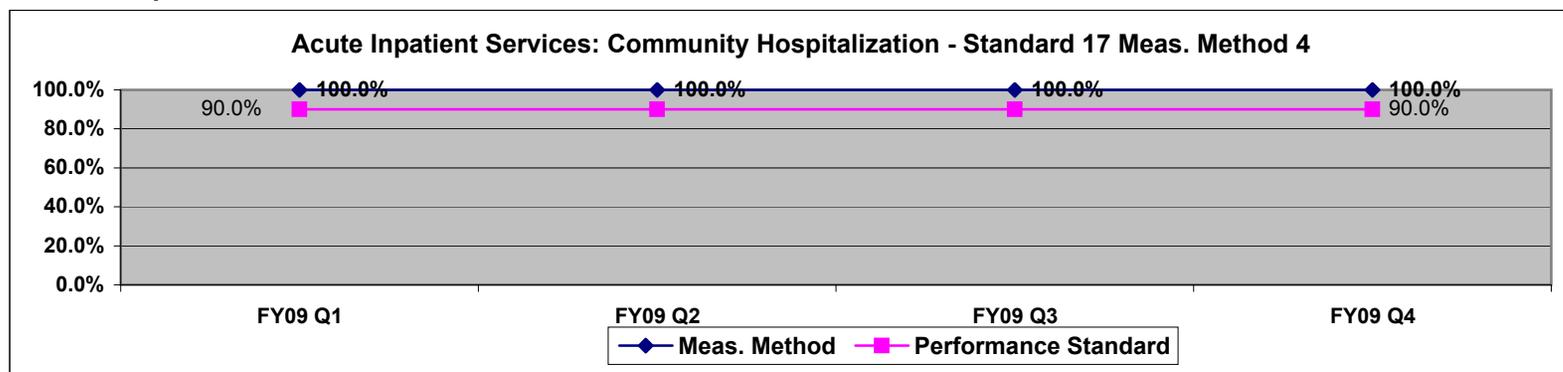
**Meas. Method 3a.** Corrective action taken by UR nurse where 24 hour certification was not completed.

**Baseline** 12.5% UR Database Q1-FY '05 (1 out of 8)

**Current Level** 100.0% UR Database/EIS Q4 FY 09 All 24 hour certifications reported as completed.

**Performance Standard** 100.0%

**Compliance Standard** 90.0%

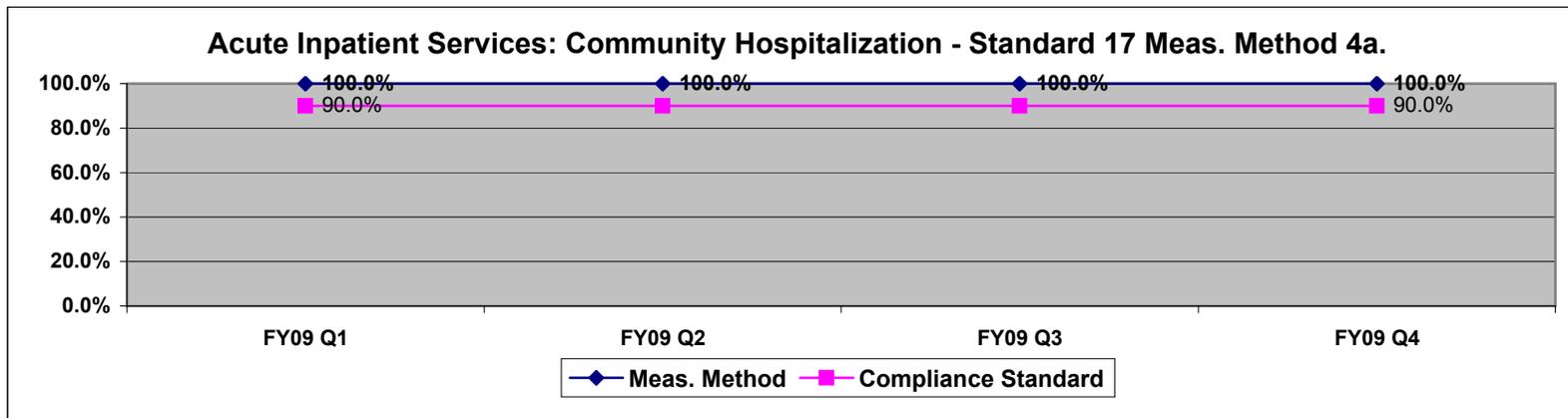


**Meas. Method 4.** Class member involuntary admissions to community inpatient units in which patients' rights were maintained.

**Baseline** 82.6% UR Database Q1-FY '05 (19 out of 23)

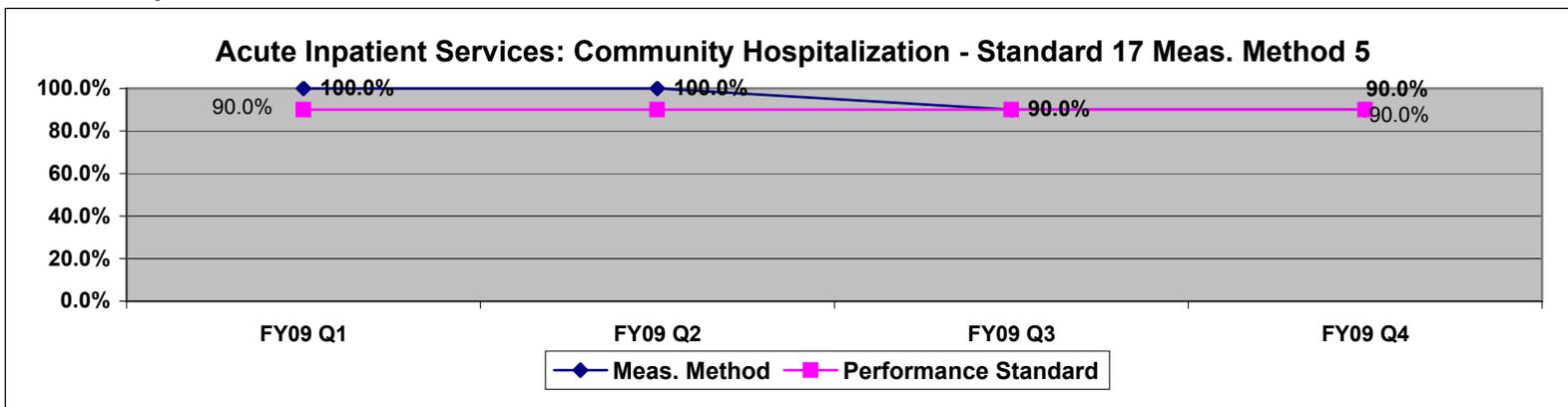
**Current Level** 100.0% UR Database/EIS Q4 FY 09 (7 out of 7)

**Performance Standard** 90.0%



**Meas. Method 4a.** Corrective action taken by UR nurse where documentation showed patients' rights not maintained.

<b>Baseline</b>	25.0%	UR Database Q1-FY '05	(1 out of 4)
<b>Current Level</b>	100.0%	UR Database/EIS Q4 FY 09	All rights were maintained
<b>Performance Standard</b>	100.0%		
<b>Compliance Standard</b>	90.0%		



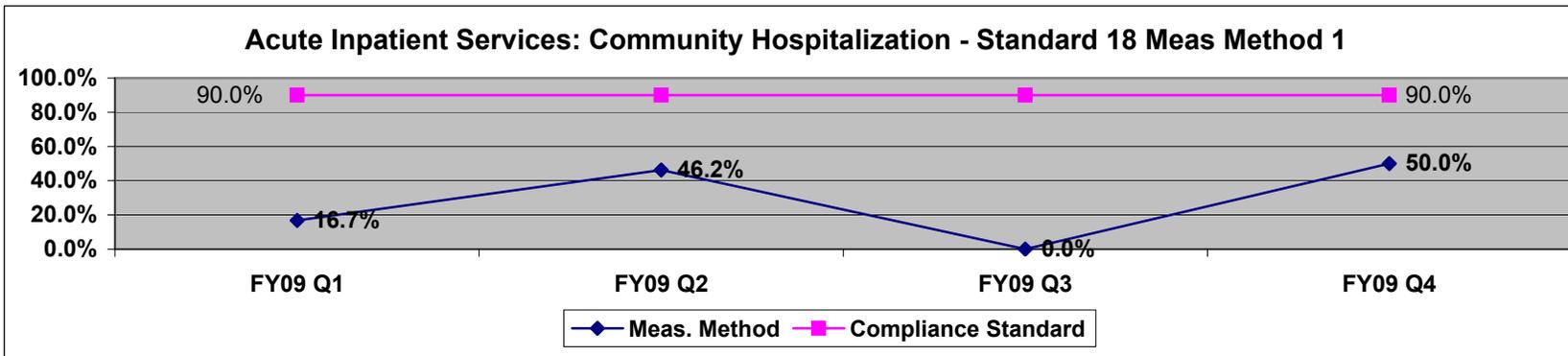
**Meas. Method 5.** Class member involuntary admissions for which medical necessity has been established.

<b>Baseline</b>	95.7%	UR Database Q1-FY '05	(22 out of 23)
<b>Current Level</b>	100.0%	UR Database/EIS Q4 FY 09	(7 out of 7)
<b>Performance Standard</b>	90.0%		

Utilization Review data integrity issues identified for the 3<sup>rd</sup> and 4<sup>th</sup> quarters.

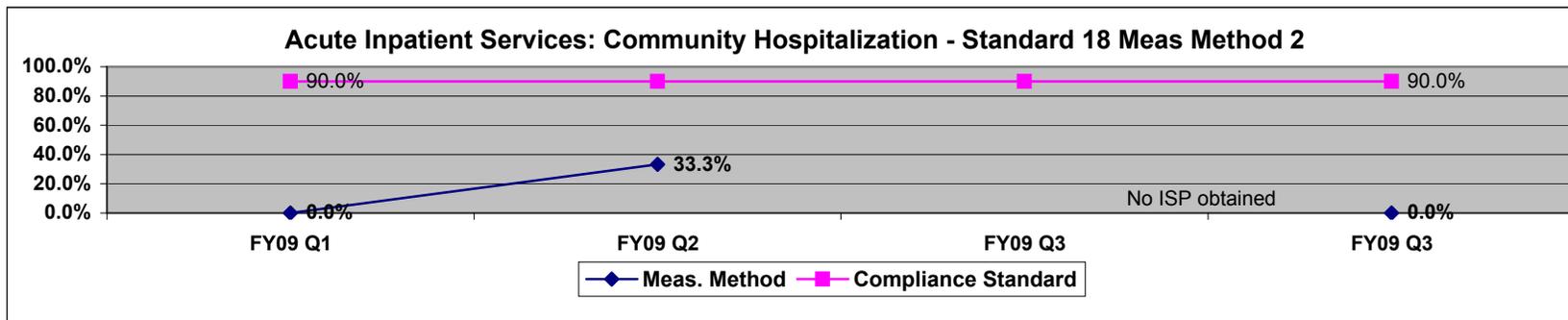
1. Calculations in the ISP Section for 'clients who authorized hospital to obtain ISP' were faulty and have been corrected.
2. A significant number of individual UR reports for the 3rd quarter were found to have been entered into EIS after the 3rd quarter standard report was complete (therefore, not reported in the 3rd quarter) and 4th quarter reports have been entered since this standard report was done. In the future, UR standard reporting will be done one quarter behind to allow sufficient time for data entry. Next quarter, OAMHS will report on updated, 3rd and 4th quarter data.

**Community Resources and Treatment Services**  
**Acute Inpatient Services: Involuntary Community Hospitalization**



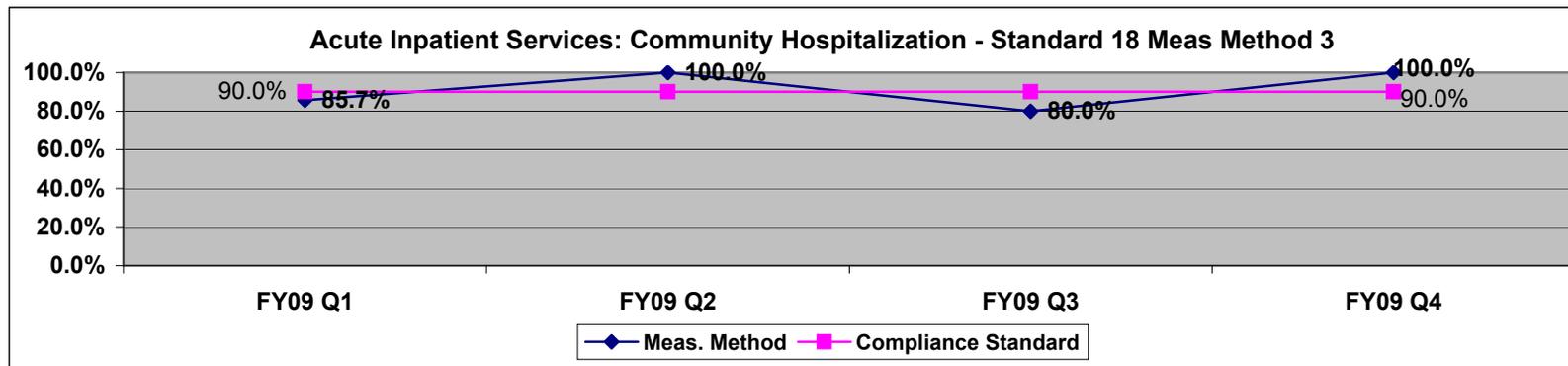
Paragraph 90 **Standard 18:** **Continuity of Treatment is maintained during hospitalization in community inpatient settings**  
**Meas. Method 1.** Class members admitted with ISPs for whom hospital obtained ISP.

<b>Baseline</b>	31.6%	UR Database Q1-FY '05	(6 out of 19)
<b>Current Level</b>	50.0%	UR Database/EIS Q4 FY 09	(2 out of 4)
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard</b>	90.0%		



**Meas. Method 2.** Treatment and discharge plan were determined to be consistent with ISP goals and objectives.

<b>Baseline</b>	50.0%	UR Database Q4-FY '05	(1 out of the 2 received)
<b>Current Level</b>	0.0%	UR Database/EIS Q4 FY 09	(0 out of 2)
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard</b>	90.0%		

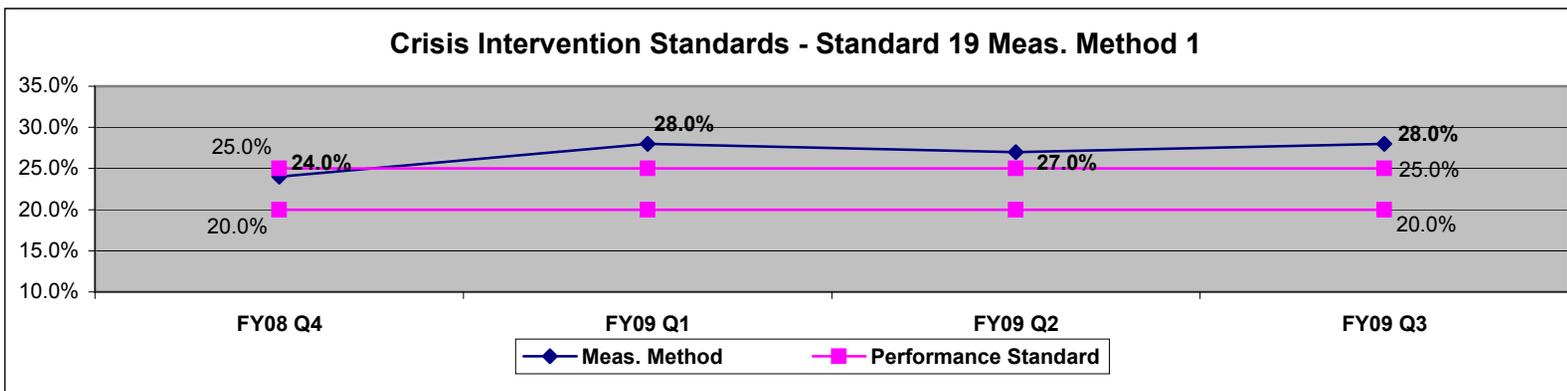


<b>Meas. Method 3.</b>	CI/ICI/ICM/ACT worker participated in hospital treatment and discharge planning.		
<b>Baseline</b>	63.1%	UR Database Q1-FY '05	(12 out of 19)
<b>Current Level</b>	100.0%	UR Database/EIS Q4 FY 09	(4 out of 4)
<b>Performance Standard</b>	90.0%		
<b>Compliance Standard</b>	90.0%		

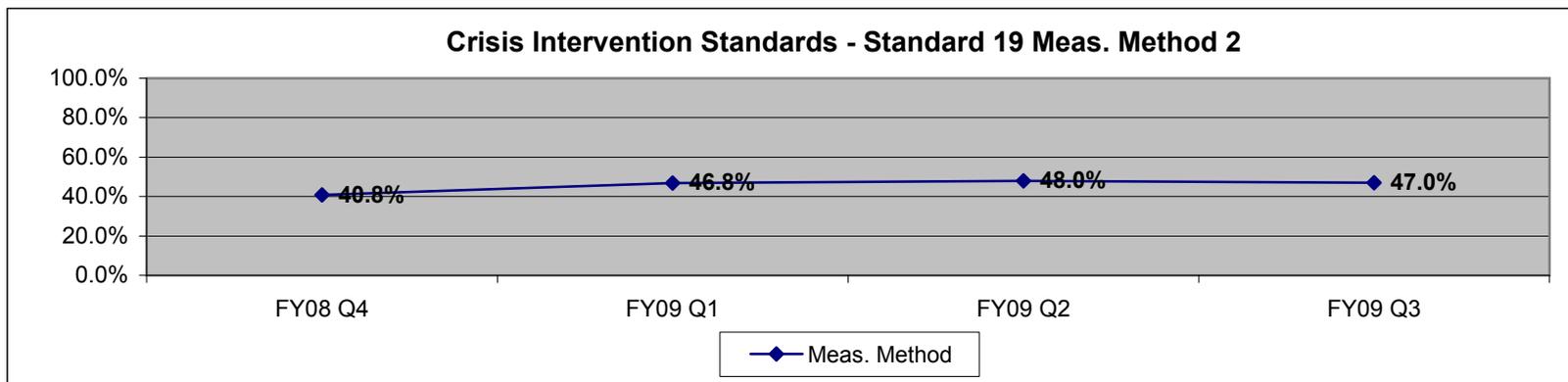
Utilization Review data integrity issues identified for the 3<sup>rd</sup> and 4<sup>th</sup> quarters.

1. Calculations in the ISP Section for 'clients who authorized hospital to obtain ISP' were faulty and have been corrected.
2. A significant number of individual UR reports for the 3rd quarter were found to have been entered into EIS after the 3rd quarter standard report was complete (therefore, not reported in the 3rd quarter) and 4th quarter reports have been entered since this standard report was done. In the future, UR standard reporting will be done one quarter behind to allow sufficient time for data entry. Next quarter, OAMHS will report on updated, 3rd and 4th quarter data.

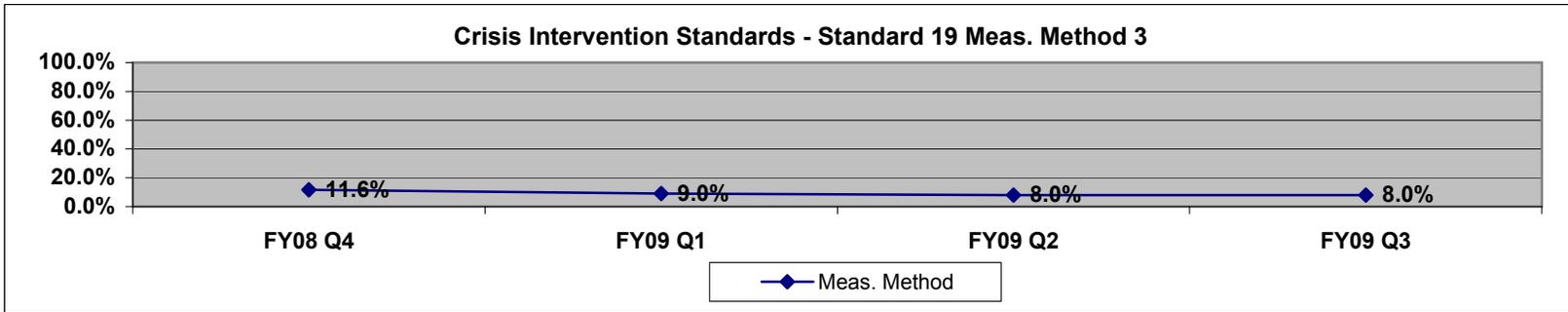
**Community Resources and Treatment Services**  
**Crisis Intervention Services**



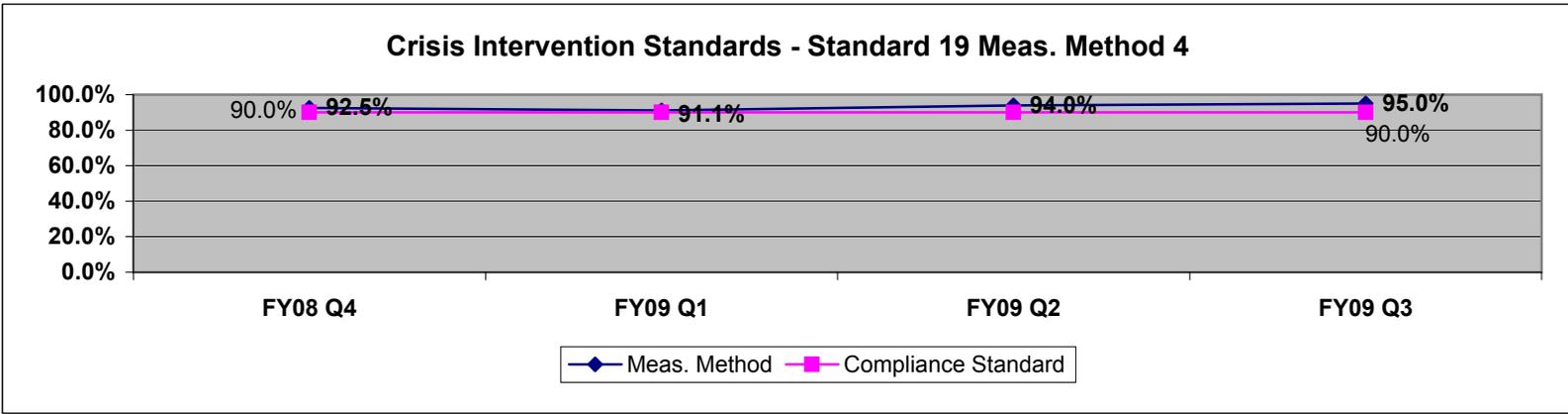
**Paragraph 99, 100 Standard 19: Meas. Method 1.** **Crisis services are effective and meet Settlement Agreement Standards.**  
 Quarterly Contract Performance Data: Face to face crisis contacts that result in hospitalizations.  
**Baseline** 21.0% Performance Indicator Data - Average quarterly % for first three quarters FY 2004  
**Current Level** 28.0% FY 09 Q3 (1238 out of 4430)  
**Performance Standard** No more than 20 - 25% are hospitalized as result of crisis intervention.



**Meas. Method 2.** Face to face crisis contacts that result in follow-up and/or referral to community based services.  
**Baseline** 47.6% Performance Indicator Data - Average quarterly % for first three quarters FY 2004  
**Current Level** 47.0% FY 09 Q3 (2063 out of 4430 face to face contacts)  
**Performance Standard** To Be Established

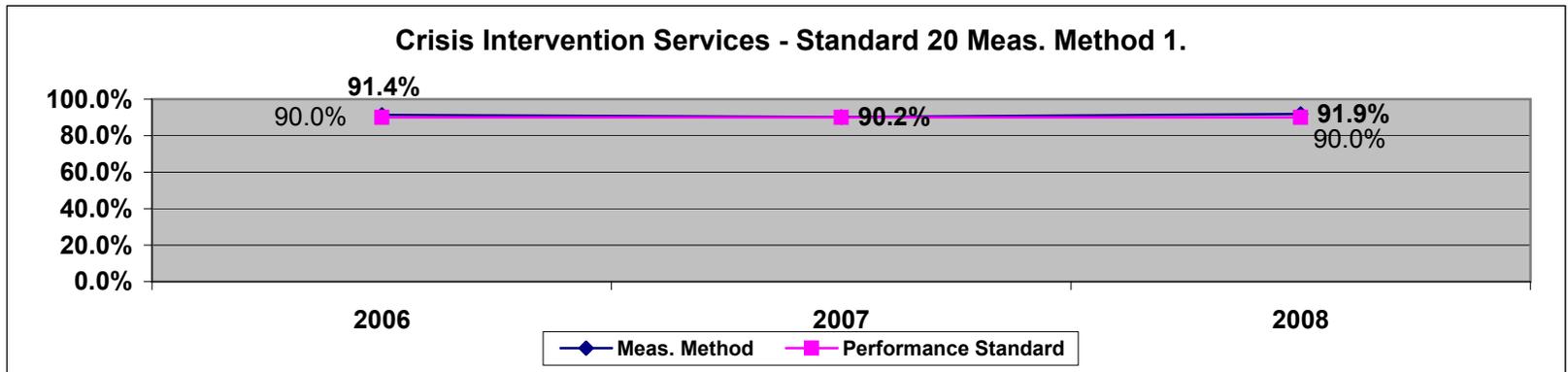


**Meas. Method 3.** Face to face crisis contacts in which a previously developed crisis plan was available and used.  
**Baseline** 12.6% Performance Indicator Data - 2nd Qtr FY 06  
**Current Level** 8.0% FY 09 Q3 (376 out of 4430 of all face to face contacts)  
**Performance Standard** To Be Established

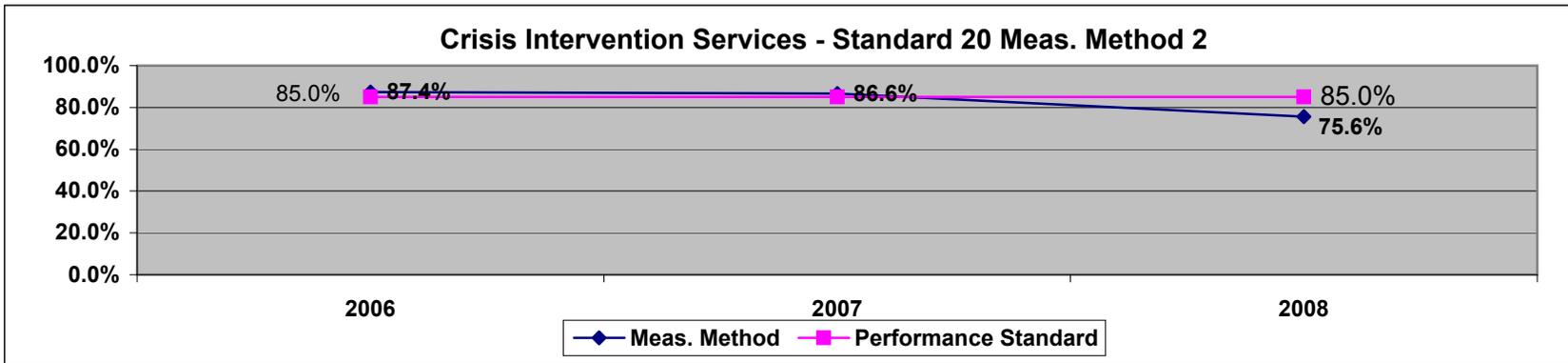


**Meas. Method 4.** Face to face crisis contacts in which client has a CI worker and worker was notified about the crisis.  
**Baseline** 78.4% Performance Indicator Data - 2nd Qtr FY 06  
**Current Level** 95.0% FY 09 Q3 (1202 out of 1266 face to face contacts who have a CI worker)  
**Compliance Standard** 90.0% (3 out of 4 quarters)

**Community Resources and Treatment Services**  
**Crisis Intervention Services**

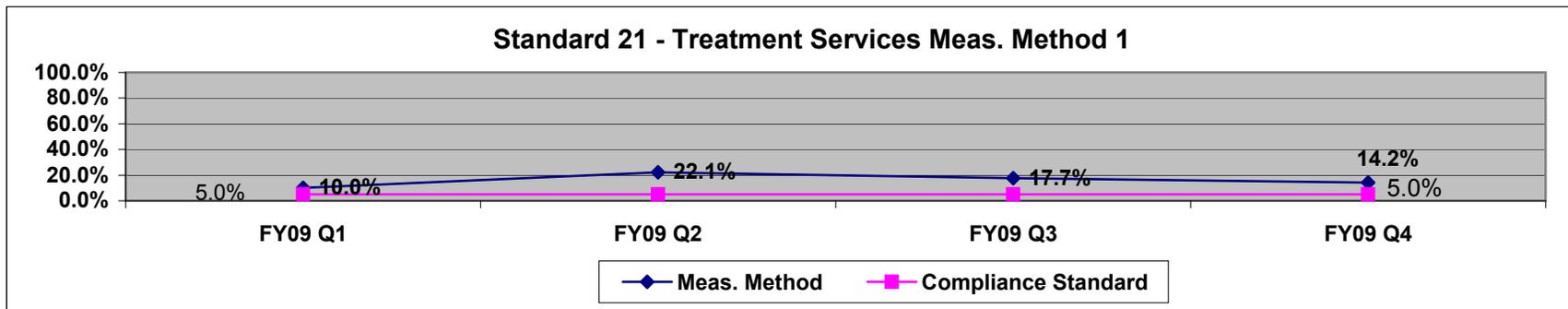


Paragraph **Standard 20:** **Class member satisfaction with the availability and quality of crisis intervention services.**  
**99, 100 Meas. Method 1.** Class members reporting that they know how to get help in a crisis when they need it-Q2.  
**Baseline** 87.6% 2004 Class Member Survey (N=538)  
**Current Level** 91.9% 2008 Class Member Survey (N=555)  
**Performance Standard** 90.0%  
**Compliance Standard** Department conducts further review and takes appropriate corrective action if results fall below Performance Standard Level.



**Meas. Method 2.** Class members reporting that crisis services were available when needed  
**Baseline** 83.3% 2004 Class Member Survey (N=538)  
**Current Level** 75.6% 2008 Class Member Survey (N=555)  
**Performance Standard** 85.0%

**Community Resources and Treatment Services  
Treatment Services**



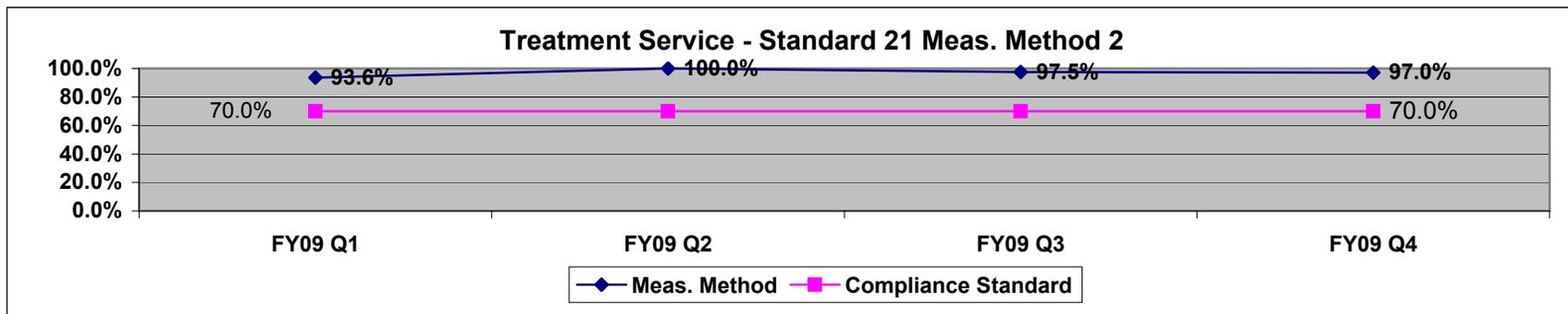
Paragraph Standard 21:

**An array of mental health treatment services are available and sufficient to meet ISP needs of class members and the needs of hospitalized class members ready for discharge.**

**103 Meas. Method 1.**

Class members with ISPs with unmet mental health treatment needs

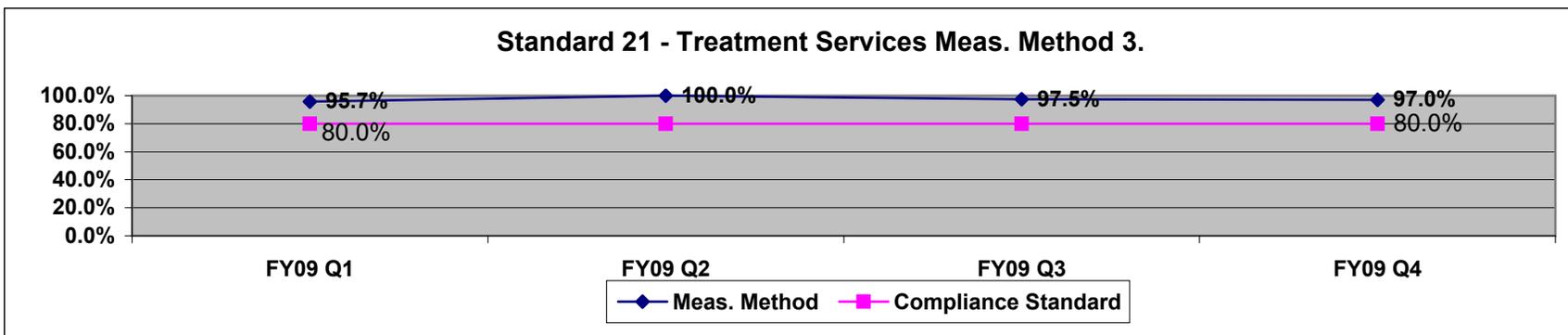
<b>Baseline</b>	4.3%	(13 out of 305)	FY06 Q4 ISP RDS Data
<b>Current Level</b>	14.2%	(149 out of 1053)	FY09 Q4 ISP RDS Data
<b>Performance Standard</b>	5.0%	or fewer	
<b>Compliance Standard</b>	5.0%	or fewer (3 out of 4 quarters)	



**Meas. Method 2.**

Percentage of patients at Riverview determined to be ready for discharge who are discharged within 7 days of that determination

<b>Baseline</b>	94.0%	(FY 07 Q1 Out of 49 Patients ready for discharge, 3 could not be discharged due to lack of MH treatment)
<b>Current Level</b>	97.0%	(FY 09 Q4 Out of 37, 1 could not be discharged within 7 days due to lack of service)
<b>Performance Standard</b>	75.0%	(within 7 days of that determination)
<b>Compliance Standard</b>	70.0%	(within 7 days of that determination)



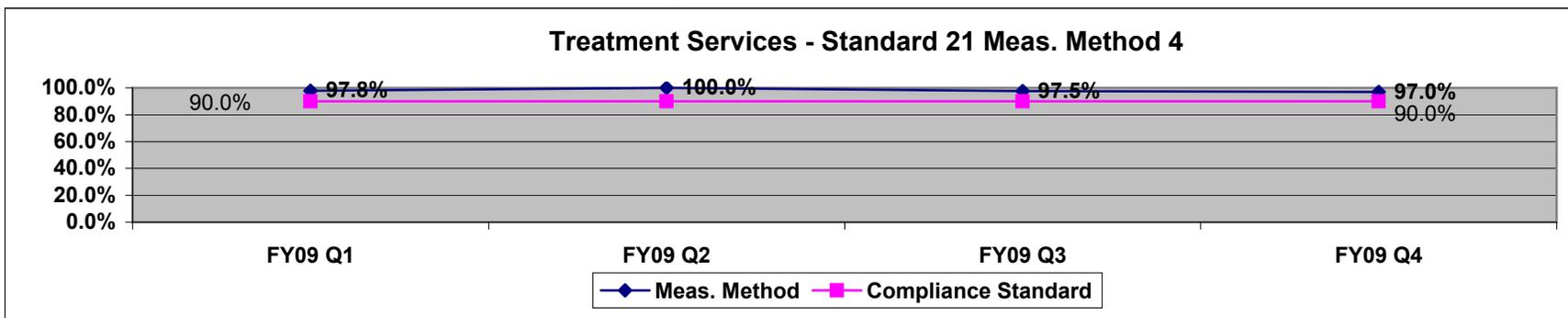
**Meas. Method 3.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 30 days of that determination

**Baseline** 98.0% (FY 07 Q1 Out of 49 Patients ready for discharge, 1 could not be discharged due to lack of MH treatment)

**Current Level** 97.0% (FY 09 Q4 Out of 37, 1 could not be discharged within 30 days due to lack of service)

**Performance Standard** 96.0% (within 30 days of that determination)

**Compliance Standard** 80.0% (within 30 days of that determination)



**Meas. Method 4.** Percentage of patients at Riverview determined to be ready for discharge who are discharged within 45 days of that determination

**Baseline** 100.0% (FY 07 Q1 Out of 49 Patients ready for discharge, 0 could not be discharged due to lack of MH treatment)

**Current Level** 97.0% (FY 09 Q4 Out of 40, 1 could not be discharged within 45 days due to lack of service)

**Performance Standard** 100.0% (within 45 days of that determination)

**Compliance Standard** 90.0% (within 45 days of that determination with certain clients excepted by agreement of the parties and the Court Master)

DHHS Office of Adult Mental Health Services

Riverview Psychiatric Center Discharge Detail to amplify data presented in standard 21:  
Discharge Detail:

37 Patients discharged in quarter  
 25 discharged at 7 days (68.0%)  
 6 discharged 8-30 days (16.0%)  
 2 discharged 31-45 days (5.0%)  
 4 discharged post 45 days (11.0%)

Mental Health Treatment Services impeded discharge for 1 patient  
 post clinical readiness for discharge (3.0%)  
 1 patient discharged greater than 45 days post clinical readiness  
 for discharge.

**Standard 21**

**Meas. Method 5.**

MaineCare data demonstrates by mental health service category that class members use an array of mental health treatment services.

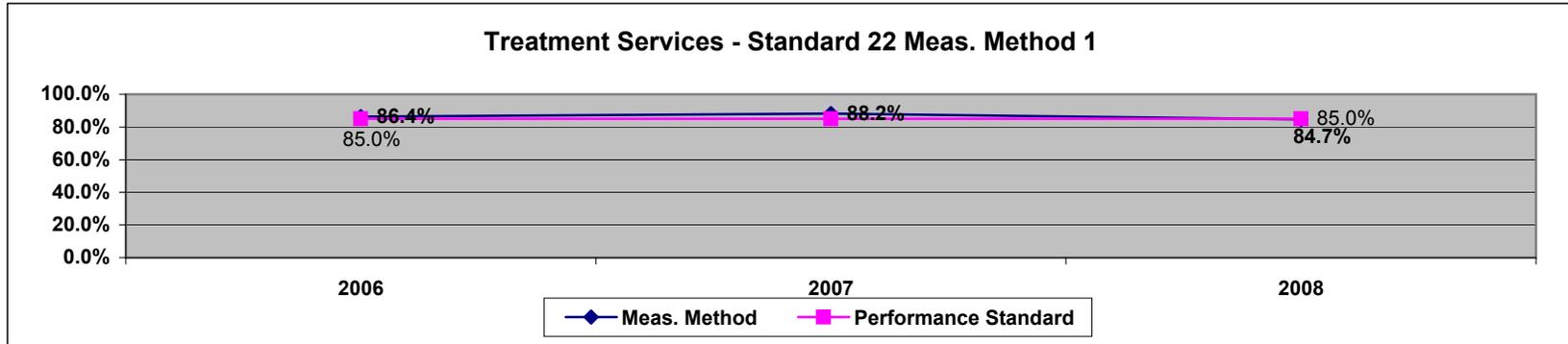
**Performance Standard**

*No Numerical Standard Necessary*

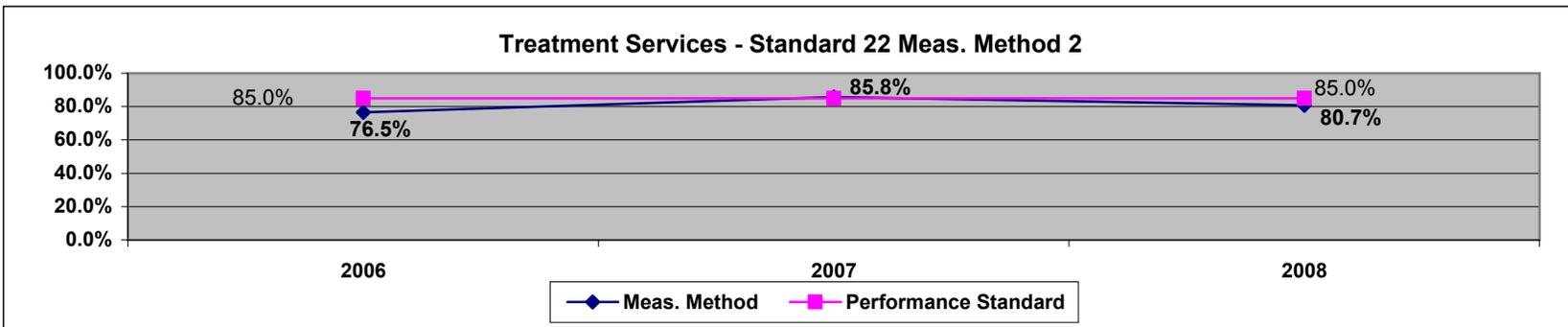
<b>MaineCare Data FY 2008</b>			
<b>Mental Health Treatment Services Received</b>	<b>Total Number</b>	<b>Total Number of Class Members*</b>	<b>Percent of Class Members</b>
Assertive Community Treatment	911	301	32.8%
Community Integration	9,677	1,202	12.2%
Crisis Services	5,092	610	12.0%
Day Treatment	635	126	19.8%
Intensive Case Management	97	64	66.0%
Intensive Comm. Integration	1,028	159	15.5%
Medication Management	13,498	1,088	8.1%
Outpatient	18,955	631	3.3%
Residential	793	370	46.7%
Skills Development	586	145	24.7%
<b>Total Unduplicated Count</b>	<b>29,200</b>	<b>3,277</b>	<b>11.2%</b>

\* All class members living in Maine

**Community Resources and Treatment Services**  
**Treatment Services**



**Paragraph Standard 22:** **Class members are satisfied with access and quality of MH treatment services received.**  
**103 Meas. Method 1.** Annual Class Member Survey Q1, % Yes "Can you get the mental health services and supports you feel you need?"  
**Baseline** 85.1% 2004 Class Member Survey (N=538)  
**Current Level** 84.7% 2008 Class Member Survey (N=555)  
**Performance Standard** 85.0%  
**Compliance Standard** OAMHS conducts further review, takes appropriate action if results fall below defined levels.



**Meas. Method 2.** Annual Class Member Survey Q12, % reporting satisfaction with MH services/supports received in past year.  
**Baseline** 81.2% 2004 Class Member Survey (N=538)  
**Current Level** 80.7% 2008 Class Member Survey (N=555)  
**Performance Standard** 85.0%

**December 2008: Errors found in 2007 and 2008 calculations and percentages revised.**

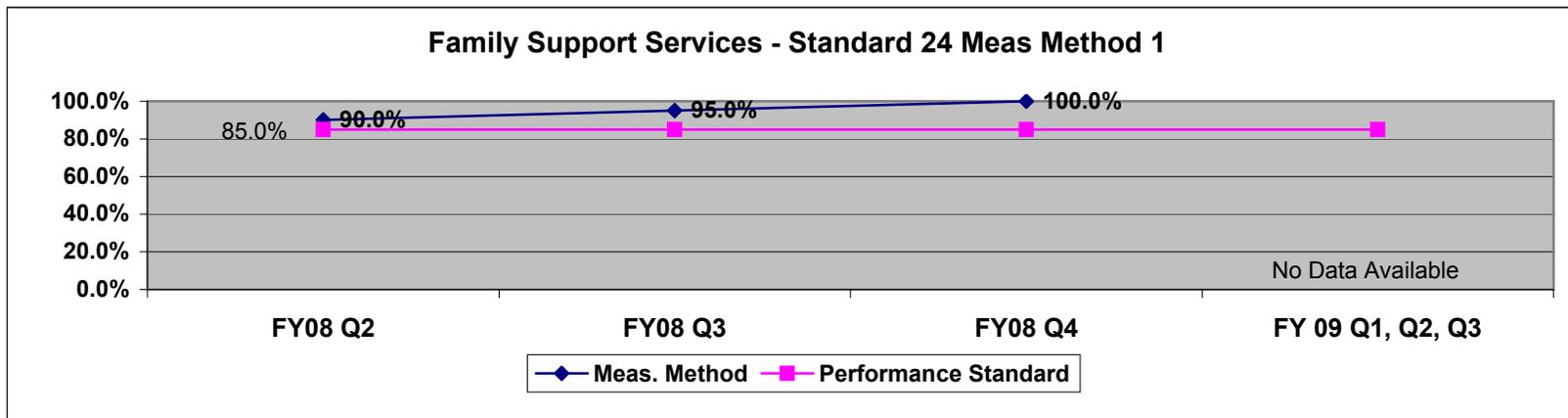
**Community Resources and Treatment Services**  
***Family Support Services***

***Graph Not Available for Standard 23***

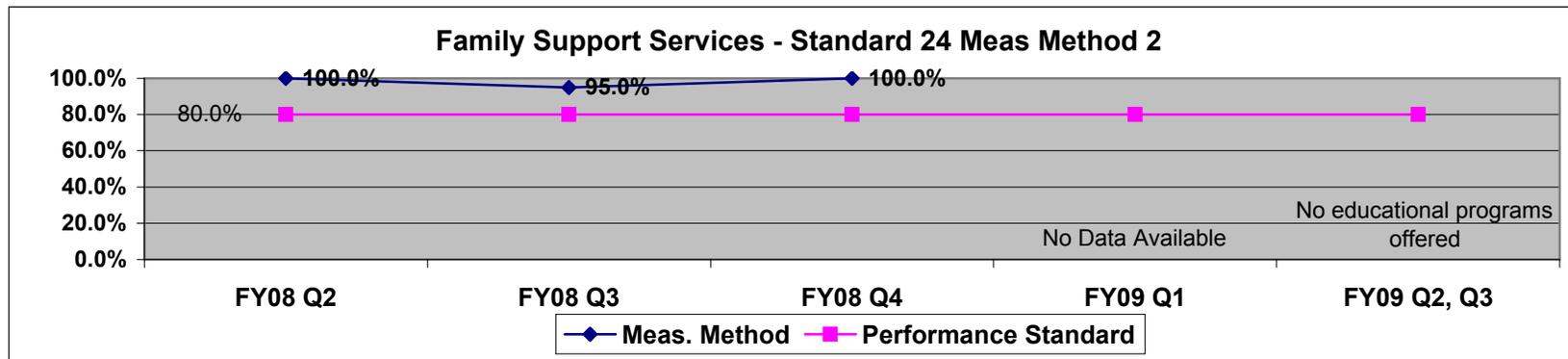
<b>Paragraph</b>	<b>Standard 23:</b>	<b>Demonstrate provision of an array of family support services as per Settlement Agreement</b>
<b>109</b>	<b><i>Meas. Method 1.</i></b>	Number of education programs developed and delivered meeting Settlement Agreement requirements
	<b><i>Baseline</i></b>	<i>7, Family To Family Programs offered at 7 separate locations through NAMI statewide in FY 2006</i>
	<b><i>Current Level</i></b>	<i>1 Family To Family classes: Q3 FY 09</i>
	<b><i>Performance Standard</i></b>	<i>No standard necessary</i>
	<b><i>Meas. Method 2.</i></b>	Number and distribution of family support services provided
	<b><i>Baseline</i></b>	<i>13 services offered at 13 Locations through NAMI statewide in FY 2006</i>
	<b><i>Current Level</i></b>	<i>22 Family Support Groups, 15 sites: Q3 FY 09</i>
	<b><i>Performance Standard</i></b>	<i>No standard necessary</i>

**Note:** Contracted agencies are allowed one month after the end of the quarter to submit performance indicator data.

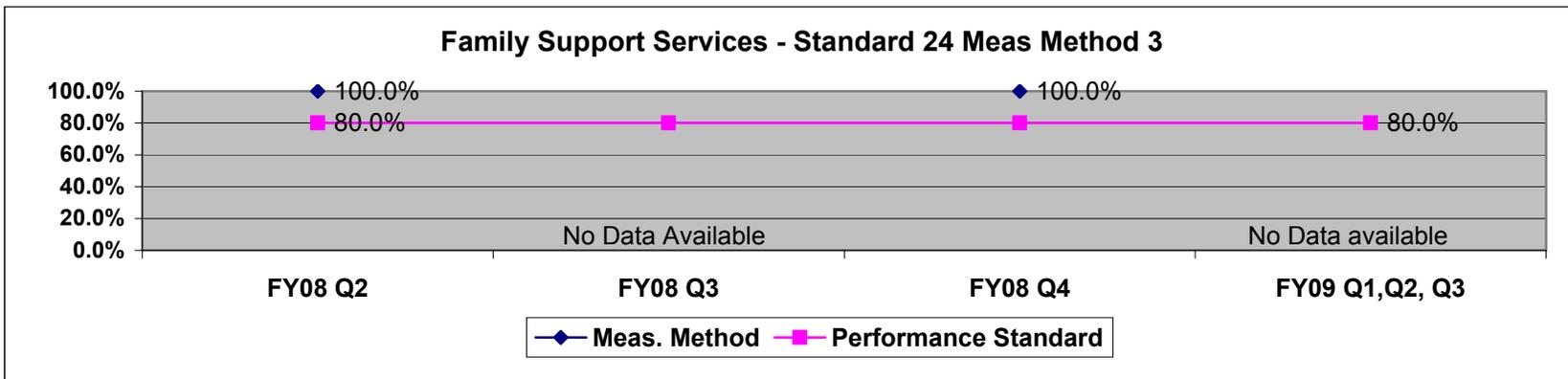
**Community Resources and Treatment Services**  
**Family Support Services**



**Paragraph 109 Standard 24: Consumer/family satisfaction with family support and information and referral services.**  
**Meas. Method 1.** Percentage of support group and group counseling participants reporting satisfaction with services.  
**Baseline** 98.7% Performance Indicator Data, 2nd QTR FY'06 - Information and Referral Services-NAMI  
**Current Level** No data reported by NAMI for FY 09 Q1, Q2, Q3. Data now reported by NAMI annually  
**Performance Standard** 85.0%

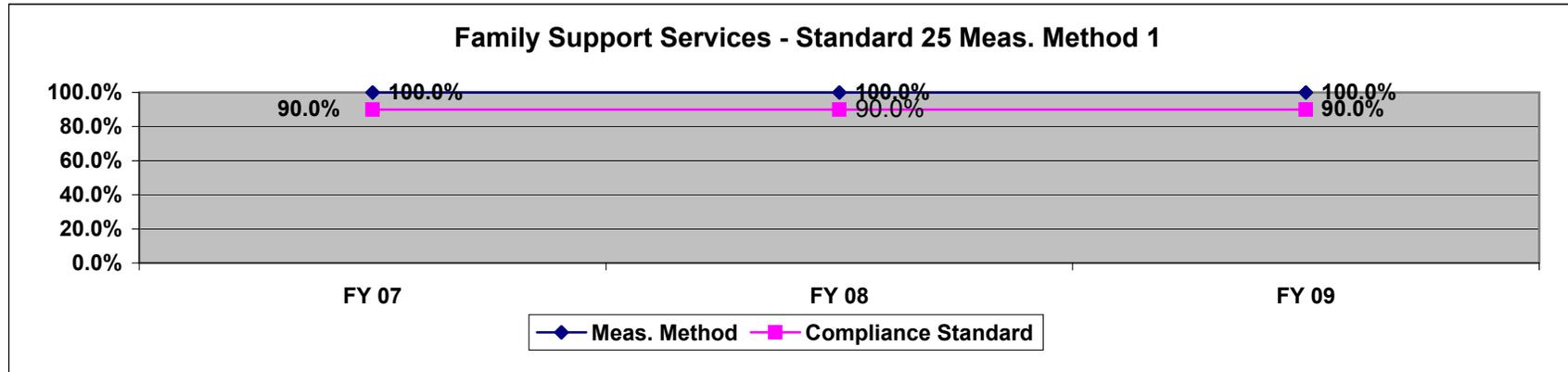


**Meas. Method 2.** Percentage of program participants reporting satisfaction with education programs.  
**Baseline** 100.0% NAMI Satisfaction Instrument, FY 2006  
**Current Level** No educational programs offered  
**Performance Standard** 80.0%



**Meas. Method 3.** Percentage of family participants reporting satisfaction with respite services.  
**Baseline** 100.0% NAMI Satisfaction Instrument, FY 2007  
**Current Level** No data reported by NAMI for FY 09 Q1, Q2, Q3. Data now reported by NAMI annually  
**Performance Standard** 80%

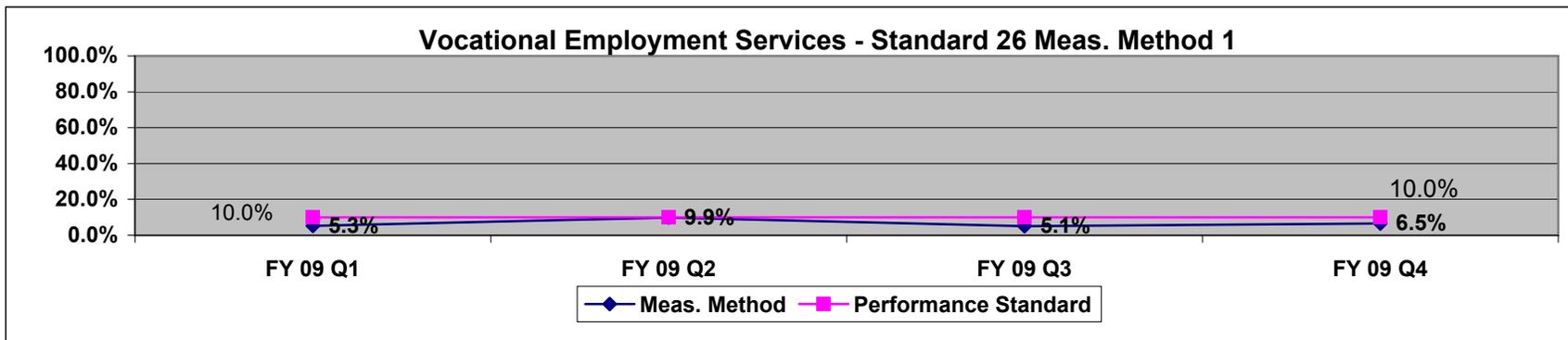
**Community Resources and Treatment Services**  
**Family Support Services**



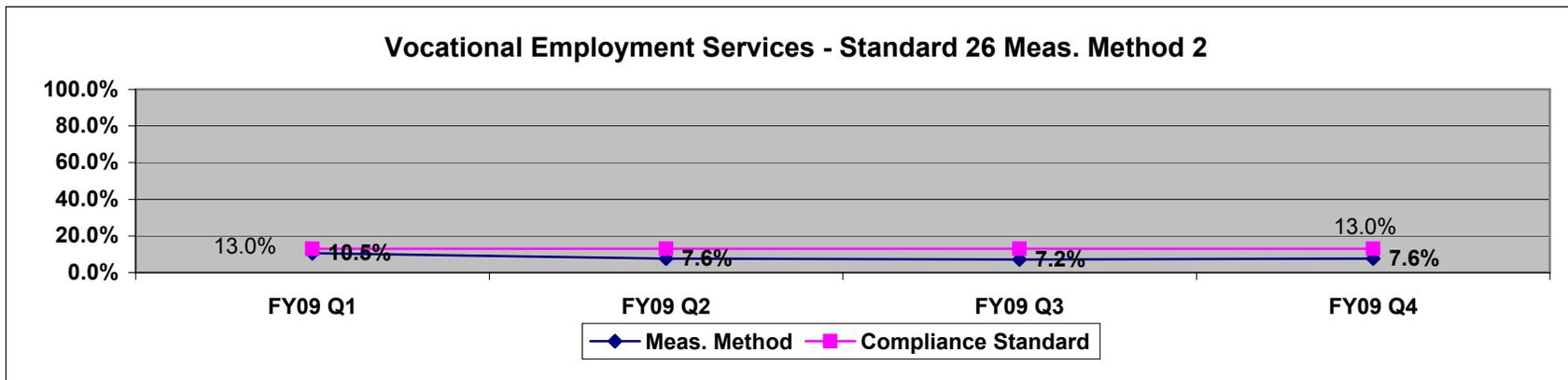
<p>Paragraph <b>Standard 25:</b>  <b>110 Meas. Method 1.</b></p>	<p><b>Agencies are referring family members to family support groups</b>                  Agency contracts reviewed with documented evidence of referral mechanism to family support services.</p>
<p><b>Baseline</b></p>	<p>100.0% February &amp; March 2007 Contract Reviews</p>
<p><b>Current Level</b></p>	<p>100.0% February &amp; March 2009 New Contract Reviews</p>
<p><b>Performance Standard</b></p>	<p>90.0%</p>
<p><b>Compliance Standard</b></p>	<p>90.0%</p>
<p><b>Meas. Method 2.</b></p>	<p>Families receiving referrals for family support services reporting satisfaction with referral process.</p>
<p><b>Baseline</b></p>	<p>To be established</p>
<p><b>Current Level</b></p>	<p>100.0% Performance Indicator Data, FY09 Q3</p>
<p><b>Performance Standard</b></p>	<p>85.0%</p>

Requirement to collect this data has been added to NAMI's FY 09 contract.

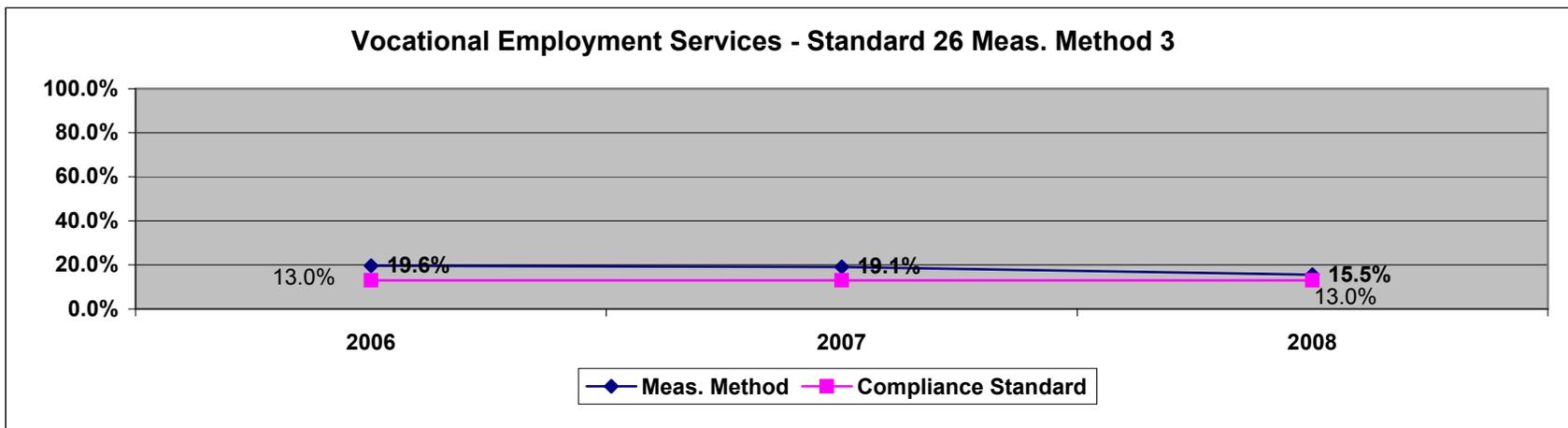
### Community Resources and Treatment Services Vocational Employment Services



**Paragraph 101 Standard 26:** Reasonable efforts to provide array of vocational opportunities to meet ISP identified needs.  
**Meas. Method 1** Class members with ISP identified unmet vocational/employment support needs.  
**Baseline** 1.3% (11 out of 305) FY06 Q4 ISP RDS Data  
**Current Level** 6.5% (68 out of 1053) FY09 Q4 ISP RDS Data  
**Performance Standard** 10.0% or fewer



**Meas. Method 2.** Class members younger than age 62 in competitive employment in the community.  
**Baseline** 10.8% (82 out 758) FY 07 Q3 ISP RDS  
**Current Level** 7.6% (63 out of 827 ) FY09 Q4 ISP RDS Data  
**Performance Standard** 15.0% or more  
**Compliance Standard** 13.0% or Baseline: See explanation after Standard 26, Measurement Method 3

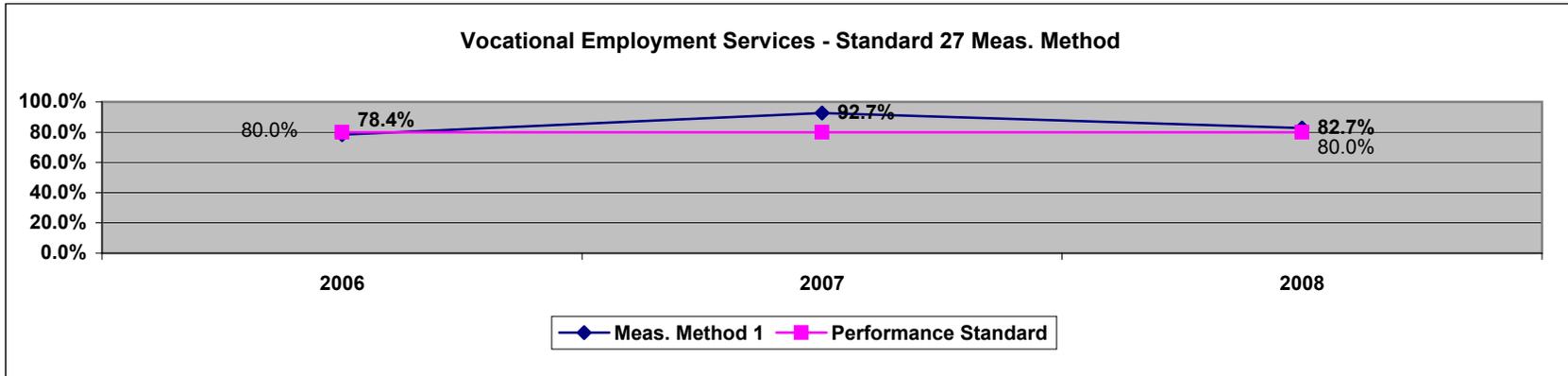


**Meas. Method 3.** Class members in either supported employment or in competitive employment (Part or Full Time).  
**Baseline** 21.0% 2004 Class Member Survey (N=538)  
**Current Level** 15.5% 2008 Class Member Survey (N=83 of 534 who responded to this question)  
**Performance Standard** 20.0% in either competitive or supported employment  
**Compliance Standard** 13.0% or Baseline: See explanation below.

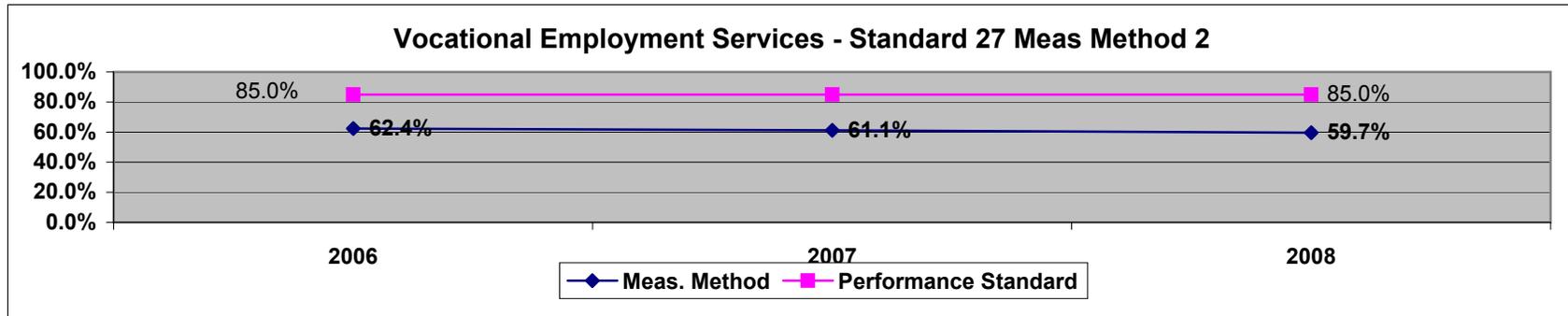
***OAMHS takes action if the # of Class Members (younger than 62) employed falls below the Compliance Standard.***

**Community Resources and Treatment Services**

***Vocational Employment Services***

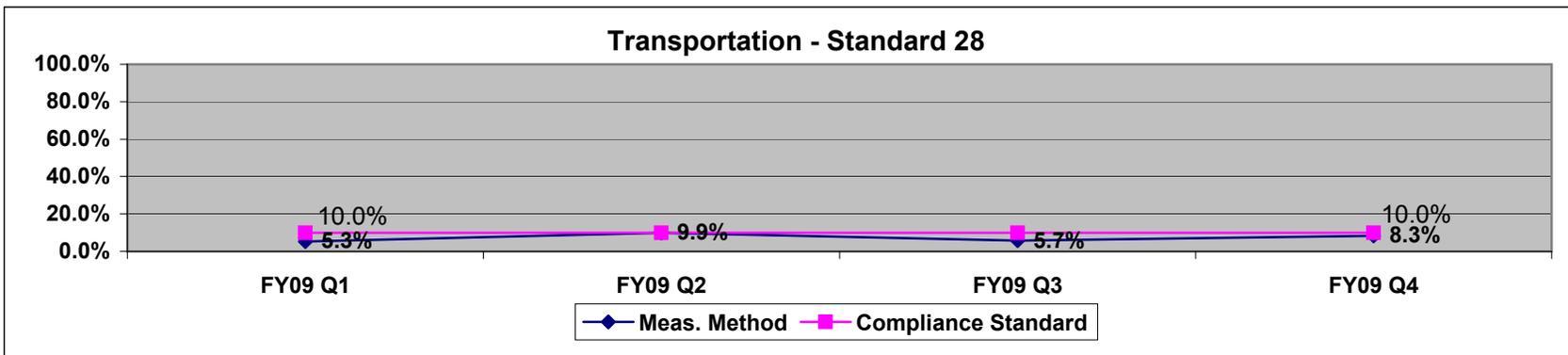


**Paragraph Standard 27:** **Satisfaction with employment and with vocational support services**  
**101 Meas. Method 1.** Annual Class Member Survey Q20, Class members who report satisfaction with their employment.  
**Baseline** 78.4% 2004 Class Member Survey (N=538)  
**Current Level** 82.7% 2008 Class Member Survey (N=37 out of 81 employed who responded to this question)  
**Performance Standard** 80.0%



**Meas. Method 2.** Annual Class Member Survey, Q23, Class members reporting that vocational supports were available when needed.  
**Baseline** 62.4% 2006 Class Member Survey. (N=507)  
**Current Level** 59.7% 2008 Class Member Survey (N=555)  
**Performance Standard** 85.0%

**Community Resources and Treatment Services**  
*Transportation*



**Paragraph Standard 28:**

**107 Meas. Method 1.**

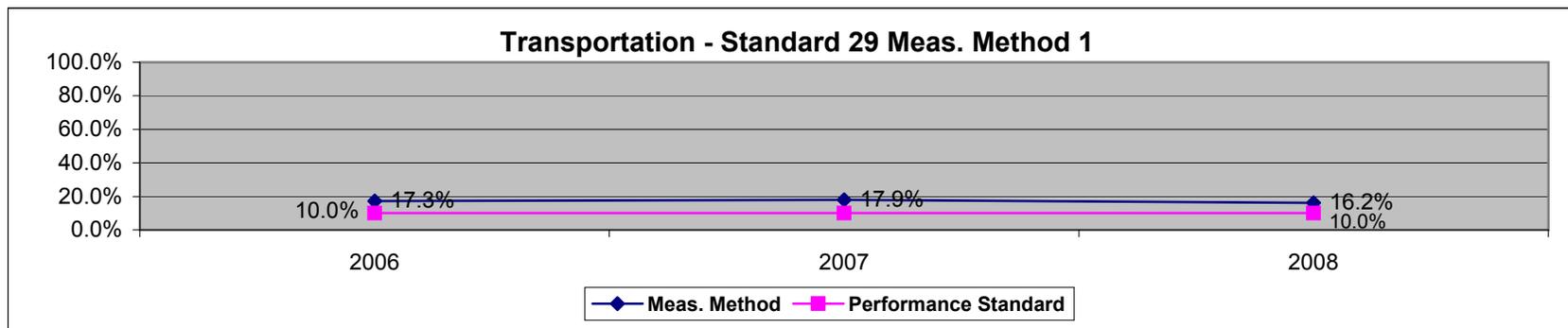
**Baseline**  
**Current Level**  
**Performance Standard**  
**Compliance Standard**

**Reasonable efforts to identify and resolve transportation problems that may limit access to services**

Percentage of class members with ISP identified unmet transportation needs.

1.3% (4 out of 305) FY06 Q4 ISP RDS Data  
8.3% (87 out of 1053) FY09 Q4 ISP RDS Data  
10.0% or fewer  
10.0% or fewer (3 out of 4 quarters)

### Community Resources and Treatment Services Transportation

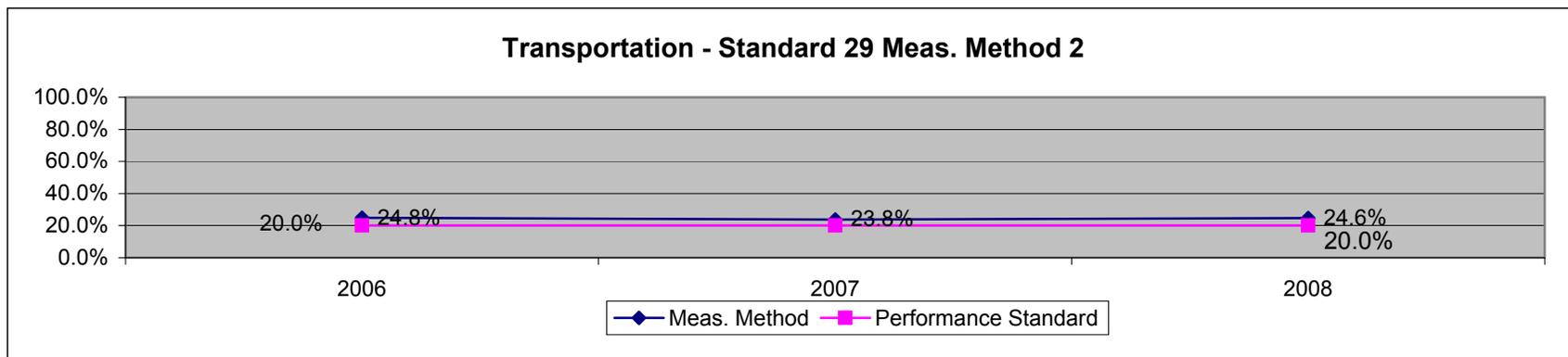


Paragraph **Standard 29:**  
**107 Meas. Method 1.**

**Satisfaction with availability of transportation services**

Annual Class Member Survey Q6, percent reporting difficulty getting to medical/MH appointments due to lack of transportation.

<b>Baseline</b>	19.9%	2004 Class Member Survey (N=538)
<b>Current Level</b>	16.2%	2008 Class Member Survey (N=555)
<b>Performance Standard</b>	10.0%	or fewer



**Meas. Method 2.**

Annual Class Member Survey Q8, percent reporting difficulty participating in recreation or social activities due to lack of transportation.

<b>Baseline</b>	27.3%	2004 Class Member Survey (N=538)
<b>Current Level</b>	24.6%	2008 Class Member Survey (N=555)
<b>Performance Standard</b>	20.0%	or fewer

**Community Resources and Treatment Services**  
***Recreation/Social/Avocational/Spiritual Opportunities***

Paragraph **Standard 30:** **Demonstrate the department has sponsored programs for leisure skills and avocational skills.**  
**105 Meas. Method 1.\*** Number of social clubs/peer centers and participants by region.  
**Baseline** 1907 Unduplicated participants per 28,210 visits per quarter. Avg of FY O4 Performance Indicators  
**Current Level** No FY09 Q3 data available

**Performance Standard** *Qualitative evaluation; no numerical standard required.*

**Meas. Method 2.** Number of other peer support programs and participation.  
**Baseline** 26 Peer Support programs statewide. 2007 Office of Consumer Affairs Data.  
**Current Level** 28 Peer Support programs statewide. 2009 Office of Consumer Affairs Data.  
**Performance Standard** *Qualitative evaluation; no numerical standard required.*

**Peer Support Groups funded by DHHS 2008:**

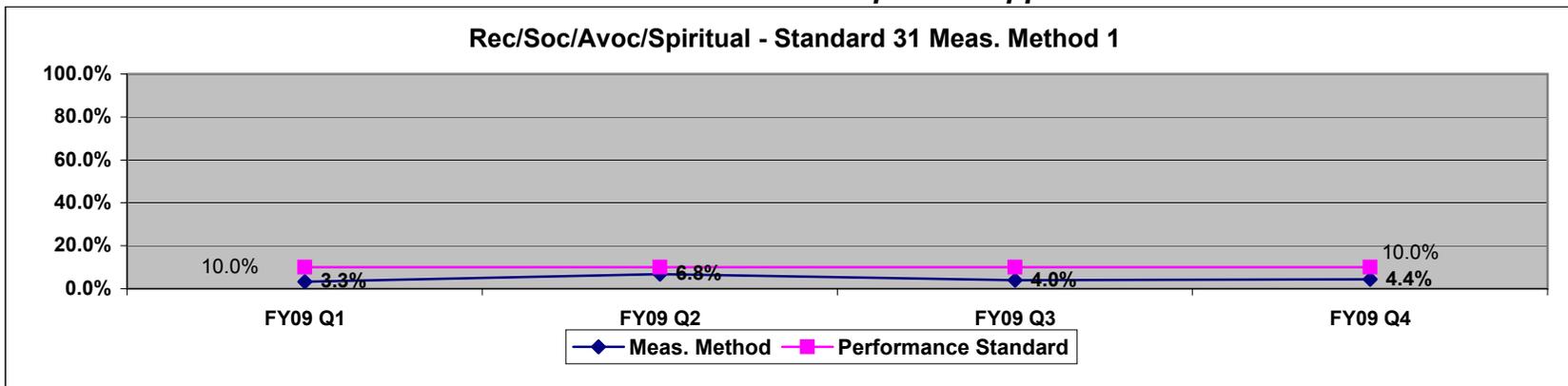
**Peer Centers and Social Clubs:** Amistad--Portland, Beacon House--Rumford  
Center for Life Enrichment -- Kittery, Common Connections--Saco, Friends Together --Jay  
Harmony Support Center--Sanford, Harvest Social Club -- Caribou, LINC -- Augusta,  
100 Pine Street -- Lewiston, Sweetser Peer Center -- Brunswick  
Together Place -- Bangor, Valley Social Club -- Madawaska, Waterville Social Club -- Waterville  
**Club Houses:** Capitol Club House -- Augusta, High Hopes -- Waterville

**Statewide** -- Advocacy Initiative Network  
Community Connections: Community based recreational opportunities and leisure planning

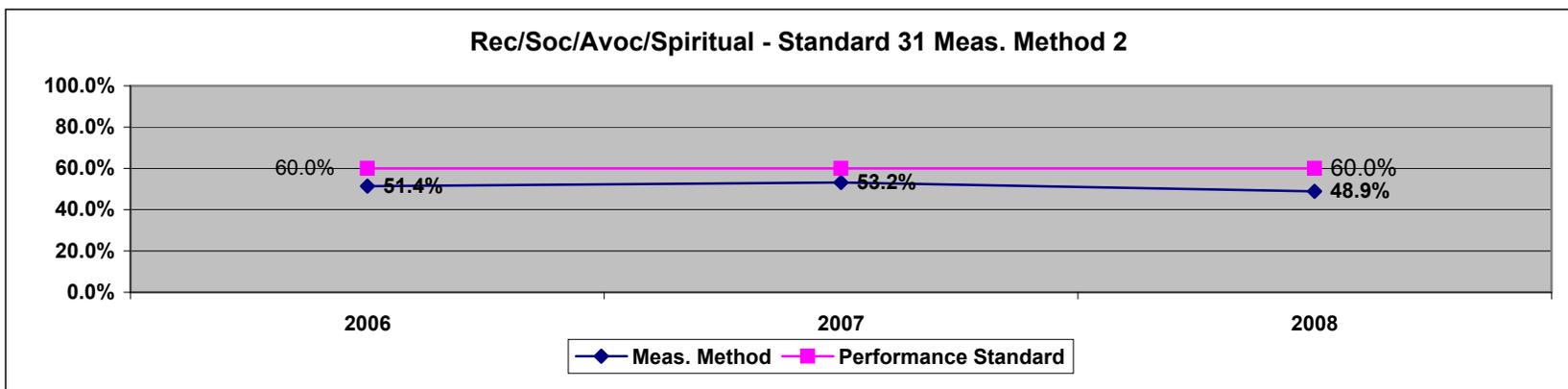
NAMI Support Groups Primarily Attended by consumers: Augusta, Bangor, Belfast, Portland, Machias, Milbridge, Newcastle, Pembroke, Saco, Rockland, Wells.

\*The quarterly reporting forms for social clubs and peer programs have been revised to give better information about the activities and programs that happen in peer support programs. It is anticipated that there will be an adjustment period as we switch forms and the data will become more meaningful after a couple of cycles with the new form.

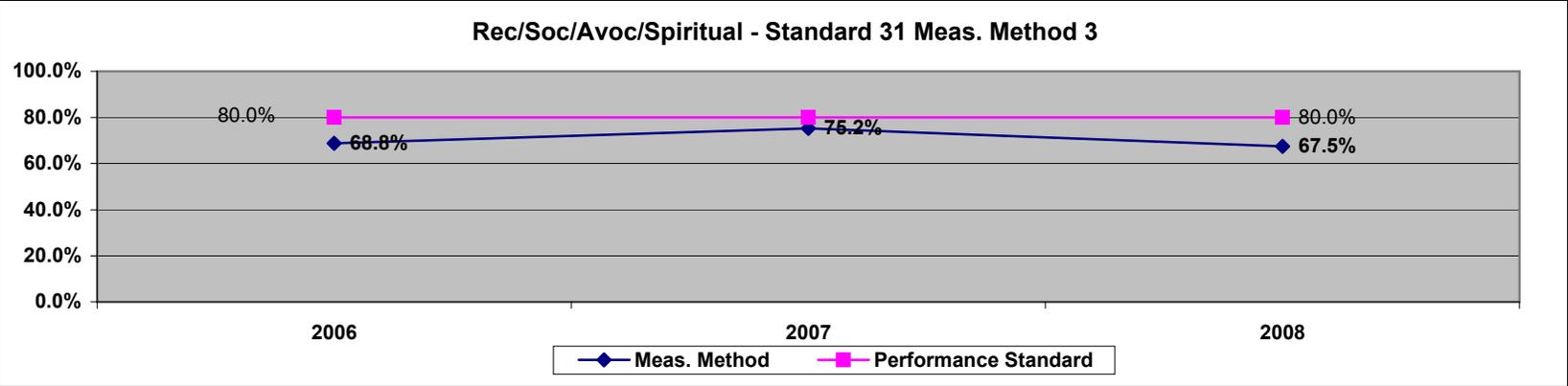
**Community Resources and Treatment Services  
Recreation/Social/Avocational/Spiritual Opportunities**



**Paragraph Standard 31:** Demonstrate class member involvement in personal growth activities and community life.  
**105 Meas. Method 1.** ISP identified class member unmet needs in recreational, social, avocational and spiritual areas.  
**Baseline** 1.0% (3 out of 305) FY06 Q4 ISP RDS Data  
**Current Level** 4.4% (46 out of 1053) FY09 Q4 ISP RDS Data  
**Performance Standard** 10.0% or fewer

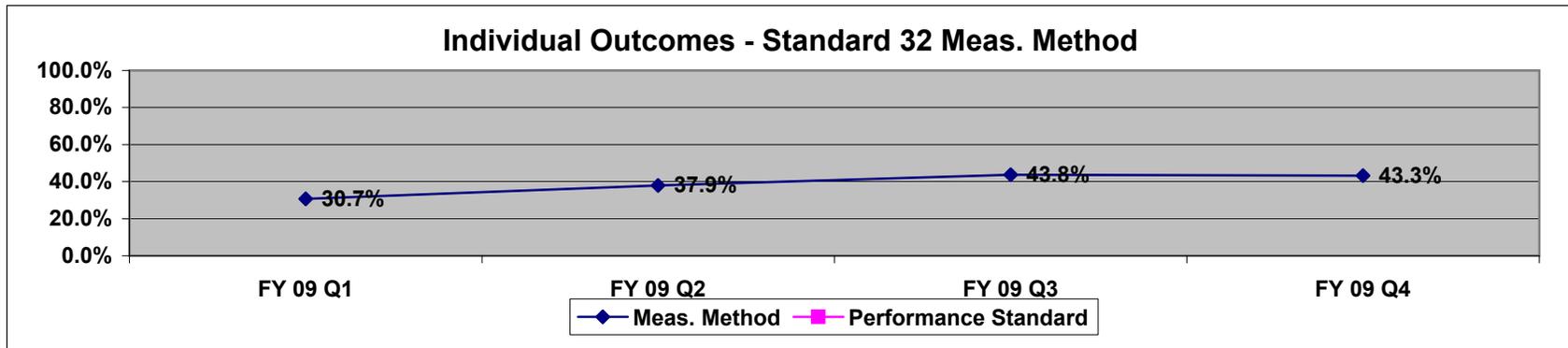


**Meas. Method 2.** Annual Class Member Survey, Q7, % reporting regular participation in rec/soc, avocational and spiritual areas.  
**Baseline** 44.2% 2004 Class Member Survey (N=538)  
**Current** 48.9% 2008 Class Member Survey (N=555)  
**Performance Standard** 60.0%



**Meas. Method 3.** Annual Class Member Survey, Q9, % reporting satisfaction with recreational and social opportunities available.  
**Baseline** 62.2% 2004 Class Member Survey (N=538)  
**Current Level** 67.5% 2008 Class Member Survey (N=555)  
**Performance Standard** 80.0%

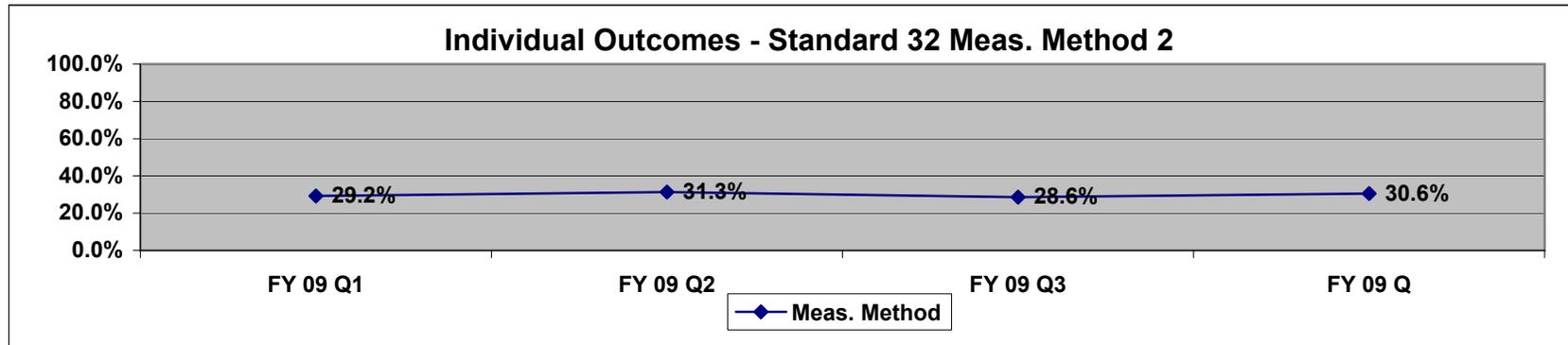
## System Outcomes: Supporting the Recovery of Adults with Mental Illness *Recovery*



**Standard 32:  
Meas. Method 1.**

**Demonstrate functional improvements in the lives of class members receiving services**  
Class Members demonstrating functional improvement on LOCUS between baseline and 12 month re-certification

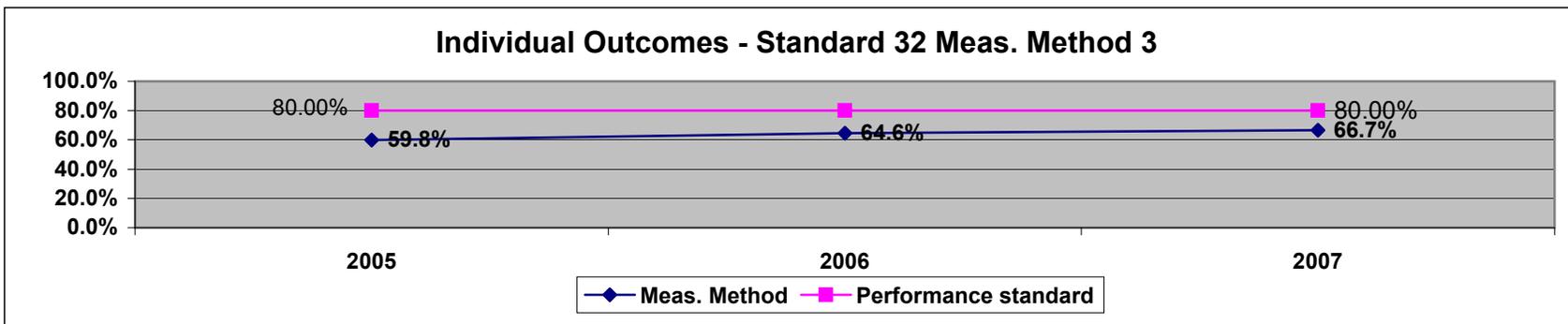
**Baseline** 41.0% (610/1488) Enrollment data 7/1/04 - 1/6/06 (Based on overall composite score.)  
**Current Level** 43.3% (106 out of 245) Enrollment data FY09 Q4 (Based on overall composite score.)  
**Performance Standard** Standard to be established.



**Meas. Method 2.**

Class Members who have maintained level of functioning between baseline and 12 month re-certification.

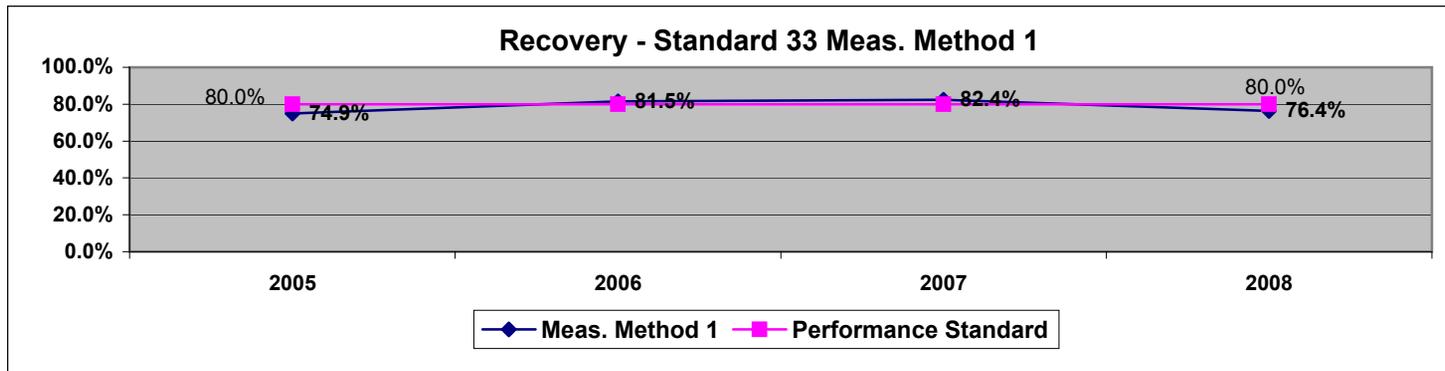
**Baseline** 24.6% (366/1488) Enrollment data 7/1/04 - 1/6/06 (Based on overall composite score.)  
**Current Level** 30.6% (75 out of 245) Enrollment data FY09 Q4 (Based on overall composite score.)  
**Performance Standard** Standard to be established.



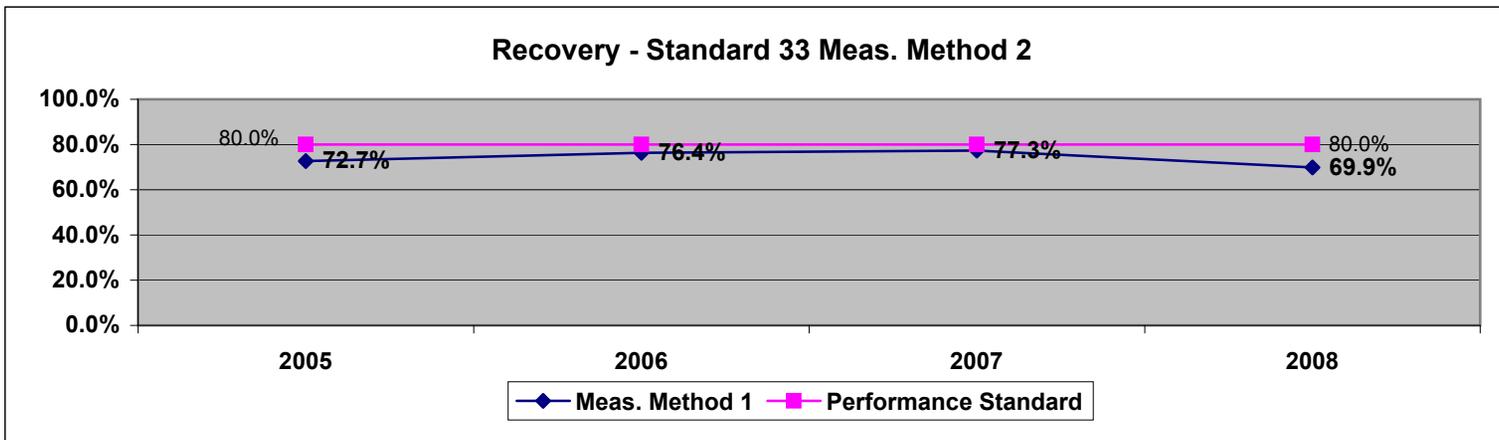
<b>Meas. Method 3.</b>	<i>Consumers reporting positively on functional outcomes on Data Infrastructure Survey outcome items.</i>
<b>Baseline</b>	78.0% 2003 Data Infrastructure Survey (N=748)
<b>Current Level</b>	See note below
<b>Performance Standard</b>	80.0%

**2008** *The result of the 2008 DIG Survey pertaining to functional outcomes can not be compared to the results obtained in 2007, and earlier, due to the language change in the header between the two administrations. In 2007, the header read: "As a direct result of your services...". In 2008, the header read: "In order to provide the best possible mental health services, we would like to know the effectiveness of your mental health services during the past 30 days". This change was made in order to move towards using the DIG survey to measure individual outcomes over time by narrowing the timeframe on the information collected. The change in headers resulted in a dramatic change in percentage of individuals reporting positively on functional outcomes. The Office of Quality Improvement will be doing further analysis of the data looking at differences between the two years of respondents.*

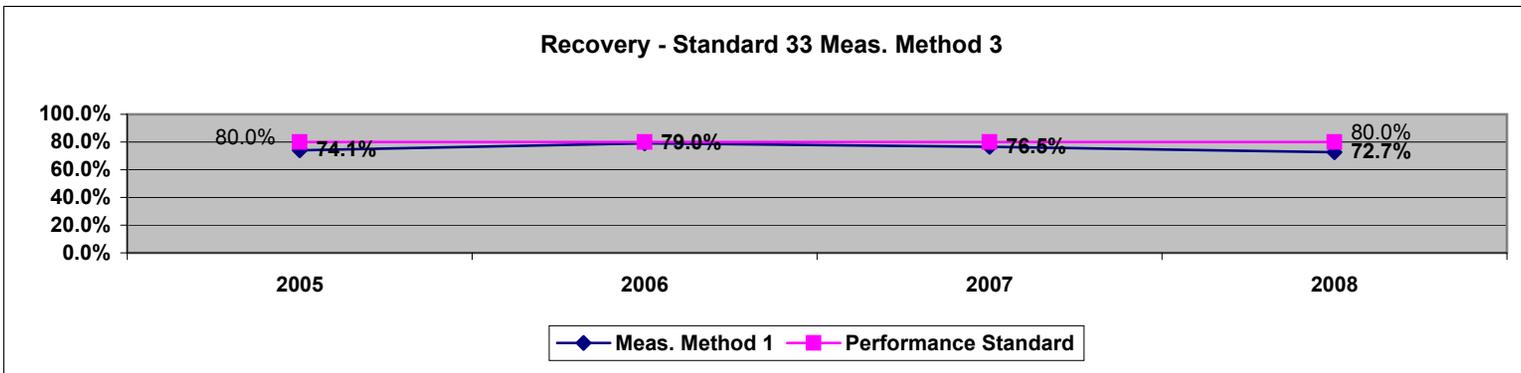
## System Outcomes: Supporting the Recovery of Adults with Mental Illness Recovery



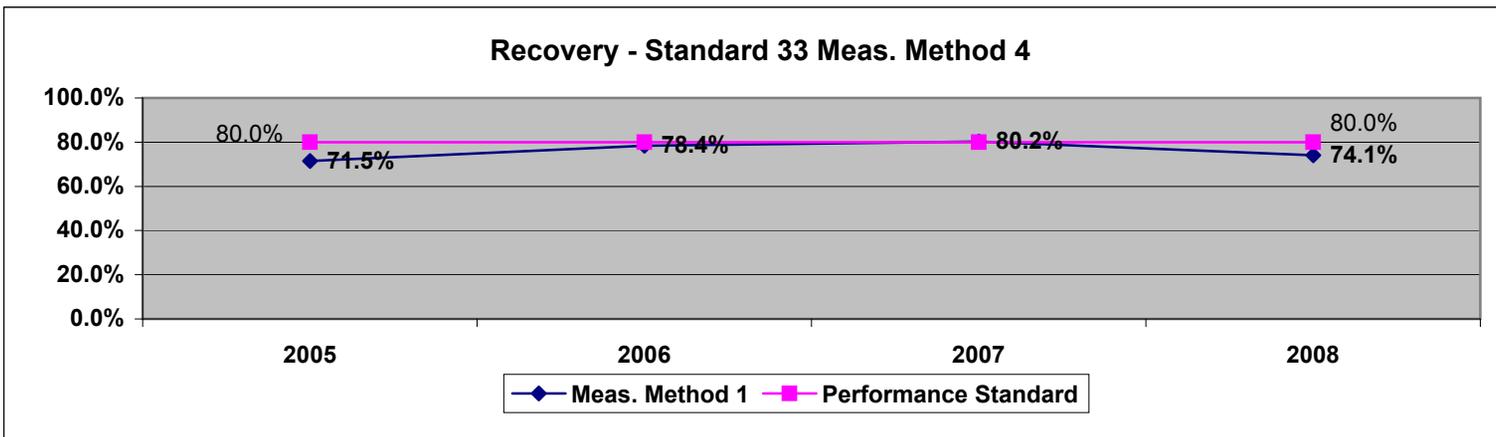
**Standard 33:** Demonstrate that consumers are supported in their recovery process  
**Meas. Method 1.** Consumer reporting that agency staff helped them obtain info needed to take charge of managing illness.  
**Baseline** 70.9% 2003 Data Infrastructure Survey-Q20 (N=748)  
**Current Level** 76.4% 2008 Data Infrastructure Survey-Q20 (N=1346)  
**Performance Standard** 80.0%



**Meas. Method 2.** Consumers reporting that agency staff believe that they can grow, change and recover. Q13  
**Baseline** 83.5% 2003 Data Infrastructure Survey-Q11 (N=748)  
**Current Level** 69.9% 2008 Data Infrastructure Survey - Q13 (N=1311)  
**Performance Standard** 80.0%

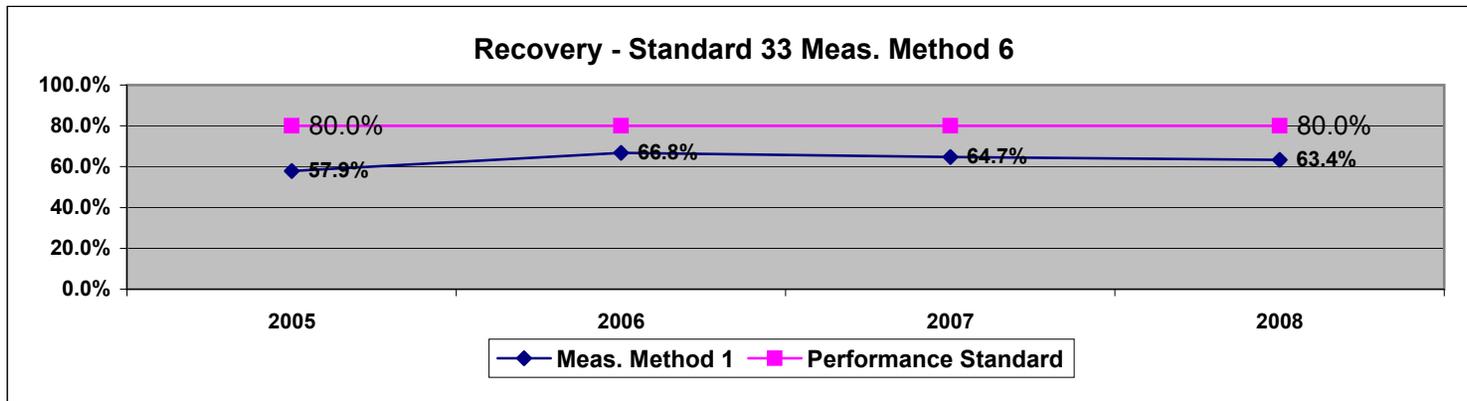


**Meas. Method 3.** Consumers reporting that agency services and staff supported their recovery and wellness efforts and beliefs.  
**Baseline** 70.9% 2003 Data Infrastructure Survey-Q22 (N=748)  
**Current Level** 72.7% 2008 Data Infrastructure Survey-Q27 (N=1369)  
**Performance Standard** 80.0%



**Meas. Method 4.** Consumers reporting that providers offered opportunities to learn skills to strengthen and maintain wellness.  
**Baseline** 70.9% 2003 Data Infrastructure Survey-Q23 (N=748)  
**Current Level** 74.1% 2008 Data Infrastructure Survey-Q28 (N=1368)  
**Performance Standard** 80.0%

**Meas. Method 5.** Consumers reporting that service providers stressed natural supports and friendships.  
**Baseline** 70.9% 2003 Data Infrastructure Survey-Q24 (N=748)  
**Current Level** Question eliminated with 2007 Data Infrastructure Grant Survey.  
**Performance Standard** 80.0%



**Meas. Method 6.** Consumers reporting that service providers offered mutual support or recovery-oriented groups run by peers.  
**Baseline** 53.2% 2003 Data Infrastructure Survey-Q25 (N=748)  
**Current Level** 63.4% 2008 Data Infrastructure Survey-Q29 (N=1368)  
**Performance Standard** 80.0%

## System Outcomes: Supporting the Recovery of Adults with Mental Illness *Public Education*

<b>Paragraph 252</b>	<b>Standard 34:</b>	<b>Provision of a variety of public education programs on mental health and illness topics.</b>
	<b>Meas. Method 1.</b>	# of mental health workshops, forums, and presentations geared toward general public and level of participation.
	<b>Baseline</b>	38 FY 06 Q4
	<b>Current Level</b>	28 FY 09 Q4
	<b>Performance Standard</b>	<i>Qualitative evaluation required, no numerical standard necessary. See Attached List</i>
	<b>Meas. Method 2.</b>	# and type of infor packets, publications, press releases, etc. distributed to public audiences.
	<b>Baseline</b>	37 information packets and 1 Newspaper Article FY 06 Q4
	<b>Current Level</b>	170 information packets FY 09 Q4
	<b>Performance Standard</b>	<i>Qualitative evaluation required, no numerical standard necessary.</i>



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner