

**Priority:** Accountability  
**Program Offer Type:** Support  
**Related Programs:** 25052

**Lead Agency:** County Human Services  
**Program Contact:** Karl Brimner

**Program Characteristics:**

**Executive Summary**

Program works to assure quality of contracted providers through mental health agency audits and monitoring mental health contract performance. Program staff protects mentally ill adults by investigating abuse allegations and providing protective services, and managing complaints and incidents. Program serves 67,000 Verity Oregon Health Plan (OHP) members, 52 mental health agencies, and 56 residential facilities. Program educates OHP members about available mental health services and ensures quality of services.

**Program Description**

Quality Management protects and supports mentally ill adults and children in Multnomah County by providing specific services including: coordinating compliance with HIPAA rules and Verity contracts, building client outcome measurements, supervising certification process for community mental health agencies, auditing and providing technical support to 52 mental health agencies, coordinating residential quality and tracking approximately 4000 reportable residential adverse events annually, assisting with licensing visits and Oregon Administrative Rules(OARs) compliance for 56 State-funded residential treatment homes and facilities, investigating complaints about residential care, monitoring progress of providers found out of compliance with OARs, and investigating abuse allegations and providing protective services to approximately 200 adult mental health clients annually.

**Program Justification**

The Quality Management program links to the Basic Needs and Accountability strategies by monitoring behavioral health care quality and satisfaction with care. Program intervenes directly when problems or issues arise. Protective Service Investigators intervene directly when a mentally ill adult's safety is jeopardized by abuse. Critical incidents, including deaths, are reviewed with providers. Services are aimed at prevention of future incidents that may result in client harm, hospitalization, or death.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Total certificate of approval and licensing reviews completed.	42	0	34	40
Outcome	Percent of certification reviews conducted within 3 year maximum OAR mandate.	100.0%	100.0%	100.0%	100.0%
Output	Total clinical reviews/protective service investigations/complaints/incidents *1	739	0	784	784
Output	Total residential incident reports reviewed/processed	4,234	0	5,597	5,500

**Performance Measure - Description**

 **Measure Changed**

\*1 Total clinical reviews including residential critical incidents + total protective service investigations + total treatment records reviewed for mental health agency certification or Verity MHO compliance.

## Legal/Contractual Obligation

Oregon Administrative Rules (OARS) including but not limited to:  
Chapter 415 Department of Human Services Addiction services; and  
Chapter 309 Department of Human Services Mental Health and Developmental Disabilities Services, Federal & State  
Medicaid requirements and Oregon Health Plan Mental Health Organization Agreement.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2008	2008	2009	2009
Personnel	\$472,559	\$658,435	\$340,837	\$977,351
Contracts	\$0	\$73,000	\$0	\$0
Materials & Supplies	\$25,013	\$0	\$2,981	\$23,823
Internal Services	\$193,670	\$0	\$74,195	\$109,741
Subtotal: Direct Exps:	<b>\$691,242</b>	<b>\$731,435</b>	<b>\$418,013</b>	<b>\$1,110,915</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$691,242</b>	<b>\$731,435</b>	<b>\$418,013</b>	<b>\$1,110,915</b>
Program Total:	<b>\$1,422,677</b>		<b>\$1,528,928</b>	
Program FTE	5.25	8.85	4.00	10.10
<b>Program Revenues</b>				
Intergovernmental	\$0	\$731,435	\$0	\$1,110,915
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$731,435</b>	<b>\$0</b>	<b>\$1,110,915</b>

## Explanation of Revenues

State Mental Health Grant - \$306,599

County General Funds - \$418,013

Oregon Health Plan revenue based on estimated average of 64,205 insured members - \$804,316

## Significant Program Changes

**Last year this program was:** #25053, Mental Health and Addiction Services Quality Management

In FY08 this program offer was included in 25053 Mental Health and Addiction Services Quality Management.