

Priority: Accountability
Program Offer Type: Support
Related Programs: 25050A, 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 serves 71,000 Verity Oregon Health Plan (OHP) members, 52 mental health agencies, and 61 residential/foster facilities. Program educates OHP members about available mental health services and ensures quality of services. This program offer is a reduced offer excluding funding 2.0 of current 2.8 FTE level for adult protective services investigators. Purchasing this offer and 25053B will return the funding for protective service investigators.

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. These investigations serve to protect some of the most vulnerable individuals in our mental health system.

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 (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Total certificate of approval and licensing reviews completed.	36	40	33	35
Outcome	Percent of certification reviews conducted within 3 year maximum OAR mandate.	100.0%	100.0%	100.0%	100.0%
Output	Total reviews/protective service investigations/ complaints/incidents ²	777	784	780	775
Output	Total residential incident reports reviewed/processed.	6,220	5,500	6,025	6,000

Performance Measure - Description

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.

² The FY09-10 offer retains the outputs and outcomes for protective investigations, as this is mandated service per OAR's regardless of the level of funding. Statutory timeframes cannot be met with reduced staffing and would require overtime and on-call expenditures.

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 Developmental Disabilities Services, Federal & State Medicaid requirements and Oregon Health Plan Mental Health Organization Agreement.ORS 430.735-765 Abuse Reporting and Investigation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2009	2009	2010	2010
Personnel	\$340,837	\$834,742	\$472,781	\$914,745
Contracts	\$0	\$0	\$0	\$75,000
Materials & Supplies	\$2,981	\$4,841	\$11,007	\$11,843
Internal Services	\$74,195	\$83,326	\$181,756	\$39,206
Subtotal: Direct Exps:	\$418,013	\$922,909	\$665,544	\$1,040,794
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$418,013	\$922,909	\$665,544	\$1,040,794
Program Total:	\$1,340,922		\$1,706,338	
Program FTE	4.00	8.30	4.69	9.31
Program Revenues				
Intergovernmental	\$0	\$922,909	\$0	\$937,624
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$922,909	\$0	\$937,624

Explanation of Revenues

OHP Premium - \$920,135
State Mental Health Grant Local Admin - \$99,999
State Mental Health Grant Non-Res Adult - \$20,660
County General Fund - \$665,544

Significant Program Changes

✔ Significantly Changed

Last year this program was: #25053, MH Quality Management and Protective Services

In FY09 this program offer included an additional 2 FTE protective service investigators. The number of abuse reports will not change, However, the availability of remaining 0.8 FTE investigator for protective service delivery is eliminated. Function will be delegated to community mental health case managers. Additionally, it is unlikely that one investigator will be able to complete the current 200 investigations and 400 screenings per year.