

Lead Agency: County Human Services

Program Contact: Joan Rice

Program Offer Type: Existing Operating

Related Programs: 25052

Program Characteristics: In Target

Executive Summary

Quality Management works to assure quality of contracted providers through mental health agency audits and monitoring mental health contract performance. The program serves approximately 100,000 Verity Oregon Health Plan (OHP) members, 52 mental health agencies and 61 residential/foster facilities. Quality Management educates OHP members about available mental health services and ensures effectiveness of services by measuring treatment outcomes, client satisfaction and hospital use.

Program Description

Quality Management protects and supports mentally ill adults and children in Multnomah County by providing specific services including: coordinating compliance with Health Insurance Portability and Accountability Act (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 5,000 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.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Total clinical reviews/protective service investigations/incidents reviewed ¹	7,117	6,600	7,200	7,200
Outcome	Percent of certification reviews conducted within 3 year maximum OAR mandate ²	100.0%	100.0%	100.0%	100.0%

Performance Measure - Description

¹Residential critical incidents + total protective service investigations/screenings + total clinical reviews (treatment records reviewed for mental health agency certification or Verity compliance)

²Percentage of reviews conducted within a 3 year period does not include Oregon Addiction and Mental Health Services Division authorized extensions

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	2011	2011	2012	2012
Personnel	\$491,401	\$900,326	\$430,141	\$1,007,576
Contracts	\$0	\$75,000	\$0	\$81,250
Materials & Supplies	\$31,474	\$0	\$31,474	\$8,468
Internal Services	\$0	\$194,723	\$0	\$204,905
Total GF/non-GF:	\$522,875	\$1,170,049	\$461,615	\$1,302,199
Program Total:	\$1,692,924		\$1,763,814	
Program FTE	5.20	8.80	4.60	9.50
Program Revenues				
Indirect for dep't Admin	\$0	\$0	\$22,876	\$0
Intergovernmental	\$0	\$1,170,049	\$0	\$1,302,199
Total Revenue:	\$0	\$1,170,049	\$22,876	\$1,302,199

Explanation of Revenues

\$984,039 - Oregon Health Plan Premium: Based on FY11 Rate per client times number of clients as of 12/31/10
\$318,160 - State Mental Health Grant: Based on FY11 revised budget
\$461,615 - County General Fund

Significant Program Changes

Last year this program was: