

Department: County Human Services **Program Contact:** Joan Rice
Program Offer Type: Support **Program Offer Stage:** As Requested
Related Programs: 25050A, 25052
Program Characteristics: In Target

Executive Summary

Quality Management works to assure quality of contracted providers through mental health agency audits, investigations, and monitoring mental health contract performance. The program serves approximately 100,000 Multnomah Mental Health Oregon Health Plan (OHP) members, 52 mental health agencies and 73 residential/foster facilities. Quality Management educates OHP members about available mental health services and ensures effectiveness of services by measuring treatment outcomes, client satisfaction, utilization review, including hospital use, and through the grievance system.

Program Summary

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 Multnomah Mental Health contracts, building client outcome measurements; supervising certification process for community mental health agencies; assuring compliance for grievance procedures; auditing and providing technical support to 52 mental health agencies; coordinating residential quality and tracking approximately 10,445 reportable residential adverse events annually; assisting with licensing visits and Oregon Administrative Rules (OARs) compliance for 40 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 290 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	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	# of clinical reviews/protective service investigations/incident rpts reviewed ¹	11,482	11,007	12,091	12,091
Outcome	Percent of certification reviews conducted within 3 year maximum OAR mandate ²	100.0%	100.0%	100.0%	100.0%

Performance Measures Descriptions

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

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

Legal / Contractual Obligation

1) Each provider of community mental health and developmental disability service elements shall implement and maintain a quality assurance program, (309-014-0030). Elements of the QA program include maintaining policies and procedures, grievance management, fraud and abuse monitoring, performance measurement, and contract management. 2) As a function of the Multnomah County, Mental Health and Addiction Services Division representing the Local Mental Health Authority (LMHA), provides oversight and makes recommendations to the State Addictions and Mental Health Division (AMH) regarding the issuing of Certificates of Approval held by Community Mental Health Agencies for Medicaid populations as outlined in OARs 309-012-0130 through 309-012-0220. 3) The LMHA as a designee for DHS shall conduct the investigations and make the findings required by ORS 430.735 to 430.765 for allegations of abuse of a person with mental il

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$804,655	\$1,596,530	\$929,586	\$1,640,738
Contractual Services	\$10,000	\$1,235,902	\$6,000	\$1,295,800
Materials & Supplies	\$14,112	\$52,955	\$15,841	\$70,283
Internal Services	\$83,826	\$246,988	\$79,476	\$267,631
Total GF/non-GF	\$912,593	\$3,132,375	\$1,030,903	\$3,274,452
Program Total:	\$4,044,968		\$4,305,355	
Program FTE	8.53	12.57	9.53	13.57

Program Revenues				
Indirect for Dept. Admin	\$49,711	\$0	\$63,094	\$0
Intergovernmental	\$0	\$3,132,375	\$0	\$3,274,452
Total Revenue	\$49,711	\$3,132,375	\$63,094	\$3,274,452

Explanation of Revenues

\$774,726 - State Mental Health Grant Flex Funds: Based on FY14 grant award

\$2,499,726 - Oregon Health Plan Premium: Based on FY14 Rate per client times number of clients as of 12/31/13

\$1,030,901 - County General Fund

Significant Program Changes

Last Year this program was: 25053 Mental Health Quality Management & Protectiv