

## Appendix E: Universe of Measures

The following information outlines the overall goals and universe of measures related to individuals served, transformation of mental health services and programs to a recovery- and resilience-based system of care, meeting service access standards/benchmarks, and reduction of uncompensated care. All goals and measures will be collected and evaluated, with implications for continuous improvement planning relative to the overall goals for the system of care.

Data in support of these goals and measures can be collected from surveys completed by individuals receiving services and information collected in data elements contained in the CSB's Management Information System (MIS). Modifications to the MIS will be made to collect information needed for measures related to some of the transformation goals for the system of care.

### **GOAL:**

***Strengthen living, learning and working skills and supports for living self-determined and productive lives***

**Adult Measures** (Sampling of individuals receiving outpatient or residential services):

- Percentage of adults employed at admission and discharge
- Percentage of adults reporting positively about social connectedness at admission and discharge
- Percentage of adults with a medical home (including vision and dental care) upon admission and discharge
- Percentage of adults involved with the criminal justice system at admission and discharge; decreased criminal justice involvement

- Annual percentage of individuals moving off the CSB housing waitlist into housing

**Youth and Family Measures** (Sampling of individuals receiving outpatient, day treatment, and in-home services):

- Percentage of youth attending school at admission and discharge
- Percentage of youth living in the community at admission and discharge
- Percentage of youth with a medical home upon admission and discharge
- Percentage of youth involved with juvenile justice system at admission and discharge

### **GOAL:**

***Meet access to service standards***

**Adult Measures:**

- Percentage of nonemergency outpatient appointments kept by individuals within seven business days from hospital discharge
- Percentage of individuals who receive an appointment with the Access Unit within ten business days of their first call for service
- Percentage of no-shows for initial appointments
- Percentage of direct-service staff who meet CSB performance standards for hours of services provided and number of individuals served

**Youth and Family Measures:**

- Percentage of youth who receive an intake appointment within five business days of their first call for service
- Percentage of nonemergency outpatient appointments kept by individuals within ten business days of their first contact

- Percentage of direct-service staff who meet CSB performance standards for hours of services provided and number of individuals served

**GOAL:**

*Increase satisfaction of adults receiving mental health and substance abuse outpatient services. Increase youth and family satisfaction with youth services and programs.*

**Adult Measures:**

- Percentage of individuals reporting positively about their experience via annual surveys
- Quarterly Sampling of Satisfaction surveys after most recent appointment

**Youth and Family Measures:**

- Percentage of individuals reporting positively about their experience via annual surveys
- Quarterly Sampling of Satisfaction surveys after most recent service appointment

**GOAL:**

*Reduction of uncompensated care*

**Adult Measures:**

- Become a Community SSI Initiative Partner under the federal program SOAR (SSI/SSDI Outreach, Access, and Recovery), expediting disability determination for homeless population, which will translate into Medicaid reimbursement of CSB services
- Percentage of adults using Medicaid funds to access mental health services
- Percentage of adults using Medicaid Part D funds to access mental health services
- Ensure proper documentation for bill-

ing Medicaid services

**Youth and Family Measures:**

- Percentage of children and youth with Medicaid
- Percentage of children and youth in State Children's Health Insurance Program (S-CHIP)
- Ensure proper documentation for billing Medicaid services
- Maximize all funding streams

**GOAL:**

*Transformation of mental health services and programs to a recovery- and resilience- based system of care*

**Adult Measures** (ratings from selected items listed below from the ROSI):

- My treatment plan goals are stated in my own words
- Staff do not use pressure, threats or force in my treatment
- Staff treat me with respect regarding my cultural background
- Staff give me complete information in words I understand before I consent to treatment and medication
- There was not a consumer peer advocate to turn to when I needed one
- I do not have enough good service options to choose from
- Staff sees me as an equal partner in my treatment program
- Overall ROSI profile

**Youth and Family Measures** (Ratings from selected items from the State Youth and Family Survey, and from the survey George Mason University developed for the CSB):

- Youth and family members treated with respect by program staff

- Youth and family members feel comfortable and welcomed by reception staff
- Youth and family members report that staff discussed what is important to them
- Youth and family members receive information about medication
- Youth and family members access needed services to help maintain the youth in the home and community

**GOAL:**

*Youth and family community-based treatment and outcomes under development by the Comprehensive Services Act (CSA)*

**Youth and Family Proposed Measures Under Development:**

- Access to youth system of care
- Access to primary health care
- Criminal justice involvement
- School performance
- Children need to be present at treatment meetings in the school system
- Stability at home/community
- Improved child and family functioning
- Improved parenting skills
- Suspensions/expulsions, school attendance over enrollment
- Increased school attendance
- Access to services for youth who are homeless
- Access to services for children with a parent who has a mental illness and/or substance use disorder
- Access to services for foster-care parents