

## Performance Outcomes Adult Specialty Mental Health Services Report Report Date March 22, 2018

### Background

This report measures the effectiveness of adult specialty mental health services. It models reports developed to measure Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) mental health services as mandated by Welfare and Institutions Code Section 14707.5. The intent of these reports is to improve outcomes at the individual, program, and system levels and inform fiscal decision-making related to the purchase of services. Since 2012 DHCS has worked with several groups of stakeholders to create a structure for reporting, to develop a Performance Measurement Paradigm, and to design indicators and measures. The Performance Outcomes System will be used to evaluate the domains of access, engagement, service appropriateness to need, service effectiveness, linkages, cost effectiveness and satisfaction. Further information on the Performance Measures System implementation is available on the DHCS website. Documents posted include the relevant legislation, plans submitted to the Legislature, and handouts for meetings with the Stakeholder Advisory Committee back to the first meeting in 2012. To obtain this information go to: <http://www.dhcs.ca.gov/provgovpart/pos/Pages/default.asp>

### Overview

Three reports will be provided: statewide aggregate data; population-based county groups; and county-specific data. These aggregate reports provide adult information on the initial indicators that were developed for the Performance Outcomes System. DHCS plans to move to annual reporting of these data for the Performance Outcomes System. The first series of charts and tables focus on the demographics of adults 21\* and older who are receiving SMHS based on approved claims for Medi-Cal eligible beneficiaries. Specifically, this includes demographics tables of this population by age, gender, and race/ethnicity. Utilization of services reports are shown in terms of dollars, as well as by service in time increments. Two types of penetration information are provided; both penetration rate tables are also broken out by demographic characteristics. The snapshot table provides a point-in-time view of adults arriving, exiting, and continuing services over a two-year period. The time-to-step-down table provides a view over the past four years of the time to stepdown services following inpatient discharge. Where possible, the reports provide trend information by displaying information for Fiscal Years (FY) 13/14, 14/15, 15/16, and 16/17.

### Definitions

**Population** - Beneficiaries with approved services adjudicated through the Short Doyle/Medi-Cal II claiming system that were:

- Age 20 or younger during the approved date of service on the claim.

**Data Sources** - Short-Doyle/Medi-Cal II (SD/MC II) claims with dates of service in FY 13/14 through FY 16/17.

- Medi-Cal Eligibility Data System (MEDS) data from the Management Information System/Decision Support System (MIS/DSS) FY 13/14 through FY16/17.

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**Additional Information**

The **Measures Catalog** is the companion document for these reports and provides the methodology and definitions for the measures. Each measure is defined and the numerator and denominator used to develop the metrics are provided with relevant notes and additional references. The Measures Catalog may be found at: [http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog\\_Sept15Reporting\\_Final\\_1.11.15.pdf](http://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/POSMeasuresCatalog_Sept15Reporting_Final_1.11.15.pdf)

**Note on Privacy:** The Health Insurance Portability and Accountability Act (HIPAA) and Code of Federal Regulations (CFR) 42 rules protect most individually identifiable health information in any form or medium; whether electronic, on paper, or oral. DHCS has strict rules in place to protect the identification of individuals in public reports. A “Public Aggregate Reporting – DHCS Business Reports” process has been established to maintain confidentiality of client Personal Information. The Performance Outcomes System complies with Federal and State privacy laws. Thus, the POS must appropriately and accurately de-identify data for public reporting. Due to privacy concerns, some cells in this report may have been suppressed to comply with state and federal rules. When necessary, these data are represented as follows: 1) Data that are missing is indicated as "-" 2) Data that have been suppressed due to privacy concerns is indicated as "^".

**Report Highlights**

\*County-specific findings may be interpreted alongside the POS statewide and population-based report findings.

\*The **penetration** rates reported here were calculated using a different methodology than that used by the External Quality Review Organization (EQRO). The differences in methodology makes comparison between the POS penetration rates and the EQRO penetration rates not appropriate nor useful. The POS methodology for calculating penetration rates was selected because it is easier to compute, more straightforward to interpret, and is in use by other states and counties. For the POS, the penetration rate is calculated by taking the total number of adults who received a number of SMHS (1 or 5 for POS) in a FY and dividing that by the total number of Medi-Cal eligible adults for that FY. This methodology results in lower penetration rates as compared to the EQRO rates, but it does so across the board so that all counties and the state will be similarly impacted.

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\*The **snapshot** report provides a point-in-time look at children and youth's movement through the SMHS system. The report uses five general categories to classify if a youth is entering, exiting, continuing services, or a combination of these categories (e.g., arriving and exiting). Eventually the snapshot data will be used along with measures of service effectiveness to identify whether youth are improving as a result of receiving services from the time they first arrived in the system to when they exit the system. This methodology was adapted from the California Mental Health and Substance Use System Needs Assessment (2012). More information on the original methodology can be found here:  
<http://www.dhcs.ca.gov/provgovpart/pos/Pages/Performance-Outcomes-System-Reports-and-Measures-Catalog.aspx>

\*The psychiatric emergency services/hospital data reported on in the **time to step-down services** report includes data from Short Doyle/Medi-Cal II claims data and fee-for-service data. In the future this report will incorporate other outpatient and inpatient Medi-Cal SMHS' billed through the Managed Care healthcare delivery systems. Currently, the number of days is capped at 365 days (to mitigate the impact of extreme statistical anomalies) when calculating the mean and max for time between discharge and step down service. This methodology will be updated in the next reporting cycle. Additionally, county specific and population-based reports are based off of the county of fiscal responsibility for the patient and whom has been attributed the time to next service in days used in the calculations for this indicator.

**Please contact [cmhpos@dhcs.ca.gov](mailto:cmhpos@dhcs.ca.gov) for any questions regarding this report.**

**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year  
Medium Sized Counties as of March 22, 2018**

SFY	Unique Count Receiving SMHS*	Year-Over-Year Percentage Change	Unique Count of Medi-Cal Eligibles	Year-Over-Year Percentage Change
<b>FY 13-14</b>	35,136		764,517	
<b>FY 14-15</b>	42,725	21.6%	950,137	24.3%
<b>FY 15-16</b>	43,675	2.2%	1,044,817	10.0%
<b>FY 16-17</b>	43,550	-0.3%	1,083,365	3.7%
<b>Compound Annual Growth Rate SFY**</b>		<b>7.4%</b>		<b>12.3%</b>

\*SMHS = Specialty Mental Health Services. See Measures Catalog for more detailed information.

\*\*SFY = State Fiscal Year which is July 1 through June 30.

**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year  
Medium Sized Counties as of March 22, 2018**

Fiscal Year	Alaskan Native or American Indian Count	Alaskan Native or American Indian %	Asian or Pacific Islander Count	Asian or Pacific Islander %	Black Count	Black %	Hispanic Count	Hispanic %	White Count	White %	Other Count	Other %	Unknown Count	Unknown %
<b>FY 13-14</b>	286	0.8%	2,183	6.2%	2,662	7.6%	6,607	18.8%	17,541	49.9%	1,119	3.2%	4,738	13.5%
<b>FY 14-15</b>	389	0.9%	2,513	5.9%	3,425	8.0%	8,104	19.0%	21,160	49.5%	1,643	3.8%	5,491	12.9%
<b>FY 15-16</b>	386	0.9%	2,402	5.5%	3,474	8.0%	9,032	20.7%	21,082	48.3%	1,749	4.0%	5,550	12.7%
<b>FY 16-17</b>	368	0.8%	2,326	5.3%	3,441	7.9%	9,443	21.7%	20,727	47.6%	1,840	4.2%	5,405	12.4%

*\*This report uses the Medi-Cal Eligibility Data System for racial data, while CDSS uses the Child Welfare Services/Case Management System.*

**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year  
Medium Sized Counties as of March 22, 2018**

<b>Fiscal Year</b>	<b>Adults 21-44 Count</b>	<b>Adults 21-44 %</b>	<b>Adults 45-64 Count</b>	<b>Adults 45-64 %</b>	<b>Adults 65+ Count</b>	<b>Adults 65+ %</b>
<b>FY 13-14</b>	17,567	50.0%	15,285	43.5%	2,284	6.5%
<b>FY 14-15</b>	22,307	52.2%	17,847	41.8%	2,571	6.0%
<b>FY 15-16</b>	23,175	53.1%	17,749	40.6%	2,751	6.3%
<b>FY 16-17</b>	23,313	53.5%	17,427	40.0%	2,810	6.5%

**Demographics Report: Unique Count of Adults Receiving SMHS by Fiscal Year**  
**Medium Sized Counties as of March 22, 2018**

<b>Fiscal Year</b>	<b>Female Count</b>	<b>Female %</b>	<b>Male Count</b>	<b>Male %</b>
<b>FY 13-14</b>	19,773	56.3%	15,363	43.7%
<b>FY 14-15</b>	22,796	53.4%	19,929	46.6%
<b>FY 15-16</b>	23,096	52.9%	20,579	47.1%
<b>FY 16-17</b>	22,605	51.9%	20,945	48.1%

**Penetration Rates\* Report: Adults With At Least One SMHS Visit\*\***  
**Medium Sized Counties as of March 22, 2018**

	FY 13-14			FY 14-15			FY 15-16			FY 16-17		
	Adults and Older Adults with 1 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 1 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 1 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 1 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate
<b>All</b>	<b>35,136</b>	<b>764,517</b>	<b>4.6%</b>	<b>42,725</b>	<b>950,137</b>	<b>4.5%</b>	<b>43,675</b>	<b>1,044,817</b>	<b>4.2%</b>	<b>43,550</b>	<b>1,083,365</b>	<b>4.0%</b>
Adults 21-44	17,567	397,217	4.4%	22,307	516,094	4.3%	23,175	578,022	4.0%	23,313	602,758	3.9%
Adults 45-64	15,285	249,809	6.1%	17,847	307,602	5.8%	17,749	331,431	5.4%	17,427	337,929	5.2%
Adults 65+	2,284	117,491	1.9%	2,571	126,441	2.0%	2,751	135,364	2.0%	2,810	142,678	2.0%
Alaskan Native or American Indian	286	5,725	5.0%	389	6,868	5.7%	386	7,345	5.3%	368	7,503	4.9%
Asian or Pacific Islander	2,183	65,524	3.3%	2,513	81,726	3.1%	2,402	89,843	2.7%	2,326	91,466	2.5%
Black	2,662	46,427	5.7%	3,425	55,024	6.2%	3,474	58,730	5.9%	3,441	60,245	5.7%
Hispanic	6,607	257,902	2.6%	8,104	328,418	2.5%	9,032	371,130	2.4%	9,443	395,455	2.4%
White	17,541	298,855	5.9%	21,160	364,102	5.8%	21,082	389,343	5.4%	20,727	393,154	5.3%
Other	1,119	33,475	3.3%	1,643	45,650	3.6%	1,749	53,836	3.2%	1,840	59,484	3.1%
Unknown	4,738	56,609	8.4%	5,491	68,349	8.0%	5,550	74,590	7.4%	5,405	76,058	7.1%
Female	19,773	439,833	4.5%	22,796	528,257	4.3%	23,096	575,554	4.0%	22,605	596,686	3.8%
Male	15,363	324,684	4.7%	19,929	421,880	4.7%	20,579	469,263	4.4%	20,945	486,679	4.3%

\*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system.

\*\*Adults and Older Adults at least one SMHS that was claimed through the Short-Doyle/ Medi-Cal claiming system on at least one (1) day in the Fiscal Year.

**Penetration Rates\* Report: Adults with Five or More SMHS Visits\*\*  
Medium Sized Counties as of March 22, 2018**

	FY 13-14			FY 14-15			FY 15-16			FY 16-17		
	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate	Adults and Older Adults with 5 or more SMHS Visits	Certified Eligible Adults and Older Adults	Penetration Rate
<b>All</b>	<b>22,336</b>	<b>764,517</b>	<b>2.9%</b>	<b>25,276</b>	<b>950,137</b>	<b>2.7%</b>	<b>25,511</b>	<b>1,044,817</b>	<b>2.4%</b>	<b>25,673</b>	<b>1,083,365</b>	<b>2.4%</b>
Adults 21-44	10,427	397,217	2.6%	12,445	516,094	2.4%	12,677	578,022	2.2%	12,984	602,758	2.2%
Adults 45-64	10,324	249,809	4.1%	11,185	307,602	3.6%	11,092	331,431	3.3%	10,905	337,929	3.2%
Adults 65+	1,585	117,491	1.3%	1,646	126,441	1.3%	1,742	135,364	1.3%	1,784	142,678	1.3%
Alaskan Native or American Indian	171	5,725	3.0%	228	6,868	3.3%	216	7,345	2.9%	217	7,503	2.9%
Asian or Pacific Islander	1,452	65,524	2.2%	1,425	81,726	1.7%	1,347	89,843	1.5%	1,329	91,466	1.5%
Black	1,641	46,427	3.5%	1,868	55,024	3.4%	1,907	58,730	3.2%	1,956	60,245	3.2%
Hispanic	3,915	257,902	1.5%	4,555	328,418	1.4%	4,951	371,130	1.3%	5,203	395,455	1.3%
White	11,263	298,855	3.8%	12,759	364,102	3.5%	12,552	389,343	3.2%	12,434	393,154	3.2%
Other	658	33,475	2.0%	853	45,650	1.9%	884	53,836	1.6%	893	59,484	1.5%
Unknown	3,236	56,609	5.7%	3,588	68,349	5.2%	3,654	74,590	4.9%	3,641	76,058	4.8%
Female	12,293	439,833	2.8%	13,373	528,257	2.5%	13,405	575,554	2.3%	13,268	596,686	2.2%
Male	10,043	324,684	3.1%	11,903	421,880	2.8%	12,106	469,263	2.6%	12,405	486,679	2.5%

\*Penetration Rate is defined as the percentage of SMHS eligible beneficiaries that have received a SMHS that was claimed via the Short-Doyle/Medi-Cal claiming system.

\*\*Adults and Older Adults that have received at least five SMHS that were claimed through the Short-Doyle/ Medi-Cal claiming system on at least five (5) or more different days in the Fiscal Year.

**Utilization Report\*: Approved Specialty Mental Health Services for Adults  
Mean Expenditures and Mean Service Quantity per Unique Beneficiary by Fiscal Year\*  
Medium Sized Counties as of March 22, 2018**

Fiscal Year	SDMC Total Approved	Case Management/ Brokerage (Minutes)	Mental Health Services (Minutes)	Medication Support Services (Minutes)	Crisis Intervention (Minutes)	Crisis Stabilization (Hours)	Full Day Treatment Intensive (Hours)	Full Day Rehabilitation (Hours)	Hospital Inpatient (Days)	Hospital Inpatient Admin (Days)	Fee for Service Inpatient (Days)	Crisis Residential Treatment Services (Days)	Adult Residential Treatment Services (Days)	Psychiatric Health Facility (Days)
<b>FY 13-14</b>	\$ 5,437	465	1,037	346	240	24	18	295	8	20	11	17	79	11
<b>FY 14-15</b>	\$ 5,612	460	947	339	246	24	0	314	8	20	10	19	80	10
<b>FY 15-16</b>	\$ 5,671	460	1,040	337	249	24	0	353	7	19	9	20	90	9
<b>FY 16-17</b>	\$ 6,030	423	889	332	249	23	87	390	6	16	9	21	87	11
<b>MEAN</b>	<b>\$ 5,688</b>	<b>452</b>	<b>978</b>	<b>339</b>	<b>246</b>	<b>24</b>	<b>53</b>	<b>338</b>	<b>7</b>	<b>19</b>	<b>10</b>	<b>19</b>	<b>84</b>	<b>10</b>

*\*The graphs are color coded so that those reported in the same unit of analysis (e.g., minutes) are colored similarly.*

*Please note that (n) values listed at the bottom of each bar graph represent the actual number of children/youth that received the SMHS represented in their respective graph by Fiscal Year.*

*^ Data has been suppressed to protect patient privacy.*

**Snapshot Report: Unique Count of Adults Receiving SMHS  
Arriving, Exiting, and with Service Continuance by Fiscal Year**

Medium Sized Counties as of March 22, 2018

Category	Description (Please refer to the Measures Catalog for more detailed descriptions on all Performance Outcomes System measures.)
Arrivals	Adults that did not receive any SMHS within 3 months of their first date of service in the Fiscal Year.
Service Continuance	Adults receiving continuous services with no breaks in service greater than 90 days for a period of at least 2 years (>= 2 YR) or a period of 1 to 2 years (< 2 YR).
Exiting	Adults that did not receive any SMHS within 3 months after their last date of service in the Fiscal Year.
Arriving & Exiting	A distinct category in which Adults met both the criteria for Arrivals and Exiting above for the fiscal year.
Service Continuance &	A distinct category in which Adults had at least 2 years of Service Continuance going into the Fiscal Year and then Exited within the same Fiscal Year.

Service Fiscal Year	Arrivals Count	Arrivals %	Service Continuance (>= 2 YR) Count	Service Continuance (>= 2 YR) %	Service Continuance (<2 YR) Count	Service Continuance (< 2 YR) %	Exiting Count	Exiting %	Arriving & Exiting Count	Arriving & Exiting %	Service Continuance (>= 2 YR) & Exiting Count	Service Continuance (>= 2 YR) and Exiting %	Total Count	Total %
FY 13-14	7,490	21.3%	6,477	18.4%	3,436	9.8%	3,869	11.0%	13,015	37.0%	849	2.4%	35,136	100%
FY 14-15	6,826	16.0%	6,209	14.5%	4,847	11.3%	5,681	13.3%	18,355	43.0%	807	1.9%	42,725	100%
FY 15-16	6,852	15.7%	6,637	15.2%	4,386	10.0%	5,950	13.6%	18,885	43.2%	965	2.2%	43,675	100%
FY 16-17	6,753	15.5%	6,617	15.2%	4,395	10.1%	5,775	13.3%	18,814	43.2%	1,196	2.7%	43,550	100%

**Time to Step Down Report: Adults Stepping Down in SMHS Services Post Inpatient Discharge\***  
**Medium Sized Counties as of March 22, 2018**

Service FY	Count of Inpatient Discharges with Step Down within 7 Days of Discharge	Percentage of Inpatient Discharges with Step Down within 7 Days of Discharge	Count of Inpatient Discharges with Step Down Between 8 and 30 Days	Percentage of Inpatient Discharges with Step Down Between 8 and 30 Days	Count of Inpatient Discharges with a Step Down > 30 Days from Discharge	Percentage of Inpatient Discharges with a Step Down > 30 Days from Discharge	Count of Inpatient Discharges with No Step Down*	Percentage of Inpatient Discharges with No Step Down*	Minimum Number of Days between Discharge and Step Down	Maximum Number of Days between Discharge and Step Down	Mean Time to Next Contact Post Inpatient Discharge (Days)	Median Time to Next Contact Post Inpatient Discharge (Days)
FY 13-14	1,951	73.2%	209	7.8%	314	11.8%	190	7.1%	0	362	16.9	0
FY 14-15	2,534	71.7%	271	7.7%	427	12.1%	302	8.5%	0	365	18.1	0
FY 15-16	2,499	70.4%	282	7.9%	414	11.7%	355	10.0%	0	364	18.1	0
FY 16-17	2,679	75.1%	198	5.5%	302	8.5%	389	10.9%	0	361	13.9	0

*\*No Step Down is defined as no Medi-Cal eligible service was claimed through Short-Doyle/Medi-Cal after a claimed inpatient service was billed with a discharge date.*