

# Performance Outcomes System Initial Reports

Report run on March 13, 2018

## Background

Three reports will be created during each new reporting period. The reports that will be produced are as follows: statewide aggregate data; population-based county groups; and county-specific data. These reports help meet the intent of the Legislature, as stated in Welfare and Institutions Code Section 14707.5, to develop a performance outcomes system for Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) mental health services that will improve outcomes at the individual, program, and system levels and inform fiscal decision-making related to the purchase of services. This reporting effort is part of the implementation of a performance outcomes system for Medi-Cal Specialty Mental Health Services (SMHS) for children and youth.

Since 2012 DHCS has worked with several groups of stakeholders to create a structure for reporting, to develop the Performance Measurement Paradigm, and to develop 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>

## Purpose and Overview

These county-specific reports provide updated information on the initial indicators that were developed for the Performance Outcomes System and reported on at the statewide aggregate level in February 2015; they help establish a foundation for on-going reporting. DHCS plans to move to annual reporting of this data for the Performance Outcomes System.

The first series of charts and tables focus on the demographics of children and youth under 21 who are receiving SMH' based on approved claims for Medi-Cal eligible beneficiaries. Specifically, this includes demographics tables of this population by age, gender, and race/ethnicity. Two types of penetration information are provided. Both penetration rates tables are also broken out by demographic characteristics. Utilization of services data are shown in terms of dollars, as well as by service, in time increments. The snapshot table provides a point-in-time view of children/youth 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 step-down services following inpatient discharge.

Where possible, the reports provide trend information by displaying information for four Fiscal Years (FY). A FY is from July 1st to June 30th.

Utilization of services reports are shown in terms of dollars, as well as by service in time increments. The snapshot report provides a point-in-time view of children arriving, exiting, and continuing services over a two-year period. The final report provides a view over the past four years of the time to step-down services (i.e., time to next contact after an inpatient discharge). **Note:** *The time to step-down report has a change in methodology from the first report produced in February 2015. In the initial report only outpatient services provided at least one day after the inpatient discharge were included in the calculations. On subsequent reports, any outpatient service that occurs on or after the inpatient discharge is included in the analysis.*

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## 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.

## 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://dhcs.ca.gov/provgovpart/pos/Pages/Performance-Outcomes-System-Reports-and-Measures-Catalog.aspx>

**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, 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, this data is represented as follows: 1) Data that is missing is indicated as "-" 2) Data that has been suppressed due to privacy concerns is indicated as "^".

## Report Interpretation

\*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 make comparison between the POS penetration rates and the EQRO penetration rates not appropriate or 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 youth who received X number of SMHS (1 or 5 for POS) in a FY and dividing that by the total number of Medi-Cal eligible youth 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 Children and Youth Receiving SMHS by Fiscal Year  
Santa Clara County as of March 13, 2018**

SFY	Unique Count Receiving SMHS*	Year-Over-Year Percentage Change	Unique Count of Medi-Cal Eligibles	Year-Over-Year Percentage Change
FY 13-14	8,918		181,282	
FY 14-15	10,092	13.2%	185,848	2.5%
FY 15-16	10,608	5.1%	187,550	0.9%
FY 16-17	10,545	-0.6%	185,835	-0.9%
<b>Compound Annual Growth Rate SFY**</b>		<b>5.7%</b>		<b>0.8%</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 Children and Youth Receiving SMHS by Fiscal Year  
Santa Clara County as of March 13, 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>	40	0.4%	664	7.4%	442	5.0%	5,726	64.2%	1,141	12.8%	361	4.0%	544	6.1%
<b>FY 14-15</b>	36	0.4%	775	7.7%	476	4.7%	6,650	65.9%	1,218	12.1%	366	3.6%	571	5.7%
<b>FY 15-16</b>	36	0.3%	907	8.6%	473	4.5%	7,031	66.3%	1,241	11.7%	387	3.6%	533	5.0%
<b>FY 16-17</b>	35	0.3%	914	8.7%	434	4.1%	7,202	68.3%	1,151	10.9%	363	3.4%	446	4.2%

*\*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 Children and Youth Receiving SMHS by Fiscal Year  
Santa Clara County as of March 13, 2018**

<b>Fiscal Year</b>	<b>Children 0-2 Count</b>	<b>Children 0-2 %</b>	<b>Children 3-5 Count</b>	<b>Children 3-5 %</b>	<b>Children 6-11 Count</b>	<b>Children 6-11 %</b>	<b>Children 12-17 Count</b>	<b>Children 12-17 %</b>	<b>Youth 18-20 Count</b>	<b>Youth 18-20 %</b>
<b>FY 13-14</b>	272	3.1%	1,162	13.0%	2,981	33.4%	3,540	39.7%	963	10.8%
<b>FY 14-15</b>	439	4.3%	1,306	12.9%	3,375	33.4%	3,935	39.0%	1,037	10.3%
<b>FY 15-16</b>	414	3.9%	1,287	12.1%	3,601	33.9%	4,122	38.9%	1,184	11.2%
<b>FY 16-17</b>	383	3.6%	1,273	12.1%	3,349	31.8%	4,339	41.1%	1,201	11.4%

**Demographics Report: Unique Count of Children and Youth Receiving SMHS by Fiscal Year  
Santa Clara County as of March 13, 2018**

<b>Fiscal Year</b>	<b>Female Count</b>	<b>Female %</b>	<b>Male Count</b>	<b>Male %</b>
<b>FY 13-14</b>	3,703	41.5%	5,215	58.5%
<b>FY 14-15</b>	4,283	42.4%	5,809	57.6%
<b>FY 15-16</b>	4,631	43.7%	5,977	56.3%
<b>FY 16-17</b>	4,634	43.9%	5,911	56.1%

**Penetration Rates\* Report: Children and Youth with At Least One SMHS Visit\*\*  
Santa Clara County as of March 13, 2018**

	FY 13-14			FY 14-15			FY 15-16			FY 16-17		
	Children and Youth with 1 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate	Children and Youth with 1 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate	Children and Youth with 1 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate	Children and Youth with 1 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate
<b>All</b>	<b>8,918</b>	<b>181,282</b>	<b>4.9%</b>	<b>10,092</b>	<b>185,848</b>	<b>5.4%</b>	<b>10,608</b>	<b>187,550</b>	<b>5.7%</b>	<b>10,545</b>	<b>185,835</b>	<b>5.7%</b>
Children 0-2	272	27,420	1.0%	439	27,285	1.6%	414	26,058	1.6%	383	24,429	1.6%
Children 3-5	1,162	28,065	4.1%	1,306	27,387	4.8%	1,287	26,812	4.8%	1,273	26,153	4.9%
Children 6-11	2,981	56,441	5.3%	3,375	57,625	5.9%	3,601	57,114	6.3%	3,349	56,517	5.9%
Children 12-17	3,540	48,724	7.3%	3,935	51,077	7.7%	4,122	53,892	7.6%	4,339	54,546	8.0%
Youth 18-20	963	20,632	4.7%	1,037	22,474	4.6%	1,184	23,674	5.0%	1,201	24,190	5.0%
Alaskan Native or American Indian	40	397	10.1%	36	389	9.3%	36	369	9.8%	35	351	10.0%
Asian or Pacific Islander	664	37,446	1.8%	775	38,857	2.0%	907	38,659	2.3%	914	37,884	2.4%
Black	442	6,182	7.1%	476	6,096	7.8%	473	5,829	8.1%	434	5,649	7.7%
Hispanic	5,726	102,803	5.6%	6,650	104,520	6.4%	7,031	105,898	6.6%	7,202	105,988	6.8%
White	1,141	15,345	7.4%	1,218	16,183	7.5%	1,241	15,554	8.0%	1,151	14,764	7.8%
Other	361	9,240	3.9%	366	9,943	3.7%	387	10,588	3.7%	363	11,470	3.2%
Unknown	544	9,869	5.5%	571	9,860	5.8%	533	10,653	5.0%	446	9,729	4.6%
Female	3,703	88,290	4.2%	4,283	90,388	4.7%	4,631	91,218	5.1%	4,634	90,232	5.1%
Male	5,215	92,992	5.6%	5,809	95,460	6.1%	5,977	96,332	6.2%	5,911	95,603	6.2%

\*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.

\*\*Children and Youth that have received 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: Children and Youth with Five or More SMHS Visits\*\*  
Santa Clara County as of March 13, 2018**

	FY 13-14			FY 14-15			FY 15-16			FY 16-17		
	Children and Youth with 5 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate	Children and Youth with 5 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate	Children and Youth with 5 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate	Children and Youth with 5 or more SMHS Visits	Certified Eligible Children and Youth	Penetration Rate
<b>All</b>	<b>7,283</b>	<b>181,282</b>	<b>4.0%</b>	<b>8,180</b>	<b>185,848</b>	<b>4.4%</b>	<b>8,499</b>	<b>187,550</b>	<b>4.5%</b>	<b>8,428</b>	<b>185,835</b>	<b>4.5%</b>
Children 0-2	185	27,420	0.7%	248	27,285	0.9%	245	26,058	0.9%	251	24,429	1.0%
Children 3-5	907	28,065	3.2%	1,012	27,387	3.7%	1,010	26,812	3.8%	1,006	26,153	3.8%
Children 6-11	2,509	56,441	4.4%	2,849	57,625	4.9%	2,961	57,114	5.2%	2,775	56,517	4.9%
Children 12-17	2,948	48,724	6.1%	3,307	51,077	6.5%	3,392	53,892	6.3%	3,537	54,546	6.5%
Youth 18-20	734	20,632	3.6%	764	22,474	3.4%	891	23,674	3.8%	859	24,190	3.6%
Alaskan Native or American Indian	30	397	7.6%	31	389	8.0%	30	369	8.1%	28	351	8.0%
Asian or Pacific Islander	513	37,446	1.4%	600	38,857	1.5%	672	38,659	1.7%	708	37,884	1.9%
Black	360	6,182	5.8%	406	6,096	6.7%	382	5,829	6.6%	338	5,649	6.0%
Hispanic	4,745	102,803	4.6%	5,397	104,520	5.2%	5,666	105,898	5.4%	5,792	105,988	5.5%
White	913	15,345	5.9%	990	16,183	6.1%	1,016	15,554	6.5%	930	14,764	6.3%
Other	283	9,240	3.1%	292	9,943	2.9%	299	10,588	2.8%	269	11,470	2.3%
Unknown	439	9,869	4.4%	464	9,860	4.7%	434	10,653	4.1%	363	9,729	3.7%
Female	3,014	88,290	3.4%	3,461	90,388	3.8%	3,683	91,218	4.0%	3,695	90,232	4.1%
Male	4,269	92,992	4.6%	4,719	95,460	4.9%	4,816	96,332	5.0%	4,733	95,603	5.0%

\*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.

\*\*Children and Youth 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 Children and Youth  
Mean Expenditures and Mean Service Quantity per Unique Beneficiary by Fiscal Year  
Santa Clara County as of March 13, 2018**

Fiscal Year	SDMC Total Approved	IHBS (Minutes)	ICC (Minutes)	Case Management/ Brokerage (Minutes)	Mental Health Services (Minutes)	Therapeutic Behavioral 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>	\$ 14,782	2,284	615	678	2,375	3,920	340	249	24	272	260	14	11	10	23	91	6
<b>FY 14-15</b>	\$ 10,883	2,004	1,268	669	2,333	3,680	331	282	23	412	414	7	12	9	17	56	19
<b>FY 15-16</b>	\$ 9,863	2,444	1,573	637	2,043	3,554	287	325	25	411	581	6	17	7	18	118	8
<b>FY 16-17</b>	\$ 24,648	2,449	1,587	600	1,904	3,641	295	302	20	306	349	12	19	7	29	0	12
<b>MEAN</b>	<b>\$ 15,044</b>	<b>2,295</b>	<b>1,261</b>	<b>646</b>	<b>2,164</b>	<b>3,699</b>	<b>313</b>	<b>290</b>	<b>23</b>	<b>350</b>	<b>401</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>22</b>	<b>88</b>	<b>11</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.*

**Snapshot Report: Unique Count of Children and Youth Receiving SMHS  
Arriving, Exiting, and with Service Continuance by Fiscal Year  
Santa Clara County as of March 13, 2018**

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

<b>Service Fiscal Year</b>	<b>Arrivals Count</b>	<b>Arrivals %</b>	<b>Service Continuance (<math>\geq 2</math> YR) Count</b>	<b>Service Continuance (<math>\geq 2</math> YR) %</b>	<b>Service Continuance (&lt;2 YR) Count</b>	<b>Service Continuance (&lt; 2 YR) %</b>	<b>Exiting Count</b>	<b>Exiting %</b>	<b>Arriving &amp; Exiting Count</b>	<b>Arriving &amp; Exiting %</b>	<b>Service Continuance (<math>\geq 2</math> YR) &amp; Exiting Count</b>	<b>Service Continuance (<math>\geq 2</math> YR) and Exiting %</b>	<b>Total Count</b>	<b>Total %</b>
<b>FY 13-14</b>	2,755	30.9%	640	7.2%	908	10.2%	1,743	19.5%	2,578	28.9%	294	3.3%	8,918	100%
<b>FY 14-15</b>	2,940	29.1%	864	8.6%	957	9.5%	2,081	20.6%	2,906	28.8%	344	3.4%	10,092	100%
<b>FY 15-16</b>	2,878	27.1%	793	7.5%	900	8.5%	2,501	23.6%	3,039	28.6%	497	4.7%	10,608	100%
<b>FY 16-17</b>	2,797	26.5%	733	7.0%	832	7.9%	2,452	23.3%	3,250	30.8%	481	4.6%	10,545	100%

**Time to Step Down Report: Children and Youth Stepping Down in SMHS Services Post Inpatient Discharge\***  
**Santa Clara County as of March 13, 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	236	63.8%	77	20.8%	45	12.2%	12	3.2%	0	326	14.9	3
FY 14-15	313	61.0%	107	20.9%	64	12.5%	29	5.7%	0	331	16.8	4
FY 15-16	331	62.1%	79	14.8%	68	12.8%	55	10.3%	0	361	19.9	4
FY 16-17	340	67.1%	66	13.0%	54	10.7%	47	9.3%	0	269	15.2	3

\* **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. This category may include data