

# Performance Outcomes System

Report run on August 3, 2017

## 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.aspx>

## 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.*

## 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 12/13 through FY 15/16.
- Medi-Cal Eligibility Data System (MEDS) data from the Management Information System/Decision Support System (MIS/DSS) FY 12/13 through FY15/16.

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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/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.

\*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 the hospital the patient is discharged from 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  
Los Angeles County as of August 3, 2017**

SFY	Unique Count Receiving SMHS*	Year-Over-Year Percentage Change	Unique Count of Medi-Cal Eligibles	Year-Over-Year Percentage Change
<b>FY 12-13</b>	86,928		1,600,155	
<b>FY 13-14</b>	90,702	4.3%	1,687,424	5.5%
<b>FY 14-15</b>	90,272	-0.5%	1,725,572	2.3%
<b>FY 15-16</b>	90,418	0.2%	1,759,220	1.9%
<b>Compound Annual Growth Rate SFY**</b>		<b>1.3%</b>		<b>3.2%</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  
Los Angeles County as of August 3, 2017**

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 %
FY 12-13	152	0.2%	1,797	2.1%	13,467	15.5%	55,850	64.2%	9,212	10.6%	491	0.6%	5,959	6.9%
FY 13-14	147	0.2%	1,928	2.1%	13,362	14.7%	59,484	65.6%	9,069	10.0%	597	0.7%	6,115	6.7%
FY 14-15	155	0.2%	1,898	2.1%	12,856	14.2%	60,113	66.6%	8,615	9.5%	586	0.6%	6,049	6.7%
FY 15-16	148	0.2%	2,033	2.2%	12,549	13.9%	61,334	67.8%	7,969	8.8%	508	0.6%	5,877	6.5%

*Please note: This report uses the Medi-Cal Eligibility Data System to obtain race/ethnicity data. CDSS uses Child Welfare Services/Case Management System to obtain race/ethnicity data. For more information, please refer to the Measures Catalog.*

**Demographics Report: Unique Count of Children and Youth Receiving SMHS by Fiscal Year  
Los Angeles County as of August 3, 2017**

Fiscal Year	Children 0-2 Count	Children 0-2 %	Children 3-5 Count	Children 3-5 %	Children 6-11 Count	Children 6-11 %	Children 12-17 Count	Children 12-17 %	Youth 18-20 Count	Youth 18-20 %
FY 12-13	3,594	4.1%	8,471	9.7%	30,274	34.8%	35,197	40.5%	9,392	10.8%
FY 13-14	3,878	4.3%	8,519	9.4%	31,949	35.2%	36,574	40.3%	9,782	10.8%
FY 14-15	3,916	4.3%	8,444	9.4%	31,922	35.4%	36,221	40.1%	9,769	10.8%
FY 15-16	3,822	4.2%	8,228	9.1%	32,011	35.4%	36,391	40.2%	9,966	11.0%

**Demographics Report: Unique Count of Children and Youth Receiving SMHS by Fiscal Year  
Los Angeles County as of August 3, 2017**

Fiscal Year	Female Count	Female %	Male Count	Male %
FY 12-13	37,959	43.7%	48,969	56.3%
FY 13-14	40,133	44.2%	50,569	55.8%
FY 14-15	40,453	44.8%	49,819	55.2%
FY 15-16	40,495	44.8%	49,923	55.2%

**Penetration Rates\* Report: Children and Youth with At Least One SMHS Visit\*\*  
Los Angeles County as of August 3, 2017**

	FY 12-13			FY 13-14			FY 14-15			FY 15-16		
	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>86,928</b>	<b>1,600,155</b>	<b>5.4%</b>	<b>90,702</b>	<b>1,687,424</b>	<b>5.4%</b>	<b>90,272</b>	<b>1,725,572</b>	<b>5.2%</b>	<b>90,418</b>	<b>1,759,220</b>	<b>5.1%</b>
Children 0-2	3,594	255,618	1.4%	3,878	256,825	1.5%	3,916	256,764	1.5%	3,822	254,368	1.5%
Children 3-5	8,471	261,720	3.2%	8,519	258,735	3.3%	8,444	254,551	3.3%	8,228	252,912	3.3%
Children 6-11	30,274	467,688	6.5%	31,949	496,591	6.4%	31,922	511,499	6.2%	32,011	518,659	6.2%
Children 12-17	35,197	441,923	8.0%	36,574	466,575	7.8%	36,221	474,695	7.6%	36,391	498,195	7.3%
Youth 18-20	9,392	173,206	5.4%	9,782	208,698	4.7%	9,769	228,063	4.3%	9,966	235,086	4.2%
Alaskan Native or American Indian	152	1,261	12.1%	147	1,270	11.6%	155	1,313	11.8%	148	1,288	11.5%
Asian or Pacific Islander	1,797	90,756	2.0%	1,928	104,205	1.9%	1,898	108,059	1.8%	2,033	109,390	1.9%
Black	13,467	148,359	9.1%	13,362	152,480	8.8%	12,856	153,449	8.4%	12,549	151,294	8.3%
Hispanic	55,850	1,100,530	5.1%	59,484	1,143,404	5.2%	60,113	1,157,949	5.2%	61,334	1,166,977	5.3%
White	9,212	112,338	8.2%	9,069	127,615	7.1%	8,615	134,635	6.4%	7,969	135,645	5.9%
Other	491	20,025	2.5%	597	24,413	2.4%	586	24,518	2.4%	508	22,723	2.2%
Unknown	5,959	126,886	4.7%	6,115	134,037	4.6%	6,049	145,649	4.2%	5,877	171,903	3.4%
Female	37,959	784,727	4.8%	40,133	826,150	4.9%	40,453	844,165	4.8%	40,495	860,519	4.7%
Male	48,969	815,428	6.0%	50,569	861,274	5.9%	49,819	881,407	5.7%	49,923	898,701	5.6%

\*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. This does not include non-specialty mental health services provided in Medi-Cal Managed Care 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\*\*  
Los Angeles County as of August 3, 2017**

	FY 12-13			FY 13-14			FY 14-15			FY 15-16		
	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>68,875</b>	<b>1,600,155</b>	<b>4.3%</b>	<b>71,460</b>	<b>1,687,424</b>	<b>4.2%</b>	<b>70,400</b>	<b>1,725,572</b>	<b>4.1%</b>	<b>70,724</b>	<b>1,759,220</b>	<b>4.0%</b>
Children 0-2	1,997	255,618	0.8%	2,023	256,825	0.8%	2,057	256,764	0.8%	1,995	254,368	0.8%
Children 3-5	6,114	261,720	2.3%	5,969	258,735	2.3%	5,920	254,551	2.3%	5,914	252,912	2.3%
Children 6-11	24,607	467,688	5.3%	25,888	496,591	5.2%	25,592	511,499	5.0%	25,987	518,659	5.0%
Children 12-17	29,117	441,923	6.6%	30,218	466,575	6.5%	29,713	474,695	6.3%	29,705	498,195	6.0%
Youth 18-20	7,040	173,206	4.1%	7,362	208,698	3.5%	7,118	228,063	3.1%	7,123	235,086	3.0%
Alaskan Native or American Indian	121	1,261	9.6%	114	1,270	9.0%	111	1,313	8.5%	114	1,288	8.9%
Asian or Pacific Islander	1,396	90,756	1.5%	1,516	104,205	1.5%	1,475	108,059	1.4%	1,521	109,390	1.4%
Black	10,653	148,359	7.2%	10,405	152,480	6.8%	9,861	153,449	6.4%	9,755	151,294	6.4%
Hispanic	44,082	1,100,530	4.0%	46,806	1,143,404	4.1%	46,849	1,157,949	4.0%	48,075	1,166,977	4.1%
White	7,366	112,338	6.6%	7,229	127,615	5.7%	6,764	134,635	5.0%	6,208	135,645	4.6%
Other	365	20,025	1.8%	494	24,413	2.0%	457	24,518	1.9%	384	22,723	1.7%
Unknown	4,892	126,886	3.9%	4,896	134,037	3.7%	4,883	145,649	3.4%	4,667	171,903	2.7%
Female	29,764	784,727	3.8%	31,370	826,150	3.8%	31,185	844,165	3.7%	31,472	860,519	3.7%
Male	39,111	815,428	4.8%	40,090	861,274	4.7%	39,215	881,407	4.4%	39,252	898,701	4.4%

\*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. This does not include non-specialty mental health services provided in Medi-Cal Managed Care 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  
Los Angeles County as of August 3, 2017**

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)
FY 12-13	\$ 7,303.29	126	91	325	2,300	6,069	351	435	15	405	449	11	15	9	19	118	58
FY 13-14	\$ 7,354.26	1,980	2,007	294	2,164	6,044	356	450	16	496	470	12	20	8	23	183	50
FY 14-15	\$ 7,099.75	2,205	2,470	284	2,004	5,733	367	454	17	538	455	10	10	8	15	79	48
FY 15-16	\$ 7,219.33	2,408	2,655	291	2,026	5,655	373	440	16	568	451	9	17	8	15	180	50
<b>MEAN</b>	<b>\$ 7,244.16</b>	<b>1,680</b>	<b>1,806</b>	<b>298</b>	<b>2,124</b>	<b>5,875</b>	<b>362</b>	<b>445</b>	<b>16</b>	<b>502</b>	<b>456</b>	<b>10</b>	<b>16</b>	<b>8</b>	<b>18</b>	<b>140</b>	<b>51</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 Children and Youth Receiving SMHS  
Arriving, Exiting, and with Service Continuance by Fiscal Year  
Los Angeles County as of August 3, 2017**

Category	Description (Please refer to the Measures Catalog for more detailed descriptions on all Performance Outcomes System measures.)
Arrivals	Children/Youth that did not receive any SMHS within 3 months of their first date of service in the Fiscal Year.
Service Continuance	Children/Youth 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	Children/Youth 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 children/youth met both the criteria for <b>Arrivals</b> and <b>Exiting</b> above for the fiscal year.
Service Continuance & Exiting	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.

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 12-13	24,504	28.2%	8,121	9.3%	8,173	9.4%	17,778	20.5%	24,570	28.3%	3,782	4.4%	86,928	100%
FY 13-14	22,853	25.2%	7,618	8.4%	7,985	8.8%	20,583	22.7%	27,271	30.1%	4,392	4.8%	90,702	100%
FY 14-15	24,268	26.9%	7,184	8.0%	7,518	8.3%	19,462	21.6%	27,852	30.9%	3,988	4.4%	90,272	100%
FY 15-16	23,969	26.5%	6,942	7.7%	7,537	8.3%	20,301	22.5%	27,732	30.7%	3,937	4.4%	90,418	100%

**Time to Step Down Report: Children and Youth Stepping Down in SMHS Services Post Inpatient Discharge\***  
**Los Angeles County as of August 3, 2017**

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 12-13	4,201	63.1%	1,208	18.1%	848	12.7%	401	6.0%	0	363	16.0	3
FY 13-14	4,720	62.8%	1,330	17.7%	945	12.6%	517	6.9%	0	364	17.3	3
FY 14-15	4,723	59.5%	1,415	17.8%	1,027	12.9%	772	9.7%	0	365	20.3	4
FY 15-16	4,211	57.4%	1,238	16.9%	988	13.5%	903	12.3%	0	361	21.1	5

\* **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 currently unavailable to DHCS, such as beneficiaries that were moved to a community-based program or beneficiaries that were incarcerated.