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PERFORMANCE AND OUTCOME MEASURES AND DEFINITIONS

Section I: Performance measures and definitions

A. Comprehensive Case Management Services (CCMS) Program

The minimum monthly performance measures for the CCMS Program are provided below:

	Measure	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Annual
1	Number of unduplicated CCMS clients served (open cases)	24	24	24	24	96
2	Number of CCMS clients admitted to treatment	Based on award				
3	Number of CCMS clients enrolled that completed treatment.	Based on award				

The performance measure definitions are as follows:

1. Number of unduplicated clients served (open cases).
2. Number admitted to treatment.
3. Number of CCMS enrolled that completed treatment.

B. TRA, TRF and TRY Intensive Residential Service Group

The monthly performance measures for TRA, TRY and TRF Programs and the applicable Service Group types are provided below:

	Program	Service	Measure	Target
1	TRA/TRF/TRY	Intensive Residential	Percent of clients receiving on average 10 hours of group counseling and 10 hours of group education weekly during their treatment episode	95%
2	TRA/TRF/TRY	Intensive Residential, Supportive Residential, Outpatient	Percent of Treatment Plans closed on or before the 5th Service Day	100%
3	TRA/TRF/TRY	Intensive Residential, Supportive Residential, Outpatient	Percent of discharge follow ups completed no sooner than 60 Calendar Days after discharge and	100%

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			no later than 90 Calendar Days after discharge.	
4	TRA/TRF	Withdrawal Management	Percent of discharge follow ups completed no later than 10 Calendar Days after discharge.	100%

The performance measure definitions are as follows:

1. Percent of clients receiving on average 10 hours of group counseling and 10 hours of group education weekly during their treatment episode:

- a. Numerator: Total number of clients who received 10 hours counseling and 10 hours of education.
- b. Denominator: Total clients enrolled in intensive residential service each week (7 Calendar Days).

2. Percent of Treatment Plans closed on or before the 5th Service Day:

- a. Numerator: Total number of clients enrolled treatment services more than five service days whose Treatment Plans are not placed in “closed complete” at the end of fifth service day after Service Begin.
- b. Denominator: Total number of clients enrolled in treatment services more than five service days whose treatment plan placed in “closed complete” at the end of the fifth service day after Service Begin.

3. Percent of discharge follow ups completed no sooner than 60 Calendar Days after discharge and no later than 90 Calendar Days after discharge:

- a. Numerator: All clients who received a follow up no less than 60 Calendar Days but no later than 90 Calendar Days after discharge.
- b. Denominator: All clients discharged from services longer than 90 Calendar days.

4. Percent of discharge follow ups completed no later than 10 Calendar Days after discharge:

- a. Numerator: All clients who received a follow up no later than 10 Calendar Days after discharge.
- b. Denominator: All clients discharged from services longer than 10 Calendar Days.

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Section II. Outcome Measures and Definitions

A. Comprehensive Case Management Services (CCMS) Program

The monthly outcome measures and definitions for the CCMS Program are provided below:

CCMS Outcome Measures		Target
1	Percent of open CCMS cases admitted to residential treatment	10%
2	Percentage of CCMS client discharged/admitted or involved in ongoing treatment/recovery	60%
3	Percentage of CCMS clients discharged to stable housing	80%
4	Percentage of CCMS clients with a minimum of one referral	100%

The monthly measure definitions are as follows:

1. Percent of open CCMS cases admitted to residential treatment:

- a. Numerator – individuals admitted to treatment where the CCMS open case occurred 24 hours before treatment admission.
- b. Denominator – All CCMS open cases before an admit date.

2. Percentage of CCMS client discharged/admitted or involved in ongoing treatment/recovery:

- a. Numerator – individuals discharged from treatment having/had a CCMS open case and a community support services referral documented in CMBHS.
- b. Denominator – All treatment discharges having/had a CCMS open case.

3. Percentage of CCMS clients discharged to stable housing:

- a. Numerator – individuals discharged from treatment where the client has/had a CCMS open case, and a stable housing referral is documented in CMBHS.
- b. Denominator – All treatment discharges having/had a CCMS open case.

4. Percentage of clients with a minimum of one referral:

- a. Numerator – individuals discharged from treatment having/had a CCMS open case and a community support services referral documented in CMBHS.
- b. Denominator – All treatment discharges having/had a CCMS open case.

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B. TRA, TRF and TRY Intensive Residential Service Group

The monthly outcome measures and definitions for the **Intensive Residential Service Group** are as follows:

#	TRA Program Intensive Residential Services	Percentage
1	Percent who successfully complete treatment services	45%
2	Percent abstinent at discharge	95%
3	Percent discharging to stable housing	85%
4	Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS)	95%
5	Percent with no arrest since admission	95%
6	Percent employed at discharge	25%

#	TRF Program Intensive Residential Services	Percentage
1	Percent who successfully complete treatment services	45%
2	Percent abstinent at discharge	95%
3	Percent discharging to stable housing	85%
4	Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS)	95%
5	Percent with no arrest since admission	95%
6	Percent employed at discharge	25%

#	TRY Program Intensive Residential Services	Percentage
1	Percent who successfully complete treatment services	45%
2	Percent abstinent at discharge	95%
3	Percent discharging to stable housing	75%
4	Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS)	95%
5	Percent with no arrest since admission	95%
6	Percent attending school or vocational training	85%

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The monthly outcome measures definitions are as follows:

1. Percent who successfully complete treatment services:

A "completer" is someone who "achieved maximum benefit from service", "Completed Service", or "Client Elected Different Service".

- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date where the Service End reason was **not** "non-compliant with service," "discharged without completing service," "client left service against professional advice," or blank due to an administrative discharge.
 - i. At the time of the service ending, the client will also have had all problems on the treatment plan addressed.
 - ii. There will also be a service end or discharge assessment in the client's record, closed complete.
 - iii. There must also be a service end (assessment) **or** discharge assessment in the client's record, in closed complete status.
- b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.

2. Percent abstinent at discharge:

- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service for the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will be listed as abstinent from all substances for the past 30 calendar days "In the Past 30 Days" section of the "General" tab of the service end or discharge assessment.
 - iii. Length of stay is also factored into this calculation. For example, if the length of stay was 21 days and the value entered is 21 days out of the last 30 days, then the client is counted in the numerator.
- b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date and were counted as completers.

3. Percent discharging to stable housing:

- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.

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- ii. In the “Current Social Status” section of the “Family & Social” tab, the service end or discharge assessment will not list the client’s current living situation as “homeless.”
 - b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date and were counted as completers.
- 4. Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS):**
- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will have been admitted to, or started in, another level of service or be listed as attending a self-help or support group in the "Current Social Status" section of the “Family & Social” tab of the service end or discharge assessment.
 - iii. This measure checks statewide to determine whether the client had a service begin for another level of care at any provider in CMBHS.
 - iv. The provider also receives credit if, on the service end or discharge assessment, the answer to the question, "In the past 30 Calendar Days, how many times have you attended self-help groups (e.g., AA, NA)?" or “In the past 30 Calendar Days, how many times have you attended a community support group?” is greater than 0.
 - b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date and were counted as completers.
- 5. Percent with no arrest since admission:**
- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. On the “Legal” tab of the service end or discharge assessment, the number of arrests in the past 30 Calendar Days will be zero. If the length of stay was less than 30 days, the respondent will enter the number of arrests during the duration of the service type (e.g., if a client’s length of stay was 0-21 Calendar Days and the client was arrested 3 Calendar Days prior to admission, but was not arrested during treatment, the answer to this question should be 0.)
 - b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date and were counted as completers.

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6. .Percent attending school or vocational training:

- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. On the service end or discharge assessment, the answer to “Is the client enrolled in school?” will be “yes.”
- b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date and were counted as completers.

C. Supportive Residential Service Group

The monthly outcome measures and definitions for the **Supportive Residential Service Group** are as follows:

#	TRA, TRF Programs, Supportive Residential Services	Percentage
1	Percent who successfully complete treatment services	60%
2	Percent abstinent at discharge	95%
3	Percent discharging to stable housing	90%
4	Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS)	95%
5	Percent with no arrest since admission	95%
6	Percent employed at discharge	60%

#	TRY Programs, Supportive Residential Services	Percentage
1	Percent who successfully complete treatment services	70%
2	Percent abstinent at discharge	95%
3	Percent discharging to stable housing	75%
4	Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS)	95%
5	Percent with no arrest since admission	95%
6	Percent attending school or vocational training	75%

The monthly outcome measures definitions are as follows:

1. Percent who successfully complete treatment services:

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- a. The numerator is the number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date where the service end reason was not “non-compliant with service,” “discharged without completing service,” “client left service against professional advice,” or blank due to an administrative discharge.
 - i. At the time of the service end, the client will also have had all problems on the treatment plan addressed.
 - ii. There will also be a service end or discharge assessment in the client's record, closed complete.
- b. The denominator is the total number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date.

2. Percent abstinent at discharge:

- a. The numerator is the number of HHSC-funded clients who ended a supportive residential service for the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will be listed as abstinent from all substances for the past 30 calendar days in the “In the Past 30 Calendar Days” section of the “General” tab of the service end or discharge assessment.
 - iii. Length of stay is also factored into this calculation. For example, if the length of stay was 21 Calendar Days and the value entered is 21 Calendar Days out of the last 30 days, then the client is counted in the numerator.
- b. The denominator is the total number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date and were counted as completers.

3. Percent discharging to stable housing:

- a. The numerator is the number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. In the “Current Social Status” section of the “Family & Social” tab, the service end or discharge assessment will not list the client’s current living situation as “homeless.”
- b. The denominator is the total number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date and were counted as completers.

4. Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and RSS):

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- a. The numerator is the number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will have been admitted to, or started in, another level of service or be listed as attending a self-help or support group in the "Current Social Status" section of the "Family & Social" tab of the service end or discharge assessment.
 - iii. This measure checks statewide to determine whether the client had a service begin for another level of care at any provider in CMBHS.
 - iv. The provider also receives credit if, on the service end or discharge assessment, the answer to the question, "In the past 30 Calendar Days, how many times have you attended self-help groups (e.g., AA, NA)?" or "In the past 30 Calendar Days, how many times have you attended a community support group?" is greater than 0.
- b. The denominator is the total number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date and were counted as completers.

5. Percent with no arrest since admission:

- a. The numerator is the number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. On the "Legal" tab of the service end or discharge assessment, the number of arrests in the past 30 calendar days will be zero.
 - iii. If the length of stay was less than 30 Calendar Days, the respondent will enter the number of arrests during the duration of the service type. For example, if a client's length of stay was 21 Calendar Days and the client was arrested 3 days prior to admission, but was not arrested during treatment, the answer to this question should be 0.
- b. The denominator is the total number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date and were counted as completers.

6. Percent attending school or vocational training.

- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.

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- ii. On the service end or discharge assessment, the answer to “Is the client enrolled in school?” will be “yes.”
- b. The denominator is the total number of HHSC-funded clients who ended a supportive residential service during the fiscal year to date and were counted as completers.

D. Outpatient Service Group

The monthly outcome measures and definitions for the **Outpatient Service Group** are as follows:

#	TRA, TRY, TRF Programs, Outpatient Services	Percentage
1	Percent who successfully complete treatment services	35%
2	Percent abstinent at discharge	90%
3	Percent discharging to stable housing	95%
4	Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS)	55%
5	Percent with no arrest since admission	95%
6	Percent employed at discharge (TRA TRF)	70%
7	Percent attending school or vocation training (TRY only)	85%

The monthly outcome measures definitions are as follows:

1. Percent who successfully complete treatment services:

- a. The numerator is the number of HHSC-funded clients who ended an outpatient service during the fiscal year to date where the service end reason was not “non-compliant with service,” “discharged without completing service,” “client left service against professional advice,” or blank due to an administrative discharge.
 - i. At the time of the service end, the client will also have had all problems on the treatment plan addressed.
 - ii. There will also be a service end or discharge assessment in the client's record, closed complete.
- b. The denominator is the total number of HHSC-funded clients who ended an outpatient service during the fiscal year to date.

2. Percent abstinent at discharge:

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- a. The numerator is the number of HHSC-funded clients who ended an outpatient service for the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will be listed as abstinent from all substances for the past 30 calendar days in the “In the Past 30 Calendar Days” section of the “General” tab of the service end or discharge assessment.
 - iii. Length of stay is also factored into this calculation. For example, if the length of stay was 21 calendar days and the valued entered is 21 Calendar Days out of the last 30 days, then the client is counted in the numerator.
- b. The denominator is the total number of HHSC-funded clients who ended an outpatient service during the fiscal year to date and were counted as completers.

3. Percent discharging to stable housing:

- a. The numerator is the number of HHSC-funded Clients who ended an intensive residential service during the Fiscal Year to date.
 - i. Clients will have been counted as completers.
 - ii. The service end or discharge assessment will not list the Client’s current living situation as “homeless” or “shelter.”
- b. The denominator is the total number of HHSC-funded Clients who ended an intensive residential service during the Fiscal Year to date and were counted as completers.

4. Percent admitted to/involved in ongoing treatment/recovery episode (supportive residential, outpatient, 12-step groups, and other RSS):

- a. The numerator is the number of HHSC-funded clients who ended an outpatient service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will have been admitted to, or started in, another level of service or be listed as attending a self-help or support group in the “Current Social Status” section of the “Family & Social” tab of the service end or discharge assessment.
 - iii. This measure checks statewide to determine whether the client had a service begin for another level of care at any provider in CMBHS.
 - iv. The provider also receives credit if, on the service end or discharge assessment, the answer to the question “In the past 30 Calendar Days how many times have you attended self-help groups (e.g., AA, NA)?” or “In the past 30 Calendar

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Days how many times you have attended a community support group? is greater than 0.

- v. This measure checks statewide to determine whether the client had a service begin for another level of care at any provider in CMBHS.
- b. The denominator is the total number of HHSC-funded clients who ended an outpatient service during the fiscal year to date and were counted as completers.

5. Percent with no arrest since admission:

- a. The numerator is the number of HHSC-funded clients who ended an outpatient service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. On the “Legal” tab of the service end or discharge assessment, the number of arrests in the past 30 days will be zero.
 - iii. If the length of stay was less than 30 Calendar Days, the respondent will enter the number of arrests during the duration of the service type; for example, if a client’s length of stay was 21 Calendar Days and the client was arrested three days prior to admission, but was not arrested during treatment, the answer to this question should be 0.
- b. The denominator is the total number of HHSC-funded clients who ended an outpatient service during the fiscal year to date and were counted as completers.

6. Percent employed at discharge:

- a. The numerator is the number of HHSC-funded Clients who ended an intensive residential service during the Fiscal Year to date.
 - i. Clients will have been counted as completers.
 - ii. The Client’s employment status will be listed as employed “full time,” “part time,” or “not in the labor force” on the service end or discharge assessment.
- b. The denominator is the total number of HHSC-funded Clients who ended an intensive residential service during the Fiscal Year to date and were counted as completers.

7. Percent attending school or vocational training:

- a. The numerator is the number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. On the service end or discharge assessment, the answer to “Is the client enrolled in school?” will be “yes.”

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- b. The denominator is the total number of HHSC-funded clients who ended an intensive residential service during the fiscal year to date and were counted as completers.

E. Residential Withdrawal Management/Detoxification Service Group

The monthly outcome measures and definitions for the **Residential Withdrawal Management/Detoxification Service Group** are as follows:

#	TRA and TRF Programs, Residential Withdrawal Management/Detoxification	Percentage
1	Number of sessions using Motivational Interviewing Techniques per Client with multiple withdrawal management/ detoxification episodes (average count)	3
2	Percent who complete withdrawal management/ detoxification services	75%
3	Percent of referral to another level of care for Clients in an initial withdrawal management/detoxification episode	60%
4	Percent of referral to another level of care for Clients with multiple withdrawal management/ detoxification episodes	60%

1. Number of sessions using Motivational Interviewing Techniques per client with multiple withdrawal management /detoxification episodes (average count):
 - a. The numerator is the number of administrative notes with another note type of "motivational interviewing" for HHSC-funded clients who ended a withdrawal management/ residential detoxification service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Client will have previously received a r withdrawal management /residential detoxification service documented in CMBHS at the same or another provider.
 - b. The denominator is the number of HHSC-funded clients who ended a withdrawal management /residential detoxification service during the fiscal year to date:
 - i. Clients will have been counted as completers.
 - ii. Clients will have previously received a withdrawal management/ residential detoxification service documented in CMBHS at the same or another provider.
2. Percent who successfully complete withdrawal management /detoxification services:
 - a. The numerator is the number of HHSC-funded clients who ended a withdrawal management/ withdrawal management /residential detoxification service during the fiscal year to date where the service end reason is not "non-compliant with service,"

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- “discharged without completing service,” “Client left service against professional advice,” or blank due to an administrative discharge.
- b. The denominator is the number of HHSC-funded clients who ended a withdrawal management /residential detoxification service for the fiscal year to date.
3. Percent referred to another level of care for clients in an initial withdrawal management/ detoxification episode:
- a. The numerator is the number of HHSC-funded clients who ended a withdrawal management/ withdrawal management /residential detoxification service for the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. The service ended will be the client’s first withdrawal management/ residential detoxification episode.
 - iii. There will be either a service that has begun for another level of care (at any provider in CMBHS) or a referral to another level of care for which the Referral Outcome lists "Presented for Referral" as the client outcome.
 - b. The denominator is the number of HHSC-funded clients who ended a withdrawal management /residential detoxification service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. The service ended will be the client’s first withdrawal management/ residential detoxification episode.
4. Percent referred to another level of care for clients with multiple withdrawal management /detoxification episodes:
- a. The numerator is the number of HHSC-funded clients who ended a withdrawal management /residential detoxification service during the fiscal year to date.
 - i. Clients will have been counted as completers.
 - ii. Clients will have previously received a withdrawal management /residential detoxification service documented in CMBHS at the same or another provider.
 - iii. There will also be either a service that has begun for another level of care (at any provider in CMBHS) or a referral to another level of care for which the Referral Outcome lists “Presented for Referral” as the client outcome.
 - b. The denominator is the number of HHSC-funded clients who ended a withdrawal management /residential detoxification service during the fiscal year to date.
 - i. Clients will have been counted as completers.

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- ii. Clients will have previously received a withdrawal management /residential detoxification service documented in CMBHS at the same or another provider.

F. Withdrawal Management/Ambulatory Detoxification for TRA and TRF

The monthly outcome measures and definitions for the **Withdrawal Management/Ambulatory Detoxification Service Group** are as follows:

#	TRA and TRF Ambulatory Withdrawal/Detoxification	Percentage
1	Percent who complete withdrawal management/ ambulatory detoxification services	85%
2	Percent of Clients with concurrent admission to outpatient treatment services	100%

1. Percent who complete withdrawal management/ ambulatory detoxification services:
 - a. The numerator is the number of HHSC-funded clients who ended a withdrawal management/ ambulatory detoxification service during the fiscal year to date where the service end reason is not “non-compliant with service”, “discharged without completing service,” “client left service against professional advice,” or blank due to an administrative discharge.
 - b. The denominator is the number of HHSC-funded clients who ended a withdrawal management/ambulatory detoxification service for the fiscal year to date.
2. Percent of clients with concurrent admission to outpatient treatment services:
 - a. The numerator is the number of HHSC-funded clients who ended a withdrawal management /ambulatory detoxification service during the fiscal year to date, and who also had an overlapping service begin for an outpatient service, either at the same or another provider.
 - b. The denominator is the number of HHSC-funded clients who ended a withdrawal management/ambulatory detoxification service during the fiscal year to date.