

Mississippi Department of Mental Health

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Adult Mental Health Services Audit and Fidelity Report Fiscal Year 2023

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Overview & Methodology

- ▶ **DMH** wants to provide hope to Mississippians by supporting a continuum of care for people with mental illness, alcohol and drug addiction, and intellectual or developmental disabilities. By inspiring hope, helping people on the road to recovery, and improving resiliency, Mississippians can succeed.
- ▶ To help the Mississippi Department of Mental Health (DMH) accomplish our mission, over the past several years, many services and supports for adults with serious mental illness have been expanded and new ones implemented. These efforts include services and supports such as mobile crisis response teams, crisis stabilization beds, Programs of Assertive Community Treatment (PACT), Intensive Community Outreach and Recovery Teams (ICORT), Intensive Community Support Services (ICSS), supported employment, permanent supported housing, peer support services, Mental Health First Aid trainings, court liaisons, and Crisis Intervention Teams.
- ▶ DMH is also working to enhance transition planning as people return to their communities from state hospitals (SHs), and the agency is committed to people receiving services in their own communities to meet their specific needs. During Fiscal Year 2022, DMH established the Office of Utilization Review to be responsible for tracking and analyzing the utilization of behavioral health services for state-operated programs and key community-based services. DMH is committed to expanding the availability of community-based services in Mississippi and to continuing our efforts to help with the provision and monitoring of community-based mental health services for individuals in our state.
- ▶ This Adult Mental Health Services Audit and Fidelity Report showcases results from on-site audits, desk audits, and fidelity reviews which were conducted by DMH during Fiscal Year 2023 for key adult mental health services and supports. Specifically, this report reflects pilot audit results for adult pre-evaluation screenings, audit results of discharge planning activities at the four (4) state hospitals, and fidelity review results for CMHC intensive community services. DMH is moving forward with continued audit and fidelity reviews of these services and supports and with expanding new audit, review and monitoring activities. Service provision outcomes, such as the ones included in this report, are crucial in supporting our agency's mission and in ensuring an array of effective services and supports for the citizens of Mississippi.

In Fiscal Year 2022 and Fiscal Year 2023, the Mississippi Department of Mental Health (DMH) engaged in data collection, validation, and reconciliation efforts with Mississippi's regional Community Mental Health Centers (CMHCs) and State Hospitals (SHs) to capture and analyze data informatics pertaining to adult mental health service delivery. During Fiscal Year 2023, to enhance further DMH's commitment to providing an array of quality community-based services and supports for adults with serious mental illness, DMH initiated discharge planning audits of SHs and pre-evaluation screening audits of CMHCs, as well as CMHC fidelity reviews for PACT, ICORT, ICSS, Supported Employment, and Mobile Crisis Response.

Audit & Fidelity Reporting Background

Utilization Review Audit Data

The DMH Office of Utilization Review was initiated in Fiscal Year 2022. This office is responsible for reviewing the utilization of behavioral health services for state-operated programs and key community-based services. This office also focuses on the prevention of unnecessary hospitalizations. The DMH Office of Utilization Review collects and analyzes key data submissions from the four (4) State Hospitals pertaining to state hospital service utilization. Additionally, the DMH Office of Utilization Review conducts discharge planning audits for the four (4) State Hospitals (SHs) as well as CMHC adult pre-evaluation screening audits. FY 2023 SH discharge planning and CMHC adult pre-evaluation screening audit results are included in this report.

Behavioral Health Services Fidelity Review Data

During Fiscal Year 2022 and throughout Fiscal Year 2023, the DMH Bureau of Behavioral Health Services has engaged in data collection, validation and reconciliation efforts with the CMHCs regarding adult community-based services. During Fiscal Year 2023, the DMH Bureau of Behavioral Health Services, Division of Adult Services began conducting on-site fidelity reviews of intensive adult community-based services provided by the CMHCs. Fidelity reviews conducted during Fiscal Year 2023 by the Division of Adult Services included the following service areas: PACT, ICORT, ICSS, and Supported Employment. FY 2023 intensive adult community-based mental health services fidelity review results are included in this report.

Mobile Crisis Response Fidelity Review Data

In Fiscal Year 2022, DMH developed, initiated, and tested a Mobile Crisis Data Module for the CMHCs. On July 1, 2022, this system went "live" and became the official platform for the CMHCs to submit their Mobile Crisis Response data to DMH, thereby allowing DMH to track Mobile Crisis data analytics. To further support DMH's emphasis on crisis services availability and responsiveness, in Fiscal Year 2023, DMH initiated and conducted Mobile Crisis Response fidelity reviews of the CMHCs to evaluate the effectiveness of this service. DMH continues to engage in efforts to enhance and expand crisis services provision. The results of the FY 2023 CMHC Mobile Crisis Response fidelity reviews are included in this report.



Utilization Review Audits

FY 2023

- ✓ State Hospital Discharge Planning Audit Review Results
- ✓ CMHC Pilot Adult Pre-evaluation Screening Audit Review Results

Fiscal Year 2023 State Hospital Discharge Planning Audits – Overview & Methodology

Overview:

- ▶ The DMH Office of Utilization Review (OUR) was begun in Fiscal Year 2022. This office is responsible for reviewing the utilization of behavioral health services for state-operated programs and key community-based services with a focus on preventing unnecessary hospitalizations. As part of this effort, in Fiscal Year 2022, the DMH Office of Utilization Review developed an audit protocol to monitor discharge planning activities for persons discharging from State Hospitals.
- ▶ Discharge planning indicators included in the Fiscal Year 2023 audit results are as follows:
 - ✓ Identification of the person's strengths, preferences, needs, and desired outcomes.
 - ✓ Initiation of discharge planning within 24 hours of admission.
 - ✓ Assisting the person in securing or reactivating public benefits, when applicable and appropriate.
 - ✓ Connecting the person to the provider(s) of necessary supports and services.
 - ✓ Determination of the person's eligibility for PACT or ICORT, when applicable.
 - ✓ Referral of the person to PACT or ICORT when the person meets the criteria for PACT or ICORT, as outlined in DMH's Operational Standards.
 - ✓ Prior to discharging the person from a State Hospital, coordination between the State Hospital and the community provider so that, upon discharge, the person continues to receive prescribed medications in the community as appropriate for the person's ongoing clinical needs.
 - ✓ Identification and communication of crisis management resources for the person to access in the event of a crisis and educating the person on how to access these services.
 - ✓ Prior to the person's discharge from the State Hospital, staff of the CMHC serving the person upon discharge met with the person, either in person or via videoconference, to conduct assertive engagement and enroll the person in appropriate services, as applicable.
 - ✓ Inclusion of an anticipated discharge date in the initial discharge plan.
 - ✓ Inclusion of Peer Bridger engagement in the discharge planning process, when applicable.
 - ✓ Discharge planning for persons who have previously been admitted to a State Hospital within the prior one-year period: review of the prior discharge plan and the reasons for the readmission; adjustment of the new discharge plan to account for the history of prior hospitalization.

Fiscal Year 2023 State Hospital Discharge Planning Audits – Overview & Methodology, continued

- ▶ In the fourth quarter of Fiscal Year 2022, the DMH Office of Utilization Review worked with the State Hospitals (SHs) to standardize hospital forms related to discharge/transition planning and to develop standardized protocols among the four (4) state hospitals for persons discharging back to the community and community-based services post-discharge follow up, with the goal of promoting seamless hospital transitions. One of these efforts involved discharge/transition planning training provided by South Mississippi State Hospital (SMSH), with each of the other three (3) state hospitals participating - Mississippi State Hospital (MSH), East Mississippi State Hospital (EMSH), and North Mississippi State Hospital (NMSH). Additionally, the DMH Office of Utilization Review held a pilot, discharge planning audit (based on the above-listed discharge planning indicators) for the state hospitals on a randomized selection of patients who were discharged during the fourth quarter of Fiscal Year 2022 (April – June 2022).
- ▶ In Fiscal Year 2023, the DMH Office of Utilization Review officially began discharge planning audits with each of the four (4) State Hospitals: MSH, EMSH, SMSH, and NMSH. These audits began being conducted in October 2022 and were conducted on a quarterly basis for all four (4) State Hospitals. Prior to the discharge planning audit culmination for Fiscal Year 2023, the Office of Utilization Review, in conjunction with collaboration with the four (4) State Hospitals, determined the following potentials for sampling error bias, which is being addressed for discharge planning audits conducted in Fiscal Year 2024. Specifically, these issues include, but are not limited to, the following:
 - Several of the discharge planning audit indicators which pertain to the Fiscal Year 2023 discharge planning audits conducted at the four (4) State Hospitals relate to transition planning efforts which also include Community Mental Health Center (CMHC) participation. These indicators are as follows:
 - ✓ Determination of referrals made to PACT, ICORT.
 - ✓ Prior to discharge, a meeting occurred between the CMHC, and the person being served for the purpose of assertive engagement or a “warm” handoff.
- ▶ Due to the Fiscal Year 2023 discharge planning audit structure, SHs may have, in some instances, received artificially lower percentages for these specific indicators, since these are collaborative efforts with CMHCs (when the persons being served are discharged with follow up by a CMHC). Only the SHs were audited on these specific indicators. It should be noted that the Department of Mental Health provides grant funding for CMHCs to conduct discharge planning meetings with applicable persons prior to discharge and, for Fiscal Year 2023, none of the CMHCs spent the entirety of their requested Intake Assessment Grant funding allocations.

- ▶ Moreover, depending on discharge scenarios, the noted CMHC-specific indicators may not necessarily have been applicable to each audited patient record. Audit record samples were determined via a randomized selection process. Thus, the percentages denoted in this audit report for these specific indicators may have been adversely skewed (if the person served was not discharged for CMHC follow up) and, thus, may contain unintended sampling error bias.
- ▶ Due to an awareness of these potentials for sampling error biases learned via the inception and implementation of SH discharge planning audits in FY 2023, the DMH Office of Utilization Review has implemented additional measures for FY 2024 audits to reduce the potential for sampling error bias.

State Hospital Audit Review Process:

- ▶ The following are the steps which were undertaken by the DMH Office of Utilization Review to complete the first (Fiscal Year 2023) quarterly State Hospital discharge planning audits:
 - The DMH Office of Utilization Review staff randomly selected approximately six to seven percent (6-7%) of discharge plans for the audit (exception - the category of readmissions listed in the bullet below).
 - All discharge plans (100%) for persons who had previously been admitted to a State Hospital within the prior one-year period were audited.
 - The audits were based on monitoring of the above-outlined discharge planning indicators.
 - The audits were conducted on a quarterly basis for discharges occurring within the previous quarter. These audits were conducted via on-site record reviews by the DMH Office of Utilization Review team.
 - Adjustments to the audit process, which did not affect uniformity of comparative analysis, were implemented, as needed, during the first-year audit process.
 - Quarterly audit results were shared with the State Hospital Directors, and the opportunity for feedback sessions with the SHs was provided by the DMH Office of Utilization Review.

Utilization Review Audits

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FY 2023 State Hospital Discharge Planning Audits

DMH OFFICE OF UTILIZATION REVIEW STATE HOSPITAL RECORD AUDITS - FY 2023

State Hospitals	Discharges Reported	Discharges Audited	Percent Audited	Readmissions Reported	Readmissions Audited	Percent Audited
East MS State Hospital	426	24	6%	102	102	100%
MS State Hospital	525	34	7%	196	196	100%
North MS State Hospital	353	20	6%	77	77	100%
South MS State Hospital	394	23	6%	57	57	100%

Utilization Review Audits

FY 2023 State Hospital Discharge Audit Results

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DMH OFFICE OF UTILIZATION REVIEW - FY 2023 AUDIT RESULTS

Evidence of Person-Centered Outcomes	EMSH		MSH		NMSH		SMSH	
	Record Ratio: #ID/#Records Reviewed	% Met	Record Ratio: #ID/#Records Reviewed	% Met	Record Ratio: #ID/#Records Reviewed	% Met	Record Ratio: #ID/#Records Reviewed	% Met
DISCHARGES								
Strengths	24 / 24	100%	34 / 34	100%	20 / 20	100%	23 / 23	100%
Preferences	20 / 24	83%	33 / 34	97%	19 / 20	95%	23 / 23	100%
Needs and Desired Outcomes for Successful Discharge	22 / 24	92%	34 / 34	100%	18 / 20	90%	23 / 23	100%
Start of Discharge Planning Within 24 Hours of Admission	22 / 24	92%	31 / 34	91%	15 / 20	75%	23 / 23	100%
Assistance Reactivating or Securing Public Benefits	22 / 24	92%	34 / 34	100%	17 / 20	85%	23 / 23	100%
Connect Person to Providers of Services/Supports	23 / 24	96%	33 / 34	97%	20 / 20	100%	23 / 23	100%
Determination of Eligibility for PACT, ICORT	20 / 24	83%	30 / 34	88%	10 / 20	50%	20 / 23	87%
* Determination of Referrals made for PACT, ICORT	16 / 24	67%	29 / 34	85%	8 / 20	40%	18 / 23	78%
Continuity of Medication Arranged	23 / 24	96%	34 / 34	100%	20 / 20	100%	23 / 23	100%
Completion of Crisis Management	21 / 24	88%	34 / 34	100%	20 / 20	100%	23 / 23	100%
Identification of Crisis Contact	21 / 24	88%	34 / 34	100%	20 / 20	100%	22 / 23	96%
Crisis Services Communicated	21 / 24	88%	34 / 34	100%	20 / 20	100%	23 / 23	100%
* Prior to Discharge Meeting Occurred Between CMHC and Person	8 / 24	33%	18 / 34	53%	12 / 20	60%	16 / 23	70%
Initial Discharge Plan Included Anticipated Discharge Date	22 / 24	92%	29 / 34	85%	15 / 20	75%	23 / 23	100%
Identification of Peer Bridger Integrated into Discharge Planning	12 / 24	50%	12 / 34	35%	12 / 20	60%	23 / 23	100%
READMISSIONS								
Prior Discharge Plan Reviewed	84 / 102	82%	185 / 196	94%	70 / 77	91%	53 / 57	93%
Identification of Readmission Rationale	95 / 102	93%	196 / 196	100%	77 / 77	100%	57 / 57	100%
Identification of Current Discharge Adjustment as a Result	89 / 102	87%	180 / 196	92%	69 / 77	90%	56 / 57	98%

Fiscal Year 2023 Pilot Adult Pre-evaluation Screening Audit – Overview & Methodology

Overview:

- ▶ In March 2022, the Chief Clinical Officer (CCO) for the Mississippi Department of Mental Health (DMH), Bureau of Behavioral Health Services updated the Adult Pre-Evaluation Screening Form. This update included the addition of a “Referrals” section for intensive community-based services (ICS). In the audit results section of this report, this additional referral page is referred to as the “DMH addendum.” The CCO subsequently made available (via the Relias Learning platform) training to the regional Community Mental Health Centers (CMHCs) on the use of the updated Adult Pre-Evaluation Screening Form.
- ▶ During Fiscal Year 2023, CMHCs were contacted by the DMH Office of Utilization Review and requested to submit, monthly, a randomized sample of their conducted adult pre-evaluation screenings. An approximate five percent (5%) randomized sample was requested. This submitted information was then audited to determine: 1) the number of completions (or lack thereof) of the above-referenced “Referrals” section of the Adult Pre-Evaluation Screening Form, 2) the number of persons documented to have met criteria for Intensive Community Services (ICS), as applicable, and 3) the number of persons documented to have met the criteria for Crisis Residential Services (CSU), as applicable, and corresponding CSU referral information.
- ▶ Fiscal Year 2023 was the first year that the DMH Office of Utilization Review conducted CMHC pre-evaluation screening audits. These audits began in mid-March 2023; however, the randomized sample covered the entirety of Fiscal Year 2023. Due to the timeline for the audit (i.e., beginning in March 2023), pre-evaluation screening audit outcomes are not presented for Region One Community Mental Health Center; Region One CMHC was absorbed by Region 6 CMHC in February 2023. This first year of pre-evaluation screening audits was focused on initiating the pre-evaluation screening audit process and methodology and on selection and implementation of a pre-evaluation screening audit tool. Thus, the Fiscal Year 2023 adult pre-evaluation screening audit is considered a “pilot” pre-evaluation screening audit, and results should be considered accordingly. During Fiscal Year 2024, this audit process is being refined based on a review of the Fiscal Year 2023 audit process and corresponding results and the identification of needed audit protocol enhancements.
- ▶ In reviewing the submitted pre-evaluation screening forms as part of the pre-evaluation screening audit process for Fiscal Year 2023, the DMH Office of Utilization Review determined that to gather a more complete picture of the pre-evaluation screening process, the Office of Utilization Review would, in addition to the completed pre-evaluation screening forms, request from the CMHCs additional supporting documentation for the randomized sample. This supplemental additional information included the following records: court committal paperwork and correspondence with State Hospitals (SHs), Crisis Residential Services (CSUs), or private providers (depending on the outcome of the screening and the subsequent placements of the persons being served).

Fiscal Year 2023 Pilot Adult Pre-evaluation Screening Audit – Overview & Methodology, continued

Audit Process Steps and Indicators:

- ▶ The following are steps which were undertaken by the DMH Office of Utilization Review to complete the first, pilot (FY 2023) pre-evaluation screening audit:
 - ✓ Requested and reviewed randomized samples submitted by Regional Community Mental Health Centers (CMHCs) - Regions 2,3,4,6,7,8,9,10,11,12,14,15, which included the submitted pre-evaluation screening forms and additional supplemental information, as referenced.
 - ✓ Completed a desk audit of the pre-evaluation screening process via the randomized sample, which included the following pilot audit indicators:
 - #Audits Conducted: Total number of audits conducted for Fiscal Year 2023 among all regional CMHCs and per each individual CMHC.
 - #Pre-Eval Screenings submitted with DMH addendum completed (i.e., “Referrals” section of the Pre-Evaluation Screening Form): Referrals form was completed correctly.
 - #Pre-Eval Screenings submitted with DMH addendum NOT completed: Referrals form was not fully completed, completed incorrectly, or was blank.
 - #Pre-Eval Screenings submitted with NO DMH addendum: No Referrals form provided/included for review.
 - #Persons who met criteria for Intensive Community Services – ICS (PACT, ICORT, ICSS).
 - #Persons who met criteria for ICS NOT documented.
 - #Persons who met criteria for CSU placement.
 - #Persons who met criteria for CSU placement and referred.
 - #Persons who met criteria for CSU placement and NOT referred to CSU.
 - #Persons who met criteria for CSU placement – Referral information not discernable.
- ▶ Included in the following pages is a combined profile of the Fiscal Year 2023 pilot adult pre-evaluation screening audit results among all regional CMHCs, along with an individual audit profile for each of these regions.

Utilization Review Audits

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FY 2023 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews

CMHC Pre-Eval Screening Audit Reviews	FY 2023 Totals
#Audits Conducted	363
#Pre-Eval Screenings submitted with DMH addendum completed <i>(Addendum of DMH Adult Pre-evaluation Screening form updated 3/2022 was completed correctly.)</i>	91
#Pre-Eval Screenings submitted with DMH addendum NOT completed <i>(Addendum of DMH Adult Pre-evaluation Screening form updated 3/2022 was completed incorrectly.)</i>	165
#Pre-Eval Screenings submitted without DMH addendum <i>(Addendum of DMH Adult Pre-evaluation Screening form updated 03/2022 was not included for review.)</i>	107
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	64
#Persons that met criteria for ICS NOT documented	42
#Persons that met criteria for CSU placement	315
#Persons that met criteria for CSU placement and referred	141
#Persons that met criteria for CSU placement and NOT referred to CSU	143
#Persons that met criteria for CSU placement-Referral information not discernable	31

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 2

Communicare

<u>Region 2 - Communicare</u>	
#Audits Conducted	24
#Pre-Eval Screenings submitted with DMH addendum form completed	18
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	6
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	0
#Persons that met criteria for Intensive Community Services (ICS) (e.g.PACT, ICORT, ICSS)	6
#Persons that met criteria for ICS NOT documented	3
#Persons that met criteria for CSU placement	15
#Persons that met criteria for CSU placement and referred	11
#Persons that met criteria for CSU placement and NOT referred to CSU	4
#Persons that met criteria for CSU placement-Referral information not discernable	0

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 3

LIFECORE Health Group

<u>Region 3 - LIFECORE Health Group</u>	
#Audits Conducted	36
#Pre-Eval Screenings submitted with DMH addendum form completed	0
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	23
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	13
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	10
#Persons that met criteria for ICS NOT documented	2
#Persons that met criteria for CSU placement	34
#Persons that met criteria for CSU placement and referred	21
#Persons that met criteria for CSU placement and NOT referred to CSU	12
#Persons that met criteria for CSU placement-Referral information not discernable	1

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 4

Region 4 Mental Health Services

<u>Region 4 - Region 4 Mental Health Services</u>	
#Audits Conducted	40
#Pre-Eval Screenings submitted with DMH addendum form completed	22
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	14
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	4
#Persons that met criteria for Intensive Community Services (ICS) (i.e. PACT, ICORT, ICSS)	4
#Persons that met criteria for ICS NOT documented	0
#Persons that met criteria for CSU placement	32
#Persons that met criteria for CSU placement and referred	14
#Persons that met criteria for CSU placement and NOT referred to CSU	18
#Persons that met criteria for CSU placement-Referral information not discernable	0

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 6

Life Help

<u>Region 6 - Life Help</u>	
#Audits Conducted	16
#Pre-Eval Screenings submitted with DMH addendum form completed	6
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	10
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	0
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	8
#Persons that met criteria for ICS NOT documented	6
#Persons that met criteria for CSU placement	16
#Persons that met criteria for CSU placement and referred	12
#Persons that met criteria for CSU placement and NOT referred to CSU	4
#Persons that met criteria for CSU placement-Referral information not discernable	0

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 7

Community Counseling Services

<u>Region 7 - Community Counseling Services</u>	
#Audits Conducted	10
#Pre-Eval Screenings submitted with DMH addendum form completed	0
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	10
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	0
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	2
#Persons that met criteria for ICS NOT documented	4
#Persons that met criteria for CSU placement	9
#Persons that met criteria for CSU placement and referred	2
#Persons that met criteria for CSU placement and NOT referred to CSU	7
#Persons that met criteria for CSU placement-Referral information not discernable	0

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 8

Region 8 Mental Health Services

Region 8 - Region 8 Mental Health Services

#Audits Conducted	23
#Pre-Eval Screenings submitted with DMH addendum form completed	3
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	1
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	19
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	7
#Persons that met criteria for ICS NOT documented	3
#Persons that met criteria for CSU placement	22
#Persons that met criteria for CSU placement and referred	9
#Persons that met criteria for CSU placement and NOT referred to CSU	1
#Persons that met criteria for CSU placement-Referral information not discernable	12

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 9

Hinds Behavioral Health Services

Region 9 - Hinds Behavioral Health Services

#Audits Conducted	40
#Pre-Eval Screenings submitted with DMH addendum form completed	5
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	30
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	5
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	9
#Persons that met criteria for ICS NOT documented	8
#Persons that met criteria for CSU placement	32
#Persons that met criteria for CSU placement and referred	6
#Persons that met criteria for CSU placement and NOT referred to CSU	24
#Persons that met criteria for CSU placement-Referral information not discernable	2

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 10

Weems Community Mental Health Center

<u>Region 10 - Weems Community Mental Health Center</u>	
#Audits Conducted	35
#Pre-Eval Screenings submitted with DMH addendum form completed	5
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	23
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	7
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	2
#Persons that met criteria for ICS NOT documented	1
#Persons that met criteria for CSU placement	29
#Persons that met criteria for CSU placement and referred	11
#Persons that met criteria for CSU placement and NOT referred to CSU	12
#Persons that met criteria for CSU placement-Referral information not discernable	6

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 11

A Clear Path: Southwest MS Mental Health Complex

<u>* Region 11 - A Clear Path: Southwest MS Mental Health Complex</u>	
#Audits Conducted	17
#Pre-Eval Screenings submitted with DMH addendum form completed	0
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	2
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	15
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	5
#Persons that met criteria for ICS NOT documented	12
#Persons that met criteria for CSU placement	15
#Persons that met criteria for CSU placement and referred	5
#Persons that met criteria for CSU placement and NOT referred to CSU	7
#Persons that met criteria for CSU placement-Referral information not discernable	3

* CMHC closed at the end of FY 2023.

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 12

Pine Belt Mental Healthcare Resources

Region 12 - Pine Belt Mental Healthcare Resources

#Audits Conducted	84
#Pre-Eval Screenings submitted with DMH addendum form completed	24
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	18
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	42
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	9
#Persons that met criteria for ICS NOT documented	1
#Persons that met criteria for CSU placement	77
#Persons that met criteria for CSU placement and referred	41
#Persons that met criteria for CSU placement and NOT referred to CSU	31
#Persons that met criteria for CSU placement-Referral information not discernable	5

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 14

Singing River Services

Region 14 - Singing River Services


#Audits Conducted	18
#Pre-Eval Screenings submitted with DMH addendum form completed	8
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	9
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	1
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	1
#Persons that met criteria for ICS NOT documented	1
#Persons that met criteria for CSU placement	17
#Persons that met criteria for CSU placement and referred	9
#Persons that met criteria for CSU placement and NOT referred to CSU	7
#Persons that met criteria for CSU placement-Referral information not discernable	1

- ▶ Utilization Review – FY23 CMHC Pilot Adult Pre-evaluation Screening Audit Reviews by Region

Region 15

River Ridge Behavioral Health Services

<u>Region 15 - River Ridge Behavioral Health Services</u>	
#Audits Conducted	20
#Pre-Eval Screenings submitted with DMH addendum form completed	0
#Pre-Eval Screenings submitted with DMH addendum form NOT completed	19
#Pre-Eval Screenings submitted without DMH addendum form (e.g. Addendum-Referrals section updated 3/22 Pre-Eval Screening form)	1
#Persons that met criteria for Intensive Community Services (ICS) (e.g. PACT, ICORT, ICSS)	1
#Persons that met criteria for ICS NOT documented	1
#Persons that met criteria for CSU placement	17
#Persons that met criteria for CSU placement and referred	0
#Persons that met criteria for CSU placement and NOT referred to CSU	16
#Persons that met criteria for CSU placement-Referral information not discernable	1

An illustration on a dark blue background. In the center, a magnifying glass with a black handle and a white frame is positioned over a light blue data dashboard. The dashboard features a bar chart with several bars in shades of blue, orange, and black. To the right of the dashboard is a grey calculator with a yellow display and a grid of buttons. The overall theme is data analysis and review.

Behavioral Health Services Adult Mental Health Services Fidelity Reviews FY 2023

- ✓ PACT
- ✓ ICORT
- ✓ ICSS
- ✓ Supported Employment

In November 2022, the Division of Adult Services began conducting on-site fidelity reviews of intensive services provided by CMHCs throughout the state. Fidelity reviews are a crucial way to validate effectiveness of the programs provided and enhance service provision. The programs and services reviewed were PACT, ICORT, Supported Employment, and ICSS. The Division reviewed a total of 50 programs between November 2022 and June 2023, with 43 being in at least fair fidelity. The principal tools utilized to assess fidelity were interviews with individuals receiving services, interviews with team members, observations of team meetings, clinical record reviews, and visits with community partners. The initial fidelity visit determined a baseline fidelity rating to give feedback and recommendations to improve service provision. Staffing shortages and staff turnover impacted programs throughout the state in their overall fidelity scores. Program fidelity will be assessed annually going forward to ensure adherence to the standards and principles of these services and to sustain improved outcomes for individuals receiving these services.

Adult Services Fidelity Overview

PACT	ICORT	ICSS	Supported Employment
<p>PACT Fidelity Reviews began in November 2022. The Fidelity Review Team was trained and accompanied on Fidelity Reviews with a trainer from Case Western University. The evidence-based ACT Fidelity Scale and toolkit were utilized to complete these reviews.</p>	<p>ICORT Fidelity Reviews began in February 2023. Since ICORT was a modified PACT program to fit the needs of rural MS, the Fidelity Review Team modeled the reviews and the fidelity scale after the visits, materials, and scale obtained from the PACT training.</p>	<p>ICSS Fidelity Reviews began in February 2023. The ICSS Fidelity Scale was created to ensure fidelity with DMH standards for ICSS and to measure the intensity and frequency of community-based services.</p>	<p>Supported Employment Fidelity Reviews began in February 2023. The SE Fidelity Scale was created to measure the eight guiding principles of Supported Employment: zero exclusion, integrated employment, competitive employment, benefits counseling, rapid job search, continuous follow-along, importance of client preferences and relationships with employers.</p>

Region 1 Mental Health Center

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	June 2023	88	Fair Fidelity	Expansion
ICORT	June 2023	108	Fair Fidelity	
ICSS	June 2023	15	Good Fidelity	

Region 2 Communicare

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	November 2022	102	Good Fidelity	IPS
ICORT	June 2023	117	Good Fidelity	Southern Counties
ICORT	June 2023	114	Good Fidelity	Northern Counties
ICSS	June 2023	12	Not Fidelity	Northern Counties
ICSS	June 2023	13	Fair Fidelity	Southern Counties

Region 3 Lifecore Health Group

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	February 2023	57	Not Fidelity	Expansion
PACT	February 2023	98	Fair Fidelity	
ICSS	February 2023	14	Fair Fidelity	

Region 4 Mental Health Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	November 2022	114	Good Fidelity	IPS
PACT	February 2023	114	Good Fidelity	Desoto
PACT	March 2023	107	Fair Fidelity	Booneville
ICSS	March 2023	18	Exemplary Fidelity	All Counties

Region 6 Life Help

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	February 2023	115	Exemplary Fidelity	Expansion
PACT	February 2023	116	Good Fidelity	
ICORT	February 2023	95	Fair Fidelity	
ICSS	February 2023	X	X	

Region 7 Community Counseling Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	November 2022	107	Good Fidelity	IPS
ICORT	June 2023	105	Fair Fidelity	Eastern Counties
ICORT	June 2023	109	Fair Fidelity	Western Counties
ICSS	June 2023	15	Good Fidelity	

Region 8 Mental Health Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	December 2022	114	Good Fidelity	IPS
PACT	December 2022	105	Fair Fidelity	
ICORT	May 2023	69	Not Fidelity	
ICSS	May 2023	13	Fair Fidelity	

Region 9 Hinds Behavioral Health Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	November 2022	80	Fair Fidelity	IPS
PACT	December 2022	95	Fair Fidelity	
ICORT	April 2023	102	Good Fidelity	
ICSS	April 2023	14	Fair Fidelity	Rural
ICSS	April 2023	12	Not Fidelity	Urban

Region 10 Weems Community Mental Health Center

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	June 2023	95	Fair Fidelity	IPS
PACT	January 2023	105	Fair Fidelity	
ICORT	June 2023	72	Not Fidelity	Western Counties
ICORT	June 2023	91	Fair Fidelity	Eastern Counties
ICSS	June 2023	15	Good Fidelity	

Region 12 Pine Belt Mental Healthcare Resources

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	March 2023	96	Fair Fidelity	IPS
Supported Employment	March 2023	90	Fair Fidelity	Expansion-Coast
PACT	January 2023	97	Fair Fidelity	Central Counties
PACT	January 2023	106	Fair Fidelity	Coastal Counties
ICORT	March 2023	107	Fair Fidelity	Team 1
ICORT	March 2023	99	Fair Fidelity	Team 2
ICORT	March 2023	95	Fair Fidelity	Team 3
ICSS	March 2023	12	Not Fidelity	Team 1
ICSS	March 2023	20	Exemplary Fidelity	Team 2

Region 14 Singing River Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	May 2023	90	Fair Fidelity	Expansion
ICORT	May 2023	106	Fair Fidelity	
ICSS	May 2023	16	Good Fidelity	

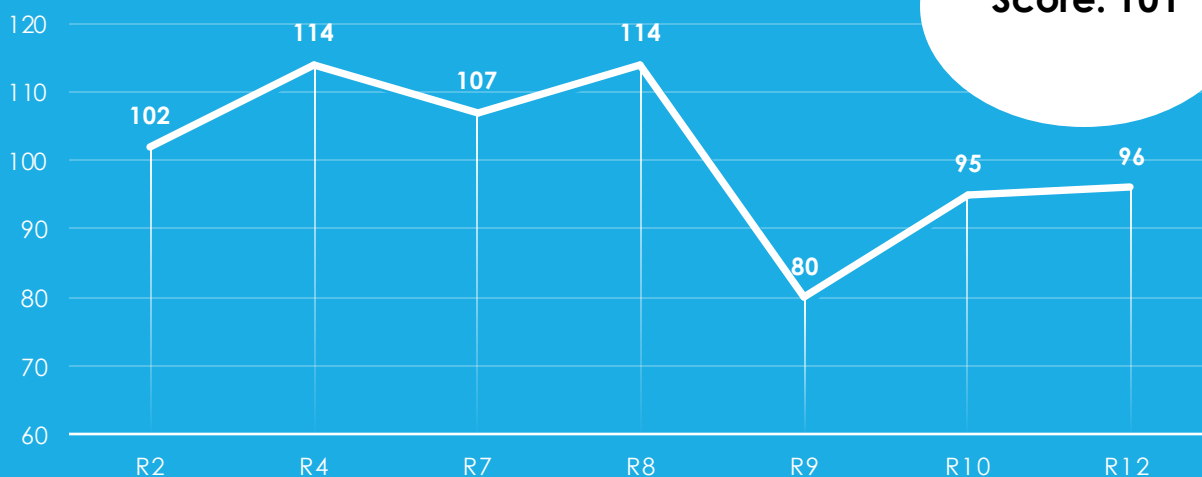
Region 15 River Ridge Behavioral Health

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	April 2023	74	Fair Fidelity	Expansion
PACT	December 2022	102	Fair Fidelity	
ICSS	April 2023	15	Good Fidelity	

Supported Employment IPS Fidelity Scores by Region

SUPPORTED EMPLOYMENT IPS FIDELITY SCORES

**Average
Score: 101**



SUPPORTED EMPLOYMENT IPS FIDELITY SCORING RUBRIC:

115-125 = Exemplary Fidelity

100-114 = Good Fidelity

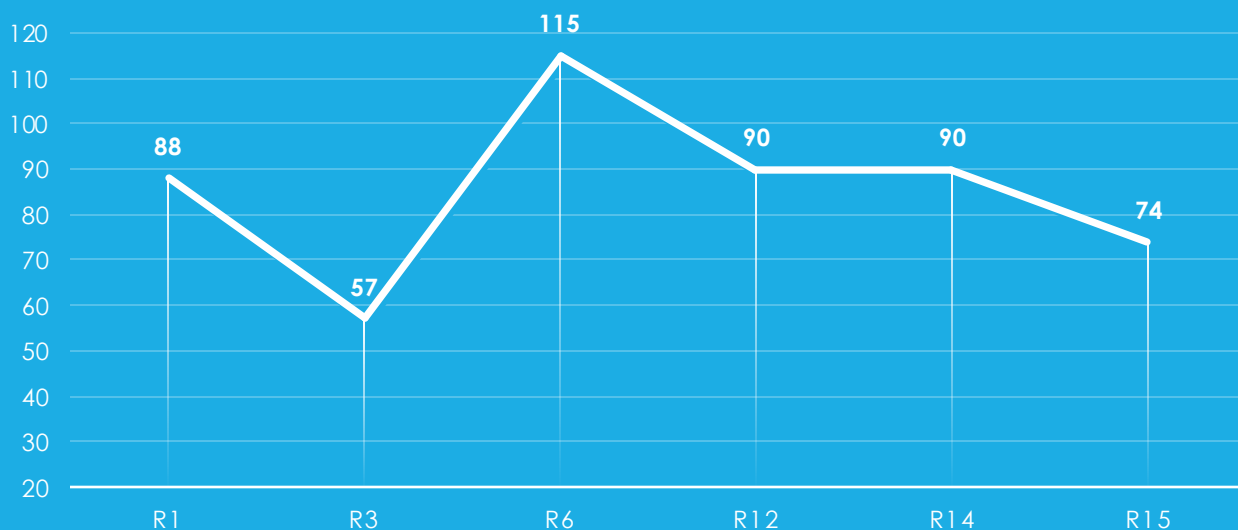
74-99 = Fair Fidelity

73 and below = Not Supported Employment

Supported Employment Expansion Fidelity Scores by Region

**Average
Score: 86**

SUPPORTED EMPLOYMENT EXPANSION FIDELITY SCORES



SUPPORTED EMPLOYMENT EXPANSION FIDELITY SCORING

RUBRIC:

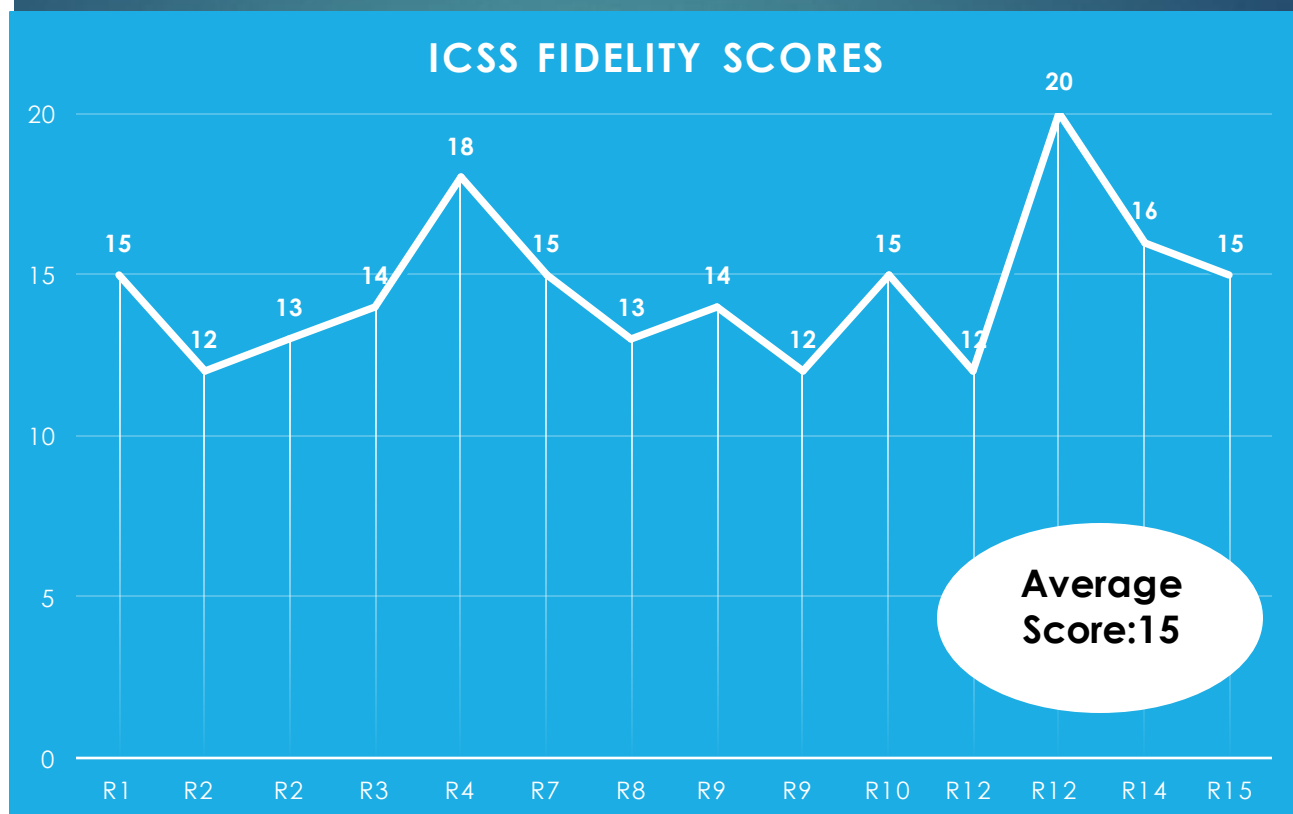
115-125 = Exemplary Fidelity

100-114 = Good Fidelity

74-99 = Fair Fidelity

73 and below = Not Supported Employment

ICSS Fidelity Scores by Region



ICSS FIDELITY SCORING RUBRIC:

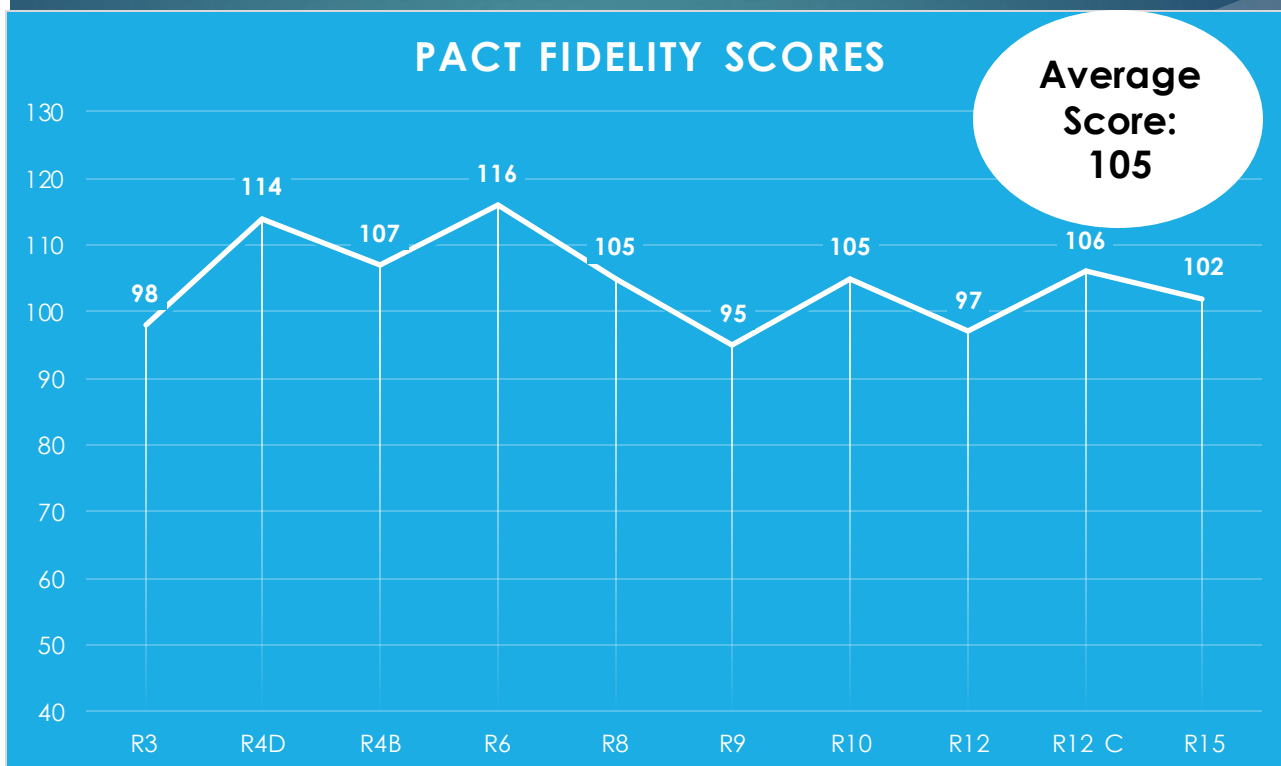
17 - 20 = Exemplary Fidelity

15 - 16 = Good Fidelity

13 - 14 = Fair Fidelity

12 and below = Not ICSS

PACT Fidelity Scores by Region



PACT FIDELITY SCORING RUBRIC:

113 – 140 = Good Implementation of PACT

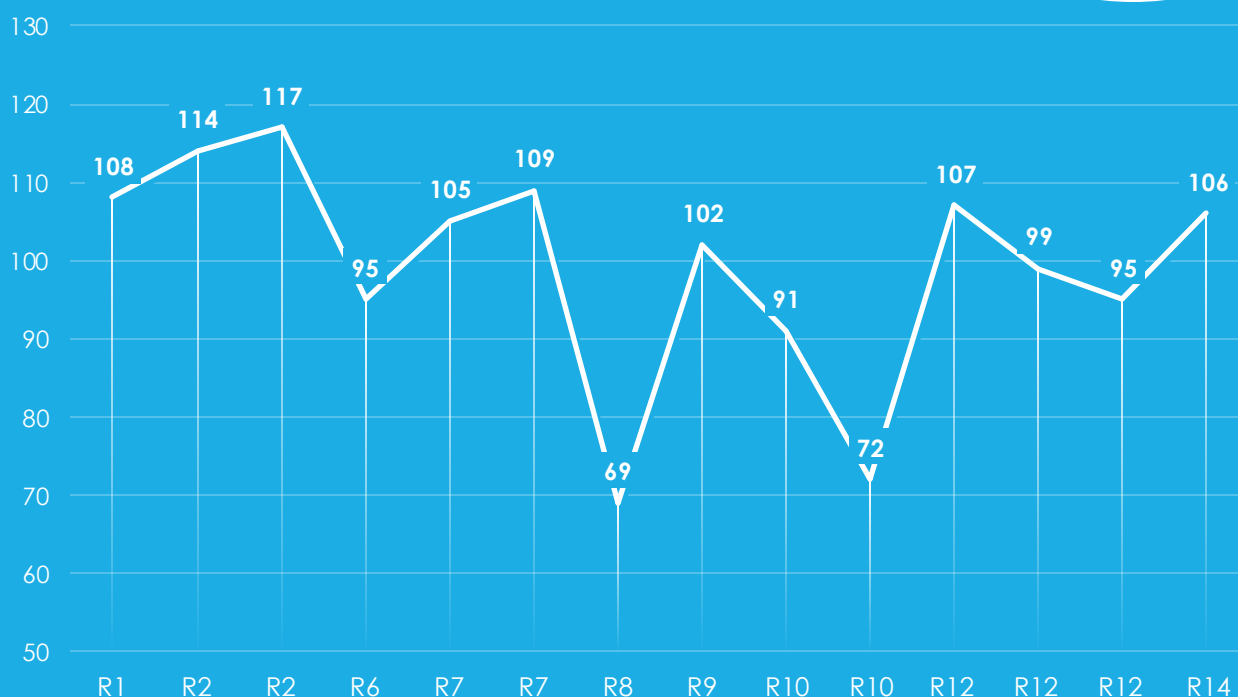
85 – 112 = Fair Implementation of PACT

84 and below = Not PACT

ICORT Fidelity Scores by Region

**Average
Score: 99**

ICORT FIDELITY SCORES



ICORT FIDELITY SCORING RUBRICS:

Rubric if caseload includes individuals with substance use disorders:

113 – 140 = Good Implementation

85 – 112 = Fair Implementation

84 and below = Not ICORT

Rubric if caseload does not include individuals with substance use disorders:

101 – 125 = Good Implementation

76 – 100 = Fair Implementation

75 and below = Not ICORT

Mobile Crisis Response

Fidelity Reviews+

FY 2023

45



- ✓ During FY 2023, DMH conducted fidelity reviews of Community Mental Health Center (CMHC) Mobile Crisis Response Teams.
 - ✓ July 2022 - June 2023
- ✓ **Fidelity Score**
 - The numerator is the actual score, and the denominator is the maximum possible score.

Region 1

*Region One Mental Health Center
Mobile Crisis

Date(s) of Review:
07/12/2022 – 07/14/2022

Fidelity Review Score:
35 / 50

Region 1

Fidelity Review Completed

*CMHC closed during FY 2023.

Region 2

Communicare
Mobile Crisis

Date(s) of Review:
10/18/2022 – 10/19/2022

Fidelity Review Score:
47 / 50

Region 2
 Fidelity Review Completed

Region 3

LIFECORE Health Group
Mobile Crisis

Date(s) of Review:
09/28/2022 – 09/30/2022

Fidelity Review Score:
40 / 50

Region 3

Fidelity Review Completed

Region 4

Region 4 Mental Health Services
Mobile Crisis

Date(s) of Review:
10/16/2022 – 10/18/2022

Fidelity Review Score:
36 / 50

Region 4
 Fidelity Review Completed

Region 6

Life Help
Mobile Crisis

Date(s) of Review:
11/15/2022 – 11/17/2022

Fidelity Review Score:
43 / 50

Region 6
 Fidelity Review Completed

Region 7

Community Counseling Services
Mobile Crisis

Date(s) of Review:
09/14/2022 – 09/16/2022

Fidelity Review Score:
21 / 50

Region 7

Fidelity Review Completed

Region 8

Region 8 Mental Health Services
Mobile Crisis

Date(s) of Review:
01/12/2023 – 01/13/2023

Fidelity Review Score:
38 / 50

Region 8

Fidelity Review Completed

Region 9

Hinds Behavioral Health Services
Mobile Crisis

Date(s) of Review:
01/10/2023–01/11/2023

Fidelity Review Score:
47 / 50

Region 9

Fidelity Review Completed

Region 10

Weems Community Mental Health Center
Mobile Crisis

Date(s) of Review:
02/21/2023 – 02/23/2023

Fidelity Review Score:
44 / 50

Region 10

Fidelity Review Completed

Region 11

*A Clear Path: Southwest MS Mental Health Complex
Mobile Crisis

Date(s) of Review:
12/06/2022 – 12/07/2022

Fidelity Review Score:
32 / 50

Region 11

Fidelity Review Completed

*CMHC closed at the end of FY 2023.

Region 12

Pine Belt Mental Healthcare Resources
Mobile Crisis

Date(s) of Review:
03/06/2023 – 03/08/2023

Fidelity Review Score:
42/50

Region 12 - Hattiesburg

Fidelity Review Completed

Date(s) of Review:
03/08/2023 – 03/10/2023

Fidelity Review Score:
40/50

Region 12 - Coast

Fidelity Review Completed

Region 14

Singing River Services
Mobile Crisis

Date(s) of Review:
04/04/2023 – 04/06/2023

Fidelity Review Score:
44 / 50

Region 14

Fidelity Review Completed

Region 15

River Ridge Behavioral Health
Mobile Crisis

Date(s) of Review:
02/07/2023 – 02/09/2023

Fidelity Review Score:
40 / 50

Region 15

Fidelity Review Completed

- ✓ FY 2023 Adult Mental Health Services Audit and Fidelity Report Addendum
 - Adult Crisis Stabilization Units (CSUs) - DMH Certification Status

Audit and Fidelity Report
Addendum

Addendum - CSUs

DMH CERTIFICATION STATUS - FY 2023*

CMHC <u>Adult</u> CSUs	Date of DMH Certification On-site Review /Self-Assessment *(FY 2023 – beginning of FY 2024)	Status
Region 1 - Marks CSU		Closed 1/13/2023
Region 2 - Communicare CSU	Transferred from Region 4, 7/13/2022	Current
Region 3 - Tupelo CSU	9/2023 - On-Site Review	Current
Region 4 - Corinth CSU	5/2023 - On-Site Review	Current
Region 6 - Capps CSU	7/2022 - Self-Assessment Review	Current
Region 6 - Grenada CSU	7/2022 - Self-Assessment Review	Current
Region 7 - West Point CSU	10/2023 - On-Site Review	Current
Region 8 - Brookhaven CSU	5/2023 - Self-Assessment Review	Current
Region 9 - Jackson CSU	2/2023 - On-Site Review	Current
Region 10 - Newton CSU	10/2022 - On-Site Review	Current
Region 11		Transferred to Region 15, 7/1/2023
Region 12 - Gulfport CSU	12/2022 - Self-Assessment Review	Current
Region 12 - WestwayBHC	12/2022 - Self-Assessment Review	Current
Region 14 - Gautier CSU	3/2023 - Self-Assessment Review	Current
Region 15 - CSU	Transferred from Region 11, 7/1/2023	Current