

SFY 2009 Performance Contract Reports/Data Requirements

Requirement	DMH/DD/SAS Report Contact	LME Action(s)	Schedule for Performance Contract Report	Availability and Location of Written Guidelines
Quality Improvement Process	<p>Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net</p>	<p>LME uses its quality improvement (QI) process to improve the service delivery system and submits an annual QI report describing how it has used its QI process to address service delivery system issues in at least one of the following three areas: (a) building service capacity, (b) ensuring continuity of care, and/or (c) ensuring the use of evidence-based practices.</p> <p>The LME's annual report shows it has undertaken the a minimum number of three QI projects and addressed the number of required elements for each project to meet the performance standard defined in the Performance Contract.</p>	<p>Annually - October 20</p>	<p>http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</p>
Incident Reporting	<p>Candy Helms Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Candy.Helms@ncmail.net</p>	<p>Providers submit Level II and Level III incident reports to LME. LME analyzes incident data for patterns and trends and takes appropriate action to make needed system improvements per 10A NCAC 27G .0600 et al.</p> <p>LME submits quarterly report summarizing Level II and Level III incidents, trends, system issues identified, actions, and outcomes.</p>	<p>Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20</p>	<p>10A NCAC 27G .0600 et al are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/ap/s/apsm30-1total7-04.pdf</p> <p>Level 2 and 3 Incidents Quarterly Report Form QM13 (January 2005) and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement/index.htm</p>
Quarterly Fiscal Monitoring Reports	<p>Kent Woodson Budget and Finance Team 3013 Mail Service Center Raleigh, NC 27699-3013 (919) 733-7013 Kent.Woodson@ncmail.net</p>	<p>LME submits a quarterly fiscal monitoring report by the 20th of the month following the end of the quarter. Reports are accurate and complete and received by the due date.</p>	<p>Quarterly - 10/20; 2/20; 4/20; 8/31</p>	<p>Quarterly fiscal monitoring report template is on the Controller's Office website: http://www.dhhs.state.nc.us/control1/amh/amhaut.h.htm</p>
SAPTBG Compliance Report	<p>Terrie Qadura, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Terrie.Qadura@ncmail.net</p>	<p>LME submits a semi-annual SAPTBG Compliance Report by the 20th of the month following the end of the semi-annual period. Reports are accurate and complete, show at least 48 hours of Synar activity for the reporting period, and are received by the due date.</p>	<p>Semi-annually - due the Second Quarter 1/20; Fourth Quarter 7/20</p>	<p>The SAPTBG Compliance Report and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement-5A(SAPTBGComplianceReport)</p>
Substance Abuse/Juvenile Justice Initiative Quarterly Report	<p>Antonio Coor, Justice Systems Innovations Team 3008 Mail Service Center Raleigh, NC 27699-3008 (919) 715-2771 Antonio.Coor@ncmail.net</p>	<p>LME submits a monthly Substance Abuse/ Juvenile Justice Initiative Report. Reports are accurate and complete and are received by the due date.</p>	<p>Monthly - However due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20 for reporting purposes</p>	<p>The Substance Abuse/ Juvenile Justice Initiative Report and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement-7A(ForInformationonly:SubstanceAbuseJuvenileJusticeMonthlyReport)</p>
Work First Initiative Quarterly Reports	<p>Starleen Scott Robbins Best Practice Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Starleen.Scott-Robbins@ncmail.net</p>	<p>LME submits a quarterly Work First Initiative Report by the 20th of the month following the end of the quarter. Reports are accurate and complete and are received by the due date.</p>	<p>Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20</p>	<p>Work First Initiative Report is on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement</p>

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Client Data Warehouse (CDW) - Screening Record	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time).	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes 6/03/08
Client Data Warehouse (CDW) - Admissions	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time).	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
Client Data Warehouse (CDW) -ICD-9 Diagnosis	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Data has been entered in all required fields.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
Client Data Warehouse (CDW) - Unknown Data (Admissions)	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Required fields contain a value other than "unknown".	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 6/03/08
Client Data Warehouse (CDW) - Unknown Data (Discharges)	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Required fields contain a value other than "unknown".	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 6/03/08

SFY 2009 Performance Contract Reports/Data Requirements

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Client Data Warehouse (CDW) - Identifying and Demographic Records	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Open clients who are enrolled in a target population and receive a billable service will have a completed identifying record (record type 10) and a completed demographic record (record type 11) in CDW within 30 days of the beginning date of service on the paid claims record.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdohhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05, 6/03/08.
Client Data Warehouse (CDW) - Drug of Choice	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). A drug of choice record (record type 17) is completed within 60 days of the beginning date of service for clients enrolled in any of the following target populations: ASDHH, ASCDR, ASCJO, ASDSS, ASDWI, ASHMT, ASWOM, CSSAD, CSWOM, CSCJO, CSDWI, CSMAJ.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdohhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05, 6/03/08.
Client Data Warehouse (CDW) - Episode Completion Record	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). LME must submit discharge record (12) for clients that does not show any activity in 60 days or must follow CDW flow chart.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.ncdohhs.gov/mhddsas/statspublications/manualsforms/ Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05, 6/03/08.
NC-TOPPS Initial Interviews	Ward Condelli, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Ward.Condelli@ncmail.net	LMEs are responsible for assuring that service providers conduct Initial Interviews with consumers who qualify for NC-TOPPS. The NC-TOPPS Implementation Guidelines specify: 1) which consumers and services require Initial Interviews; 2) the timeframe within which they need to be submitted to attain compliance; 3) the rate that LMEs are required to achieve to be in compliance; and 4) criteria used to compute compliance rates for reports.	The compliance rates are published in Quarterly LME Performance Contract Reports. These reports are distributed on the first day of November, February, May, and September	www.ncdohhs.gov/mhddsas/nc-topps/systemuser/nctoppsguidelines7-08rev.pdf
NC-TOPPS 3-Month Update Interviews	Ward Condelli, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Ward.Condelli@ncmail.net	LMEs are responsible for assuring that service providers conduct 3-Month Update Interviews with consumers who qualify for NC-TOPPS and have not completed their episode of care. The NC-TOPPS Implementation Guidelines specify: 1) which consumers require 3-month Update Interviews; 2) the timeframe within which they need to be submitted to attain compliance; 3) the rate that LMEs are required to achieve to be in compliance; and 4) criteria used to compute compliance rates for reports.	The compliance rates are published in Quarterly LME Performance Contract Reports. These reports are distributed on the first day of November, February, May, and September	www.ncdohhs.gov/mhddsas/nc-topps/systemuser/nctoppsguidelines7-08rev.pdf
National Core Indicators (NCI) Consents and Pre-Surveys	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, annually submits a consent form, a pre-survey and a list of addresses for the family mail survey for each person selected to participate in the adult consumer surveys and a list of addresses for the family surveys for the NCI project within the specified timeframes. All submissions are complete and submitted by the due date.	Annually - Fourth Quarter -7/20	DMH/DD/SAS-Community Policy Management Section annually sends correspondence to LMEs explaining the NCI process and what is required (e.g. database, consent forms, pre-surveys, refusal forms, and names and addresses of legal guardians/family members).

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NC Support Needs Assessment Profile (NC-SNAP)	Regina Blalock, Murdoch Center Specialized Services PO Box 3000, 1600 East C Street Butner, NC 27509 (919) 575-1070 Regina.Blalock@ncmail.net	LME, through providers, collects and enters annual NC-SNAP assessments into the NC-SNAP web base application for all consumers receiving DD services and initial contact NC-SNAP assessments for all consumers waiting for DD service.	Data collection is ongoing. Compliance is based on quarterly queries of the NC-SNAP data. Compliance queries run on the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	NC-SNAP web site: http://www.dhhs.state.nc.us/mhddsas/ncsnap/ NC-SNAP North Carolina Procedural Guide
Consumer Satisfaction Survey (CSS)	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME, through providers, administers the DHHS Client Satisfaction Survey, consistent with DHHS standards, to 10% of its active mental health and substance abuse caseload, and submits the data received by the due date.	Annually - Third Quarter -5/20	DMH/DD/SAS-Community Policy Management Section annually sends correspondence to LMEs providing instructions for submitting the surveys.
System of Care Report	Kelly Crowley Prevention & Early Intervention Team 3021 Mail Service Center Raleigh, NC 27699-3021 (919) 733-0696 Kelly.Crowley@ncmail.net	System of Care Report	Quarterly - due the 15th of the month following the end of the quarter: 10/15; 1/15; 4/15; 7/15	CPM Memo-5/31/07
CTSP non-UCR Year End Activity Report	Kelly Crowley Prevention & Early Intervention Team 3021 Mail Service Center Raleigh, NC 27699-3021 (919) 733-0696 Kelly.Crowley@ncmail.net	Report used by all LMEs to track the implementation of CTSP non-UCR funding guidelines.	Annually -August 31	Senate Bill 1005, Section 21.60 and CPM Memo 7/8/08