

Client Retention Definition:

Clients are considered to have met the contract retention criterion if they had at least one treatment activity in each month of their treatment for three consecutive months. Treatment activities that count for this criterion are individual, group, conjoint or family counseling, and case management. Clients must be present at counseling sessions, but need not be present for case management (this may be done by telephone).

Contract Language for Retention (from DBHR):

a. Performance-based Goals

The County shall make progress toward, meet or exceed the statewide average 90 day retention rate as determined by DSHS. The 90-day retention performance measure will be determined by using a rolling 6-month average and be monitored on a monthly basis through SCOPE or a report generated by DSHS. Baseline outcomes for completion will be set according to past County performance.

For purposes of this contract the word “progress” means achieving a minimum improvement increase of 1.5% in a fiscal quarter.

(1) Youth

- (a) Effective July 1, 2013, if the County’s baseline is in good standing at or above the statewide average of 65% for 90-day retention, the County shall maintain good standing.

If, during any monitored calendar quarter, the County falls below the statewide average, the County shall follow the process for correction in Section “n.” below.

- (b) Effective July 1, 2013, if the County’s baseline for 90-day retention performance is lower than the statewide average, the County shall increase the 90-day retention performance rate by 10% of their individual baseline or reach the statewide average, by the end of the fiscal contract year. For example, if the County has a baseline completion rate of 46%, the expectation would be an increase of 4.6%.

If, during any monitored calendar quarter, the County does not demonstrate progress towards the expected 90 day-retention goal, the County shall follow the process for correction in Section “o.” below.

(2) Adult

- (a) Effective July 1, 2013, if the County is in good standing at or above the statewide average of 62% for 90-day retention, the County shall maintain good standing.

If, during any monitored calendar quarter, the County falls below the statewide average, the County shall follow the process for correction in Section “n.” below.

- (b) Effective July 1, 2013, if the County's baseline for 90-day retention performance is lower than the statewide average, the County shall increase the 90-day retention performance rate by 10% of their individual baseline or reach the statewide average, by the end of the fiscal contract year. For example, if the County has a baseline completion rate of 46%, the expectation would be an increase of 4.6%.

If, during any monitored calendar quarter, the County does not demonstrate progress towards the expected 90 day-retention goal, the County shall follow the process for correction in Section "o." below

b. Performance Goals Results/Actions for a County falling below the statewide average

If performance outcome falls below the statewide average or performance expectation within a calendar quarter, as determined through SCOPE or report generated by DSHS, the County shall:

- (1) Submit a Performance Improvement Plan (PIP) to the DSHS Manager within 45 days of notice by DSHS.
- (2) Have 90 days to return to the original individual 90-day retention baseline percentage.
- (3) Submit an updated PIP requesting an additional 90 days for performance improvement to the DSHS Manager, if after the original 90 days, the 90-day retention baseline percentage has still not been reached.

c. Performance Goals Results/Actions for a County starting below the statewide average

If performance outcome does not demonstrate progress toward the expected rate for 90-day retention within a calendar quarter, as determined through SCOPE or report generated by DSHS, the County shall:

- (1) Submit a Performance Improvement Plan (PIP) to the DSHS Manager within 45 days of notice by DSHS.
- (2) Have 90 days to demonstrate progress toward the expected rate for 90-day retention.
- (3) Submit an updated PIP requesting an additional 90 days for performance improvement to the DSHS Manager, if after the original 90 days, the 90-day retention baseline percentage has still not been reached.

d. Performance Review

- (1) If, at 180 days or at the end of the fiscal contract year, the County has not met its performance expectations (maintaining performance at or above the average, increasing by 10% or returning to previous baseline percentage) the County shall re-procure for services.

- (2) The County shall submit its Request for Proposals (RFP) to the DSHS Manager for approval prior to sending it to prospective providers and be able to identify what new parameters will be used in seeking a provider that can meet the performance expectations.
- e. Performance Review When County is Service Provider
- (1) If, at 180 days or at the end of the fiscal contract year, the County has not met its performance expectations (maintaining performance at or above the average, increasing performance by 10% or returning to previous baseline percentage) the County shall:
 - (2) Submit a technical assistance plan and a PIP to the DSHS Manager, within 45 days. The plan shall identify who provided technical assistance to the County and highlight identified challenges and potential solutions to help increase performance. The PIP shall include strategies for performance improvement based on the results of the technical assistance plan.
 - (3) DSHS shall not pay for technical assistance.
- f. DSHS will continue to monitor and review the 90-day retention performance rate. If, based on statewide data, there is a need to adjust the statewide average, the County will be consulted prior to any change and a letter sent from DSHS authorizing the change.