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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 in our mission, over the past several years many services and supports have been expanded and new ones implemented, including mobile crisis response teams, community transition homes, crisis stabilization beds, Programs of Assertive Community Treatment, Intensive Community Outreach and Recovery Teams, supported employment, supported housing, Mental Health First Aid trainings for the public, court liaisons, and Crisis Intervention Teams. DMH is also working to enhance transition planning as people leave the state hospitals and return to their communities. DMH has and will continue its commitment to the mission of the agency and the people of Mississippi.
- ▶ This Fiscal Year 2024 Audit and Fidelity Report acknowledges progress towards the agency's commitment via data outcomes that have been made in the state's mental health system with data derived from in-person audits, fidelity measures, to desk review audits of pre-evaluation screening files from the Community Mental Health Centers. This report also reflects the effectiveness of intensive community services like PACT and ICORT as these services relate to the data around readmissions to state hospitals. DMH is moving forward with continued initiatives of conducting fidelity reviews for PACT, ICORT, ICSS, Supported Employment, and Mobile Crisis.
- ▶ The agency is committed to expanding the availability of community-based services in Mississippi with monitoring these services and is continuing efforts to help with the provision, monitoring, and compliance of community-based mental health services for individuals in our state. Data informatics allow DMH to make decisions about the services available to Mississippians and to strategize, plan and allocate resources, accordingly.
- ▶ DMH is working to enhance transition planning as people return to their communities from state hospitals, and the agency is committed to people receiving services in the least restrictive environment and in their own communities to meet their specific needs. In 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. This area is currently known as the Division of Utilization Review & Risk Management. Service provision data outcomes is a DMH on-going initiative, such as the ones included in this report, which are crucial in supporting the agency's mission.

Since Fiscal Year 2022, the Mississippi Department of Mental Health (DMH) has been engaged in data validation and reconciliation efforts with Mississippi's regional Community Mental Health Centers (CMHCs) and State Hospitals (SHs). These efforts include conducting meetings with them along with DMH programmatic and data analytic staff for the purpose of confirming the accuracy and reliability of submitted data through a data validation and reconciliation process. This process also serves as a feedback mechanism to assist improvements of data tracking, reporting, and process improvement. During Fiscal Year 2024, the Mississippi DMH continues to initiate 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 Report Data Background

### Utilization Review Audit Data

The DMH Office of Utilization Review was initiated in Fiscal Year 2022 and has been restructured into the Division of Utilization Review & Risk Management. This area 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. This division collects and analyzes key data submissions from the four (4) State Hospitals pertaining to SH service utilization. Additionally, discharge planning audits are annually conducted for the four (4) State Hospitals (SHs) as well as CMHC adult pre-evaluation screening audits. Fiscal Year 2024 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 continuing throughout Fiscal Year 2024, 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 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 2024 by the Division of Adult Services included the following service areas: PACT, ICORT and Supported Employment. Fiscal Year 2024 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. This module was developed in the Web Infrastructure for Treatment Services (WITS) system. During the initiation phase, DMH participated in training with the CMHCs on the use of the new system. On July 1, 2022, WITS went "live" and became the official platform for the CMHCs to submit their Mobile Crisis Response data to DMH. In Fiscal Year 2023, DMH initiated and conducted Mobile Crisis Response fidelity reviews of the CMHCs to evaluate the effectiveness of this service and to enhance service provision. The results of the Fiscal Year 2024 CMHC Mobile Crisis Response fidelity reviews are included in this report.



# Utilization Review Audits

## FY 2024

- ✓ State Hospital Record Audits
- ✓ State Hospital Audit Review Results
- ✓ CMHC Pre-evaluation Screening Audit Reviews

# Utilization Review Audits

## FY 2024 State Hospital Audit Reviews Record Audits

DMH UTILIZATION REVIEW STATE HOSPITAL RECORD AUDITS - FY 2024						
State Hospitals	Discharges Reported	Discharges Audited	Percent Audited	Readmissions Reported	Readmissions Audited	Percent Audited
East MS State Hospital	461	93	20%	191	39	20%
MS State Hospital	583	118	20%	177	36	20%
North MS State Hospital	413	85	21%	104	22	21%
South MS State Hospital	370	78	21%	61	14	23%

# Utilization Review Audits

## FY 2024 State Hospital Audit Review Results

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### DMH UTILIZATION REVIEW - FY 2024 AUDIT RESULTS

Evidence of Person-Centered Outcomes	EMSH East MS State Hospital		MSH MS State Hospital		NMSH North MS State Hospital		SMSH South MS State Hospital	
	#ID/#Records	% Met	#ID/#Records	% Met	#ID/#Records	% Met	#ID/#Records	% Met
	<b>DISCHARGES</b>							
Strengths	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Preferences	88/93	95%	118/118	100%	85/85	100%	78/78	100%
Needs and Desired Outcomes for Successful Discharge	91/93	98%	118/118	100%	85/85	100%	78/78	100%
Start of Discharge Planning Within 24 Hours of Admission	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Assistance Reactivating or Securing Public Benefits	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Connect Person to Providers of Services/Supports	93/93	100%	118/118	100%	82/85	96%	78/78	100%
Determination of Eligibility for PACT, ICORT	50/93	54%	106/118	90%	39/85	46%	59/78	76%
Continuity of Medication Arranged	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Completion of Crisis Management	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Identification of Crisis Contact	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Crisis Services Communicated	93/93	100%	118/118	100%	85/85	100%	78/78	100%
Initial Discharge Plan Included Anticipated Discharge Date	93/93	100%	116/118	98%	84/85	99%	78/78	100%
Identification of Peer Bridger Integrated into Discharge Planning	20/93	22%	57/118	48%	69/85	81%	78/78	100%
<b>C M H C d/c PLANNING INDICATOR</b>								
* Prior to Discharge Meeting Occurred Between CMHC and Person	18/93	19%	106/118	90%	73/85	86%	58/78	74%
* Determination of Referrals made for PACT, ICORT	50/50	100%	106/106	100%	39/39	100%	59/59	100%
<b>READMISSIONS</b>								
Prior Discharge Plan Reviewed	39/39	100%	35/35	100%	22/22	100%	14/14	100%
Identification of Readmission Rationale	39/39	100%	35/35	100%	22/22	100%	14/14	100%
Identification of Current Discharge Adjustment as a Result	39/39	100%	35/35	100%	22/22	100%	14/14	100%

\* CMHC D/C PLANNING INDICATOR

# Utilization Review Audits

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## FY 2024 CMHC Pre-evaluation Screening Audit Results

Pre-Eval Screening Audit Review	Overall Totals	Summary of Audit Findings
<b>Note: Each total is calculated out of the number of Audits Conducted.</b>		
#Audits Conducted	133	
#Pre-Eval Screenings completed	27	Referral Section Issues- Prevents gathering accurate/vital information regarding:
#Pre-Eval Screenings not completed/incomplete	106	
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	11	> Employment, Housing, ICS, and CSU referrals, as well as, acceptance to the CSU
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	98	
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	17	
#Pre-Evals submitted and recommended to receive civil commitment exam	116	> Generic responses may allow the screener to move to the next section and/or screen of the evaluation, however it also skews the data and causes contradicting information from previous asked questions
<b>Referrals section (updated 3/22 Pre-Eval Screening form)</b>	<b>Overall Totals</b>	
#Referred for CSU placement and accepted	30	
#Referred for CSU placement and NOT accepted	11	
#Currently have stable and independent living arrangements	96	
#Currently Do Not have stable and independent living arrangements	22	Staff conducting screenings without listing credentials;
#Referred to CHOICE housing program	0	
#Currently employed	16	
#Currently NOT employed	106	
#Referred to Supported Employment	7	"Mobile Crisis Involvement" section was missing entirely on the PES
#With 2 or more psychiatric/emergency admissions in the past 12 months	48	
#Without 2 or more psychiatric/emergency admissions in the past 12 months	62	Demographics typically is not completed (e.g., SS#, age, race, contact information, etc)
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	115	
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	8	Meeting criteria for programs/services and no referral without a valid reason
#Met criteria for NAVIGATE	11	
#Referred to NAVIGATE	0	



► Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

# Region 2

Communicare

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	8
#Pre-Eval Screenings completed	5
#Pre-Eval Screenings not completed/incomplete	3
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	2
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	6
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	1
#Pre-Evals submitted and recommended to receive civil commitment exam	7
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	5
#Referred for CSU placement and NOT accepted	2
#Currently have stable and independent living arrangements	7
#Currently Do Not have stable and independent living arrangements	1
#Referred to CHOICE housing program	0
#Currently employed	1
#Currently NOT employed	8
#Referred to Supported Employment	3
#With 2 or more psychiatric/emergency admissions in the past 12 months	5
#Without 2 or more psychiatric/emergency admissions in the past 12 months	3
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	8
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	0
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

▶ Utilization Review – FY 2024 CMHC Pre-evaluation Screening Audit Reviews by Region

# Region 3

LIFECORE Health Group

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	12
#Pre-Eval Screenings completed	0
#Pre-Eval Screenings not completed/incomplete	12
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	12
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	2
#Pre-Evals submitted and recommended to receive civil commitment exam	10
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	12
#Referred for CSU placement and NOT accepted	0
#Currently have stable and independent living arrangements	6
#Currently Do Not have stable and independent living arrangements	6
#Referred to CHOICE housing program	0
#Currently employed	4
#Currently NOT employed	8
#Referred to Supported Employment	1
#With 2 or more psychiatric/emergency admissions in the past 12 months	10
#Without 2 or more psychiatric/emergency admissions in the past 12 months	2
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	12
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	0
#Met criteria for NAVIGATE	9
#Referred to NAVIGATE	0

▶ Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

# Region 4

## Region 4 Mental Health Services

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	13
#Pre-Eval Screenings completed	10
#Pre-Eval Screenings not completed/incomplete	3
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	13
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	1
#Pre-Evals submitted and recommended to receive civil commitment exam	12
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	3
#Referred for CSU placement and NOT accepted	5
#Currently have stable and independent living arrangements	12
#Currently Do Not have stable and independent living arrangements	1
#Referred to CHOICE housing program	0
#Currently employed	4
#Currently NOT employed	9
#Referred to Supported Employment	1
#With 2 or more psychiatric/emergency admissions in the past 12 months	3
#Without 2 or more psychiatric/emergency admissions in the past 12 months	10
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	10
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	1
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

▶ Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

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# Region 6

Life Help

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	13
#Pre-Eval Screenings completed	2
#Pre-Eval Screenings not completed/incomplete	11
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	12
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	0
#Pre-Evals submitted and recommended to receive civil commitment exam	13
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	8
#Referred for CSU placement and NOT accepted	0
#Currently have stable and independent living arrangements	10
#Currently Do Not have stable and independent living arrangements	3
#Referred to CHOICE housing program	0
#Currently employed	1
#Currently NOT employed	11
#Referred to Supported Employment	1
#With 2 or more psychiatric/emergency admissions in the past 12 months	3
#Without 2 or more psychiatric/emergency admissions in the past 12 months	8
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	12
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	1
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

▶ Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

# Region 7

## Community Counseling Services

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	10
#Pre-Eval Screenings completed	0
#Pre-Eval Screenings not completed/incomplete	10
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	9
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	0
#Pre-Evals submitted and recommended to receive civil commitment exam	10
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	1
#Referred for CSU placement and NOT accepted	0
#Currently have stable and independent living arrangements	6
#Currently Do Not have stable and independent living arrangements	2
#Referred to CHOICE housing program	0
#Currently employed	0
#Currently NOT employed	10
#Referred to Supported Employment	0
#With 2 or more psychiatric/emergency admissions in the past 12 months	1
#Without 2 or more psychiatric/emergency admissions in the past 12 months	6
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	10
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	1
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

► Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

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# Region 8

## Region 8 Mental Health Services

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	12
#Pre-Eval Screenings completed	0
#Pre-Eval Screenings not completed/incomplete	12
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	8
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	4
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	1
#Pre-Evals submitted and recommended to receive civil commitment exam	11
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	0
#Referred for CSU placement and NOT accepted	0
#Currently have stable and independent living arrangements	3
#Currently Do Not have stable and independent living arrangements	4
#Referred to CHOICE housing program	0
#Currently employed	2
#Currently NOT employed	7
#Referred to Supported Employment	0
#With 2 or more psychiatric/emergency admissions in the past 12 months	4
#Without 2 or more psychiatric/emergency admissions in the past 12 months	4
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	11
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	0
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

► Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

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# Region 9

## Hinds Behavioral Health Services

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	10
#Pre-Eval Screenings completed	1
#Pre-Eval Screenings not completed/incomplete	9
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	10
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	0
#Pre-Evals submitted and recommended to receive civil commitment exam	10
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	0
#Referred for CSU placement and NOT accepted	1
#Currently have stable and independent living arrangements	7
#Currently Do Not have stable and independent living arrangements	0
#Referred to CHOICE housing program	0
#Currently employed	1
#Currently NOT employed	6
#Referred to Supported Employment	0
#With 2 or more psychiatric/emergency admissions in the past 12 months	1
#Without 2 or more psychiatric/emergency admissions in the past 12 months	2
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	8
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	0
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

► Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

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# Region 10

Weems Community Mental Health Center

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	13
#Pre-Eval Screenings completed	2
#Pre-Eval Screenings not completed/incomplete	11
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	11
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	1
#Pre-Evals submitted and recommended to receive civil commitment exam	12
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	0
#Referred for CSU placement and NOT accepted	0
#Currently have stable and independent living arrangements	9
#Currently Do Not have stable and independent living arrangements	1
#Referred to CHOICE housing program	0
#Currently employed	2
#Currently NOT employed	10
#Referred to Supported Employment	0
#With 2 or more psychiatric/emergency admissions in the past 12 months	3
#Without 2 or more psychiatric/emergency admissions in the past 12 months	6
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	12
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	0
#Met criteria for NAVIGATE	1
#Referred to NAVIGATE	0



▶ Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

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# Region 12

Pine Belt Mental Healthcare Resources

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	31
#Pre-Eval Screenings completed	1
#Pre-Eval Screenings not completed/incomplete	30
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	12
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	7
#Pre-Evals submitted and recommended to receive civil commitment exam	24
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	0
#Referred for CSU placement and NOT accepted	2
#Currently have stable and independent living arrangements	27
#Currently Do Not have stable and independent living arrangements	4
#Referred to CHOICE housing program	0
#Currently employed	1
#Currently NOT employed	26
#Referred to Supported Employment	1
#With 2 or more psychiatric/emergency admissions in the past 12 months	14
#Without 2 or more psychiatric/emergency admissions in the past 12 months	14
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	24
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	3
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0

▶ Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

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# Region 14

## Singing River Services

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	7
#Pre-Eval Screenings completed	5
#Pre-Eval Screenings not completed/incomplete	2
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	1
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	6
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	3
#Pre-Evals submitted and recommended to receive civil commitment exam	4
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	0
#Referred for CSU placement and NOT accepted	1
#Currently have stable and independent living arrangements	7
#Currently Do Not have stable and independent living arrangements	0
#Referred to CHOICE housing program	0
#Currently employed	0
#Currently NOT employed	7
#Referred to Supported Employment	0
#With 2 or more psychiatric/emergency admissions in the past 12 months	2
#Without 2 or more psychiatric/emergency admissions in the past 12 months	5
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	5
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	1
#Met criteria for NAVIGATE	1
#Referred to NAVIGATE	0

► Utilization Review – FY 2024 CMHC Pre-evaluation  
Screening Audit Reviews by Region

# Region 15

River Ridge Behavioral Health Services

**Note: Each total is calculated out of the number of Audits Conducted.**

Pre-Eval Screening Audit Review	Totals
#Audits Conducted	4
#Pre-Eval Screenings completed	1
#Pre-Eval Screenings not completed/incomplete	3
#Pre-Eval Screenings submitted with Mobile Crisis Involvement	0
#Pre-Eval Screenings submitted without Mobile Crisis Involvement	3
#Pre-Evals submitted and NOT recommended to receive civil commitment exam	1
#Pre-Evals submitted and recommended to receive civil commitment exam	3
<b>Referrals Section</b>	
#Referred for CSU placement and accepted	1
#Referred for CSU placement and NOT accepted	0
#Currently have stable and independent living arrangements	2
#Currently Do Not have stable and independent living arrangements	0
#Referred to CHOICE housing program	0
#Currently employed	0
#Currently NOT employed	4
#Referred to Supported Employment	0
#With 2 or more psychiatric/emergency admissions in the past 12 months	2
#Without 2 or more psychiatric/emergency admissions in the past 12 months	2
#Presented with significant and major psychiatric symptoms (e.g., suicidality, psychosis) and has not benefited from traditional outpt svcs	3
# Referred for Intensive Community Services (ICS) (e.g., PACT and ICORT)	1
#Met criteria for NAVIGATE	0
#Referred to NAVIGATE	0



Behavioral Health Services  
Fidelity Review Data  
FY 2024

- ✓ PACT
- ✓ ICORT
- ✓ 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 and enhance service provision. The programs and services reviewed in FY 24 were PACT, ICORT and Supported Employment. 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. Key factors assessed include caseload size, staff capacity, responsibility for treatment services, community-based treatment, and assertive engagement. Staffing shortages and staff turnover impacted programs throughout the state in their overall fidelity scores. DMH will continue to assess fidelity going forward to ensure adherence to the standards and principles of these services and to sustain improved outcomes for individuals served.

## Adult Services Fidelity Overview

PACT	ICORT	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 tool-kit 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>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 2 Communicare

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	April 2024	89/125	Fair Fidelity	IPS
ICORT	April 2024	112/140	Fair Fidelity	Southern Counties
ICORT	April 2024	107/140	Fair Fidelity	Northern Counties

# Region 3 Lifecore Health Group

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	February 2024	81/125	Fair Fidelity	Expansion
PACT	February 2024	113/140	Good Fidelity	

# Region 4 Mental Health Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	March 2024	101/125	Good Fidelity	IPS
PACT	October 2023	122/140	Good Fidelity	Desoto
PACT	October 2023	106/140	Fair Fidelity	Booneville



## Region 6 Life Help

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	September 2024	95/125	Fair Fidelity	Expansion
Supported Employment	September 2024	103/125	Good Fidelity	Expansion
PACT	September 2024	113/140	Good Fidelity	
ICORT	September 2024	128/140	Good Fidelity	North
ICORT	September 2024	96/140	Fair Fidelity	South

## Region 7 Community Counseling Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	March 2024	87/125	Fair Fidelity	IPS
ICORT	March 2024	114/140	Good Fidelity	Eastern Counties
ICORT	March 2024	112/140	Fair Fidelity	Western Counties

# Region 8 Mental Health Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	February 2024	98/125	Fair Fidelity	IPS
PACT	February 2024	94/140	Fair Fidelity	
ICORT	February 2024	103/140	Fair Fidelity	

## Region 9 Hinds Behavioral Health Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	November 2023	93/125	Fair Fidelity	IPS
PACT	November 2023	100/140	Fair Fidelity	
ICORT	November 2023	114/140	Good Fidelity	

# Region 10 Weems Community Mental Health Center

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	September 2024	93/125	Fair Fidelity	IPS
PACT	September 2024	101/140	Fair Fidelity	
ICORT	September 2024	98/140	Fair Fidelity	Western Counties
ICORT	September 2024	86/140	Fair Fidelity	Eastern Counties

# Region 12 Pine Belt Mental Healthcare Resources

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	May 2024	109/125	Good Fidelity	IPS
Supported Employment	June 2024	77/125	Fair Fidelity	Expansion-Coast
PACT	May 2024	108/140	Fair Fidelity	Central Counties
PACT	June 2024	112/140	Fair Fidelity	Coastal Counties
ICORT	May 2024	106/140	Fair Fidelity	Team 1
ICORT	May 2024	108/140	Fair Fidelity	Team 2
ICORT	May 2024	100/140	Fair Fidelity	Team 3

## Region 14 Singing River Services

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	April 2024	67/125	Not Fidelity	Expansion
ICORT	April 2024	107/140	Fair Fidelity	

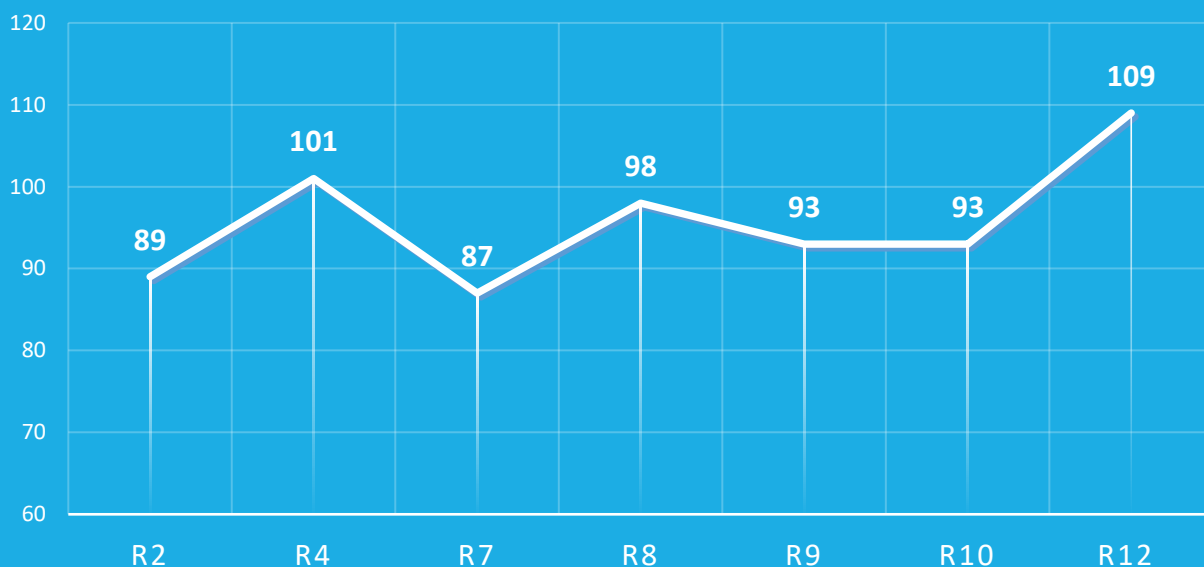
## Region 15 River Ridge Behavioral Health

Program	Date of Review	Fidelity Score	Score Considered	Additional Info
Supported Employment	November 2023	89/125	Fair Fidelity	Expansion
PACT	November 2023	107/140	Fair Fidelity	



## Supported Employment IPS Fidelity Scores by Region

### SUPPORTED EMPLOYMENT IPS FIDELITY SCORES



### **SUPPORTED EMPLOYMENT IPS FIDELITY SCORING RUBRIC:**

115-125 = Exemplary Fidelity

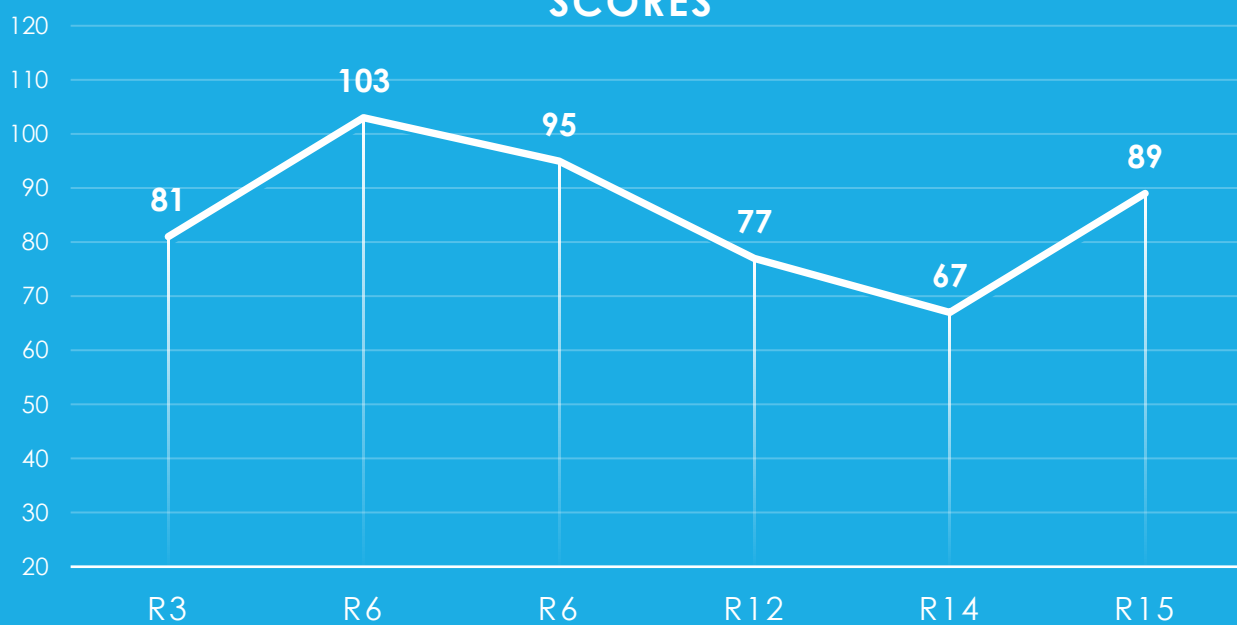
100-114 = Good Fidelity

74-99 = Fair Fidelity

73 and below = Not Supported Employment

# Supported Employment Expansion Fidelity Scores by Region

## SUPPORTED EMPLOYMENT EXPANSION FIDELITY SCORES



## **SUPPORTED EMPLOYMENT EXPANSION FIDELITY SCORING**

### **RUBRIC:**

115-125 = Exemplary Fidelity

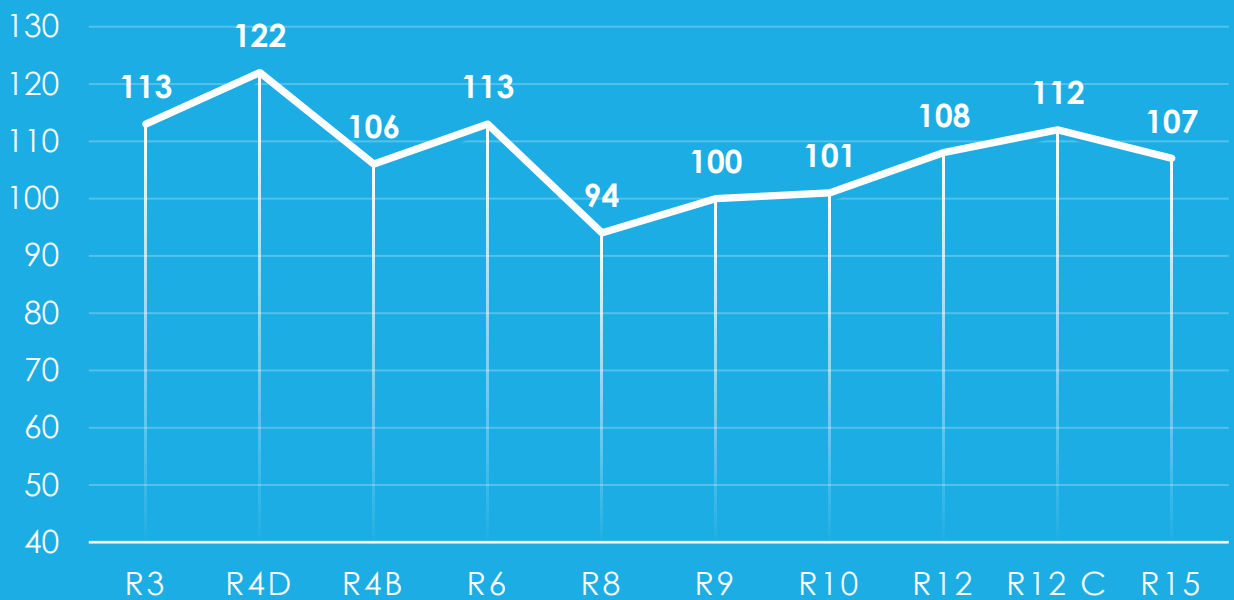
100-114 = Good Fidelity

74-99 = Fair Fidelity

73 and below = Not Supported Employment

## PACT Fidelity Scores by Region

### PACT FIDELITY SCORES



#### **PACT FIDELITY SCORING RUBRIC:**

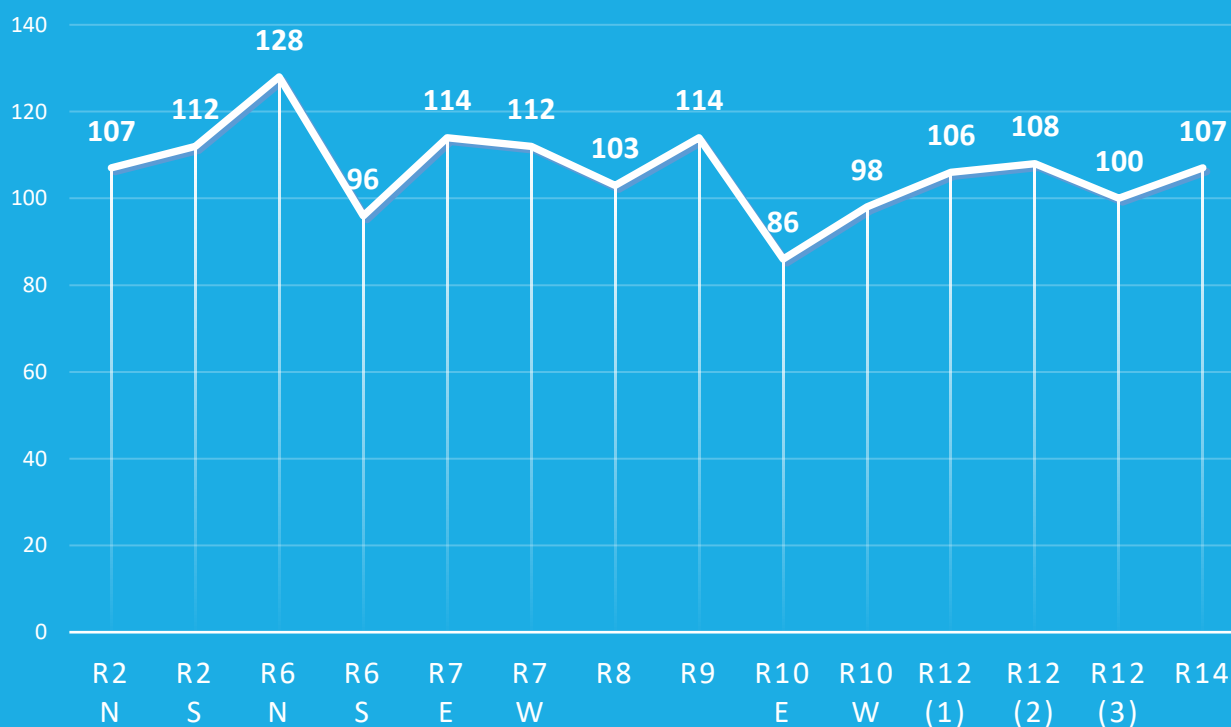
113 – 140 = Good Implementation of PACT

85 – 112 = Fair Implementation of PACT

84 and below = Not PACT

# ICORT Fidelity Scores by Region

## ICORT FIDELITY SCORES



### **ICORT FIDELITY SCORING RUBRICS:**

113 – 140 = Good Implementation

85 – 112 = Fair Implementation

84 and below = Not ICORT

# Mobile Crisis Response Fidelity Review Data FY 2024



- ✓ During FY 2024, Mobile Crisis Fidelity Reviews were conducted for Community Mental Health Center's Mobile Crisis Response Teams.
  - ✓ July 2023 - June 2024
- ✓ **Fidelity Score**
  - The numerator is the actual score, and the denominator is the maximum possible score.

# Region 2

Communicare  
Mobile Crisis

Date(s) of Review:  
10/17/2023 – 10/18/2023

Fidelity Review Score:  
47.5 / 50

Region 2  
 Fidelity Review Completed  
10/12/2023

# Region 3

LIFECORE Health Group  
Mobile Crisis

Date(s) of Review:  
11/07/2023 – 11/08/2023

Fidelity Review Score:  
27 / 50

Region 3  
 Fidelity Review Completed  
11/02/2023

# Region 4

Region 4 Mental Health Services  
Mobile Crisis

Date(s) of Review:  
10/03/2023 – 10/04/2023

Fidelity Review Score:  
28 / 50

Region 4  
 Fidelity Review Completed  
09/28/2023



# Region 6

Life Help  
Mobile Crisis

Date(s) of Review:  
04/16/2024 – 04/17/2024

Fidelity Review Score:  
31.5 / 50

Region 6

Fidelity Review Completed  
11/21/2023

# Region 7

Community Counseling Services  
Mobile Crisis

Date(s) of Review:  
11/14/2023 – 11/15/2023

Fidelity Review Score:  
30.5 / 50

Region 7

Fidelity Review Completed  
11/02/2023

# Region 8

Region 8 Mental Health Services  
Mobile Crisis

Date(s) of Review:  
01/25/2024 – 01/26/2024

Fidelity Review Score:  
34 / 50

Region 8  
 Fidelity Review Completed  
01/18/2024

# Region 9

Hinds Behavioral Health Services  
Mobile Crisis

Date(s) of Review:  
01/22/2024 – 01/23/2024

Fidelity Review Score:  
42.5 / 50

Region 9

Fidelity Review Completed  
01/18/2024

# Region 10

Weems Community Mental Health Center  
Mobile Crisis

Date(s) of Review:  
02/06/2024 – 02/08/2024

Fidelity Review Score:  
34 / 50

Region 10  
 Fidelity Review Completed  
02/01/2024

# Region 12

Pine Belt Mental Healthcare Resources  
Mobile Crisis

Date(s) of Review:  
02/19/2024 – 02/21/2024

Fidelity Review Score:  
39 / 50

Region 12  
 Fidelity Review Completed  
02/15/2024

# Region 14

Singing River Services  
Mobile Crisis

Date(s) of Review:  
04/09/2024 – 04/11/2024

Fidelity Review Score:  
33.5 / 50

Region 14  
 Fidelity Review Completed  
04/04/2024

# Region 15

River Ridge Behavioral Health  
Mobile Crisis

Date(s) of Review:  
01/08/2024 – 01/11/2024

Fidelity Review Score:  
36 / 50

Region 15  
 Fidelity Review Completed  
01/04/2024



✓ FY 2024  
Audit &  
Fidelity  
Report  
Addendum

- Adult Crisis Stabilization Units (CSUs) –  
DMH Certification Status

Audit & Fidelity Report

# Addendum

# Addendum - CSU

## DMH CERTIFICATION STATUS - FY 2024

CMHC Adult CSUs	Date of DMH Certification On-site Review/Self-Assessment	Status
Region 2 - Communicare CSU	9/2023 On-site Review	Current
Region 3 - Tupelo CSU	9/2023 On-site Review 5/2024 Additional Bed On-site Review	Current
Region 4 - Corinth CSU	5/2023 - On-site Review	Current
Region 6 - Capps CSU	9/2024 - On-site Review	Current
Region 6 - Grenada CSU	9/2024 - On-site Review	Current
Region 7 - West Point CSU	10/2023 - On-site Review	Current
Region 8 - Brookhaven CSU	10/2024 - On-site Review	Current
Region 8 - Brandon CSU	2/2024 - Initial Certification Review	Current
Region 9 - Jackson CSU	2/2024 On-site Review 4/2024 Self-Assessment Review	Current
Region 10 - Newton CSU	4/2024 - On-site Review	Current
Region 12 - Gulfport CSU	2/2024 - On-site Review	Current
Region 12 - Westway BHC	2/2024 - On-site Review	Current
Region 14 - Gautier CSU	5/2024 - New Location Initial Review 12/2024 - Scheduled On-site Review	Current
Region 15 - CSU	9/2024 - On-site Review	Current

*\*Status reflects as of last review/assessment to 10/2024 report publication.*