

# Oregon ACT Programs: Summary Statistics

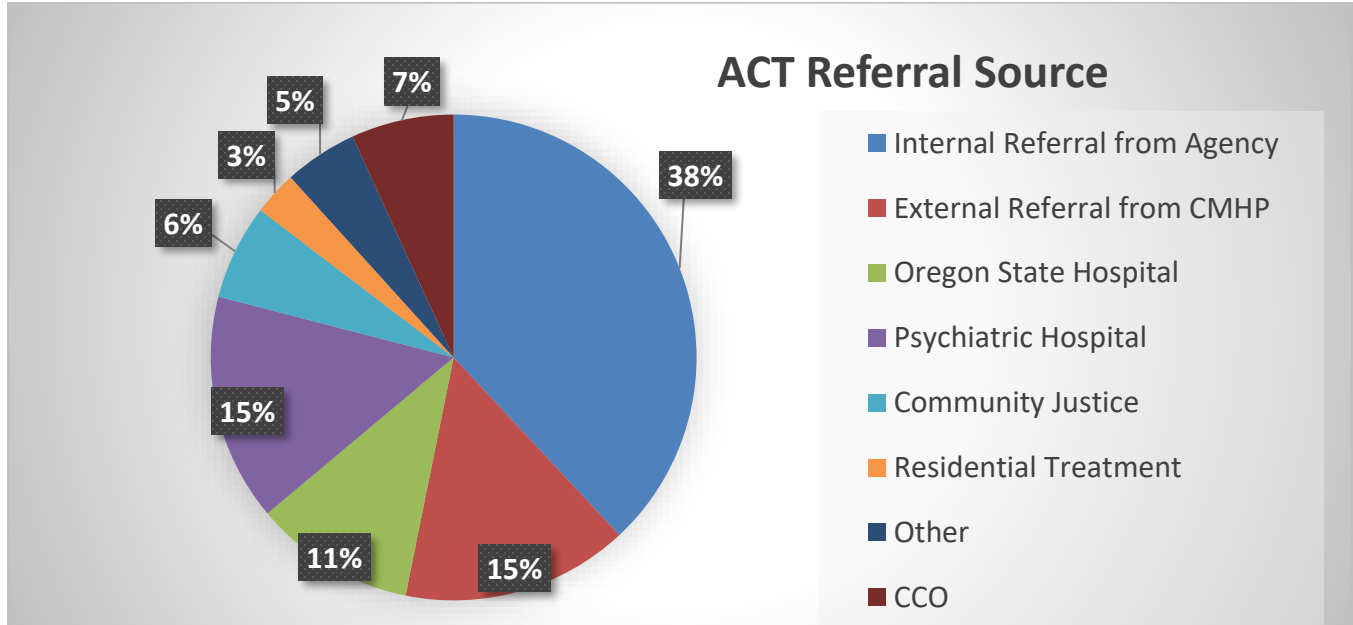
## Quarter 3 2021

Presented at the OCEACT Advisory Committee Meeting 1/13/2022

### Referrals to ACT

- In Quarter 3 2021, the total number of referrals to ACT programs statewide was 140. An additional 65 individuals had been referred to ACT in prior quarters, 52 of which the ACT determination was decided in Quarter 3 and 13 of which are still pending for a total of 205 referrals under consideration in Quarter 3.
  - The median age of individuals referred was 36.8
  - The majority were male (62%), 36% female, 1% trans, and 1% other.
- Figure 1 provides a summary of referral sources for ACT programs. The majority of referrals to ACT were from other departments within the same community mental health agency (Internal Referrals from Agency, 38%). The second largest referral source to ACT programs were external referrals from other external Community Mental Health Providers (CMHPs; 15%). Eleven percent of ACT referrals were from the Oregon State Hospital and 15% were from community-based psychiatric hospitals. Seven percent were referrals from CCOs. The remaining 14% (combined) came from community organizations, community justice, residential treatment and others including medical providers, and family members.

**Figure 1 ACT Referral Sources Q3 2021**



- Overall, the average number of days from ACT referral to date of determination was 35; the median length of time from referral to determination was 18 days, the minimum was 0 and the maximum was 688. 26% of referrals were determined in 7 days or less.
- **ACT Admissions:** Of the total 205 referrals, 40% were accepted into ACT programs, 36% were denied and 24% were still pending at the end of the quarter. Table 2 provides admission rates by ACT program and Table 3 provides reasons why referrals were not admitted to ACT programs.

**Table 2 ACT Admission Rates by Agency**

ACT AGENCY	Number of Referrals	Enrolled In ACT	% Enrolled in ACT	Not Enrolled	% Not Enrolled	Pending	% Pending
Benton County Behavioral Health	6	2	33%	1	17%	3	50%
Cascadia Clackamas	9	3	33%	3	33%	3	33%
Cascadia FACT	7	3	43%	2	29%	2	29%
Center for Human Development	4	2	50%	2	50%	0	0%
Central City Concern	23	12	52%	6	26%	5	22%
Clatsop Behavioral Healthcare	0	0	0%	0	0%	0	0%
Columbia Community Mental Health	3	1	33%	1	33%	1	33%
Community Counseling Solutions	0	0	0%	0	0%	0	0%
Compass/ADAPT	19	3	16%	10	53%	6	32%
Coos County Mental Health	13	11	85%	1	8%	1	8%
Deschutes County Mental Health	1	1	0%	0	0%	0	0%
Jackson County Mental Health	9	4	44%	4	44%	1	11%
Klamath Basin Behavioral Health	8	4	50%	0	0%	4	50%
Laurel Hill Center	20	2	10%	16	80%	2	10%
Lifeways	14	9	64%	2	14%	3	21%
LifeWorks Northwest	5	0	0%	4	80%	1	20%
Linn County Mental Health	7	4	57%	1	14%	2	29%
Marion County Mental Health	3	3	100%	0	0%	0	0%
Mid-Columbia Center for Living	1	0	0%	0	0%	1	100%
NARA Northwest	4	1	25%	3	75%	0	0%
New Directions	1	1	0%	0	0%	0	0%

Options for Southern Oregon	3	2	67%	0	0%	1	33%
Outside In	2	1	50%	1	50%	0	0%
Polk County Mental Health	22	9	41%	7	32%	6	27%
South Lane Mental Health	0	0	0%	0	0%	0	0%
Symmetry Care	1	1	0%	0	0%	0	0%
Telecare Corporation	12	2	17%	5	42%	5	42%
Tillamook Family Counseling Center	2	1	0%	1	0%	0	0%
Wallowa Valley Center for Wellness	0	0	0%	0	0%	0	0%
Yamhill County Mental Health	6	1	17%	3	50%	2	33%
<b>TOTAL</b>	<b>205</b>	<b>83</b>	40%	<b>73</b>	36%	<b>49</b>	24%

**Table 3: Reasons an Individual Was Not Accepted to ACT (n=73)**

	Number	%
Client or guardian declined services	21	29%
Referral cancelled or withdrawn	8	11%
Doesn't meet functional impairment criteria	4	5%
Dangerous behavior	5	7%
Can't locate	1	1%
Doesn't meet diagnostic criteria	9	12%
Accepted into another program	8	11%
Insurance issues		0%
Client moved out of geographic location	2	3%
Waitlist or ACT Team Full	5	7%
Other	10	14%
	73	100%

**Aid and Assist Referrals:** Of the referrals made to ACT, 22 (11%) were on Aid and Assist. Of those on Aid and Assist, 6 were enrolled into ACT, 12 were not enrolled and 4 were still pending at the end of Q3 2021.

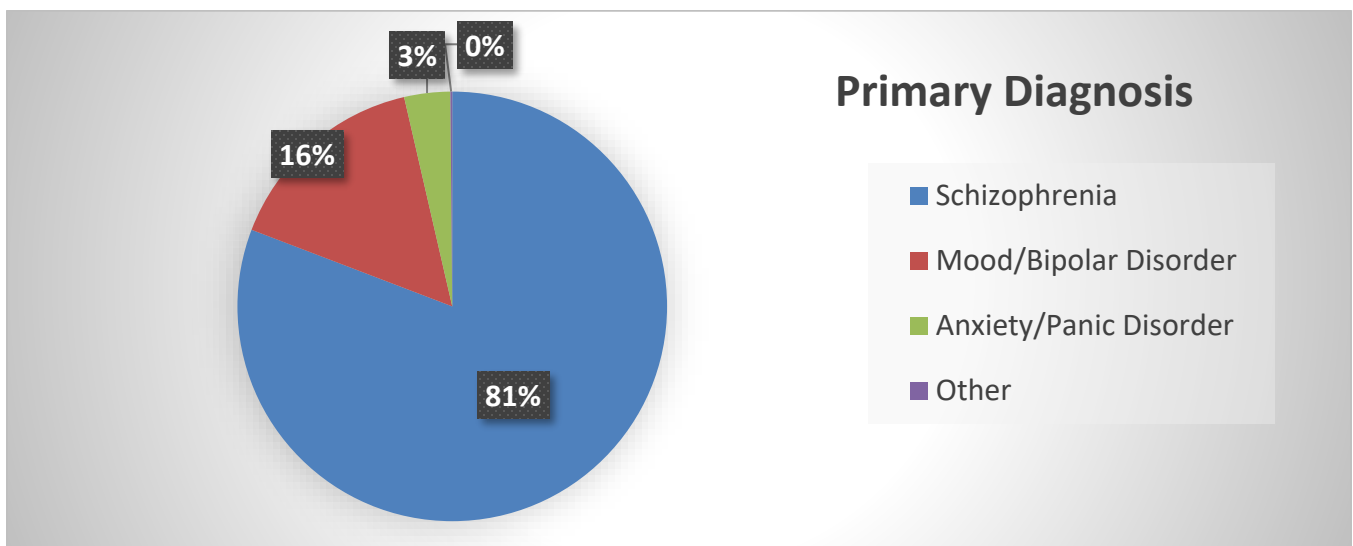
**Table 4: Reasons Individuals on Aid and Assist Were Not Enrolled in ACT (N=12)**

	Number	%
Client declines ACT services	5	42%
Dangerous behaviors which cannot be managed in community setting	2	17%
Unable to locate	1	8%
Doesn't meet diagnostic criteria for primary diagnosis of severe and persistent mental illness	1	8%
Moved out of service area	1	8%
Other	2	17%
	12	100%

**Who was served by ACT?**

- Total number of ACT participants served in Quarter 3 2021 was 1417.
- All but two ACT participant met the ACT eligibility criteria related to diagnosis of serious and persistent mental illness (schizophrenia, bipolar disorder, and other diagnoses with psychotic features). Two participants had substance use disorders.

**Figure 2: Primary Diagnosis**



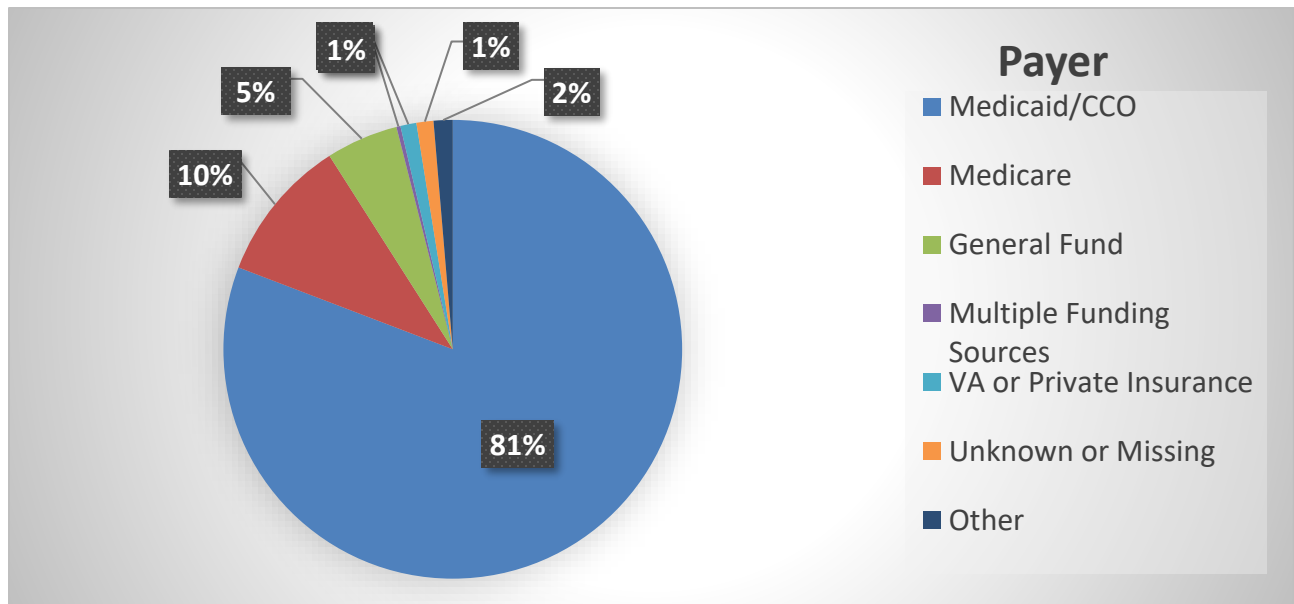
- 59% of ACT participants have a co-occurring substance use diagnosis.
- 2.5% are US Veterans.
- Legal status upon entry into ACT: Most ACT participants are not court involved (76%). Table 5 provides information for individuals involved with the courts. Eight percent were on parole and probation; Five present were on trial visit; Four percent of ACT participants are involved with Mental Health Court or Jail

Diversion programs, two percent were involved with Aid and Assist and two percent were on PSRB. A small number of individuals were still incarcerated at the time of enrollment in ACT.

Table 5: Court Involvement at Time of Referral	Number	%
None	1080	76%
Parole or Probation	117	8%
Jail Diversion or MH Court	59	4%
Psychiatric Security Review Board (PSRB)	21	1%
Civil Commitment or Trial Visit	74	5%
Aid and Assist	35	2%
Other	14	1%
Missing/Unknown	13	1%
Incarcerated	4	0%
	1417	100%

- The majority of ACT participants were funded by Medicaid (81%); Followed by Medicare (10%) and General Fund 5%. One percent of individuals had multiple payer sources (usually Medicare supplemented by other funding sources) or VA or private insurance. One percent of ACT participant’s payer data was missing data or reported as unknown. One percent of ACT participants were funded from ‘other’ sources.

**Figure 3: Primary Insurance or Payer Type**



## Demographics of ACT Participants

- The median age of ACT participants was 43.4
- Gender: 38% female; 60% male; 0.5% transfemale; 0.1% transmale; 0.9% other identified
- Racial and Ethnic breakdown: The majority of ACT participants are Caucasian (76%). Black clients represent 8% of ACT participants served; American Indians (4%) Asians (2%); and Hispanics (6%).

Table 6	Frequency	Percent
American Indian or Alaskan Native	63	4%
Arab	3	0%
Asian	31	2%
Black or African American	107	8%
Caucasian or White	1077	76%
Hispanic or Latino	79	6%
Pacific Islander or Native Hawaiian	15	1%
Other/Missing	42	3%
Total	1417	100%

- Marital Status: Single 76%; Separated or Divorced 18%; Married or Partnered 4%; Widowed 2%.
- Education level upon entry into ACT: Most ACT participants graduated from high school (47%). An additional 21% has achieved at least some college up to an advanced degree of Associates degree to Doctorate degree. See Table 7 for highest level of education upon entry into ACT.

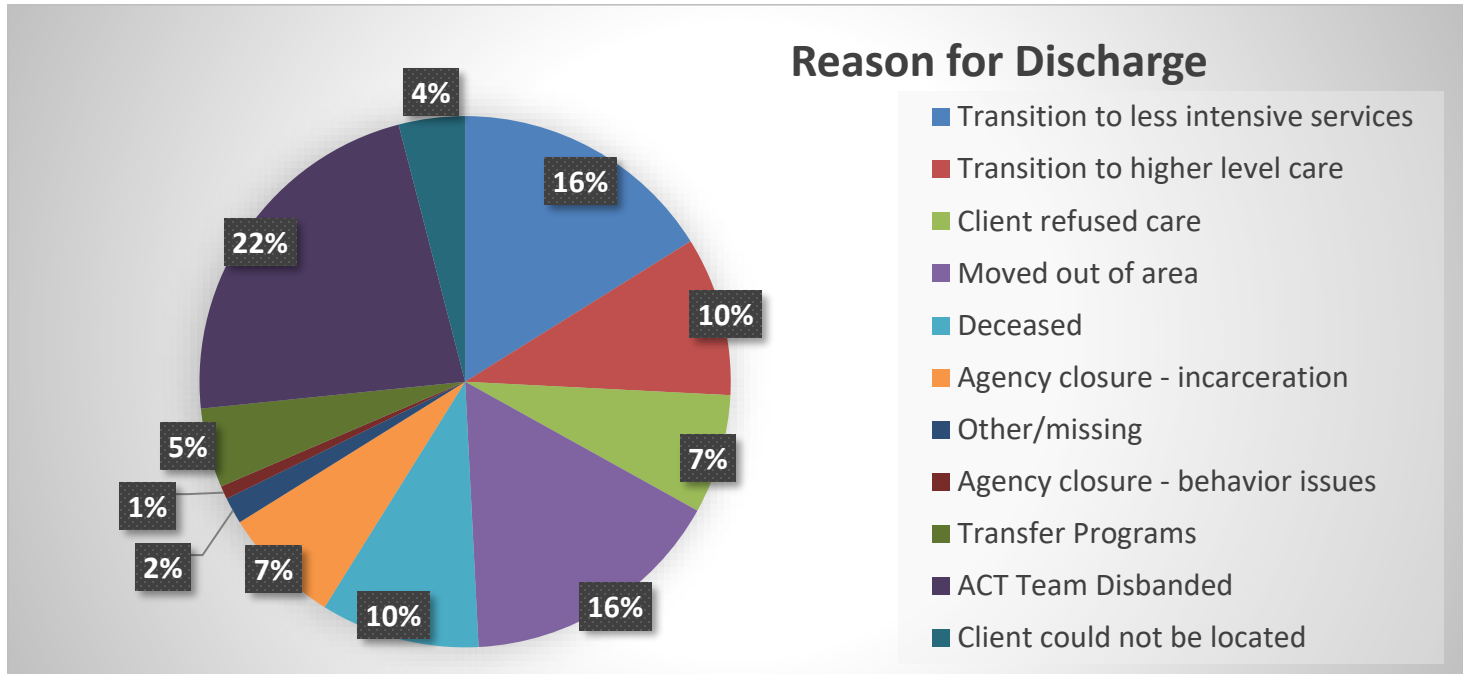
Table 7	Frequency	Percent
No formal education	21	1%
Grades 1-11	351	25%
High school completion	660	47%
Some college	219	15%
Associates degree	34	2%
Bachelor's degree	39	3%
Masters or doctorate	9	1%
Missing or Unknown	84	6%
Total	1417	100%

- Employment upon entry to ACT: 79% Unemployed; 5% working full or part-time; 1% retired; 0.2% students; 16% status unknown or other.

**Table 8: Q3 ACT Utilization**

ACT Program	Individuals Served	Individuals Discharged
Benton County Behavioral Health	74	6
Cascadia Clackamas	32	6
Cascadia FACT	47	3
Center for Human Development	17	3
Central City Concern Core 1	100	5
Central City Concern Core 2	70	1
Clatsop Behavioral Healthcare	20	0
Columbia Community Mental Health	39	3
Community Counseling Solutions	6	0
Compass/ADAPT	49	5
Coos Health and Wellness	33	5
Deschutes County Mental Health	49	5
Jackson County Mental Health	46	6
Klamath Basin Behavioral Health	56	6
Laurel Hill Center	74	11
Lifeways Malheur	15	4
Lifeways Umatilla	33	33
LifeWorks NW	53	3
Linn County Mental Health	45	0
Marion County Mental Health	86	0
Mid-Columbia Center for Living	15	0
NARA Totem ACT	34	4
New Directions	10	1
Options for Southern Oregon - Josephine Co	43	2
Options for Southern Oregon - Jackson Co	32	3
Outside In	45	1
Polk County Mental Health	40	3
South Lane Mental Health	35	0
Symmetry Care	20	2
Telecare Corporation	117	2
Tillamook Family Counseling Center	11	0
Wallowa Valley Center for Wellness	23	0
Yamhill County Mental Health Team 1	32	1
Yamhill County Mental Health CSA Team	16	0
Total	1417	124

**Figure 4: ACT discharge reasons and transition to less intensive services (n=124)**



The major reasons ACT individuals were discharged from the ACT program included transitioning to less intensive services, moving out of the service area, and an ACT Team Disbanding. As of the end of Quarter 3 2021, Lifeways Umatilla disbanded their ACT team temporarily as they rebuild their team and transition their service contract to Community Counseling Solutions.

Additionally, 10% transitioned to higher levels of care and 10% were deceased. A small percentage of closures were due to ACT programs not being able to locate participants, participants were incarcerated, refused care, had behavior issues, or they were transferred to other programs.

**ACT Outcomes: Quarter 3 2021**

**Table 9: Living Arrangements**

	Number	Percent
Apartment or Home	711	50%
Homeless, Transitional, Shelter	230	16%
Foster, Room & Board, Oxford	170	12%
Supported or Supportive Housing	124	9%
Residential Facility	88	6%
Institution or Hospital	44	3%
Prison or Jail	36	3%
Other	9	1%
Assisted Living Facility	4	0%
Respite	1	0%
Total	1417	100%



**Table 10: Homelessness:** 302 (21%) of ACT participants experienced homelessness in Quarter 3 2021.

	Number	Percent
0 Days	1115	79%
1-15 Days	37	3%
16-30 Days	16	1%
31-45 Days	10	1%
45 or more Days	239	17%
Total	1417	100%

**Table 11: Homelessness by ACT program: Q3**

ACT Program	Individuals Served	Homeless	% Homeless
Benton County Behavioral Health	74	12	16%
Cascadia Clackamas	32	5	16%
Cascadia FACT	47	29	62%
Center for Human Development	17	1	6%
Central City Concern Core 1	100	14	14%
Central City Concern Core 2	70	14	20%
Clatsop Behavioral Healthcare	20	5	25%
Columbia Community Mental Health	39	5	13%
Community Counseling Solutions	6	0	0%
Compass/ADAPT	49	11	22%
Coos Health and Wellness	33	7	21%
Deschutes County Mental Health	49	8	16%
Jackson County Mental Health	46	19	41%
Klamath Basin Behavioral Health	56	5	9%
Laurel Hill Center	74	14	19%
Lifeways Malheur	15	3	20%
Lifeways Umatilla	33	7	21%
LifeWorks NW	53	15	28%
Linn County Mental Health	45	8	18%
Marion County Mental Health	86	28	33%
Mid-Columbia Center for Living	15	6	40%
NARA Totem ACT	34	8	24%
New Directions	10	1	10%
Options for Southern Oregon Josephine County	43	5	12%
Options for Southern Oregon Jackson County	32	3	9%
Outside In	45	14	31%
Polk County Mental Health	40	12	30%
South Lane Mental Health	35	4	11%

Symmetry Care	20	2	10%
Telecare Corporation	117	26	22%
Tillamook Family Counseling Center	11	1	9%
Wallowa Valley Center for Wellness	23	0	0%
Yamhill County Mental Health Team 1	32	7	22%
Yamhill County Mental Health CSA Team	16	3	19%
Total	1417	302	21%

### Emergency Room Utilization

- Psychiatric Emergency Room Use: 190 ACT participants (13%) had at least one psychiatric emergency room visit.
- Medical Emergency Room Use: 291 ACT participants (21%) had at least one medical ER visit.
- ER Use Combined: 398 (28%) of ACT participants used the ER for either psychiatric, medical or both.

**Re-hospitalization:** In Quarter 3, 132 (9%) of 1417 ACT participants had at least one hospitalization. These 132 individuals had a total of 177 hospitalizations. The breakdown of the types of hospitalization are listed below.

Among those total 177 hospitalizations:

- 110 (62%) were at a psychiatric unit in a hospital;
- 30 (17%) were at a subacute facility;
- 15 (9%) were at the Oregon State Hospital;
- 7 (4%) went to Residential Treatment;
- 15 (9%) other.

**Table 12: Hospitalization and Psychiatric ER visits by ACT program: Q3**

ACT Program	Individuals Served	Psych Inpatient	Percent Psych Inpatient	ER Use for Psych Reasons	Percent ER Use
Benton County Behavioral Health	74	9	12%	10	14%
Cascadia Clackamas	32	6	19%	7	22%
Cascadia FACT	47	2	4%	8	17%
Center for Human Development	17	0	0%	1	6%
Central City Concern Core 1	100	11	11%	13	13%
Central City Concern Core 2	70	5	7%	12	17%
Clatsop Behavioral Healthcare	20	3	15%	1	5%
Columbia Community Mental Health	39	4	10%	3	8%
Community Counseling Solutions	6	0	0%	0	0%
Compass/ADAPT	49	6	12%	6	12%
Coos Health and Wellness	33	0	0%	11	33%
Deschutes County Mental Health	49	5	10%	3	6%
Jackson County Mental Health	46	10	22%	8	17%
Klamath Basin Behavioral Health	56	12	21%	8	14%
Laurel Hill Center	74	3	4%	7	9%
Lifeways Malheur	15	1	7%	2	13%
Lifeways Umatilla	33	3	9%	4	12%
LifeWorks NW	53	4	8%	10	19%
Linn County Mental Health	45	3	7%	9	20%
Marion County Mental Health	86	9	10%	13	15%
Mid-Columbia Center for Living	15	0	0%	1	7%
NARA Totem ACT	34	4	12%	5	15%
New Directions Behavioral Health and Wellness	10	0	0%	1	10%
Options for Southern Oregon Josephine County	43	1	2%	2	5%
Options for Southern Oregon Jackson County	32	2	6%	2	6%
Outside In	45	3	7%	8	18%
Polk County Mental Health	40	3	8%	8	20%
South Lane Mental Health	35	1	3%	1	3%
Symmetry Care	20	1	5%	0	0%
Telecare Corporation	117	14	12%	18	15%
Tillamook Family Counseling Center	11	0	0%	0	0%
Wallowa Valley Center for Wellness	23	1	4%	1	4%
Yamhill County Mental Health Team 1	32	4	13%	2	6%
Yamhill County Mental Health CSA Team	16	2	13%	5	31%
Total	1417	132	9%	190	13%

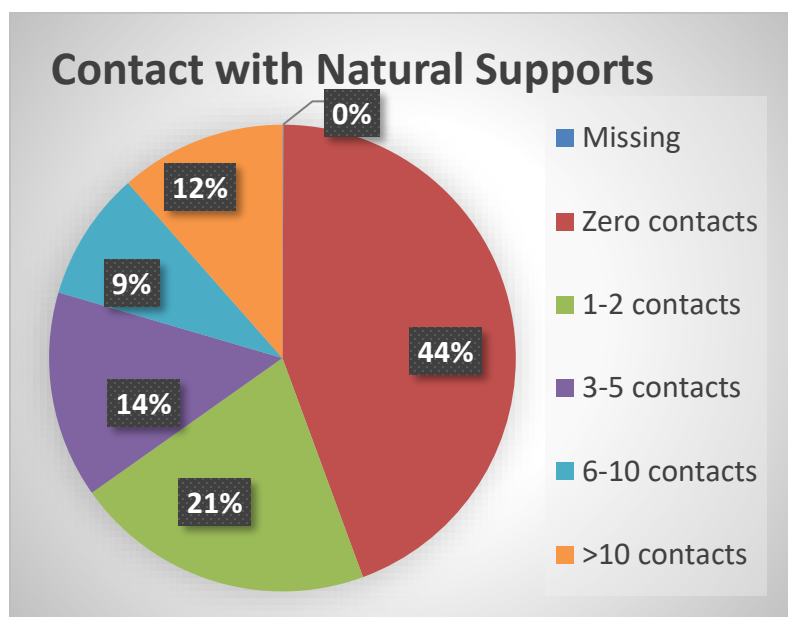
**Arrests:** The majority of ACT participants had zero arrests (1333, 94%). 72 individuals (5%) had 1-2 arrests; 9 had 3 or more arrests (1%).

**Nights in Jails:** 101 (7%) of ACT participants spent at least one night in jail.

**Work with Natural Supports:** ACT teams who work closely with natural supports of ACT participants have the best outcomes. ACT participants who transition out of ACT with strong natural supports have the greatest success post transition to less intensive services. Examples of how ACT teams work with informal supports include: 1) Establishing an ongoing process for regular communication with family members for coordination of care; 2) Assisting family members in providing practical supports such as shopping, money management, and medication and assisting ACT clients to become more self-sufficient in these areas; 3) providing psychoeducation to families so that they have greater understanding about the client’s mental illness; 4) helping restore healthy relationships with family members when possible; 5) helping ACT participants develop new primary social relationships and supports so that they are not primarily reliant on the mental health service delivery system; 6) supporting clients to fulfill parenting responsibilities and help coordinate care for children.

The average number of contacts with natural supports was 3.8 for Quarter 3 2021 which averages to 1.3 contact a month per ACT participant.

**Figure 5: Contact with Natural Supports**



Missing	1	0%
Zero contacts	628	44%
1-2 contacts	295	21%
3-5 contacts	203	14%
6-10 contacts	127	9%
>10 contacts	163	12%
<b>Total</b>	<b>1417</b>	<b>100%</b>

**Table 13: Alcohol and Drug Use**

	Number	Percent
None	533	38%
Once or twice	77	5%
At least once a month	104	7%
At least once a week	202	14%
Daily or almost daily	192	14%
Multiple times a day	117	8%
Unknown	192	14%
Total	1417	100%

**Alcohol or Drug use:** 22% of ACT participants used drugs daily or multiple times a day.

**Taking Medications:** Most ACT participants who are prescribed medications and take them (1090, 77%), compared to 17% who are prescribed medications and do not take them. An additional 93 (7%) ACT participants are not prescribed medications.

**Table 14: Likes and Takes medication cross-tabulation**

	Takes Medications	
	Yes	No
Likes Medications		
Yes	701	54
No	389	180
	1090	234

**Table 15: Enrollment in Supported Employment and Competitive Employment Outcomes**

ACT Program	Individuals Served	Number enrolled in SE	Percent in SE of Total	Number competitively employed	Percent employed of SE
Benton County Behavioral Health	74	22	30%	7	32%
Cascadia Clackamas	32	9	28%	2	22%
Cascadia FACT	47	8	17%	0	0%
Center for Human Development	17	0	0%	0	0%
Central City Concern Core 1	100	10	10%	1	10%
Central City Concern Core 2	70	9	13%	1	11%
Clatsop Behavioral Healthcare	20	3	15%	2	67%
Columbia Community Mental Health	39	10	26%	0	0%
Community Counseling Solutions	6	1	17%	1	100%
Compass/ADAPT	49	8	16%	1	13%
Coos Health and Wellness	33	7	21%	4	57%
Deschutes County Mental Health	49	14	29%	9	64%
Jackson County Mental Health	46	6	13%	3	50%
Klamath Basin Behavioral Health	56	14	25%	1	7%
Laurel Hill Center	74	13	18%	4	31%
Lifeways Malheur	15	7	47%	3	43%
Lifeways Umatilla	33	1	3%	0	0%
LifeWorks NW	53	12	23%	3	25%
Linn County Mental Health	45	18	40%	2	11%
Marion County Mental Health	86	26	30%	8	31%
Mid-Columbia Center for Living	15	2	13%	1	50%
NARA Totem ACT	34	4	12%	0	0%
New Directions	10	3	30%	3	100%
Options for Southern Oregon Josephine Co	43	12	28%	6	50%
Options for Southern Oregon Jackson Co	32	9	28%	6	67%
Outside In	45	25	56%	18	72%
Polk County Mental Health	40	14	35%	9	64%
South Lane Mental Health	35	5	14%	1	20%
Symmetry Care	20	2	10%	2	100%
Telecare Corporation	117	31	26%	6	19%
Tillamook Family Counseling Center	11	4	36%	0	0%
Wallowa Valley Center for Wellness	23	10	43%	4	40%
Yamhill County Mental Health Team 1	32	4	13%	4	100%
Yamhill County Mental Health CSA Team	16	3	19%	2	67%
Total	1417	326	23%	114	35%

In Table 15 the cells highlighted in blue indicate the ACT programs that have achieved 40% or more ACT participants enrolled in SE or hired in competitive employment.

Currently, 23% of all ACT participants are enrolled in supported employment. Typically, ACT programs can expect that 40% of ACT participants to want to work and this is the target number set as the benchmark to be enrolled in Supported Employment services. Of those enrolled in Supported Employment, the expectation is also that 40% of those enrolled in SE are competitively employed. Currently, ACT programs statewide have a 35% employment rate among those enrolled in SE.

Enrolled in School: 28 ACT participants (2%) are enrolled in a degree-seeking program such as GED, community college, four-year degree or vocational training.

### **Quarter 3 2021 Summary**

- Overall the re-hospitalization rate was 9%.
- ER utilization for ACT participants was 13%.
- 6% of ACT participants had one or more arrests and 7% spent at least one night in jail.
- SE enrollment was 23% of ACT participants of those enrolled in SE, 35% worked in competitive jobs.
- Rate of homelessness was moderate at 21%.
- Alcohol or Drug use: 22% of ACT participants used drugs daily or multiple times a day.
- Medication adherence: 77% of ACT participants who were prescribed psychiatric medications were taking them.

All data used in this report were submitted by ACT programs to the Oregon Health Authority through the Oregon ACT Database, a web-based portal for ACT programs to report quarterly ACT referral, enrollment and outcome data. Data analysis and reporting was conducted by the Oregon Center of Excellence for Assertive Community Treatment (OCEACT) for dissemination at the OCEACT advisory committee. Ongoing quarterly data reporting will be provided by OCEACT and annual trend analysis will be conducted to demonstrate ACT successes and areas where quality improvement is needed. Hopefully these data will be used to inform future policies and system changes needed to improve the mental health service delivery system and quality of lives for individuals living with severe and persistent mental illness.

## Oregon ACT Outcome Comparison Quarter 4 2020 and Quarter 1, 2, 3 2021

