

# Oregon ACT Programs: Summary Statistics

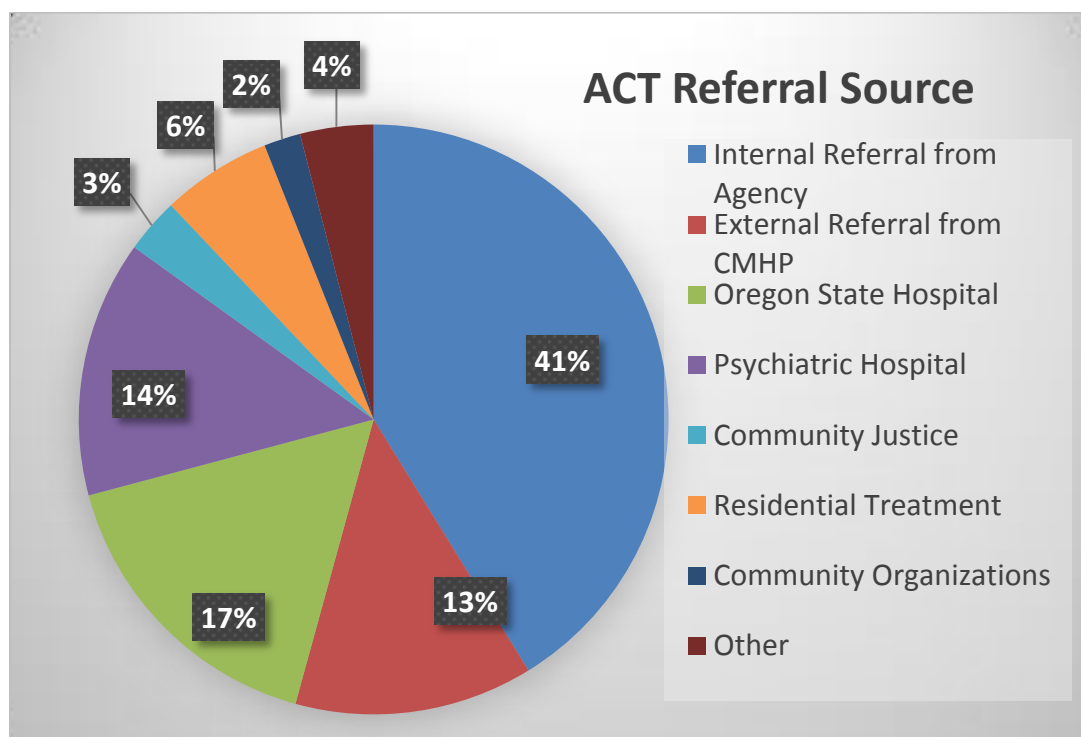
## Quarter 4 2019

Presented at the OCEACT Advisory Committee Meeting 4/9/2020

### Referrals to ACT

- In Quarter 4 2019, the total number of referrals to ACT programs statewide was 150. An additional 49 individuals had been referred to ACT in prior quarters, 37 of which the ACT determination was decided in Quarter 4 and 12 of which are still pending for a total of 199 referrals under consideration in Quarter 4. There were 4 ACT teams that had no referrals in Q4.
  - The median age of individuals referred was 38.8
  - The majority were male (57%), 42% female, 0.5% trans, and 0.5% 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, 41%). The second largest referral source to ACT programs was from the Oregon State Hospital (17%). Thirteen percent of ACT referrals were external referrals from other external Community Mental Health Providers (CMHPs) and 14% were from the community based psychiatric hospitals. The remaining 15% (combined) came from community organizations, community justice, and others including medical providers, family members, the participants themselves, and CCO's.

**Figure 1 ACT Referral Sources Q4 2019**



- Overall, the average number of days from ACT referral to date of determination was 36; the median length of time from referral to determination was 20 days, the minimum was 0 and the maximum was 380. 31% of referrals were determined in 7 days or less.
- **ACT Admissions:** Of the total 199 referrals, 31% were accepted into ACT programs, 48% were denied and 21% 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	5	1	20%	4	80%	0	0%
Cascadia Clackamas	7	2	29%	5	71%	0	0%
Cascadia FACT	4	0	0%	2	50%	2	50%
Center for Human Development	0	0	0%	0	0%	0	0%
Central City Concern	13	2	15%	7	54%	4	31%
Clatsop Behavioral Healthcare	8	2	25%	3	38%	3	38%
Columbia Community Mental Health	10	3	30%	4	40%	3	30%
Community Counseling Solutions	0	0	0%	0	0%	0	0%
Compass/ADAPT	4	0	0%	3	75%	1	25%
Coos County Mental Health	4	1	25%	0	0%	3	75%
Deschutes County Mental Health	2	2	100%	0	0%	0	0%
Jackson County Mental Health	14	2	14%	3	21%	9	64%
Klamath Basin Behavioral Health	11	4	36%	5	45%	2	18%
Laurel Hill Center	17	4	24%	13	76%	0	0%
Lifeways	10	5	50%	5	50%	0	0%

LifeWorks Northwest	6	2	33%	2	33%	2	33%
Linn County Mental Health	4	1	25%	1	25%	2	50%
Marion County Mental Health	10	4	40%	6	60%	0	0%
Mid-Columbia Center for Living	2	2	100%	0	0%	0	0%
NARA Northwest	18	3	17%	12	67%	3	17%
New Directions	3	0	0%	3	100%	0	0%
Options for Southern Oregon	8	2	25%	4	50%	2	25%
Outside In	5	4	80%	0	0%	1	20%
Polk County Mental Health	6	2	33%	1	17%	3	50%
South Lane Mental Health	0	0	0%	0	0%	0	0%
Symmetry Care	4	2	50%	2	50%	0	0%
Telecare Corporation	13	6	46%	7	54%	0	0%
Tillamook Family Counseling Center	0	0	0%	0	0%	0	0%
Wallowa Valley Center for Wellness	7	4	57%	3	43%	0	0%
Yamhill County Mental Health	4	1	25%	1	25%	2	50%
<b>TOTAL</b>	<b>199</b>	<b>61</b>	<b>31%</b>	<b>96</b>	<b>48%</b>	<b>42</b>	<b>21%</b>

**Table 3: Reasons an Individual Was Not Accepted to ACT (n=96)**

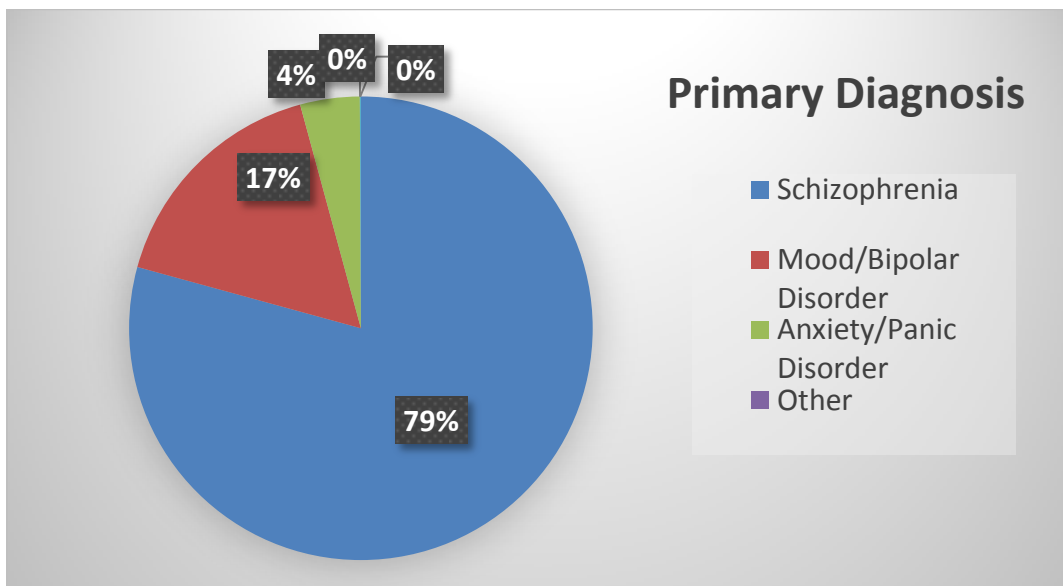
	Number	%
Client or guardian declined services	31	32%
Doesn't meet functional impairment	13	14%
Doesn't meet diagnostic criteria	7	7%
Referral cancelled or withdrawn	4	4%
Accepted into another program	4	4%
Client accepted to residential care	10	10%
ACT team doesn't have capacity	2	2%
Dangerous behavior	4	4%

Insurance issues	2	2%
Medical condition can't manage in community	1	1%
Can't locate	3	3%
Incomplete Referral	5	5%
Client needs higher level of care	2	2%
Client moved out of geographic location	2	2%
Other	6	6%
	96	100%

### Who was served by ACT?

- Total number of ACT participants served in Quarter 4 2019 was 1355.
- All but six ACT participants 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 at primary diagnosis and three people had personality disorders at their primary diagnosis. One participant was missing diagnosis information.

**Figure 2: Primary Diagnosis**

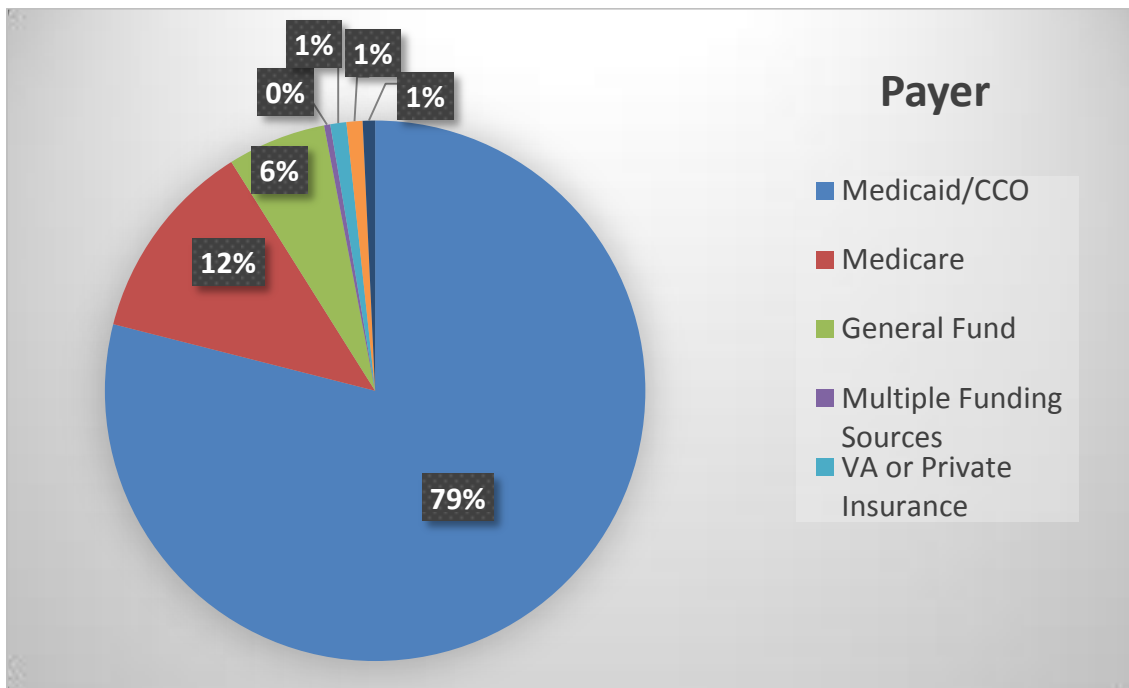


- 53% of ACT participants have a co-occurring substance use diagnosis.
- 2.4% are US Veterans.
- Legal status upon entry into ACT: Most ACT participants are not court involved (78%). Four percent of ACT participants are involved with Mental Health Court or Jail Diversion programs, 8% are on other forms of parole or probation and 2% were on PSRB.

<b>Table 4</b>	<b>Number</b>	<b>%</b>
None	1058	78%
Parole or Probation	111	8%
Jail Diversion or MH Court	54	4%
Psychiatric Security Review Board (PSRB)	22	2%
Civil Commitment or Trial Visit	61	5%
Aid and Assist	14	1%
Other	16	1%
Missing/Unknown	11	1%
Incarcerated	8	1%
	1355	100%

- The majority of ACT participants were funded by Medicaid (79%); Followed by Medicare (12%) and General Fund 6%. Less than 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 like a Mental Health Grant.

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



### **Demographics of ACT Participants**

- The median age of ACT participants was 44.4

- Gender: 40% female; 59% male; 0.4% transfemale; 0.1% transmale; 0.6% other identified
- Racial and Ethnic breakdown: The majority of ACT participants are Caucasian (77%). Black clients represent 6% of ACT participants served; American Indians (5%) Asians (3%); and Hispanics (5%).

<b>Table 5</b>	<b>Frequency</b>	<b>Percent</b>
American Indian or Alaskan Native	72	5%
Arab	2	0%
Asian	36	3%
Black or African American	87	6%
Caucasian or White	1048	77%
Hispanic or Latino	61	5%
Pacific Islander or Native Hawaiian	13	1%
Other/Missing	36	3%
Total	1355	100%

- Marital Status: Single 74%; Separated or Divorced 19%; Married or Partnered 4%; Widowed 3%.
- Education level upon entry into ACT: Most ACT participants graduated from high school (44%). An additional 23% has achieved at least some college up to an advanced degree of Associates degree to Doctorate degree. See Table 6 for highest level of education upon entry into ACT.

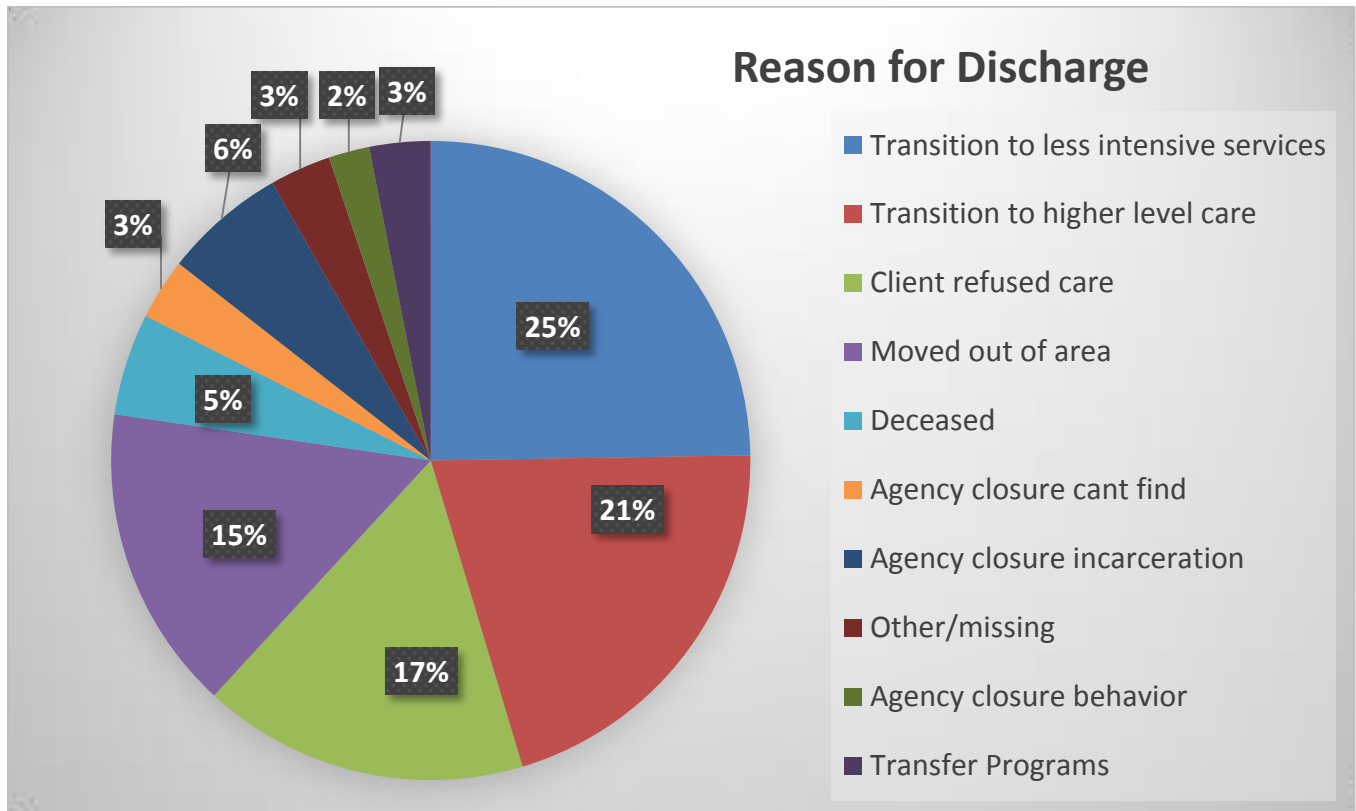
<b>Table 6</b>	<b>Frequency</b>	<b>Percent</b>
No formal education	22	2%
Grades 1-11	336	25%
High school completion	597	44%
Some college	232	17%
Associates degree	30	2%
Bachelor's degree	38	3%
Masters or doctorate	10	1%
Missing or Unknown	90	7%
Total	1355	100%

- Employment upon entry to ACT: 78% Unemployed; 5% working full or part-time; 1% retired; 0.4% students; 15.6% status unknown or other.

**Table 7: Q4 ACT Utilization**

ACT Program	Individuals Served	Individuals Discharged
Benton County Behavioral Health	68	1
Cascadia Clackamas	33	2
Cascadia FACT	44	6
Center for Human Development	14	2
Central City Concern Core 1	101	0
Central City Concern Core 2	60	0
Clatsop Behavioral Healthcare	23	6
Columbia Community Mental Health	42	2
Community Counseling Solutions	8	2
Compass/ADAPT	41	0
Coos County Mental Health	13	3
Deschutes County Mental Health	49	1
Jackson County Mental Health	47	5
Klamath Basin Behavioral Health	44	3
Laurel Hill Center_ Original	68	8
Laurel Hill Center_ Expansion	29	4
Lifeways Mahleur	10	0
Lifeways Umatilla	20	3
LifeWorks NW	40	2
Linn County Mental Health	42	6
Marion County Mental Health	80	4
Mid-Columbia Center for Living	18	1
NARA Totem ACT	40	7
New Directions	10	3
Options for Southern Oregon - Josephine Co	50	4
Options for Southern Oregon - Jackson Co	25	1
Outside In	44	0
Polk County Mental Health	23	2
South Lane Mental Health	42	0
Symmetry Care	22	3
Telecare Corporation	117	6
Tillamook Family Counseling Center	11	1
Wallowa Valley Center for Wellness	25	1
Yamhill County Mental Health Team 1	35	6
Yamhill County Mental Health CSA Team	17	2
<b>Total</b>	<b>1355</b>	<b>97</b>

**Figure 4: ACT discharge reasons and transition to less intensive services (n=97)**



The major reasons ACT individuals were discharged from the ACT program included transitioning to less intensive services, transitioning to higher levels of care, or individuals refused ACT care. However, 15% discharged due to moving out of the geographic area and 5% were deceased. A small percentage of closures were due to ACT programs not being able to locate participants, participants were incarcerated, or they were transferred to other programs.

**ACT Outcomes: Quarter 4 2019**

**Living Arrangements**

Table 8	Number	Percent
Apartment or Home	763	56%
Homeless, Transitional, Shelter	200	15%
Foster, Room & Board, Oxford	125	9%
Supported or Supportive Housing	119	9%
Residential Facility	64	5%



Institution or Hospital	43	3%
Prison or Jail	27	2%
Other	4	0%
Assisted Living Facility	9	1%
Respite	0	0%
Missing	1	0%
Total	1355	100%

**Homelessness:** 273 (20%) of ACT participants experienced homelessness in Quarter 4 2019.

<b>Table 9</b>	<b>Number</b>	<b>Percent</b>
0 Days	1082	80%
1-15 Days	15	1%
16-30 Days	18	1%
31-45 Days	15	1%
45 or more Days	225	17%
	1355	100%

**Table 10: Homelessness by ACT program: Q4**

<b>ACT Program</b>	<b>Individuals Served</b>	<b>Homeless</b>	<b>% Homeless</b>
Benton County Behavioral Health	68	8	12%
Cascadia Clackamas	33	9	27%
Cascadia FACT	44	33	75%
Center for Human Development	14	1	7%
Central City Concern Core 1	101	18	18%
Central City Concern Core 2	60	15	25%
Clatsop Behavioral Healthcare	23	8	35%
Columbia Community Mental Health	42	5	12%
Community Counseling Solutions	8	0	0%
Compass/ADAPT	41	9	22%
Coos County Mental Health	13	2	15%
Deschutes County Mental Health	49	3	6%
Jackson County Mental Health	47	16	34%
Klamath Basin Behavioral Health	44	4	9%
Laurel Hill Center_ Original	68	11	16%
Laurel Hill Center_ Expansion	29	7	24%
Lifeways Mahleur	10	0	0%
Lifeways Umatilla	20	2	10%

LifeWorks NW	40	9	23%
Linn County Mental Health	42	5	12%
Marion County Mental Health	80	20	25%
Mid-Columbia Center for Living	18	5	28%
NARA Totem ACT	40	7	18%
New Directions	10	0	0%
Options for Southern Oregon - Josephine Co	50	4	8%
Options for Southern Oregon - Jackson Co	25	8	32%
Outside In	44	15	34%
Polk County Mental Health	23	4	17%
South Lane Mental Health	42	5	12%
Symmetry Care	22	3	14%
Telecare Corporation	117	26	22%
Tillamook Family Counseling Center	11	1	9%
Wallowa Valley Center for Wellness	25	1	4%
Yamhill County Mental Health Team 1	35	6	17%
Yamhill County Mental Health CSA Team	17	3	18%
Total	1355	273	20%

## Emergency Room Utilization

\*may be a slightly off due to some missing certified data

- Psychiatric Emergency Room Use: 171 ACT participants (12.6%) had at least one psychiatric emergency room visit.
- Medical Emergency Room Use: 231 ACT participants (17%) had at least one medical ER visit.
- ER Use Combined: 340 (25%) of ACT participants used the ER for either psychiatric, medical or both.

**Re-hospitalization:** In Quarter 4, 143 (11%) of 1355 ACT participants had at least one hospitalization. These 143 individuals had a total of 174 hospitalizations. The breakdown of the types of hospitalization are listed below.

\*may be a slightly off due to some missing certified data

Among those total 174 hospitalizations:

- 103 (59%) were at a psychiatric unit in a hospital;
- 25 (14%) were at a subacute facility;
- 24 (14%) were at the Oregon State Hospital;
- 11 (6%) went to Residential Treatment;
- 11 (6%) other.

**Table 14: Hospitalization and Psychiatric ER visits by ACT program: Q4**

ACT Program	Individuals Served	Psych Inpatient	Percent Psych Inpatient	ER Use for Psych Reasons	Percent ER Use
Benton County Behavioral Health	68	14	21%	11	16%
Cascadia Clackamas	33	9	27%	13	39%
Cascadia FACT	44	3	7%	11	25%
Center for Human Development	14	0	0%	0	0%
Central City Concern Core 1	101				
Central City Concern Core 2	60	2	3%		
Clatsop Behavioral Healthcare	23	3	13%	3	13%
Columbia Community Mental Health	42	2	5%	2	5%
Community Counseling Solutions	8	0	0%	0	0%
Compass/ADAPT	41	6	15%	8	20%
Coos County Mental Health	13	2	15%	2	15%
Deschutes County Mental Health	49	7	14%	8	16%
Jackson County Mental Health	47	12	26%	7	15%
Klamath Basin Behavioral Health	44	7	16%	9	20%
Laurel Hill Center_ Original	68	6	9%	4	6%
Laurel Hill Center_ Expansion	29	5	17%	3	10%
Lifeways Mahleur	10	0	0%	0	0%
Lifeways Umatilla	20	4	20%	6	30%
LifeWorks NW	40	10	25%	11	28%
Linn County Mental Health	42	5	12%	1	2%
Marion County Mental Health	80	10	13%	16	20%
Mid-Columbia Center for Living	18	2	11%	1	6%
NARA Totem ACT	40	3	8%	4	10%
New Directions	10	0	0%	0	0%
Options for Southern Oregon - Josephine Co	50	2	4%	1	2%
Options for Southern Oregon - Jackson Co	25	2	8%	2	8%
Outside In	44	2	5%	5	11%
Polk County Mental Health	23	2	9%	5	22%
South Lane Mental Health	42	3	7%	4	10%
Symmetry Care	22	0	0%	0	0%
Telecare Corporation	117	12	10%	22	19%
Tillamook Family Counseling Center	11	0	0%	1	9%
Wallowa Valley Center for Wellness	25	1	4%	1	4%
Yamhill County Mental Health Team 1	35	4	11%	6	17%
Yamhill County Mental Health CSA Team	17	3	18%	4	24%
Total	1355	143	11%	171	13%

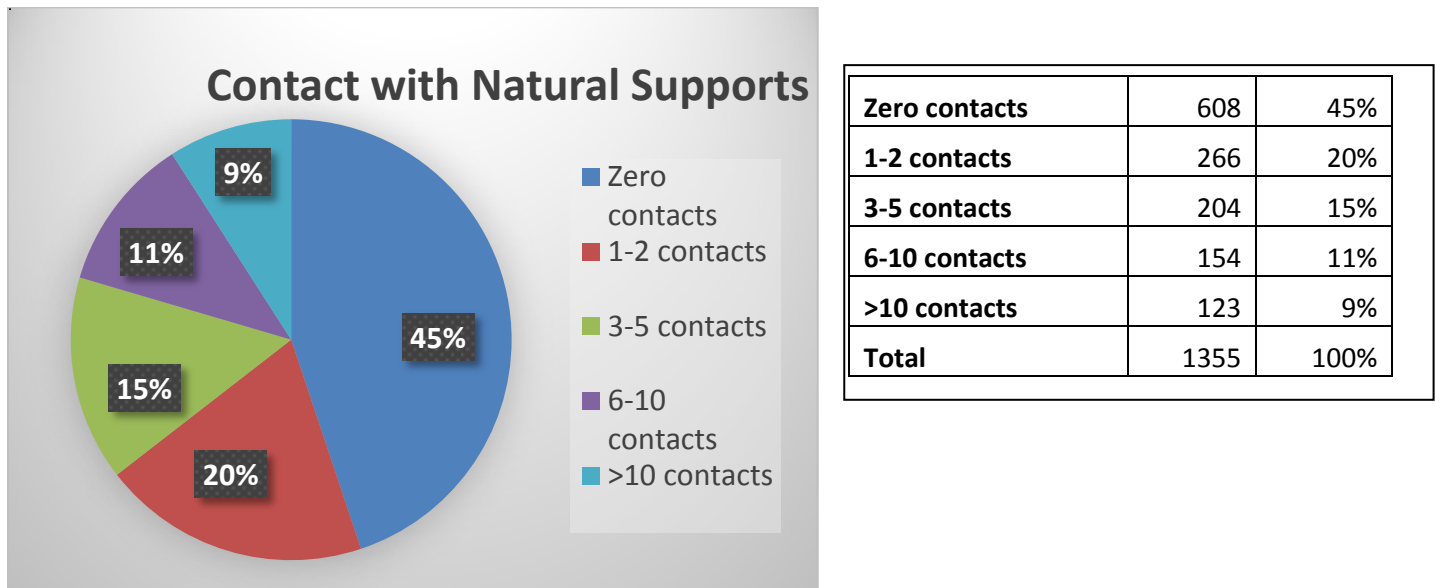
**Arrests:** The majority of ACT participants had zero arrests (1241, 92%). 97 individuals (7%) had 1-2 arrests; 17 had 3 or more arrests (1%).

**Nights in Jails:** 106 (8%) 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 3.5 for Quarter 4 2019 which averages to 1.2 contact a month per ACT participant.

**Figure 5: Contact with Natural Supports**



## Alcohol and Drug Use

Table 15	Number	Percent
None	589	43%
Once or twice	103	8%
At least once a month	98	7%
At least once a week	175	13%
Daily or almost daily	161	12%
Multiple times a day	76	6%
Unknown	153	11%
Total	1355	100%

**Alcohol or Drug use:** 18% of ACT participants used drugs daily or multiple times a day.

**Taking Medications:** Most ACT participants who are prescribed medications and take them (1015, 75%), compared to 19% who are prescribed medications and do not take them. An additional 82 (6%) ACT participants are not prescribed medications.

Table 16: Likes and Takes medication cross-tabulation

	Takes Medications	
	Yes	No
Likes Medications		
Yes	721	74
No	294	184
	1015	258

**Table 17: 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	68	18	26%	11	61%
Cascadia Clackamas	33	10	30%	3	30%
Cascadia FACT	44	11	25%	2	18%
Center for Human Development	14	3	21%	1	33%
Central City Concern Core 1	101	5	5%	2	40%
Central City Concern Core 2	60	8	13%	3	38%
Clatsop Behavioral Healthcare	23	9	39%	0	0%
Columbia Community Mental Health	42	14	33%	0	0%
Community Counseling Solutions	8	2	25%	0	0%
Compass/ADAPT	41	3	7%	1	33%
Coos County Mental Health	13	6	46%	1	17%
Deschutes County Mental Health	49	11	22%	6	55%
Jackson County Mental Health	47	11	23%	5	45%
Klamath Basin Behavioral Health	44	16	36%	1	6%
Laurel Hill Center_ Original	68	22	32%	2	9%
Laurel Hill Center_ Expansion	29	3	10%	0	0%
Lifeways Mahleur	10	5	50%	0	0%
Lifeways Umatilla	20	0	0%	0	0%
LifeWorks NW	40	6	15%	2	33%
Linn County Mental Health	42	14	33%	0	0%
Marion County Mental Health	80	18	23%	4	22%
Mid-Columbia Center for Living	18	3	17%	0	0%
NARA Totem ACT	40	11	28%	5	45%
New Directions	10	6	60%	2	33%
Options for Southern Oregon - Josephine Co	50	14	28%	6	43%
Options for Southern Oregon - Jackson Co	25	9	36%	6	67%
Outside In	44	17	39%	6	35%
Polk County Mental Health	23	6	26%	2	33%
South Lane Mental Health	42	3	7%	1	33%
Symmetry Care	22	4	18%	0	0%
Telecare Corporation	117	40	34%	7	18%
Tillamook Family Counseling Center	11	6	55%	2	33%
Wallowa Valley Center for Wellness	25	12	48%	5	42%
Yamhill County Mental Health Team 1	35	5	14%	1	20%
Yamhill County Mental Health CSA Team	17	2	12%	1	50%
<b>Total</b>	<b>1355</b>	<b>333</b>	<b>25%</b>	<b>88</b>	<b>26%</b>

In Table 17 the cells highlighted in blue indicate the ACT programs that have achieved 35% or more ACT participants enrolled in SE or hired in competitive employment.

Currently, 25% 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 will be competitively employed. Currently ACT programs statewide have a 26% employment rate among those enrolled in SE.

Enrolled in School: 35 ACT participants (2.6%) were enrolled in a degree seeking program such as GED, community college, four-year degree or vocational training.

### **Quarter 4 2019 Summary**

- Overall the re-hospitalization rate was 11%. \*missing data from CCC
- ER utilization for ACT participants was 13%. \*missing data from CCC
- 8% of ACT participants had one or more arrests and 8% spent at least one night in jail.
- SE enrollment was 25% of ACT participants of those enrolled in SE, 26% worked in competitive jobs.
- Rate of homelessness was moderate at 20%.
- Alcohol or Drug use: 18% of ACT participants used drugs daily or multiple times a day.
- Medication adherence: 75% 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 All 4 Quarters 2019

