



*Office of Substance Abuse*  
*Department of Health and Human Services*

*John E. Baldacci, Governor*

*Brenda M. Harvey, Commissioner*

# **Access & Retention In Treatment: Paying for Performance in Maine**

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STAR-SI is a partnership between the Center for Substance Abuse  
Treatment and the Robert Wood Johnson Foundation.



# Performance based contracting project

**NIATx aims:**      **Reduce wait times**  
**Reduce no shows**  
**Increase admissions**  
**Increase continuation rates**

**Change:**    **Implement and continuously improve  
performance based contracting  
processes**

- **OSA agency monitoring team**
- **Monthly meetings**
- **Quarterly change cycles**

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## Performance Based Monitoring: OSA Incentive Contracts Pay for Performance

**Incentive, Baseline or Penalty payments are determined by performance on five measures:**

- Units of Service = plus or minus 5%
- Four Access & Retention Measures = 1% each
- An agency can gain or lose 9% of their quarterly payment each quarter

**\*Quarterly Contract Payments based on data for the prior quarter.**



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## Maine Access & Retention Outpatient & IOP Performance Measures

***Units of Service:*** + or - 5% of their quarterly payment

- +5% for exceeding 100%
- Baseline payment for meeting 90%, and
- -5% if the agency does not meet 90% of their contracted units



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## Maine Access & Retention Outpatient & IOP Performance Measures

**Access Goals:** 1% on each of two measures

### Out Patient

- Time from first call to first face to face:  
5 days (2 day incentive)
- Time to first treatment appointment:  
14 days (7 day incentive)

### Intensive Out Patient

- Time from first call to first face to face:  
4 days (2 day incentive)
- Time to first treatment appointment:  
7 days (3 day incentive)



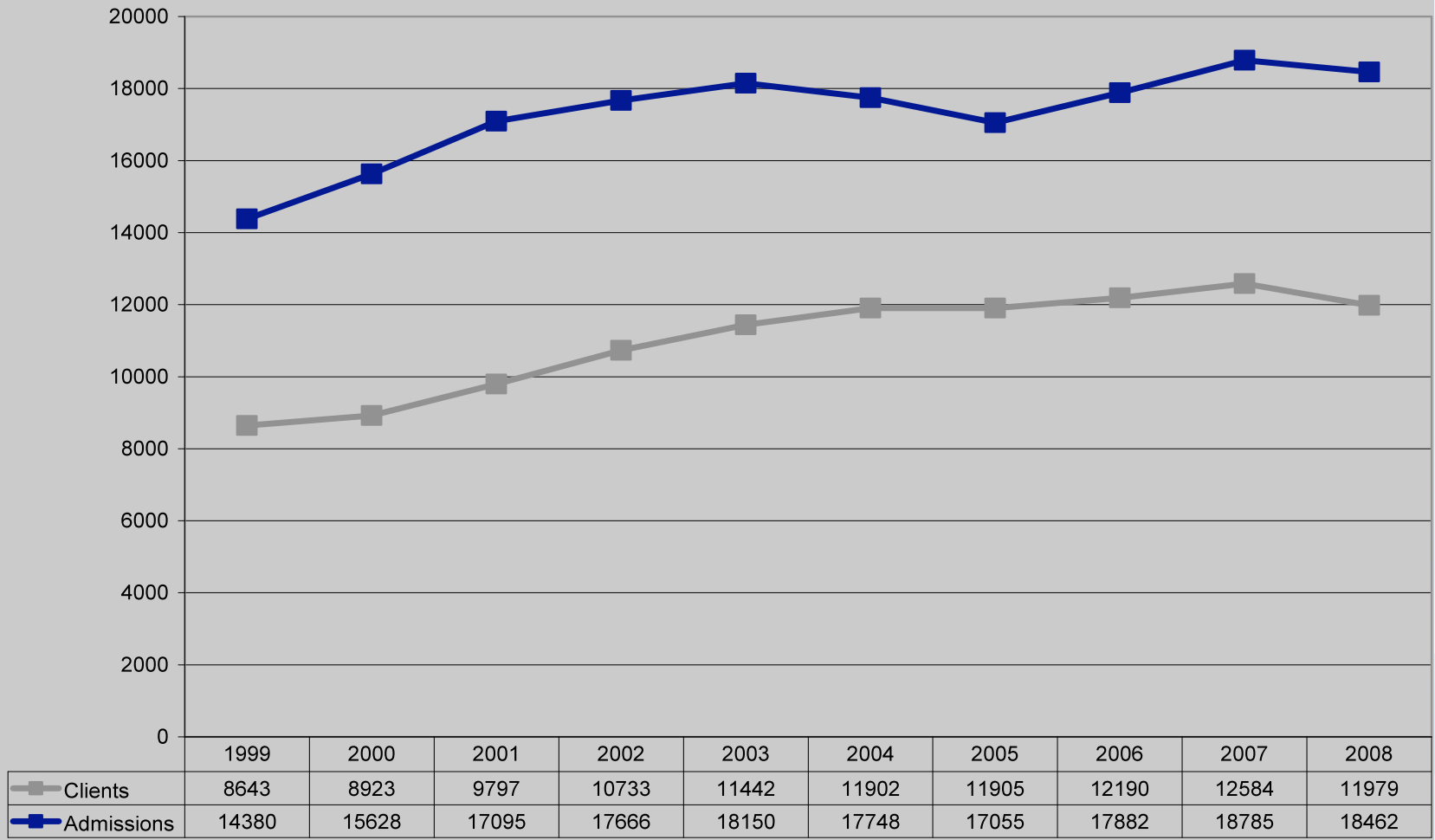
## Maine Access & Retention Outpatient & IOP Performance Measures

### *Retention Goals: 1% on two Retention Measures*

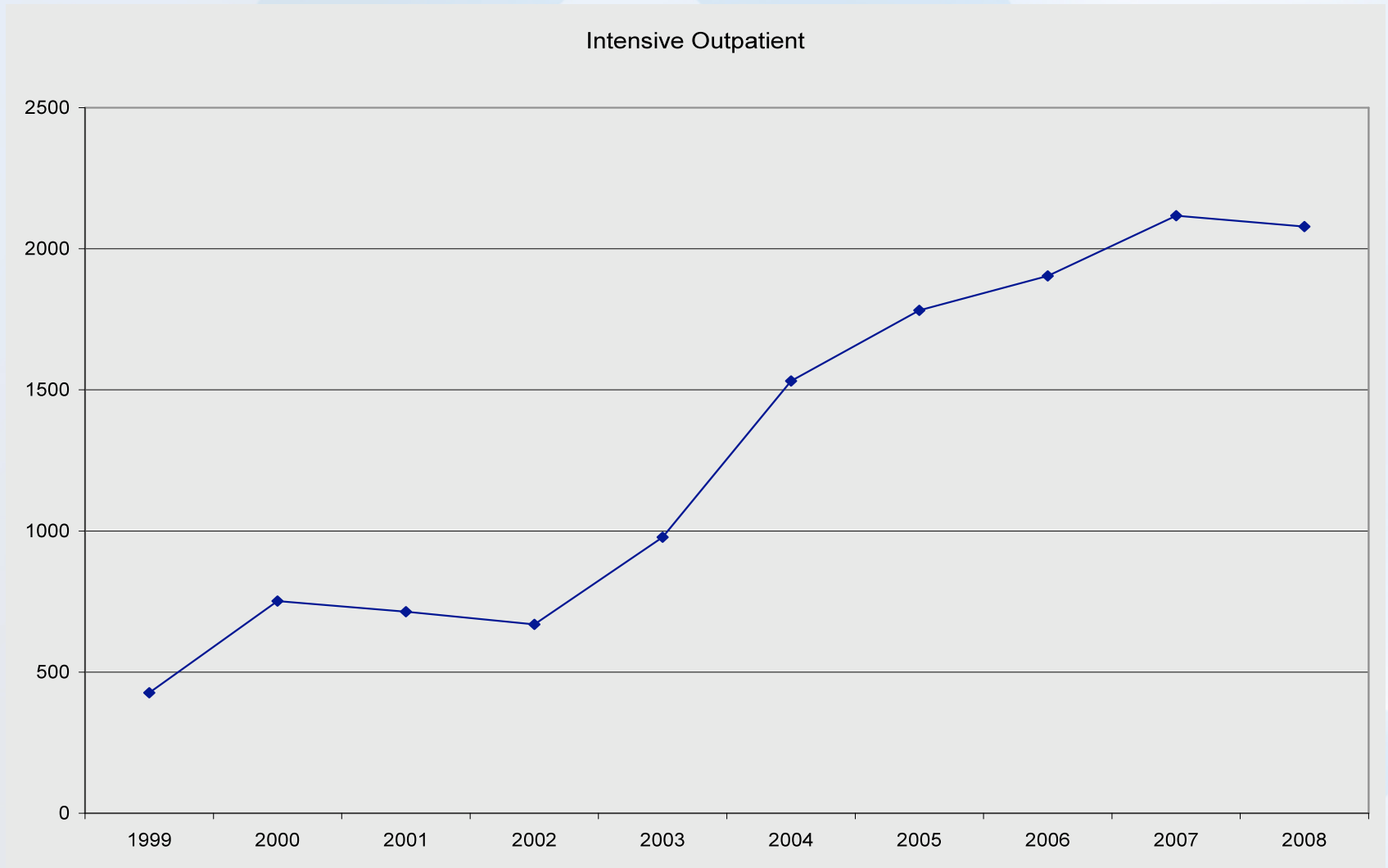
- A minimum of 50% of OP & 85% of IOP clients stay 4 sessions (65% and 90% incentive)
- At minimum of 30% of OP clients stay 90 days or more; and 50% of IOP clients complete treatment (40% and 60% incentive)

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Treatment Admissions, SFY 1999-2008



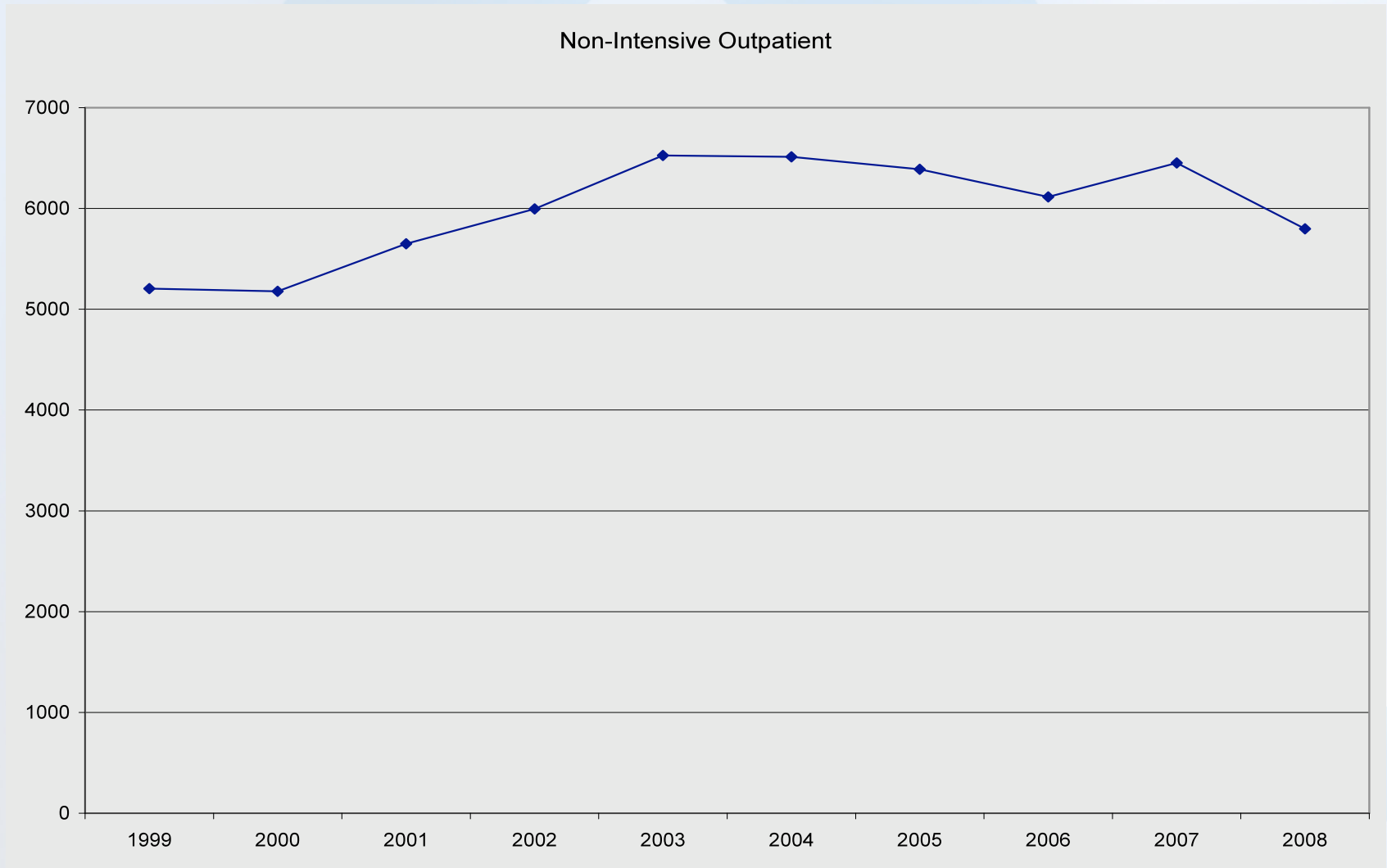
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Strengthening Treatment Access & Retention - State Implementation



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Strengthening Treatment Access & Retention - State Implementation

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## SFY08 fiscal impact

- Baseline payment: \$3,531,364
- Budgeted incentives maximum: \$3,769,463
  
- Possible incentive payments: \$238,099
- Net incentive payments: \$44,839