

Appendix 5

Performance Initiatives for Program Year 2015-2016

There are two (2) Performance Initiatives [PI] for program year 2015-2016. Each PI is worth 50% of the total up to \$200,000 if the requirements are met by Magellan (MBH) as determined by the Lehigh county HealthChoices Program.

1. Consumer / Family Councils

A. Magellan shall advertise and promote the creation of two (2) consumer/family councils.

1. Adult Services Council – members shall consist of interested consumers who have received adult services through Magellan within the preceding 180 days.

2. Children Services Council – members shall consist of youth aged 14 through 21 or parent or guardian of children under the age of 14. Children must have received services through Magellan within the past 180 days. (Note: Should the presence of adults in the form of parents/guardians impact free discussion by the youth, the adults will be included in the Adult Services Council. Magellan and County will meet monthly on this potential impact.)

- B. Either or both groups may be held in conjunction with an existing service support group if it is the wish of the members involved, but topics concerning the Council must be discussed within the group meeting.
- C. The intent of the groups is to discuss overall service and program quality, membership information (including newsletters and other means to distribute information), service gaps, and reinvestment opportunities, as well as topics of such interest to the members of the Councils. The Councils are expected to meet quarterly.
- D. All group meetings shall be attended by at least one (1) member of Lehigh County HealthChoices staff.
- E. Councils will be encouraged to select a chair and secretary, but County staff shall facilitate the meeting if it is the desire of the group.
- F. Minutes of meetings shall be posted on the county website for general review. The names of all participants shall be redacted from the minutes.
- G. Magellan is required to offer such incentive as deemed reasonable for members to attend meetings. These incentives include but are not limited to bus passes, refreshments, etc.
- H. Magellan will arrange for neutral meeting sites.
- I. Members for the two Councils shall be solicited through various means as to effectively contact as many consumers as possible. Due to the high number of members it is recognized that no one method shall be used. The following means shall be utilized to varying degrees:
- a. Email solicitation
 - b. Mail solicitation

- c. Phone solicitation
- d. Provider solicitation
- e. Consumer/Family Satisfaction Team (C/FST) solicitation
- J. During the course of the fiscal year a participating consumer or their representing parent or guardian shall be eliminated from the group if they have not received service in the preceding 180 day period.
- K. County recognizes that the Magellan network is a bi-county network, and as such we do not encourage that any consumer be excluded due to county of residency. Therefore, consumers of both counties in the network are welcome to participate, but it is required, in as much as is possible, that the majority of the members of a group reside in Lehigh County.
- L. Meetings are expected to occur no later than October 2015, January 2016, March 2016, and July 2016.
- M. County recognizes that consumer membership in these Councils cannot be forced as we respect the rights of consumers to participate as they see fit. Magellan shall document all effort to develop these Councils. County will discuss results monthly with Magellan.

2. Autism Service Gap and Opportunity Analysis

Magellan will prepare a comprehensive analytic report that examines current services for autistic members, current utilization of services, and the reported growing need for services. The report will also include sections specific to steps/services that have been taken/developed, steps/services that may be developed in the future, clear identifiable outcomes for autistic members, as well as providing a possible three (3) year plan on how the needs of the autistic population will change and grow and how best to meet those needs in that time-frame and within the existing service parameters. The report will be due to County in June 2016.