

EXHIBIT F – PERFORMANCE MEASURES

Behavioral Health Mobile Crisis Services		American Medical Response	Brian Henricksen
Program Purpose	Provide rapid response for individuals experiencing a behavioral health (BH) crisis.		
Program Information	Mobile crisis services provide rapid response, individual assessment, and community-based stabilization to Medi-Cal beneficiaries who are experiencing a BH crisis. Mobile crisis services are designed to provide relief to beneficiaries experiencing a behavioral health crisis, including through de-escalation and stabilization techniques; reduce the immediate risk of danger and subsequent harm; and avoid unnecessary emergency department care, psychiatric inpatient hospitalizations, and law enforcement involvement. While mobile crisis services are intended to support an integrated approach to responding to both mental health and substance use related crises, and mobile crisis teams will be carrying, trained, and able to administer naloxone, this benefit is not intended to replace emergency medical services for medical emergencies.		
PM1: How much did we do?			
1.1	# of mobile crisis responses		
PM2: How well did we do it?			
2.1	# and % of in-person mobile crisis response incidents in urban Yolo County areas that resulted in an in-person response within one hour of request		
2.2	# and % of in-person mobile crisis response incidents in rural Yolo County areas that resulted in an in-person response within two hours of request		
2.3	# and % of mobile crisis response beneficiaries referred to ongoing BH services		
PM3: Is anyone better off?			
3.1	# and % of mobile crisis response incidents that did not result in hospitalization		
3.2	# and % of mobile crisis response beneficiaries that did not require a mobile crisis response within 30 days		

Performance Measures Reports are due Monthly as follows:

Submit February 29th for the period of December 31st through January 30th

Submit March 31st for the period of January 31st through February 29th

Contractor shall submit the Performance Outcome Measures report electronically via email to:

Mario.Gallegati@yolocounty.org