

# 2017-2019 Three-Year Plan

Tennessee Department of  
Mental Health and  
Substance Abuse Services

(Year One of Three-Year Plan)

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## Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS)

### Overview

#### **TDMHSAS Vision:**

To be one of the nation's most innovative and proactive state behavioral health authorities for Tennesseans dealing with mental health and substance abuse problems.

#### **TDMHSAS Mission:**

Provide, plan for, and promote a comprehensive array of quality prevention, early intervention, treatment, habilitation, and recovery support services for Tennesseans with mental illness and substance abuse issues.

#### **TDMHSAS Customers:**

Individuals and families struggling with mental health and substance abuse issues, providers, legislators, other state agencies, and consumer/advocacy groups.

#### **TDMHSAS Services:**

Education, prevention, treatment, licensing oversight for community organizations providing behavioral health services, outpatient and inpatient care, operation of regional mental health institutes, and research and public policy.

#### **Public Safety Strategic Goal:**

Lead in partnership with State agencies and community partners to prevent and treat the prescription drug abuse epidemic in Tennessee

#### **Health and Welfare Operational Goals:**

1. Actively work with RMHI leadership continuing efforts to improve outcomes for patient care while containing cost
2. Maintain and improve community mental health and substance abuse services
3. Educating Tennesseans and working to improve their understanding of mental health and substance abuse issues and getting people to early intervention services

#### **Customer Focused Government Goals:**

1. Efficient and effective management of the Regional Mental Health Institutes (RMHIs)
2. Maintain and improve community mental health and substance abuse services
3. Provide effective education and prevention services
4. Lead in partnership with state agencies and community partners to prevent and treat prescription drug abuse epidemic in Tennessee

## Organization of the Department

**Division of Administrative and Regulatory Services (DARS)** oversees monitoring, information technology, general services, procurement, major maintenance, capital outlay projects, administrative oversight for the Regional Mental Health Institutes (RMHIs), licensing of all Tennessee agencies providing mental health, substance abuse, and personal support services, and investigating complaints of abuse, neglect or fraud against licensed organizations.

**Office of Fiscal Services** oversees general accounting functions including accounts receivable and payable and interactions with state and federal funding sources.

**Division of Substance Abuse Services (DSAS)** is responsible for planning, developing, administering, and evaluating a statewide system of prevention, treatment, and recovery support services for the general public, persons at risk for substance abuse, and persons abusing substances.

**Division of Clinical Leadership (DCL)** promotes high quality services through consultations, clinical oversight, education, the development and revision of clinical policies and best practice guidelines, and the advancement of research reviews.

**Division of Planning, Research, and Forensics (DPRF)** provides planning, decision support and evaluation, and forensic and juvenile court services administration.

**Division of Mental Health Services (DMHS)** administers and supports a diverse array of services and supports for individuals of all ages living with mental illness, co-occurring disorders, and/or serious emotional disturbances. DMHS creates, expands, and oversees community-based programs and community support services including adults and children, housing, crisis services, suicide prevention and peer-to-peer recovery services.

**Division of Hospital Services (DHS)** provides oversight of operation of the four Regional Mental Health Institutes (RMHIs) for administrative, quality management, program services, and nursing services.

**Division of General Counsel (DGC)** advises the Commissioner on legal matters, and represents Department of Mental Health and Substance Abuse Services (TDMHSAS) in involuntary commitment and civil service proceedings.

**Office of Human Resources (OHR)** assists the Department of Mental Health and Substance Abuse Services (TDMHSAS) in obtaining and maintaining a workforce that is capable of fulfilling the Department's mission and objectives.

**Office of Communications (OC)** develops internal and external communication including the drafting, production, and distribution of news releases and statements to the media, publication of quarterly Department newsletters, and managing the Department's website.

**Goal 1: Efficient and effective management of the RMHIs**

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Hospital Services (DHS)	Increase the effectiveness of the available suitable accommodations (ASA) procedures and processes by length of stay, collaborating with private hospitals and crisis stabilization units	Continue to effectively implement ASA processes to accommodate 12,000 presentations at the RMHIs	12,000 presentations at the RMHIs	Number of presentations at the RMHIs will be less than the previous fiscal year
	Provide efficient quality patient care	Continue to provide efficient quality patient care	9,500 individuals admitted to the RMHIs	Number of individuals admitted to the RMHIs will be less than the previous fiscal year
	Implement a measurable outcome system to monitor quality of patient care through patient satisfaction	Continue to provide quality patient care in a safe environment for patients, staff, and visitors	88% of individuals reporting satisfaction with services	Percentage of patient satisfaction surveys with positive responses will be at least 88%
	Identify barriers to discharge	Percentage of individuals being readmitted to the RMHIs within 30 days of discharge will decrease	Fewer than 15% of individuals discharged being readmitted within 30 days	Percentage of readmits within 30 days of discharge will be less than 15%
	Statewide implementation of automated medication dispensing cabinets (AMDC) for a total of 23 cabinets	Modernization of medication dispensing	One AMDC for each unit at each RMHI	Number of AMDC implemented for each unit at each RMHI
	Statewide implementation of an Electronic Clinical Record (ECR) at one RMHI	Modernization of electronic charting and recordkeeping	One ECR implemented at one RMHI	Number of ECR implemented at one RMHI

**Goal 1: Efficient and effective management of the RMHIs** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Planning, Research, and Forensics (DPRF)	Create the State Hospital Readmission Report (SHR) with information about the clients served by Regional Mental Health Institutes and private psychiatric hospitals to the federal Substance Abuse and Mental Health Services Administration	Use the SHR to profile population, diagnostic and readmission trends for clients receiving services in state psychiatric hospitals and private psychiatric hospitals under contract with the Department	One SHR will be compiled and contain information for about 12,000 individuals receiving services in psychiatric hospitals operated by or under contract with the Department	Number of State Hospital Readmission (SHR) reports submitted to the Substance Abuse and Mental Health Services Administration by March 1
	Provide court ordered inpatient forensic evaluation and treatment services for defendants referred by outpatient evaluators	Provide inpatient forensic services in the least restrictive hospital setting	No more than 20% of all inpatient defendants will be admitted to the Forensic Services Program for inpatient forensic evaluation and treatment	Percentage of all inpatient defendants admitted to the Forensic Services Program for inpatient forensic evaluation and treatment

**Goal 2: Maintain and improve community mental health and substance abuse services**

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Planning, Research, and Forensics (DPRF)	Provide technical assistance to support effective operation of Regional Councils	Effective operation of Regional Councils	Four quarterly conference calls or in-person meetings with the seven Regional Council Leadership Teams	Number of quarterly conference calls with the Regional Council Leadership Teams
	Identify mental health and substance abuse service needs and supports in the community through annual needs assessment	Statewide needs assessment will be conducted annually	One statewide needs assessment per year will be completed with the seven Regional Councils, Adult Committee, Children's Committee, and the Consumer Advisory Board	Number of statewide needs assessments per year

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Planning, Research, and Forensics (DPRF)	Implementation of televideo conferencing in four Regional Councils	Four Regional Councils will use televideo conferencing to increase attendance and participation	Four Regional Councils with televideo conference call capability	Number of regions with televideo conference call capability
	Create data books to compile information for policy makers, program directors and the public about key indicators of behavioral healthcare and services	Publish the following data books: Behavioral Health Indicators for Tennessee to the United States and Profile of Behavioral Health Services Funded by the Tennessee Department of Mental Health and Substance Abuse Services	Two data books will be made available to the public	Number of data books accessible on the Department's website
	Conduct program evaluations that can be used to improve program quality in the community for mental health and substance abuse programs	Complete program evaluations for mental health and substance abuse programs in the community: substance abuse treatment, recovery courts, housing and homeless services, peer support, crisis services and children services	Six program evaluations for TDMHSAS behavioral health programs will be completed	Number of program evaluations completed
	Complete two data reports called the Uniform Reporting System Tables (URS) and Basic Client Information (BCI) containing information about the characteristics of individuals receiving mental health services in Tennessee for SAMHSA	Use URS and BCI data reports to create a comprehensive profile of the individuals receiving community and inpatient psychiatric services in Tennessee	Two data reports (URS and BCI) will be compiled and include information about individuals receiving publicly funded mental health services	Number of data reports submitted to SAMHSA
	Provide court ordered forensic evaluations on an outpatient basis for courts statewide	Maximize the delivery of forensic services in the community rather than on an inpatient basis	75% of defendants a year statewide will be forensically evaluated on an outpatient basis without the need for forensic inpatient services	Percentage of outpatient forensic evaluations will be completed in the community without a referral for inpatient forensic services

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Planning, Research, and Forensics (DPRF)	Provide mental health and substance abuse screening to improve access to services for youth in juvenile courts	Establish systematic screening for mental health and substance abuse needs of youth in juvenile courts	1,000 screenings will be conducted with the Juvenile Justice version of the Child and Adolescent Needs and Strengths (CANS) survey in Juvenile Courts across the state	Number of screenings conducted in Juvenile Courts statewide
Division of Mental Health Services (DMHS)	Provide recovery-focused, intensive, and customized care coordination services which support individuals transitioning from mental health institutes to the least restrictive, most integrated community setting appropriate to individual needs	Tennessee Move Initiative will ensure individuals leaving mental health institutes transition to the least restrictive, most integrated community setting to maintain their living situation	40 individuals will receive recovery-focused, intensive, and customized care coordination services through the Tennessee Move Initiative	Number of individuals served by the Tennessee Move Initiative
	Provide and expand a continuum of community-based mental health services to individuals with Severe Mental Illness (SMI) and/or Co-Occurring Disorders (CODs)	Access to a continuum of high quality and effective community-based mental health services	192,500 individuals with SMI and/or CODs will be served in the public mental health system	Number of individuals with SMI and/or CODs served in the public mental health system
	Create additional housing opportunities and supports through Creating Homes Initiative (CHI)	Facilitate development and maintenance of safe, affordable housing opportunities for people with history of mental illness	1,406 new or improved housing or supported living opportunities will be available through CHI	Number of new or improved housing or supported living opportunities will be available through CHI
	End homelessness for veterans, chronic homeless, homeless families, and other homeless with mental illness and provide support that allows people experiencing mental illness to maintain stable housing	Homeless veterans, chronically homeless, homeless families, and other people experiencing homelessness, or at risk, will be linked to permanent housing	700 homeless veterans, chronically homeless, and/or homeless families will be moved into permanent housing through Cooperative Agreement to Benefit Homeless Individuals (CABHI) and Projects for Assistance in the Transition from Homelessness (PATH)	Number of homeless veterans, chronically homeless, and/or homeless families will be moved into permanent housing (CABHI and PATH)

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Mental Health Services (DMHS)	Provide support that allows people experiencing mental illness to maintain stable housing through short-term financial support. Short term is Community Targeted Transitional Services (CTTS) and Inpatient Targeted Transitional Services (ITTS)	People experiencing mental illness will maintain stable housing through short-term financial support	2,900 individuals will receive short-term financial housing support (CTTS and ITTS)	Number of individuals will receive short-term financial housing support (CTTS and ITTS)
	Provide long-term financial support to housing facilities serving people with mental illness. Facility support is Community Supportive Housing (CSH), Intensive Long-term Support (ILS), Emerging Adults (EA), and Supportive Living (SL)	Housing facilities serving people with mental illness will be provided long-term financial support	1,300 people will be served in housing facilities receiving long-term support (CSH, ILS, EA, and SL)	Number of individuals will be served in housing facilities receiving long-term financial support (CSH, ILS, EA, and SL)
	Improve the effectiveness of the Crisis Services Continuum network of services statewide	A statewide continuum of high quality and effective crisis services will be accessible by all individuals experiencing a mental health crisis	136,472 telephone and face-to-face contacts will be linked to crisis services across the state	Number of telephone and face-to-face contacts linked to crisis services across the state
	Reduce the number of suicides in Tennessee through the provision of enhanced follow-up services following a suicide crisis	Improve service linkage and continuity of care for individuals at risk of suicide	1,104 individuals will be referred to enhanced follow-up services following a suicidal crisis	Number of individuals referred to enhanced follow-up services following a suicidal crisis
	Eliminate disparities in services for uninsured adults in Tennessee, and in geographic and population areas (i.e. rural and ethnic populations)	Ensure that the uninsured adults in Tennessee who are in need of treatment, medication, case management and/or psychosocial rehabilitation have access to those services	24,750 uninsured adults will be served in the Behavioral Health Safety Net of TN (BHSNTN)	Number of uninsured adults served by the BHSNTN

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Mental Health Services (DMHS)	Provide peer support services to patients in all state RMHIs by expanding the Peer Engagement Project from Middle Tennessee Mental Health Institute (MTMHI) to include Moccasin Bend Mental Health Institute (MBMHI), Western Mental Health Institute (WMHI), Memphis Mental Health Institute (MMHI), and Crisis Stabilization Units (CSUs)	Increase access to high quality and effective peer support services in CSUs and RMHIs and reduce use of crisis services and hospitalization	5,000 people at CSUs or RMHIs will have received peer support services	Number of individuals receiving peer support services at CSUs and RMHIs who will keep their first appointment at a community mental health center upon discharge from the CSU or RMHI
	Promote health and wellness self-management programming for individuals over 18 with serious mental illness, substance abuse diagnoses, and co-occurring disorders	Serve individuals through self-management workshops or one-on-one peer wellness coaching	1,000 individuals will be served through self-management workshops or one-on-one peer wellness coaching	Number of individuals served through self-management workshops or one-on-one peer wellness coaching
	Provide and expand evidence-based employment services through the Individual Placement and Support Supported Employment initiative for individuals over age 18 with SMI and/or CODs	Access to evidence-based employment services as part of the mental health treatment and recovery model	300 individuals will be served through the Individual Placement and Support Supported Employment initiative	Number of individuals served through Individual Placement and Support Supported Employment initiative who are employed in competitive and integrated work for at least one day
	Provide early screening, assessment and referral for youth and young adults diagnosed with, or at risk of developing, Severe Mental Illness (SMI), Seriously Emotionally Disturbed (SED), or Co-Occurring Disorder (COD)	Healthy Transitions (HT) will provide youth and young adults with, or at risk of developing SMI, SED, or COD with age- and acuity-appropriate treatment and support services	20 youth and young adults with, or at risk of developing SMI, SED, or COD that will receive services through HT	Number of youth and young adults with, or at risk of developing SMI, SED, or COD served by HT

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Mental Health Services (DMHS)	Provide evidence-based treatment and recovery support services for youth and young adults who have experienced first episode psychosis	First Episode Psychosis Initiative (FEPI) will ensure that youth and young adults who have experienced first episode psychosis receive treatment and recovery support services	10 youth and young adults will receive treatment and recovery support services through FEPI	Number of youth and young adults who have experienced first episode psychosis served by FEPI
	Promote good mental health by increasing the number of individuals who self-report an increase in physical health behaviors	Increase physical health behaviors of individuals being served through community mental health services	450 individuals who self-report an increase in their physical health behaviors	Number of individuals who self-report an increase in their physical behaviors
Division of Administrative and Regulatory Services (DARS)	Monitor licensed facilities to ensure compliance with licensing rules	Improved, quality care and safer environments for licensed mental health and substance abuse facilities	1,950 licensing and oversight visits for mental health and substance abuse programs will be conducted	Number of licensing inspections for mental health and substance abuse programs
	Offer trainings or technical assistance events to licensed and potentially-licensed facilities	Annual training or technical assistance offered to facility operators, focusing on the needs of service recipients	Five trainings or technical assistance events will be offered to licensed facilities	Number of trainings or technical assistance events offered to licensed facilities
	Conduct a comprehensive review of licensure rules to identify recommended changes	Follows annual review of all licensure rules, recommend changes, as needed	Two licensure rules will be proposed for amendment	Number of licensure rules proposed for amendment
	Train licensure surveyors on the use of the licensure database, conducting investigations and inspections, and applying licensure policies and guidelines across all three regional licensure offices	Training of all licensure surveyors across the three regional offices to ensure consistent application of licensure rules and procedures	100% of licensure surveyors will participate in training	Percentage of licensure surveyors participating in training
	Provide training and technical assistance to sub-recipient grantees	Training and technical support to grantees regarding compliance with fiscal reporting requirements of sub-recipient contracts	Two trainings or technical assistance events offered to contract agencies	Number of trainings or technical assistance events offered to contracted agencies

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of General Counsel (DGC)	Ensure contracts are submitted to the Central Procurement Office on or before deadlines	Timely submission of contracts	85% of agency contracts will be timely processed	Percentage of agency contracts submitted by deadline
	Ensure state representation for RMHIs at commitment and conservatorship hearings and other hearings/court matters involving the Department	State representation of RMHIs at commitment and conservatorship hearings and other hearings/court matters involving the Department	100% state representation of RMHIs at commitment and conservatorship hearings and other hearings/court matters involving the Department	Percentage of state representation of RMHIs at commitment and conservatorship hearings and other hearings/court matters involving the Department
	Ensure state representation at administrative proceedings governed by the Uniform Administrative Procedures Act (UAPA) – Tennessee Code Annotated Title 4, Chapter 5	State representation at administrative proceedings to resolve disputes between citizens, state employees, and governmental agencies	100% state representation at administrative proceedings	Percentage of state representation at administrative proceedings
	Engage in rulemaking and legislative activity	Update the rule version of Tennessee’s controlled substances schedules I, II, III, IV, and V	100% of the rules will be filed to update Tennessee’s controlled substances schedules I, II, III, IV, and V	Percentage of rules filed to update Tennessee’s controlled substance schedules I, II, III, IV, and V
Division of Substance Abuse Services (DSAS)	Contracted agencies will provide treatment services to intravenous drug users and will be monitored for compliance through DSAS’ contract monitoring process	All contracted providers will provide treatment services to intravenous drug users	Increase the percentage of individuals who will disclose they are intravenous drug users from 30% to 34%	Percentage of individuals who disclosed that they were an intravenous drug user
	Disseminate information to all treatment providers who serve women through electronic mail, letters, memorandums, grant contract and delegated authority	Require admission preference to women up to three months post-partum who has delivered a baby that is drug dependent or diagnosed with Fetal Alcohol Spectrum Disorder (FASD)	70 messages will be delivered and organizations contacted through electronic mail, letters, memorandums, grant contract and delegated authority	Number of messages delivered and organizations contacted through electronic mail, letters, memorandums, grant contract and delegated authority

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Substance Abuse Services (DSAS)	Use a standardized pre and post test to determine if Human Immunodeficiency Virus (HIV)/Early Intervention Services (EIS) services are effective	Evaluate the DSAS funded HIV/EIS services in Tennessee to determine the effectiveness of the program	Increase the success rate of the HIV/EIS program from 84% to 88%	Percentage of consumers enrolled in treatment and completed the pre- and post-test for HIV/EIS
	Use a standardized pre and post test to determine if Tuberculosis (TB) training is effective	Increase block grant treatment client's knowledge about the risk factors, symptoms and testing methods for TB	Increase client's knowledge from 67% to 71% about TB	Percentage of consumers enrolled in treatment and completed the pre- and post-test for TB
	Make available programs that serve individuals who have been convicted of a non-violent crime and have a substance use or co-occurring disorder	Provide diversion opportunities for individuals in the criminal justice system with a substance use or co-occurring disorder	Increase the number of offenders receiving diversion services from 8,713 to 8,887	Number of individuals receiving diversion services
	Certify new and recertify existing recovery courts utilizing the National Drug Court Ten Key Components	Ensure quality services are delivered through the recovery court system	Increase the number of recovery court certifications from 10 to 15	Number of drug courts certified and recertified
	Provide an array of recovery support services for adult and adolescent consumers to supplement their treatment and to increase their chances of long term sobriety	Supplement treatment service with recovery support services	Increase the number of consumers who receive recovery support services by 5% for a total of 2,763 consumers	Number of consumers currently enrolled in both treatment and recovery services
	Certify recovery congregation/community organizations on the Tennessee Faith-based Community Initiatives	Expand access to recovery support services through the faith community	Increase the number of faith-based recovery congregations by 30 for a total of 100	Number of faith-based congregations/organizations certified

**Goal 2: Maintain and improve community mental health and substance abuse services** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Substance Abuse Services (DSAS)	Provide informed care services to individuals who have disclosed experience with trauma	Treatment agencies will provide assurance that individuals who have experienced trauma are receiving trauma informed care services	Increase the number of individuals who receive trauma informed care services by 5% for a total of 4,200 individuals	Number of individuals who have been screened for trauma
	Establish new recovery homes statewide	Expand self-supporting and drug free homes through Oxford House International for individuals in recovery	Increase the number of recovery homes by 9 for a total of 45	Number of new recovery homes

**Goal 3: Provide effective education and prevention services**

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Planning, Research, and Forensics (DPRF)	Provide training on standards and practices for certification for evaluators conducting court-ordered forensic mental health evaluations of criminal defendants ordered by Tennessee courts	Ensure that mental health professionals receive training for certification to conduct court-ordered forensic mental health evaluations by contracted community mental health agencies and the Regional Mental Health Institutes	Three Forensic Evaluator Training sessions will be offered each fiscal year	Number of Forensic Evaluator Training sessions

**Goal 3: Provide effective education and prevention services** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Mental Health Services (DMHS)	Collaborate with statewide partners on Children’s Mental Health Awareness Day to increase public awareness on children’s mental health	Provide education to the public about children’s mental health topics	One article will be published and spotlighted on kidcentraltn.com website in May	Number of articles published and spotlighted on kidcentraltn.com website in May
	Provide educational presentations to children and youth at risk of social, emotional, or behavioral disorders	Erase the Stigma (ETS) will promote an understanding of mental illness and reduce stigma of mental illness using educational presentations and public awareness campaigns	20,000 children and youth at risk of social, emotional, or behavioral disorders will be served through ETS	Number of children and youth at risk of social, emotional, or behavioral disorders will be served through ETS
	Suicide prevention and post-vention training will be provided to individuals through Tennessee Suicide Prevention Network (TSPN)	Increase individuals awareness of suicide warning signs and risk factors	28,150 individuals will receive suicide prevention and post-vention training through TSPN	Number of individuals will receive suicide prevention and post-vention training through TSPN
	Mental Health 101 training will be provided to middle and high school students	Decrease stigma associated with mental health and substance abuse issues for middle and high school students	23,359 middle and high school students will receive Mental Health 101 training	Number of middle and high school students will receive Mental Health 101 training
	Implement the zero suicide framework within Tennessee’s health and behavioral healthcare organizations	Reduce suicide deaths, improve service linkage and compliance with the recommended plan of care	360,266 school employees and students will receive services through Promise For Tomorrow	Number of school employees and students will receive services through Promise For Tomorrow

**Goal 3: Provide effective education and prevention services** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Mental Health Services (DMHS)	Provide suicide prevention education for school employees and students through the Jason Foundation	Increase awareness and knowledge of suicide prevention for school employees and students	29 agencies will embed the zero suicide framework within their organization	Number of agencies will embed the zero suicide framework within their organization
	Provide early intervention and prevention screening to middle and high school students with consenting parents	Identify potential mental health and/or alcohol and drug use concerns through screening of middle and high school students	311 of middle and high school students will receive early intervention and prevention screenings through Youth Screen	Number of middle and high school students served by Youth Screen
	Increase the number of certified individuals for the Certified Family Support Specialist program	Ensure a pool of qualified persons who can provide Certified Family Support Specialist services	12 individuals will become Certified Family Support Specialists	Number of individuals that will become Certified Family Support Specialists
	Expand training opportunities for Certified Peer Recovery Specialists	Access to additional training opportunities in specialized subjects for Certified Peer Recovery Specialists	40 Certified Peer Recovery Specialists will receive enhanced training in specialized subject matter	Number of Certified Peer Recovery Specialists who receive enhanced training in a specialized subject
	Expand training opportunities for supervisors of Certified Family Support Specialists	Access to additional training opportunities in specialized subjects for supervisors of Certified Peer Recovery Specialists	20 supervisors of Certified Peer Recovery Specialists will receive specialized supervision training	Number of supervisors for Certified Peer Recovery Specialists who receive specialized supervision training

**Goal 3: Provide effective education and prevention services** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Substance Abuse Services (DSAS)	Provide online and regional face-to-face educational and training opportunities for prevention, treatment and recovery support professionals	Increase the knowledge of evidence-based programs and strategies for the prevention, treatment, and recovery support workforce	1,600 substance abuse professionals will receive training on prevention, treatment, and recovery support services	Number of substance abuse professionals receiving training
Office of Communications (OC)	Write and distribute news releases and media advisories to members of the press statewide	Increase the number of news releases and media advisories distributed	Distribute 40 news releases and media advisories	Number of news releases and media advisories distributed
	Produce and publish the <i>Update</i> , featuring Department and provider news	Produce four <i>Update</i> Department Newsletters and distribute through email and via the web	Produce four <i>Update</i> Department Newsletters	Number of newsletters produced
	Engage with the public, providers, and staff through social media posts	Provide education, awareness, and prevention information through Facebook postings	500 Facebook postings	Number of Facebook postings per year
	Distribute emails with current behavioral health news	Email summaries on current news, research, and trends to Department staff and providers	225 email summaries will be sent	Number of email summaries
	Provide the public online resources for mental health and substance abuse services, programs, and initiatives via our website	Promote prevention, early intervention, treatment, habilitation, and recovery support services via the web	625,000 web page views yearly	Number of website page views

**Goal 3: Provide effective education and prevention services** (continued)

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Clinical Leadership (DCL)	Provide mental health and suicide prevention information to veterans	Increase veterans awareness of mental health and suicide prevention	103 veterans will receive mental health suicide prevention information	Number of veterans who receive mental health and suicide prevention information
	Develop and implement suicide prevention plans and activities in the faith communities	Prevent suicide in the faith communities	12 community faith leaders will develop and implement suicide prevention plans and activities	Number of faith communities who develop and implement suicide statements for suicide prevention plans/activities
	Ongoing implementation of Therapeutic Intervention, Education, and Skills (TIES)	Through TIES, serve families with at least one caregiver with a substance abuse issue and with children at-risk of being placed in state custody	80% or more children have successfully remained in their homes with at least one caregiver with a substance abuse issue	Percentage of TIES children that have been safely and successfully maintained in their homes
	Monitor opioid treatment programs to improve quality of care	Enhance patient care, safety and improve patient outcomes in opioid treatment programs	Two monitoring visits per year will be conducted on opioid treatment programs	Number of monitoring visits to opioid treatment programs in compliance with standards

**Goal 4: Lead in partnership with state agencies and community partners to prevent and treat prescription drug abuse epidemic in Tennessee**

<b>Division:</b>	<b>Programs and actions:</b>	<b>What we expect to accomplish?</b>	<b>How many we will serve?</b>	<b>How we know we have succeeded?</b>
Division of Planning, Research, and Forensics (DPRF)	Provide information about prescription drug abuse to interdepartmental groups including the Public Safety Subcabinet, the State Epidemiological Outcomes Workgroup (SEOW), and the Heroin Working Group	Analyze and share data among state agencies to identify current and emerging prescription drug abuse trends in Tennessee	Ten agencies will participate in the substance abuse data sharing and review	Number of agencies participating in substance abuse data sharing and review; semi-annual progress reports for the Prescription for Success Initiative

**Goal 4: Lead in partnership with state agencies and community partners to prevent and treat prescription drug abuse epidemic in Tennessee** (continued)

Division:	Programs and actions:	What we expect to accomplish?	How many we will serve?	How we know we have succeeded?
Division of Substance Abuse Services (DSAS)	Community anti-drug coalitions will address prescription drug abuse in their community and develop comprehensive community plans to address these issues	Decrease non-medical use of pain relievers for young adults, age 18-25	Reduce the percentage of young adults who report using pain relievers for non-medical use in the past year from 9.5% to 8.5%	Percentage of young adults, ages 18-25, who report using pain relievers for non-medical use in the past year
	Increase the number of adult recovery courts	Expand access to adult recovery courts across Tennessee with emphasis on treating prescription drug addiction	Increase the number of adult recovery courts from 48 to 53; Establish five new adult recovery courts	Number of adult recovery courts
	Establish evidence-based addiction and recovery programs; i.e. Narcotics Anonymous (NA) and Alcoholics Anonymous (AA)	Increase the number of recovery group meetings in the community	Increase the number of recovery meetings by 67 for a total of 300	Number of recovery meetings

Reporting: Division of Hospital Services

Key Performance Indicator (KPI)	KPI Unit	KPI Baseline	KPI Target	February Report	August Report
Number of presentations at the RMHIs	Number	12,404	12,000		
Number of individuals admitted to the RMHIs	Number	9,737	9,500		
Percentage of patient satisfaction surveys with positive responses	Percentage	85%	88%		
Percentage of readmits within 30 days of discharge	Percentage	15%	< 15%		
Number of AMDC implemented for each unit at each RMHI	Number	0 (new program)	1		
Number of ECR implemented at one RMHI	Number	0 (new program)	1		

**Reporting: Division of Planning, Research, and Forensics**

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of State Hospital Readmission (SHR) reports submitted to the Substance Abuse and Mental Health Services Administration by March 1	Number	1	1		
Percentage of all inpatient defendants admitted to the Forensic Services Program for inpatient forensic evaluation and treatment	Percentage	20%	20%		
Number of quarterly conference calls with the Regional Council Leadership Teams	Number	4	4		
Number of statewide needs assessments per year	Number	1	1		
Number of regions with televideo conference call capability	Number	3	4		
Number of data books accessible on the Department's website	Number	2	2		

**Reporting: Division of Planning, Research, and Forensics** (continued)

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of program evaluations completed	Number	6	6		
Number of data reports submitted to SAMHSA	Number	2	2		
Percentage of outpatient forensic evaluations will be completed in the community without a referral for inpatient forensic services	Percentage	75%	75%		
Number of screenings conducted in Juvenile Courts statewide	Number	1,000	1,000		
Number of Forensic Evaluator Training sessions	Number	3	3		
Number of agencies participating in substance abuse data sharing and review; semi-annual progress reports for the Prescription for Success Initiative	Number	10	10		

**Reporting: Division of Mental Health Services**

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of individuals served by the Tennessee Move Initiative	Number	0 (new program)	40		
Number of individuals with SMI and/or CODs served in the public mental health system	Number	192,500	192,500		
Number of new or improved housing or supported living opportunities will be available through CHI	Number	1,406	1,406		
Number of homeless veterans, chronically homeless, and/or homeless families will be moved into permanent housing (CABHI and PATH)	Number	700	700		
Number of individuals will receive short-term financial housing support (CTTS and ITTS)	Number	2,900	2,900		

**Reporting: Division of Mental Health Services** (continued)

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of individuals will be served in housing facilities receiving long-term financial support (CSH, ILS, EA, and SL)	Number	1,300	1,300		
Number of telephone and face-to-face contacts linked to crisis services across the state	Number	136,472	136,472		
Number of individuals referred to enhanced follow-up services following a suicidal crisis	Number	1,104	1,104		
Number of uninsured adults served by the BHSNTN	Number	24,500	24,750		
Number of individuals receiving peer support services at CSUs and RMHIs who will keep their first appointment at a community mental health center upon discharge from the CSU or RMHI	Number	4,500	5,000		

**Reporting: Division of Mental Health Services** (continued)

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of individuals served through self-management workshops or one-on-one peer wellness coaching	Number	917	1,000		
Number of individuals served through Individual Placement and Support Supported Employment initiative who are employed in competitive and integrated work for at least one day	Number	265	300		
Number of youth and young adults with, or at risk of developing SMI, SED, or COD served by HT	Number	20	20		
Number of youth and young adults who have experienced first episode psychosis served by FEPI	Number	10	10		
Number of individuals who self-report an increase in their physical behaviors	Number	450	450		

**Reporting: Division of Mental Health Services** (continued)

Key Performance Indicator (KPI)	KPI Unit	KPI Baseline	KPI Target	February Report	August Report
Number of articles published and spotlighted on kidcentraltn.com website in May	Number	1	1		
Number of children and youth at risk of social, emotional, or behavioral disorders will be served through ETS	Number	19,525	20,000		
Number of individuals will receive suicide prevention and post-vention training TSPN	Number	28,150	28,150		
Number of middle and high school students will receive Mental Health 101 training	Number	23,359	23,359		
Number of school employees and students will receive services through Promise For Tomorrow	Number	360,266	360,266		

**Reporting: Division of Mental Health Services** (continued)

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of agencies will embed the zero suicide framework within their organization	Number	24	29		
Number of middle and high school students served by Youth Screen	Number	311	311		
Number of individuals that will become Certified Family Support Specialists	Number	12	12		
Number of Certified Peer Recovery Specialists who receive enhanced training in a specialized subject	Number	0 (new program)	40		
Number of supervisors for Certified Peer Recovery Specialists who receive specialized supervision training	Number	0 (new program)	20		

**Reporting: Division of Administrative and Regulatory Services**

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of licensing inspections for mental health and substance abuse programs	Number	1,900	1,950		
Number of trainings or technical assistance events offered to licensed facilities	Number	3	5		
Number of licensure rules proposed for amendment	Number	1	2		
Percentage of licensure surveyors participating in training	Percentage	90%	100%		
Number of trainings or technical assistance events offered to contracted agencies	Number	1	2		

Reporting: Division of General Counsel

Key Performance Indicator (KPI)	KPI Unit	KPI Baseline	KPI Target	February Report	August Report
Percentage of agency contracts submitted by deadline	Percentage	85%	85%		
Percentage of state representation of RMHIs at commitment and conservatorship hearings and other hearings/court matters involving the Department	Percentage	100%	100%		
Percentage of state representation at administrative proceedings	Percentage	100%	100%		
Percentage of rules filed to update Tennessee's controlled substance schedules I, II, III, IV, and V	Percentage	100%	100%		

**Reporting: Division of Substance Abuse Services**

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Percentage of individuals who disclosed that they were an intravenous drug user	Percentage	30%	34%		
Number of messages delivered and organizations contacted through electronic mail, letters, memorandums, grant contract and delegated authority	Number	70	70		
Percentage of consumers enrolled in treatment and completed the pre- and post-test for HIV/EIS	Percentage	84%	88%		
Percentage of consumers enrolled in treatment and completed the pre- and post-test for TB	Percentage	67%	71%		
Number of individuals receiving diversion services	Number	8,713	8,887		
Number of drug courts certified and recertified	Number	10	15		

**Reporting: Division of Substance Abuse Services** (continued)

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of consumers currently enrolled in both treatment and recovery services	Number	2,683	2,763		
Number of faith-based congregations/organizations certified	Number	70	100		
Number of individuals who have been screened for trauma	Number	4,000	4,200		
Number of new recovery homes	Number	36	45		
Number of substance abuse professionals receiving training	Number	1,400	1,600		
Percentage of young adults, ages 18-25, who report using pain relievers for non-medical use in the past year	Percentage	9.5%	8.5%		

**Reporting: Division of Substance Abuse Services** (continued)

Key Performance Indicator (KPI)	KPI Unit	KPI Baseline	KPI Target	February Report	August Report
Number of adult recovery courts	Number	48	53		
Number of recovery meetings	Number	233	300		

Reporting: Office of Communications

Key Performance Indicator (KPI)	KPI Unit	KPI Baseline	KPI Target	February Report	August Report
Number of news releases and media advisories distributed	Number	36	40		
Number of newsletters produced	Number	3	4		
Number of Facebook postings per year	Number	260	500		
Number of email summaries	Number	225	225		
Number of website page views	Number	625,000	625,000		

**Reporting: Division of Clinical Leadership**

<b>Key Performance Indicator (KPI)</b>	<b>KPI Unit</b>	<b>KPI Baseline</b>	<b>KPI Target</b>	<b>February Report</b>	<b>August Report</b>
Number of veterans who receive mental health and suicide prevention information	Number	100	103		
Number of faith communities who develop and implement suicide statements for suicide prevention plans/activities	Number	10	12		
Percentage of TIES children that have been safely and successfully maintained in their homes	Percentage	75%	80%		
Number of monitoring visits to opioid treatment programs in compliance with standards	Number	2	2		