

MDH - Behavioral Health Administration

MISSION

Through publicly-funded, culturally informed, quality-driven services and supports, the Behavioral Health Administration will promote equity, resilience, recovery, health and wellness for individuals who have or are at risk for behavioral health disorders (including emotional, substance, gambling and/or mental health disorders) to improve their health and well being.

VISION

To achieve optimal health outcomes and decrease avoidable health disparities for individuals across the life span, which advances an equitable behavioral health system that is integrated throughout the continuum of care.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

DEPUTY SECRETARY FOR BEHAVIORAL HEALTH

Goal 1. The Resident Grievance System (RGS) will conduct timely interviews and referrals (Information/Assistance), thorough investigations (Grievances), and assist residents who refuse medication (Clinical Review Panels) in the ten State-run facilities (seven behavioral health and three developmental disabilities).

Obj. 1.1 At least 95 percent of all grievances will be resolved within 65 working days.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.	2027 Est.
Number of requests for RGS services	3,215	2,052	2,603	2,454	2,659	2,572	2,562
Percent of grievances processed within 65 days	96%	90%	94%	94%	93%	94%	94%

Goal 2. The Resident Grievance System will work toward prevention of grievances by responding to residents' concerns. Grievances filed will be successfully mediated and resolved at the lowest possible level.

Obj. 2.1 Grievances will decline as the number of information/assistance interactions provided to residents increases.

Obj. 2.2 At least 93 percent of all grievances will be closed by Stage 3.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.	2027 Est.
Number of grievances	382	240	270	361	313	315	330
Number of Information/Assistance interactions	2,545	1,543	2,047	1,794	2,078	1,973	1,948
Number of Clinical Review Panels	288	269	286	299	268	284	284
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	42%	38%	39%	37%	40%	39%	39%
Stage 2 – Unit Director	21%	12%	16%	18%	12%	15%	15%
Stage 3 – Superintendent	31%	47%	33%	35%	37%	36%	36%
Stage 4 – Central Review Committee	6%	3%	12%	10%	11%	10%	10%

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BEHAVIORAL HEALTH ADMINISTRATION

Goal 1. Increase the abilities of participants with behavioral health disorders to live successfully in the community.

Obj. 1.1 The percentage of Public Behavioral Health System (PBHS) service recipients with a primary mental health diagnosis readmitted to the same or different inpatient hospital within 30 days of discharge will not exceed 18 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS service recipients with a primary mental health diagnosis who are readmitted to the same or different mental health inpatient hospital within 30 days of discharge	15.2%	14.0%	15.5%	16.7%	N/A	N/A	N/A
¹ Total number of PBHS service recipients with a primary mental health diagnosis discharged from an inpatient hospital following an admission for a mental health related condition	17,192	16,787	16,907	17,310	N/A	N/A	N/A

Obj. 1.2 The percentage of PBHS substance use disorder (SUD) service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge will not exceed 20 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS SUD service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge	17.7%	18.3%	20.6%	18.8%	N/A	N/A	N/A
¹ Total number of PBHS SUD service recipients discharged from Residential Treatment	12,414	14,691	14,860	16,215	N/A	N/A	N/A

Goal 2. Maintain and increase the number of individuals treated in the Public Behavioral Health System (PBHS).

Obj. 2.1 In each subsequent year, the number of individuals receiving behavioral health services will increase by four percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Number of individuals treated in the PBHS in the fiscal year	285,385	300,064	317,264	331,868	N/A	N/A	N/A
¹ Change in the number of individuals treated from previous fiscal year	-8,043	14,679	17,200	14,604	N/A	N/A	N/A
¹ Percent change from previous fiscal year	-2.7%	5.1%	5.7%	4.6%	N/A	N/A	N/A

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Obj. 2.2 In each subsequent year, the number of individuals receiving MH services will increase by four percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Number of individuals that received MH services in the PBHS in the fiscal year	227,372	243,531	261,240	276,358	N/A	N/A	N/A
¹ Change in the number of individuals treated from previous fiscal year	4,406	16,159	17,709	15,118	N/A	N/A	N/A
¹ Percent change from previous fiscal year	2.0%	7.1%	7.3%	5.8%	N/A	N/A	N/A

Obj. 2.3 In each subsequent year, the number of individuals receiving SUD services will increase by four percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Number of individuals that received SUD services in the PBHS in the fiscal year	104,586	104,701	108,702	114,485	N/A	N/A	N/A
¹ Change in the number of individuals treated from previous fiscal year	-17,633	115	4,001	5,783	N/A	N/A	N/A
¹ Percent change from previous fiscal year	-14.4%	0.1%	3.8%	5.3%	N/A	N/A	N/A

Obj. 2.4 In each subsequent year, the number of dually diagnosed individuals receiving behavioral health services will increase by four percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Number of individuals that received services in the PBHS in the fiscal year that were dually diagnosed	64,184	81,787	86,216	93,257	N/A	N/A	N/A
¹ Change in the number of dually diagnosed individuals treated from previous fiscal year	-27,342	17,603	4,429	7,041	N/A	N/A	N/A
¹ Percent change from previous fiscal year	-29.9%	27.4%	5.4%	8.2%	N/A	N/A	N/A

Obj. 2.5 The percentage of PBHS recipients receiving Opioid Use Disorder (OUD) services will increase annually by at least three percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent change in the number of PBHS recipients receiving OUD services	-7.7%	-8.1%	-6.0%	-5.0%	N/A	N/A	N/A
¹ Number of PBHS service recipients receiving PBHS OUD services in current fiscal year	31,023	28,548	26,850	25,797	N/A	N/A	N/A
¹ Change in number of PBHS service recipients receiving PBHS OUD services in previous fiscal year	-2,582	-2,475	-1,698	-1,053	N/A	N/A	N/A

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Obj. 2.6 The percentage of mental hospital inpatient treatment recipients who receive follow up mental health care within seven days of discharge will meet or exceed 45 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS mental hospital inpatient treatment recipients who receive follow-up mental health care within seven days of discharge from an inpatient facility	49.5%	49.5%	50.3%	51.2%	N/A	N/A	N/A
¹ Total number of PBHS service recipients discharged from mental health hospital treatment facilities	16,689	16,688	11,968	12,028	N/A	N/A	N/A

Obj. 2.6.1 The percentage of mental health related emergency department service recipients who receive follow up mental health care within seven days of discharge will meet or exceed 45 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS mental health related emergency department service recipients who receive follow-up care within seven days of discharge from an emergency department	N/A	N/A	50.9%	50.4%	N/A	N/A	N/A
¹ Total number of PBHS mental health related emergency department service recipients discharged from an emergency department	N/A	N/A	19,984	19,083	N/A	N/A	N/A

Obj. 2.7 The percent of PBHS Substance Use Disorder (SUD) service recipients who receive follow-up treatment within seven days of discharge from a SUD treatment facility will meet or exceed 45 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS Substance Use Disorder (SUD) service recipients who Received Follow-up treatment within 7 days of discharge from SUD Residential Treatment facility	49.3%	50.4%	51.8%	54.8%	N/A	N/A	N/A
¹ Total number of PBHS SUD service recipients discharged from SUD Residential Treatment	12,414	14,691	14,860	16,215	N/A	N/A	N/A

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Obj. 2.7.1 The percent of PBHS Substance Use Disorder service recipients who receive follow-up treatment within seven days of discharge from a SUD Inpatient treatment facility will meet or exceed 45 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS Substance Use Disorder (SUD) service recipients who received follow-up treatment within 7 days of discharge from an SUD Inpatient facility	N/A	N/A	50.1%	49.5%	N/A	N/A	N/A
¹ Total number of PBHS SUD service recipients discharged from an SUD Inpatient facility	N/A	N/A	1,485	1,469	N/A	N/A	N/A

Obj. 2.8 Increase the percentage of SUD providers actively treating children and youth ages 0 – 17 in the PBHS by two percent each fiscal year.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Number of unduplicated providers actively billing the PBHS for SUD treatment services rendered	821	891	1,024	1,134	N/A	N/A	N/A
¹ Number of unduplicated providers actively billing the public behavioral health system for SUD treatment services rendered to children and youth ages 0 – 17 years old	188	195	259	278	N/A	N/A	N/A
¹ Percent of SUD providers in the PBHS actively billing the PBHS for SUD treatment services rendered to children and youth ages 0 – 17	23%	22%	25%	25%	N/A	N/A	N/A

Obj. 2.9 Increase the percentage of children and youth, ages 0 – 17, receiving SUD treatment in the PBHS by two percent each fiscal year.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Number of unduplicated recipients receiving SUD treatment services in the PBHS in the fiscal year	73,695	74,488	77,274	82,513	N/A	N/A	N/A
¹ Number of unduplicated children and youth recipients, ages 0 -17, receiving SUD treatment services in the PBHS in the fiscal year	1,295	1,585	2,105	2,581	N/A	N/A	N/A
¹ Percent of children and youth recipients, ages 0 – 17, receiving SUD treatment services in the fiscal year	2%	2%	3%	3%	N/A	N/A	N/A

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Goal 3. Implement utilization of the latest technology to expand access to behavioral health services in the least restrictive settings.

Obj. 3.1 In each fiscal year, 45 percent or more of rural outpatient service recipients receive services via telehealth.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Unduplicated number of individuals served in outpatient setting in rural areas	76,550	81,427	85,541	89,505	N/A	N/A	N/A
¹ Number of individuals that received outpatient services via tele-behavioral health modalities in rural areas	53,485	50,328	49,054	49,533	N/A	N/A	N/A
¹ Percent in rural areas receiving outpatient services via tele-	69.9%	61.8%	57.3%	55.3%	N/A	N/A	N/A

Obj. 3.2 In each fiscal year, 45 percent or more of statewide outpatient service recipients receive services via telehealth.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Unduplicated number of individuals served in outpatient setting statewide	232,236	249,521	266,823	281,902	N/A	N/A	N/A
¹ Number of individuals that received outpatient services via tele-behavioral health modalities statewide	159,590	159,187	158,472	160,065	N/A	N/A	N/A
¹ Percent statewide receiving outpatient services via tele-behavioral	68.7%	63.8%	59.4%	56.8%	N/A	N/A	N/A

Goal 4. Promote health and wellness initiatives in the Behavioral Health System.

Obj. 4.1 The percentage of PBHS MH service recipients with three or more BH related Emergency Department (ED) visits will not exceed five percent.

Obj. 4.2 The percentage of PBHS SUD service recipients with three or more BH related ED visits will not exceed five percent.

Obj. 4.3 By fiscal year 2026, decrease the number of opioid-related overdose deaths by 5 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
¹ Percent of PBHS MH service recipients with three or more behavioral health related ED visits	1.0%	0.9%	0.8%	0.8%	N/A	N/A	N/A
¹ Total number of PBHS MH service recipients	227,372	243,531	261,240	276,358	N/A	N/A	N/A
¹ Percent of PBHS SUD service recipients with three or more behavioral health related ED visits	1.4%	1.3%	1.1%	1.2%	N/A	N/A	N/A
¹ Total number of PBHS SUD service recipients	104,586	104,701	108,702	114,485	N/A	N/A	N/A
¹ Number of opioid overdose-related deaths in Maryland	2,507	2,227	2,175	1,457	1,026	1,440	1,430
¹ Percent change of fatal opioid-related overdose deaths in the current fiscal year compared to the prior fiscal year	-0.4%	-11.1%	-2.3%	-68.0%	N/A	N/A	N/A

NOTES

¹ Due to technical difficulties with changing the agency's ASO platform, data is unavailable.

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