



# Ohio Department of Mental Health

30 East Broad Street  
Columbus, Ohio 43215-3430

DATE:                    NUMBER:                    ORIGINATOR & TITLE:  
March 18, 2008    C-03-08-01                    Mario DeSantis, Mental Health Administrator

OFFICE:  
Consumer and Recovery Supports

APPROVED BY: *[Signature]*  
Debbie Nixon Hughes, Deputy Director: Division of Program and Policy Development

Signed by Sandra Stephenson, MA, Director

**DISTRIBUTION:**

- BHO's                     Boards                     Provider Agencies                     Shareholder Organizations

**SUBJECT:**

- Allocations                     Certification                     Community Plan                     Critical Information
- Licensure                     MACSIS                     Medicaid                     Policy
- Procedure                     Other (specify):

**TITLE OF CORRESPONDENCE:**

The non-renewal of ODMH's grant agreement with Quality Research Services (QRS) for the Adult and Children's Consumer Quality Review Teams (CQRT) Initiative.

**CONTENT:**

The Department began assessing all funded grant awards, both from the standpoint of fiscal accountability, program productivity, program efficiency and value. The review is also a response to continuing shrinkage of both federal grant and Ohio General Revenue funds, with the resultant need to ensure that these monies are being used for maximal value statewide to Ohio citizens with mental illness/emotional disturbances.

For the past eleven years, CQRT has been a consumer and family member driven initiative implementing and collecting satisfaction surveys on mental health services. Initially, the CQRT funds were to be a temporary subsidy to participating Boards and/or providers where the collected CQRT data along with a rigorous continuous quality improvement plan were used to improve the system of care according to the expressed needs of consumers whose lives are most profoundly impacted by that system. With only the current (and decreasing) discretionary funding available, we are not able to fund activities that have only local or regional impact, no matter how worthy the cause.

As stewards of these public monies we must focus on activities that empower and involve consumers at a significant level around the whole state of Ohio. It is with regret that we must inform you that ODMH will not renew our agreement with Quality Research Services (QRS) Inc to provide Adult and Children CQRT services at the conclusion of the current fiscal year.

Please know that this decision is no direct reflection on commitment of QRS staff, but rather a decision based on fiscal and program impacts.

As we transform our mental health system, we believe it is also critical that we develop a satisfaction framework for total system integration. In this way, we stand the best chance to enhance consumer input and outcomes, and evaluating quality throughout the mental health system. ODMH has begun the strategic planning process and we recognize the critical nature of our ongoing work and look forward to collaborating with the various mental health stakeholders as we move through this process.

**REQUIRED ACTION:**

If applicable, Boards and Provider Agencies who are using CQRT will need to utilize another satisfaction mechanism beginning SFY 09.

**DATES FOR REQUIRED ACTION:**

Effective July 1, 2008.

**NAME, TELEPHONE NO., AND EMAIL OF CONTACT PERSON(S):**

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