
Performance Measures

Executive Office of Health and Human Services

Central Management

Long-Term Services and Support Spending

Home and Community-Based Services (HCBS) are a preferred alternative to institutional long-term care. HCBS Programs are designed around the intensity of a patient's need, providing cost savings, and improved patient experience. The figures below represent the percent of long-term care spending on HCBSs. [Note: This was a new performance measure in FY 2023 and historical targets are not available].

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Frequency: Annual					
Target	--	--	50%	50%	50%
Actual	47.0%	49.0%	48.6%	--	--

Overdoses

Overdoses are a leading cause of accidental death in Rhode Island. Overdose rates are important to track as they inform our prevention and response efforts. The figures below are a count of confirmed overdoses in the state that were reversed or resulted in death. [Note: This was a new performance measure in FY 2023 and historical targets are not available. FY 2023 actual will likely increase as claims data can lag by up to six months.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Frequency: Annual					
Target	--	--	1,075	914	876
Actual	1,195	1,160	627	--	--

Behavioral Health Services via Telehealth

COVID-19 created the need to implement alternative ways to access care, most notably behavioral health services. Providing telehealth options increased the number of individuals who are able to access behavioral health care. The figures below represent the percent of behavioral health services accessed through telehealth. [Note: This was a new performance measure in FY 2023 and targets are subject to change based on development of telehealth best practices. Data for FY 2023 are incomplete due to a one year data lag in the All Payer Claims Database.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Frequency: Annual					
Target	--	--	--	44.2%	50.0%
Actual	49.70%	41.95%	38.80%	--	--

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Medical Assistance (Including Medicaid)

NEMT Complaints

Rhode Island's non-emergency medical transportation (NEMT) vendor is responsible for safely transporting individuals to their appointment, on time and in a courteous fashion. The figures below are calculated by dividing the number of complaints (customer service, driver and vehicle, early/late pickup, and driver no show) by the total number of NEMT rides. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
Target	--	--	0.10%	0.09%	0%
Actual	0.13%	0.11%	0.09%	--	--

Timeliness of Early Intervention Evaluation

Timely assessment of pre-school children is critical for ensuring the most effective services are in place when they are needed. This measure, the Individuals with Disabilities Education Act (IDEA) indicator 7 requires that children have an individualized Family Service Plan in place within 45 calendar days of referral to Early Intervention. The figures below represent the percent of children that have had the following required activities completed within 45 calendar days of referral to Early Intervention; a family assessment, a child evaluation that identifies developmental delays, strengths and needs, and informs eligibility decisions, a routines-based assessment to identify child/family goals, activities and interventions, and an Individualized Family Service Plan that outlines outcomes, services, and supports the family will receive while enrolled in Early Intervention. A significant and steady increase in this indicator is expected over the next few years as providers continue to increase staffing capacity and stabilize their programs. [Note: This was a new performance measure in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
Target	--	--	100%	100%	100%
Actual	98%	35%	34%	--	--
