

## Improvement in CAR Score - Interpersonal Domain Establishment of Benchmark: May 08 - Oct 08

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Benchmark finalized on 10/1/2009

### Report Description:

#### Measure: Improvement in CAR Score: Interpersonal Domain

This report reflects the number of individuals who have an improvement in the Interpersonal domain of the CAR scores between the selected month and seven months prior to the selected month. For example, if the indicated month is June 2008, the CAR score that was active on December 1, 2007 is compared to the most recent CAR score for June 30, 2008. To be included in this report, an individual must receive three services from contract sources Community Mental Health (01) or Medicaid Services for which DMHSAS Pays Match, Adults (50). Only clients that are active at the beginning of the seventh month (i.e., December 1, 2007 in the example above) are included.

The intent of this report is to identify the benchmark and present a summary of the data that determined the different levels of the benchmark.

#### Exclusion:

1. PACT clients
2. Discharge code 68 (Death)
3. Discharge code 65 (Incarcerated)
4. Persons under 18 years of age on the date of service
5. Data that are missing, invalid, or do not fit the criteria

#### Definitions:

**CAR Score - Interpersonal:** Measures the adequacy with which the person is able to establish and maintain interpersonal relationships. Relationships involving persons other than family members should be compared to similar relationships by others of the same age, gender, culture, and life circumstances. This measure documents the client's ability to respond to affection and human contact, their capacity for empathy and ability to engage in social interaction.

**Improve:** CAR Score - Interpersonal at selected month is at least 5 points lower than CAR Score - Interpersonal at seven months prior to selected month, or a score of 15 has been attained.

**No Change:** CAR Score - Interpersonal did not decrease by at least 5 points or increase within measurement period (between selected month and seven months prior to selected month).

**Worsen:** CAR Score - Interpersonal at selected month is higher than CAR Score - Interpersonal at seven months prior to selected month.

**Percent:** The number of clients who reported an improvement (lower score; see definition for 'Improvement' above) in CAR Score - Interpersonal between the selected month and seven months prior to the selected month divided by the provider's total number of clients reported to have improved, worsened, or exhibited no change in CAR Score - Interpersonal x 100.

**Average:** The arithmetic mean of the data. In a data set, the mean is the sum of the data divided by the number of data points.

**Standard Deviation:** A measure of the dispersion or spread of the data. One standard deviation above and below the average determines the upper and lower limits.

**Upper Limit:** Average plus one standard deviation.

**Lower Limit:** Average minus one standard deviation.

**Benchmark:** A standard by which providers may be measured or judged.

#### How the Benchmark is Determined:

The benchmark is determined by the distribution of data from all 15 Community Mental Health Centers for a period of six months (11/01/2008 and 4/30/2009). From these data points, the average and standard deviations were calculated. These statistics were then used to establish the benchmark. The benchmark is utilized to assess monthly performance.

Benchmark categories are based on the average and upper and lower limits, as established in this report:

**None:** No points are awarded to an agency with a percentage below the lower limit.

**One Point:** An agency will receive one point when its monthly performance percent falls below the average but on or above the lower limit.

**Two Points:** An agency will receive two points when its monthly performance percent equals or exceeds the average.

**Bonus:** Bonus points will be awarded to providers whose monthly percentage equals or exceeds the upper limit.

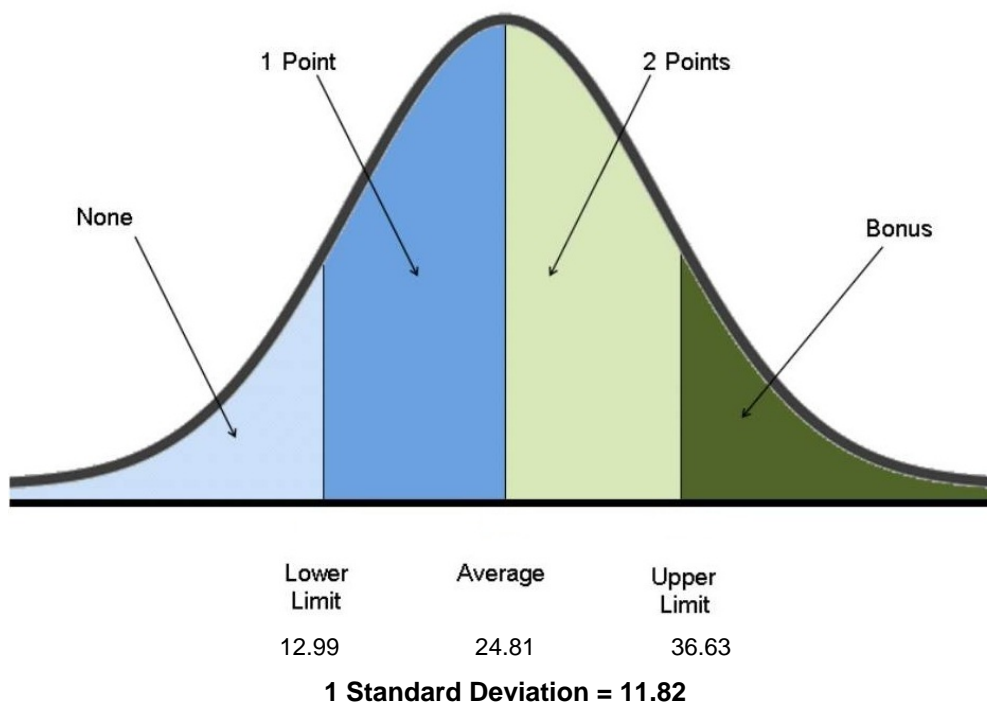
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#### Percent of Clients with an Improvement in CAR Score - Interpersonal

Agency	May-08	June-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	52.08	50.95	49.66	50.20	49.88	50.17
Bill Willis CMHC	32.69	30.50	30.55	30.37	29.84	29.22
Carl Albert CMHC	39.68	39.98	40.60	39.74	40.26	39.62
Central Oklahoma CMHC	41.95	42.19	41.32	40.68	40.21	40.15
CREOKS Mental Health Services	15.19	16.42	18.24	19.70	20.18	19.57
Edwin Fair CMHC	21.57	22.19	22.00	21.35	20.93	20.23
Family & Children's Services	21.72	20.44	19.21	19.10	18.20	17.07
Grand Lake MHC	6.06	5.64	5.65	6.27	6.51	6.35
Green Country BHS	17.44	16.73	18.05	18.00	18.45	18.02
Hope Community Services	24.42	24.98	25.91	26.33	26.69	25.79
Jim Taliaferro CMHC	30.87	30.83	29.78	29.98	28.74	27.83
MHSSO	19.39	18.90	18.56	19.81	19.70	19.38
North Care Center	9.49	9.14	9.41	9.97	10.77	11.55
NW Center for Behavioral Health	29.09	28.48	27.50	25.82	28.24	28.66
Red Rock BHS	14.54	14.59	14.91	14.71	14.78	14.47



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#### Number of Clients with an Improvement in CAR Score - Interpersonal

Agency	May-08	June-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	601	591	580	614	612	607
Bill Willis CMHC	221	208	212	215	219	220
Carl Albert CMHC	442	441	449	451	457	443
Central Oklahoma CMHC	417	432	419	417	419	422
CREOKS Mental Health Services	91	98	120	145	157	162
Edwin Fair CMHC	173	180	178	174	176	174
Family & Children's Services	602	588	553	537	515	485
Grand Lake MHC	93	89	91	102	108	107
Green Country BHS	90	89	100	99	105	100
Hope Community Services	261	268	277	278	288	278
Jim Taliaferro CMHC	167	168	165	170	175	172
MHSSO	240	227	225	249	253	258
North Care Center	146	145	150	159	173	190
NW Center for Behavioral Health	240	233	223	220	259	266
Red Rock BHS	272	269	279	276	280	275

#### Number of Clients

Agency	May-08	June-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	1,154	1,160	1,168	1,223	1,227	1,210
Bill Willis CMHC	676	682	694	708	734	753
Carl Albert CMHC	1,114	1,103	1,106	1,135	1,135	1,118
Central Oklahoma CMHC	994	1,024	1,014	1,025	1,042	1,051
CREOKS Mental Health Services	599	597	658	736	778	828
Edwin Fair CMHC	802	811	809	815	841	860
Family & Children's Services	2,772	2,877	2,878	2,811	2,829	2,841
Grand Lake MHC	1,534	1,579	1,610	1,627	1,659	1,686
Green Country BHS	516	532	554	550	569	555
Hope Community Services	1,069	1,073	1,069	1,056	1,079	1,078
Jim Taliaferro CMHC	541	545	554	567	609	618
MHSSO	1,238	1,201	1,212	1,257	1,284	1,331
North Care Center	1,538	1,586	1,594	1,595	1,607	1,645
NW Center for Behavioral Health	825	818	811	852	917	928
Red Rock BHS	1,871	1,844	1,871	1,876	1,895	1,901