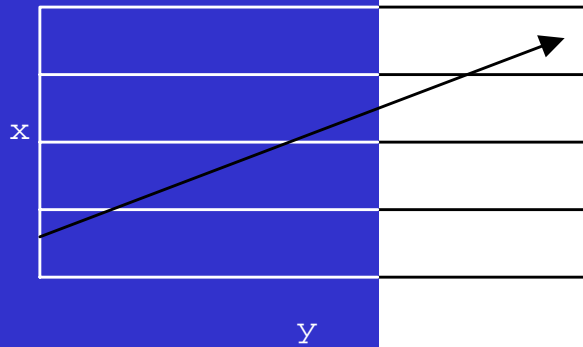


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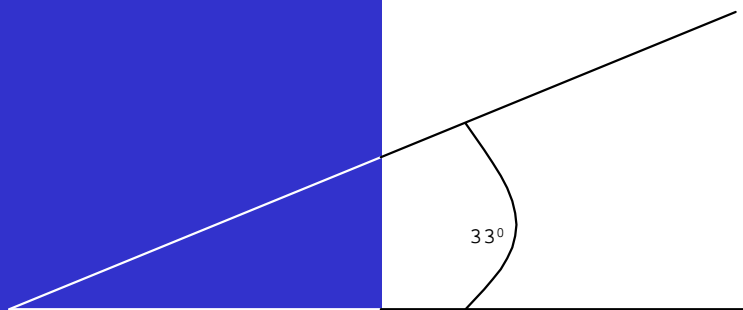
**Oklahoma Department of  
Mental Health and  
Substance Abuse Services**

**P**

**erformance &  
outcomes  
monitoring  
report**



**for  
Community  
Mental Health  
Centers**



prepared by the evaluation and data analysis section - decision support services division

**Volume 1: Performance Indicators**

Oklahoma Department of Mental Health and Substance Abuse Services  
**Fiscal Year 2001 Mental Health Performance Indicators**  
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## **INTRODUCTION**

The FY2001 Mental Health Performance and Outcomes Monitoring Report has been prepared for use by consumers, advocates, planners, treatment providers, administrators and other decision-makers. The report consists of two volumes. Volume One contains performance and outcome indicators based on a framework adopted by the National Association of State Mental Health Program Directors (NASMHPD). Volume Two contains service utilization data.

Both volumes contain three sections of charts and corresponding tables that display summarized information for (1) all clients, (2) adults with a serious mental illness (SMI), and (3) children with a serious emotional disturbance (SED). Also included are appendices for definitions, data selection criteria, service categories and a state map that depicts community mental health center (CMHC) service areas.

Each of the three sections of the performance and outcome indicators includes a chart that shows each CMHC's performance and a corresponding table that provides a count of each agency's clients. For selected indicators, a case mix analysis page is included as well.

For each CMHC, service utilization data are presented from two perspectives: (1) average number of service units per client by category of service, and (2) percentage of clients receiving the service. Corresponding tables provide the counts of clients and services. These services are those which are reported to the ODMHSAS Integrate Client Information System (ICIS) by each agency. Services include those which an agency provides or those for which an agency contracts. For example, Eastern State Region CMHCs that do not have their own inpatient units report services provided for their clients by other inpatient facilities.

Data for FY2000 and FY2001 are presented for year-to-year comparisons. For contracted CMHCs, only data on clients whose services were funded in whole or in part by the Oklahoma Department of Mental Health and Substance Abuse Services (DMHSAS) are included. For state-operated CMHCs, all mental health clients are included, regardless of funding source. To be included in this report, clients must be formally admitted and receive a service during the fiscal year. Other criteria may apply, depending on the indicator.

### **Why monitor performance and outcomes?**

The data presented in the Mental Health Performance and Outcomes Monitoring Report can be used by DMHSAS, state and federal funding entities, service providers and consumers. The DMHSAS mission is to promote healthy communities and provide the highest quality care to enhance the well-being of all Oklahomans. Assessing fulfillment of the mission requires evaluating outcomes, appropriateness of services, and quality of care, including the accessibility of services. State and federal funding entities are concerned with the quality of services supported by public resources. Collecting information about performance and outcomes helps the Department demonstrate treatment impact and justify requests for federal block grant and state appropriated funding. Service providers use performance and outcome data to make resource allocation decisions and improve service delivery. Consumers and their families use the information to make better choices about the treatment options available to them.

### **How should these measures be used?**

To fulfill its mission, DMHSAS will use performance and outcome measures in at least three ways: (1) assess overall system functioning, (2) examine the results for individual agencies, and (3) learn what combinations of services work best with identified groups of clients. From the system perspective, the Department will explore the extent to which improvements are being made within important target groups, such as persons with serious mental illness, substance abusing women with children, or persons in rural service areas. Answers to these broad questions may lead to planning for new services, or the re-allocation of existing resources. They may also lead to closer inspection of individual agency performance to determine the extent to which a provider is contributing to improvements in a target population.

DMHSAS indicators are based on values stated in the Department's mission statement and reflect concerns of state and national consumer groups, other payers, providers and persons interested in quality behavioral health care. As a result, treatment providers may use DMHSAS indicators for planning and evaluating performance improvement activities; for soliciting new funding; for re-allocating existing staff or other resources; or as a basis for contract negotiations with DMHSAS or managed care organizations. Because most of the indicators are based on data reported by providers, and the methods of calculating them are specified, agency staff can compile the data to guide mid-course adjustments to their activities.

### **What are the limits on how the measures are used?**

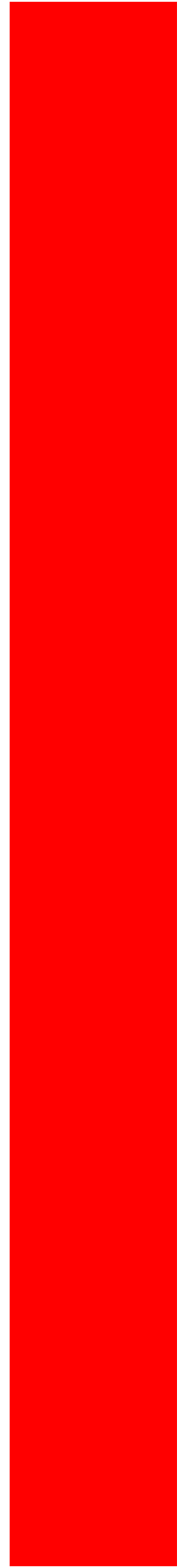
By definition, an indicator is a pointer or gauge used to monitor the operation of a system. It is not an exact measure of a system's functioning, but may point to areas where more analysis is "indicated." When the value of an indicator is out of the normal or average range, it suggests something different from the expected result, and indicates causal study is needed.

At least two factors affect the interpretability of indicators, data quality and case mix. Important elements of data quality are accuracy, timeliness, completeness and comprehensiveness. Case mix refers to the distribution of variables in a population that may affect the outcomes of treatment but are not within the control of the treatment provider. Such factors as the number of people with severe symptoms, the amount of resources available for treatment in a service area and the occurrence of some catastrophic event may influence how people respond to treatment. Balanced comparisons of outcomes among geographic areas or population subgroups require case-mix or risk adjustment so an "apples-to-apples" comparison can be made.



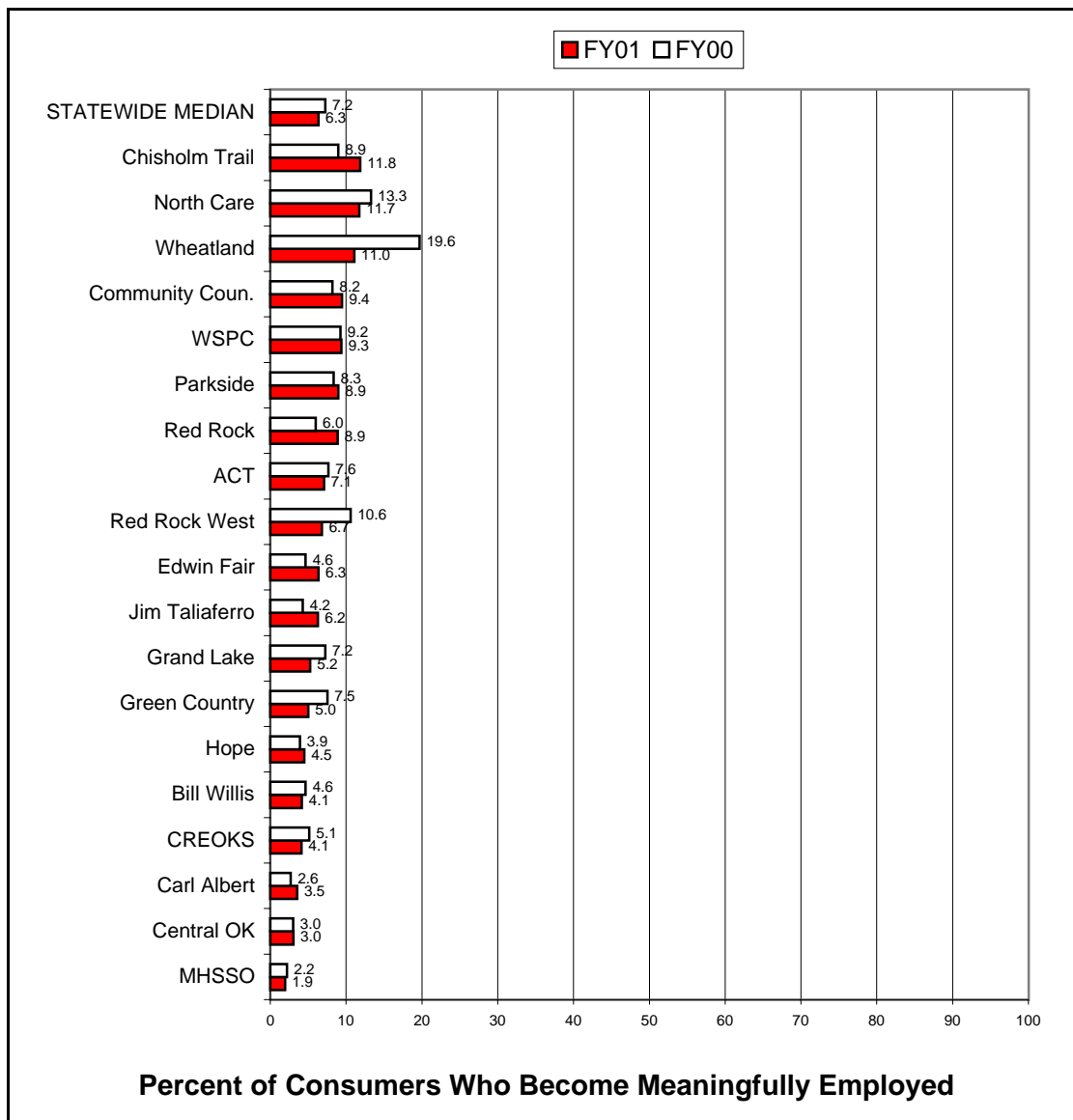
# **Performance Indicators**

## **All Admitted Clients**



Consumer Involvement in Meaningful Employment

Question: Of those clients who were not meaningfully employed at admission, what percent gained meaningful employment after receiving services?



Answer: Of the clients (18-60 years old) served in FY01, 36.7% were not meaningfully employed at admission. The percent of clients obtaining meaningful employment varied among all CMHCs from 1.9% to 11.8% with a statewide median of 6.3%. When compared with FY00, the percent increased in FY01 among 9 of the 19 CMHCs.

Refer to the Definitions (Appendix A) for a description of meaningful employment. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

### Consumer Involvement in Meaningful Employment Adjusted for Case Mix

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Chisholm Trail	11.8	6.4	5.5
Wheatland	11.0	6.0	5.0
North Care	11.7	8.0	3.7
Comm Counseling Ctr	9.4	6.3	3.2
Western State Psych Ctr	9.3	7.6	1.7
Parkside Center	8.9	7.3	1.6
Red Rock	8.9	7.4	1.4
Green Country	5.0	4.7	0.3
Red Rock West	6.7	6.5	0.2
Creoks	4.1	4.6	-0.5
Grand Lake	5.2	5.9	-0.7
Edwin Fair	6.3	7.2	-0.9
Hope Comm Svcs	4.5	5.4	-0.9
ACT	7.1	8.1	-1.0
Jim Taliaferro	6.2	8.1	-1.9
Carl Albert	3.5	5.7	-2.2
Bill Willis	4.1	6.5	-2.3
MHSSO	1.9	4.7	-2.8
Central OK	3.0	7.8	-4.8

Nine of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.



## Consumer Involvement in Meaningful Employment

Question: Of those clients who were not meaningfully employed at admission, what percent gained meaningful employment after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total adults between 18 and 60 years old	Clients not employed w/ two points of measurement more than 90 days	Number of clients with improved employment status	Percent	Total adults between 18 and 60 years old	Clients not employed w/ two points of measurement more than 90 days	Number of clients with improved employment status	Percent	Median	Mean
Chisholm Trail	1,210	436	39	8.9	1,311	456	54	11.8	6.3	6.8
North Care	961	400	53	13.3	1,042	351	41	11.7		
Wheatland	688	270	53	19.6	808	281	31	11.0		
Community Coun.	1,358	612	50	8.2	1,037	541	51	9.4		
WSPC	1,506	380	35	9.2	1,779	311	29	9.3		
Parkside	3,627	1,740	145	8.3	4,240	1,728	154	8.9		
Red Rock	935	84	5	6.0	1,013	271	24	8.9		
ACT	458	197	15	7.6	520	170	12	7.1		
Red Rock West	931	417	44	10.6	762	326	22	6.7		
Edwin Fair	994	456	21	4.6	1,151	571	36	6.3		
Jim Taliaferro	1,896	283	12	4.2	2,134	353	22	6.2		
Grand Lake	1,543	542	39	7.2	1,874	750	39	5.2		
Green Country	699	227	17	7.5	979	343	17	5.0		
Hope	904	620	24	3.9	915	516	23	4.5		
Bill Willis	1,264	434	20	4.6	1,373	437	18	4.1		
CREOKS	643	354	18	5.1	846	294	12	4.1		
Carl Albert	2,021	760	20	2.6	2,157	795	28	3.5		
Central OK	1,241	541	16	3.0	1,252	431	13	3.0		
MHSSO	2,403	1,252	27	2.2	2,426	1,210	23	1.9		

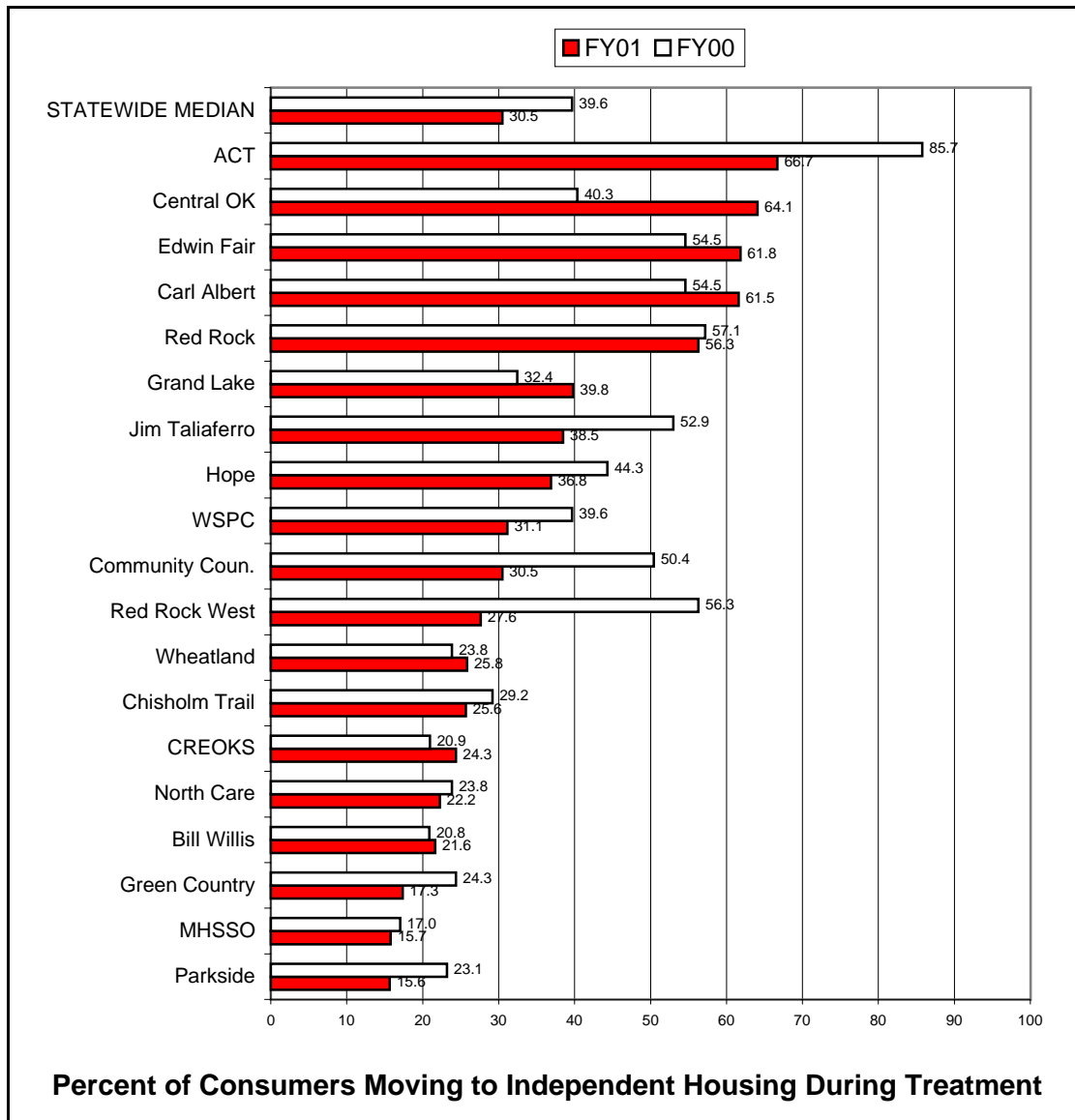
Clients are only counted if their employment status at admission is unemployed or not in the work force.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

Adult Consumers Living in Independent Housing

Question: Of those clients who were not living in independent housing at admission, what percent moved into independent housing while receiving treatment?



Answer: Of the clients (age 18-60) served in FY01, 4.3% were not living in independent housing at admission. The percent moving to independent housing varied among all CMHCs from 15.6% to 66.7% with a statewide median of 30.5%. When compared with FY00, the percent increased in FY01 among 7 of the 19 CMHCs.

Refer to Definitions (Appendix A) for a description of independent housing. Includes clients 18-60 years of age. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

### Adult Consumers Living in Independent Housing Adjusted for Case Mix

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Red Rock	56.3	27.1	29.2
Carl Albert	61.5	33.0	28.6
Edwin Fair	61.8	35.2	26.6
ACT	66.7	42.2	24.4
Central OK	64.1	42.0	22.1
Wheatland	25.8	17.3	8.5
Hope Comm Svcs	36.8	28.7	8.1
Chisholm Trail	25.6	20.1	5.5
Jim Taliaferro	38.5	33.0	5.5
Grand Lake	39.8	34.3	5.5
Western State Psych Ctr	31.1	29.0	2.1
Comm Counseling Ctr	30.5	31.6	-1.2
Creoks	24.3	25.6	-1.3
Red Rock West	27.6	29.6	-2.0
Green Country	17.3	19.4	-2.1
North Care	22.2	24.6	-2.4
MHSSO	15.7	20.4	-4.7
Bill Willis	21.6	38.6	-17.0
Parkside Center	15.6	36.5	-20.9

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Adult Consumers Living in Independent Housing

Question: Of those clients who were not living in independent housing at admission, what percent moved into independent housing while receiving treatment?

Agency	FY00				FY01				FY01 Statewide	
	Total adults between 18 and 60 years old	Adults not living in independent housing at admission	Adults whose housing changed to independent	Percent	Total adults between 18 and 60 years old	Adults not living in independent housing at admission	Adults whose housing changed to independent	Percent	Median	Mean
ACT	458	7	6	85.7	520	6	4	66.7	30.5	35.9
Central OK	1,241	124	50	40.3	1,252	64	41	64.1		
Edwin Fair	994	44	24	54.5	1,151	55	34	61.8		
Carl Albert	2,021	11	6	54.5	2,157	26	16	61.5		
Red Rock	935	14	8	57.1	1,013	32	18	56.3		
Grand Lake	1,543	71	23	32.4	1,874	83	33	39.8		
Jim Taliaferro	1,896	17	9	52.9	2,134	26	10	38.5		
Hope	904	70	31	44.3	915	76	28	36.8		
WSPC	1,506	53	21	39.6	1,779	45	14	31.1		
Community Coun.	1,358	131	66	50.4	1,037	197	60	30.5		
Red Rock West	931	32	18	56.3	762	29	8	27.6		
Wheatland	688	21	5	23.8	808	31	8	25.8		
Chisholm Trail	1,210	48	14	29.2	1,311	39	10	25.6		
CREOKS	643	67	14	20.9	846	37	9	24.3		
North Care	961	21	5	23.8	1,042	18	4	22.2		
Bill Willis	1,264	48	10	20.8	1,373	37	8	21.6		
Green Country	699	37	9	24.3	979	52	9	17.3		
MHSSO	2,403	159	27	17.0	2,426	89	14	15.7		
Parkside	3,627	216	50	23.1	4,240	237	37	15.6		

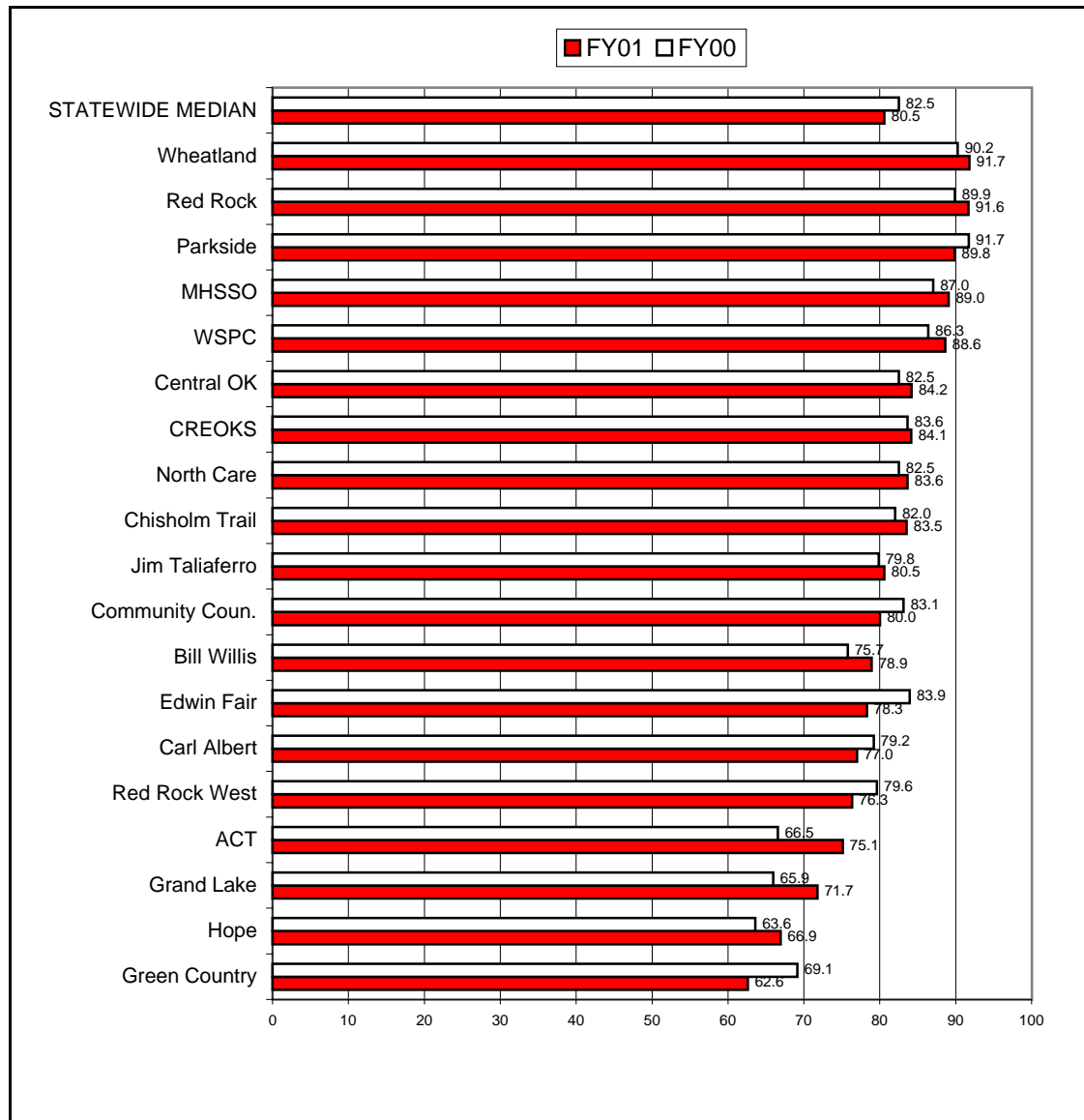
Independent housing includes Private Residence and Supported Living.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

Adult Level of Functioning (Maintained/Improved)

Question:



Answer: In FY01 the percent of adults with an improved or maintained level of functioning varied among all CMHCs from 62.6% to 91.7%, with a statewide median of 80.5%. When compared with FY00, the percent with an improved or maintained level of functioning increased in FY01 among 13 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Adult Level of Functioning (Maintained/Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Western State Psych Ctr	88.6	78.6	10.0
Red Rock	91.6	83.1	8.6
Central OK	84.2	75.8	8.4
Parkside Center	89.8	83.2	6.6
Wheatland	91.7	85.6	6.2
MHSSO	89.0	84.0	5.1
North Care	83.6	79.9	3.7
Chisholm Trail	83.5	82.5	1.0
Jim Taliaferro	80.5	79.7	0.9
Creoks	84.1	84.1	0.0
Comm Counseling Ctr	80.0	80.4	-0.4
Edwin Fair	78.3	78.9	-0.7
Carl Albert	77.0	79.4	-2.4
Bill Willis	78.9	81.4	-2.5
ACT	75.1	80.7	-5.6
Grand Lake	71.7	81.2	-9.4
Red Rock West	76.3	86.3	-10.0
Hope Comm Svcs	66.9	80.6	-13.8
Green Country	62.6	86.3	-23.7

Ten of the nineteen agencies performed at a rate equal to or above what would have been expected given their client characteristics.

## Adult Level of Functioning (Maintained/Improved)

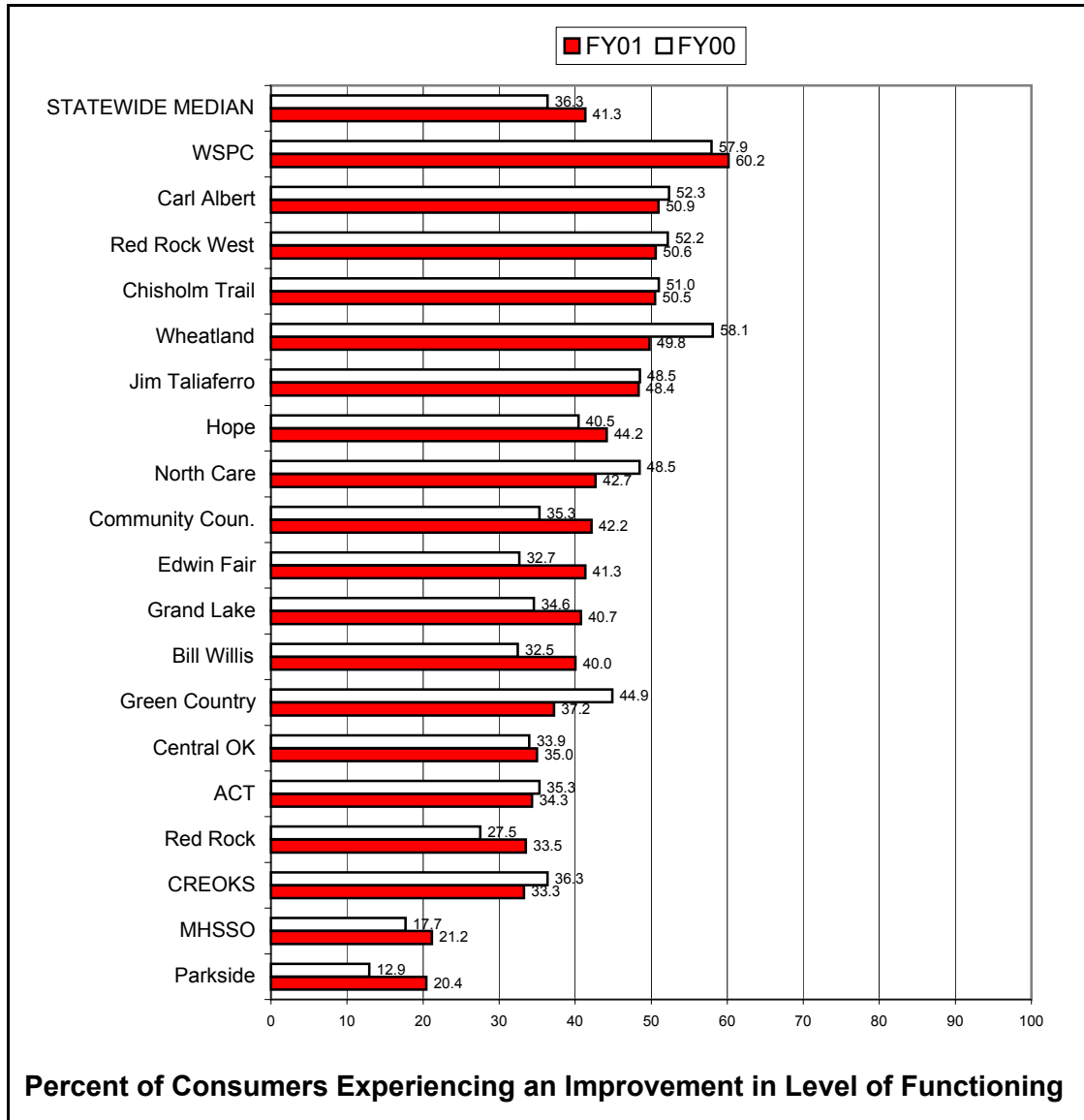
Question: What percent of adult consumers maintain or achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with maintained or improved level of functioning	Percent	Total adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with maintained or improved level of functioning	Percent	Median	Mean
Wheatland	722	408	368	90.2	841	424	389	91.7	80.5	80.7
Red Rock	1,172	138	124	89.9	1,191	406	372	91.6		
Parkside	3,785	2,282	2,092	91.7	4,383	2,243	2,014	89.8		
MHSSO	2,621	1,763	1,534	87.0	2,578	1,705	1,518	89.0		
WSPC	1,618	637	550	86.3	1,866	560	496	88.6		
Central OK	1,386	822	678	82.5	1,375	669	563	84.2		
CREOKS	700	476	398	83.6	884	409	344	84.1		
North Care	1,049	588	485	82.5	1,128	525	439	83.6		
Chisholm Trail	1,338	649	532	82.0	1,431	715	597	83.5		
Jim Taliaferro	2,005	431	344	79.8	2,221	550	443	80.5		
Community Coun.	1,677	969	805	83.1	1,269	835	668	80.0		
Bill Willis	1,346	573	434	75.7	1,448	597	471	78.9		
Edwin Fair	1,097	652	547	83.9	1,249	815	638	78.3		
Carl Albert	2,239	1,051	832	79.2	2,354	1,111	855	77.0		
Red Rock West	1,004	592	471	79.6	811	435	332	76.3		
ACT	486	272	181	66.5	536	233	175	75.1		
Grand Lake	1,696	986	650	65.9	1,997	1,281	919	71.7		
Hope	963	749	476	63.6	962	625	418	66.9		
Green Country	740	343	237	69.1	1,013	529	331	62.6		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment or excluded.

Adult Level of Functioning (Improved)

Question: What percent of adult consumers achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of adults with an improved level of functioning varied among all CMHCs from 20.4% to 60.2%, with a statewide median of 41.3%. When compared with FY00, the percent with an improved level of functioning increased in FY01 among 10 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.



**Adult Level of Functioning (Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Western State Psych Ctr	60.2	39.6	20.6
Chisholm Trail	50.5	31.7	18.8
Wheatland	49.8	33.3	16.5
Jim Taliaferro	48.4	34.5	13.8
Carl Albert	50.9	41.5	9.4
Hope Comm Svcs	44.2	36.3	7.8
North Care	42.7	36.1	6.6
Edwin Fair	41.3	36.2	5.1
Red Rock West	50.6	47.3	3.3
Comm Counseling Ctr	42.2	39.6	2.6
Central OK	35.0	35.2	-0.2
Green Country	37.2	37.9	-0.7
Creoks	33.3	34.7	-1.4
ACT	34.3	36.5	-2.1
Grand Lake	40.7	43.1	-2.4
Bill Willis	40.0	42.9	-2.8
Red Rock	33.5	37.0	-3.5
MHSSO	21.2	31.3	-10.2
Parkside Center	20.4	38.7	-18.3

Ten of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Adult Level of Functioning (Improved)

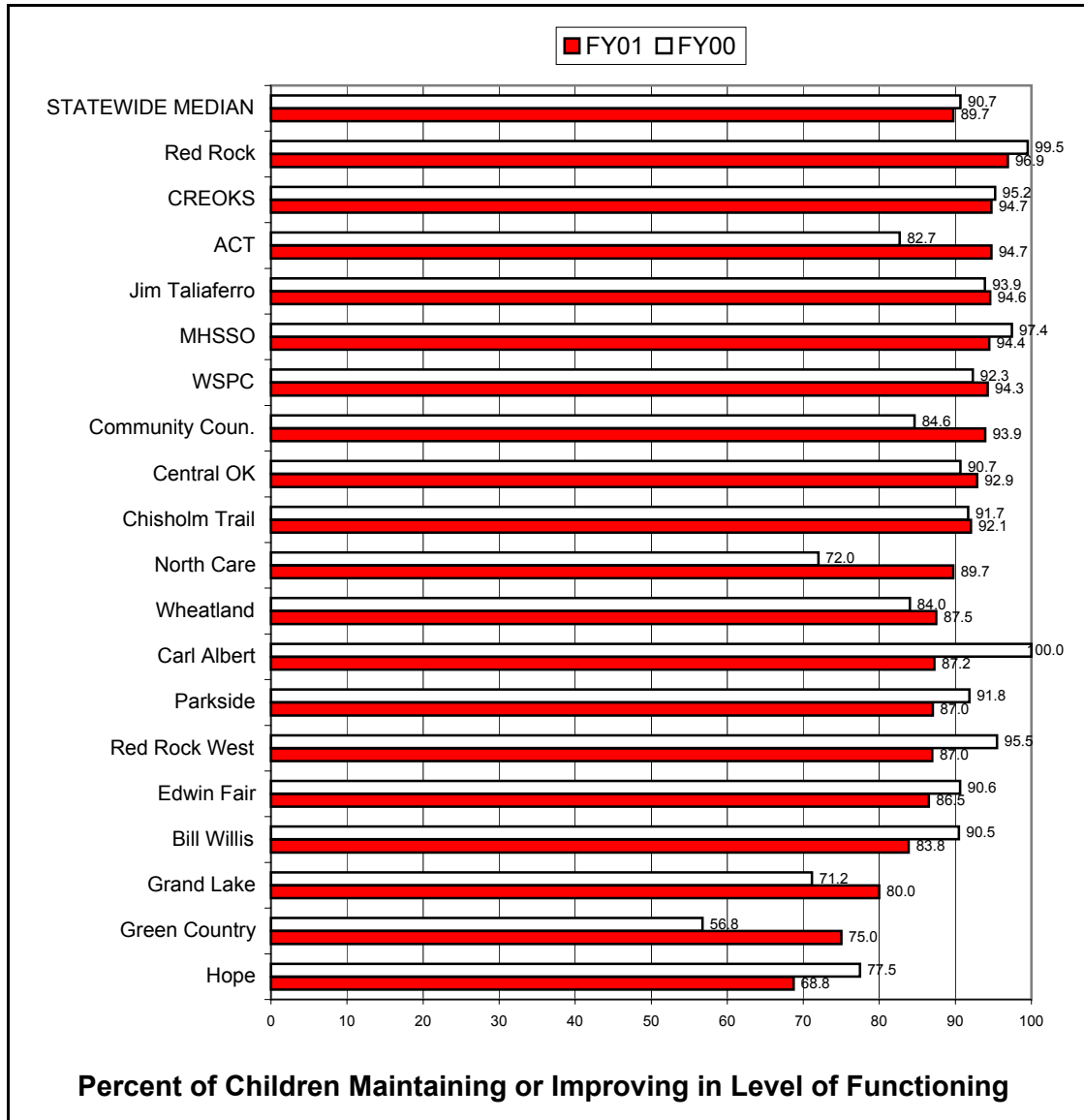
Question: What percent of adult consumers achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved level of functioning	Percent	Total adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved level of functioning	Percent	Median	Mean
WSPC	1,618	637	369	57.9	1,866	560	337	60.2	41.3	40.9
Carl Albert	2,239	1,051	550	52.3	2,354	1,111	566	50.9		
Red Rock West	1,004	592	309	52.2	811	435	220	50.6		
Chisholm Trail	1,338	649	331	51.0	1,431	715	361	50.5		
Wheatland	722	408	237	58.1	841	424	211	49.8		
Jim Taliaferro	2,005	431	209	48.5	2,221	550	266	48.4		
Hope	963	749	303	40.5	962	625	276	44.2		
North Care	1,049	588	285	48.5	1,128	525	224	42.7		
Community Coun.	1,677	969	342	35.3	1,269	835	352	42.2		
Edwin Fair	1,097	652	213	32.7	1,249	815	337	41.3		
Grand Lake	1,696	986	341	34.6	1,997	1,281	522	40.7		
Bill Willis	1,346	573	186	32.5	1,448	597	239	40.0		
Green Country	740	343	154	44.9	1,013	529	197	37.2		
Central OK	1,386	822	279	33.9	1,375	669	234	35.0		
ACT	486	272	96	35.3	536	233	80	34.3		
Red Rock	1,172	138	38	27.5	1,191	406	136	33.5		
CREOKS	700	476	173	36.3	884	409	136	33.3		
MHSSO	2,621	1,763	312	17.7	2,578	1,705	361	21.2		
Parkside	3,785	2,282	295	12.9	4,383	2,243	458	20.4		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

Children's Level of Functioning (Maintained/Improved)

Question: What percent of children (clients less than 18 years old) maintain or achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of children with an improved or maintained level of functioning varied among all CMHCs from 68.8% to 96.9%, with a statewide median of 89.7%. When compared with FY00, the percent with an improved or maintained level of functioning increased in FY01 among 10 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Children's Level of Functioning (Maintained/Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Central OK	92.9	86.6	6.3
ACT	94.7	89.2	5.6
Comm Counseling Ctr	93.9	89.4	4.5
MHSSO	94.4	91.1	3.4
Western State Psych Ctr	94.3	91.8	2.4
Red Rock	96.9	94.6	2.3
Jim Taliaferro	94.6	93.4	1.2
Carl Albert	87.2	86.1	1.1
Chisholm Trail	92.1	91.2	0.9
Creoks	94.7	94.3	0.4
Parkside Center	87.0	86.7	0.4
Edwin Fair	86.5	86.1	0.4
Red Rock West	87.0	87.4	-0.5
North Care	89.7	90.6	-0.8
Wheatland	87.5	89.0	-1.5
Bill Willis	83.8	85.9	-2.0
Grand Lake	80.0	90.5	-10.5
Green Country	75.0	89.7	-14.7
Hope Comm Svcs	68.8	87.9	-19.1

Twelve of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Children's Level of Functioning (Maintained/Improved)

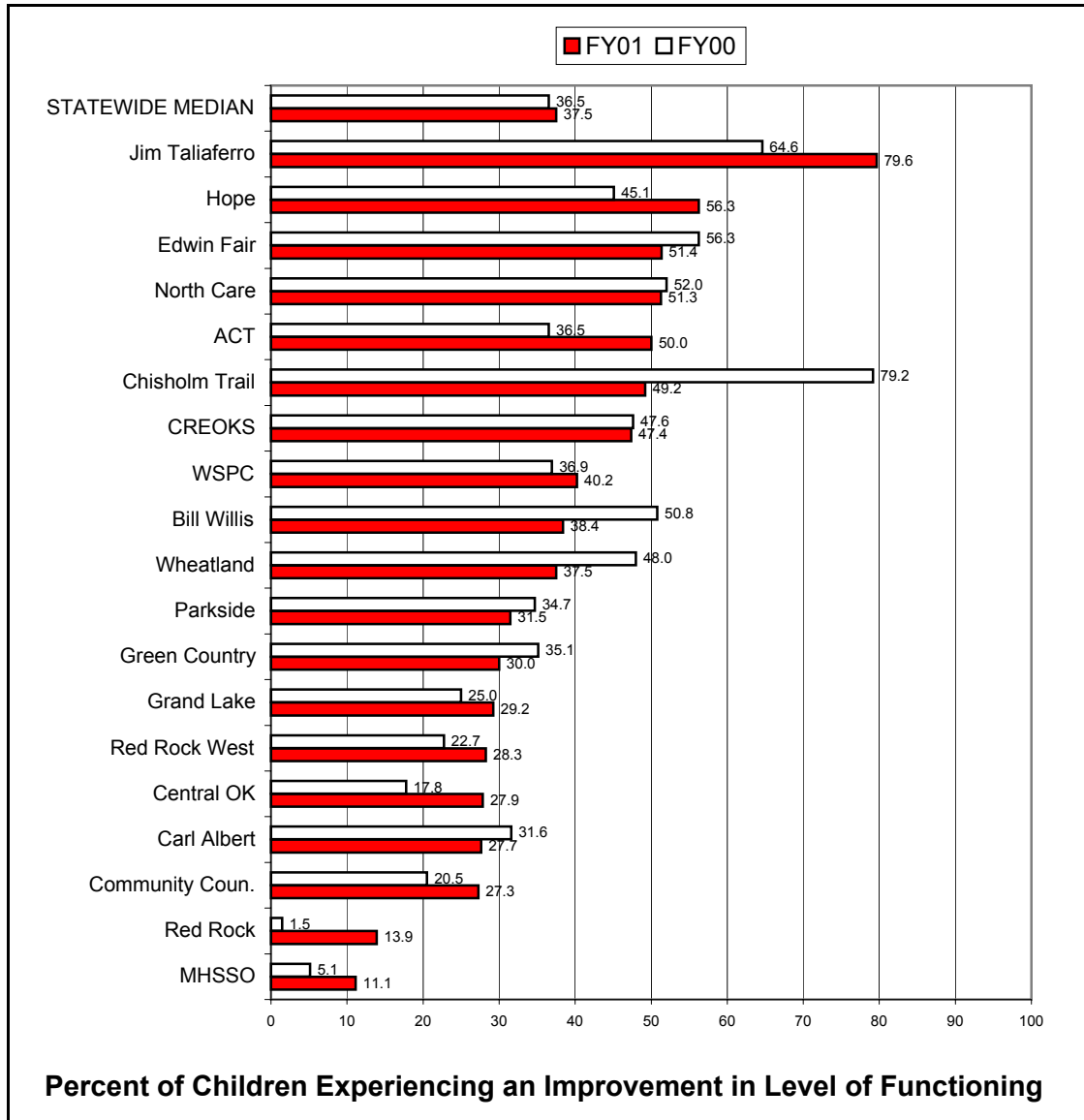
Question: What percent of children (clients less than 18 years old) maintain or achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total children less than 18 years old	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved or maintained level of functioning	Percent	Total children less than 18 years old	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved or maintained level of functioning	Percent	Median	Mean
Red Rock	373	202	201	99.5	452	194	188	96.9	89.7	88.5
CREOKS	30	21	20	95.2	84	19	18	94.7		
ACT	126	52	43	82.7	90	38	36	94.7		
Jim Taliaferro	481	164	154	93.9	541	221	209	94.6		
MHSSO	265	156	152	97.4	283	144	136	94.4		
WSPC	251	65	60	92.3	322	87	82	94.3		
Community Coun.	136	39	33	84.6	87	33	31	93.9		
Central OK	224	107	97	90.7	289	140	130	92.9		
Chisholm Trail	112	24	22	91.7	256	63	58	92.1		
North Care	180	25	18	72.0	260	39	35	89.7		
Wheatland	53	25	21	84.0	131	32	28	87.5		
Carl Albert	53	19	19	100.0	178	47	41	87.2		
Parkside	98	49	45	91.8	167	54	47	87.0		
Red Rock West	112	44	42	95.5	106	46	40	87.0		
Edwin Fair	81	32	29	90.6	87	37	32	86.5		
Bill Willis	211	63	57	90.5	228	99	83	83.8		
Grand Lake	124	52	37	71.2	176	65	52	80.0		
Green Country	183	37	21	56.8	264	60	45	75.0		
Hope	91	71	55	77.5	79	48	33	68.8		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

Children's Level of Functioning (Improved)

Question: What percent of children (clients less than 18 years old) achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of children with an improved level of functioning varied among all CMHCs from 11.1% to 79.6%, with a statewide median of 37.5%. When compared with FY00, the percent with an improved level of functioning increased in FY01 among 10 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Children's Level of Functioning (Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Jim Taliaferro	79.6	60.6	19.0
Chisholm Trail	49.2	32.0	17.2
North Care	51.3	34.6	16.7
Edwin Fair	51.4	35.3	16.1
ACT	50.0	36.1	13.9
Hope Comm Svcs	56.3	45.7	10.5
Wheatland	37.5	32.8	4.7
Creoks	47.4	43.1	4.3
Carl Albert	27.7	28.4	-0.7
Comm Counseling Ctr	27.3	28.4	-1.1
Bill Willis	38.4	39.7	-1.3
Western State Psych Ctr	40.2	42.8	-2.6
Parkside Center	31.5	35.5	-4.0
Red Rock West	28.3	34.9	-6.6
Red Rock	13.9	22.8	-8.9
Central OK	27.9	37.2	-9.4
Green Country	30.0	40.8	-10.8
Grand Lake	29.2	42.0	-12.8
MHSSO	11.1	27.4	-16.2

Eight of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Children's Level of Functioning (Improved)

Question: What percent of children (clients less than 18 years old) achieve an improved level of functioning after receiving services?

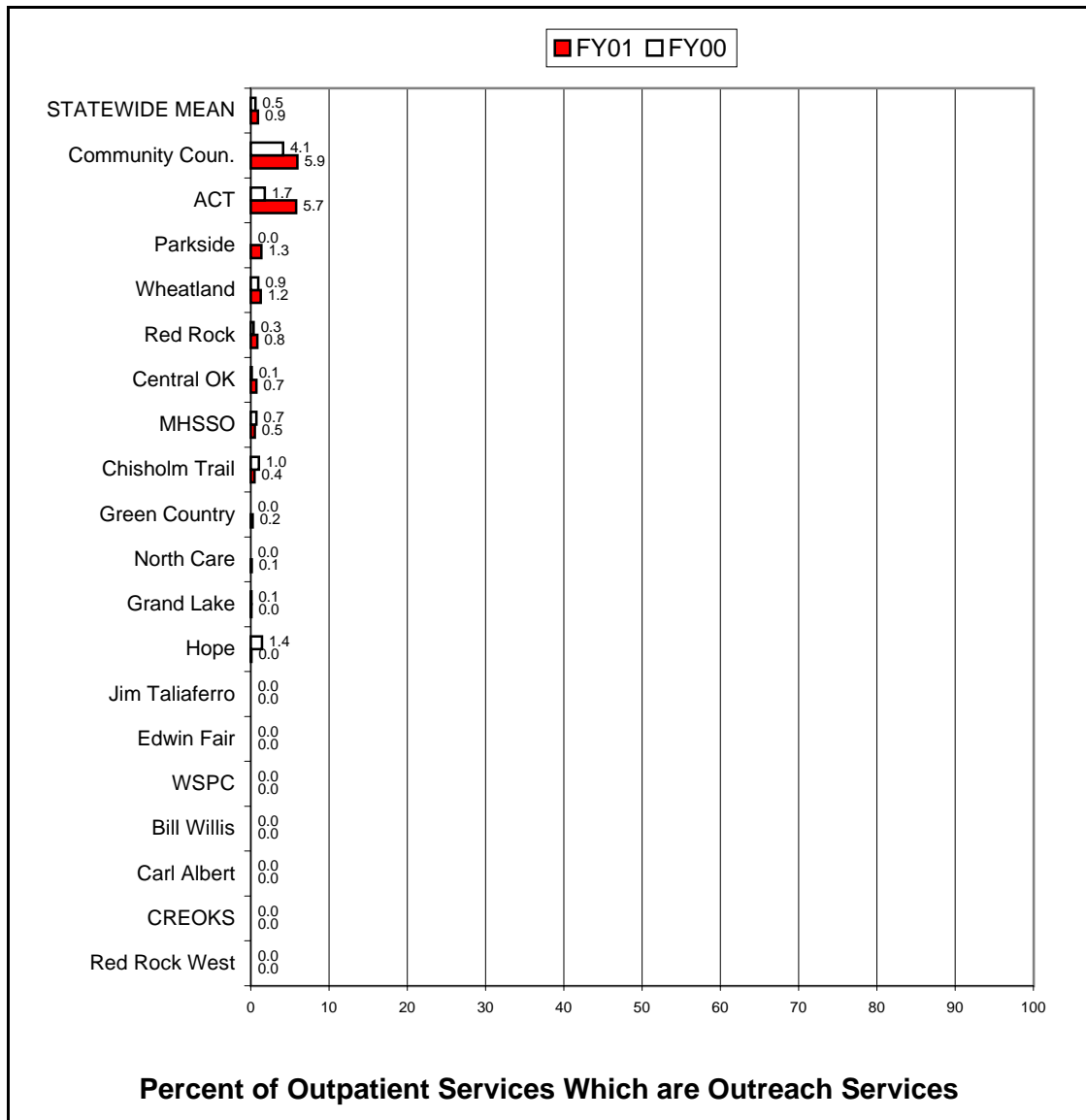
Agency	FY00				FY01				FY01 Statewide	
	Total children less than 18 years old	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved level of functioning	Percent	Total children less than 18 years old	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved level of functioning	Percent	Median	Mean
Jim Taliaferro	481	164	106	64.6	541	221	176	79.6	37.5	38.3
Hope	91	71	32	45.1	79	48	27	56.3		
Edwin Fair	81	32	18	56.3	87	37	19	51.4		
North Care	180	25	13	52.0	260	39	20	51.3		
ACT	126	52	19	36.5	90	38	19	50.0		
Chisholm Trail	112	24	19	79.2	256	63	31	49.2		
CREOKS	30	21	10	47.6	84	19	9	47.4		
WSPC	251	65	24	36.9	322	87	35	40.2		
Bill Willis	211	63	32	50.8	228	99	38	38.4		
Wheatland	53	25	12	48.0	131	32	12	37.5		
Parkside	98	49	17	34.7	167	54	17	31.5		
Green Country	183	37	13	35.1	264	60	18	30.0		
Grand Lake	124	52	13	25.0	176	65	19	29.2		
Red Rock West	112	44	10	22.7	106	46	13	28.3		
Central OK	224	107	19	17.8	289	140	39	27.9		
Carl Albert	53	19	6	31.6	178	47	13	27.7		
Community Coun.	136	39	8	20.5	87	33	9	27.3		
Red Rock	373	202	3	1.5	452	194	27	13.9		
MHSSO	265	156	8	5.1	283	144	16	11.1		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.



**Percent of Outpatient Services Used for Outreach**

Question: What percent of outpatient services are outreach services, demonstrating that agencies are actively reaching out to clients at risk who are not currently engaged in treatment?



Answer: In FY01 the percent of outreach services varied among all CMHCs from 0% to 5.9%, with a statewide mean of 0.9%. When compared with FY00, the percent of outreach services increased in FY01 at 8 of the 19 CMHCs.

Outreach services are activities in face-to-face group settings directed toward identifying potential clients who are at risk. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Percent of Outpatient Services Used for Outreach

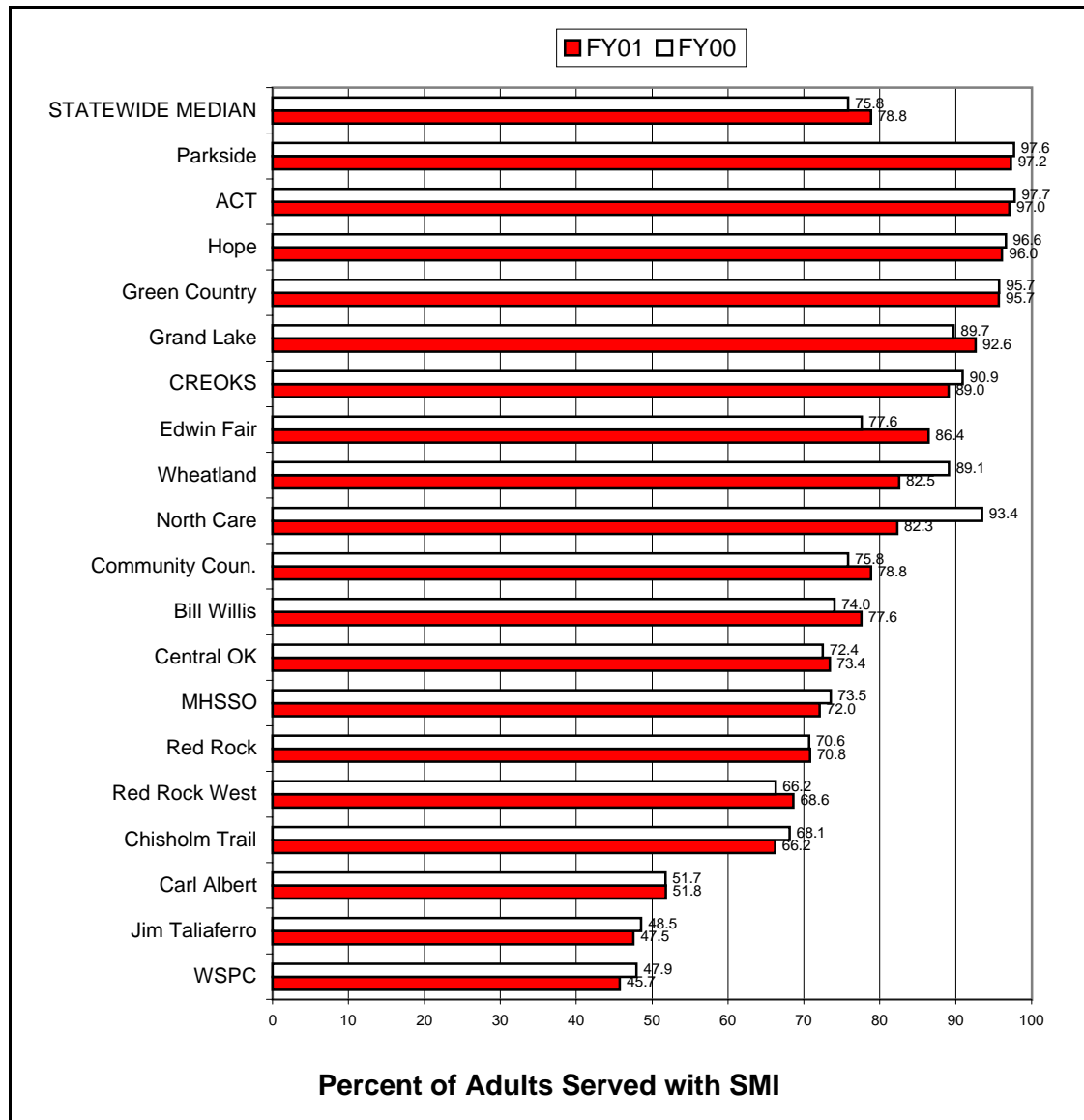
Question: What percent of outpatient services are outreach services, demonstrating that agencies are actively reaching out to clients at risk who are not currently engaged in treatment?

Agency	FY00			FY01			FY01 Statewide	
	Total outpatient hours	Total outreach hours	Percent	Total outpatient hours	Total outreach hours	Percent	Median	Mean
Community Coun.	80,641	3,291	4.1	62,512	3,700	5.9	0.1	0.9
ACT	26,279	456	1.7	22,111	1,269	5.7		
Parkside	67,016	3	0.0	77,889	1,021	1.3		
Wheatland	16,480	151	0.9	17,076	207	1.2		
Red Rock	60,271	193	0.3	74,390	583	0.8		
Central OK	43,907	35	0.1	40,008	263	0.7		
MHSSO	154,458	1,062	0.7	173,040	831	0.5		
Chisholm Trail	36,227	359	1.0	37,560	164	0.4		
Green Country	49,786	1	0.0	68,463	141	0.2		
North Care	69,384	0	0.0	42,733	40	0.1		
Grand Lake	241,748	127	0.1	334,498	107	0.0		
Hope	55,711	768	1.4	43,747	14	0.0		
Jim Taliaferro	68,836	0	0.0	63,158	1	0.0		
Edwin Fair	51,474	10	0.0	65,174	0	0.0		
WSPC	44,258	0	0.0	39,474	0	0.0		
Bill Willis	76,781	0	0.0	82,035	0	0.0		
Carl Albert	56,391	0	0.0	60,916	0	0.0		
CREOKS	68,116	0	0.0	75,175	0	0.0		
Red Rock West	61,319	0	0.0	57,457	0	0.0		

Outreach services are activities in face-to-face group settings directed toward identifying potential clients or persons who are at risk. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. ICIS services codes for outreach are 550, 551, and 560.

**Percent of Adult Served with a Serious Mental Illness (SMI)**

Question: What percent of adults most in need of treatment (those with a serious mental illness) receive services?



Answer: In FY01 the percent of adults served with SMI varied among all agencies from 45.7% to 97.2%, with a statewide median of 78.8%. When compared with FY00, the percent receiving services increased in FY01 among 8 of the 19 CMHCs.

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Percent of Adult Served with a Serious Mental Illness (SMI)

Question: What percent of adults most in need of treatment (those with a serious mental illness) receive services?

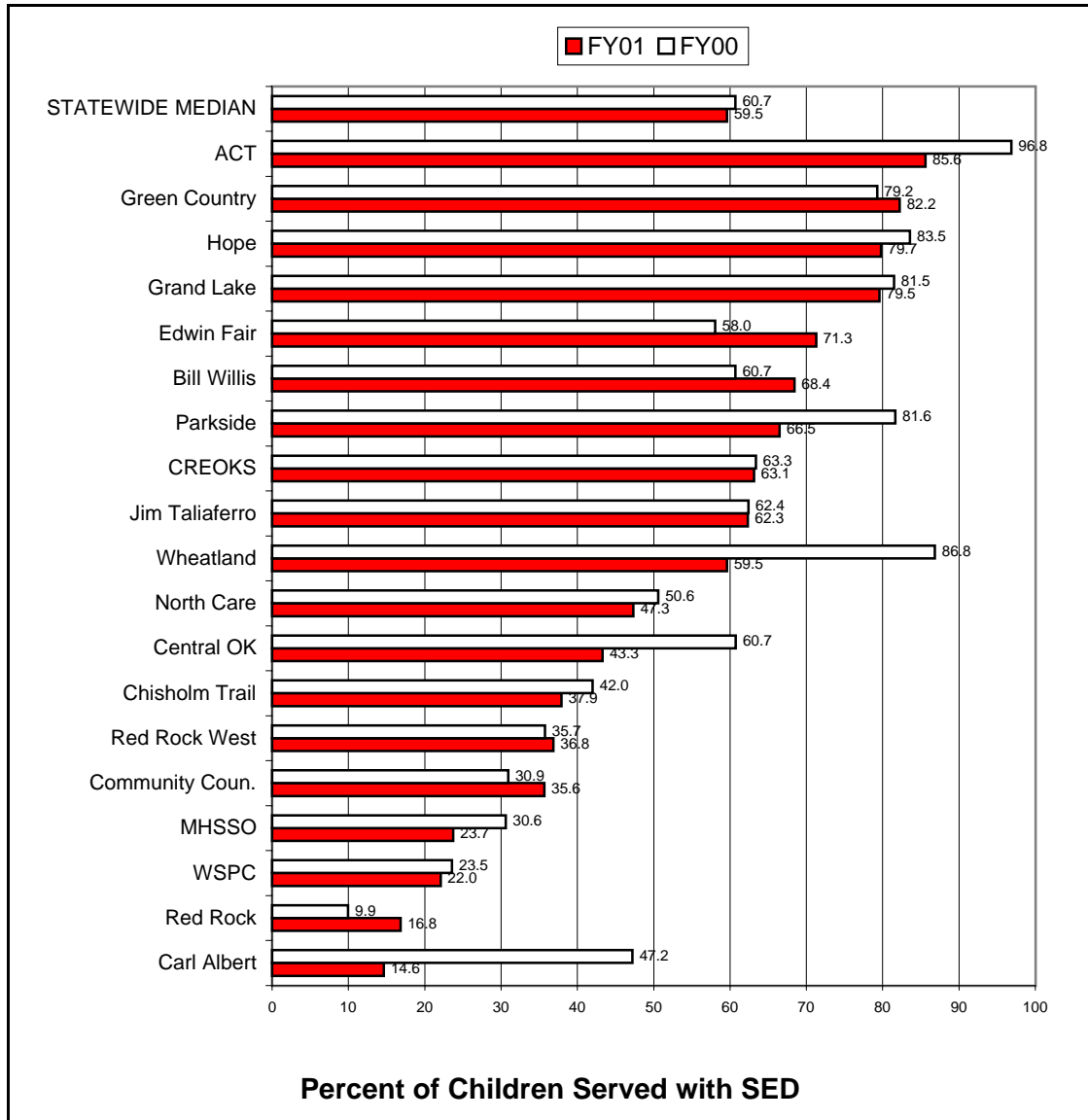
Agency	FY00				FY01				FY01 Statewide	
	Total clients	Total adult clients	Number of clients ever identified as SMI	Percent	Total clients	Total adult clients	Number of clients ever identified as SMI	Percent	Median	Mean
Parkside	3,883	3,785	3,695	97.6	4,550	4,383	4,262	97.2	78.8	77.4
ACT	612	486	475	97.7	626	536	520	97.0		
Hope	1,054	963	930	96.6	1,041	962	924	96.0		
Green Country	923	740	708	95.7	1,277	1,013	969	95.7		
Grand Lake	1,820	1,696	1,521	89.7	2,173	1,997	1,849	92.6		
CREOKS	730	700	636	90.9	968	884	787	89.0		
Edwin Fair	1,178	1,097	851	77.6	1,336	1,249	1,079	86.4		
Wheatland	775	722	643	89.1	972	841	694	82.5		
North Care	1,229	1,049	980	93.4	1,388	1,128	928	82.3		
Community Coun.	1,813	1,677	1,271	75.8	1,356	1,269	1,000	78.8		
Bill Willis	1,557	1,346	996	74.0	1,676	1,448	1,123	77.6		
Central OK	1,610	1,386	1,004	72.4	1,664	1,375	1,009	73.4		
MHSSO	2,886	2,621	1,927	73.5	2,861	2,578	1,857	72.0		
Red Rock	1,545	1,172	828	70.6	1,643	1,191	843	70.8		
Red Rock West	1,116	1,004	665	66.2	917	811	556	68.6		
Chisholm Trail	1,450	1,338	911	68.1	1,687	1,431	947	66.2		
Carl Albert	2,292	2,239	1,158	51.7	2,532	2,354	1,219	51.8		
Jim Taliaferro	2,486	2,005	973	48.5	2,762	2,221	1,055	47.5		
WSPC	1,869	1,618	775	47.9	2,188	1,866	853	45.7		

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

**Percent of Children Served with a Serious Emotional Disturbance (SED)**

Question: What percent of children most in need of treatment (those with a serious emotional disturbance) receive services?



Answer: In FY01 the percent of children served with SED varied among all CMHCs from 14.6% to 85.6%, with a statewide median of 59.5%. When compared with FY00, the percent receiving services increased in FY01 among 6 of the 19 CMHCs.

Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

## Percent of Children Served with a Serious Emotional Disturbance (SED)

Question: What percent of children most in need of treatment (those with a serious emotional disturbance) receive services?

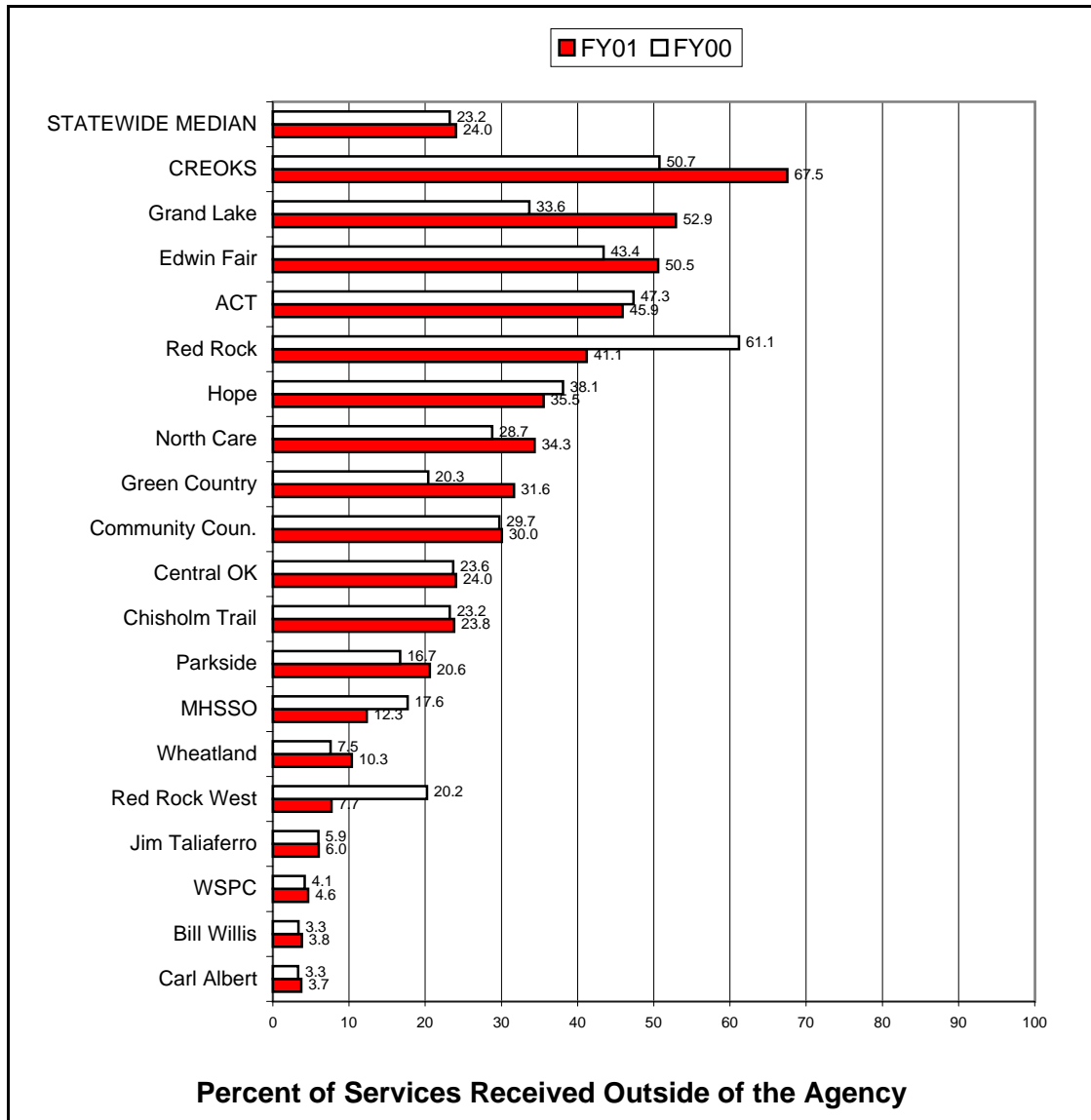
Agency	FY00				FY01				FY01 Statewide	
	Total clients	Total children	Number of children identified with SED	Percent	Total clients	Total children	Number of children identified with SED	Percent	Median	Mean
ACT	612	126	122	96.8	626	90	77	85.6	59.5	52.4
Green Country	923	183	145	79.2	1,277	264	217	82.2		
Hope	1,054	91	76	83.5	1,041	79	63	79.7		
Grand Lake	1,820	124	101	81.5	2,173	176	140	79.5		
Edwin Fair	1,178	81	47	58.0	1,336	87	62	71.3		
Bill Willis	1,557	211	128	60.7	1,676	228	156	68.4		
Parkside	3,883	98	80	81.6	4,550	167	111	66.5		
CREOKS	730	30	19	63.3	968	84	53	63.1		
Jim Taliaferro	2,486	481	300	62.4	2,762	541	337	62.3		
Wheatland	775	53	46	86.8	972	131	78	59.5		
North Care	1,229	180	91	50.6	1,388	260	123	47.3		
Central OK	1,610	224	136	60.7	1,664	289	125	43.3		
Chisholm Trail	1,450	112	47	42.0	1,687	256	97	37.9		
Red Rock West	1,116	112	40	35.7	917	106	39	36.8		
Community Coun.	1,813	136	42	30.9	1,356	87	31	35.6		
MHSSO	2,886	265	81	30.6	2,861	283	67	23.7		
WSPC	1,869	251	59	23.5	2,188	322	71	22.0		
Red Rock	1,545	373	37	9.9	1,643	452	76	16.8		
Carl Albert	2,292	53	25	47.2	2,532	178	26	14.6		

Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Access to Services Received Outside the Facility

Question: What percent of services are provided outside the facility, allowing access to services regardless of the consumer's lack of transportation, physical immobility, incarceration or other restraints?



Answer: In FY01 the percent of services provided outside of the agencies' physical locations varied from 3.7% to 67.5%, with a statewide median of 24.0%. When compared with FY00, the percent increased in FY01 among 14 of the 19 CMHCs.

Refer to Definitions (Appendix A) for a description of locations outside of the provider facility. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Access to Services Received Outside the Facility

Question: What percent of services are provided outside the facility, allowing access to services regardless of the consumer's lack of transportation, physical immobility, incarceration or other restraints?

Agency	FY00				FY01				FY01 Statewide	
	Total outpatient hours	Outpatient hours which could be provided outside the agency	Outpatient hours provided outside the agency	Percent	Total outpatient hours	Outpatient hours which could be provided outside the agency	Outpatient hours provided outside the agency	Percent	Median	Mean
CREOKS	68,116	63,908	32,389	50.7	75,174	74,074	50,003	67.5	24.0	26.6
Grand Lake	241,748	241,748	81,299	33.6	334,498	334,498	176,838	52.9		
Edwin Fair	51,474	18,809	8,160	43.4	65,174	22,322	11,278	50.5		
ACT	26,279	11,318	5,354	47.3	22,111	11,826	5,425	45.9		
Red Rock	60,271	20,517	12,541	61.1	74,390	18,362	7,555	41.1		
Hope	55,711	18,150	6,908	38.1	43,747	15,009	5,329	35.5		
North Care	69,385	13,168	3,785	28.7	42,737	14,650	5,029	34.3		
Green Country	49,786	14,065	2,862	20.3	68,463	24,761	7,829	31.6		
Community Coun.	80,641	80,641	23,925	29.7	62,512	62,512	18,759	30.0		
Central OK	43,907	27,200	6,428	23.6	39,971	34,915	8,372	24.0		
Chisholm Trail	36,227	36,150	8,383	23.2	37,560	37,560	8,926	23.8		
Parkside	67,016	28,407	4,737	16.7	77,889	42,157	8,671	20.6		
MHSSO	154,458	28,951	5,108	17.6	173,039	21,967	2,701	12.3		
Wheatland	16,480	14,239	1,071	7.5	17,076	17,076	1,763	10.3		
Red Rock West	61,319	18,604	3,757	20.2	57,457	35,795	2,741	7.7		
Jim Taliaferro	68,836	45,608	2,699	5.9	63,158	39,879	2,378	6.0		
WSPC	44,258	44,258	1,823	4.1	39,474	39,474	1,814	4.6		
Bill Willis	76,781	24,857	823	3.3	82,031	24,902	937	3.8		
Carl Albert	56,391	56,391	1,858	3.3	60,916	60,916	2,242	3.7		

Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

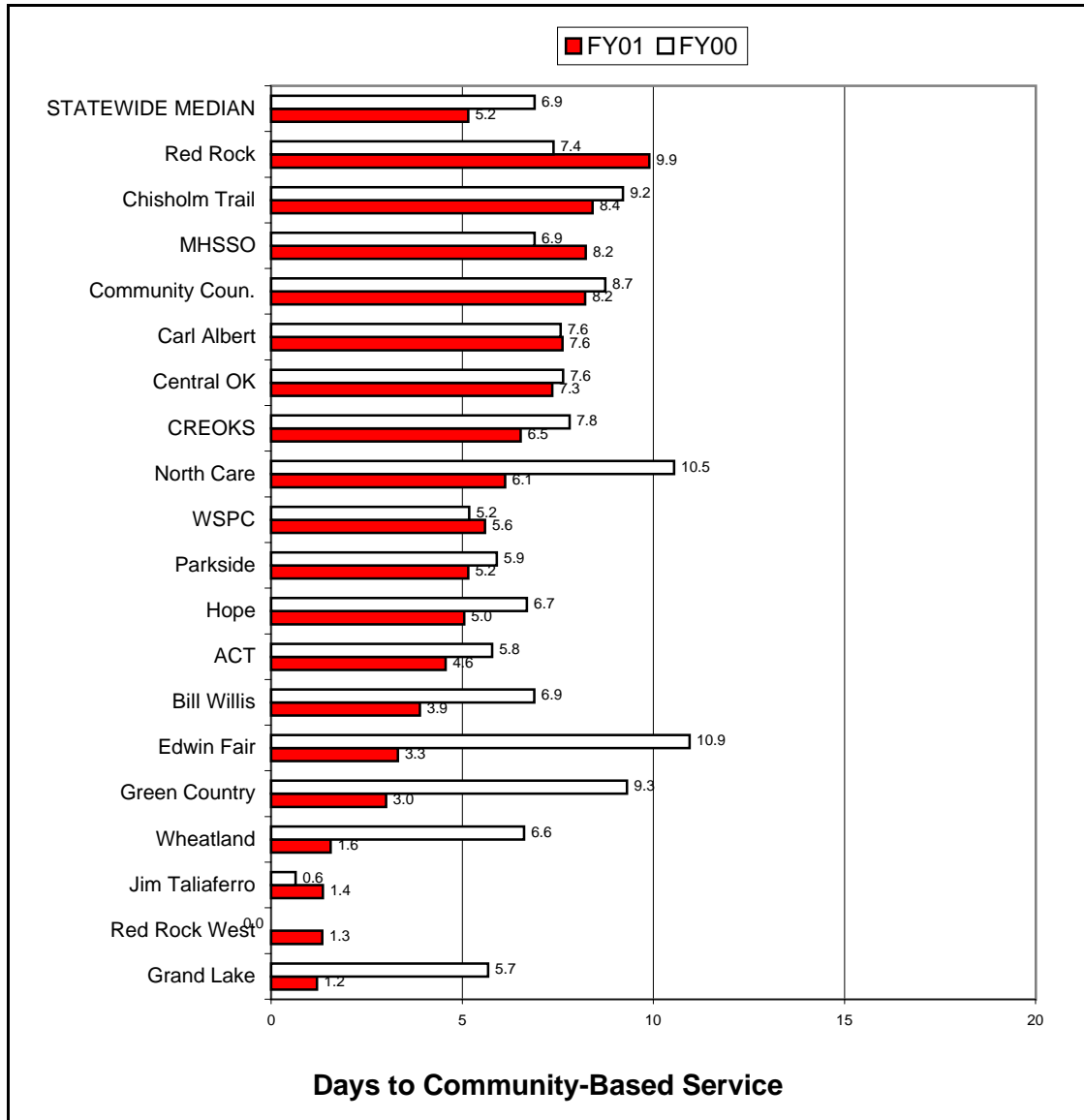
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Psychosocial Rehabilitation services and Day Treatment are excluded from 'Outpatient Hours which could be provided outside the agency.'



Average Number of Days from Inpatient Discharge to Community-Based Service for Clients Seen within 30 Days

Question: For clients seen within 30 days, what is the average number of days from an inpatient discharge to community-based service?



Answer: In FY01 the average number of days from inpatient discharge to community-based service varied among all CMHCs from 1.2 days to 9.9 days, with a statewide median of 5.2 days. When compared with FY00, the average number of days decreased in FY01 at 13 of the 19 CMHCs.

For this analysis, inpatient, detoxification, and crisis services are excluded from community-based services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Average Number of Days from Inpatient Discharge to Community-Based Service for Clients Seen within 30 Days  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Grand Lake	1.2	5.3	4.2
Red Rock West	1.3	5.1	3.8
Wheatland	1.6	5.1	3.5
Green Country	3.0	5.8	2.8
Jim Taliaferro	1.4	4.1	2.7
Edwin Fair	3.3	5.3	2.0
Hope Comm Svcs	5.0	6.6	1.6
North Care	6.1	7.2	1.1
Bill Willis	3.9	4.7	0.8
Parkside Center	5.2	5.9	0.7
ACT	4.6	5.0	0.5
Creoks	6.5	6.6	0.1
Western State Psych Ctr	5.6	5.1	-0.5
MHSSO	8.2	6.9	-1.3
Central OK	7.3	6.1	-1.3
Comm Counseling Ctr	8.2	6.9	-1.3
Carl Albert	7.6	5.9	-1.7
Chisholm Trail	8.4	6.2	-2.2
Red Rock	9.9	6.4	-3.5

Twelve of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Average Number of Days from Inpatient Discharge to Community-Based Service for Clients Seen within 30 Days

Question: For clients seen within 30 days, what is the average number of days from an inpatient discharge to community-based service?

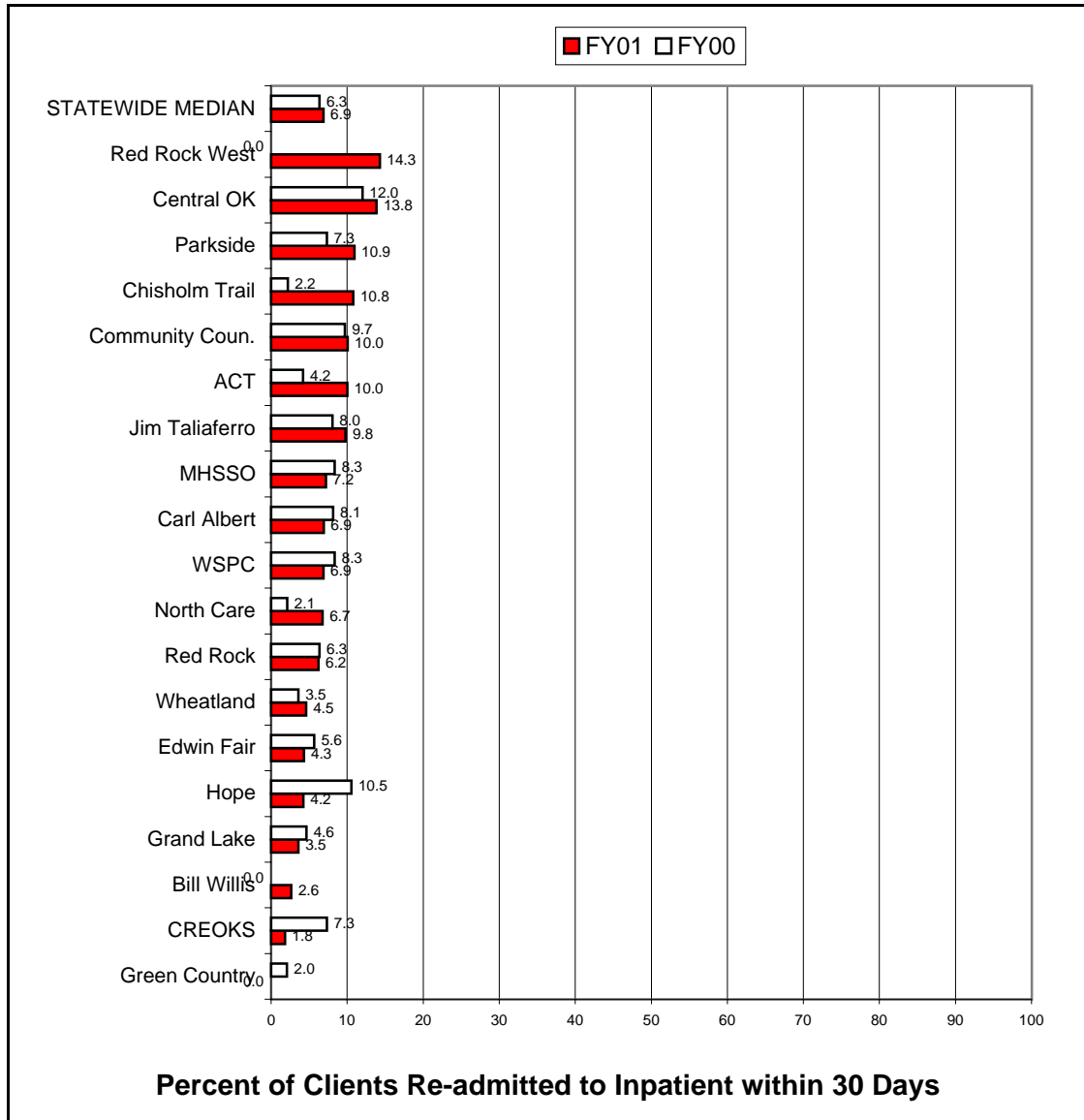
Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Inpatient discharges	Number receiving follow-up service within 30 days	Average number of days from inpatient discharge to follow-up	Total adult clients	Inpatient discharges	Number receiving follow-up service within 30 days	Average number of days from inpatient discharge to follow-up	Median	Mean
Red Rock	1,172	190	81	7.4	1,191	259	117	9.9	5.2	5.2
Chisholm Trail	1,338	46	20	9.2	1,431	65	42	8.4		
MHSSO	2,621	649	426	6.9	2,578	821	505	8.2		
Community Coun.	1,677	259	105	8.7	1,269	239	111	8.2		
Carl Albert	2,239	492	409	7.6	2,354	464	398	7.6		
Central OK	1,386	493	329	7.6	1,375	528	354	7.3		
CREOKS	700	123	56	7.8	884	56	42	6.5		
North Care	1,049	96	47	10.5	1,128	104	59	6.1		
WSPC	1,618	204	169	5.2	1,866	204	176	5.6		
Parkside	3,785	384	295	5.9	4,383	457	373	5.2		
Hope	963	152	81	6.7	962	167	93	5.0		
ACT	486	24	22	5.8	536	30	25	4.6		
Bill Willis	1,346	36	16	6.9	1,448	191	103	3.9		
Edwin Fair	1,097	107	54	10.9	1,249	117	93	3.3		
Green Country	740	49	23	9.3	1,013	5	4	3.0		
Wheatland	722	85	49	6.6	841	198	178	1.6		
Jim Taliaferro	2,005	249	240	0.6	2,221	246	237	1.4		
Red Rock West	1,004	1	0	0.0	811	7	6	1.3		
Grand Lake	1,696	195	126	5.7	1,997	113	110	1.2		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included. Crisis, Inpatient, and Detoxification services are not included in community-based services.

**Inpatient Re-admissions within 30 Days**

Question: What percent of adult consumers are discharged from a state hospital or CMHC inpatient unit and re-admitted to inpatient within 30 days of discharge?



Answer: In FY01 the percent of adults re-admitted to inpatient within 30 days of discharge varied among all CMHCs from 0% to 14.3%, with a statewide median of 6.9%. When compared with FY00, the percent re-admitted decreased in FY01 at 9 of the 19 CMHCs.

Inpatient re-admissions include both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

### Inpatient Re-admissions within 30 Days Adjusted for Case Mix

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Green Country	0.0	8.6	8.6
Creoks	1.8	9.0	7.2
Grand Lake	3.5	9.9	6.3
Edwin Fair	4.3	8.8	4.5
Hope Comm Svcs	4.2	8.5	4.3
Bill Willis	2.6	6.1	3.4
Wheatland	4.5	6.0	1.5
Red Rock	6.2	7.6	1.4
Western State Psych Ctr	6.9	8.2	1.3
North Care	6.7	7.8	1.0
Carl Albert	6.9	7.0	0.1
MHSSO	7.2	6.4	-0.8
ACT	10.0	9.1	-0.9
Parkside Center	10.9	10.1	-0.9
Comm Counseling Ctr	10.0	8.5	-1.5
Central OK	13.8	10.7	-3.1
Jim Taliaferro	9.8	6.6	-3.2
Chisholm Trail	10.8	7.4	-3.4
Red Rock West	14.3	10.3	-4.0

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Inpatient Re-admissions within 30 Days

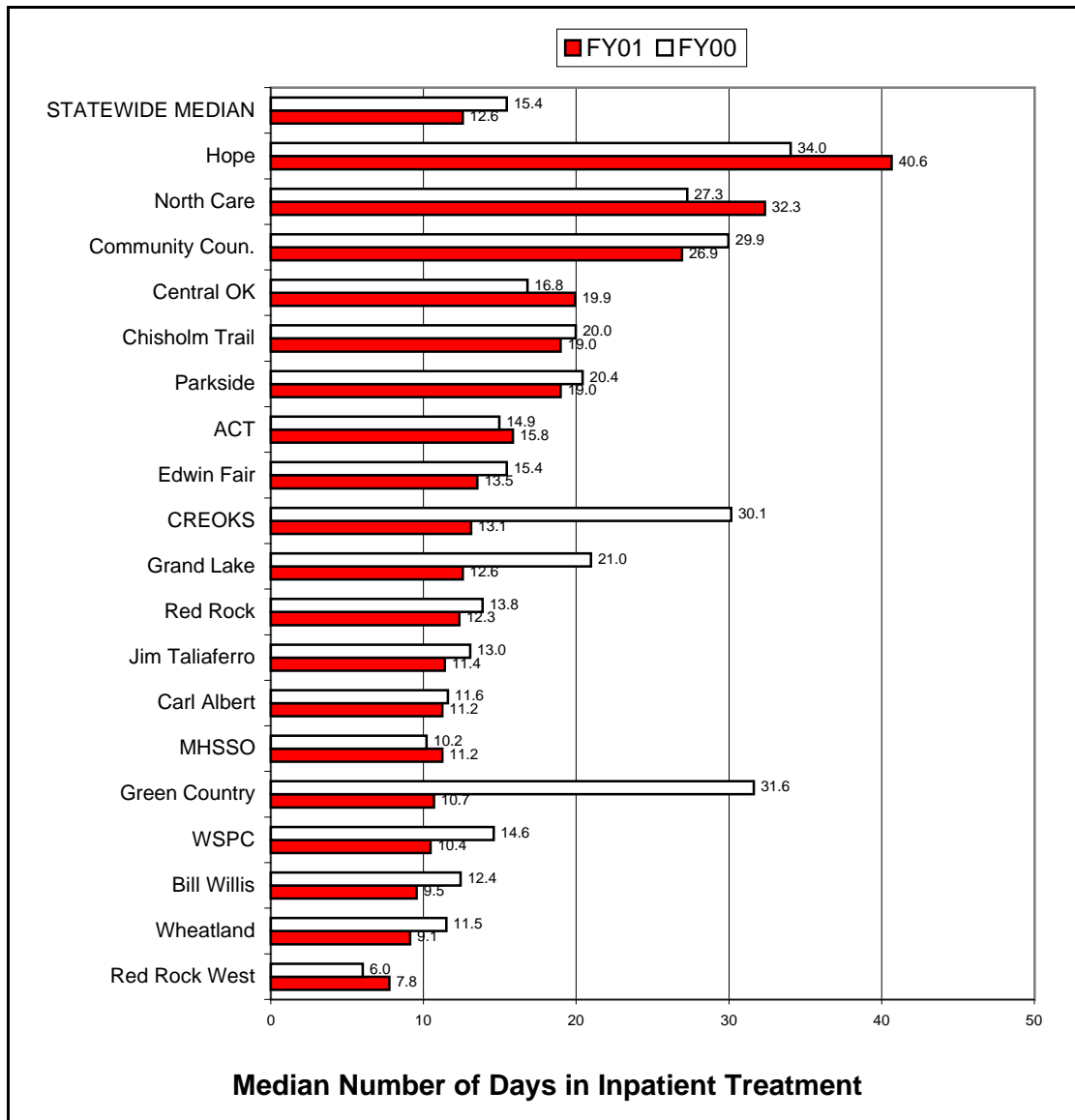
Question: What percent of adult consumers are discharged from a state hospital or CMHC inpatient unit and re-admitted to inpatient within 30 days of discharge?

Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Inpatient discharges	Number re-admitted to hospital or CMHC inpatient	Percent	Total adult clients	Inpatient discharges	Number re-admitted to hospital or CMHC inpatient	Percent	Median	Mean
Red Rock West	1,004	1	0	0.0	811	7	1	14.3	6.9	7.1
Central OK	1,386	493	59	12.0	1,375	528	73	13.8		
Parkside	3,785	384	28	7.3	4,383	457	50	10.9		
Chisholm Trail	1,338	46	1	2.2	1,431	65	7	10.8		
Community Coun.	1,677	259	25	9.7	1,269	239	24	10.0		
ACT	486	24	1	4.2	536	30	3	10.0		
Jim Taliaferro	2,005	249	20	8.0	2,221	246	24	9.8		
MHSSO	2,621	649	54	8.3	2,578	821	59	7.2		
Carl Albert	2,239	492	40	8.1	2,354	464	32	6.9		
WSPC	1,618	204	17	8.3	1,866	204	14	6.9		
North Care	1,049	96	2	2.1	1,128	104	7	6.7		
Red Rock	1,172	190	12	6.3	1,191	259	16	6.2		
Wheatland	722	85	3	3.5	841	198	9	4.5		
Edwin Fair	1,097	107	6	5.6	1,249	117	5	4.3		
Hope	963	152	16	10.5	962	167	7	4.2		
Grand Lake	1,696	195	9	4.6	1,997	113	4	3.5		
Bill Willis	1,346	36	0	0.0	1,448	191	5	2.6		
CREOKS	700	123	9	7.3	884	56	1	1.8		
Green Country	740	49	1	2.0	1,013	5	0	0.0		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.  
Only non-forensic clients with a Planned Discharge are included.

Length of Inpatient Stay

Question: What is the median number of days spent in inpatient treatment?



Answer: In FY01 the median number of inpatient days varied among all CMHCs from 7.8 days to 40.6 days, with a statewide median of 12.6 days. When compared with FY00, the median number of inpatient days decreased in FY01 at 13 of the 19 CMHCs.

Inpatient days include both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Length of Inpatient Stay

Question: What is the median number of days spent in inpatient treatment?

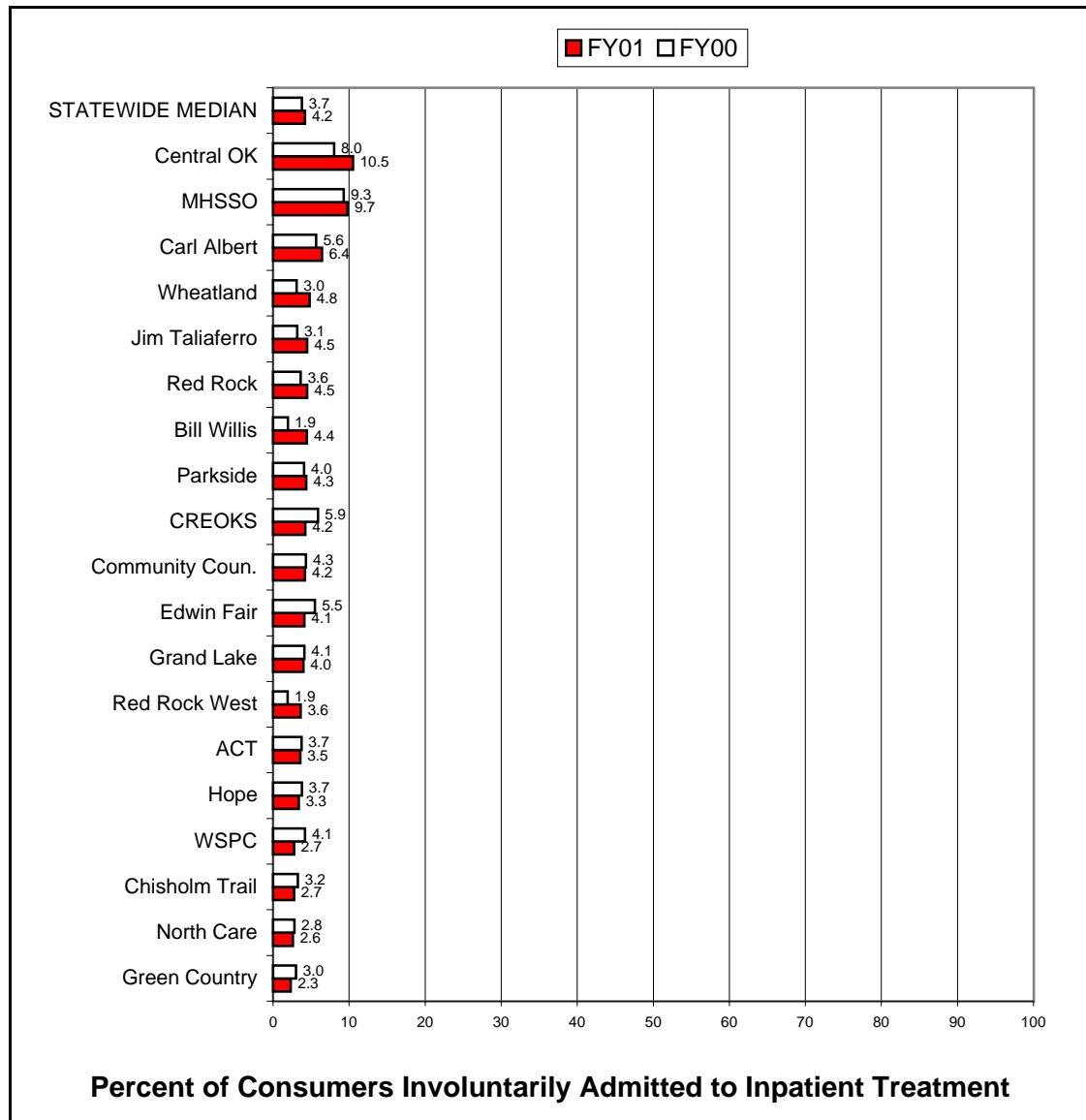
Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Number of clients discharged from inpatient treatment	Total days of service	Median length of stay	Total adult clients	Number of clients discharged from inpatient treatment	Total days of service	Median length of stay	Median	Mean
Hope	963	54	1,837	34.0	962	52	1,747	40.6	12.6	16.1
North Care	1,049	33	736	27.3	1,128	31	744	32.3		
Community Coun.	1,677	99	2,515	29.9	1,269	91	2,018	26.9		
Central OK	1,386	207	2,702	16.8	1,375	230	3,008	19.9		
Chisholm Trail	1,338	21	419	20.0	1,431	30	474	19.0		
Parkside	3,785	304	5,260	20.4	4,383	449	6,560	19.0		
ACT	486	20	254	14.9	536	29	396	15.8		
Edwin Fair	1,097	70	1,034	15.4	1,249	107	1,148	13.5		
CREOKS	700	43	1,085	30.1	884	36	393	13.1		
Grand Lake	1,696	116	2,137	21.0	1,997	108	1,243	12.6		
Red Rock	1,172	50	609	13.8	1,191	81	937	12.3		
Jim Taliaferro	2,005	234	2,531	13.0	2,221	235	2,059	11.4		
Carl Albert	2,239	486	4,438	11.6	2,354	460	3,939	11.2		
MHSSO	2,621	558	3,983	10.2	2,578	689	5,043	11.2		
Green Country	740	13	316	31.6	1,013	4	32	10.7		
WSPC	1,618	202	2,464	14.6	1,866	200	1,775	10.4		
Bill Willis	1,346	12	149	12.4	1,448	183	1,590	9.5		
Wheatland	722	69	735	11.5	841	171	1,348	9.1		
Red Rock West	1,004	1	6	6.0	811	4	31	7.8		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.  
Only non-forensic clients with a Planned Discharge are included.



Adult Consumers Involuntarily Admitted to Inpatient Treatment

Question: What percent of adult consumers are admitted involuntarily to inpatient treatment?



Answer: In FY01 the percent of adults admitted involuntarily to inpatient treatment varied among all CMHCs from 2.3% to 10.5%, with a statewide median of 4.2%. When compared with FY00, ten CMHCs decreased the percent admitted involuntarily in FY01.

Refer to Definitions (Appendix A) for description of involuntary admission. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Adult Consumers Involuntarily Admitted to Inpatient Treatment  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Grand Lake	4.0	7.4	3.5
Bill Willis	4.4	6.9	2.5
Green Country	2.3	4.0	1.8
Comm Counseling Ctr	4.2	5.7	1.6
North Care	2.6	4.0	1.4
Red Rock West	3.6	4.9	1.3
Parkside Center	4.3	5.4	1.0
Chisholm Trail	2.7	3.6	0.9
Red Rock	4.5	5.3	0.8
Hope Comm Svcs	3.3	3.5	0.2
Western State Psych Ctr	2.7	2.7	0.0
Edwin Fair	4.1	4.0	-0.1
Creoks	4.2	3.7	-0.5
Carl Albert	6.4	5.8	-0.6
ACT	3.5	2.7	-0.9
Wheatland	4.8	3.9	-0.9
Jim Taliaferro	4.5	3.5	-0.9
MHSSO	9.7	6.4	-3.3
Central OK	10.5	3.4	-7.1

Eleven of the nineteen agencies performed at a rate equal to or above what would have been expected given their client characteristics.

## Adult Consumers Involuntarily Admitted to Inpatient Treatment

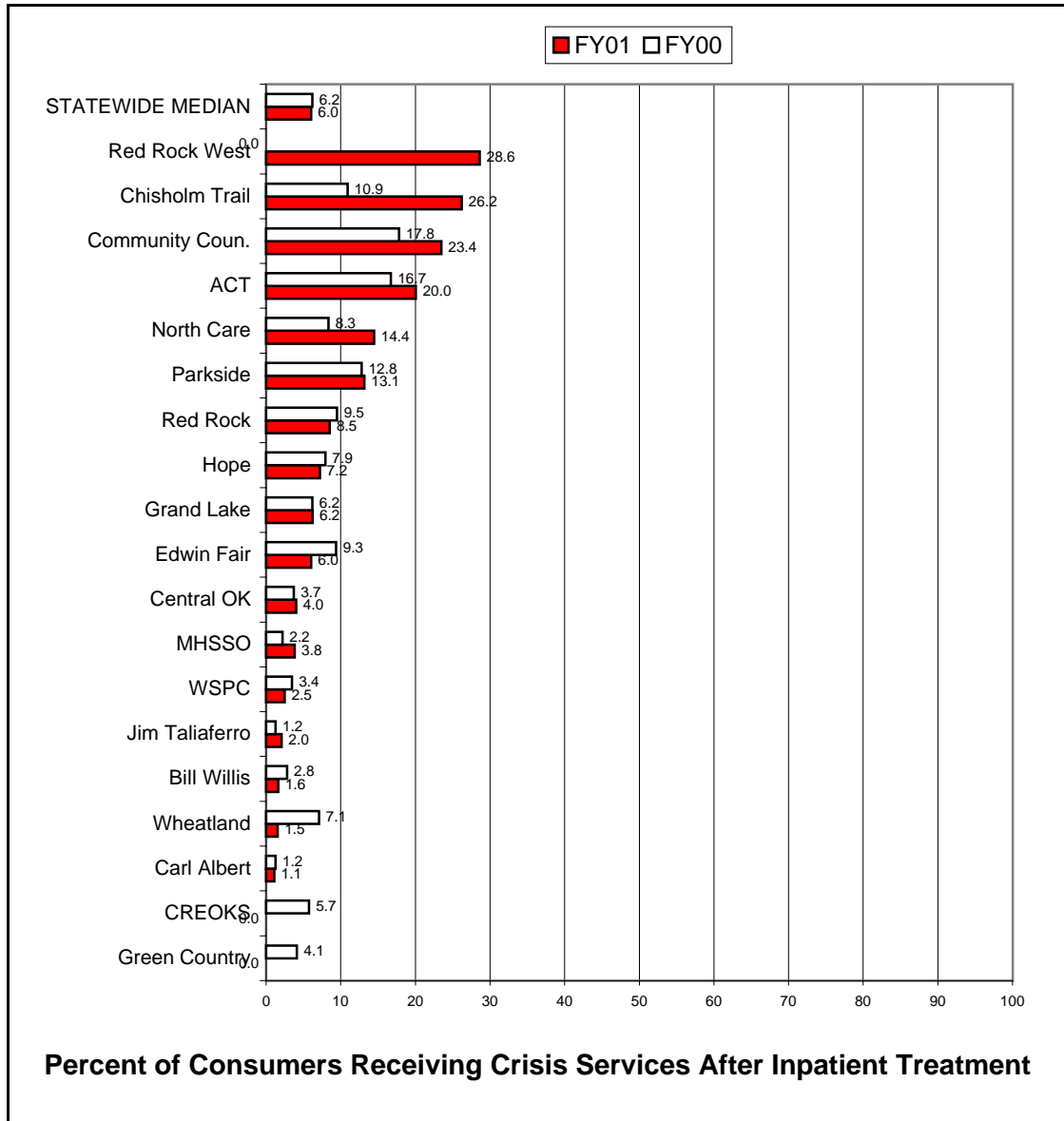
Question: What percent of adult consumers are admitted involuntarily to inpatient treatment?

Agency	FY00				FY01				FY01 Statewide	
	Total clients	Total adult clients	Number involuntarily admitted	Percent	Total clients	Total adult clients	Number involuntarily admitted	Percent	Median	Mean
Central OK	1,610	1,386	111	8.0	1,664	1,375	144	10.5	4.2	4.5
MHSSO	2,886	2,621	243	9.3	2,861	2,578	251	9.7		
Carl Albert	2,292	2,239	126	5.6	2,532	2,354	151	6.4		
Wheatland	775	722	22	3.0	972	841	40	4.8		
Jim Taliaferro	2,486	2,005	63	3.1	2,762	2,221	99	4.5		
Red Rock	1,545	1,172	42	3.6	1,643	1,191	53	4.5		
Bill Willis	1,557	1,346	26	1.9	1,676	1,448	64	4.4		
Parkside	3,883	3,785	153	4.0	4,550	4,383	190	4.3		
CREOKS	730	700	41	5.9	968	884	37	4.2		
Community Coun.	1,813	1,677	72	4.3	1,356	1,269	53	4.2		
Edwin Fair	1,178	1,097	60	5.5	1,336	1,249	51	4.1		
Grand Lake	1,820	1,696	69	4.1	2,173	1,997	79	4.0		
Red Rock West	1,116	1,004	19	1.9	917	811	29	3.6		
ACT	612	486	18	3.7	626	536	19	3.5		
Hope	1,054	963	36	3.7	1,041	962	32	3.3		
WSPC	1,869	1,618	67	4.1	2,188	1,866	51	2.7		
Chisholm Trail	1,450	1,338	43	3.2	1,687	1,431	39	2.7		
North Care	1,229	1,049	29	2.8	1,388	1,128	29	2.6		
Green Country	923	740	22	3.0	1,277	1,013	23	2.3		

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.  
Client must be active at CMHC at time of admission to be counted.

Crisis Services after Inpatient

Question: What percent of clients receive a crisis service as their first service after inpatient treatment?



Answer: In FY01 the percent of clients receiving crisis services as their first service after inpatient treatment varied among all CMHCs from 0% to 28.6%, with a statewide median of 6.0%. Compared with FY00, nine CMHCs decreased the percent receiving crisis services in FY01.

Refer to Definitions (Appendix A) for a description of crisis services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Crisis Services after Inpatient  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Creeks	0.00	6.97	6.97
Green Country	0.00	5.93	5.93
Wheatland	1.52	4.87	3.36
Bill Willis	1.57	4.68	3.11
Jim Taliaferro	2.03	4.99	2.96
MHSSO	3.78	6.32	2.54
Carl Albert	1.08	3.45	2.37
Central OK	3.98	5.32	1.35
Hope Comm Svcs	7.19	8.38	1.19
Western State Psych Ctr	2.45	2.97	0.51
Red Rock	8.49	8.73	0.23
Edwin Fair	5.98	6.16	0.18
Grand Lake	6.19	5.85	-0.34
Parkside Center	13.13	7.73	-5.40
North Care	14.42	8.35	-6.08
Comm Counseling Ctr	23.43	15.19	-8.24
Chisholm Trail	26.15	11.28	-14.87
ACT	20.00	4.49	-15.51
Red Rock West	28.57	7.33	-21.25

Twelve of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Crisis Services after Inpatient

Question: What percent of clients receive a crisis service as their first service after inpatient treatment?

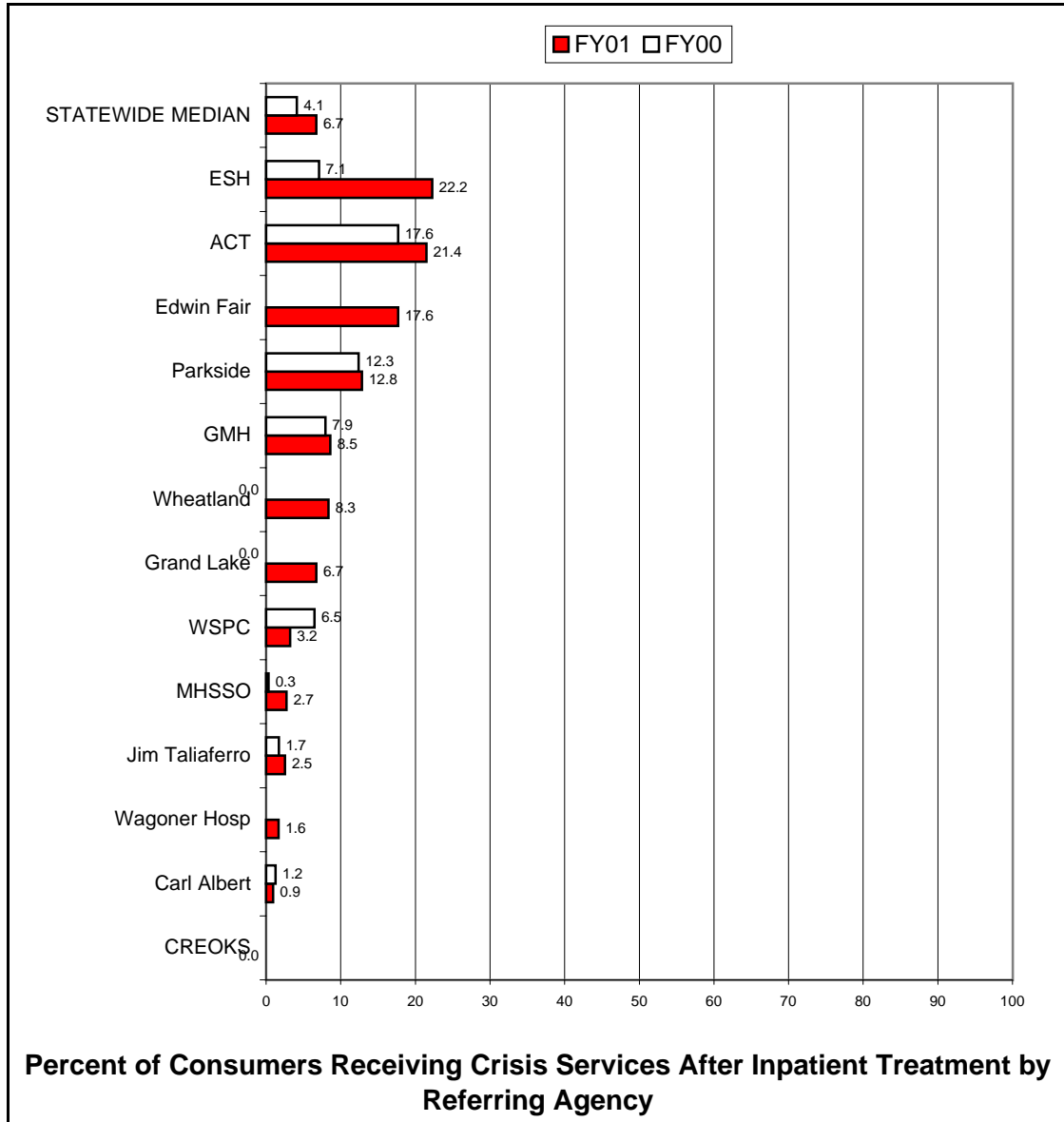
Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Inpatient discharges	Number who received a crisis service as their first service	Percent	Total adult clients	Inpatient discharges	Number who received a crisis service as their first service	Percent	Median	Mean
Red Rock West	1,004	1	0	0.0	811	7	2	28.6	6.0	8.9
Chisholm Trail	1,338	46	5	10.9	1,431	65	17	26.2		
Community Coun.	1,677	259	46	17.8	1,269	239	56	23.4		
ACT	486	24	4	16.7	536	30	6	20.0		
North Care	1,049	96	8	8.3	1,128	104	15	14.4		
Parkside	3,785	384	49	12.8	4,383	457	60	13.1		
Red Rock	1,172	190	18	9.5	1,191	259	22	8.5		
Hope	963	152	12	7.9	962	167	12	7.2		
Grand Lake	1,696	195	12	6.2	1,997	113	7	6.2		
Edwin Fair	1,097	107	10	9.3	1,249	117	7	6.0		
Central OK	1,386	493	18	3.7	1,375	528	21	4.0		
MHSSO	2,621	649	14	2.2	2,578	821	31	3.8		
WSPC	1,618	204	7	3.4	1,866	204	5	2.5		
Jim Taliaferro	2,005	249	3	1.2	2,221	246	5	2.0		
Bill Willis	1,346	36	1	2.8	1,448	191	3	1.6		
Wheatland	722	85	6	7.1	841	198	3	1.5		
Carl Albert	2,239	492	6	1.2	2,354	464	5	1.1		
CREOKS	700	123	7	5.7	884	56	0	0.0		
Green Country	740	49	2	4.1	1,013	5	0	0.0		

Crisis Services included hourly crisis services (ICIS codes 120, 121, 123, 133, 134), and community-based structured emergency care (ICIS code 002E). Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Only non-forensic clients with a Planned Discharge are included.

## Crisis Services after Inpatient by Referring Agency

### Crisis Services after Inpatient by Referring Agency

Question: What percent of clients receive a crisis service as their first service after inpatient treatment?



Answer: In FY01 the percent of clients who received a crisis service as their first service after inpatient treatment varied among the 13 Referring Agencies from 0% to 22.2%, with a statewide median of 6.7%. Of the 10 Referring Agencies that provided inpatient services in FY00, the percent of clients receiving a crisis service as their first service decreased in FY01 among 2 agencies.

Refer to Definitions (Appendix A) for a description of crisis services.  
 Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Crisis Services after Inpatient by Referring Agency

Question: What percent of clients receive a crisis service as their first service after inpatient treatment?

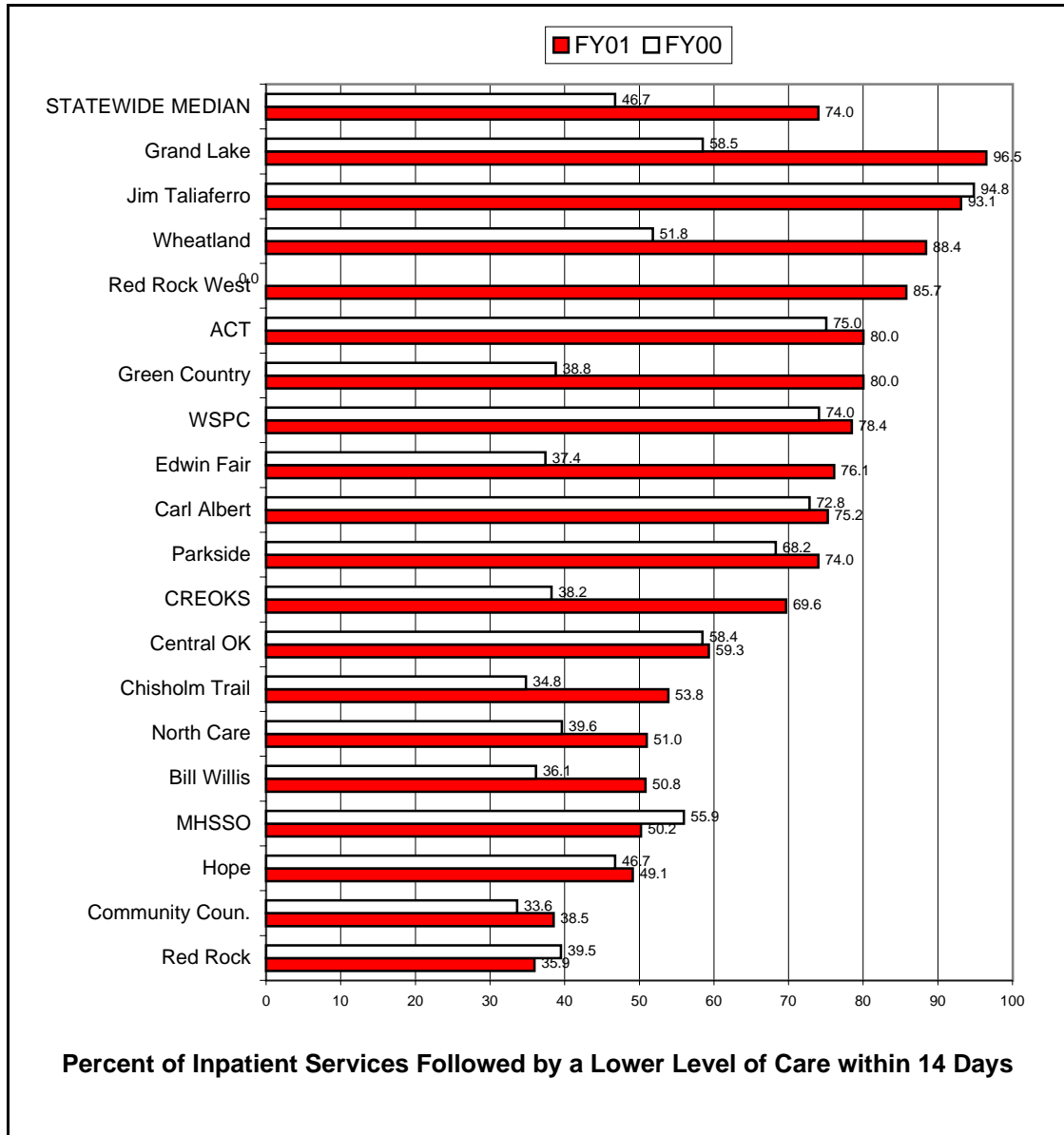
Agency	FY00			FY01			FY01 Statewide	
	Inpatient discharges	Number who received a crisis service as their first service	Percent	Inpatient discharges	Number who received a crisis service as their first service	Percent	Median	Mean
ESH	524	37	7.1	9	2	22.2	6.7	8.3
ACT	17	3	17.6	28	6	21.4		
Edwin Fair	0	0	0.0	17	3	17.6		
Parkside	243	30	12.3	437	56	12.8		
GMH	1,607	127	7.9	1,919	164	8.5		
Wheatland	14	0	0.0	12	1	8.3		
Grand Lake	30	0	0.0	105	7	6.7		
WSPC	310	20	6.5	438	14	3.2		
MHSSO	367	1	0.3	411	11	2.7		
Jim Taliaferro	239	4	1.7	242	6	2.5		
Wagoner Hosp	0	0	0.0	183	3	1.6		
Carl Albert	483	6	1.2	450	4	0.9		
CREOKS	0	0	0.0	20	0	0.0		

Crisis Services included hourly crisis services (ICIS codes 120, 121, 123, 133, 134), and community-based structured emergency care (ICIS code 002E). Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Only non-forensic clients with a Planned Discharge are included.



**Inpatient Services Followed by a Lower Level of Care within 14 Days**

Question: What percent of consumers receive a lower level of care within 14 days after discharge from inpatient?



Answer: In FY01 the percent of clients receiving a lower level of care within 14 days of discharge from inpatient varied among all CMHCs from 35.9% to 96.5%, with a statewide median of 74.0%. Compared with FY00, the percent receiving a lower level of care increased in FY01 among 16 of the 19 CMHCs.

Inpatient treatment includes both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

### Inpatient Services Followed by a Lower Level of Care within 14 Days Adjusted for Case Mix

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Wheatland	88.38	68.06	20.33
Grand Lake	96.46	76.31	20.15
Jim Taliaferro	93.09	73.98	19.11
Red Rock West	85.71	70.86	14.85
Green Country	80.00	65.22	14.79
Edwin Fair	76.07	66.68	9.39
Creoks	69.64	62.37	7.27
ACT	80.00	75.52	4.48
Parkside Center	73.96	71.82	2.14
Chisholm Trail	53.85	51.88	1.97
Western State Psych Ctr	78.43	78.35	0.08
Carl Albert	75.22	75.29	-0.07
MHSSO	50.18	50.58	-0.39
North Care	50.96	53.96	-3.00
Central OK	59.28	65.68	-6.40
Hope Comm Svcs	49.10	56.25	-7.15
Comm Counseling Ctr	38.49	46.51	-8.01
Bill Willis	50.79	63.46	-12.67
Red Rock	35.91	52.85	-16.94

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Inpatient Services Followed by a Lower Level of Care within 14 Days

Question: What percent of consumers receive a lower level of care within 14 days after discharge from inpatient?

Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Inpatient discharges	Number with follow-up within 14 days	Percent	Total adult clients	Inpatient discharges	Number with follow-up within 14 days	Percent	Median	Mean
Grand Lake	1,696	195	114	58.5	1,997	113	109	96.5	74.0	67.7
Jim Taliaferro	2,005	249	236	94.8	2,221	246	229	93.1		
Wheatland	722	85	44	51.8	841	198	175	88.4		
Red Rock West	1,004	1	0	0.0	811	7	6	85.7		
ACT	486	24	18	75.0	536	30	24	80.0		
Green Country	740	49	19	38.8	1,013	5	4	80.0		
WSPC	1,618	204	151	74.0	1,866	204	160	78.4		
Edwin Fair	1,097	107	40	37.4	1,249	117	89	76.1		
Carl Albert	2,239	492	358	72.8	2,354	464	349	75.2		
Parkside	3,785	384	262	68.2	4,383	457	338	74.0		
CREOKS	700	123	47	38.2	884	56	39	69.6		
Central OK	1,386	493	288	58.4	1,375	528	313	59.3		
Chisholm Trail	1,338	46	16	34.8	1,431	65	35	53.8		
North Care	1,049	96	38	39.6	1,128	104	53	51.0		
Bill Willis	1,346	36	13	36.1	1,448	191	97	50.8		
MHSSO	2,621	649	363	55.9	2,578	821	412	50.2		
Hope	963	152	71	46.7	962	167	82	49.1		
Community Coun.	1,677	259	87	33.6	1,269	239	92	38.5		
Red Rock	1,172	190	75	39.5	1,191	259	93	35.9		

Inpatient treatment include both hospital and community-based inpatient services.

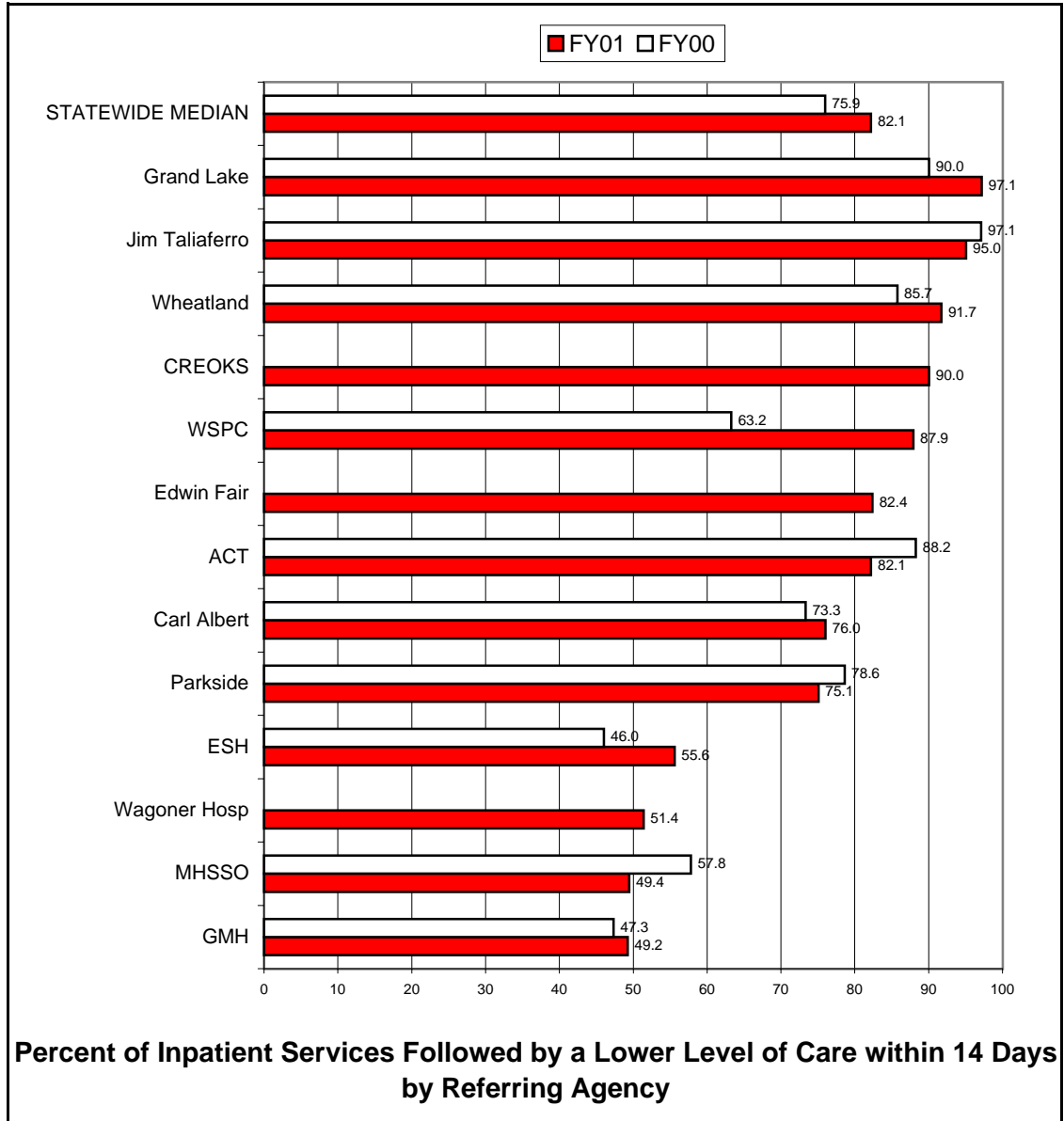
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included. Crisis, Inpatient, and Detoxification services are not included.

## Inpatient Follow-up by Referring Agency

### Inpatient Services Followed by a Lower Level of Care within 14 Days by Referring Agency

Question: What percent of consumers receive a lower level of care within 14 days after discharge from inpatient?



Answer: In FY01 the percent of clients receiving a lower level of care within 14 days of discharge from inpatient varied among the 13 Referring Agencies from 49.2% to 97.1%, with a statewide median of 82.1%. Of the 10 Referring Agencies that provided inpatient services in FY00, the percent of clients receiving a lower level of care increased in FY01 among 6 agencies.

Inpatient treatment includes both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Inpatient Services Followed by a Lower Level of Care within 14 Days by Referring Agency

Question: What percent of consumers receive a lower level of care within 14 days after discharge from inpatient?

Agency	FY00			FY01			FY01 Statewide	
	Inpatient discharges	Number with follow-up within 14 days	Percent	Inpatient discharges	Number with follow-up within 14 days	Percent	Median	Mean
Grand Lake	30	27	90.0	105	102	97.1	82.1	75.6
Jim Taliaferro	239	232	97.1	242	230	95.0		
Wheatland	14	12	85.7	12	11	91.7		
CREOKS	0	0	0.0	20	18	90.0		
WSPC	310	196	63.2	438	385	87.9		
Edwin Fair	0	0	0.0	17	14	82.4		
ACT	17	15	88.2	28	23	82.1		
Carl Albert	483	354	73.3	450	342	76.0		
Parkside	243	191	78.6	437	328	75.1		
ESH	524	241	46.0	9	5	55.6		
Wagoner Hosp	0	0	0.0	183	94	51.4		
MHSSO	367	212	57.8	411	203	49.4		
GMH	1,607	760	47.3	1,919	944	49.2		

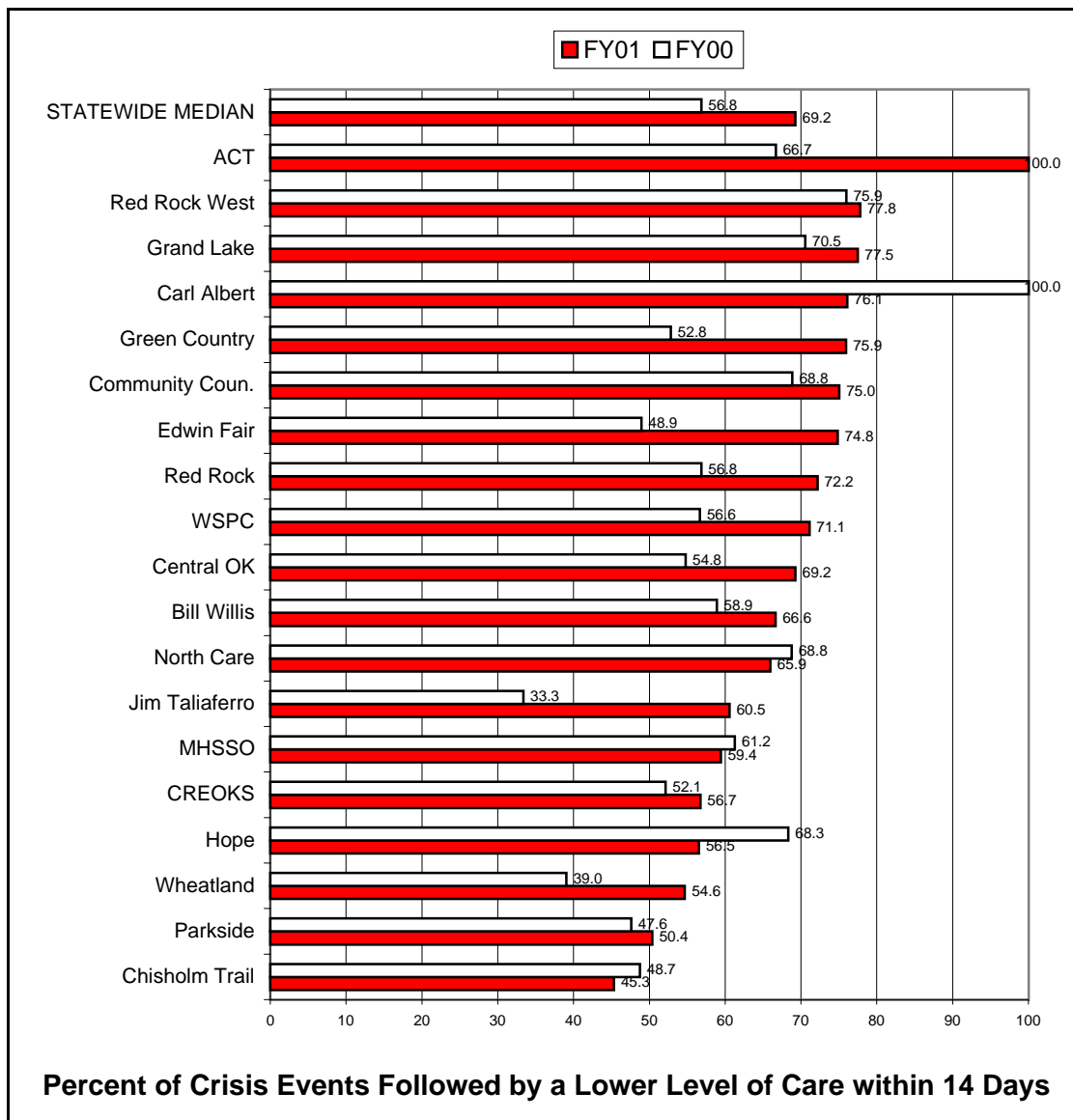
Inpatient treatment include both hospital and community-based inpatient services.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included. Crisis, Inpatient, and Detoxification services are not included.

Adult Crisis Events Followed by a Lower Level of Care within 14 Days

Question: What percent of adult consumers receive a lower level of care within 14 days after a crisis event?



Answer: The percent of adults receiving a lower level of care within 14 days of discharge from inpatient varied among all CMHCs from 45.3% to 100.0%, with a statewide median of 69.2%. Compared with FY00, the percent increased in FY01 among 14 of the 19 CMHCs.

Refer to Definitions (Appendix A) for further explanation of crisis services. Client must be active at CMHC to be counted. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Adult Crisis Events Followed by a Lower Level of Care within 14 Days  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
ACT	100.00	59.89	40.11
Carl Albert	76.09	56.91	19.18
Comm Counseling Ctr	75.00	59.36	15.64
Grand Lake	77.45	61.92	15.53
Edwin Fair	74.82	60.07	14.75
Red Rock	72.17	57.71	14.47
Red Rock West	77.78	64.05	13.73
Green Country	75.91	65.39	10.52
Bill Willis	66.59	57.32	9.27
Central OK	69.23	59.97	9.26
North Care	65.91	58.22	7.69
Jim Taliaferro	60.53	52.93	7.59
Western State Psych Ctr	71.08	63.80	7.28
MHSSO	59.41	56.14	3.27
Wheatland	54.64	56.46	-1.81
Hope Comm Svcs	56.52	62.02	-5.49
Parkside Center	50.36	56.61	-6.24
Chisholm Trail	45.30	53.64	-8.34
Creoks	56.69	70.13	-13.45

Fourteen of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Adult Crisis Events Followed by a Lower Level of Care within 14 Days

Question: What percent of adult consumers receive a lower level of care within 14 days after a crisis event?

Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Adults with a crisis event	Number with a lower level of care within 14 days	Percent	Total adult clients	Adults with a crisis event	Number with a lower level of care within 14 days	Percent	Median	Mean
ACT	486	6	4	66.7	536	7	7	100.0	69.2	67.7
Red Rock West	1,004	370	281	75.9	811	459	357	77.8		
Grand Lake	1,696	414	292	70.5	1,997	581	450	77.5		
Carl Albert	2,239	1	1	100.0	2,354	46	35	76.1		
Green Country	740	89	47	52.8	1,013	137	104	75.9		
Community Coun.	1,677	125	86	68.8	1,269	36	27	75.0		
Edwin Fair	1,097	423	207	48.9	1,249	560	419	74.8		
Red Rock	1,172	88	50	56.8	1,191	115	83	72.2		
WSPC	1,618	597	338	56.6	1,866	332	236	71.1		
Central OK	1,386	221	121	54.8	1,375	273	189	69.2		
Bill Willis	1,346	462	272	58.9	1,448	449	299	66.6		
North Care	1,049	16	11	68.8	1,128	44	29	65.9		
Jim Taliaferro	2,005	3	1	33.3	2,221	38	23	60.5		
MHSSO	2,621	810	496	61.2	2,578	680	404	59.4		
CREOKS	700	119	62	52.1	884	157	89	56.7		
Hope	963	82	56	68.3	962	46	26	56.5		
Wheatland	722	100	39	39.0	841	183	100	54.6		
Parkside	3,785	3,949	1,878	47.6	4,383	5,516	2,778	50.4		
Chisholm Trail	1,338	353	172	48.7	1,431	351	159	45.3		

Crisis Services included hourly crisis services.

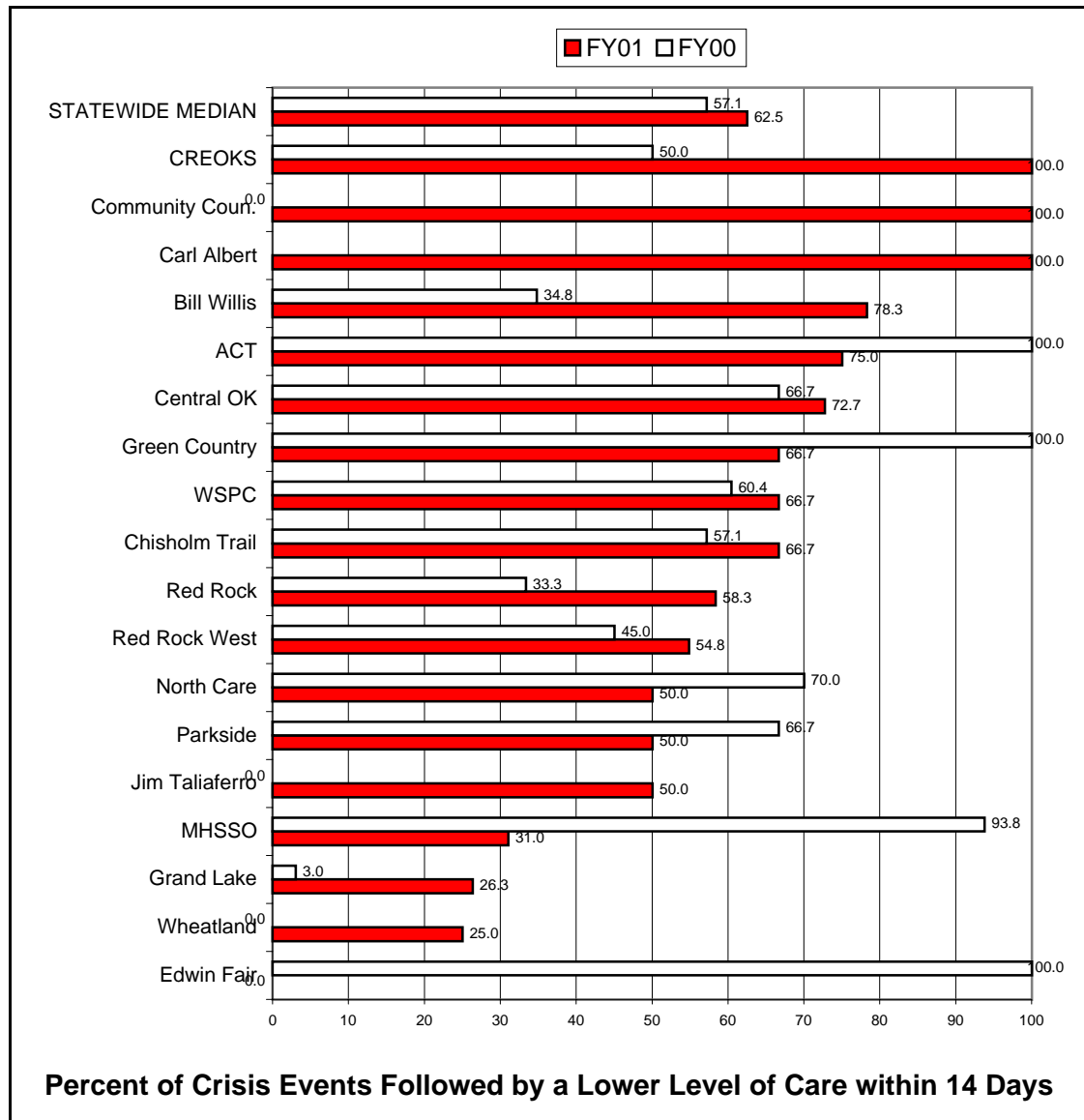
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at a CMHC to be counted. Crisis Services for CACMHC incomplete for FY00.



**Children's Crisis Events Followed by a Lower Level of Care within 14 Days**

Question: What percent of children (clients less than 18 years old) receive a lower level of care within 14 days after a crisis event?



Answer: In FY01 the percent of children receiving a lower level care within 14 days after a crisis event varied among 18 CMHCs from 0% to 100.0%, with a statewide median of 62.5%. Compared with FY00, the percent increased in FY01 among 11 of the 18 CMHCs.

Refer to Definitions (Appendix A) for further explanation of crisis services. Client must be active at CMHC to be counted. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

### Children's Crisis Events Followed by a Lower Level of Care within 14 Days Adjusted for Case Mix

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Creeks	100.00	42.74	57.26
Comm Counseling Ctr	100.00	47.12	52.88
Carl Albert	100.00	52.68	47.32
Bill Willis	78.26	43.81	34.45
Chisholm Trail	66.67	45.16	21.50
ACT	75.00	55.74	19.26
Green Country	66.67	48.43	18.24
Central OK	72.73	56.27	16.46
Red Rock West	54.84	47.84	7.00
Red Rock	58.33	54.09	4.24
North Care	50.00	48.72	1.28
Jim Taliaferro	50.00	49.31	0.69
Western State Psych Ctr	66.67	66.85	-0.18
MHSSO	31.03	39.00	-7.97
Parkside Center	50.00	60.40	-10.40
Wheatland	25.00	42.61	-17.61
Grand Lake	26.32	49.58	-23.26
Edwin Fair	0.00	40.03	-40.03

Thirteen of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Children's Crisis Events Followed by a Lower Level of Care within 14 Days

Question: What percent of children (clients less than 18 years old) receive a lower level of care within 14 days after a crisis event?

Agency	FY00				FY01				FY01 Statewide	
	Total children less than 18 years old	Children with a crisis event	Number with a lower level of care within 14 days	Percent	Total children less than 18 years old	Children with a crisis event	Number with a lower level of care within 14 days	Percent	Median	Mean
CREOKS	30	2	1	50.0	84	3	3	100.0	62.5	56.4
Community Coun.	136	1	0	0.0	87	1	1	100.0		
Carl Albert	53	0	0	0.0	178	1	1	100.0		
Bill Willis	211	23	8	34.8	228	23	18	78.3		
ACT	126	3	3	100.0	90	8	6	75.0		
Central OK	224	6	4	66.7	289	22	16	72.7		
Green Country	183	1	1	100.0	264	9	6	66.7		
WSPC	251	48	29	60.4	322	39	26	66.7		
Chisholm Trail	112	7	4	57.1	256	9	6	66.7		
Red Rock	373	12	4	33.3	452	24	14	58.3		
Red Rock West	112	20	9	45.0	106	31	17	54.8		
North Care	180	10	7	70.0	260	4	2	50.0		
Parkside	98	18	12	66.7	167	66	33	50.0		
Jim Taliaferro	481	1	0	0.0	541	8	4	50.0		
MHSSO	265	16	15	93.8	283	29	9	31.0		
Grand Lake	124	33	1	3.0	176	38	10	26.3		
Wheatland	53	2	0	0.0	131	24	6	25.0		
Edwin Fair	81	1	1	100.0	87	2	0	0.0		

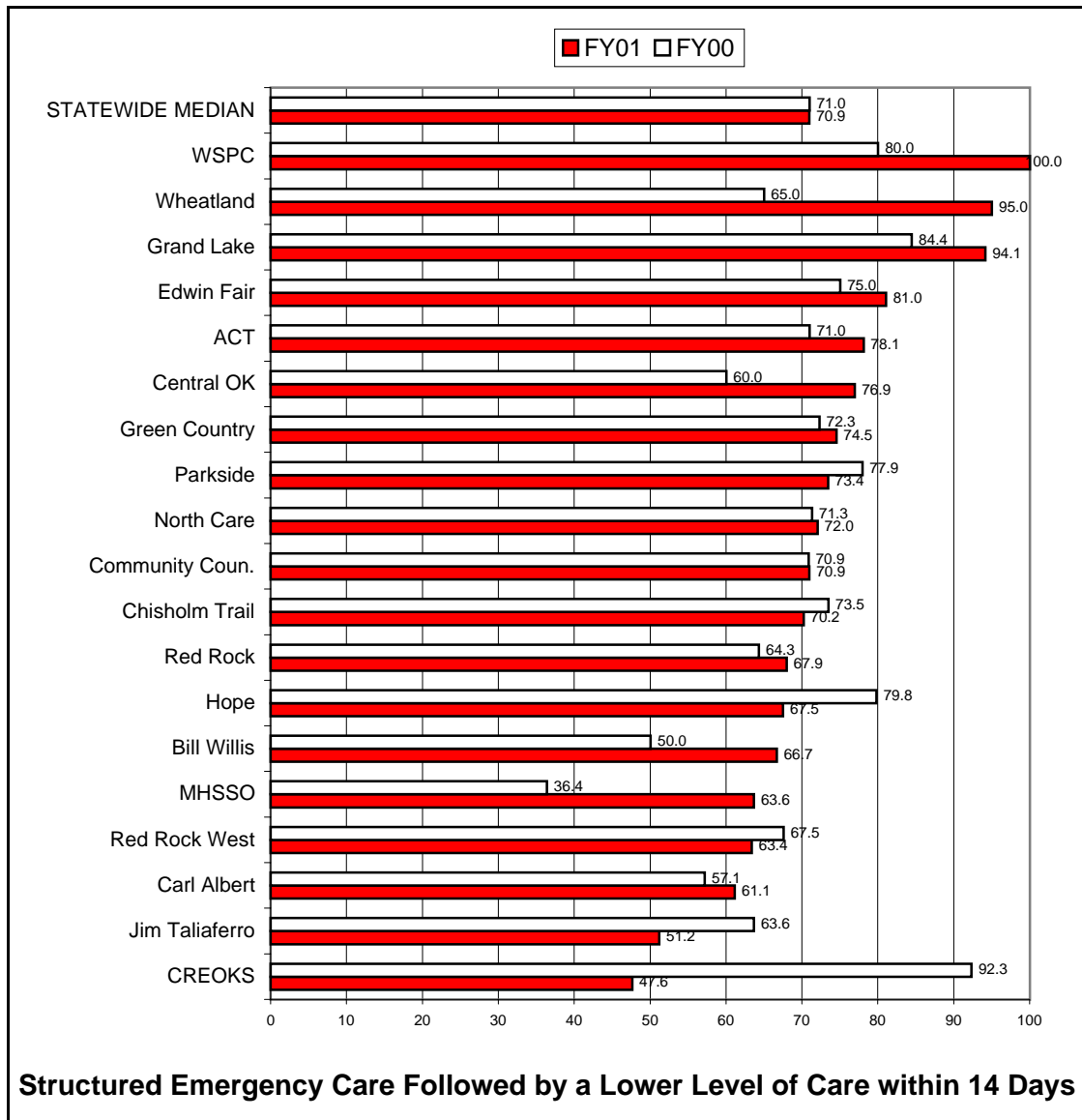
Crisis Services included hourly crisis services.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at a CMHC to be counted. Crisis Services for CACMHC incomplete for FY00.

**Structured Emergency Care Followed by a Lower Level of Care within 14 Days**

Question: What percent of structured emergency care services are followed by a lower level of care within 14 days?



Answer: In FY01 the percent of clients receiving a lower level of care within 14 days of structured emergency care varied among CMHCs from 47.6% to 100.0%, with a statewide median of 70.9%. Compared with FY00, 12 CMHCs increased the percent of clients receiving a lower level of care in FY01.

Refer to Definitions (Appendix A) for a description of structured emergency care services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Client must be active at a CMHC to be counted.

**Structured Emergency Care Followed by a Lower Level of Care within 14 Days  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Wheatland	95.00	74.70	20.30
Western State Psych Ctr	100.00	83.17	16.83
Grand Lake	94.14	78.09	16.06
Central OK	76.92	73.70	3.22
ACT	78.13	75.54	2.59
Comm Counseling Ctr	70.95	68.96	1.99
Green Country	74.53	74.02	0.51
North Care	72.04	71.70	0.34
Edwin Fair	81.03	80.76	0.27
Parkside Center	73.40	74.17	-0.76
Red Rock	67.95	70.31	-2.36
Chisholm Trail	70.21	73.07	-2.85
Hope Comm Svcs	67.47	73.16	-5.69
Bill Willis	66.67	73.46	-6.80
Red Rock West	63.37	72.55	-9.19
Carl Albert	61.11	70.63	-9.52
MHSSO	63.64	74.57	-10.93
Jim Taliaferro	51.16	69.78	-18.62
Creeks	47.62	71.23	-23.61

Nine of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Structured Emergency Care Followed by a Lower Level of Care within 14 Days

Question: What percent of structured emergency care services are followed by a lower level of care within 14 days?

Agency	FY00				FY01				FY01 Statewide	
	Total adult clients	Adults receiving structured emergency care	Number with a lower level of care within 14 days	Percent	Total adult clients	Adults receiving structured emergency care	Number with a lower level of care within 14 days	Percent	Median	Mean
WSPC	1,618	5	4	80.0	1,866	3	3	100.0	70.9	72.4
Wheatland	722	20	13	65.0	841	20	19	95.0		
Grand Lake	1,696	167	141	84.4	1,997	239	225	94.1		
Edwin Fair	1,097	28	21	75.0	1,249	58	47	81.0		
ACT	486	31	22	71.0	536	64	50	78.1		
Central OK	1,386	20	12	60.0	1,375	13	10	76.9		
Green Country	740	101	73	72.3	1,013	161	120	74.5		
Parkside	3,785	512	399	77.9	4,383	673	494	73.4		
North Care	1,049	101	72	71.3	1,128	93	67	72.0		
Community Coun.	1,677	175	124	70.9	1,269	148	105	70.9		
Chisholm Trail	1,338	49	36	73.5	1,431	47	33	70.2		
Red Rock	1,172	84	54	64.3	1,191	78	53	67.9		
Hope	963	89	71	79.8	962	83	56	67.5		
Bill Willis	1,346	6	3	50.0	1,448	6	4	66.7		
MHSSO	2,621	11	4	36.4	2,578	22	14	63.6		
Red Rock West	1,004	191	129	67.5	811	202	128	63.4		
Carl Albert	2,239	21	12	57.1	2,354	18	11	61.1		
Jim Taliaferro	2,005	44	28	63.6	2,221	43	22	51.2		
CREOKS	700	39	36	92.3	884	21	10	47.6		

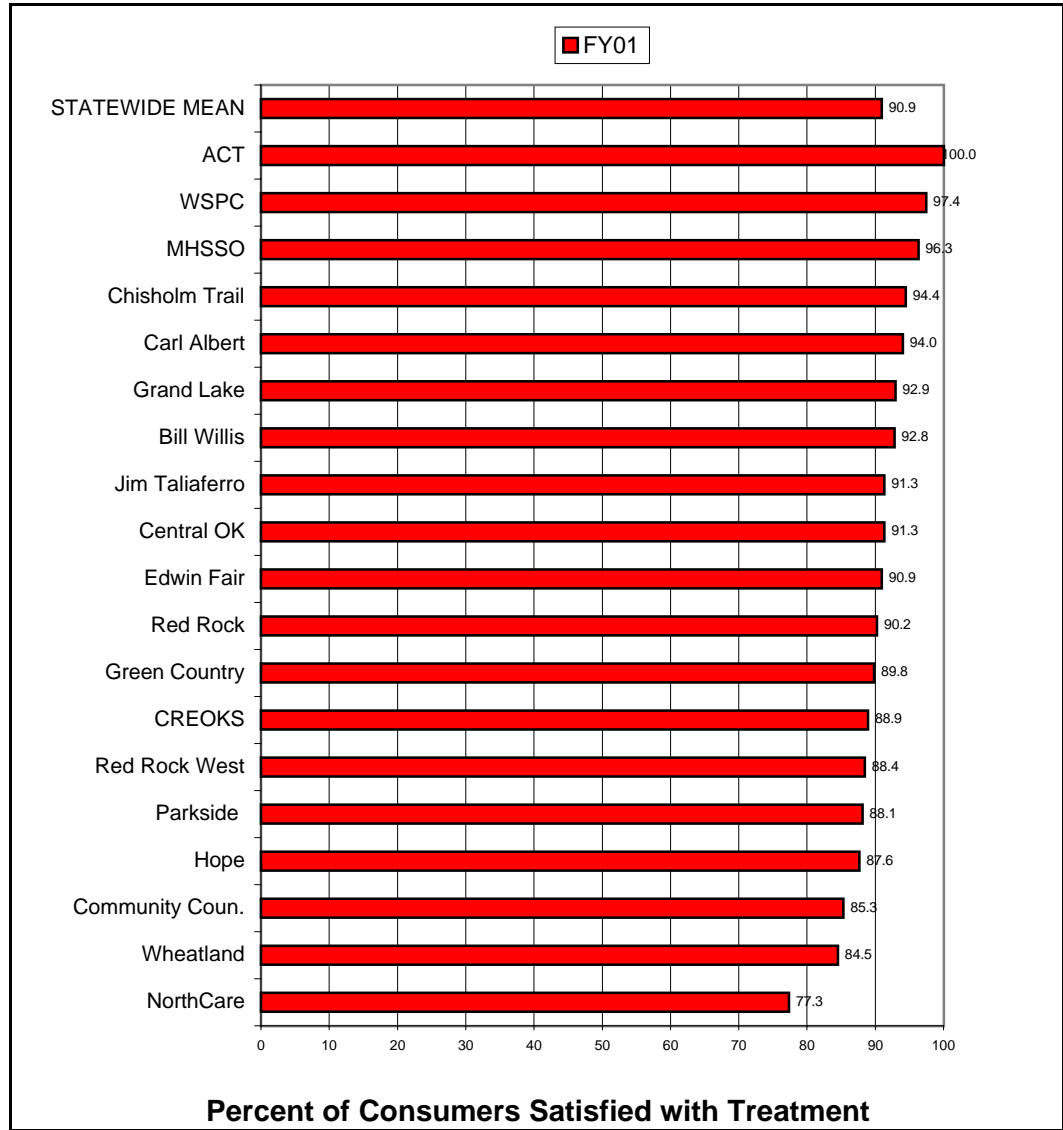
Refer to Definitions (Appendix A) for a description of structured emergency care services.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at a CMHC to be counted.

Consumer Perception of Satisfaction

Question: What percent of consumers report they are satisfied with treatment?



Answer: The percent of consumers who reported satisfaction with treatment varied among all CMHCs from 77.3% to 100%, with a statewide mean of 90.9%.

For some agencies, the number of responses was so small the results may not be representative of all consumers. Refer to the Definitions (Appendix A) for items measuring satisfaction.

**Consumer Perception of Satisfaction**

Question: What percent of consumers report they are satisfied with treatment?

<u>Agency</u>	<u>FY01</u>		<u>FY01 Statewide Weighted Mean</u>
	<u>Total clients responding to survey</u>	<u>Percent rating satisfaction positively</u>	
ACT	23	100.0	90.9
WSPC	76	97.4	
MHSSO	242	96.3	
Chisholm Trail	89	94.4	
Carl Albert	184	94.0	
Grand Lake	282	92.9	
Bill Willis	166	92.8	
Central OK	115	91.3	
Jim Taliaferro	103	91.3	
Edwin Fair	66	90.9	
Red Rock	122	90.2	
Green Country	59	89.8	
CREOKS	117	88.9	
Red Rock West	112	88.4	
Parkside	67	88.1	
Hope	105	87.6	
Community Coun.	285	85.3	
Wheatland	71	84.5	
NorthCare	44	77.3	

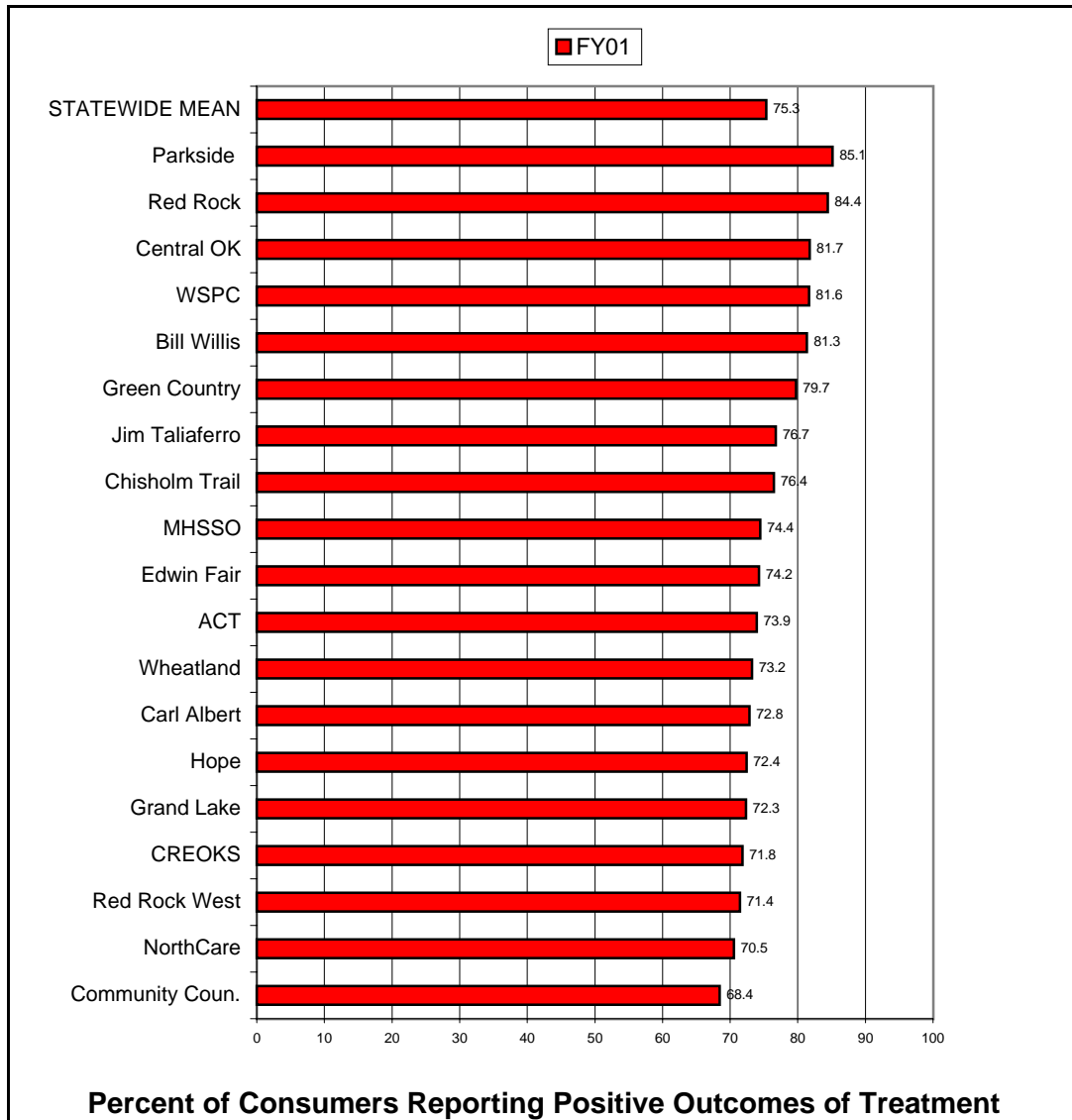
For some agencies, the number of responses is so small the results may not be representative of all consumers.

Refer to the Definitions (Appendix A) for items measuring satisfaction.



Consumer Perception of Outcome

Question: What percent of consumers rate their outcomes of treatment positively?



Answer: The percent of consumers who rated their outcomes of treatment positively varied among all CMHCs from 68.4% to 85.1%, with a statewide mean of 75.3%

For some agencies, the number of responses was so small the results may not be representative of all consumers. Refer to the Definitions (Appendix A) for items measuring outcomes.

**Consumer Perception of Outcome**

Question: What percent of consumers rate their outcomes of treatment positively?

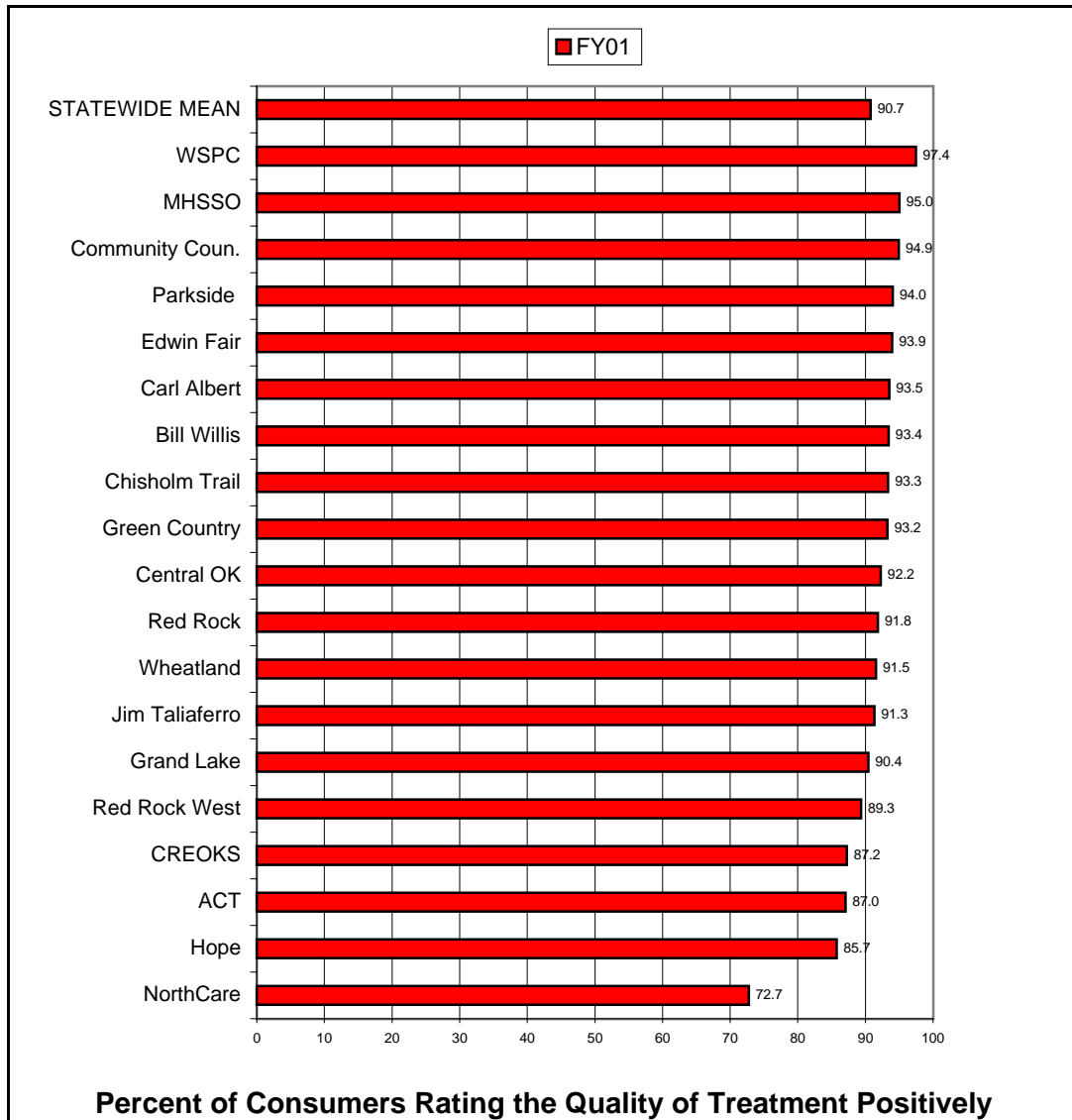
<u>Agency</u>	FY01		<u>FY01 Statewide Weighted Mean</u>
	<u>Total clients responding to survey</u>	<u>Percent rating outcomes positively</u>	
Parkside	67	85.1	75.3
Red Rock	122	84.4	
Central OK	115	81.7	
WSPC	76	81.6	
Bill Willis	166	81.3	
Green Country	59	79.7	
Jim Taliaferro	103	76.7	
Chisholm Trail	89	76.4	
MHSSO	242	74.4	
Edwin Fair	66	74.2	
ACT	23	73.9	
Wheatland	71	73.2	
Carl Albert	184	72.8	
Hope	105	72.4	
Grand Lake	282	72.3	
CREOKS	117	71.8	
Red Rock West	112	71.4	
NorthCare	44	70.5	
Community Coun.	285	68.4	

For some agencies, the number of responses is so small the results may not be representative of all consumers.

Refer to the Definitions (Appendix A) for items measuring outcomes.

Consumer Perception of Quality

Question: What percent of consumers rate the quality of treatment positively?



Answer: The percent of consumers who rated the quality of the mental health treatment they received positively varied among all CMHCs from 72.7% to 97.4%, with statewide mean of 90.7%.

For some agencies, the number of responses was so small the results may not be representative of all consumers. Refer to the Definitions (Appendix A) for items measuring quality of care.

**Consumer Perception of Quality**

Question: What percent of consumers rate the quality of treatment positively?

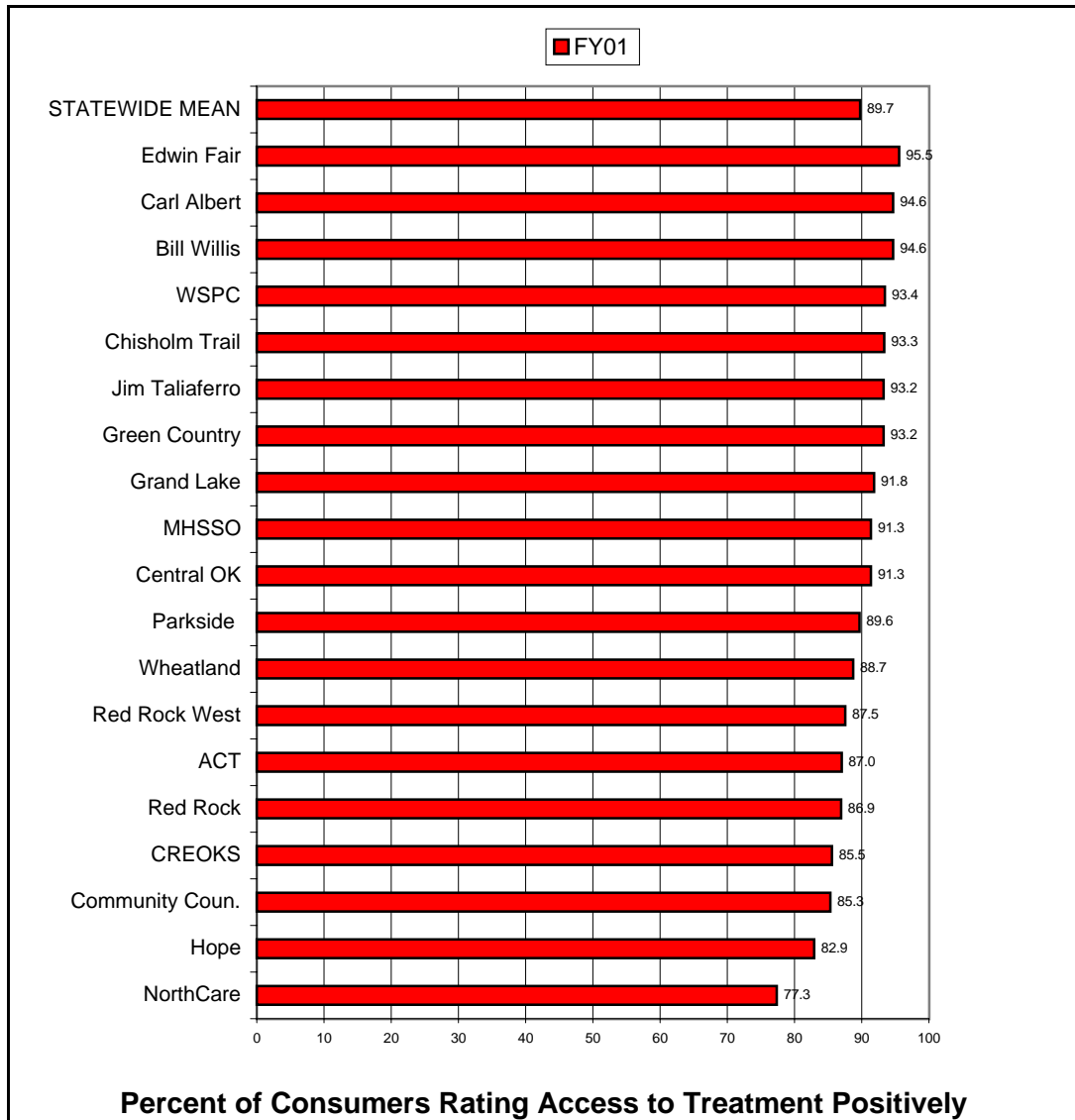
<u>Agency</u>	<u>FY01</u>		<u>FY01 Statewide Weighted Mean</u>
	<u>Total clients responding to survey</u>	<u>Percent rating quality positively</u>	
WSPC	76	97.4	90.7
MHSSO	242	95.0	
Community Coun.	285	94.9	
Parkside	67	94.0	
Edwin Fair	66	93.9	
Carl Albert	184	93.5	
Bill Willis	166	93.4	
Chisholm Trail	89	93.3	
Green Country	59	93.2	
Central OK	115	92.2	
Red Rock	122	91.8	
Wheatland	71	91.5	
Jim Taliaferro	103	91.3	
Grand Lake	282	90.4	
Red Rock West	112	89.3	
CREOKS	117	87.2	
ACT	23	87.0	
Hope	105	85.7	
NorthCare	44	72.7	

For some agencies, the number of responses is so small the results may not be representative of all consumers.

Refer to the Definitions (Appendix A) for items measuring quality of care.

Consumer Perception of Access

Question: What percent of consumers rate access to treatment positively?



Answer: The percent of consumers who rated access to treatment positively varied among all CMHCs from 77.3% to 95.5%, with statewide mean of 89.7%.

For some agencies, the number of responses was so small the results may not be representative of all consumers. Refer to the Definitions (Appendix A) for items measuring access.

## Consumer Perception of Access

Question: What percent of consumers rate access to treatment positively?

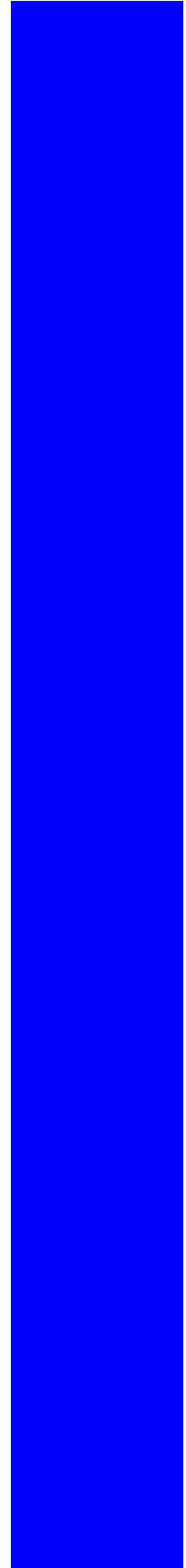
Agency	FY01		FY01 Statewide Weighted Mean
	Total clients responding to survey	Percent rating access positively	
Edwin Fair	66	95.5	89.7
Bill Willis	166	94.6	
Carl Albert	184	94.6	
WSPC	76	93.4	
Chisholm Trail	89	93.3	
Green Country	59	93.2	
Jim Taliaferro	103	93.2	
Grand Lake	282	91.8	
Central OK	115	91.3	
MHSSO	242	91.3	
Parkside	67	89.6	
Wheatland	71	88.7	
Red Rock West	112	87.5	
ACT	23	87.0	
Red Rock	122	86.9	
CREOKS	117	85.5	
Community Coun.	285	85.3	
Hope	105	82.9	
NorthCare	44	77.3	

For some agencies, the number of responses is so small the results may not be representative of all consumers.

Refer to the Definitions (Appendix A) for items measuring access.

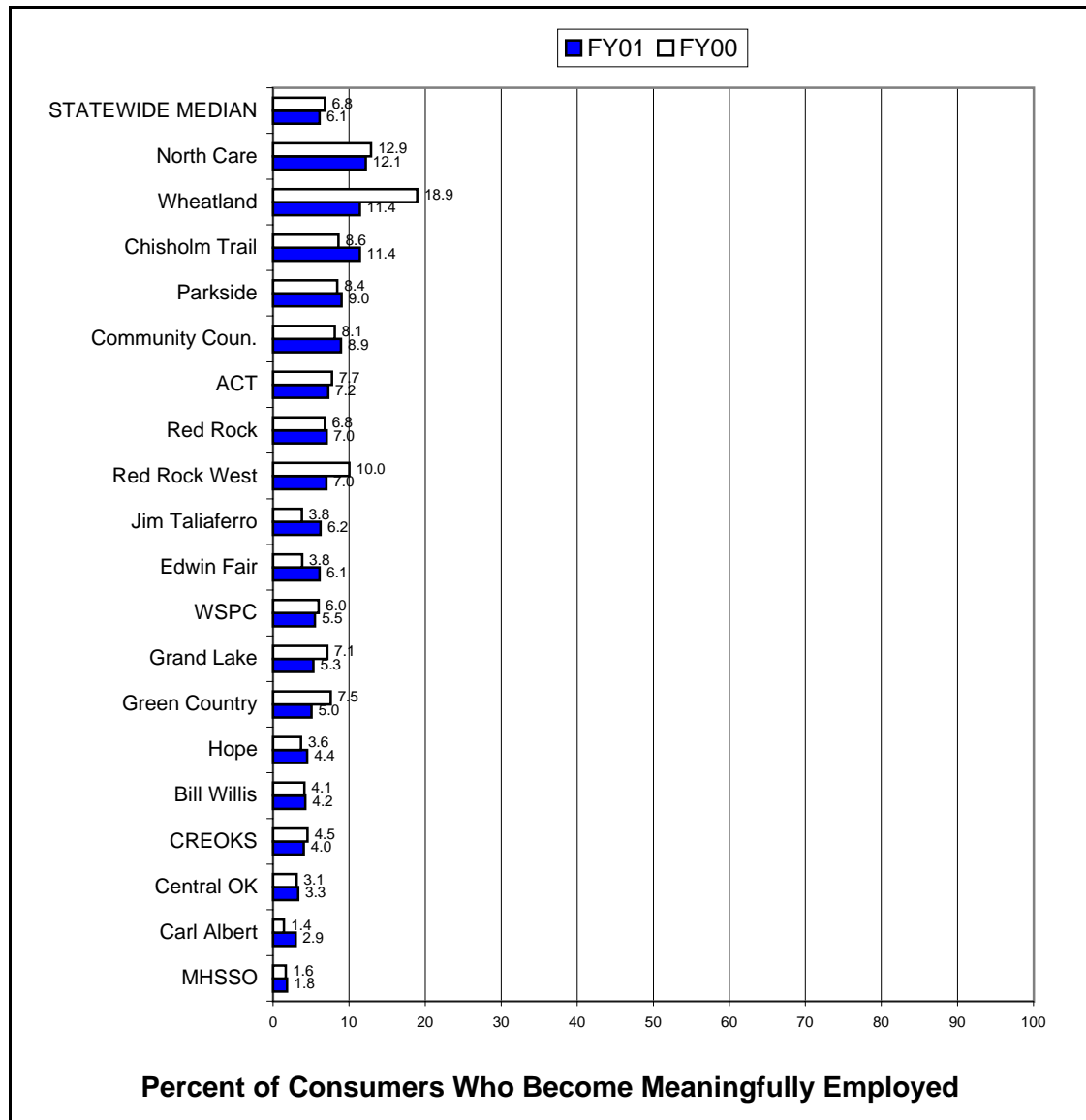


# **Performance Indicators Adults with SMI**



**Adults with SMI Involvement in Meaningful Employment**

Question: Of the adults with SMI not meaningfully employed at admission, what percent gained meaningful employment after receiving services?



Answer: Among all adults with SMI receiving services in FY01, 42.2% were not meaningfully employed at admission. The percent in FY01 who obtained meaningful employment varied among all CMHCs from 1.8% to 12.1% with a statewide median of 6.1%. Compared with FY00, the percent increased in FY01 among 11 of the 19 CMHCs.

Refer to the Definitions (Appendix A) for a description of meaningful employment. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.



### Adults with SMI Involvement in Meaningful Employment Adjusted for Case Mix

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Wheatland	11.36	6.16	5.20
Chisholm Trail	11.36	6.46	4.91
North Care	12.13	8.15	3.98
Comm Counseling Ctr	8.90	6.15	2.76
Parkside Center	8.97	7.53	1.44
Red Rock West	6.96	6.15	0.81
Green Country	5.00	4.72	0.28
Jim Taliaferro	6.19	6.30	-0.11
Red Rock	7.00	7.45	-0.45
Grand Lake	5.28	5.88	-0.61
Creoks	4.01	4.78	-0.77
ACT	7.23	8.00	-0.77
Western State Psych Ctr	5.47	6.39	-0.92
Hope Comm Svcs	4.43	5.53	-1.10
Edwin Fair	6.09	7.30	-1.21
Carl Albert	2.94	5.20	-2.26
Bill Willis	4.19	6.50	-2.31
MHSSO	1.78	4.65	-2.88
Central OK	3.25	7.40	-4.15

Seven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Adults with SMI Involvement in Meaningful Employment

Question: Of the adults with SMI not meaningfully employed at admission, what percent gained meaningful employment after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total adults with SMI between 18 and 60 years old	Clients not employed w/ two points of measurement more than 90 days	Number of clients with improved employment status	Percent	Total adults with SMI between 18 and 60 years old	Clients not employed w/ two points of measurement more than 90 days	Number of clients with improved employment status	Percent	Median	Mean
North Care	907	389	50	12.9	867	338	41	12.1	6.1	6.4
Wheatland	609	254	48	18.9	663	264	30	11.4		
Chisholm Trail	818	385	33	8.6	871	396	45	11.4		
Parkside	3,540	1,714	144	8.4	4,121	1,706	153	9.0		
Community Coun.	1,085	545	44	8.1	849	483	43	8.9		
ACT	447	195	15	7.7	504	166	12	7.2		
Red Rock	741	74	5	6.8	768	200	14	7.0		
Red Rock West	617	350	35	10.0	519	273	19	7.0		
Jim Taliaferro	891	160	6	3.8	982	194	12	6.2		
Edwin Fair	767	420	16	3.8	989	542	33	6.1		
WSPC	701	235	14	6.0	796	201	11	5.5		
Grand Lake	1,376	522	37	7.1	1,732	739	39	5.3		
Green Country	668	226	17	7.5	935	340	17	5.0		
Hope	877	603	22	3.6	883	497	22	4.4		
Bill Willis	922	369	15	4.1	1,053	382	16	4.2		
CREOKS	581	333	15	4.5	750	274	11	4.0		
Central OK	902	459	14	3.1	935	369	12	3.3		
Carl Albert	1,004	509	7	1.4	1,082	510	15	2.9		
MHSSO	1,751	1,052	17	1.6	1,738	1,013	18	1.8		

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness status. Clients are only counted if their employment status at admission is unemployed or not in the work force. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

**Adult Consumers with SMI Living in Independent Housing**

Question: Of the adults with SMI not living in independent housing at admission, what percent moved into independent housing while receiving treatment?



Answer: Of the adults with SMI receiving services in FY01, 5.3% were not living in independent housing at admission. The percent who moved to independent housing varied among all CMHCs from 15.8% to 67.8% with a statewide median of 31.6%. Compared with FY00, the percent who moved to independent housing increased in FY01 among 9 of the 19 CMHCs.

Refer to Definitions (Appendix A) for a description of independent housing. Includes clients 18-60 years of age. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Adult Consumers with SMI Living in Independent Housing  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Red Rock	62.96	28.29	34.67
Edwin Fair	62.26	35.72	26.54
Central OK	67.80	41.41	26.39
ACT	66.67	41.43	25.23
Carl Albert	58.82	33.63	25.19
Hope Comm Svcs	38.36	26.78	11.58
Wheatland	25.81	18.52	7.29
Grand Lake	39.76	33.06	6.70
Jim Taliaferro	42.86	36.54	6.32
Chisholm Trail	27.27	21.70	5.57
Comm Counseling Ctr	31.55	32.25	-0.70
Creoks	25.00	26.27	-1.27
North Care	22.22	24.03	-1.81
Red Rock West	32.00	34.13	-2.13
Green Country	17.65	20.06	-2.41
Western State Psych Ctr	31.43	36.19	-4.76
MHSSO	15.85	22.70	-6.85
Bill Willis	20.00	39.26	-19.26
Parkside Center	15.81	35.63	-19.81

Ten of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Adult Consumers with SMI Living in Independent Housing

Question: Of the adults with SMI not living in independent housing at admission, what percent moved into independent housing while receiving treatment?

Agency	FY00				FY01				FY01 Statewide	
	Total adults with SMI between 18 and 60 years old	Adults not living in independent housing at admission	Adults whose housing changed to independent	Percent	Total adults with SMI between 18 and 60 years old	Adults not living in independent housing at admission	Adults whose housing changed to independent	Percent	Median	Mean
Central OK	902	115	50	43.5	935	59	40	67.8	31.6	37.1
ACT	447	7	6	85.7	504	6	4	66.7		
Red Rock	741	12	7	58.3	768	27	17	63.0		
Edwin Fair	767	41	23	56.1	989	53	33	62.3		
Carl Albert	1,004	9	5	55.6	1,082	17	10	58.8		
Jim Taliaferro	891	11	5	45.5	982	21	9	42.9		
Grand Lake	1,376	70	23	32.9	1,732	83	33	39.8		
Hope	877	68	31	45.6	883	73	28	38.4		
Red Rock West	617	28	16	57.1	519	25	8	32.0		
Community Coun.	1,085	121	63	52.1	849	187	59	31.6		
WSPC	701	39	13	33.3	796	35	11	31.4		
Chisholm Trail	818	44	13	29.5	871	33	9	27.3		
Wheatland	609	21	5	23.8	663	31	8	25.8		
CREOKS	581	65	14	21.5	750	36	9	25.0		
North Care	907	18	5	27.8	867	18	4	22.2		
Bill Willis	922	42	6	14.3	1,053	35	7	20.0		
Green Country	668	37	9	24.3	935	51	9	17.6		
MHSSO	1,751	141	22	15.6	1,738	82	13	15.9		
Parkside	3,540	214	50	23.4	4,121	234	37	15.8		

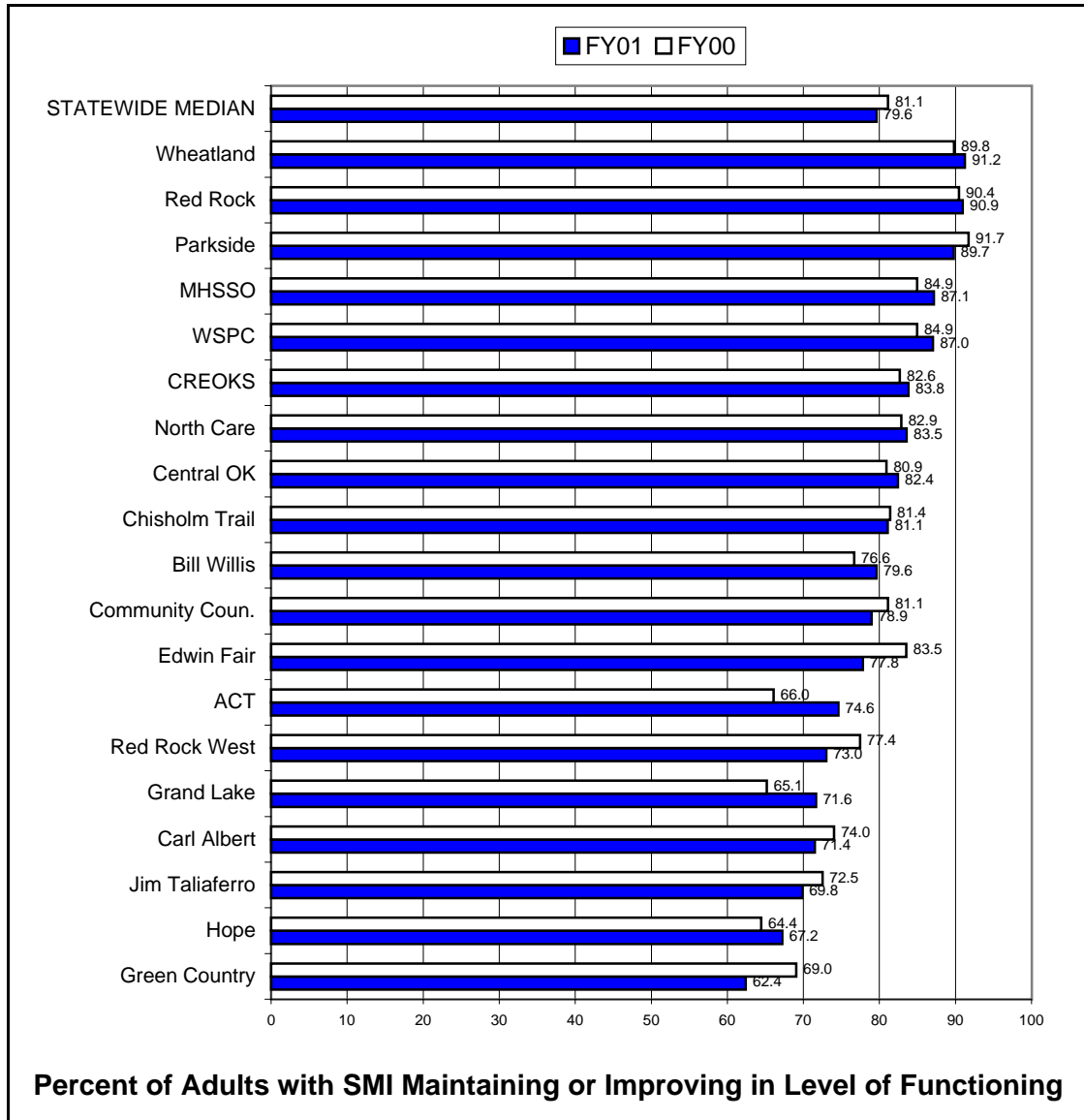
Independent housing includes Private Residence and Supported Living.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

**Level of Functioning for Adults with SMI (Maintained/Improved)**

Question: What percent of adults with SMI maintain or achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of adults with SMI with an improved or maintained level of functioning varied among all CMHCs from 62.4% to 91.2%, with a statewide median of 79.6%. Compared with FY00, the percent of clients who maintained or improved level of functioning increased in FY01 among 11 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Level of Functioning for Adults with SMI (Maintained/Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Western State Psych Ctr	87.00	74.14	12.86
Central OK	82.37	74.21	8.16
Wheatland	91.21	83.51	7.70
Parkside Center	89.73	82.38	7.34
Red Rock	90.91	84.01	6.90
MHSSO	87.11	81.75	5.37
North Care	83.54	78.78	4.76
Chisholm Trail	81.06	79.89	1.17
Creoks	83.77	82.82	0.95
Edwin Fair	77.78	78.11	-0.33
Comm Counseling Ctr	78.93	79.66	-0.73
Bill Willis	79.56	80.80	-1.23
Carl Albert	71.45	74.47	-3.02
ACT	74.56	79.30	-4.74
Jim Taliaferro	69.78	75.81	-6.02
Grand Lake	71.61	79.96	-8.35
Red Rock West	72.97	85.03	-12.06
Hope Comm Svcs	67.17	80.44	-13.27
Green Country	62.38	84.14	-21.76

Nine of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Level of Functioning for Adults with SMI (Maintained/Improved)

Question: What percent of adults with SMI maintain or achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total SMI adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved or maintained level of functioning	Percent	Total SMI adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved or maintained level of functioning	Percent	Median	Mean
Wheatland	643	381	342	89.8	694	387	353	91.2	79.6	79.1
Red Rock	828	94	85	90.4	843	275	250	90.9		
Parkside	3,695	2,250	2,063	91.7	4,262	2,219	1,991	89.7		
MHSSO	1,927	1,426	1,211	84.9	1,857	1,327	1,156	87.1		
WSPC	775	365	310	84.9	853	323	281	87.0		
CREOKS	636	443	366	82.6	787	382	320	83.8		
North Care	980	554	459	82.9	928	492	411	83.5		
Central OK	1,004	680	550	80.9	1,009	539	444	82.4		
Chisholm Trail	911	548	446	81.4	947	565	458	81.1		
Bill Willis	996	471	361	76.6	1,123	504	401	79.6		
Community Coun.	1,271	814	660	81.1	1,000	707	558	78.9		
Edwin Fair	851	575	480	83.5	1,079	756	588	77.8		
ACT	475	268	177	66.0	520	228	170	74.6		
Red Rock West	665	474	367	77.4	556	344	251	73.0		
Grand Lake	1,521	955	622	65.1	1,849	1,261	903	71.6		
Carl Albert	1,158	711	526	74.0	1,219	704	503	71.4		
Jim Taliaferro	973	218	158	72.5	1,055	278	194	69.8		
Hope	930	722	465	64.4	924	597	401	67.2		
Green Country	708	342	236	69.0	969	521	325	62.4		

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

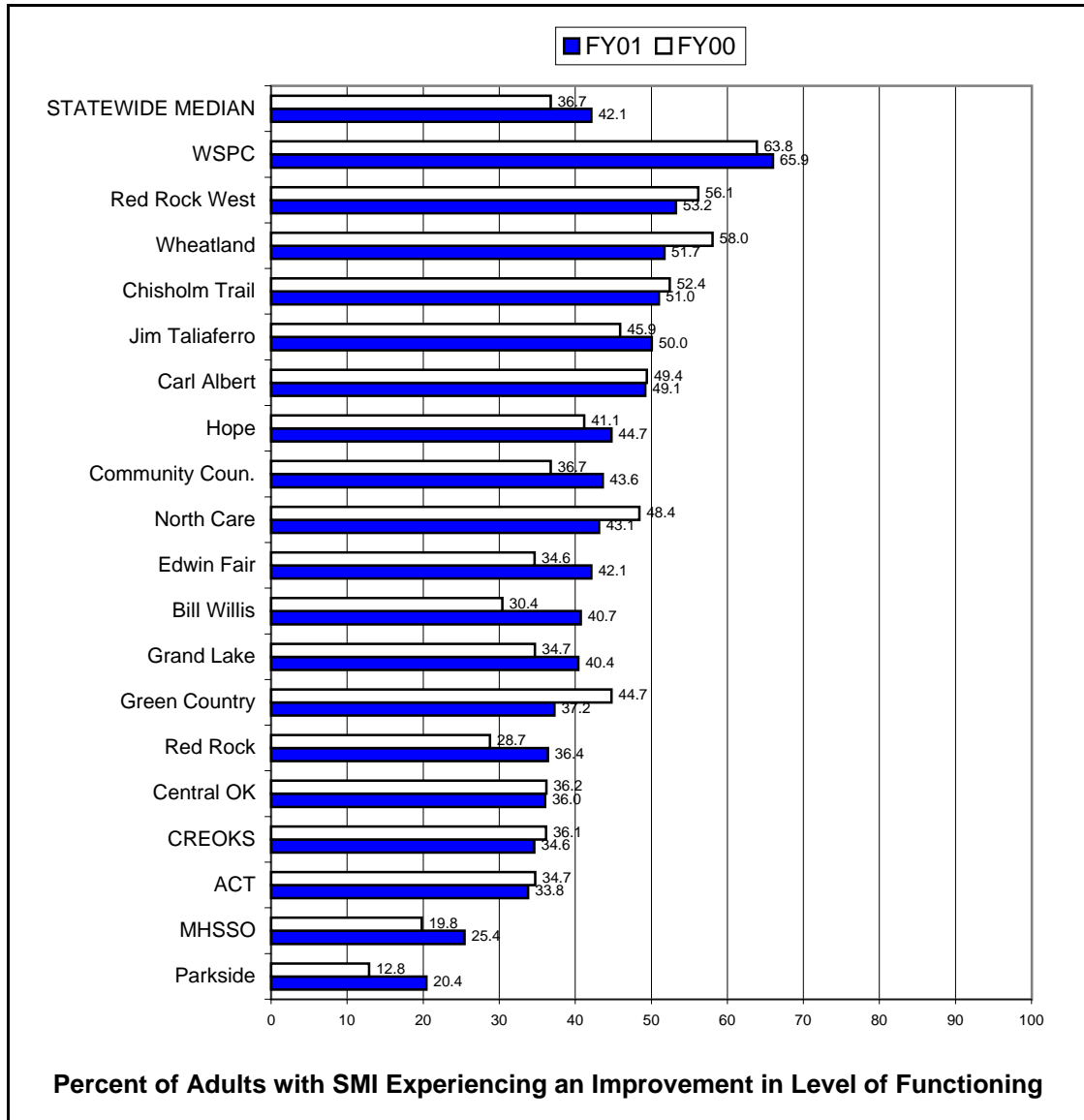
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.



**Level of Functioning for Adults with SMI (Improved)**

Question: What percent of adults with SMI achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of adults with SMI with an improved level of functioning varied among all CMHCs from 20.4% to 65.9%, with a statewide median of 42.1%. Compared with FY00, the percent with improved level of functioning increased in FY01 among 10 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Level of Functioning for Adults with SMI (Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Western State Psych Ctr	65.94	40.02	25.92
Chisholm Trail	50.97	31.63	19.34
Wheatland	51.68	33.76	17.92
Jim Taliaferro	50.00	32.18	17.82
Carl Albert	49.15	40.04	9.11
North Care	43.09	35.64	7.45
Hope Comm Svcs	44.72	37.37	7.36
Red Rock West	53.20	46.88	6.32
Edwin Fair	42.06	35.86	6.20
Comm Counseling Ctr	43.56	38.19	5.38
Central OK	35.99	35.37	0.62
Grand Lake	40.36	41.12	-0.76
Creoks	34.55	35.71	-1.16
Red Rock	36.36	37.52	-1.16
Green Country	37.24	38.40	-1.16
ACT	33.77	35.55	-1.78
Bill Willis	40.67	43.39	-2.71
MHSSO	25.40	34.64	-9.24
Parkside Center	20.37	38.54	-18.17

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Level of Functioning for Adults with SMI (Improved)

Question: What percent of adults with SMI achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total SMI adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved level of functioning	Percent	Total SMI adults	Number of clients with two points of measurement more than 90 days apart	Number of clients with improved level of functioning	Percent	Median	Mean
WSPC	775	365	233	63.8	853	323	213	65.9	42.1	42.1
Red Rock West	665	474	266	56.1	556	344	183	53.2		
Wheatland	643	381	221	58.0	694	387	200	51.7		
Chisholm Trail	911	548	287	52.4	947	565	288	51.0		
Jim Taliaferro	973	218	100	45.9	1,055	278	139	50.0		
Carl Albert	1,158	711	351	49.4	1,219	704	346	49.1		
Hope	930	722	297	41.1	924	597	267	44.7		
Community Coun.	1,271	814	299	36.7	1,000	707	308	43.6		
North Care	980	554	268	48.4	928	492	212	43.1		
Edwin Fair	851	575	199	34.6	1,079	756	318	42.1		
Bill Willis	996	471	143	30.4	1,123	504	205	40.7		
Grand Lake	1,521	955	331	34.7	1,849	1,261	509	40.4		
Green Country	708	342	153	44.7	969	521	194	37.2		
Red Rock	828	94	27	28.7	843	275	100	36.4		
Central OK	1,004	680	246	36.2	1,009	539	194	36.0		
CREOKS	636	443	160	36.1	787	382	132	34.6		
ACT	475	268	93	34.7	520	228	77	33.8		
MHSSO	1,927	1,426	282	19.8	1,857	1,327	337	25.4		
Parkside	3,695	2,250	289	12.8	4,262	2,219	452	20.4		

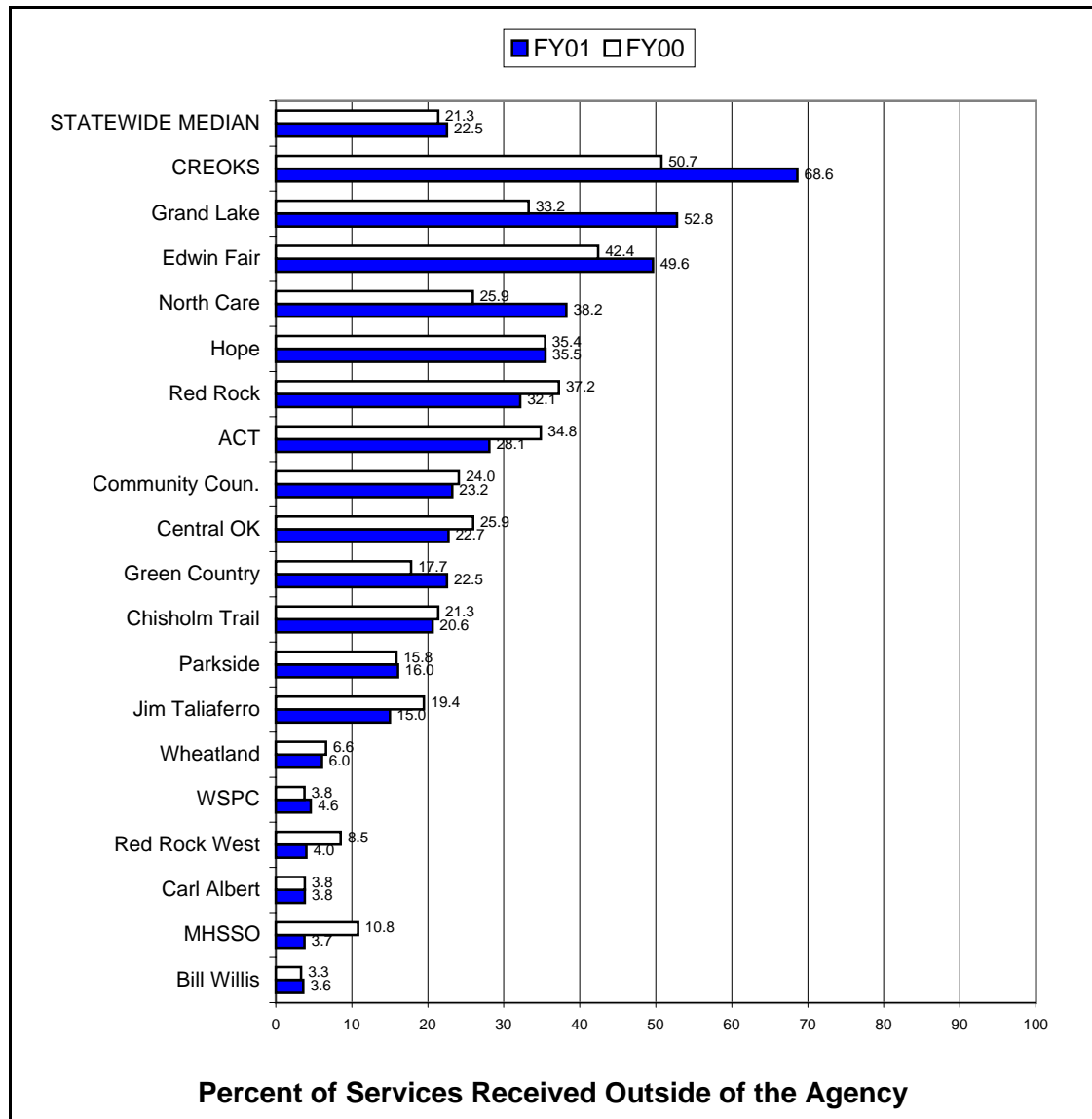
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

**Access to Services Received Outside of the Facility for Adults with SMI**

Question: What percent of services are provided outside the facility, allowing access to services regardless of lack of transportation, physical immobility, incarceration or other restraints for adults with SMI?



Answer: In FY01 the percent of services provided outside of the agencies' physical locations for adults with SMI varied from 3.6% to 68.6%, with a statewide median 22.5%. When compared with FY00, the percent of services increased in FY01 among 9 of the 19 CMHCs.

Refer to Definitions (Appendix A) for a description of locations outside of the provider facility. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Access to Services Received Outside of the Facility for Adults with SMI

Question: What percent of services are provided outside the facility, allowing access to services regardless of lack of transportation, physical immobility, incarceration or other restraints for adults with SMI?

Agency	FY00				FY01				FY01 Statewide	
	Total outpatient hours provided to adults with SMI	Outpatient hours which could be provided outside the agency	Outpatient hours provided outside the agency	Percent	Total outpatient hours provided to adults with SMI	Outpatient hours which could be provided outside the agency	Outpatient hours provided outside the agency	Percent	Median	Mean
CREOKS	65,738	61,546	31,198	50.7	70,799	69,699	47,794	68.6	22.5	23.7
Grand Lake	237,568	237,568	78,934	33.2	329,689	329,689	173,951	52.8		
Edwin Fair	48,375	15,720	6,660	42.4	61,380	18,762	9,306	49.6		
North Care	62,456	7,963	2,063	25.9	36,002	8,837	3,375	38.2		
Hope	53,010	16,233	5,746	35.4	41,851	14,148	5,016	35.5		
Red Rock	34,659	6,423	2,388	37.2	55,919	8,334	2,677	32.1		
ACT	23,413	8,453	2,943	34.8	18,031	7,746	2,173	28.1		
Community Coun.	68,539	68,539	16,469	24.0	51,183	51,183	11,852	23.2		
Central OK	35,983	19,286	5,002	25.9	30,420	25,365	5,750	22.7		
Green Country	47,431	11,710	2,078	17.7	62,602	18,900	4,246	22.5		
Chisholm Trail	28,237	28,160	6,005	21.3	27,378	27,378	5,642	20.6		
Parkside	64,635	26,500	4,197	15.8	71,041	35,619	5,713	16.0		
Jim Taliaferro	33,442	11,140	2,167	19.4	33,314	12,104	1,810	15.0		
Wheatland	14,902	12,773	839	6.6	13,996	13,996	844	6.0		
WSPC	32,216	32,216	1,208	3.8	28,018	28,018	1,275	4.6		
Red Rock West	56,216	14,070	1,195	8.5	53,358	32,410	1,294	4.0		
Carl Albert	44,067	44,067	1,658	3.8	43,479	43,479	1,645	3.8		
MHSSO	140,882	18,921	2,041	10.8	159,481	12,952	485	3.7		
Bill Willis	64,794	14,099	460	3.3	73,394	17,575	624	3.6		

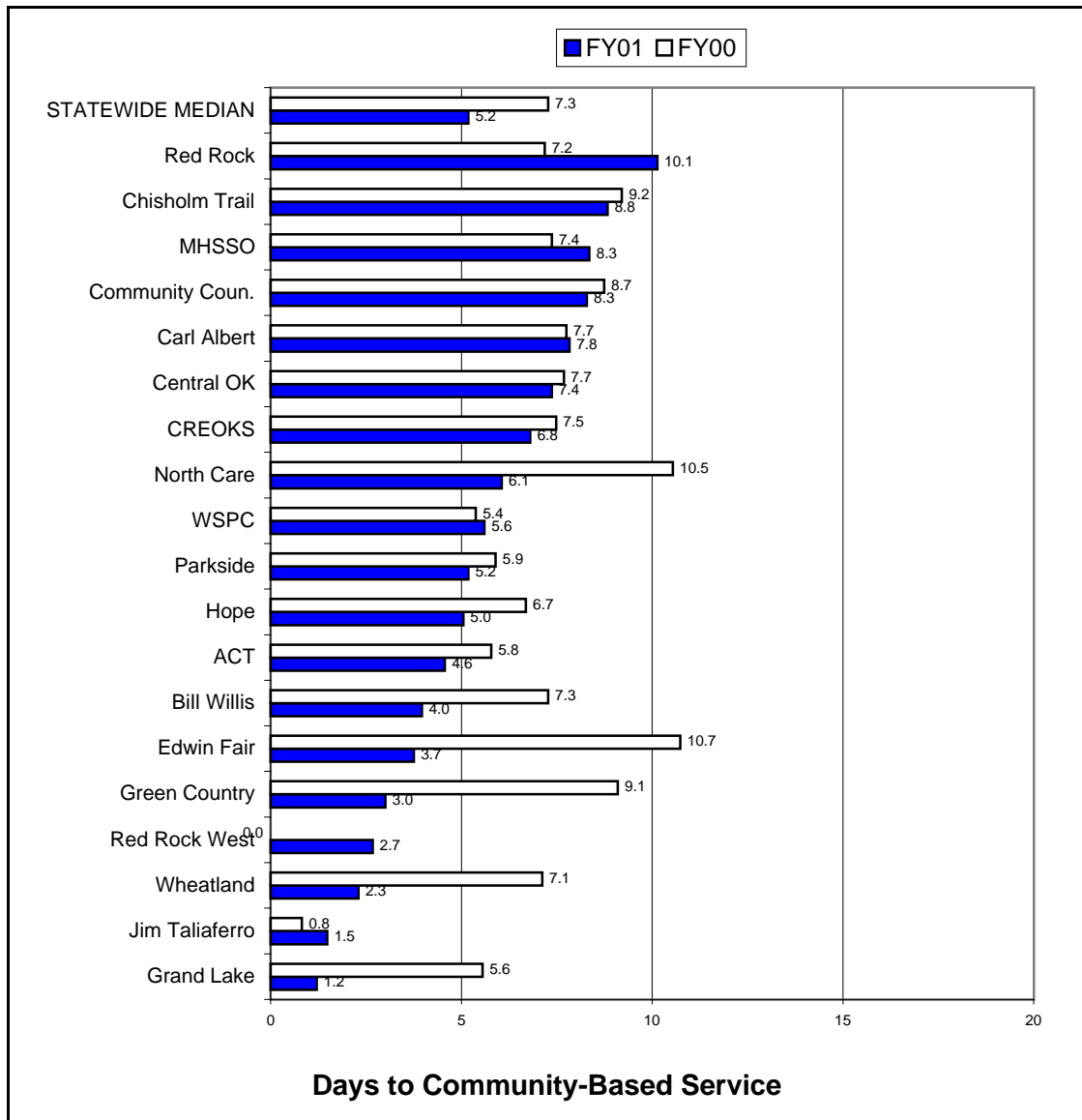
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Psychosocial Rehabilitation services and Day Treatment are excluded from 'Outpatient Hours which could be provided outside the agency.'

**Average Number of Days from Inpatient Discharge to Community-Based Service for Adults with SMI**

Question: What is the average number of days from an inpatient discharge (hospital or community-based inpatient) to community-based service for adults with SMI?



Answer: In FY01 the average number of days from inpatient discharge to community-based service for adults with SMI varied among all CMHCs from 1.2 days to 10.1 days, with a statewide median of 5.2 days. Compared with FY00, the average number of days decreased in FY01 among 13 of the 19 CMHCs.

For this analysis, inpatient, detoxification, and crisis services are excluded from community-based services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Average Number of Days from Inpatient Discharge to Community-Based Service for Adults with SMI  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Grand Lake	1.20	5.35	4.15
Green Country	3.00	5.83	2.83
Wheatland	2.29	5.07	2.78
Jim Taliaferro	1.47	4.07	2.60
Red Rock West	2.67	5.13	2.46
Hope Comm Svcs	5.04	6.60	1.56
Edwin Fair	3.74	5.27	1.53
North Care	6.05	7.18	1.13
Bill Willis	3.96	4.71	0.76
Parkside Center	5.17	5.88	0.70
ACT	4.56	5.04	0.48
Creoks	6.79	6.63	-0.17
Western State Psych Ctr	5.60	5.09	-0.51
Central OK	7.36	6.07	-1.30
MHSSO	8.35	6.94	-1.40
Comm Counseling Ctr	8.28	6.86	-1.42
Carl Albert	7.83	5.90	-1.93
Chisholm Trail	8.83	6.21	-2.62
Red Rock	10.13	6.37	-3.76

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Average Number of Days from Inpatient Discharge to Community-Based Service for Adults with SMI

Question: What is the average number of days from an inpatient discharge (hospital or community-based inpatient) to community-based service for adults with SMI?

Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Inpatient discharges	Number receiving a follow-up service within 30 days	Average number of days from inpatient discharge to follow-up	Total adult SMI clients	Inpatient discharges	Number receiving a follow-up service within 30 days	Average number of days from inpatient discharge to follow-up	Median	Mean
Red Rock	828	183	78	7.2	843	249	113	10.1	5.2	5.4
Chisholm Trail	911	42	20	9.2	947	63	40	8.8		
MHSSO	1,927	550	370	7.4	1,857	701	433	8.3		
Community Coun.	1,271	257	105	8.7	1,000	236	110	8.3		
Carl Albert	1,158	269	221	7.7	1,219	240	209	7.8		
Central OK	1,004	476	322	7.7	1,009	510	348	7.4		
CREOKS	636	109	50	7.5	787	53	39	6.8		
North Care	980	94	47	10.5	928	102	58	6.1		
WSPC	775	118	102	5.4	853	98	87	5.6		
Parkside	3,695	379	293	5.9	4,262	454	371	5.2		
Hope	930	151	81	6.7	924	166	93	5.0		
ACT	475	24	22	5.8	520	29	25	4.6		
Bill Willis	996	28	15	7.3	1,123	146	91	4.0		
Edwin Fair	851	88	52	10.7	1,079	106	82	3.7		
Green Country	708	45	22	9.1	969	5	4	3.0		
Red Rock West	665	1	0	0.0	556	4	3	2.7		
Wheatland	643	66	43	7.1	694	125	109	2.3		
Jim Taliaferro	973	169	164	0.8	1,055	183	177	1.5		
Grand Lake	1,521	176	118	5.6	1,849	108	106	1.2		

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

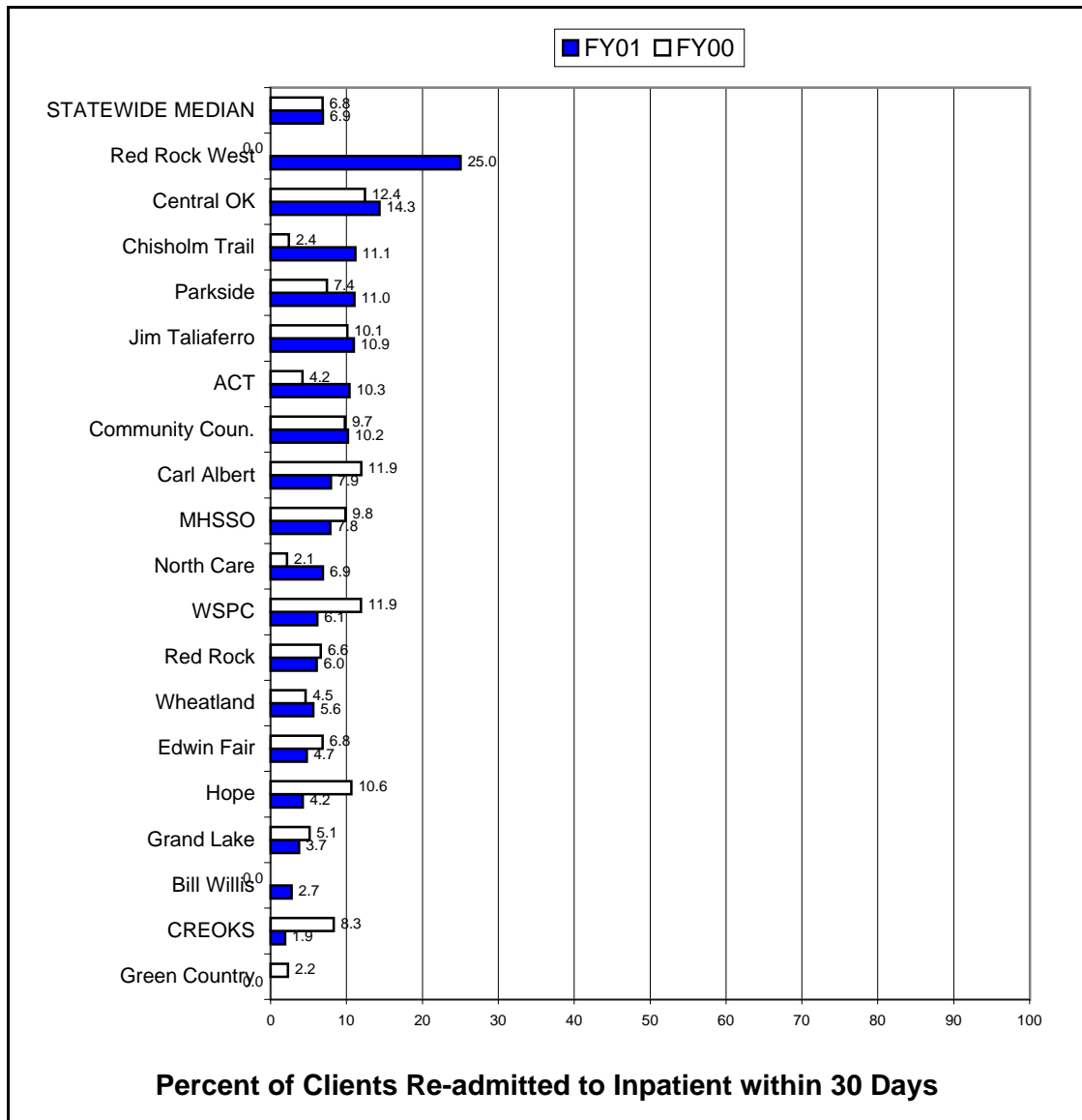
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included. Crisis, Inpatient, and Detoxification services are not included in community-based services.



**Inpatient Re-admissions within 30 Days for Adults with SMI**

Question: What percent of adults with SMI are discharged from a state hospital or CMHC inpatient unit and re-admitted to inpatient within 30 days of discharge?



Answer: In FY01 the percent of adults with SMI re-admitted within 30 days of discharge from inpatient varied among all CMHCs from 0% to 25.0%, with a statewide median of 6.9%. Compared with FY00, the percent re-admitted decreased in FY01 among 9 of the 19 CMHCs.

Inpatient re-admissions include both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Inpatient Re-admissions within 30 Days for Adults with SMI  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Green Country	0.00	9.05	9.05
Creoks	1.89	9.24	7.35
Grand Lake	3.70	10.37	6.66
Edwin Fair	4.72	9.41	4.69
Western State Psych Ctr	6.12	10.68	4.56
Hope Comm Svcs	4.22	8.43	4.22
Bill Willis	2.74	6.83	4.09
Wheatland	5.60	7.42	1.82
Red Rock	6.02	7.68	1.66
North Care	6.86	7.94	1.08
Carl Albert	7.92	8.21	0.29
MHSSO	7.85	6.94	-0.91
ACT	10.34	9.40	-0.94
Parkside Center	11.01	9.91	-1.11
Comm Counseling Ctr	10.17	8.70	-1.47
Jim Taliaferro	10.93	7.74	-3.19
Central OK	14.31	10.71	-3.60
Chisholm Trail	11.11	7.43	-3.69
Red Rock West	25.00	13.49	-11.51

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Inpatient Re-admissions within 30 Days for Adults with SMI

Question: What percent of adults with SMI are discharged from a state hospital or CMHC inpatient unit and re-admitted to inpatient within 30 days of discharge?

Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Inpatient discharges	Number re-admitted to hospital or CMHC inpatient	Percent	Total adult SMI clients	Inpatient discharges	Number re-admitted to hospital or CMHC inpatient	Percent	Median	Mean
Red Rock West	665	1	0	0.0	556	4	1	25.0	6.9	7.9
Central OK	1,004	476	59	12.4	1,009	510	73	14.3		
Chisholm Trail	911	42	1	2.4	947	63	7	11.1		
Parkside	3,695	379	28	7.4	4,262	454	50	11.0		
Jim Taliaferro	973	169	17	10.1	1,055	183	20	10.9		
ACT	475	24	1	4.2	520	29	3	10.3		
Community Coun.	1,271	257	25	9.7	1,000	236	24	10.2		
Carl Albert	1,158	269	32	11.9	1,219	240	19	7.9		
MHSSO	1,927	550	54	9.8	1,857	701	55	7.8		
North Care	980	94	2	2.1	928	102	7	6.9		
WSPC	775	118	14	11.9	853	98	6	6.1		
Red Rock	828	183	12	6.6	843	249	15	6.0		
Wheatland	643	66	3	4.5	694	125	7	5.6		
Edwin Fair	851	88	6	6.8	1,079	106	5	4.7		
Hope	930	151	16	10.6	924	166	7	4.2		
Grand Lake	1,521	176	9	5.1	1,849	108	4	3.7		
Bill Willis	996	28	0	0.0	1,123	146	4	2.7		
CREOKS	636	109	9	8.3	787	53	1	1.9		
Green Country	708	45	1	2.2	969	5	0	0.0		

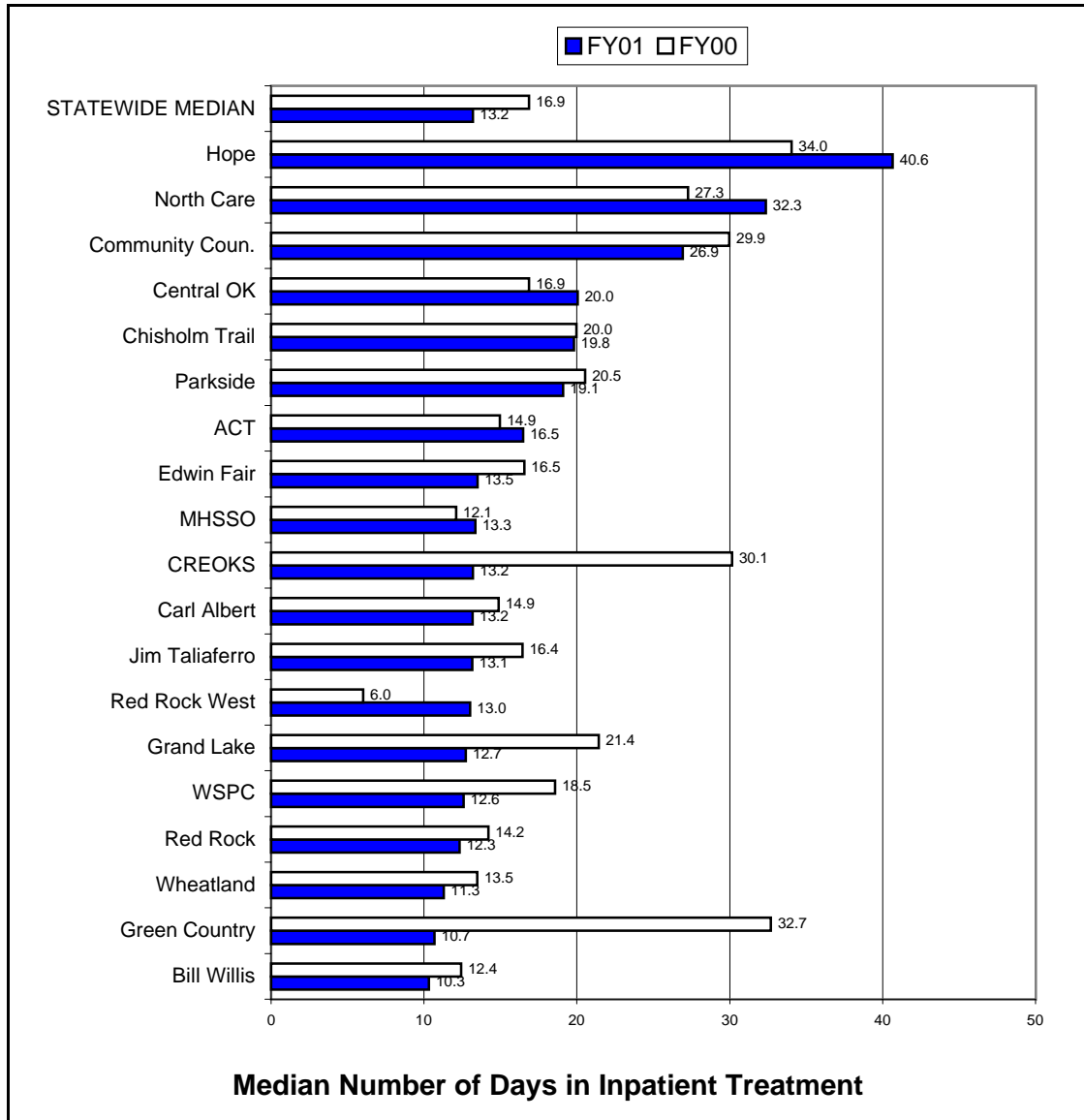
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included.

**Length of Inpatient Stay for Adults with SMI**

Question: What is the median number of days spent in inpatient treatment for adults with SMI?



Answer: In FY01 the median number of inpatient days for adults with SMI varied among all CMHCs from 10.3 days to 40.6 days, with a statewide median of 13.2 days. Compared with FY00, the median number of inpatient days decreased in FY01 among 13 of the 19 CMHCs.

Inpatient days include both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Length of Inpatient Stay for Adults with SMI

Question: What is the median number of days spent in inpatient treatment for adults with SMI?

Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Number of adult SMI clients discharged from inpatient treatment	Total days of service	Median length of stay	Total adult SMI clients	Number of adult SMI clients discharged from inpatient treatment	Total days of service	Median length of stay	Median	Mean
Hope	930	54	1,837	34.0	924	52	1,747	40.6	13.2	17.1
North Care	980	33	736	27.3	928	31	744	32.3		
Community Coun.	1,271	99	2,515	29.9	1,000	91	2,018	26.9		
Central OK	1,004	206	2,696	16.9	1,009	229	3,005	20.0		
Chisholm Trail	911	21	419	20.0	947	28	455	19.8		
Parkside	3,695	302	5,251	20.5	4,262	446	6,542	19.1		
ACT	475	20	254	14.9	520	28	395	16.5		
Edwin Fair	851	58	910	16.5	1,079	96	1,024	13.5		
MHSSO	1,927	467	3,647	12.1	1,857	574	4,591	13.3		
CREOKS	636	43	1,085	30.1	787	33	356	13.2		
Carl Albert	1,158	263	2,751	14.9	1,219	237	2,329	13.2		
Jim Taliaferro	973	162	2,070	16.4	1,055	180	1,735	13.1		
Red Rock West	665	1	6	6.0	556	2	26	13.0		
Grand Lake	1,521	112	2,098	21.4	1,849	103	1,195	12.7		
WSPC	775	116	1,688	18.5	853	96	981	12.6		
Red Rock	828	48	596	14.2	843	79	910	12.3		
Wheatland	643	51	619	13.5	694	100	925	11.3		
Green Country	708	12	294	32.7	969	4	32	10.7		
Bill Willis	996	12	149	12.4	1,123	140	1,287	10.3		

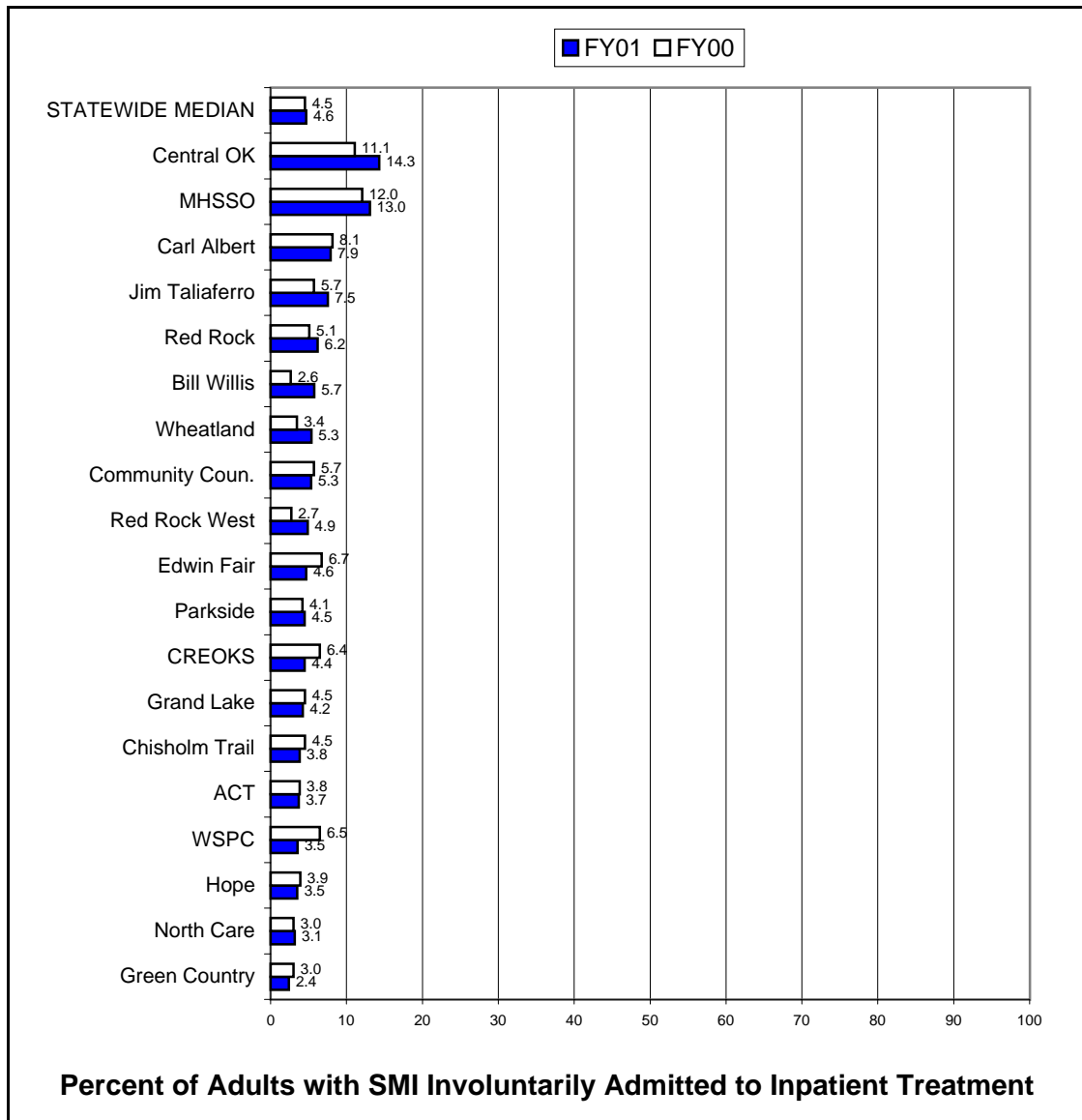
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included.

Adults with SMI Involuntarily Admitted to Inpatient Treatment

Question: What percent of adult with SMI are admitted involuntarily to inpatient treatment?



Answer: In FY01 the percent of adults with SMI admitted involuntarily to inpatient treatment varied among all CMHCs from 2.4% to 14.3%, with a statewide median of 4.6%. Compared with FY00, the percent admitted involuntarily decreased in FY01 among 10 of the 19 CMHCs.

Refer to Definitions (Appendix A) for description of involuntary admission. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Adults with SMI Involuntarily Admitted to Inpatient Treatment  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Grand Lake	4.22	7.72	3.50
Bill Willis	5.70	8.78	3.08
Green Country	2.37	4.34	1.97
Comm Counseling Ctr	5.30	7.12	1.82
North Care	3.13	4.72	1.59
Red Rock West	4.86	6.19	1.33
Chisholm Trail	3.80	5.12	1.32
Parkside Center	4.46	5.38	0.92
Red Rock	6.17	6.78	0.62
Western State Psych Ctr	3.52	4.04	0.53
Hope Comm Svcs	3.46	3.47	0.01
Creeks	4.45	4.36	-0.08
Edwin Fair	4.63	4.38	-0.25
Carl Albert	7.88	7.59	-0.28
Wheatland	5.33	4.42	-0.92
ACT	3.65	2.68	-0.98
Jim Taliaferro	7.49	5.86	-1.63
MHSSO	13.03	8.51	-4.52
Central OK	14.27	4.11	-10.16

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Adults with SMI Involuntarily Admitted to Inpatient Treatment

Question: What percent of adult with SMI are admitted involuntarily to inpatient treatment?

Agency	FY00				FY01				FY01 Statewide	
	Total clients	Total adult SMI clients	Number involuntarily admitted	Percent	Total clients	Total adult SMI clients	Number involuntarily admitted	Percent	Median	Mean
Central OK	1,610	1,004	111	11.1	1,664	1,009	144	14.3	4.6	5.7
MHSSO	2,886	1,927	232	12.0	2,861	1,857	242	13.0		
Carl Albert	2,292	1,158	94	8.1	2,532	1,219	96	7.9		
Jim Taliaferro	2,486	973	55	5.7	2,762	1,055	79	7.5		
Red Rock	1,545	828	42	5.1	1,643	843	52	6.2		
Bill Willis	1,557	996	26	2.6	1,676	1,123	64	5.7		
Wheatland	775	643	22	3.4	972	694	37	5.3		
Community Coun.	1,813	1,271	72	5.7	1,356	1,000	53	5.3		
Red Rock West	1,116	665	18	2.7	917	556	27	4.9		
Edwin Fair	1,178	851	57	6.7	1,336	1,079	50	4.6		
Parkside	3,883	3,695	153	4.1	4,550	4,262	190	4.5		
CREOKS	730	636	41	6.4	968	787	35	4.4		
Grand Lake	1,820	1,521	68	4.5	2,173	1,849	78	4.2		
Chisholm Trail	1,450	911	41	4.5	1,687	947	36	3.8		
ACT	612	475	18	3.8	626	520	19	3.7		
WSPC	1,869	775	50	6.5	2,188	853	30	3.5		
Hope	1,054	930	36	3.9	1,041	924	32	3.5		
North Care	1,229	980	29	3.0	1,388	928	29	3.1		
Green Country	923	708	21	3.0	1,277	969	23	2.4		

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

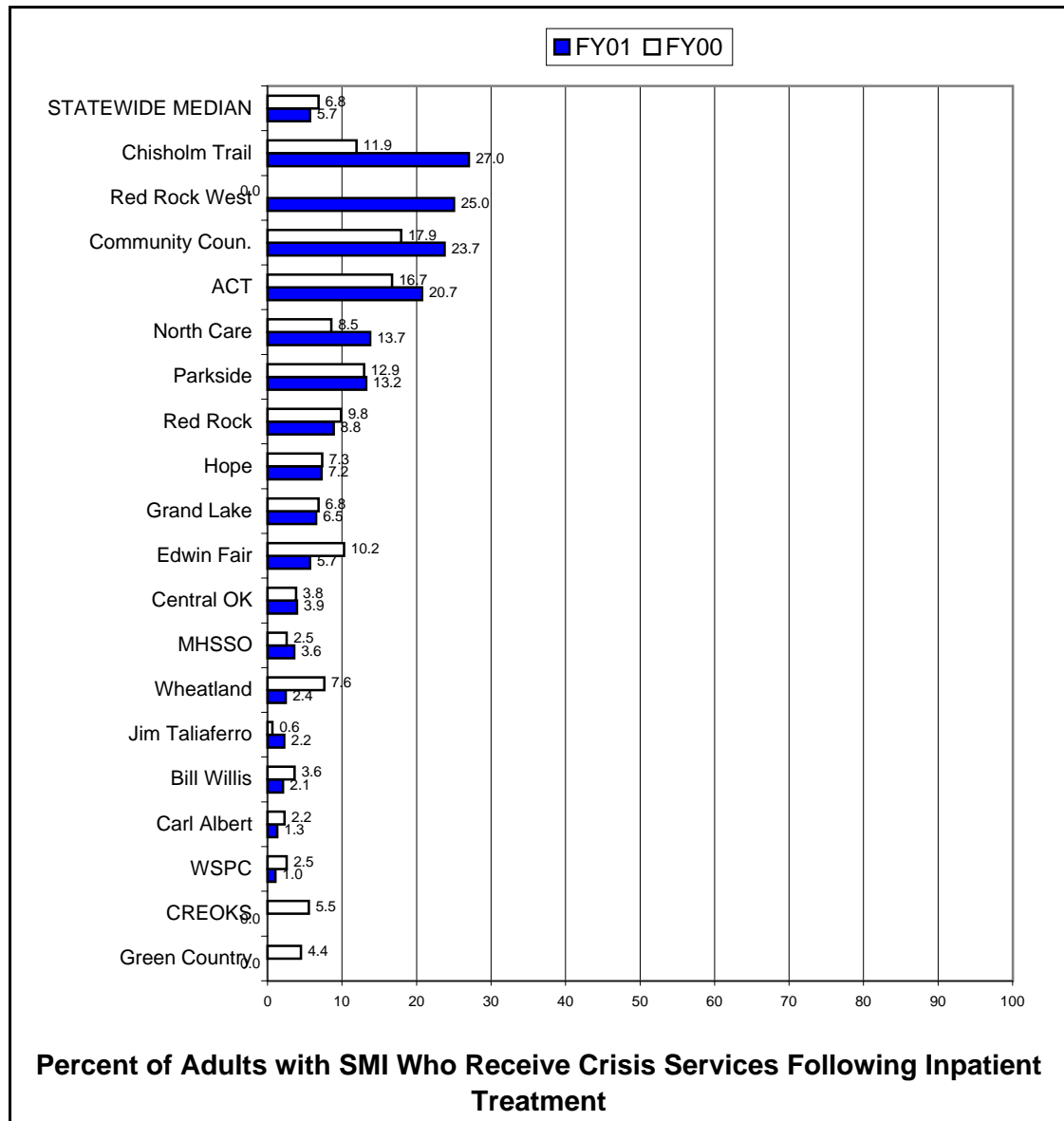
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at CMHC at time of admission to be counted.



Crisis Services after Inpatient for Adults with SMI

Question: What percent of adults with SMI receive a crisis service as their first service after inpatient treatment?



Answer: In FY01 the percent of adults with SMI receiving a crisis service as their first service following inpatient treatment varied among all CMHCs from 0% to 27%, with a statewide median of 5.7%. Compared with FY00, the percent decreased in FY01 among 10 of the 19 CMHCs.

Refer to Definitions (Appendix A) for a description of crisis services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Crisis Services after Inpatient for Adults with SMI  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Green Country	0.00	6.79	6.79
Creoks	0.00	4.46	4.46
Wheatland	2.40	6.84	4.44
Bill Willis	2.05	6.17	4.11
Carl Albert	1.25	5.13	3.88
Jim Taliaferro	2.19	5.88	3.69
MHSSO	3.57	7.02	3.45
Western State Psych Ctr	1.02	3.71	2.69
Central OK	3.92	5.45	1.52
Hope Comm Svcs	7.23	8.44	1.21
Edwin Fair	5.66	6.58	0.92
Red Rock	8.84	8.79	-0.04
Grand Lake	6.48	4.97	-1.51
North Care	13.73	8.52	-5.21
Parkside Center	13.22	7.70	-5.51
Comm Counseling Ctr	23.73	14.99	-8.74
Chisholm Trail	26.98	11.39	-15.59
ACT	20.69	4.61	-16.08
Red Rock West	25.00	7.36	-17.64

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Crisis Services after Inpatient for Adults with SMI

Question: What percent of adults with SMI receive a crisis service as their first service after inpatient treatment?

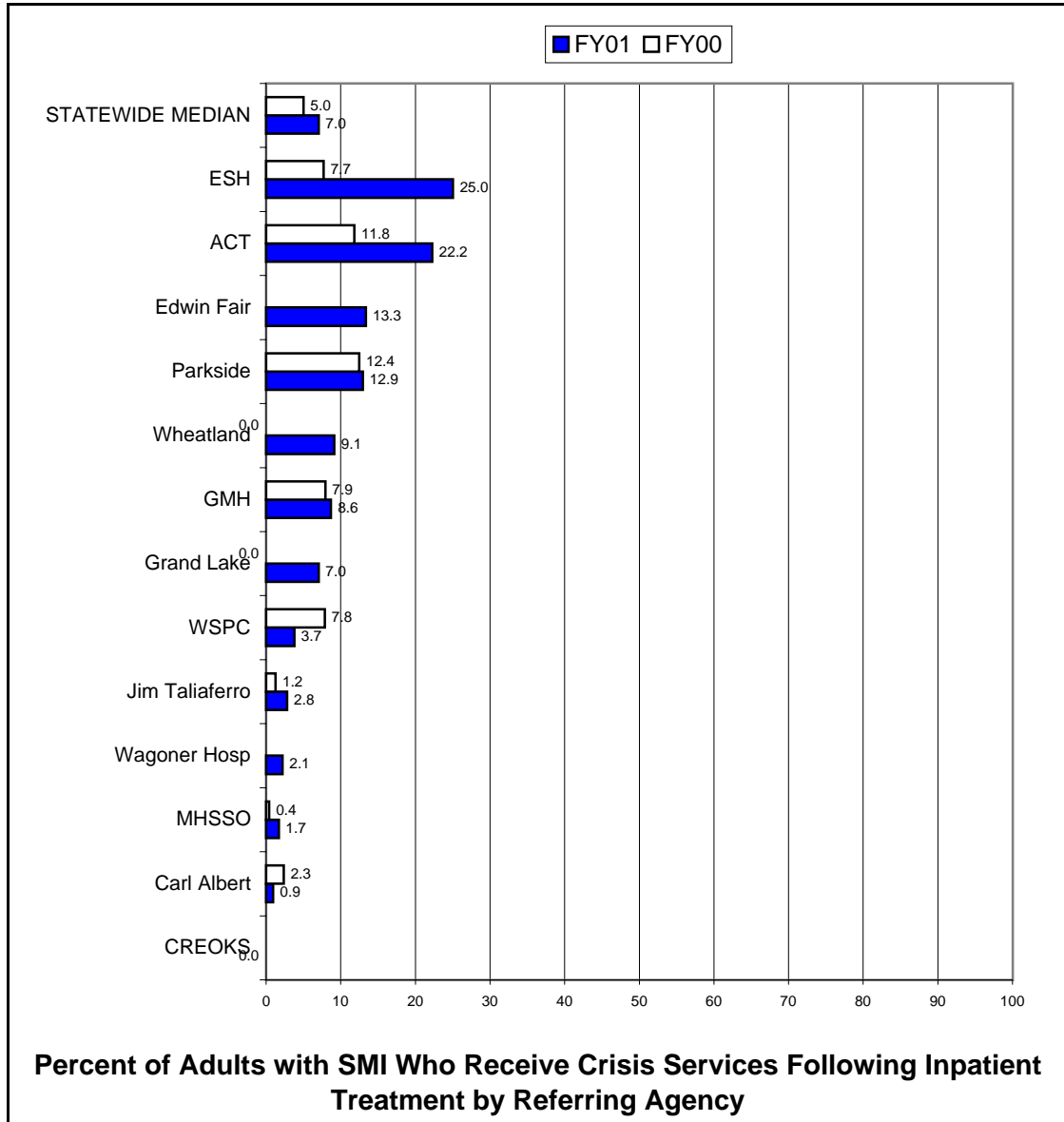
Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Inpatient discharges for SMI clients	Number who received a crisis service as their first service	Percent	Total adult SMI clients	Inpatient discharges for SMI clients	Number who received a crisis service as their first service	Percent	Median	Mean
Chisholm Trail	911	42	5	11.9	947	63	17	27.0	5.7	8.8
Red Rock West	665	1	0	0.0	556	4	1	25.0		
Community Coun.	1,271	257	46	17.9	1,000	236	56	23.7		
ACT	475	24	4	16.7	520	29	6	20.7		
North Care	980	94	8	8.5	928	102	14	13.7		
Parkside	3,695	379	49	12.9	4,262	454	60	13.2		
Red Rock	828	183	18	9.8	843	249	22	8.8		
Hope	930	151	11	7.3	924	166	12	7.2		
Grand Lake	1,521	176	12	6.8	1,849	108	7	6.5		
Edwin Fair	851	88	9	10.2	1,079	106	6	5.7		
Central OK	1,004	476	18	3.8	1,009	510	20	3.9		
MHSSO	1,927	550	14	2.5	1,857	701	25	3.6		
Wheatland	643	66	5	7.6	694	125	3	2.4		
Jim Taliaferro	973	169	1	0.6	1,055	183	4	2.2		
Bill Willis	996	28	1	3.6	1,123	146	3	2.1		
Carl Albert	1,158	269	6	2.2	1,219	240	3	1.3		
WSPC	775	118	3	2.5	853	98	1	1.0		
CREOKS	636	109	6	5.5	787	53	0	0.0		
Green Country	708	45	2	4.4	969	5	0	0.0		

Crisis Services included hourly crisis services (ICIS codes 120, 121, 123, 133, 134), and community-based structured emergency care (ICIS code 002E). Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Only non-forensic clients with a Planned Discharge are included.

## Crisis Services after Inpatient by Referring Agency

### Crisis Services after Inpatient for Adults with SMI by Referring Agency

Question: What percent of adults with SMI receive a crisis service as their first service after inpatient treatment?



Answer: In FY01 the percent of adults with SMI receiving a crisis service as their first service following inpatient treatment varied among the 13 Referring Agencies from 0% to 25%, with a statewide median of 7.0%. Of the 10 Referring Agencies that provided inpatient services in FY00, the percent of clients receiving a crisis service as their first service decreased in FY01 among 2 agencies.

Refer to Definitions (Appendix A) for a description of crisis services.  
 Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Crisis Services after Inpatient for Adults with SMI by Referring Agency

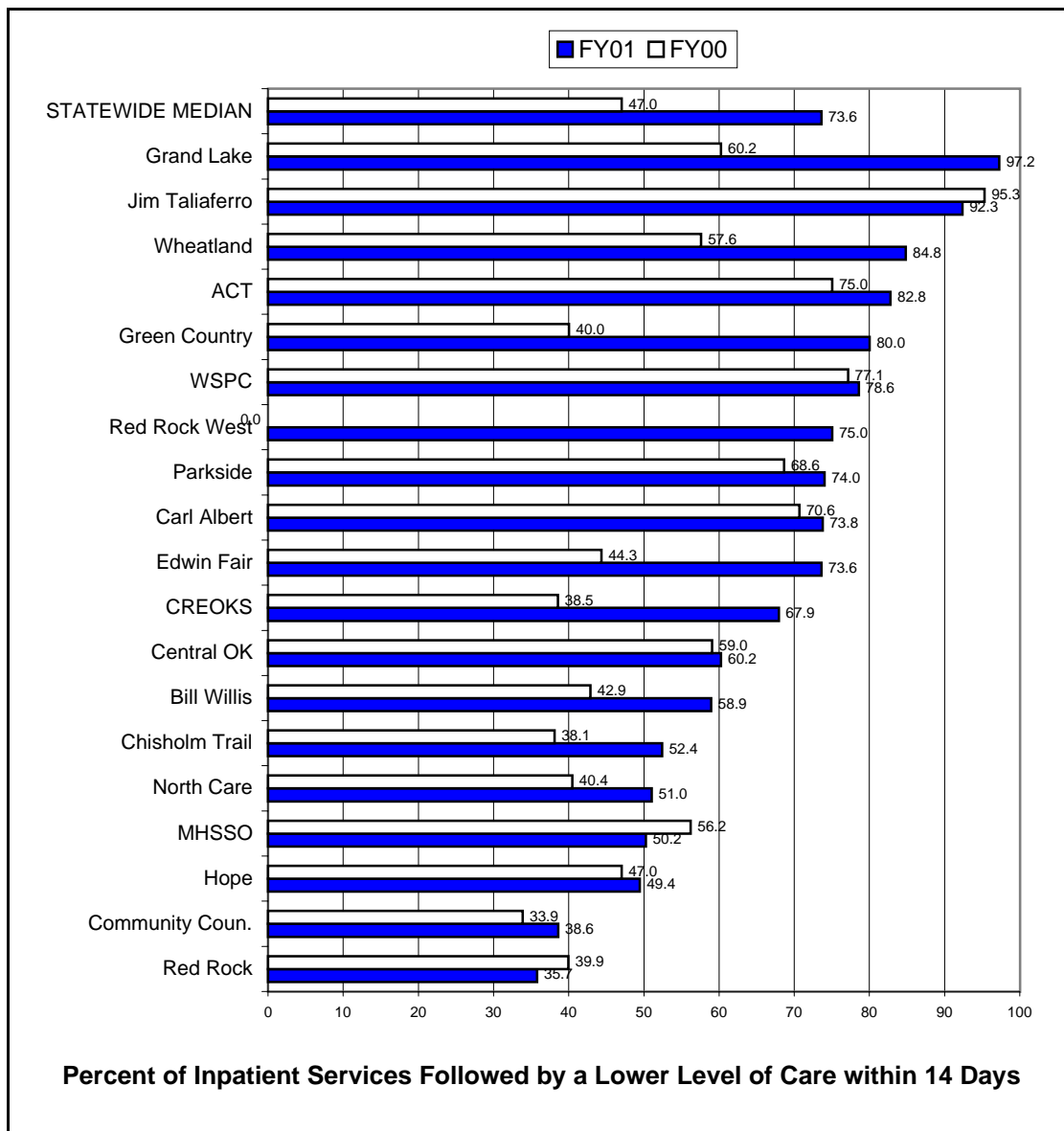
Question: What percent of adults with SMI receive a crisis service as their first service after inpatient treatment?

Agency	FY00			FY01			FY01 Statewide	
	Inpatient discharges	Number who received a crisis service as their first service	Percent	Inpatient discharges	Number who received a crisis service as their first service	Percent	Median	Mean
ESH	469	36	7.7	8	2	25.0	7.0	8.4
ACT	17	2	11.8	27	6	22.2		
Edwin Fair	0	0	0.0	15	2	13.3		
Parkside	241	30	12.4	434	56	12.9		
Wheatland	13	0	0.0	11	1	9.1		
GMH	1,566	124	7.9	1,875	162	8.6		
Grand Lake	29	0	0.0	100	7	7.0		
WSPC	192	15	7.8	241	9	3.7		
Jim Taliaferro	161	2	1.2	180	5	2.8		
Wagoner Hosp	0	0	0.0	140	3	2.1		
MHSSO	277	1	0.4	302	5	1.7		
Carl Albert	260	6	2.3	227	2	0.9		
CREOKS	0	0	0.0	18	0	0.0		

Crisis Services included hourly crisis services (ICIS codes 120, 121, 123, 133, 134), and community-based structured emergency care (ICIS code 002E). Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. Only non-forensic clients with a Planned Discharge are included.

**Inpatient Services Followed by a Lower Level of Care within 14 Days for Adults with SMI**

Question: What percent of adults with SMI receive a lower level of care within 14 days after discharge from inpatient?



Answer: In FY01 the percent of adults with SMI receiving a lower level of care within 14 days of inpatient discharge varied among all CMHCs from 35.7% to 97.2%, with a statewide median of 73.6%. Compared with FY00, the percent increased in FY01 among 16 of the 19 CMHCs.

Inpatient treatment includes both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Inpatient Services Followed by a Lower Level of Care within 14 Days for Adults with SMI  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Jim Taliaferro	92.35	71.81	20.54
Wheatland	84.80	64.71	20.09
Green Country	80.00	63.97	16.03
Grand Lake	97.22	81.49	15.73
Red Rock West	75.00	59.54	15.46
Edwin Fair	73.58	64.81	8.77
Creoks	67.92	63.46	4.46
Western State Psych Ctr	78.57	75.74	2.84
MHSSO	50.21	47.97	2.25
ACT	82.76	80.75	2.00
Chisholm Trail	52.38	50.39	1.99
Parkside Center	74.01	74.25	-0.24
Carl Albert	73.75	75.89	-2.14
North Care	50.98	53.49	-2.51
Central OK	60.20	64.28	-4.08
Bill Willis	58.90	63.80	-4.90
Hope Comm Svcs	49.40	55.46	-6.06
Comm Counseling Ctr	38.56	48.75	-10.19
Red Rock	35.74	52.82	-17.07

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Inpatient Services Followed by a Lower Level of Care within 14 Days for Adults with SMI

Question: What percent of adults with SMI receive a lower level of care within 14 days after discharge from inpatient?

Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Inpatient discharges for SMI clients	Number with follow-up within 14 days	Percent	Total adult SMI clients	Inpatient discharges for SMI clients	Number with follow-up within 14 days	Percent	Median	Mean
Grand Lake	1,521	176	106	60.2	1,849	108	105	97.2	73.6	67.2
Jim Taliaferro	973	169	161	95.3	1,055	183	169	92.3		
Wheatland	643	66	38	57.6	694	125	106	84.8		
ACT	475	24	18	75.0	520	29	24	82.8		
Green Country	708	45	18	40.0	969	5	4	80.0		
WSPC	775	118	91	77.1	853	98	77	78.6		
Red Rock West	665	1	0	0.0	556	4	3	75.0		
Parkside	3,695	379	260	68.6	4,262	454	336	74.0		
Carl Albert	1,158	269	190	70.6	1,219	240	177	73.8		
Edwin Fair	851	88	39	44.3	1,079	106	78	73.6		
CREOKS	636	109	42	38.5	787	53	36	67.9		
Central OK	1,004	476	281	59.0	1,009	510	307	60.2		
Bill Willis	996	28	12	42.9	1,123	146	86	58.9		
Chisholm Trail	911	42	16	38.1	947	63	33	52.4		
North Care	980	94	38	40.4	928	102	52	51.0		
MHSSO	1,927	550	309	56.2	1,857	701	352	50.2		
Hope	930	151	71	47.0	924	166	82	49.4		
Community Coun.	1,271	257	87	33.9	1,000	236	91	38.6		
Red Rock	828	183	73	39.9	843	249	89	35.7		

Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

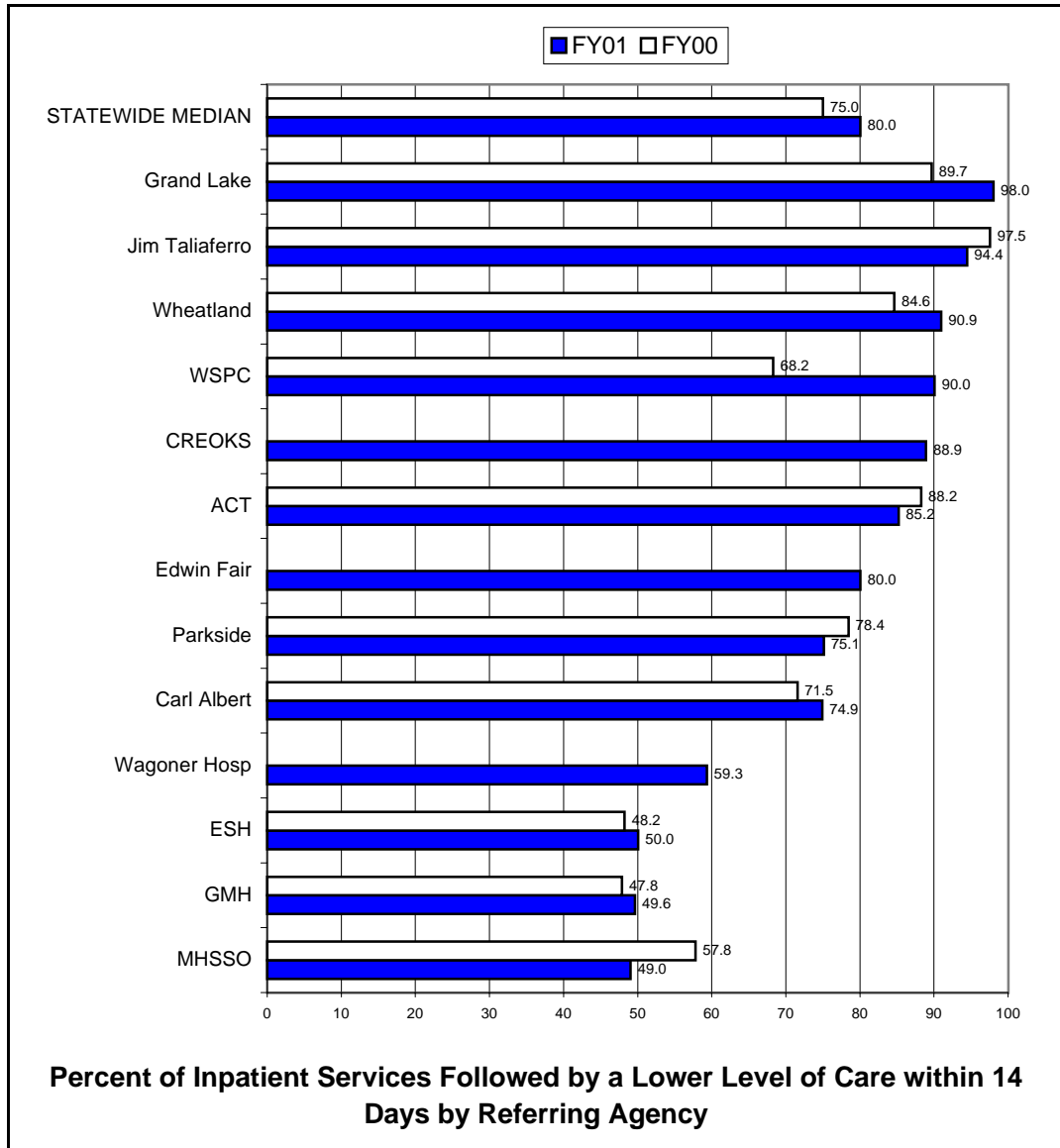
Only non-forensic clients with a Planned Discharge are included. Crisis, Inpatient, and Detoxification services are not included.



## Inpatient Follow-up by Referring Agency

### Inpatient Services Followed by a Lower Level of Care within 14 Days for Adults with SMI by Referring Agency

Question: What percent of adults with SMI receive a lower level of care within 14 days after discharge from inpatient?



Answer: In FY01 the percent of adults with SMI receiving a lower level of care within 14 days of an inpatient discharge varied among the 13 Referring Agencies from 49.0% to 98.0%, with a statewide median of 80.0%. Of the 10 Referring Agencies that provided inpatient services in FY00, the percent receiving a lower level of care increased in FY01 among 6 agencies.

Inpatient treatment includes both hospital and community-based inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

## Inpatient Services Followed by a Lower Level of Care within 14 Days for Adults with SMI by Referring Agency

Question: What percent of adults with SMI receive a lower level of care within 14 days after discharge from inpatient?

Agency	FY00			FY01			FY01 Statewide	
	Inpatient discharges	Number with follow-up within 14 days	Percent	Inpatient discharges	Number with follow-up within 14 days	Percent	Median	Mean
Grand Lake	29	26	89.7	100	98	98.0	80.0	75.8
Jim Taliaferro	161	157	97.5	180	170	94.4		
Wheatland	13	11	84.6	11	10	90.9		
WSPC	192	131	68.2	241	217	90.0		
CREOKS	0	0	0.0	18	16	88.9		
ACT	17	15	88.2	27	23	85.2		
Edwin Fair	0	0	0.0	15	12	80.0		
Parkside	241	189	78.4	434	326	75.1		
Carl Albert	260	186	71.5	227	170	74.9		
Wagoner Hosp	0	0	0.0	140	83	59.3		
ESH	469	226	48.2	8	4	50.0		
GMH	1,566	749	47.8	1,875	930	49.6		
MHSSO	277	160	57.8	302	148	49.0		

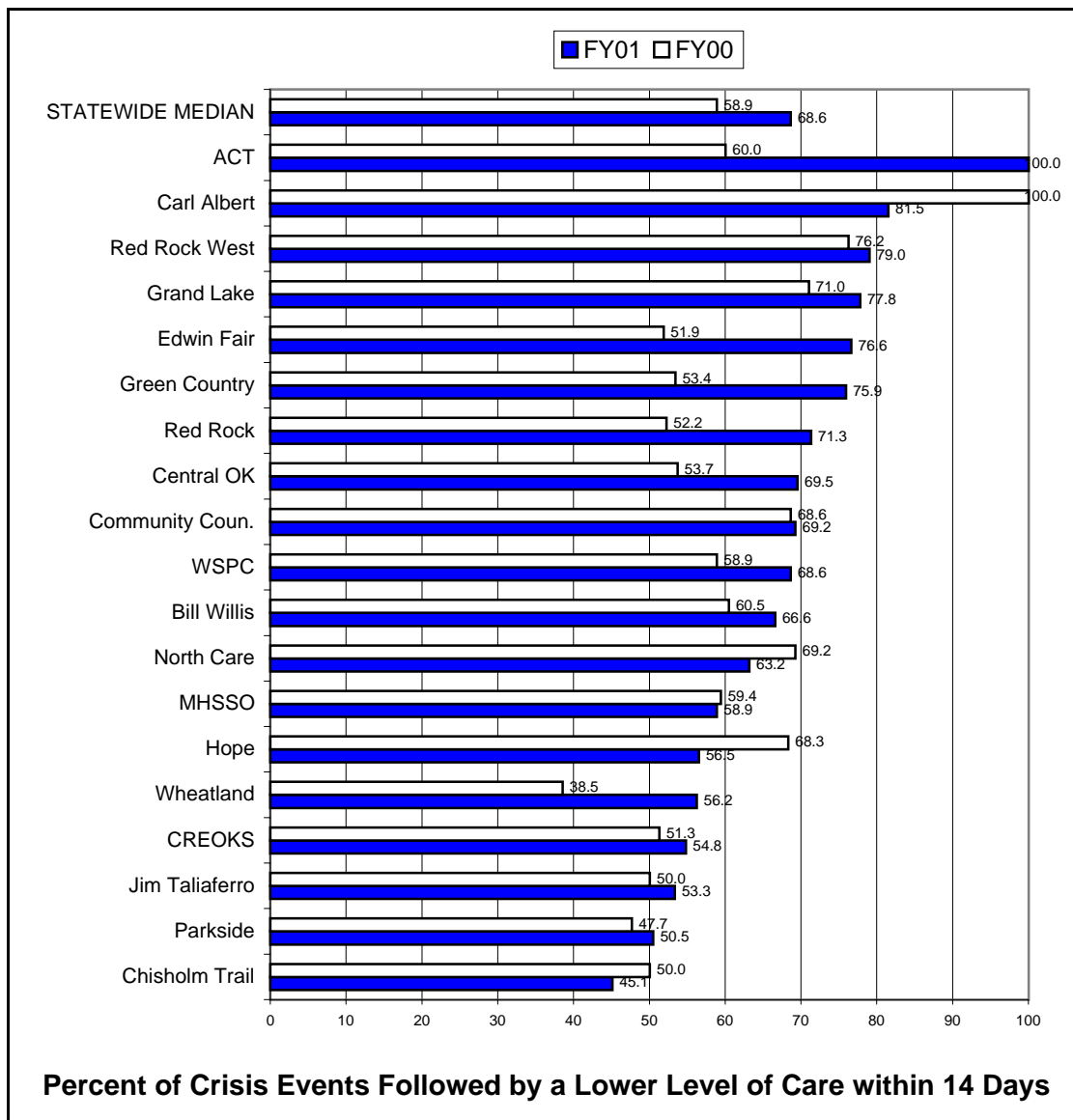
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Only non-forensic clients with a Planned Discharge are included. Crisis, Inpatient, and Detoxification services are not included.

**Crisis Events Followed by a Lower Level of Care within 14 Days for Adults with SMI**

Question: What percent of adults with SMI receive a lower level of care within 14 days after a crisis event?



Answer: In FY01 the percent of adults with SMI receiving a lower level of care within 14 days of a crisis event varied among all CMHCs from 45.1% to 100%, with a statewide median of 68.6%. Compared with FY00, the percent increased in FY01 among 14 of the 19 CMHCs.

Refer to Definitions (Appendix A) for further explanation of crisis services. Client must be active at CMHC to be counted. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Crisis Events Followed by a Lower Level of Care within 14 Days for Adults with SMI  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
ACT	100.00	58.20	41.80
Carl Albert	81.48	55.91	25.57
Grand Lake	77.78	59.68	18.10
Red Rock West	78.99	61.62	17.36
Edwin Fair	76.61	60.42	16.19
Central OK	69.51	55.90	13.61
Green Country	75.91	62.67	13.25
Western State Psych Ctr	68.59	55.65	12.94
Red Rock	71.29	59.80	11.48
Comm Counseling Ctr	69.23	61.44	7.79
Bill Willis	66.59	59.41	7.18
North Care	63.16	57.07	6.09
Jim Taliaferro	53.33	52.98	0.35
Hope Comm Svcs	56.52	56.96	-0.43
MHSSO	58.88	60.13	-1.25
Wheatland	56.21	58.68	-2.47
Creeks	54.79	60.43	-5.63
Parkside Center	50.46	56.25	-5.79
Chisholm Trail	45.10	57.46	-12.36

Thirteen of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Crisis Events Followed by a Lower Level of Care within 14 Days for Adults with SMI

Question: What percent of adults with SMI receive a lower level of care within 14 days after a crisis event?

Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Adults SMI clients with a crisis event	Number with a lower level of care within 14 days	Percent	Total adult SMI clients	Adults SMI clients with a crisis event	Number with a lower level of care within 14 days	Percent	Median	Mean
ACT	475	5	3	60.0	520	7	7	100.0	68.6	67.1
Carl Albert	1,158	1	1	100.0	1,219	27	22	81.5		
Red Rock West	665	341	260	76.2	556	414	327	79.0		
Grand Lake	1,521	397	282	71.0	1,849	576	448	77.8		
Edwin Fair	851	347	180	51.9	1,079	496	380	76.6		
Green Country	708	88	47	53.4	969	137	104	75.9		
Red Rock	828	67	35	52.2	843	101	72	71.3		
Central OK	1,004	203	109	53.7	1,009	246	171	69.5		
Community Coun.	1,271	121	83	68.6	1,000	26	18	69.2		
WSPC	775	316	186	58.9	853	156	107	68.6		
Bill Willis	996	392	237	60.5	1,123	425	283	66.6		
North Care	980	13	9	69.2	928	38	24	63.2		
MHSSO	1,927	692	411	59.4	1,857	591	348	58.9		
Hope	930	82	56	68.3	924	46	26	56.5		
Wheatland	643	96	37	38.5	694	169	95	56.2		
CREOKS	636	115	59	51.3	787	146	80	54.8		
Jim Taliaferro	973	2	1	50.0	1,055	15	8	53.3		
Parkside	3,695	3,878	1,848	47.7	4,262	5,414	2,732	50.5		
Chisholm Trail	911	292	146	50.0	947	306	138	45.1		

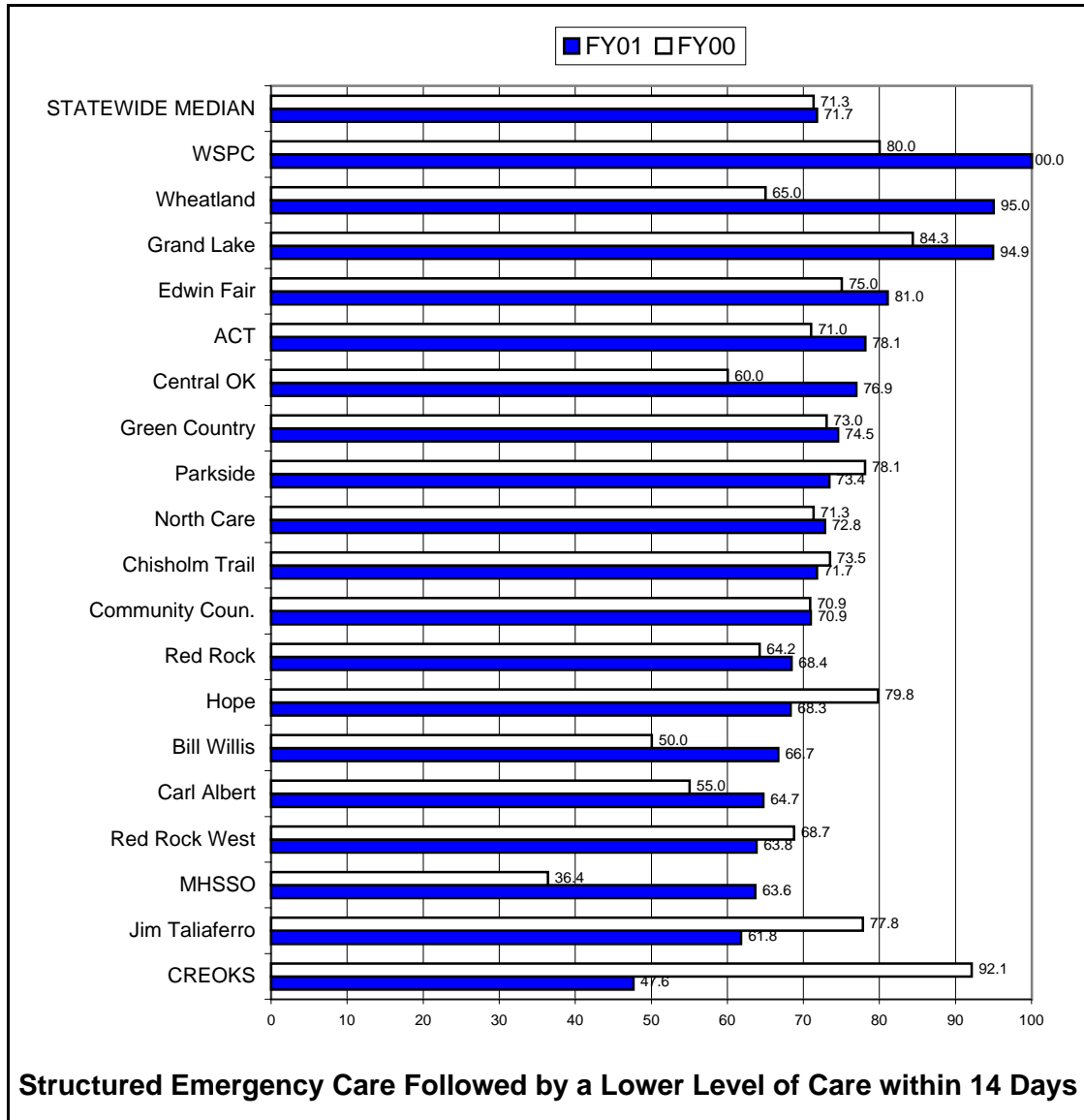
Crisis Services included hourly crisis services.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at a CMHC to be counted. Crisis Services for CACMHC incomplete for FY00.

**Structured Emergency Care Followed by a Lower Level of Care within 14 Days for Adults with SMI**

Question: What percent of structured emergency care services are followed by a lower level of care within 14 days?



Answer: In FY01 the percent of adults with SMI receiving a lower level of care within 14 days of receiving structured emergency care services varied among all CMHCs from 47.6% to 100%, with a statewide median of 71.7%. Compared with FY00, 12 CMHCs increased the percent receiving a lower level of care in FY01.

Refer to Definitions (Appendix A) for a description of structured emergency care services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Client must be active at a CMHC to be counted.

**Structured Emergency Care Followed by a Lower Level of Care within 14 Days for Adults with SMI  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Wheatland	95.00	75.41	19.59
Western State Psych Ctr	100.00	82.61	17.39
Grand Lake	94.92	78.39	16.53
Central OK	76.92	71.16	5.77
ACT	78.13	77.16	0.96
Green Country	74.53	74.09	0.45
Comm Counseling Ctr	70.95	70.51	0.44
North Care	72.83	72.75	0.08
Edwin Fair	81.03	81.31	-0.28
Parkside Center	73.36	74.53	-1.17
Red Rock	68.42	70.03	-1.61
Chisholm Trail	71.74	74.23	-2.49
Hope Comm Svcs	68.29	72.62	-4.33
Carl Albert	64.71	71.02	-6.31
Bill Willis	66.67	74.36	-7.69
MHSSO	63.64	73.22	-9.58
Red Rock West	63.78	74.05	-10.27
Jim Taliaferro	61.76	73.66	-11.90
Creoks	47.62	73.63	-26.01

Eight of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Structured Emergency Care Followed by a Lower Level of Care within 14 Days for Adults with SMI

Question: What percent of structured emergency care services are followed by a lower level of care within 14 days?

Agency	FY00				FY01				FY01 Statewide	
	Total adult SMI clients	Adults with SMI receiving structured emergency care	Number with a lower level of care within 14 days	Percent	Total adult SMI clients	Adults with SMI receiving structured emergency care	Number with a lower level of care within 14 days	Percent	Median	Mean
WSPC	775	5	4	80.0	853	3	3	100.0	71.7	73.4
Wheatland	643	20	13	65.0	694	20	19	95.0		
Grand Lake	1,521	166	140	84.3	1,849	236	224	94.9		
Edwin Fair	851	28	21	75.0	1,079	58	47	81.0		
ACT	475	31	22	71.0	520	64	50	78.1		
Central OK	1,004	20	12	60.0	1,009	13	10	76.9		
Green Country	708	100	73	73.0	969	161	120	74.5		
Parkside	3,695	511	399	78.1	4,262	672	493	73.4		
North Care	980	101	72	71.3	928	92	67	72.8		
Chisholm Trail	911	49	36	73.5	947	46	33	71.7		
Community Coun.	1,271	175	124	70.9	1,000	148	105	70.9		
Red Rock	828	81	52	64.2	843	76	52	68.4		
Hope	930	89	71	79.8	924	82	56	68.3		
Bill Willis	996	6	3	50.0	1,123	6	4	66.7		
Carl Albert	1,158	20	11	55.0	1,219	17	11	64.7		
Red Rock West	665	179	123	68.7	556	185	118	63.8		
MHSSO	1,927	11	4	36.4	1,857	22	14	63.6		
Jim Taliaferro	973	27	21	77.8	1,055	34	21	61.8		
CREOKS	636	38	35	92.1	787	21	10	47.6		

Refer to Definitions (Appendix A) for a description of structured emergency care services.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at a CMHC to be counted.



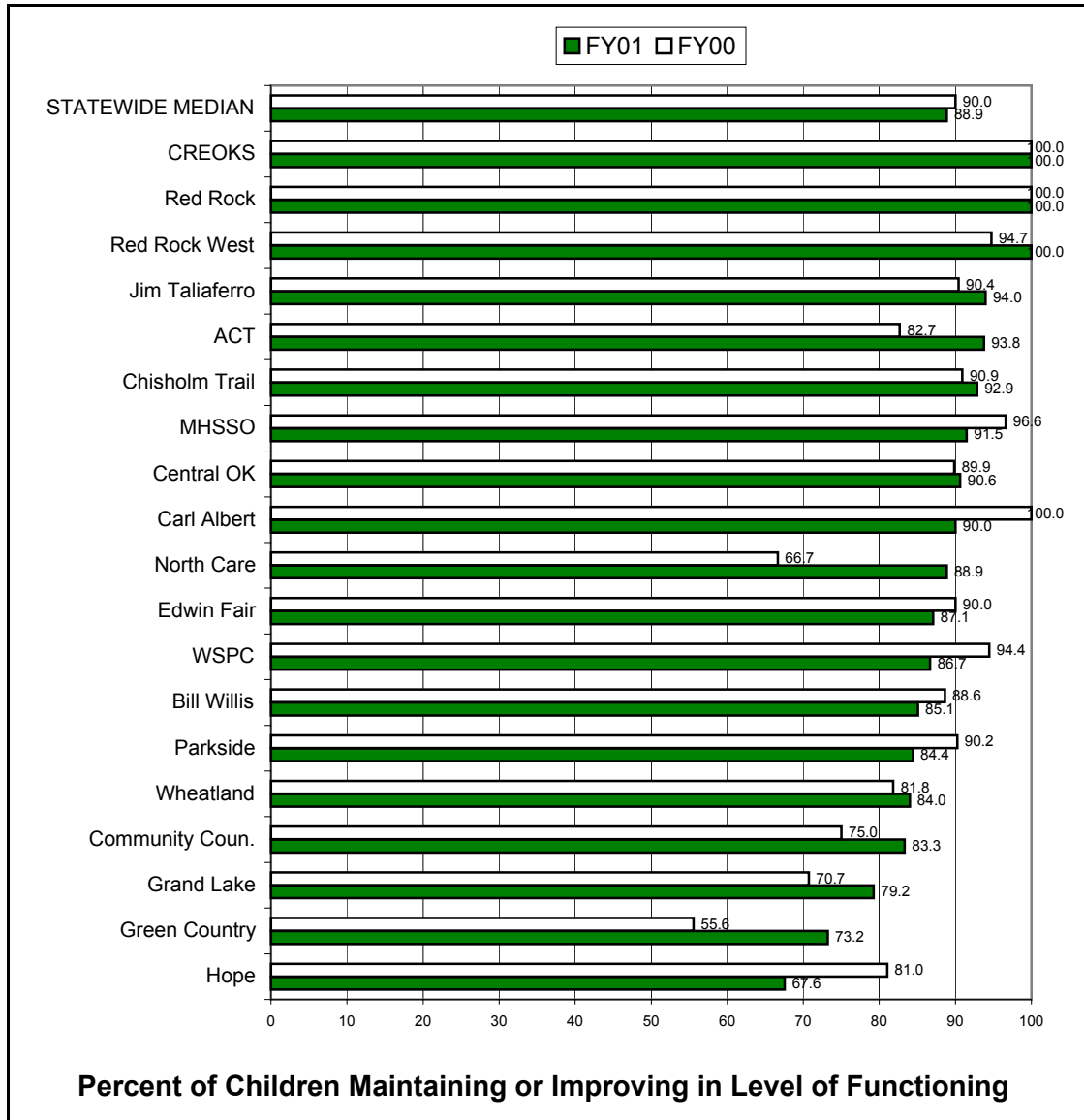


# **Performance Indicators Children with SED**



Level of Functioning for Children with SED (Maintained/Improved)

Question: What percent of children with SED maintain or achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of children with SED with an improved or maintained level of functioning varied among all CMHCs from 67.6% to 100%, with a statewide median of 88.9%. Compared with FY00, 10 CMHCs increased the percent with an improved or maintained level of functioning in FY01.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Level of Functioning for Children with SED (Maintained/Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Red Rock West	100.00	82.93	17.07
Red Rock	100.00	86.76	13.24
Carl Albert	90.00	80.14	9.86
Chisholm Trail	92.86	85.30	7.55
Creoks	100.00	94.07	5.93
Central OK	90.63	85.07	5.55
ACT	93.75	88.41	5.34
MHSSO	91.49	86.76	4.73
North Care	88.89	85.75	3.14
Jim Taliaferro	93.96	91.49	2.47
Bill Willis	85.07	82.93	2.15
Parkside Center	84.44	84.48	-0.04
Western State Psych Ctr	86.67	87.29	-0.62
Edwin Fair	87.10	88.36	-1.26
Wheatland	84.00	87.07	-3.07
Comm Counseling Ctr	83.33	86.80	-3.47
Grand Lake	79.25	88.53	-9.29
Green Country	73.21	87.68	-14.46
Hope Comm Svcs	67.57	89.53	-21.97

Eleven of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Level of Functioning for Children with SED (Maintained/Improved)

Question: What percent of children with SED maintain or achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total children with SED	Number of clients with two points of measurement more than 90 days	Number of clients with improved or maintained level of functioning	Percent	Total children with SED	Number of clients with two points of measurement more than 90 days	Number of clients with improved or maintained level of functioning	Percent	Median	Mean
CREOKS	19	13	13	100.0	53	10	10	100.0	88.9	88.0
Red Rock	37	18	18	100.0	76	29	29	100.0		
Red Rock West	40	19	18	94.7	39	13	13	100.0		
Jim Taliaferro	300	73	66	90.4	337	149	140	94.0		
ACT	122	52	43	82.7	77	32	30	93.8		
Chisholm Trail	47	11	10	90.9	97	28	26	92.9		
MHSSO	81	59	57	96.6	67	47	43	91.5		
Central OK	136	69	62	89.9	125	64	58	90.6		
Carl Albert	25	12	12	100.0	26	10	9	90.0		
North Care	91	12	8	66.7	123	18	16	88.9		
Edwin Fair	47	20	18	90.0	62	31	27	87.1		
WSPC	59	18	17	94.4	71	30	26	86.7		
Bill Willis	128	44	39	88.6	156	67	57	85.1		
Parkside	80	41	37	90.2	111	45	38	84.4		
Wheatland	46	22	18	81.8	78	25	21	84.0		
Community Coun.	42	12	9	75.0	31	12	10	83.3		
Grand Lake	101	41	29	70.7	140	53	42	79.2		
Green Country	145	36	20	55.6	217	56	41	73.2		
Hope	76	58	47	81.0	63	37	25	67.6		

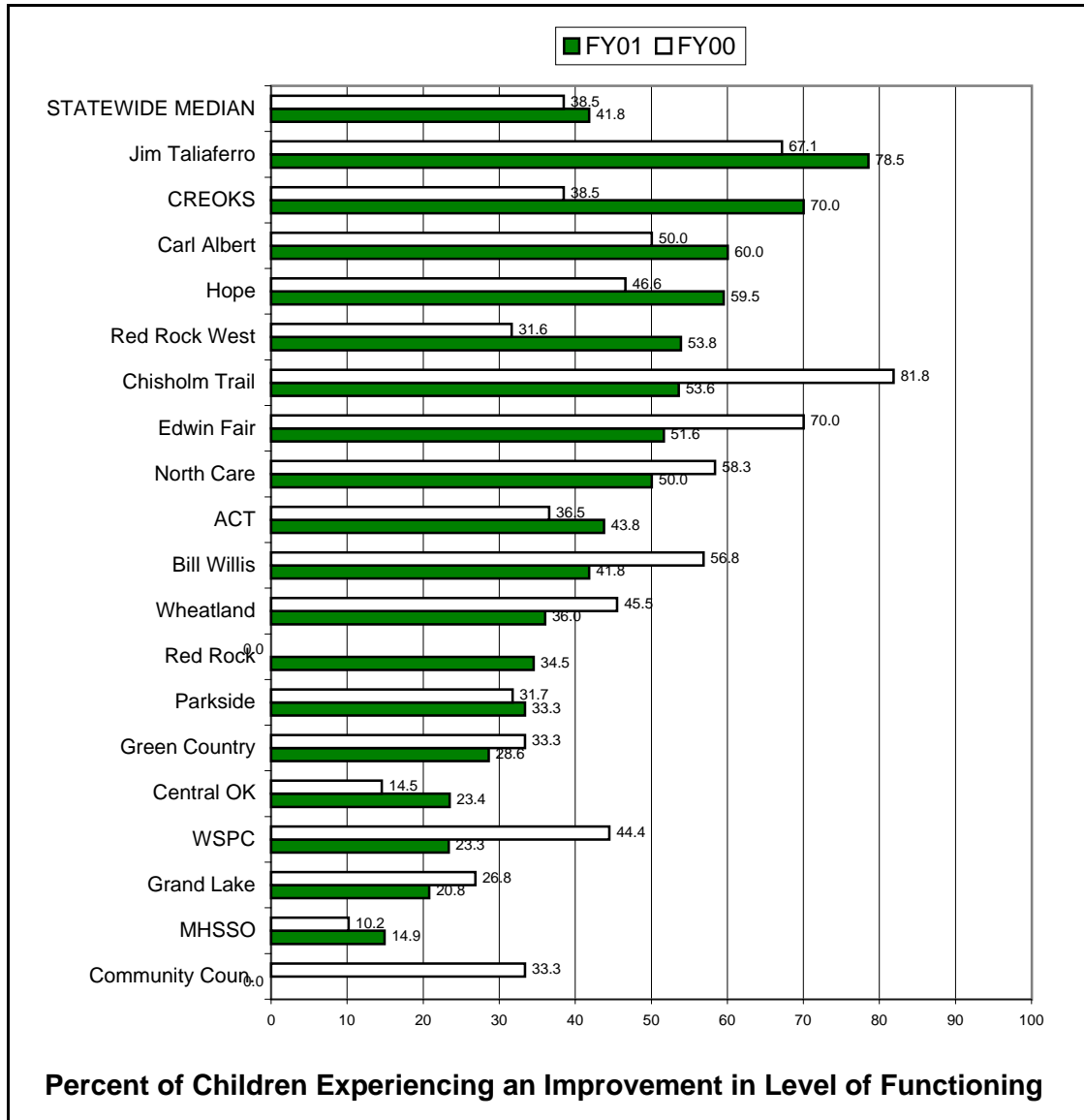
Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

Level of Functioning for Children with SED (Improved)

Question: What percent of children with SED achieve an improved level of functioning after receiving services?



Answer: In FY01 the percent of children with SED with an improved level of functioning varied among all CMHCs from 0% to 78.5%, with a statewide median of 41.8%. Compared with FY00, the percent of clients with an improved level of functioning increased in FY01 among 10 of the 19 CMHCs.

Level of functioning is measured using the DSM-IV Global Assessment of Functioning. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Level of Functioning for Children with SED (Improved)  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Creeks	70.00	47.43	22.57
Jim Taliaferro	78.52	58.00	20.52
Carl Albert	60.00	41.01	18.99
Hope Comm Svcs	59.46	43.86	15.60
Edwin Fair	51.61	36.68	14.93
Chisholm Trail	53.57	40.95	12.63
Red Rock West	53.85	41.29	12.56
North Care	50.00	40.97	9.04
ACT	43.75	36.72	7.03
Wheatland	36.00	35.92	0.08
Bill Willis	41.79	42.50	-0.71
Parkside Center	33.33	38.87	-5.53
Red Rock	34.48	43.95	-9.47
Western State Psych Ctr	23.33	33.04	-9.71
Green Country	28.57	41.03	-12.45
Central OK	23.44	40.03	-16.59
MHSSO	14.89	38.44	-23.55
Grand Lake	20.75	44.70	-23.94
Comm Counseling Ctr	0.00	35.18	-35.18

Ten of the nineteen agencies performed at a rate above what would have been expected given their client characteristics.

## Level of Functioning for Children with SED (Improved)

Question: What percent of children with SED achieve an improved level of functioning after receiving services?

Agency	FY00				FY01				FY01 Statewide	
	Total children with SED	Number of clients with two points of measurement more than 90 days	Number of clients with improved level of functioning	Percent	Total children with SED	Number of clients with two points of measurement more than 90 days	Number of clients with improved level of functioning	Percent	Median	Mean
Jim Taliaferro	300	73	49	67.1	337	149	117	78.5	41.8	40.9
CREOKS	19	13	5	38.5	53	10	7	70.0		
Carl Albert	25	12	6	50.0	26	10	6	60.0		
Hope	76	58	27	46.6	63	37	22	59.5		
Red Rock West	40	19	6	31.6	39	13	7	53.8		
Chisholm Trail	47	11	9	81.8	97	28	15	53.6		
Edwin Fair	47	20	14	70.0	62	31	16	51.6		
North Care	91	12	7	58.3	123	18	9	50.0		
ACT	122	52	19	36.5	77	32	14	43.8		
Bill Willis	128	44	25	56.8	156	67	28	41.8		
Wheatland	46	22	10	45.5	78	25	9	36.0		
Red Rock	37	18	0	0.0	76	29	10	34.5		
Parkside	80	41	13	31.7	111	45	15	33.3		
Green Country	145	36	12	33.3	217	56	16	28.6		
Central OK	136	69	10	14.5	125	64	15	23.4		
WSPC	59	18	8	44.4	71	30	7	23.3		
Grand Lake	101	41	11	26.8	140	53	11	20.8		
MHSSO	81	59	6	10.2	67	47	7	14.9		
Community Coun.	42	12	4	33.3	31	12	0	0.0		

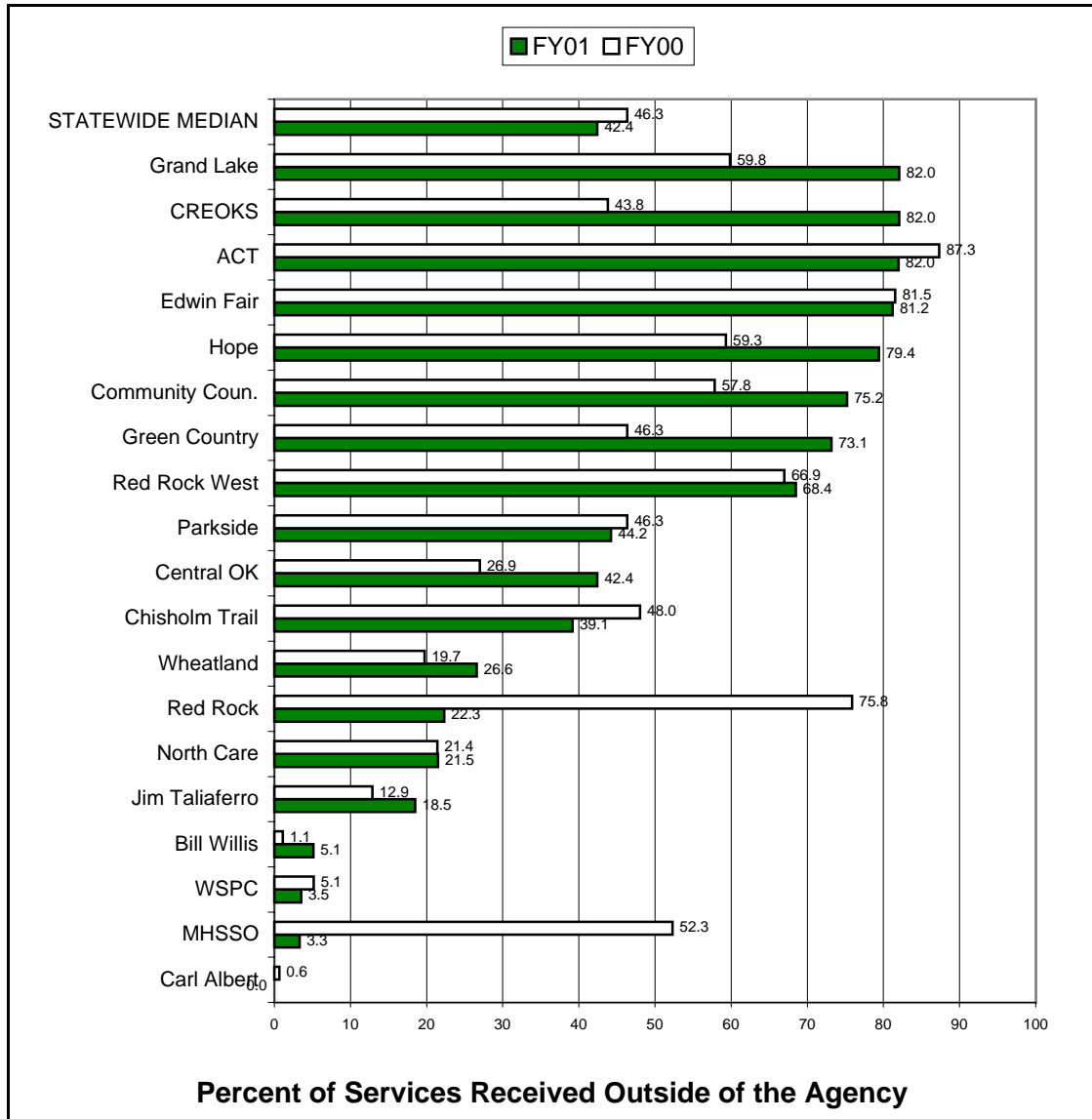
Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Clients with a discharge status of Completed Court Treatment, Incarcerated, Death, or Failed to Begin Treatment are excluded.

**Access to Services Received Outside the Facility for Children with SED**

Question: What percent of services are provided outside the facility, allowing access to services regardless of lack of transportation, physical immobility, or other restraints for children with SED?



Answer: In FY01 the percent of services provided outside of the agencies' physical locations for children with SED varied among agencies from 0% to 82%, with a statewide median of 42.4%. When compared with FY00, the percent increased in FY01 among 11 of the 19 CMHCs.

Refer to Definitions (Appendix A) for a description of locations outside of the provider facility. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.



## Access to Services Received Outside the Facility for Children with SED

Question: What percent of services are provided outside the facility, allowing access to services regardless of lack of transportation, physical immobility, or other restraints for children with SED?

Agency	FY00				FY01				FY01 Statewide	
	Total outpatient hours provided to children with SED	Outpatient hours which could be provided outside the agency	Outpatient hours provided outside the agency	Percent	Total outpatient hours provided to children with SED	Outpatient hours which could be provided outside the agency	Outpatient hours provided outside the agency	Percent	Median	Mean
Grand Lake	1,850	1,850	1,106	59.8	929	929	762	82.0	42.4	44.7
CREOKS	117	117	51	43.8	92	92	75	82.0		
ACT	2,241	2,241	1,957	87.3	1,267	1,267	1,039	82.0		
Edwin Fair	772	772	630	81.5	500	500	406	81.2		
Hope	462	462	274	59.3	47	47	38	79.4		
Community Coun.	314	314	182	57.8	66	66	50	75.2		
Green Country	1,216	1,216	563	46.3	946	946	692	73.1		
Red Rock West	900	899	602	66.9	153	153	105	68.4		
Parkside	729	729	337	46.3	282	275	121	44.2		
Central OK	1,640	1,640	442	26.9	974	974	413	42.4		
Chisholm Trail	1,076	1,076	516	48.0	458	458	179	39.1		
Wheatland	279	279	55	19.7	153	153	41	26.6		
Red Rock	411	411	312	75.8	162	147	33	22.3		
North Care	3,447	1,730	370	21.4	1,082	379	81	21.5		
Jim Taliaferro	2,489	2,489	320	12.9	1,210	1,210	224	18.5		
Bill Willis	1,165	1,165	13	1.1	543	543	28	5.1		
WSPC	303	303	16	5.1	344	344	12	3.5		
MHSSO	2,027	1,618	846	52.3	196	138	5	3.3		
Carl Albert	161	161	1	0.6	57	57	0	0.0		

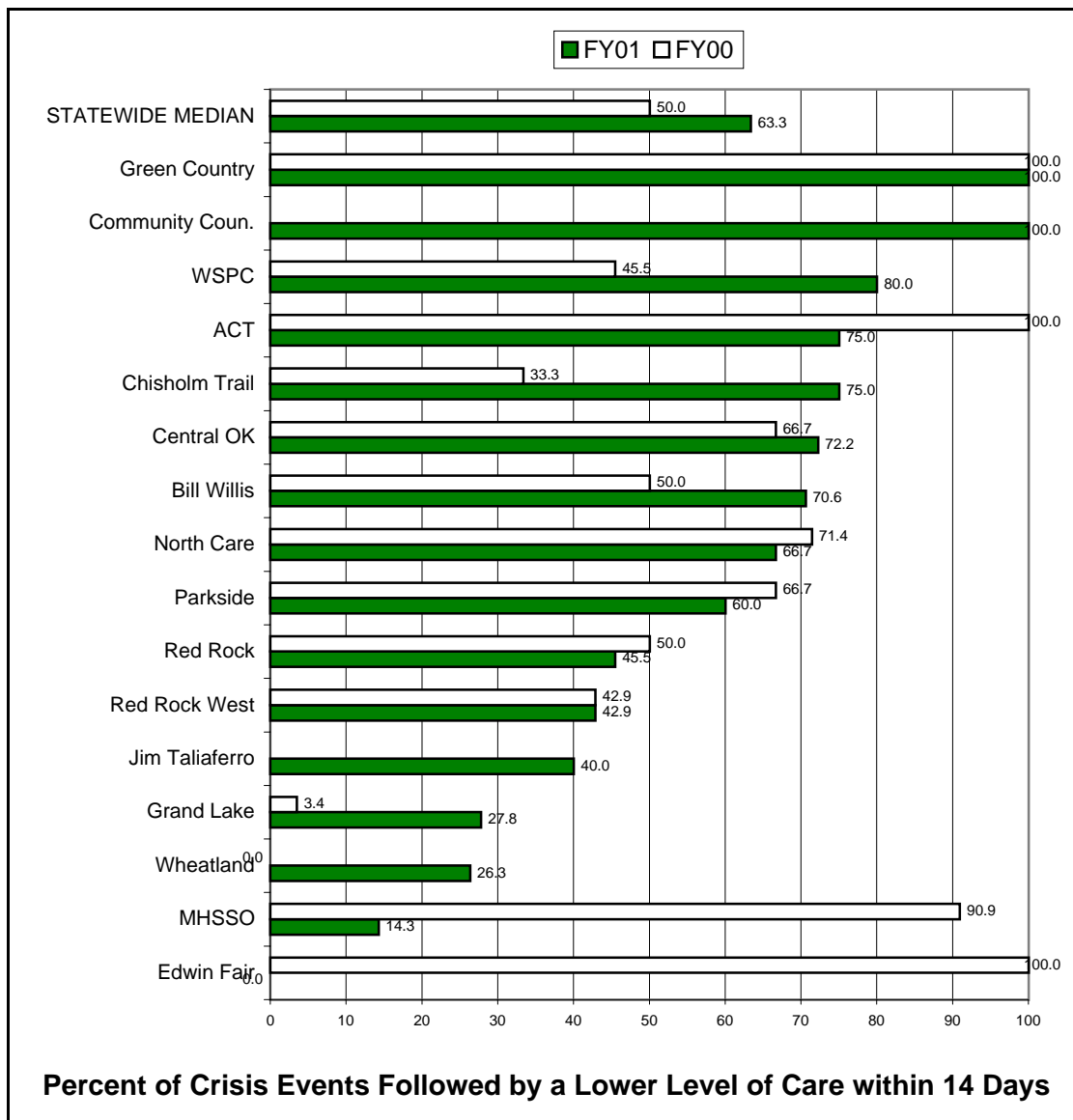
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Psychosocial Rehabilitation services and Day Treatment are excluded from 'Outpatient Hours which could be provided outside the agency.'

**Crisis Events Followed by a Lower Level of Care within 14 Days for Children with SED**

Question: What percent of children with SED receive a lower level of care within 14 days after a crisis event?



Answer: In FY01 the percent of children with SED who received a lower level care within 14 days after a crisis event varied among the 16 CMHCs providing the service from 0% to 100.0%, with a statewide median of 63.3%. Compared with FY00, six CMHCs increased the percent who received a lower level care in FY01.

Refer to Definitions (Appendix A) for further explanation of crisis services. Client must be active at CMHC to be counted. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details.

**Crisis Events Followed by a Lower Level of Care within 14 Days for Children with SED  
Adjusted for Case Mix**

Case-mix adjustment is a statistical method designed to "level the playing field" when comparing agencies' performances by removing differences in clients served by the agencies being compared. Since client characteristics are generally out of the control of the agencies, it is appropriate to adjust for client differences that affect their ability to benefit from treatment. The unadjusted score for an indicator is the level at which each agency performed without reference to the mix of the clients. The adjusted score is the level at which the agency was expected to perform in comparison to other agencies when controlling for differences in client characteristics. The case-mix adjustment (difference) is the difference between the unadjusted score and the case-mix adjusted score. A positive difference indicates the agency performed better than would have been expected, while a negative difference indicates the agency did not perform as well as expected.

	<b>unadjusted score</b>	<b>case-mix adjusted score</b>	<b>case-mix adjustment (difference)</b>
Comm Counseling Ctr	100.00	47.24	52.76
Green Country	100.00	54.33	45.67
Chisholm Trail	75.00	39.78	35.22
Bill Willis	70.59	40.47	30.12
ACT	75.00	57.52	17.48
Central OK	72.22	58.66	13.57
North Care	66.67	55.75	10.92
Western State Psych Ctr	80.00	70.92	9.08
Jim Taliaferro	40.00	36.75	3.25
Red Rock West	42.86	44.41	-1.55
Red Rock	45.45	48.73	-3.27
Parkside Center	60.00	63.28	-3.28
MHSSO	14.29	24.65	-10.36
Wheatland	26.32	41.07	-14.76
Grand Lake	27.78	50.67	-22.89
Edwin Fair	0.00	35.09	-35.09

Nine of the sixteen agencies performed at a rate above what would have been expected given their client characteristics.

## Crisis Events Followed by a Lower Level of Care within 14 Days for Children with SED

Question: What percent of children with SED receive a lower level of care within 14 days after a crisis event?

Agency	FY00				FY01				FY01 Statewide	
	Total children with SED	Children with SED with a crisis event	Number with a lower level of care within 14 days	Percent	Total children with SED	Children with SED with a crisis event	Number with a lower level of care within 14 days	Percent	Median	Mean
Green Country	145	1	1	100.0	217	5	5	100.0	63.3	49.8
Community Coun.	42	0	0	0.0	31	1	1	100.0		
WSPC	59	11	5	45.5	71	5	4	80.0		
ACT	122	3	3	100.0	77	8	6	75.0		
Chisholm Trail	47	3	1	33.3	97	4	3	75.0		
Central OK	136	6	4	66.7	125	18	13	72.2		
Bill Willis	128	12	6	50.0	156	17	12	70.6		
North Care	91	7	5	71.4	123	3	2	66.7		
Parkside	80	12	8	66.7	111	20	12	60.0		
Red Rock	37	4	2	50.0	76	11	5	45.5		
Red Rock West	40	14	6	42.9	39	21	9	42.9		
Jim Taliaferro	300	0	0	0.0	337	5	2	40.0		
Grand Lake	101	29	1	3.4	140	36	10	27.8		
Wheatland	46	2	0	0.0	78	19	5	26.3		
MHSSO	81	11	10	90.9	67	14	2	14.3		
Edwin Fair	47	1	1	100.0	62	2	0	0.0		

Crisis Services included hourly crisis services.

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

Client must be active at a CMHC to be counted. Crisis Services for CACMHC incomplete for FY00.

## Appendix A: Definitions

# Definitions

**Admitted Clients Served** – Clients who have been formally admitted to the facility and received a service during the fiscal year. Performance indicators only include admitted clients served.

**Age** – A client's age is calculated on December 31<sup>st</sup> of the fiscal year.

**Average or Mean** – The arithmetic mean, the sum of a set of values divided by the number of values in the set.

**Community-Based Services** – These services have four major categories: 1) inpatient services, 2) crisis services, 3) outpatient services, and 4) day services, which are provided in the community rather than a hospital.

**Consumer Survey** - The purpose of the DMHSAS Consumer Survey is to measure the extent to which the mission of the Department is being carried out from the viewpoint of the people being served. Four domains are measured: satisfaction, outcome, appropriateness of care, and access.

## **Satisfaction Items**

- I liked the services I received
- Given a choice, I would return
- I would refer a friend or family member

## **Outcome Items**

- I am better able to handle my daily problems
- I am better able to handle my life
- I am better able to handle crises
- I get along better with my family
- I do better in social settings
- I do better in school/work
- My symptoms are less bothersome

## **Quality of Care Items**

- Confidentiality was respected
- Staff seemed to respect me as a person
- Staff seemed to believe I could grow, change and recover
- Staff helped me get the information I needed to take charge
- Staff told me about side effects of treatment
- I was actively involved in decisions about my treatment
- I felt free to complain if there was a problem

### **Access Items**

- The location was convenient for me
- I was seen as often as I felt was needed
- My calls were returned within 24 hours
- Services were available at times that were good for me
- I got all the services I thought I needed

**Crisis Services** – There are two types of crisis services, hourly and community-based structured emergency care. Hourly services include crisis intervention (face-to-face and telephone), mobile crisis service, crisis intervention counseling (face-to-face and telephone). Community-based structured emergency care includes stabilization services provided in a protected environment, separate from an inpatient unit, reported in days rather than hours.

**Fiscal Year** – The state fiscal year runs from July 1 through June 30. All indicators are based on a fiscal year.

**Independent Housing** – *Independent* housing is defined as a "private residence" or "supported housing." *Dependent* housing is defined as "on the streets," "residential care home," "institutional setting," "nursing home," or "community shelter." Improvement is measured as the number of people who live in dependent housing at Time 1 who have moved to independent housing at Time 2.

**Inpatient Re-admissions** – Inpatient re-admissions include both community-based and state hospital inpatient re-admissions.

**Inpatient Services** – Inpatient services can be provided at a state hospital or in a community-based setting, i.e., a CMHC inpatient unit or local hospital contracting for care.

**Integrated Client Information System (ICIS)** – DMHSAS's statewide centralized reporting system, which collects information on clients, services, and providers funded in whole or part by DMHSAS.

**Involuntary Admission** – Involuntary admissions include both civil and criminal involuntary legal status. *Civil* involuntary legal status consist of: court commitment, order of detention, transfer – other legal entities, court ordered juveniles, emergency detention, continued court detention, twenty-eight day court commitment, and protective custody. *Criminal* involuntary legal status consist of: not guilty of by reason of insanity, court order for observation and evaluation, court referred (DUI) clients, criminal hold and court commit with hold. Refer to legal status definitions for more details.

### **Legal Status -**

**01 VOLUNTARY ADMISSION:** Individual who applies for Admission to the agency and is accepted as a patient. (Mental Health Law Title 43A, Section 5-304.)

**02 COURT VOLUNTARY:** The court orders the agency to accept the individual as a voluntary patient. (Mental Health Law Title 43A, Section 5-308)

**03 COURT COMMITMENT:** A court order under the Mental Health Code requires the individual to receive services involuntarily from the agency. (Mental Health Law Title 43A, Sections 5-212, 5-401, 5-402, 5-405, 9-102)

**05 NOT GUILTY BY REASON OF INSANITY (NGRI):** An individual who is acquitted of a criminal act on the ground that he/she was insane at the time of the act. Individual may then be court committed to the agency under the Mental Health Code. Court must be notified 20 days prior to proposed discharge. In some facilities this is categorized as a District Court commitment. (Criminal Statutes Titles 22, 1161)

**06 ORDER OF DETENTION:** Court orders an individual to be detained in a detention facility for no longer than 72 hours, excluding weekends and holidays, pending court hearing. (Mental Health Law Title 43A, Section 5-401.B)

**07 JUVENILE COURT ORDER:** Requires a minor to be detained in a specified location for examination and/or treatment. (Juvenile Statutes Title 10, Section 1120)

This legal status can include juveniles who are Adjudicated Deprived, Delinquent, In Need of Supervision, or In Need of Mental Health Treatment in accordance with 43A O.S., Section 5-501 et. seq.

**08 TRANSFER - OTHER LEGAL ENTITIES:** To receive individuals who are committed to other legal entities for care and treatment.

**09 COURT ORDER FOR OBSERVATION AND EVALUATION:** The court requires the agency to examine the individual in a specified period of time to determine if the individual is competent to stand trial.

**10 COURT ORDERED JUVENILES (INT); DHS CUSTODY:** Juvenile found to be In Need of Mental Health Treatment by the court and placed in the care of the specified agency or individual. (43A O.S., Section 5-501 et seq.)

**11 COURT ORDERED JUVENILES (INT); PARENTS RETAIN CUSTODY:** Juvenile adjudicated "in need of treatment" by the court and placed in the care of the specified agency or individual. (43A O.S., Section 5-501 et seq.)

**12 EMERGENCY DETENTION:** Patient arrival at a detention facility from a point of emergency examination with three (3) required forms: a) Petition; b) Licensed Mental Health Professional's Statement; c) Peace Officer's Affidavit. (Mental Health Law Title 43A, Section 5-209)

**13 CONTINUED COURT DETENTION:** Patient has been evaluated at a detention facility. He/she has the three (3) required forms (listed above) and an order has been issued for additional detention. Time and place of hearing has been set. (Mental Health Law Title 43A, Section 5-212)

**14 TWENTY-EIGHT DAY COURT COMMITMENT:** Patient has been certified by the court for involuntary treatment for a period not to exceed twenty-eight (28) days. (Mental Health Law Title 43A, Section 5-212)

**15 COURT REFERRED (DUI) CLIENTS:** An individual who has been evaluated by a DMHSAS assessment agency and referred for treatment by the court. Referrals for treatment must be accompanied by a DUI assessment. (Title 47, Section 11-902, E)

**16 INFORMAL ADMISSION:** Individual who requests limited admission status as a voluntary guest. (Mental Health Law Title 43A, Section 302-303)

**17 PROTECTIVE CUSTODY:** Status of an individual who has requested discharge or otherwise refused treatment, but for whom the administrator of a facility has initiated proceedings to involuntarily commit the person for treatment. (Mental Health Law Title 43A, Section 5-208.B)



## **18 OTHER**

**20 CRIMINAL HOLD (CR-H):** Adjudicated by the court to be incompetent, but capable of achieving competency (22 O.S. § 1175.6(2)).

**21 COURT COMMIT WITH HOLD (CC-H):** Adjudicated by the court to be incompetent and incapable of achieving competency within a reasonable time (22 O.S. § 1175.6(3)).

**Length of Inpatient Stay** is based only on clients discharged from inpatient during the fiscal year. See Appendix B 'How inpatient clients are assigned to CMHC' for further considerations.

**Level of Functioning** – Level of functioning is determined using the Global Assessment of Functioning (GAF) scale.

**Location of Service** – Locations of service provided “outside” the agency include: client residence, other facility–court related, other location, jail/detention, nursing home, school, and prison. Locations “inside” the agency include: agency and telephone.

**Meaningful Employment** – Meaningful Employment maybe full- or part-time, and may be competitive, supported or voluntary work as reported to ICIS. Improvement is measured by counting the number of clients who are not employed at Time 1 but are employed at Time 2.

**Median** – This is the middle value in a set of numbers ordered by size. The median was used rather than the mean (or average) when there are outliers (extremely low or high values) that distort the mean and provide an unrealistic picture of the group being studied.

**Medication Visit Event** – Services are measured in events rather than specific time periods and include medication clinic visit, laboratory, medication service (physician provided), pharmacological management, and medication review (non-physician).

**Outpatient Services** – Services provided in an ambulatory setting and may include evaluation and assessment, referral, individual and group counseling, client education, client advocacy, resource skills development, case management, treatment planning and review, medication management, day treatment, and rehabilitative treatment.

**Residential Care Client** – Any client who receives a residential care service during the fiscal year.

**Serious Emotional Disturbance (SED)** - The target population is comprised of individuals up to 18 years of age who meet the following criteria:

- A. A child who possesses a diagnosable, serious disorder under DSM-IV such as pervasive developmental disorder, childhood schizophrenia of adult-type manifesting in adolescence, conduct disorder, affective disorder, other disruptive behaviors, or other disorders with serious medical implications such as eating disorders, or persistent involvement with alcohol or drugs;

and

- B. Who has a functioning level which includes: (a) a moderate impairment in at least four, (b) severe impairment in two or (c) extreme impairment in one of the following areas: 1) feeling, mood and affect; 2) thinking; 3) substance use; 4) family; 5) interpersonal; 6) role performance; 7) socio-legal; 8) self care/basic needs; 9) caregiver resources.

or

- C. Has a duration of illness for at least one year and (a) functioning level of moderate impairment in at least two, or (b) severe impairment in one of the following areas: 1) feeling, mood and affect; 2) thinking; 3) substance use; 4) family; 5) interpersonal; 6) role performance; 7) socio-legal; 8) self care/basic needs; 9) caregiver resources.

**Serious Mental Illness (SMI)** – The target population is comprised of individuals over 18 years of age who meet the following criteria:

- A. Currently or at any time during the past year have had a diagnosable mental, behavioral or emotional disorder of sufficient duration to meet criteria specified within DSM-IV with the exception of “V” codes, substance use disorders, and developmental disorders, unless they co-occur with another diagnosable serious mental illness;

and

- B. Has at least (a) moderate impairment in at least four, (b) severe impairment in two or (c) extreme impairment in one of the following areas: 1) feeling, mood and affect; 2) thinking; 3) family; 4) interpersonal; 5) role performance; 6) socio-legal; 7) self care/basic needs.

or

- C. Has a duration of illness of at least one year and (a) at least moderate impairment in two, or (b) severe impairment in one of the following areas: 1) feeling, mood and affect; 2) thinking; 3) family; 4) interpersonal; 5) role performance; 6) socio-legal; 7) self care/basic needs.

**Structured Emergency Care** – See Crisis Services.

**Unique Clients** – Unique clients are counted only once within an agency, even though they may have been involved in multiple events or received multiple services. For example, clients may be re-admitted multiple times during a period, but are only counted once for the total.

## Appendix B – Data Selection Criteria

## Data Selection Criteria

### Which clients are included in which measures?

For all measures:

- A client must be formally admitted, and;
  - Received at least one service under a mental health contract sources (codes: 01,25, 35,36,39,42,43) during the fiscal year, or;
  - At a state-operated facility receiving at least one service under contract source 30 and have a mental health service focus (codes: 01,05,06,08,10,11,12), or;
  - Received at least one service under contract sources (codes: 50, 51, 52) and have a mental health service focus (codes: 01,05,06,08,10,11,12)
- Clients with the following discharges are excluded:
  - Completed Court Treatment
  - Failed to Begin Treatment
  - Death
  - Incarcerated

### **Consumers Living in Independent Housing (Adult, SMI)**

### **Level of Functioning (Adult, Child, SMI, SED)**

### **Consumer Involved in Meaningful Employment (Adult, SMI)**

Client must meet the following criteria:

- Clients must have at least two transactions, with at least 90 days between the transactions

### **Consumers Living in Independent Housing (Adult, SMI)**

### **Consumer Involved in Meaningful Employment (Adult, SMI)**

Clients are excluded who:

- Reside in Residential Care Facilities
- Are under 18 or over 60 years old

### **How are inpatient clients assigned to a CMHC once they are discharged?**

For the following indicators, CMHCs are held responsible for clients discharged from inpatient treatment:

- Inpatient re-admission within 30 days
- Crisis Service after Inpatient
- Inpatient Services Followed by a Lower Level of Care within 14 Days
- Average Number of Days from Inpatient Discharge to Community-Based Service
- Length of Inpatient Stay

Several steps are taken to determine which clients are assigned to each CMHC

- Only planned discharges and transfers from an inpatient level of care are included
- Excludes clients discharged under a forensic legal status
  - Not guilty by reason of insanity

- Court order for observation and evaluation
- Court referred DUI clients
- Criminal Hold (CR-H)
- Court commit with hold (CC-H)
- Excludes clients not referred to a CMHC at time of discharge
- For clients transferred within the agency from inpatient, that agency is responsible for the follow-up care of the client
- For clients discharged, the agency the client is referred to is responsible for the follow-up care of the client

### **Involuntarily Admission to Treatment**

- Client must be active at CMHC at time of involuntary admission
- Excludes the following legal status:
  - Voluntary Admission
  - Court Voluntary
  - Informal Admission
  - Other

### **Inpatient Service Followed by a Lower Level of Care with 14 days**

Lower level of care excludes the following services:

- Inpatient
- Community-Based Structured Emergency Care
- Detoxification
- Hourly Crisis Services

See 'How inpatient clients are assigned to CMHC' for further considerations

### **Crisis Service Followed by a Lower Level of Care with 14 days**

Excludes the following services:

- Community-Based Structured Emergency Care
- Detoxification
- Hourly Crisis Services

See 'How inpatient clients are assigned to CMHC' for further considerations

### **Contract Source Codes**

Contract Sources that are included in the mental health performance indicators.

<b>Code</b>	<b>Description</b>
01	Community Mental Health Contract
25	Homeless Grant
35	Psychosocial Rehab Program
36	Community Sentencing - Mental Health
39	Children's System of Care Pilot Program
42	Best Practices
43	PACT
50	Medicaid Services for which DMHSAS Pays Match (Adults)
51	Non-Medicaid Reimbursable Services to Medicaid-Eligible Children
52	Medicaid Managed Care

For Western State Psychiatric Center, Central Oklahoma CMHC, Carl Albert CMHC, Jim Taliaferro CMHC, and Bill Willis Mental Health

**Code Description**

30 Non-DMHSAS Funded Programs:

This contract source is for specific services or programs, identified by the agency, which are not funded by DMHSAS, but instead are funded by an entity separate from the DMHSAS. Examples include services paid for by the client or private insurance, Employment Assistance Programs contracts with local companies, contracts with the Department of Human Services, the Department of Health, or the Department of Corrections to provide certain services, and services to children that are billed to Medicaid.

**Service Focus** - Service Focus indicates the types of services being provided for the client. Many facilities provide several types of treatment (e.g., mental health, substance abuse and domestic violence services.) This data will indicate which types of services are being provided to the client. For this report, only following service focuses are included:

**Code Description**

01	Mental Health
05	Mental Health, Substance Abuse, and Domestic Violence
06	Mental Health and Substance Abuse
08	Mental Health and Domestic Violence
10	Socialization
11	Other (includes Residential Care, Homeless/Housing Services, Employment Services)
12	PACT

## Appendix C: Service Codes

## Service Codes

Service Day	Category	Code	Description
	<b>Crisis Stabilization</b>	002E	Community-based Structured Emergency Care
	<b>Housing</b>	004E	Family Self Sufficiency Program
		003C	Independent Living Training Program
		003Z	Permanent Congregate House
		003J	Sponsored Housing Program
		003E	Supervised Housing
	<b>Inpatient</b>	001D	Acute Inpatient
		001A	Intermediate Inpatient
	<b>Residential Treatment</b>	002Q	Enhanced Residential Treatment - Mental Health
		002N	Intensive Residential Substance Abuse Treatment
		002P	Intensive Residential Treatment - Mental Health
		002A	Residential Treatment (Substance Abuse & Mental Health)
<b>Hourly</b>	<b>Evaluation/Assessment</b>	106	Clinical Testing
		100	Competency Evaluation
		110	Evaluation and Assessment
		101	Evaluation/Assessment
		105	Referral
		300	Treatment Plan Review
		400	Treatment Planning
	<b>Counseling</b>	132	Family/Marital Counseling
		137	Family/Marital Counseling (Mental Health Professional)
		131	Group Counseling
		136	Group Counseling (Mental Health Professional)
		130	Individual Counseling
		135	Individual Counseling (Mental Health Professional)
	<b>Crisis Intervention</b>	133	Crisis Intervention Counseling
		134	Crisis Intervention Telephone
		120	Emergency/Crisis (face)
		121	Emergency/Crisis (telephone)
		123	Mobile Crisis Service
	<b>Case Management</b>	212	Case Management
		225	Case Management
		226	Case Management
		204	Client Advocacy
		213	Intensive Case Management



<b>Service Hourly</b>	<b>Category</b>	<b>Code</b>	<b>Description</b>
	<b>Physician/Lab Services</b>		
		305	Medical Review
		308	Medication Delivery
		304	Pharmacological Management
	<b>Other Outpatient Services</b>		
		207	Home-based Care
		570	Job Retention Support
		252	PACT Timeline Development
	<b>Rehabilitation</b>		
		430	Day Treatment (Hourly)
		217	Group Rehabilitative Treatment
		216	Individual Rehabilitative Treatment
		431	Psycho-social (Hourly)
		219	Substance Abuse Diagnosis\Problem-Related Education (Group)
		218	Substance Abuse Diagnosis\Problem -Related Education (Individual)
		202	Socialization
	<b>Vocational</b>		
		243	Employment Training
		245	Pre-vocational
		244	Vocational Training

## Appendix D - Map of the CMHC Areas

OKLAHOMA DEPARTMENT OF MENTAL HEALTH  
AND SUBSTANCE ABUSE SERVICES

# Community Mental Health Center Service Areas – FY01

