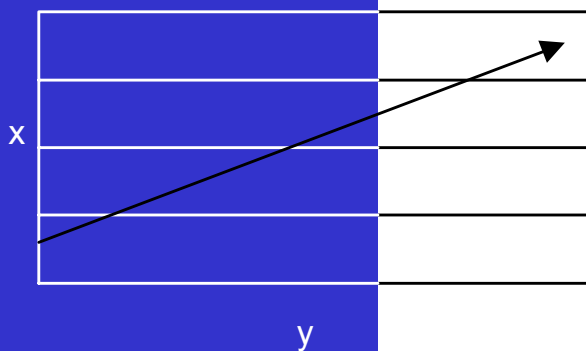


F
Y
0
2

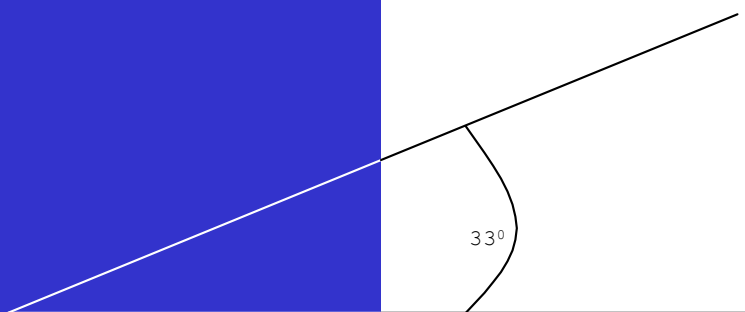
Oklahoma Department of
Mental Health and
Substance Abuse Services

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 2002 Mental Health Performance Indicators
Table of Contents

Introduction

Volume 1: Performance Indicators

All Admitted Clients

Employment.....	1
Housing	4
Level of Functioning - Adult (Maintained and Improved)	7
Level of Functioning - Adult (Improved)	10
Level of Functioning - Child (Maintained and Improved)	13
Level of Functioning - Child (Improved)	16
Outreach Services	19
Percent of Adults Served with SMI.....	21
Percent of Children Served with SED	23
Services Outside the Facility	25
 Days to Community-based Services	27
Inpatient Re-admission.....	30
Inpatient Stay	33
Involuntary Admissions	35
Crisis Services After Inpatient	38
Crisis Services After Inpatient by Referring Agency	41
Inpatient Follow-up	43
Inpatient Follow-up by Referring Agency	46
 Crisis Follow-up - Adult	48
Crisis Follow-up - Child	51
Structured Emergency Care Follow-up	54
 Consumer Perception of Satisfaction	57
Consumer Perception of Outcomes	59
Consumer Perception of Quality	61
Consumer Perception of Access	63

Adults with SMI

Employment.....	65
Housing	68
Level of Functioning - Adult (Maintained and Improved)	71
Level of Functioning - Adult (Improved)	74
Services Outside the Facility	77
 Days to Community-based Services	79
Inpatient Re-admission.....	82
Inpatient Stay	85
Involuntary Admissions	87
Crisis Services After Inpatient	90
Crisis Services After Inpatient by Referring Agency	93
Inpatient Follow-up	95
Inpatient Follow-up by Referring Agency	98
 Crisis Follow-up	100
Structured Emergency Care Follow-up	103

Children with SED

Level of Functioning - Child (Maintained and Improved)	106
Level of Functioning - Child (Improved)	109
Services Outside the Facility	112
Crisis Follow-up	114

Volume 2: Service Utilization Indicators

All Admitted Clients

Inpatient	117
Housing	121
Structured Emergency Care	125
Medication Visits	129
Assessment	133
Case Management	137
Counseling	141
Crisis Hours	145
Outpatient Hours	149
Rehabilitation	153

Adults with SMI

Inpatient	157
Housing	161
Structured Emergency Care	165
Medication Visits	169
Assessment	173
Case Management	177
Counseling	181
Crisis Hours	185
Outpatient Hours	189
Rehabilitation	193

Children with SED

Medication Visits	197
Assessment	201
Case Management	205
Counseling	209
Crisis Hours	213
Outpatient Hours	217
Rehabilitation	221

Appendices

Appendix A - Definitions
Appendix B - Data Selection Criteria
Appendix C - Service Categories
Appendix D - Map of the CMHC Areas

INTRODUCTION

The FY2002 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 FY2001 and FY2002 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.



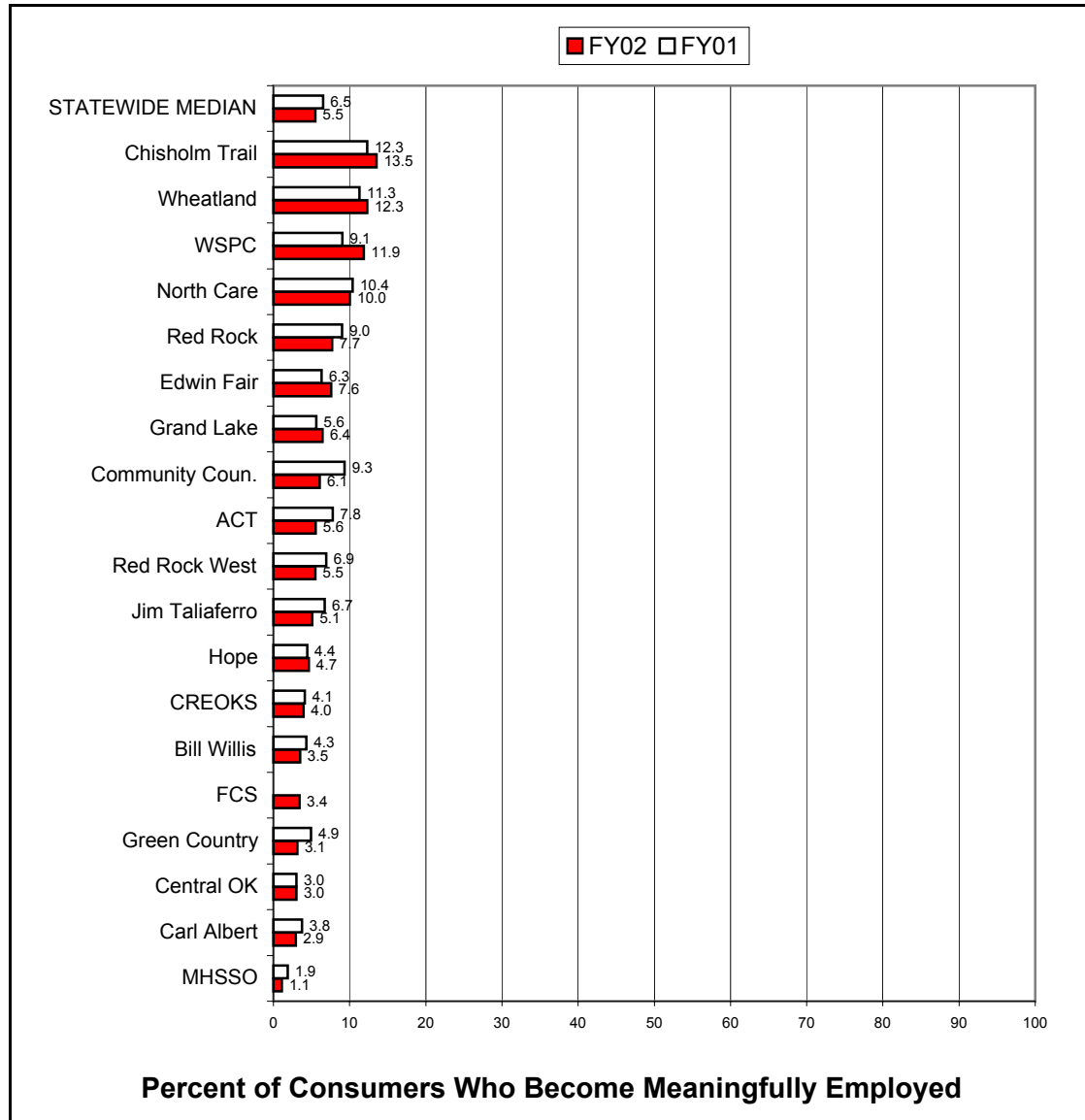
Performance Indicators

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: In FY02 the percent of clients obtaining meaningful employment varied among all CMHCs from 1.1 to 13.5, with a statewide median of 5.5%. When compared with FY01, the percent increased in FY02 among 6 of the 18 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	13.5	5.5	8.0
Wheatland	12.3	4.9	7.4
Western State Psych Ctr	11.9	7.6	4.3
North Care	10.0	7.0	3.0
Red Rock	7.7	5.8	1.9
Edwin Fair	7.6	5.9	1.6
Comm Counseling Ctr	6.1	5.3	0.8
Red Rock West	5.5	4.8	0.7
Grand Lake	6.4	6.1	0.3
Hope Comm Svcs	4.7	4.5	0.1
Creoks	4.0	4.0	-0.1
Green Country	3.1	3.7	-0.6
ACT	5.6	6.4	-0.8
Jim Taliaferro	5.1	7.1	-2.0
Carl Albert	2.9	5.2	-2.2
Bill Willis	3.5	5.9	-2.4
MHSSO	1.1	4.3	-3.2
Central OK	3.0	7.0	-4.0
Family & Children Svcs	3.4	7.7	-4.3

Ten of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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	1,314	455	56	12.3	1,190	355	48	13.5	5.5	6.2
Wheatland	825	283	32	11.3	856	349	43	12.3		
WSPC	1,818	320	29	9.1	1,861	404	48	11.9		
North Care	1,039	424	44	10.4	1,164	449	45	10.0		
Red Rock	1,031	277	25	9.0	877	195	15	7.7		
Edwin Fair	1,156	571	36	6.3	1,251	660	50	7.6		
Grand Lake	1,886	748	42	5.6	3,298	1,151	74	6.4		
Community Coun.	1,025	536	50	9.3	994	691	42	6.1		
ACT	523	180	14	7.8	1,168	252	14	5.6		
Red Rock West	781	331	23	6.9	739	381	21	5.5		
Jim Taliaferro	2,164	357	24	6.7	2,304	549	28	5.1		
Hope	925	518	23	4.4	1,014	602	28	4.7		
CREOKS	850	292	12	4.1	1,058	455	18	4.0		
Bill Willis	1,387	441	19	4.3	1,387	370	13	3.5		
FCS	0	0	0	0.0	1,175	176	6	3.4		
Green Country	994	344	17	4.9	1,021	414	13	3.1		
Central OK	1,298	463	14	3.0	1,179	494	15	3.0		
Carl Albert	2,159	796	30	3.8	2,261	923	27	2.9		
MHSSO	2,455	1,217	23	1.9	2,506	1,252	14	1.1		

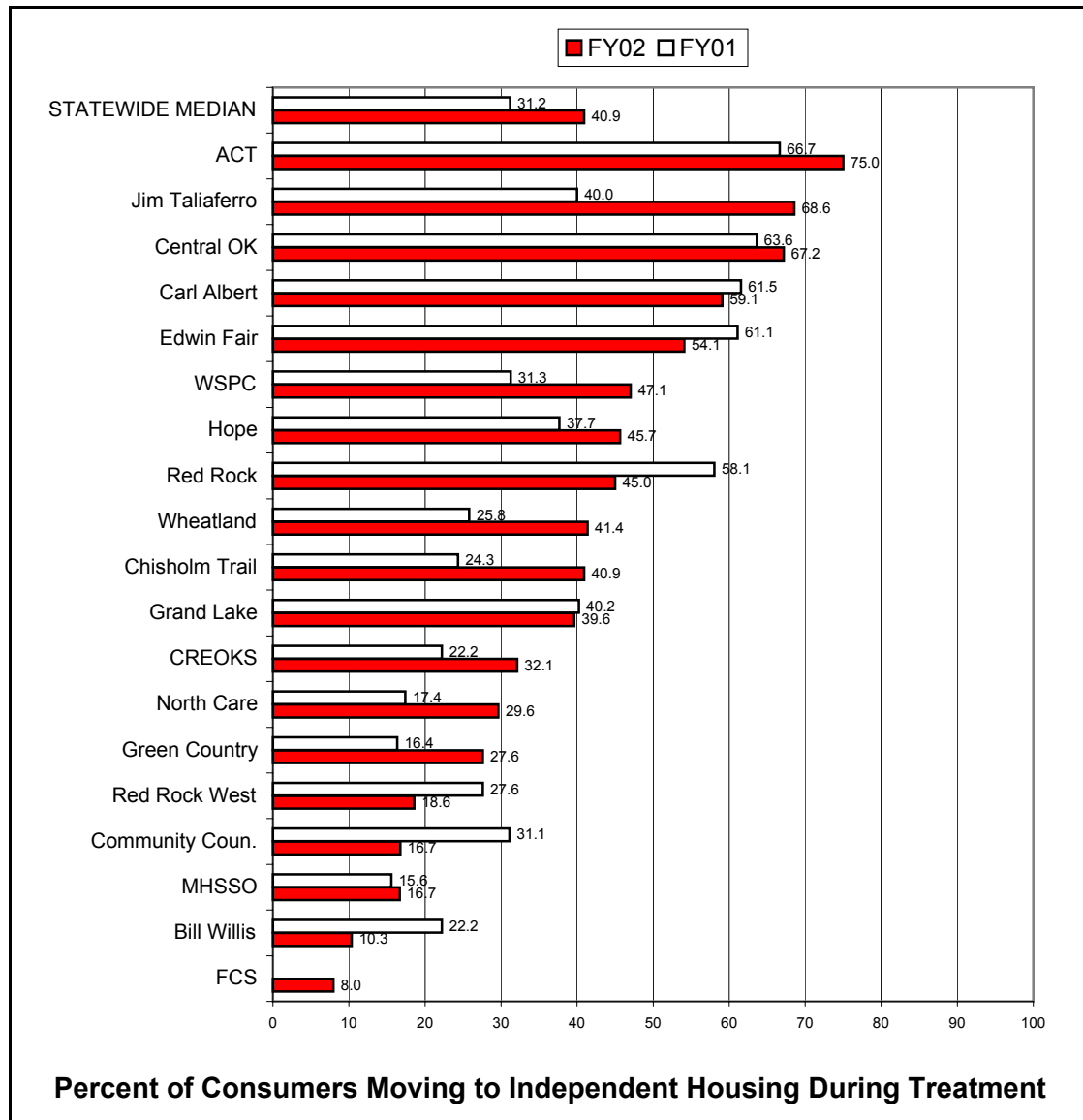
Clients are only counted if their employment status at admission is unemployed or not in the work force.

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: In FY02 the percent of the clients (age 18-60) moving to independent housing varied among all CMHCs from 8 to 75, with a statewide median of 40.9%. When compared with FY01, the percent increased in FY02 among 11 of the 18 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)
Jim Taliaferro	68.6	36.3	32.3
ACT	75.0	47.5	27.5
Carl Albert	59.1	34.3	24.8
Central OK	67.2	47.3	19.9
Chisholm Trail	40.9	22.0	18.9
Wheatland	41.4	26.6	14.8
Red Rock	45.0	31.8	13.2
Edwin Fair	54.1	40.9	13.2
Hope Comm Svcs	45.7	33.4	12.3
Creoks	32.1	26.2	5.9
Western State Psych Ctr	47.1	41.9	5.1
Grand Lake	39.6	36.0	3.6
North Care	29.6	27.3	2.4
Green Country	27.6	28.6	-1.0
Comm Counseling Ctr	16.7	24.0	-7.3
Red Rock West	18.6	31.5	-12.9
MHSSO	16.7	29.7	-13.0
Bill Willis	10.3	40.7	-30.4
Family & Children Svcs	8.0	41.2	-33.3

Thirteen of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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	523	6	4	66.7	1,168	8	6	75.0	40.9	39.1
Jim Taliaferro	2,164	25	10	40.0	2,304	35	24	68.6		
Central OK	1,298	66	42	63.6	1,179	67	45	67.2		
Carl Albert	2,159	26	16	61.5	2,261	22	13	59.1		
Edwin Fair	1,156	54	33	61.1	1,251	61	33	54.1		
WSPC	1,818	48	15	31.3	1,861	51	24	47.1		
Hope	925	77	29	37.7	1,014	92	42	45.7		
Red Rock	1,031	31	18	58.1	877	20	9	45.0		
Wheatland	825	31	8	25.8	856	29	12	41.4		
Chisholm Trail	1,314	37	9	24.3	1,190	22	9	40.9		
Grand Lake	1,886	82	33	40.2	3,298	106	42	39.6		
CREOKS	850	36	8	22.2	1,058	28	9	32.1		
North Care	1,039	23	4	17.4	1,164	27	8	29.6		
Green Country	994	55	9	16.4	1,021	58	16	27.6		
Red Rock West	781	29	8	27.6	739	43	8	18.6		
Community Coun.	1,025	196	61	31.1	994	245	41	16.7		
MHSSO	2,455	90	14	15.6	2,506	72	12	16.7		
Bill Willis	1,387	36	8	22.2	1,387	29	3	10.3		
FCS	0	0	0	0.0	1,175	88	7	8.0		

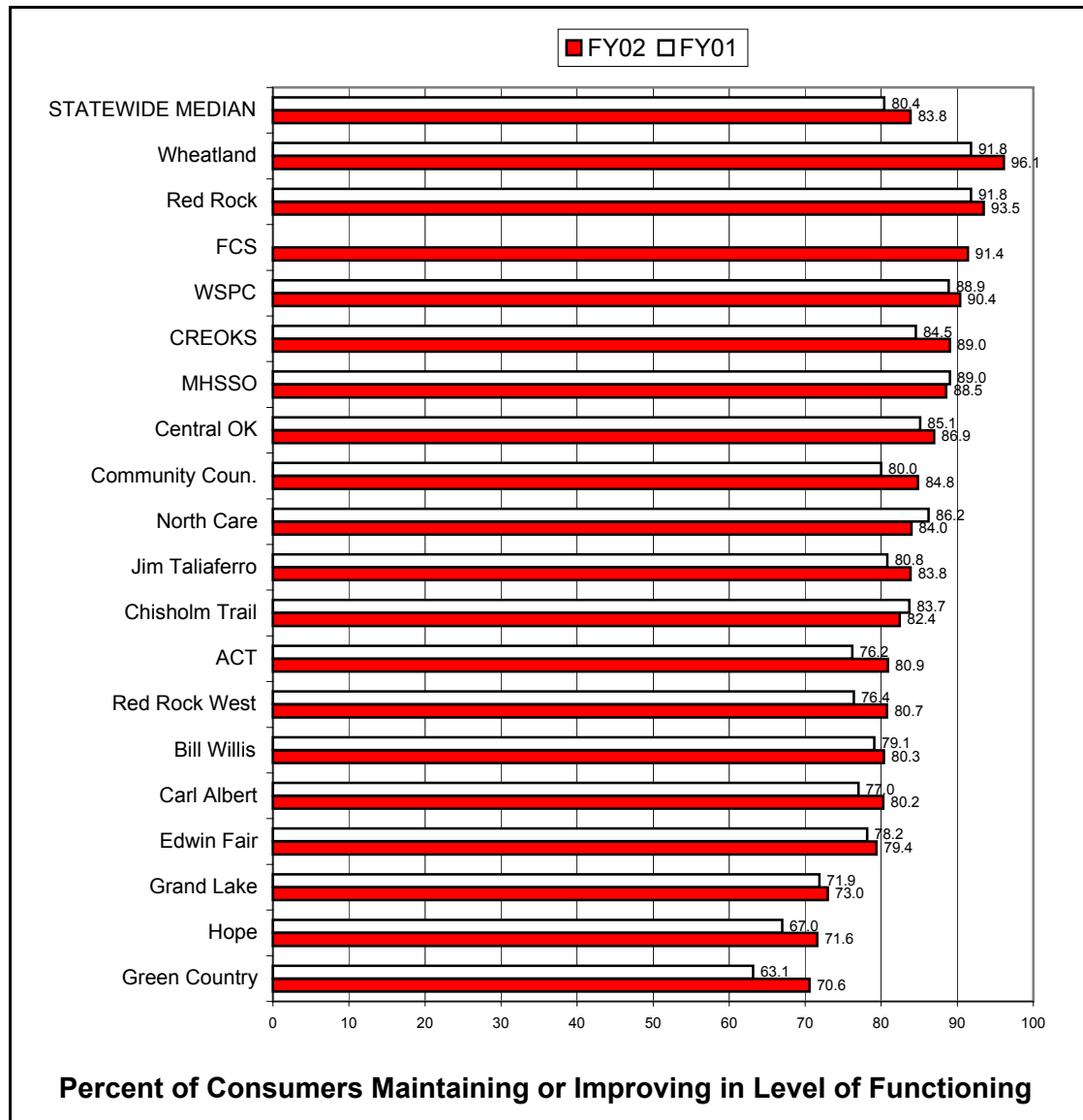
Independent housing includes Private Residence and Supported Living.

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



Answer: In FY02 the percent of adults with an improved or maintained level of functioning varied among all CMHCs from 70.6 to 96.1, with a statewide median of 83.8%. When compared with FY01, the percent increased in FY02 among 15 of the 18 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	90.4	78.2	12.2
Red Rock	93.5	81.6	11.8
Central OK	86.9	75.6	11.3
Wheatland	96.1	86.0	10.2
Family & Children Svcs	91.4	81.3	10.1
MHSSO	88.5	84.7	3.8
North Care	84.0	80.8	3.1
Comm Counseling Ctr	84.8	82.2	2.6
Creoks	89.0	86.7	2.3
Jim Taliaferro	83.8	82.3	1.5
Carl Albert	80.2	78.8	1.4
Bill Willis	80.3	80.1	0.2
Edwin Fair	79.4	79.7	-0.3
Chisholm Trail	82.4	83.0	-0.6
ACT	80.9	83.0	-2.1
Red Rock West	80.7	86.5	-5.7
Grand Lake	73.0	83.0	-10.1
Hope Comm Svcs	71.6	83.4	-11.8
Green Country	70.6	88.9	-18.3

Twelve 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)

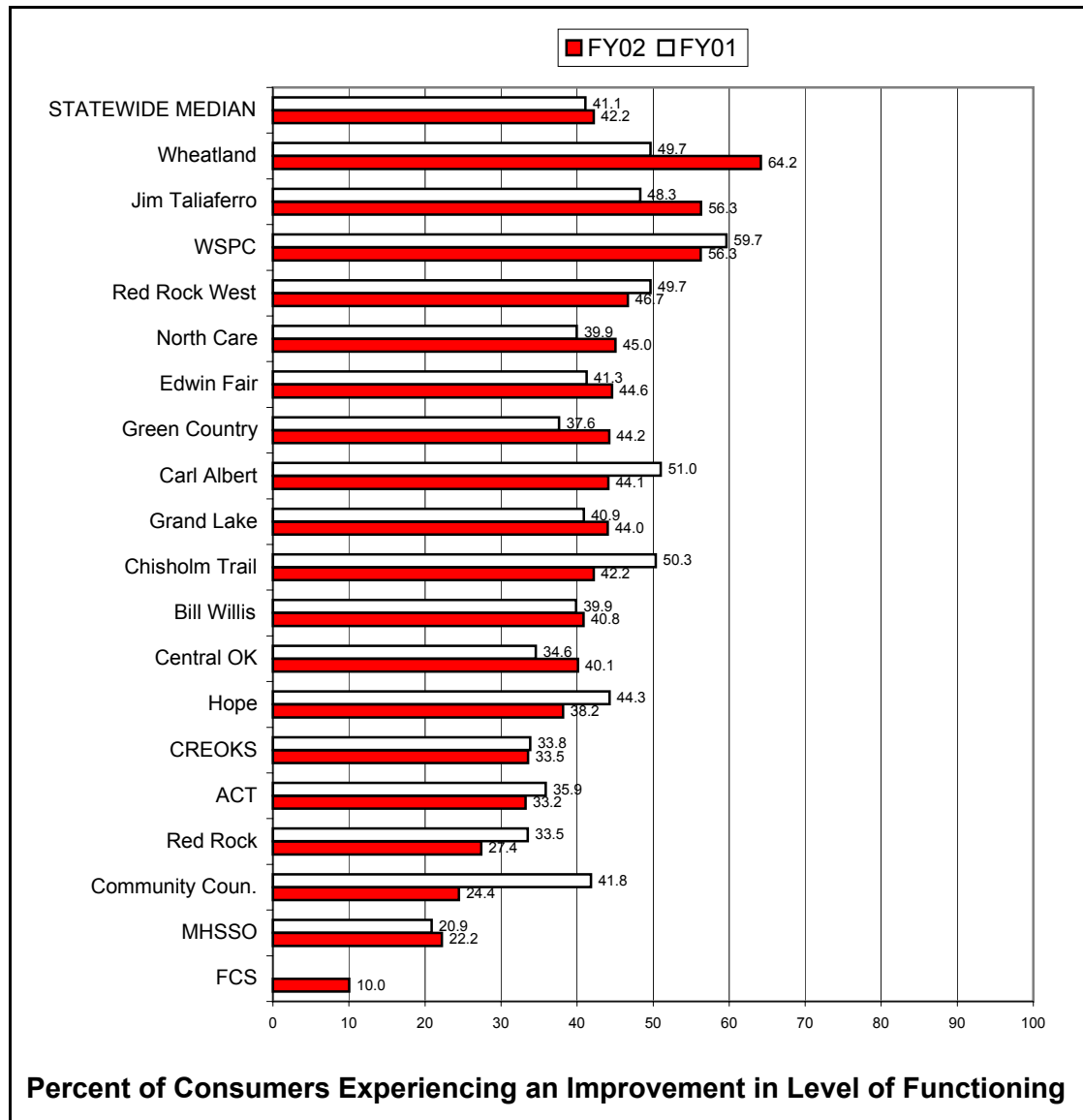
Question: What percent of adult consumers maintain or achieve an improved level of functioning after receiving services?

Agency	FY01				FY02				FY02 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	866	439	403	91.8	906	544	523	96.1	83.8	83.6
Red Rock	1,219	415	381	91.8	1,043	292	273	93.5		
FCS	0	0	0	0.0	1,217	209	191	91.4		
WSPC	1,918	575	511	88.9	1,986	677	612	90.4		
CREOKS	896	414	350	84.5	1,114	629	560	89.0		
MHSSO	2,624	1,731	1,541	89.0	2,672	1,761	1,559	88.5		
Central OK	1,429	726	618	85.1	1,304	743	646	86.9		
Community Coun.	1,273	839	671	80.0	1,158	1,035	878	84.8		
North Care	1,132	646	557	86.2	1,240	686	576	84.0		
Jim Taliaferro	2,268	563	455	80.8	2,414	817	685	83.8		
Chisholm Trail	1,448	723	605	83.7	1,303	569	469	82.4		
ACT	542	248	189	76.2	1,197	340	275	80.9		
Red Rock West	836	445	340	76.4	802	540	436	80.7		
Bill Willis	1,475	612	484	79.1	1,478	524	421	80.3		
Carl Albert	2,376	1,122	864	77.0	2,480	1,281	1,028	80.2		
Edwin Fair	1,264	824	644	78.2	1,371	951	755	79.4		
Grand Lake	2,023	1,291	928	71.9	3,443	1,858	1,356	73.0		
Hope	973	630	422	67.0	1,070	757	542	71.6		
Green Country	1,034	537	339	63.1	1,070	649	458	70.6		

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 FY02 the percent of adults with an improved level of functioning varied among all CMHCs from 10 to 64.2, with a statewide median of 42.2%. When compared with FY01, the percent increased in FY02 among 9 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Wheatland	64.2	33.1	31.0
Western State Psych Ctr	56.3	40.8	15.5
Jim Taliaferro	56.3	43.9	12.4
Chisholm Trail	42.2	32.2	10.0
North Care	45.0	38.8	6.3
Edwin Fair	44.6	39.6	5.0
Central OK	40.1	38.0	2.1
Hope Comm Svcs	38.2	36.5	1.7
Green Country	44.2	43.7	0.5
Carl Albert	44.1	45.3	-1.2
Creoks	33.5	34.8	-1.3
Bill Willis	40.8	42.4	-1.6
Red Rock West	46.7	51.7	-5.1
Grand Lake	44.0	49.5	-5.4
ACT	33.2	41.0	-7.8
MHSSO	22.2	32.5	-10.3
Comm Counseling Ctr	24.4	35.4	-10.9
Red Rock	27.4	38.5	-11.1
Family & Children Svcs	10.0	30.0	-19.9

Nine 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 (Improved)

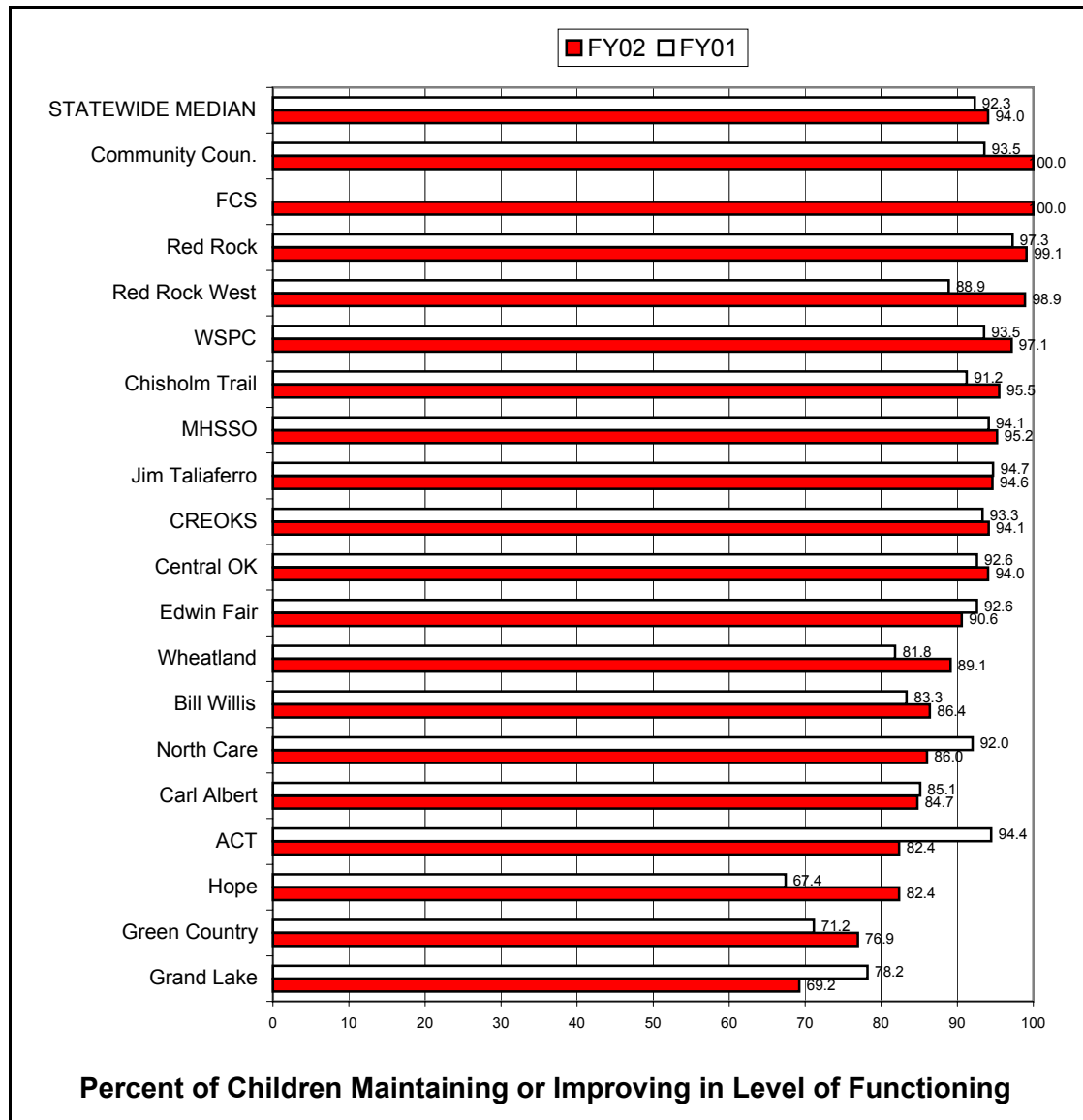
Question: What percent of adult consumers achieve an improved level of functioning after receiving services?

Agency	FY01				FY02				FY02 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
Wheatland	866	439	218	49.7	906	544	349	64.2	42.2	39.9
Jim Taliaferro	2,268	563	272	48.3	2,414	817	460	56.3		
WSPC	1,918	575	343	59.7	1,986	677	381	56.3		
Red Rock West	836	445	221	49.7	802	540	252	46.7		
North Care	1,132	646	258	39.9	1,240	686	309	45.0		
Edwin Fair	1,264	824	340	41.3	1,371	951	424	44.6		
Green Country	1,034	537	202	37.6	1,070	649	287	44.2		
Carl Albert	2,376	1,122	572	51.0	2,480	1,281	565	44.1		
Grand Lake	2,023	1,291	528	40.9	3,443	1,858	818	44.0		
Chisholm Trail	1,448	723	364	50.3	1,303	569	240	42.2		
Bill Willis	1,475	612	244	39.9	1,478	524	214	40.8		
Central OK	1,429	726	251	34.6	1,304	743	298	40.1		
Hope	973	630	279	44.3	1,070	757	289	38.2		
CREOKS	896	414	140	33.8	1,114	629	211	33.5		
ACT	542	248	89	35.9	1,197	340	113	33.2		
Red Rock	1,219	415	139	33.5	1,043	292	80	27.4		
Community Coun.	1,273	839	351	41.8	1,158	1,035	253	24.4		
MHSSO	2,624	1,731	361	20.9	2,672	1,761	391	22.2		
FCS	0	0	0	0.0	1,217	209	21	10.0		

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 FY02 the percent of children with an improved or maintained level of functioning varied among all CMHCs from 69.2 to 100, with a statewide median of 94%. When compared with FY01, the percent increased in FY02 among 12 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Comm Counseling Ctr	100.0	93.2	6.8
Red Rock West	98.9	92.4	6.5
Edwin Fair	90.6	84.6	5.9
Family & Children Svcs	100.0	94.9	5.1
Western State Psych Ctr	97.1	92.7	4.5
Central OK	94.0	90.5	3.6
Chisholm Trail	95.5	92.2	3.3
MHSSO	95.2	92.4	2.8
Red Rock	99.1	96.3	2.8
Creoks	94.1	91.4	2.7
Jim Taliaferro	94.6	92.0	2.6
Bill Willis	86.4	86.5	-0.2
Wheatland	89.1	91.3	-2.1
Carl Albert	84.7	87.9	-3.2
ACT	82.4	87.1	-4.8
North Care	86.0	90.9	-4.9
Hope Comm Svcs	82.4	91.9	-9.6
Green Country	76.9	90.0	-13.0
Grand Lake	69.2	89.8	-20.6

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

Children's Level of Functioning (Maintained/Improved)

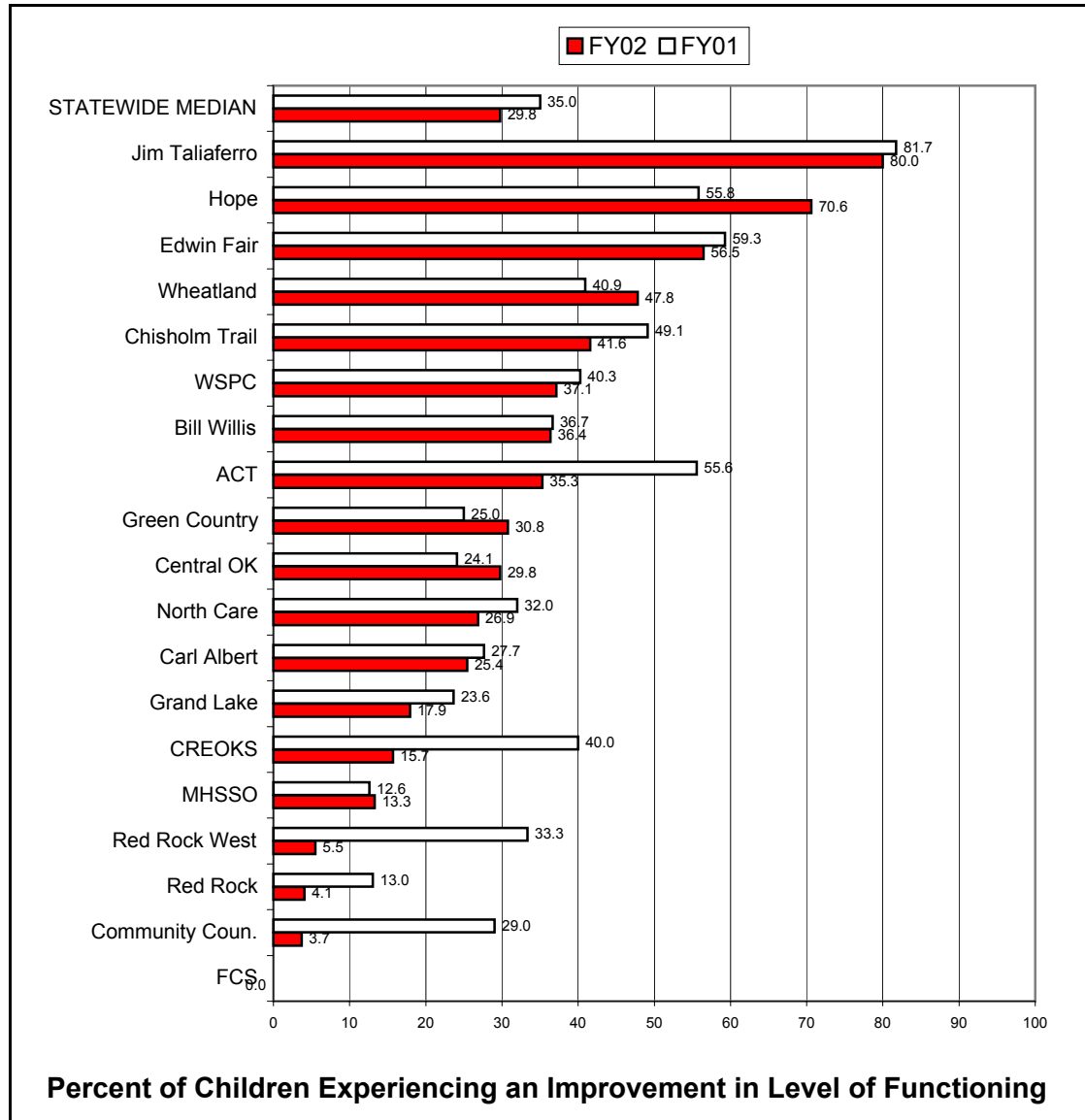
Question: What percent of children (clients less than 18 years old) maintain or achieve an improved level of functioning after receiving services?

Agency	FY01				FY02				FY02 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
Community Coun.	83	31	29	93.5	36	27	27	100.0	94.0	90.3
FCS	0	0	0	0.0	76	1	1	100.0		
Red Rock	423	184	179	97.3	305	221	219	99.1		
Red Rock West	81	36	32	88.9	115	91	90	98.9		
WSPC	270	77	72	93.5	285	105	102	97.1		
Chisholm Trail	241	57	52	91.2	255	89	85	95.5		
MHSSO	237	119	112	94.1	258	188	179	95.2		
Jim Taliaferro	496	208	197	94.7	374	130	123	94.6		
CREOKS	72	15	14	93.3	213	51	48	94.1		
Central OK	239	108	100	92.6	290	84	79	94.0		
Edwin Fair	71	27	25	92.6	174	85	77	90.6		
Wheatland	107	22	18	81.8	107	46	41	89.1		
Bill Willis	207	90	75	83.3	253	88	76	86.4		
North Care	255	75	69	92.0	251	93	80	86.0		
Carl Albert	157	47	40	85.1	139	59	50	84.7		
ACT	84	36	34	94.4	115	51	42	82.4		
Hope	68	43	29	67.4	55	34	28	82.4		
Green Country	243	52	37	71.2	227	78	60	76.9		
Grand Lake	150	55	43	78.2	178	78	54	69.2		

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 FY02 the percent of children with an improved level of functioning varied among all CMHCs from 0 to 80, with a statewide median of 29.8%. When compared with FY01, the percent increased in FY02 among 5 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Hope Comm Svcs	70.6	34.4	36.1
Edwin Fair	56.5	29.2	27.2
Jim Taliaferro	80.0	53.7	26.3
Wheatland	47.8	26.5	21.4
Chisholm Trail	41.6	26.2	15.4
Western State Psych Ctr	37.1	24.7	12.4
Bill Willis	36.4	25.4	11.0
ACT	35.3	30.5	4.8
Carl Albert	25.4	21.6	3.8
North Care	26.9	29.2	-2.3
Central OK	29.8	32.3	-2.5
Green Country	30.8	34.3	-3.5
MHSSO	13.3	27.1	-13.8
Family & Children Svcs	0.0	15.6	-15.6
Grand Lake	17.9	33.8	-15.9
Red Rock	4.1	22.0	-17.9
Comm Counseling Ctr	3.7	24.1	-20.4
Creoks	15.7	36.7	-21.0
Red Rock West	5.5	26.7	-21.2

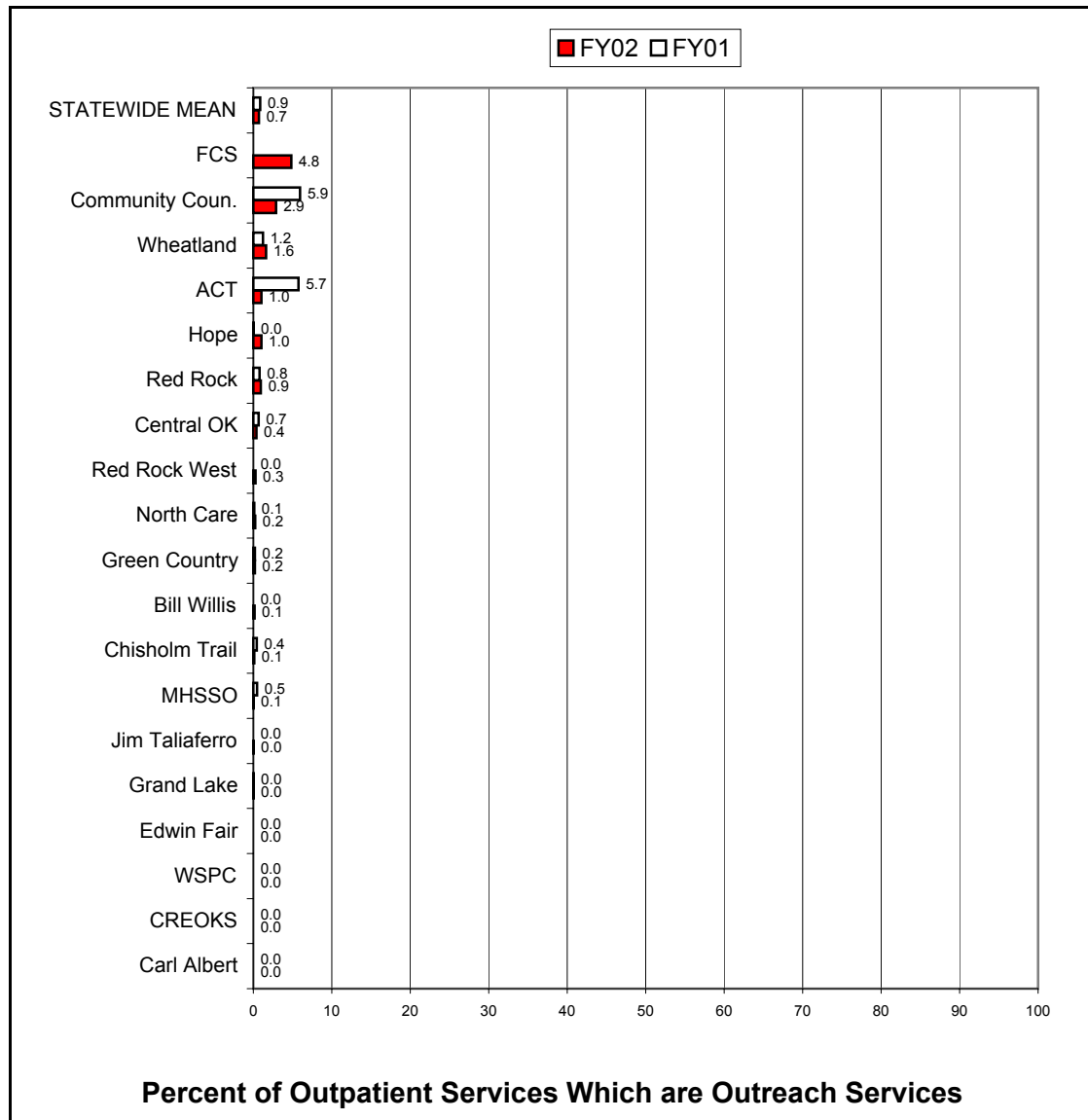
Nine of the nineteen agencies performed at a rate equal to or above what would have been expected given their client characteristics.

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

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 FY02 the percent of outreach services varied among all CMHCs from 0 to 4.8, with a statewide mean of 0.7%. When compared with FY01, the percent increased in FY02 among 6 of the 18 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

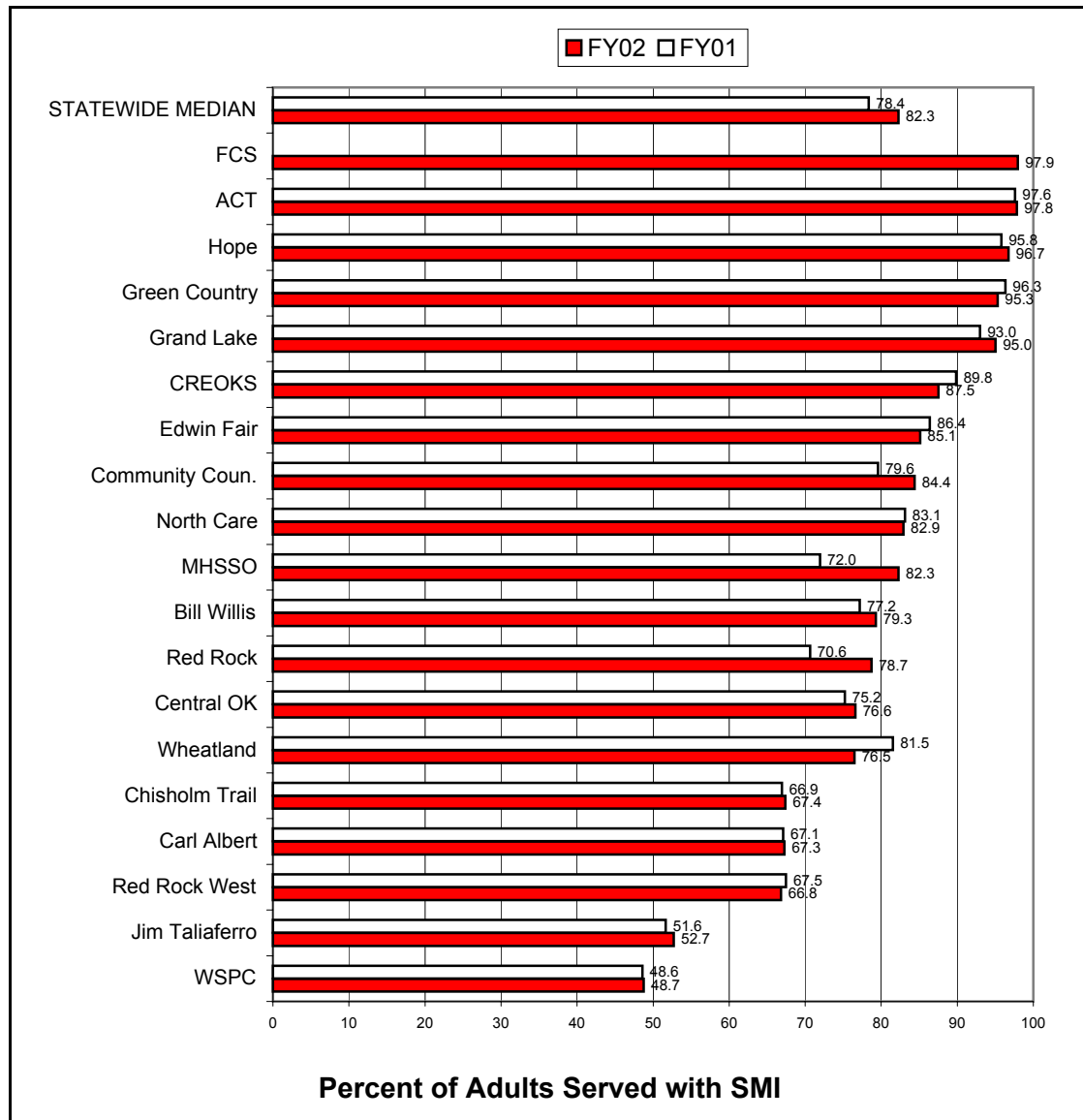
Question: What percent of outpatient services are outreach services, demonstrating that agencies are actively reaching out to clients at risk who are not currently engaged in treatment?

Agency	FY01			FY02			FY02 Statewide	
	Total	Total outreach	Percent	Total	Total outreach	Percent	Median	Mean
	outpatient hours	hours		outpatient hours	hours			
FCS	0	0	0.0	27,722	1,343	4.8	0.2	0.7
Community Coun.	62,236	3,700	5.9	42,269	1,233	2.9		
Wheatland	17,084	207	1.2	15,967	262	1.6		
ACT	22,111	1,269	5.7	36,510	381	1.0		
Hope	43,747	14	0.0	42,327	436	1.0		
Red Rock	74,388	583	0.8	64,453	605	0.9		
Central OK	40,013	263	0.7	40,828	164	0.4		
Red Rock West	57,457	0	0.0	60,538	164	0.3		
North Care	42,966	56	0.1	25,896	62	0.2		
Green Country	68,463	141	0.2	83,613	165	0.2		
Bill Willis	82,048	0	0.0	83,372	116	0.1		
Chisholm Trail	37,560	164	0.4	36,799	41	0.1		
MHSSO	173,143	832	0.5	182,157	101	0.1		
Jim Taliaferro	63,168	1	0.0	65,152	17	0.0		
Grand Lake	334,517	107	0.0	365,761	82	0.0		
Edwin Fair	65,259	0	0.0	75,741	2	0.0		
WSPC	39,474	0	0.0	38,803	0	0.0		
CREOKS	75,175	0	0.0	69,308	0	0.0		
Carl Albert	60,916	0	0.0	59,661	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 FY02 the percent of adults with SMI served varied among all agencies from 48.7 to 97.9, with a statewide median of 82.3%. When compared with FY01, the percent increased in FY02 among 12 of the 18 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?

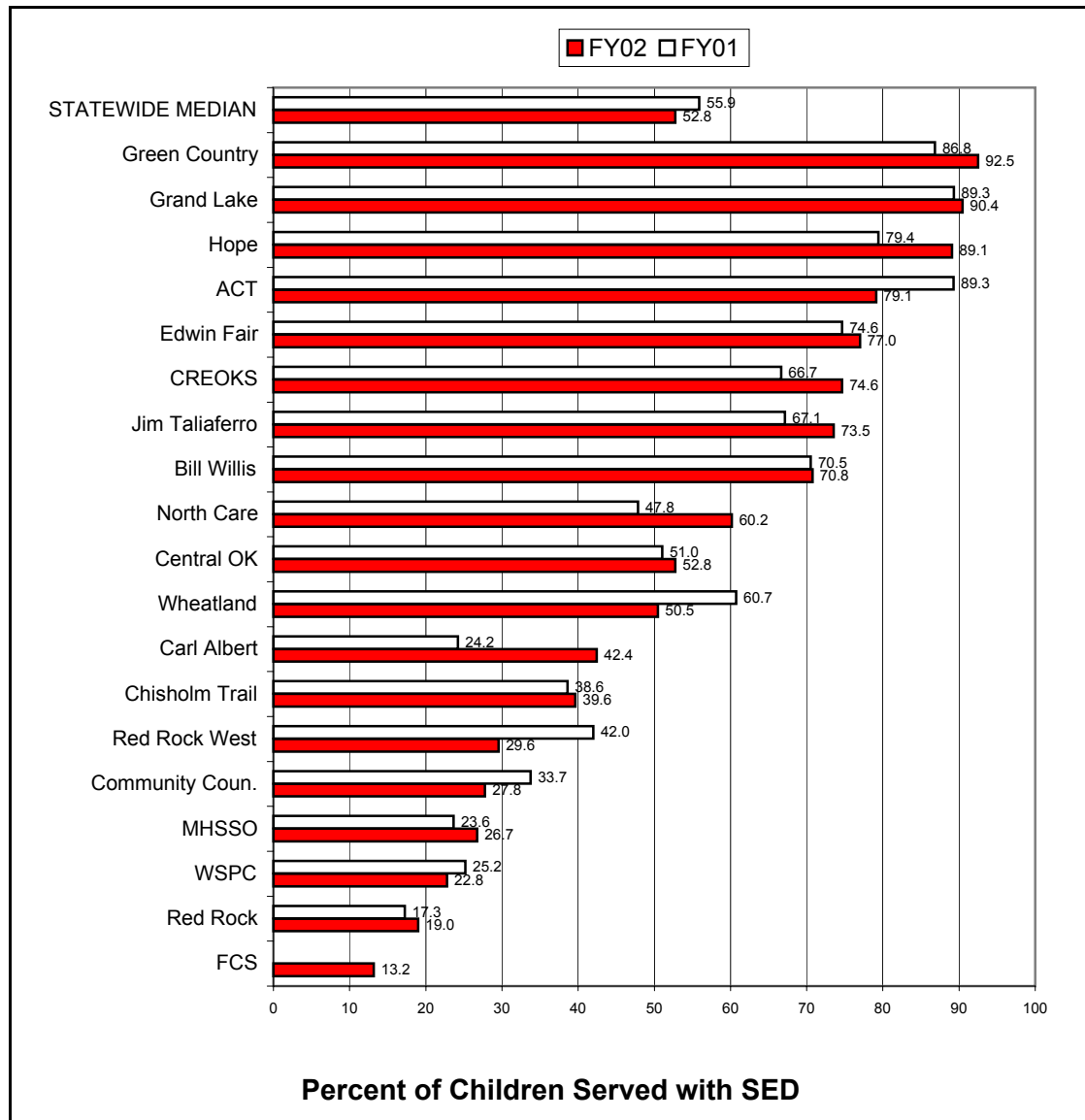
Agency	FY01				FY02				FY02 Statewide	
	Total clients	Total adult clients	Number of clients ever identified as SMI	Percent	Total clients	Total adult clients	Number of clients ever identified as SMI	Percent	Median	Mean
FCS	0	0	0	0.0	1,293	1,217	1,192	97.9	82.3	80.0
ACT	626	542	529	97.6	1,312	1,197	1,171	97.8		
Hope	1,041	973	932	95.8	1,125	1,070	1,035	96.7		
Green Country	1,277	1,034	996	96.3	1,297	1,070	1,020	95.3		
Grand Lake	2,173	2,023	1,881	93.0	3,621	3,443	3,272	95.0		
CREOKS	968	896	805	89.8	1,327	1,114	975	87.5		
Edwin Fair	1,335	1,264	1,092	86.4	1,545	1,371	1,167	85.1		
Community Coun.	1,356	1,273	1,013	79.6	1,194	1,158	977	84.4		
North Care	1,387	1,132	941	83.1	1,491	1,240	1,028	82.9		
MHSSO	2,861	2,624	1,888	72.0	2,930	2,672	2,198	82.3		
Bill Willis	1,682	1,475	1,138	77.2	1,731	1,478	1,172	79.3		
Red Rock	1,642	1,219	861	70.6	1,348	1,043	821	78.7		
Central OK	1,668	1,429	1,075	75.2	1,594	1,304	999	76.6		
Wheatland	973	866	706	81.5	1,013	906	693	76.5		
Chisholm Trail	1,689	1,448	969	66.9	1,558	1,303	878	67.4		
Carl Albert	2,533	2,376	1,594	67.1	2,619	2,480	1,668	67.3		
Red Rock West	917	836	564	67.5	917	802	536	66.8		
Jim Taliaferro	2,764	2,268	1,171	51.6	2,788	2,414	1,272	52.7		
WSPC	2,188	1,918	932	48.6	2,271	1,986	968	48.7		

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 FY02 the percent of children served with SED varied among all CMHCs from 13.2 to 92.5, with a statewide median of 52.8%. When compared with FY01, the percent increased in FY02 among 13 of the 18 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?

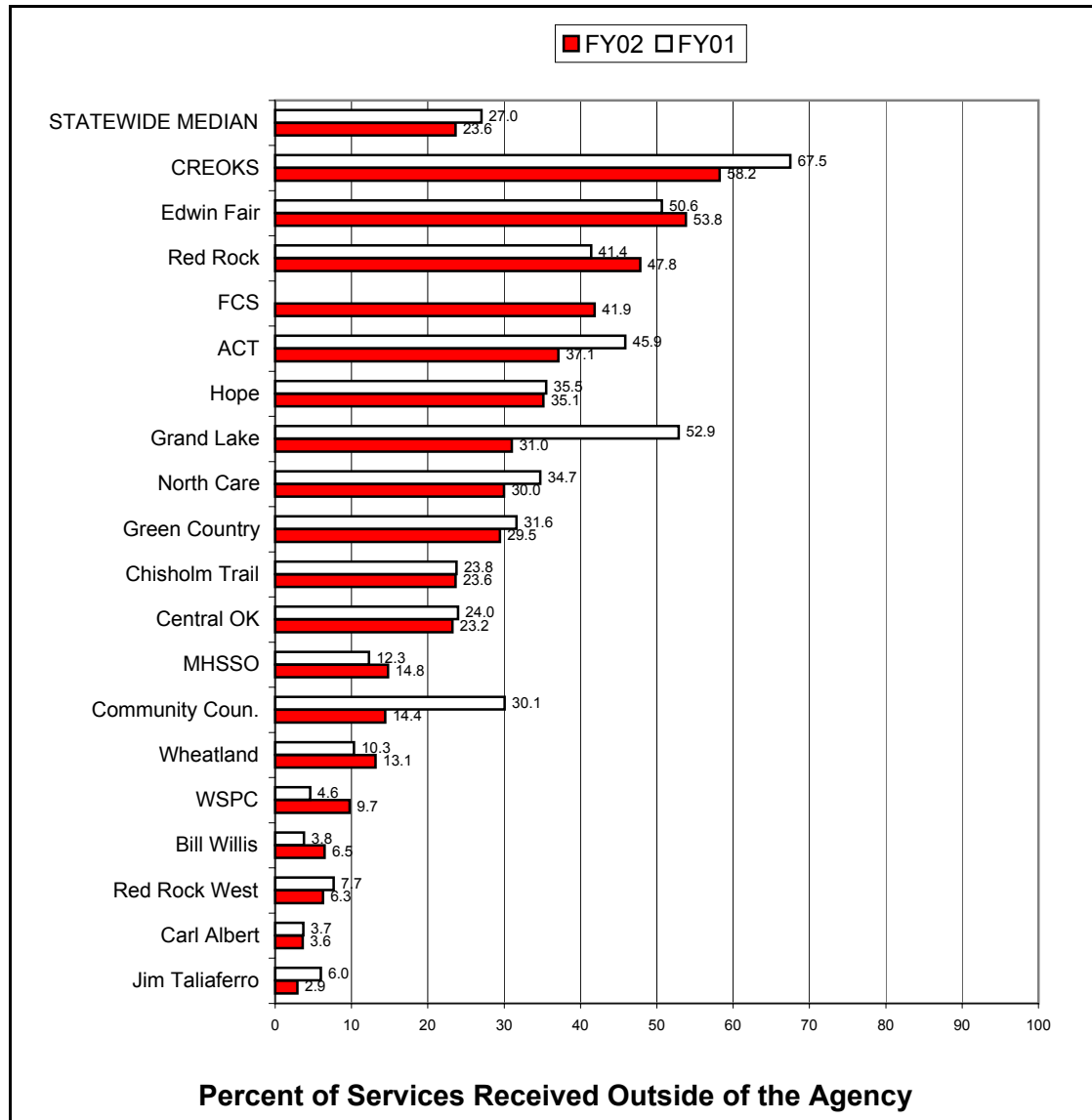
Agency	FY01				FY02				FY02 Statewide	
	Total clients	Total children	Number of children identified with		Total clients	Total children	Number of children identified with		Median	Mean
			SED	Percent			SED	Percent		
Green Country	1,277	243	211	86.8	1,297	227	210	92.5	52.8	54.3
Grand Lake	2,173	150	134	89.3	3,621	178	161	90.4		
Hope	1,041	68	54	79.4	1,125	55	49	89.1		
ACT	626	84	75	89.3	1,312	115	91	79.1		
Edwin Fair	1,335	71	53	74.6	1,545	174	134	77.0		
CREOKS	968	72	48	66.7	1,327	213	159	74.6		
Jim Taliaferro	2,764	496	333	67.1	2,788	374	275	73.5		
Bill Willis	1,682	207	146	70.5	1,731	253	179	70.8		
North Care	1,387	255	122	47.8	1,491	251	151	60.2		
Central OK	1,668	239	122	51.0	1,594	290	153	52.8		
Wheatland	973	107	65	60.7	1,013	107	54	50.5		
Carl Albert	2,533	157	38	24.2	2,619	139	59	42.4		
Chisholm Trail	1,689	241	93	38.6	1,558	255	101	39.6		
Red Rock West	917	81	34	42.0	917	115	34	29.6		
Community Coun.	1,356	83	28	33.7	1,194	36	10	27.8		
MHSSO	2,861	237	56	23.6	2,930	258	69	26.7		
WSPC	2,188	270	68	25.2	2,271	285	65	22.8		
Red Rock	1,642	423	73	17.3	1,348	305	58	19.0		
FCS	0	0	0	0.0	1,293	76	10	13.2		

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 FY02 the percent of services provided outside of the agencies' physical locations varied from 2.9 to 58.2, with a statewide median of 23.6%. When compared with FY01, the percent increased in FY02 among 6 of the 18 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	FY01				FY02				FY02 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	75,175	74,074	50,003	67.5	69,308	32,053	18,660	58.2	23.6	25.4
Edwin Fair	65,259	22,406	11,347	50.6	75,741	29,274	15,753	53.8		
Red Rock	74,388	18,421	7,629	41.4	64,453	18,976	9,079	47.8		
FCS	0	0	0	0.0	27,722	27,722	11,607	41.9		
ACT	22,111	11,826	5,425	45.9	36,510	19,772	7,338	37.1		
Hope	43,747	15,009	5,329	35.5	42,327	14,766	5,186	35.1		
Grand Lake	334,517	334,517	176,838	52.9	365,761	365,761	113,338	31.0		
North Care	42,966	14,879	5,167	34.7	25,896	15,715	4,708	30.0		
Green Country	68,463	24,761	7,829	31.6	83,613	33,216	9,783	29.5		
Chisholm Trail	37,560	37,560	8,926	23.8	36,799	36,799	8,689	23.6		
Central OK	40,013	34,957	8,379	24.0	40,828	40,828	9,476	23.2		
MHSSO	173,143	22,003	2,704	12.3	182,157	20,894	3,087	14.8		
Community Coun.	62,236	62,236	18,705	30.1	42,269	42,269	6,086	14.4		
Wheatland	17,084	17,084	1,763	10.3	15,967	15,967	2,099	13.1		
WSPC	39,474	39,474	1,814	4.6	38,803	13,840	1,347	9.7		
Bill Willis	82,048	24,919	938	3.8	83,372	23,972	1,556	6.5		
Red Rock West	57,457	35,795	2,741	7.7	60,538	60,538	3,803	6.3		
Carl Albert	60,916	60,916	2,243	3.7	59,661	59,661	2,160	3.6		
Jim Taliaferro	63,168	39,889	2,378	6.0	65,152	43,158	1,249	2.9		

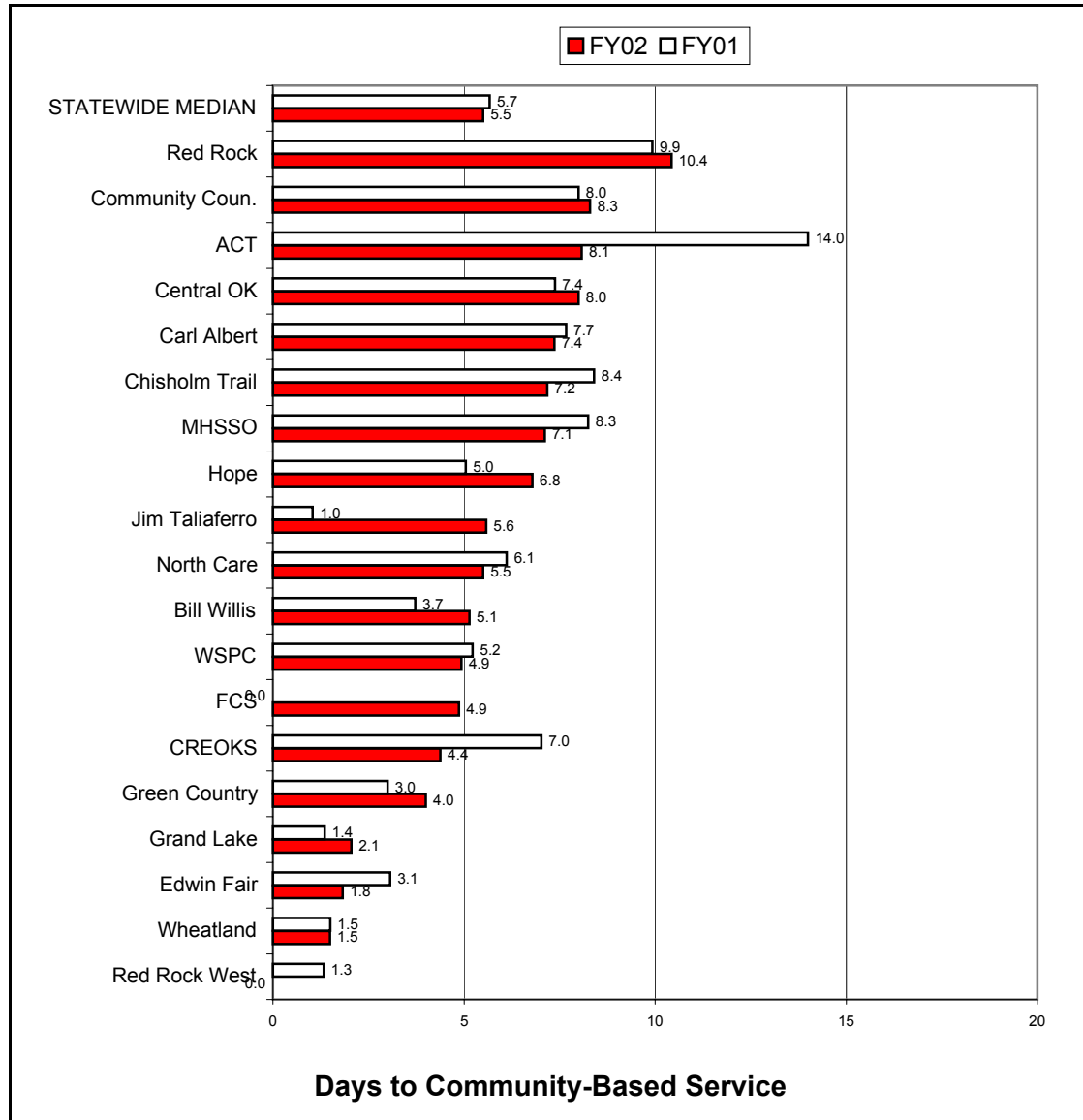
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

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 FY02 the average number of days from inpatient discharge to community-based service varied among all CMHCs from 0 to 10.4, with a statewide median of 5.5 days. When compared with FY01, the average number of days decreased in FY02 at 9 of the 18 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)
Red Rock West	0.0	4.5	4.5
Edwin Fair	1.8	5.9	4.1
Wheatland	1.5	5.5	4.0
Grand Lake	2.1	5.9	3.8
Green Country	4.0	6.9	2.9
Creoks	4.4	6.1	1.7
North Care	5.5	7.0	1.5
Family & Children Svcs	4.9	5.8	0.9
Western State Psych Ctr	4.9	5.6	0.6
Bill Willis	5.1	5.3	0.2
Hope Comm Svcs	6.8	6.9	0.1
Jim Taliaferro	5.6	5.5	-0.1
MHSSO	7.1	6.5	-0.6
Chisholm Trail	7.2	6.5	-0.7
Carl Albert	7.4	5.9	-1.4
Comm Counseling Ctr	8.3	6.8	-1.5
Central OK	8.0	6.4	-1.6
ACT	8.1	5.8	-2.3
Red Rock	10.4	6.6	-3.8

Eleven of the nineteen agencies performed at a rate equal to or 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?

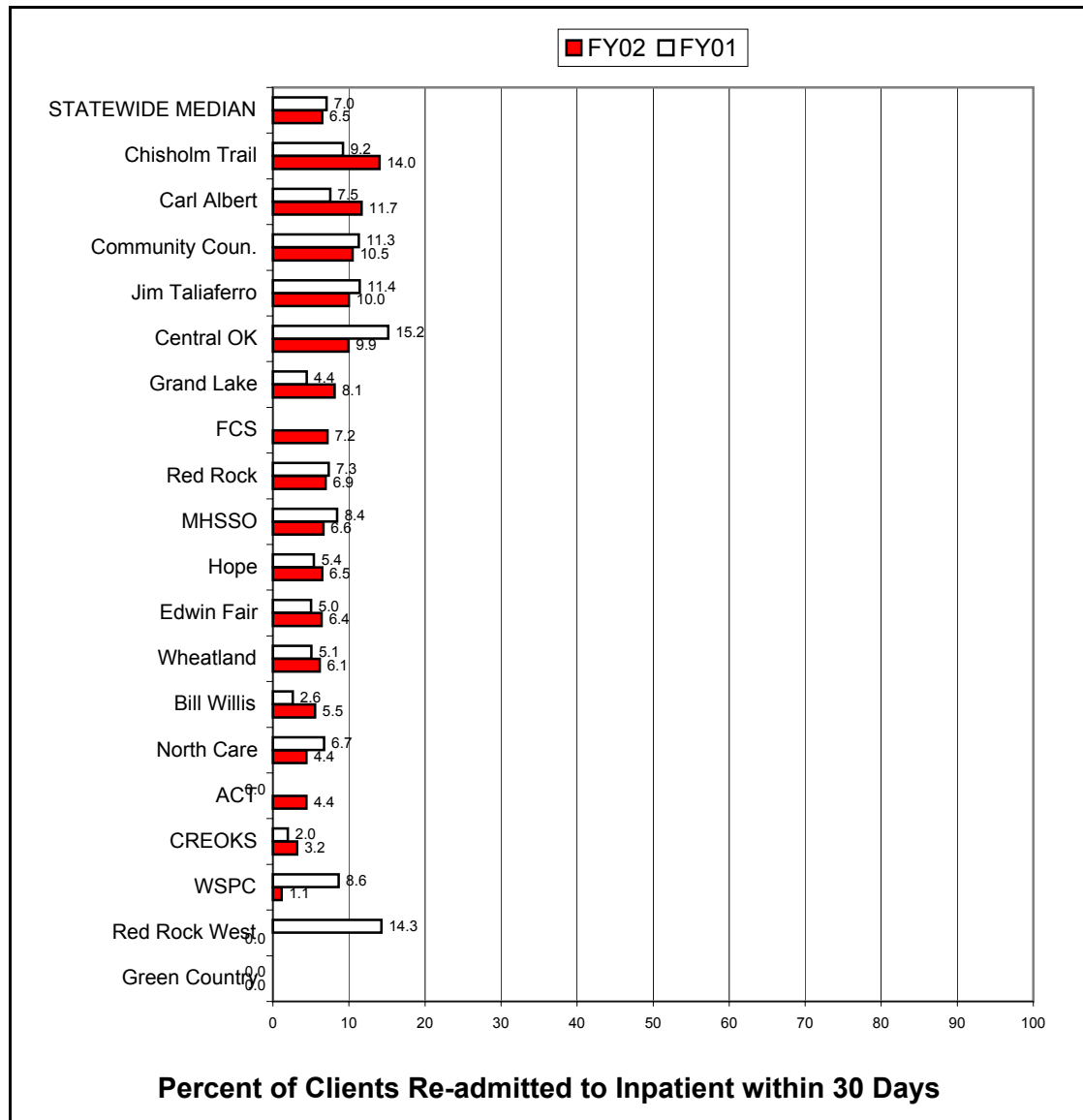
Agency	FY01				FY02				FY02 Statewide	
	Total adult clients	Inpatient discharges	Number receiving follow-up service within 30 days	Average number of days from inpatient discharge to follow-up	Total adult clients	Inpatient discharges	Number receiving follow-up service within 30 days	Average number of days from inpatient discharge to follow-up	Median	Mean
Red Rock	1,219	259	118	9.9	1,043	259	112	10.4	5.5	5.4
Community Coun.	1,273	239	111	8.0	1,158	277	140	8.3		
ACT	542	2	1	14.0	1,197	114	75	8.1		
Central OK	1,429	528	354	7.4	1,304	483	317	8.0		
Carl Albert	2,376	451	386	7.7	2,480	497	435	7.4		
Chisholm Trail	1,448	65	42	8.4	1,303	57	40	7.2		
MHSSO	2,624	819	504	8.3	2,672	739	494	7.1		
Hope	973	167	93	5.0	1,070	154	85	6.8		
Jim Taliaferro	2,268	245	236	1.0	2,414	331	297	5.6		
North Care	1,132	104	59	6.1	1,240	91	56	5.5		
Bill Willis	1,475	191	104	3.7	1,478	181	117	5.1		
WSPC	1,918	185	165	5.2	1,986	174	161	4.9		
FCS	0	0	0	0.0	1,217	153	97	4.9		
CREOKS	896	51	37	7.0	1,114	94	73	4.4		
Green Country	1,034	5	4	3.0	1,070	4	1	4.0		
Grand Lake	2,023	113	110	1.4	3,443	246	222	2.1		
Edwin Fair	1,264	100	78	3.1	1,371	94	80	1.8		
Wheatland	866	198	178	1.5	906	179	164	1.5		
Red Rock West	836	7	6	1.3	802	7	7	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. 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 FY02 the percent of adults re-admitted to inpatient within 30 days of discharge varied among all CMHCs from 0 to 14, with a statewide median of 6.5%. When compared with FY01, the percent decreased in FY02 among 8 of the 18 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	8.4	8.4
Red Rock West	0.0	8.2	8.2
Western State Psych Ctr	1.1	6.5	5.4
Creoks	3.2	7.8	4.6
ACT	4.4	8.0	3.6
North Care	4.4	7.7	3.3
Bill Willis	5.5	8.2	2.7
Hope Comm Svcs	6.5	8.7	2.2
Edwin Fair	6.4	8.6	2.2
Wheatland	6.1	7.5	1.3
Red Rock	6.9	8.3	1.3
MHSSO	6.6	7.2	0.6
Family & Children Svcs	7.2	7.5	0.3
Grand Lake	8.1	8.3	0.2
Central OK	9.9	8.7	-1.2
Comm Counseling Ctr	10.5	8.4	-2.0
Jim Taliaferro	10.0	7.4	-2.5
Carl Albert	11.7	7.6	-4.1
Chisholm Trail	14.0	9.0	-5.1

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

Inpatient Re-admissions within 30 Days

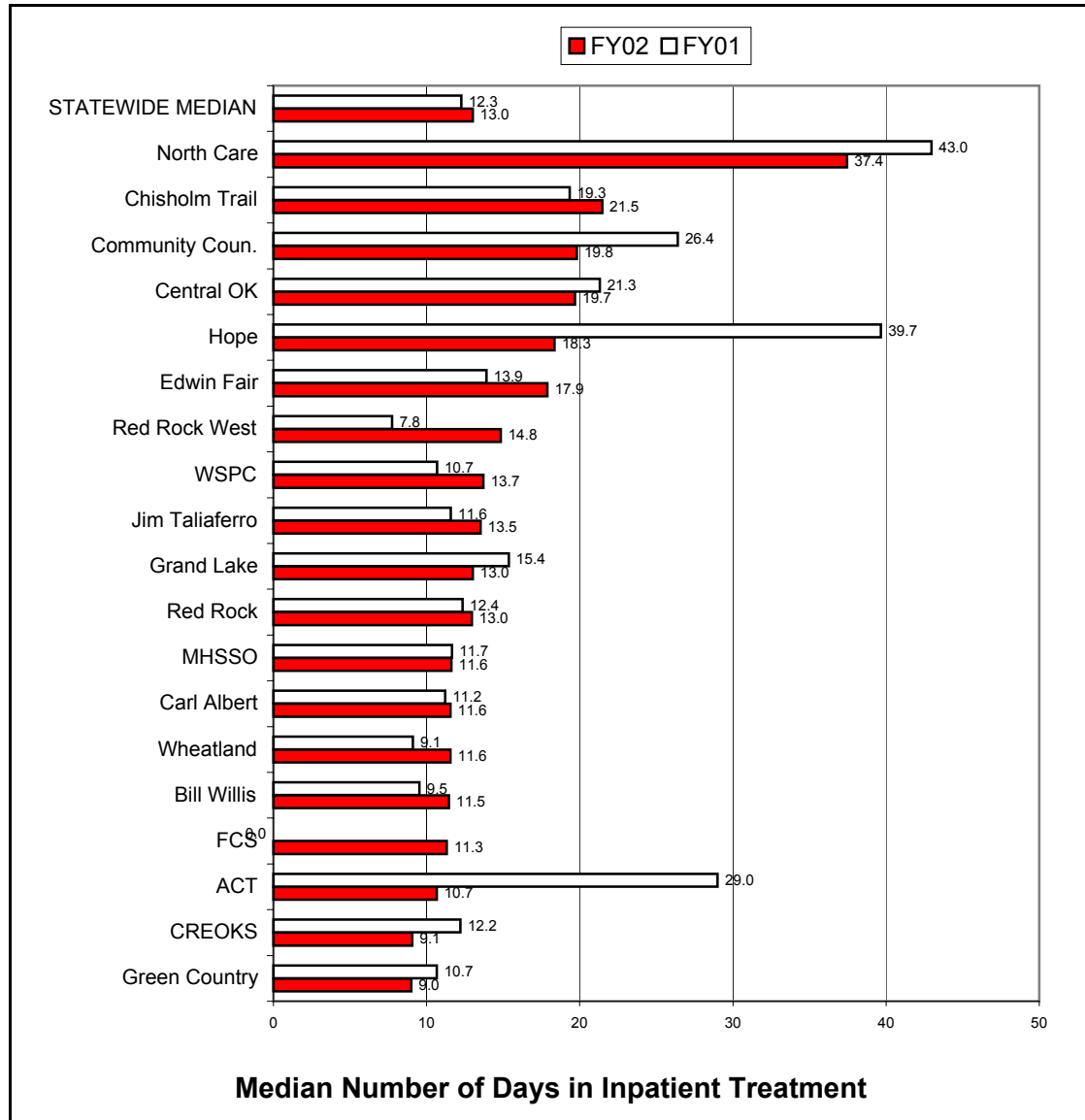
Question: What percent of adult consumers are discharged from a state hospital or CMHC inpatient unit and re-admitted to inpatient within 30 days of discharge?

Agency	FY01				FY02				FY02 Statewide	
	Total adult	Inpatient	Number re-	Percent	Total adult	Inpatient	Number re-	Percent	Median	Mean
	clients	discharges	admitted to hospital or CMHC inpatient		clients	discharges	admitted to hospital or CMHC inpatient			
Chisholm Trail	1,448	65	6	9.2	1,303	57	8	14.0	6.5	6.5
Carl Albert	2,376	451	34	7.5	2,480	497	58	11.7		
Community Coun.	1,273	239	27	11.3	1,158	277	29	10.5		
Jim Taliaferro	2,268	245	28	11.4	2,414	331	33	10.0		
Central OK	1,429	528	80	15.2	1,304	483	48	9.9		
Grand Lake	2,023	113	5	4.4	3,443	246	20	8.1		
FCS	0	0	0	0.0	1,217	153	11	7.2		
Red Rock	1,219	259	19	7.3	1,043	259	18	6.9		
MHSSO	2,624	819	69	8.4	2,672	739	49	6.6		
Hope	973	167	9	5.4	1,070	154	10	6.5		
Edwin Fair	1,264	100	5	5.0	1,371	94	6	6.4		
Wheatland	866	198	10	5.1	906	179	11	6.1		
Bill Willis	1,475	191	5	2.6	1,478	181	10	5.5		
North Care	1,132	104	7	6.7	1,240	91	4	4.4		
ACT	542	2	0	0.0	1,197	114	5	4.4		
CREOKS	896	51	1	2.0	1,114	94	3	3.2		
WSPC	1,918	185	16	8.6	1,986	174	2	1.1		
Red Rock West	836	7	1	14.3	802	7	0	0.0		
Green Country	1,034	5	0	0.0	1,070	4	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 FY02 the median number of inpatient days varied among all CMHCs from 9 to 37.4, with a statewide median of 13 days. When compared with FY01, the average number of days decreased in FY02 at 8 of the 18 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

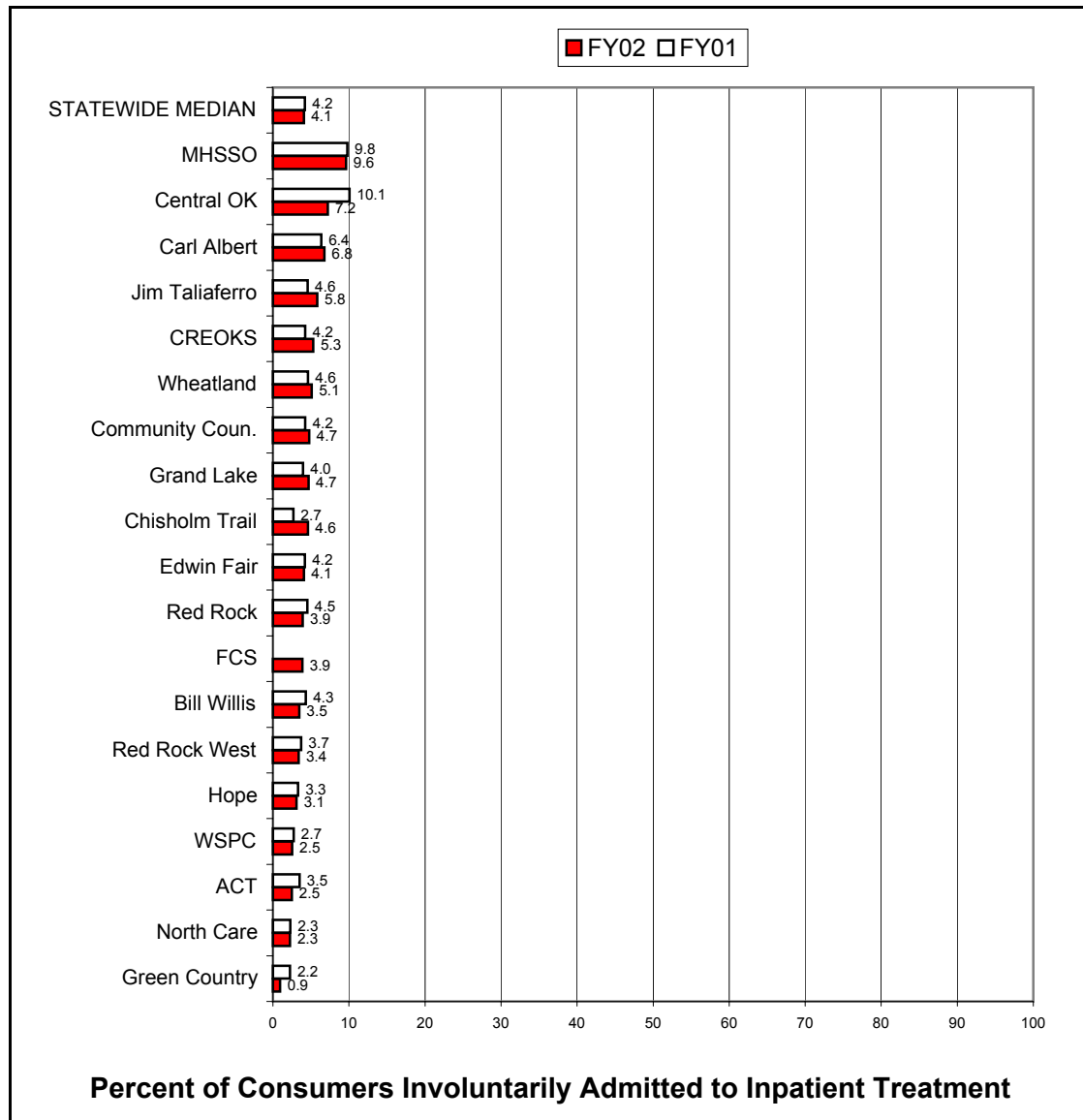
Question: What is the median number of days spent in inpatient treatment?

Agency	FY01				FY02				FY02 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
North Care	1,132	32	1,160	43.0	1,240	31	936	37.4	13.0	15.2
Chisholm Trail	1,448	29	464	19.3	1,303	32	601	21.5		
Community Coun.	1,273	90	2,032	26.4	1,158	96	1,545	19.8		
Central OK	1,429	230	3,218	21.3	1,304	168	2,283	19.7		
Hope	973	53	1,785	39.7	1,070	57	954	18.3		
Edwin Fair	1,264	92	1,127	13.9	1,371	83	1,305	17.9		
Red Rock West	836	4	31	7.8	802	7	89	14.8		
WSPC	1,918	182	1,700	10.7	1,986	170	2,070	13.7		
Jim Taliaferro	2,268	234	2,118	11.6	2,414	324	3,325	13.5		
Grand Lake	2,023	108	1,614	15.4	3,443	218	2,446	13.0		
Red Rock	1,219	83	951	12.4	1,043	59	635	13.0		
MHSSO	2,624	687	5,293	11.7	2,672	603	4,883	11.6		
Carl Albert	2,376	447	3,961	11.2	2,480	493	4,092	11.6		
Wheatland	866	171	1,402	9.1	906	152	1,514	11.6		
Bill Willis	1,475	183	1,590	9.5	1,478	153	1,651	11.5		
FCS	0	0	0	0.0	1,217	64	611	11.3		
ACT	542	1	29	29.0	1,197	59	608	10.7		
CREOKS	896	31	366	12.2	1,114	58	471	9.1		
Green Country	1,034	4	32	10.7	1,070	1	9	9.0		

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.

Adult Consumers Involuntarily Admitted to Inpatient Treatment

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



Answer: In FY02 the percent of adults admitted involuntarily to inpatient treatment varied among all CMHCs from 0.9 to 9.6, with a statewide median of 4.1%. When compared with FY01, the percent decreased in FY02 among 10 of the 18 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.

**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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Grand Lake	4.7	9.1	4.4
ACT	2.5	5.9	3.4
Red Rock West	3.4	5.7	2.3
Green Country	0.9	3.0	2.1
Bill Willis	3.5	5.5	2.1
Western State Psych Ctr	2.5	3.9	1.4
North Care	2.3	3.4	1.1
Edwin Fair	4.1	5.0	0.9
Comm Counseling Ctr	4.7	5.6	0.8
Red Rock	3.9	4.5	0.6
Hope Comm Svcs	3.1	3.2	0.1
Carl Albert	6.8	6.7	-0.1
Family & Children Svcs	3.9	3.0	-0.9
Creoks	5.3	3.4	-1.9
Chisholm Trail	4.6	2.4	-2.2
Jim Taliaferro	5.8	3.5	-2.4
Wheatland	5.1	2.4	-2.7
Central OK	7.2	4.4	-2.8
MHSSO	9.6	3.9	-5.7

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

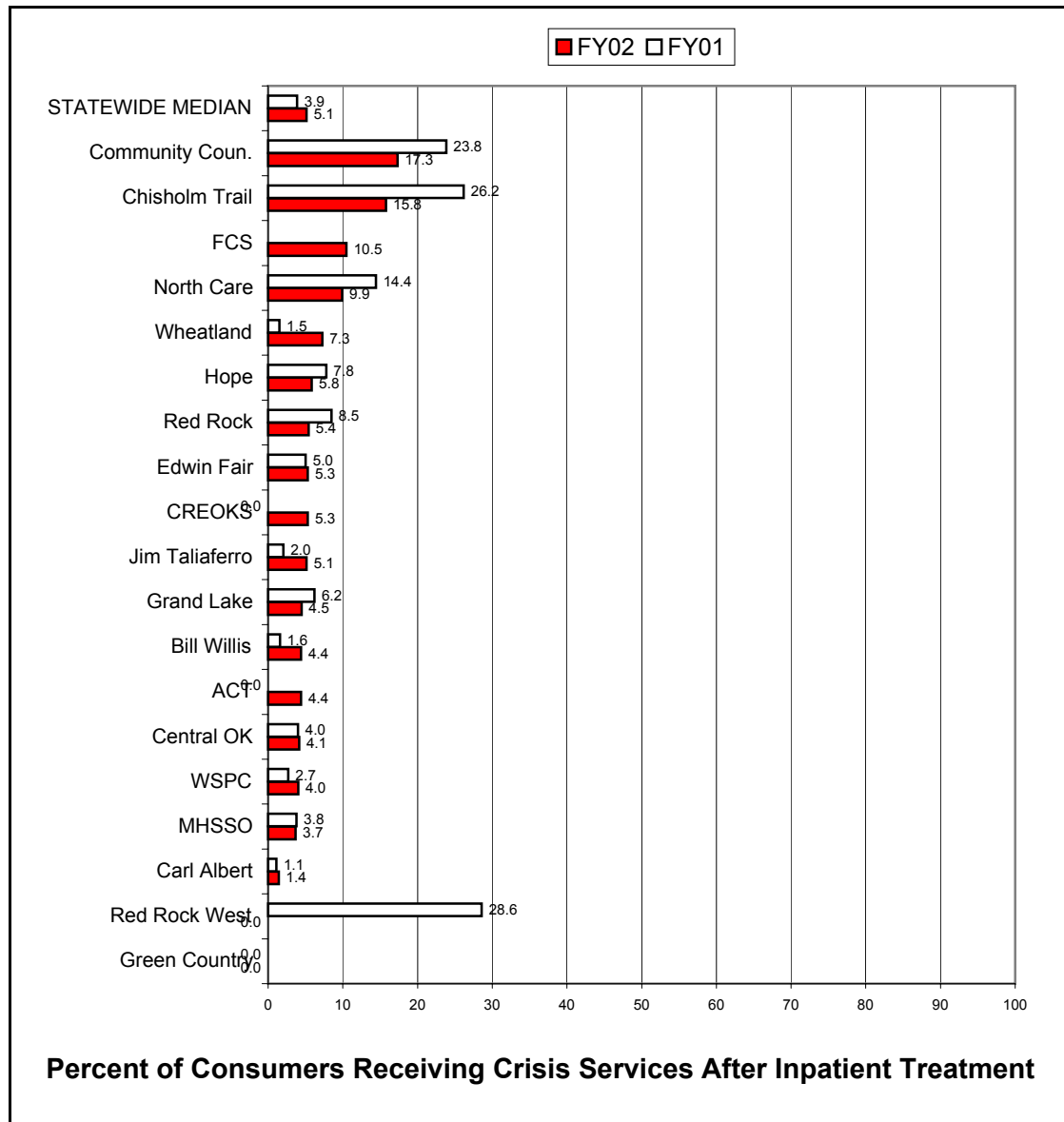
Question: What percent of adult consumers are admitted involuntarily to inpatient treatment?

Agency	FY01				FY02				FY02 Statewide	
	Total clients	Total adult clients	Number involuntarily admitted	Percent	Total clients	Total adult clients	Number involuntarily admitted	Percent	Median	Mean
MHSSO	2,861	2,624	257	9.8	2,930	2,672	257	9.6	4.1	4.4
Central OK	1,668	1,429	144	10.1	1,594	1,304	94	7.2		
Carl Albert	2,533	2,376	151	6.4	2,619	2,480	168	6.8		
Jim Taliaferro	2,764	2,268	104	4.6	2,788	2,414	141	5.8		
CREOKS	968	896	38	4.2	1,327	1,114	59	5.3		
Wheatland	973	866	40	4.6	1,013	906	46	5.1		
Community Coun.	1,356	1,273	54	4.2	1,194	1,158	55	4.7		
Grand Lake	2,173	2,023	80	4.0	3,621	3,443	161	4.7		
Chisholm Trail	1,689	1,448	39	2.7	1,558	1,303	60	4.6		
Edwin Fair	1,335	1,264	53	4.2	1,545	1,371	56	4.1		
Red Rock	1,642	1,219	55	4.5	1,348	1,043	41	3.9		
FCS	0	0	0	0.0	1,293	1,217	47	3.9		
Bill Willis	1,682	1,475	64	4.3	1,731	1,478	51	3.5		
Red Rock West	917	836	31	3.7	917	802	27	3.4		
Hope	1,041	973	32	3.3	1,125	1,070	33	3.1		
WSPC	2,188	1,918	52	2.7	2,271	1,986	50	2.5		
ACT	626	542	19	3.5	1,312	1,197	30	2.5		
North Care	1,387	1,132	26	2.3	1,491	1,240	28	2.3		
Green Country	1,277	1,034	23	2.2	1,297	1,070	10	0.9		

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 FY02 the percent of clients receiving crisis services as their first service after inpatient treatment varied among all CMHCs from 0 to 17.3, with a statewide median of 5.1%. When compared with FY01, the percent decreased in FY02 among 8 of the 18 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
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	0.00	7.09	7.09
Red Rock West	0.00	3.97	3.97
MHSSO	3.65	5.48	1.83
Hope Comm Svcs	5.84	7.58	1.74
Carl Albert	1.41	3.10	1.70
Central OK	4.14	5.48	1.34
Bill Willis	4.42	4.97	0.55
Red Rock	5.41	5.73	0.32
Western State Psych Ctr	4.02	4.22	0.19
Edwin Fair	5.32	5.49	0.17
ACT	4.39	4.50	0.12
Creoks	5.32	5.43	0.11
Grand Lake	4.47	4.57	0.09
Jim Taliaferro	5.14	4.95	-0.18
Family & Children Svcs	10.46	8.22	-2.24
North Care	9.89	7.43	-2.46
Wheatland	7.26	4.48	-2.78
Comm Counseling Ctr	17.33	11.01	-6.32
Chisholm Trail	15.79	5.84	-9.95

Thirteen of the nineteen agencies performed at a rate equal to or 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?

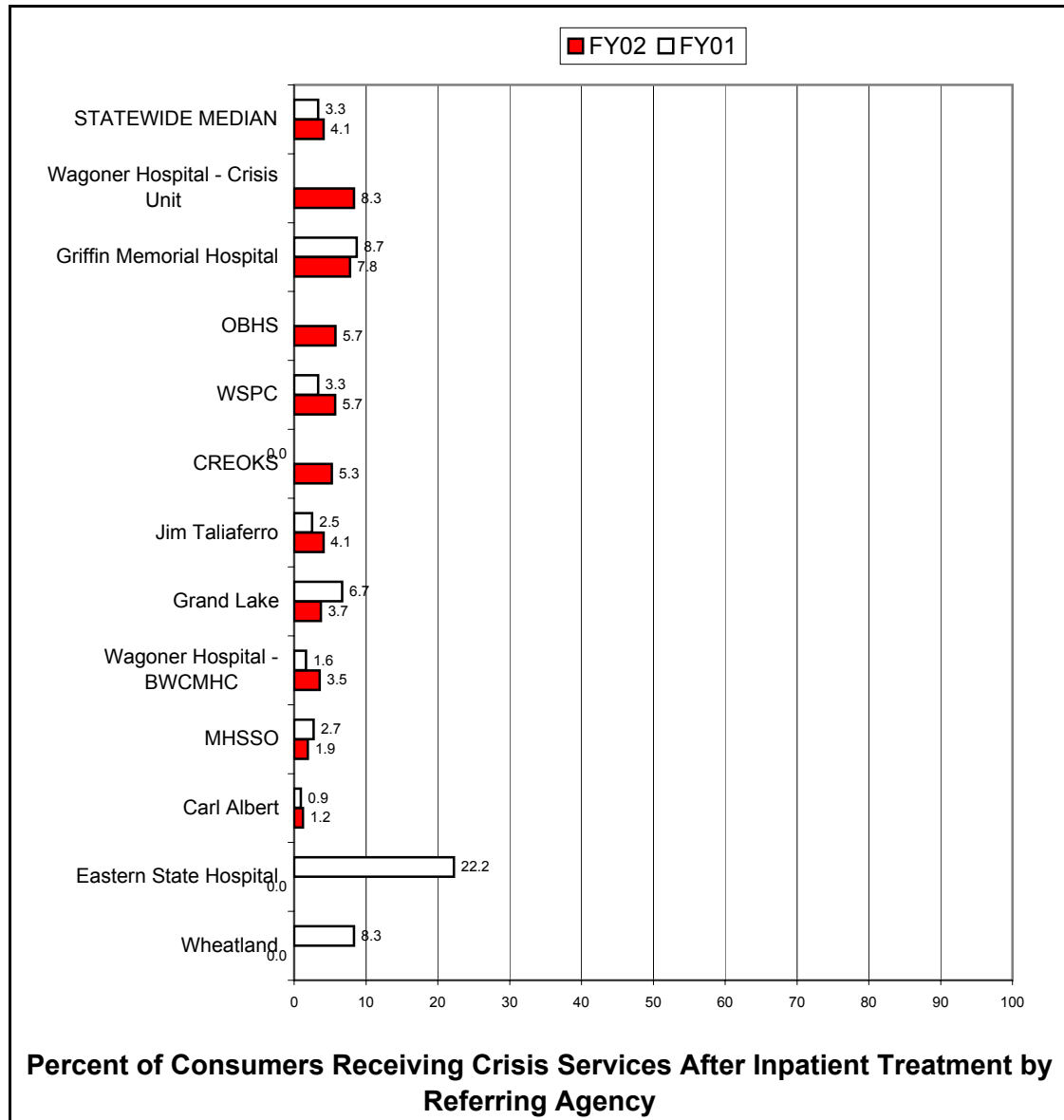
Agency	FY01				FY02				FY02 Statewide	
	Total adult clients	Inpatient discharges	Number who received a crisis service as their first service	Percent	Total adult clients	Inpatient discharges	Number who received a crisis service as their first service	Percent	Median	Mean
Community Coun.	1,273	239	57	23.8	1,158	277	48	17.3	6.0	5.1
Chisholm Trail	1,448	65	17	26.2	1,303	57	9	15.8		
FCS	0	0	0	0.0	1,217	153	16	10.5		
North Care	1,132	104	15	14.4	1,240	91	9	9.9		
Wheatland	866	198	3	1.5	906	179	13	7.3		
Hope	973	167	13	7.8	1,070	154	9	5.8		
Red Rock	1,219	259	22	8.5	1,043	259	14	5.4		
Edwin Fair	1,264	100	5	5.0	1,371	94	5	5.3		
CREOKS	896	51	0	0.0	1,114	94	5	5.3		
Jim Taliaferro	2,268	245	5	2.0	2,414	331	17	5.1		
Grand Lake	2,023	113	7	6.2	3,443	246	11	4.5		
Bill Willis	1,475	191	3	1.6	1,478	181	8	4.4		
ACT	542	2	0	0.0	1,197	114	5	4.4		
Central OK	1,429	528	21	4.0	1,304	483	20	4.1		
WSPC	1,918	185	5	2.7	1,986	174	7	4.0		
MHSSO	2,624	819	31	3.8	2,672	739	27	3.7		
Carl Albert	2,376	451	5	1.1	2,480	497	7	1.4		
Red Rock West	836	7	2	28.6	802	7	0	0.0		
Green Country	1,034	5	0	0.0	1,070	4	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 FY02 the percent of clients who received a crisis service as their first service after inpatient treatment varied among the 10 Referring Agencies from 0 to 8.3, with a statewide median of 4.1%. When compared with FY01, the percent decreased in FY02 among 5 of the 10 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

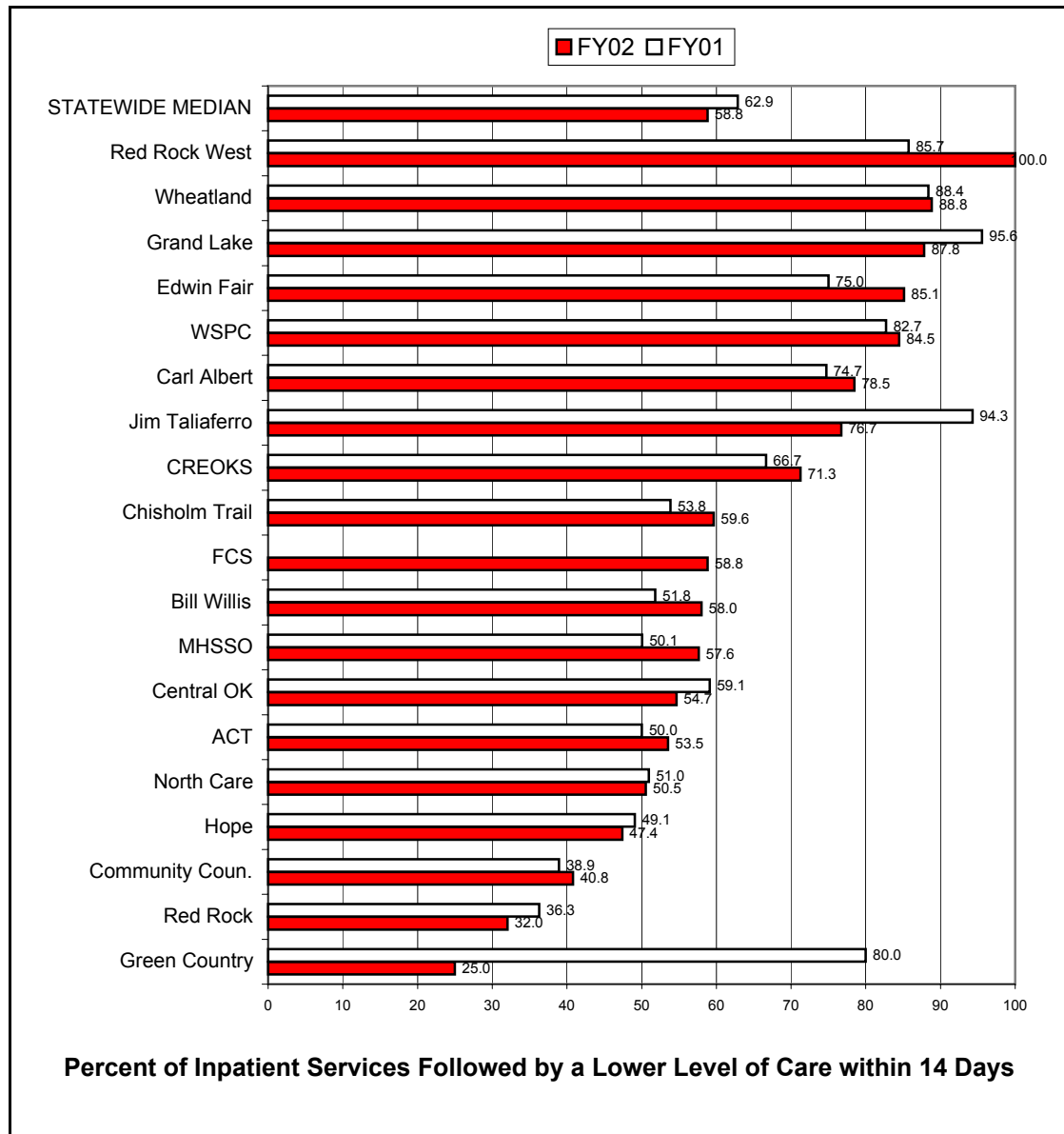
Question: What percent of clients receive a crisis service as their first service after inpatient treatment?

Agency	FY01			FY02			FY02 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
Griffin Memorial Hospital	1,919	167	8.7	2,079	162	7.8	4.7	4.1
OBHS	0	0	0.0	209	12	5.7		
WSPC	419	14	3.3	384	22	5.7		
CREOKS	15	0	0.0	38	2	5.3		
Jim Taliaferro	241	6	2.5	317	13	4.1		
Grand Lake	105	7	6.7	161	6	3.7		
Wagoner Hospital - BWCMHC	183	3	1.6	141	5	3.5		
MHSSO	409	11	2.7	314	6	1.9		
Carl Albert	437	4	0.9	486	6	1.2		
Eastern State Hospital	9	2	22.2	1	0	0.0		
Wheatland	12	1	8.3	8	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 FY02 the percent of clients receiving a lower level of care within 14 days of discharge from inpatient varied among all CMHCs from 25 to 100, with a statewide median of 58.8%. When compared with FY01, the percent receiving a lower level of care increased in FY02 among 11 of the 18 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)
Grand Lake	87.80	65.55	22.25
Red Rock West	100.00	77.80	22.21
Edwin Fair	85.11	65.34	19.77
Wheatland	88.83	69.90	18.93
Western State Psych Ctr	84.48	71.81	12.68
Creoks	71.28	62.84	8.44
Jim Taliaferro	76.74	70.22	6.51
Carl Albert	78.47	72.33	6.14
MHSSO	57.65	58.14	-0.50
Chisholm Trail	59.65	60.58	-0.93
North Care	50.55	52.16	-1.61
Family & Children Svcs	58.82	60.74	-1.91
Central OK	54.66	61.94	-7.28
Hope Comm Svcs	47.40	55.39	-7.99
Bill Willis	58.01	67.82	-9.81
Comm Counseling Ctr	40.79	52.58	-11.78
ACT	53.51	66.63	-13.12
Red Rock	32.05	58.41	-26.37
Green Country	25.00	54.01	-29.01

Eight of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Red Rock West	836	7	6	85.7	802	7	7	100.0	58.8	63.7
Wheatland	866	198	175	88.4	906	179	159	88.8		
Grand Lake	2,023	113	108	95.6	3,443	246	216	87.8		
Edwin Fair	1,264	100	75	75.0	1,371	94	80	85.1		
WSPC	1,918	185	153	82.7	1,986	174	147	84.5		
Carl Albert	2,376	451	337	74.7	2,480	497	390	78.5		
Jim Taliaferro	2,268	245	231	94.3	2,414	331	254	76.7		
CREOKS	896	51	34	66.7	1,114	94	67	71.3		
Chisholm Trail	1,448	65	35	53.8	1,303	57	34	59.6		
FCS	0	0	0	0.0	1,217	153	90	58.8		
Bill Willis	1,475	191	99	51.8	1,478	181	105	58.0		
MHSSO	2,624	819	410	50.1	2,672	739	426	57.6		
Central OK	1,429	528	312	59.1	1,304	483	264	54.7		
ACT	542	2	1	50.0	1,197	114	61	53.5		
North Care	1,132	104	53	51.0	1,240	91	46	50.5		
Hope	973	167	82	49.1	1,070	154	73	47.4		
Community Coun.	1,273	239	93	38.9	1,158	277	113	40.8		
Red Rock	1,219	259	94	36.3	1,043	259	83	32.0		
Green Country	1,034	5	4	80.0	1,070	4	1	25.0		

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

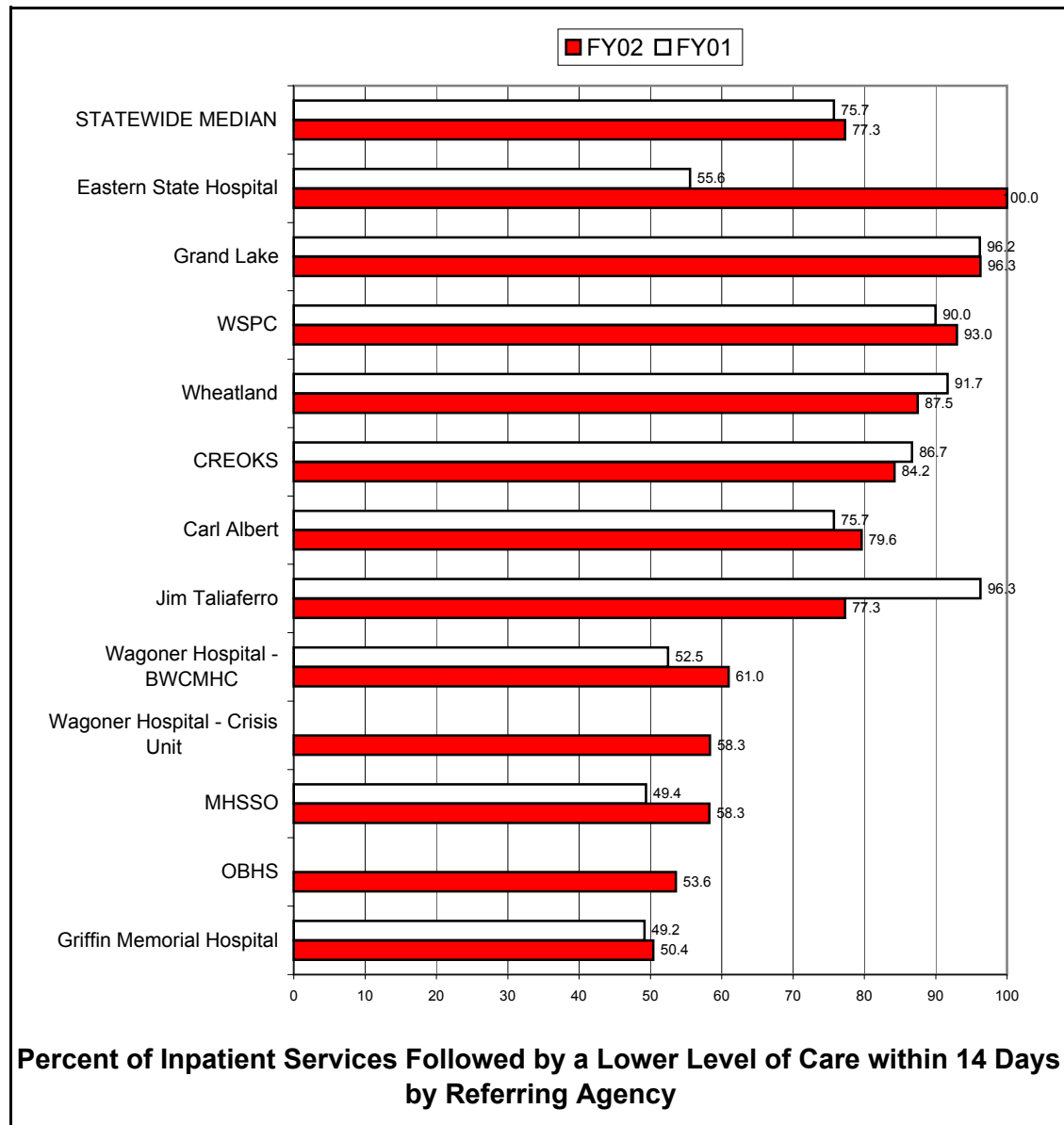
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

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 FY02 the percent of clients receiving a lower level of care within 14 days of discharge from inpatient varied among the 10 Referring Agencies from 50.4 to 100, with a statewide median of 77.3%. When compared to FY01, the percent of clients receiving a lower level of care increased in FY02 among 6 of the 10 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	FY01			FY02			FY02 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	105	101	96.2	161	155	96.3	77.3	74.0
WSPC	419	377	90.0	384	357	93.0		
Wheatland	12	11	91.7	8	7	87.5		
CREOKS	15	13	86.7	38	32	84.2		
Carl Albert	437	331	75.7	486	387	79.6		
Jim Taliaferro	241	232	96.3	317	245	77.3		
Wagoner Hospital - BWCMHC	183	96	52.5	141	86	61.0		
Wagoner Hospital - Crisis Unit	0	0	0.0	12	7	58.3		
MHSSO	409	202	49.4	314	183	58.3		
OBHS	0	0	0.0	209	112	53.6		
Griffin Memorial Hospital	1,919	944	49.2	2,079	1,048	50.4		

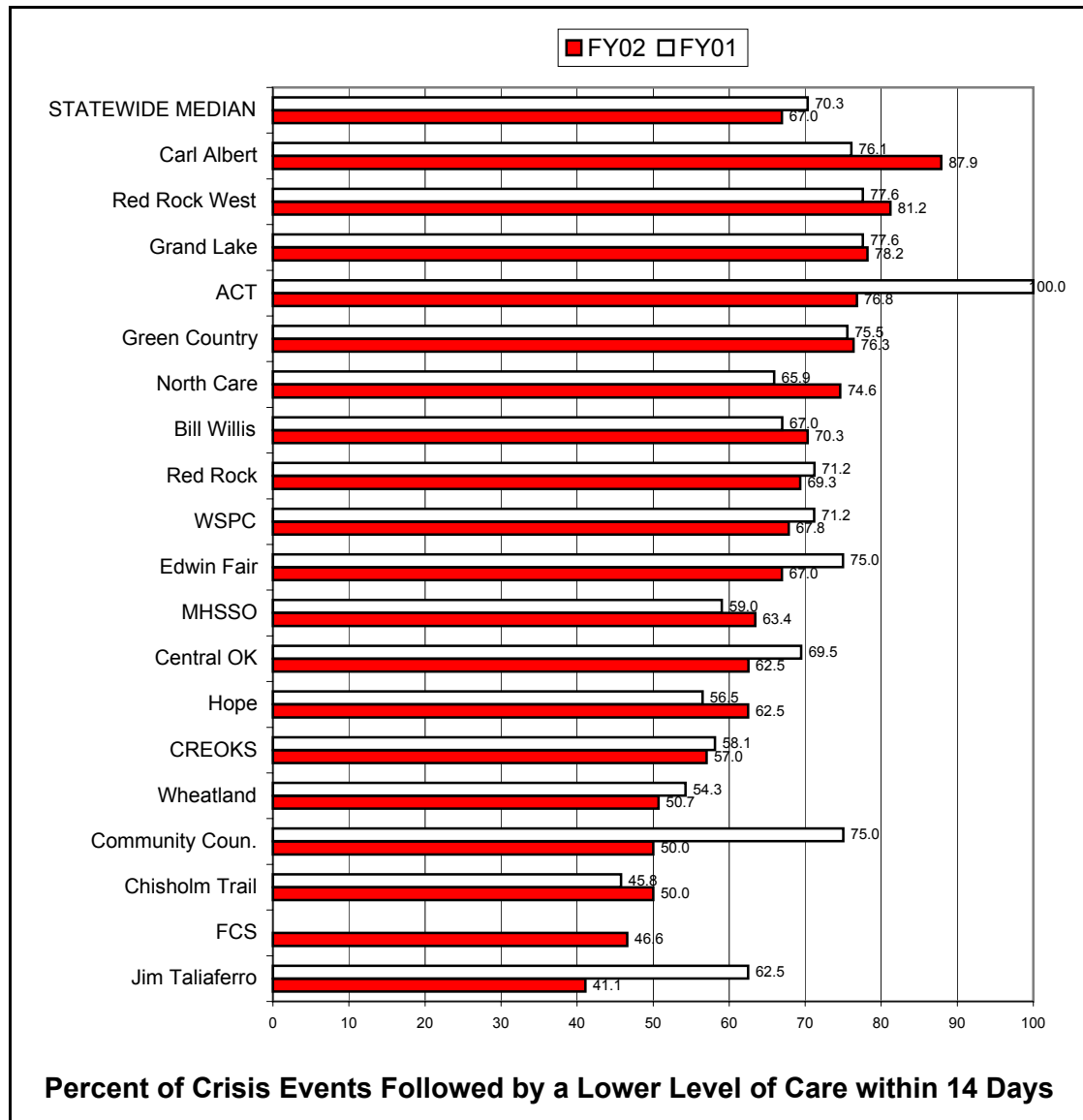
Inpatient treatment include both hospital and community-based inpatient services.

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: In FY02 the percent of adults receiving a lower level of care within 14 days of a crisis event varied among all CMHCs from 41.1 to 87.9, with a statewide median of 67%. When compared with FY01, the percent increased in FY02 among 9 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.

**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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Carl Albert	87.91	66.77	21.14
Red Rock West	81.19	67.22	13.97
Green Country	76.34	64.28	12.06
ACT	76.80	66.73	10.06
North Care	74.62	65.04	9.58
Grand Lake	78.21	69.40	8.80
Western State Psych Ctr	67.84	60.55	7.29
Bill Willis	70.32	65.20	5.12
MHSSO	63.43	62.01	1.42
Red Rock	69.34	68.42	0.92
Edwin Fair	66.96	66.77	0.18
Hope Comm Svcs	62.50	63.15	-0.65
Jim Taliaferro	41.10	44.38	-3.28
Central OK	62.54	66.24	-3.70
Creoks	57.02	63.38	-6.36
Wheatland	50.70	59.80	-9.10
Chisholm Trail	50.00	61.55	-11.55
Family & Children Svcs	46.58	59.28	-12.69
Comm Counseling Ctr	50.00	66.92	-16.92

Eleven of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Carl Albert	2,376	46	35	76.1	2,480	91	80	87.9	67.0	64.9
Red Rock West	836	464	360	77.6	802	420	341	81.2		
Grand Lake	2,023	584	453	77.6	3,443	826	646	78.2		
ACT	542	7	7	100.0	1,197	181	139	76.8		
Green Country	1,034	139	105	75.5	1,070	186	142	76.3		
North Care	1,132	44	29	65.9	1,240	130	97	74.6		
Bill Willis	1,475	448	300	67.0	1,478	411	289	70.3		
Red Rock	1,219	125	89	71.2	1,043	512	355	69.3		
WSPC	1,918	340	242	71.2	1,986	485	329	67.8		
Edwin Fair	1,264	559	419	75.0	1,371	693	464	67.0		
MHSSO	2,624	691	408	59.0	2,672	700	444	63.4		
Central OK	1,429	275	191	69.5	1,304	323	202	62.5		
Hope	973	46	26	56.5	1,070	24	15	62.5		
CREOKS	896	160	93	58.1	1,114	363	207	57.0		
Wheatland	866	188	102	54.3	906	213	108	50.7		
Community Coun.	1,273	36	27	75.0	1,158	4	2	50.0		
Chisholm Trail	1,448	354	162	45.8	1,303	260	130	50.0		
FCS	0	0	0	0.0	1,217	1,303	607	46.6		
Jim Taliaferro	2,268	40	25	62.5	2,414	820	337	41.1		

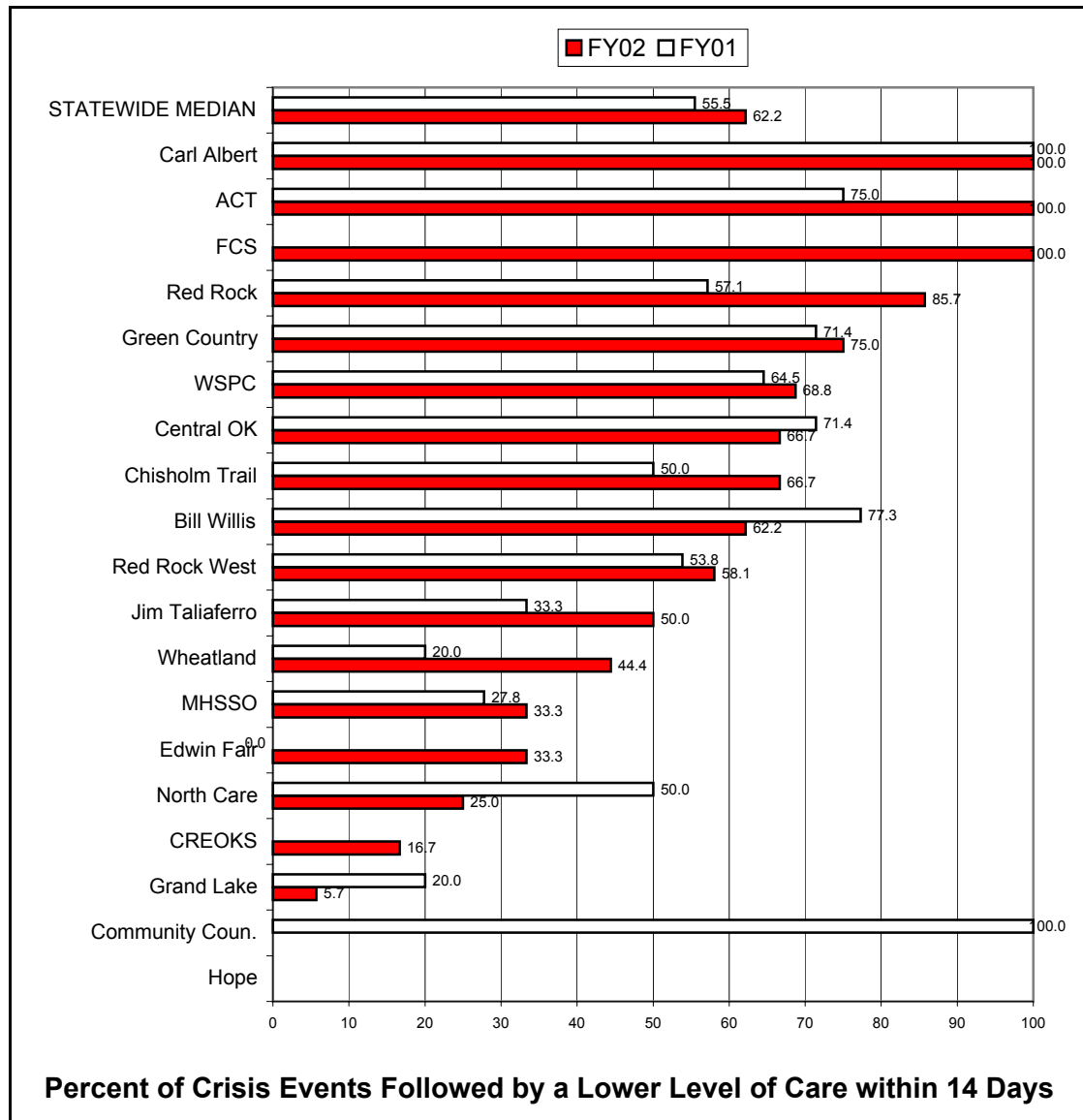
Crisis Services included hourly crisis services.

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.

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 FY02 the percent of children receiving a lower level of care within 14 days of a crisis event varied among all CMHCs from 5.7 to 100, with a statewide median of 62.2%. When compared with FY01, the percent increased in FY02 among 10 of the 15 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)
Carl Albert	100.00	45.40	54.60
Family & Children Svcs	100.00	55.51	44.49
Red Rock	85.71	51.18	34.53
ACT	100.00	65.62	34.38
Green Country	75.00	55.51	19.49
Central OK	66.67	50.80	15.87
Western State Psych Ctr	68.75	55.93	12.82
Red Rock West	58.06	46.71	11.36
Chisholm Trail	66.67	55.51	11.15
Bill Willis	62.16	51.41	10.75
Hope Comm Svcs	0.00	0.00	0.00
Comm Counseling Ctr	0.00	0.00	0.00
Jim Taliaferro	50.00	50.46	-0.46
Wheatland	44.44	49.90	-5.45
Edwin Fair	33.33	45.40	-12.07
MHSSO	33.33	49.25	-15.92
North Care	25.00	45.40	-20.40
Creoks	16.67	45.40	-28.74
Grand Lake	5.71	48.29	-42.58

Ten of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Carl Albert	157	1	1	100.0	139	1	1	100.0	62.2	58.3
ACT	84	8	6	75.0	115	2	2	100.0		
FCS	0	0	0	0.0	76	2	2	100.0		
Red Rock	423	14	8	57.1	305	7	6	85.7		
Green Country	243	7	5	71.4	227	4	3	75.0		
WSPC	270	31	20	64.5	285	48	33	68.8		
Central OK	239	21	15	71.4	290	15	10	66.7		
Chisholm Trail	241	6	3	50.0	255	6	4	66.7		
Bill Willis	207	22	17	77.3	253	37	23	62.2		
Red Rock West	81	26	14	53.8	115	31	18	58.1		
Jim Taliaferro	496	6	2	33.3	374	4	2	50.0		
Wheatland	107	20	4	20.0	107	9	4	44.4		
MHSSO	237	18	5	27.8	258	21	7	33.3		
Edwin Fair	71	1	0	0.0	174	6	2	33.3		
North Care	255	4	2	50.0	251	4	1	25.0		
CREOKS	0	0	0	0.0	213	6	1	16.7		
Grand Lake	150	35	7	20.0	178	35	2	5.7		
Community Coun.	83	1	1	100.0	0	0	0	0.0		
Hope	0	0	0	0.0	0	0	0	0.0		

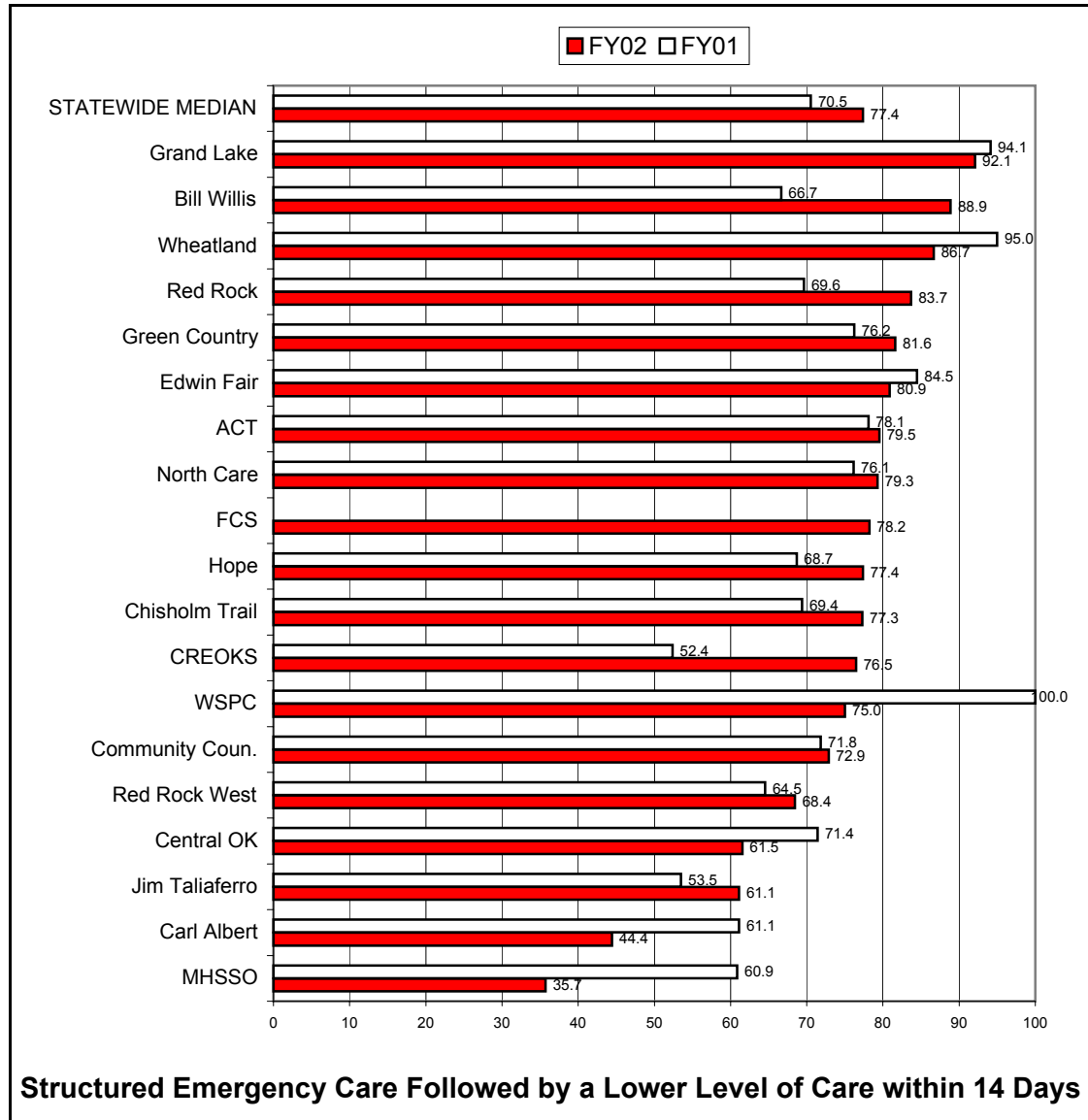
Crisis Services included hourly crisis services.

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.

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 FY02 the percent of clients receiving a lower level of care within 14 days of structured emergency care varied among CMHCs from 35.7 to 92.1, with a statewide median of 77.4%. When compared with FY01, the percent receiving a lower level of care increased in FY02 among 11 of the 18 CMHCs.

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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Wheatland	86.67	71.82	14.84
Western State Psych Ctr	75.00	64.98	10.02
Bill Willis	88.89	82.37	6.51
Grand Lake	92.08	85.82	6.25
Red Rock	83.67	78.20	5.48
North Care	79.31	75.65	3.66
Chisholm Trail	77.27	74.58	2.69
Hope Comm Svcs	77.36	74.77	2.58
Green Country	81.63	79.37	2.26
Edwin Fair	80.88	80.48	0.40
Comm Counseling Ctr	72.90	74.15	-1.25
Family & Children Svcs	78.22	82.17	-3.96
ACT	79.55	84.44	-4.89
Creoks	76.47	81.44	-4.97
Red Rock West	68.44	74.71	-6.26
Jim Taliaferro	61.11	71.04	-9.93
Central OK	61.54	73.77	-12.23
Carl Albert	44.44	73.24	-28.80
MHSSO	35.71	73.76	-38.05

Ten of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Grand Lake	2,023	239	225	94.1	3,443	366	337	92.1	77.4	73.7
Bill Willis	1,475	6	4	66.7	1,478	9	8	88.9		
Wheatland	866	20	19	95.0	906	15	13	86.7		
Red Rock	1,219	79	55	69.6	1,043	49	41	83.7		
Green Country	1,034	164	125	76.2	1,070	147	120	81.6		
Edwin Fair	1,264	58	49	84.5	1,371	68	55	80.9		
ACT	542	64	50	78.1	1,197	88	70	79.5		
North Care	1,132	88	67	76.1	1,240	58	46	79.3		
FCS	0	0	0	0.0	1,217	101	79	78.2		
Hope	973	83	57	68.7	1,070	53	41	77.4		
Chisholm Trail	1,448	49	34	69.4	1,303	44	34	77.3		
CREOKS	896	21	11	52.4	1,114	17	13	76.5		
WSPC	1,918	3	3	100.0	1,986	4	3	75.0		
Community Coun.	1,273	149	107	71.8	1,158	107	78	72.9		
Red Rock West	836	203	131	64.5	802	244	167	68.4		
Central OK	1,429	14	10	71.4	1,304	13	8	61.5		
Jim Taliaferro	2,268	43	23	53.5	2,414	18	11	61.1		
Carl Albert	2,376	18	11	61.1	2,480	9	4	44.4		
MHSSO	2,624	23	14	60.9	2,672	14	5	35.7		

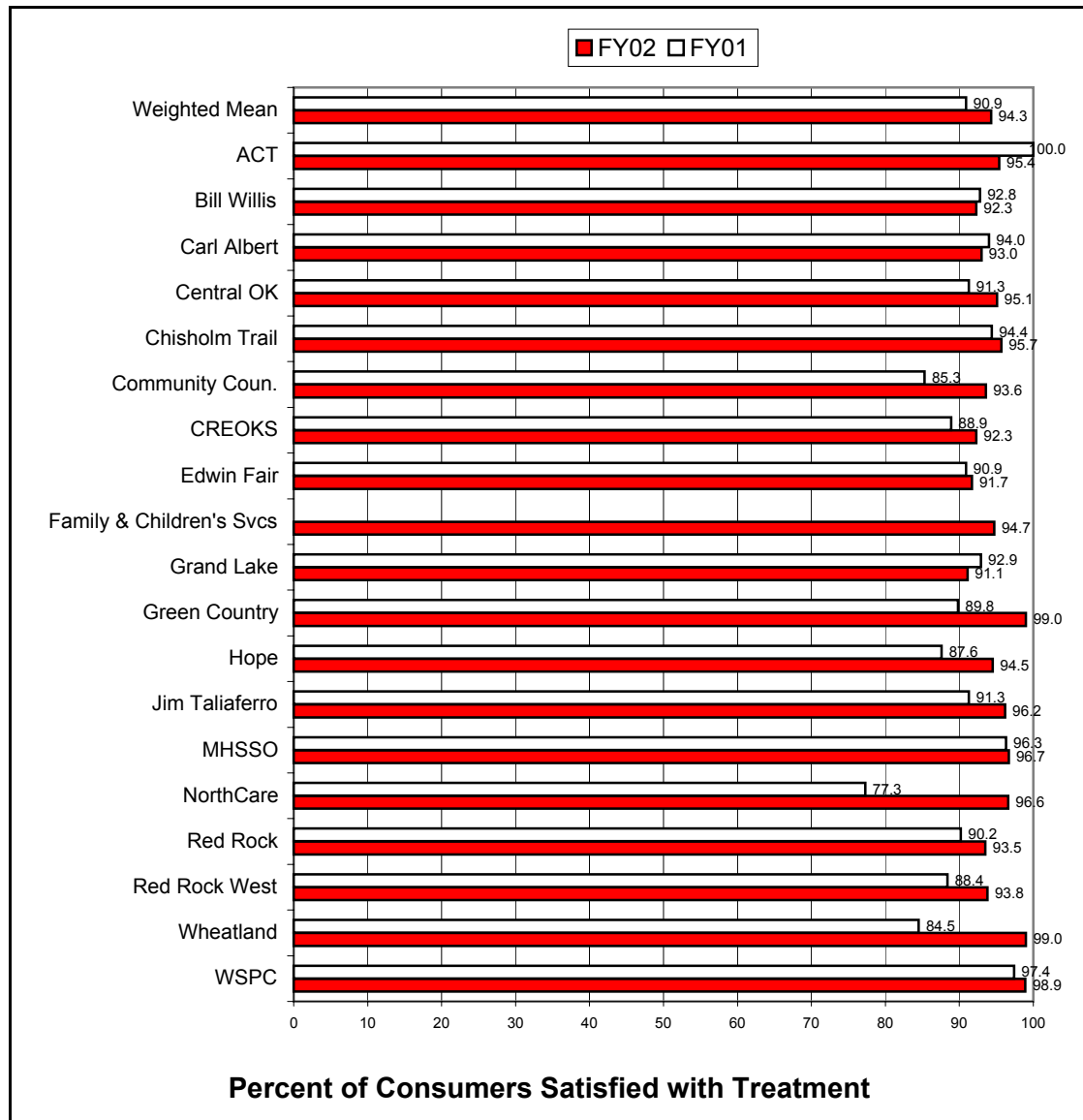
Refer to Definitions (Appendix A) for a description of structured emergency care services.

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: In FY02 the percent of consumers who reported satisfaction with treatment varied among all CMHCs from 91.1 to 99, with a statewide average of 94.3%. When compared with FY01, the percent increased in FY02 among 14 of the 18 CMHCs.

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?

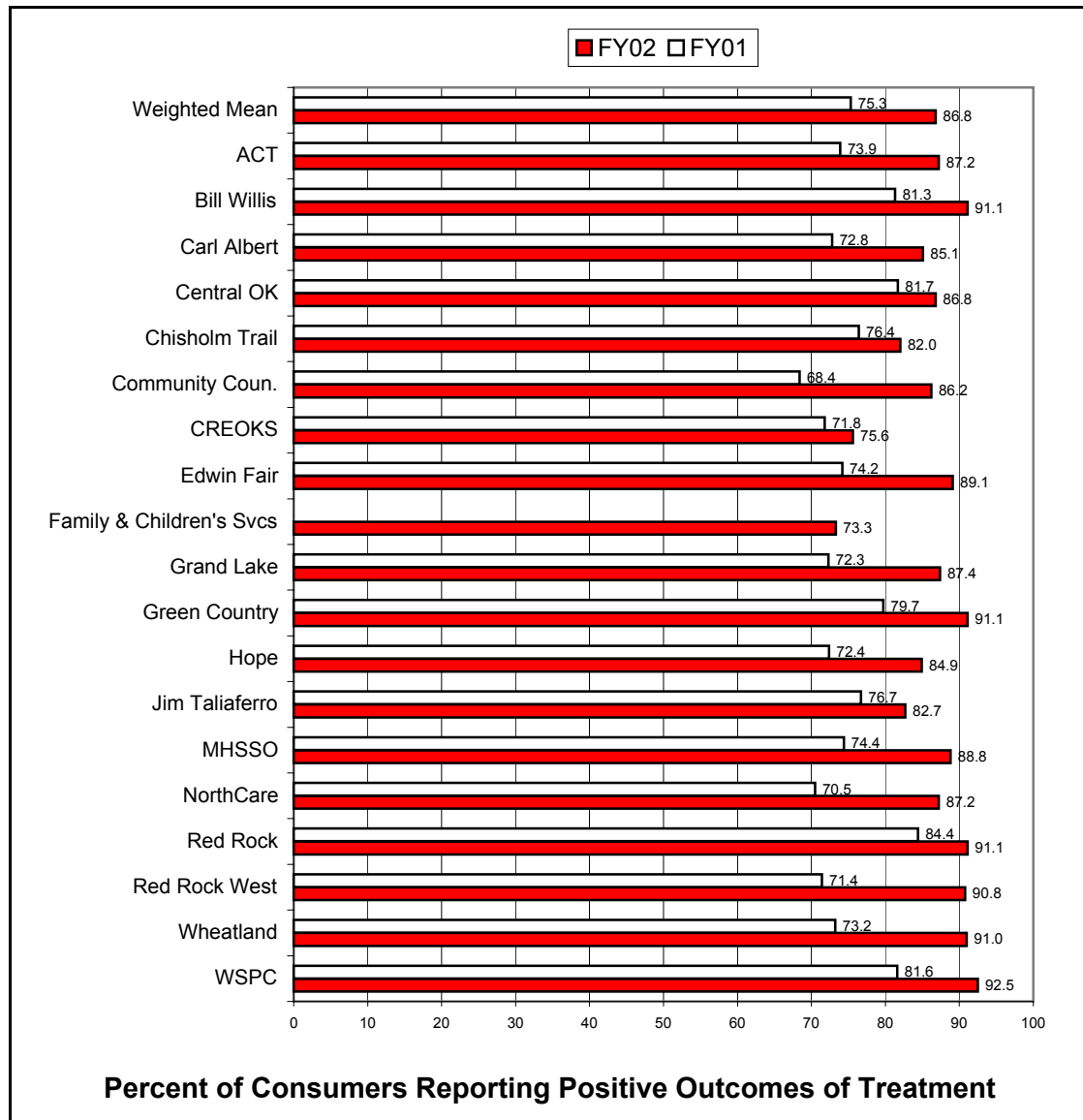
Agency	FY01		FY02		FY02 Statewide Weighted Mean
	Total clients responding to survey	Percent rating satisfaction positively	Total clients responding to survey	Percent rating satisfaction positively	
ACT	23	100	113	95.4	94.3
Bill Willis	166	92.8	171	92.3	
Carl Albert	184	94	216	93.0	
Central OK	115	91.3	295	95.1	
Chisholm Trail	89	94.4	93	95.7	
Community Coun.	285	85.3	280	93.6	
CREOKS	117	88.9	165	92.3	
Edwin Fair	66	90.9	85	91.7	
Family & Children's Svcs			60	94.7	
Grand Lake	282	92.9	491	91.1	
Green Country	59	89.8	100	99.0	
Hope	105	87.6	148	94.5	
Jim Taliaferro	103	91.3	107	96.2	
MHSSO	242	96.3	311	96.7	
NorthCare	44	77.3	153	96.6	
Red Rock	122	90.2	175	93.5	
Red Rock West	112	88.4	85	93.8	
Wheatland	71	84.5	100	99.0	
WSPC	76	97.4	93	98.9	

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: In FY02 the percent of consumers who rated their outcomes of treatment positively varied among all CMHCs from 73.3 to 92.5, with a statewide average of 86.8%. When compared with FY01, the percent increased in FY02 among 18 of the 18 CMHCs.

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?

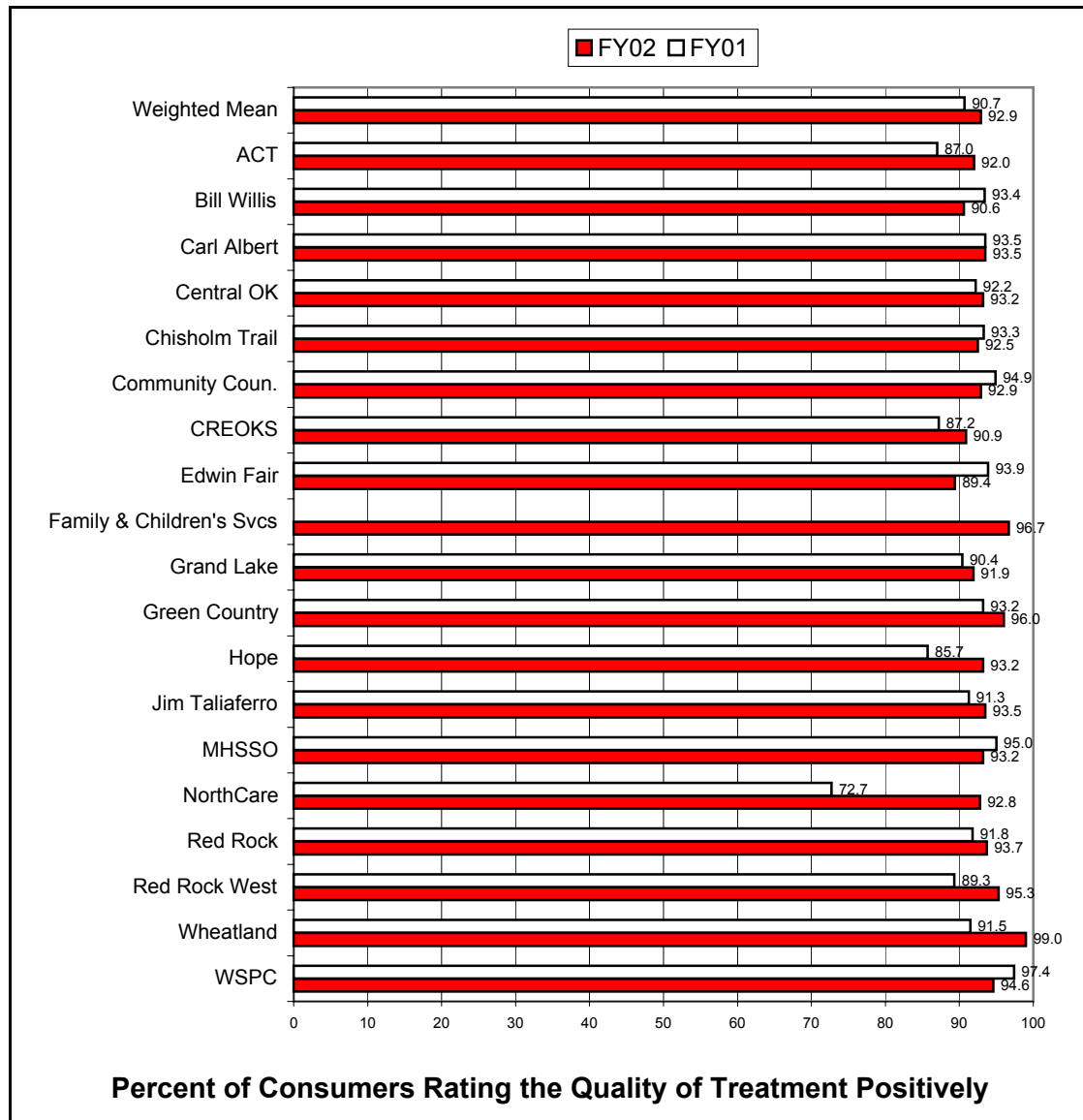
Agency	FY01		FY02		FY02 Statewide Weighted Mean
	Total clients responding to survey	Percent rating outcomes positively	Total clients responding to survey	Percent rating outcomes positively	
ACT	23	73.9	113	87.2	86.8
Bill Willis	166	81.3	171	91.1	
Carl Albert	184	72.8	216	85.1	
Central OK	115	81.7	295	86.8	
Chisholm Trail	89	76.4	93	82.0	
Community Coun.	285	68.4	280	86.2	
CREOKS	117	71.8	165	75.6	
Edwin Fair	66	74.2	85	89.1	
Family & Children's Svcs			60	73.3	
Grand Lake	282	72.3	491	87.4	
Green Country	59	79.7	100	91.1	
Hope	105	72.4	148	84.9	
Jim Taliaferro	103	76.7	107	82.7	
MHSSO	242	74.4	311	88.8	
NorthCare	44	70.5	153	87.2	
Red Rock	122	84.4	175	91.1	
Red Rock West	112	71.4	85	90.8	
Wheatland	71	73.2	100	91.0	
WSPC	76	81.6	93	92.5	

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: In FY02 the percent of consumers who rated the quality of the mental health treatment they received positively varied among all CMHCs from 89.4 to 99, with a statewide average of 92.9%. When compared with FY01, the percent increased in FY02 among 11 of the 18 CMHCs.

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?

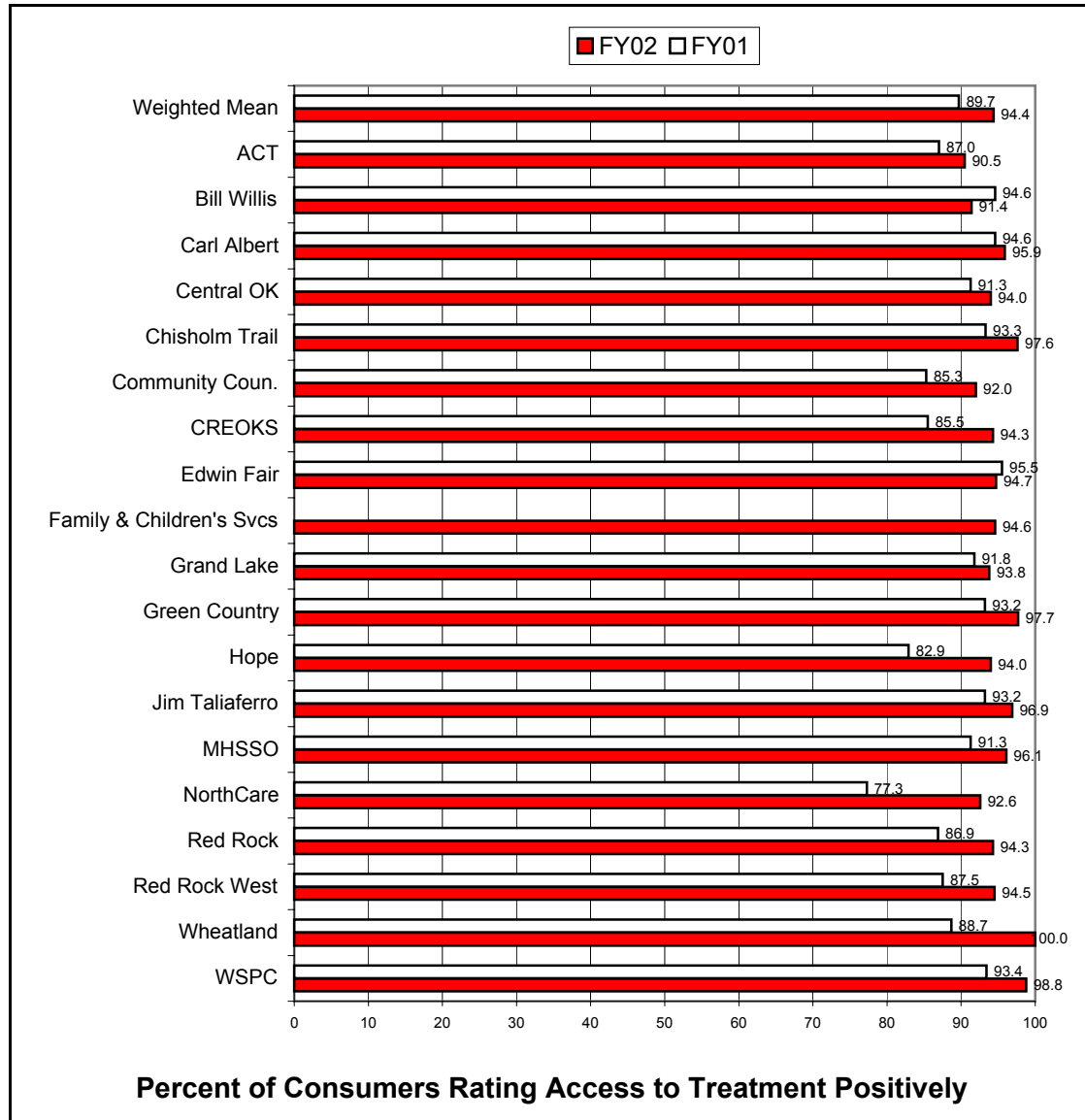
Agency	FY01		FY02		FY02 Statewide Weighted Mean
	Total clients responding to survey	Percent rating quality positively	Total clients responding to survey	Percent rating quality positively	
ACT	23	87	113	92.0	92.9
Bill Willis	166	93.4	171	90.6	
Carl Albert	184	93.5	216	93.5	
Central OK	115	92.2	295	93.2	
Chisholm Trail	89	93.3	93	92.5	
Community Coun.	285	94.9	280	92.9	
CREOKS	117	87.2	165	90.9	
Edwin Fair	66	93.9	85	89.4	
Family & Children's Svcs			60	96.7	
Grand Lake	282	90.4	491	91.9	
Green Country	59	93.2	100	96.0	
Hope	105	85.7	148	93.2	
Jim Taliaferro	103	91.3	107	93.5	
MHSSO	242	95	311	93.2	
NorthCare	44	72.7	153	92.8	
Red Rock	122	91.8	175	93.7	
Red Rock West	112	89.3	85	95.3	
Wheatland	71	91.5	100	99.0	
WSPC	76	97.4	93	94.6	

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: In FY02 the percent of consumers who rated access to treatment positively varied among all CMHCs from 90.5 to 100, with a statewide average of 94.4%. When compared with FY01, the percent increased in FY02 among 16 of the 18 CMHCs.

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		FY02		FY02 Statewide Weighted Mean
	Total clients responding to survey	Percent rating access positively	Total clients responding to survey	Percent rating access positively	
ACT	23	87	113	90.5	94.4
Bill Willis	166	94.6	171	91.4	
Carl Albert	184	94.6	216	95.9	
Central OK	115	91.3	295	94.0	
Chisholm Trail	89	93.3	93	97.6	
Community Coun.	285	85.3	280	92.0	
CREOKS	117	85.5	165	94.3	
Edwin Fair	66	95.5	85	94.7	
Family & Children's Svcs			60	94.6	
Grand Lake	282	91.8	491	93.8	
Green Country	59	93.2	100	97.7	
Hope	105	82.9	148	94.0	
Jim Taliaferro	103	93.2	107	96.9	
MHSSO	242	91.3	311	96.1	
NorthCare	44	77.3	153	92.6	
Red Rock	122	86.9	175	94.3	
Red Rock West	112	87.5	85	94.5	
Wheatland	71	88.7	100	100.0	
WSPC	76	93.4	93	98.8	

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.

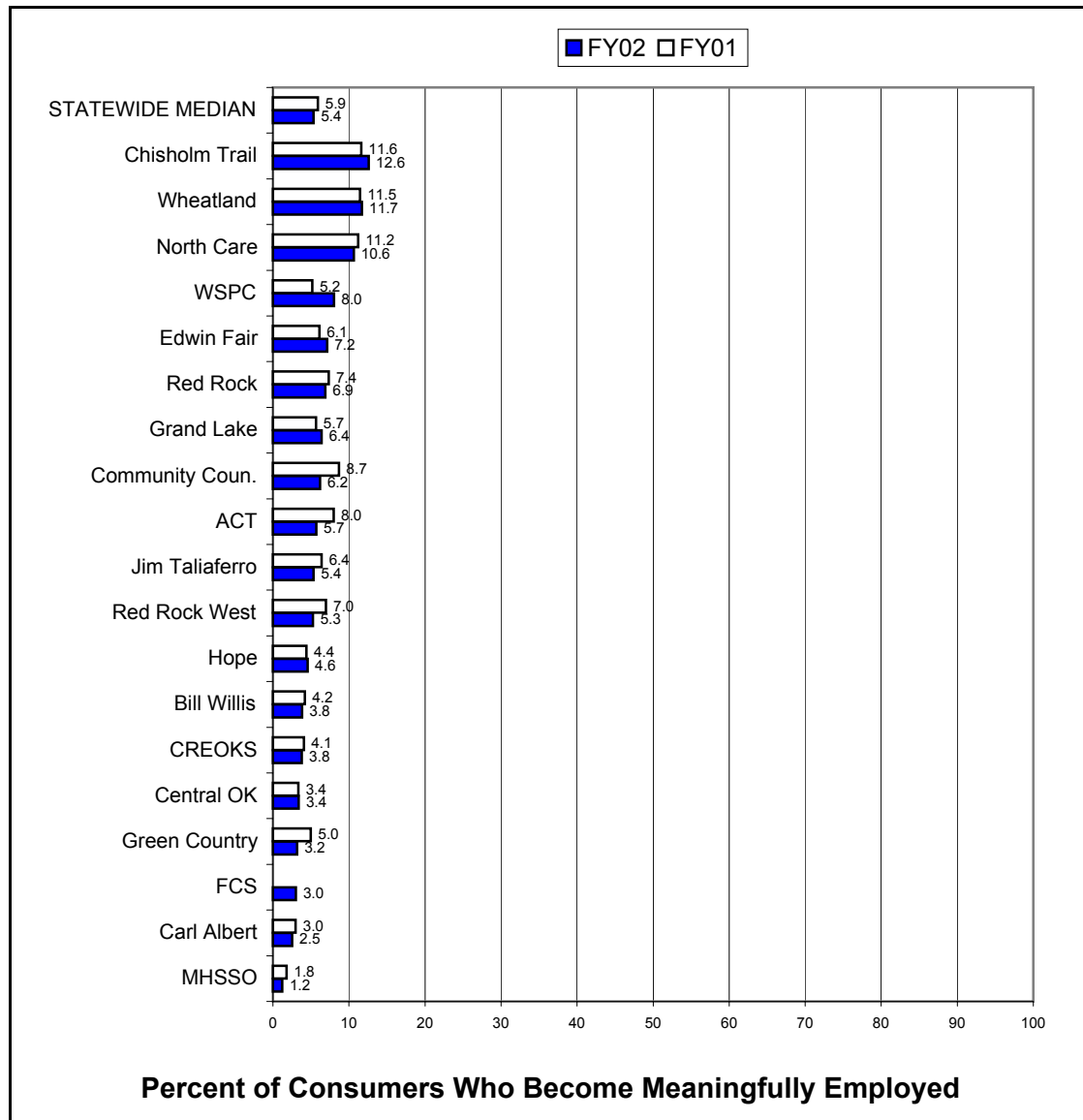


Performance Indicators Adults with SMI



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: In FY02 the percent of clients with SMI obtaining meaningful employment varied among all CMHCs from 1.2 to 12.6, with a statewide median of 5.4%. When compared with FY01, the percent increased in FY02 among 6 of the 18 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)
Chisholm Trail	12.58	5.19	7.39
Wheatland	11.71	4.65	7.06
North Care	10.64	6.85	3.79
Western State Psych Ctr	8.02	5.98	2.03
Comm Counseling Ctr	6.20	4.80	1.40
Edwin Fair	7.15	5.99	1.16
Red Rock	6.90	6.22	0.67
Red Rock West	5.26	4.85	0.41
Jim Taliaferro	5.36	5.38	-0.02
Hope Comm Svcs	4.58	4.69	-0.10
Grand Lake	6.39	6.54	-0.16
Creoks	3.78	3.99	-0.21
ACT	5.69	6.10	-0.41
Green Country	3.19	3.96	-0.77
Bill Willis	3.82	5.42	-1.60
Carl Albert	2.54	4.95	-2.41
MHSSO	1.21	4.07	-2.86
Central OK	3.39	6.69	-3.30
Family & Children Svcs	3.01	7.41	-4.39

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

Adults with SMI Involvement in Meaningful Employment

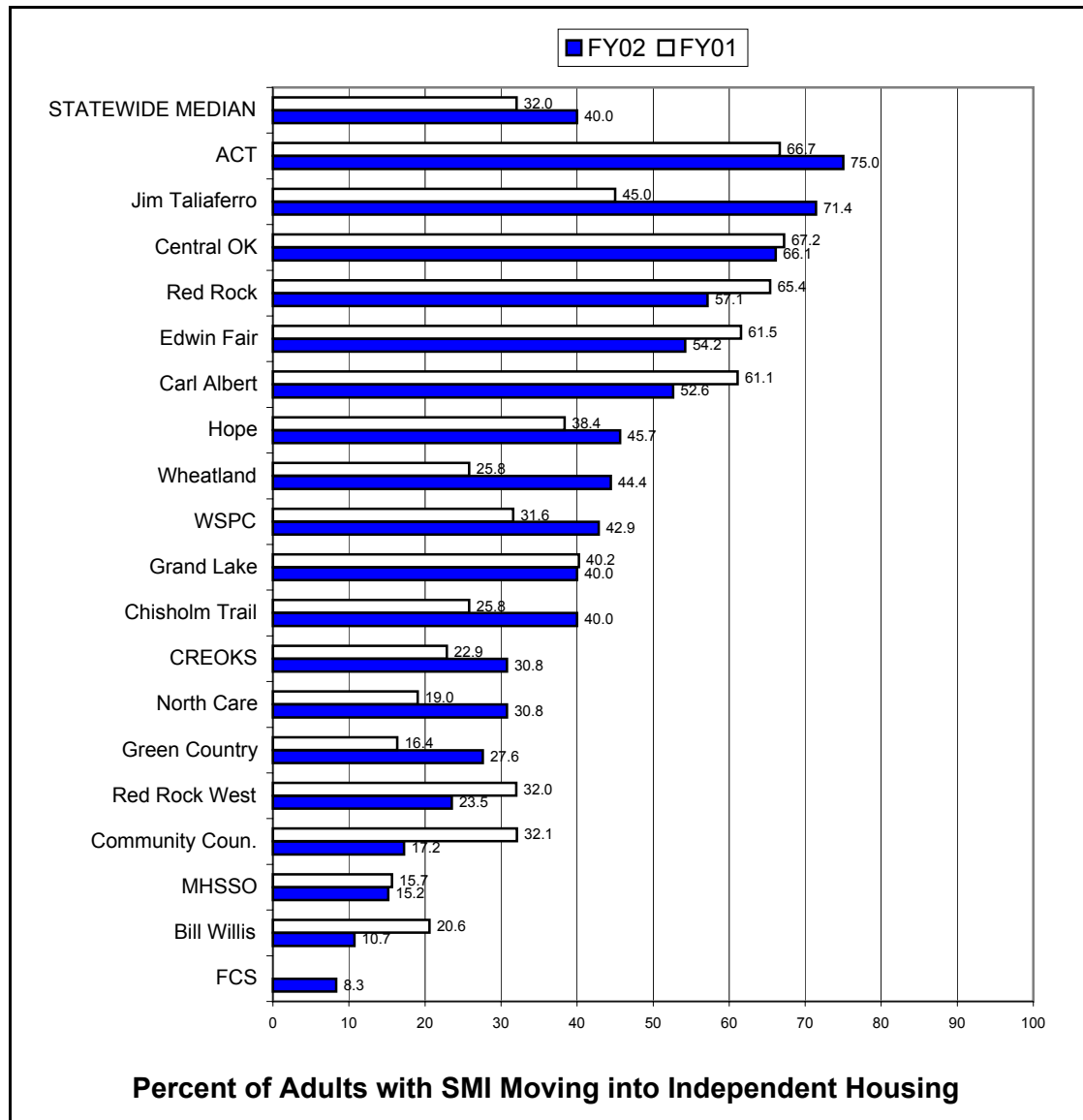
Question: Of the adults with SMI not meaningfully employed at admission, what percent gained meaningful employment after receiving services?

Agency	FY01				FY02				FY02 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
Chisholm Trail	878	396	46	11.6	792	302	38	12.6	5.4	5.9
Wheatland	668	262	30	11.5	650	299	35	11.7		
North Care	873	392	44	11.2	970	404	43	10.6		
WSPC	868	213	11	5.2	887	262	21	8.0		
Edwin Fair	992	540	33	6.1	1,060	629	45	7.2		
Red Rock	776	204	15	7.4	733	145	10	6.9		
Grand Lake	1,749	739	42	5.7	3,132	1,143	73	6.4		
Community Coun.	851	483	42	8.7	859	613	38	6.2		
ACT	510	175	14	8.0	1,142	246	14	5.7		
Jim Taliaferro	1,084	203	13	6.4	1,181	336	18	5.4		
Red Rock West	521	272	19	7.0	483	304	16	5.3		
Hope	890	499	22	4.4	984	589	27	4.6		
Bill Willis	1,057	380	16	4.2	1,091	314	12	3.8		
CREOKS	761	271	11	4.1	925	423	16	3.8		
Central OK	991	388	13	3.4	920	413	14	3.4		
Green Country	956	341	17	5.0	972	408	13	3.2		
FCS	0	0	0	0.0	1,150	166	5	3.0		
Carl Albert	1,422	606	18	3.0	1,501	749	19	2.5		
MHSSO	1,753	1,010	18	1.8	2,050	1,073	13	1.2		

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: In FY02 the percent of the clients with SMI (age 18-60) moving to independent housing varied among all CMHCs from 8.3 to 75, with a statewide median of 40%. When compared with FY01, the percent increased in FY02 among 9 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Jim Taliaferro	71.43	38.70	32.73
Red Rock	57.14	32.50	24.64
ACT	75.00	53.90	21.10
Wheatland	44.44	27.21	17.23
Central OK	66.13	49.02	17.11
Chisholm Trail	40.00	22.95	17.05
Carl Albert	52.63	36.76	15.87
Edwin Fair	54.24	41.35	12.89
Hope Comm Svcs	45.65	34.28	11.37
North Care	30.77	27.52	3.25
Grand Lake	40.00	38.44	1.56
Creoks	30.77	29.25	1.52
Western State Psych Ctr	42.86	42.35	0.50
Green Country	27.59	27.26	0.33
Red Rock West	23.53	28.99	-5.46
Comm Counseling Ctr	17.23	24.14	-6.91
MHSSO	15.15	27.35	-12.20
Bill Willis	10.71	35.94	-25.23
Family & Children Svcs	8.33	36.77	-28.43

Fourteen of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
ACT	510	6	4	66.7	1,142	8	6	75.0	40.0	39.7
Jim Taliaferro	1,084	20	9	45.0	1,181	28	20	71.4		
Central OK	991	61	41	67.2	920	62	41	66.1		
Red Rock	776	26	17	65.4	733	14	8	57.1		
Edwin Fair	992	52	32	61.5	1,060	59	32	54.2		
Carl Albert	1,422	18	11	61.1	1,501	19	10	52.6		
Hope	890	73	28	38.4	984	92	42	45.7		
Wheatland	668	31	8	25.8	650	27	12	44.4		
WSPC	868	38	12	31.6	887	35	15	42.9		
Grand Lake	1,749	82	33	40.2	3,132	105	42	40.0		
Chisholm Trail	878	31	8	25.8	792	20	8	40.0		
CREOKS	761	35	8	22.9	925	26	8	30.8		
North Care	873	21	4	19.0	970	26	8	30.8		
Green Country	956	55	9	16.4	972	58	16	27.6		
Red Rock West	521	25	8	32.0	483	34	8	23.5		
Community Coun.	851	187	60	32.1	859	238	41	17.2		
MHSSO	1,753	83	13	15.7	2,050	66	10	15.2		
Bill Willis	1,057	34	7	20.6	1,091	28	3	10.7		
FCS	0	0	0	0.0	1,150	84	7	8.3		

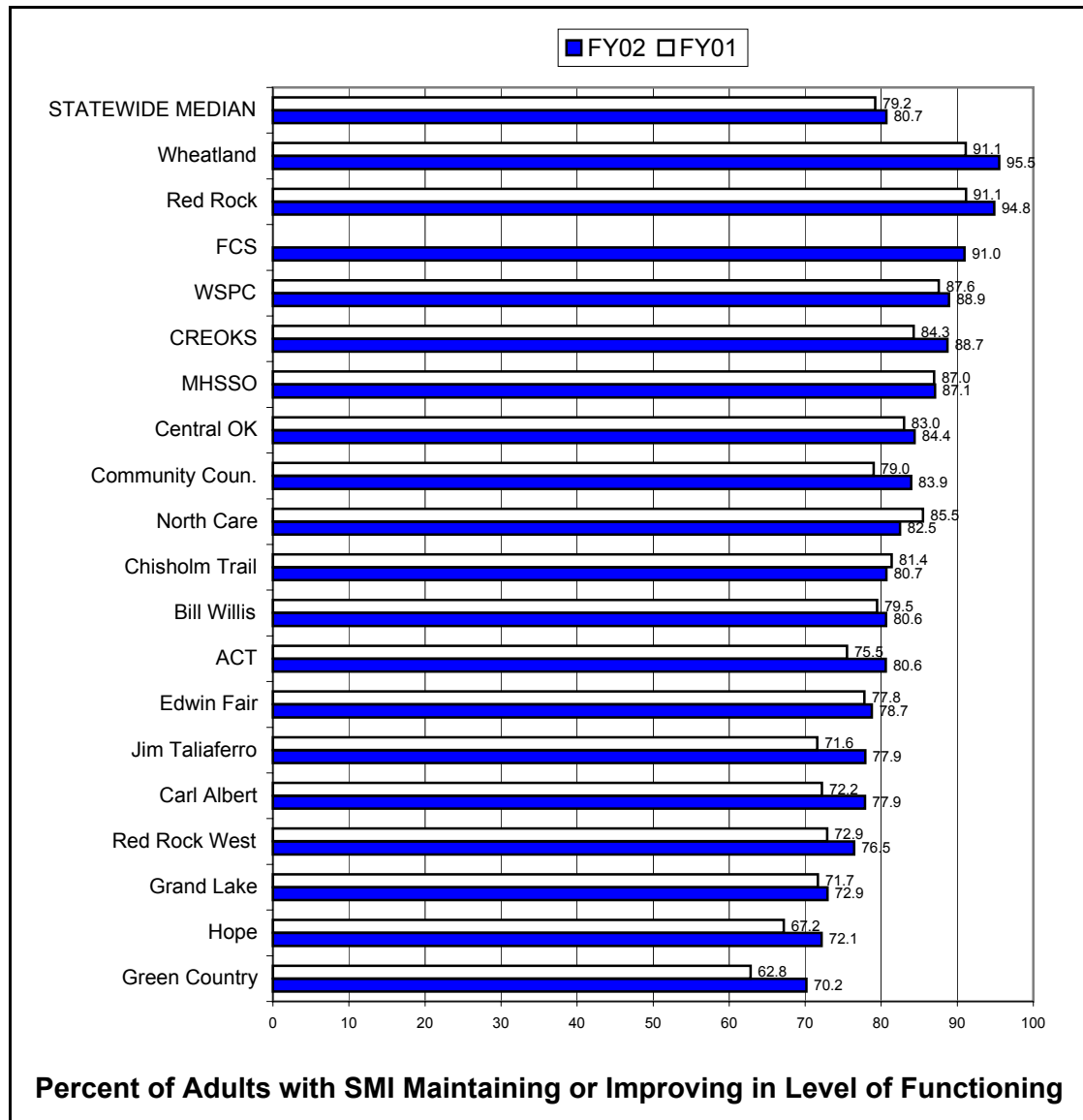
Independent housing includes Private Residence and Supported Living.

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 FY02 the percent of adults with SMI with an improved or maintained level of functioning varied among all CMHCs from 70.2 to 95.5, with a statewide median of 80.7%. When compared with FY01, the percent increased in FY02 among 16 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Western State Psych Ctr	88.92	74.86	14.06
Red Rock	94.85	80.90	13.94
Wheatland	95.51	83.35	12.16
Central OK	84.38	72.93	11.45
Family & Children Svcs	90.95	79.63	11.32
MHSSO	87.09	82.66	4.42
Creoks	88.70	84.97	3.73
North Care	82.47	79.32	3.15
Comm Counseling Ctr	83.95	80.96	2.99
Bill Willis	80.65	77.81	2.84
Carl Albert	77.86	75.38	2.47
Edwin Fair	78.74	77.61	1.14
Chisholm Trail	80.67	80.75	-0.08
Jim Taliaferro	77.89	78.08	-0.19
ACT	80.61	81.28	-0.68
Red Rock West	76.46	84.49	-8.04
Hope Comm Svcs	72.15	81.21	-9.07
Grand Lake	72.93	83.31	-10.38
Green Country	70.17	87.78	-17.61

Twelve of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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	706	393	358	91.1	693	445	425	95.5	80.7	82.4
Red Rock	861	282	257	91.1	821	194	184	94.8		
FCS	0	0	0	0.0	1,192	199	181	91.0		
WSPC	932	346	303	87.6	968	406	361	88.9		
CREOKS	805	388	327	84.3	975	584	518	88.7		
MHSSO	1,888	1,342	1,167	87.0	2,198	1,479	1,288	87.1		
Central OK	1,075	570	473	83.0	999	589	497	84.4		
Community Coun.	1,013	714	564	79.0	977	866	727	83.9		
North Care	941	585	500	85.5	1,028	599	494	82.5		
Chisholm Trail	969	574	467	81.4	878	450	363	80.7		
Bill Willis	1,138	511	406	79.5	1,172	434	350	80.6		
ACT	529	241	182	75.5	1,171	330	266	80.6		
Edwin Fair	1,092	765	595	77.8	1,167	875	689	78.7		
Jim Taliaferro	1,171	299	214	71.6	1,272	493	384	77.9		
Carl Albert	1,594	835	603	72.2	1,668	1,007	784	77.9		
Red Rock West	564	347	253	72.9	536	412	315	76.5		
Grand Lake	1,881	1,275	914	71.7	3,272	1,847	1,347	72.9		
Hope	932	600	403	67.2	1,035	736	531	72.1		
Green Country	996	530	333	62.8	1,020	637	447	70.2		

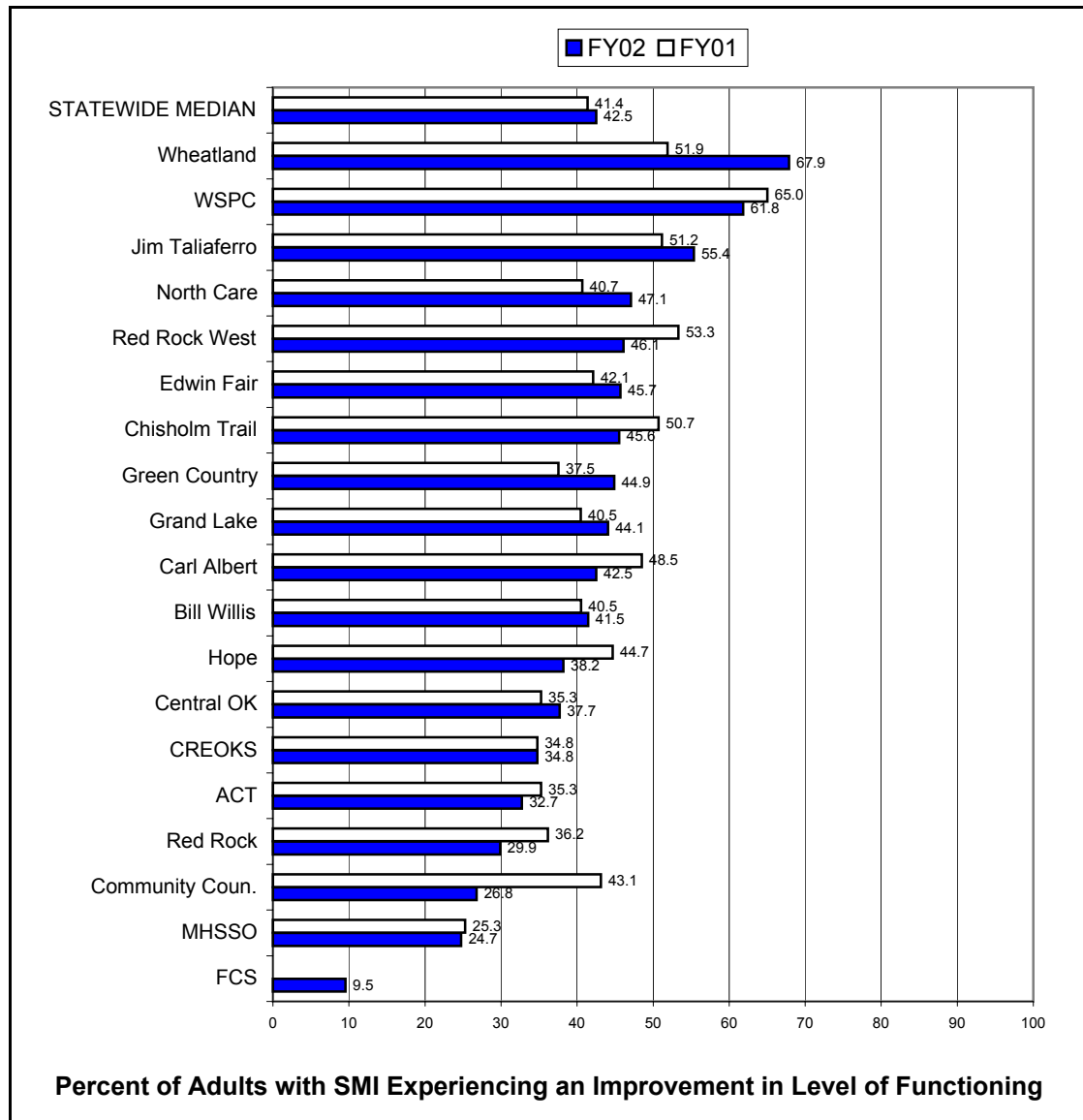
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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

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 FY02 the percent of adults with SMI with an improved level of functioning varied among all CMHCs from 9.5 to 67.9, with a statewide median of 42.5%. When compared with FY01, the percent increased in FY02 among 8 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Wheatland	67.87	34.84	33.03
Western State Psych Ctr	61.82	40.82	21.00
Jim Taliaferro	55.38	39.27	16.10
Chisholm Trail	45.56	33.17	12.38
North Care	47.08	39.10	7.98
Edwin Fair	45.71	39.76	5.96
Green Country	44.90	44.09	0.81
Hope Comm Svcs	38.18	37.87	0.31
Central OK	37.69	37.83	-0.14
Creoks	34.76	35.44	-0.68
Bill Willis	41.47	43.87	-2.40
Carl Albert	42.50	45.56	-3.06
Red Rock West	46.12	51.31	-5.20
Grand Lake	44.07	49.37	-5.29
ACT	32.73	40.74	-8.02
Comm Counseling Ctr	26.79	35.96	-9.17
MHSSO	24.75	34.13	-9.39
Red Rock	29.90	41.42	-11.52
Family & Children Svcs	9.55	30.89	-21.34

Eight of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Wheatland	706	393	204	51.9	693	445	302	67.9	42.5	40.9
WSPC	932	346	225	65.0	968	406	251	61.8		
Jim Taliaferro	1,171	299	153	51.2	1,272	493	273	55.4		
North Care	941	585	238	40.7	1,028	599	282	47.1		
Red Rock West	564	347	185	53.3	536	412	190	46.1		
Edwin Fair	1,092	765	322	42.1	1,167	875	400	45.7		
Chisholm Trail	969	574	291	50.7	878	450	205	45.6		
Green Country	996	530	199	37.5	1,020	637	286	44.9		
Grand Lake	1,881	1,275	516	40.5	3,272	1,847	814	44.1		
Carl Albert	1,594	835	405	48.5	1,668	1,007	428	42.5		
Bill Willis	1,138	511	207	40.5	1,172	434	180	41.5		
Hope	932	600	268	44.7	1,035	736	281	38.2		
Central OK	1,075	570	201	35.3	999	589	222	37.7		
CREOKS	805	388	135	34.8	975	584	203	34.8		
ACT	529	241	85	35.3	1,171	330	108	32.7		
Red Rock	861	282	102	36.2	821	194	58	29.9		
Community Coun.	1,013	714	308	43.1	977	866	232	26.8		
MHSSO	1,888	1,342	339	25.3	2,198	1,479	366	24.7		
FCS	0	0	0	0.0	1,192	199	19	9.5		

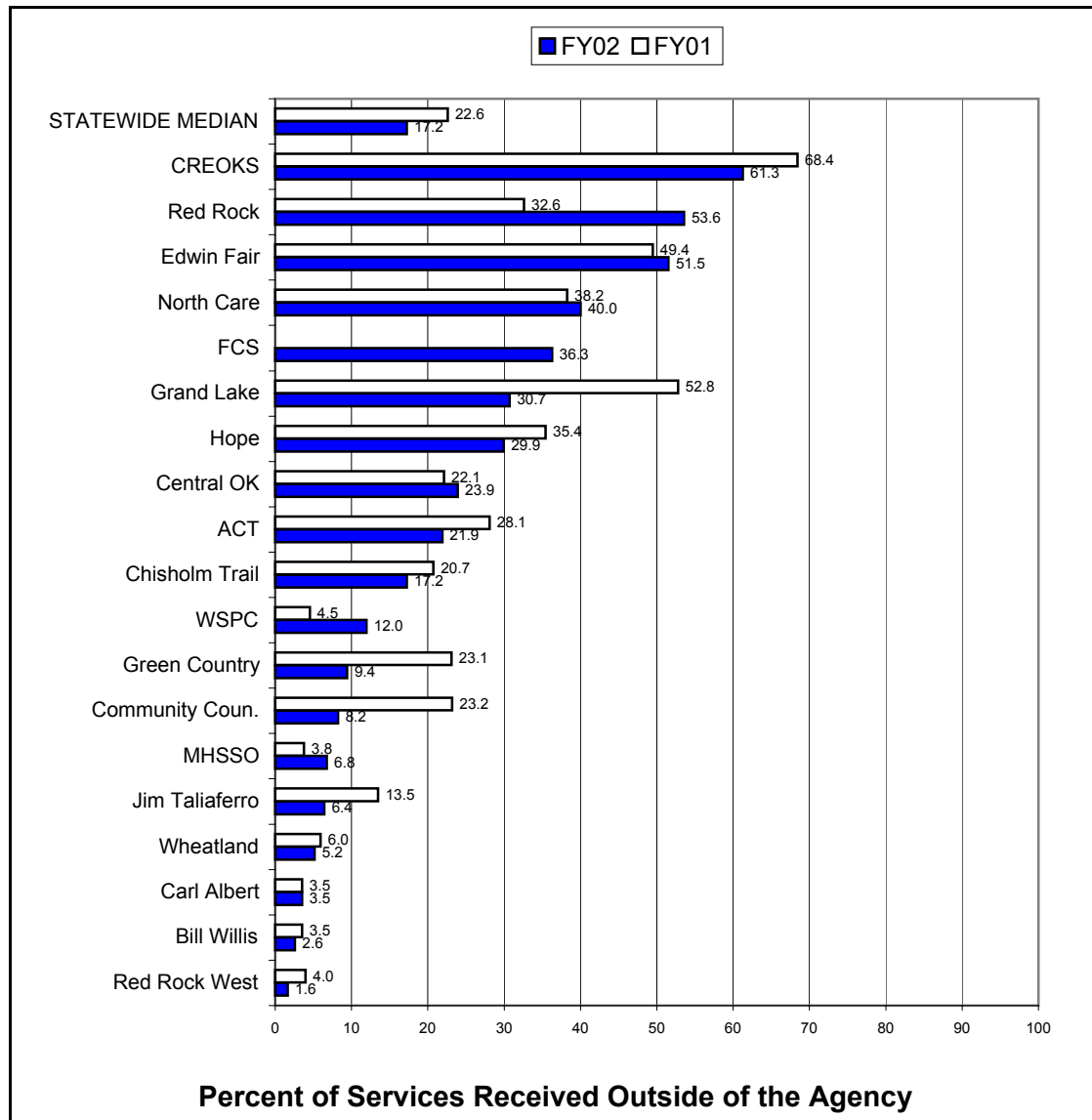
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 FY02 the percent of services provided outside of the agencies' physical locations for adults with SMI varied from 1.6 to 61.3, with a statewide median of 17.2%. When compared with FY01, the percent increased in FY02 among 6 of the 18 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	FY01				FY02				FY02 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	71,297	70,196	48,020	68.4	63,971	28,431	17,418	61.3	17.2	22.2
Red Rock	56,570	8,559	2,792	32.6	53,167	11,803	6,322	53.6		
Edwin Fair	61,715	18,953	9,372	49.4	67,241	21,275	10,960	51.5		
North Care	36,301	9,137	3,494	38.2	19,710	10,348	4,141	40.0		
FCS	0	0	0	0.0	21,135	21,135	7,671	36.3		
Grand Lake	330,879	330,879	174,600	52.8	361,736	361,736	111,061	30.7		
Hope	41,897	14,184	5,024	35.4	39,610	13,016	3,897	29.9		
Central OK	32,062	27,006	5,974	22.1	28,414	28,414	6,795	23.9		
ACT	18,093	7,808	2,193	28.1	31,479	14,742	3,229	21.9		
Chisholm Trail	27,693	27,693	5,737	20.7	25,445	25,445	4,385	17.2		
WSPC	28,852	28,852	1,310	4.5	27,873	6,831	818	12.0		
Green Country	62,967	19,265	4,451	23.1	72,678	22,281	2,097	9.4		
Community Coun.	51,087	51,087	11,851	23.2	36,116	36,116	2,977	8.2		
MHSSO	159,718	13,086	492	3.8	168,912	13,709	926	6.8		
Jim Taliaferro	34,955	13,711	1,847	13.5	38,857	17,971	1,153	6.4		
Wheatland	14,169	14,169	844	6.0	11,902	11,902	614	5.2		
Carl Albert	52,074	52,074	1,834	3.5	50,430	50,430	1,773	3.5		
Bill Willis	73,620	17,781	625	3.5	74,093	16,122	417	2.6		
Red Rock West	53,382	32,434	1,294	4.0	51,565	51,565	840	1.6		

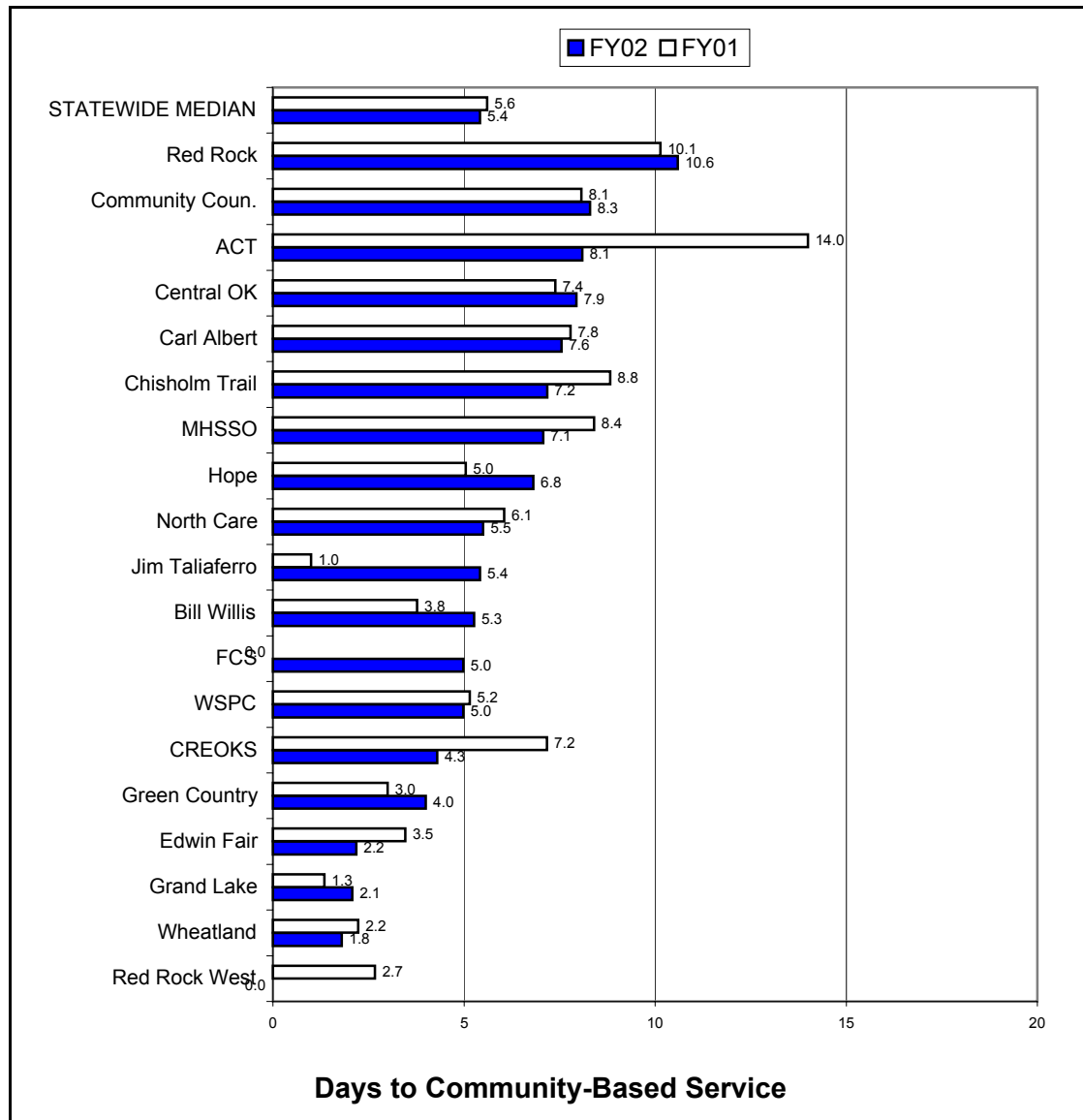
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

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 FY02 the average number of days from inpatient discharge to community-based service for adults with SMI varied among all CMHCs from 0 to 10.6, with a statewide median of 5.4 days. When compared with FY01, the average number of days decreased in FY02 at 10 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Red Rock West	0.00	4.35	4.35
Edwin Fair	2.18	6.08	3.90
Wheatland	1.80	5.52	3.72
Grand Lake	2.07	5.61	3.54
Green Country	4.00	7.11	3.11
North Care	5.50	7.52	2.02
Creoks	4.30	6.31	2.01
Family & Children Svcs	4.98	5.80	0.82
Western State Psych Ctr	4.98	5.65	0.67
Jim Taliaferro	5.42	5.54	0.13
Hope Comm Svcs	6.81	6.89	0.08
Bill Willis	5.26	5.33	0.06
Chisholm Trail	7.18	6.73	-0.45
MHSSO	7.07	6.62	-0.45
Central OK	7.94	6.64	-1.30
Carl Albert	7.55	5.92	-1.63
Comm Counseling Ctr	8.29	6.53	-1.76
ACT	8.10	5.70	-2.40
Red Rock	10.59	7.08	-3.51

Twelve of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 Statewide	
	Total adult SMI clients	Inpatient discharges	Number receiving a service within 30 days	Average number of days from inpatient discharge to follow-up	Total adult SMI clients	Inpatient discharges	Number receiving a service within 30 days	Average number of days from inpatient discharge to follow-up	Median	Mean
Red Rock	861	250	115	10.1	821	242	106	10.6	5.4	5.5
Community Coun.	1,013	236	110	8.1	977	277	140	8.3		
ACT	529	2	1	14.0	1,171	99	73	8.1		
Central OK	1,075	512	350	7.4	999	451	299	7.9		
Carl Albert	1,594	344	303	7.8	1,668	362	325	7.6		
Chisholm Trail	969	63	40	8.8	878	55	40	7.2		
MHSSO	1,888	704	433	8.4	2,198	673	459	7.1		
Hope	932	166	93	5.0	1,035	152	84	6.8		
North Care	941	102	58	6.1	1,028	90	56	5.5		
Jim Taliaferro	1,171	192	186	1.0	1,272	275	255	5.4		
Bill Willis	1,138	146	92	3.8	1,172	151	107	5.3		
FCS	0	0	0	0.0	1,192	136	94	5.0		
WSPC	932	107	98	5.2	968	99	93	5.0		
CREOKS	805	49	35	7.2	975	90	70	4.3		
Green Country	996	5	4	3.0	1,020	4	1	4.0		
Edwin Fair	1,092	91	69	3.5	1,167	81	67	2.2		
Grand Lake	1,881	110	108	1.3	3,272	238	220	2.1		
Wheatland	706	128	112	2.2	693	131	116	1.8		
Red Rock West	564	4	3	2.7	536	5	5	0.0		

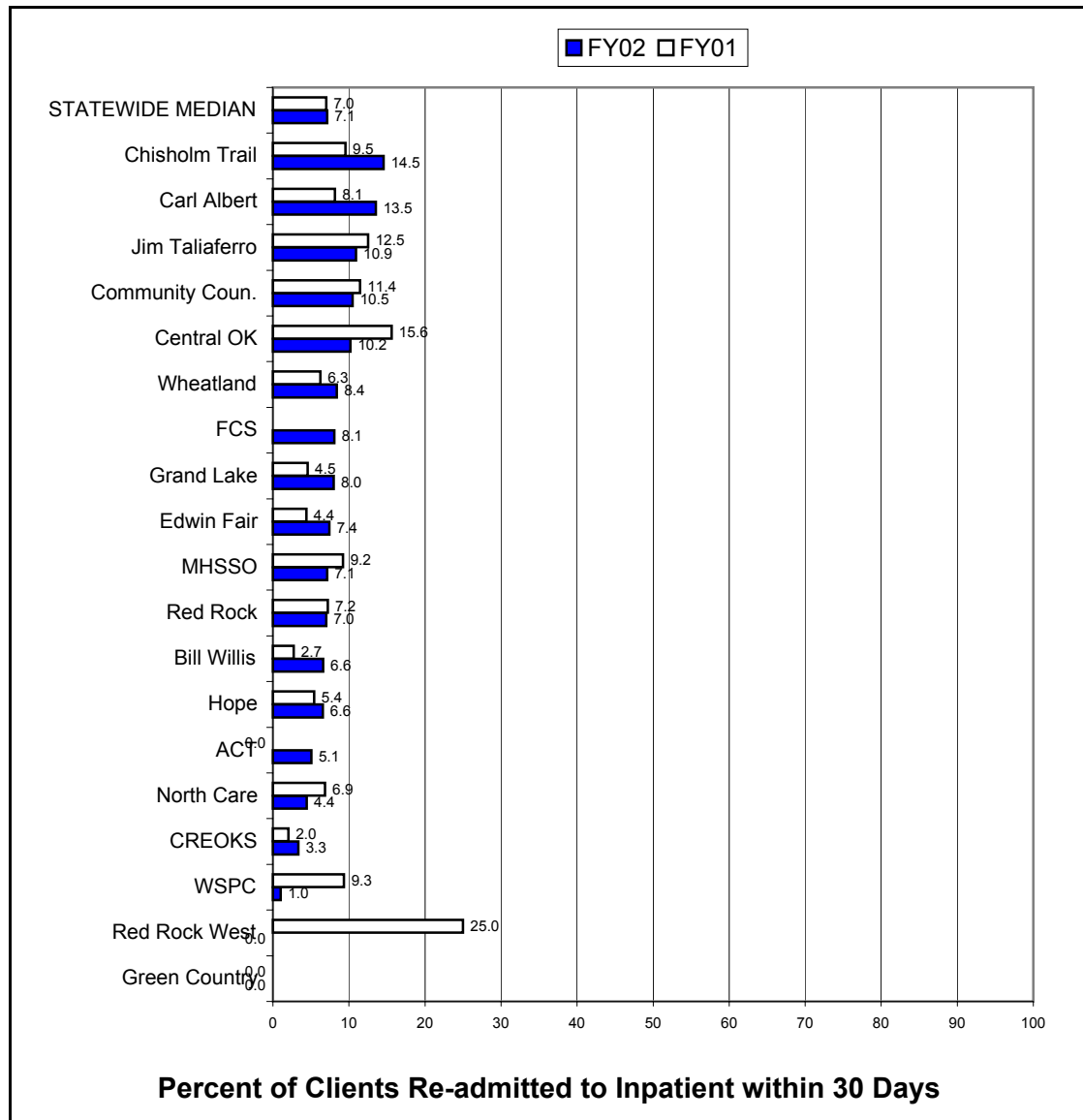
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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. 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 FY02 the percent of adults with SMI re-admitted within 30 days of discharge from inpatient varied among all CMHCs from 0 to 14.5, with a statewide median of 7.1%. When compared with FY01, the percent decreased in FY02 among 8 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Red Rock West	0.00	10.13	10.13
Green Country	0.00	8.52	8.52
Western State Psych Ctr	1.01	8.70	7.69
Creoks	3.33	8.17	4.83
ACT	5.05	8.71	3.66
North Care	4.44	7.66	3.21
Bill Willis	6.62	9.20	2.58
Hope Comm Svcs	6.58	8.79	2.21
Edwin Fair	7.41	9.47	2.06
Red Rock	7.02	8.61	1.58
MHSSO	7.13	7.71	0.58
Grand Lake	7.98	8.51	0.53
Wheatland	8.40	8.88	0.49
Family & Children Svcs	8.09	7.98	-0.11
Central OK	10.20	9.06	-1.14
Comm Counseling Ctr	10.47	8.37	-2.10
Jim Taliaferro	10.91	8.19	-2.72
Carl Albert	13.54	9.03	-4.51
Chisholm Trail	14.55	9.19	-5.36

Thirteen of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 Statewide	
	Total adult SMI	Inpatient	Number re-	Percent	Total adult SMI	Inpatient	Number re-	Percent	Median	Mean
	clients	discharges	admitted to hospital or CMHC inpatient		clients	discharges	admitted to hospital or CMHC inpatient			
Chisholm Trail	969	63	6	9.5	878	55	8	14.5	7.1	7.0
Carl Albert	1,594	344	28	8.1	1,668	362	49	13.5		
Jim Taliaferro	1,171	192	24	12.5	1,272	275	30	10.9		
Community Coun.	1,013	236	27	11.4	977	277	29	10.5		
Central OK	1,075	512	80	15.6	999	451	46	10.2		
Wheatland	706	128	8	6.3	693	131	11	8.4		
FCS	0	0	0	0.0	1,192	136	11	8.1		
Grand Lake	1,881	110	5	4.5	3,272	238	19	8.0		
Edwin Fair	1,092	91	4	4.4	1,167	81	6	7.4		
MHSSO	1,888	704	65	9.2	2,198	673	48	7.1		
Red Rock	861	250	18	7.2	821	242	17	7.0		
Bill Willis	1,138	146	4	2.7	1,172	151	10	6.6		
Hope	932	166	9	5.4	1,035	152	10	6.6		
ACT	529	2	0	0.0	1,171	99	5	5.1		
North Care	941	102	7	6.9	1,028	90	4	4.4		
CREOKS	805	49	1	2.0	975	90	3	3.3		
WSPC	932	107	10	9.3	968	99	1	1.0		
Red Rock West	564	4	1	25.0	536	5	0	0.0		
Green Country	996	5	0	0.0	1,020	4	0	0.0		

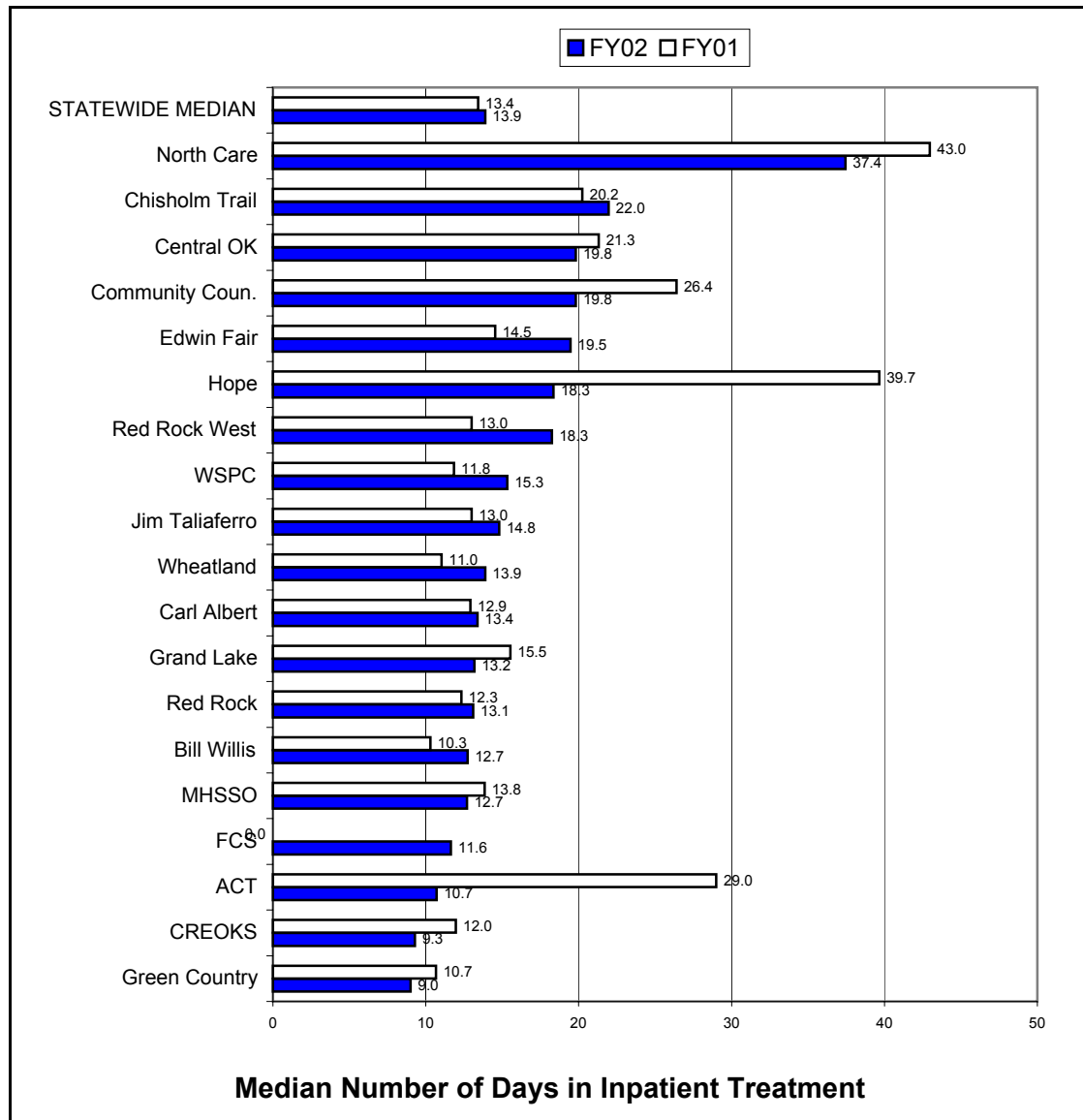
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 FY02 the median number of inpatient days for adults with SMI varied among all CMHCs from 9 to 37.4, with a statewide median of 13.9 days. When compared with FY01, the average number of days decreased in FY02 at 9 of the 18 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	FY01				FY02				FY02 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
North Care	941	32	1,160	43.0	1,028	31	936	37.4	13.9	16.0
Chisholm Trail	969	27	445	20.2	878	31	593	22.0		
Central OK	1,075	230	3,218	21.3	999	167	2,278	19.8		
Community Coun.	1,013	90	2,032	26.4	977	96	1,545	19.8		
Edwin Fair	1,092	83	1,046	14.5	1,167	70	1,187	19.5		
Hope	932	53	1,785	39.7	1,035	57	954	18.3		
Red Rock West	564	2	26	13.0	536	5	73	18.3		
WSPC	932	106	1,078	11.8	968	99	1,349	15.3		
Jim Taliaferro	1,171	189	1,871	13.0	1,272	271	2,902	14.8		
Wheatland	706	103	993	11.0	693	105	1,181	13.9		
Carl Albert	1,594	341	3,344	12.9	1,668	358	3,159	13.4		
Grand Lake	1,881	105	1,585	15.5	3,272	214	2,426	13.2		
Red Rock	861	81	924	12.3	821	58	629	13.1		
Bill Willis	1,138	140	1,287	10.3	1,172	126	1,490	12.7		
MHSSO	1,888	577	4,872	13.8	2,198	545	4,649	12.7		
FCS	0	0	0	0.0	1,192	62	605	11.6		
ACT	529	1	29	29.0	1,171	55	567	10.7		
CREOKS	805	29	335	12.0	975	55	455	9.3		
Green Country	996	4	32	10.7	1,020	1	9	9.0		

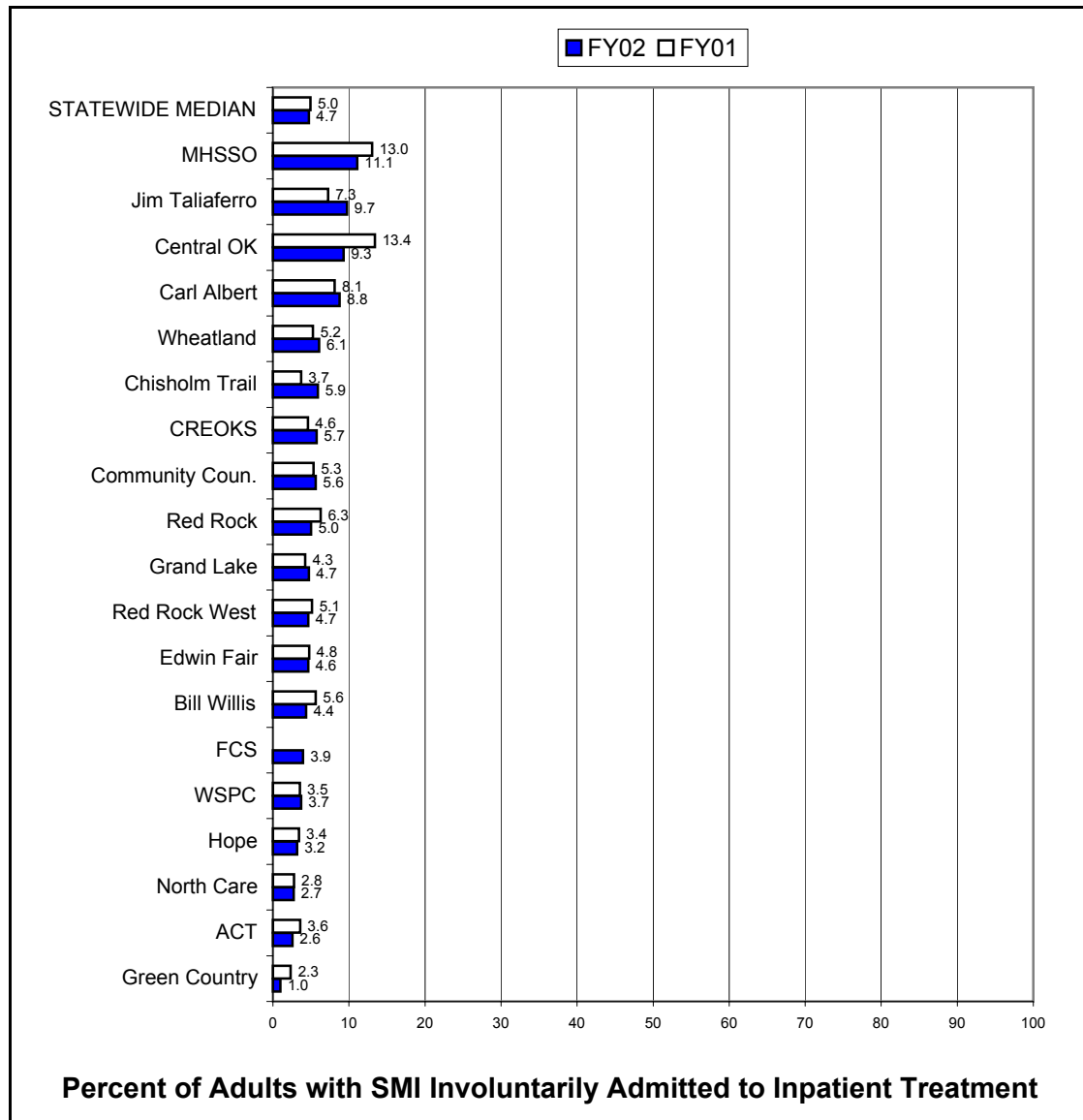
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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.

Adults with SMI Involuntarily Admitted to Inpatient Treatment

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



Answer: In FY02 the percent of adults with SMI admitted involuntarily to inpatient treatment varied among all CMHCs from 1 to 11.1, with a statewide median of 4.7%. When compared with FY01, the percent decreased in FY02 among 9 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Grand Lake	4.74	9.40	4.66
ACT	2.56	6.05	3.49
Western State Psych Ctr	3.72	6.77	3.05
Red Rock West	4.66	7.27	2.61
Green Country	0.98	3.20	2.22
Bill Willis	4.35	6.55	2.20
North Care	2.72	3.94	1.22
Edwin Fair	4.63	5.68	1.05
Comm Counseling Ctr	5.63	6.47	0.84
Red Rock	4.99	5.37	0.38
Hope Comm Svcs	3.19	3.22	0.04
Carl Albert	8.75	8.46	-0.29
Family & Children Svcs	3.94	2.97	-0.97
Creoks	5.74	3.68	-2.07
Chisholm Trail	5.92	3.17	-2.75
Wheatland	6.06	2.99	-3.08
Central OK	9.31	5.47	-3.83
Jim Taliaferro	9.75	5.36	-4.38
MHSSO	11.10	4.45	-6.65

Eleven of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 Statewide	
	Total clients	Total adult SMI		Percent	Total clients	Total adult SMI		Percent	Median	Mean
		clients	Number involuntarily admitted			clients	Number involuntarily admitted			
MHSSO	2,861	1,888	246	13.0	2,930	2,198	244	11.1	4.7	5.4
Jim Taliaferro	2,764	1,171	85	7.3	2,788	1,272	124	9.7		
Central OK	1,668	1,075	144	13.4	1,594	999	93	9.3		
Carl Albert	2,533	1,594	129	8.1	2,619	1,668	146	8.8		
Wheatland	973	706	37	5.2	1,013	693	42	6.1		
Chisholm Trail	1,689	969	36	3.7	1,558	878	52	5.9		
CREOKS	968	805	37	4.6	1,327	975	56	5.7		
Community Coun.	1,356	1,013	54	5.3	1,194	977	55	5.6		
Red Rock	1,642	861	54	6.3	1,348	821	41	5.0		
Grand Lake	2,173	1,881	80	4.3	3,621	3,272	155	4.7		
Red Rock West	917	564	29	5.1	917	536	25	4.7		
Edwin Fair	1,335	1,092	52	4.8	1,545	1,167	54	4.6		
Bill Willis	1,682	1,138	64	5.6	1,731	1,172	51	4.4		
FCS	0	0	0	0.0	1,293	1,192	47	3.9		
WSPC	2,188	932	33	3.5	2,271	968	36	3.7		
Hope	1,041	932	32	3.4	1,125	1,035	33	3.2		
North Care	1,387	941	26	2.8	1,491	1,028	28	2.7		
ACT	626	529	19	3.6	1,312	1,171	30	2.6		
Green Country	1,277	996	23	2.3	1,297	1,020	10	1.0		

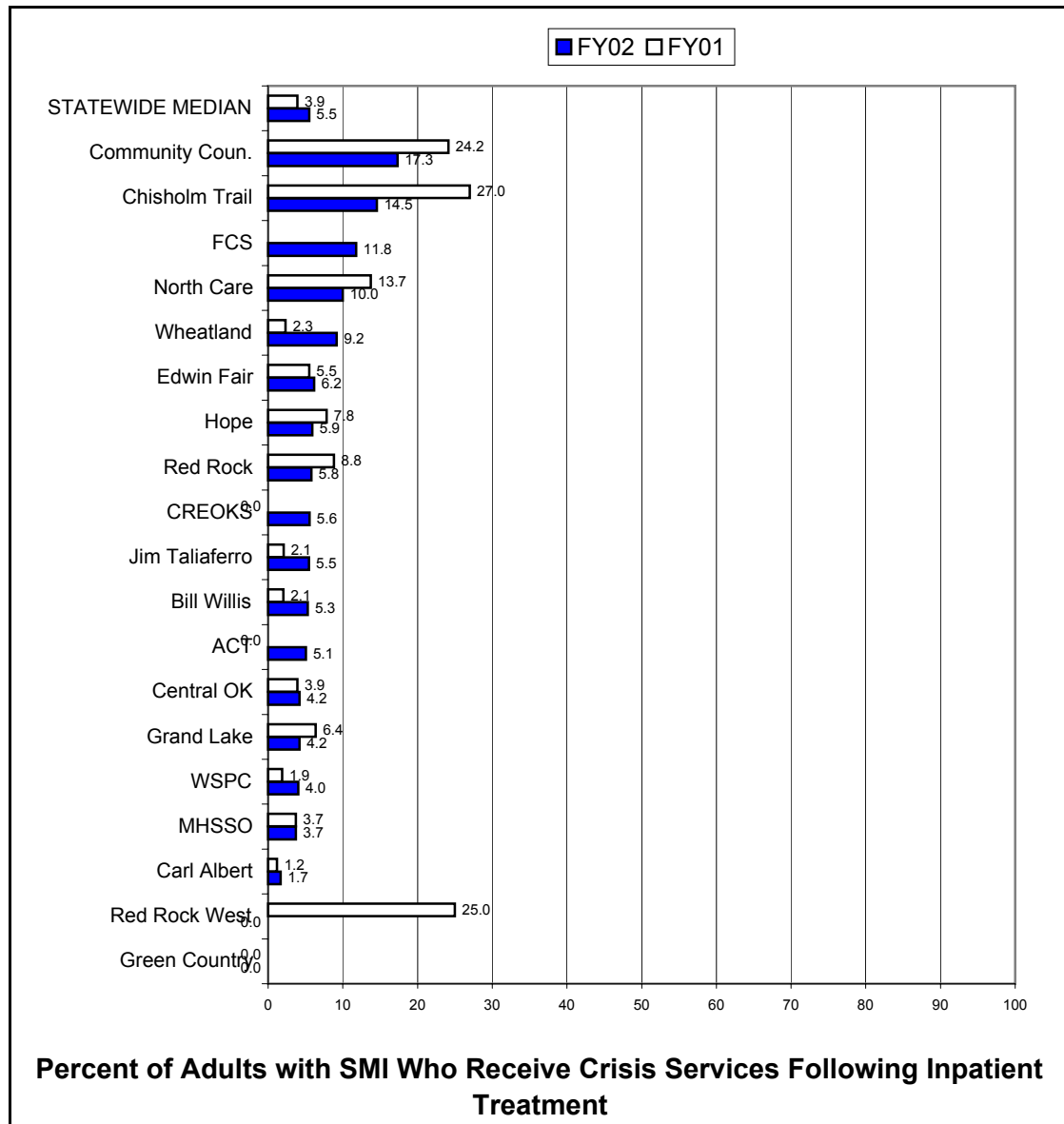
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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

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 FY02 the percent of adults with SMI receiving a crisis service as their first service following inpatient treatment varied among all CMHCs from 0 to 17.3, with a statewide median of 5.5%. When compared with FY01, the percent decreased in FY02 among 7 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Green Country	0.00	7.58	7.58
Red Rock West	0.00	3.86	3.86
MHSSO	3.71	6.18	2.47
Carl Albert	1.66	3.59	1.94
Hope Comm Svcs	5.92	7.70	1.78
Central OK	4.21	5.37	1.15
Grand Lake	4.20	5.24	1.04
Western State Psych Ctr	4.04	4.94	0.90
ACT	5.05	5.26	0.21
Bill Willis	5.30	5.50	0.21
Creoks	5.56	5.47	-0.09
Red Rock	5.79	5.61	-0.18
Jim Taliaferro	5.45	5.04	-0.41
Edwin Fair	6.17	5.17	-1.00
Family & Children Svcs	11.76	9.53	-2.24
North Care	10.00	7.63	-2.37
Wheatland	9.16	4.45	-4.71
Comm Counseling Ctr	17.33	11.05	-6.28
Chisholm Trail	14.55	5.99	-8.56

Ten of the nineteen agencies performed at a rate equal to or 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?

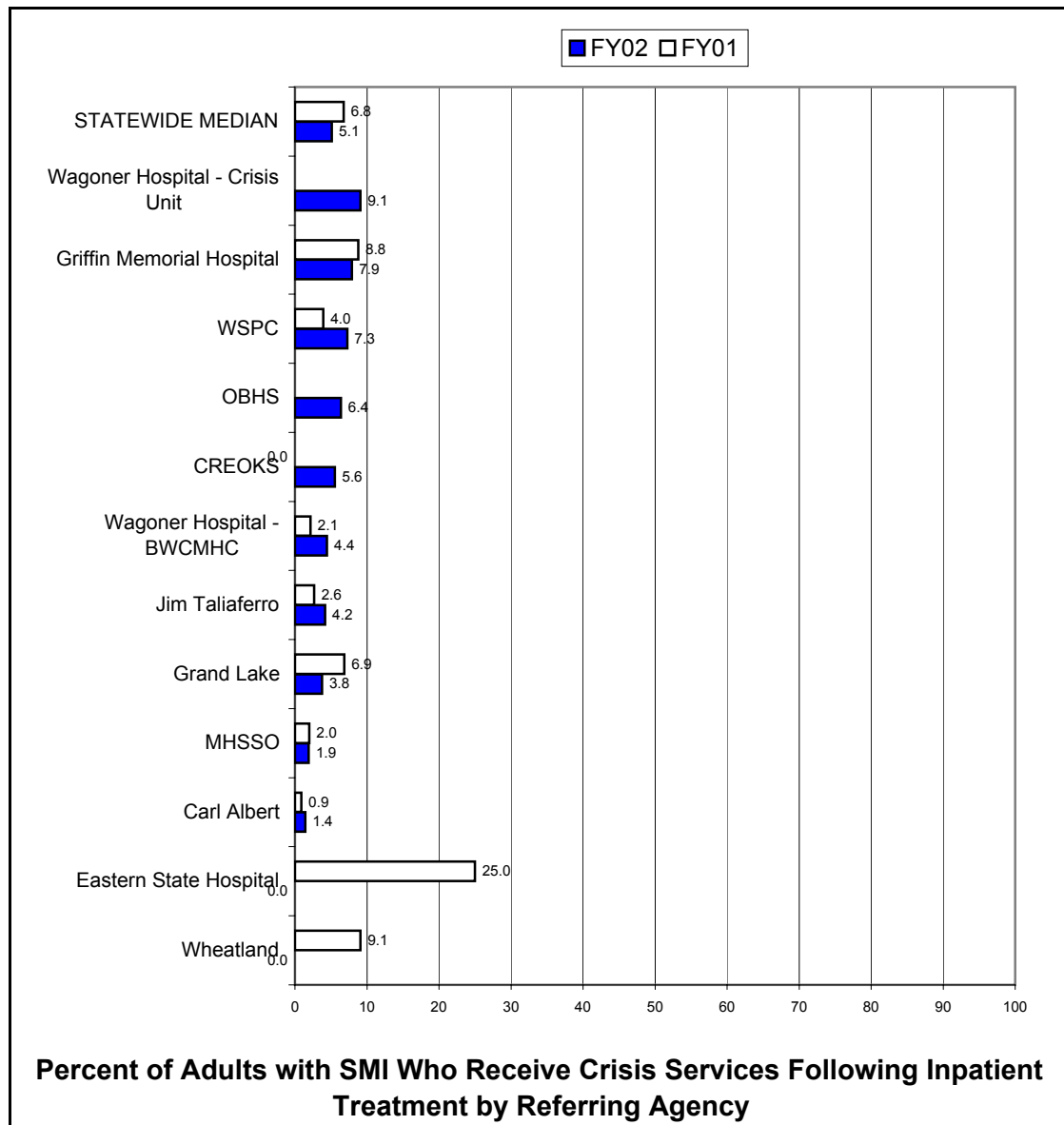
Agency	FY01				FY02				FY02 Statewide	
	Total adult SMI clients	Inpatient discharges for SMI clients	Number who received a crisis service as their first service	Percent	Total adult SMI clients	Inpatient discharges for SMI clients	Number who received a crisis service as their first service	Percent	Median	Mean
Community Coun.	1,013	236	57	24.2	977	277	48	17.3	5.5	6.9
Chisholm Trail	969	63	17	27.0	878	55	8	14.5		
FCS	0	0	0	0.0	1,192	136	16	11.8		
North Care	941	102	14	13.7	1,028	90	9	10.0		
Wheatland	706	128	3	2.3	693	131	12	9.2		
Edwin Fair	1,092	91	5	5.5	1,167	81	5	6.2		
Hope	932	166	13	7.8	1,035	152	9	5.9		
Red Rock	861	250	22	8.8	821	242	14	5.8		
CREOKS	805	49	0	0.0	975	90	5	5.6		
Jim Taliaferro	1,171	192	4	2.1	1,272	275	15	5.5		
Bill Willis	1,138	146	3	2.1	1,172	151	8	5.3		
ACT	529	2	0	0.0	1,171	99	5	5.1		
Central OK	1,075	512	20	3.9	999	451	19	4.2		
Grand Lake	1,881	110	7	6.4	3,272	238	10	4.2		
WSPC	932	107	2	1.9	968	99	4	4.0		
MHSSO	1,888	704	26	3.7	2,198	673	25	3.7		
Carl Albert	1,594	344	4	1.2	1,668	362	6	1.7		
Red Rock West	564	4	1	25.0	536	5	0	0.0		
Green Country	996	5	0	0.0	1,020	4	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 FY02 the percent of adults with SMI receiving a crisis service as their first service following inpatient treatment varied among the 10 Referring Agencies from 0 to 9.1, with a statewide median of 5.1%. When compared with FY01, the percent decreased in FY02 among 4 of the 10 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 by Referring Agency

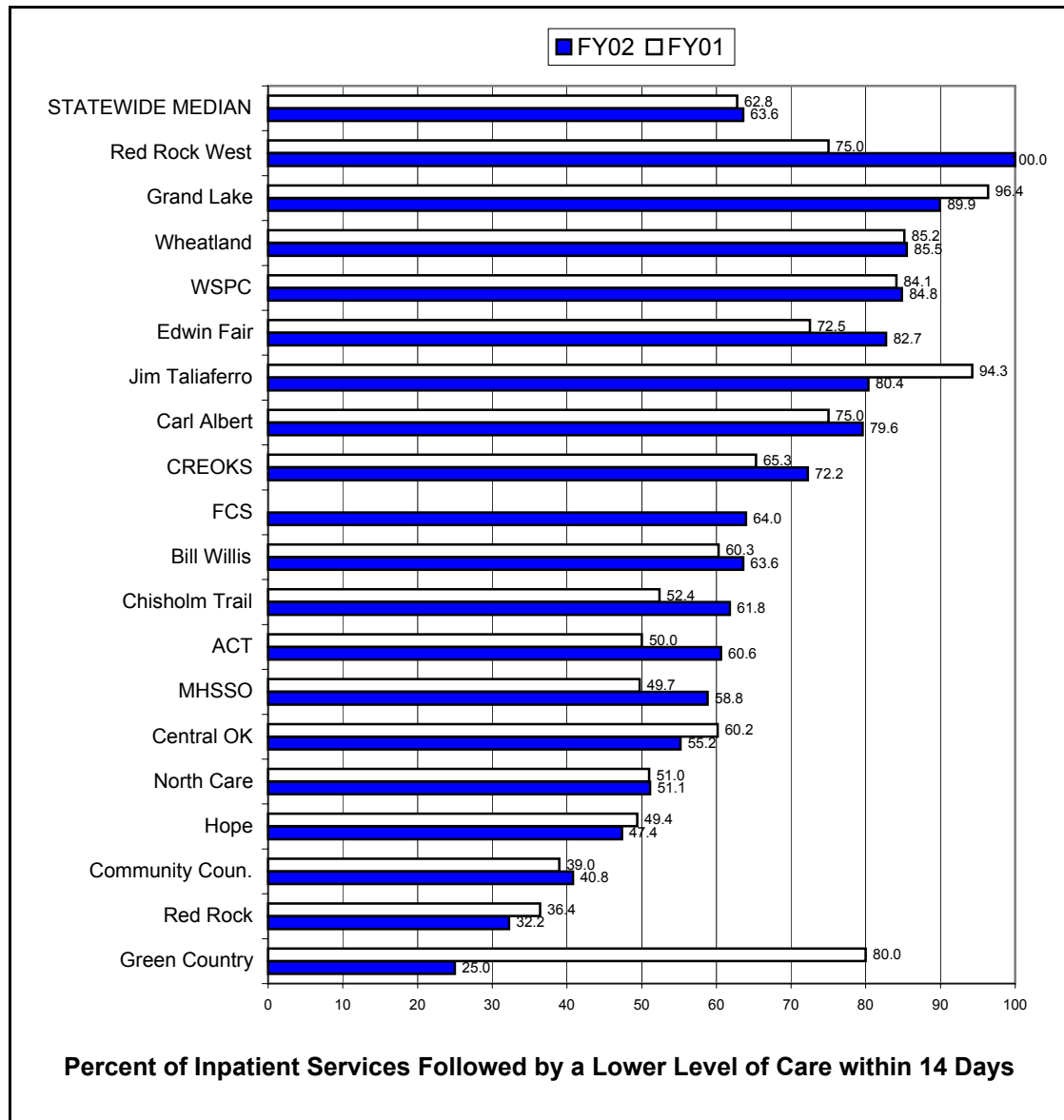
Question: What percent of adults with SMI receive a crisis service as their first service after inpatient treatment?

Agency	FY01			FY02			FY02 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
Griffin Memorial Hospital	1,879	165	8.8	2,009	159	7.9	5.1	4.4
WSPC	253	10	4.0	247	18	7.3		
OBHS	0	0	0.0	172	11	6.4		
CREOKS	14	0	0.0	36	2	5.6		
Wagoner Hospital - BWCMHC	140	3	2.1	113	5	4.4		
Jim Taliaferro	189	5	2.6	263	11	4.2		
Grand Lake	102	7	6.9	160	6	3.8		
MHSSO	304	6	2.0	261	5	1.9		
Carl Albert	331	3	0.9	350	5	1.4		
Eastern State Hospital	8	2	25.0	1	0	0.0		
Wheatland	11	1	9.1	4	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 FY02 the percent of adults with SMI receiving a lower level of care within 14 days of inpatient discharge varied among all CMHCs from 25 to 100, with a statewide median of 63.6%. When compared with FY01, the percent receiving a lower level of care increased in FY02 among 12 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Grand Lake	89.92	67.08	22.84
Red Rock West	100.00	79.72	20.28
Edwin Fair	82.72	65.71	17.00
Wheatland	85.50	70.84	14.66
Western State Psych Ctr	84.85	71.13	13.72
Creoks	72.22	62.87	9.35
Jim Taliaferro	80.36	71.24	9.12
Carl Albert	79.56	73.33	6.23
Family & Children Svcs	63.97	61.32	2.66
Chisholm Trail	61.82	61.38	0.44
MHSSO	58.84	59.04	-0.20
North Care	51.11	52.33	-1.22
Bill Willis	63.58	69.09	-5.52
ACT	60.61	67.75	-7.14
Central OK	55.21	62.56	-7.35
Hope Comm Svcs	47.37	55.65	-8.28
Comm Counseling Ctr	40.79	52.80	-12.00
Red Rock	32.23	58.60	-26.37
Green Country	25.00	54.71	-29.71

Ten of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Red Rock West	564	4	3	75.0	536	5	5	100.0	63.6	65.0
Grand Lake	1,881	110	106	96.4	3,272	238	214	89.9		
Wheatland	706	128	109	85.2	693	131	112	85.5		
WSPC	932	107	90	84.1	968	99	84	84.8		
Edwin Fair	1,092	91	66	72.5	1,167	81	67	82.7		
Jim Taliaferro	1,171	192	181	94.3	1,272	275	221	80.4		
Carl Albert	1,594	344	258	75.0	1,668	362	288	79.6		
CREOKS	805	49	32	65.3	975	90	65	72.2		
FCS	0	0	0	0.0	1,192	136	87	64.0		
Bill Willis	1,138	146	88	60.3	1,172	151	96	63.6		
Chisholm Trail	969	63	33	52.4	878	55	34	61.8		
ACT	529	2	1	50.0	1,171	99	60	60.6		
MHSSO	1,888	704	350	49.7	2,198	673	396	58.8		
Central OK	1,075	512	308	60.2	999	451	249	55.2		
North Care	941	102	52	51.0	1,028	90	46	51.1		
Hope	932	166	82	49.4	1,035	152	72	47.4		
Community Coun.	1,013	236	92	39.0	977	277	113	40.8		
Red Rock	861	250	91	36.4	821	242	78	32.2		
Green Country	996	5	4	80.0	1,020	4	1	25.0		

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

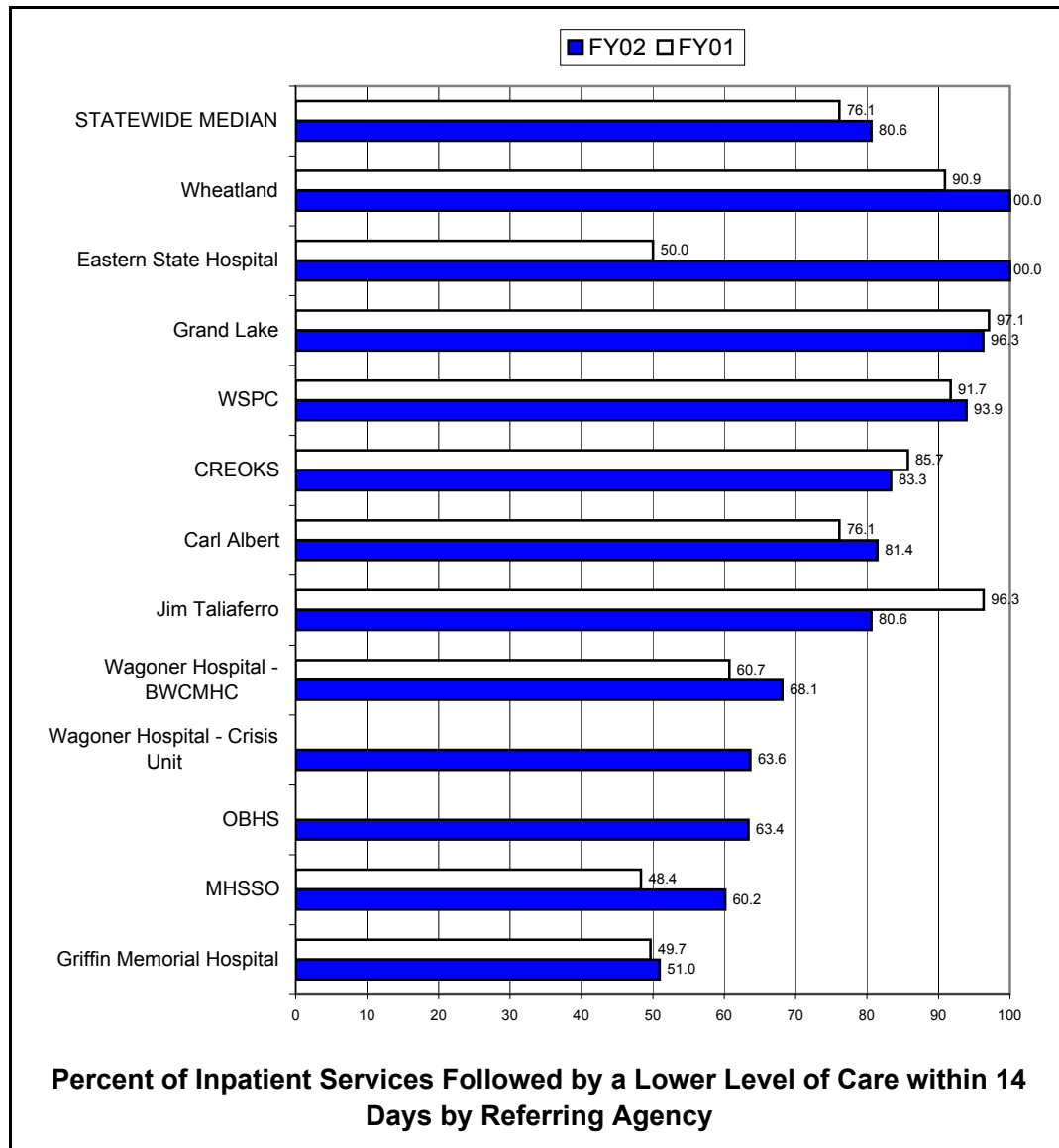
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

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

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 FY02 the percent of adults with SMI receiving a lower level of care within 14 days of discharge from inpatient varied among the 10 Referring Agencies from 51 to 100, with a statewide median of 80.6%. When compared to FY01, the percent of clients receiving a lower level of care increased in FY02 among 7 of the 10 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	FY01			FY02			FY02 Statewide	
	Inpatient discharges	Number with follow-up within 14 days	Percent	Inpatient discharges	Number with follow-up within 14 days	Percent	Median	Mean
Eastern State Hospital	8	4	50.0	1	1	100.0	80.6	77.4
Grand Lake	102	99	97.1	160	154	96.3		
WSPC	253	232	91.7	247	232	93.9		
CREOKS	14	12	85.7	36	30	83.3		
Carl Albert	331	252	76.1	350	285	81.4		
Jim Taliaferro	189	182	96.3	263	212	80.6		
Wagoner Hospital - BWCMMHC	140	85	60.7	113	77	68.1		
Wagoner Hospital - Crisis Unit	0	0	0.0	11	7	63.6		
OBHS	0	0	0.0	172	109	63.4		
MHSSO	304	147	48.4	261	157	60.2		
Griffin Memorial Hospital	1,879	933	49.7	2,009	1,024	51.0		

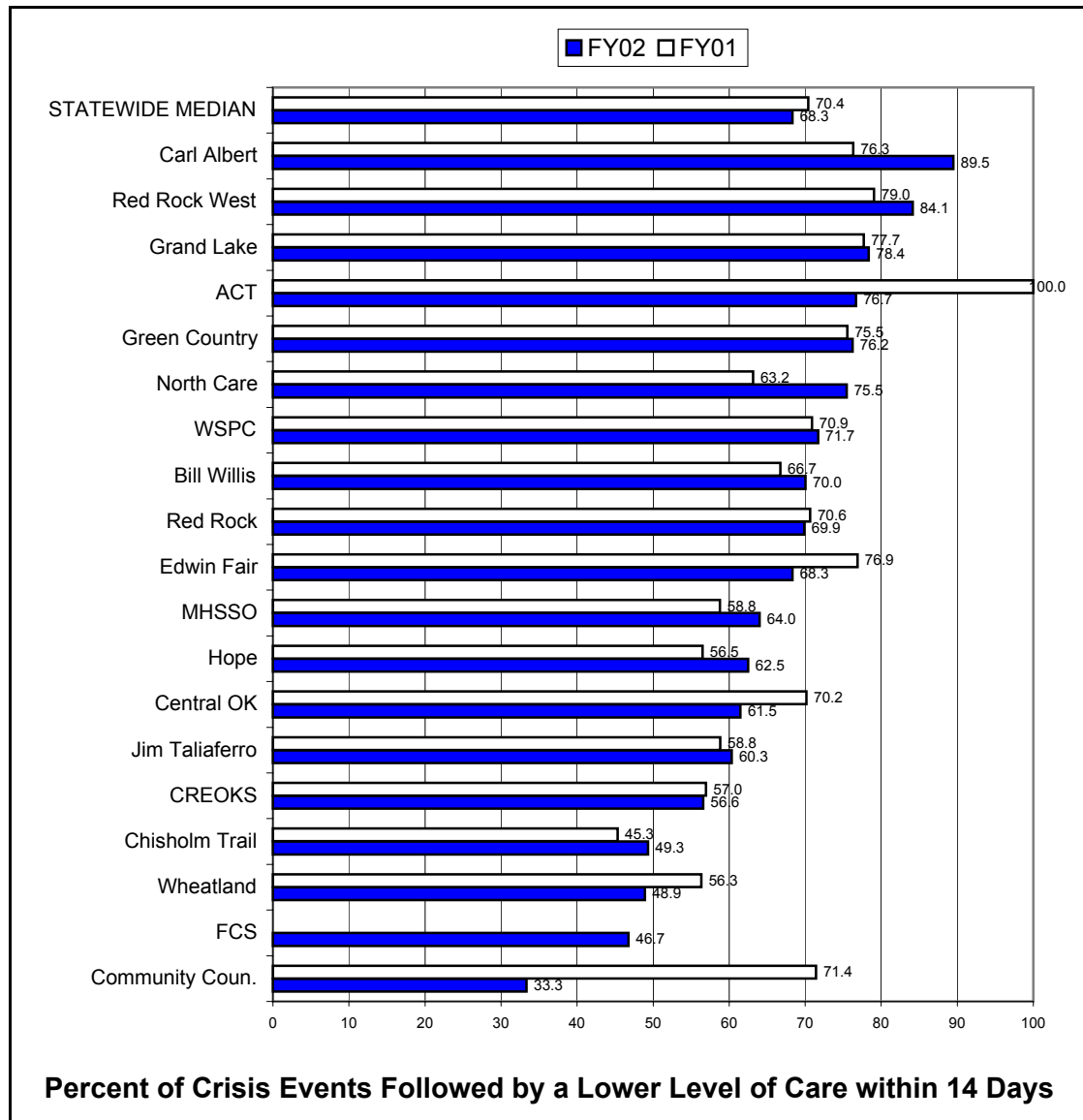
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 33.3 to 89.5, with a statewide median of 68.3%. When compared with FY01, the percent increased in FY02 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.

**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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Carl Albert	89.47	68.43	21.05
Red Rock West	84.13	68.62	15.51
Green Country	76.22	64.61	11.61
ACT	76.67	66.49	10.17
Grand Lake	78.36	69.30	9.06
Western State Psych Ctr	71.72	63.18	8.54
North Care	75.47	68.23	7.24
Bill Willis	70.03	65.69	4.34
Red Rock	69.88	68.67	1.21
MHSSO	64.01	62.89	1.13
Edwin Fair	68.33	67.56	0.77
Hope Comm Svcs	62.50	63.33	-0.83
Jim Taliaferro	60.32	62.45	-2.12
Central OK	61.49	66.14	-4.65
Creoks	56.60	64.01	-7.41
Wheatland	48.91	60.75	-11.84
Family & Children Svcs	46.74	58.70	-11.96
Chisholm Trail	49.33	61.77	-12.44
Comm Counseling Ctr	33.33	68.00	-34.66

Eleven of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Carl Albert	1,594	38	29	76.3	1,668	76	68	89.5	68.3	65.4
Red Rock West	564	420	332	79.0	536	378	318	84.1		
Grand Lake	1,881	583	453	77.7	3,272	818	641	78.4		
ACT	529	7	7	100.0	1,171	180	138	76.7		
Green Country	996	139	105	75.5	1,020	185	141	76.2		
North Care	941	38	24	63.2	1,028	106	80	75.5		
WSPC	932	182	129	70.9	968	244	175	71.7		
Bill Willis	1,138	424	283	66.7	1,172	387	271	70.0		
Red Rock	861	109	77	70.6	821	498	348	69.9		
Edwin Fair	1,092	506	389	76.9	1,167	622	425	68.3		
MHSSO	1,888	597	351	58.8	2,198	628	402	64.0		
Hope	932	46	26	56.5	1,035	24	15	62.5		
Central OK	1,075	258	181	70.2	999	309	190	61.5		
Jim Taliaferro	1,171	17	10	58.8	1,272	373	225	60.3		
CREOKS	805	151	86	57.0	975	341	193	56.6		
Chisholm Trail	969	311	141	45.3	878	223	110	49.3		
Wheatland	706	174	98	56.3	693	184	90	48.9		
FCS	0	0	0	0.0	1,192	1,290	603	46.7		
Community Coun.	1,013	28	20	71.4	977	3	1	33.3		

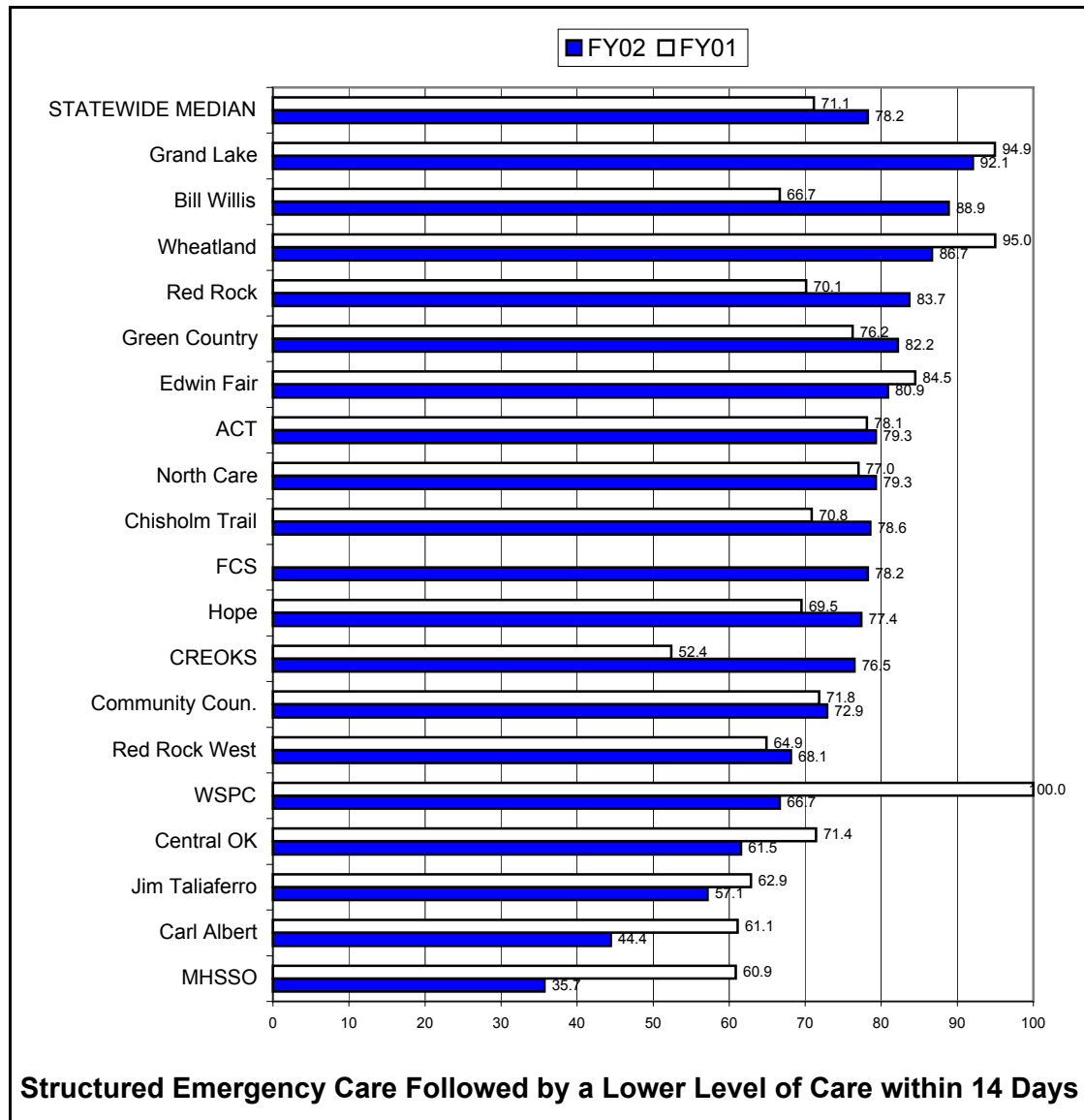
Crisis Services included hourly crisis services.

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.

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 FY02 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 35.7 to 92.1, with a statewide median of 78.2%. When compared with FY01, the percent receiving a lower level of care increased in FY02 among 10 of the 18 CMHCs.

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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Wheatland	86.67	72.87	13.80
Bill Willis	88.89	79.19	9.70
Grand Lake	92.05	86.04	6.02
Red Rock	83.67	77.75	5.92
North Care	79.31	74.66	4.65
Chisholm Trail	78.57	74.17	4.40
Green Country	82.19	79.34	2.85
Hope Comm Svcs	77.36	75.15	2.21
Edwin Fair	80.88	79.95	0.93
Comm Counseling Ctr	72.90	74.16	-1.26
Creoks	76.47	80.14	-3.67
Family & Children Svcs	78.22	82.07	-3.85
ACT	79.31	84.24	-4.93
Red Rock West	68.12	75.26	-7.14
Western State Psych Ctr	66.67	77.57	-10.90
Jim Taliaferro	57.14	69.10	-11.96
Central OK	61.54	74.65	-13.11
Carl Albert	44.44	76.51	-32.06
MHSSO	35.71	72.96	-37.24

Nine of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Grand Lake	1,881	237	225	94.9	3,272	365	336	92.1	78.2	73.2
Bill Willis	1,138	6	4	66.7	1,172	9	8	88.9		
Wheatland	706	20	19	95.0	693	15	13	86.7		
Red Rock	861	77	54	70.1	821	49	41	83.7		
Green Country	996	164	125	76.2	1,020	146	120	82.2		
Edwin Fair	1,092	58	49	84.5	1,167	68	55	80.9		
ACT	529	64	50	78.1	1,171	87	69	79.3		
North Care	941	87	67	77.0	1,028	58	46	79.3		
Chisholm Trail	969	48	34	70.8	878	42	33	78.6		
FCS	0	0	0	0.0	1,192	101	79	78.2		
Hope	932	82	57	69.5	1,035	53	41	77.4		
CREOKS	805	21	11	52.4	975	17	13	76.5		
Community Coun.	1,013	149	107	71.8	977	107	78	72.9		
Red Rock West	564	188	122	64.9	536	229	156	68.1		
WSPC	932	3	3	100.0	968	3	2	66.7		
Central OK	1,075	14	10	71.4	999	13	8	61.5		
Jim Taliaferro	1,171	35	22	62.9	1,272	14	8	57.1		
Carl Albert	1,594	18	11	61.1	1,668	9	4	44.4		
MHSSO	1,888	23	14	60.9	2,198	14	5	35.7		

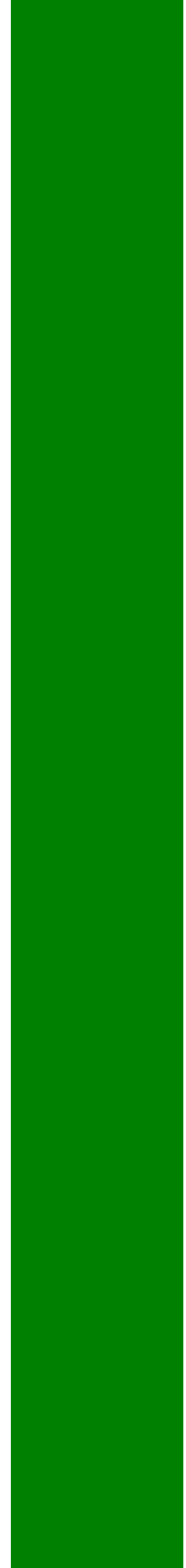
Refer to Definitions (Appendix A) for a description of structured emergency care services.

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.

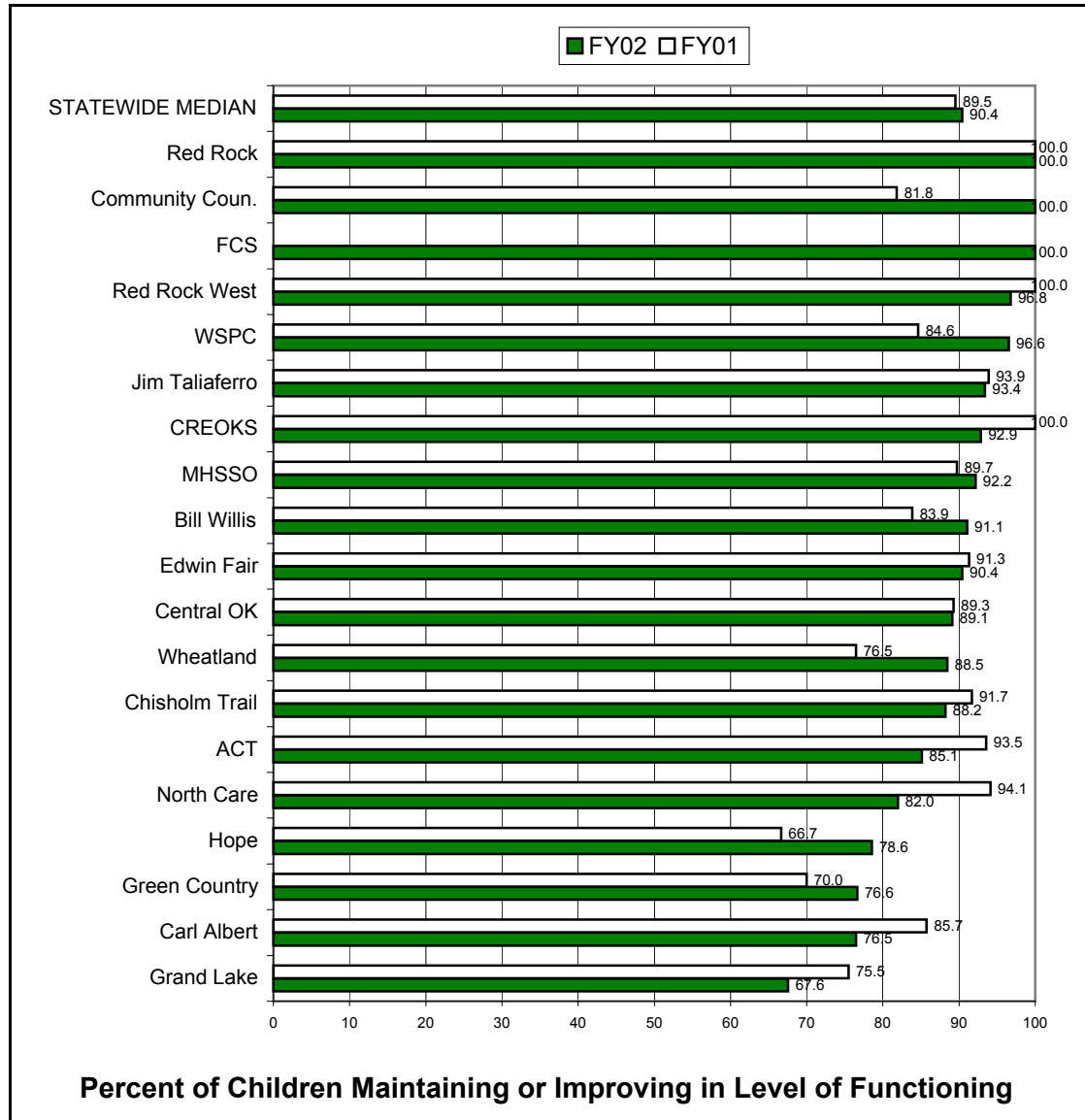


Performance Indicators Children with SED



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 FY02 the percent of children with SED with a maintained or improved level of functioning varied among all CMHCs from 67.6 to 100, with a statewide median of 90.4%. When compared with FY01, the percent increased in FY02 among 7 of the 18 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 (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)
Red Rock	100.00	85.24	14.76
Comm Counseling Ctr	100.00	86.09	13.91
Western State Psych Ctr	96.55	85.06	11.49
Family & Children Svcs	100.00	90.03	9.97
Red Rock West	96.77	86.81	9.96
Edwin Fair	90.41	84.01	6.40
Bill Willis	91.07	84.76	6.32
MHSSO	92.16	87.86	4.30
Chisholm Trail	88.24	84.66	3.57
Jim Taliaferro	93.41	89.85	3.56
Creoks	92.86	89.70	3.16
Wheatland	88.46	85.66	2.80
Central OK	89.13	87.62	1.51
ACT	85.11	87.24	-2.13
Carl Albert	76.47	79.02	-2.55
North Care	82.00	85.11	-3.11
Hope Comm Svcs	78.57	90.72	-12.15
Green Country	76.62	89.85	-13.22
Grand Lake	67.57	89.04	-21.47

Thirteen of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
Red Rock	73	27	27	100.0	58	48	48	100.0	90.4	88.7
Community Coun.	28	11	9	81.8	10	9	9	100.0		
FCS	0	0	0	0.0	10	1	1	100.0		
Red Rock West	34	13	13	100.0	34	31	30	96.8		
WSPC	68	26	22	84.6	65	29	28	96.6		
Jim Taliaferro	333	147	138	93.9	275	91	85	93.4		
CREOKS	48	8	8	100.0	159	42	39	92.9		
MHSSO	56	39	35	89.7	69	51	47	92.2		
Bill Willis	146	62	52	83.9	179	56	51	91.1		
Edwin Fair	53	23	21	91.3	134	73	66	90.4		
Central OK	122	56	50	89.3	153	46	41	89.1		
Wheatland	65	17	13	76.5	54	26	23	88.5		
Chisholm Trail	93	24	22	91.7	101	34	30	88.2		
ACT	75	31	29	93.5	91	47	40	85.1		
North Care	122	34	32	94.1	151	50	41	82.0		
Hope	54	33	22	66.7	49	28	22	78.6		
Green Country	211	50	35	70.0	210	77	59	76.6		
Carl Albert	38	14	12	85.7	59	17	13	76.5		
Grand Lake	134	49	37	75.5	161	74	50	67.6		

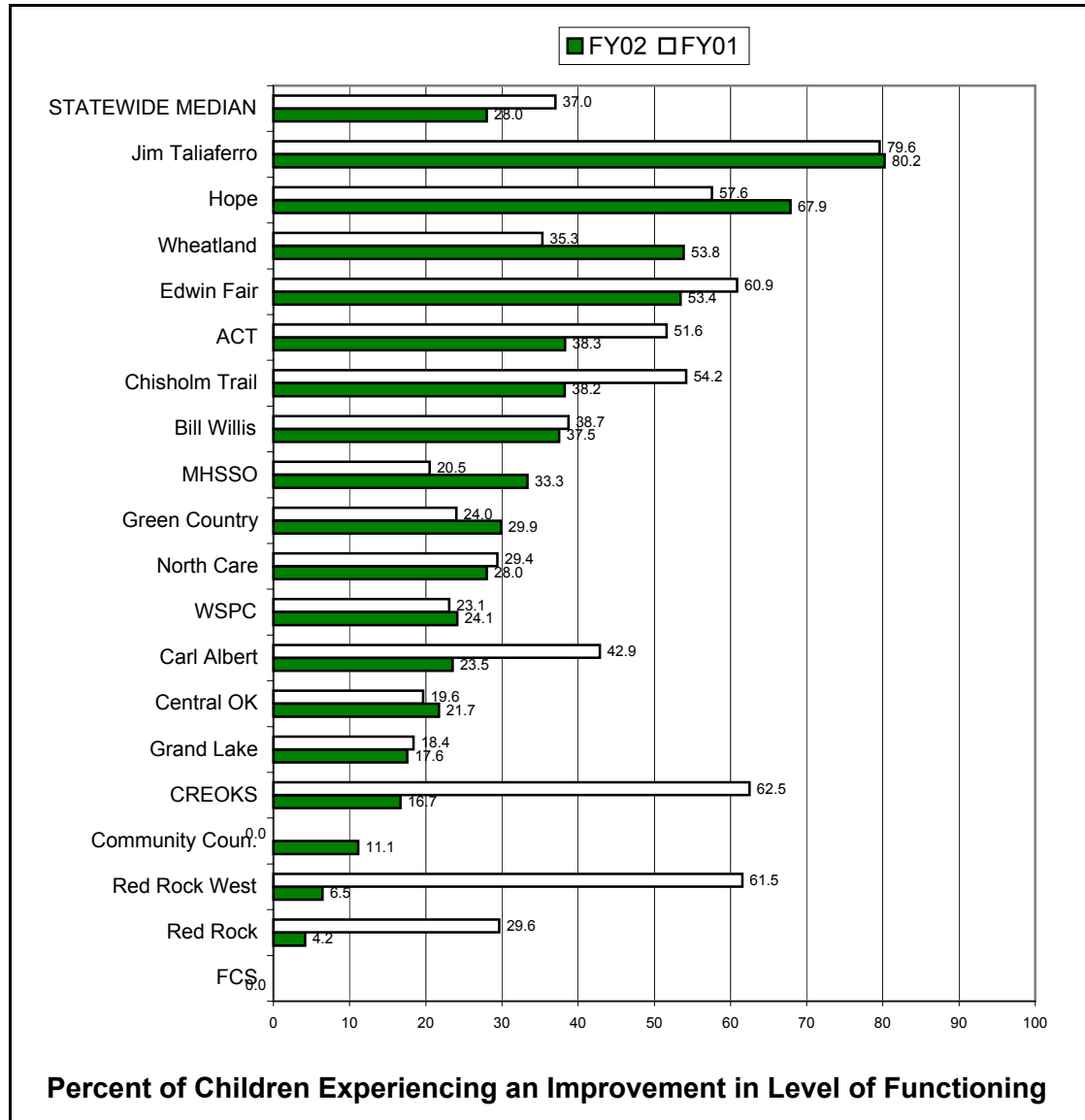
Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

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 FY02 the percent of children with SED with an improved level of functioning varied among all CMHCs from 0 to 80.2, with a statewide median of 28%. When compared with FY01, the percent increased in FY02 among 8 of the 18 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Hope Comm Svcs	67.86	35.31	32.54
Edwin Fair	53.42	31.75	21.67
Wheatland	53.85	33.60	20.25
Jim Taliaferro	80.22	60.74	19.48
ACT	38.30	30.95	7.35
Bill Willis	37.50	30.56	6.94
Chisholm Trail	38.24	32.89	5.35
Carl Albert	23.53	24.88	-1.35
MHSSO	33.33	37.51	-4.18
North Care	28.00	32.81	-4.81
Green Country	29.87	34.77	-4.90
Western State Psych Ctr	24.14	31.76	-7.62
Central OK	21.74	36.03	-14.29
Comm Counseling Ctr	11.11	26.36	-15.25
Grand Lake	17.57	33.51	-15.94
Creoks	16.67	35.91	-19.24
Red Rock	4.17	26.09	-21.92
Family & Children Svcs	0.00	23.53	-23.53
Red Rock West	6.45	31.48	-25.03

Seven of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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	333	147	117	79.6	275	91	73	80.2	28.0	30.8
Hope	54	33	19	57.6	49	28	19	67.9		
Wheatland	65	17	6	35.3	54	26	14	53.8		
Edwin Fair	53	23	14	60.9	134	73	39	53.4		
ACT	75	31	16	51.6	91	47	18	38.3		
Chisholm Trail	93	24	13	54.2	101	34	13	38.2		
Bill Willis	146	62	24	38.7	179	56	21	37.5		
MHSSO	56	39	8	20.5	69	51	17	33.3		
Green Country	211	50	12	24.0	210	77	23	29.9		
North Care	122	34	10	29.4	151	50	14	28.0		
WSPC	68	26	6	23.1	65	29	7	24.1		
Carl Albert	38	14	6	42.9	59	17	4	23.5		
Central OK	122	56	11	19.6	153	46	10	21.7		
Grand Lake	134	49	9	18.4	161	74	13	17.6		
CREOKS	48	8	5	62.5	159	42	7	16.7		
Community Coun.	28	11	0	0.0	10	9	1	11.1		
Red Rock West	34	13	8	61.5	34	31	2	6.5		
Red Rock	73	27	8	29.6	58	48	2	4.2		
FCS	0	0	0	0.0	10	1	0	0.0		

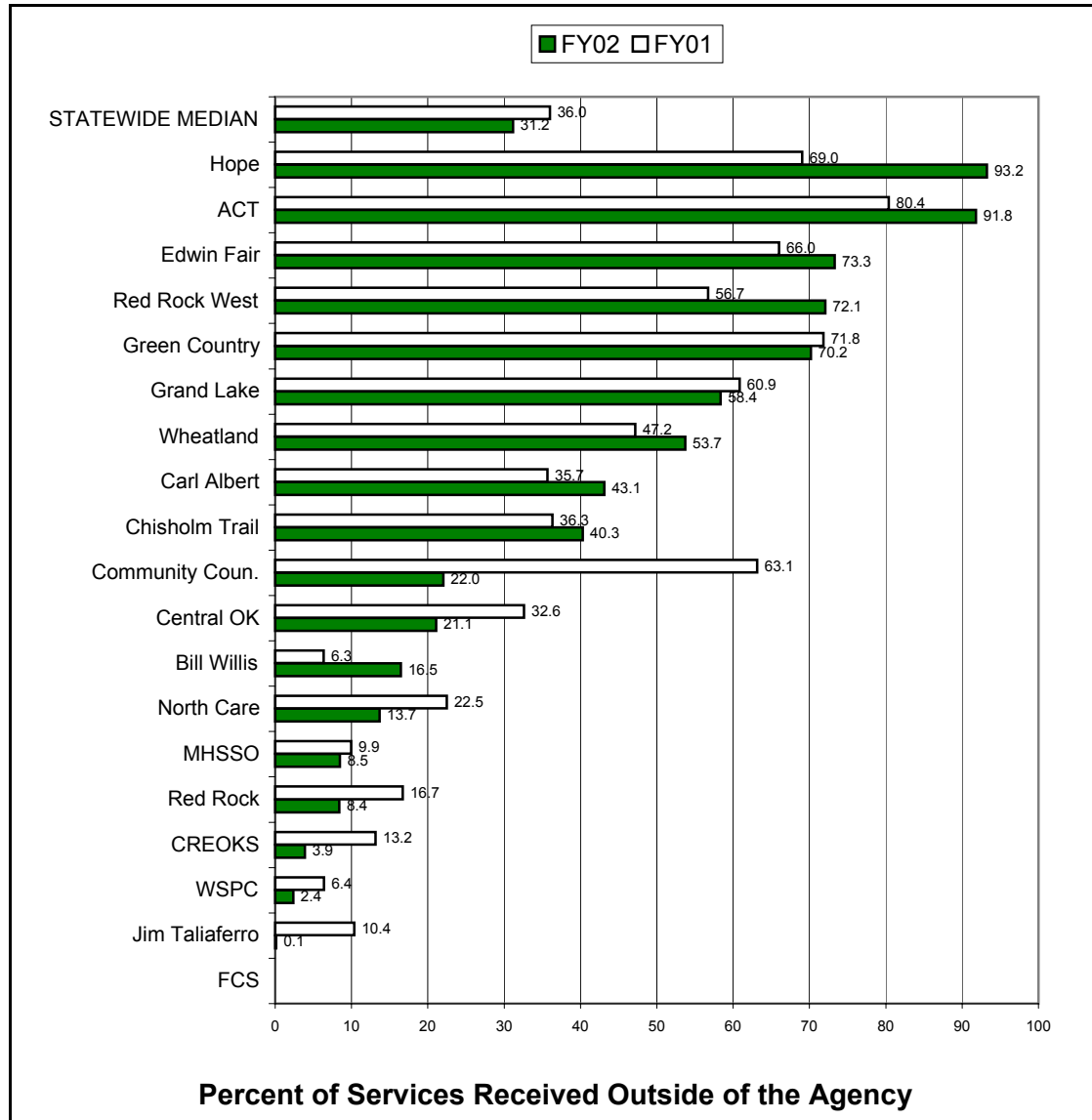
Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

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 FY02 the percent of services provided outside of the agencies' physical locations for children with SED varied among agencies from 0.1 to 93.2, with a statewide median of 31.2%. When compared with FY01, the percent increased in FY02 among 8 of the 18 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	FY01				FY02				FY02 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
Hope	174	174	120	69.0	63	63	59	93.2	31.2	38.5
ACT	1,796	1,796	1,444	80.4	1,612	1,612	1,480	91.8		
Edwin Fair	1,265	1,265	835	66.0	1,270	1,270	931	73.3		
Red Rock West	544	544	309	56.7	354	354	255	72.1		
Green Country	4,027	4,027	2,892	71.8	4,069	4,069	2,856	70.2		
Grand Lake	2,461	2,461	1,498	60.9	1,585	1,585	925	58.4		
Wheatland	444	444	210	47.2	322	322	173	53.7		
Carl Albert	396	396	141	35.7	277	277	120	43.1		
Chisholm Trail	1,774	1,774	644	36.3	1,383	1,383	557	40.3		
Community Coun.	147	147	93	63.1	41	41	9	22.0		
Central OK	1,424	1,424	464	32.6	1,630	1,630	344	21.1		
Bill Willis	1,042	1,042	66	6.3	750	750	124	16.5		
North Care	2,116	1,348	303	22.5	497	497	68	13.7		
MHSSO	753	729	73	9.9	221	221	19	8.5		
Red Rock	588	543	91	16.7	559	405	34	8.4		
CREOKS	855	855	113	13.2	92	90	4	3.9		
WSPC	413	413	26	6.4	262	262	6	2.4		
Jim Taliaferro	2,695	2,695	280	10.4	1,315	1,315	2	0.1		
FCS	0	0	0	0.0	0	0	0	0.0		

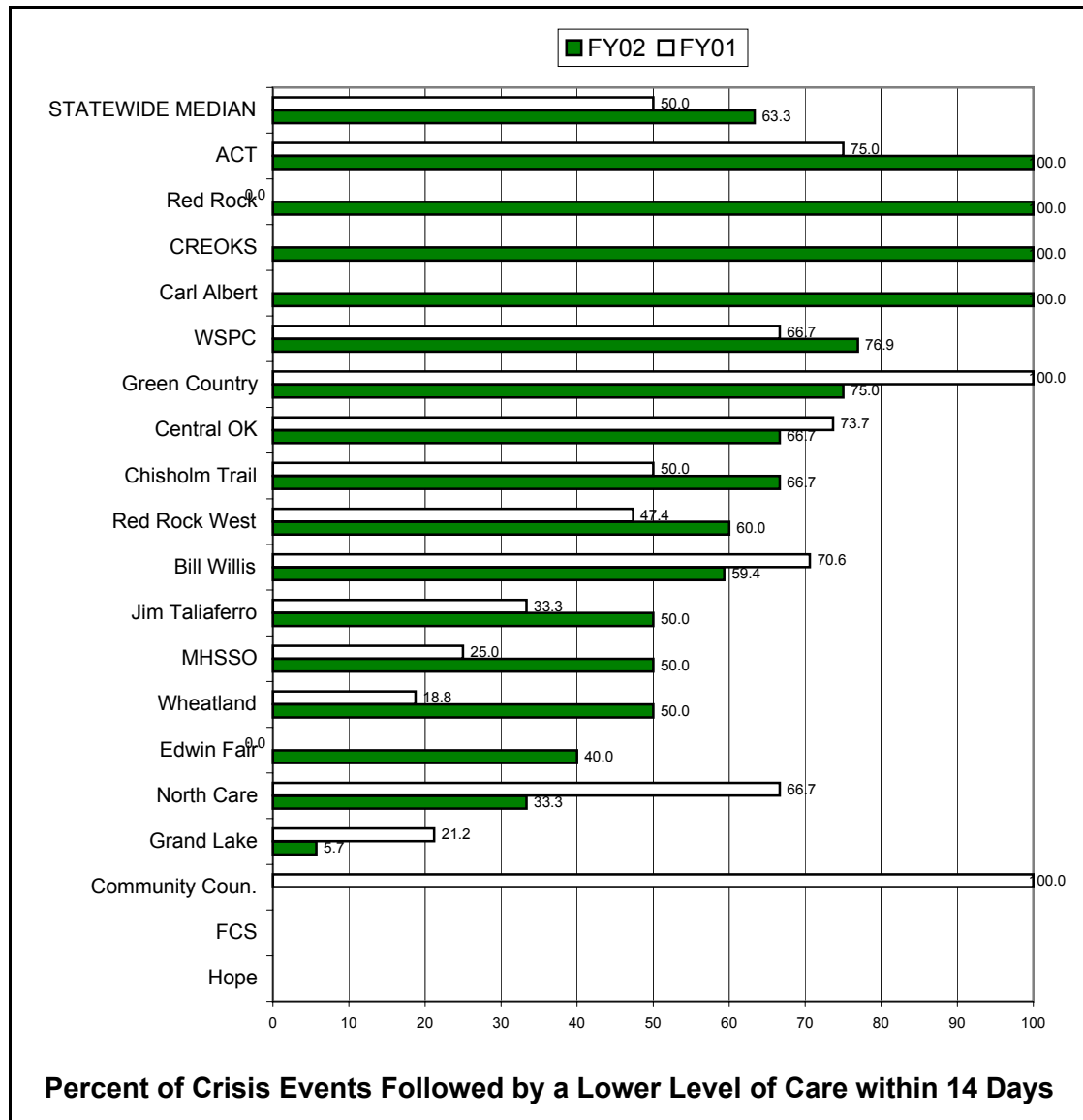
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

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 FY02 the percent of children with SED who receiving a lower level of care within 14 days after a crisis event varied among all CMHCs from 5.7 to 100, with a statewide median of 63.3%. When compared with FY01, the percent increased in FY02 among 9 of the 14 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 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.

	unadjusted score	case-mix adjusted score	case-mix adjustment (difference)
Carl Albert	100.00	45.80	54.20
Creoks	100.00	45.80	54.20
Red Rock	100.00	63.89	36.11
ACT	100.00	63.89	36.11
Western State Psych Ctr	76.92	49.98	26.95
Green Country	75.00	54.85	20.16
Central OK	66.67	50.63	16.04
Chisholm Trail	66.67	51.83	14.84
Red Rock West	60.00	47.01	12.99
Bill Willis	59.38	51.45	7.92
Jim Taliaferro	50.00	45.80	4.20
MHSSO	50.00	50.97	-0.97
Wheatland	50.00	51.83	-1.83
Edwin Fair	40.00	45.80	-5.80
North Care	33.33	45.80	-12.47
Grand Lake	5.71	48.39	-42.67
Family & Children Svcs	0.00	n/a	n/a
Hope Comm Svcs	0.00	n/a	n/a
Comm Counseling Ctr	0.00	n/a	n/a

Fourteen of the nineteen agencies performed at a rate equal to or 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	FY01				FY02				FY02 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
ACT	75	8	6	75.0	91	2	2	100.0	63.3	64.6
Red Rock	73	2	0	0.0	58	1	1	100.0		
CREOKS	0	0	0	0.0	159	1	1	100.0		
Carl Albert	0	0	0	0.0	59	1	1	100.0		
WSPC	68	6	4	66.7	65	13	10	76.9		
Green Country	211	5	5	100.0	210	4	3	75.0		
Central OK	122	19	14	73.7	153	15	10	66.7		
Chisholm Trail	93	2	1	50.0	101	3	2	66.7		
Red Rock West	34	19	9	47.4	34	30	18	60.0		
Bill Willis	146	17	12	70.6	179	32	19	59.4		
Jim Taliaferro	333	6	2	33.3	275	2	1	50.0		
MHSSO	56	8	2	25.0	69	14	7	50.0		
Wheatland	65	16	3	18.8	54	6	3	50.0		
Edwin Fair	53	1	0	0.0	134	5	2	40.0		
North Care	122	3	2	66.7	151	3	1	33.3		
Grand Lake	134	33	7	21.2	161	35	2	5.7		
Community Coun.	28	1	1	100.0	0	0	0	0.0		
FCS	0	0	0	0.0	0	0	0	0.0		
Hope	0	0	0	0.0	0	0	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.

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 31st 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;
 - o Received at least one service under a mental health contract sources (codes: 01,25, 35,36,39,42,43,47,48) during the fiscal year, or;
 - o 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;
 - o 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:
 - o Completed Court Treatment
 - o Failed to Begin Treatment
 - o Death
 - o 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
 - o 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.

Code	Description
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
47	Hospital Diversion/Crisis Support
48	COPEs
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
Hourly	Crisis Stabilization	002E	Community-based Structured Emergency Care
	Housing	004E	Family Self Sufficiency Program
		003C	Independent Living Training Program
		003Z	Permanent Congregate House
		003J	Sponsored Housing Program
		003E	Supervised Housing
	Inpatient	001D	Acute Inpatient
		001A	Intermediate Inpatient
	Residential Treatment	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)
	Evaluation/Assessment	106	Clinical Testing
		100	Competency Evaluation
		110	Evaluation and Assessment
Hourly		101	Evaluation/Assessment
		105	Referral
		300	Treatment Plan Review
		400	Treatment Planning
	Counseling	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)
	Crisis Intervention	133	Crisis Intervention Counseling
		134	Crisis Intervention Telephone
		120	Emergency/Crisis (face)
		121	Emergency/Crisis (telephone)
		123	Mobile Crisis Service
	Case Management	212	Case Management
		225	Case Management
		226	Case Management
		204	Client Advocacy
		213	Intensive Case Management

Service Hourly	Category	Code	Description
	Physician/Lab Services		
		305	Medical Review
		308	Medication Delivery
		304	Pharmacological Management
	Other Outpatient Services		
		207	Home-based Care
		570	Job Retention Support
		252	PACT Timeline Development
	Rehabilitation		
		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
	Vocational		
		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

