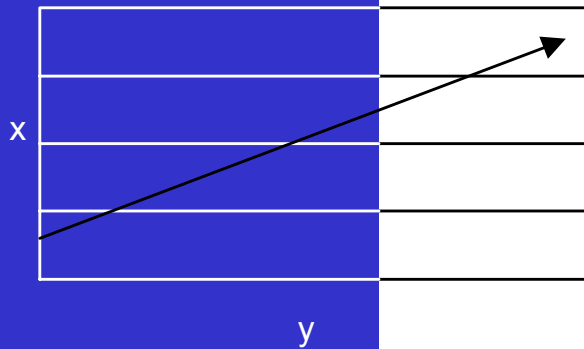


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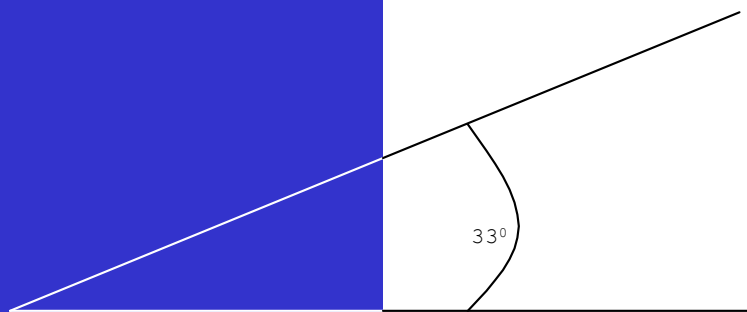
**Oklahoma Department of
Mental Health and
Substance Abuse Services**

P

**erformance &
outcomes
monitoring
report**



**for
Community
Mental Health
Centers**



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

Volume 1: Performance Indicators

Oklahoma Department of Mental Health and Substance Abuse Services
Fiscal Year 2002 Mental Health Performance Indicators
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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.



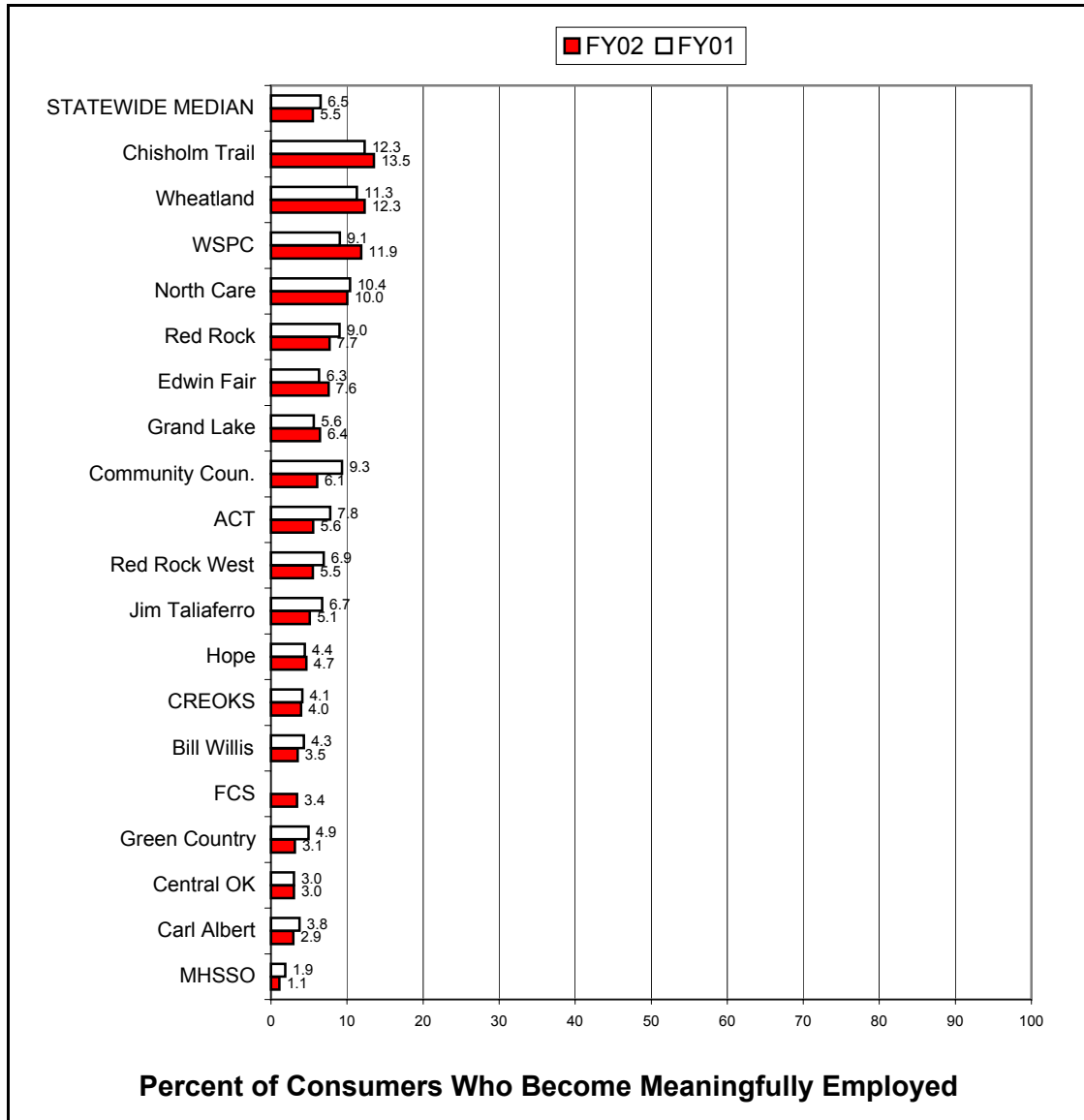
Performance Indicators

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 | | |

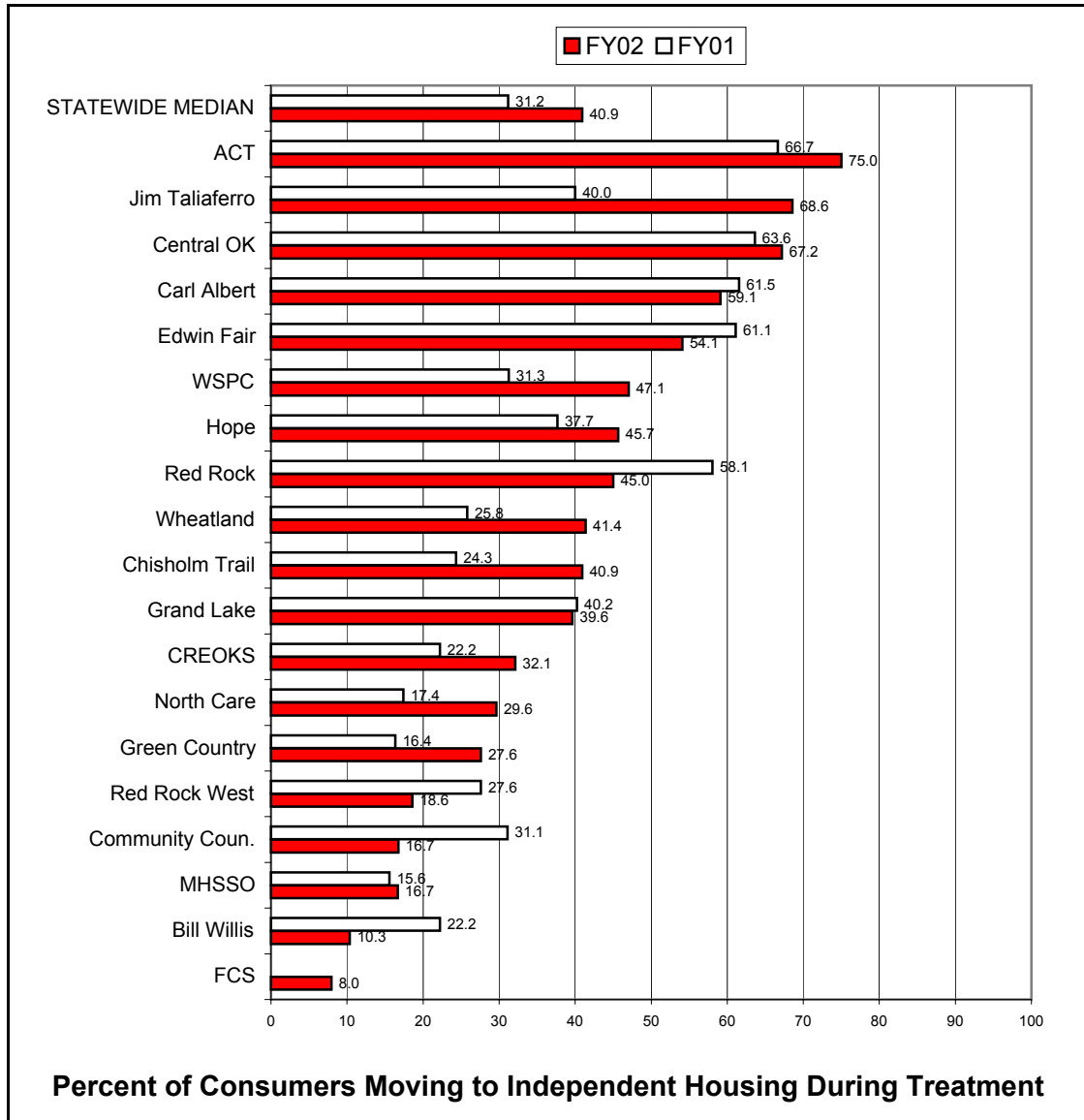
Clients are only counted if their employment status at admission is unemployed or not in the work force.

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 | | |

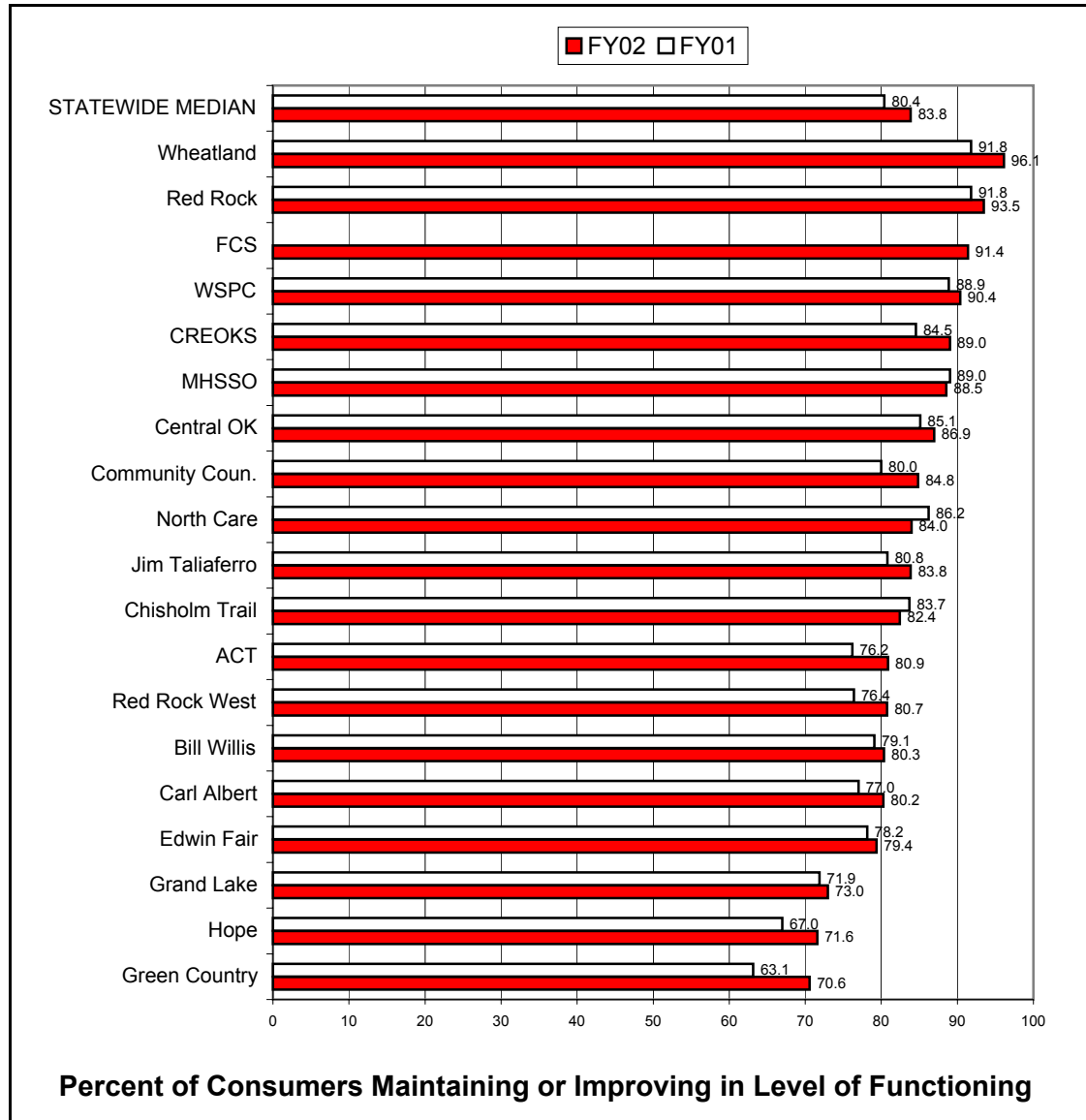
Independent housing includes Private Residence and Supported Living.

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)

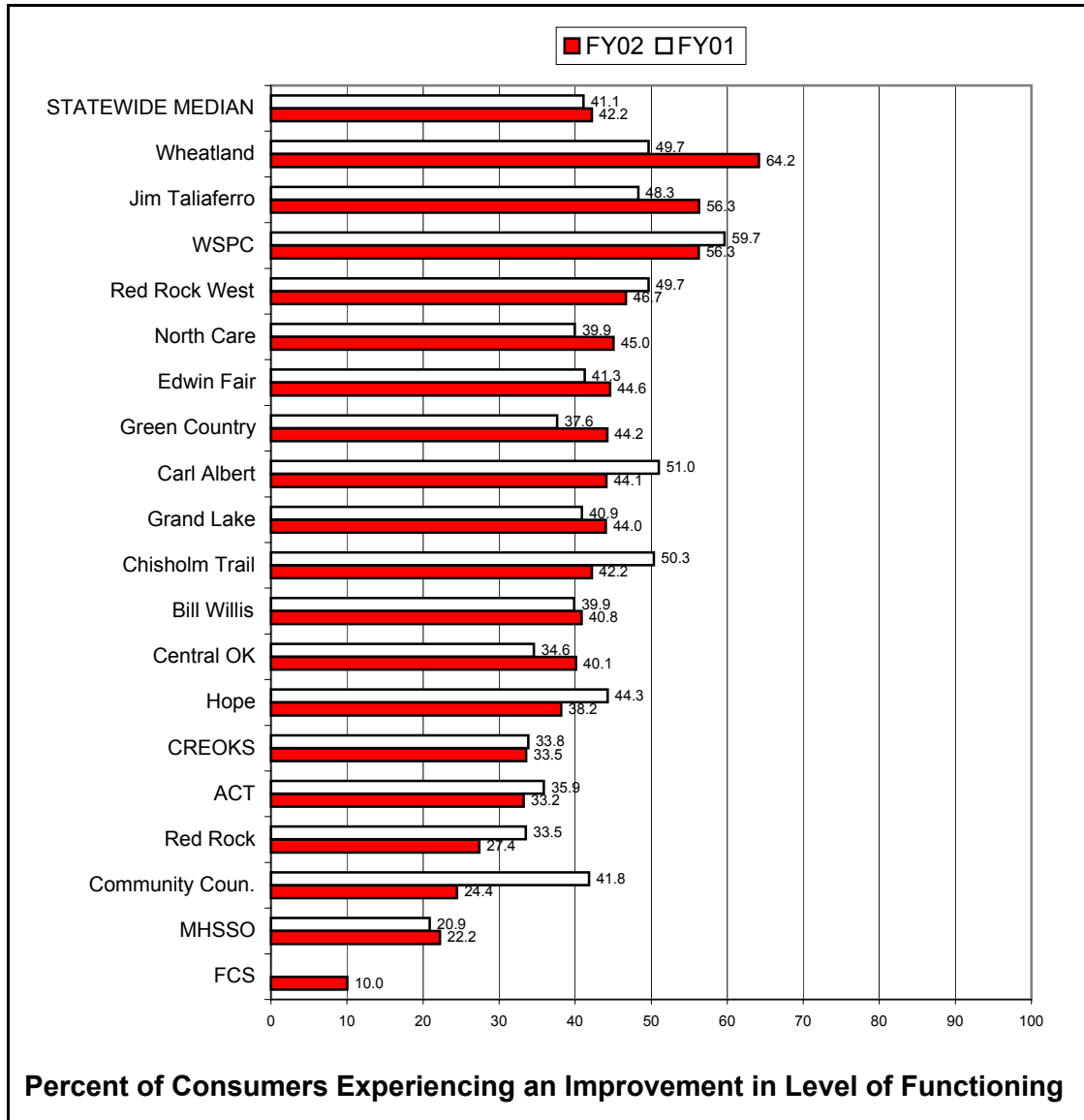
Question: What percent of adult consumers maintain or achieve an improved level of functioning after receiving services?

| 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)

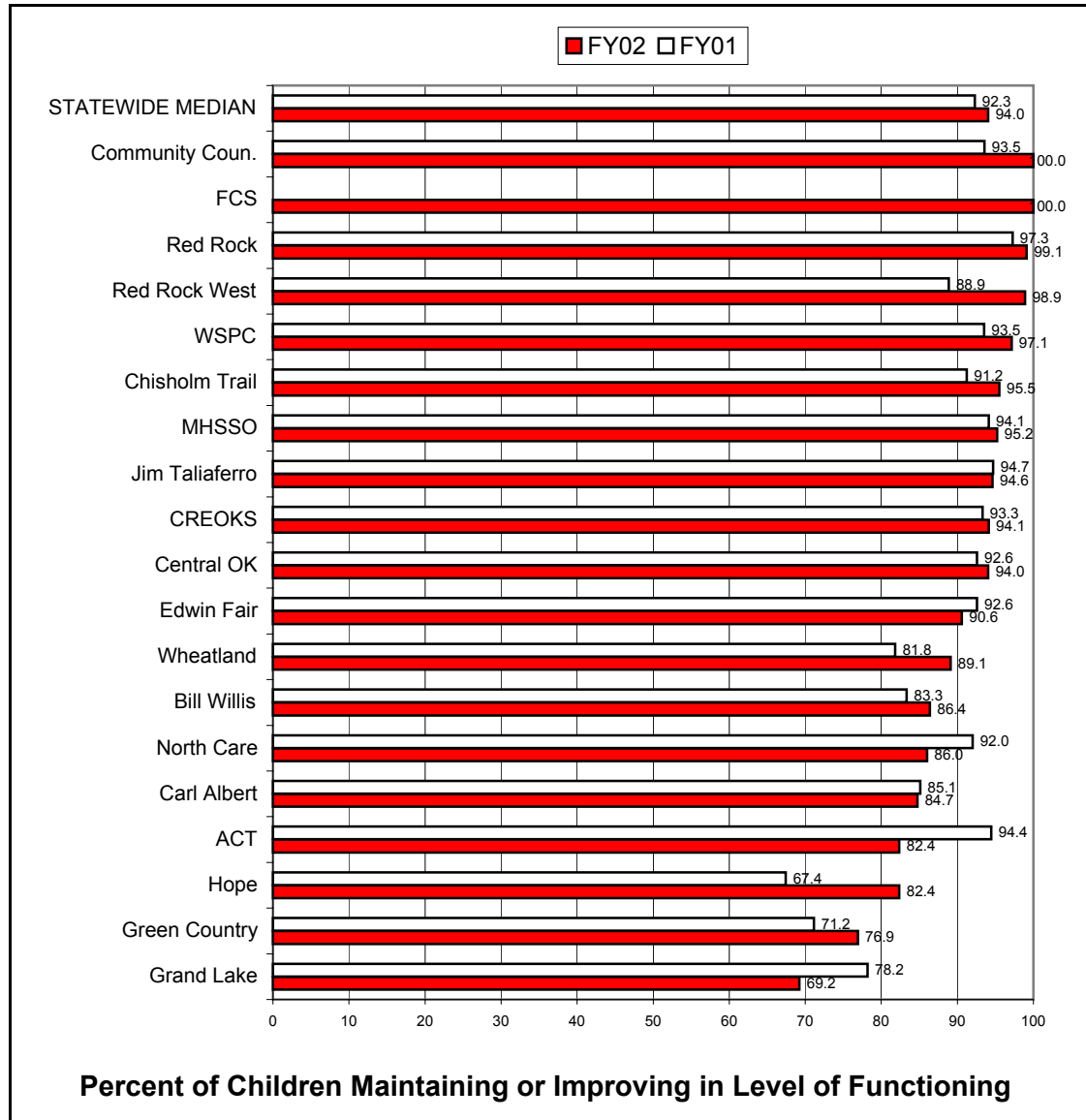
Question: What percent of adult consumers achieve an improved level of functioning after receiving services?

| 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)

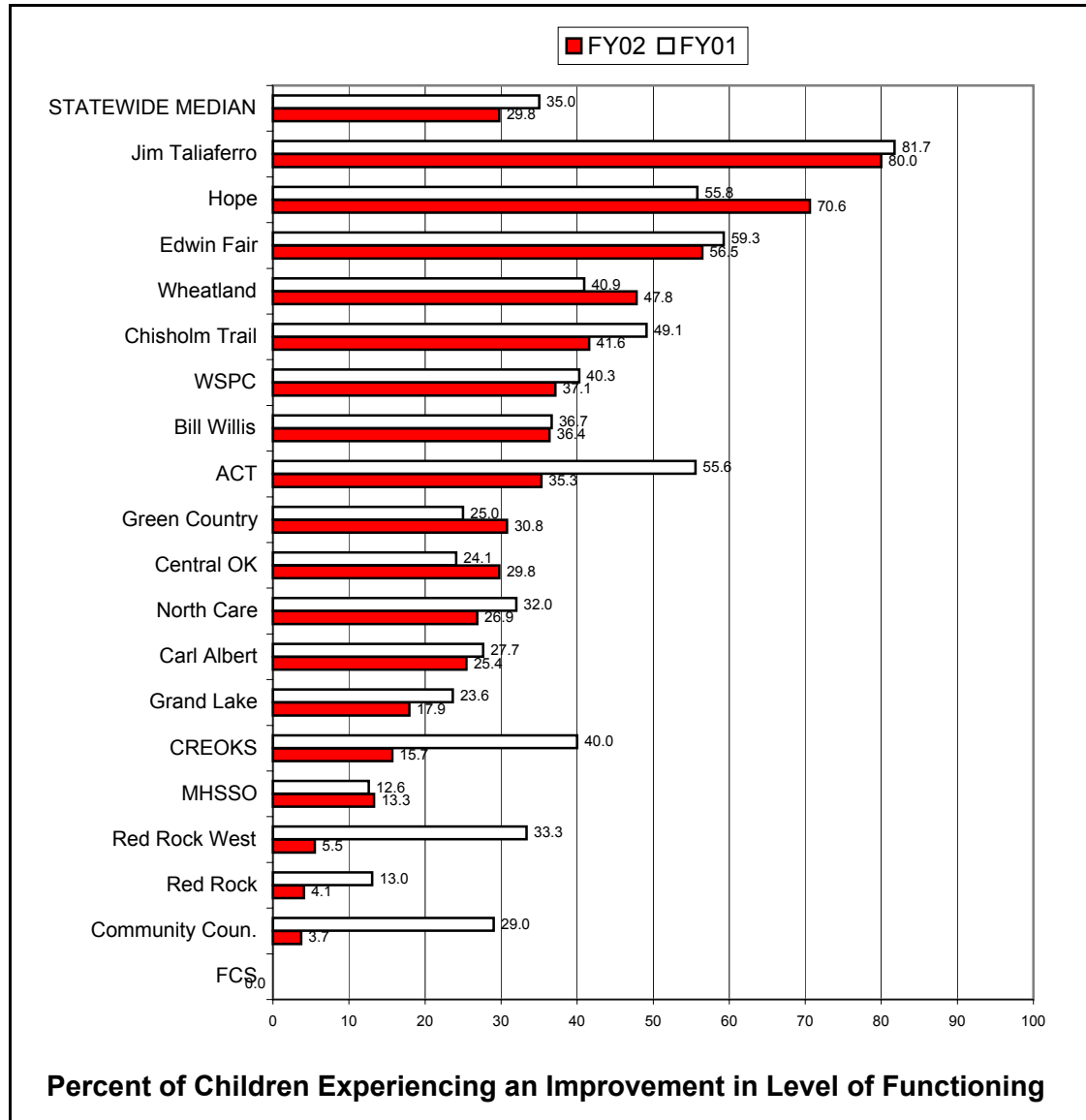
Question: What percent of children (clients less than 18 years old) maintain or achieve an improved level of functioning after receiving services?

| 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 |
| Creeks | 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.

Children's Level of Functioning (Improved)

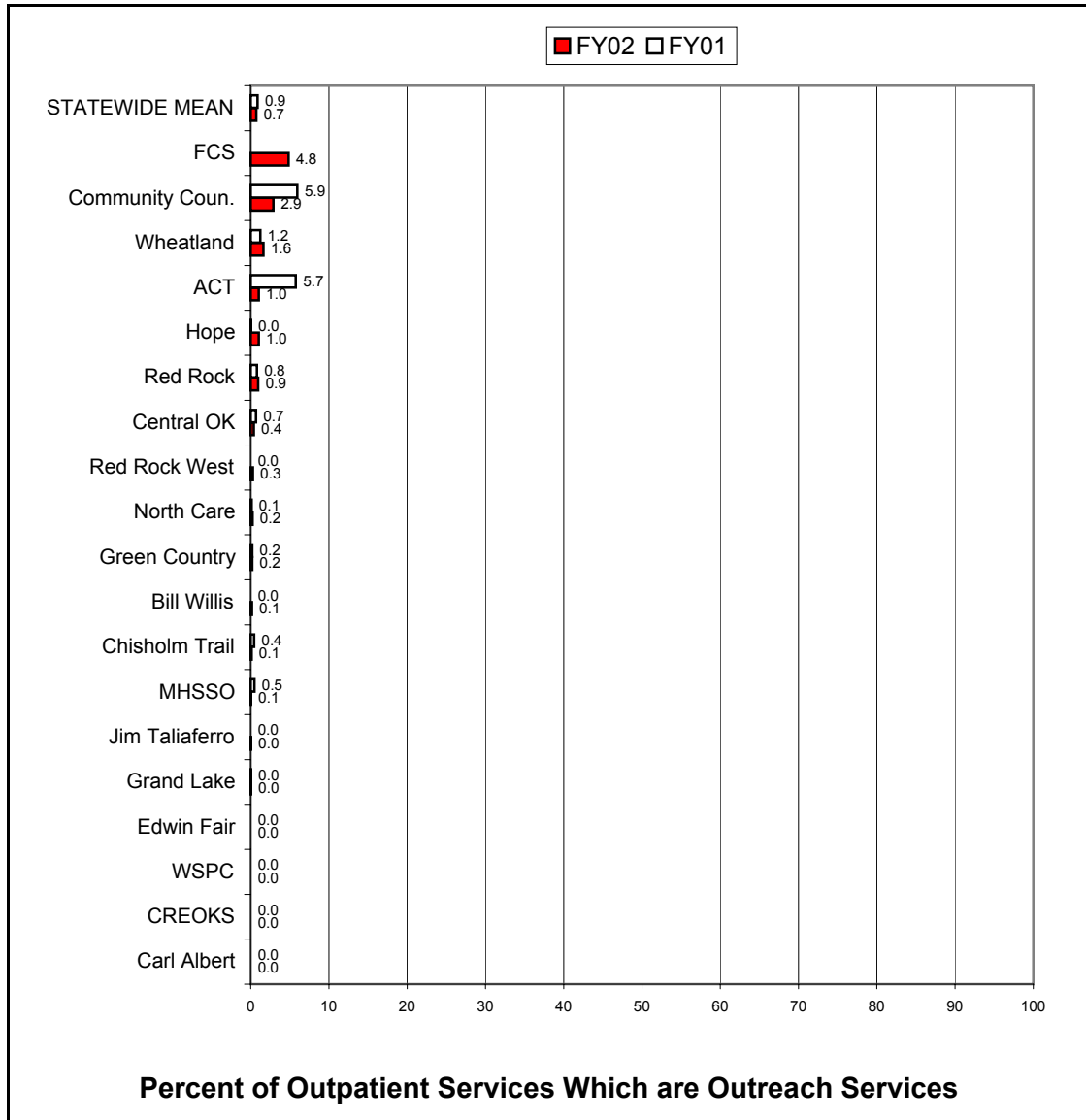
Question: What percent of children (clients less than 18 years old) achieve an improved level of functioning after receiving services?

| Agency | 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 level of functioning | Percent | Total children less than 18 years old | Number of clients with two points of measurement more than 90 days apart | Number of clients with improved level of functioning | Percent | Median | Mean |
| Jim Taliaferro | 496 | 208 | 170 | 81.7 | 374 | 130 | 104 | 80.0 | 29.8 | 30.4 |
| Hope | 68 | 43 | 24 | 55.8 | 55 | 34 | 24 | 70.6 | | |
| Edwin Fair | 71 | 27 | 16 | 59.3 | 174 | 85 | 48 | 56.5 | | |
| Wheatland | 107 | 22 | 9 | 40.9 | 107 | 46 | 22 | 47.8 | | |
| Chisholm Trail | 241 | 57 | 28 | 49.1 | 255 | 89 | 37 | 41.6 | | |
| WSPC | 270 | 77 | 31 | 40.3 | 285 | 105 | 39 | 37.1 | | |
| Bill Willis | 207 | 90 | 33 | 36.7 | 253 | 88 | 32 | 36.4 | | |
| ACT | 84 | 36 | 20 | 55.6 | 115 | 51 | 18 | 35.3 | | |
| Green Country | 243 | 52 | 13 | 25.0 | 227 | 78 | 24 | 30.8 | | |
| Central OK | 239 | 108 | 26 | 24.1 | 290 | 84 | 25 | 29.8 | | |
| North Care | 255 | 75 | 24 | 32.0 | 251 | 93 | 25 | 26.9 | | |
| Carl Albert | 157 | 47 | 13 | 27.7 | 139 | 59 | 15 | 25.4 | | |
| Grand Lake | 150 | 55 | 13 | 23.6 | 178 | 78 | 14 | 17.9 | | |
| CREOKS | 72 | 15 | 6 | 40.0 | 213 | 51 | 8 | 15.7 | | |
| MHSSO | 237 | 119 | 15 | 12.6 | 258 | 188 | 25 | 13.3 | | |
| Red Rock West | 81 | 36 | 12 | 33.3 | 115 | 91 | 5 | 5.5 | | |
| Red Rock | 423 | 184 | 24 | 13.0 | 305 | 221 | 9 | 4.1 | | |
| Community Coun. | 83 | 31 | 9 | 29.0 | 36 | 27 | 1 | 3.7 | | |
| FCS | 0 | 0 | 0 | 0.0 | 76 | 1 | 0 | 0.0 | | |

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.

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

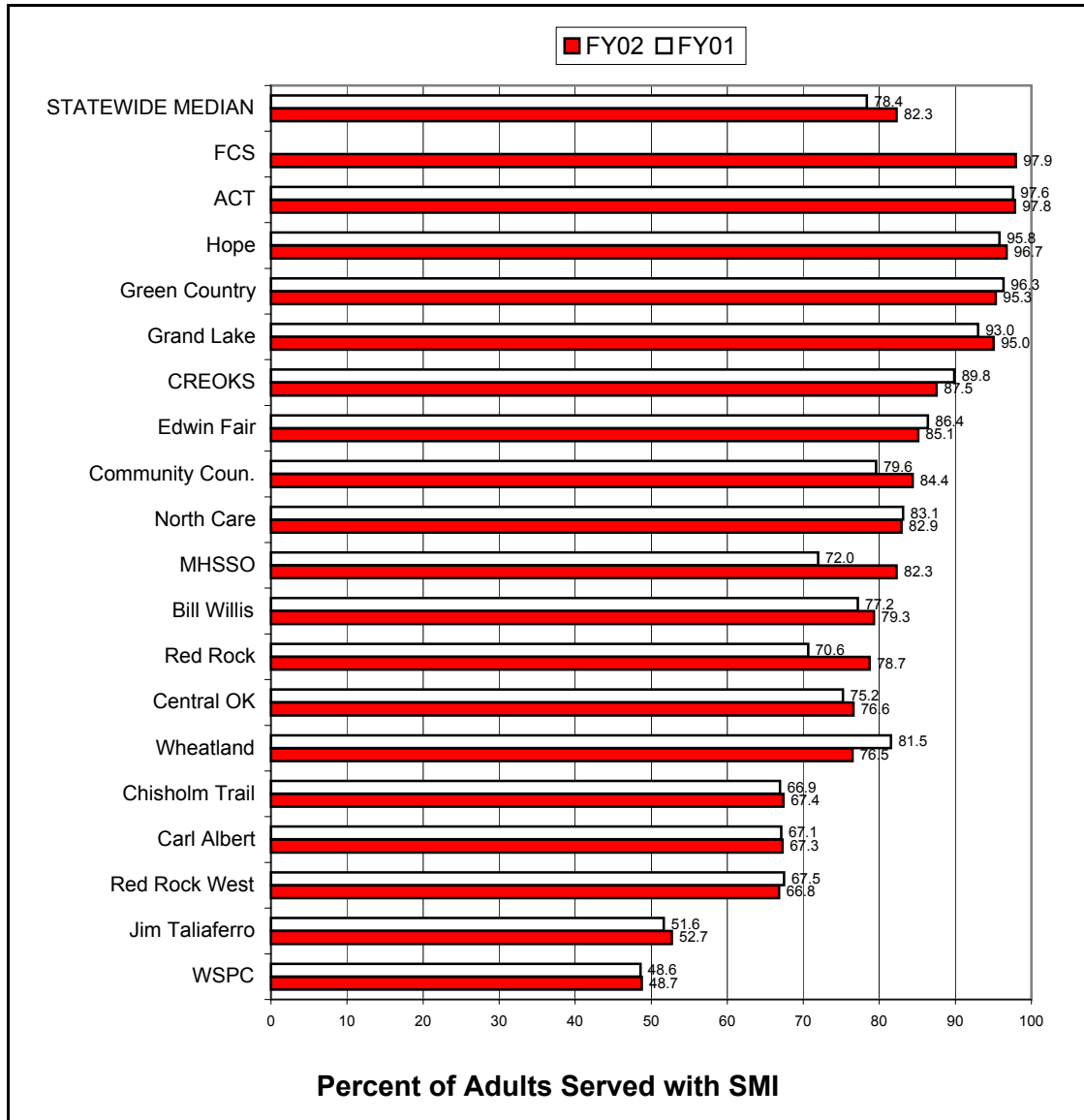
Question: What percent of outpatient services are outreach services, demonstrating that agencies are actively reaching out to clients at risk who are not currently engaged in treatment?

| Agency | FY01 | | | FY02 | | | FY02 Statewide | |
|-----------------|------------------------|----------------------|---------|------------------------|----------------------|---------|----------------|------|
| | Total outpatient hours | Total outreach hours | Percent | Total outpatient hours | Total outreach hours | Percent | Median | Mean |
| | FCS | 0 | 0 | 0.0 | 27,722 | 1,343 | 4.8 | 0.2 |
| 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?

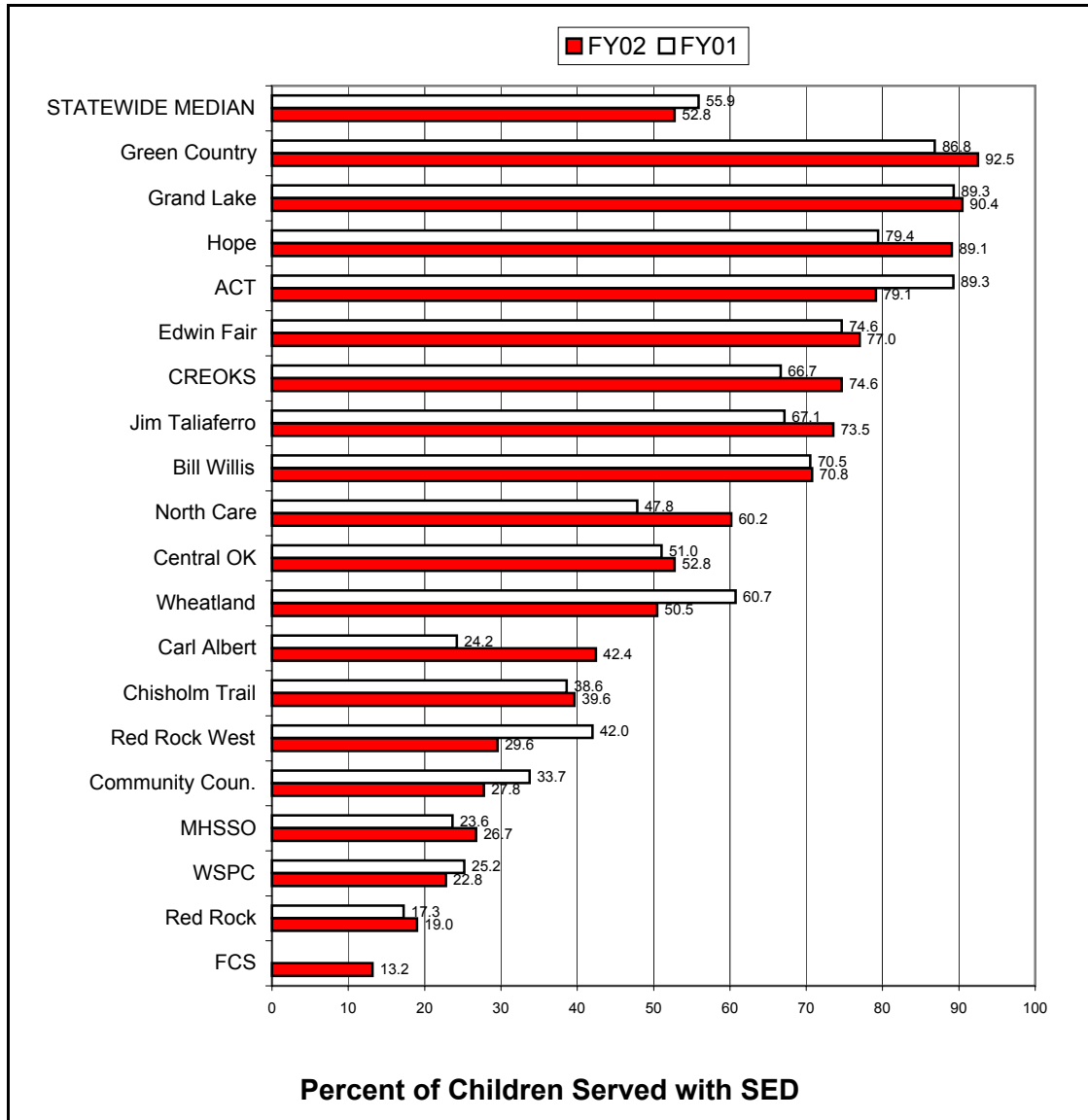
| Agency | FY01 | | | | FY02 | | | | FY02 Statewide | |
|-----------------|---------------|---------------------|--|---------|---------------|---------------------|--|---------|----------------|------|
| | Total clients | Total adult clients | Number of clients ever identified as SMI | Percent | Total 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?

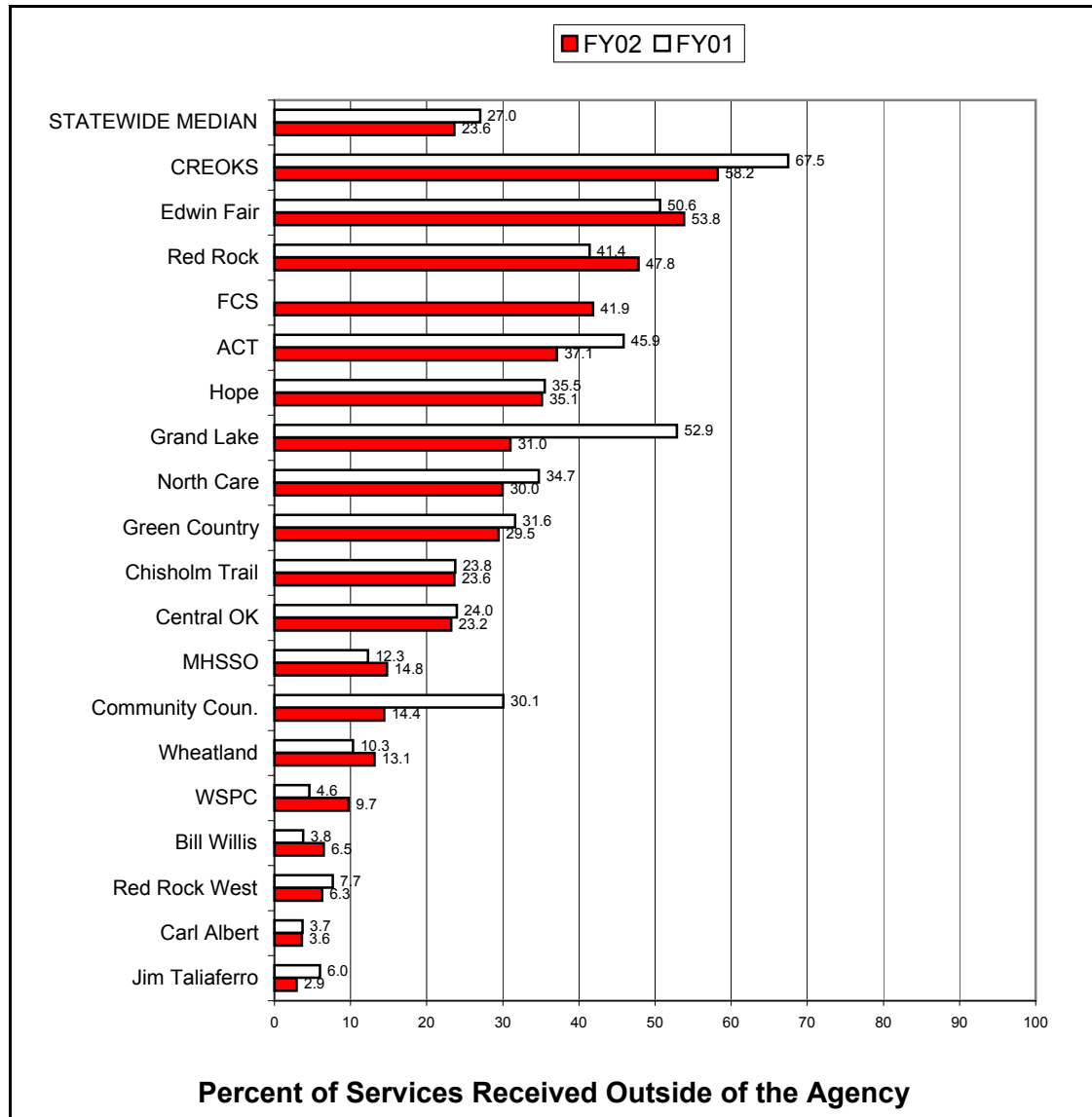
| Agency | FY01 | | | | FY02 | | | | FY02 Statewide | |
|-----------------|---------------|----------------|--|---------|---------------|----------------|--|---------|----------------|------|
| | Total clients | Total children | Number of children identified with SED | Percent | Total clients | Total children | Number of children identified with SED | Percent | Median | Mean |
| 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 | | |

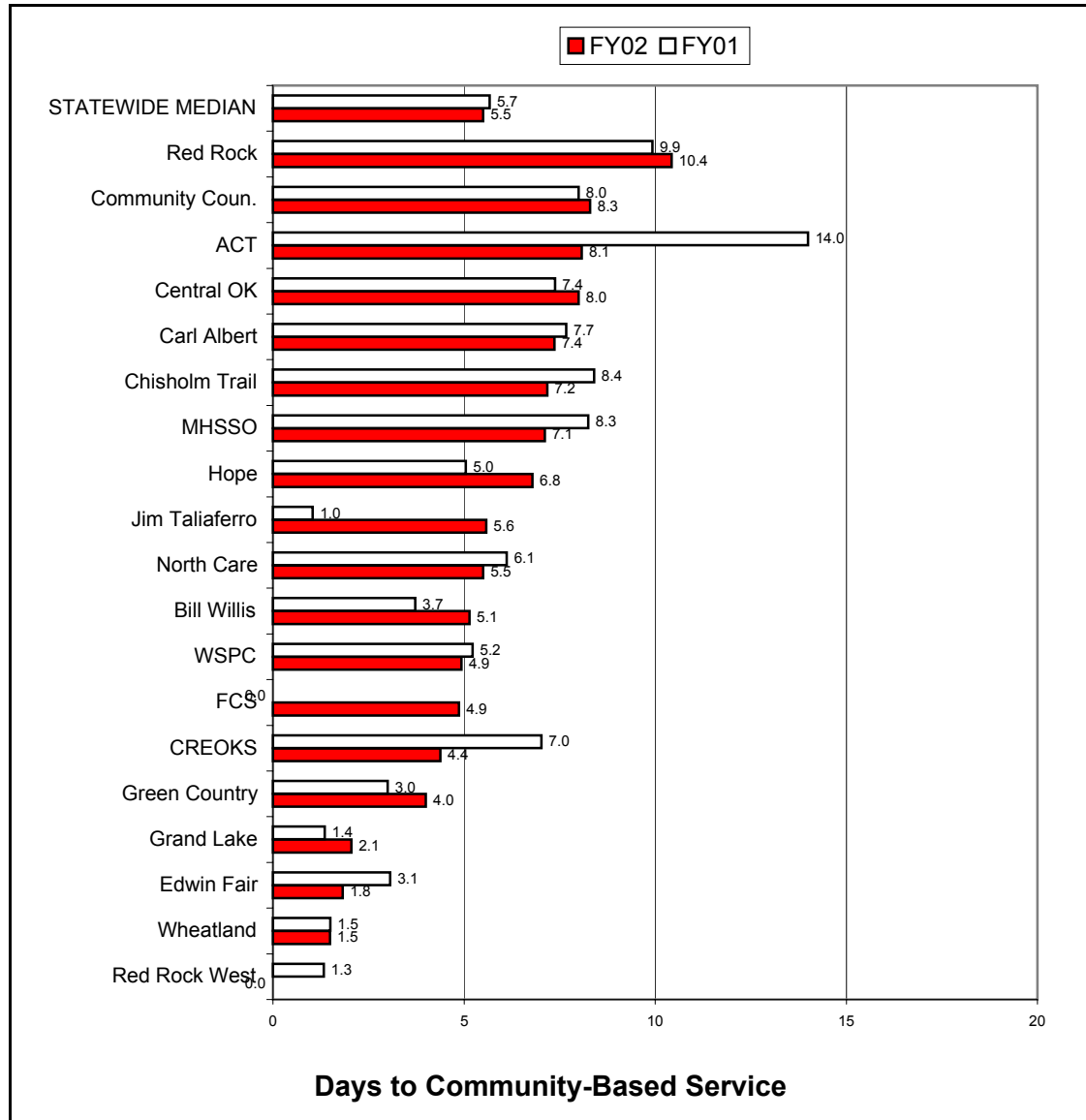
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

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 |
| Creeks | 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?

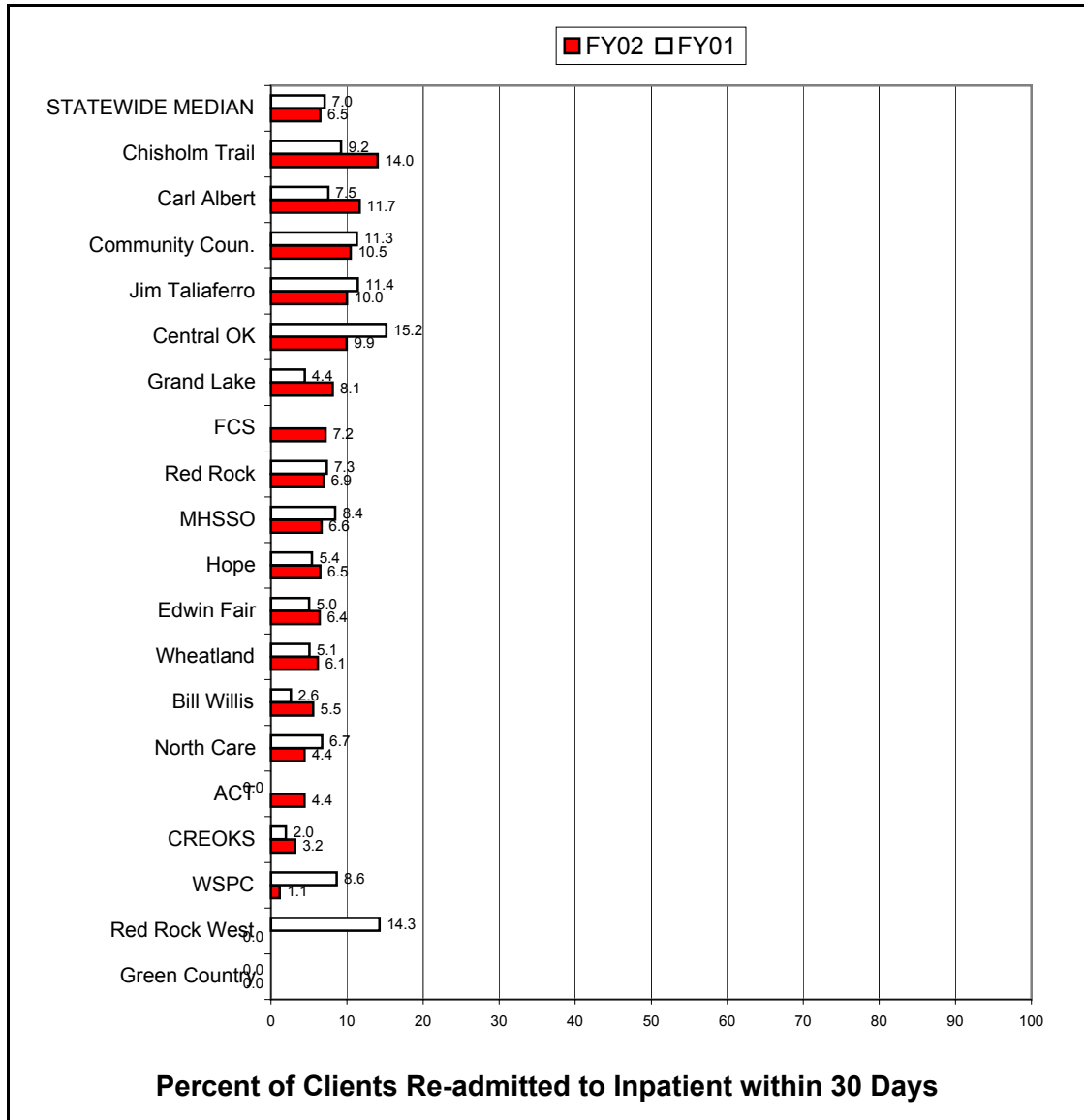
| Agency | FY01 | | | | FY02 | | | | FY02 Statewide | |
|-----------------|---------------------|----------------------|---|--|---------------------|----------------------|---|--|----------------|------|
| | Total adult clients | Inpatient discharges | Number receiving follow-up service within 30 days | 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

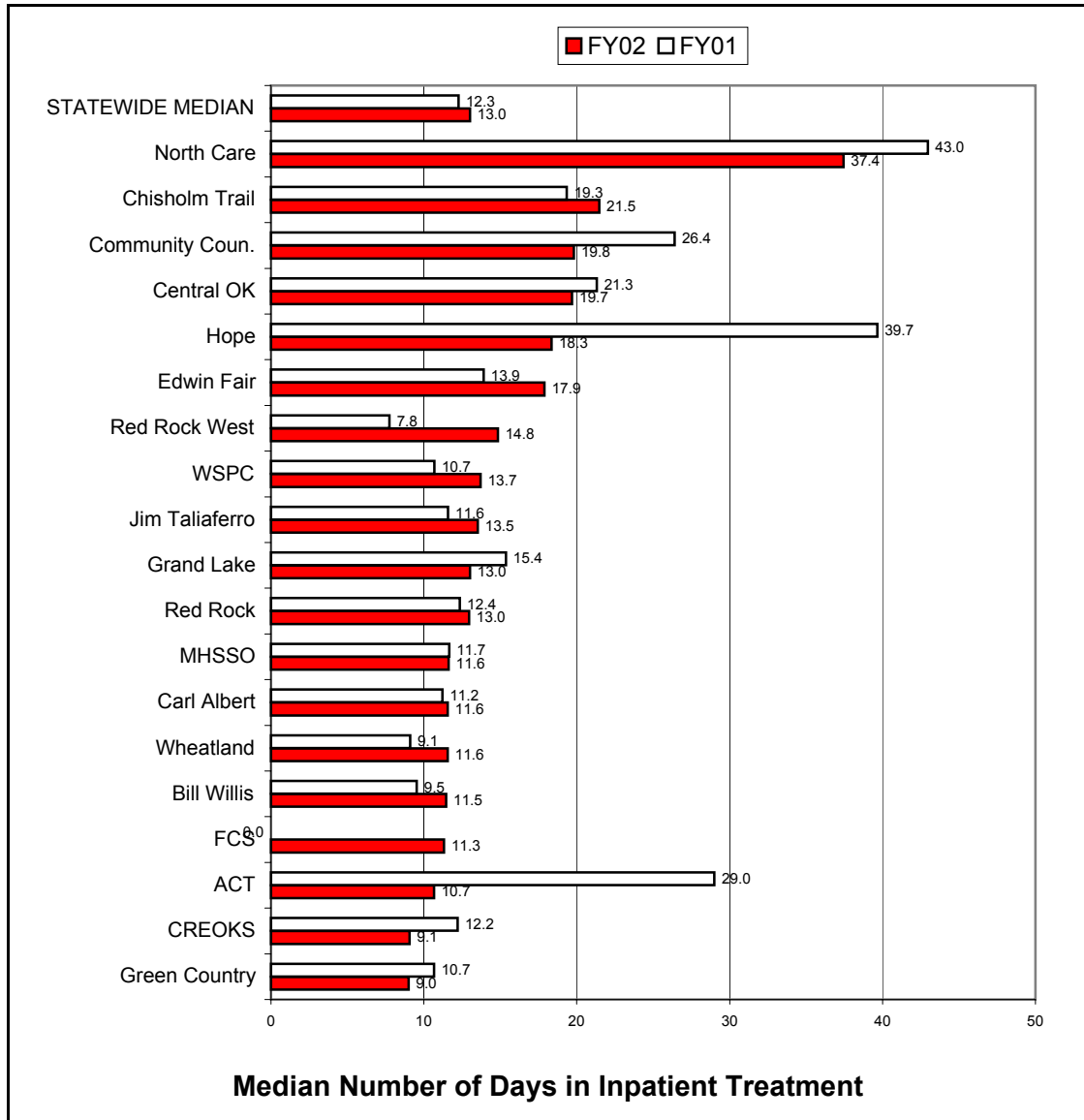
Question: What percent of adult consumers are discharged from a state hospital or CMHC inpatient unit and re-admitted to inpatient within 30 days of discharge?

| Agency | FY01 | | | | FY02 | | | | FY02 Statewide | |
|-----------------|---------------------|----------------------|--|---------|---------------------|----------------------|--|---------|----------------|------|
| | Total adult clients | Inpatient discharges | Number re-admitted to hospital or CMHC inpatient | Percent | Total adult clients | Inpatient discharges | Number re-admitted to hospital or CMHC inpatient | Percent | Median | Mean |
| 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

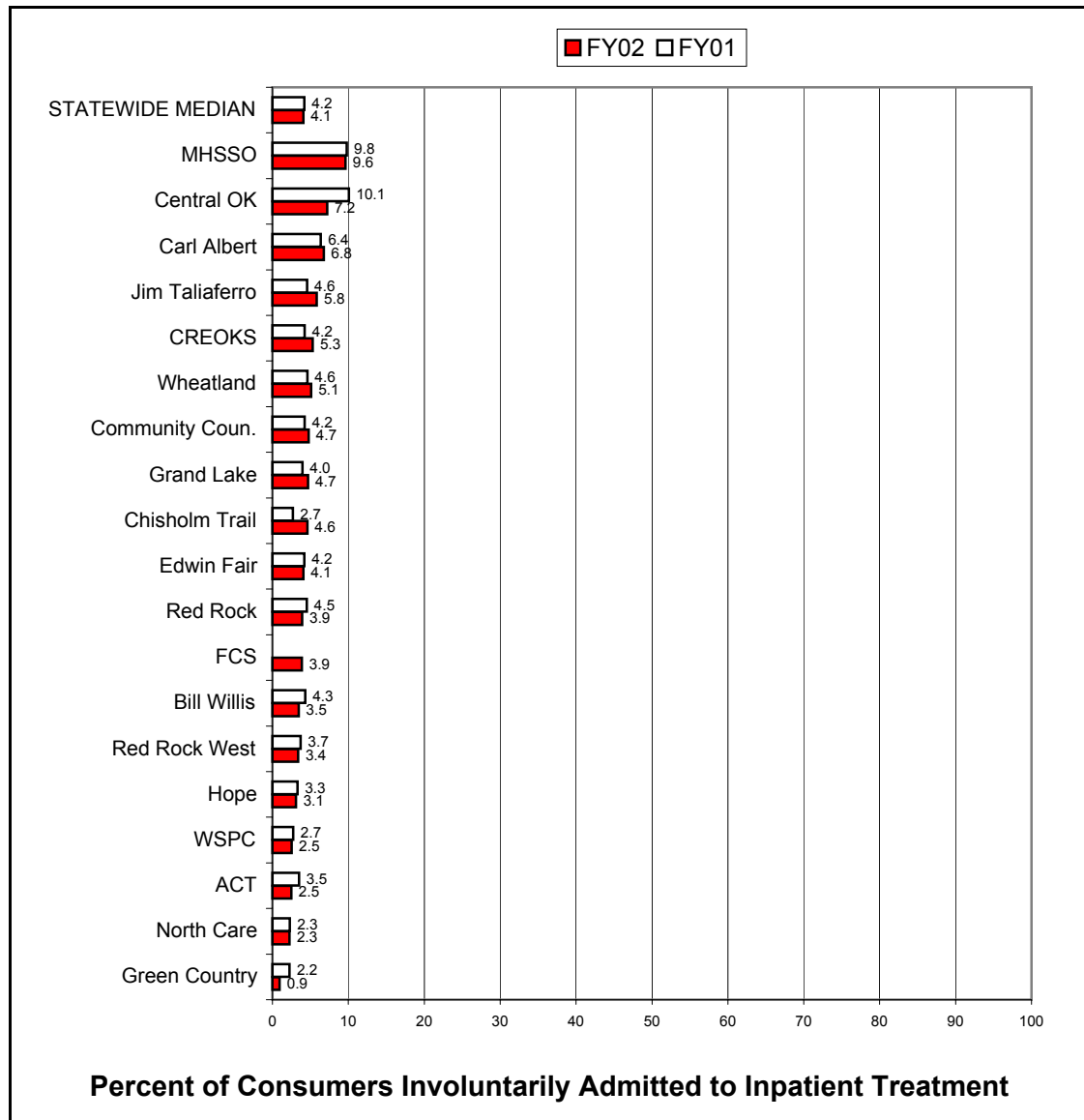
Question: What is the median number of days spent in inpatient treatment?

| 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

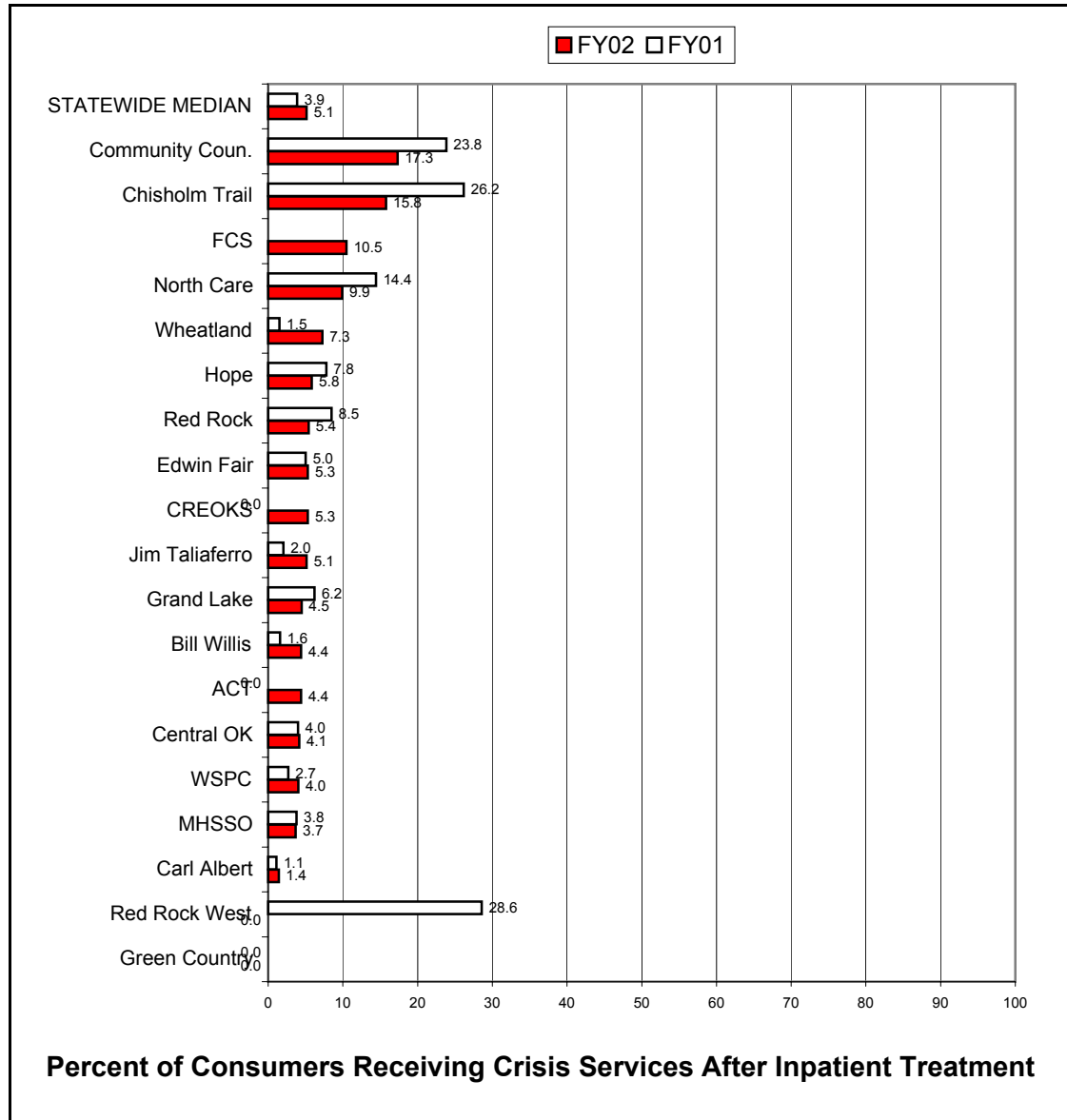
Question: What percent of adult consumers are admitted involuntarily to inpatient treatment?

| 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?

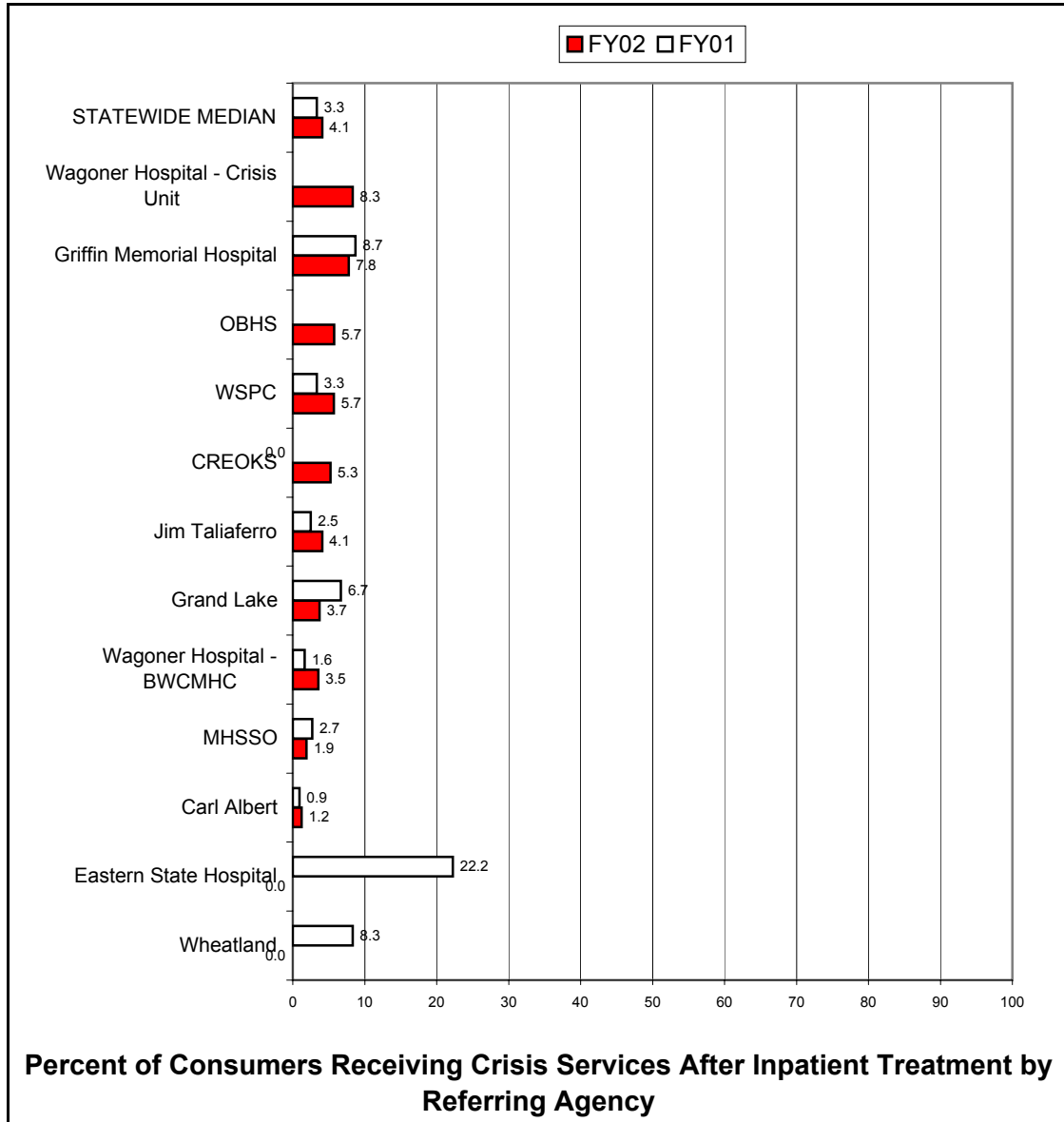
| Agency | FY01 | | | | FY02 | | | | FY02 Statewide | |
|-----------------|---------------------|----------------------|---|---------|---------------------|----------------------|---|---------|----------------|------|
| | Total adult clients | Inpatient discharges | Number who received a crisis service 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

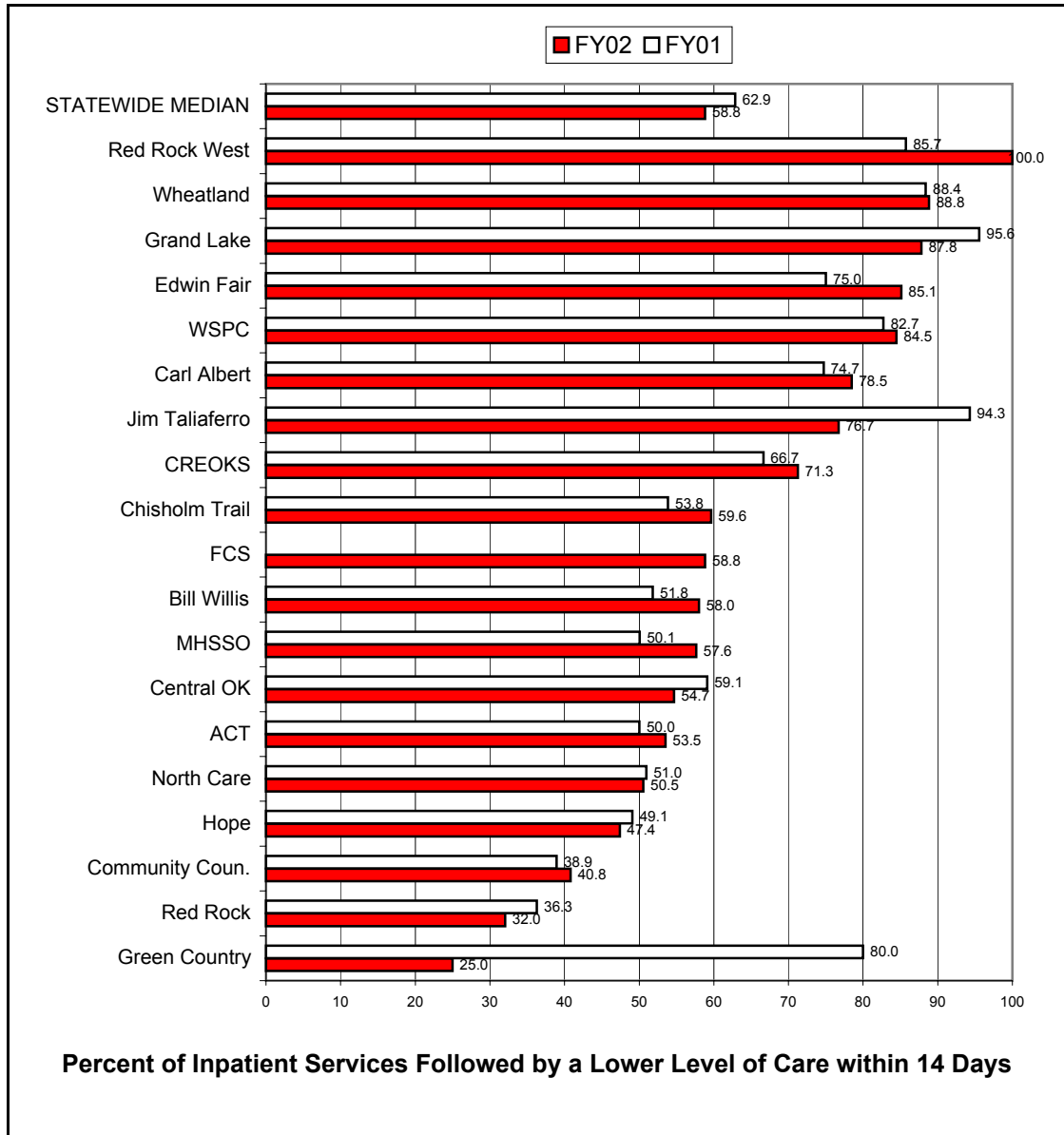
Question: What percent of clients receive a crisis service as their first service after inpatient treatment?

| 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.

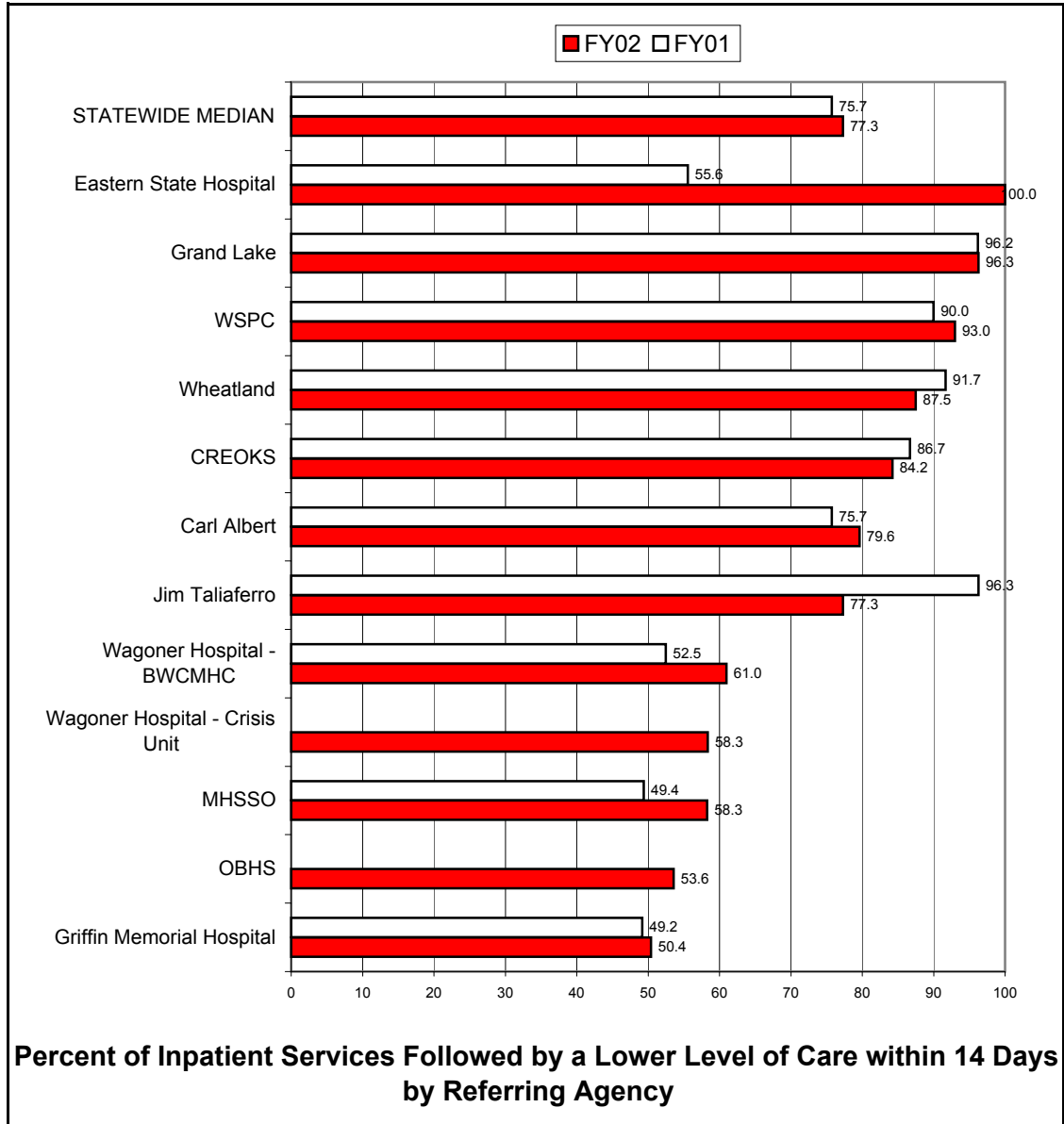
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

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 | | |

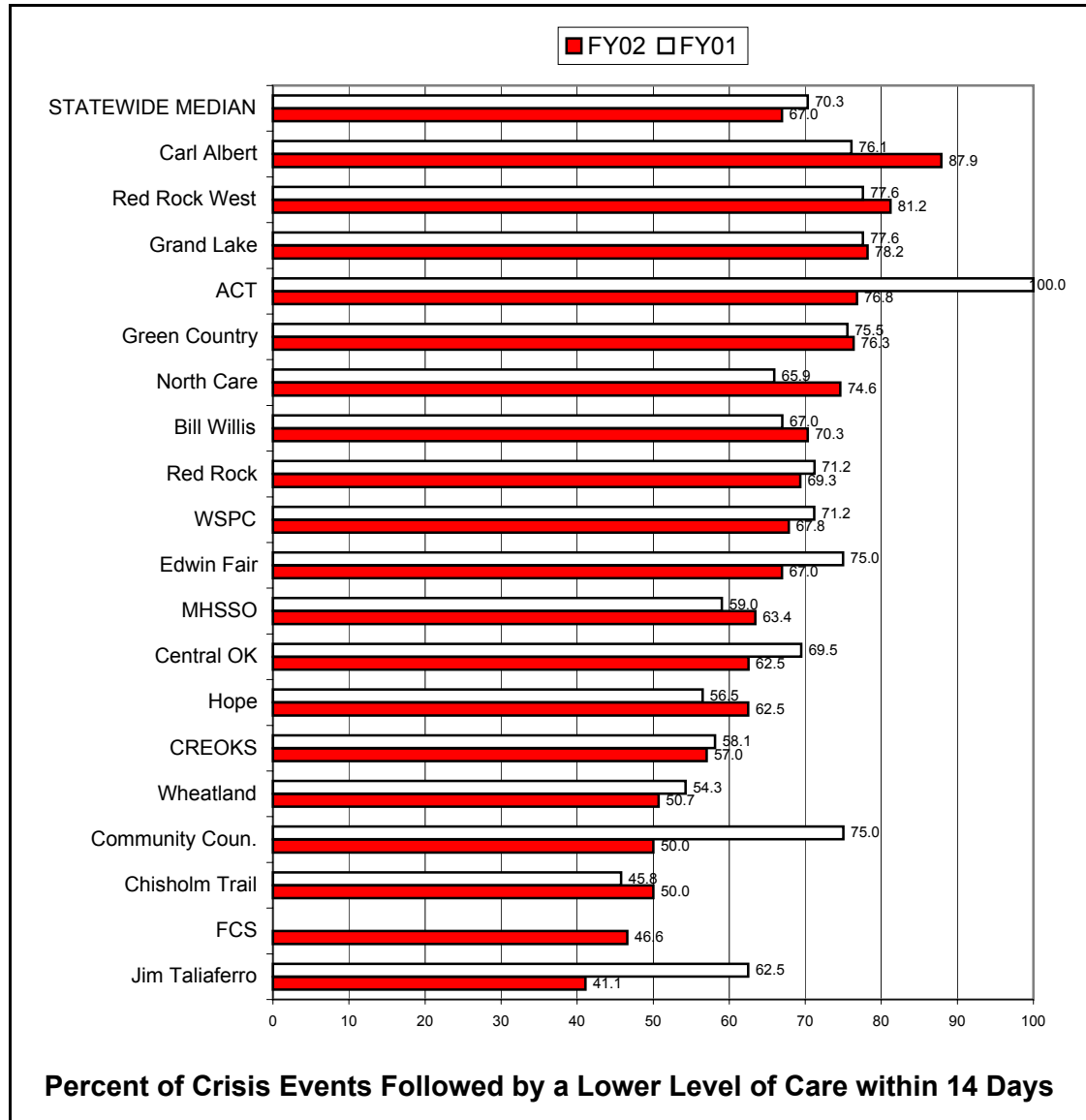
Inpatient treatment include both hospital and community-based inpatient services.

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 | | |

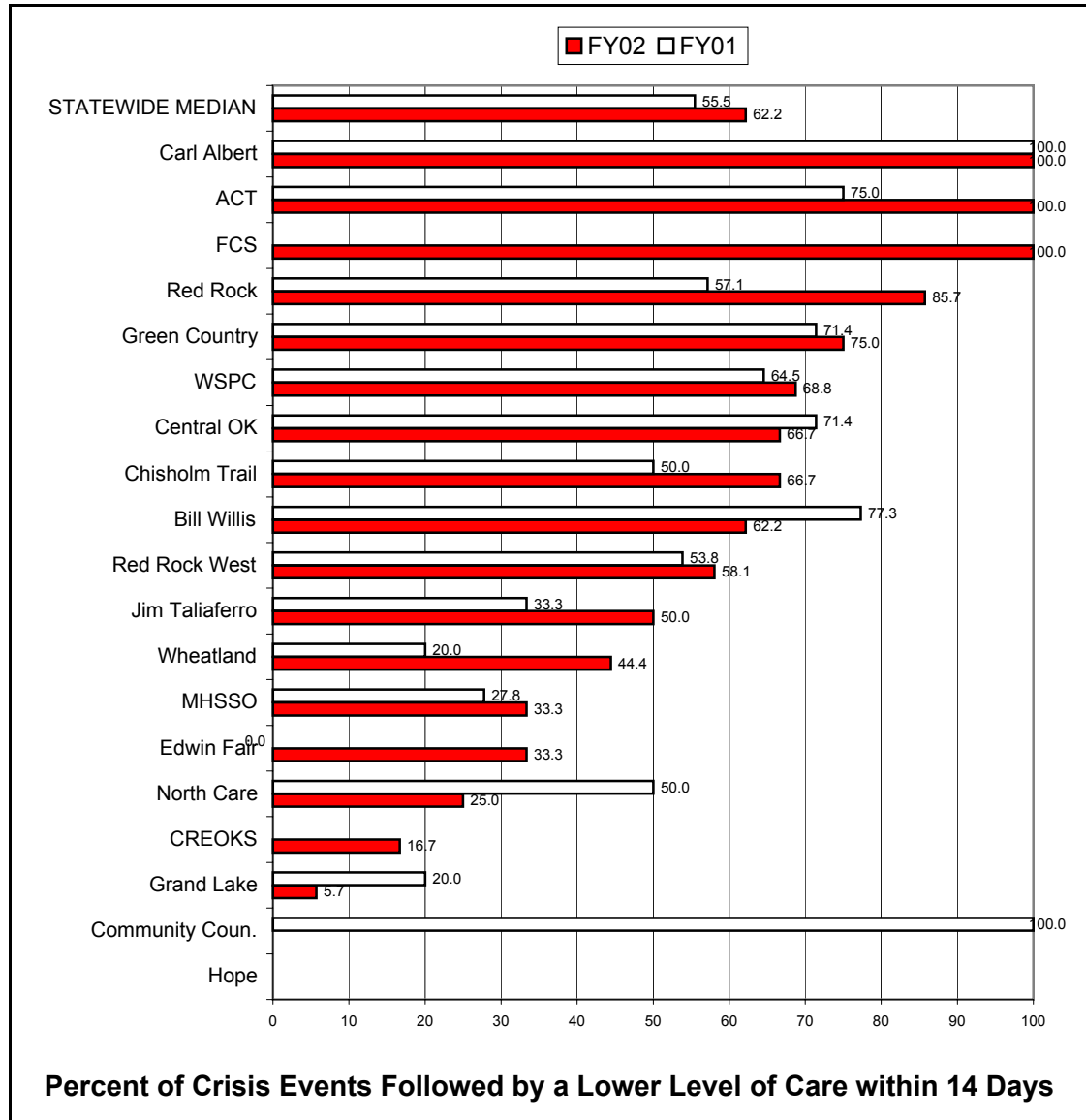
Crisis Services included hourly crisis services.

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 |
| Creeks | 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 | | |

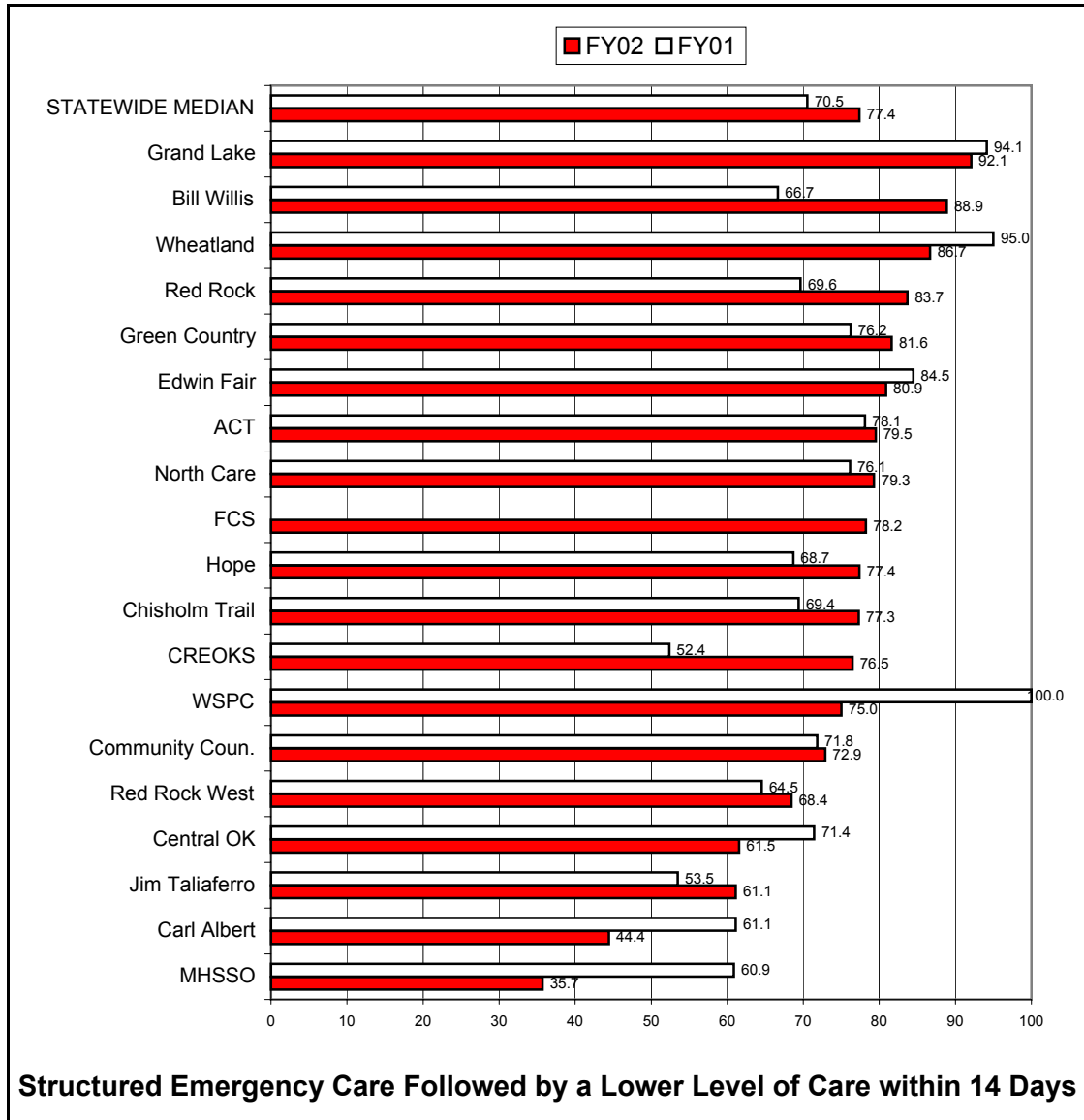
Crisis Services included hourly crisis services.

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 | | |

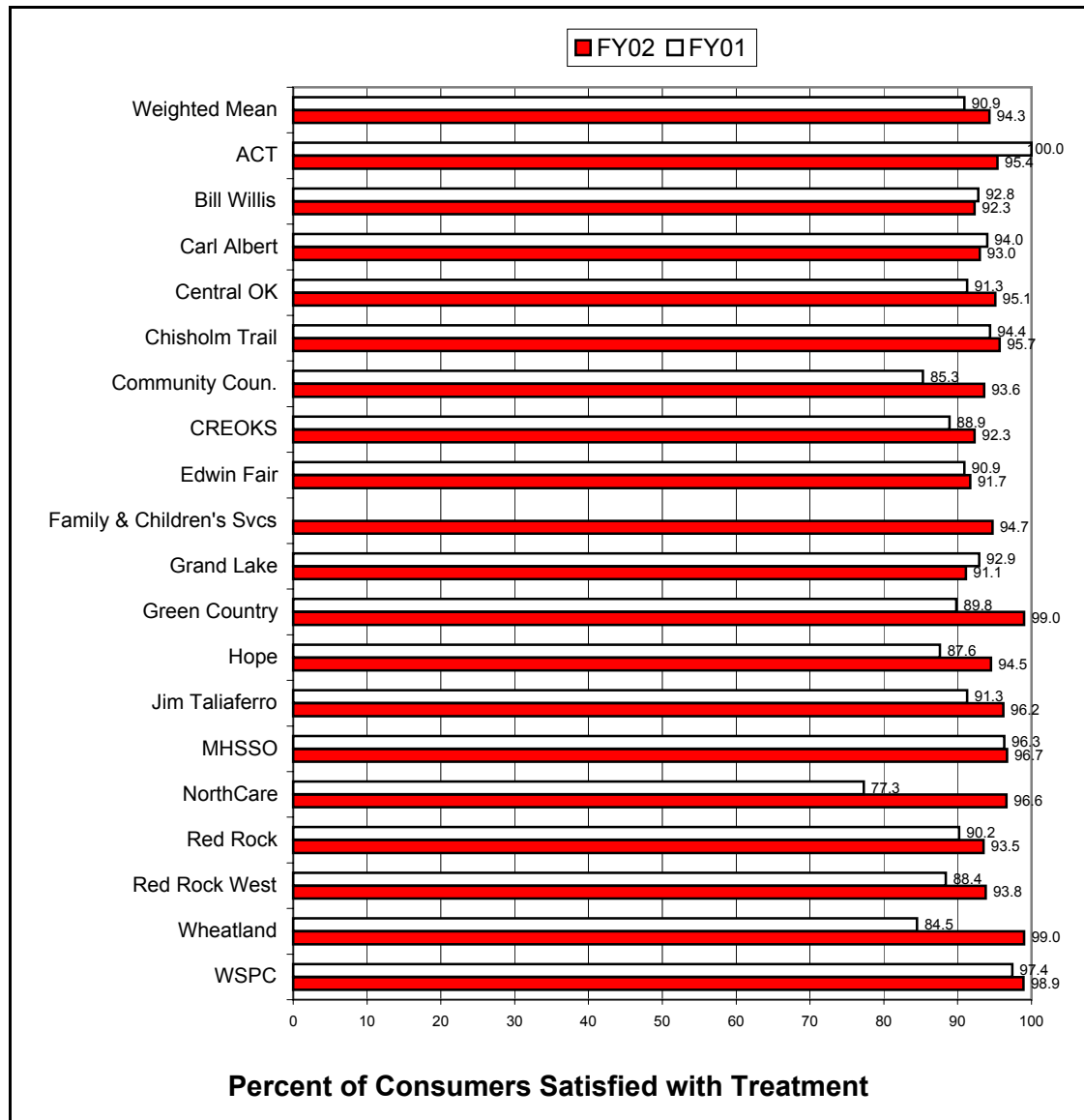
Refer to Definitions (Appendix A) for a description of structured emergency care services.

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?

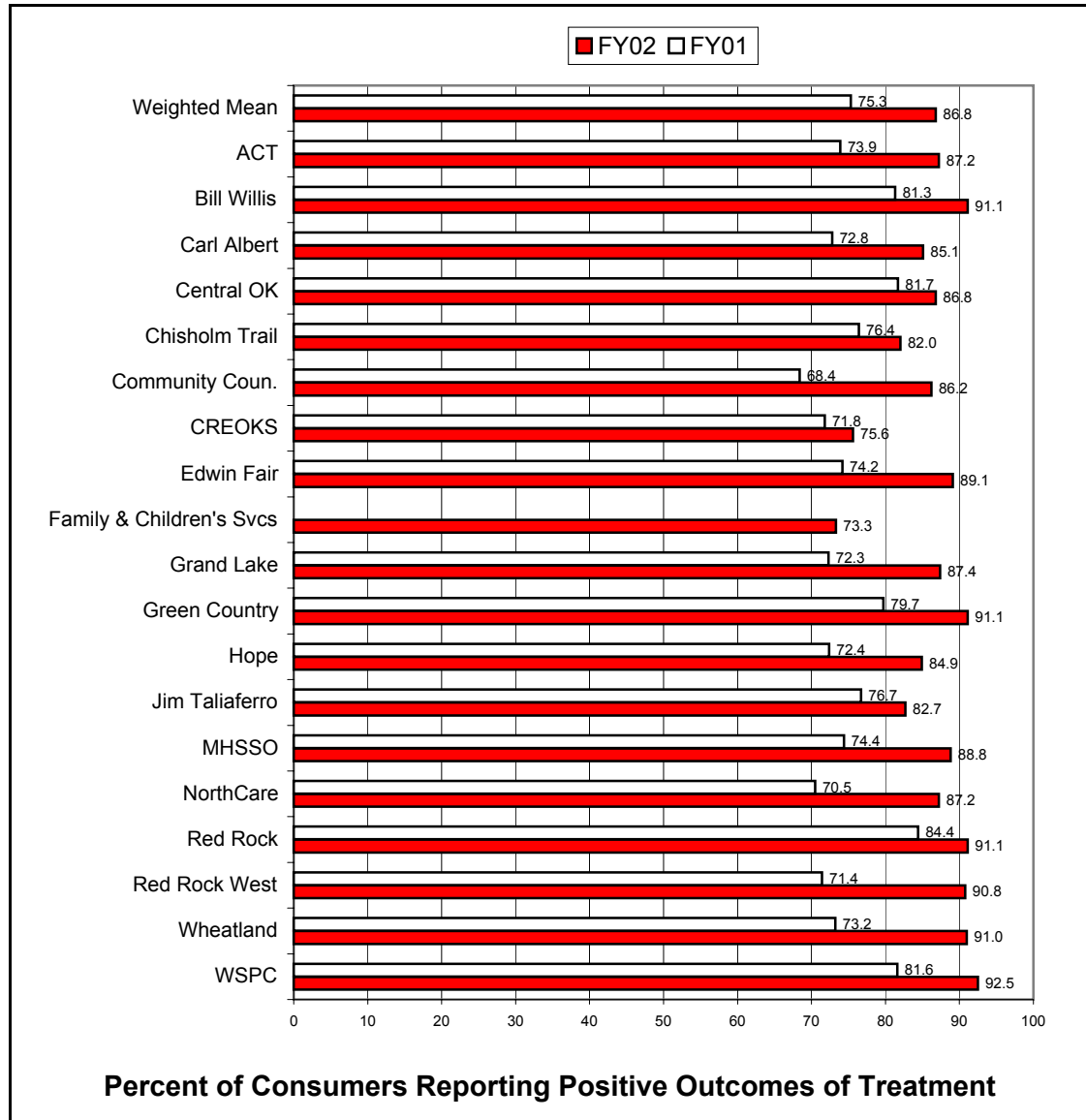
| Agency | FY01 | | FY02 | | FY02 Statewide Weighted Mean |
|--------------------------|--|---|--|---|---------------------------------|
| | Total clients responding to survey | Percent rating satisfaction positively | Total clients responding to survey | Percent rating satisfaction positively | |
| 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?

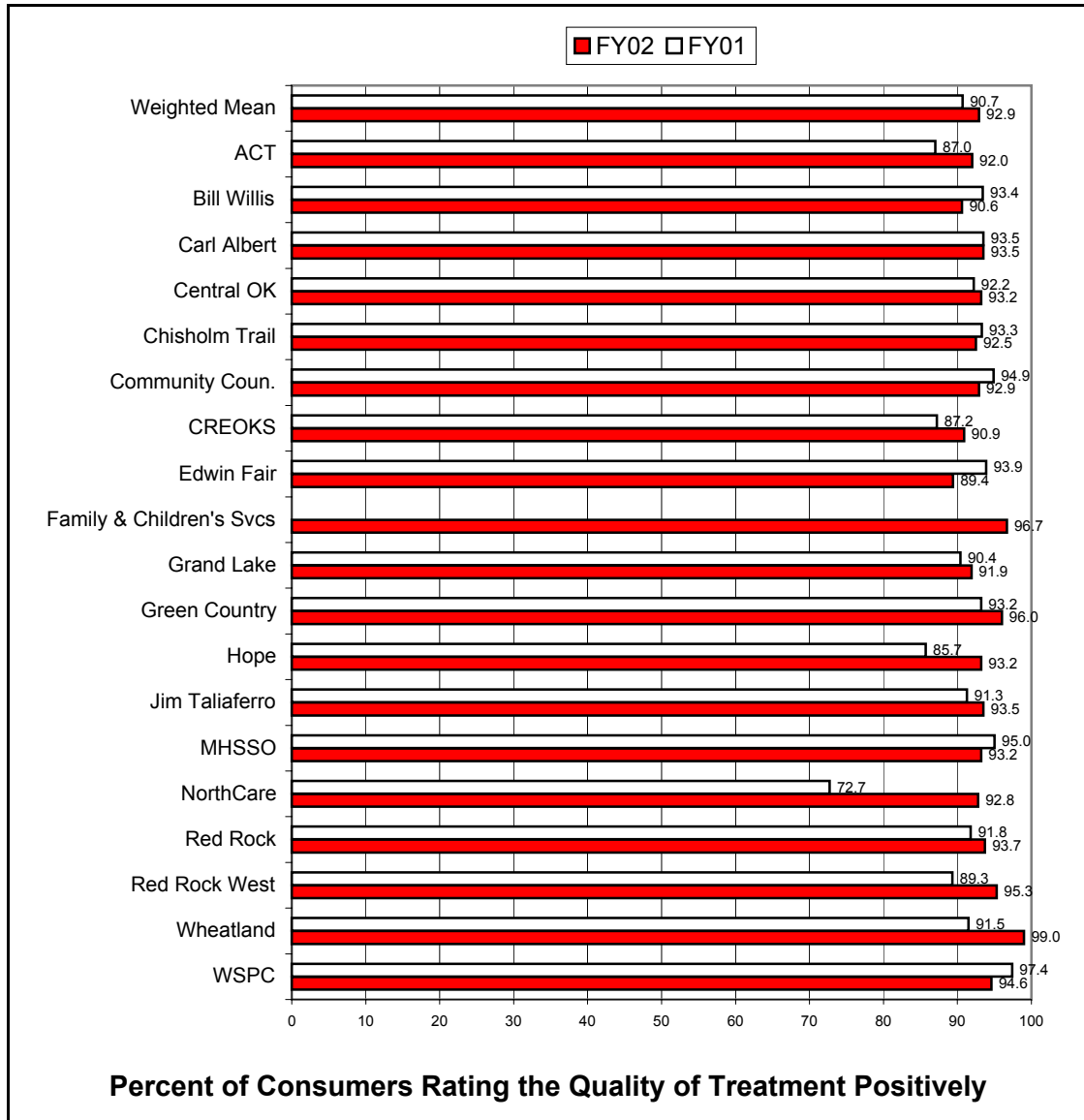
| Agency | FY01 | | FY02 | | FY02 Statewide Weighted Mean |
|--------------------------|--|---|--|---|---------------------------------|
| | Total clients responding to survey | Percent rating outcomes positively | Total clients responding to survey | Percent rating outcomes positively | |
| ACT | 23 | 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?

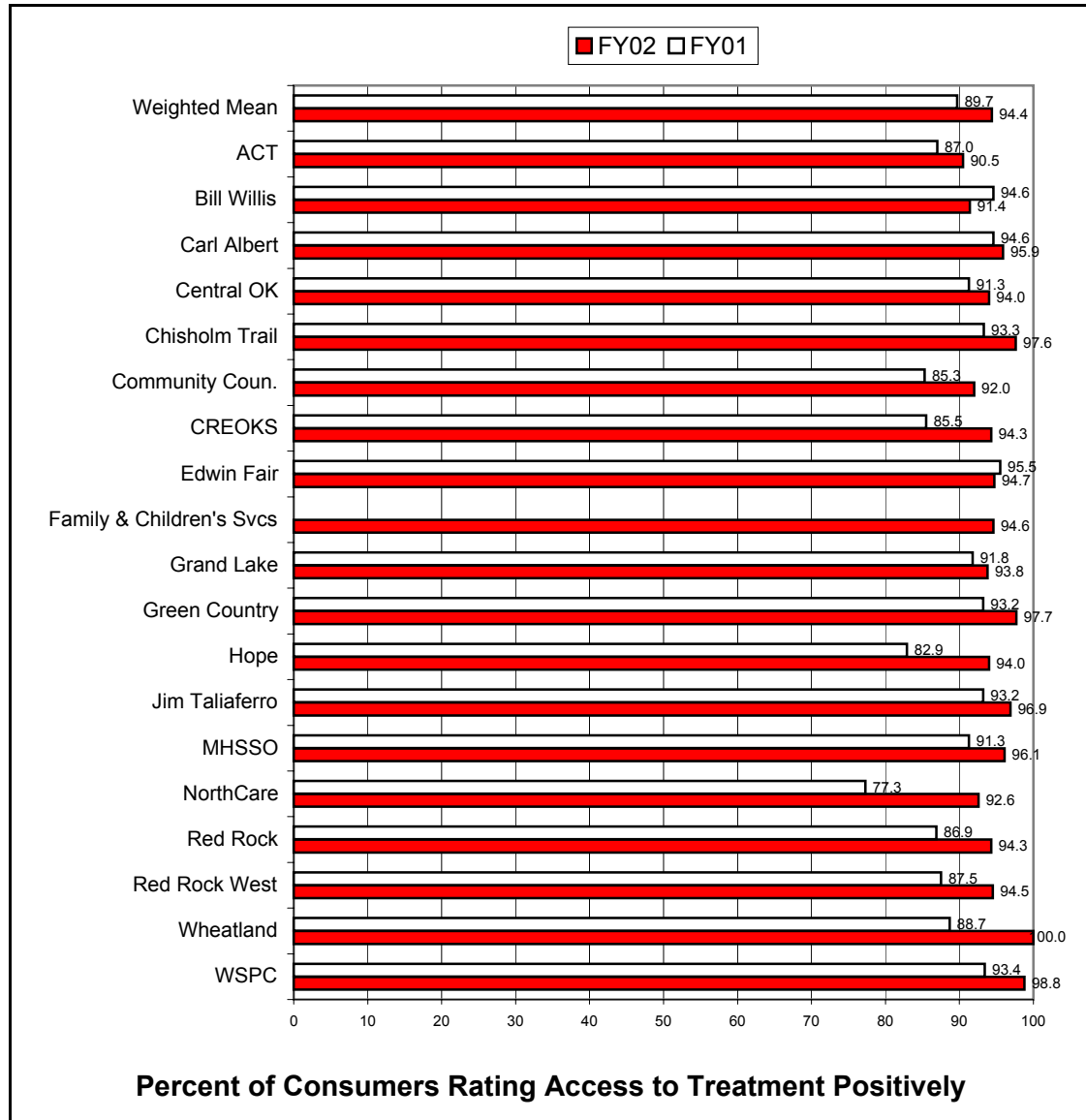


Answer: In FY02 the percent of consumers who rated the quality of the mental health treatment they received positively varied among all CMHCs from 89.4 to 99, with a statewide average of 92.9%. When compared with FY01, the percent increased in FY02 among 11 of the 18 CMHCs.

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 Access

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

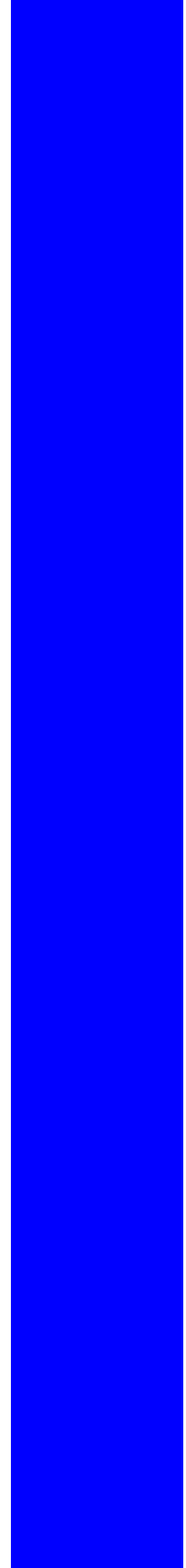


Answer: In FY02 the percent of consumers who rated access to treatment positively varied among all CMHCs from 90.5 to 100, with a statewide average of 94.4%. When compared with FY01, the percent increased in FY02 among 16 of the 18 CMHCs.

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.

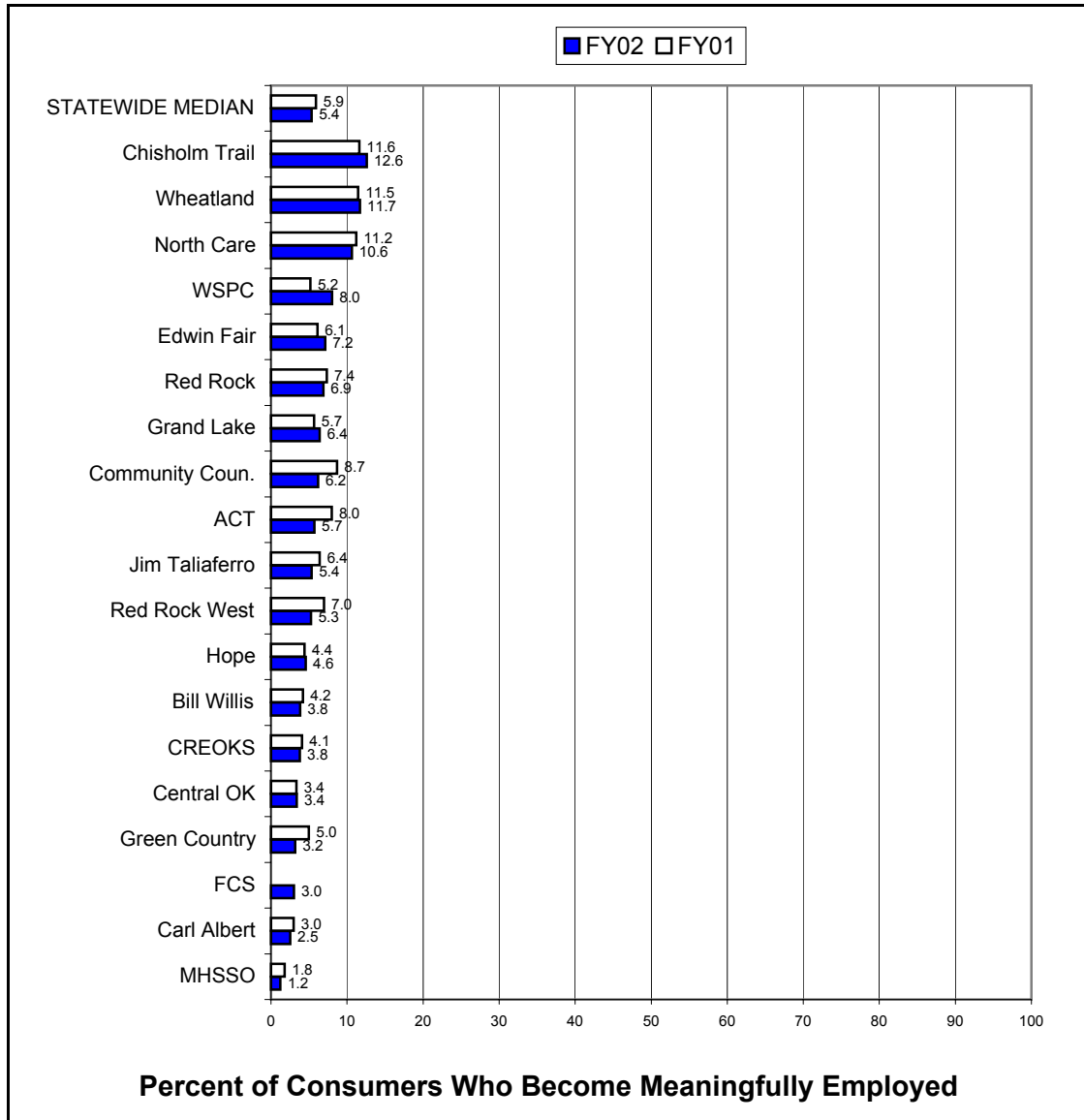


Performance Indicators Adults with SMI



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

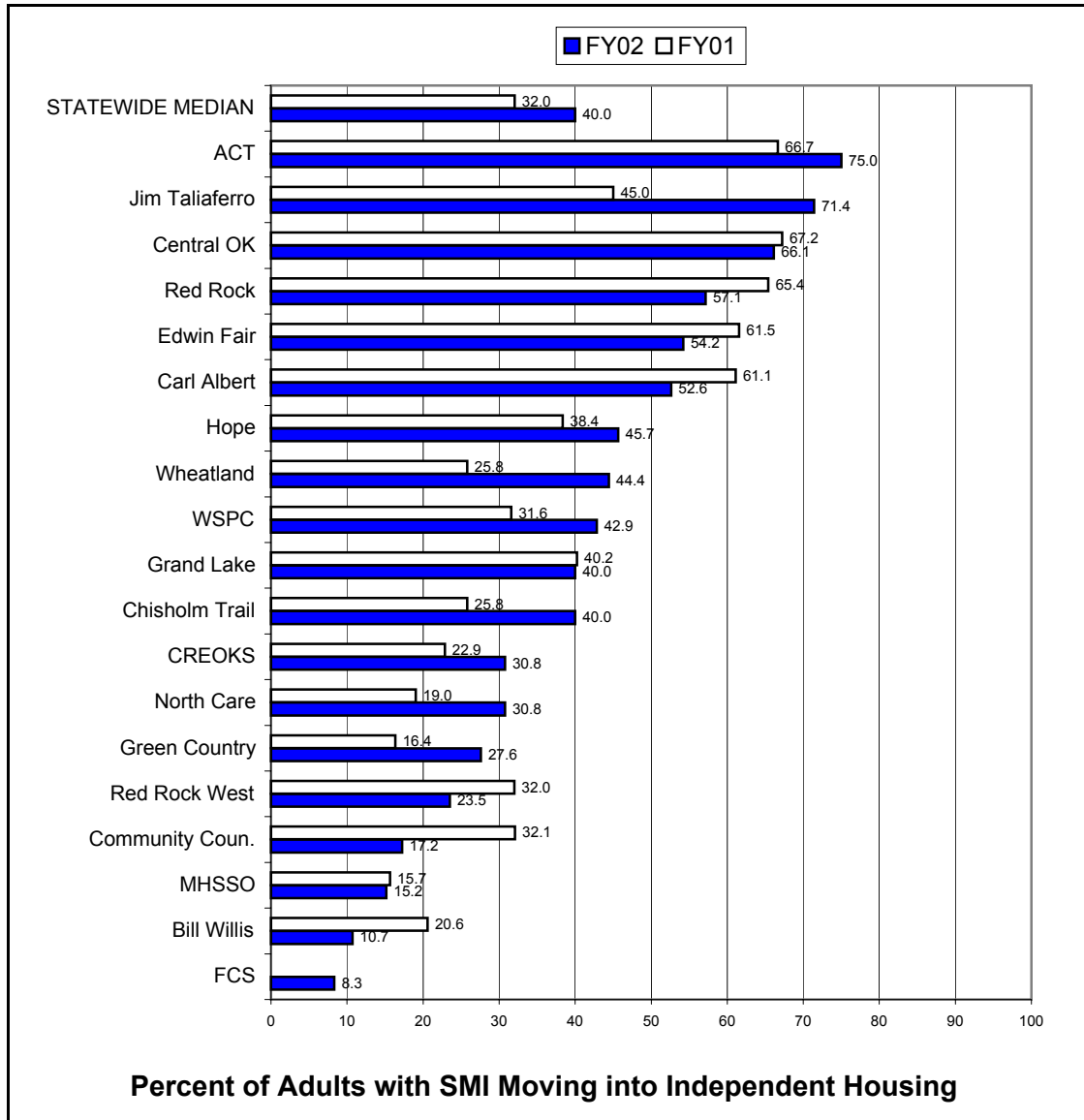
Question: Of the adults with SMI not meaningfully employed at admission, what percent gained meaningful employment after receiving services?

| 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 | | |

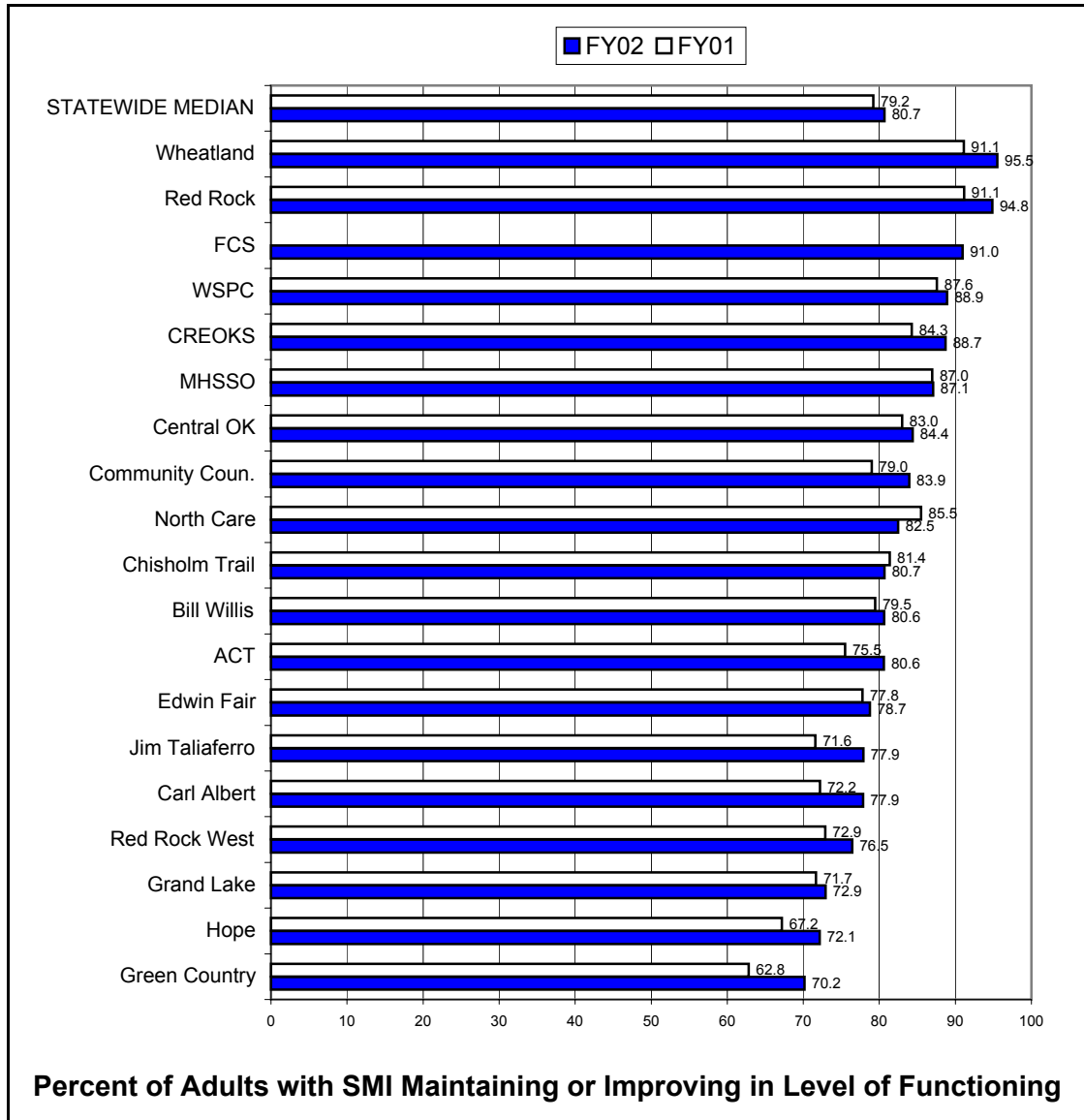
Independent housing includes Private Residence and Supported Living.

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 | | |

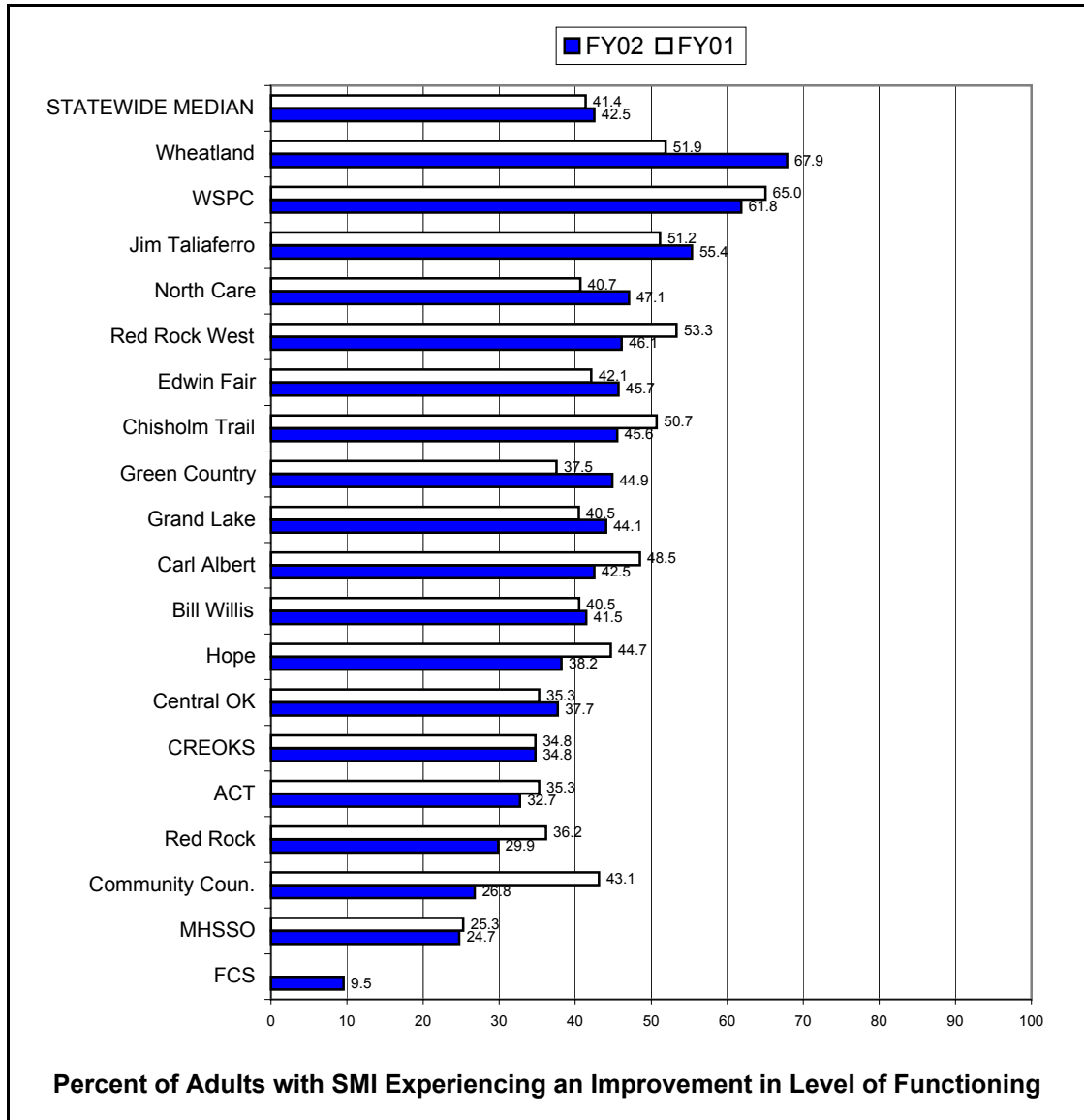
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 | | |

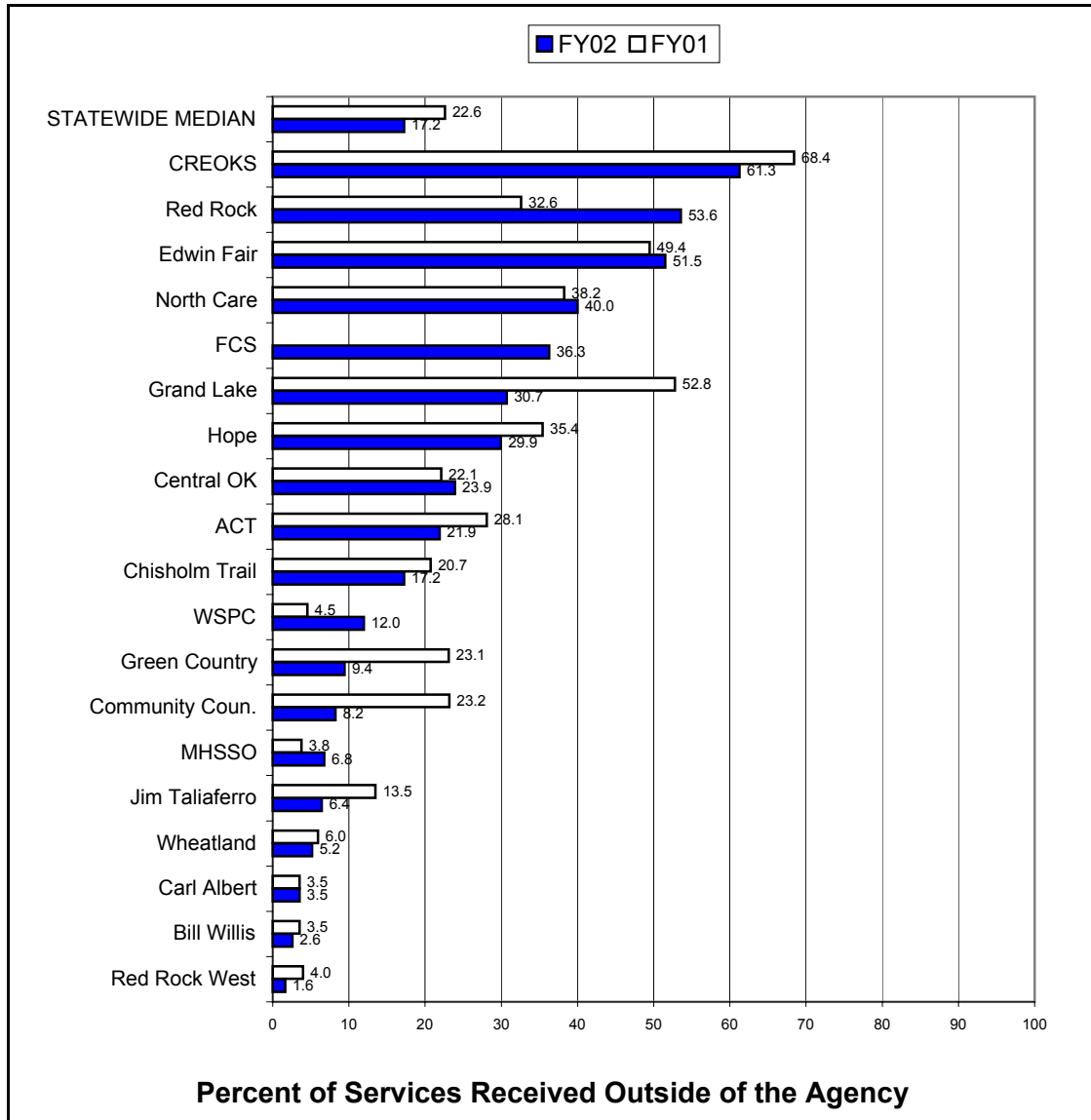
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 | | |

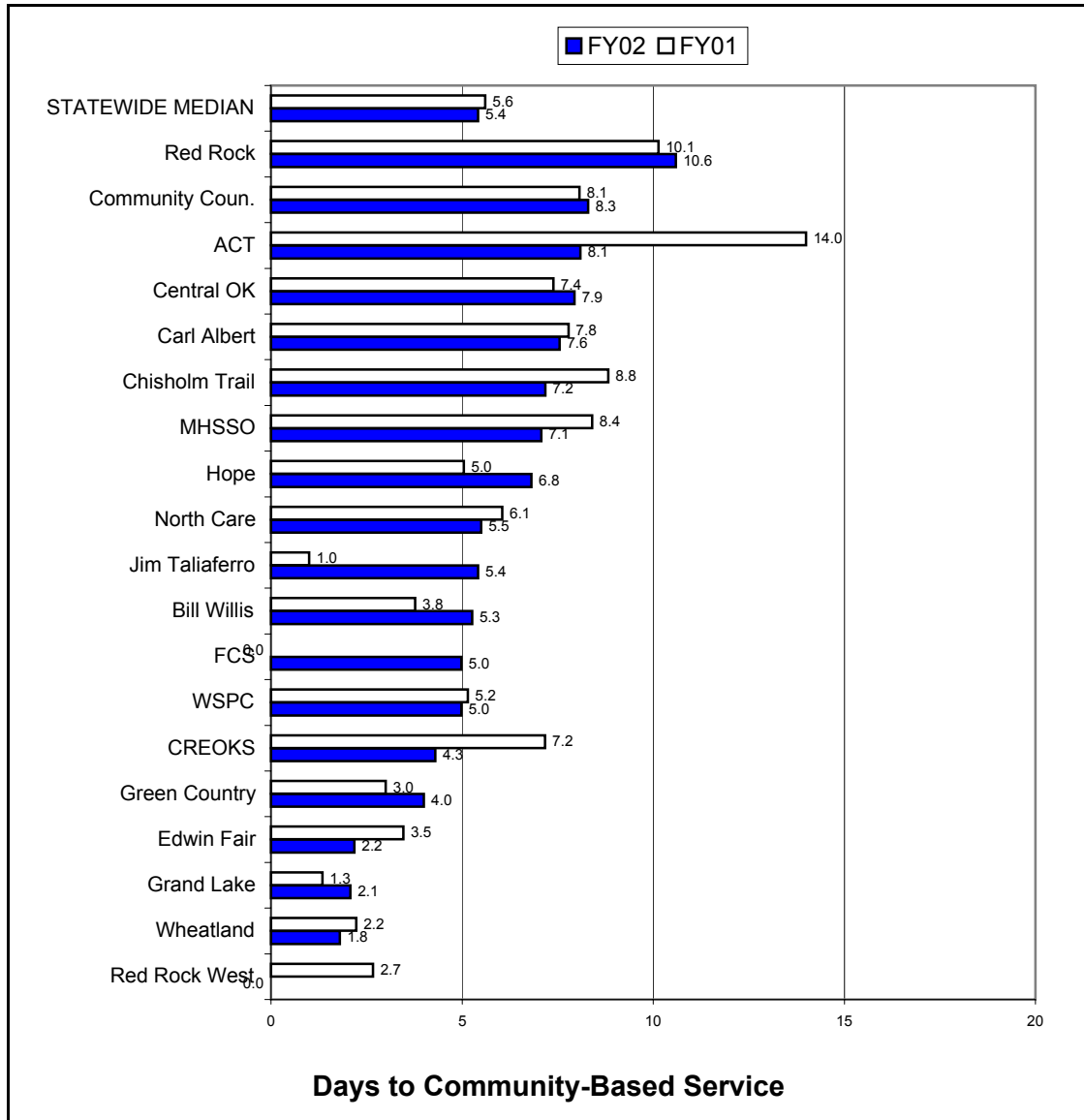
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

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 | | |

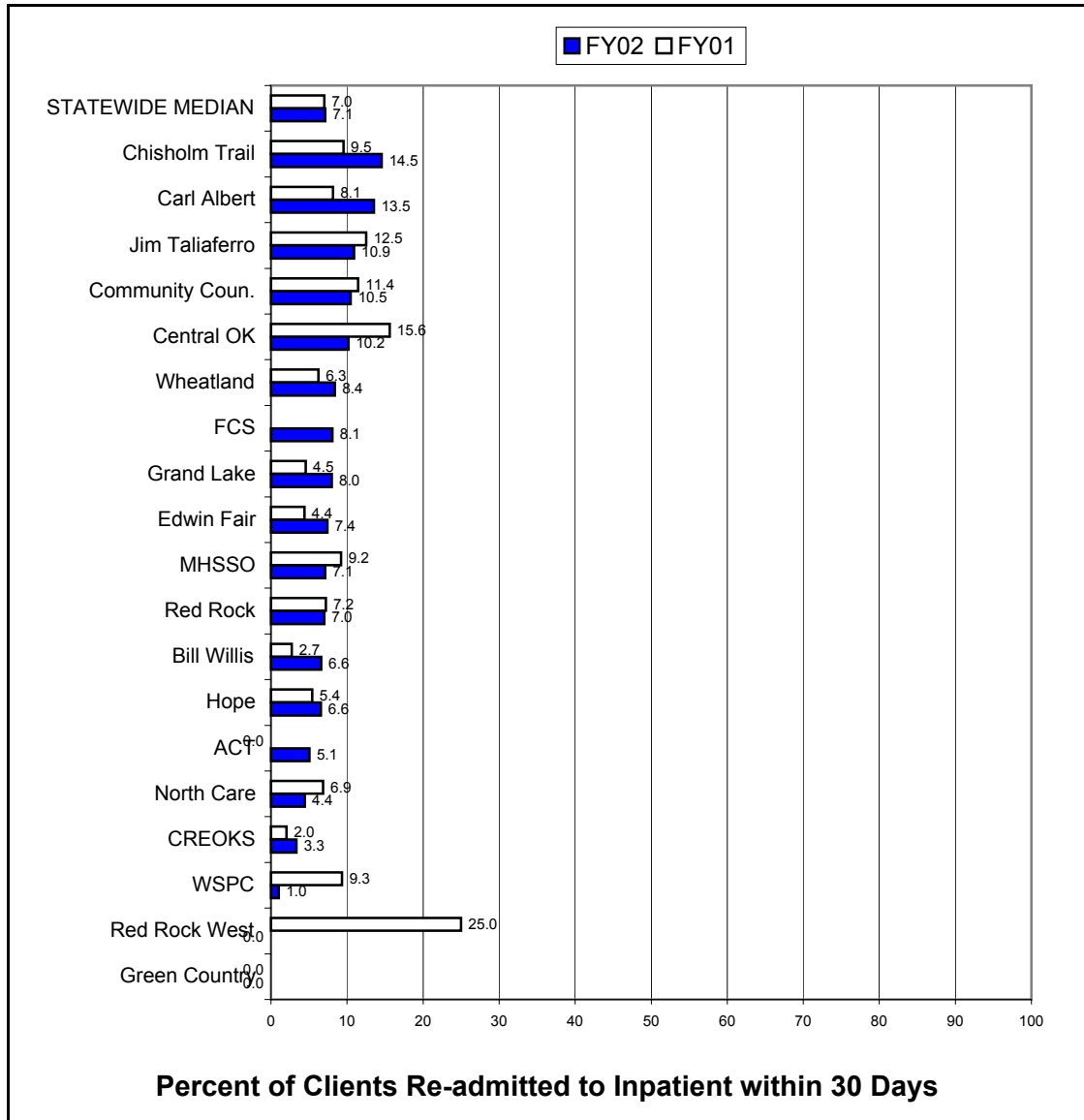
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 clients | Inpatient discharges | Number re-admitted to hospital or CMHC inpatient | Percent | Total adult SMI clients | Inpatient discharges | Number re-admitted to hospital or CMHC inpatient | Percent | Median | Mean |
| 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 | | |

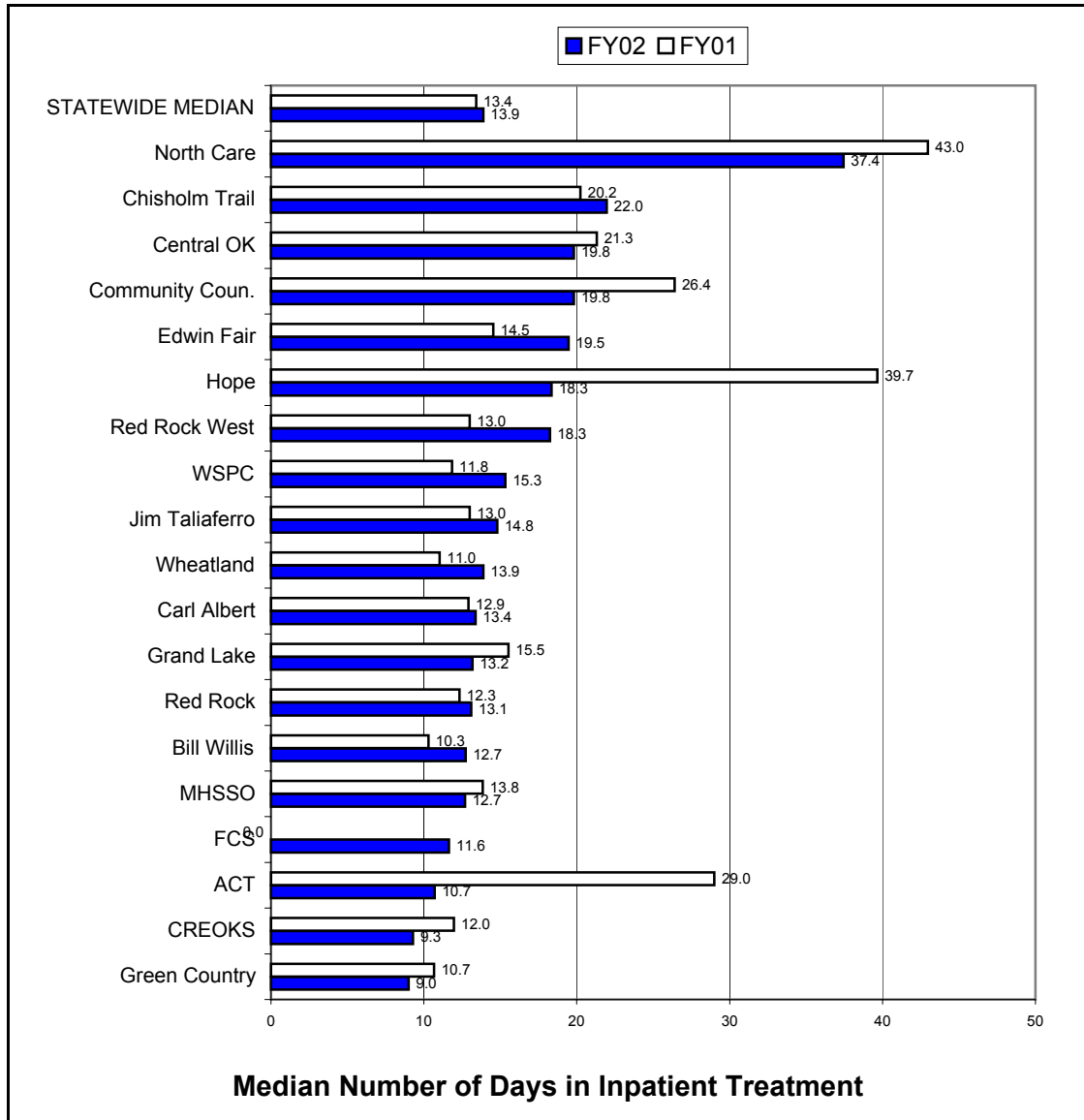
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 | | |

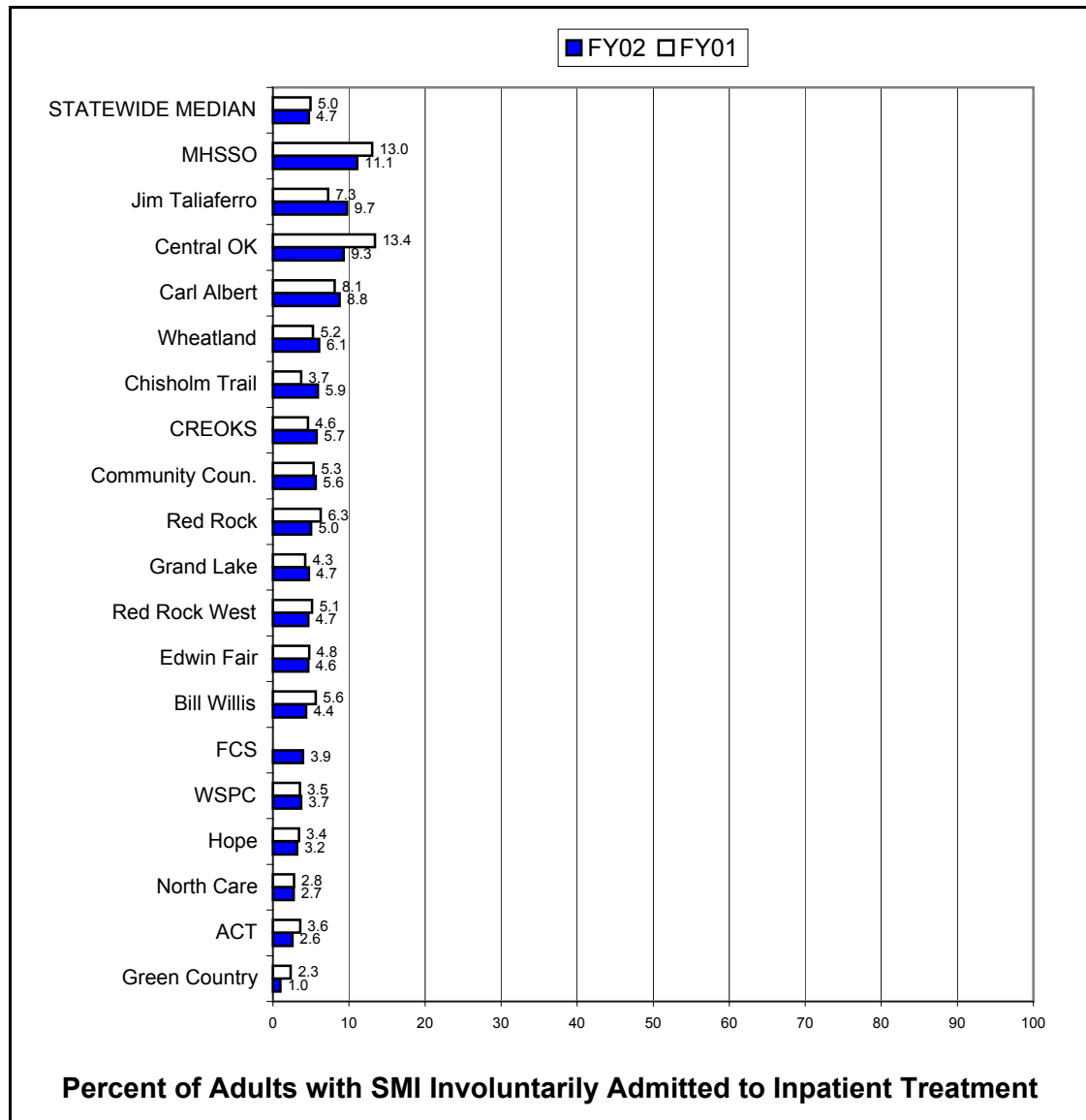
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 clients | Number involuntarily admitted | Percent | Total clients | Total adult SMI clients | Number involuntarily admitted | Percent | Median | Mean |
| 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 | | |

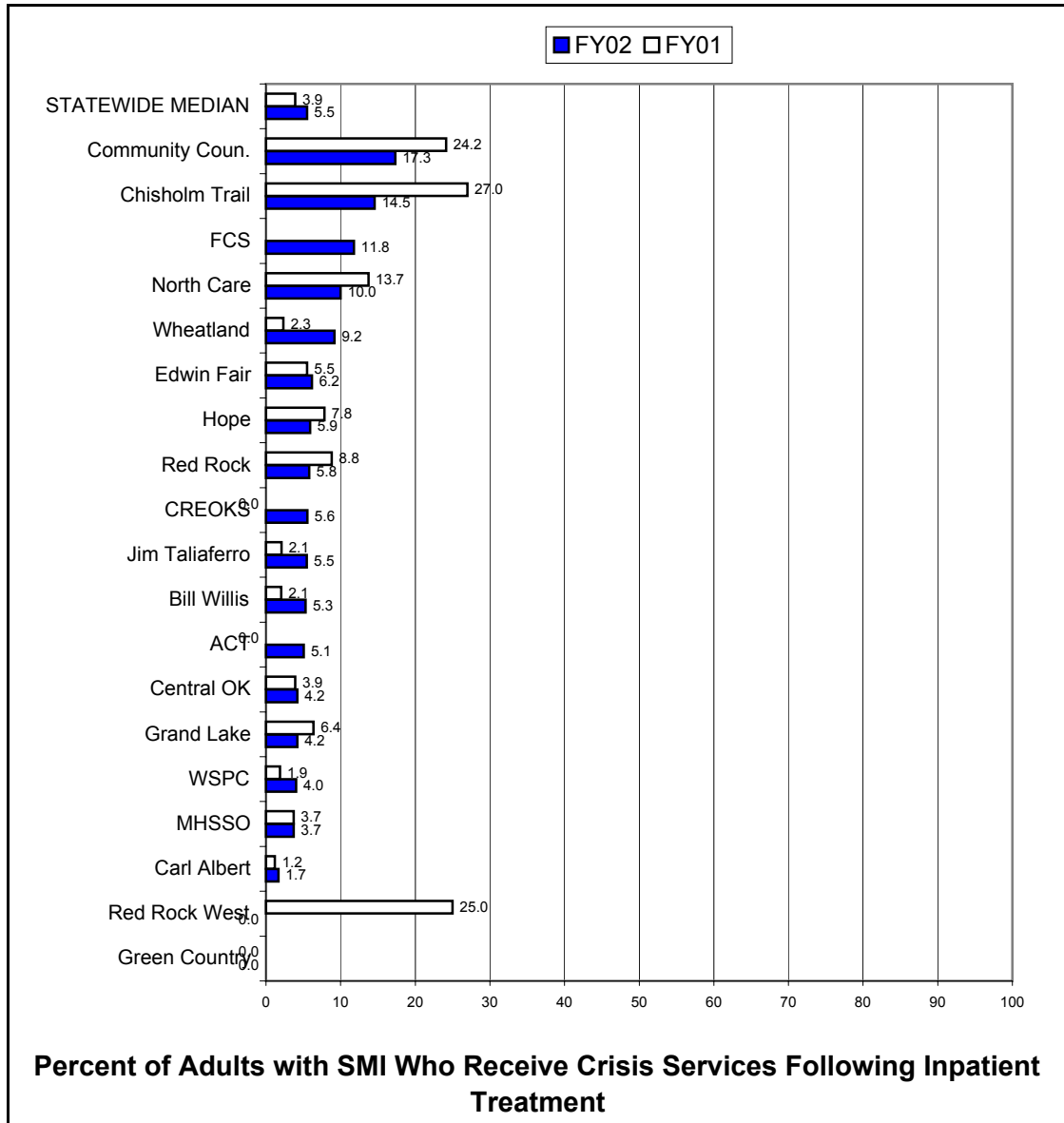
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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?

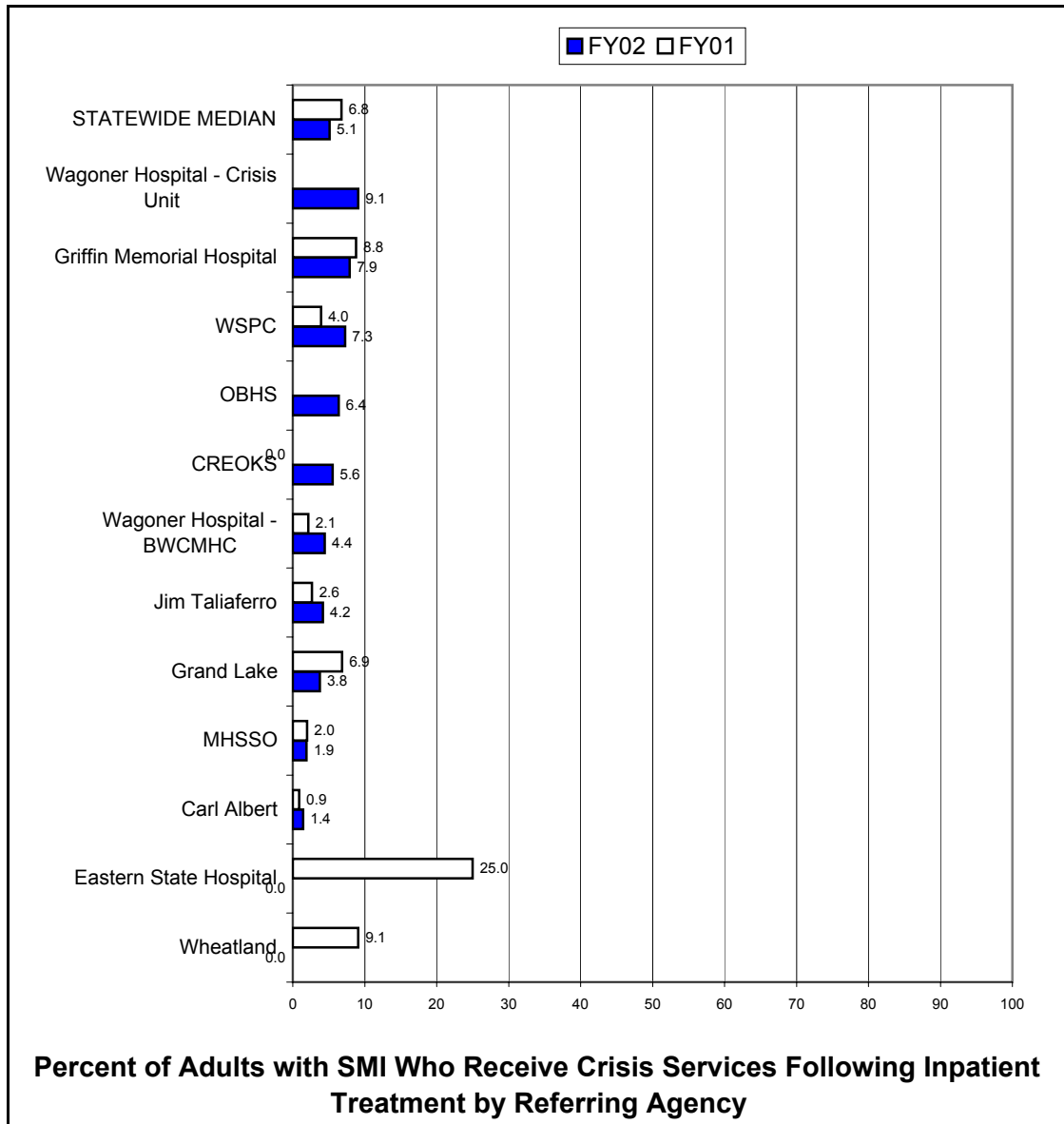
| Agency | FY01 | | | | FY02 | | | | FY02 Statewide | |
|-----------------|-------------------------|--------------------------------------|---|---------|-------------------------|--------------------------------------|---|---------|----------------|------|
| | Total adult SMI clients | Inpatient discharges 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

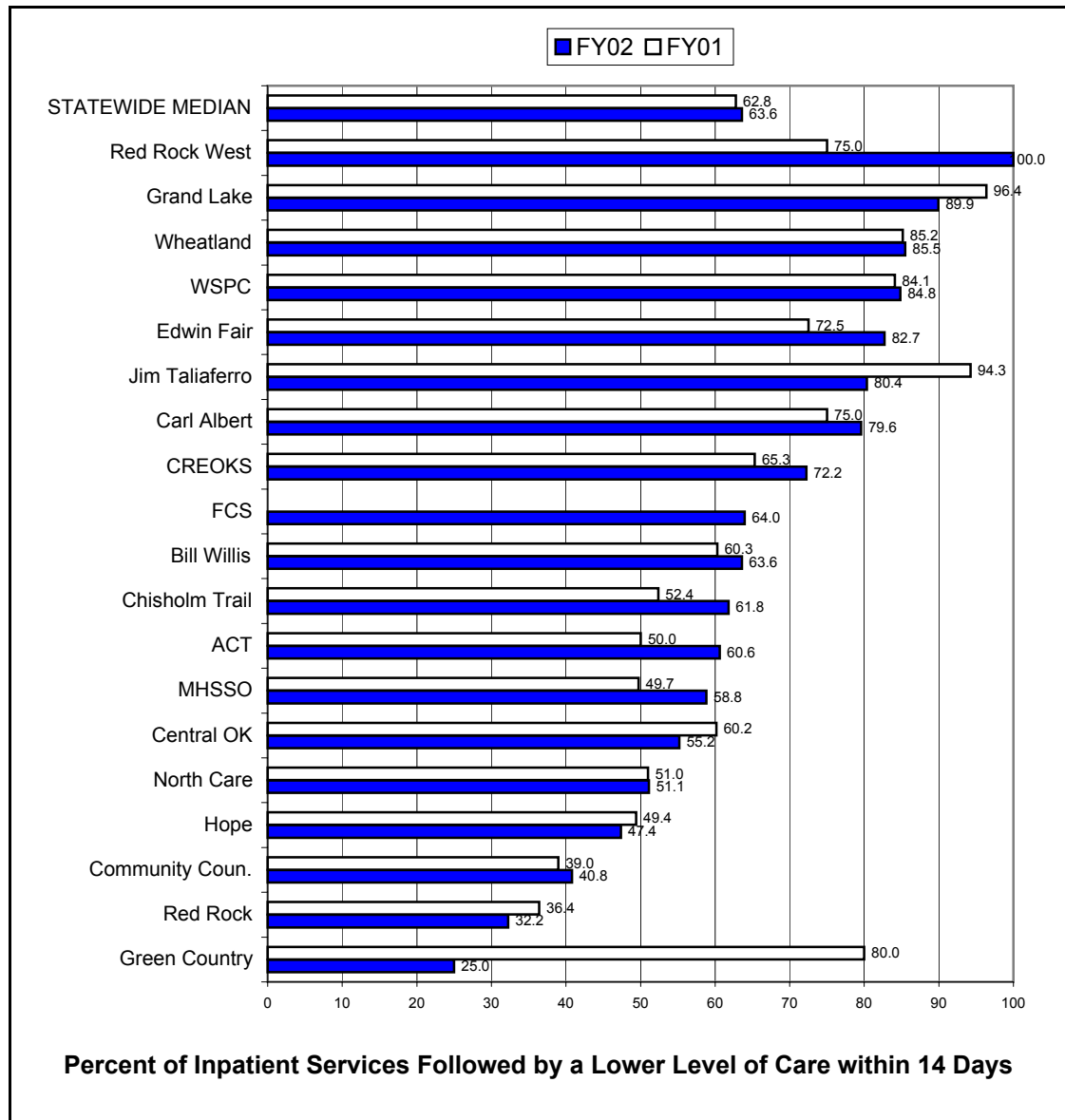
Question: What percent of adults with SMI receive a crisis service as their first service after inpatient treatment?

| 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 - BWCMMHC | 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.

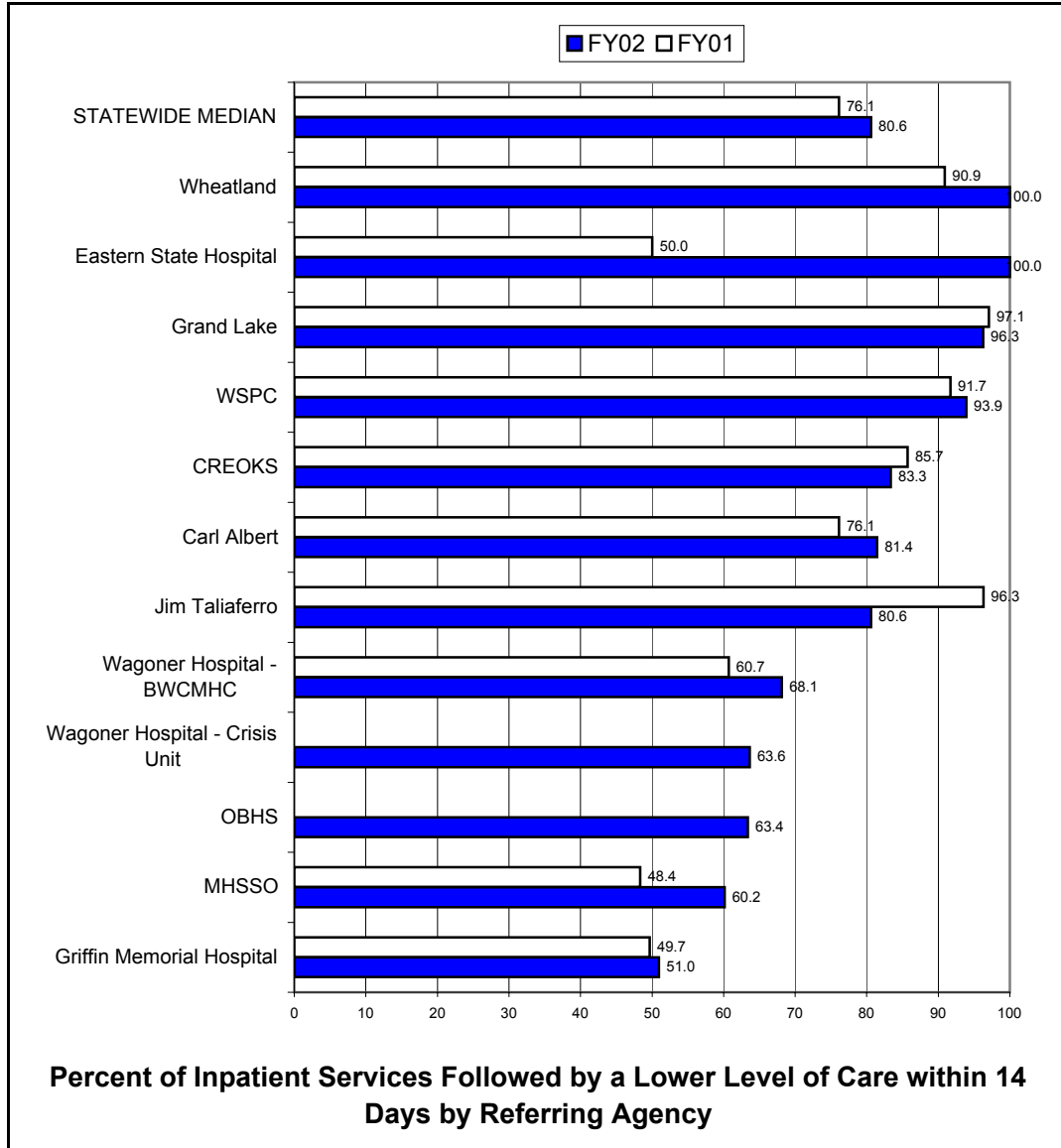
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

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 - BWC MHC | 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 | | |

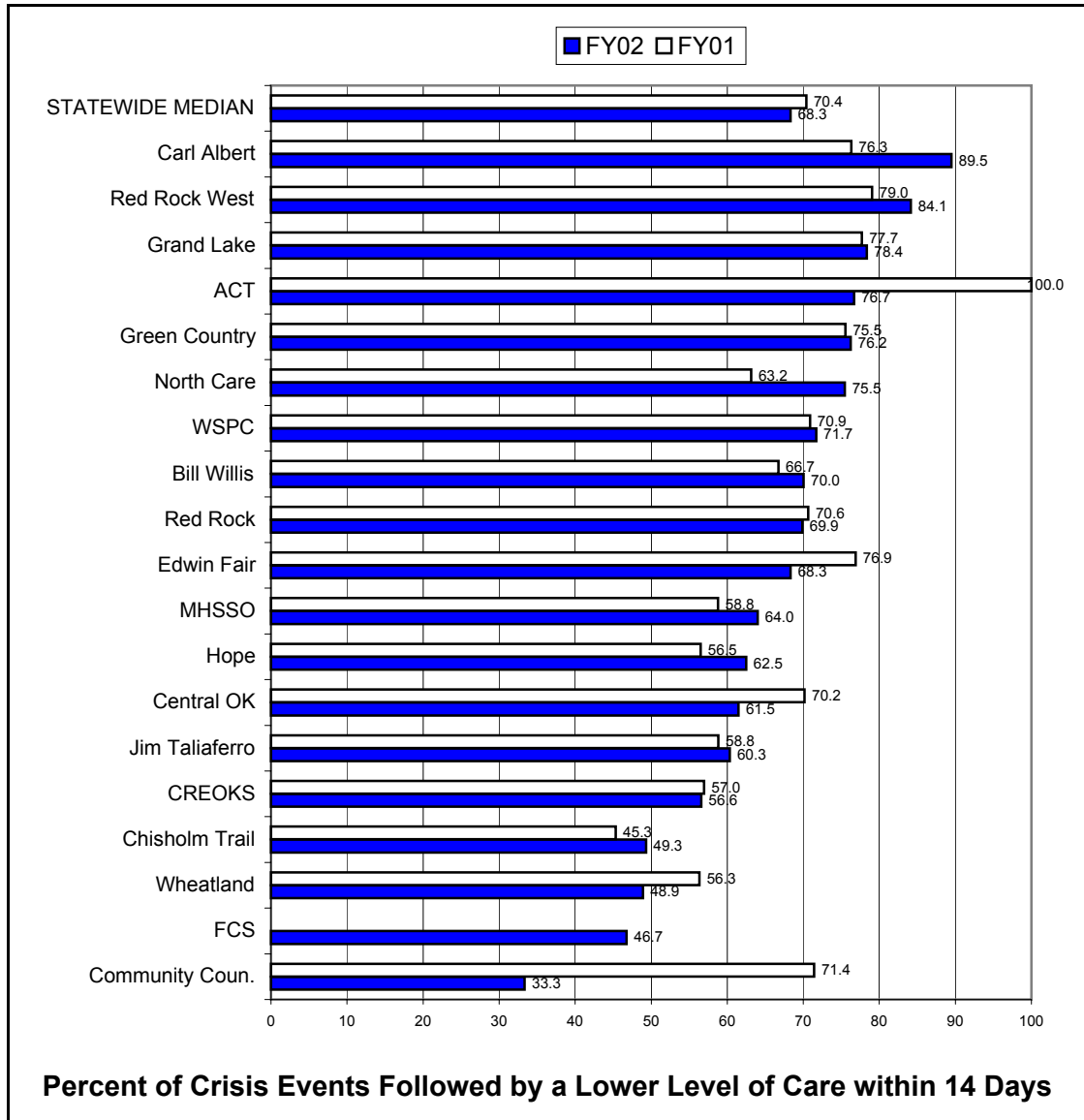
Refer to Definitions (Appendix A) for criteria meeting Serious Mental Illness (SMI) status.

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 | | |

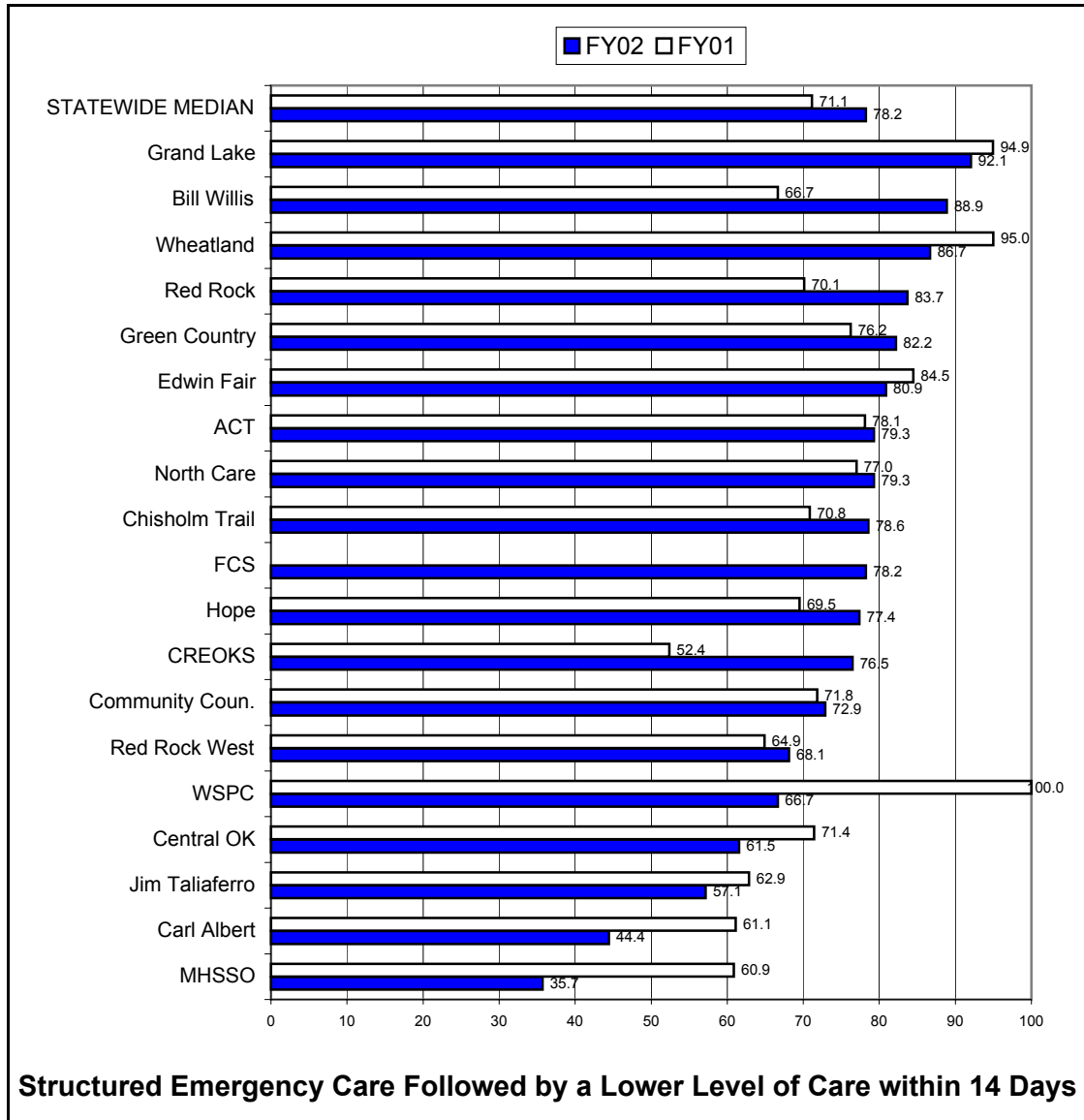
Crisis Services included hourly crisis services.

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.

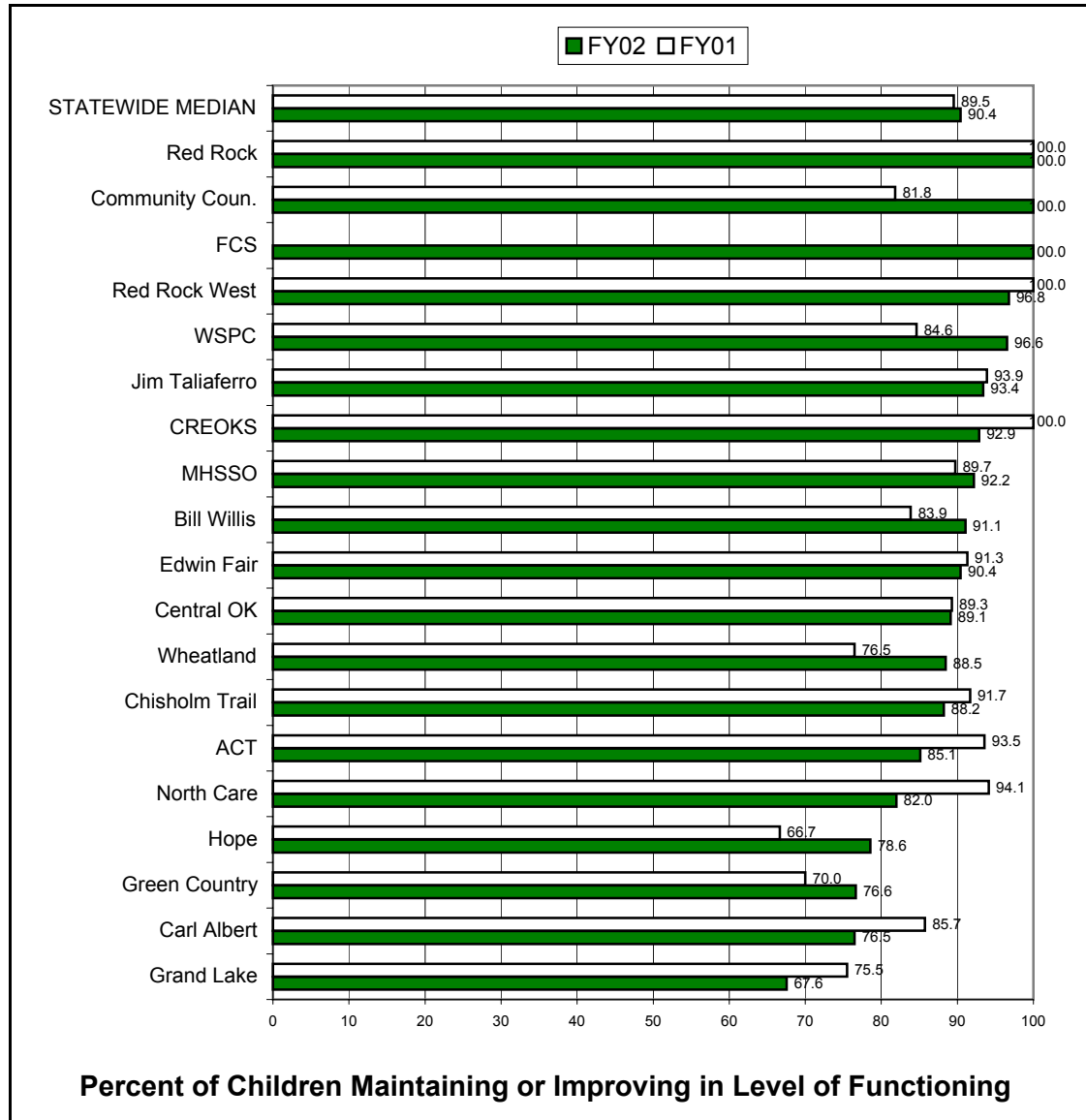


Performance Indicators Children with SED



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 | | |

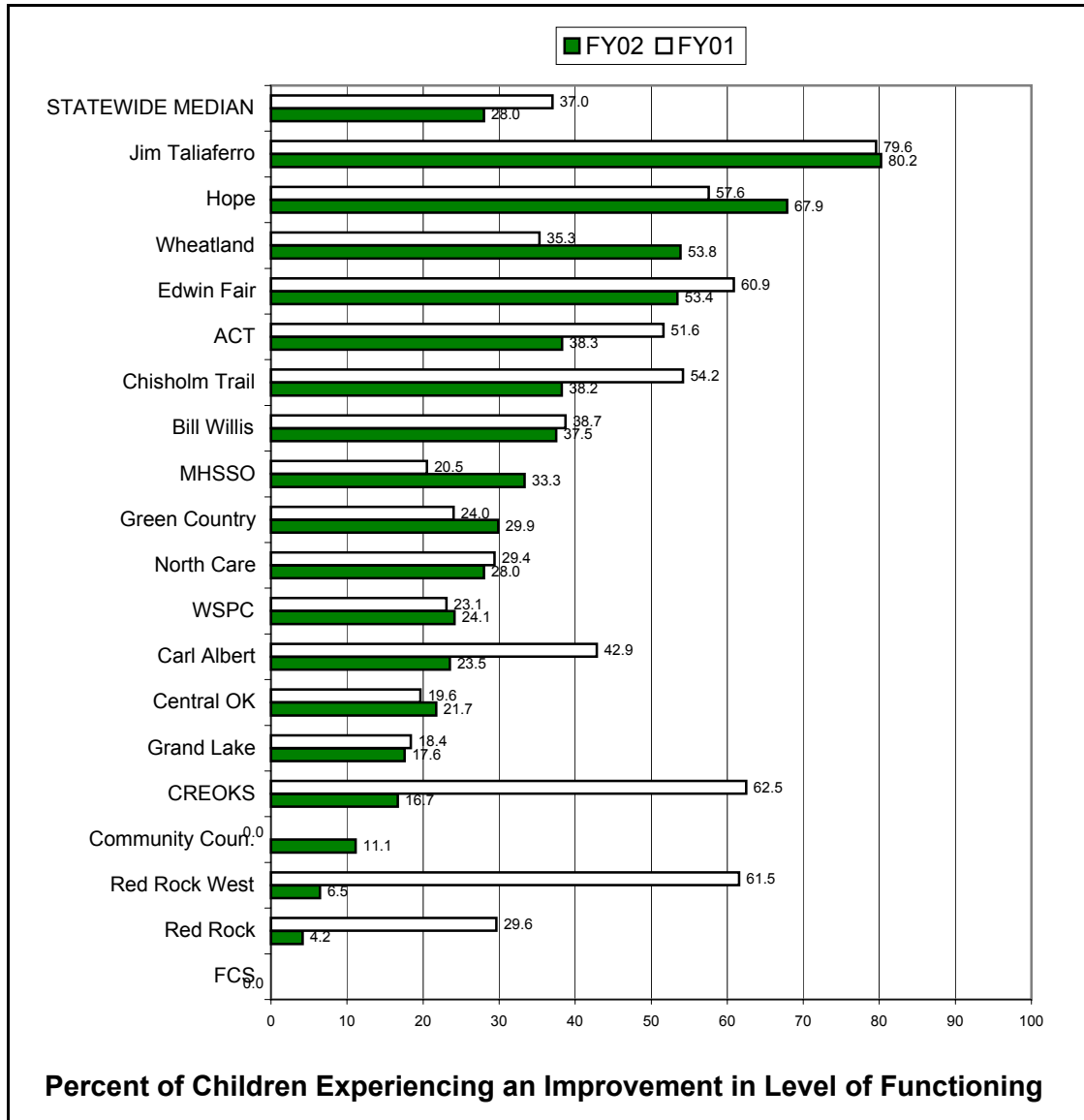
Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

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 | | |

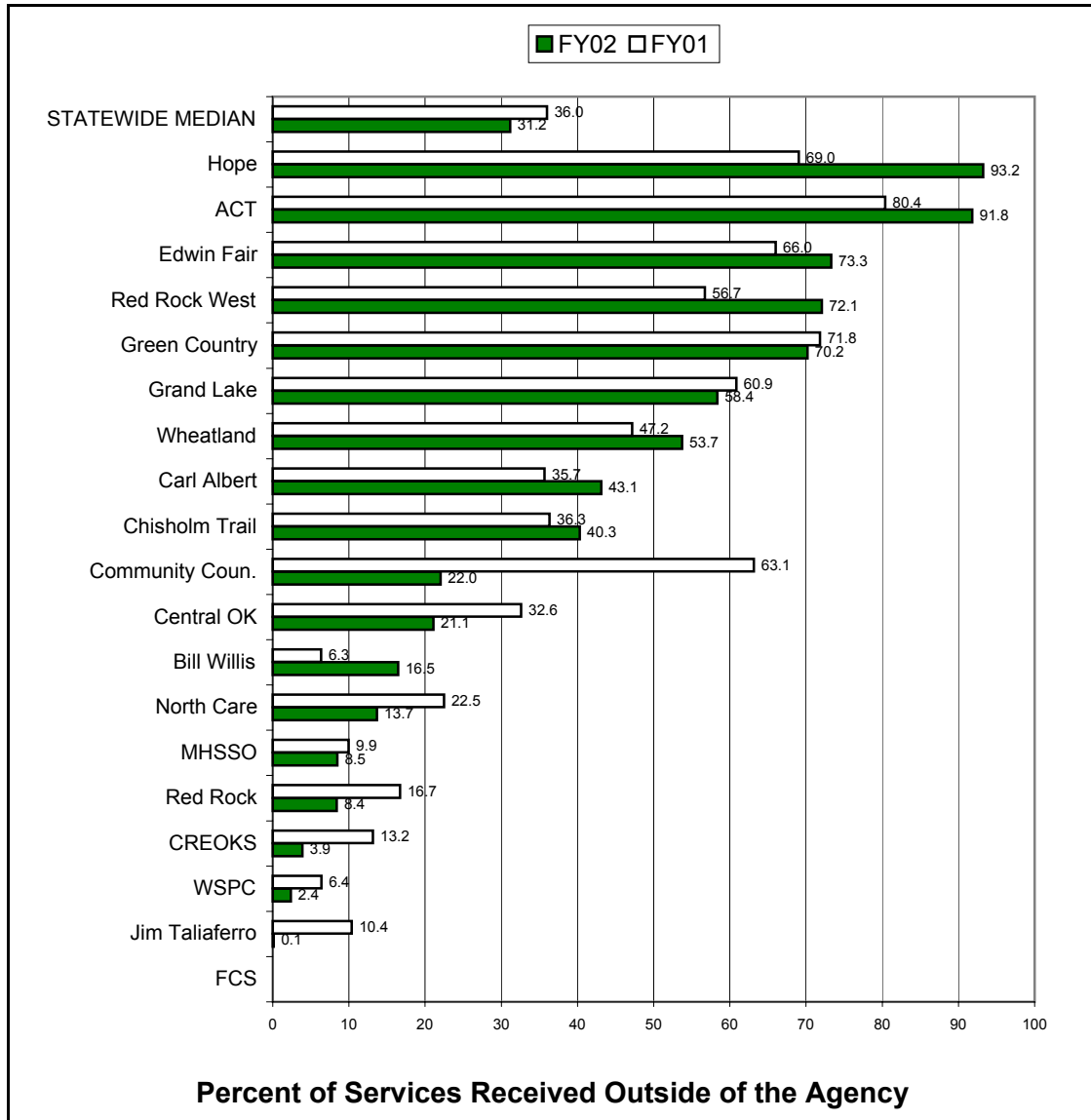
Refer to Definitions (Appendix A) for criteria meeting Serious Emotional Disturbance (SED) status.

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 | | |

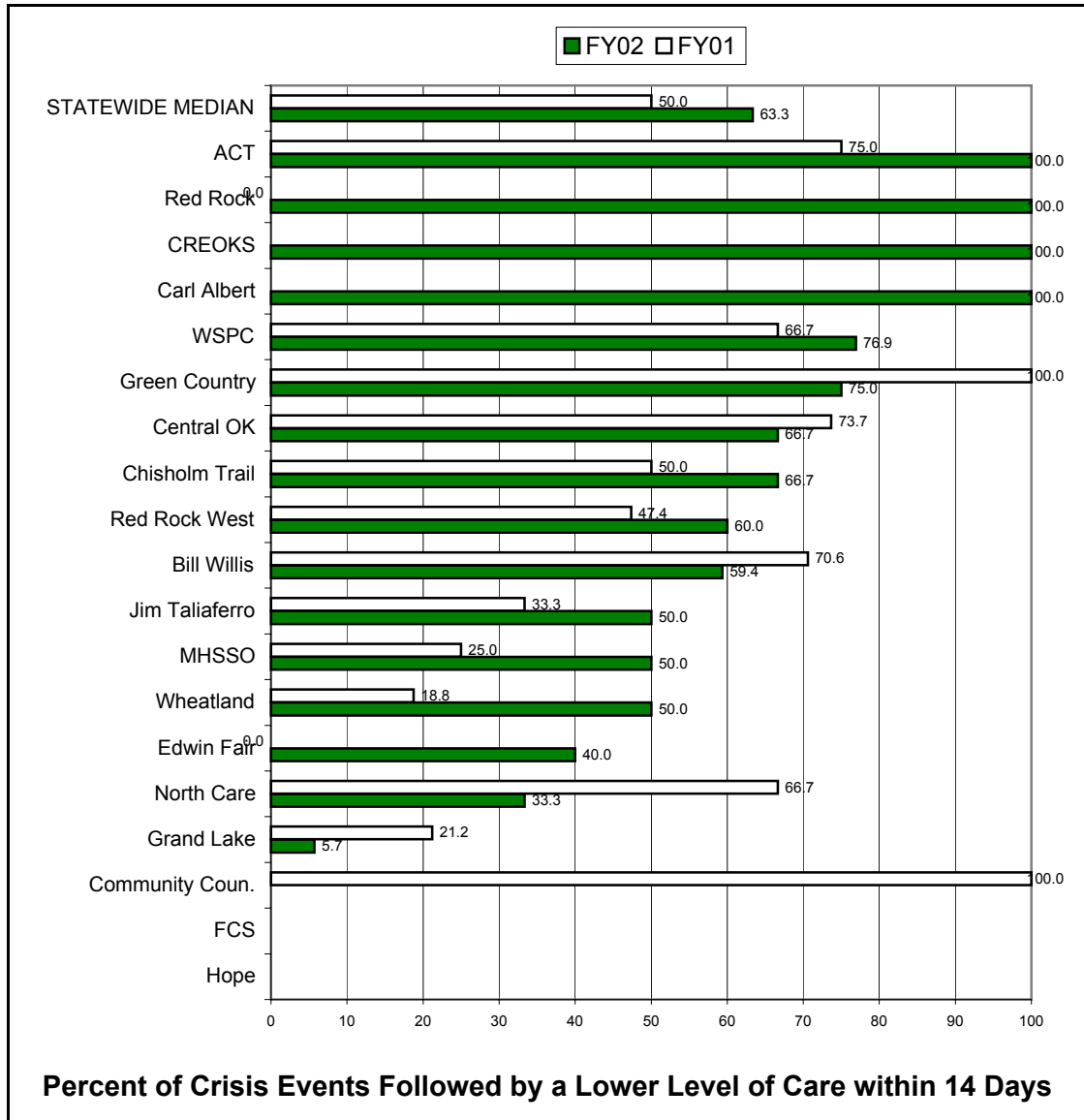
Refer to Definitions (Appendix A) for a description of locations outside of the provider facility.

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;
 - 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;
 - At a state-operated facility receiving at least one service under contract source 30 and have a mental health service focus (codes: 01,05,06,08,10,11,12), or;
 - Received at least one service under contract sources (codes: 50, 51, 52) and have a mental health service focus (codes: 01,05,06,08,10,11,12)
- Clients with the following discharges are excluded:
 - Completed Court Treatment
 - Failed to Begin Treatment
 - Death
 - Incarcerated

Consumers Living in Independent Housing (Adult, SMI)

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

Consumer Involved in Meaningful Employment (Adult, SMI)

Client must meet the following criteria:

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

Consumers Living in Independent Housing (Adult, SMI)

Consumer Involved in Meaningful Employment (Adult, SMI)

Clients are excluded who:

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

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

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

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

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

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

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

Involuntarily Admission to Treatment

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

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

Lower level of care excludes the following services:

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

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

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

Excludes the following services:

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

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

Contract Source Codes

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

| 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

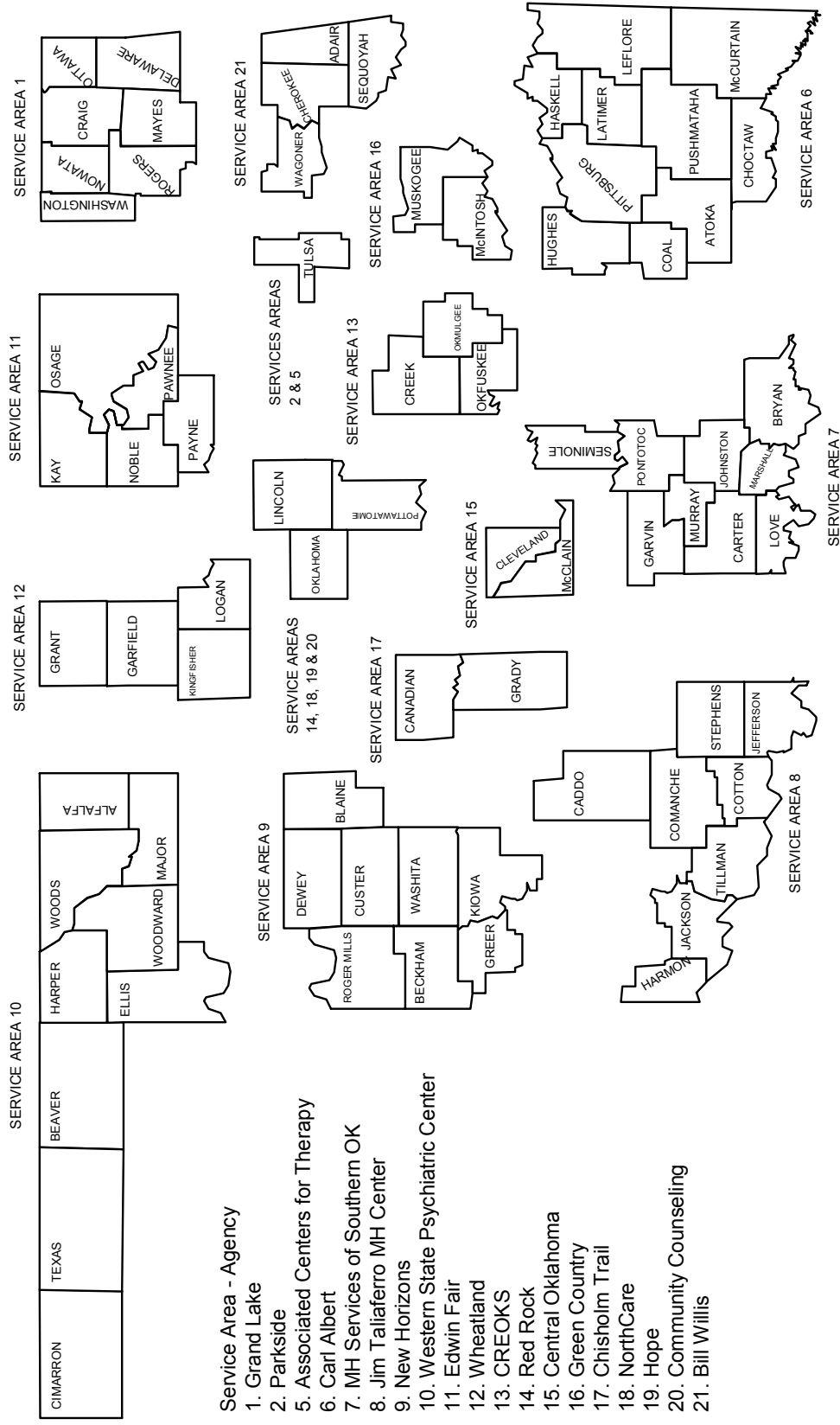
| Service Day | Category | Code | Description |
|---------------|------------------------------|------|---|
| | Crisis Stabilization | 002E | Community-based Structured Emergency Care |
| | Housing | 004E | Family Self Sufficiency Program |
| | | 003C | Independent Living Training Program |
| | | 003Z | 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) |
| Hourly | Evaluation/Assessment | 106 | Clinical Testing |
| | | 100 | Competency Evaluation |
| | | 110 | Evaluation and Assessment |
| | | 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



Service Area - Agency

1. Grand Lake
2. Parkside
5. Associated Centers for Therapy
6. Carl Albert
7. MH Services of Southern OK
8. Jim Taliadro MH Center
9. New Horizons
10. Western State Psychiatric Center
11. Edwin Fair
12. Wheatland
13. CREOKS
14. Red Rock
15. Central Oklahoma
16. Green Country
17. Chisholm Trail
18. NorthCare
19. Hope
20. Community Counseling
21. Bill Willis