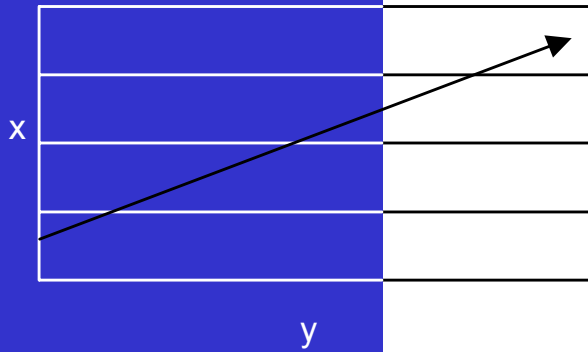


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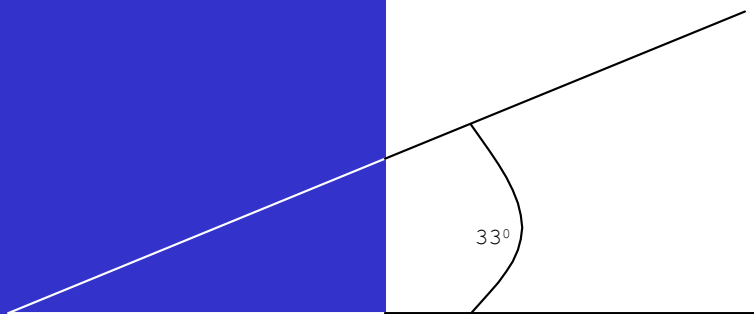
Oklahoma Department of  
Mental Health and  
Substance Abuse Services

**P**

**erformance &  
outcomes  
monitoring  
report**



**for  
Community  
Mental Health  
Centers**



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

**Volume 2: Service Utilization**

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?**

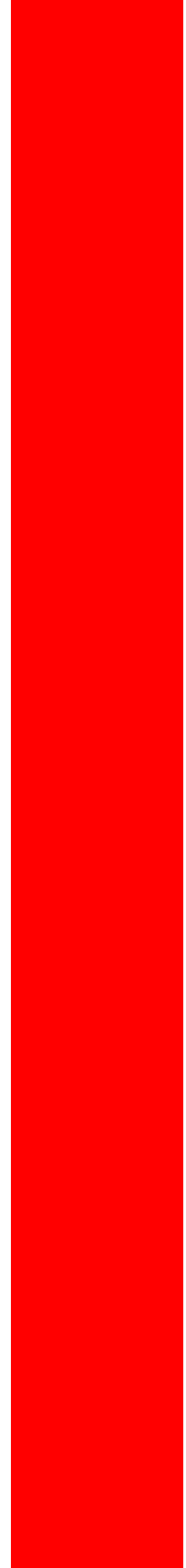
By definition, an indicator is a pointer or gauge used to monitor the operation of a system. It is not an exact measure of a system's functioning, but may point to areas where more analysis is "indicated." When the value of an indicator is out of the normal or average range, it suggests something different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



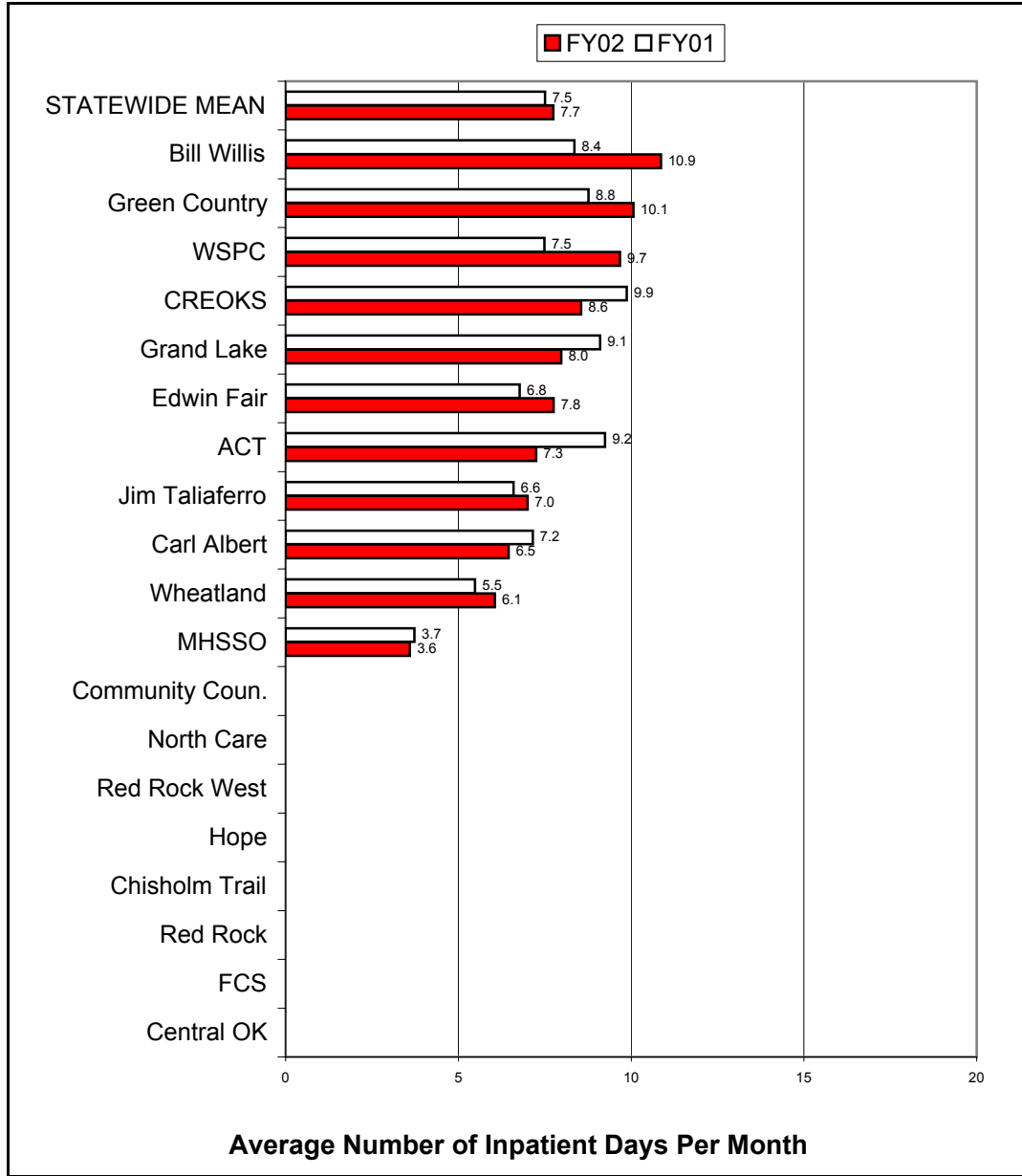
# **Service Utilization Indicators**

## **All Admitted Clients**



Average Number of Inpatient Days

Question: What is the average number of inpatient days per month for clients receiving inpatient days?



Answer: In FY02 the average number of inpatient days per month varied among the CMHCs providing or contracting for this service from 3.6 to 10.9 days, with a statewide mean of 7.7 days. Of the CMHCs that provided or contracted for this service in FY01, the average number per month in FY02 decreased at 5 of the 11 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no inpatient days did not provide or contract for inpatient services.

## Average Number of Inpatient Days

Question: What is the average number of inpatient days per month for clients receiving inpatient days?

| Agency          | FY01                |   |                                 |   | FY02                |   |                                 |   | FY02 Statewide |      |
|-----------------|---------------------|---|---------------------------------|---|---------------------|---|---------------------------------|---|----------------|------|
|                 | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Median         | Mean |
| Bill Willis     | 2,174               | 21.7  | 181.2                           | 8.4   | 1,771               | 14.8  | 161.0                           | 10.9  | 7.8            | 7.7  |
| Green Country   | 114                 | 1.4   | 12.7                            | 8.8   | 151                 | 1.4   | 13.7                            | 10.1  |                |      |
| WSPC            | 6,465               | 71.9  | 538.8                           | 7.5   | 8,010               | 69.0  | 667.5                           | 9.7   |                |      |
| CREOKS          | 1,303               | 11.0  | 108.6                           | 9.9   | 1,155               | 11.3  | 96.3                            | 8.6   |                |      |
| Grand Lake      | 2,112               | 19.3  | 176.0                           | 9.1   | 3,167               | 33.1  | 263.9                           | 8.0   |                |      |
| Edwin Fair      | 3,053               | 37.6  | 254.4                           | 6.8   | 2,854               | 30.7  | 237.8                           | 7.8   |                |      |
| ACT             | 536                 | 4.8   | 44.7                            | 9.2   | 29                  | 1.3   | 9.7                             | 7.3   |                |      |
| Jim Taliaferro  | 3,937               | 49.8  | 328.1                           | 6.6   | 5,673               | 67.5  | 472.8                           | 7.0   |                |      |
| Carl Albert     | 7,361               | 85.8  | 613.4                           | 7.2   | 7,270               | 93.9  | 605.8                           | 6.5   |                |      |
| Wheatland       | 126                 | 2.6   | 14.0                            | 5.5   | 103                 | 2.4   | 14.7                            | 6.1   |                |      |
| MHSSO           | 1,654               | 37.0  | 137.8                           | 3.7   | 1,541               | 35.8  | 128.4                           | 3.6   |                |      |
| Community Coun. | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| North Care      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Red Rock West   | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Hope            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Chisholm Trail  | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Red Rock        | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| FCS             | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Central OK      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |

Not all CMHCs are contracted to provide inpatient services.

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

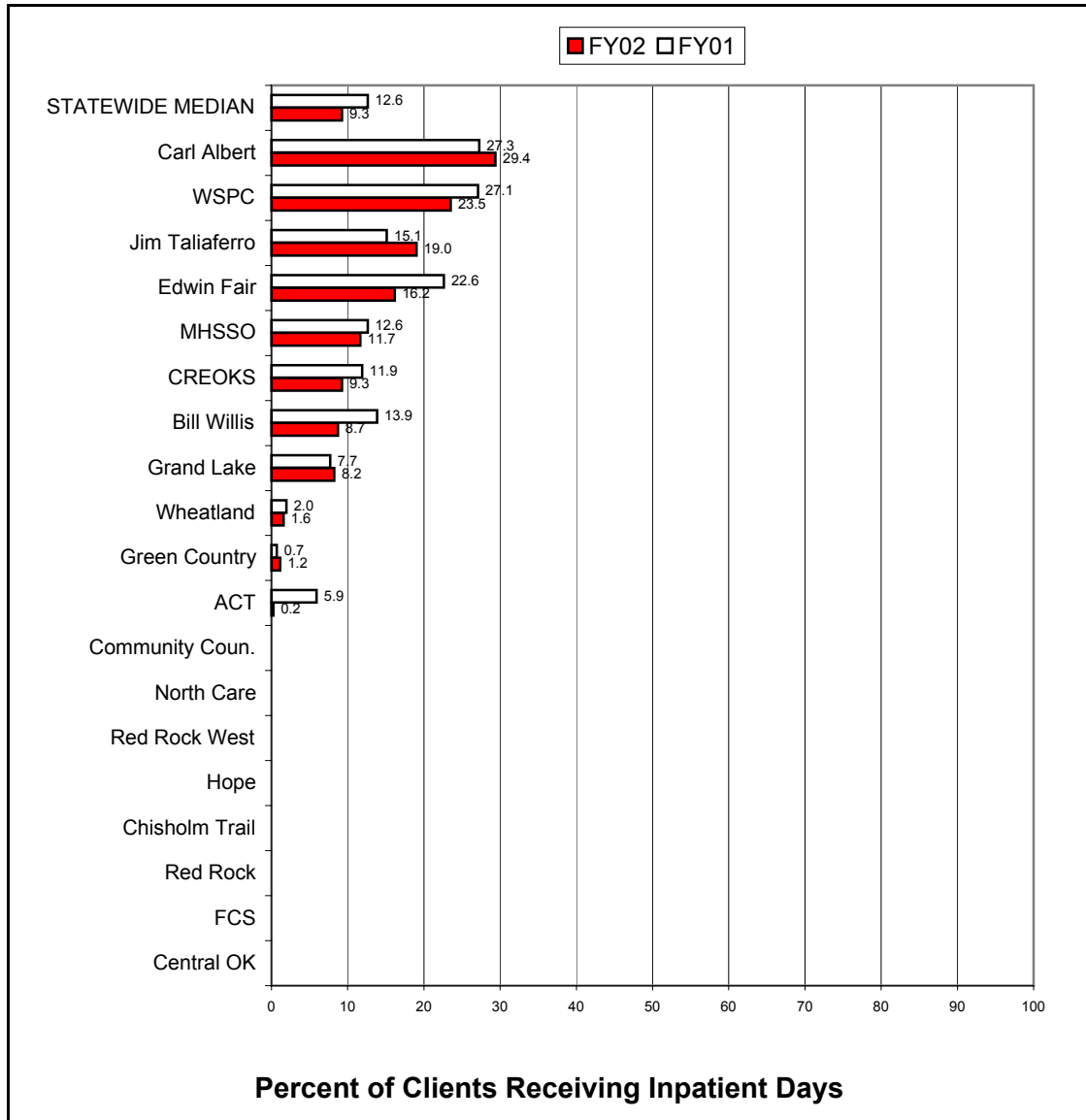
In FY01, some CMHCs contracted with other agencies to provide inpatient services.

See Appendix B for a list of service codes included in this indicator. See Appendix C for a list of contract sources included.



Percent of Clients Receiving Inpatient Days

Question: What percent of clients are receiving inpatient days?



Answer: In FY02 the percent of clients receiving inpatient days varied among the CMHCs providing or contracting for this service from 0.2 to 29.4 percent, with a statewide median of 9.3 percent. Compared with FY01, the percent receiving inpatient days decreased in FY02 among 7 of the 11 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no inpatient days did not provide or contract for inpatient services.

## Percent of Clients Receiving Inpatient Days

Question: What percent of clients are receiving inpatient days?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| Carl Albert     | 2,533         | 691                                 | 27.3                                 | 2,619         | 770                                 | 29.4                                 | 9.3            | 11.7 |
| WSPC            | 2,188         | 593                                 | 27.1                                 | 2,271         | 534                                 | 23.5                                 |                |      |
| Jim Taliaferro  | 2,764         | 418                                 | 15.1                                 | 2,788         | 531                                 | 19.0                                 |                |      |
| Edwin Fair      | 1,335         | 302                                 | 22.6                                 | 1,545         | 250                                 | 16.2                                 |                |      |
| MHSSO           | 2,861         | 361                                 | 12.6                                 | 2,930         | 342                                 | 11.7                                 |                |      |
| CREOKS          | 968           | 115                                 | 11.9                                 | 1,327         | 123                                 | 9.3                                  |                |      |
| Bill Willis     | 1,682         | 233                                 | 13.9                                 | 1,731         | 151                                 | 8.7                                  |                |      |
| Grand Lake      | 2,173         | 167                                 | 7.7                                  | 3,621         | 298                                 | 8.2                                  |                |      |
| Wheatland       | 973           | 19                                  | 2.0                                  | 1,013         | 16                                  | 1.6                                  |                |      |
| Green Country   | 1,277         | 9                                   | 0.7                                  | 1,297         | 15                                  | 1.2                                  |                |      |
| ACT             | 626           | 37                                  | 5.9                                  | 1,312         | 3                                   | 0.2                                  |                |      |
| Community Coun. | 1,356         | 0                                   | 0.0                                  | 1,194         | 0                                   | 0.0                                  |                |      |
| North Care      | 1,387         | 0                                   | 0.0                                  | 1,491         | 0                                   | 0.0                                  |                |      |
| Red Rock West   | 917           | 0                                   | 0.0                                  | 917           | 0                                   | 0.0                                  |                |      |
| Hope            | 1,041         | 0                                   | 0.0                                  | 1,125         | 0                                   | 0.0                                  |                |      |
| Chisholm Trail  | 1,689         | 0                                   | 0.0                                  | 1,558         | 0                                   | 0.0                                  |                |      |
| Red Rock        | 1,642         | 0                                   | 0.0                                  | 1,348         | 0                                   | 0.0                                  |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 0                                   | 0.0                                  |                |      |
| Central OK      | 1,668         | 0                                   | 0.0                                  | 1,594         | 0                                   | 0.0                                  |                |      |

Not all CMHCs are contracted to provide inpatient services.

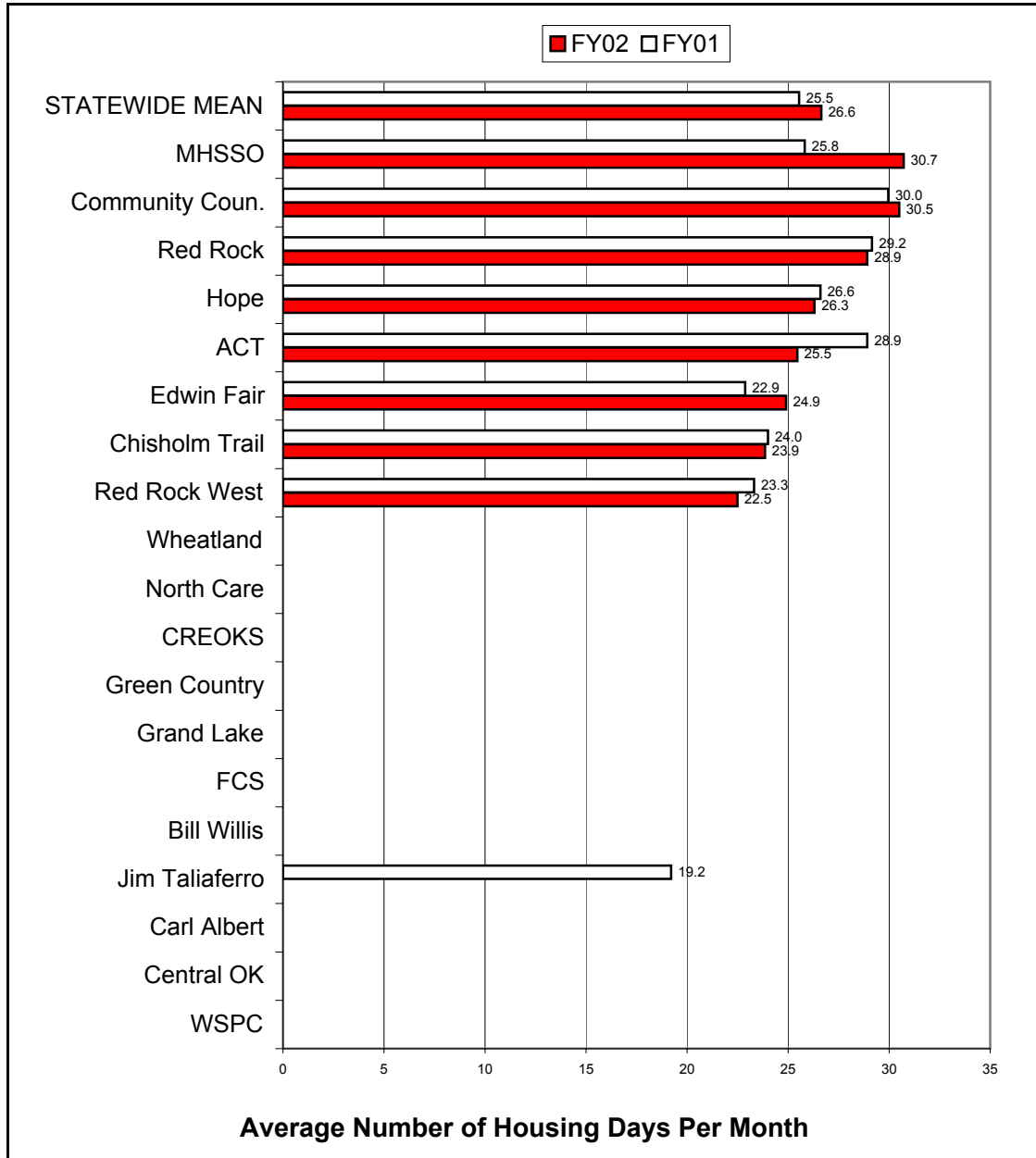
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

In FY01, some CMHCs contracted with other agencies to provide inpatient services.

See Appendix B for a list of service codes included in this indicator. See Appendix C for a list of contract sources included.

Average Number of Housing Days

Question: What is the average number of housing days per month for clients receiving housing days?



Answer: In FY02 the average number of housing days per month varied among the CMHCs providing this service from 22.5 to 30.7 days, with a statewide mean of 26.6 days. Compared with FY01, the average number of housing days per month increased in FY02 among 3 of the 9 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

Average Number of Housing Days

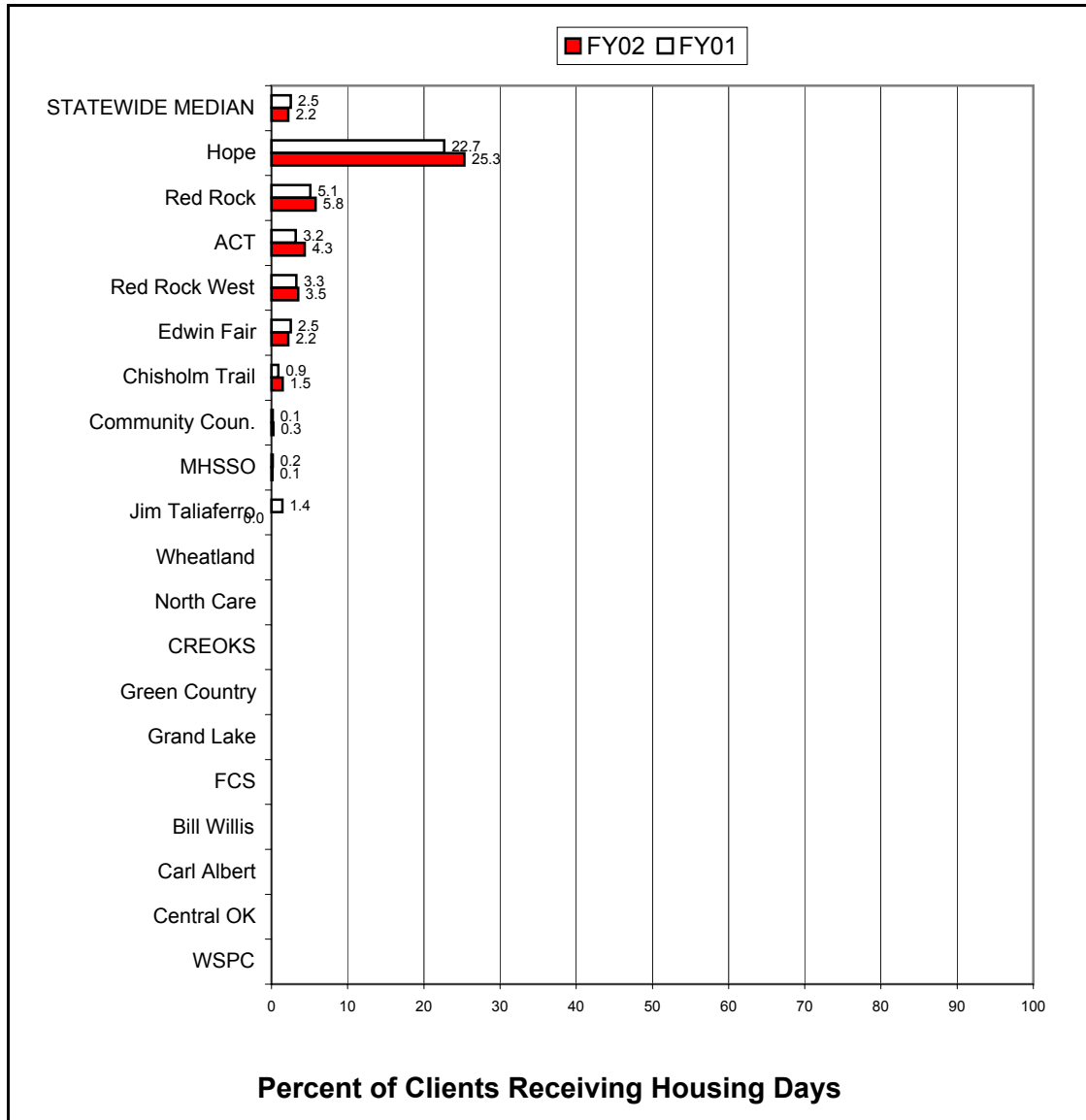
Question: What is the average number of housing days per month for clients receiving housing days?

| Agency          | FY01                |   |                                 |   | FY02                |   |                                 |   | FY02 Statewide |      |
|-----------------|---------------------|---|---------------------------------|---|---------------------|---|---------------------------------|---|----------------|------|
|                 | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Median         | Mean |
| MHSSO           | 439                 | 1.7   | 43.9                            | 25.8  | 215                 | 1.4   | 43.0                            | 30.7  | 25.9           | 26.6 |
| Community Coun. | 719                 | 2.0   | 59.9                            | 30.0  | 549                 | 1.5   | 45.8                            | 30.5  |                |      |
| Red Rock        | 15,889              | 45.4  | 1,324.1                         | 29.2  | 16,886              | 48.7  | 1,407.2                         | 28.9  |                |      |
| Hope            | 30,370              | 95.2  | 2,530.8                         | 26.6  | 37,139              | 117.7   | 3,094.9                         | 26.3  |                |      |
| ACT             | 3,788               | 10.9  | 315.7                           | 28.9  | 6,694               | 21.9  | 557.8                           | 25.5  |                |      |
| Edwin Fair      | 3,066               | 11.2  | 255.5                           | 22.9  | 3,710               | 12.4  | 309.2                           | 24.9  |                |      |
| Chisholm Trail  | 2,376               | 8.3   | 198.0                           | 24.0  | 4,628               | 16.2  | 385.7                           | 23.9  |                |      |
| Red Rock West   | 3,031               | 10.8  | 252.6                           | 23.3  | 2,947               | 10.9  | 245.6                           | 22.5  |                |      |
| Wheatland       | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| North Care      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| CREOKS          | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Green Country   | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Grand Lake      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| FCS             | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Bill Willis     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Jim Taliaferro  | 1,652               | 7.2   | 137.7                           | 19.2  | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Carl Albert     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Central OK      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| WSPC            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |

Not all CMHCs are contracted to provide housing programs. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Percent of Clients Receiving Housing Days**

Question: What percent of clients are receiving housing days?



Answer: In FY02 the percent of clients receiving housing days varied among the CMHCs providing this service from 0.1 to 25.3 percent, with a statewide median of 2.2 percent. Compared with FY01, the percent receiving housing days increased in FY02 among 6 of the 9 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Housing Days

Question: What percent of clients are receiving housing days?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| Hope            | 1,041         | 236                                 | 22.7                                 | 1,125         | 285                                 | 25.3                                 | 2.2            | 4.8  |
| Red Rock        | 1,642         | 84                                  | 5.1                                  | 1,348         | 78                                  | 5.8                                  |                |      |
| ACT             | 626           | 20                                  | 3.2                                  | 1,312         | 57                                  | 4.3                                  |                |      |
| Red Rock West   | 917           | 30                                  | 3.3                                  | 917           | 32                                  | 3.5                                  |                |      |
| Edwin Fair      | 1,335         | 34                                  | 2.5                                  | 1,545         | 34                                  | 2.2                                  |                |      |
| Chisholm Trail  | 1,689         | 15                                  | 0.9                                  | 1,558         | 23                                  | 1.5                                  |                |      |
| Community Coun. | 1,356         | 2                                   | 0.1                                  | 1,194         | 3                                   | 0.3                                  |                |      |
| MHSSO           | 2,861         | 5                                   | 0.2                                  | 2,930         | 3                                   | 0.1                                  |                |      |
| Jim Taliaferro  | 2,764         | 40                                  | 1.4                                  | 2,788         | 0                                   | 0.0                                  |                |      |
| Wheatland       | 973           | 0                                   | 0.0                                  | 1,013         | 0                                   | 0.0                                  |                |      |
| North Care      | 1,387         | 0                                   | 0.0                                  | 1,491         | 0                                   | 0.0                                  |                |      |
| CREOKS          | 968           | 0                                   | 0.0                                  | 1,327         | 0                                   | 0.0                                  |                |      |
| Green Country   | 1,277         | 0                                   | 0.0                                  | 1,297         | 0                                   | 0.0                                  |                |      |
| Grand Lake      | 2,173         | 0                                   | 0.0                                  | 3,621         | 0                                   | 0.0                                  |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 0                                   | 0.0                                  |                |      |
| Bill Willis     | 1,682         | 0                                   | 0.0                                  | 1,731         | 0                                   | 0.0                                  |                |      |
| Carl Albert     | 2,533         | 0                                   | 0.0                                  | 2,619         | 0                                   | 0.0                                  |                |      |
| Central OK      | 1,668         | 0                                   | 0.0                                  | 1,594         | 0                                   | 0.0                                  |                |      |
| WSPC            | 2,188         | 0                                   | 0.0                                  | 2,271         | 0                                   | 0.0                                  |                |      |

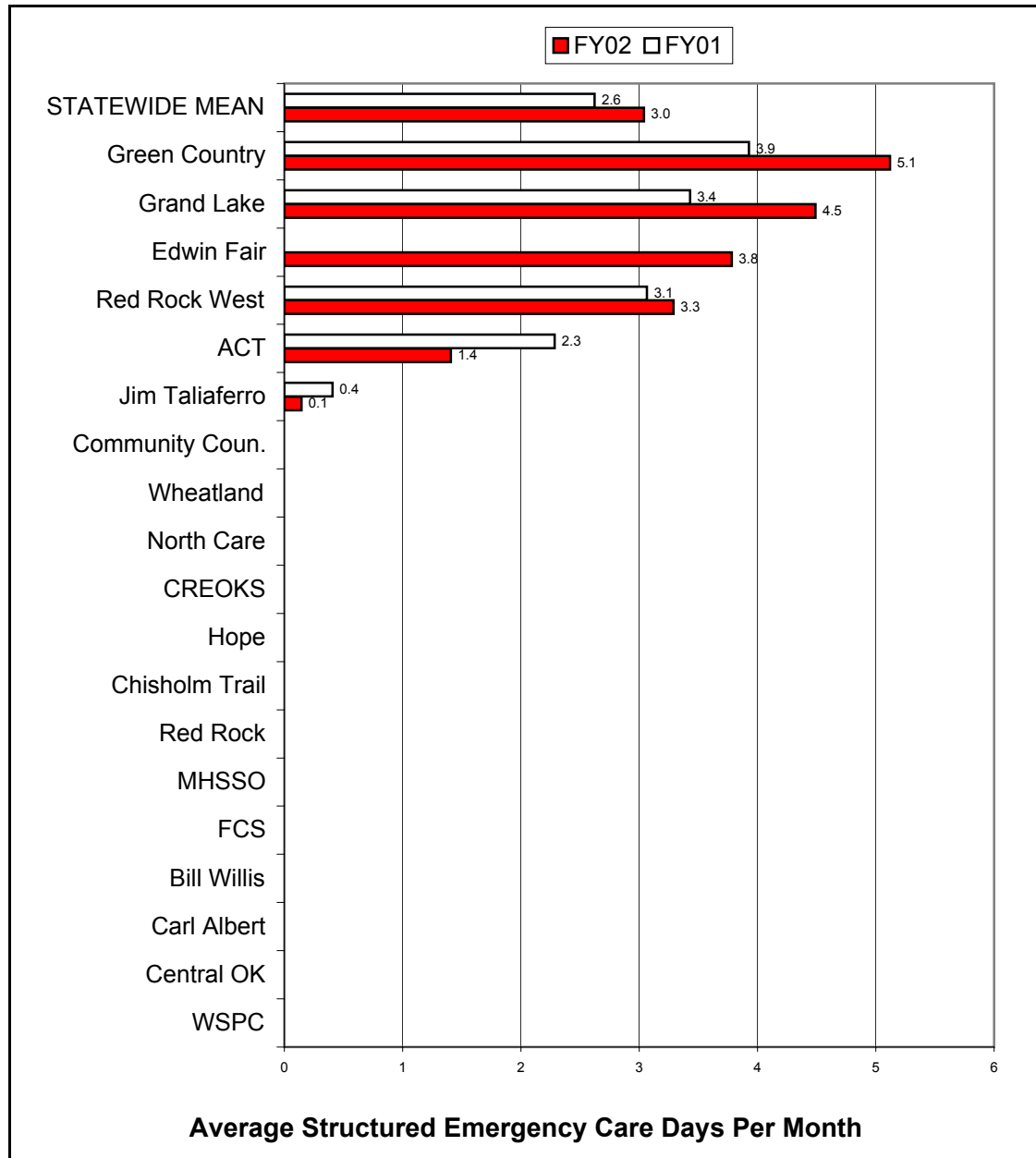
Not all CMHCs are contracted to provide housing services.

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

See Appendix C for a list of service codes included in this indicator.

Average Number of Structured Emergency Care Days

Question: What is the average number of structured emergency care days per month for clients receiving structured emergency care?



Answer: In FY02 the average number of structured emergency care days per month varied among the CMHCs providing this service from 0.1 to 5.1 days, with a statewide mean of 3 days. Compared with FY01, the average number of structured emergency care days increased in FY02 among 3 of the 5 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Structured Emergency Care Days

Question: What is the average number of structured emergency care days per month for clients receiving structured emergency care?

| Agency          | FY01                |   |                                 |   | FY02                |   |                                 |   | FY02 Statewide |      |
|-----------------|---------------------|---|---------------------------------|---|---------------------|---|---------------------------------|---|----------------|------|
|                 | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Median         | Mean |
| Green Country   | 1,567               | 33.3  | 130.6                           | 3.9   | 1,746               | 28.4  | 145.5                           | 5.1   | 3.5            | 3.0  |
| Grand Lake      | 2,556               | 62.1  | 213.0                           | 3.4   | 8,536               | 158.4   | 711.4                           | 4.5   |                |      |
| Edwin Fair      | 0                   | 0.0   | 0.0                             | 0.0   | 231                 | 5.5   | 21.0                            | 3.8   |                |      |
| Red Rock West   | 1,634               | 44.4  | 136.2                           | 3.1   | 1,806               | 45.8  | 150.5                           | 3.3   |                |      |
| ACT             | 192                 | 7.0   | 16.0                            | 2.3   | 6                   | 4.0   | 5.6                             | 1.4   |                |      |
| Jim Taliaferro  | 71                  | 14.5  | 5.9                             | 0.4   | 3                   | 2.0   | 0.3                             | 0.1   |                |      |
| Community Coun. | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Wheatland       | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| North Care      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| CREOKS          | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Hope            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Chisholm Trail  | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Red Rock        | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| MHSSO           | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| FCS             | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Bill Willis     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Carl Albert     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Central OK      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| WSPC            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |

Not all CMHCs are contracted to provide structured emergency care.

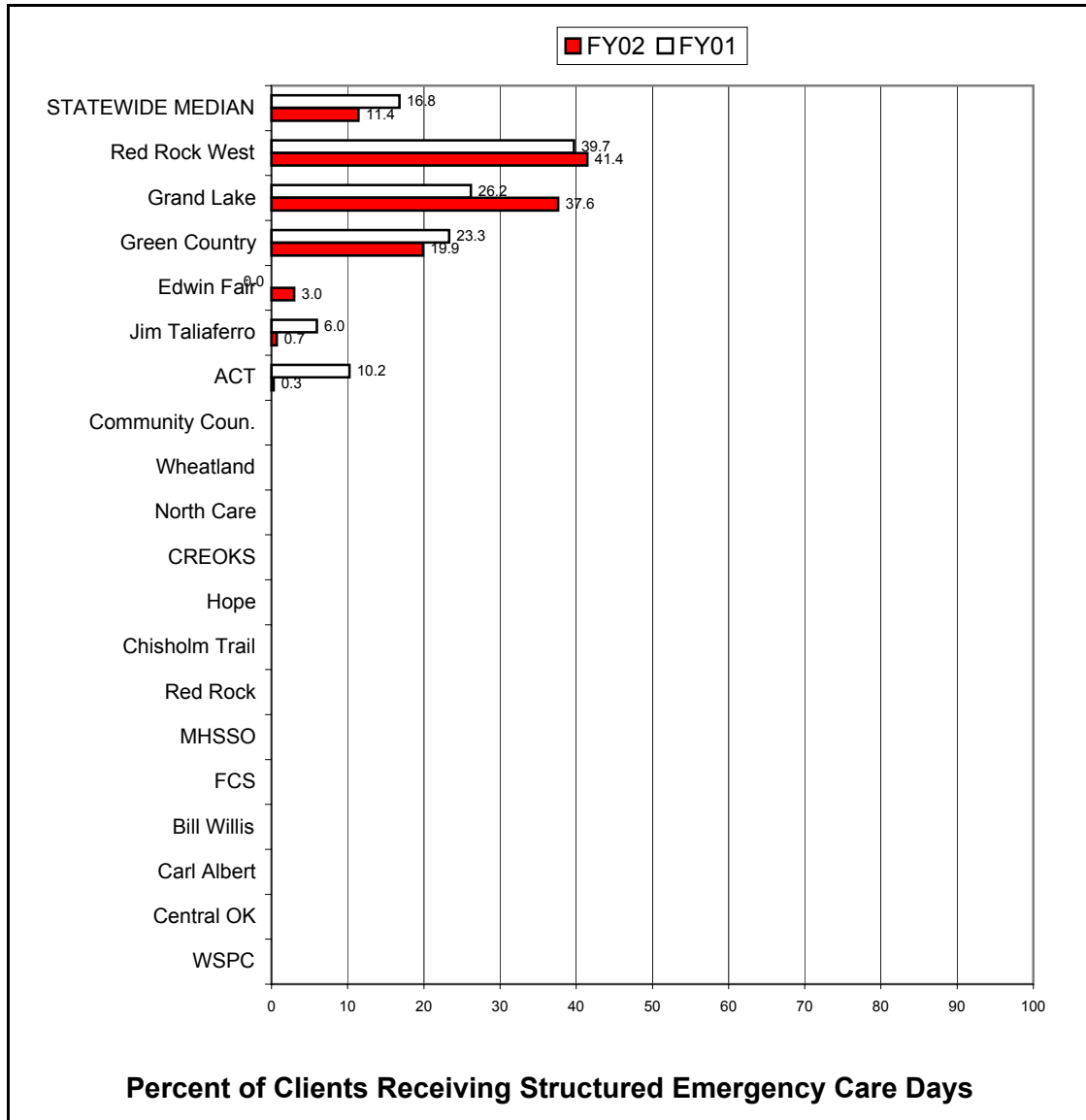
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

See Appendix C for a list of service codes included in this indicator.



Percent of Clients Receiving Structured Emergency Care Days

Question: What percent of clients are receiving structured emergency care days?



Answer: In FY02 the percent of clients receiving structured emergency care varied among the CMHCs providing this service from 0.3 to 41.4 percent, with a statewide median of 11.4 percent. Compared with FY01, the percent receiving structured emergency care increased in FY02 among 3 of the 5 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Structured Emergency Care Days

Question: What percent of clients are receiving structured emergency care days?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| Red Rock West   | 917           | 364                                 | 39.7                                 | 917           | 380                                 | 41.4                                 | 11.4           | 17.2 |
| Grand Lake      | 2,173         | 569                                 | 26.2                                 | 3,621         | 1,363                               | 37.6                                 |                |      |
| Green Country   | 1,277         | 298                                 | 23.3                                 | 1,297         | 258                                 | 19.9                                 |                |      |
| Edwin Fair      | 1,335         | 0                                   | 0.0                                  | 1,545         | 46                                  | 3.0                                  |                |      |
| Jim Taliaferro  | 2,764         | 165                                 | 6.0                                  | 2,788         | 19                                  | 0.7                                  |                |      |
| ACT             | 626           | 64                                  | 10.2                                 | 1,312         | 4                                   | 0.3                                  |                |      |
| Community Coun. | 1,356         | 0                                   | 0.0                                  | 1,194         | 0                                   | 0.0                                  |                |      |
| Wheatland       | 973           | 0                                   | 0.0                                  | 1,013         | 0                                   | 0.0                                  |                |      |
| North Care      | 1,387         | 0                                   | 0.0                                  | 1,491         | 0                                   | 0.0                                  |                |      |
| CREOKS          | 968           | 0                                   | 0.0                                  | 1,327         | 0                                   | 0.0                                  |                |      |
| Hope            | 1,041         | 0                                   | 0.0                                  | 1,125         | 0                                   | 0.0                                  |                |      |
| Chisholm Trail  | 1,689         | 0                                   | 0.0                                  | 1,558         | 0                                   | 0.0                                  |                |      |
| Red Rock        | 1,642         | 0                                   | 0.0                                  | 1,348         | 0                                   | 0.0                                  |                |      |
| MHSSO           | 2,861         | 0                                   | 0.0                                  | 2,930         | 0                                   | 0.0                                  |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 0                                   | 0.0                                  |                |      |
| Bill Willis     | 1,682         | 0                                   | 0.0                                  | 1,731         | 0                                   | 0.0                                  |                |      |
| Carl Albert     | 2,533         | 0                                   | 0.0                                  | 2,619         | 0                                   | 0.0                                  |                |      |
| Central OK      | 1,668         | 0                                   | 0.0                                  | 1,594         | 0                                   | 0.0                                  |                |      |
| WSPC            | 2,188         | 0                                   | 0.0                                  | 2,271         | 0                                   | 0.0                                  |                |      |

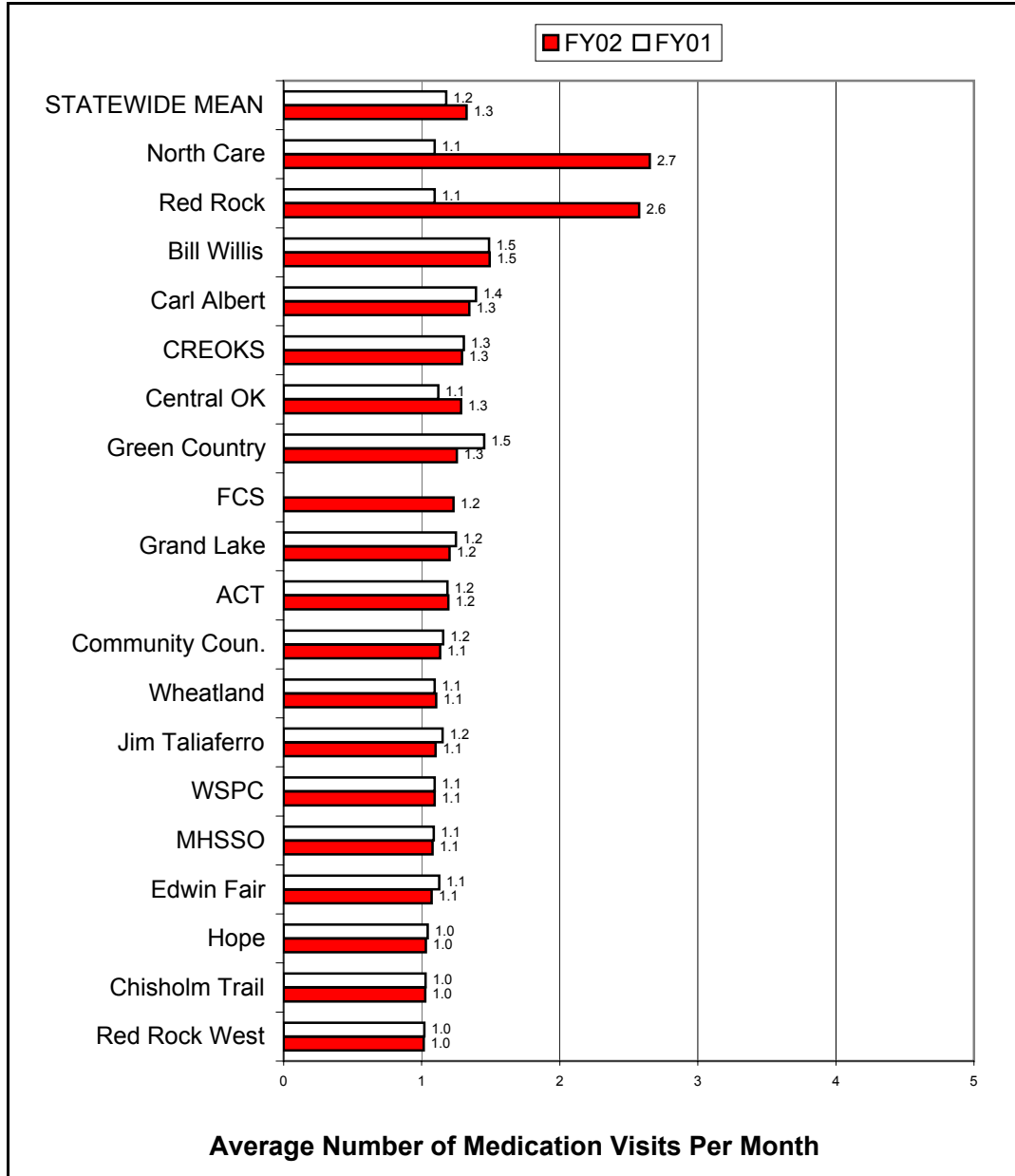
Not all CMHCs are contracted to provide structured emergency care.

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

See Appendix C for a list of service codes included in this indicator.

Average Number of Medication Visits

Question: What is the average number of medication visits per month for clients receiving medication visits?



Answer: In FY02 the average number of medication visits per month varied among all CMHCs from 1 to 2.7 visits, with a statewide mean of 1.3 visits.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Medication Visits

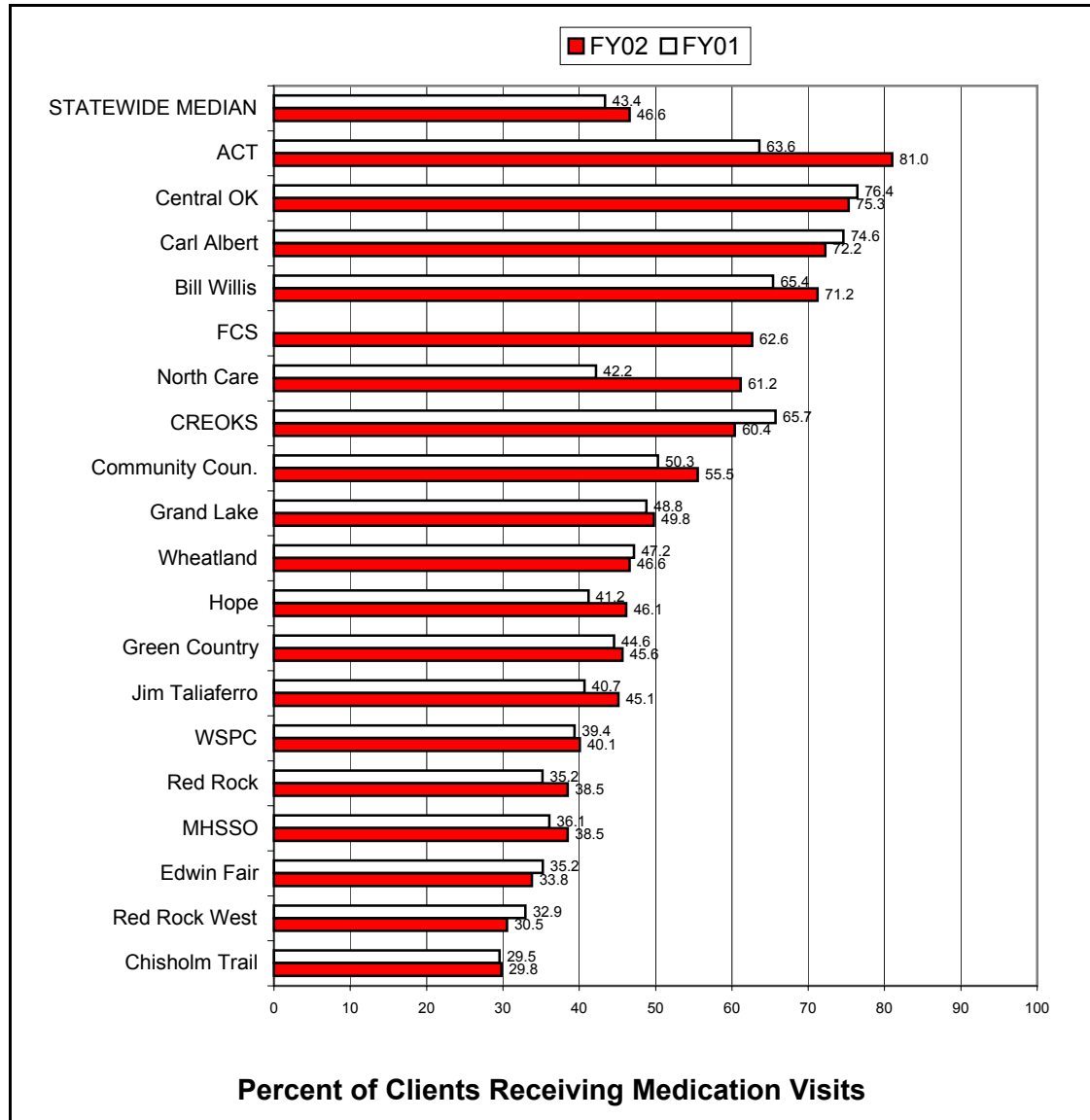
Question: What is the average number of medication visits per month for clients receiving medication visits?

| Agency          | FY01                    |  |   |  | FY02                    |  |   |  | FY02 Statewide |      |
|-----------------|-------------------------|--|---|--|-------------------------|--|---|--|----------------|------|
|                 | Total medication visits | Average no. of clients receiving medication visits per month | Average number of medication visits per month | Average number of medication visits per client per month | Total medication visits | Average no. of clients receiving medication visits per month | Average number of medication visits per month | Average number of medication visits per client per month | Median         | Mean |
| North Care      | 2,127                   | 162.1  | 177.3   | 1.1  | 9,293                   | 292.1  | 774.4   | 2.7  | 1.2            | 1.3  |
| Red Rock        | 2,389                   | 181.9  | 199.1   | 1.1  | 5,153                   | 166.8  | 429.4   | 2.6  |                |      |
| Bill Willis     | 9,351                   | 523.8  | 779.3   | 1.5  | 9,699                   | 541.7  | 808.3   | 1.5  |                |      |
| Carl Albert     | 17,198                  | 1,028.3  | 1,433.2                                       | 1.4  | 16,613                  | 1,028.8  | 1,384.4                                       | 1.3  |                |      |
| CREOKS          | 2,889                   | 184.6  | 240.8   | 1.3  | 3,775                   | 243.6  | 314.6   | 1.3  |                |      |
| Central OK      | 7,344                   | 546.7  | 612.0   | 1.1  | 9,021                   | 585.4  | 751.8   | 1.3  |                |      |
| Green Country   | 4,039                   | 231.7  | 336.6   | 1.5  | 3,550                   | 235.9  | 295.8   | 1.3  |                |      |
| FCS             | 0                       | 0.0  | 0.0   | 0.0  | 3,245                   | 264.0  | 324.5   | 1.2  |                |      |
| Grand Lake      | 7,532                   | 503.4  | 627.7   | 1.2  | 11,474                  | 795.2  | 956.2   | 1.2  |                |      |
| ACT             | 1,583                   | 111.3  | 131.9   | 1.2  | 4,759                   | 332.4  | 396.6   | 1.2  |                |      |
| Community Coun. | 2,879                   | 207.6  | 239.9   | 1.2  | 2,866                   | 210.6  | 238.8   | 1.1  |                |      |
| Wheatland       | 1,683                   | 128.3  | 140.3   | 1.1  | 1,967                   | 148.5  | 163.9   | 1.1  |                |      |
| Jim Taliaferro  | 4,457                   | 322.8  | 371.4   | 1.2  | 4,765                   | 361.1  | 397.1   | 1.1  |                |      |
| WSPC            | 3,473                   | 264.7  | 289.4   | 1.1  | 3,240                   | 246.8  | 270.0   | 1.1  |                |      |
| MHSSO           | 3,573                   | 273.8  | 297.8   | 1.1  | 4,396                   | 339.5  | 366.3   | 1.1  |                |      |
| Edwin Fair      | 1,447                   | 107.1  | 120.6   | 1.1  | 1,481                   | 115.2  | 123.4   | 1.1  |                |      |
| Hope            | 1,570                   | 125.5  | 130.8   | 1.0  | 1,498                   | 121.3  | 124.8   | 1.0  |                |      |
| Chisholm Trail  | 1,675                   | 135.9  | 139.6   | 1.0  | 1,444                   | 117.3  | 120.3   | 1.0  |                |      |
| Red Rock West   | 1,666                   | 136.3  | 138.8   | 1.0  | 1,445                   | 118.8  | 120.4   | 1.0  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Percent of Clients Receiving Medication Visits

Question: What percent of clients are receiving medication visits?



Answer: In FY02 the percent of clients receiving medication visits varied among all CMHCs from 29.8 to 81 percent, with a statewide median of 46.6 percent. Compared with FY01, the percent receiving medication visits increased in FY02 among 12 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Medication Visits

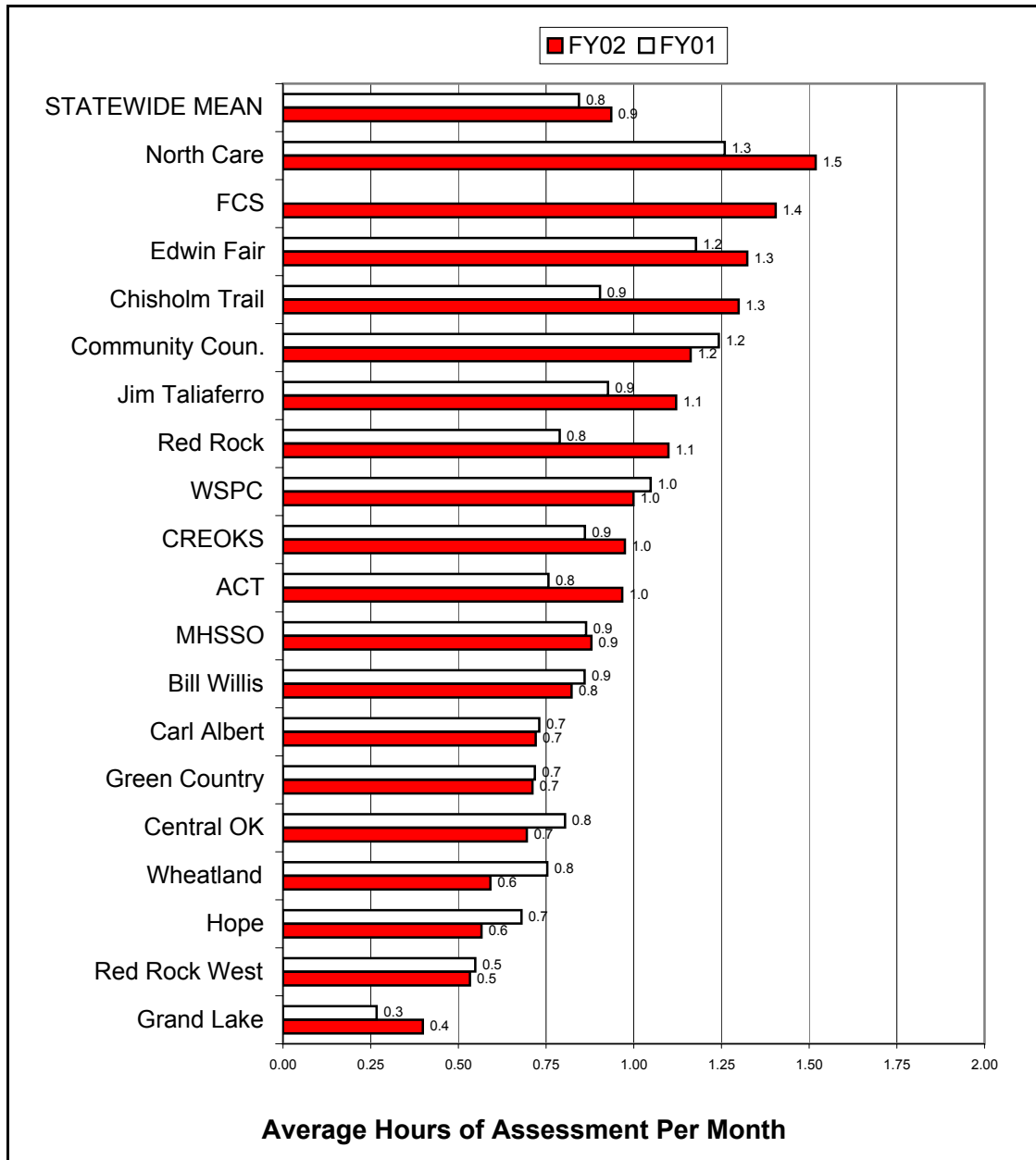
Question: What percent of clients are receiving medication visits?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| ACT             | 626           | 398                                 | 63.6                                 | 1,312         | 1,063                               | 81.0                                 | 46.6           | 51.8 |
| Central OK      | 1,668         | 1,275                               | 76.4                                 | 1,594         | 1,200                               | 75.3                                 |                |      |
| Carl Albert     | 2,533         | 1,890                               | 74.6                                 | 2,619         | 1,892                               | 72.2                                 |                |      |
| Bill Willis     | 1,682         | 1,100                               | 65.4                                 | 1,731         | 1,233                               | 71.2                                 |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 810                                 | 62.6                                 |                |      |
| North Care      | 1,387         | 585                                 | 42.2                                 | 1,491         | 912                                 | 61.2                                 |                |      |
| CREOKS          | 968           | 636                                 | 65.7                                 | 1,327         | 801                                 | 60.4                                 |                |      |
| Community Coun. | 1,356         | 682                                 | 50.3                                 | 1,194         | 663                                 | 55.5                                 |                |      |
| Grand Lake      | 2,173         | 1,060                               | 48.8                                 | 3,621         | 1,803                               | 49.8                                 |                |      |
| Wheatland       | 973           | 459                                 | 47.2                                 | 1,013         | 472                                 | 46.6                                 |                |      |
| Hope            | 1,041         | 429                                 | 41.2                                 | 1,125         | 519                                 | 46.1                                 |                |      |
| Green Country   | 1,277         | 569                                 | 44.6                                 | 1,297         | 592                                 | 45.6                                 |                |      |
| Jim Taliaferro  | 2,764         | 1,124                               | 40.7                                 | 2,788         | 1,258                               | 45.1                                 |                |      |
| WSPC            | 2,188         | 862                                 | 39.4                                 | 2,271         | 910                                 | 40.1                                 |                |      |
| Red Rock        | 1,642         | 578                                 | 35.2                                 | 1,348         | 519                                 | 38.5                                 |                |      |
| MHSSO           | 2,861         | 1,032                               | 36.1                                 | 2,930         | 1,128                               | 38.5                                 |                |      |
| Edwin Fair      | 1,335         | 470                                 | 35.2                                 | 1,545         | 522                                 | 33.8                                 |                |      |
| Red Rock West   | 917           | 302                                 | 32.9                                 | 917           | 280                                 | 30.5                                 |                |      |
| Chisholm Trail  | 1,689         | 499                                 | 29.5                                 | 1,558         | 464                                 | 29.8                                 |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Average Number of Assessment Hours**

Question: What is the average number of assessment hours per month for clients receiving assessment hours?



Answer: In FY02 the average number of assessment hours per month varied among all CMHCs from 0.4 hours to 1.5 hours, with a statewide mean of 0.9 hours. When compared to FY01, the average number of assessment hours per month increased in FY02 among 8 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Assessment Hours

Question: What is the average number of assessment hours per month for clients receiving assessment hours?

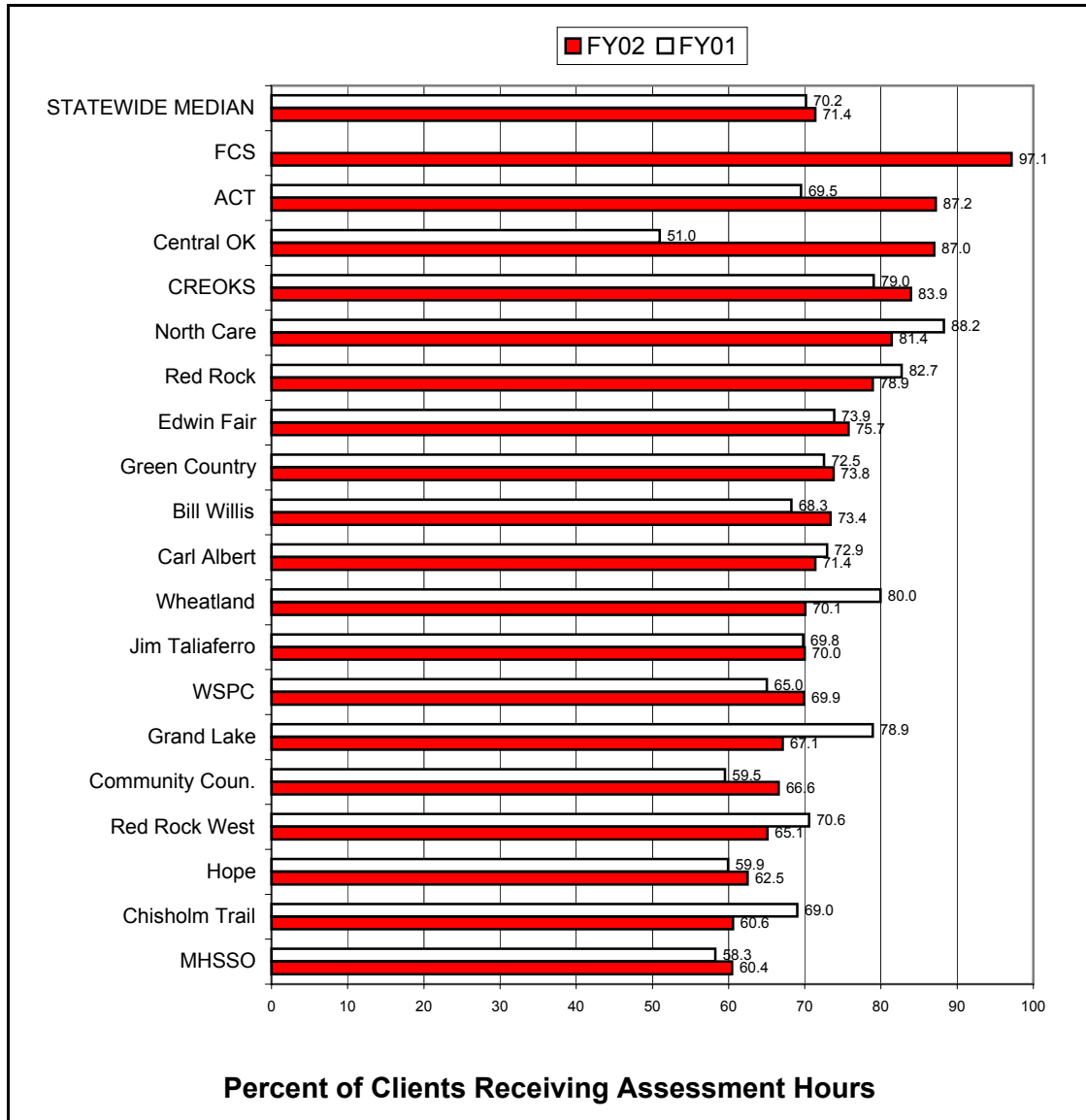
| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| North Care      | 2,394.4              | 158.4   | 199.5                            | 1.3   | 2,610.1              | 143.3   | 217.5                            | 1.5   | 1.0            | 0.9  |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 2,570.1              | 166.4   | 233.6                            | 1.4   |                |      |
| Edwin Fair      | 1,971.8              | 139.6   | 164.3                            | 1.2   | 2,573.5              | 162.0   | 214.5                            | 1.3   |                |      |
| Chisholm Trail  | 1,243.3              | 114.7   | 103.6                            | 0.9   | 1,539.1              | 98.8  | 128.3                            | 1.3   |                |      |
| Community Coun. | 1,490.0              | 99.9  | 124.2                            | 1.2   | 1,529.9              | 109.7   | 127.5                            | 1.2   |                |      |
| Jim Taliaferro  | 2,213.4              | 199.0   | 184.4                            | 0.9   | 2,769.8              | 206.0   | 230.8                            | 1.1   |                |      |
| Red Rock        | 1,766.9              | 186.7   | 147.2                            | 0.8   | 2,090.5              | 158.6   | 174.2                            | 1.1   |                |      |
| WSPC            | 2,239.4              | 178.1   | 186.6                            | 1.0   | 2,575.0              | 214.8   | 214.6                            | 1.0   |                |      |
| CREOKS          | 871.0                | 84.3  | 72.6                             | 0.9   | 1,725.8              | 147.6   | 143.8                            | 1.0   |                |      |
| ACT             | 533.3                | 58.8  | 44.4                             | 0.8   | 1,667.8              | 143.8   | 139.0                            | 1.0   |                |      |
| MHSSO           | 2,059.8              | 198.8   | 171.6                            | 0.9   | 2,321.0              | 220.1   | 193.4                            | 0.9   |                |      |
| Bill Willis     | 1,748.5              | 169.5   | 145.7                            | 0.9   | 1,694.5              | 171.6   | 141.2                            | 0.8   |                |      |
| Carl Albert     | 2,928.2              | 334.1   | 244.0                            | 0.7   | 3,002.5              | 347.3   | 250.2                            | 0.7   |                |      |
| Green Country   | 1,120.9              | 130.1   | 93.4                             | 0.7   | 1,194.1              | 139.9   | 99.5                             | 0.7   |                |      |
| Central OK      | 881.1                | 91.3  | 73.4                             | 0.8   | 2,264.0              | 271.3   | 188.7                            | 0.7   |                |      |
| Wheatland       | 754.5                | 83.5  | 62.9                             | 0.8   | 538.7                | 75.9  | 44.9                             | 0.6   |                |      |
| Hope            | 585.6                | 71.8  | 48.8                             | 0.7   | 621.9                | 91.6  | 51.8                             | 0.6   |                |      |
| Red Rock West   | 623.3                | 94.8  | 51.9                             | 0.5   | 554.5                | 86.8  | 46.2                             | 0.5   |                |      |
| Grand Lake      | 1,061.8              | 331.5   | 88.5                             | 0.3   | 2,167.8              | 452.8   | 180.6                            | 0.4   |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.



Percent of Clients Receiving Assessment Hours

Question: What percent of clients are receiving assessment hours?



Answer: In FY02 the percent of clients receiving an assessment varied among all CMHCs from 60.4 to 97.1 percent, with a statewide median of 71.4 percent. Compared with FY01, the percent receiving an assessment increased in FY02 among 11 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Assessment Hours

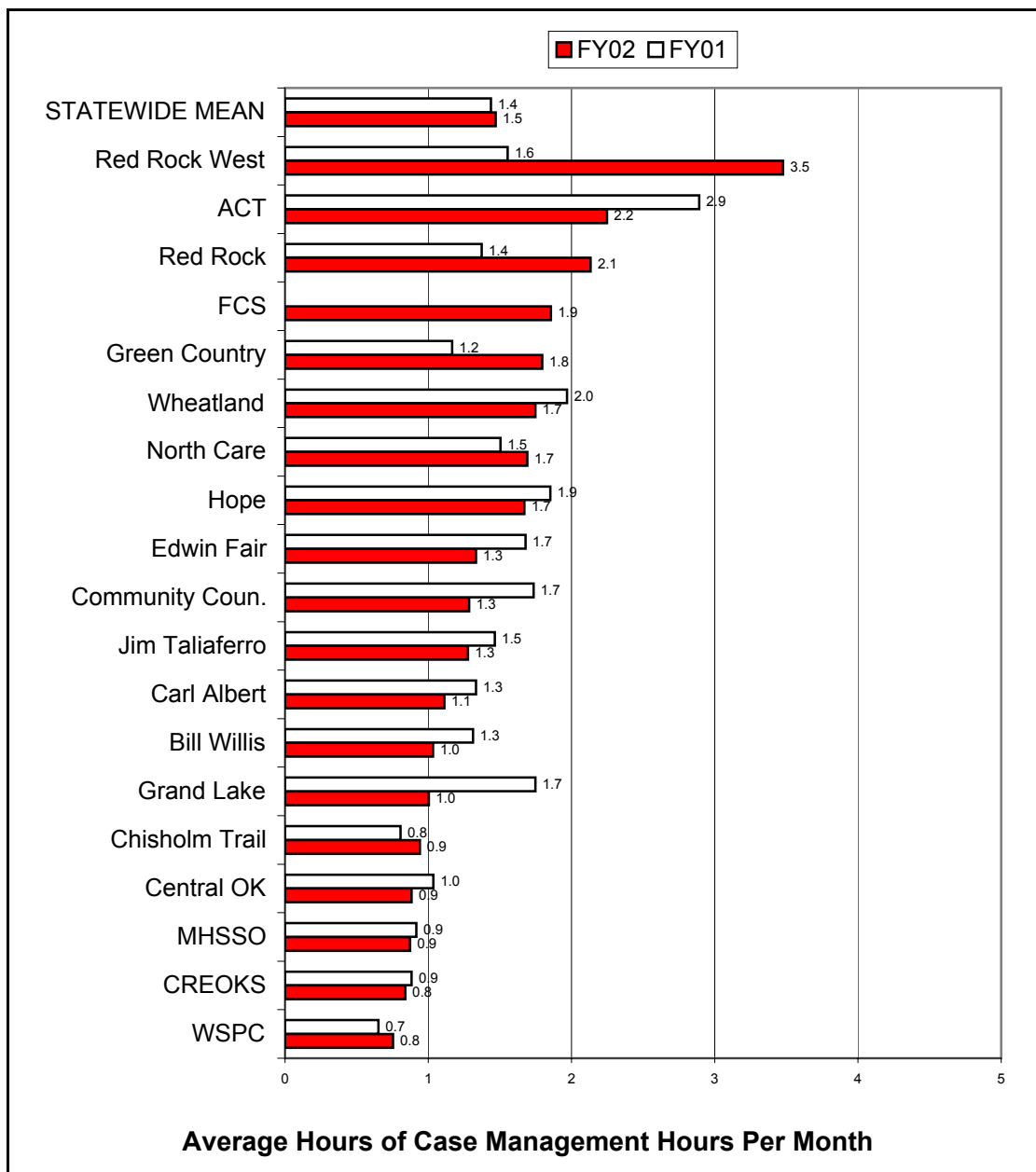
Question: What percent of clients are receiving assessment hours?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 1,256                               | 97.1                                 | 71.4           | 73.8 |
| ACT             | 626           | 435                                 | 69.5                                 | 1,312         | 1,144                               | 87.2                                 |                |      |
| Central OK      | 1,668         | 850                                 | 51.0                                 | 1,594         | 1,387                               | 87.0                                 |                |      |
| CREOKS          | 968           | 765                                 | 79.0                                 | 1,327         | 1,114                               | 83.9                                 |                |      |
| North Care      | 1,387         | 1,224                               | 88.2                                 | 1,491         | 1,214                               | 81.4                                 |                |      |
| Red Rock        | 1,642         | 1,358                               | 82.7                                 | 1,348         | 1,064                               | 78.9                                 |                |      |
| Edwin Fair      | 1,335         | 986                                 | 73.9                                 | 1,545         | 1,170                               | 75.7                                 |                |      |
| Green Country   | 1,277         | 926                                 | 72.5                                 | 1,297         | 957                                 | 73.8                                 |                |      |
| Bill Willis     | 1,682         | 1,148                               | 68.3                                 | 1,731         | 1,270                               | 73.4                                 |                |      |
| Carl Albert     | 2,533         | 1,847                               | 72.9                                 | 2,619         | 1,869                               | 71.4                                 |                |      |
| Wheatland       | 973           | 778                                 | 80.0                                 | 1,013         | 710                                 | 70.1                                 |                |      |
| Jim Taliaferro  | 2,764         | 1,929                               | 69.8                                 | 2,788         | 1,951                               | 70.0                                 |                |      |
| WSPC            | 2,188         | 1,423                               | 65.0                                 | 2,271         | 1,588                               | 69.9                                 |                |      |
| Grand Lake      | 2,173         | 1,715                               | 78.9                                 | 3,621         | 2,430                               | 67.1                                 |                |      |
| Community Coun. | 1,356         | 807                                 | 59.5                                 | 1,194         | 795                                 | 66.6                                 |                |      |
| Red Rock West   | 917           | 647                                 | 70.6                                 | 917           | 597                                 | 65.1                                 |                |      |
| Hope            | 1,041         | 624                                 | 59.9                                 | 1,125         | 703                                 | 62.5                                 |                |      |
| Chisholm Trail  | 1,689         | 1,166                               | 69.0                                 | 1,558         | 944                                 | 60.6                                 |                |      |
| MHSSO           | 2,861         | 1,667                               | 58.3                                 | 2,930         | 1,771                               | 60.4                                 |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Average Number of Case Management Hours**

Question: What is the average number of case management hours per month for clients receiving case management?



Answer: In FY02 the average number of case management hours per month varied among all CMHCs from 0.8 hours to 3.5 hours, with a statewide mean of 1.5 hours. When compared to FY01, the average number of case management hours per month increased in FY02 among 6 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Case Management Hours

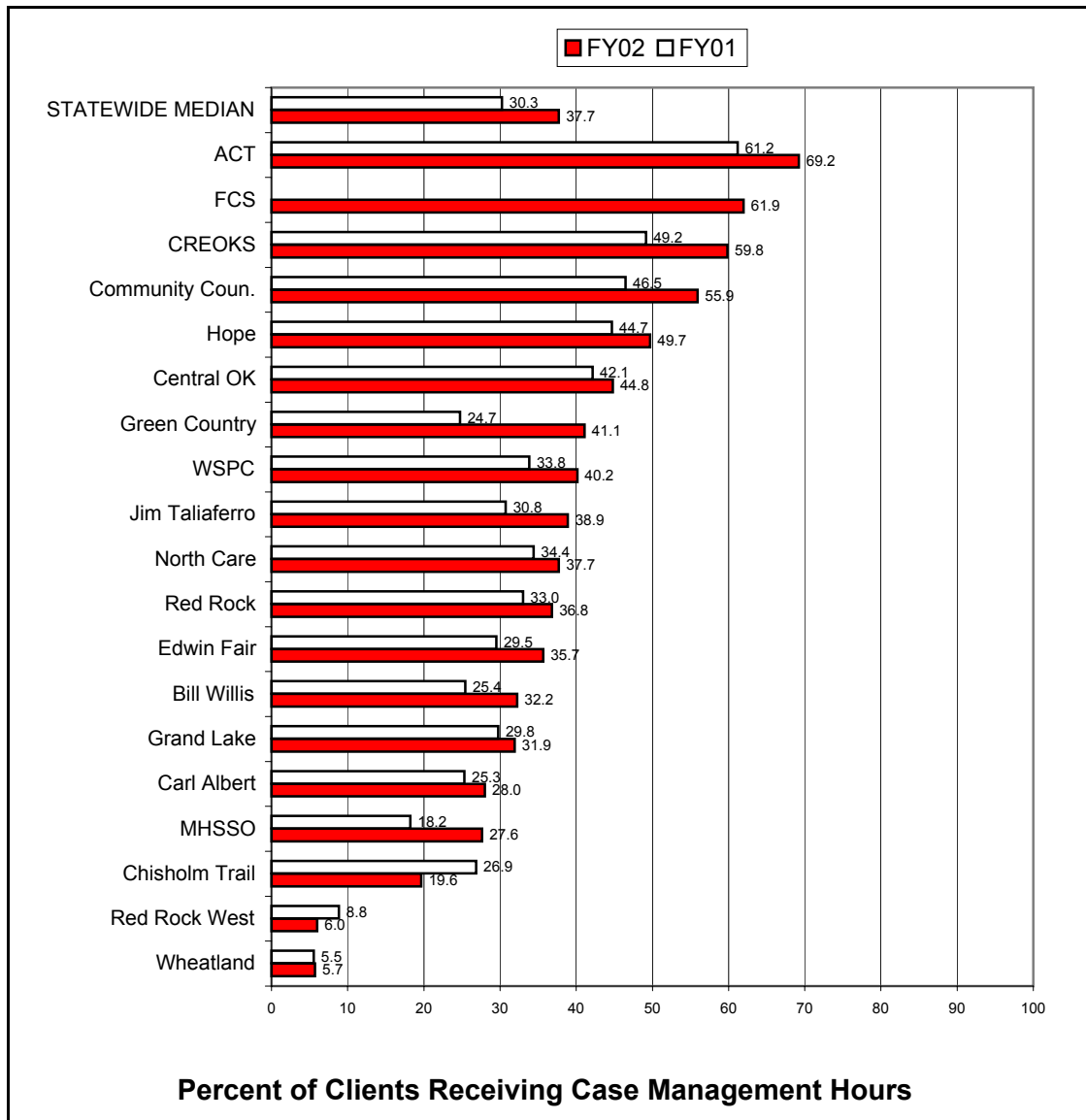
Question: What is the average number of case management hours per month for clients receiving case management?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Red Rock West   | 296.8                | 15.9  | 24.7                             | 1.6   | 514.6                | 12.3  | 42.9                             | 3.5   | 1.3            | 1.5  |
| ACT             | 5,771.1              | 166.3   | 480.9                            | 2.9   | 9,337.4              | 346.0   | 778.1                            | 2.2   |                |      |
| Red Rock        | 2,386.9              | 144.9   | 198.9                            | 1.4   | 2,997.7              | 117.1   | 249.8                            | 2.1   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 4,562.3              | 223.5   | 414.8                            | 1.9   |                |      |
| Green Country   | 587.0                | 41.9  | 48.9                             | 1.2   | 2,391.0              | 111.0   | 199.3                            | 1.8   |                |      |
| Wheatland       | 503.8                | 21.3  | 42.0                             | 2.0   | 456.1                | 21.8  | 38.0                             | 1.7   |                |      |
| North Care      | 1,848.9              | 102.5   | 154.1                            | 1.5   | 2,412.8              | 118.8   | 201.1                            | 1.7   |                |      |
| Hope            | 2,695.8              | 121.3   | 224.6                            | 1.9   | 3,207.3              | 160.0   | 267.3                            | 1.7   |                |      |
| Edwin Fair      | 1,873.0              | 92.9  | 156.1                            | 1.7   | 2,500.5              | 156.3   | 208.4                            | 1.3   |                |      |
| Community Coun. | 3,893.5              | 187.0   | 324.5                            | 1.7   | 2,899.4              | 187.8   | 241.6                            | 1.3   |                |      |
| Jim Taliaferro  | 4,434.8              | 252.3   | 369.6                            | 1.5   | 4,556.7              | 297.4   | 379.7                            | 1.3   |                |      |
| Carl Albert     | 2,151.0              | 134.4   | 179.3                            | 1.3   | 2,148.0              | 160.8   | 179.0                            | 1.1   |                |      |
| Bill Willis     | 1,392.1              | 88.4  | 116.0                            | 1.3   | 1,151.2              | 92.8  | 95.9                             | 1.0   |                |      |
| Grand Lake      | 3,302.6              | 157.5   | 275.2                            | 1.7   | 3,082.8              | 255.7   | 256.9                            | 1.0   |                |      |
| Chisholm Trail  | 916.1                | 94.7  | 76.3                             | 0.8   | 725.5                | 64.3  | 60.5                             | 0.9   |                |      |
| Central OK      | 1,885.7              | 151.8   | 157.1                            | 1.0   | 1,782.2              | 168.1   | 148.5                            | 0.9   |                |      |
| MHSSO           | 797.4                | 72.5  | 66.4                             | 0.9   | 1,237.7              | 118.2   | 103.1                            | 0.9   |                |      |
| CREOKS          | 1,137.5              | 107.3   | 94.8                             | 0.9   | 2,407.5              | 239.3   | 200.6                            | 0.8   |                |      |
| WSPC            | 1,188.9              | 152.0   | 99.1                             | 0.7   | 2,070.2              | 228.5   | 172.5                            | 0.8   |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Percent of Clients Receiving Case Management Hours

Question: What percent of clients are receiving case management hours?



Answer: In FY02 the percent of clients receiving case management varied among all CMHCs from 5.7 to 69.2 percent, with a statewide median of 37.7 percent. Compared with FY01, the percent receiving case management increased in FY02 among 16 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Case Management Hours

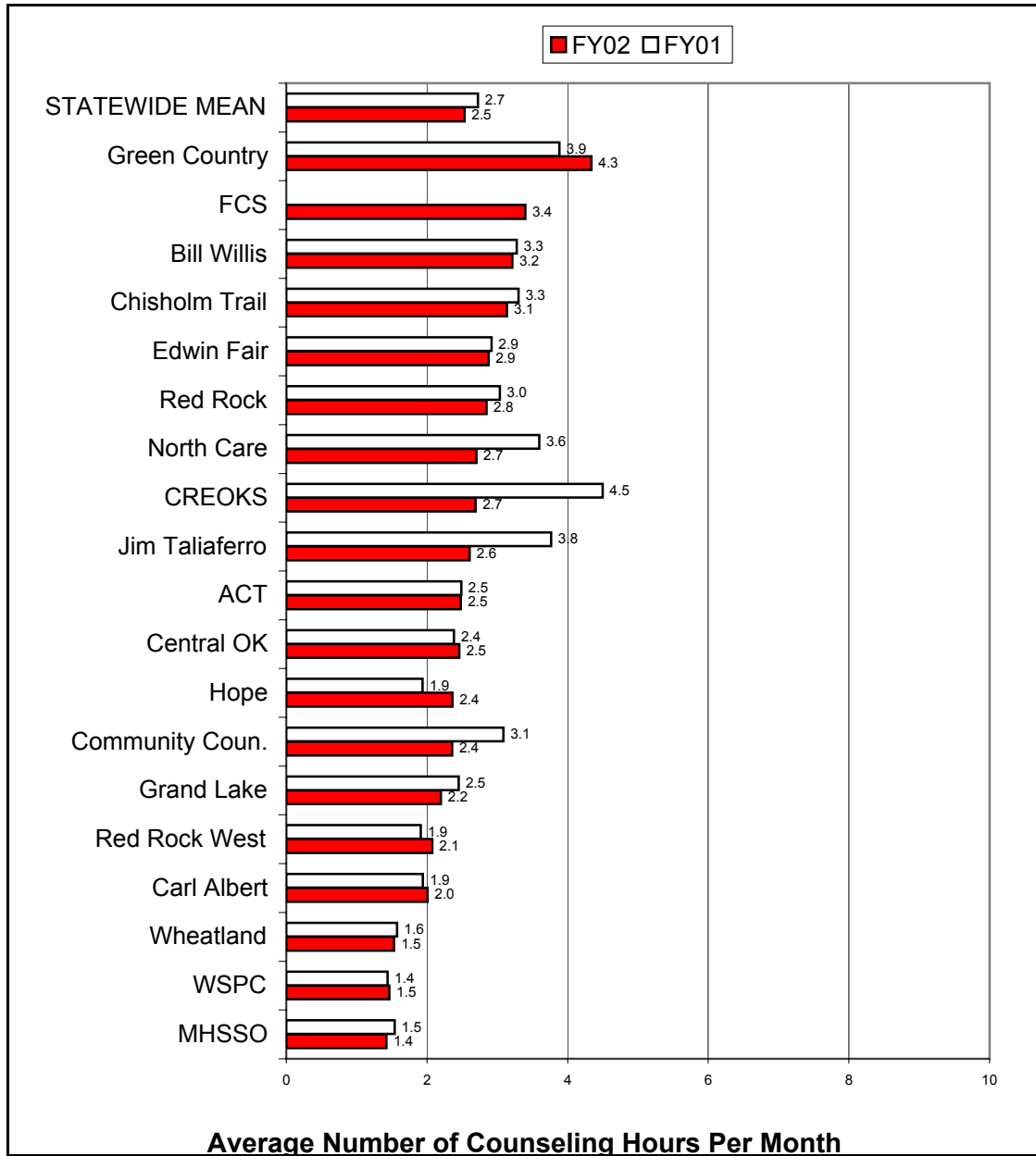
Question: What percent of clients are receiving case management hours?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| ACT             | 626           | 383                                 | 61.2                                 | 1,312         | 908                                 | 69.2                                 | 37.7           | 38.0 |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 801                                 | 61.9                                 |                |      |
| CREOKS          | 968           | 476                                 | 49.2                                 | 1,327         | 794                                 | 59.8                                 |                |      |
| Community Coun. | 1,356         | 630                                 | 46.5                                 | 1,194         | 668                                 | 55.9                                 |                |      |
| Hope            | 1,041         | 465                                 | 44.7                                 | 1,125         | 559                                 | 49.7                                 |                |      |
| Central OK      | 1,668         | 703                                 | 42.1                                 | 1,594         | 714                                 | 44.8                                 |                |      |
| Green Country   | 1,277         | 316                                 | 24.7                                 | 1,297         | 533                                 | 41.1                                 |                |      |
| WSPC            | 2,188         | 740                                 | 33.8                                 | 2,271         | 912                                 | 40.2                                 |                |      |
| Jim Taliaferro  | 2,764         | 850                                 | 30.8                                 | 2,788         | 1,084                               | 38.9                                 |                |      |
| North Care      | 1,387         | 477                                 | 34.4                                 | 1,491         | 562                                 | 37.7                                 |                |      |
| Red Rock        | 1,642         | 542                                 | 33.0                                 | 1,348         | 496                                 | 36.8                                 |                |      |
| Edwin Fair      | 1,335         | 394                                 | 29.5                                 | 1,545         | 551                                 | 35.7                                 |                |      |
| Bill Willis     | 1,682         | 428                                 | 25.4                                 | 1,731         | 558                                 | 32.2                                 |                |      |
| Grand Lake      | 2,173         | 647                                 | 29.8                                 | 3,621         | 1,156                               | 31.9                                 |                |      |
| Carl Albert     | 2,533         | 641                                 | 25.3                                 | 2,619         | 734                                 | 28.0                                 |                |      |
| MHSSO           | 2,861         | 521                                 | 18.2                                 | 2,930         | 810                                 | 27.6                                 |                |      |
| Chisholm Trail  | 1,689         | 454                                 | 26.9                                 | 1,558         | 306                                 | 19.6                                 |                |      |
| Red Rock West   | 917           | 81                                  | 8.8                                  | 917           | 55                                  | 6.0                                  |                |      |
| Wheatland       | 973           | 54                                  | 5.5                                  | 1,013         | 58                                  | 5.7                                  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Average Number of Counseling Hours**

Question: What is the average number of counseling hours per month for clients receiving counseling hours?



Answer: In FY02 the average number of counseling hours per month varied among all CMHCs from 1.4 to 4.3 hours, with a statewide mean of 2.5 hours. Compared with FY01, the average number of counseling hours per month increased in FY02 among 3 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Counseling Hours

Question: What is the average number of counseling hours per month for clients receiving counseling hours?

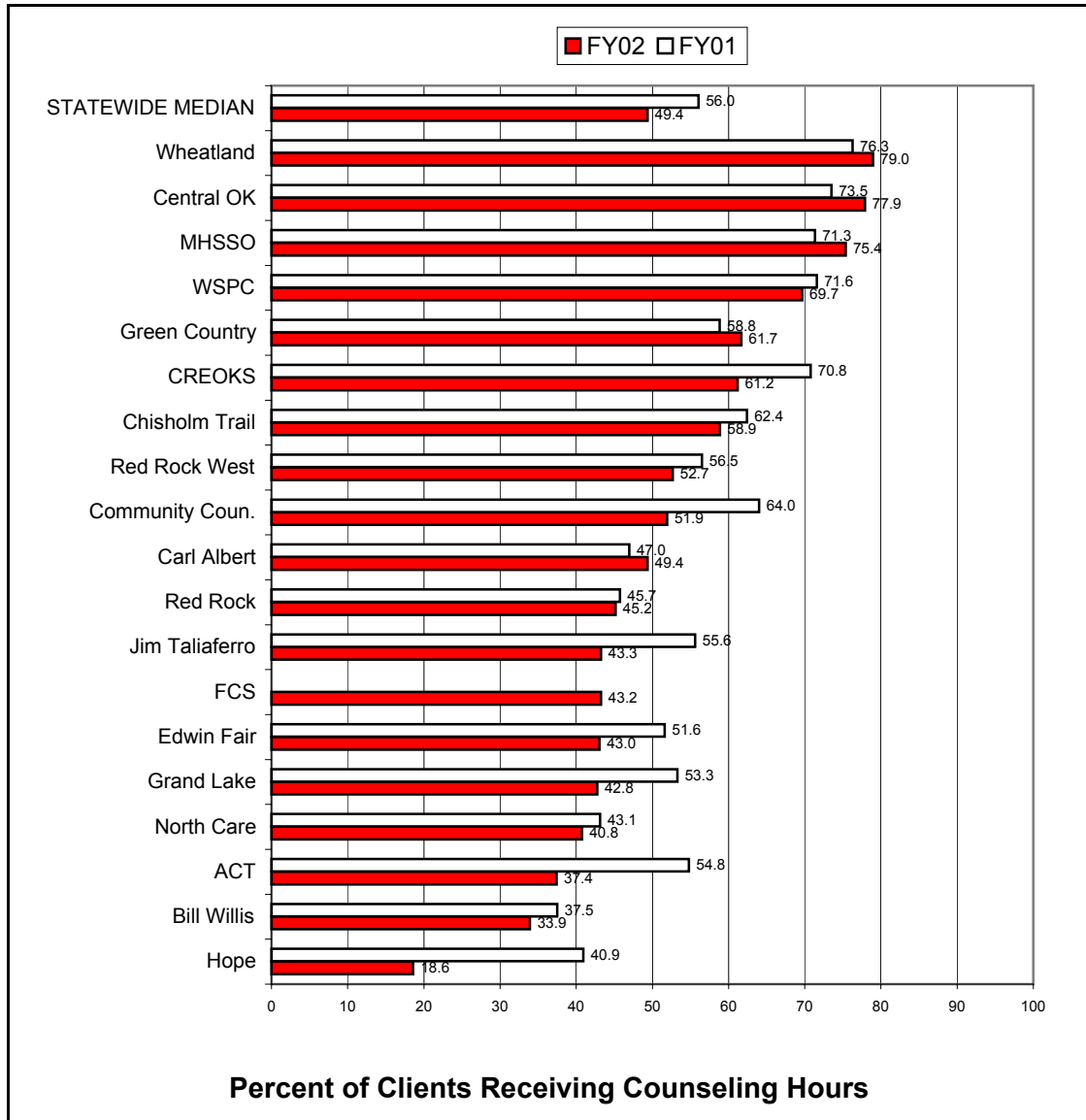
| Agency          | FY01                 |   |                                  |  | FY02                 |   |                                  |  | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|--|----------------------|---|----------------------------------|--|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Median         | Mean |
| Green Country   | 11,785.5             | 253.0   | 982.1                            | 3.9  | 15,686.0             | 301.4   | 1,307.2                          | 4.3  | 2.5            | 2.5  |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0  | 6,584.0              | 176.1   | 598.5                            | 3.4  |                |      |
| Bill Willis     | 7,150.9              | 181.8   | 595.9                            | 3.3  | 6,377.3              | 165.4   | 531.4                            | 3.2  |                |      |
| Chisholm Trail  | 13,811.4             | 348.6   | 1,150.9                          | 3.3  | 12,079.4             | 320.6   | 1,006.6                          | 3.1  |                |      |
| Edwin Fair      | 9,249.3              | 264.2   | 770.8                            | 2.9  | 7,704.1              | 223.1   | 642.0                            | 2.9  |                |      |
| Red Rock        | 8,956.5              | 245.7   | 746.4                            | 3.0  | 6,629.1              | 194.1   | 552.4                            | 2.8  |                |      |
| North Care      | 8,054.0              | 186.5   | 671.2                            | 3.6  | 5,228.4              | 161.0   | 435.7                            | 2.7  |                |      |
| CREOKS          | 12,156.5             | 225.3   | 1,013.0                          | 4.5  | 9,232.0              | 285.8   | 769.3                            | 2.7  |                |      |
| Jim Taliaferro  | 15,246.8             | 337.6   | 1,270.6                          | 3.8  | 8,545.1              | 273.1   | 712.1                            | 2.6  |                |      |
| ACT             | 2,689.3              | 90.1  | 224.1                            | 2.5  | 4,323.3              | 145.3   | 360.3                            | 2.5  |                |      |
| Central OK      | 15,025.4             | 525.6   | 1,252.1                          | 2.4  | 17,840.2             | 603.8   | 1,486.7                          | 2.5  |                |      |
| Hope            | 2,620.3              | 112.6   | 218.4                            | 1.9  | 1,367.7              | 48.3  | 114.0                            | 2.4  |                |      |
| Community Coun. | 12,314.5             | 332.5   | 1,026.2                          | 3.1  | 6,774.1              | 239.4   | 564.5                            | 2.4  |                |      |
| Grand Lake      | 11,371.1             | 386.8   | 947.6                            | 2.5  | 13,275.8             | 503.2   | 1,106.3                          | 2.2  |                |      |
| Red Rock West   | 3,930.6              | 171.4   | 327.5                            | 1.9  | 3,769.2              | 151.3   | 314.1                            | 2.1  |                |      |
| Carl Albert     | 9,375.6              | 402.6   | 781.3                            | 1.9  | 10,732.9             | 445.3   | 894.4                            | 2.0  |                |      |
| Wheatland       | 4,663.3              | 246.8   | 388.6                            | 1.6  | 5,114.4              | 278.3   | 426.2                            | 1.5  |                |      |
| WSPC            | 6,402.3              | 370.3   | 533.5                            | 1.4  | 6,848.3              | 389.1   | 570.7                            | 1.5  |                |      |
| MHSSO           | 11,823.0             | 639.2   | 985.2                            | 1.5  | 11,808.7             | 692.1   | 984.1                            | 1.4  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.



**Percent of Clients Receiving Counseling Hours**

Question: What percent of clients are receiving counseling hours?



Answer: In FY02 the percent of clients receiving counseling hours varied among all CMHCs from 18.6 to 79 percent, with a statewide median of 49.4 percent. Compared with FY01, the percent receiving counseling hours increased in FY02 among 5 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Counseling Hours

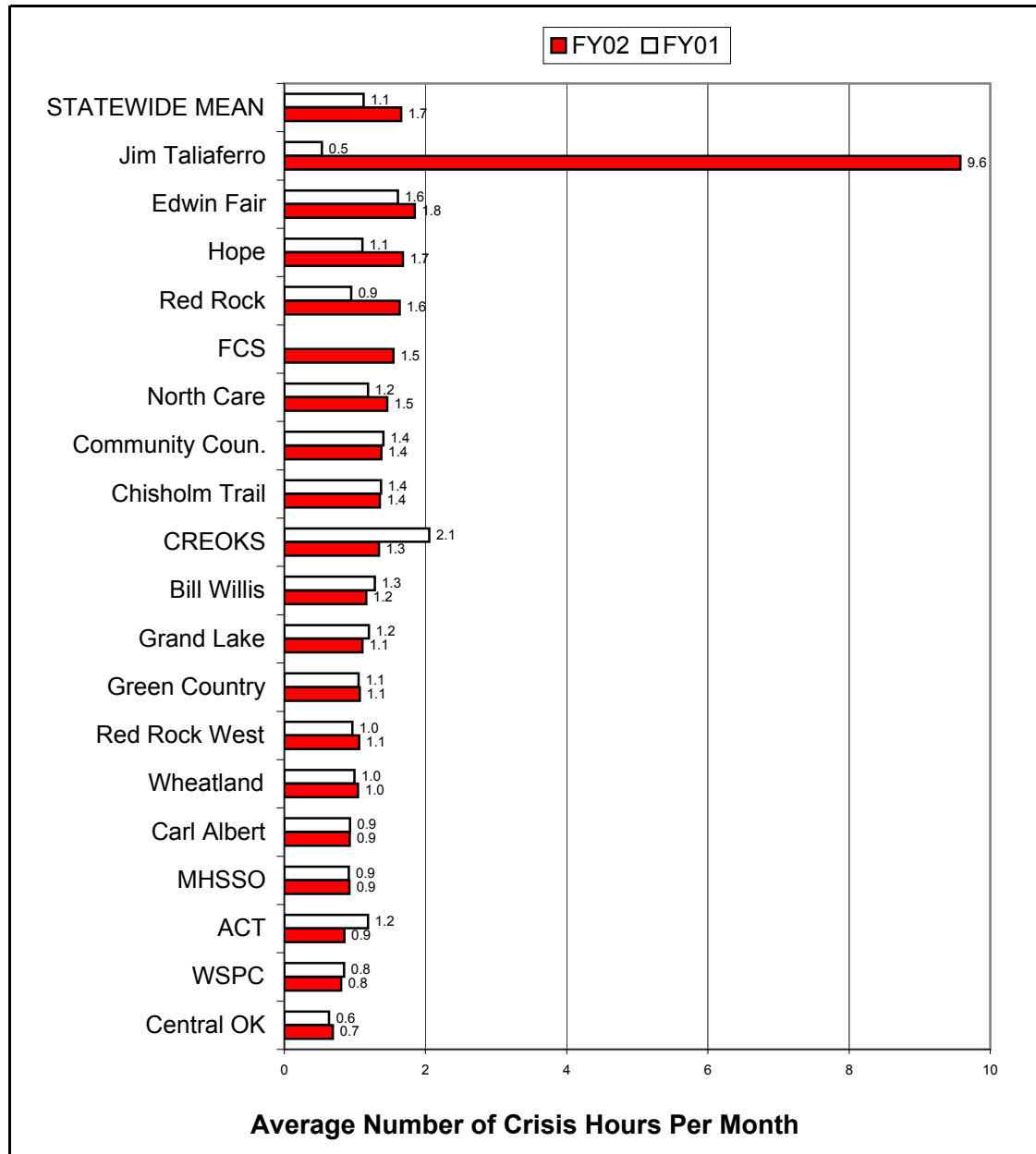
Question: What percent of clients are receiving counseling hours?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| Wheatland       | 973           | 742                                 | 76.3                                 | 1,013         | 800                                 | 79.0                                 | 49.4           | 51.9 |
| Central OK      | 1,668         | 1,226                               | 73.5                                 | 1,594         | 1,242                               | 77.9                                 |                |      |
| MHSSO           | 2,861         | 2,041                               | 71.3                                 | 2,930         | 2,208                               | 75.4                                 |                |      |
| WSPC            | 2,188         | 1,566                               | 71.6                                 | 2,271         | 1,582                               | 69.7                                 |                |      |
| Green Country   | 1,277         | 751                                 | 58.8                                 | 1,297         | 800                                 | 61.7                                 |                |      |
| CREOKS          | 968           | 685                                 | 70.8                                 | 1,327         | 812                                 | 61.2                                 |                |      |
| Chisholm Trail  | 1,689         | 1,054                               | 62.4                                 | 1,558         | 917                                 | 58.9                                 |                |      |
| Red Rock West   | 917           | 518                                 | 56.5                                 | 917           | 483                                 | 52.7                                 |                |      |
| Community Coun. | 1,356         | 868                                 | 64.0                                 | 1,194         | 620                                 | 51.9                                 |                |      |
| Carl Albert     | 2,533         | 1,190                               | 47.0                                 | 2,619         | 1,293                               | 49.4                                 |                |      |
| Red Rock        | 1,642         | 751                                 | 45.7                                 | 1,348         | 609                                 | 45.2                                 |                |      |
| Jim Taliaferro  | 2,764         | 1,537                               | 55.6                                 | 2,788         | 1,206                               | 43.3                                 |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 559                                 | 43.2                                 |                |      |
| Edwin Fair      | 1,335         | 689                                 | 51.6                                 | 1,545         | 665                                 | 43.0                                 |                |      |
| Grand Lake      | 2,173         | 1,158                               | 53.3                                 | 3,621         | 1,549                               | 42.8                                 |                |      |
| North Care      | 1,387         | 598                                 | 43.1                                 | 1,491         | 608                                 | 40.8                                 |                |      |
| ACT             | 626           | 343                                 | 54.8                                 | 1,312         | 491                                 | 37.4                                 |                |      |
| Bill Willis     | 1,682         | 631                                 | 37.5                                 | 1,731         | 587                                 | 33.9                                 |                |      |
| Hope            | 1,041         | 426                                 | 40.9                                 | 1,125         | 209                                 | 18.6                                 |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Average Number of Crisis Hours

Question: What is the average number of crisis hours per month for clients receiving crisis hours?



Answer: In FY02 the average number of crisis hours per month for adults varied among all CMHCs from 0.7 to 9.6 hours, with a statewide mean of 1.7 hours per month. Compared with FY01, the average number of crisis hours increased in FY02 among 5 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Crisis Hours

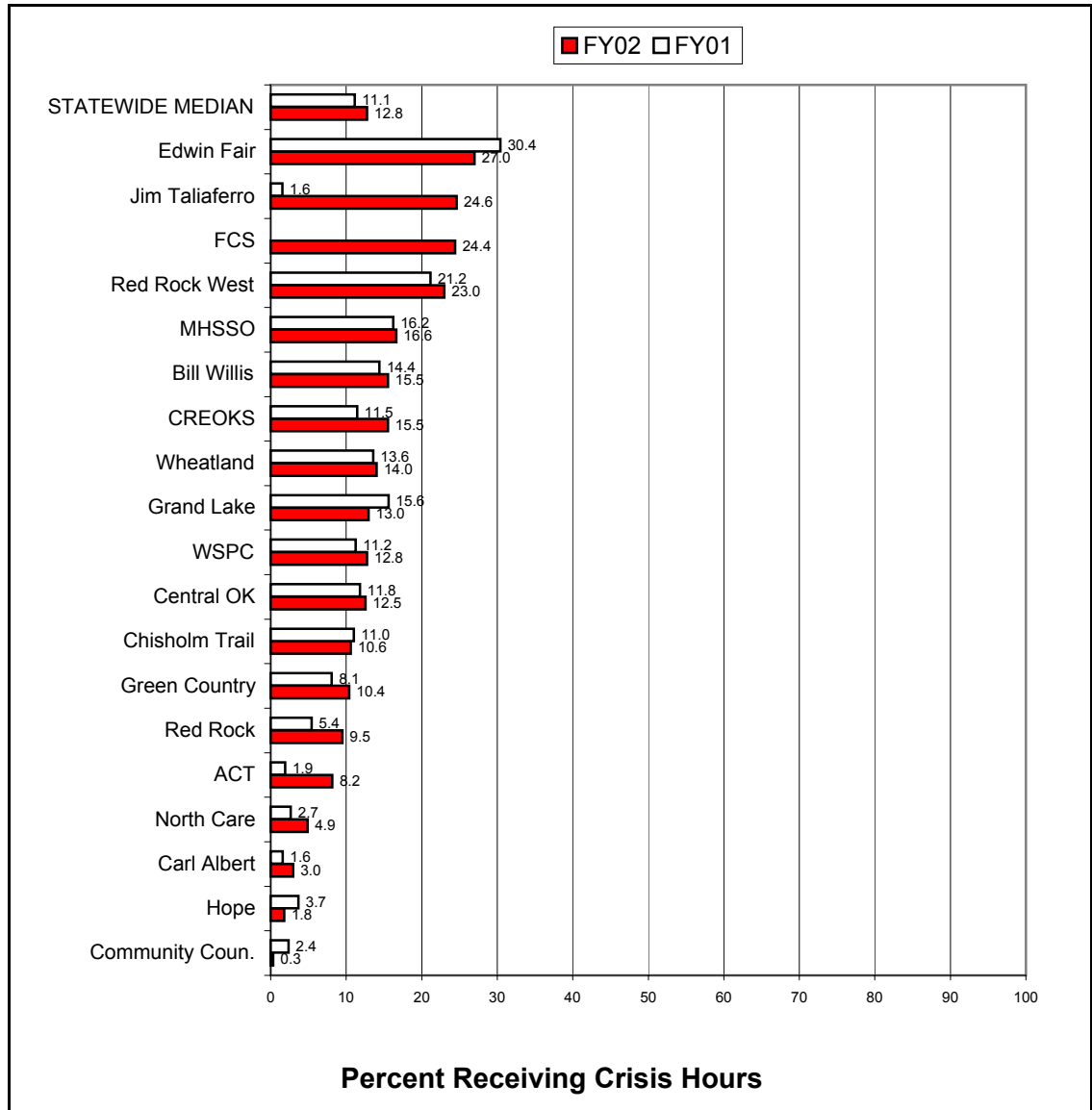
Question: What is the average number of crisis hours per month for clients receiving crisis hours?

| Agency          | FY01                 |   |                                  |  | FY02                 |   |                                  |  | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|--|----------------------|---|----------------------------------|--|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of hours per client per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of hours per client per month | Median         | Mean |
| Jim Taliaferro  | 23.5                 | 4.0   | 2.1                              | 0.5  | 7,518.4              | 65.4  | 626.5                            | 9.6  | 1.2            | 1.7  |
| Edwin Fair      | 803.0                | 41.6  | 66.9                             | 1.6  | 1,026.0              | 46.3  | 85.5                             | 1.8  |                |      |
| Hope            | 45.3                 | 3.4   | 3.8                              | 1.1  | 36.9                 | 2.2   | 3.7                              | 1.7  |                |      |
| Red Rock        | 117.3                | 10.3  | 9.8                              | 0.9  | 381.9                | 19.5  | 31.8                             | 1.6  |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0  | 871.3                | 51.2  | 79.2                             | 1.5  |                |      |
| North Care      | 47.4                 | 3.6   | 4.3                              | 1.2  | 129.7                | 7.4   | 10.8                             | 1.5  |                |      |
| Community Coun. | 47.8                 | 3.1   | 4.3                              | 1.4  | 5.5                  | 1.3   | 1.8                              | 1.4  |                |      |
| Chisholm Trail  | 375.6                | 22.8  | 31.3                             | 1.4  | 313.6                | 19.3  | 26.1                             | 1.4  |                |      |
| CREOKS          | 293.3                | 11.9  | 24.4                             | 2.1  | 406.0                | 25.3  | 33.8                             | 1.3  |                |      |
| Bill Willis     | 471.1                | 30.6  | 39.3                             | 1.3  | 434.4                | 31.3  | 36.2                             | 1.2  |                |      |
| Grand Lake      | 584.6                | 40.7  | 48.7                             | 1.2  | 763.9                | 57.6  | 63.7                             | 1.1  |                |      |
| Green Country   | 135.5                | 10.8  | 11.3                             | 1.1  | 179.5                | 14.0  | 15.0                             | 1.1  |                |      |
| Red Rock West   | 338.7                | 29.3  | 28.2                             | 1.0  | 376.4                | 29.6  | 31.4                             | 1.1  |                |      |
| Wheatland       | 170.1                | 14.3  | 14.2                             | 1.0  | 191.3                | 15.3  | 15.9                             | 1.0  |                |      |
| Carl Albert     | 39.0                 | 6.0   | 5.6                              | 0.9  | 79.6                 | 7.2   | 6.6                              | 0.9  |                |      |
| MHSSO           | 577.8                | 52.7  | 48.1                             | 0.9  | 584.8                | 52.9  | 48.7                             | 0.9  |                |      |
| ACT             | 14.3                 | 1.5   | 1.8                              | 1.2  | 115.8                | 12.4  | 10.5                             | 0.9  |                |      |
| WSPC            | 266.5                | 26.3  | 22.2                             | 0.8  | 329.7                | 34.2  | 27.5                             | 0.8  |                |      |
| Central OK      | 160.9                | 21.3  | 13.4                             | 0.6  | 188.8                | 22.8  | 15.7                             | 0.7  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Percent of Clients Receiving Crisis Hours

Question: What percent of clients are receiving crisis hours?



Answer: In FY02 the percent of clients receiving crisis hours varied among all CMHCs from 0.3 to 27 percent, with a statewide median of 12.8 percent. Compared with FY01, the percent receiving crisis hours increased in FY02 among 13 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Crisis Hours

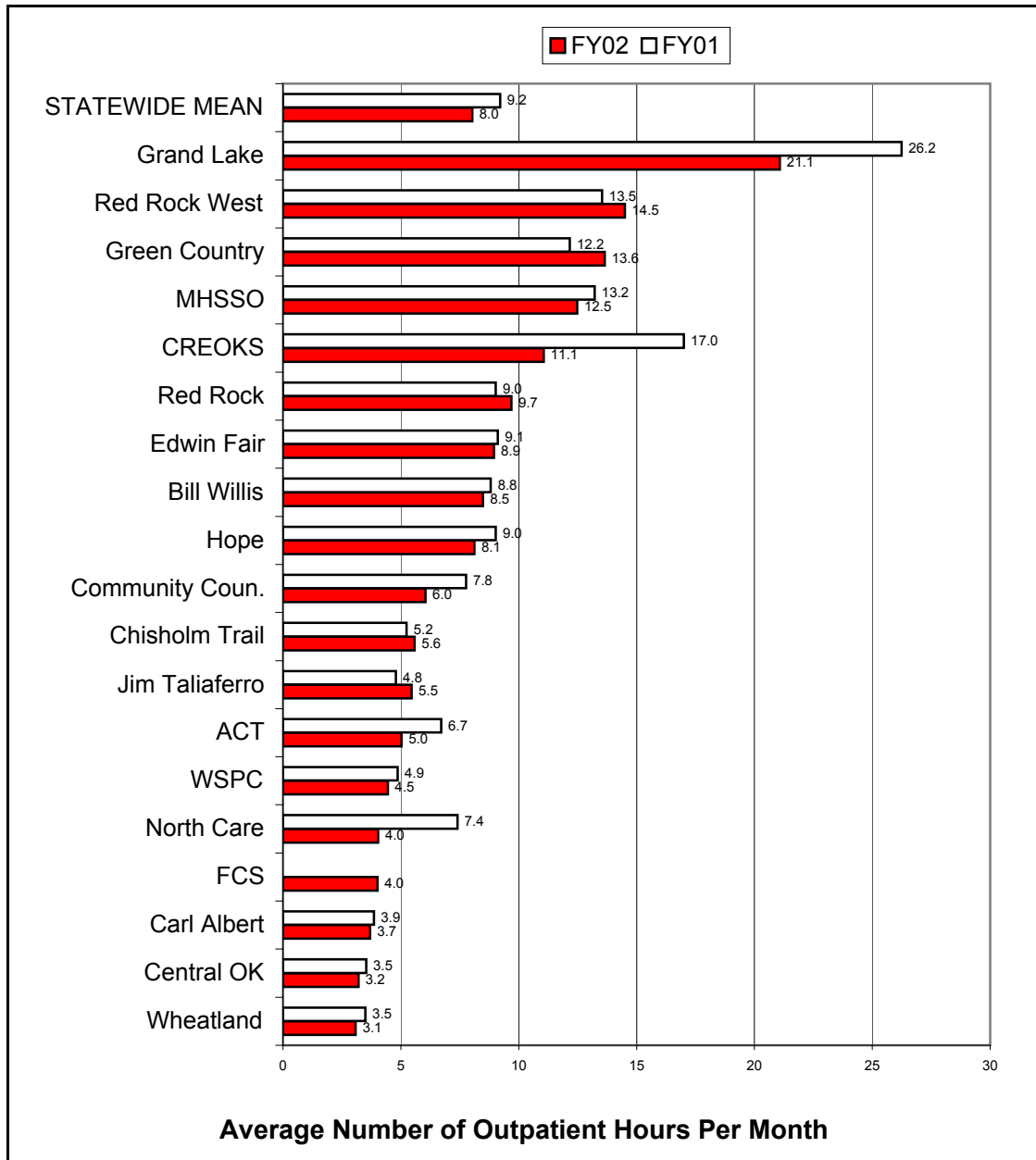
Question: What percent of clients are receiving crisis hours?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| Edwin Fair      | 1,335         | 406                                 | 30.4                                 | 1,545         | 417                                 | 27.0                                 | 12.8           | 13.0 |
| Jim Taliaferro  | 2,764         | 43                                  | 1.6                                  | 2,788         | 686                                 | 24.6                                 |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 316                                 | 24.4                                 |                |      |
| Red Rock West   | 917           | 194                                 | 21.2                                 | 917           | 211                                 | 23.0                                 |                |      |
| MHSSO           | 2,861         | 464                                 | 16.2                                 | 2,930         | 487                                 | 16.6                                 |                |      |
| Bill Willis     | 1,682         | 242                                 | 14.4                                 | 1,731         | 269                                 | 15.5                                 |                |      |
| CREOKS          | 968           | 111                                 | 11.5                                 | 1,327         | 206                                 | 15.5                                 |                |      |
| Wheatland       | 973           | 132                                 | 13.6                                 | 1,013         | 142                                 | 14.0                                 |                |      |
| Grand Lake      | 2,173         | 339                                 | 15.6                                 | 3,621         | 469                                 | 13.0                                 |                |      |
| WSPC            | 2,188         | 246                                 | 11.2                                 | 2,271         | 290                                 | 12.8                                 |                |      |
| Central OK      | 1,668         | 197                                 | 11.8                                 | 1,594         | 200                                 | 12.5                                 |                |      |
| Chisholm Trail  | 1,689         | 186                                 | 11.0                                 | 1,558         | 165                                 | 10.6                                 |                |      |
| Green Country   | 1,277         | 103                                 | 8.1                                  | 1,297         | 135                                 | 10.4                                 |                |      |
| Red Rock        | 1,642         | 89                                  | 5.4                                  | 1,348         | 128                                 | 9.5                                  |                |      |
| ACT             | 626           | 12                                  | 1.9                                  | 1,312         | 107                                 | 8.2                                  |                |      |
| North Care      | 1,387         | 37                                  | 2.7                                  | 1,491         | 73                                  | 4.9                                  |                |      |
| Carl Albert     | 2,533         | 40                                  | 1.6                                  | 2,619         | 78                                  | 3.0                                  |                |      |
| Hope            | 1,041         | 38                                  | 3.7                                  | 1,125         | 20                                  | 1.8                                  |                |      |
| Community Coun. | 1,356         | 32                                  | 2.4                                  | 1,194         | 4                                   | 0.3                                  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Average Number of Outpatient Hours

Question: What is the average number of outpatient hours per month for clients receiving outpatient hours?



Answer: In FY02 the average number of outpatient hours per month for clients varied among all CMHCs from 3.1 to 21.1 hours, with a statewide mean of 8 hours. Compared with FY01, the average number of outpatient hours per month increased in FY02 among 5 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Outpatient Hours

Question: What is the average number of outpatient hours per month for clients receiving outpatient hours?

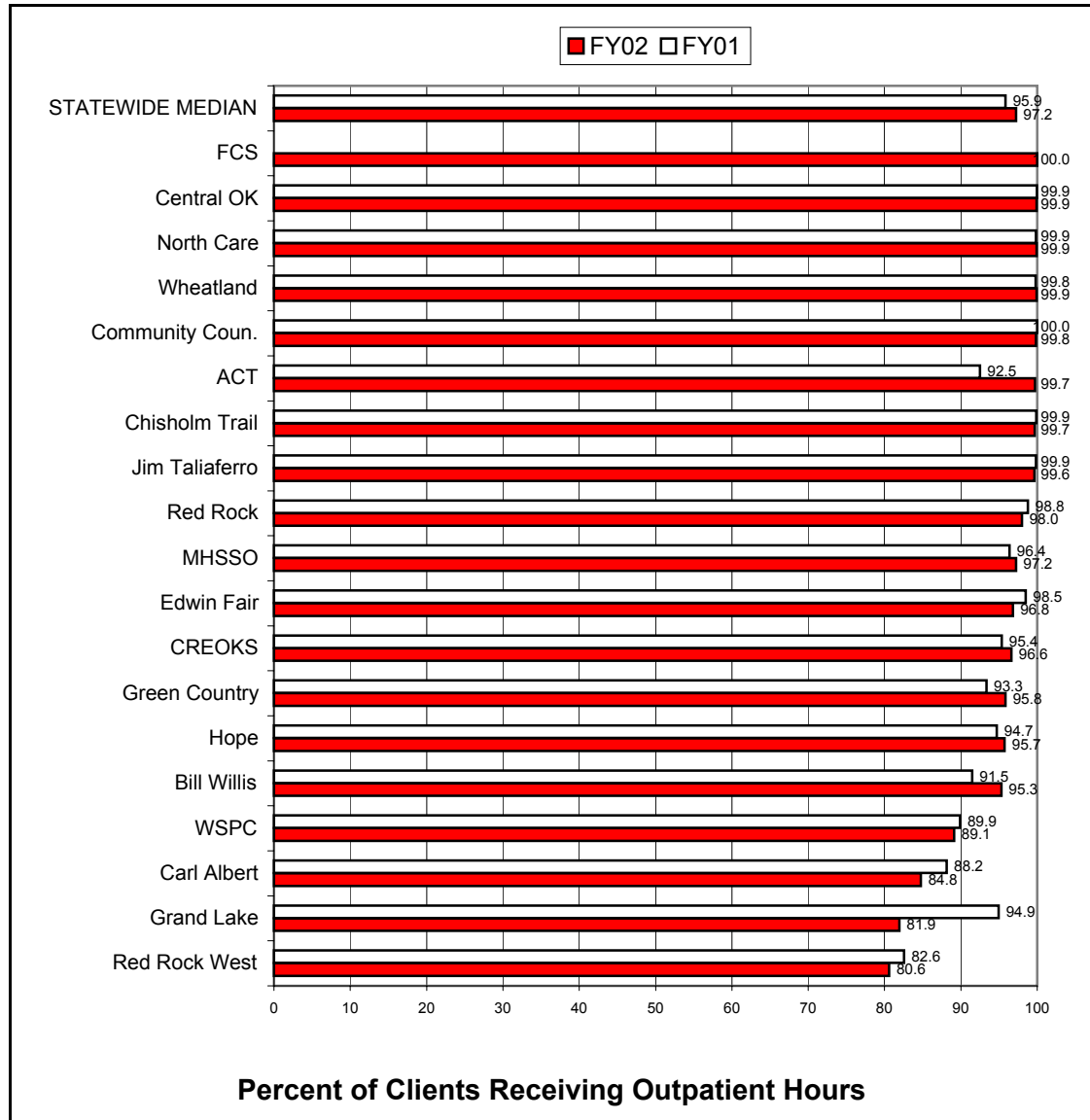
| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Grand Lake      | 332,112.3            | 1,054.4   | 27,676.0                         | 26.2  | 362,652.1            | 1,433.8   | 30,221.0                         | 21.1  | 6.0            | 8.0  |
| Red Rock West   | 56,467.8             | 347.5   | 4,705.7                          | 13.5  | 56,672.2             | 325.7   | 4,722.7                          | 14.5  |                |      |
| Green Country   | 67,082.1             | 459.4   | 5,590.2                          | 12.2  | 82,300.8             | 502.5   | 6,858.4                          | 13.6  |                |      |
| MHSSO           | 168,562.2            | 1,061.9   | 14,046.8                         | 13.2  | 178,767.8            | 1,194.0   | 14,897.3                         | 12.5  |                |      |
| CREOKS          | 74,404.3             | 364.8   | 6,200.4                          | 17.0  | 67,777.3             | 510.6   | 5,648.1                          | 11.1  |                |      |
| Red Rock        | 69,162.6             | 638.7   | 5,763.5                          | 9.0   | 63,122.6             | 543.2   | 5,260.2                          | 9.7   |                |      |
| Edwin Fair      | 63,625.5             | 582.3   | 5,302.1                          | 9.1   | 71,547.5             | 666.3   | 5,962.3                          | 8.9   |                |      |
| Bill Willis     | 78,871.7             | 745.8   | 6,572.6                          | 8.8   | 80,402.0             | 789.5   | 6,700.2                          | 8.5   |                |      |
| Hope            | 43,311.8             | 399.8   | 3,609.3                          | 9.0   | 41,261.8             | 423.8   | 3,438.5                          | 8.1   |                |      |
| Community Coun. | 57,750.7             | 619.8   | 4,812.6                          | 7.8   | 39,423.5             | 544.0   | 3,285.3                          | 6.0   |                |      |
| Chisholm Trail  | 36,684.7             | 583.8   | 3,057.1                          | 5.2   | 35,935.0             | 536.8   | 2,994.6                          | 5.6   |                |      |
| Jim Taliaferro  | 50,211.4             | 873.5   | 4,184.3                          | 4.8   | 59,811.9             | 913.9   | 4,984.3                          | 5.5   |                |      |
| ACT             | 20,194.5             | 250.7   | 1,682.9                          | 6.7   | 34,905.4             | 578.5   | 2,908.8                          | 5.0   |                |      |
| WSPC            | 39,245.4             | 673.1   | 3,270.5                          | 4.9   | 38,204.9             | 715.3   | 3,183.7                          | 4.5   |                |      |
| North Care      | 41,633.9             | 469.1   | 3,469.5                          | 7.4   | 24,460.8             | 506.0   | 2,038.4                          | 4.0   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 21,223.7             | 480.5   | 1,929.4                          | 4.0   |                |      |
| Carl Albert     | 59,788.2             | 1,289.7   | 4,982.3                          | 3.9   | 57,678.6             | 1,302.3   | 4,806.6                          | 3.7   |                |      |
| Central OK      | 38,644.1             | 911.2   | 3,220.3                          | 3.5   | 37,385.8             | 973.8   | 3,115.5                          | 3.2   |                |      |
| Wheatland       | 16,076.2             | 383.2   | 1,339.7                          | 3.5   | 14,477.0             | 391.5   | 1,206.4                          | 3.1   |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.



Percent of Clients Receiving Outpatient Hours

Question: What percent of clients are receiving outpatient hours?



Answer: In FY02 the percent of clients receiving outpatient hours varied among all CMHCs from 80.6 to 100 percent, with a statewide median of 97.2 percent. Compared with FY01, the percent receiving outpatient hours increased in FY02 among 7 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Outpatient Hours

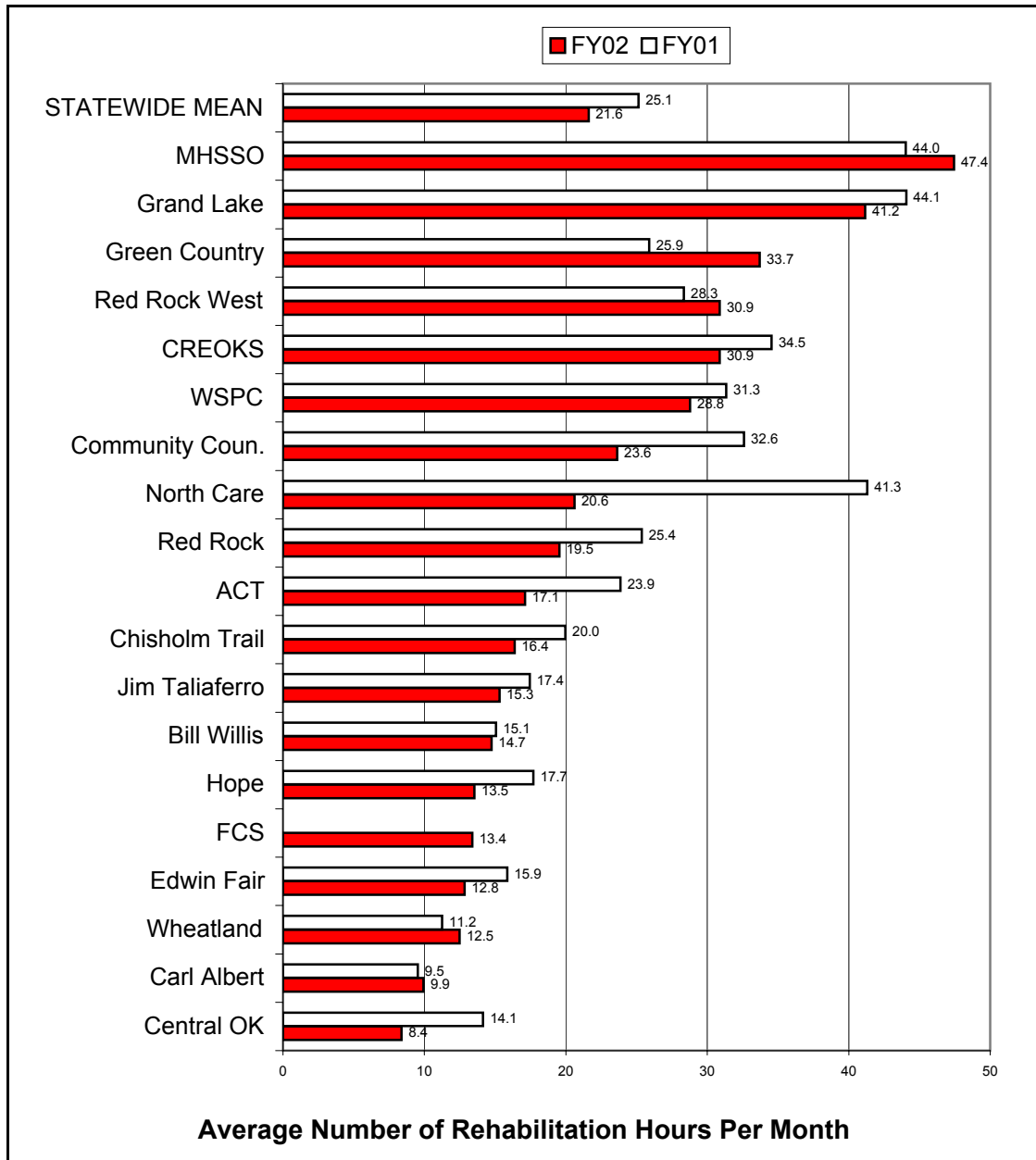
Question: What percent of clients are receiving outpatient hours?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 1,293                               | 100.0                                | 97.2           | 95.3 |
| Central OK      | 1,668         | 1,667                               | 99.9                                 | 1,594         | 1,593                               | 99.9                                 |                |      |
| North Care      | 1,387         | 1,385                               | 99.9                                 | 1,491         | 1,490                               | 99.9                                 |                |      |
| Wheatland       | 973           | 971                                 | 99.8                                 | 1,013         | 1,012                               | 99.9                                 |                |      |
| Community Coun. | 1,356         | 1,356                               | 100.0                                | 1,194         | 1,192                               | 99.8                                 |                |      |
| ACT             | 626           | 579                                 | 92.5                                 | 1,312         | 1,308                               | 99.7                                 |                |      |
| Chisholm Trail  | 1,689         | 1,687                               | 99.9                                 | 1,558         | 1,553                               | 99.7                                 |                |      |
| Jim Taliaferro  | 2,764         | 2,760                               | 99.9                                 | 2,788         | 2,778                               | 99.6                                 |                |      |
| Red Rock        | 1,642         | 1,622                               | 98.8                                 | 1,348         | 1,321                               | 98.0                                 |                |      |
| MHSSO           | 2,861         | 2,757                               | 96.4                                 | 2,930         | 2,849                               | 97.2                                 |                |      |
| Edwin Fair      | 1,335         | 1,315                               | 98.5                                 | 1,545         | 1,496                               | 96.8                                 |                |      |
| CREOKS          | 968           | 923                                 | 95.4                                 | 1,327         | 1,282                               | 96.6                                 |                |      |
| Green Country   | 1,277         | 1,192                               | 93.3                                 | 1,297         | 1,243                               | 95.8                                 |                |      |
| Hope            | 1,041         | 986                                 | 94.7                                 | 1,125         | 1,077                               | 95.7                                 |                |      |
| Bill Willis     | 1,682         | 1,539                               | 91.5                                 | 1,731         | 1,650                               | 95.3                                 |                |      |
| WSPC            | 2,188         | 1,967                               | 89.9                                 | 2,271         | 2,024                               | 89.1                                 |                |      |
| Carl Albert     | 2,533         | 2,233                               | 88.2                                 | 2,619         | 2,220                               | 84.8                                 |                |      |
| Grand Lake      | 2,173         | 2,063                               | 94.9                                 | 3,621         | 2,967                               | 81.9                                 |                |      |
| Red Rock West   | 917           | 757                                 | 82.6                                 | 917           | 739                                 | 80.6                                 |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Average Number of Rehabilitation Hours

Question: What is the average number of rehabilitation hours per month for clients receiving rehabilitation hours?



Answer: In FY02 the average number of rehabilitation hours per month varied among all CMHCs from 8.4 to 47.4 hours, with a statewide mean of 21.6 hours. Compared with FY01, the average number of hours increased in FY02 among 5 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Rehabilitation Hours

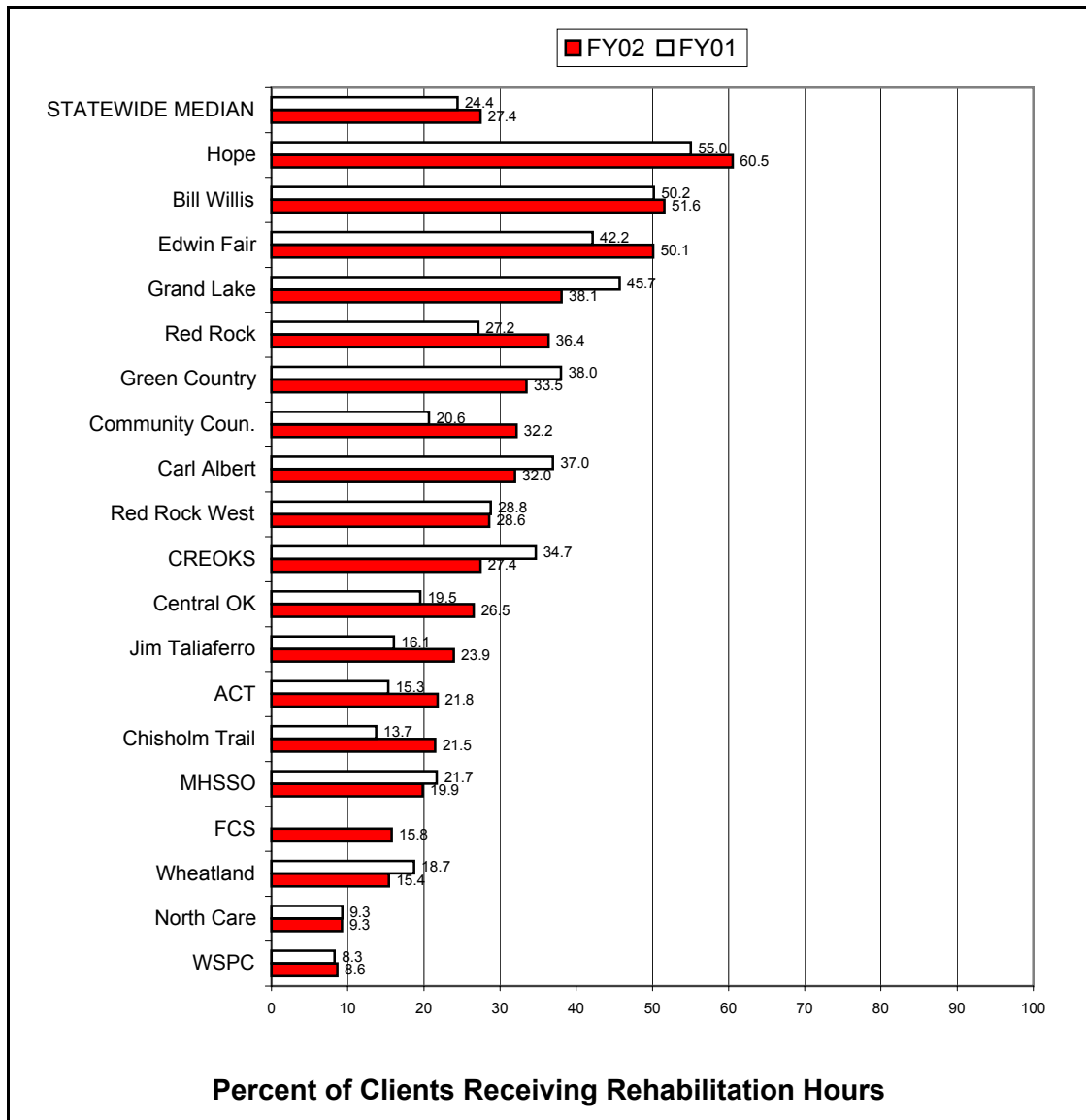
Question: What is the average number of rehabilitation hours per month for clients receiving rehabilitation hours?

| Agency          | FY01                 |   |                                  |  | FY02                 |   |                                  |  | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|--|----------------------|---|----------------------------------|--|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Median         | Mean |
| MHSSO           | 152,471.1            | 288.6   | 12,705.9                         | 44.0   | 161,858.1            | 284.3   | 13,488.2                         | 47.4   | 17.1           | 21.6 |
| Grand Lake      | 315,146.4            | 595.9   | 26,262.2                         | 44.1   | 341,795.0            | 691.8   | 28,482.9                         | 41.2   |                |      |
| Green Country   | 52,107.5             | 167.7   | 4,342.3                          | 25.9   | 61,661.3             | 152.5   | 5,138.4                          | 33.7   |                |      |
| Red Rock West   | 49,010.1             | 144.1   | 4,084.2                          | 28.3   | 49,908.4             | 134.7   | 4,159.0                          | 30.9   |                |      |
| CREOKS          | 59,224.0             | 142.9   | 4,935.3                          | 34.5   | 53,062.0             | 143.3   | 4,421.8                          | 30.9   |                |      |
| WSPC            | 28,115.5             | 74.8  | 2,343.0                          | 31.3   | 25,318.8             | 73.3  | 2,109.9                          | 28.8   |                |      |
| Community Coun. | 39,379.7             | 100.7   | 3,281.6                          | 32.6   | 27,659.6             | 97.6  | 2,305.0                          | 23.6   |                |      |
| North Care      | 28,662.2             | 57.8  | 2,388.5                          | 41.3   | 11,126.3             | 45.0  | 927.2                            | 20.6   |                |      |
| Red Rock        | 55,029.8             | 180.8   | 4,585.8                          | 25.4   | 48,725.8             | 207.8   | 4,060.5                          | 19.5   |                |      |
| ACT             | 10,616.6             | 37.1  | 884.7                            | 23.9   | 17,849.1             | 86.9  | 1,487.4                          | 17.1   |                |      |
| Chisholm Trail  | 19,882.4             | 83.0  | 1,656.9                          | 20.0   | 20,564.0             | 104.6   | 1,713.7                          | 16.4   |                |      |
| Jim Taliaferro  | 26,661.8             | 127.3   | 2,221.8                          | 17.4   | 34,249.6             | 186.5   | 2,854.1                          | 15.3   |                |      |
| Bill Willis     | 64,837.8             | 358.9   | 5,403.1                          | 15.1   | 66,833.0             | 377.8   | 5,569.4                          | 14.7   |                |      |
| Hope            | 35,541.3             | 167.3   | 2,961.8                          | 17.7   | 34,499.9             | 212.6   | 2,875.0                          | 13.5   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0  | 5,626.0              | 42.0  | 562.6                            | 13.4   |                |      |
| Edwin Fair      | 48,853.6             | 256.6   | 4,071.1                          | 15.9   | 56,961.0             | 369.8   | 4,746.7                          | 12.8   |                |      |
| Wheatland       | 9,831.3              | 72.8  | 819.3                            | 11.2   | 8,001.1              | 53.4  | 666.8                            | 12.5   |                |      |
| Carl Albert     | 40,213.0             | 351.8   | 3,351.1                          | 9.5  | 36,566.0             | 306.6   | 3,047.2                          | 9.9  |                |      |
| Central OK      | 18,417.6             | 108.5   | 1,534.8                          | 14.1   | 12,060.8             | 119.9   | 1,005.1                          | 8.4  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Percent of Clients Receiving Rehabilitation Hours

Question: What percent of clients are receiving rehabilitation hours?



Answer: In FY02 the percent of clients receiving rehabilitation varied among all CMHCs from 8.6 to 60.5 percent, with a statewide median of 27.4 percent. Compared with FY01, the percent receiving rehabilitation hours increased in FY02 among 10 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Clients Receiving Rehabilitation Hours

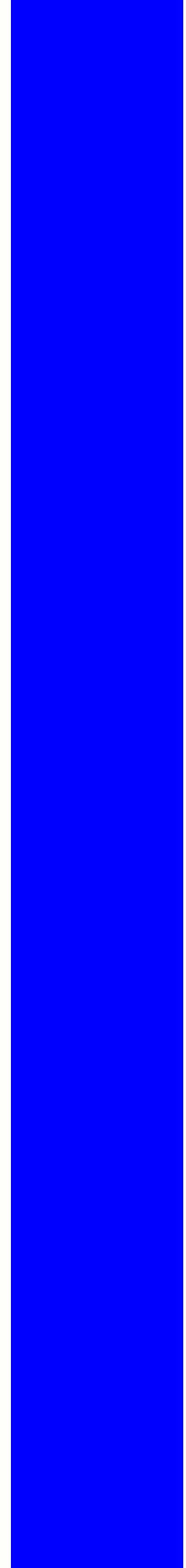
Question: What percent of clients are receiving rehabilitation hours?

| Agency          | FY01          |                                     |                                      | FY02          |                                     |                                      | FY02 Statewide |      |
|-----------------|---------------|-------------------------------------|--------------------------------------|---------------|-------------------------------------|--------------------------------------|----------------|------|
|                 | Total clients | Number of clients receiving service | Percent of clients receiving service | Total clients | Number of clients receiving service | Percent of clients receiving service | Median         | Mean |
| Hope            | 1,041         | 573                                 | 55.0                                 | 1,125         | 681                                 | 60.5                                 | 27.4           | 29.1 |
| Bill Willis     | 1,682         | 844                                 | 50.2                                 | 1,731         | 893                                 | 51.6                                 |                |      |
| Edwin Fair      | 1,335         | 563                                 | 42.2                                 | 1,545         | 774                                 | 50.1                                 |                |      |
| Grand Lake      | 2,173         | 993                                 | 45.7                                 | 3,621         | 1,379                               | 38.1                                 |                |      |
| Red Rock        | 1,642         | 446                                 | 27.2                                 | 1,348         | 490                                 | 36.4                                 |                |      |
| Green Country   | 1,277         | 485                                 | 38.0                                 | 1,297         | 434                                 | 33.5                                 |                |      |
| Community Coun. | 1,356         | 280                                 | 20.6                                 | 1,194         | 384                                 | 32.2                                 |                |      |
| Carl Albert     | 2,533         | 936                                 | 37.0                                 | 2,619         | 837                                 | 32.0                                 |                |      |
| Red Rock West   | 917           | 264                                 | 28.8                                 | 917           | 262                                 | 28.6                                 |                |      |
| CREOKS          | 968           | 336                                 | 34.7                                 | 1,327         | 364                                 | 27.4                                 |                |      |
| Central OK      | 1,668         | 326                                 | 19.5                                 | 1,594         | 423                                 | 26.5                                 |                |      |
| Jim Taliaferro  | 2,764         | 444                                 | 16.1                                 | 2,788         | 667                                 | 23.9                                 |                |      |
| ACT             | 626           | 96                                  | 15.3                                 | 1,312         | 286                                 | 21.8                                 |                |      |
| Chisholm Trail  | 1,689         | 232                                 | 13.7                                 | 1,558         | 335                                 | 21.5                                 |                |      |
| MHSSO           | 2,861         | 620                                 | 21.7                                 | 2,930         | 582                                 | 19.9                                 |                |      |
| FCS             | 0             | 0                                   | 0.0                                  | 1,293         | 204                                 | 15.8                                 |                |      |
| Wheatland       | 973           | 182                                 | 18.7                                 | 1,013         | 156                                 | 15.4                                 |                |      |
| North Care      | 1,387         | 129                                 | 9.3                                  | 1,491         | 138                                 | 9.3                                  |                |      |
| WSPC            | 2,188         | 181                                 | 8.3                                  | 2,271         | 196                                 | 8.6                                  |                |      |

Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

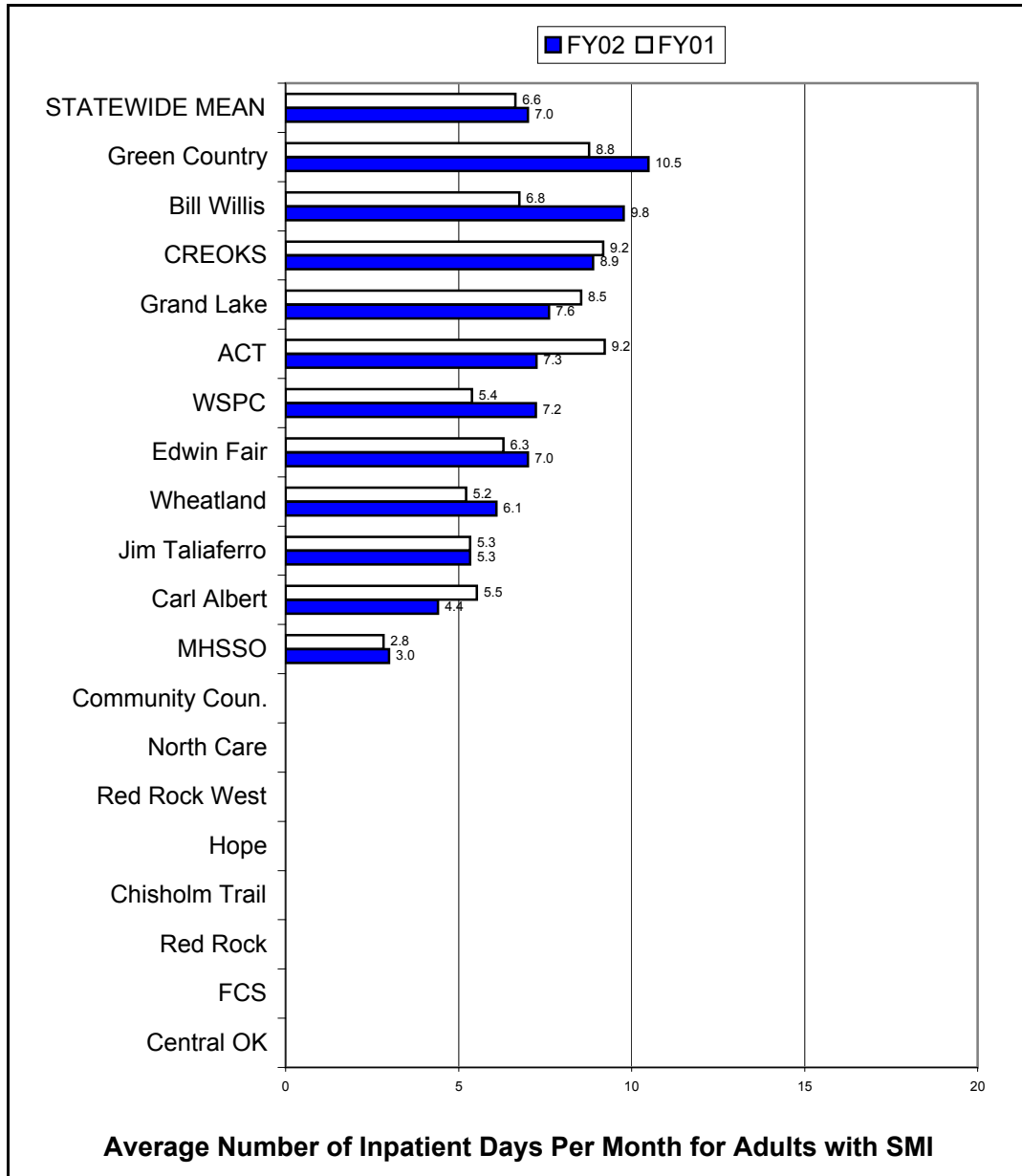


# **Service Utilization Indicators Adults with SMI**



**Average Number of Inpatient Days for Clients with SMI**

Question: What is the average number of inpatient days per month for adults with SMI receiving inpatient days?



Answer: In FY02 the average number of inpatient days per month for adults with SMI varied among the CMHCs providing or contracting for this service from 3 to 10.5 days, with a statewide mean of 7 days. Of the CMHCs that provided or contracted for this service in FY01, the average number per month in FY02 decreased at 4 of the 11 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no inpatient days did not provide or contract for inpatient services.



## Average Number of Inpatient Days for Clients with SMI

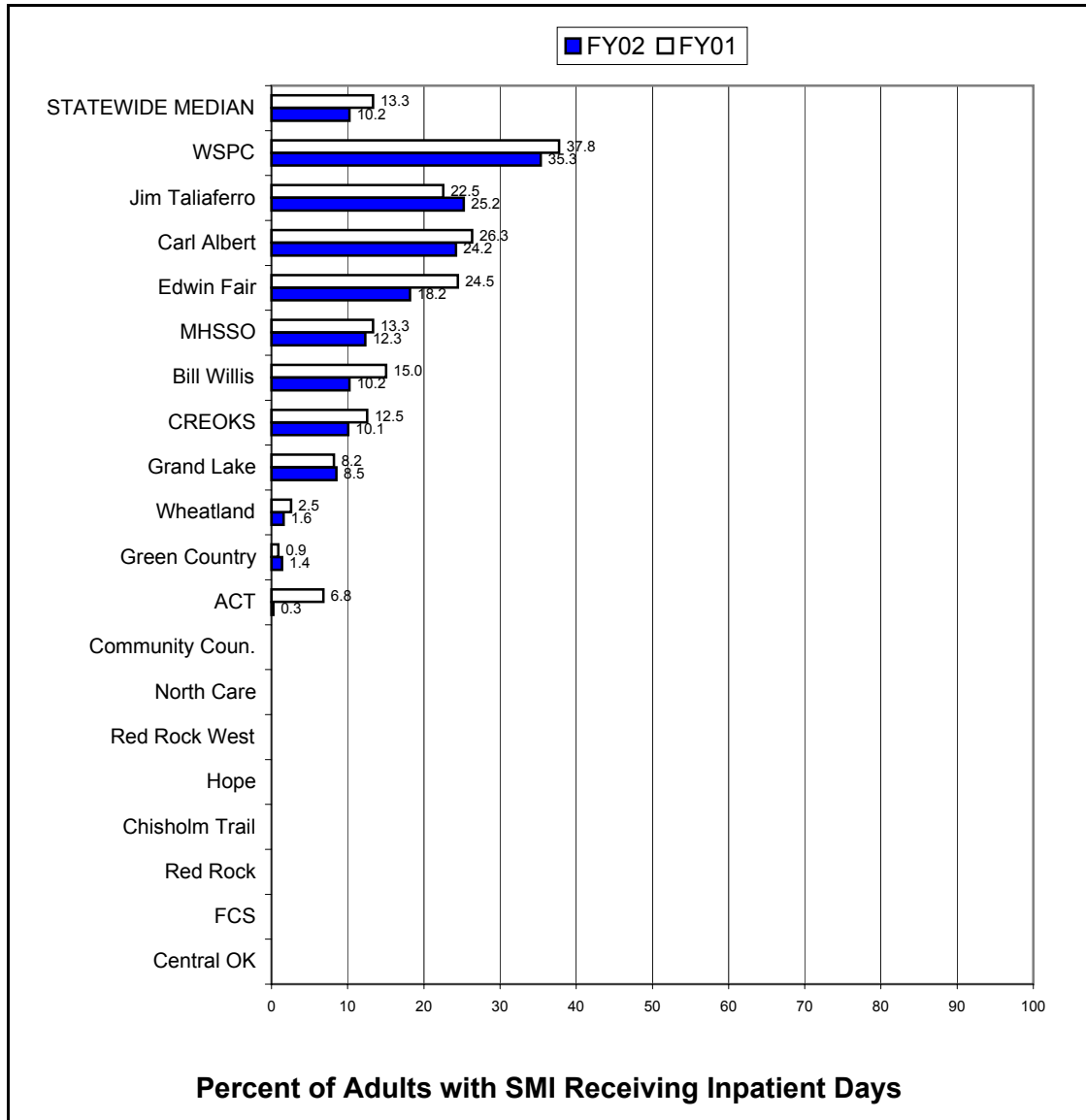
Question: What is the average number of inpatient days per month for adults with SMI receiving inpatient days?

| Agency          | FY01                |   |                                 |   | FY02                |   |                                 |   | FY02 Statewide |      |
|-----------------|---------------------|---|---------------------------------|---|---------------------|---|---------------------------------|---|----------------|------|
|                 | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Median         | Mean |
| Green Country   | 114                 | 1.4   | 12.7                            | 8.8   | 143                 | 1.4   | 14.3                            | 10.5  | 7.2            | 7.0  |
| Bill Willis     | 1,756               | 21.7  | 146.3                           | 6.8   | 1,592               | 14.8  | 144.7                           | 9.8   |                |      |
| CREOKS          | 1,212               | 11.0  | 101.0                           | 9.2   | 1,000               | 11.3  | 100.0                           | 8.9   |                |      |
| Grand Lake      | 1,981               | 19.3  | 165.1                           | 8.5   | 3,021               | 33.1  | 251.8                           | 7.6   |                |      |
| ACT             | 535                 | 4.8   | 44.6                            | 9.2   | 29                  | 1.3   | 9.7                             | 7.3   |                |      |
| WSPC            | 4,644               | 71.9  | 387.0                           | 5.4   | 5,988               | 69.0  | 499.0                           | 7.2   |                |      |
| Edwin Fair      | 2,840               | 37.6  | 236.7                           | 6.3   | 2,577               | 30.7  | 214.8                           | 7.0   |                |      |
| Wheatland       | 120                 | 2.6   | 13.3                            | 5.2   | 74                  | 2.4   | 14.8                            | 6.1   |                |      |
| Jim Taliaferro  | 3,181               | 49.8  | 265.1                           | 5.3   | 4,315               | 67.5  | 359.6                           | 5.3   |                |      |
| Carl Albert     | 5,688               | 85.8  | 474.0                           | 5.5   | 4,959               | 93.9  | 413.3                           | 4.4   |                |      |
| MHSSO           | 1,258               | 37.0  | 104.8                           | 2.8   | 1,281               | 35.8  | 106.8                           | 3.0   |                |      |
| Community Coun. | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| North Care      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Red Rock West   | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Hope            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Chisholm Trail  | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Red Rock        | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| FCS             | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Central OK      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |

Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status. Not all CMHCs are contracted to provide inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. In FY01, some CMHCs contracted with other agencies to provide inpatient services. See Appendix B for a list of service codes included in this indicator. See Appendix C for a list of contract sources included.

**Percent of Adults with SMI Receiving Inpatient Days**

Question: What percent of adults with SMI are receiving inpatient days?



Answer: In FY02 the percent of adults with SMI receiving inpatient days varied among the CMHCs providing or contracting for this service from 0.3 to 35.3 percent, with a statewide median of 10.2 percent. Compared with FY01, the percent receiving inpatient days decreased in FY02 among 8 of the 11 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Inpatient Days

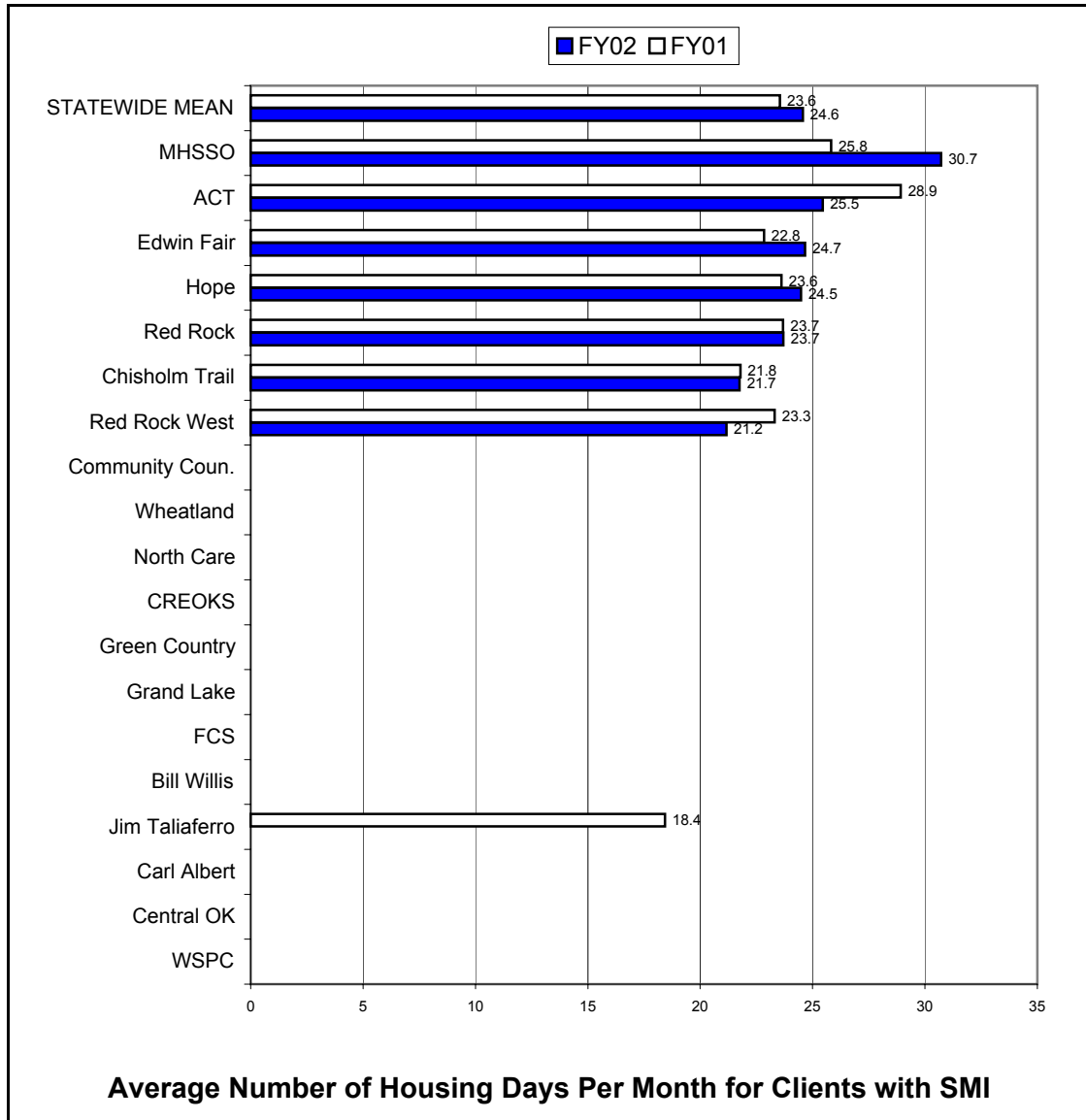
Question: What percent of adults with SMI are receiving inpatient days?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Median         | Mean |
| WSPC            | 932                      | 352  | 37.8  | 968                      | 342  | 35.3  | 10.2           | 13.4 |
| Jim Taliaferro  | 1,171                    | 264  | 22.5  | 1,272                    | 321  | 25.2  |                |      |
| Carl Albert     | 1,594                    | 420  | 26.3  | 1,668                    | 404  | 24.2  |                |      |
| Edwin Fair      | 1,092                    | 267  | 24.5  | 1,167                    | 212  | 18.2  |                |      |
| MHSSO           | 1,888                    | 252  | 13.3  | 2,198                    | 271  | 12.3  |                |      |
| Bill Willis     | 1,138                    | 171  | 15.0  | 1,172                    | 120  | 10.2  |                |      |
| CREOKS          | 805                      | 101  | 12.5  | 975                      | 98   | 10.1  |                |      |
| Grand Lake      | 1,881                    | 154  | 8.2   | 3,272                    | 279  | 8.5   |                |      |
| Wheatland       | 706                      | 18   | 2.5   | 693                      | 11   | 1.6   |                |      |
| Green Country   | 996                      | 9  | 0.9   | 1,020                    | 14   | 1.4   |                |      |
| ACT             | 529                      | 36   | 6.8   | 1,171                    | 3  | 0.3   |                |      |
| Community Coun. | 1,013                    | 0  | 0.0   | 977                      | 0  | 0.0   |                |      |
| North Care      | 941                      | 0  | 0.0   | 1,028                    | 0  | 0.0   |                |      |
| Red Rock West   | 564                      | 0  | 0.0   | 536                      | 0  | 0.0   |                |      |
| Hope            | 932                      | 0  | 0.0   | 1,035                    | 0  | 0.0   |                |      |
| Chisholm Trail  | 969                      | 0  | 0.0   | 878                      | 0  | 0.0   |                |      |
| Red Rock        | 861                      | 0  | 0.0   | 821                      | 0  | 0.0   |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 0  | 0.0   |                |      |
| Central OK      | 1,075                    | 0  | 0.0   | 999                      | 0  | 0.0   |                |      |

Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status. Not all CMHCs are contracted to provide inpatient services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. In FY01, some CMHCs contracted with other agencies to provide inpatient services. See Appendix B for a list of service codes included in this indicator. See Appendix C for a list of contract sources included.

**Average Number of Housing Days for Clients with SMI**

Question: What is the average number of housing days per month for adults with SMI receiving housing days?



Answer: In FY02 the average number of housing days per month for adults with SMI varied among the CMHCs providing this service from 21.2 to 30.7 days, with a statewide mean of 24.6 days. Compared with FY01, the average number of housing days per month increased in FY02 among 3 of the 7 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Housing Days for Clients with SMI

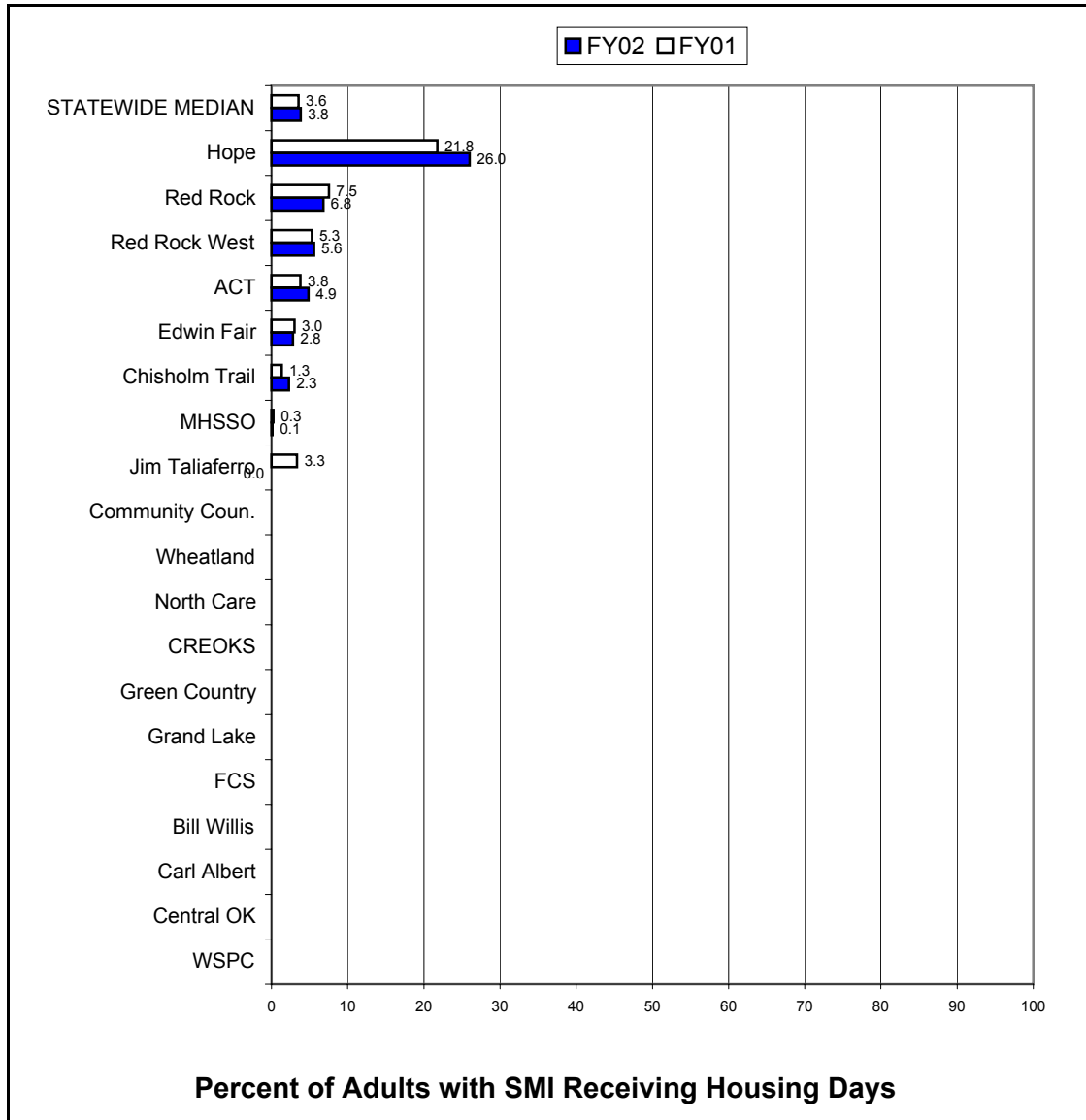
Question: What is the average number of housing days per month for adults with SMI receiving housing days?

| Agency          | FY01                |   |                                 |   | FY02                |   |                                 |   | FY02 Statewide |      |
|-----------------|---------------------|---|---------------------------------|---|---------------------|---|---------------------------------|---|----------------|------|
|                 | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Median         | Mean |
| MHSSO           | 439                 | 1.7   | 43.9                            | 25.8  | 215                 | 1.4   | 43.0                            | 30.7  | 24.5           | 24.6 |
| ACT             | 3,788               | 10.9  | 315.7                           | 28.9  | 6,694               | 21.9  | 557.8                           | 25.5  |                |      |
| Edwin Fair      | 3,060               | 11.2  | 255.0                           | 22.8  | 3,676               | 12.4  | 306.3                           | 24.7  |                |      |
| Hope            | 26,972              | 95.2  | 2,247.7                         | 23.6  | 34,578              | 117.7   | 2,881.5                         | 24.5  |                |      |
| Red Rock        | 12,909              | 45.4  | 1,075.8                         | 23.7  | 13,839              | 48.7  | 1,153.3                         | 23.7  |                |      |
| Chisholm Trail  | 2,157               | 8.3   | 179.8                           | 21.8  | 4,219               | 16.2  | 351.6                           | 21.7  |                |      |
| Red Rock West   | 3,031               | 10.8  | 252.6                           | 23.3  | 2,773               | 10.9  | 231.1                           | 21.2  |                |      |
| Community Coun. | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Wheatland       | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| North Care      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| CREOKS          | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Green Country   | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Grand Lake      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| FCS             | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Bill Willis     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Jim Taliaferro  | 1,585               | 7.2   | 132.1                           | 18.4  | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Carl Albert     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Central OK      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| WSPC            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |

Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status. Not all CMHCs are contracted to provide housing. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Housing Days**

Question: What percent of adults with SMI are receiving housing days?



Answer: In FY02 the percent of adults with SMI receiving housing days varied among the CMHCs providing this service from 0.1 to 26 percent, with a statewide median of 3.8 percent. Compared with FY01, the percent receiving housing days increased in FY02 among 4 of the 8 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Housing Days

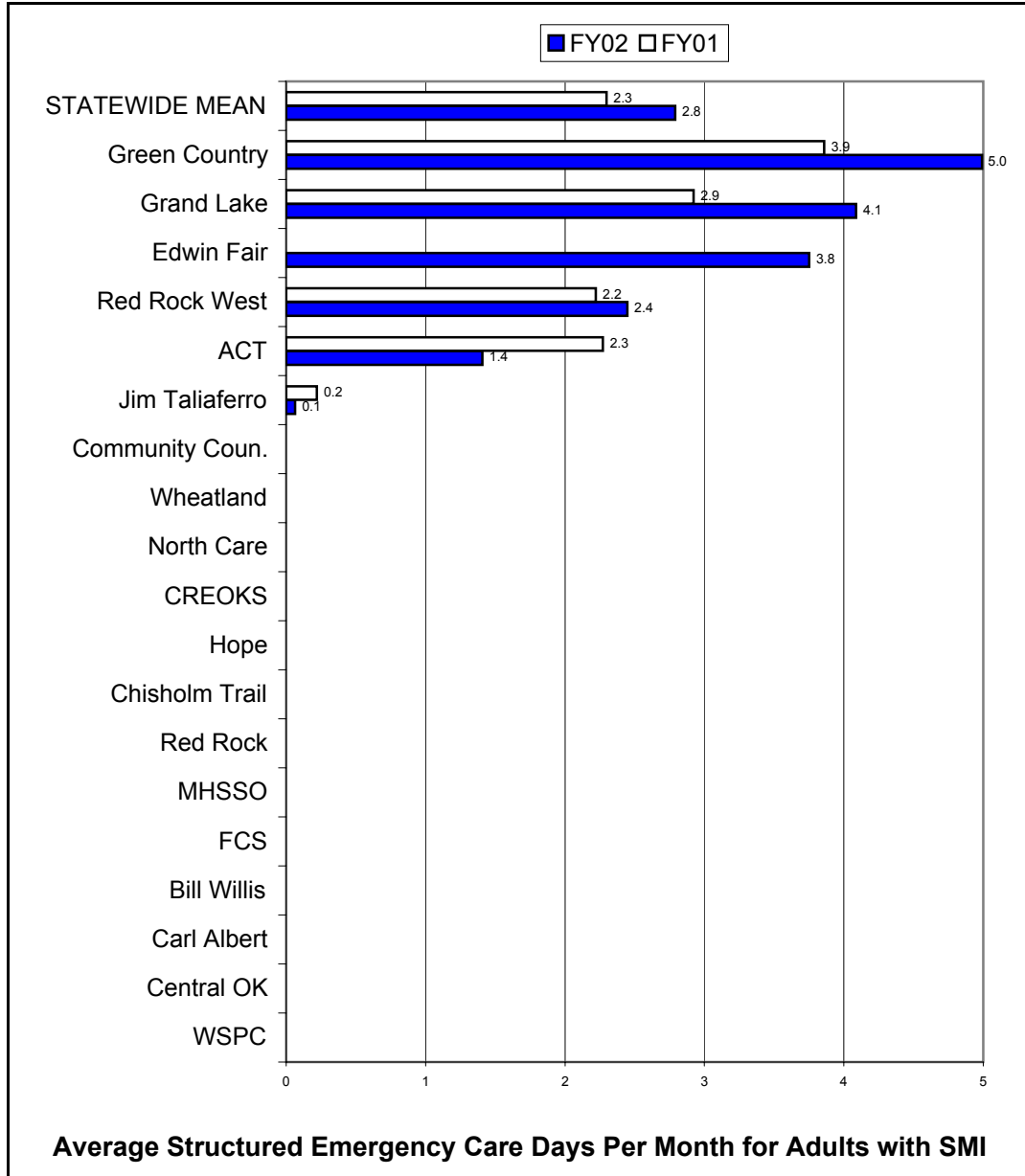
Question: What percent of adults with SMI are receiving housing days?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Median         | Mean |
| Hope            | 932                      | 203  | 21.8  | 1,035                    | 269  | 26.0  | 3.8            | 6.1  |
| Red Rock        | 861                      | 65   | 7.5   | 821                      | 56   | 6.8   |                |      |
| Red Rock West   | 564                      | 30   | 5.3   | 536                      | 30   | 5.6   |                |      |
| ACT             | 529                      | 20   | 3.8   | 1,171                    | 57   | 4.9   |                |      |
| Edwin Fair      | 1,092                    | 33   | 3.0   | 1,167                    | 33   | 2.8   |                |      |
| Chisholm Trail  | 969                      | 13   | 1.3   | 878                      | 20   | 2.3   |                |      |
| MHSSO           | 1,888                    | 5  | 0.3   | 2,198                    | 3  | 0.1   |                |      |
| Jim Taliaferro  | 1,171                    | 39   | 3.3   | 1,272                    | 0  | 0.0   |                |      |
| Community Coun. | 1,013                    | 0  | 0.0   | 977                      | 0  | 0.0   |                |      |
| Wheatland       | 706                      | 0  | 0.0   | 693                      | 0  | 0.0   |                |      |
| North Care      | 941                      | 0  | 0.0   | 1,028                    | 0  | 0.0   |                |      |
| CREOKS          | 805                      | 0  | 0.0   | 975                      | 0  | 0.0   |                |      |
| Green Country   | 996                      | 0  | 0.0   | 1,020                    | 0  | 0.0   |                |      |
| Grand Lake      | 1,881                    | 0  | 0.0   | 3,272                    | 0  | 0.0   |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 0  | 0.0   |                |      |
| Bill Willis     | 1,138                    | 0  | 0.0   | 1,172                    | 0  | 0.0   |                |      |
| Carl Albert     | 1,594                    | 0  | 0.0   | 1,668                    | 0  | 0.0   |                |      |
| Central OK      | 1,075                    | 0  | 0.0   | 999                      | 0  | 0.0   |                |      |
| WSPC            | 932                      | 0  | 0.0   | 968                      | 0  | 0.0   |                |      |

Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status. Not all CMHCs are contracted to provide housing services. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Average Number of Structured Emergency Care Days for Adults with SM**

Question: What is the average number of structured emergency care days per month for adults with SMI receiving structured emergency care days?



Answer: In FY02 the average number of structured emergency care days per month for adults with SMI varied among the CMHCs providing this service from 0.1 to 5 days, with a statewide mean of 2.8 days. Compared with FY01, the average number of structured emergency care days increased in FY02 among 3 of the 5 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.



## Average Number of Structured Emergency Care Days for Adults with SMI

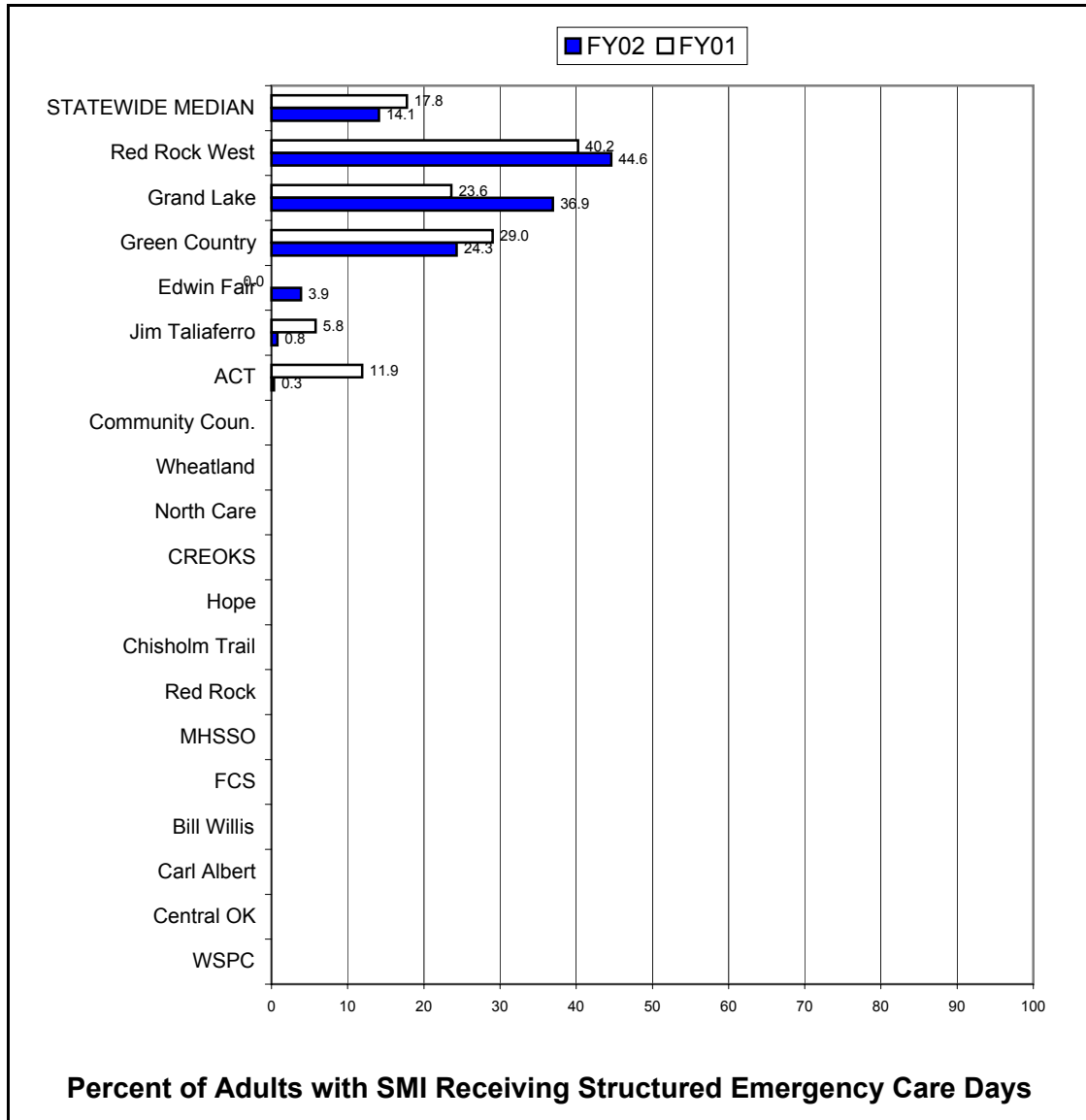
Question: What is the average number of structured emergency care days per month for adults with SMI receiving structured emergency care days?

| Agency          | FY01                |   |                                 |   | FY02                |   |                                 |   | FY02 Statewide |      |
|-----------------|---------------------|---|---------------------------------|---|---------------------|---|---------------------------------|---|----------------|------|
|                 | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Total days provided | Average number of clients receiving service per month | Average days provided per month | Average number of days per client per month | Median         | Mean |
| Green Country   | 1,540               | 33.3  | 128.3                           | 3.9   | 1,702               | 28.4  | 141.8                           | 5.0   | 3.1            | 2.8  |
| Grand Lake      | 2,177               | 62.1  | 181.4                           | 2.9   | 7,770               | 158.4   | 647.5                           | 4.1   |                |      |
| Edwin Fair      | 0                   | 0.0   | 0.0                             | 0.0   | 229                 | 5.5   | 20.8                            | 3.8   |                |      |
| Red Rock West   | 1,183               | 44.4  | 98.6                            | 2.2   | 1,343               | 45.8  | 112.0                           | 2.4   |                |      |
| ACT             | 191                 | 7.0   | 15.9                            | 2.3   | 6                   | 4.0   | 5.6                             | 1.4   |                |      |
| Jim Taliaferro  | 35                  | 14.5  | 3.2                             | 0.2   | 1                   | 2.0   | 0.1                             | 0.1   |                |      |
| Community Coun. | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Wheatland       | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| North Care      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| CREOKS          | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Hope            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Chisholm Trail  | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Red Rock        | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| MHSSO           | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| FCS             | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Bill Willis     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Carl Albert     | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| Central OK      | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |
| WSPC            | 0                   | 0.0   | 0.0                             | 0.0   | 0                   | 0.0   | 0.0                             | 0.0   |                |      |

Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status. Not all CMHCs are contracted to provide structured emergency care. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Structured Emergency Care Days**

Question: What percent of adults with SMI are receiving structured emergency care days?



Answer: In FY02 the percent of adults with SMI receiving structured emergency care varied among the CMHCs providing this service from 0.3 to 44.6 percent, with a statewide median of 14.1 percent. Compared with FY01, the percent receiving structured emergency care increased in FY02 among 3 of the 6 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Structured Emergency Care Days

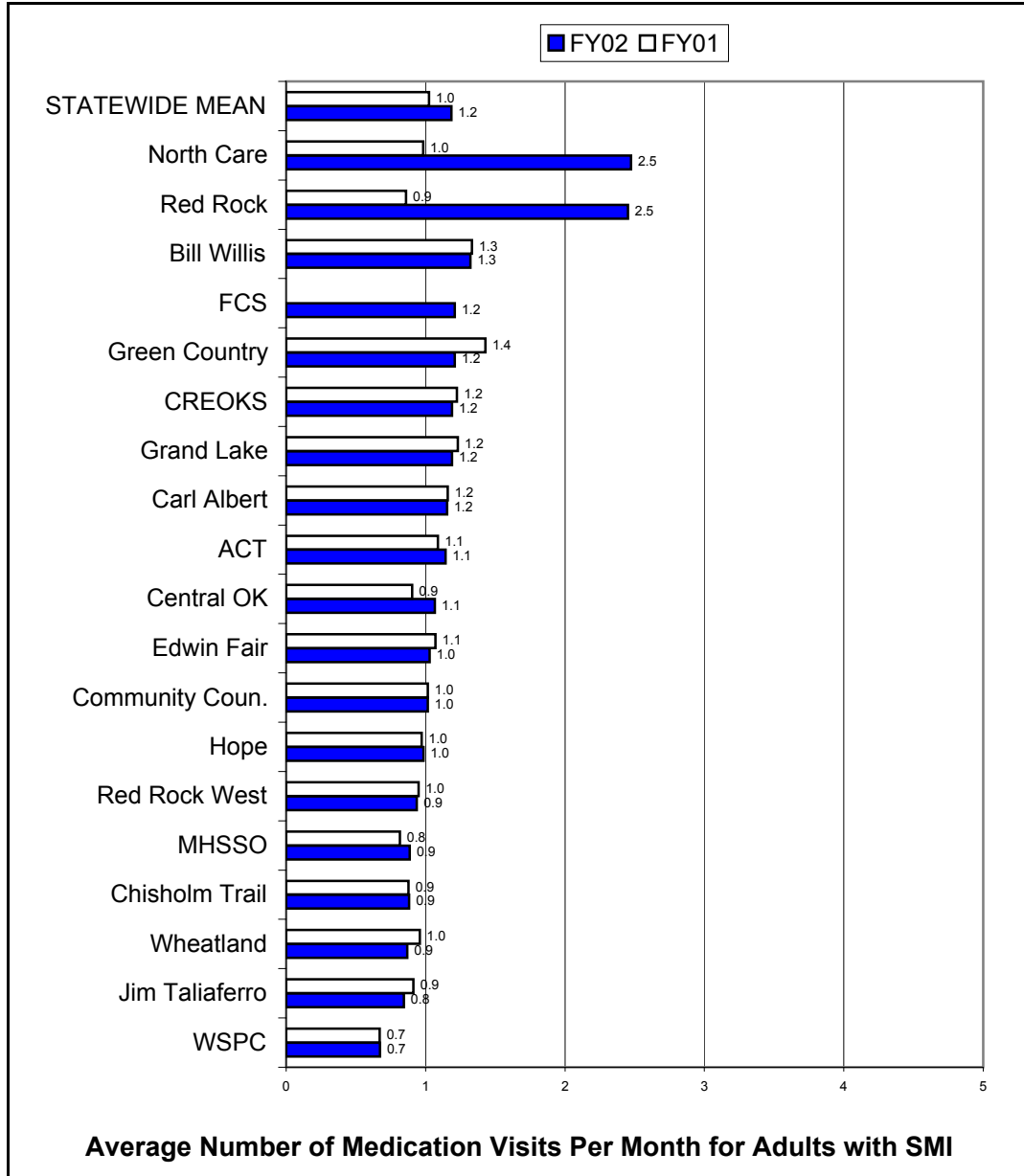
Question: What percent of adults with SMI are receiving structured emergency care days?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Median         | Mean |
| Red Rock West   | 564                      | 227  | 40.2  | 536                      | 239  | 44.6  | 14.1           | 18.5 |
| Grand Lake      | 1,881                    | 444  | 23.6  | 3,272                    | 1,208  | 36.9  |                |      |
| Green Country   | 996                      | 289  | 29.0  | 1,020                    | 248  | 24.3  |                |      |
| Edwin Fair      | 1,092                    | 0  | 0.0   | 1,167                    | 45   | 3.9   |                |      |
| Jim Taliaferro  | 1,171                    | 68   | 5.8   | 1,272                    | 10   | 0.8   |                |      |
| ACT             | 529                      | 63   | 11.9  | 1,171                    | 4  | 0.3   |                |      |
| Community Coun. | 1,013                    | 0  | 0.0   | 977                      | 0  | 0.0   |                |      |
| Wheatland       | 706                      | 0  | 0.0   | 693                      | 0  | 0.0   |                |      |
| North Care      | 941                      | 0  | 0.0   | 1,028                    | 0  | 0.0   |                |      |
| CREOKS          | 805                      | 0  | 0.0   | 975                      | 0  | 0.0   |                |      |
| Hope            | 932                      | 0  | 0.0   | 1,035                    | 0  | 0.0   |                |      |
| Chisholm Trail  | 969                      | 0  | 0.0   | 878                      | 0  | 0.0   |                |      |
| Red Rock        | 861                      | 0  | 0.0   | 821                      | 0  | 0.0   |                |      |
| MHSSO           | 1,888                    | 0  | 0.0   | 2,198                    | 0  | 0.0   |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 0  | 0.0   |                |      |
| Bill Willis     | 1,138                    | 0  | 0.0   | 1,172                    | 0  | 0.0   |                |      |
| Carl Albert     | 1,594                    | 0  | 0.0   | 1,668                    | 0  | 0.0   |                |      |
| Central OK      | 1,075                    | 0  | 0.0   | 999                      | 0  | 0.0   |                |      |
| WSPC            | 932                      | 0  | 0.0   | 968                      | 0  | 0.0   |                |      |

Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status. Not all CMHCs are contracted to provide structured emergency care. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details. See Appendix C for a list of service codes included in this indicator.

Average Number of Medication Visits for Adults with SMI

Question: What is the average number of medication visits per month for adults with SMI receiving medication visits?



Answer: In FY02 the average number of medication visits per month for adults with SMI varied among all CMHCs from 0.7 to 2.5 visits, with a statewide mean of 1.2 visits.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Medication Visits for Adults with SMI

Question: What is the average number of medication visits per month for adults with SMI receiving medication visits?

| Agency          | FY01                    |  |   |  | FY02                    |  |   |  | FY02 Statewide |      |
|-----------------|-------------------------|--|---|--|-------------------------|--|---|--|----------------|------|
|                 | Total medication visits | Average no. of clients receiving medication visits per month | Average number of medication visits per month | Average number of medication visits per client per month | Total medication visits | Average no. of clients receiving medication visits per month | Average number of medication visits per month | Average number of medication visits per client per month | Median         | Mean |
| North Care      | 1,910                   | 162.1  | 159.2   | 1.0  | 8,672                   | 292.1  | 722.7   | 2.5  | 1.1            | 1.2  |
| Red Rock        | 1,879                   | 181.9  | 156.6   | 0.9  | 4,910                   | 166.8  | 409.2   | 2.5  |                |      |
| Bill Willis     | 8,375                   | 523.8  | 697.9   | 1.3  | 8,596                   | 541.7  | 716.3   | 1.3  |                |      |
| FCS             | 0                       | 0.0  | 0.0   | 0.0  | 3,194                   | 264.0  | 319.4   | 1.2  |                |      |
| Green Country   | 3,975                   | 231.7  | 331.3   | 1.4  | 3,425                   | 235.9  | 285.4   | 1.2  |                |      |
| CREOKS          | 2,714                   | 184.6  | 226.2   | 1.2  | 3,477                   | 243.6  | 289.8   | 1.2  |                |      |
| Grand Lake      | 7,434                   | 503.4  | 619.5   | 1.2  | 11,350                  | 795.2  | 945.8   | 1.2  |                |      |
| Carl Albert     | 14,295                  | 1,028.3  | 1,191.3                                       | 1.2  | 14,261                  | 1,028.8  | 1,188.4                                       | 1.2  |                |      |
| ACT             | 1,453                   | 111.3  | 121.1   | 1.1  | 4,561                   | 332.4  | 380.1   | 1.1  |                |      |
| Central OK      | 5,927                   | 546.7  | 493.9   | 0.9  | 7,487                   | 585.4  | 623.9   | 1.1  |                |      |
| Edwin Fair      | 1,375                   | 107.1  | 114.6   | 1.1  | 1,422                   | 115.2  | 118.5   | 1.0  |                |      |
| Community Coun. | 2,533                   | 207.6  | 211.1   | 1.0  | 2,565                   | 210.6  | 213.8   | 1.0  |                |      |
| Hope            | 1,462                   | 125.5  | 121.8   | 1.0  | 1,433                   | 121.3  | 119.4   | 1.0  |                |      |
| Red Rock West   | 1,554                   | 136.3  | 129.5   | 1.0  | 1,336                   | 118.8  | 111.3   | 0.9  |                |      |
| MHSSO           | 2,678                   | 273.8  | 223.2   | 0.8  | 3,606                   | 339.5  | 300.5   | 0.9  |                |      |
| Chisholm Trail  | 1,431                   | 135.9  | 119.3   | 0.9  | 1,242                   | 117.3  | 103.5   | 0.9  |                |      |
| Wheatland       | 1,475                   | 128.3  | 122.9   | 1.0  | 1,548                   | 148.5  | 129.0   | 0.9  |                |      |
| Jim Taliaferro  | 3,530                   | 322.8  | 294.2   | 0.9  | 3,659                   | 361.1  | 304.9   | 0.8  |                |      |
| WSPC            | 2,132                   | 264.7  | 177.7   | 0.7  | 1,991                   | 246.8  | 165.9   | 0.7  |                |      |

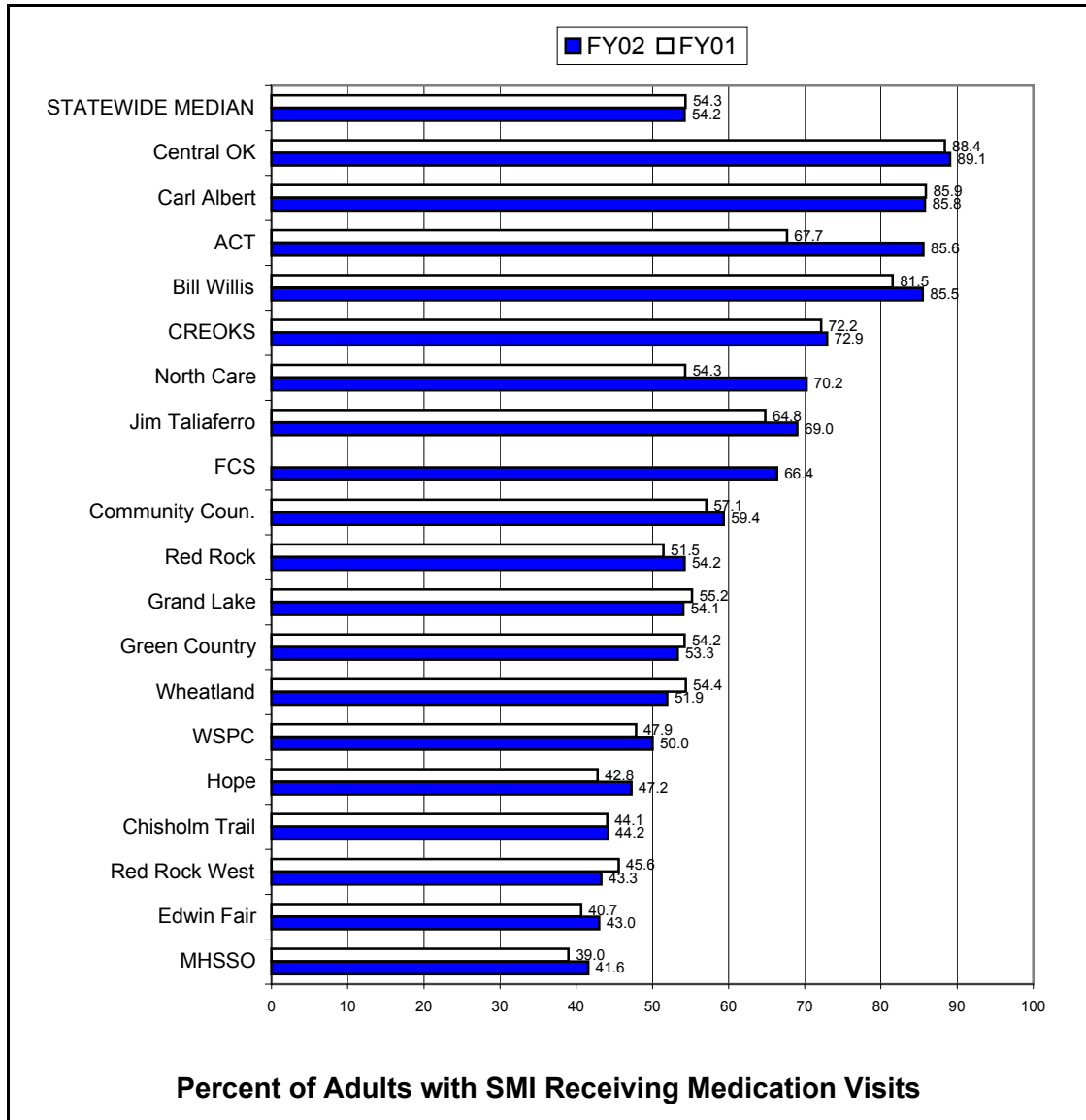
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

Percent of Adults with SMI Receiving Medication Visits

Question: What percent of adults with SMI are receiving medication visits?



Answer: In FY02 the percent of adults with SMI receiving medication visits varied among all CMHCs from 41.6 to 89.1 percent, with a statewide median of 54.2 percent. Compared with FY01, the percent receiving medication visits increased in FY02 among 13 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Medication Visits

Question: What percent of adults with SMI are receiving medication visits?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Median         | Mean |
| Central OK      | 1,075                    | 950  | 88.4  | 999                      | 890  | 89.1  | 54.2           | 61.4 |
| Carl Albert     | 1,594                    | 1,369  | 85.9  | 1,668                    | 1,431  | 85.8  |                |      |
| ACT             | 529                      | 358  | 67.7  | 1,171                    | 1,002  | 85.6  |                |      |
| Bill Willis     | 1,138                    | 928  | 81.5  | 1,172                    | 1,002  | 85.5  |                |      |
| CREOKS          | 805                      | 581  | 72.2  | 975                      | 711  | 72.9  |                |      |
| North Care      | 941                      | 511  | 54.3  | 1,028                    | 722  | 70.2  |                |      |
| Jim Taliaferro  | 1,171                    | 759  | 64.8  | 1,272                    | 878  | 69.0  |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 791  | 66.4  |                |      |
| Community Coun. | 1,013                    | 578  | 57.1  | 977                      | 580  | 59.4  |                |      |
| Red Rock        | 861                      | 443  | 51.5  | 821                      | 445  | 54.2  |                |      |
| Grand Lake      | 1,881                    | 1,038  | 55.2  | 3,272                    | 1,769  | 54.1  |                |      |
| Green Country   | 996                      | 540  | 54.2  | 1,020                    | 544  | 53.3  |                |      |
| Wheatland       | 706                      | 384  | 54.4  | 693                      | 360  | 51.9  |                |      |
| WSPC            | 932                      | 446  | 47.9  | 968                      | 484  | 50.0  |                |      |
| Hope            | 932                      | 399  | 42.8  | 1,035                    | 489  | 47.2  |                |      |
| Chisholm Trail  | 969                      | 427  | 44.1  | 878                      | 388  | 44.2  |                |      |
| Red Rock West   | 564                      | 257  | 45.6  | 536                      | 232  | 43.3  |                |      |
| Edwin Fair      | 1,092                    | 444  | 40.7  | 1,167                    | 502  | 43.0  |                |      |
| MHSSO           | 1,888                    | 736  | 39.0  | 2,198                    | 914  | 41.6  |                |      |

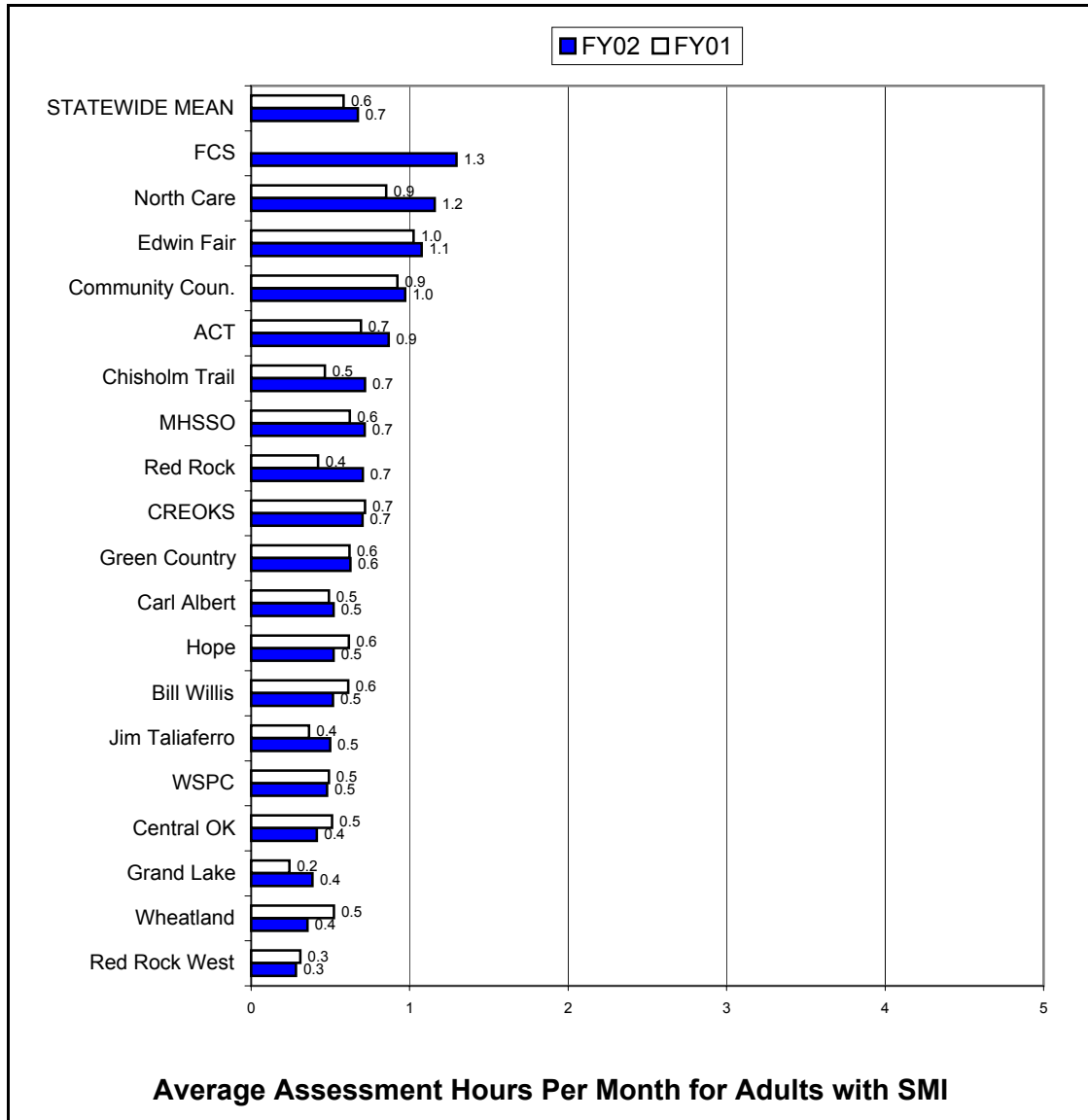
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Assessment Hours for Clients with SMI**

Question: What is the average number of assessment hours per month for adults with SMI receiving assessment hours?



Answer: In FY02 the average number of assessment hours per month for adults with SMI receiving assessment services varied among all CMHCs from 0.3 to 1.3 hours, with a statewide mean of 0.7 hours. When compared to FY01, the average number of assessment hours per month increased in FY02 among 6 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.



## Average Number of Assessment Hours for Clients with SMI

Question: What is the average number of assessment hours per month for adults with SMI receiving assessment hours?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 2,370.6              | 166.4   | 215.5                            | 1.3   | 0.6            | 0.7  |
| North Care      | 1,620.9              | 158.4   | 135.1                            | 0.9   | 1,989.4              | 143.3   | 165.8                            | 1.2   |                |      |
| Edwin Fair      | 1,715.8              | 139.6   | 143.0                            | 1.0   | 2,093.2              | 162.0   | 174.4                            | 1.1   |                |      |
| Community Coun. | 1,105.2              | 99.9  | 92.1                             | 0.9   | 1,279.4              | 109.7   | 106.6                            | 1.0   |                |      |
| ACT             | 488.5                | 58.8  | 40.7                             | 0.7   | 1,495.2              | 143.8   | 124.6                            | 0.9   |                |      |
| Chisholm Trail  | 640.5                | 114.7   | 53.4                             | 0.5   | 850.5                | 98.8  | 70.9                             | 0.7   |                |      |
| MHSSO           | 1,484.3              | 198.8   | 123.7                            | 0.6   | 1,892.1              | 220.1   | 157.7                            | 0.7   |                |      |
| Red Rock        | 947.6                | 186.7   | 79.0                             | 0.4   | 1,341.5              | 158.6   | 111.8                            | 0.7   |                |      |
| CREOKS          | 727.0                | 84.3  | 60.6                             | 0.7   | 1,244.3              | 147.6   | 103.7                            | 0.7   |                |      |
| Green Country   | 967.9                | 130.1   | 80.7                             | 0.6   | 1,052.1              | 139.9   | 87.7                             | 0.6   |                |      |
| Carl Albert     | 1,971.4              | 334.1   | 164.3                            | 0.5   | 2,166.6              | 347.3   | 180.6                            | 0.5   |                |      |
| Hope            | 531.1                | 71.8  | 44.3                             | 0.6   | 571.2                | 91.6  | 47.6                             | 0.5   |                |      |
| Bill Willis     | 1,247.3              | 169.5   | 103.9                            | 0.6   | 1,063.9              | 171.6   | 88.7                             | 0.5   |                |      |
| Jim Taliaferro  | 872.3                | 199.0   | 72.7                             | 0.4   | 1,230.9              | 206.0   | 102.6                            | 0.5   |                |      |
| WSPC            | 1,049.2              | 178.1   | 87.4                             | 0.5   | 1,232.2              | 214.8   | 102.7                            | 0.5   |                |      |
| Central OK      | 560.5                | 91.3  | 46.7                             | 0.5   | 1,348.1              | 271.3   | 112.3                            | 0.4   |                |      |
| Grand Lake      | 963.3                | 331.5   | 80.3                             | 0.2   | 2,105.2              | 452.8   | 175.4                            | 0.4   |                |      |
| Wheatland       | 523.1                | 83.5  | 43.6                             | 0.5   | 323.7                | 75.9  | 27.0                             | 0.4   |                |      |
| Red Rock West   | 353.2                | 94.8  | 29.4                             | 0.3   | 294.7                | 86.8  | 24.6                             | 0.3   |                |      |

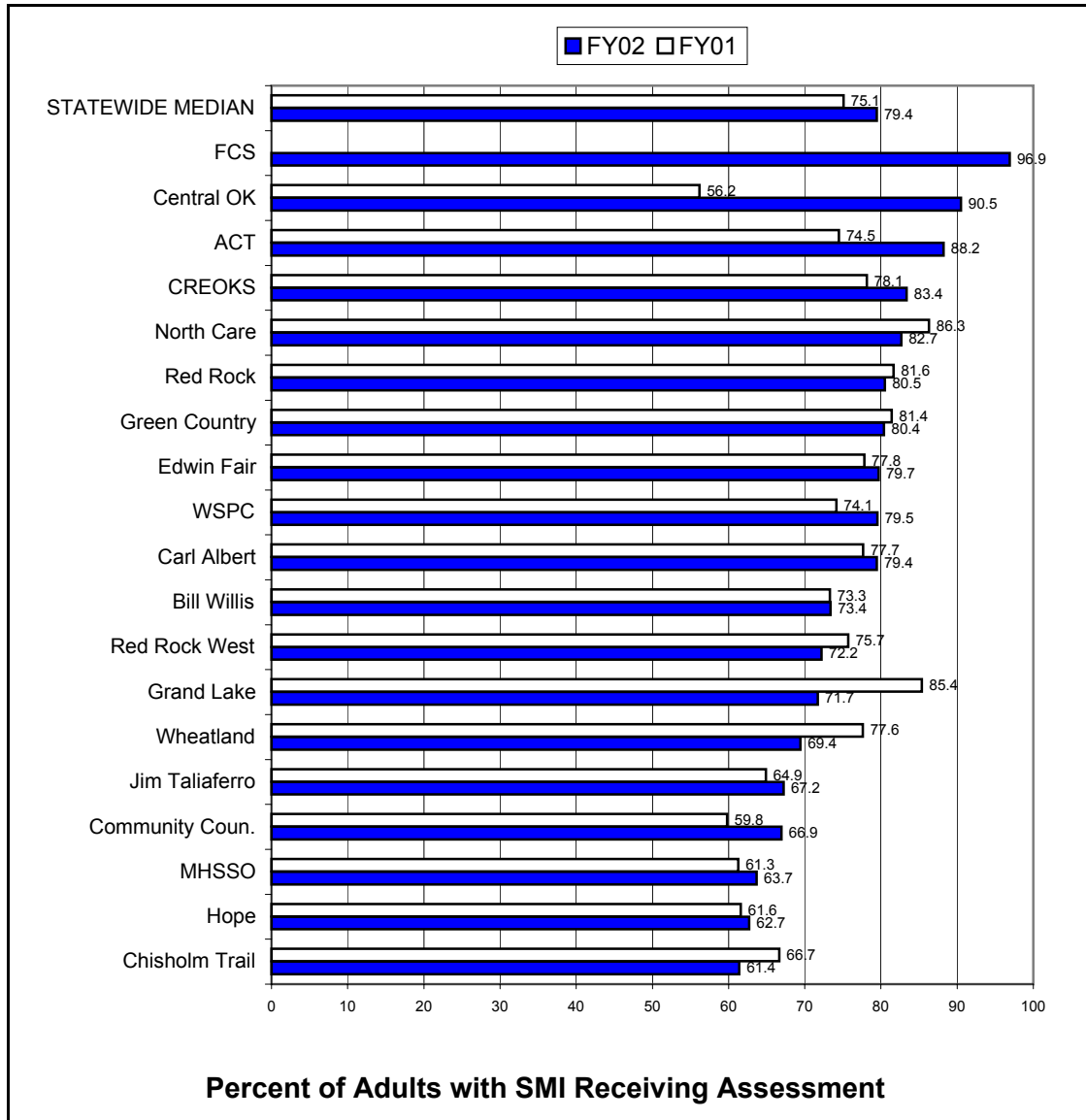
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

Percent of Adults with SMI Receiving Assessment Hours

Question: What percent of adults with SMI are receiving assessment hours?



Answer: In FY02 the percent of adults with SMI receiving an assessment varied among all CMHCs from 61.4 to 96.9 percent, with a statewide median of 79.4 percent. Compared with FY01, the percent receiving an assessment increased in FY02 among 10 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Assessment Hours

Question: What percent of adults with SMI are receiving assessment hours?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Median         | Mean |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 1,155  | 96.9  | 79.4           | 76.3 |
| Central OK      | 1,075                    | 604  | 56.2  | 999                      | 904  | 90.5  |                |      |
| ACT             | 529                      | 394  | 74.5  | 1,171                    | 1,033  | 88.2  |                |      |
| CREOKS          | 805                      | 629  | 78.1  | 975                      | 813  | 83.4  |                |      |
| North Care      | 941                      | 812  | 86.3  | 1,028                    | 850  | 82.7  |                |      |
| Red Rock        | 861                      | 703  | 81.6  | 821                      | 661  | 80.5  |                |      |
| Green Country   | 996                      | 811  | 81.4  | 1,020                    | 820  | 80.4  |                |      |
| Edwin Fair      | 1,092                    | 850  | 77.8  | 1,167                    | 930  | 79.7  |                |      |
| WSPC            | 932                      | 691  | 74.1  | 968                      | 770  | 79.5  |                |      |
| Carl Albert     | 1,594                    | 1,238  | 77.7  | 1,668                    | 1,325  | 79.4  |                |      |
| Bill Willis     | 1,138                    | 834  | 73.3  | 1,172                    | 860  | 73.4  |                |      |
| Red Rock West   | 564                      | 427  | 75.7  | 536                      | 387  | 72.2  |                |      |
| Grand Lake      | 1,881                    | 1,606  | 85.4  | 3,272                    | 2,346  | 71.7  |                |      |
| Wheatland       | 706                      | 548  | 77.6  | 693                      | 481  | 69.4  |                |      |
| Jim Taliaferro  | 1,171                    | 760  | 64.9  | 1,272                    | 855  | 67.2  |                |      |
| Community Coun. | 1,013                    | 606  | 59.8  | 977                      | 654  | 66.9  |                |      |
| MHSSO           | 1,888                    | 1,157  | 61.3  | 2,198                    | 1,400  | 63.7  |                |      |
| Hope            | 932                      | 574  | 61.6  | 1,035                    | 649  | 62.7  |                |      |
| Chisholm Trail  | 969                      | 646  | 66.7  | 878                      | 539  | 61.4  |                |      |

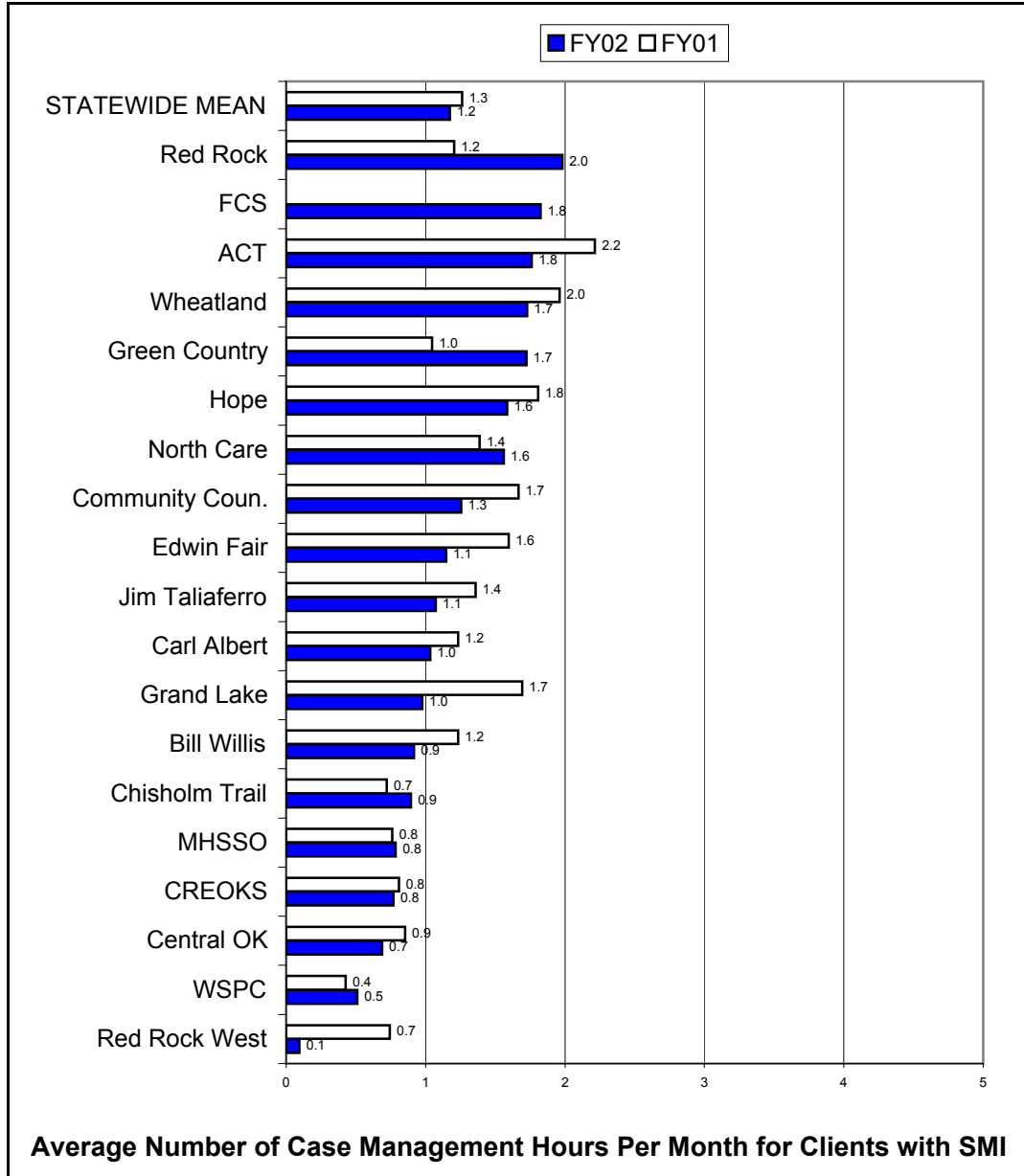
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Case Management Hours for Clients with SMI**

Question: What is the average number of case management hours per month for adults with SMI receiving case management?



Answer: In FY02 the average number of case management hours per month for adults with SMI varied among all CMHCs from 0.1 to 2 hours, with a statewide mean of 1.2 hours. When compared to FY01, the average number of case management hours per month increased in FY02 among 4 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Case Management Hours for Clients with SMI

Question: What is the average number of case management hours per month for adults with SMI receiving case management?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Red Rock        | 2,097.0              | 144.9   | 174.8                            | 1.2   | 2,785.0              | 117.1   | 232.1                            | 2.0   | 1.1            | 1.2  |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 4,488.3              | 223.5   | 408.0                            | 1.8   |                |      |
| ACT             | 4,417.3              | 166.3   | 368.1                            | 2.2   | 7,316.6              | 346.0   | 609.7                            | 1.8   |                |      |
| Wheatland       | 502.0                | 21.3  | 41.8                             | 2.0   | 451.1                | 21.8  | 37.6                             | 1.7   |                |      |
| Green Country   | 526.0                | 41.9  | 43.8                             | 1.0   | 2,296.3              | 111.0   | 191.4                            | 1.7   |                |      |
| Hope            | 2,630.8              | 121.3   | 219.2                            | 1.8   | 3,043.2              | 160.0   | 253.6                            | 1.6   |                |      |
| North Care      | 1,705.7              | 102.5   | 142.1                            | 1.4   | 2,227.1              | 118.8   | 185.6                            | 1.6   |                |      |
| Community Coun. | 3,738.5              | 187.0   | 311.5                            | 1.7   | 2,827.9              | 187.8   | 235.7                            | 1.3   |                |      |
| Edwin Fair      | 1,780.3              | 92.9  | 148.4                            | 1.6   | 2,150.0              | 156.3   | 179.2                            | 1.1   |                |      |
| Jim Taliaferro  | 4,113.0              | 252.3   | 342.8                            | 1.4   | 3,831.3              | 297.4   | 319.3                            | 1.1   |                |      |
| Carl Albert     | 1,990.8              | 134.4   | 165.9                            | 1.2   | 1,993.3              | 160.8   | 166.1                            | 1.0   |                |      |
| Grand Lake      | 3,199.2              | 157.5   | 266.6                            | 1.7   | 2,995.1              | 255.7   | 249.6                            | 1.0   |                |      |
| Bill Willis     | 1,309.6              | 88.4  | 109.1                            | 1.2   | 1,019.7              | 92.8  | 85.0                             | 0.9   |                |      |
| Chisholm Trail  | 818.6                | 94.7  | 68.2                             | 0.7   | 690.0                | 64.3  | 57.5                             | 0.9   |                |      |
| MHSSO           | 662.4                | 72.5  | 55.2                             | 0.8   | 1,113.6              | 118.2   | 92.8                             | 0.8   |                |      |
| CREOKS          | 1,041.0              | 107.3   | 86.8                             | 0.8   | 2,211.8              | 239.3   | 184.3                            | 0.8   |                |      |
| Central OK      | 1,556.3              | 151.8   | 129.7                            | 0.9   | 1,386.4              | 168.1   | 115.5                            | 0.7   |                |      |
| WSPC            | 776.1                | 152.0   | 64.7                             | 0.4   | 1,395.9              | 228.5   | 116.3                            | 0.5   |                |      |
| Red Rock West   | 142.0                | 15.9  | 11.8                             | 0.7   | 7.0                  | 12.3  | 1.2                              | 0.1   |                |      |

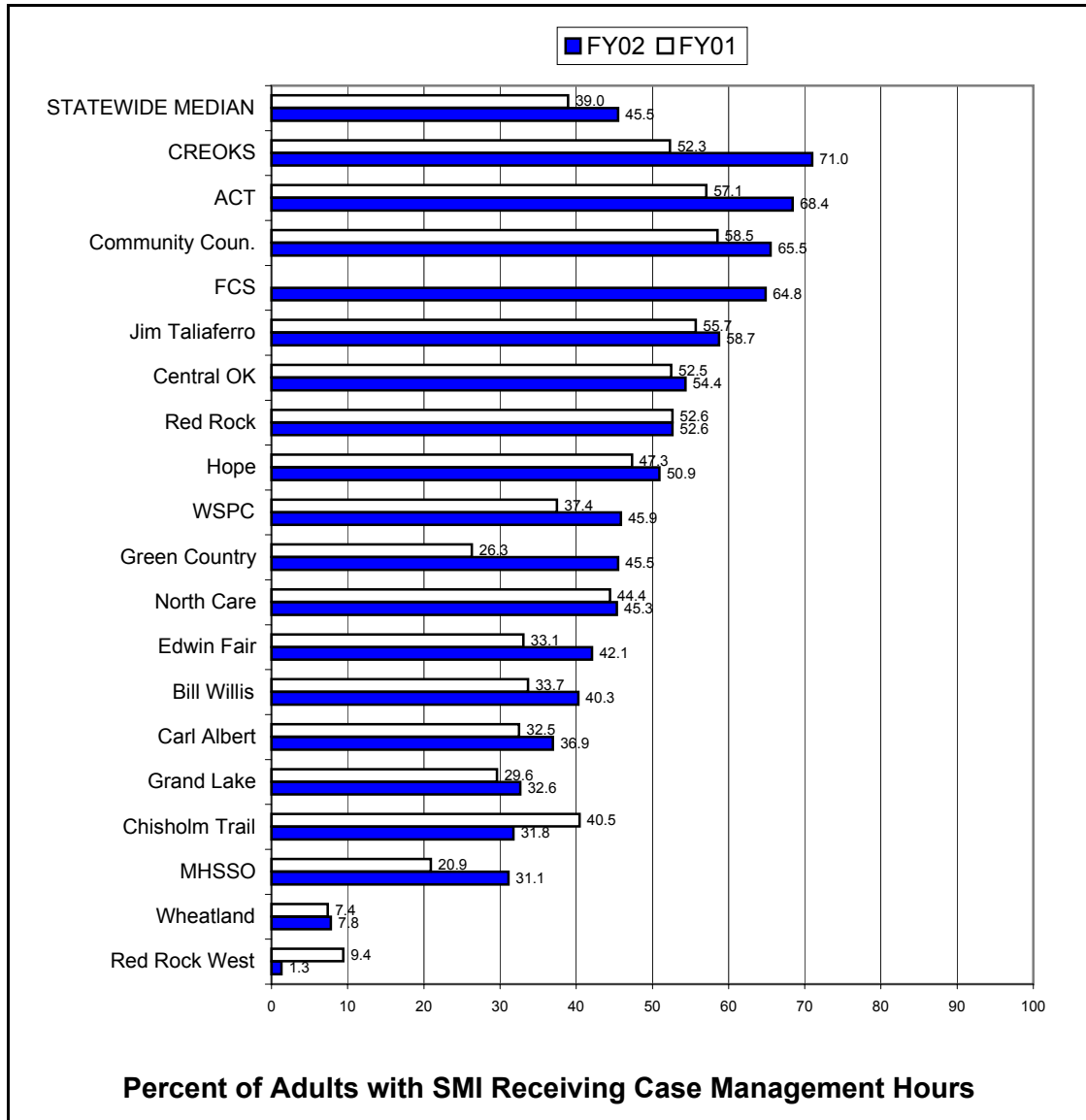
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Case Management Hours**

Question: What percent of adults with SMI are receiving case management hours?



Answer: In FY02 the percent of adults with SMI receiving case management varied among all CMHCs from 1.3 to 71 percent, with a statewide median of 45.5 percent. Compared with FY01, the percent receiving case management increased in FY02 among 15 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Case Management Hours

Question: What percent of adults with SMI are receiving case management hours?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Median         | Mean |
| CREOKS          | 805                      | 421  | 52.3  | 975                      | 692  | 71.0  | 45.5           | 44.6 |
| ACT             | 529                      | 302  | 57.1  | 1,171                    | 801  | 68.4  |                |      |
| Community Coun. | 1,013                    | 593  | 58.5  | 977                      | 640  | 65.5  |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 773  | 64.8  |                |      |
| Jim Taliaferro  | 1,171                    | 652  | 55.7  | 1,272                    | 747  | 58.7  |                |      |
| Central OK      | 1,075                    | 564  | 52.5  | 999                      | 543  | 54.4  |                |      |
| Red Rock        | 861                      | 453  | 52.6  | 821                      | 432  | 52.6  |                |      |
| Hope            | 932                      | 441  | 47.3  | 1,035                    | 527  | 50.9  |                |      |
| WSPC            | 932                      | 349  | 37.4  | 968                      | 444  | 45.9  |                |      |
| Green Country   | 996                      | 262  | 26.3  | 1,020                    | 464  | 45.5  |                |      |
| North Care      | 941                      | 418  | 44.4  | 1,028                    | 466  | 45.3  |                |      |
| Edwin Fair      | 1,092                    | 361  | 33.1  | 1,167                    | 491  | 42.1  |                |      |
| Bill Willis     | 1,138                    | 383  | 33.7  | 1,172                    | 472  | 40.3  |                |      |
| Carl Albert     | 1,594                    | 518  | 32.5  | 1,668                    | 616  | 36.9  |                |      |
| Grand Lake      | 1,881                    | 557  | 29.6  | 3,272                    | 1,068  | 32.6  |                |      |
| Chisholm Trail  | 969                      | 392  | 40.5  | 878                      | 279  | 31.8  |                |      |
| MHSSO           | 1,888                    | 395  | 20.9  | 2,198                    | 684  | 31.1  |                |      |
| Wheatland       | 706                      | 52   | 7.4   | 693                      | 54   | 7.8   |                |      |
| Red Rock West   | 564                      | 53   | 9.4   | 536                      | 7  | 1.3   |                |      |

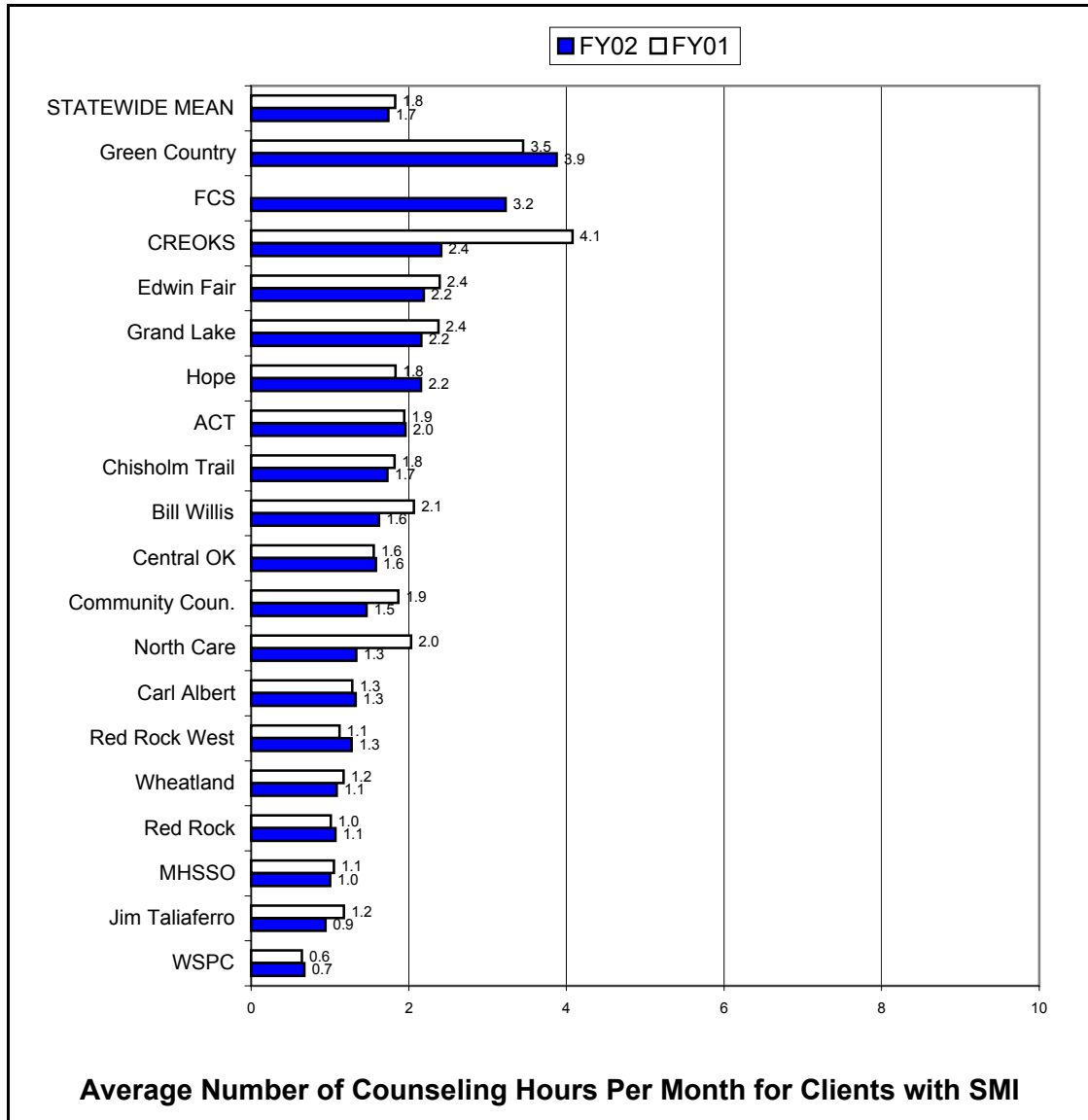
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Counseling Hours for Clients with SMI**

Question: What is the average number of counseling hours per month for adults with SMI receiving counseling hours?



Answer: In FY02 the average number of counseling hours per month for adults with SMI varied among all CMHCs from 0.7 to 3.9 hours, with a statewide mean of 1.7 hours. Compared with FY01, the average number of counseling hours per month increased in FY02 among 3 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.



## Average Number of Counseling Hours for Clients with SMI

Question: What is the average number of counseling hours per month for adults with SMI receiving counseling hours?

| Agency          | FY01                 |   |                                  |  | FY02                 |   |                                  |  | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|--|----------------------|---|----------------------------------|--|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Median         | Mean |
| Green Country   | 10,474.5             | 253.0   | 872.9                            | 3.5  | 14,028.0             | 301.4   | 1,169.0                          | 3.9  | 1.6            | 1.7  |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0  | 6,259.0              | 176.1   | 569.0                            | 3.2  |                |      |
| CREOKS          | 11,020.0             | 225.3   | 918.3                            | 4.1  | 8,276.5              | 285.8   | 689.7                            | 2.4  |                |      |
| Edwin Fair      | 7,590.0              | 264.2   | 632.5                            | 2.4  | 5,866.6              | 223.1   | 488.9                            | 2.2  |                |      |
| Grand Lake      | 11,029.6             | 386.8   | 919.1                            | 2.4  | 13,036.3             | 503.2   | 1,086.4                          | 2.2  |                |      |
| Hope            | 2,477.1              | 112.6   | 206.4                            | 1.8  | 1,247.7              | 48.3  | 104.0                            | 2.2  |                |      |
| ACT             | 2,099.5              | 90.1  | 175.0                            | 1.9  | 3,414.8              | 145.3   | 284.6                            | 2.0  |                |      |
| Chisholm Trail  | 7,617.2              | 348.6   | 634.8                            | 1.8  | 6,656.9              | 320.6   | 554.7                            | 1.7  |                |      |
| Bill Willis     | 4,506.9              | 181.8   | 375.6                            | 2.1  | 3,222.8              | 165.4   | 268.6                            | 1.6  |                |      |
| Central OK      | 9,800.6              | 525.6   | 816.7                            | 1.6  | 11,473.3             | 603.8   | 956.1                            | 1.6  |                |      |
| Community Coun. | 7,456.4              | 332.5   | 621.4                            | 1.9  | 4,210.6              | 239.4   | 350.9                            | 1.5  |                |      |
| North Care      | 4,540.0              | 186.5   | 378.3                            | 2.0  | 2,578.4              | 161.0   | 214.9                            | 1.3  |                |      |
| Carl Albert     | 6,191.3              | 402.6   | 515.9                            | 1.3  | 7,099.3              | 445.3   | 591.6                            | 1.3  |                |      |
| Red Rock West   | 2,308.6              | 171.4   | 192.4                            | 1.1  | 2,311.7              | 151.3   | 192.6                            | 1.3  |                |      |
| Wheatland       | 3,472.6              | 246.8   | 289.4                            | 1.2  | 3,622.9              | 278.3   | 301.9                            | 1.1  |                |      |
| Red Rock        | 2,973.8              | 245.7   | 247.8                            | 1.0  | 2,493.8              | 194.1   | 207.8                            | 1.1  |                |      |
| MHSSO           | 8,062.7              | 639.2   | 671.9                            | 1.1  | 8,324.5              | 692.1   | 693.7                            | 1.0  |                |      |
| Jim Taliaferro  | 4,770.1              | 337.6   | 397.5                            | 1.2  | 3,092.0              | 273.1   | 257.7                            | 0.9  |                |      |
| WSPC            | 2,858.5              | 370.3   | 238.2                            | 0.6  | 3,148.3              | 389.1   | 262.4                            | 0.7  |                |      |

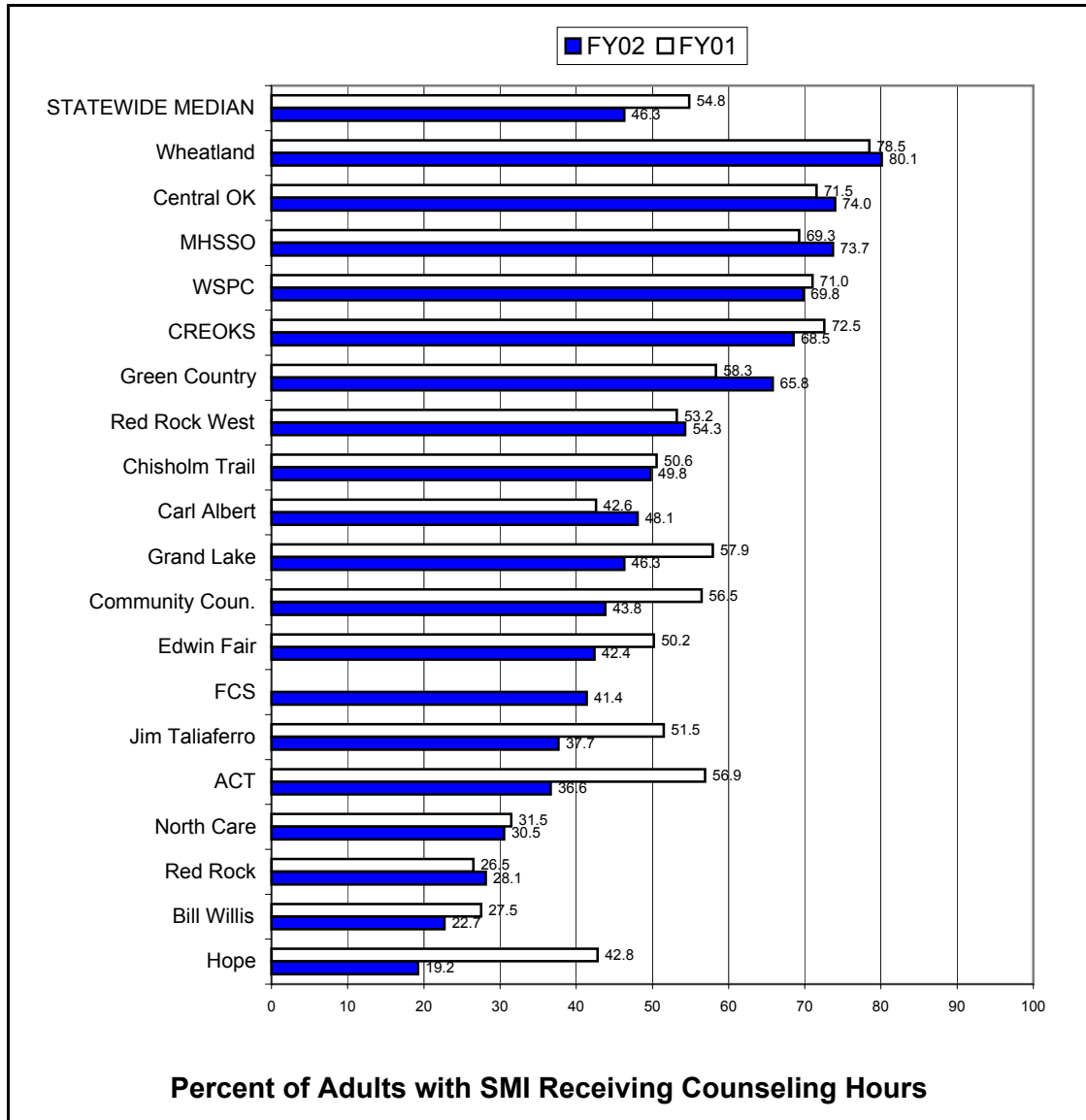
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Counseling Hours**

Question: What percent of adults with SMI are receiving counseling hours?



Answer: In FY02 the percent of adults with SMI receiving counseling hours varied among all CMHCs from 19.2 to 80.1 percent, with a statewide median of 46.3 percent. Compared with FY01, the percent receiving counseling hours increased in FY02 among 7 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Counseling Hours

Question: What percent of adults with SMI are receiving counseling hours?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Median         | Mean |
| Wheatland       | 706                      | 554  | 78.5  | 693                      | 555  | 80.1  | 46.3           | 49.1 |
| Central OK      | 1,075                    | 769  | 71.5  | 999                      | 739  | 74.0  |                |      |
| MHSSO           | 1,888                    | 1,308  | 69.3  | 2,198                    | 1,620  | 73.7  |                |      |
| WSPC            | 932                      | 662  | 71.0  | 968                      | 676  | 69.8  |                |      |
| CREOKS          | 805                      | 584  | 72.5  | 975                      | 668  | 68.5  |                |      |
| Green Country   | 996                      | 581  | 58.3  | 1,020                    | 671  | 65.8  |                |      |
| Red Rock West   | 564                      | 300  | 53.2  | 536                      | 291  | 54.3  |                |      |
| Chisholm Trail  | 969                      | 490  | 50.6  | 878                      | 437  | 49.8  |                |      |
| Carl Albert     | 1,594                    | 679  | 42.6  | 1,668                    | 802  | 48.1  |                |      |
| Grand Lake      | 1,881                    | 1,090  | 57.9  | 3,272                    | 1,515  | 46.3  |                |      |
| Community Coun. | 1,013                    | 572  | 56.5  | 977                      | 428  | 43.8  |                |      |
| Edwin Fair      | 1,092                    | 548  | 50.2  | 1,167                    | 495  | 42.4  |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 493  | 41.4  |                |      |
| Jim Taliaferro  | 1,171                    | 603  | 51.5  | 1,272                    | 479  | 37.7  |                |      |
| ACT             | 529                      | 301  | 56.9  | 1,171                    | 429  | 36.6  |                |      |
| North Care      | 941                      | 296  | 31.5  | 1,028                    | 314  | 30.5  |                |      |
| Red Rock        | 861                      | 228  | 26.5  | 821                      | 231  | 28.1  |                |      |
| Bill Willis     | 1,138                    | 313  | 27.5  | 1,172                    | 266  | 22.7  |                |      |
| Hope            | 932                      | 399  | 42.8  | 1,035                    | 199  | 19.2  |                |      |

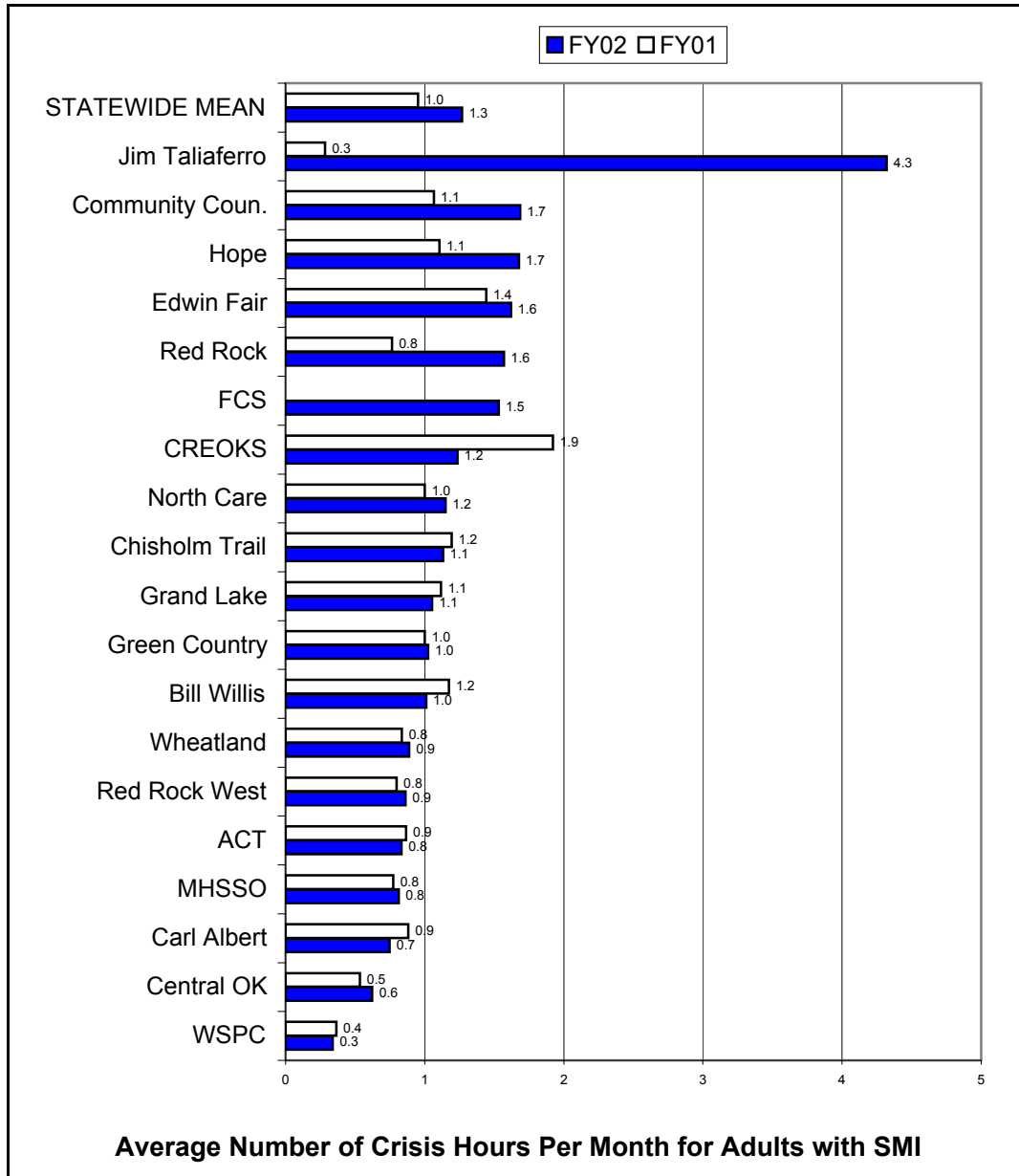
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Crisis Hours for Adults with SMI**

Question: What is the average number of crisis hours per month for adults with SMI receiving crisis hours?



Answer: In FY02 the average number of crisis hours per month for adults with SMI varied among all CMHCs from 0.3 to 4.3 hours, with a statewide mean of 1.3 hours per month. Compared with FY01, the average number of crisis hours increased in FY02 among 6 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Crisis Hours for Adults with SMI

Question: What is the average number of crisis hours per month for adults with SMI receiving crisis hours?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Jim Taliaferro  | 10.3                 | 4.0   | 1.1                              | 0.3   | 3,392.4              | 65.4  | 282.7                            | 4.3   | 1.1            | 1.3  |
| Community Coun. | 36.3                 | 3.1   | 3.3                              | 1.1   | 4.5                  | 1.3   | 2.3                              | 1.7   |                |      |
| Hope            | 45.3                 | 3.4   | 3.8                              | 1.1   | 36.9                 | 2.2   | 3.7                              | 1.7   |                |      |
| Edwin Fair      | 719.3                | 41.6  | 59.9                             | 1.4   | 900.0                | 46.3  | 75.0                             | 1.6   |                |      |
| Red Rock        | 94.8                 | 10.3  | 7.9                              | 0.8   | 367.2                | 19.5  | 30.6                             | 1.6   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 863.3                | 51.2  | 78.5                             | 1.5   |                |      |
| CREOKS          | 274.8                | 11.9  | 22.9                             | 1.9   | 374.5                | 25.3  | 31.2                             | 1.2   |                |      |
| North Care      | 36.4                 | 3.6   | 3.6                              | 1.0   | 102.4                | 7.4   | 8.5                              | 1.2   |                |      |
| Chisholm Trail  | 327.1                | 22.8  | 27.3                             | 1.2   | 262.5                | 19.3  | 21.9                             | 1.1   |                |      |
| Grand Lake      | 545.6                | 40.7  | 45.5                             | 1.1   | 728.4                | 57.6  | 60.7                             | 1.1   |                |      |
| Green Country   | 129.0                | 10.8  | 10.8                             | 1.0   | 172.3                | 14.0  | 14.4                             | 1.0   |                |      |
| Bill Willis     | 431.2                | 30.6  | 35.9                             | 1.2   | 378.9                | 31.3  | 31.6                             | 1.0   |                |      |
| Wheatland       | 143.0                | 14.3  | 11.9                             | 0.8   | 162.5                | 15.3  | 13.5                             | 0.9   |                |      |
| Red Rock West   | 281.2                | 29.3  | 23.4                             | 0.8   | 306.2                | 29.6  | 25.5                             | 0.9   |                |      |
| ACT             | 6.5                  | 1.5   | 1.3                              | 0.9   | 113.3                | 12.4  | 10.3                             | 0.8   |                |      |
| MHSSO           | 489.5                | 52.7  | 40.8                             | 0.8   | 516.6                | 52.9  | 43.1                             | 0.8   |                |      |
| Carl Albert     | 31.8                 | 6.0   | 5.3                              | 0.9   | 64.3                 | 7.2   | 5.4                              | 0.7   |                |      |
| Central OK      | 136.5                | 21.3  | 11.4                             | 0.5   | 170.3                | 22.8  | 14.2                             | 0.6   |                |      |
| WSPC            | 114.8                | 26.3  | 9.6                              | 0.4   | 138.8                | 34.2  | 11.6                             | 0.3   |                |      |

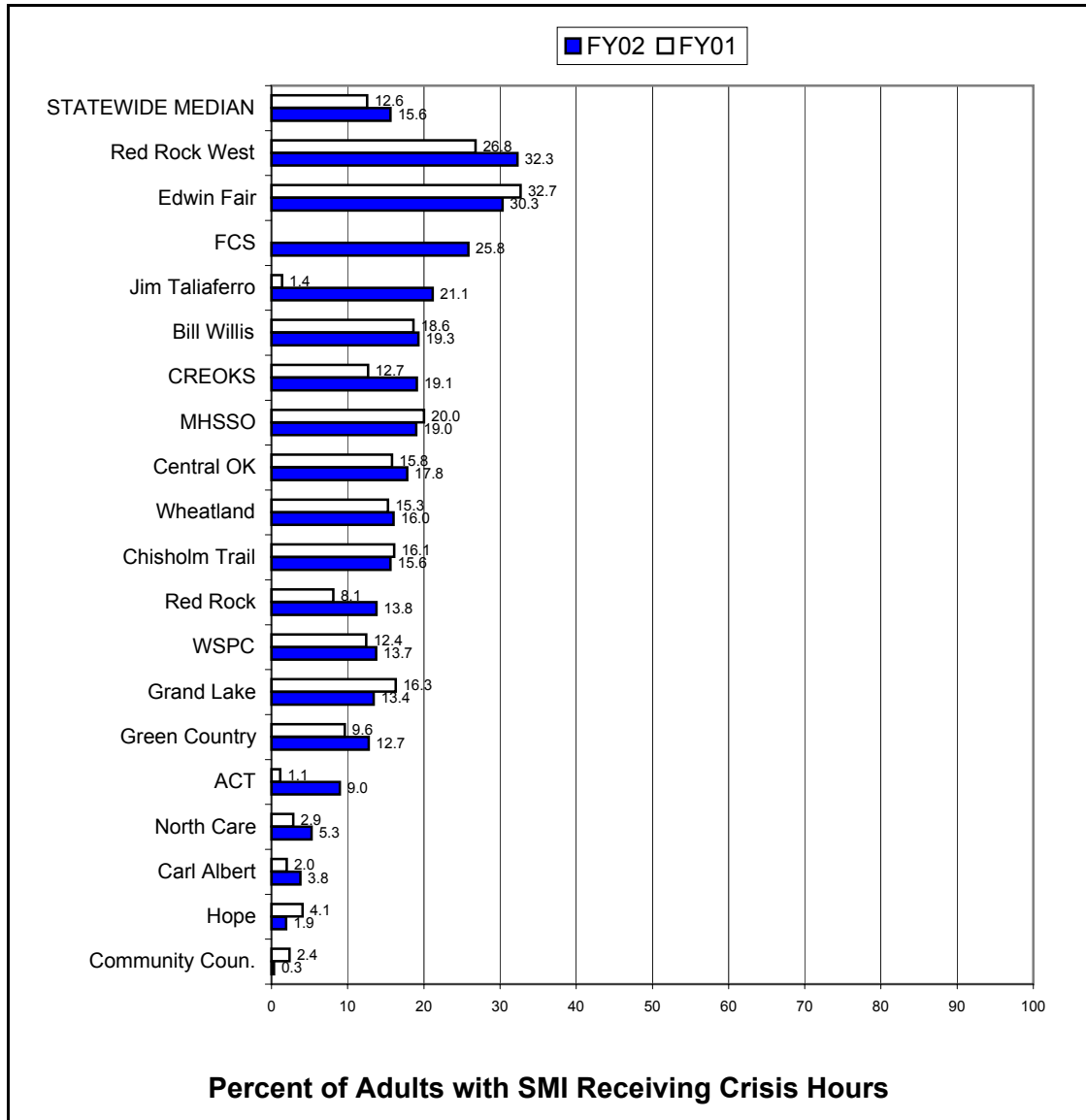
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Crisis Hours**

Question: What percent of adults with SMI are receiving crisis hours?



Answer: In FY02 the percent of adults with SMI receiving crisis hours varied among all CMHCs from 0.3 to 32.3 percent, with a statewide median of 15.6 percent. Compared with FY01, the percent receiving crisis hours increased in FY02 among 12 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Crisis Hours

Question: What percent of adults with SMI are receiving crisis hours?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of<br>SMI clients<br>receiving<br>service | Median         | Mean |
| Red Rock West   | 564                      | 151  | 26.8  | 536                      | 173  | 32.3  | 15.6           | 15.3 |
| Edwin Fair      | 1,092                    | 357  | 32.7  | 1,167                    | 354  | 30.3  |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 308  | 25.8  |                |      |
| Jim Taliaferro  | 1,171                    | 16   | 1.4   | 1,272                    | 269  | 21.1  |                |      |
| Bill Willis     | 1,138                    | 212  | 18.6  | 1,172                    | 226  | 19.3  |                |      |
| CREOKS          | 805                      | 102  | 12.7  | 975                      | 186  | 19.1  |                |      |
| MHSSO           | 1,888                    | 378  | 20.0  | 2,198                    | 418  | 19.0  |                |      |
| Central OK      | 1,075                    | 170  | 15.8  | 999                      | 178  | 17.8  |                |      |
| Wheatland       | 706                      | 108  | 15.3  | 693                      | 111  | 16.0  |                |      |
| Chisholm Trail  | 969                      | 156  | 16.1  | 878                      | 137  | 15.6  |                |      |
| Red Rock        | 861                      | 70   | 8.1   | 821                      | 113  | 13.8  |                |      |
| WSPC            | 932                      | 116  | 12.4  | 968                      | 133  | 13.7  |                |      |
| Grand Lake      | 1,881                    | 307  | 16.3  | 3,272                    | 439  | 13.4  |                |      |
| Green Country   | 996                      | 96   | 9.6   | 1,020                    | 130  | 12.7  |                |      |
| ACT             | 529                      | 6  | 1.1   | 1,171                    | 105  | 9.0   |                |      |
| North Care      | 941                      | 27   | 2.9   | 1,028                    | 54   | 5.3   |                |      |
| Carl Albert     | 1,594                    | 32   | 2.0   | 1,668                    | 63   | 3.8   |                |      |
| Hope            | 932                      | 38   | 4.1   | 1,035                    | 20   | 1.9   |                |      |
| Community Coun. | 1,013                    | 24   | 2.4   | 977                      | 3  | 0.3   |                |      |

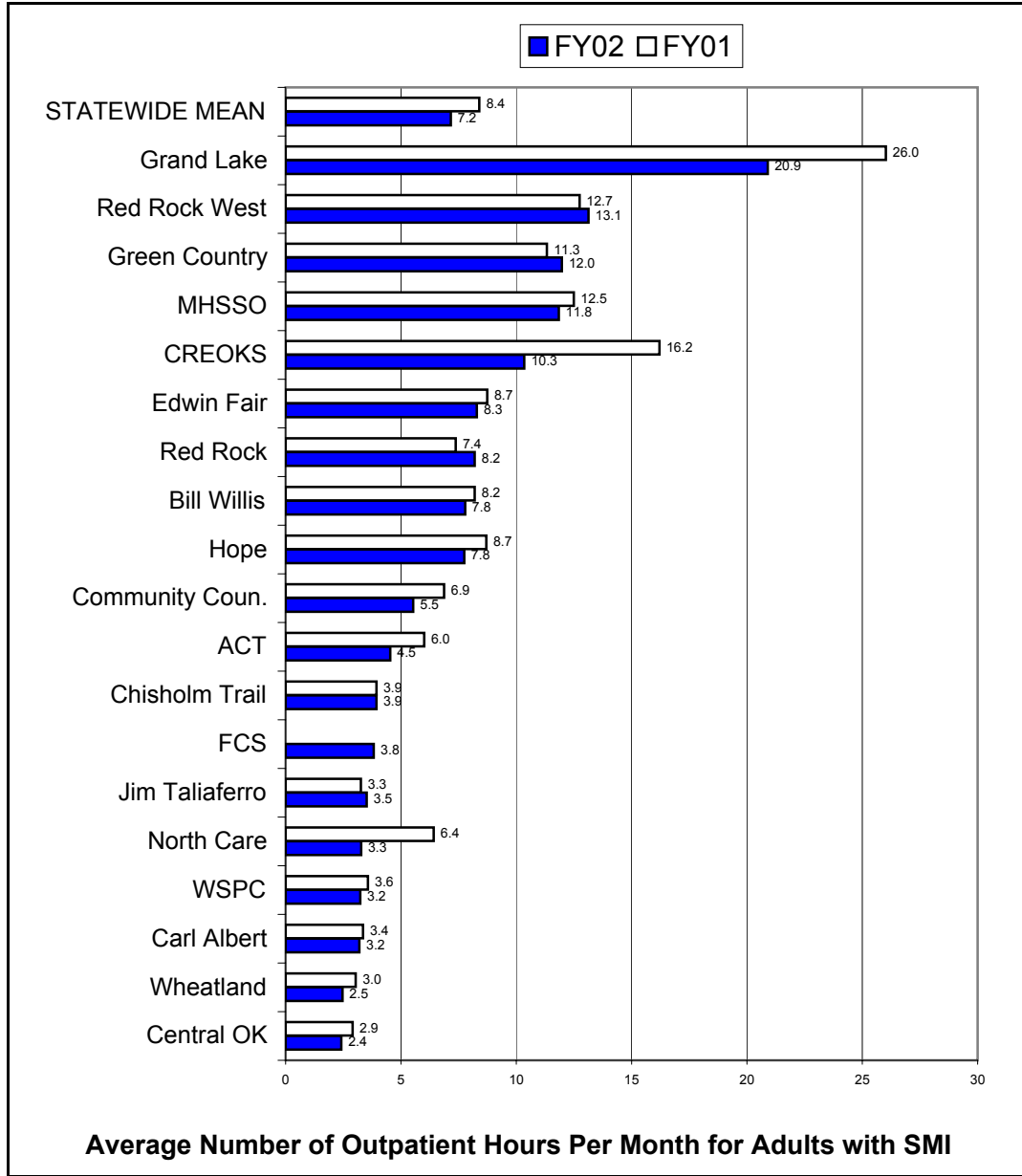
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

Average Number of Outpatient Hours for Adults with SMI

Question: What is the average number of outpatient hours per month for adults with SMI receiving outpatient hours?



Answer: In FY02 the average number of outpatient hours per month for adults with SMI varied among all CMHCs from 2.4 to 20.9 hours, with a statewide mean of 7.2 hours. Compared with FY01, the average number of outpatient hours per month increased in FY02 among 4 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.



## Average Number of Outpatient Hours for Adults with SMI

Question: What is the average number of outpatient hours per month for adults with SMI receiving outpatient hours?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Grand Lake      | 329,266.7            | 1,054.4   | 27,438.9                         | 26.0  | 359,703.5            | 1,433.8   | 29,975.3                         | 20.9  | 5.5            | 7.2  |
| Red Rock West   | 53,135.4             | 347.5   | 4,427.9                          | 12.7  | 51,337.2             | 325.7   | 4,278.1                          | 13.1  |                |      |
| Green Country   | 62,473.2             | 459.4   | 5,206.1                          | 11.3  | 72,244.4             | 502.5   | 6,020.4                          | 12.0  |                |      |
| MHSSO           | 159,147.5            | 1,061.9   | 13,262.3                         | 12.5  | 169,772.3            | 1,194.0   | 14,147.7                         | 11.8  |                |      |
| CREOKS          | 70,912.8             | 364.8   | 5,909.4                          | 16.2  | 63,371.3             | 510.6   | 5,280.9                          | 10.3  |                |      |
| Edwin Fair      | 61,103.0             | 582.3   | 5,091.9                          | 8.7   | 66,274.6             | 666.3   | 5,522.9                          | 8.3   |                |      |
| Red Rock        | 56,500.0             | 638.7   | 4,708.3                          | 7.4   | 53,434.9             | 543.2   | 4,452.9                          | 8.2   |                |      |
| Bill Willis     | 73,368.1             | 745.8   | 6,114.0                          | 8.2   | 73,765.0             | 789.5   | 6,147.1                          | 7.8   |                |      |
| Hope            | 41,720.4             | 399.8   | 3,476.7                          | 8.7   | 39,423.0             | 423.8   | 3,285.2                          | 7.8   |                |      |
| Community Coun. | 51,086.7             | 619.8   | 4,257.2                          | 6.9   | 36,114.9             | 544.0   | 3,009.6                          | 5.5   |                |      |
| ACT             | 18,076.1             | 250.7   | 1,506.3                          | 6.0   | 31,465.9             | 578.5   | 2,622.2                          | 4.5   |                |      |
| Chisholm Trail  | 27,557.5             | 583.8   | 2,296.5                          | 3.9   | 25,333.3             | 536.8   | 2,111.1                          | 3.9   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 20,218.3             | 480.5   | 1,838.0                          | 3.8   |                |      |
| Jim Taliaferro  | 34,267.5             | 873.5   | 2,855.6                          | 3.3   | 38,494.5             | 913.9   | 3,207.9                          | 3.5   |                |      |
| North Care      | 36,149.8             | 469.1   | 3,012.5                          | 6.4   | 19,862.2             | 506.0   | 1,655.2                          | 3.3   |                |      |
| WSPC            | 28,793.5             | 673.1   | 2,399.5                          | 3.6   | 27,812.6             | 715.3   | 2,317.7                          | 3.2   |                |      |
| Carl Albert     | 51,963.3             | 1,289.7   | 4,330.3                          | 3.4   | 50,027.7             | 1,302.3   | 4,169.0                          | 3.2   |                |      |
| Wheatland       | 13,940.0             | 383.2   | 1,161.7                          | 3.0   | 11,593.7             | 391.5   | 966.1                            | 2.5   |                |      |
| Central OK      | 31,757.3             | 911.2   | 2,646.4                          | 2.9   | 28,147.4             | 973.8   | 2,345.6                          | 2.4   |                |      |

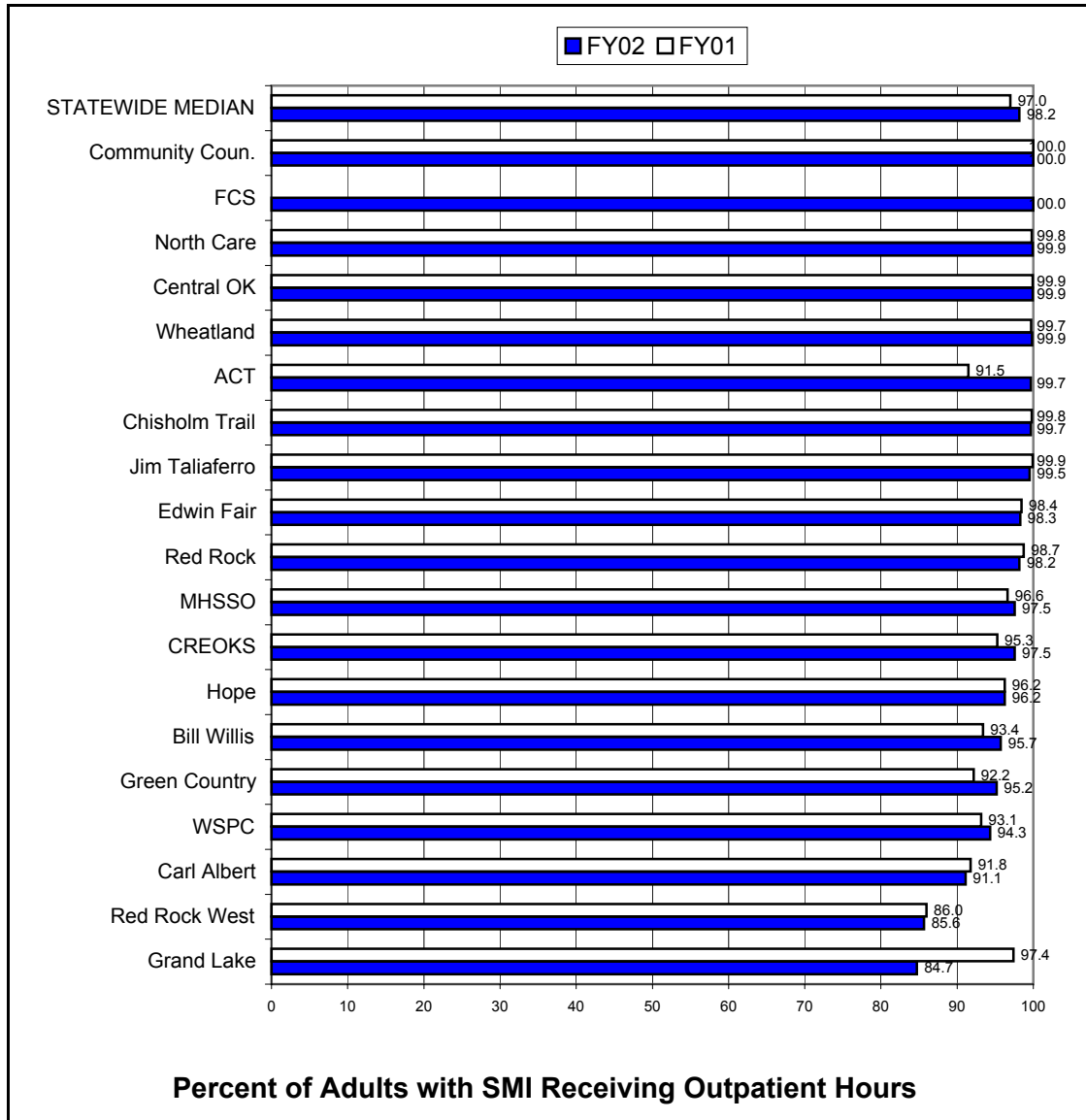
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Outpatient Hours**

Question: What percent of adults with SMI are receiving outpatient hours?



Answer: In FY02 the percent of adults with SMI receiving outpatient hours varied among all CMHCs from 84.7 to 100 percent, with a statewide median of 98.2 percent. Compared with FY01, the percent receiving outpatient hours increased in FY02 among 8 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Outpatient Hours

Question: What percent of adults with SMI are receiving outpatient hours?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Median         | Mean |
| Community Coun. | 1,013                    | 1,013  | 100.0   | 977                      | 977  | 100.0   | 98.2           | 96.5 |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 1,192  | 100.0   |                |      |
| North Care      | 941                      | 939  | 99.8  | 1,028                    | 1,027  | 99.9  |                |      |
| Central OK      | 1,075                    | 1,074  | 99.9  | 999                      | 998  | 99.9  |                |      |
| Wheatland       | 706                      | 704  | 99.7  | 693                      | 692  | 99.9  |                |      |
| ACT             | 529                      | 484  | 91.5  | 1,171                    | 1,167  | 99.7  |                |      |
| Chisholm Trail  | 969                      | 967  | 99.8  | 878                      | 875  | 99.7  |                |      |
| Jim Taliaferro  | 1,171                    | 1,170  | 99.9  | 1,272                    | 1,266  | 99.5  |                |      |
| Edwin Fair      | 1,092                    | 1,075  | 98.4  | 1,167                    | 1,147  | 98.3  |                |      |
| Red Rock        | 861                      | 850  | 98.7  | 821                      | 806  | 98.2  |                |      |
| MHSSO           | 1,888                    | 1,824  | 96.6  | 2,198                    | 2,144  | 97.5  |                |      |
| CREOKS          | 805                      | 767  | 95.3  | 975                      | 951  | 97.5  |                |      |
| Hope            | 932                      | 897  | 96.2  | 1,035                    | 996  | 96.2  |                |      |
| Bill Willis     | 1,138                    | 1,063  | 93.4  | 1,172                    | 1,122  | 95.7  |                |      |
| Green Country   | 996                      | 918  | 92.2  | 1,020                    | 971  | 95.2  |                |      |
| WSPC            | 932                      | 868  | 93.1  | 968                      | 913  | 94.3  |                |      |
| Carl Albert     | 1,594                    | 1,463  | 91.8  | 1,668                    | 1,520  | 91.1  |                |      |
| Red Rock West   | 564                      | 485  | 86.0  | 536                      | 459  | 85.6  |                |      |
| Grand Lake      | 1,881                    | 1,832  | 97.4  | 3,272                    | 2,772  | 84.7  |                |      |

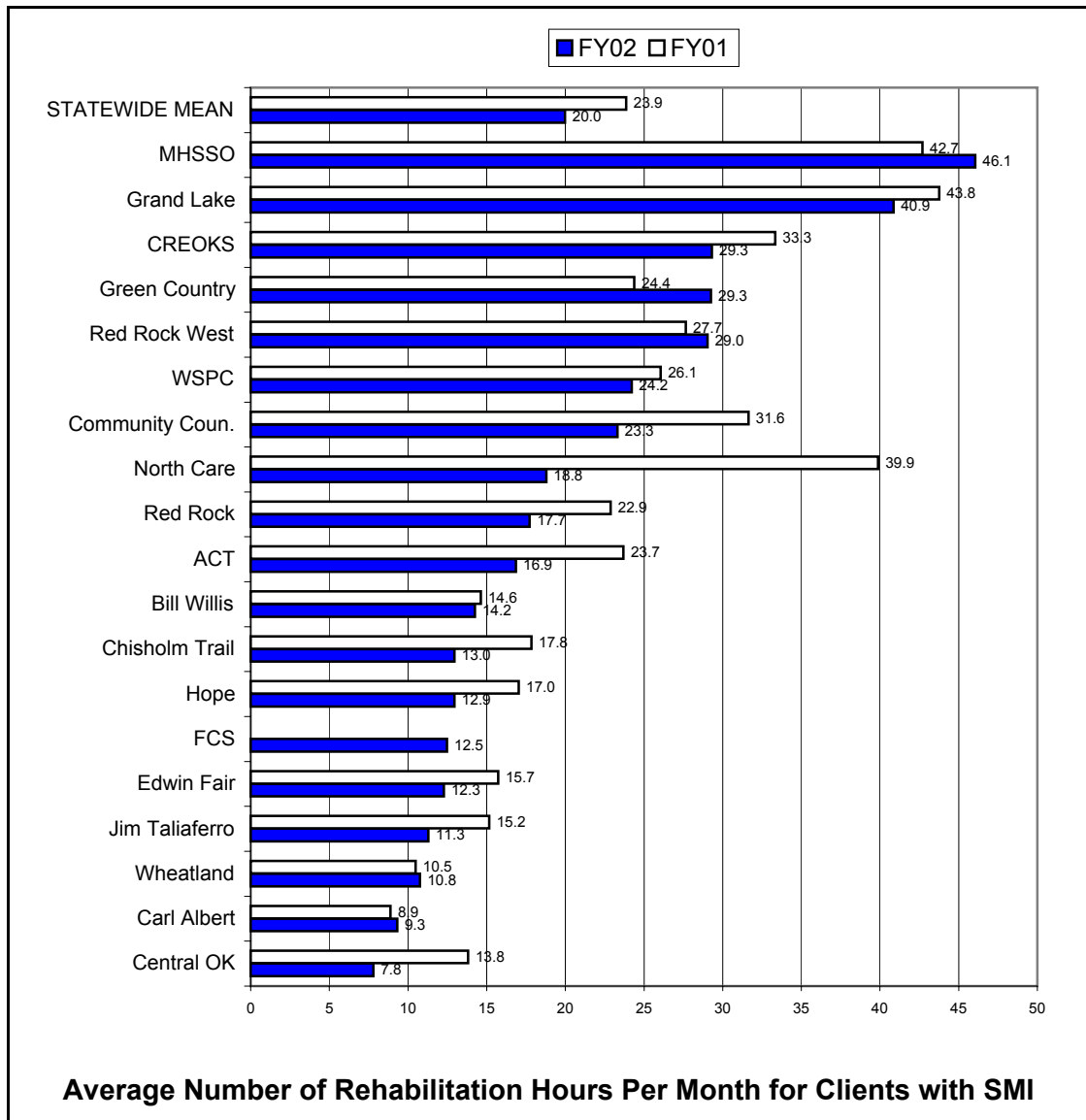
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Rehabilitation Hours for Clients with SMI**

Question: What is the average number of rehabilitation hours per month for adults with SMI receiving rehabilitation hours?



Answer: In FY02 the average number of rehabilitation hours per month for adults with SMI varied among all CMHCs from 7.8 to 46.1 hours, with a statewide mean of 20 hours. Compared with FY01, the average number of hours increased in FY02 among 5 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Rehabilitation Hours for Clients with SMI

Question: What is the average number of rehabilitation hours per month for adults with SMI receiving rehabilitation hours?

| Agency          | FY01                 |   |                                  |  | FY02                 |   |                                  |  | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|--|----------------------|---|----------------------------------|--|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving hours per client per month | Median         | Mean |
| MHSSO           | 147,827.2            | 288.6   | 12,318.9                         | 42.7   | 157,143.8            | 284.3   | 13,095.3                         | 46.1   | 16.9           | 20.0 |
| Grand Lake      | 312,892.4            | 595.9   | 26,074.4                         | 43.8   | 339,302.7            | 691.8   | 28,275.2                         | 40.9   |                |      |
| CREOKS          | 57,171.5             | 142.9   | 4,764.3                          | 33.3   | 50,395.0             | 143.3   | 4,199.6                          | 29.3   |                |      |
| Green Country   | 49,051.5             | 167.7   | 4,087.6                          | 24.4   | 53,548.5             | 152.5   | 4,462.4                          | 29.3   |                |      |
| Red Rock West   | 47,831.6             | 144.1   | 3,986.0                          | 27.7   | 46,925.9             | 134.7   | 3,910.5                          | 29.0   |                |      |
| WSPC            | 23,369.5             | 74.8  | 1,947.5                          | 26.1   | 21,313.0             | 73.3  | 1,776.1                          | 24.2   |                |      |
| Community Coun. | 38,229.2             | 100.7   | 3,185.8                          | 31.6   | 27,303.8             | 97.6  | 2,275.3                          | 23.3   |                |      |
| North Care      | 27,667.2             | 57.8  | 2,305.6                          | 39.9   | 10,142.3             | 45.0  | 845.2                            | 18.8   |                |      |
| Red Rock        | 49,647.5             | 180.8   | 4,137.3                          | 22.9   | 44,220.9             | 207.8   | 3,685.1                          | 17.7   |                |      |
| ACT             | 10,544.6             | 37.1  | 878.7                            | 23.7   | 17,584.8             | 86.9  | 1,465.4                          | 16.9   |                |      |
| Bill Willis     | 62,968.6             | 358.9   | 5,247.4                          | 14.6   | 64,593.6             | 377.8   | 5,382.8                          | 14.2   |                |      |
| Chisholm Trail  | 17,767.0             | 83.0  | 1,480.6                          | 17.8   | 16,260.2             | 104.6   | 1,355.0                          | 13.0   |                |      |
| Hope            | 34,223.1             | 167.3   | 2,851.9                          | 17.0   | 33,022.4             | 212.6   | 2,751.9                          | 12.9   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0  | 5,243.0              | 42.0  | 524.3                            | 12.5   |                |      |
| Edwin Fair      | 48,443.4             | 256.6   | 4,036.9                          | 15.7   | 54,505.5             | 369.8   | 4,542.1                          | 12.3   |                |      |
| Jim Taliaferro  | 23,165.0             | 127.3   | 1,930.4                          | 15.2   | 25,267.1             | 186.5   | 2,105.6                          | 11.3   |                |      |
| Wheatland       | 9,165.3              | 72.8  | 763.8                            | 10.5   | 6,896.6              | 53.4  | 574.7                            | 10.8   |                |      |
| Carl Albert     | 37,502.5             | 351.8   | 3,125.2                          | 8.9  | 34,243.5             | 306.6   | 2,853.6                          | 9.3  |                |      |
| Central OK      | 17,992.6             | 108.5   | 1,499.4                          | 13.8   | 11,229.0             | 119.9   | 935.7                            | 7.8  |                |      |

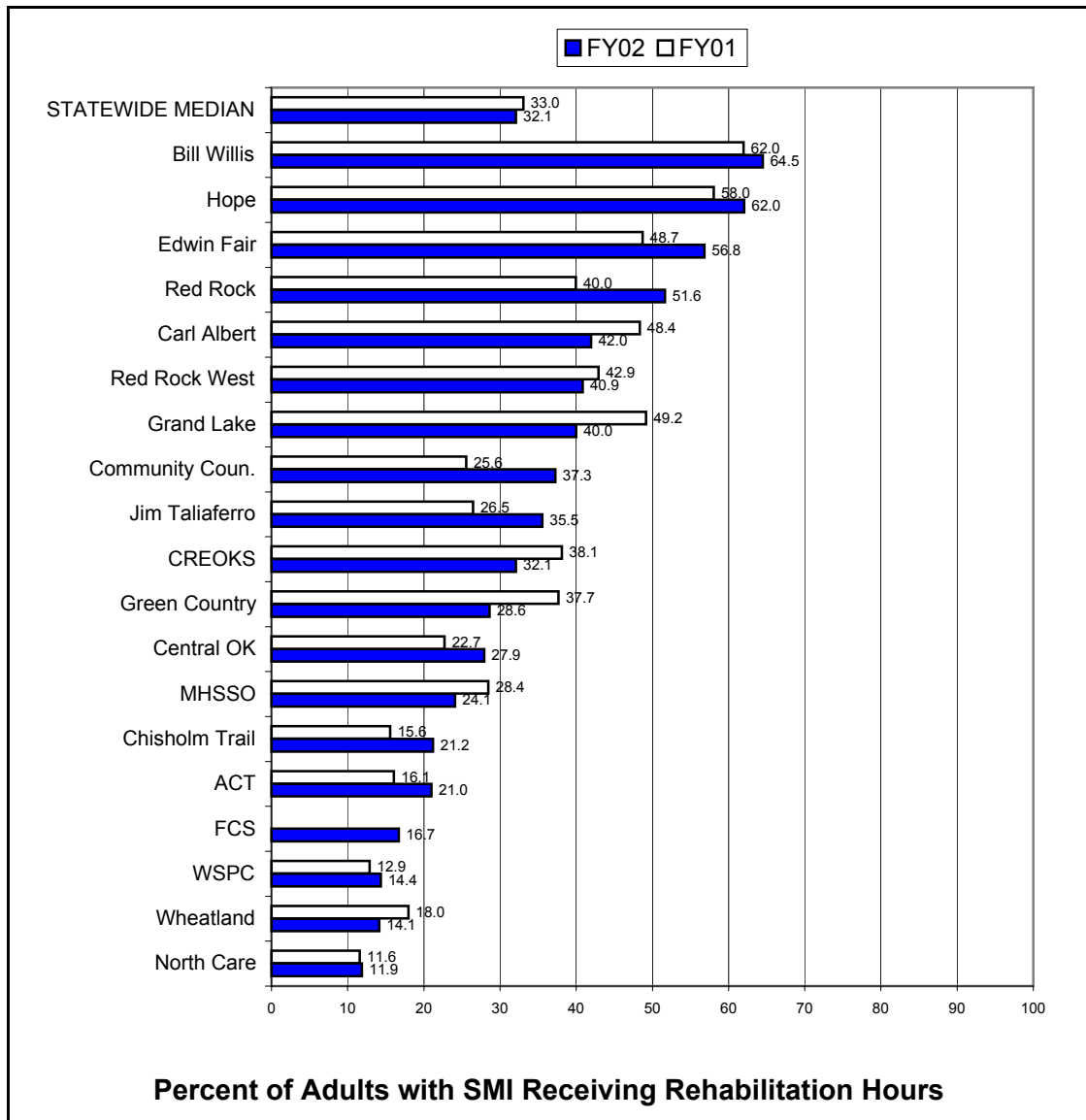
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Adults with SMI Receiving Rehabilitation Hours**

Question: What percent of adults with SMI are receiving rehabilitation hours?



Answer: In FY02 the percent of adults with SMI receiving rehabilitation hours varied among all CMHCs from 11.9 to 64.5 percent, with a statewide median of 32.1 percent. Compared with FY01, the percent receiving rehabilitation hours increased in FY02 among 11 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Adults with SMI Receiving Rehabilitation Hours

Question: What percent of adults with SMI are receiving rehabilitation hours?

| Agency          | FY01                     |  |   | FY02                     |  |   | FY02 Statewide |      |
|-----------------|--------------------------|--|---|--------------------------|--|---|----------------|------|
|                 | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Total adults<br>with SMI | Number of SMI<br>clients<br>receiving<br>service | Percent of SMI<br>clients<br>receiving<br>service | Median         | Mean |
| Bill Willis     | 1,138                    | 705  | 62.0  | 1,172                    | 756  | 64.5  | 32.1           | 33.8 |
| Hope            | 932                      | 541  | 58.0  | 1,035                    | 642  | 62.0  |                |      |
| Edwin Fair      | 1,092                    | 532  | 48.7  | 1,167                    | 663  | 56.8  |                |      |
| Red Rock        | 861                      | 344  | 40.0  | 821                      | 424  | 51.6  |                |      |
| Carl Albert     | 1,594                    | 771  | 48.4  | 1,668                    | 700  | 42.0  |                |      |
| Red Rock West   | 564                      | 242  | 42.9  | 536                      | 219  | 40.9  |                |      |
| Grand Lake      | 1,881                    | 925  | 49.2  | 3,272                    | 1,308  | 40.0  |                |      |
| Community Coun. | 1,013                    | 259  | 25.6  | 977                      | 364  | 37.3  |                |      |
| Jim Taliaferro  | 1,171                    | 310  | 26.5  | 1,272                    | 452  | 35.5  |                |      |
| CREOKS          | 805                      | 307  | 38.1  | 975                      | 313  | 32.1  |                |      |
| Green Country   | 996                      | 375  | 37.7  | 1,020                    | 292  | 28.6  |                |      |
| Central OK      | 1,075                    | 244  | 22.7  | 999                      | 279  | 27.9  |                |      |
| MHSSO           | 1,888                    | 537  | 28.4  | 2,198                    | 530  | 24.1  |                |      |
| Chisholm Trail  | 969                      | 151  | 15.6  | 878                      | 186  | 21.2  |                |      |
| ACT             | 529                      | 85   | 16.1  | 1,171                    | 246  | 21.0  |                |      |
| FCS             | 0                        | 0  | 0.0   | 1,192                    | 199  | 16.7  |                |      |
| WSPC            | 932                      | 120  | 12.9  | 968                      | 139  | 14.4  |                |      |
| Wheatland       | 706                      | 127  | 18.0  | 693                      | 98   | 14.1  |                |      |
| North Care      | 941                      | 109  | 11.6  | 1,028                    | 122  | 11.9  |                |      |

Refer to Definition pages 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.

See Appendix C for a list of service codes included in this indicator.



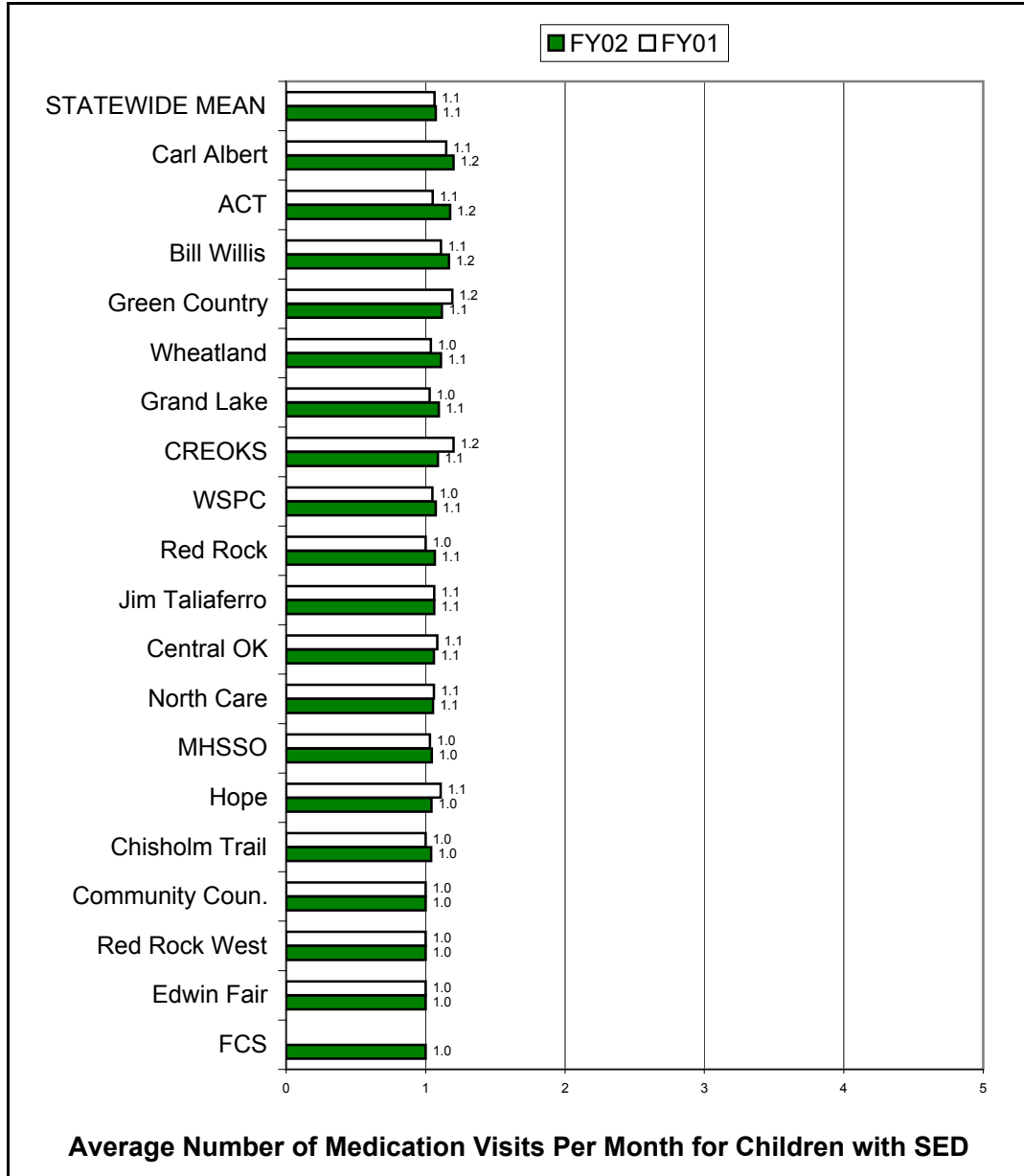
# **Service Utilization Indicators Children with SED**





Average Number of Medication Visits for Children with SED

Question: What is the average number of medication visits per month for children with SED receiving medication visits?



Answer: In FY02 the average number of medication visits per month for children with SED varied among all CMHCs from 1 to 1.2 visits, with a statewide mean of 1.1 visits.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Medication Visits for Children with SED

Question: What is the average number of medication visits per month for children with SED receiving medication visits?

| Agency          | FY01                    |  |   |  | FY02                    |  |   |  | FY02 Statewide |      |
|-----------------|-------------------------|--|---|--|-------------------------|--|---|--|----------------|------|
|                 | Total medication visits | Average no. of clients receiving medication visits per month | Average number of medication visits per month | Average number of medication visits per client per month | Total medication visits | Average no. of clients receiving medication visits per month | Average number of medication visits per month | Average number of medication visits per client per month | Median         | Mean |
| Carl Albert     | 78                      | 5.7  | 6.5   | 1.1  | 42                      | 2.9  | 3.5   | 1.2  | 1.1            | 1.1  |
| ACT             | 83                      | 6.6  | 6.9   | 1.1  | 114                     | 8.1  | 9.5   | 1.2  |                |      |
| Bill Willis     | 212                     | 15.9   | 17.7  | 1.1  | 300                     | 21.4   | 25.0  | 1.2  |                |      |
| Green Country   | 62                      | 4.3  | 5.2   | 1.2  | 114                     | 8.5  | 9.5   | 1.1  |                |      |
| Wheatland       | 55                      | 4.4  | 4.6   | 1.0  | 90                      | 6.8  | 7.5   | 1.1  |                |      |
| Grand Lake      | 71                      | 5.8  | 5.9   | 1.0  | 93                      | 7.1  | 7.8   | 1.1  |                |      |
| CREOKS          | 12                      | 1.4  | 1.7   | 1.2  | 37                      | 3.1  | 3.4   | 1.1  |                |      |
| WSPC            | 150                     | 11.9   | 12.5  | 1.0  | 145                     | 11.3   | 12.1  | 1.1  |                |      |
| Red Rock        | 12                      | 1.3  | 1.3   | 1.0  | 16                      | 1.5  | 1.6   | 1.1  |                |      |
| Jim Taliaferro  | 507                     | 39.8   | 42.3  | 1.1  | 553                     | 43.4   | 46.1  | 1.1  |                |      |
| Central OK      | 423                     | 32.5   | 35.3  | 1.1  | 526                     | 41.3   | 43.8  | 1.1  |                |      |
| North Care      | 53                      | 4.2  | 4.4   | 1.1  | 118                     | 9.3  | 9.8   | 1.1  |                |      |
| MHSSO           | 32                      | 2.6  | 2.7   | 1.0  | 46                      | 3.7  | 3.8   | 1.0  |                |      |
| Hope            | 51                      | 3.8  | 4.3   | 1.1  | 25                      | 2.2  | 2.3   | 1.0  |                |      |
| Chisholm Trail  | 43                      | 3.6  | 3.6   | 1.0  | 26                      | 2.3  | 2.4   | 1.0  |                |      |
| Community Coun. | 17                      | 1.4  | 1.4   | 1.0  | 6                       | 1.0  | 1.0   | 1.0  |                |      |
| Red Rock West   | 8                       | 1.6  | 1.6   | 1.0  | 6                       | 1.2  | 1.2   | 1.0  |                |      |
| Edwin Fair      | 5                       | 1.3  | 1.3   | 1.0  | 2                       | 1.0  | 1.0   | 1.0  |                |      |
| FCS             | 0                       | 0.0  | 0.0   | 0.0  | 2                       | 1.0  | 1.0   | 1.0  |                |      |

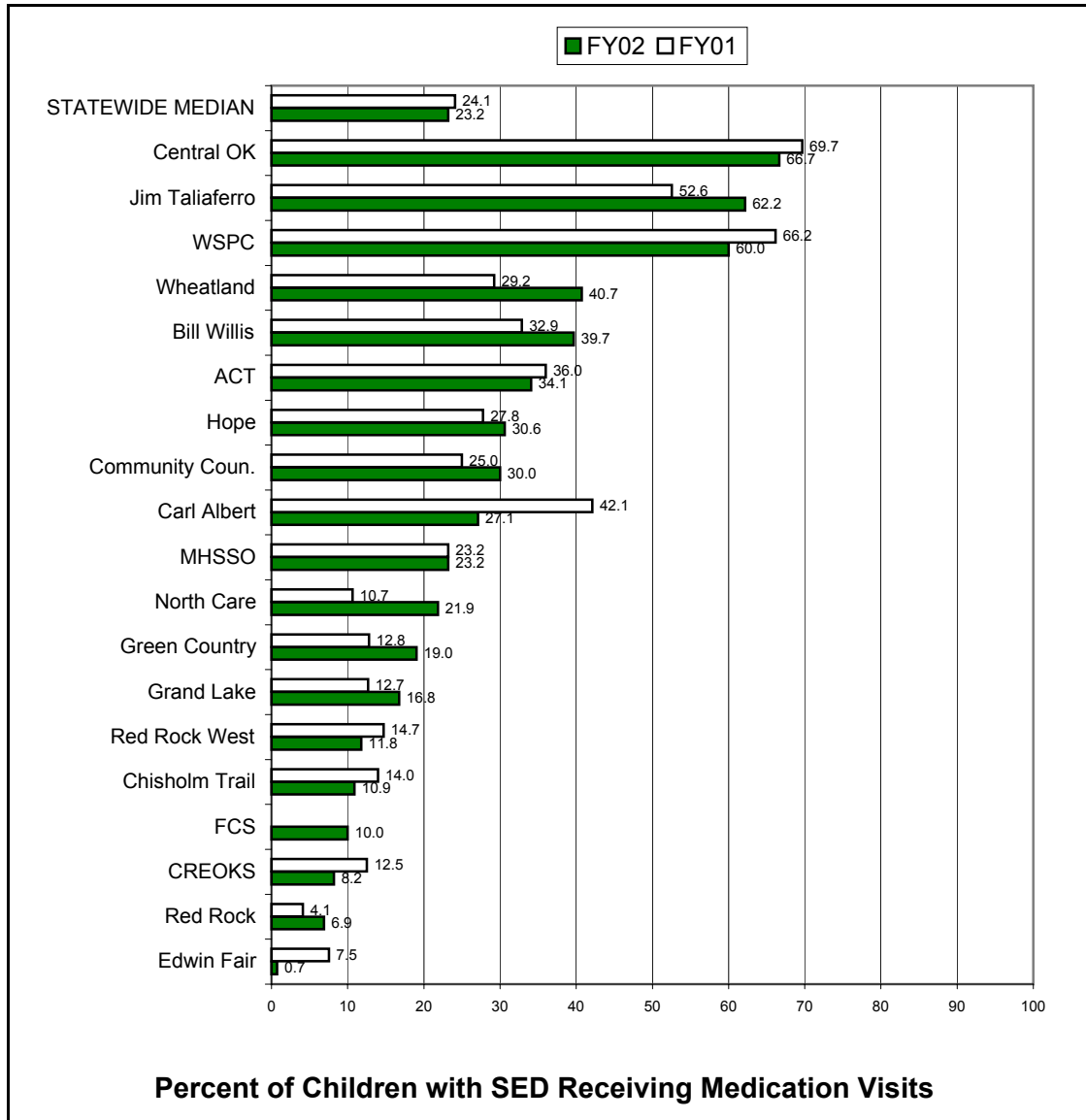
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

Percent of Children with SED Receiving Medication Visits

Question: What percent of children with SED are receiving medication visits?



Answer: In FY02 the percent of children with SED receiving medication visits varied among all CMHCs from 0.7 to 66.7 percent, with a statewide median of 23.2 percent. Compared with FY01, the percent receiving medication visits increased in FY02 among 9 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Medication Visits

Question: What percent of children with SED are receiving medication visits?

| Agency          | FY01                    |   |  | FY02                    |   |  | FY02 Statewide |      |
|-----------------|-------------------------|---|--|-------------------------|---|--|----------------|------|
|                 | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Median         | Mean |
| Central OK      | 122                     | 85                                      | 69.7                                     | 153                     | 102                                     | 66.7                                     | 23.2           | 27.4 |
| Jim Taliaferro  | 333                     | 175                                     | 52.6                                     | 275                     | 171                                     | 62.2                                     |                |      |
| WSPC            | 68                      | 45                                      | 66.2                                     | 65                      | 39                                      | 60.0                                     |                |      |
| Wheatland       | 65                      | 19                                      | 29.2                                     | 54                      | 22                                      | 40.7                                     |                |      |
| Bill Willis     | 146                     | 48                                      | 32.9                                     | 179                     | 71                                      | 39.7                                     |                |      |
| ACT             | 75                      | 27                                      | 36.0                                     | 91                      | 31                                      | 34.1                                     |                |      |
| Hope            | 54                      | 15                                      | 27.8                                     | 49                      | 15                                      | 30.6                                     |                |      |
| Community Coun. | 28                      | 7                                       | 25.0                                     | 10                      | 3                                       | 30.0                                     |                |      |
| Carl Albert     | 38                      | 16                                      | 42.1                                     | 59                      | 16                                      | 27.1                                     |                |      |
| MHSSO           | 56                      | 13                                      | 23.2                                     | 69                      | 16                                      | 23.2                                     |                |      |
| North Care      | 122                     | 13                                      | 10.7                                     | 151                     | 33                                      | 21.9                                     |                |      |
| Green Country   | 211                     | 27                                      | 12.8                                     | 210                     | 40                                      | 19.0                                     |                |      |
| Grand Lake      | 134                     | 17                                      | 12.7                                     | 161                     | 27                                      | 16.8                                     |                |      |
| Red Rock West   | 34                      | 5                                       | 14.7                                     | 34                      | 4                                       | 11.8                                     |                |      |
| Chisholm Trail  | 93                      | 13                                      | 14.0                                     | 101                     | 11                                      | 10.9                                     |                |      |
| FCS             | 0                       | 0                                       | 0.0                                      | 10                      | 1                                       | 10.0                                     |                |      |
| CREOKS          | 48                      | 6                                       | 12.5                                     | 159                     | 13                                      | 8.2                                      |                |      |
| Red Rock        | 73                      | 3                                       | 4.1                                      | 58                      | 4                                       | 6.9                                      |                |      |
| Edwin Fair      | 53                      | 4                                       | 7.5                                      | 134                     | 1                                       | 0.7                                      |                |      |

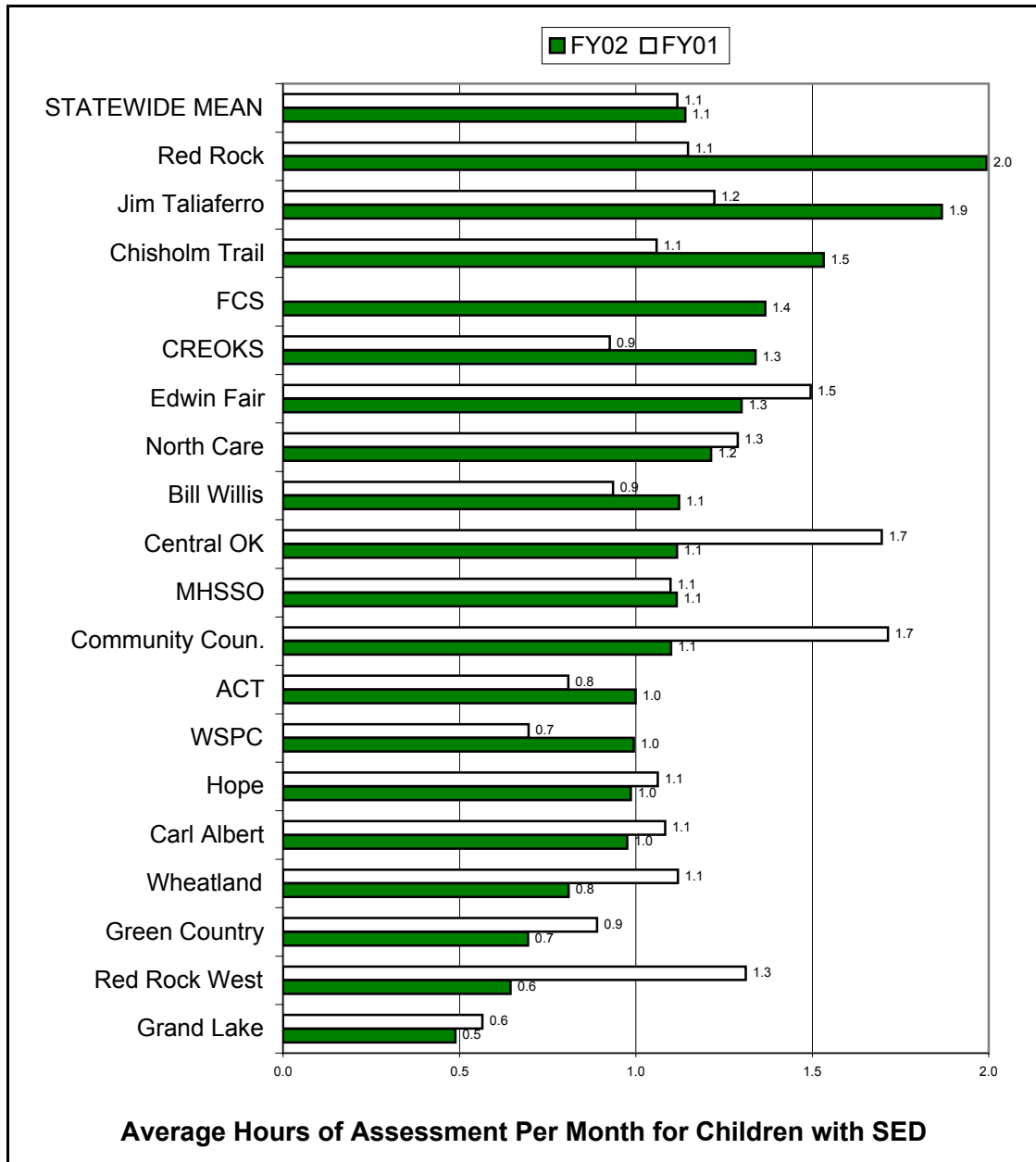
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Assessment Hours for Children with SED**

Question: What is the average number of assessment hours per month for children with SED receiving assessment hours?



Answer: In FY02 the average number of assessment hours per month for children with SED receiving assessment services varied among all CMHCs from 0.5 to 2 hours, with a statewide mean of 1.1 hours. When compared to FY01, the average number of assessment hours per month increased in FY02 among 7 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Assessment Hours for Children with SED

Question: What is the average number of assessment hours per month for children with SED receiving assessment hours?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Red Rock        | 74.6                 | 6.5   | 7.5                              | 1.1   | 103.7                | 6.5   | 13.0                             | 2.0   | 1.1            | 1.1  |
| Jim Taliaferro  | 232.3                | 15.8  | 19.4                             | 1.2   | 338.0                | 15.1  | 28.2                             | 1.9   |                |      |
| Chisholm Trail  | 88.9                 | 7.0   | 7.4                              | 1.1   | 59.8                 | 3.3   | 5.0                              | 1.5   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 20.5                 | 3.0   | 4.1                              | 1.4   |                |      |
| CREOKS          | 40.8                 | 4.0   | 3.7                              | 0.9   | 225.0                | 14.0  | 18.8                             | 1.3   |                |      |
| Edwin Fair      | 76.3                 | 4.6   | 6.9                              | 1.5   | 189.8                | 12.2  | 15.8                             | 1.3   |                |      |
| North Care      | 181.8                | 11.8  | 15.1                             | 1.3   | 207.5                | 14.3  | 17.3                             | 1.2   |                |      |
| Bill Willis     | 140.3                | 12.5  | 11.7                             | 0.9   | 253.8                | 18.8  | 21.1                             | 1.1   |                |      |
| Central OK      | 74.7                 | 4.0   | 6.8                              | 1.7   | 272.5                | 20.3  | 22.7                             | 1.1   |                |      |
| MHSSO           | 36.3                 | 2.8   | 3.0                              | 1.1   | 48.0                 | 3.9   | 4.4                              | 1.1   |                |      |
| Community Coun. | 24.0                 | 1.8   | 3.0                              | 1.7   | 5.5                  | 1.3   | 1.4                              | 1.1   |                |      |
| ACT             | 30.7                 | 3.8   | 3.1                              | 0.8   | 101.9                | 8.5   | 8.5                              | 1.0   |                |      |
| WSPC            | 39.7                 | 4.8   | 3.3                              | 0.7   | 74.6                 | 6.3   | 6.2                              | 1.0   |                |      |
| Hope            | 28.7                 | 3.0   | 3.2                              | 1.1   | 34.5                 | 3.2   | 3.1                              | 1.0   |                |      |
| Carl Albert     | 78.0                 | 6.0   | 6.5                              | 1.1   | 77.1                 | 7.2   | 7.0                              | 1.0   |                |      |
| Wheatland       | 64.9                 | 4.8   | 5.4                              | 1.1   | 37.3                 | 4.2   | 3.4                              | 0.8   |                |      |
| Green Country   | 109.5                | 10.3  | 9.1                              | 0.9   | 109.0                | 13.1  | 9.1                              | 0.7   |                |      |
| Red Rock West   | 49.8                 | 3.5   | 4.5                              | 1.3   | 24.5                 | 3.8   | 2.5                              | 0.6   |                |      |
| Grand Lake      | 71.7                 | 10.6  | 6.0                              | 0.6   | 47.9                 | 8.2   | 4.0                              | 0.5   |                |      |

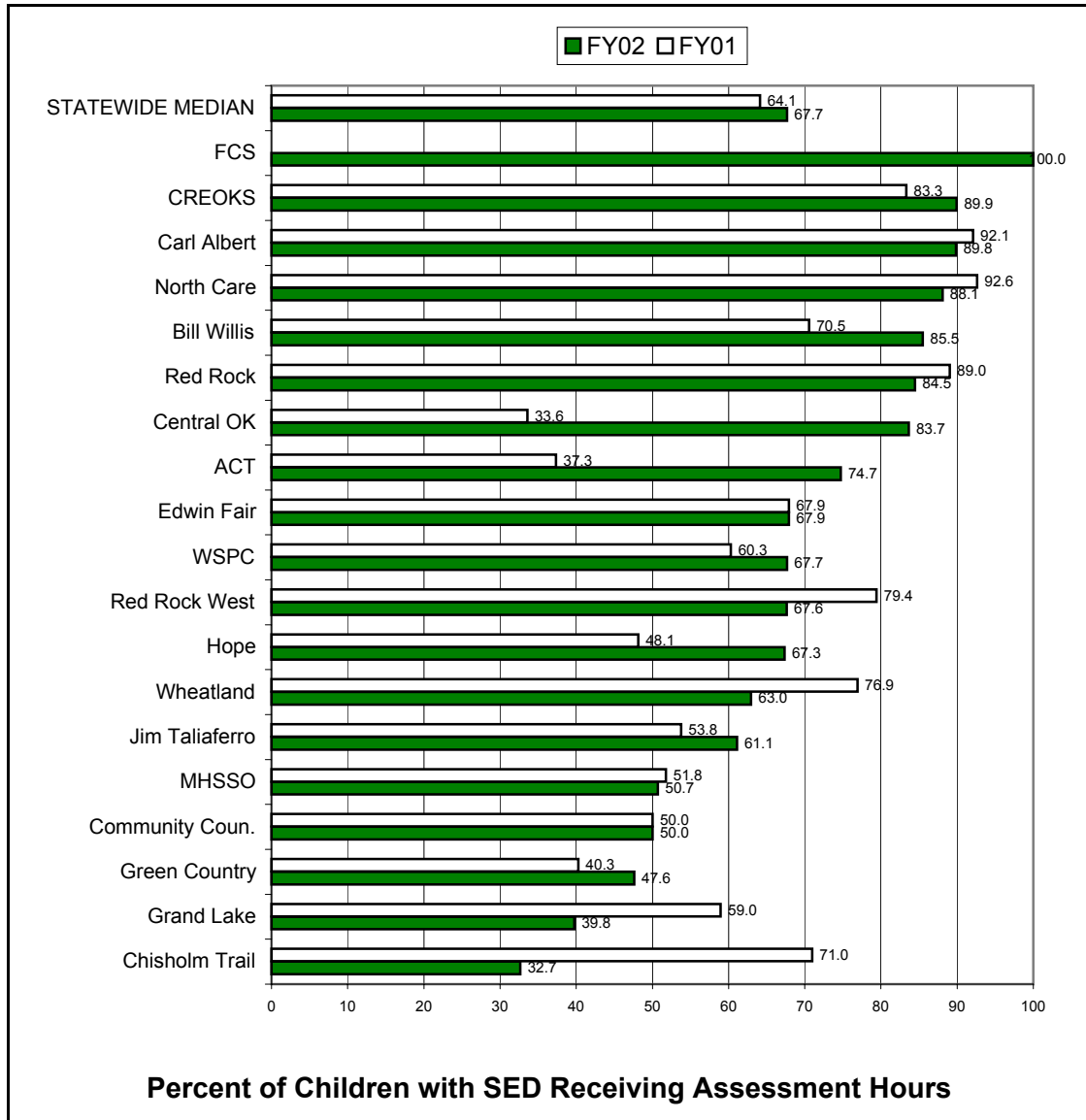
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

Percent of Children with SED Receiving Assessment

Question: What percent of children with SED are receiving assessment hours?



Answer: In FY02 the percent of children with SED receiving an assessment varied among all CMHCs from 32.7 to 100 percent, with a statewide median of 67.7 percent. Compared with FY01, the percent receiving an assessment increased in FY02 among 8 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Assessment

Question: What percent of children with SED are receiving assessment hours?

| Agency          | FY01                    |   |  | FY02                    |   |  | FY02 Statewide |      |
|-----------------|-------------------------|---|--|-------------------------|---|--|----------------|------|
|                 | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Median         | Mean |
| FCS             | 0                       | 0                                       | 0.0                                      | 10                      | 10                                      | 100.0                                    | 67.7           | 69.0 |
| CREOKS          | 48                      | 40                                      | 83.3                                     | 159                     | 143                                     | 89.9                                     |                |      |
| Carl Albert     | 38                      | 35                                      | 92.1                                     | 59                      | 53                                      | 89.8                                     |                |      |
| North Care      | 122                     | 113                                     | 92.6                                     | 151                     | 133                                     | 88.1                                     |                |      |
| Bill Willis     | 146                     | 103                                     | 70.5                                     | 179                     | 153                                     | 85.5                                     |                |      |
| Red Rock        | 73                      | 65                                      | 89.0                                     | 58                      | 49                                      | 84.5                                     |                |      |
| Central OK      | 122                     | 41                                      | 33.6                                     | 153                     | 128                                     | 83.7                                     |                |      |
| ACT             | 75                      | 28                                      | 37.3                                     | 91                      | 68                                      | 74.7                                     |                |      |
| Edwin Fair      | 53                      | 36                                      | 67.9                                     | 134                     | 91                                      | 67.9                                     |                |      |
| WSPC            | 68                      | 41                                      | 60.3                                     | 65                      | 44                                      | 67.7                                     |                |      |
| Red Rock West   | 34                      | 27                                      | 79.4                                     | 34                      | 23                                      | 67.6                                     |                |      |
| Hope            | 54                      | 26                                      | 48.1                                     | 49                      | 33                                      | 67.3                                     |                |      |
| Wheatland       | 65                      | 50                                      | 76.9                                     | 54                      | 34                                      | 63.0                                     |                |      |
| Jim Taliaferro  | 333                     | 179                                     | 53.8                                     | 275                     | 168                                     | 61.1                                     |                |      |
| MHSSO           | 56                      | 29                                      | 51.8                                     | 69                      | 35                                      | 50.7                                     |                |      |
| Community Coun. | 28                      | 14                                      | 50.0                                     | 10                      | 5                                       | 50.0                                     |                |      |
| Green Country   | 211                     | 85                                      | 40.3                                     | 210                     | 100                                     | 47.6                                     |                |      |
| Grand Lake      | 134                     | 79                                      | 59.0                                     | 161                     | 64                                      | 39.8                                     |                |      |
| Chisholm Trail  | 93                      | 66                                      | 71.0                                     | 101                     | 33                                      | 32.7                                     |                |      |

Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

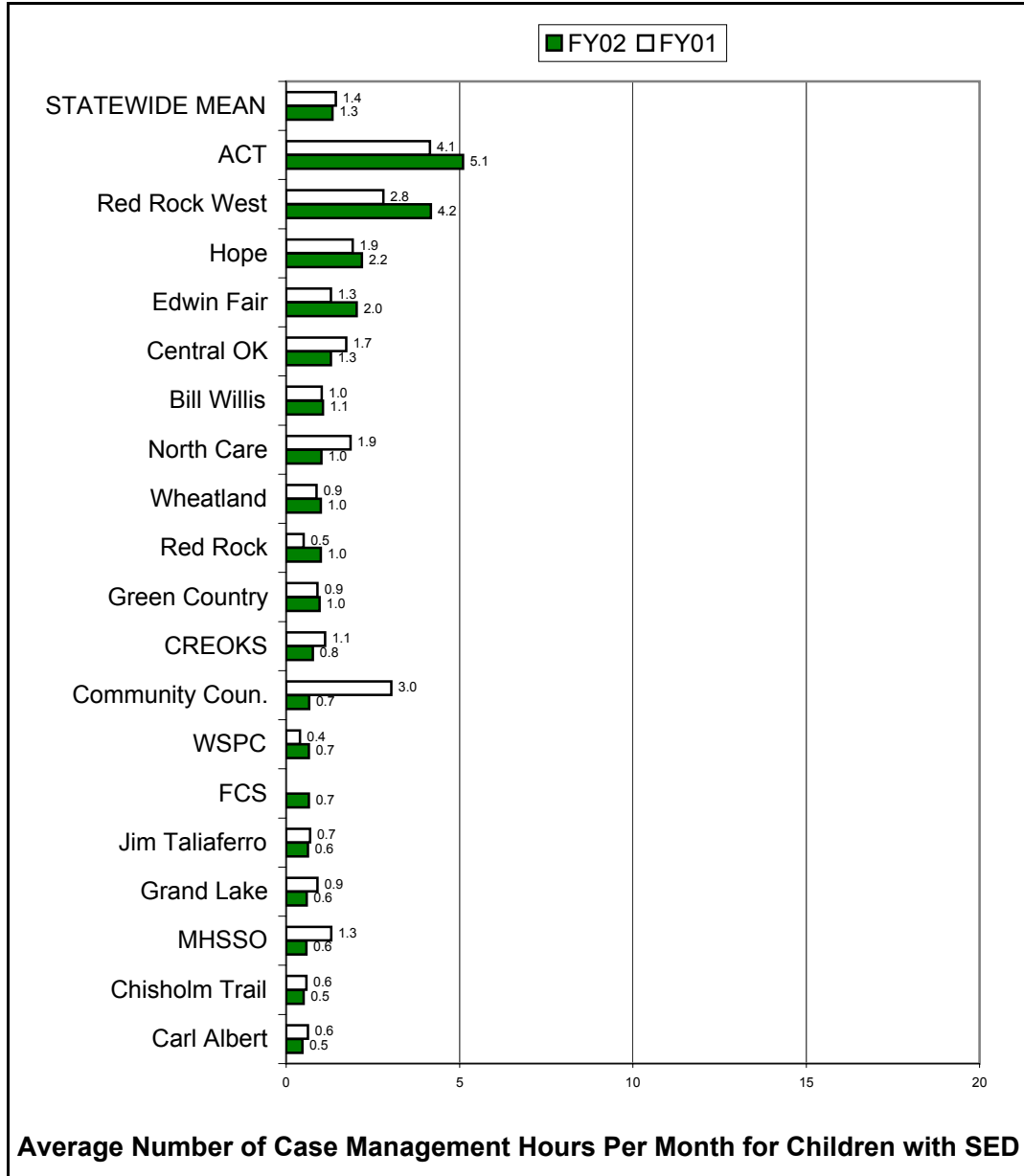
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

See Appendix C for a list of service codes included in this indicator.



Average Number of Case Management Hours for Children with SED

Question: What is the average number of case management hours per month for children with SED receiving case management?



Answer: In FY02 the average number of case management hours per month for children with SED varied among all CMHCs from 0.5 to 5.1 hours, with a statewide mean of 1.3 hours. When compared to FY01, the average number of case management hours per month increased in FY02 among 7 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Case Management Hours for Children with SED

Question: What is the average number of case management hours per month for children with SED receiving case management?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| ACT             | 1,123.8              | 22.6  | 93.6                             | 4.1   | 1,774.5              | 29.0  | 147.9                            | 5.1   | 1.0            | 1.3  |
| Red Rock West   | 101.0                | 3.3   | 9.2                              | 2.8   | 392.6                | 7.8   | 32.7                             | 4.2   |                |      |
| Hope            | 34.5                 | 1.8   | 3.5                              | 1.9   | 111.3                | 4.3   | 9.3                              | 2.2   |                |      |
| Edwin Fair      | 50.5                 | 3.9   | 5.1                              | 1.3   | 304.8                | 12.5  | 25.4                             | 2.0   |                |      |
| Central OK      | 156.1                | 7.5   | 13.0                             | 1.7   | 203.4                | 13.2  | 16.9                             | 1.3   |                |      |
| Bill Willis     | 21.5                 | 2.1   | 2.2                              | 1.0   | 68.1                 | 5.3   | 5.7                              | 1.1   |                |      |
| North Care      | 63.3                 | 3.1   | 5.8                              | 1.9   | 37.8                 | 4.1   | 4.2                              | 1.0   |                |      |
| Wheatland       | 1.8                  | 1.0   | 0.9                              | 0.9   | 4.0                  | 1.3   | 1.3                              | 1.0   |                |      |
| Red Rock        | 1.0                  | 2.0   | 1.0                              | 0.5   | 1.0                  | 1.0   | 1.0                              | 1.0   |                |      |
| Green Country   | 46.0                 | 4.3   | 3.8                              | 0.9   | 74.3                 | 6.4   | 6.2                              | 1.0   |                |      |
| CREOKS          | 43.8                 | 3.5   | 4.0                              | 1.1   | 28.5                 | 3.7   | 2.9                              | 0.8   |                |      |
| Community Coun. | 45.5                 | 1.9   | 5.7                              | 3.0   | 2.0                  | 1.0   | 0.7                              | 0.7   |                |      |
| WSPC            | 36.3                 | 7.6   | 3.0                              | 0.4   | 87.8                 | 11.2  | 7.3                              | 0.7   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 3.3                  | 1.3   | 0.8                              | 0.7   |                |      |
| Jim Taliaferro  | 76.8                 | 14.0  | 9.6                              | 0.7   | 111.1                | 14.7  | 9.3                              | 0.6   |                |      |
| Grand Lake      | 45.1                 | 4.5   | 4.1                              | 0.9   | 51.4                 | 7.9   | 4.7                              | 0.6   |                |      |
| MHSSO           | 18.3                 | 1.6   | 2.0                              | 1.3   | 15.8                 | 2.7   | 1.6                              | 0.6   |                |      |
| Chisholm Trail  | 15.8                 | 2.7   | 1.6                              | 0.6   | 1.5                  | 1.0   | 0.5                              | 0.5   |                |      |
| Carl Albert     | 2.5                  | 1.3   | 0.8                              | 0.6   | 3.3                  | 1.2   | 0.5                              | 0.5   |                |      |

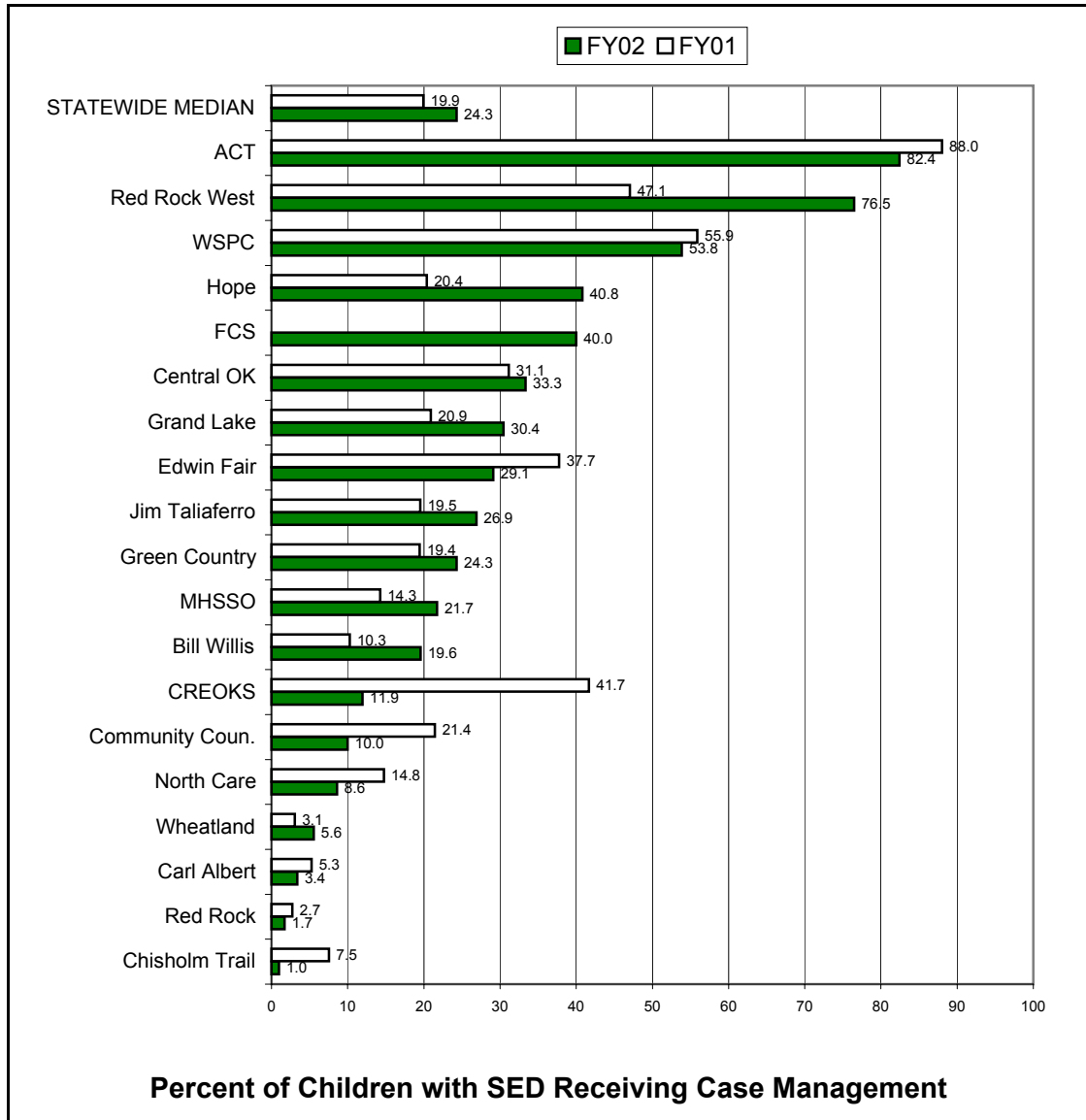
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Children with SED Receiving Case Management Hours**

Question: What percent of children with SED are receiving case management hours?



Answer: In FY02 the percent of children with SED receiving case management varied among all CMHCs from 1 to 82.4 percent, with a statewide median of 24.3 percent. Compared with FY01, the percent receiving case management increased in FY02 among 9 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Case Management Hours

Question: What percent of children with SED are receiving case management hours?

| Agency          | FY01                    |   |  | FY02                    |   |  | FY02 Statewide |      |
|-----------------|-------------------------|---|--|-------------------------|---|--|----------------|------|
|                 | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Median         | Mean |
| ACT             | 75                      | 66                                      | 88.0                                     | 91                      | 75                                      | 82.4                                     | 24.3           | 27.4 |
| Red Rock West   | 34                      | 16                                      | 47.1                                     | 34                      | 26                                      | 76.5                                     |                |      |
| WSPC            | 68                      | 38                                      | 55.9                                     | 65                      | 35                                      | 53.8                                     |                |      |
| Hope            | 54                      | 11                                      | 20.4                                     | 49                      | 20                                      | 40.8                                     |                |      |
| FCS             | 0                       | 0                                       | 0.0                                      | 10                      | 4                                       | 40.0                                     |                |      |
| Central OK      | 122                     | 38                                      | 31.1                                     | 153                     | 51                                      | 33.3                                     |                |      |
| Grand Lake      | 134                     | 28                                      | 20.9                                     | 161                     | 49                                      | 30.4                                     |                |      |
| Edwin Fair      | 53                      | 20                                      | 37.7                                     | 134                     | 39                                      | 29.1                                     |                |      |
| Jim Taliaferro  | 333                     | 65                                      | 19.5                                     | 275                     | 74                                      | 26.9                                     |                |      |
| Green Country   | 211                     | 41                                      | 19.4                                     | 210                     | 51                                      | 24.3                                     |                |      |
| MHSSO           | 56                      | 8                                       | 14.3                                     | 69                      | 15                                      | 21.7                                     |                |      |
| Bill Willis     | 146                     | 15                                      | 10.3                                     | 179                     | 35                                      | 19.6                                     |                |      |
| CREOKS          | 48                      | 20                                      | 41.7                                     | 159                     | 19                                      | 11.9                                     |                |      |
| Community Coun. | 28                      | 6                                       | 21.4                                     | 10                      | 1                                       | 10.0                                     |                |      |
| North Care      | 122                     | 18                                      | 14.8                                     | 151                     | 13                                      | 8.6                                      |                |      |
| Wheatland       | 65                      | 2                                       | 3.1                                      | 54                      | 3                                       | 5.6                                      |                |      |
| Carl Albert     | 38                      | 2                                       | 5.3                                      | 59                      | 2                                       | 3.4                                      |                |      |
| Red Rock        | 73                      | 2                                       | 2.7                                      | 58                      | 1                                       | 1.7                                      |                |      |
| Chisholm Trail  | 93                      | 7                                       | 7.5                                      | 101                     | 1                                       | 1.0                                      |                |      |

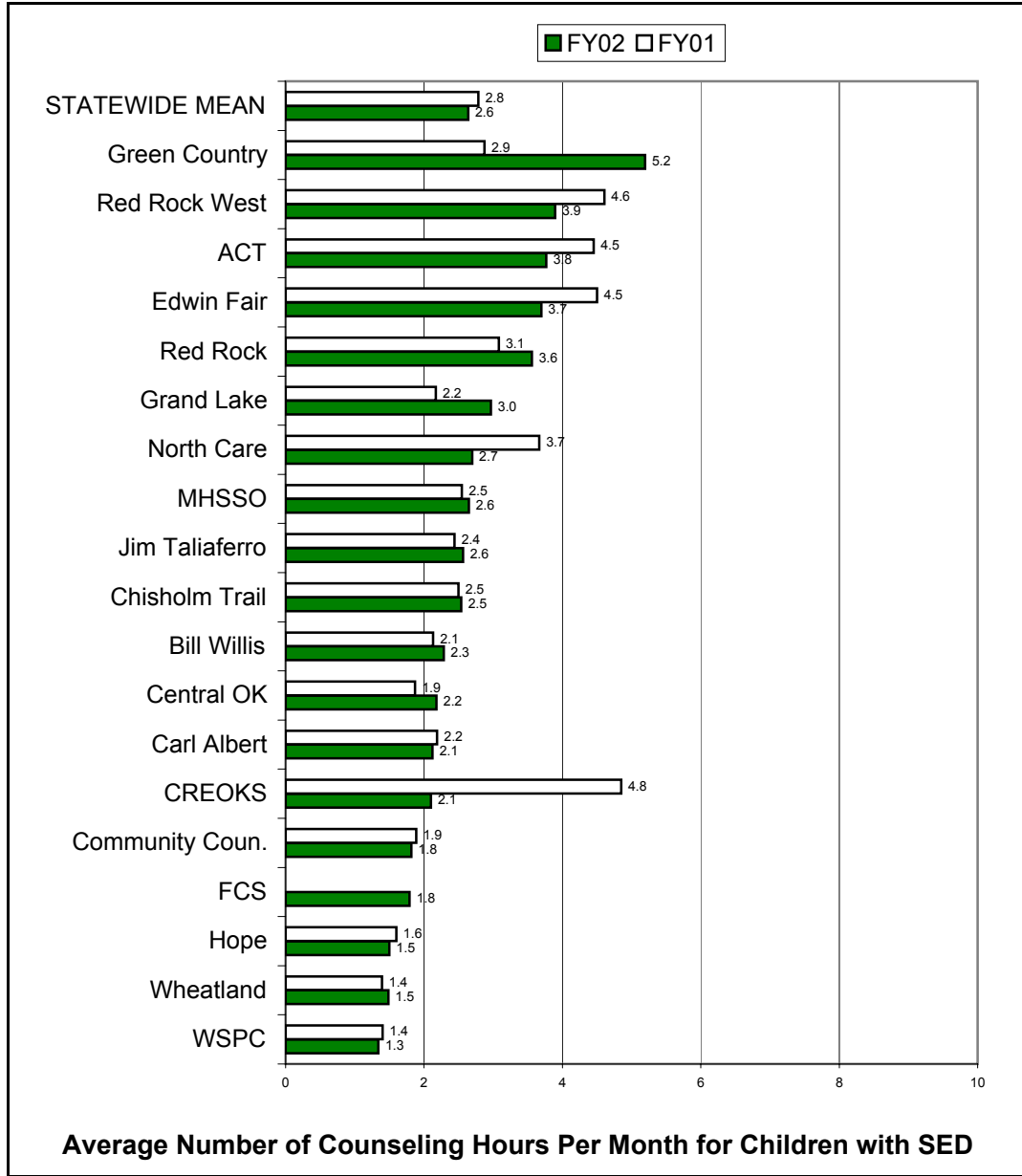
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Counseling Hours for Children with SED**

Question: What is the average number of counseling hours per month for children with SED receiving counseling?



Answer: In FY02 the average number of counseling hours per month for children with SED varied among all CMHCs from 1.3 to 5.2 hours, with a statewide mean of 2.6 hours. Compared with FY01, the average number of counseling hours per month increased in FY02 among 7 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Counseling Hours for Children with SED

Question: What is the average number of counseling hours per month for children with SED receiving counseling?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Green Country   | 1,025.5              | 29.8  | 85.5                             | 2.9   | 1,314.0              | 21.1  | 109.5                            | 5.2   | 2.5            | 2.6  |
| Red Rock West   | 350.0                | 6.3   | 29.2                             | 4.6   | 187.0                | 4.8   | 18.7                             | 3.9   |                |      |
| ACT             | 529.8                | 9.9   | 44.1                             | 4.5   | 810.0                | 17.9  | 67.5                             | 3.8   |                |      |
| Edwin Fair      | 935.8                | 17.3  | 78.0                             | 4.5   | 876.0                | 19.8  | 73.0                             | 3.7   |                |      |
| Red Rock        | 452.8                | 12.3  | 37.7                             | 3.1   | 690.0                | 16.2  | 57.5                             | 3.6   |                |      |
| Grand Lake      | 223.5                | 8.6   | 18.6                             | 2.2   | 207.5                | 5.8   | 17.3                             | 3.0   |                |      |
| North Care      | 1,033.0              | 23.5  | 86.1                             | 3.7   | 895.5                | 27.7  | 74.6                             | 2.7   |                |      |
| MHSSO           | 249.5                | 8.2   | 20.8                             | 2.5   | 376.0                | 11.8  | 31.3                             | 2.6   |                |      |
| Jim Taliaferro  | 2,236.8              | 76.4  | 186.4                            | 2.4   | 1,426.0              | 46.3  | 118.8                            | 2.6   |                |      |
| Chisholm Trail  | 592.1                | 19.8  | 49.3                             | 2.5   | 378.0                | 12.4  | 31.5                             | 2.5   |                |      |
| Bill Willis     | 648.1                | 25.3  | 54.0                             | 2.1   | 1,197.4              | 43.7  | 99.8                             | 2.3   |                |      |
| Central OK      | 817.6                | 36.4  | 68.1                             | 1.9   | 1,335.4              | 51.1  | 111.3                            | 2.2   |                |      |
| Carl Albert     | 280.0                | 10.7  | 23.3                             | 2.2   | 367.0                | 14.4  | 30.6                             | 2.1   |                |      |
| CREOKS          | 334.5                | 5.8   | 27.9                             | 4.8   | 214.0                | 8.5   | 17.8                             | 2.1   |                |      |
| Community Coun. | 68.0                 | 3.0   | 5.7                              | 1.9   | 40.0                 | 1.8   | 3.3                              | 1.8   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 21.5                 | 2.4   | 4.3                              | 1.8   |                |      |
| Hope            | 8.0                  | 1.0   | 1.6                              | 1.6   | 6.0                  | 1.3   | 2.0                              | 1.5   |                |      |
| Wheatland       | 217.0                | 13.0  | 18.1                             | 1.4   | 242.0                | 13.6  | 20.2                             | 1.5   |                |      |
| WSPC            | 267.5                | 15.9  | 22.3                             | 1.4   | 224.0                | 13.9  | 18.7                             | 1.3   |                |      |

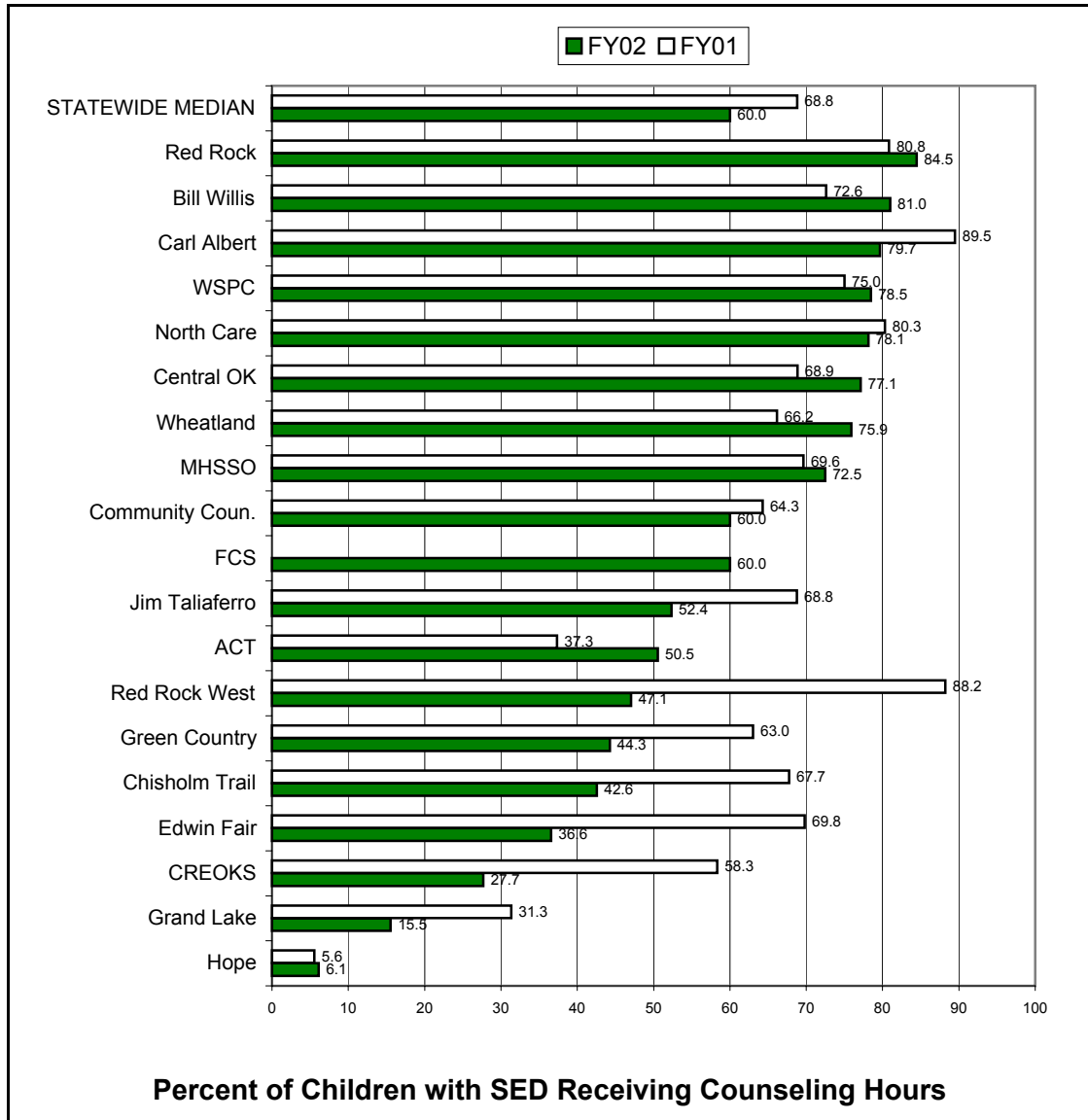
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Children with SED Receiving Counseling Hours**

Question: What percent of children with SED are receiving counseling?



Answer: In FY02 the percent of children with SED receiving counseling hours varied among all CMHCs from 6.1 to 84.5 percent, with a statewide median of 60 percent. Compared with FY01, the percent receiving counseling hours increased in FY02 among 8 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Counseling Hours

Question: What percent of children with SED are receiving counseling?

| Agency          | FY01                    |   |  | FY02                    |   |  | FY02 Statewide |      |
|-----------------|-------------------------|---|--|-------------------------|---|--|----------------|------|
|                 | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Median         | Mean |
| Red Rock        | 73                      | 59                                      | 80.8                                     | 58                      | 49                                      | 84.5                                     | 60.0           | 56.3 |
| Bill Willis     | 146                     | 106                                     | 72.6                                     | 179                     | 145                                     | 81.0                                     |                |      |
| Carl Albert     | 38                      | 34                                      | 89.5                                     | 59                      | 47                                      | 79.7                                     |                |      |
| WSPC            | 68                      | 51                                      | 75.0                                     | 65                      | 51                                      | 78.5                                     |                |      |
| North Care      | 122                     | 98                                      | 80.3                                     | 151                     | 118                                     | 78.1                                     |                |      |
| Central OK      | 122                     | 84                                      | 68.9                                     | 153                     | 118                                     | 77.1                                     |                |      |
| Wheatland       | 65                      | 43                                      | 66.2                                     | 54                      | 41                                      | 75.9                                     |                |      |
| MHSSO           | 56                      | 39                                      | 69.6                                     | 69                      | 50                                      | 72.5                                     |                |      |
| Community Coun. | 28                      | 18                                      | 64.3                                     | 10                      | 6                                       | 60.0                                     |                |      |
| FCS             | 0                       | 0                                       | 0.0                                      | 10                      | 6                                       | 60.0                                     |                |      |
| Jim Taliaferro  | 333                     | 229                                     | 68.8                                     | 275                     | 144                                     | 52.4                                     |                |      |
| ACT             | 75                      | 28                                      | 37.3                                     | 91                      | 46                                      | 50.5                                     |                |      |
| Red Rock West   | 34                      | 30                                      | 88.2                                     | 34                      | 16                                      | 47.1                                     |                |      |
| Green Country   | 211                     | 133                                     | 63.0                                     | 210                     | 93                                      | 44.3                                     |                |      |
| Chisholm Trail  | 93                      | 63                                      | 67.7                                     | 101                     | 43                                      | 42.6                                     |                |      |
| Edwin Fair      | 53                      | 37                                      | 69.8                                     | 134                     | 49                                      | 36.6                                     |                |      |
| CREOKS          | 48                      | 28                                      | 58.3                                     | 159                     | 44                                      | 27.7                                     |                |      |
| Grand Lake      | 134                     | 42                                      | 31.3                                     | 161                     | 25                                      | 15.5                                     |                |      |
| Hope            | 54                      | 3                                       | 5.6                                      | 49                      | 3                                       | 6.1                                      |                |      |

Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

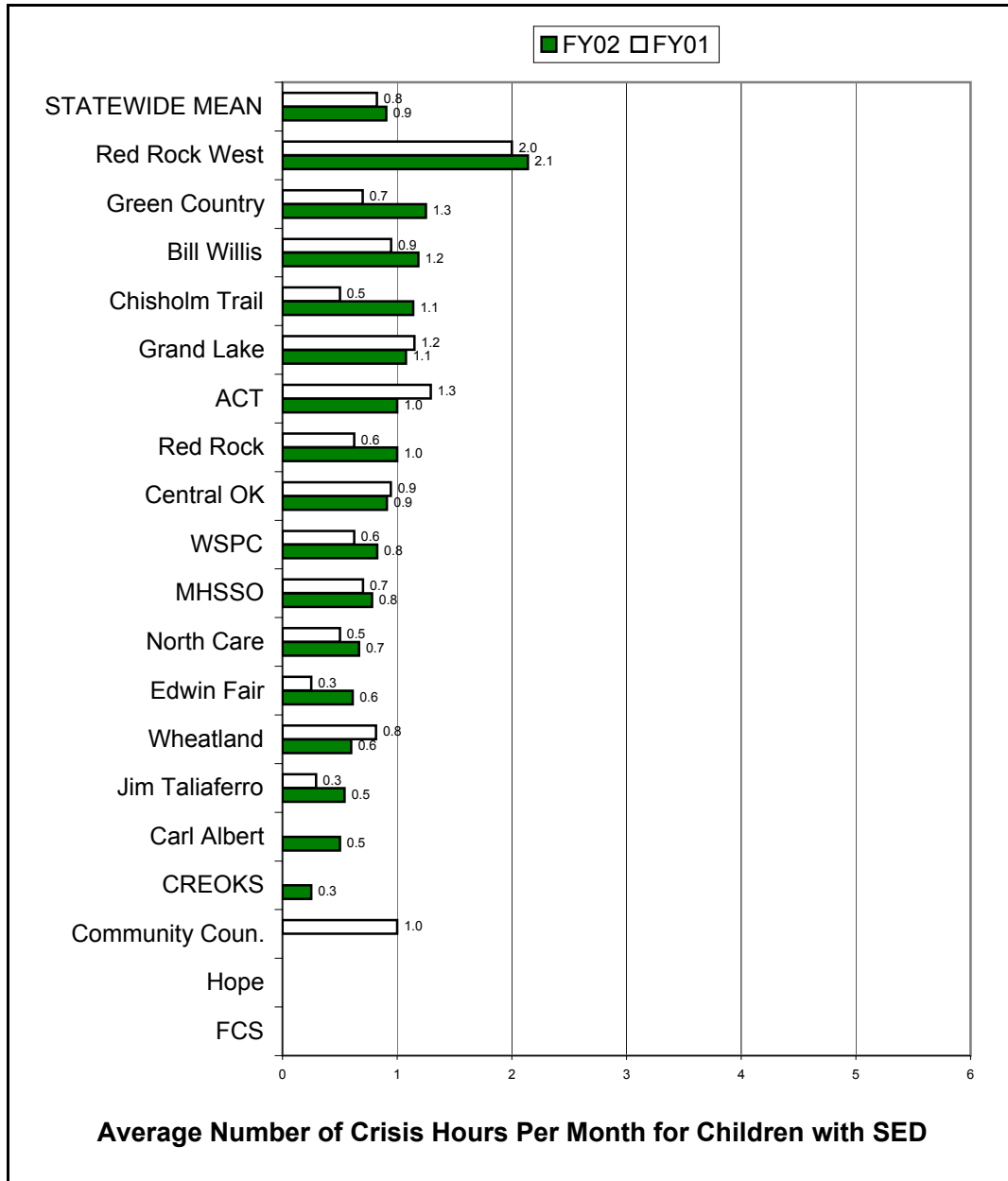
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

See Appendix C for a list of service codes included in this indicator.



**Average Number of Crisis Hours for Children with SED**

Question: What is the average number of crisis hours per month for children with SED receiving hourly crisis services?



Answer: In FY02 the average number of crisis hours per month for children with SED varied among all CMHCs from 0.3 to 2.1 hours, with a statewide mean of 0.9 hours per month. Compared with FY01, the average number of crisis hours increased in FY02 among 9 of the 14 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Crisis Hours for Children with SED

Question: What is the average number of crisis hours per month for children with SED receiving hourly crisis services?

| Agency          | FY01                 |   |                                  |  | FY02                 |   |                                  |  | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|--|----------------------|---|----------------------------------|--|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of hours per client per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of hours per client per month | Median         | Mean |
| Red Rock West   | 16.0                 | 1.3   | 2.7                              | 2.0  | 34.3                 | 1.6   | 3.4                              | 2.1  | 0.9            | 0.9  |
| Green Country   | 3.5                  | 5.0   | 3.5                              | 0.7  | 5.0                  | 1.3   | 1.7                              | 1.3  |                |      |
| Bill Willis     | 13.3                 | 2.0   | 1.9                              | 0.9  | 32.0                 | 2.7   | 3.2                              | 1.2  |                |      |
| Chisholm Trail  | 1.0                  | 1.0   | 0.5                              | 0.5  | 3.4                  | 1.0   | 1.1                              | 1.1  |                |      |
| Grand Lake      | 36.8                 | 2.7   | 3.1                              | 1.2  | 31.3                 | 2.6   | 2.8                              | 1.1  |                |      |
| ACT             | 7.8                  | 1.0   | 1.3                              | 1.3  | 1.0                  | 1.0   | 1.0                              | 1.0  |                |      |
| Red Rock        | 1.3                  | 1.0   | 0.6                              | 0.6  | 1.0                  | 1.0   | 1.0                              | 1.0  |                |      |
| Central OK      | 14.2                 | 3.0   | 2.8                              | 0.9  | 11.8                 | 1.3   | 1.2                              | 0.9  |                |      |
| WSPC            | 3.8                  | 1.2   | 0.8                              | 0.6  | 9.1                  | 1.6   | 1.3                              | 0.8  |                |      |
| MHSSO           | 4.9                  | 1.2   | 0.8                              | 0.7  | 8.6                  | 1.6   | 1.2                              | 0.8  |                |      |
| North Care      | 1.5                  | 1.5   | 0.8                              | 0.5  | 2.0                  | 1.5   | 1.0                              | 0.7  |                |      |
| Edwin Fair      | 0.3                  | 1.0   | 0.3                              | 0.3  | 2.5                  | 1.0   | 0.6                              | 0.6  |                |      |
| Wheatland       | 10.6                 | 1.9   | 1.5                              | 0.8  | 3.0                  | 1.0   | 0.6                              | 0.6  |                |      |
| Jim Taliaferro  | 1.8                  | 1.5   | 0.4                              | 0.3  | 1.1                  | 1.0   | 0.5                              | 0.5  |                |      |
| Carl Albert     | 0.0                  | 0.0   | 0.0                              | 0.0  | 0.5                  | 1.0   | 0.5                              | 0.5  |                |      |
| CREOKS          | 0.0                  | 0.0   | 0.0                              | 0.0  | 0.3                  | 1.0   | 0.3                              | 0.3  |                |      |
| Community Coun. | 1.0                  | 1.0   | 1.0                              | 1.0  | 0.0                  | 0.0   | 0.0                              | 0.0  |                |      |
| Hope            | 0.0                  | 0.0   | 0.0                              | 0.0  | 0.0                  | 0.0   | 0.0                              | 0.0  |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0  | 0.0                  | 0.0   | 0.0                              | 0.0  |                |      |

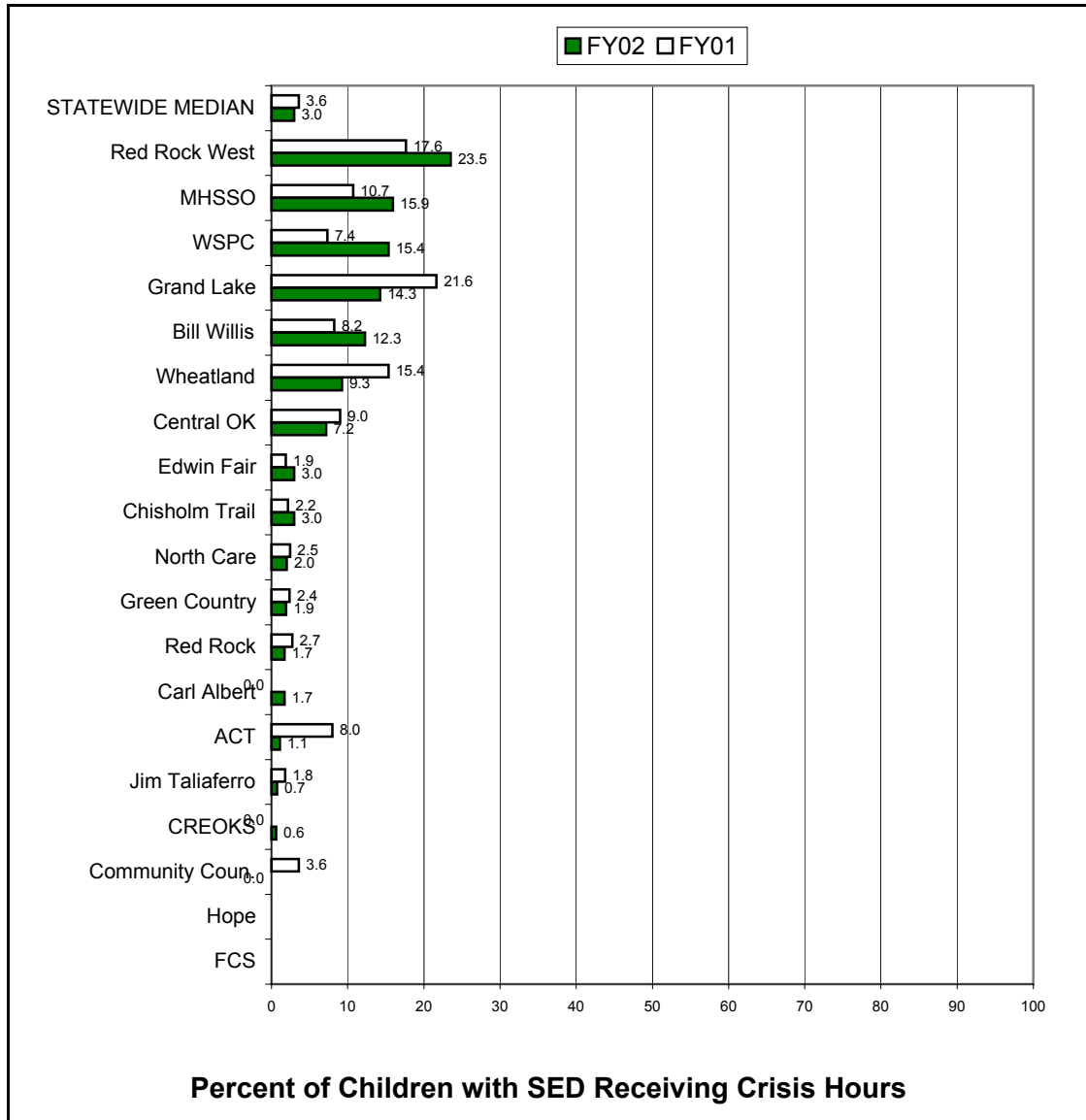
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Children with SED Receiving Crisis Hours**

Question: What percent of children with SED are receiving crisis hours?



Answer: In FY02 the percent of children with SED receiving crisis hours varied among all CMHCs from 0.6 to 23.5 percent, with a statewide median of 3 percent. Compared with FY01, the percent receiving crisis hours increased in FY02 among 8 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Crisis Hours

Question: What percent of children with SED are receiving crisis hours?

| Agency          | FY01                    |   |  | FY02                    |   |  | FY02 Statewide |      |
|-----------------|-------------------------|---|--|-------------------------|---|--|----------------|------|
|                 | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Median         | Mean |
| Red Rock West   | 34                      | 6                                       | 17.6                                     | 34                      | 8                                       | 23.5                                     | 3.0            | 6.7  |
| MHSSO           | 56                      | 6                                       | 10.7                                     | 69                      | 11                                      | 15.9                                     |                |      |
| WSPC            | 68                      | 5                                       | 7.4                                      | 65                      | 10                                      | 15.4                                     |                |      |
| Grand Lake      | 134                     | 29                                      | 21.6                                     | 161                     | 23                                      | 14.3                                     |                |      |
| Bill Willis     | 146                     | 12                                      | 8.2                                      | 179                     | 22                                      | 12.3                                     |                |      |
| Wheatland       | 65                      | 10                                      | 15.4                                     | 54                      | 5                                       | 9.3                                      |                |      |
| Central OK      | 122                     | 11                                      | 9.0                                      | 153                     | 11                                      | 7.2                                      |                |      |
| Edwin Fair      | 53                      | 1                                       | 1.9                                      | 134                     | 4                                       | 3.0                                      |                |      |
| Chisholm Trail  | 93                      | 2                                       | 2.2                                      | 101                     | 3                                       | 3.0                                      |                |      |
| North Care      | 122                     | 3                                       | 2.5                                      | 151                     | 3                                       | 2.0                                      |                |      |
| Green Country   | 211                     | 5                                       | 2.4                                      | 210                     | 4                                       | 1.9                                      |                |      |
| Red Rock        | 73                      | 2                                       | 2.7                                      | 58                      | 1                                       | 1.7                                      |                |      |
| Carl Albert     | 38                      | 0                                       | 0.0                                      | 59                      | 1                                       | 1.7                                      |                |      |
| ACT             | 75                      | 6                                       | 8.0                                      | 91                      | 1                                       | 1.1                                      |                |      |
| Jim Taliaferro  | 333                     | 6                                       | 1.8                                      | 275                     | 2                                       | 0.7                                      |                |      |
| CREOKS          | 48                      | 0                                       | 0.0                                      | 159                     | 1                                       | 0.6                                      |                |      |
| Community Coun. | 28                      | 1                                       | 3.6                                      | 10                      | 0                                       | 0.0                                      |                |      |
| Hope            | 54                      | 0                                       | 0.0                                      | 49                      | 0                                       | 0.0                                      |                |      |
| FCS             | 0                       | 0                                       | 0.0                                      | 10                      | 0                                       | 0.0                                      |                |      |

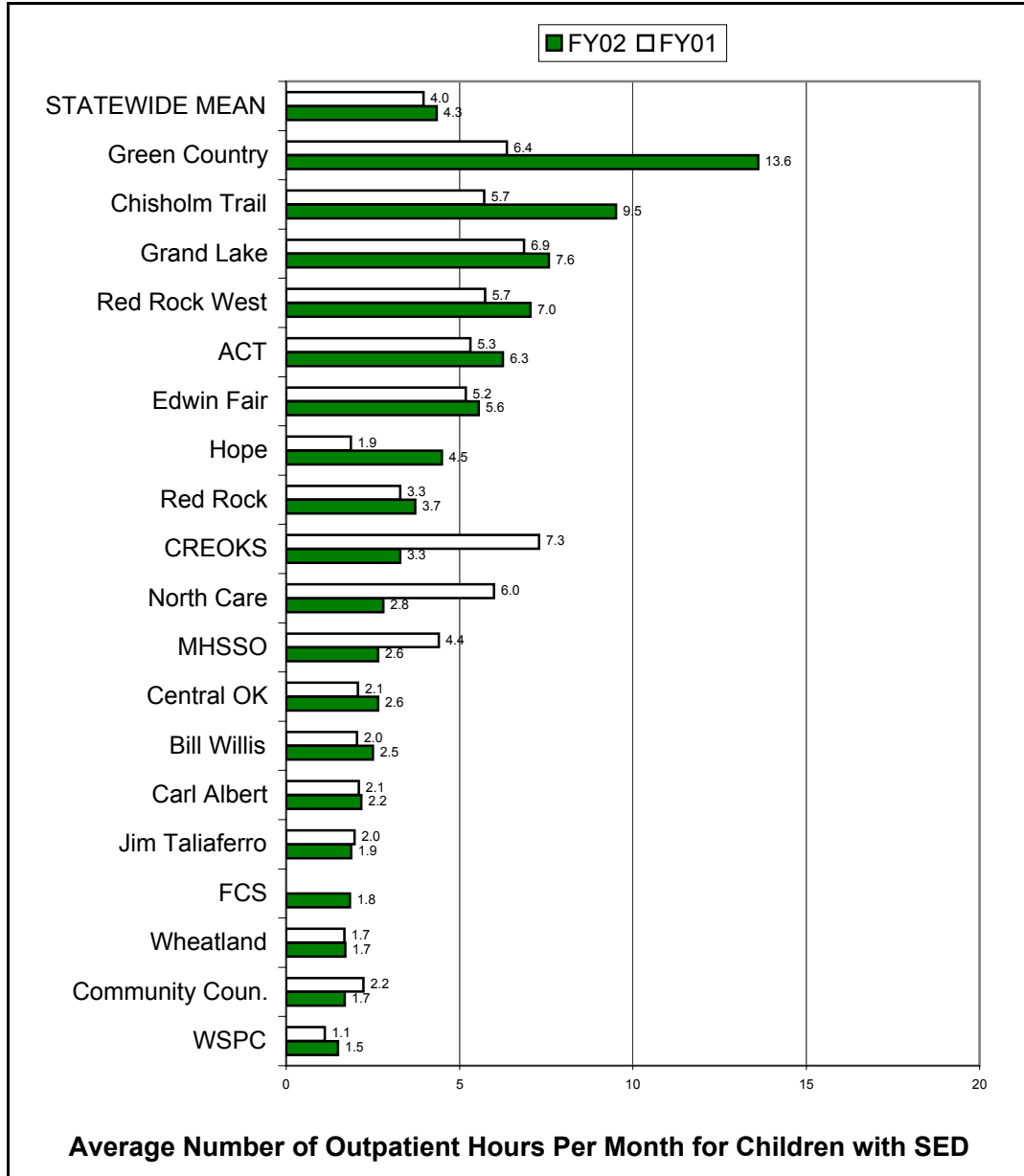
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Average Number of Outpatient Hours for Children with SED**

Question: What is the average number of outpatient hours per month for children with SED receiving outpatient services?



Answer: In FY02 the average number of outpatient hours per month for children with SED varied among all CMHCs from 1.5 to 13.6 hours, with a statewide mean of 4.3 hours. Compared with FY01, the average number of outpatient hours per month increased in FY02 among 11 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Outpatient Hours for Children with SED

Question: What is the average number of outpatient hours per month for children with SED receiving outpatient services?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Green Country   | 3,961.7              | 51.8  | 330.1                            | 6.4   | 9,260.0              | 56.7  | 771.7                            | 13.6  | 2.8            | 4.3  |
| Chisholm Trail  | 1,766.1              | 25.8  | 147.2                            | 5.7   | 2,388.4              | 20.9  | 199.0                            | 9.5   |                |      |
| Grand Lake      | 2,457.4              | 29.8  | 204.8                            | 6.9   | 2,658.4              | 29.3  | 221.5                            | 7.6   |                |      |
| Red Rock West   | 522.1                | 7.6   | 43.5                             | 5.7   | 873.4                | 10.3  | 72.8                             | 7.0   |                |      |
| ACT             | 1,795.9              | 28.2  | 149.7                            | 5.3   | 2,962.9              | 39.5  | 246.9                            | 6.3   |                |      |
| Edwin Fair      | 1,264.8              | 20.3  | 105.4                            | 5.2   | 2,916.9              | 43.8  | 243.1                            | 5.6   |                |      |
| Hope            | 164.3                | 7.3   | 13.7                             | 1.9   | 561.4                | 10.4  | 46.8                             | 4.5   |                |      |
| Red Rock        | 581.7                | 14.8  | 48.5                             | 3.3   | 855.7                | 19.2  | 71.3                             | 3.7   |                |      |
| CREOKS          | 853.5                | 9.8   | 71.1                             | 7.3   | 948.0                | 24.0  | 79.0                             | 3.3   |                |      |
| North Care      | 2,078.7              | 28.9  | 173.2                            | 6.0   | 1,254.5              | 37.3  | 104.5                            | 2.8   |                |      |
| MHSSO           | 735.7                | 13.9  | 61.3                             | 4.4   | 540.6                | 17.0  | 45.0                             | 2.6   |                |      |
| Central OK      | 1,402.9              | 56.4  | 116.9                            | 2.1   | 2,391.9              | 75.3  | 199.3                            | 2.6   |                |      |
| Bill Willis     | 1,035.0              | 42.3  | 86.3                             | 2.0   | 1,773.7              | 59.1  | 147.8                            | 2.5   |                |      |
| Carl Albert     | 394.5                | 15.7  | 32.9                             | 2.1   | 498.8                | 19.2  | 41.6                             | 2.2   |                |      |
| Jim Taliaferro  | 2,662.4              | 112.5   | 221.9                            | 2.0   | 2,062.6              | 91.5  | 171.9                            | 1.9   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 45.9                 | 3.1   | 5.7                              | 1.8   |                |      |
| Wheatland       | 429.8                | 21.3  | 35.8                             | 1.7   | 404.1                | 19.8  | 33.7                             | 1.7   |                |      |
| Community Coun. | 147.3                | 5.5   | 12.3                             | 2.2   | 49.1                 | 2.4   | 4.1                              | 1.7   |                |      |
| WSPC            | 413.4                | 30.9  | 34.5                             | 1.1   | 494.2                | 27.5  | 41.2                             | 1.5   |                |      |

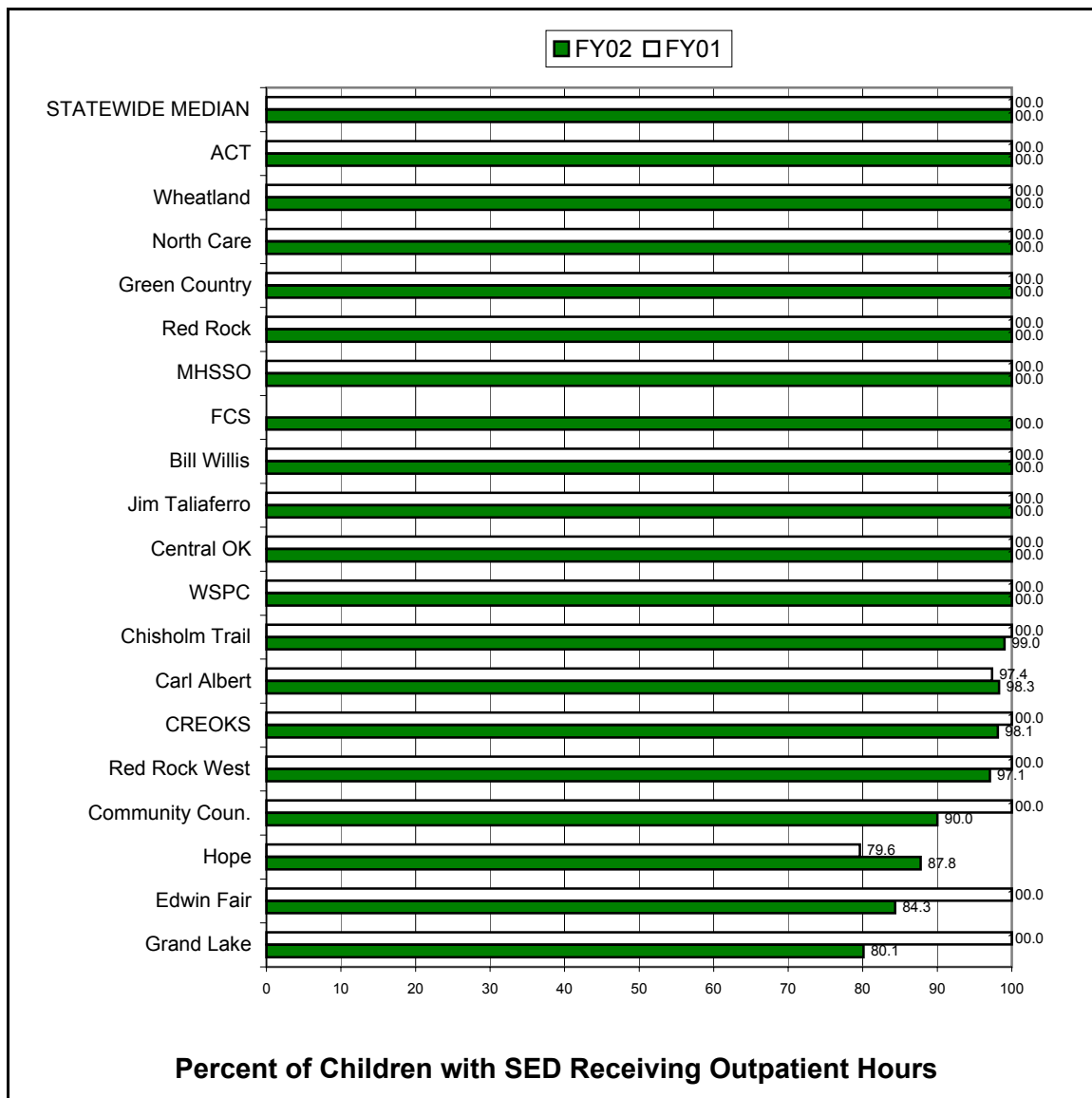
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

**Percent of Children with SED Receiving Outpatient Hours**

Question: What percent of children with SED are receiving outpatient hours?



Answer: In FY02 the percent of children with SED receiving outpatient hours varied among all CMHCs from 80.1 to 100 percent, with a statewide median of 100 percent. Compared with FY01, the percent receiving outpatient hours increased in FY02 among 2 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Outpatient Hours

Question: What percent of children with SED are receiving outpatient hours?

| Agency          | FY01                    |   |  | FY02                    |   |  | FY02 Statewide |      |
|-----------------|-------------------------|---|--|-------------------------|---|--|----------------|------|
|                 | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Total children with SED | Number of SED clients receiving service | Percent of SED clients receiving service | Median         | Mean |
| ACT             | 75                      | 75                                      | 100.0                                    | 91                      | 91                                      | 100.0                                    | 100.0          | 96.6 |
| Wheatland       | 65                      | 65                                      | 100.0                                    | 54                      | 54                                      | 100.0                                    |                |      |
| North Care      | 122                     | 122                                     | 100.0                                    | 151                     | 151                                     | 100.0                                    |                |      |
| Green Country   | 211                     | 211                                     | 100.0                                    | 210                     | 210                                     | 100.0                                    |                |      |
| Red Rock        | 73                      | 73                                      | 100.0                                    | 58                      | 58                                      | 100.0                                    |                |      |
| MHSSO           | 56                      | 56                                      | 100.0                                    | 69                      | 69                                      | 100.0                                    |                |      |
| FCS             | 0                       | 0                                       | 0.0                                      | 10                      | 10                                      | 100.0                                    |                |      |
| Bill Willis     | 146                     | 146                                     | 100.0                                    | 179                     | 179                                     | 100.0                                    |                |      |
| Jim Taliaferro  | 333                     | 333                                     | 100.0                                    | 275                     | 275                                     | 100.0                                    |                |      |
| Central OK      | 122                     | 122                                     | 100.0                                    | 153                     | 153                                     | 100.0                                    |                |      |
| WSPC            | 68                      | 68                                      | 100.0                                    | 65                      | 65                                      | 100.0                                    |                |      |
| Chisholm Trail  | 93                      | 93                                      | 100.0                                    | 101                     | 100                                     | 99.0                                     |                |      |
| Carl Albert     | 38                      | 37                                      | 97.4                                     | 59                      | 58                                      | 98.3                                     |                |      |
| CREOKS          | 48                      | 48                                      | 100.0                                    | 159                     | 156                                     | 98.1                                     |                |      |
| Red Rock West   | 34                      | 34                                      | 100.0                                    | 34                      | 33                                      | 97.1                                     |                |      |
| Community Coun. | 28                      | 28                                      | 100.0                                    | 10                      | 9                                       | 90.0                                     |                |      |
| Hope            | 54                      | 43                                      | 79.6                                     | 49                      | 43                                      | 87.8                                     |                |      |
| Edwin Fair      | 53                      | 53                                      | 100.0                                    | 134                     | 113                                     | 84.3                                     |                |      |
| Grand Lake      | 134                     | 134                                     | 100.0                                    | 161                     | 129                                     | 80.1                                     |                |      |

Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

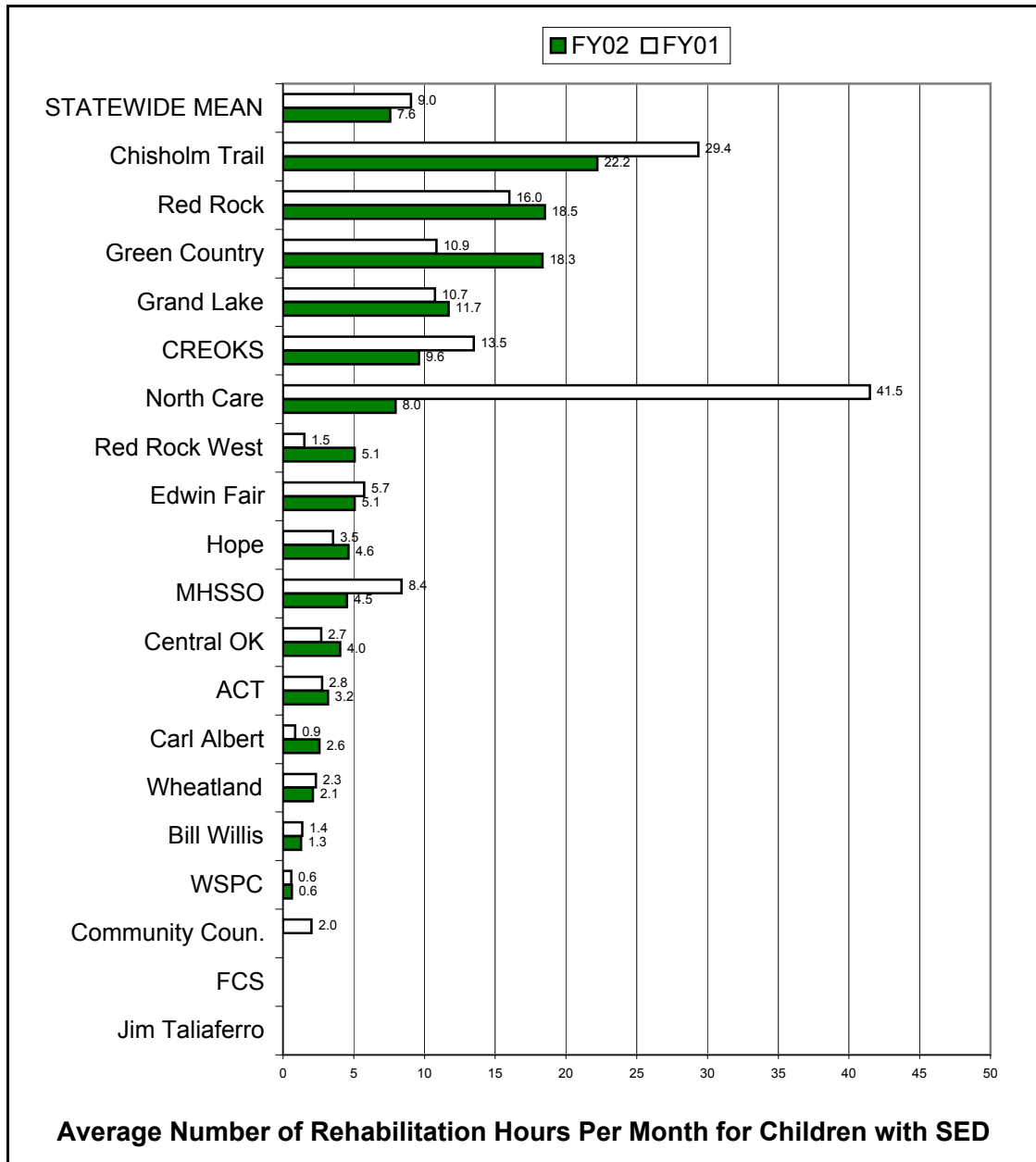
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

See Appendix C for a list of service codes included in this indicator.



**Average Number of Rehabilitation Hours for Children with SED**

Question: What is the average number of rehabilitation hours per month for children with SED receiving rehabilitation services?



Answer: In FY02 the average number of rehabilitation hours per month for children with SED varied among all CMHCs from 0.6 to 22.2 hours, with a statewide mean of 7.6 hours. Compared with FY01, the average number of hours increased in FY02 among 8 of the 16 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Average Number of Rehabilitation Hours for Children with SED

Question: What is the average number of rehabilitation hours per month for children with SED receiving rehabilitation services?

| Agency          | FY01                 |   |                                  |   | FY02                 |   |                                  |   | FY02 Statewide |      |
|-----------------|----------------------|---|----------------------------------|---|----------------------|---|----------------------------------|---|----------------|------|
|                 | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Total hours provided | Average number of clients receiving service per month | Average hours provided per month | Average number of clients receiving service per month | Median         | Mean |
| Chisholm Trail  | 1,056.8              | 18.0  | 528.4                            | 29.4  | 1,932.7              | 10.9  | 241.6                            | 22.2  | 4.8            | 7.6  |
| Red Rock        | 48.0                 | 1.5   | 24.0                             | 16.0  | 55.5                 | 1.0   | 18.5                             | 18.5  |                |      |
| Green Country   | 2,756.5              | 21.2  | 229.7                            | 10.9  | 7,719.8              | 35.1  | 643.3                            | 18.3  |                |      |
| Grand Lake      | 2,074.0              | 16.1  | 172.8                            | 10.7  | 2,304.6              | 16.4  | 192.0                            | 11.7  |                |      |
| CREOKS          | 431.5                | 2.7   | 36.0                             | 13.5  | 471.0                | 4.5   | 42.8                             | 9.6   |                |      |
| North Care      | 788.0                | 3.8   | 157.6                            | 41.5  | 87.5                 | 1.8   | 14.6                             | 8.0   |                |      |
| Red Rock West   | 3.0                  | 1.0   | 1.5                              | 1.5   | 233.5                | 5.1   | 25.9                             | 5.1   |                |      |
| Edwin Fair      | 200.5                | 3.9   | 22.3                             | 5.7   | 1,536.4              | 25.3  | 128.0                            | 5.1   |                |      |
| Hope            | 88.5                 | 2.1   | 7.4                              | 3.5   | 406.8                | 7.3   | 33.9                             | 4.6   |                |      |
| MHSSO           | 419.0                | 4.2   | 34.9                             | 8.4   | 81.5                 | 1.8   | 8.2                              | 4.5   |                |      |
| Central OK      | 110.5                | 5.9   | 15.8                             | 2.7   | 266.5                | 11.0  | 44.4                             | 4.0   |                |      |
| ACT             | 72.0                 | 3.3   | 9.0                              | 2.8   | 235.0                | 6.2   | 19.6                             | 3.2   |                |      |
| Carl Albert     | 12.0                 | 1.6   | 1.3                              | 0.9   | 38.5                 | 1.3   | 3.2                              | 2.6   |                |      |
| Wheatland       | 130.3                | 5.6   | 13.0                             | 2.3   | 110.0                | 4.7   | 10.0                             | 2.1   |                |      |
| Bill Willis     | 123.0                | 7.5   | 10.3                             | 1.4   | 93.3                 | 6.1   | 7.8                              | 1.3   |                |      |
| WSPC            | 23.5                 | 3.3   | 2.0                              | 0.6   | 9.5                  | 1.5   | 1.0                              | 0.6   |                |      |
| Community Coun. | 4.0                  | 1.0   | 2.0                              | 2.0   | 0.0                  | 0.0   | 0.0                              | 0.0   |                |      |
| FCS             | 0.0                  | 0.0   | 0.0                              | 0.0   | 0.0                  | 0.0   | 0.0                              | 0.0   |                |      |
| Jim Taliaferro  | 0.0                  | 0.0   | 0.0                              | 0.0   | 0.0                  | 0.0   | 0.0                              | 0.0   |                |      |

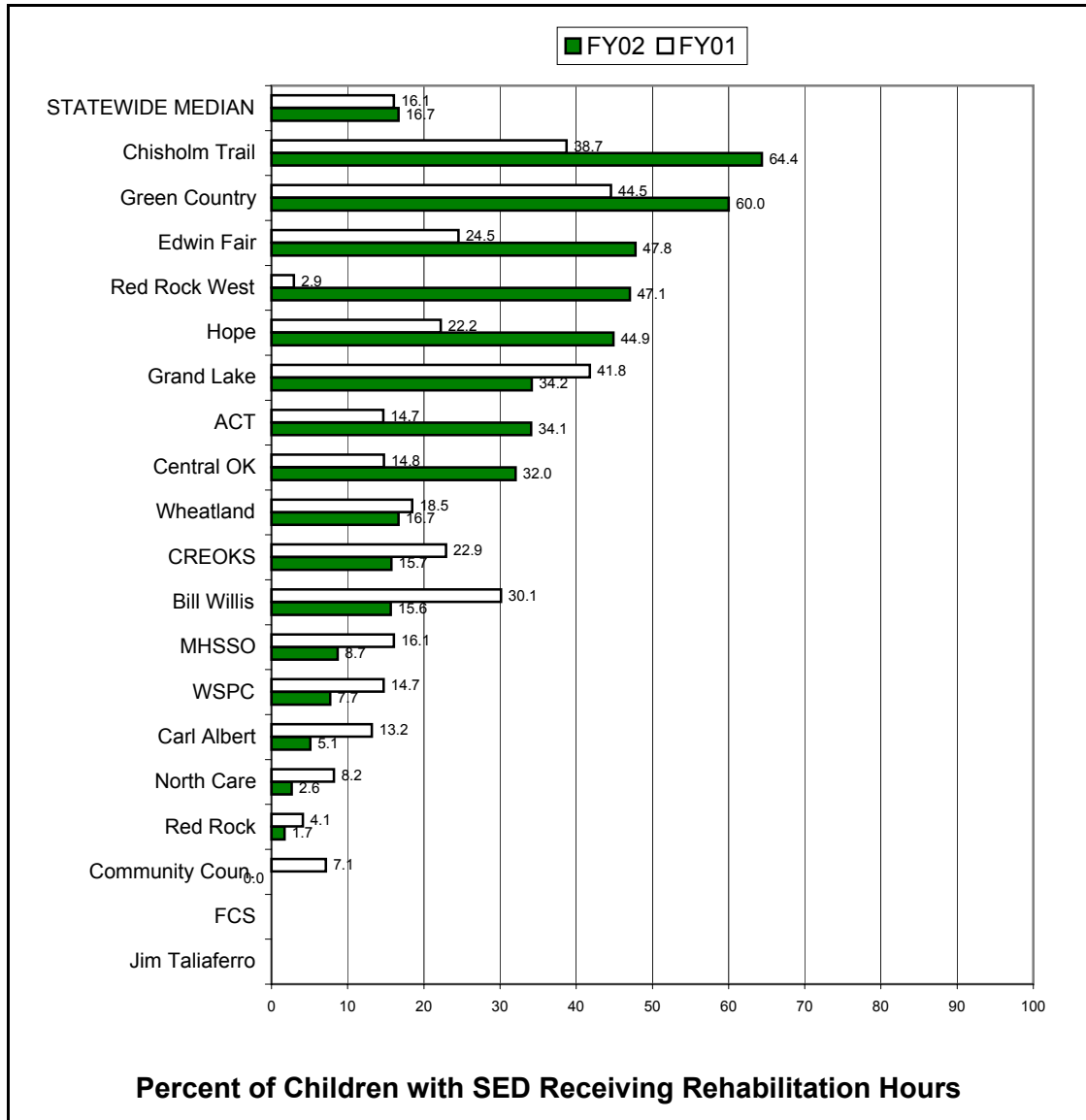
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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

See Appendix C for a list of service codes included in this indicator.

Percent of Children with SED Receiving Rehabilitation Hours

Question: What percent of children with SED are receiving rehabilitation hours?



Answer: In FY02 the percent of children with SED receiving rehabilitation hours varied among all CMHCs from 1.7 to 64.4 percent, with a statewide median of 16.7 percent. Compared with FY01, the percent receiving rehabilitation hours increased in FY02 among 7 of the 18 CMHCs.

Refer to the Service Codes (Appendix C) for array of services included in this measure. Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B) for details. Agencies showing no services either did not provide or contract for the service.

## Percent of Children with SED Receiving Rehabilitation Hours

Question: What percent of children with SED are receiving rehabilitation hours?

| Agency          | FY01                       |  |   | FY02                       |  |   | FY02 Statewide |      |
|-----------------|----------------------------|--|---|----------------------------|--|---|----------------|------|
|                 | Total children<br>with SED | Number of<br>SED clients<br>receiving<br>service | Percent of<br>SED clients<br>receiving<br>service | Total children<br>with SED | Number of<br>SED clients<br>receiving<br>service | Percent of<br>SED clients<br>receiving<br>service | Median         | Mean |
| Chisholm Trail  | 93                         | 36   | 38.7  | 101                        | 65   | 64.4  | 16.7           | 25.8 |
| Green Country   | 211                        | 94   | 44.5  | 210                        | 126  | 60.0  |                |      |
| Edwin Fair      | 53                         | 13   | 24.5  | 134                        | 64   | 47.8  |                |      |
| Red Rock West   | 34                         | 1  | 2.9   | 34                         | 16   | 47.1  |                |      |
| Hope            | 54                         | 12   | 22.2  | 49                         | 22   | 44.9  |                |      |
| Grand Lake      | 134                        | 56   | 41.8  | 161                        | 55   | 34.2  |                |      |
| ACT             | 75                         | 11   | 14.7  | 91                         | 31   | 34.1  |                |      |
| Central OK      | 122                        | 18   | 14.8  | 153                        | 49   | 32.0  |                |      |
| Wheatland       | 65                         | 12   | 18.5  | 54                         | 9  | 16.7  |                |      |
| CREOKS          | 48                         | 11   | 22.9  | 159                        | 25   | 15.7  |                |      |
| Bill Willis     | 146                        | 44   | 30.1  | 179                        | 28   | 15.6  |                |      |
| MHSSO           | 56                         | 9  | 16.1  | 69                         | 6  | 8.7   |                |      |
| WSPC            | 68                         | 10   | 14.7  | 65                         | 5  | 7.7   |                |      |
| Carl Albert     | 38                         | 5  | 13.2  | 59                         | 3  | 5.1   |                |      |
| North Care      | 122                        | 10   | 8.2   | 151                        | 4  | 2.6   |                |      |
| Red Rock        | 73                         | 3  | 4.1   | 58                         | 1  | 1.7   |                |      |
| Community Coun. | 28                         | 2  | 7.1   | 10                         | 0  | 0.0   |                |      |
| FCS             | 0                          | 0  | 0.0   | 10                         | 0  | 0.0   |                |      |
| Jim Taliaferro  | 333                        | 0  | 0.0   | 275                        | 0  | 0.0   |                |      |

Refer to Definition pages 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.

See Appendix C for a list of service codes included in this indicator.

## Appendix A: Definitions

# Definitions

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

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

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

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

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

## **Satisfaction Items**

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

## **Outcome Items**

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

## **Quality of Care Items**

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

### **Access Items**

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

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

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

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

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

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

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

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

### **Legal Status -**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



## **18 OTHER**

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

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

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

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

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

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

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

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

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

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

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

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

and

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

or

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

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

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

and

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

or

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

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

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

## Appendix B – Data Selection Criteria

## Data Selection Criteria

### **Which clients are included in which measures?**

For all measures:

- A client must be formally admitted, and;
  - Received at least one service under a mental health contract sources (codes: 01,25, 35,36,39,42,43,47,48) 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.

| <b>Code</b> | <b>Description</b>   |
|-------------|--|
| 01          | Community Mental Health Contract                                 |
| 25          | Homeless Grant   |
| 35          | Psychosocial Rehab Program                                       |
| 36          | Community Sentencing - Mental Health                             |
| 39          | Children's System of Care Pilot Program                          |
| 42          | Best Practices   |
| 43          | PACT   |
| 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   |
|---------------|------------------------------|------|---|
|               | <b>Crisis Stabilization</b>  | 002E | Community-based Structured Emergency Care               |
|               | <b>Housing</b>               | 004E | Family Self Sufficiency Program                         |
|               |                              | 003C | Independent Living Training Program                     |
|               |                              | 003Z | Permanent Congregate House                              |
|               |                              | 003J | Sponsored Housing Program                               |
|               |                              | 003E | Supervised Housing                                      |
|               | <b>Inpatient</b>             | 001D | Acute Inpatient   |
|               |                              | 001A | Intermediate Inpatient                                  |
|               | <b>Residential Treatment</b> | 002Q | Enhanced Residential Treatment - Mental Health          |
|               |                              | 002N | Intensive Residential Substance Abuse Treatment         |
|               |                              | 002P | Intensive Residential Treatment - Mental Health         |
|               |                              | 002A | Residential Treatment (Substance Abuse & Mental Health) |
| <b>Hourly</b> | <b>Evaluation/Assessment</b> | 106  | Clinical Testing  |
|               |                              | 100  | Competency Evaluation                                   |
|               |                              | 110  | Evaluation and Assessment                               |
|               |                              | 101  | Evaluation/Assessment                                   |
|               |                              | 105  | Referral  |
|               |                              | 300  | Treatment Plan Review                                   |
|               |                              | 400  | Treatment Planning                                      |
|               | <b>Counseling</b>            | 132  | Family/Marital Counseling                               |
|               |                              | 137  | Family/Marital Counseling (Mental Health Professional)  |
|               |                              | 131  | Group Counseling  |
|               |                              | 136  | Group Counseling (Mental Health Professional)           |
|               |                              | 130  | Individual Counseling                                   |
|               |                              | 135  | Individual Counseling (Mental Health Professional)      |
|               | <b>Crisis Intervention</b>   | 133  | Crisis Intervention Counseling                          |
|               |                              | 134  | Crisis Intervention Telephone                           |
|               |                              | 120  | Emergency/Crisis (face)                                 |
|               |                              | 121  | Emergency/Crisis (telephone)                            |
|               |                              | 123  | Mobile Crisis Service                                   |
|               | <b>Case Management</b>       | 212  | Case Management   |
|               |                              | 225  | Case Management   |
|               |                              | 226  | Case Management   |
|               |                              | 204  | Client Advocacy   |
|               |                              | 213  | Intensive Case Management                               |



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

## Appendix D - Map of the CMHC Areas

OKLAHOMA DEPARTMENT OF MENTAL HEALTH  
AND SUBSTANCE ABUSE SERVICES

# Community Mental Health Center Service Areas – FY01

