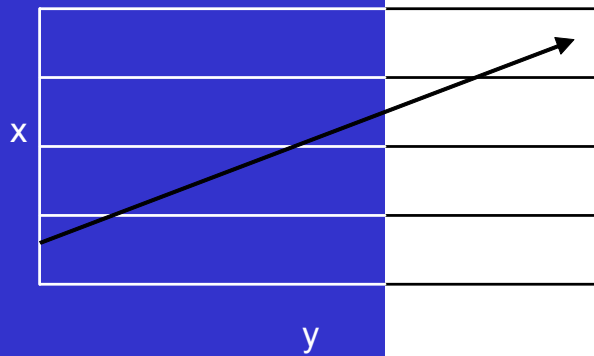


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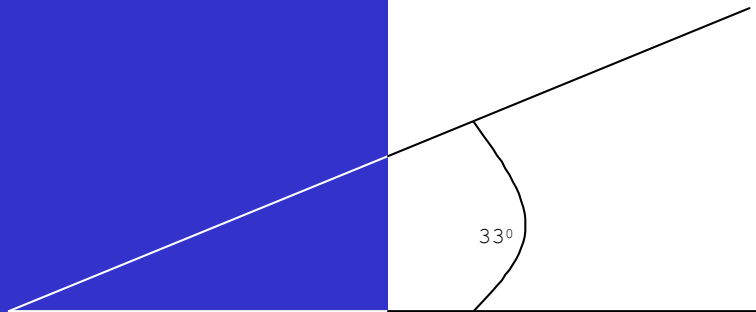
Oklahoma Department of
Mental Health and
Substance Abuse Services

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 2003 Mental Health Performance Indicators
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INTRODUCTION

The FY2003 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 FY2002 and FY2003 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.

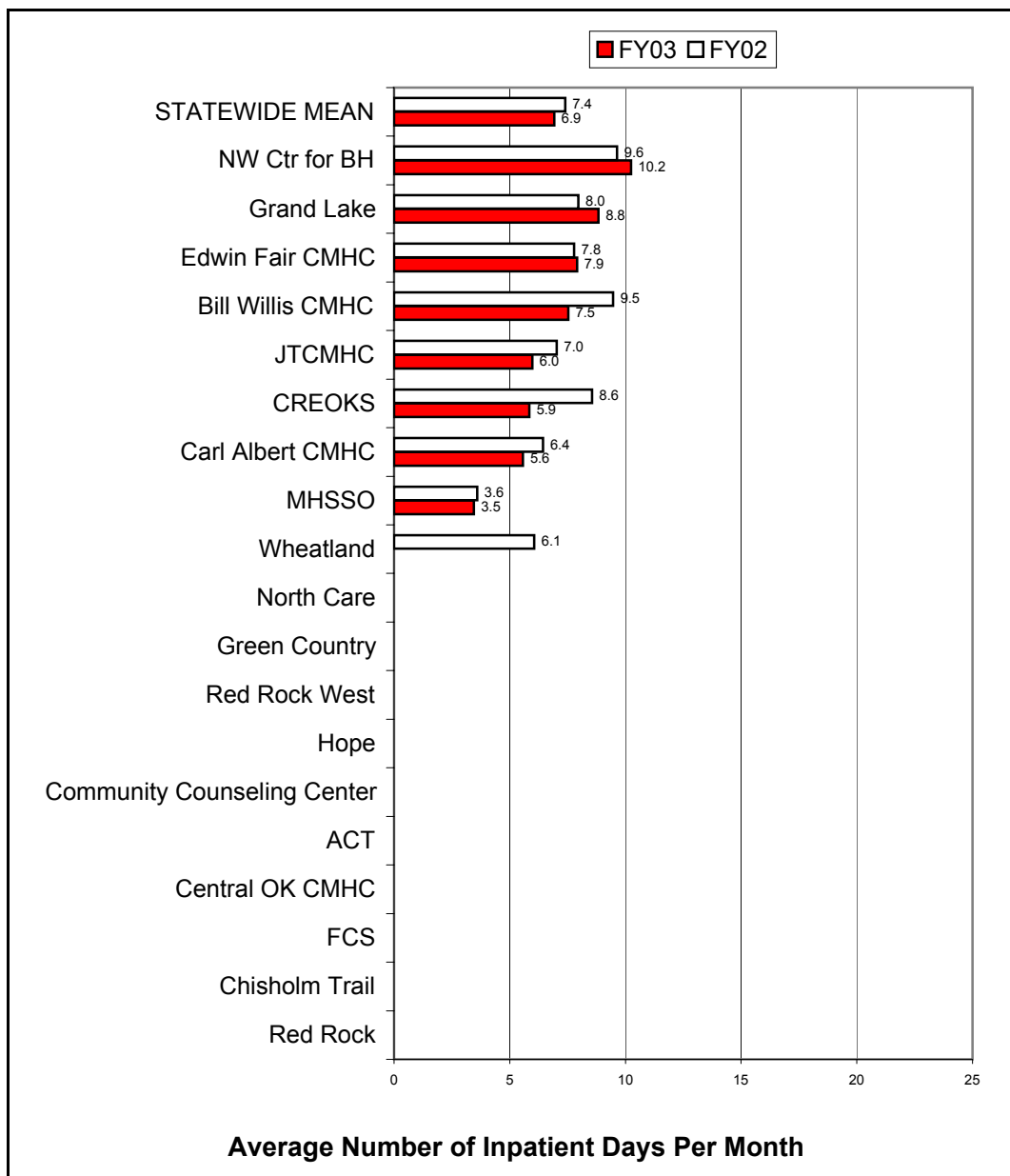


Service Utilization Indicators
All Admitted Clients



Average Number of Inpatient Days

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



Answer: In FY03 the average number of inpatient days per month varied among the CMHCs providing or contracting for this service from 3.5 to 10.2 days, with a statewide mean of 6.9 days. Of the CMHCs that provided or contracted for this service in FY02, the average number per month in FY03 decreased at 5 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 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	FY02				FY03				FY03 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
NW Ctr for BH	7,927	68.6	660.6	9.6	8,644	70.3	720.3	10.2	6.8	6.9
Grand Lake	3,148	32.9	262.3	8.0	3,951	37.3	329.3	8.8		
Edwin Fair CMHC	2,849	30.5	237.4	7.8	1,900	20.0	158.3	7.9		
Bill Willis CMHC	2,679	23.6	223.3	9.5	2,295	25.4	191.3	7.5		
JTCMHC	5,676	67.3	473.0	7.0	6,517	90.8	543.1	6.0		
CREOKS	1,155	11.3	96.3	8.6	626	8.9	52.2	5.9		
Carl Albert CMHC	7,256	93.8	604.7	6.4	4,975	74.5	414.6	5.6		
MHSSO	1,540	35.7	128.3	3.6	1,043	25.2	86.9	3.5		
Wheatland	103	2.4	14.7	6.1	0	0.0	0.0	0.0		
North Care	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		
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		
Community Counseling	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
ACT	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Central OK CMHC	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		
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		

Not all CMHCs are contracted to provide inpatient services.

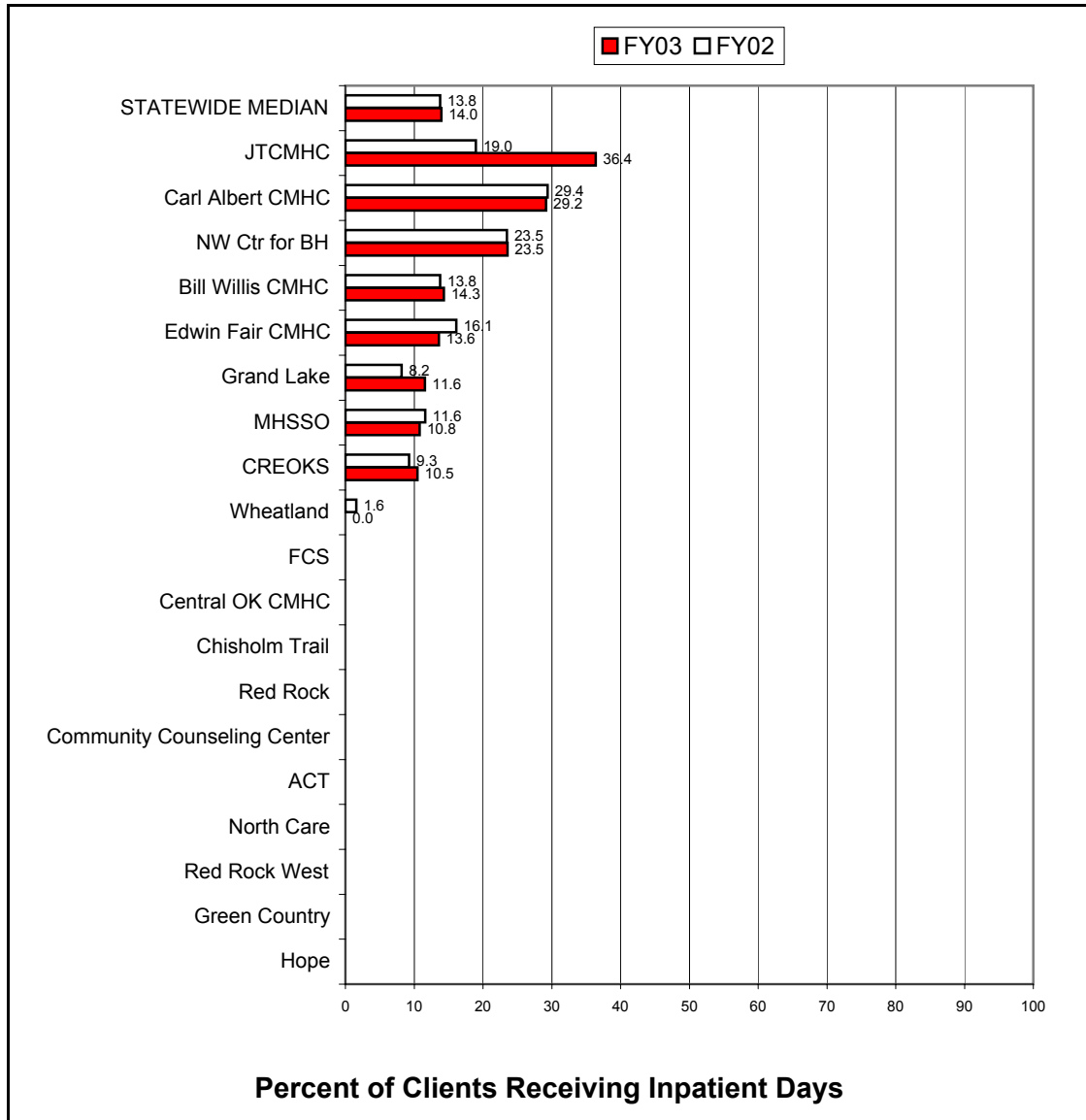
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

In FY03, 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 FY03 the percent of clients receiving inpatient days varied among the CMHCs providing or contracting for this service from 0 to 36.4 percent, with a statewide median of 14 percent. Compared with FY02, the percent receiving inpatient days decreased in FY03 among 3 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 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	FY02			FY03			FY03 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
JTCMHC	2,789	529	19.0	2,010	731	36.4	14.0	18.7
Carl Albert CMHC	2,618	769	29.4	2,147	626	29.2		
NW Ctr for BH	2,271	533	23.5	2,289	539	23.5		
Bill Willis CMHC	1,807	249	13.8	1,835	263	14.3		
Edwin Fair CMHC	1,545	249	16.1	1,216	165	13.6		
Grand Lake	3,621	296	8.2	2,774	321	11.6		
MHSSO	2,939	341	11.6	2,408	260	10.8		
CREOKS	1,326	123	9.3	955	100	10.5		
Wheatland	1,017	16	1.6	762	0	0.0		
FCS	1,294	0	0.0	2,381	0	0.0		
Central OK CMHC	1,595	0	0.0	1,468	0	0.0		
Chisholm Trail	1,561	0	0.0	1,541	0	0.0		
Red Rock	1,352	0	0.0	2,215	0	0.0		
Community Counseling	1,194	0	0.0	0	0	0.0		
ACT	1,311	0	0.0	1,528	0	0.0		
North Care	1,619	0	0.0	3,131	0	0.0		
Red Rock West	917	0	0.0	0	0	0.0		
Green Country	1,298	0	0.0	1,069	0	0.0		
Hope	1,125	0	0.0	938	0	0.0		

Not all CMHCs are contracted to provide inpatient services.

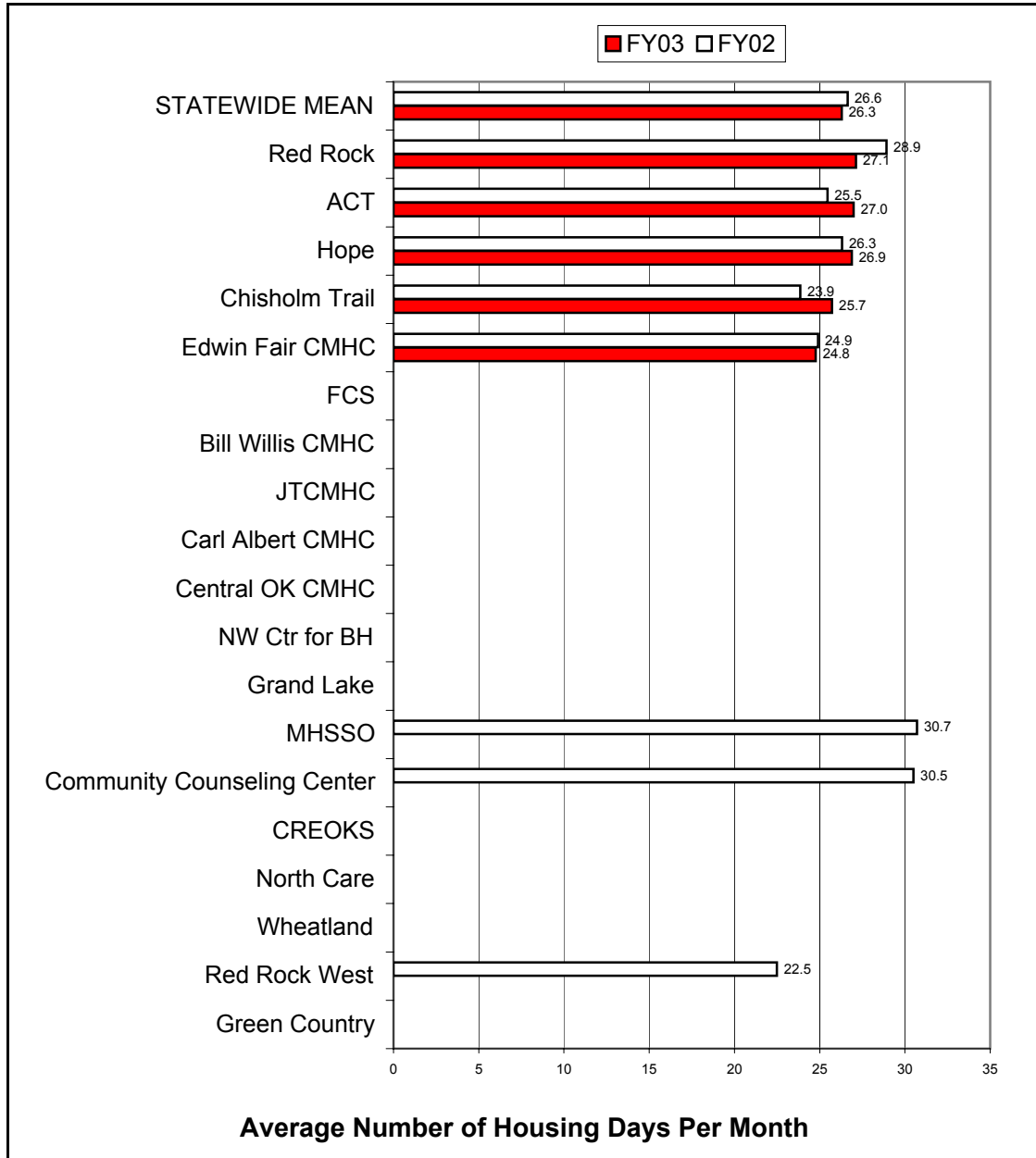
Services were selected based on funding source and service focus. Please refer to Data Selection Criteria (Appendix B), for details.

In FY03, 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 FY03 the average number of housing days per month varied among the CMHCs providing this service from 24.8 to 27.1 days, with a statewide mean of 26.3 days. Compared with FY02, the average number of housing days per month increased in FY03 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 Housing Days

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

Agency	FY02				FY03				FY03 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
Red Rock	16,886	48.7	1,407.2	28.9	20,406	62.7	1,700.5	27.1	26.9	26.3
ACT	6,694	21.9	557.8	25.5	7,802	24.1	650.2	27.0		
Hope	37,139	117.7	3,094.9	26.3	33,360	103.4	2,780.0	26.9		
Chisholm Trail	4,628	16.2	385.7	23.9	6,224	20.2	518.7	25.7		
Edwin Fair CMHC	3,710	12.4	309.2	24.9	3,343	11.3	278.6	24.8		
FCS	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Bill Willis CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
JTCMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Carl Albert CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Central OK CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
NW Ctr for BH	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		
MHSSO	215	1.4	43.0	30.7	0	0.0	0.0	0.0		
Community Counseling	549	1.5	45.8	30.5	0	0.0	0.0	0.0		
CREOKS	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		
Wheatland	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Red Rock West	2,947	10.9	245.6	22.5	0	0.0	0.0	0.0		
Green Country	0	0.0	0.0	0.0	0	0.0	0.0	0.0		

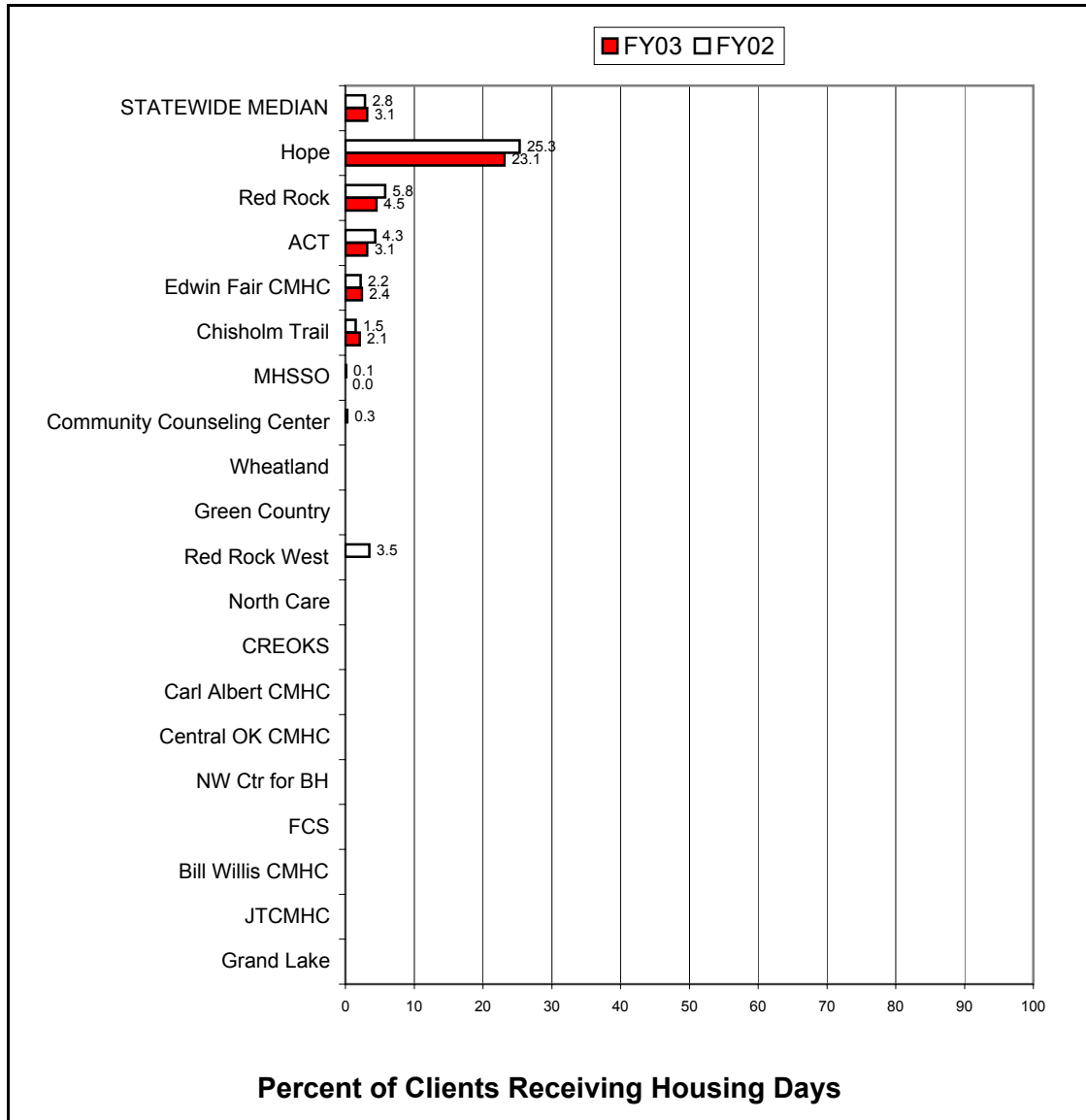
Not all CMHCs are contracted to provide housing programs.

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 FY03 the percent of clients receiving housing days varied among the CMHCs providing this service from 2.1 to 23.1 percent, with a statewide median of 3.1 percent. Compared with FY02, the percent receiving housing days increased in FY03 among 2 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 Housing Days

Question: What percent of clients are receiving housing days?

Agency	FY02			FY03			FY03 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	1,125	285	25.3	938	217	23.1	3.1	7.1
Red Rock	1,352	78	5.8	2,215	100	4.5		
ACT	1,311	57	4.3	1,528	48	3.1		
Edwin Fair CMHC	1,545	34	2.2	1,216	29	2.4		
Chisholm Trail	1,561	23	1.5	1,541	32	2.1		
MHSSO	2,939	3	0.1	2,408	0	0.0		
Community Counseling	1,194	3	0.3	0	0	0.0		
Wheatland	1,017	0	0.0	762	0	0.0		
Green Country	1,298	0	0.0	1,069	0	0.0		
Red Rock West	917	32	3.5	0	0	0.0		
North Care	1,619	0	0.0	3,131	0	0.0		
CREOKS	1,326	0	0.0	955	0	0.0		
Carl Albert CMHC	2,618	0	0.0	2,147	0	0.0		
Central OK CMHC	1,595	0	0.0	1,468	0	0.0		
NW Ctr for BH	2,271	0	0.0	2,289	0	0.0		
FCS	1,294	0	0.0	2,381	0	0.0		
Bill Willis CMHC	1,807	0	0.0	1,835	0	0.0		
JTCMHC	2,789	0	0.0	2,010	0	0.0		
Grand Lake	3,621	0	0.0	2,774	0	0.0		

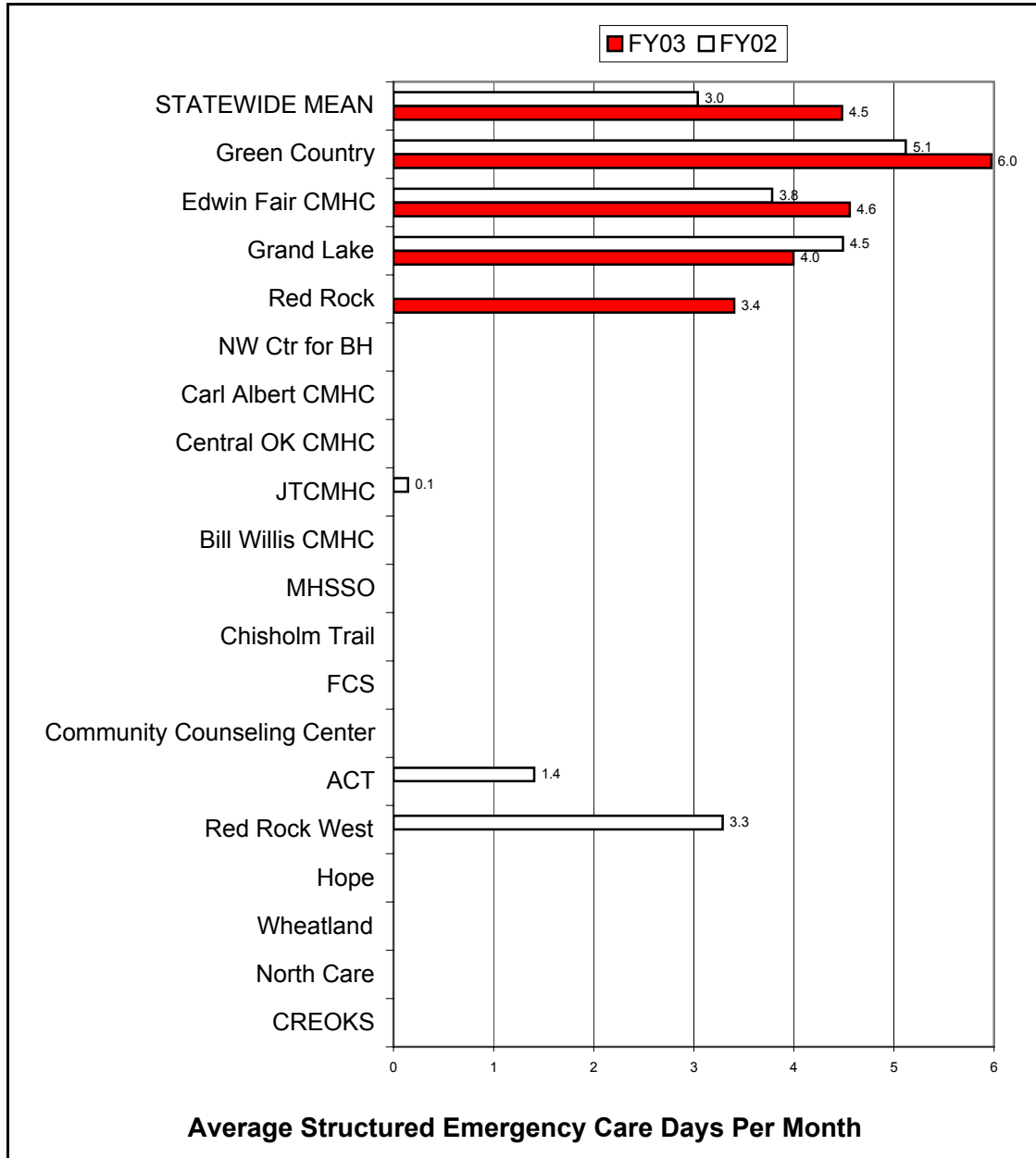
Not all CMHCs are contracted to provide housing services.

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 FY03 the average number of structured emergency care days per month varied among the CMHCs providing this service from 3.4 to 6 days, with a statewide mean of 4.5 days. Compared with FY02, the average number of structured emergency care days increased in FY03 among 2 of the 3 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	FY02				FY03				FY03 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	1,746	28.4	145.5	5.1	2,150	30.0	179.2	6.0	4.3	4.5
Edwin Fair CMHC	231	5.5	21.0	3.8	237	4.3	19.8	4.6		
Grand Lake	8,531	158.3	710.9	4.5	4,755	99.2	396.3	4.0		
Red Rock	0	0.0	0.0	0.0	2,018	49.4	168.1	3.4		
NW Ctr for BH	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Carl Albert CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Central OK CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
JTCMHC	3	2.0	0.3	0.1	0	0.0	0.0	0.0		
Bill Willis CMHC	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		
Chisholm Trail	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		
Community Counseling	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
ACT	6	4.0	5.6	1.4	0	0.0	0.0	0.0		
Red Rock West	1,806	45.8	150.5	3.3	0	0.0	0.0	0.0		
Hope	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		

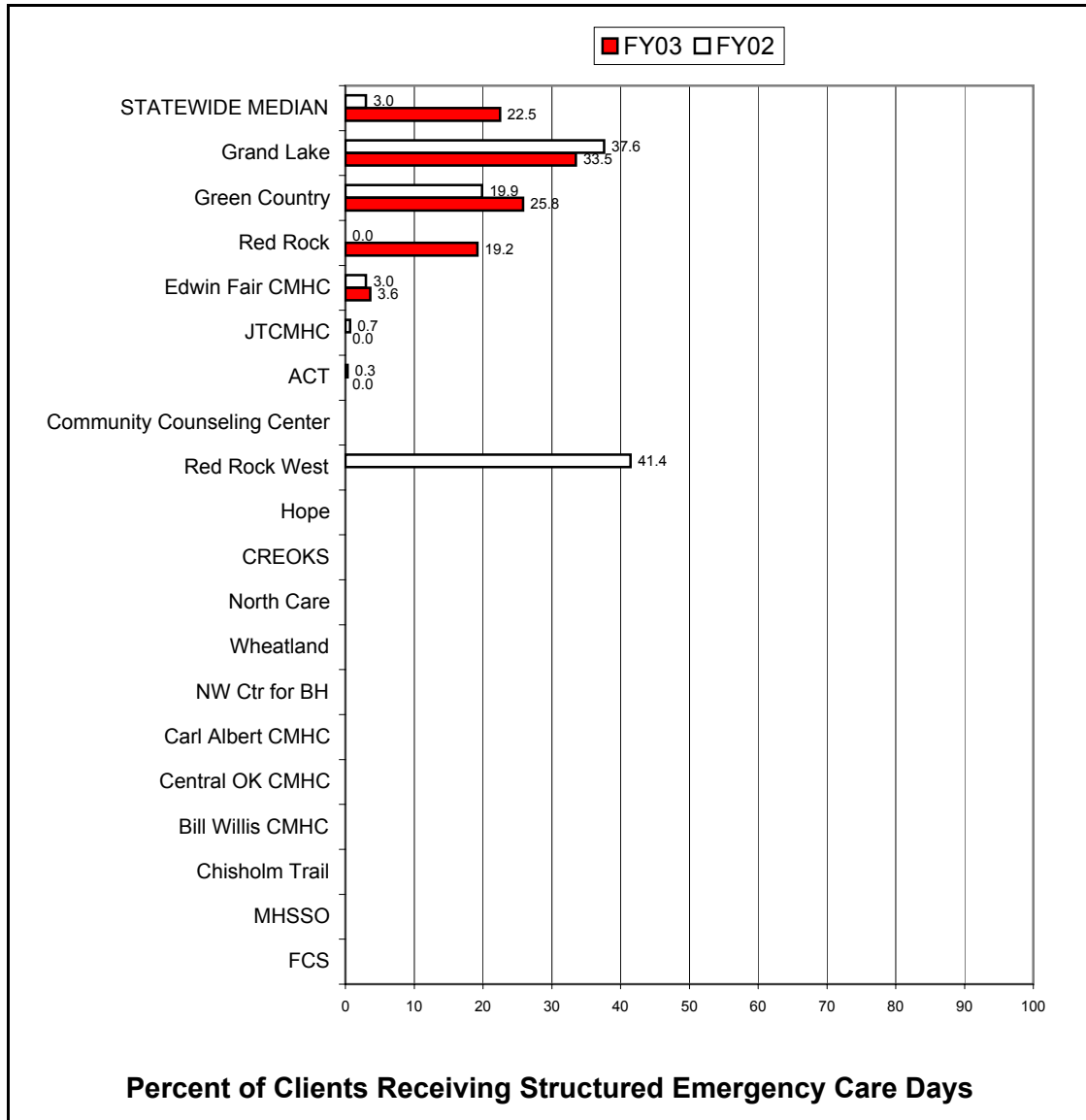
Not all CMHCs are contracted to provide structured emergency care.

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 FY03 the percent of clients receiving structured emergency care varied among the CMHCs providing this service from 3.6 to 33.5 percent, with a statewide median of 22.5 percent. Compared with FY02, the percent receiving structured emergency care increased in FY03 among 2 of the 3 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	FY02			FY03			FY03 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
Grand Lake	3,621	1,362	37.6	2,774	929	33.5	22.5	20.5
Green Country	1,298	258	19.9	1,069	276	25.8		
Red Rock	1,352	0	0.0	2,215	425	19.2		
Edwin Fair CMHC	1,545	46	3.0	1,216	44	3.6		
JTCMHC	2,789	19	0.7	2,010	0	0.0		
ACT	1,311	4	0.3	1,528	0	0.0		
Community Counseling	1,194	0	0.0	0	0	0.0		
Red Rock West	917	380	41.4	0	0	0.0		
Hope	1,125	0	0.0	938	0	0.0		
CREOKS	1,326	0	0.0	955	0	0.0		
North Care	1,619	0	0.0	3,131	0	0.0		
Wheatland	1,017	0	0.0	762	0	0.0		
NW Ctr for BH	2,271	0	0.0	2,289	0	0.0		
Carl Albert CMHC	2,618	0	0.0	2,147	0	0.0		
Central OK CMHC	1,595	0	0.0	1,468	0	0.0		
Bill Willis CMHC	1,807	0	0.0	1,835	0	0.0		
Chisholm Trail	1,561	0	0.0	1,541	0	0.0		
MHSSO	2,939	0	0.0	2,408	0	0.0		
FCS	1,294	0	0.0	2,381	0	0.0		

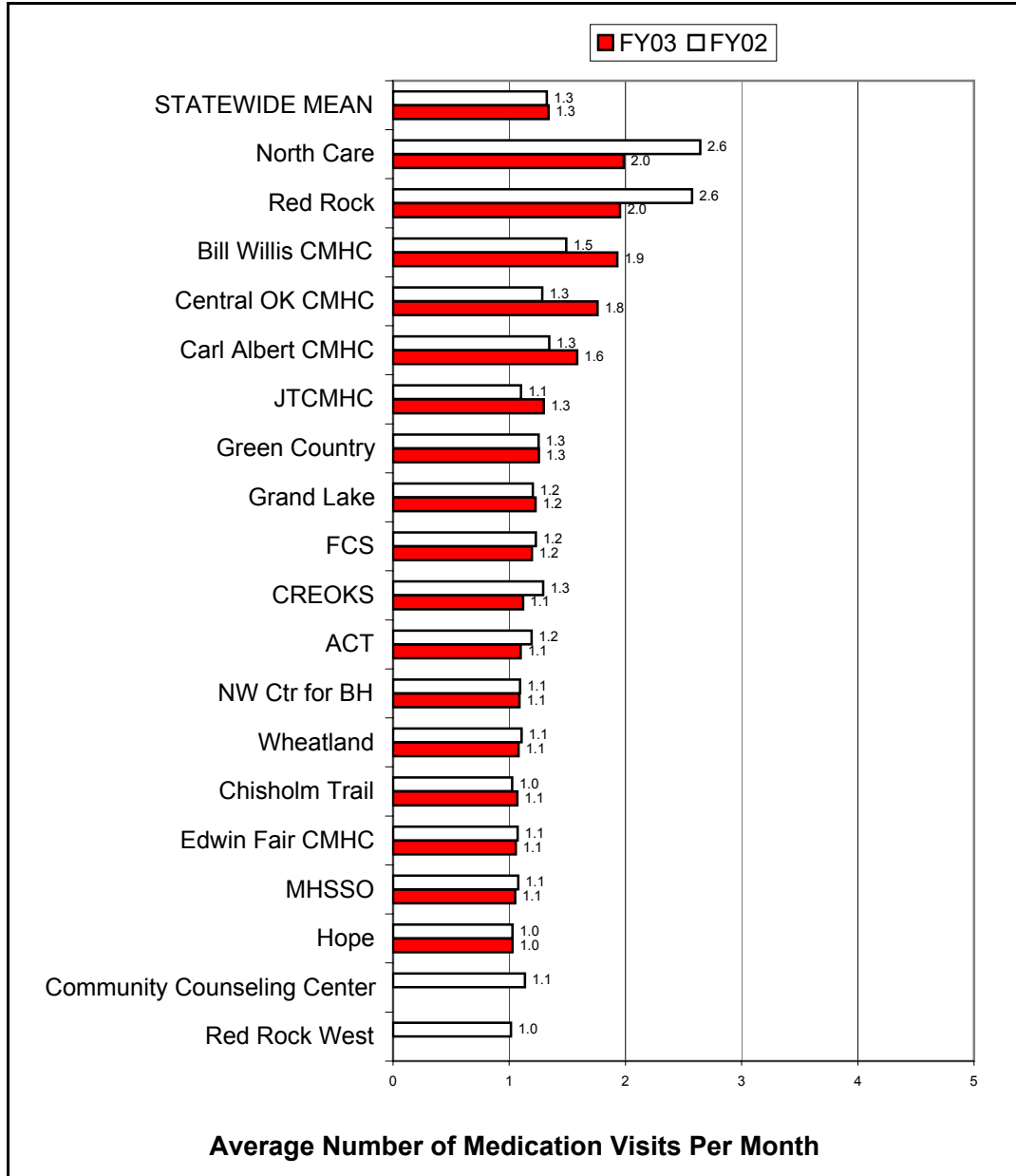
Not all CMHCs are contracted to provide structured emergency care.

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 FY03 the average number of medication visits per month varied among all CMHCs from 1 to 2 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

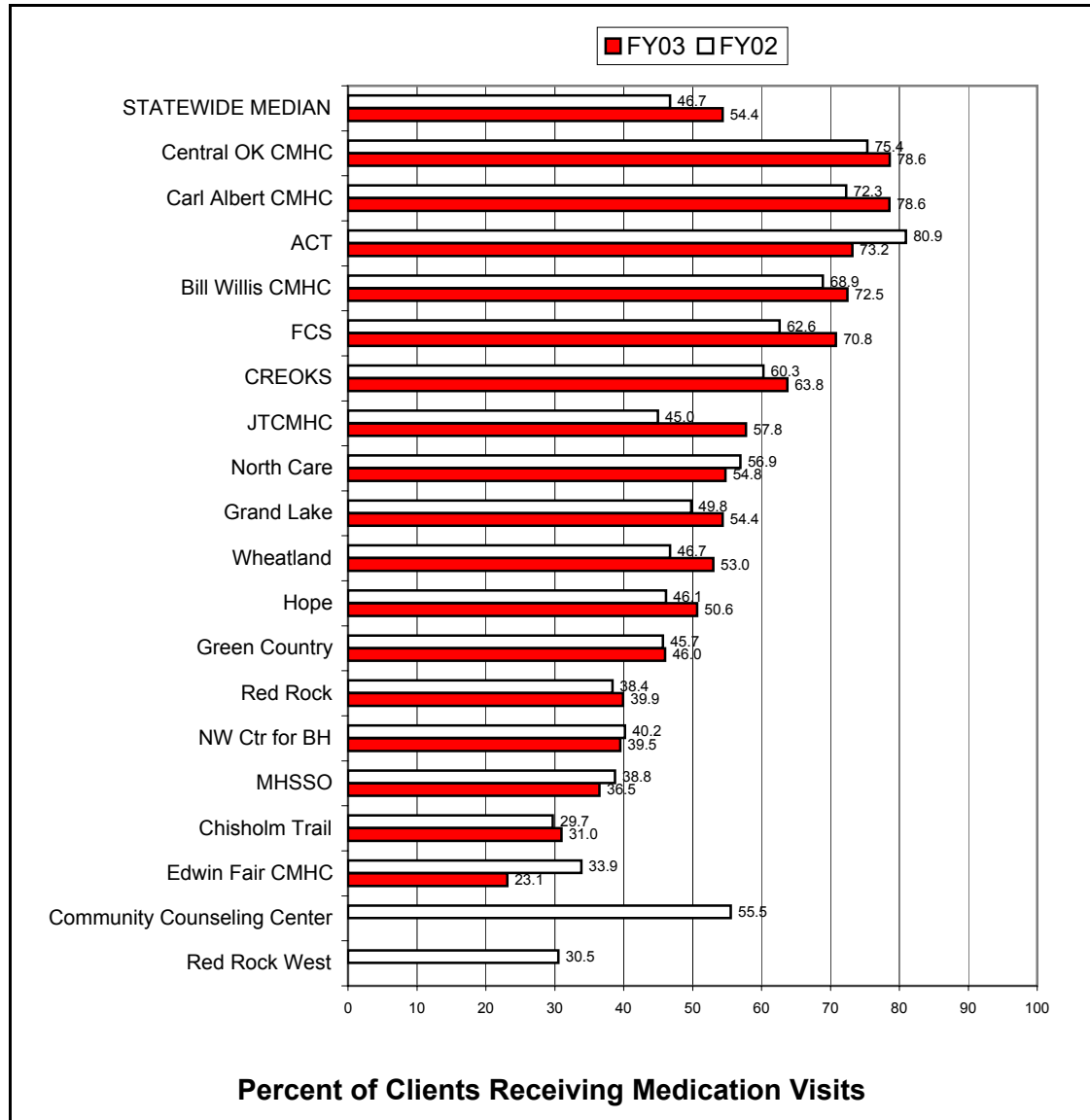
Question: What is the average number of medication visits per month for clients receiving medication visits?

Agency	FY02				FY03				FY03 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	9,312	293.6	776.0	2.6	14,161	594.8	1,180.1	2.0	1.2	1.3
Red Rock	5,153	166.8	429.4	2.6	7,635	325.5	636.3	2.0		
Bill Willis CMHC	9,770	545.9	814.2	1.5	13,980	603.4	1,165.0	1.9		
Central OK CMHC	9,028	585.8	752.3	1.3	12,592	596.0	1,049.3	1.8		
Carl Albert CMHC	16,600	1,028.2	1,383.3	1.3	17,740	932.3	1,478.3	1.6		
JTCMHC	4,740	359.2	395.0	1.1	6,259	401.8	521.6	1.3		
Green Country	3,551	236.0	295.9	1.3	3,367	223.8	280.6	1.3		
Grand Lake	11,461	794.1	955.1	1.2	9,318	632.8	776.5	1.2		
FCS	3,243	263.8	324.3	1.2	7,816	545.4	651.3	1.2		
CREOKS	3,767	242.9	313.9	1.3	2,405	178.9	200.4	1.1		
ACT	4,752	331.9	396.0	1.2	4,407	334.3	367.3	1.1		
NW Ctr for BH	3,245	247.2	270.4	1.1	3,706	284.0	308.8	1.1		
Wheatland	1,971	148.5	164.3	1.1	1,657	128.0	138.1	1.1		
Chisholm Trail	1,444	117.3	120.3	1.0	1,356	105.6	113.0	1.1		
Edwin Fair CMHC	1,482	115.3	123.5	1.1	817	64.5	68.1	1.1		
MHSSO	4,413	340.9	367.8	1.1	3,364	266.6	280.3	1.1		
Hope	1,498	121.3	124.8	1.0	1,136	92.1	94.7	1.0		
Community Counseling	2,866	210.6	238.8	1.1	0	0.0	0.0	0.0		
Red Rock West	1,445	118.8	120.4	1.0	0	0.0	0.0	0.0		

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 FY03 the percent of clients receiving medication visits varied among all CMHCs from 23.1 to 78.6 percent, with a statewide median of 54.4 percent. Compared with FY02, the percent receiving medication visits increased in FY03 among 12 of the 17 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

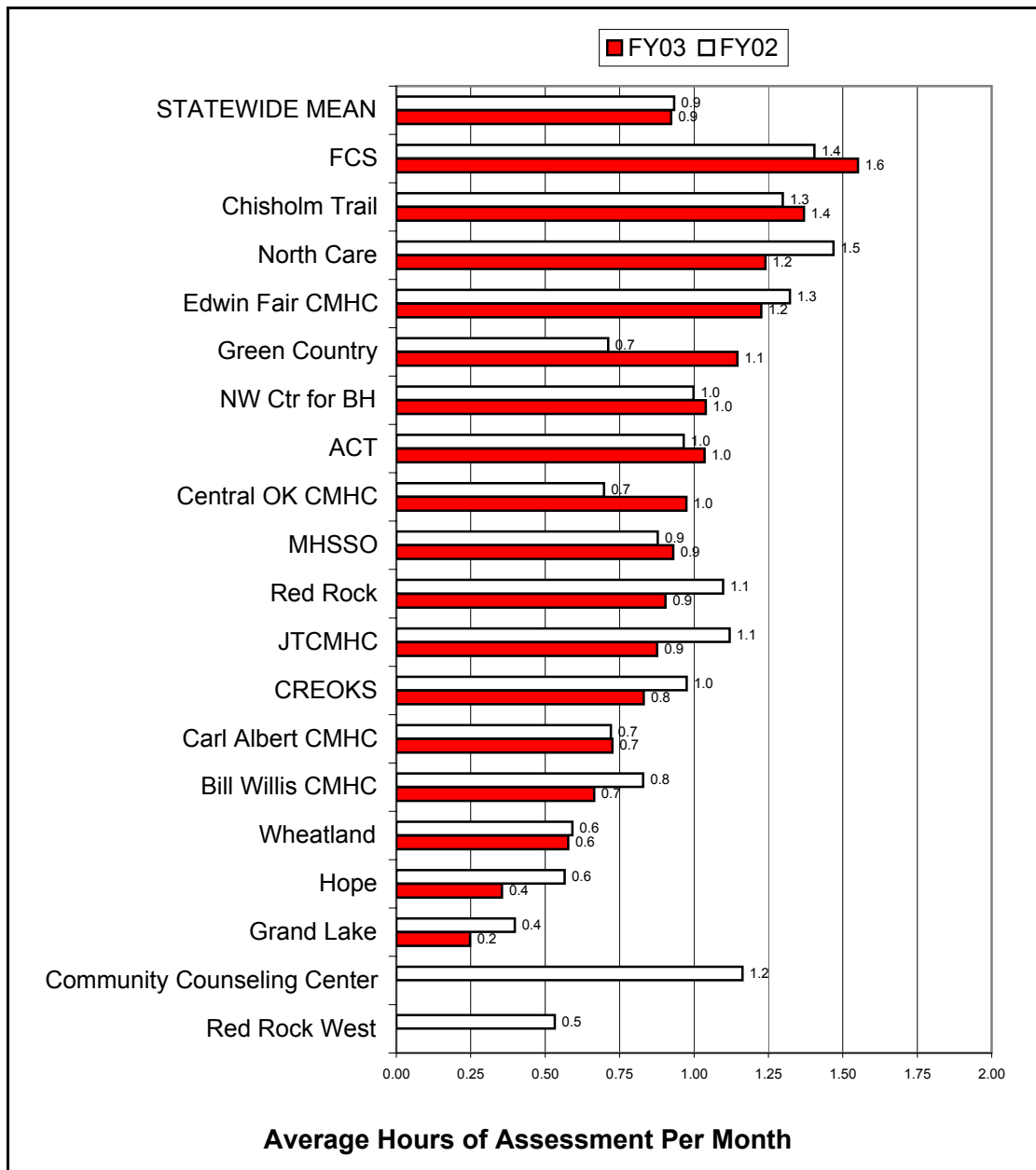
Question: What percent of clients are receiving medication visits?

Agency	FY02			FY03			FY03 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
Central OK CMHC	1,595	1,202	75.4	1,468	1,154	78.6	54.4	54.3
Carl Albert CMHC	2,618	1,892	72.3	2,147	1,687	78.6		
ACT	1,311	1,061	80.9	1,528	1,118	73.2		
Bill Willis CMHC	1,807	1,245	68.9	1,835	1,330	72.5		
FCS	1,294	810	62.6	2,381	1,686	70.8		
CREOKS	1,326	799	60.3	955	609	63.8		
JTCMHC	2,789	1,254	45.0	2,010	1,161	57.8		
North Care	1,619	922	56.9	3,131	1,715	54.8		
Grand Lake	3,621	1,803	49.8	2,774	1,508	54.4		
Wheatland	1,017	475	46.7	762	404	53.0		
Hope	1,125	519	46.1	938	475	50.6		
Green Country	1,298	593	45.7	1,069	492	46.0		
Red Rock	1,352	519	38.4	2,215	884	39.9		
NW Ctr for BH	2,271	912	40.2	2,289	904	39.5		
MHSSO	2,939	1,139	38.8	2,408	878	36.5		
Chisholm Trail	1,561	464	29.7	1,541	477	31.0		
Edwin Fair CMHC	1,545	523	33.9	1,216	281	23.1		
Community Counseling	1,194	663	55.5	0	0	0.0		
Red Rock West	917	280	30.5	0	0	0.0		

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.

Average Number of Assessment Hours

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



Answer: In FY03 the average number of assessment hours per month varied among all CMHCs from 0.2 hours to 1.6 hours, with a statewide mean of 0.9 hours. When compared to FY02, the average number of assessment hours per month increased in FY03 among 3 of the 17 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

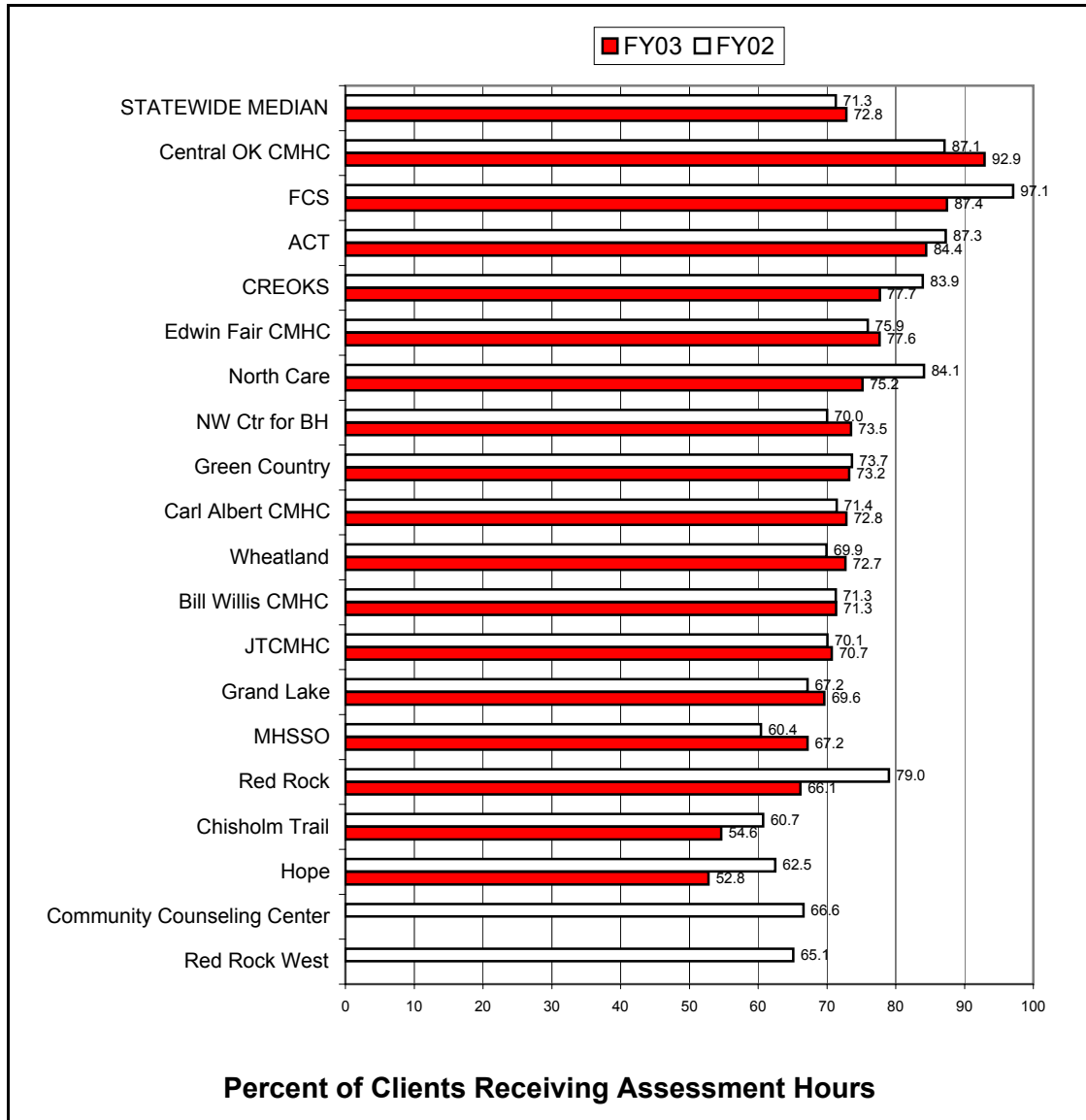
Question: What is the average number of assessment hours per month for clients receiving assessment hours?

Agency	FY02				FY03				FY03 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
FCS	2,568.6	166.3	233.5	1.4	4,853.1	260.8	404.4	1.6	0.9	0.9
Chisholm Trail	1,546.3	99.3	128.9	1.3	1,346.1	81.9	112.2	1.4		
North Care	2,908.9	165.0	242.4	1.5	4,619.7	310.3	385.0	1.2		
Edwin Fair CMHC	2,576.5	162.3	214.7	1.3	2,268.8	154.3	189.1	1.2		
Green Country	1,193.6	139.8	99.5	0.7	1,648.3	119.9	137.4	1.1		
NW Ctr for BH	2,578.9	215.2	214.9	1.0	2,920.0	234.0	243.3	1.0		
ACT	1,668.4	144.1	139.0	1.0	2,164.7	174.3	180.4	1.0		
Central OK CMHC	2,275.1	271.8	189.6	0.7	3,066.9	262.4	255.6	1.0		
MHSSO	2,325.9	220.6	193.8	0.9	2,417.0	216.4	201.4	0.9		
Red Rock	2,093.0	158.9	174.4	1.1	2,211.0	203.8	184.3	0.9		
JTCMHC	2,771.0	206.2	230.9	1.1	1,691.3	160.8	140.9	0.9		
CREOKS	1,727.3	147.6	143.9	1.0	1,042.8	104.5	86.9	0.8		
Carl Albert CMHC	3,006.0	347.5	250.5	0.7	2,546.0	292.3	212.2	0.7		
Bill Willis CMHC	1,725.1	173.3	143.8	0.8	1,621.9	203.3	135.2	0.7		
Wheatland	539.7	76.1	45.0	0.6	442.8	63.9	36.9	0.6		
Hope	621.9	91.6	51.8	0.6	315.7	74.2	26.3	0.4		
Grand Lake	2,164.1	453.2	180.3	0.4	976.2	327.9	81.3	0.2		
Community Counseling	1,529.9	109.7	127.5	1.2	0.0	0.0	0.0	0.0		
Red Rock West	554.5	86.8	46.2	0.5	0.0	0.0	0.0	0.0		

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 Assessment Hours

Question: What percent of clients are receiving assessment hours?



Answer: In FY03 the percent of clients receiving an assessment varied among all CMHCs from 52.8 to 92.9 percent, with a statewide median of 72.8 percent. Compared with FY02, the percent receiving an assessment increased in FY03 among 8 of the 17 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

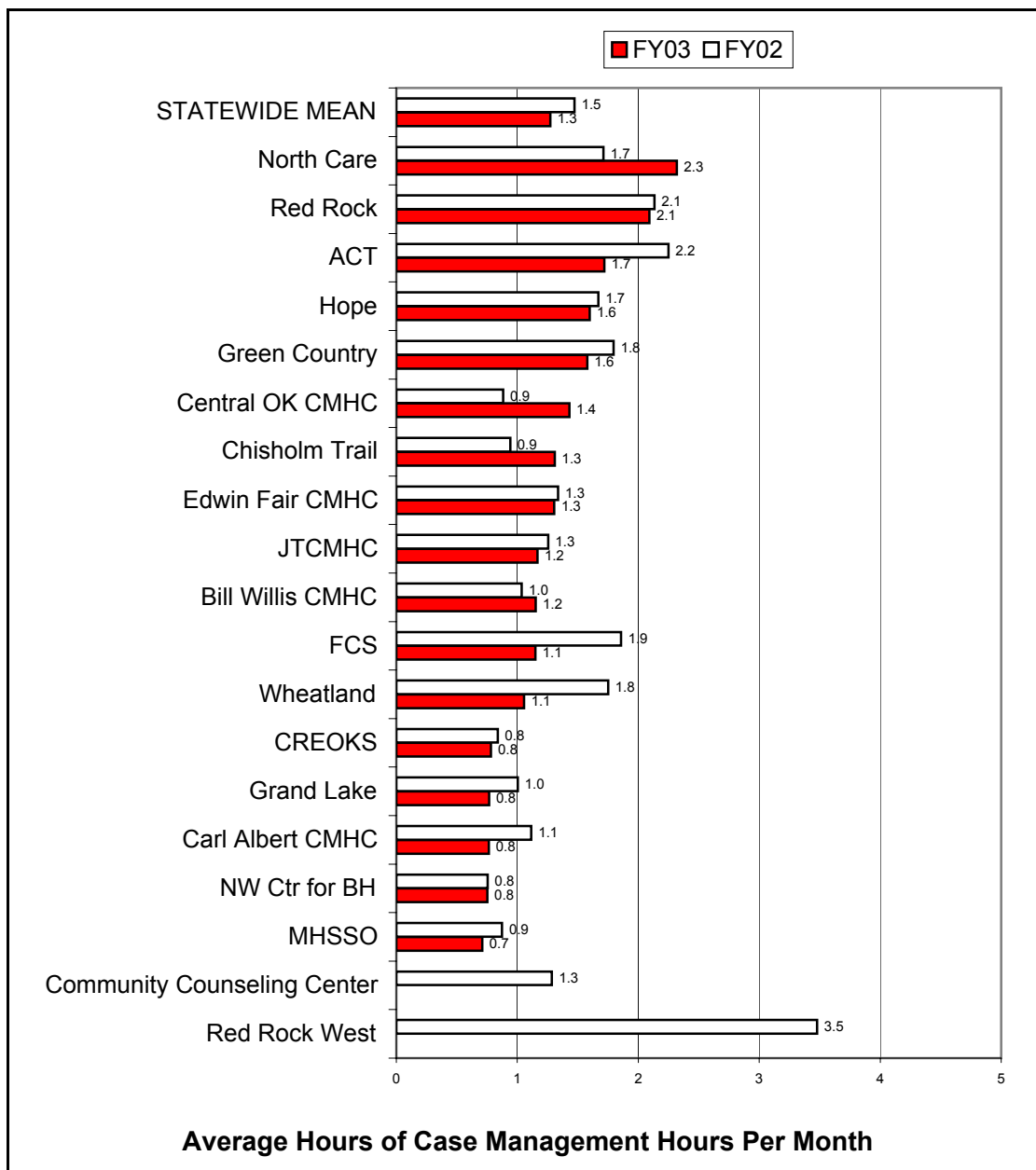
Question: What percent of clients are receiving assessment hours?

Agency	FY02			FY03			FY03 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
Central OK CMHC	1,595	1,389	87.1	1,468	1,364	92.9	72.8	72.9
FCS	1,294	1,256	97.1	2,381	2,082	87.4		
ACT	1,311	1,144	87.3	1,528	1,290	84.4		
CREOKS	1,326	1,113	83.9	955	742	77.7		
Edwin Fair CMHC	1,545	1,173	75.9	1,216	944	77.6		
North Care	1,619	1,362	84.1	3,131	2,353	75.2		
NW Ctr for BH	2,271	1,590	70.0	2,289	1,682	73.5		
Green Country	1,298	956	73.7	1,069	783	73.2		
Carl Albert CMHC	2,618	1,870	71.4	2,147	1,563	72.8		
Wheatland	1,017	711	69.9	762	554	72.7		
Bill Willis CMHC	1,807	1,288	71.3	1,835	1,309	71.3		
JTCMHC	2,789	1,954	70.1	2,010	1,421	70.7		
Grand Lake	3,621	2,433	67.2	2,774	1,931	69.6		
MHSSO	2,939	1,775	60.4	2,408	1,618	67.2		
Red Rock	1,352	1,068	79.0	2,215	1,465	66.1		
Chisholm Trail	1,561	948	60.7	1,541	842	54.6		
Hope	1,125	703	62.5	938	495	52.8		
Community Counseling	1,194	795	66.6	0	0	0.0		
Red Rock West	917	597	65.1	0	0	0.0		

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.

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 FY03 the average number of case management hours per month varied among all CMHCs from 0.7 hours to 2.3 hours, with a statewide mean of 1.3 hours. When compared to FY02, the average number of case management hours per month increased in FY03 among 4 of the 17 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

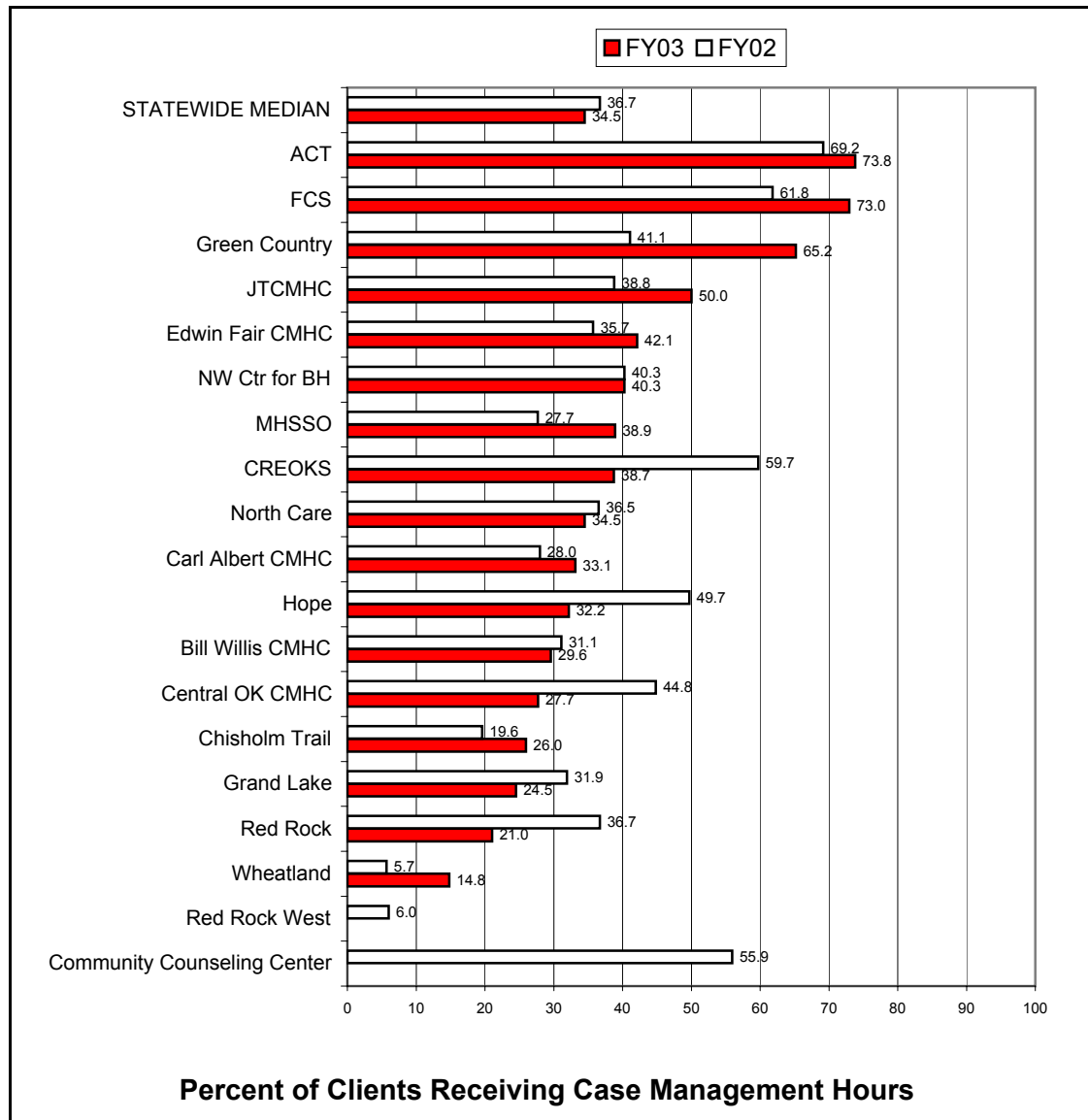
Question: What is the average number of case management hours per month for clients receiving case management?

Agency	FY02				FY03				FY03 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	2,645.1	128.7	220.4	1.7	8,531.2	306.6	710.9	2.3	1.2	1.3
Red Rock	2,997.7	117.1	249.8	2.1	3,304.8	131.6	275.4	2.1		
ACT	9,329.4	345.7	777.4	2.2	7,569.9	366.8	630.8	1.7		
Hope	3,208.3	160.0	267.4	1.7	1,515.6	79.0	126.3	1.6		
Green Country	2,391.0	111.0	199.3	1.8	4,052.0	213.8	337.7	1.6		
Central OK CMHC	1,784.2	168.2	148.7	0.9	1,428.8	83.3	119.1	1.4		
Chisholm Trail	726.5	64.3	60.5	0.9	1,251.5	79.7	104.3	1.3		
Edwin Fair CMHC	2,514.0	156.8	209.5	1.3	2,402.5	153.5	200.2	1.3		
JTCMHC	4,477.4	297.0	373.1	1.3	4,794.7	342.3	399.6	1.2		
Bill Willis CMHC	1,155.9	93.1	96.3	1.0	1,433.0	103.8	119.4	1.2		
FCS	4,560.8	223.3	414.6	1.9	7,223.0	524.1	601.9	1.1		
Wheatland	457.1	21.8	38.1	1.8	364.3	28.8	30.4	1.1		
CREOKS	2,401.5	238.8	200.1	0.8	809.0	86.3	67.4	0.8		
Grand Lake	3,078.3	255.3	256.5	1.0	1,084.7	118.0	90.4	0.8		
Carl Albert CMHC	2,146.0	160.4	178.8	1.1	1,330.3	144.9	110.9	0.8		
NW Ctr for BH	2,073.2	228.9	172.8	0.8	2,380.4	263.3	198.4	0.8		
MHSSO	1,242.7	118.6	103.6	0.9	1,152.1	135.1	96.0	0.7		
Community Counseling	2,899.4	187.8	241.6	1.3	0.0	0.0	0.0	0.0		
Red Rock West	514.6	12.3	42.9	3.5	0.0	0.0	0.0	0.0		

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 Case Management Hours

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



Answer: In FY03 the percent of clients receiving case management varied among all CMHCs from 14.8 to 73.8 percent, with a statewide median of 34.5 percent. Compared with FY02, the percent receiving case management increased in FY03 among 9 of the 17 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

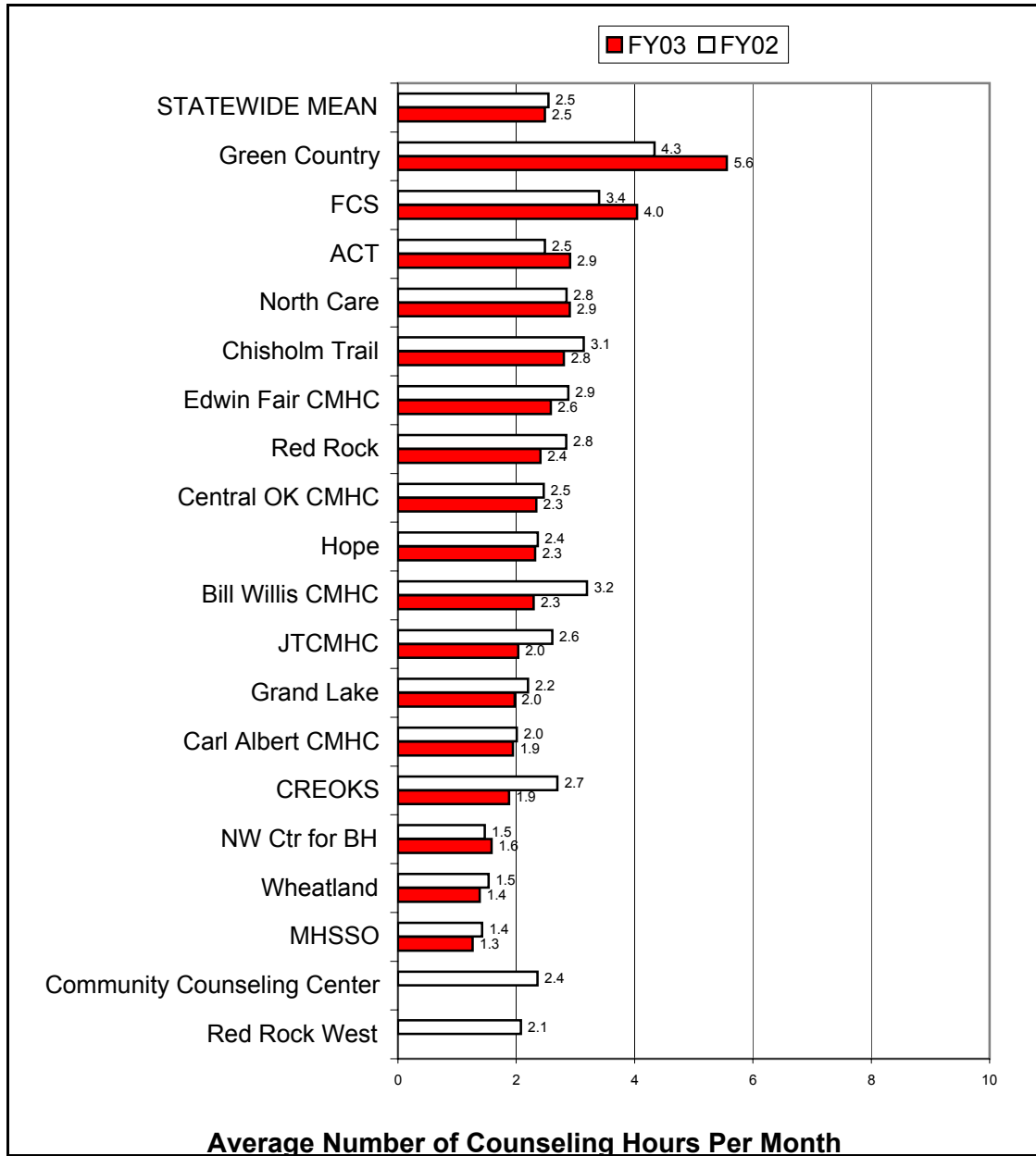
Question: What percent of clients are receiving case management hours?

Agency	FY02			FY03			FY03 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	1,311	907	69.2	1,528	1,128	73.8	34.5	39.1
FCS	1,294	800	61.8	2,381	1,737	73.0		
Green Country	1,298	533	41.1	1,069	697	65.2		
JTCMHC	2,789	1,082	38.8	2,010	1,005	50.0		
Edwin Fair CMHC	1,545	552	35.7	1,216	512	42.1		
NW Ctr for BH	2,271	915	40.3	2,289	922	40.3		
MHSSO	2,939	813	27.7	2,408	937	38.9		
CREOKS	1,326	792	59.7	955	370	38.7		
North Care	1,619	591	36.5	3,131	1,080	34.5		
Carl Albert CMHC	2,618	733	28.0	2,147	711	33.1		
Hope	1,125	559	49.7	938	302	32.2		
Bill Willis CMHC	1,807	562	31.1	1,835	543	29.6		
Central OK CMHC	1,595	715	44.8	1,468	407	27.7		
Chisholm Trail	1,561	306	19.6	1,541	400	26.0		
Grand Lake	3,621	1,156	31.9	2,774	680	24.5		
Red Rock	1,352	496	36.7	2,215	466	21.0		
Wheatland	1,017	58	5.7	762	113	14.8		
Red Rock West	917	55	6.0	0	0	0.0		
Community Counseling	1,194	668	55.9	0	0	0.0		

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.

Average Number of Counseling Hours

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



Answer: In FY03 the average number of counseling hours per month varied among all CMHCs from 1.3 to 5.6 hours, with a statewide mean of 2.5 hours. Compared with FY02, the average number of counseling hours per month increased in FY03 among 4 of the 17 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

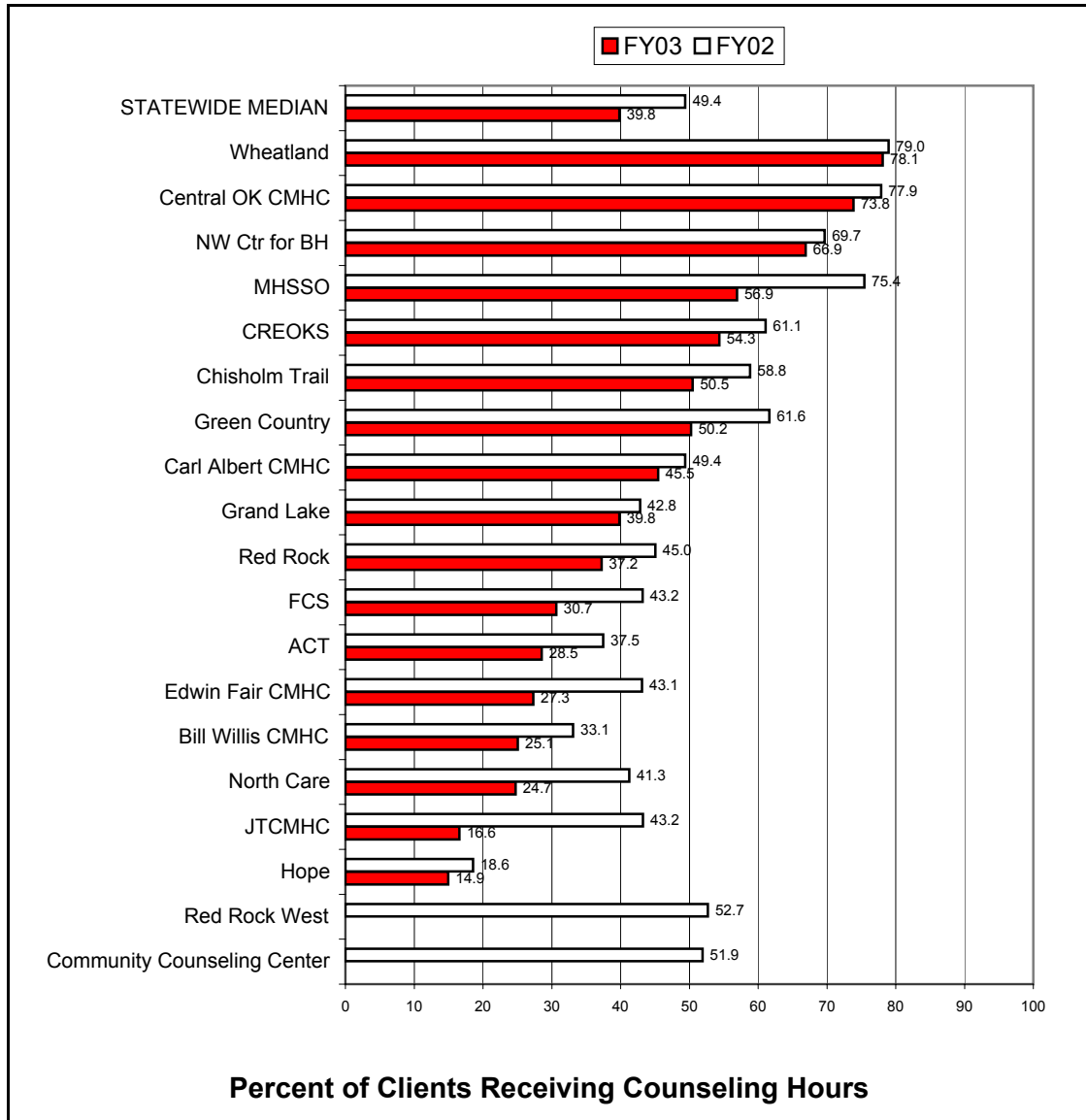
Question: What is the average number of counseling hours per month for clients receiving counseling hours?

Agency	FY02				FY03				FY03 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	15,689.5	301.4	1,307.5	4.3	15,221.5	228.3	1,268.5	5.6	2.3	2.5
FCS	6,584.0	176.1	598.5	3.4	10,578.1	218.3	881.5	4.0		
ACT	4,325.3	145.3	360.4	2.5	4,535.0	130.0	377.9	2.9		
North Care	6,612.4	193.4	551.0	2.8	8,638.5	247.7	719.9	2.9		
Chisholm Trail	12,082.9	320.7	1,006.9	3.1	6,890.1	204.6	574.2	2.8		
Edwin Fair CMHC	7,705.1	223.2	642.1	2.9	3,398.5	109.7	283.2	2.6		
Red Rock	6,629.1	194.1	552.4	2.8	7,238.0	250.3	603.2	2.4		
Central OK CMHC	17,840.2	603.8	1,486.7	2.5	13,755.3	489.8	1,146.3	2.3		
Hope	1,367.7	48.3	114.0	2.4	1,100.9	39.6	91.7	2.3		
Bill Willis CMHC	6,437.8	167.8	536.5	3.2	3,707.9	134.6	309.0	2.3		
JTCMHC	8,554.1	273.4	712.8	2.6	2,539.2	104.2	211.6	2.0		
Grand Lake	13,278.3	503.7	1,106.5	2.2	5,213.3	220.4	434.4	2.0		
Carl Albert CMHC	10,735.9	445.0	894.7	2.0	8,762.1	375.3	730.2	1.9		
CREOKS	9,212.0	284.8	767.7	2.7	3,461.5	153.5	288.5	1.9		
NW Ctr for BH	6,829.3	388.4	569.1	1.5	7,214.8	380.3	601.2	1.6		
Wheatland	5,123.9	278.6	427.0	1.5	3,502.8	211.6	291.9	1.4		
MHSSO	11,860.5	694.4	988.4	1.4	5,178.9	341.8	431.6	1.3		
Community Counseling	6,774.1	239.4	564.5	2.4	0.0	0.0	0.0	0.0		
Red Rock West	3,769.2	151.3	314.1	2.1	0.0	0.0	0.0	0.0		

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 Counseling Hours

Question: What percent of clients are receiving counseling hours?



Answer: In FY03 the percent of clients receiving counseling hours varied among all CMHCs from 14.9 to 78.1 percent, with a statewide median of 39.8 percent. Compared with FY02, the percent receiving counseling hours increased in FY03 among 0 of the 17 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

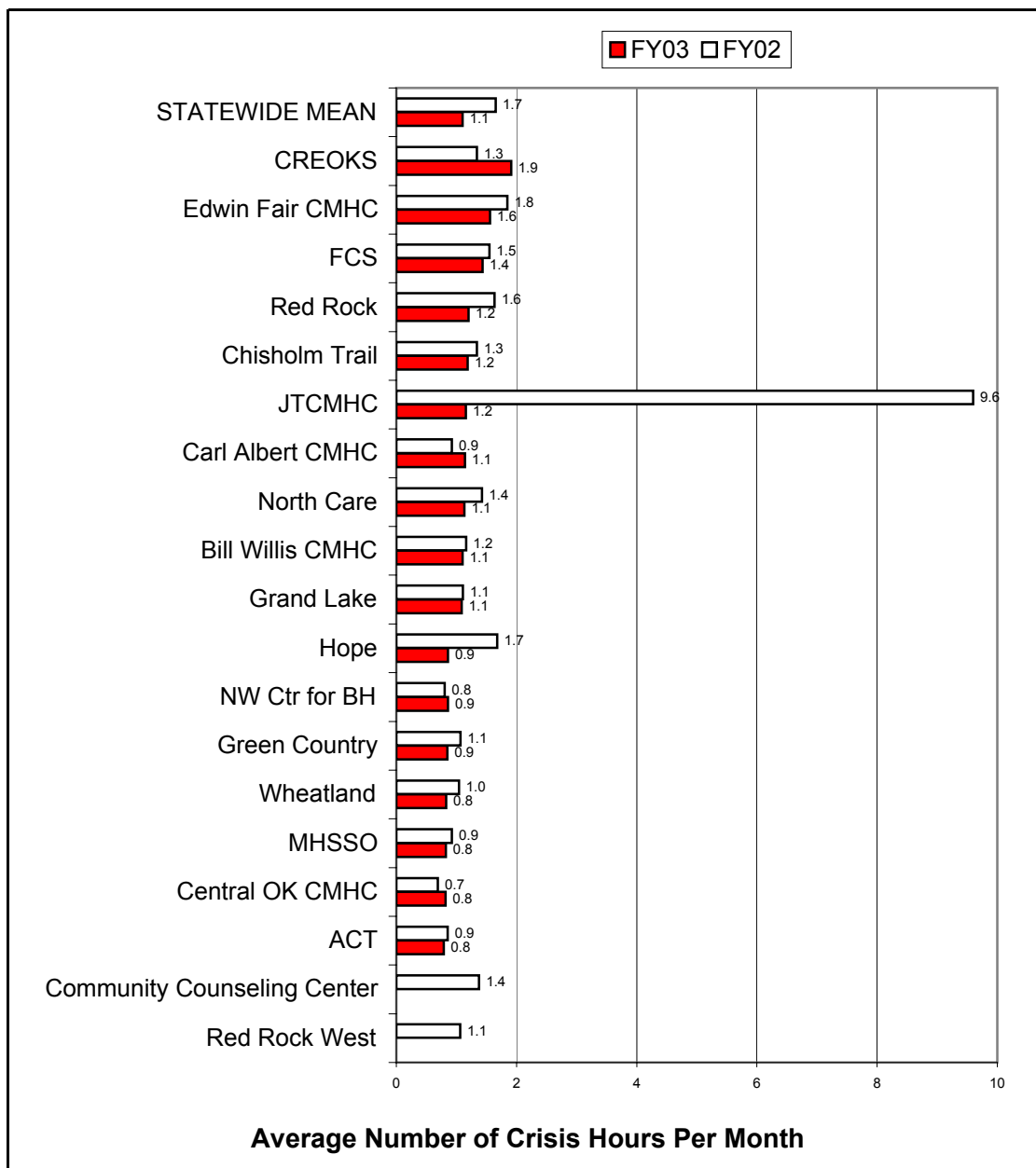
Question: What percent of clients are receiving counseling hours?

Agency	FY02			FY03			FY03 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	1,017	803	79.0	762	595	78.1	39.8	42.4
Central OK CMHC	1,595	1,242	77.9	1,468	1,084	73.8		
NW Ctr for BH	2,271	1,582	69.7	2,289	1,531	66.9		
MHSSO	2,939	2,217	75.4	2,408	1,371	56.9		
CREOKS	1,326	810	61.1	955	519	54.3		
Chisholm Trail	1,561	918	58.8	1,541	778	50.5		
Green Country	1,298	800	61.6	1,069	537	50.2		
Carl Albert CMHC	2,618	1,293	49.4	2,147	976	45.5		
Grand Lake	3,621	1,551	42.8	2,774	1,104	39.8		
Red Rock	1,352	609	45.0	2,215	825	37.2		
FCS	1,294	559	43.2	2,381	730	30.7		
ACT	1,311	491	37.5	1,528	436	28.5		
Edwin Fair CMHC	1,545	666	43.1	1,216	332	27.3		
Bill Willis CMHC	1,807	598	33.1	1,835	460	25.1		
North Care	1,619	668	41.3	3,131	774	24.7		
JTCMHC	2,789	1,206	43.2	2,010	333	16.6		
Hope	1,125	209	18.6	938	140	14.9		
Red Rock West	917	483	52.7	0	0	0.0		
Community Counseling	1,194	620	51.9	0	0	0.0		

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.

Average Number of Crisis Hours

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



Answer: In FY03 the average number of crisis hours per month for adults varied among all CMHCs from 0.8 to 1.9 hours, with a statewide mean of 1.1 hours per month. Compared with FY02, the average number of crisis hours increased in FY03 among 3 of the 17 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

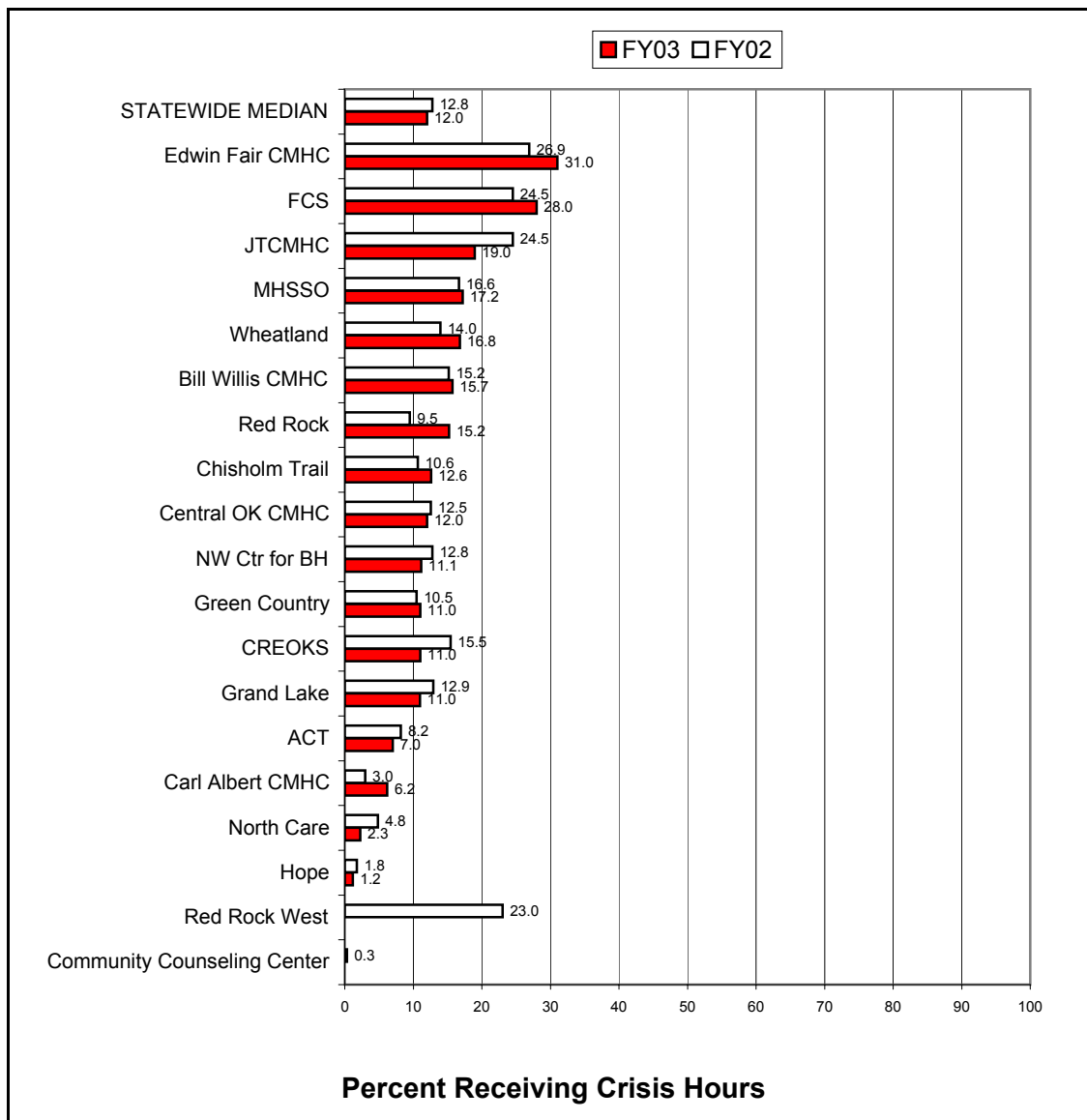
Question: What is the average number of crisis hours per month for clients receiving crisis hours?

Agency	FY02				FY03				FY03 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
CREOKS	405.0	25.2	33.8	1.3	254.0	11.1	21.2	1.9	1.1	1.1
Edwin Fair CMHC	1,028.3	46.3	85.7	1.8	808.3	43.3	67.4	1.6		
FCS	873.8	51.3	79.4	1.5	1,752.5	101.7	146.0	1.4		
Red Rock	381.9	19.5	31.8	1.6	699.1	48.6	58.3	1.2		
Chisholm Trail	316.6	19.7	26.4	1.3	306.2	21.5	25.5	1.2		
JTCMHC	7,507.3	65.2	625.6	9.6	647.4	46.6	53.9	1.2		
Carl Albert CMHC	79.6	7.2	6.6	0.9	208.0	15.2	17.3	1.1		
North Care	135.4	7.9	11.3	1.4	91.5	6.8	7.6	1.1		
Bill Willis CMHC	442.4	31.7	36.9	1.2	521.4	39.5	43.4	1.1		
Grand Lake	762.6	57.5	63.6	1.1	474.1	36.3	39.5	1.1		
Hope	36.9	2.2	3.7	1.7	10.3	1.3	1.1	0.9		
NW Ctr for BH	329.7	34.2	27.5	0.8	304.1	29.5	25.3	0.9		
Green Country	180.8	14.1	15.1	1.1	122.5	12.0	10.2	0.9		
Wheatland	191.5	15.3	16.0	1.0	144.6	14.5	12.0	0.8		
MHSSO	589.6	53.3	49.1	0.9	430.2	43.5	35.9	0.8		
Central OK CMHC	189.3	22.9	15.8	0.7	209.5	21.3	17.5	0.8		
ACT	115.8	12.4	10.5	0.9	152.0	16.1	12.7	0.8		
Community Counseling	5.5	1.3	1.8	1.4	0.0	0.0	0.0	0.0		
Red Rock West	376.4	29.6	31.4	1.1	0.0	0.0	0.0	0.0		

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 Crisis Hours

Question: What percent of clients are receiving crisis hours?



Answer: In FY03 the percent of clients receiving crisis hours varied among all CMHCs from 1.2 to 31 percent, with a statewide median of 12 percent. Compared with FY02, the percent receiving crisis hours increased in FY03 among 9 of the 17 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

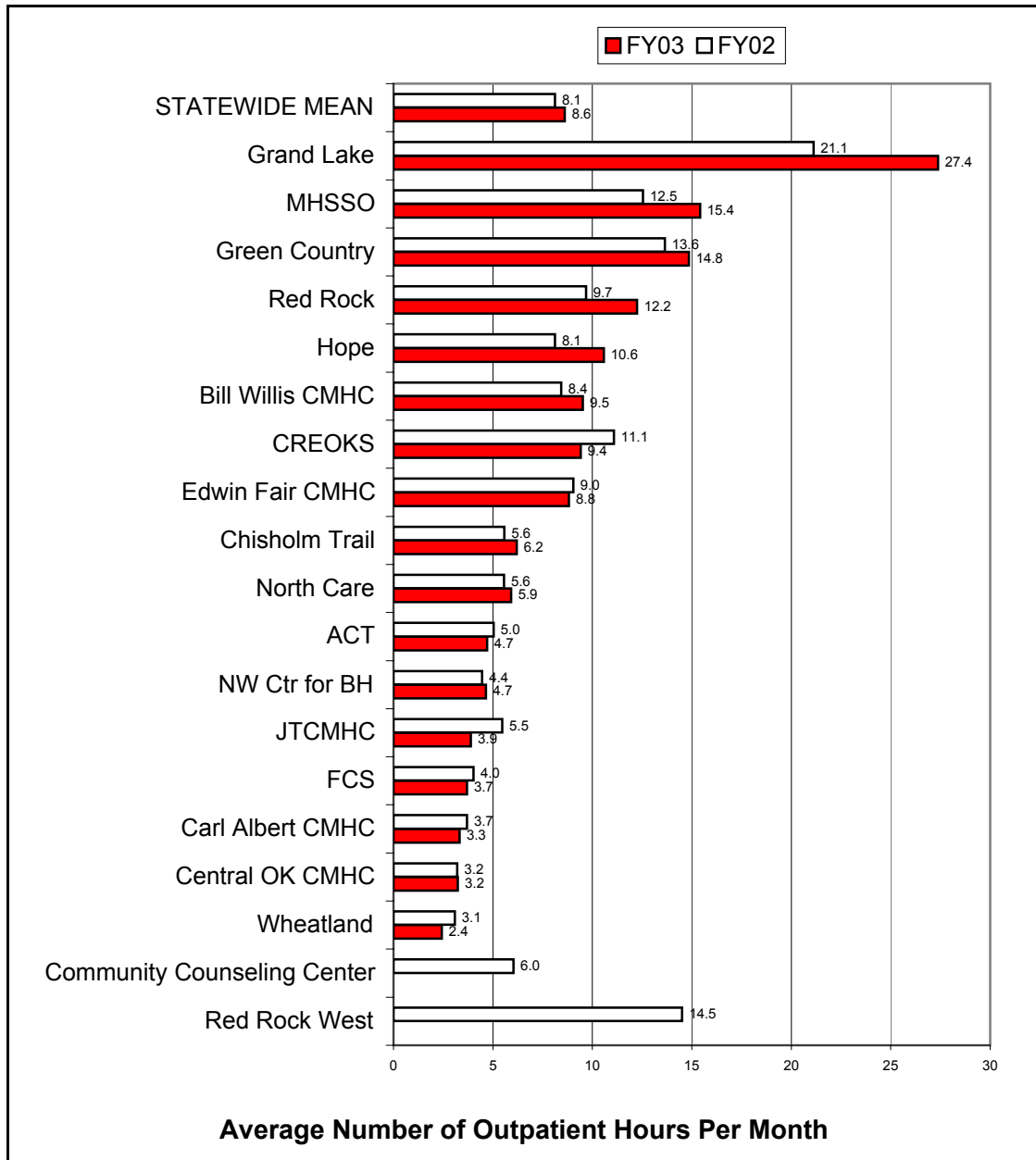
Question: What percent of clients are receiving crisis hours?

Agency	FY02			FY03			FY03 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 CMHC	1,545	416	26.9	1,216	377	31.0	12.0	13.4
FCS	1,294	317	24.5	2,381	666	28.0		
JTCMHC	2,789	684	24.5	2,010	381	19.0		
MHSSO	2,939	489	16.6	2,408	414	17.2		
Wheatland	1,017	142	14.0	762	128	16.8		
Bill Willis CMHC	1,807	274	15.2	1,835	288	15.7		
Red Rock	1,352	128	9.5	2,215	337	15.2		
Chisholm Trail	1,561	166	10.6	1,541	194	12.6		
Central OK CMHC	1,595	200	12.5	1,468	176	12.0		
NW Ctr for BH	2,271	290	12.8	2,289	255	11.1		
Green Country	1,298	136	10.5	1,069	118	11.0		
CREOKS	1,326	205	15.5	955	105	11.0		
Grand Lake	3,621	468	12.9	2,774	304	11.0		
ACT	1,311	107	8.2	1,528	107	7.0		
Carl Albert CMHC	2,618	78	3.0	2,147	133	6.2		
North Care	1,619	78	4.8	3,131	71	2.3		
Hope	1,125	20	1.8	938	11	1.2		
Red Rock West	917	211	23.0	0	0	0.0		
Community Counseling	1,194	4	0.3	0	0	0.0		

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.

Average Number of Outpatient Hours

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



Answer: In FY03 the average number of outpatient hours per month for clients varied among all CMHCs from 2.4 to 27.4 hours, with a statewide mean of 8.6 hours. Compared with FY02, the average number of outpatient hours per month increased in FY03 among 9 of the 17 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

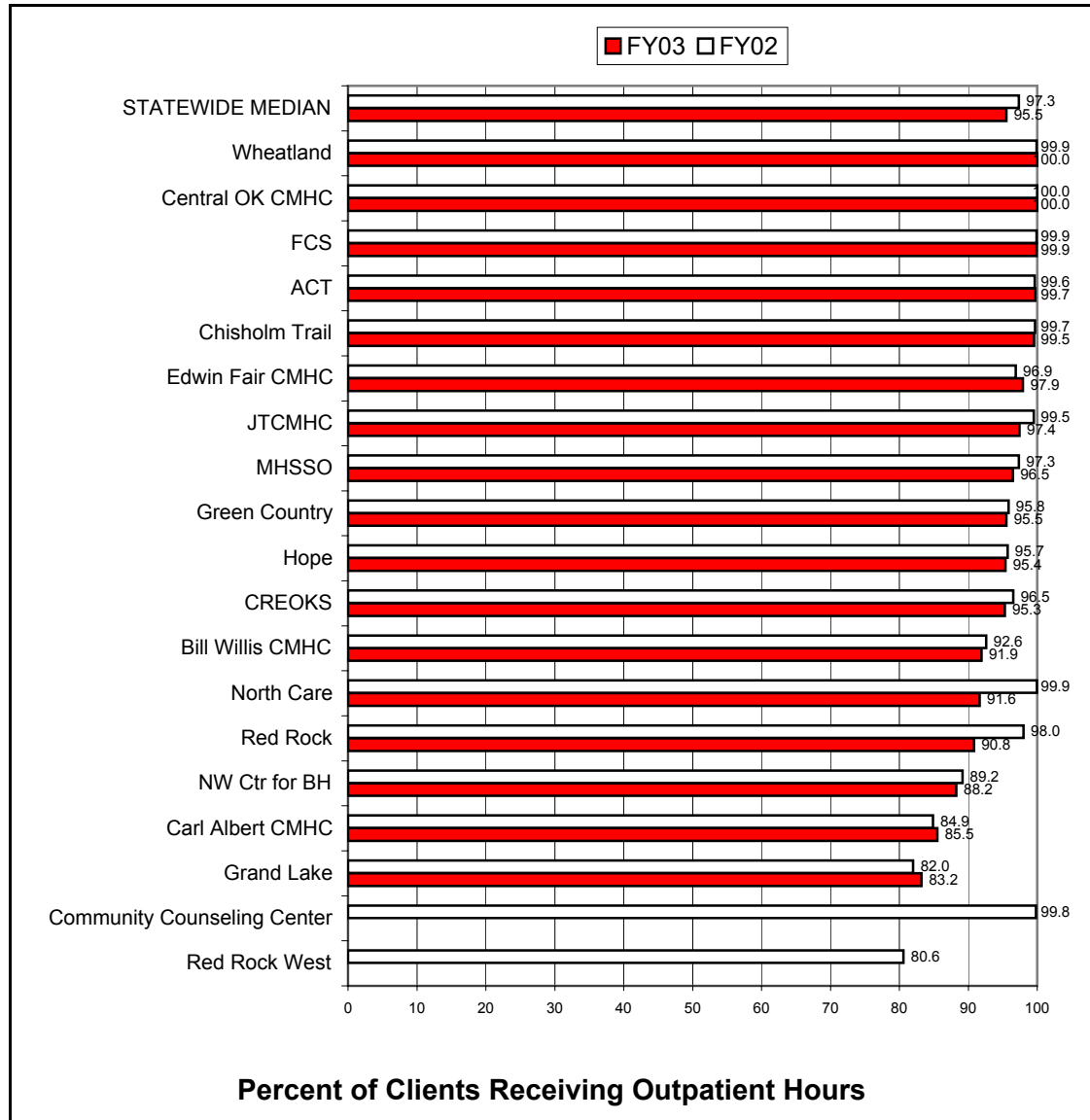
Question: What is the average number of outpatient hours per month for clients receiving outpatient hours?

Agency	FY02				FY03				FY03 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	363,678.3	1,434.9	30,306.5	21.1	362,609.3	1,103.4	30,217.4	27.4	6.2	8.6
MHSSO	180,283.6	1,197.3	15,023.6	12.5	174,166.2	941.7	14,513.8	15.4		
Green Country	82,305.4	502.6	6,858.8	13.6	77,073.9	432.6	6,422.8	14.8		
Red Rock	63,125.1	543.5	5,260.4	9.7	119,500.1	813.4	9,958.3	12.2		
Hope	41,264.4	423.9	3,438.7	8.1	43,417.0	342.1	3,618.1	10.6		
Bill Willis CMHC	80,584.3	797.1	6,715.4	8.4	97,449.7	853.5	8,120.8	9.5		
CREOKS	67,749.8	509.5	5,645.8	11.1	41,624.0	368.4	3,468.7	9.4		
Edwin Fair CMHC	72,400.5	667.3	6,033.4	9.0	61,924.8	584.9	5,160.4	8.8		
Chisholm Trail	35,952.7	537.3	2,996.1	5.6	33,079.1	445.3	2,756.6	6.2		
North Care	37,504.3	562.2	3,125.4	5.6	80,985.4	1,141.2	6,748.8	5.9		
ACT	34,898.1	577.9	2,908.2	5.0	35,708.4	631.7	2,975.7	4.7		
NW Ctr for BH	38,194.6	715.3	3,182.9	4.4	41,858.8	749.6	3,488.2	4.7		
JTCMHC	59,725.6	911.4	4,977.1	5.5	32,956.0	705.6	2,746.3	3.9		
FCS	21,223.2	480.4	1,929.4	4.0	43,142.9	971.8	3,595.2	3.7		
Carl Albert CMHC	57,680.5	1,302.0	4,806.7	3.7	44,667.4	1,122.5	3,722.3	3.3		
Central OK CMHC	37,401.5	974.6	3,116.8	3.2	32,600.9	839.6	2,716.7	3.2		
Wheatland	14,518.6	392.8	1,209.9	3.1	8,725.1	300.3	727.1	2.4		
Community Counseling	39,423.5	544.0	3,285.3	6.0	0.0	0.0	0.0	0.0		
Red Rock West	56,672.2	325.7	4,722.7	14.5	0.0	0.0	0.0	0.0		

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 Outpatient Hours

Question: What percent of clients are receiving outpatient hours?



Answer: In FY03 the percent of clients receiving outpatient hours varied among all CMHCs from 83.2 to 100 percent, with a statewide median of 95.5 percent. Compared with FY02, the percent receiving outpatient hours increased in FY03 among 4 of the 17 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

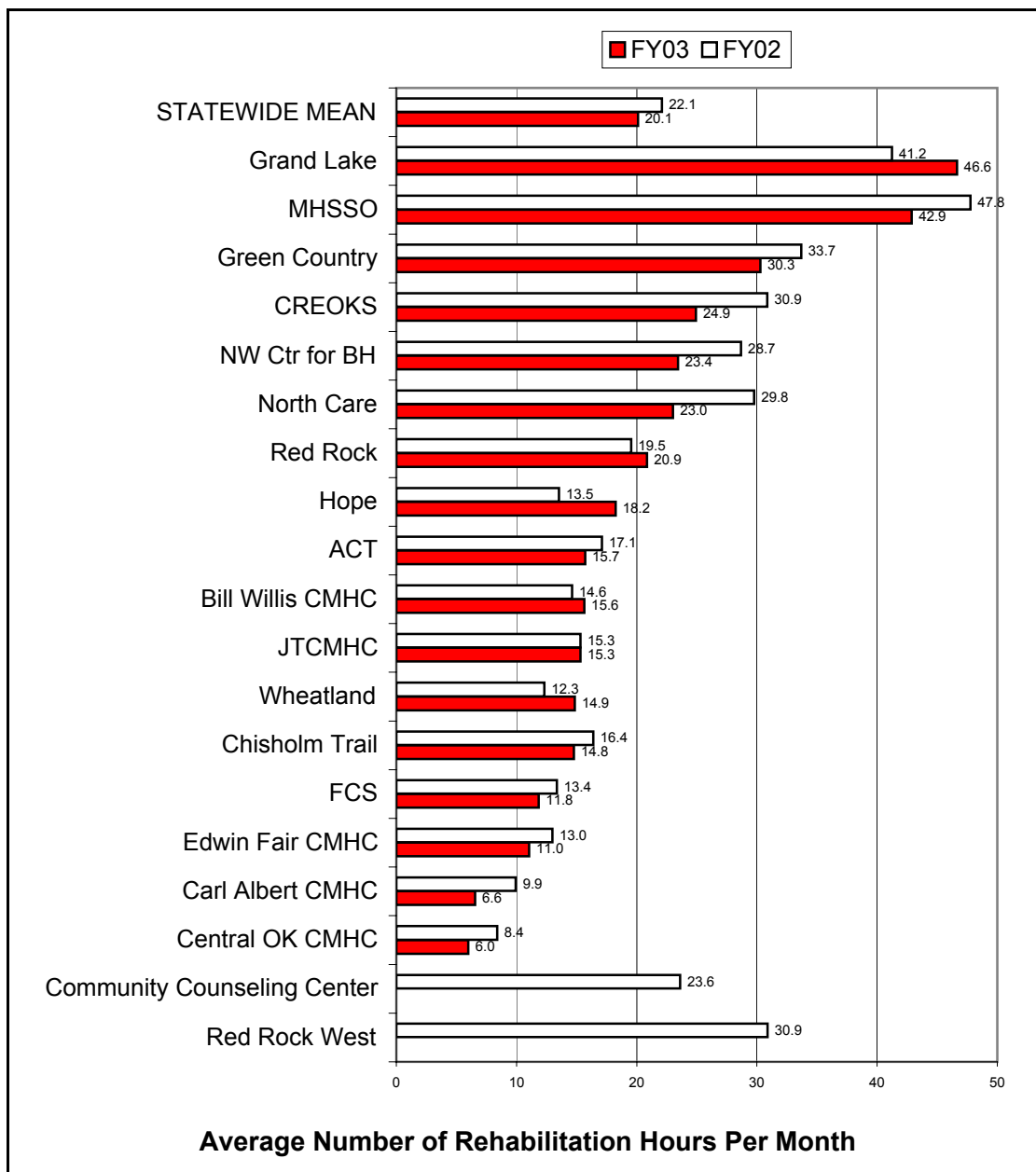
Question: What percent of clients are receiving outpatient hours?

Agency	FY02			FY03			FY03 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	1,017	1,016	99.9	762	762	100.0	95.5	94.6
Central OK CMHC	1,595	1,595	100.0	1,468	1,468	100.0		
FCS	1,294	1,293	99.9	2,381	2,379	99.9		
ACT	1,311	1,306	99.6	1,528	1,524	99.7		
Chisholm Trail	1,561	1,556	99.7	1,541	1,534	99.5		
Edwin Fair CMHC	1,545	1,497	96.9	1,216	1,191	97.9		
JTCMHC	2,789	2,775	99.5	2,010	1,958	97.4		
MHSSO	2,939	2,861	97.3	2,408	2,323	96.5		
Green Country	1,298	1,244	95.8	1,069	1,021	95.5		
Hope	1,125	1,077	95.7	938	895	95.4		
CREOKS	1,326	1,280	96.5	955	910	95.3		
Bill Willis CMHC	1,807	1,673	92.6	1,835	1,687	91.9		
North Care	1,619	1,618	99.9	3,131	2,869	91.6		
Red Rock	1,352	1,325	98.0	2,215	2,012	90.8		
NW Ctr for BH	2,271	2,025	89.2	2,289	2,020	88.2		
Carl Albert CMHC	2,618	2,222	84.9	2,147	1,836	85.5		
Grand Lake	3,621	2,969	82.0	2,774	2,308	83.2		
Community Counseling	1,194	1,192	99.8	0	0	0.0		
Red Rock West	917	739	80.6	0	0	0.0		

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.

Average Number of Rehabilitation Hours

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



Answer: In FY03 the average number of rehabilitation hours per month varied among all CMHCs from 6 to 46.6 hours, with a statewide mean of 20.1 hours. Compared with FY02, the average number of hours increased in FY03 among 5 of the 17 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

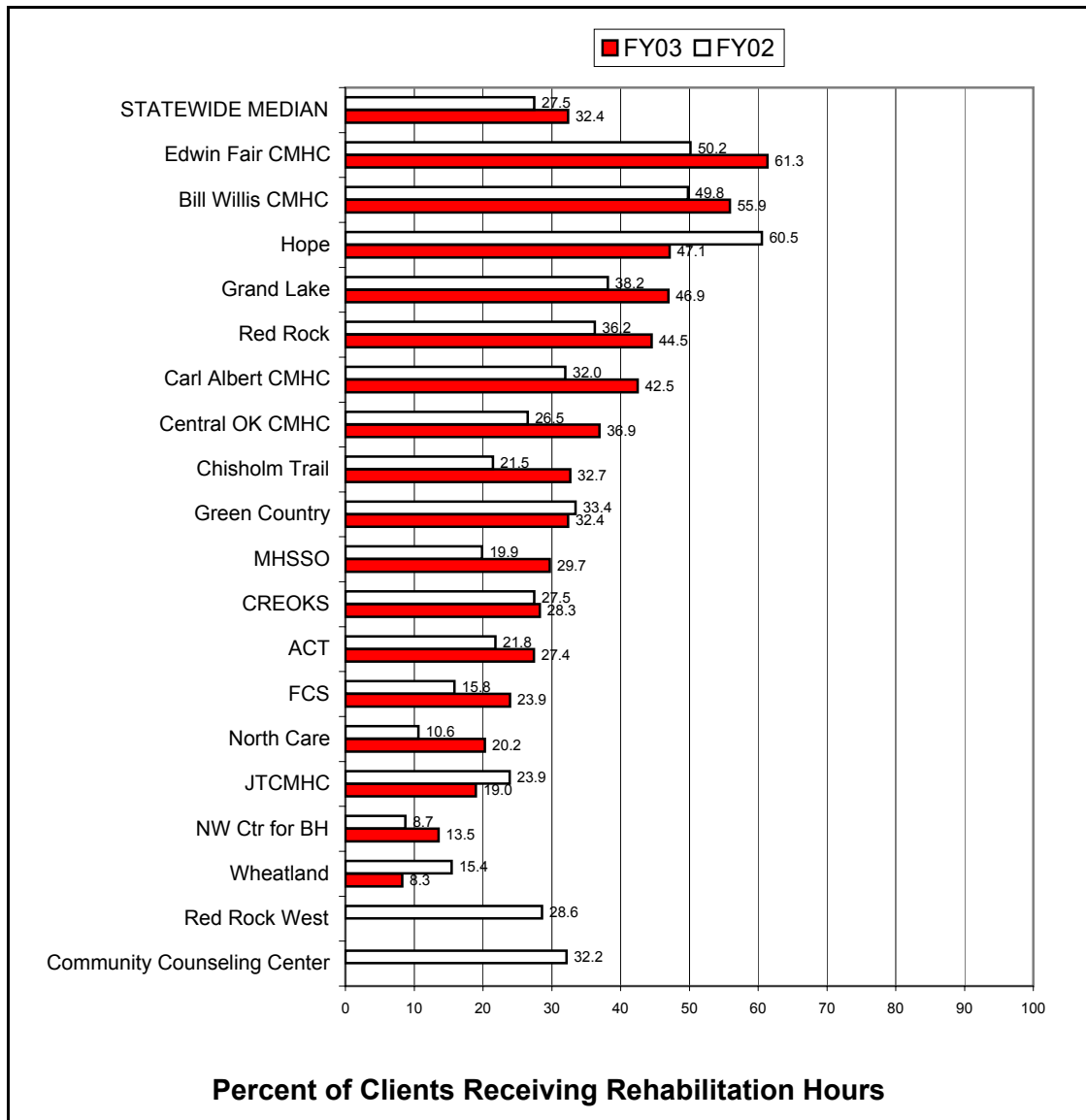
Question: What is the average number of rehabilitation hours per month for clients receiving rehabilitation hours?

Agency	FY02				FY03				FY03 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
Grand Lake	342,829.0	693.0	28,569.1	41.2	353,653.2	631.8	29,471.1	46.6	15.7	20.1
MHSSO	163,304.6	284.8	13,608.7	47.8	164,269.6	319.3	13,689.1	42.9		
Green Country	61,661.3	152.5	5,138.4	33.7	53,779.3	147.9	4,481.6	30.3		
CREOKS	53,062.0	143.3	4,421.8	30.9	35,455.5	118.5	2,954.6	24.9		
NW Ctr for BH	25,320.3	73.6	2,110.0	28.7	27,832.4	99.0	2,319.4	23.4		
North Care	22,239.8	62.3	1,853.3	29.8	55,592.3	201.3	4,632.7	23.0		
Red Rock	48,725.8	207.8	4,060.5	19.5	100,418.5	401.1	8,368.2	20.9		
Hope	34,500.9	212.7	2,875.1	13.5	38,316.3	175.0	3,193.0	18.2		
ACT	17,849.1	86.9	1,487.4	17.1	19,962.8	105.9	1,663.6	15.7		
Bill Willis CMHC	66,887.3	380.9	5,573.9	14.6	86,151.1	459.3	7,179.3	15.6		
JTCMHC	34,245.9	186.2	2,853.8	15.3	20,122.4	109.4	1,676.9	15.3		
Wheatland	8,030.6	54.3	669.2	12.3	4,128.9	23.2	344.1	14.9		
Chisholm Trail	20,567.0	104.6	1,713.9	16.4	22,707.6	128.2	1,892.3	14.8		
FCS	5,626.5	42.1	562.7	13.4	16,665.3	117.3	1,388.8	11.8		
Edwin Fair CMHC	57,757.0	370.5	4,813.1	13.0	52,802.3	398.7	4,400.2	11.0		
Carl Albert CMHC	36,566.0	306.6	3,047.2	9.9	26,395.0	335.4	2,199.6	6.6		
Central OK CMHC	12,060.8	119.9	1,005.1	8.4	9,661.3	134.5	805.1	6.0		
Community Counseling	27,659.6	97.6	2,305.0	23.6	0.0	0.0	0.0	0.0		
Red Rock West	49,908.4	134.7	4,159.0	30.9	0.0	0.0	0.0	0.0		

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 Rehabilitation Hours

Question: What percent of clients are receiving rehabilitation hours?



Answer: In FY03 the percent of clients receiving rehabilitation varied among all CMHCs from 8.3 to 61.3 percent, with a statewide median of 32.4 percent. Compared with FY02, the percent receiving rehabilitation hours increased in FY03 among 13 of the 17 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	FY02			FY03			FY03 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 CMHC	1,545	775	50.2	1,216	746	61.3	32.4	33.6
Bill Willis CMHC	1,807	900	49.8	1,835	1,026	55.9		
Hope	1,125	681	60.5	938	442	47.1		
Grand Lake	3,621	1,382	38.2	2,774	1,302	46.9		
Red Rock	1,352	490	36.2	2,215	986	44.5		
Carl Albert CMHC	2,618	837	32.0	2,147	912	42.5		
Central OK CMHC	1,595	423	26.5	1,468	542	36.9		
Chisholm Trail	1,561	335	21.5	1,541	504	32.7		
Green Country	1,298	434	33.4	1,069	346	32.4		
MHSSO	2,939	584	19.9	2,408	715	29.7		
CREOKS	1,326	364	27.5	955	270	28.3		
ACT	1,311	286	21.8	1,528	419	27.4		
FCS	1,294	205	15.8	2,381	570	23.9		
North Care	1,619	172	10.6	3,131	634	20.2		
JTCMHC	2,789	666	23.9	2,010	381	19.0		
NW Ctr for BH	2,271	198	8.7	2,289	310	13.5		
Wheatland	1,017	157	15.4	762	63	8.3		
Red Rock West	917	262	28.6	0	0	0.0		
Community Counseling	1,194	384	32.2	0	0	0.0		

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.

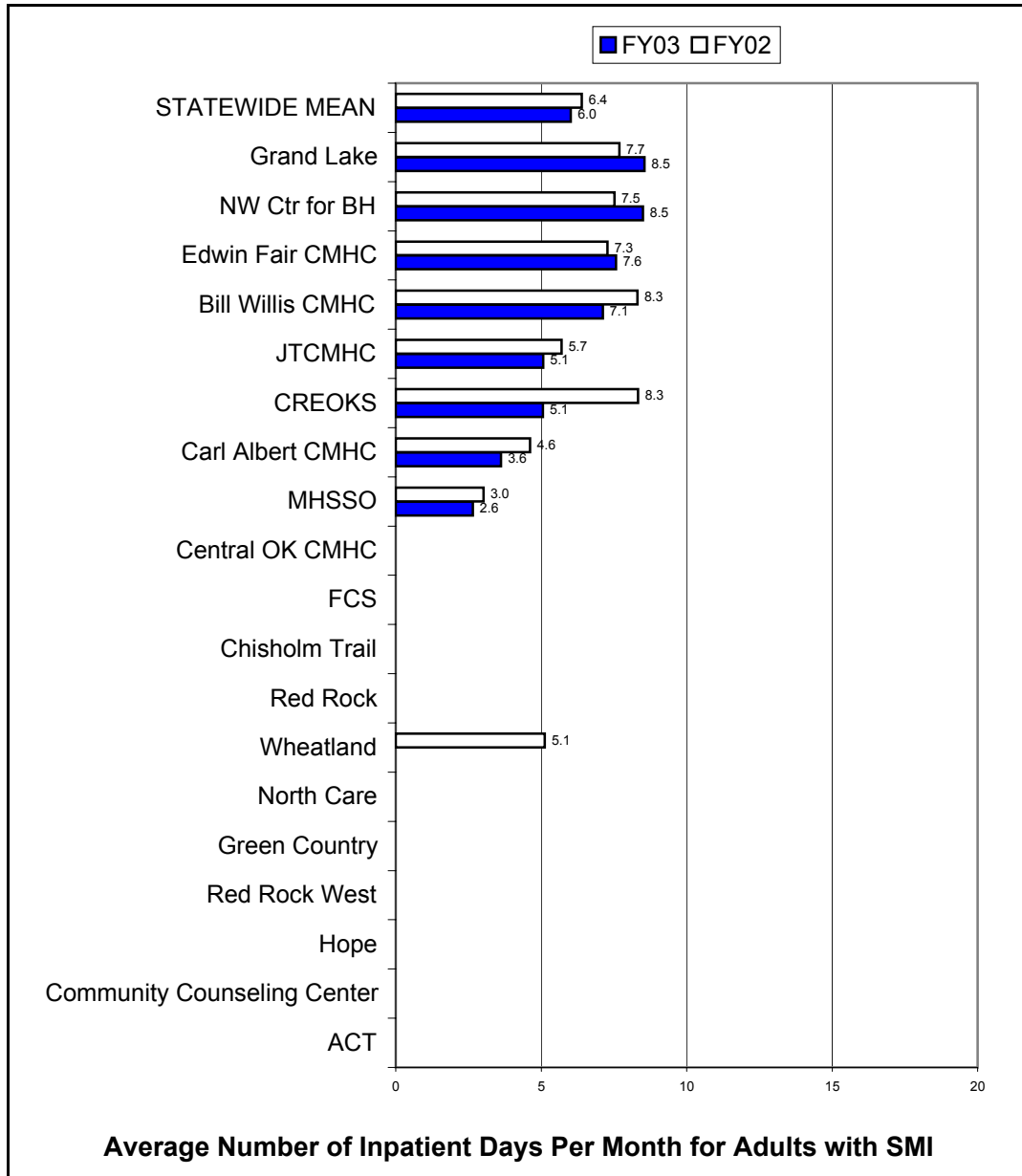


Service Utilization Indicators Adults with SMI



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 FY03 the average number of inpatient days per month for adults with SMI varied among the CMHCs providing or contracting for this service from 2.6 to 8.5 days, with a statewide mean of 6 days. Of the CMHCs that provided or contracted for this service in FY02, the average number per month in FY03 decreased at 5 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 inpatient days did not provide or contract for inpatient services.

Average Number of Inpatient Days for Clients with SMI

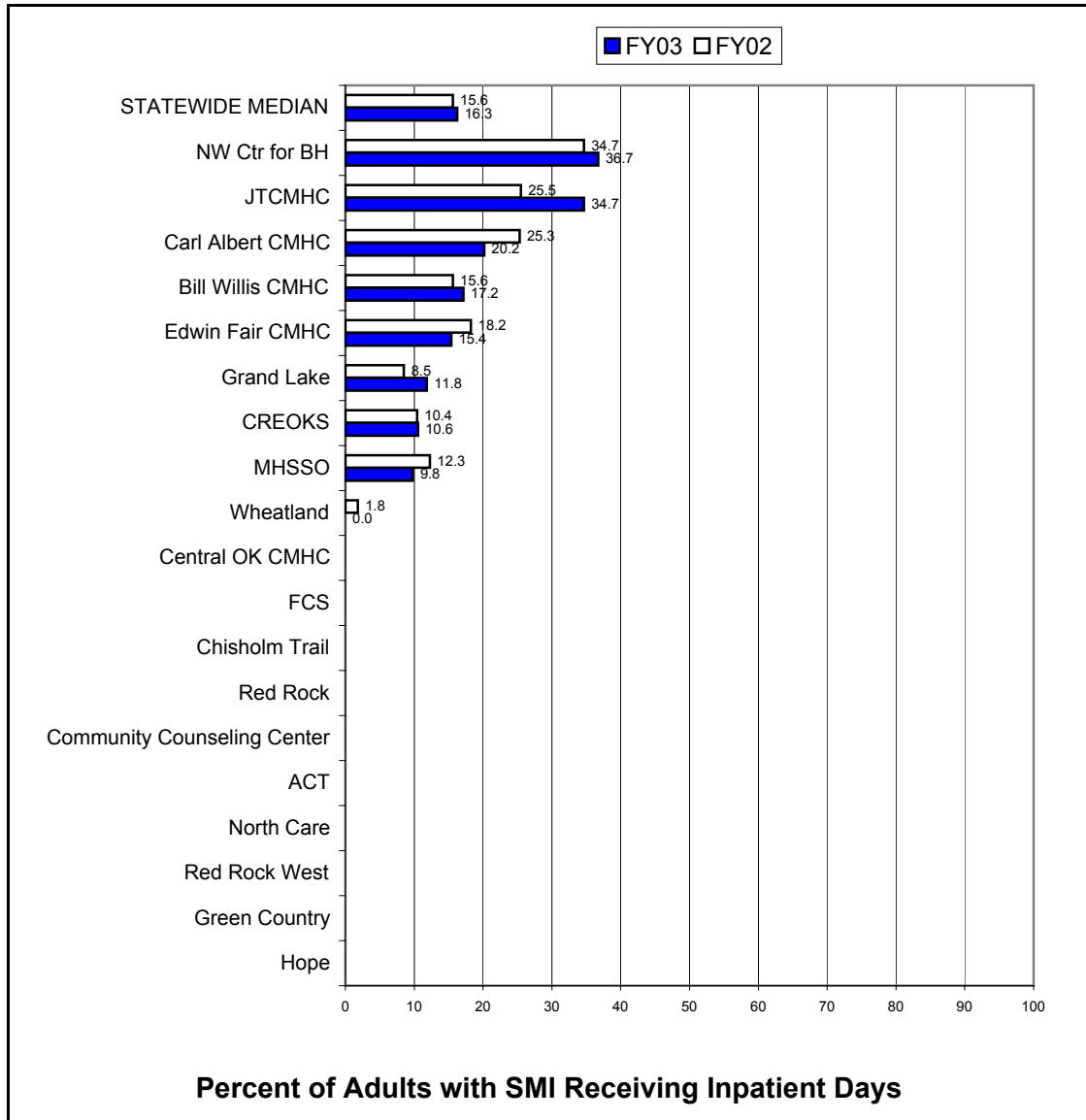
Question: What is the average number of inpatient days per month for adults with SMI receiving inpatient days?

Agency	FY02				FY03				FY03 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
Grand Lake	3,037	32.9	253.1	7.7	3,820	37.3	318.3	8.5	6.1	6.0
NW Ctr for BH	6,191	68.6	515.9	7.5	7,168	70.3	597.3	8.5		
Edwin Fair CMHC	2,663	30.5	221.9	7.3	1,816	20.0	151.3	7.6		
Bill Willis CMHC	2,351	23.6	195.9	8.3	2,172	25.4	181.0	7.1		
JTCMHC	4,605	67.3	383.8	5.7	5,520	90.8	460.0	5.1		
CREOKS	1,031	11.3	93.7	8.3	541	8.9	45.1	5.1		
Carl Albert CMHC	5,195	93.8	432.9	4.6	3,236	74.5	269.7	3.6		
MHSSO	1,291	35.7	107.6	3.0	800	25.2	66.7	2.6		
Central OK CMHC	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		
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		
Wheatland	87	2.4	12.4	5.1	0	0.0	0.0	0.0		
North Care	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		
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		
Community Counseling	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
ACT	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 FY03, 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 FY03 the percent of adults with SMI receiving inpatient days varied among the CMHCs providing or contracting for this service from 9.8 to 36.7 percent, with a statewide median of 16.3 percent. Compared with FY02, the percent receiving inpatient days decreased in FY03 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 Inpatient Days

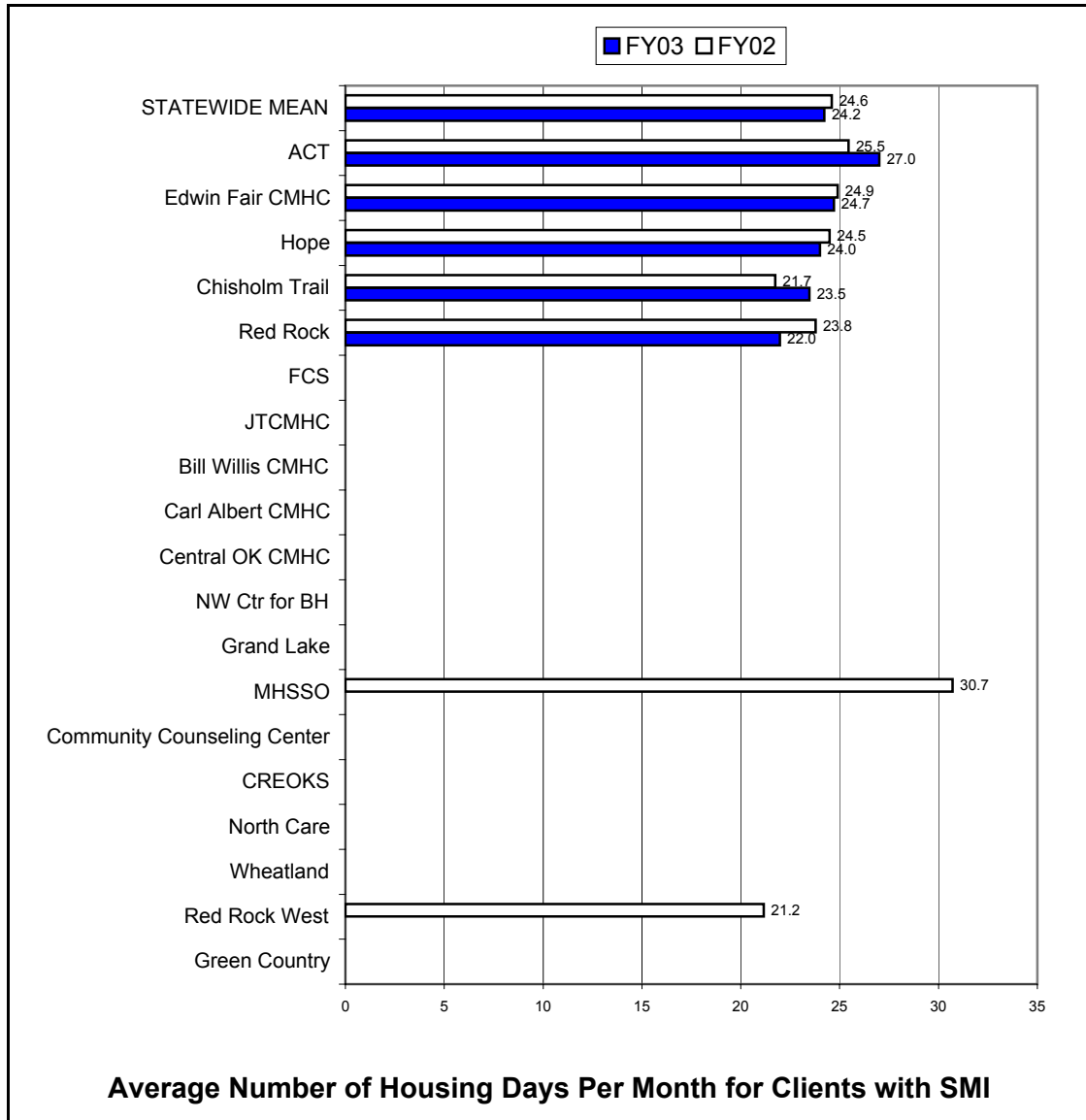
Question: What percent of adults with SMI are receiving inpatient days?

Agency	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
NW Ctr for BH	1,044	362	34.7	1,054	387	36.7	16.3	19.5
JTCMHC	1,346	343	25.5	1,333	462	34.7		
Carl Albert CMHC	1,715	434	25.3	1,513	305	20.2		
Bill Willis CMHC	1,248	195	15.6	1,358	233	17.2		
Edwin Fair CMHC	1,180	215	18.2	976	150	15.4		
Grand Lake	3,287	279	8.5	2,624	310	11.8		
CREOKS	990	103	10.4	766	81	10.6		
MHSSO	2,234	274	12.3	1,957	192	9.8		
Wheatland	729	13	1.8	524	0	0.0		
Central OK CMHC	1,032	0	0.0	897	0	0.0		
FCS	1,202	0	0.0	2,269	0	0.0		
Chisholm Trail	903	0	0.0	901	0	0.0		
Red Rock	833	0	0.0	1,407	0	0.0		
Community Counseling	989	0	0.0	0	0	0.0		
ACT	1,179	0	0.0	1,356	0	0.0		
North Care	1,131	0	0.0	2,296	0	0.0		
Red Rock West	558	0	0.0	0	0	0.0		
Green Country	1,023	0	0.0	904	0	0.0		
Hope	1,040	0	0.0	890	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 FY03, 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 FY03 the average number of housing days per month for adults with SMI varied among the CMHCs providing this service from 22 to 27 days, with a statewide mean of 24.2 days. Compared with FY02, the average number of housing days per month increased in FY03 among 2 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 Housing Days for Clients with SMI

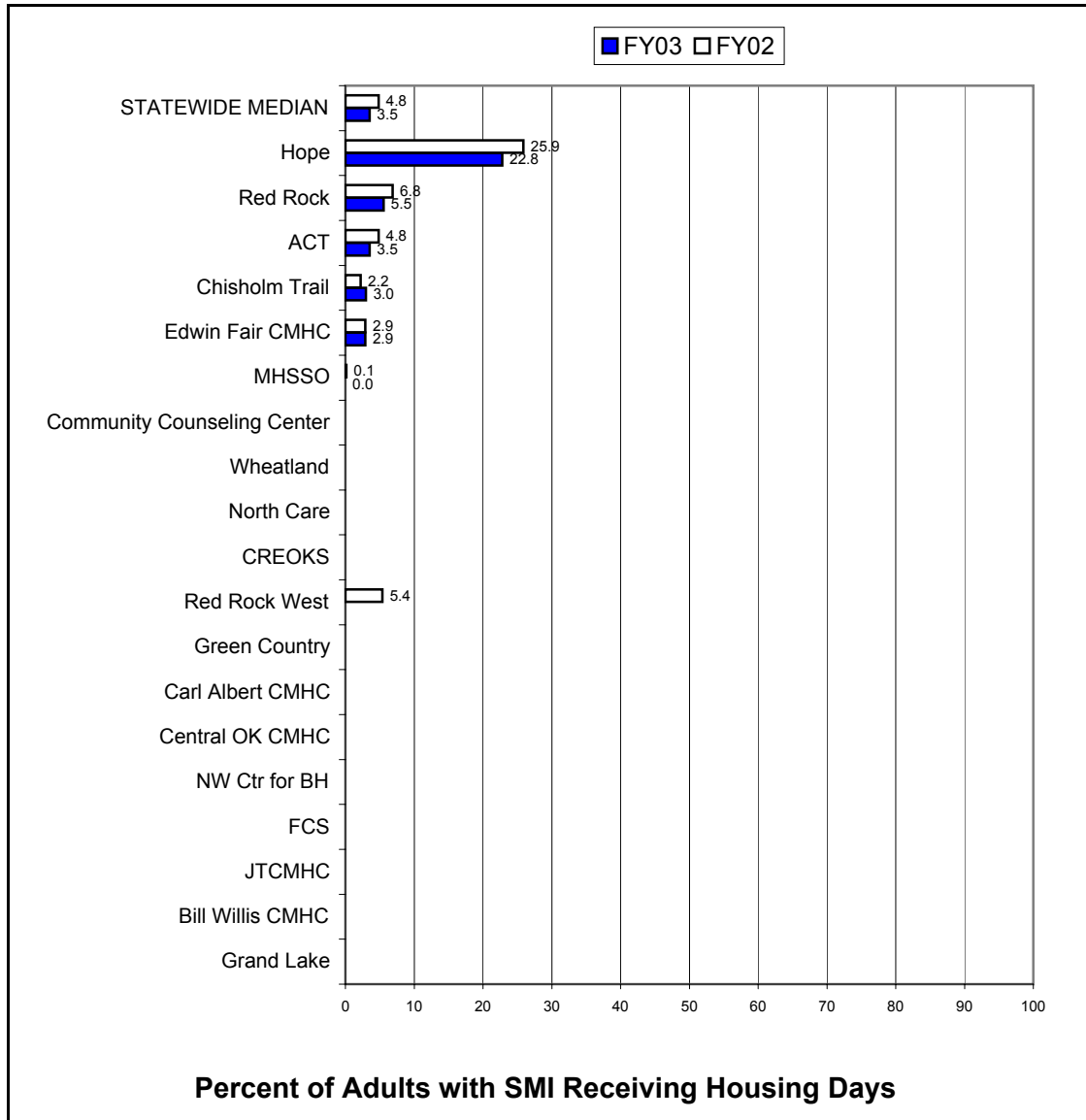
Question: What is the average number of housing days per month for adults with SMI receiving housing days?

Agency	FY02				FY03				FY03 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
ACT	6,694	21.9	557.8	25.5	7,802	24.1	650.2	27.0	24.0	24.2
Edwin Fair CMHC	3,710	12.4	309.2	24.9	3,335	11.3	277.9	24.7		
Hope	34,578	117.7	2,881.5	24.5	29,792	103.4	2,482.7	24.0		
Chisholm Trail	4,219	16.2	351.6	21.7	5,679	20.2	473.3	23.5		
Red Rock	13,888	48.7	1,157.3	23.8	16,523	62.7	1,376.9	22.0		
FCS	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
JTCMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Bill Willis CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Carl Albert CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Central OK CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
NW Ctr for BH	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		
MHSSO	215	1.4	43.0	30.7	0	0.0	0.0	0.0		
Community Counseling	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		
North Care	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		
Red Rock West	2,773	10.9	231.1	21.2	0	0.0	0.0	0.0		
Green Country	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 FY03 the percent of adults with SMI receiving housing days varied among the CMHCs providing this service from 2.9 to 22.8 percent, with a statewide median of 3.5 percent. Compared with FY02, the percent receiving housing days increased in FY03 among 1 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 Adults with SMI Receiving Housing Days

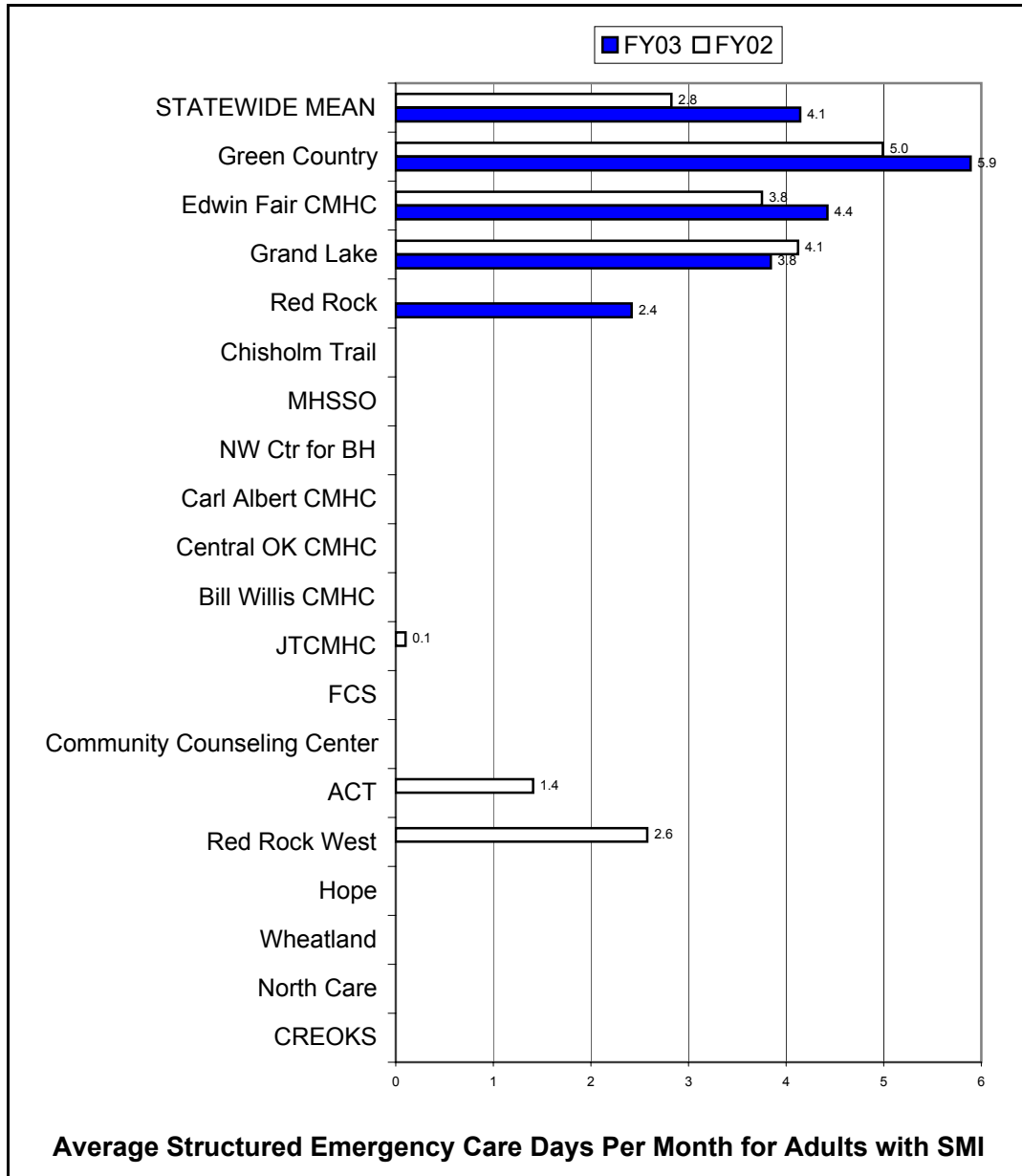
Question: What percent of adults with SMI are receiving housing days?

Agency	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Hope	1,040	269	25.9	890	203	22.8	3.5	7.6
Red Rock	833	57	6.8	1,407	78	5.5		
ACT	1,179	57	4.8	1,356	48	3.5		
Chisholm Trail	903	20	2.2	901	27	3.0		
Edwin Fair CMHC	1,180	34	2.9	976	28	2.9		
MHSSO	2,234	3	0.1	1,957	0	0.0		
Community Counseling	989	0	0.0	0	0	0.0		
Wheatland	729	0	0.0	524	0	0.0		
North Care	1,131	0	0.0	2,296	0	0.0		
CREOKS	990	0	0.0	766	0	0.0		
Red Rock West	558	30	5.4	0	0	0.0		
Green Country	1,023	0	0.0	904	0	0.0		
Carl Albert CMHC	1,715	0	0.0	1,513	0	0.0		
Central OK CMHC	1,032	0	0.0	897	0	0.0		
NW Ctr for BH	1,044	0	0.0	1,054	0	0.0		
FCS	1,202	0	0.0	2,269	0	0.0		
JTCMHC	1,346	0	0.0	1,333	0	0.0		
Bill Willis CMHC	1,248	0	0.0	1,358	0	0.0		
Grand Lake	3,287	0	0.0	2,624	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 FY03 the average number of structured emergency care days per month for adults with SMI varied among the CMHCs providing this service from 2.4 to 5.9 days, with a statewide mean of 4.1 days. Compared with FY02, the average number of structured emergency care days increased in FY03 among 2 of the 3 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

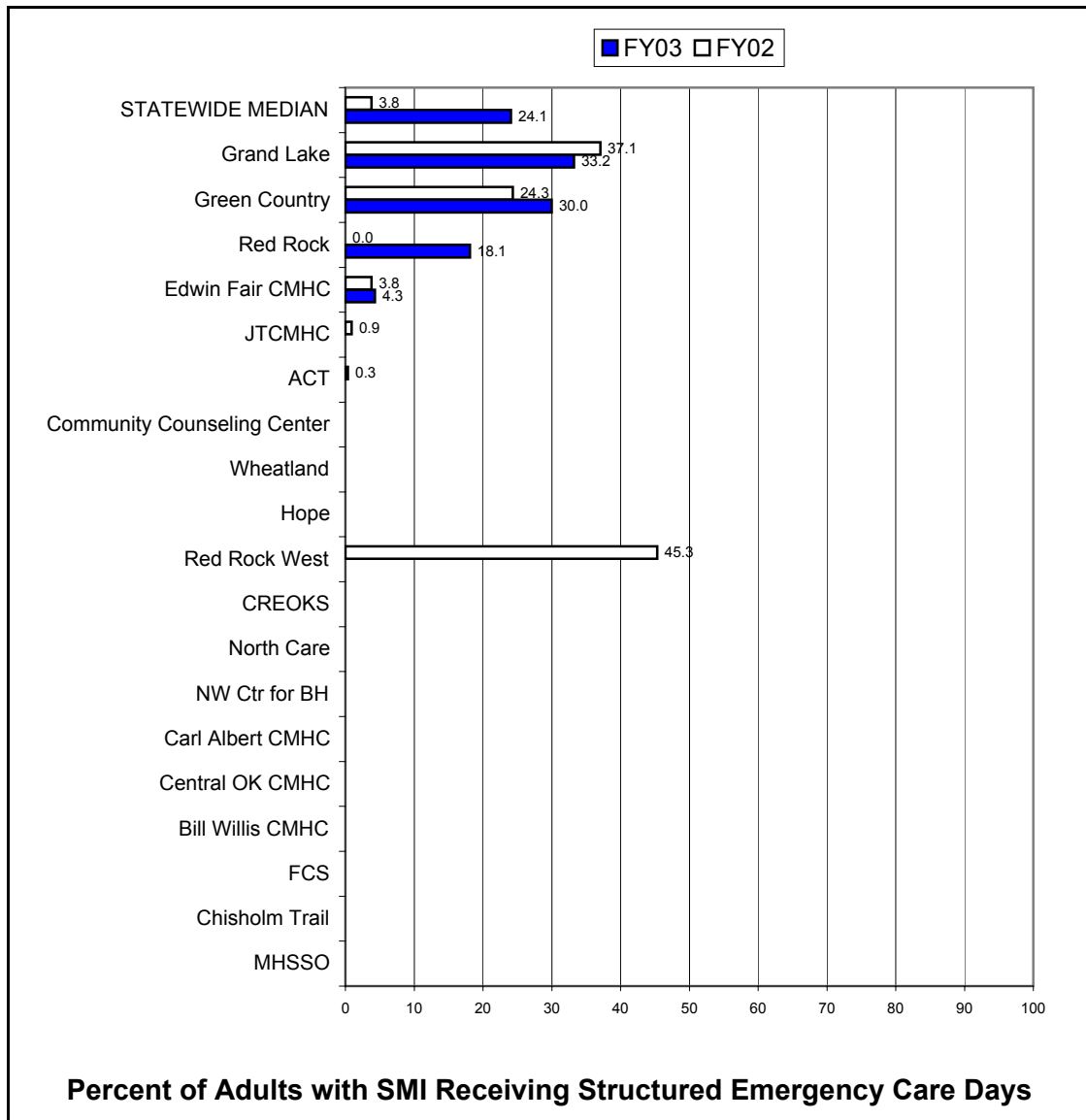
Question: What is the average number of structured emergency care days per month for adults with SMI receiving structured emergency care days?

Agency	FY02				FY03				FY03 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	1,702	28.4	141.8	5.0	2,121	30.0	176.7	5.9	4.1	4.1
Edwin Fair CMHC	229	5.5	20.8	3.8	230	4.3	19.2	4.4		
Grand Lake	7,831	158.3	652.5	4.1	4,574	99.2	381.1	3.8		
Red Rock	0	0.0	0.0	0.0	1,432	49.4	119.4	2.4		
Chisholm Trail	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		
NW Ctr for BH	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Carl Albert CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Central OK CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Bill Willis CMHC	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
JTCMHC	1	2.0	0.2	0.1	0	0.0	0.0	0.0		
FCS	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
Community Counseling	0	0.0	0.0	0.0	0	0.0	0.0	0.0		
ACT	6	4.0	5.6	1.4	0	0.0	0.0	0.0		
Red Rock West	1,414	45.8	117.8	2.6	0	0.0	0.0	0.0		
Hope	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		

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 FY03 the percent of adults with SMI receiving structured emergency care varied among the CMHCs providing this service from 4.3 to 33.2 percent, with a statewide median of 24.1 percent. Compared with FY02, the percent receiving structured emergency care increased in FY03 among 2 of the 3 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

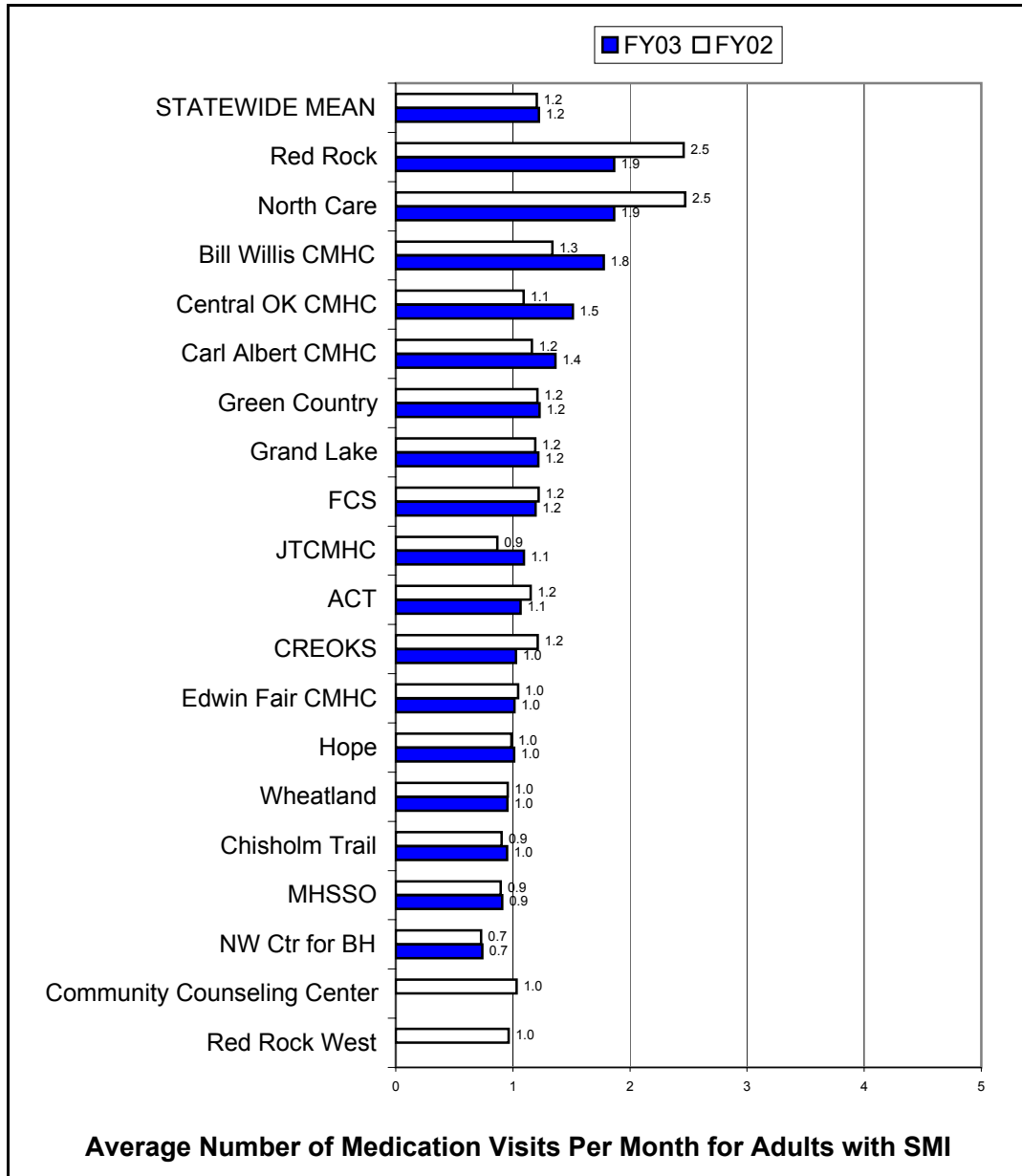
Question: What percent of adults with SMI are receiving structured emergency care days?

Agency	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Grand Lake	3,287	1,219	37.1	2,624	872	33.2	24.1	21.4
Green Country	1,023	249	24.3	904	271	30.0		
Red Rock	833	0	0.0	1,407	255	18.1		
Edwin Fair CMHC	1,180	45	3.8	976	42	4.3		
JTCMHC	1,346	12	0.9	1,333	0	0.0		
ACT	1,179	4	0.3	1,356	0	0.0		
Community Counseling	989	0	0.0	0	0	0.0		
Wheatland	729	0	0.0	524	0	0.0		
Hope	1,040	0	0.0	890	0	0.0		
Red Rock West	558	253	45.3	0	0	0.0		
CREOKS	990	0	0.0	766	0	0.0		
North Care	1,131	0	0.0	2,296	0	0.0		
NW Ctr for BH	1,044	0	0.0	1,054	0	0.0		
Carl Albert CMHC	1,715	0	0.0	1,513	0	0.0		
Central OK CMHC	1,032	0	0.0	897	0	0.0		
Bill Willis CMHC	1,248	0	0.0	1,358	0	0.0		
FCS	1,202	0	0.0	2,269	0	0.0		
Chisholm Trail	903	0	0.0	901	0	0.0		
MHSSO	2,234	0	0.0	1,957	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 FY03 the average number of medication visits per month for adults with SMI varied among all CMHCs from 0.7 to 1.9 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	FY02				FY03				FY03 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
Red Rock	4,922	166.8	410.2	2.5	7,290	325.5	607.5	1.9	1.1	1.2
North Care	8,707	293.6	725.6	2.5	13,311	594.8	1,109.3	1.9		
Bill Willis CMHC	8,756	545.9	729.7	1.3	12,866	603.4	1,072.2	1.8		
Central OK CMHC	7,677	585.8	639.8	1.1	10,814	596.0	901.2	1.5		
Carl Albert CMHC	14,357	1,028.2	1,196.4	1.2	15,255	932.3	1,271.3	1.4		
Green Country	3,425	236.0	285.4	1.2	3,295	223.8	274.6	1.2		
Grand Lake	11,342	794.1	945.2	1.2	9,252	632.8	771.0	1.2		
FCS	3,219	263.8	321.9	1.2	7,809	545.4	650.8	1.2		
JTCMHC	3,741	359.2	311.8	0.9	5,276	401.8	439.7	1.1		
ACT	4,586	331.9	382.2	1.2	4,277	334.3	356.4	1.1		
CREOKS	3,536	242.9	294.7	1.2	2,206	178.9	183.8	1.0		
Edwin Fair CMHC	1,444	115.3	120.3	1.0	784	64.5	65.3	1.0		
Hope	1,439	121.3	119.9	1.0	1,117	92.1	93.1	1.0		
Wheatland	1,703	148.5	141.9	1.0	1,465	128.0	122.1	1.0		
Chisholm Trail	1,271	117.3	105.9	0.9	1,204	105.6	100.3	1.0		
MHSSO	3,669	340.9	305.8	0.9	2,909	266.6	242.4	0.9		
NW Ctr for BH	2,162	247.2	180.2	0.7	2,521	284.0	210.1	0.7		
Community Counseling	2,609	210.6	217.4	1.0	0	0.0	0.0	0.0		
Red Rock West	1,375	118.8	114.6	1.0	0	0.0	0.0	0.0		

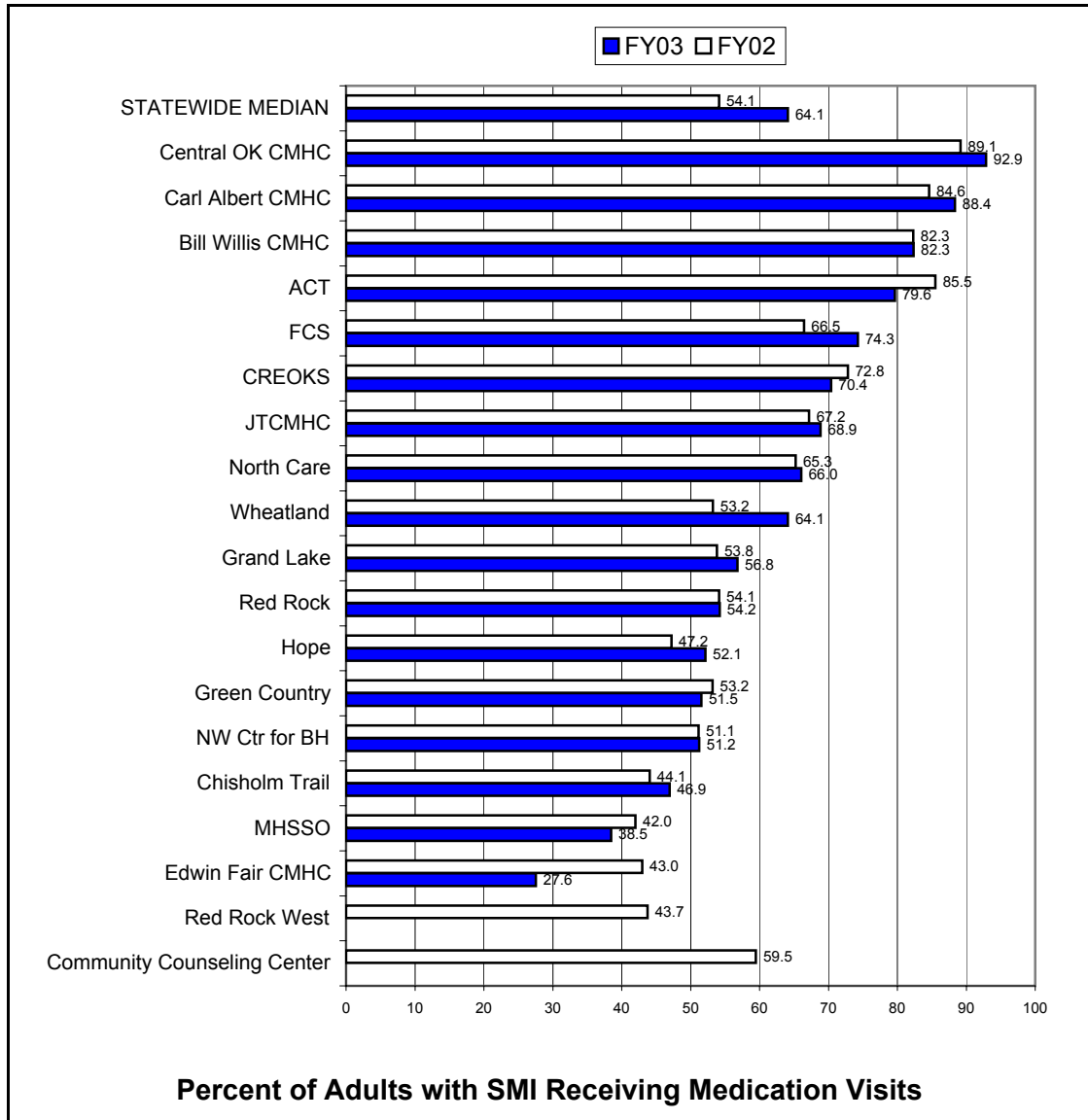
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving medication visits varied among all CMHCs from 27.6 to 92.9 percent, with a statewide median of 64.1 percent. Compared with FY02, the percent receiving medication visits increased in FY03 among 9 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Central OK CMHC	1,032	920	89.1	897	833	92.9	64.1	62.7
Carl Albert CMHC	1,715	1,451	84.6	1,513	1,337	88.4		
Bill Willis CMHC	1,248	1,027	82.3	1,358	1,118	82.3		
ACT	1,179	1,008	85.5	1,356	1,080	79.6		
FCS	1,202	799	66.5	2,269	1,685	74.3		
CREOKS	990	721	72.8	766	539	70.4		
JTCMHC	1,346	904	67.2	1,333	918	68.9		
North Care	1,131	738	65.3	2,296	1,516	66.0		
Wheatland	729	388	53.2	524	336	64.1		
Grand Lake	3,287	1,769	53.8	2,624	1,490	56.8		
Red Rock	833	451	54.1	1,407	763	54.2		
Hope	1,040	491	47.2	890	464	52.1		
Green Country	1,023	544	53.2	904	466	51.5		
NW Ctr for BH	1,044	534	51.1	1,054	540	51.2		
Chisholm Trail	903	398	44.1	901	423	46.9		
MHSSO	2,234	938	42.0	1,957	753	38.5		
Edwin Fair CMHC	1,180	507	43.0	976	269	27.6		
Red Rock West	558	244	43.7	0	0	0.0		
Community Counseling	989	588	59.5	0	0	0.0		

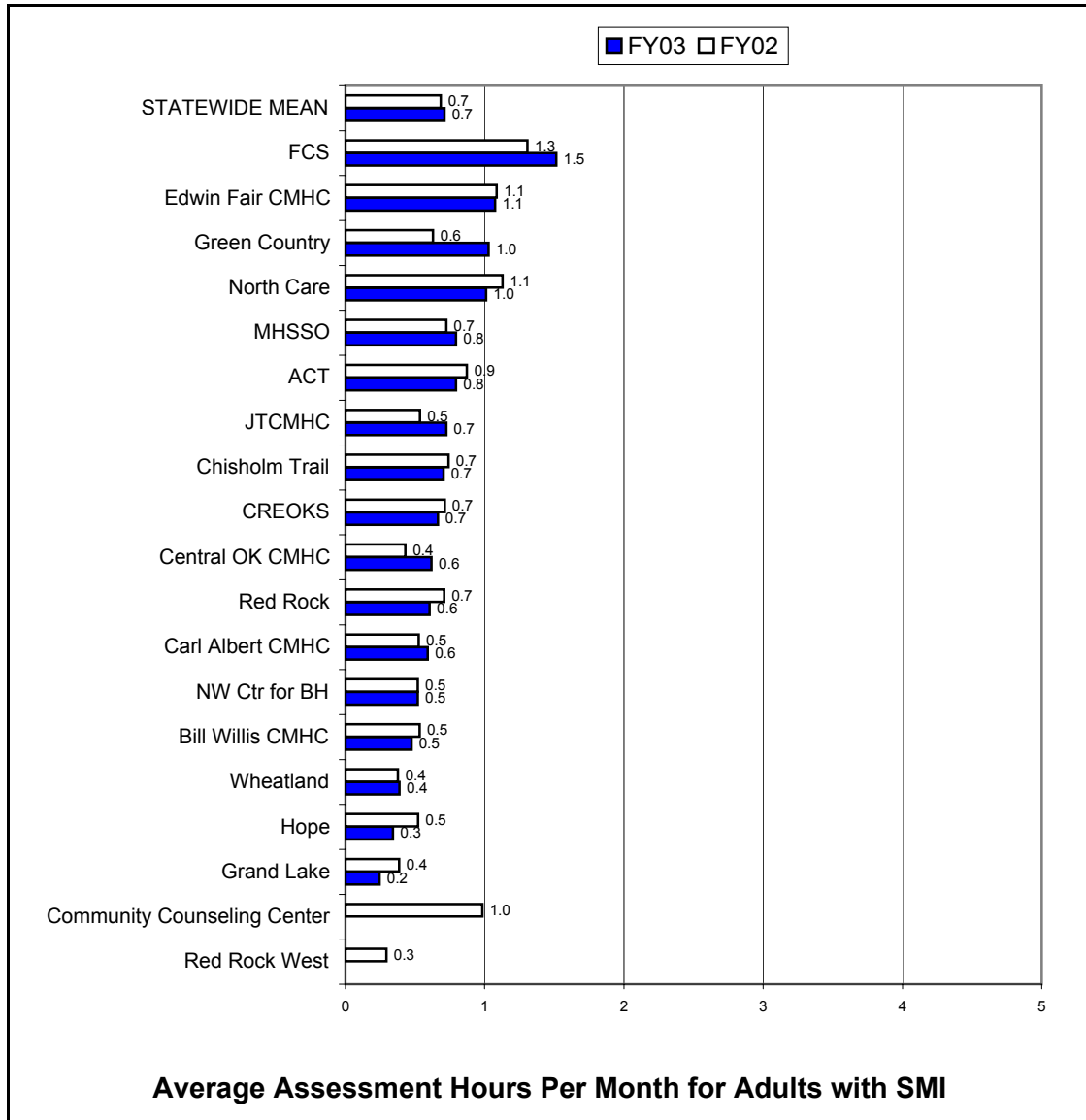
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the average number of assessment hours per month for adults with SMI receiving assessment services varied among all CMHCs from 0.2 to 1.5 hours, with a statewide mean of 0.7 hours. When compared to FY02, the average number of assessment hours per month increased in FY03 among 4 of the 17 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	FY02				FY03				FY03 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	2,391.1	166.3	217.4	1.3	4,740.1	260.8	395.0	1.5	0.7	0.7
Edwin Fair CMHC	2,114.7	162.3	176.2	1.1	1,990.3	154.3	165.9	1.1		
Green Country	1,054.1	139.8	87.8	0.6	1,479.1	119.9	123.3	1.0		
North Care	2,232.9	165.0	186.1	1.1	3,762.8	310.3	313.6	1.0		
MHSSO	1,917.2	220.6	159.8	0.7	2,064.4	216.4	172.0	0.8		
ACT	1,506.4	144.1	125.5	0.9	1,661.4	174.3	138.4	0.8		
JTCMHC	1,324.2	206.2	110.3	0.5	1,399.7	160.8	116.6	0.7		
Chisholm Trail	881.2	99.3	73.4	0.7	691.7	81.9	57.6	0.7		
CREOKS	1,265.5	147.6	105.5	0.7	834.8	104.5	69.6	0.7		
Central OK CMHC	1,404.2	271.8	117.0	0.4	1,943.0	262.4	161.9	0.6		
Red Rock	1,353.3	158.9	112.8	0.7	1,480.3	203.8	123.4	0.6		
Carl Albert CMHC	2,197.1	347.5	183.1	0.5	2,071.4	292.3	172.6	0.6		
NW Ctr for BH	1,342.6	215.2	111.9	0.5	1,456.3	234.0	121.4	0.5		
Bill Willis CMHC	1,106.5	173.3	92.2	0.5	1,158.2	203.3	96.5	0.5		
Wheatland	344.3	76.1	28.7	0.4	298.4	63.9	24.9	0.4		
Hope	573.4	91.6	47.8	0.5	303.8	74.2	25.3	0.3		
Grand Lake	2,103.7	453.2	175.3	0.4	964.3	327.9	80.4	0.2		
Community Counseling	1,294.9	109.7	107.9	1.0	0.0	0.0	0.0	0.0		
Red Rock West	307.5	86.8	25.6	0.3	0.0	0.0	0.0	0.0		

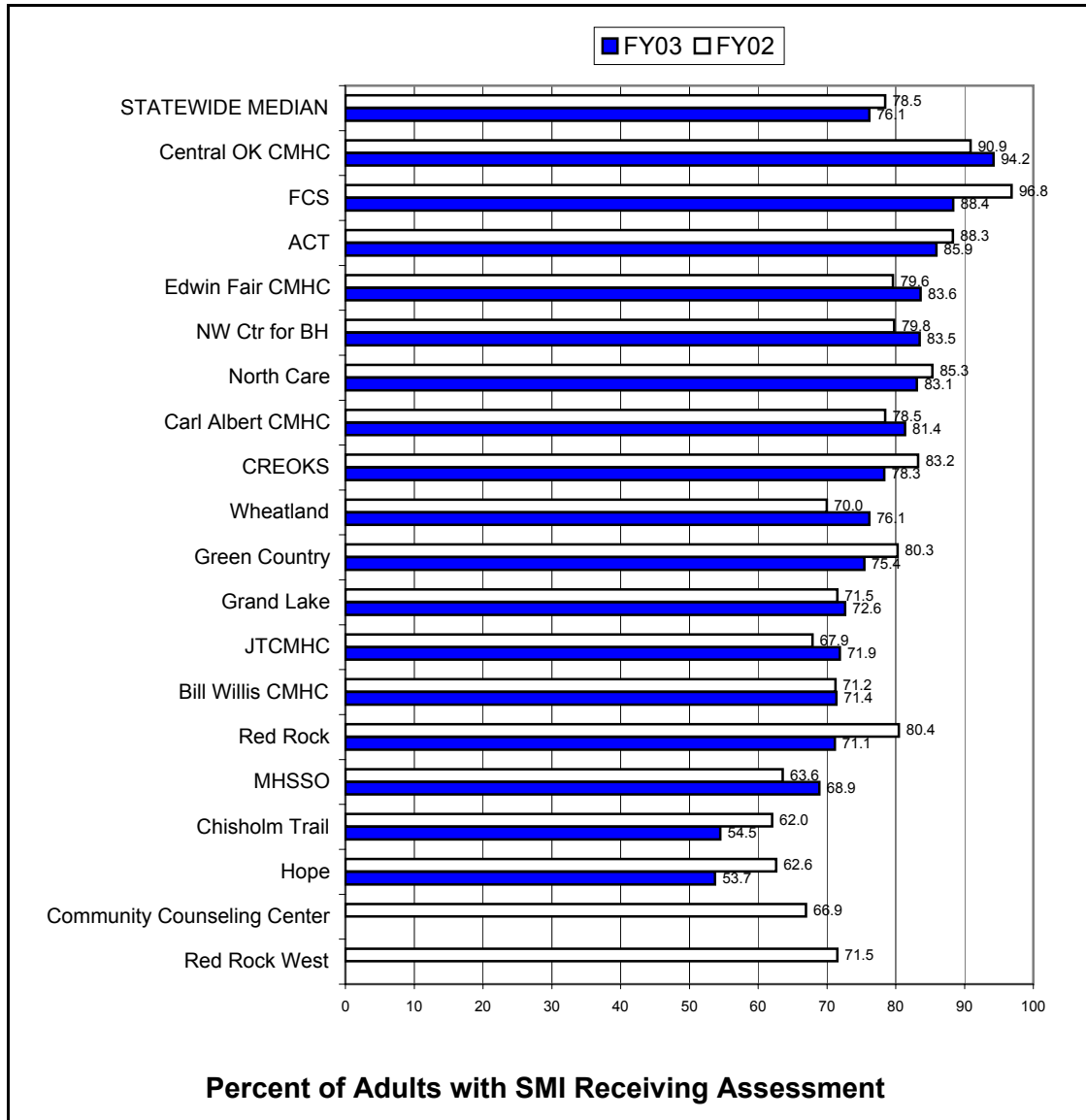
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving an assessment varied among all CMHCs from 53.7 to 94.2 percent, with a statewide median of 76.1 percent. Compared with FY02, the percent receiving an assessment increased in FY03 among 9 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Central OK CMHC	1,032	938	90.9	897	845	94.2	76.1	76.1
FCS	1,202	1,164	96.8	2,269	2,005	88.4		
ACT	1,179	1,041	88.3	1,356	1,165	85.9		
Edwin Fair CMHC	1,180	939	79.6	976	816	83.6		
NW Ctr for BH	1,044	833	79.8	1,054	880	83.5		
North Care	1,131	965	85.3	2,296	1,907	83.1		
Carl Albert CMHC	1,715	1,346	78.5	1,513	1,231	81.4		
CREOKS	990	824	83.2	766	600	78.3		
Wheatland	729	510	70.0	524	399	76.1		
Green Country	1,023	821	80.3	904	682	75.4		
Grand Lake	3,287	2,350	71.5	2,624	1,906	72.6		
JTCMHC	1,346	914	67.9	1,333	958	71.9		
Bill Willis CMHC	1,248	889	71.2	1,358	969	71.4		
Red Rock	833	670	80.4	1,407	1,001	71.1		
MHSSO	2,234	1,420	63.6	1,957	1,348	68.9		
Chisholm Trail	903	560	62.0	901	491	54.5		
Hope	1,040	651	62.6	890	478	53.7		
Community Counseling	989	662	66.9	0	0	0.0		
Red Rock West	558	399	71.5	0	0	0.0		

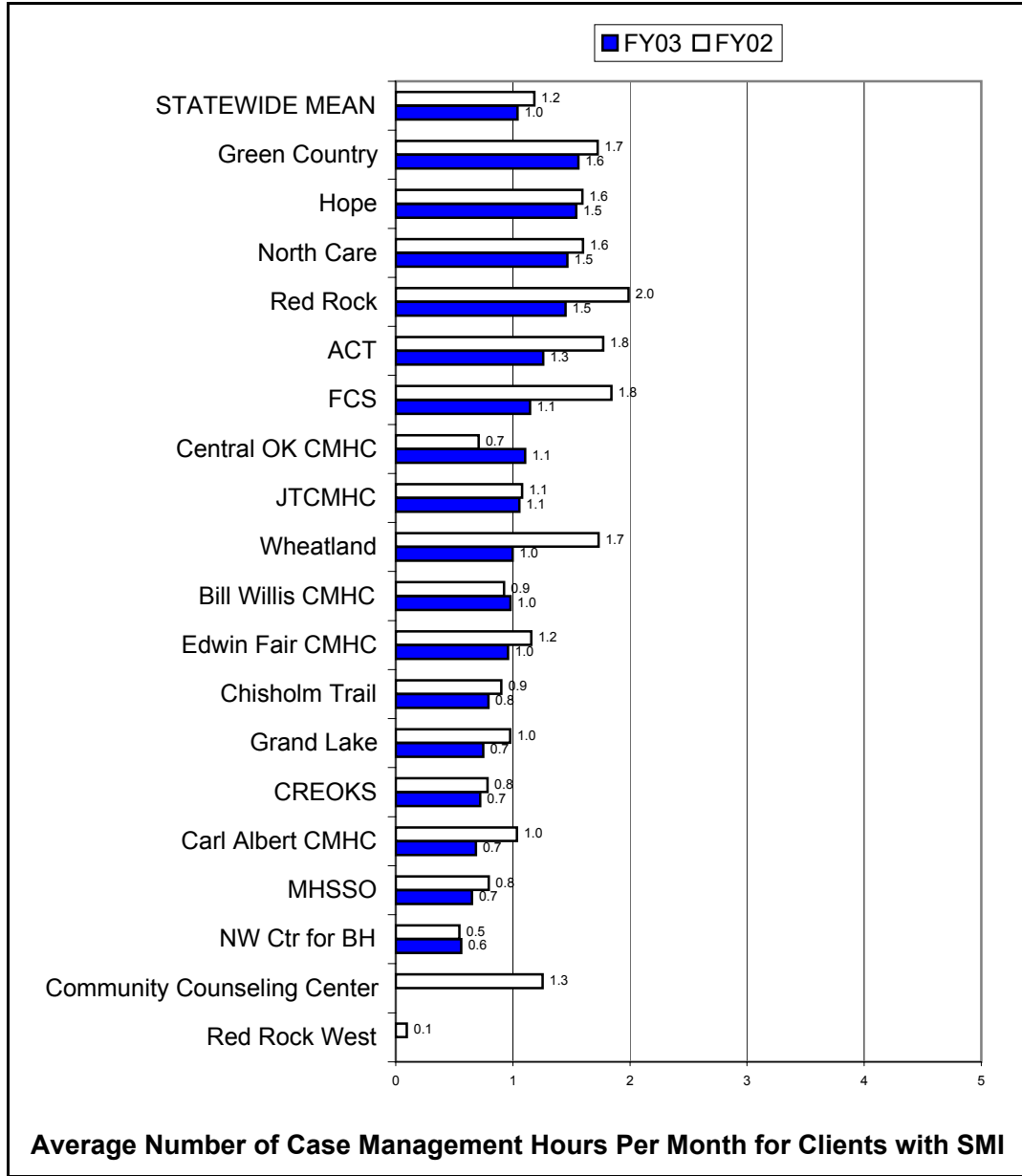
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the average number of case management hours per month for adults with SMI varied among all CMHCs from 0.6 to 1.6 hours, with a statewide mean of 1 hour. When compared to FY02, the average number of case management hours per month increased in FY03 among 1 of the 17 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	FY02				FY03				FY03 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	2,297.3	111.0	191.4	1.7	3,997.0	213.8	333.1	1.6	1.0	1.0
Hope	3,061.7	160.0	255.1	1.6	1,462.1	79.0	121.8	1.5		
North Care	2,467.6	128.7	205.6	1.6	5,396.0	306.6	449.7	1.5		
Red Rock	2,794.5	117.1	232.9	2.0	2,290.8	131.6	190.9	1.5		
ACT	7,350.1	345.7	612.5	1.8	5,537.9	366.8	461.5	1.3		
FCS	4,521.8	223.3	411.1	1.8	7,214.3	524.1	601.2	1.1		
Central OK CMHC	1,428.2	168.2	119.0	0.7	1,104.9	83.3	92.1	1.1		
JTCMHC	3,845.6	297.0	320.5	1.1	4,333.6	342.3	361.1	1.1		
Wheatland	452.1	21.8	37.7	1.7	344.3	28.8	28.7	1.0		
Bill Willis CMHC	1,033.9	93.1	86.2	0.9	1,220.7	103.8	101.7	1.0		
Edwin Fair CMHC	2,177.3	156.8	181.4	1.2	1,765.3	153.5	147.1	1.0		
Chisholm Trail	694.0	64.3	57.8	0.9	757.4	79.7	63.1	0.8		
Grand Lake	2,993.2	255.3	249.4	1.0	1,058.2	118.0	88.2	0.7		
CREOKS	2,248.3	238.8	187.4	0.8	746.3	86.3	62.2	0.7		
Carl Albert CMHC	1,993.0	160.4	166.1	1.0	1,190.0	144.9	99.2	0.7		
MHSSO	1,131.1	118.6	94.3	0.8	1,054.8	135.1	87.9	0.7		
NW Ctr for BH	1,491.4	228.9	124.3	0.5	1,770.4	263.3	147.5	0.6		
Community Counseling	2,828.9	187.8	235.7	1.3	0.0	0.0	0.0	0.0		
Red Rock West	7.0	12.3	1.2	0.1	0.0	0.0	0.0	0.0		

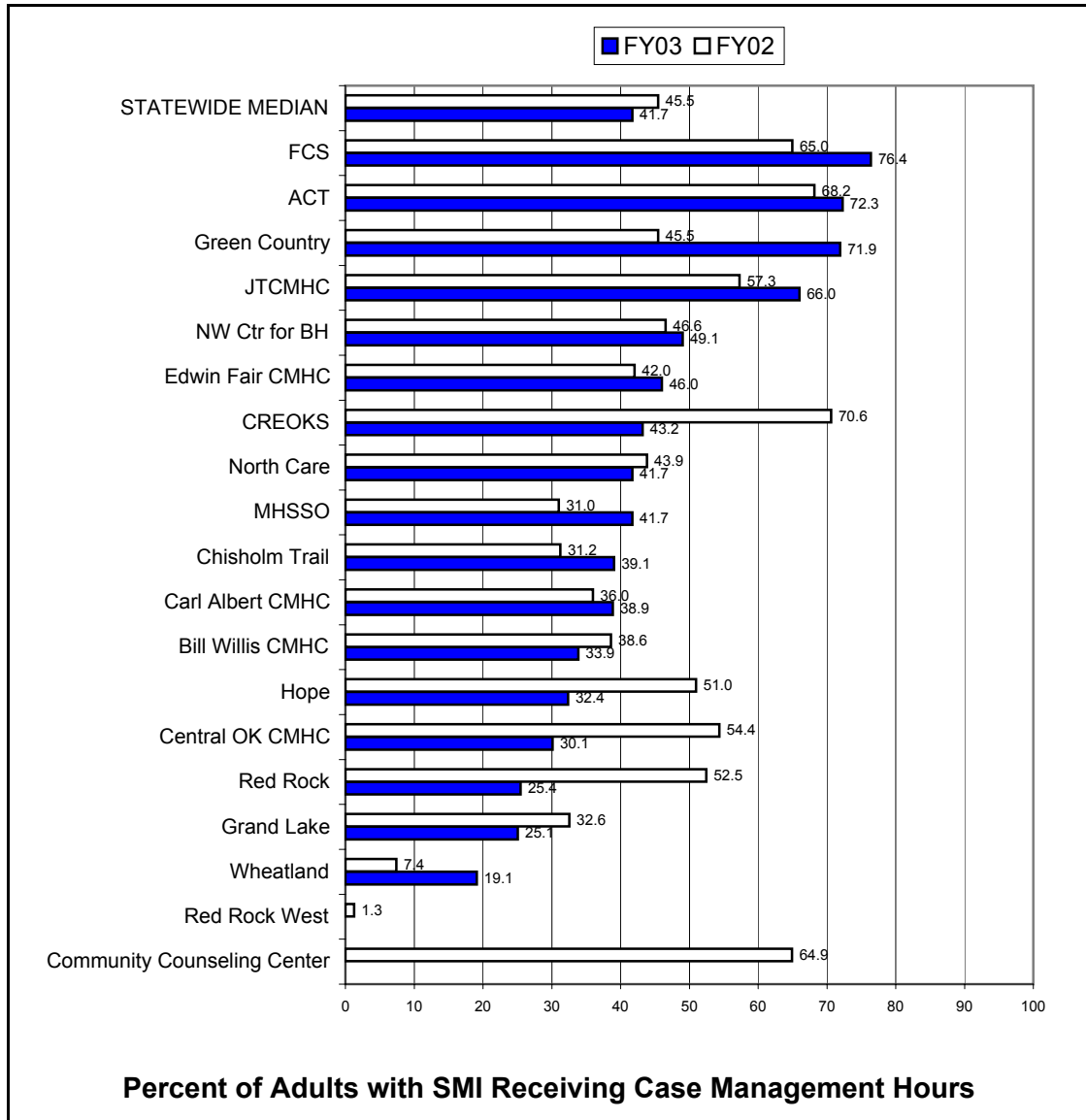
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving case management varied among all CMHCs from 19.1 to 76.4 percent, with a statewide median of 41.7 percent. Compared with FY02, the percent receiving case management increased in FY03 among 10 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
FCS	1,202	781	65.0	2,269	1,733	76.4	41.7	44.2
ACT	1,179	804	68.2	1,356	980	72.3		
Green Country	1,023	465	45.5	904	650	71.9		
JTCMHC	1,346	771	57.3	1,333	880	66.0		
NW Ctr for BH	1,044	486	46.6	1,054	517	49.1		
Edwin Fair CMHC	1,180	496	42.0	976	449	46.0		
CREOKS	990	699	70.6	766	331	43.2		
North Care	1,131	496	43.9	2,296	958	41.7		
MHSSO	2,234	693	31.0	1,957	816	41.7		
Chisholm Trail	903	282	31.2	901	352	39.1		
Carl Albert CMHC	1,715	617	36.0	1,513	588	38.9		
Bill Willis CMHC	1,248	482	38.6	1,358	460	33.9		
Hope	1,040	530	51.0	890	288	32.4		
Central OK CMHC	1,032	561	54.4	897	270	30.1		
Red Rock	833	437	52.5	1,407	358	25.4		
Grand Lake	3,287	1,070	32.6	2,624	658	25.1		
Wheatland	729	54	7.4	524	100	19.1		
Red Rock West	558	7	1.3	0	0	0.0		
Community Counseling	989	642	64.9	0	0	0.0		

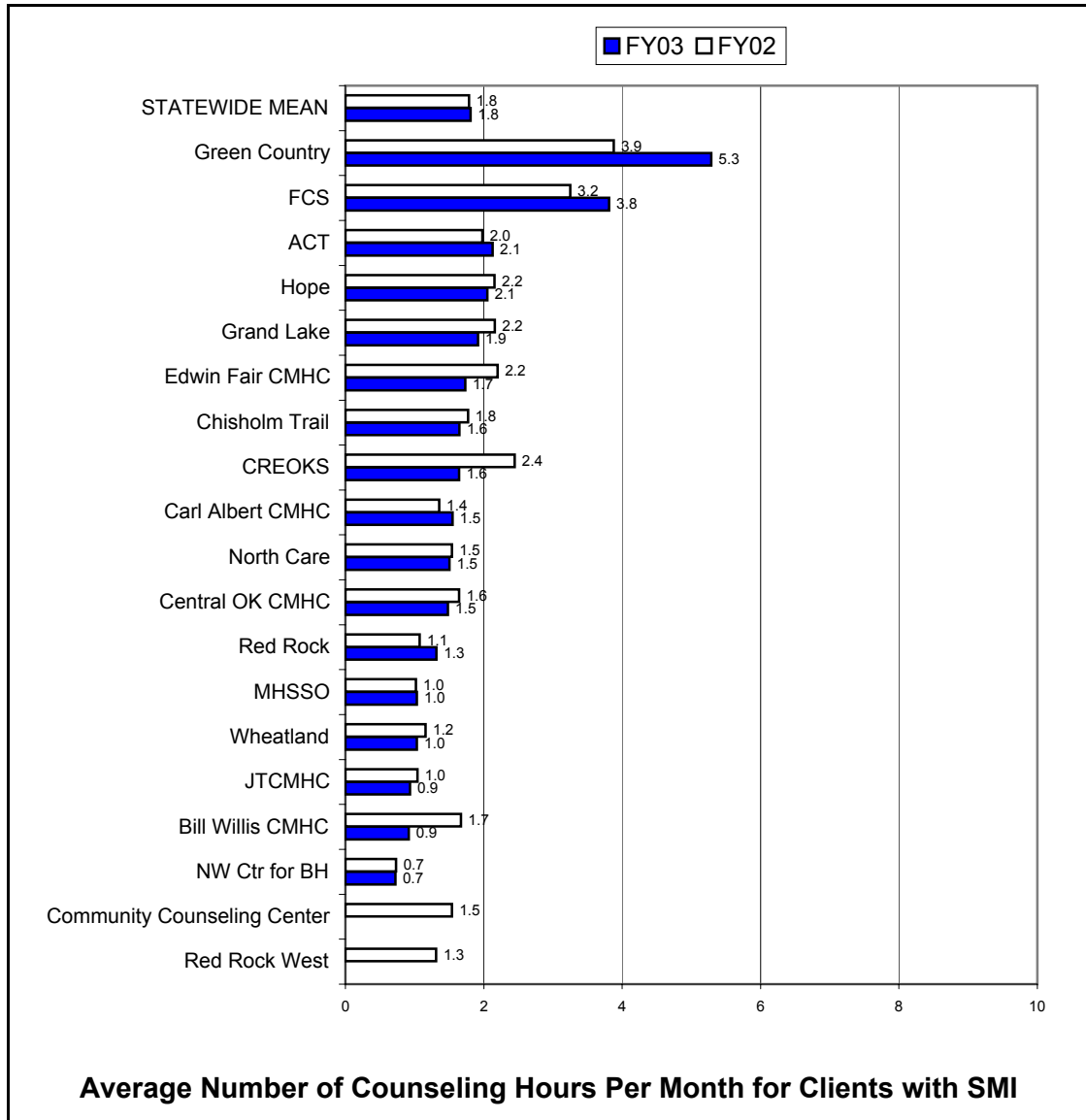
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the average number of counseling hours per month for adults with SMI varied among all CMHCs from 0.7 to 5.3 hours, with a statewide mean of 1.8 hours. Compared with FY02, the average number of counseling hours per month increased in FY03 among 5 of the 17 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	FY02				FY03				FY03 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	14,031.5	301.4	1,169.3	3.9	14,487.0	228.3	1,207.3	5.3	1.5	1.8
FCS	6,292.0	176.1	572.0	3.2	9,985.3	218.3	832.1	3.8		
ACT	3,449.3	145.3	287.4	2.0	3,320.0	130.0	276.7	2.1		
Hope	1,247.7	48.3	104.0	2.2	973.9	39.6	81.2	2.1		
Grand Lake	13,038.8	503.7	1,086.6	2.2	5,068.8	220.4	422.4	1.9		
Edwin Fair CMHC	5,888.6	223.2	490.7	2.2	2,280.3	109.7	190.0	1.7		
Chisholm Trail	6,830.4	320.7	569.2	1.8	4,044.1	204.6	337.0	1.6		
CREOKS	8,360.5	284.8	696.7	2.4	3,026.0	153.5	252.2	1.6		
Carl Albert CMHC	7,248.8	445.0	604.1	1.4	6,973.6	375.3	581.1	1.5		
North Care	3,574.4	193.4	297.9	1.5	4,475.0	247.7	372.9	1.5		
Central OK CMHC	11,910.4	603.8	992.5	1.6	8,702.9	489.8	725.2	1.5		
Red Rock	2,495.8	194.1	208.0	1.1	3,952.5	250.3	329.4	1.3		
MHSSO	8,489.1	694.4	707.4	1.0	4,238.7	341.8	353.2	1.0		
Wheatland	3,874.4	278.6	322.9	1.2	2,621.3	211.6	218.4	1.0		
JTCMHC	3,414.0	273.4	284.5	1.0	1,168.0	104.2	97.3	0.9		
Bill Willis CMHC	3,359.0	167.8	279.9	1.7	1,481.4	134.6	123.5	0.9		
NW Ctr for BH	3,406.3	388.4	283.9	0.7	3,304.9	380.3	275.4	0.7		
Community Counseling	4,429.1	239.4	369.1	1.5	0.0	0.0	0.0	0.0		
Red Rock West	2,382.2	151.3	198.5	1.3	0.0	0.0	0.0	0.0		

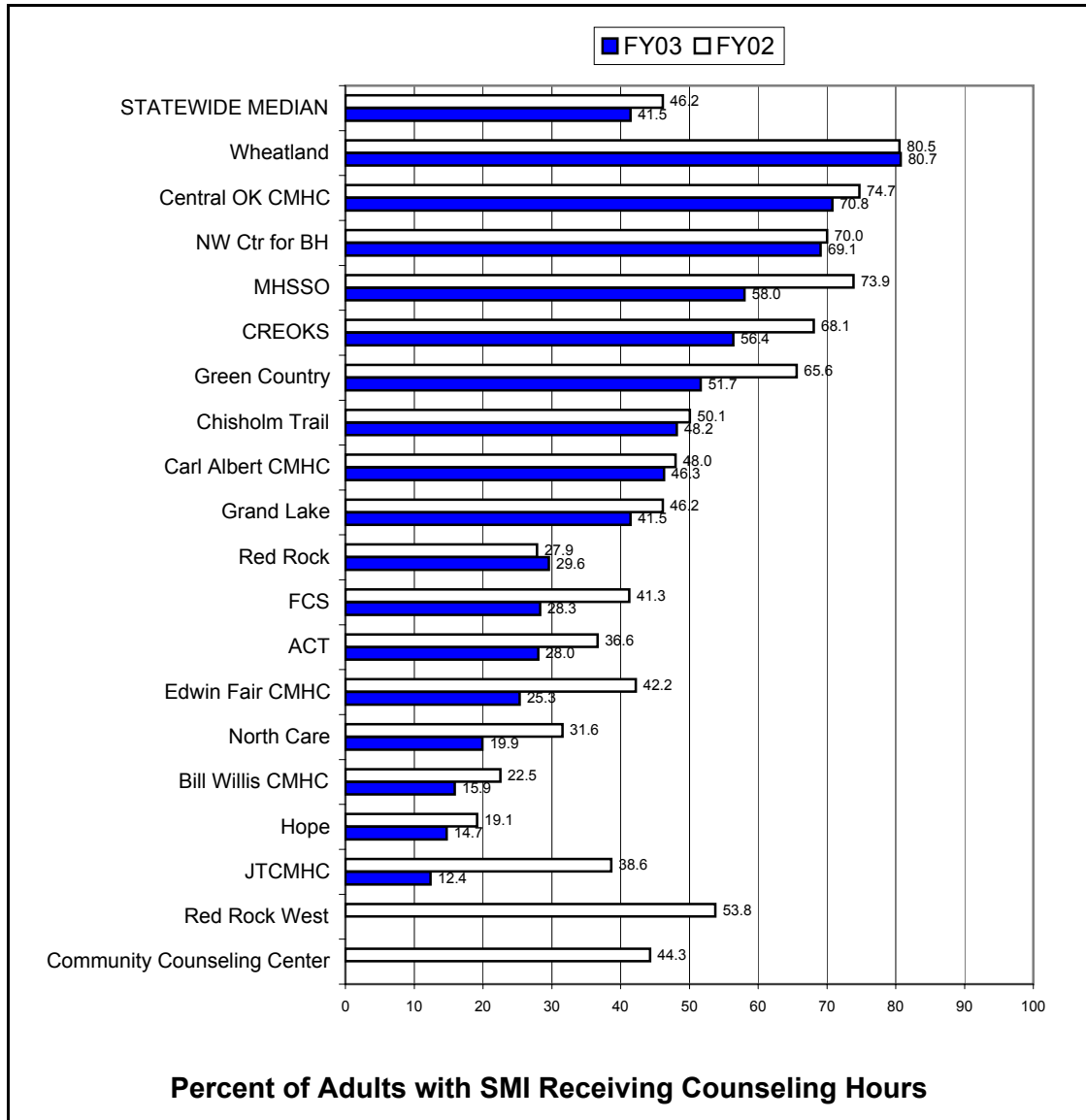
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving counseling hours varied among all CMHCs from 12.4 to 80.7 percent, with a statewide median of 41.5 percent. Compared with FY02, the percent receiving counseling hours increased in FY03 among 2 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Wheatland	729	587	80.5	524	423	80.7	41.5	41.0
Central OK CMHC	1,032	771	74.7	897	635	70.8		
NW Ctr for BH	1,044	731	70.0	1,054	728	69.1		
MHSSO	2,234	1,650	73.9	1,957	1,135	58.0		
CREOKS	990	674	68.1	766	432	56.4		
Green Country	1,023	671	65.6	904	467	51.7		
Chisholm Trail	903	452	50.1	901	434	48.2		
Carl Albert CMHC	1,715	823	48.0	1,513	701	46.3		
Grand Lake	3,287	1,517	46.2	2,624	1,088	41.5		
Red Rock	833	232	27.9	1,407	416	29.6		
FCS	1,202	496	41.3	2,269	642	28.3		
ACT	1,179	432	36.6	1,356	380	28.0		
Edwin Fair CMHC	1,180	498	42.2	976	247	25.3		
North Care	1,131	357	31.6	2,296	457	19.9		
Bill Willis CMHC	1,248	281	22.5	1,358	216	15.9		
Hope	1,040	199	19.1	890	131	14.7		
JTCMHC	1,346	520	38.6	1,333	165	12.4		
Red Rock West	558	300	53.8	0	0	0.0		
Community Counseling	989	438	44.3	0	0	0.0		

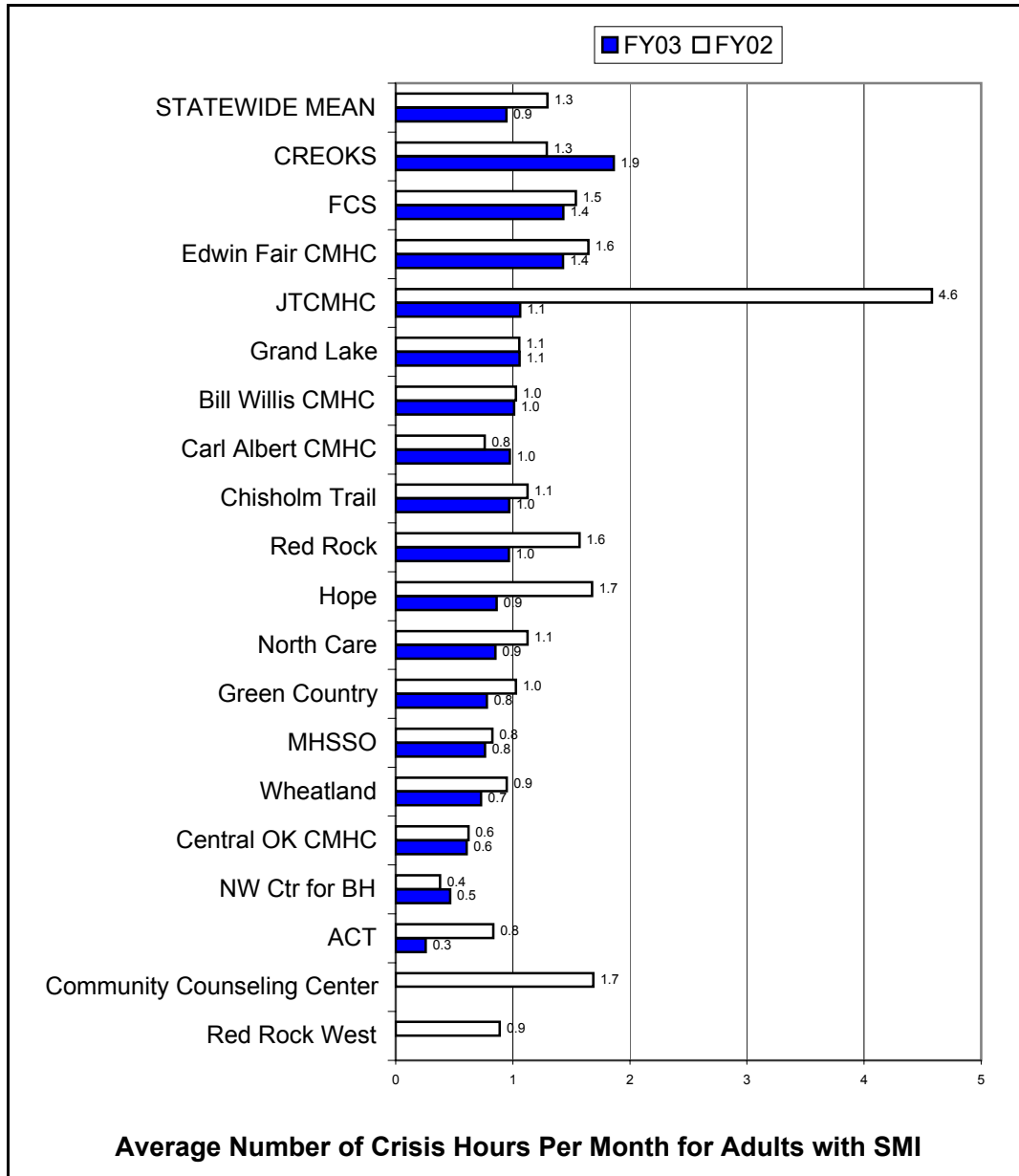
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the average number of crisis hours per month for adults with SMI varied among all CMHCs from 0.3 to 1.9 hours, with a statewide mean of 0.9 hours per month. Compared with FY02, the average number of crisis hours increased in FY03 among 2 of the 17 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	FY02				FY03				FY03 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
CREOKS	389.5	25.2	32.5	1.3	247.8	11.1	20.6	1.9	1.0	0.9
FCS	868.3	51.3	78.9	1.5	1,746.5	101.7	145.5	1.4		
Edwin Fair CMHC	914.5	46.3	76.2	1.6	741.0	43.3	61.8	1.4		
JTCMHC	3,581.0	65.2	298.4	4.6	595.0	46.6	49.6	1.1		
Grand Lake	727.9	57.5	60.7	1.1	460.1	36.3	38.3	1.1		
Bill Willis CMHC	389.9	31.7	32.5	1.0	479.1	39.5	39.9	1.0		
Carl Albert CMHC	65.3	7.2	5.4	0.8	177.4	15.2	14.8	1.0		
Chisholm Trail	265.9	19.7	22.2	1.1	250.1	21.5	20.8	1.0		
Red Rock	367.2	19.5	30.6	1.6	564.1	48.6	47.0	1.0		
Hope	36.9	2.2	3.7	1.7	10.3	1.3	1.1	0.9		
North Care	106.9	7.9	8.9	1.1	69.0	6.8	5.8	0.9		
Green Country	173.5	14.1	14.5	1.0	112.0	12.0	9.3	0.8		
MHSSO	526.9	53.3	43.9	0.8	398.2	43.5	33.2	0.8		
Wheatland	174.5	15.3	14.5	0.9	126.8	14.5	10.6	0.7		
Central OK CMHC	171.0	22.9	14.3	0.6	154.7	21.3	12.9	0.6		
NW Ctr for BH	155.1	34.2	12.9	0.4	164.5	29.5	13.7	0.5		
ACT	113.3	12.4	10.3	0.8	45.5	16.1	4.1	0.3		
Community Counseling	4.5	1.3	2.3	1.7	0.0	0.0	0.0	0.0		
Red Rock West	315.2	29.6	26.3	0.9	0.0	0.0	0.0	0.0		

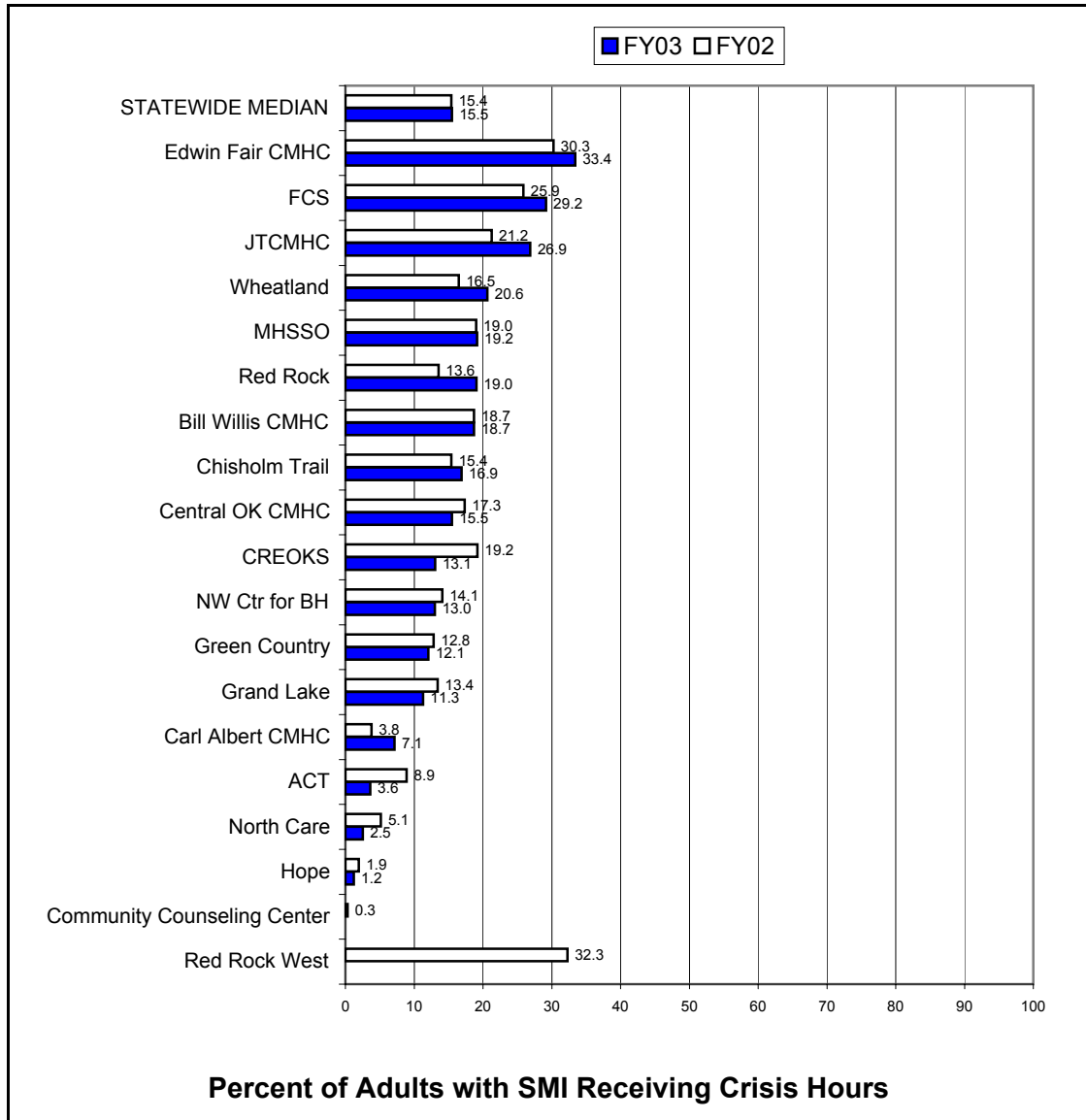
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving crisis hours varied among all CMHCs from 1.2 to 33.4 percent, with a statewide median of 15.5 percent. Compared with FY02, the percent receiving crisis hours increased in FY03 among 8 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Edwin Fair CMHC	1,180	357	30.3	976	326	33.4	15.5	15.5
FCS	1,202	311	25.9	2,269	662	29.2		
JTCMHC	1,346	286	21.2	1,333	358	26.9		
Wheatland	729	120	16.5	524	108	20.6		
MHSSO	2,234	425	19.0	1,957	375	19.2		
Red Rock	833	113	13.6	1,407	268	19.0		
Bill Willis CMHC	1,248	233	18.7	1,358	254	18.7		
Chisholm Trail	903	139	15.4	901	152	16.9		
Central OK CMHC	1,032	179	17.3	897	139	15.5		
CREOKS	990	190	19.2	766	100	13.1		
NW Ctr for BH	1,044	147	14.1	1,054	137	13.0		
Green Country	1,023	131	12.8	904	109	12.1		
Grand Lake	3,287	440	13.4	2,624	296	11.3		
Carl Albert CMHC	1,715	65	3.8	1,513	108	7.1		
ACT	1,179	105	8.9	1,356	49	3.6		
North Care	1,131	58	5.1	2,296	58	2.5		
Hope	1,040	20	1.9	890	11	1.2		
Community Counseling	989	3	0.3	0	0	0.0		
Red Rock West	558	180	32.3	0	0	0.0		

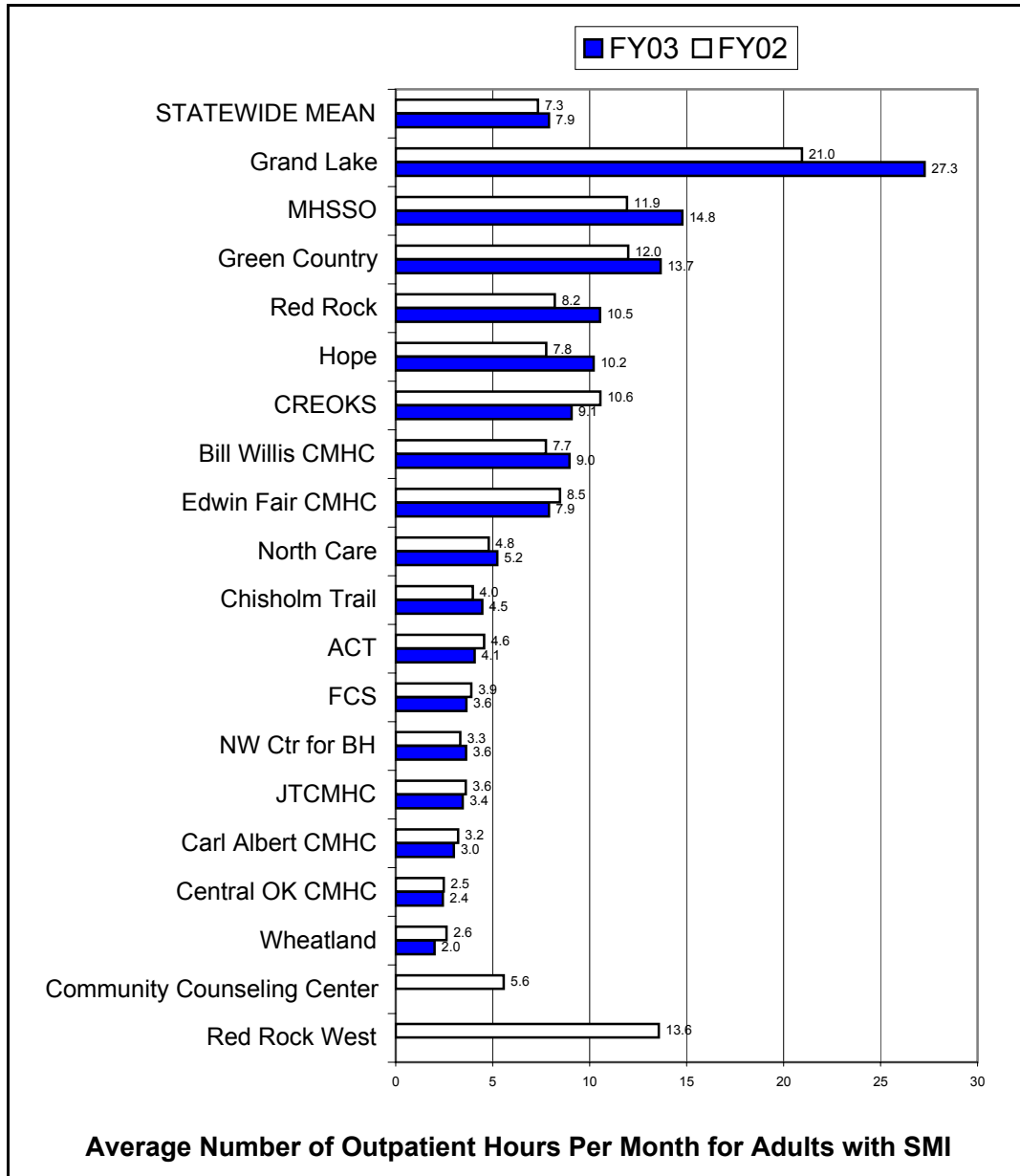
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the average number of outpatient hours per month for adults with SMI varied among all CMHCs from 2 to 27.3 hours, with a statewide mean of 7.9 hours. Compared with FY02, the average number of outpatient hours per month increased in FY03 among 9 of the 17 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	FY02				FY03				FY03 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
Grand Lake	360,776.9	1,434.9	30,064.7	21.0	361,140.1	1,103.4	30,095.0	27.3	5.2	7.9
MHSSO	171,392.8	1,197.3	14,282.7	11.9	167,031.0	941.7	13,919.3	14.8		
Green Country	72,257.2	502.6	6,021.4	12.0	70,892.4	432.6	5,907.7	13.7		
Red Rock	53,530.9	543.5	4,460.9	8.2	102,798.8	813.4	8,566.6	10.5		
Hope	39,480.2	423.9	3,290.0	7.8	41,874.9	342.1	3,489.6	10.2		
CREOKS	64,516.5	509.5	5,376.4	10.6	40,066.3	368.4	3,338.9	9.1		
Bill Willis CMHC	74,122.5	797.1	6,176.9	7.7	91,738.0	853.5	7,644.8	9.0		
Edwin Fair CMHC	67,760.8	667.3	5,646.7	8.5	55,433.5	584.9	4,619.5	7.9		
North Care	32,308.6	562.2	2,692.4	4.8	71,738.1	1,141.2	5,978.2	5.2		
Chisholm Trail	25,631.1	537.3	2,135.9	4.0	23,842.9	445.3	1,986.9	4.5		
ACT	31,565.2	577.9	2,630.4	4.6	30,792.6	631.7	2,566.0	4.1		
FCS	20,567.2	480.4	1,869.7	3.9	42,408.2	971.8	3,534.0	3.6		
NW Ctr for BH	28,524.0	715.3	2,377.0	3.3	32,698.0	749.6	2,724.8	3.6		
JTCMHC	39,550.0	911.4	3,295.8	3.6	29,195.8	705.6	2,433.0	3.4		
Carl Albert CMHC	50,359.0	1,302.0	4,196.6	3.2	40,305.0	1,122.5	3,358.7	3.0		
Central OK CMHC	29,009.6	974.6	2,417.5	2.5	24,449.5	839.6	2,037.5	2.4		
Wheatland	12,345.7	392.8	1,028.8	2.6	7,212.1	300.3	601.0	2.0		
Community Counseling	36,367.3	544.0	3,030.6	5.6	0.0	0.0	0.0	0.0		
Red Rock West	53,020.0	325.7	4,418.3	13.6	0.0	0.0	0.0	0.0		

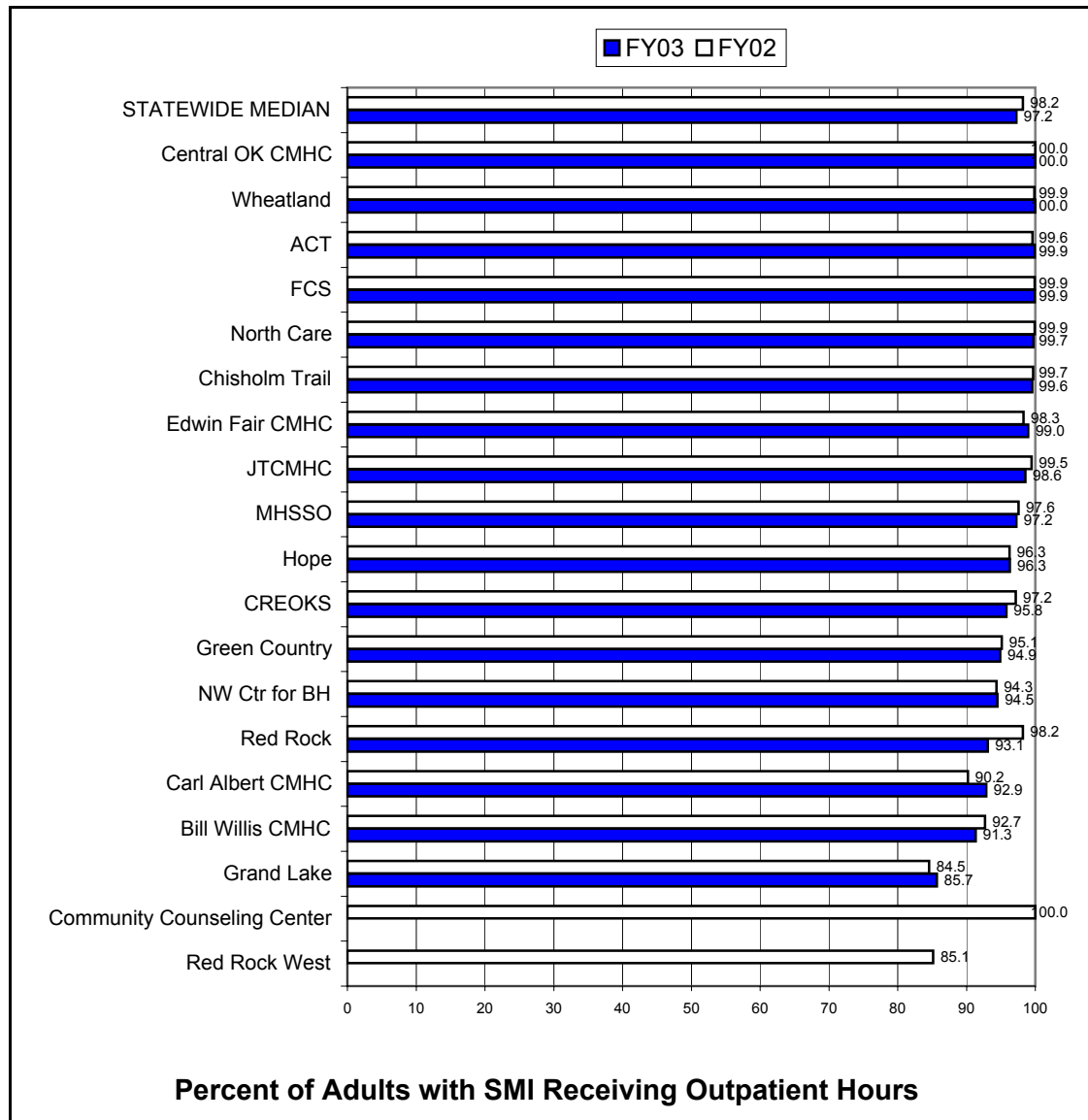
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving outpatient hours varied among all CMHCs from 85.7 to 100 percent, with a statewide median of 97.2 percent. Compared with FY02, the percent receiving outpatient hours increased in FY03 among 6 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Central OK CMHC	1,032	1,032	100.0	897	897	100.0	97.2	96.4
Wheatland	729	728	99.9	524	524	100.0		
ACT	1,179	1,174	99.6	1,356	1,355	99.9		
FCS	1,202	1,201	99.9	2,269	2,267	99.9		
North Care	1,131	1,130	99.9	2,296	2,290	99.7		
Chisholm Trail	903	900	99.7	901	897	99.6		
Edwin Fair CMHC	1,180	1,160	98.3	976	966	99.0		
JTCMHC	1,346	1,339	99.5	1,333	1,314	98.6		
MHSSO	2,234	2,180	97.6	1,957	1,903	97.2		
Hope	1,040	1,001	96.3	890	857	96.3		
CREOKS	990	962	97.2	766	734	95.8		
Green Country	1,023	973	95.1	904	858	94.9		
NW Ctr for BH	1,044	985	94.3	1,054	996	94.5		
Red Rock	833	818	98.2	1,407	1,310	93.1		
Carl Albert CMHC	1,715	1,547	90.2	1,513	1,405	92.9		
Bill Willis CMHC	1,248	1,157	92.7	1,358	1,240	91.3		
Grand Lake	3,287	2,779	84.5	2,624	2,248	85.7		
Community Counseling	989	989	100.0	0	0	0.0		
Red Rock West	558	475	85.1	0	0	0.0		

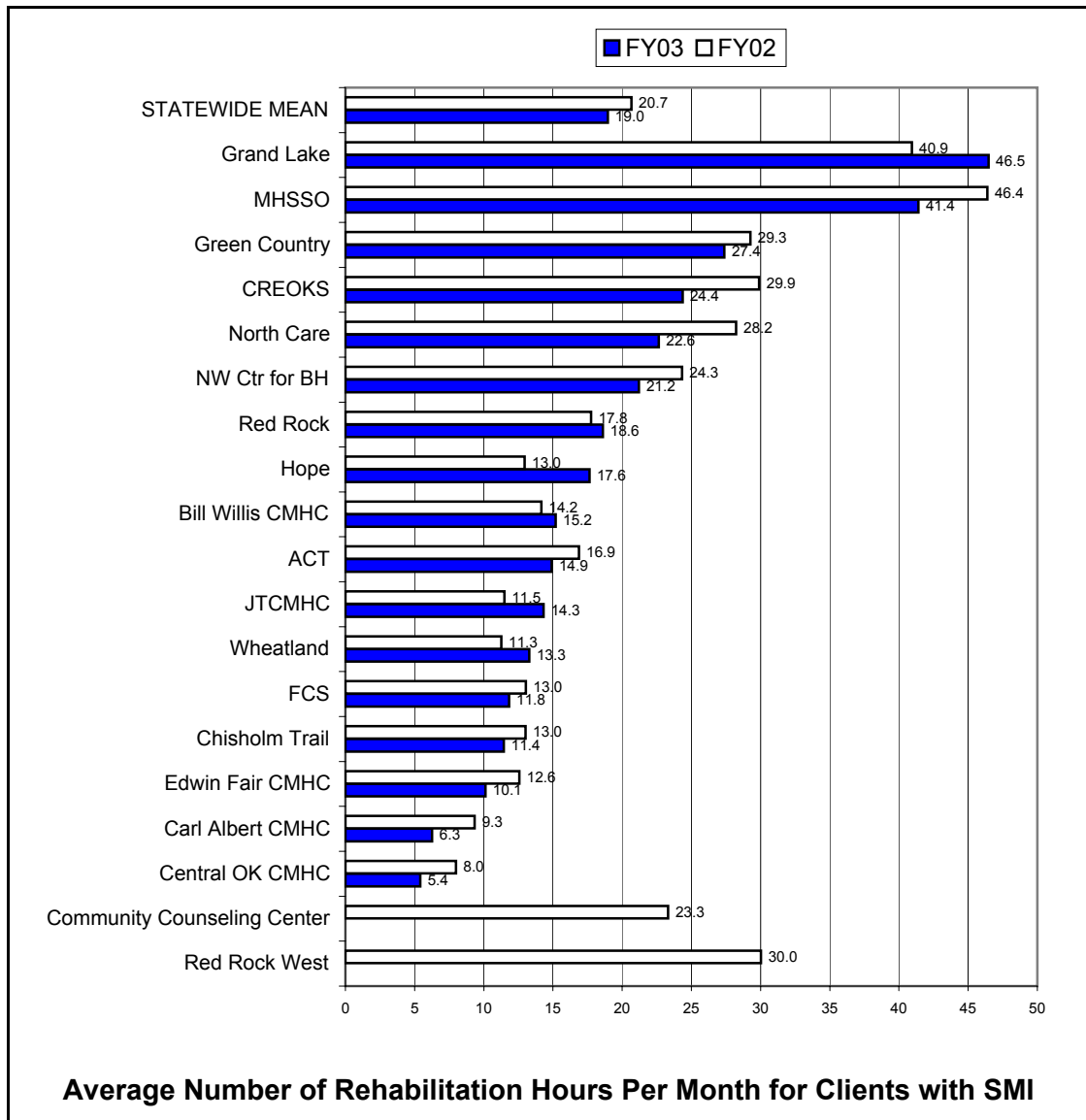
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the average number of rehabilitation hours per month for adults with SMI varied among all CMHCs from 5.4 to 46.5 hours, with a statewide mean of 19 hours. Compared with FY02, the average number of hours increased in FY03 among 6 of the 17 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	FY02				FY03				FY03 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
Grand Lake	340,373.7	693.0	28,364.5	40.9	352,390.2	631.8	29,365.8	46.5	15.2	19.0
MHSSO	158,533.3	284.8	13,211.1	46.4	158,659.8	319.3	13,221.7	41.4		
Green Country	53,553.5	152.5	4,462.8	29.3	48,591.0	147.9	4,049.3	27.4		
CREOKS	51,368.5	143.3	4,280.7	29.9	34,660.0	118.5	2,888.3	24.4		
North Care	21,091.8	62.3	1,757.7	28.2	54,696.8	201.3	4,558.1	22.6		
NW Ctr for BH	21,489.0	73.6	1,790.8	24.3	25,204.1	99.0	2,100.3	21.2		
Red Rock	44,290.4	207.8	3,690.9	17.8	89,579.0	401.1	7,464.9	18.6		
Hope	33,057.8	212.7	2,754.8	13.0	37,052.1	175.0	3,087.7	17.6		
Bill Willis CMHC	64,690.0	380.9	5,390.8	14.2	83,755.6	459.3	6,979.6	15.2		
ACT	17,594.6	86.9	1,466.2	16.9	18,945.8	105.9	1,578.8	14.9		
JTCMHC	25,656.4	186.2	2,138.0	11.5	18,808.4	109.4	1,567.4	14.3		
Wheatland	7,350.1	54.3	612.5	11.3	3,696.4	23.2	308.0	13.3		
FCS	5,493.0	42.1	549.3	13.0	16,653.3	117.3	1,387.8	11.8		
Chisholm Trail	16,332.2	104.6	1,361.0	13.0	17,585.8	128.2	1,465.5	11.4		
Edwin Fair CMHC	55,863.5	370.5	4,655.3	12.6	48,422.0	398.7	4,035.2	10.1		
Carl Albert CMHC	34,363.0	306.6	2,863.6	9.3	25,174.5	335.4	2,097.9	6.3		
Central OK CMHC	11,487.7	119.9	957.3	8.0	8,737.6	134.5	728.1	5.4		
Community Counseling	27,312.3	97.6	2,276.0	23.3	0.0	0.0	0.0	0.0		
Red Rock West	48,506.9	134.7	4,042.2	30.0	0.0	0.0	0.0	0.0		

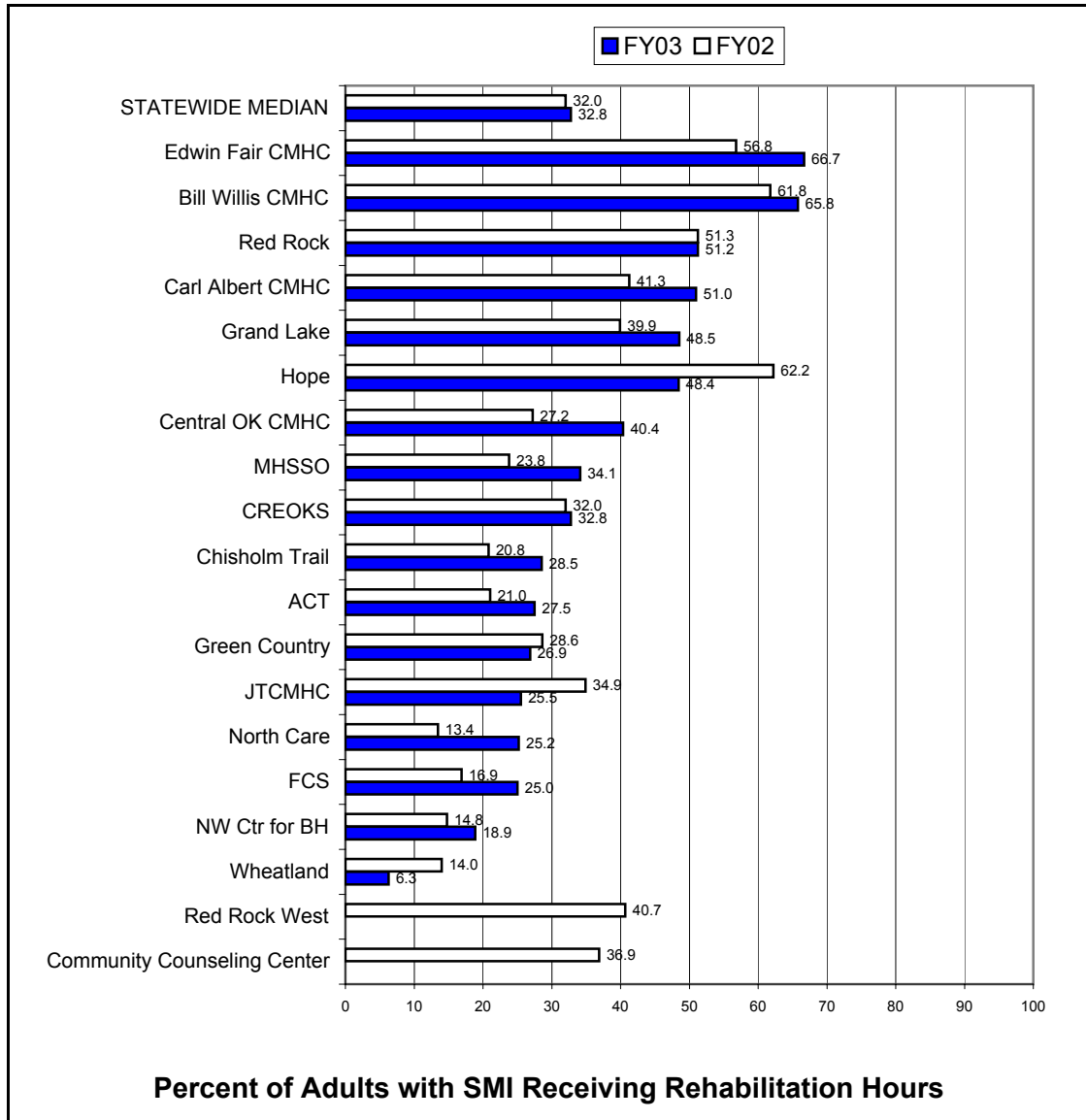
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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 FY03 the percent of adults with SMI receiving rehabilitation hours varied among all CMHCs from 6.3 to 66.7 percent, with a statewide median of 32.8 percent. Compared with FY02, the percent receiving rehabilitation hours increased in FY03 among 12 of the 17 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	FY02			FY03			FY03 Statewide	
	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Total adults with SMI	Number of SMI clients receiving service	Percent of SMI clients receiving service	Median	Mean
Edwin Fair CMHC	1,180	670	56.8	976	651	66.7	32.8	36.6
Bill Willis CMHC	1,248	771	61.8	1,358	893	65.8		
Red Rock	833	427	51.3	1,407	721	51.2		
Carl Albert CMHC	1,715	708	41.3	1,513	771	51.0		
Grand Lake	3,287	1,312	39.9	2,624	1,273	48.5		
Hope	1,040	647	62.2	890	431	48.4		
Central OK CMHC	1,032	281	27.2	897	362	40.4		
MHSSO	2,234	532	23.8	1,957	668	34.1		
CREOKS	990	317	32.0	766	251	32.8		
Chisholm Trail	903	188	20.8	901	257	28.5		
ACT	1,179	248	21.0	1,356	373	27.5		
Green Country	1,023	293	28.6	904	243	26.9		
JTCMHC	1,346	470	34.9	1,333	340	25.5		
North Care	1,131	152	13.4	2,296	578	25.2		
FCS	1,202	203	16.9	2,269	567	25.0		
NW Ctr for BH	1,044	154	14.8	1,054	199	18.9		
Wheatland	729	102	14.0	524	33	6.3		
Red Rock West	558	227	40.7	0	0	0.0		
Community Counseling	989	365	36.9	0	0	0.0		

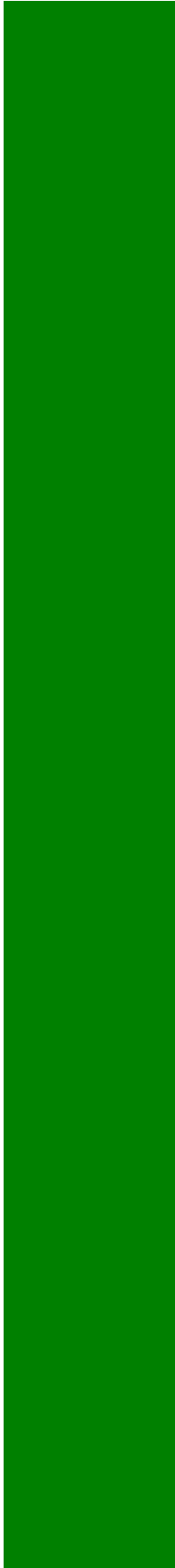
Refer to Definition pages for criteria meeting Serious Mental Illness (SMI) status.

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.

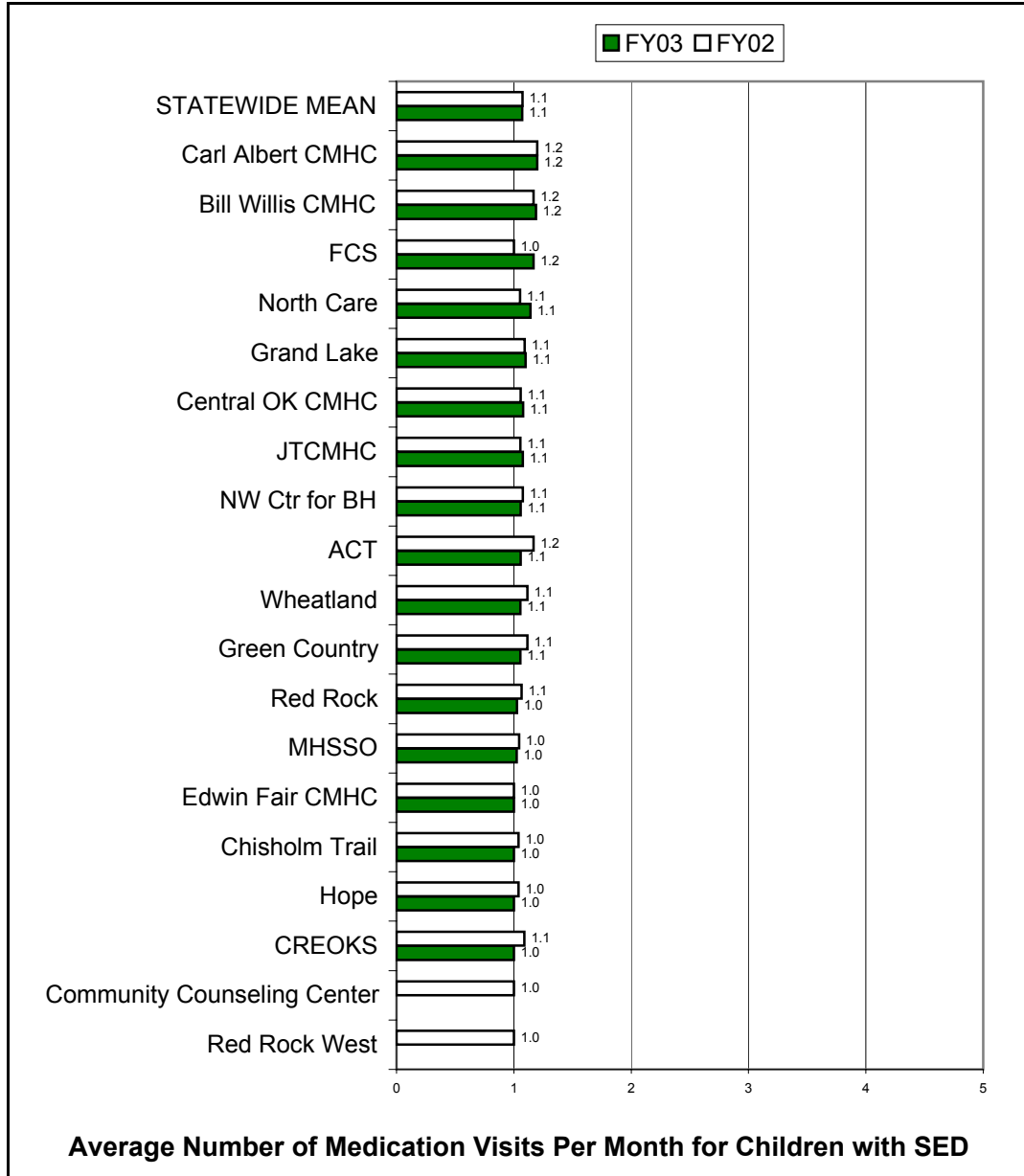


Service Utilization Indicators Children with SED



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 FY03 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	FY02				FY03				FY03 Statewide	
	Total medication visits	Average no. of clients receiving medication	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	Average number of medication visits per month	Average number of medication visits per client per month	Median	Mean
		visits per month	visits per month	visits per client per month		visits per month	visits per client per month	visits per month	visits per client per month	
Carl Albert CMHC	42	2.9	3.5	1.2	6	1.0	1.2	1.2	1.1	1.1
Bill Willis CMHC	301	21.5	25.1	1.2	323	22.7	26.9	1.2		
FCS	2	1.0	1.0	1.0	7	1.0	1.2	1.2		
North Care	118	9.3	9.8	1.1	186	13.6	15.5	1.1		
Grand Lake	94	7.2	7.8	1.1	55	4.5	5.0	1.1		
Central OK CMHC	537	42.3	44.8	1.1	495	38.3	41.3	1.1		
JTCMHC	542	42.8	45.2	1.1	517	40.0	43.1	1.1		
NW Ctr for BH	154	11.9	12.8	1.1	181	14.3	15.1	1.1		
ACT	118	8.4	9.8	1.2	91	7.2	7.6	1.1		
Wheatland	97	7.3	8.1	1.1	77	6.1	6.4	1.1		
Green Country	116	8.7	9.7	1.1	58	4.6	4.8	1.1		
Red Rock	16	1.5	1.6	1.1	39	3.2	3.3	1.0		
MHSSO	46	3.7	3.8	1.0	44	3.6	3.7	1.0		
Edwin Fair CMHC	2	1.0	1.0	1.0	2	1.0	1.0	1.0		
Chisholm Trail	26	2.3	2.4	1.0	36	3.6	3.6	1.0		
Hope	26	2.3	2.4	1.0	1	1.0	1.0	1.0		
CREOKS	37	3.1	3.4	1.1	20	2.5	2.5	1.0		
Community Counseling	6	1.0	1.0	1.0	0	0.0	0.0	0.0		
Red Rock West	6	1.2	1.2	1.0	0	0.0	0.0	0.0		

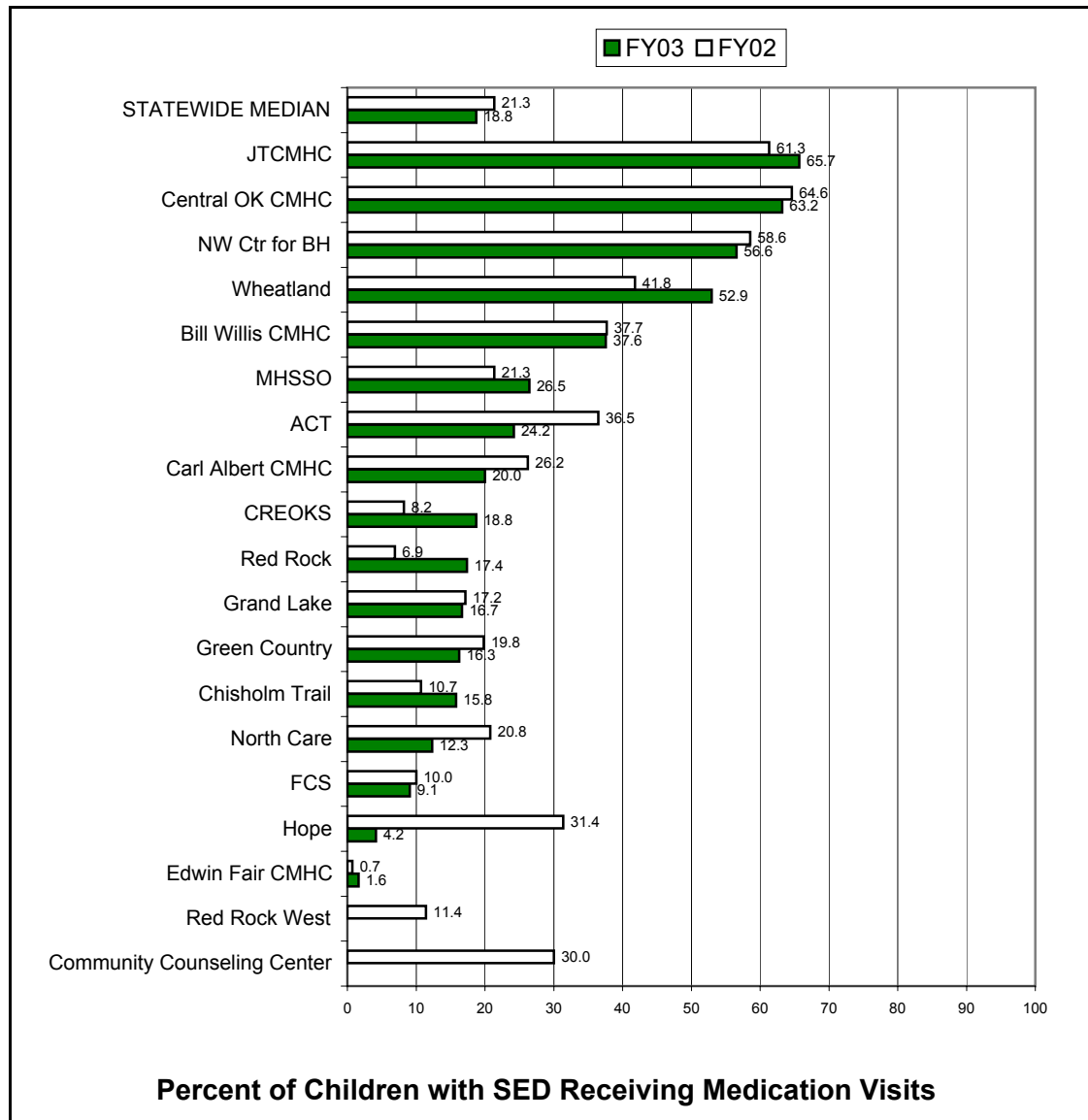
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 Medication Visits

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



Answer: In FY03 the percent of children with SED receiving medication visits varied among all CMHCs from 1.6 to 65.7 percent, with a statewide median of 18.8 percent. Compared with FY02, the percent receiving medication visits increased in FY03 among 7 of the 17 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	FY02			FY03			FY03 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
JTCMHC	279	171	61.3	201	132	65.7	18.8	27.0
Central OK CMHC	161	104	64.6	174	110	63.2		
NW Ctr for BH	70	41	58.6	76	43	56.6		
Wheatland	55	23	41.8	34	18	52.9		
Bill Willis CMHC	191	72	37.7	197	74	37.6		
MHSSO	75	16	21.3	34	9	26.5		
ACT	96	35	36.5	124	30	24.2		
Carl Albert CMHC	61	16	26.2	15	3	20.0		
CREOKS	158	13	8.2	64	12	18.8		
Red Rock	58	4	6.9	92	16	17.4		
Grand Lake	163	28	17.2	78	13	16.7		
Green Country	212	42	19.8	123	20	16.3		
Chisholm Trail	103	11	10.7	114	18	15.8		
North Care	159	33	20.8	373	46	12.3		
FCS	10	1	10.0	11	1	9.1		
Hope	51	16	31.4	24	1	4.2		
Edwin Fair CMHC	137	1	0.7	124	2	1.6		
Red Rock West	35	4	11.4	0	0	0.0		
Community Counseling	10	3	30.0	0	0	0.0		

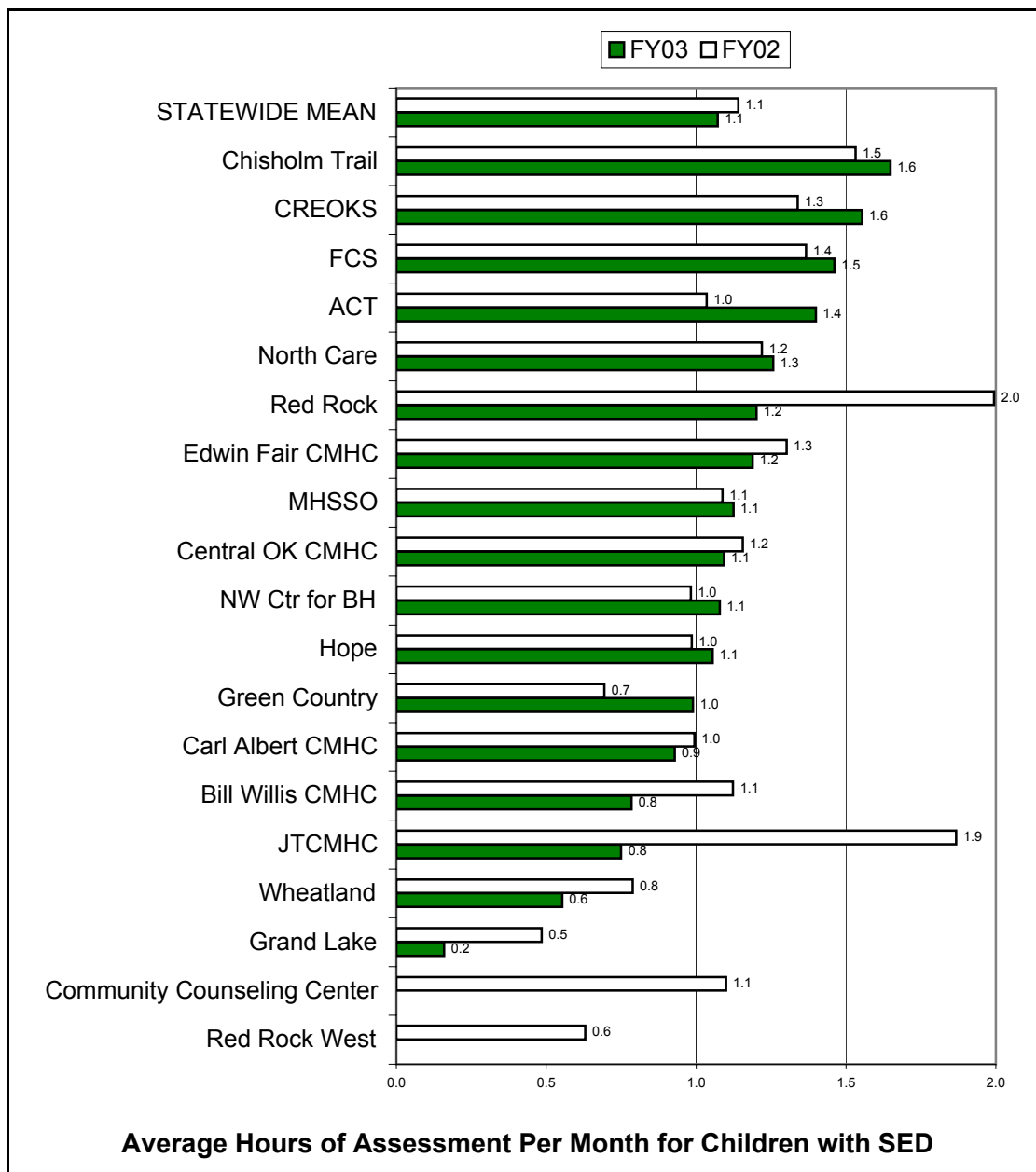
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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.

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 FY03 the average number of assessment hours per month for children with SED receiving assessment services varied among all CMHCs from 0.2 to 1.6 hours, with a statewide mean of 1.1 hours. When compared to FY02, the average number of assessment hours per month increased in FY03 among 7 of the 17 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	FY02				FY03				FY03 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
Chisholm Trail	59.8	3.3	5.0	1.5	69.3	3.8	6.3	1.6	1.1	1.1
CREOKS	225.0	14.0	18.8	1.3	101.0	5.4	8.4	1.6		
FCS	20.5	3.0	4.1	1.4	19.0	1.9	2.7	1.5		
ACT	115.0	9.3	9.6	1.0	335.9	20.0	28.0	1.4		
North Care	222.0	15.2	18.5	1.2	278.0	18.4	23.2	1.3		
Red Rock	103.7	6.5	13.0	2.0	150.3	10.4	12.5	1.2		
Edwin Fair CMHC	192.8	12.3	16.1	1.3	192.5	13.5	16.0	1.2		
MHSSO	52.3	4.4	4.8	1.1	38.3	2.8	3.2	1.1		
Central OK CMHC	297.0	21.4	24.7	1.2	338.9	25.8	28.2	1.1		
NW Ctr for BH	78.6	6.7	6.5	1.0	120.8	9.3	10.1	1.1		
Hope	34.5	3.2	3.1	1.0	9.5	2.3	2.4	1.1		
Green Country	109.0	13.1	9.1	0.7	137.5	11.6	11.5	1.0		
Carl Albert CMHC	81.6	7.5	7.4	1.0	18.6	2.0	1.9	0.9		
Bill Willis CMHC	269.5	20.0	22.5	1.1	249.6	26.5	20.8	0.8		
JTCMHC	338.0	15.1	28.2	1.9	73.5	8.2	6.1	0.8		
Wheatland	37.8	4.4	3.4	0.8	15.5	2.8	1.6	0.6		
Grand Lake	48.0	8.3	4.0	0.5	6.1	3.5	0.6	0.2		
Community Counseling	5.5	1.3	1.4	1.1	0.0	0.0	0.0	0.0		
Red Rock West	25.9	4.1	2.6	0.6	0.0	0.0	0.0	0.0		

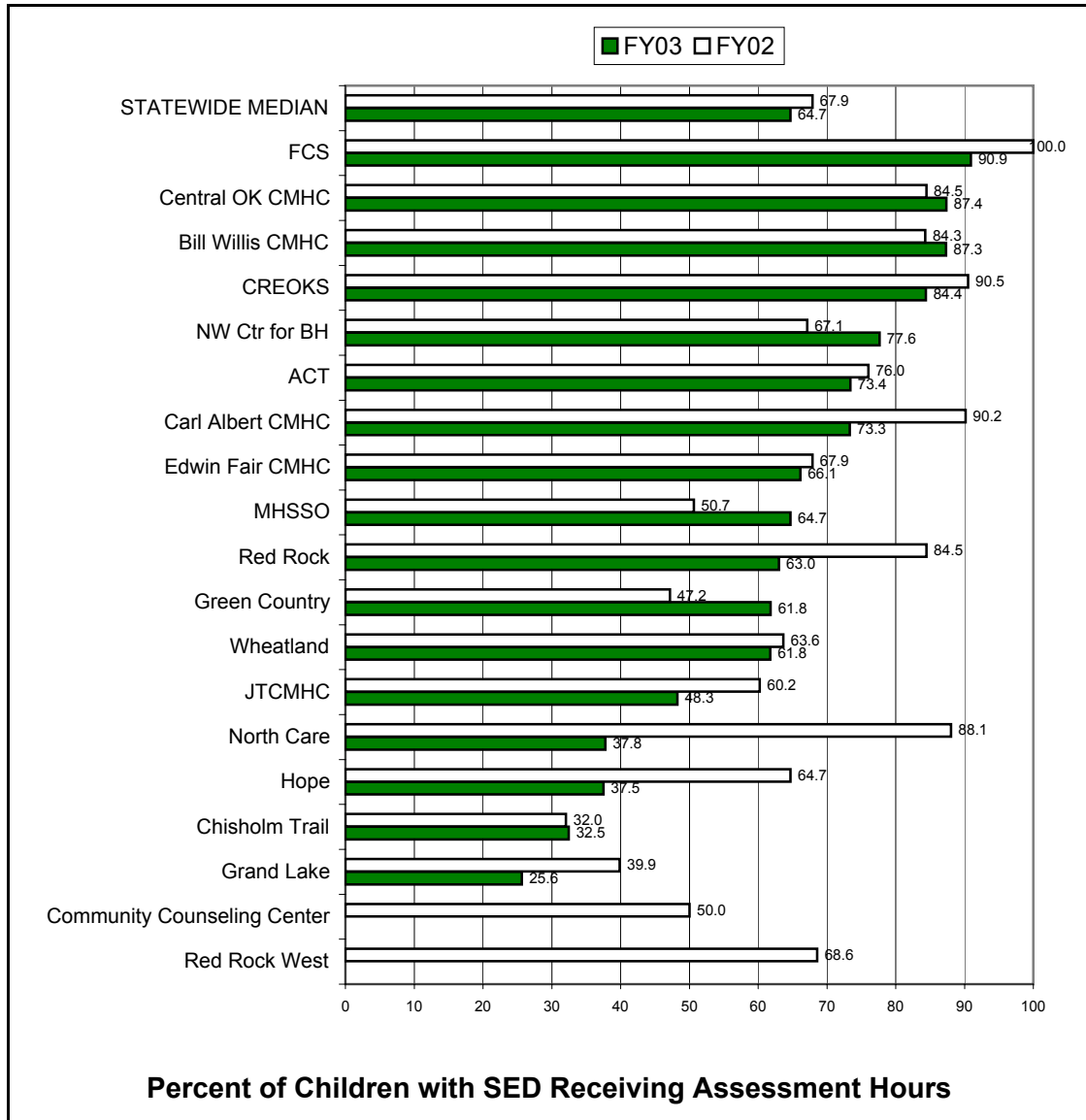
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 Assessment

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



Answer: In FY03 the percent of children with SED receiving an assessment varied among all CMHCs from 25.6 to 90.9 percent, with a statewide median of 64.7 percent. Compared with FY02, the percent receiving an assessment increased in FY03 among 6 of the 17 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	FY02			FY03			FY03 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	10	10	100.0	11	10	90.9	64.7	63.1
Central OK CMHC	161	136	84.5	174	152	87.4		
Bill Willis CMHC	191	161	84.3	197	172	87.3		
CREOKS	158	143	90.5	64	54	84.4		
NW Ctr for BH	70	47	67.1	76	59	77.6		
ACT	96	73	76.0	124	91	73.4		
Carl Albert CMHC	61	55	90.2	15	11	73.3		
Edwin Fair CMHC	137	93	67.9	124	82	66.1		
MHSSO	75	38	50.7	34	22	64.7		
Red Rock	58	49	84.5	92	58	63.0		
Green Country	212	100	47.2	123	76	61.8		
Wheatland	55	35	63.6	34	21	61.8		
JTCMHC	279	168	60.2	201	97	48.3		
North Care	159	140	88.1	373	141	37.8		
Hope	51	33	64.7	24	9	37.5		
Chisholm Trail	103	33	32.0	114	37	32.5		
Grand Lake	163	65	39.9	78	20	25.6		
Community Counseling	10	5	50.0	0	0	0.0		
Red Rock West	35	24	68.6	0	0	0.0		

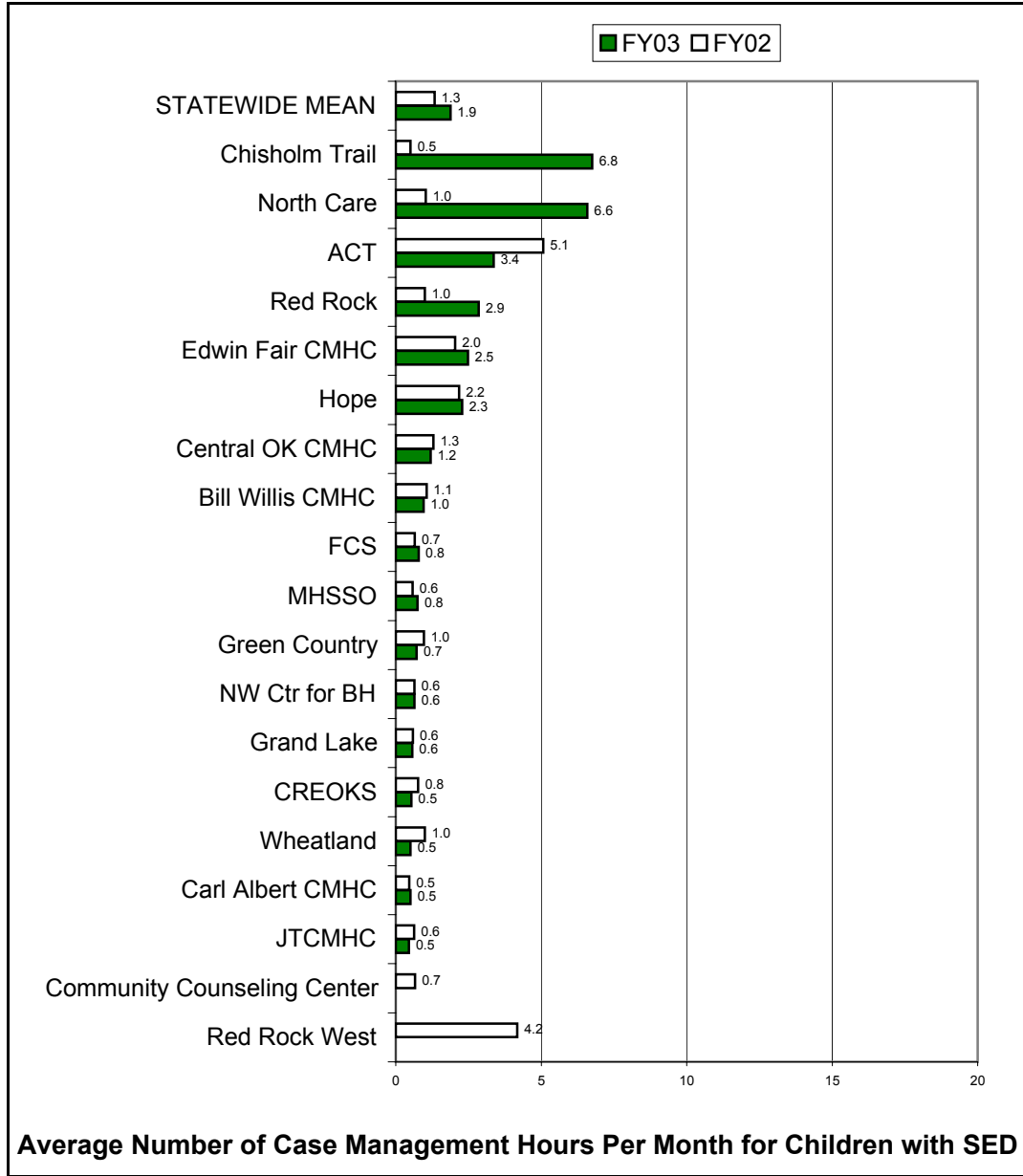
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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.

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 FY03 the average number of case management hours per month for children with SED varied among all CMHCs from 0.5 to 6.8 hours, with a statewide mean of 1.9 hours. When compared to FY02, the average number of case management hours per month increased in FY03 among 7 of the 17 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	FY02				FY03				FY03 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	1.5	1.0	0.5	0.5	283.8	3.5	23.6	6.8	0.8	1.9
North Care	39.3	4.2	4.4	1.0	2,553.8	32.3	212.8	6.6		
ACT	1,785.5	29.3	148.8	5.1	1,600.7	39.7	133.4	3.4		
Red Rock	1.0	1.0	1.0	1.0	519.3	15.2	43.3	2.9		
Edwin Fair CMHC	310.8	12.7	25.9	2.0	622.3	20.9	51.9	2.5		
Hope	111.3	4.3	9.3	2.2	16.0	1.4	3.2	2.3		
Central OK CMHC	219.4	14.1	18.3	1.3	213.9	14.9	17.8	1.2		
Bill Willis CMHC	70.1	5.5	5.8	1.1	147.9	12.8	12.3	1.0		
FCS	3.3	1.3	0.8	0.7	4.8	1.2	1.0	0.8		
MHSSO	17.3	3.0	1.7	0.6	6.0	1.3	1.0	0.8		
Green Country	74.3	6.4	6.2	1.0	35.0	4.1	2.9	0.7		
NW Ctr for BH	88.2	11.4	7.4	0.6	100.7	13.1	8.4	0.6		
Grand Lake	51.4	7.9	4.7	0.6	25.8	3.8	2.1	0.6		
CREOKS	28.5	3.7	2.9	0.8	8.0	2.5	1.3	0.5		
Wheatland	4.0	1.3	1.3	1.0	1.0	1.0	0.5	0.5		
Carl Albert CMHC	3.3	1.2	0.5	0.5	0.5	1.0	0.5	0.5		
JTCMHC	112.1	14.9	9.3	0.6	16.7	5.3	2.4	0.5		
Community Counseling	2.0	1.0	0.7	0.7	0.0	0.0	0.0	0.0		
Red Rock West	392.6	7.8	32.7	4.2	0.0	0.0	0.0	0.0		

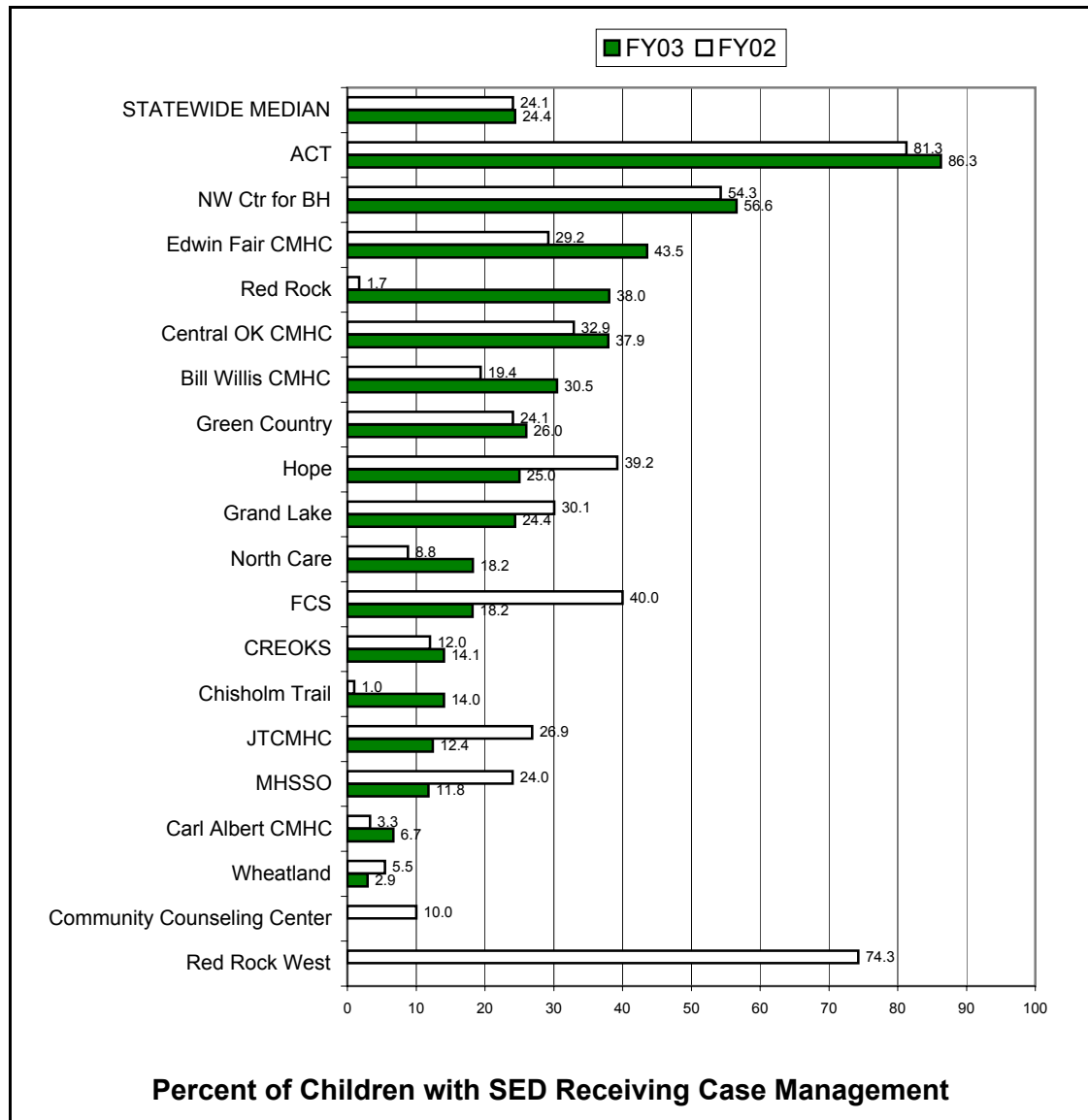
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 Case Management Hours

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



Answer: In FY03 the percent of children with SED receiving case management varied among all CMHCs from 2.9 to 86.3 percent, with a statewide median of 24.4 percent. Compared with FY02, the percent receiving case management increased in FY03 among 11 of the 17 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	FY02			FY03			FY03 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	96	78	81.3	124	107	86.3	24.4	27.4
NW Ctr for BH	70	38	54.3	76	43	56.6		
Edwin Fair CMHC	137	40	29.2	124	54	43.5		
Red Rock	58	1	1.7	92	35	38.0		
Central OK CMHC	161	53	32.9	174	66	37.9		
Bill Willis CMHC	191	37	19.4	197	60	30.5		
Green Country	212	51	24.1	123	32	26.0		
Hope	51	20	39.2	24	6	25.0		
Grand Lake	163	49	30.1	78	19	24.4		
North Care	159	14	8.8	373	68	18.2		
FCS	10	4	40.0	11	2	18.2		
CREOKS	158	19	12.0	64	9	14.1		
Chisholm Trail	103	1	1.0	114	16	14.0		
JTCMHC	279	75	26.9	201	25	12.4		
MHSSO	75	18	24.0	34	4	11.8		
Carl Albert CMHC	61	2	3.3	15	1	6.7		
Wheatland	55	3	5.5	34	1	2.9		
Community Counseling	10	1	10.0	0	0	0.0		
Red Rock West	35	26	74.3	0	0	0.0		

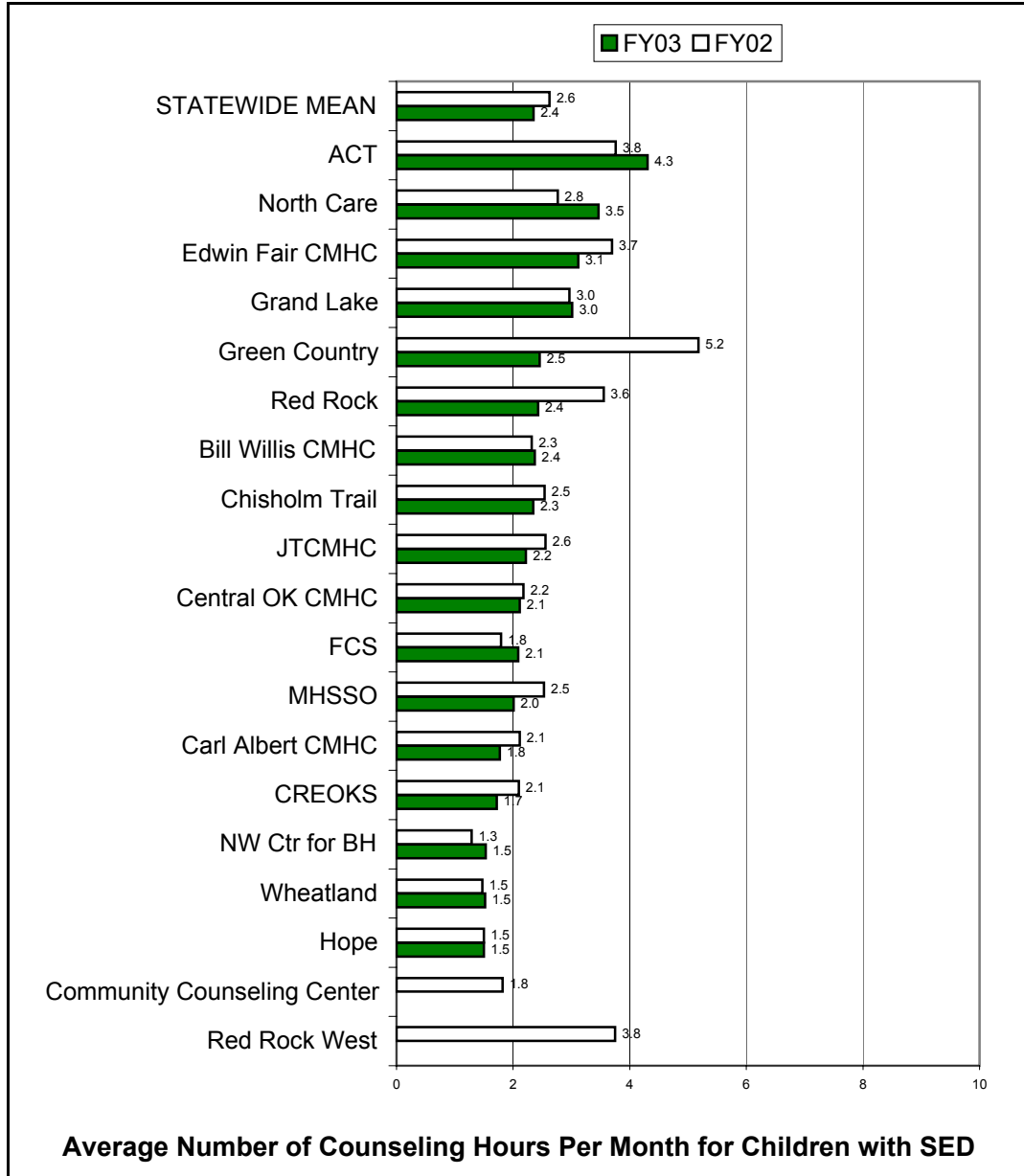
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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.

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 FY03 the average number of counseling hours per month for children with SED varied among all CMHCs from 1.5 to 4.3 hours, with a statewide mean of 2.4 hours. Compared with FY02, the average number of counseling hours per month increased in FY03 among 4 of the 17 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	FY02				FY03				FY03 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	838.5	18.6	69.9	3.8	1,102.5	21.3	91.9	4.3	2.2	2.4
North Care	1,001.5	30.2	83.5	2.8	1,160.5	27.9	96.7	3.5		
Edwin Fair CMHC	876.0	19.8	73.0	3.7	751.8	20.1	62.6	3.1		
Grand Lake	207.5	5.8	17.3	3.0	141.5	4.3	12.9	3.0		
Green Country	1,315.0	21.2	109.6	5.2	432.5	14.7	36.0	2.5		
Red Rock	690.0	16.2	57.5	3.6	401.0	13.8	33.4	2.4		
Bill Willis CMHC	1,305.5	46.9	108.8	2.3	1,760.0	61.8	146.7	2.4		
Chisholm Trail	378.0	12.4	31.5	2.5	248.5	8.8	20.7	2.3		
JTCMHC	1,436.0	46.8	119.7	2.6	937.2	35.2	78.1	2.2		
Central OK CMHC	1,403.2	53.7	116.9	2.2	1,473.8	58.2	122.8	2.1		
FCS	21.5	2.4	4.3	1.8	58.5	2.5	5.3	2.1		
MHSSO	392.0	12.9	32.7	2.5	122.5	5.1	10.2	2.0		
Carl Albert CMHC	383.0	15.1	31.9	2.1	58.5	3.0	5.3	1.8		
CREOKS	214.0	8.5	17.8	2.1	130.5	6.3	10.9	1.7		
NW Ctr for BH	249.0	16.1	20.8	1.3	303.1	16.5	25.3	1.5		
Wheatland	253.5	14.3	21.1	1.5	164.0	9.0	13.7	1.5		
Hope	6.0	1.3	2.0	1.5	3.0	1.0	1.5	1.5		
Community Counseling	40.0	1.8	3.3	1.8	0.0	0.0	0.0	0.0		
Red Rock West	210.0	5.1	19.1	3.8	0.0	0.0	0.0	0.0		

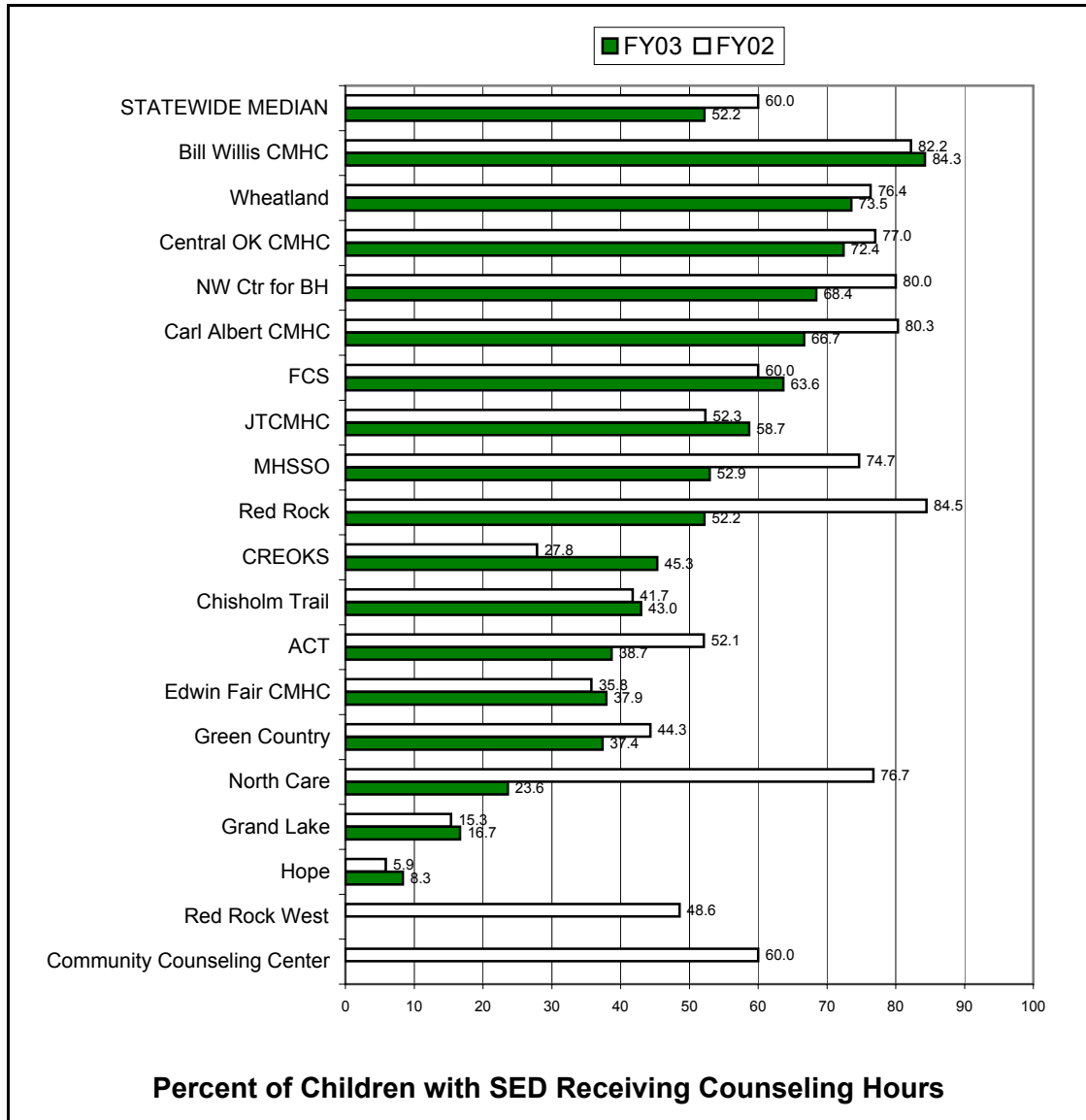
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 Counseling Hours

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



Answer: In FY03 the percent of children with SED receiving counseling hours varied among all CMHCs from 8.3 to 84.3 percent, with a statewide median of 52.2 percent. Compared with FY02, the percent receiving counseling hours increased in FY03 among 8 of the 17 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	FY02			FY03			FY03 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
Bill Willis CMHC	191	157	82.2	197	166	84.3	52.2	49.6
Wheatland	55	42	76.4	34	25	73.5		
Central OK CMHC	161	124	77.0	174	126	72.4		
NW Ctr for BH	70	56	80.0	76	52	68.4		
Carl Albert CMHC	61	49	80.3	15	10	66.7		
FCS	10	6	60.0	11	7	63.6		
JTCMHC	279	146	52.3	201	118	58.7		
MHSSO	75	56	74.7	34	18	52.9		
Red Rock	58	49	84.5	92	48	52.2		
CREOKS	158	44	27.8	64	29	45.3		
Chisholm Trail	103	43	41.7	114	49	43.0		
ACT	96	50	52.1	124	48	38.7		
Edwin Fair CMHC	137	49	35.8	124	47	37.9		
Green Country	212	94	44.3	123	46	37.4		
North Care	159	122	76.7	373	88	23.6		
Grand Lake	163	25	15.3	78	13	16.7		
Hope	51	3	5.9	24	2	8.3		
Red Rock West	35	17	48.6	0	0	0.0		
Community Counseling	10	6	60.0	0	0	0.0		

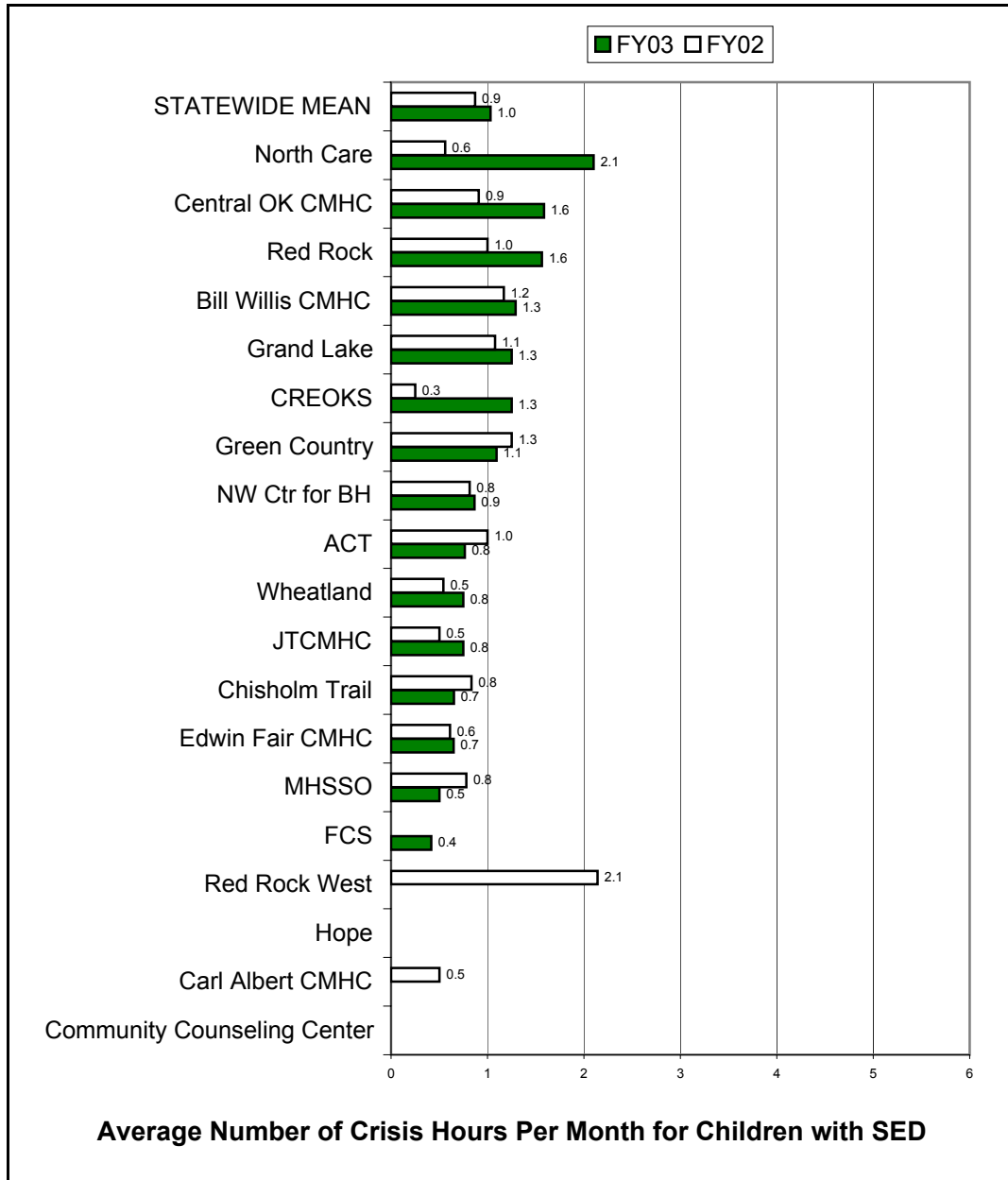
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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.

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 FY03 the average number of crisis hours per month for children with SED varied among all CMHCs from 0.4 to 2.1 hours, with a statewide mean of 1 hour per month. Compared with FY02, the average number of crisis hours increased in FY03 among 8 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	FY02				FY03				FY03 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	2.3	1.3	0.8	0.6	10.5	2.5	5.3	2.1	0.9	1.0
Central OK CMHC	11.8	1.3	1.2	0.9	36.5	2.1	3.3	1.6		
Red Rock	1.0	1.0	1.0	1.0	61.0	4.3	6.8	1.6		
Bill Willis CMHC	32.8	2.8	3.3	1.2	28.4	2.2	2.8	1.3		
Grand Lake	31.3	2.6	2.8	1.1	10.0	1.6	2.0	1.3		
CREOKS	0.3	1.0	0.3	0.3	2.5	2.0	2.5	1.3		
Green Country	5.0	1.3	1.7	1.3	8.8	1.1	1.3	1.1		
NW Ctr for BH	10.6	1.4	1.2	0.8	15.6	1.8	1.6	0.9		
ACT	1.0	1.0	1.0	1.0	66.4	7.3	5.5	0.8		
Wheatland	3.3	1.0	0.5	0.5	5.3	1.2	0.9	0.8		
JTCMHC	0.5	1.0	0.5	0.5	1.5	1.0	0.8	0.8		
Chisholm Trail	6.7	1.3	1.1	0.8	11.8	2.0	1.3	0.7		
Edwin Fair CMHC	2.5	1.0	0.6	0.6	3.3	1.0	0.7	0.7		
MHSSO	8.6	1.6	1.2	0.8	2.5	1.0	0.5	0.5		
FCS	0.0	0.0	0.0	0.0	1.3	1.0	0.4	0.4		
Red Rock West	34.3	1.6	3.4	2.1	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		
Carl Albert CMHC	0.5	1.0	0.5	0.5	0.0	0.0	0.0	0.0		
Community Counseling	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		

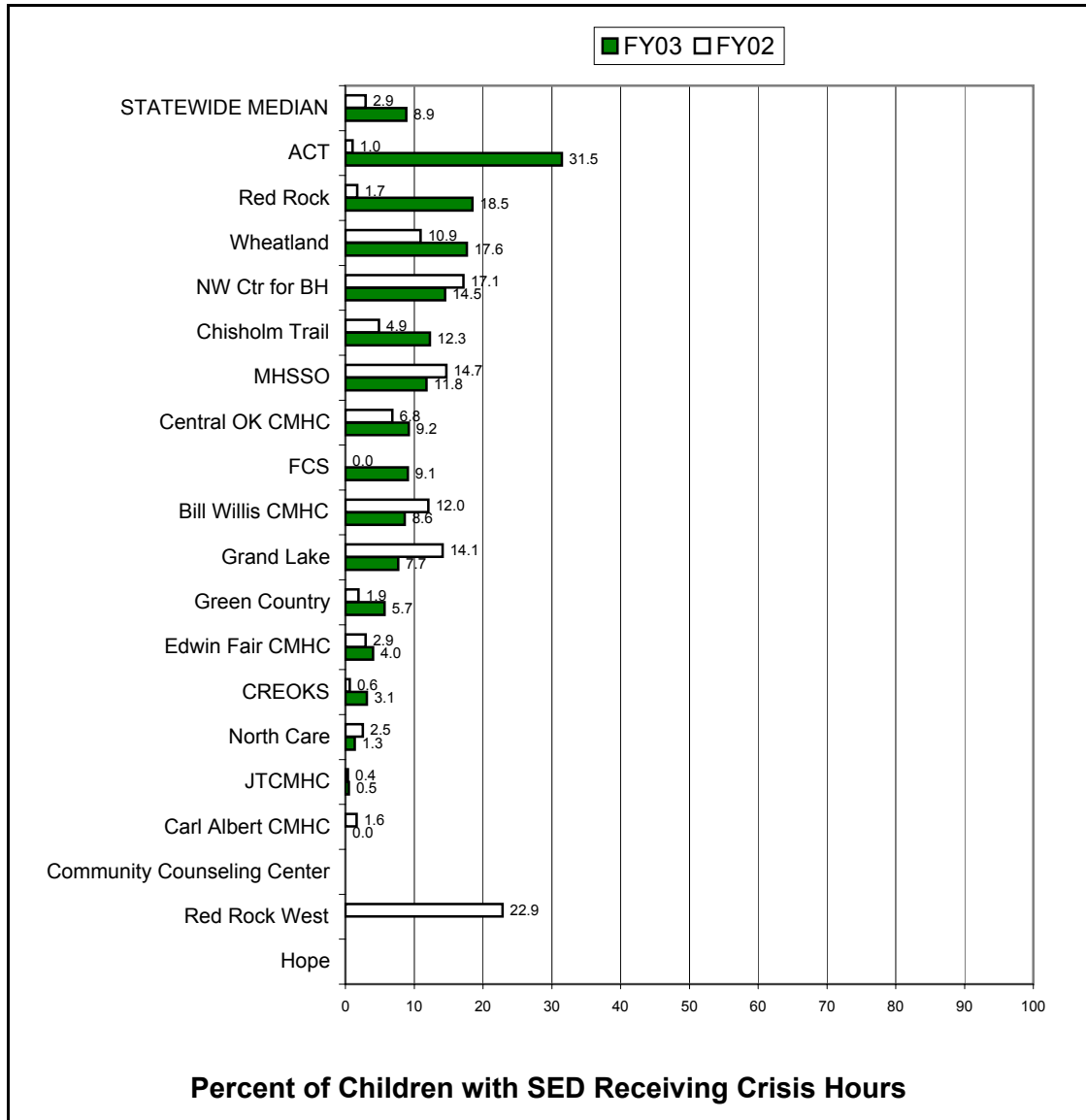
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 FY03 the percent of children with SED receiving crisis hours varied among all CMHCs from 0 to 31.5 percent, with a statewide median of 8.9 percent. Compared with FY02, the percent receiving crisis hours increased in FY03 among 10 of the 17 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	FY02			FY03			FY03 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	96	1	1.0	124	39	31.5	8.9	9.7
Red Rock	58	1	1.7	92	17	18.5		
Wheatland	55	6	10.9	34	6	17.6		
NW Ctr for BH	70	12	17.1	76	11	14.5		
Chisholm Trail	103	5	4.9	114	14	12.3		
MHSSO	75	11	14.7	34	4	11.8		
Central OK CMHC	161	11	6.8	174	16	9.2		
FCS	10	0	0.0	11	1	9.1		
Bill Willis CMHC	191	23	12.0	197	17	8.6		
Grand Lake	163	23	14.1	78	6	7.7		
Green Country	212	4	1.9	123	7	5.7		
Edwin Fair CMHC	137	4	2.9	124	5	4.0		
CREOKS	158	1	0.6	64	2	3.1		
North Care	159	4	2.5	373	5	1.3		
JTCMHC	279	1	0.4	201	1	0.5		
Carl Albert CMHC	61	1	1.6	15	0	0.0		
Community Counseling	10	0	0.0	0	0	0.0		
Red Rock West	35	8	22.9	0	0	0.0		
Hope	51	0	0.0	24	0	0.0		

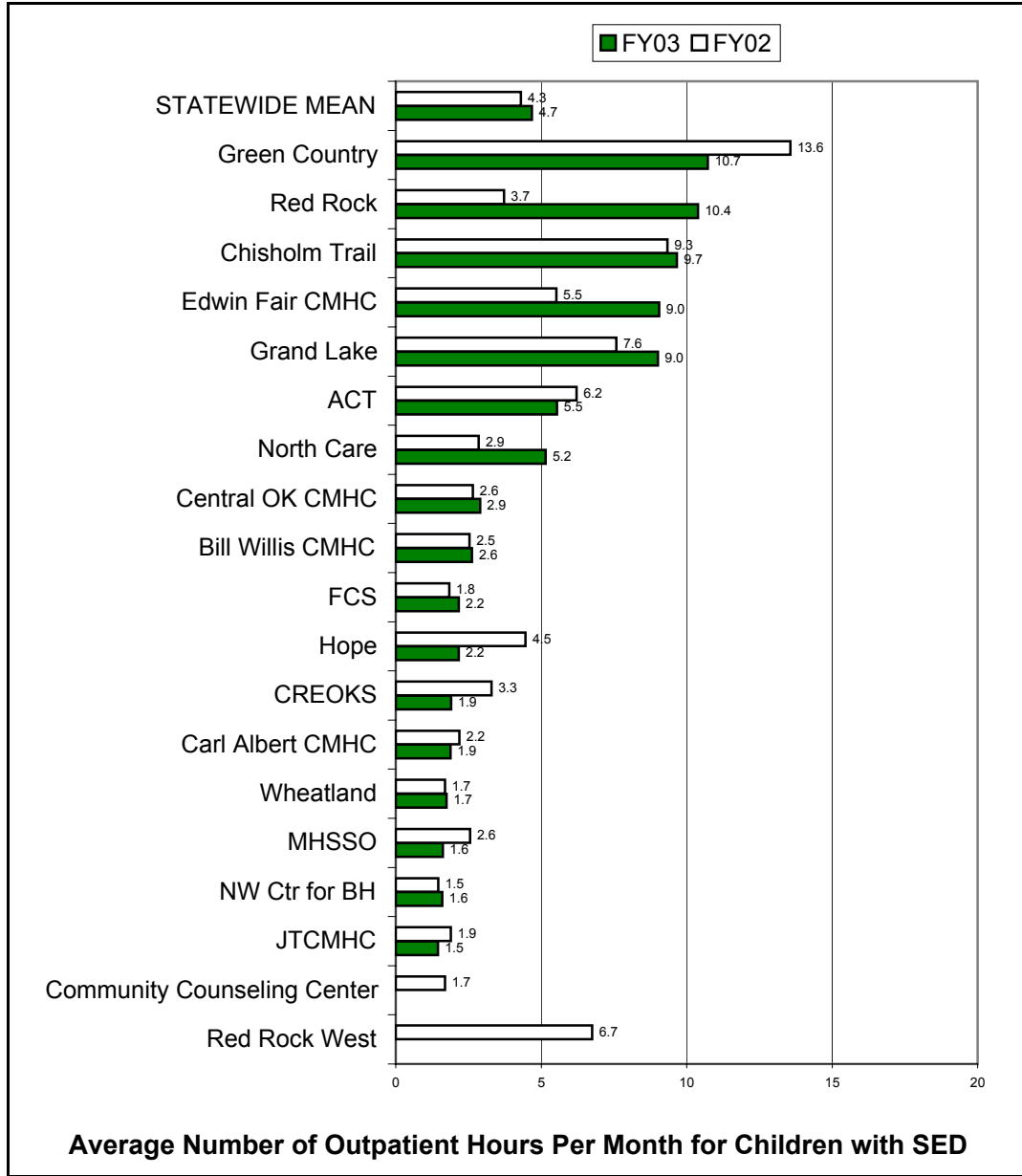
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 FY03 the average number of outpatient hours per month for children with SED varied among all CMHCs from 1.5 to 10.7 hours, with a statewide mean of 4.7 hours. Compared with FY02, the average number of outpatient hours per month increased in FY03 among 8 of the 17 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	FY02				FY03				FY03 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	9,262.7	56.9	771.9	13.6	5,161.1	40.1	430.1	10.7	2.6	4.7
Red Rock	855.7	19.2	71.3	3.7	4,156.6	33.3	346.4	10.4		
Chisholm Trail	2,391.6	21.3	199.3	9.3	2,231.8	19.3	186.0	9.7		
Edwin Fair CMHC	2,949.4	44.5	245.8	5.5	5,728.6	52.8	477.4	9.0		
Grand Lake	2,669.6	29.3	222.5	7.6	1,442.4	13.3	120.2	9.0		
ACT	3,024.7	40.6	252.1	6.2	3,529.0	53.1	294.1	5.5		
North Care	1,376.7	40.3	114.7	2.9	4,495.8	72.7	374.7	5.2		
Central OK CMHC	2,510.1	79.1	209.2	2.6	2,692.5	77.3	224.4	2.9		
Bill Willis CMHC	1,900.6	62.6	158.4	2.5	2,413.6	76.8	201.1	2.6		
FCS	45.9	3.1	5.7	1.8	86.7	3.6	7.9	2.2		
Hope	561.5	10.5	46.8	4.5	47.6	2.4	5.3	2.2		
CREOKS	948.0	24.0	79.0	3.3	247.0	10.8	20.6	1.9		
Carl Albert CMHC	519.3	19.8	43.3	2.2	92.1	4.1	7.7	1.9		
Wheatland	420.2	20.7	35.0	1.7	279.8	13.3	23.3	1.7		
MHSSO	565.3	18.4	47.1	2.6	187.9	9.7	15.7	1.6		
NW Ctr for BH	527.3	30.0	43.9	1.5	625.5	32.6	52.1	1.6		
JTCMHC	2,069.8	90.9	172.5	1.9	1,149.2	66.0	95.8	1.5		
Community Counseling	49.1	2.4	4.1	1.7	0.0	0.0	0.0	0.0		
Red Rock West	897.7	11.1	74.8	6.7	0.0	0.0	0.0	0.0		

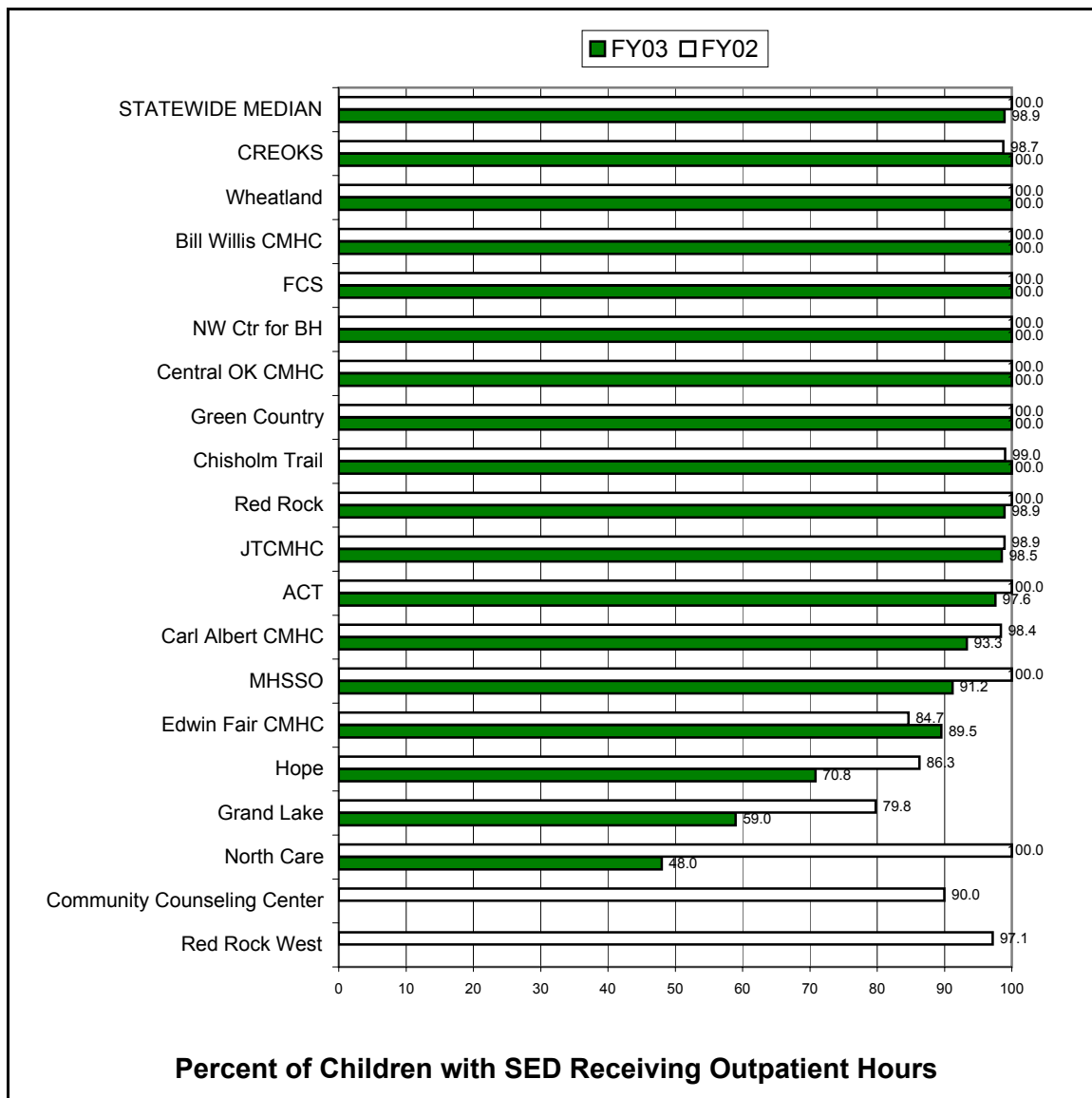
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 Outpatient Hours

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



Answer: In FY03 the percent of children with SED receiving outpatient hours varied among all CMHCs from 48 to 100 percent, with a statewide median of 98.9 percent. Compared with FY02, the percent receiving outpatient hours increased in FY03 among 3 of the 17 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	FY02			FY03			FY03 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
CREOKS	158	156	98.7	64	64	100.0	98.9	91.0
Wheatland	55	55	100.0	34	34	100.0		
Bill Willis CMHC	191	191	100.0	197	197	100.0		
FCS	10	10	100.0	11	11	100.0		
NW Ctr for BH	70	70	100.0	76	76	100.0		
Central OK CMHC	161	161	100.0	174	174	100.0		
Green Country	212	212	100.0	123	123	100.0		
Chisholm Trail	103	102	99.0	114	114	100.0		
Red Rock	58	58	100.0	92	91	98.9		
JTCMHC	279	276	98.9	201	198	98.5		
ACT	96	96	100.0	124	121	97.6		
Carl Albert CMHC	61	60	98.4	15	14	93.3		
MHSSO	75	75	100.0	34	31	91.2		
Edwin Fair CMHC	137	116	84.7	124	111	89.5		
Hope	51	44	86.3	24	17	70.8		
Grand Lake	163	130	79.8	78	46	59.0		
North Care	159	159	100.0	373	179	48.0		
Community Counseling	10	9	90.0	0	0	0.0		
Red Rock West	35	34	97.1	0	0	0.0		

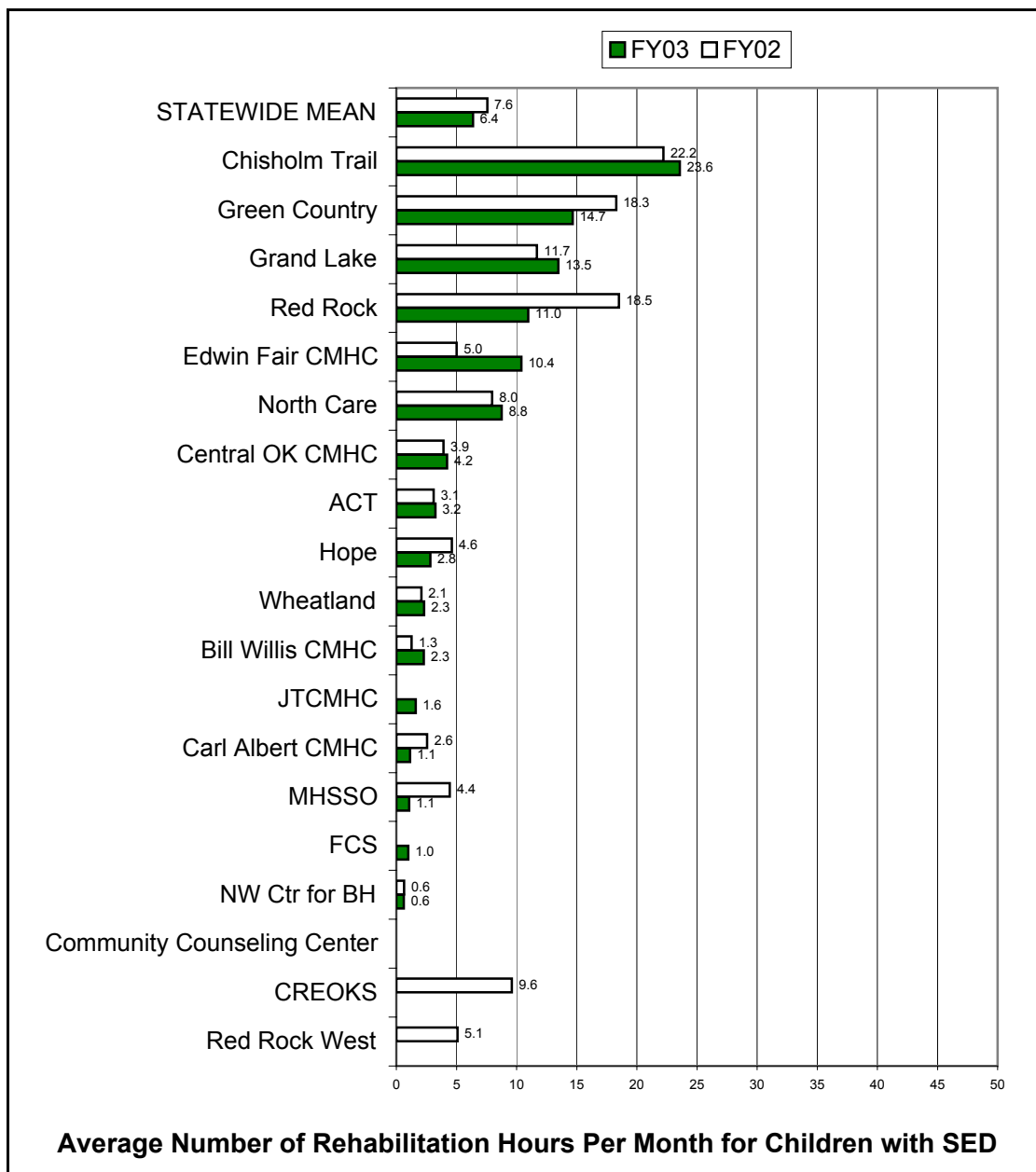
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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.

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 FY03 the average number of rehabilitation hours per month for children with SED varied among all CMHCs from 0.6 to 23.6 hours, with a statewide mean of 6.4 hours. Compared with FY02, the average number of hours increased in FY03 among 8 of the 17 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	FY02				FY03				FY03 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	1,932.7	10.9	241.6	22.2	1,603.8	17.0	400.9	23.6	3.0	6.4
Green Country	7,720.8	35.2	643.4	18.3	4,528.0	25.8	377.3	14.7		
Grand Lake	2,315.6	16.5	193.0	11.7	1,252.5	7.8	104.4	13.5		
Red Rock	55.5	1.0	18.5	18.5	3,013.5	22.9	251.1	11.0		
Edwin Fair CMHC	1,559.9	25.9	130.0	5.0	4,157.3	33.3	346.4	10.4		
North Care	87.5	1.8	14.6	8.0	455.0	6.5	56.9	8.8		
Central OK CMHC	270.5	9.9	38.6	3.9	405.0	8.7	36.8	4.2		
ACT	242.5	6.5	20.2	3.1	393.0	10.1	32.8	3.2		
Hope	406.8	7.3	33.9	4.6	17.0	1.5	4.3	2.8		
Wheatland	113.0	4.9	10.3	2.1	87.5	3.8	8.8	2.3		
Bill Willis CMHC	93.3	6.1	7.8	1.3	118.5	4.7	10.8	2.3		
JTCMHC	0.0	0.0	0.0	0.0	13.0	2.7	4.3	1.6		
Carl Albert CMHC	38.5	1.3	3.2	2.6	12.5	1.8	2.1	1.1		
MHSSO	84.5	1.9	8.5	4.4	9.5	2.3	2.4	1.1		
FCS	0.0	0.0	0.0	0.0	1.0	1.0	1.0	1.0		
NW Ctr for BH	9.5	1.5	1.0	0.6	21.1	2.8	1.8	0.6		
Community Counseling	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
CREOKS	471.0	4.5	42.8	9.6	0.0	0.0	0.0	0.0		
Red Rock West	233.5	5.1	25.9	5.1	0.0	0.0	0.0	0.0		

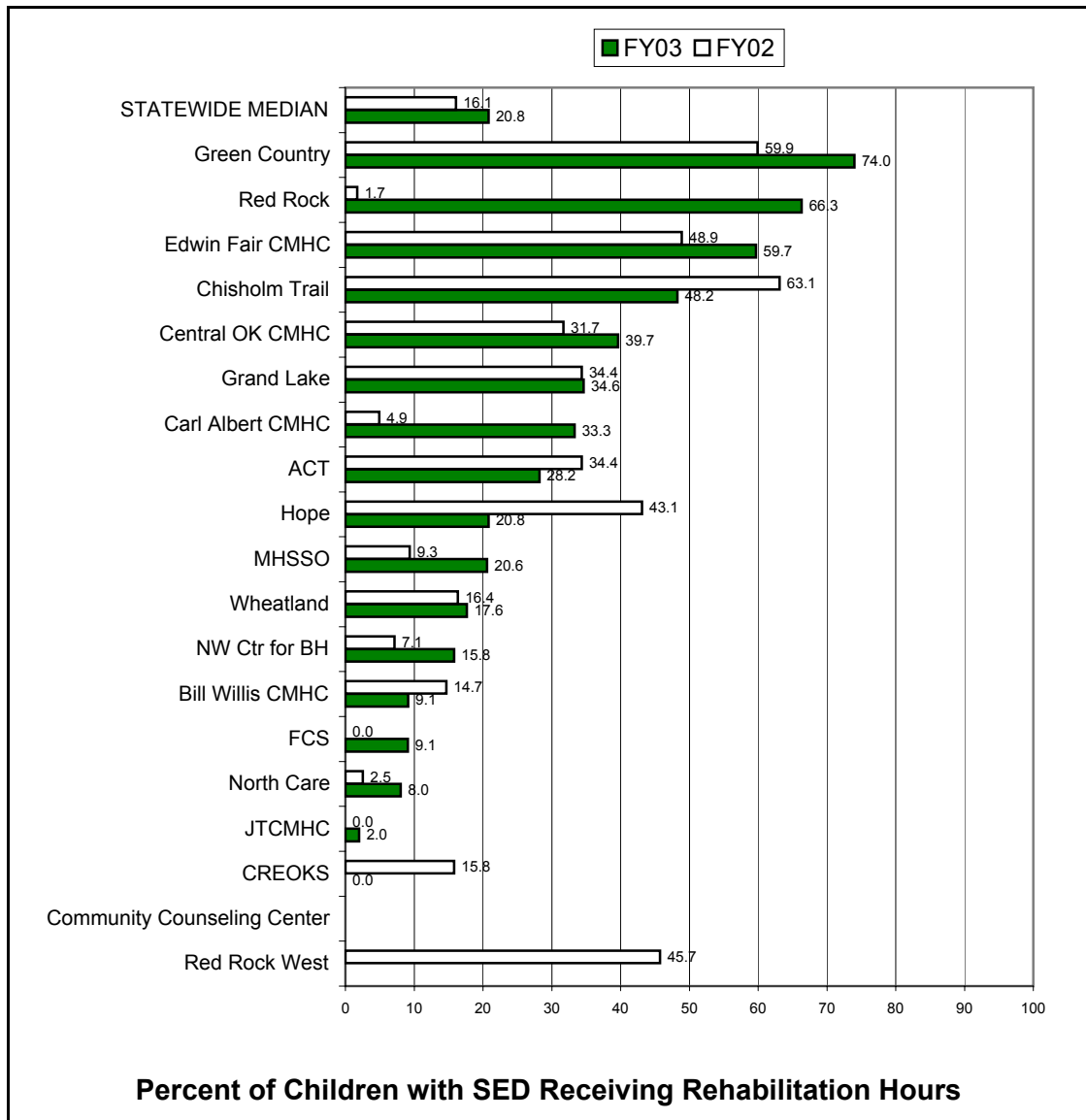
Refer to Definition pages for criteria meeting Serious Emotional Disturbance (SED) status.

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 FY03 the percent of children with SED receiving rehabilitation hours varied among all CMHCs from 0 to 74 percent, with a statewide median of 20.8 percent. Compared with FY02, the percent receiving rehabilitation hours increased in FY03 among 12 of the 17 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	FY02			FY03			FY03 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
Green Country	212	127	59.9	123	91	74.0	20.8	28.7
Red Rock	58	1	1.7	92	61	66.3		
Edwin Fair CMHC	137	67	48.9	124	74	59.7		
Chisholm Trail	103	65	63.1	114	55	48.2		
Central OK CMHC	161	51	31.7	174	69	39.7		
Grand Lake	163	56	34.4	78	27	34.6		
Carl Albert CMHC	61	3	4.9	15	5	33.3		
ACT	96	33	34.4	124	35	28.2		
Hope	51	22	43.1	24	5	20.8		
MHSSO	75	7	9.3	34	7	20.6		
Wheatland	55	9	16.4	34	6	17.6		
NW Ctr for BH	70	5	7.1	76	12	15.8		
Bill Willis CMHC	191	28	14.7	197	18	9.1		
FCS	10	0	0.0	11	1	9.1		
North Care	159	4	2.5	373	30	8.0		
JTCMHC	279	0	0.0	201	4	2.0		
CREOKS	158	25	15.8	64	0	0.0		
Community Counseling	10	0	0.0	0	0	0.0		
Red Rock West	35	16	45.7	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.

Appendix A: Definitions

Definitions

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

Age – A client's age is calculated on December 31st of the fiscal year.

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

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

Consumer Survey - The purpose of the DMHSAS Consumer Survey is to measure the extent to which Values and Behaviors Statement of the ODMHSAS Strategic Plan 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 handle daily problems better
- I am better able to control my life
- I am better able to deal with crises
- I get along better with my family
- I do better in social settings
- I do better in school and/or work
- My housing situation has improved
- My symptoms are not bothering me as much
- I believe I can grow, change and recover

Quality of Care Items

- The staff seem to believe that I can grow, change and recover
- I felt comfortable asking questions about my treatment and medication
- I felt free to complain if there was a problem
- I was given information about my rights
- Staff encouraged me to take responsibility for how I live my life
- Staff told me what side effects to watch for
- The staff respected my wishes about who is and who is not to be given information about my treatment
- I, not staff, decide my treatment goals
- Staff were sensitive to my cultural background
- Staff helped me get the information I needed to take charge of managing my illness

- I was encouraged to use consumer-run programs
- I was treated with respect as a person

Access Items

- The location of services was convenient
- The time from my request for services to actually receiving services was reasonable
- Staff were willing to see me as often as I felt it was necessary
- My calls were returned within 24 hours
- Services were available at the times that were good for me
- I was able to get all the services I thought I needed
- I was able to see a psychiatrist when I wanted to

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 a 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 a 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 a CMHC' for further considerations

Contract Source Codes

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

Code	Description
01	Community Mental Health Contract
25	Homeless Grant
35	Psychosocial Rehab Program
36	Community Sentencing - Mental Health
39	Children's System of Care Pilot Program
42	Best Practices
43	PACT
47	Hospital Diversion/Crisis Support
48	COPES
50	Medicaid Services for which DMHSAS Pays Match (Adults)

- 51 Non-Medicaid Reimbursable Services to Medicaid-Eligible Children
- 52 Medicaid Managed Care

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

Code Description

- 30 Non-DMHSAS Funded Programs:

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

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

Code Description

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

Appendix C: Service Codes

Service Codes

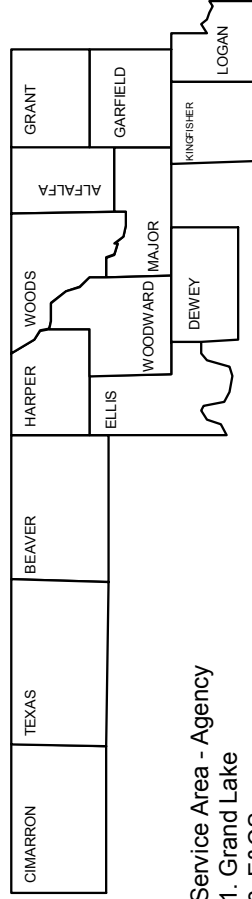
Service Day	Category	Code	Description
	Crisis Stabilization	002E	Community-based Structured Emergency Care
	Housing	004E	Family Self Sufficiency Program
		003C	Independent Living Training Program
		003Z	Permanent Congregate House
		003J	Sponsored Housing Program
		003E	Supervised Housing
	Inpatient	001D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

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

Appendix D - Map of the CMHC Areas

Community Mental Health Center Service Areas

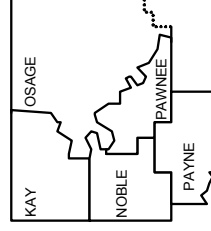
SERVICE AREA 10



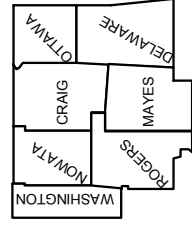
Service Area - Agency

1. Grand Lake
3. F&CS
5. Associated Centers for Therapy
6. Carl Albert
7. MH Services of Southern OK
8. Jim Taliatferro
9. Red Rock West
10. Northwest Center for Behavioral Health
11. Edwin Fair
13. CREOKS
14. Red Rock
15. Central Oklahoma
16. Green Country
17. Red Rock (Chisholm Trail)
18. NorthCare
19. Hope
21. Bill Willis

SERVICE AREA 11



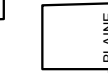
SERVICE AREA 1



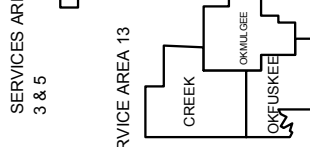
SERVICES AREAS
3 & 5



SERVICE AREAS
14, 18, & 19



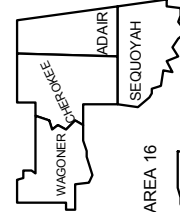
SERVICE AREA 13



SERVICE AREA 17



SERVICE AREA 21



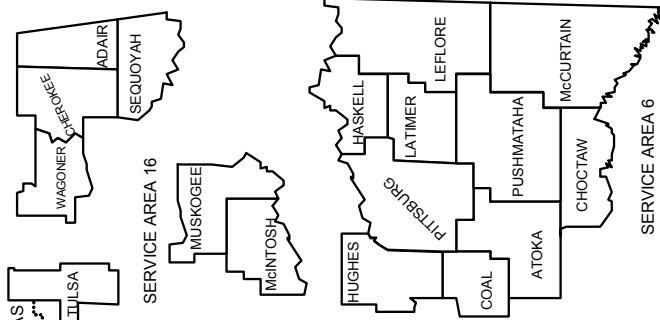
SERVICE AREA 16



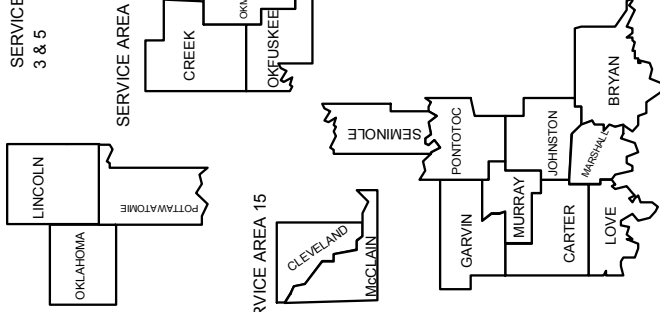
SERVICE AREA 15



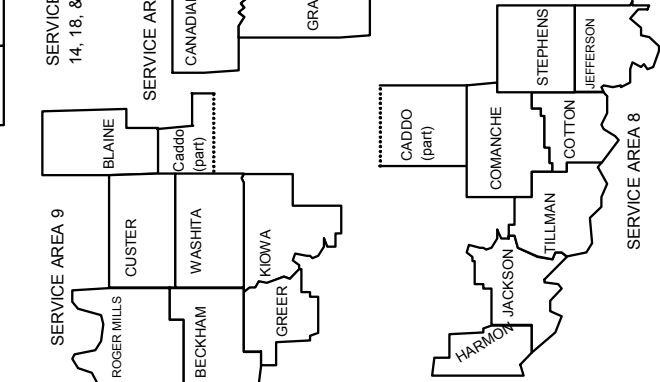
SERVICE AREA 6



SERVICE AREA 7



SERVICE AREA 8



Updated 6/9/2003