

**NORTHERN LAKES COMMUNITY MENTAL HEALTH
FY 08 Outcome Monitoring Report**

Objective Domain	Objective	Indicator	Who Applied To	Target Goal Expectancy	Frequency of Measure	Actual Results																															
Effectiveness	Competitive Employment	Percent of adults served (eligible for employment) who are in competitive employment	All Populations	50%	Annually	34.7% (701 of 2022) competitively employed																															
	Minimum Wage	Percent of adults served in all employment activities who earn minimum wage or more	All Populations	90%	Annually	96.9% (741 of 765) earning minimum wage (questionable accuracy due to the frequency of updating QI dataset)																															
	Recipient Rights	Number of substantiated recipient rights complaints per thousand persons served, in the categories of Abuse I, II, and Neglect I, II	All Populations	Establish Baseline	Annually	1.73 substantiated Abuse I&II and Neglect I&II complaints per thousand persons served (all abuse/neglect II)																															
	Sentinel Events	Number of MDCH reportable sentinel events per thousand persons served	Children's Waiver Beneficiaries	0	Annually	0.0 per thousand served (n=0)																															
			All other Populations	0	Annually	6.93 per thousand (n=40, includes arrests)																															
	Suicide	Number of MDCH reportable suicides per thousand persons served	MI-A,C DD-A,C	0 0	Annually	MI-A =.347(2) MI-C =0 DD-A =0 DD-C =0																															
	COD: IDDT	Percent of IDDT recipients in each stage of change	IDDT Recipients	Establish Baseline	Twice Annually	Annual summary for 25 participants: <table style="margin-left: 20px;"> <thead> <tr> <th></th> <th><u>TC</u></th> <th><u>Cad</u></th> <th><u>All</u></th> </tr> </thead> <tbody> <tr> <td>Pre-Contemplation</td> <td>2</td> <td>3</td> <td>5, 20%</td> </tr> <tr> <td>Contemplation</td> <td>4</td> <td>2</td> <td>6, 24%</td> </tr> <tr> <td>Preparation</td> <td>0</td> <td>0</td> <td>0, 0%</td> </tr> <tr> <td>Action</td> <td>3</td> <td>0</td> <td>3, 12%</td> </tr> <tr> <td>Maintenance</td> <td>0</td> <td>11</td> <td>11, 44%</td> </tr> </tbody> </table>		<u>TC</u>	<u>Cad</u>	<u>All</u>	Pre-Contemplation	2	3	5, 20%	Contemplation	4	2	6, 24%	Preparation	0	0	0, 0%	Action	3	0	3, 12%	Maintenance	0	11	11, 44%							
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Effectiveness (Continued)		Percent of IDDT recipients in supported employment	IDDT Recipients	Establish Baseline	Twice Annually	Of 25 people receiving IDDT services 0 received supported employment
Efficiency	Short Term Viability	Ratio of cash on hand to short term liabilities	NLCMH	> 2.0	Monthly	Oct 07 = 5.89 Nov 07 = 16.3 Dec 07 = 31.72 Jan 08 = 15.53 Feb 08 = 19.31 Mar 08 = 7.97 April 08 = 6.53 May 08 = 5.13 June 08 = 5.41 July 08 = 5.64 Aug 08 = 4.55 Sept 08 = 5.46
	Long Term Viability	Ratio of debt to net worth	NLCMH	< 2.5	Monthly	Oct 07 = 0.71 Nov 07 = 0.48 Dec 07 = 0.42 Jan 08 = 0.50 Feb 08 = 0.48 Mar 08 = 0.61 April 08 = 0.67 May 08 = 0.76 June 08 = 0.72 July 08 = 0.54 Aug 08 = 0.64 Sept 08 = 0.57
	Administrative Efficiency	Percent of expenditures spent on NLCMH administrative functions	NLCMH	< 9%	Annually	7.59%
Access	Timely Inpatient Screening	Percent of children and adults receiving pre-admission screening for psychiatric inpatient care for whom disposition was completed within three hours	Children Adults	95% or greater	Quarterly	<u>1st Qtr.</u> <u>2nd Qtr.</u> <u>3rd Qtr.</u> <u>4th Qtr.</u> Children = 100% 100% 100% 100% Adults = 99% 99% 100% 100%
	Timely Initial Assessment	Percent of new persons receiving a face-to-face assessment with a professional within 14 calendar days of a non-emergency request for service	MI-A, MI-C DD-A, DD-A	95% or greater	Quarterly	<u>1st Qtr.</u> <u>2nd Qtr.</u> <u>3rd Qtr.</u> <u>4th Qtr.</u> MI-A = 100% 100% 100% 100% MI-C = 90% 91% 93% 99% DD-A = 100% 100% 100% 100% DD-C = 100% 92% 100% 100% All = 96% 97% 98% 100%
	Timely Start to Services	Percent of new persons starting any needed ongoing service within 14 days of a non-emergent assessment with a professional	MI-A, MI-C DD-A, DD-C	95% or greater	Quarterly	<u>1st Qtr.</u> <u>2nd Qtr.</u> <u>3rd Qtr.</u> <u>4th Qtr.</u> MI-A = 99% 99% 99% 98% MI-C = 96% 98% 100% 100% DD-A = 77% 93% 86% 100% DD-C = 100% 100% 100% 86% All = 97% 98% 99% 98%
	Timely Inpatient Follow-up	Percent of discharges from a psychiatric inpatient unit who are seen for follow-up care within seven days	Children Adults	95% or greater	Quarterly	<u>1st Qtr.</u> <u>2nd Qtr.</u> <u>3rd Qtr.</u> <u>4th Qtr.</u> Children = 82% 95% 100% 100% Adults = 89% 97% 99% 100%

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Access (continued)	Denial Rate	Percent of face-to-face assessments with professionals that result in decisions to deny NLCMH services	All Populations	< 10%	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr</th> <th>2nd Qtr</th> <th>3rd Qtr</th> <th>4th Qtr</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>56 / 498 11.2%</td> <td>85 / 511 16.6%</td> <td>64 / 510 12.5%</td> <td>63 / 500 12.6%</td> </tr> </tbody> </table>		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	All	56 / 498 11.2%	85 / 511 16.6%	64 / 510 12.5%	63 / 500 12.6%				
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	All	56 / 498 11.2%	85 / 511 16.6%	64 / 510 12.5%	63 / 500 12.6%															
	Overrule Rate	Percent of Section 705 second opinions that result NLCMH services	All Populations	< 25%	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr</th> <th>2nd Qtr</th> <th>3rd Qtr</th> <th>4th Qtr</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>3 / 14 21%</td> <td>11/11 100%</td> <td>7 / 7 100%</td> <td>7 / 7 100%</td> </tr> </tbody> </table>		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	All	3 / 14 21%	11/11 100%	7 / 7 100%	7 / 7 100%				
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Recidivism	Percent readmitted to an inpatient psychiatric unit within 30 days of discharge	All Children All Adults	< 15%	Quarterly	<table border="1"> <thead> <tr> <th></th> <th>1st Qtr</th> <th>2nd Qtr</th> <th>3rd Qtr</th> <th>4th Qtr</th> </tr> </thead> <tbody> <tr> <td>Children</td> <td>7%</td> <td>15%</td> <td>8%</td> <td>0%</td> </tr> <tr> <td>Adults</td> <td>10%</td> <td>13%</td> <td>8%</td> <td>10%</td> </tr> </tbody> </table>		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Children	7%	15%	8%	0%	Adults	10%	13%	8%	10%
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IDDT Access	Percent of adults with mental illness and substance abuse diagnoses Receiving IDDT services	MIA, COD	Establish Baseline	Twice Annually	calculated annually at 3.37% (25 of 740)															
Stakeholder Input	Consumer Focused	Percent satisfied with NLCMH services	All Populations	85%	Annually	Administered the YSS with families of youth receiving Home Based services: 98.7% agreement. Administered the MHSIP with adults receiving ACT services: 83.5% agreement														
	Other Stakeholder Focused	Percent of stakeholders satisfied with NLCMH services	Community Stakeholders	85%	51.7% "Excellent" or "Above Average"	A telephone survey of community residents was conducted in December 2008 to examine community perceptions. Of 60 respondents to the question: "In your opinion, how would your community rate the quality of services at NLCMH" 51.7% responded "Excellent" or "Above Average", 41.7% responded "Average" and 6.3% responded "Below Average" or "Poor".														

Definitions

Employment activities – Employment-related activity including full, part-time, competitive, supported and sheltered employment.

IDDT – Integrated Dual Disorders Treatment

Competitive Employment – An individual working in a job that is open for anyone to apply, not just persons with disabilities.

Sentinel Event – Unexpected occurrence including death or serious physical or psychological injury or risk thereof.