

**NORTHERN LAKES COMMUNITY MENTAL HEALTH
FY 07 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	38.1% (688 of 1805) competitively employed (<i>improved data accuracy noted</i>)																															
	Minimum Wage	Percent of adults served in all employment activities who earn minimum wage or more	All Populations	90%	Annually	87.5% (700 of 800) earning minimum wage (<i>improved data accuracy noted</i>)																															
	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	1.30 substantiated Abuse I&II and Neglect I&II complaints per thousand persons served																															
	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	0.932 per thousand (n=5)																															
	Suicide	Number of MDCH reportable suicides per thousand persons served	MI-A,C DD-A,C	0 0	Annually	MI-A = 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	Measured once for 19 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>2</td> <td>4, 21%</td> </tr> <tr> <td>Contemplation</td> <td>1</td> <td>4</td> <td>5, 26%</td> </tr> <tr> <td>Preparation</td> <td>1</td> <td>0</td> <td>1, 5%</td> </tr> <tr> <td>Action</td> <td>3</td> <td>5</td> <td>8, 42%</td> </tr> <tr> <td>Maintenance</td> <td>0</td> <td>1</td> <td>1, 5%</td> </tr> </tbody> </table>		<u>TC</u>	<u>Cad</u>	<u>All</u>	Pre-Contemplation	2	2	4, 21%	Contemplation	1	4	5, 26%	Preparation	1	0	1, 5%	Action	3	5	8, 42%	Maintenance	0	1	1, 5%							
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Effectiveness (Continued)		Percent of IDDT recipients in supported employment	IDDT Recipients	Establish Baseline	Twice Annually	Measured twice: 0, 0																													
Efficiency	Short Term Viability	Ratio of cash on hand to short term liabilities	NLCMH	> 2.0	Monthly	Oct 06 = 4.06 Nov 06 = 14.82 Dec 06 = 11.48 Jan 07 = 5.4 Feb 07 = 4.83 Mar 07 = 5.7 April 07 = 5 May 07 = 5.01 June 07 = 5.44 July 07 = 5.67 Aug 07 = 5.24 Sept 07 = 5.05																													
	Long Term Viability	Ratio of debt to net worth	NLCMH	< 2.5	Monthly	Oct 06 = 1.44 Nov 06 = 0.99 Dec 06 = 1.07 Jan 07 = 1.32 Feb 07 = 1.39 Mar 07 = 0.99 April 07 = 1.06 May 07 = 1.03 June 07 = 0.75 July 07 = 0.73 Aug 07 = 0.78 Sept 07 = 0.79																													
	Administrative Efficiency	Percent of expenditures spent on NLCMH administrative functions	NLCMH	9%	Annually	9.04% as reported at fiscal year close-out																													
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	<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>98%</td> <td>100%</td> <td>93%</td> <td>100%</td> </tr> <tr> <td>Adults =</td> <td>99%</td> <td>98%</td> <td>96%</td> <td>99%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Children =	98%	100%	93%	100%	Adults =	99%	98%	96%	99%														
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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	<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>MI-A =</td> <td>99%</td> <td>96%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>MI-C =</td> <td>99%</td> <td>93%</td> <td>83%</td> <td>98%</td> </tr> <tr> <td>DD-A =</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>DD-C =</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>All =</td> <td>99%</td> <td>95%</td> <td>94%</td> <td>99%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	MI-A =	99%	96%	100%	100%	MI-C =	99%	93%	83%	98%	DD-A =	100%	100%	100%	100%	DD-C =	100%	100%	100%	100%	All =	99%	95%	94%	99%
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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	<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>MI-A =</td> <td>99%</td> <td>98%</td> <td>98%</td> <td>98%</td> </tr> <tr> <td>MI-C =</td> <td>99%</td> <td>98%</td> <td>97%</td> <td>100%</td> </tr> <tr> <td>DD-A =</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>DD-C =</td> <td>100%</td> <td>93%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>All =</td> <td>99%</td> <td>98%</td> <td>98%</td> <td>99%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	MI-A =	99%	98%	98%	98%	MI-C =	99%	98%	97%	100%	DD-A =	100%	100%	100%	100%	DD-C =	100%	93%	100%	100%	All =	99%	98%	98%	99%
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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	<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>75%</td> <td>58%</td> <td>96%</td> <td>100%</td> </tr> <tr> <td>Adults =</td> <td>86%</td> <td>89%</td> <td>87%</td> <td>88%</td> </tr> </tbody> </table>		1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Children =	75%	58%	96%	100%	Adults =	86%	89%	87%	88%															
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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	All <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>11.09</td> <td>9.76</td> <td>10.48</td> <td>13.47</td> </tr> </tbody> </table>		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	All	11.09	9.76	10.48	13.47				
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	Overrule Rate	Percent of Section 705 second opinions that result NLCMH services	All Populations	< 25%	Quarterly	All <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>23%</td> <td>21%</td> <td>20%</td> <td>20%</td> </tr> </tbody> </table>		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	All	23%	21%	20%	20%				
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Recidivism	Percent readmitted to an inpatient psychiatric unit within 30 days of discharge	All Children All Adults	< 15%	Quarterly	Children <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>0%</td> <td>7%</td> <td>9%</td> </tr> <tr> <td>Adults</td> <td>12%</td> <td>12%</td> <td>9%</td> <td>6%</td> </tr> </tbody> </table>		1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Children	7%	0%	7%	9%	Adults	12%	12%	9%	6%
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Children	7%	0%	7%	9%																
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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 once at 85 of 616 or 13.8%															
Stakeholder Input	Consumer Focused	Percent satisfied with NLCMH services	All Populations	85%		Youth-the statewide YSS survey of Home Based services resulted in 95.88% agreement with 6 subscale scores (28 responses, 87.7% return rate) Adults-the statewide MHSIP survey of ACT service recipients resulted in 96.43% agreement with the General Satisfaction subscale score (28 responses, 42.2% return rate)														
	Other Stakeholder Focused	Percent of stakeholders satisfied with NLCMH services	Community Stakeholders	85%		Not measured during FY 2007														

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.