

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
<b>CMHSP Unduplicated Count of Consumers Served</b>								
1. MI Children	864		815		855		813	
2. MI Adults	4,833		4,575		4,269		4,535	
3. Children with Developmental Disabilities	830		825		849		870	
4. Adults with Developmental Disabilities	2,664		2,634		2,650		2,642	
Total Served:	9,191		8,849		8,623		8,860	
<b>INDICATOR 1: CMHSP Inpatient Pre-Admission Screening Timeliness</b>								
<b>ACCESS: Timeliness/Inpatient Screening – All Consumers (Standard = 95%)</b>								
1. Percent of emergency referrals of <b>Children</b> completed in less than 3 hours	100% N = 363	98.9% N = 2,284	100% N = 296	99.6% N = 2,358	100% N = 338	99.6% N = 2,252	100% N = 238	98.9% N = 1,719
2. Percent of emergency referrals of <b>Adults</b> completed in less than 3 hours	100% N = 1,226	98.9% N = 9,011	99.9% N = 1,246	99.1% N = 9,111	99.8% N = 1,237	99.4% N = 9,558	100% N = 1,463	97.9% N = 10,397

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
<b>INDICATOR 2: CMHSP Initial Call to Assessment</b>								
<b>ACCESS: Timeliness-Initial Call to Assessment -All Consumers (Standard = 95%)</b>								
1. Percent of <b>Children with SED</b> receiving an initial assessment within 14 calendar days of first request	97.3% N = 73	98.8% N = 3,879	86.4% N = 44	99.0% N = 3,807	95.2% N = 42	98.8% N = 3,545	95.5% N = 110	98.7% 3,085
2. Percent of <b>Adults with MI</b> receiving an initial assessment within 14 calendar days of first request	100% N = 109	99.1% N = 5,890	98.7% N = 75	99.0% N = 6,334	99.2% N = 119	98.8% N = 6,768	97.6% N = 330	98.9% N = 6,512
3. Percent of <b>Children with DD</b> receiving an initial assessment within 14 calendar days of first request	94.7% N = 19	98.8% N = 483	100% N = 15	97.8% N = 448	85.7% N = 14	99.3% N = 535	100% N = 23	99.6% N = 509
4. Percent of <b>Adults with DD</b> receiving an initial assessment within 14 calendar days of first request	100% N = 21	99% N = 401	96% N = 25	98.3% N = 483	100% N = 21	Not Available	93.1% N = 29	97.9% N = 489
<b>Total</b>	98.6% N = 222	98.9% N = 10,653	94.9% N = 159	98.9% N = 11,072	97.5% N = 196	99.4% N = 11,369	96.9% N = 492	98.8% N = 10,595

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
<b>INDICATOR 3: CMHSP Assessment to Start of Service</b>								
<b>ACCESS: Timeliness-Assessment to Start of Service -All Consumers (Standard = 95%)</b>								
1. Percent of <b>Children with SED</b> who started an ongoing service within 14 days of an assessment with a professional	97.4% N = 77	97.3% N = 3,127	100% N = 43	96.7% N = 2,938	97.8% N = 46	98.1% N = 2,895	99.2% N = 132	98.0% N = 2,363
2. Percent of <b>Adults with MI</b> who started an ongoing service within 14 days of an assessment with a professional	99.2% N = 127	97.5% N = 4,381	99.1% N = 105	97.6% N = 4,363	93.9% N = 116	97.9% N = 4,869	97.3% N = 366	98.1% N = 4,719
3. Percent of <b>Children with DD</b> who started an ongoing service within 14 days of an assessment with a professional	95.8% N = 24	97.8% N = 401	85.7% N = 14	96.7% N = 336	84.6% N = 13	97.0% N = 437	96.4% N = 28	97.4% N = 426
4. Percent of <b>Adults with DD</b> who started an ongoing service within 14 days of an assessment with a	100% N = 26	97.7% N = 343	96.6% N = 29	96.8% N = 373	84.0% N = 25	96.1% N = 386	91.4% N = 35	96.0% N = 350

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
professional								
<b>Total</b>	98.4% N = 254	97.5% N = 8,252	97.9% N = 191	97.2% N = 8,010	93.0% N = 200	98.4% N = 8,587	97.3% N = 561	97.9% N = 7,858
<b>INDICATOR 4a: CMHSP Psychiatric Inpatient Discharge to 7 day follow up</b>								
<b>CONTINUITY OF CARE: Inpatient Discharge Follow Up -All Consumers (Standard = 95%)</b>								
1. Percent of <b>Children</b> discharged from a psychiatric inpatient unit seen within 7 days	100% N = 41	98.4% N = 681	100% N = 39	98.9% N = 674	100% N = 61	98.7% N = 741	100% N = 46	99.8% N = 499
2. Percent of <b>Adults</b> discharged from a psychiatric inpatient unit seen within 7 days	98.9% N = 378	97.9% N = 3,064	98.1% N = 262	98.4% N = 3,042	95.6% N = 250	98.2% N = 3,025	93.6% N = 281	97.0% N = 3,083
<b>INDICATOR 6: CMHSP Face to Face Assessment-Denial/Appeal</b>								
<b>ACCESS-Denial/Appeal</b>								
1. Percent of Individuals receiving an initial Face to Face Non-Emergent Professional Assessment Denied	1.2% N = 250	12.9% N = 11,001	1.0% N = 198	12.7% N = 11,292	2.7% N = 223	13.4% N = 11,914	1.2% N = 584	12.9% N = 11,122

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
CMHSP Service or Referred Elsewhere N = Number of Individuals Assessed								
2. Number of Consumers Assessed but Denied CMHSP Service or Referred Elsewhere	3	1,418	2	1,439	6	1,597	7	1,434
3. Total Number of Consumers Requesting a Second Opinion	0	54	0	47	0	46	0	42
4. Total Number of Consumers Receiving Service Following a Second Opinion	0	15	0	12	0	13	0	9
<b>INDICATOR 12: CMHSP Inpatient Recidivism</b>								
<b>OUTCOME: Inpatient Recidivism –All Consumers (Standard = Less than 15%)</b>								
1. Percent of Children re-admitted to inpatient psychiatric care within 30 days of discharge N= Number	8.7% N = 46	10.3% N = 797	7.3% N = 41	10.5% N = 790	6.4% N = 63	7.3% N = 852	10.6% N = 47	9.6% N = 622

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
discharged in period								
2. Percent of Adults re-admitted to inpatient psychiatric care within 30 days of discharge N = Number discharged in period	16.1% N = 423	14.2% N = 3,857	18.3% N = 312	11.8% N = 3,765	20.5% N = 302	13.2% N = 3,748	24.1% N = 357	13.4% N = 4,088

**INDICATOR 13: CMHSP Recipient Rights Complaints (Annual reporting)**

**OUTCOME: Recipient Rights Complaints-All Consumers**

1. Abuse I: Number of Complaints		15	
Number of Complaints Substantiated		0	
1. Abuse II: Number of Complaints		211	
Number of Complaints Substantiated		42	
2. Neglect I: Number of Complaints		2	
Number of Complaints Substantiated		1	
3. Neglect II: Number of Complaints		50	

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.

**Macomb County Community Mental Health  
CMHSP (All Consumers) Performance Indicators  
Fiscal Year 2014-2015**

Objective	October-December, 2014		January-March, 2015		April-June, 2015		July-September, 2015	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
Number of Complaints Substantiated							37	

Note: N = Total Number for each category on which a percentage is calculated. For example, the N in the access penetration indicator represents the total number served in each population group during the time period.