Macomb County Community Mental Health
CMHSP (All Consumers) Performance Indicators
Fiscal Year 2019-2020

Objective	October-December, 2019		January-March, 2020		April-June, 2020		July-September, 2020	
	MCCMH	State	MCCMH	State	MCCMH	State	MCCMH	State
CMHSP Unduplicated Count of Consumers Served								
1. MI Children	1144		1139		931		951	
2. MI Adults	5385		5419		4928		5383	
3. Children with Developmental Disabilities	1084		1096		1081		1135	
4. Adults with Developmental Disabilities	2749		2734		2694		2663	
Total Served:	10,362		10,388		9,724		10,534	
SUD Unduplicated Count of Consumers Served								
1. Children	11		6		0		2	
2. Adults	2604		2464		1785		2241	
Total served:	2615		2470		1785		2243	
INDICATOR 1: CMHSP Inpatient Pre-Admission Screening Timeliness								
ACCESS: Timeliness/Inpatient Screening – All Consumers (Standard = 95%)								
1. Percent of emergency referrals of **Children** completed in less than 3 hours	99.10% N=334	98.53% N= 3610	99.38% N= 320	98.79% N=3391	100% N= 181	99.3% N=1728	98.58% N=282	99.13% N=2661
2. Percent of emergency referrals	99.39% N= 1318	97.82% N= 13,568	99.44% N= 1255	97.13% N=13,304	99.46% N= 1116	99.21% N=10,972	99.18% N=1224	99.18% N=13,204

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.

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of **Adults** completed in less than 3 hours								
INDICATOR 2: CMHSP Initial Call to Assessment								
ACCESS: Timeliness-Initial Call to Assessment -All Consumers (No Current Standard)								
1. Percent of **Children with SED** receiving an initial assessment within 14 calendar days of first request	91.86% N=86	97.98 N= 3902	87.07% N= 116	97.42% N=3376	55% N= 100	77.29% N=2270	63.46% N=156	72.70% N=3795
2. Percent of **Adults with MI** receiving an initial assessment within 14 calendar days of first request	96.81% N=345	98.30% N= 6298	95.50% N=333	97.87% N=5824	63.77% N=552	73.86% N=6986	59.33% N=600	67.90% N=10,346
3. Percent of **Children with DD** receiving an initial assessment within 14 calendar days of first request	75.00% N=24	97.62% N= 504	94.59% N=37	97.27% N=439	83.33% N=48	85.45% N=492	82.61% N=115	76.12% N=1127
4. Percent of **Adults with DD** receiving an initial assessment within 14 calendar days of first request	100.00% N=15	99.44% N= 359	90.91% N=22	97.43% N=311	93.10% N=29	83.91% N=269	77.27% N=22	71.75% N=455

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Total	94.89% N=470	98.19% N= 11,063	93.31% N=508	97.68% N=9950	65.02% N=729	79.89% N=7541	63.49% N=893	69.68% N=15,723
INDICATOR 3: CMHSP Assessment to Start of Service								
ACCESS: Timeliness-Assessment to Start of Service -All Consumers (No Current Standard)								
1. Percent of **Children with SED** who started an ongoing service within 14 days of an assessment with a professional	93.75% N=64	95.92% N= 3185	89.87% N=79	95.96% N=2780	91.67% N=48	78.93% N=1845	81.72% N=93	76.81% N=2761
2. Percent of **Adults with MI** who started an ongoing service within 14 days of an assessment with a professional	95.78% N=332	96.23% N= 5085	92.73% N=344	95.65% N=4943	90.37% N=374	80.32% N=5004	84.60% N=383	74.54% N=6720
3. Percent of **Children with DD** who started an ongoing service within 14 days of an assessment with a professional	93.55% N=31	95.04% N= 504	91.43% N=35	93.19% N=411	96.67% N=30	72.85% 463	85.19% N=54	76.16% N=878
4. Percent of **Adults with DD** who started an ongoing service	80.00% N=25	93.41% N=349	91.67% N=24	96.41% N=306	89.66% N=29	84.23% N=229	83.33% N=18	78.00% N=364

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within 14 days of an assessment with a professional								
Total	94.47% N=452	95.97% N= 9123	92.12% N=482	95.33% N=8440	90.85% N=481	79.89% N=7541	84.12% N=548	75.82% N=10,723
INDICATOR 4a: CMHSP Psychiatric Inpatient Discharge to 7 day follow up								
CONTINUITY OF CARE: Inpatient Discharge Follow Up -All Consumers (Standard = 95%)								
1. Percent of **Children** discharged from a psychiatric inpatient unit seen within 7 days	75.47% N=53	95.08% N= 569	57.14% N=35	94.97% N=576	93.94% N=39	98.5% N=463	85.48% N=73	97.23% N=558
2. Percent of **Adults** discharged from a psychiatric inpatient unit seen within 7 days	75.98% N=333	93.24% N= 2945	69.06% N=362	95.32% N=2908	82.10% N=541	96.98% N=3092	81.01% N=586	95.19% N=3528

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INDICATOR 5: CMHSP Face to Face Assessment-Denial/Appeal								
ACCESS-Denial/Appeal								
1. Percent of Individuals receiving an initial Face to Face Non-Emergent Professional Assessment Denied CMHSP Service or Referred Elsewhere N = Number of Individuals Assessed	N=689	N= 12,424	N=712	N=11,878	N=496	N=7887	N=532	N=11,425
2. Number of Consumers Assessed but Denied CMHSP Service or Referred Elsewhere	37	987	38	721	14	488	7	692
3. Total Number of Consumers Requesting a Second Opinion	0	813	0	651	0	567	0	422
4. Total Number of Consumers Receiving Service Following a Second Opinion	0	58	0	22	0	15	0	23

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INDICATOR 10 (Old 12): CMHSP Inpatient Recidivism								
OUTCOME: Inpatient Recidivism –All Consumers (Standard = Less than 15%)								
1. Percent of Children re-admitted to inpatient psychiatric care within 30 days of discharge N= Number discharged in period	9.76% N=82	8.40% N= 929	8.77% N= 57	9.25% N=843	14.58% N=48	11.34% N=647	15.29% N=85	10.46% N=843
2. Percent of Adults re-admitted to inpatient psychiatric care within 30 days of discharge N = Number discharged in period	14.55% N=598	14.45 N= 5985	16.12% N=639	15.42% N=6233	22.31% N=605	12.94% N=5468	16.61% N=644	12.92% N=6324
INDICATOR 13: CMHSP Recipient Rights Complaints (Annual reporting)								
OUTCOME: Recipient Rights Complaints-All Consumers								
1. Abuse I: Number of Complaints								
Number of Complaints Substantiated								

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1. Abuse II: Number of Complaints								
Number of Complaints Substantiated								
2. Neglect I: Number of Complaints								
Number of Complaints Substantiated								
3. Neglect II: Number of Complaints								
Number of Complaints Substantiated								

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