

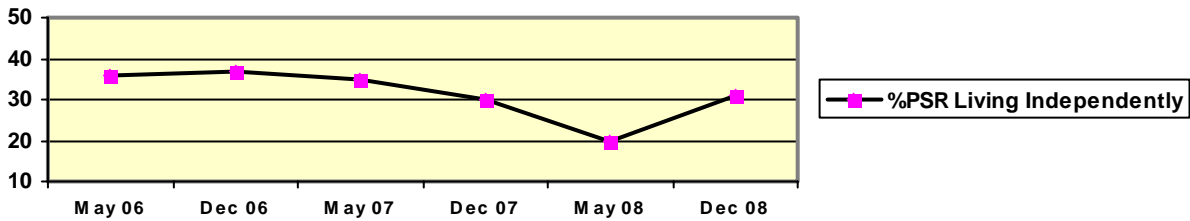
AOPMHC Semi-Annual Performance Analysis – December 2008

Report Period: May 2008 – Oct 2008

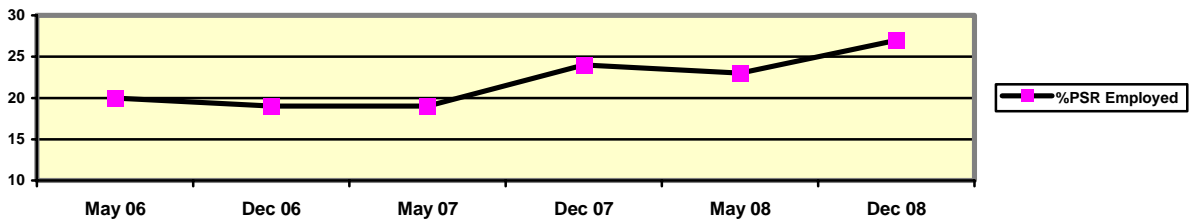
PERFORMANCE IMPROVEMENT

PSYCHOSOCIAL REHABILITATION

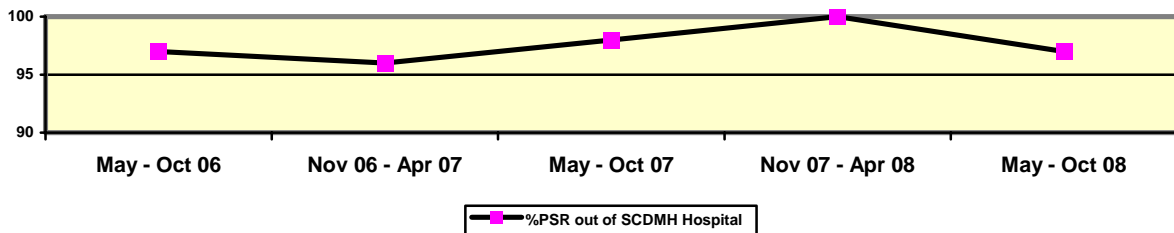
Effectiveness: Number of PSR clients living independently. CIS reported.	Goal: Increase 3% per year.	
RESULTS:	May 2006	36%
	Dec 2006	37%
	May 2007	35%
	Dec 2007	30%
	May 2008	20%
	Dec 2008	31%



Effectiveness: Number of PSR clients employed. CIS reported.	Goal: Increase 3% per year.	
RESULTS:	May 2006	20%
	Dec 2006	19%
	May 2007	19%
	Dec 2007	24%
	May 2008	23%
	Dec 2008	27%



Effectiveness: Maintain community tenure.	Goal: 90% PSR clients remain out of SCDMH hospitals.	
RESULTS:	May - Oct 2006	97%
	Nov 2006 - Apr 2007	96%
	May - Oct 2007	98%
	Nov 2007 - Apr 2008	100%
	May - Oct 2008	97%

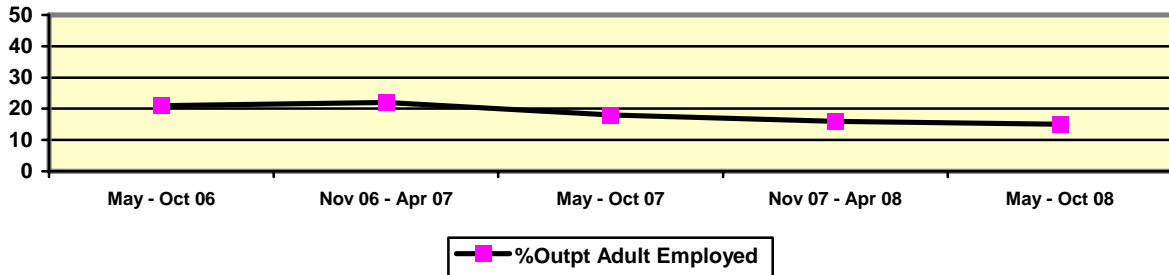


Efficiency/Access: Staff spend adequate time in service delivery.		Goal: At least 65% (97.50 Hrs) staff time in direct service delivery.
RESULTS:	May – Oct 2006	75%
	Nov 2006 – Apr 2007	81%
	May – Oct 2007	68%
	Nov 2007 - Apr 2008	70%
	May – Oct 2008	67%

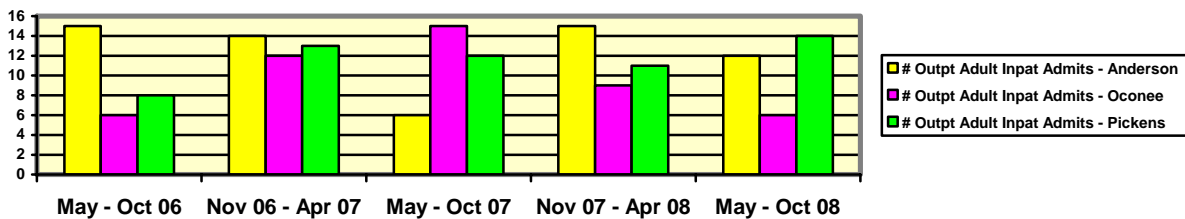
Satisfaction: Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	May - Oct 2006	87%
	Nov 2006 - Apr 2007	85%
	May - Oct 2007	83%
	Nov 2007 - Apr 2008	84%
	May – Oct 2008	86%

OUTPATIENT SERVICES ADULTS

Effectiveness: Client Employment. CIS reported.		Goal: Increase client employment by 3%
RESULTS:	May – Oct 2006	21%
	Nov 2006 – Apr 2007	22%
	May – Oct 2007	18%
	Nov 2007 - Apr 2008	16%
	May – Oct 2008	15%



Effectiveness: Fewer psychiatric hospital admissions.		Goal: Decrease SCDMH inpatient admissions by 1 person per county.		
RESULTS:		Anderson	Oconee	Pickens
	May – Oct 2006	15	6	8
	Nov 2006 – Apr 2007	14	12	13
	May – Oct 2007	6	15	12
	Nov 2007 - Apr 2008	15	9	11
May – Oct 2008	12	6	14	



Efficiency/Access: Staff spend adequate time in service delivery.		Goal: At least 50% (75 Hrs) staff time in direct service delivery.	
RESULTS:	May – Oct 2006		39%
	Nov 2006 – Apr 2007		45%
	May – Oct 2007		44%
	Nov 2007 - Apr 2008		46%
	May – Oct 2008		47%

Efficiency: Adequate access to services.		Goal: At least 85% of intakes are seen within 1 hour.			
RESULTS:		Anderson	Oconee	Pickens	Overall *
	May – Oct 2006	77%	89%	92%	86%
	Nov 2006 – Apr 2007	88%	73%	87%	82%
	May – Oct 2007	92%	66%	91%	81%
	Nov 2007 – Apr 2008	52%	77%	89%	77%
May – Oct 2008	69%	65%	93%	87%	

*These figures are based upon raw data of the three county "YES" column waittime data. They are NOT averages.

Satisfaction: Client satisfaction with services at Intake.		Goal: At least 90% satisfied.			
RESULTS:		Anderson	Oconee	Pickens	Overall *
	May – Oct 2006	94%	96%	97%	96%
	Nov 2006 – Apr 2007	97%	93%	97%	95%
	May – Oct 2007	97%	91%	98%	95%
	Nov 2007 - Apr 2008	90%	95%	97%	95%
May – Oct 2008	91%	92%	98%	96%	

*These figures are based upon raw data of the three county "YES" column waittime data. They are NOT averages.

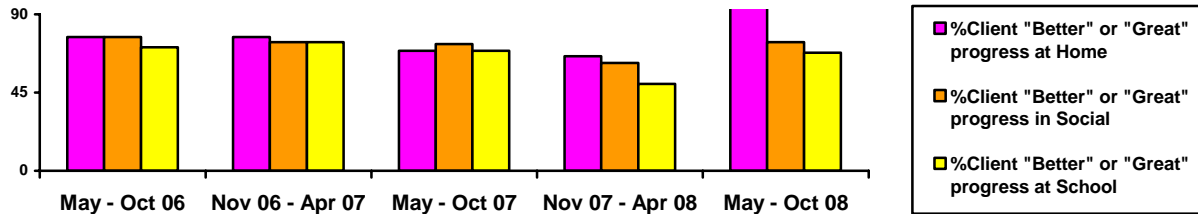
Satisfaction: Adult OPTX Client satisfaction with services.		Goal: At least 85% satisfied.	
RESULTS:	April 2006		95%
	April 2007		95%
	April 2008		90%

Effectiveness: Adult On-going Clients (Matched Cases) First GAF, Most Recent and Change Score *			Goal: Overall increase in functioning (GAF)		
RESULTS	Report Period	Client Count for This Report	Average First GAF During This Period	Average Last/ Most Recent GAF During This Period	Change in GAF
	1 st QTR, FY 2007 (Jul – Sep 2006)	1925	58.8	63.8	+5.0
	2 nd QTR, FY 2007 (Oct – Dec 2006)	1968	58.6	63.5	+4.9
	3 rd QTR, FY 2007 (Jan – Mar 2007)	1994	58.4	63.5	+5.1
	4 th QTR, FY 2007 (Apr - Jun 2007)	1991	58.3	63.2	+4.9
	1 st QTR, FY 2008 (Jul - Sep 2007)	1895	58.2	61.8	+3.6
	2 nd QTR, FY 2008 (Oct – Dec 2007)	1881	58.0	60.4	+2.4
	3 rd QTR, FY 2008 (Jan – Mar 2008)	1859	57.9	59.8	+1.9
	4 th QTR, FY 2008 (Apr - Jun 2008)	1877	57.9	59.4	+1.5
	1 st QTR, FY 2009 (Jul - Sep 2008)	1980	57.7	59.1	+1.4

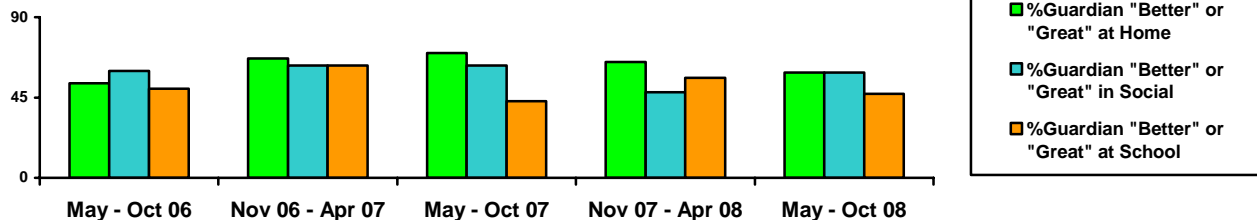
*Data generated for AOP MHC by Ann Maletic, SCDMH Evaluation, Training and Research. Software used for gathering and monitoring information: Statistical Package for Social Services (SPSS). Explanation of target set as **Adult** (clients that are equal to or greater than 18 years of age) and **On-going**: "On-going Adult cases are those that were open prior to the quarter and neither admitted or discharged during the quarter. A "Recent" GAF refers to a GAF within the most recent 6 months. This average may include whichever GAF is most recent. Average First GAF includes a case's first GAF irrespective of date. Average Last GAF includes any cases' last GAF as long as it is not the First GAF."

OUTPATIENT SERVICES CHILDREN, ADOLESCENTS AND FAMILIES

Effectiveness: Increase client's progress at home, community and school.		Goal: Increase by 3% the combined client responses to progress as "Better" or "Great."
RESULTS:	May – Oct 2006	Home 77% Social 77% School 71%
	Nov 2006 – Apr 2007	Home 77% Social 74% School 74%
	May – Oct 2007	Home 69% Social 73% School 69%
	Nov 2007 - Apr 2008	Home 66% Social 62% School 50%
	May – Oct 2008	Home 95% Social 74% School 68%



Effectiveness: Increase guardians' perception of client's progress at home, community and school.		Goal: Increase by 3% the combined guardian responses to progress as "Better" or "Great."
RESULTS:	May – Oct 2006	Home 53% Social 60% School 50%
	Nov 2006 – Apr 2007	Home 67% Social 63% School 63%
	May – Oct 2007	Home 70% Social 63% School 43%
	Nov 2007 - Apr 2008	Home 65% Social 48% School 56%
	May – Oct 2008	Home 59% Social 59% School 47%



Efficiency/Access: Staff spend adequate time in service delivery.		Goal: At least 50% (75 Hrs) CAF staff time in direct service delivery.
RESULTS:	May – Oct 2006	52%
	Nov 2006 – Apr 2007	51%
	May – Oct 2007	50%
	Nov 2007 - Apr 2008	51%
	May – Oct 2008	53%

Efficiency: Adequate access to services.		Goal: At least 85% of intakes are seen within 1 hour.
RESULTS:	May – Oct 2006	76%
	Nov 2006 – Apr 2007	68%
	May – Oct 2007	72%
	Nov 2007 - Apr 2008	84%
	May – Oct 2008	90%

Satisfaction: Client satisfaction with services at Intake.		Goal: At least 90% satisfied.
RESULTS:	May – Oct 2006	90%
	Nov 2006 – Apr 2007	92%
	May – Oct 2007	91%
	Nov 2007 - Apr 2008	95%
	May – Oct 2008	98%

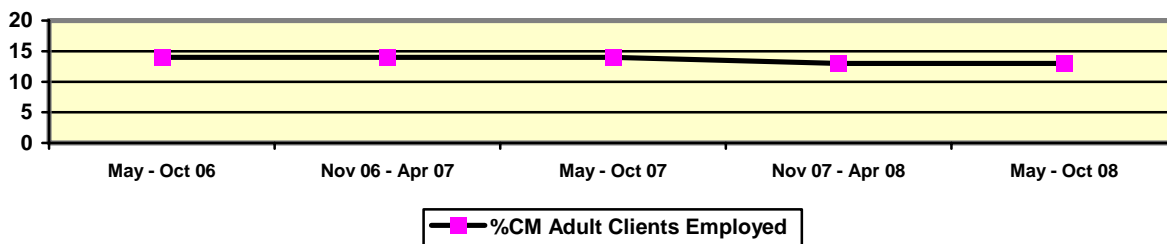
Satisfaction: Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	April 2006	98%
	April 2007	95%
	April 2008	95%

Effectiveness: Youth On-going Clients (Matched Cases) First GAF, Most Recent and Change Score*			Goal: Overall increase in functioning (GAF)		
RESULTS	Report Period	Client Count for This Report	Average First C-GAF During This Period	Average Last/ Most Recent C-GAF During This Period	Change in C-GAF
	1 st QTR, FY 2007 (Jul – Sep 2006)	574	58.5	64.3	+5.8
	2 nd QTR, FY 2007 (Oct – Dec 2006)	450	58.9	63.7	+4.8
	3 rd QTR, FY 2007 (Jan – Mar 2007)	562	58.6	63.4	+4.8
	4 th QTR, FY 2007 (Apr - Jun 2007)	525	58.6	62.9	+4.3
	1 st QTR, FY 2008 (Jul - Sep 2007)	454	58.3	62.7	+4.4
	2 nd QTR, FY 2008 (Oct – Dec 2007)	424	58.1	61.8	+3.8
	3 rd QTR, FY 2008 (Jan – Mar 2008)	436	58.3	62.3	+4.02
	4 th QTR, FY 2008 (Apr - Jun 2008)	471	58.6	62.6	+4.0
	1 st QTR, FY 2009 (Jul - Sep 2009)	459	59.0	64.8	+5.8

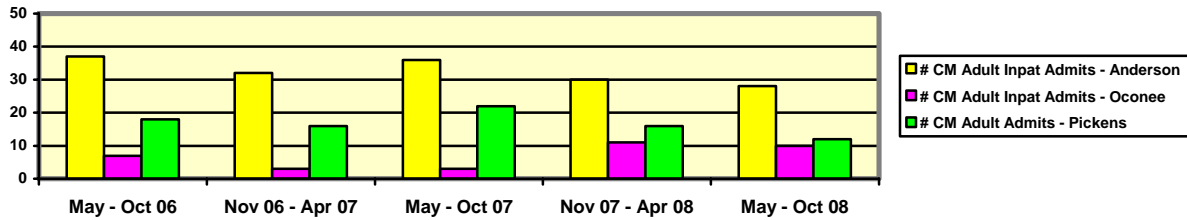
*Data generated for AOP MHC by **Ann Maletic**, SCDMH Evaluation, Training and Research. Software used for gathering and monitoring information: Statistical Package for Social Services (SPSS). Explanation of target set as **Youth** (clients that are less than or equal to 17 years of age) and **On-going**: "1: On-going Youth cases are those that were open prior to the quarter and neither admitted or discharged during the quarter. 2: A "Recent" GAF refers to a GAF within the most recent 6 months. By definition, these cases must have been opened at least 7 months. 3: This average may include whichever GAF is most recent. 4: Average First GAF includes a case's first GAF irrespective of date. Average Last GAF includes any cases' last GAF as long as it is not the First GAF."

CASE MANAGEMENT ADULTS

Effectiveness: Client Employment.		Goal: Increase client employment by 3%
RESULTS:	May – Oct 2006	14%
	Nov 2006 – Apr 2007	14%
	May – Oct 2007	14%
	Nov 2007 - Apr 2008	13%
	May – Oct 2008	13%



Effectiveness: Fewer psychiatric hospital admissions.		Goal: Decrease SCDMH inpatient admissions by 1 person per county.		
RESULTS:		Anderson	Oconee	Pickens
	May – Oct 2006	37	7	18
	Nov 2006 – Apr 2007	32	3	16
	May – Oct 2007	36	3	22
	Nov 2007 - Apr 2008	30	11	16
	May – Oct 2008	28	10	12

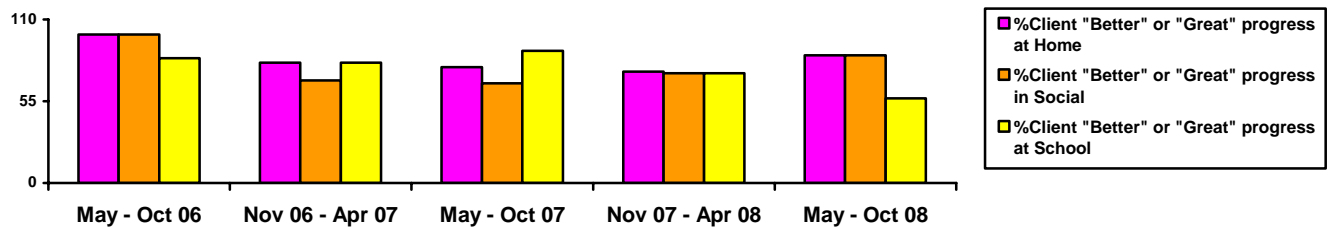


Efficiency/Access: Staff spend adequate time in service delivery.	Goal: At least 50% (75 Hrs) staff time in direct service delivery.	
RESULTS:	May – Oct 2006	35%
	Nov 2006 – Apr 2007	48%
	May – Oct 2007	47%
	Nov 2007 - Apr 2008	52%
	May – Oct 2008	51%

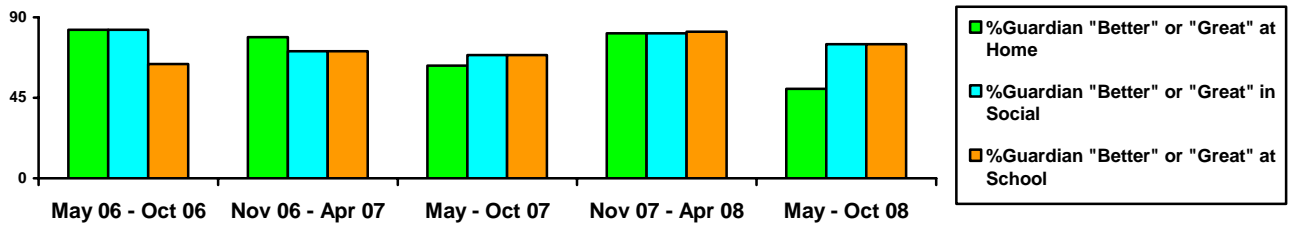
Satisfaction: Adult CSMG Client satisfaction with services.	Goal: At least 85% satisfied.	
RESULTS:	April 2006	95%
	April 2007	93%
	April 2008	94%

CASE MANAGEMENT CHILDREN, ADOLESCENTS AND FAMILIES

Effectiveness: Increase client's progress at home, community and school.	Goal: Increase by 3% the combined client responses to progress as "Better" or "Great."			
RESULTS:	May – Oct 2006	Home 100%	Social 100%	School 84%
	Nov 2006 – Apr 2007	Home 81%	Social 69%	School 81%
	May – Oct 2007	Home 78%	Social 67%	School 89%
	Nov 2007 - Apr 2008	Home 75%	Social 74%	School 74%
	May – Oct 2008	Home 86%	Social 86%	School 57%



Effectiveness: Increase guardians' perception of client's progress at home, community and school.	Goal: Increase by 3% the combined guardian responses to progress as "Better" or "Great."			
RESULTS:	May – Oct 2006	Home 83%	Social 83%	School 64%
	Nov 2006 – Apr 2007	Home 79%	Social 71%	School 71%
	May – Oct 2007	Home 63%	Social 69%	School 69%
	Nov 2007 - Apr 2008	Home 81%	Social 81%	School 82%
	May – Oct 2008	Home 50%	Social 75%	School 75%



Satisfaction: Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	April 2006	95%
	April 2007	90%
	April 2008	95%