

AOPMHC Semi-Annual Performance Analysis – December 2009

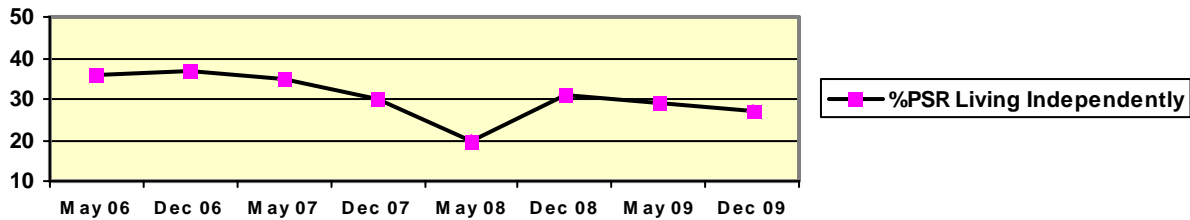
Report Period: May – October 2009

PERFORMANCE IMPROVEMENT

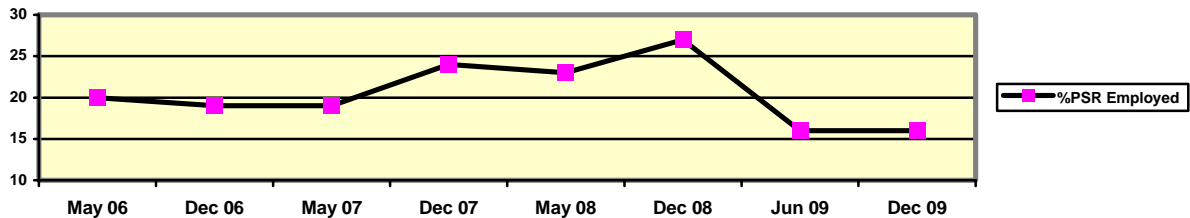
- SCDMH has begun scanning and reporting results of the Client Behavior Check List (CBCL) for child/adolescent clients. **Denise Hodo**, SCDMH Evaluation, Training and Research Division, says she is still awaiting data entries from a few centers before she can publish any comparable state-wide data. Her report may be published sometime in February. An “AOP MHC only” CBCL initiative may be reviewed under the “Outpatient Services: Children, Adolescents and Families” segment of this document.

PSYCHOSOCIAL REHABILITATION

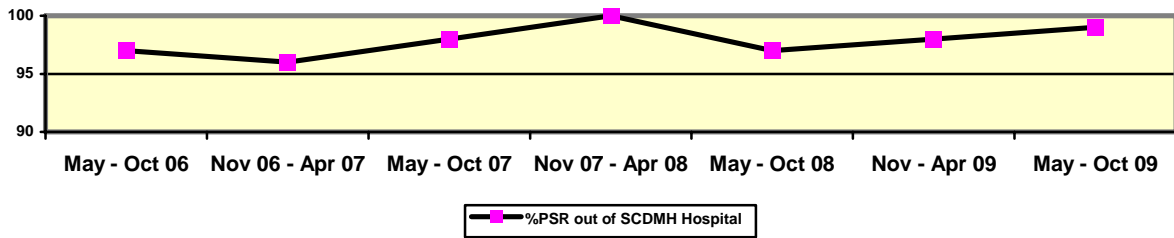
Effectiveness: Number of PSR clients living independently. CIS reported.	Goal: Increase 3% per year.	
RESULTS:	May 2006	36%
	Dec 2006	37%
	May 2007	35%
	Dec 2007	30%
	May 2008	20%
	Dec 2008	31%
	May 2009	29%
	Dec 2009	27%



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%
	May 2009	16%
	Dec 2009	16%



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%
	Nov 2008 - Apr 2009	98%
	May - Oct 2009	99%

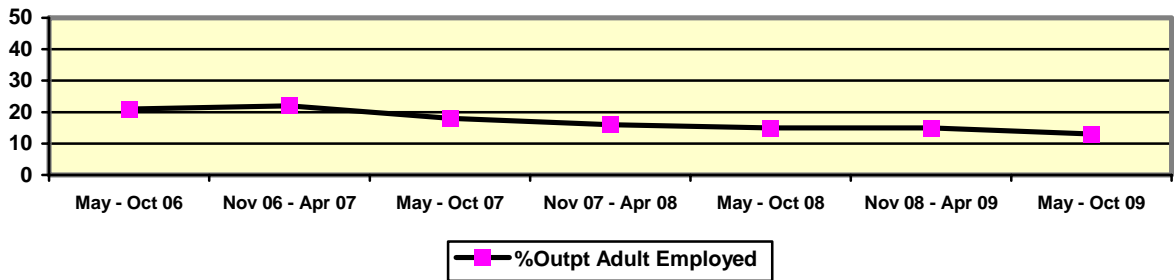


Efficiency/Access: Staff spend adequate time in service delivery.		Goal: At least 65% (97.50 Hrs) staff time in direct service delivery.
RESULTS:	May - Oct 2006	75%
	Nov 2006 - Apr 2007	81%
	May - Oct 2007	68%
	Nov 2007 - Apr 2008	70%
	May - Oct 2008	67%
	Nov 2008 - Apr 2009	68%
	May - Oct 2009	68%

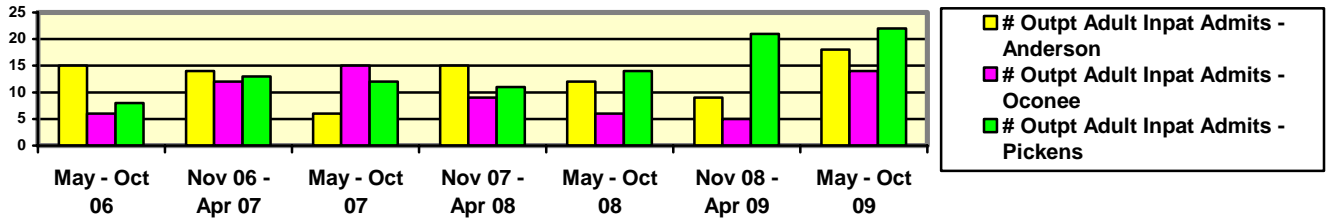
Satisfaction: Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	May - Oct 2006	87%
	Nov 2006 - Apr 2007	85%
	May - Oct 2007	83%
	Nov 2007 - Apr 2008	84%
	May - Oct 2008	86%
	Nov 2008 - Apr 2009	87%
	May - Oct 2009	89%

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%
	Nov 2008 - Apr 2009	15%
	May - Oct 2009	13%



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
	Nov 2008 - Apr 2009	9	5	21
	May - Oct 2009	18	14	22



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%
	Nov 2008 - Apr 2009 47%
	May – Oct 2009 46%

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%
	Nov 2008 - Apr 2009 100% 86% 84% 91%
	May – Oct 2009 100% 92% 94% 96%

*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%
	Nov 2008 - Apr 2009 100% 97% 97% 98%
	May – Oct 2009 100% 87% 99% 98%

*These figures are based upon raw data of the three county "YES" column 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%
	April 2009 96%
	April 2010

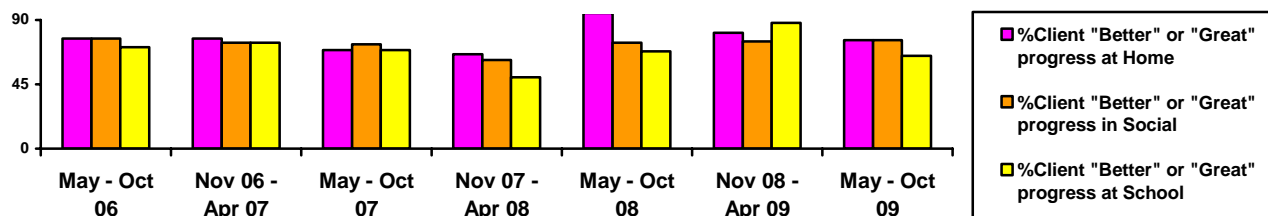
Effectiveness: ADULT On-going Clients (Matched Cases) First GAF, Most Recent and Change Score *	Goal: Overall increase in functioning (GAF)			
RESULTS				
Report Period	Client Count for This Report	Average First GAF During This Period	Average Last/ Most Recent GAF During This Period	Change in GAF
1 st 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
2 nd QTR, FY 2009 (Oct – Dec 2008)	1976	57.3	58.8	+1.4
3 rd QTR, FY 2009 (Jan – Mar 2009)	1896	57.1	58.7	+1.6
4 th QTR, FY 2009 (Apr - Jun 2009)	1877	57.21	58.13	+0.91
1 st QTR, FY 2010 (Jul - Sep 2009)	1873	57.07	57.84	+0.77

*Data generated for AOP MHC by Denise Hodo, 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

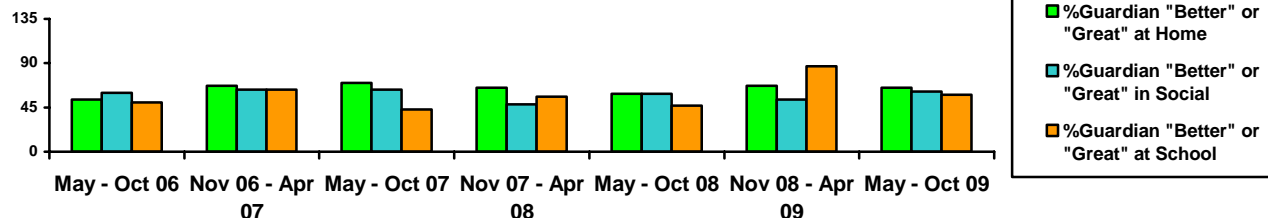
or greater than 18 years of age) and **On-going**: "On-going Adult clients are those persons that are active but neither admitted nor discharged during the report period." A "Recent" GAF refers to a GAF within the most recent 6 months. This average may include whichever GAF is most recent. Average First 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%
	Nov 2008 - Apr 2009 Home 81% Social 75% School 88%
	May – Oct 2009 Home 76% Social 76% School 65%



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%
	Nov 2008 - Apr 2009 Home 67% Social 53% School 87%
	May – Oct 2009 Home 65% Social 61% School 58%



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%
	Nov 2008 - Apr 2009 49%
	May – Oct 2009 57%

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%
	Nov 2008 - Apr 2009 91%
	May – Oct 2009 85%

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%
	Nov 2008 - Apr 2009	97%
	May – Oct 2009	95%

Satisfaction: Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	April 2006	98%
	April 2007	95%
	April 2008	95%
	April 2009	97%
	April 2010	

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
	4th QTR, FY 2007 (Apr - Jun 2007)	525	58.6	62.9	+4.3
	1st 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
	4th QTR, FY 2008 (Apr - Jun 2008)	471	58.6	62.6	+4.0
	1st QTR, FY 2009 (Jul - Sep 2008)	459	59.0	64.8	+5.8
	2 nd QTR, FY 2009 (Oct – Dec 2008)	491	59.2	65.3	+6.11
	3 rd QTR, FY 2009 (Jan – Mar 2009)	537	59.4	65.8	+6.4
	4th QTR, FY 2009 (Apr - Jun 2009)	567	59.44	65.70	+6.26
	1st QTR, FY 2010 (Jul - Sep 2009)	558	59.62	64.23	+4.61

*Data generated for AOP MHC by Denise Hodo, 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."

The following is a first run of the **Client Behavior Check List (CBCL)**, which was initiated earlier in 2009 as a required SCDMH outcomes tool. These tables contain only AOP MHC data. Denise Hodo expects to produce a state-wide CBCL in the near future.

**SC DEPARTMENT OF MENTAL HEALTH
YOUTH CBCL * OUTCOME**
Among Children and Youth, 6 to 18 years of age
July through September, 2009, FY10 Qtr1

Table 1. Total Number of CBCL completed by length of treatment for clients who were active* during SFY 2010 QTR1		
	CBCL Yes	CBCL No
Less than 6 months	14% (51 of 373)	86% (322 of 373)
6 – 12 months	3% (7 of 277)	97% (270 of 277)
12 months +	1% (4 of 340)	99% (336 of 340)
Total	6% (62 of 990)	94% (928 of 990)

*This includes all clients who were admitted, discharged or ongoing during this time period.

Table 1. Total Competence Score*			
Anderson-Oconee-Pickens Mental Health Center			
Length of Treatment	Clinical Range	Sub-Clinical Range	Moved from Clinical to Sub-clinical or Less
Less than 6 months	46% (6 of 27)	15% (2 of 27)	Not enough data
6 – 12 months	50% (2 of 4)	0% (0 of 4)	Not enough data
12 months +	100% (1 of 1)	0% (0 of 1)	Not enough data

*Based on T- scores for the Total Competence Score of the CBCL. Clinical range for the Total Competence Score is T < 37. Sub-clinical range is T = 37 - 40. Percentages are only shown for children who were assessed with the CBCL, and had valid data for the scale.

Table 1. Total Problems Score*			
<i>Anderson-Oconee-Pickens Mental Health Center</i>			
Length of Treatment	Clinical Range	Sub-Clinical Range	Moved from Clinical to Sub-clinical or Less
Less than 6 months	50% (25 of 50)	6% (3 of 50)	Not enough data
6 – 12 months	85% (6 of 7)	14% (1 of 7)	Not enough data
12 months +	50% (2 of 4)	25% (1 of 4)	Not enough data

*Based on T- scores for the Total Problems Score of the CBCL. Clinical range for the Total Problems Score is T > 63. Sub-clinical range is T = 60 – 63. Percentages are only shown for children who were assessed with the CBCL, and had valid data for the scale.

Table 1. Internalizing Broadband Score*			
<i>Anderson-Oconee-Pickens Mental Health Center</i>			
Length of Treatment	Clinical Range	Sub-Clinical Range	Moved from Clinical to Sub-clinical or Less
Less than 6 months	48% (24 of 50)	2% (1 of 50)	Not enough data
6 – 12 months	85% (6 of 7)	0% (0 of 7)	Not enough data
12 months +	75% (3 of 4)	0% (0 of 4)	Not enough data

*Based on T- scores for the Internalizing Broadband Score of the CBCL. Clinical range for the Internalizing Broadband Score is T > 63. Sub-clinical range is T = 60 - 63. Percentages are only shown for children who were assessed with the CBCL had valid data for the scale.

Table 1. Externalizing Broadband Score*			
<i>Anderson-Oconee-Pickens Mental Health Center</i>			
Length of Treatment	Clinical Range	Sub-Clinical Range	Moved from Clinical to Sub-clinical or Less
Less than 6 months	42% (21 of 50)	14% (7 of 50)	Not enough data
6 – 12 months	100% (7 of 7)	0% (0 of 7)	Not enough data
12 months +	50% (2 of 4)	0% (0 of 4)	Not enough data

*Based on T- scores for the Externalizing Broadband Score of the CBCL. Clinical range for the Externalizing Broadband Score is T > 63. Sub-clinical range is T = 60 - 63. Percentages are only shown for children who were assessed with the CBCL, had valid data for the scale.

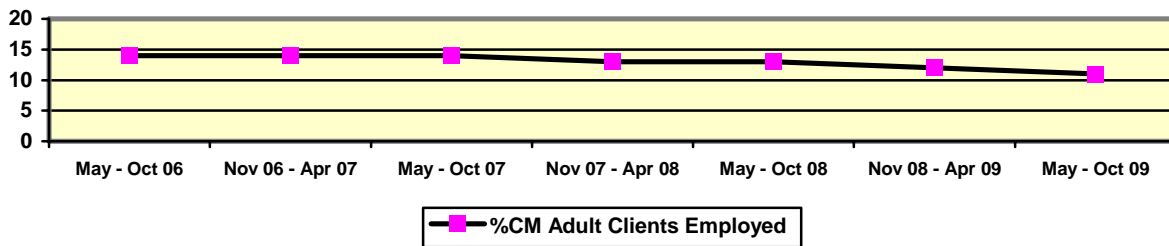
This above document is based on all CBCL-aged Youth (6-18yrs) with cases open during Qtr 1, SFY 2010 (July '09 thru Sep '09) with a CIS run date of 1/20/2010. For more info contact: Denise Hodo, dmh06@scdmh.org

T-scores are standardized scores on each dimension for each type. A score of 50 represents the mean. A difference of 10 from the mean indicates a difference of one standard deviation. Thus, a score of 60 is one standard deviation above the mean, while a score of 30 is two standard deviations below the mean.

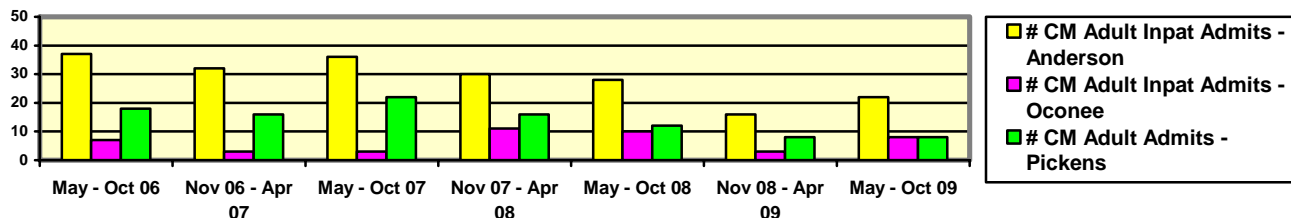
The Achenbach Child Behavior Checklist (CBCL) is a standardized, normed instrument designed to assess behavior problems in children 6 to 18 years of age. The CBCL consists of two total score scales, two broadband scales (internalizing and externalizing) and eight narrowband syndromes.

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%
	Nov 2008 - Apr 2009	12%
	May – Oct 2009	11%



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
	Nov 2008 - Apr 2009	16	3	8
	May – Oct 2009	22	8	8

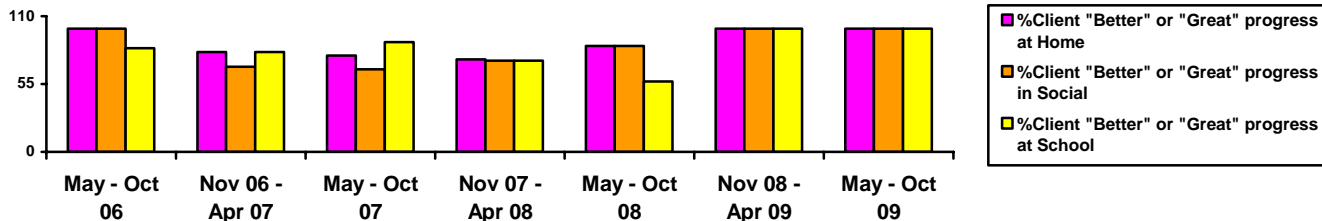


Efficiency/Access: Staff spend adequate time in service delivery.		Goal: At least 50% (75 Hrs) staff time in direct service delivery.
RESULTS:	May – Oct 2006	35%
	Nov 2006 – Apr 2007	48%
	May – Oct 2007	47%
	Nov 2007 - Apr 2008	52%
	May – Oct 2008	51%
	Nov 2008 - Apr 2009	50%
	May – Oct 2009	48%

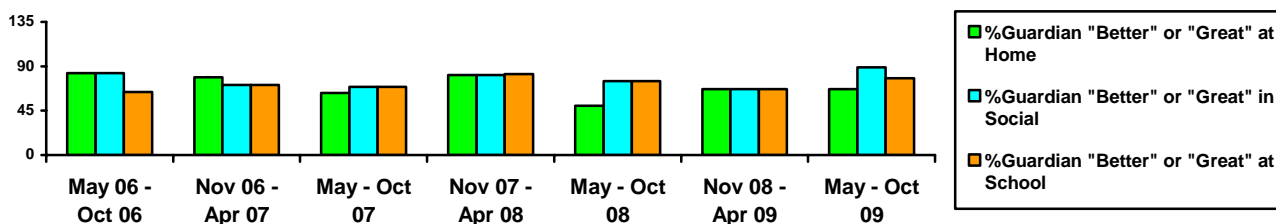
Satisfaction: Adult CSMG Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	April 2006	95%
	April 2007	93%
	April 2008	94%
	April 2009	96%
	April 2010	

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%
	Nov 2008 - Apr 2009	Home 100%	Social 100%	School 100%
	May – Oct 2009	Home 100%	Social 100%	School 100%



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%
	Nov 2008 - Apr 2009	Home 67% Social 67% School 67%
	May - Oct 2009	Home 67% Social 89% School 78%



Satisfaction: Client satisfaction with services.		Goal: At least 85% satisfied.
RESULTS:	April 2006	95%
	April 2007	90%
	April 2008	95%
	April 2009	100%
	April 2010	