Service Delivery

Description of Current Metrics

Service Delivery Data –

Performance is presented for:

- FY2013 Annual MHSIP Consumer Survey for Adults and Youth receiving behavioral health services
- Quarter 5 FY2013 Behavioral Health Service Plan performance measure
  - Quarterly dashboard scores will roll up to an annual sample size reflecting a 90/10 sampling methodology
- Quarter 4 FY2013 Behavioral Health Service Provision performance measure
  - Quarterly dashboard scores will roll up to an annual sample size reflecting a 90/10 sampling methodology

See below for historical trend charts.

Adults and Children Statewide

Are services provided based on the needs of individuals and families?

Individuals…	Adults Statewide	Children Statewide
Participate in their treatment planning	91.0%	92.9%
Have current and complete service plans	84.2%	84.0%
Receive services identified on their service plan	84.8%	85.2%

Adults by GSA

Are services provided based on the needs of individuals and families?

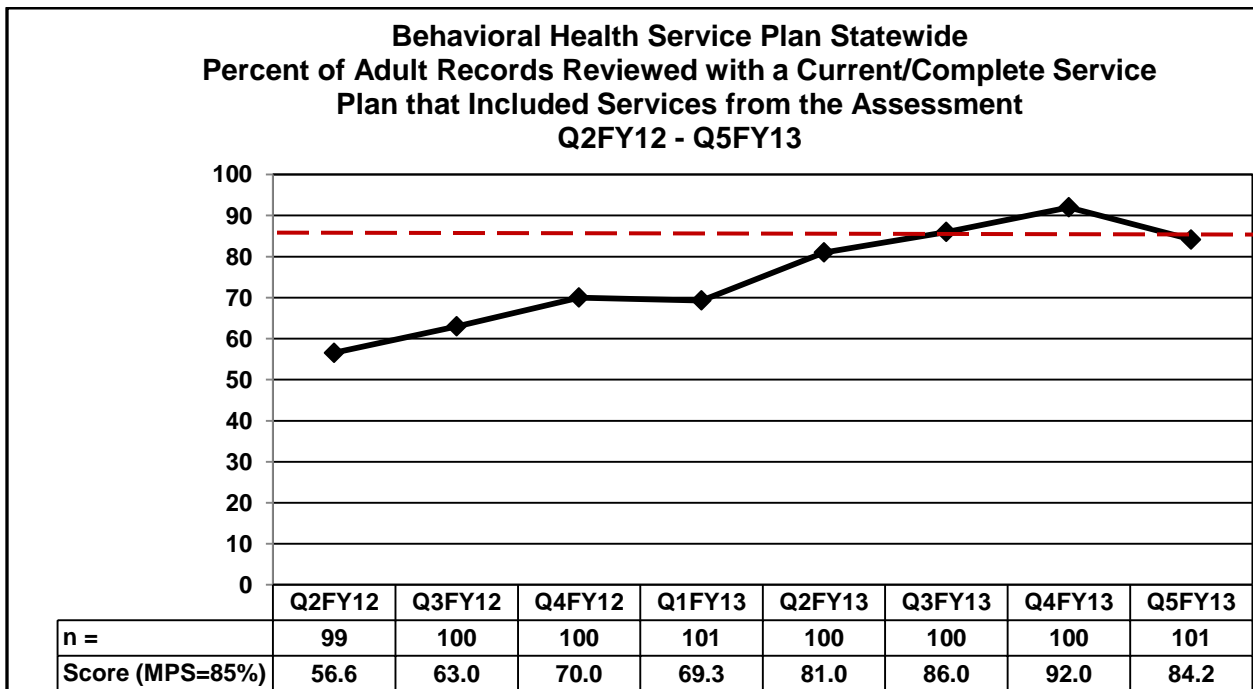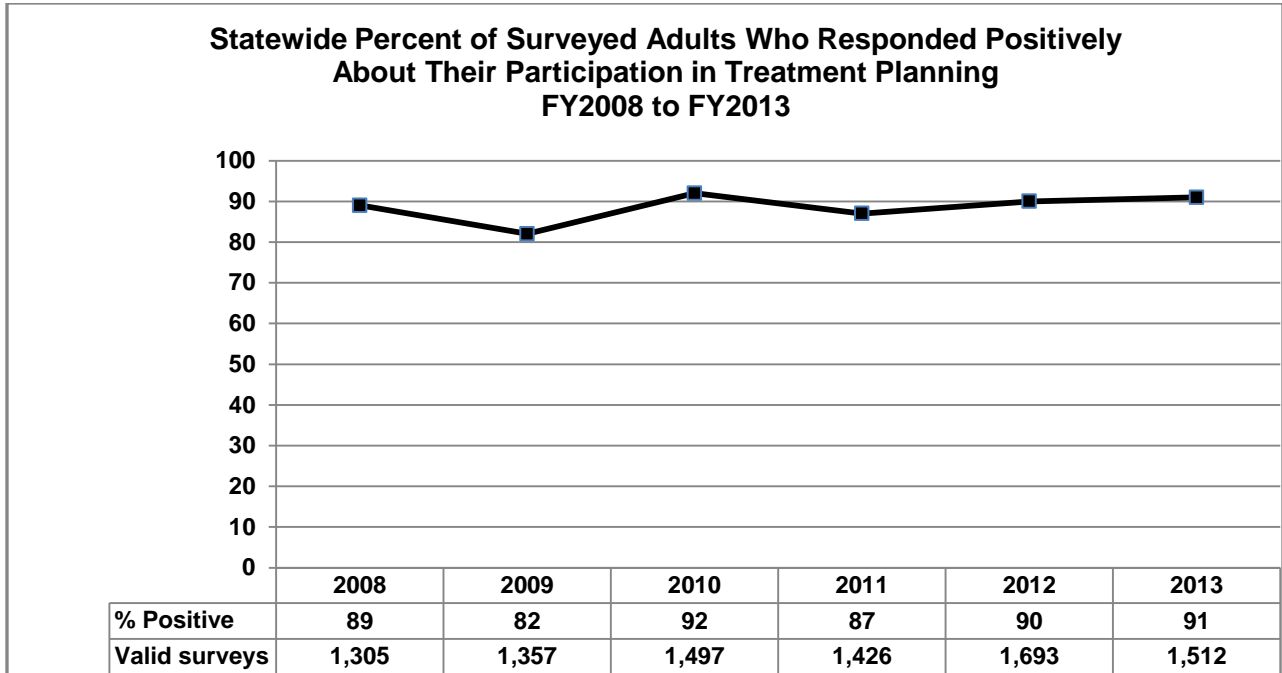| Individuals….	GSA 1 NARBHA	GSA 2 Cenpatico	GSA 3 Cenpatico	GSA 4 Cenpatico	GSA 5 CPSA	GSA 6 Magellan
Participate in their treatment plans	93.4%	90.9%	92.9%	92.4%	89.4%	90.6%
Have current and complete service plans	76.5%	81.3%	82.4%	94.1%	88.2%	82.4%
Receive services identified on their service plan	91.7%	87.5%	80.0%	80.0%	82.4%	88.2%

Children by GSA

Are services provided based on the needs of individuals and families?

Individuals….	GSA 1 NARBHA	GSA 2 Cenpatico	GSA 3 Cenpatico	GSA 4 Cenpatico	GSA 5 CPSA	GSA 6 Magellan
Participate in their treatment plans	96.0%	93.1%	92.5%	93.2%	93.6%	91.9%
Have a current and complete service plan	88.2%	87.5%	87.5%	82.4%	70.6%	88.2%
Receive services identified on their service plan	78.6%	93.3%	85.7%	82.4%	71.4%	100%

Trend Charts

Adults Statewide

Statewide Percent of Surveyed Adults Who Responded Positively About Their Participation in Treatment Planning FY2008 to FY2013

	2008	2009	2010	2011	2012	2013
% Positive	89	82	92	87	90	91
Valid surveys	1,305	1,357	1,497	1,426	1,693	1,512

Behavioral Health Service Plan Statewide Percent of Adult Records Reviewed with a Current/Complete Service Plan that Included Services from the Assessment Q2FY12 - Q5FY13

	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13	Q5FY13
n =	99	100	100	101	100	100	100	101
Score (MPS=85%)	56.6	63.0	70.0	69.3	81.0	86.0	92.0	84.2

Behavioral Health Service Provision Statewide
Percent of Adult Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q1FY12 - Q4FY13

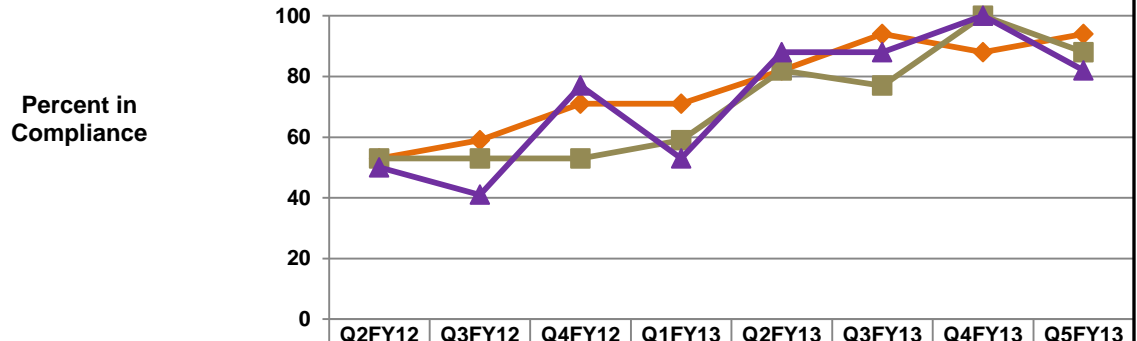|	Q1FY12	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13
n =	44	56	63	70	70	81	86	92
Score (MPS=85%)	72.7	87.5	79.4	80.0	82.9	65.4	81.4	84.8

Adults by GSA

Behavioral Health Service Plan by GSA
Percent of Adult Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment

Percent in Compliance

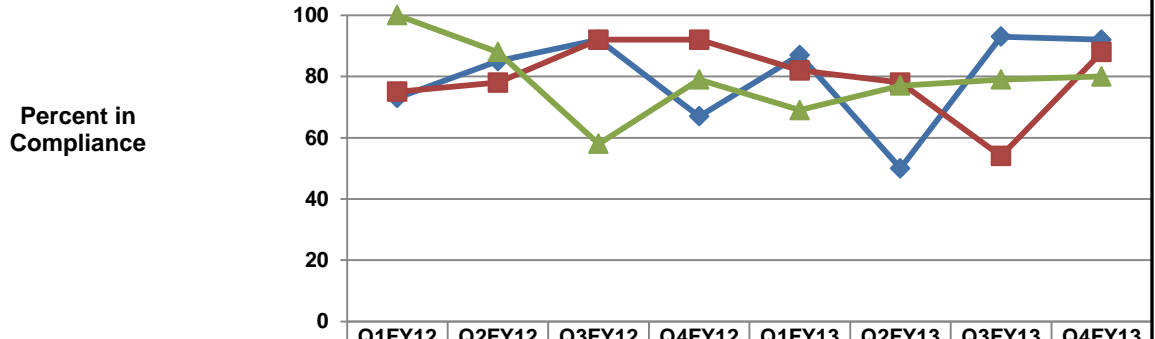|	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13	Q5FY13
GSA 1 - NARBHA % Compliant	76	71	53	83	94	88	71	77
GSA 1 - NARBHA n	17	17	17	18	17	17	17	17
GSA 2 - Cenpatico 2 % Compliant	56	81	81	69	56	81	100	81
GSA 2 - Cenpatico 2 n	16	16	16	16	16	16	16	16
GSA 3 - Cenpatico 3 % Compliant	50	75	88	82	81	88	94	82
GSA 3 - Cenpatico 3 n	16	16	16	16	16	16	16	17

Behavioral Health Service Plan by GSA
Percent of Adult Records Reviewed with a Current/Complete Service Plan
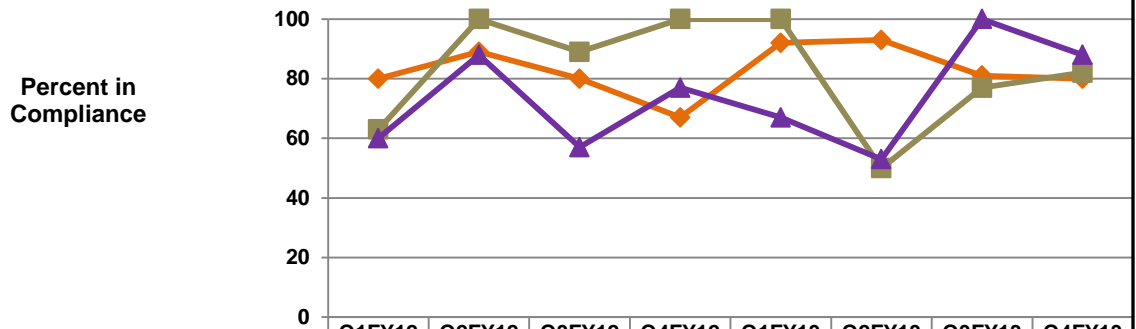**that Included Services from the Assessment**

	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13	Q5FY13
GSA 4 - Cenpatico 4 % Compliant	53	59	71	71	82	94	88	94
GSA 4 - Cenpatico 4 n	17	17	17	17	17	17	17	17
GSA 5 - CPSA % Compliant	53	53	53	59	82	77	100	88
GSA 5 - CPSA n	17	17	17	17	17	17	17	17
GSA 6 - Magellan % Compliant	50	41	77	53	88	88	100	82
GSA 6 - Magellan n	16	17	17	17	17	17	17	17

Percent in Compliance

Behavioral Health Service Provision by GSA
Percent of Adult Records Reviewed where Services were Provided
as Indicated on the Service Plan

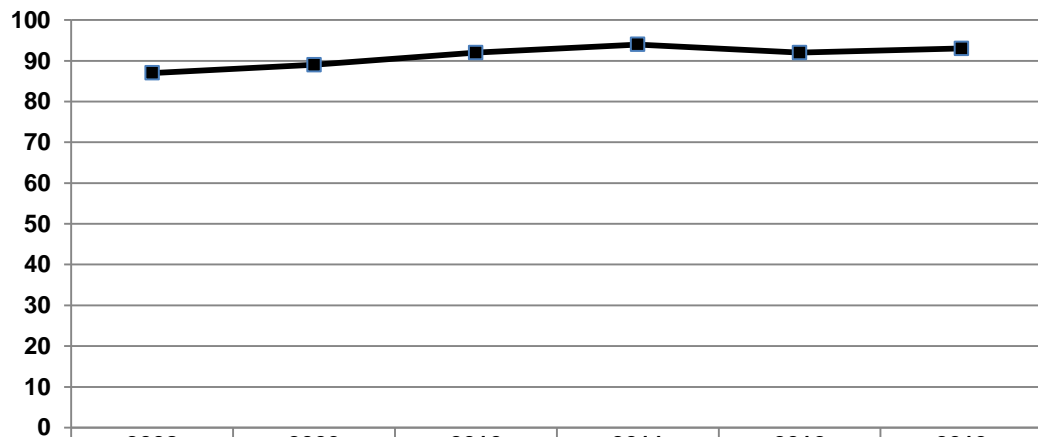|	Q1FY12	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13
GSA 1 - NARBHA % Compliant	73	85	92	67	87	50	93	92
GSA 1 - NARBHA n	11	13	12	9	15	16	15	12
GSA 2 - Cenpatico 2 % Compliant	75	78	92	92	82	78	54	88
GSA 2 - Cenpatico 2 n	8	9	13	13	11	9	13	16
GSA 3 - Cenpatico 3 % Compliant	100	88	58	79	69	77	79	80
GSA 3 - Cenpatico 3 n	2	8	12	14	13	13	14	15

Percent in Compliance

Behavioral Health Service Provision by GSA
Percent of Adult Records Reviewed where Services were Provided
as Indicated on the Service Plan

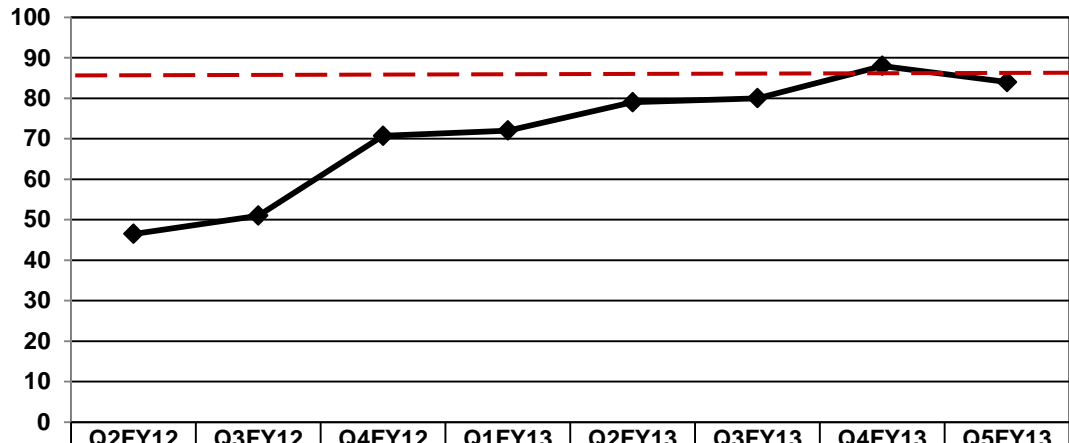|	Q1FY12	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13
GSA 4 - Cenpatico 4 % Compliant	80	89	80	67	92	93	81	80
GSA 4 - Cenpatico 4 n	10	9	10	12	12	14	16	15
GSA 5 - CPSA % Compliant	63	100	89	100	100	50	77	82
GSA 5 - CPSA n	8	9	9	9	10	14	13	17
GSA 6 - Magellan % Compliant	60	88	57	77	67	53	100	88
GSA 6 - Magellan n	5	8	7	13	9	15	15	17

Children Statewide

Statewide Percent of Surveyed Youth Whose Parents/Guardians
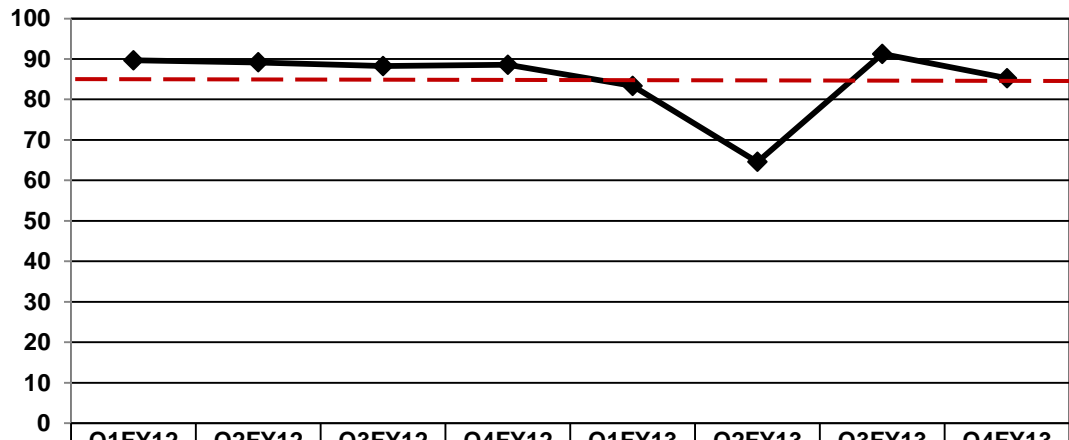**Responded Positively About Their Participation in Treatment Planning**
FY2008 to FY2013

	2008	2009	2010	2011	2012	2013
% Positive	87	89	92	94	92	93
Valid surveys	1,012	1,165	1,353	1,299	1,495	1,586

Behavioral Health Service Plan Statewide
Percent of Children's Records Reviewed with a Current/Complete
Service Plan that Included Services from the Assessment
Q2FY12 - Q5FY13

	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13	Q5FY13
n =	99	100	99	100	100	100	100	100
Score (MPS=85%)	46.5	51.0	70.7	72.0	79.0	80.0	88.0	84.0

Behavioral Health Service Provision Statewide
Percent of Children's Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q1FY12 - Q4FY13
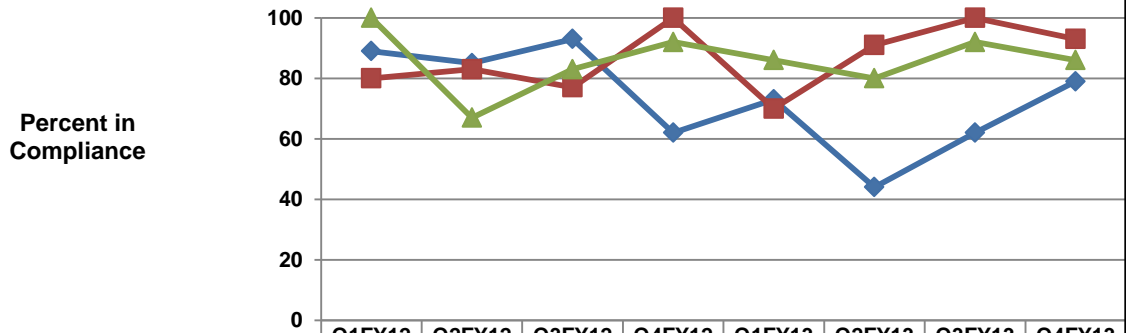
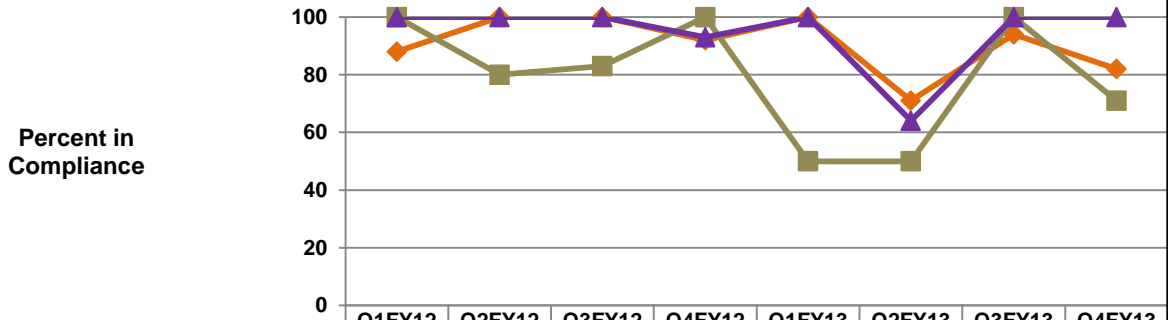|	Q1FY12	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13
n =	29	46	51	70	72	79	80	88
Score (MPS=85%)	89.7	89.1	88.2	88.6	83.3	64.6	91.3	85.2

Children by GSA

Behavioral Health Service Plan by GSA
Percent of Children's Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment

Percent in Compliance

	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13	Q5FY13
GSA 1 - NARBHA % Compliant	77	82	77	88	94	77	82	88
GSA 1 - NARBHA n	17	17	17	17	17	17	17	17
GSA 2 - Cenpatico 2 % Compliant	38	81	81	63	69	81	94	88
GSA 2 - Cenpatico 2 n	16	16	16	16	16	16	16	16
GSA 3 - Cenpatico 3 % Compliant	19	38	81	88	63	75	88	88
GSA 3 - Cenpatico 3 n	16	16	16	16	16	16	16	16

Behavioral Health Service Plan by GSA
Percent of Children's Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment

Percent in Compliance

	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13	Q5FY13
GSA 4 - Cenpatico 4 % Compliant	63	53	75	88	82	94	100	82
GSA 4 - Cenpatico 4 n	16	17	16	17	17	17	17	17
GSA 5 - CPSA % Compliant	29	35	24	35	82	88	82	71
GSA 5 - CPSA n	17	17	17	17	17	17	17	17
GSA 6 - Magellan % Compliant	47	18	88	71	82	65	82	88
GSA 6 - Magellan n	17	17	17	17	17	17	17	17

Behavioral Health Service Provision by GSA
Percent of Children's Records Reviewed where Services were Provided as Indicated on the Service Plan

	Q1FY12	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13
GSA 1 - NARBHA % Compliant	89	85	93	62	73	44	62	79
GSA 1 - NARBHA n	9	13	14	13	15	16	13	14
GSA 2 - Cenpatico 2 % Compliant	80	83	77	100	70	91	100	93
GSA 2 - Cenpatico 2 n	5	6	13	13	10	11	13	15
GSA 3 - Cenpatico 3 % Compliant	100	67	83	92	86	80	92	86
GSA 3 - Cenpatico 3 n	2	3	6	13	14	10	12	14

Percent in Compliance

Behavioral Health Service Provision by GSA
Percent of Children's Records Reviewed where Services were Provided as Indicated on the Service Plan

	Q1FY12	Q2FY12	Q3FY12	Q4FY12	Q1FY13	Q2FY13	Q3FY13	Q4FY13
GSA 4 - Cenpatico 4 % Compliant	88	100	100	92	100	71	94	82
GSA 4 - Cenpatico 4 n	8	11	9	12	15	14	16	17
GSA 5 - CPSA % Compliant	100	80	83	100	50	50	100	71
GSA 5 - CPSA n	4	5	6	4	6	14	15	14
GSA 6 - Magellan % Compliant	100	100	100	93	100	64	100	100
GSA 6 - Magellan n	1	8	3	15	12	14	11	14

Percent in Compliance