




Community Mental Health Services of Muskegon County
Agency Business Functions Performance Dashboard for Muskegon CMH
FY08/09

	Meets or exceeds target for goal
	Does not meet target for goal
	Close to target for goal

Quarterly Measures		Target	Oct-Dec08	Jan-Mar09	Apr-Jun09	July-Sept09
A. Measures of ACCESS						
AGY A:1	% MI Child Served who receive Medicaid	NA/ Info only	88.9%	88.3%	88.6%	87.7%
	% Mi Adult Served who receive Medicaid	NA/ Info only	53.9%	53.2%	54.6%	55.0%
	% DD Children Served who receive Medicaid	NA/ Info only	85.3%	86.6%	87.4%	83.6%
	% DD Adult Adults Served who receive Medicaid	NA/ Info only	95.4%	95.0%	95.8%	95.0%
	% of Persons Served who receive Medicaid - Agency Total	NA/ Info only	69.8%	69.4%	71.1%	70.5%
AGY A:2	F/F Assessment within 14 days --MIC	95%	97.6%	98.9%	96.0%	97.3%
	F/F Assessment within 14 days --MIA	95%	100.0%	100.0%	99.6%	100.0%
	F/F Assessment within 14 days --DDC	95%	100.0%	100.0%	100.0%	100.0%
	F/F Assessment within 14 days --DDA	95%	92.3%	100.0%	100.0%	94.7%
	F/F Assessment within 14 days --Agency Total	95%	99.2%	99.7%	98.5%	99.1%
AGY A:3	Start of Service Within 14 Days --MIC	95%	95.7%	98.4%	97.1%	96.4%
	Start of Service Within 14 Days --MIA	95%	97.2%	97.8%	100.0%	98.3%
	Start of Service Within 14 Days --DDC	95%	100.0%	100.0%	100.0%	100.0%
	Start of Service Within 14 Days --DDA	95%	100.0%	100.0%	85.7%	100.0%
	Start of Service Within 14 Days --Agency Total	95%	97.0%	98.2%	98.6%	97.9%
AGY A:4	% Seen Within 7 Days of Inpatient Discharge - Children	95%	100.0%	100.0%	100.0%	100.0%
	% Seen Within 7 Days of Inpatient Discharge - Adults	95%	100.0%	96.9%	100.0%	4200.0%
B. Measure of Effectiveness						
AGY B:1	% Competitively Employed --DD Adults	20%	10.2%	9.9%	9.6%	9.1%
	% Competitively Employed --MI Adults	20%	11.7%	11.5%	11.0%	10.0%
AGY B:2	% Earning Minimum Wage from Employment Activities - DD Adults	75%	61.5%	59.3%	57.8%	54.1%
	% Earning Minimum Wage from Employment Activities - MI Adults	75%	71.0%	69.0%	68.6%	67.5%
AGY B:3	Inpatient Recidivism Rate - Children	15% or less	0.0%	0.0%	22.2%	14.3%
	Inpatient Recidivism Rate - Adults	15% or less	7.0%	5.2%	7.4%	7.6%
C. Measure of Efficiency						
AGY C:1	% of Pre-Admission Screening Dispositions 3 hrs or less - Children	95%	97.2%	100.0%	100.0%	100.0%
	% of Pre-Admission Screening Dispositions 3 hrs or less - Adults	95%	100.0%	100.0%	100.0%	100.0%

E. Monitoring Measures						
AGY E:1	% o F/F Assessments denied or referred elsewhere	NA/ Info only	6.8%	12.5%	15.5%	13.6%
AGY E:2	% HSW enrollees receiving 1 service per month in addition to SC	100%	100.0%	100.0%	100.0%	100.0%
AGY E:6	% Record Reviews documenting tx plan is current	100%	95.3%	93.8%	95.1%	98.8%
AGY E:7	% Record Reviews documenting a preplan was completed	95%	98.4%	91.2%	90.5%	92.4%
AGY E:8	% Record Reviews documenting a periodic review was present	95%	100.0%	100.0%	50.0%	100.0%
AGY E:10	% Record Reviews documenting contacts occurred at freq in tx plan	95%	87.2%	74.6%	81.3%	83.1%
AGY E:11	% Record Reviews documenting current consent for medication	95%	83.6%	78.9%	81.8%	87.4%
AGY E:12	% Record Reviews documenting person received copy tx plan w/15 days	95%	91.7%	88.4%	82.5%	85.9%