

Integrated Services of Kalamazoo

FY 2019/20 Dashboards Report

This packet contains the Integrated Services of Kalamazoo's (ISK) Dashboards and Outcomes Reports for fiscal year 2019/20 (October 1, 2019 through September 30, 2020). The purposes of this year end report is to identify areas for improvements within our services and administration, and to celebrate successes.

Many of the dashboard data indicators are based on completed Behavioral Health Treatment Episode Dataset (BH TEDS) records and does not account for incomplete or absent BH TEDS. Other indicators are inclusive of completed BH TEDS along with other data sources such as claim and other collected demographic data. ISK continues to have improvement initiatives in process to improve the quality and completeness of BH TEDS data.

Key Performance Indicators are compiled using data from the Michigan Mission-Based Performance Indicator System (MMBPIS), MDHHS completed Behavioral Health Treatment Episode Dataset (BH TEDS), paid claims and financial report data, and reported results from SWMBH Board metrics. These are key measures of individual improvement as a result of ISK services.

The Service Outcomes Indicators focus on more specific areas of functioning for persons served. Many of the Service Outcomes Indicators were calculated using the completed MDHHS-required Behavioral Health Treatment Episode Dataset (BH TEDS). The Child and Adolescent Functional Assessment System (CAFAS) was used to measure functional improvement of children with severe emotional disturbances. Other indicators are based on data from paid claims and CCBHC health measure reports.

Additional information on specific indicators is included below.

KEY PERFORMANCE INDICATORS

Contract Compliance and Demographics

- *ISK continues to demonstrate efficient and high-quality access to services as demonstrated by meeting expected MDHHS contractual benchmarks on a regular basis*
- *Indicator 3, 4, 5 - These indicators represent the total number of persons served through ISK direct run and contracted provider services by funding source. The data sources for these indicators include at least one paid claim/encounter completed during the fiscal year and based on identified funding source. Total number served decreased by 632 persons served compared to last Fiscal Year. The distribution of persons served between specialty and non-capitated services has not shown a significant change.*
- *Indicator 6 - Comparative to FY18/19, the penetration rate into the ISK system increased from 9.8% to 11.9%.*
- *Indicator 7 - Comparative to FY18/19, the average cost per case increased from \$8,451.38 to \$9,624.93.*
- *Indicator 8 - ISK demonstrates compliance with the benchmark goal of 85% set forth by the SWMBH board metrics to achieve completeness of Level of Care Assessment Tools.*

SERVICE OUTCOMES

Contract Compliance

- **Indicator 10** - *The Youth & Family Department continue to closely monitor the progress and success of youth discharging from specialty services. There was a slight decrease in this outcome indicator in comparison to FY18/19 from 54.08% to 51.98%.*

Employment & Education

- **Indicator 11, 12** - *Year end data supports the great strides that ISK is taking with increasing the % of persons served who obtain or maintain competitive employment. MIA increased from 15.80% to 23.26% and IDDA increased from 9% to 15.13%*
- **Indicator 13, 14** - *The % of youth served enrolled in school has remained steady with minimal variation compared to FY18/19*

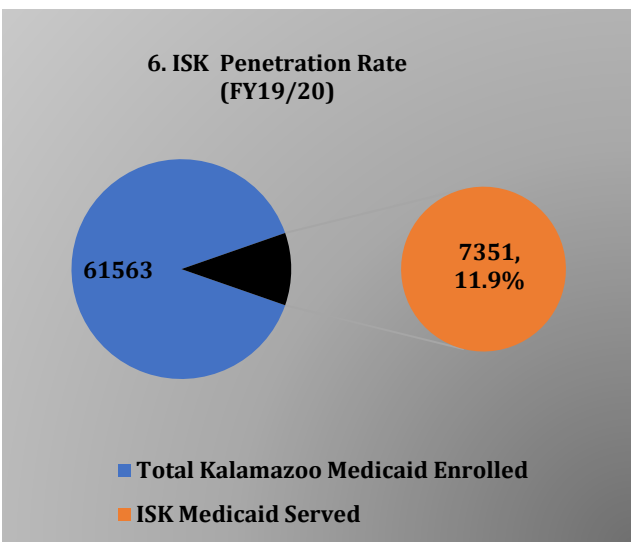
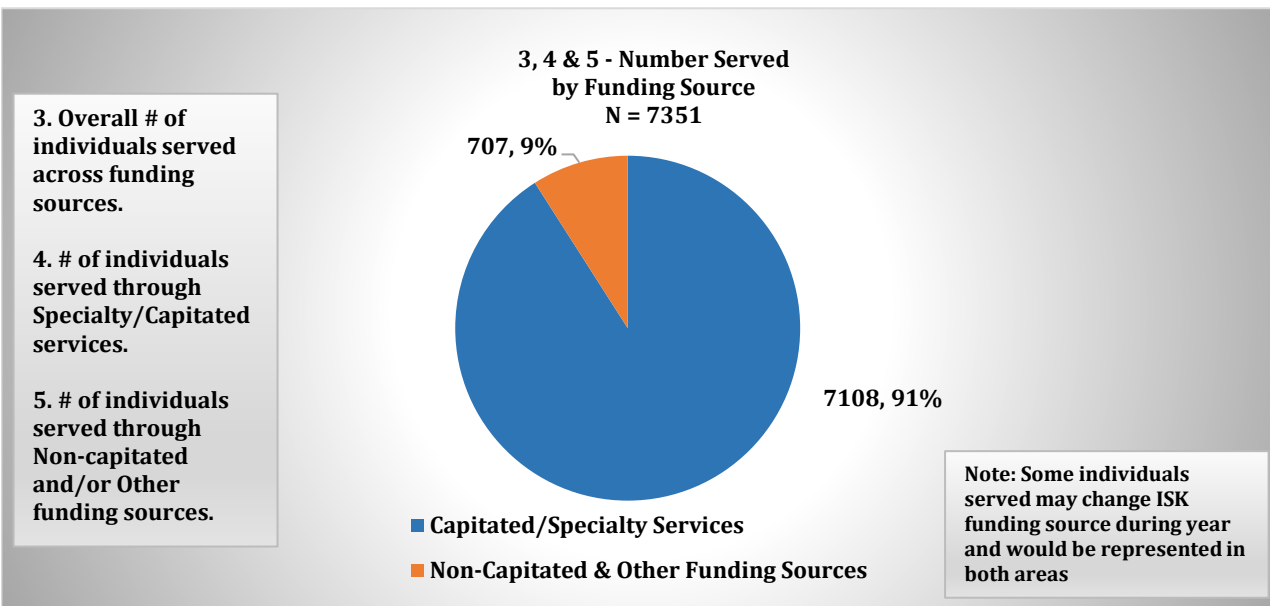
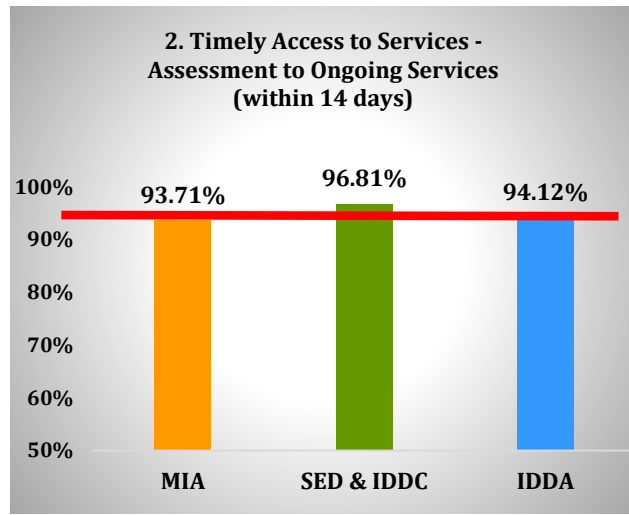
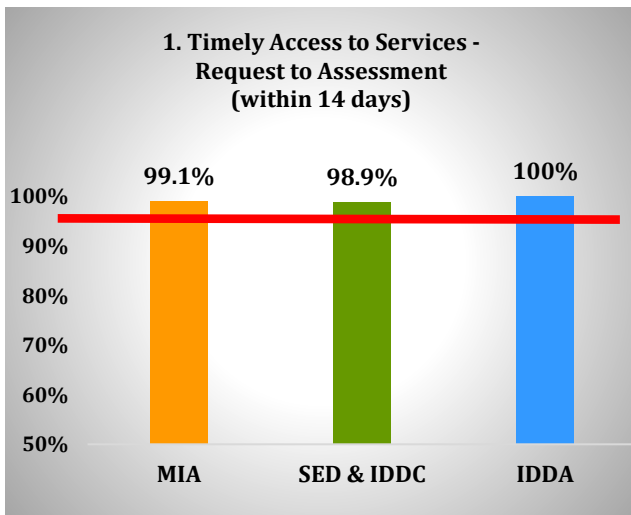
Living Arrangements

- **Indicator 15, 16, 17, 18** - *The % of persons served living independently or with family has remained steady with minimal variation compared to FY18/19*

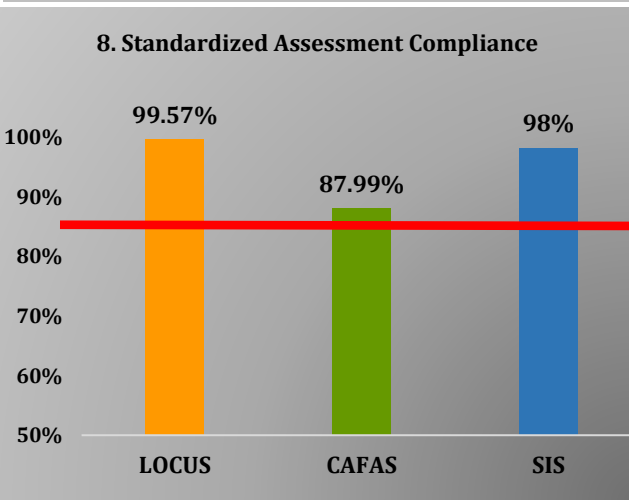
Health & Wellness

- **Indicator 26, 27, 28** - *CCBHC health measures are measured to ensure that individuals identified with a BMI outside of healthy range, self-identify as using tobacco, and alcohol use are to receive appropriate education and follow-up care. Compliance with these measures are monitored on an ongoing basis with the continued implementation of the CCBHC program model.*
- **Indicator 29** - *The % of persons served without criminal involvement has remained steady with minimal variation compared to FY18/19*

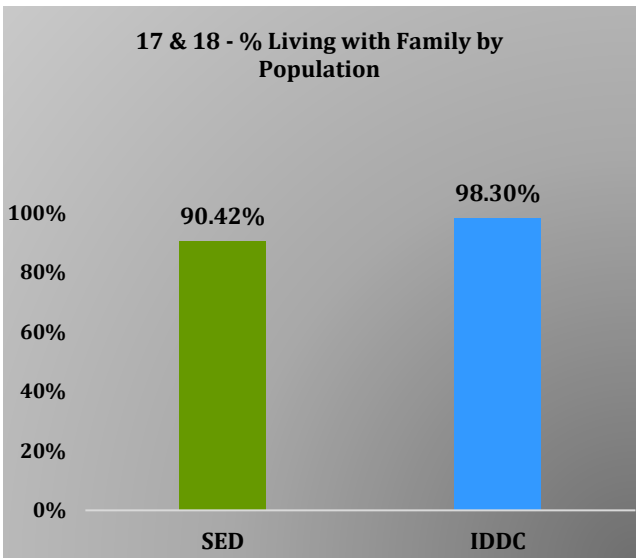
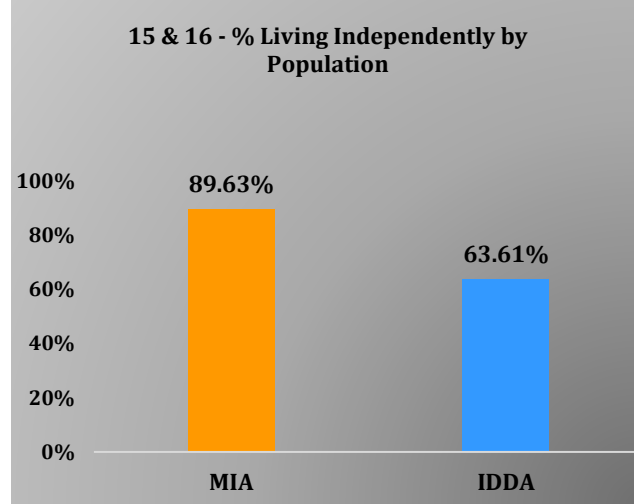
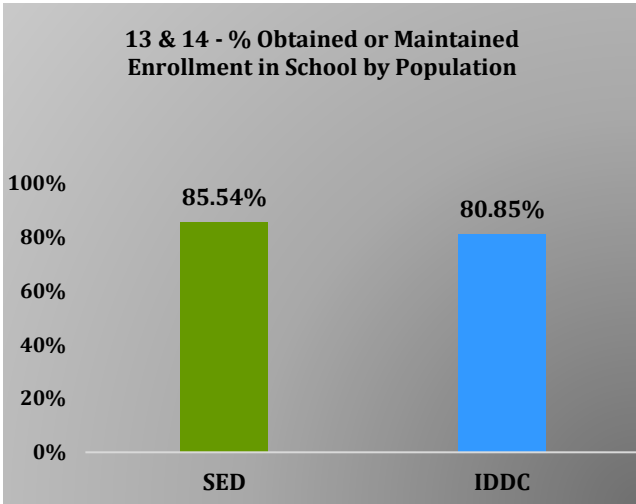
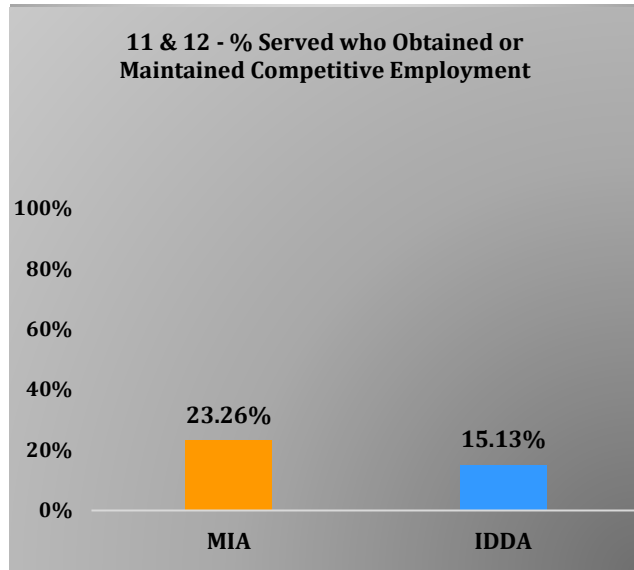
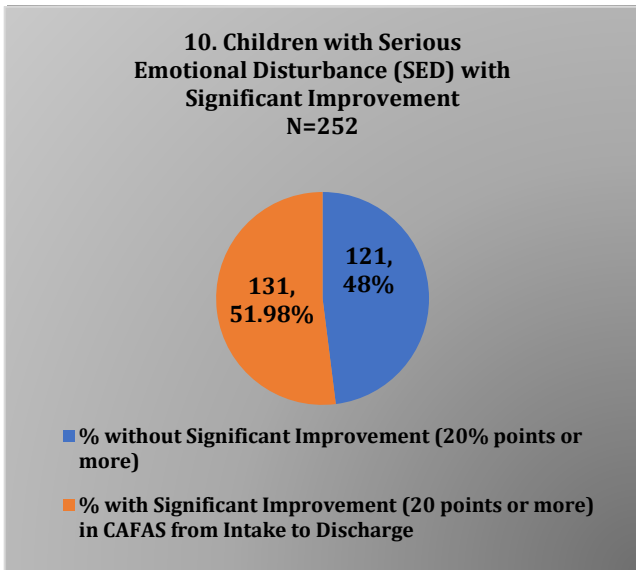
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7. Average Cost Per Case **\$9,624.93**

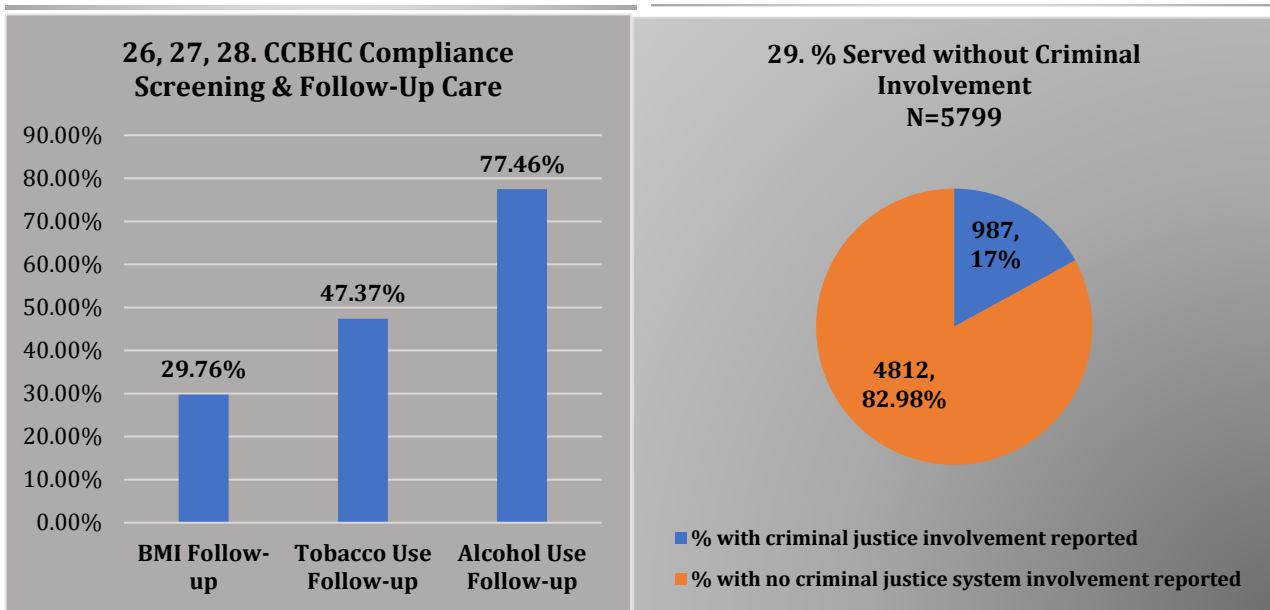


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| 19. # of individuals in Self-Determination arrangements (MIA) | 5 |
| 20. # of individuals in Self-Determination arrangements with Fiscal Intermediary (I/DDA) | 85 |
| 21. # of individuals in Choice Voucher arrangements (I/DDC) | 6 |
| 22. # of individuals in Peer Directed Services | 674 |
| 23. # of individuals in Peer Mentor Services (I/DDA) | 17 |
| 24. # of individuals in Youth Peer or Parent Support Partner Services (SED) | 167 |
| 25. # of individuals in Youth Peer or Parent Support Partner Services (I/DDC) | 43 |

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30. Inpatient Psychiatric Hospitalization - # of days of individuals admitted per 1000 served 722.8