



Year-End Report & Dashboard Summary

Presented by

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Officer*

INTEGRATED SERVICES OF KALAMAZOO

Kalamazoo County Community Mental Health Authority officially changed its doing business as (d/b/a) name from Kalamazoo Community Mental Health and Substance Abuse Services (KCMHSAS) to Integrated Services of Kalamazoo (ISK), effective October 1, 2019. Our new name better reflects our organizations' expanded programming beyond traditional community mental health services to include comprehensive housing assistance and outreach to homeless persons, intensive crisis outpatient services, medication assistance treatment (MAT) for persons addicted to opioids, veteran services, stigma-reduction efforts, community training in Mental Health First Aid, and the many other initiatives to provide high quality services and supports to our community. Without singling out any specific condition, the new name conveys wider access to a range of resources.

Presentation Outline

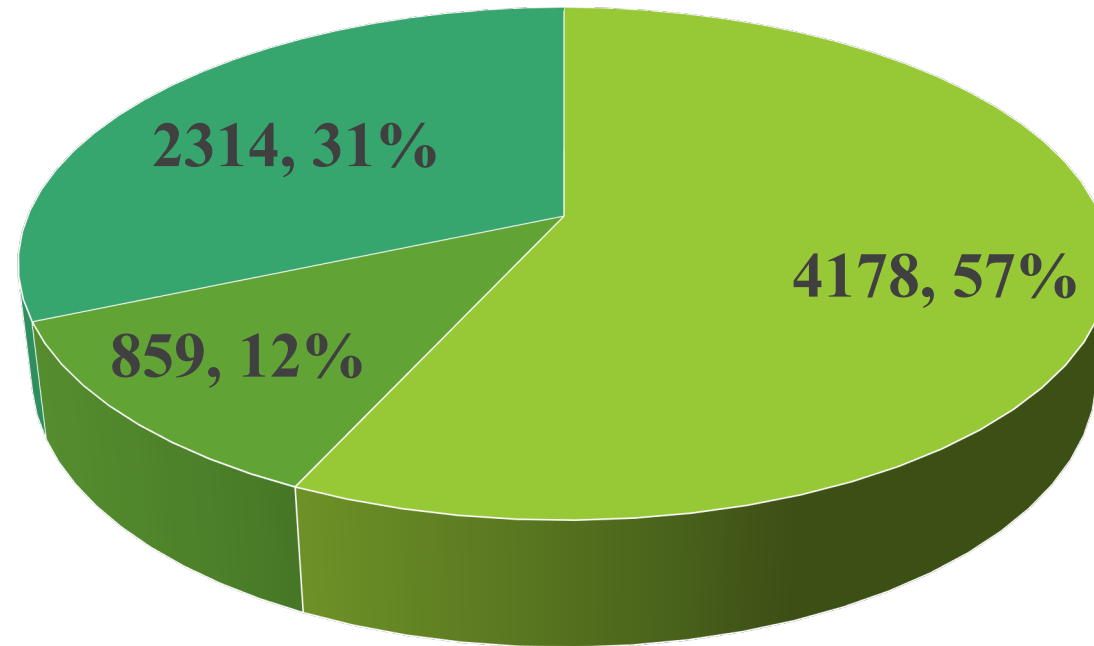
- Section 1: Demographics of who ISK serves
- Section 2: Satisfaction Surveys
- Section 3: Performance Indicators
- Section 4: Dashboard Performance and Outcomes



WHO WE SERVE

Fiscal Year 2019-2020 Demographics

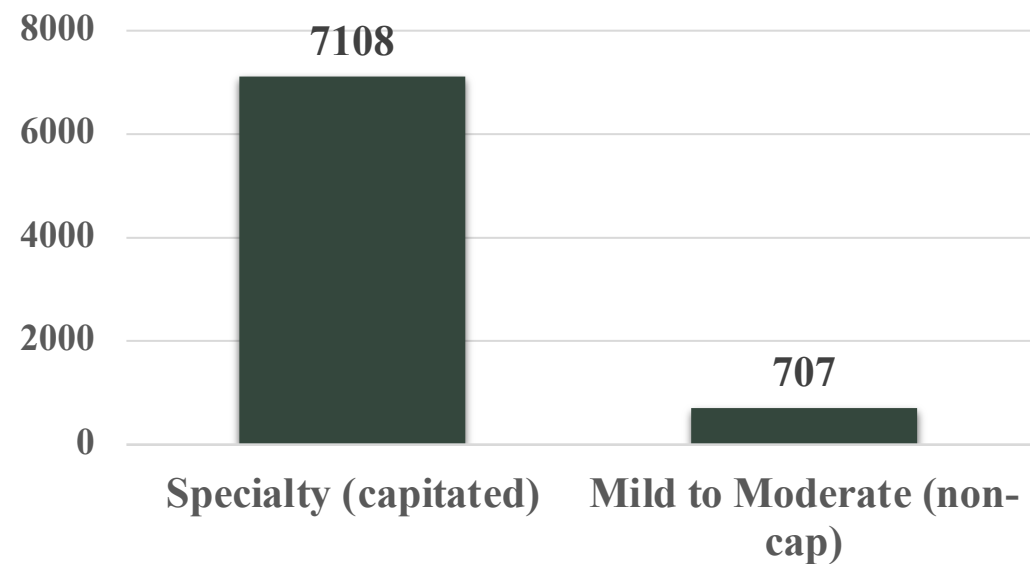
Total Persons Served: 7,351



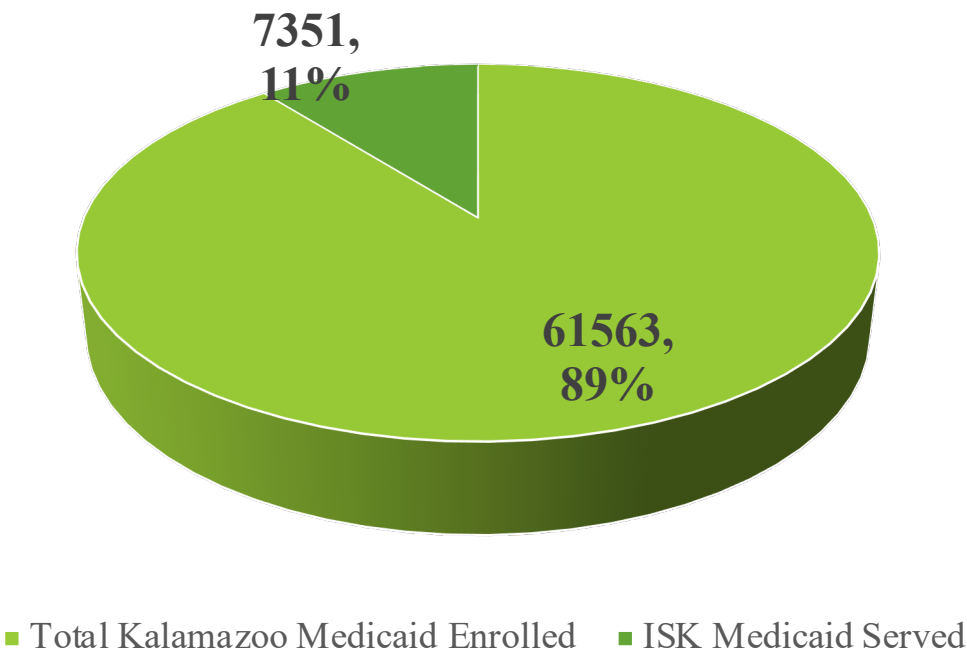
■ ISK only ■ Provider Network only ■ Both ISK and Provider Network

Total Persons Served: 7,351

ISK Persons Served by Funding Source:

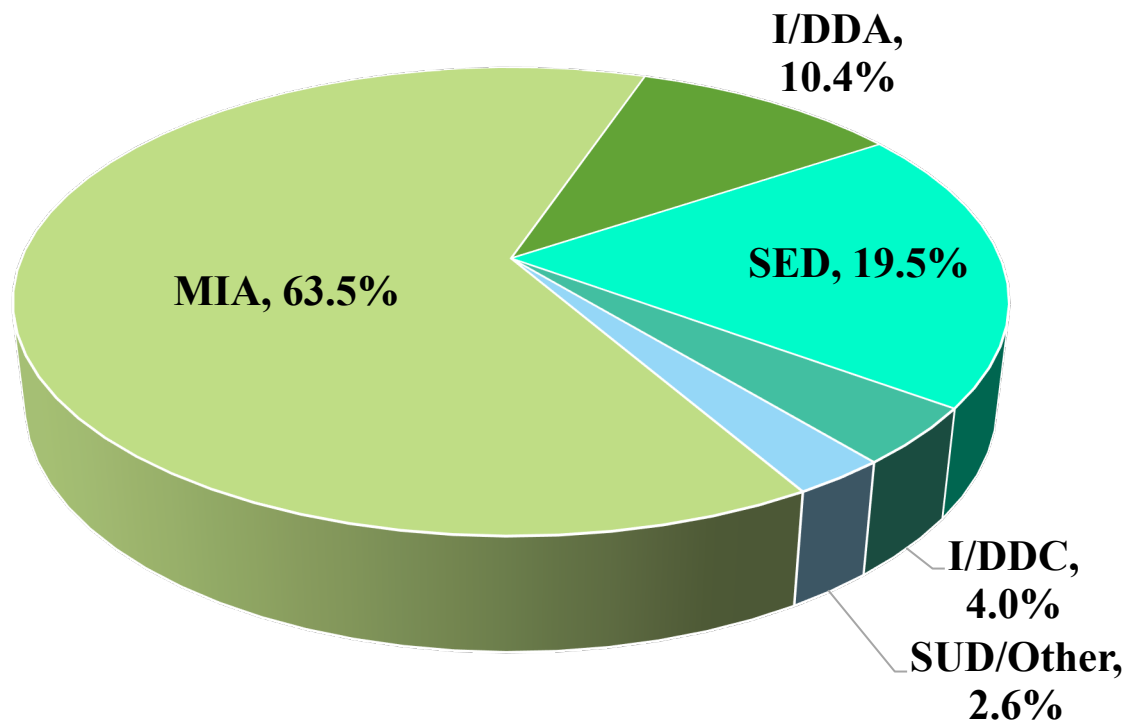


ISK Penetration Rate:

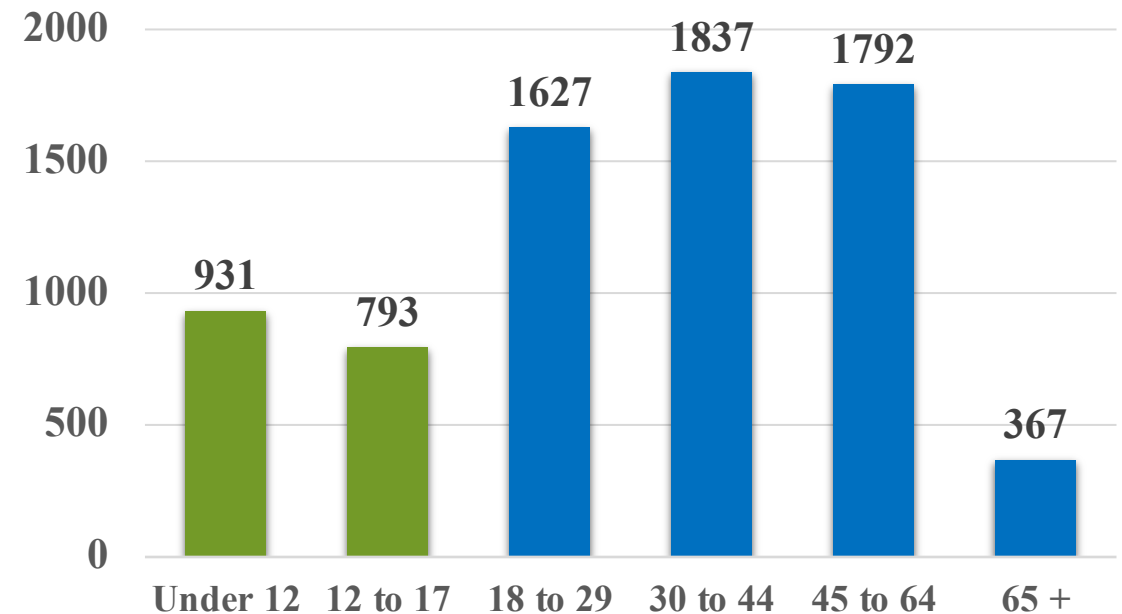


Total Persons Served: 7,351

ISK Persons Served by Population:

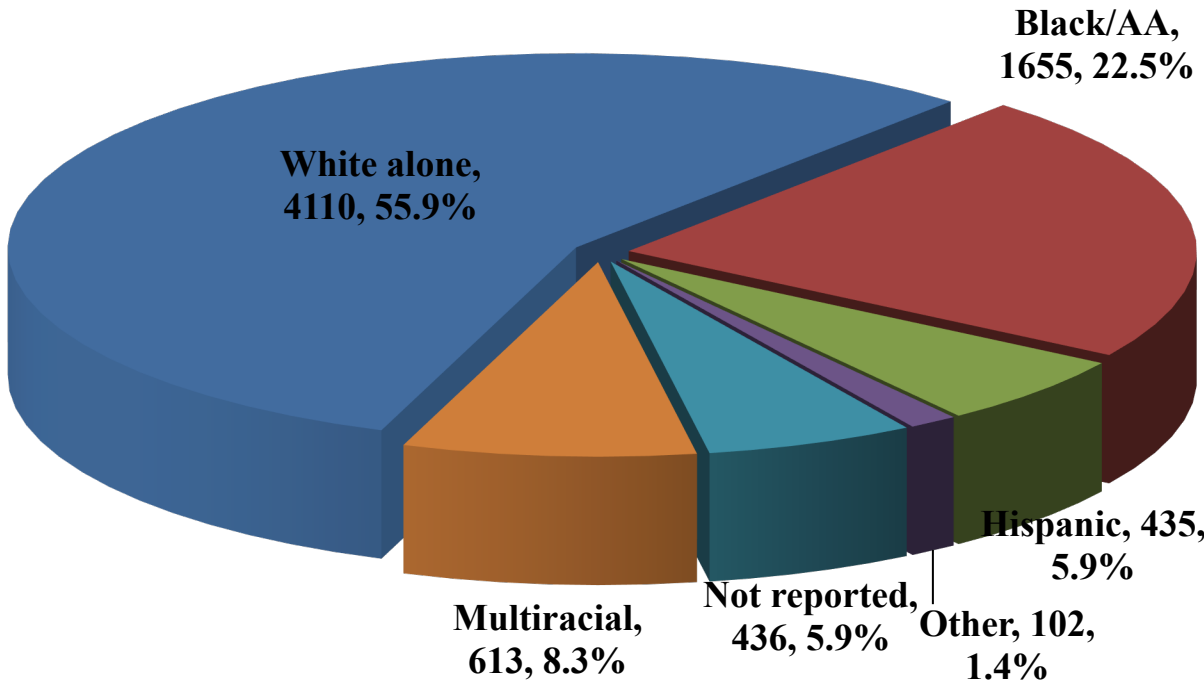


ISK Persons Served by Age Group:

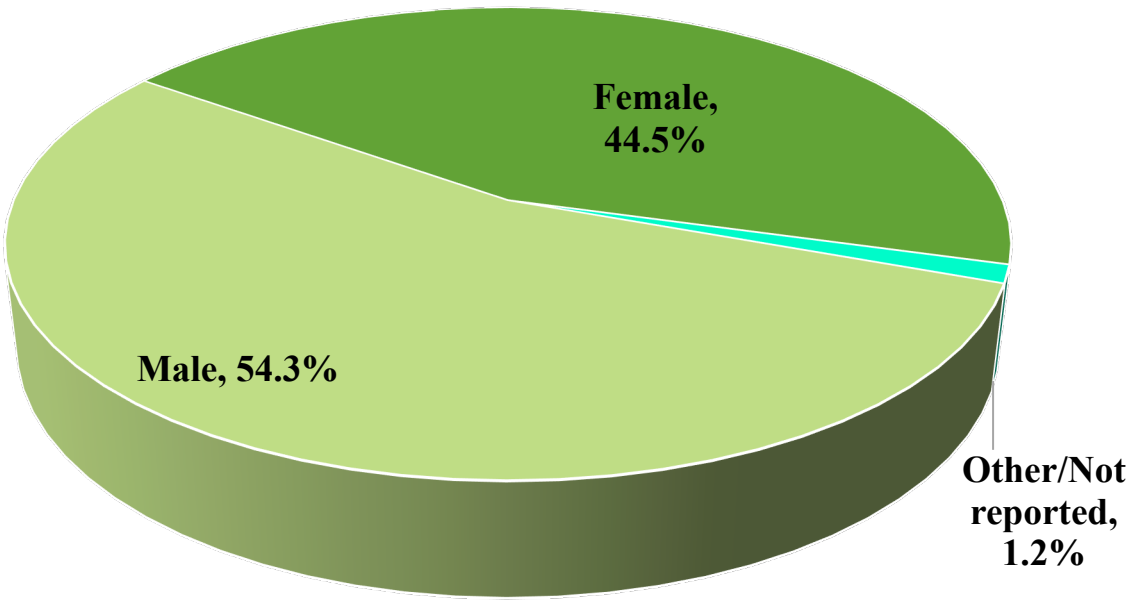


Total Persons Served: 7,351

ISK Persons Served by Population:



ISK Persons Served by Gender:



ISK Health Indicators

BMI (age 15+)	N	% of total pop
Underweight (BMI <18.5)	44	2.0%
Normal (18.5–25)	443	20.6%
Overweight (25–30)	540	25.1%
Obese (30–40)	784	36.5%
Severe obesity (BMI over 40)	339	15.8%
Population with BMI data	2150	

Self-reported tobacco use	N	% of total pop
Adults with tobacco screen	1755	
Positive tobacco use indicated	982	56.0%
Youth with tobacco screen	155	
Positive tobacco use indicated	8	5.2%
Self-reported alcohol use	N	% of total pop
Adults with alcohol screen	2337	
Positive alcohol use indicated	725	31.0%
Youth with alcohol screen	27	
Positive alcohol use indicated	9	33.3%



Satisfaction Surveys

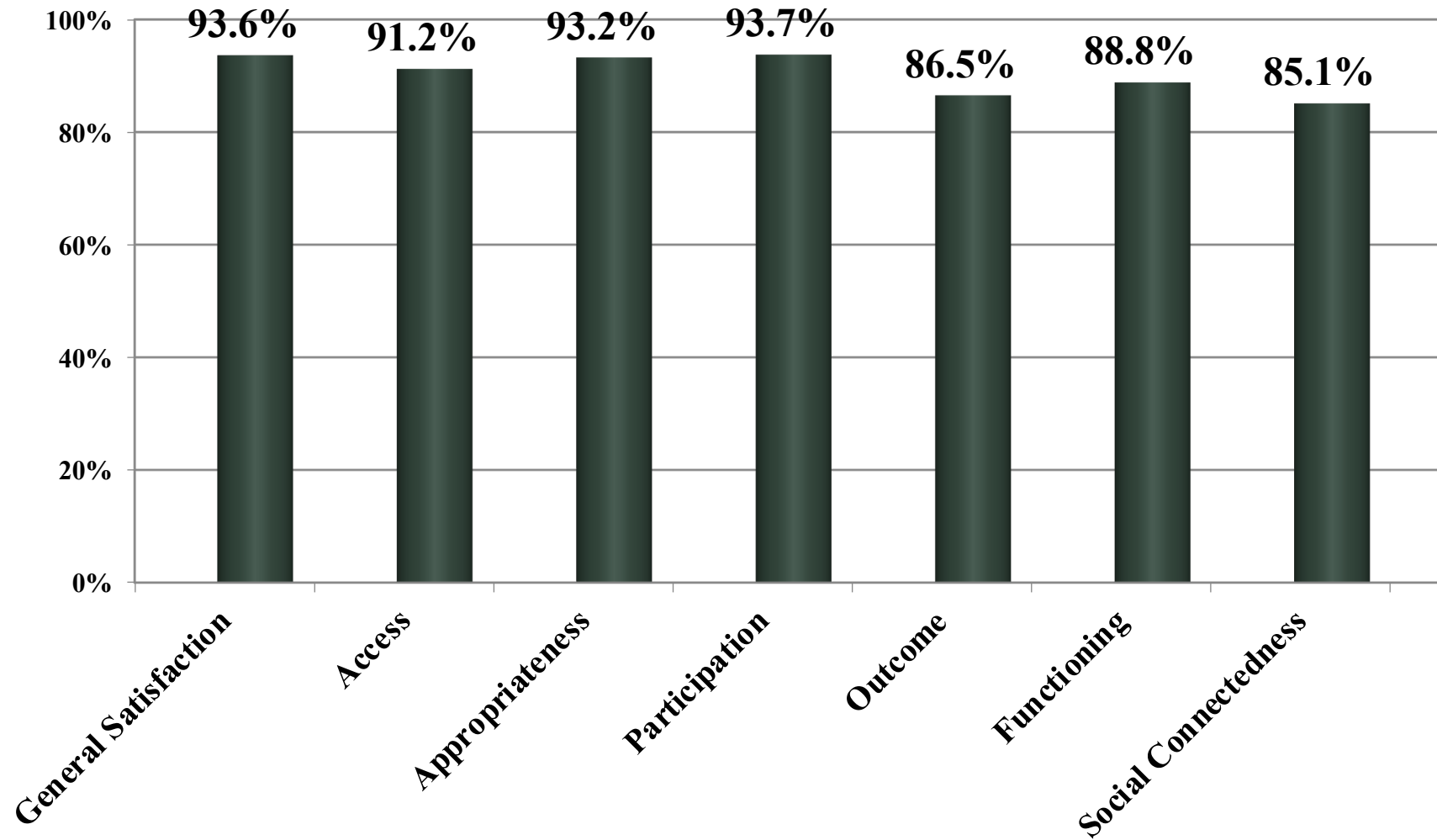
Fiscal Year 2019-2020

Youth Services Survey (YSS)

Mental Health Statistics Improvement Plan (MHSIP)

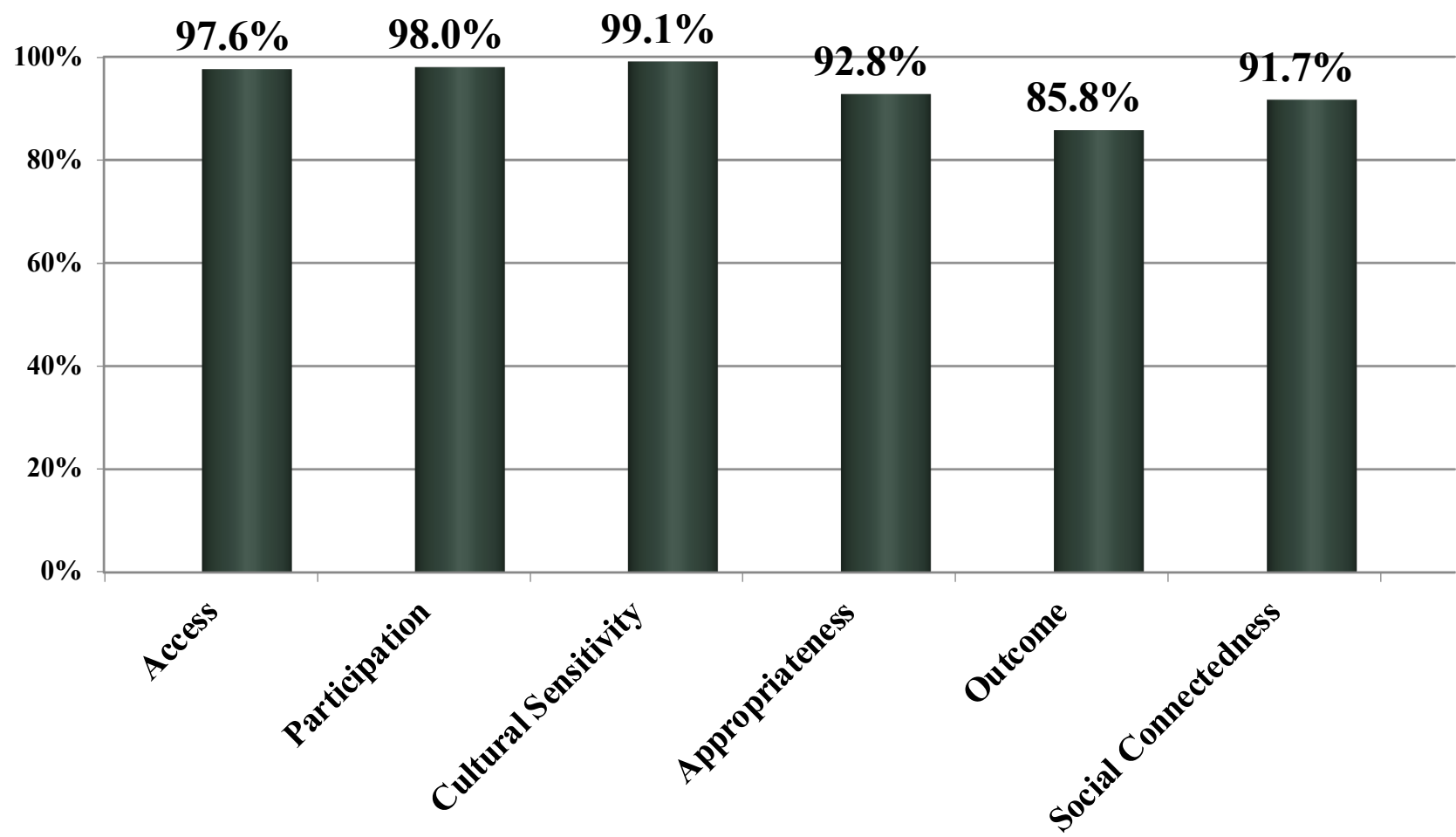
Satisfaction Survey of Persons Served

MHSIP



Satisfaction Survey of Persons Served

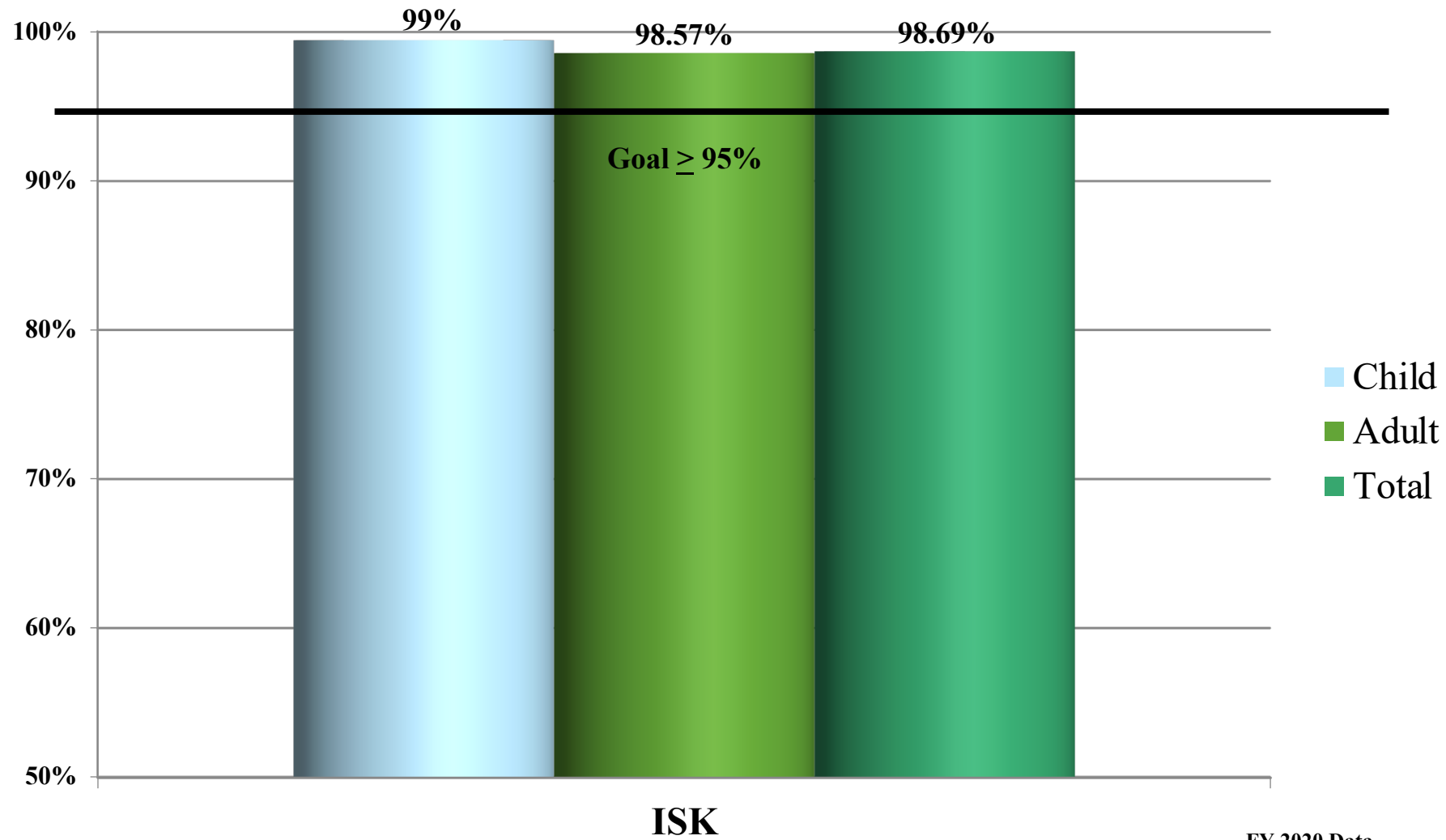
YSS



Performance Indicators

Michigan Mission-Based Performance Indicator System (MMBPIS)

% of persons receiving a pre-admission screening for psychiatric inpatient care for whom the disposition was completed within 3 hours

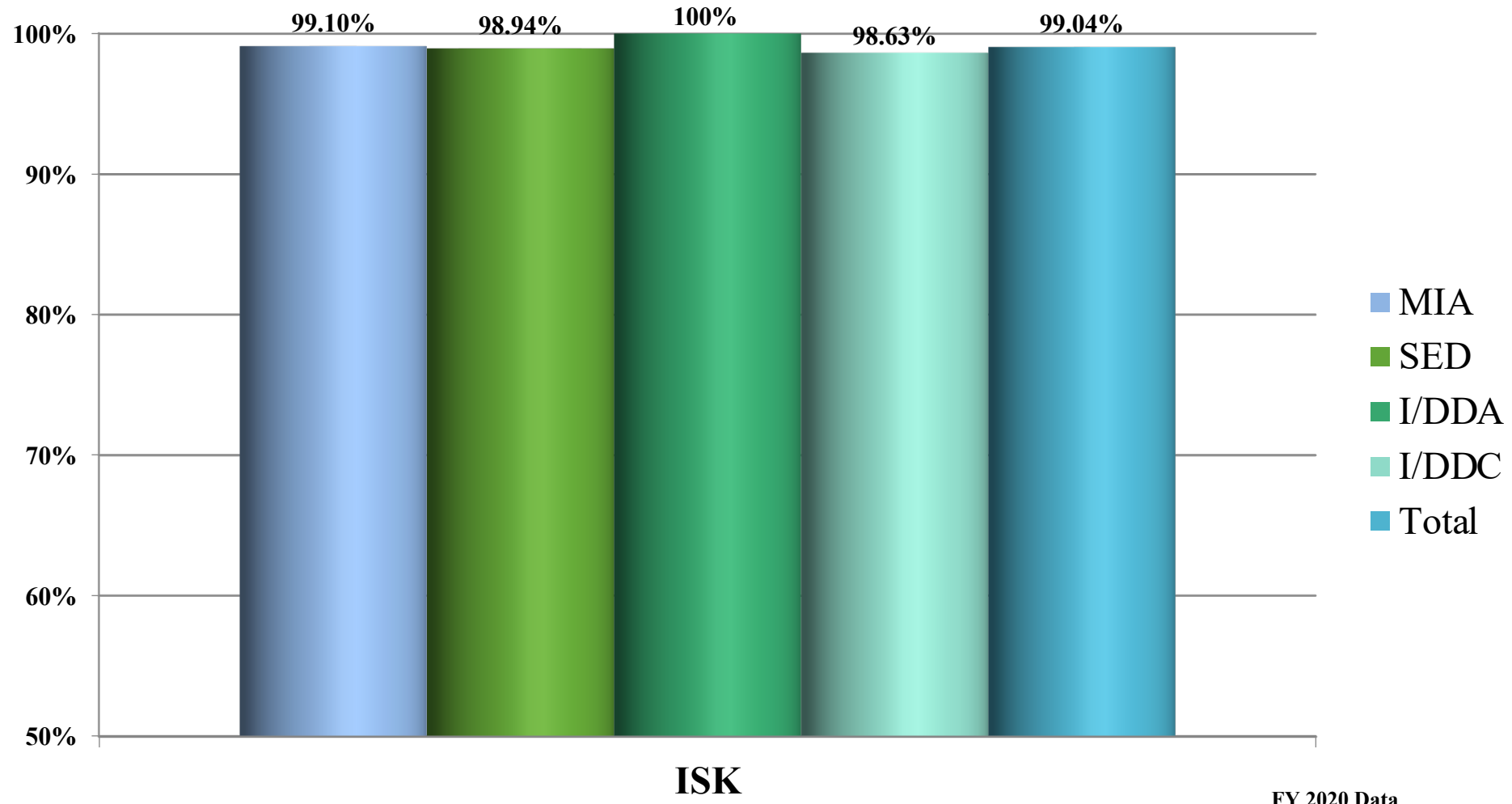


ISK

FY 2020 Data

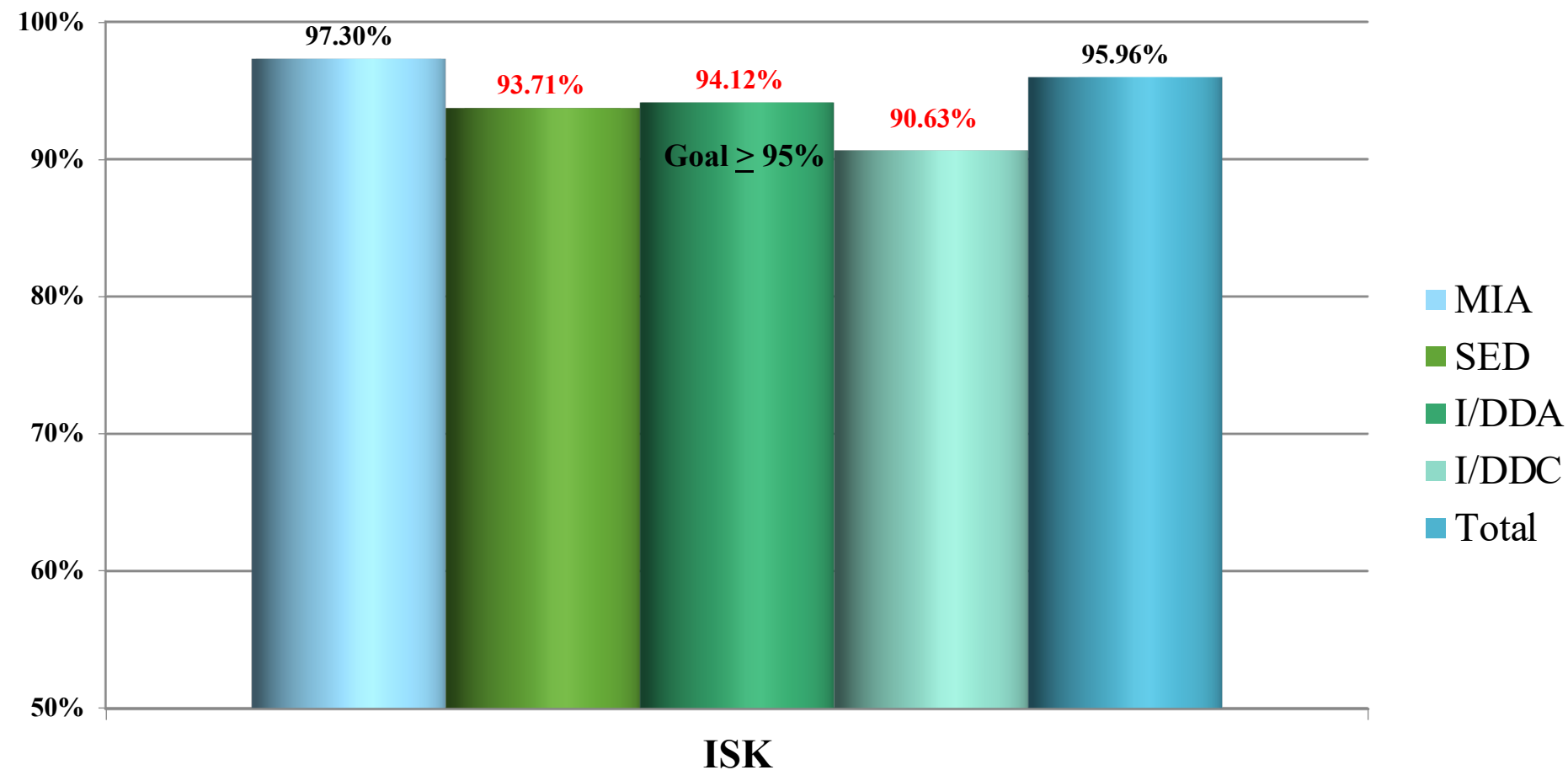
Data is subject to change as 4th qtr data had not been published on the MDHHS website at time of this report

% of new persons receiving a face-to-face assessment
with a professional within 14 calendar days of a non-emergent request for
service

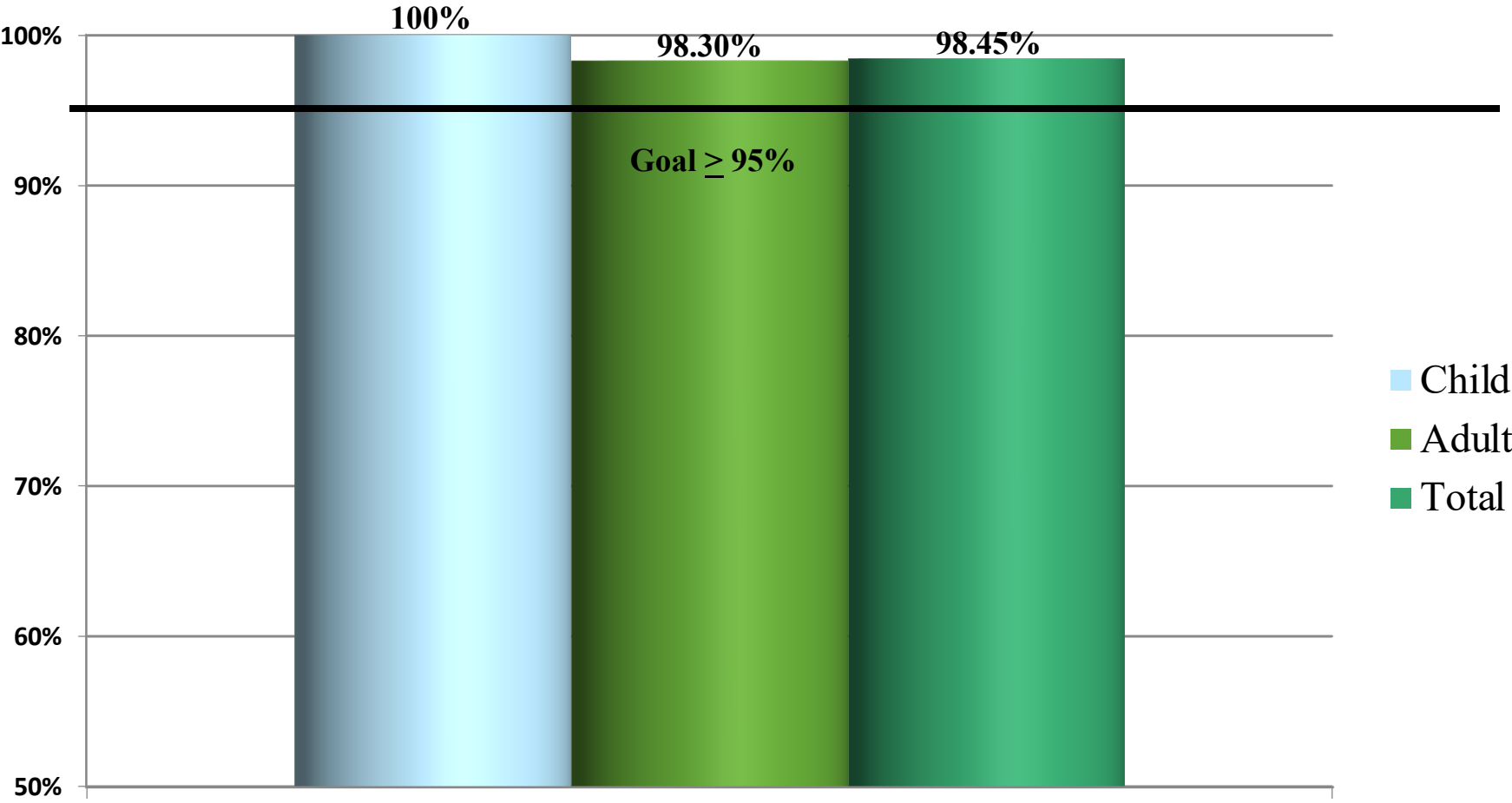


FY 2020 Data
Data is subject to change as 4th qtr data had not been published on the MDHHS website at time of this report

% of new persons starting any needed ongoing service
within 14 days of a non-emergent assessment with a professional



% of persons discharged from a psychiatric inpatient unit
who are seen for follow-up care within 7 days

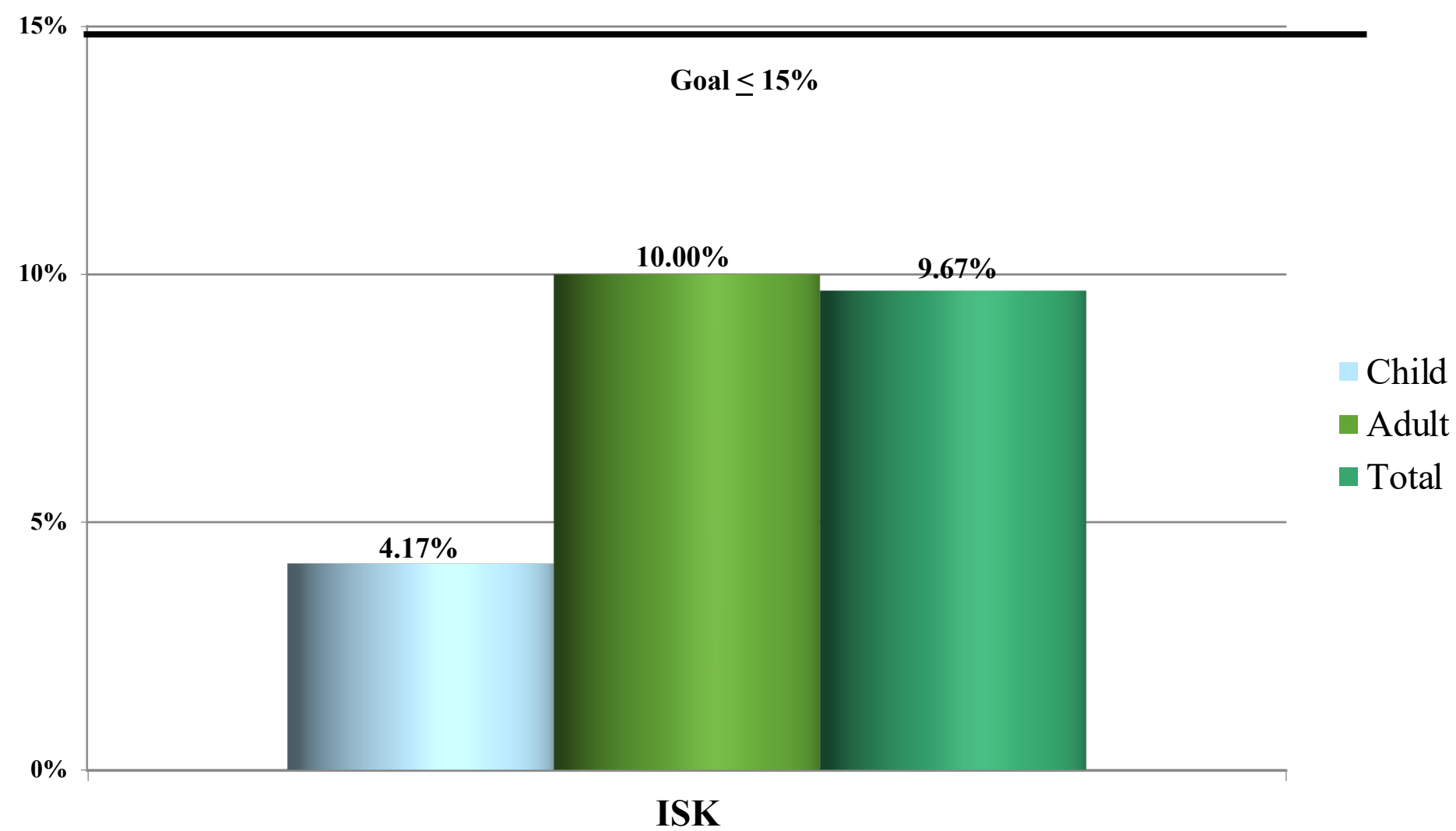


ISK

FY 2020 Data

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% of persons readmitted to an inpatient psychiatric unit
within 30 calendar days of discharge



ISK

FY 2020 Data

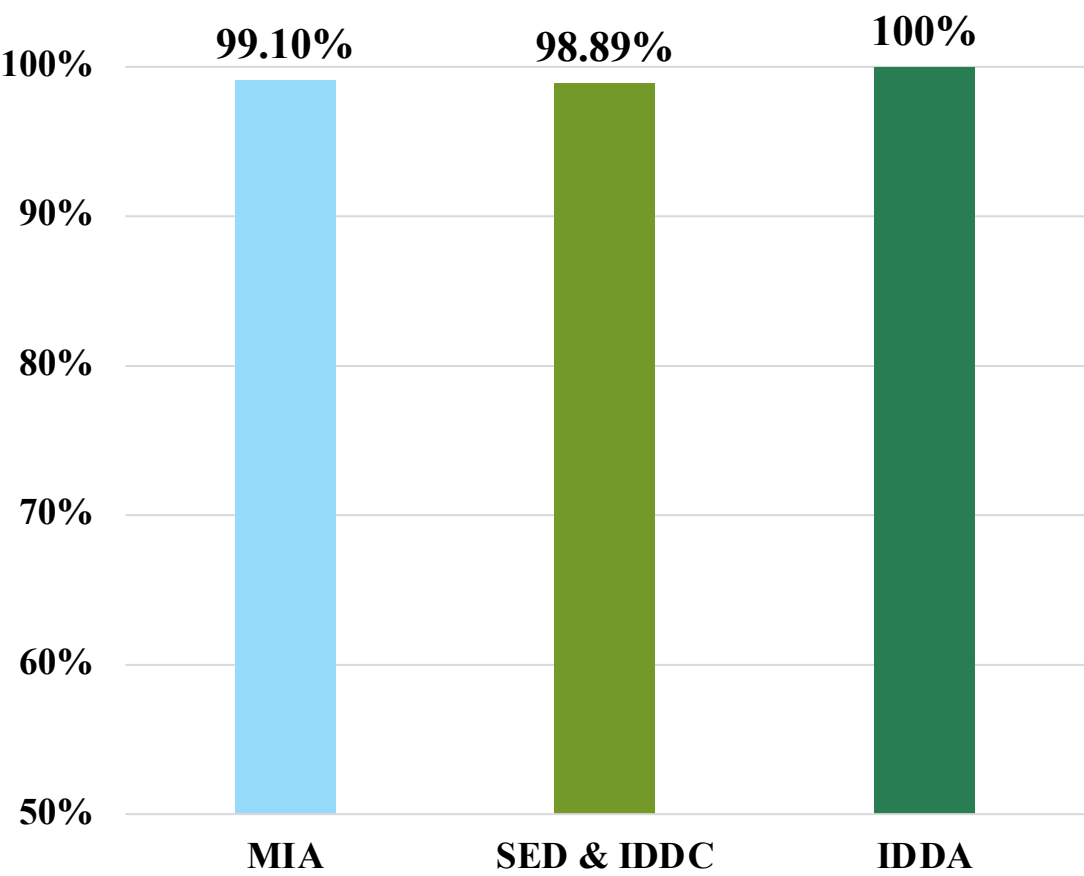
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Dashboard Performance and Outcomes

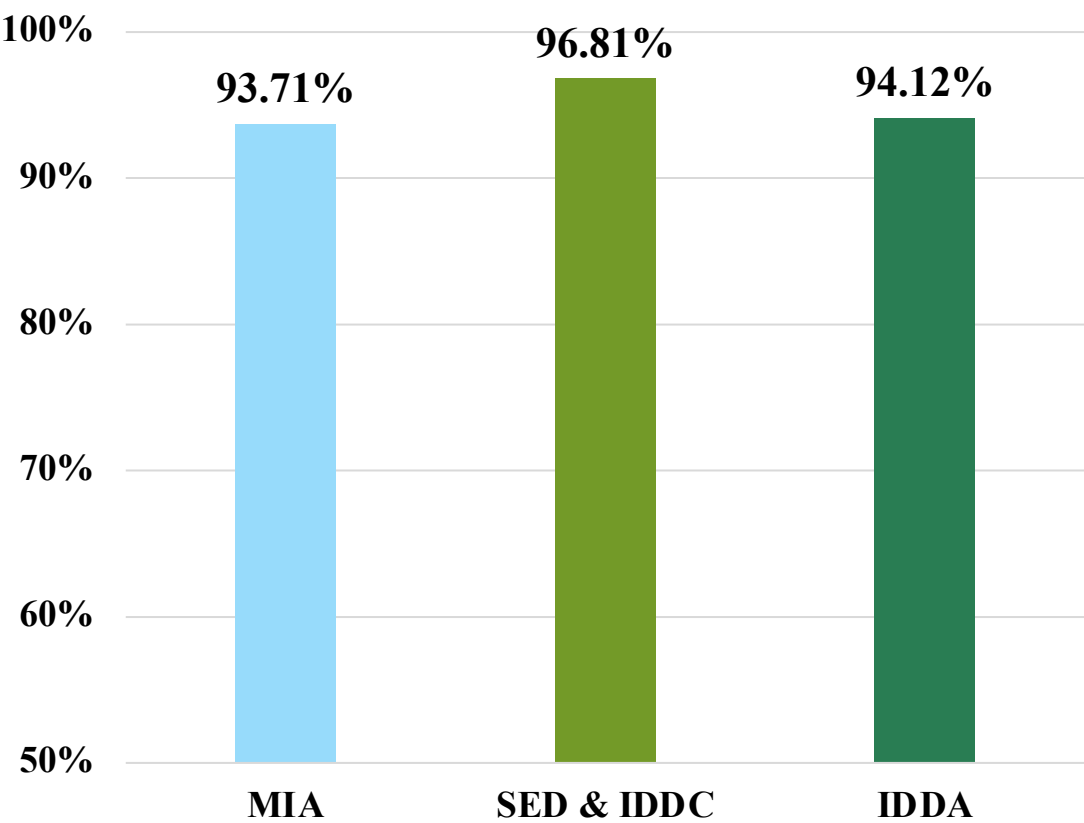
Fiscal Year 2019-2020

Dashboard Performance and Outcomes

**1. Timely Access to Services –
Request to Assessment
(within 14 days)**

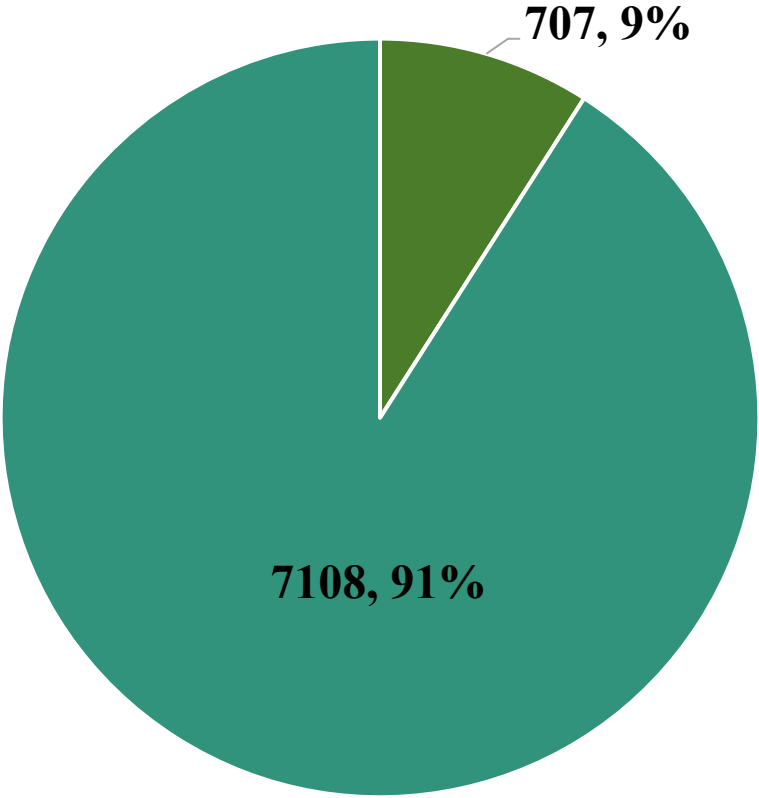


**2. Timely Access to Services –
Assessment to Ongoing Services
(within 14 days)**



**3, 4 & 5 – Number Served
By Funding Source
N = 7351**

- 3. Overall # of individuals served across funding sources.**
- 4. # of individuals served through Specialty/Capitated services.**
- 5. # of individuals served through Non-capitated and/or Other funding sources.**



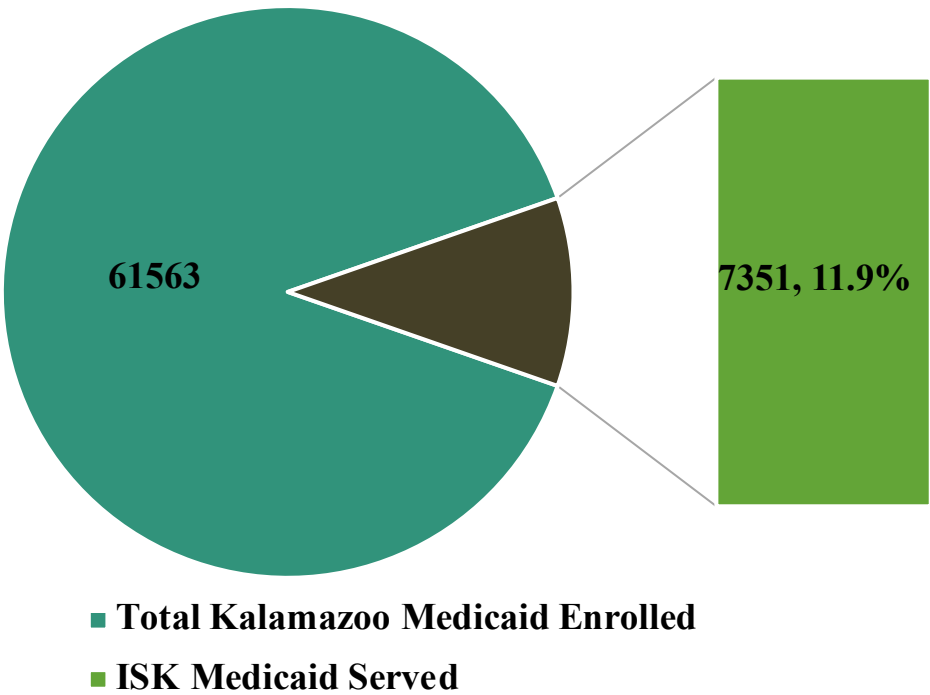
- **Capitated / Specialty Services**
- **Non-Capitated & Other Funding Sources**

Note: Some individuals served may change ISK funding source during year and would be represented in both areas

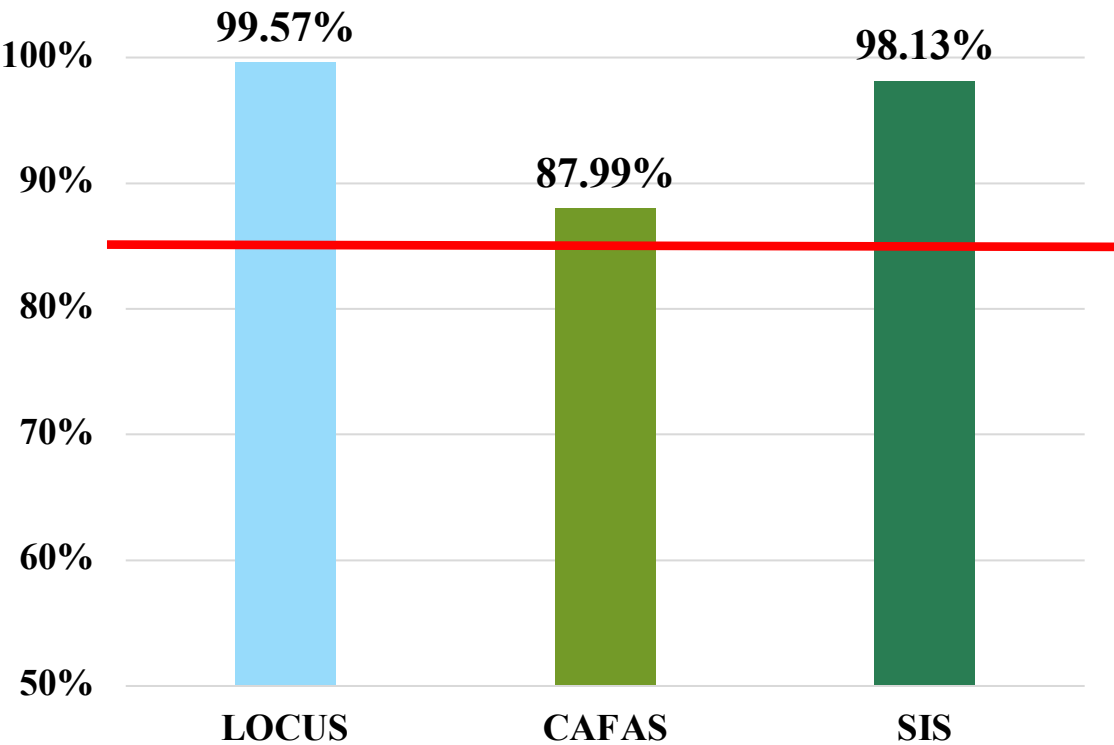
Dashboard Performance and Outcomes

7. Average Cost Per Case \$9,624.93

6. ISK Penetration Rate (FY19/20)



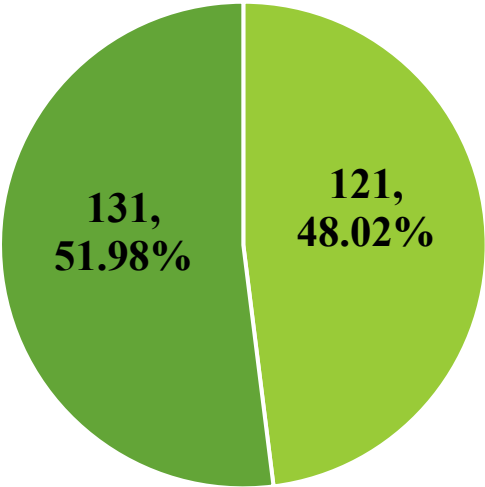
8. Standardized Assessment Compliance



Dashboard Performance and Outcomes

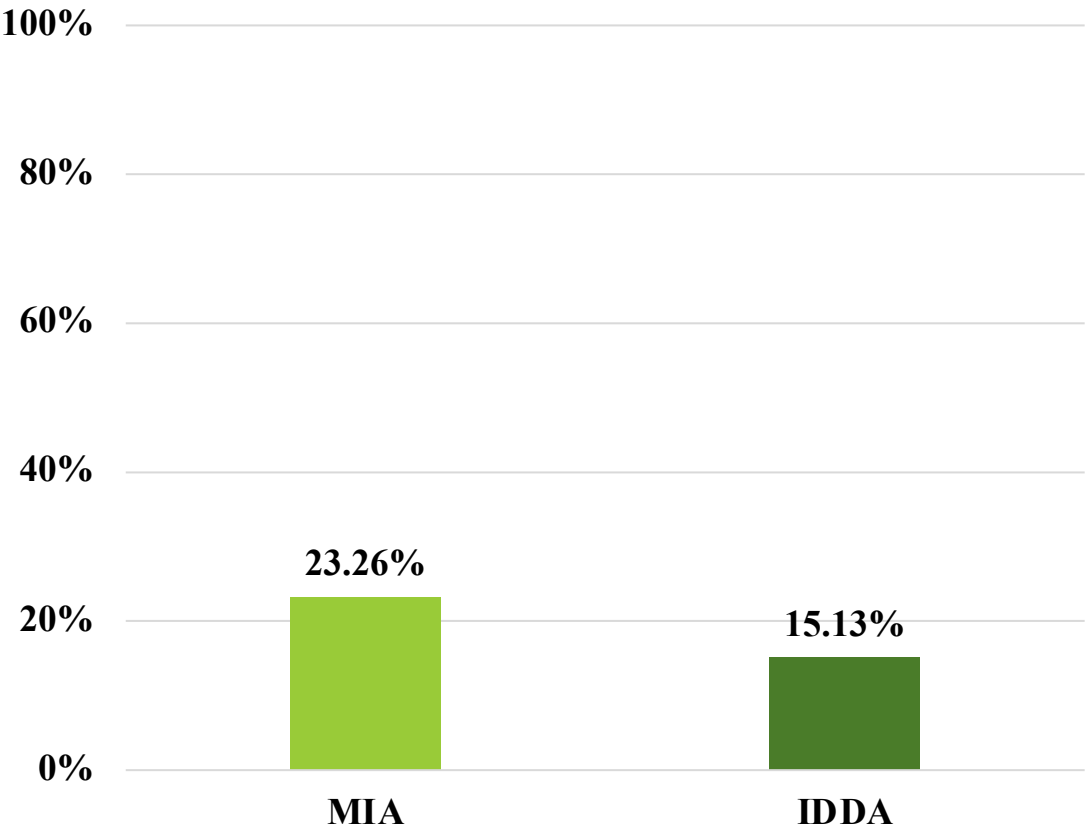
9. Medical Loss Ratio (MLR) 86.4%

10. Children with Serious Emotional Disturbance (SED) with Significant Improvement
N=252

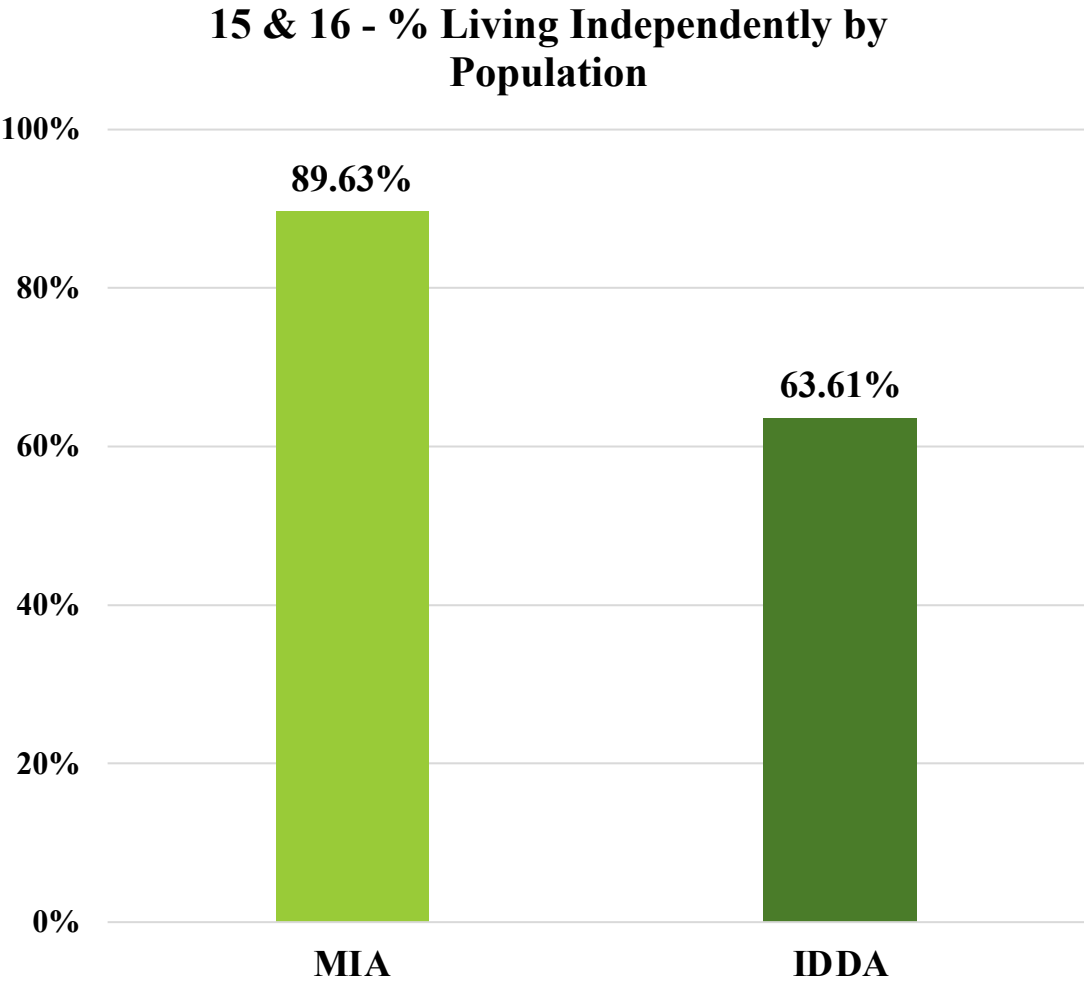
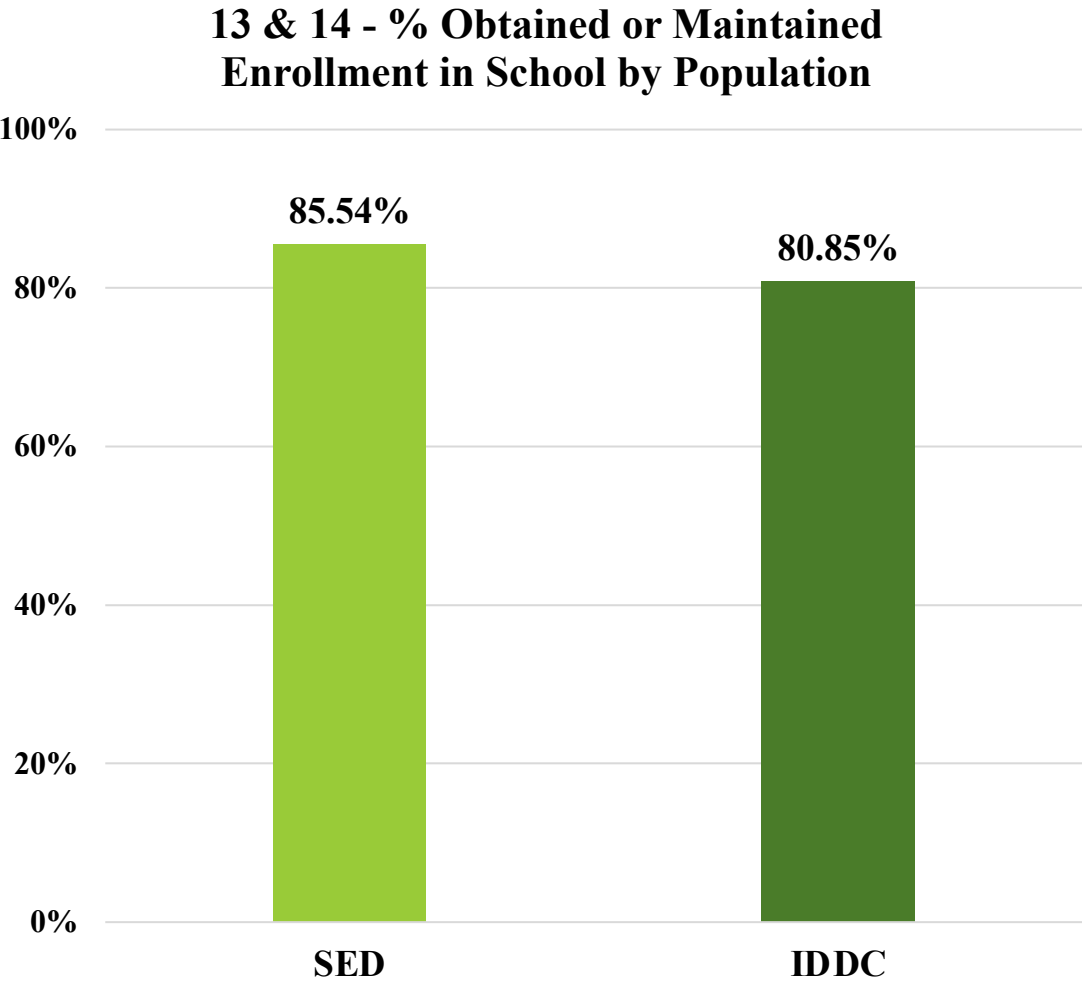


- % without Significant Improvement (20% points or more)
- % with Significant Improvement (20 points or more) in CAFAS from Intake to Discharge

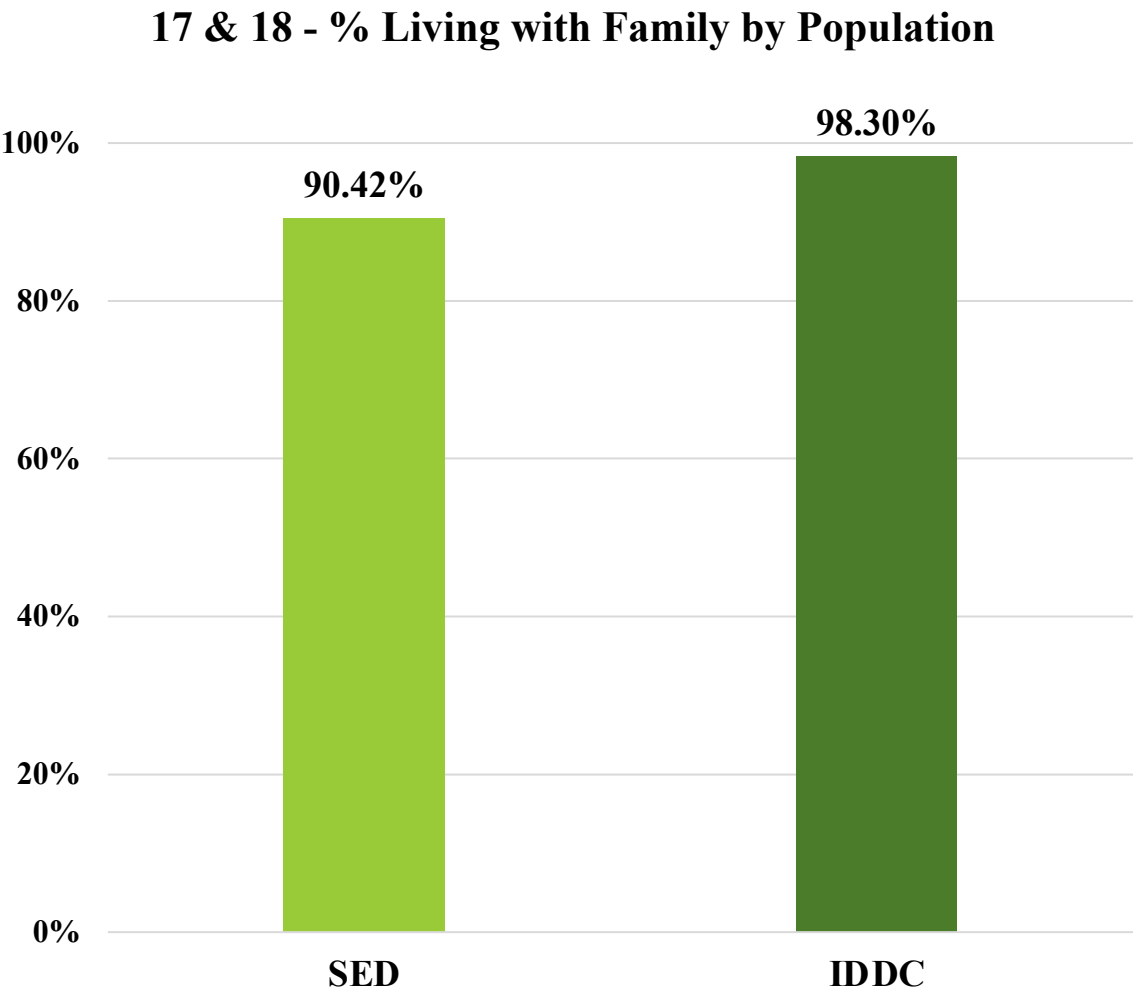
11 & 12 - % Served who Obtained or Maintained Competitive Employment



Dashboard Performance and Outcomes



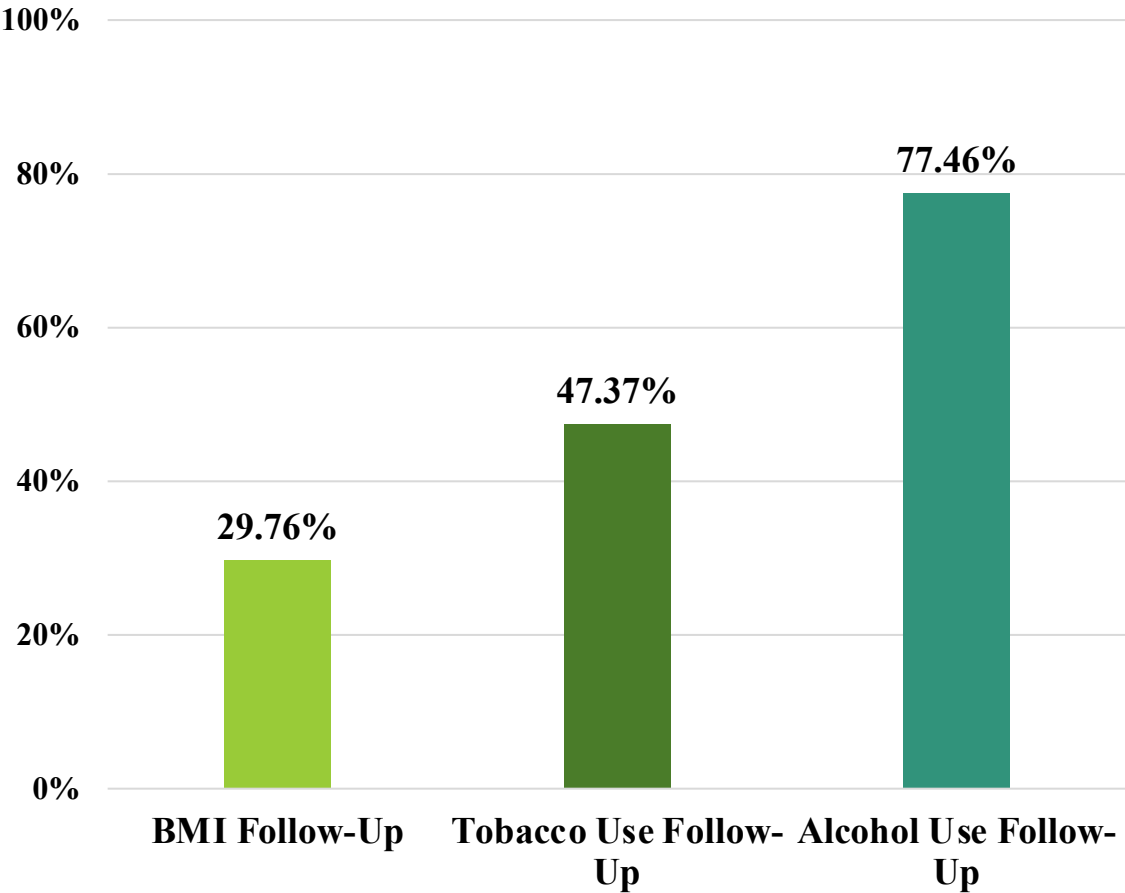
Dashboard Performance and Outcomes



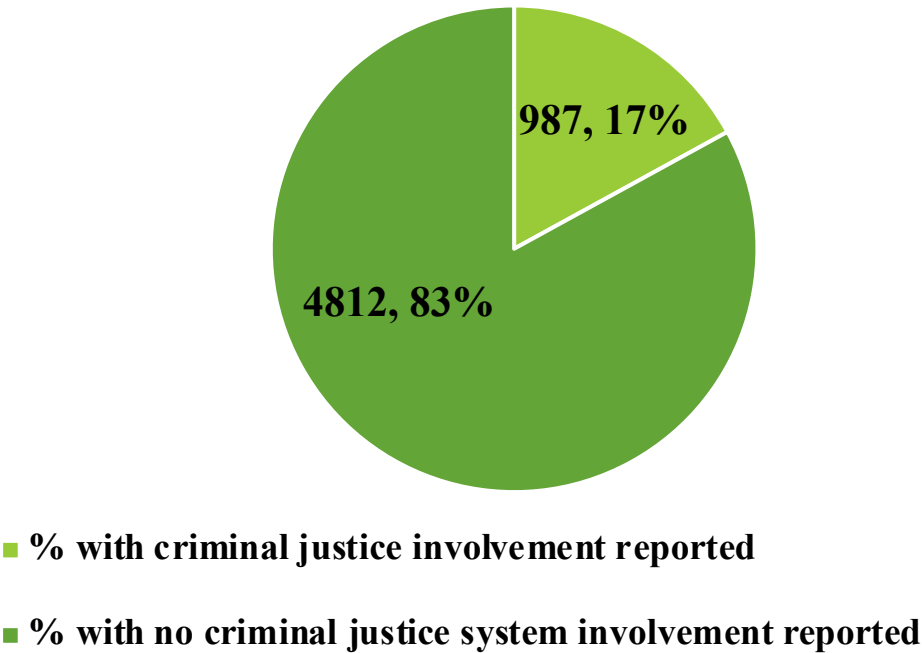
19. # of individuals in Self-Determination arrangements (MIA)	5
20. # of individuals in Self-Determination arrangements with Fiscal Intermediary (I/DDA)	85
21. # of individuals in Choice Voucher arrangements (I/DDC)	6
22. # of individuals in Peer Directed Services	674
23. # of individuals in Peer Mentor 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

Dashboard Performance and Outcomes

26, 27, 28. CCBHC Compliance Screening & Follow-Up Care



29. % Served without Criminal Involvement
N=5799



30. Inpatient Psychiatric Hospitalization - # of days of inpatient admission per 1000 served = 722.8

Questions