

Genesee County CMH
Fiscal Year 2008 Provider Report Card

This report card summarizes program quality and performance measures gathered during Fiscal 2008. Genesee County CMH manages services provided by many different types of programs. We measure quality, compliance, satisfaction, and performance in different ways, depending on the type of program.

Because measurement tools and the nature of cases and services differ between different types of programs, comparisons between programs of different types may not be useful. For example, comparing a case management / supports coordination program to another CM/SC program may carry useful information. But comparison between a CM/SC program and, say, a group home would not provide useful information.

The data presented here are distilled from detailed compliance, performance, quality, and satisfaction data presented elsewhere. The intent here is to provide a “snapshot” of each provider, in several domains. Each program is rated from 0 to 100 on each dimension, with 100 representing the best possible score.

Information about programs includes the following dimensions:

Clinical quality - Most recent Quality of Care audit findings in FY 2008. Where performance was below 80%, a re-audit was conducted. In these cases, the second finding is used. In some cases, two separate audits were performed - a regular audit to measure conformance to general clinical standards, and a specialized audit to measure conformance to standards that apply for a specific program type. In this case, the average of the two scores was used (weighted for the number of cases audited).

Organizational/regulatory compliance - Compliance with Federal and other standards is measured in three ways. First, billing compliance is audited. Second, compliance with Federal Limited English Proficiency standards is measured. Finally, for day programs, and residential settings audits are conducted to ascertain the extent to which they meet CMH and regulatory standards. The score on this domain is the average of the relevant scores.

Timely access - Several standards measure timeliness. First, for the network’s crisis screening provider, the percentage of cases where a consumer’s request for inpatient care had a determination made within three hours is measured. For the CMH Access Center and Substance Abuse Coordinating Agency’s Access Management System provider, the percentage of consumers who are seen within 14 days of first request is tracked. For providers of ongoing services, up to two measures are computed. First is the proportion of cases seen within 14 days of referral from the Access Center. Second, the proportion of cases seen within 7 days of inpatient discharge is measured.

Clinical outcomes - Clinical outcomes are measured by combining up to four measures:

1. The percentage of inpatient discharges not followed by readmission to inpatient care within 30 days.

2. The percentage of discharges from crisis care, referred back to the program, that were not followed by any crisis admission within 30 days (crisis recidivism). Crisis care includes inpatient, partial hospitalization, crisis stabilization, and crisis residential care.
3. The average number of days of crisis care per consumer per month enrolled in a program (crisis utilization). This measure was converted to a scale roughly comparable to other indicators by assigning values in the following way:

Average crisis utilization	Score
0 days crisis care / month	100
0.15 or less average days of crisis care / month	90
0.40 or less average days of crisis care / month	80
More than 0.40 average days of crisis care / month	70

4. For Substance Use Disorder providers, consumers' average rating on a scale asking about how much better they are doing, translated to a 0-100 scale.

Satisfaction - Consumer satisfaction is reported as the average of the provider's score on various measures of satisfaction, scaled to a 0-100 point scale.

Cells are marked with a dash where there were not adequate data to compute the indicator. This can happen for several reasons. There may not have been enough cases to measure, or the indicator may not apply to the provider type

Program	N served	N services delivered	Clinical quality	Org / reg compliance	Timely access	Clinical outcomes	Satisfaction
Assertive Community Treatment							
CMH ACT	193	21,003	82	87	100	80	79
TTI - ACT	98	7,113	91	94	96	84	82
New Passages ACT	102	11,173	87	85	98	76	82
Case management / Supports Coordination							
CMH Child & Fam Supports (MI)	107	1,713	91	99	-	76	88
CMH Deaf Services	48	1,068	83	88	-	95	81
CMH Adult Case Management	632	7,750	71	85	96	89	81
CMH Supports Coordination (DD)	956	15,607	82	87	100	93	81
CMH Children Waiver (DD)	6	2,422	85	25	-	100	88
CMH Child & Fam Supports (DD)	127	1,813	92	97	100	95	88
GCARC Case Management	88	180	90	97	-	100	91
New Passages Children's Case Management	215	1,132	76	81	99	80	80
New Passages-ABW	820	5,261	77	70	70	80	84
TTI Supports Coordination	23	44	50	40	-	100	-
New Century Support Services	58	1,254	92	75	-	70	-
TTI Case Management	389	5,209	91	85	97	84	-
New Passages Case Management - Water St.	1,144	14,702	88	88	95	78	84
Case Management Of Michigan	5	234	89	0	-	100	-
Easter Seals Case Management	41	580	96	100	-	100	-
Consumer Services Case Management	1,121	13,733	86	85	98	82	87
CSI Supports Coordination	27	54	-	24	100	100	87
Children's Intensive Services							
CMH Home Based Services	84	2,484	94	99	88	73	86
CMH Multisystemic Therapy	38	974	-	99	-	100	*
Easter Seals Home-Based	97	3,828	93	100	94	86	76

Program	N served	N services delivered	Clinical quality	Org / reg compliance	Timely access	Clinical outcomes	Satisfaction
Clubhouse Program							
CMH Rainbow Connection (PSR)	168	14,918	90	100	-	100	82
Community Living Supports / Training							
Independent Home Care	69	2,287	-	53	-	-	-
Alternative Services Inc	1	360	-	99	-	-	-
Resident Advancement	5	1,413	-	100	-	-	-
MCSI - CLS Adult	18	3,638	-	100	-	-	-
MCSI- Medication Srvc	68	2,166	-	99	-	-	-
MCSI - Deaf Services CLS	10	2,055	-	100	-	-	-
Crisis Services							
McLaren Partial Hospitalization	205	835	-	76	100	87	-
Knobhill Crisis Home	406	2,859	94	97	98	91	71
New Passages Crisis Stabilization	875	5,096	88	98	98	88	71
Center Crisis Residential Unit	218	1,399	86	99	100	84	71
Medication Clinics							
CMH Children's Med Clinic	221	842	-	99	-	80	-
CMH Med Clinic - Adult	1,473	13,419	-	87	-	90	-
Easter Seals Med Clinic	18	67	-	98	-	100	-
Consumer Services Med Clinic	910	2,844	-	64	-	90	-
New Pass Child Meds-Corunna Rd.	172	742	-	95	-	70	-
Catholic Charities Med Clinic	13	43	-	89	-	100	-
TTI - Med Clinic	339	2,400	-	95	-	85	-
New Passages Med Clinic - Corunna	55	98	-	62	-	90	80
Oakland Psych Med Clinic - Linden	150	394	-	98	-	90	-
Oakland Psych Med Clinic - Gb	33	107	-	100	-	100	81
New Passages Med Clinic - Water St.	739	2,547	-	98	-	70	-
Outpatient Therapy							
Catholic Charities Outpatient	27	74	72	94	-	90	84
TTI - Outpatient Services	100	741	89	100	91	90	-

Program	N served	N services delivered	Clinical quality	Org / reg compliance	Timely access	Clinical outcomes	Satisfaction
New Passages Outpatient	69	145	71	79	-	83	80
Oakland Psychological Outpatient Linden Rd.	193	1,334	82	99	85	97	-
Oakland Psychological Outpatient Grand Blanc	48	247	91	100	100	100	81
Consumer Services – DBT	48	680	-	88	-	-	87
Consumer Services - OP	487	2,127	88	99	92	97	87
Easter Seals OP	14	110	-	88	-	100	-
New Passages Child Therapy-Corunna Rd.	162	423	82	98	100	90	80
Screening							
PIHP Access Center	4,157	4,480	83	95	97	-	-
New Passages Crisis Screening	2,700	8,182	87	100	99	-	-
Day Programs							
Center For Gerontology	32	5,581	-	97	-	-	-
Dukette/St Agnes & Clio	154	29,233	-	100	-	-	-
Freedom Works of Genesee County	181	33,889	-	100	-	-	-
Lapeer Teamwork	1	89	-	99	-	-	-
Wolcott Davison Cornerstone	257	45,689	-	100	-	-	-
Freedom Work Opportunities - Holly	48	8,338	-	96	-	-	-
CMH Home Ave Center	108	17,323	-	99	-	-	-
CMH Clio Serendipity	49	6,724	-	99	-	-	-
GCARC	152	32,856	-	98	-	-	-
Goodwill Industries	8	109	-	57	-	-	-
Substance Use Disorder Services							
Catholic Charities	1,143	-	91	100	-	77	87
CPI	121	-	-	100	-	89	93
Flint Odyssey House - CoEd	272	-	92	100	-	84	88
Flint Odyssey House - Women's and Children's	465	-	96	100	-	80	84
Insight Recovery Centers	3,086	-	89	100	-	78	84
Intake Assessment and Referral Center	0	-	-	100	98	78	93
Kairos Healthcare	104	-	-	100	-	94	96
New Passages	0	-	-	100	-	77	86

Program	N served	N services delivered	Clinical quality	Org / reg compliance	Timely access	Clinical outcomes	Satisfaction
New Paths	0	-	-	100	-	77	97
Oakland Psychological - Flint	305	-	90	100	-	78	81
Oakland Psychological - Grand Blanc	250	-	92	100	-	80	88
Parkview	0	-	89	100	-	84	84
Recovery Unlimited	655	-	96	100	-	83	85
Sacred Heart	2,414	-	92	100	-	87	93
Woodward Counseling Center	1,438	-	86	100	-	81	88
Residential Care							
Allegan Enrichment Center AFC #1	1	342	-	100	-	-	-
Allegan Enrichment Center AFC #3	1	364	-	100	-	-	-
Ameno Home CLF	7	3,346	-	100	-	-	-
Andrews & Johnson #1 AFC	4	1,462	-	99	-	-	-
Andrews & Johnson #2 AFC	6	1,644	-	100	-	-	-
Andrews & Johnson #3 AFC	5	1,697	-	100	-	-	-
Atlas Park Home CLF	6	1,194	-	100	-	-	-
Baker CFC	1	366	-	99	-	-	-
Beecher Rd Home CLF	6	632	-	98	-	-	-
Bentley AFC, Inc	4	824	-	100	-	-	-
Bentley Manor #2 AFC	5	1,383	-	100	-	-	-
Bentley Manor #3 AFC	12	3,258	-	100	-	-	-
Bentley Manor #6 AFC	13	2,348	-	98	-	-	-
Bentley Manor #7 AFC	10	2,666	-	100	-	-	-
Bentley Manor #8 AFC	11	3,653	-	100	-	-	-
Berneda Home CLF	6	3,588	-	100	-	-	-
Bertram Haus AFC	12	4,096	-	100	-	-	-
Bertram Manor AFC	11	3,575	-	100	-	-	-
Blair CFC Home	3	1,545	-	93	-	-	-
Boyd's AFC #2	2	732	-	100	-	-	-
Boyle Home CLF	6	565	-	96	-	-	-
Brannon Res Achievement Home	3	952	-	100	-	-	-
Bray Home CLF	6	3,356	-	100	-	-	-
Bridle Path Home CLF	6	2,517	-	100	-	-	-
Buell Lake AFC	8	2,143	-	100	-	-	-
Burleigh Home CLF	6	750	-	100	-	-	-

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Burnett AFC	10	3,566	-	100	-	-	-
Cameron AFC #2	12	4,527	-	100	-	-	-
Charryett AFC	1	356	-	100	-	-	-
Clifford St. AFC Home	5	1,494	-	94	-	-	-
Clinton Home	4	864	-	98	-	-	-
Coldwater Place AFC	6	3,255	-	87	-	-	-
Cook Home CLF	6	1,222	-	98	-	-	-
Crossroads Home CLF	6	1,190	-	96	-	-	-
Deaf Home - Genesee (SSHI)	2	27	-	100	-	-	-
Dodge Road Home CLF	6	1,307	-	100	-	-	-
Elms Home CLF	4	121	-	96	-	-	-
Embury Home CLF	7	635	-	100	-	-	-
Family Support Home CLF	6	1,940	-	88	-	-	-
Farmtree Home CLF	6	3,258	-	99	-	-	-
Fletcher AFC	4	1,464	-	100	-	-	-
Gatti 1 Western Home CLF	6	2,105	-	99	-	-	-
Gatti 2 Lockhead Home CLF	7	1,859	-	99	-	-	-
Graham AFC	5	1,830	-	100	-	-	-
Granada House CLF	6	3,382	-	99	-	-	-
Greenley Sq Manor - East AFC	18	5,374	-	99	-	-	-
Greenly Square Manor AFC	22	5,953	-	100	-	-	-
Gross AFC	9	2,808	-	100	-	-	-
Gross AFC #2	5	1,529	-	100	-	-	-
Group Living MSHDA (QLS) CLF	19	2,135	-	100	-	-	-
Haven AFC Home	3	1,034	-	93	-	-	-
Haven Country AFC	3	1,096	-	98	-	-	-
Hegel Road House CLF	9	1,829	-	100	-	-	-
Henderson Home CLF	6	885	-	97	-	-	-
Herrington House CLF	6	2,779	-	97	-	-	-
Hogan Road Home CLF	6	2,358	-	100	-	-	-
Holly House	7	1,217	-	99	-	-	-
Homelife AFC	1	366	-	100	-	-	-
Irish Home CLF	7	646	-	92	-	-	-
J. AVENUE HOME	1	304	-	100	-	-	-
Jennings Home CLF	6	76	-	95	-	-	-
Joal Home CLF	7	239	-	97	-	-	-
Kent's Assisted Living AFC	6	2,166	-	100	-	-	-

Program	N served	N services delivered	Clinical quality	Org / reg compliance	Timely access	Clinical outcomes	Satisfaction
Kersey Home CLF	6	2,611	-	100	-	-	-
Kimberly Oaks Home CLF	6	1,411	-	98	-	-	-
Kindred Spirit	9	3,686	-	98	-	-	-
Lafayette Park AFC	20	4,779	-	98	-	-	-
Lafayette Park II AFC	6	1,386	-	100	-	-	-
Lake Fenton Haus AFC	2	732	-	100	-	-	-
Lake Road Home CLF	7	2,056	-	100	-	-	-
Lakeside Park AFC	5	1,488	-	94	-	-	-
Lara Home CLF	11	5,322	-	100	-	-	-
Lighthouse Inc AFC	3	497	-	100	-	-	-
Lin - Hill Home CLF	7	416	-	98	-	-	-
Listening Ear Crisis Center	1	366	-	99	-	-	-
Long Lake Home CLF	6	1,426	-	100	-	-	-
Maitland Manor AFC	5	1,699	-	100	-	-	-
Maple Road House CLF	6	358	-	96	-	-	-
Maple Woods Home CLF	6	1,369	-	100	-	-	-
Marshall Home CLF	6	1,215	-	100	-	-	-
Mccallister Family AFC	3	1,098	-	83	-	-	-
McMahan AFC Home	4	1,299	-	98	-	-	-
MCSHENS AFC	5	1,767	-	97	-	-	-
Merriman AFC	2	732	-	100	-	-	-
Mill Rd Home	5	1,244	-	100	-	-	-
Miller Home CLF	5	784	-	100	-	-	-
Morrish Rd Home CLF	7	535	-	99	-	-	-
N Elms Home/Westview CLF	6	3,522	-	99	-	-	-
Nandi Hills Home CLF	6	1,347	-	100	-	-	-
Neff Home CLF	8	3,543	-	100	-	-	-
New Hope Residential	1	14	84	99	-	-	-
Paige AFC Home	7	597	-	94	-	-	-
Paige Arrowhead Home CLF	6	1,620	-	97	-	-	-
Paige Pasadena Home CLF	12	448	-	97	-	-	-
Paragon Apartments (QLS) CLF	17	1,715	-	100	-	-	-
Parkside Home CLF	7	3,145	-	98	-	-	-
Partridge Home CLF	7	1,346	-	100	-	-	-
Pine Manor AFC ALS (Cottage)	4	206	-	93	-	-	-
Porter Place AFC	3	1,089	-	100	-	-	-

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Prader - Willi Homes AFC	5	1,830	-	95	-	-	-
Raspberry Manor AFC	2	732	-	100	-	-	-
Reid Road House CLF	6	1,752	-	99	-	-	-
Rice CFC	1	366	-	100	-	-	-
Richfield Corner Home CLF	6	265	-	100	-	-	-
Richfield House CLF	6	2,931	-	98	-	-	-
River Home CLF	6	3,536	-	100	-	-	-
Riverview AFC	1	257	-	100	-	-	-
Rose Haven AFC	1	366	-	99	-	-	-
Royster Haven AFC	4	2,353	-	99	-	-	-
Sherwood - Duffield AFC	4	992	-	100	-	-	-
Shumperts Home CLF	6	3,543	-	99	-	-	-
Spring Meadow Home CLF	6	1,002	-	100	-	-	-
Sprucedale/Sinne Home AFC	6	3,264	-	99	-	-	-
Stanley Rd OBRA Home CLF	6	68	-	100	-	-	-
Stone Creek Manor AFC	4	1,455	-	98	-	-	-
Summers Home - Linden CLF	6	2,665	-	100	-	-	-
Sycamore House CLF	6	3,070	-	98	-	-	-
Thetford Manor AFC	7	83	-	92	-	-	-
Thorn AFC	3	1,044	-	94	-	-	-
Vassar Home CLF	6	2,427	-	100	-	-	-
Veloso AFC	5	1,869	-	100	-	-	-
Vienna Road Home CLF	6	3,340	-	100	-	-	-
W Court St Home CLF	6	1,210	-	96	-	-	-
Warner Home CLF	7	3,060	-	100	-	-	-
Washburn Home CLF	7	2,315	-	100	-	-	-
Westwood Homes CLF	5	828	-	99	-	-	-
Willard Road Home CLF	6	3,243	-	100	-	-	-
Wilson Road Ais Home CLF	6	1,176	-	100	-	-	-
Wilson Road Home CLF	6	3,204	-	100	-	-	-
Woodland Park AFC	3	484	-	99	-	-	-
Woodmoor Home CLF	6	3,411	-	98	-	-	-