

**JUNEAU ALLIANCE FOR MENTAL HEALTH, INC.
FY14 Outcome Monitoring Quarterly Report Plan**

FY14	Measure	Objective	Indicator	PROG	Target Goal	Qtr 1 7/1-9/30	Qtr 2 10/1- 12/31	Qtr 3 1/1-3/31	Qtr 4 4/1-6/30	FY14 Average	Comments
1	Efficiency	Decrease time to submit billing	# of weeks to submit billing	FIN	4 Wks	* TBD	* TBD	* TBD			
2		Increase payment recouped for services provided to self-pay clients	% of payment recouped for services to self-pay clients	FIN	Etab baseline	* TBD	* TBD	* TBD			
3		Increase OP clinician billable direct service hours	% of billable direct service hours for OP clinicians	OP Clinic	50%	35%	32%	28%			
4		Minimize days from Clinical Assessment to completed document	Days to <i>complete and sign</i> Clinical Assessment	OP Clinic	5 business days	4.63 days	3.86	4.23			
5		Accuracy of Progress Note documentation	% correct (un-rejected) progress notes for Case Managers	CM	95%	* TBD	* TBD	*TBD			
6		Increase OP CM billable direct service hours	% of billable direct service hours for OP CM	CM	40%	31%	19%	19% CM / 41% CL/CM			
7		Accuracy of Progress Note documentation	% correct (un-rejected) progress notes by BHAs	Res	95%	* TBD	* TBD	*TBD			
9/8del		ES Clinicians timely submission of billing within (1) business day	% of ES documentation submitted to ES Sprvsr within (1) business day	ES	95%	96%	97.7%	100%			
10	Effectiveness	Clients report decrease in the # of days client reports when mental health was poor	% of respondents to CSR question #2 reporting 15 or fewer days when mental health was poor	OP Clinic CM Res	80%	70%	71%	68%			
11		Clients report that their Quality of Life improved or remained the same	% of respondents to CSR question #16 reporting same or improved quality of life average on CSR scale	OP Clinic CM Res	80%	71%	79%	64%			

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12	Effectiveness	Decrease percent of clients reporting thoughts of suicide or hurting self in last 30 days (measure on CSR)	% of respondents to CSR question #4 reporting having thoughts of suicide or hurting themselves 15 days or less	OP Clinic CM Res	90%	94%	96%	97%			
13		Decrease number of clients reporting homelessness (using AHFC definition for homeless) in last 30 days	% of respondents to CSR question #8 reporting they are <i>homeless or in shelter</i> (CSR language)	OP Clinic CM	10%	10%	5%	5%			
14		Increase the number of Outpatient CM clients who report having adequate housing (using AHFC definition for homeless)	% of Outpatient CM clients who report having adequate housing (and not homeless)	OP Clinic CM	70%	74%	81%	67%			
15		Increase the number of clients who are employed PT/FT	% of respondents to CSR question #10 reporting they are employed FT/PT	OP Clinic CM Res	25%	36%	24%	29%			
16		Increase amount of hours clients report engaging in productive activities in a typical week over last 30 days	% of respondents to CSR question #11 reporting engaging in productive activities 15 or more hours on average per week over the past 30 days.	OP Clinic CM Res	50%	72%	76%	72%			Language change with CSR for FY15
17		Decrease % of Outpatient CM clients with new legal charges	% of respondents to CSR question #12 reporting no legal charges within the past 30 days.	OP Clinic CM	85%	89%	88%	92%			Language change with CSRR for FY15
18		Decrease % of clients who have been arrested in the past 30 days	% of respondents to CSR question #13 reporting they have not been arrested in past 30 days	OP Clinic CM	90%	99%	96%	98%			

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19	Effectiveness	Decrease the number of Outpatient CM clients requiring mental health hospitalization	% of Outpatient CM clients NOT requiring mental health hospitalization	OP Clinic CM	87%	83%	86%	88%			
20		Outpatient case managed clients are more independent as evidenced by their ability to achieve one or more objectives in their treatment plan during the quarter	% of Outpatient CM clients who achieved one or more objectives in their treatment plan during the quarter	OP Clinic CM	75%	73%	83%	79%			
21		Increase the number of clients who have a primary care provider	% of client who have a primary care provider	OP Clinic CM	75% at time of TPR	72%	83%	78%			FY15 # of clients with Primary Care Provider at intake
22		Increase the number of clients reporting they have seen their primary care provider in past year	% of clients who report having seen their primary care provider within past year	OP Clinic CM	85%	61%	53% Intake 76% at BHTPR	41% at Intake 68% at BHTPR			
23		Clients report decrease in the # of days when mental health kept them from doing usual activities	% of respondents to CSR question #2 report 15 or fewer days when mental health was poor	Res	80%	77%	78%	81%			
24		Clients report that their Quality of Life improved or remained the same	% of respondents to CSR question #16 report same or improved quality of life average on CSR scale	Res	80%	70%	67%	68%			
25		Increase amount of hours clients report engaging in productive activities.	% of respondents to CSR question #11 reporting engaging in productive activities 15 or more hours per week over the past 30 days.	Res	50%	54%	74%	76%			

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26		Decrease % of Residential clients who are hospitalized for mental health services	% of mental health hospitalizations of Residential Services clients	Res	< 5%	14%	14.3%	14%			FY15 consider using numbers rather than percentage
27	Effectiveness	Increase the number of clients reporting they have seen their primary care provider in past year	% of clients who report having seen their primary care provider within past year	Res	85%	Annual	Annual	Annual			Carelogic Report will generate population specific data when completed
28		Maintain acceptable ES phone response time to pages	% of ES clinicians who respond by phone within 15 minutes of being paged	ES	98%	99%	100%	100%			
29	Access	Clients are offered timely access to treatment services (PE, ind or grp therapy)	% of clients who are offered access to treatment services within 5 calendar days (D) of initial screening/assessment	OP Clinic	75%	37%/5D 79%/10D 99%/11D	39%/5d 89%/10d 97%/14d	71% /5d 96%/8d			
31		Decrease client no-show rate	% of clients who no – show their appointment	OP Clinic	Estab base line	22%IndTx Grp* 18% PsEv 25% Med Mgmt	26%Ind *Group 17%PsEv 26%Med Mgmt	23% IndTx *Group 19%PsEv 25% Med Mgmt			*EHR Carelogic does not allow for an accurate measure of group attendance.
32		Increase % of clients who report on CSR they felt they got all the services they needed	% of respondents to CSR question #18b responding they felt Satisfied to Delighted that they were able to get all the services they needed	OP Clinic	80%	86%	77%				

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33		Maintain acceptable ES in-person response time from phone contact	% of ES Clinicians who respond in-person within 30 mins of phone contact/ client will receive call back within 30 minutes of initial contact for ES	ES	98%	99%	98.7%	98.54%				
34	Satisfaction	Stakeholders are satisfied with timeliness of ES services provided by JAMHI	% of stakeholder who respond they are satisfied to very satisfied with the timeliness of ES services provided by JAMHI	ES	90%	Annual	Annual	84.4%			Annual Survey in March 2014	
35	Satisfaction	Increase % of clients reporting their therapy session was very helpful towards achieving their goals	% of clients reporting their therapy session was very helpful towards achieving their goals	OP Clinic	Estab base line	* TBD	* TBD	* TBD			Carelogic Report will generate population specific data when completed	
36		Increase % of clinic clients reporting on CSR satisfied to delighted that services improved their life	% of Clinic Clients reporting on CSR question 18 that they feel satisfied or delighted with service**	OP Clinic	90%	Overall for all clients is 71% - when Carelogic Reports available will be able to break down CI, OP& Res	Overall for all clients is 79% - when Carelogic Reports available will be able to break down CI, OP& Res	73%				
37		Increase % of clinic clients reporting on CSR satisfied to delighted that services improved their life	% of Outpatient CM clients reporting on CSR question 18 that they feel satisfied or delighted with service**	CM	75%			95%				
38		Increase % of clinic clients reporting on CSR satisfied to delighted that services improved their life	% of Residential Clients reporting on CSR question 18 that they feel satisfied or delighted with service**	Res	75%			63%				
39		Increase % of completed annual stakeholder satisfaction surveys	% of completed annual stakeholder satisfaction surveys	Com Orgs	15%			Annual	Annual	36%		

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40		Increase % of completed staff satisfaction surveys	% of staff who completed JAMHI staff satisfaction survey	JAMHI	80%	Annual	Annual	95%			Annual Survey in March 2014
41		Increase % of completed client satisfaction surveys	% of JAMHI client satisfaction surveys complete	JAMHI	40%	Annual	Annual	24%			FY15 use numbers rather than percentage. Annual Survey in March 2014
42	HR	Ensure staff participate in Relias Training timely	% of Relias trainings completed within the given time frame.	HR		86%	81%	97%			
43		Maintain adequate staffing levels to provide services	# of new hires for the quarter	HR		3	6	1			
44		Maintain adequate staffing levels to provide services	# of employees who resigned in the quarter	HR		1	5	2			
45		Maintain adequate staffing levels to provide services	# of employees who were involuntarily terminated in the quarter	HR		-0-	1	-0-			