



**CONTRACT PERFORMANCE  
INDICATORS REPORT**

**August 31, 2008**

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## Executive Summary

Hamilton Choices provides the following report, which details information on Choices' activities in the past year and meets Choices' contractual obligation to track and report on performance metrics.

- **Outcomes and Indicators:** The MCSA has defined six outcomes – broad goals directed towards improving the lives of the children and families Choices serves. The MCSA and Choices further identified eighteen indicators – benchmarks that indicate successful progress towards those goals.
- **Choices' 2008 Performance:** As shown in Table A, immediately following this summary, Choices has met or exceeded sixteen of these eighteen indicators. Choices is very proud of this result, and is committed to continuing to improve performance across all indicators.
- **Successes:** Choices' successes include all indicators related to improved child and family functioning. This translates into noticeable improvements in the lives of the children and families served by Hamilton Choices. Choices was also successful in increasing the ability of youth to remain in their communities and out of more restrictive environments. Choices met the satisfaction indicator at the established benchmark for the first time and is proud of our success in improving relationships with our community partners. Finally, Choices continues to operate in a fiscally sound manner.
- **Out-of-County Referrals:** The first of the two indicators which Choices did not meet was out-of-county referrals. Although out-of-county placement days were at a all time low in FY 2008, there continues to be gaps in the local service system that require Choices to refer some youth for placement out-of-county. Choices is working to expand local services with initiatives in emergency foster care and services for youth with co-occurring mental health and developmental disabilities. However, there continues to be a need for broader collaboration in addressing service gaps within Hamilton County.
- **Reduced Residential Treatment:** The second unmet indicator measured the number of youth who remained out of restrictive treatment for at least six months after each discharge from restrictive treatment. While Choices works with youth who often require stabilization in higher levels of care during their enrollment in Choices, we are actively working to decrease the frequency and duration of RT/Hospital stays as well as increasing the amount of time between these episodes.
- **Upcoming Developments:** Choices is actively collaborating with the MCSA to develop additional performance indicators that can be used for continued quality measurement and improvement and that accurately reflect the success of Choices and provide critical information to our partners.

## Report Summary (Exhibit A)

	B	C	D	E	F	G
	Outcome	Measure (Indicator)	Benchmark	Data/Reporting Requirements (Measurement Tool/Data Source)	Results	Indicator Met
1	Improved child functioning	Improved overall functioning	An average decrease of 5.4 or greater on Problem Severity subscale for youth with enrollment and 12 month ratings	Ohio Scales - Problem Severity Subscale, Parent Rating	Average decrease on the problem severity subscale was 10.68	Yes
2			An average increase of 2.4 or greater on Functioning subscale for youth with enrollment and 12 month ratings	Ohio Scales - Functioning Subscale, Parent Rating	Average increase on the functioning subscale was 9.53	Yes
3		Improved community functioning	50% of Juvenile Court referred youth show decreased involvement with the juvenile justice system during their enrollment in Choices	Juvenile justice data (offenses, arrests, etc)	57.15% of youth showed decreased juvenile justice involvement	Yes
4			Among juvenile justice eligible youth, 50% show decreased severity of behavior requiring action from enrollment to 9 months.	CANS Juvenile Justice Module Individual Items	76.92% of juvenile justice eligible youth showed a decrease in the severity of their behavior as measured by relevant CANS items	Yes
5						
6	Improved family functioning	Family Involvement/satisfaction	For each satisfaction oriented Ohio Scales item, 75% of families responding do so in the top 2 favorable categories.	Ohio Scales - Satisfaction Subscale, Parent Form, Youth Form	77.56% Satisfaction w/Mental Health Services 80.92% Satisfaction w/inclusion in treatment planning 83.88% Satisfaction w/listening and valuing 79.62% Satisfaction w/ including ideas	Yes
7		Family Functioning	26.4% of youth demonstrate an improvement in family functioning from enrollment to discharge	CANS- Caregiver Needs and Strengths Dimension (Reliable Change Index)	29.03% of youth demonstrated an improvement in family functioning from enrollment to discharge	Yes
8		Natural Support Involvement in the Treatment Planning Process	90% of Child & Family Teams include one or more natural support	CANS Element- Natural supports. Child & Family Team composition at discharge	90.85% of Child & Family Teams include natural supports at discharge	Yes
9		Incidence of abuse/neglect	Absence of substantiated reports of abuse and neglect for 90% of families within previous 12 months	Child Welfare/SACWIS data	95% of families had an absence of abuse/neglect reports	Yes
10						
11	Appropriate Living Arrangements	Change in Living Arrangements	Change in ROLES score	Restrictiveness of Living Environment Scale (ROLES) at enrollment & discharge	75.79% of youth remained in or moved to a less restrictive environment between enrollment and discharge as measured by the ROLES	Yes
12		Reducing residential Treatment	80% of enrolled youth remain out of RT/Psychiatric Hosp. for 6 months after discharge from those placements	TCM Placement Data	57% of youth remained out of RT/Hosp for six months post discharge	No
13		Achieving Permanency	90% of enrolled youth with a goal of reunification achieve stable reunification (remained reunified for at least 6 months)	SACWIS Data	100% of youth with reunification as part of their treatment plan achieved stable reunification	Yes
14		Stability of Placement	65% of youth remain in a stable living arrangement for 6 months post discharge from Choices	SACWIS Data	80.43% of youth remained in a stable living arrangement for 6 months post discharge from Choices	Yes
15		Shorter lengths of stay in institutional living environments	Reduced reliance on residential placements as measured by ratio of paid residential enrollment days to total enrollment days. Internally established benchmark of 15%	TCM/Cost Data	The average ratio of residential to enrollment days was 14.66%	Yes
16						
17						

	B	C	D	E	F	G	H
	Outcome	Measure (Indicator)	Benchmark	Data/Reporting Requirements (Measurement Tool/Data Source)	Results	Indicator Met	
19							
21	Serving Youth in our Community	Utilization of services in Region	Monthly percentage of paid days for placement services shall not exceed 20% for out of county placements	TCM	23.02% of paid placement days go to out of county providers	No	
22		Utilization of local providers	At least 65% of monthly placement services shall go to providers who are based in or located in Hamilton County	TCM	76.98% of monthly placement services go to providers who are based in or located in Hamilton County	Yes	
23							
24	Providers and consortium members are satisfied with care coordination	Satisfaction with services	80% of responses are in the top two favorable categories (strongly agree) and (agree).	Provider/Consortium Member Satisfaction Survey	80.21% of responses were in the top two favorable categories	Yes	
25							
26	Services are cost effective	Medicaid usage	Aggregate FFP for direct care and care coordination/case management meet projected targets	TCM & MACSIS	See Report	Yes	
27		Spending meets established targets	Monthly spending does not exceed case rates-budgeted to actual monthly costs and revenue for Direct Services	TCM	See Report	Yes	
28							

## 2008: Highlights

- **Improved Mental Health Status/Functioning:** Hamilton Choices continues to measure outcomes in mental health status and functioning using the Ohio Consumer Outcomes. These outcomes indicate that over 80% of youth enrolled in Hamilton Choices for at least 12 months have improvements in functioning or mental health problems. Improvements in functioning are also reflected in decreased involvement with the juvenile justice system and the ability for 80% of youth discharged from Hamilton Choices to live in the community.
- **Community Support:** Hamilton Choices is committed to keeping youth at home and in their community whenever possible. In FY 08 Hamilton Choices was able to increase the number of families involved with natural supports to over 90%. These supports mean an increased ability for families to care for their children at home.
- **Ohio Consumer Outcomes:** Hamilton Choices continues to be a leader in the production of Ohio Scales data. The latest report from the Ohio Department of Mental Health (MDR #19) showed Hamilton Choices at over 96% production. This puts Hamilton Choices in the top 10% of agencies county-wide in production. Hamilton Choices also continues to use Ohio Consumer Outcomes in a variety of ways to improve both treatment planning and quality improvement. Hamilton Choices was invited to present its quality improvement initiative at a statewide training on the use of Ohio Scales this past April.
- **Youth/Family Satisfaction:** In FY 2008, youth and families enrolled in Hamilton Choices reported a degree of overall satisfaction and involvement which exceeded all established benchmarks. Over 80% of youth and families reported a high degree of satisfaction with their involvement in treatment planning, and the degree to which they felt listened to and included in treatment decisions.
- **Provider/Funder Satisfaction:** Hamilton Choices continues to work with our community partners to improve our team processes and the services we provide. In particular, areas such as professionalism in the field and better communication with team members have been areas of focus over the past year. Responses from the FY 08 provider satisfaction survey reflect the improvements in these areas with over 80% of respondents indicating overall satisfaction with Hamilton Choices. This is the first year in which this benchmark has been met.
- **Provider Partnerships:** Hamilton Choices has been actively involved with a number of community providers to improve local service capacity and address gaps in the current local service system. Some areas under development include specialized foster care for youth who have traditionally been unsuccessful in the community, emergency respite services for youth with co-occurring mental illness and developmental disabilities and the increased use of Evidence-Based Practices in Hamilton County.

## **2008: Goals and Opportunities**

In addition to the indicators outlined in the contract, Hamilton Choices is looking ahead to a number of additional goals for the upcoming fiscal year.

- **Improved Outcome Reporting:** Choices is engaged with the MCSA to revise the indicators used to report program outcomes. These indicators will focus on areas of particular interest to our funding partners and will be reported more frequently. More importantly, these indicators will be used not just for evaluation purposes, but as an integral part of the quality improvement process throughout the year.
- **Post-Discharge Follow-Up:** Choices has hired a Quality Assurance Specialist to begin collecting post-discharge data on youth discharged from Hamilton Choices. This data will provide important information on the ability of youth and families to maintain gains they have made after discharge. In particular the ability of youth to maintain their placements, stay out of trouble and remain in school will be areas of focus.
- **Provider Report Cards:** Hamilton Choices is committed to strengthening our provider network and helping child and family teams access the best supports available to them. Through the improved use of provider data, Choices is working to develop provider report cards that can help teams understand provider outcomes and make informed decisions about the services they utilize.
- **Sustainability:** A major goal of Hamilton Choices is to help ensure that youth and families succeed in the community once they are discharged. In FY 09, Hamilton Choices will look at new ways to better link children and families to their communities and to natural support systems that will be there for support once formal services have been discontinued. This process will include better documentation of free and no cost services used by families and seeking to increase the community resources available to families during and after Choices.

**Contract Performance Indicators:  
July 1, 2007 – June 30, 2008**

The data presented in this report includes clients with activity in Fiscal Year 2008.

A complete discussion of the methodology used to analyze and report performance data is available in a separate methodology section of this report available on-line at [www.ChoicesTeam.org](http://www.ChoicesTeam.org).

**Date range for source data**

Active Case Status:	July 1, 2007 – June 30, 2008 (FY 2008)
Remain Open:	Open Case status as of June 30, 2008
Disenrolled:	Open on 7/1/2007 and closed as of 6/30/2008
Financial:	Paid Claims for services provided between 3/1/2007 – 2/28/2008
	<ul style="list-style-type: none"> <li>• Previous report ended at February 2007</li> </ul>

**Client Demographics**

<b>Table 1 - Race Comparison</b>						
<b>Race</b>	<b>FY 2008</b>		<b>FY 2007</b>		<b>FY 2006</b>	
	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>
African American	234	61.58%	263	62.92%	258	57.72%
Caucasian	131	34.47%	139	33.25%	172	38.48%
Other	15	3.95%	16	3.83%	17	3.80%
<b>TOTAL</b>	<b>380</b>	<b>100%</b>	<b>418</b>	<b>100%</b>	<b>447</b>	<b>100%</b>

<b>FY 2005</b>		<b>FY 2004</b>		<b>11/1/2002 to 6/30/2003</b>	
<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>
237	58.23%	215	60.56%	174	56.86%
158	38.82%	126	35.49%	117	38.24%
12	2.95%	14	3.95%	15	4.90%
<b>407</b>	<b>100%</b>	<b>355</b>	<b>100%</b>	<b>306</b>	<b>100%</b>

<b>Table 2 – Age at Enrollment Comparison</b>						
<b>Age at Enrollment</b>	<b>FY 2008</b>		<b>FY 2007</b>		<b>FY 2006</b>	
	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>
0-6	4	1.05%	4	0.96%	9	2.01%
7-10	50	13.16%	57	13.64%	67	14.99%
11-13	120	31.58%	136	32.54%	146	32.66%
14-16	189	49.74%	204	48.80%	207	46.31%
17-18	17	4.47%	17	4.07%	18	4.03%
Over 18	0	0.00%	0	0.00%	0	0.00%
<b>TOTAL</b>	<b>380</b>	<b>100%</b>	<b>418</b>	<b>100%</b>	<b>447</b>	<b>100%</b>

<b>FY 2005</b>		<b>FY 2004</b>		<b>11/1/2002 to 6/30/2003</b>	
<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>
7	1.72%	8	2.25%	3	0.98%
54	13.27%	37	10.42%	20	6.54%
111	27.27%	89	25.07%	70	22.88%
202	49.63%	171	48.17%	142	46.41%
30	7.37%	44	12.40%	62	20.26%
3	0.74%	6	1.69%	9	2.94%
<b>407</b>	<b>100%</b>	<b>355</b>	<b>100%</b>	<b>306</b>	<b>100%</b>

<b>Table 3 - Referral Source</b>		
<b>Referral Source</b>	<b>FY 2008</b>	
	<b>N</b>	<b>% of Total</b>
JFS	195	51.32%
MHR SB-MH	109	28.68%
MHR SB-AOD	2	0.53%
JC	46	12.11%
MRDD	28	7.37%
Total	380	100%

### System Eligibility

Using rules developed by the MCSA listed below, Care Supervisors reviewed the 205 open cases that met the following criteria.

- Active during FY 2008
- Open at least 60 days
- Open on June 30, 2008

Because the indicator is measured at a specific point in time rather than for the entire period of activity, this data is for a subset of youth served N = 205 youth.

<b>Table 4 – System Eligibility Comparison</b>						
<b>System Eligibility</b>	<b>FY 2008</b>		<b>FY 2007</b>		<b>FY 2006</b>	
	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>
JFS	126	61.46%	112	57.14%	123	56.68%
MHR SB-MH	205	100.00%	196	100.00%	217	100.00%
MRDD	46	22.44%	49	25.00%	51	23.50%
JC	103	50.24%	123	62.76%	130	59.91%
MHR SB-AOD	17	8.29%	34	17.35%	27	12.44%

<b>FY 2005</b>		<b>FY 2004</b>	
<b>N</b>	<b>% of Total</b>	<b>N</b>	<b>% of Total</b>
113	50.45%	113	52.56%
224	100.00%	185	86.05%
79	35.27%	79	36.74%
104	46.43%	90	41.86%
31	13.84%	13	6.05%

Table 4 represents all supervisor ratings for youth using the business rules for system eligibility listed below

The degree to which each system is represented by rated youth can be seen from this table.

### System Eligibility Criteria

	AOD	JFS	Juvenile Court	Mental Health	MRDD
Eligible	Completed substance abuse assessment indicates need	Open case status- case management only	Delinquency Court involvement within the last two years	Completed mental health assessment indicates need	OEDI/COEDI-Yes
Not Eligible	Completed substance abuse assessment indicated no need	No or closed case status	No contact in last two years	Completed mental health assessment indicates no need	OEDI/COEDI-No

**Table 5 – System Complexity Comparison**

System Complexity	FY 2008		FY 2007		FY 2006	
	N	% of Total	N	% of Total	N	% of Total
Eligible for 1 System	13	6.34%	6	3.06%	6	2.76%
Eligible for 2 Systems	108	52.68%	87	44.39%	104	47.93%
Eligible for 3 Systems	69	33.66%	80	40.82%	95	43.78%
Eligible for 4 Systems	14	6.83%	21	10.71%	11	5.07%
Eligible for 5 Systems	1	0.49%	2	1.02%	1	0.46%
<b>TOTAL</b>	<b>205</b>	<b>100%</b>	<b>196</b>	<b>100%</b>	<b>217</b>	<b>100%</b>

FY 2005		FY 2004	
N	% of Total	N	% of Total
12	5.36%	32	14.88%
118	52.68%	113	52.56%
73	32.59%	58	26.98%
21	9.38%	12	5.58%
0	0.00%	0	0.00%
<b>224</b>	<b>100%</b>	<b>215</b>	<b>100%</b>

Table 5 uses the same eligibility data to further quantify the complexity of the youth served by Hamilton Choices. When interpreting this data, it is important to note that system involvement differs from eligibility criteria. In this analysis, eligibility criteria were applied as of June 30, 2008. In determining system involvement, youth may have had prior involvement with other systems, but, as a result of services or other changes, no longer require services from one or more systems. Likewise, children involved in multiple systems at the time of enrollment may, as a result of changes in legal or other status, have eligibility in only one system at the time of the report. This would account for the relatively small percent (6.34%) of children eligible for only one system in Table 5.

## **Outcome 1: Improved Child Functioning**

**Indicator:** Improved Overall Functioning

Within the State of Ohio, all publicly funded mental health agencies use Ohio Consumer Outcomes to measure both functioning and problem severity of youth receiving services. Results from the Ohio Scales show a statistically significant decrease in the severity of problems experienced by youth enrolled in Choices for at least 12 months and a corresponding improvement in the level of functioning for these same youth. Data is based on parent/guardian/caregiver ratings and reflects their perspective of the degree of change for their child. Results for both problem severity and functioning exceed the expected benchmark and represent improvement for over 80% of the youth analyzed.

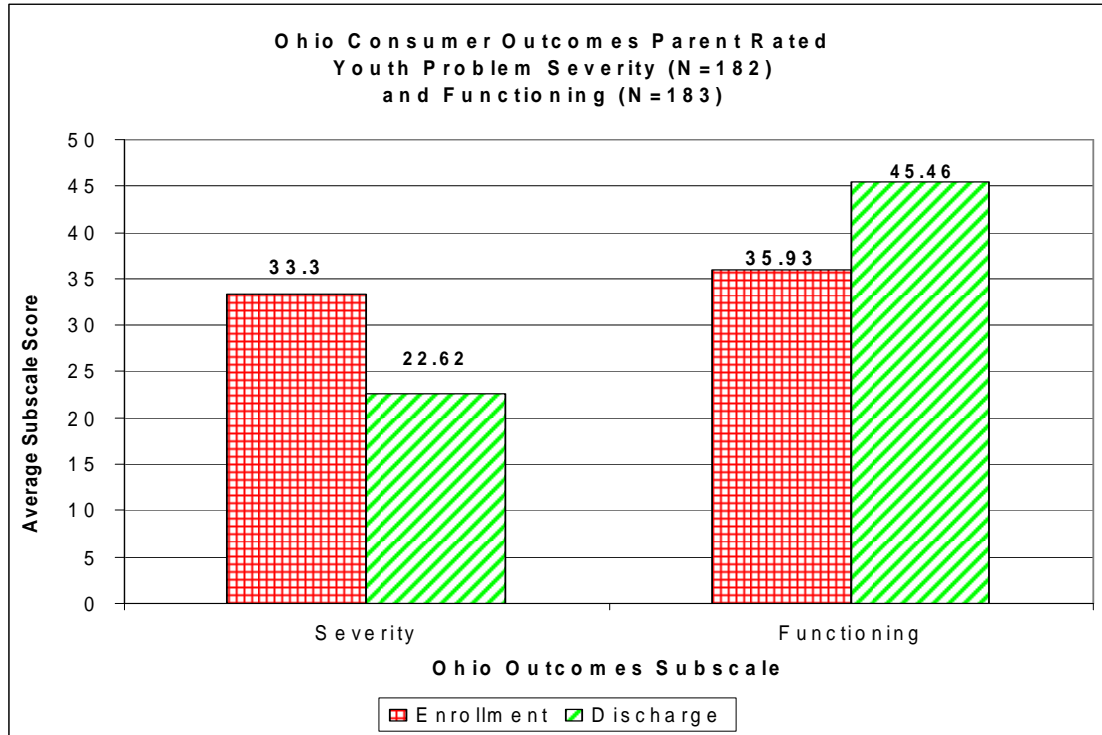
<b>Table 6 - Ohio Scales: Parent Rated Youth Problem Severity N=182</b>			
<b>Criteria</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Average decrease of 5.4 or greater on Problem Severity Subscale</b>	<b>5.4</b>	<b>10.68</b>	<b>Yes</b>

<b>Table 7 - Statistical Analysis for Parent-Rated Problem Severity</b>		
<b>Criteria</b>	<b>Mean</b>	<b>SD</b>
First rating	33.30	16.25
Most recent rating	22.62	14.87
Change	Decrease of 10.68	
Statistical Test	p<.000, t (181) =7.475	

<b>Table 8 - Ohio Scales: Parent Rated Youth Functioning N=183</b>			
<b>Criteria</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Average increase of 2.4 or greater on Functioning Subscale</b>	<b>2.4</b>	<b>9.53</b>	<b>Yes</b>

<b>Table 9 - Statistical Analysis for Parent-Rated Functioning</b>		
<b>Criteria</b>	<b>Mean</b>	<b>SD</b>
First rating	35.93	15.40
Most recent rating	45.46	15.51
Change	Increase of 9.53	
Statistical Test	p<.000, t (182) =-6.616	

**Figure 1. Change in Parent Rated Problem Severity and Functioning**



**For these Ohio Outcomes subscales, lower average problem severity and higher average functioning denote positive change.**

This indicator examines changes in functioning and problem severity for youth enrolled in Hamilton Choices for at least 12 months. Previous reports analyzed all youth with activity during the fiscal year and at least two Ohio Consumer Outcomes (OCO) administrations. This accounts for the smaller sample size in this report as compared with previous reports. The ratings used were the earliest and most recent administrations with complete subscale scores. Thus the comparison could be enrollment and 12 months/annual or enrollment and discharge for those youth who discharged during the report period with at least 12 months length of stay. These results include records from over 97% of the universe. See methodology report for an explanation of how the sample was obtained.

## Outcome 1: Improved Child Functioning

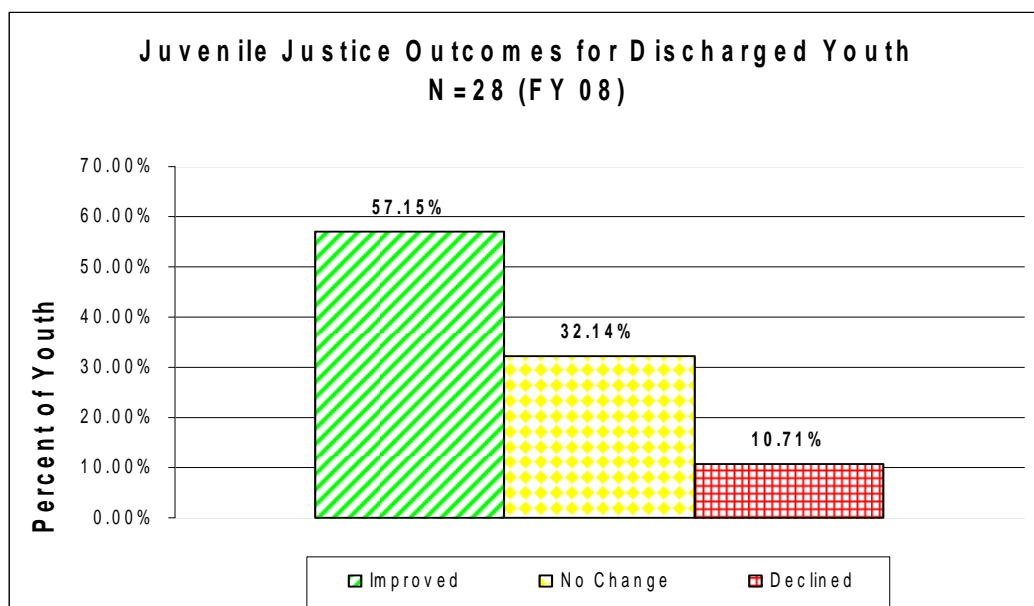
### Indicator: Improved Community Functioning

Using the approach developed collaboratively by Juvenile Court staff, the MCSA and Hamilton Choices, Hamilton Choices has been able to show decreased juvenile justice involvement as measured by the type and frequency of adjudicated court charges.

Figure 2 shows that over 57% of youth referred by Juvenile Court and served by Hamilton Choices evidenced improvement or decreased involvement with the juvenile justice system at the time of their discharge from Choices. This indicator uses business rules developed by Juvenile Court personnel to rate youth as improved, no change, or declined based on the number and severity of adjudicated court charges that occurred during their enrollment in Choices. See methodology report for a detailed discussion of the methodology used in the analysis.

Table 10 - Juvenile Justice Involvement					
Criteria	Numerator (Improved Youth)	Denominator (All Juvenile Court Referred Youth)	Expected	Achieved	Indicator Met
Decreased juvenile justice involvement (FY08 discharged youth)	16	28	50%	57.15%	Yes

Figure 2. Juvenile Justice Involvement for Discharged Youth



The second analysis looked at selected juvenile justice related CANS items that were rated as actionable (2 or 3) at intake to determine whether or not these scores had decreased to a non-actionable level (0 or 1) at discharge. The universe for this analysis included 26 youth with Juvenile Court involvement who had both an intake and discharge CANS assessment. The items used for the analysis were:

- Legal Involvement
- Delinquency
- Criminal Thinking- JJ Module
- Community Safety- JJ Module
- Environmental Influence- JJ Module
- Peer Influence-JJ Module
- Victim and Community Accountability- JJ Module
- Seriousness-JJ Module
- Planning-JJ Module
- Antisocial Behavior- JJ Module

Items on the juvenile justice module relating to history and parental criminal behavior are static indicators and were not included in the analysis.

Results show that 76.92% of youth analyzed had a change from a 2 or 3 to a 0 or 1 (improvement) on at least one juvenile justice related item.

<b>Table 11 - Juvenile Justice Involvement -CANS</b>					
<b>Criteria</b>	<b>Numerator (Youth with items rated 0 or 1 at discharge)</b>	<b>Denominator (Youth with items rated 2 or 3 at intake)</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Decreased severity of criminal behavior</b>	<b>20</b>	<b>26</b>	<b>50%</b>	<b>76.92%</b>	<b>Yes</b>

A statistical analysis on the number of items rated a 2 or 3 at intake and the number rated a 2 or 3 at discharge also shows a statistically significant improvement in criminal behavior between intake and discharge for these youth.

<b>Table 12 - Statistical Analysis for CANS Scores N=26</b>		
<b>Criteria</b>	<b>Mean</b>	<b>SD</b>
Enrollment	4.69	2.46
Discharge	2.27	2.79
Change	Decrease of 2.42	
Statistical Test	p<.002, t (25) =3.553	

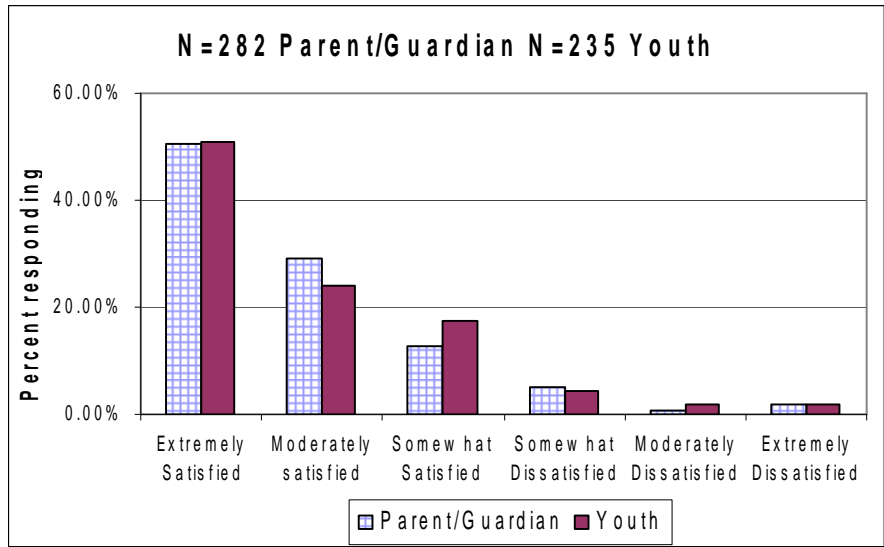
## **Outcome 2: Improved Family Functioning**

### **Indicator: Family Involvement/Satisfaction**

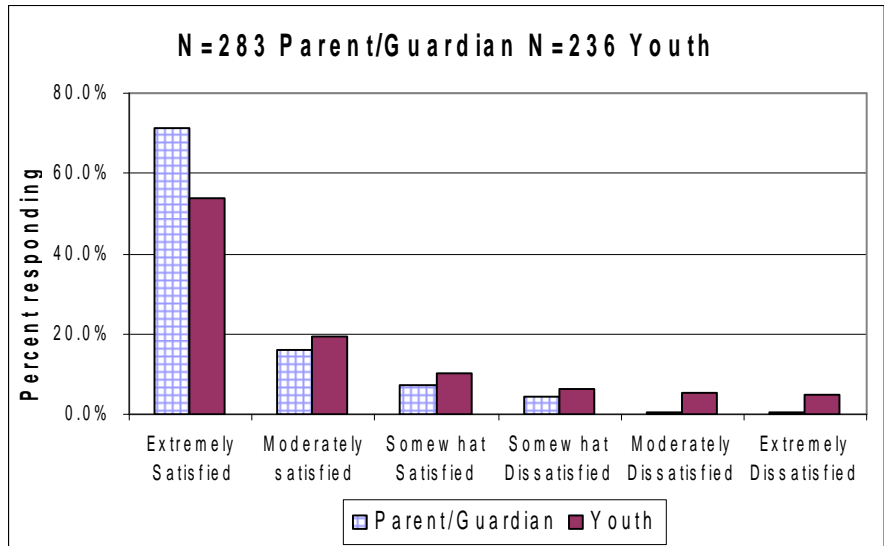
Hamilton Choices is committed to the principles of wraparound, which include the involvement of youth and their families in treatment. Outcomes in this area are critical to the mission of Choices. Questions around satisfaction and involvement are asked as part of the Ohio Scales Assessment. Table 13 shows results of these questions for both youth and parents enrolled in Hamilton Choices for at least 6 months. See methodology report for a detailed discussion of the methodology used in the analysis.

<b>Table 13 - Family Involvement/Satisfaction</b>					
<b>Criteria</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Satisfaction with Mental Health Services</b>	<b>401</b>	<b>517</b>	<b>75%</b>	<b>77.56%</b>	<b>Yes</b>
<b>Satisfaction with the Degree of Inclusion in the Treatment Planning Process</b>	<b>420</b>	<b>519</b>	<b>75%</b>	<b>80.92%</b>	<b>Yes</b>
<b>Mental Health Workers Involved in my Case Listen to me and Value my Ideas about Treatment Planning</b>	<b>437</b>	<b>521</b>	<b>75%</b>	<b>83.88%</b>	<b>Yes</b>
<b>To what Extent does Treatment Plan Include your Ideas about Treatment Needs</b>	<b>414</b>	<b>520</b>	<b>75%</b>	<b>79.62%</b>	<b>Yes</b>

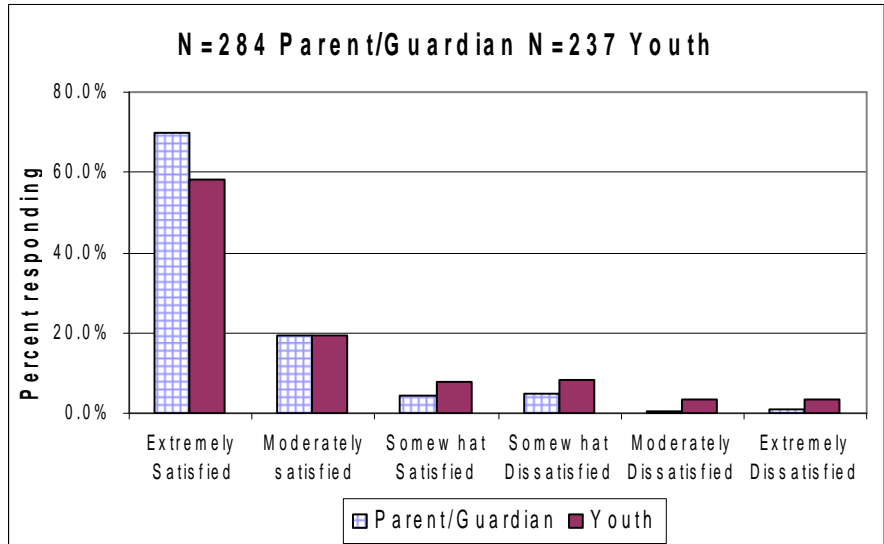
**Figure 3. Satisfaction with Services - Youth & Parents/Guardians**



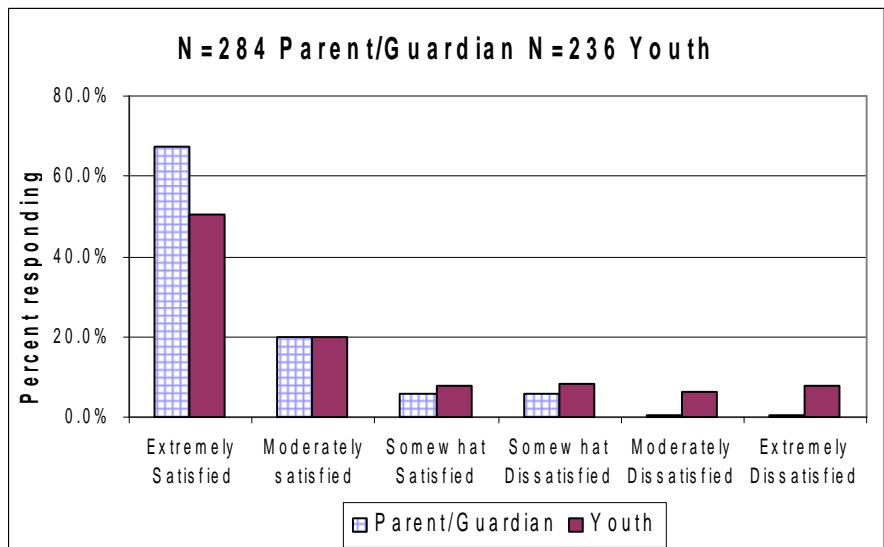
**Figure 4. Satisfaction with the Degree of Inclusion in the Treatment Planning Process**



**Figure 5. Mental Health Workers Involved in my Case Listen to me and Value my Ideas about Treatment Planning**



**Figure 6. To What Extent Does Treatment Plan Include Your Ideas About Treatment Needs**



## Outcome 2: Improved Family Functioning

**Indicator:** Family Functioning

This indicator looks at the improvement in caregiver strengths as measured by the CANS reliable change index between enrollment and discharge. See methodology report for an explanation of the methodology and how the sample was obtained.

<b>Table 14 – Family Functioning -CANS</b>					
<b>Criteria</b>	<b>Numerator (Youth with reliable improvement in the caregiver needs section of the CANS)</b>	<b>Denominator (All discharged youth)</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Reliable change in caregiver needs as defined by John Lyons</b>	<b>36</b>	<b>124</b>	<b>26.4%</b>	<b>29.03%</b>	<b>Yes</b>

## Outcome 2: Improved Family Functioning

**Indicator:** Natural Support Involvement in Team Planning Process

This indicator looks at the degree to which youth discharged from Hamilton Choices have natural supports with whom they will have continued interaction after discharge. Data for this analysis was obtained from child and family team member lists as well as the discharge CANS assessment. The CANS item used looks at the percentage of natural supports on the team at discharge rather than a specific number. Thus this indicator could not be measured exactly as written. Specifically, we were able to measure the presence of one or more natural supports on a team rather than the presence of more than one (See Figure 7).

Increasing natural supports has been an area of focus for Hamilton Choices and Figure 8 shows a comparison between fiscal year 2007 and fiscal year 2008. As seen in the graph, teams with higher percentages of natural supports (25% or greater) have increased over this period, while teams with lower percentages of natural supports (less than 25%) have decreased. This will continue to be an area of focus in the upcoming fiscal year.

Table 15 – Natural Supports at Discharge -CANS					
Criteria	Numerator (Youth with at least one natural support at discharge)	Denominator (All discharged youth)	Expected	Achieved	Indicator Met
One or more natural support on the child and family team at discharge	139	153	90%	90.85%	Yes

Figure 7. Team Composition

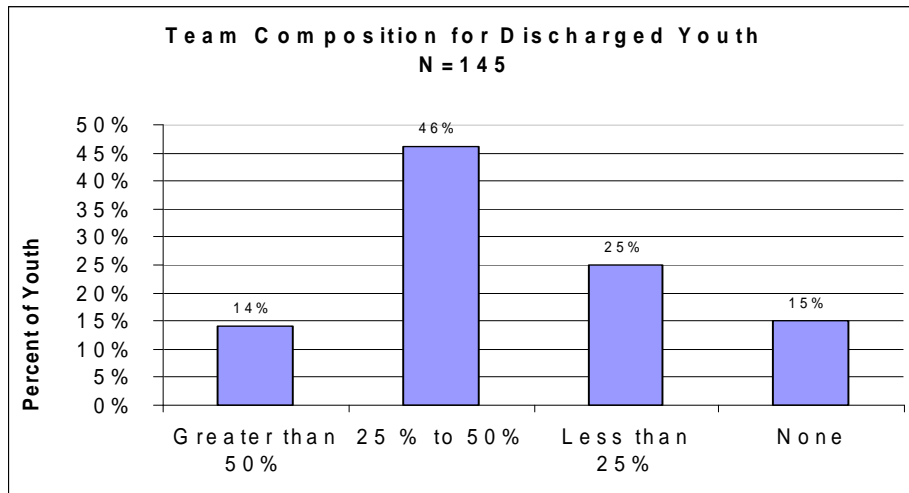
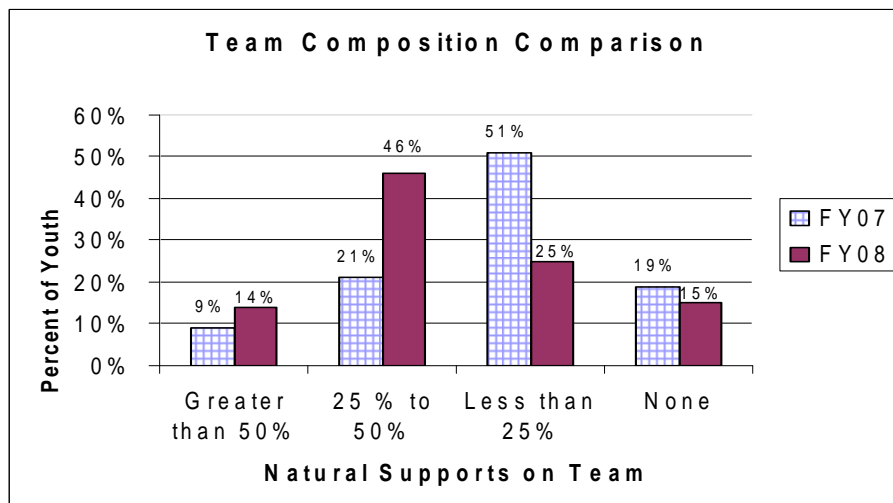


Figure 8. Team Composition Comparison



## Outcome 2: Improved Family Functioning

**Indicator:** Incidence of Abuse and Neglect

Data for this indicator is provided to Hamilton Choices by HCDJFS. This indicator looks at the substantiated and indicated reports of abuse and neglect for all Choices involved families during the reporting period. Because the safety of enrolled youth is a critical part of our mission, this analysis includes both substantiated and indicated incidences of abuse/neglect. See methodology report for a breakdown of the incidents.

<b>Table 16 - Allegations for All Choices Involved Families</b>					
<b>Criteria</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Families with no substantiated or indicated abuse and/or neglect allegations</b>	<b>361</b>	<b>380</b>	<b>90%</b>	<b>95%</b>	<b>YES</b>

## Outcome 3: Appropriate Living Arrangements

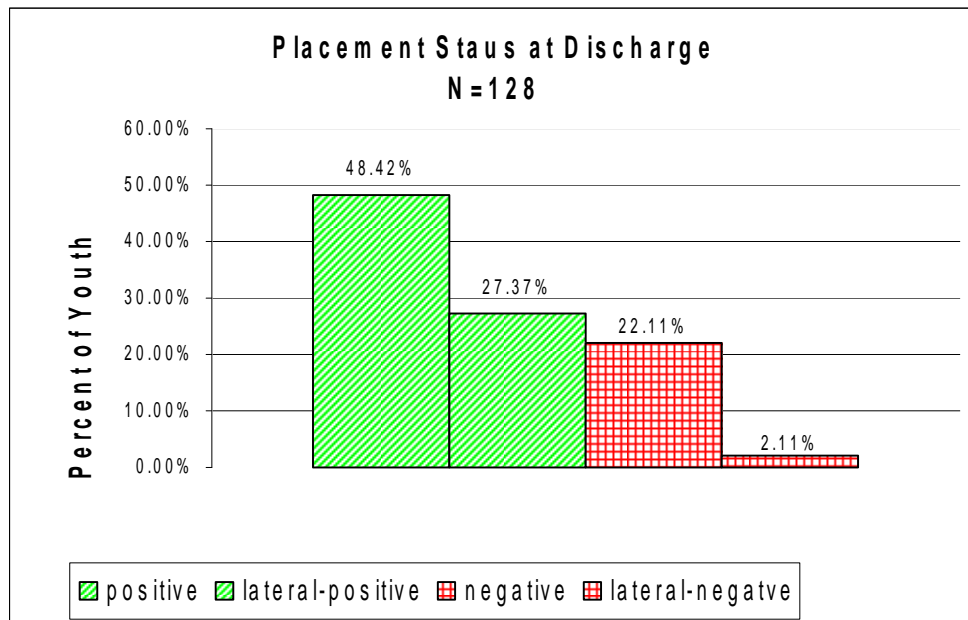
**Indicator:** Change in Living Arrangements

This indicator looks at the restrictiveness of living arrangements for youth at intake and discharge using the Restrictiveness of Living Environment Scale (ROLES) from the Ohio Consumer Outcomes. While no benchmark was established for this indicator, ROLES data for 95 youth discharged during the report period showed that 48.42% experienced a decrease in the restrictiveness of their living environment during their enrollment in Choices and an additional 27.37% were able to maintain a positive community placement. See methodology report for an explanation of the methodology and how the sample was obtained.

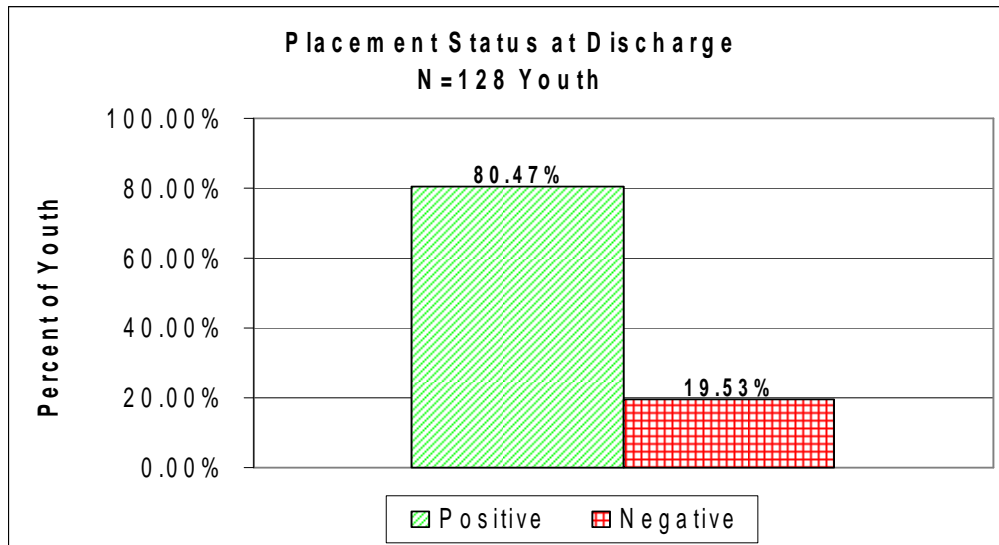
Figure 9 shows the discharge status of youth discharged during the report period. Per Exhibit A, youth who left Choices in a community placement (home, foster home or group home) were considered as successful, while youth who discharged in an institutional setting (residential treatment, detention or hospital) were not regarded as successful. 25 youth discharged from Choices in an AWOL status and were not included in this analysis. For youth who have been discharged from Choices, 80.47% of them were discharged in a positive placement, one that is either the same or less restrictive than at intake.

Table 17 – Change in ROLES Score					
Criteria	Numerator	Denominator	Expected	Achieved	Indicator Met
Changes in placement are to a less restrictive setting	46	95	Not Established	48.42%	Yes
Youth remain in the community	26	95	Not Established	27.37%	Yes
Youth remain in or move to a less restrictive environment as measured by the ROLES	72	95	Not Established	75.79%	Yes

Figure 9. Movements and Levels of Restrictiveness



**Figure 10. Discharge Placement Status**



**Outcome 3: Appropriateness of Living Arrangements**

**Indicator:** Reduced Residential Treatment

This indicator looked at the degree in which youth are able to remain in a community placement following an episode of residential treatment or psychiatric hospitalization. For each youth, the number of episodes in which the youth was able to remain out of RT/Hosp for at least six months was analyzed. Choices serves youth who often require stabilization in higher levels of care in order to meet their needs and ensure safety. These placements are often included on family crisis plans and are considered clinically appropriate. This means that many youth experience multiple episodes of RT/Hospitalization during their enrollment in Hamilton Choices. Choices is working to reduce this number and increase both the length of time that youth are able to remain out of the hospital as well as decrease the frequency of these episodes. In FY 2009, Choices will also include an indicator that looks at the ability of youth to remain out of RT/Hosp for at least 6 months following their final episode of treatment or their discharge from Choices. This will allow for a better analysis of the efficacy of their treatment overall. See methodology report for an explanation of the methodology used in this analysis.

<b>Table 18 – Reduced Residential Treatment/Hospitalization</b>					
<b>Criteria</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Number of episodes in which youth remain out of RT/Hosp for at least six months.</b>	<b>114</b>	<b>200</b>	<b>80%</b>	<b>57%</b>	<b>No</b>

### Outcome 3: Appropriate living Arrangements

#### Indicator: Achieving Permanency

Hamilton Choices continues to focus attention on the need to keep children in stable and permanent environments that meet their needs. For many children, this goal involves reunification with family. Using data provided to Choices by JFS, this indicator looked at 17 youth who were in JFS custody during their enrollment period in Choices and who achieved reunification either during or after their enrollment. Of those 17 youth, all 17 (100%) have maintained their reunified status for at least six months. An additional 6 youth were reunified during or after their enrollment in Choices, but have not yet been in that status for six months.

In order to further explore the extent to which youth enrolled in Choices achieve reunification, the same data set was used to look at youth active during the report period who were in JFS custody during their enrollment in Choices and had reunification as part of their treatment plan at JFS, n=26. One youth with a length of stay in Choices of less than 30 days was excluded from the analysis. Of these youth, 23 (88.46%) have been reunified and remain reunified. The remaining 3 youth (11.54%) were discharged from Choices and remain in JFS custody.

Table 19 – Achieving Permanency					
Criteria	Numerator	Denominator	Expected	Achieved	Indicator Met
Number of youth remaining reunified for at least six months.	17	17	90%	100%	Yes
Number of youth achieving stable reunification.	23	26	Not defined	88.46%	Yes

### Outcome 3: Appropriate living Arrangements

#### Indicator: Stability of Placement

This indicator also used data provided to Hamilton Choices by JFS. In this analysis, all JFS involved youth (n=46) discharged from Choices between 7/1/2007 and 2/1/2008 (greater than 6 months as of 8/1/2008) were looked at to determine the stability of their discharge placements. The numerator (n=37) was

all youth who remained in their discharge placement at least six months. 43.44% (n=20) youth successfully closed with JFS and were also considered to be stable. These youth were included in the numerator even if the closing happened prior to the six month time frame. Youth who changed placements or entered placement for the first time within 6 months of their discharge from Choices were not considered to be stable.

<b>Table 20 – Stability of Placement</b>					
<b>Criteria</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Number of youth who remain in a stable living arrangement for 6 months post discharge.</b>	<b>37</b>	<b>46</b>	<b>65%</b>	<b>80.43%</b>	<b>Yes</b>

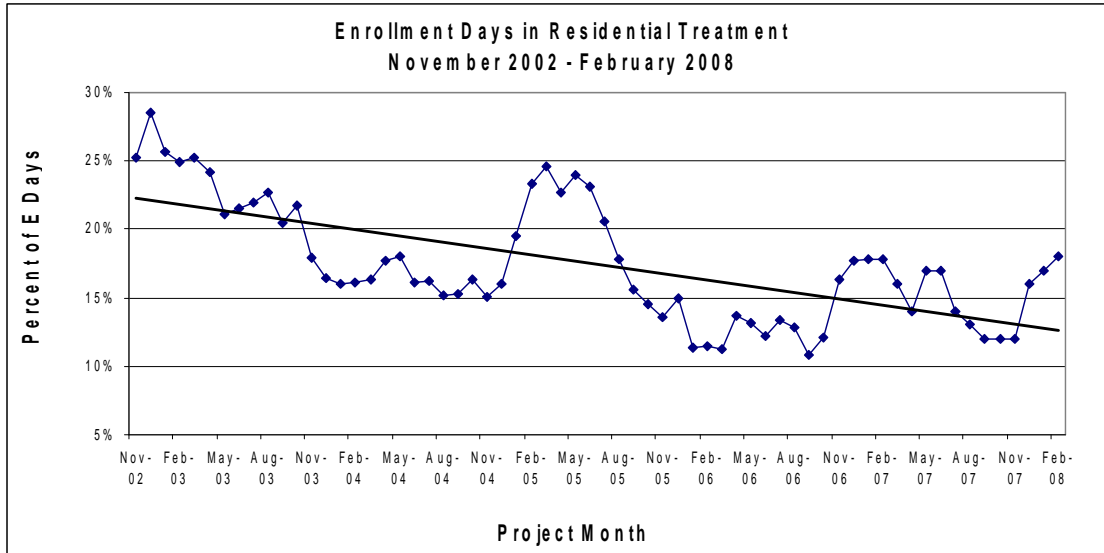
### **Outcome 3: Appropriate Living Arrangements**

**Indicator:** Shorter Lengths of Stay in Institutional Living Environments

During the period of review, residential treatment utilization has fluctuated between relatively low utilization (about 12%) in the fall of 2007 to over 17% in January and February 2008. While the benchmark for this indicator is not specifically defined, Hamilton Choices has used cost modeling to set an internal benchmark of 15% average usage for this ratio. While Figure 9 shows a continued trend of decreased utilization since project inception, the overall trend for this reporting period shows an increased reliance on residential placements over last year.

<b>Table 21 – Utilization of Residential Treatment</b>			
<b>Criteria</b>	<b>Expected</b>	<b>Achieved</b>	<b>Indicator Met</b>
<b>Reduced reliance on residential treatment placements</b>	<b>Not established, but internally set at an average of 15%</b>	<b>14.66%</b>	<b>Yes</b>

**Figure 11. Enrollment Days in Residential Treatment**



**Outcome 4: Serving Youth in our Community**

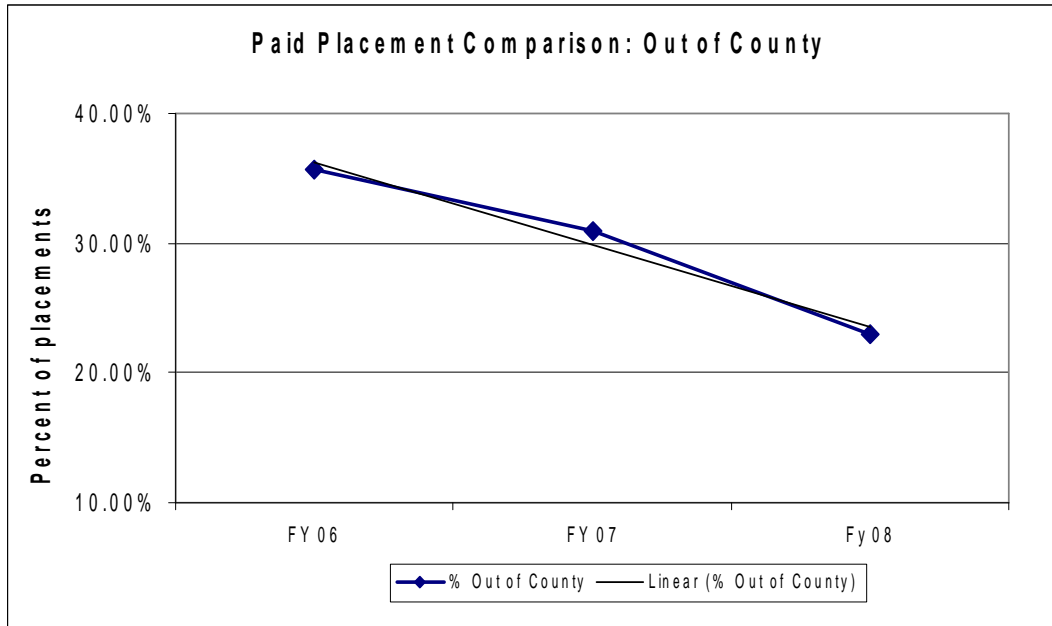
**Indicator:** Utilization of Services in Region

Hamilton Choices continues to make progress on decreasing the number of youth served outside of Hamilton County. While this indicator was not met at the 20% level, the percentage of paid out-of-county days decreased during FY07 from 35.63% to about 31% and in FY 08 to 23.02%. See figure 12.

This is a significant decrease and is approaching the established benchmark for this indicator. Hamilton Choices continues to actively work towards building capacity within Hamilton County for youth whose needs cannot currently be met within the local service system. This indicator defined the region as Hamilton, Butler, Clermont and Warren Counties, however, the data available only distinguished in-county (Hamilton) from out-of-county.

Table 22 - Out of Region Placement Utilization					
Criteria	Numerator	Denominator	Expected	Achieved	Indicator Met
Monthly percentage of paid out of region days shall not exceed 20%.	8,802	38,244	20%	23.02%	No

**Figure 12. Out of County Placements**



**Outcome 4: Serving Youth in our Community**

**Indicator:** Utilization of Local Providers (Appendix A: pp. 67-68)

This indicator looks at the percent of placement services that go to providers based or located within Hamilton County. The indicator was met at the established level.

Table 23 - Utilization of Local Providers					
Criteria	Numerator	Denominator	Expected	Achieved	Indicator Met
At least 65% of monthly placement services shall go to providers who are based or located in Hamilton County.	29,442	38,244	65%	76.98%	Yes

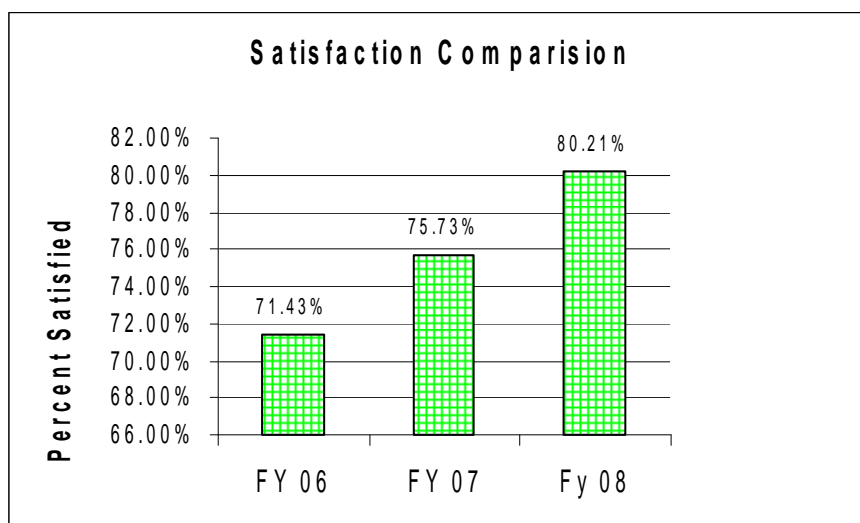
**Outcome 5: Providers and Care Consortium Members Are Satisfied with Care Coordination**

**Indicator:** Satisfaction with Services

The 2008 provider and funder satisfaction survey continues to show increased overall satisfaction with services provided by Hamilton Choices. The overall satisfaction rating for FY 08 was 80.21%. This is above the established benchmark of 80%, and represents an almost 5% increase from FY 07 (75.73%) and a 9% increase from FY 06 (71.43%). See Figure 13. Hamilton Choices has actively responded to comments from previous surveys to make improvements in the quality of service provided to our provider and funding partners. In response to last year's survey, efforts were made to increase care coordinator responsiveness to team members, establish higher standards for professionalism and improve the timeliness of team meetings. Hamilton Choices will continue to use the feedback provided by our stakeholders to improve services and respond to concerns of our partners. The majority of survey responses (65.5%) came from community providers, while funders and other stakeholders made up the remaining respondents.

Positive comments on this year's survey included the degree to which care coordinators are able to incorporate all voices within the team process and the commitment that care coordinators show to the families and youth they support. Areas of concern focused mainly on the lack of knowledge of some of the newer staff and a need for improved education about the roles and responsibilities of various team members.

**Figure 13. Satisfaction Comparison**



**Table 24 - Provider and Funder Satisfaction**

Criteria	Numerator	Denominator	Expected	Achieved	Indicator Met
Percentage survey respondents who are satisfied with services	77	96	80%	80.21%	Yes

**Table 25 - Overall Satisfaction Results**

Overall, I am satisfied with the services provided by Hamilton Choices		
	FY 2008	
	N	Response %
Strongly Agree	24	25.00%
Agree	53	55.21%
Disagree	6	6.25%
Strongly Disagree	9	9.38%
N/A	4	4.17%
<b>TOTAL</b>	<b>96</b>	<b>100.00%</b>

**Table 26 - Rating of Services Provided by Choices**

Overall, I would rate the services provided by Hamilton Choices as:		
	FY 2008	
	N	Response %
Excellent	16	16.67%
Very Good	27	28.13%
Good	31	32.29%
Fair	10	10.42%
Poor	10	10.42%
N/A	2	2.08%
<b>TOTAL</b>	<b>96</b>	<b>100.00%</b>

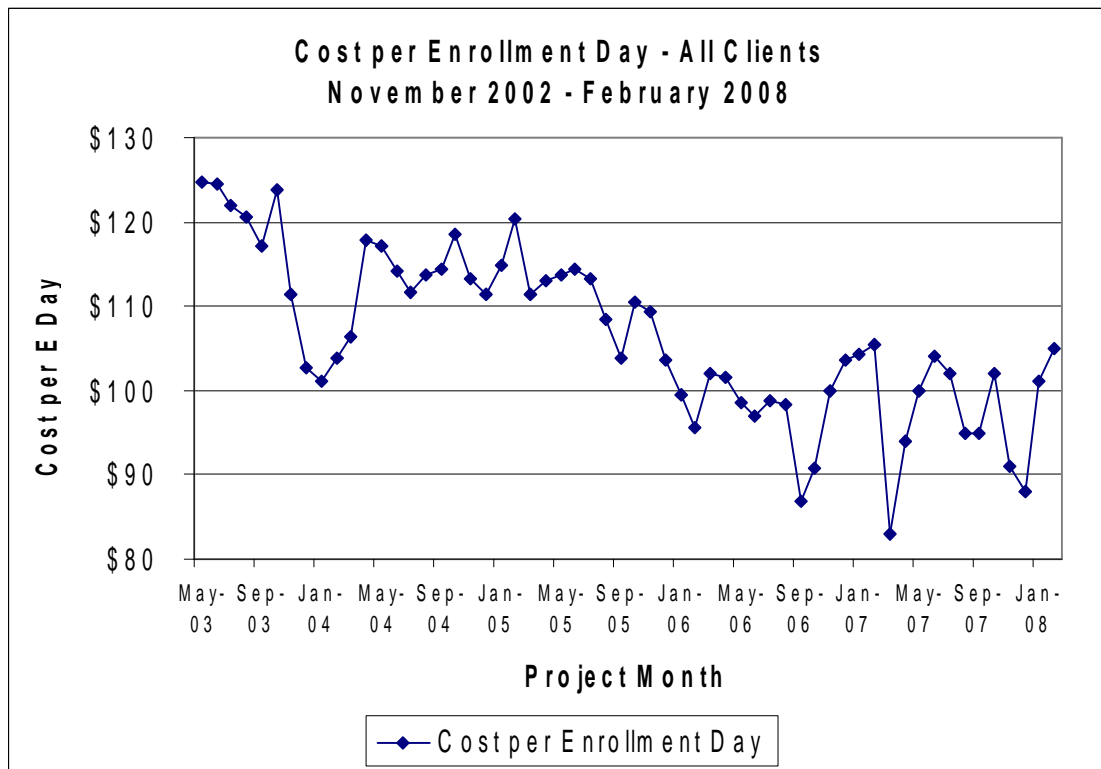
**Outcome 6: Services Are Cost Effective**

Financial reports are submitted to the MCSA on a regular basis, per Exhibit A. Financial indicators reported here are included only as examples of the overall effort by Hamilton Choices to manage service costs effectively and within the established case rate. Data included in these indicators is preliminary and has not yet been independently audited.

**Indicator:** Spending Meets Established Targets

**Figure 14. Cost per Enrollment Day - All Youth**

Choices aims to provide services that are both clinically effective and financially sustainable. Historically, a major challenge has been providing services within the established case rate. Through an integrated approach, Choices uses both clinical and financial information to monitor the cost of services in relation to clinical outcomes. The results of this management can be seen in the overall decrease in costs per enrollment day since program inception. At this time, Choices is successfully achieving positive clinical outcomes at a cost that can be maintained by available service dollars.



**Figure 15. Service Revenue to Service Expenditures**

Figure 15 also depicts the ability of Hamilton Choices to manage service costs within the established case rate. This graph shows the variance between monthly service revenue and service expenditures. Revenue is calculated as all dollars allocated for direct service exclusive of Medicaid dollars. With the case rate adjustment in July 2004, the program has consistently kept service costs below service revenue. For the financial period March 2007 through February 2008, revenue has exceeded expenditures in all but two months.

