



# Appendices for MH/DD/SAS Community Systems Progress Report

**Second Quarter SFY 2008-2009**  
October 1 – December 31, 2008

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February 28, 2008



These appendices are a companion document to the *Community Systems Progress Report*. Both the report and appendices are available on the Division's website at: <http://www.ncdhhs.gov/mhddsas/statspublications/reports>.

**Appendix A** contains a table that categorizes LMEs into three groups -- Urban, Mixed, or Rural -- according to the population density (persons per square mile) of the LME's member counties. It includes the LME name abbreviations used in the report, the LME's member counties, and the population density of each county that was used to categorize each LME.

**Appendix B** contains the data tables for each Progress Indicator in the Report.

**Appendix C** provides a summary sheet for each LME to use to review its performance on progress indicators to statewide standards, targets, and averages as well as the averages for the three LME groups.

**Appendix D** explains the formulas used for calculating each performance indicator.



*Appendix B: Data Tables For Each  
Progress Indicator*

<b>INDICATOR 1: Timely Access to Care (Emergent Care)</b>									
<b>LME</b>	<b># Persons Requesting Services</b>	<b>Determined To Need Emergent</b>		<b>Provided Within 2 Hours</b>		<b>Access Available But Not Seen in 2 Hours*</b>		<b>Total Provided Access Within 2 Hours**</b>	
		<b># Persons</b>	<b>% of Persons Requesting Services</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>
Cumberland	1,803	29	2%	29	100%	0	0%	29	100%
Durham	1,892	632	33%	632	100%	0	0%	632	100%
Guilford	2,714	392	14%	392	100%	0	0%	392	100%
Mecklenburg	1,577	217	14%	212	98%	5	2%	217	100%
Pathways	1,969	178	9%	175	98%	1	1%	176	99%
Wake	2,339	813	35%	792	97%	21	3%	813	100%
<b>URBAN SUBTOTAL</b>	<b>12,294</b>	<b>2,261</b>	<b>18%</b>	<b>2,232</b>	<b>99%</b>	<b>27</b>	<b>1%</b>	<b>2,259</b>	<b>100%</b>
ACR	1,643	238	14%	219	92%	19	8%	238	100%
Beacon Ctr	1,191	140	12%	118	84%	22	16%	140	100%
CenterPoint	3,895	1,115	29%	1,109	99%	6	1%	1,115	100%
Crossroads	2,158	564	26%	564	100%	0	0%	564	100%
ECBH	1,111	171	15%	171	100%	0	0%	171	100%
Eastpointe	1,206	173	14%	173	100%	0	0%	173	100%
MHPartners	1,869	60	3%	60	100%	0	0%	60	100%
OC	949	176	19%	176	100%	0	0%	176	100%
OPC	1,103	174	16%	173	99%	1	1%	174	100%
Piedmont									
Sandhills	2,063	566	27%	566	100%	0	0%	566	100%
SEC	1,799	40	2%	40	100%	0	0%	40	100%
WHighlands	1,852	213	12%	213	100%	0	0%	213	100%
<b>MIXED SUBTOTAL</b>	<b>20,839</b>	<b>3,630</b>	<b>17%</b>	<b>3,582</b>	<b>99%</b>	<b>48</b>	<b>1%</b>	<b>3,630</b>	<b>100%</b>
Albemarle	1,179	187	16%	155	83%	32	17%	187	100%
Five County	1,706	608	36%	608	100%	0	0%	608	100%
Johnston	950	129	14%	129	100%	0	0%	129	100%
SMountain	3,992	610	15%	461	76%	64	10%	525	86%
SER	1,995	76	4%	76	100%	0	0%	76	100%
<b>RURAL SUBTOTAL</b>	<b>9,822</b>	<b>1,610</b>	<b>16%</b>	<b>1,429</b>	<b>89%</b>	<b>96</b>	<b>6%</b>	<b>1,525</b>	<b>95%</b>
<b>STATEWIDE</b>	<b>42,955</b>	<b>7,501</b>	<b>17%</b>	<b>7,243</b>	<b>97%</b>	<b>171</b>	<b>2%</b>	<b>7,414</b>	<b>99%</b>

SOURCE: LME quarterly reports to DMH/DD/SAS for the period October 1 - December 31, 2008, received January 20, 2009.

\* "Access Available But Not Seen" is defined as a qualified provider was on the physical premises ready to provide immediate care as soon as the consumer was available to receive care, but a face-to-face service was not provided within 2 hours of the request for services because the consumer was not available within this time frame to receive it.

\*\* "Total Provided Access Within 2 Hours" includes consumers provided emergency care plus consumers provided access but not seen within 2 hours of the request.

<b>INDICATOR 1: Timely Access to Care (Urgent Care)</b>									
<b>LME</b>	<b># Persons Requesting Services</b>	<b>Determined To Need</b>		<b>Provided Within 48 Hours</b>		<b>Offered But Declined*</b>		<b>Scheduled - No Show</b>	
		<b># Persons</b>	<b>% of Persons Requesting Services</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>
Cumberland	1,803	185	10%	150	81%	14	8%	21	11%
Durham	1,892	242	13%	184	76%	12	5%	39	16%
Guilford	2,714	187	7%	187	100%	0	0%	0	0%
Mecklenburg	1,577	468	30%	429	92%	0	0%	39	8%
Pathways	1,969	92	5%	87	95%	1	1%	4	4%
Wake	2,339	843	36%	794	94%	6	1%	43	5%
<b>URBAN SUBTOTAL</b>	<b>12,294</b>	<b>2,017</b>	<b>16%</b>	<b>1,831</b>	<b>91%</b>	<b>33</b>	<b>2%</b>	<b>146</b>	<b>7%</b>
ACR	1,643	183	11%	183	100%	0	0%	0	0%
Beacon Ctr	1,191	277	23%	99	36%	87	31%	66	24%
CenterPoint	3,895	174	4%	140	81%	0	0%	34	20%
Crossroads	2,158	317	15%	135	43%	5	2%	2	1%
ECBH	1,111	206	19%	161	78%	12	6%	33	16%
Eastpointe	1,206	92	8%	78	85%	1	1%	13	14%
MHPartners	1,869	216	12%	215	100%	0	0%	1	0%
OC	949	128	13%	103	81%	5	4%	10	8%
OPC	1,103	214	19%	181	85%	1	0%	12	6%
Piedmont									
Sandhills	2,063	397	19%	352	89%	17	4%	28	7%
SEC	1,799	672	37%	491	73%	48	7%	77	11%
WHighlands	1,852	166	9%	113	68%	27	16%	26	16%
<b>MIXED SUBTOTAL</b>	<b>20,839</b>	<b>3,042</b>	<b>15%</b>	<b>2,251</b>	<b>74%</b>	<b>203</b>	<b>7%</b>	<b>302</b>	<b>10%</b>
Albemarle	1,179	92	8%	73	79%	15	16%	4	4%
Five County	1,706	18	1%	18	100%	0	0%	0	0%
Johnston	950	125	13%	125	100%	0	0%	0	0%
SMountain	3,992	576	14%	310	54%	0	0%	51	9%
SER	1,995	246	12%	206	84%	17	7%	23	9%
<b>RURAL SUBTOTAL</b>	<b>9,822</b>	<b>1,057</b>	<b>11%</b>	<b>732</b>	<b>69%</b>	<b>32</b>	<b>3%</b>	<b>78</b>	<b>7%</b>
<b>STATEWIDE</b>	<b>42,955</b>	<b>6,116</b>	<b>14%</b>	<b>4,814</b>	<b>79%</b>	<b>268</b>	<b>4%</b>	<b>526</b>	<b>9%</b>

SOURCE: LME quarterly reports to DMH/DD/SAS for the period October 1 - December 31, 2008, received January 20, 2009.

\* "Offered But Declined" includes consumers that were offered an appointment within the target time frame but declined for personal convenience or necessity and requested a later appointment or were scheduled for an appointment within the target time frame but called and rescheduled it to a later time.

NOTE: Percentages should **NOT** total 100% across the LME row.

<b>INDICATOR 1: Timely Access to Care (Routine Care)</b>									
<b>LME</b>	<b># Persons Requesting Services</b>	<b>Determined To Need</b>		<b>Provided Within 14 Calendar Days</b>		<b>Offered But Declined*</b>		<b>Scheduled - No Show</b>	
		<b># Persons</b>	<b>% of Persons Requesting Services</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>	<b># Persons</b>	<b>% of Persons Determined To Need</b>
Cumberland	1,803	697	39%	558	80%	62	9%	77	11%
Durham	1,892	1,011	53%	877	87%	7	1%	124	12%
Guilford	2,714	1,752	65%	1,429	82%	4	0%	319	18%
Mecklenburg	1,577	892	57%	652	73%	0	0%	196	22%
Pathways	1,969	1,040	53%	598	58%	62	6%	107	10%
Wake	2,339	564	24%	453	80%	109	19%	2	0%
<b>URBAN SUBTOTAL</b>	<b>12,294</b>	<b>5,956</b>	<b>48%</b>	<b>4,567</b>	<b>77%</b>	<b>244</b>	<b>4%</b>	<b>825</b>	<b>14%</b>
ACR	1,643	1,222	74%	503	41%	9	1%	16	1%
Beacon Ctr	1,191	760	64%	404	53%	52	7%	272	36%
CenterPoint	3,895	2,511	64%	1,450	58%	32	1%	669	27%
Crossroads	2,158	1,106	51%	842	76%	27	2%	108	10%
ECBH	1,111	734	66%	458	62%	91	12%	185	25%
Eastpointe	1,206	940	78%	830	88%	0	0%	110	12%
MHPartners	1,869	1,582	85%	1,024	65%	176	11%	382	24%
OC	949	645	68%	544	84%	26	4%	75	12%
OPC	1,103	622	56%	468	75%	34	5%	99	16%
Piedmont									
Sandhills	2,063	1,070	52%	841	79%	87	8%	142	13%
SEC	1,799	703	39%	566	81%	59	8%	78	11%
WHighlands	1,852	1,466	79%	945	65%	50	3%	71	5%
<b>MIXED SUBTOTAL</b>	<b>20,839</b>	<b>13,361</b>	<b>64%</b>	<b>8,875</b>	<b>66%</b>	<b>643</b>	<b>5%</b>	<b>2,207</b>	<b>17%</b>
Albemarle	1,179	900	76%	460	51%	65	7%	113	13%
Five County	1,706	1,080	63%	785	73%	23	2%	59	5%
Johnston	950	623	66%	378	61%	47	8%	194	31%
SMountain	3,992	2,727	68%	1,421	52%	0	0%	507	19%
SER	1,995	972	49%	782	81%	6	1%	184	19%
<b>RURAL SUBTOTAL</b>	<b>9,822</b>	<b>6,302</b>	<b>64%</b>	<b>3,826</b>	<b>61%</b>	<b>141</b>	<b>2%</b>	<b>1,057</b>	<b>17%</b>
<b>STATEWIDE</b>	<b>42,955</b>	<b>25,619</b>	<b>60%</b>	<b>17,268</b>	<b>67%</b>	<b>1,028</b>	<b>4%</b>	<b>4,089</b>	<b>16%</b>

SOURCE: LME quarterly reports to DMH/DD/SAS for the period October 1 - December 31, 2008, received January 20, 2009.

\* "Offered But Declined" includes consumers that were offered an appointment within the target time frame but declined for personal convenience or necessity and requested a later appointment or were scheduled for an appointment within the target time frame but called and rescheduled it to a later time.

NOTE: Percentages should **NOT** total 100% across the LME row.

INDICATOR 2: Identification of Individuals In Need of Service (Adults)									
LME	Adult MH			Adult DD			Adult SA		
	Number in Need	Number Served	Percent of Population in Need Served	Number in Need	Number Served	Percent of Population in Need Served	Number in Need	Number Served	Percent of Population in Need Served
Cumberland	12,512	5,306	42%	1,980	581	29%	21,729	1,323	6%
Durham	10,629	4,774	45%	1,647	628	38%	18,064	1,546	9%
Guilford	19,277	7,545	39%	2,856	1,034	36%	31,521	2,506	8%
Mecklenburg	35,783	9,061	25%	5,409	1,757	32%	57,826	5,131	9%
Pathways	15,459	9,722	63%	2,185	1,201	55%	24,159	2,606	11%
Wake	34,738	8,522	25%	5,309	1,251	24%	56,800	3,088	5%
<b>URBAN SUBTOTAL</b>	<b>128,398</b>	<b>44,930</b>	<b>35%</b>	<b>19,385</b>	<b>6,452</b>	<b>33%</b>	<b>210,100</b>	<b>16,200</b>	<b>8%</b>
ACR	10,779	4,599	43%	1,528	576	38%	17,022	1,223	7%
Beacon Ctr	9,943	4,021	40%	1,405	678	48%	15,568	1,006	6%
CenterPoint	17,663	6,884	39%	2,525	934	37%	27,962	2,368	8%
Crossroads	10,847	5,070	47%	1,523	542	36%	16,840	1,382	8%
ECBH	16,594	6,889	42%	2,439	1,193	49%	27,649	2,279	8%
Eastpointe	11,752	5,289	45%	1,683	883	52%	18,670	1,199	6%
MHPartners	10,024	4,957	49%	1,427	560	39%	15,797	1,605	10%
OC	9,811	3,494	36%	1,659	376	23%	19,220	1,105	6%
OPC	9,708	2,703	28%	1,490	555	37%	16,736	983	6%
Piedmont*									
Sandhills	21,793	9,507	44%	3,115	1,058	34%	34,517	2,504	7%
SEC	15,071	5,154	34%	2,109	733	35%	23,746	1,952	8%
WHighlands	21,423	10,755	50%	2,888	1,373	48%	32,757	3,051	9%
<b>MIXED SUBTOTAL</b>	<b>165,408</b>	<b>69,322</b>	<b>42%</b>	<b>23,789</b>	<b>9,461</b>	<b>40%</b>	<b>266,485</b>	<b>20,657</b>	<b>8%</b>
Albemarle	7,762	4,064	52%	1,066	497	47%	12,023	1,248	10%
Five County	9,505	6,024	63%	1,346	652	48%	14,871	1,676	11%
Johnston	6,428	3,233	50%	944	227	24%	10,099	1,068	11%
SMountain	22,251	11,730	53%	3,090	1,253	41%	35,210	3,679	10%
SER	10,072	6,269	62%	1,445	837	58%	16,008	1,808	11%
<b>RURAL SUBTOTAL</b>	<b>56,018</b>	<b>31,320</b>	<b>56%</b>	<b>7,891</b>	<b>3,466</b>	<b>44%</b>	<b>88,211</b>	<b>9,479</b>	<b>11%</b>
<b>STATEWIDE</b>	<b>349,824</b>	<b>145,572</b>	<b>42%</b>	<b>51,065</b>	<b>19,379</b>	<b>38%</b>	<b>564,796</b>	<b>46,336</b>	<b>8%</b>

SOURCE: Medicaid and State Service Claims Data for the one year period: October 1, 2007 to September 30, 2008.

\* Data on service claims for Piedmont are not available for this report.

**Data Sources and Calculations**

**Population Data:** The Office of State Budget and Management (OSBM) State Demographics Branch website: <http://www.osbm.state.nc.us/demog/c08sage.html>. Last Update: June 9, 2008. Downloaded 6/27/08.

**MH Prevalence Rates:** Prepared by NRI/SDICC for CMHS, June 14, 2008 (for the MH Block Grant)

- **Children:** URS Table 1: Children with Serious Emotional Disturbance, ages 9-17, by State, 2007. Note: 12% is the midpoint (11%-13%) for the LOF=60 range (SED with substantial functional impairment). The same rate was applied to children under age 9.
- **Adults:** URS Table 1: Number of Persons with Serious Mental Illness, age 18 and older, by State, 2007 = 5.4%.

**NC Substance Abuse Prevalence Rates:** SAMHSA, Office of Applied Studies, National Surveys on Drug Use and Health, 2005 and 2006, published Feb 2008.

- **Children and Adults:** Table B.20, Dependence on or Abuse of Illicit Drugs or Alcohol in Past Year, by Age Group and State: Percentages, Annual Averages Based on 2005 and 2006 NSDUH.

Prevalence rate for adolescents (ages 12-17) is 7.83%, for adults (ages 18-25) is 18.87%, and for adults (ages 26+) is 6.84%. Total = 8.45%. Applying these age group rates to July 2008 population = 8.62% total.

**DD Prevalence Rates:** Report by the US DHHS, Surgeon General (2001) based on data from the 1994 and 1995 National Health Interview Survey (NHIS) Disability Supplement, Phase I, Estimated Ages of People with MR/DD in US Non-Institutional Population. Prevalence rates for persons ages 3-5 = 3.8%, ages 6-16 = 3.2%, ages 17-24 = 1.5%, ages 25-34 = 0.9%, ages 35-44 = 0.8%, ages 45-54 = 0.7%, ages 55-64 = 0.5%, ages 65+ = 0.4%.

**Estimated Persons In Need Of Services:** These numbers were calculated by multiplying the most current available statewide prevalence rates for NC for MH, DD, and SA by the July 2008 county population projections for each relevant age group for each county in each LME's catchment area.

**Persons Served:** Disability group is based on the first three diagnoses on all claims. Persons in each disability group were counted once -- based on the LME and age at first service in the year. Persons with multiple disabilities (e.g. MH and SA, MH and DD, etc.) were counted in all applicable columns. An unduplicated total of 102,601 children and 181,603 adults were served during this 12 month period.

INDICATOR 2: Identification of Individuals In Need of Service (Children/Adolescents)									
LME	Child/Adolescent MH			Child/Adolescent DD			Adolescent SA		
	Number in Need	Number Served	Percent of Population in Need Served	Number in Need	Number Served	Percent of Population in Need Served	Number in Need	Number Served	Percent of Population in Need Served
Cumberland	8,211	3,850	47%	2,190	364	17%	2,143	165	8%
Durham	6,055	3,922	65%	1,628	397	24%	1,476	190	13%
Guilford	11,294	4,420	39%	3,009	486	16%	2,975	175	6%
Mecklenburg	22,437	7,411	33%	6,020	1,100	18%	5,536	361	7%
Pathways	9,068	4,937	54%	2,414	769	32%	2,424	180	7%
Wake	21,978	6,483	29%	5,887	787	13%	5,541	248	4%
<b>URBAN SUBTOTAL</b>	<b>79,042</b>	<b>31,023</b>	<b>39%</b>	<b>21,147</b>	<b>3,903</b>	<b>18%</b>	<b>20,095</b>	<b>1,319</b>	<b>7%</b>
ACR	6,198	2,308	37%	1,654	199	12%	1,624	78	5%
Beacon Ctr	6,226	3,707	60%	1,658	408	25%	1,686	80	5%
CenterPoint	10,547	4,104	39%	2,809	470	17%	2,772	322	12%
Crossroads	6,705	1,953	29%	1,792	272	15%	1,743	115	7%
ECBH	9,168	7,497	82%	2,448	802	33%	2,415	236	10%
Eastpointe	7,548	4,287	57%	2,017	494	24%	1,960	122	6%
MHPartners	5,987	2,854	48%	1,592	244	15%	1,608	120	7%
OC	5,060	2,005	40%	1,355	245	18%	1,303	72	6%
OPC	4,820	1,777	37%	1,288	296	23%	1,265	95	8%
Piedmont*									
Sandhills	13,474	6,155	46%	3,597	605	17%	3,510	273	8%
SEC	7,089	4,137	58%	1,889	675	36%	1,910	107	6%
WHighlands	10,681	5,503	52%	2,846	747	26%	2,849	202	7%
<b>MIXED SUBTOTAL</b>	<b>93,504</b>	<b>46,287</b>	<b>50%</b>	<b>24,946</b>	<b>5,457</b>	<b>22%</b>	<b>24,645</b>	<b>1,822</b>	<b>7%</b>
Albemarle	4,089	2,593	63%	1,095	207	19%	1,086	83	8%
Five County	5,744	3,014	52%	1,531	277	18%	1,559	150	10%
Johnston	4,325	1,556	36%	1,162	154	13%	1,056	43	4%
SMountain	10,843	6,037	56%	2,896	496	17%	2,882	179	6%
SER	6,885	5,786	84%	1,836	614	33%	1,821	131	7%
<b>RURAL SUBTOTAL</b>	<b>31,885</b>	<b>18,986</b>	<b>60%</b>	<b>8,519</b>	<b>1,748</b>	<b>21%</b>	<b>8,404</b>	<b>586</b>	<b>7%</b>
<b>STATEWIDE</b>	<b>204,432</b>	<b>96,296</b>	<b>47%</b>	<b>54,613</b>	<b>11,108</b>	<b>20%</b>	<b>53,144</b>	<b>3,727</b>	<b>7%</b>

SOURCE: Medicaid and State Service Claims Data for the one year period: October 1, 2007 to September 30, 2008.

\* Data on service claims for Piedmont are not available for this report.

**Data Sources and Calculations**

**Population Data:** The Office of State Budget and Management (OSBM) State Demographics Branch website: <http://www.osbm.state.nc.us/demog/c08sage.html>. Last Update: June 9, 2008. Downloaded 6/27/08.

**MH Prevalence Rates:** Prepared by NRI/SDICC for CMHS, June 14, 2008 (for the MH Block Grant)

- **Children:** URS Table 1: Children with Serious Emotional Disturbance, ages 9-17, by State, 2007. Note: 12% is the midpoint (11%-13%) for the LOF=60 range (SED with substantial functional impairment). The same rate was applied to children under age 9.
- **Adults:** URS Table 1: Number of Persons with Serious Mental Illness, age 18 and older, by State, 2007 = 5.4%.

**NC Substance Abuse Prevalence Rates:** SAMHSA, Office of Applied Studies, National Surveys on Drug Use and Health, 2005 and 2006, published Feb 2008.

- **Children and Adults:** Table B.20, Dependence on or Abuse of Illicit Drugs or Alcohol in Past Year, by Age Group and State: Percentages, Annual Averages Based on 2005 and 2006 NSDUH. Prevalence rate for adolescents (ages 12-17) is 7.83%, for adults (ages 18-25) is 18.87%, and for adults (ages 26+) is 6.84%. Total = 8.45%. Applying these age group rates to July 2008 population = 8.62% total.

**DD Prevalence Rates:** Report by the US DHHS, Surgeon General (2001) based on data from the 1994 and 1995 National Health Interview Survey (NHIS) Disability Supplement, Phase I, Estimated Ages of People with MR/DD in US Non-Institutional Population. Prevalence rates for persons ages 3-5 = 3.8%, ages 6-16 = 3.2%, ages 17-24 = 1.5%, ages 25-34 = 0.9%, ages 35-44 = 0.8%, ages 45-54 = 0.7%, ages 55-64 = 0.5%, ages 65+ = 0.4%.

**Estimated Persons In Need Of Services:** These numbers were calculated by multiplying the most current available statewide prevalence rates for NC for MH, DD, and SA by the July 2008 county population projections for each relevant age group for each county in each LME's catchment area.

**Persons Served:** Disability group is based on the first three diagnoses on all claims. Persons in each disability group were counted once -- based on the LME and age at first service in the year. Persons with multiple disabilities (e.g. MH and SA, MH and DD, etc.) were counted in all applicable columns. An unduplicated total of 102,601 children and 181,603 adults were served during this 12 month period.

<b>INDICATOR 3: Timely Initiation and Engagement of Individuals in Service (Mental Health)</b>									
<b>LME</b>	<b>2 Visits within 14 Days</b>		<b>2nd Service &gt; 14 Days</b>		<b>No 2nd Service</b>		<b>Total Number with an Initial Visit</b>	<b>4 Visits within 45 Days**</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>		<b>Number</b>	<b>Percent</b>
Cumberland	586	30%	518	26%	872	44%	1,976	353	18%
Durham	662	49%	292	22%	395	29%	1,349	509	38%
Guilford	972	48%	508	25%	528	26%	2,008	653	33%
Mecklenburg	1,293	39%	797	24%	1,199	36%	3,289	926	28%
Pathways	920	34%	891	33%	875	33%	2,686	602	22%
Wake	1,225	43%	773	27%	855	30%	2,853	887	31%
<b>URBAN SUBTOTAL</b>	<b>5,658</b>	<b>40%</b>	<b>3,779</b>	<b>27%</b>	<b>4,724</b>	<b>33%</b>	<b>14,161</b>	<b>3,930</b>	<b>28%</b>
ACR	483	36%	454	34%	412	31%	1,349	313	23%
Beacon Ctr	567	38%	514	35%	398	27%	1,479	330	22%
CenterPoint	758	44%	450	26%	504	29%	1,712	509	30%
Crossroads	570	38%	489	32%	447	30%	1,506	291	19%
ECBH	991	46%	588	27%	585	27%	2,164	721	33%
Eastpointe	842	45%	502	27%	543	29%	1,887	510	27%
MHPartners	685	37%	626	34%	521	28%	1,832	418	23%
OC	465	36%	364	28%	460	36%	1,289	247	19%
OPC	324	41%	200	25%	274	34%	798	223	28%
Piedmont*									
Sandhills	1,272	47%	705	26%	720	27%	2,697	790	29%
SEC	774	41%	435	23%	667	36%	1,876	508	27%
WHighlands	1,283	46%	728	26%	749	27%	2,760	882	32%
<b>MIXED SUBTOTAL</b>	<b>9,014</b>	<b>42%</b>	<b>6,055</b>	<b>28%</b>	<b>6,280</b>	<b>29%</b>	<b>21,349</b>	<b>5,742</b>	<b>27%</b>
Albemarle	408	38%	288	27%	364	34%	1,060	284	27%
Five County	588	38%	480	31%	488	31%	1,556	382	25%
Johnston	307	25%	299	24%	642	51%	1,248	163	13%
SMountain	1,325	37%	981	28%	1,234	35%	3,540	801	23%
SER	998	51%	518	27%	423	22%	1,939	769	40%
<b>RURAL SUBTOTAL</b>	<b>3,626</b>	<b>39%</b>	<b>2,566</b>	<b>27%</b>	<b>3,151</b>	<b>34%</b>	<b>9,343</b>	<b>2,399</b>	<b>26%</b>
<b>STATEWIDE</b>	<b>18,298</b>	<b>41%</b>	<b>12,400</b>	<b>28%</b>	<b>14,155</b>	<b>32%</b>	<b>44,853</b>	<b>12,071</b>	<b>27%</b>

SOURCE: Medicaid and State Service Claims Data. July 1 - September 30, 2008 (first service received) based on claims paid through January 31, 2009.

\* Data on service claims for Piedmont are not available for this report.

\*\* For persons receiving 2 visits within the first 14 days of service.

NOTE: Percentages should **NOT** total 100% across the LME row.

INDICATOR 3: Timely Initiation and Engagement of Individuals in Service (Developmental Disability)									
LME	2 Visits within 14 Days		2nd Service > 14 Days		No 2nd Service		Total Number with an Initial Visit	4 Visits within 45 Days**	
	Number	Percent	Number	Percent	Number	Percent		Number	Percent
Cumberland	23	66%	8	23%	4	11%	35	15	43%
Durham	24	63%	4	11%	10	26%	38	19	50%
Guilford	25	68%	5	14%	7	19%	37	21	57%
Mecklenburg	66	70%	19	20%	9	10%	94	53	56%
Pathways	35	58%	12	20%	13	22%	60	28	47%
Wake	78	70%	20	18%	14	13%	112	68	61%
<b>URBAN SUBTOTAL</b>	<b>251</b>	<b>67%</b>	<b>68</b>	<b>18%</b>	<b>57</b>	<b>15%</b>	<b>376</b>	<b>204</b>	<b>54%</b>
ACR	10	63%	2	13%	4	25%	16	10	63%
Beacon Ctr	79	81%	13	13%	5	5%	97	72	74%
CenterPoint	57	75%	13	17%	6	8%	76	52	68%
Crossroads	22	85%	3	12%	1	4%	26	20	77%
ECBH	34	53%	13	20%	17	27%	64	29	45%
Eastpointe	17	74%	1	4%	5	22%	23	14	61%
MHPartners	19	59%	6	19%	7	22%	32	15	47%
OC	21	66%	8	25%	3	9%	32	17	53%
OPC	95	87%	10	9%	4	4%	109	86	79%
Piedmont*									
Sandhills	28	68%	8	20%	5	12%	41	22	54%
SEC	30	70%	10	23%	3	7%	43	20	47%
WHighlands	47	63%	12	16%	16	21%	75	39	52%
<b>MIXED SUBTOTAL</b>	<b>459</b>	<b>72%</b>	<b>99</b>	<b>16%</b>	<b>76</b>	<b>12%</b>	<b>634</b>	<b>396</b>	<b>62%</b>
Albemarle	18	86%	2	10%	1	5%	21	14	67%
Five County	17	49%	8	23%	10	29%	35	15	43%
Johnston	21	75%	3	11%	4	14%	28	15	54%
SMountain	29	60%	8	17%	11	23%	48	28	58%
SER	25	68%	6	16%	6	16%	37	20	54%
<b>RURAL SUBTOTAL</b>	<b>110</b>	<b>65%</b>	<b>27</b>	<b>16%</b>	<b>32</b>	<b>19%</b>	<b>169</b>	<b>92</b>	<b>54%</b>
<b>STATEWIDE</b>	<b>820</b>	<b>70%</b>	<b>194</b>	<b>16%</b>	<b>165</b>	<b>14%</b>	<b>1,179</b>	<b>692</b>	<b>59%</b>

SOURCE: Medicaid and State Service Claims Data. July 1 - September 30, 2008 (first service received) based on claims paid through January 31, 2009.

\* Data on service claims for Piedmont are not available for this report.

\*\* For persons receiving 2 visits within the first 14 days of service.

NOTES: Percentages should **NOT** total 100% across the LME row.

This measure includes a low number of persons with dual DD/SA diagnoses.

<b>INDICATOR 3: Timely Initiation and Engagement of Individuals in Service (Substance Abuse)</b>									
<b>LME</b>	<b>2 Visits within 14 Days</b>		<b>2nd Service &gt; 14 Days</b>		<b>No 2nd Service</b>		<b>Total Number with an Initial Visit</b>	<b>4 Visits within 45 Days**</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>		<b>Number</b>	<b>Percent</b>
Cumberland	94	62%	13	9%	45	30%	152	75	49%
Durham	110	83%	4	3%	19	14%	133	75	56%
Guilford	184	70%	15	6%	63	24%	262	129	49%
Mecklenburg	597	67%	76	9%	221	25%	894	452	51%
Pathways	157	64%	28	11%	60	24%	245	124	51%
Wake	216	53%	68	17%	120	30%	404	159	39%
<b>URBAN SUBTOTAL</b>	<b>1,358</b>	<b>65%</b>	<b>204</b>	<b>10%</b>	<b>528</b>	<b>25%</b>	<b>2,090</b>	<b>1,014</b>	<b>49%</b>
ACR	67	63%	12	11%	27	25%	106	45	42%
Beacon Ctr	54	45%	20	17%	46	38%	120	40	33%
CenterPoint	150	53%	65	23%	70	25%	285	117	41%
Crossroads	69	50%	23	17%	45	33%	137	43	31%
ECBH	161	59%	39	14%	71	26%	271	111	41%
Eastpointe	35	34%	29	28%	39	38%	103	21	20%
MHPartners	156	60%	25	10%	78	30%	259	135	52%
OC	91	59%	14	9%	50	32%	155	59	38%
OPC	50	60%	14	17%	20	24%	84	36	43%
Piedmont*									
Sandhills	213	71%	33	11%	53	18%	299	159	53%
SEC	167	68%	35	14%	42	17%	244	121	50%
WHighlands	172	69%	27	11%	49	20%	248	130	52%
<b>MIXED SUBTOTAL</b>	<b>1,385</b>	<b>60%</b>	<b>336</b>	<b>15%</b>	<b>590</b>	<b>26%</b>	<b>2,311</b>	<b>1,017</b>	<b>44%</b>
Albemarle	62	44%	17	12%	61	44%	140	33	24%
Five County	76	50%	23	15%	52	34%	151	52	34%
Johnston	19	48%	8	20%	13	33%	40	16	40%
SMountain	298	63%	58	12%	114	24%	470	248	53%
SER	72	64%	8	7%	33	29%	113	51	45%
<b>RURAL SUBTOTAL</b>	<b>527</b>	<b>58%</b>	<b>114</b>	<b>12%</b>	<b>273</b>	<b>30%</b>	<b>914</b>	<b>400</b>	<b>44%</b>
<b>STATEWIDE</b>	<b>3,270</b>	<b>62%</b>	<b>654</b>	<b>12%</b>	<b>1,391</b>	<b>26%</b>	<b>5,315</b>	<b>2,431</b>	<b>46%</b>

SOURCE: Medicaid and State Service Claims Data. July 1 - September 30, 2008 (first service received) based on claims paid through January 31, 2009.

\* Data on service claims for Piedmont are not available for this report.

\*\* For persons receiving 2 visits within the first 14 days of service.

NOTE: Percentages should **NOT** total 100% across the LME row.

<b>INDICATOR 3: Timely Initiation and Engagement of Individuals in Service (Mental Health/Developmental Disability)</b>									
<b>LME</b>	<b>2 Visits within 14 Days</b>		<b>2nd Service &gt; 14 Days</b>		<b>No 2nd Service</b>		<b>Total Number with an Initial Visit</b>	<b>4 Visits within 45 Days**</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>		<b>Number</b>	<b>Percent</b>
Cumberland	24	41%	14	24%	20	34%	58	21	36%
Durham	30	63%	11	23%	7	15%	48	18	38%
Guilford	41	64%	17	27%	6	9%	64	32	50%
Mecklenburg	76	52%	40	28%	29	20%	145	58	40%
Pathways	31	55%	21	38%	4	7%	56	23	41%
Wake	28	49%	18	32%	11	19%	57	24	42%
<b>URBAN SUBTOTAL</b>	<b>230</b>	<b>54%</b>	<b>121</b>	<b>28%</b>	<b>77</b>	<b>18%</b>	<b>428</b>	<b>176</b>	<b>41%</b>
ACR	11	55%	5	25%	4	20%	20	9	45%
Beacon Ctr	34	58%	15	25%	10	17%	59	24	41%
CenterPoint	27	68%	11	28%	2	5%	40	24	60%
Crossroads	20	69%	5	17%	4	14%	29	18	62%
ECBH	55	67%	21	26%	6	7%	82	47	57%
Eastpointe	31	57%	18	33%	5	9%	54	23	43%
MHPartners	21	72%	6	21%	2	7%	29	13	45%
OC	11	65%	4	24%	2	12%	17	9	53%
OPC	45	78%	10	17%	3	5%	58	40	69%
Piedmont*									
Sandhills	39	59%	19	29%	8	12%	66	31	47%
SEC	27	63%	9	21%	7	16%	43	21	49%
WHighlands	34	54%	24	38%	5	8%	63	27	43%
<b>MIXED SUBTOTAL</b>	<b>355</b>	<b>63%</b>	<b>147</b>	<b>26%</b>	<b>58</b>	<b>10%</b>	<b>560</b>	<b>286</b>	<b>51%</b>
Albemarle	11	44%	6	24%	8	32%	25	11	44%
Five County	21	60%	11	31%	3	9%	35	16	46%
Johnston	5	21%	12	50%	7	29%	24	3	13%
SMountain	23	44%	22	42%	7	13%	52	17	33%
SER	57	80%	11	15%	3	4%	71	51	72%
<b>RURAL SUBTOTAL</b>	<b>117</b>	<b>57%</b>	<b>62</b>	<b>30%</b>	<b>28</b>	<b>14%</b>	<b>207</b>	<b>98</b>	<b>47%</b>
<b>STATEWIDE</b>	<b>702</b>	<b>59%</b>	<b>330</b>	<b>28%</b>	<b>163</b>	<b>14%</b>	<b>1,195</b>	<b>560</b>	<b>47%</b>

SOURCE: Medicaid and State Service Claims Data. July 1 - September 30, 2008 (first service received) based on claims paid through January 31, 2009.

\* Data on service claims for Piedmont are not available for this report.

\*\* For persons receiving 2 visits within the first 14 days of service.

NOTE: Percentages should **NOT** total 100% across the LME row.

<b>INDICATOR 3: Timely Initiation and Engagement of Individuals in Service (Mental Health/Substance Abuse)</b>									
<b>LME</b>	<b>2 Visits within 14 Days</b>		<b>2nd Service &gt; 14 Days</b>		<b>No 2nd Service</b>		<b>Total Number with an Initial Visit</b>	<b>4 Visits within 45 Days**</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>		<b>Number</b>	<b>Percent</b>
Cumberland	89	36%	53	21%	106	43%	248	67	27%
Durham	154	73%	36	17%	22	10%	212	127	60%
Guilford	207	58%	75	21%	78	22%	360	153	43%
Mecklenburg	191	45%	103	24%	135	31%	429	154	36%
Pathways	212	56%	93	24%	75	20%	380	165	43%
Wake	228	53%	94	22%	106	25%	428	162	38%
<b>URBAN SUBTOTAL</b>	<b>1,081</b>	<b>53%</b>	<b>454</b>	<b>22%</b>	<b>522</b>	<b>25%</b>	<b>2,057</b>	<b>828</b>	<b>40%</b>
ACR	99	53%	49	26%	39	21%	187	67	36%
Beacon Ctr	71	56%	27	21%	28	22%	126	48	38%
CenterPoint	216	60%	70	19%	73	20%	359	175	49%
Crossroads	121	57%	57	27%	35	16%	213	86	40%
ECBH	176	56%	76	24%	63	20%	315	119	38%
Eastpointe	101	51%	53	27%	46	23%	200	70	35%
MHPartners	108	65%	40	24%	19	11%	167	88	53%
OC	49	58%	32	38%	4	5%	85	37	44%
OPC	75	65%	19	17%	21	18%	115	60	52%
Piedmont*									
Sandhills	198	67%	56	19%	41	14%	295	155	53%
SEC	111	60%	49	26%	26	14%	186	83	45%
WHighlands	340	78%	62	14%	35	8%	437	260	59%
<b>MIXED SUBTOTAL</b>	<b>1,665</b>	<b>62%</b>	<b>590</b>	<b>22%</b>	<b>430</b>	<b>16%</b>	<b>2,685</b>	<b>1,248</b>	<b>46%</b>
Albemarle	58	40%	29	20%	57	40%	144	31	22%
Five County	159	55%	75	26%	57	20%	291	123	42%
Johnston	82	26%	88	28%	149	47%	319	45	14%
SMountain	207	51%	105	26%	94	23%	406	163	40%
SER	199	69%	49	17%	40	14%	288	146	51%
<b>RURAL SUBTOTAL</b>	<b>705</b>	<b>49%</b>	<b>346</b>	<b>24%</b>	<b>397</b>	<b>27%</b>	<b>1,448</b>	<b>508</b>	<b>35%</b>
<b>STATEWIDE</b>	<b>3,451</b>	<b>56%</b>	<b>1,390</b>	<b>22%</b>	<b>1,349</b>	<b>22%</b>	<b>6,190</b>	<b>2,584</b>	<b>42%</b>

SOURCE: Medicaid and State Service Claims Data. July 1 - September 30, 2008 (first service received) based on claims paid through January 31, 2009.

\* Data on service claims for Piedmont are not available for this report.

\*\* For persons receiving 2 visits within the first 14 days of service.

NOTE: Percentages should **NOT** total 100% across the LME row.

<b>INDICATOR 4: Effective Use of State Psychiatric Hospitals</b>										
<b>LME</b>	<b>7 Days of Care or Less</b>		<b>8 - 30 Days of Care</b>		<b>31 - 365 Days of Care</b>		<b>Greater than 1 Year</b>		<b>Total Discharges</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Average LOS (Days)</b>
Cumberland	36	44%	31	38%	14	17%	0	0%	81	28.2
Durham	73	46%	64	41%	21	13%	0	0%	158	16.4
Guilford	75	49%	51	34%	26	17%	0	0%	152	17.1
Mecklenburg	11	17%	31	48%	23	35%	0	0%	65	34.2
Pathways	2	13%	9	60%	3	20%	1	7%	15	60.9
Wake	268	63%	117	28%	35	8%	3	1%	423	17.2
<b>URBAN SUBTOTAL</b>	<b>465</b>	<b>52%</b>	<b>303</b>	<b>34%</b>	<b>122</b>	<b>14%</b>	<b>4</b>	<b>0%</b>	<b>894</b>	<b>20.0</b>
ACR	95	67%	37	26%	10	7%	0	0%	142	10.9
Beacon Ctr	31	38%	35	43%	13	16%	2	2%	81	42.5
CenterPoint	97	58%	48	29%	21	13%	0	0%	166	16.2
Crossroads	17	31%	23	42%	15	27%	0	0%	55	28.2
ECBH	19	33%	27	47%	9	16%	2	4%	57	87.2
Eastpointe	42	37%	50	44%	20	18%	1	1%	113	30.2
MHPartners	11	28%	16	41%	11	28%	1	3%	39	37.8
OC	16	41%	14	36%	9	23%	0	0%	39	21.7
OPC	27	44%	27	44%	7	11%	0	0%	61	15.0
Piedmont	24	27%	39	43%	25	28%	2	2%	90	44.5
Sandhills	55	48%	39	34%	19	17%	1	1%	114	34.7
SEC	42	48%	36	41%	8	9%	2	2%	88	36.1
WHighlands	30	28%	42	39%	33	31%	2	2%	107	47.2
<b>MIXED SUBTOTAL</b>	<b>506</b>	<b>44%</b>	<b>433</b>	<b>38%</b>	<b>200</b>	<b>17%</b>	<b>13</b>	<b>1%</b>	<b>1,152</b>	<b>32.1</b>
Albemarle	5	17%	16	55%	4	14%	4	14%	29	650.1
Five County	31	40%	35	45%	12	15%	0	0%	78	19.4
Johnston	30	65%	14	30%	2	4%	0	0%	46	9.0
SMountain	46	36%	56	43%	26	20%	1	1%	129	28.8
SER	5	16%	17	53%	10	31%	0	0%	32	53.8
<b>RURAL SUBTOTAL</b>	<b>117</b>	<b>37%</b>	<b>138</b>	<b>44%</b>	<b>54</b>	<b>17%</b>	<b>5</b>	<b>2%</b>	<b>314</b>	<b>83.5</b>
<b>STATEWIDE</b>	<b>1,088</b>	<b>46%</b>	<b>874</b>	<b>37%</b>	<b>376</b>	<b>16%</b>	<b>22</b>	<b>1%</b>	<b>2,360</b>	<b>34.4</b>

SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) Data for discharges between October 1 - December 31, 2008 as reported in the Consumer Data Warehouse (CDW) as of 2/6/09

<b>INDICATOR 5: State Psychiatric Hospital Readmissions</b>					
<b>LME</b>	<b>Readmitted within 30 Days of Discharge</b>		<b>Readmitted within 180 Days of Discharge</b>		<b>Total Discharges</b>
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	
Cumberland	11	11%	24	23%	104
Durham	21	12%	45	26%	171
Guilford	26	11%	66	28%	232
Mecklenburg	5	6%	15	19%	81
Pathways	1	3%	4	10%	40
Wake	57	12%	128	26%	484
<b>URBAN SUBTOTAL</b>	<b>121</b>	<b>11%</b>	<b>282</b>	<b>25%</b>	<b>1,112</b>
ACR	7	5%	22	15%	142
Beacon Ctr	17	13%	31	23%	133
CenterPoint	15	10%	35	24%	146
Crossroads	5	8%	11	17%	66
ECBH	5	6%	14	18%	78
Eastpointe	13	12%	25	24%	105
MHPartners	4	10%	10	25%	40
OC	6	7%	17	19%	89
OPC	1	3%	8	21%	39
Piedmont	19	17%	27	25%	109
Sandhills	5	5%	15	14%	106
SEC	5	5%	16	16%	103
WHighlands	11	9%	25	21%	121
<b>MIXED SUBTOTAL</b>	<b>113</b>	<b>9%</b>	<b>256</b>	<b>20%</b>	<b>1,277</b>
Albemarle	2	5%	10	26%	39
Five County	10	8%	26	20%	132
Johnston	1	2%	1	2%	43
SMountain	12	11%	26	23%	112
SER	3	8%	4	11%	36
<b>RURAL SUBTOTAL</b>	<b>28</b>	<b>8%</b>	<b>67</b>	<b>19%</b>	<b>362</b>
<b>STATEWIDE</b>	<b>262</b>	<b>10%</b>	<b>605</b>	<b>22%</b>	<b>2,751</b>

SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) Data for discharges between April 1, 2008 - June 30, 2008 as reported in the Consumer Data Warehouse (CDW) as of 2/6/09.

<b>INDICATOR 6: Timely Follow-Up Care for Individuals After Inpatient Care (ADATCs)</b>											
LME	Seen in 1 to 7 days		Seen in 8 to 30 days		Seen in 31 to 60 days		Seen in 61+ days		Not Seen		Total Number of Discharges
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Cumberland	0	0%	0	0%	0	0%	2	20%	8	80%	10
Durham	2	20%	2	20%	1	10%	0	0%	5	50%	10
Guilford	4	31%	3	23%	0	0%	1	8%	5	38%	13
Mecklenburg	11	21%	6	12%	4	8%	1	2%	30	58%	52
Pathways	13	29%	8	18%	1	2%	2	4%	21	47%	45
Wake	8	27%	3	10%	2	7%	1	3%	16	53%	30
<b>URBAN SUBTOTAL</b>	<b>38</b>	<b>24%</b>	<b>22</b>	<b>14%</b>	<b>8</b>	<b>5%</b>	<b>7</b>	<b>4%</b>	<b>85</b>	<b>53%</b>	<b>160</b>
ACR	4	24%	1	6%	2	12%	1	6%	9	53%	17
Beacon Ctr	6	11%	6	11%	0	0%	2	4%	43	75%	57
CenterPoint	2	15%	4	31%	0	0%	2	15%	5	38%	13
Crossroads	2	22%	1	11%	0	0%	1	11%	5	56%	9
ECBH	24	35%	4	6%	3	4%	0	0%	38	55%	69
Eastpointe	10	24%	4	10%	2	5%	1	2%	25	60%	42
MHPartners	9	35%	0	0%	1	4%	1	4%	15	58%	26
OC	7	28%	9	36%	2	8%	2	8%	5	20%	25
OPC	6	43%	0	0%	1	7%	0	0%	7	50%	14
Piedmont*											
Sandhills	8	33%	2	8%	3	13%	0	0%	11	46%	24
SEC	21	29%	9	12%	2	3%	7	10%	34	47%	73
WHighlands	28	27%	19	19%	6	6%	2	2%	47	46%	102
<b>MIXED SUBTOTAL</b>	<b>127</b>	<b>27%</b>	<b>59</b>	<b>13%</b>	<b>22</b>	<b>5%</b>	<b>19</b>	<b>4%</b>	<b>244</b>	<b>52%</b>	<b>471</b>
Albemarle	11	19%	7	12%	6	10%	4	7%	30	52%	58
Five County	14	41%	2	6%	2	6%	2	6%	14	41%	34
Johnston	2	29%	1	14%	1	14%	1	14%	2	29%	7
SMountain	8	18%	9	20%	3	7%	3	7%	21	48%	44
SER	3	30%	1	10%	3	30%	1	10%	2	20%	10
<b>RURAL SUBTOTAL</b>	<b>38</b>	<b>25%</b>	<b>20</b>	<b>13%</b>	<b>15</b>	<b>10%</b>	<b>11</b>	<b>7%</b>	<b>69</b>	<b>45%</b>	<b>153</b>
<b>STATEWIDE</b>	<b>203</b>	<b>26%</b>	<b>101</b>	<b>13%</b>	<b>45</b>	<b>6%</b>	<b>37</b>	<b>5%</b>	<b>398</b>	<b>51%</b>	<b>784</b>

SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) data for discharges between July 1 - September 30, 2008 in Client Data Warehouse (CDW) as of February 6, 2009 matched to Medic and State Service Claims Data for claims paid through January 31, 2009.

NOTES: The data has been lagged 4 months to allow time for claims to be submitted and the data to be captured by the paid claims system and may not be complete for claims that were submitted and paid later. The rows may add up to > 100% due to rounding.

\* Data on service claims for Piedmont are not available for this report.

<b>INDICATOR 6: Timely Follow-Up Care for Individuals After Inpatient Care (Psychiatric Hospitals)</b>											
LME	Seen in 1 to 7 days		Seen in 8 to 30 days		Seen in 31 to 60 days		Seen in 61+ days		Not Seen		Total Number of Discharges
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Cumberland	26	37%	7	10%	4	6%	3	4%	30	43%	70
Durham	43	28%	24	16%	15	10%	13	9%	57	38%	152
Guilford	85	48%	25	14%	8	5%	11	6%	47	27%	176
Mecklenburg	21	38%	13	24%	7	13%	0	0%	14	25%	55
Pathways	7	33%	6	29%	2	10%	1	5%	5	24%	21
Wake	126	30%	66	16%	21	5%	15	4%	196	46%	424
<b>URBAN SUBTOTAL</b>	<b>308</b>	<b>34%</b>	<b>141</b>	<b>16%</b>	<b>57</b>	<b>6%</b>	<b>43</b>	<b>5%</b>	<b>349</b>	<b>39%</b>	<b>898</b>
ACR	38	37%	12	12%	3	3%	4	4%	46	45%	103
Beacon Ctr	17	18%	14	15%	7	8%	4	4%	51	55%	93
CenterPoint	49	36%	30	22%	6	4%	3	2%	48	35%	136
Crossroads	27	42%	15	23%	4	6%	6	9%	13	20%	65
ECBH	21	24%	18	21%	7	8%	4	5%	37	43%	87
Eastpointe	45	38%	17	14%	4	3%	4	3%	49	41%	119
MHPartners	19	44%	8	19%	2	5%	3	7%	11	26%	43
OC	16	39%	9	22%	2	5%	0	0%	14	34%	41
OPC	23	32%	6	8%	2	3%	3	4%	38	53%	72
Piedmont*											
Sandhills	34	46%	7	9%	2	3%	4	5%	27	36%	74
SEC	26	29%	8	9%	4	4%	6	7%	46	51%	90
WHighlands	40	33%	16	13%	15	12%	7	6%	44	36%	122
<b>MIXED SUBTOTAL</b>	<b>355</b>	<b>34%</b>	<b>160</b>	<b>15%</b>	<b>58</b>	<b>6%</b>	<b>48</b>	<b>5%</b>	<b>424</b>	<b>41%</b>	<b>1,045</b>
Albemarle	16	40%	8	20%	0	0%	4	10%	12	30%	40
Five County	37	34%	13	12%	9	8%	3	3%	46	43%	108
Johnston	13	35%	4	11%	1	3%	4	11%	15	41%	37
SMountain	71	45%	30	19%	8	5%	5	3%	45	28%	159
SER	20	39%	8	16%	6	12%	2	4%	15	29%	51
<b>RURAL SUBTOTAL</b>	<b>157</b>	<b>40%</b>	<b>63</b>	<b>16%</b>	<b>24</b>	<b>6%</b>	<b>18</b>	<b>5%</b>	<b>133</b>	<b>34%</b>	<b>395</b>
<b>STATEWIDE</b>	<b>820</b>	<b>35%</b>	<b>364</b>	<b>16%</b>	<b>139</b>	<b>6%</b>	<b>109</b>	<b>5%</b>	<b>906</b>	<b>39%</b>	<b>2,338</b>

SOURCE: Healthcare Enterprise Accounts Receivable Tracking System (HEARTS) data for discharges between July 1 - September 30, 2008 in Client Data Warehouse (CDW) as of February 6, 2009 matched to Medic and State Service Claims Data for claims paid through January 31, 2009.

NOTES: The data has been lagged 4 months to allow time for claims to be submitted and the data to be captured by the paid claims system and may not be complete for claims that were submitted and paid later.  
The rows may add up to > 100% due to rounding.

\* Data on service claims for Piedmont are not available for this report.

<b>INDICATOR 7: Child Services in Non-Family Settings</b>			
<b>LME</b>	<b>Children Receiving Residential Treatment*</b>		<b>Total Number of Children Served with MH or SA Diagnosis**</b>
	<b>Number</b>	<b>Percent</b>	
Cumberland	117	5%	2,341
Durham	65	3%	2,468
Guilford	165	6%	2,704
Mecklenburg	179	4%	4,653
Pathways	123	4%	3,147
Wake	196	5%	4,109
<b>URBAN SUBTOTAL</b>	<b>845</b>	<b>4%</b>	<b>19,422</b>
ACR	93	7%	1,311
Beacon Ctr	129	5%	2,433
CenterPoint	134	6%	2,272
Crossroads	50	4%	1,169
ECBH	192	4%	4,836
Eastpointe	87	3%	2,553
MHPartners	87	6%	1,531
OC	59	5%	1,193
OPC	47	4%	1,130
Piedmont***			
Sandhills	189	5%	3,691
SEC	121	5%	2,662
WHighlands	174	5%	3,326
<b>MIXED SUBTOTAL</b>	<b>1,362</b>	<b>5%</b>	<b>28,107</b>
Albemarle	54	3%	1,614
Five County	50	3%	1,777
Johnston	52	6%	887
SMountain	123	4%	3,262
SER	115	3%	3,541
<b>RURAL SUBTOTAL</b>	<b>394</b>	<b>4%</b>	<b>11,081</b>
<b>STATEWIDE</b>	<b>2,568</b>	<b>4%</b>	<b>58,610</b>

SOURCE: Medicaid and State Service Claims Data, services received and persons served July 1 - September 30, 2008 paid through January 31, 20098.

\* Residential Treatment Level 2 (Program Type), Level 3, or Level 4.

\*\* The number of children served includes those with co-occurring developmental disabilities.

\*\*\* Data on service claims for Piedmont are not available for this report.

<b>Appendix C</b>									
<b>So...How Did We Do?</b>									
Progress Indicator		SFY 2009 Performance Standard	SFY 2009 Target	State Average	Range Among LMEs (least - most desirable)	Urban LMEs Average	Mix LMEs Average	Rural LMEs Average	Your LME
<b>1. Timely Access to Care</b>									
❖ Emergent	↑	100%	100%	99%	86% - 100%	100%	100%	95%	
❖ Urgent	↑	80%	88%	79%	36% - 100%	91%	74%	69%	
❖ Routine	↑	80%	88%	67%	41% - 88%	77%	66%	61%	
<b>2. Services to Persons in Need</b>									
❖ Adult Mental Health	↑	38%	40%	42%	25% - 63%	35%	42%	56%	
❖ Child/Adolescent Mental Health	↑	38%	40%	47%	29% - 84%	39%	50%	60%	
❖ Adult Developmental Disabilities	↑	36%	38%	38%	23% - 58%	33%	40%	44%	
❖ Child/Adolescent Developmental Disability	↑	19%	20%	20%	12% - 36%	18%	22%	21%	
❖ Adult Substance Abuse	↑	8%	10%	8%	5% - 11%	8%	8%	11%	
❖ Adolescent Substance Abuse	↑	7%	9%	7%	4% - 13%	7%	7%	7%	
<b>3. Timely Initiation &amp; Engagement in Service</b>									
❖ Mental Health: 2 Visits within 14 Days	↑	37%	42%	41%	25% - 51%	40%	42%	39%	
❖ Mental Health: 2 Additional Visits within Next 30 Days	↑	25%	30%	27%	13% - 40%	28%	27%	26%	
❖ Developmental Disabilities: 2 Visits within 14 Days	↑	62%	72%	70%	49% - 87%	67%	72%	65%	
❖ Developmental Disabilities: 2 Additional Visits within Next 30 Days	↑	51%	61%	59%	43% - 79%	54%	62%	54%	
❖ Substance Abuse: 2 Visits within 14 Days	↑	64%	71%	62%	34% - 83%	65%	60%	58%	
❖ Substance Abuse: 2 Additional Visits within Next 30 Days	↑	47%	56%	46%	20% - 56%	49%	44%	44%	
❖ Mental Health/Developmental Disability: 2 Visits within 14 Days	↑	NA	NA	59%	21% - 80%	54%	63%	57%	
❖ Mental Health/Developmental Disability: 2 Additional Visits within Next 30 Days	↑	NA	NA	47%	13% - 72%	41%	51%	47%	
❖ Mental Health/Substance Abuse: 2 Visits within 14 Days	↑	NA	NA	56%	26% - 78%	53%	62%	49%	
❖ Mental Health/Substance Abuse: 2 Additional Visits within Next 30 Days	↑	NA	NA	42%	14% - 60%	40%	46%	35%	
<b>4. Effective Use of State Psychiatric Hospitals</b>									
❖ 1-7 Days of Care	↓	55%	44%	46%	67% - 13%	52%	44%	37%	
❖ 8-30 Days of Care		NA	NA	37%	26% - 60%	34%	38%	44%	
<b>5. State Psychiatric Hospital Readmissions</b>									
❖ Readmitted within 30 Days	↓	12%	11%	10%	17% - 2%	11%	9%	8%	
❖ Readmitted within 180 Days	↓	26%	23%	22%	28% - 2%	25%	20%	19%	
<b>6. Timely Follow-up After Inpatient Care</b>									
❖ ADATCs: Seen in 1-7 Days	↑	26%	70%	26%	0% - 43%	24%	27%	25%	
❖ State Psychiatric Hospitals: Seen in 1-7 Days	↑	35%	70%	35%	18% - 48%	34%	34%	40%	
<b>7. Child Services in Non-Family Settings</b>									
	↓	6%	5%	4%	7% - 3%	4%	5%	4%	

↑ Goal is to increase the percentage    ↓ Goal is to decrease the percentage

Appendix D: Formulas for Calculating the Performance Indicators Used in the Community Systems Progress Indicators Reports SFY 2008-2009			
Indicator	Numerator	Denominator	Notes
<b>Timely Access to Care</b>	Number of new persons requesting care through the LME's STR/Access Unit or through an LME's provider who are determined to need the relevant level of care (emergent, urgent, or routine) and who receive it within the timeframes specified in Clinical Performance Indicators 3.1.1 - 3.1.3	Number of new persons requesting care through the LME's STR/Access Unit or through an LME's provider who are determined to need the relevant level of care (emergent, urgent or routine), during the defined period.	Defined period includes persons screened during a quarter. For emergent care, access is defined as having a qualified provider on the physical premises read to provide immediate care as soon as the consumer is available to receive care. This indicator will rely on LMEs' quarterly reports, until the DHHS ensures that the screening data submitted to the Client Data Warehouse (CDW) is complete and accurate.
<b>Services to Persons in Need (Treated Prevalence)</b>	Number of unduplicated persons with at least one paid IPRS and/or Medicaid service claim* that indicates a diagnosis for the age-disability group during the defined period. Disability group is based on the first three diagnoses on all claims. Persons in each disability group were counted once -- based on the LME and age at first service in the year. Persons with multiple disabilities (e.g. MH and SA, MH and DD, etc.) were counted in all applicable columns.	Number of persons in the LME catchment area's relevant age group estimated to need service for the disability (based on national studies). Age appropriate estimates were applied to county population, where applicable.	An individual person can be counted in more than one age-disability group.  Defined period includes four quarters of service dates, lagged by one quarter prior to the report to allow time for claims to be submitted and paid.
<b>Timely Initiation of Services</b>	Number of persons with a first paid IPRS and/or Medicaid service claim* that indicates a diagnosis for the disability group during the defined period who receive a second paid IPRS and/or Medicaid service claim that indicates a diagnosis for the disability group within 14 days of the first service date,	Number of persons with a first paid IPRS and/or Medicaid service claim* that indicates a diagnosis for the disability group during the defined period.	The first date of service is defined as a service after 60 days with no service.  Defined period includes first service dates during the quarter being reviewed, lagged by four months following the quarter to allow time for claims to be submitted and paid.
<b>Engagement in Services</b>	Number of persons meeting the criteria for Initiation who receive a fourth paid IPRS and/or Medicaid service claim* that indicates a diagnosis for the disability group within 30 days of the second service date	Number of persons with a first paid IPRS and/or Medicaid service claim* that indicates a diagnosis for the disability group during the defined period	Defined period includes first service dates during the quarter being reviewed, lagged by four months following the quarter to allow time for claims to be submitted and paid.
<b>Effective Use of State Psychiatric Hospitals (Short Term Use)</b>	Number of persons discharged from a state psychiatric hospital during the defined period who were admitted no more than 7 or between 8-30 days prior to discharge	Number of persons discharged from a state psychiatric hospital during the defined period, according to HEARTS data in the Client Data Warehouse (CDW).	Defined period includes discharges during the most recent quarter prior to the report.
<b>State Psychiatric Hospitals Readmissions</b>	Number of persons discharged from a state psychiatric hospital during the defined period who had a subsequent readmission to a state psychiatric hospital within 30 or 180 calendar days of the discharge	Number of persons discharged from a state psychiatric hospital during the defined period, according to HEARTS data in the Client Data Warehouse (CDW).	Defined period includes discharges during a quarter, lagged 7 months to allow for readmissions up to 180 days after discharge, plus one month for the data to be entered into CDW.
<b>Timely Follow-Up After Inpatient Care State Alcohol &amp; Drug Abuse Treatment Centers (ADATCs)</b>	Number of persons discharged from a state ADATC during the defined period who had a paid IPRS and/or Medicaid service* within 1-7 or 8-30 calendar days of the discharge	Number of persons discharged from a state ADATC during the defined period, according to HEARTS data in the Client Data Warehouse (CDW).	Defined period includes discharges during a quarter, lagged 4 months prior to the report to allow time for claims to be submitted and paid. NOTE: Persons discharged include "direct" or "program completion" discharges for all types of discharge referrals except "court corrections prisons" and "VA".
<b>Timely Follow-Up After Inpatient Care State Psychiatric Hospitals</b>	Number of persons discharged from a state psychiatric hospital during the defined period who had a paid IPRS and/or Medicaid service* within 1-7 or 8-30 calendar days of the discharge	Number of persons discharged from a state psychiatric hospital during the defined period, according to HEARTS data in the Client Data Warehouse (CDW).	Defined period includes discharges during a quarter, lagged 4 months prior to the report to allow time for claims to be submitted and paid. NOTE: Persons discharged include "direct" discharges that are referred to other outpatient and residential non-state facility, self/no referral, unknown, community agency, private physician, other health care, family friends, nonresidential treatment/habilitation program, or other.
<b>Child Services in Non-Family Settings</b>	Number of children ages 0-17 with a MH and/or SA diagnosis who had a paid IPRS and/or Medicaid claim* for Level II-Program, Level III, or Level IV residential treatment services during the defined period.	Number of children ages 0-17 with a MH and/or SA diagnosis who had a paid IPRS and/or Medicaid service* during the defined period.	Defined period includes one quarter of service dates, lagged by 4 months prior to the report to allow time for claims to be submitted and paid.

\*Service claims data include:

(1) All paid IPRS claims and claims denied due to lack of funds. (Other denied IPRS claims and procedure codes YP500 and YP692 are excluded.)

(2) All Medicaid claims billed by the following providers:

- All enhanced services
- CAP-MR/DD
- Directly-enrolled residential
- Professional practitioners (licensed psychologists, LCSWs, etc.)
- Psychiatrists
- Psychiatric residential treatment facilities (excluding state-operated)

- Criterion 5 extended-stay residential placements
- Community Intermediate Care Facilities for Mental Retardation
- General hospital inpatient psychiatric units
- Select general hospital outpatient
- Community psychiatric hospitals (excluding state-operated)