

All consumers performance			Overall for previous FYs									FY 2015				FY 2016				FY 2017			
Indicator group	Label	Quarterly trend graph	2006	2007	2008	2009	2010	2011	2012	2013	2014	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1. Crisis screening within 3 hours	Child screens		538	666	696	836	961	625	572	527	161	173	154	167	154	153	148	170	138	179	169	204	
	Compliant		533	661	690	829	951	625	566	525	144	173	154	167	154	153	148	169	137	178	169	204	
	Performance		99%	99%	99%	99%	99%	100%	99%	100%	89%	100%	100%	100%	100%	100%	100%	99%	99%	99%	100%	100%	
	Adult screens		3110	3451	3333	3922	5079	3426	2833	2749	736	696	744	737	805	792	720	737	806	764	728	896	
	Compliant		3042	3404	3299	3893	5018	3418	2816	2734	734	692	743	735	805	791	720	732	799	761	726	889	
Performance		98%	99%	99%	99%	99%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%	100%	99%		
Median minutes								86	99	105	26	24	30	28	28	28	28						
2. Assessment within 14 days	MI child asmts		344	424	492	419	530	682	445	627	107	138	145	154	139	227	283	127	185	237	157	182	
	Exceptions		12	29	49	77	34	56	21	43	9	17	7	5	5	11	53	11	15	26	18	15	
	Net N		332	395	443	342	496	626	424	584	97	121	138	149	134	216	230	116	170	211	139	167	
	Compliant		325	391	438	339	371	616	416	572	95	121	135	146	133	206	222	112	166	203	115	163	
	Performance		98%	99%	99%	99%	75%	98%	98%	98%	98%	100%	98%	98%	99%	95%	97%	97%	98%	96%	83%	98%	
	MI adult asmts		1259	1724	2012	2269	2805	3068	1709	2133	305	266	492	490	446	201	457	161	152	140	204	214	
	Exceptions		12	45	84	121	18	40	0	5	1	0	0	0	1	3	241	4	15	35	54	15	
	Net N		1247	1679	1928	2148	2787	3028	1709	2128	304	266	492	490	445	198	216	157	137	105	150	199	
	Compliant		1234	1667	1878	2102	2764	3009	1697	2107	300	260	489	482	436	189	215	150	116	89	138	195	
	Performance		99%	99%	97%	98%	99%	99%	99%	99%	99%	98%	99%	98%	98%	95%	100%	96%	85%	85%	92%	98%	
	DD child asmts		16	18	24	15	90	98	46	38	26	40	22	46	51	16	9	6	19	52	40	48	
	Exceptions		1	2	6	4	10	10	1	0	1	3	3	0	4	1	0	2	0	5	4	1	
	Net N		15	16	18	11	80	88	45	38	25	37	19	46	47	15	9	4	19	47	36	47	
	Compliant		15	16	18	11	58	88	44	38	24	36	17	46	47	15	9	4	19	47	32	47	
	Performance		100%	100%	100%	100%	73%	100%	98%	100%	98%	97%	89%	100%	100%	100%	100%	100%	100%	100%	89%	100%	
	DD adult asmts		30	25	21	21	139	171	121	91	19	22	18	40	21	21	51	40	21	20	40	18	
	Exceptions		1	1	5	2	2	5	0	0	1	0	0	0	0	1	22	2	1	3	4	0	
Net N		29	24	16	19	137	166	121	91	19	22	18	40	21	20	29	38	20	17	36	18		
Compliant		29	24	16	19	134	165	120	90	19	21	18	40	21	19	28	37	19	16	32	18		
Performance		100%	100%	100%	100%	98%	99%	99%	99%	100%	95%	100%	100%	100%	95%	97%	97%	95%	94%	89%	100%		
Overall asmts		1649	2191	2549	2724	3564	4041	3131	3965	616	694	704	766	674	467	800	334	377	449	441	462		
Exceptions		26	77	144	204	64	110	17	48	12	20	10	5	10	16	316	19	31	69	80	31		
Net N		1623	2114	2405	2520	3500	3931	3114	3917	604	674	694	761	664	451	484	315	346	380	361	431		
Compliant		1603	2098	2350	2471	3327	3903	3085	3862	596	657	686	750	654	431	474	303	320	355	317	423		
Performance		99%	99%	98%	98%	95%	99%	99%	99%	99%	97%	99%	99%	98%	96%	98%	96%	92%	93%	88%	98%		

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3. Start ongoing services within 14 days	MI child strt svcs		310	383	497	535	489	887	523	615	113	144	151	151	140	236	233	247	193	233	165	193	
	Exceptions		27	27	71	122	16	2	8	0	1	1	1	1	0	2	3	7	1	2	4	0	
	Net N		283	356	426	413	473	885	515	615	112	143	150	150	140	234	230	240	192	231	161	193	
	Compliant		239	353	419	400	473	879	493	610	111	142	148	148	139	225	223	229	188	222	161	193	
	Performance		84%	99%	98%	97%	100%	99%	96%	99%	99%	99%	99%	99%	99%	96%	97%	95%	98%	96%	100%	100%	
	MI adults strt svcs		1242	813	1130	1137	745	2020	717	1090	139	127	116	104	111	194	215	161	186	172	250	268	
	Exceptions		366	34	151	189	135	73	34	62	11	19	8	15	12	2	0	0	0	0	1	4	
	Net N		876	779	979	948	610	1947	683	1028	128	108	108	89	99	192	215	161	186	172	249	264	
	Compliant		795	771	907	927	606	1913	672	1011	128	107	106	86	99	190	215	160	184	172	247	264	
	Performance		91%	99%	93%	98%	99%	98%	98%	98%	100%	99%	98%	97%	100%	99%	100%	99%	99%	100%	99%	100%	
	DD child strt svcs		131	102	51	39	82	81	52	37	27	40	29	50	53	20	16	30	21	44	42	51	
	Exceptions		64	7	9	12	1	0	1	0	1	0	0	0	0	2	1	2	0	3	1	1	
	Net N		67	95	42	27	81	81	51	37	26	40	29	50	53	18	15	28	21	41	41	50	
	Compliant		60	94	42	27	81	80	51	37	26	38	27	49	51	18	15	27	20	39	41	50	
	Performance		90%	99%	100%	100%	100%	99%	100%	100%	98%	95%	93%	98%	96%	100%	100%	96%	95%	95%	100%	100%	
	DD adults strt svcs		86	91	68	73	108	143	103	104	17	16	19	31	19	17	28	42	21	21	30	21	
Exceptions		13	3	2	7	11	10	9	13	1	2	4	2	3	1	0	0	0	0	0	0		
Net N		73	88	66	66	97	133	94	91	16	14	15	29	16	16	28	42	21	21	30	21		
Compliant		69	88	66	66	97	131	93	90	16	14	15	29	15	16	28	42	20	21	30	21		
Performance		95%	100%	100%	100%	100%	98%	99%	99%	100%	100%	100%	100%	94%	100%	100%	100%	95%	100%	100%	100%		
Overall strt svcs		1769	1389	1746	1784	1424	3131	1395	1846	296	327	315	336	323	467	492	480	421	470	487	533		
Exceptions		470	71	233	330	163	85	52	75	13	22	13	18	15	7	4	9	1	5	6	5		
Net N		1299	1318	1513	1454	1261	3046	1343	1771	283	305	302	318	308	460	488	471	420	465	481	528		
Compliant		1163	1306	1434	1420	1257	3003	1309	1748	282	301	296	312	304	449	481	458	412	454	479	528		
Performance		90%	99%	95%	98%	100%	99%	97%	99%	99%	99%	98%	98%	99%	98%	99%	97%	98%	98%	100%	100%		
4a. Inpatient discharge follow-up within 7 days	Child dc's		151	166	142	186	209	175	168	136	42	35	24	37	25	19	53	89	72	84	74	82	
	Exceptions		45	29	34	36	28	21	19	25	6	5	3	5	8	2	23	31	27	19	25	27	
	Net N		106	137	108	150	181	154	149	111	36	30	21	32	17	17	30	58	45	65	49	55	
	Compliant		95	133	106	148	175	153	149	110	36	30	21	32	17	17	29	56	44	65	49	55	
	Performance		90%	97%	98%	99%	97%	99%	100%	99%	99%	100%	100%	100%	100%	100%	97%	97%	98%	100%	100%	100%	
	Adult dc's		1129	1057	1053	1048	1280	1060	1105	894	174	95	140	118	81	128	303	443	433	414	427	452	
	Exceptions		280	250	271	300	231	174	170	135	31	22	20	29	15	18	123	179	160	170	195	193	
	Net N		849	807	782	748	1049	886	935	759	143	73	120	89	66	110	180	264	273	244	232	259	
Compliant		747	775	763	727	1009	869	897	743	142	73	120	87	66	110	172	252	260	233	228	254		
Performance		88%	96%	98%	97%	96%	98%	96%	98%	100%	100%	100%	98%	100%	100%	96%	95%	95%	95%	98%	98%		

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5 & 6. Access appeal and overturn rate	N assessed		4181	5138	4229	4061	3889	5521	2400	2580	511	642	627	702	608	398	489	506	400	802	452	487	
	N not elig		1398	2126	1831	1784	2586	2586	1315	1373	248	356	360	409	327	31	16	70	32	23	1	0	
	% not elig	33%	41%	43%	44%	66%	47%	55%	53%	49%	55%	57%	58%	54%	8%	3%	14%	8%	3%	0%	0%		
	N req 2nd opin	36.0	21.0	7.0	2.0	26.0	39.0	27.0	48.0	6.0	15	11	8	8	9	9	0	8	0	0	0		
	N overturn assmt	9.0	10.0	1.0	0.0	8.0	6.0	3.0	13.0	1.8	3	1	1	1	3	2	0	1	0	0	0		
% overturned	25%	48%	14%	0%	31%	15%	11%	27%	29%	20%	9%	13%	13%	33%	22%	#N/A	13%	#N/A	#N/A	#N/A			
10. Inpatient readmission within 30 days	Child dc's		211	167	140	197	262	250	227	242	75	57	46	61	64	78	69	89	72	84	74	81	
	Exceptions		24	0	0	0	0	0	0	0	0	0	0	0	1	12	1	20	0	1	0	1	
	Net N		187	167	140	197	262	250	227	242	75	57	46	61	63	66	68	69	72	83	74	80	
	Readmissions		30	30	16	22	30	24	26	14	7	1	0	2	8	7	4	10	8	7	7	6	
	Performance	16%	18%	11%	11%	11%	10%	11%	6%	10%	2%	0%	3%	13%	11%	6%	14%	11%	8%	9%	8%		
	Adult dc's	1028	1134	966	887	1170	1345	1317	1449	318	235	262	248	350	444	432	453	433	415	428	450		
	Exceptions	25	7	0	0	0	0	0	0	0	0	0	3	9	81	10	108	16	11	11	8		
	Net N	1003	1127	966	887	1170	1345	1317	1449	318	235	262	245	341	363	422	345	417	404	417	442		
Readmissions	146	134	101	98	120	129	141	177	29	22	23	29	17	50	59	49	50	43	56	52			
Performance	15%	12%	10%	11%	10%	10%	11%	12%	9%	9%	9%	12%	5%	14%	14%	14%	12%	11%	13%	12%			
Aggregated performance	N standards		64	64	64	64	64	64	64	64	64	16	16	16	16	16	16	16	16	16	16	16	
	N standards met		39	62	60	62	57	64	61	64	63	16	14	16	15	16	16	16	14	13	11	16	
	% standards met		61%	97%	94%	97%	89%	100%	95%	100%	98%	100%	88%	100%	94%	100%	100%	100%	88%	81%	69%	100%	
	N not met		25	2	4	2	7	0	3	0	1	0	2	0	1	0	0	0	2	3	5	0	