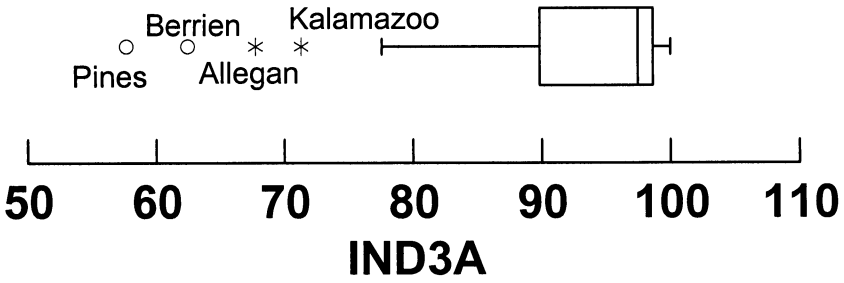
Indicator No. 3a



	IND3A
N of cases	46
Minimum	57.640
Maximum	100.000
Sum	4261.490
Median	97.465
Mean	92.641
Standard Dev	10.358

```
Stem and Leaf Plot of variable:        IND3A, N = 46
         Minimum:       57.640
         Lower hinge:       89.830
         Median:        97.465
         Upper hinge:       98.630
         Maximum:      100.000

               5   7
               6   27
               7   1
      * * * Outside Values * * *
               7   78
               8   1
               8 H 88999
               9   004
               9 M 55566677777777888888999
              10   000000
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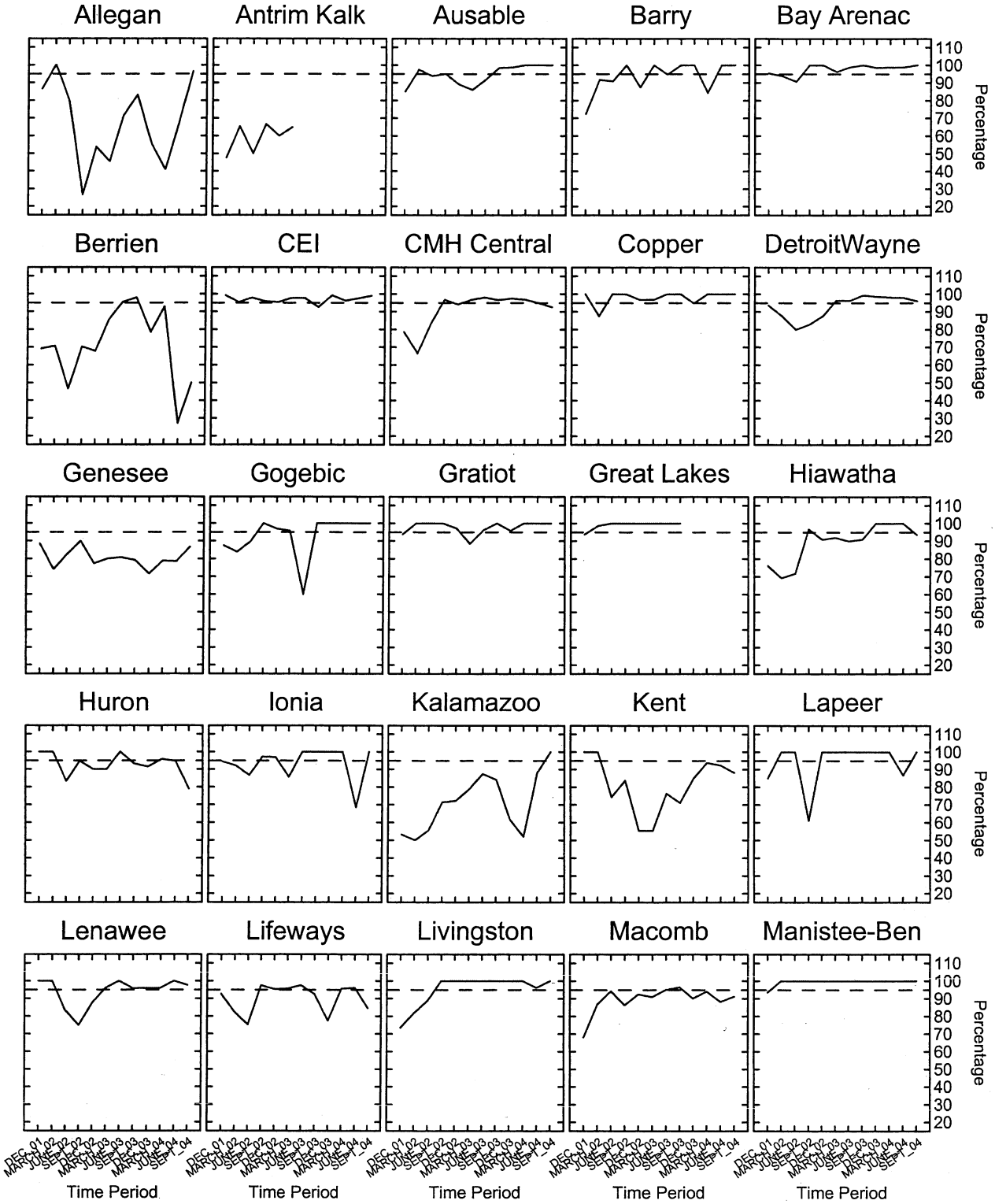
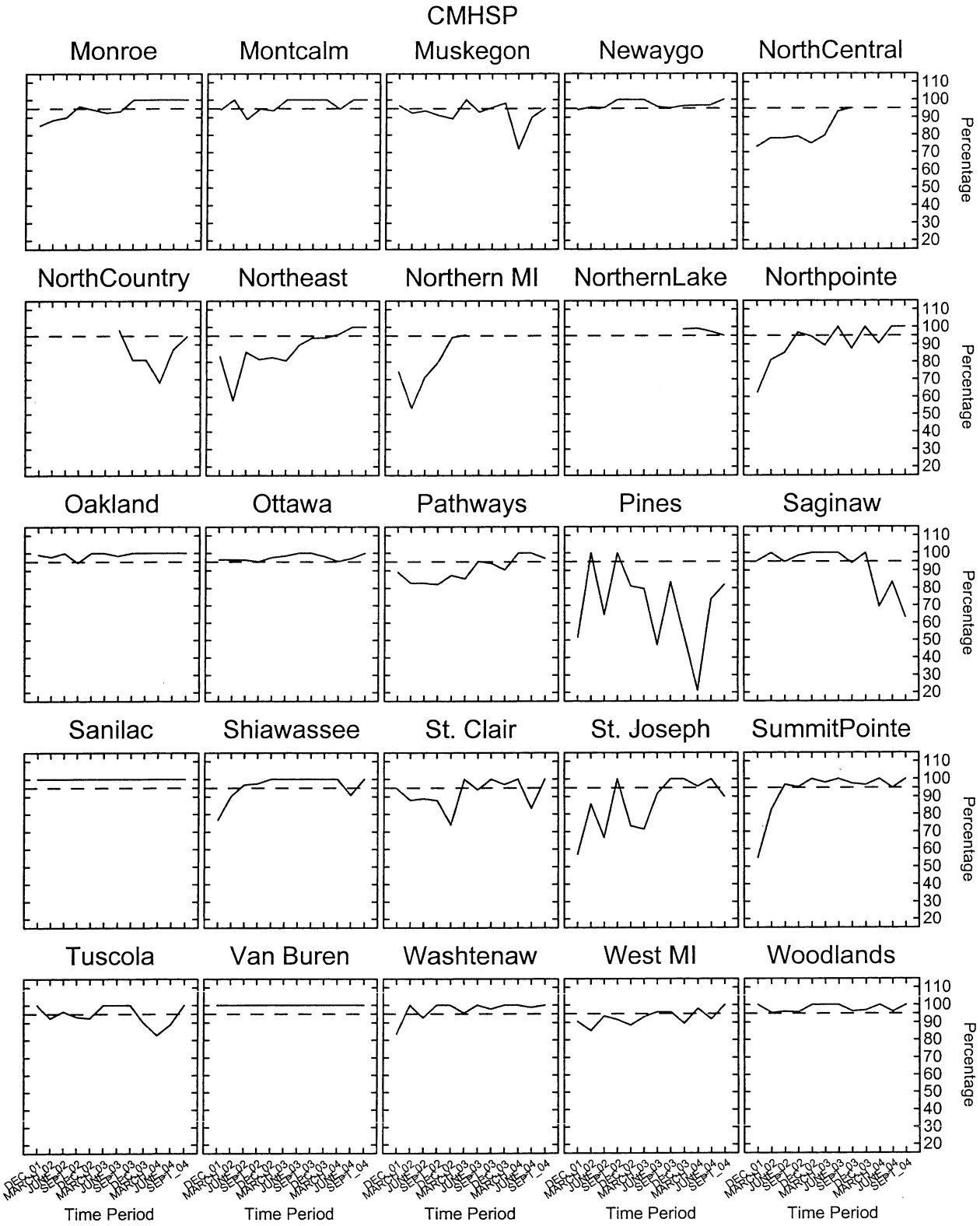
Indicator No. 3a - % of Children with Emotional Disturbances Starting Needed On-going Service Within 14 Days of a Non-Emergent Assessment

CMHSP



Indicator No. 3a - Page Two



Indicator 3b. Access: Timeliness – Percentage of adults with mental illness starting any needed on-going service within 14 days of a non-emergent assessment with a professional. The standard is 95 percent within 14 days.

Rationale for Use:
The amount of time between professional assessment and the delivery of needed treatments and supports addresses a somewhat different aspect of access to care than Indicator 2. Delay in the delivery of needed services and supports may lead to exacerbation of symptoms and distress and poorer role functioning.

Definitions:
Assessment means face-to-face assessment with a professional that results in a decision whether to provide ongoing CMHSP service.

Days are calendar days.

Non-emergent assessment and services **exclude** pre-admission screening for and receipt of psychiatric in-patient care.

Ongoing service means any recommended CMHSP service, including case management, respite care, etc. For purposes of this data collection, the assessment session shall not be considered the start of ongoing service. However, another service delivered by a different person (e.g., psychiatric service) on the same day may be considered ongoing service.

Method of Calculation:
Numerator: The number of adults with mental illness starting any needed on-going service within 14 days of a non-emergent face-to-face assessment with a professional.

Denominator: The number of adults with mental illness for which the start of non-emergent on-going service took place during the time period. Consumers who request ongoing services outside the 14-day period or do not show for an appointment may be excluded from the count.

Note: If more than a single assessment is performed, the time calculation should be based on the first.

Annual Percentage Calculation:
The annual percentage for this indicator is derived from the weighted quarterly percentage, which is the quarterly percentage times the quarterly total number of consumers for this indicator.

Numerator: Sum of the weighted quarterly percentages.
Denominator: Sum of the total number of consumers for this indicator across quarters.

Indicator 3b. – Continued…

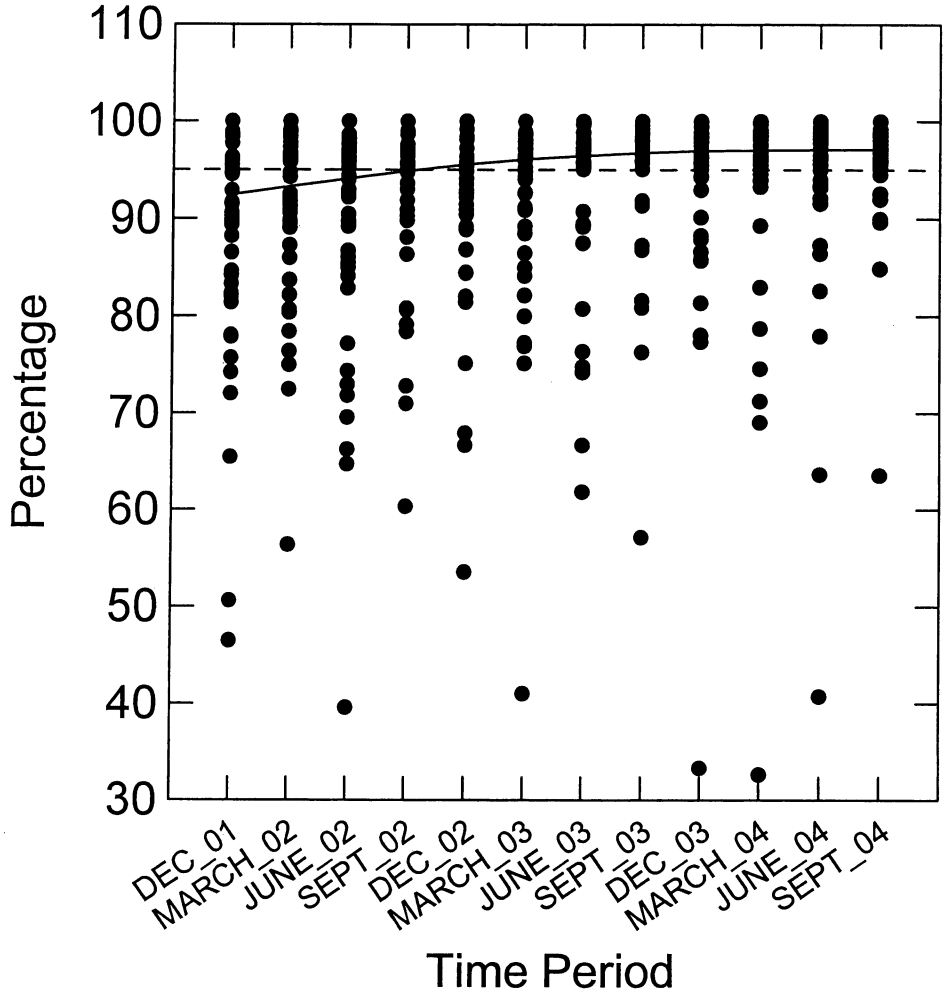
Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Average Annual
N of cases	46	46	46	46	46
Minimum	33.330	32.650	40.740	63.540	62.11
Maximum	100.000	100.000	100.000	100.000	100.00
Median	96.900	96.665	97.450	97.230	96.89
Mean	93.723	93.545	94.242	96.267	94.51

Comments:
Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a trend beginning slightly below the 95 percent standard and increasing slightly above the standard. The scatterplot also shows a decrease in the variation or spread among the CMHSPs since FY '02.

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, 12 of the 46 CMHSPs did not meet the 95 percent standard. The CMHSPs failing to meet the standard are: Saginaw (94.38%), Lifeways (93.92%), Pathways (93.26%), Kent (89.02%), Kalamazoo (88.89%), Ionia (87.95%), Tuscola (87.42%), North Country (86.51%), Genesee (83.38%), Allegan (80.75%), Berrien (73.87%), and Pines (62.11%). The median annual percentage for this indicator is 96.89 percent and the average (mean) annual percentage is lower at 94.51 percent due to several CMHSP at the lower end of the percentages. Based on the box plot for FY2004, four CMHSPs were outliers toward the low end on this indicator (North Country, Tuscola, Ionia and Genesee) and three CMHSPs were extreme outliers (Allegan, Berrien and Pines).

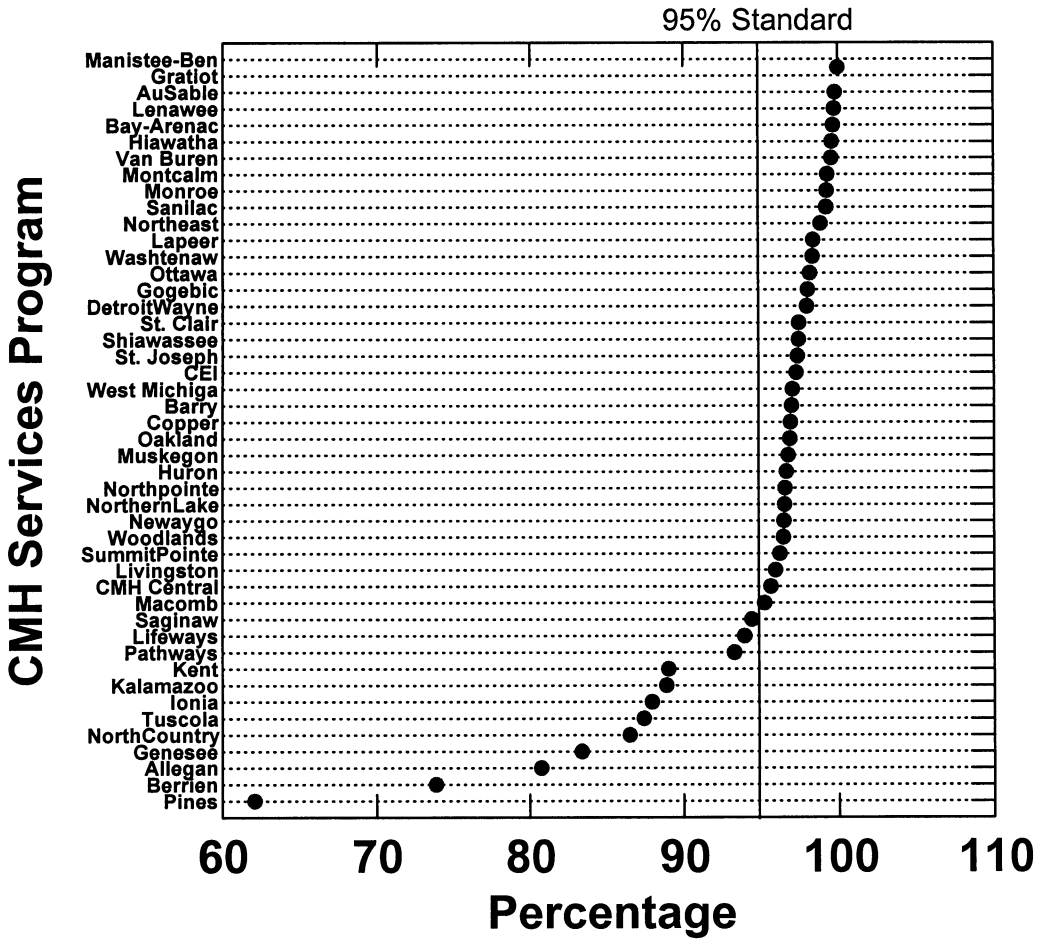
Indicator No. 3b - % of Adults with Mental Illness Starting Needed On-going Service Within 14 Days of Non-Emergent Assessment



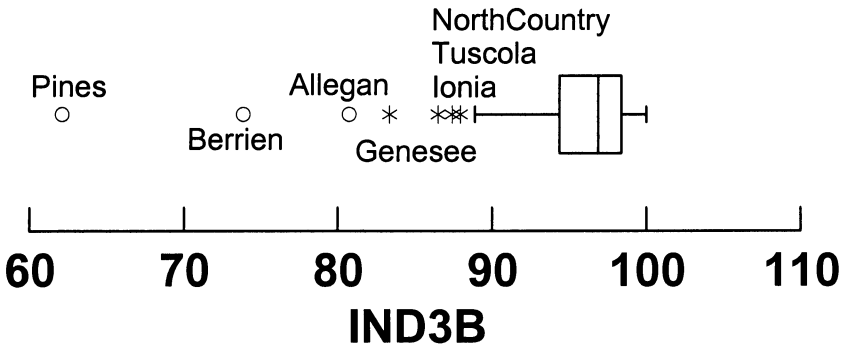
Indicator 3b: Percentage of Adults with Mental Illness Starting any Needed On-going Service Within 14 Days of a Non-Emergent Assessment With a Professional

	October - December 2003			January - March 2004			April - June 2004			July - September 2004			
	Percentage Q1	# MI Adults Starting Ongoing Service Q1	# MI Adults Starting Ongoing Service within 14 Calendar Days Q1	Percentage Q2	# MI Adults Starting Ongoing Service Q2	# MI Adults Starting Ongoing Service within 14 Calendar Days Q2	Percentage Q3	# MI Adults Starting Ongoing Service Q3	# MI Adults Starting Ongoing Service within 14 Calendar Days Q3	Percentage Q4	# MI Adults Starting Ongoing Service Q4	# MI Adults Starting Ongoing Service within 14 Calendar Days Q4	Fiscal Year Percentage
Allegan	78.05%	41	32	69.05%	42	29	82.61%	46	38	89.66%	58	52	80.75
AuSable	100.00%	142	142	100.00%	141	141	99.25%	134	133	100.00%	168	168	99.83
Barry	98.81%	84	83	93.90%	82	77	97.18%	71	69	98.39%	62	61	96.99
Bay-Arenac	99.44%	180	179	100.00%	166	166	99.43%	175	174	100.00%	152	152	99.70
Berrien	92.97%	128	119	97.64%	127	124	40.74%	135	55	63.54%	96	61	73.87
CEI	97.87%	94	92	96.81%	94	91	98.98%	98	97	95.12%	82	78	97.28
CMH Central MI	94.26%	244	230	95.13%	226	215	96.33%	218	210	96.59%	293	283	95.62
Copper	100.00%	17	17	96.30%	27	26	100.00%	28	28	92.00%	25	23	96.91
Detroit-Wayne	97.87%	985	964	98.42%	821	808	97.72%	921	900	97.94%	632	619	97.98
Genesee	81.37%	306	249	71.25%	313	223	86.43%	516	446	89.98%	429	386	83.38
Gogebic	95.45%	22	21	96.15%	26	25	100.00%	24	24	100.00%	30	30	98.04
Gratiot	100.00%	22	22	100.00%	21	21	100.00%	36	36	100.00%	41	41	100.00
Hiawatha	100.00%	57	57	98.08%	52	51	100.00%	66	66	100.00%	83	83	99.61
Huron	85.71%	28	24	100.00%	33	33	100.00%	29	29	100.00%	29	29	96.64
Ionia	100.00%	43	43	100.00%	62	62	63.64%	77	49	97.01%	67	65	87.95
Kalamazoo	77.36%	53	41	82.98%	47	39	93.44%	61	57	98.44%	64	63	88.89
Kent	85.84%	438	376	93.28%	521	486	91.57%	522	478	84.87%	522	443	89.02
Lapeer	100.00%	50	50	100.00%	43	43	93.33%	45	42	100.00%	49	49	98.40
Lenawee	100.00%	103	103	100.00%	103	103	100.00%	108	108	99.18%	122	121	99.77
Lifeways	88.26%	264	233	96.40%	333	321	96.06%	203	195	95.32%	171	163	93.92
Livingston	100.00%	13	13	95.16%	62	59	96.30%	54	52	95.35%	43	41	95.93
Macomb	96.28%	242	233	94.62%	223	211	93.98%	249	234	95.85%	289	277	95.21
Manistee-Benzie	100.00%	36	36	100.00%	39	39	100.00%	31	31	100.00%	36	36	100.00
Monroe	98.44%	64	63	100.00%	63	63	98.84%	86	85	100.00%	65	65	99.28
Montcalm	100.00%	58	58	96.15%	52	50	100.00%	95	95	100.00%	87	87	99.32
Muskegon	94.27%	157	148	95.51%	178	170	98.55%	138	136	98.86%	175	173	96.76
Newaygo	96.88%	64	62	96.00%	75	72	96.05%	76	73	97.10%	69	67	96.48
North Country	86.61%	127	110	74.60%	126	94	87.29%	118	103	96.99%	133	129	86.51
Northeast	98.28%	58	57	98.73%	79	78	98.51%	67	66	100.00%	63	63	98.88
NorthernLakes	96.35%	219	211	95.85%	193	185	97.78%	225	220	95.94%	197	189	96.52
Northpointe	96.92%	65	63	94.55%	55	52	96.49%	57	55	97.62%	84	82	96.55
Oakland	95.59%	295	282	99.69%	324	323	95.00%	360	342	97.24%	362	352	96.87
Ottawa	100.00%	110	110	99.14%	116	115	95.58%	113	108	98.06%	103	101	98.19
Pathways	90.16%	122	110	96.52%	115	111	92.11%	76	70	94.52%	73	69	93.26
Pines	33.33%	78	26	32.65%	98	32	77.97%	118	92	96.81%	94	91	62.11
Saginaw	87.88%	33	29	89.29%	28	25	98.25%	57	56	97.62%	42	41	94.38
Sanilac	100.00%	30	30	100.00%	36	36	96.00%	25	24	100.00%	42	42	99.25
Shiawassee	100.00%	61	61	94.05%	84	79	100.00%	56	56	97.22%	72	70	97.44
St. Clair	94.38%	89	84	98.88%	89	88	97.87%	94	92	98.78%	82	81	97.46
St. Joseph	96.55%	58	56	97.22%	72	70	100.00%	48	48	96.00%	50	48	97.37
Summit Pointe	95.83%	72	69	95.92%	98	94	97.18%	71	69	96.08%	102	98	96.21
Tuscola	87.88%	33	29	78.72%	47	37	93.18%	44	41	92.59%	27	25	87.42
Van Buren	100.00%	134	134	100.00%	115	115	100.00%	89	89	98.58%	141	139	99.58
Washtenaw	100.00%	62	62	98.41%	63	62	98.11%	53	52	96.97%	66	64	98.36
West Michigan	97.30%	74	72	97.40%	77	75	97.85%	93	91	95.74%	94	90	97.04
Woodlands	95.08%	61	58	98.61%	72	71	95.52%	67	64	96.30%	81	78	96.44
	93.47%	5,716	5,343	93.70%	5,859	5,490	93.50%	6,073	5,678	95.23%	5,847	5,568	

Percentage of Adults with Mental Illness Starting any Needed On-going Service Within 14 Days of a Non-Emergent Assessment with a Professional



Indicator No. 3b



	IND3B
N of cases	46
Minimum	62.110
Maximum	100.000
Sum	4347.370
Median	96.890
Mean	94.508
Standard Dev	7.378

```
Stem and Leaf Plot of variable:        IND3B, N = 46
         Minimum:       62.110
         Lower hinge:       94.380
         Median:        96.890
         Upper hinge:       98.400
         Maximum:      100.000

              62   1
              73   8
              80   7
              83   3
              86   5
              87   49
      * * * Outside Values * * *
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              89   0
              90
              91
              92
              93   29
              94 H 3
              95   269
              96 M 2445567899
              97   023449
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              99   22356778
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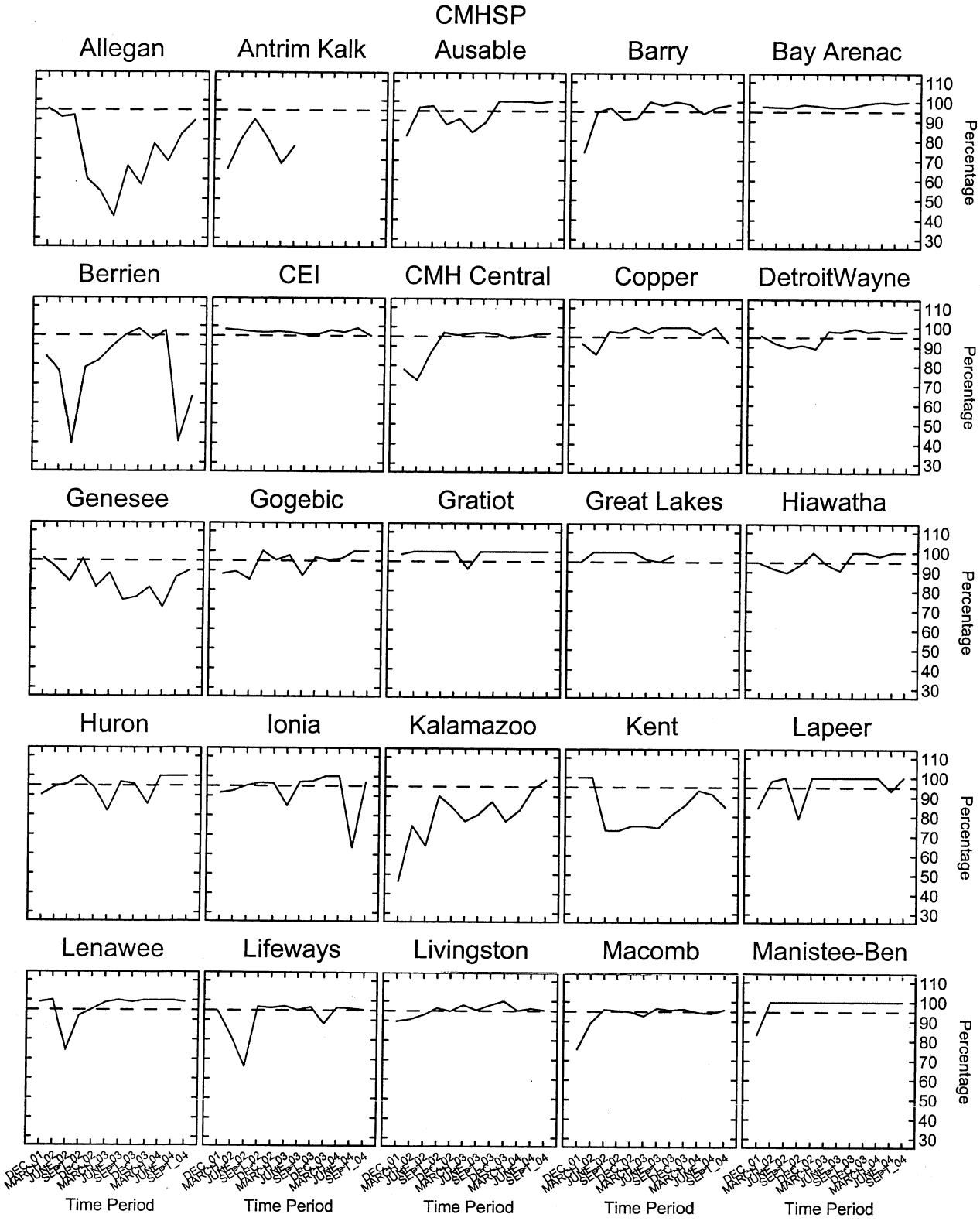
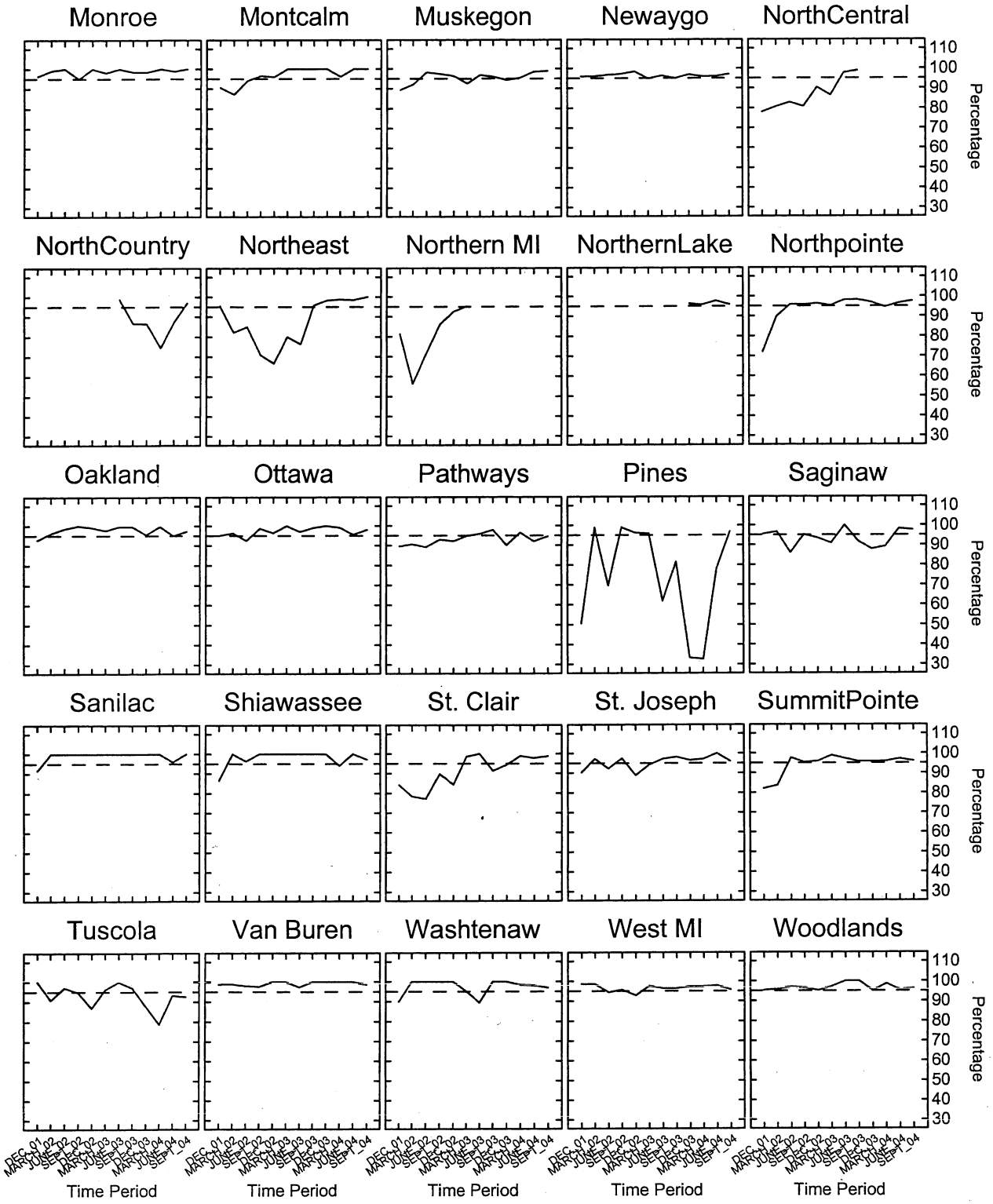
Indicator No. 3b - % of Adults with Mental Illness Starting Needed On-going Service Within 14 Days of Non-Emergent Assessment



Indicator No. 3b - Page Two

CMHSP



Indicator 3c. Access: Timeliness – Percentage of children with developmental disabilities starting any needed on-going service within 14 days of a non-emergent assessment with a professional. The standard is 95 percent within 14 days.

Rationale for Use:
The amount of time between professional assessment and the delivery of needed treatments and supports addresses a somewhat different aspect of access to care than Indicator 2. Delay in the delivery of needed services and supports may lead to exacerbation of symptoms and distress and poorer role functioning.

Definitions:
Assessment means face-to-face assessment with a professional that results in a decision whether to provide ongoing CMHSP service.

Days are calendar days.

Non-emergent assessment and services **exclude** pre-admission screening for and receipt of psychiatric in-patient care.

Ongoing service means any recommended CMHSP service, including case management, respite care, etc. For purposes of this data collection, the assessment session shall not be considered the start of ongoing service. However, another service delivered by a different person (e.g., psychiatric service) on the same day may be considered ongoing service.

Method of Calculation:
Numerator: The number of children with developmental disabilities starting any needed on-going service within 14 days of a non-emergent face-to-face assessment with a professional.

Denominator: The number of children with developmental disabilities for which the start of non-emergent on-going service took place during the time period. Consumers who request ongoing services outside the 14-day period or do not show for an appointment may be excluded from the count.

Note: If more than a single assessment is performed, the time calculation should be based on the first.

Annual Percentage Calculation:
The annual percentage for this indicator is derived from the weighted quarterly percentage, which is the quarterly percentage times the quarterly total number of consumers for this indicator.

Numerator: Sum of the weighted quarterly percentages.
Denominator: Sum of the total number of consumers for this indicator across quarters.

Indicator 3c. – Continued…

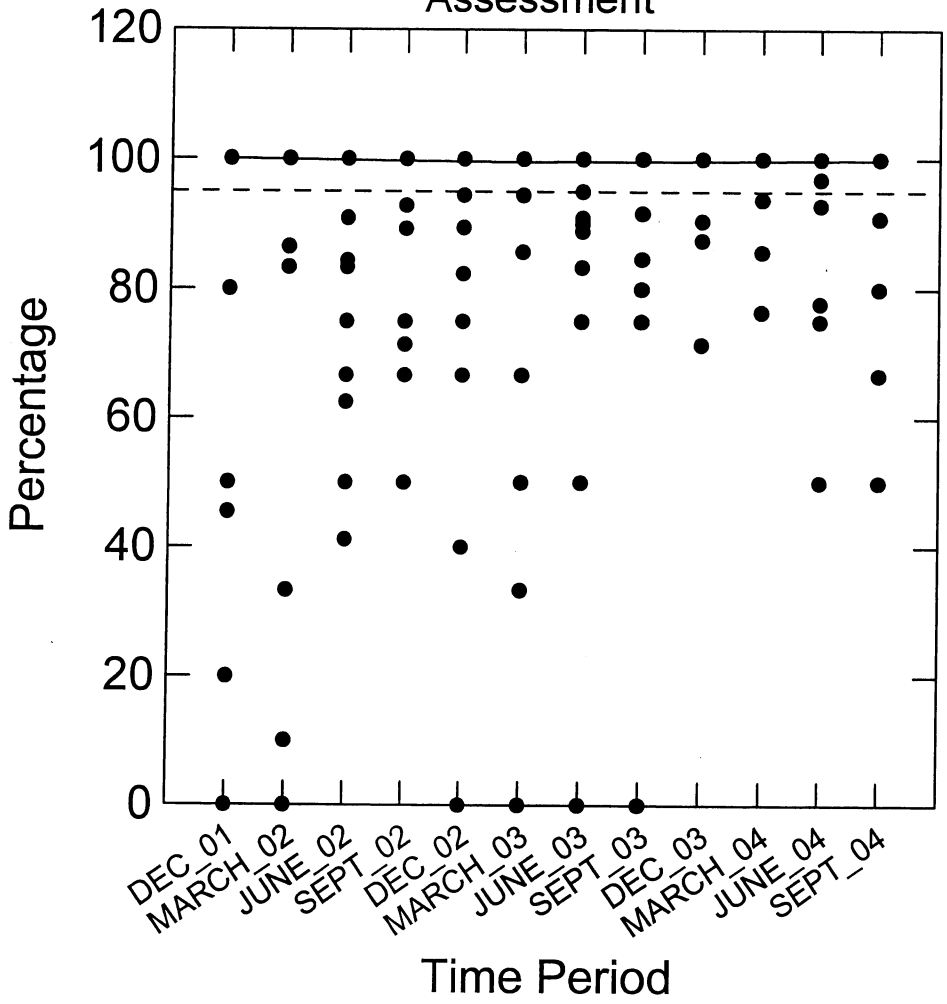
Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Annual average
N of cases	30	31	35	31	43
Minimum	71.430	76.470	50.000	50.000	72.73
Maximum	100.000	100.000	100.000	100.000	100.00
Median	100.000	100.000	100.000	100.000	100.00
Mean	98.314	98.578	96.929	96.374	98.39

Comments:
Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a static trend at 100 percent, clearly above the 95 percent standard. The scatterplot also shows that there has been very little variation or spread among the CMHSPs since FY '02.

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, 5 of the 46 CMHSPs did not meet the 95 percent standard. The CMHSPs failing to meet the standard are: Detroit/Wayne (94.64%), Pathways (92.86%), St. Clair (91.67%), Macomb (86.96%), and Genesee (72.73%). The median annual percentage for this indicator is 100.00 percent and the average (mean) annual percentage is lower at 98.39 percent due to several CMHSP at the lower end of the percentages. Based on the box plot for FY2004, 8 CMHSPs were extreme outliers toward the low end on this indicator (St. Clair, Pathways, Detroit/Wayne, Saginaw, Livingston, Oakland, Macomb, and Genesee). It should be noted that Genesee did not meet the 95 percent standard during any quarter of FY '04.

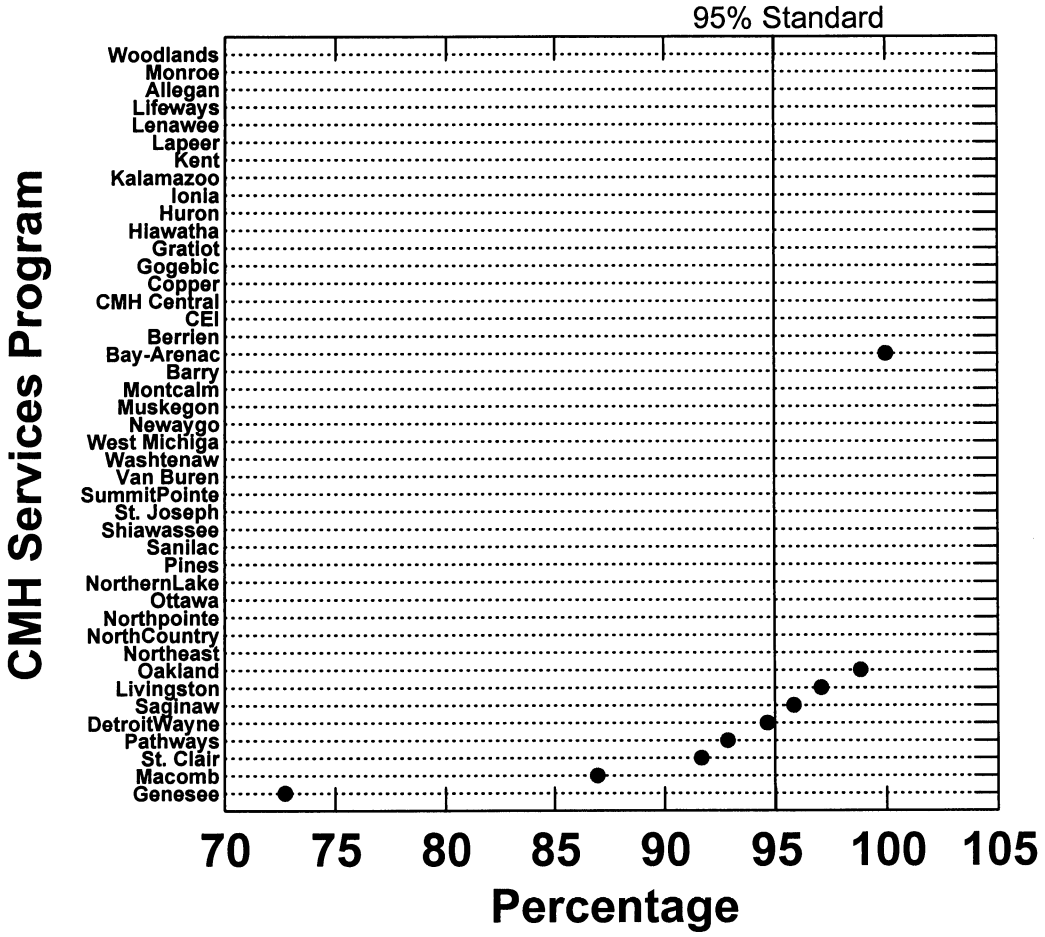
Indicator No. 3c - % of Children with Developmental Disabilities Starting Needed On-going Service Within 14 Days a Non-Emergent Assessment



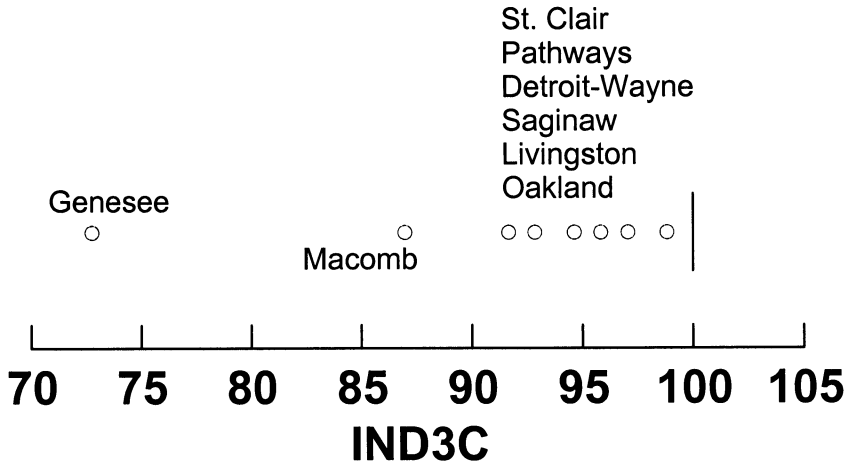
Indicator 3c: Percentage of Children with Developmental Disabilities Starting any Needed On-going Service Within 14 Days of a Non-Emergent Assessment With a Professional

	October - December 2003			January - March 2004			April - June 2004			July - September 2004			
	Percentage Q1	# DD Children Starting Ongoing Service Q1	# DD Children Starting Ongoing Service within 14 Calendar Days Q1	Percentage Q2	# DD Children Starting Ongoing Service Q2	# DD Children Starting Ongoing Service within 14 Calendar Days Q2	Percentage Q3	# DD Children Starting Ongoing Service Q3	# DD Children Starting Ongoing Service within 14 Calendar Days Q3	Percentage Q4	# DD Children Starting Ongoing Service Q4	# DD Children Starting Ongoing Service within 14 Calendar Days Q4	Fiscal Year Percentage
Allegan		0	0		0	0	100.00%	1	1	100.00%	3	3	100.00
AuSable		0	0		0	0		0	0		0	0	
Barry	100.00%	1	1	100.00%	1	1	100.00%	1	1	100.00%	1	1	100.00
Bay-Arenac		0	0	100.00%	1	1	100.00%	1	1		0	0	100.00
Berrien		0	0		0	0	100.00%	1	1	100.00%	3	3	100.00
CEI	100.00%	6	6	100.00%	3	3	100.00%	3	3	100.00%	1	1	100.00
CMH Central MI	100.00%	1	1	100.00%	8	8	100.00%	5	5	100.00%	2	2	100.00
Copper	100.00%	2	2	100.00%	1	1	100.00%	1	1		0	0	100.00
Detroit-Wayne	90.48%	21	19	100.00%	8	8	100.00%	16	16	90.91%	11	10	94.64
Genesee	71.43%	7	5	76.47%	17	13	75.00%	16	12	50.00%	4	2	72.73
Gogebic	100.00%	1	1	100.00%	1	1	100.00%	1	1	100.00%	1	1	100.00
Gratiot	100.00%	2	2		0	0	100.00%	1	1		0	0	100.00
Hiawatha	100.00%	1	1	100.00%	4	4	100.00%	3	3	100.00%	4	4	100.00
Huron		0	0	100.00%	1	1		0	0		0	0	100.00
Ionia	100.00%	2	2		0	0		0	0		0	0	100.00
Kalamazoo		0	0	100.00%	3	3	100.00%	1	1	100.00%	1	1	100.00
Kent	100.00%	7	7	100.00%	4	4		0	0	100.00%	8	8	100.00
Lapeer	100.00%	4	4	100.00%	1	1	100.00%	1	1		0	0	100.00
Lenawee		0	0		0	0	100.00%	4	4	100.00%	1	1	100.00
Lifeways	100.00%	2	2	100.00%	2	2	100.00%	3	3	100.00%	1	1	100.00
Livingston	100.00%	45	45	100.00%	9	9	77.78%	9	7	100.00%	5	5	97.06
Macomb	87.50%	8	7	85.71%	14	12	100.00%	9	9	80.00%	15	12	86.96
Manistee-Benzie		0	0		0	0		0	0		0	0	
Monroe	100.00%	2	2	100.00%	1	1		0	0		0	0	100.00
Montcalm	100.00%	1	1	100.00%	2	2	100.00%	3	3	100.00%	3	3	100.00
Muskegon	100.00%	12	12	100.00%	10	10	100.00%	11	11	100.00%	7	7	100.00
Newaygo		0	0	100.00%	1	1	100.00%	1	1		0	0	100.00
North Country		0	0	100.00%	3	3	100.00%	9	9	100.00%	2	2	100.00
Northeast	100.00%	5	5	100.00%	1	1	100.00%	2	2		0	0	100.00
NorthernLakes	100.00%	11	11	100.00%	7	7	100.00%	8	8	100.00%	7	7	100.00
Northpointe	100.00%	5	5		0	0	100.00%	1	1	100.00%	3	3	100.00
Oakland	100.00%	11	11	100.00%	16	16	96.88%	32	31	100.00%	27	27	98.84
Ottawa	100.00%	1	1		0	0		0	0		0	0	100.00
Pathways	100.00%	6	6	100.00%	4	4	100.00%	1	1	66.67%	3	2	92.86
Pines	100.00%	2	2		0	0		0	0		0	0	100.00
Saginaw	100.00%	11	11	93.75%	16	15	92.86%	14	13	100.00%	7	7	95.83
Sanilac	100.00%	1	1	100.00%	3	3	100.00%	5	5	100.00%	4	4	100.00
Shiawassee		0	0		0	0		0	0	100.00%	1	1	100.00
St. Clair	100.00%	8	8	100.00%	5	5	50.00%	4	2	100.00%	7	7	91.67
St. Joseph		0	0		0	0		0	0	100.00%	1	1	100.00
Summit Pointe		0	0		0	0	100.00%	1	1		0	0	100.00
Tuscola		0	0		0	0		0	0		0	0	
Van Buren	100.00%	1	1	100.00%	3	3	100.00%	4	4	100.00%	2	2	100.00
Washtenaw		0	0		0	0	100.00%	13	13	100.00%	17	17	100.00
West Michigan		0	0	100.00%	1	1	100.00%	4	4	100.00%	3	3	100.00
Woodlands	100.00%	2	2	100.00%	1	1	100.00%	6	6	100.00%	2	2	100.00
	97.35%	189	184	95.39%	152	145	94.90%	196	186	95.54%	157	150	

Percentage of DD Children Starting any Needed On-going Service Within 14 Days of a Non-Emergent Assessment with a Professional



Indicator No. 3c

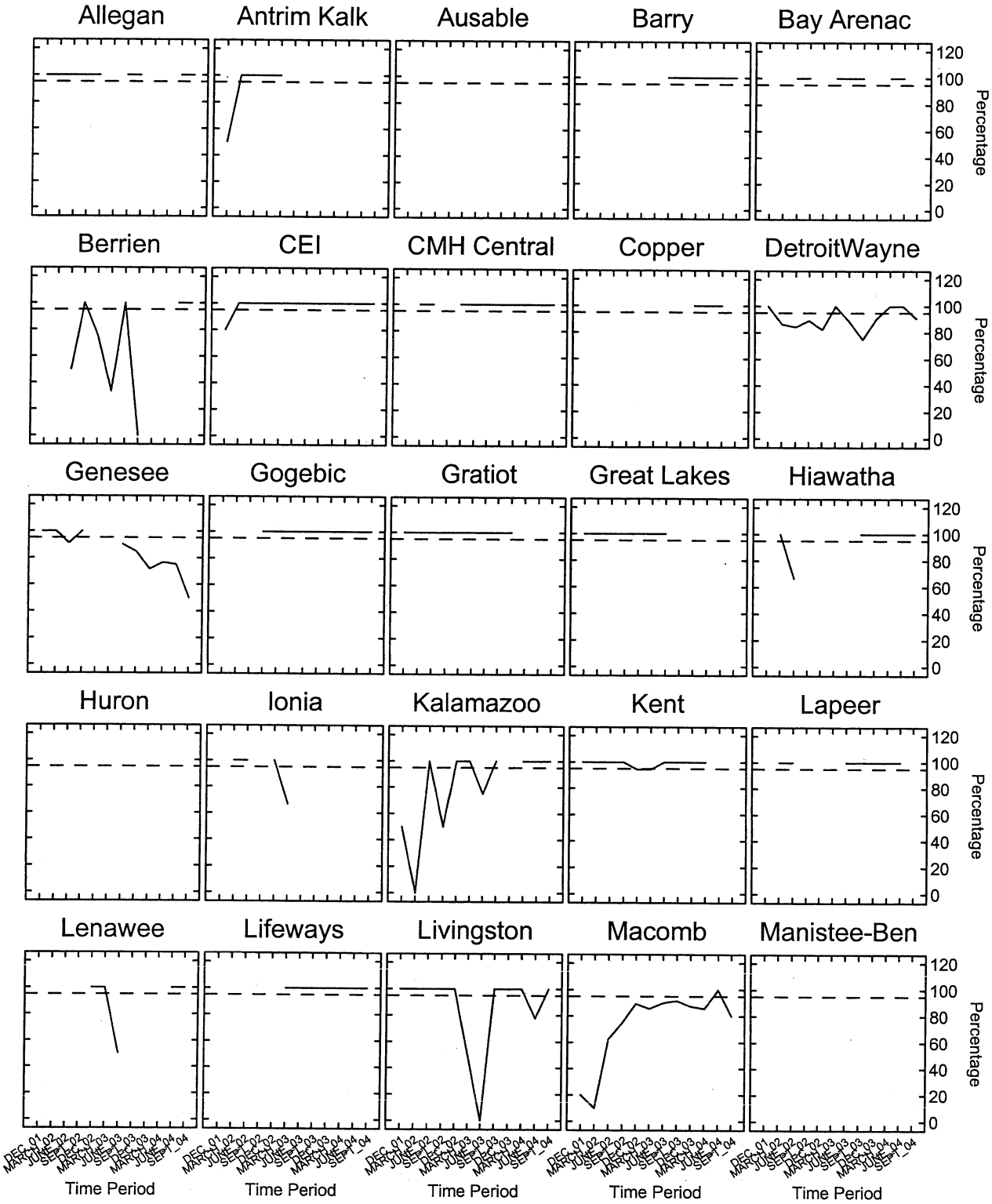


	IND3C
N of cases	43
Minimum	72.730
Maximum	100.000
Sum	4230.590
Median	100.000
Mean	98.386
Standard Dev	4.826

```
Data for the following results were selected according to:
      (IND3C> 0)

Stem and Leaf Plot of variable:        IND3C, N = 43
         Minimum:       72.730
         Lower hinge:      100.000
         Median:       100.000
         Upper hinge:      100.000
         Maximum:      100.000

               7   2
               7
               8
               8   6
               9   124
               9   578
              10 M 0000000000000000000000000000000000
```

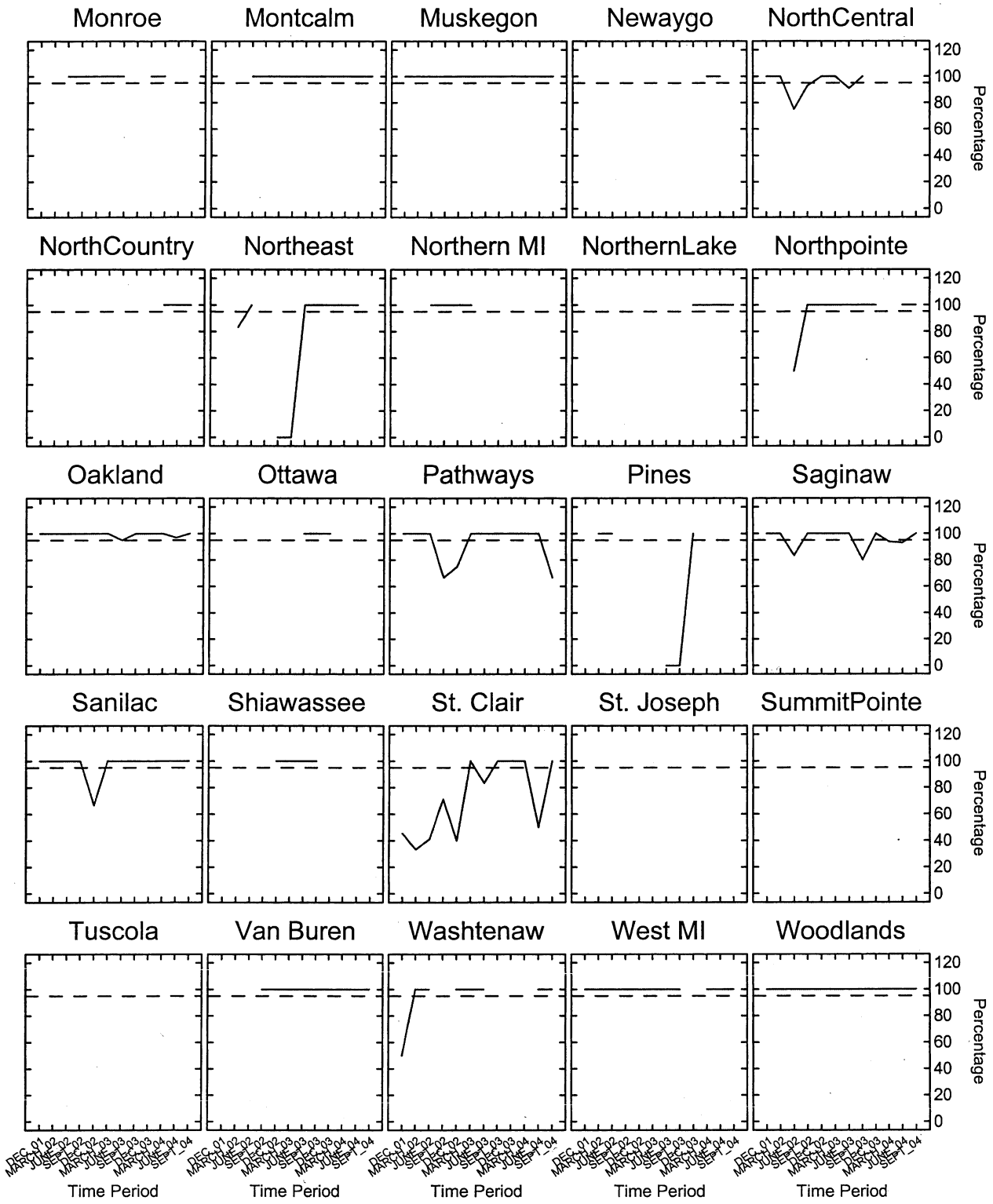
Indicator No. 3c - % of Children with Developmental Disabilities Starting Needed On-going Service Within 14 Days of a Non-Emergent Assessment

CMHSP



Indicator No. 3c - Page Two

CMHSP



Indicator 3d. Access: Timeliness – Percentage of adults with developmental disabilities starting any needed on-going service within 14 days of a non-emergent assessment with a professional. The standard is 95 percent within 14 days.

Rationale for Use:
The amount of time between professional assessment and the delivery of needed treatments and supports addresses a somewhat different aspect of access to care than Indicator 2. Delay in the delivery of needed services and supports may lead to exacerbation of symptoms and distress and poorer role functioning.

Definitions:
Assessment means face-to-face assessment with a professional that results in a decision whether to provide ongoing CMHSP service.

Days are calendar days.

Non-emergent assessment and services **exclude** pre-admission screening for and receipt of psychiatric in-patient care.

Ongoing service means any recommended CMHSP service, including case management, respite care, etc. For purposes of this data collection, the assessment session shall not be considered the start of ongoing service. However, another service delivered by a different person (e.g., psychiatric service) on the same day may be considered ongoing service.

Method of Calculation:
Numerator: The number of adults with developmental disabilities starting any needed on-going service within 14 days of a non-emergent face-to-face assessment with a professional.

Denominator: The number of adults with developmental disabilities for which the start of non-emergent on-going service took place during the time period. Consumers who request ongoing services outside the 14-day period or do not show for an appointment may be excluded from the count.

Note: If more than a single assessment is performed, the time calculation should be based on the first.

Annual Percentage Calculation:
The annual percentage for this indicator is derived from the weighted quarterly percentage, which is the quarterly percentage times the quarterly total number of consumers for this indicator.

Numerator: Sum of the weighted quarterly percentages.
Denominator: Sum of the total number of consumers for this indicator across quarters

Indicator 3d. – Continued…

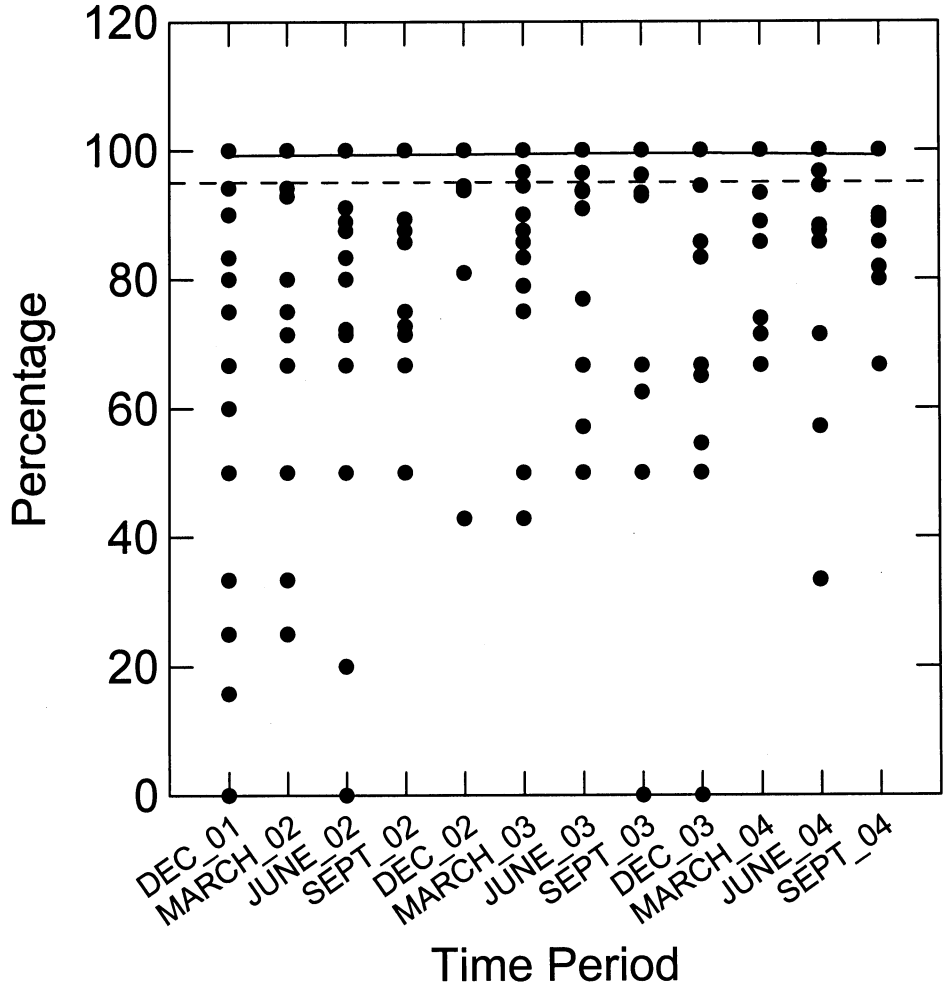
Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Average Annual
N of cases	41	40	41	41	45
Minimum	0.000	66.670	33.330	66.670	50.00
Maximum	100.000	100.000	100.000	100.000	100.00
Median	100.000	100.000	100.000	100.000	100.00
Mean	90.237	96.998	95.126	95.626	94.59

Comments:
Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a static trend at 100 percent, clearly above the 95 percent standard. The scatterplot also shows that there has been very little variation or spread among the CMHSPs since FY '02.

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, 13 of the 46 CMHSPs did not meet the 95 percent standard. The CMHSPs failing to meet the standard are: Ottawa (94.59%), North Country (94.12%), Pathways (92.31%), Tuscola (91.67%), St. Clair (90.91%), West Michigan (88.89%), Northeast (87.50%), Berrien (86.21%), Kalamazoo (80.00%), Detroit/Wayne (76.12%), Pines (73.33%), Genesee (67.86%), and Barry (50.00%). The median annual percentage for this indicator is 100.00 percent and the average (mean) annual percentage is lower at 94.59 percent due to several CMHSP at the lower end of the percentages. Based on the box plot for FY2004, one CMHSP was an outlier toward the low end on this indicator (Kalamazoo) and four CMHSPs were extreme outliers (Detroit, Pines, Genesee, and Barry).

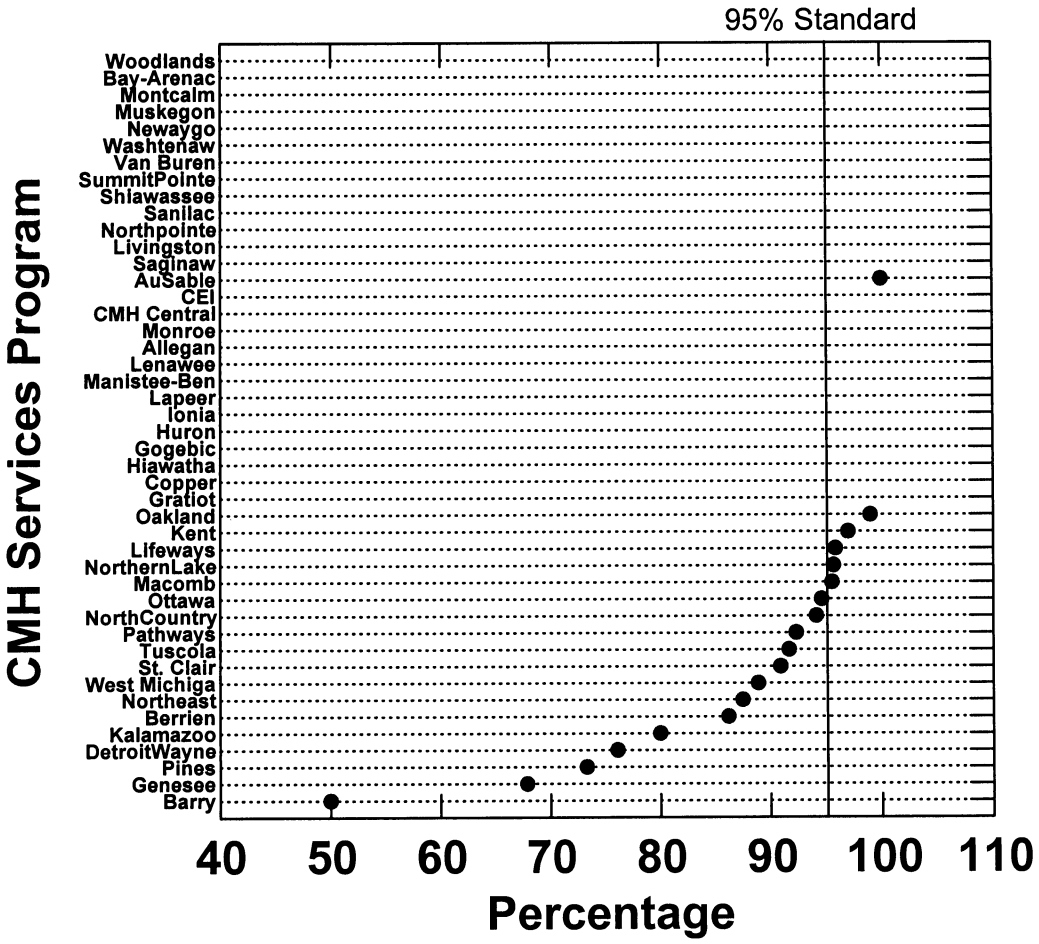
Indicator No. 3d - % of Adults with Developmental Disabilities Starting Needed On-going Service Within 14 Days of Non-Emergent Assessment



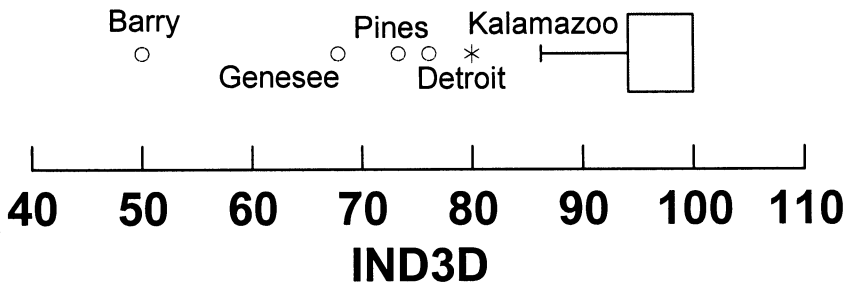
Indicator 3d: Percentage of Adults with Developmental Disabilities Starting any Needed On-going Service Within 14 Days of a Non-Emergent Assessment With a Professional

	October - December 2003			January - March 2004			April - June 2004			July - September 2004			
	Percentage Q1	# DD Adults Starting Ongoing Service Q1	# DD Adults Starting Ongoing Service within 14 Calendar Days Q1	Percentage Q2	# DD Adults Starting Ongoing Service Q2	# DD Adults Starting Ongoing Service within 14 Calendar Days Q2	Percentage Q3	# DD Adults Starting Ongoing Service Q3	# DD Adults Starting Ongoing Service within 14 Calendar Days Q3	Percentage Q4	# DD Adults Starting Ongoing Service Q4	# DD Adults Starting Ongoing Service within 14 Calendar Days Q4	Fiscal Year Percentage
Allegan	100.00%	1	1	100.00%	2	2	100.00%	1	1	100.00%	4	4	100.00
AuSable	100.00%	4	4	100.00%	6	6	100.00%	5	5	100.00%	6	6	100.00
Barry	0.00%	1	0	100.00%	1	1	33.33%	6	2	100.00%	2	2	50.00
Bay-Arenac	100.00%	7	7	100.00%	3	3	100.00%	5	5	100.00%	1	1	100.00
Berrien	85.71%	7	6	85.71%	7	6	87.50%	8	7	85.71%	7	6	86.21
CEI	100.00%	7	7	100.00%	4	4	100.00%	6	6	100.00%	11	11	100.00
CMH Central MI	100.00%	22	22	100.00%	13	13	100.00%	7	7	100.00%	5	5	100.00
Copper		0	0	100.00%	2	2	100.00%	1	1	100.00%	1	1	100.00
Detroit-Wayne	65.00%	20	13	73.91%	23	17	88.24%	17	15	85.71%	7	6	76.12
Genesee	54.55%	11	6	88.89%	9	8	57.14%	21	12	80.00%	15	12	67.86
Gogebic	100.00%	3	3	100.00%	4	4	100.00%	2	2		0	0	100.00
Gratiot	100.00%	3	3	100.00%	2	2	100.00%	2	2	100.00%	3	3	100.00
Hiawatha	100.00%	5	5		0	0	100.00%	2	2	100.00%	4	4	100.00
Huron		0	0	100.00%	1	1	100.00%	1	1	100.00%	3	3	100.00
Ionia	100.00%	2	2	100.00%	5	5	100.00%	2	2		0	0	100.00
Kalamazoo	50.00%	4	2	100.00%	5	5	100.00%	5	5	66.67%	6	4	80.00
Kent	100.00%	15	15	100.00%	19	19	100.00%	13	13	89.47%	19	17	96.97
Lapeer	100.00%	4	4	100.00%	2	2	100.00%	1	1	100.00%	2	2	100.00
Lenawee		0	0		0	0		0	0	100.00%	3	3	100.00
Lifeways	100.00%	4	4	100.00%	4	4	85.71%	7	6	100.00%	9	9	95.83
Livingston	100.00%	16	16		0	0		0	0	100.00%	2	2	100.00
Macomb	94.44%	18	17	93.33%	15	14	94.44%	18	17	100.00%	16	16	95.52
Manistee-Benzie		0	0		0	0	100.00%	3	3		0	0	100.00
Monroe	100.00%	2	2	100.00%	3	3		0	0	100.00%	3	3	100.00
Montcalm	100.00%	1	1	100.00%	2	2	100.00%	4	4	100.00%	2	2	100.00
Muskegon	100.00%	10	10	100.00%	14	14	100.00%	8	8	100.00%	8	8	100.00
Newaygo	100.00%	1	1	100.00%	1	1		0	0		0	0	100.00
North Country	66.67%	3	2	100.00%	5	5	100.00%	6	6	100.00%	3	3	94.12
Northeast	100.00%	2	2	66.67%	3	2	100.00%	1	1	100.00%	2	2	87.50
NorthernLakes	100.00%	13	13	100.00%	4	4	100.00%	18	18	81.82%	11	9	95.65
Northpointe	100.00%	4	4	100.00%	3	3	100.00%	1	1	100.00%	5	5	100.00
Oakland	100.00%	18	18	100.00%	17	17	96.67%	30	29	100.00%	32	32	98.97
Ottawa	83.33%	6	5	100.00%	13	13	100.00%	9	9	88.89%	9	8	94.59
Pathways	100.00%	1	1	100.00%	2	2	100.00%	3	3	85.71%	7	6	92.31
Pines	0.00%	2	0	71.43%	7	5	100.00%	3	3	100.00%	3	3	73.33
Saginaw	100.00%	5	5	100.00%	12	12	100.00%	10	10	100.00%	19	19	100.00
Sanilac	100.00%	3	3	100.00%	1	1	100.00%	5	5	100.00%	7	7	100.00
Shiawassee	100.00%	1	1	100.00%	4	4	100.00%	8	8	100.00%	7	7	100.00
St. Clair	100.00%	11	11	100.00%	5	5	71.43%	7	5	90.00%	10	9	90.91
St. Joseph		0	0		0	0		0	0		0	0	
Summit Pointe	100.00%	1	1	100.00%	2	2	100.00%	4	4	100.00%	6	6	100.00
Tuscola	100.00%	3	3		0	0	85.71%	7	6	100.00%	2	2	91.67
Van Buren	100.00%	6	6	100.00%	7	7	100.00%	5	5	100.00%	2	2	100.00
Washtenaw	100.00%	6	6	100.00%	11	11	100.00%	2	2	100.00%	3	3	100.00
West Michigan	100.00%	3	3	100.00%	2	2	100.00%	1	1	66.67%	3	2	88.89
Woodlands	100.00%	1	1	100.00%	4	4	100.00%	2	2	100.00%	5	5	100.00
	91.83%	257	236	95.18%	249	237	91.76%	267	245	94.55%	275	260	

Percentage of DD Adults Starting any Needed On-going Service Within 14 Days of a Non-Emergent Assessment with a Professional



Indicator No. 3d

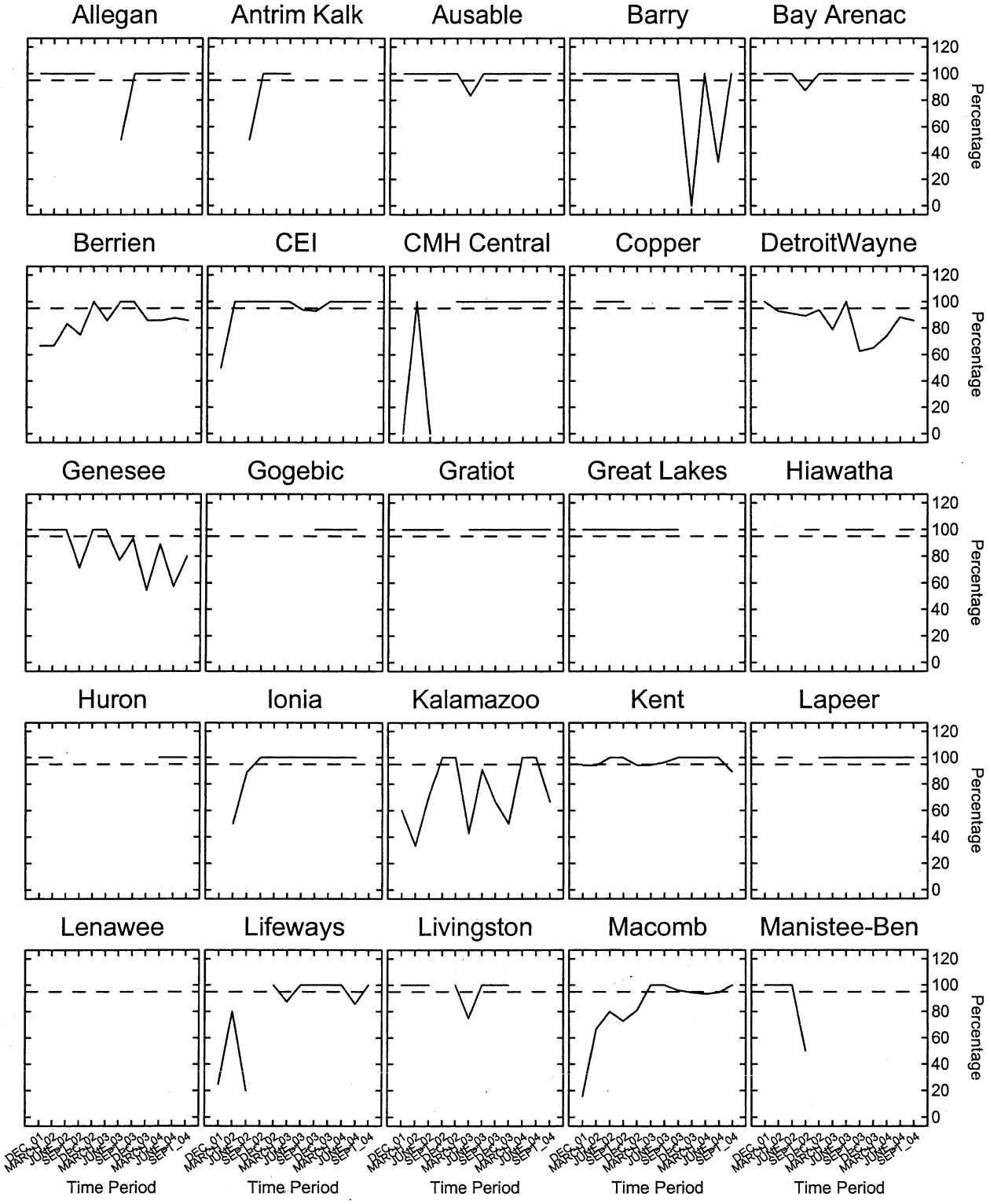


	IND3D
N of cases	45
Minimum	50.000
Maximum	100.000
Sum	4256.450
Median	100.000
Mean	94.588
Standard Dev	10.344

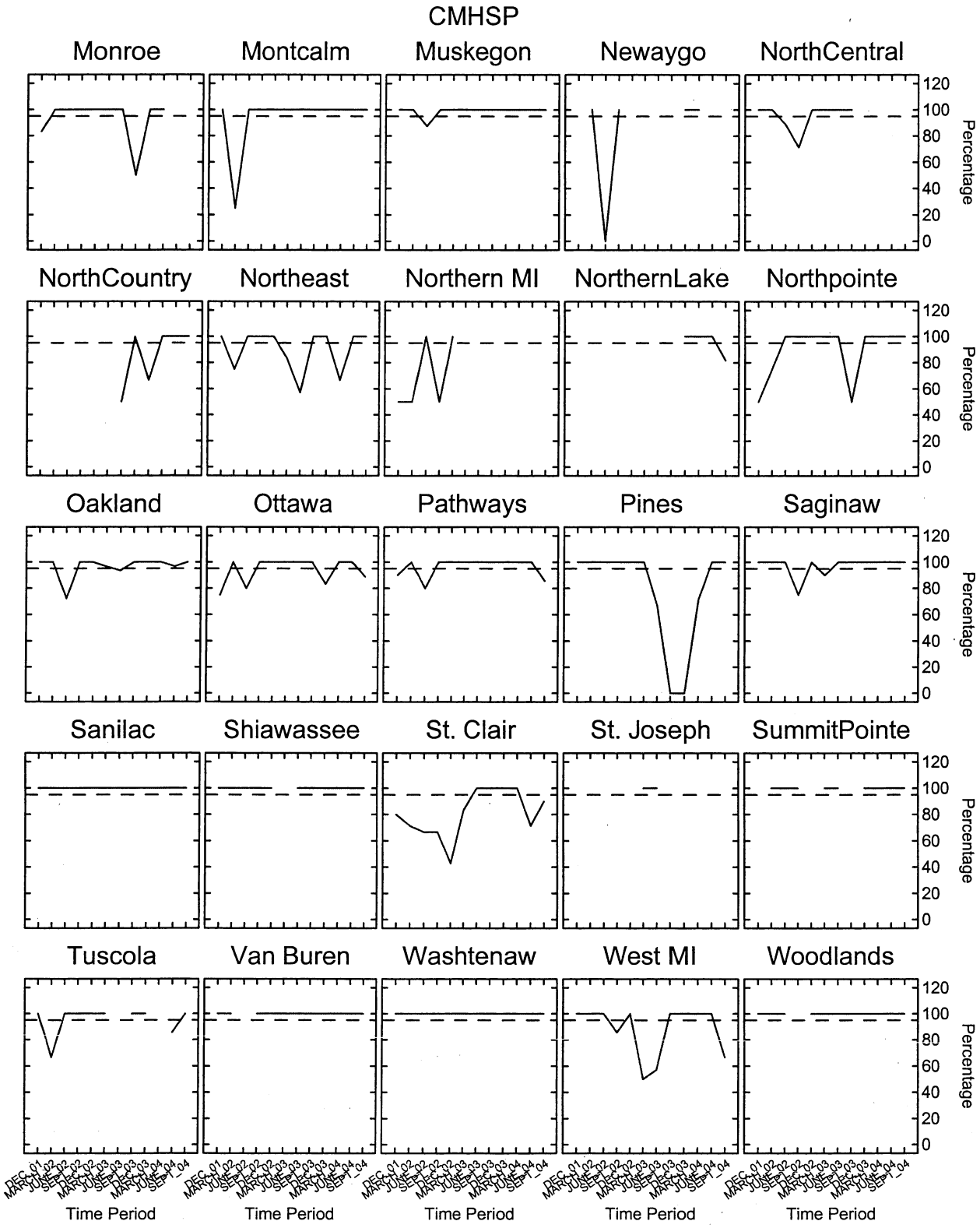
```
Data for the following results were selected according to:
      (IND3D> 0)

Stem and Leaf Plot of variable:        IND3D, N = 45
         Minimum:       50.000
         Lower hinge:       94.120
         Median:       100.000
         Upper hinge:      100.000
         Maximum:      100.000

              50   0
              67   8
              73   3
              76   1
              80   0
      * * * Outside Values * * *
              86   2
              87   5
              88   8
              89
              90   9
              91   6
              92   3
              93
              94 H 15
              95   568
              96   9
              97
              98   9
              99
             100 M 00000000000000000000000000
```

Indicator No. 3d - % of Adults with Developmental Disabilities Starting Needed On-going Service Within 14 Days of a Non-Emergent Assessment

CMHSP



Indicator No. 3d - Page Two



Indicator 5a. Quality of Life: Adverse Consumer Outcomes -- The percentage of children with SED readmitted to an inpatient psychiatric unit within 30 days of discharge from a psychiatric inpatient unit. Fifteen percent or fewer readmissions within 30 days is the standard.

Rationale for Use:
For some persons with serious mental illness, the occasional use of psychiatric inpatient care is essential. However, a rapid readmission following discharge may suggest that persons were prematurely discharged or that the post discharge follow-up was not timely or sufficient. This indicator assesses whether CMHSPs are meeting the department's standard of no more than 15 percent of persons discharged from inpatient units being readmitted within 30 days.

Method of Calculation:
Numerator: The number of persons readmitted to an inpatient psychiatric unit within 30 days of discharge.

Denominator: The total number of persons discharged from inpatient psychiatric units during the reporting period.

Note: Starting with the reporting period covering October 1, 2002 to December 31, 2002, this indicator has been separated out into two separate indicators. Indicator number 5a covers SED children and Indicator 5b covers all other persons.

Annual Percentage Calculation:
The annual percentage for this indicator is derived from the weighted quarterly percentage, which is the quarterly percentage times the quarterly total number of consumers for this indicator.

Numerator: Sum of the weighted quarterly percentages.
Denominator: Sum of the total number of consumers for this indicator across quarters

Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Annual Average
N of cases	45	43	46	44	46
Minimum	0.000	0.000	0.000	0.000	0.00
Maximum	66.670	50.000	40.000	100.000	42.86
Median	0.000	0.000	0.000	0.000	6.09
Mean	8.788	6.909	5.652	8.690	8.41

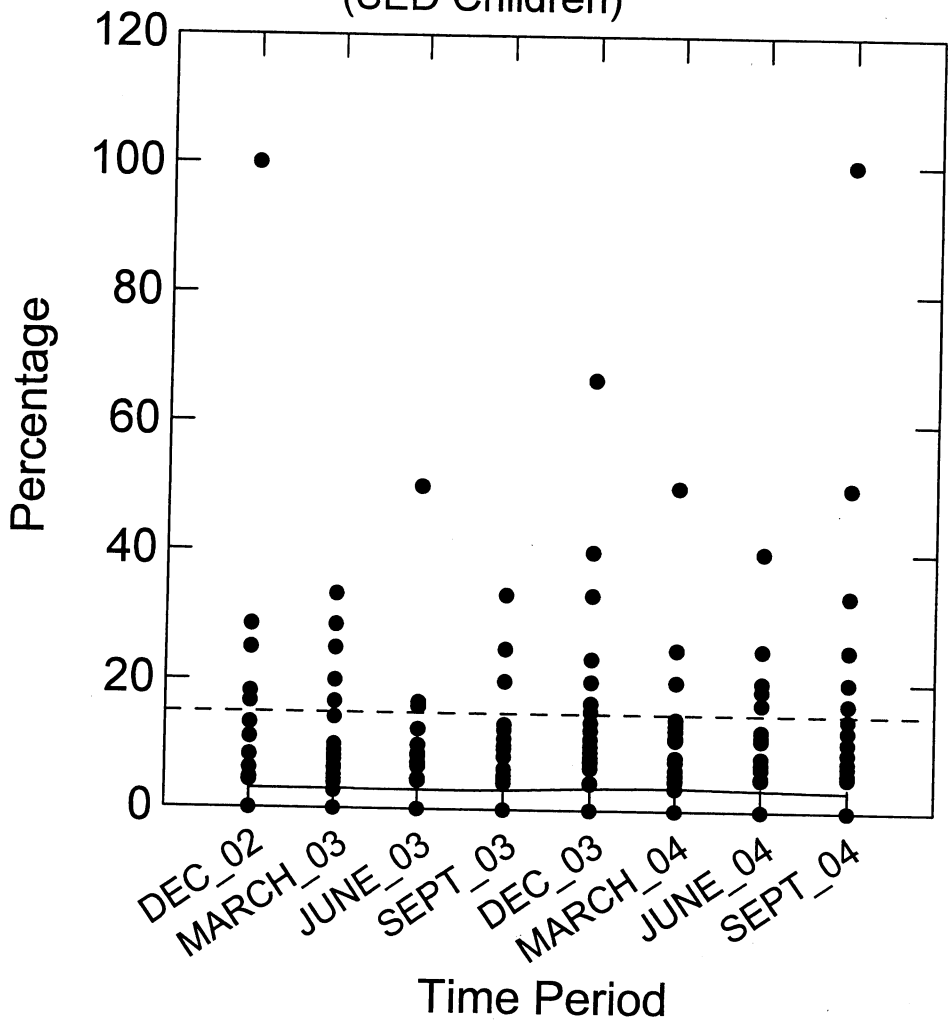
Indicator 5a. – Continued…

Comments:

Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a static trend very close to zero, clearly below the 15 percent standard. The scatterplot also shows that there has been very little variation or spread among the CMHSPs since FY '02.

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, 7 of the 46 CMHSPs did not meet the 15 percent standard. The CMHSPs failing to meet the standard are: AuSable (42.86%), Huron (40.00%), Copper (21.74%), Northeast (20.00%), Genesee (18.29%), Gogebic (18.18%), Lapeer (18.18%), and Pathways (17.14%). The median annual percentage for this indicator is 6.1 percent and the average (mean) annual percentage is higher at 8.4 percent due to the few CMHSP at the higher end of the percentages. Based on the box plot for FY2004, two CMHSPs were outliers toward the high end on this indicator (Huron and AuSable).

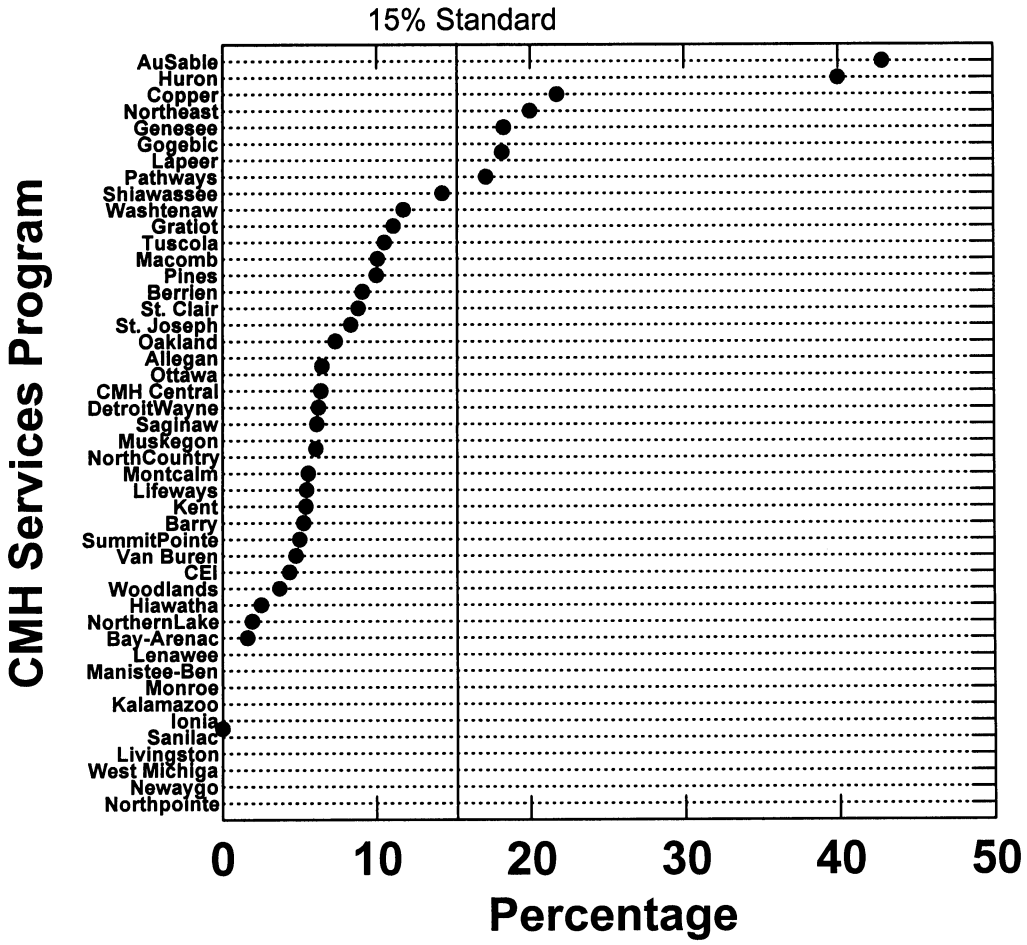
Indicator No. 5a - % Readmissions Within 30 Days of Discharge (SED Children)



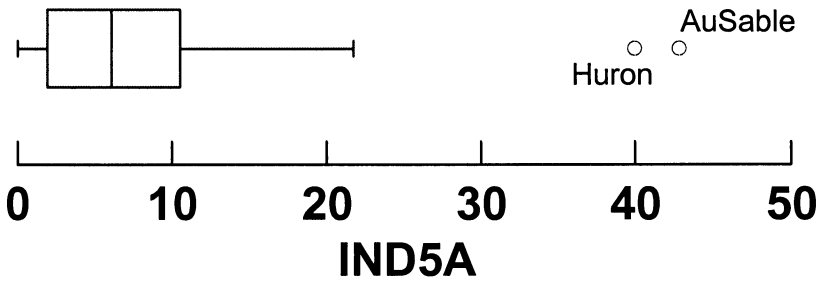
Indicator 5a: Percentage of Readmissions to Inpatient Psychiatric Units Within 30 Days of Discharge from a Psychiatric Inpatient Unit for SED Children

	October - December 2003				January - March 2004				April - June 2004				July - September 2004				
	Percentage Q1	# SED Children Screened and Admitted for Care Q1	Number of SED Children Discharged from Care Q1	# SED Children Discharged that were Readmitted Within 30 Days Q1	Percentage Q2	# SED Children Screened and Admitted for Care Q2	Number of SED Children Discharged from Care Q2	# SED Children Discharged that were Readmitted Within 30 Days Q2	Percentage Q3	# SED Children Screened and Admitted for Care Q3	Number of SED Children Discharged from Care Q3	# SED Children Discharged that were Readmitted Within 30 Days Q3	Percentage Q4	# SED Children Screened and Admitted for Care Q4	Number of SED Children Discharged from Care Q4	# SED Children Discharged that were Readmitted Within 30 Days Q4	Fiscal Year Percentage
Allegan	9.09%	11	11	1	14.29%	9	7	1	0.00%	7	5	0	0.00%	8	8	0	6.45
AuSable		0	0	0		0	0	0	20.00%	5	5	1	100.00%	2	2	2	42.86
Barry	0.00%	6	6	0	0.00%	3	2	0	0.00%	7	7	0	25.00%	4	4	1	5.26
Bay-Arenac	0.00%	19	18	0	5.56%	21	18	1	0.00%	13	12	0	0.00%	15	14	0	1.61
Berrien	9.09%	13	11	1	13.33%	15	15	2	6.67%	15	15	1	0.00%	5	3	0	9.09
CEI	7.69%	19	13	1	7.69%	15	13	1	0.00%	20	14	0	0.00%	13	6	0	4.35
CMH Central MI	0.00%	6	6	0	0.00%	6	6	0	11.11%	18	18	2	5.88%	18	17	1	6.38
Copper	33.33%	7	6	2	12.50%	8	8	1	40.00%	5	5	2	0.00%	5	4	0	21.74
Detroit-Wayne	6.59%	190	167	11	3.50%	176	143	5	7.33%	224	191	14	6.96%	174	158	11	6.22
Genesee	23.53%	46	34	8	12.50%	34	24	3	12.50%	25	16	2	25.00%	22	8	2	18.29
Gogebic	40.00%	5	5	2	0.00%	1	1	0	0.00%	4	4	0	0.00%	1	1	0	18.18
Gratiot	0.00%	4	4	0	50.00%	2	2	1	0.00%	2	2	0	0.00%	1	1	0	11.11
Hiawatha	10.00%	10	10	1	0.00%	12	12	0	0.00%	13	13	0	0.00%	5	5	0	2.50
Huron	66.67%	3	3	2	0.00%	1	1	0	0.00%	2	1	0		0	0	0	40.00
Ionia	0.00%	4	4	0	0.00%	2	2	0	0.00%	4	4	0	0.00%	1	1	0	0.00
Kalamazoo	0.00%	7	6	0	0.00%	1	1	0	0.00%	13	12	0		0	0	0	0.00
Kent	7.50%	44	40	3	6.38%	43	47	3	5.00%	40	40	2	0.00%	23	21	0	5.41
Lapeer	0.00%	4	4	0	50.00%	3	2	1	0.00%	3	3	0	50.00%	2	2	1	18.18
Lenawee	0.00%	12	12	0	0.00%	12	12	0	0.00%	3	3	0	0.00%	3	3	0	0.00
Lifeways	8.33%	13	12	1	11.11%	9	9	1	0.00%	15	15	0	5.26%	19	19	1	5.45
Livingston	0.00%	3	3	0	0.00%	2	2	0	0.00%	6	6	0	0.00%	6	6	0	0.00
Macomb	13.73%	51	51	7	11.48%	63	61	7	5.13%	86	78	4	12.50%	51	48	6	10.08
Manistee-Benzie	0.00%	4	4	0	0.00%	5	5	0	0.00%	5	5	0	0.00%	4	1	0	0.00
Monroe	0.00%	3	3	0	0.00%	6	6	0	0.00%	4	4	0	0.00%	3	2	0	0.00
Montcalm	0.00%	3	3	0	0.00%	1	1	0	0.00%	7	7	0	14.29%	7	7	1	5.56
Muskegon	0.00%	4	4	0	20.00%	8	5	1	0.00%	11	11	0	7.69%	13	13	1	6.06
Newaygo	0.00%	3	3	0	0.00%	5	5	0	0.00%	2	2	0	0.00%	9	9	0	0.00
North Country	9.09%	11	11	1	0.00%	8	8	0	16.67%	6	6	1	0.00%	8	8	0	6.06
Northeast	33.33%	3	3	1	0.00%	3	1	0	25.00%	5	4	1	0.00%	2	2	0	20.00
NorthernLakes	0.00%	17	16	0	0.00%	11	10	0	8.33%	12	12	1	0.00%	15	14	0	1.92
Northpointe	0.00%	13	13	0	0.00%	10	10	0	0.00%	9	9	0	0.00%	10	10	0	0.00
Oakland	4.17%	57	48	2	4.55%	78	66	3	11.59%	61	69	8	9.09%	34	22	2	7.32
Ottawa	12.50%	8	8	1	0.00%	9	9	0	0.00%	9	9	0	20.00%	5	5	1	6.45
Pathways	11.11%	9	9	1	25.00%	8	8	2	18.75%	16	16	3	0.00%	2	2	0	17.14
Pines	16.67%	6	6	1		0	0	0	0.00%	2	2	0	0.00%	2	2	0	10.00
Saginaw	4.35%	23	23	1	4.76%	43	42	2	5.26%	39	38	2	10.71%	29	28	3	6.11
Sanilac	0.00%	2	2	0	0.00%	3	2	0	0.00%	11	9	0	0.00%	2	1	0	0.00
Shiawassee	33.33%	3	3	1	0.00%	2	2	0	16.67%	7	6	1	0.00%	4	3	0	14.29
St. Clair	15.38%	13	13	2	11.11%	9	9	1	0.00%	5	5	0	0.00%	7	7	0	8.82
St. Joseph	0.00%	5	5	0	25.00%	4	4	1	0.00%	2	2	0	0.00%	1	1	0	8.33
Summit Pointe	0.00%	11	11	0		0	0	0	0.00%	4	4	0	20.00%	5	5	1	5.00
Tuscola	0.00%	6	6	0	0.00%	3	3	0	25.00%	6	4	1	16.67%	6	6	1	10.53
Van Buren	20.00%	5	5	1	0.00%	6	5	0	0.00%	6	6	0	0.00%	5	5	0	4.76
Washtenaw	0.00%	8	8	0	8.33%	15	12	1	25.00%	8	4	1	20.00%	13	10	2	11.76
West Michigan	0.00%	7	7	0	0.00%	2	1	0	0.00%	1	1	0	0.00%	1	1	0	0.00
Woodlands	0.00%	8	8	0	0.00%	8	8	0	0.00%	9	8	0	33.33%	3	3	1	3.70
	8.02%	709	648	52	6.23%	685	610	38	6.60%	777	712	47	7.63%	568	498	38	

Percentage of Readmissions to Inpatient Psychiatric Units Within 30 Days of Discharge from a Psychiatric Inpatient Unit for SED Children



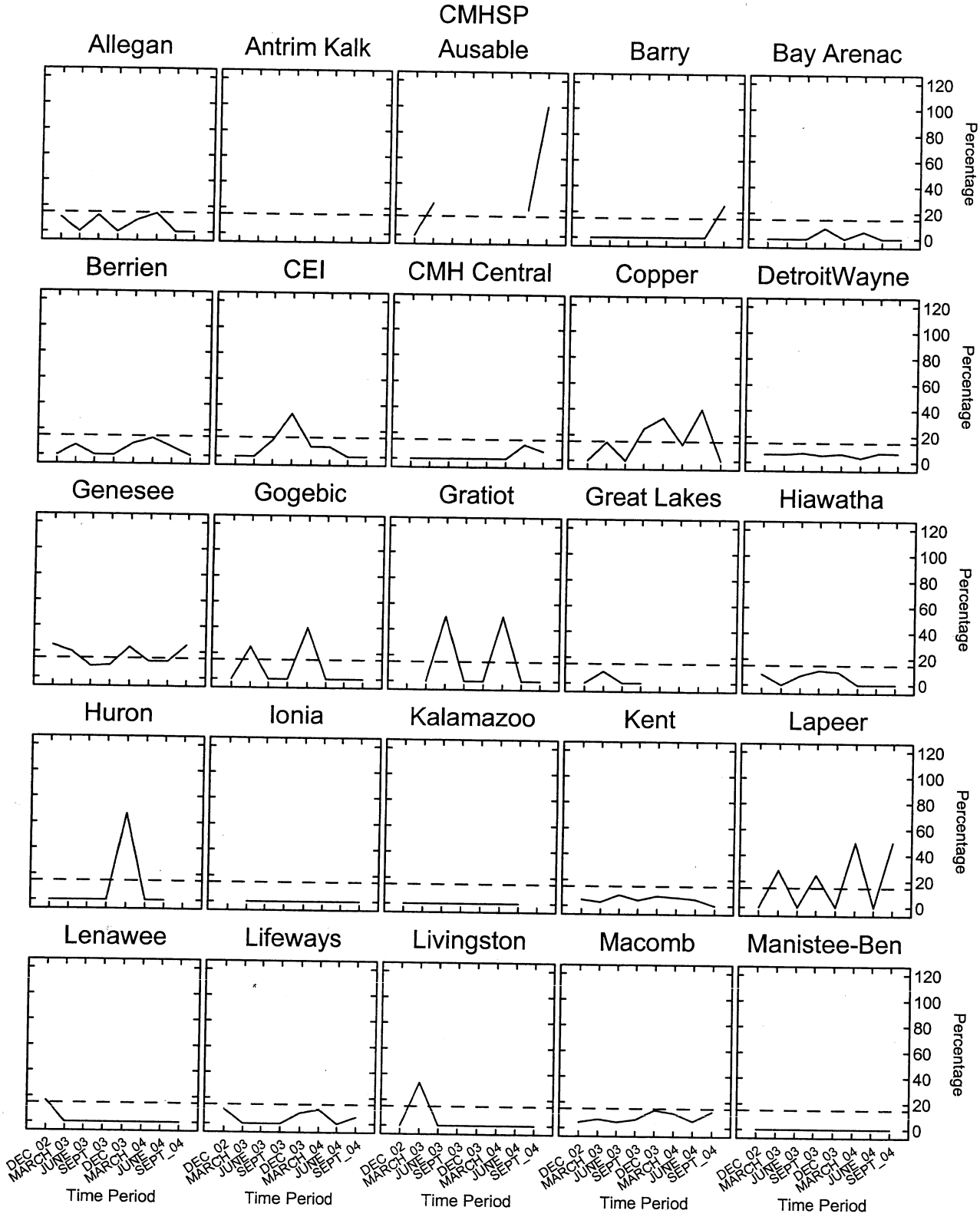
Indicator No. 5a



	IND5A
N of cases	46
Minimum	0.000
Maximum	42.860
Sum	386.970
Median	6.085
Mean	8.412
Standard Dev	9.297

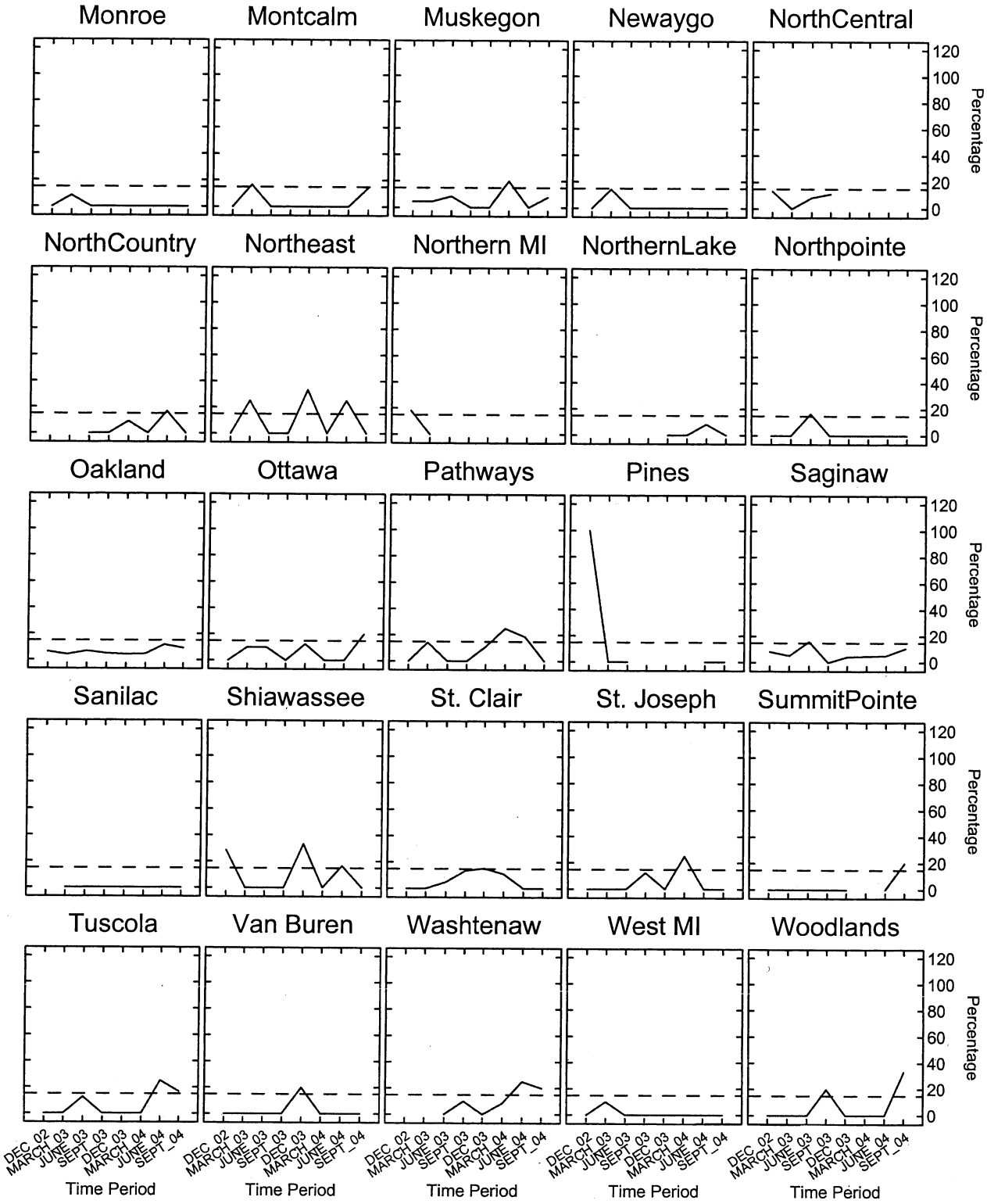
```
Stem and Leaf Plot of variable:        IND5A, N = 46
         Minimum:        0.000
         Lower hinge:        1.920
         Median:         6.085
         Upper hinge:       10.530
         Maximum:       42.860

               0 H 000000000011
               0   23
               0   4455555
               0 M 66666667
               0   889
               1 H 00011
               1
               1   4
               1   7
               1   888
               2   01
      * * * Outside Values * * *
               4   02
```

Indicator No. 5a - % Readmissions Within 30 Days of Discharge (SED Children)



Indicator No. 5a - Page Two

CMHSP



Indicator 5b. Quality of Life: Adverse Consumer Outcomes -- The percentage of all other persons readmitted to an inpatient psychiatric unit within 30 days of discharge from a psychiatric inpatient unit. Fifteen percent or fewer readmissions within 30 days is the standard.

Rationale for Use:
For some persons with serious mental illness, the occasional use of psychiatric inpatient care is essential. However, a rapid readmission following discharge may suggest that persons were prematurely discharged or that the post discharge follow-up was not timely or sufficient. This indicator assesses whether CMHSPs are meeting the department's standard of no more than 15 percent of persons discharged from inpatient units being readmitted within 30 days.

Method of Calculation:
Numerator: The number of persons readmitted to an inpatient psychiatric unit within 30 days of discharge.

Denominator: The total number of persons discharged from inpatient psychiatric units during the reporting period.

Note: Starting with the reporting period covering October 1, 2002 to December 31, 2002, this indicator has been separated out into two separate indicators. Indicator number 5a covers SED children and Indicator 5b covers all other persons.

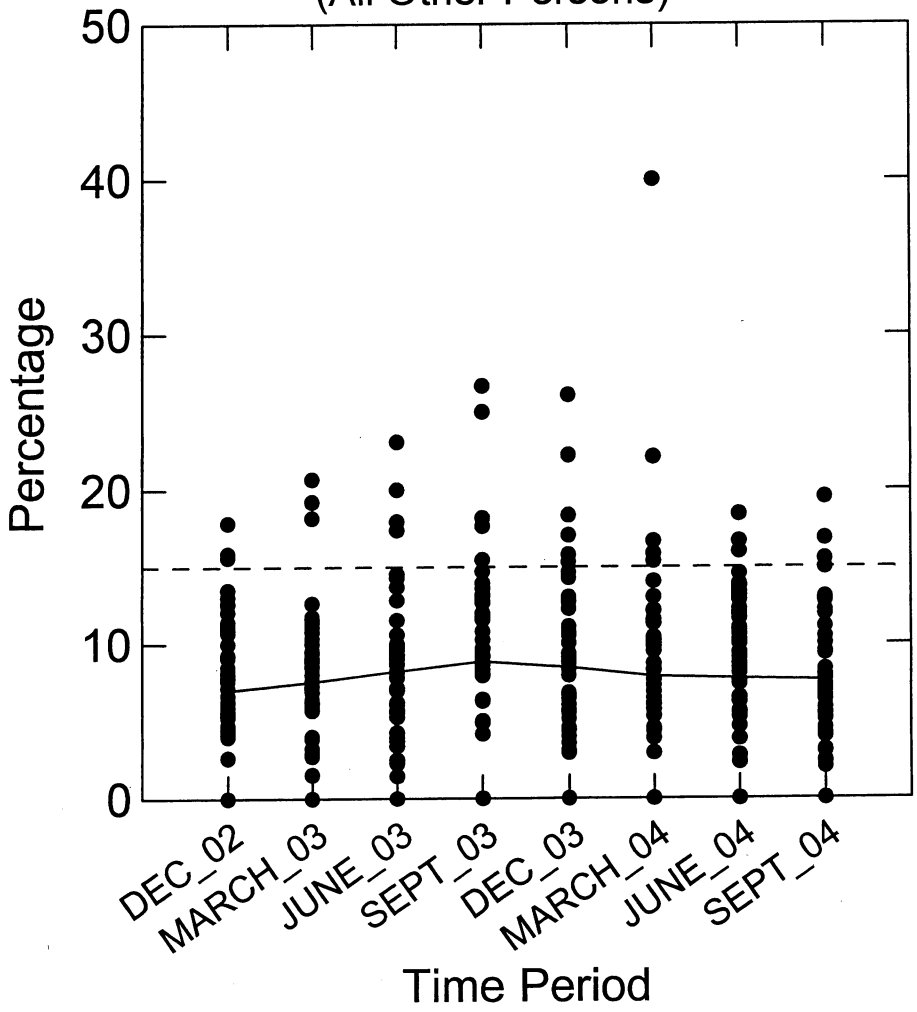
Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Annual Average
N of cases	46	46	46	46	46
Minimum	0.000	0.000	0.000	0.000	1.32
Maximum	26.090	40.000	18.420	19.510	16.13
Median	8.580	7.470	9.250	7.165	8.48
Mean	9.096	7.847	8.370	7.473	8.35

Comments:
Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a static trend around five percent, clearly below the 15 percent standard. The scatterplot also shows that there has been very little variation or spread among the CMHSPs since FY '02.

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, only Shiawassee (16.13%) CMHSPs did not meet the 15 percent standard. The median annual percentage for this indicator is 8.48 percent and the average (mean) annual percentage is higher at 8.35 percent.. Based on the box plot for FY2004, there were no outliers for this indicator.

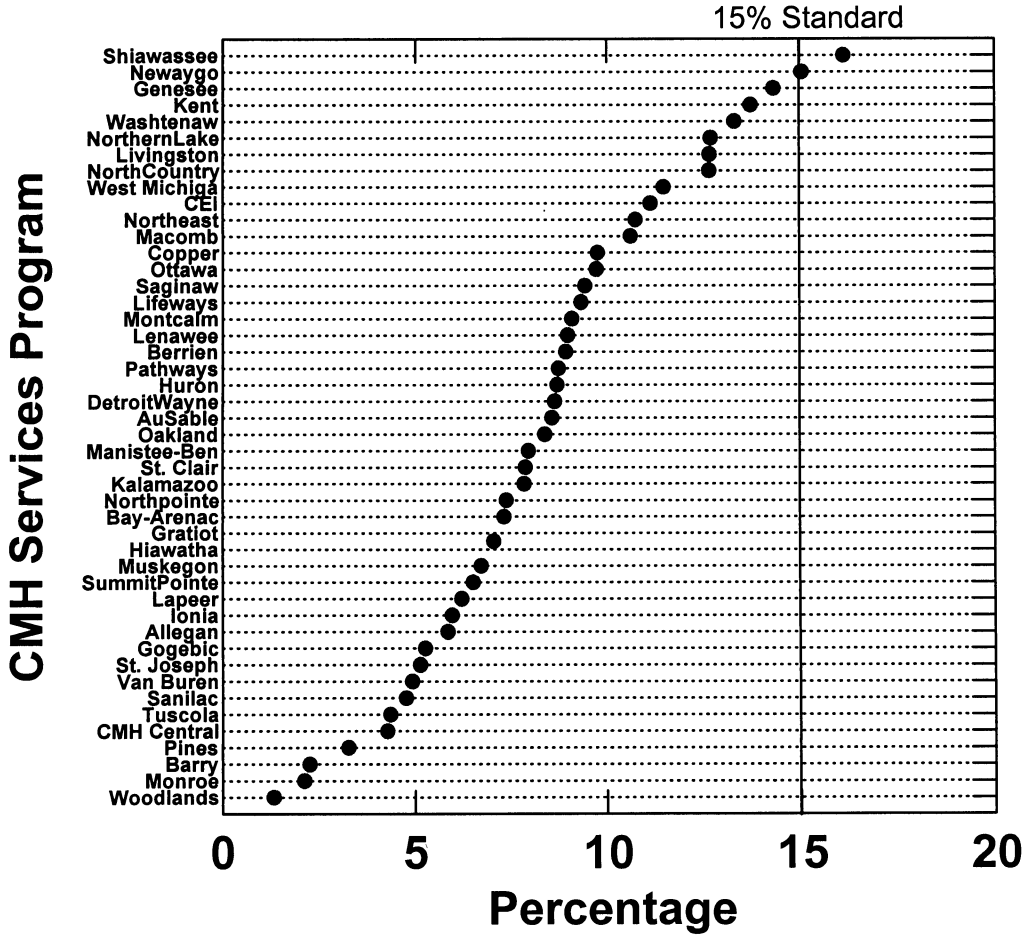
Indicator No. 5b - % Readmissions Within 30 Days of Discharge
(All Other Persons)



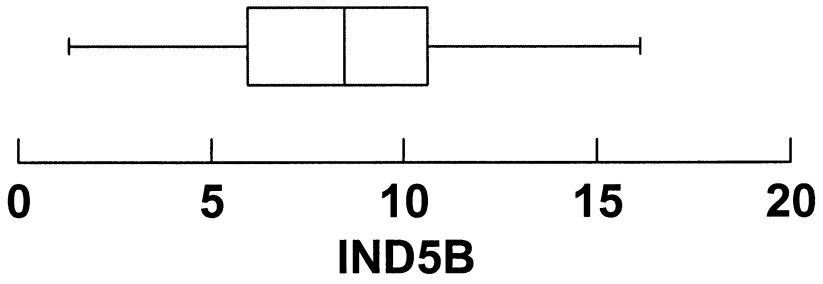
Indicator 5b: Percentage of Readmissions to Inpatient Psychiatric Units Within 30 Days of Discharge from a Psychiatric Inpatient Unit for All Other Persons

	October - December 2003				January - March 2004				April - June 2004				July - September 2004				
	Percentage Q1	# All Other Persons Screened and Admitted for Care Q1	# of All Other Persons Discharged from Care Q1	# All Other Persons Discharged that were Readmitted Within 30 Days Q1	Percentage Q2	# All Other Persons Screened and Admitted for Care Q2	# of All Other Persons Discharged from Care Q2	# All Other Persons Discharged that were Readmitted Within 30 Days Q2	Percentage Q3	# All Other Persons Screened and Admitted for Care Q3	# of All Other Persons Discharged from Care Q3	# All Other Persons Discharged that were Readmitted Within 30 Days Q3	Percentage Q4	# All Other Persons Screened and Admitted for Care Q4	# of All Other Persons Discharged from Care Q4	# SED Children Discharged that were Readmitted Within 30 Days Q4	Fiscal Year Percentage
Allegan	6.67%	31	30	2	7.32%	46	41	3	2.78%	43	36	1	6.38%	47	47	3	5.84
AuSable	10.53%	38	38	4	6.90%	29	29	2	8.11%	37	37	3	8.33%	36	36	3	8.57
Barry	0.00%	15	13	0	4.55%	24	22	1	0.00%	29	29	0	4.00%	26	25	1	2.25
Bay-Arenac	7.95%	90	88	7	8.25%	111	97	8	5.62%	95	89	5	7.34%	117	109	8	7.31
Berrien	0.00%	83	82	0	6.48%	113	108	7	11.02%	118	118	13	16.84%	104	95	16	8.93
CEI	4.39%	226	114	5	11.32%	253	106	12	16.67%	184	120	20	11.93%	138	109	13	11.14
CMH Central MI	5.15%	101	97	5	0.00%	81	81	0	4.65%	95	86	4	6.90%	87	87	6	4.27
Copper	6.67%	20	15	1	8.33%	27	24	2	10.00%	26	20	2	13.04%	28	23	3	9.76
Detroit-Wayne	10.04%	1,640	1,404	141	3.89%	1,859	1,698	66	10.63%	1,775	1,580	168	10.47%	1,738	1,634	171	8.64
Genesee	17.05%	686	522	89	12.18%	558	427	52	14.57%	508	398	58	12.19%	397	279	34	14.33
Gogebic	8.33%	14	12	1	0.00%	6	6	0	9.09%	22	22	2	0.00%	17	17	0	5.26
Gratiot	5.56%	21	18	1	10.00%	21	20	2	0.00%	15	15	0	11.11%	18	18	2	7.04
Hiawatha	2.94%	35	34	1	14.06%	64	64	9	0.00%	47	45	0	7.14%	56	56	4	7.04
Huron	22.22%	19	18	4	0.00%	12	11	0	0.00%	21	19	0	9.52%	23	21	2	8.70
Ionia	11.11%	18	18	2	9.52%	22	21	2	5.56%	18	18	1	0.00%	27	27	0	5.95
Kalamazoo	6.06%	34	33	2	0.00%	16	15	0	9.41%	98	85	8	10.00%	20	20	2	7.84
Kent	14.66%	249	232	34	11.56%	222	199	23	13.39%	276	239	32	15.52%	234	174	27	13.74
Lapeer	13.04%	23	23	3	6.06%	35	33	2	2.33%	43	43	1	6.67%	30	30	2	6.20
Lenawee	8.70%	48	46	4	8.70%	48	46	4	13.16%	40	38	5	5.41%	38	37	2	8.98
Lifeways	9.35%	118	107	10	9.82%	112	112	11	10.96%	146	146	16	7.19%	143	139	10	9.33
Livingston	12.73%	55	55	7	15.87%	63	63	10	12.28%	57	57	7	7.89%	38	38	3	12.68
Macomb	8.43%	261	261	22	10.28%	426	399	41	10.30%	506	437	45	12.79%	415	391	50	10.62
Manistee-Benzie	10.71%	31	28	3	13.04%	27	23	3	5.56%	18	18	1	0.00%	20	19	0	7.95
Monroe	3.13%	32	32	1	0.00%	30	30	0	0.00%	42	41	0	5.13%	42	39	2	2.11
Montcalm	0.00%	18	18	0	40.00%	10	10	4	7.41%	27	27	2	4.55%	22	22	1	9.09
Muskegon	9.09%	44	44	4	0.00%	38	36	0	11.76%	51	51	6	3.03%	34	33	1	6.71
Newaygo	26.09%	25	23	6	11.54%	28	26	3	16.00%	26	25	4	5.26%	20	19	1	15.05
North Country	18.35%	111	109	20	7.62%	105	105	8	11.65%	103	103	12	12.82%	118	117	15	12.67
Northeast	12.28%	60	57	7	10.20%	59	49	5	12.07%	61	58	7	8.00%	51	50	4	10.75
NorthernLakes	15.32%	139	124	19	15.38%	156	143	22	12.86%	147	140	18	7.35%	152	136	10	12.71
Northpointe	6.82%	46	44	3	5.77%	55	52	3	13.73%	52	51	7	2.33%	51	43	1	7.37
Oakland	8.82%	316	238	21	7.67%	424	391	30	7.59%	446	435	33	10.03%	362	309	31	8.38
Ottawa	5.71%	79	70	4	22.11%	101	95	21	6.52%	95	92	6	2.44%	93	82	2	9.73
Pathways	15.79%	95	95	15	6.17%	81	81	5	8.42%	95	95	8	4.21%	95	95	4	8.74
Pines	3.57%	29	28	1	2.94%	34	34	1	6.25%	16	16	1	0.00%	14	14	0	3.26
Saginaw	8.46%	268	260	22	10.43%	288	278	29	9.41%	274	255	24	9.36%	317	299	28	9.43
Sanilac	14.29%	7	7	1	0.00%	4	4	0	0.00%	2	2	0	0.00%	10	8	0	4.76
Shiawassee	22.22%	28	27	6	12.12%	35	33	4	8.70%	24	23	2	19.51%	41	41	8	16.13
St. Clair	12.82%	82	78	10	5.32%	98	94	5	10.87%	46	46	5	2.04%	49	49	1	7.87
St. Joseph	0.00%	24	19	0	0.00%	17	17	0	12.00%	29	25	3	5.88%	19	17	1	5.13
Summit Pointe	4.55%	22	22	1	0.00%	36	36	0	13.89%	36	36	5	6.90%	29	29	2	6.50
Tuscola	4.00%	26	25	1	4.35%	25	23	1	3.85%	27	26	1	5.56%	19	18	1	4.35
Van Buren	9.09%	11	11	1	0.00%	20	18	0	5.26%	19	19	1	7.69%	13	13	1	4.92
Washtenaw	9.27%	186	151	14	16.67%	190	150	25	12.26%	200	155	19	14.97%	216	167	25	13.32
West Michigan	6.45%	35	31	2	4.55%	27	22	1	18.42%	46	38	7	12.90%	41	31	4	11.48
Woodlands	0.00%	11	11	0	0.00%	21	21	0	0.00%	16	12	0	3.13%	33	32	1	1.32
	10.54%	5,550	4,812	507	7.92%	6,057	5,393	427	10.30%	6,097	5,466	563	9.93%	5,638	5,094	506	

Percentage of Readmissions to Inpatient Psychiatric Units Within 30 Days of Discharge from a Psychiatric Inpatient Unit for All Other Persons



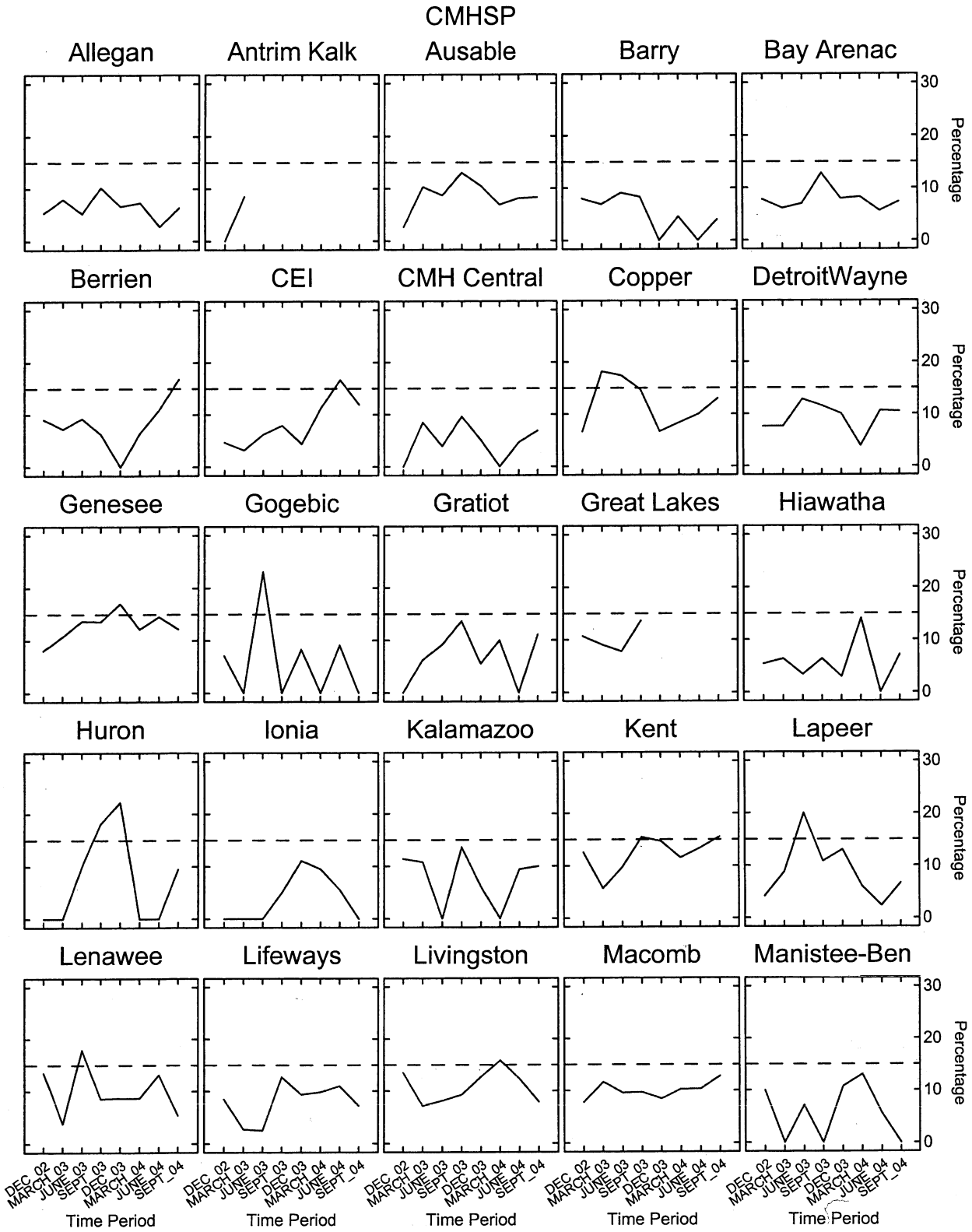
Indicator No. 5b



	IND5B
N of cases	46
Minimum	1.320
Maximum	16.130
Sum	384.150
Median	8.475
Mean	8.351
Standard Dev	3.481

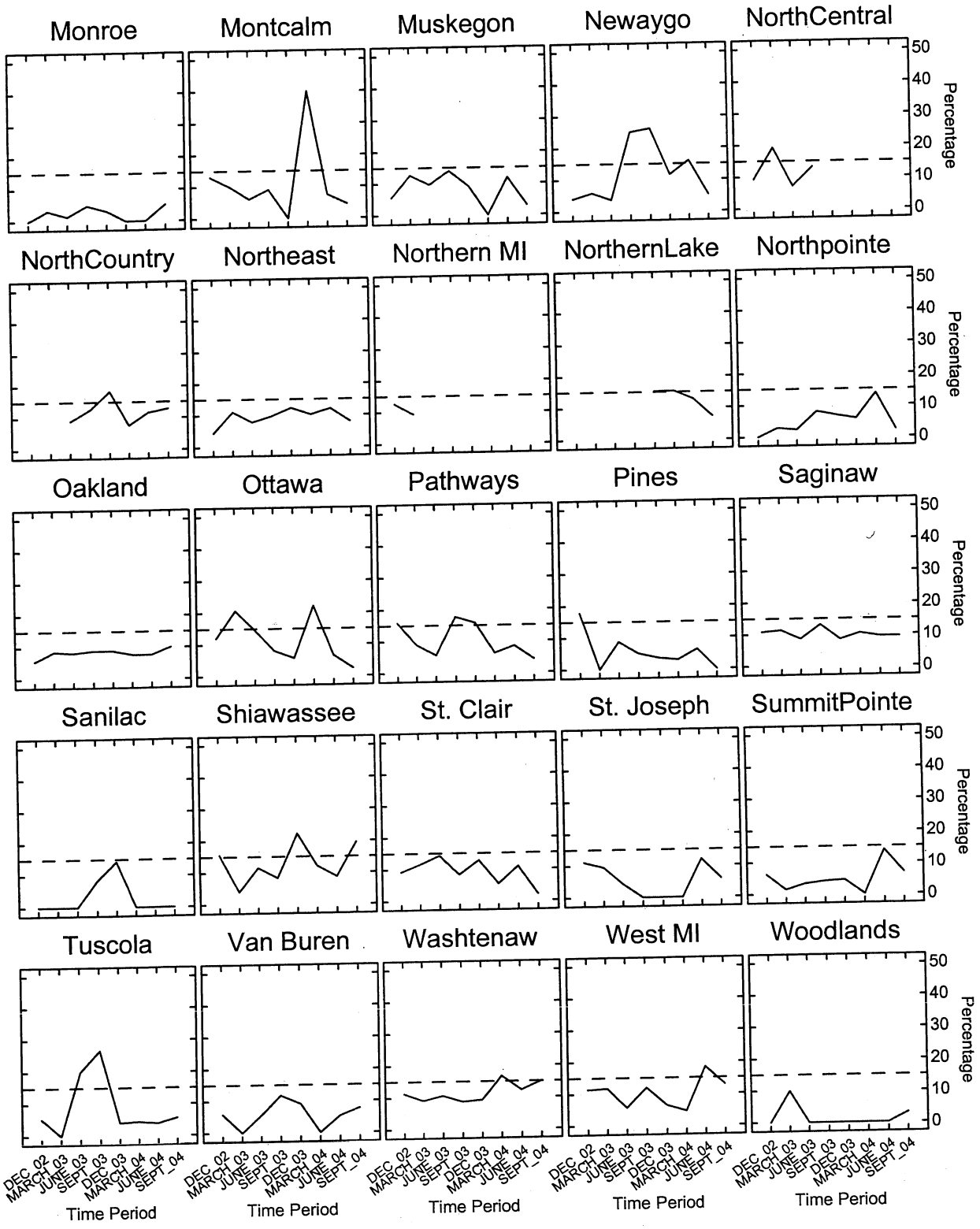
```
Stem and Leaf Plot of variable:        IND5B, N = 46
         Minimum:        1.320
         Lower hinge:        5.950
         Median:         8.475
         Upper hinge:       10.620
         Maximum:       16.130

               1   3
               2   12
               3   2
               4   2379
               5 H 1289
               6   257
               7   0033889
               8 M 3567799
               9   03477
              10 H 67
              11   14
              12   667
              13   37
              14   3
              15   0
              16   1
```

Indicator No. 5b - Readmissions Within 30 Days of Discharge (All Other Persons)



Indicator No. 5b - Page Two

CMHSP



Indicator 8a. Access: Continuity of Care -- Percentage of children with SED discharged from a psychiatric inpatient unit who were seen for follow-up care within seven days.

Rationale for Use:
When responsibility for the care of an individual shifts from one organization to another, it is important that services remain relatively uninterrupted and continuous. Otherwise, the quality of care and consumer outcomes may suffer.

Note 1: Starting with the reporting period covering October 1, 2001 to December 31, 2001, the time interval for the standard was changed from 30 days to seven days.

Note 2: Starting with the reporting period covering October 1, 2002 to December 31, 2002, this indicator has been separated out into two separate indicators. Indicator number 8a covers SED children and Indicator 8b covers all other persons.

Data Definition:
"Persons discharged" are those who were originally authorized by the CMHSP to be in a Psychiatric Inpatient Unit who met criteria for specialty mental health services and who had one of the following discharge diagnoses:

- Schizophrenia or other psychotic disorders (295.xx, 297.1, 297.3, 298.8, 298.9)
- Mood disorders, major depression, or bipolar disorders (296.xx)
- Dementia (290.xx)
- Panic disorder, phobias, or obsessive-compulsive disorder (300.xx)
- Antisocial personality disorder (301.7)

Federal Definition of SED:
The term "serious emotional disturbance" is used in a variety of Federal statutes in reference to children under the age of 18 with a diagnosable mental health problem that severely disrupts their ability to function socially, academically, and emotionally. The term does not signify any particular diagnosis; rather, it is a legal term that triggers a host of mandated services to meet the needs of these children.

Method of Calculation:
Numerator: The number of children with SED discharged from an inpatient setting who were seen for follow-up care within seven days of discharge.

Denominator: The total number of inpatient discharges for children with SED during the period. Persons who refuse an appointment offered in the 7-day period may be excluded from the count.

Indicator 8a. – Continued…

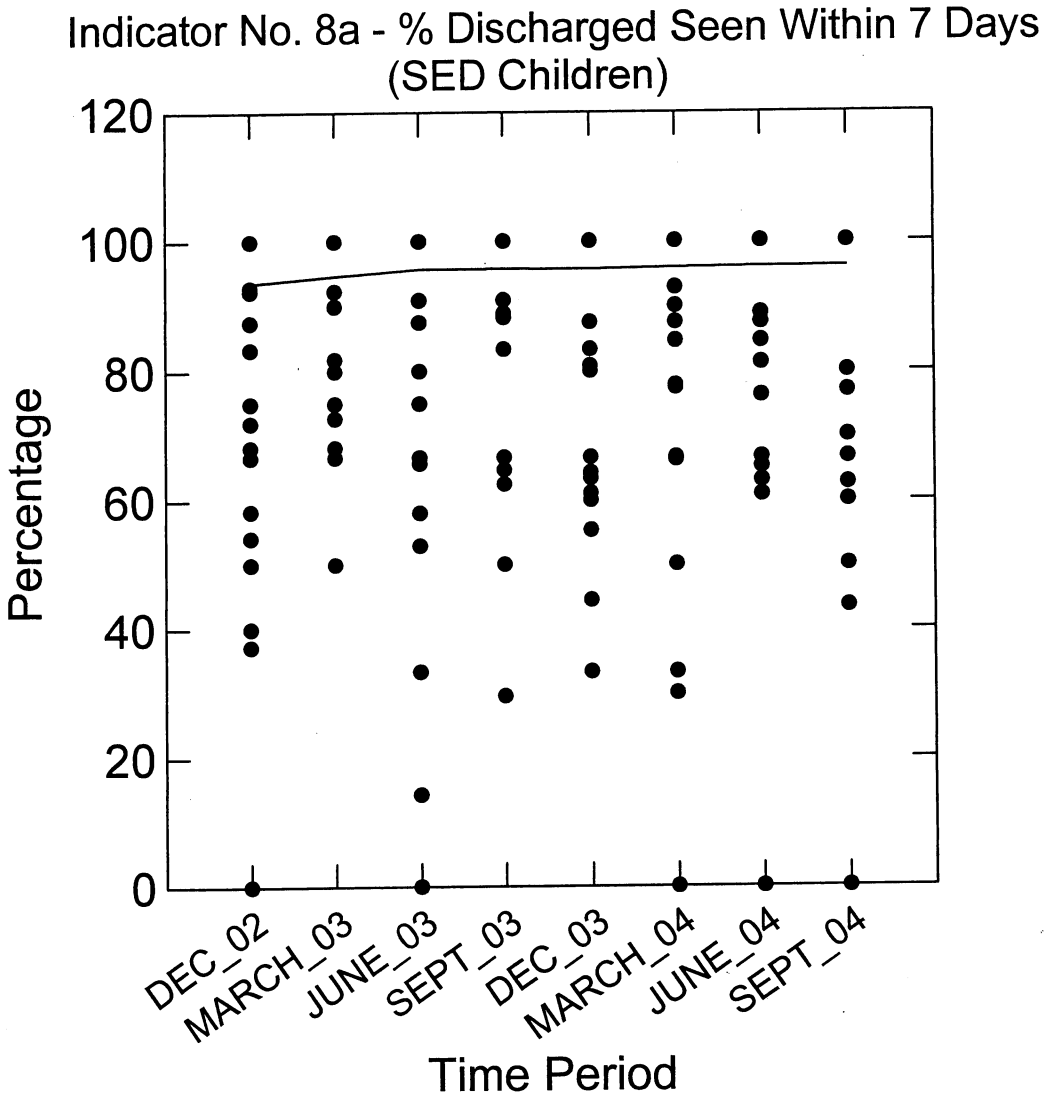
Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Annual Average
N of cases	44	42	46	39	46
Minimum	33.330	0.000	0.000	0.000	50.00
Maximum	100.000	100.000	100.000	100.000	100.00
Median	100.000	100.000	100.000	100.000	100.00
Mean	88.944	88.117	90.020	87.941	89.12

Comments:

Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a static trend between 95 –100 percent. The scatterplot also shows that there is some variation or spread among the CMHSPs since FY '02.

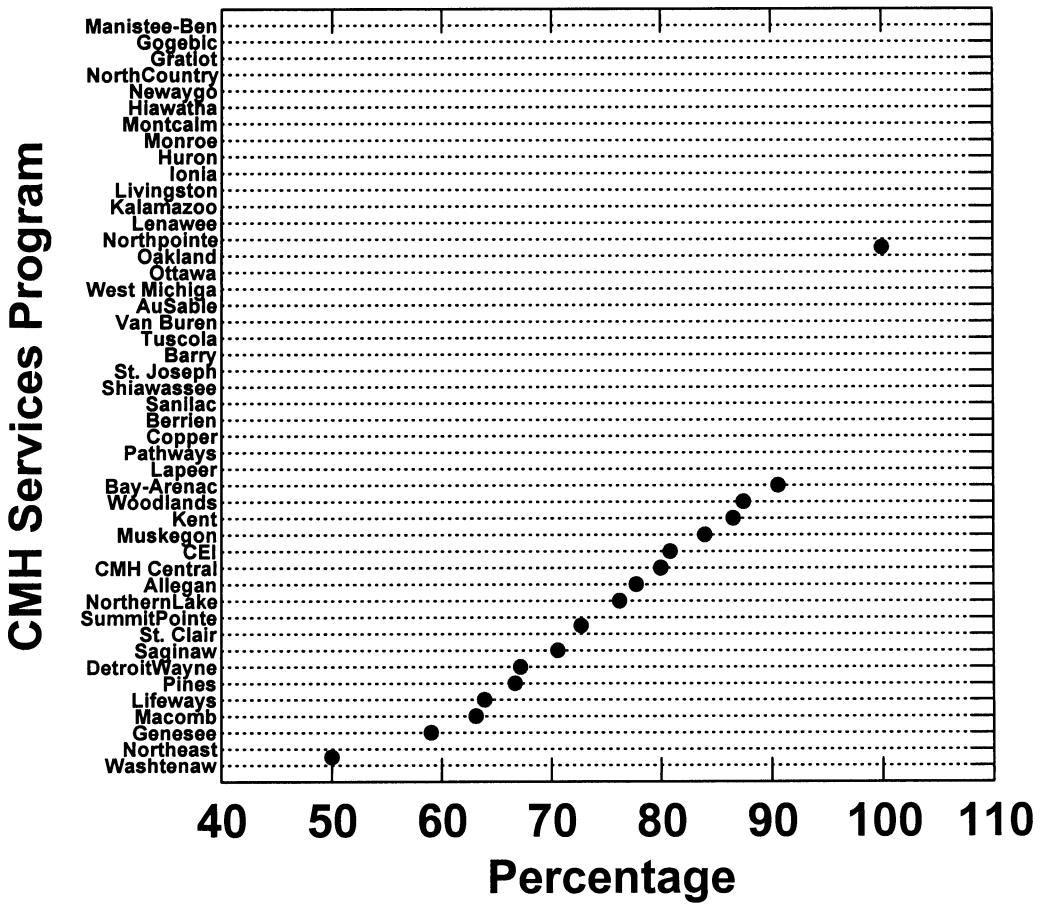
2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, the majority of the CMHSPs had 100 percent compliance with this indicator. The median annual percentage for this indicator is 100.00 percent and the average (mean) annual percentage is lower at 89.12 percent due some CMHSPs below 100 percent. Based on the box plot for FY2004, there were no outliers for this indicator.


Indicator No. 8a - % Discharged Seen Within 7 Days
(SED Children)
120
100
80
60
40
20
0
Percentage
DEC_02
MARCH_03
JUNE_03
SEPT_03
DEC_03
MARCH_04
JUNE_04
SEPT_04
Time Period

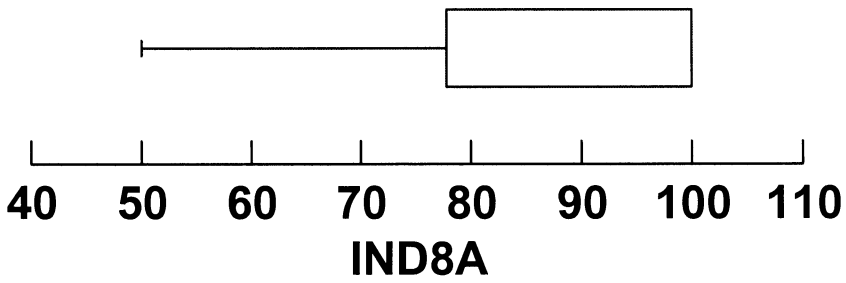
Indicator 8a: Percentage of SED Children Discharged from a Psychiatric Inpatient Unit Who are Seen for Follow-up Care Within 7 Days

	October - December 2003			January - March 2004			April - June 2004			July - September 2004			
	Percentage Q1	# SED Children Discharged Q1	# SED Children Seen for Follow-up Care Q1	Percentage Q2	# SED Children Discharged Q2	# SED Children Seen for Follow-up Care Q2	Percentage Q3	# SED Children Discharged Q3	# SED Children Seen for Follow-up Care Q3	Percentage Q4	# SED Children Discharged Q4	# SED Children Seen for Follow-up Care Q4	Fiscal Year Percentage
Allegan	100.00%	2	2	0.00%	2	0	100.00%	2	2	100.00%	3	3	77.78
AuSable		0	0		0	0	100.00%	5	5	100.00%	2	2	100.00
Barry	100.00%	4	4	100.00%	1	1	100.00%	3	3	100.00%	5	5	100.00
Bay-Arenac	100.00%	8	8	77.78%	9	7	87.50%	8	7	100.00%	7	7	90.63
Berrien	100.00%	5	5	100.00%	2	2	100.00%	4	4		0	0	100.00
CEI	64.29%	14	9	84.62%	13	11	84.62%	13	11	100.00%	7	7	80.85
CMH Central MI	100.00%	3	3	66.67%	6	4	81.25%	16	13	80.00%	10	8	80.00
Copper	100.00%	1	1	100.00%	4	4	100.00%	1	1		0	0	100.00
Detroit-Wayne	55.34%	103	57	66.29%	89	59	76.19%	189	144	62.64%	91	57	67.16
Genesee	61.11%	36	22	50.00%	36	18	66.67%	24	16	66.67%	9	6	59.05
Gogebic	100.00%	2	2	100.00%	1	1	100.00%	3	3	100.00%	1	1	100.00
Gratiot	100.00%	2	2	100.00%	2	2	100.00%	2	2		0	0	100.00
Hiawatha	100.00%	10	10	100.00%	12	12	100.00%	14	14	100.00%	5	5	100.00
Huron	100.00%	1	1		0	0	100.00%	1	1		0	0	100.00
Ionia	100.00%	3	3	100.00%	1	1	100.00%	4	4	100.00%	1	1	100.00
Kalamazoo	100.00%	11	11	100.00%	6	6	100.00%	4	4	100.00%	1	1	100.00
Kent	80.77%	26	21	92.86%	14	13	100.00%	14	14	76.92%	13	10	86.57
Lapeer	100.00%	4	4	100.00%	2	2	100.00%	2	2	100.00%	2	2	100.00
Lenawee	100.00%	12	12	100.00%	12	12	100.00%	3	3	100.00%	3	3	100.00
Lifeways	66.67%	6	4	66.67%	6	4	66.67%	9	6	60.00%	15	9	63.89
Livingston	100.00%	3	3	100.00%	2	2	100.00%	5	5	100.00%	4	4	100.00
Macomb	63.41%	41	26	77.42%	31	24	63.04%	46	29	43.48%	23	10	63.12
Manistee-Benzie	100.00%	3	3	100.00%	1	1	100.00%	3	3		0	0	100.00
Monroe	100.00%	3	3	100.00%	6	6	100.00%	4	4	100.00%	2	2	100.00
Montcalm	100.00%	4	4	100.00%	1	1	100.00%	7	7	100.00%	3	3	100.00
Muskegon	100.00%	2	2	100.00%	4	4	88.89%	9	8	70.00%	10	7	84.00
Newaygo	100.00%	2	2	100.00%	4	4	100.00%	1	1	100.00%	4	4	100.00
North Country	100.00%	4	4	100.00%	4	4	100.00%	2	2	100.00%	1	1	100.00
Northeast	66.67%	3	2	33.33%	3	1	0.00%	2	0	100.00%	2	2	50.00
NorthernLakes	87.50%	24	21	77.78%	18	14	60.87%	23	14	80.00%	15	12	76.25
Northpointe	100.00%	5	5	100.00%	4	4	100.00%	2	2	100.00%	3	3	100.00
Oakland	100.00%	7	7	100.00%	5	5	100.00%	5	5	100.00%	3	3	100.00
Ottawa	100.00%	6	6	100.00%	8	8	100.00%	10	10	100.00%	5	5	100.00
Pathways	100.00%	9	9	100.00%	8	8	100.00%	16	16	100.00%	1	1	100.00
Pines	33.33%	3	1		0	0	100.00%	1	1	100.00%	2	2	66.67
Saginaw	60.00%	10	6	90.00%	20	18	65.22%	23	15	60.00%	15	9	70.59
Sanilac	100.00%	5	5	100.00%	2	2	100.00%	2	2	100.00%	1	1	100.00
Shiawassee	100.00%	1	1	100.00%	2	2	100.00%	4	4	100.00%	1	1	100.00
St. Clair	44.44%	9	4	100.00%	9	9	100.00%	2	2	50.00%	2	1	72.73
St. Joseph	100.00%	5	5	100.00%	4	4	100.00%	2	2		0	0	100.00
Summit Pointe	80.00%	5	4		0	0	0.00%	1	0	80.00%	5	4	72.73
Tuscola		0	0	100.00%	1	1	100.00%	3	3		0	0	100.00
Van Buren	100.00%	5	5	100.00%	5	5	100.00%	4	4	100.00%	4	4	100.00
Washtenaw	83.33%	6	5	30.00%	10	3	100.00%	3	3	0.00%	3	0	50.00
West Michigan	100.00%	7	7	100.00%	1	1	100.00%	1	1	100.00%	1	1	100.00
Woodlands	66.67%	3	2	87.50%	8	7	100.00%	3	3	100.00%	2	2	87.50
	75.47%	428	323	78.36%	379	297	80.20%	505	405	72.82%	287	209	

Percentage of SED Children Discharged from a Psychiatric Inpatient Unit Who are Seen for Follow-up Care Within 7 Days



Indicator No. 8a



	IND8A
N of cases	46
Minimum	50.000
Maximum	100.000
Sum	4099.520
Median	100.000
Mean	89.120
Standard Dev	15.594

```
Stem and Leaf Plot of variable:        IND8A, N = 46
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         Lower hinge:       77.780
         Median:       100.000
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         Maximum:      100.000

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               5   9
               6   33
               6   67
               7   022
               7 H 67
               8   004
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               9   0
               9
              10 M 00000000000000000000000000
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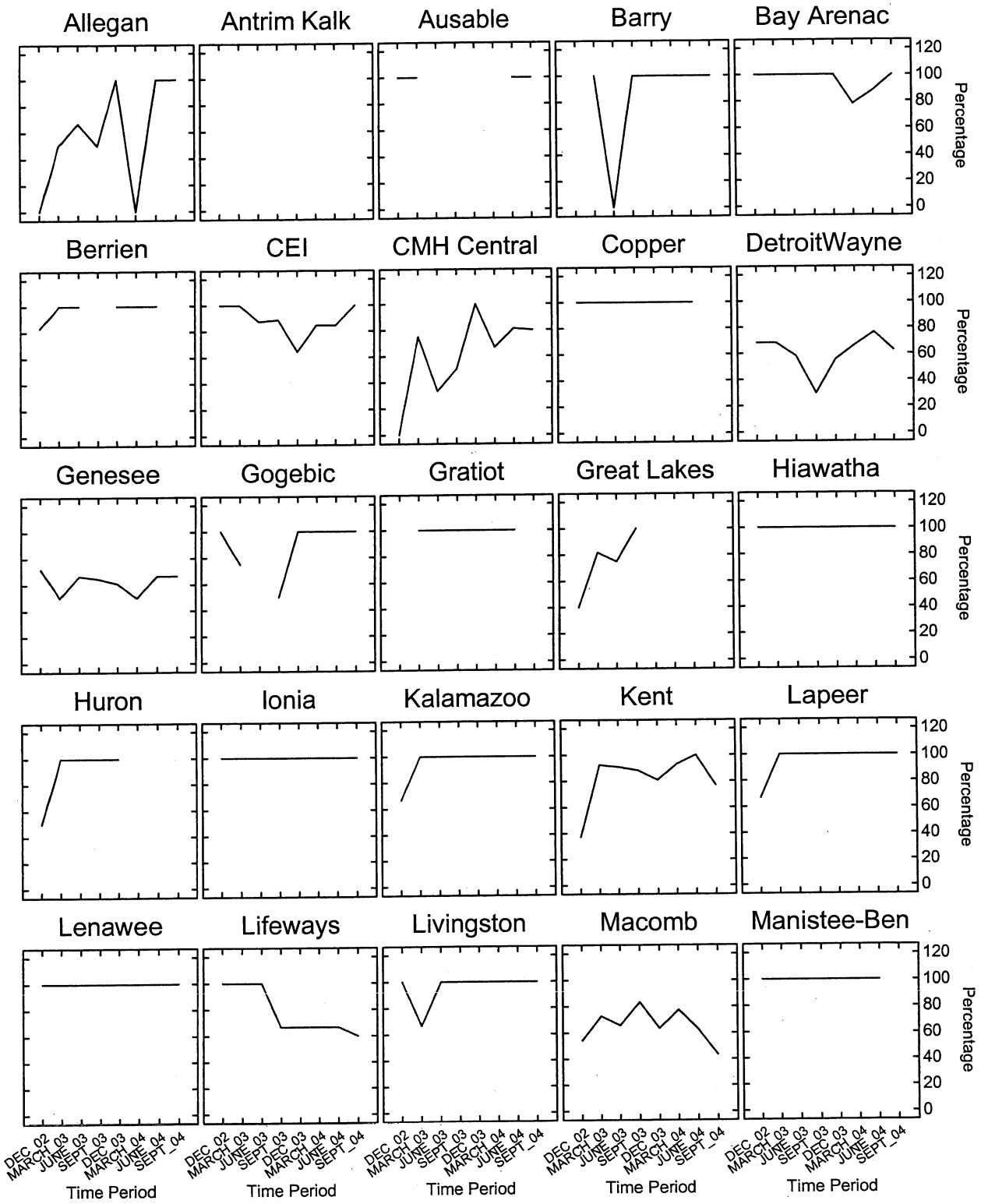
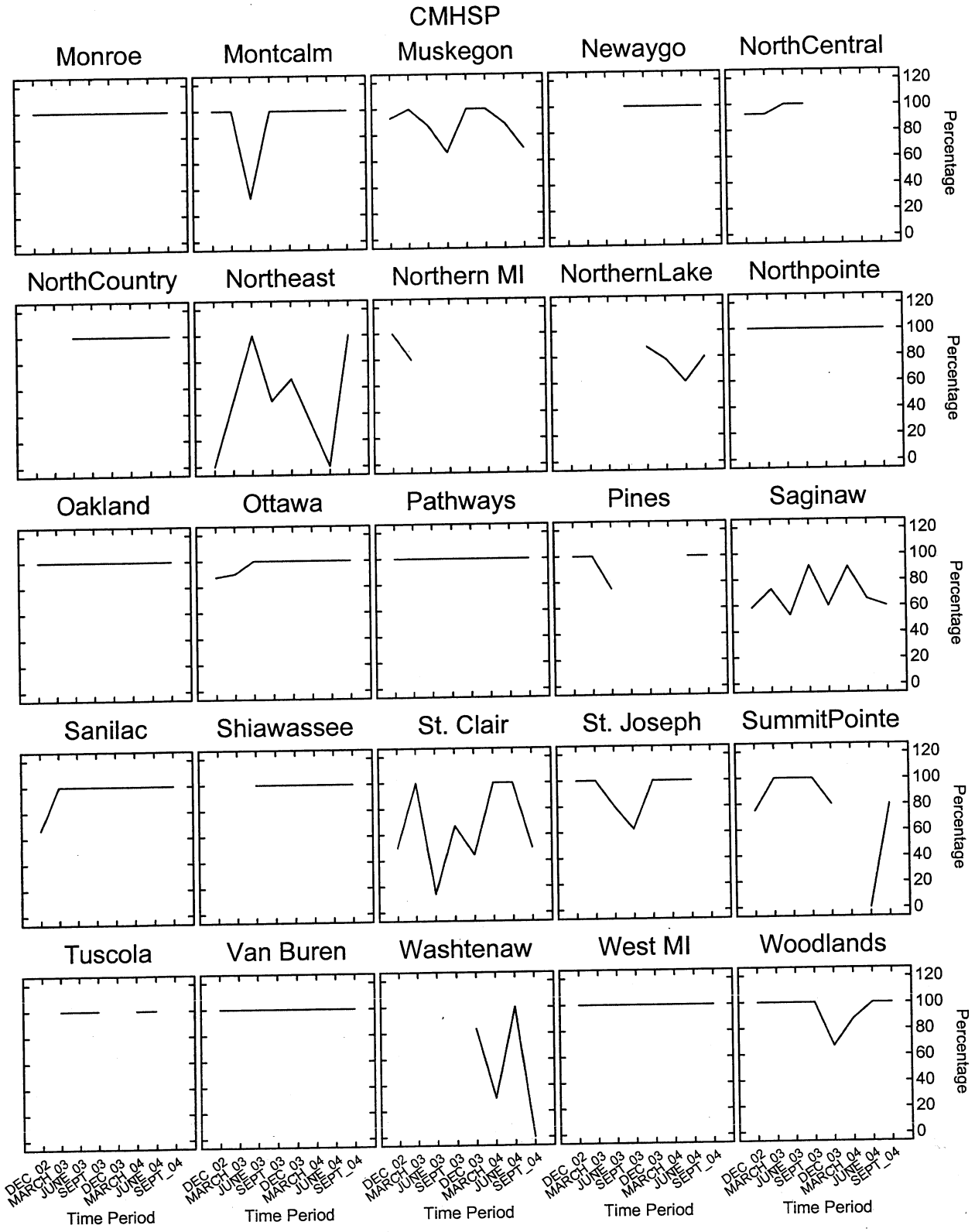
Indicator No. 8a - % Discharged Seen Within 7 Days (SED Children)

CMHSP



Indicator No. 8a - Page Two



Indicator 8b. Access: Continuity of Care -- Percentage of all other persons discharged from a psychiatric inpatient unit who were seen for follow-up care within seven days.

Rationale for Use:
When responsibility for the care of an individual shifts from one organization to another, it is important that services remain relatively uninterrupted and continuous. Otherwise, the quality of care and consumer outcomes may suffer.

Note 1: Starting with the reporting period covering October 1, 2001 to December 31, 2001, the time interval for the standard was changed from 30 days to seven days.

Note 2: Starting with the reporting period covering October 1, 2002 to December 31, 2002, this indicator has been separated out into two separate indicators. Indicator number 8a covers SED children and Indicator 8b covers all other persons.

Data Definition:
"Persons discharged" are those who were originally authorized by the CMHSP to be in a Psychiatric Inpatient Unit who met criteria for specialty mental health services and who had one of the following discharge diagnoses:

X Schizophrenia or other psychotic disorders (295.xx, 297.1, 297.3, 298.8, 298.9)
X Mood disorders, major depression, or bipolar disorders (296.xx)
X Dementia (290.xx)
X Panic disorder, phobias, or obsessive-compulsive disorder (300.xx)
X Antisocial personality disorder (301.7)

Method of Calculation:
Numerator: The number of persons discharged from an inpatient setting who were seen for follow-up care within seven days of discharge.

Denominator: The total number of inpatient discharges during the period. Persons who refuse an appointment offered in the 7-day period may be excluded from the count.

Descriptive Statistics:

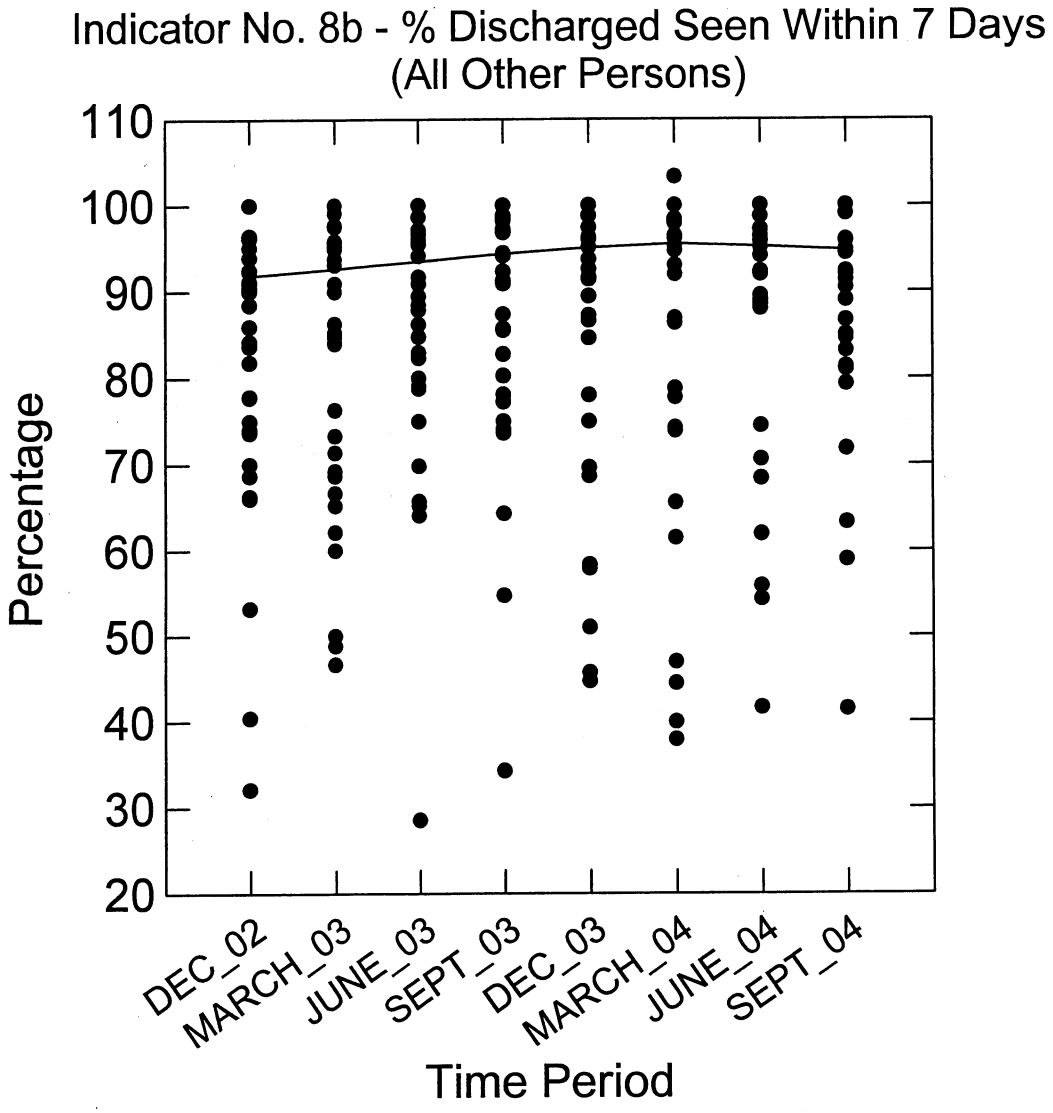
	DEC_03	MARCH_04	JUNE_04	SEPT_04	Annual Average
N of cases	46	46	46	46	46
Minimum	44.740	37.950	41.670	41.480	44.87
Maximum	100.000	103.330	100.000	100.000	100.00
Median	98.095	98.155	99.360	97.520	95.87
Mean	88.376	89.472	91.514	91.642	89.72

Indicator 8b. – Continued…

Comments:

Historical trends: This indicator has been in place since FY '02. The lowess smooth line of the longitudinal scatter plot shows a static trend between 90-95 percent. The scatterplot also shows that there is some variation or spread among the CMHSPs since FY '02.

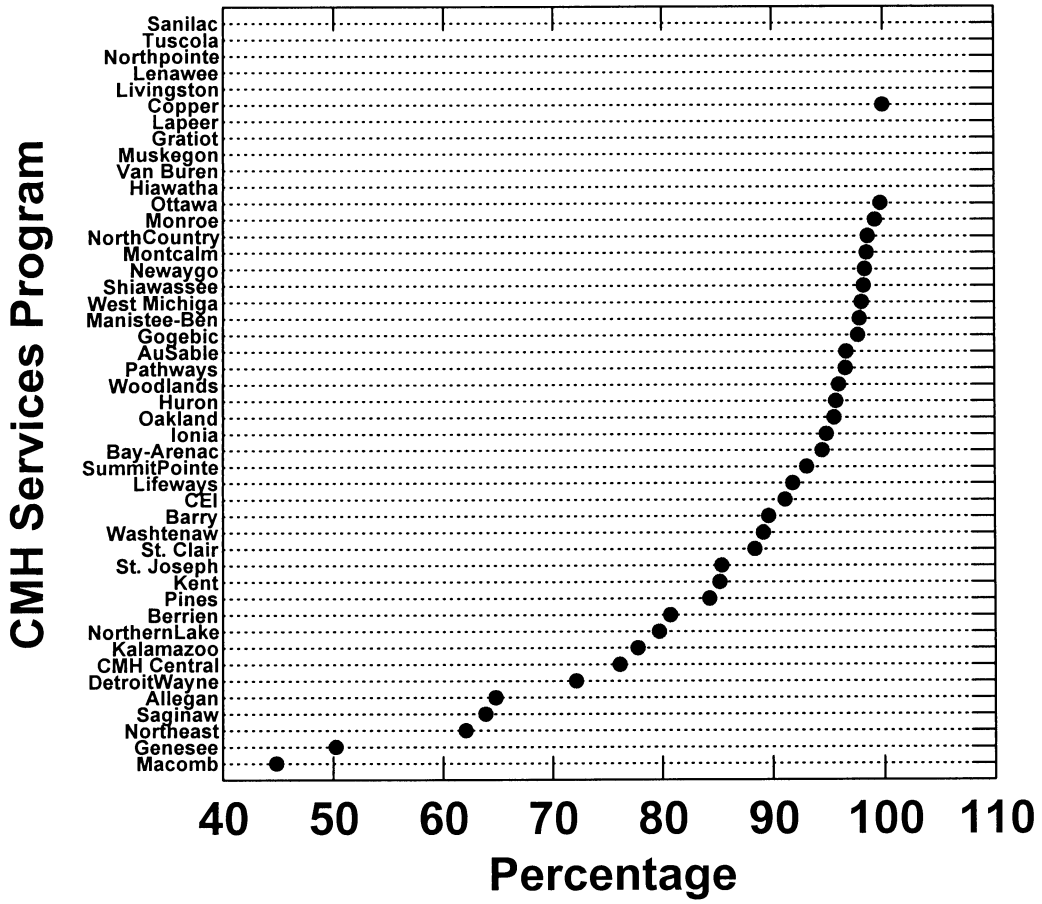
2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, while some CMHSPs had 100 percent compliance with this indicator, there was a range of percentages down to 45 percent. The median annual percentage for this indicator is 95.87 percent and the average (mean) annual percentage is lower at 89.71 percent due to CMHSPs at the lower end of the distribution. Based on the box plot for FY2004, there were three extreme outliers for this indicator (Northeast, 62.07%; Genesee, 50.23% and Macomb, 44.87%).


Indicator No. 8b - % Discharged Seen Within 7 Days
(All Other Persons)
110
100
90
80
70
60
50
40
30
20
Percentage
DEC_02
MARCH_03
JUNE_03
SEPT_03
DEC_03
MARCH_04
JUNE_04
SEPT_04
Time Period

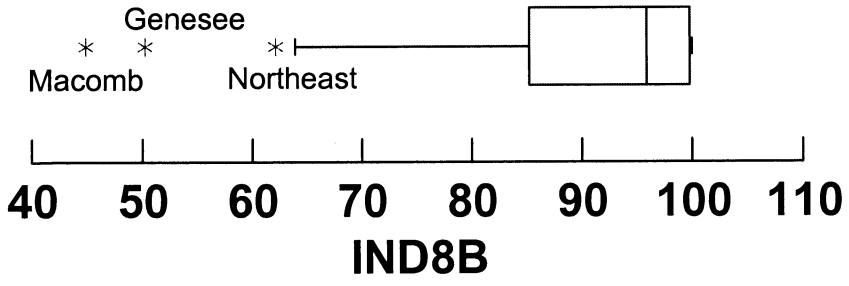
Indicator 8b: Percentage of All Other Persons Discharged from a Psychiatric Inpatient Unit Who are Seen for Follow-up Care Within 7 Days

	October - December 2003			January - March 2004			April - June 2004			July - September 2004			
	Percentage Q1	# All Other Persons Discharged Q1	# All Other Persons Seen for Follow-up Care Q1	Percentage Q2	# All Other Persons Discharged Q2	# All Other Persons Seen for Follow-up Care Q2	Percentage Q3	# All Other Persons Discharged Q3	# All Other Persons Seen for Follow-up Care Q3	Percentage Q4	# All Other Persons Discharged Q4	# All Other Persons Seen for Follow-up Care Q4	Fiscal Year Percentage
Allegan	84.62%	13	11	40.00%	25	10	61.90%	21	13	79.31%	29	23	64.77
AuSable	91.43%	35	32	100.00%	28	28	96.43%	28	27	100.00%	29	29	96.67
Barry	100.00%	7	7	100.00%	10	10	70.59%	17	12	95.83%	24	23	89.66
Bay-Arenac	91.67%	48	44	97.92%	48	47	92.00%	50	46	95.83%	72	69	94.50
Berrien	98.75%	80	79	46.97%	66	31	89.06%	64	57	84.62%	65	55	80.73
CEI	87.23%	47	41	96.49%	57	55	89.53%	86	77	91.36%	81	74	91.14
CMH Central MI	68.66%	67	46	65.57%	61	40	88.52%	61	54	81.33%	75	61	76.14
Copper	100.00%	7	7	100.00%	14	14	100.00%	10	10	100.00%	12	12	100.00
Detroit-Wayne	50.99%	1,314	670	61.45%	1,375	845	88.03%	1,387	1,221	89.02%	1,211	1,078	72.14
Genesee	45.73%	398	182	44.48%	299	133	55.83%	240	134	63.25%	166	105	50.23
Gogebic	100.00%	10	10	100.00%	3	3	94.12%	17	16	100.00%	14	14	97.73
Gratiot	100.00%	10	10	100.00%	20	20	100.00%	6	6	100.00%	11	11	100.00
Hiawatha	100.00%	34	34	100.00%	64	64	100.00%	52	52	100.00%	56	56	100.00
Huron	100.00%	11	11	100.00%	10	10	100.00%	11	11	86.67%	15	13	95.74
Ionia	100.00%	10	10	100.00%	21	21	100.00%	17	17	86.67%	30	26	94.87
Kalamazoo	57.89%	57	33	77.78%	54	42	100.00%	41	41	100.00%	10	10	77.78
Kent	78.05%	164	128	86.92%	107	93	92.31%	143	132	85.00%	120	102	85.21
Lapeer	100.00%	23	23	100.00%	22	22	100.00%	36	36	100.00%	25	25	100.00
Lenawee	100.00%	46	46	100.00%	46	46	100.00%	39	39	100.00%	40	40	100.00
Lifeways	96.05%	76	73	94.74%	76	72	95.10%	102	97	83.17%	101	84	91.83
Livingston	100.00%	32	32	100.00%	44	44	100.00%	42	42	100.00%	32	32	100.00
Macomb	58.17%	208	121	37.95%	166	63	41.67%	264	110	41.48%	229	95	44.87
Manistee-Benzie	100.00%	12	12	100.00%	14	14	100.00%	8	8	92.31%	13	12	97.87
Monroe	100.00%	32	32	103.33%	30	31	100.00%	40	40	94.87%	39	37	99.29
Montcalm	100.00%	15	15	100.00%	10	10	96.30%	27	26	100.00%	16	16	98.53
Muskegon	100.00%	23	23	100.00%	25	25	100.00%	29	29	100.00%	19	19	100.00
Newaygo	100.00%	17	17	94.74%	19	18	100.00%	16	16	100.00%	9	9	98.36
North Country	96.30%	54	52	98.00%	50	49	100.00%	58	58	100.00%	58	58	98.64
Northeast	44.74%	38	17	78.79%	33	26	54.29%	35	19	71.79%	39	28	62.07
NorthernLakes	89.47%	133	119	74.26%	136	101	74.48%	145	108	81.16%	138	112	79.71
Northpointe	100.00%	17	17	100.00%	22	22	100.00%	29	29	100.00%	23	23	100.00
Oakland	92.63%	190	176	93.03%	201	187	97.22%	216	210	99.04%	208	206	95.58
Ottawa	98.81%	84	83	100.00%	170	170	100.00%	114	114	100.00%	87	87	99.78
Pathways	97.44%	78	76	98.41%	63	62	98.72%	78	77	92.00%	75	69	96.60
Pines	58.33%	24	14	96.15%	26	25	100.00%	11	11	100.00%	9	9	84.29
Saginaw	58.16%	98	57	73.91%	92	68	68.38%	117	80	58.89%	180	106	63.86
Sanilac	100.00%	8	8	100.00%	4	4	100.00%	13	13	100.00%	12	12	100.00
Shiawassee	100.00%	25	25	100.00%	32	32	100.00%	21	21	94.44%	36	34	98.25
St. Clair	69.64%	56	39	98.31%	59	58	100.00%	24	24	96.00%	25	24	88.41
St. Joseph	75.00%	20	15	86.36%	22	19	88.46%	26	23	90.48%	21	19	85.39
Summit Pointe	86.67%	15	13	92.00%	25	23	92.00%	25	23	100.00%	22	22	93.10
Tuscola	100.00%	5	5	100.00%	11	11	100.00%	13	13	100.00%	13	13	100.00
Van Buren	100.00%	7	7	100.00%	14	14	100.00%	10	10	100.00%	9	9	100.00
Washtenaw	93.75%	80	75	86.49%	74	64	95.83%	72	69	81.01%	79	64	89.18
West Michigan	95.12%	41	39	96.43%	28	27	100.00%	48	48	100.00%	38	38	98.06
Woodlands	100.00%	4	4	95.24%	21	20	88.89%	18	16	100.00%	32	32	96.00
	68.65%	3,773	2,590	73.56%	3,797	2,793	84.92%	3,927	3,335	84.86%	3,647	3,095	

Percentage of All Other Persons Discharged from a Psychiatric Inpatient Unit Who are Seen for Follow-up Care Within 7 Days



Indicator No. 8b



	IND8B
N of cases	46
Minimum	44.870
Maximum	100.000
Sum	4126.980
Median	95.870
Mean	89.717
Standard Dev	13.862

```
Stem and Leaf Plot of variable:        IND8B, N = 46
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         Median:        95.870
         Upper hinge:       99.780
         Maximum:      100.000

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               6   2
      * * * Outside Values * * *
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               6
               7   2
               7   679
               8   04
               8 H 55899
               9   11344
               9 M 55666778888899
              10   00000000000
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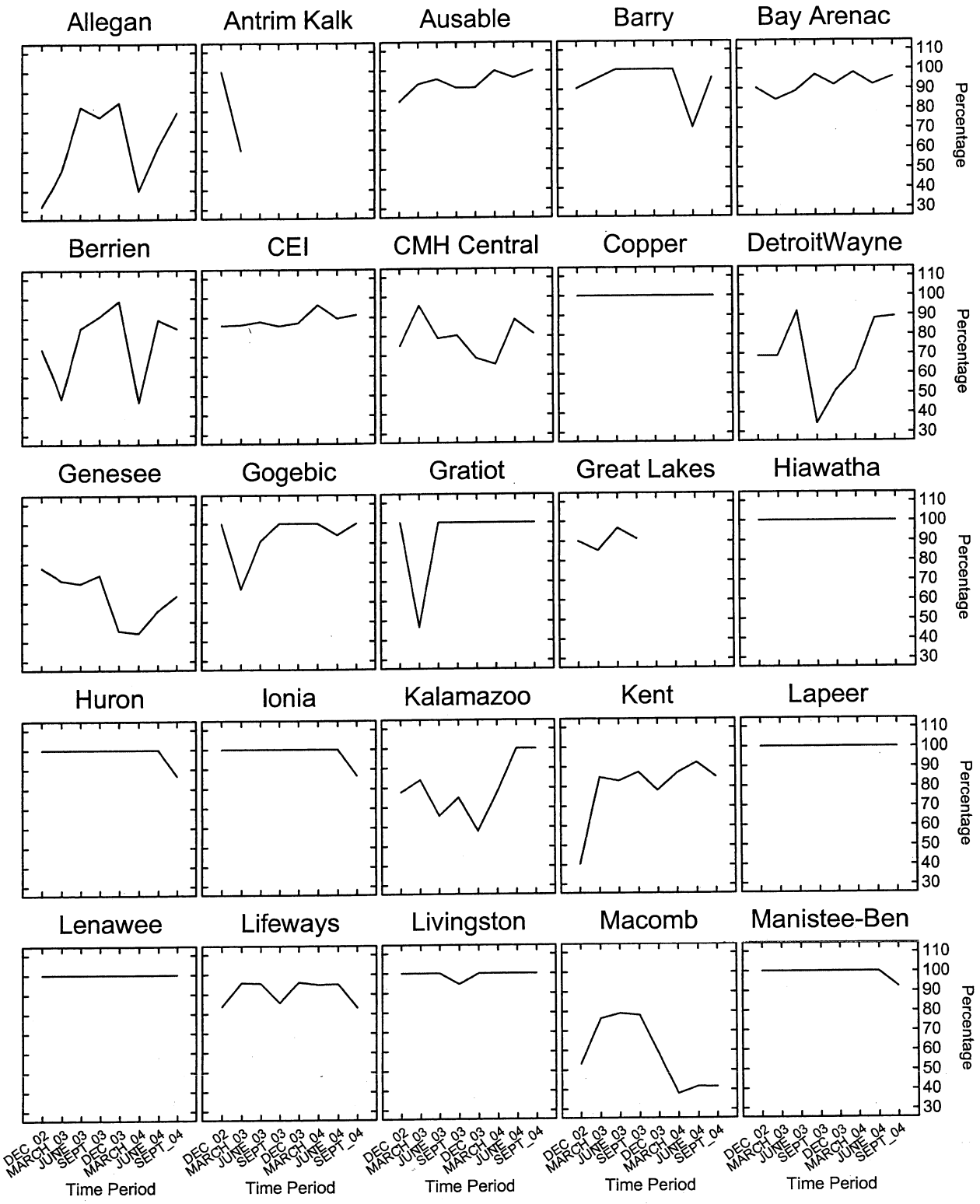
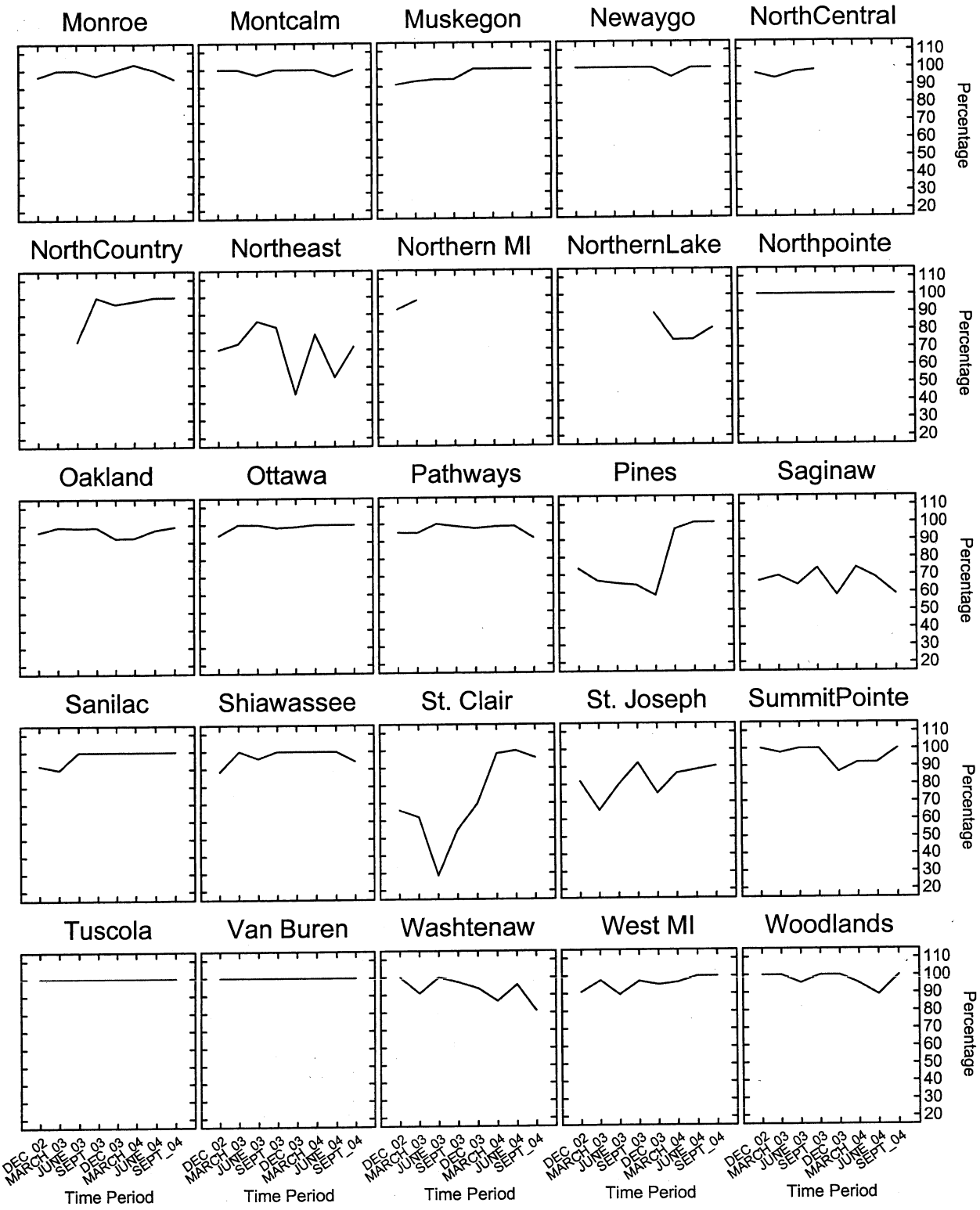
Indicator No. 8b - % Discharged Seen Within 7 Days (All Other Persons)

CMHSP



Indicator No. 8b - Page Two

CMHSP



Indicator 22. Access: Penetration Rate -- Percentage of Area Medicaid Recipients Receiving CMHSP Managed Services.

Rationale for Use:
This indicator reflects the extent to which area Medicaid recipients have accessed managed public mental health services.

Method of Calculation:
Numerator: The number of area Medicaid recipients receiving CMHSP managed services during the reporting period.

Denominator: The unduplicated count of Medicaid eligible recipients in the catchment area as determined by the Michigan Family Independence Agency (FIA) and supplied to MDCH by the Data Exchange Gateway.

Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Yearly
N of cases	46	46	46	46	46
Minimum	1.850	1.170	0.430	0.480	6.6
Maximum	12.600	12.460	11.500	10.700	16.56
Median	6.240	6.740	6.555	6.370	9.25
Mean	6.432	6.643	6.622	6.236	9.97

Comments:

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, there was a range of percentages down to 6.6 percent. The dot plot and the stem and leaf plots show a gap between the four highest CMHSPs (Pines,15.16%; Central, 15.29%; Bay-Arenac, 15.54%; and Manistee-Benzie, 16.56%) and the other CMHSPs. The median annual percentage for this indicator is 9.25 percent and the average (mean) annual percentage is 9.97 percent. Based on the box plot for FY2004, Manistee-Benzie was an outlier at the high end of the distribution (16.56%).

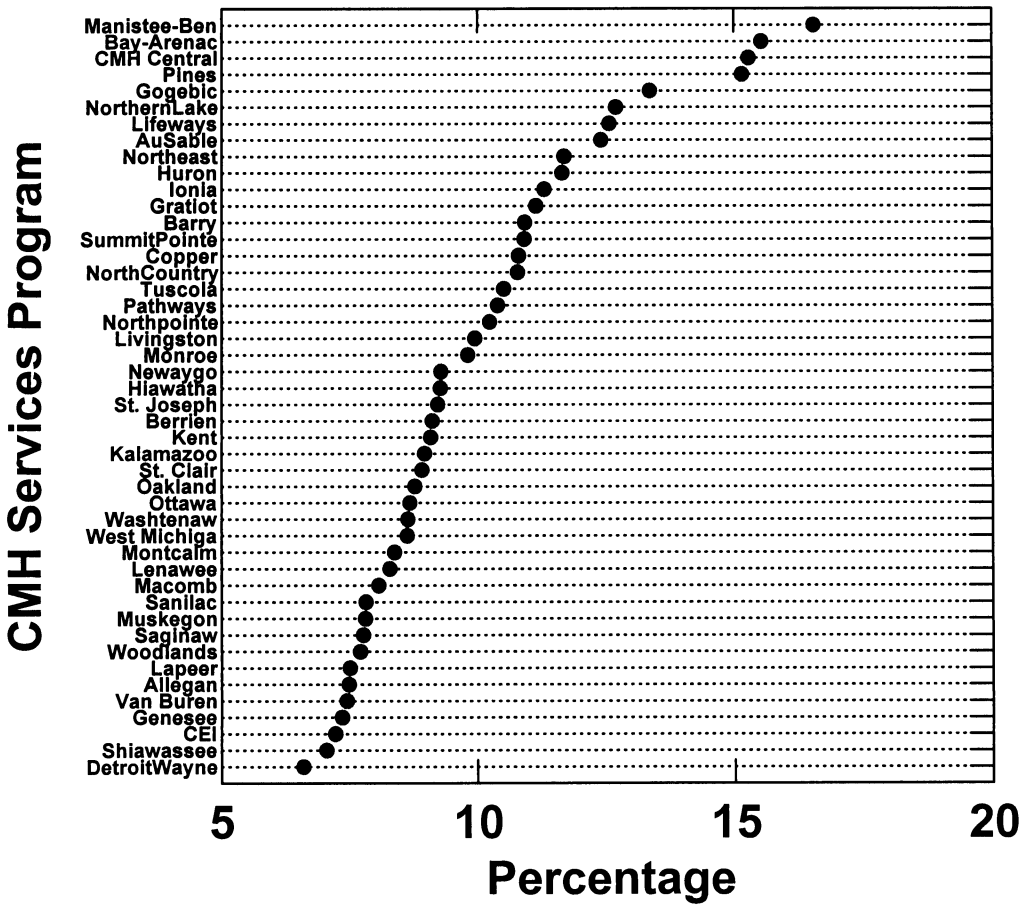
Percentage of Area Medicaid Recipients Having Received CMHSP Managed Services by CMHSP

	FY 2002			FY 2003			FY 2004*		
CMHSP	# Medicaid Recipients Served	# Eligibles in Area	Percentage	# Medicaid Recipients Served	# Eligibles in Area	Percentage	# Medicaid Recipients Served	# Eligibles in Area	Percentage
Allegan CMH	996	15,010	6.64%	1,102	16,790	6.56%	1,391	18,584	7.48
AuSable Valley CMH	1,352	12,691	10.65%	485	13,282	3.65%	1,801	14,498	12.42
Barry CMH	557	7,163	7.78%	726	7,884	9.21%	956	8,747	10.93
Bay-Arenac CMH	2,508	21,560	11.63%	1,626	22,522	7.22%	3,812	24,536	15.54
Berrien CMH	2,312	33,952	6.81%	2,935	34,662	8.47%	3,309	36,331	9.11
CEI CMH	3,958	61,146	6.47%	4,010	64,090	6.26%	5,047	69,868	7.22
CMH for Central Michigan	4,593	43,510	10.56%	5,121	46,184	11.09%	7,816	51,109	15.29
Copper Country CMH	980	9,109	10.76%	671	9,444	7.11%	1,096	10,141	10.81
Detroit-Wayne CMH	31,510	469,067	6.72%	16,677	484,116	3.44%	33,714	510,501	6.60
Genesee CMH	5,408	92,831	5.83%	6,190	97,247	6.37%	7,567	102,951	7.35
Gogebic CMH	570	3,344	17.05%	476	3,462	13.75%	475	3,552	13.37
Gratiot CMH	761	6,932	10.98%	792	7,589	10.44%	935	8,388	11.15
Hiawatha CMH	1,051	10,028	10.48%	498	10,776	4.62%	1,086	11,712	9.27
Huron CMH	702	6,055	11.59%	587	6,450	9.10%	818	7,013	11.66
Ionia CMH	767	9,157	8.38%	837	10,053	8.33%	1,273	11,260	11.31
Kalamazoo CMH	2,859	35,215	8.12%	1,969	37,274	5.28%	3,635	40,566	8.96
Kent CMH	8,148	91,184	8.94%	8,269	98,645	8.38%	9,723	107,098	9.08
Lapeer CMH	644	9,789	6.58%	674	10,971	6.14%	924	12,318	7.50
Lenawee CMH	902	13,542	6.66%	786	14,622	5.38%	1,324	15,983	8.28
Lifeways CMH	2,418	32,855	7.36%	3,153	35,172	8.96%	4,823	38,329	12.58
Livingston CMH	790	8,369	9.44%	779	9,461	8.23%	1,091	10,963	9.95
Macomb CMH	5,119	74,590	6.86%	6,395	83,385	7.67%	7,631	94,686	8.06
Manistee-Benzie CMH	991	7,361	13.46%	694	7,536	9.21%	1,360	8,213	16.56
Monroe CMH	1,770	16,092	11.00%	1,550	17,592	8.81%	1,919	19,560	9.81
Montcalm CMH	685	11,073	6.19%	762	11,983	6.36%	1,101	13,150	8.37
Muskegon CMH	2,401	36,613	6.56%	2,719	38,948	6.98%	3,258	41,759	7.80
Newaygo CMH	844	9,855	8.56%	891	10,623	8.39%	1,067	11,497	9.28
North Country CMH	2,244	24,549	9.14%	2,931	26,535	11.05%	3,174	29,428	10.79
Northeast CMH	1,512	12,334	12.26%	1,704	12,710	13.41%	1,644	14,047	11.70
Northern Lakes CMH	3,452	29,900	11.55%	3,302	32,110	10.28%	4,511	35,505	12.71
Northpointe CMH	1,318	10,576	12.46%	981	11,302	8.68%	1,247	12,182	10.24
Oakland CMH	6,975	96,990	7.19%	7,923	104,450	7.59%	10,070	114,855	8.77
Ottawa CMH	1,697	21,633	7.84%	1,718	24,460	7.02%	2,353	27,147	8.67
Pathways CMH	2,156	18,523	11.64%	1,166	19,263	6.05%	2,179	20,953	10.40
Pines CMH	1,072	7,686	13.95%	1,169	8,274	14.13%	1,396	9,206	15.16
Saginaw CMH	3,019	44,209	6.83%	2,659	45,791	5.81%	3,726	47,987	7.76
Sanilac CMH	583	8,000	7.29%	609	8,530	7.14%	728	9,321	7.81
Shiawassee CMH	553	10,846	5.10%	537	11,585	4.64%	909	12,890	7.05
St. Clair CMH	1,759	23,010	7.64%	1,755	25,309	6.93%	2,492	27,955	8.91
St. Joseph CMH	1,079	12,143	8.89%	978	13,145	7.44%	1,300	14,107	9.22
Summit Pointe CMH	3,582	27,109	13.21%	2,324	28,580	8.13%	3,423	31,356	10.92
Tuscola CMH	899	9,869	9.11%	806	10,611	7.60%	1,200	11,405	10.52
Van Buren CMH	1,085	19,259	5.63%	1,005	19,885	5.05%	1,584	21,281	7.44
Washtenaw CMH	2,269	26,775	8.47%	2,343	28,761	8.15%	2,735	31,691	8.63
West Michigan CMH	1,134	16,846	6.73%	1,953	17,801	10.97%	1,658	19,228	8.62
Woodlands CMH	730	9,656	7.56%	827	10,099	8.19%	827	10,736	7.70
Total	**122,714**	**1,578,006**	**7.78%**	**108,064**	**1,669,964**	**6.47%**	**156,108**	**1,804,593**	**8.65%**

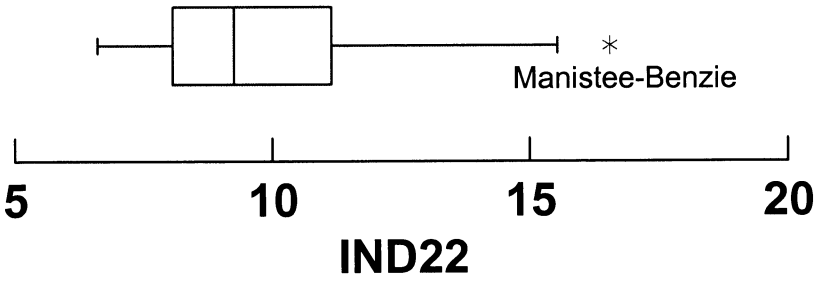
*FY 2004: For missing Medicaid ID's in the QI data we used client Social Security numbers in order to link to the Medicaid Eligibilty file which allowed us to obtain additional Medicaid ID's. This is has not been done in the past; therefore, that is the reason the figures from previous years may look so different.

4/28/2005

Percentage of Area Medicaid Recipients Having Received CMHSP Managed Services



Percentage of Area Medicaid Recipients Having Received CMHSP Managed Services



	IND22
N of cases	46
Minimum	6.600
Maximum	16.560
Sum	458.760
Median	9.245
Mean	9.973
Standard Dev	2.440

```
Stem and Leaf Plot of variable:        IND22, N = 46
         Minimum:        6.600
         Lower hinge:        8.060
         Median:         9.245
         Upper hinge:       11.150
         Maximum:       16.560

               6   6
               7   0234457788
               8 H 023666799
               9 M 0122289
              10   2457899
              11 H 1367
              12   457
              13   3
              14
              15   125
      * * * Outside Values * * *
              16   5
```

Indicator 27: Access: Denial/Appeal – Percentage of face-to-face assessments with professionals

Rationale for Use:
As managed care organizations, CMHSPs are responsible for exercising appropriate control of entry into the public mental health system. The professional assessment represents one of the first opportunities for a CMHSP to control access to its non-emergent services and supports.

Definitions:

Section 330.1705 of Public Act 1974 as revised, was intended to capture requests for initial entry into the CMHSP. Requests for changes in the levels of care received are governed by other sections of the Code.

A **professional assessment** is that face-to-face meeting with a professional that results in a admission to ongoing CMHSP service, a denial of CMHSP service, or a referral elsewhere.

Method of Calculation:
Numerator: The number of persons denied services, or referred elsewhere.

Denominator: The number of persons receiving a face-to-face assessment with a professional. It excludes those cases in which the individual refused CMHSP services that were authorized.

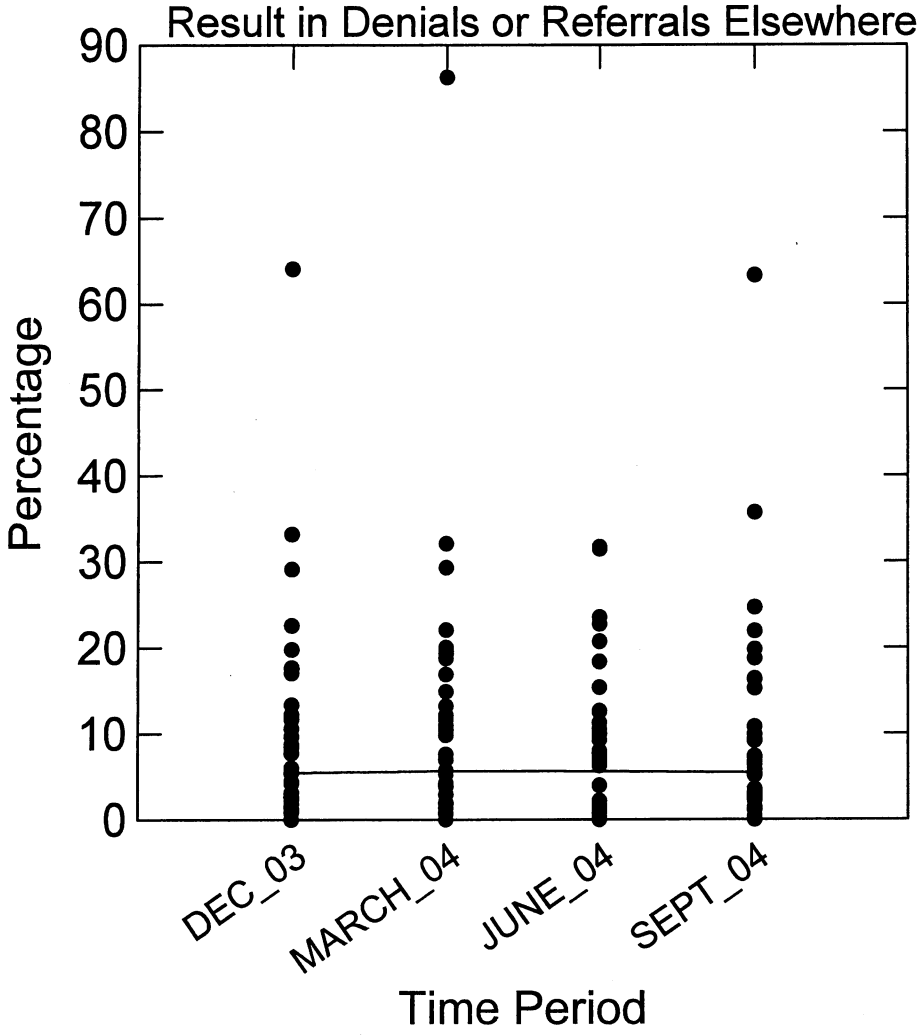
Descriptive Statistics:

	DEC_03	MARCH_04	JUNE_04	SEPT_04	Annual Average
N of cases	46	46	46	46	46
Minimum	0.000	0.000	0.000	0.000	0.00
Maximum	64.080	86.240	31.690	63.330	39.22
Median	3.635	2.445	3.950	4.320	5.49
Mean	7.869	8.568	6.885	7.811	7.83

Comments:
Historical trends: This indicator has been in place only during FY '04. The lowess smooth line of the longitudinal scatter plot shows a static trend around 5 percent. The scatterplot also shows that there is very little variation or spread among the CMHSPs.

2004 CMHSP Performance: As shown in the ordered dot plot for FY '04, the percentages for the majority of CMHSPs wwere between 0-10 percent for this indicator. There was some spread toward the higher percentages ranging to 39 percent. The median annual percentage for this indicator is 5.49 percent and the average (mean) annual percentage is higher at 7.83 percent due to CMHSPs at the higher end of the distribution. Based on the box plot for FY2004, there were two outliers for this indicator (Kalamazoo, 28.86% and Monroe, 39.22%).

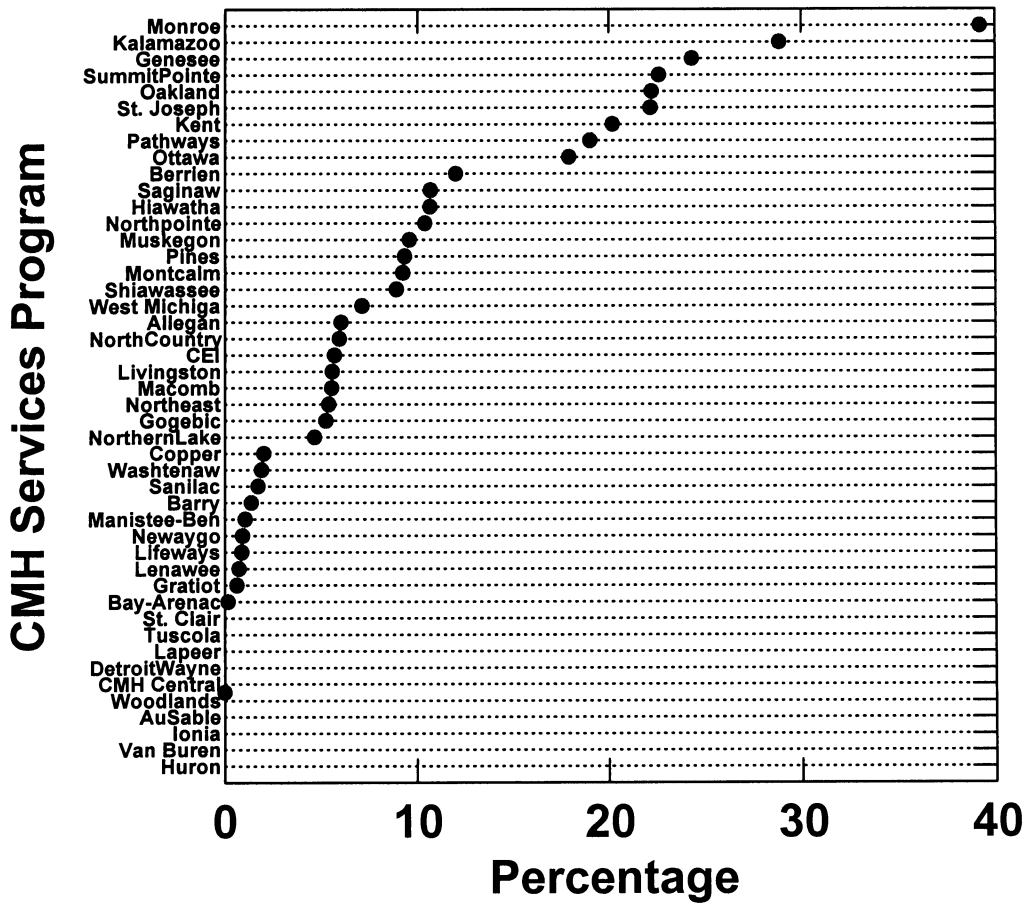
Indicator No. 27 - % of Face-to-Face Assessments with Professionals that Result in Denials or Referrals Elsewhere



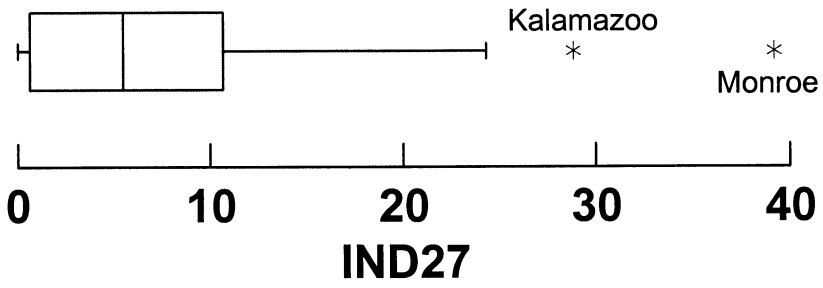
Indicator 27: Percent of Face-to-Face Assessments with a Professional that Resuled in Denials or Referrals Elsewhere

	October - December 2003			January - March 2004			April - June 2004			July - September 2004			
	Percentage Q1	Persons Assessed Q1	Persons Denied Services or Referred Q1	Percentage Q2	Persons Assessed Q2	Persons Denied Services or Referred Q2	Percentage Q3	Persons Assessed Q3	Persons Denied Services or Referred Q3	Percentage Q4	Persons Assessed Q4	Persons Denied Services or Referred Q4	Fiscal Year Percentage
Allegan	2.46%	122	3	7.56%	119	9	7.96%	113	9	6.42%	109	7	6.05
AuSable	0.00%	248	0	0.00%	271	0	0.00%	231	0	0.00%	273	0	0.00
Barry	4.40%	182	8	0.61%	165	1	0.00%	152	0	0.00%	152	0	1.38
Bay-Arenac	0.00%	299	0	0.00%	338	0	0.33%	307	1	0.38%	264	1	0.17
Berrien	12.21%	213	26	32.08%	106	34	9.26%	324	30	7.35%	272	20	12.02
CEI	5.95%	252	15	9.80%	296	29	6.25%	512	32	2.61%	499	13	5.71
CMH Central MI	0.00%	671	0	0.00%	727	0	0.00%	660	0	0.00%	645	0	0.00
Copper	4.17%	48	2	0.00%	58	0	2.17%	46	1	2.22%	45	1	2.03
Detroit-Wayne	0.00%	1,712	0	0.00%	1,616	0	0.00%	1,395	0	0.00%	1,143	0	0.00
Genesee	11.65%	103	12	20.03%	639	128	9.96%	723	72	35.69%	1,272	454	24.33
Gogebic	7.69%	52	4	1.89%	53	1	0.00%	58	0	10.77%	65	7	5.26
Gratiot	0.00%	79	0	0.00%	68	0	1.22%	82	1	1.14%	88	1	0.63
Hiawatha	5.43%	92	5	13.21%	106	14	18.37%	98	18	7.14%	154	11	10.67
Huron	0.00%	75	0	0.00%	89	0	0.00%	81	0	0.00%	72	0	0.00
Ionia	0.00%	184	0	0.00%	160	0	0.00%	131	0	0.00%	137	0	0.00
Kalamazoo	29.11%	158	46	29.30%	157	46	31.69%	183	58	24.67%	150	37	28.86
Kent	19.78%	1,390	275	16.89%	1,557	263	22.75%	1,380	314	21.92%	1,314	288	20.21
Lapeer	0.00%	90	0	0.00%	74	0	0.00%	83	0	0.00%	72	0	0.00
Lenawee	0.79%	126	1	0.79%	126	1	0.00%	125	0	1.23%	163	2	0.74
Lifeways	1.17%	514	6	0.00%	659	0	0.76%	393	3	2.73%	256	7	0.88
Livingston	5.71%	105	6	3.85%	130	5	7.63%	118	9	5.32%	94	5	5.59
Macomb	5.75%	435	25	6.93%	462	32	7.48%	468	35	2.38%	504	12	5.56
Manistee-Benzie	2.22%	90	2	1.87%	107	2	0.00%	111	0	0.00%	71	0	1.06
Monroe	64.08%	103	66	86.24%	109	94	1.50%	133	2	9.89%	91	9	39.22
Montcalm	8.65%	208	18	12.15%	107	13	11.24%	178	20	5.77%	156	9	9.24
Muskegon	10.59%	236	25	10.94%	256	28	7.50%	240	18	9.24%	238	22	9.59
Newaygo	0.84%	119	1	1.32%	151	2	0.00%	135	0	1.42%	141	2	0.92
North Country	8.39%	477	40	0.00%	557	0	6.87%	524	36	9.29%	506	47	5.96
Northeast	3.10%	129	4	4.20%	143	6	10.00%	150	15	3.51%	114	4	5.41
NorthernLakes	2.61%	574	15	2.91%	481	14	6.63%	543	36	6.61%	499	33	4.67
Northpointe	13.33%	135	18	11.68%	137	16	12.50%	120	15	5.13%	156	8	10.40
Oakland	33.18%	874	290	14.88%	793	118	23.53%	646	152	16.37%	776	127	22.24
Ottawa	17.50%	200	35	19.30%	171	33	15.38%	208	32	19.80%	202	40	17.93
Pathways	17.04%	311	53	19.69%	325	64	20.73%	275	57	18.75%	208	39	19.03
Pines	9.63%	218	21	10.43%	230	24	9.84%	193	19	7.22%	194	14	9.34
Saginaw	17.65%	102	18	18.75%	112	21	3.95%	152	6	7.19%	167	12	10.69
Sanilac	0.00%	51	0	5.26%	57	3	1.69%	59	1	0.00%	64	0	1.73
Shiawassee	8.70%	115	10	5.69%	123	7	12.62%	103	13	9.15%	153	14	8.91
St. Clair	0.00%	173	0	0.00%	184	0	0.00%	193	0	0.00%	159	0	0.00
St. Joseph	2.60%	77	2	1.98%	101	2	3.95%	76	3	63.33%	120	76	22.19
Summit Pointe	22.58%	279	63	22.06%	349	77	31.45%	248	78	16.29%	313	51	22.62
Tuscola	0.00%	66	0	0.00%	82	0	0.00%	92	0	0.00%	59	0	0.00
Van Buren	0.00%	205	0	0.00%	160	0	0.00%	149	0	0.00%	142	0	0.00
Washtenaw	1.80%	167	3	1.83%	109	2	1.02%	98	1	3.13%	96	3	1.91
West Michigan	1.22%	246	3	0.00%	260	0	10.50%	238	25	15.26%	308	47	7.13
Woodlands	0.00%	124	0	0.00%	133	0	0.00%	121	0	0.00%	130	0	0.00
	9.02%	12,429	1,121	8.24%	13,213	1,089	8.79%	12,648	1,112	11.11%	12,806	1,423	

Percent of Face-to-Face Assessments with a Professional that Resulted in Denials or Referrals Elsewhere



Indicator No. 27



	IND27
N of cases	46
Minimum	0.000
Maximum	39.220
Sum	360.280
Median	5.485
Mean	7.832
Standard Dev	9.273

```
Stem and Leaf Plot of variable:        IND27, N = 46
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         Median:         5.485
         Upper hinge:       10.670
         Maximum:       39.220

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               0   2
               0 M 4555555
               0   67
               0   8999
               1 H 000
               1   2
               1
               1   7
               1   9
               2   0
               2   222
               2   4
      * * * Outside Values * * *
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               3   9
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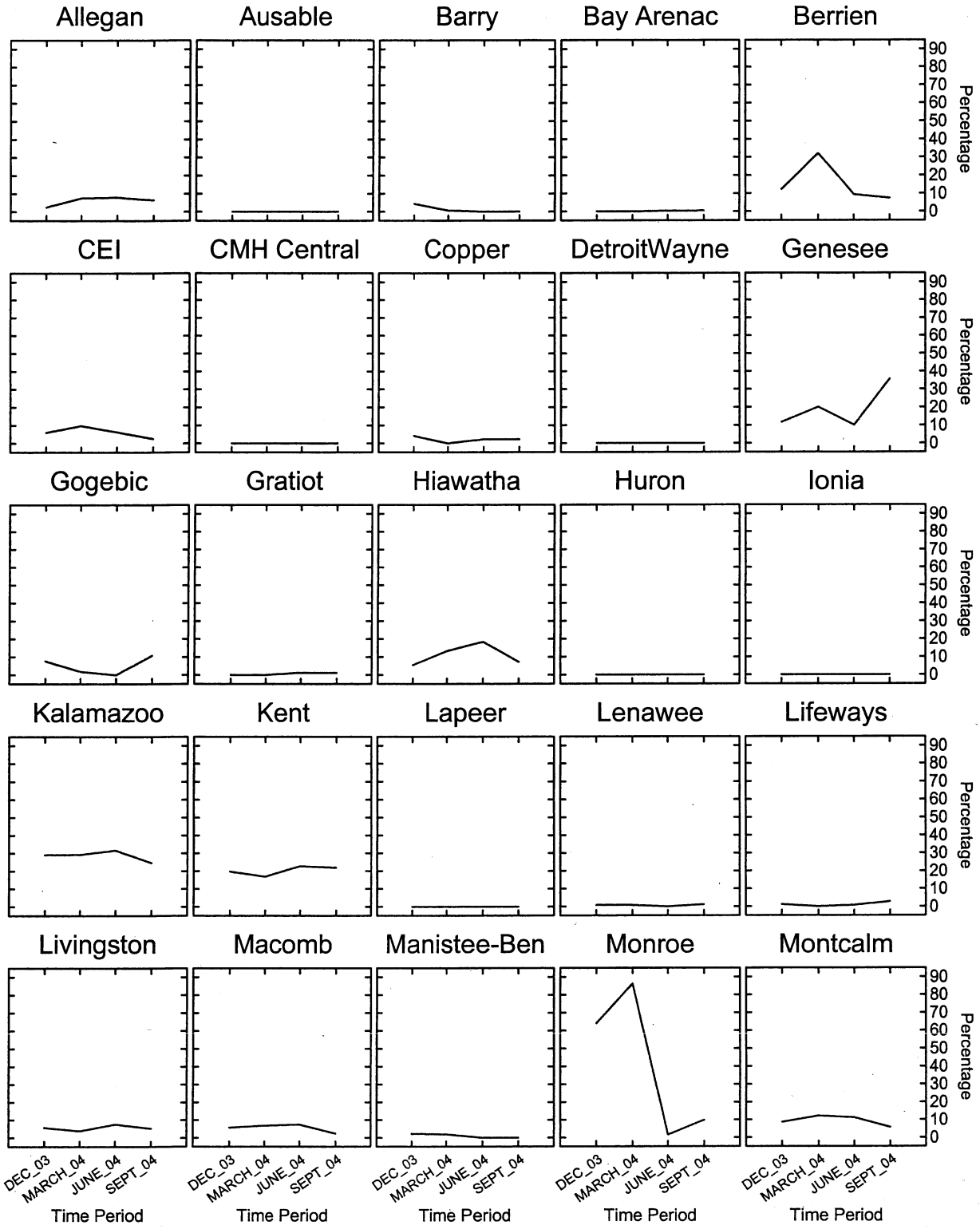
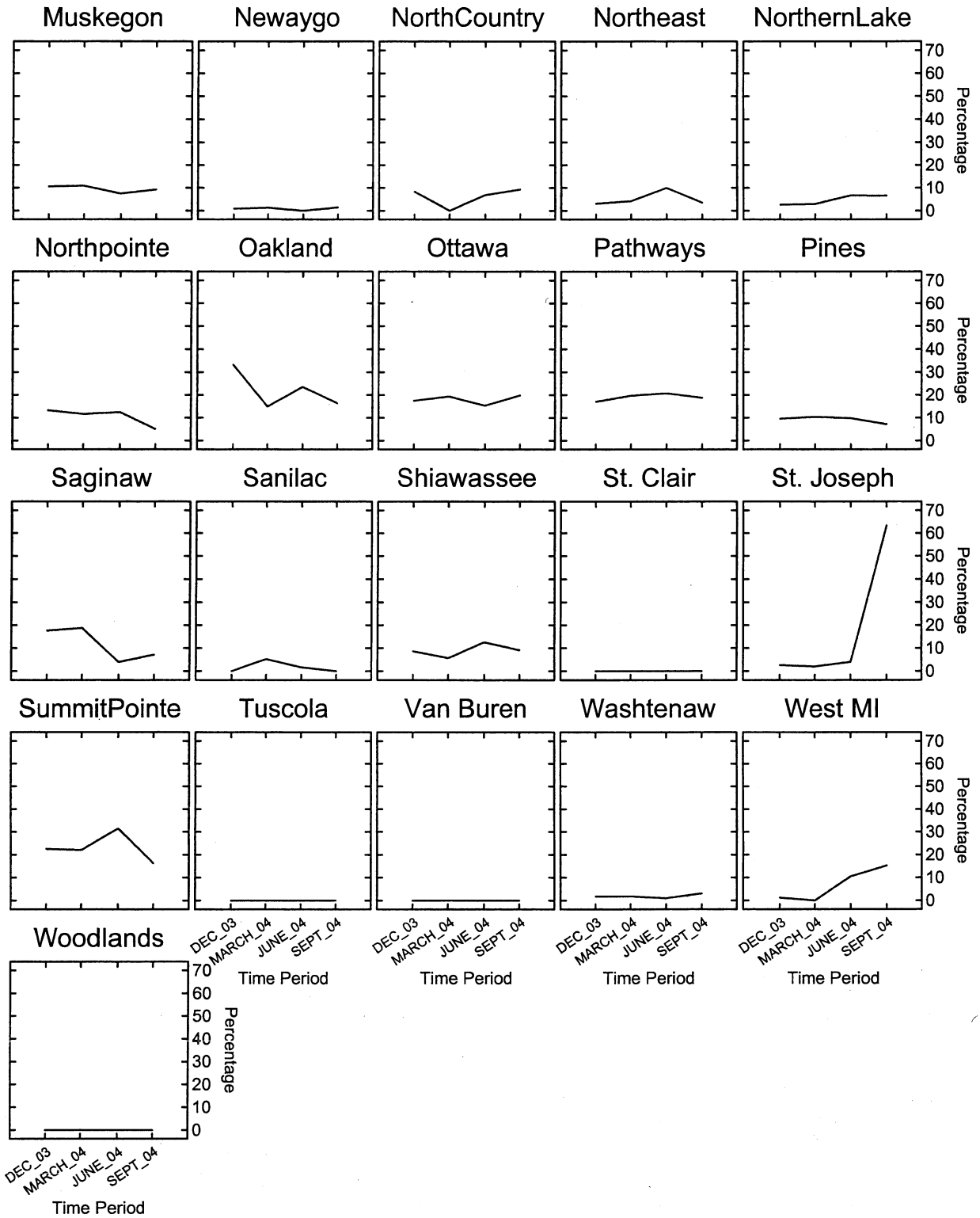
Indicator No. 27 - % of Face-to-Face Assessments with Professionals that Result in Denials or Referrals Elsewhere

CMHSP



Indicator No. 27 - Page Two

CMHSP



Indicator 33. Efficiency: The percentage of total expenditures spent on CMHSP administrative functions (all funding streams).

Rationale for Use: There is interest in determining what portion of an agency's costs are spent on operating the agency relative to the cost of providing services. Combined with other indicators of performance, information on percentage spent on administrative costs can be used as an indication of an agency's efficiency.

Definition: Using guidance provided by the Centers for Medicare and Medicaid Services, the Encounter Data Integrity Team (EDIT) developed detailed guidelines for defining administrative costs, which were first implemented in FY2004. EDIT identified seven core functions to include in the calculation of managed care administration expenditures – utilization management, customer services, provider network management, quality management, financial management, information systems management, and general management.

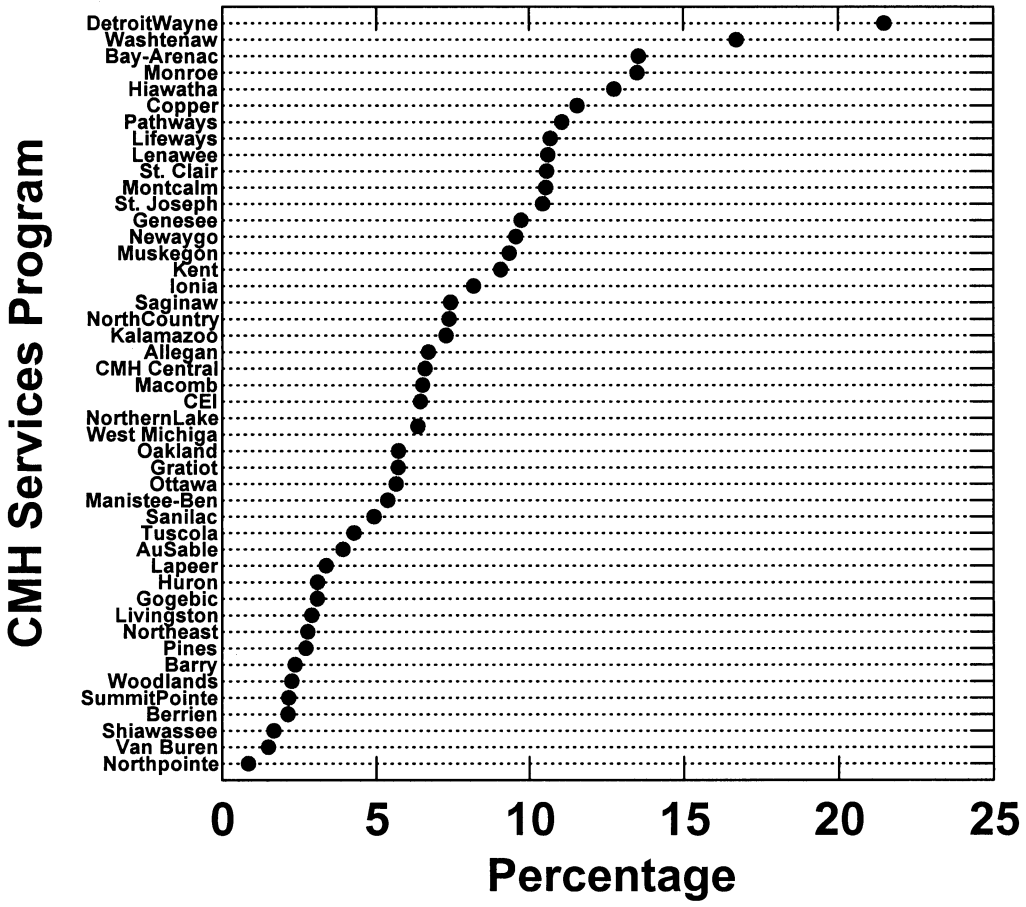
Method of Calculation:
Numerator: The amount of administrative costs reported on the CMHSP sub-element cost report, which represents all agency administrative costs regardless of funding stream.

Denominator: The total costs reported on the CMHSP sub-element cost report, which includes service costs, administrative costs and 'other' costs such as leases, program money matches, and the cost of sponsored events. The CMHSP total costs include all agency costs regardless of funding stream.

Comments:
The report includes FY2004 data only as this is the first year that the CMHSPs applied EDIT's revised standards for calculating the administrative costs.

The percentage spent on administrative costs ranges from .85 percent for Northpointe CMH to 21.48 percent for Detroit/Wayne. The median percentage for this indicator is 6.48 percent and the average (or mean) percentage is slightly higher at 7.11 percent. The box plot shows that only Detroit/Wayne is an outlier. Both the ordered dot plot and the stem and leaf plot show a gap between the percentages for Detroit/Wayne (21.48%) and Washtenaw percentage (16.7%) and the other CMHSP percentages. The stem and leaf plot also shows that the administrative cost percentages appear to form three groupings: 0-4%, 4-8%, and 8-13.5%., with Washtenaw's and Detroit/Wayne's percentages outside this highest grouping.

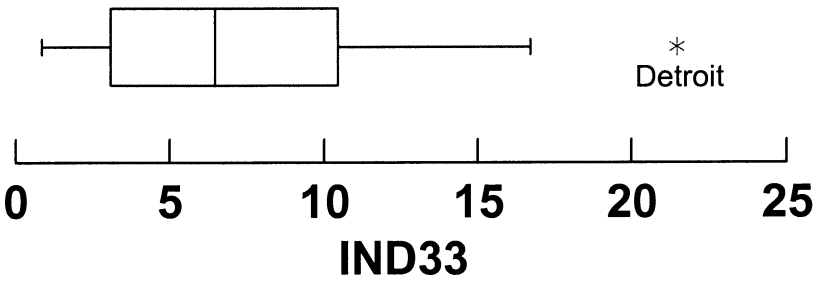
Percentage of Total Expenditures Spent on Administrative Functions



Indicator 33: Percentage of Total Expenditures Spent on Administrative Functions

	Fiscal Year 2004		
	Percentage	Administrative Cost	Total Cost
Allegan	6.70	$1,147,711	$17,134,896
AuSable	3.93	$465,071	$11,848,825
Barry	2.37	$106,633	$4,505,993
Bay-Arenac	13.56	$3,966,261	$29,252,343
Berrien	2.14	$585,318	$27,393,990
CEI	6.44	$4,410,382	$68,461,163
CMH Central MI	6.59	$4,027,200	$61,084,974
Copper	11.56	$1,667,986	$14,423,724
Detroit-Wayne	21.48	$110,379,340	$513,891,454
Genesee	9.74	$8,815,552	$90,481,011
Gogebic	3.09	$187,398	$6,067,036
Gratiot	5.71	$552,718	$9,684,183
Hiawatha	12.76	$1,853,132	$14,522,901
Huron	3.10	$233,040	$7,514,887
Ionia	8.18	$725,088	$8,863,784
Kalamazoo	7.28	$3,770,492	$51,768,744
Kent	9.07	$7,355,101	$81,125,403
Lapeer	3.38	$389,838	$11,518,034
Lenawee	10.61	$1,576,849	$14,866,931
Lifeways	10.69	$3,378,705	$31,609,400
Livingston	2.91	$470,511	$16,183,058
Macomb	6.51	$8,664,355	$133,184,777
Manistee-Benzie	5.37	$766,134	$14,275,247
Monroe	13.51	$3,172,767	$23,476,657
Montcalm	10.54	$693,645	$6,578,631
Muskegon	9.35	$3,458,370	$37,002,575
Newaygo	9.57	$629,098	$6,574,739
North Country	7.38	$2,096,866	$28,399,174
Northeast	2.78	$560,422	$20,194,742
NorthernLakes	6.36	$2,430,631	$38,227,854
Northpointe	0.85	$121,292	$14,201,761
Oakland	5.72	$11,364,515	$198,625,783
Ottawa	5.64	$1,507,114	$26,742,409
Pathways	11.06	$3,451,846	$31,212,595
Pines	2.72	$216,518	$7,951,513
Saginaw	7.43	$2,759,985	$37,153,488
Sanilac	4.93	$774,353	$15,719,308
Shiawassee	1.68	$196,712	$11,719,309
St. Clair	10.57	$3,838,928	$36,312,955
St. Joseph	10.44	$1,041,060	$9,973,914
Summit Pointe	2.16	$569,217	$26,301,115
Tuscola	4.29	$560,199	$13,066,189
Van Buren	1.50	$180,109	$12,031,092
Washtenaw	16.71	$5,982,543	$35,808,601
West Michigan	6.36	$849,114	$13,354,467
Woodlands	2.26	$200,000	$8,868,186
Total	11.17	$212,150,119	$1,899,159,815

Indicator No. 33



	IND33
N of cases	46
Minimum	0.850
Maximum	21.480
Sum	326.980
Median	6.475
Mean	7.108
Standard Dev	4.379

```
Stem and Leaf Plot of variable:        IND33, N = 46
         Minimum:        0.850
         Lower hinge:        3.100
         Median:         6.475
         Upper hinge:       10.440
         Maximum:       21.480

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               3 H 0139
               4   29
               5   3677
               6 M 334557
               7   234
               8   1
               9   0357
              10 H 45566
              11   05
              12   7
              13   55
              14
              15
              16   7
      * * * Outside Values * * *
              21   4
```

Indicator 33b. Efficiency: The percentage of total expenditures spent on PIHP administrative functions (Medicaid funding streams).

Rationale for Use: There is interest in determining what portion of an agency's Medicaid costs are spent on operating the agency relative to the cost of providing services. Combined with other indicators of performance, information on percentage spent on administrative costs can be used as an indication of an agency's efficiency.

Definition: Using guidance provided by the Centers for Medicare and Medicaid Services, the Encounter Data Integrity Team (EDIT) developed detailed guidelines for defining administrative costs, which were first implemented in FY2004. EDIT identified seven core functions to include in the calculation of Medicaid managed care administration expenditures – utilization management, customer services, provider network management, quality management, financial management, information systems management, and general management.

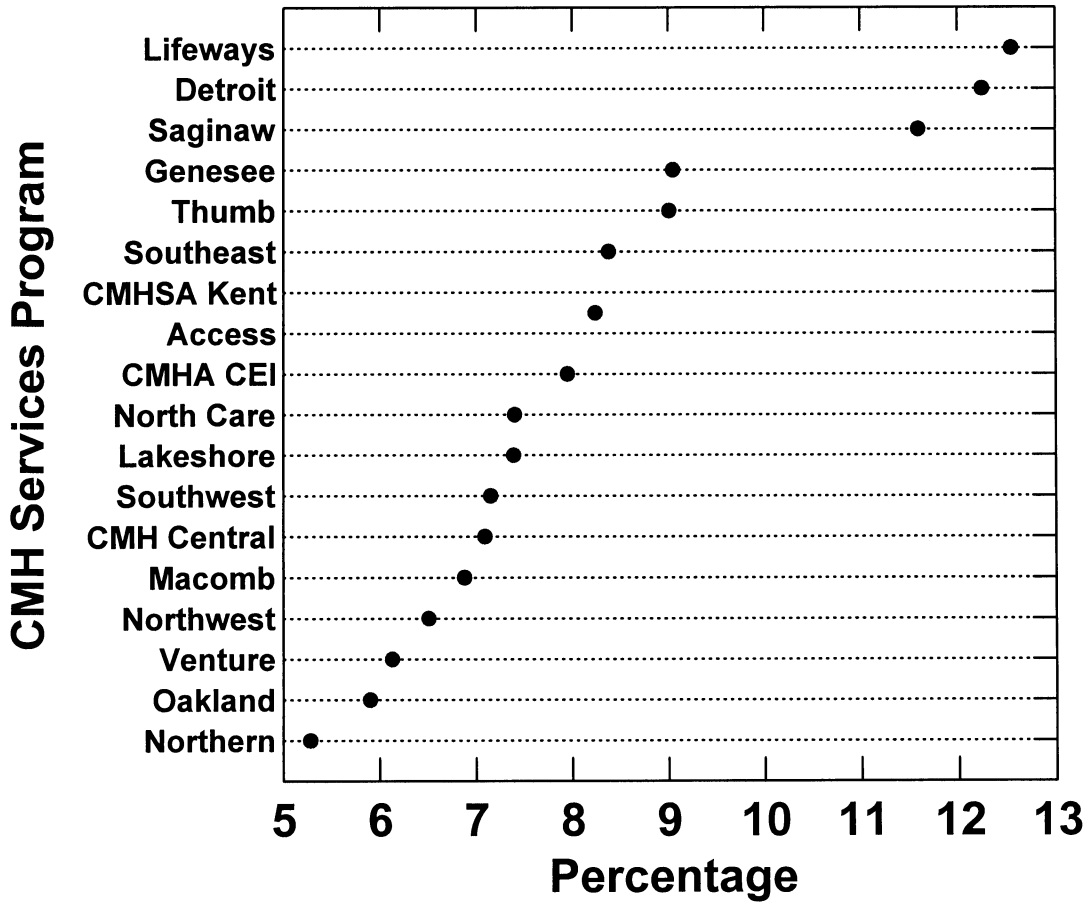
Method of Calculation:
Numerator: The amount of MH/DD administrative costs reported on the PIHP sub-element cost report, which represents the PIHP's administrative costs for the Medicaid funding stream.

Denominator: The total costs reported on the PIHP sub-element cost report, which includes service costs, administrative costs and 'other' costs such as leases, program money matches, and the cost of sponsored events. The PIHP total costs include all agency Medicaid costs.

Comments:
The report includes FY2004 data only as this is the first year that the CMHSPs applied EDIT's revised standards for calculating the administrative costs.

The percentage spent on administrative costs ranges from 5.28 percent for Northern Affiliation to 12.55 percent for Lifeways. The median percentage for this indicator is 7.68 percent and the average (or mean) percentage is slightly higher at 8.17 percent. The box plot shows that Detroit/Wayne and Lifeways are both outliers. Both the ordered dot plot and the stem and leaf plot show a gap between the percentages for Saginaw (11.60%), Detroit/Wayne (12.25%), Lifeways (12.55%) and the other CMHSP percentages.

Percentage of Total Expenditures Spent on Administrative Functions by PIHP

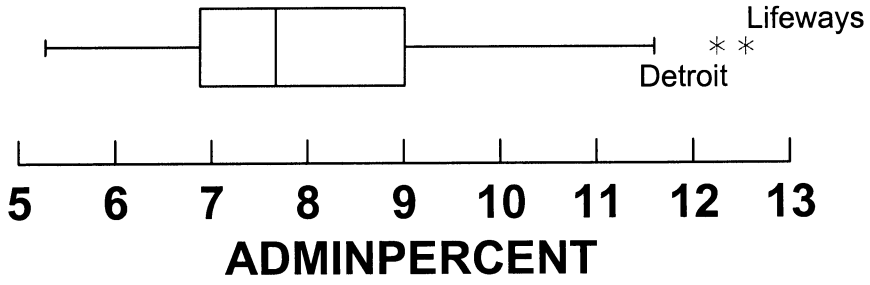


PIHP Sub-Element Cost Sumbission Totals
FY 2004

PIHP Name	DD Total Cost	MIA Total Cost	MIC Total Cost	Other Costs	Total Cost (not including Admin)	MH/DD Admin Costs	% MH/DD Admin of Total Costs	SA Admin Costs	Total Administrative Costs	TOTAL Medicaid Expenditure
Access Alliance	$34,634,313.03	$11,619,021.16	$4,080,210.26	$0.00	$50,333,544.45	$4,145,792.00	8.24%	$0.00	$4,145,792.00	$54,479,336.45
CMH Authority of CEI	$42,162,409.57	$19,886,534.21	$7,145,584.46	$0.00	$69,194,528.25	$5,502,178.85	7.95%	$58,576.00	$5,560,754.85	$74,755,283.10
CMH for Central Michigan	$33,094,570.00	$8,348,488.00	$2,628,045.00	$0.00	$44,071,103.00	$3,126,108.00	7.09%	$50,838.00	$3,176,946.00	$47,248,049.00
CMHSA Network of West Michigan	$32,764,335.00	$21,478,414.00	$3,264,548.00	$0.00	$57,507,297.00	$4,738,811.00	8.24%	$0.00	$4,738,811.00	$62,246,108.00
Detroit-Wayne	$158,116,521.63	$116,328,261.82	$17,782,289.98	$0.00	$292,227,073.43	$35,806,621.00	12.25%	$509,983.00	$36,316,604.00	$328,543,677.43
Genesee	$37,461,310.91	$19,174,189.49	$2,164,153.29	$0.00	$58,799,653.69	$5,323,286.86	9.05%	$0.00	$5,323,286.86	$64,122,940.55
Lakeshore Affiliation	$30,364,884.52	$13,076,669.16	$2,064,202.25	$0.00	$45,505,755.93	$3,365,020.41	7.39%	$2,905.00	$3,367,925.41	$48,873,681.34
Lifeways	$13,427,163.02	$7,982,966.01	$1,776,600.90	$0.00	$23,186,729.93	$2,909,218.00	12.55%	$0.00	$2,909,218.00	$26,095,947.93
Macomb	$60,929,395.00	$28,060,479.00	$3,167,083.00	$0.00	$92,156,957.00	$6,338,157.00	6.88%	$0.00	$6,338,157.00	$98,495,114.00
North Care	$37,959,582.51	$17,494,649.62	$3,507,703.90	$84,170.22	$59,046,106.25	$4,372,108.41	7.40%	$63,000.00	$4,435,108.41	$63,481,214.66
Northern Affiliation	$33,536,423.48	$8,751,012.80	$2,541,622.97	$0.00	$44,829,059.25	$2,369,200.00	5.28%	$6,267.00	$2,375,467.00	$47,204,526.25
Northwest Affiliation	$22,440,703.65	$11,672,872.95	$3,150,493.10	$0.00	$37,264,069.70	$2,426,131.67	6.51%	$0.00	$2,426,131.67	$39,690,201.37
Oakland	$103,806,969.00	$43,325,168.00	$4,582,811.00	$0.00	$151,714,948.00	$8,947,877.00	5.90%	$0.00	$8,947,877.00	$160,662,825.00
Saginaw	$12,159,413.00	$10,545,959.00	$1,091,767.00	$0.00	$23,797,139.00	$2,759,985.00	11.60%	$0.00	$2,759,985.00	$26,557,124.00
Southeast Partnership	$40,839,085.00	$20,955,933.00	$2,717,647.00	$0.00	$64,512,665.00	$5,408,411.00	8.38%	$0.00	$5,408,411.00	$69,921,076.00
Southwest Alliance	$34,121,037.02	$21,675,201.00	$4,504,553.00	$0.00	$60,300,791.02	$4,308,603.00	7.15%	$67,710.00	$4,376,313.00	$64,677,104.02
Thumb Alliance	$34,513,907.00	$11,092,928.00	$3,205,658.00	$0.00	$48,812,493.00	$4,396,418.00	9.01%	$28,703.00	$4,425,121.00	$53,237,614.00
Venture	$34,893,069.77	$18,114,450.42	$4,055,936.72	$0.00	$57,063,456.91	$3,496,725.00	6.13%	$207,590.18	$3,704,315.18	$60,767,772.09
Total	$797,225,093.11	$409,583,197.64	$73,430,909.83	$84,170.22	$1,280,323,370.81	$109,740,652.20	8.57%	$995,572.18	$110,736,224.38	$1,391,059,595.18

5/2/2005

Percentage of Total Expenditures Spent
on Administrative Functions by PIHP



Adminpercent	
N of cases	18
Minimum	5.280
Maximum	12.550
Sum	147.000
Median	7.675
Mean	8.167
Standard Dev	2.096

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Stem and Leaf Plot of variable: ADMINPERCENT, N = 18
         Minimum:        5.280
         Lower hinge:        6.880
         Median:         7.675
         Upper hinge:        9.010
         Maximum:       12.550

               5   29
               6 H 158
               7 M 01349
               8   223
               9 H 00
              10
              11   6
      * * * Outside Values * * *
              12   25
```