

## LCCMH Quality Improvement Plan 4th Quarter 2021

KEY:	Below Target/ Not likely to meet goal at current rate	Monitor or revise plan					
Measure	Baseline	Goal	Q1	Q2	Q3	Q4	YTD/Plan
Increase MICS Utilization	30	50	9	18	23	28	
Decrease PHQ-9 score between entry and discharge (MICS) by 25%	N/A	100%	100%	38%	50%	40%	2/5
Increase C-MICS Utilization	5	10	2	8	18	20	Goal Met
Children will have updated crisis plan (C-MICS)	N/A	100%	50%	83%	90%	100%	Goal Met
Persons served complete therapy goals (Outpatient Therapy)	N/A	80%	3%	11%	0%	3%	Will look at Drop-out rates for FY22
Reduce Agency Hospital days for Adults (cumulative)	2,200	1,500	464	902	1355	1811	
Veteran's Navigator will increase contacts by 50%	21	31	11	14	20	32	Goal Met
Decrease Stepping Stone unit cost	\$ 12.75	\$ 10.81	\$ 18.48	\$ 14.86	\$ 9.96	\$ 4.95	\$9.63 average for the year. Goal Met
Increase % of completed program objectives (Stepping Stone)	12%	50%	16%	38%	48%	50%	Goal Met
Increase ACT monthly units	617	850	548	515	535	717	Increasing length of time with persons.
Increase ACT community involvement	20%	30%	24%	31%	28%	27%	Goal met 2nd Q. Not sustained. Continue in FY22.
Increase MHC accepted referrals	2	6	0	1	2	2	
Educate community partners on Sequential Intercept Model & get buy in (Jail Services)	0	3	0	0	0	2	July 23-Prosecutor's Office. Sept. 21-Sheriff's Dept.
Enroll 25% of IDDT persons served in family therapy	N/A	25%	0%	0%	0%	0%	MiFAST in July. Securing ROI's and will involve family.
Enroll 80% of persons with co-occurring disorder in IDDT	N/A	80%	24%	23.3%	29.8%	36.1%	78.9% for IRS & IDDT Combined.

Persons served are in right program per LOCUS (IRS)	39%	80%	67%	68%	78%	80%	Goal met.
Improve SAL timelines for IRS notes	2.89	2	2.82	1.86	2.05	2	Goal met.
Increase number of TEP employment opportunities (Harmony Hall)	4	6	5	6	5	6	Goal met.
Increase Clubhouse daily attendance	7.2	29.4	10.97	10.7	13.1	21.6	
Increase case management face to face contacts	8,100	9,000	2,474	5,315	7,887	9,122	Goal met. *cumulative total
Assist at least 2 persons served with moving to independent living / own apartment (least restrictive environment)	0	2	0	2	3	4	Goal met. *cumulative total
Decrease children's services drop outs	41%	<35%	15%	24%	27%	18%	Goal met.
Children's staff trained in Adolescent EBP	0	4	2	3	3	3	Goal not met. 3/4 =75% of goal.
Increase persons served receiving ≥ 1 Family Behavior Treatment guidance service unit per quarter (Autism)	96%	100%	100%	100%	100%	100%	
Increase open enrolles maintaining 75% variance with ABA Adaptive Behavior Treatment per quarter	65%	100%	100%	92%	100%	100%	
Maintain critical incidents at or below baseline from 2020 reduction.	201	201	57	136	209	286	*cumulative total