



**Substance Abuse
and Mental Health Services**
An Office of the
Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

**Consent Decree Performance
and Quality Improvement
Standard 5**

**Report for: 2014 Q3
(January, February, March 2014)
(Class Members)**

Measurement

Method 1	Percent of class members requesting a worker who were assigned a worker		
	2013 Q4	99.1%	(111 of 112)
	2014 Q1	100.0%	(120 of 120)
	2014 Q2	100.0%	(102 of 102)
	2014 Q3	100.0%	(94 of 94)
Method 2	Percent of hospitalized class members who were assigned a worker		
	2013 Q4	60.0%	(6 of 10)
	2014 Q1	80.0%	(8 of 10)
	2014 Q2	77.8%	(7 of 9)
	2014 Q3	61.5%	(8 of 13)
Method 3	Percent of non-hospitalized class members assigned a worker within 30 days of request		
	2013 Q4	72.5%	(74 of 102)
	2014 Q1	73.5%	(83 of 113)
	2014 Q2	77.4%	(72 of 93)
	2014 Q3	79.0%	(64 of 81)
Method 4	Percent of class members in hospital or community not assigned on 90 day ISP		
	2013 Q4	46.9%	(13 of 29)
	2014 Q1	50.0%	(20 of 43)
	2014 Q2	30.4%	(17 of 34)
	2014 Q3	40.9%	(9 of 22)
Method 5	ISP completed within 30 days of service request.		
	2013 Q4	80.7%	(46 of 57)
	2014 Q1	79.7%	(55 of 69)
	2014 Q2	89.5%	(51 of 57)
	2014 Q3	81.0%	(34 of 42)
Method 6	90 Day ISP review completed within specified timeframe.		
	2013 Q4	67.6%	(712 of 1,053)
	2014 Q1	68.2%	(759 of 1,113)
	2014 Q2	71.0%	(789 of 1,111)
	2014 Q3	69.3%	(638 of 921)
Method 7	Initial ISPs not developed within 30 days, but were developed within 90 days		
	2013 Q4	54.5%	(6 of 11)
	2014 Q1	42.9%	(6 of 14)
	2014 Q2	83.3%	(5 of 6)
	2014 Q3	62.5%	(5 of 8)

Method 8	ISPs that were not reviewed within 90 days, but were reviewed with		
	2013 Q4	79.5%	(271 of 341)
	2014 Q1	80.8%	(286 of 354)
	2014 Q2	91.3%	(294 of 322)
	2014 Q3	77.4%	(219 of 283)

As of: Jul 11, 2014 Run By: Brandi.Giguere

Starting with Fiscal Year 2009, Quarter 1 (July, August, September 2008) all calculations are based on 'working days' to time of assignment. The first three quarters were re-calculated using this new formula.



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