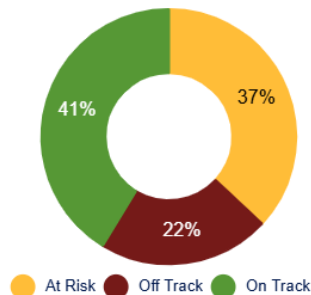


2025 Quality Improvement Dashboard

Quarter 2



Q2 Status of All Goals



Total Number of Goals

46

Full QI Plan



QIP 2025

Types of Goals

17

Effectiveness

15

Efficiency

13

Service Access

1

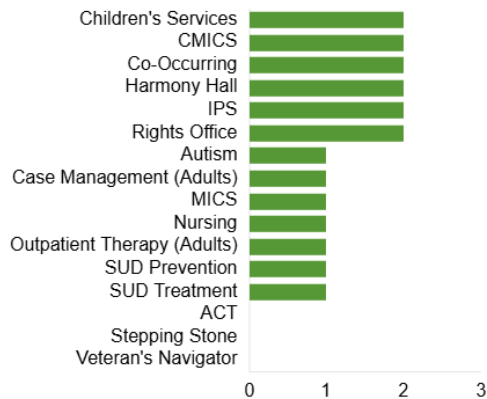
Business Function

Goal Definition

All departments have 3 goals, with the exception of the Veteran's Navigator and Right's Office, which have 2 goals each.

The Nursing Department has the 1 business function goal. Business function goals are for tasks the agency should be doing, but where we are not measuring the impact on person served.

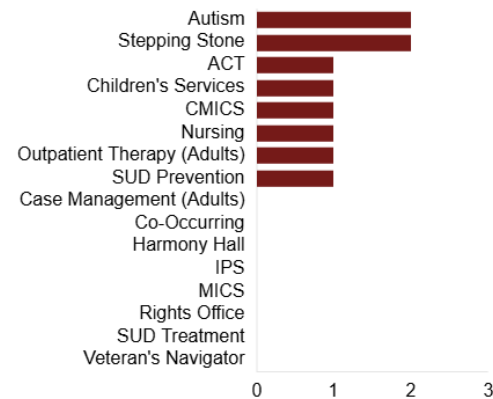
Goals On Track By Department



Goals At Risk By Department



Goals Off Track By Department



On Track = close to or meeting the target; likely to meet goal at current rate

At Risk = not close to target; may meet goal with monitoring or revising plan

Off Track = below or above baseline; not likely to meet goal at current rate

Q1 Goals On Track - Q2 (close to or meeting goal)

Department	Objective	Baseline	Target	Q1	Q2
Autism	Increase treatment plan goals that are met by 25%.	31.30%	39.10%	42%	35%
Case Management (Adults)	Use LOCUS to show persons served are in the correct LOC/Program.	76%	80%	74%	80%
Children's Services	Link children and adolescents who are high risk to SUD prevention services	N/A	50%	40%	77%
Children's Services	Reduce delay list by 25%	33	24	24	14
CMICS	Children's hospital discharges will remain out of the hospital for at least 30 days (recidivism timeline) after post-discharge CMICS contact.	66%	80%	100%	88%
CMICS	Increase productivity rate by 25%.	18.19%	22.74%	23%	26.5%
Co-Occurring Department	Increase face to face contacts in the community for IDDT program	11%	15%	25%	31%
Co-Occurring Department	Reduce the length of time from intake to ongoing services	15 days	13 days	7.8	12.6
Harmony Hall	Develop 2 additional transitional employment placements (TEPs) in the community.	3	5	4	4
Harmony Hall	Maintain the number of rides provided to members to attend the work ordered day	370 rides per quarter	370	355	376
IPS	Increase number of individuals who obtain and maintain employment for 30 days.	80%	85%	62.5%	83%
IPS	Increase productivity rate by 25%	13.60%	17.00%	13%	16.1%
MICS	Increase productivity rate by 25%	20.34%	25.42%	24.8%%	23.9%
Nursing	Increase productivity rate by 25%	11.10%	13.88%	14%	14.9%
Outpatient Therapy (Adults)	Increase percentage of persons served who receive their IPOS within required timeframe	13%	30%	24.6%	60%
SUD Prevention	Students have contact with prevention staff within 5 school days of referral to services.	100% (FY24 YTD)	95%	100%	100%
SUD Treatment	Increasing timeliness of signed documentation.	5.6 days	3	1.25	1.25
Rights Office	Review Incident Report trends quarterly and maintain 110 or fewer incidents per year (behavioral health).	100 (FY24 Q1-Q3)	110	28	48
Rights Office	Review Incident Report trends quarterly and maintain 10 or fewer incidents per year (substance use disorder).	10 (FY24 Q1 - Q3)	10	0	0

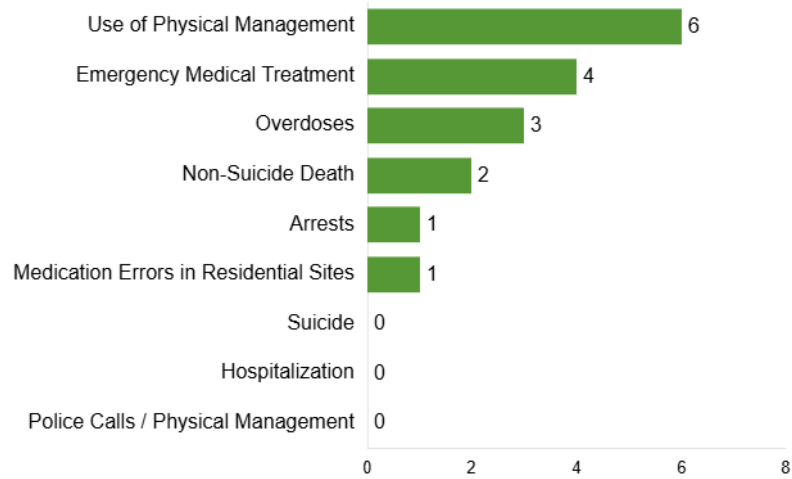
Q1 Goals At Risk - Q2 (monitor or revise plan)

Department	Objective	Baseline	Target	Q1	Q2
ACT	Increase community-based engagement.	44%	60%	52%	47%
ACT	Increase therapy sessions offered and accepted by persons served	6 per quarter	12	5	6
Case Management (Adults)	Increase productivity rate by 25%	29.20%	37%	32%	29.3%
Case Management (Adults)	Increase HSW enrollment.	54	60	54	54
Co-Occurring Department	Increase productivity rate by 25%	25.80%	32%	27%	29.1%
Harmony Hall	Increase participation in the work ordered day between 3 – 4 pm	1002 units (per quarter)	1503	1188	1078
IPS	Increase education to staff on IPS program	2 per quarter	5	2	3
MICS	Increasing number of untreated individuals who engage in services after MICS crisis contact	15	30	9	13
MICS	Increase the number of rides provided to person served to attend their MICS appointment	N/A	75	12	22
Nursing	Increase participants who work on wellness goal weekly.	N/A	95%	92%	81%
Outpatient Therapy (Adults)	Decrease the number of “No Show” appointments of person served	36%	28%	34%	35%
Stepping Stone	Increase the percentage of individuals participating in 3 or more outings a month	N/A	70%	40%	41%
SUD Prevention	Expand school based services to include 1 additional school within Lapeer County	5	6	5	5
SUD Treatment	Increase the number of persons served who have a primary care physician on record	36%	45%	43%	38%
SUD Treatment	Increase transportation coordination for new intakes	0	20	4	7
Veteran’s Navigator	Veteran’s Navigator will establish 2 new locations for positive Veteran community support groups.	2	4	0	1
Veteran’s Navigator	Increase SALs completed.	17	34	0	0

Q1 Goals At Risk - Q2 (below or above baseline)

Department	Objective	Baseline	Target	Q1	Q2
ACT	Increase productivity rate by 25%	30.60%	38.25%	26%	27.5%
Autism	Increase productivity rate by 25%	30.50%	38.13%	36%	31.00%
Autism	Decrease the number of clinic appointment cancellations	30 per quarter	21	40	45
Children's Services	Increase productivity rate by 25%	27.70%	34.63%	28%	25.6%
CMICS	Increasing referrals from community partners (schools, PCPs/pediatricians, and outpatient mental health providers)	43%	60%	37%	25%
Nursing	Increase nursing assessments	N/A	275	11	23
Outpatient Therapy (Adults)	Increase the number of persons served who have a primary care physician on record	82%	90%	74%	76%
Stepping Stone	Increase utilization of Stepping Stone program / authorizations.	63% (FY24 Q4)	75%	52%	51.27%
Stepping Stone	Continue to receive program referrals	N/A	6	0	0
SUD Prevention	Participants of school based programming will not have school related discipline issues after completing programming within the same school year.	92% (FY24 YTD)	95%	93%	90.48%

Behavioral Health Incidents Q2



SUD Incidents Q2

