

What the URS Tables Are Not Telling Us: Hawai'i's Alternative Approach to Presenting State Data to Shareholders

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Based on FY2008 Uniform Reporting System (URS) tables, the Adult Mental Health Division (AMHD) of the Hawai'i Department of Health served 16,170 unduplicated individuals. This number includes every person with a direct contact with the AMHD, whether through a one time eligibility assessment or through a full year of services from a wide range of programs.

The total number of individuals served by the AMHD is the most often cited number in the press and by shareholders. However, without further basic information, few people understand what this number represents. We therefore propose an alternative approach to characterize who the AMHD is serving according to five categories of mental health services: (a) Continuing Services which are intended for adults with severe and persistent mental illness (SPMI) and includes services such as outpatient case management services, psychiatric hospitalizations, community housing,

and psychosocial rehabilitation, (b) Crisis Services which include Crisis Mobile Outreach, Crisis Support Case Management Services and Licensed Crisis Residential Services, (c) Eligibility Determination to assess if an individual meets criteria for continuing services, (d) Homeless Outreach services, and (e) Forensic Examinations which are conducted on the basis of a court-order. (A sixth category was added because of an unusual administrative situation in which the AMHD serves as a contract provider for the Children and Adolescent Division for its crisis mobile outreach for youth.)

While this five category breakdown (and their combined categories) of mental health services may not be applicable to every state, we propose this model as a starting point for a more comprehensive description of state mental health service use. Without this added level of information, it is difficult to grasp what the URS tables are really telling us.

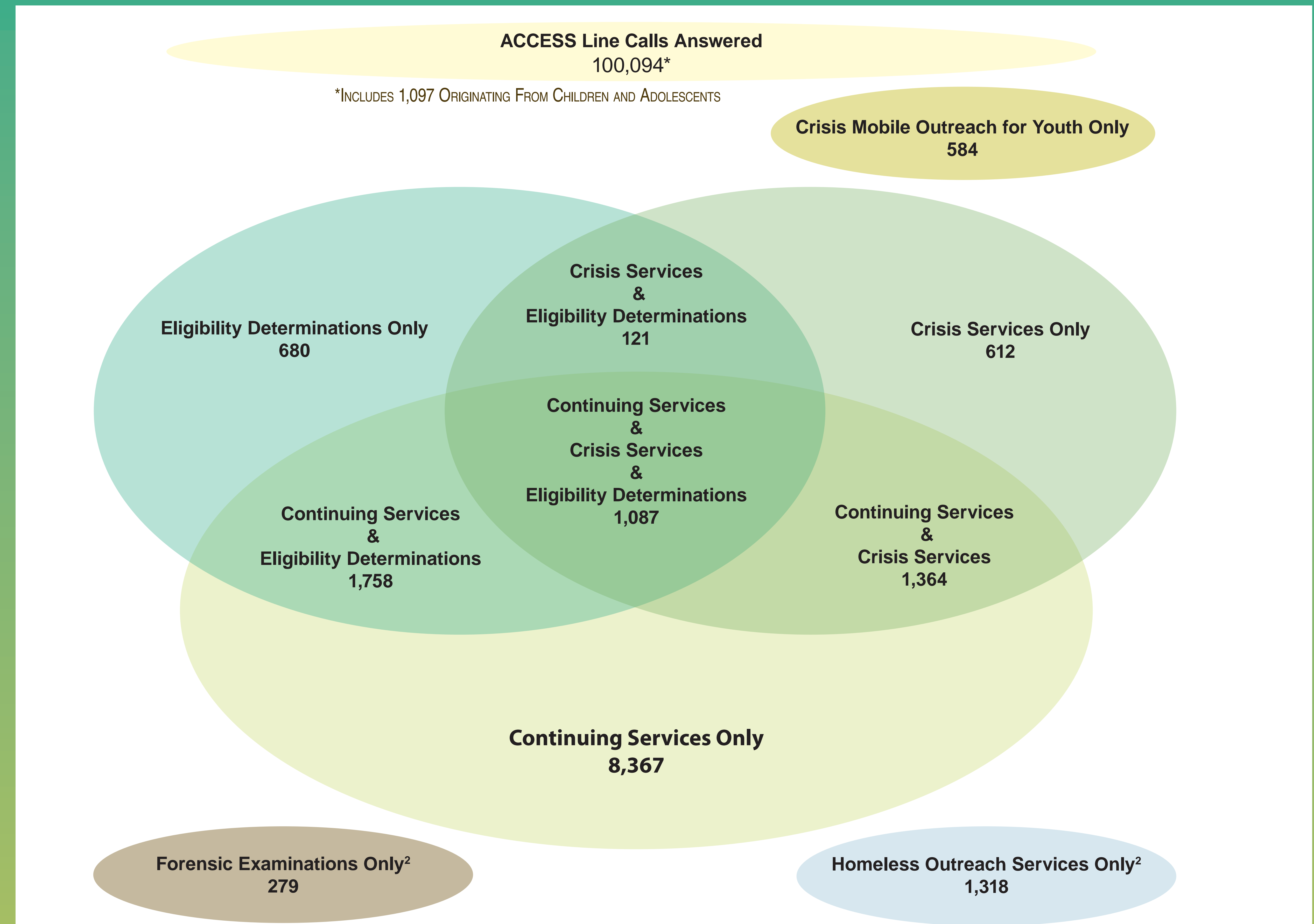
TABLE 1. NUMBER OF CONTINUING SERVICES CONSUMERS BROKEN DOWN BY THOSE ALREADY IN SERVICE VERSUS THOSE ADMITTED: FY2008

	NUMBER SERVED	PERCENT
Individuals Receiving Continuing Services from Prior Year		
Continuing Services Only	8,367	67%
Continuing Services and Crisis Services	1,364	11%
Total	9,731	77%
Determined Eligible and Admitted to Continuing Services in FY2008		
Eligibility Determination and Continuing Services	1,758	14%
Eligibility Determination, Continuing Services, and Crisis Services	1,087	9%
Total	2,845	23%
Total Number of Individuals Who Received Continuing Services in FY2008	12,576	100%
Percent of All Individuals Who Received Continuing Services (12,576 of 16,170)		78%

TABLE 2. NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WHO DID NOT RECEIVE CONTINUING SERVICES: FY2008

	NUMBER SERVED	PERCENT
Assessed and Determined Ineligible for Continuing Services		
Eligibility Determination Only	680	19%
Eligibility Determination and Crisis Services	121	3%
Total	801	22%
Not Assessed for Continuing Services		
Homeless Outreach Services Only	1,318	37%
Crisis Services Only	612	17%
Crisis Mobile Outreach for Youth Only	584	16%
Forensic Examinations Only	279	8%
Total	2,793	78%
Total Number of Individuals Who Did Not Receive Continuing Services in FY2008	3,594	100%
Percent of All Individuals Who Did Not Receive Continuing Services (3,594 of 16,170)		22%

Figure 1. Number of Individuals Served By AMHD Service Categories Statewide: FY2008



Total Individuals Served = 16,170¹ (Unduplicated)

- Eligibility Determinations**
Total served = 3,646
- Crisis Services**
Total served = 3,184 (Unduplicated)
Crisis Mobile Outreach = 3,337
Crisis Support Management = 2,146
Licensed Crisis Residential Served = 803
- Continuing Services**
Total served = 12,576 (Unduplicated)
Outpatient
 - Assertive Community Treatment = 553
 - Intensive Case Management = 6,462
 - Targeted Case Management = 2,825
 - Care Coordination = 4,349
 Inpatient (Unduplicated) = 473
 - Hawai'i State Hospital = 388
 - Kahi Mohala = 86
 - Others = 86
- Forensic Examinations**
Total served = 1,090
- Homeless Outreach**
Total served = 1,856
- Crisis Mobile Outreach for Youth Only**
Total served = 584

NOTES:

¹TO CALCULATE TOTAL INDIVIDUALS SERVED (UNDUPLICATED): ADD ALL BOLD NUMBERS IN DIAGRAM.

²BECAUSE OF THE COMPLEXITY OF DISPLAYING THE INTERACTION BETWEEN THESE SERVICE CATEGORIES WITH THE OTHER THREE MAIN SERVICE CATEGORIES, THESE NUMBERS REPRESENT THOSE WHO RECEIVED ONLY THESE SERVICES—MAINLY SO THAT THEY CAN BE ADDED FOR THE UNDUPLICATED COUNT OF "TOTAL INDIVIDUALS SERVED." THE ACTUAL "TOTAL SERVED" BY THESE SERVICE CATEGORIES IS INDICATED IN THE LEGEND ABOVE.