

RESULTS FROM THE COMMUNITY SUPPORT PROGRAM SURVEY

97%

...was the response rate for the case manager survey. Well done!

Special points of interest:

- Approximately two-thirds of all CSP clients have been receiving services for over five years.
- CSP clients had frequent contact with case managers. Most CSP case managers are in touch with clients more than ten times per month.
- CSP case managers identified a need for some services, including substance abuse treatment and help with employment and housing.

For more details, see Page 2.

THE SERVICE PLANNING AND EVALUATION SURVEY (SPES) FOR CSP CASE MANAGERS

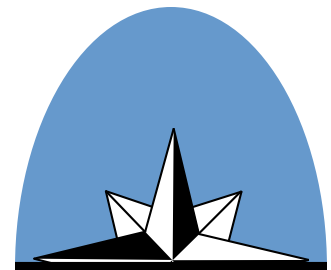
The Human Services Research Institute (HSRI), a partner in the Milwaukee County Mental Health System Redesign project, has developed a system to assist in assessing mental health service needs for persons with severe and persistent mental illness. The system uses judgments about service needs, survey data, interviews, unit cost information, and a dynamic computer model in assessing need. The system provides decision makers with estimates of what service utilization, costs, and client outcomes to expect. This knowledge can then be used to develop a well-functioning mental health service system.

One question that needed to be answered to apply the needs assessment system is what types and amounts of service consumers at different levels should receive. The information case managers provided was used to address this question. Case managers were selected

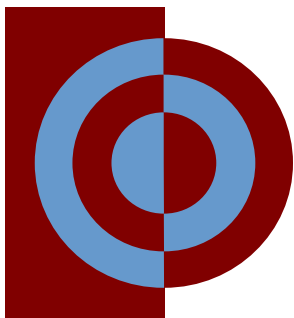
to participate in the needs assessment process because of this group's particular perspective and expertise on the needs of persons receiving mental health services.

During the first two weeks of February this year, Milwaukee County case managers participated in the Milwaukee County Mental Health System Redesign Project by filling out a SPES for each client on their caseload. Case managers indicated the individual's level of functioning, the number of times the person was seen in the past month, and the services they needed and received.

This survey is one important part of a comprehensive redesign project. The project team will also be collecting information from a number of stakeholders, including consumers and other service providers. The project team will also be comparing county service utilization data to national data.



*The project staff would like to extend a sincere **THANK YOU** to the case managers for participating in this very important part of the Milwaukee County Redesign Project.*

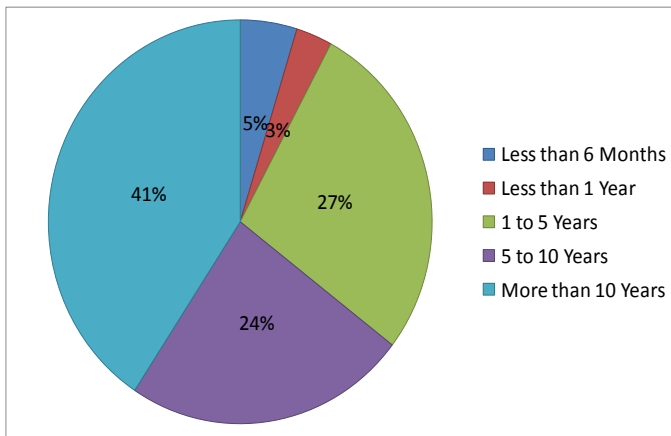


DIFFERENCES BETWEEN CURRENT AND IDEAL SERVICE AMOUNTS

Based on the information provided by the CSP case managers, HSRI was able to calculate whether individuals were receiving the types and amounts of services that were appropriate for their needs. A list of these services and the percentage of needs that were met are listed in the table to the right. The “Difference in Units” column was created by subtracting the amount of services that were provided from the amount case managers recommended.

The survey indicates a need for more services that help individuals to live and work in the community. CSP case managers felt that their clients needed more support finding and maintaining employment and housing, as well as developing social skills and positive relationships. CSP case managers also expressed that many individuals on their caseloads are in need of services that help them with substance abuse problems.

Service Type	Unit	Difference in Units	% Needs Met
24 Hour CBRF	Day	-495	71%
Activities of Daily Living	Hour	-832	76%
Supported Apartments	Day	-716	60%
Social & Recreational Skills	Hour	-1173	64%
Group Therapy	Hour	-506	51%
Individual Therapy	Hour	-504	48%
Drop-in Social Club	Hour	-3423	25%
Supported Employment	Hour	-1154	18%
Employment-Related Services	Hour	-1361	14%
Day Treatment	Day	-859	10%
Substance Abuse Counseling	Hour	-859	10%
Detoxification Program	Day	-448	8%



AMOUNT OF TIME SPENT IN THE COMMUNITY SUPPORT PROGRAM

The survey found that the majority (65%) of clients have been receiving case management services for over five years. Approximately 8% of individuals are new to CSP services this year. A total of 21 people left CSP services in the one-month study period. Reasons for leaving included going to jail, moving out of the area, and becoming unable to be located by case managers. No individuals were formally discharged from CSP services during the month of January.

CSP CLIENTS HAVE MORE THAN TEN CONTACTS PER MONTH

The graph to the right shows the number of contacts that CSP case managers reported having with their clients based on the length of time that the clients have been receiving CSP services. Clients who have been in case management services for less than six months saw their case managers an average of

about 11 times per month. Clients who have received case management services for more than 10 years had an average of about 13 contacts per month, and individuals receiving CSP services for five to ten years had contact with case managers over 14 times per month.

