

RESULTS FROM THE TARGETED CASE MANAGEMENT SURVEY

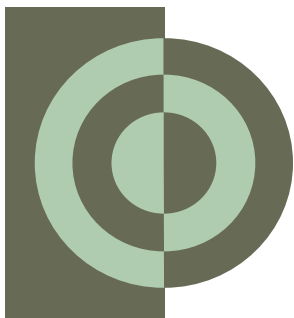
97%

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

Special points of interest:

- More than half of all TCM clients have been receiving services for over five years.
- Clients who have been receiving TCM services for more than ten years have an average of three more contacts per month than those who have received services for less than one year.
- 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 TARGETED CASE MANAGEMENT

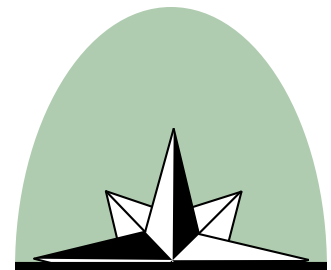
The Human Services Research Institute (HSRI), a partner in the Milwaukee County Mental Health System Redesign project, has developed a system to assist in assessing mental health service needs for persons with severe and persistent mental illness. The system uses judgments about service needs, survey 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.



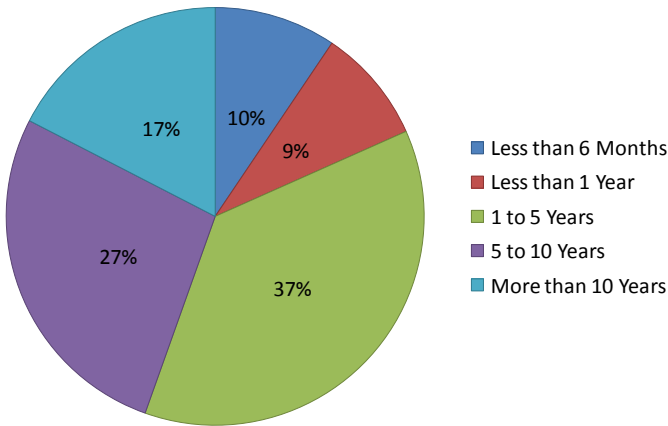
*The project staff would like to extend a sincere **THANK YOU** to the case managers for participating in this very important part of the Milwaukee County Redesign Project.*

DIFFERENCES BETWEEN CURRENT AND IDEAL SERVICE AMOUNTS

Based on the information provided by 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. Case managers felt that TCM clients needed more support finding and maintaining employment and housing, as well as developing social skills and positive relationships. 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	-211	74%
Activities of Daily Living	Hour	-927	39%
Supported Apartments	Day	-1184	56%
Social & Recreational Skills	Hour	-900	35%
Group Therapy	Hour	-207	27%
Individual Therapy	Hour	-484	37%
Drop-in Social Club	Hour	-1998	33%
Supported Employment	Hour	-662	37%
Employment-Related Services	Hour	-459	31%
Day Treatment	Day	-926	22%
Substance Abuse Counseling	Hour	-1195	12%
Detoxification Program	Day	-185	5%



AMOUNT OF TIME SPENT IN TARGETED CASE MANAGEMENT

The survey found that the majority (63%) of clients have been receiving TCM services for over five years. Approximately 9% of individuals are new to case management services this year. 76 individuals left TCM services during 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. A total of 11 individuals were formally discharged from TCM services during the month of January.

LONGER TERM CLIENTS HAVE MORE CONTACTS PER MONTH

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

about 5 times per month. Clients who have received TCM services for more than 10 years had an average of about 8 contacts per month. In general, the longer individuals received TCM services, the more frequently they were in contact with their case managers.

