




Indicator Benchmarking

CQI Community Group 8/20/15



Importance of Benchmarking

- Collective (Group) Decision on Service Specific and Organizational Measures for Success
- Provides Opportunity for Comparative Analysis with other Organizations
- Benchmarks Are Near and Dear to Stakeholders

NetSmart Benchmarking

- Brief History
- Process for Reporting Data
- Current Status

Which Data?

- **Administrative/Financial**
 - Current Asset/Liability Ratio
 - % Revenue by Source
 - M&G % of Total Expenses
 - Fundraising % of Total Expenses
 - Wages/Benefits % of Total Expenses
 - Cost per Unit of Service for Each
 - Staff Turnover by type (admin, support, senior clinical, direct service degree)
 - Occupancy

Which Data?

- **Residential (Treatment Center, Group Home, Community-based care, Shelter)**
 - Length of Stay – Discharged Clients
 - Discharge Status – To More, Less, Lateral Level of Care
 - Restraints -% #Restraints/ #bed days, staff and resident injuries
 - Medication Errors
 - Violence – % #Incidents of aggressive behavior resulting in harm to others or property/ # days in care
 - Self-Harm –% #Suicide Attempts and Self-Injury/ #bed days
 - Client Satisfaction

Which Data ?

- **Outpatient**
 - Productivity – % #Face-to-Face Hours/ #Total Hours
 - Appointment Patterns Ratio - % #Missed or Cancelled Appointments/ #Scheduled Appointments
 - Client Satisfaction

Which Data?

- **Foster Care – Foster Care/Therapeutic Foster Care**
 - Placement Stability - % #youth =<2 Placements in 12 months/ # clients in same 12 months
 - Length of Stay – Median/Mean
 - Violence – # Incidents of aggressive behavior resulting in harm to others or property/# days in care
 - Self-Harm – % #Suicide Attempts and Self-Injury/ #Bed Days
 - Discharge Status
 - Timeliness of Permanency – Reunification and Other

Which Data?

- **Family Preservation – Three Service Levels**
 - Cost per Hour of Service
 - Utilization – Average # of Service Hours per Individual per Episode of Care
 - Permanence at Discharge, after 6 months, and after 12 months – # children not placed in substitute care & # families intact
 - Productivity – Face-to-Face Hours/Total Hours

Which Data?

- Juvenile Justice
 - Rate of Program Completion by Treatment Plan
 - 6 & 12 Month Recidivism
- Early Childhood/Educational
 - Physical Intervention Rate - % # Interventions/Average # of Students per day
 - Grade Level Performance - % # Performing at or above Grade Level/ # Students Assessed
- Economic Advancement
 - Cost per Client
 - Cost per Loan Dollar
 - Client Satisfaction
 - Increased Income
 - Increased Credit Score

Which Data?

- Impact Measures – Residential, Foster Care, Family Preservation
 - All Measures at Discharge, Post - 6 Months, Post - 12 months
 - Placement Stability - # Out-of-Home Placements
 - Productivity – Graduate School, Passing in School, Working
 - Risky Behavior – Arrest Free, Substance Free, Pregnancy Free
 - Relationships – With Peers, Family, and Other Adults

Challenges

- Are we comparing apples to apples (e.g. staff turnover, Residential youth population)?
- Periods of reporting
- Why client satisfaction only for some services and not others?
- Collecting Post-Discharge Data
- Continued discrepancies between Organizations for indicators AND Measures

Sample Reports

And

Thanks