



CCMHA Benchmarking Initiative Reporting Period: January 1 - March 31, 2010



Overall Organization

If you have any questions please write to help@bpsys.org or call 877-330-9870.

It is advisable to print a hard copy of submitting data before saving and exiting.

Save and Exit

Print Survey

Exit without Saving

Organizational Demographics

Load Previous Survey

Which of the following best describes your setting? (Select one)

- General/Community Hospital
- Community Behavioral Health Provider
- Freestanding Addiction/Psychiatric Hospital
- Residential Treatment Center
- Individual/Group Private Practice
- Specialized Children's Services Provider
- Drug and Alcohol Provider
- Other (Please Describe)

Are your services primarily delivered in a (Select one):

- Predominantly Urban Setting
- Predominantly Rural Setting
- Mixed Urban/Rural Setting

Financial Benchmarks

The metrics in this section apply to ALL behavioral health and related services. Unrelated services should be excluded. Some of these dimensions may not be available or applicable to behavioral health entities that function as part of a general hospital or other broader organization. In those instances, please leave the item blank

1. Net Operating Margin

	Percent (%)
<p>Net Operating Revenue Defined as excess revenue over expense or "net margin", calculated on an annual or annualized basis. This is sometimes referred to as "contribution to margin" and is the "bottom line" operating profit or loss after all revenue deductions and expenses are considered. This figure is based on operating revenue only and excludes donations, investments, and other non-operating income. For organizations that are part of larger social service, medical, or other organizations, total operating budget should exclude expenditures related to services other than mental health, chemical dependency, or related areas.</p>	<input style="width: 60px; height: 20px;" type="text"/>
<p>Total Operating Expenses Total operating expenses includes all expenditures related to the delivery of mental health, chemical dependency and related services for the SAME annual or annualized reporting period. For organizations that are part of larger social service, medical, or other organizations, total operating budget should exclude expenditures related to services other than mental health, chemical dependency, or related areas.</p>	<input style="width: 60px; height: 20px;" type="text"/>

2. Management and General Expense as a Percent of Total Expenses

This figure should be calculated from IRS Form 990, Part IX - Statement of Functional Expenses by dividing Management and General Expenses - line 25 column (c) by Total expenses - line 25 column (a) and multiplying that value by 100. For this metric, management and general expenses is intended to be defined as total salary, fringe benefit, and indirect allocated expenses (including occupancy expenses, networking, internet, and telecommunications) associated with administrative staff whose primary function is to provide support or supervisory services to programs. These expenses would be associated with individuals that are not solely identified with a particular program and would include administrative/executive staff, fiscal staff, administrative support staff, HR, QI, MIMS, etc. Program manager/supervisor positions should be excluded.

	Percent (%)
Management and General Expense as a Percent of Total Expenses	<input style="width: 60px; height: 20px;" type="text"/>

3. Payer Mix

Percent of total charges for services, less all adjustments and write-offs, broken out by payer source, for the reporting period

Payer Source	Percent (%)
% Medicare	<input type="text"/>
% Medicaid (Including managed arrangements)	<input type="text"/>
% Commercial/Private Payers (Including managed arrangements)	<input type="text"/>
% Government Grants/Contracts (Including managed arrangements)	<input type="text"/>
% Foundation/Private Grants	<input type="text"/>
% Other (including Self-Pay)	<input type="text"/>

4. Days of Cash on Hand

Calculated as total unrestricted cash divided by the average daily total expense (excluding depreciation)

Days of Cash on Hand for the reporting period	<input type="text"/>
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5. Current Ratio

Calculated as total current assets divided by total current liabilities

Current Ratio for the reporting period	<input type="text"/>
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6. Total Salaries and Benefits as a Percent of Total Expenses

Definitions: Salaries are defined as Productive Salaries and Wages, Non-productive (Vacation or leave) Wages, Overtime Wages, contracted wages paid through payroll during a designated reporting period. Benefits are defined as: A) Social Security Taxes paid by Employer, B) Unemployment Insurance, C) Healthcare Costs (group health insurance premiums and broker fees if paid separately), D) Premiums paid for part time health insurance (if offered and any portion is paid by employer), E) Vision, F) Dental, G) Worker's Compensation, H) Group Life insurance, I) Long term disability, J) Accidental Death & Dismemberment, K) Health Reimbursement Account expense, L) Administrative fees for Medical and Childcare Flexible Spending accounts, M) Wellness expenses (flu shots, chest x-rays, Hepatitis B shots, gym or other reimbursements and programs provided), and N) Employee Assistance Program expenses during the SAME reporting period. Excludes Personnel expenses: A) Travel (mileage, parking, tolls, plane, train or bus tickets), B) Meals, C) Entertainment (used as employee incentives or event tickets), D) Lodging for conferences, travel or training, E) Staff development or training registrations. Expenses defined as total operational expenses during the SAME reporting period. Calculation of Percent: (Total Annual or annualized Fiscal Year Salaries plus Fringe Benefits) divided by Total Expenses, the result of which is multiplied by 100.

Salaries plus Fringe Benefits as a Percent of Total Expenses.	<input type="text"/>
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7. Benefit Expense as a Percent of Total Personnel Expenses

Definitions: Benefits are defined as: A) Social Security Taxes paid by Employer, B) Unemployment Insurance, C) Healthcare Costs (group health insurance premiums and broker fees if paid separately), D) Premiums paid for part time health insurance (if offered and any portion is paid by employer), E) Vision, F) Dental, G) Worker's Compensation, H) Group Life insurance, I) Long term disability, J) Accidental Death & Dismemberment, K) Health Reimbursement Account expense, L) Administrative fees for Medical and Childcare Flexible Spending accounts, M) Wellness expenses (flu shots, chest x-rays, Hepatitis B shots, gym or other reimbursements and programs provided), and N) Employee Assistance Program expenses during the SAME reporting period. Excludes Personnel expenses: A) Travel (mileage, parking, tolls, plane, train or bus tickets), B) Meals, C) Entertainment (used as employee incentives or event tickets), D) Lodging for conferences, travel or training, E) Staff development or training registrations. Total Personnel Expenses: Salaries plus benefits, where salaries are defined as Productive Salaries and Wages, Non-productive (Vacation or leave) Wages, Overtime Wages, contracted wages paid through payroll during a designated reporting period. Calculation of Percent: Total Benefits divided by total personnel expenses, the result of which is multiplied by 100

Total benefit expense as a percent of total Personnel Expense	<input type="text"/>
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8. Salary and Fringe Benefits Per FTE

Fringe Benefits are defined as: A) Social Security Taxes paid by Employer, B) Unemployment Insurance, C) Healthcare Costs (group health insurance premiums and broker fees if paid separately), D) Premiums paid for part time health insurance (if offered and any portion is paid by employer), E) Vision, F) Dental, G) Worker's Compensation, H) Group Life insurance, I) Long term disability, J) Accidental Death & Dismemberment, K) Health Reimbursement Account expense, L) Administrative fees for Medical and Childcare Flexible Spending accounts, M) Wellness expenses (flu shots, chest x-rays, Hepatitis B shots, gym or other reimbursements and programs provided), and N) Employee Assistance Program expenses.

Staff Type	Average Annual Salary Expense per FTE	Average Annual Fringe Benefits per FTE
Administrative Staff that provide centralized leadership and whose efforts span several programs, units, or services. Examples include CEO, quality assurance professionals, senior managers/vice presidents, program evaluators, IS, HR, etc.	<input type="text"/>	<input type="text"/>
Clinical Management Staff that oversee programs or services that deliver services to clients. Ordinarily such individuals will possess an advanced degree or other credential.	<input type="text"/>	<input type="text"/>

Prescribing Professional Staff that have been granted prescription privileges by the state and render such services to clients. Includes professionals such as physicians, physician's assistants, and advance practice nurses.	<input type="text"/>	<input type="text"/>
Senior Clinical Any staff member whose position requires a master's degree, a doctoral degree, or a medical degree and who either provides direct, billable services to clients, or who supervises the provision of such services. Staff may or may not be licensed depending upon the requirements of the particular state or payer.	<input type="text"/>	<input type="text"/>
General Clinical Any staff member whose position requires a bachelor's degree in a relevant mental health area, a R.N. or other credential. Staff may or may not be licensed or certified depending on the requirements of the particular state or payer.	<input type="text"/>	<input type="text"/>
Paraprofessional Clinical Support Any staff member who provides direct services to clients, but whose position does not require either a degree or license. Examples include: residential assistants, job coaches, case aides, etc.	<input type="text"/>	<input type="text"/>
Support Staff Staff members whose efforts do not include direct client services. Examples include: receptionists, billing clerks, medical records clerks, drivers, etc.	<input type="text"/>	<input type="text"/>
Overall	<input type="text"/>	<input type="text"/>

Operational Benchmarks

9. Access

Initial Access	
Average number of calendar days between date of first contact with the agency and date of <u>scheduled</u> face-to-face appointment with the client during the reporting period. Using the date of the <u>scheduled</u> initial appointment (rather than the first actual completed appointment) allows for easier data collection and computation. This metric includes routine <u>office-based services only</u> —Crisis, special access, or other services should be excluded.	<input type="text"/>
Subsequent Access	
Average number of calendar days between date of the initial face-to-face appointment with the client and date of subsequent <u>scheduled</u> face-to-face appointment to receive services.	<input type="text"/>
Access to Psychiatric Evaluation Appointment	
Average number of calendar days between date of the initial face-to-face appointment with the client and date of subsequent <u>scheduled</u> face-to-face appointment to receive services.	<input type="text"/>
Access to Psychiatric Medication Support Appointment-Outpatient Services Only	
Average number of calendar days between date of a routine request by clinical staff for medication support appointment and date of <u>scheduled</u> face-to-face appointment.	<input type="text"/>

10. Medication Error Rate

This benchmark is intended for residential settings where medications are directly administered by staff to clients. It is not appropriate for settings where medication is supervised (but not administered) by staff or where clients are responsible for their own medications. "Medication passes" refers to the number of administrations. For example, a client on three medications that are each administered three times per day would have nine medication passes per day (270 per month).

Number of internally reported incidents of medication error in the reporting period including: omission, wrong medication, wrong dose, or wrong time of administration as reported in inpatient, crisis stabilization, and residential settings operated or managed by you	<input type="text"/>
Estimated number of medication passes (medication administrations) in the same settings in the same reporting period	<input type="text"/>

Clinical Benchmarks

11. Psychiatric Hospitalization Rate

Total number of clients that required hospitalization for a mental health or chemical dependency diagnosis in the reporting period	<input type="text"/>
Total number of clients served in the SAME reporting period	<input type="text"/>

12. Living Arrangements-Homelessness Rate

Please provide data broken out by adults and youth, if possible, and leave the "Adult/Youth Combined" column blank. If you cannot break out data by adults and youth, use the "Adult/Youth Combined" column instead.

	Adult	Youth	Combined Adult / Youth
Number of clients that reported at least one incident of homelessness during the previous twelve month period	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total number of clients served during the SAME reporting period	<input type="text"/>	<input type="text"/>	<input type="text"/>

13. Legal System Involvement

Please provide data broken out by adults and youth, if possible, and leave the "Adult/Youth Combined" column blank. If you cannot break out data by adults and youth, use the "Adult/Youth Combined" column instead.

	Adult	Youth	Combined Adult / Youth
Number of clients that reported being arrested during the previous twelve month period	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total number of clients served during the SAME reporting period	<input type="text"/>	<input type="text"/>	<input type="text"/>

14. Employment Rate

	Adults
Number of adult clients up to age 60 that reported being employed during the previous 3 month period.	<input type="text"/>
Total number of adult clients up to age 60 served by the organization during the SAME reporting period	<input type="text"/>

15. Education-Youth

	N
Number of youth served by agency that were suspended or expelled from primary or secondary school during the previous 3 month period	<input type="text"/>
Total number of youth served by agency that were enrolled in primary or secondary school during the SAME reporting period	<input type="text"/>

16. No-Show/Cancellation Rates for Medication Management Appointments

Client attendance can be tracked by having office staff tally the number of client no-shows and client and staff cancellations that occur during some set period of time of no less than one week, as well as count the total number of appointments scheduled in the same time period. Cancelled appointments, including late cancellations, should not be included as no-shows. The no-show column should only include completely unexpected loss of appointment times.

Service	Total Appointments Scheduled During Reporting Period	Total Number of No-Shows During Same Reporting Period	Total Appointments Cancelled by Client During Same Reporting Period	Total Appointments Cancelled by Provider During Same Reporting Period
Psychiatric Medication Management Appointment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Organizational Climate Benchmarks

Staff Retention

Staff retention metrics are based on a "head count" of staff, rather than FTEs. Your data submission should include both regular employees and independent contractors. Students in paid internships, whose services are billed the same as those of any other staff member should be included in the relevant staff category. Neither unpaid students and volunteers nor their hours should be included. Each staff member should be reported in only one category. If a staff person changes category during the reporting year, include them in the beginning category. Figures should be based on a fiscal year or a 12 month reporting period. Do not include replacement staff hired during the year or new positions added after the start of the fiscal year or 12 month reporting period WITH THE EXCEPTION OF THE "LESS THAN 1 YEAR" CATEGORY IN THE STAFF RETENTION BY TENURE METRIC. Also do not include positions that were vacated as a result of staffing reductions/layoffs.

17. Staffing Retention by Role

Staff types have been collapsed into four major areas that can generalize across various organizational structures. These are defined below. Your data submission should include both regular employees and independent contractors. Students in paid internships, whose services are billed the same as those of any other staff member should be included in the relevant staff category. Neither unpaid students and volunteers nor their hours should be included. Each staff member should be reported in only one category. Figures should be based on a fiscal year or a 12 month reporting period.

Staff Type	Number of Individuals Employed at Start of Fiscal Year or 12 Month Reporting Period	Number of the Same Individuals Employed at the Conclusion of the Fiscal Year or 12 Month Reporting Period
Administrative/Management Staff that provide centralized leadership and whose efforts span several programs, units, or services. Examples include CEO, quality assurance professionals, senior managers/vice presidents, program evaluators, IS, HR, etc.	<input type="text"/>	<input type="text"/>
Senior Clinical Any staff member whose position requires a master's degree, a doctoral degree, or a medical degree and who either provides direct, billable services to clients, or who supervises the provision of such services. Staff may or may not be licensed depending upon the requirements of the particular state or payer.	<input type="text"/>	<input type="text"/>

General Clinical Any staff member whose position requires a bachelor's degree in a relevant mental health area, a R.N. or other credential. Staff may or may not be licensed or certified depending on the requirements of the particular state or payer.	<input type="text"/>	<input type="text"/>
Paraprofessional Clinical Support Any staff member who provides direct services to clients, but whose position does not require either a degree or license. Examples include: residential assistants, job coaches, case aides, etc.	<input type="text"/>	<input type="text"/>
Overall	<input type="text"/>	<input type="text"/>

18. Staffing Vacancy Rate

	Number of Approved, Funded Staff Positions that are Currently Unfilled within the Organization	Total Number of Approved, Funded Staff Positions within the Organization
Number of Staff Positions	<input type="text"/>	<input type="text"/>

Save and Exit

Print Survey

Exit without Saving