

THE MHSIP MENTAL HEALTH REPORT CARD

Key Indicators Related to Access

INDICATORS	Health Plan 1	Health Plan 2	Health Plan 3
<i>Quick and Convenient Entry into Services</i>			
The average length of time from request for services to the first face-to-face meeting with a mental health professional.			
The degree to which the health plan location and access to services are convenient. ¹			
The degree to which mental health therapists or case managers can be reached easily (see footnote 1).			
<i>A Full Range of Service Options</i>			
The average resources expended on mental health services.			
The average resources expended on services that are consumer-run.			
The average resources expended on mental health services provided in a natural setting (home, school, and work).			
The degree to which services are readily available (see footnote 1).			
<i>Cultural and Linguistic Access</i>			
The degree to which staff are sensitive to clients' ethnicity, language, culture, and age (see footnote 1).			
The percentage of people served in a year who had only one mental health contact. ²			
<i>Lack of Financial Barriers</i>			
The degree to which cost is an obstacle to service utilization (see footnote 1).			
The percentage of people receiving SSI or SSDI benefits who received services.			

¹Expressed as the mean score of respondents on a 5-point scale from **A**strongly agree to **A**strongly disagree.

²The percentage expressed in the table is for enrollees ages 0 to 21. Figures for additional age, sex, and ethnic groups follow:

NOTE: This format can be used to record performance on indicators related to appropriateness, outcomes, and prevention, as well.