

# IMR Outcomes Report

Systemwide — Fiscal Year 2014-15

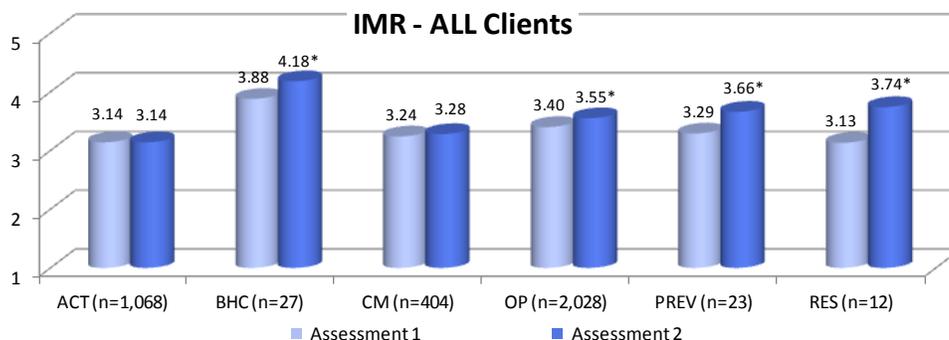
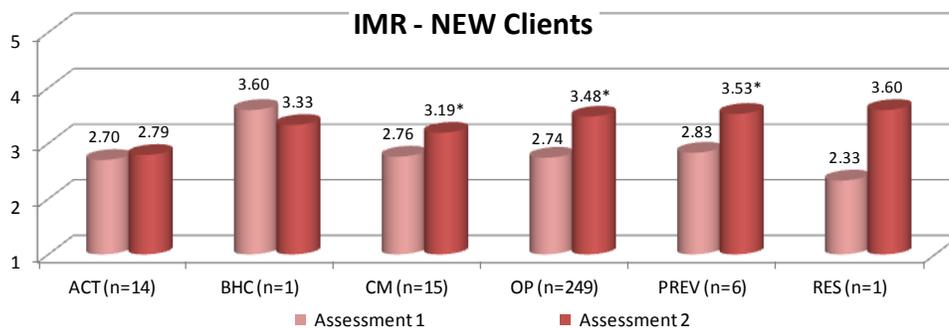


Recovery is a primary goal of the County of San Diego Behavioral Health Services (SDCBHS). In order to better assess mental health outcomes, SDCBHS has implemented a system of measuring recovery from both clinician and client perspectives. Program staff and clients throughout San Diego County have been using the measures since implementation rollout in July 2009. Staff report that the measures improve therapeutic dialogue with the people they serve while being easy to use and more clinically relevant than previous outcomes measures. People receiving services appreciate the recovery-based focus of the instruments and knowing that their voice is heard in evaluating their progress.

## Clinician Measure of Recovery

This report presents outcomes of the Illness Management and Recovery Scale (IMR), which measures clinicians' perceptions of their clients' recovery. Each of the 15 individual items comprising the IMR addresses a different aspect of illness management and recovery. Scores can also be reported using 3 subscales, which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes. The IMR assessments are typically conducted every six months. Included in this report are clients who had a follow-up assessment within Fiscal Year 2014-15. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. "NEW" clients (n=286) are those individuals who had two IMR assessments during FY 2014-15 (assessments 1 and 2), and whose first service date was within 30 days of their first assessment. "ALL" clients (N=3,562) includes every individual served who had two assessments during FY 2014-15 (assessments 1 and 2), regardless of how long they have been receiving services. The charts below present differences in progress towards recovery by location of service: Assertive Community Treatment (ACT), Behavioral Health Court (BHC), Case Management (CM), Outpatient (OP), Prevention (PREV) Service, and TAY Residential program (RES). Statistically significant increases in scores are indicated below with an asterisk.

The scores of both NEW and ALL clients increased, with significant changes seen for clients in OP and PREV categories. These findings are consistent with results of the same analyses in FY 2013-14.



\* Indicates statistical significance.

## Key Findings

Clinicians' perception of clients' recovery during FY 2014-15 showed significant improvement from assessment 1 to assessment 2 for the overall IMR score for both NEW and ALL clients. Almost all 15 of the individual items that comprise the IMR also showed significant positive change, meaning the recovery seen is across different functional areas. The Substance Subscale showed slightly less improvement for ALL clients; however, this is not unexpected as the population includes clients without a substance use diagnosis. Further analysis of clients with a substance use diagnosis would allow for greater understanding of this subscale. NEW clients showed significant progress in all areas of the IMR scale. These findings are consistent with results from FY 2013-14, with the exception of "Using medication effectively" (showed positive change this year) and "Alcohol use does not impair functioning" (showed negative change this year).

The overall mean scores varied by program, but generally ranged from 3 to 4 (out of 5) at the follow-up assessment, tending toward greater recovery. There were fewer statistically significant changes due to the small number of clients per subunit.

These findings indicate that clinicians report positive progress in their clients' recovery and that no major changes are apparent in comparison to last fiscal year.

## IMR Scores by IMR Item — Means for Assessments 1 and 2

Each of the 15 individual items comprising the IMR addresses a different aspect of illness management and recovery. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. NEW clients in the table below are those individuals who had two IMR assessments during FY 2014-15 (assessments 1 and 2), and whose first service date was within 30 days of their first assessment. ALL clients includes every individual served who had two assessments during FY 2014-15 (assessments 1 and 2), regardless of how long they have been receiving services. Both ALL and NEW clients' IMR scores increased on all items and subscales, with the exception of item 14 for ALL clients: "Alcohol use does not impair functioning," which decreased for ALL clients, though not significantly.

ITEM	ILLNESS MANAGEMENT & RECOVERY SCALE (IMR)	NEW CLIENTS				ALL CLIENTS			
		N	ASSESSMENT #		CHANGE	N	ASSESSMENT #		CHANGE
			1	2			1	2	
1	Progress towards personal goals	267	2.39	3.17	▲	3,476	3.00	3.12	▲
2	Knowledge	285	2.24	3.09	▲	3,554	2.98	3.16	▲
3	Involvement of family and friends in my treatment	277	2.89	3.15	▲	3,332	3.07	3.16	▲
4	Contact with people outside of my family	277	2.78	3.29	▲	3,308	3.15	3.26	▲
5	Time in structured roles	281	2.17	2.81	▲	3,477	2.23	2.31	▲
6	Freedom from symptom distress	285	1.86	2.62	▲	3,548	2.58	2.67	▲
7	Ability to function	285	1.83	2.62	▲	3,555	2.51	2.61	▲
8	Relapse prevention planning	279	2.20	3.26	▲	3,469	3.28	3.35	▲
9	Freedom from relapse of symptoms	276	2.12	3.26	▲	3,464	3.31	3.49	▲
10	Avoidance of psychiatric hospitalization	281	3.92	4.51	▲	3,484	4.38	4.49	▲
11	Coping	281	2.15	2.94	▲	3,367	2.88	3.00	▲
12	Involvement with self-help activities	274	2.42	3.11	▲	3,433	3.00	3.10	▲
13	Using medication effectively	179	3.99	4.39	▲	3,179	4.26	4.32	▲
14	Alcohol use does not impair functioning	278	4.45	4.70	▲	3,426	4.54	4.54	▼*
15	Drug use does not impair functioning	276	4.29	4.55	▲	3,243	4.44	4.46	▲
	<b>OVERALL MEAN IMR SCORE</b>	286	2.74	3.43	▲	3,562	3.31	3.40	▲
SUBSCALES	Recovery subscale (the average of items 1, 2, 4, 8, and 12)	286	2.41	3.19	▲	3,556	3.09	3.20	▲
	Management subscale (the average of items 6, 7, 9, and 11)	285	1.99	2.87	▲	3,560	2.83	2.95	▲
	Substance subscale (the minimum of items 14 and 15)	280	4.06	4.44	▲	3,452	4.28	4.29	▲

Arrows indicate the direction of change between assessments. Dark/colored arrows indicate statistically significant change. Light/gray arrows indicate change that is not statistically significant.

\*Indicates decrease in the mean from Assessment 1 to 2 that is not visible due to rounding.

## IMR Scores by Program Sub-Unit — Means for Assessments 1 and 2

The mean IMR scores presented in the table below for assessments 1 and 2 represent the average of all item scores for each program sub-unit. For some programs, there was an insufficient number of valid assessment pairs for NEW clients (indicated below with “NA”). Increased scores were seen for clients in most programs, and several programs showed statistically significant increases in their clients’ scores.

UNIT	SUB-UNIT	PROGRAM NAME	NEW CLIENTS				ALL CLIENTS			
			N	1	2	CHANGE	N	1	2	CHANGE
1110	1111	CO SOUTHEAST CLINIC (A)	1	2.93	3.60	▲	15	2.98	3.27	▲
1120	1121	CO NORTH CENTRAL CLINIC (A)	1	2.73	2.73	▼*	2	3.43	2.94	▼
1130	1131	CO EAST COUNTY CLINIC (A)	32	2.66	3.57	▲	209	3.29	3.54	▲
1310	1312	CO EAST TRADITIONAL CM	1	1.93	2.53	▲	38	2.99	3.10	▲
1320	1321	CO MORENA TRADITIONAL CM	2	2.77	2.90	▲	70	3.39	3.37	▼
3000	3002	UPAC MIDTOWN CENTER MHSA	6	2.56	3.21	▲	31	3.14	3.46	▲
3010	3011	UPAC EAST WIND ADULT MHSA	6	2.64	3.31	▲	28	3.47	3.57	▲
3020	3021	UCSD GIFFORD	17	2.63	3.66	▲	472	3.79	3.80	▲
	3023	UCSD CO-OCCURRING	5	2.60	3.51	▲	24	3.16	3.44	▲
3030	3032	NHA PROJECT ENABLE MHSA	4	3.11	3.12	▲	37	3.16	3.24	▲
	3033	NHA PROJECT ENABLE TAY MHSA	NA	NA	NA	-	8	3.09	3.20	▲
3040	3042	CRF HEARTLAND CENTER TAY MHSA	7	2.77	3.16	▲	55	3.32	3.33	▲
	3043	CRF HEARTLAND CENTER (A/OA) MHSA	28	2.63	3.51	▲	232	3.29	3.49	▲
3050	3052	MHS KINESIS N ESCONDIDO MHSA	NA	NA	NA	-	6	3.36	3.45	▲
	3053	MHS KINESIS N FALLBROOK MHSA	NA	NA	NA	-	5	3.17	3.23	▲
	3057	MHS KINESIS N ESCON TAY MHSA	NA	NA	NA	-	3	3.75	3.53	▼
3060	3062	MHS VISTA CLINIC TAY MHSA	NA	NA	NA	-	7	3.37	3.73	▲
	3066	MHS VISTA CLINIC ADULT MHSA	1	2.00	2.93	▲	18	3.29	3.56	▲
	3067	MHS VISTA CLINIC YTP FSP MHSA	NA	NA	NA	-	5	3.35	3.63	▲
3070	3073	MHS NORTH INLAND ADULT MHSA	NA	NA	NA	-	2	3.57	3.65	▲
	3074	MHS NORTH INLAND O/A MHSA	1	2.67	3.27	▲	7	2.95	3.47	▲
3080	3083	MHS NORTH COASTAL ADULT MHSA	2	2.10	2.08	▼	22	3.27	3.29	▲
	3084	MHS NORTH COASTAL O/A MHSA	NA	NA	NA	-	1	3.67	3.73	▲
3090	3091	CRF DOUGLAS YOUNG CLINIC MHSA	16	2.76	3.37	▲	160	3.35	3.43	▲
	3093	CRF DOUGLAS YOUNG TAY MHSA	5	2.66	3.66	▲	24	3.09	3.51	▲
3100	3101	CRF SOUTH BAY GUIDANCE CENTER A/OA MHSA	2	2.93	3.79	▲	42	3.23	3.27	▲
	3104	CRF SOUTH BAY GUIDANCE CENTER TAY MHSA	3	2.83	3.69	▲	23	3.48	3.73	▲
	3105	CRF SB GUIDANCE FSP CM MHSA	1	3.07	4.07	▲	11	3.21	3.33	▲

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\*Indicates decrease in the mean from Assessment 1 to 2 that is not visible due to rounding.

**IMR Scores by Program Sub-Unit —**  
**Means for Assessments 1 and 2, *continued***

				NEW CLIENTS			ALL CLIENTS				
UNIT	SUB-UNIT	PROGRAM NAME	N	ASSESSMENT #			CHANGE	N	ASSESSMENT #		
				1	2				1	2	CHANGE
3110	3111	CRF A. CROWELL CENTER MHSA	16	2.88	3.44	▲	153	3.31	3.39	▲	
	3114	CRF A. CROWEL CENTER TAY MHSA	NA	NA	NA	-	2	3.37	3.80	▲	
	3118	CRF A. CROWELL CENTER PATH	NA	NA	NA	-	6	3.34	3.32	▼	
3150	3156	FHC LOGAN HEIGHTS CENTER MHSA	18	2.91	3.52	▲	41	3.17	3.63	▲	
3160	3161	SURVIVORS OF TORTURE (A) MHSA	19	2.80	3.46	▲	51	3.23	3.40	▲	
3180	3181	CRF MS WELLNESS & REC MHSA	6	2.88	3.31	▲	62	3.31	3.31	▼*	
	3182	CRF MARIA SARDIÑAS WELLNESS & REC TAY MHSA	2	2.53	3.13	▲	24	3.02	3.12	▲	
	3183	CRF SARDIÑAS WELLNESS & REC FSP CM MHSA	1	2.67	2.64	▼	27	3.01	3.07	▲	
3220	3221	EXODUS CENTRL CONNECTIONS MHSA	1	3.60	3.33	▼	27	3.88	4.18	▲	
3230	3231	CHALDEAN/MID-EASTERN ADULT MHSA	21	2.65	3.36	▲	135	3.49	3.80	▲	
3240	3241	CRF DOWNTOWN IMPACT FSP MHSA	2	2.53	2.47	▼	166	3.19	3.23	▲	
	3244	CRF DOWNTOWN IMPACT VIHP MHSA	NA	NA	NA	-	30	3.14	3.07	▼	
3250	3251	DEAF COMMUNITY SERVICES OP (A) MHSA	4	2.65	3.62	▲	13	2.89	3.19	▲	
3280	3281	TELECARE OLDER ADULT SBCM MHSA	10	2.82	3.27	▲	172	3.18	3.21	▲	
3310	3312	TELECARE GATEWAY TO RECOVERY FSP MHSA	NA	NA	NA	-	187	2.85	2.86	▲	
	3315	TELECARE PROJECT 25 FSP MHSA	NA	NA	NA	-	19	2.61	2.63	▲	
3330	3331	TELECARE LTC ACT FSP OP MHSA	NA	NA	NA	-	145	3.03	3.04	▲	
3350	3353	MHS NO COUNTY SB CM MHSA	NA	NA	NA	-	65	3.35	3.46	▲	
3360	3361	MHS NORTH STAR ACT FSP MHSA	NA	NA	NA	-	25	3.16	3.35	▲	
3390	3391	PCS CATALYST FSP MHSA	6	2.74	2.72	▼	143	3.12	3.16	▲	
3400	3401	CRF IMPACT FSP MHSA	3	2.27	2.58	▲	206	3.37	3.33	▼	
3410	3411	MHS CENTER STAR ACT FSP MHSA	1	3.20	2.87	▼	37	3.02	2.86	▼	
	3413	MHS CENTER STAR FSP VIHP MHSA	NA	NA	NA	-	3	3.80	2.89	▼	
3480	3481	CRF ACT OLDER ADULT FSP MHSA	2	3.10	3.60	▲	107	3.42	3.36	▼	
3490	3491	PCS KICKSTART (C/A) PEI MHSA	6	2.83	3.53	▲	23	3.29	3.66	▲	
3960	3961	CRF CASA PACIFICA TRANS RES	1	2.33	3.60	▲	12	3.13	3.74	▲	
	3963	CRF CASA PACIFICA OP	NA	NA	NA	-	16	3.73	3.47	▼	
4100	4101	EXODUS WELLNESS & REC MHSA	1	2.40	3.60	▲	9	3.06	3.30	▲	
4110	4111	EXODUS CENTRAL AB109 MHSA	22	3.00	3.81	▲	70	3.34	3.86	▲	
4190	4192	TELECARE PROPS SD AB109	2	2.93	2.87	▼	27	2.52	2.72	▲	
7240	7241	SURVIVORS OF TORTURE (C) MHSA	1	2.71	3.36	▲	2	2.96	3.85	▲	

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