Instructions For Case Management Measures

Unique Clients Served YTD: This is an unduplicated count of individuals served year-to-date. You will need to enter the Q1 data for that year. This would include all of the people you provided this service to in Q1 (and may include some that you served during Q4 of the previous year if they have remained in services.) For Q2, Q3 and Q4 you can just add the number of new admissions to the program. This would hold as long as someone does not return to services in that particular year (for example is Joe Smith leaves services in Q2 and returns in Q4, you would not include him again in the Unique Clients served YTD because he was already counted earlier in the year).

Race, Ethnicity, Gender and Age for all Unique Clients Served YTD: The total for these items should be equal to the Unique Clients Served YTD. That total is displayed in the report for your convenience and so you can check to make sure those numbers match and are correct. If they do not match, please correct them or your report will be rejected.

Positive Outcome During the Report Period: This is the number of people who did not access emergency or inpatient services **during the reporting period** and this would be of the Unique individuals served **during the reporting period.**

Individuals on the Census at the end of Report Period: This is the number of people you have on your roster or Census on the last day of the Report Period who will roll over and be served in the next period. One way to calculate this number is to start with the Individuals on the Census at the end of Report Period from the prior report period, add the number of new admissions for the period you are reporting on, and subtract the number of discharges for the period you are reporting on.

Unique individuals served during this reporting period: This is the number of unique individuals served within that report period or during that quarter. One way to calculate this number is to start with the Individuals on the Census at the end of Reporting Period from the prior report period, and add the number of new admissions during the period you are reporting on.