Provider User Guide on Outcomes Reporting

# **Helpful Reminders**

**Reminder #1: Keep all the documents that are used for reporting.**

* Some of the information that you report in other places may match the information needed for your 6- and 12-month outcomes reports. If that data is current and up to date for the reporting period, you can use it in your report 6- or 12-month outcomes report.

**Reminder #2: Please return all documents to the ADAMHS Board in the same format that they were received.**

* Unless otherwise told by Cuyahoga County ADAMHS data team, please return the form in the exact same format that was provided to you. This would mean if you received an excel document, please return the completed form as an excel in the template that was provided.
* If you encounter an issue with the form, please reach out to the data team for further information. Please see the contact information section for details on how to reach the data team at the ADAMHS board.

# **Common Questions**

## **What is meant by “anticipated” clients being served?**

 To answer this question, please refer to the projected number of clients to be served for the current reporting calendar year as part of your agency’s contract, attachment 1.

## **What is an unduplicated client count?**

 An unduplicated client count is the total number of unique clients your program or service served during a specific period of time. Although a client may be seen multiple times at a specific program or service, the same client should only be counted one time.

For example: SunnyDays Center served 2 clients in a year, Jimmy Sunshine and Janie Rays. Jimmy attended 5 events and Janie attended 2 events throughout the year.

When reviewing an annual client count for our afterschool program, “7” would be the total *duplicated* client count because there were 7 total instances of use. However, our *unduplicated* client count would be 2 because we had 2 unique clients that attended the SunnyDays Center. When completing our 6- or 12-month outcome reports we would want use our unduplicated data (i.e., 2 unduplicated clients total).

Additional Information about duplicated and unduplicated counts can be found [**HERE**](https://www.countbubble.com/post/duplicated-and-unduplicated-counts-in-nonprofits%23%3A~%3Atext%3DDuplicated%20Count%20-%20the%20total%20number%2Care%20individual%20people%20or%20families.).

## **What do I do if I cannot calculate an unduplicated count for my program?**

 There may be a few select circumstances that collecting an unduplicated count may not be possible. For example, a wide-reaching prevention program for early childhood mental health.

In these situations, we ask first and foremost that your program or service communicates with us at the ADAMHS board about the situation if you have not done so already. Please see the contact information section for details on how to reach the data team at the ADAMHS board.

Secondly, we ask that when filling out the form that you please provide the best estimate possible and notate in the open-ended comments section of the form any details about your estimations.

## **How should I report client gender information?**

At this time in the interest of having comparable data across different local and governmental agencies, the ADAMHS board asks for demographic information that is in alignment with the US Census. However, we do understand these categories may not be ideal for some programs or services in our provider network. In these situations, we do ask that that you please provide the best estimate possible and notate in the open-ended comments section of the form any details about how you categorized clients. When it comes to reporting gender data, we ask that you please count clients according to their self-identified gender.

For example, at SunnyDays Center there are two clients Jimmy Sunshine and Janie Rays. Jimmy Sunshine was assigned female at birth and has transitioned to male. Janie Rays was assigned female at birth and identifies as gender fluid.

In this example it can be challenging to categorize these clients into only female, male, non-binary. However, using self-identified gender: SunnyDays would report these clients as 1 male (for Jimmy) and 1 non-binary (for Janie).

If you encounter any issues, please reach out to the data team for further information. Please see the contact information section for details on how to reach the data team at the ADAMHS board.

## **How do I count a client that started as an ADAMHS client and then switched to Medicaid?**

 In these situations, please default to counting the client as an “ADAMHS only” client.

## **What is a New Client vs. A RETURNING Client?**

We define the following as:

**New client:** a client that has not been previously seen by your program or service.

**Returning client:** a client that was served any year before the current reporting period.

For example: SunnyDays Center served Jimmy Sunshine and Janie Rays this year. However, Janie Rays attended an event at SunnyDays 2 years ago.

When reporting a client status count for SunnyDays, there would be 1 new client and 1 returning client.

# **Contact Information**

**If you have questions, please contact us at the following addresses:**

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