

NCNG Integrated Behavioral Health Systems (IBHS)
(800) 621-4136

FIRST ANNUAL REPORT

1 NOV 10 through 31 DEC 11

(1) Total number of calls in the IBHS 800#: **964**

CLINICAL BREAKDOWN

(2) Total number of calls, assessments and consults requiring action by IBHS licensed providers (DPHs and BH Clinicians): **837**

(A) Total number of clinical assessments: **424**

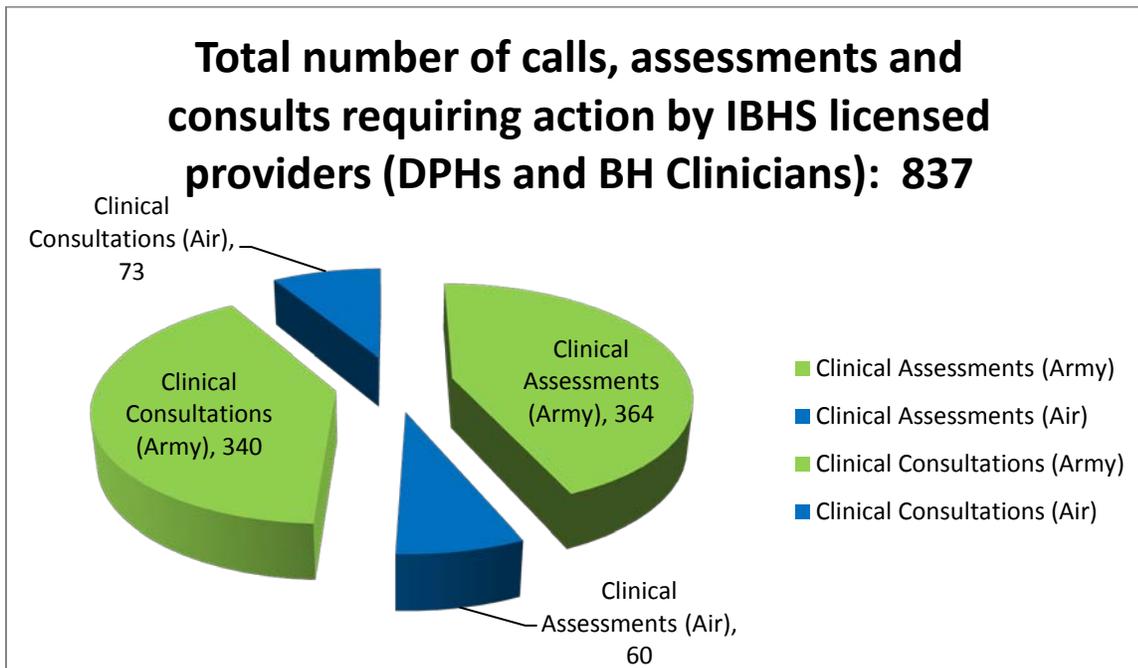
(a) Army: **364**

(b) Air: **60**

(B) Total number of clinical consultations: **413**

(a) Army: **340**

(b) Air: **73**

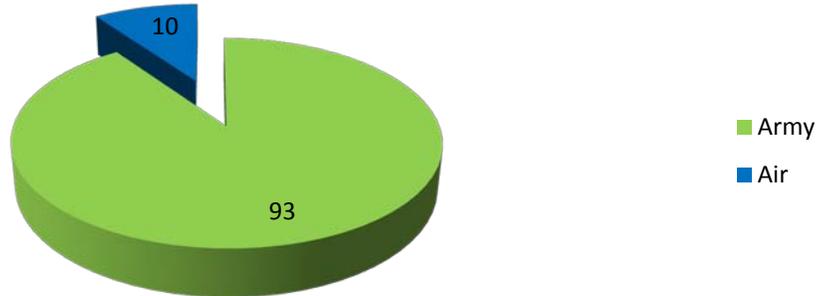


(3) **Total number of calls that were** emergent (a suicidal, homicidal, or psychotic threat requiring immediate crisis intervention, hospitalization or imprisonment): **103**

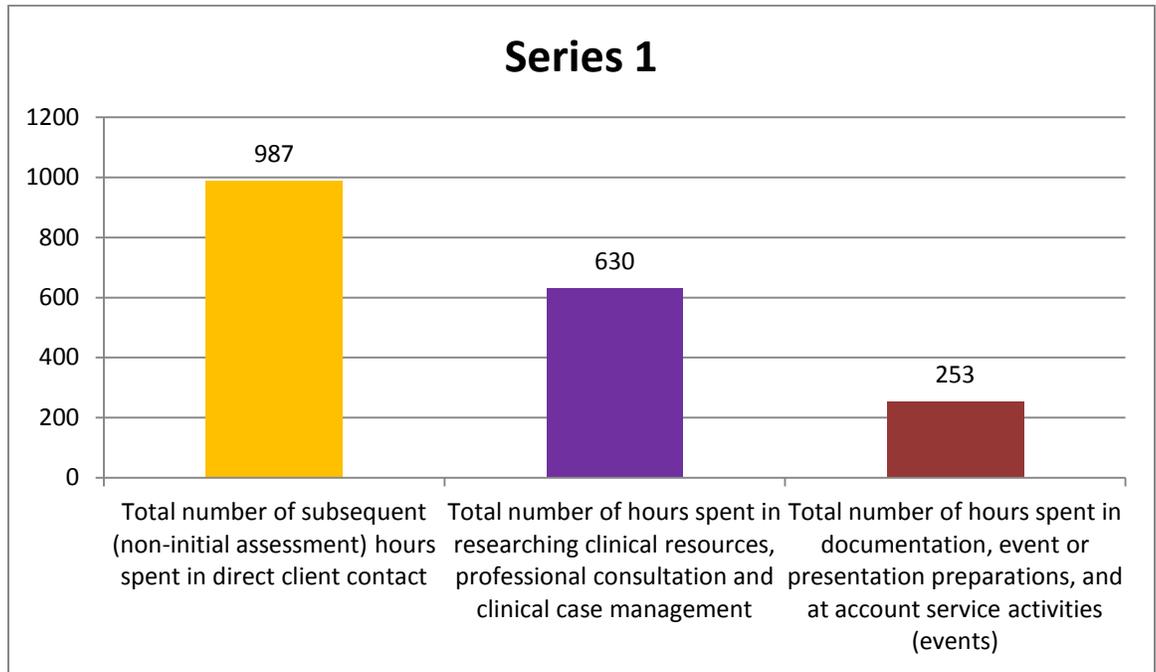
(A) Army: **93**

(B) Air: **10**

**Total number of calls that were emergent
(suicidal, homicidal, or psychotic threat
requiring immediate crisis intervention,
hospitalization or imprisonment): 103**



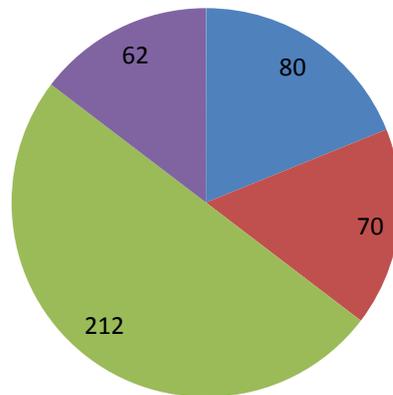
- (4) Total number of subsequent (non-initial assessment) hours spent in direct client contact: **987**
- (5) Total number of hours spent in researching clinical resources, professional consultation and clinical case management: **630**
- (6) Total number of hours spent in documentation, event or presentation preparations, and at account service activities (events): **253 (this metric created as of 1 NOV 11)**



CASE MANAGEMENT BREAKDOWN OF ASSESSMENTS

- (7) Case Management breakdown of the **total number of assessments** (only assessments are case managed, so this total equals the answer to 2(A) above: **424**
 - (A) Assessments that required case management of only clinical referrals: **80**
 - (B) Assessments that required case management of only non-clinical referrals: **70**
 - (C) Assessments that required case management of both clinical and non-clinical referrals: **212**
 - (D) Assessments that did not require case management at all: **62**

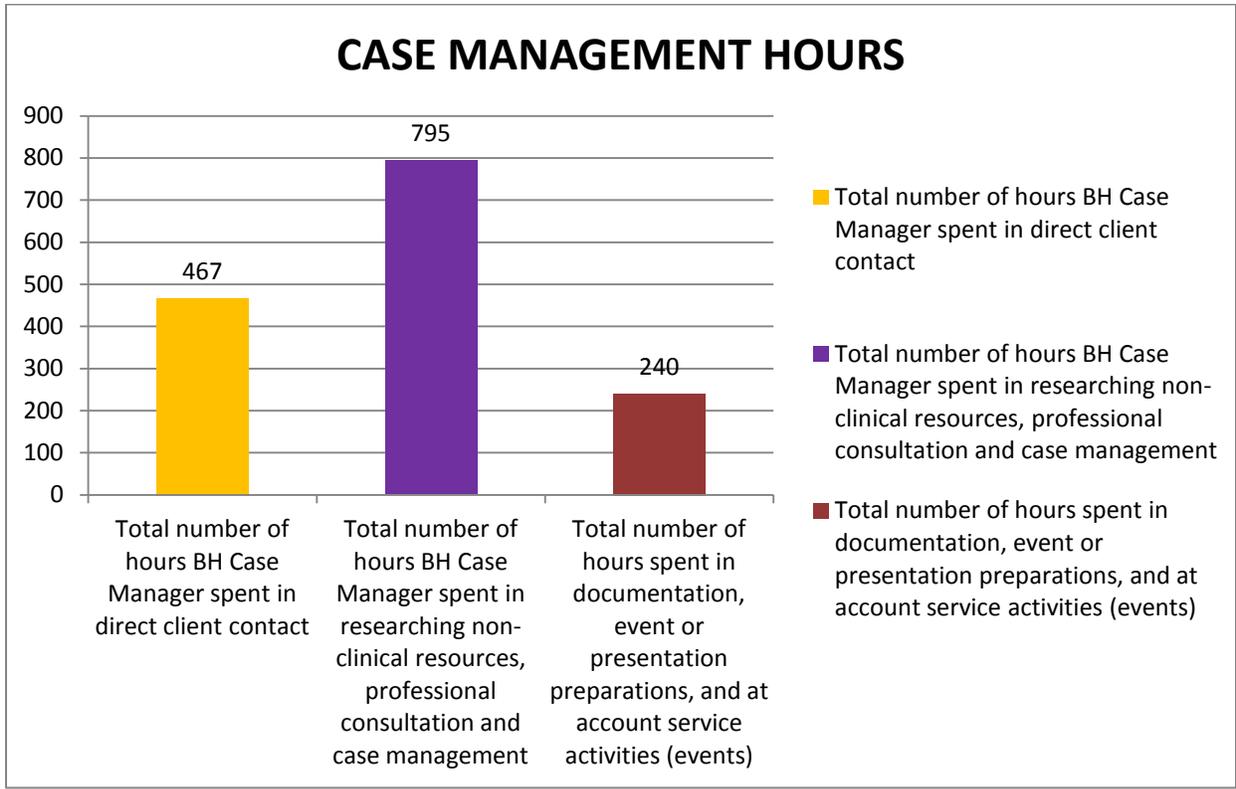
(7) Case Management breakdown of the total number of assessments (only assessments are case managed, so this total equals the answer to 2(A) above: 424



- Assessments that required case management of only clinical referrals
- Assessments that required case management of only non-clinical referrals
- Assessments that required case management of both clinical and non-clinical referrals
- Assessments that did not require case management at all

CASE MANAGEMENT HOURS

- (8) Total number of hours BH Case Manager spent in direct client contact: **467**
- (9) Total number of hours BH Case Manager spent in researching non-clinical resources, professional consultation and case management: **795**
- (10) Total number of hours spent in documentation, event or presentation preparations, and at account service activities (events): **240 (this metric created 1 NOV 11)**



CUSTOMER SERVICE ACTIVITIES

- (11) Number of Customer Service Activities (number of events attended such as Yellow Ribbons, demobs, Critical Incident Stress Debriefings, armory visits, SRP events, drill weekend days): **266**
- (A) Total number of casual (non-clinical, marketing or educational) conversations/contacts at the events with Service and Family members regarding IBHS: **13,488**