

# County Planning Reports Tableau Visualization

*Quick Start Guide*



**Office of  
Mental Health**

# NYS OMH County Planning Reports

## Overview

County Planning Reports Tableau Visualization allows the public to view and interact with New York State Office of Mental Health (OMH) county level data including Medicaid utilization, mental health inpatient use, outpatient and housing program capacity, and inpatient readmissions.

The County Planning Reports Tableau Visualization is available to view on the OMH website and does not contain Protected Health Information (PHI). It can be accessed through the following weblink:

<https://omh.ny.gov/omhweb/tableau/county-profiles.html>

- The link works best on Chrome, Edge, or Safari web browsers on a desktop.
- Please see Figure 1. to see the landing page of this dashboard.

**Figure 1. County Planning Reports Tableau: Landing Page**



This dashboard has 5 tabs (Figure 2):

1. **About:** This is where users land when navigating to the County Planning Reports Tableau and this tab displays summary of all the tabs included in this dashboard

**2. Part I: Medicaid Utilization**

- This part displays Medicaid utilization and expenditure data for the Medicaid eligible public mental health population in NYS from 2014 forward. The reports include Medicaid fee-for-service (FFS) and Medicaid managed care encounters in the service utilization and expenditures reported for the selected population.

**3. Part II: MH Inpatient Use**

- This part displays average daily inpatient census and population rates of utilization by region and county of residence for psychiatric inpatient settings in New York State, including general hospitals, private hospitals, state psychiatric centers, and residential treatment facilities.

**4. Part III: Outpatient Capacity**

- This part displays housing, outpatient service, and clinic capacities for region and counties of providers across New York State. Clinics are broken out by data sources.

**5. Part IV: Readmissions**

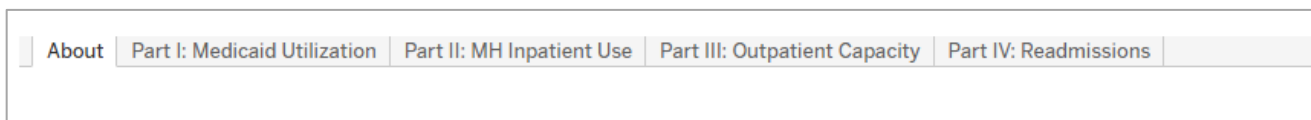
- This part displays the rates of readmission to psychiatric inpatient facilities and to emergency room settings for psychiatric reasons within 30 and 90 days of discharge from psychiatric inpatient facility. The data is displayed by region and county and includes qualified discharges from mental health licensed general hospitals, private hospitals, and state psychiatric centers across New York State.

Data Sources for different tabs in this dashboard:

- Part I: Medicaid Utilization: NYS OMH Medicaid Claim and Encounter Datamart
- Part II: MH Inpatient Use: NYS DOH Statewide Planning and Research Cooperative System (SPARCS), Institutional Cost Reports (ICR), Patient Characteristics Survey (PCS), Mental Health Automated Record System (MHARS), Child and Adolescent Integrated Reporting System (CAIRS), US Census Estimates (2013-2023)

- Part III: Outpatient Capacity: NYS Medicaid, MHARS, PCS, CONCERTS, US Census Estimates
- Part IV: Readmissions: Medicaid and State Operated Services Reporting

**Figure 2. County Planning Reports Tableau: Navigation Tabs**



**User Tip:** Scroll to the bottom of the page and click on the full screen button to access the dashboard in full-screen mode (Figure 3).

**Figure 3. Viewing the Tableau in Full Screen mode**



## **Navigating the Dashboard**

This dashboard has 4 tabs displaying the county level data. Each of these 4 tabs has further storyboard tiles (Figure 4):

- **Report Description:** this storyboard tile provides description of each report displayed under the selected tab (Figure 5)
- **Services Reported** (only under Part I: Medicaid Utilization): this tile allows users to view additional information for services reported in the Medicaid Utilization tab
- 2 tiles for specific data tables/visualizations: these two tiles include the reports under each tab.
  - For example, Part I: Medicaid Utilization has two reports: Service Table and Geographic Table. These reports display all services within selected service systems and Medicaid service utilization by geographic area. The information is displayed using various data visualizations including data table, bar chart, etc. (Figure 6)
- **Data Download:** each tab has a data download storyboard tile that displays the same data in the 2 reports in Tabular form. Users can use this tile to download

data in relevant form (Figure 7).

- **FAQs:** this tile lists multiple frequently asked questions about the respective tabs (Figure 8) .

Figure 4. Part I: Medicaid Utilization Storyboard Tile

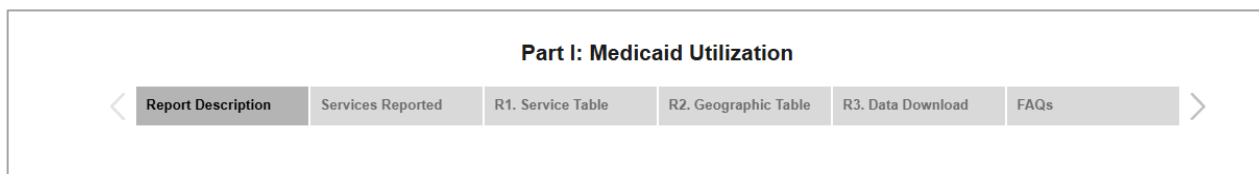


Figure 5. Report Description Storyboard Tile

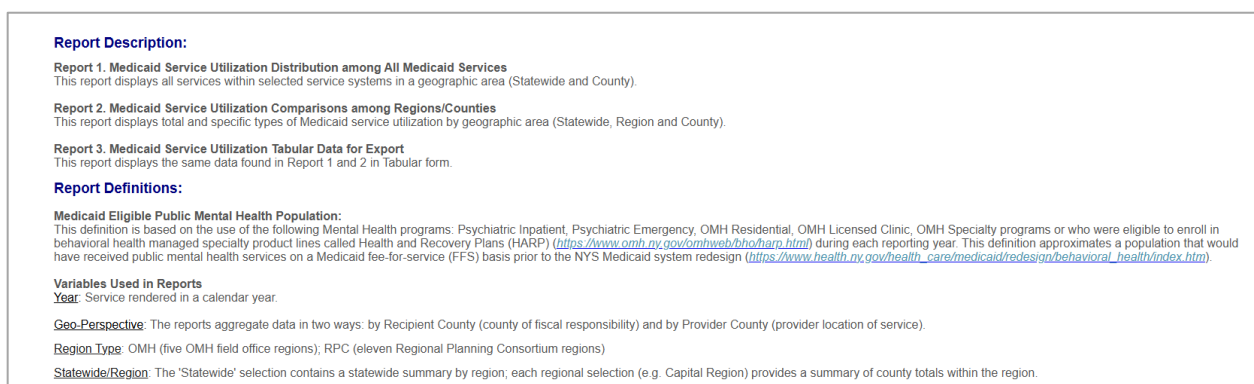


Figure 6. Geographic Table Storyboard Tile: Data Visualization

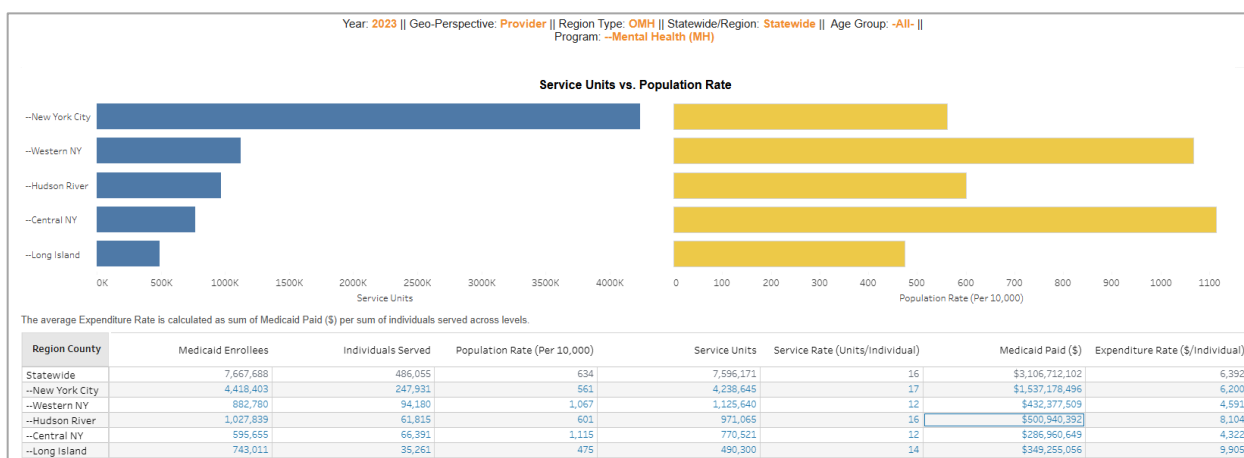


Figure 7. Data Download Storyboard Tile

Year	Geo Perspective	County	Age Group	Program System	Program Category	Program Type	
2023	Provider	Statewide	-All-	MH (Mental Health)	(All)	(All)	Reset

Year	Geo Perspective	County	Age Group	Program System	Program Category	Program Type	Individuals Served	Service Units	Medicaid Paid (\$)
2023	Provider	Statewide	-All-	MH (Mental Health)	CORE Services - Adult	CORE CPST	636	7,553	\$1,967,414
						CORE Family Support	233	3,957	\$1,129,698
						CORE Peer Supports	3,176	46,469	\$6,091,091
						CORE Psychosocial Rehab (Group)	58	263	\$18,866
						CORE Psychosocial Rehab (Individual)	2,673	41,929	\$9,182,675
						CORE Provider Travel Supplement	1,739	18,868	\$246,690
						CORE Psychosocial Rehab (Individual)-Education Focus	506	3,427	\$409,974
						CORE Psychosocial Rehab (Individual)-Employment Focus	552	3,529	\$475,380
					Crisis Service	CPEP Mobile Crisis	6,342	8,218	\$11,181,394
						CSDD-Crisis Service-DD	1,225	8,893	\$4,962,636
						Crisis Intervention Service-Mobile Crisis Follow-up	1,091	1,580	\$194,959
						Crisis Intervention Service-Mobile Crisis Response	2,894	3,834	\$1,554,651
						Crisis Intervention Service-Telephonic Follow-up	2,253	4,014	\$183,277
						Crisis Intervention Service-Telephonic Response	2,884	4,878	\$399,587
						Crisis Residential Services-Childrens Crisis Residence (ag	219	2,174	\$2,327,520
						Crisis Residential Services-Residential Crisis Support (ag	--	--	--
						Crisis Residential Services-Residential Crisis Support (ag	793	13,905	\$8,426,965
						Crisis Residential Services-Intensive Crisis Residence (ag	--	--	--
						Crisis Residential Services-Intensive Crisis Residence (ag	167	1,725	\$1,496,182
						Crisis Stabilization	70	79	\$73,367

Figure 8. FAQs Storyboard Tile

<p><b>Frequently Asked Questions</b></p> <p><b>Are any of the data in the dashboard "real-time"?</b> No, none of the data in the Mental Health County Profiles dashboard are "real-time". The data covers full calendar years, and are refreshed periodically to update lagged submissions.</p> <p><b>What kinds of data are included in this report?</b> This report only includes Medicaid data, including both fee-for-service payments, and managed care encounter records. Fee for service expenditures reflect the amount paid, while managed care expenditures reflect the amount charged to Medicaid managed care.</p> <p><b>Are Medicaid services displayed in these reports for the Substance Use Disorder (SUD) only population?</b> No, they are not. All of the services reported in these reports are for the Medicaid Eligible Public Mental Health Population only (see Report Description Tab). While this population will have services related to SUD, the reports do not contain services for those recipients who would be considered SUD only (those who use SUD services but do not use MH services). If you want to view Medicaid service utilization for the full SUD population, please visit the New York State Open Data website (<a href="https://data.ny.gov/Human-Services/QASAS-Medicaid-Trend-Detailed-Recipient-Summary-Prvtrsh-6vzt">https://data.ny.gov/Human-Services/QASAS-Medicaid-Trend-Detailed-Recipient-Summary-Prvtrsh-6vzt</a>).</p> <p><b>How can I best use the information in this portal?</b> This can be used as a tool for you to familiarize yourself with service trends in your area and compare it to surrounding areas and the rest of New York State. You can also use this data to observe yearly trends that may impact how you administer services to individuals, or aid to in the planning process for expansions or alterations to service networks. If you are a provider new to NYS, or are new to your service area, this data can increase your awareness of the service delivery and utilization patterns in any area of the State.</p> <p><b>Which regions are being used to sort the data?</b> Two different region types can be selected: Office of Mental Health (OMH) regions are the five OMH field office regions, and "RPC" regions are the eleven Regional Planning Consortium regions. Regional Planning Consortia are comprised of stakeholders who work closely with the State to monitor and facilitate the implementation of behavioral health service reforms. A list of counties by field office region is available at <a href="https://www.omh.ny.gov/omhweb/aboutomh/fieldoffices.html">https://www.omh.ny.gov/omhweb/aboutomh/fieldoffices.html</a> and the counties by RPC region is available at <a href="https://omh.ny.gov/omhweb/bho/list-of-nys-countiesrpc-region.pdf">https://omh.ny.gov/omhweb/bho/list-of-nys-countiesrpc-region.pdf</a>.</p> <p><b>What is the difference between the recipient and provider Geo-Perspective?</b> The recipient perspective shows Medicaid utilization for the county and region who is responsible for paying the services. This is usually the county where the recipient lives and can be different from the county where the service was received. The provider perspective shows utilization by the county or regional location of the service provider, regardless of the residence of the recipient. This explains why some counties will show service utilization for the recipient perspective, but not by the provider perspective (programs that are not located in all counties, such as Comprehensive Psychiatric Emergency Program (CPEP) or psychiatric inpatient. For more information about programs, see the link <a href="https://ny.omh.ny.gov/ohd/saw.dl?PortalPage#report">https://ny.omh.ny.gov/ohd/saw.dl?PortalPage#report</a>.</p> <p><b>How to print or download the report?</b> Reports can be printed as PDF or downloaded as data. See "Download" at bottom right (Click on the chart or table and then click crosstab/data option in "Download" to export data).</p> <p><b>Why do reports go blank under some selections and how to deal with it?</b> Reports may go blank when you select some filters, which means there are no data under that scenario. You can click the revert icon on top of the story tab to go back to default selections or to continue to select other filters to observe available data.</p> <p><b>Why does my report display numbers as "####"?</b> These reports are set up to fit your screen automatically. If you experience numbers not being displayed correctly, please press Ctrl and '-' key to adjust your screen displaying font size until the numbers are showing. Also, you can press Ctrl and '+' key to increase the display font size.</p>
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## Using the Dashboard & User Tips

### • Filters

- The reports in the dashboard can be filtered by various options including year, region, counties, age group, etc. (Figure 9).

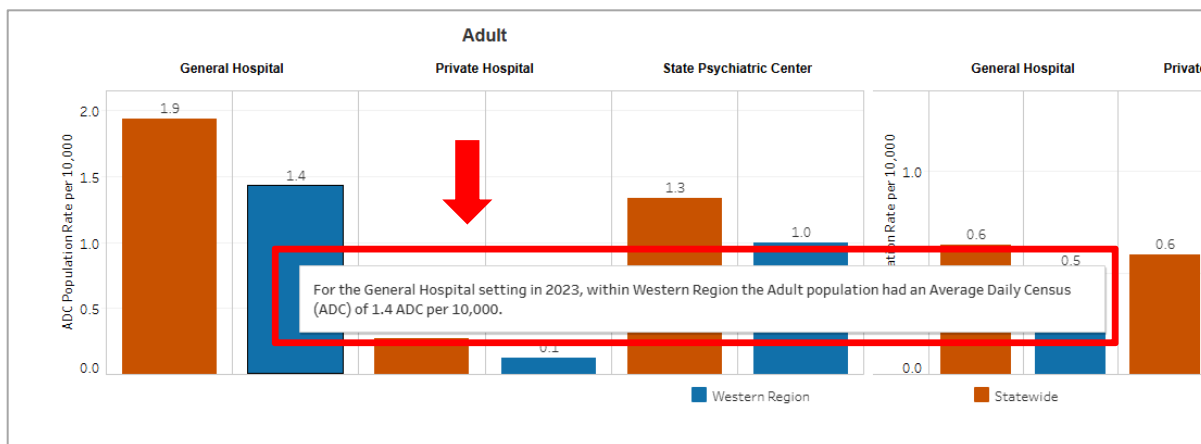
Figure 9. Filters Options

Year: 2023    Population: Adult    Inpatient Type: General Hospital    Region: Western NY Region			
Year	Inpatient Type	Age Group	Region
2023	General Hospital	Adult	--Western

### • Tooltips

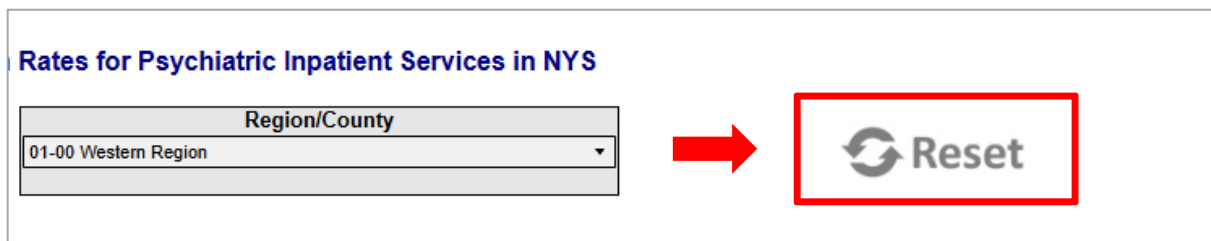
- Users can hover over visualizations to view an informational tooltip (Figure 10).

Figure 10. Informational Tooltip



- **Reset Button**
  - Users can reset the filter selections and return to default options by double clicking the reset button to the right of the filters (Figure 11).

Figure 11. Reset Button



- **Data Notes**
  - There are useful data related notes at the bottom of the reports relevant to the data visualizations displayed (Figure 12).

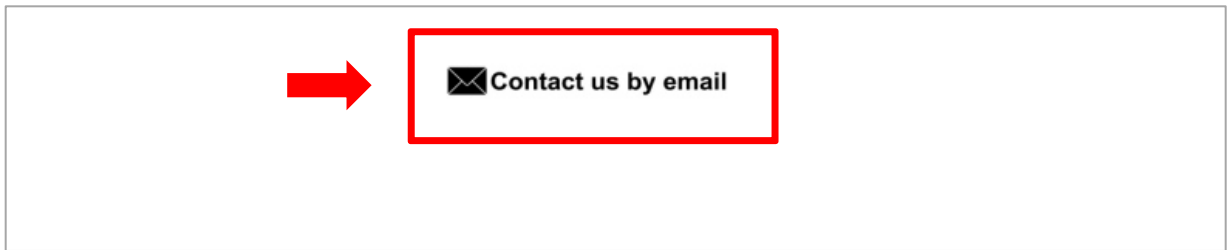
Figure 12. Data Notes

**Note:**

1. The DOH/OPWDD/OMH region designation includes individuals that receive services under these specific care systems and are eligible for or enrolled in Medicaid. The DOH/OPWDD/OMH region designation is included in the statewide total, however, these care systems are *not* a region of residence and therefore are not displayed as a separate region in the following reports.
2. Cells containing a value of 1 to 10 are suppressed, and additional cells are counter-suppressed to prevent the recalculation of the suppressed counts of 1-10 for report year in 2022 and after. Data cells of 20 or under are suppressed for report year in 2021 and before.
3. Substance use disorder (SUD) services reported are for Medicaid Eligible Public Mental Health Population only (see Report Description Tab). If you want to view Medicaid service utilization for full SUD population, please visit the New York State Open Data website (<https://data.ny.gov/Human-Services/OASAS-Medicaid-Trend-Detailed-Recipient-Summary-Pr/hrsh-6vzj>).

- **Contact Us button**
  - Users can click on the “Contact us by email” on the landing page to contact for any questions/comments about the dashboard (Figure 13).

Figure 13. Contact Us by Email Button



### ***Technical Assistance***

If you have any questions about using the Dashboard or the included measures, please send an email to our technical assistance helpdesk:

[DataOPHE@omh.ny.gov](mailto:DataOPHE@omh.ny.gov)