

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,464	1,514	-3%
	Admits	779	854	-9%
	Discharges	749	1,004	-25% ▼
	Service Hours	66,241	82,837	-20% ▼

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,007	68.8%
	Community Support	174	11.9%
	Employment Services	156	10.7%
	Social Rehabilitation	102	7.0%
	Case Management	74	5.1%
	Residential Services	17	1.2%
<b>Addiction</b>	Outpatient	394	26.9%
<b>Forensic MH</b>	Forensics Community-based	93	6.4%

### Consumer Satisfaction Survey

(Based on 276 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Respect		88%	80%	91%
✓ Access		86%	80%	88%
✓ Overall		84%	80%	91%
● Outcome		73%	80%	83%
● Recovery		64%	80%	79%

Satisfied % | 
 Goal % | 
 0-80% | 
 80-100% | 
 Goal Met | 
 Under Goal

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	231	16%	17%	Female	822	56%	▲ 40%	
26-34	255	17%	22%	Male	642	44%	▼ 60%	
35-44	244	17%	20%	<b>Race</b>	White/Caucasian	1,226	84%	▲ 64%
45-54	373	26%	24%		Other	112	8%	15%
55-64	259	18%	13%		Black/African American	84	6%	▼ 17%
65+	96	7%	4%		Am. Indian/Native Alaskan	25	2%	1%
<b>Ethnicity</b>	Non-Hispanic	1,226	84%	74%	Asian	13	1%	1%
	Hispanic-Other	195	13%	7%	Hawaiian/Other Pacific Islander	2	0%	0%
	Hisp-Puerto Rican	35	2%	12%	Multiple Races	1	0%	1%
	Unknown	6	0%	7%	Unknown	1	0%	2%
	Hispanic-Cuban	1	0%	0%				
Hispanic-Mexican	1	0%	0%					

Unique Clients | 
 State Avg | 
 > 10% Over State Avg | 
 > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	394	347	14% ▲
Admits	194	192	1%
Discharges	199	139	43% ▲
Service Hours	4,132	3,874	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	42%	94%
<b>On-Time Periodic</b>		
6 Month Updates	53%	12%
<b>Cooccurring</b>		
MH Screen Complete	83%	96%
SA Screen Complete	83%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	89%	97%
Valid Axis V GAF Score	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	20%	50%	56%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		390	96%	75%	85%	21% ▲
Stable Living Situation		343	84%	95%	82%	-11% ▼
Improved/Maintained Axis V GAF Score		251	71%	75%	52%	-4%
Employed		125	31%	50%	34%	-19% ▼
Abstinence/Reduced Drug Use		79	19%	55%	56%	-36% ▼
Self Help		52	13%	60%	21%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		199	96%	90%	58%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	22%	75%	74%	-53% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	95	83% ▲
Admits	141	47	200% ▲
Discharges	56	56	0%
Service Hours	3,772	2,341	61% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
On-Time Periodic		
6 Month Updates	72%	66%
Cooccurring		
MH Screen Complete	54%	64%
SA Screen Complete	43%	67%
Diagnosis		
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	97%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	33%	65%	49%	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		160	88%	80%	86%	8%
Employed		32	18%	20%	10%	-2%
Social Support		104	57%	60%	61%	-3%
Improved/Maintained Axis V GAF Score		100	68%	95%	49%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		117	93%	90%	97%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

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■ Actual   
  Goal   
 ✔ Goal Met   
 ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	10	-60% ▼
Admits	1	1	0%
Discharges	4	7	-43% ▼
Service Hours	60	812	-93% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic 6 Month Updates	N/A	66%
Cooccurring MH Screen Complete	40%	64%
SA Screen Complete	20%	67%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	65%	49%	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	61%	40% ▲
Improved/Maintained Axis V GAF Score		4	100%	95%	49%	5%
Employed		1	25%	20%	10%	5%
Stable Living Situation		3	75%	80%	86%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	97%	-90% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    Goal Met    Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	104	-29% ▼
Admits	2	63	-97% ▼
Discharges	75	32	134% ▲
Service Hours	276	2,016	-86% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		71	96%	50%	74%	46% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		73	97%	85%	84%	12% ▲
● Social Support		44	59%	60%	58%	-1%
● Employed		13	17%	25%	10%	-8%
● Improved/Maintained Axis V GAF Score		53	71%	95%	77%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	100%	-90% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94% 86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		51% 36%
SA Screen Complete		42% 67%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97% 99%
✓ Valid Axis V GAF Score		100% 98%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Recovery Pathways Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	143	-35% ▼
Admits	74	113	-35% ▼
Discharges	71	123	-42% ▼

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		9	15%	0%	21%	15% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	960	1,231	-22% ▼
Admits	251	303	-17% ▼
Discharges	213	528	-60% ▼
Service Hours	14,617	18,326	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	79%
On-Time Periodic 6 Month Updates	65%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	78%	60%
SA Screen Complete	71%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		43	21%	50%	54%	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		287	30%	30%	17%	0%
Stable Living Situation		835	86%	95%	74%	-9%
Improved/Maintained Axis V GAF Score		607	69%	75%	39%	-6%
Social Support		399	41%	60%	49%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		722	96%	90%	90%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		76	31%	75%	60%	-44% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	26	-35% ▼
Admits	2	3	-33% ▼
Discharges	1	11	-91% ▼
Service Hours	569	881	-35% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	57%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	82%	85%	93%	-3%
Employed		3	18%	25%	10%	-7%
Social Support		7	41%	60%	79%	-19% ▼
Improved/Maintained Axis V GAF Score		12	75%	95%	53%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	81%	90%	96%	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		80%
Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%
Valid Axis V GAF Score		94%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 54 Active Residential Support Programs

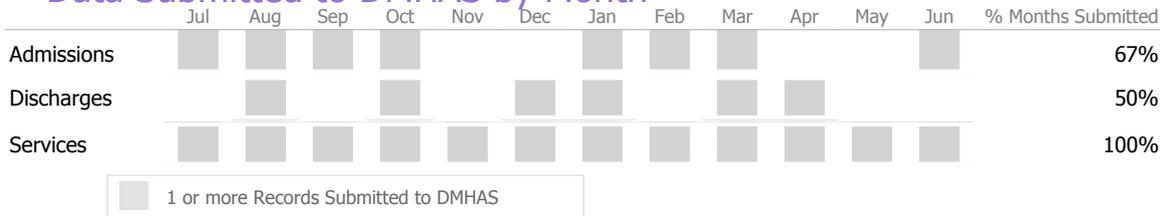
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	98	4%
Admits	16	13	23% ▲
Discharges	15	12	25% ▲
Service Hours	27,273	31,949	-15% ▼
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 38 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	150	4%
Admits	90	103	-13% ▼
Discharges	103	81	27% ▲
Service Hours	1,243	1,474	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		52	32%	35%	31%	-3%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	97%	90%	96%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	73%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 |   
 ✓ Goal Met   
 |   
 ● Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	62	-13% ▼
Admits	8	16	-50% ▼
Discharges	12	15	-20% ▼
Service Hours	14,300	21,165	-32% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	42%	50%	54%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		28	51%	60%	49%	-9%
● Employed		10	18%	30%	17%	-12% ▼
● Stable Living Situation		43	78%	95%	74%	-17% ▼
● Improved/Maintained Axis V GAF Score		28	54%	75%	39%	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	79%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	11%	60%
SA Screen Complete	17%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	99%
✓ Valid Axis V GAF Score	93%	90%

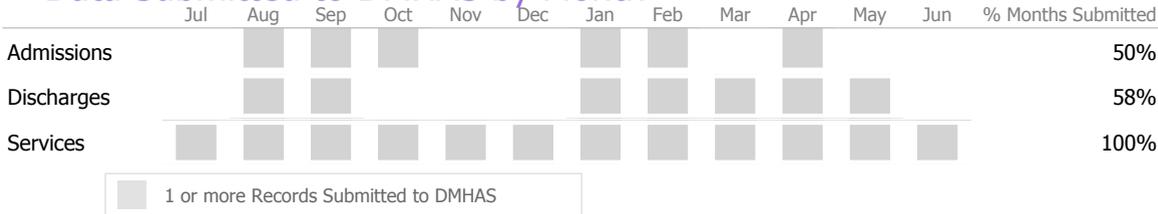
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	91%	90%	90%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	60%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs