

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,470	1,640	-10%
	Admits	283	624	-55% ▼
	Discharges	384	501	-23% ▼
	Service Hours	1,370	799	71% ▲
	Bed Days	134	142	-6%

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

Consumer Satisfaction Survey (Based on 191 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Overall		91%	80%	91%
✓ Access		89%	80%	88%
● Outcome		77%	80%	83%
● Recovery		70%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,163	79.1%
	Case Management	307	20.9%
	IOP	63	4.3%
	Inpatient Services	28	1.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	111	8%	17%	Female	842	57%	▲ 40%
26-34	205	14%	22%	Male	628	43%	▼ 60%
35-44	262	18%	20%				
45-54	463	32%	24%				
55-64	279	19%	13%				
65+	148	10%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,422	97%	▲ 74%	White/Caucasian	1,384	94%	▲ 64%
Hispanic-Other	30	2%	7%	Black/African American	43	3%	▼ 17%
Hisp-Puerto Rican	12	1%	▼ 12%	Other	21	1%	▼ 15%
Unknown	6	0%	7%	Unknown	12	1%	2%
Hispanic-Cuban		0%	0%	Am. Indian/Native Alaskan	4	0%	1%
Hispanic-Mexican		0%	0%	Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Asian	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	24	-8%
Admits	-	2	-100% ▼
Discharges	5	2	150% ▲
Service Hours	-	1	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	36%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	60%
SA Screen Complete	N/A	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	45%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	54%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	9%	30%	17%	-21% ▼
Social Support		1	5%	60%	49%	-55% ▼
Improved/Maintained Axis V GAF Score		3	14%	75%	39%	-61% ▼
Stable Living Situation		4	18%	95%	74%	-77% ▼

Service Utilization

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	66	-58% ▼
Admits	25	75	-67% ▼
Discharges	29	72	-60% ▼
Bed Days	134	142	-6%

Discharge Outcomes

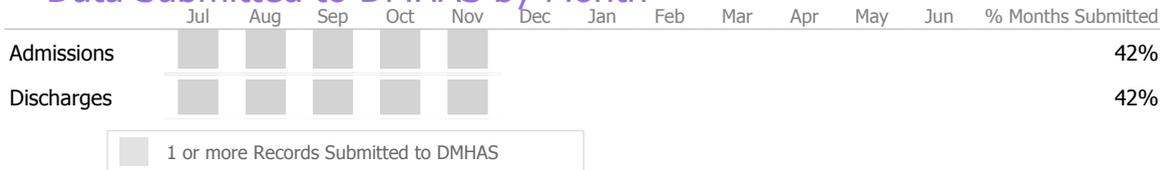
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	79%	95%	69%	-16% ▼
No Re-admit within 30 Days of Discharge		29	100%	85%	86%	15% ▲
Follow-up within 30 Days of Discharge		7	30%	90%	42%	-60% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	5 days	0.1	44%	90%	110%	-46% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 Goal Met
 Below Goal

* State Avg based on 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	71	-11% ▼
Admits	52	59	-12% ▼
Discharges	51	60	-15% ▼
Service Hours	-	99	-100% ▼
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	82%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	82%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	57%	50%	79%	7%
Follow-up within 30 Days of Discharge		7	24%	90%	56%	-66% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		61	95%	95%	77%	0%
Improved/Maintained Axis V GAF Score		42	66%	75%	69%	-9%
Employed		8	12%	30%	13%	-18% ▼
Social Support		26	41%	60%	50%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	36%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

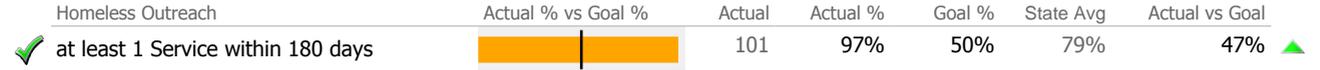
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Standard IOP Programs

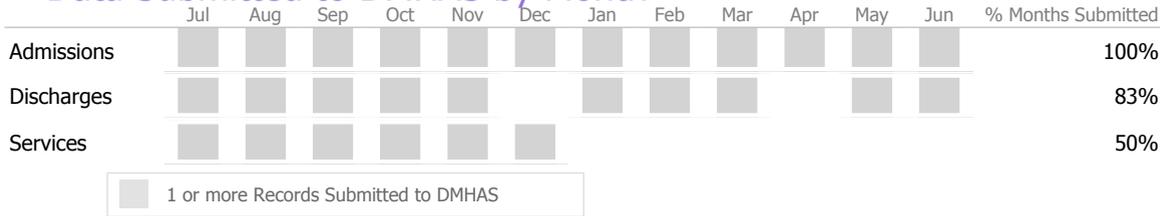
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	307	276	11% ▲
Admits	104	132	-21% ▼
Discharges	80	71	13% ▲
Service Hours	352	260	36% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,149	1,324	-13% ▼
Admits	102	356	-71% ▼
Discharges	219	296	-26% ▼
Service Hours	988	353	180% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	43%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	60%
✓ SA Screen Complete	100%	60%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	85%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		42	21%	50%	54%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		63	5%	30%	17%	-25% ▼
● Social Support		105	9%	60%	49%	-51% ▼
● Improved/Maintained Axis V GAF Score		157	14%	75%	39%	-61% ▼
● Stable Living Situation		336	29%	95%	74%	-66% ▼

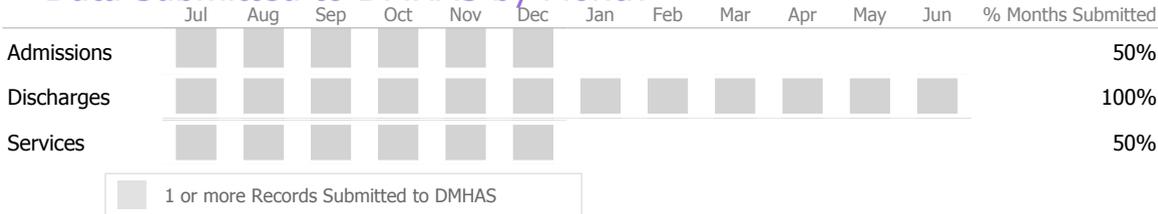
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		656	70%	90%	90%	-20% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	1%	75%	60%	-74% ▼

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