

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	963	1,020	-6%
	Admits	594	743	-20% ▼
	Discharges	503	721	-30% ▼
	Service Hours	792	1,180	-33% ▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	581	60.3%
	Crisis Services	409	42.5%
	IOP	45	4.7%

Consumer Satisfaction Survey (Based on 123 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		83%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	95	10%	17%	Female	529	55%	▲ 40%
26-34	153	16%	22%	Male	434	45%	▼ 60%
35-44	149	16%	20%				
45-54	259	27%	24%				
55-64	165	17%	13%				
65+	128	13%	4%				
				Race	#	%	State Avg
				White/Caucasian	752	78%	▲ 64%
				Other	112	12%	15%
				Black/African American	59	6%	▼ 17%
				Unknown	23	2%	2%
				Asian	13	1%	1%
				Multiple Races	3	0%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	50	-10%
Admits	43	54	-20% ▼
Discharges	44	54	-19% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	80%	50%	79%	30% ▲
● Follow-up within 30 Days of Discharge		18	51%	90%	56%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		47	92%	60%	50%	32% ▲
✓ Improved/Maintained Axis V GAF Score		40	91%	75%	69%	16% ▲
✓ Stable Living Situation		50	98%	95%	77%	3%
● Employed		5	10%	30%	13%	-20% ▼

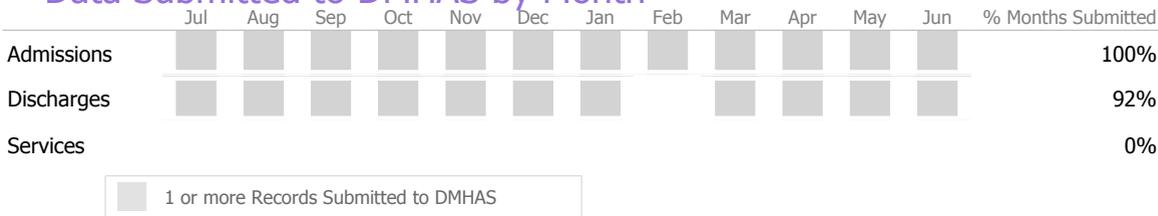
Service Utilization

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

Data Submission Quality

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

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	581	579	0%
Admits	4	16	-75% ▼
Discharges	4	2	100% ▲
Service Hours	792	1,180	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	79%
On-Time Periodic 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	17%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	54%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	1%	30%	17%	-29% ▼
Social Support		40	7%	60%	49%	-53% ▼
Improved/Maintained Axis V GAF Score		2	0%	75%	39%	-75% ▼
Stable Living Situation		49	8%	95%	74%	-87% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		332	58%	90%	90%	-32% ▼

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	409	482	-15% ▼
Admits	547	673	-19% ▼
Discharges	455	665	-32% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		430	78%	75%	76%	3%
● Community Location Evaluation		6	1%	80%	42%	-79% ▼
● Follow-up Service within 48 hours		79	14%	90%	19%	-76% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs