

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,902	3,411	-15% ▼
	Admits	7,438	9,246	-20% ▼
	Discharges	7,389	9,238	-20% ▼
	Service Hours	6,775	7,455	-9%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	1,728	59.5%
	Outpatient	1,120	38.6%
	Case Management	166	5.7%
	IOP	99	3.4%

Consumer Satisfaction Survey (Based on 139 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		88%	80%	91%
✓ Overall		86%	80%	91%
✓ Access		82%	80%	88%
● Outcome		69%	80%	83%
● Recovery		59%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	350	13%	17%	Female	1,573	54%	▲ 40%
26-34	434	16%	22%	Male	1,327	46%	▼ 60%
35-44	568	21%	20%				
45-54	695	26%	24%				
55-64	420	16%	13%				
65+	184	7%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,174	75%	74%	White/Caucasian	2,037	70%	64%
Hispanic-Other	310	11%	7%	Other	422	15%	15%
Hisp-Puerto Rican	235	8%	12%	Black/African American	382	13%	17%
Unknown	180	6%	7%	Multiple Races	23	1%	1%
Hispanic-Cuban	2	0%	0%	Unknown	19	1%	2%
Hispanic-Mexican	1	0%	0%	Asian	11	0%	1%
				Am. Indian/Native Alaskan	5	0%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,728	2,209	-22% ▼
Admits	2,341	3,257	-28% ▼
Discharges	2,293	3,250	-29% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		1,763	76%	75%	76%	1%
● Community Location Evaluation		15	1%	80%	42%	-79% ▼
● Follow-up Service within 48 hours		112	5%	90%	19%	-85% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	104	-5%
Admits	94	92	2%
Discharges	94	92	2%
Service Hours	1,374	1,714	-20% ▼
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	19%	82%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	76%
SA Screen Complete	0%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	0%	82%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		94	100%	50%	79%	50% ▲
● Follow-up within 30 Days of Discharge		31	33%	90%	56%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		15	10%	30%	13%	-20% ▼
● Social Support		0	0%	60%	50%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	69%	-75% ▼
● Stable Living Situation		0	0%	95%	77%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	16%	90%	36%	-74% ▼

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				■	■	■	■						33%

■ 1 or more Records Submitted to DMHAS

▲ > 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	1,035	1,109	-7%
Admits	4,499	5,254	-14% ▼
Discharges	4,499	5,254	-14% ▼
Service Hours	3,153	3,474	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	60%
SA Screen Complete	0%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4,499	100%	50%	54%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		656	14%	30%	17%	-16% ▼
● Social Support		0	0%	60%	49%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	39%	-75% ▼
● Stable Living Situation		0	0%	95%	74%	-95% ▼

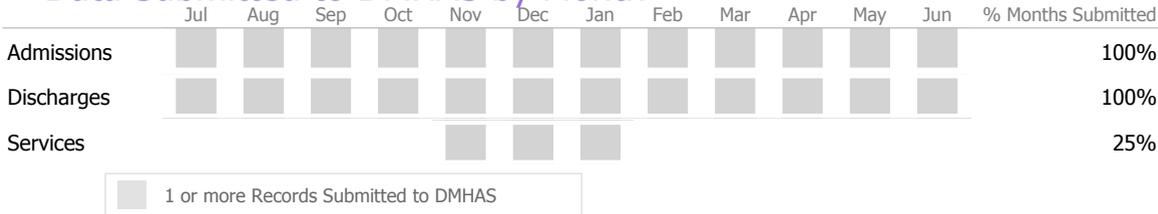
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		343	67%	90%	90%	-23% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		221	26%	75%	60%	-49% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

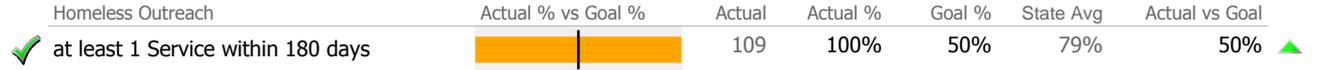
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

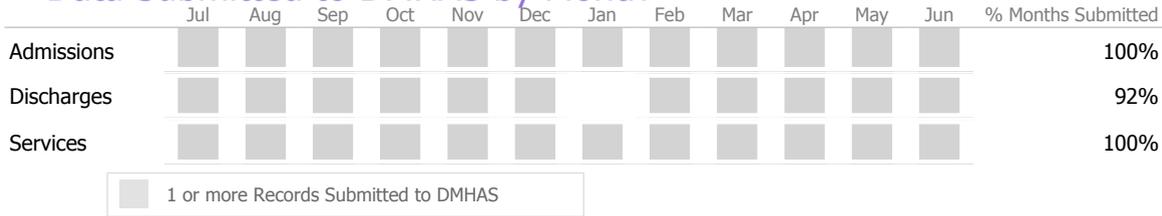
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	188	-12% ▼
Admits	110	133	-17% ▼
Discharges	109	132	-17% ▼
Service Hours	2,112	2,093	1%

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	98	104	-6%
Admits	394	510	-23% ▼
Discharges	394	510	-23% ▼
Service Hours	136	174	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	60%
SA Screen Complete	0%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		394	100%	50%	54%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		44	10%	30%	17%	-20% ▼
● Social Support		0	0%	60%	49%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	39%	-75% ▼
● Stable Living Situation		0	0%	95%	74%	-95% ▼

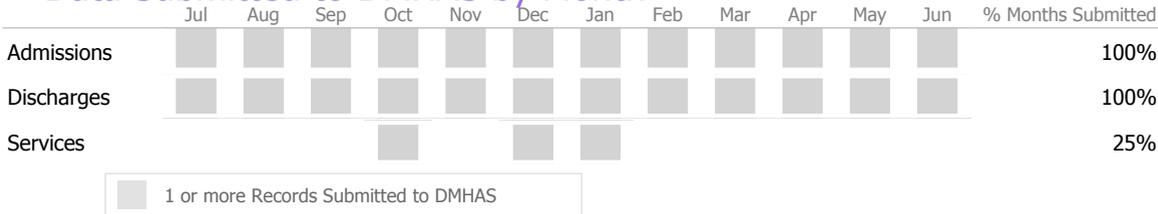
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		34	53%	90%	90%	-37% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		20	29%	75%	60%	-46% ▼

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