

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,276	2,863	14%	▲
	Admits	1,948	3,133	-38%	▼
	Discharges	1,228	2,871	-57%	▼
	Service Hours	30,608	24,947	23%	▲
	Bed Days	6,989	6,504	7%	

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

Consumer Satisfaction Survey

(Based on 195 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		97%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Recovery		95%	80%	79%
✓ Outcome		94%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	3,152	78.7%
	Community Support	370	9.2%
	Crisis Services	152	3.8%
	Employment Services	141	3.5%
	Social Rehabilitation	77	1.9%
	Residential Services	43	1.1%
	ACT	37	0.9%
	Case Management	31	0.8%

Client Demographics

Age	#	%	State Avg
18-25	371	11%	16%
26-34	638	20%	24%
35-44	661	20%	19%
45-54	840	26%	23%
55-64	563	17%	14%
65+	188	6%	4%

Ethnicity	#	%	State Avg
Non-Hispanic	2,384	73%	75%
Hisp-Puerto Rican	535	16%	12%
Unknown	187	6%	6%
Hispanic-Other	146	4%	6%
Hispanic-Mexican	13	0%	1%
Hispanic-Cuban	11	0%	0%

Gender	#	%	State Avg
Female	1,746	53%	40%
Male	1,529	47%	60%

Race	#	%	State Avg
White/Caucasian	1,993	61%	66%
Black/African American	581	18%	17%
Other	446	14%	13%
Unknown	175	5%	3%
Asian	45	1%	1%
Am. Indian/Native Alaskan	26	1%	1%
Hawaiian/Other Pacific Islander	10	0%	0%
Multiple Races			1%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	7	429% ▲
Admits	30	7	329% ▲
Discharges	5	-	
Service Hours	2,437	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	65%	54%	15% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	48%	-15% ▼

Data Submission Quality

	Actual	State Avg
✓ Data Entry	97%	95%
✓ Valid NOMS Data		95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	71%
Cooccurring	Actual	State Avg
MH Screen Complete	64%	79%
SA Screen Complete	55%	76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	86%

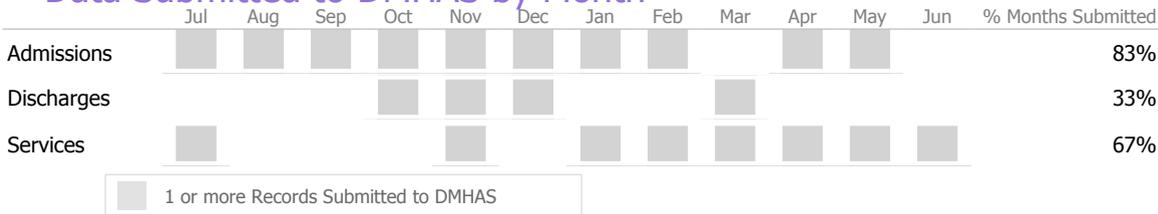
Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Social Support		35	95%	60%	73%	35% ▲
✓ Stable Living Situation		35	95%	60%	89%	35% ▲
● Employed		3	8%	15%	9%	-7%
● Improved/Maintained Axis V GAF Score		22	71%	85%	54%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	165	-15% ▼
Admits	65	100	-35% ▼
Discharges	58	96	-40% ▼
Service Hours	2,730	2,670	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		56	39%	35%	39%	4%

Service Utilization

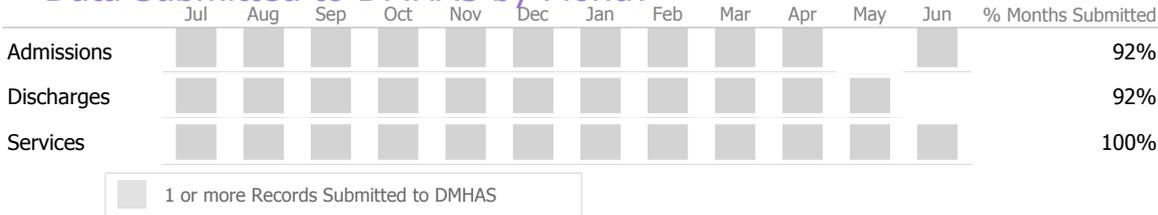
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	95%	90%	96%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 0%;"></div>	N/A	N/A	85%	89%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	97%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div> N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div> N/A	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	312	-75% ▼
Admits	5	80	-94% ▼
Discharges	9	246	-96% ▼
Service Hours	713	224	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	3	4	-25% ▼
Discharges	1	3	-67% ▼
Bed Days	6,989	6,504	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	40%	64%
SA Screen Complete	43%	63%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90% ▼

Recovery

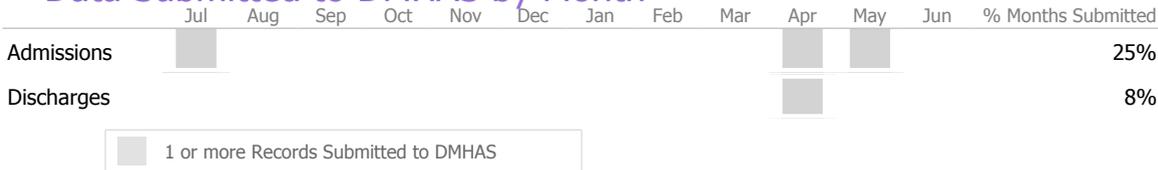
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	100%	60%	83%	40% ▲
Stable Living Situation		21	100%	95%	96%	5%
Employed		0	0%	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		4	21%	95%	72%	-74% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	2,265 days	0.2	113%	90%	92%	23% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

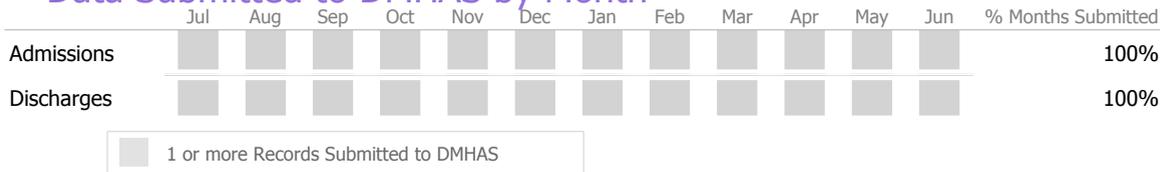
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	1,188	-87% ▼
Admits	194	1,389	-86% ▼
Discharges	189	1,389	-86% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		134	97%	75%	57%	22% ▲
✓ Community Location Evaluation		129	93%	80%	61%	13% ▲
✓ Follow-up Service within 48 hours		22	96%	90%	46%	6%

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	370	398	-7%
Admits	178	219	-19% ▼
Discharges	161	218	-26% ▼
Service Hours	7,359	6,548	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	58%	67%
SA Screen Complete	54%	65%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		147	91%	65%	70%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		356	94%	60%	76%	34% ▲
Stable Living Situation		312	83%	80%	92%	3%
Employed		58	15%	20%	11%	-5%
Improved/Maintained Axis V GAF Score		227	70%	95%	61%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		219	98%	90%	96%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	92%
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 CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	26	-15% ▼
Admits	12	12	0%
Discharges	11	15	-27% ▼
Service Hours	994	871	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	94%
SA Screen Complete	91%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	100%	50%	65%	50% ▲

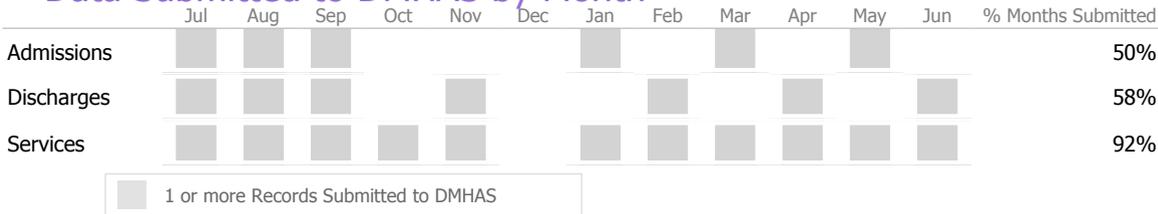
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		25	100%	60%	88%	40% ▲
Stable Living Situation		25	100%	85%	94%	15% ▲
Employed		1	4%	25%	12%	-21% ▼
Improved/Maintained Axis V GAF Score		13	57%	95%	72%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,152	2,571	23% ▲
Admits	1,456	1,283	13% ▲
Discharges	792	860	-8%
Service Hours	16,262	14,196	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	53%	67%
SA Screen Complete	44%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		642	81%	50%	40%	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3,111	96%	60%	66%	36% ▲
Employed		884	27%	30%	21%	-3%
Stable Living Situation		2,763	85%	95%	85%	-10%
Improved/Maintained Axis V GAF Score		1,662	66%	75%	57%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,085	84%	90%	86%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		628	44%	75%	69%	-31% ▼

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 93 Active Standard Outpatient Programs