

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,582	1,461	8%
	Admits	255	282	-10%
	Discharges	157	246	-36% ▼
	Service Hours	2	-	
	Bed Days	66	127	-48% ▼

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

Consumer Satisfaction Survey (Based on 284 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Access		88%	80%	88%
✓ Overall		87%	80%	91%
● Outcome		68%	80%	83%
● Recovery		60%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,302	80.8%
	Case Management	256	15.9%
	IOP	36	2.2%
	Inpatient Services	14	0.9%
Addiction	Case Management	4	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	121	8%	13%	Female	913	58%	▲ 41%
26-34	238	15%	23%	Male	669	42%	▼ 59%
35-44	255	16%	19%	Transgender			0%
45-54	431	27%	23%				
55-64	368	23%	16%				
65+	168	11%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,487	94%	▲ 75%	White/Caucasian	1,444	91%	▲ 65%
Hispanic-Other	61	4%	6%	Other	76	5%	13%
Hisp-Puerto Rican	25	2%	12%	Black/African American	39	2%	▼ 17%
Unknown	9	1%	6%	Unknown	10	1%	3%
Hispanic-Cuban			0%	Asian	6	0%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	3	0%	0%
				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	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	69	106	-35% ▼
Admits	-	41	-100% ▼
Discharges	2	25	-92% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	64%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	77%
SA Screen Complete	N/A	74%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	86%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	9%	30%	20%	-21% ▼
Social Support		23	33%	60%	67%	-27% ▼
Stable Living Situation		24	35%	95%	85%	-60% ▼
Improved/Maintained Axis V GAF Score		2	3%	75%	52%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	80%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	62%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	15	21	-29% ▼
Discharges	15	21	-29% ▼
Bed Days	66	127	-48% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	93%	95%	54%	-2%
✓ No Re-admit within 30 Days of Discharge		15	100%	85%	88%	15% ▲
● Follow-up within 30 Days of Discharge		3	21%	90%	55%	-69% ▼

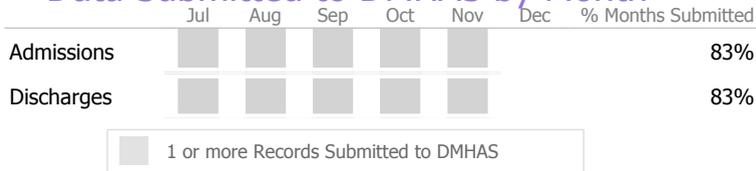
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	4 days	0.1	22%	90%	104%	-68% ▼



* State Avg based on 29 Active Acute Psychiatric Programs

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	4	-	
Discharges	-	-	
Service Hours	2	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	80%	82%	20% ▲
Self Help		3	75%	60%	75%	15% ▲
Employed		1	25%	20%	22%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	25%	90%	87%	-65% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	83	-57% ▼
Admits	7	64	-89% ▼
Discharges	5	68	-93% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	83%	-30% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	68%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	81%	60%	73%	21% ▲
Stable Living Situation		33	92%	95%	85%	-3%
Employed		5	14%	30%	21%	-16% ▼
Improved/Maintained Axis V GAF Score		4	14%	75%	68%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	35%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							50%
Services							0%

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	256	262	-2%
Admits	-	-	
Discharges	62	4	1450% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	80%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,284	1,142	12% ▲
Admits	229	156	47% ▲
Discharges	73	128	-43% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic 6 Month Updates	0%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	92%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	14%	50%	45%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		183	14%	30%	20%	-16% ▼
Social Support		473	37%	60%	67%	-23% ▼
Stable Living Situation		556	43%	95%	85%	-52% ▼
Improved/Maintained Axis V GAF Score		63	6%	75%	52%	-69% ▼

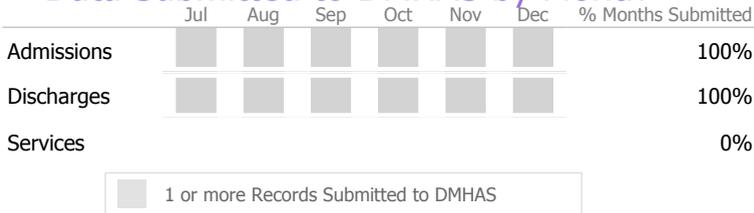
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	80%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	62%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs