

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	936	899	4%
	Admits	286	289	-1%
	Discharges	335	283	18% ▲
	Service Hours	1,809	440	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	615	62.8%
	Crisis Services	354	36.1%
	IOP	11	1.1%

### Consumer Satisfaction Survey

(Based on 145 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Respect		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		92%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		81%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	71	8%	13%	Female	523	56%	41% ▲
26-34	141	15%	23%	Male	413	44%	59% ▼
35-44	149	16%	19%	Transgender			0%
45-54	217	23%	23%				
55-64	206	22%	16%				
65+	146	16%	5% ▲				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	771	82%	75%	White/Caucasian	726	78%	65% ▲
Hispanic-Other	93	10%	6%	Other	113	12%	13%
Unknown	39	4%	6%	Black/African American	64	7%	17%
Hisp-Puerto Rican	23	2%	12%	Unknown	17	2%	3%
Hispanic-Mexican	6	1%	1%	Asian	12	1%	1%
Hispanic-Cuban	4	0%	0%	Multiple Races	3	0%	1%
				Am. Indian/Native Alaskan	1	0%	0%
				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	11	23	-52% ▼
Admits	11	20	-45% ▼
Discharges	5	18	-72% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	57%	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		5	100%	50%	83%	50% ▲
● Follow-up within 30 Days of Discharge		4	80%	90%	68%	-10% ▼

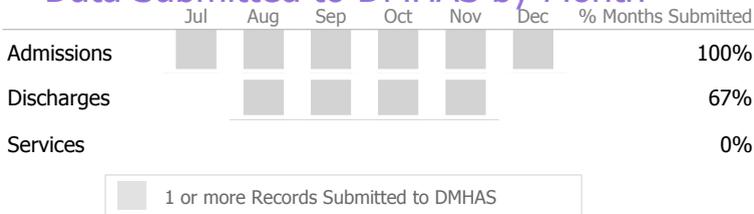
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	73%	22% ▲
✓ Stable Living Situation		11	100%	95%	85%	5%
● Employed		1	9%	30%	21%	-21% ▼
● Improved/Maintained Axis V GAF Score		2	40%	75%	68%	-35% ▼

### 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



▲ > 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	615	588	5%
Admits	22	5	340% ▲
Discharges	85	6	1317% ▲
Service Hours	1,809	440	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	77%
SA Screen Complete	19%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	40%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	21%	50%	45%	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		461	75%	60%	67%	15% ▲
Employed		104	17%	30%	20%	-13% ▼
Stable Living Situation		479	78%	95%	85%	-17% ▼
Improved/Maintained Axis V GAF Score		21	4%	75%	52%	-71% ▼

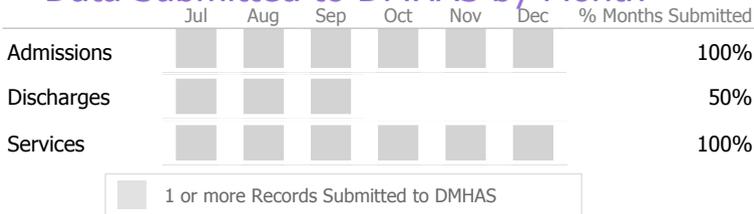
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		355	67%	90%	80%	-23% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	36%	75%	62%	-39% ▼

### 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

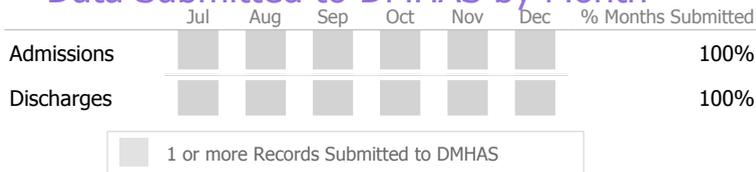
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	354	339	4%
Admits	253	264	-4%
Discharges	245	259	-5%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		166	65%	75%	64%	-10%
Community Location Evaluation		5	2%	80%	58%	-78% ▼
Follow-up Service within 48 hours		37	24%	90%	50%	-66% ▼

### 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