

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	704	592	19%	▲
	Admits	107	137	-22%	▼
	Discharges	184	76	142%	▲
	Service Hours	1,335	1,331	0%	
	S.Rehab/PHP/IOP	3,595	4,942	-27%	▼

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

Consumer Satisfaction Survey (Based on 184 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Access		90%	80%	88%
✓ Outcome		89%	80%	83%
✓ Recovery		87%	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	Social Rehabilitation	590	78.1%
	Case Management	79	10.5%
Addiction	Outpatient	63	8.3%
	IOP	23	3.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	53	8%	13%	Male	434	62%	59%
26-34	117	17%	23%	Female	267	38%	41%
35-44	136	20%	19%	Transgender			0%
45-54	226	33%	23%				
55-64	127	18%	16%				
65+	30	4%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	472	67%	75%	Black/African American	297	42%	▲ 17%
Hispanic-Other	79	11%	6%	White/Caucasian	218	31%	▼ 65%
Hisp-Puerto Rican	79	11%	12%	Other	120	17%	13%
Unknown	58	8%	6%	Unknown	49	7%	3%
Hispanic-Mexican	10	1%	1%	Multiple Races	12	2%	1%
Hispanic-Cuban	6	1%	0%	Am. Indian/Native Alaskan	5	1%	0%
				Asian	3	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	63	45	40% ▲
Admits	34	23	48% ▲
Discharges	34	26	31% ▲
Service Hours	883	674	31% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	21%	50%	56%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		64	97%	75%	89%	22% ▲
✓ Abstinence/Reduced Drug Use		45	68%	55%	56%	13% ▲
✓ Stable Living Situation		64	97%	95%	88%	2%
● Employed		25	38%	50%	42%	-12% ▼
● Improved/Maintained Axis V GAF Score		32	63%	75%	61%	-12% ▼
● Self Help		11	17%	60%	22%	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ Valid TEDS Data		93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		54%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		96%
✓ SA Screen Complete		96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		31	91%	75%	79%	16% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

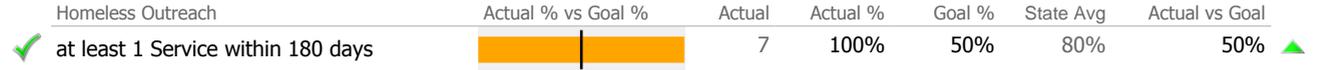
Actual | Goal Goal Met Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

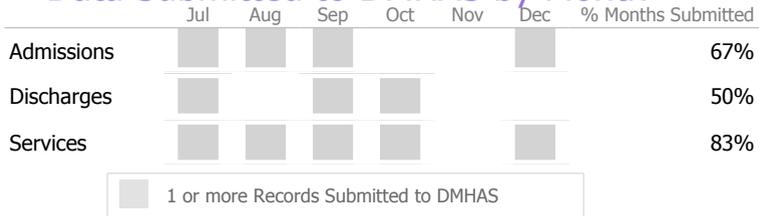
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	85	-21% ▼
Admits	7	12	-42% ▼
Discharges	4	22	-82% ▼
Service Hours	62	231	-73% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	90	105	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	80%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	36	-36% ▼
Admits	20	28	-29% ▼
Discharges	14	26	-46% ▼
Service Hours	300	322	-7%
Social Rehab/PHP/IOP Days	367	414	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	24%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	57%	50%	59%	7%
● Follow-up within 30 Days of Discharge		7	88%	90%	48%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		23	92%	75%	93%	17% ▲
✓ Abstinence/Reduced Drug Use		15	60%	55%	57%	5%
✓ Stable Living Situation		25	100%	95%	90%	5%
✓ Improved/Maintained Axis V GAF Score		13	93%	75%	84%	18% ▲
● Employed		4	16%	50%	32%	-34% ▼
● Self Help		2	8%	60%	39%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	72%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

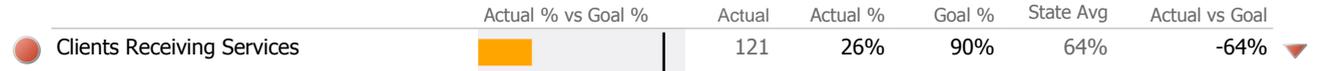
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

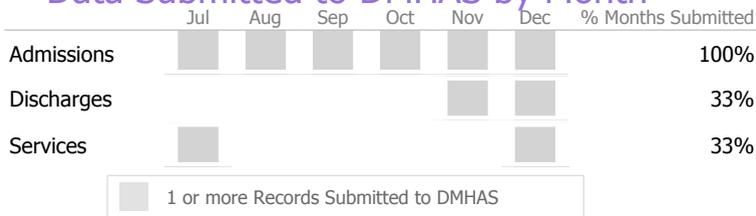
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	590	485	22% ▲
Admits	46	73	-37% ▼
Discharges	131	2	6450% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,228	4,528	-29% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs