

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	385	408	-6%
	Admits	47	92	-49% ▼
	Discharges	44	87	-49% ▼
	Service Hours	2,125	1,893	12% ▲
	Bed Days	9,035	9,306	-3%

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

### Consumer Satisfaction Survey (Based on 1,290 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		83%	80%	92%
✓ Quality and Appropriateness		83%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ Respect		81%	80%	91%
✓ Overall		80%	80%	91%
● Outcome		75%	80%	83%
● Recovery		69%	80%	79%
● Access		55%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	210	53.4%
	Other	69	17.6%
	Case Management	58	14.8%
	Inpatient Services	32	8.1%
	Residential Services	24	6.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	77	20%	13%	Female	203	53%	41% ▲
26-34	49	13%	23%	Male	177	47%	59% ▼
35-44	61	16%	19%	Transgender			0%
45-54	64	17%	23%				
55-64	85	22%	16%				
65+	47	12%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	213	55%	75% ▼	White/Caucasian	138	36%	65% ▼
Hisp-Puerto Rican	135	35%	12% ▲	Other	96	25%	13% ▲
Hispanic-Other	26	7%	6%	Unknown	92	24%	3% ▲
Unknown	9	2%	6%	Black/African American	54	14%	17%
Hispanic-Mexican	2	1%	1%	Asian	5	1%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			0%
				Multiple Races			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	32	72	-56% ▼
Admits	-	40	-100% ▼
Discharges	-	42	-100% ▼
Bed Days	5,888	6,205	-5%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	54%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	55%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,319 days	0.0	1067%	90%	104%	977%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	3	4	-25% ▼
Discharges	3	6	-50% ▼
Bed Days	818	478	71% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	75%	57%	25% ▲
● No Re-admit within 30 Days of Discharge		2	67%	85%	73%	-18% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		81%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		97%
✓ SA Screen Complete		96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		69%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		4	80%	75%	41%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	188 days	0.4	89%	90%	89%	-1%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■	■	33%
Discharges				■	■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 8 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	210	214	-2%
Admits	-	5	-100% ▼
Discharges	8	8	0%
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	77%
SA Screen Complete	0%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	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
Stable Living Situation		203	97%	95%	85%	2%
Social Support		88	42%	60%	67%	-18% ▼
Employed		17	8%	30%	20%	-22% ▼
Improved/Maintained Axis V GAF Score		1	0%	75%	52%	-75% ▼

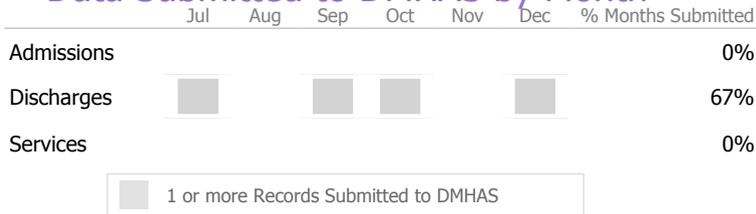
### Service Utilization

	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

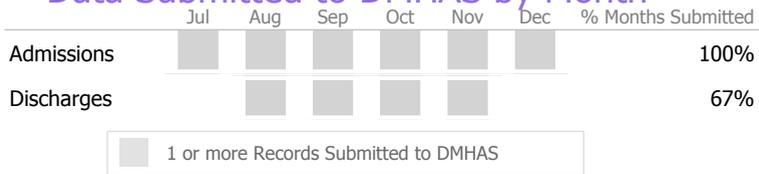
█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	46	50% ▲
Admits	15	11	36% ▲
Discharges	12	-	

### Data Submitted to DMHAS by Month



\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	21	-10%
Admits	6	7	-14% ▼
Discharges	6	7	-14% ▼
Bed Days	2,329	2,623	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	69%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	75%	57%	-25% ▼
No Re-admit within 30 Days of Discharge		4	67%	85%	73%	-18% ▼
Follow-up within 30 Days of Discharge		3	100%	90%	92%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		12	86%	75%	41%	11% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	660 days	0.5	79%	90%	89%	-11% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 8 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	52	12% ▲
Admits	23	25	-8%
Discharges	15	24	-38% ▼
Service Hours	2,125	1,893	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	91%	69%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	87%	50%	51%	37% ▲

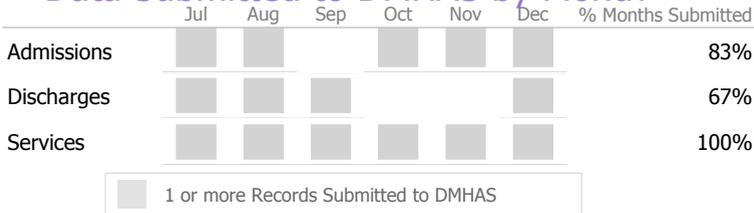
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	83%	60%	64%	23% ▲
Stable Living Situation		53	91%	80%	81%	11% ▲
Employed		18	31%	20%	10%	11% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	100%	90%	63%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs