

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,437	1,684	-15%	▼
	Admits	99	138	-28%	▼
	Discharges	209	264	-21%	▼
	Service Hours	5,872	6,510	-10%	
	Bed Days	37	18	106%	▲

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

Consumer Satisfaction Survey (Based on 253 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
● Outcome		79%	80%	83%
● Recovery		76%	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	1,426	91.7%
	Community Support	122	7.8%
	Inpatient Services	7	0.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	102	7%	13%	Female	862	60%	41%
26-34	204	14%	23%	Male	575	40%	59%
35-44	237	17%	19%	Transgender			0%
45-54	351	24%	23%				
55-64	370	26%	16%				
65+	172	12%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,120	78%	75%	White/Caucasian	913	64%	65%
Hispanic-Other	183	13%	6%	Black/African American	258	18%	17%
Hisp-Puerto Rican	83	6%	12%	Other	230	16%	13%
Unknown	27	2%	6%	Unknown	21	1%	3%
Hispanic-Mexican	23	2%	1%	Asian	9	1%	1%
Hispanic-Cuban	1	0%	0%	Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Am. Indian/Native Alaskan	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	1,426	1,665	-14% ▼
Admits	63	115	-45% ▼
Discharges	191	234	-18% ▼
Service Hours	4,808	5,402	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	93%
On-Time Periodic		
6 Month Updates	37%	64%
Cooccurring		
MH Screen Complete	90%	77%
SA Screen Complete	86%	74%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	70%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	3%	50%	45%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		233	16%	30%	20%	-14% ▼
Social Support		550	39%	60%	67%	-21% ▼
Stable Living Situation		1,013	71%	95%	85%	-24% ▼
Improved/Maintained Axis V GAF Score		51	4%	75%	52%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		819	66%	90%	80%	-24% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		48	76%	75%	62%	1%

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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	14	-50% ▼
Admits	8	15	-47% ▼
Discharges	9	15	-40% ▼
Bed Days	37	18	106% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	100%	95%	54%	5%
● No Re-admit within 30 Days of Discharge		7	78%	85%	88%	-7%
● Follow-up within 30 Days of Discharge		4	44%	90%	55%	-46% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	5 days	0.1	60%	90%	104%	-30% ▼



* State Avg based on 29 Active Acute Psychiatric Programs

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

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	20%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Social Support		N/A	N/A	60%	67%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

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

Cooccurring	Actual	State Avg
MH Screen Complete		77%
SA Screen Complete		74%

Data Submitted to DMHAS by Month

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

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

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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	110	11% ▲
Admits	28	8	250% ▲
Discharges	9	15	-40% ▼
Service Hours	1,064	1,108	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	90%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	82%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	70%	-65% ▼

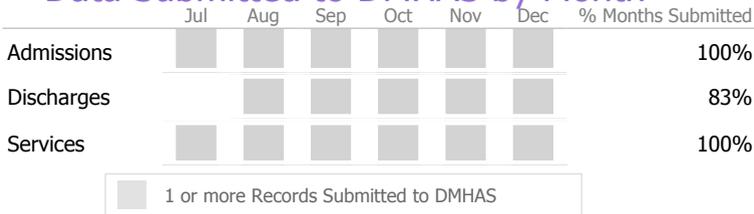
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		120	98%	60%	79%	38% ▲
Stable Living Situation		119	98%	80%	92%	18% ▲
Employed		13	11%	20%	11%	-9%
Improved/Maintained Axis V GAF Score		65	67%	95%	58%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		110	97%	90%	96%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active CSP Programs