

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,140	1,142	0%
	Admits	575	663	-13% ▼
	Discharges	646	649	0%
	Service Hours	3,674	1,574	133% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	646	53.2%
	Crisis Services	541	44.6%
	IOP	27	2.2%

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
18-25	116	10%	15%
26-34	186	16%	24%
35-44	178	16%	19%
45-54	251	22%	22%
55-64	233	21%	15%
65+	166	15%	4% ▲

Gender	#	%	State Avg
Female	627	55%	40% ▲
Male	513	45%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	943	83%	75%
Hispanic-Other	120	11%	7%
Unknown	42	4%	6%
Hisp-Puerto Rican	24	2%	12%
Hispanic-Mexican	7	1%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	888	78%	65% ▲
Other	139	12%	13%
Black/African American	76	7%	16%
Unknown	17	1%	3%
Asian	14	1%	1%
Multiple Races	4	0%	1%
Am. Indian/Native Alaskan	2	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	27	35	-23% ▼
Admits	31	37	-16% ▼
Discharges	21	43	-51% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%
Cooccurring	Actual	State Avg
MH Screen Complete	56%	78%
SA Screen Complete	44%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	71%	50%	72%	21% ▲
● Follow-up within 30 Days of Discharge		10	67%	90%	70%	-23% ▼

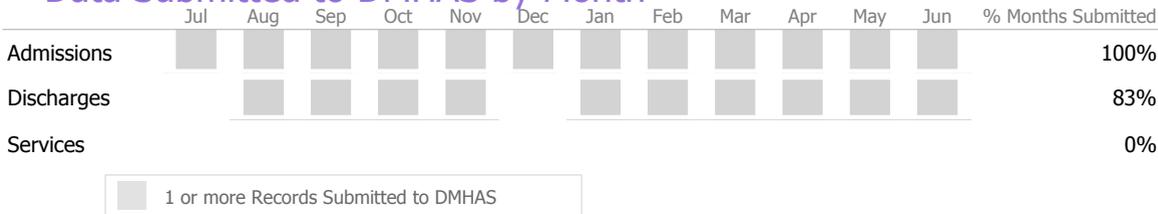
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	71%	60%	68%	11% ▲
✓ Stable Living Situation		31	100%	95%	81%	5%
● Employed		2	6%	30%	23%	-24% ▼
● Improved/Maintained Axis V GAF Score		8	33%	75%	70%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	52%	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	646	613	5%
Admits	48	29	66% ▲
Discharges	142	16	788% ▲
Service Hours	3,674	1,574	133% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	79%	78%
SA Screen Complete	49%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	48%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	15%	50%	42%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		573	89%	60%	69%	29% ▲
Stable Living Situation		588	91%	95%	86%	-4%
Employed		113	17%	30%	22%	-13% ▼
Improved/Maintained Axis V GAF Score		45	7%	75%	53%	-68% ▼

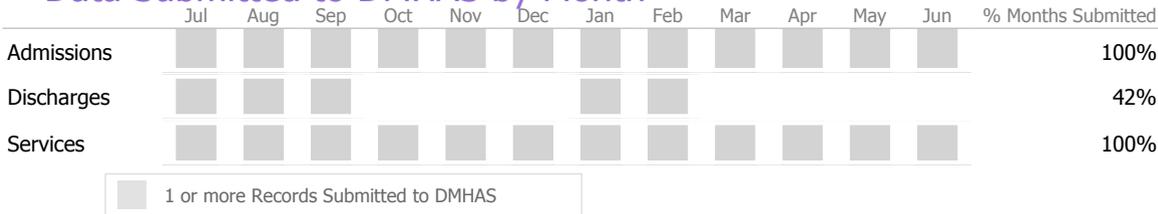
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		405	80%	90%	86%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		25	52%	75%	65%	-23% ▼

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

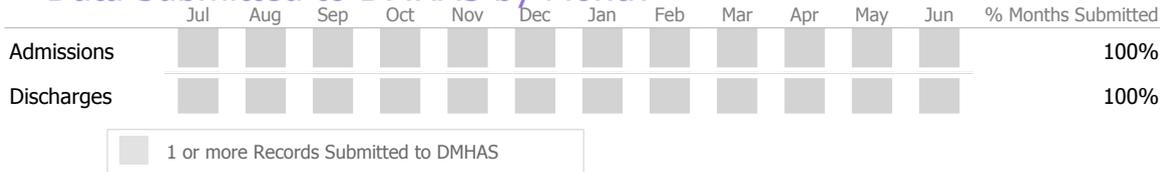
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	541	578	-6%
Admits	496	597	-17% ▼
Discharges	483	590	-18% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		337	65%	75%	64%	-10%
● Community Location Evaluation		5	1%	80%	64%	-79% ▼
● Follow-up Service within 48 hours		74	24%	90%	53%	-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