

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,987	3,291	21% ▲
	Admits	2,169	1,963	10%
	Discharges	1,743	1,301	34% ▲
	Service Hours	36,785	30,881	19% ▲
	Bed Days	7,322	7,294	0%

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

Consumer Satisfaction Survey

(Based on 187 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Respect		98%	80%	91%
✓ Outcome		97%	80%	83%
✓ Access		97%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Recovery		96%	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	3,877	80.6%
	Community Support	388	8.1%
	Crisis Services	173	3.6%
	Employment Services	142	3.0%
	Social Rehabilitation	78	1.6%
	Residential Services	57	1.2%
	Case Management	50	1.0%
	ACT	47	1.0%

Client Demographics

Age	#	%	State Avg
18-25	505	13%	15%
26-34	793	20%	24%
35-44	810	20%	19%
45-54	952	24%	22%
55-64	677	17%	15%
65+	232	6%	4%

Gender	#	%	State Avg
Female	2,111	53%	▲ 40%
Male	1,875	47%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,803	70%	75%
Hisp-Puerto Rican	670	17%	12%
Hispanic-Other	311	8%	7%
Unknown	169	4%	6%
Hispanic-Cuban	17	0%	0%
Hispanic-Mexican	17	0%	1%

Race	#	%	State Avg
White/Caucasian	2,336	59%	65%
Black/African American	752	19%	16%
Other	610	15%	13%
Unknown	169	4%	3%
Asian	66	2%	1%
Am. Indian/Native Alaskan	35	1%	1%
Hawaiian/Other Pacific Islander	19	0%	0%
Multiple Races			1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	37	27% ▲
Admits	17	30	-43% ▼
Discharges	12	7	71% ▲
Service Hours	2,515	2,437	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	83%	65%	46%	18% ▲
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		5	50%	90%	44%	-40% ▼

Data Submission Quality

	Actual	State Avg
✓ Data Entry	100%	97%
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	77%	84%
SA Screen Complete	73%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	96%	78%

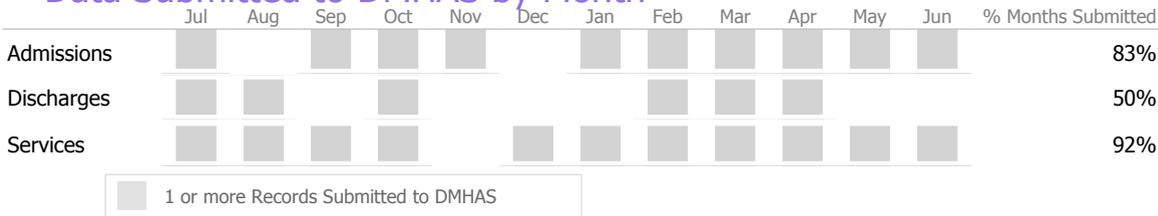
Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Social Support		46	98%	60%	76%	38% ▲
✓ Stable Living Situation		44	94%	60%	87%	34% ▲
● Employed		6	13%	15%	11%	-2%
● Improved/Maintained Axis V GAF Score		24	63%	85%	51%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	97%	90%	99%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Assertive Community Treatment 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	Jan	Feb	Mar	Apr	May	Jun	% 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 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	15	-	
Discharges	2	-	
Service Hours	21	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic 6 Month Updates	0%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	89%	78%
SA Screen Complete	89%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	42%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		15	100%	60%	69%	40% ▲
Stable Living Situation		15	100%	95%	86%	5% ▲
Employed		1	7%	30%	22%	-23% ▼
Improved/Maintained Axis V GAF Score		3	100%	75%	53%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	92%	90%	86%	2% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	47%	75%	65%	-28% ▼

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

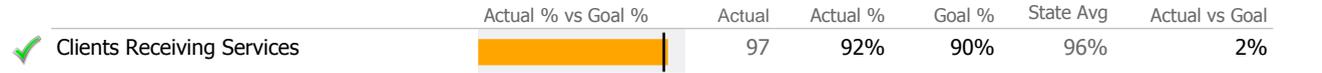
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	142	0%
Admits	64	65	-2%
Discharges	42	63	-33% ▼
Service Hours	2,617	2,740	-4%

Recovery



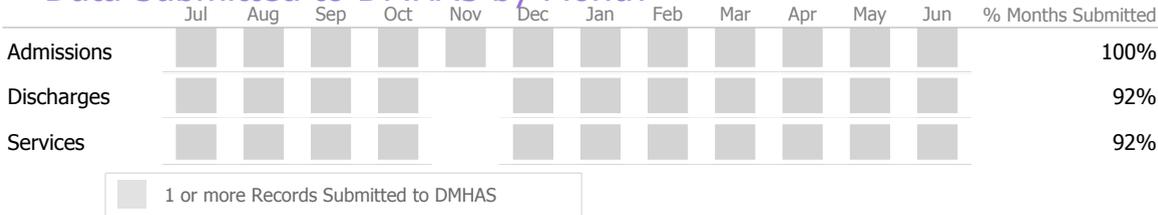
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	19	11% ▲
Admits	2	1	100% ▲
Discharges	-	-	
Service Hours	515	226	128% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		16	76%	85%	79%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

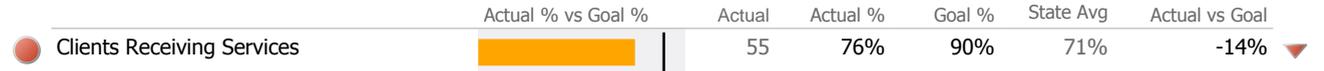
Actual | Goal Goal Met Below Goal

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

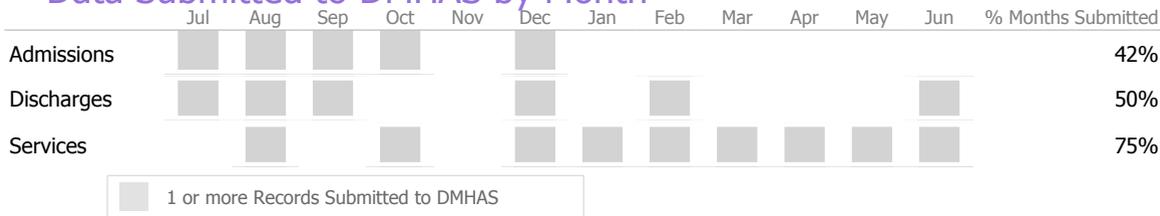
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	77	1%
Admits	10	5	100% ▲
Discharges	7	9	-22% ▼
Service Hours	622	778	-20% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	4	3	33% ▲
Discharges	4	2	100% ▲
Bed Days	7,322	7,294	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	83%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	65%	83%
SA Screen Complete	68%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	60%	68%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%

Recovery

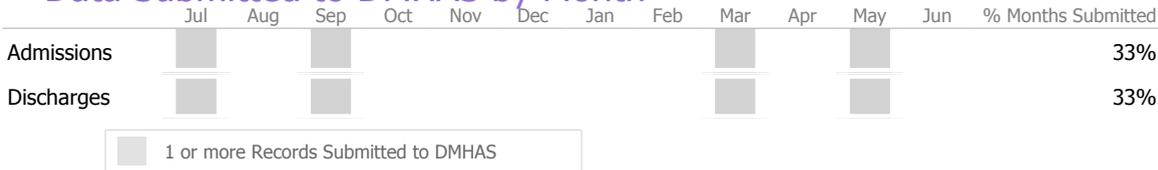
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	100%	60%	86%	40% ▲
✓ Stable Living Situation		24	100%	95%	96%	5%
● Employed		1	4%	25%	8%	-21% ▼
● Improved/Maintained Axis V GAF Score		9	41%	95%	69%	-54% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	2,001 days	0.2	118%	90%	93%	28% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

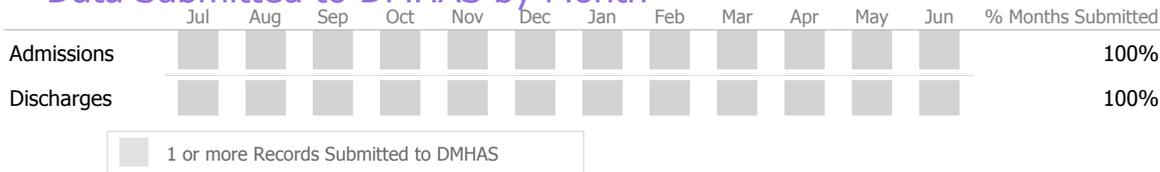
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	152	14% ▲
Admits	200	194	3%
Discharges	200	190	5%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		177	95%	75%	64%	20% ▲
✓ Community Location Evaluation		183	98%	80%	64%	18% ▲
✓ Follow-up Service within 48 hours		63	94%	90%	53%	4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	388	370	5%
Admits	201	180	12% ▲
Discharges	97	179	-46% ▼
Service Hours	7,882	7,359	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic 6 Month Updates	82%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	70%	83%
SA Screen Complete	67%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		93	96%	65%	69%	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		392	98%	60%	80%	38% ▲
Stable Living Situation		345	86%	80%	92%	6%
Employed		56	14%	20%	12%	-6%
Improved/Maintained Axis V GAF Score		207	69%	95%	60%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		294	95%	90%	98%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 44 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	7	12	-42% ▼
Discharges	4	11	-64% ▼
Service Hours	1,216	994	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	85%	87%
Cooccurring MH Screen Complete	89%	92%
SA Screen Complete	89%	90%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	50%	74%	25% ▲

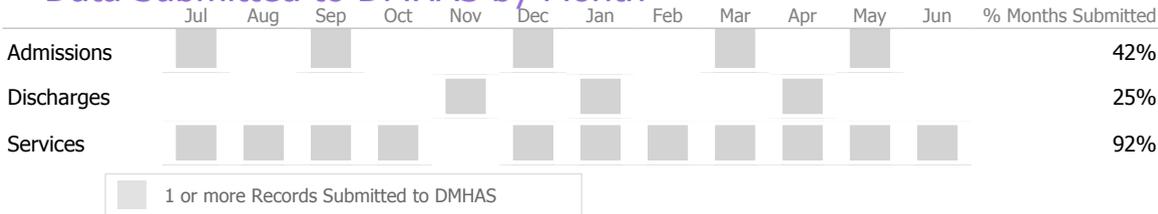
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	100%	60%	87%	40% ▲
Stable Living Situation		21	100%	85%	93%	15% ▲
Employed		1	5%	25%	12%	-20% ▼
Improved/Maintained Axis V GAF Score		9	53%	95%	77%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 42 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,876	3,168	22% ▲
Admits	1,636	1,468	11% ▲
Discharges	1,373	838	64% ▲
Service Hours	19,919	16,234	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	66%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	76%	78%
SA Screen Complete	73%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,271	93%	50%	42%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4,027	99%	60%	69%	39% ▲
Employed		1,095	27%	30%	22%	-3%
Stable Living Situation		3,535	87%	95%	86%	-8%
Improved/Maintained Axis V GAF Score		1,964	60%	75%	53%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,104	78%	90%	86%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		570	36%	75%	65%	-39% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 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	13		
Admits	13	-	
Discharges	1	-	
Service Hours	1,477	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	74%	50% ▲

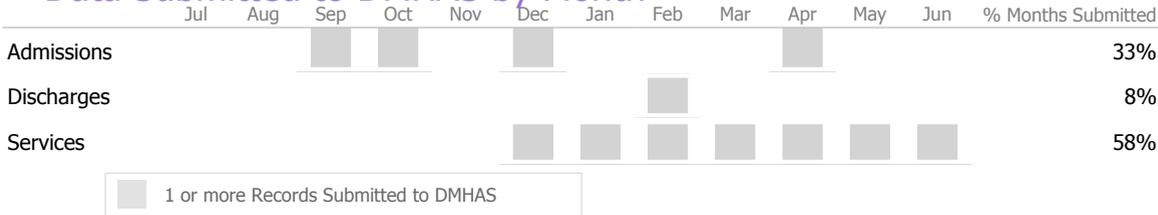
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	87%	40% ▲
✓ Stable Living Situation		12	92%	85%	93%	7%
● Employed		1	8%	25%	12%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 Goal Met
 Below Goal

* State Avg based on 42 Active Residential Support Programs