

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,926	1,430	35% ▲
	Admits	3,718	1,852	101% ▲
	Discharges	3,683	1,850	99% ▲
	Service Hours	4,841	222	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	1,449	73.0%
	Outpatient	450	22.7%
	IOP	53	2.7%
	Case Management	33	1.7%

### Consumer Satisfaction Survey

(Based on 47 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		83%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	266	16%	15%
26-34	297	18%	24%
35-44	304	18%	19%
45-54	380	23%	22%
55-64	292	17%	15%
65+	146	9%	4%

Gender	#	%	State Avg
Female	1,012	53%	▲ 40%
Male	911	47%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,518	79%	75%
Hispanic-Other	314	16%	7%
Hisp-Puerto Rican	75	4%	12%
Unknown	17	1%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,248	65%	65%
Other	328	17%	13%
Black/African American	283	15%	16%
Multiple Races	36	2%	1%
Asian	19	1%	1%
Am. Indian/Native Alaskan	6	0%	1%
Unknown	4	0%	3%
Hawaiian/Other Pacific Islander	2	0%	0%

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

### Program Activity

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	57%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

### 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 29 Active Acute Psychiatric Programs

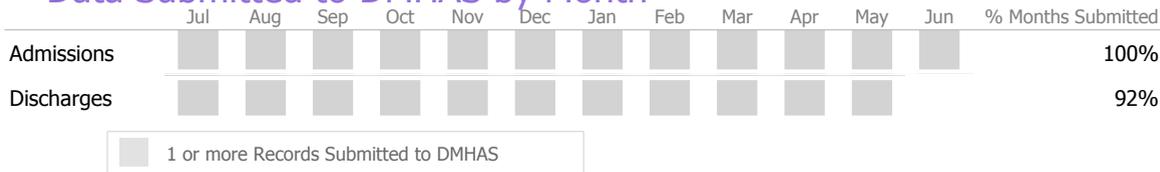
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,449	1,343	8%
Admits	1,859	1,725	8%
Discharges	1,856	1,722	8%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		1,746	64%	75%	64%	-11% ▼
Community Location Evaluation		2	0%	80%	64%	-80% ▼
Follow-up Service within 48 hours		56	7%	90%	53%	-83% ▼

### 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	53	21	152% ▲
Admits	108	21	414% ▲
Discharges	108	21	414% ▲
Service Hours	2,418	217	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	19%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	32%	50%	72%	-18% ▼
Follow-up within 30 Days of Discharge		13	37%	90%	70%	-53% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		19	18%	30%	23%	-12% ▼
Social Support		0	0%	60%	68%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	70%	-75% ▼
Stable Living Situation		0	0%	95%	81%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	52%	10%

### 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								■	■	■	■	■	42%

■ 1 or more Records Submitted to DMHAS

▲ > 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	424	71	497% ▲
Admits	1,620	86	1784% ▲
Discharges	1,620	86	1784% ▲
Service Hours	1,925	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		467	29%	50%	42%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		202	12%	30%	22%	-18% ▼
Social Support		0	0%	60%	69%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼
Stable Living Situation		0	0%	95%	86%	-95% ▼

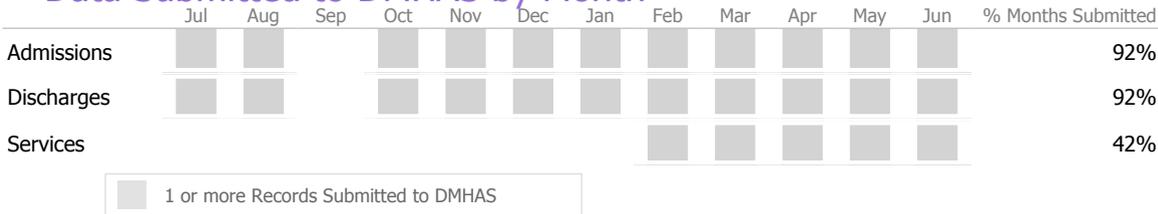
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		165	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		113	27%	75%	65%	-48% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

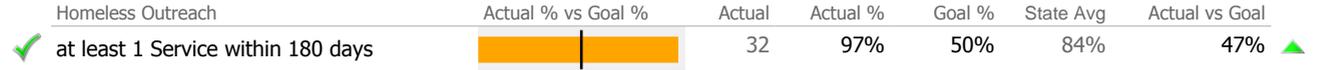
Actual | Goal Goal Met Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	1	3200% ▲
Admits	33	-	
Discharges	1	1	0%
Service Hours	473	-	

### 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	29	15	93% ▲
Admits	98	20	390% ▲
Discharges	98	20	390% ▲
Service Hours	25	5	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	35%	50%	42%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	6%	30%	22%	-24% ▼
Social Support		0	0%	60%	69%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼
Stable Living Situation		0	0%	95%	86%	-95% ▼

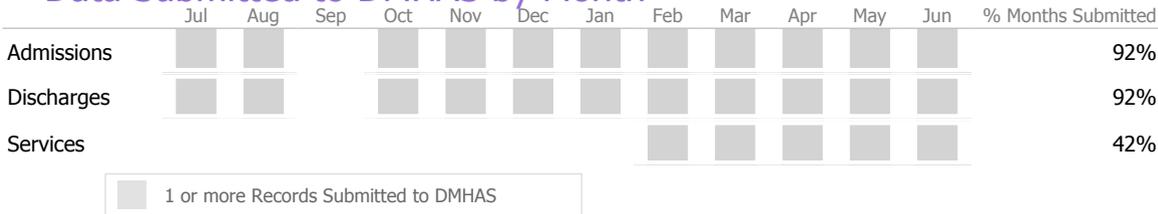
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	7%	75%	65%	-68% ▼

### 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	-	-	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

### 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 9 Active Respite Bed Programs