

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,221	1,173	4%
	Admits	149	181	-18% ▼
	Discharges	240	128	88% ▲
	Service Hours	16,470	16,175	2%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,023	67.7%
	Community Support	127	8.4%
	Social Rehabilitation	74	4.9%
	Employment Services	57	3.8%
	Residential Services	26	1.7%
<b>Addiction</b>	Outpatient	179	11.8%
	Forensics Community-based	26	1.7%

### Consumer Satisfaction Survey

(Based on 264 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		89%	80%	91%
✓ Overall		85%	80%	91%
✓ General Satisfaction		83%	80%	92%
✓ Access		82%	80%	88%
● Outcome		71%	80%	83%
● Recovery		64%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	149	12%	13%	Female	686	56%	▲ 42%	
26-34	190	16%	22%	Male	535	44%	▼ 58%	
35-44	186	15%	19%	<b>Race</b>	White/Caucasian	1,032	85%	▲ 66%
45-54	293	24%	24%		Other	90	7%	13%
55-64	270	22%	17%		Black/African American	66	5%	▼ 16%
65+	132	11%	5%		Am. Indian/Native Alaskan	17	1%	0%
					Asian	13	1%	1%
<b>Ethnicity</b>	#	%	State Avg	Hawaiian/Other Pacific Islander	2	0%	0%	
Non-Hispanic	904	74%	75%	Multiple Races	1	0%	1%	
Hispanic-Other	291	24%	▲ 6%	Unknown			3%	
Hisp-Puerto Rican	22	2%	12%					
Unknown	2	0%	5%					
Hispanic-Cuban	1	0%	0%					
Hispanic-Mexican	1	0%	1%					

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	181	-1%
Admits	17	27	-37% ▼
Discharges	52	32	63% ▲
Service Hours	441	514	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%
Valid TEDS Data	46%	93%
<b>On-Time Periodic</b>		
6 Month Updates	73%	41%
<b>Cooccurring</b>		
MH Screen Complete	62%	96%
SA Screen Complete	64%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	92%	98%
Valid Axis V GAF Score	96%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	40%	50%	56%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		161	90%	75%	84%	15% ▲
Stable Living Situation		150	84%	95%	83%	-11% ▼
Employed		61	34%	50%	39%	-16% ▼
Improved/Maintained Axis V GAF Score		103	66%	75%	53%	-9%
Abstinence/Reduced Drug Use		47	26%	55%	50%	-29% ▼
Self Help		28	16%	60%	19%	-44% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		102	80%	90%	74%	-10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	47%	75%	76%	-28% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 116 Active Standard Outpatient Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 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	% 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	127	114	11% ▲
Admits	15	6	150% ▲
Discharges	24	8	200% ▲
Service Hours	936	974	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	66%	83%
SA Screen Complete	67%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	99%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	46%	65%	63%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		106	83%	80%	92%	3%
Employed		24	19%	20%	11%	-1%
Social Support		57	45%	60%	79%	-15% ▼
Improved/Maintained Axis V GAF Score		73	68%	95%	53%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		90	86%	90%	94%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	39	-33% ▼
Admits	7	18	-61% ▼
Discharges	13	11	18% ▲
Service Hours	-	-	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	38%	N/A ▼

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		2	4%	0%	17%	4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	976	902	8%
Admits	97	111	-13% ▼
Discharges	130	67	94% ▲
Service Hours	3,241	3,380	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	62%	78%
SA Screen Complete	63%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%
Valid Axis V GAF Score	95%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		52	40%	50%	38%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		260	27%	30%	19%	-3%
Stable Living Situation		810	83%	95%	83%	-12% ▼
Social Support		441	45%	60%	65%	-15% ▼
Improved/Maintained Axis V GAF Score		546	64%	75%	48%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		612	72%	90%	71%	-18% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		56	58%	75%	63%	-17% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	4	7	-43% ▼
Discharges	4	1	300% ▲
Service Hours	174	215	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	73%	90%
SA Screen Complete	73%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	72%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	88%	85%	92%	3%
● Employed		3	12%	25%	13%	-13% ▼
● Social Support		10	38%	60%	87%	-22% ▼
● Improved/Maintained Axis V GAF Score		14	64%	95%	70%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	77%	90%	95%	-13% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

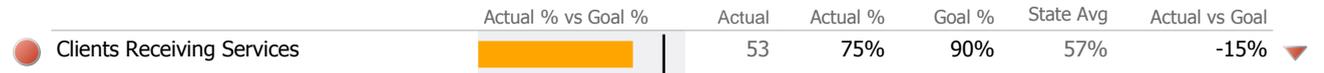
Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 51 Active Residential Support Programs

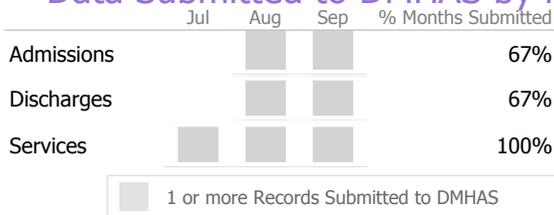
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	75	-1%
Admits	2	-	
Discharges	3	-	
Service Hours	6,081	5,009	21% ▲
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	50	14% ▲
Admits	5	9	-44% ▼
Discharges	12	7	71% ▲
Service Hours	363	339	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	54%	35%	43%	19% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	91%	90%	92%	1%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	48	10% ▲
Admits	2	3	-33% ▼
Discharges	2	2	0%
Service Hours	5,234	5,745	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	17%	78%
SA Screen Complete	17%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%
Valid Axis V GAF Score	94%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	38%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		32	60%	60%	65%	0%
Employed		12	23%	30%	19%	-7%
Improved/Maintained Axis V GAF Score		32	65%	75%	48%	-10%
Stable Living Situation		42	79%	95%	83%	-16% ▼

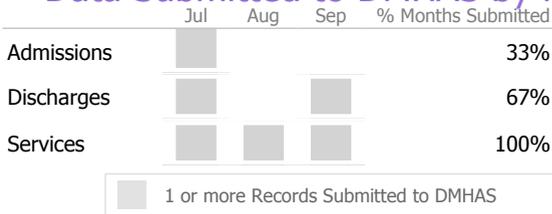
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	84%	90%	71%	-6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	50%	75%	63%	-25% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs