

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	818	792	3%
	Admits	134	130	3%
	Discharges	206	126	63% ▲
	Service Hours	919	434	112% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	593	70.3%
	Crisis Services	246	29.2%
	IOP	4	0.5%

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	45	6%	13%
26-34	117	14%	22%
35-44	132	16%	19%
45-54	193	24%	24%
55-64	193	24%	17%
65+	133	16%	5% ▲

Gender	#	%	State Avg
Female	464	57%	42% ▲
Male	354	43%	58% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	672	82%	75%
Hispanic-Other	79	10%	6%
Unknown	36	4%	5%
Hisp-Puerto Rican	22	3%	12%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	642	78%	66% ▲
Other	96	12%	13%
Black/African American	50	6%	16%
Unknown	17	2%	3%
Asian	9	1%	1%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	1	0%	0%
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	4	14	-71% ▼
Admits	4	10	-60% ▼
Discharges	2	12	-83% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	5%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	40%	98%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	81%	50% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	71%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	70%	15% ▲
✓ Stable Living Situation		4	100%	95%	79%	5%
● Employed		0	0%	30%	19%	-30% ▼
● Improved/Maintained Axis V GAF Score		1	50%	75%	75%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	25%	N/A ▼

Data Submitted to DMHAS by Month

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

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	593	584	2%
Admits	5	2	150% ▲
Discharges	85	-	
Service Hours	919	434	112% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	36%	78%
SA Screen Complete	27%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	37%	91%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	21%	50%	38%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		443	75%	60%	65%	15% ▲
Employed		96	16%	30%	19%	-14% ▼
Stable Living Situation		460	78%	95%	83%	-17% ▼
Improved/Maintained Axis V GAF Score		21	4%	75%	48%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		315	62%	90%	71%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	40%	75%	63%	-35% ▼

▲ > 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	246	228	8%
Admits	125	118	6%
Discharges	119	114	4%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		109	64%	75%	65%	-11% ▼
Community Location Evaluation		5	3%	80%	56%	-77% ▼
Follow-up Service within 48 hours		15	21%	90%	49%	-69% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs