

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	338	273	24%	▲
	Admits	88	66	33%	▲
	Discharges	42	54	-22%	▼
	Service Hours	1,676	1,959	-14%	▼
	S.Rehab/PHP/IOP	2,116	2,889	-27%	▼

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

### Consumer Satisfaction Survey (Based on 213 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		92%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		85%	80%	83%
✓ Recovery		81%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Social Rehabilitation	334	68.3%
	Employment Services	53	10.8%
	Education Support	52	10.6%
	Case Management	26	5.3%
	Residential Services	24	4.9%

### Client Demographics

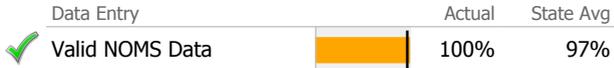
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	25	7%	13%	Male	191	57%	58%
26-34	56	17%	22%	Female	147	43%	42%
35-44	54	16%	19%				
45-54	91	27%	24%				
55-64	89	26%	17%				
65+	23	7%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	283	84%	75%	White/Caucasian	241	71%	66%
Hispanic-Other	32	9%	6%	Black/African American	80	24%	16%
Hisp-Puerto Rican	14	4%	12%	Other	13	4%	13%
Unknown	6	2%	5%	Asian	4	1%	1%
Hispanic-Mexican	3	1%	1%	Am. Indian/Native Alaskan		0%	0%
Hispanic-Cuban			0%	Multiple Races		1%	1%
				Hawaiian/Other Pacific Islander		0%	0%
				Unknown		3%	3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	19	-21% ▼
Admits	-	1	-100% ▼
Discharges	2	3	-33% ▼
Service Hours	196	213	-8%

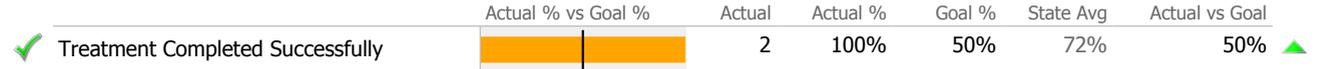
### Data Submission Quality



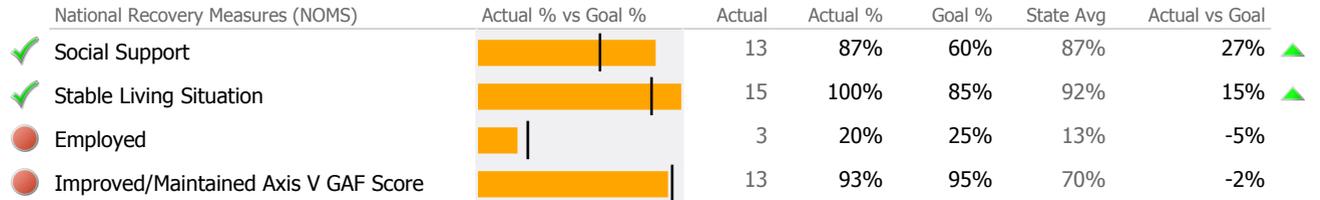
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	87%



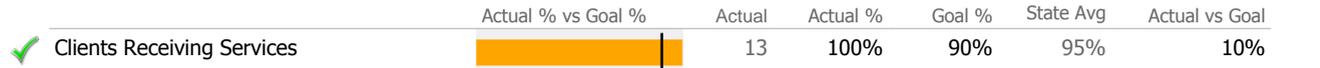
### Discharge Outcomes



### Recovery



### Service Utilization



### Data Submitted to DMHAS by Month



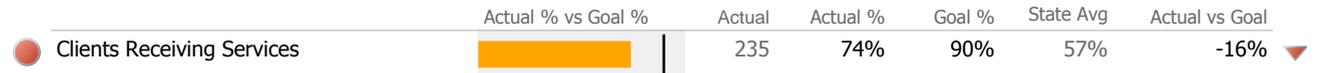
▲ > 10% Over ▼ < 10% Under

\* State Avg based on 51 Active Residential Support Programs

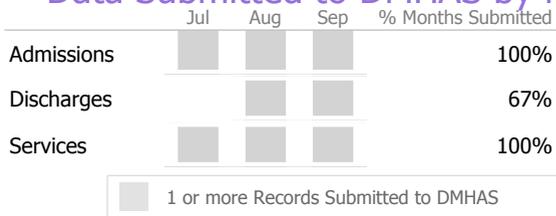
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	334	272	23% ▲
Admits	60	41	46% ▲
Discharges	19	27	-30% ▼
Service Hours	642	868	-26% ▼
Social Rehab/PHP/IOP Days	2,116	2,889	-27% ▼

### 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	53	51	4%
Admits	11	15	-27% ▼
Discharges	14	15	-7%
Service Hours	354	406	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	58%	35%	43%	23% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	92%	10%

### 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				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 Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	60	72	-17% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	72%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	67%	25%	13%	42% ▲
Social Support		9	100%	60%	87%	40% ▲
Stable Living Situation		9	100%	85%	92%	15% ▲
Improved/Maintained Axis V GAF Score		9	100%	95%	70%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	95%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
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	52	42	24% ▲
Admits	11	7	57% ▲
Discharges	6	6	0%
Service Hours	259	207	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Enrolled in Educational Program		4	8%	35%	40%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	87%	90%	93%	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	93%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 5 Active Education Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	90%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	85%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		69%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 54 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	46	35	29% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	82%	15% ▲

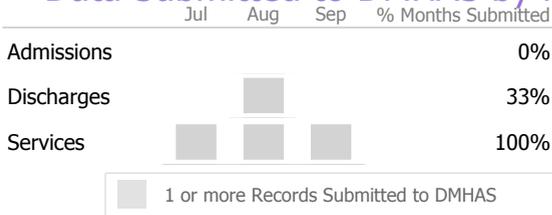
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	86%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	15	-20% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	120	157	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	82%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	86%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs