

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	229	200	15%	▲
	Admits	52	18	189%	▲
	Discharges	50	20	150%	▲
	Service Hours	175	222	-21%	▼
	Bed Days	496	451	10%	

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

Consumer Satisfaction Survey (Based on 84 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Access		95%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		88%	80%	91%
● Outcome		65%	80%	83%
● Recovery		58%	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	180	76.3%
	Case Management	36	15.3%
	Inpatient Services	20	8.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	5	2%	▼ 13%	Female	142	62%	▲ 42%
26-34	23	10%	▼ 22%	Male	87	38%	▼ 58%
35-44	29	13%	19%				
45-54	72	32%	24%				
55-64	68	30%	▲ 17%				
65+	31	14%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	187	82%	75%	White/Caucasian	201	88%	▲ 66%
Unknown	38	17%	▲ 5%	Black/African American	19	8%	16%
Hispanic-Other	2	1%	6%	Other	5	2%	▼ 13%
Hisp-Puerto Rican	2	1%	▼ 12%	Am. Indian/Native Alaskan	2	1%	0%
Hispanic-Cuban			0%	Asian	1	0%	1%
Hispanic-Mexican			1%	Unknown	1	0%	3%
				Multiple Races			1%
				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	20	17	18% ▲
Admits	17	14	21% ▲
Discharges	16	14	14% ▲
Bed Days	496	451	10%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	95%	56%	-95% ▼
✓ No Re-admit within 30 Days of Discharge		14	88%	85%	87%	3%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	48%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	407 days	0.1	270%	90%	105%	180% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 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	8	2	300% ▲
Admits	3	1	200% ▲
Discharges	-	-	
Service Hours	51	1	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	0%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	88%	80%	86%	8%
Social Support		5	62%	60%	68%	2%
Employed		1	12%	20%	11%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	88%	90%	77%	-2%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	2	1300% ▲
Admits	30	2	1400% ▲
Discharges	29	2	1350% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	76%	-50% ▼

Data Submitted to DMHAS by Month

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