

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,462	1,418	3%
	Admits	514	502	2%
	Discharges	509	403	26% ▲
	Service Hours	48,093	49,469	-3%

▲ > 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	1,234	66.2%
	Community Support	188	10.1%
	Social Rehabilitation	77	4.1%
	Employment Services	75	4.0%
	Residential Services	30	1.6%
<b>Addiction</b>			
	Outpatient	206	11.1%
<b>Forensic MH</b>			
	Forensics Community-based	53	2.8%

### 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	194	13%	15%	Female	812	56%	40% ▲
26-34	252	17%	24%	Male	650	44%	60% ▼
35-44	232	16%	19%	Transgender			0%
45-54	338	23%	23%				
55-64	302	21%	15%				
65+	141	10%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,079	74%	75%	White/Caucasian	1,233	84%	65% ▲
Hispanic-Other	344	24%	7% ▲	Other	108	7%	13%
Hisp-Puerto Rican	33	2%	12%	Black/African American	86	6%	17% ▼
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	18	1%	0%
Hispanic-Mexican	2	0%	1%	Asian	14	1%	1%
Unknown	2	0%	5%	Hawaiian/Other Pacific Islander	2	0%	0%
				Multiple Races	1	0%	1%
				Unknown			3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	243	-15% ▼
Admits	44	90	-51% ▼
Discharges	94	74	27% ▲
Service Hours	1,207	1,654	-27% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	97%
Valid TEDS Data	56%	93%
<b>On-Time Periodic</b>		
6 Month Updates	64%	57%
<b>Cooccurring</b>		
MH Screen Complete	64%	96%
SA Screen Complete	64%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	95%	100%
Valid Axis V GAF Score	98%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	36%	50%	54%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		199	96%	75%	90%	21% ▲
Improved/Maintained Axis V GAF Score		137	71%	75%	67%	-4%
Stable Living Situation		176	85%	95%	89%	-10%
Employed		68	33%	50%	42%	-17% ▼
Abstinence/Reduced Drug Use		57	28%	55%	58%	-27% ▼
Self Help		31	15%	60%	22%	-45% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		100	85%	90%	82%	-5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	53%	75%	78%	-22% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 115 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	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	62%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	77%
SA Screen Complete	N/A	74%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	21%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	Oct	Nov	Dec	Jan	Feb	Mar	% 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	188	129	46% ▲
Admits	78	19	311% ▲
Discharges	41	20	105% ▲
Service Hours	3,228	2,852	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	69%	80%
SA Screen Complete	70%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	95%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	34%	65%	69%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		164	85%	80%	92%	5%
Employed		38	20%	20%	11%	0%
Social Support		102	53%	60%	80%	-7%
Improved/Maintained Axis V GAF Score		95	71%	95%	59%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		133	87%	90%	97%	-3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	89%

■ 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	53	63	-16% ▼
Admits	34	43	-21% ▼
Discharges	44	48	-8%
Service Hours	-	-	

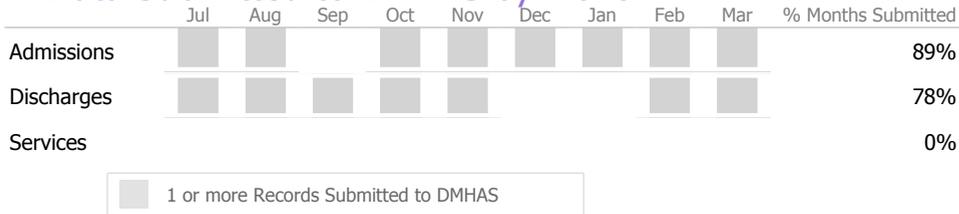
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	45%	N/A ▼

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours		14	11%	0%	19%	11% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,189	1,073	11% ▲
Admits	317	289	10%
Discharges	276	216	28% ▲
Service Hours	10,099	9,344	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	62%
Cooccurring	Actual	State Avg
MH Screen Complete	60%	77%
SA Screen Complete	62%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	96%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		89	32%	50%	42%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		328	27%	30%	21%	-3%
Stable Living Situation		1,011	84%	95%	86%	-11% ▼
Social Support		529	44%	60%	69%	-16% ▼
Improved/Maintained Axis V GAF Score		667	65%	75%	52%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		760	82%	90%	84%	-8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		202	64%	75%	65%	-11% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	30	30	0%
Admits	8	12	-33% ▼
Discharges	7	8	-13% ▼
Service Hours	589	628	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	90%
SA Screen Complete	67%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	72%	-7%

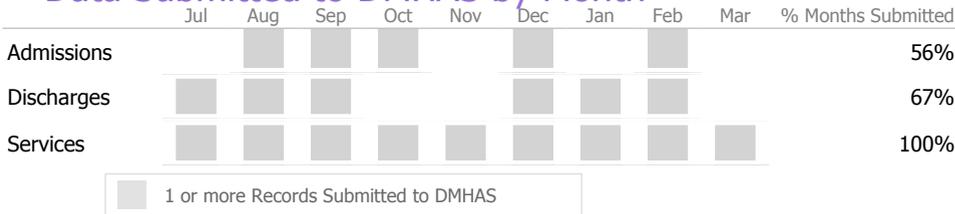
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		29	97%	85%	94%	12% ▲
Employed		5	17%	25%	14%	-8%
Social Support		12	40%	60%	87%	-20% ▼
Improved/Maintained Axis V GAF Score		20	77%	95%	74%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	87%	90%	97%	-3%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

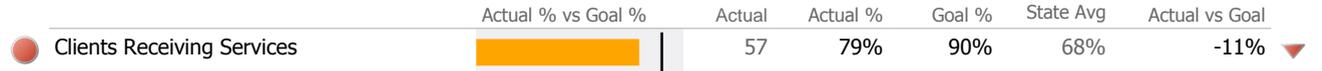
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 51 Active Residential Support Programs

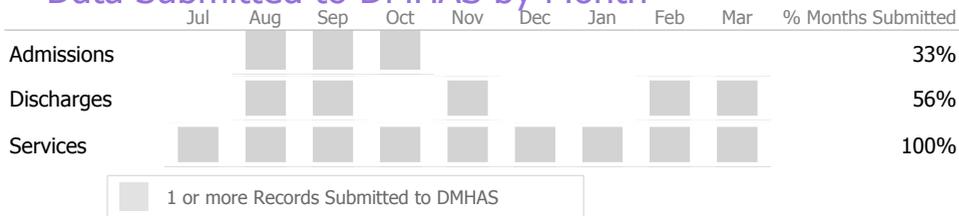
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	78	-1%
Admits	4	2	100% ▲
Discharges	6	3	100% ▲
Service Hours	16,950	17,128	-1%
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	75	76	-1%
Admits	24	36	-33% ▼
Discharges	33	25	32% ▲
Service Hours	988	1,036	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	41%	35%	40%	6%

### Service Utilization

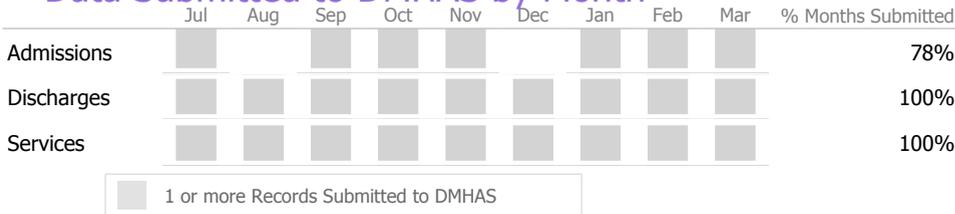
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	93%	90%	96%	3%

### 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



▲ > 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	55	-4%
Admits	5	11	-55% ▼
Discharges	8	9	-11% ▼
Service Hours	15,032	16,828	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	62%
Cooccurring	Actual	State Avg
MH Screen Complete	24%	77%
SA Screen Complete	24%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	50%	42%	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	64%	60%	69%	4%
Improved/Maintained Axis V GAF Score		39	78%	75%	52%	3%
Employed		11	21%	30%	21%	-9%
Stable Living Situation		43	81%	95%	86%	-14% ▼

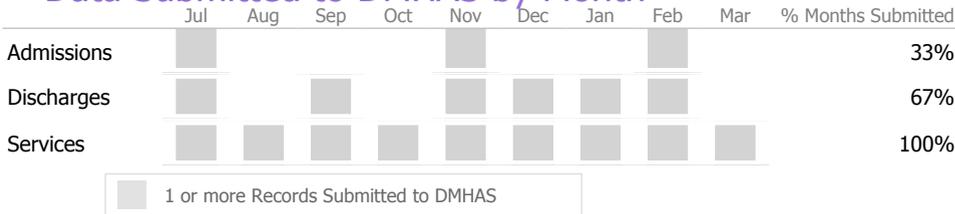
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	60%	75%	65%	-15% ▼

### 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