

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,618	2,891	25%	▲
	Admits	1,630	1,452	12%	▲
	Discharges	1,464	848	73%	▲
	Service Hours	26,886	22,519	19%	▲
	Bed Days	5,502	5,472	1%	

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

Consumer Satisfaction Survey

(Based on 187 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Respect		98%	80%	91%
✓ Outcome		97%	80%	83%
✓ Access		97%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Recovery		96%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	3,518	80.9%
	Community Support	350	8.0%
	Crisis Services	129	3.0%
	Employment Services	129	3.0%
	Social Rehabilitation	78	1.8%
	Residential Services	54	1.2%
	Case Management	49	1.1%
	ACT	41	0.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	429	12%	15%	Female	1,934	53%	40%
26-34	694	19%	24%	Male	1,683	47%	60%
35-44	742	21%	19%	Transgender			0%
45-54	889	25%	23%				
55-64	633	18%	15%				
65+	224	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,566	71%	75%	White/Caucasian	2,167	60%	65%
Hisp-Puerto Rican	605	17%	12%	Black/African American	683	19%	17%
Hispanic-Other	261	7%	7%	Other	517	14%	13%
Unknown	157	4%	5%	Unknown	146	4%	3%
Hispanic-Cuban	15	0%	0%	Asian	56	2%	1%
Hispanic-Mexican	14	0%	1%	Am. Indian/Native Alaskan	34	1%	0%
				Hawaiian/Other Pacific Islander	15	0%	0%
				Multiple Races			1%

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	33	24%	▲
Admits	11	26	-58%	▼
Discharges	11	6	83%	▲
Service Hours	1,889	1,703	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	96%
On-Time Periodic		Actual	State Avg
6 Month Updates		92%	74%
Cooccurring		Actual	State Avg
MH Screen Complete		74%	80%
SA Screen Complete		70%	76%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		95%	76%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	65%	45%	17% ▲
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		5	56%	90%	51%	-34% ▼

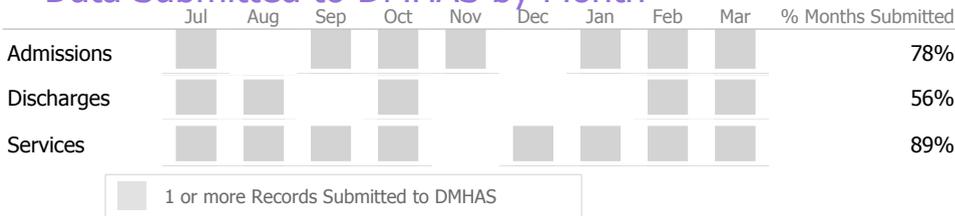
Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	98%	60%	74%	38% ▲	
✓ Stable Living Situation		39	95%	60%	87%	35% ▲	
● Employed		4	10%	15%	9%	-5%	
● Improved/Maintained Axis V GAF Score		18	53%	85%	47%	-32% ▼	

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		30	97%	90%	98%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Assertive Community Treatment 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 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	1	-	
Service Hours	5	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic 6 Month Updates	N/A	62%
Cooccurring	Actual	State Avg
MH Screen Complete	80%	77%
SA Screen Complete	80%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	42%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	69%	40% ▲
Stable Living Situation		8	100%	95%	86%	5% ▲
Employed		1	12%	30%	21%	-18% ▼
Improved/Maintained Axis V GAF Score		1	100%	75%	52%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	57%	90%	84%	-33% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	38%	75%	65%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						■		■	■	33%
Discharges									■	11%
Services									■	11%

■ 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	129	136	-5%
Admits	51	58	-12% ▼
Discharges	35	57	-39% ▼
Service Hours	1,974	1,970	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		61	46%	35%	40%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	92%	90%	96%	2%

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	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 Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	1	1	0%
Discharges	-	-	
Service Hours	386	104	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div style="width:75%; background-color:orange;"></div>	15	75%	85%	80%	-10%

Service Utilization

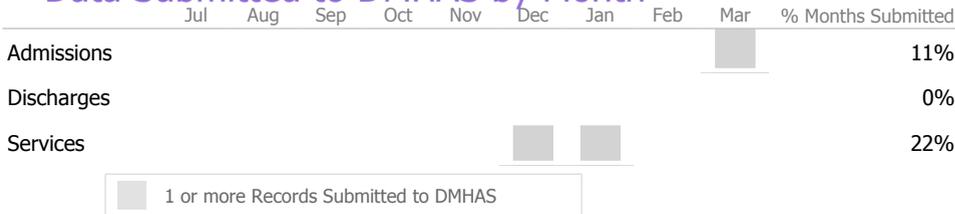
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width:95%; background-color:orange;"></div>	19	95%	90%	94%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width:99%; background-color:orange;"></div> 99%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width:95%; background-color:orange;"></div> 95%	81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

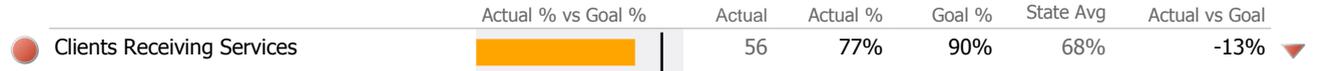
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

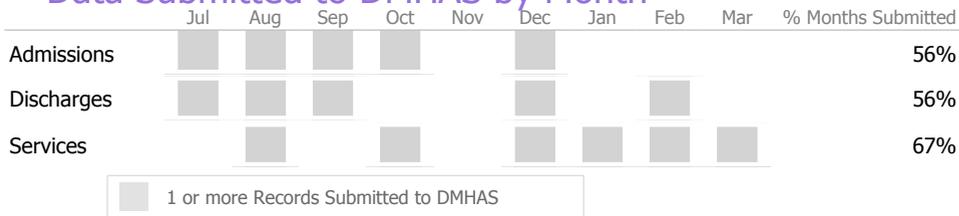
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	77	1%
Admits	10	5	100% ▲
Discharges	6	9	-33% ▼
Service Hours	529	588	-10%
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	22	20	10%
Admits	3	1	200% ▲
Discharges	3	-	
Bed Days	5,502	5,472	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	89%	88%
Cooccurring		
MH Screen Complete	63%	81%
SA Screen Complete	65%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	65%	7%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	100%	60%	88%	40% ▲
✓ Stable Living Situation		22	96%	95%	97%	1%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		9	41%	95%	70%	-54% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,968 days	0.3	118%	90%	93%	28% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										33%

Legend: Grey bar = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

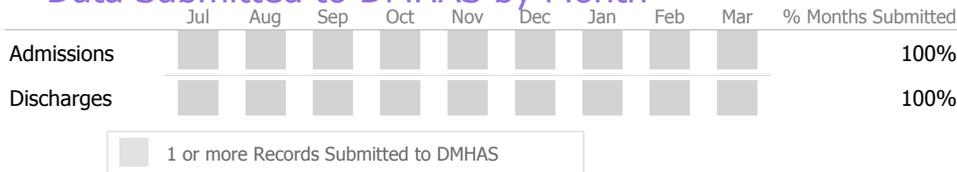
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	116	11% ▲
Admits	147	142	4%
Discharges	147	138	7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		138	97%	75%	64%	22% ▲
✓ Community Location Evaluation		139	98%	80%	59%	18% ▲
✓ Follow-up Service within 48 hours		54	93%	90%	51%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	350	355	-1%
Admits	156	163	-4%
Discharges	82	146	-44% ▼
Service Hours	5,857	5,618	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	64%	80%
SA Screen Complete	61%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		80	98%	65%	69%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		348	97%	60%	80%	37% ▲
Stable Living Situation		305	85%	80%	92%	5%
Employed		51	14%	20%	11%	-6%
Improved/Maintained Axis V GAF Score		177	67%	95%	59%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		271	95%	90%	97%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%
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	20	22	-9%
Admits	6	11	-45% ▼
Discharges	3	8	-63% ▼
Service Hours	940	705	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	87%	90%
SA Screen Complete	87%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	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	100%	50%	72%	50% ▲

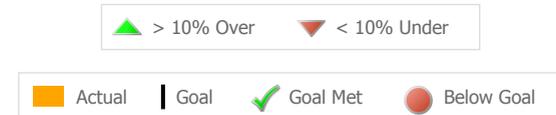
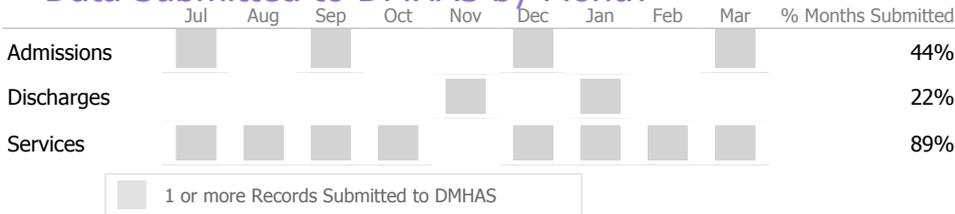
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	100%	60%	87%	40% ▲
Stable Living Situation		20	100%	85%	94%	15% ▲
Employed		2	10%	25%	14%	-15% ▼
Improved/Maintained Axis V GAF Score		10	62%	95%	74%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	97%	10%

Data Submitted to DMHAS by Month



* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,517	2,780	27% ▲
Admits	1,225	1,040	18% ▲
Discharges	1,175	482	144% ▲
Service Hours	14,399	11,725	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	62%
Cooccurring	Actual	State Avg
MH Screen Complete	73%	77%
SA Screen Complete	70%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,090	93%	50%	42%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3,614	99%	60%	69%	39% ▲
Employed		969	26%	30%	21%	-4%
Stable Living Situation		3,173	87%	95%	86%	-8%
Improved/Maintained Axis V GAF Score		1,688	58%	75%	52%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,872	75%	90%	84%	-15% ▼

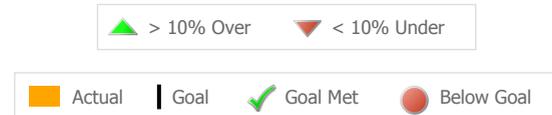
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		436	36%	75%	65%	-39% ▼

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS



* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	1	-	
Service Hours	906	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	72%	50% ▲

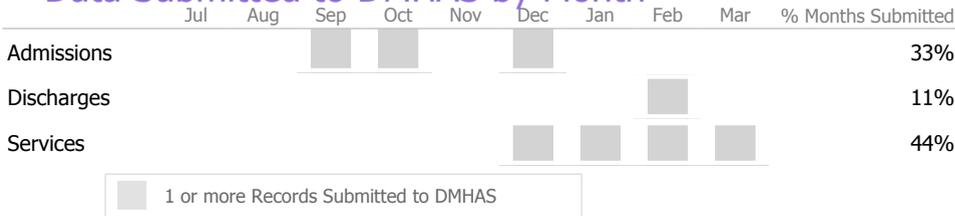
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	87%	40% ▲
Stable Living Situation		11	92%	85%	94%	7%
Employed		1	8%	25%	14%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	97%	10%

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