

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	163	163	0%
	Admits	29	35	-17% ▼
	Discharges	28	35	-20% ▼
	Service Hours	1,293	1,950	-34% ▼
	Bed Days	6,788	6,628	2%
	S.Rehab/PHP/IOP	7,425	6,535	14% ▲

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

Consumer Satisfaction Survey

(Based on 116 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		90%	80%	88%
✓ Outcome		86%	80%	83%
● Recovery		78%	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	Social Rehabilitation	122	57.5%
	Residential Services	68	32.1%
	Case Management	22	10.4%

Client Demographics

Age	#	%	State Avg
18-25	8	5%	15%
26-34	19	12% ▼	24%
35-44	19	12%	19%
45-54	43	26%	23%
55-64	55	34% ▲	15%
65+	19	12%	5%

Gender	#	%	State Avg
Male	94	58%	60%
Female	69	42%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	145	89% ▲	75%
Hispanic-Other	8	5%	7%
Hisp-Puerto Rican	6	4%	12%
Hispanic-Mexican	2	1%	1%
Unknown	2	1%	5%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	105	64%	65%
Black/African American	45	28% ▲	17%
Other	11	7%	13%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			0%
Multiple Races			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	22	22	0%
Admits	-	-	
Discharges	-	-	
Service Hours	501	644	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	85%	80%	10%

Service Utilization

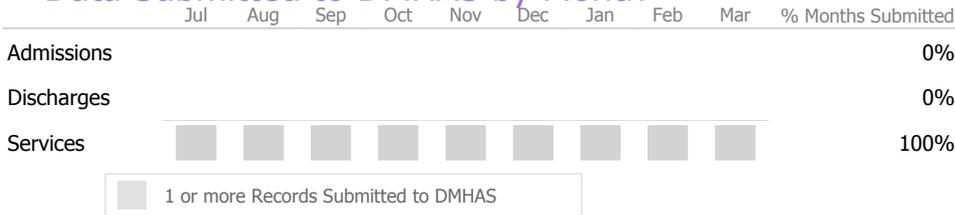
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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	12	16	-25% ▼
Admits	-	3	-100% ▼
Discharges	4	3	33% ▲
Service Hours	303	579	-48% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	72%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	92%	60%	87%	32% ▲
✓ Stable Living Situation		12	100%	85%	94%	15% ▲
✓ Employed		4	33%	25%	14%	8% ▲
● Improved/Maintained Axis V GAF Score		10	83%	95%	74%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10% ▲

Data Submission Quality

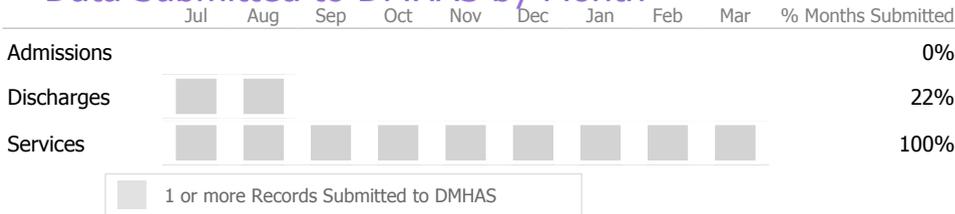
Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

Cooccurring	Actual	State Avg
MH Screen Complete		90%
SA Screen Complete		88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		97%

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	24	24	0%
Admits	1	2	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	489	726	-33% ▼

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
✓ Social Support		22	92%	60%	87%	32% ▲
✓ Stable Living Situation		23	96%	85%	94%	11% ▲
● Improved/Maintained Axis V GAF Score		22	92%	95%	74%	-3%
● Employed		5	21%	25%	14%	-4%

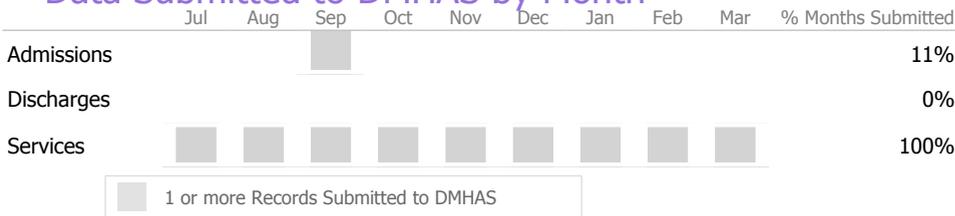
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	92%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	97%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	122	0%
Admits	20	23	-13% ▼
Discharges	17	23	-26% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	7,425	6,535	14% ▲

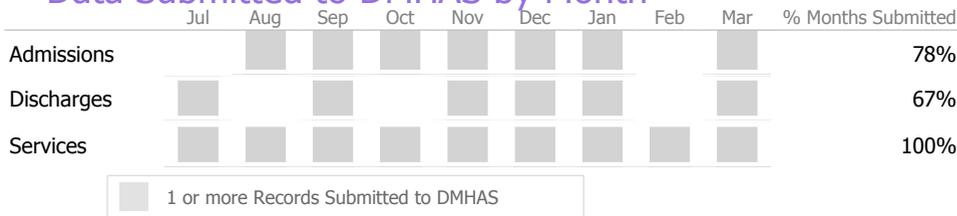
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	106	97%	90%	68%	7%

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	16	15	7%
Admits	5	4	25% ▲
Discharges	4	4	0%
Bed Days	3,048	3,106	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	75%	80%	72%	-5%
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	81%	15% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	77%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	89%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	87%
✓ SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Recovery

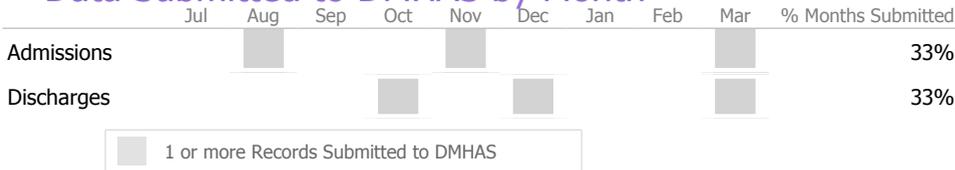
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	94%	60%	80%	34% ▲
✓ Stable Living Situation		16	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		8	67%	95%	65%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	917 days	0.3	92%	90%	98%	2%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	1,597	1,644	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	83%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
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		1	100%	60%	65%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	88%	40% ▲
Stable Living Situation		7	100%	95%	97%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		3	43%	95%	70%	-52% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	2,590 days	0.3	97%	90%	93%	7%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

■ 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	10	10	0%
Admits	2	3	-33% ▼
Discharges	2	4	-50% ▼
Bed Days	2,143	1,878	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	72%	-80% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	81%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	70%	60%	80%	10%
Stable Living Situation		10	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		6	67%	95%	65%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	444 days	0.3	97%	90%	98%	7%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■								22%
Discharges		■		■						22%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 24 Active Group Home Programs