

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,461	1,742	-16% ▼
	Admits	152	214	-29% ▼
	Discharges	236	404	-42% ▼
	Service Hours	8,752	9,446	-7%
	Bed Days	37	18	106% ▲

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

Consumer Satisfaction Survey

(Based on 253 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
● Outcome		79%	80%	83%
● Recovery		76%	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	1,450	90.4%
	Community Support	147	9.2%
	Inpatient Services	7	0.4%

Client Demographics

Age	#	%	State Avg
18-25	105	7%	15%
26-34	206	14%	24%
35-44	241	17%	19%
45-54	357	24%	23%
55-64	375	26% ▲	15%
65+	176	12%	5%

Gender	#	%	State Avg
Female	878	60% ▲	40%
Male	583	40% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,140	78%	75%
Hispanic-Other	186	13%	7%
Hisp-Puerto Rican	84	6%	12%
Unknown	27	2%	5%
Hispanic-Mexican	23	2%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	924	63%	65%
Black/African American	265	18%	17%
Other	234	16%	13%
Unknown	21	1%	3%
Asian	10	1%	1%
Multiple Races	4	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Am. Indian/Native Alaskan	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,450	1,714	-15% ▼
Admits	91	172	-47% ▼
Discharges	210	351	-40% ▼
Service Hours	6,934	7,843	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	92%
On-Time Periodic		
6 Month Updates	42%	62%
Cooccurring		
MH Screen Complete	80%	77%
SA Screen Complete	86%	74%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	72%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	6%	50%	42%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		236	16%	30%	21%	-14% ▼
Social Support		589	41%	60%	69%	-19% ▼
Stable Living Situation		1,056	73%	95%	86%	-22% ▼
Improved/Maintained Axis V GAF Score		61	4%	75%	52%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		889	72%	90%	84%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		64	70%	75%	65%	-5%

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	7	28	-75% ▼
Admits	8	29	-72% ▼
Discharges	9	29	-69% ▼
Bed Days	37	18	106% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	100%	95%	56%	5%
● No Re-admit within 30 Days of Discharge		7	78%	85%	89%	-7%
● Follow-up within 30 Days of Discharge		4	44%	90%	57%	-46% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	5 days	0.1	60%	90%	104%	-30% ▼



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



* State Avg based on 29 Active Acute Psychiatric 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	147	115	28% ▲
Admits	53	13	308% ▲
Discharges	17	24	-29% ▼
Service Hours	1,817	1,604	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	75%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	12%	65%	69%	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		142	97%	60%	80%	37% ▲
Stable Living Situation		141	96%	80%	92%	16% ▲
Employed		15	10%	20%	11%	-10% ▼
Improved/Maintained Axis V GAF Score		72	69%	95%	59%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	100%	90%	97%	10%

Data Submitted to DMHAS by Month

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