

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	74	69	7%
	Admits	25	4	525%
	Discharges	18	12	50% ▲
	Service Hours	3,585	3,657	-2%
	Bed Days	3,454	3,388	2%
	S.Rehab/PHP/IOP	5,971	6,166	-3%

Consumer Satisfaction Survey

(Based on 91 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Outcome		88%	80%	83%
✓ Recovery		82%	80%	79%

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

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	53	45.3%
	Residential Services	51	43.6%
	Case Management	13	11.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 15%	Male	50	68%	60%
26-34	6	8%	▼ 24%	Female	24	32%	40%
35-44	14	19%	19%	Transgender			0%
45-54	17	23%	23%				
55-64	24	32%	▲ 15%				
65+	13	18%	▲ 5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	71	96%	▲ 75%	White/Caucasian	63	85%	▲ 65%
Hispanic-Other	2	3%	7%	Black/African American	6	8%	17%
Hispanic-Mexican	1	1%	1%	Other	3	4%	13%
Hispanic-Cuban			0%	Asian	1	1%	1%
Hisp-Puerto Rican			▼ 12%	Unknown	1	1%	3%
Unknown			5%	Am. Indian/Native Alaskan			0%
				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	11	8	38% ▲
Admits	3	-	
Discharges	3	-	
Bed Days	2,166	2,192	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	67%	80%	72%	-13% ▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	81%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	77%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		89%

Cooccurring	Actual	State Avg
MH Screen Complete		87%
SA Screen Complete		87%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		95%

Recovery

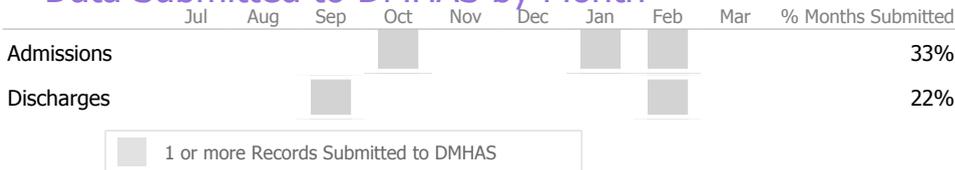
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	90%	98%	10%
✓ Social Support		7	64%	60%	80%	4%
● Improved/Maintained Axis V GAF Score		6	75%	95%	65%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,794 days	0.3	98%	90%	98%	8%



Data Submitted to DMHAS by Month



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	6	67% ▲
Admits	6	-	
Discharges	2	2	0%
Bed Days	1,288	1,196	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	88%
Cooccurring		
MH Screen Complete	0%	81%
SA Screen Complete	0%	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		1	50%	60%	65%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	79%	10% ▲

Recovery

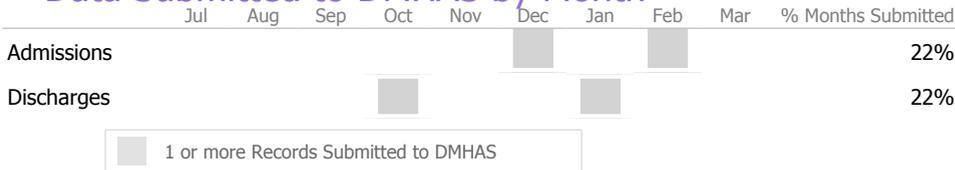
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	100%	60%	88%	40% ▲
Stable Living Situation		10	100%	95%	97%	5%
Employed		1	10%	25%	8%	-15% ▼
Improved/Maintained Axis V GAF Score		3	75%	95%	70%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	856 days	0.4	59%	90%	93%	-31% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 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	34	30	13% ▲
Admits	6	1	500% ▲
Discharges	4	2	100% ▲
Service Hours	2,351	2,719	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	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		1	25%	50%	72%	-25% ▼

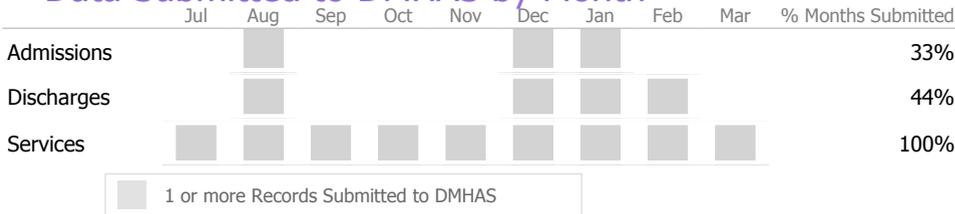
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		30	88%	60%	87%	28% ▲
Stable Living Situation		34	100%	85%	94%	15% ▲
Employed		7	21%	25%	14%	-4%
Improved/Maintained Axis V GAF Score		11	35%	95%	74%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	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	53	54	-2%
Admits	7	2	250% ▲
Discharges	6	8	-25% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,971	6,166	-3%

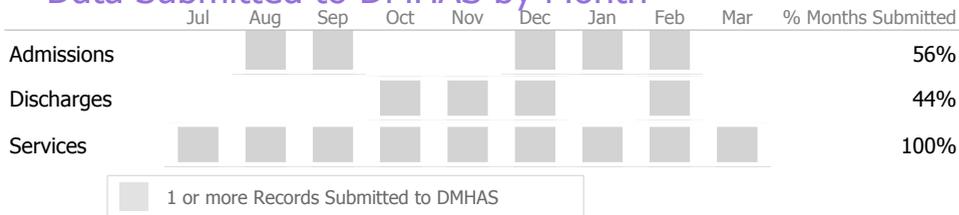
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	46	98%	90%	68%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	10	30% ▲
Admits	3	1	200% ▲
Discharges	3	-	
Service Hours	1,234	939	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	80%	15% ▲

Service Utilization

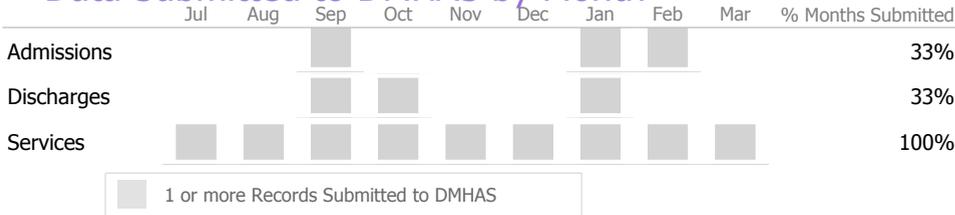
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	94%	10%

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