

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	975	1,021	-5%
	Admits	669	759	-12% ▼
	Discharges	667	747	-11% ▼
	Service Hours		-	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	609	61.8%
	Outpatient	363	36.9%
	IOP	12	1.2%
	Case Management	1	0.1%

Consumer Satisfaction Survey

(Based on 47 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		83%	80%	79%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	104	12%	13%
26-34	140	16%	22%
35-44	168	19%	19%
45-54	222	25%	24%
55-64	187	21%	17%
65+	76	8%	5%

Gender	#	%	State Avg
Female	520	53%	42% ▲
Male	455	47%	58% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	753	77%	75%
Hispanic-Other	155	16%	6%
Hisp-Puerto Rican	49	5%	12%
Unknown	18	2%	5%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	621	64%	66%
Other	176	18%	13%
Black/African American	149	15%	16%
Multiple Races	15	2%	1%
Asian	9	1%	1%
Am. Indian/Native Alaskan	2	0%	0%
Unknown	2	0%	3%
Hawaiian/Other Pacific Islander	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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	48%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	609	658	-7%
Admits	668	747	-11% ▼
Discharges	667	746	-11% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		649	67%	75%	65%	-8%
● Community Location Evaluation		2	0%	80%	56%	-80% ▼
● Follow-up Service within 48 hours		13	5%	90%	49%	-85% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

> 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	12	12	0%
Admits	-	12	-100% ▼
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	5%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	98%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	17%	30%	19%	-13% ▼
Social Support		0	0%	60%	70%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	75%	-75% ▼
Stable Living Situation		0	0%	95%	79%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	25%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 5 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	363	363	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	0%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	19%	-30% ▼
Social Support		0	0%	60%	65%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	48%	-75% ▼
Stable Living Situation		0	0%	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	71%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	63%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				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	1	1	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	76%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	85%	92%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	90%	74%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 9 Active Respite Bed Programs