

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,653	1,469	13% ▲
	Admits	43	142	-70% ▼
	Discharges	60	116	-48% ▼
	Service Hours	41	1,038	-96% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,402	83.5%
	Case Management	194	11.6%
	IOP	28	1.7%
Addiction	Case Management	55	3.3%

Consumer Satisfaction Survey

(Based on 200 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Access		88%	80%	88%
✓ General Satisfaction		87%	80%	92%
✓ Overall		85%	80%	91%
● Outcome		72%	80%	83%
● Recovery		65%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	100	6%	12%	Female	974	59%	42%
26-34	279	17%	22%	Male	678	41%	58%
35-44	269	16%	19%	Transgender			0%
45-54	411	25%	23%				
55-64	407	25%	18%				
65+	186	11%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,560	94%	75%	White/Caucasian	1,511	91%	65%
Hispanic-Other	63	4%	7%	Other	75	5%	13%
Hisp-Puerto Rican	21	1%	12%	Black/African American	45	3%	16%
Unknown	9	1%	6%	Unknown	10	1%	3%
Hispanic-Cuban		0%		Asian	7	0%	1%
Hispanic-Mexican		1%		Am. Indian/Native Alaskan	3	0%	1%
				Multiple Races	1	0%	1%
				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	67	69	-3%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	-	-	

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		0	0%	30%	19%	-30% ▼
Social Support		0	0%	60%	64%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	45%	-75% ▼
Stable Living Situation		0	0%	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	69%	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%	64%	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 93%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 58%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 83%
SA Screen Complete		N/A 81%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% 97%
Valid Axis V GAF Score		85% 86%

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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	9	▼
Admits	-	10	-100% ▼
Discharges	-	10	-100% ▼

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 0%;"></div>	N/A	N/A	95%	66%	N/A
No Re-admit within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	90%	56%	N/A

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	2	N/A	N/A	0%	90%	91%	-90%

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	55	6	817% ▲
Admits	28	6	367% ▲
Discharges	26	4	550% ▲
Service Hours	41	19	121% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic 6 Month Updates	0%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	62%	50%	48%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		18	33%	20%	17%	13% ▲
✓ Stable Living Situation		45	82%	80%	82%	2%
● Self Help		5	9%	60%	67%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	93%	90%	82%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■		67%
Services		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	194	257	-25% ▼
Admits	-	-	
Discharges	-	62	-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%	93%	-50% ▼

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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,379	1,172	18% ▲
Admits	15	119	-87% ▼
Discharges	34	34	0%
Service Hours	-	1,019	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic 6 Month Updates	1%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	93%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		183	13%	30%	19%	-17% ▼
Social Support		450	33%	60%	64%	-27% ▼
Stable Living Situation		501	36%	95%	80%	-59% ▼
Improved/Maintained Axis V GAF Score		36	3%	75%	45%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	69%	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%	64%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 94 Active Standard Outpatient Programs