

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,161	2,903	9%
	Admits	483	539	-10%
	Discharges	363	389	-7%
	Service Hours	9,857	8,622	14% ▲
	Bed Days	1,748	1,839	-5%

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

### Consumer Satisfaction Survey (Based on 182 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		99%	80%	88%
✓ Quality and Appropriateness		99%	80%	93%
✓ Recovery		98%	80%	79%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Outcome		95%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	3,084	84.4%
	Community Support	252	6.9%
	Employment Services	84	2.3%
	Social Rehabilitation	72	2.0%
	Case Management	55	1.5%
	Residential Services	46	1.3%
	ACT	32	0.9%
	Crisis Services	30	0.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	358	11%	12%	Female	1,701	54%	▲ 42%
26-34	612	19%	22%	Male	1,459	46%	▼ 58%
35-44	645	20%	19%	Transgender			0%
45-54	701	22%	23%				
55-64	620	20%	18%				
65+	220	7%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,152	68%	75%	White/Caucasian	1,791	57%	65%
Hisp-Puerto Rican	558	18%	12%	Black/African American	606	19%	16%
Hispanic-Other	255	8%	7%	Other	528	17%	13%
Unknown	167	5%	6%	Unknown	138	4%	3%
Hispanic-Cuban	15	0%	0%	Asian	56	2%	1%
Hispanic-Mexican	14	0%	1%	Hawaiian/Other Pacific Islander	27	1%	0%
				Am. Indian/Native Alaskan	15	0%	1%
				Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	33	-3%
Admits	4	3	33% ▲
Discharges	-	2	-100% ▼
Service Hours	618	641	-4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	44%	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	73%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	95%
SA Screen Complete	86%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	78%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		32	100%	60%	75%	40% ▲
Stable Living Situation		29	91%	60%	86%	31% ▲
Employed		5	16%	15%	11%	1%
Improved/Maintained Axis V GAF Score		14	64%	85%	46%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	97%	90%	99%	7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 14 Active Assertive Community Treatment 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	% 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 10 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23		
Admits	12	-	
Discharges	5	-	
Service Hours	35	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic		
6 Month Updates	67%	58%
Cooccurring		
MH Screen Complete	85%	83%
SA Screen Complete	82%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	50%	42%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		24	100%	60%	64%	40%
Stable Living Situation		24	100%	95%	80%	5%
Employed		2	8%	30%	19%	-22%
Improved/Maintained Axis V GAF Score		7	88%	75%	45%	13%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	89%	90%	69%	-1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	83%	75%	64%	8%

### Data Submitted to DMHAS by Month

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

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		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### 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 38 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	94	-11% ▼
Admits	6	12	-50% ▼
Discharges	22	19	16% ▲
Service Hours	560	640	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		37	44%	35%	43%	9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		55	86%	90%	92%	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		88%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	1	-	
Discharges	-	-	
Service Hours	134	125	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		16	73%	85%	79%	-12% ▼

### Service Utilization

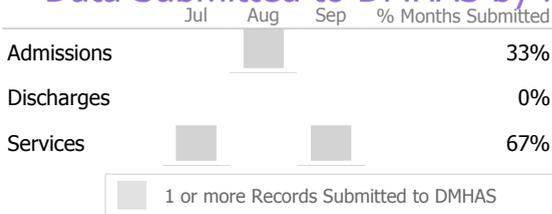
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	82%	90%	92%	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		75%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

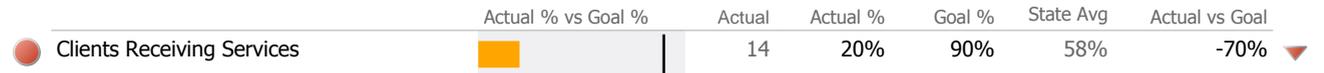
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	73	-1%
Admits	-	5	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	51	184	-72% ▼
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 38 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	21	-10%
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,748	1,839	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	44%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	90%
SA Screen Complete	86%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	85%	40% ▲
✓ Stable Living Situation		19	100%	95%	97%	5%
● Employed		1	5%	25%	7%	-20% ▼
● Improved/Maintained Axis V GAF Score		8	44%	95%	66%	-51% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,989 days	0.9	112%	90%	91%	22% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 74 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	53	-43% ▼
Admits	29	52	-44% ▼
Discharges	29	52	-44% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		15	83%	75%	67%	8%
✓ Community Location Evaluation		18	100%	80%	81%	20% ▲
✓ Follow-up Service within 48 hours		9	90%	90%	54%	0%

### 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	252	247	2%
Admits	38	56	-32% ▼
Discharges	56	35	60% ▲
Service Hours	1,973	1,902	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic 6 Month Updates	77%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	87%
SA Screen Complete	91%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		55	98%	65%	74%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		252	99%	60%	79%	39% ▲
Stable Living Situation		227	89%	80%	92%	9%
Employed		24	9%	20%	12%	-11% ▼
Improved/Maintained Axis V GAF Score		131	65%	95%	58%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		230	93%	90%	94%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 47 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	2	0%
Discharges	14	-	
Service Hours	284	316	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic		
6 Month Updates	86%	89%
Cooccurring		
MH Screen Complete	92%	82%
SA Screen Complete	92%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	100%	50%	92%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	100%	60%	87%	40% ▲
Stable Living Situation		17	100%	85%	93%	15% ▲
Employed		1	6%	25%	14%	-19% ▼
Improved/Maintained Axis V GAF Score		11	65%	95%	75%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	95%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,073	2,822	9%
Admits	385	400	-4%
Discharges	236	276	-14% ▼
Service Hours	5,540	4,778	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	56%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	88%	83%
SA Screen Complete	87%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		217	92%	50%	42%	42% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2,914	95%	60%	64%	35% ▲
Employed		796	26%	30%	19%	-4%
Stable Living Situation		2,598	84%	95%	80%	-11% ▼
Improved/Maintained Axis V GAF Score		1,370	59%	75%	45%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,542	54%	90%	69%	-36% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		124	32%	75%	64%	-43% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	-	7	-100% ▼
Discharges	-	-	
Service Hours	662	38	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	92%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	87%	40% ▲
✓ Stable Living Situation		9	90%	85%	93%	5%
● Employed		0	0%	25%	14%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Residential Support Programs