

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,238	1,219	2%
	Admits	395	308	28% ▲
	Discharges	330	404	-18% ▼
	Service Hours	25,223	31,264	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,024	62.6%
	Community Support	237	14.5%
	Social Rehabilitation	70	4.3%
	Employment Services	69	4.2%
	ACT	58	3.5%
	Residential Services	23	1.4%
Addiction			
	Outpatient	103	6.3%
Forensic MH			
	Forensics Community-based	51	3.1%

Consumer Satisfaction Survey

(Based on 269 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		87%	80%	92%
✓ General Satisfaction		86%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
✓ Respect		83%	80%	91%
● Overall		76%	80%	91%
● Access		74%	80%	88%
● Recovery		65%	80%	79%
● Outcome		58%	80%	83%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	180	15%	13%	Female	693	56%	41% ▲
26-34	186	15%	23%	Male	543	44%	59% ▼
35-44	179	15%	19%	Transgender			0%
45-54	267	22%	22%				
55-64	288	23%	17%				
65+	129	10%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	927	75%	74%	White/Caucasian	1,056	85%	65% ▲
Hispanic-Other	273	22%	7% ▲	Other	81	7%	13%
Hisp-Puerto Rican	32	3%	12%	Black/African American	69	6%	16%
Hispanic-Mexican	5	0%	1%	Am. Indian/Native Alaskan	22	2%	1%
Hispanic-Cuban	1	0%	0%	Asian	9	1%	1%
Unknown			6%	Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	183	-44% ▼
Admits	14	30	-53% ▼
Discharges	24	79	-70% ▼
Service Hours	509	813	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
Valid TEDS Data	56%	92%
On-Time Periodic		
6 Month Updates	71%	40%
Cooccurring		
MH Screen Complete	52%	96%
SA Screen Complete	52%	96%
Diagnosis		
Valid Axis I Diagnosis	96%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	50%	50%	53%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		95	92%	75%	84%	17% ▲
✓ Improved/Maintained Axis V GAF Score		78	81%	75%	60%	6%
● Stable Living Situation		88	85%	95%	85%	-10%
● Employed		33	32%	50%	42%	-18% ▼
● Abstinence/Reduced Drug Use		36	35%	55%	53%	-20% ▼
● Self Help		21	20%	60%	24%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	92%	90%	74%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		9	64%	75%	76%	-11% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■		■	83%
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 116 Active Standard Outpatient Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	39%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	20%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	49%	-75% ▼
Social Support		N/A	N/A	60%	66%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	79%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

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

Cooccurring	Actual	State Avg
MH Screen Complete		83%
SA Screen Complete		81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	% 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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	237	144	65% ▲
Admits	64	35	83% ▲
Discharges	30	33	-9%
Service Hours	2,430	2,097	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	55%	90%
SA Screen Complete	48%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	30%	65%	68%	-35% ▼

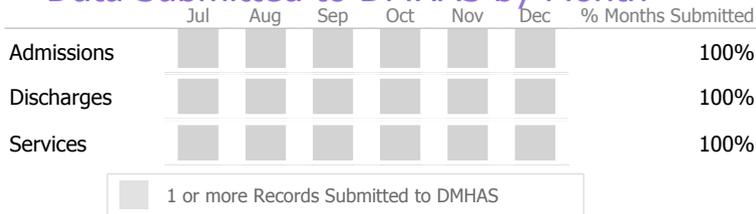
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		206	87%	80%	92%	7%
Social Support		141	59%	60%	80%	-1%
Employed		44	18%	20%	12%	-2%
Improved/Maintained Axis V GAF Score		109	60%	95%	61%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		181	87%	90%	98%	-3%

Data Submitted to DMHAS by Month



▲ > 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	51	43	19% ▲
Admits	31	24	29% ▲
Discharges	44	24	83% ▲
Service Hours	-	-	

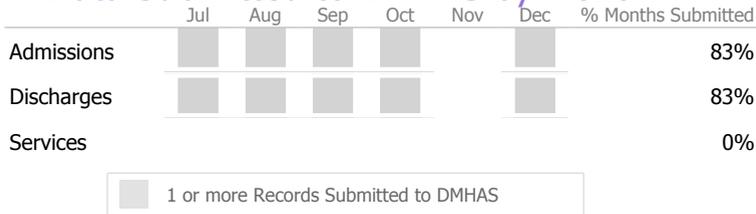
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	44%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	2%	0%	14%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,024	954	7%
Admits	253	193	31% ▲
Discharges	179	229	-22% ▼
Service Hours	7,410	6,597	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	45%	83%
SA Screen Complete	45%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	98%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	21%	50%	39%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		294	29%	30%	20%	-1%
Social Support		556	54%	60%	66%	-6%
Stable Living Situation		889	86%	95%	82%	-9%
Improved/Maintained Axis V GAF Score		601	72%	75%	49%	-3%

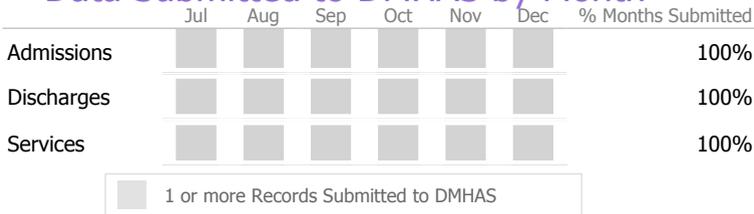
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		784	92%	90%	79%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		178	71%	75%	64%	-4%

Data Submitted to DMHAS by Month



▲ > 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	23	29	-21% ▼
Admits	-	7	-100% ▼
Discharges	23	6	283% ▲
Service Hours	143	388	-63% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	100%	50%	92%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	93%	11% ▲
✓ Social Support		15	65%	60%	89%	5%
● Employed		4	17%	25%	13%	-8%
● Improved/Maintained Axis V GAF Score		18	78%	95%	75%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	97%	N/A ▼

Data Submission Quality

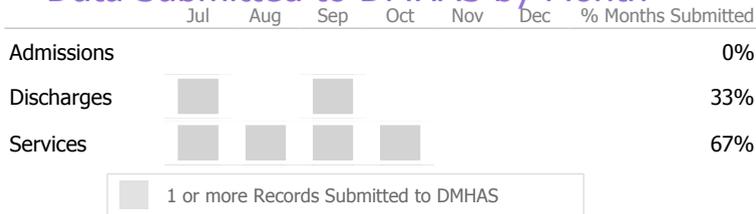
Data Entry	Actual	State Avg
Valid NOMS Data		97% 98%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 95%

Cooccurring	Actual	State Avg
MH Screen Complete		41% 87%
SA Screen Complete		34% 87%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 97%
✓ Valid Axis V GAF Score		100% 96%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

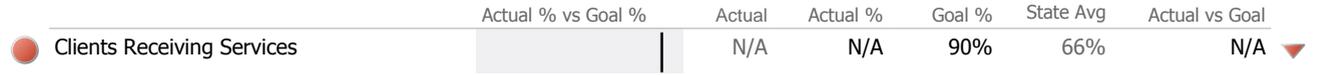
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

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

Service Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

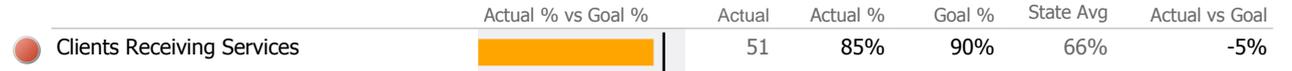
 Actual | Goal  Goal Met  Below Goal

* State Avg based on 37 Active Social Rehabilitation Programs

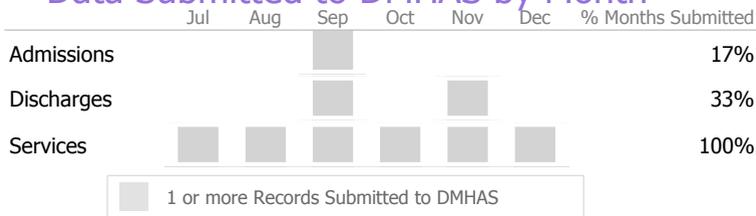
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	74	-5%
Admits	1	4	-75% ▼
Discharges	10	6	67% ▲
Service Hours	4,470	11,598	-61% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month

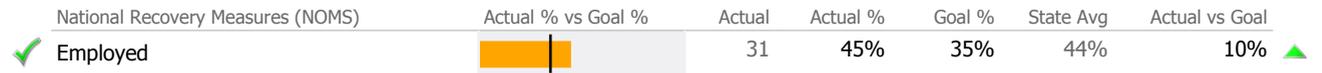


* State Avg based on 37 Active Social Rehabilitation Programs

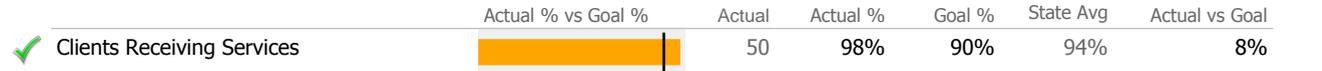
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	61	13% ▲
Admits	29	9	222% ▲
Discharges	18	21	-14% ▼
Service Hours	544	702	-23% ▼

Recovery



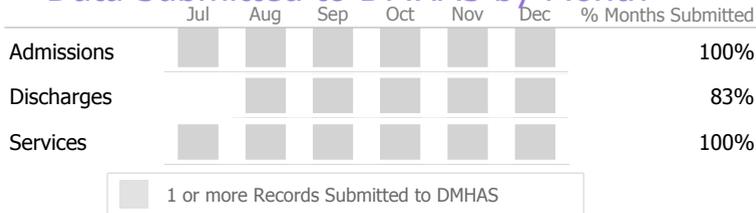
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 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	58	55	5%
Admits	3	6	-50% ▼
Discharges	2	6	-67% ▼
Service Hours	9,717	9,070	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	59%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	40%	93%
SA Screen Complete	40%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	99%
Valid Axis V GAF Score	91%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	65%	57%	-15% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	50%	-90% ▼

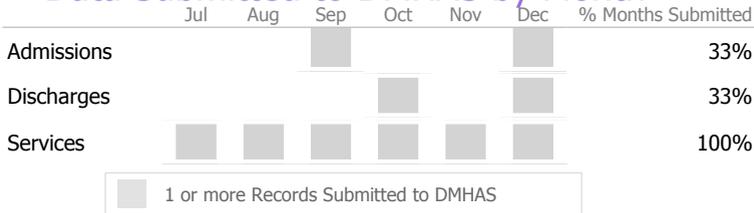
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		45	78%	60%	86%	18% ▲
Employed		15	26%	15%	11%	11% ▲
Social Support		36	62%	60%	76%	2%
Improved/Maintained Axis V GAF Score		41	73%	85%	50%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	86%	90%	98%	-4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs