

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,848	1,593	16%	▲
	Admits	242	271	-11%	▼
	Discharges	97	170	-43%	▼
	Service Hours	384	2,159	-82%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,559	83.0%
	Case Management	194	10.3%
	IOP	28	1.5%
Addiction	Case Management	97	5.2%

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	134	7%	13%	Female	1,089	59%	41%
26-34	343	19%	23%	Male	758	41%	59%
35-44	301	16%	19%	Transgender			0%
45-54	433	23%	22%				
55-64	437	24%	17%				
65+	199	11%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,745	94%	74%	White/Caucasian	1,695	92%	65%
Hispanic-Other	65	4%	7%	Other	76	4%	13%
Hisp-Puerto Rican	23	1%	12%	Black/African American	49	3%	16%
Unknown	15	1%	6%	Unknown	15	1%	3%
Hispanic-Cuban		0%		Asian	8	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%	39%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	20%	-30% ▼
Social Support		0	0%	60%	66%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	49%	-75% ▼
Stable Living Situation		0	0%	95%	82%	-95% ▼

Data Submission Quality

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	79%	N/A ▼

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

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% ▼

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% 87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	0	14	▼
Admits	-	15	-100% ▼
Discharges	-	15	-100% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	63%	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%	63%	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	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 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	19	411% ▲
Admits	72	19	279% ▲
Discharges	40	10	300% ▲
Service Hours	117	39	200% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic 6 Month Updates	33%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	55%	50%	51%	5%

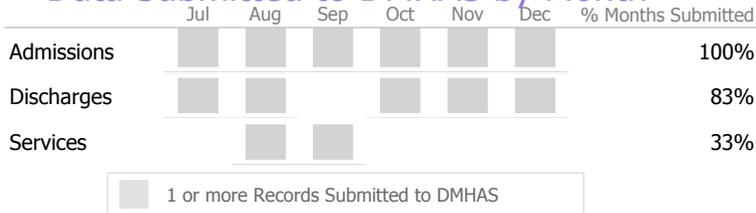
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	27%	20%	20%	7%
✓ Stable Living Situation		82	84%	80%	84%	4%
● Self Help		4	4%	60%	66%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	97%	90%	88%	7%

Data Submitted to DMHAS by Month



▲ > 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%	92%	-50% ▼

Data Submitted to DMHAS by Month

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,537	1,283	20% ▲
Admits	170	230	-26% ▼
Discharges	57	76	-25% ▼
Service Hours	267	2,120	-87% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	0%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	83%
SA Screen Complete	88%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	93%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	39%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		256	17%	30%	20%	-13% ▼
Social Support		585	38%	60%	66%	-22% ▼
Stable Living Situation		661	43%	95%	82%	-52% ▼
Improved/Maintained Axis V GAF Score		53	4%	75%	49%	-71% ▼

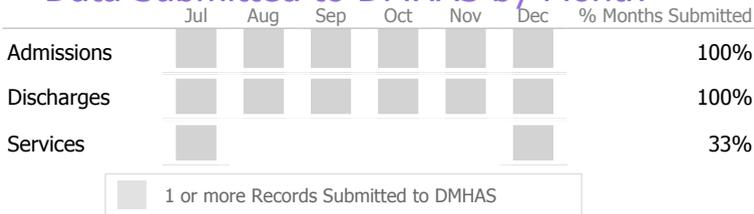
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		157	11%	90%	79%	-79% ▼

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



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs