

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	821	839	-2%
	Admits	432	286	51% ▲
	Discharges	466	345	35% ▲
	Service Hours	1,851	1,813	2%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	510	59.5%
	Crisis Services	329	38.4%
	IOP	18	2.1%

### Consumer Satisfaction Survey

(Based on 132 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Respect		93%	80%	91%
✓ Access		92%	80%	88%
✓ Outcome		91%	80%	83%
● Recovery		72%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	64	8%	13%
26-34	115	14%	23%
35-44	123	15%	19%
45-54	186	23%	22%
55-64	204	25%	17%
65+	122	15%	5%

Gender	#	%	State Avg
Female	437	53%	▲ 41%
Male	384	47%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	687	84%	74%
Hispanic-Other	79	10%	7%
Unknown	28	3%	6%
Hisp-Puerto Rican	18	2%	12%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	641	78%	▲ 65%
Other	99	12%	13%
Black/African American	53	6%	16%
Asian	15	2%	1%
Unknown	11	1%	3%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	11	64% ▲
Admits	10	11	-9%
Discharges	13	7	86% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	85%	50%	78%	35% ▲
● Follow-up within 30 Days of Discharge		5	45%	90%	70%	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		10	53%	60%	61%	-7%
● Stable Living Situation		17	89%	95%	76%	-6%
✓ Improved/Maintained Axis V GAF Score		12	80%	75%	76%	5%
● Employed		1	5%	30%	22%	-25% ▼

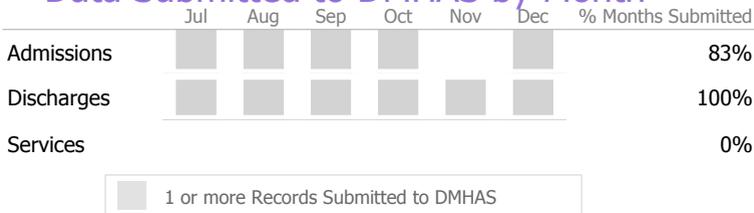
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	52%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		0%
Cooccurring	Actual	State Avg
MH Screen Complete		81%
SA Screen Complete		84%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		92%

### Data Submitted to DMHAS by Month



▲ > 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	510	620	-18% ▼
Admits	6	22	-73% ▼
Discharges	35	85	-59% ▼
Service Hours	1,851	1,813	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	34%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	88%	83%
SA Screen Complete	75%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	96%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	40%	50%	39%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		461	90%	60%	66%	30% ▲
Stable Living Situation		475	93%	95%	82%	-2%
Employed		85	17%	30%	20%	-13% ▼
Improved/Maintained Axis V GAF Score		4	1%	75%	49%	-74% ▼

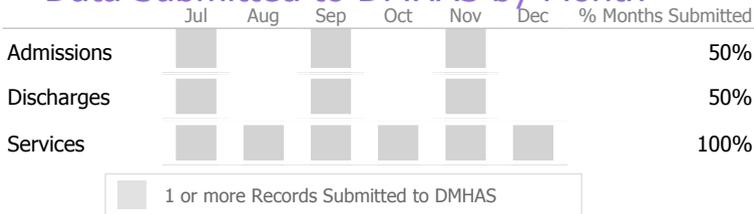
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		361	76%	90%	79%	-14% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	50%	75%	64%	-25% ▼

### 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

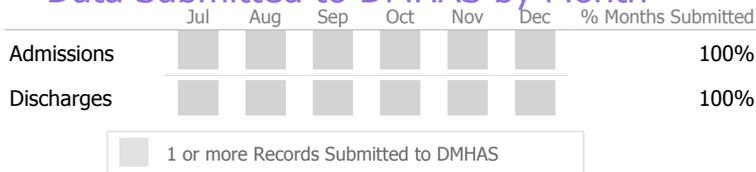
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	329	240	37% ▲
Admits	416	253	64% ▲
Discharges	418	253	65% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		357	69%	75%	67%	-6%
● Community Location Evaluation		64	12%	80%	77%	-68% ▼
● Follow-up Service within 48 hours		51	21%	90%	59%	-69% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs