

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	379	391	-3%
	Admits	44	48	-8%
	Discharges	58	45	29% ▲
	Service Hours	1,817	2,125	-15% ▼
	Bed Days	3,668	9,035	-59% ▼

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

Consumer Satisfaction Survey (Based on 1,039 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		82%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ General Satisfaction		82%	80%	92%
✓ Respect		81%	80%	91%
✓ Overall		81%	80%	91%
● Outcome		76%	80%	83%
● Access		63%	80%	88%
● Recovery		58%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	186	48.7%
	Other	72	18.8%
	Case Management	60	15.7%
	Inpatient Services	32	8.4%
	Residential Services	32	8.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	72	19%	13%	Male	189	51%	59%
26-34	56	15%	23%	Female	185	49%	41%
35-44	56	15%	19%	Transgender			0%
45-54	71	19%	22%				
55-64	71	19%	17%				
65+	49	13%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	213	56%	74%	White/Caucasian	144	38%	65%
Hisp-Puerto Rican	129	34%	12%	Other	92	24%	13%
Hispanic-Other	28	7%	7%	Unknown	91	24%	3%
Unknown	7	2%	6%	Black/African American	48	13%	16%
Hispanic-Mexican	2	1%	1%	Asian	3	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			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	14	8	75%	▲
Admits	9	3	200%	▲
Discharges	8	3	167%	▲
Bed Days	988	818	21%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	75%	75%	72%	0%
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	69%	3%
✓ Follow-up within 30 Days of Discharge		6	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		78%
Cooccurring	Actual	State Avg
MH Screen Complete		92%
SA Screen Complete		89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		81%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		3	38%	75%	42%	-37% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	142 days	0.3	107%	90%	96%	17% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 12 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	186	210	-11% ▼
Admits	-	-	
Discharges	-	8	-100% ▼
Service Hours	-	-	

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	0%	83%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	100%	87%

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% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	79%	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	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

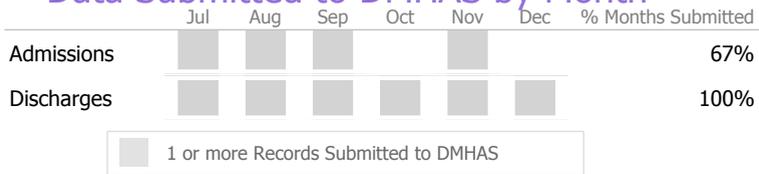
Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	75	-4%
Admits	9	16	-44% ▼
Discharges	20	13	54% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	7	6	17% ▲
Discharges	5	6	-17% ▼
Bed Days	2,680	2,329	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	0%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	92%
SA Screen Complete	82%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	75%	72%	-35% ▼
No Re-admit within 30 Days of Discharge		3	60%	85%	69%	-25% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	88%	10% ▲

Recovery

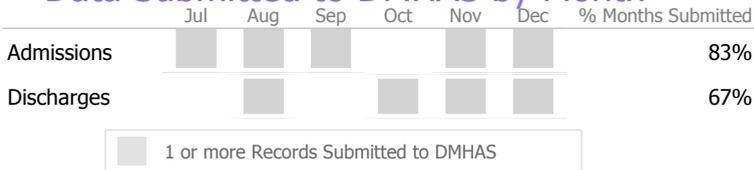
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	54%	75%	42%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	573 days	0.4	91%	90%	96%	1% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 12 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	58	3%
Admits	19	23	-17% ▼
Discharges	25	15	67% ▲
Service Hours	1,817	2,125	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	35%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	88%	50%	61%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		52	87%	60%	61%	27% ▲
✓ Employed		27	45%	20%	10%	25% ▲
✓ Stable Living Situation		58	97%	80%	77%	17% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	65%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 31 Active Standard Case Management Programs