

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	273	278	-2%
	Admits	81	103	-21% ▼
	Discharges	86	97	-11% ▼
	Service Hours	2,218	2,336	-5%
	Bed Days	5,982	5,673	5%

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

Consumer Satisfaction Survey (Based on 157 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		93%	80%	92%
✓ Access		91%	80%	88%
✓ Quality and Appropriateness		91%	80%	93%
✓ Respect		90%	80%	91%
✓ Overall		89%	80%	91%
● Recovery		79%	80%	79%
● Outcome		78%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	139	50.7%
	Other	53	19.3%
	Crisis Services	33	12.0%
	Residential Services	16	5.8%
Addiction	Residential Services	32	11.7%
	Other	1	0.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	19	7%	13%	Male	150	55%	59%
26-34	40	15%	23%	Female	123	45%	41%
35-44	56	21%	19%	Transgender			0%
45-54	86	32%	22%				
55-64	61	22%	17%				
65+	11	4%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	212	78%	74%	Black/African American	141	52%	▲ 16%
Hisp-Puerto Rican	44	16%	12%	White/Caucasian	91	33%	▼ 65%
Hispanic-Other	16	6%	7%	Other	33	12%	13%
Unknown	1	0%	6%	Am. Indian/Native Alaskan	4	1%	1%
Hispanic-Cuban			0%	Unknown	2	1%	3%
Hispanic-Mexican			1%	Asian	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	12	33% ▲
Admits	1	7	-86% ▼
Discharges	1	1	0%
Service Hours	393	290	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	80%	9%

Service Utilization

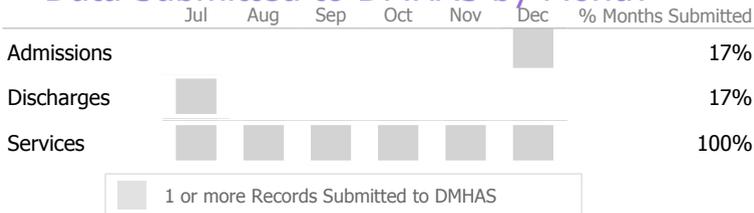
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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	18	18	0%
Admits	13	13	0%
Discharges	11	12	-8%
Bed Days	788	1,034	-24% ▼

Discharge Outcomes

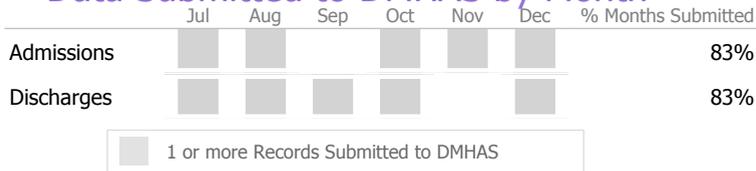
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		9	82%	85%	90%	-3%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	80%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	76 days	0.3	71%	90%	63%	-19% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	13	23% ▲
Admits	12	10	20% ▲
Discharges	15	10	50% ▲
Bed Days	528	374	41% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		14	93%	85%	90%	8%
✓ Follow-up within 30 Days of Discharge		11	100%	90%	80%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	53 days	0.2	72%	90%	63%	-18% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	243	250	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	80%	15% ▲

Service Utilization

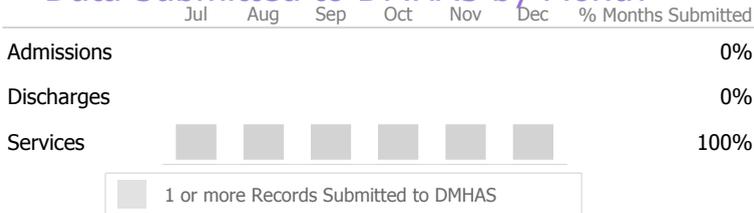
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

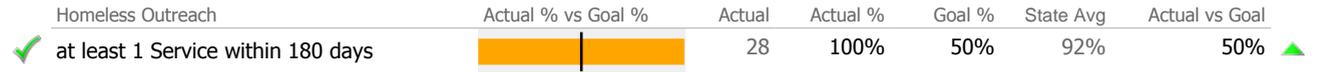
Actual | Goal ✓ Goal Met ● Below Goal

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

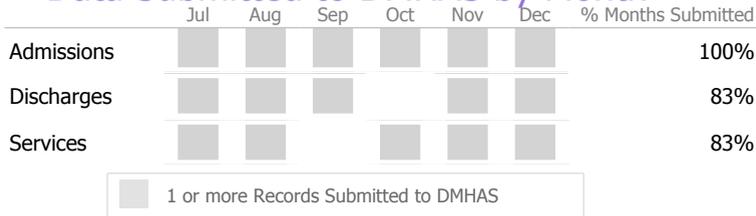
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	58	-12% ▼
Admits	28	37	-24% ▼
Discharges	30	34	-12% ▼
Service Hours	236	218	8%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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	12	16	-25% ▼
Admits	5	10	-50% ▼
Discharges	7	10	-30% ▼
Bed Days	1,514	1,521	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	85%	39%	-56% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	44%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		7	54%	60%	82%	-6%

Data Submission Quality

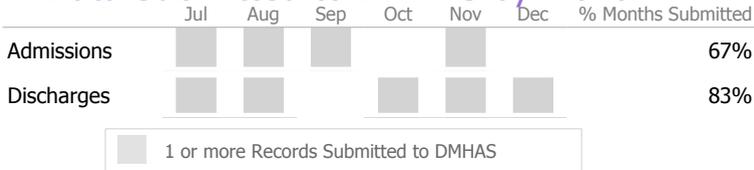
Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		81%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		9	307 days	0.4	91%	90%	89%	1%



Data Submitted to DMHAS by Month



* State Avg based on 3 Active AIDS Residential Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	-	-	
Service Hours	220	265	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	80%	15% ▲

Service Utilization

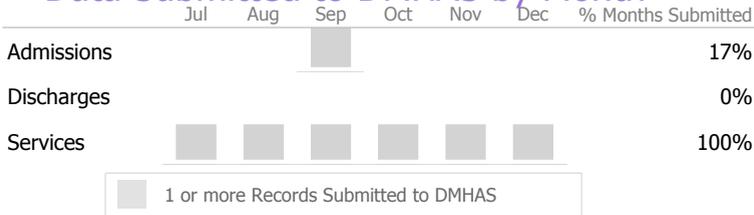
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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	23	22	5%
Admits	2	-	
Discharges	-	-	
Service Hours	541	654	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	80%	11% ▲

Service Utilization

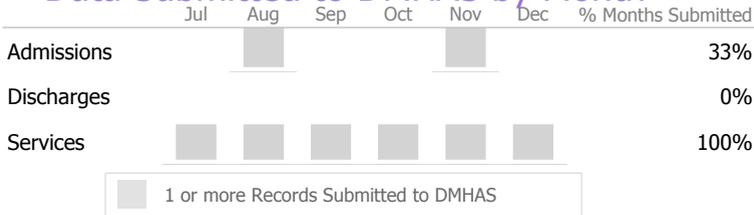
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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	20	20	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	423	477	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	80%	10%

Service Utilization

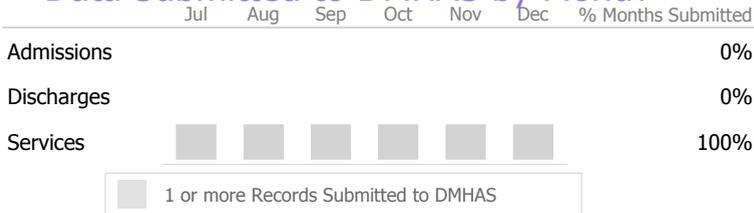
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	162	183	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	80%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

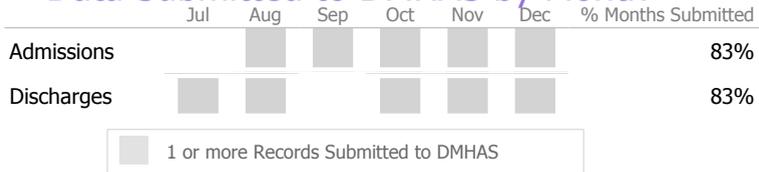
█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	27	-26% ▼
Admits	14	19	-26% ▼
Discharges	14	22	-36% ▼
Bed Days	1,049	1,103	-5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Recovery House Programs

Program Activity

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

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

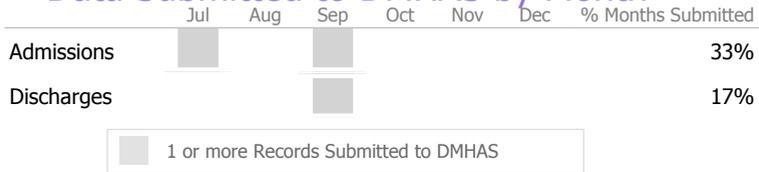
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	53	0%
Admits	2	3	-33% ▼
Discharges	1	4	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	13	23% ▲
Admits	3	3	0%
Discharges	7	4	75% ▲
Bed Days	2,103	1,641	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	13%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	60%	72%	26% ▲
Follow-up within 30 Days of Discharge		6	100%	90%	78%	10%

Recovery

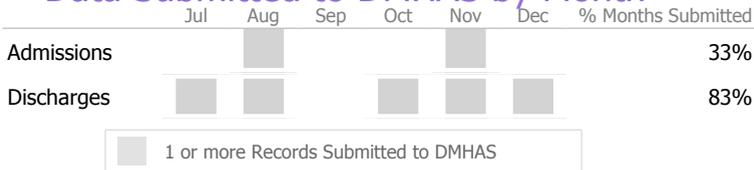
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	86%	28% ▲
Stable Living Situation		16	100%	95%	97%	5%
Employed		0	0%	25%	7%	-25% ▼
Improved/Maintained Axis V GAF Score		1	7%	95%	66%	-88% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	422 days	0.4	95%	90%	93%	5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs