

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	71	70	1%
	Admits	9	12	-25% ▼
	Discharges	2	11	-82% ▼
	Service Hours	2,369	2,359	0%
	Bed Days	2,936	2,130	38% ▲
	S.Rehab/PHP/IOP	3,668	3,944	-7%

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

Consumer Satisfaction Survey (Based on 95 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Access		93%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		89%	80%	83%
✓ Respect		89%	80%	91%
✓ Recovery		86%	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	Social Rehabilitation	47	43.5%
	Community Support	34	31.5%
	Residential Services	17	15.7%
	Case Management	10	9.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 13%	Male	48	68%	59%
26-34	6	8%	▼ 23%	Female	23	32%	41%
35-44	11	15%	19%	Transgender			0%
45-54	15	21%	22%				
55-64	27	38%	▲ 17%				
65+	12	17%	▲ 5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	68	96%	▲ 74%	White/Caucasian	61	86%	▲ 65%
Hispanic-Other	2	3%	7%	Black/African American	5	7%	16%
Unknown	1	1%	6%	Other	2	3%	13%
Hispanic-Cuban			0%	Asian	1	1%	1%
Hispanic-Mexican			1%	Multiple Races	1	1%	1%
Hisp-Puerto Rican			▼ 12%	Unknown	1	1%	3%
				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	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,472	1,446	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	81%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		98%

Cooccurring	Actual	State Avg
MH Screen Complete		89%
SA Screen Complete		90%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		96%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	90%	99%	10%
Social Support		5	62%	60%	81%	2%
Improved/Maintained Axis V GAF Score		5	62%	95%	69%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	2,931 days	0.5	100%	90%	94%	10%



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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	6	50% ▲
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	1,464	684	114% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	86%	92%
Cooccurring		
MH Screen Complete	0%	86%
SA Screen Complete	0%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	100%	60%	86%	40% ▲
Stable Living Situation		9	100%	95%	97%	5%
Employed		1	11%	25%	7%	-14% ▼
Improved/Maintained Axis V GAF Score		3	38%	95%	66%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	602 days	0.5	99%	90%	93%	9%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■				17%
Discharges			■				17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

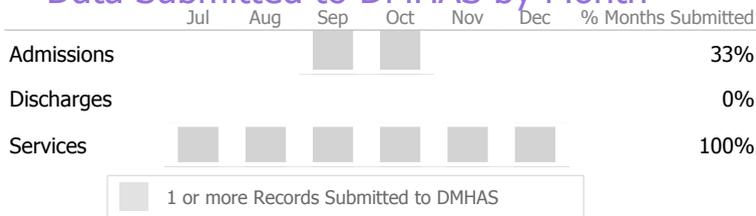
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	50	-6%
Admits	3	4	-25% ▼
Discharges	-	5	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,668	3,944	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		43	91%	90%	66%	1%

Data Submitted to DMHAS by Month



▲ > 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	34	32	6%
Admits	5	4	25% ▲
Discharges	1	2	-50% ▼
Service Hours	1,631	1,479	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	88%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	88%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	65%	68%	35% ▲

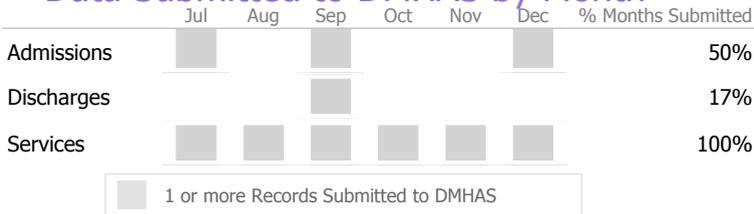
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		30	88%	60%	80%	28% ▲
Stable Living Situation		34	100%	80%	92%	20% ▲
Employed		8	24%	20%	12%	4%
Improved/Maintained Axis V GAF Score		6	21%	95%	61%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	98%	10%

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	10	11	-9%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	738	879	-16% ▼

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

National Recovery Measures (NOMS)	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