

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,044	944	11%	▲
	Admits	752	438	72%	▲
	Discharges	793	539	47%	▲
	Service Hours	2,748	2,754	0%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	560	50.8%
	Outpatient	519	47.1%
	IOP	23	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	122	12%	14%
26-34	155	15%	24%
35-44	153	15%	20%
45-54	220	22%	22%
55-64	220	22%	16%
65+	144	14%	5%

Gender	#	%	State Avg
Female	541	52%	▲ 40%
Male	503	48%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	874	84%	74%
Hispanic-Other	104	10%	7%
Unknown	29	3%	6%
Hisp-Puerto Rican	21	2%	12%
Hispanic-Mexican	12	1%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	805	77%	▲ 65%
Other	132	13%	13%
Black/African American	69	7%	17%
Asian	22	2%	1%
Unknown	11	1%	3%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	2	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	23	21	10%
Admits	16	21	-24% ▼
Discharges	18	16	13% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	23%	81%
SA Screen Complete	64%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	94%	50%	78%	44% ▲
● Follow-up within 30 Days of Discharge		10	59%	90%	73%	-31% ▼

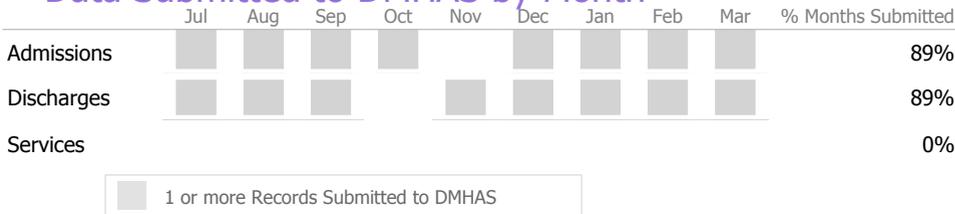
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		13	52%	60%	60%	-8%
● Stable Living Situation		22	88%	95%	76%	-7%
● Improved/Maintained Axis V GAF Score		15	71%	75%	77%	-4%
● Employed		1	4%	30%	25%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	40%	N/A ▼

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	519	635	-18% ▼
Admits	14	37	-62% ▼
Discharges	54	142	-62% ▼
Service Hours	2,748	2,754	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	82%
SA Screen Complete	50%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	33%	50%	41%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		491	95%	60%	68%	35% ▲
Stable Living Situation		502	97%	95%	85%	2%
Employed		88	17%	30%	22%	-13% ▼
Improved/Maintained Axis V GAF Score		8	2%	75%	53%	-73% ▼

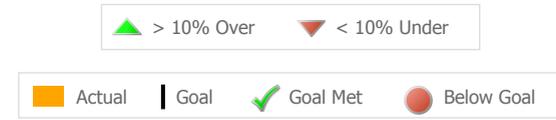
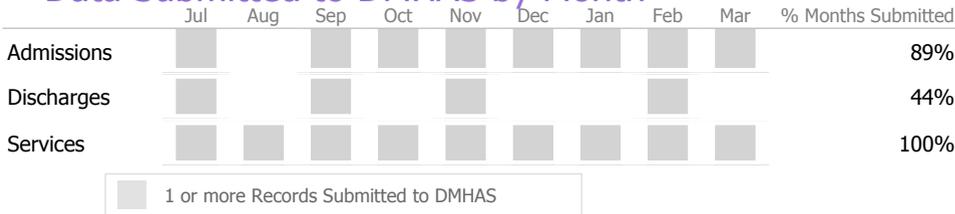
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		374	80%	90%	85%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	50%	75%	64%	-25% ▼

Data Submitted to DMHAS by Month



* State Avg based on 93 Active Standard Outpatient Programs

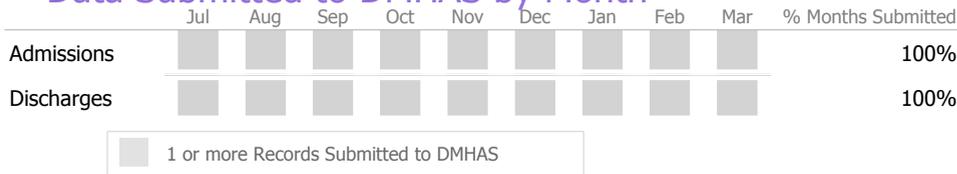
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	560	339	65% ▲
Admits	722	380	90% ▲
Discharges	721	381	89% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		558	70%	75%	68%	-5%
● Community Location Evaluation		76	9%	80%	75%	-71% ▼
● Follow-up Service within 48 hours		82	19%	90%	60%	-71% ▼

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