

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	649	787	-18% ▼
	Admits	278	203	37% ▲
	Discharges	148	290	-49% ▼
	Service Hours	1,856	2,245	-17% ▼
	S.Rehab/PHP/IOP	7,563	4,138	83% ▲

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

Consumer Satisfaction Survey (Based on 132 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		95%	80%	88%
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		82%	80%	83%
✓ Recovery		81%	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	520	72.6%
	Case Management	55	7.7%
Addiction	Outpatient	96	13.4%
	IOP	45	6.3%

Client Demographics

Age	#	%	State Avg
18-25	54	8%	14%
26-34	119	19%	24%
35-44	116	18%	20%
45-54	192	30%	22%
55-64	131	21%	16%
65+	25	4%	5%

Gender	#	%	State Avg
Male	389	60%	60%
Female	257	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	431	66%	74%
Hispanic-Other	86	13%	7%
Hisp-Puerto Rican	69	11%	12%
Unknown	46	7%	6%
Hispanic-Mexican	13	2%	1%
Hispanic-Cuban	4	1%	0%

Race	#	%	State Avg
Black/African American	252	39%	▲ 17%
White/Caucasian	244	38%	▼ 65%
Other	94	14%	13%
Unknown	35	5%	3%
Multiple Races	12	2%	1%
Am. Indian/Native Alaskan	7	1%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	95	1%
Admits	77	68	13% ▲
Discharges	72	67	7%
Service Hours	1,034	1,389	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	96%	91%
On-Time Periodic		
6 Month Updates	82%	43%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
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		19	26%	50%	55%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		103	97%	75%	85%	22% ▲
Abstinence/Reduced Drug Use		65	61%	55%	56%	6%
Stable Living Situation		101	95%	95%	87%	0%
Employed		40	38%	50%	43%	-12% ▼
Improved/Maintained Axis V GAF Score		42	51%	75%	69%	-24% ▼
Self Help		17	16%	60%	24%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	97%	90%	79%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		68	96%	75%	75%	21% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

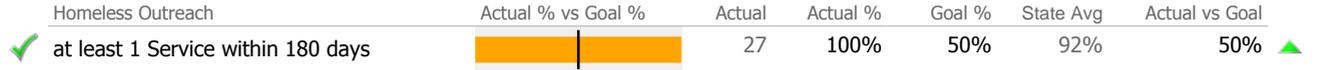
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

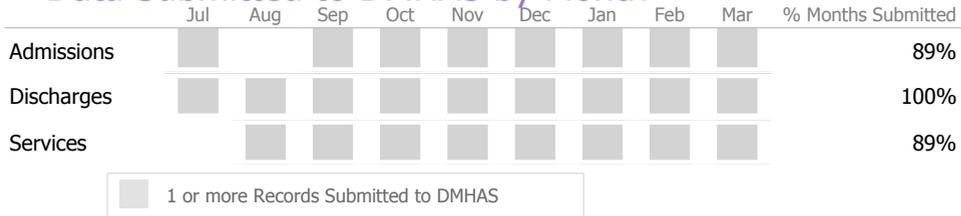
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	77	-43% ▼
Admits	27	24	13% ▲
Discharges	35	58	-40% ▼
Service Hours	203	203	0%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	-	1	-100% ▼
Discharges	2	2	0%
Service Hours	108	134	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	83%	15% ▲

Service Utilization

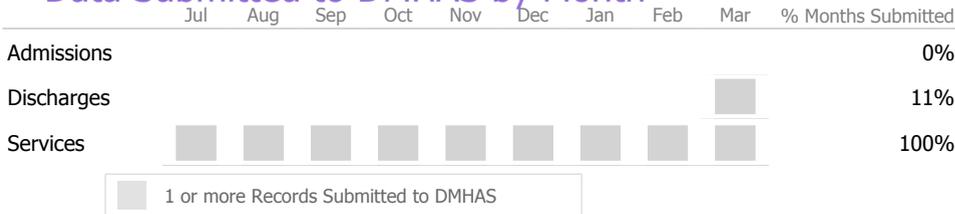
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

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	45	36	25% ▲
Admits	38	33	15% ▲
Discharges	39	29	34% ▲
Service Hours	511	519	-1%
Social Rehab/PHP/IOP Days	739	624	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	3%
Cooccurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	69%	50%	59%	19% ▲
● Follow-up within 30 Days of Discharge		21	78%	90%	60%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		47	94%	75%	87%	19% ▲
✓ Abstinence/Reduced Drug Use		30	60%	55%	45%	5%
● Stable Living Situation		46	92%	95%	86%	-3%
✓ Improved/Maintained Axis V GAF Score		30	77%	75%	77%	2%
● Employed		11	22%	50%	34%	-28% ▼
● Self Help		7	14%	60%	30%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	72%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

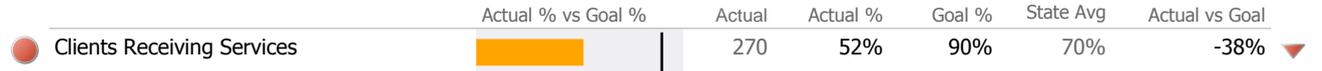
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

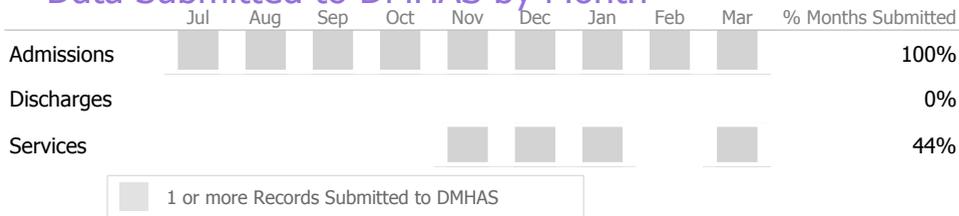
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	520	639	-19% ▼
Admits	136	77	77% ▲
Discharges	-	134	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,824	3,514	94% ▲

Service Utilization



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