

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	182	177	3%
	Admits	32	33	-3%
	Discharges	41	23	78% ▲
	Service Hours	2,452	2,834	-13% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	123	58.0%
	Case Management	89	42.0%

Consumer Satisfaction Survey

(Based on 98 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		95%	80%	91%
✓ Access		94%	80%	88%
✓ Overall		93%	80%	91%
● Outcome		76%	80%	83%
● Recovery		73%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	7	4%	12%
26-34	19	10%	23%
35-44	31	17%	20%
45-54	51	28%	22%
55-64	65	36%	18%
65+	8	4%	6%

Gender	#	%	State Avg
Female	110	60%	41% ▲
Male	72	40%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	93	51%	13% ▲
Non-Hispanic	65	36%	74% ▼
Hispanic-Other	18	10%	7%
Unknown	4	2%	6%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	131	72%	65%
Other	24	13%	13%
Black/African American	16	9%	16%
Unknown	7	4%	3%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
Multiple Races			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	23	0%
Admits	6	8	-25% ▼
Discharges	8	8	0%
Service Hours	847	749	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	86%
SA Screen Complete	67%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	50%	50%	42%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	83%	60%	68%	23% ▲
✓ Improved/Maintained Axis V GAF Score		19	100%	75%	48%	25% ▲
✓ Stable Living Situation		22	96%	95%	84%	1%
● Employed		0	0%	30%	22%	-30% ▼

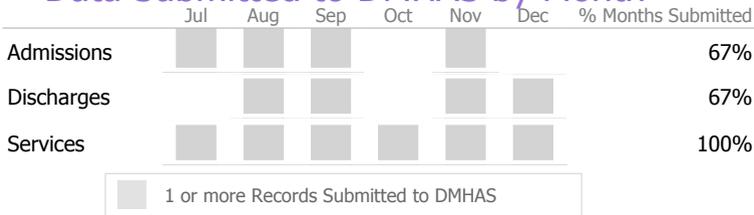
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	67%	75%	68%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	80	11% ▲
Admits	11	10	10%
Discharges	14	7	100% ▲
Service Hours	875	898	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	14%	50%	69%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		79	89%	60%	69%	29% ▲
Stable Living Situation		84	94%	80%	82%	14% ▲
Employed		6	7%	20%	9%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		68	89%	90%	62%	-1%

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 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	103	4%
Admits	15	15	0%
Discharges	19	8	138% ▲
Service Hours	730	1,186	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	56%	86%
SA Screen Complete	56%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	96%
Valid Axis V GAF Score	98%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	11%	50%	42%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		96	90%	60%	68%	30% ▲
Improved/Maintained Axis V GAF Score		80	85%	75%	48%	10%
Stable Living Situation		101	94%	95%	84%	-1%
Employed		10	9%	30%	22%	-21% ▼

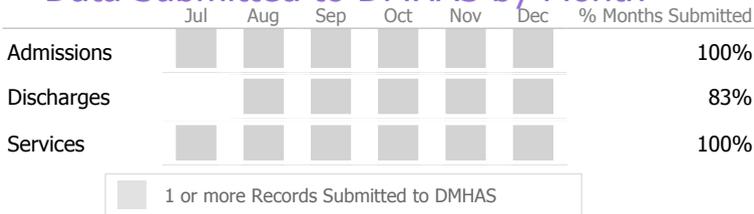
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	91%	90%	85%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	60%	75%	68%	-15% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 0%;"></div>	N/A	N/A	85%	90%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	93%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div> N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div> N/A	81%

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 52 Active Supportive Housing – Development Programs