

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	367	818	-55% ▼
	Admits	474	434	9%
	Discharges	480	466	3%
	Service Hours		1,852	-100% ▼

Consumer Satisfaction Survey (Based on 116 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		90%	80%	91%
✓ Overall		90%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		90%	80%	92%
● Outcome		77%	80%	83%
● Recovery		59%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	350	92.8%
	IOP	19	5.0%
	Outpatient	8	2.1%

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

Client Demographics

Age	#	%	State Avg
18-25	51	15%	12%
26-34	67	19%	23%
35-44	70	20%	20%
45-54	64	18%	22%
55-64	58	17%	18%
65+	38	11%	6%

Gender	#	%	State Avg
Male	206	56%	59%
Female	161	44%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	313	85%	74% ▲
Hispanic-Other	30	8%	7%
Hisp-Puerto Rican	12	3%	13%
Unknown	8	2%	6%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	278	76%	65% ▲
Other	49	13%	13%
Black/African American	27	7%	16%
Asian	7	2%	1%
Unknown	3	1%	3%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan	1	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	19	18	6%
Admits	12	10	20% ▲
Discharges	13	12	8%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	100%	50%	69%	50% ▲
● Follow-up within 30 Days of Discharge		5	38%	90%	77%	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		10	53%	60%	65%	-7%
● Stable Living Situation		16	84%	95%	81%	-11% ▼
● Employed		3	16%	30%	25%	-14% ▼
● Improved/Maintained Axis V GAF Score		6	35%	75%	78%	-40% ▼

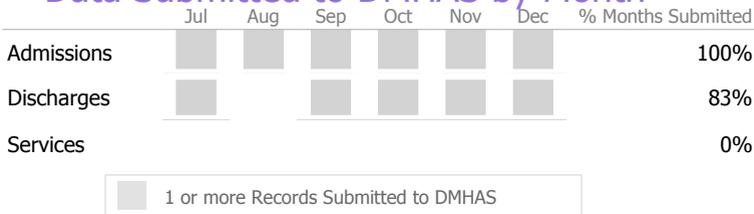
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	77%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		0%
Cooccurring	Actual	State Avg
MH Screen Complete		76%
SA Screen Complete		79%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		92%

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	8	507	-98% ▼
Admits	-	8	-100% ▼
Discharges	4	36	-89% ▼
Service Hours	-	1,852	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	0%	68%
Cooccurring MH Screen Complete	N/A	86%
SA Screen Complete	N/A	83%
Diagnosis 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		2	50%	50%	42%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	68%	40% ▲
Improved/Maintained Axis V GAF Score		7	88%	75%	48%	13% ▲
Stable Living Situation		8	100%	95%	84%	5%
Employed		0	0%	30%	22%	-30% ▼

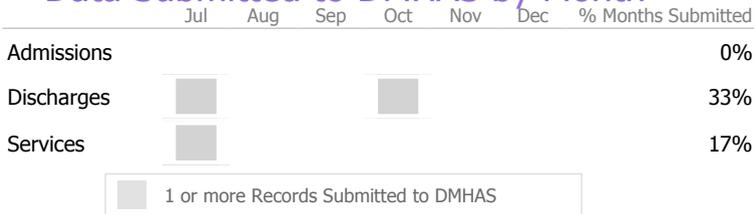
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	85%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

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

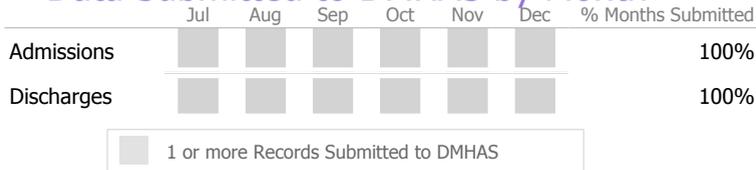
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	350	329	6%
Admits	462	416	11% ▲
Discharges	463	418	11% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		293	64%	75%	68%	-11% ▼
● Community Location Evaluation		34	7%	80%	76%	-73% ▼
● Follow-up Service within 48 hours		52	20%	90%	57%	-70% ▼

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