

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	380	361	5%
	Admits	93	53	75% ▲
	Discharges	103	60	72% ▲
	Service Hours	2,583	1,817	42% ▲
	Bed Days	3,569	3,668	-3%

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

Consumer Satisfaction Survey

(Based on 422 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		81%	80%	93%
✓ General Satisfaction		81%	80%	92%
✓ Participation in Treatment		80%	80%	92%
● Overall		77%	80%	91%
● Respect		77%	80%	91%
● Outcome		67%	80%	83%
● Access		62%	80%	88%
● Recovery		57%	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	Outpatient	225	58.7%
	Other	74	19.3%
	Case Management	52	13.6%
	Residential Services	32	8.4%

Client Demographics

Age	#	%	State Avg
18-25	89	23% ▲	12%
26-34	49	13%	23%
35-44	54	14%	20%
45-54	77	20%	22%
55-64	61	16%	18%
65+	50	13%	6%

Gender	#	%	State Avg
Female	218	58% ▲	41%
Male	160	42% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	199	52% ▼	74%
Hisp-Puerto Rican	135	36% ▲	13%
Hispanic-Other	31	8%	7%
Unknown	15	4%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	128	34% ▼	65%
Other	106	28% ▲	13%
Unknown	81	21% ▲	3%
Black/African American	59	16%	16%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	8	9	-11% ▼
Discharges	8	8	0%
Bed Days	908	988	-8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	75%	75%	59%	0%
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	63%	15% ▲
● Follow-up within 30 Days of Discharge		5	83%	90%	75%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		81%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		92%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		8	100%	75%	48%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	123 days	0.3	99%	90%	93%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 Below Goal

* State Avg based on 20 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	225	199	13% ▲
Admits	41	9	356% ▲
Discharges	55	2	2650% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	36%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	0%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	98%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		25	11%	30%	22%	-19% ▼
Stable Living Situation		161	72%	95%	84%	-23% ▼
Social Support		44	20%	60%	68%	-40% ▼
Improved/Maintained Axis V GAF Score		36	19%	75%	48%	-56% ▼

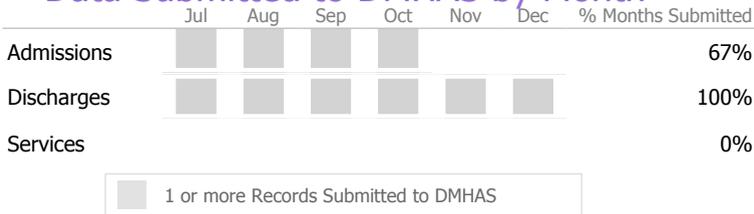
Service Utilization

	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

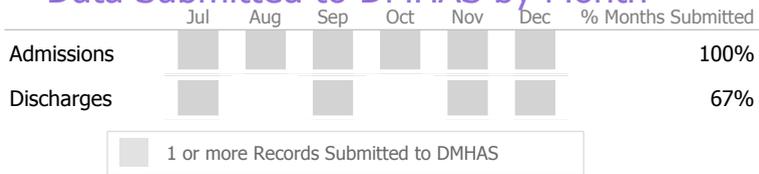
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	73	1%
Admits	16	9	78% ▲
Discharges	12	20	-40% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	6	7	-14% ▼
Discharges	7	5	40% ▲
Bed Days	2,661	2,680	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	71%	75%	59%	-4%
No Re-admit within 30 Days of Discharge		5	71%	85%	63%	-14% ▼
Follow-up within 30 Days of Discharge		5	100%	90%	75%	10%

Recovery

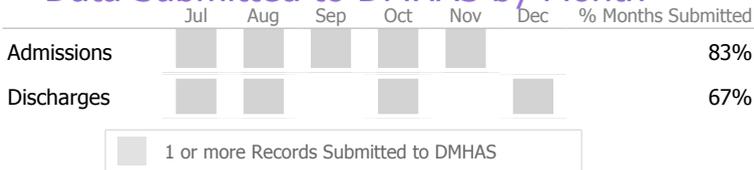
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		9	60%	75%	48%	-15% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	16	513 days	0.5	90%	90%	93%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

Actual |
 Goal
 ✔ Goal Met
 Below Goal

* State Avg based on 20 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	60	-13% ▼
Admits	22	19	16% ▲
Discharges	21	25	-16% ▼
Service Hours	2,583	1,817	42% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	95%	50%	69%	45% ▲

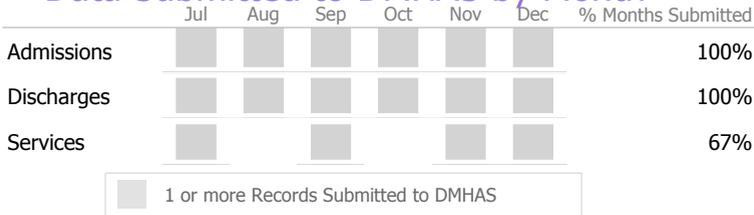
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	48%	20%	9%	28% ▲
✓ Social Support		44	85%	60%	69%	25% ▲
✓ Stable Living Situation		52	100%	80%	82%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	62%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs