

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,025	3,431	-12% ▼
	Admits	802	1,026	-22% ▼
	Discharges	852	804	6%
	Service Hours	16,034	19,487	-18% ▼
	Bed Days	3,128	3,312	-6%

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

### Consumer Satisfaction Survey

(Based on 187 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		99%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Access		97%	80%	88%
✓ General Satisfaction		96%	80%	92%
✓ Outcome		93%	80%	83%
✓ Recovery		91%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	2,881	79.4%
	Community Support	313	8.6%
	Employment Services	102	2.8%
	Consultation	93	2.6%
	Crisis Services	82	2.3%
	Social Rehabilitation	71	2.0%
	ACT	48	1.3%
	Case Management	21	0.6%
	Residential Services	18	0.5%

### Client Demographics

Age	#	%	State Avg
18-25	354	12%	12%
26-34	557	18%	23%
35-44	585	19%	20%
45-54	724	24%	22%
55-64	594	20%	18%
65+	210	7%	6%

Gender	#	%	State Avg
Female	1,579	52%	▲ 41%
Male	1,446	48%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,884	62%	▼ 74%
Hisp-Puerto Rican	556	18%	13%
Unknown	302	10%	6%
Hispanic-Other	257	8%	7%
Hispanic-Cuban	13	0%	0%
Hispanic-Mexican	13	0%	1%

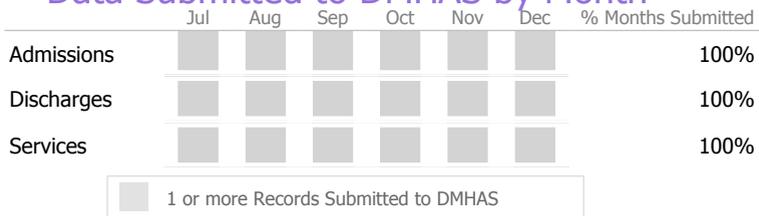
Race	#	%	State Avg
White/Caucasian	1,652	55%	65%
Black/African American	581	19%	16%
Other	502	17%	13%
Unknown	207	7%	3%
Asian	49	2%	1%
Hawaiian/Other Pacific Islander	18	1%	0%
Am. Indian/Native Alaskan	16	1%	1%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93		
Admits	23	-	
Discharges	29	-	
Service Hours	292	-	

### Data Submitted to DMHAS by Month



\* State Avg based on 9 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	34	9%
Admits	10	6	67% ▲
Discharges	7	6	17% ▲
Service Hours	1,328	1,319	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	65%	49%	21% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		2	33%	90%	54%	-57% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		93%
✓ SA Screen Complete		93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		86%

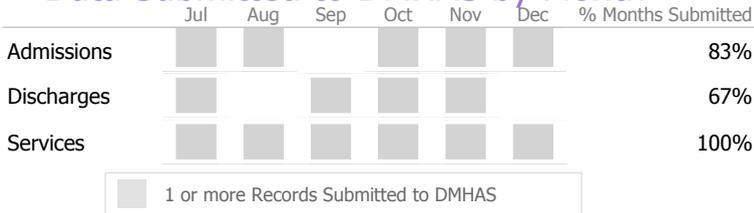
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	100%	60%	79%	40% ▲
✓ Stable Living Situation		36	97%	60%	89%	37% ▲
● Employed		2	5%	15%	13%	-10%
● Improved/Maintained Axis V GAF Score		19	70%	85%	48%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	99%	7%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

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

### 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 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	27	30% ▲
Admits	16	16	0%
Discharges	6	7	-14% ▼
Service Hours	88	81	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic 6 Month Updates	93%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	86%
SA Screen Complete	98%	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		5	83%	50%	42%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	100%	60%	68%	40% ▲
Stable Living Situation		33	94%	95%	84%	-1%
Employed		6	17%	30%	22%	-13% ▼
Improved/Maintained Axis V GAF Score		14	70%	75%	48%	-5%

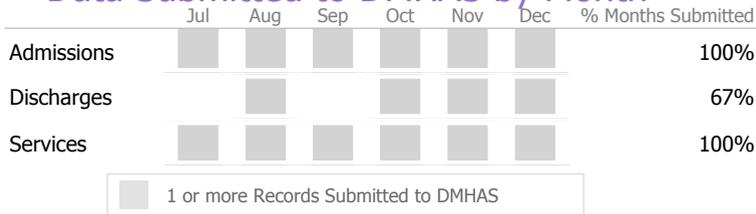
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	83%	90%	85%	-7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	38%	75%	68%	-37% ▼

### 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	-	-	

### 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 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	97	5%
Admits	37	20	85% ▲
Discharges	41	33	24% ▲
Service Hours	987	1,100	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	37%	35%	45%	2%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	97%	90%	96%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	92%

### 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

\* State Avg based on 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	263	271	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	71%	85%	86%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	95%	90%	94%	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

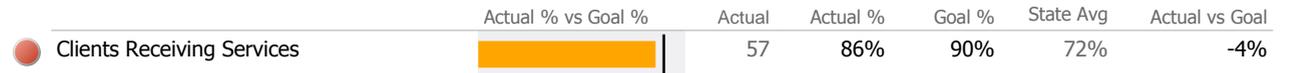
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

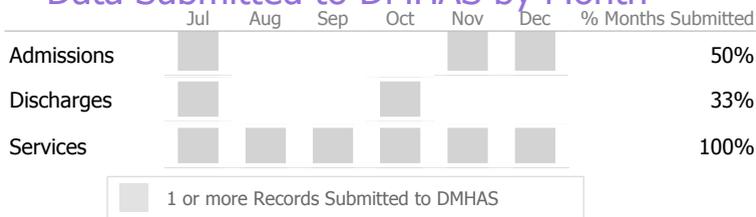
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	66	8%
Admits	14	3	367% ▲
Discharges	5	12	-58% ▼
Service Hours	282	134	110% ▲
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	3,128	3,312	-6%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	72%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	85%	40% ▲
● Stable Living Situation		17	94%	95%	96%	-1%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		7	41%	95%	64%	-54% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%
Cooccurring	Actual	State Avg
MH Screen Complete		87%
SA Screen Complete		85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		96%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	2,146 days	0.5	100%	90%	94%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 63 Active Supervised Apartments Programs

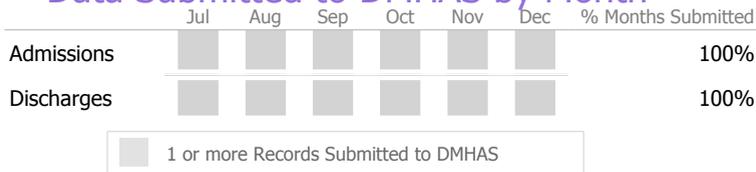
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	56	46% ▲
Admits	77	61	26% ▲
Discharges	71	61	16% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		66	93%	75%	68%	18% ▲
✓ Community Location Evaluation		71	100%	80%	76%	20% ▲
● Follow-up Service within 48 hours		18	62%	90%	57%	-28% ▼

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	313	327	-4%
Admits	111	116	-4%
Discharges	93	104	-11% ▼
Service Hours	4,179	4,323	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	89%
SA Screen Complete	90%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		92	99%	65%	67%	34% ▲

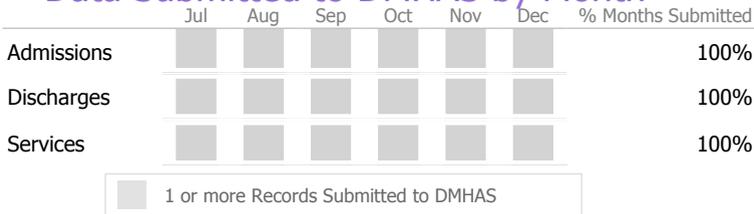
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		314	99%	60%	81%	39% ▲
✓ Stable Living Situation		274	86%	80%	92%	6%
● Employed		40	13%	20%	13%	-7%
✓ Improved/Maintained Axis V GAF Score		168	73%	65%	61%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		213	87%	90%	98%	-3%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,862	3,356	-15% ▼
Admits	512	790	-35% ▼
Discharges	581	561	4%
Service Hours	7,879	10,573	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	86%
SA Screen Complete	85%	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		530	91%	50%	42%	41% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2,878	100%	60%	68%	40% ▲
Employed		765	26%	30%	22%	-4%
Stable Living Situation		2,547	88%	95%	84%	-7%
Improved/Maintained Axis V GAF Score		1,569	63%	75%	48%	-12% ▼

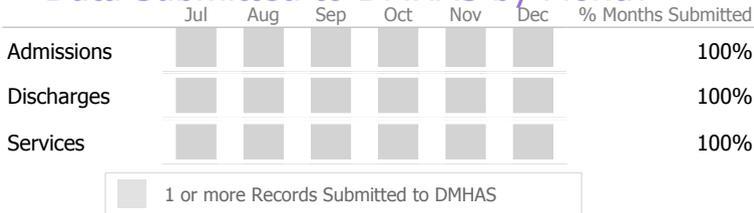
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,551	67%	90%	85%	-23% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		152	30%	75%	68%	-45% ▼

### 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	11	10	10%
Admits	1	-	
Discharges	1	-	
Service Hours	684	1,277	-46% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	65%	49%	35% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	54%	10%

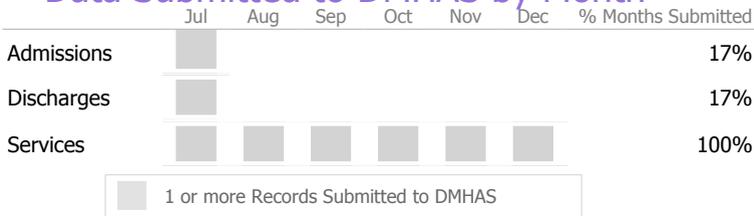
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	79%	40% ▲
✓ Stable Living Situation		11	100%	60%	89%	40% ▲
✓ Employed		3	27%	15%	13%	12% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	99%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs