

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	230	658	-65%	▼
	Admits	270	206	31%	▲
	Discharges	273	227	20%	▲
	Service Hours		1,000	-100%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	212	90.2%
	IOP	15	6.4%
	Outpatient	8	3.4%

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%

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

Client Demographics

Age	#	%	State Avg
18-25	35	16%	11%
26-34	41	19%	22%
35-44	40	18%	19%
45-54	48	22%	22%
55-64	36	16%	19%
65+	21	10%	6%

Gender	#	%	State Avg
Male	137	60%	58%
Female	93	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	191	83%	74%
Hispanic-Other	22	10%	7%
Hisp-Puerto Rican	9	4%	13%
Unknown	5	2%	6%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	177	77%	▲ 65%
Other	29	13%	13%
Black/African American	15	7%	16%
Asian	6	3%	1%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Unknown	1	0%	3%
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	15	13	15% ▲
Admits	8	4	100% ▲
Discharges	7	8	-13% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	74%
SA Screen Complete	62%	78%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	50%	61%	50% ▲
● Follow-up within 30 Days of Discharge		2	29%	90%	76%	-61% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		8	53%	60%	69%	-7%
● Stable Living Situation		12	80%	95%	80%	-15% ▼
● Employed		2	13%	30%	22%	-17% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	74%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	80%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 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	504	-98% ▼
Admits	-	5	-100% ▼
Discharges	3	24	-88% ▼
Service Hours	-	1,000	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	0%	70%
Cooccurring MH Screen Complete	N/A	84%
SA Screen Complete	N/A	81%
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		1	33%	50%	40%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	67%	40% ▲
Improved/Maintained Axis V GAF Score		7	88%	75%	43%	13% ▲
Stable Living Situation		8	100%	95%	83%	5%
Employed		0	0%	30%	21%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	78%	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%	67%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

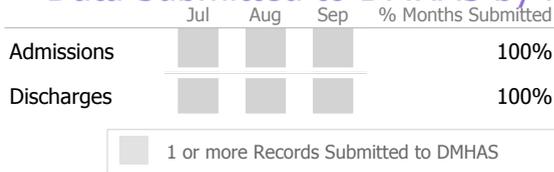
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	212	164	29% ▲
Admits	262	197	33% ▲
Discharges	263	195	35% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		179	69%	75%	69%	-6%
● Community Location Evaluation		20	8%	80%	77%	-72% ▼
● Follow-up Service within 48 hours		23	15%	90%	58%	-75% ▼

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