

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	564	526	7%
	Admits	93	102	-9%
	Discharges	59	44	34% ▲
	Service Hours	374	615	-39% ▼
	S.Rehab/PHP/IOP	2,144	1,391	54% ▲

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

Consumer Satisfaction Survey

(Based on 107 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		76%	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	Social Rehabilitation	475	80.8%
	Case Management	28	4.8%
Addiction	Outpatient	59	10.0%
	IOP	26	4.4%

Client Demographics

Age	#	%	State Avg
18-25	34	6%	11%
26-34	93	17%	22%
35-44	86	16%	19%
45-54	167	30%	22%
55-64	146	26%	19%
65+	27	5%	6%

Gender	#	%	State Avg
Male	346	62%	58%
Female	214	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	362	64%	74%
Hisp-Puerto Rican	72	13%	13%
Hispanic-Other	69	12%	7%
Unknown	42	7%	6%
Hispanic-Mexican	14	2%	1%
Hispanic-Cuban	5	1%	0%

Race	#	%	State Avg
Black/African American	227	40%	▲ 16%
White/Caucasian	189	34%	▼ 65%
Other	90	16%	13%
Unknown	39	7%	3%
Multiple Races	9	2%	1%
Am. Indian/Native Alaskan	6	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	51	16% ▲
Admits	23	22	5%
Discharges	32	20	60% ▲
Service Hours	258	330	-22% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	25%	50%	55%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		57	95%	75%	82%	20% ▲
✓ Abstinence/Reduced Drug Use		41	68%	55%	52%	13% ▲
● Stable Living Situation		54	90%	95%	82%	-5%
● Employed		18	30%	50%	39%	-20% ▼
● Improved/Maintained Axis V GAF Score		22	49%	75%	49%	-26% ▼
● Self Help		8	13%	60%	33%	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%
✓ Valid TEDS Data		92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		34%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		99%
✓ SA Screen Complete		99%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	60%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		22	96%	75%	74%	21% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	25	-24% ▼
Admits	5	8	-38% ▼
Discharges	5	9	-44% ▼
Service Hours	23	62	-63% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	100%	50%	92%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	-	-	
Discharges	2	-	
Service Hours	27	58	-55% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	87%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	23	13% ▲
Admits	14	11	27% ▲
Discharges	18	15	20% ▲
Service Hours	66	165	-60% ▼
Social Rehab/PHP/IOP Days	235	262	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	7%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	61%	50%	64%	11% ▲
● Follow-up within 30 Days of Discharge		7	64%	90%	54%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		27	100%	75%	92%	25% ▲
✓ Stable Living Situation		26	96%	95%	88%	1%
✓ Abstinence/Reduced Drug Use		15	56%	55%	57%	1%
● Improved/Maintained Axis V GAF Score		13	72%	75%	85%	-3%
● Employed		6	22%	50%	35%	-28% ▼
● Self Help		6	22%	60%	48%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	75%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

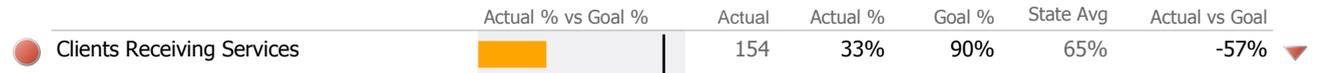
Actual | Goal Goal Met Below Goal

* State Avg based on 50 Active Standard IOP Programs

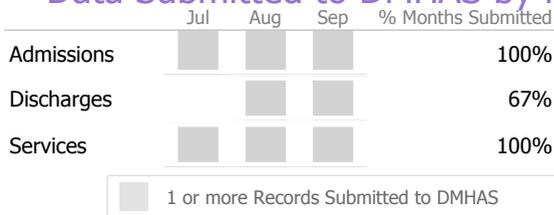
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	475	446	7%
Admits	51	61	-16% ▼
Discharges	2	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,909	1,129	69% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs