

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	343	343	0%
	Admits	55	33	67% ▲
	Discharges	25	26	-4%
	Service Hours	1,250	993	26% ▲
	Bed Days	1,720	1,882	-9%

▲ > 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	215	62.1%
	Other	62	17.9%
	Case Management	44	12.7%
	Residential Services	25	7.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	73	21%	11%	Female	201	59%	41% ▲
26-34	39	11%	22% ▼	Male	140	41%	58% ▼
35-44	47	14%	19%	Transgender			0%
45-54	72	21%	22%				
55-64	61	18%	19%				
65+	51	15%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	168	49%	74% ▼	White/Caucasian	107	31%	65% ▼
Hisp-Puerto Rican	131	38%	13% ▲	Other	103	30%	13% ▲
Hispanic-Other	31	9%	7%	Unknown	82	24%	3% ▲
Unknown	13	4%	6%	Black/African American	46	13%	16%
Hispanic-Cuban			0%	Asian	4	1%	1%
Hispanic-Mexican			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	8	9	-11% ▼
Admits	3	4	-25% ▼
Discharges	3	3	0%
Bed Days	442	555	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	81%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	75%	59%	-8%
No Re-admit within 30 Days of Discharge		3	100%	85%	73%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	77%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		3	100%	75%	37%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	139 days	0.6	96%	90%	90%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 13 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	198	9%
Admits	30	7	329% ▲
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	84%
SA Screen Complete	0%	81%
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		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		20	9%	30%	21%	-21% ▼
● Stable Living Situation		136	63%	95%	83%	-32% ▼
● Social Support		37	17%	60%	67%	-43% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	43%	-75% ▼

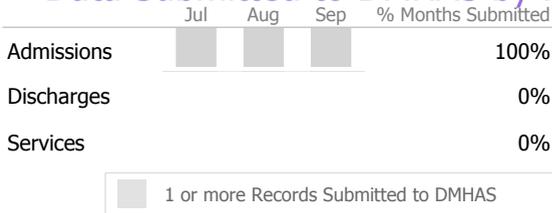
Service Utilization

	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



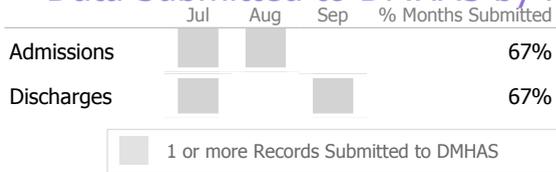
▲ > 10% Over ▼ < 10% Under

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	71	-13% ▼
Admits	5	8	-38% ▼
Discharges	6	9	-33% ▼

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	3	4	-25% ▼
Discharges	4	1	300% ▲
Bed Days	1,278	1,327	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	75%	59%	0%
● No Re-admit within 30 Days of Discharge		3	75%	85%	73%	-10%
✓ Follow-up within 30 Days of Discharge		3	100%	90%	77%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		6	50%	75%	37%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	538 days	0.9	87%	90%	90%	-3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 13 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	51	-14% ▼
Admits	14	10	40% ▲
Discharges	12	12	0%
Service Hours	1,250	993	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	12%	70%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	92%	50%	79%	42% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	50%	20%	8%	30% ▲
✓ Social Support		36	82%	60%	68%	22% ▲
✓ Stable Living Situation		44	100%	80%	81%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	97%	90%	58%	7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 29 Active Standard Case Management Programs