

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,756	3,050	-10%
	Admits	385	492	-22% ▼
	Discharges	436	399	9%
	Service Hours	8,374	9,857	-15% ▼
	Bed Days	1,564	1,656	-6%

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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,637	81.6%
	Community Support	242	7.5%
	Consultation	82	2.5%
	Employment Services	79	2.4%
	Social Rehabilitation	66	2.0%
	Crisis Services	47	1.5%
	ACT	31	1.0%
	Residential Services	28	0.9%
	Case Management	21	0.6%

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

Client Demographics

Age	#	%	State Avg
18-25	311	11%	11%
26-34	496	18%	22%
35-44	524	19%	19%
45-54	666	24%	22%
55-64	557	20%	19%
65+	201	7%	6%

Gender	#	%	State Avg
Female	1,446	52%	▲ 41%
Male	1,310	48%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,738	63%	▼ 74%
Hisp-Puerto Rican	476	17%	13%
Unknown	275	10%	6%
Hispanic-Other	243	9%	7%
Hispanic-Cuban	12	0%	0%
Hispanic-Mexican	12	0%	1%

Race	#	%	State Avg
White/Caucasian	1,520	55%	65%
Black/African American	524	19%	16%
Other	447	16%	13%
Unknown	189	7%	3%
Asian	43	2%	1%
Hawaiian/Other Pacific Islander	18	1%	0%
Am. Indian/Native Alaskan	15	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	82		
Admits	12	-	
Discharges	11	-	
Service Hours	171	-	

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 8 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	4	4	0%
Discharges	3	-	
Service Hours	720	618	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	94%
SA Screen Complete	94%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	49%	2%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	55%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	100%	60%	78%	40% ▲
✓ Stable Living Situation		30	97%	60%	88%	37% ▲
● Employed		1	3%	15%	12%	-12% ▼
● Improved/Maintained Axis V GAF Score		16	67%	85%	43%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	99%	6%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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	% 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	26	23	13% ▲
Admits	8	12	-33% ▼
Discharges	1	5	-80% ▼
Service Hours	39	35	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	84%
SA Screen Complete	96%	81%
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		0	0%	50%	40%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	100%	60%	67%	40% ▲
Stable Living Situation		25	96%	95%	83%	1%
Employed		5	19%	30%	21%	-11% ▼
Improved/Maintained Axis V GAF Score		9	69%	75%	43%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	76%	90%	78%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	38%	75%	67%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 93 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	% 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	79	83	-5%
Admits	14	6	133% ▲
Discharges	14	23	-39% ▼
Service Hours	452	560	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	41%	35%	44%	6%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	91%	90%	94%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	95%

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 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	118	134	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div style="width: 71%; background-color: orange;"></div>	15	71%	85%	87%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 90%; background-color: orange;"></div>	19	90%	90%	92%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 98%; background-color: orange;"></div> 98%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 100%; background-color: orange;"></div> 100%	86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

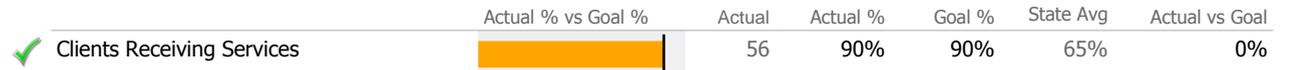
Actual | Goal ✓ Goal Met ● Below Goal

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

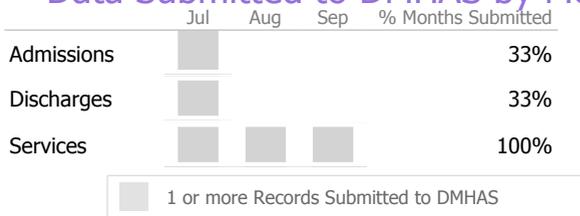
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	65	2%
Admits	9	2	350% ▲
Discharges	4	3	33% ▲
Service Hours	83	51	63% ▲
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	17	18	-6%
Admits	-	-	
Discharges	-	-	
Bed Days	1,564	1,656	-6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	85%	40% ▲
● Stable Living Situation		16	94%	95%	98%	-1%
● Employed		0	0%	25%	6%	-25% ▼
● Improved/Maintained Axis V GAF Score		7	44%	95%	66%	-51% ▼

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		85%
SA Screen Complete		83%
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	2,096 days	1.0	100%	90%	95%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	29	62% ▲
Admits	42	29	45% ▲
Discharges	36	29	24% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		42	95%	75%	69%	20% ▲
✓ Community Location Evaluation		44	100%	80%	77%	20% ▲
● Follow-up Service within 48 hours		11	52%	90%	58%	-38% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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	242	249	-3%
Admits	37	38	-3%
Discharges	51	61	-16% ▼
Service Hours	1,950	1,973	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	84%
SA Screen Complete	90%	83%
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		50	98%	65%	65%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		239	99%	60%	82%	39% ▲
Stable Living Situation		209	86%	80%	93%	6%
Improved/Maintained Axis V GAF Score		142	75%	65%	58%	10%
Employed		31	13%	20%	12%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		222	97%	90%	98%	7%

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 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,622	2,986	-12% ▼
Admits	258	392	-34% ▼
Discharges	298	264	13% ▲
Service Hours	4,307	5,540	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	85%	84%
SA Screen Complete	85%	81%
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		270	91%	50%	40%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2,617	99%	60%	67%	39% ▲
Employed		703	27%	30%	21%	-3%
Stable Living Situation		2,319	88%	95%	83%	-7%
Improved/Maintained Axis V GAF Score		1,404	65%	75%	43%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,281	54%	90%	78%	-36% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		77	30%	75%	67%	-45% ▼

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 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	-	
Discharges	1	-	
Service Hours	482	662	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	84%	50% ▲

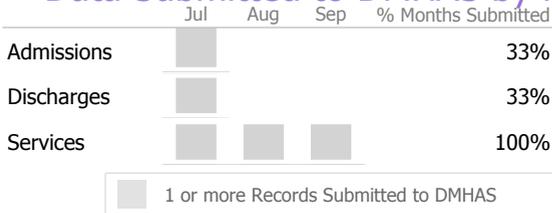
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	91%	40% ▲
✓ Stable Living Situation		11	100%	85%	96%	15% ▲
✓ Employed		3	27%	25%	11%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	98%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 38 Active Residential Support Programs