

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	397	386	3%
	Admits	112	80	40% ▲
	Discharges	121	93	30% ▲
	Service Hours	4,052	2,831	43% ▲
	Bed Days	5,314	5,574	-5%

▲ > 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	225	56.1%
	Other	80	20.0%
	Case Management	60	15.0%
	Residential Services	36	9.0%

Client Demographics

Age	#	%	State Avg
18-25	99	25%	▲ 13%
26-34	51	13%	▼ 24%
35-44	56	14%	20%
45-54	79	20%	21%
55-64	62	16%	17%
65+	50	13%	5%

Gender	#	%	State Avg
Female	219	55%	▲ 40%
Male	176	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	215	54%	▼ 73%
Hisp-Puerto Rican	135	34%	▲ 12%
Hispanic-Other	32	8%	7%
Unknown	15	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	140	35%	▼ 64%
Other	106	27%	▲ 13%
Unknown	82	21%	▲ 4%
Black/African American	62	16%	16%
Asian	6	2%	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	15	17	-12% ▼
Admits	10	12	-17% ▼
Discharges	10	13	-23% ▼
Bed Days	1,318	1,512	-13% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	70%	75%	63%	-5%
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	66%	15% ▲
● Follow-up within 30 Days of Discharge		6	86%	90%	72%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		91%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		10	100%	75%	53%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	141 days	0.2	96%	90%	94%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										78%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	225	200	13% ▲
Admits	41	10	310% ▲
Discharges	55	4	1275% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	44%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		25	11%	30%	23%	-19% ▼
Stable Living Situation		161	72%	95%	85%	-23% ▼
Social Support		44	20%	60%	69%	-40% ▼
Improved/Maintained Axis V GAF Score		36	17%	75%	51%	-58% ▼

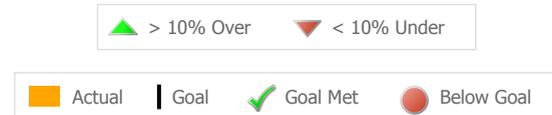
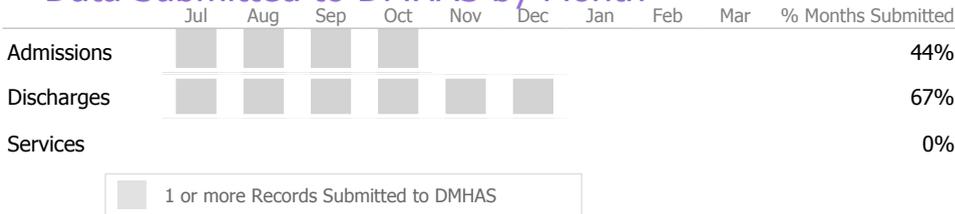
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	88%	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%	68%	-75% ▼

Data Submitted to DMHAS by Month



* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	81	-1%
Admits	22	17	29% ▲
Discharges	18	27	-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	24	22	9%
Admits	9	9	0%
Discharges	10	8	25% ▲
Bed Days	3,996	4,062	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	80%	75%	63%	5%
● No Re-admit within 30 Days of Discharge		6	60%	85%	66%	-25% ▼
✓ Follow-up within 30 Days of Discharge		8	100%	90%	72%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	91%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		12	67%	75%	53%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	518 days	0.3	91%	90%	94%	1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■		■	78%
Discharges	■	■		■		■			■	56%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	73	-18% ▼
Admits	30	32	-6%
Discharges	28	41	-32% ▼
Service Hours	4,052	2,831	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	86%	50%	61%	36% ▲

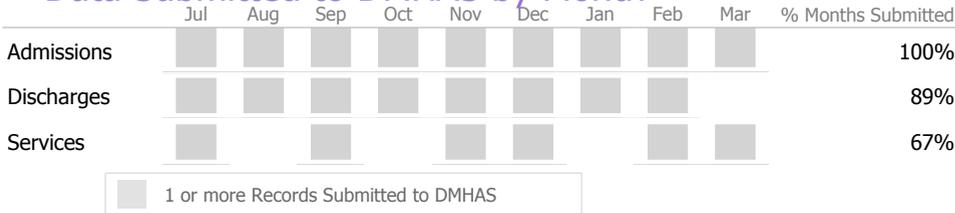
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		30	50%	20%	11%	30% ▲
✓ Social Support		50	83%	60%	70%	23% ▲
✓ Stable Living Situation		60	100%	80%	83%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	66%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs