

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	740	750	-1%
	Admits	848	775	9%
	Discharges	847	782	8%
	Service Hours	1,516	2,206	-31% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	440	59.4%
	Outpatient	301	40.6%

### Consumer Satisfaction Survey

(Based on 102 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Outcome		87%	80%	83%
● Recovery		75%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	73	10%	11%
26-34	116	16%	23%
35-44	135	19%	21%
45-54	148	20%	21%
55-64	166	23%	18%
65+	90	12%	6%

Gender	#	%	State Avg
Female	416	56%	▲ 41%
Male	324	44%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	397	54%	▼ 71%
Hisp-Puerto Rican	146	20%	13%
Hispanic-Other	143	19%	▲ 7%
Unknown	28	4%	9%
Hispanic-Mexican	25	3%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	424	57%	63%
Other	200	27%	▲ 13%
Black/African American	66	9%	16%
Unknown	38	5%	5%
Asian	4	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

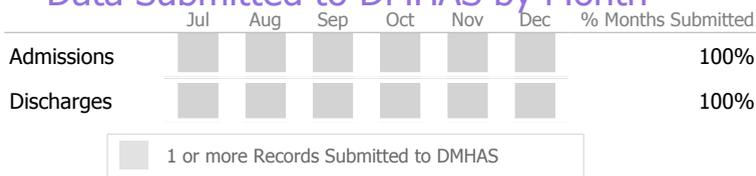
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	104	-10%
Admits	141	159	-11% ▼
Discharges	138	159	-13% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		126	95%	75%	70%	20% ▲
✓ Community Location Evaluation		130	98%	80%	92%	18% ▲
✓ Follow-up Service within 48 hours		81	99%	90%	89%	9%

### 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

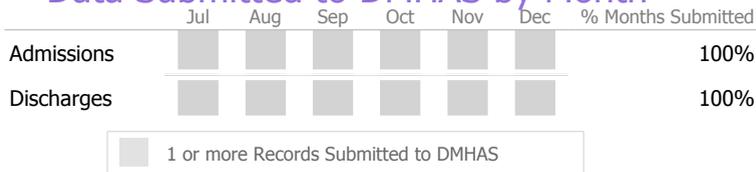
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	94	-21% ▼
Admits	130	146	-11% ▼
Discharges	130	148	-12% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		119	93%	75%	70%	18% ▲
✓ Community Location Evaluation		121	95%	80%	92%	15% ▲
✓ Follow-up Service within 48 hours		109	99%	90%	89%	9%

### 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

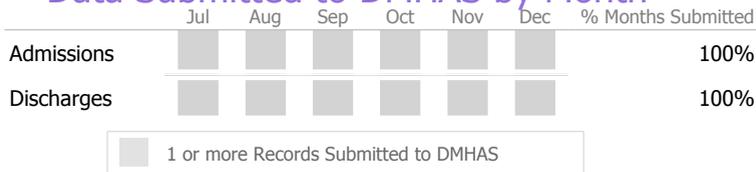
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	96	5%
Admits	161	150	7%
Discharges	160	150	7%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		163	100%	75%	70%	25% ▲
● Community Location Evaluation		125	77%	80%	92%	-3%
✓ Follow-up Service within 48 hours		104	98%	90%	89%	8%

### 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

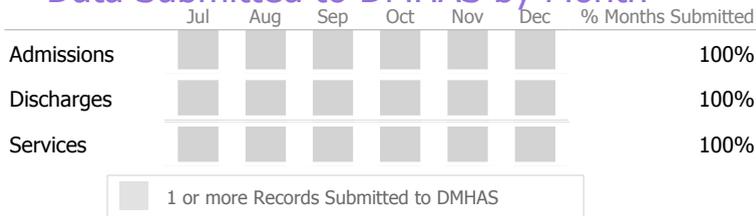
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	76	49% ▲
Admits	229	127	80% ▲
Discharges	229	126	82% ▲
Service Hours	48	27	79% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		98	96%	75%	70%	21% ▲
● Community Location Evaluation		51	50%	80%	92%	-30% ▼
✓ Follow-up Service within 48 hours		40	100%	90%	89%	10%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	3	2	50% ▲
Discharges	-	2	-100% ▼
Service Hours	96	182	-47% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	33%	66%
Cooccurring MH Screen Complete	60%	91%
SA Screen Complete	60%	91%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	53%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	67%	40% ▲
✓ Employed		4	33%	30%	23%	3%
✓ Improved/Maintained Axis V GAF Score		9	100%	75%	47%	25% ▲
● Stable Living Situation		11	92%	95%	84%	-3%

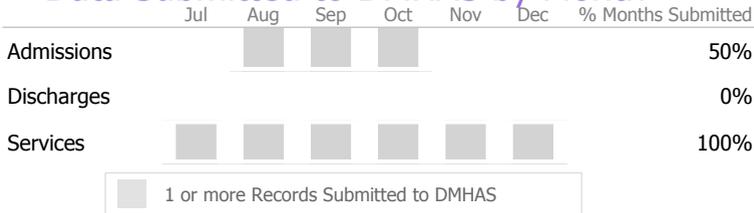
### Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	83%	10%

### Service Engagement

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	33%	75%	67%	-42% ▼

### Data Submitted to DMHAS by Month



▲ > 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	28	35	-20% ▼
Admits	6	14	-57% ▼
Discharges	8	8	0%
Service Hours	101	197	-49% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	96%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	50%	50%	53%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	86%	60%	67%	26% ▲
✓ Employed		9	32%	30%	23%	2%
✓ Stable Living Situation		27	96%	95%	84%	1%
✓ Improved/Maintained Axis V GAF Score		20	83%	75%	47%	8%

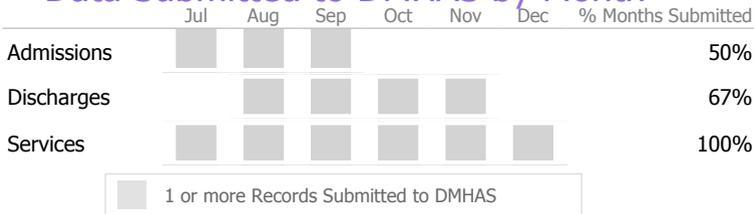
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	83%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	33%	75%	67%	-42% ▼

### Data Submitted to DMHAS by Month



▲ > 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	22	19	16% ▲
Admits	2	3	-33% ▼
Discharges	-	1	-100% ▼
Service Hours	157	330	-53% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	35%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	53%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	64%	60%	67%	4%
✓ Stable Living Situation		21	95%	95%	84%	0%
● Employed		6	27%	30%	23%	-3%
● Improved/Maintained Axis V GAF Score		12	60%	75%	47%	-15% ▼

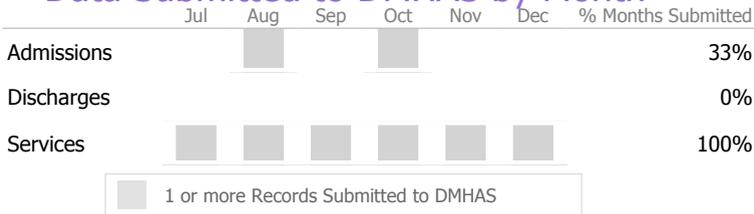
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	59%	90%	83%	-31% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	50%	75%	67%	-25% ▼

### Data Submitted to DMHAS by Month



▲ > 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	41	53	-23% ▼
Admits	8	23	-65% ▼
Discharges	12	22	-45% ▼
Service Hours	216	289	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	75%	50%	53%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		39	100%	75%	47%	25% ▲
Social Support		31	76%	60%	67%	16% ▲
Employed		14	34%	30%	23%	4%
Stable Living Situation		39	95%	95%	84%	0%

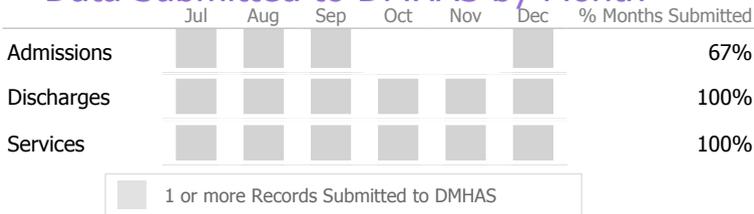
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	100%	90%	83%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	63%	75%	67%	-13% ▼

### Data Submitted to DMHAS by Month



▲ > 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	74	75	-1%
Admits	9	16	-44% ▼
Discharges	12	12	0%
Service Hours	387	439	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	94%	66%
Cooccurring MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	17%	50%	53%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		62	84%	60%	67%	24% ▲
Improved/Maintained Axis V GAF Score		61	94%	75%	47%	19% ▲
Stable Living Situation		72	97%	95%	84%	2%
Employed		18	24%	30%	23%	-6%

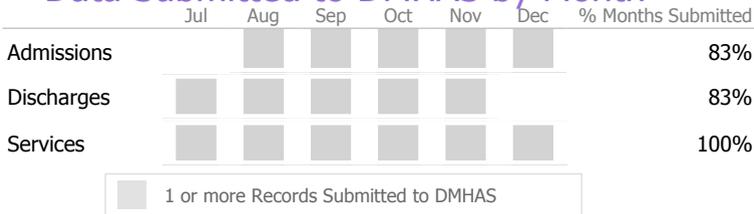
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	95%	90%	83%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	67%	75%	67%	-8%

### Data Submitted to DMHAS by Month



▲ > 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	66	44	50% ▲
Admits	26	-	
Discharges	34	17	100% ▲
Service Hours	120	111	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	88%	66%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	93%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	53%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		66	100%	95%	84%	5%
Employed		22	33%	30%	23%	3%
Social Support		37	56%	60%	67%	-4%
Improved/Maintained Axis V GAF Score		33	80%	75%	47%	5%

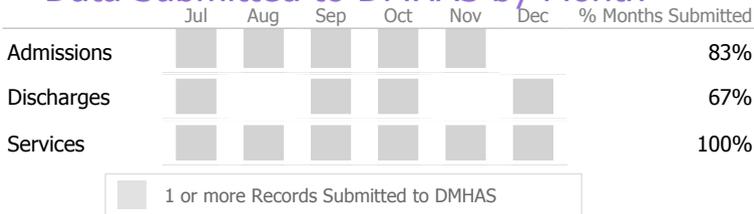
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	100%	90%	83%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		24	92%	75%	67%	17% ▲

### Data Submitted to DMHAS by Month



▲ > 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	60	91	-34% ▼
Admits	12	13	-8%
Discharges	5	18	-72% ▼
Service Hours	392	504	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	100%	66%
6 Month Updates	100%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	83%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	50%	53%	30% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		59	98%	60%	67%	38% ▲
Stable Living Situation		59	98%	95%	84%	3%
Employed		11	18%	30%	23%	-12% ▼
Improved/Maintained Axis V GAF Score		5	10%	75%	47%	-65% ▼

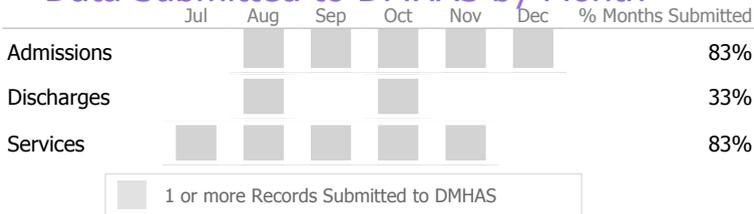
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	96%	90%	83%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	92%	75%	67%	17% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

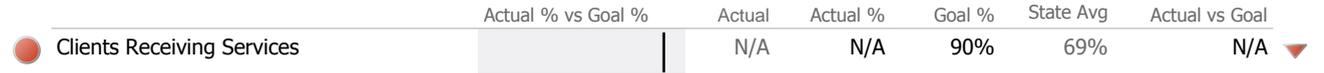
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Service Utilization



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	9%	-20% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	80%	78%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 30 Active Standard Case Management Programs

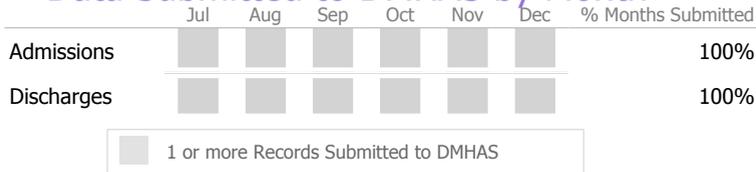
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	99	13% ▲
Admits	121	122	-1%
Discharges	119	118	1%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		115	97%	75%	70%	22% ▲
✓ Community Location Evaluation		118	100%	80%	92%	20% ▲
✓ Follow-up Service within 48 hours		49	98%	90%	89%	8%

### 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