

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	308	380	-19%	▼
	Admits	36	93	-61%	▼
	Discharges	70	104	-33%	▼
	Service Hours	3,823	2,583	48%	▲
	Bed Days	3,108	3,569	-13%	▼

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

Consumer Satisfaction Survey

(Based on 89 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		92%	80%	92%
✓ Respect		90%	80%	91%
✓ Overall		83%	80%	91%
✓ Access		80%	80%	88%
● Outcome		69%	80%	83%
● Recovery		53%	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	168	54.0%
	Other	65	20.9%
	Case Management	51	16.4%
	Residential Services	27	8.7%

Client Demographics

Age	#	%	State Avg
18-25	69	22%	▲ 11%
26-34	51	17%	23%
35-44	41	13%	21%
45-54	62	20%	21%
55-64	53	17%	18%
65+	32	10%	6%

Gender	#	%	State Avg
Female	178	58%	▲ 41%
Male	129	42%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	168	55%	▼ 71%
Hisp-Puerto Rican	104	34%	▲ 13%
Hispanic-Other	24	8%	7%
Unknown	12	4%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	116	38%	▼ 63%
Other	86	28%	▲ 13%
Unknown	51	17%	▲ 5%
Black/African American	44	14%	16%
Asian	10	3%	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	10	13	-23% ▼
Admits	5	8	-38% ▼
Discharges	5	8	-38% ▼
Bed Days	736	908	-19% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	40%	75%	52%	-35% ▼
● No Re-admit within 30 Days of Discharge		4	80%	85%	78%	-5%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	90%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	95%
✓ 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		4	80%	75%	52%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	132 days	0.4	80%	90%	93%	-10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	168	225	-25% ▼
Admits	-	41	-100% ▼
Discharges	33	56	-41% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	2%	91%
SA Screen Complete	0%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	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		139	83%	95%	84%	-12% ▼
Employed		22	13%	30%	23%	-17% ▼
Social Support		45	27%	60%	67%	-33% ▼
Improved/Maintained Axis V GAF Score		28	17%	75%	47%	-58% ▼

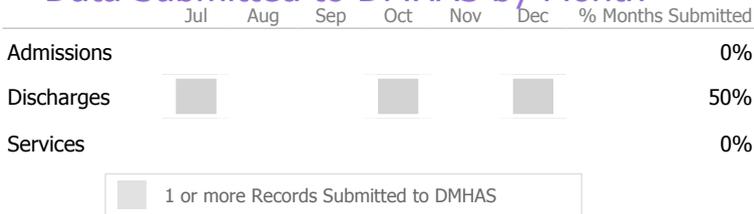
Service Utilization

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

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	65	74	-12% ▼
Admits	8	16	-50% ▼
Discharges	12	12	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	6	6	0%
Discharges	9	7	29% ▲
Bed Days	2,372	2,661	-11% ▼

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	75%	52%	-8%
No Re-admit within 30 Days of Discharge		7	78%	85%	78%	-7%
Follow-up within 30 Days of Discharge		5	83%	90%	79%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	91%

Recovery

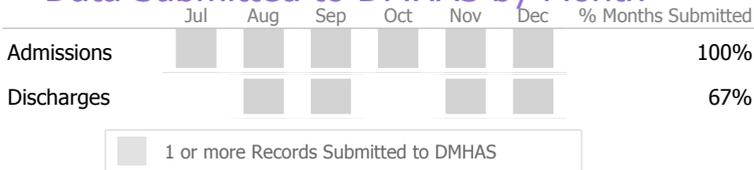
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		9	56%	75%	52%	-19% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	16	487 days	0.5	81%	90%	93%	-9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 |
 ✓ 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	51	52	-2%
Admits	17	22	-23% ▼
Discharges	11	21	-48% ▼
Service Hours	3,823	2,583	48% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	10%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	73%	50%	42%	23% ▲

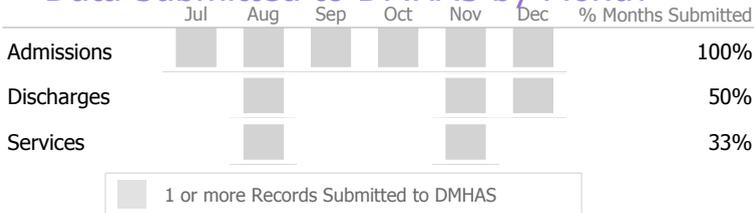
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		47	92%	60%	64%	32% ▲
✓ Stable Living Situation		51	100%	80%	78%	20% ▲
✓ Employed		14	27%	20%	9%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		43	100%	90%	71%	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