

Reporting Period: July 2018 - December 2018 (Data as of Mar 20, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,570	3,026	-15%	▼
	Admits	1,170	811	44%	▲
	Discharges	2,199	851	158%	▲
	Service Hours	11,251	16,032	-30%	▼
	Bed Days	3,130	3,128	0%	

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

Consumer Satisfaction Survey (Based on 288 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Access		94%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		74%	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	2,334	77.1%
	Community Support	293	9.7%
	Employment Services	84	2.8%
	Social Rehabilitation	84	2.8%
	Crisis Services	72	2.4%
	Consultation	57	1.9%
	ACT	53	1.8%
	Case Management	30	1.0%
	Residential Services	20	0.7%

Client Demographics

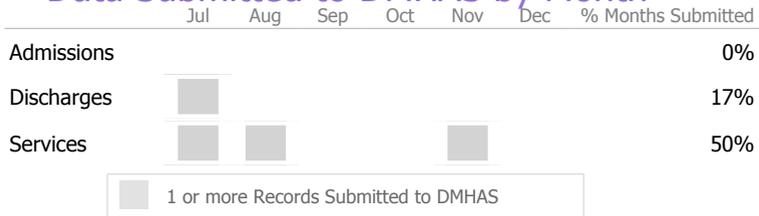
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	296	12%	11%	Female	1,318	51%	41%
26-34	501	20%	23%	Male	1,251	49%	59%
35-44	475	18%	21%	Transgender			0%
45-54	564	22%	21%				
55-64	514	20%	18%				
65+	219	9%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,574	61%	71%	White/Caucasian	1,340	52%	63%
Hisp-Puerto Rican	500	19%	13%	Black/African American	556	22%	16%
Unknown	250	10%	9%	Other	475	18%	13%
Hispanic-Other	228	9%	7%	Unknown	131	5%	5%
Hispanic-Cuban	9	0%	0%	Asian	45	2%	1%
Hispanic-Mexican	9	0%	1%	Am. Indian/Native Alaskan	12	0%	1%
				Hawaiian/Other Pacific Islander	11	0%	0%
				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	57	93	-39% ▼
Admits	-	23	-100% ▼
Discharges	1	29	-97% ▼
Service Hours	1	292	-100% ▼

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	38	3%
Admits	11	10	10%
Discharges	10	7	43% ▲
Service Hours	1,336	1,328	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
On-Time Periodic		
6 Month Updates	95%	91%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	65%	56%	25% ▲
● No Re-admit within 30 Days of Discharge		7	70%	85%	91%	-15% ▼
● Follow-up within 30 Days of Discharge		6	67%	90%	50%	-23% ▼

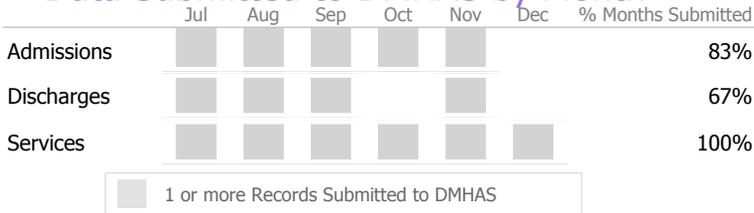
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		39	98%	60%	80%	38% ▲
✓ Stable Living Situation		39	98%	60%	91%	38% ▲
● Employed		3	8%	15%	15%	-7%
● Improved/Maintained Axis V GAF Score		19	61%	85%	54%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	93%	90%	99%	3%

Data Submitted to DMHAS by Month



▲ > 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	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 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	437	36	1114% ▲
Admits	320	16	1900% ▲
Discharges	52	6	767% ▲
Service Hours	1,108	88	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	91%
SA Screen Complete	85%	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		52	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		437	100%	60%	67%	40% ▲
Stable Living Situation		394	90%	95%	84%	-5%
Employed		74	17%	30%	23%	-13% ▼
Improved/Maintained Axis V GAF Score		106	68%	75%	47%	-7%

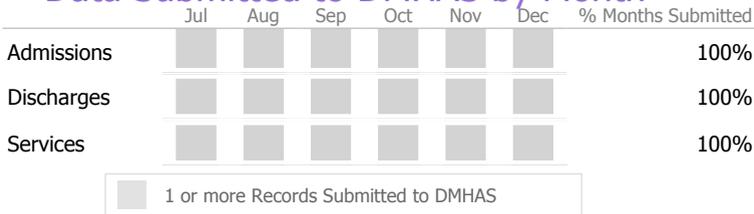
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		305	79%	90%	83%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		106	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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	103	-18% ▼
Admits	15	39	-62% ▼
Discharges	16	40	-60% ▼
Service Hours	933	986	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		38	45%	35%	45%	10% ▲

Service Utilization

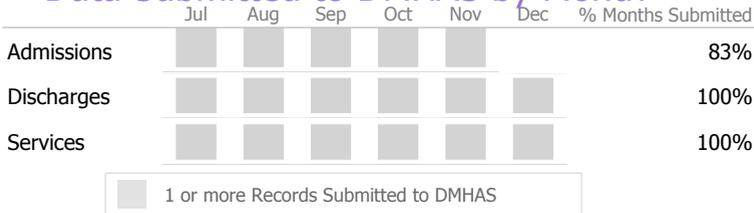
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		61	88%	90%	95%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

Data Submitted to DMHAS by Month



▲ > 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	20	5%
Admits	1	-	
Discharges	3	-	
Service Hours	236	263	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		17	81%	85%	85%	-4%

Service Utilization

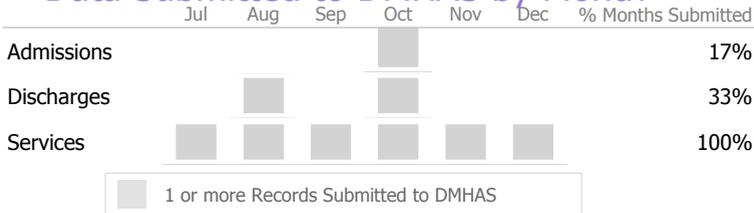
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	94%	90%	95%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

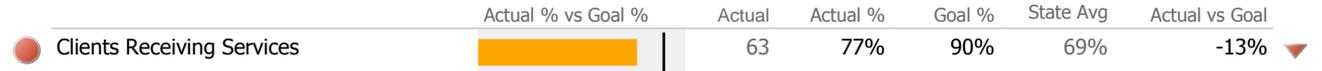
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

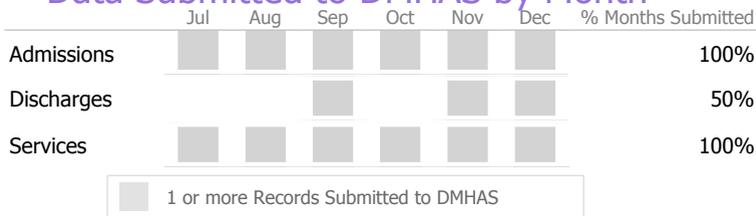
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	73	15% ▲
Admits	15	16	-6%
Discharges	3	5	-40% ▼
Service Hours	478	282	69% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 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	20	18	11% ▲
Admits	3	1	200% ▲
Discharges	3	1	200% ▲
Bed Days	3,130	3,128	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	66%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	74%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	100%	60%	83%	40% ▲
✓ Stable Living Situation		20	100%	95%	95%	5%
● Employed		2	10%	25%	12%	-15% ▼
● Improved/Maintained Axis V GAF Score		5	28%	95%	63%	-67% ▼

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		89%
SA Screen Complete		88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	2,292 days	0.5	100%	90%	95%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

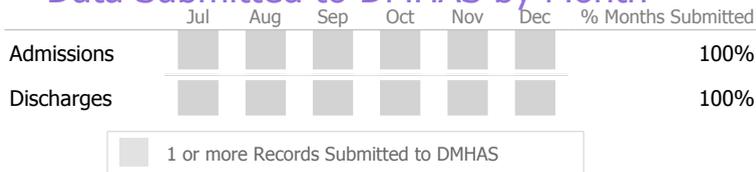
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	80	-10%
Admits	69	78	-12% ▼
Discharges	66	71	-7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		51	100%	75%	70%	25% ▲
✓ Community Location Evaluation		51	100%	80%	92%	20% ▲
✓ Follow-up Service within 48 hours		27	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	293	311	-6%
Admits	112	111	1%
Discharges	101	93	9%
Service Hours	4,967	4,179	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	91%
SA Screen Complete	90%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		97	96%	65%	67%	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		296	99%	60%	82%	39% ▲
✓ Stable Living Situation		260	87%	80%	93%	7%
✓ Improved/Maintained Axis V GAF Score		170	75%	65%	63%	10%
● Employed		35	12%	20%	13%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		219	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	9		
Admits	9	-	
Discharges	-	-	
Service Hours	2	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	94%
On-Time Periodic 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

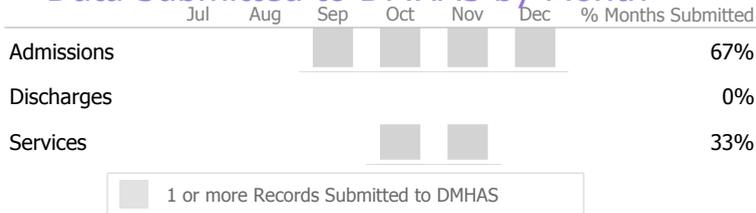
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	64%	40% ▲
✓ Stable Living Situation		9	100%	80%	78%	20% ▲
● Employed		0	0%	20%	9%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	67%	90%	71%	-23% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,212	2,868	-23% ▼
Admits	609	515	18% ▲
Discharges	1,941	577	236% ▲
Service Hours	1,547	7,878	-80% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	89%	91%
SA Screen Complete	89%	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		1,732	89%	50%	53%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2,267	100%	60%	67%	40% ▲
Employed		632	28%	30%	23%	-2%
Stable Living Situation		2,047	90%	95%	84%	-5%
Improved/Maintained Axis V GAF Score		1,090	55%	75%	47%	-20% ▼

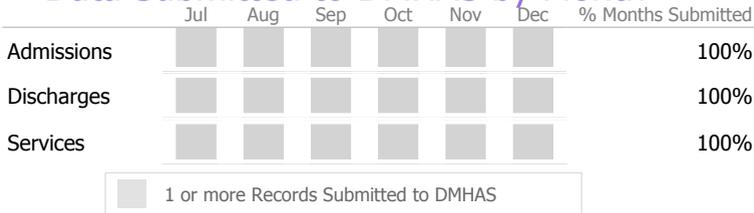
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		160	48%	90%	83%	-42% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	8%	75%	67%	-67% ▼

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	16	12	33% ▲
Admits	6	2	200% ▲
Discharges	3	2	50% ▲
Service Hours	644	684	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic		
6 Month Updates	86%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	65%	56%	35% ▲
● No Re-admit within 30 Days of Discharge		2	67%	85%	91%	-18% ▼
● Follow-up within 30 Days of Discharge		1	33%	90%	50%	-57% ▼

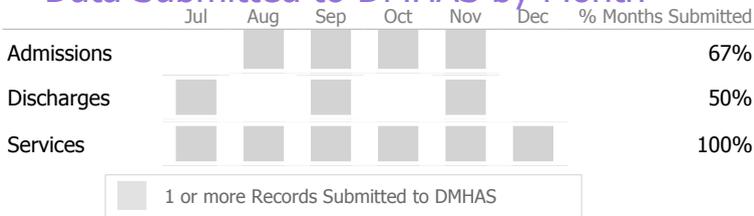
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	100%	60%	80%	40% ▲
✓ Stable Living Situation		16	100%	60%	91%	40% ▲
✓ Employed		3	19%	15%	15%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs