

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	948	919	3%
	Admits	1,227	1,163	6%
	Discharges	1,229	1,175	5%
	Service Hours	2,210	3,046	-27% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	615	64.7%
	Outpatient	336	35.3%

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	99	11%	12%
26-34	151	16%	24%
35-44	172	19%	21%
45-54	191	21%	20%
55-64	196	21%	17%
65+	117	13%	6%

Gender	#	%	State Avg
Female	524	55%	▲ 40%
Male	423	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	546	58%	▼ 71%
Hispanic-Other	166	18%	▲ 7%
Hisp-Puerto Rican	159	17%	13%
Unknown	43	5%	9%
Hispanic-Mexican	33	3%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	574	61%	63%
Other	228	24%	14%
Black/African American	80	8%	16%
Unknown	50	5%	5%
Asian	7	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

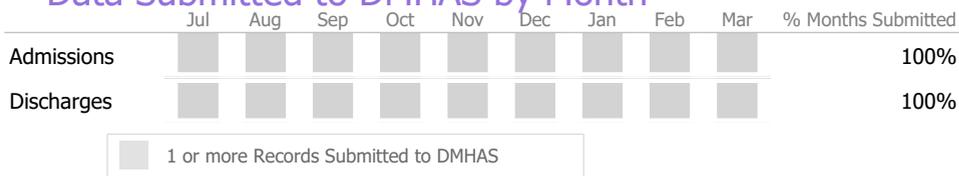
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	134	-1%
Admits	211	236	-11% ▼
Discharges	210	236	-11% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		203	97%	75%	69%	22% ▲
✓ Community Location Evaluation		198	95%	80%	92%	15% ▲
✓ Follow-up Service within 48 hours		118	99%	90%	87%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

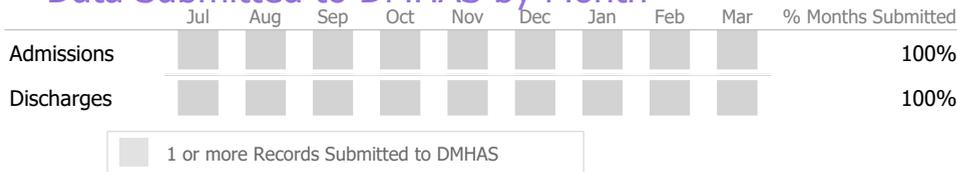
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	131	-16% ▼
Admits	206	223	-8%
Discharges	207	226	-8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		194	95%	75%	69%	20% ▲
✓ Community Location Evaluation		193	95%	80%	92%	15% ▲
✓ Follow-up Service within 48 hours		165	96%	90%	87%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

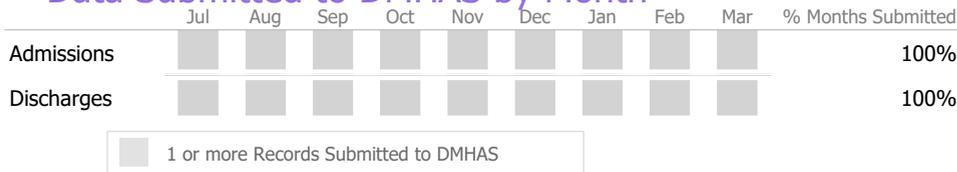
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	131	15% ▲
Admits	239	222	8%
Discharges	238	222	7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		260	100%	75%	69%	25% ▲
✓ Community Location Evaluation		207	80%	80%	92%	0%
✓ Follow-up Service within 48 hours		144	99%	90%	87%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

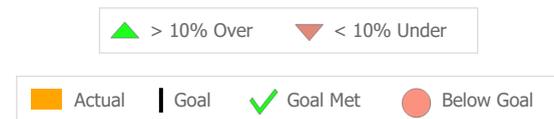
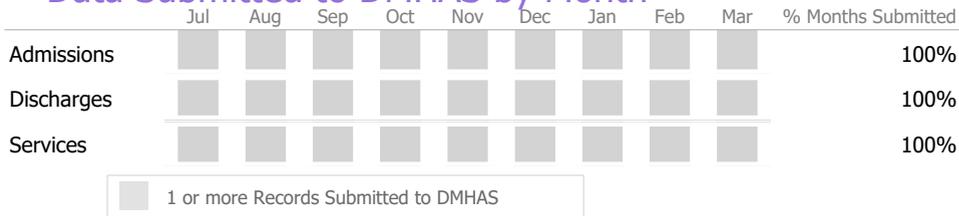
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	107	50% ▲
Admits	318	195	63% ▲
Discharges	318	194	64% ▲
Service Hours	62	36	69% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		150	96%	75%	69%	21% ▲
● Community Location Evaluation		91	58%	80%	92%	-22% ▼
✓ Follow-up Service within 48 hours		55	100%	90%	87%	10%

Data Submitted to DMHAS by Month



* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	14	21% ▲
Admits	8	3	167% ▲
Discharges	3	5	-40% ▼
Service Hours	134	231	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic 6 Month Updates	30%	63%
Cooccurring MH Screen Complete	89%	92%
SA Screen Complete	89%	92%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	94%	60%	67%	34% ▲
Stable Living Situation		16	94%	95%	85%	-1%
Employed		4	24%	30%	25%	-6%
Improved/Maintained Axis V GAF Score		10	77%	75%	51%	2%

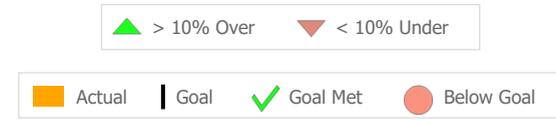
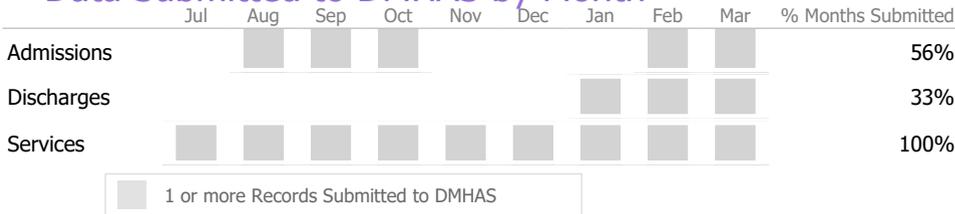
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	50%	75%	69%	-25% ▼

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	40	-25% ▼
Admits	9	20	-55% ▼
Discharges	12	13	-8%
Service Hours	155	261	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	31%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	33%	50%	52%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	84%	60%	67%	24% ▲
Stable Living Situation		31	100%	95%	85%	5%
Employed		11	35%	30%	25%	5%
Improved/Maintained Axis V GAF Score		23	82%	75%	51%	7%

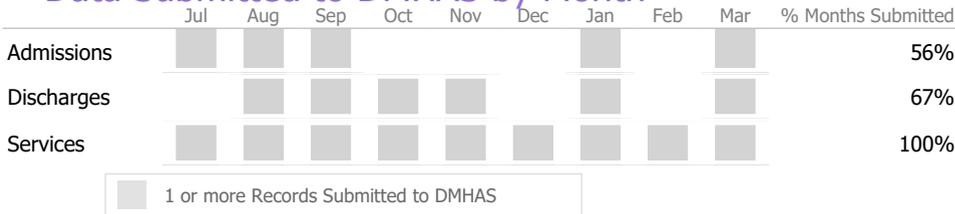
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	95%	90%	86%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	56%	75%	69%	-19% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	20	30% ▲
Admits	6	4	50% ▲
Discharges	2	1	100% ▲
Service Hours	191	477	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	15%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	97%
Valid Axis V GAF Score	96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	65%	60%	67%	5%
Stable Living Situation		24	92%	95%	85%	-3%
Employed		6	23%	30%	25%	-7%
Improved/Maintained Axis V GAF Score		12	55%	75%	51%	-20% ▼

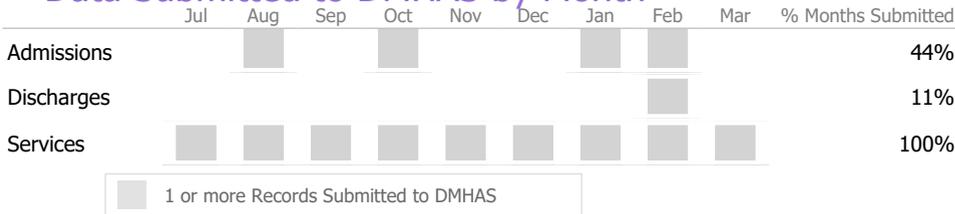
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	63%	90%	86%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	33%	75%	69%	-42% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	61	-33% ▼
Admits	8	31	-74% ▼
Discharges	16	27	-41% ▼
Service Hours	291	386	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	75%	50%	52%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		41	100%	75%	51%	25% ▲
✓ Social Support		31	76%	60%	67%	16% ▲
✓ Employed		14	34%	30%	25%	4%
✓ Stable Living Situation		39	95%	95%	85%	0%

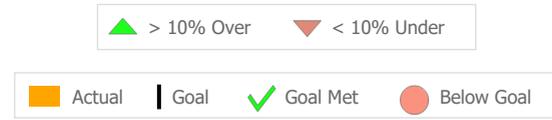
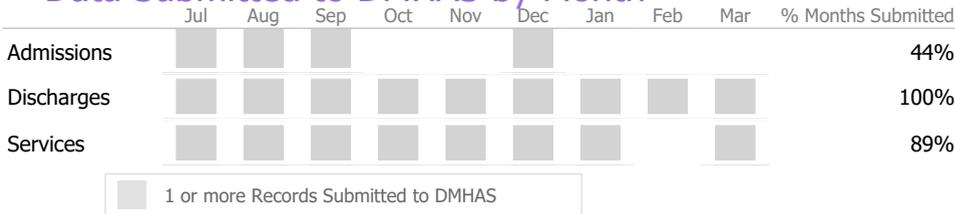
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	86%	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%	69%	-13% ▼

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	82	1%
Admits	21	23	-9%
Discharges	17	17	0%
Service Hours	595	621	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	24%	50%	52%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		75	87%	60%	67%	27% ▲
Improved/Maintained Axis V GAF Score		66	94%	75%	51%	19% ▲
Stable Living Situation		84	98%	95%	85%	3%
Employed		21	24%	30%	25%	-6%

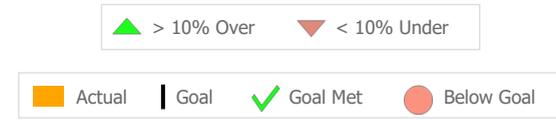
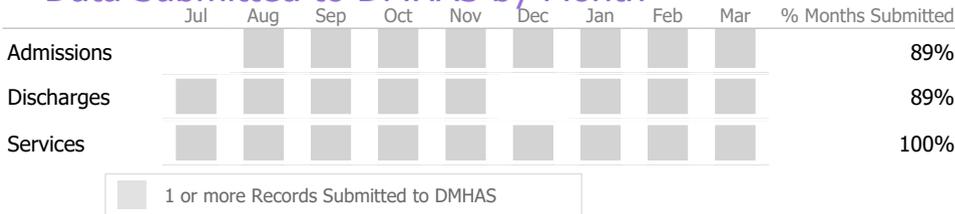
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	94%	90%	86%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	67%	75%	69%	-8%

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	47	64% ▲
Admits	38	3	1167% ▲
Discharges	50	17	194% ▲
Service Hours	174	161	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	70%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	70%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		31	40%	30%	25%	10% ▲
Stable Living Situation		78	100%	95%	85%	5%
Social Support		44	56%	60%	67%	-4%
Improved/Maintained Axis V GAF Score		48	80%	75%	51%	5%

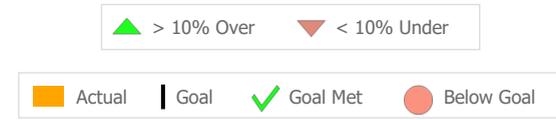
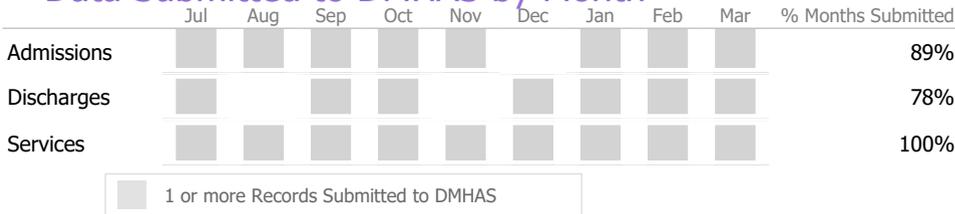
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	95%	75%	69%	20% ▲

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	94	-31% ▼
Admits	17	16	6%
Discharges	12	32	-63% ▼
Service Hours	610	710	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	75%	50%	52%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	98%	60%	67%	38% ▲
✓ Stable Living Situation		64	98%	95%	85%	3%
● Employed		14	22%	30%	25%	-8%
● Improved/Maintained Axis V GAF Score		12	23%	75%	51%	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	63%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
SA Screen Complete	82%	92%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	91%

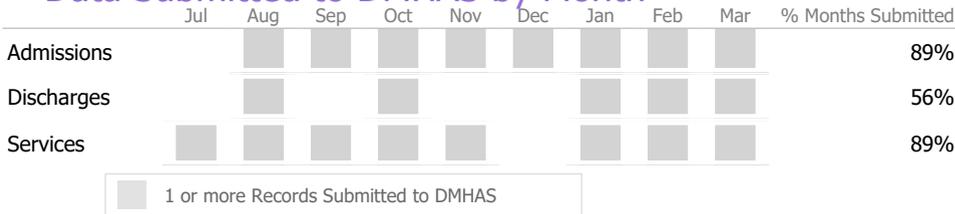
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	96%	90%	86%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	88%	75%	69%	13% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

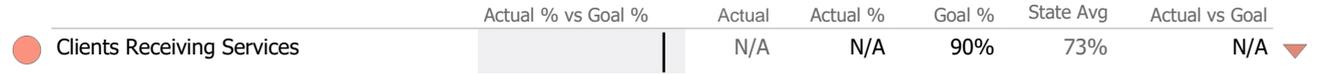
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 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	Jan	Feb	Mar	% 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 33 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	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	48%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	10%	-20% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	80%	79%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	78%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 25 Active Standard Case Management Programs

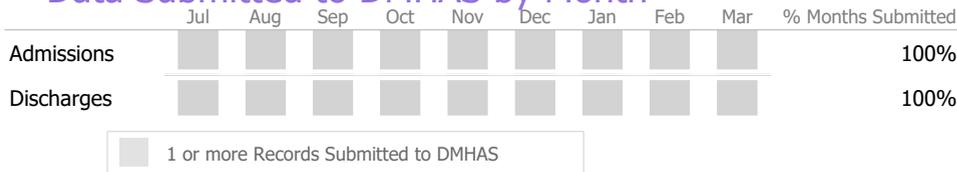
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	134	1%
Admits	146	187	-22% ▼
Discharges	144	180	-20% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		132	94%	75%	69%	19% ▲
✓ Community Location Evaluation		135	96%	80%	92%	16% ▲
✓ Follow-up Service within 48 hours		59	97%	90%	87%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs