

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,739	3,263	-16%	▼
	Admits	1,450	1,176	23%	▲
	Discharges	3,332	1,437	132%	▲
	Service Hours	15,640	23,894	-35%	▼
	Bed Days	4,644	4,658	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	2,490	76.7%
	Community Support	314	9.7%
	Employment Services	97	3.0%
	Crisis Services	92	2.8%
	Social Rehabilitation	89	2.7%
	Consultation	59	1.8%
	ACT	55	1.7%
	Case Management	30	0.9%
	Residential Services	20	0.6%

Client Demographics

Age	#	%	State Avg
18-25	334	12%	12%
26-34	540	20%	24%
35-44	512	19%	21%
45-54	596	22%	20%
55-64	532	19%	17%
65+	223	8%	6%

Gender	#	%	State Avg
Female	1,398	51%	▲ 40%
Male	1,340	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,685	62%	71%
Hisp-Puerto Rican	523	19%	13%
Unknown	261	10%	9%
Hispanic-Other	248	9%	7%
Hispanic-Mexican	13	0%	1%
Hispanic-Cuban	9	0%	0%

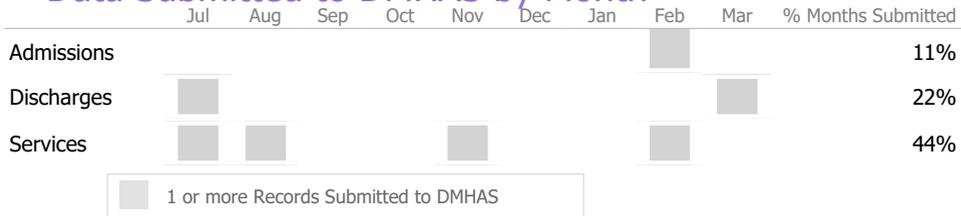
Race	#	%	State Avg
White/Caucasian	1,416	52%	▼ 63%
Black/African American	602	22%	16%
Other	511	19%	14%
Unknown	139	5%	5%
Asian	47	2%	1%
Am. Indian/Native Alaskan	12	0%	1%
Hawaiian/Other Pacific Islander	12	0%	0%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	108	-45% ▼
Admits	2	38	-95% ▼
Discharges	59	43	37% ▲
Service Hours	4	401	-99% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	43	-7%
Admits	12	15	-20% ▼
Discharges	31	14	121% ▲
Service Hours	1,848	2,005	-8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	97%	65%	60%	32% ▲
✓ No Re-admit within 30 Days of Discharge		28	90%	85%	93%	5%
● Follow-up within 30 Days of Discharge		10	33%	90%	47%	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		95%
✓ SA Screen Complete		95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		89%

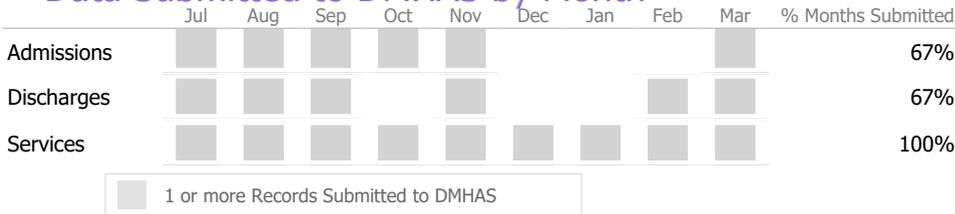
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		41	100%	60%	79%	40% ▲
✓ Stable Living Situation		40	98%	60%	91%	38% ▲
● Employed		3	7%	15%	14%	-8%
● Improved/Maintained Axis V GAF Score		27	66%	85%	56%	-19% ▼

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 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	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 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	456	42	986% ▲
Admits	345	22	1468% ▲
Discharges	299	8	3638% ▲
Service Hours	1,904	126	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic		
6 Month Updates	85%	63%
Cooccurring		
MH Screen Complete	86%	92%
SA Screen Complete	84%	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		297	99%	50%	52%	49% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		462	100%	60%	67%	40% ▲
Stable Living Situation		416	90%	95%	85%	-5%
Improved/Maintained Axis V GAF Score		299	77%	75%	51%	2%
Employed		78	17%	30%	25%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	75%	90%	86%	-15% ▼

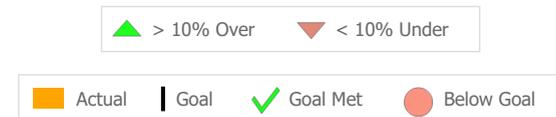
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		126	37%	75%	69%	-38% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS



* State Avg based on 94 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	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 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	119	-18% ▼
Admits	28	57	-51% ▼
Discharges	72	48	50% ▲
Service Hours	1,252	1,541	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	41%	35%	42%	6%

Service Utilization

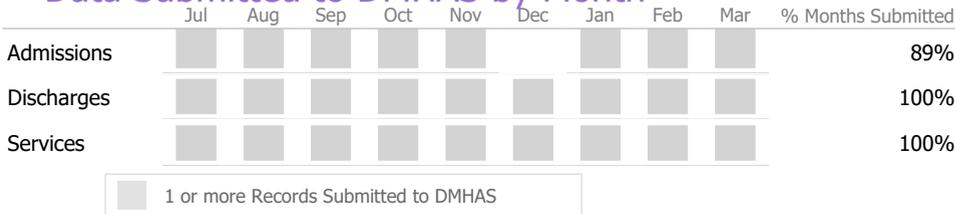
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	97%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	1	-	
Discharges	21	-	
Service Hours	326	386	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		17	81%	85%	86%	-4%

Service Utilization

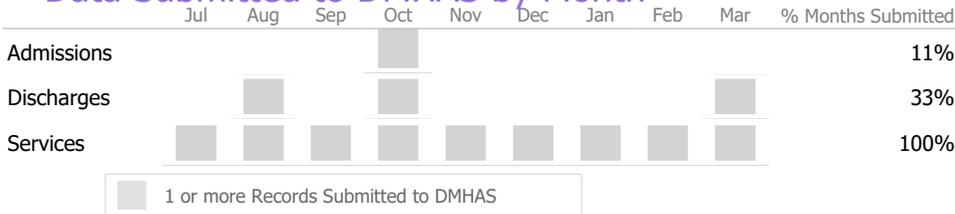
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Program Activity

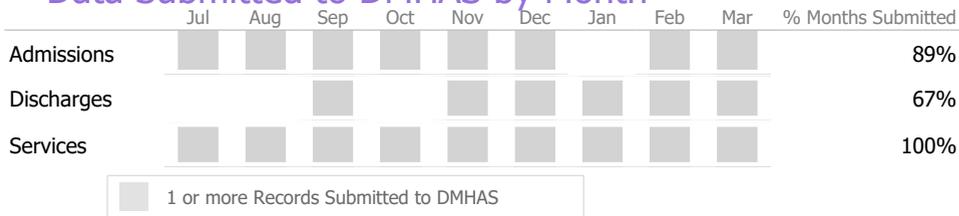
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	76	17% ▲
Admits	20	19	5%
Discharges	89	11	709% ▲
Service Hours	638	543	17% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	4	100%	90%	73%	10%

✓ Clients Receiving Services

Data Submitted to DMHAS by Month



▲ > 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	20	18	11% ▲
Admits	3	1	200% ▲
Discharges	19	1	1800% ▲
Bed Days	4,644	4,658	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	87%
SA Screen Complete	82%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	95%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	100%	60%	68%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	65%	-90% ▼

Recovery

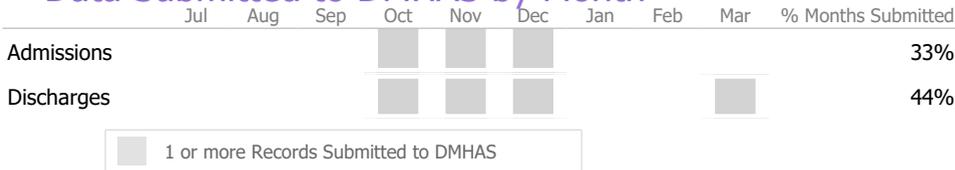
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	100%	60%	82%	40% ▲
✓ Stable Living Situation		20	100%	95%	96%	5%
● Employed		2	10%	25%	13%	-15% ▼
● Improved/Maintained Axis V GAF Score		7	35%	95%	65%	-60% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	2,345 days	0.3	100%	90%	94%	10%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

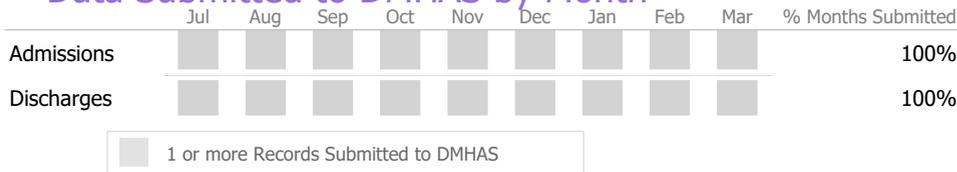
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	98	-6%
Admits	108	102	6%
Discharges	108	102	6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		65	98%	75%	69%	23% ▲
✓ Community Location Evaluation		65	98%	80%	92%	18% ▲
● Follow-up Service within 48 hours		32	84%	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	314	363	-13% ▼
Admits	135	164	-18% ▼
Discharges	246	155	59% ▲
Service Hours	7,094	6,589	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic		
6 Month Updates	91%	82%
Cooccurring		
MH Screen Complete	90%	90%
SA Screen Complete	90%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		239	97%	65%	69%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		318	99%	60%	82%	39% ▲
✓ Stable Living Situation		278	87%	80%	92%	7%
✓ Improved/Maintained Axis V GAF Score		226	72%	65%	65%	7%
● Employed		38	12%	20%	13%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		101	97%	90%	99%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 37 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,366	3,072	-23% ▼
Admits	780	753	4%
Discharges	2,364	1,028	130% ▲
Service Hours	1,742	11,175	-84% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic 6 Month Updates	32%	63%
Cooccurring MH Screen Complete	91%	92%
SA Screen Complete	90%	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		2,085	88%	50%	52%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2,435	100%	60%	67%	40% ▲
● Employed		698	29%	30%	25%	-1%
● Stable Living Situation		2,200	90%	95%	85%	-5%
● Improved/Maintained Axis V GAF Score		1,271	53%	75%	51%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		30	35%	90%	86%	-55% ▼

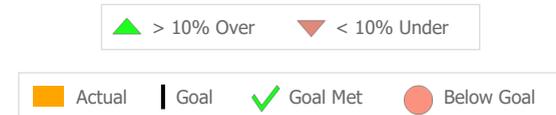
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		57	7%	75%	69%	-68% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS



* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	15	13% ▲
Admits	7	5	40% ▲
Discharges	15	5	200% ▲
Service Hours	830	1,076	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	100%	65%	60%	35% ▲
✓ No Re-admit within 30 Days of Discharge		14	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		4	27%	90%	47%	-63% ▼

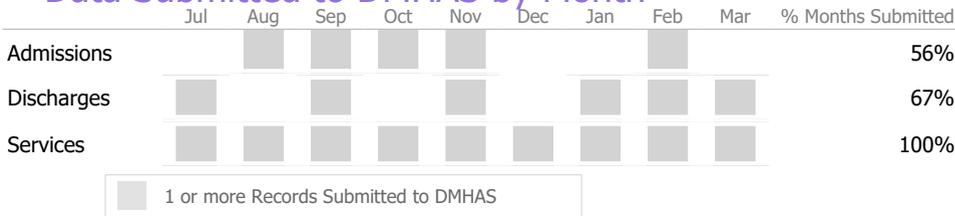
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	79%	40% ▲
✓ Stable Living Situation		17	100%	60%	91%	40% ▲
✓ Employed		4	24%	15%	14%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs