

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,207	1,963	12%	▲
	Admits	1,759	1,050	68%	▲
	Discharges	1,306	1,129	16%	▲
	Service Hours	11,793	10,388	14%	▲
	Bed Days	3,246	3,406	-5%	

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

Consumer Satisfaction Survey (Based on 179 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		75%	80%	83%
● Recovery		69%	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	1,990	55.5%
	Crisis Services	774	21.6%
	Community Support	308	8.6%
	Social Rehabilitation	295	8.2%
	Employment Services	125	3.5%
	Case Management	52	1.5%
	Residential Services	40	1.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	249	11%	15%	Female	1,218	55%	▲ 42%
26-34	399	18%	22%	Male	987	45%	▼ 58%
35-44	425	19%	19%	Race			
45-54	573	26%	25%	White/Caucasian	1,320	60%	64%
55-64	435	20%	15%	Black/African American	419	19%	17%
65+	118	5%	4%	Other	339	15%	14%
Ethnicity				Unknown	82	4%	3%
Non-Hispanic	1,682	76%	75%	Asian	31	1%	1%
Hisp-Puerto Rican	331	15%	12%	Am. Indian/Native Alaskan	8	0%	1%
Unknown	133	6%	6%	Hawaiian/Other Pacific Islander	8	0%	0%
Hispanic-Other	47	2%	6%	Multiple Races			1%
Hispanic-Cuban	9	0%	0%				
Hispanic-Mexican	5	0%	0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	131	-5%
Admits	55	62	-11% ▼
Discharges	46	57	-19% ▼
Service Hours	1,452	921	58% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		33	25%	35%	36%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		78	93%	90%	92%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

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

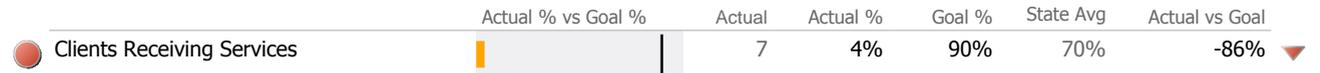
Actual | Goal Goal Met Below Goal

* State Avg based on 39 Active Employment Services Programs

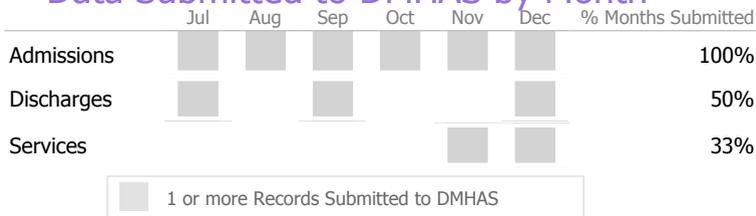
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	291	1%
Admits	62	54	15% ▲
Discharges	110	58	90% ▲
Service Hours	12	32	-63% ▼
Social Rehab/PHP/IOP Days	0	3,597	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	4	4	0%
Discharges	3	3	0%
Bed Days	3,246	3,406	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	39%	81%
SA Screen Complete	39%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	60%	65%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	86%	60%	78%	26% ▲
Stable Living Situation		20	95%	95%	94%	0%
Employed		0	0%	25%	7%	-25% ▼
Improved/Maintained Axis V GAF Score		6	35%	95%	56%	-60% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	2,115 days	0.9	104%	90%	97%	14% ▲

■ < 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 71 Active Supervised Apartments Programs

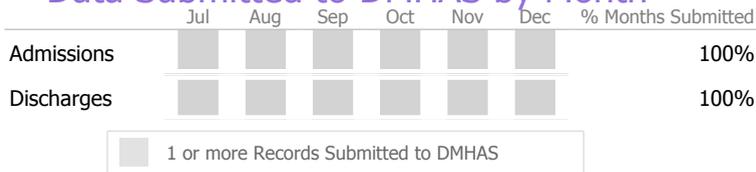
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	774	156	396% ▲
Admits	867	188	361% ▲
Discharges	862	181	376% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	75%	-75% ▼
● Community Location Evaluation		0	0%	80%	46%	-80% ▼
● Follow-up Service within 48 hours		0	0%	90%	31%	-90% ▼

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	308	293	5%
Admits	117	254	-54% ▼
Discharges	73	131	-44% ▼
Service Hours	2,808	1,864	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	26%	57%
SA Screen Complete	26%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	40%	65%	50%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		273	86%	80%	90%	6%
Social Support		186	59%	60%	64%	-1%
Employed		27	9%	20%	9%	-11% ▼
Improved/Maintained Axis V GAF Score		162	72%	95%	47%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		251	97%	90%	94%	7%

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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	18	17% ▲
Admits	5	1	400% ▲
Discharges	5	2	150% ▲
Service Hours	402	485	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	12%	88%
SA Screen Complete	6%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	63%	-50% ▼

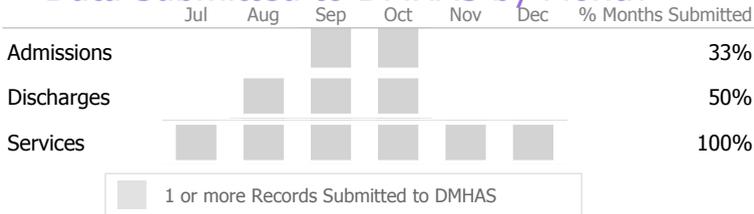
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	67%	60%	84%	7%
Stable Living Situation		19	90%	85%	94%	5%
Employed		2	10%	25%	10%	-15% ▼
Improved/Maintained Axis V GAF Score		7	44%	95%	61%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	88%	90%	95%	-2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	64	-19% ▼
Admits	22	24	-8%
Discharges	27	32	-16% ▼
Service Hours	226	168	35% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	49%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		46	88%	80%	57%	8%
● Employed		0	0%	20%	4%	-20% ▼
● Social Support		1	2%	60%	40%	-58% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
6 Month Updates		45%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		23	92%	90%	61%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,990	1,694	17% ▲
Admits	627	439	43% ▲
Discharges	180	317	-43% ▼
Service Hours	6,894	6,004	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	53%
Cooccurring	Actual	State Avg
MH Screen Complete	45%	64%
SA Screen Complete	42%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		31	17%	50%	45%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		424	21%	30%	17%	-9%
Stable Living Situation		1,696	85%	95%	75%	-10%
Improved/Maintained Axis V GAF Score		880	62%	75%	37%	-13% ▼
Social Support		466	23%	60%	51%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,500	82%	90%	81%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		259	42%	75%	65%	-33% ▼

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 92 Active Standard Outpatient Programs