

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,432	2,794	-13% ▼
	Admits	4,226	7,336	-42% ▼
	Discharges	3,915	7,287	-46% ▼
	Service Hours	2,268	4,662	-51% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	1,444	56.6%
	Outpatient	1,009	39.6%
	IOP	97	3.8%

Consumer Satisfaction Survey

(Based on 161 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		89%	80%	91%
● Outcome		78%	80%	83%
● Access		77%	80%	88%
● Recovery		72%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	277	12%	16%
26-34	382	17%	23%
35-44	467	21%	20%
45-54	551	25%	24%
55-64	393	18%	14%
65+	163	7%	4%

Gender	#	%	State Avg
Female	1,306	54%	▲ 40%
Male	1,121	46%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	1,819	75%	75%
Hispanic-Other	281	12%	6%
Hisp-Puerto Rican	169	7%	12%
Unknown	158	6%	6%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	0%

Race	#	%	State Avg
White/Caucasian	1,699	70%	65%
Other	389	16%	14%
Black/African American	306	13%	17%
Unknown	13	1%	3%
Asian	11	0%	1%
Multiple Races	7	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

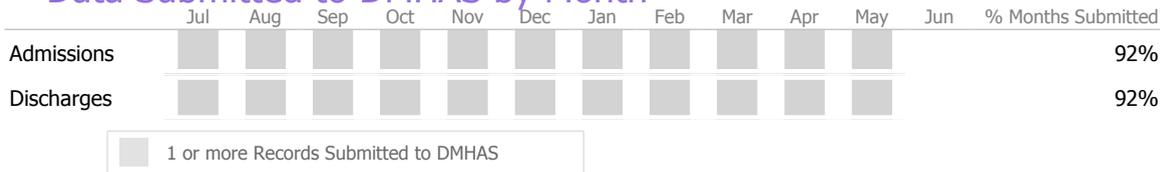
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,444	1,731	-17% ▼
Admits	1,909	2,349	-19% ▼
Discharges	1,909	2,300	-17% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		1,481	69%	75%	73%	-6%
● Community Location Evaluation		1	0%	80%	47%	-80% ▼
● Follow-up Service within 48 hours		66	8%	90%	49%	-82% ▼

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	97	99	-2%
Admits	81	94	-14% ▼
Discharges	141	94	50% ▲
Service Hours	1,218	1,374	-11% ▼
Social Rehab/PHP/IOP Days	0	0	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		81	57%	50%	71%	7%
● Follow-up within 30 Days of Discharge		20	25%	90%	57%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		21	15%	30%	16%	-15% ▼
● Social Support		1	1%	60%	72%	-59% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	73%	-75% ▼
● Stable Living Situation		1	1%	95%	78%	-94% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	60%	N/A ▼

Data Submission Quality

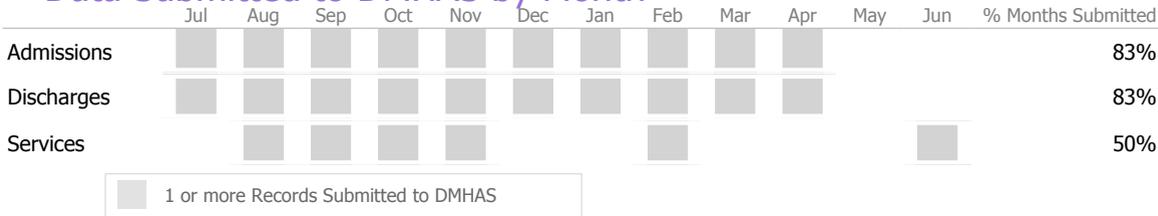
Data Entry	Actual	State Avg
Valid NOMS Data	19%	83%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	81%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	0%	82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	916	1,035	-11% ▼
Admits	1,985	4,499	-56% ▼
Discharges	1,584	4,499	-65% ▼
Service Hours	963	3,153	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	21%	88%
On-Time Periodic 6 Month Updates	0%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	71%
SA Screen Complete	0%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	0%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1,414	89%	50%	45%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		317	15%	30%	19%	-15% ▼
● Social Support		2	0%	60%	55%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75% ▼
● Stable Living Situation		14	1%	95%	81%	-94% ▼

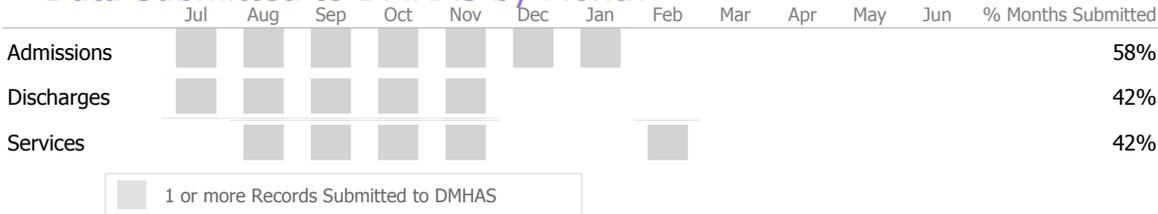
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	87%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		122	16%	75%	67%	-59% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	98	10%
Admits	251	394	-36% ▼
Discharges	281	394	-29% ▼
Service Hours	87	136	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	54%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	71%
SA Screen Complete	0%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	0%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		251	89%	50%	45%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		29	10%	30%	19%	-20% ▼
● Social Support		0	0%	60%	55%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75% ▼
● Stable Living Situation		0	0%	95%	81%	-95% ▼

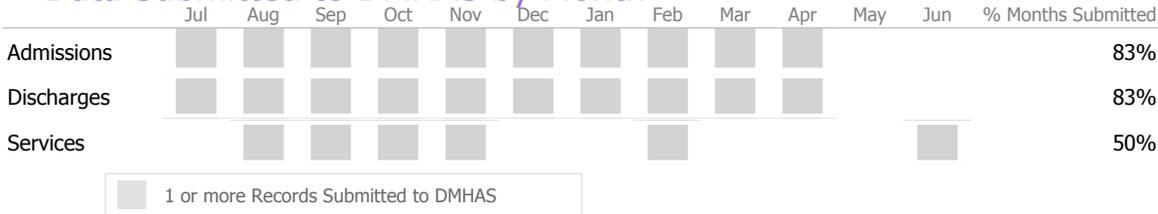
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	87%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		13	17%	75%	67%	-58% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs