

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	57	62	-8%
↔	Admits	78	78	0%
↙	Discharges	77	78	-1%
	Service Hours		-	
↗	S.Rehab/PHP/IOP	53	82	-35% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ General Satisfaction	100% 100%	100%	80%	92%
✓ Overall	100% 100%	100%	80%	91%
✓ Respect	100% 100%	100%	80%	91%
✓ Outcome	100% 100%	100%	80%	83%
● Access	0% 80%	0%	80%	88%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	51	89.5%
	IOP	6	10.5%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	12	22%	9%	▲	Male	34	60%	58%
26-34	13	24%	18%		Female	23	40%	41%
35-44	4	7%	25%	▼	Transgender/Other			0%
45-54	9	16%	18%					
55-64	9	16%	19%					
65+	8	15%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	47	82%	64%	▲	White/Caucasian	49	86%	59%
Hispanic-Other	6	11%	12%		Asian	2	4%	1%
Unknown	4	7%	13%		Black/African American	2	4%	17%
Hispanic-Cuban			0%		Other	2	4%	12%
Hispanic-Mexican			1%		Am. Indian/Native Alaskan	1	2%	1%
Hisp-Puerto Rican			10%		Unknown	1	2%	8%
					Multiple Races			1%
					Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	8	-25%	▼
Admits	4	4	0%	
Discharges	2	4	-50%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	53	82	-35%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	71%
On-Time Periodic 6 Month Updates	N/A	76%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Standard IOP Programs

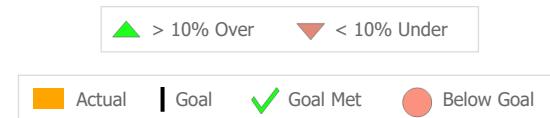
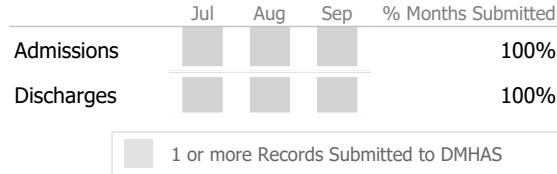
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	55	-7%
Admits	74	74	0%
Discharges	75	74	1%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		64	98%	90%	73%	8%
✓ Community Location Evaluation		65	100%	80%	73%	20% 
✓ Follow-up Service within 48 hours		57	100%	90%	89%	10%

Data Submitted to DMHAS for Month



* State Avg based on 26 Active Mobile Crisis Team Programs