

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	215	205	5%
	Admits	89	71	25% ▲
	Discharges	70	68	3%
	Service Hours	5,510	4,647	19% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	152	61.0%
	Case Management	97	39.0%

Consumer Satisfaction Survey

(Based on 94 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		93%	80%	91%
✓ Outcome		92%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	16	7%	14%
26-34	28	13%	24%
35-44	42	20%	20%
45-54	61	29%	22%
55-64	58	27%	16%
65+	9	4%	5%

Gender	#	%	State Avg
Female	135	63%	40% ▲
Male	80	37%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	113	53%	13% ▲
Non-Hispanic	73	34%	74% ▼
Hispanic-Other	22	10%	7%
Unknown	5	2%	6%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	154	72%	65%
Other	32	15%	13%
Black/African American	20	9%	16%
Unknown	5	2%	3%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
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	33	27	22%	▲
Admits	18	11	64%	▲
Discharges	14	13	8%	
Service Hours	1,462	1,499	-3%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	49%	82%
SA Screen Complete	43%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	50%	50%	45%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	79%	60%	70%	19% ▲
Stable Living Situation		30	91%	95%	86%	-4%
Improved/Maintained Axis V GAF Score		23	96%	75%	59%	21% ▲
Employed		0	0%	30%	23%	-30% ▼

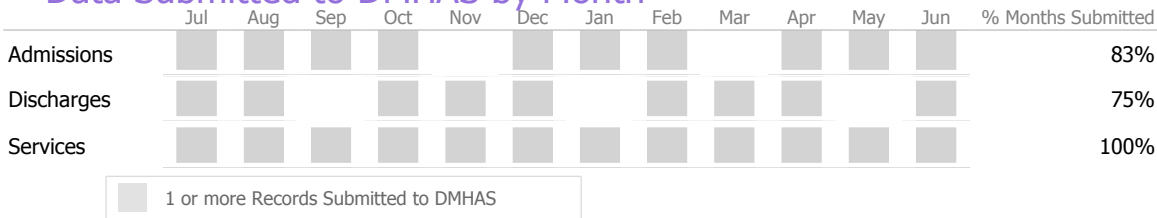
Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	89%	75%	65%	14% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	93	4%
Admits	27	15	80% ▲
Discharges	15	23	-35% ▼
Service Hours	1,800	1,243	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	73%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	33%	50%	58%	-17% ▼

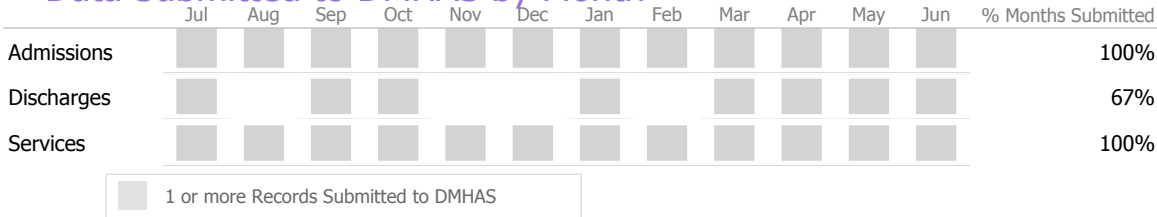
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		91	93%	60%	68%	33% ▲
Stable Living Situation		95	97%	80%	85%	17% ▲
Employed		4	4%	20%	10%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	98%	90%	74%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	119	10% ▲
Admits	44	45	-2%
Discharges	41	32	28% ▲
Service Hours	2,248	1,905	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	64%	82%
SA Screen Complete	63%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	24%	50%	45%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		120	91%	60%	70%	31% ▲
Stable Living Situation		123	93%	95%	86%	-2%
Improved/Maintained Axis V GAF Score		92	81%	75%	59%	6%
Employed		10	8%	30%	23%	-22% ▼

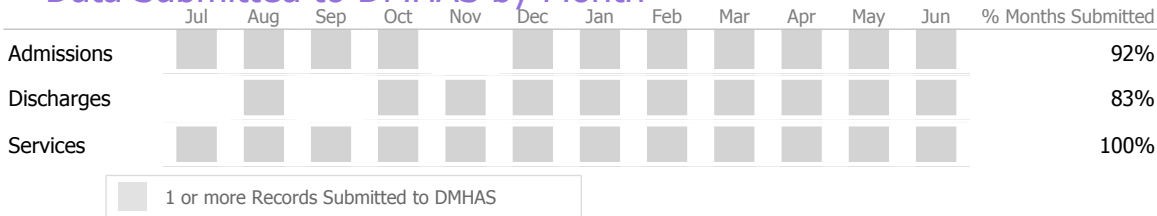
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		29	66%	75%	65%	-9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	91%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	91%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 53 Active Supportive Housing – Development Programs