

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,117	1,108	1%
	Admits	1,621	1,339	21% ▲
	Discharges	1,640	1,316	25% ▲
	Service Hours	3,843	7,309	-47% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	743	66.2%
	Outpatient	380	33.8%

Consumer Satisfaction Survey

(Based on 136 FY17 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%
✓ Participation in Treatment		97%	80%	92%
✓ Access		96%	80%	88%
✓ Respect		96%	80%	91%
✓ Outcome		87%	80%	83%
● Recovery		71%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	122	11%	13%
26-34	179	16%	24%
35-44	198	18%	20%
45-54	249	23%	21%
55-64	243	22%	16%
65+	109	10%	5%

Gender	#	%	State Avg
Female	598	54%	40% ▲
Male	519	46%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	677	61%	72% ▼
Hisp-Puerto Rican	213	19%	12%
Hispanic-Other	183	16%	7%
Hispanic-Mexican	21	2%	1%
Unknown	20	2%	7%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	654	59%	64%
Other	276	25%	13% ▲
Black/African American	127	11%	17%
Unknown	43	4%	4%
Asian	9	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

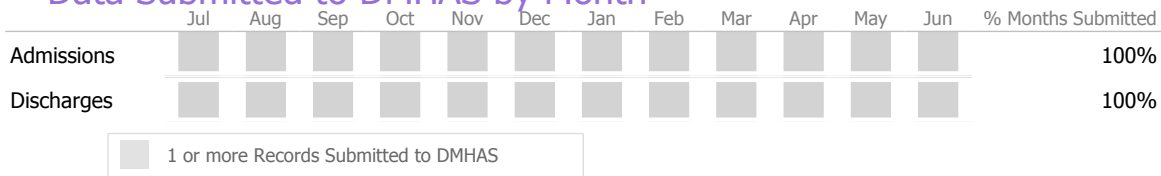
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	198	-12% ▼
Admits	321	319	1%
Discharges	320	326	-2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		315	98%	75%	68%	23% ▲
✓ Community Location Evaluation		287	90%	80%	80%	10%
✓ Follow-up Service within 48 hours		204	100%	90%	65%	10%

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

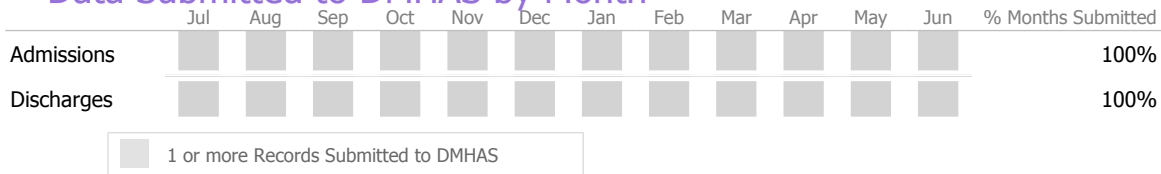
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	153	1%
Admits	292	270	8%
Discharges	294	266	11% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		280	96%	75%	68%	21% ▲
✓ Community Location Evaluation		251	86%	80%	80%	6%
✓ Follow-up Service within 48 hours		206	99%	90%	65%	9%

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

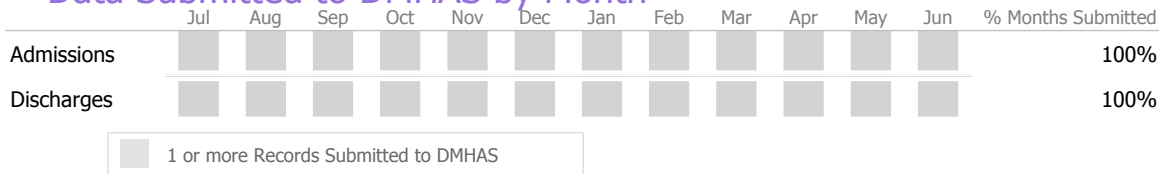
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	197	-9%
Admits	310	328	-5%
Discharges	310	329	-6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		297	98%	75%	68%	23% ▲
● Community Location Evaluation		228	75%	80%	80%	-5%
✓ Follow-up Service within 48 hours		219	97%	90%	65%	7%

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	163	3	5333% ▲
Admits	319	3	10533% ▲
Discharges	317	3	10467% ▲
Service Hours	60		

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		107	99%	75%	68%	24% ▲
● Community Location Evaluation		74	69%	80%	80%	-11% ▼
● Follow-up Service within 48 hours		20	71%	90%	65%	-19% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	12	25% ▲
Admits	4	3	33% ▲
Discharges	7	-	
Service Hours	287	346	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	33%	88%
SA Screen Complete	33%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	45%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	69%	28% ▲
Employed		7	44%	30%	24%	14% ▲
Improved/Maintained Axis V GAF Score		12	86%	75%	54%	11% ▲
Stable Living Situation		15	94%	95%	86%	-1%

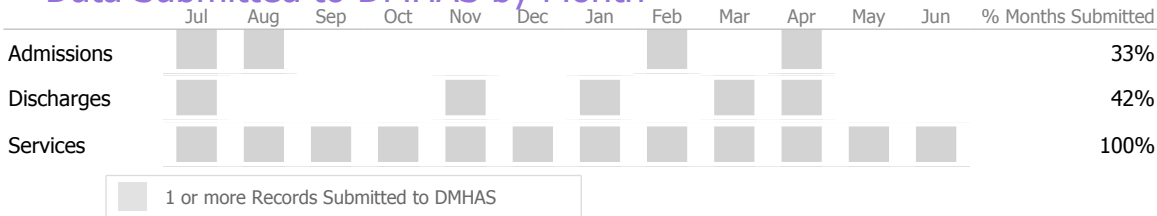
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	100%	75%	67%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	38	8%
Admits	21	14	50% ▲
Discharges	21	16	31% ▲
Service Hours	325	361	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	88%
SA Screen Complete	83%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	29%	50%	45%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		39	91%	60%	69%	31% ▲
Stable Living Situation		42	98%	95%	86%	3%
Improved/Maintained Axis V GAF Score		28	76%	75%	54%	1%
Employed		8	19%	30%	24%	-11% ▼

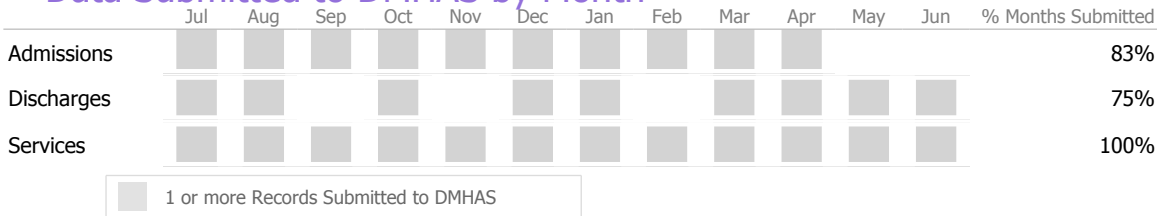
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	95%	90%	89%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	57%	75%	67%	-18% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	27	-22% ▼
Admits	5	5	0%
Discharges	1	11	-91% ▼
Service Hours	564	680	-17% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	45%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	67%	60%	69%	7%
✓ Stable Living Situation		20	95%	95%	86%	0%
● Employed		6	29%	30%	24%	-1%
● Improved/Maintained Axis V GAF Score		14	74%	75%	54%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	69%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	81%	97%
✓ Valid Axis V GAF Score	95%	89%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	85%	90%	89%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	60%	75%	67%	-15% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	57	11% ▲
Admits	33	30	10%
Discharges	29	29	0%
Service Hours	471	830	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	100%	69%
Cooccurring MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	69%	50%	45%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		54	96%	75%	54%	21% ▲
Social Support		44	70%	60%	69%	10%
Employed		20	32%	30%	24%	2%
Stable Living Situation		57	90%	95%	86%	-5%

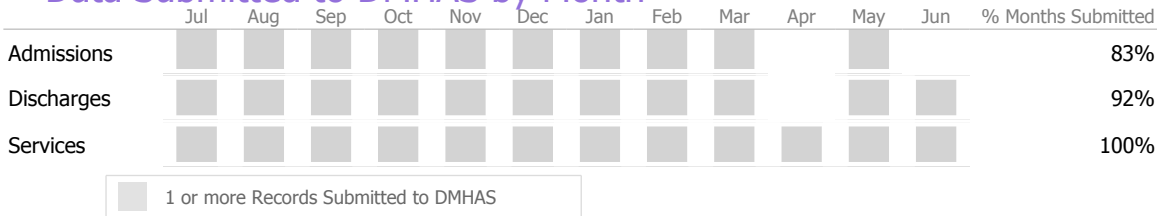
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	97%	90%	89%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	79%	75%	67%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	90	-1%
Admits	30	60	-50% ▼
Discharges	25	35	-29% ▼
Service Hours	827	463	79% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	88%
SA Screen Complete	83%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	28%	50%	45%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		71	79%	60%	69%	19% ▲
Improved/Maintained Axis V GAF Score		71	91%	75%	54%	16% ▲
Stable Living Situation		87	97%	95%	86%	2%
Employed		21	23%	30%	24%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		64	98%	90%	89%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	73%	75%	67%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	54	6%
Admits	13	1	1200% ▲
Discharges	17	10	70% ▲
Service Hours	255	495	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	4%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	88%
SA Screen Complete	82%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	18%	50%	45%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		20	35%	30%	24%	5%
Social Support		36	63%	60%	69%	3%
Stable Living Situation		55	96%	95%	86%	1%
Improved/Maintained Axis V GAF Score		37	84%	75%	54%	9%

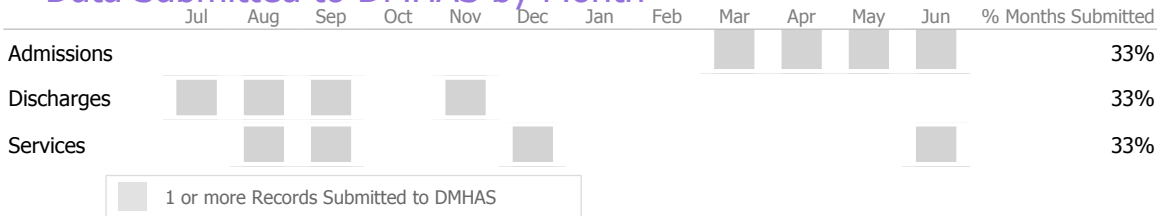
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	98%	90%	89%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	92%	75%	67%	17% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	115	-17% ▼
Admits	18	49	-63% ▼
Discharges	48	40	20% ▲
Service Hours	893	1,183	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	100%	69%
Cooccurring MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	56%	50%	45%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		95	99%	60%	69%	39% ▲
Stable Living Situation		91	95%	95%	86%	0%
Employed		18	19%	30%	24%	-11% ▼
Improved/Maintained Axis V GAF Score		48	52%	75%	54%	-23% ▼

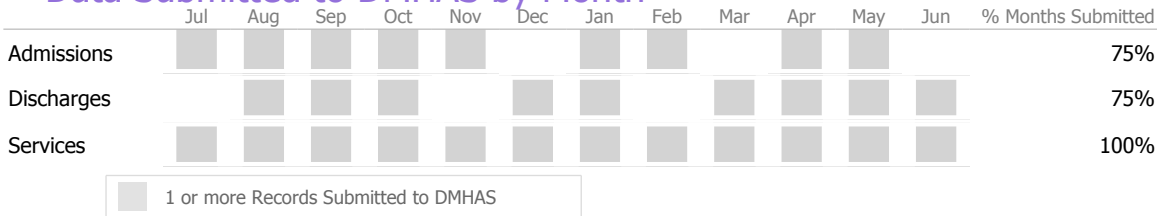
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	83%	75%	67%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

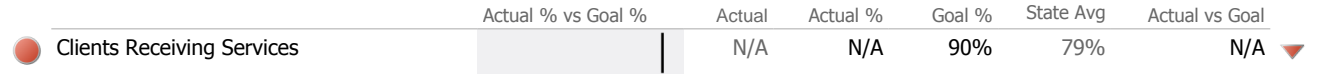
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

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

Service Utilization



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 36 Active Social Rehabilitation Programs

Program Activity

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

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	0%
SA Screen Complete	N/A	0%

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 0 Active Integrated Primary Care Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic 6 Month Updates	N/A	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	60%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	11%	-20% ▼
Social Support		N/A	N/A	60%	71%	-60% ▼
Stable Living Situation		N/A	N/A	80%	84%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

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 30 Active Standard Case Management Programs

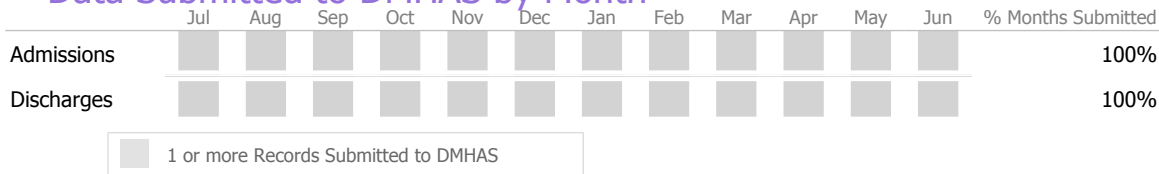
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	150	20% ▲
Admits	255	237	8%
Discharges	246	226	9%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		216	92%	75%	68%	17% ▲
✓ Community Location Evaluation		227	97%	80%	80%	17% ▲
✓ Follow-up Service within 48 hours		186	97%	90%	65%	7%

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