

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	385	1,203	-68% ▼
	Admits	501	1,044	-52% ▼
	Discharges	508	1,540	-67% ▼
	Service Hours		3,682	-100% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	361	91.2%
	IOP	27	6.8%
	Outpatient	8	2.0%

Consumer Satisfaction Survey

(Based on 116 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		90%	80%	91%
✓ Overall		90%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		90%	80%	92%
● Outcome		77%	80%	83%
● Recovery		59%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	53	15%	13%
26-34	74	20%	24%
35-44	75	21%	20%
45-54	66	18%	21%
55-64	58	16%	16%
65+	38	10%	5%

Gender	#	%	State Avg
Male	216	56%	60%
Female	169	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	326	85%	72% ▲
Hispanic-Other	32	8%	7%
Hisp-Puerto Rican	12	3%	12%
Unknown	11	3%	7%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	291	76%	64% ▲
Other	50	13%	13%
Black/African American	28	7%	17%
Asian	8	2%	1%
Unknown	5	1%	4%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan	1	0%	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	27	29	-7%
Admits	21	22	-5%
Discharges	23	25	-8%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	83%	50%	72%	33% ▲
● Follow-up within 30 Days of Discharge		6	32%	90%	76%	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	67%	60%	66%	7%
● Stable Living Situation		24	89%	95%	85%	-6%
● Improved/Maintained Axis V GAF Score		16	62%	75%	83%	-13% ▼
● Employed		3	11%	30%	28%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	82%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		88%
On-Time Periodic	Actual	State Avg
6 Month Updates		33%
Cooccurring	Actual	State Avg
MH Screen Complete		79%
SA Screen Complete		81%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													0%

1 or more Records Submitted to DMHAS

> 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	8	514	-98% ▼
Admits	-	15	-100% ▼
Discharges	4	506	-99% ▼
Service Hours	-	3,682	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	0%	69%
Cooccurring MH Screen Complete	N/A	88%
SA Screen Complete	N/A	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		2	50%	50%	45%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	69%	40% ▲
Improved/Maintained Axis V GAF Score		7	88%	75%	54%	13% ▲
Stable Living Situation		8	100%	95%	86%	5%
Employed		0	0%	30%	24%	-30% ▼

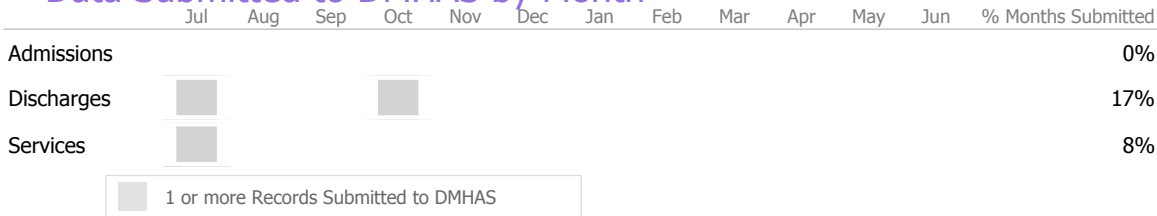
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	89%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

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

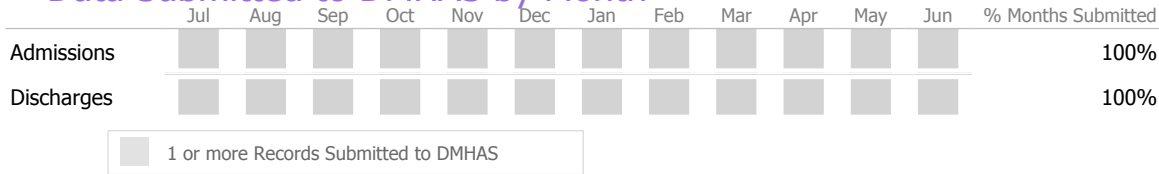
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	361	734	-51% ▼
Admits	480	1,007	-52% ▼
Discharges	481	1,009	-52% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		309	65%	75%	68%	-10%
● Community Location Evaluation		51	11%	80%	80%	-69% ▼
● Follow-up Service within 48 hours		56	20%	90%	65%	-70% ▼

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