

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	296	308	-4%
	Admits	54	36	50% ▲
	Discharges	54	70	-23% ▼
	Service Hours	652	3,823	-83% ▼
	Bed Days	3,692	3,108	19% ▲

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

Consumer Satisfaction Survey (Based on 20 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Access		95%	80%	88%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ Outcome		80%	80%	83%
● Recovery		79%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	145	48.2%
	Other	65	21.6%
	Case Management	62	20.6%
	Residential Services	29	9.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	77	26%	▲ 10%	Female	158	54%	▲ 40%
26-34	42	14%	23%	Male	137	46%	▼ 60%
35-44	40	14%	22%	Transgender			0%
45-54	50	17%	20%				
55-64	51	17%	19%				
65+	36	12%	7%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	177	60%	70%	White/Caucasian	120	41%	▼ 63%
Hisp-Puerto Rican	91	31%	▲ 12%	Other	80	27%	▲ 13%
Hispanic-Other	22	7%	8%	Unknown	46	16%	▲ 5%
Unknown	5	2%	9%	Black/African American	43	15%	17%
Hispanic-Cuban	1	0%	0%	Asian	7	2%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			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	9	10	-10%
Admits	6	5	20% ▲
Discharges	3	5	-40% ▼
Bed Days	925	736	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	87%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	75%	69%	25% ▲
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	76%	15% ▲
○ Follow-up within 30 Days of Discharge		2	67%	90%	64%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		3	100%	75%	49%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	140 days	0.3	101%	90%	96%	11% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							50%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	168	-14% ▼
Admits	10	-	
Discharges	-	33	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	85%
6 Month Updates	0%	58%
MH Screen Complete	10%	57%
SA Screen Complete	20%	58%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		122	84%	95%	80%	-11% ▼
Employed		18	12%	30%	24%	-18% ▼
Social Support		45	31%	60%	63%	-29% ▼
Improved/Maintained Axis V GAF Score		1	1%	75%	48%	-74% ▼

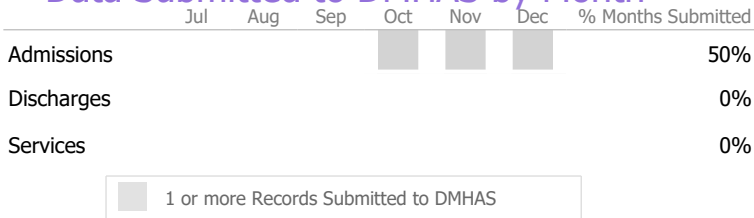
Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	81%	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%	77%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

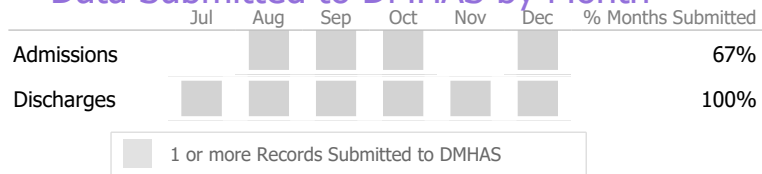
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	65	0%
Admits	8	8	0%
Discharges	13	12	8%

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	7	6	17% ▲
Discharges	6	9	-33% ▼
Bed Days	2,767	2,372	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	75%	69%	8%
● No Re-admit within 30 Days of Discharge		4	67%	85%	76%	-18% ▼
✓ Follow-up within 30 Days of Discharge		5	100%	90%	64%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		5	33%	75%	49%	-42% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	513 days	0.4	94%	90%	96%	4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	51	22% ▲
Admits	23	17	35% ▲
Discharges	32	11	191% ▲
Service Hours	652	3,823	-83% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	94%	50%	55%	44% ▲

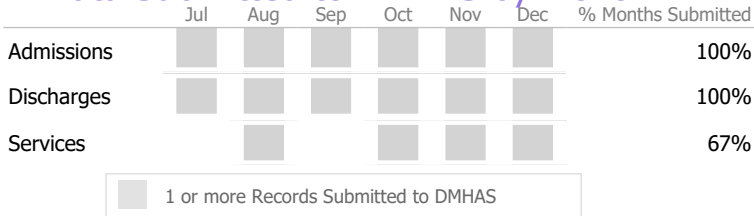
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	84%	60%	69%	24% ▲
✓ Employed		25	40%	20%	13%	20% ▲
✓ Stable Living Situation		54	86%	80%	76%	6% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	81%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs