

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	318	327	-3%
	Admits	83	57	46% ▲
	Discharges	98	86	14% ▲
	Service Hours	687	6,410	-89% ▼
	Bed Days	5,657	4,781	18% ▲

▲ > 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	155	47.3%
	Case Management	75	22.9%
	Other	66	20.1%
	Residential Services	32	9.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	90	28%	▲ 11%	Female	165	52%	▲ 40%
26-34	45	14%	23%	Male	152	48%	▼ 60%
35-44	42	13%	22%	Transgender			0%
45-54	51	16%	20%				
55-64	52	16%	18%				
65+	36	11%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	192	60%	70%	White/Caucasian	130	41%	▼ 62%
Hisp-Puerto Rican	96	30%	▲ 12%	Other	84	26%	▲ 13%
Hispanic-Other	23	7%	8%	Black/African American	48	15%	17%
Unknown	6	2%	10%	Unknown	47	15%	5%
Hispanic-Cuban	1	0%	0%	Asian	9	3%	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	11	13	-15% ▼
Admits	8	8	0%
Discharges	6	8	-25% ▼
Bed Days	1,440	1,199	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	77%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	90%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	75%	72%	25% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	67%	15% ▲
○ Follow-up within 30 Days of Discharge		5	83%	90%	67%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		6	75%	75%	49%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	180 days	0.2	105%	90%	95%	15% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■			■		■	67%
Discharges	■			■	■		■	■	■	67%

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	155	168	-8%
Admits	21	-	
Discharges	14	33	-58% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	19%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	5%	59%
SA Screen Complete	10%	59%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	14%	50%	40%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		132	85%	95%	81%	-10%
● Employed		23	15%	30%	25%	-15% ▼
● Social Support		52	34%	60%	64%	-26% ▼
● Improved/Maintained Axis V GAF Score		14	10%	75%	52%	-65% ▼

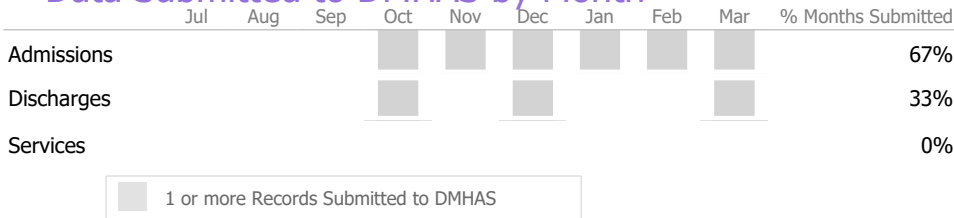
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	85%	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%	76%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

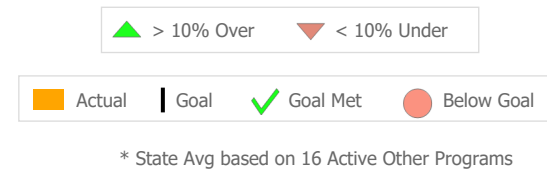
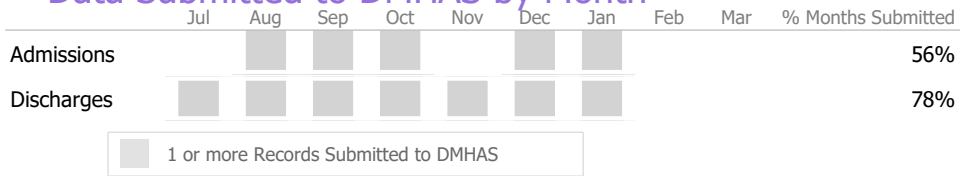
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	67	-1%
Admits	9	10	-10%
Discharges	15	16	-6%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	9	11	-18% ▼
Discharges	8	11	-27% ▼
Bed Days	4,217	3,582	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	77%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	88%	75%	72%	13% ▲
No Re-admit within 30 Days of Discharge		4	50%	85%	67%	-35% ▼
Follow-up within 30 Days of Discharge		7	100%	90%	67%	10%

Recovery

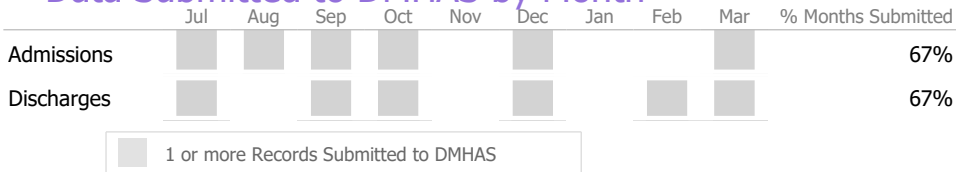
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	35%	75%	49%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	578 days	0.3	96%	90%	95%	6%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 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	75	62	21% ▲
Admits	36	28	29% ▲
Discharges	55	18	206% ▲
Service Hours	687	6,410	-89% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		42	76%	50%	57%	26% ▲

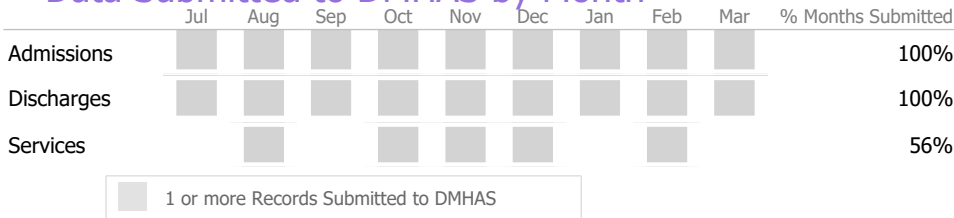
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		67	88%	60%	71%	28% ▲
✓ Employed		31	41%	20%	12%	21% ▲
✓ Stable Living Situation		68	89%	80%	76%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	83%	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