

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	803	914	-12% ▼
	Admits	179	319	-44% ▼
	Discharges	133	297	-55% ▼
	Service Hours	731	916	-20% ▼
	S.Rehab/PHP/IOP	7,299	8,845	-17% ▼

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

Consumer Satisfaction Survey

(Based on 26 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		95%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		82%	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	Social Rehabilitation	655	77.7%
	Case Management	118	14.0%
Addiction	Outpatient	39	4.6%
	IOP	31	3.7%

Client Demographics

Age	#	%	State Avg
18-25	32	4%	11%
26-34	117	15%	23%
35-44	125	16%	22%
45-54	191	24%	20%
55-64	209	26%	18%
65+	120	15%	6%

Gender	#	%	State Avg
Male	503	63%	60%
Female	298	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	548	68%	69%
Hispanic-Other	104	13%	8%
Hisp-Puerto Rican	80	10%	11%
Unknown	50	6%	11%
Hispanic-Mexican	15	2%	1%
Hispanic-Cuban	6	1%	0%

Race	#	%	State Avg
Black/African American	323	40%	▲ 17%
White/Caucasian	298	37%	▼ 62%
Other	116	14%	13%
Unknown	47	6%	6%
Multiple Races	10	1%	1%
Am. Indian/Native Alaskan	5	1%	1%
Asian	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	39	51	-24% ▼
Admits	29	32	-9%
Discharges	23	44	-48% ▼
Service Hours	507	385	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	98%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	20%
Co-occurring	Actual	State Avg
MH Screen Complete	79%	88%
SA Screen Complete	79%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	52%	50%	48%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		39	89%	55%	53%	34% ▲
✓ Not Arrested		42	95%	75%	82%	20% ▲
● Stable Living Situation		41	93%	95%	81%	-2%
● Employed		19	43%	50%	40%	-7%
● Improved/Maintained Axis V GAF Score		23	72%	75%	56%	-3%
● Self Help		8	18%	60%	27%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	62%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		22	92%	75%	66%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■		■	83%
Discharges	■	■	■	■	■	■	■	■		■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

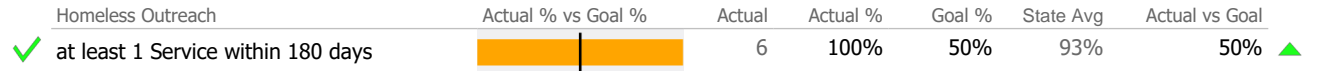
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

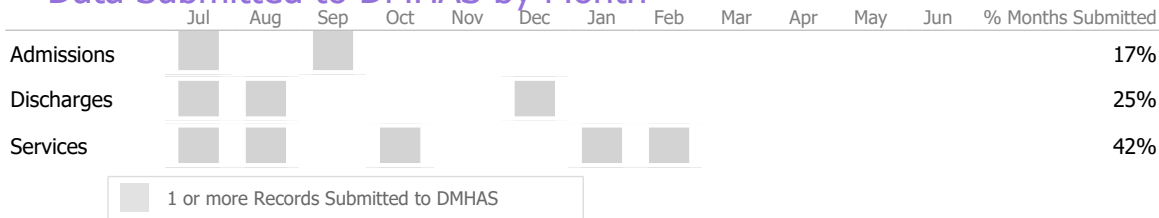
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	56	-63% ▼
Admits	6	47	-87% ▼
Discharges	10	43	-77% ▼
Service Hours	91	289	-69% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	86	109	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	89%	-5%

Service Utilization

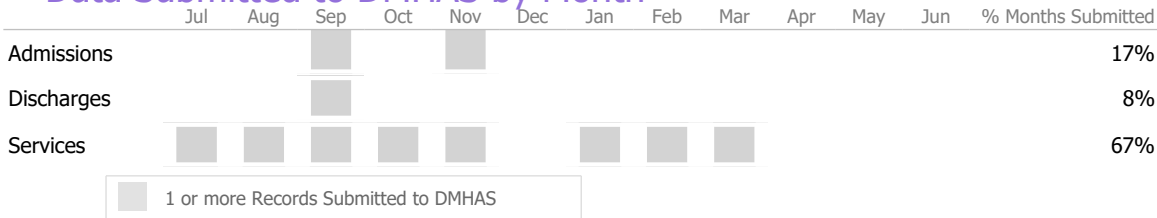
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	88%	90%	97%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	6	417% ▲
Admits	32	7	357% ▲
Discharges	35	4	775% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	33	7	371% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	94%
On-Time Periodic 6 Month Updates	N/A	2%
Co-occurring MH Screen Complete	84%	90%
SA Screen Complete	81%	90%
Diagnosis Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	60%	50%	64%	10% ▲
● Follow-up within 30 Days of Discharge		16	76%	90%	65%	-14% ▼

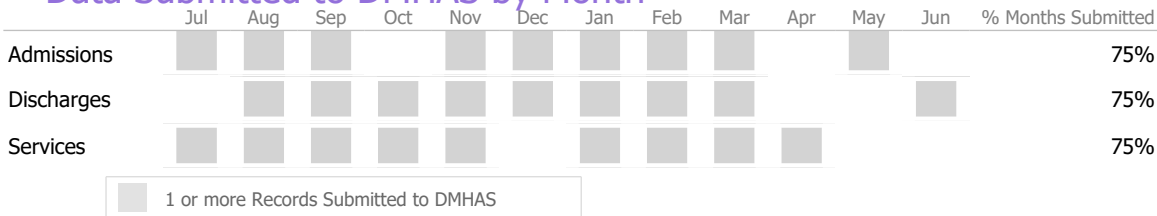
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		34	97%	75%	77%	22% ▲
✓ Not Arrested		34	97%	75%	79%	22% ▲
● Stable Living Situation		33	94%	95%	88%	-1%
● Abstinence/Reduced Drug Use		18	51%	55%	65%	-4%
● Employed		9	26%	50%	27%	-24% ▼
● Self Help		3	9%	60%	35%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	70%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 56 Active Standard IOP Programs

Senior Outreach

Family and Children's Agency Inc

Mental Health - Case Management - Outreach & Engagement

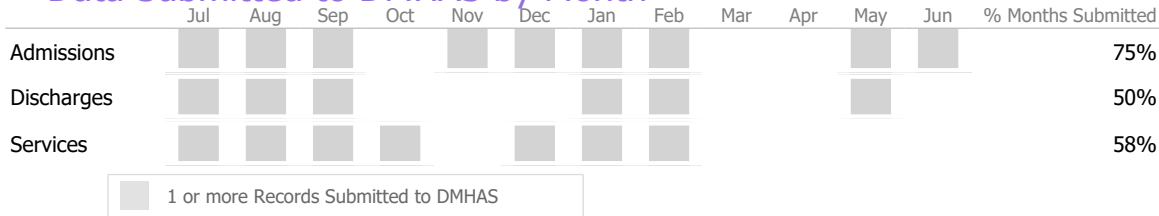
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	141	-38% ▼
Admits	57	121	-53% ▼
Discharges	63	111	-43% ▼
Service Hours	39	134	-71% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		29	51%	50%	93%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

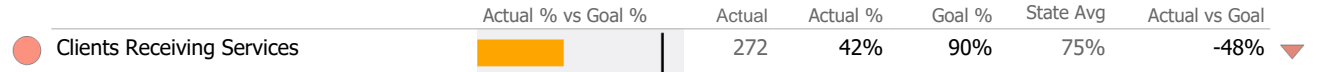
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

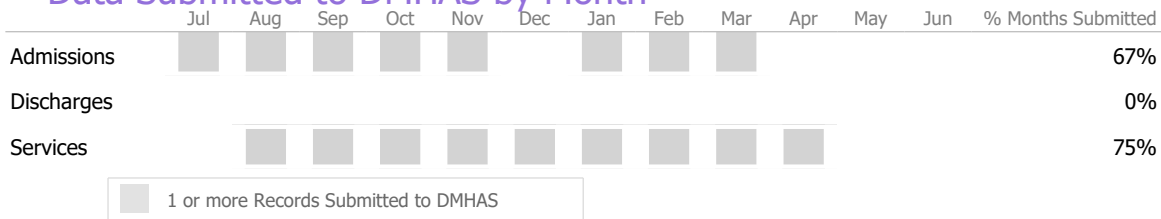
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	655	692	-5%
Admits	53	110	-52% ▼
Discharges	-	92	-100% ▼
Social Rehab/PHP/IOP Days	7,266	8,838	-18% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs