

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	343	379	-9%
	Admits	136	168	-19% ▼
	Discharges	141	175	-19% ▼
	Service Hours	83	555	-85% ▼
	Bed Days	19,061	18,454	3%

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

Consumer Satisfaction Survey (Based on 94 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		98%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		81%	80%	83%
● Recovery		77%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	161	46.9%
	Inpatient Services	146	42.6%
	Residential Services	36	10.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	37	11%	17%	Female	173	51%	▲ 40%
26-34	58	17%	22%	Male	169	49%	▼ 60%
35-44	58	17%	20%				
45-54	74	22%	24%				
55-64	84	24%	▲ 13%				
65+	32	9%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	180	52%	▼ 74%	White/Caucasian	115	34%	▼ 64%
Hisp-Puerto Rican	116	34%	▲ 12%	Unknown	106	31%	▲ 2%
Hispanic-Other	36	10%	7%	Other	73	21%	15%
Unknown	10	3%	7%	Black/African American	47	14%	17%
Hispanic-Mexican	1	0%	0%	Asian	1	0%	1%
Hispanic-Cuban			0%	Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

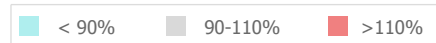
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	146	164	-11% ▼
Admits	115	140	-18% ▼
Discharges	115	133	-14% ▼
Bed Days	12,627	12,085	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		114	99%	95%	69%	4%
✓ No Re-admit within 30 Days of Discharge		111	97%	85%	86%	12% ▲
● Follow-up within 30 Days of Discharge		37	32%	90%	42%	-58% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	1,137 days	0.0	1730%	90%	111%	1640%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS



* State Avg based on 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	9	10	-10%
Discharges	9	10	-10%
Bed Days	1,425	1,209	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	85%	96%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	75%	40%	-8%
No Re-admit within 30 Days of Discharge		8	89%	85%	69%	4%
Follow-up within 30 Days of Discharge		6	100%	90%	91%	10%

Recovery

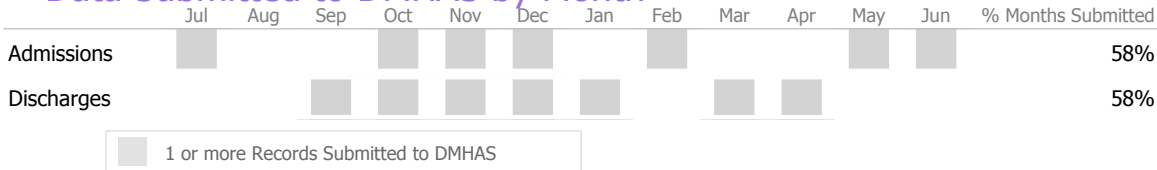
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		9	90%	75%	62%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	207 days	0.3	98%	90%	92%	8%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161	178	-10%
Admits	-	6	-100% ▼
Discharges	8	17	-53% ▼
Service Hours	83	555	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	22%	43%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	60%
✓ SA Screen Complete	100%	60%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	25%	50%	54%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		88	55%	75%	39%	-20% ▼
● Employed		5	3%	30%	17%	-27% ▼
● Stable Living Situation		108	67%	95%	74%	-28% ▼
● Social Support		21	13%	60%	49%	-47% ▼

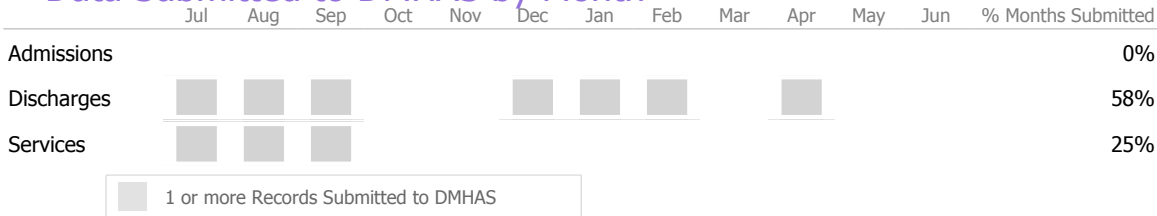
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		77	50%	90%	90%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	60%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	28	-14% ▼
Admits	12	12	0%
Discharges	9	15	-40% ▼
Bed Days	5,009	5,160	-3%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	75%	40%	3%
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	69%	4%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	100%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
✓ SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	83%	96%
✓ Valid Axis V GAF Score	100%	95%

Recovery

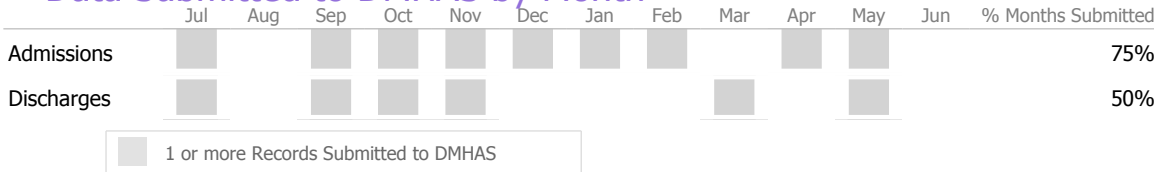
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Improved/Maintained Axis V GAF Score		11	52%	75%	62%	-23% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	16	877 days	0.7	86%	90%	92%	-4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs