

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,209	1,071	13%	▲
	Admits	1,044	622	68%	▲
	Discharges	1,090	718	52%	▲
	Service Hours	3,682	3,679	0%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	734	57.2%
	Outpatient	520	40.5%
	IOP	29	2.3%

### Consumer Satisfaction Survey

(Based on 132 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Respect		93%	80%	91%
✓ Access		92%	80%	88%
✓ Outcome		91%	80%	83%
● Recovery		72%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	161	14%	14%
26-34	178	15%	24%
35-44	170	15%	20%
45-54	248	21%	22%
55-64	239	21%	16%
65+	162	14%	5%

Gender	#	%	State Avg
Female	613	51%	▲ 40%
Male	596	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,012	84%	74%
Hispanic-Other	122	10%	7%
Unknown	34	3%	6%
Hisp-Puerto Rican	24	2%	▼ 13%
Hispanic-Mexican	13	1%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	928	77%	▲ 65%
Other	158	13%	13%
Black/African American	83	7%	16%
Asian	23	2%	1%
Unknown	12	1%	3%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	2	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	29	27	7%
Admits	22	31	-29% ▼
Discharges	24	22	9%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	22%	81%
SA Screen Complete	47%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	88%	50%	73%	38% ▲
● Follow-up within 30 Days of Discharge		12	57%	90%	73%	-33% ▼

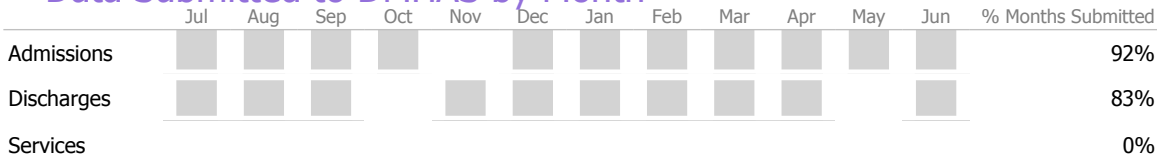
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		16	52%	60%	64%	-8%
● Stable Living Situation		27	87%	95%	80%	-8%
● Improved/Maintained Axis V GAF Score		19	70%	75%	83%	-5%
● Employed		2	6%	30%	25%	-24% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month



■ 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	520	647	-20% ▼
Admits	15	49	-69% ▼
Discharges	57	142	-60% ▼
Service Hours	3,682	3,679	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	32%	50%	45%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		494	95%	60%	70%	35% ▲
✓ Improved/Maintained Axis V GAF Score		433	84%	75%	59%	9%
✓ Stable Living Situation		505	97%	95%	86%	2%
● Employed		90	17%	30%	23%	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	70%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	92%	82%
SA Screen Complete	44%	81%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	99%	89%

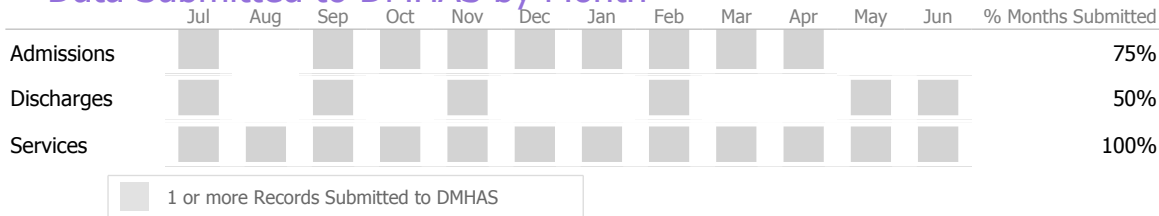
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		377	81%	90%	90%	-9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		8	53%	75%	65%	-22% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

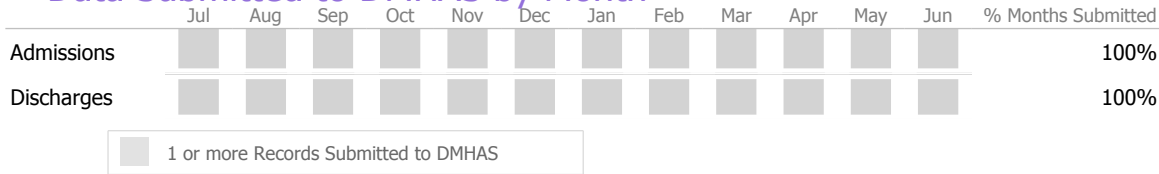
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	734	462	59% ▲
Admits	1,007	542	86% ▲
Discharges	1,009	554	82% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		761	70%	75%	69%	-5%
● Community Location Evaluation		93	9%	80%	75%	-71% ▼
● Follow-up Service within 48 hours		113	19%	90%	61%	-71% ▼

### 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