

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	357	363	-2%
	Admits	24	21	14% ▲
	Discharges	25	24	4%
	Service Hours	993	935	6%
	Bed Days	1,882	4,574	-59% ▼

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

Consumer Satisfaction Survey (Based on 1,039 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		82%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ General Satisfaction		82%	80%	92%
✓ Respect		81%	80%	91%
✓ Overall		81%	80%	91%
● Outcome		76%	80%	83%
● Access		63%	80%	88%
● Recovery		58%	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	186	51.8%
	Other	64	17.8%
	Case Management	51	14.2%
	Inpatient Services	32	8.9%
	Residential Services	26	7.2%

Client Demographics

Age	#	%	State Avg
18-25	60	17%	12%
26-34	54	15%	22%
35-44	53	15%	19%
45-54	66	19%	23%
55-64	71	20%	18%
65+	49	14%	6%

Gender	#	%	State Avg
Female	181	51%	42%
Male	171	49%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	196	55%	75%
Hisp-Puerto Rican	125	35%	12%
Hispanic-Other	27	8%	7%
Unknown	7	2%	6%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	131	37%	65%
Unknown	90	25%	3%
Other	89	25%	13%
Black/African American	43	12%	16%
Asian	3	1%	1%
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	9	5	80% ▲
Admits	4	-	
Discharges	3	-	
Bed Days	555	460	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	80%	93%
SA Screen Complete	60%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	84%

Discharge Outcomes

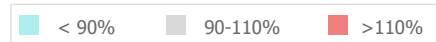
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	75%	83%	-8%
No Re-admit within 30 Days of Discharge		2	67%	85%	59%	-18%
Follow-up within 30 Days of Discharge		2	100%	90%	89%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	25%	75%	43%	-50%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	151 days	0.6	121%	90%	88%	31% ▲



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 10 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	186	210	-11% ▼
Admits	-	-	
Discharges	-	6	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	83%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	19%	-30% ▼
Social Support		0	0%	60%	64%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	45%	-75% ▼
Stable Living Situation		0	0%	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	69%	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%	64%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	64	0%
Admits	6	10	-40% ▼
Discharges	9	8	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■		■	67%
Discharges	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	15	13% ▲
Admits	4	2	100% ▲
Discharges	1	1	0%
Bed Days	1,327	1,170	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	93%
SA Screen Complete	67%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	75%	83%	25% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	59%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	89%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		4	36%	75%	43%	-39% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	540 days	0.9	90%	90%	88%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 10 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	44	16% ▲
Admits	10	9	11% ▲
Discharges	12	9	33% ▲
Service Hours	993	935	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	86%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	92%	50%	50%	42% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	45%	20%	9%	25% ▲
✓ Social Support		43	84%	60%	57%	24% ▲
✓ Stable Living Situation		49	96%	80%	72%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	58%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 31 Active Standard Case Management Programs