

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	78	76	3%
	Admits	3	22	-86% ▼
	Discharges	7	10	-30% ▼
	Service Hours	3,608	4,450	-19% ▼
	Bed Days	5,760	5,792	-1%
	S.Rehab/PHP/IOP	7,431	7,281	2%

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

Consumer Satisfaction Survey

(Based on 62 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		89%	80%	83%
● Recovery		75%	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	52	45.6%
	Community Support	36	31.6%
	Residential Services	16	14.0%
	Case Management	10	8.8%

Client Demographics

Age	#	%	State Avg
18-25			13% ▼
26-34	7	9%	24% ▼
35-44	11	14%	20%
45-54	17	22%	21%
55-64	31	40%	16% ▲
65+	12	15%	5%

Gender	#	%	State Avg
Male	54	69%	60%
Female	24	31%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	72	92%	72% ▲
Unknown	4	5%	7%
Hispanic-Other	2	3%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12% ▼

Race	#	%	State Avg
White/Caucasian	67	86%	64% ▲
Black/African American	6	8%	17%
Other	2	3%	13%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Unknown	1	1%	4%
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	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	2,902	2,920	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	93%

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

Discharge Outcomes

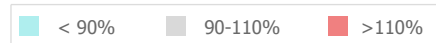
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	79%	-80% ▼
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

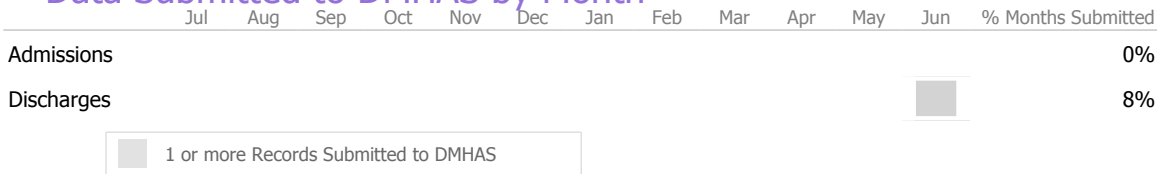
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	75%	60%	85%	15% ▲
Stable Living Situation		8	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		5	62%	95%	68%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	2,789 days	0.3	99%	90%	95%	9%



Data Submitted to DMHAS by Month



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	11	-27% ▼
Admits	-	3	-100% ▼
Discharges	1	3	-67% ▼
Bed Days	2,858	2,872	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	68%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	84%	40% ▲
Stable Living Situation		8	100%	95%	96%	5%
Employed		1	12%	25%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		5	62%	95%	68%	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		83%
Cooccurring	Actual	State Avg
MH Screen Complete		84%
SA Screen Complete		82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%
Valid Axis V GAF Score		94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,044 days	0.3	98%	90%	94%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%

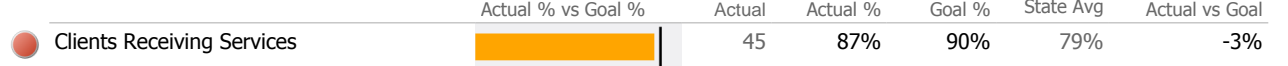
▲ > 10% Over ▼ < 10% Under

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	51	2%
Admits	1	7	-86% ▼
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	7,431	7,281	2%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	38	-5%
Admits	2	9	-78% ▼
Discharges	5	4	25% ▲
Service Hours	2,082	3,073	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	65%	67%	-25% ▼

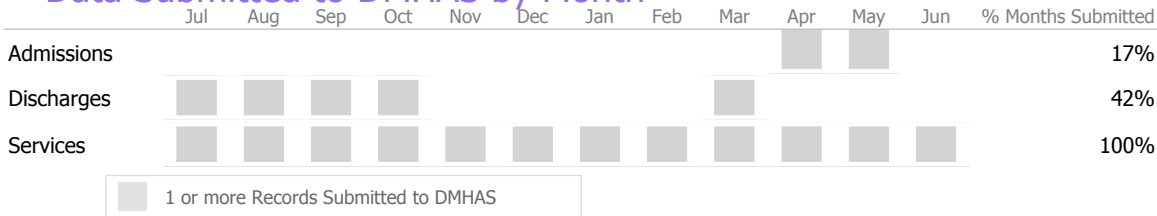
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		33	92%	60%	82%	32% ▲
Stable Living Situation		36	100%	80%	92%	20% ▲
Employed		10	28%	20%	13%	8%
Improved/Maintained Axis V GAF Score		24	71%	65%	66%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	1,526	1,377	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	85%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs