

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,015	1,030	-1%
	Admits	528	692	-24% ▼
	Discharges	488	612	-20% ▼
	Service Hours	872	1,006	-13% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	583	53.9%
	Crisis Services	468	43.3%
	IOP	31	2.9%

Consumer Satisfaction Survey (Based on 99 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Respect		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		84%	80%	83%
✓ Recovery		82%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	110	11%	16%
26-34	156	16%	23%
35-44	161	16%	20%
45-54	250	25%	24%
55-64	198	20%	14%
65+	131	13%	4%

Gender	#	%	State Avg
Female	566	56%	▲ 40%
Male	449	44%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	830	82%	75%
Hispanic-Other	104	10%	6%
Unknown	46	5%	6%
Hisp-Puerto Rican	25	2%	12%
Hispanic-Mexican	6	1%	0%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	791	78%	▲ 65%
Other	121	12%	14%
Black/African American	64	6%	▼ 17%
Unknown	19	2%	3%
Asian	13	1%	1%
Multiple Races	6	1%	1%
Am. Indian/Native Alaskan	1	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	31	46	-33% ▼
Admits	34	44	-23% ▼
Discharges	35	45	-22% ▼
Service Hours	14	11	27% ▲
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
On-Time Periodic 6 Month Updates	N/A	N/A
Cooccurring	Actual	State Avg
MH Screen Complete	82%	82%
SA Screen Complete	68%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	82%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	71%	50%	72%	21% ▲
Follow-up within 30 Days of Discharge		17	68%	90%	58%	-22% ▼

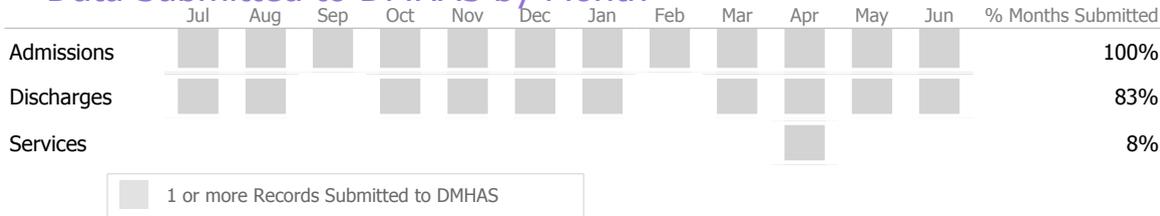
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		38	93%	60%	72%	33% ▲
Stable Living Situation		41	100%	95%	78%	5% ▲
Improved/Maintained Axis V GAF Score		30	86%	75%	73%	11% ▲
Employed		4	10%	30%	16%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	83%	90%	58%	-7% ▼

Data Submitted to DMHAS by Month



▲ > 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	583	584	0%
Admits	3	9	-67% ▼
Discharges	4	5	-20% ▼
Service Hours	858	995	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	45%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	1%	30%	19%	-29% ▼
● Social Support		41	7%	60%	55%	-53% ▼
● Improved/Maintained Axis V GAF Score		3	1%	75%	51%	-74% ▼
● Stable Living Situation		44	8%	95%	81%	-87% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	56%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	70%
✓ SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	19%	91%

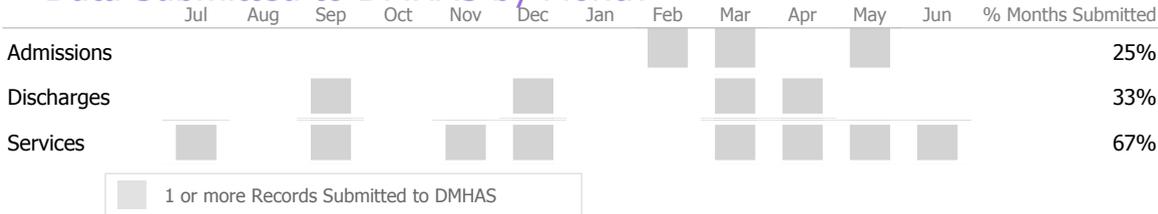
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		306	53%	90%	87%	-37% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	67%	-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

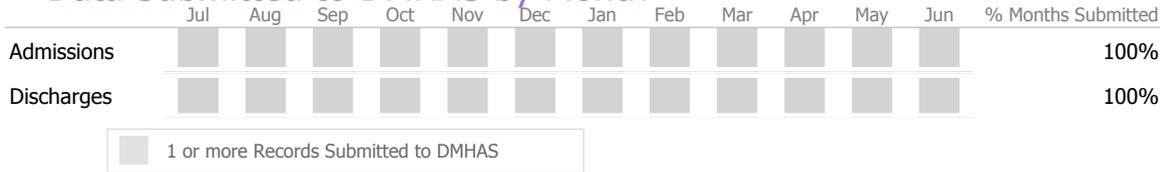
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	468	474	-1%
Admits	491	639	-23% ▼
Discharges	449	562	-20% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		449	72%	75%	73%	-3%
● Community Location Evaluation		12	2%	80%	47%	-78% ▼
● Follow-up Service within 48 hours		68	23%	90%	47%	-67% ▼

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