

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	750	648	16%	▲
	Admits	263	263	0%	
	Discharges	380	165	130%	▲
	Service Hours	2,559	3,075	-17%	▼
	S.Rehab/PHP/IOP	3,927	5,385	-27%	▼

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

Consumer Satisfaction Survey (Based on 108 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Access		87%	80%	88%
✓ Respect		84%	80%	91%
● Recovery		79%	80%	79%
● Outcome		76%	80%	83%

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	611	72.7%
	Case Management	98	11.7%
Addiction	Outpatient	83	9.9%
	IOP	49	5.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	67	9%	16%	Male	453	61%	60%
26-34	137	19%	23%	Female	295	39%	40%
35-44	149	20%	20%				
45-54	231	31%	24%				
55-64	123	17%	14%				
65+	27	4%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	499	67%	75%	Black/African American	307	41%	▲ 17%
Hispanic-Other	98	13%	6%	White/Caucasian	224	30%	▼ 65%
Hisp-Puerto Rican	77	10%	12%	Other	154	21%	14%
Unknown	60	8%	6%	Unknown	42	6%	3%
Hispanic-Mexican	9	1%	0%	Multiple Races	16	2%	1%
Hispanic-Cuban	7	1%	0%	Am. Indian/Native Alaskan	4	1%	1%
				Asian	2	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	78	6%
Admits	76	70	9%
Discharges	68	69	-1%
Service Hours	1,235	1,415	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	94%	94%
On-Time Periodic		
6 Month Updates	100%	34%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	38%	50%	52%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		84	90%	75%	89%	15% ▲
Abstinence/Reduced Drug Use		58	62%	55%	58%	7%
Stable Living Situation		89	96%	95%	87%	1%
Employed		35	38%	50%	37%	-12% ▼
Improved/Maintained Axis V GAF Score		38	51%	75%	60%	-24% ▼
Self Help		10	11%	60%	25%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	96%	90%	84%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		59	86%	75%	74%	11% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

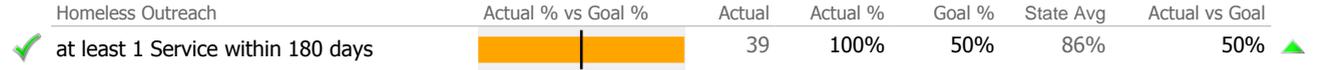
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

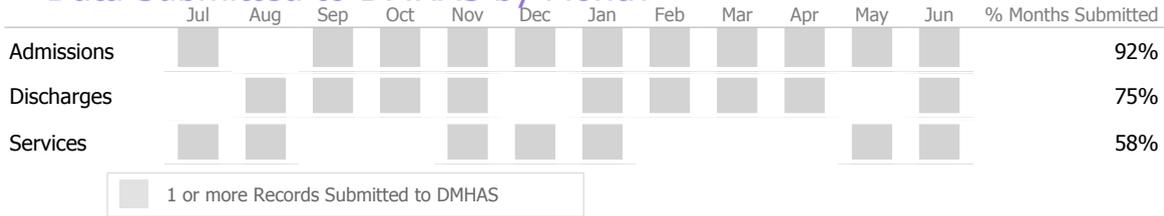
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	89	-1%
Admits	39	36	8%
Discharges	16	39	-59% ▼
Service Hours	377	343	10%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	2	1	100% ▲
Discharges	-	1	-100% ▼
Service Hours	139	170	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	89%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	65	-25% ▼
Admits	42	58	-28% ▼
Discharges	48	56	-14% ▼
Service Hours	808	1,147	-30% ▼
Social Rehab/PHP/IOP Days	875	1,170	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	6%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	58%	50%	60%	8%
● Follow-up within 30 Days of Discharge		20	71%	90%	49%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		50	88%	75%	94%	13% ▲
✓ Abstinence/Reduced Drug Use		35	61%	55%	64%	6%
✓ Improved/Maintained Axis V GAF Score		43	90%	75%	80%	15% ▲
● Stable Living Situation		52	91%	95%	93%	-4%
● Employed		9	16%	50%	28%	-34% ▼
● Self Help		7	12%	60%	49%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	84%	10%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

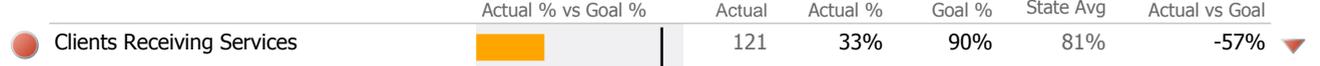
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

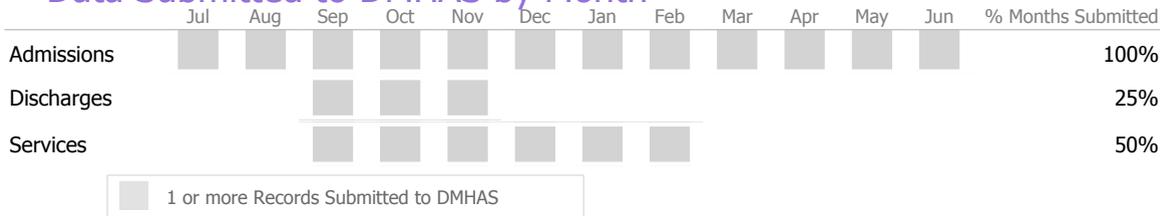
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	611	511	20% ▲
Admits	104	98	6%
Discharges	248	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,052	4,215	-28% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs