

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	345	344	0%
	Admits	143	136	5%
	Discharges	126	143	-12% ▼
	Service Hours	874	177	393%
	Bed Days	19,063	19,061	0%

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

Consumer Satisfaction Survey (Based on 120 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Access		97%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ Outcome		86%	80%	83%
✓ Recovery		84%	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	152	44.1%
	Inpatient Services	120	34.8%
	Case Management	38	11.0%
	Residential Services	35	10.1%

Client Demographics

Age	#	%	State Avg
18-25	61	18%	16%
26-34	61	18%	23%
35-44	40	12%	20%
45-54	60	17%	24%
55-64	80	23%	14%
65+	41	12%	4%

Gender	#	%	State Avg
Male	173	50%	60%
Female	172	50%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	201	58%	75% ▼
Hisp-Puerto Rican	128	37%	12% ▲
Hispanic-Other	11	3%	6%
Unknown	4	1%	6%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	130	38%	65% ▼
Unknown	94	27%	3% ▲
Other	62	18%	14%
Black/African American	56	16%	17%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	146	-18% ▼
Admits	90	115	-22% ▼
Discharges	90	115	-22% ▼
Bed Days	12,468	12,627	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		90	100%	95%	69%	5%
✓ No Re-admit within 30 Days of Discharge		85	94%	85%	87%	9%
● Follow-up within 30 Days of Discharge		31	34%	90%	47%	-56% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	1,362 days	0.0	1708%	90%	110%	1618%



Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS



* State Avg based on 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	8	9	-11% ▼
Discharges	8	9	-11% ▼
Bed Days	1,358	1,425	-5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	75%	56%	13% ▲
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	74%	15% ▲
● Follow-up within 30 Days of Discharge		6	86%	90%	80%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	72%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	79%

Recovery

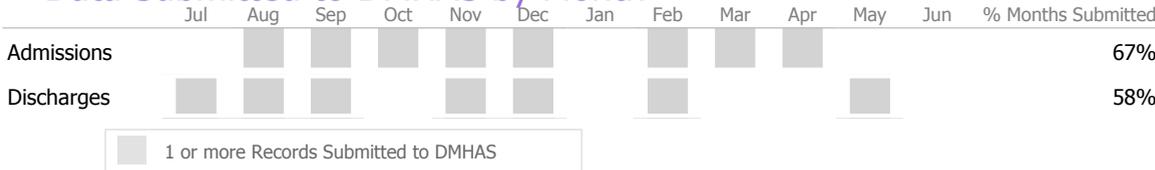
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		10	100%	75%	70%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	160 days	0.3	93%	90%	92%	3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	162	-6%
Admits	-	-	
Discharges	8	10	-20% ▼
Service Hours	87	177	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	53%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	50%	45%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		128	84%	95%	81%	-11% ▼
Social Support		51	34%	60%	55%	-26% ▼
Employed		3	2%	30%	19%	-28% ▼
Improved/Maintained Axis V GAF Score		55	36%	75%	51%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	7%	90%	87%	-83% ▼

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	23	24	-4%
Admits	7	12	-42% ▼
Discharges	9	9	0%
Bed Days	5,237	5,009	5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	75%	56%	14% ▲
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	74%	15% ▲
● Follow-up within 30 Days of Discharge		7	88%	90%	80%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	72%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	79%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		20	100%	75%	70%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	889 days	0.7	90%	90%	92%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	0	
Admits	38	-	
Discharges	11	-	
Service Hours	787	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	0%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	91%	50%	60%	41% ▲

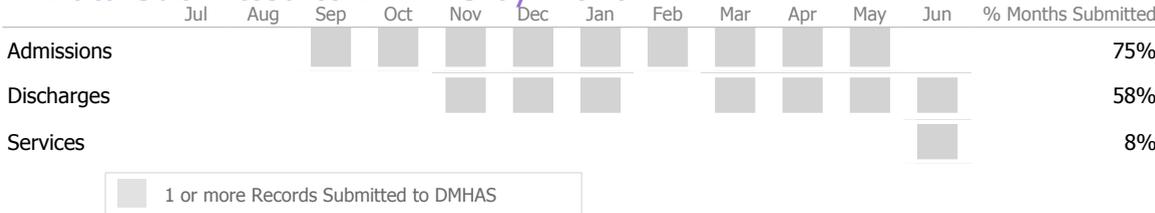
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		33	87%	60%	48%	27% ▲
✓ Stable Living Situation		36	95%	80%	65%	15% ▲
✓ Employed		9	24%	20%	5%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	67%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs